

**MINUTES OF THE
CAREERSOURCE FLAGLER VOLUSIA
CAREER PATHWAYS COMMITTEE
March 21, 2019**

A meeting of the CareerSource Flagler Volusia Career Pathways Committee was called to order at the Administrative Office of the organization located at 329 Bill France Blvd. in Daytona Beach, in the State of Florida, at 9:00 a.m. on the 21st day of March 2019, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Ms. Nancy Bradley and Mr. David Dougherty Co-Chaired the meeting and Ms. Jennifer Gosling served as the Recording Secretary.

The following members of the Career Pathways Committee were personally present:

Ms. Nancy Bradley, Administrator – Daytona College, LLC
Ms. Denise Breneman, County Director, Flagler and Volusia – Special Olympics Florida
Mr. David Dougherty, CPA – Taxes & Financial Services
Ms. Kim Houghton, Supervisor – Vocational Rehabilitation
Mr. Dan Hunt, Business Manager – IBEW Local Union 756
Mr. Mark Lanham, Store Manager – Walgreens
Ms. D.J. Lebo, Executive Director – Early Learning Coalition of Flagler and Volusia *
Ms. Rachel Rutledge, Career & Technical Education (CTE) Coordinator – Rachel Rutledge
Mr. Tyrone Walker, Consultant – Primerica
Ms. Sherryl Weems, Associate Vice President – Daytona State College
Mr. Chris Wimsatt, Vice President, Business Recruitment – Team Volusia

The following guests were also present:

Ms. Jenn Hale, Program & Monitoring Manager – CareerSource Flagler Volusia
Mr. Charlie Howell, Vice President of Business Development and Technology – CareerSource Flagler Volusia
Mr. Howard Johnson, Data/EF Manager – Eckerd Connects
Ms. Christine Sikora, Vice President of Innovative Workforce Solutions – CareerSource Flagler Volusia
Ms. Kathy Spencer, Director of Business and Career Services – Case Management, Inc.
Mr. Mack Thomas, Area Manager – Eckerd Connects
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

* Via Conference Call

Mr. Dougherty called the meeting to order and asked for a motion to approve the minutes from the January 31, 2019 meeting.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Career Pathways Committee approved the January 31, 2019 minutes.

Next, Ms. Nancy Bradley provided an update on the Alliance4 Industry Sector Interchange. She reported that the event was held on February 22nd at the Hard Rock Hotel was very productive. Ms. Bradley advised that the Alliance4 is comprised of businesses, economic development, workforce development, and education partners and there were representatives from all four factions in attendance. She stated that the six targeted industries that met were manufacturing, construction, healthcare, retail, business and professional services, and hospitality. Ms. Bradley advised that one of the greatest takeaways from the event was that businesses were able to articulate their needs and issues with hiring to the partners who were listening. She reported that the educational partners informed the attendees of the Career Academies and other programs and initiatives used to prepare students for their chosen industry. Ms. Bradley acknowledged that one of the main issues discussed was the lack of soft skills.

Ms. Christine Sikora advised that the next Interchange event will be held on September 6th. She stated that after the February event, debriefing meetings were held with the facilitators to discuss the results of the conversations heard in the industry groups. Ms. Sikora advised that the debriefings were to determine what steps the Alliance4 could take to address the issues brought forward by the business representatives and discussed solutions that will be presented at the next Interchange event. Next, the Committee members discussed how industries receive information and the variety of responses that were heard from the industry sectors. Ms. Sikora stated that we will be creating sector-specific landing pages where businesses may go for resources and information. Additionally, she advised that the landing pages will have testimonials from business representatives. Ms. Sikora noted that one of the primary goals for the September Interchange event is to increase the number of participating businesses, and the landing pages will be used as a recruitment tool. She advised that one of the challenges participants reported at the last Interchange event was that some of the larger groups had difficulty hearing the conversation. She stated that for the September event, we are looking at moving the event. Ms. Sikora advised that Dr. Tom LoBasso from Daytona State College has offered the new student center which would allow us to provide more separation between the groups. Additionally, we are considering an online RSVP option to streamline the registration process.

