# 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. March 27, 2020

#### **AGENDA**

#### **Special Instructions:**

For the **Audio** portion - Conference call-in #: 1-888-585-9008 Passcode: 175-561-745

For the **Video** portion of the meeting only, use the Skype link below:

Join Skype Meeting

Trouble Joining? Try Skype Web App

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.

| 1.    | 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 – January 16, 2020                                 |
| III.  | DEO Annual Performance Presentation – Department of Economic Opportunity via webinar  |
| IV.   | Presentation Corporate Vision, Mission and Strategic Imperatives  1. Business Development Committee  2. Career Pathways Committee |
| V.    | Chair's Comments  |
| VI.   | State Board Meeting Report  |
| VII.  | Executive Committee Report  1. Minutes – February 11, 2020  |
| VIII. | Board Member Comments   |
| IX.   | Recent Highlights   |
| х.    | President's Comments  |
| XI.   | Informational Items:  1. Performance Update   |

| 2. | Finance UpdatePage 14                           |
|----|---|
| 3. | Strategic Imperatives UpdateUnder separate cove |

#### XII. Adjournment

Next meeting of the Board is scheduled for May 29, 2020

## MINUTES OF THE MEETING OF CAREERSOURCE FLAGLER VOLUSIA

#### **JANUARY 16, 2020**

A Meeting of the Board of Directors of CareerSource Flagler Volusia, was called to order at 3:00 p.m., on the 16th day of January 2020 at the Dennis R McGhee Room, located at Daytona International Airport, 700 Catalina Drive, 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.

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

The following members were present:

- Ms. Elizabeth Albert, President Volusia United Educators
- Ms. Mary Jo Allen, Executive Director Halifax Health
- Ms. Nancy Bradley, Administrator Daytona College, LLC
- Ms. Denise Breneman, County Director Special Olympics Florida\*
- Mr. Brad Harris, Acting Director Volusia County Division of Economic Development
- Dr. Aubrey Long, Vice President Business & Community Development Bethune-Cookman University
- Ms. Bonnie Madden, Director of Practice Operations Advent Hospital Flagler\*
- Mr. Donald O'Brien, Commissioner Flagler Board of County Commissioners
- Dr. Kent Sharples, President CEO Business Alliance
- Mr. Bret Schmitz, President Hudson Technologies
- Ms. Cheryl Tanenbaum, SVP & CFO Intracoastal Bank
- Mr. Carlos Valderrama, Manager Valderrama Partners, LLC
- Mr. Tyrone Walker, Jr., Consultant Primerica
- Mr. John Wanamaker, CCIM Coldwell Banker Commercial Al 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. Kathy Spencer, Director of Business & Career Services Case Management Inc.
- Ms. Courtney Edgcomb, President United Way of Volusia-Flagler
- Ms. DJ Lebo, Executive Director Early Leaning Coalition of Flagler and Volusia

Minutes of the Meeting January 16, 2020 Page Two

Ms. Renee Stauffacher, Director - Flagler County Schools/Technical Institute

Ms. Velma Lowe, Managing Director of Operations – Career Steps, Inc.

Ms. Kathy Spencer, Director of Business and Career Services – Case Management, Inc.

Mr. Remie Beaulieu, Senior Network & Systems Engineer - CareerSource Flagler Volusia

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

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

Mr. Chris Wimsatt, Vice President - Team Volusia

Dr. Sherryl Weems, Associate Vice President – Daytona State Collee

Ms. Heather Shubirg, Executive Vice President – Team Volusia\*

Mr. Shailesh Patel, President – Dredging and Marine Consultants

Ms. Jenn Hale, Program and Monitoring Manager - CareerSource Flagler Volusia

Mr. Howard Johnson, Data Manager - Eckerd Connects

Mr. Mack Thomas, Program Manager – Eckerd Connects

Ms. Kathleen Danclair, Career Services Advocate Supervisor – Case Management, Inc.

Ms. Danielle Junior, CareerSource Teacher - Road to Success

Ms. Taahira Lee, Case Manager - Road to Success

Mr. Ken Phelps, Vice President - Daytona Regional Chamber of Commerce

#### \*via Conference Call

Ms. Tanenbaum called the meeting to order and stated that the January meeting is the planning meeting for the Board to set the direction for the coming calendar year. She asked if there were any comments from the public. No comments were noted.

