

**MINUTES OF THE  
CAREERSOURCE FLAGLER VOLUSIA  
INDUSTRY DEMAND CONNECTION COMMITTEE  
July 11, 2017**

A meeting of the CareerSource Flagler Volusia Industry Demand Connection Committee was called to order at the Administrative Office of the organization located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, at 9:00 a.m. on the 11<sup>th</sup> day of July 2017, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Dr. Aubrey Long Chaired the meeting and Ms. Jennifer Gosling served as the Recording Secretary.

The following members of the Industry Demand Connection Committee were personally present:

Mr. Aleksander Bologna, Business Relations Representative - Vocational Rehabilitation  
Mr. John Anderson, Chapter Chair/Certified Mentor – SCORE of Volusia/Flagler  
Mr. Rob Ehrhardt, Director - Volusia County Division of Economic Development  
Ms. Nancy Keefer, President & CEO - Daytona Regional Chamber of Commerce  
Mr. Sean Lafferty, President – LCP Machine, Inc.  
Dr. Aubrey Long, Vice President of Business and Community Development – Bethune-Cookman University  
Ms. Inez Nazario-Vega, President – Volusia Hispanic Chamber of Commerce\*  
Mr. Keith Norden, President & CEO – Team Volusia EDC  
Ms. Lynette Shott, Executive Director for Student and Community Engagement – Flagler County Schools  
Ms. Helga van Eckert, Executive Director – Flagler County Department of Economic Opportunity  
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group

The following guests were also present:

Ms. Mary Jo Allen, Executive Director – Halifax Health Hospice  
Mr. Charlie Howell, Chief Information Officer – CareerSource Flagler Volusia  
Mr. Howard Johnson, Data Manager – Eckerd Workforce Development Services  
Ms. Robin King, President & CEO – CareerSource Flagler Volusia  
Ms. Velma Lowe, Managing Director of Operations – Career Steps, Inc.  
Dr. Linda Miles, Associate Vice President of the College of Health and Public Services – Daytona State College  
Ms. Donna Runge, Region 11 Administrator – Department of Economic Opportunity  
Ms. Christine Sikora, Vice President of Innovative Workforce Solutions – CareerSource Flagler Volusia  
Ms. Kathy Spencer, Director of Business and Career Services – Case Management, Inc.  
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

\*via conference call

Dr. Long called the meeting to order and called for a motion to approve the minutes from the April 19, 2017 meeting.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Industry Demand Connection Committee approved the minutes.

The first item on the agenda was to review the purpose of this Committee. Dr. Long reported that at the last meeting, the Committee voted to change their name from the Business Development to the Industry Demand Connection Committee (IDCC). Additionally, the Committee was task with reviewing and selecting their goals.

Dr. Long stated that the focus of IDCC was to look at how we engage businesses and understand the career pathways that exist within their organizations. To do this, the conversations we have with businesses must change. Mr. Charlie Howell explained that our engagement with businesses has been focused on their current job openings. He advised that this method has been successful in filling the entry level positions only. Once those immediate positions are filled, we never see the positions higher up that are filled internally from that pool of talent. Mr. Howell advised that this Committee will be discussing what questions should be asked to better understand the future needs of a company and the training required for their staff to move forward on their career pathway.

The next item on the agenda was to review the membership of the Committee and identify individuals that should be invited to join. Ms. Robin King advised that we are looking for more business representation within our targeted sectors. A discussion ensued on possible companies to approach.

Next, Ms. King provided a presentation on future budget expectations and uncertainties. She explained that we received twenty percent less funding this year compared to five years ago. This has resulted in reduced carryover funds for the 2018-2019 fiscal year. With the possibility of further cuts, staff have been looking at ways to minimize the potential impact. Part of this planning process, was to look at our service deliverables to advocate an effective use of funds while ensuring our goals are met. Ms. King proposed an increased focus on business training that would engage our targeted sectors and provide support for the placement of job seekers into career pathways. By using the proposed model, we would be able to serve 209 more jobseekers and 76 more businesses. After further discussion, Dr. Long called for a motion to approve the proposed recommendation.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Industry Demand Connection Committee approved the new service delivery model for recommendation to the Executive Committee on July 19, 2017.

The last item on the agenda was a discussion on business assessments. Mr. Howell stated that rather than hiring someone that can fill an entry level position, a company's goal is often to find employees that have the potential and the desire to move into other parts of their business. He advised that to understand the internal promotion systems companies employ, we must ask questions that delve beyond their current needs. Ms. King stated that these questions are not just for CareerSource Flagler Volusia staff. She noted that a core set of questions asked throughout all workforce system partners would provide a cohesive, unified front when dealing with local businesses. Additionally, she advised that we needed to consider how partners would share that data internally among each other. Ms. King stated that much of the data we collect is historical. The questions would provide supplemental, lifetime data that would help to recognize patterns, trends, and emerging changes facing our businesses.

A discussion ensued on how all partners can work together. Ms. King advised that the State will be doing their assessment from June through August. Once we receive those results, staff will consider holding industry focus groups to ask if the information is valid. She noted that we are not creating a formal assessment; the questions will be used by Business Services Representatives during the normal course of business to drive a different conversation. Mr. Sean Lafferty suggested using open-ended questions that require more than a yes or no response. The Committee discussed enlisting other organizations to help engage the businesses and roleplaying practices so that the questions feel natural and unscripted.

There being no further business to come before the Committee, the meeting was adjourned.

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Recording Secretary