

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

**9:00 A.M. – 10:30 A.M.
November 20, 2020**

AGENDA

[Join Microsoft Teams Meeting](#)

+1 386-267-8189 United States, Daytona Beach (Toll)

Conference ID: 313 237 12#

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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. Presentation CareerSource Flagler Volusia 2020 Workforce Professional – Ms. Selina Ahmadzadeh**

- III. Acknowledgement of the Partner in Workforce Excellence – Volusia County Chamber Alliance**

- IV. Acknowledgement of the Florida 2020 Veteran’s Incentive Award**

- V. Consent Agenda**
 - 1. Board of Directors Meeting Minutes – August 21, 2020 **Page 1**
 - 2. On-the-Job and Customized Training Agreements **Page 9****Approval of the Consent Agenda**

- VI. Executive Committee Report**
 - 1. Minutes – October 15, 2020..... **Page 11**
 - 2. Presentation of the Annual Audit and 990 Tax Return
RSM US LLP **Under Separate Cover****Approval of the Annual Audit Report**
Approval of the 990 Tax Return

- VII. Presentation of the Annual Report – Ms. Christine Sikora & Ms. Valerie Uy Ignacio**
Approval of the Annual Report

- VIII. Recent Highlights**

- IX. Vice Chair’s Comments**
 - 1. Poll for January’s workshop topics

- X. Board Member Comments**

XI. President & CEO's Comments

XII. Nominations Committee

Presentation of the 2020-2021 Slate of Officers

- 1. Election of Officers..... **Page 16**
- 2. Tentative 2021 Board Meeting Dates**Page 17**
- 3. Board Member Conflict of Interest Certification **Page 18**

XIII. Informational Items

- 1. Strategic Imperatives **Page 21**
- 2. Programmatic Updates**Page 26**
- 3. Financial Report**Page 34**

XIV. Adjournment

Next meeting of the Board is the meeting scheduled for January 15, 2021.

MINUTES OF THE MEETING
OF
CAREERSOURCE FLAGLER VOLUSIA

AUGUST 21, 2020

A Meeting of the Board of Directors of CareerSource Flagler Volusia was called to order at 9:00 a.m., on the 21st day of August 2020 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.

Ms. Cheryl Tanenbaum Chaired the meeting and Ms. Jennifer Gosling served as Recording Secretary. At the Chair's request, the Recording Secretary called the roll and noted each person present.

The following members were present via Microsoft Teams:

Ms. Mary Jo Allen, Vice President – Executive Director – Halifax Health
Ms. Nancy Bradley, Administrator – Daytona College, LLC
The Honorable Barbara Girtman, Councilwoman – Volusia County Council
Dr. Tom LoBasso, President – Daytona State College
Mr. Arthur Loeffler, CEO/CFO – American Radionic Company
Dr. Aubrey Long, Vice President – Bethune-Cookman University
Mr. Matthew Nelson, Business Manager – IBEW #756
Dr. Kent Sharples, President – CEO Business Alliance
Ms. Cheryl Tanenbaum, SVP & CFO – Intracoastal Bank
Ms. Helga van Eckert, Director – Volusia County Division of Economic Development
Mr. Tyrone Walker, District Leader – Primerica
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group
Ms. Angie White, Area Supervisor – Vocational Rehabilitation

The following guests were present:

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

The following guests were present via Microsoft Teams:

Mr. Remie Beaulieu, Senior Network & Systems Engineer – CareerSource Flagler Volusia
Ms. Jennifer Campbell, Chief Financial Officer – CareerSource Flagler Volusia
Ms. Jenn Hale, Program and Monitoring Manager – CareerSource Flagler Volusia
The Honorable Derrick Henry, Mayor – City of Daytona Beach

Ms. Velma Lowe, Managing Director of Operations – Career Steps Inc.
Ms. Donna Runge, Administrator – Department of Economic Opportunity
Ms. Christine Sikora, Vice President-Innovative Workforce Solutions - CareerSource
Flagler Volusia
Ms. Kathy Spencer, Director of Business & Career Services – Case Management, Inc.
Ms. Jenny Stumbras, Business & Community Development Manager – Career Steps,
Inc.
Mr. Brian Willard, Program Manager – Road to Success
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

Ms. Tanenbaum called the meeting to order and stated that the first item of business was the review for approval of the Consent Agenda. Ms. Tanenbaum reviewed the items on the Consent Agenda and requested a motion to approve.