Ms. Tanenbaum announced that the next item was the Consent Agenda. She stated that the members had received the items prior to the meeting and requested a motion for approval.

1. Upon motion duly made and seconded, the Consent Agenda was unanimously approved.

Next, Tanenbaum stated that the Board meeting would be adjourned, and the workshop opened. She stated that they would be looking at the strategic imperatives and introduced Mr. Larry Fairman with Fairman Consulting and Mr. Darrin Finley with POC Management as facilitators of the working groups.

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

| Recording | Secretary |  |
|-----------|-----------|--|

|                          |                  | On-The-Job Training Contracts   |                 |             |
|--------------------------|------------------|---------------------------------|-----------------|-------------|
|                          |                  |                                 | Signed          |             |
|                          | Trainees         |                                 | Contract        | <b>-</b>    |
| Company Name             | Type of Training | Date                            | Total Unit Cost |             |
| ActiveFIT Rehab          |                  |                                 | 12/6/2019       | \$424.31    |
| Physical Therapy         | 1                | Office Manager                  |                 | Ψ121.01     |
| Censys Technologies      |                  | UAS Manufacturing &             | 1/17/2020       | \$6,768.00  |
| Corporation              | 3                | Maintenance Technician          | 1/22/2020       |             |
| Central Signs LLC        | 11               | Fabricator / Welder, Installer  | 12/4/2019       | \$3,264.00  |
| Community Partnership    |                  |                                 | 12/6/2019       | \$2,399.49  |
| for Children             | 2                | Case Manager Trainee            |                 |             |
| Crystal Tempering Inc    | 1                | Glass Technician                | 1/14/2020       | \$1,632.00  |
| Dougherty                |                  |                                 |                 |             |
| Manufacturing, Blue      |                  |                                 | 1/31/2020       | \$2,492.80  |
| Water Dynamics           | 11               | Fiberglass Finisher             |                 |             |
|                          |                  |                                 | 12/30/2019      |             |
|                          |                  |                                 | 1/24/2020       | \$6,590.21  |
| Duvasawko                | 4                | Medical Billing Representative  | 1/31/2020       |             |
| Davasawko                |                  | Micalcal Billing Representative |                 |             |
| Future Foods Enterprises | 1                | Production Manager              | 12/19/2019      | \$3,460.80  |
|                          |                  | Executive Secretary /           | 1/28/2020       | ¢670.00     |
| Habi Tech Systems        | 1                | Administrative Assistant        | 1/20/2020       | \$672.00    |
|                          |                  |                                 | 1/29/2020       | \$4,608.00  |
| Heritage Waterside       | 2                | Medication Technician           | 1/30/2020       |             |
| James Moore & Co         | 2                | Staff Accountant                | 12/30/2019      | \$7,175.16  |
|                          |                  |                                 | 12/13/2019      | \$4,698.21  |
| Putterman Athletics      | 2                | Machinist, Graphic Art Designer | 1/3/2020        |             |
| Sterling Court           | 1                | Sous Chef                       | 12/4/2019       | \$2,085.60  |
|                          |                  | Office Adimistrative Employment | 1/31/2020       | \$2,042.46  |
| We Hire LLC              | 1 1              | Specialist                      | 170 172020      |             |
|                          | 23               |                                 |                 | \$48,313.04 |

## MINUTES OF THE CAREERSOURCE FLAGLER VOLUSIA EXECUTIVE COMMITTEE MEETING FEBRUARY 11, 2020

A meeting of the CareerSource Flagler Volusia Executive Committee was called to order at 9:00 a.m., on the 11<sup>th</sup> day of February 2020 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.

Ms. Cheryl Tanenbaum chaired the meeting and Ms. Ann Lesizza served as recording secretary. Ms. Tanenbaum called the meeting to order and welcomed everyone. She 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

Dr. Aubrey Long, Vice President-Business & Community Development – Bethune-Cookman University

Mr. Bret Schmitz, President – Hudson Technologies, Inc.

