

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

AUGUST 17, 2018

A Meeting of the Board of Directors of CareerSource Flagler Volusia, was called to order at 9:00 a.m., on the 17th day of August 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
The Honorable Joyce Cusack, Volusia County Council*
Mr. David Dougherty, CPA – Taxes & Financial Services
Mr. Rob Ehrhardt, Director – Volusia County Division of Economic Development
Mr. Daniel Hunt, Business Manager – IBEW Local Union 756
Mr. Mark Lanham, Manager - Walgreens
Dr. Tom LoBasso, President – Daytona State College
Dr. Aubrey Long, Vice President – Business & Community Development - Bethune-Cookman University
The Honorable Donald O'Brien, Commissioner – Flagler County Board of Commissioners
Mr. Bret Schmitz, President – Hudson Technologies
Dr. Kent Sharples, President – CEO Business Alliance
Ms. Helga van Eckert, Executive Director – Flagler County Dept. of Economic Opportunity
Ms. Cheryl Tanenbaum, SVP & CFO – Intracoastal Bank
Mr. Carlos Valderrama, Manager – Valderrama Partners, LLC
Mr. Tyrone Walker, Human Resource 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
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. Velma Lowe, Managing Director of Operations – Career Steps, Inc.

Mr. Brian Willard, Program Manager – Road To Success, Flagler County Schools

Ms. Jenny Stumbras, Business & Community Development Manager – Career Steps, Inc.

Ms. Judy Brown, Innovation & Processes Manager – Career Steps, Inc.

Ms. Jamie Newcomb, Professional Services Coordinator – Career Steps, Inc.

Ms. Jenn Hale, Program & Monitoring Manager – CareerSource Flagler Volusia

Mr. Chanh Tran, Database & Web Administrator – CareerSource Flagler Volusia

Ms. Marcia Mullins, Government Operations Consultant II – Department of Economic Opportunity*

*via Conference Call

Mr. Valderrama called the meeting to order and stated that 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 Mr. Wally DeAquino, COO of Florida Hospital Flagler. Mr. DeAquino addressed the Board members and discussed Florida Hospital's Whole Care Experience Project. He commented on the recent announcement by Florida Hospital to change their brand to Advent Health. Mr. DeAquino discussed the behind the scenes process to not only change the brand but to ensure the change was in common with a stronger promise. Florida Hospital is located in nine states and employs 80,000 people. Leadership selected Florida Hospital Flagler as the pilot for the change. He discussed the training component being implemented across all their campuses to ensure one vision.

Mr. Valderrama requested Board member comments. Mr. Rob Ehrhardt addressed the meeting and called attention to the survey results included in the Agenda. He stated that the 23% response rate was outstanding given the sampling size. He requested that

the Industry Demand Connection Committee consider taking on the subject of how to raise the percentage of businesses that we connect with.

Mr. John Wanamaker addressed the Board and reported that as he meets with various local organizations for his business, colleagues are commenting on the excellent job that Robin and this organization are doing.

Ms. Helga van Eckert addressed the Board and discussed the SeaRay closing and the outstanding job that the staff of CareerSource Flagler Volusia has done to assist the more than 400 individuals being affected. A job fair was held with very little notice.

Mr. Dan Hunt addressed the Board and referred back to the percentage of businesses surveyed. He commented on the number of businesses reported by the State for our area and stated that while the number is more than 14,000, we must remember that many of those businesses are single individuals. A brief discussion followed regarding the size and number of local businesses.

Following Board Member comments, Mr. Valderrama called attention to the Agenda and stated that the Minutes of the Executive Committee meeting held on July 19th were included in the Agenda and there was no further action needed.

The next item on the Agenda was "Recent Highlights". Ms. Robin King addressed the Board members and advised that this was a new Agenda item to allow the staff to report on some of the things happening behind the scenes and in the Centers.

Ms. King called on Mr. Charlie Howell to discuss the recent Industry Focus Groups. Mr. Howell reported that the groups were convened to look at the challenges, barriers and skill gaps in hiring and retention and to take the information to help develop solutions to those issues. Mr. Howell discussed the DEO Skills Gap Survey which was recently published and advised that he was planning to bring the Survey to the IDC Committee's next meeting for review. He explained that staff pulled a three-page report with information from the Survey and from the labor market information (LMI) that we use for each sector focus group.

Mr. Howell explained that we held six focus groups in health, hospitality, construction, retail, manufacturing and business and professional services and there were 38 businesses involved. He went on to explain that the results highlighted skill gaps that were generational. First time job entrants need more nurturing upfront. He explained that there were misconceptions about the jobs in their industries, particularly in health and manufacturing. Employee turnover seems to be the result of wage levels. He

discussed the common issues around the skills gaps. Younger workers want more time off. Not showing up for work and not calling in is a common problem. There is a significant lack of communication skills.

Mr. Howell talked about the fact that many employers use LinkedIn to research their candidates and there was a lack of understanding about how to promote yourself on LinkedIn. Younger workers are missing the professionalism concept. Problem solving and critical thinking skills are lacking; many workers are task oriented instead of company oriented. He explained the need for adaptable workers and questioned how do we train workers today for jobs that do not yet exist? We need to have life-long learning as a necessary skill. He called on the Board members who attended these focus groups for their comments. Several Board members commented on their take away from the focus groups. Mr. Howell continued to review the results and stated that we plan to continue hold focus groups to keep the discussions going. He indicated that the next step is to take the results to our education partners and hopefully they might consider some changes in curriculum to assist with some of the soft skills. Mr. Howell stated that in each one of the groups they passed out a list of proposed online workshops to get feedback on which would be the more important workshops for them and for their staff members.

