

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MINUTES OF THE
May 18th, 2018 MEETING
OF THE
Information & Communications Technology (ICT) Committee
OF THE
WORKFORCE INVESTMENT SAN FRANCISCO (WISF) BOARD
Goodby Silverstein & Partners, 720 California Street, San Francisco, CA 94108

Members Present Andrew Lindsay, Hubspot[Committee Chair]
Leslie Bee, Goodby, Silverstein & Partners
Scott Mauvais, Microsoft
Osei Van Horne, Wells Fargo
Todd Lienart, Zendesk
Nicole Isaac, LinkedIn (by-phone)
Abby Maldonado, Pinterest (by-phone)

Members Not Present: Jessica Blair-Driessler, UCSF

OEWD Staff Patrick Mitchell
Orrian Willis
Carolyn Shek

BAVC Staff Barbara Davidson, Senior Director of Education
Annie Tahtinen, Senior Manager of Workforce
Tasha Russman, Business Development Lead

Public Steven Nelson, CCSF
(As Evidenced by the Sign-In Sheet) Aimee Durfee, JVS

Roll Call Andrew Lindsay called the meeting to order at 9:05am.

1. Agenda On motion by Andrew Lindsay seconded by all members present and carried, the ICT Committee adopted the agenda.

2. Approval of Minutes

Approval of Meeting minutes for February 2, 2018. On motion by Andrew Lindsay seconded by all members present and carried, the ICT Committee approved minutes with amendments.

3. Chair's Report

Introductions and welcome new members Todd Lienart and Osei Van Horne

- Todd Lienart replaces Tiffany Apczynski who has assumed a new role at Zendesk
- Osei Van Horne represents Wells Fargo on the Committee and will help foster thinking on the ways in which tech intersects with all industries

Committee Membership

The Committee is seeking an additional member who can join in the next two to three months and commit to one to two years of Committee engagement; this person may include a jobseeker that participated the TechSF Program. Members will receive a formal invitation to the Committee with an offer of a one or two year appointment in order to stagger membership terms. With the appointment of new members, goals developed at the inception of the WISF Committee will be shared, and the Committee will review what has been accomplished, what could be done better, and where the it would like to focus its efforts/update its goals.

Update on Mayor's Apprenticeship Roundtable

Nineteen companies attended. The event was moderated by Todd Rufo and Kat Daniels with strong support from Mayor Farrell. OEWD is now meeting with every company in attendance to follow up and seek involvement with apprenticeship. Other recent industry events supporting apprenticeship efforts include:

- JVS led a Salesforce Administrator Apprenticeship event with employers focused on developing a Standards Agreement that matches employer needs to training
- BAVC led a session focused on Data Analyst employment options with employers and job seekers at General Assembly
- BAVC organized and led a Business Breakfast with employers that led participants through an exploratory exercise to understand they ways in which Apprenticeship broadly supports diversity through training and mentorship
- OEWD is also attending Bay Area Council business meetings
- A Cyber Security-focused Apprenticeship employer event is upcoming

Questions and Comments:

Committee members posed questions and requests for information on Apprenticeship and discussion followed regarding Salesforce's involvement, training program differentiation, certifications, non-tech company involvement, entry level roles, contract employees in the apprenticeship model, examples of apprenticeship program involvement by industry, and the use of an industry-recognized (i.e. non-registered) apprenticeship model for TechSF.

Committee members also requested an overview of TechSF programs and a review of the administrative process for apprenticeship. OEWD Staff provided relevant program information and will present in more detail at the next Committee meeting. Committee members will also research relevant certifications, entry level roles and jobs available in the tech industry.

4. OEWD Staff Report

OEWD is in the final stages of awarding new contracts for the Apprenticeship program in four categories:

- Occupational Skills Training
- Standardized assessment/curriculum across all Apprenticeship programs
- Innovation and scale for placement and retention for apprenticeship – technologies and innovations that could bring in employers or services post placement that would support retention in jobs
- Expanded outreach into communities of color

OEWD is also renewing current contracts and determining what trainings and services will be available in the next program year. Staff will provide a list of proposed trainings for the Committee to review at the next meeting.

LinkedIn Learning Update

LinkedIn Learning offered 8,300 licenses to TechSF and other service providers in the San Francisco workforce system, in an initiative piloted by BAVC and Goodwill, which connects diverse job seekers to online learning and increase digital inclusion and equity. LinkedIn will be training workforce providers citywide on the platform and how to administer licenses/customize user support by developing online learning paths.

Questions and Comments:

Committee members posed questions and requested information on value and intersection of different training curriculum provided and if staff can reverse engineer training programs, with additional conversation on the apprenticeship model.

Additional conversation focused on how Committee can help refine, promote and support TechSF programs to industry.

5. Public Comment Public Comment: Can a status update be provided on the Diversity and Apprenticeship working groups of this Committee?

OEWD Staff: The diversity group has been meeting regularly. Apprenticeship needs more focused group, but in the short-term we will bring it to this group based on the interest of the Committee.

Chair Andrew Lindsay recommended a list of tasks for the next Committee meeting:

- Present an outline of ways TechSF places candidates into companies, including an overview of programs that comprise TechSF
- Review how employers learn about and engage with TechSF and profiles of those companies involved
- Provide a granular view of the employer experience for different profiles and involvement in different program initiatives
- Allow for portions of the Committee meeting to serve as a working session to make progress on some actions, such as matching occupations within a company to list of registered Apprenticeships
- Prepare and present on the administrative process for hiring an Apprentice
- Share, discuss, and update Apprenticeship one-sheet, and provide goals of the program
- Provide a status of the apprenticeship and diversity working groups

6. Adjournment On motion by Andrew Lindsay seconded by all members present and carried, the ICT Committee adjourned at 11:00am.