Dr. Kent Sharples, President - CEO Business Alliance

Ms. Cheryl Tanenbaum, SVP/CFO - Intracoastal Bank

Mr. John Wanamaker, CCIM - Coldwell Banker Commercial Al 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. Charlie Howell, Vice President, Business Development & Technology – CareerSource Flagler Volusia

Ms. Christine Sikora, Vice President, Innovation Workforce Solutions – CareerSource Flagler Volusia

Ms. Donna Runge, Administrator – Department of Economic Opportunity

Ms. Velma Lowe, Managing Director of Operations – Career Steps, Inc.

Ms. Kathy Spencer, Director of Business & Career Services - Case Management, Inc.

Mr. Howard Johnson, Data Manager - Eckerd Connects

Mr. Brian Willard, Director - Road to Success Program

#### \*via Conference Call

Ms. Tanenbaum announced that the first item on the Agenda was a review of the March Board Meeting Agenda draft. Ms. Robin King addressed the Board and stated that the March meeting is generally when the Department of Economic Opportunity presents the annual report of performance and they have requested to present at our March meeting. Next, Ms. King recommended that the Committee consider Ms. Jayne Fifer from VMA as the March meeting speaker. She explained that Ms. Fifer is highlighting women in manufacturing and wanted her to present to the Board about her campaign. There are posters that will be placed in the Centers and various other locations to emphasize careers for women in the manufacturing industry.

Minutes of the Meeting February 11, 2020 Page Two

Additionally, Ms. King stated that another item for the March meeting would be to review the tasks established at the January planning meeting under the strategic imperatives. The Committee members discussed the draft and agreed on the March meeting topics. Ms. King reported that one of the items that will be coming resulting from some of the issues that happened in the Tampa Bay – Pinellas area, is some type of a training for board members and local elected officials to be sure they understand their responsibilities and stewardships.

The next item was a brief discussion about the January 16<sup>th</sup> planning session that was held. The members stated that the meeting went well but had issues with the layout of the room. Staff will look at venues for next year. They commented on the success of the content of the meeting and the facilitators.

Dr. Aubrey Long presented a report on the activity of the Business Development Committee. He stated that they met on February 4<sup>th</sup> and the Committee formally voted to change the name of the Committee from Industry Demand Connection Committee to Business Development Committee. Dr. Long reported that the Committee discussed the upcoming Alliance4 Interchange event that would be taking place on February 14, 2020. Next, he reviewed the status of the Ice House staff training. Currently there have been six staff members who have completed the training and eight who have begun the training. Dr. Long stated that the Committee also reviewed the Strategic Imperatives. He explained that the task, related to the Continuous and Accurate Business Intelligence imperative, was to ensure we know what is going on in the business community in order to be prepared for anything that will affect local economic outcomes. A suggestion was made to take a deeper dive into our chosen industries and understand how to address hiring and retention issues. Dr. Long advised that statistical data and hiring projections were provided to the Committee. The Committee discussed the various industries and selected the Healthcare sector as the current industry to focus.

Dr. Long reported that, due to the Alliance4 being scheduled on Valentine's Day, the Hospitality Group event was held on January 22<sup>nd</sup> at the Daytona Tortugas Baseball field. The event was very successful. The Volusia and Flagler Schools presented the Needs Survey at the event.

Next, Ms. Nancy Bradley requested that Ms. Christine Sikora report to the Committee on behalf of the Career Pathways Committee. She presented the Request For Proposals (RFP) timeline. Ms. Sikora distributed a copy of the timeline and reviewed the dates. She stated that the RFP was released on November 12, 2019 and a Bidder's Workshop was held on December 3, 2019. The proposal deadline is March 2, 2020. Ms. Sikora reviewed the various Committee and Board meeting dates and advised that the contract period will begin on July 1, 2020.

The Executive Committee members discussed the Sunshine obligations of the Committee members charged with review of the proposals. Ms. Sikora explained that two Board members cannot discuss the proposals outside of a meeting because that would violate Sunshine. Committee members will be advised that all questions must be directed back to staff.

Ms. Robin King reported to the Committee that another issue that is odd this year is that the State Board will not be meeting until June 4<sup>th</sup>, 2020 to approve the allocations. She stated that

Minutes of the Meeting February 11, 2020 Page Three

we are expecting to receive the planning allocations in April and we will create a budget based on the planning allocations. Ms. King responded to questions regarding the allocations considering the low unemployment numbers. She explained that the individuals we are serving are harder to serve and require more services.

