



## BUSINESS SERVICES COMMITTEE

Tuesday, August 8, 2023, 3:00 pm

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

### HYBRID MEETING

Committee members will meet in person at the work2future Business Services & Administrative Services Center, Almaden Winery, 5730 Chambertin Dr, San Jose.

Members of the public can attend the meeting at the location above or by computer, smartphone and smart tablet at <https://zoom.us/j/97508905288?pwd=Y0lDNng3YURaQWY5dGFNeUFRWE1NUT09>

If attending virtually, to provide Spoken Public Comment *during* the meeting:

a) **Phone** (669) 900-9128, Meeting ID 975 0890 5288. **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](#) 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

Jayati Goel

Co-founder and CEO  
Nidaan Systems, Inc

Emily McGrath\*

Senior Fellow | Director of Workforce Policy  
The Century Foundation

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

August 8, 2023

3:00 pm

work2future Business Services & Administrative Services Center, Almaden Winery, 5730 Chambertin Drive,  
San Jose

Online at: <https://zoom.us/j/97508905288?pwd=Y0IDNng3YURaQWY5dGFNeUFRWE1NUT09>

### MEETING AGENDA

- |   |  |
|---|--|
| <b>I. CALL TO ORDER &amp; ROLL CALL</b>   | <i>5 min</i>   |
| <b>II. OPEN FORUM</b><br>Members of the public can address the committee on matters not on the agenda.  | <i>3:05 pm end</i><br><i>5 min</i><br><i>3:10 pm end</i> |
| <b>III. BUSINESS</b>  |  |
| <b>A. Minutes Approval {Action}</b><br>Approve minutes of the February 14, 2023, Business Services Committee meeting.   | <i>5 min</i><br><i>3:15 pm end</i>                       |
| <b>B. Business Intelligence {Information}</b><br><i>Staff reports and discussion, including, without limitation:</i>  | <i>15 min</i><br><i>3:30 pm end</i>                      |
| <b>1. Labor Market Update</b><br><i>Lawrence Thoo, Strategic Engagement Manager</i><br>Update on and analysis of the labor market in and around Santa Clara County through June 2023.   |  |
| <b>2. WARN Report</b><br><i>Huong Tran, Business Services Lead Analyst</i><br>Report on layoff announcements and work2future response activities.   |  |
| <b>C. Employer Engagement {Information}</b><br><i>Staff reports and discussion, including, without limitation:</i>  | <i>40 min</i><br><i>4:10 pm end</i>                      |
| <b>1. South County Engagement</b><br><i>Deanna Walter, Strategic Engagement Project Manager</i><br>Briefing on a partnership with the Morgan Hill Chamber of Commerce to increase engagement with employers in South County.  |  |
| <b>2. Advanced Manufacturing Apprenticeships</b><br><i>Emma Bush, PhD, Sr Program Manager, Workforce Development, SEMI Foundation; Michael Hill, PhD, Sr Director, Talent &amp; Org Development, Applied Materials; Andy Scott, Sr L&amp;D Specialist, Infinera</i><br>Briefing on the launch of pilot semiconductor technician apprenticeships aimed at creating new talent pipelines for South Bay manufacturers and high-road career opportunities for job seekers from historically under-resourced/underinvested/marginalized backgrounds. |  |

**3. Healthcare Sector Convening**

*Priya Smith, MPH, Medical Group Administrator, The Permanente Medical Group, Kaiser Permanente; John Melville, CEO, Collaborative Economics*

Briefing on a work2future project to bring together South Bay healthcare employers around workforce challenges and solutions.

**D. WIOA Services**

*Staff reports and discussion, including, without limitation:*

*15 min  
4:25 pm end*

**1. Career Fairs**

*Huong Tran, Business Services Lead Analyst*

Update on planned work2future hosted and co-hosted career fairs, including HIRING NOW! an August 15, 2023, event focused on employment opportunities in manufacturing, healthcare and government.

**2. On-the Job Training**

*Greg Harris, Business Services Representative*

Report on the On-the-Job Training program.