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

Ms. Robin King advised that today's guest speaker had not joined the call yet and recommended continuing with the next few agenda items.

Ms. Tanenbaum provided the Executive Committee Report. She advised that the Committee approved the recommendation from the Career Pathways Committee for Career Steps, Inc. to remain as the Career Center Operator and Case Management, Inc. to remain as the provider for Adult Career and Business Services. Ms. Tanenbaum stated that the Executive Committee also approved salary increases for executive staff as described in the minutes which were included in the Board Agenda packet. She asked for a motion to ratify the actions taken by 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.

Ms. Tanenbaum advised that the Executive Committee reviewed some changes to the preliminary 2020-2021 budget. She called on Ms. Jennifer Campbell to explain the changes that were made. Ms. Campbell advised the budget was adjusted to include some additional funding which was received for rural initiatives and COVID-19 recovery. She stated that the expenditures were updated to include three Career Center positions that were being brought in house, as well as salary adjustments that had been approved. Ms. Campbell advised that these changes impacted our projected carry forward which went from thirty-one to thirty-four percent.

Ms. Tanenbaum asked for a motion to approve the updated budget as presented.

3. After discussion, upon motion duly made, seconded and unanimously carried, the updated 2020-2021 budget was approved.

Next, the Board reviewed the Infrastructure Funding Agreements and Memorandums of Understanding. Ms. King explained that with the passing of the Workforce Innovation and Opportunity Act (WIOA), required partners were identified to share in the cost of the workforce system's infrastructure; specifically, the Career Centers. Additionally, she advised that partner services must be made available at our Comprehensive Center, which is located in Orange City. Ms. King advised that to determine each partner's fair share, an analysis of the number of potential mutual clients was performed and that service was given a value based on the cost of a full-time employee (FTE) in our Career Centers. She noted that all these partners were partners before it became a requirement, and we have worked well together to determine what is in the best interest of our mutual clients. Ms. King explained that we have had Infrastructure Funding Agreements with our partners for the last four years, and we are now being asked to bring them before the Board and our Chief Local Elected Officials for approval. She provided an overview of each partner and their in-kind and monetary contributions.

Ms. Tanenbaum stated that these partners have worked with us in better serving our customers in a variety of ways and thanked them for the continued support. She asked Dr. Tom LoBasso if he had anything to share regarding the agreements that we have with Daytona State College (DSC). Dr. LoBasso replied that he did not have anything further to add, and that DSC is happy to partner with us as always. Ms. Tanenbaum asked Ms. Barbara Girtman if she had any comments to add on behalf of Volusia County. Ms. Girtman replied that the County is looking forward to supporting the program and doing what they can for our community. Ms. King advised that Ms. Angie White with Vocational Rehabilitation was also on the call and asked if she had anything to say. Ms. White replied that they are very appreciative of the work we do in the Centers. She stated that Vocational Rehabilitation looks forward to continuing their relationship with us and to let them know if there are any additional services they can provide.

Ms. Tanenbaum called for a motion to approve the Infrastructure Funding Agreements and Memorandums of Understanding.

4. After discussion, upon motion duly made, seconded and unanimously carried, the Infrastructure Funding Agreements and Memorandums of Understanding were approved.

Ms. Tanenbaum reminded everyone that at the last Board meeting, the updated Grantee-Subgrantee Agreement between CareerSource Flagler Volusia and the Department of Economic Opportunity was discussed and reviewed. She advised that the Agreement was acknowledged by the Counties and sent to the State by the deadline of July 17th. The Agreement was effective retroactively as of July 1. Ms. Tanenbaum stated that upon approval of the agreement, staff were directed to review our current policies to determine what needed to be updated or created. She advised that eleven policies were sent to the Board members at the end of last week to review

and a summary of the policies had been included in the Agenda packet. Ms. Tanenbaum asked Ms. King to walk the Board through the policy recommendations.

Ms. King advised that upon receipt of the new Grantee-Subgrantee Agreement, she and her executive team went through the document and identified approximately sixty areas that needed strengthening through the creation of new policies or updating existing policies. She stated that approximately twenty of those items were Board-related and included matters such as the Board composition or the actions of the Board. Ms. King advised that we are bringing half of the policies before the Board today, and the remainder will be reviewed at the Annual meeting in November.

