



## BUSINESS SERVICES COMMITTEE

Tuesday, February 14, 2023, 3:00 pm

[www.work2future.org](http://www.work2future.org)

### COVID-19 NOTICE

Consistent with AB 361 and City of San Jose Resolution Nos. 80628, 80659, 80685, 80724, 80758, 80809, RES2023-1 and RES2023-2, this meeting will not be physically open to the public. Committee members will be videoconferencing from remote locations.

Members of the public can observe the meeting by computer, smartphone and smart tablet at <https://zoom.us/j/94276388219?pwd=cHY4QlFhOFh5eitPSW9qM3ViSm9NZz09>

To provide Spoken Public Comment *during* the meeting:

a) **Phone** (669) 900-9128, Meeting ID 942 7638 8219, Passcode: 243745. **Press \*9** to Raise a Hand to let the Chair know that you'd like to speak. **Press \*6** to Mute and Unmute yourself.

b) **Online** using the [Zoom link](https://zoom.us/j/94276388219?pwd=cHY4QlFhOFh5eitPSW9qM3ViSm9NZz09) above: 1) Use an up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. (Certain functionality may be disabled in older browsers, including Internet Explorer.) Mute all other audio before speaking. Using multiple devices can cause audio feedback. 2) Enter an email address and name. The name will be visible online and will be used to notify you that it is your turn to speak. 3) When the Chair calls for the Agenda Item to which you wish to speak, click on the "Raise Hand" icon or command. Speakers will be notified shortly before they are called on to speak.

Please limit remarks to the time limit allotted by the meeting chair, usually two minutes.

To submit written Public Comment *before* the committee meeting: Send by e-mail to [Lawrence.Thoo@sanjoseca.gov](mailto:Lawrence.Thoo@sanjoseca.gov) by 1:00 pm the day of the meeting. The e-mails will be posted with the Agenda as "Letters from the Public". Please identify the Agenda Item Number in the subject line of your email.

To submit written Public Comment *during* the meeting: Send e-mail during the meeting to [Deanna.Walter@sanjoseca.gov](mailto:Deanna.Walter@sanjoseca.gov), identifying the Agenda Item Number in the e-mail subject line, to have the comments verbally read into the record, with a maximum of 250 words, which corresponds to approximately 2 minutes per individual comment, subject to the Chair's discretion. Comments received after the agenda item is heard but before the close of the meeting will be included as a part of the meeting record but will not be read into the record.

## BUSINESS SERVICES COMMITTEE

### MEMBERS | 2023

Alan Takahashi, *Committee Chair\**

Senior Vice President and General Manager, Multifunction Microwave Solutions  
CAES

Ricardo Benavidez\*

Director of Social Infrastructure  
Google LLC

George Chao\*

Director of Strategic Partnerships  
Manex

Emily McGrath\*

Director of Workforce Development, Education and Training  
NextFlex

Mitesh Shah

Vice-President and Business Unit Head  
Tech Mahindra

Priya Smith, MPH\*

Medical Group Administrator, The Permanente Medical Group  
Kaiser Permanente, San Jose