Ms. Robin King addressed the Committee members and provided a brief report on the January 22<sup>nd</sup> Alliance4 Hospitality event. She explained that the Hospitality industry sector was scheduled separately due to the Alliance4 event that is happening on Valentine's Day. The event was held at the Tortugas Club House. Ms. King reported an exceptional turnout; there were 40 attendees from 21 local hotels and restaurants. Flagler and Volusia County schools discussed the Local Comprehensive Needs Assessment and there was a speaker from the American Hotel and Lodging Association. The speaker discussed apprenticeships specifically for hotels and restaurants. She talked about a project called "Opportunity Youth" with CareerSource Central Florida. Ms. King stated that currently, we have some unobligated TANF funds; money used to serve those individuals receiving cash assistance. She stated that we can offer a summer youth program with those funds. We will be able to serve about 25 low income youth who are currently enrolled in one of the hospitality-specific career academies. Ms. King advised that Councilwoman and Board member, Barbara Girtman, is particularly interested in this program. Ms. King recommended that an Ad Hoc Committee for summer youth be formed with Ms. Girtman chairing.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the use of funds to establish a summer youth program with the Chair designating an Ad Hoc Committee.

The next item on the Agenda was the Fifth Third Banking Resolution for the Corporate Bank Account. Ms. Jennifer Campbell addressed the Committee and reported on the changes being made to the banking accounts. She explained that we needed to remove the former Chair on the account and add the new Chair and would also be replacing the CFO with the Vice President of Innovation Workforce Solutions.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the following resolutions:

RESOLVED, that Fifth Third Bank ("Bank") is designated a depository of the Company, with full authority to accept deposits made at any time, by any person, and in any form to the credit of this Company in accounts with Bank, in accordance with the written and verbal instructions of the person(s) presenting the funds for deposit or of any document accompanying said deposits and subject to the rules and regulations of Bank.

RESOLVED FURTHER, that Bank is authorized to pay or otherwise honor or apply without inquiry and without regard to the application of the proceeds all checks, drafts, and other orders for the payment, transfer and withdrawal of money from any and all accounts maintained by this Company with Bank, including those drawn to the individual order of a singer, when signed, accepted or endorsed by any of the following officers or employees of this Company:

Minutes of the Meeting February 11, 2020 Page Four

#### Printed or Typed Name:

Robin R King Charlie Howell Christine Sikora Cheryl Tanenbaum President & CEO Vice President Vice President Chair

RESOLVED FURTHER, that any of the above named officers(s), member(s), or partners is/are hereby authorized on behalf of the Company to (i) execute the necessary documents to conduct, if applicable, wire transfer services, automated clearing house transactions, electronic data interchange, sweep services, deposit management services, and lockbox services; and (ii) authorize outgoing wire transfer requests and transfer to and from the accounts of this Company using the funds transfer system of the automated clearing house.

RESOLVED FURTHER, that any of the above named officer(s), person(s), member(s), or partner(s) is/are hereby authorized on behalf of this Company to delegate to another person or persons, as evidenced in a form provided by Bank and executed by any of the above named officer(s), person(s), member(s), or partner(s), the authority to (i) serve as a Channel Administrator as that term is defined under the Bank's Online Channel Access Agreement that governs *Channel Services*, such as Fifth Third Direct; and (ii) initiate electronic funds transfers through use of a Channel Service or through Direct Send File Transfer.

RESOLVED FURTHER, that a facsimile signature of any or all of the above-named signers shall constitute the signature of said signer, regardless of by whom or by what means the actual or purported facsimile signature may have been affixed, if such facsimile signature resembles the facsimile specimen(s) (if any) filed with Bank by the secretary or other officer of this Company.

RESOLVED FURTHER, that the Bank is authorized to rely upon the foregoing resolution until receipt by Bank of written notice of any change or revocation.