Ms. King explained that many of these changes are how we were conducting business already. In some cases, the narratives were written in other formats; such as our Four-Year Plan or the Personnel Handbook. Ms. King noted that some of the changes were also written in Federal and State regulations, and we did not have separate policies that reflected these actions. She stated that for consistency and transparency, our goal is to have everything that governs our work put into a policy.

Ms. Tanenbaum asked for a motion to approve the policy recommendations as presented.

5. After discussion, upon motion duly made, seconded and unanimously carried, the policy recommendations were approved.

Ms. King advised that our guest speaker had joined the call. Ms. Tanenbaum introduced the Mayor of Daytona Beach, The Honorable Derrick Henry, and congratulated him on his recent reelection. She stated that Mr. Henry launched the Mayor's Equity Initiative in June, and we invited him to share information on this timely initiative with the Board.

Mr. Henry thanked Ms. Tanenbaum for the introduction. He expressed his appreciation to the Board for the work that we do in the community, as well as Ms. King and her staff for being valuable participants in the Mayor's Equity Initiative. Mr. Henry advised that the Initiative came about through conversations regarding how we can make our community better and more responsive considering the national news of police brutality. Mr. Henry stated that while police brutality is an important part of equity, it is only one part of a multipronged concern that reaches every aspect within our community. He advised that in order to address equity, it must be done in a multifaceted way by many individuals and organizations.

Mr. Henry discussed the five groups that the Initiative is targeting which include Neighborhood and Clergy, Business and Media, Education, Law Enforcement and Criminal Justice, and Healthcare and Social Services. He advised that these domains are critical to increasing the equity in our community. Mr. Henry reported that they began the Initiative by hosting five listening sessions for the groups. He advised that participants were asked to go back to their areas of influence, review their procedures, and hold conversations on what could be done to increase equity.

Mr. Henry discussed the difference between equality and equity. He explained that many believe that if everyone is treated equally, the problems facing society will be solved. Mr. Henry advised that the reality is some individuals need more resources in certain areas and others need less. He stated that this is where equity is different; the objective is to eliminate boundaries and barriers by providing individuals with what they need to participate and contribute to our society.

Mr. Henry advised that they have held two formal meetings, and he will be meeting next Wednesday with facilitators for each group who have some level of expertise in their respective fields to discuss the next steps of the Initiative. He discussed some of the actions taken by a couple of the groups. Mr. Henry stated that he is working with a group of technology developers based in Tampa who are creating a platform by which the Initiative will be able to survey residents and businesses to see what the needs are in the community and take inventory of the resources that are available. He advised that they are hoping to roll out this platform near the end of the year around the time of the Mayor's Annual Equity Summit when the groups come back together to report their progress.

Ms. Tanenbaum thanked Mr. Henry for his presentation and asked Ms. King if she had anything to add from her experience in attending the listening sessions. Ms. King replied that she has participated since the launch of the Initiative and has been in a number of the calls with a particular focus on the Business and Media group as well as the Healthcare and Social Services group. She advised that Ms. Christine Sikora would be speaking later in the meeting about the #Daytona4Equity Initiative that was born out of the conversations with the Business and Media group. Ms. King stated the participants from the groups will be coming up with their action plans which will be presented six months from now when the groups reconvene. She advised that CareerSource Flagler Volusia will be looking at the DEI (Diversity, Equity, and Inclusion) of our employees and as a service organization, we need to look at how we serve our job seeker customers in an equitable manner. Ms. King stated that additionally, we will be gathering best practices to share with our business customers. She advised that later in the meeting, Mr. Charlie Howell will be discussing the current staff contextual leadership trainings.

Ms. Tanenbaum advised that Department of Economic Opportunity's (DEO) Grantee-Subgrantee Agreement had some new requirements that needed to be approved by the Board.

Ms. King advised that the Schedule of Operations is our list of holiday closures for the year and will now be coming before the Board for approval on a yearly basis. The Schedule of Operations for this year was included in the Agenda package. She advised that our holiday schedule is based on the holidays that are either observed by the State or our local County government; occasionally, we may close in response to the governor's directive to close State offices.

Ms. Tanenbaum asked for a motion to approve the Schedule of Operations.

6. After discussion, upon motion duly made, seconded and unanimously carried, the 2020 Schedule of Operations was approved.