*ex officio*

Susan Koepp-Baker, *Board Chair\**

Principal  
Enviro-Tech Services

\*work2future Board member

**BUSINESS SERVICES COMMITTEE**

**February 14, 2023**

**3:00 pm**

**MEETING AGENDA**

- |  |                                     |
|--|-------------------------------------|
| <b>I. CALL TO ORDER &amp; ROLL CALL</b>  | <i>10 min</i><br><i>3:10 pm end</i> |
| <b>A. Introductions</b>  |                                     |
| <b>II. OPEN FORUM</b>  | <i>5 min</i><br><i>3:15 pm end</i>  |
| Members of the public can address the committee on matters not on the agenda   |                                     |
| <b>III. BUSINESS</b>   |                                     |
| <b>A. Minutes Approval {Action}</b>  |                                     |
| Approve minutes of the December 13, 2022, Business Services Committee meeting  |                                     |
|  | <i>5 min</i><br><i>3:20 pm end</i>  |
| <b>B. Manager's Summary {Information}</b>  |                                     |
| <i>Lawrence Thoo, Strategic Engagement Manager</i>   |                                     |
| Summary of issues on today's agenda and other matters of interest  |                                     |
|  | <i>5 min</i><br><i>3:25 pm end</i>  |
| <b>C. Employer Engagement {Information}</b>  |                                     |
| <i>Staff reports and discussion, including without limitation</i>  |                                     |
|  | <i>15 min</i><br><i>3:40 pm end</i> |
| <b>1. Layoff Activity</b>  |                                     |
| <i>Huong Tran, Business Services Lead Analyst</i>  |                                     |
| Year-to-date report on layoff notices and related activity   |                                     |
| <b>2. Work Experience</b>  |                                     |
| <i>Huong Tran, Business Services Lead Analyst; Deanna Walter, Project Manager, Strategic Engagement</i>  |                                     |
| Report on an increased effort to recruit employers for work experience opportunities and a new Earn-and-Learn pilot  |                                     |
| <b>3. WAF 9.0 Career Accelerator Employer Engagement</b>   |                                     |
| <i>Fidel Sanchez, Business Services Specialist</i>   |                                     |
| Report on the final pilot of the advanced manufacturing technician career accelerator supported by the Workforce Accelerator Fund 9.0 grant from the state workforce development board |                                     |
| <b>D. Services</b>   |                                     |
| <i>Staff reports and discussion, including without limitation</i>  |                                     |
|  | <i>10 min</i><br><i>3:50 pm end</i> |
| <b>1. Career Fairs</b>   |                                     |
| <i>Huong Tran, Business Services Lead Analyst</i>  |                                     |
| Report on 2023's completed and pending careers fairs.  |                                     |

**2. Incumbent Worker Training**

*Deanna Walter, Project Manager, Strategic Engagement*

Report on initial customer activity in the Incumbent Worker Training reimbursement program

**E. Business Intelligence**

*Staff reports and discussion, including without limitation*

20 min  
4:10 pm end

**1. Grants Activity**

*Lawrence Thoo, Strategic Engagement Manager*

Report on various grants proposals that are focused on business

**2. Post-Pandemic Crisis Economy**

*Lawrence Thoo, Strategic Engagement Manager*

Report on a study-in-progress on the state of local economy and near-term workforce implications

**3. Labor Market Update**

*Lawrence Thoo, Strategic Engagement Manager*

Report and discussion on the labor market in and around Santa Clara County

**F. Members' Roundtable**

*Alan Takahashi, Business Services Committee Chair*

Committee members share information on their business, industry and/or the economy generally, which they think will or should impact the local workforce and local workforce development efforts and priorities

10 min  
4:20 pm end

**IV. OTHER**

*Announcements, committee housekeeping*

5 min  
4:25 pm end

**V. ADJOURNMENT**

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Please note: *Times to the right of agenda items are estimates only of the duration of the item and its approximate ending time. Actual times may vary, and items may be taken out of order at the discretion of the chair.*

## **CITY OF SAN JOSE CODE OF CONDUCT FOR PUBLIC MEETINGS**

The Code of Conduct is intended to promote open meetings that welcome debate of public policy issues being discussed by the City Council, its Committees, and City Boards and Commissions in an atmosphere of fairness, courtesy, and respect for differing points of view.

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### **Novel Coronavirus (COVID-19) Precautions**

Consistent with the California Governor's Executive Order No. N-29-20, Resolution No. 79450 from the City of San José and the Santa Clara County Health Officer's March 16, 2020 Shelter in Place Order, the meeting will not be physically open to the public. Instead, the meeting will be conducted via video teleconference open to the public. The Code of Conduct will apply to the extent possible in a video teleconference setting.