The next item before the Committee was the Four-Year Plan. Ms. King provided a brief background of the requirements to write the Plan and explained that the Four-Year Plan is updated every two years. She reported that the Strategic Imperatives discussed at the January meeting were incorporated into the Plan. The Plan requires approval of the Counties and then it is forwarded to the State Board for their approval. The link to the Plan was forwarded to the Board members in January and is posted for comments on our web page. Ms. King discussed the requirement to include infrastructure funding agreements with the Plan and some of the issues she is experiencing with the Division of Blind Services.

3. After discussion, upon motion duly made, seconded and unanimously carried, the Committee approved the Four-Year Plan as presented.

Minutes of the Meeting February 11, 2020 Page Five

There was a brief discussion regarding the number of Board members required in Flagler. Ms. King reported that the Interlocal Agreement sets the number of Board members required in each County. Effective June 30<sup>th</sup>, we will be down one member in Flagler since Sean Lafferty's term will expire. Ms. King stated that she has been talking with Mr. Arthur Loeffler of Radionics. Ms. King also stated that she would like to have one more member from the West Volusia area. The members discussed Ms. Helga van Eckert's membership and stated that they felt she did an excellent job. The members reviewed the application of Ms. Katrina Friel, Flagler County Economic Development Manager.

4. After discussion, upon motion duly made and unanimously carried, the Executive Committee approved the Board member application of Ms. Katrina Friel.

Ms. Robin King addressed the Committee regarding future activities. She reported that there will be Board training and she will advise as more details come from the State. Ms. King stated that the two big words coming from Tallahassee are "documentation" and "transparency. Staff are requesting that a review be made, maybe via an Ad Hoc or Executive Committee, of the Board level policies in comparison to CareerSource Florida policies to ensure our policies are aligned and amended or created if there is something that is missing or that might be beneficial.

Ms. King reported that we have scheduled dates for upcoming Alliance4 Events:

August 14, 2020 February 12, 2021 August 13, 2021 February 11, 2022

Dr. Sharples inquired about the layoffs at Costa and what our role was. Ms. King advised that we are doing a REACT. Costa is laying off in eight phases; phase one was just completed. We are providing information to them regarding the services we can offer. Additionally, we are collaborating with VMA who is collecting the businesses with openings. Next, the Committee discussed Lucky's Market closing.

The next item on the Agenda was the President & CEO's Evaluation. Ms. King stated that she advised the Chair the meeting is in Sunshine and no one has been asked to leave the room. In previous years, staff had been asked to leave. She explained that we are a private non-profit and legally personal information is private. However, since we are a sub-recipient of Federal funds through the state, we are recording to be transparent. In the past there has been a memo from the Board Chair to the Finance Department regarding the President & CEO's compensation.

Ms. King provided the 2018-2019 Outcomes Report and reviewed the items highlighted. She explained that the report is based on the goals established by the Department of Economic Opportunity. Ms. King commented on how she spent her time. She explained the performance measures and the consequences of not meeting a measure two years in a row. She discussed her role in the community and developing partnerships.

Minutes of the Meeting February 11, 2020 Page Six

The staff survey was attached to the Outcomes Report and Ms. King discussed the survey, how it is collected and what is done with the results.

The Committee asked about a budget for compensation and Ms. King explained that we are just beginning to prepare the budget and that she has done some preliminary calculations. She discussed the staff members retiring this year and her planning. Ms. King left the room at the request of the Committee.

The Executive Committee discussed percentages based on the state funding and decided to review the President and CEO's compensation after planning allocations are received from the state.

The Committee expressed their appreciation of the excellent job Ms. King is doing as President & CEO of the organization.

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

| Recording Se | ecretary |  |
|--------------|----------|--|

### **Number of Open Cases**

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

|  | Total            | In Other Fundings | True # Open |  |  |  |  |  |  |
|--|------------------|-------------------|-------------|--|--|--|--|--|--|
|  |                  |                   |             |  |  |  |  |  |  |
| Opportunity Act:                                       | Opportunity Act: |                   |             |  |  |  |  |  |  |
| Adult  | 351              | 35                | 316         |  |  |  |  |  |  |
| Dislocated Worker/National<br>Dislocated Worker Grants | 51               | 5                 | 46          |  |  |  |  |  |  |
| Young Adults   | 103              | 0                 | 103         |  |  |  |  |  |  |
| SNAP   | 365              | 0                 | 365         |  |  |  |  |  |  |
| RESEA  | 1274             | 0                 | 1274        |  |  |  |  |  |  |
| WT   | 334              | 0                 | 334         |  |  |  |  |  |  |
| Summary  | 2478             | 40                | 2438        |  |  |  |  |  |  |