Ms. Tanenbaum asked Ms. King to explain the appointment of local roles. Ms. King advised that the roles, with the exception of the Ethics Officer, existed prior to today and were previously filled by those staff members who are being recommended. She reviewed each role and the staff member assigned to that role.

Ms. Tanenbaum called for a motion to approve the local roles.

7. After discussion, upon motion duly made, seconded and unanimously carried, the appointment of local roles was approved as presented.

Next, the Board heard the Chair's Comments. Ms. Tanenbaum advised that there has been a lot of conversation following the death of George Floyd and others. She stated that the conversations have resulted in a range of activity across the country, including what we heard from Mayor Henry this morning. Ms. Tanenbaum advised that his Equity Initiative, which is calling on individuals, organizations, and businesses to move beyond conversation, is a call to action we need to answer, both as a Board and as an organization. She stated that we need to craft and implement a plan and then be accountable for that plan.

Ms. Tanenbaum advised that the Executive Committee will work with our staff on our next steps of DEI for our employees and customers, and we will report on their progress. She noted that equity is more than a race issue. Ms. Tanenbaum advised that we serve individuals everyday who do not have equity, and it could be due to their age, level of education, disability, or zip code. She stated that because our overarching goal is to increase the prosperity of all workers and employers, this action is necessary.

Ms. Tanenbaum advised that our Board also needs to reflect the diversity of our community so that our stewardship of the workforce system includes voices from multiple points of view and experiences. She encouraged everyone to look inward at their own companies and organizations and share best practices for diversity, equity, and inclusion.

Next, the Board heard some recent highlights. Mr. Charlie Howell reported that in July, DSC approached us regarding their Rapid Credentialing Grant. He advised that since we have selected the Healthcare Industry for a "deep dive", we brought the Healthcare focus group together so they could advise DSC on some of the credentialing that could be used by their sector. Due to COVID-19, Mr. Howell advised that the focus group met virtually. He advised that DSC received several possible credentialing ideas from the group, and a new Healthcare Awareness Campaign was also discussed. Mr. Howell explained that there are misconceptions about what healthcare occupations entail, and this campaign aims to address these misconceptions. He advised that the virtual

meeting went well, and we will be scheduling the other Alliance4 focus groups in the coming months, so we do not lose our momentum during the pandemic.

Mr Howell discussed the adjustments we have made during the COVID-19 health crisis. He advised that all staff have been issued laptops in order to work from home, and a decision was made to continue issuing laptops instead of desktops. Mr. Howell stated that by keeping staff mobile, we can react to situations quicker in the future.

Mr. Howell advised that staff are currently taking a Contextual Leadership training series with facilitator, Ms. Susan Rink. He stated that Ms. Rink is teaching staff that their beliefs and values stem from a personal context; many of our conclusions about life are merely interpretations of reality that are masquerading as facts. Mr. Howell advised that Ms. Rink is teaching us to look deeper, examine what we believe, and determine whether it comes from a conclusion or if there is hard evidence to support it as a fact. Keeping this in mind, he stated that we may need to reevaluate our individual beliefs to better align with what is true or to align with our other staff members.

Ms. Sikora displayed pictures of some of our young adult customers and advised that we are in the process of deploying more iPads to our three young adult contractors so they can continue to provide workshops and coaching remotely. She stated that this year, we began a new young adult contract with the Daytona Beach Housing Authority (DBHA). Ms. Sikora advised that they have been ramping up to begin their new program and two of their staff recently completed their Mental Health First Aid training through Stewart-Marchman-Act. She discussed some of the measures they are taking to keep their staff and participants safe during COVID-19. Ms. Sikora advised that, in partnership with Halifax Urban Ministries (HUM), bags of groceries containing recruiting materials for DBHA's young adult program are being delivered to all 635 public housing families weekly.

Ms. Sikora highlighted the #Daytona4Equity initiative that came out of the Mayor's Equity Initiative and showed pictures from the August 9th park clean up event where citizens came together to clean up the Samuel Butts Youth Archeology Park in Daytona Beach. Ms. King advised that they have also started a Facebook page for #Daytona4Equity so the community can suggest other opportunities for events like this one.

Ms. Tanenbaum thanked Mr. Howell and Ms. Sikora for their highlights and advised that the next item on the Agenda was Board Member Comments. With none being heard, she asked Ms. King to provide the President & CEO's Comments.