Ms. Sikora stated that Dr. Sherryl Weems participated in the manufacturing group and asked Dr. Weems for her thoughts on the conversation. Dr. Weems stated that in her group, Mr. Bret Schmitz asked, "What can I do"? She advised that was the question that remained on her mind after the event and needs to be answered. Dr. Weems reported that one of the issues the manufacturing industry discussed is the perception of the field. She advised that manufacturing is not valued as an industry or seen as a sustainable field; therefore, youth are not being steered towards possible careers in manufacturing. Ms. Sikora stated that Dr. Weems made a good point at the Interchange when she noted the perception of manufacturing was that it is the field an individual chooses when they

could not go to college, and in order to change that perception, we needed to market it as an elite industry that requires a high level of skill.

A question was raised on what we are doing to connect individuals with unique abilities to employers. Ms. Sikora advised that the retail group discussed the STARS (Succeeding Through Achieving Retail Skills) program which trains individuals with disabilities to work in the retail trade. She advised that there was a recent discussion to expand the STARS training model to include the hospitality industry. Ms. Denise Breneman advised that there is a program model already in place for the medical industry.

Ms. Rachel Rutledge advised that she was seated at the construction table at the Interchange event. She stated that she informed the businesses of opportunities to become involved with the students, even at the middle school level, to expose them to the industry and increase their engagement. Ms. Rutledge advised that there is one local middle school that will be doing Workforce Pre-Academies next year for a number of industries; this will help youth explore different pathways and make a decision as they move towards high school. She stated that her goal is to have all Career and Technical Education (CTE) students within a program or Academy to be connected to a partner by the time they graduate, whether through job shadowing, an apprenticeship, or another form of engagement. A discussion followed on child labor laws, worker's compensation restrictions, and the allowance in the federal child labor laws that allow minors to perform hazardous jobs if it is tied to a CTE program.

Ms. Sikora showed the Committee pictures of the February Interchange event and a video testimonial from a business attendee. She advised that we surveyed the business participants after the event and twenty-five responded. Ms. Sikora stated that the survey asked questions about their preference of day, time, and location, and included questions to determine if businesses found the event valuable. Additionally, the businesses were asked if they would like to partner with the schools or with us on a variety of initiatives, and the information of interested businesses would be disseminated to the respective partners soon. She advised that participants were asked about the length of time and many said they would have preferred a longer discussion. In response, Ms. Sikora advised that we are considering adding a half hour to the next Interchange event.

Ms. Sikora shared some of comments received on the surveys and highlighted one comment that praised the convenience of having all the partners at the table instead of having to talk to each one individually. She stated that Dr. Tom LaBasso attended the Industry Demand Connection (IDC) Committee earlier this week and discussed the potential of Daytona State College joining the Alliance4 instead of holding their own Industry Council meetings. Ms. Sikora advised the potential was there for other partners who reach out to businesses to join the Alliance4 and fulfill their own outreach needs. She advised that we learned, through the Interchange event and the subsequent debriefing meetings, that many businesses did not know about the Academies in the school systems or that Flagler County has Flagship programs in their schools. Ms.

Sikora reported that the general consensus around every industry table was that it was beneficial to talk to all partners at the same time. She advised that we asked businesses the question, "Who was missing?" Ms. Sikora explained that in future outreach, we will be asking the businesses who have participated to reach out to other businesses.

Ms. Sikora showed the Committee pictures of the Paychecks for Patriots and the Veteran and Homeless Stand Down events. She advised at the Stand Down event, partners joined together to provide services to veterans in need. Items such as providing bags of food, clothing, haircuts, and service animals were offered. Ms. Sikora stated that the unused food was sent to the Flagler County Salvation Army.

