



**Board and Committee Members  
Planning Session  
Daytona International Airport  
January 16, 2020**

**Overview**

- Members of the CSFV board and the Career Pathways and Business Development Committees gathered to review strategic planning efforts to-date and discuss plans for 2020
- A summary of the work done by the ad hoc Strategic Doing committee (five Board members and five senior staff) over the preceding months was presented to the group
- Revised organizational Mission and Vision Statements, and 2020 Strategic Imperatives, were presented and approved
- The two committees broke into working groups to discuss the existing goals within each of the imperatives, and to provide recommendations on starting, stopping or continuing initiatives
- The summary of robust discussions is included below
- Recommendations for action are included at the conclusion of this report

**Mission**

- We provide innovative talent solutions for businesses and the workforce through effective collaboration and partnerships that drive the regional economy

**Vision**

- In Flagler and Volusia Counties, every person will find their best career pathway and every business will have the workforce it needs to succeed

**Strategic Imperatives 2020**

- 1) Collaborative **partnerships**
- 2) Continuous and accurate **business intelligence**
- 3) Enhanced **talent pipeline**
- 4) Effective **service delivery**
- 5) Appropriate **use of funds**

## **Discussion/Business Development Committee (verbatim)**

*(note: formerly Industry Demand Connection)*

### **Partnerships**

- Alliance 4 (keep)
- Tech Hire: Daytona State College (stop)
- Regionalism with CS Brevard and CS Central Florida
  - Should we focus on just Flagler and Volusia?
  - American Manufacturing Association wants to partner with Volusia, Flagler and Brevard
- Regional projects allow better use of funds
- Workforce Attraction
  - Build up community to attract business and talent
  - How does CSFV interact with the colleges and schools to influence students to stay local?
  - Big opportunity is to get to the schools
  - Kids are leaving area because they don't know about the jobs that are available
- Strengthen Opportunity Partnership Act
  - What other partnerships are needed?
  - Need to make these partnerships more robust... what does that look like?
- Bring area information together from a tourism/marketing perspective
  - Need a central repository for area info to attract business and talent
- Identify 1-2 targeted sectors: healthcare and construction
- What's our role in entrepreneurial community/Gig economy? How do we support?

### **Business intelligence**

- Better and more sector-driven board recruitment
- Where else should we be getting business intelligence?
  - Robin wants better/live info through business service reps
  - Track and identify current trends
  - More and better and timely, not just Jobs EQ (historical)
- How do we get tools that will help us forecast future jobs lost through automation and technology?
  - Industry and occupational forecasting
- Education and training lag the job market
- How do we get area colleges and universities to collaborate better?
  - College and University Presidents Council

### **Talent pipeline**

- Secondary workforce learning (continue)
- Research and apply for training (continue)
- CareerSource needs to help get soft skills gap closed

## **Service delivery**

- Foundational skills training with SHRM (start)
  - Didn't get off the ground this past year
- Workforce-oriented continuous learning (continue)
- Sector-based training (ongoing)
- Innovation through technology (must continue)
- Remote/e-training online is an opportunity for better and more service delivery
- Opportunity to partner with Department of Corrections is a target for remote learning
- How do we circumvent the limitations around the definition of service delivery?
  - More e-services vs. In-person?

## **Use of funds**

- Research and apply for training funding
- Grants for apprenticeships
- Funding leverage: Creative use of unrestricted funds
- Ticket to Work is a big opportunity
- Shared infrastructure costs: Keep looking for opportunities
- Investment in identified business value training
- Business incubation resources
- Fee for service
- Clean audit

## **Summary comments**

- Centralized marketing
- Alliance 4 crosses strategies
- Succession planning
- Soft skills are critical
- Services: Skype, etc. need to be utilized

## **Discussion/Career Pathways Committee (verbatim)**

### **Partnerships**

- Stars: Grant through September 20
  - Stars has 30 participants
  - After grant expires, pursue Ticket to Work money
- CSF grant (continue)
- Opportunities for disabled
  - Program has been successful for candidates
  - Able Trust
    - 80 participants
  - Testimonial videos (Walgreens)

- Ralph (REDI)
  - VOC rehab
  - Division of Blind Services
  - Veterans
  - Conklin Center
  - Grant is retail-specific
- Tech Hire (stop)
  - Manufacturing
  - Advanced Manufacturing
  - IT (online)
  - Went from 4-9 tracks
  - Another community grant opportunity to replace?
- Needs assessments
- Involvement in staff training
- Other regional boards: Continue to monitor for opportunities
- CareerSource CLM partner
  - Youth Skills Summit... connect students with careers
- Look at community for partner opportunities

### **Business intelligence**

- Business development data/business intelligence
  - Fuels Career Pathways work
- Board development
  - General members, not sector specific
- LMI (continue)
- Metrics: Utilize sector-based

### **Talent pipeline**

- Online content development
- Secondary workforce
- CAPE
- Soft skills
- Performance dashboard beyond committee review
  - Review and set strategies

### **Service delivery**

- Tech
  - VR: Innovative ways to use tech in Career Pathways (keep)
- Survey:
  - Keep committee in feedback loop, to make modifications
    - See if it addresses issues
  - Share with employers and partners
  - Share results of survey with board/committees

## **Use of funds**

- Career Pathways committee to advocate for funding
- Business value training (keep this)
- Start: Committee to assist with RFP performance review (renewals, too)
  - Make recommendations to board
- Alliance4 is in several of the strategic imperatives:
  - Partnerships, business intel, service delivery
- Make directional recommendations to board

## **Summary comments**

- No Tech Hire
  - The grant is expiring
- Community grant opportunities
- Communicate with other CS regions
- Partners for workforce attraction
- Utilize metrics
- Committee: Help with recommendations on RFP
  - RFP renewal
- Review dashboard/surveys
- No impact from committee on staff training
- ROI: Decisions on how money is used

## **Recommendations**

- Mission, Vision, Strategic Imperatives
  - Publish and distribute broadly
  - Staff, board, partners
- Integrate committee summaries into next committee meeting agendas
  - Develop updated committee workplans based on this input (e.g. CPC looking at RFP)
  - Update the goals under the imperatives (stop, start, continue)
  - Share more detailed operating information with committees
- Explore expansion of convening role around workforce issues
  - Organize and facilitate external group of key community partners
- Focus on pursuit of ancillary revenue, most importantly grant opportunities
  - Organize around staff, partners and potentially board members
- Emphasize strategic board development
  - Utilize board members to help identify future candidates
- Enhance communication channels with neighboring workforce boards
  - Proactively look for synergies and leverage opportunities