## **Businesses Served By Industry**

7/1/19 - 3/11/20

|       |  | # of Businesses | # of Job Orders | # of Openings |
|-------|--|-----------------|-----------------|---------------|
| 23    | Construction                               | 43              | 120             | 128           |
| 31-33 | Manufacturing                              | 52              | 230             | 264           |
| 62    | Health Care and Social Assistance          | 64              | 675             | 844           |
| 44    | Retail Trade                               | 21              | 121             | 125           |
| 51    | Information                                | 12              | 127             | 145           |
| 71-72 | Leisure & Hospitality                      | 23              | 120             | 194           |
| 54-56 | Business & Professional Services           | 66              | 549             | 580           |
| 11    | Agriculture, Forestry, Fishing and Hunting | 8               | 11              | 247           |
| 61    | Educational Services                       | 8               | 287             | 287           |
| 52    | Finance and Insurance                      | 19              | 392             | 392           |
| 81    | Other Services                             | 24              | 99              | 140           |
| 53    | Real Estate and Rental and Leasing         | 4               | 25              | 25            |
| 48    | Transportation                             | 14              | 35              | 58            |
| 22    | Utilities                                  | 3               | 5               | 5             |
| 42    | Wholesale Trade                            | 12              | 36              | 36            |
| 92    | Public Administration                      | 13              | 83              | 85            |
|       |  |                 | _               | •             |
|       | Total                                      | 386             | 2915            | 3555          |
|       | Total for Target Sectors Only              | 281             | 1942            | 2280          |

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

7/1/19 -1/31/20

Classroom Training and Business Training

| J                  | Served | Open | Exited | Closed with<br>Employment | % Closed with<br>Employment | Average Wage |
|--------------------|--------|------|--------|---------------------------|-----------------------------|--------------|
| Classroom Training | 165    | 111  | 54     | 50                        | 93%                         | \$14.33      |
| Business Training  | 197    | 96   | 101    | 98                        | 97%                         | \$16.29      |
| Summary            | 362    | 207  | 155    | 148                       | 95%                         | \$15.31      |

Job Seeker Survey Results (July 1, 2019 to Jan 31, 2020)

|    | DID YOU RECEIVE THE SERVICES YOU NEEDED/EXPECTED TODAY |     |    |       |                  |  |  |
|----|--|-----|----|-------|------------------|--|--|
| Q3 |  | Yes | No | Total | Percent Positive |  |  |
|    | Total  | 70  | 1  | 71    | 99%              |  |  |

| Q13 | WOULD YOU RECOMMEND THESE SERVICES TO A FRIEND |     |    |       |                  |  |  |  |
|-----|--|-----|----|-------|------------------|--|--|--|
|     |  | Yes | No | Total | Percent Positive |  |  |  |
|     | Total  | 71  | 0  | 71    | 100%             |  |  |  |

| Q14 | PLEASE RATE THE SERVICES YOU RECEIVED |           |      |            |       |  |  |
|-----|---------------------------------------|-----------|------|------------|-------|--|--|
|     |                                       | Excellent | Good | Fair/ Poor | Total |  |  |
|     | Total                                 | 65        | 4    | 2          | 71    |  |  |

| Q11 | STAFF WERE ENGAGED AND AVAILABLE |           |      |            |       |  |  |  |
|-----|----------------------------------|-----------|------|------------|-------|--|--|--|
|     |                                  | Excellent | Good | Fair/ Poor | Total |  |  |  |
|     | Total                            | 66        | 4    | 1          | 71    |  |  |  |

| Total Yes and<br>Excellent | Total Good | Total | Total<br>Responses | Satisfaction (Met = 83% or higher |  |
|----------------------------|------------|-------|--------------------|-----------------------------------|--|
| 272                        | 8          | 280   | 284                | 99%                               |  |