The next item on the agenda was to discuss prospective Committee members from the Alliance4 event. Ms. Sikora advised that the survey from the Interchange event asked the businesses to indicate if they had an interest in joining one of our Committees or become involved with the schools. She stated that we had seven individuals indicate that they would like to join this Committee. Ms. Sikora listed the companies with members who expressed interest: ICI Homes, Stonewood, Giles Electric, Athens DeLand, Walgreens, DeVita, and Barker Animation and Collectibles. She noted that bringing more businesses to the Committee will help with identifying career pathways.

Next, the Committee reviewed current contract performance and discussed renewals. Ms. Sikora directed the Committee's attention to the spreadsheet that had been distributed. She advised that every year, the Committee reviews the performance of service contracts and makes recommendations on whether to extend those contracts. Ms. Sikora explained that a contract may be renewed three times for a total of four years; after the fourth year, we are required to issue a Request for Proposals (RFP). She advised that 2019-2020 would be the fourth program year, and we will issue an RFP for the 2020-2021 program year. Ms. Sikora stated that this time next year, the Committee will be reviewing new proposals and making recommendations to the Board.

The Committee reviewed the adult contracts first. Ms. Sikora stated that the spreadsheet showed the federal measures as well as the reported performance. She explained the importance of meeting the measures, and the potential ramifications should a local workforce board not meet performance two years in a row. Ms. Sikora stated that the figures the Committees were reviewing were from the 2017-2018 program year. She advised that the data was outdated because the federal government verifies employment data through the Internal Revenue Service and the unemployment system, so the information is outdated by the time we receive it. Ms. Sikora advised that a year ago, staff decided to begin tracking performance locally to see how closely our own estimates would be to the official reports. Additionally, contractors were held to measures that were slightly above the federal benchmarks to compensate for any discrepancies.

Ms. Sikora explained that on the spreadsheet, the blue cells were areas where we exceeded the goal, green indicated that we had either attained the goal or were within ninety percent of attaining it, and yellow indicated a goal we did not meet. She advised

that there was only one measure we did not meet, and that was the credential. Ms. Sikora explained that the credential was a new measure which was implemented in 2016 with the rollout of the Workforce Innovation and Opportunity Act (WIOA). She advised that for the last few years, the State has not tied performance to the credential for adults or youth and has only gathered data to create a baseline. Ms. Sikora advised that we spend the majority of our training allocations on On-The-Job Training (OJT) and Customized Training (CT) and these forms of business training do not count towards the credential. She advised that if we only have fifty participants for traditional classroom training in a year and a few do not acquire that credential, they can significantly skew the results of this benchmark. However, Ms. Sikora stated that for Youth, we have exceeded the credential threshold and while serving one hundred percent out-of-school youth. A question was raised on whether the measures were for this year or next year. Ms. Sikora advised that the spreadsheet shows what our performance was, what it is currently, and what we will need to meet next year.

Ms. Sikora highlighted that we are not yellow on the median wage benchmark. She advised that while we have no control over the median wages in Flagler and Volusia Counties, we have adjusted the wage threshold for OJT contracts from \$10 to \$12. A question was raised on why the change in wage. Ms. Sikora replied that it was a local decision to encourage businesses to pay competitive wages and was based on labor market information.

The Committee was led through the performance of the adult and youth service providers and were supplied definitions for the individual measures as needed. Ms. Sikora discussed the youth measures and noted that we are currently not meeting the requirement to enroll twenty percent of youth through a paid work experience. She explained that youth are only sent to a work experience after displaying the necessary soft skills and are deemed work ready; which means we may work intensively with an individual prior to enrollment. Additionally, there is a local measure that requires seventy percent of youth participants to receive a diploma. Ms. Sikora advised that the youth providers carefully manage their participants to ensure the diploma is obtained, which may need to be completed before a work experience begins. She explained that because of these considerations, the work experience measure is a “moving target” and performance can lag behind until participants are moved through a youth provider’s program.

A question was raised on what happens when a youth becomes involved with law enforcement. Ms. Sikora responded that if a youth has been arrested and will be incarcerated for more than ninety days, we can close their case with a neutral outcome. She advised that if the time is less than ninety days, they must still be served by the youth provider and we are required to work with probation officers. Additionally, we participate in the monthly Department of Juvenile Justice re-entry team meetings for youth being released from detention and are returning to Flagler or Volusia counties.