Ms. King advised that much of our team continues to work remotely, and while our Centers are primarily by appointment, our staff are handling walk-ins. She stated that most of our customers are seeking help with Reemployment Assistance. Ms. King reported that as of last month, there continues to be more than a thousand people a week filing for unemployment benefits. She stated that we continue to provide services virtually to individuals seeking employment or who are wanting to enter school for the

Fall semester. Ms. King advised that the work search requirement for individuals claiming Reemployment Assistance benefits is expected to be reinstated next month on September 5th, and we have plans in place to serve those individuals virtually. She noted that with the hurricane watch we had recently, we were able to examine how we provide services remotely in the event of a hurricane or natural disaster.

Ms. King advised that we are reinforcing our focus on working with companies who want to upskill or reskill their employees, based upon the direction staff received at the January Planning Meeting and what was heard at the Alliance4 Healthcare session last month. Additionally, she stated that we are working on the Healthcare Awareness Campaign and are expecting to have it ready to present at the next Business Development Committee meeting.

Ms. King advised that we continue to have continuous communication with DEO and implement changes that focus on transparency and compliance. She stated that we are also in the process of refreshing the Board Orientation on our website, which provides training to Board members as well as our Chief Local Elected Officials. Ms. King advised that we received notice this week that for the fourth consecutive year, we are the recipients of the Veterans Performance Incentive Award. She commended our Veteran Representative team and Ms. Donna Runge, our DEO Administrator for a job well done. Lastly, Ms. King reported that she received notice yesterday that we will be receiving a \$20,000 grant from the Truist Foundation. She advised that the grant was written to cover support services we normally cannot cover, including transportation for job searching, tools and uniforms for new employment, and before and after school care for working parents.

Ms. Tanenbaum thanked Ms. King for her comments and advised that Agenda packet included informational items; Financial Updates and Strategic Imperatives. She reminded the Board that we were informed that the quarterly Programmatic Update will not be provided at this time. Ms. Tanenbaum explained that the DEO Data Warehouse has not been updated since May 24th, which is the source for the programmatic data. She advised that the report for this quarter, as well as next quarter, will be provided at the November Board meeting.

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

Recording Secretary

On-The-Job Training Contracts

Company Name	Trainees	Type of Training	Signed Contract Date	Total Unit Cost
AHC Safe & Lock	1	Outside Locksmith Sales and Service	9/3/2020	\$800.00
All Phases LLC	2	CDL Roll-off Truck - Heavy Equipment Operator, Fence Team Leader	9/24/2020 9/29/2020	\$3,310.40
Boston Whaler Inc	4	Laminator, Fiberglass Finisher	7/31/2020 8/6/2020	\$6,374.86
Chinchor Electric Inc	6	Pipelayor/Skilled Laborer	7/9/2020 7/20/2020 7/23/2020 9/16/2020	\$9,910.40
Don Crabb Services Inc	1	HVACR Technician	7/14/2020	\$3,840.00
Dougherty Manufacturing, Blue Water Dynamics	2	Boat Builder	8/14/2020 9/4/2020	\$4,125.60
Early Learning Coalition	2	Compliance Specialist, Family Advocate Lead	7/1/2020 8/20/2020	\$1,842.40
Extreme Alteration	2	Office Administrator	8/4/2020	\$3,777.60
Future Foods Enterprises	1	Regional Sales Manager	8/19/2020	\$6,153.60
Habi Tech Systems	4	Security and Fire Alarm Systems, Shipping Receiving and Traffic Clerk, Audio and Video Equipment Tech	7/30/2020 8/18/2020 8/31/2020 9/11/2020	\$8,487.20
Kargar Construction	1	Construction Manager	7/16/2020	\$7,200.00
Master Air Conditioning & Heating	1	HVAC Technician	7/23/2020	\$1,892.80
Palm Coast and the Beaches Real Estate	1	Office Manager	7/9/2020	\$4,000.00
Pelican QSR Solutions	1	Computer User Support Specialist	9/11/2020	\$626.40
Pinnacle Signature Group Inc	1	Insurance Agent	8/20/2020	\$2,816.00
Power Flow Systems, Inc	1	Shop Assistant	9/28/2020	\$1,965.60
Security Pro	3	Administrative Assistant, Install Technician	8/26/2020 8/31/2020 9/18/2020	\$7,815.21
The George Home Team	1	Administrative Assistant	8/4/2020	\$678.90
Tiger Composites Inc	1	Fiberglass Toolmaker	7/23/2020	\$0.00
Van Data	1	Help Desk Technician I	9/18/2020	\$672.00
Voluisa Strategies Inc	1	Office Manager	8/19/2020	\$3,348.00
38				\$79,636.97

