

**NOTICE OF THE MEETING
OF THE BOARD OF DIRECTORS
CAREERSOURCE FLAGLER VOLUSIA
329 BILL FRANCE BLVD
DAYTONA BEACH, FLORIDA**

**9:00 A.M. – 10:30 A.M.
August 17, 2018**

**AGENDA
Conference Call-In Number: 888-670-3525
Passcode: 394 087 3944#**

The Board members are reminded of conflict of interest provisions. In the event of a conflict, please refrain from voting, declare the nature of the conflict and be sure to complete the proper form for recording with the minutes.

- I. Welcome and Roll Call**
 - 1. Acknowledge Guests from General Public
 - 2. Public Comments

- II. Consent Agenda Approval**
 - Consent Agenda:**
 - 1. Board of Directors Meeting Minutes – May 25, 2018 **Page 1**
 - 2. On-the-Job and Customized Training Agreements **Page 6**

- III. Business Speaker – Mr. Wally DeAquino, COO – Florida Hospital Flagler**

- IV. Board Member Comments**

- V. Executive Committee Report**
 - Minutes – July 19, 2018..... **Page 7**

- VI. Recent Highlights**

- VII. Chair’s Comments**

- VIII. Informational Items**
 - 1. Strategic Goals Update..... **Under Separate Cover**
 - 2. Programmatic Updates **Page 11**
 - 3. Financial Report **Under Separate Cover**

- IX. President’s Comments**

- X. Adjournment**

Next meeting of the Board is the Annual Meeting Scheduled for November 16, 2018

**MINUTES OF THE MEETING
OF
CAREERSOURCE FLAGLER VOLUSIA**

MAY 25, 2018

A Meeting of the Board of Directors of CareerSource Flagler Volusia, was called to order at 9:00 a.m., on the 25th day of May 2018 at the Administrative office of the organization, located at 329 Bill France Blvd., City of Daytona Beach, in the State of Florida, pursuant to written notice fixing said time and place; the same being filed and attached to these minutes.

Mr. Carlos Valderrama Chaired the meeting and Ms. Ann Lesizza served as Recording Secretary. Mr. Valderrama requested introductions in lieu of calling the role and the Recording Secretary noted each person present.

The following members were present:

Ms. Mary Jo Allen, Executive Director-RN – Halifax Health Hospice & Palliative Care*
Ms. Nancy Bradley, Administrator – Daytona College, LLC
Ms. Denise Breneman, County Director – Special Olympics Florida
Mr. Robert Davis, President – Lodging & Hospitality Association of Volusia County
Mr. David Dougherty, CPA – Taxes & Financial Services
Mr. Daniel Hunt, Business Manager – IBEW Local Union 756
Mr. Mark Lanham, Manager - Walgreens
Dr. Aubrey Long, Vice President – Business & Community Development - Bethune-Cookman University
Mr. Bret Schmitz, President – Hudson Technologies
Dr. Kent Sharples, President – CEO Business Alliance
Mr. Andrew Spar, President – Volusia United Educators
Ms. Helga van Eckert, Executive Director – Flagler County Dept. of Economic Opportunity
Ms. Cheryl Tanenbaum, SVP & CFO – Intracoastal Bank
Mr. Tyrone Walker, Human Resource Generalist – Raydon Corporation
Mr. Carlos Valderrama, Manager – Valderrama Partners, LLC

*via Conference Call

The following guests were also present:

Ms. Robin King, President & CEO – CareerSource Flagler Volusia
Ms. Ann Lesizza, Chief Administrative Officer – CareerSource Flagler Volusia
Mr. Charles Howell, Vice President-Business Development & Technology – CareerSource Flagler Volusia

Ms. Christine Sikora, Vice President-Innovative Workforce Solutions - CareerSource Flagler Volusia
Ms. Jennifer Campbell, Chief Financial Officer – CareerSource Flagler Volusia
Ms. Kathy Spencer, Director of Business & Career Services - Case Management Inc.
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia
Mr. Howard Johnson, Data/EFM Manager – Eckerd Connects
Mr. Remie Beaulieu, Senior Network & Systems Engineer – CareerSource Flagler Volusia
Ms. Donna Runge, Administrator – Department of Economic Opportunity
Ms. Velma Lowe, Managing Director of Operations – Career Steps, Inc.
Mr. Brad Harris, Business Manager – Volusia County Division of Economic Development
Mr. Brian Willard, Program Manager – Road To Success, Flagler County Schools
Ms. Kelly Amy, Coordinator of Career & Technical Education – Volusia County Schools
Mr. Jesse McGee, Career Service Advocate Supervisor – Case Management, Inc.
Ms. Sherryl Weems, Associate Vice President – Daytona State College
Ms. Barbara Revels, President/Owner – Coquina Construction, Inc.