Next the Committees reviewed each service provider individually. The first to be reviewed was the Center Operator, Career Steps, Inc (CSI). Ms. Sikora advised that the

responsibilities of CSI have evolved every year. She advised that we use to oversee center operations and under WIOA, those responsibilities were outsourced. Ms. Sikora recommended renewing the contract. Mr. Dougherty called for a vote.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Career Pathways Committee approved a recommendation to the Board of Directors to renew the Center Operator contract for Career Steps, Inc for the 2019-2020 program year.

Ms. Sikora advised that Case Management, Inc. (CMI) was the provider of career services which include case managing all programs with the exception of individuals filing for unemployment. She stated that this included classroom training, business services, Welfare Transition and Supplemental Nutrition Assistance Plan (SNAP), and RESEA. CMI: training, case managing, business services, welfare, and Reemployment Services and Eligibility Assessments (RESEA). Ms. Sikora advised that it was the recommendation of staff to renew the contract.

3. After discussion, upon motion duly made, seconded and unanimously carried, the Career Pathways Committee approved a recommendation to the Board of Directors to renew the Career Services contract for Case Management, Inc for the 2019-2020 program year.

Ms. Sikora advised the next two contracts were for Youth Services. The first to be discussed was Eckerd Connects. She stated that Eckerd Connects serves Volusia County youth and have three offices in Deltona, Deland, and New Smyrna Beach. Ms. Sikora advised that the company used to be known as Henkels and McCoy until they were acquired by Eckerd Connects. She noted that our greatest concern with this acquisition was staffing, however, most of the staff remained the same. Ms. Sikora advised that with their good performance, staff recommend renewing their contract.

4. After discussion, upon motion duly made, seconded and unanimously carried, the Career Pathways Committee approved a recommendation to the Board of Directors to renew the Young Adult Services contract for Eckerd Connects for the 2019-2020 program year.

The last Youth Services contract to be reviewed was Road to Success (RTS). Ms. Sikora advised that this contract was a partnership between the George Washington-Carver Foundation and Flagler County Schools and served youth in Flagler County. She advised that the program takes place in Bunnell at the Carver Gym in the area where the majority of their youth live. Ms. Sikora stated that the contract has good performance and two of the youth that have recently left the program have joined the military. She advised that it was the recommendation of staff to renew the RTS contract.

5. After discussion, upon motion duly made, seconded and unanimously carried, the Career Pathways Committee approved a recommendation to the Board of Directors to renew the Young Adult Services contract for Road to Success for the 2019-2020 program year.

Ms. Sikora advised that the recommendations of the Committee will be presented at the May 24th Board meeting for approval, and she would begin contract negotiations in June, once we receive our final allocations after the State Board meeting that will also be held in May.

The next item on the agenda was to discuss the 2019 Priorities and Strategic Goals for the Committee. Ms. Sikora advised that the main priority of the Committee is to consider how we want to position ourselves in the future. She advised that staff is doing research on how other local Workforce Development Boards across the nation are structured, such as whether Center Operations are inhouse or contracted and how Career and Youth Services are delivered. Ms. Sikora advised that staff will present the research to the Committee at the June 13th meeting for further discussion on whether there are any changes we want to make to how we are currently operating. She advised that this discussion will provide the outline for when she begins drafting the Request for Proposals for the 2020-2021 program year. A discussion ensued on the evolution of workforce development, ensuring that we continue to meet the needs of our community and continuously improving our technological advancements.

For the last item on the agenda, Mr. Dougherty opened the floor to Committee members for other items. Dr. Sherryl Weems advised that she has referenced at previous meetings that Daytona State College (DSC), in conjunction with Volusia and Flagler County Schools, has created a Career Pathways guide for students to help them map out their pathways through the Academies and post-secondary education. She provided copies of the guide to the Committee members.

With no other business being heard, the meeting was adjourned.

Recording Secretary