**3. Incumbent Worker Training**

*Deanna Walter, Strategic Engagement Project Manager*

Report on the Incumbent Worker Training reimbursement program

**E. 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.

*5 min  
4:30 pm end*

**IV. OTHER**

*Announcements, committee housekeeping*

*5 min  
4:35 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**  
**February 14, 2023**

**MEETING SUMMARY**

STAFF: Thoo, Tran, Walter, Sanchez

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

Chair Alan Takahashi called the meeting to order at 3:04 pm.

**Roll Call**

**Present:** Benavidez (arrived 3:05), McGrath, Shah, Takahashi, Koepp-Baker (ex officio)

**Absent:** Chao, Smith

**II. OPEN FORUM**

There was no public comment.

**III. BUSINESS**

**A. Minutes Approval**

Mr. Benavidez moved and Mr. Takahashi seconded approval of the minutes of the December 13, 2022, Business Services Committee meeting. The committee approved unanimously.

**B. Manager's Summary**

Strategic Engagement Manager Lawrence Thoo provided a summary of the issues on the meeting agenda.

**C. Employer Engagement**

- 1. Layoff Activity** – Business Services Lead 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 provided detail about the 22 WARN notices and 2,703 impacted workers within the San Jose-Silicon Valley Local Workforce Development Area, work2future service area, since the beginning of the fiscal year in July 2022. She noted an uptick in layoff activity in January and February of this year and described work2future efforts to provide Rapid Response services. There was some discussion comparing the increase in layoff activity versus the relatively stable unemployment rate as well as possible shifts in hiring trends.
- 2. Work Experience** – Ms. Tran highlighted a focused effort by staff to recruit employers to support work experience opportunities in the Youth Program. Strategic Engagement Project Manager Deanna Walter reported on a new Earn-and-Learn pilot program giving Youth participants an opportunity to earn wages while learning a new digital skill.
- 3. WAF 9.0 Career Accelerator Update** – Business Services Specialist Fidel Sanchez updated the Committee on the status of the final pilot of the advanced manufacturing career accelerator program. Five participants were selected and began their work at Flex Interconnect Technologies, Inc. on January 30, 2023. The pilot is scheduled to end on March 31, 2023.

**D. Services**

1. **Career Fairs** – Ms. Tran provided an update on career fairs planned for the remainder of the current program year, including a youth-focused event by San José Works on March 9, 2023, a collaboration with San José City College on April 25, 2023, and a manufacturing event in partnership with Manufacture: San José in June 2023.
2. **Incumbent Worker Training** – Ms. Walter gave a status report on the Incumbent Worker Training program, noting the first customer agreement as well as ongoing outreach efforts.

**E. Business Intelligence**

*Staff reports and discussion, including without limitation*

1. **Grants** – Mr. Thoo detailed recent grants with a business focus in which work2future is a partner, including two in the Community Economic Resilience Fund Economic Development Pilot and the Racial Equity and Recovery Partnership. There was some discussion about the selection process for organizations connected to the grant programs.
2. **Post-Pandemic Crisis Economy** – This agenda item was deferred to the next scheduled meeting.
3. **Labor Market Update** – Strategic Engagement Manager Thoo reported on the status of the labor market in Santa Clara County and the San José-Sunnyvale-Santa Clara Metropolitan Statistical Area (MSA). The unemployment rate in the MAS 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 flat, with a net increase of 300 jobs to reach 1,195,900. There was some discussion about the deployment of Rapid Response resources within the MSA.

**F. Member's Roundtable**

Committee members shared thoughts and experiences about a variety of topics. Of note, a possible convening of regional healthcare providers and community college training partners to discuss industry trends and concerns.

**IV. OTHER**

Mr. Thoo reminded the Committee that the City of San José will return to an in-person format for Committee and Board meetings beginning in March 2023.

**V. ADJOURNMENT**

Mr. Takahashi adjourned the meeting at 4:37 pm.