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1. Public Meeting Decorum:
  - a. Persons in the audience will refrain from behavior which will disrupt the public meeting. This will include making loud noises, clapping, shouting, booing, hissing or engaging in any other activity in a manner that disturbs, disrupts or impedes the orderly conduct of the meeting.
  - b. Persons in the audience will refrain from creating, provoking or participating in any type of disturbance involving unwelcome physical contact.
  - c. Persons in the audience will refrain from using cellular phones and/or pagers while the meeting is in session.
  - d. Appropriate attire, including shoes and shirts are always required in the meeting room.
  - e. Persons in the audience will not place their feet on the seats in front of them.
  - f. No food, drink (other than bottled water with a cap) or chewing gum will be allowed in the meeting room, except as otherwise pre-approved by City staff.
  - g. All persons entering the meeting room, including their bags, purses, briefcases and similar belongings, may be subject to search for weapons and other dangerous materials.
2. Signs, Objects or Symbolic Material:
  - a. Objects and symbolic materials, such as signs or banners, will be allowed in the meeting room, with the following restrictions:
    - i. No objects will be larger than 2 feet by 3 feet.
    - ii. No sticks, posts, poles or other such items will be attached to the signs or other symbolic materials.
    - iii. The items cannot create a building maintenance problem or a fire or safety hazard.
  - b. Persons with objects and symbolic materials such as signs must remain seated when displaying them and must not raise the items above shoulder level, obstruct the view or passage of other attendees, or otherwise disturb the business of the meeting.
  - c. Objects that are deemed a threat to persons at the meeting or the facility infrastructure are not allowed. City staff is authorized to remove items and/or individuals from the meeting room if a threat exists or is perceived to exist. Prohibited items include, but are not limited to: firearms (including replicas and antiques), toy guns, explosive material, and ammunition; knives and other edged weapons; illegal drugs and drug paraphernalia; laser pointers, scissors, razors, scalpels, box cutting knives, and other cutting tools;

letter openers, corkscrews, can openers with points, knitting needles, and hooks; hairspray, pepper spray, and aerosol containers; tools; glass containers; and large backpacks and suitcases that contain items unrelated to the meeting.

3. Addressing the Board or Committee:

- a. Persons wishing to speak on an agenda item or during open forum are requested to complete a speaker card and submit the card to the administrative staff at the meeting.
- b. Meeting attendees are usually given two (2) minutes to speak on any agenda item and/or during open forum; the time limit is in the discretion of the Chair of the meeting and may be limited when appropriate. Applicants and appellants in land use matters are usually given more time to speak.
- c. Speakers should discuss topics related to work2future business on the agenda, unless they are speaking during open forum.
- d. Speakers' comments should be addressed to the full body. Requests to engage Board or Committee Members or Staff in conversation will not be honored. Abusive language is inappropriate.
- e. Speakers will not bring to the podium any items other than a prepared written statement, writing materials, or objects that have been inspected by security staff.
- f. If an individual wishes to submit written information, he or she may give it to the administrative staff at the meeting.
- g. Speakers and any other members of the public will not approach the dais at any time without prior consent from the Chair of the meeting.

Failure to comply with this Code of Conduct which will disturb, disrupt or impede the orderly conduct of the meeting may result in removal from the meeting and/or possible arrest.

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All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at work2future's Business and Administrative Services Center at the Almaden Winery Community Center, 5730 Chambertin Drive, San Jose, California at the same time that the public records are distributed or made available to the legislative body.

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**I**

**Call to Order  
&  
Roll Call**

# **II**

## **Open Forum**



## **III.A**

# **Minutes Approval**

**{Action}**

**BUSINESS SERVICES COMMITTEE**  
**December 13, 2022**

**MEETING SUMMARY**

STAFF: Tran, Thoo, Walter

**I. CALL TO ORDER & ROLL CALL**

Chair Pro Tempore Ricardo Benavidez called the meeting to order at 3:05 pm.

**Roll Call**

**Present:** Benavidez, McGrath, Shah, Smith, Takahashi, Taunk, Koepp-Baker (ex officio)

**Absent:** Chao

**II. OPEN FORUM**

There was no public comment.

**III. BUSINESS**

**A. Minutes Approval**

Ms. McGrath moved and Mr. Takahashi seconded approval of the minutes of the August 30, 2022, and the October 11, 2022, Business Services Committee meetings. The committee approved unanimously.

