

BUSINESS SERVICES COMMITTEE

February 8, 2022

MEETING MINUTES

STAFF: Hupman, Pham, Thoo, Tran

NOTE: All votes were by roll call unless otherwise indicated.

I. CALL TO ORDER & ROLL CALL

Chair George Chao called the meeting to order at 3:02 pm.

5 min

3:05 pm end

Roll Call

Present: Chao, Gomez, Smith, Takahashi, Taunk. Koepp-Baker arrived at 3:05 pm

Absent: McGrath

II. OPEN FORUM

None

III. BUSINESS

A. Minutes Approval

Ms. Gomez moved to approve minutes of the December 14, 2021, Business Services Committee meeting. Ms. Smith seconded. The committee approved unanimously.

B. Employer Engagement

1. Analyst Nguyen Pham reported on the success of the Facebook Connections digital marketing internships project, shared success stories, and said that staff are exploring the possibility of a second round of the project. He reported that the Resilience Corps digital marketing project remains in progress and that participants are being provided a variety of workshops to prepare them for moving on after their participation is completed. A significant number are expected to finish their placements in April and another batch around October.
2. Senior Business Services Specialist Nakisa Hupman reported on continuing discussions with QuantumScape regarding their workforce expansion needs and help with shifting to a skills-focused approach in workforce development.
3. Lead Business Services Analyst Huong Tran and Ms Hupman described a Bay Peninsula regional Skillful Talent Workshops project, supported by the Markel Foundation, to train businesses to improve the effectiveness of their recruiting efforts by focusing on the skills they need for various positions, instead of relying on academic degrees or other academic credentials as a primary screening filter. Information is being distributed on the work2future website and newsletters, and staff are reaching out directly to businesses with which they have contacts. Staff will distribute additional information to committee members who are interested in
4. Strategic Engagement Manager Lawrence Thoo reported that senior staff are working to increase engagement with the health care sector. Staff have been in conversation with Kaiser for some time, leading to the development of an enhanced medical assistant training that includes skills from several related occupations. Senior staff had a recent introductory meeting with the CEO of

Regional Medical Center and Board member Steve Preminger is facilitating the arrangement of an introductory meeting with Santa Clara County's health services leadership.

C. Services

1. Ms. Tran reported that concerns about the COVID-19 Omicron surge has delayed work2future's planned first in-person job fair, focused on opportunities in manufacturing. It has been rescheduled to April 20. The goal is to have 20 employers on site at the San Jose Career Center.
2. Ms. Hupman reported on the WAF 9.0 Career Accelerator Pilot #1 reboot with CAES. There had been 22 applications after recruiting was revamped and outreach intensified. CAES shared with Ms. Hupman that candidates seemed stronger, and they had selected four candidates for the pilot. In addition, CAES had identified from the applicant pool a candidate they would consider for a different position with the company. The pilot has a planned February 22 start. Ms. Hupman also provided additional detail about the training program. Mr. Thoo explained that the length of each pilot project is determined in large measure by the budget, as the trainees are paid for both work experience and classroom training.
3. Mr. Thoo informed the committee that the development of Incumbent Worker Training is taking longer than expected and that he would have more information at the next meeting.

D. Business Intelligence

Staff reports and discussion, including without limitation

1. Ms. Tran reported receiving WARN notices from a Telecom company which is closing a warehouse and will lay off 71 employees and the San Jose Giants. The latter flagged 179 seasonal layoffs and there is no net impact expected.
2. Mr. Thoo presented a summary of the labor market for December 2021, noting that the unemployment rate continues to fall, recovering to about rates immediately before the pandemic measures took effect. The county's labor force also continued to recover, and the number of people looking for work is at its lowest point since the pandemic began. He reported on the state of work2future's priority sectors, observing that Financial Activities and Business Services have still not recovered from the pandemic.
3. Ms. Taunk offered that she plans to bring the Skillful Talent resource to her colleagues, as they are eager to see how they can improve their recruitment, which continues to be a challenge. Mr. Takahashi offered similar remarks regarding recruiting challenges and the Skillful Talent resource, and asked staff to make referrals from layoffs, when possible. Ms. Tran said staff can also look at resuming company-specific job fairs. When prompted, Mr. Takashi said that CAES anticipates an increase for engineering talent and a steady need for assembly and technician talent, all of which is "very hard". CAES is placing a high priority on talent retention.

E. Workplan

Mr. Thoo said that staff hopes that the committee will increase its sharing of perspective from the field to better guide the business engagement and services. He said that staff plans to discuss with the committee at the April 12 meeting its suggestions for how the staff can better engage with priority sector businesses to learn how to better serve them. Staff will also report on the Career Accelerator pilot #1 reboot and future pilots. Chair Chao suggested that it would be good to invite employers not

represented on the committee to offer their perspectives. Mr. Thoo concurred and invited committee members to discuss the idea with him.

IV. OTHER

Mr. Thoo introduced Ms. Sylwia Palcewska, Equus Workforce Solutions' new project director for work2future and in charge of career services at the San Jose Career Center. Mr. Thoo informed the committee that the San Jose Career Center would celebrate the opening of its new location, 1608 Las Plumas Ave, on a new date, March 24. Finally, Mr. Thoo said that it's very likely that in-person meetings would resume in April or shortly afterwards, as the Governor's emergency declaration is due to expire at the end of March.

V. ADJOURNMENT

Mr. Chao adjourned the meeting at 4:17 pm.