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

## **III.B**

# **Business Intelligence**

**{INFORMATION}**

## BUSINESS INTELLIGENCE

Staff reports will include, without limitation:

### 1. Labor Market Update

The California Employment Development Department reported: “The unemployment rate in the San Jose-Sunnyvale-Santa Clara MSA was 3.7 percent in June 2023, up from a revised 3.3 percent in May 2023, and above the year-ago estimate of 2.7 percent. This compares with an unadjusted unemployment rate of 4.9 percent for California and 3.8 percent for the nation during the same period. The unemployment rate was 5.8 percent in San Benito County, and 3.6 percent in Santa Clara County.

“Between May 2023 and June 2023, total employment in the San Jose-Sunnyvale-Santa Clara MSA, which also includes San Benito County, increased by 11,900 jobs to reach 1,197,200. Leisure and hospitality led the rise with 4,100 month-over jobs added; food services and drinking places (up 3,600 jobs) continued to see the most growth. Meanwhile, government lost 1,000 jobs due to the end of the school year.

“Between June 2022 and June 2023, combined employment in the South Bay counties of San Benito and Santa Clara, increased by 32,900 jobs, or 2.8 percent.”

Strategic Engagement Manager Lawrence Thoo will report on and discuss this and other regional labor market conditions.

### 2. WARN Report

Layoffs announced in Workforce Adjustment and Retraining Notifications (WARNs) between July 1, 2022, and June 30, 2023, impacted more than 11,000 workers in Santa Clara County, either temporarily or permanently. Additional layoffs have been announced since July 1, 2023, but at a slower pace than the last program year. Business Services Lead Analyst Huang Tran will report on the impact within work2future’s service area.

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# **III.C**

## **Employer Engagement**

**{INFORMATION}**

## EMPLOYER ENGAGEMENT

Staff reports will include, without limitation:

1. **South County Engagement:** Staff has been working with Morgan Hill Chamber of Commerce to enhance work2future's engagement with business in the South County. Strategic Engagement Project Manager Deanna Walter will report.
2. **Advanced Manufacturing Apprenticeships:** The SEMI Foundation, the non-profit arm of SEMI, the global semiconductor industry association, has partnered with the National Institute for Innovation and Technology (NIIT), Foothill College and several South Bay manufacturers to develop federal- and state-approved registered apprenticeships as entry points to technician occupations in the industry. First to launch are Applied Materials and Infinera, which are accepting applications for a pilot round of apprenticeships until August 18, 2023. work2future is supporting their recruiting efforts and will also provide access to financial support and other resources as needed and appropriate, drawing on both WIOA resources and a one-time allocation of \$120,000 in apprenticeship support in the 2023-24 budget by the San Jose City Council. Representatives of the partnership, including Applied Materials and Infinera, will brief the committee.
3. **Healthcare Sector Convening:** work2future is launching an initiative to bring together leadership from South Bay healthcare employers to address workforce challenges and, potentially, other industry issues, with an eye on collective problem solving with other stakeholders such community colleges, workforce boards, and other workforce development organizations. work2future Board Vice Chair Priya Smith is leading the effort, which is being facilitated by consultant John Melville, CEO of Collaborative Economics. They will brief the committee.

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**III.D**

**WIOA Services**

**{INFORMATION}**



## WIOA SERVICES

Staff reports will include, without limitation:

1. **Career Fairs:** Business Services Lead Analyst Huong Tran will provide a year-end report on career fairs for the last program year (July 1, 2022–June 30, 2023), as well as upcoming events, including HIRING NOW!, a career fair focused on opportunities in the manufacturing, healthcare and government sectors, scheduled for August 15, 2023, at Mexican Heritage Plaza, and the next planned collaboration with San Jose City College in the fall.
2. **On-the-Job Training:** Business Services Representative Greg Harris, a member of the Equus Workforce Solutions team, will brief the committee on On-the-Job Training (OJT) program activity in the 2022 Program Year just ended, and on plans for the 2023 Program Year.
3. **Incumbent Worker Training**  
Strategic Engagement Project Manager Deanna Walter will brief the committee on the Incumbent Worker Training program's first year (2022 Program Year) and the initial outlook for the current program year, PY 2023.

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# **III.E**

## **Members' Roundtable**

**{INFORMATION}**

### **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**