Dr. Tom LoBasso discussed the required Student Success Course and that they have added some of the soft skills being discussed to the curriculum; dressing for success, showing up on time. He explained that imbedded in the course is the requirement to go to the Career Services Center at the College.

Ms. Robin King reported that the plan is to bring the focus groups back together in January or February to report what we have done with the information. She stated that she hoped that at that time, the education partners will also be in the room.

Ms. Christine Sikora addressed the Board meeting and stated that we have two providers of young adult services. She explained that our two programs serve 100% high school dropouts ages 16 to 24. Ms. Sikora shared two success stories from the Road to Success (RTS) program. The first story was about a young man who enrolled in the RTS program when he was 17 years old. She explained that he lived quite a distance from the program and when his mother was not able to take him to the program, he would ride his bike round trip. At the time of his enrollment he had never had a job, his reading was below the 9th grade level and math skills were at the 7th grade level. Within a year, the young man had earned his GED and was working a part time. This young man is now serving in the United States Army. The next story was about a young man who was 18 years old when he enrolled into the RTS program, his reading was below the 8th grade level and he had no direction regarding his future. He

earned his GED within four months and began talking to the National Guard representatives and explored a career as a law enforcement officer. During a field trip to the Advanced Technology Center (ATC) he received information about the Police Academy and subsequently applied. He will be graduating from the Police Academy in November and has a standing offer from the Flagler County Sheriff's Office upon graduation. Ms. Sikora discussed some of the training criteria being offered in the young adult programs; how to dress for success, the soft skills of being on time, etc.

Mr. Charlie Howell addressed the Board and reported that last year the US Department of Labor, Division of Employment of Training decided to undertake a research study on technology-based learning. They approached each state to find out who is using technology-based learning within the state and DEO recommended us. He discussed the process, surveys were conducted all over the nation. They only conducted on-site visits for two of the job centers across the country and we were one of the two. Two representatives of the research company came to visit, and they were very impressed with what we have done with our online learning. Mr. Howell received a call last month from one of the two researchers requesting permission to use our online courses in their presentation to the Employment and Training Administration. He received a call back advising that the presentation was very good, and our courses generated many questions. We will be receiving a copy of the report soon and it will also be posted on the Employment and Training Administration's site.

Mr. Valderrama addressed the meeting and stated that we wanted to discuss the focus groups. He explained that he was excited that about the information that was produced, and he is looking forward to the follow up. The follow ups will be action-driven. Next, Mr. Valderrama announced that September is Workforce Development Professionals month. He read a message to the staff on behalf of himself and the Board of Directors to express appreciation for the work they do.

September is Workforce Development Professional Month and on behalf of myself and the Board of Directors, I wanted to take this opportunity to express our sincere appreciation for the work you do every day.

Workforce Development Month was established to recognize the professionals whose work connects businesses and job seekers and influences the economic prosperity of our community. Your commitment to improving the quality of life of the individuals you serve is outstanding.

As workforce professionals, you are required to wear many hats and the daily challenges you face can sometimes be overwhelming. Working with individuals whose lives have been turned upside down or those with significant barriers to employment can be emotionally difficult. Please know that as you assist Flagler and Volusia families achieve their dreams, your efforts are especially recognized by the Board of Directors and we thank you for your continued dedication.

Mr. Valderrama reminded the members of his challenge to the Board, which was to be champion for CareerSource Flagler Volusia as they are out meeting with communities and outreaching to other professionals. He advised that we have talking points available to assist with providing information on the services that we offer.

Ms. Robin King reported on some of the activities that we will be doing during the month of September to recognize Workforce Development Professionals month. We will be holding an open house on September 20th in our comprehensive center in Orange City. We will highlight what the partnership has been doing with Daytona State College and Volusia County Human Services with the GED program. She explained that the event is being sponsored by the Chamber Alliance and advised that they will receive an invitation. Ms. King reported that we will also write a letter to the editor around Labor Day to highlight some of our success stories.

Next, Ms. King provided the Board members with a brief peek at our new web site. She showed what our web site looks like today and a what the new site will look like in a few weeks. Ms. King asked for Board members to volunteer to have their picture taken holding a chalkboard listing their first job. These pictures will be used in the Centers as part of our advertising promotion.

Ms. King reported that on August 2nd a gentleman came into the Daytona Center and completed the basic form and gave it to the front desk. He didn't provide his last name or last four of his social and, when asked, he refused to provide the information. He insisted that he was a veteran with a 30% disability and wanted to talk to a vet rep; which goes against the rules. There is a very strict process behind the scenes which we must follow. After some back and forth, the gentleman handed the front desk his business card and stated, "you've been shopped". He was with the Department of Labor checking to see if the rules are being followed. He was extremely complimentary of our front desk personnel, Nikki Quann who did everything correctly and stated that there are not many centers who pass the test.

Ms. King reminded the Board members that November 16th is the Annual Meeting and they will be provided the Annual Report and the Annual Audit. She stated that they were provided, via email, some yearend numbers.

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

Recording Secretary