Next, Mr. Valderrama welcomed the newest Board member, Ms. Barbara Revels. The first item of business was the review for approval of the Consent Agenda. Mr. Valderrama reviewed the items on the Consent Agenda and requested a motion to approve.

1. After review, upon motion duly made, seconded and unanimously carried, the Board approved the Consent Agenda items as presented.

Next, Mr. Valderrama introduced Ms. Kelly Amy from Volusia County Schools. Ms. Amy addressed the Board members and discussed a recent hiring event held for high school seniors. She explained that the event was geared towards graduating seniors who will not be moving on to college or who are staying in the local area and need a full-time job. Ms. Amy explained the collaboration between CareerSource Flagler Volusia and the schools. She reported that it was a very successful event. Events were scheduled on both sides of the County and many businesses participated.

A brief discussion followed regarding efforts to engage businesses with students at different levels; elementary, middle and high school. Ms. Amy reported on various events in career exploration for students. Mr. Robin King advised that the hiring event was the first and will continue in the future. She explained that in addition to the businesses, each event included a resource area with representatives from Vocational Rehabilitation and Daytona State College. We received positive feedback from the businesses and the students. Ms. Amy discussed the high school showcase which presents various options for students as they enter high school. She stated a big piece that is missing is a larger scale career exploration fair.

Mr. Jesse McGee addressed the meeting and reported that the DeLand Beacon and Daytona News Journal attended the events and he passed around an article from the Beacon regarding the event. Mr. McGee stated that he and staff had toured all of the Volusia County high school academies and the academies would welcome business speakers to address the classes. The high school academies are for students from the ninth through the twelfth grades. He explained that currently there is an advisory board at Atlantic High School that provides input from the businesses to help guide their curriculum in the right direction.

Mr. Valderrama called attention to the Agenda and advised that the next item was the report of the Executive Committee. He stated that the Committee met on April 25th and the minutes of the meeting were provided in the Agenda package. Mr. Valderrama requested a motion to ratify the actions of the Executive Committee.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Board of Directors ratified the actions of the Executive Committee at the April 25th meeting.

Mr. Valderrama called on Mr. David Dougherty to report on the May 10th, 2018 meeting of the Career Pathways Committee. Mr. Dougherty stated that there were two main issues of focus. The first was performance measures. He advised that Ms. King reported to the Committee and the data used is historical and not current. He explained that we are working on methods to obtain better more current data. The second focus was a review of contracts. Mr. Dougherty explained that contracts for services are procured every four years via an RFP process and that contracts are renewed annually. He reported that the Committee had reviewed the contracts for renewal and they were recommending that the Adult Service Contracts for Career Steps, Inc. and Case Management, Inc. be approved and the Youth Service Contracts for Eckerd Connects and Road to Success be approved. Mr. Dougherty reported that a current requirement with the Youth Service Contracts is that 60% of the students attain a diploma or GED. The Committee is recommending that the Youth Service Contract requirement for a diploma or GED be increased to 70% of the students.

3. After discussion, upon motion duly made, seconded and unanimously carried, the Board approved the renewal of the Adult Service Contracts with Career Steps, Inc. and Case Management, Inc.
4. After discussion, upon motion duly made, seconded and unanimously carried, the Board approved the renewal of the Youth Service Contract with Eckerd Connects including the requirement that 70% of the Youth served attain a diploma or GED.

5. After discussion, upon motion duly made, seconded and unanimously carried, the Board approved the renewal of the Youth Service Contract with Flagler County Schools and George Washington Carver Foundation for the Road to Success program including the requirement that 70% of the Youth served attain a diploma or GED.

Mr. Bob Davis addressed the meeting and advised that there is a significant drop in the Adult Education graduates since the State is now charging \$30.00 per course. Additionally, Mr. Davis expressed concern regarding the \$126.00 charge for the GED exam.

Mr. Valderrama called attention to the spreadsheet that was provided regarding the Board's Strategic Goals. He reminded the members that each Committee had prioritized their strategic goals. The spreadsheet was an updated progress report.