Customized Training Contracts

Company Name	Type of Training	Signed Contract Date	Number of Trainees	Total Unit Cost	Company Match
Orange City Nursing & Rehab Center	Certified Dietary Manager	7/30/2020	1	839.25	3,789.75
			1	\$839.25	\$3,789.75

MINUTES OF THE
CAREERSOURCE FLAGLER VOLUSIA
JOINT FINANCE, NOMINATIONS, AND
EXECUTIVE COMMITTEES MEETING
OCTOBER 15, 2020

A joint meeting of the CareerSource Flagler Volusia Finance, Nominations, and Executive Committees was called to order at 9:00 a.m., on the 15th day of October 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. Jennifer Gosling served as recording secretary. Ms. Tanenbaum called the meeting to order and welcomed everyone. Ms. Tanenbaum asked the recording secretary to call the roll.

The following members of the Finance, Nominations, and Executive Committees were present via Microsoft Teams:

Mr. Arthur Leoffler, CEO/CFO – American Radionic Company
Mr. Matt Nelson, Business Manager – IBEW 756
Dr. Kent Sharples, President – CEO Business Alliance
Mr. Bret Schmitz, President – Hudson Technologies, Inc.
Mr. Carlos Valderrama, Manager – Valderrama Partners, LLC
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group

The following Committee members were physically present at the Corporate Office:

Ms. Nancy Bradley, Administrator – Daytona College, LLC
Ms. Cheryl Tanenbaum, SVP/CFO – Intracoastal Bank

The following guests were present via Microsoft Teams:

Ms. Jennifer Campbell, Chief Finance Officer – CareerSource Flagler Volusia
Mr. Jeff Gervase, Senior Director of Assurance Services – RSM US LLP
Ms. Juliana Kreul, Tax Senior Director – RSM US LLP
Ms. Donna Runge, Administrator – Department of Economic Opportunity
Ms. Christine Sikora, Vice President, Innovative Workforce Solutions – CareerSource Flagler Volusia
Ms. Kathy Spencer, Director of Business and Career Services – Case Management, Inc.
Ms. Anne Stevens, Audit Supervisor – RSM US LLP
Mr. Mack Thomas, Program Manager – Eckerd Connects
Mr. Scott Wilson, Partner – RSM US LLP
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

The following staff were physically present at the Corporate office:

Mr. Charlie Howell, Vice President, Business Development & Technology – CareerSource Flagler Volusia
Ms. Robin King, President & CEO – CareerSource Flagler Volusia

Ms. Ann Lesizza, Chief Administrative Officer – CareerSource Flagler Volusia

The Recording Secretary noted a quorum was present.

Ms. Tanenbaum advised that the Finance Committee would meet first and called on Ms. Bradley to Chair the Finance Committee meeting. Ms. Bradley advised that there was one item on the agenda and that was to review the 2019-2020 Draft Annual Audit and 990 Tax Return. She stated that RSM US LLP, our external auditors, were in attendance via Teams. Mr. Scott Wilson introduced himself and his team members. Mr. Jeff Gervase provided a brief overview of the required communications and commended Ms. Jennifer Campbell and her team on a job well done. He advised that there were no significant issues discussed with management or difficulties encountered while performing the audit. Ms. Anne Stevens discussed their approach to the audit and reviewed the balance sheets and statement of activities with the Committee. Mr. Wilson reported that the compliance audit went well with no reportable conditions, no material weaknesses, and no findings. The audit received an unmodified opinion. He asked the Committee if there were any questions. No questions were raised.

Next, Ms. Juliana Kreul reviewed the 990 tax return and advised that there were no major changes for the organization or the 990 this year. She noted there was one question they changed this year regarding the governance and policies. Ms. Kreul stated that they responded “yes” that the officers, directors, and key employees were required to disclose any annual interest that could give rise to any conflict. She discussed the 990 tax return further. Ms. Bradley opened the floor to questions from the Committee. With none being heard, she called for a motion to recommend the draft audit, as presented, to the full Board for approval.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Finance Committee recommended the 2019-2020 Draft Annual Audit and 990 Tax Return to be presented to the Board of Directors for approval.