### **Business Survey Results**

(July 1, 2019 to January 31, 2020)

umber of Businesses Surveye 592

Responses 89

Likely to Refer (0-10) 9.57

Level of Satisfaction (0-10)
9.48

#### Workforce Development Board Statement of Expenditures to Budget FYE 1/31/2020

|                                | Budget       | Current Year Actual              | Budget Balance | Percent<br>Expended |
|--------------------------------|--------------|----------------------------------|----------------|---------------------|
| Expenditures                   | -            |                                  | -              |                     |
| Salaries                       | 990,129.00   | 533,148.76                       | 456,980.24     | 53.85%              |
| FICA                           | 74,857.00    | 39,531.12                        | 35,325.88      | 52.81%              |
| Workers Compensation           | 9,200.00     | (64.50)                          | 9,264.50       | -0.70%              |
| Unemployment                   | 8,000.00     | 3,300.00                         | 4,700.00       | 41.25%              |
| Pension                        | 46,338.00    | 27,473.15                        | 18,864.85      | 59.29%              |
| Group Insurance                | 185,772.00   | 106,473.13                       | 79,298.87      | 57.31%              |
| Total Salaries and Benefits    | 1,314,296.00 | 709,861.66                       | 604,434.34     | 54.01%              |
|                                |              |                                  |                |                     |
| Auditing                       | 35,800.00    | 35,215.00                        | 585.00         | 98.37%              |
| Center Management              | 1,199,040.00 | 591,068.36                       | 607,971.64     | 49.30%              |
| Career Services Contract       | 1,767,719.00 | 836,714.19                       | 931,004.81     | 47.33%              |
| CMI Grants Contract            | 220,614.00   | 84,056.79                        | 136,557.21     | 38.10%              |
| Youth Contracts                | 940,833.00   | 280,646.66                       | 660,186.34     | 29.83%              |
| Total Contracted Service       | 4,164,006.00 | 1,827,701.00                     | 2,336,305.00   | 43.89%              |
|                                |              |                                  |                |                     |
| Consulting                     | 33,270.30    | 16,643.20                        | 16,627.10      | 50.02%              |
| Equipment                      | 69,670.00    | 43,826.75                        | 25,843.25      | 62.91%              |
| Equipment/Other Rental         | 35,500.00    | 23,405.48                        | 12,094.52      | 65.93%              |
| Facilitity Improvements        | 14,000.00    | 0.00                             | 14,000.00      | 0.00%               |
| Fees                           | 5,000.00     | 359.71                           | 4,640.29       | 7.19%               |
| Legal                          | 500.00       | 0.00                             | 500.00         | 0.00%               |
| Office Supplies                | 16,500.00    | 5,362.96                         | 11,137.04      | 32.50%              |
| Other Supplies                 | 26,000.00    | 13,174.25                        | 12,825.75      | 50.67%              |
| Postage                        | 8,800.00     | 651.10                           | 8,148.90       | 7.40%               |
| Printing / Publication Cost    | 5,500.00     | 88.60                            | 5,411.40       | 1.61%               |
| Property Insurance             | 32,000.00    | 20,516.93                        | 11,483.07      | 64.12%              |
| Rearrangements & Reconversion  | 5,000.00     | 0.00                             | 5,000.00       | 0.00%               |
| Rent - CSFV                    | 97,000.00    | 60,130.87                        | 36,869.13      | 61.99%              |
| Rent - Flagler                 | 71,196.00    | 41,722.52                        | 29,473.48      | 58.60%              |
| Rent - Orange City             | 156,157.00   | Transport of Charles and Charles | 53,276.84      | 65.88%              |
| Rent-Daytona                   | 77,000.00    | 5                                | 29,597.26      | 61.56%              |
| Repairs & Maintenance          | 96,800.00    |                                  | 59,258.96      | 38.78%              |
| Telephone                      | 34,000.00    | 19,348.83                        | 14,651.17      | 56.91%              |
| Utilities                      | 48,000.00    |                                  |                | 55.49%              |
| Total Facilities and Equipment | 831,893.30   | 459,691.50                       | 372,201.80     | 55.26%              |
| Hardware Support               | 15 222 00    | 6 245 00                         | 9 077 00       | 41 4107             |
| Hardware Support IT Services   | 15,322.00    |                                  | 8,977.00       | 41.41%              |
|                                | 2,800.00     |                                  | 0.00           | 100.00%             |
| On-Line Workshops              | 600.00       |                                  | 600.00         | 0.00%               |
| Software Services              | 46,670.00    | #7                               | 17,435.06      | 62.64%              |
| Software Support               | 41,118.00    |                                  | 7,539.50       | 81.66%              |
| Telecommunications             | 77,960.00    |                                  | 39,173.86      | 49.75%              |
| Total Technology               | 184,470.00   | 110,744.58                       | 73,725.42      | 60.03%              |
| Packground Concerns Ctoff      | 2 000 00     | 150.00                           | 2 050 00       | £ 000/              |
| Background Screening - Staff   | 3,000.00     |                                  | 2,850.00       | 5.00%               |
| Board Expenses                 | 7,000.00     |                                  |                | 41.26%              |
| Business Meetings              | 5,000.00     | 924.26                           | 4,075.74       | 18.49%              |