Next, Mr. Valderrama reported on several recent events that he attended, the State Board of Directors meeting and the Chairs Alliance Group. He expressed appreciation for the Chairs Alliance Group and explained that this group afforded him an opportunity to discuss local interests and activities, policies and best practices and provides an opportunity to network with his peers. The other event that Mr. Valderrama attended was presented by the Florida Chamber Foundation; the Florida Business Leaders' Summit for Prosperity and Economic Opportunities. He discussed how businesses are becoming more engaged in better understanding the causes of poverty and becoming more involved with the prosperity goals for local communities.

Mr. Valderrama called attention to the Informational items in the Agenda package. He called on Ms. Robin King to discuss the Productivity and Outcomes Report that was on the iPads. She explained that the State and Federal performance measures that we are held accountable to for measures activity from 18 months ago; not a good tool to know what is going on currently. Ms. King advised that what we are providing are better indicators in more real time. The report that was distributed is an evolving document and can provide the information that the Board would want to see. Ms. King reviewed the report and responded to questions. Also included with the Informational Items was the Financial Report which highlighted expenditures through March 2018.

Mr. Daniel Hunt addressed the Board and provided a success story. He told of a recent job fair held in the Northwest Volusia area. A 19-year-old young man who attended the job fair was employed by Giles Electric and is now entering the apprenticeship program.

A question was raised regarding the Financial Disclosure form. There is a box on the form asking if the individual completed ethics training. A brief discussion between the members concurred that training was only required for elected officials. Ms. Ann Lesizza will contact the Commission on Ethics and confirm.

Ms. King provided several updates. She addressed Mr. Davis' concerns regarding the cost for the GED test and reported that we have a great partnership with Daytona State College and they are providing GED classes at the Orange City Career Center at no cost and Volusia County Human Services, through a community services block grant, will pay for the GED tests for residents of Volusia County.

Ms. King announced that we received a \$100,000 HVAC apprenticeship program grant that we will be doing with Flagler Technical Institute.

Ms. King next reported that our two-year plan was approved by the CareerSource Florida Board. She advised that the State Survey data has been released and we are moving forward with scheduling the Focus Groups and will provide the results at our August Board meeting.

Ms. King stated that CareerSource Florida has requested that we conduct a construction job fair for the week of June 11th. We are not getting a response from any companies. She stated that we could accommodate different times if needed. Ms. Barbara Revels stated that basically the contractors are too busy and while they need employees, they are too busy to stop.

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

Recording Secretary

On the Job Traing Agreements

Company Name	Trainees	Type of Training	Signed Contract Date	Total Unit Cost
Comfort Service	1	Comfort Services	4/23/2018	\$ 6,263.20
	1			\$6,263.20

MINUTES OF THE
CAREERSOURCE FLAGLER VOLUSIA
EXECUTIVE COMMITTEE MEETING
JULY 19, 2018

A meeting of the CareerSource Flagler Volusia Executive Committee was called to order at 8:45 a.m., on the 19th day of July 2018 at the Administrative office of the organization, located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, pursuant to written notice fixing said time and place; the same being filed and attached to these minutes.

Mr. Carlos Valderrama chaired the meeting and Ms. Ann Lesizza served as recording secretary. Mr. Valderrama requested introductions and the recording secretary noted everyone present.

The following members of the Executive Committee were present:

Ms. Nancy Bradley, Administrator – Daytona College, LLC
Ms. Denise Breneman, County Director – Special Olympics Florida*
Mr. David Dougherty, CPA – Taxes & Financial Services
Mr. Bret Schmitz, President – Hudson Technologies
Dr. Kent Sharples, President – CEO Business Alliance
Mr. Carlos Valderrama, Manager – Valderrama Partners
Mr. Tyrone Walker, Human Resources Generalist – Raydon Corporation
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group

The following guests were also present:

Ms. Robin King, President & CEO – CareerSource Flagler Volusia
Ms. Ann Lesizza, Chief Administrative Officer – CareerSource Flagler Volusia
Ms. Jennifer Campbell, Chief Financial Officer – CareerSource Flagler Volusia*
Mr. Brian Willard, Program Manager – Road To Success
Mr. Charlie Howell, Vice President – CareerSource Flagler Volusia
Ms. Christine Sikora, Vice President – CareerSource Flagler Volusia
Ms. Velma Lowe, Managing Director of Operations – Career Steps, Inc.
Ms. Kathy Spencer, Director of Business & Career Services – Case Management, Inc.

*via Conference call

Mr. Valderrama called the meeting to order and welcomed everyone. Ms. Nancy Bradley introduced herself as the new Co-Chair of the Career Pathways Committee and, as such, a new member of the Executive Committee. Mr. Valderrama stated that the first item was a review of the draft August 17, 2018 Board Meeting Agenda. The Committee members reviewed the proposed Agenda and made minor

adjustments. Ms. Robin King discussed the addition of "Recent Highlights" to the Agenda. This will provide an opportunity to report on successes and activities.