**B. Employer Engagement**

*Staff reports and discussion, including without limitation*

- 1. Layoff Activity** – Lead Business Services Analyst Huong Tran gave a year-to-date report on Worker Adjustment and Retraining Notification (WARN) activity in work2future’s service area and subsequent Rapid Response efforts. Ms. Tran noted that many of the recent WARN notices were from companies with large workforces spanning multiple workforce service areas throughout the state. She reported a high level of coordination among local workforce development boards to provide Rapid Response support to impacted workers. There was some discussion comparing regular seasonal layoff activity with the current uptick of layoffs in the technology sector.
- 2. WAF 9.0 Career Accelerator Update** – Strategic Engagement Manager Lawrence Thoo announced a third pilot of the Career Accelerator program with Flex Interconnect Technologies serving as the employer partner for the pilot. Thoo noted that recruitment has begun, with a December 26, 2022, deadline for applications. In a change from previous pilots, efforts are underway to move ‘employer of record’ responsibilities to Evergreen Valley College.
- 3. AMTAP (Advanced Manufacturing Technician Apprenticeship Program)** – Mr. Thoo briefed the committee about Lockheed Martin Space’s plan to introduce its Advanced Manufacturing Technician Apprenticeship Program to California at its Sunnyvale facility. work2future, NOVAworks and the Alameda County Workforce Development Board have begun regular meetings with Lockheed Martin Space staff.

**C. Services**

*Staff reports and discussion, including without limitation*

- 1. Career Fairs** – Ms. Tran provided a year-end report on career fairs in the first half of the Program Year, noting 191 employers and 978 job seekers served. She also highlighted the recent Fall Career Fair held on November 9, 2022, in collaboration with San Jose City College, with 55 employers and over 220 job seekers in attendance. Ms. Tran noted that talks are underway to plan another event

with San Jose City College in April of 2023 and she anticipates an additional job fair within the first quarter of the year. There was a discussion about the qualifications for employers participating in work2future job fairs.

- 2. Incumbent Worker Training** – Project Manager Deanna Walter gave a status report on the Incumbent Worker Training program. Ms. Walter discussed ongoing outreach efforts and requested committee input on, and assistance with, the rollout of the program.

#### **D. Election**

This agenda item was moved forward in the meeting schedule to ensure a voting quorum.

Election of one Committee member to serve as the Business Services Committee Chairperson for the period January 1 through December 31, 2023.

Mr. Takahashi volunteered to serve as committee chairperson. There were no other nominations. Mr. Takahashi was elected to serve as the Business Services Committee Chairperson by all committee members present. Mr. Takahashi abstained from the vote.

#### **E. Business Intelligence**

*Staff reports and discussion, including without limitation*

- 1. Manufacturing USA Institute Workforce Strategy Meeting** – Committee member Emily McGrath, Director of Workforce Development, Training and Education at Nextflex, gave a report to the committee about the Manufacturing USA Institute Workforce Strategy Meeting hosted by NextFlex on December 9, 2022. The event included representatives from the nation's 15 manufacturing institutes, the US Department of Labor, The US Department of Education, and others. These groups have been tasked by the White House to develop a 10-year workforce development strategy for the industrial sector.
- 2. October 2022 Labor Market Summary** – Strategic Engagement Manager Thoo reported on the status of the labor market in Santa Clara County and the San Jose-Sunnyvale-Santa Clara Metropolitan Statistical Area (MSA). He noted many mixed signals in the overall national economy. Unemployment rates remained stable in the MSA, along with a modest month-over-month increase for the County, moving from 2.1% in September to 2.2% in October. In the same timeframe, the MSA added over 17,000 jobs, with notable hiring numbers in private education and health services, professional and business services, government, as well as trade, transportation, and utilities. For the year ending in October 2022, the MSA has added over 56,000 jobs.

#### **F. Member's Roundtable**

Committee members shared thoughts and experiences about a variety of topics. Of note, technology companies are exercising a lot of caution regarding expenditures and holding off on planned expenses at the end of the year and into 2023.

#### **G. 2023 Meeting Schedule**

Mr. Thoo presented a proposed schedule of Business Services Committee meetings in 2023. No objections or concerns were noted. The committee will resume every other month meetings in February 2023 until it decides otherwise.