#### Workforce Development Board Statement of Expenditures to Budget FYE 1/31/2020

| Career System Improvements     | 22,123.00    | 0.00         | 22,123.00    | 0.00%   |
|--------------------------------|--------------|--------------|--------------|---------|
| Memberships & Subscriptions    | 31,000.00    | 14,579.22    | 16,420.78    | 47.03%  |
| Officers & Directors Liability | 5,600.00     | 4,473.00     | 1,127.00     | 79.88%  |
| Staff Development              | 52,000.00    | 38,039.56    | 13,960.44    | 73.15%  |
| Staff Travel                   | 69,000.00    | 37,380.31    | 31,619.69    | 54.17%  |
| Total Personnel Support        | 194,723.00   | 98,434.37    | 96,288.63    | 50.55%  |
|                                |              |              |              |         |
| Business Summit                | 150.00       | 0.00         | 150.00       | 0.00%   |
| Career Center Outreach         | 10,500.00    | 8,917.48     | 1,582.52     | 84.93%  |
| Collateral Materials           | 1,500.00     | 754.65       | 745.35       | 50.31%  |
| Sponsorships                   | 23,999.25    | 23,999.25    | 0.00         | 100.00% |
| Total Outreach                 | 36,149.25    | 33,671.38    | 2,477.87     | 93.15%  |
|                                |              |              |              |         |
| Ancillary Services             | 141,400.00   | 45,096.68    | 96,303.32    | 31.89%  |
| Assessments                    | 13,500.00    | 4,800.00     | 8,700.00     | 35.56%  |
| Background Screening - Clients | 5,500.00     | 2,355.00     | 3,145.00     | 42.82%  |
| GED                            | 2,000.00     | 0.00         | 2,000.00     | 0.00%   |
| Support Services               | 20,000.00    | 0.00         | 20,000.00    | 0.00%   |
| Transportation                 | 261,390.00   | 77,148.00    | 184,242.00   | 29.51%  |
| TREP Partner Support           | 31,091.00    | 16,366.26    | 14,724.74    | 52.64%  |
| Work Verification              | 24,400.00    | 24,332.52    | 67.48        | 99.72%  |
| Total Client Support           | 499,281.00   | 170,098.46   | 329,182.54   | 34.07%  |
|                                | 50.450.04    | <b></b>      |              |         |
| Apprenticeships                | 73,458.24    | 65,220.06    | 8,238.18     | 88.79%  |
| Business Training              | 467,279.96   | 203,103.84   | 264,176.12   | 43.47%  |
| Tuition and Books              | 483,888.96   | 241,336.75   | 242,552.21   | 49.87%  |
| Work Experience                | 88,791.29    | 41,520.29    | 47,271.00    | 46.76%  |
| Participant Incentives         | 1,000.00     | 0.00         | 1,000.00     | 0.00%   |
|                                | 1,114,418.45 | 551,180.94   | 563,237.51   | 49.46%  |
| Total Expenditures             | 8,339,237.00 | 3,961,383.89 | 4,377,853.11 | 47.50%  |
| Total Dispolation              | 5,557,257.50 | 5,701,505.07 | .,577,055.11 | 17.5070 |