Dr. Sharples asked if there would be a year-end financial status report. Ms. King advised it would be provided with the Informational Items.

Next, Mr. David Dougherty reported on the Career Pathways Committee Meeting. He stated that it was a good meeting. The Committee was provided an update on the Industry Focus Groups that had been held. He stated that the Committee looked at grant opportunities and that CareerSource Florida opens grants for the period of August 1st through October 1st. Mr. Dougherty reported that Charlie Howell was working on a grant to provide computer literacy training services to the 55 and older population. Another grant that was discussed was one with the Able Trust to work with individuals with disabilities. He next talked about the funds received to assist individuals displaced by Hurricane Maria. Mr. Dougherty explained that many individuals were originally located in the Miami and Orlando areas and we were not seeing too many in this area. Now, what is happening is that the higher cost of living in those areas is pushing individuals to our area and the funds we have received will allow us to provide assistance.

Mr. Dougherty reported that the Committee discussed the fact that the performance data for our contracts has historically been year-old data and staff are working to obtain more current data which will, in turn, help us to exceed our benchmarks.

Next, Mr. Valderrama called on Mr. Tyrone Walker to report on the meeting of the Industry Demand Connection Committee (IDCC) which was held on June 28, 2018. Mr. Valderrama announced that Mr. Walker is now serving as Co-Chair of the IDCC and also serving as a member of the Executive Committee. Mr. Walker discussed the changes that are planned for OJTs and CTs. He explained that last program year the focus had been to reduce classroom training and increase OJTs and CTs. Going forward the funds allocated to OJTs and CTs will be split 70/30 and the OJT wage is increased to \$12.00 an hour. Additionally, OJTs will be weighted based on industry and the target populations.

Mr. Charlie Howell addressed the Committee and reported on the Industry Focus Groups that have been held to date. He advised that we have held four focus groups; Healthcare, Hospitality, Construction and Retail. Each group had someone from that industry to facilitate. It was noted that there are common skill gaps and barriers across all of the industries. Everyone has issues with work ethics and reliability; soft skills and communications. The groups mentioned difficulty with employee "churn"; when an employee will leave for a very small increase. This is particularly true in the Hospitality industry.

Mr. Howell reported that there were occupations we did not know existed. An example was in Healthcare, Med Surge. The position does not need a license but does require a national certification. There is a program at Daytona State College which is a ten-and-a-half-week course for the cost of \$3,000 and is something we could work with. Mr. Howell advised that there were a few take-aways from the focus groups. One dealt with the workshops for businesses that staff have previously discussed, which seem to be on the mark. Most of the sector groups reaffirmed that these were topics needed by the businesses. The businesses were advised that we would continue to host these focus groups in order to discuss common problems. Mr. Howell reported that the Hospitality group discussed sharing applications for qualified candidates they would not be hiring. Other groups discussed how they could collectively work together to better the industry. Our next steps will be to take our findings to the education community so see what we might be able to do within the high schools, career academies, and the colleges to provide education on the things that are missing. We agreed to keep the groups together and meet periodically. It gives us entry into the industries by those of us who do not work within those industries.

Ms. King addressed the Committee and stated that the labor force participation rate in our two counties is about 58%, was that there are many individuals who are not counted in the employment rate. We need to increase awareness about opportunities within these different industries to attract those not in the labor force.

Ms. King reported that there were some immediate services identified from the focus groups; Hospitality has an urgent need and a job fair has been scheduled next week in response. The construction group has followed up with an idea to hold short-term boot camp style trainings. Daytona State College has been holding trainings in construction, and we have begun discussions with Florida Technical Institute for trainings in Flagler County.

Mr. Valderrama discussed the search for a Flagler County Board member.

Ms. King provided updates. She announced that the CareerSource Florida Committee and Board meetings will be scheduled September 25th and 26th during the Workforce Professionals Summit in Orlando. Ms. King advised that on Tuesday, September 25th an awards luncheon will be held if any of the members would like to attend. We will send information.

Ms. King stated that we are the presenting sponsor for the SHRM Summit that is scheduled for October 5th if anyone is interested in attending. There will be a panel discussion in the afternoon on workforce and Ms. King will be a member of the panel.

Next, Ms. King announced that we received a Notice of Funds Availability from DEO for Rural Opportunity Funds. This is the first time we have received these funds and they are specifically for Flagler County. Ms. King advised that we are researching something with the Sea Ray layoff.