### **IV. OTHER**

Mr. Thoo informed the committee that the Executive Committee will be voting on the nomination of a new Business Services Committee member at its upcoming meeting on December 15, 2022.

Nicolle Stone, San Jose Labor Market Consultant at the EDD Labor Market Information Division, introduced herself to the committee.

**V. ADJOURNMENT**

Mr. Benavidez adjourned the meeting at 4:23 pm.

*Draft summary prepared by D. Walter, reviewed by L. Thoo.*

DRAFT

## **III.B**

# **Manager's Summary**

**{Information}**

**MANAGER'S SUMMARY**

Strategic Engagement Manager Lawrence Thoo will preview the Business Items for the meeting, as well as report on other matters of interest.

###

# **III.C**

## **Employer Engagement**

**{Information}**

## EMPLOYER ENGAGEMENT

Staff reports will include, without limitation:

1. **Layoff Activity:** Layoffs reported in Workforce Adjustment and Retraining Notifications (WARNs) since July 1, 2022, have impacted more than 6,600 workers in Santa Clara County, either temporarily or permanently. Business Services Lead Analyst Huong Tran will report on the impact within work2future's service area.
2. **Work Experience:** Business Services Lead Analyst Huong Tran will report on efforts to recruit employers to support an increased emphasis on work experience opportunities in the Youth Program, and Strategic Engagement Project Manager Deanna Walter will report on a new Earn-and-Learn pilot
3. **WAF 9.0 Career Accelerator Employer Engagement:** The final pilot of the advanced manufacturing technician career accelerator supported by the Workforce Accelerator Fund 9.0 grant from the California Workforce Development Board. Business Services Specialist Fidel Sanchez will report on the status of the pilot, which is scheduled to complete on March 31, 2023.

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**III.D**

**Services**

**{Information}**

## SERVICES

Staff reports will include, without limitation:

1. **Career Fairs:** Business Services Lead Analyst Huong Tran will provide an update on career fairs for the current program year (July 1, 2022–June 30, 2023), including planned several youth-focused San Jose Works events, a planned collaboration with San Jose City College on April 25, 2023, and a planned June manufacturing event in partnership with Manufacture: San Jose.
2. **Incumbent Worker Training**  
Strategic Engagement Project Manager Deanna Walter will report on activity in the Incumbent Worker Training program supporting training opportunities for companies' existing employees, including the first customer agreement.

###

**III.E**

# **Business Intelligence**

**{Information}**

## **BUSINESS INTELLIGENCE**

Staff reports will include, without limitation:

**1. Grants Activity**

Strategic Engagement Manager Lawrence Thoo will report on several grants with a business focus in which work2future is a partner, including two in the Community Economic Resilience Fund Economic Development Pilot.

**2. Post-Pandemic Crisis Economy**

work2future has commissioned Keen Independent Research to provide a picture of the local economy since the lifting of shelter-in-place requirements, including near-term projections with respect to the labor market. Strategic Engagement Manager Lawrence Thoo will provide an overview of the project, which is due to be completed in March and will include a presentation to the Board.

**3. Labor Market Update**

The unemployment rate in the San Jose-Sunnyvale-Santa Clara Metropolitan Statistical Area (MSA) was 2.1 percent in December 2022, down from a revised 2.4 percent in November 2022, and below the year-ago estimate of 2.9 percent, according to the Employment Development Department's Labor Market Information Division. This compares with an unadjusted unemployment rate of 3.7 percent for California and 3.3 percent for the nation during the same period. The unemployment rate was 2.0 percent in Santa Clara County. Total employment for the month in the MSA, which also includes San Benito County, remained nearly flat, with a net increase of 300 jobs to reach 1,195,900. Strategic Engagement Manager Lawrence Thoo will report on and discuss this and other regional labor market conditions.

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## **III.F**

# **Members' Roundtable**

**{Discussion}**

### **MEMBERS' ROUNDTABLE**

Business Services Committee Chair Alan Takahashi will lead committee members in sharing information on their business, their industry and/or the economy, generally, which they feel will or should impact the local workforce, work2future's business services, and the better alignment of business needs and work2future's career services.

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**IV**

**Other**

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**V**

**Adjournment**