Ms. King reported that the team here did an excellent job with putting together a very short-noticed event last Friday. The job fair had 41 businesses participate and more than 200 Sea Ray employees. Our team has been going to Sea Ray to help employees work on resumes and providing workshops on interviewing. When the time gets closer to the plant closure, we will go in and provide REACT services; information on how to apply for various benefits that might be available to the employees affected.

Ms. King discussed the day of the week that the Executive Committee meetings are being held. She stated that they have been held on Wednesdays in the past and asked if the Committee would prefer to change the day of the week. After a brief discussion, the Committee determined that they would prefer to meet on Thursdays in the future at 9:00 a.m. beginning in 2019.

Next, Ms. King discussed the OJT Memo to File that the Committee received and asked if there were any questions regarding the memo and none were noted. She explained that we are in the process of conducting a financial audit. Mr. Valderrama advised that procedural changes have been implemented.

Mr. Valderrama reported that he and Ms. King had met with Mr. Scott Wilson from RSM Auditing to discuss the possibility of our having a for-profit entity. Based on the conversation, Mr. Wilson advised that we could establish a sole proprietorship LLC to generate revenue. We would need to discuss the legalities with an attorney. Mr. Valderrama stated that there are many components which are overwhelming, and he stated that he wasn't sure we were ready to go there at this time. Ms. Robin King reported that for the time being we would just be looking at generating program income.

Next, Ms. King distributed a draft impact report. She explained that this report is just a snapshot of the number of customers served and the impact of the funds invested in the community. Ms. King requested that the members review the report and stated that they would look at it at the October 17th meeting and discuss what information might get their attention.

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

Recording Secretary

Job Seeker Survey Results (July 1, 2017 to June 30, 2018)

DID YOU RECEIVE THE SERVICES YOU NEEDED/EXPECTED TODAY			
	Yes	No	Total
Total	915	178	1093
			Percent Positive
			84%

WOULD YOU RECOMMEND THESE SERVICES TO A FRIEND			
	Yes	No	Total
Total	962	127	1089
			Percent Positive
			88%

PLEASE RATE THE SERVICES YOU RECEIVED			
	Excellent	Good	Fair/ Poor
Total	704	153	81
			Total
			938

STAFF WERE ENGAGED AND AVAILABLE			
	Excellent	Good	Fair/ Poor
Total	748	121	62
			Total
			931

	Total Good	Total	Total Responses	Satisfaction (Met = 83% or higher)
Total Yes and Excellent	274	3,603	4,051	89%

Business Survey Results

(July 1, 2017 to June 30, 2018)

Number of Businesses Surveyed
943

Responses
215 (23% response rate)

Likely to Refer (0-10)
Average Rate: 9.62

Level of Satisfaction (0-10)
Average Rate: 9.59

Number of Open Cases

Opportunity Act, Welfare Transition (WT), Supplemental Nutrition Assistance Program (SNAP), Reemployment Services and Eligibility Assessments (RESEA)

	Total	In Other Fundings	True # Open
Opportunity Act:			
Adult	150	11	139
Dislocated Worker/National Dislocated Worker Grants	50	5	45
Young Adults	71	0	71
SNAP	438	0	438
RESEA	258	0	258
WT	355	0	355
Summary	1322	16	1306

Businesses Served By Industry

7/1/17 - 6/30/2018

of Businesses # of Job Orders # of Openings

Construction	89	234	407
Manufacturing	90	546	613
Health Care and Social Assistance	115	1230	1465
Retail Trade	51	195	206
Information	16	310	311
Leisure & Hospitality	58	184	286
Business & Professional Services	167	914	1363
Agriculture, Forestry, Fishing and Hunting	8	20	277
Natural Resources and Mining	1	1	1
Educational Services	16	377	396
Finance and Insurance	22	639	648
Other Services	38	374	590
Real Estate and Rental and Leasing	19	34	43
Transportation	19	78	259
Utilities	8	22	24
Wholesale Trade	20	67	69
Not Specified	5	8	8
Total	742	5233	6966
Total for Target Sectors Only	586	3613	4651

Opportunity Act Number in Training, Employed at Exit, Wage at Exit

7/1/17 - 6/30/2018

Classroom Training and Business Training

	Served	Open	Exited	Closed with Employment	% Closed with Employment	Average Wage
Classroom Training	179	116	63	50	79%	\$13.55
Business Training	482	68	436	317	73%	\$13.73
Summary	661	184	499	367	74%	\$13.64