Ms. Bradley advised that the vote concluded the Finance Committee meeting. Ms. Tanenbaum advised that the Nominations Committee would meet next to review the 2020-2021 Slate of Officers which was presented as follows:

Chair	Cheryl Tanenbaum
Vice Chair	Nancy Bradley
Secretary	Bret Schmitz

She asked if there were any nominations from the floor. With none being heard, Mr. Tanenbaum asked for a motion.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Nominations Committee approved the 2020-2021 Slate of Officers as presented.

Ms. Tanenbaum concluded the Nominations Committee portion of the meeting and began the Executive Committee meeting. She advised the first matter of business was the approval of the July 16th minutes. Ms. Tanenbaum asked for a motion.

3. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the minutes of the July 16, 2020 meeting.

The next item was a review of the draft November Board meeting agenda. Ms. Tanenbaum called on Ms. Robin King to discuss. Ms. King advised that the Annual meeting will include a presentation for our Workforce Professional of the Year and Partner in Workforce Excellence awards. She advised that the partner we have nominated for recognition this year is the Volusia County Chamber Alliance. Ms. King advised that there are several local Chambers that belong to the Alliance, and it was a way of recognizing all of them and their efforts. She highlighted that the Alliance has distributed personal protection equipment (PPE) during the COVID-19 pandemic, and when we need to reach businesses throughout our local area, the Alliance is the entity who provides assistance. Ms. King noted that the Alliance has included us in many of the COVID-19 discussions in order to determine what services are available and have demonstrated that they are a strong partner to workforce development. Additionally, she advised that we will be acknowledging our fourth consecutive win for the Veteran's Award, which has now been officially announced by the Governor's office. Ms. King reviewed the rest of the agenda and highlighted that we will be asking the Board for input and topic suggestions for the January Board Workshop meeting through an online poll. She noted that Ms. Tanenbaum will not be available to Chair the Annual meeting, and Ms. Bradley has agreed to Chair in her absence.

Next, the Committee reviewed a draft of the January Board Workshop agenda. Ms. Tanenbaum advised the Committee to send Ms. King any ideas they may have for workshop topics. Ms. King stated that there are currently two possible topics on the table. She advised that we are in the process of refreshing the online Board Orientation and the January meeting could provide an opportunity to review the information. Ms. King stated that the second workshop topic was a continuation of the equity conversation. She advised that we are looking at topics that would work well virtually since January may not be a good time to bring people together due to COVID-19.

Ms. Tanenbaum introduced Mr. Matt Nelson as the new Chair of the Career Pathways Committee (CPC) and a new member of the Executive Committee. She called on him to report on the September 3rd CPC meeting. Mr. Nelson advised that every Fall, the K-12 school systems request letters of support for new certifications for inclusion on the State's Career and Professional Education Act (CAPE) list. He advised that Volusia County Schools presented four new certifications for consideration, and the Committee approved their request for support letters. The certifications were for Adobe Animate, Business Office and Technology, Residential Construction Skills, and Culinary Meat Selection and Cookery.

Mr. Nelson advised that in the Request for Proposals released last November, there was a section for any organization to apply for up to \$25,000 to fund a project that supports local employment needs and aligns with our goals. He reported that a Daytona Regional Chamber project was selected, and Mr. Ken Phelps provided an update on their program's development. Mr. Nelson stated that Ms. Christine Sikora provided the Committee with an update on the

Daytona Beach Housing Authority program, a new Young Adult provider selected earlier this year.

Mr. Nelson advised that Ms. Sikora presented the Committee with a refresher on performance measures and how to read the performance reports. He explained that since the Committee reviews and makes recommendations on contract extensions every Spring, they were asked what additional information could be provided at each meeting to prepare the Committee members for this important task. Mr. Nelson discussed some of the suggestions that were presented at the meeting. He noted that in addition to providing quarterly performance updates, the Committee requested provider reports on credentialing and skill gains of their participants as an early indicator of success.

Mr. Nelson advised that the Alliance4 Healthcare Industry Group met in August and a need for a new outreach campaign was identified. He stated that Ms. Sikora showed the Committee mockups of new flyers that will target high school students and young adults which feature individuals working in different Healthcare occupations. Mr. Nelson advised that these materials will be made available to schools, businesses, and other partners for their own use, and they will be able to add their own branding.

Ms. Tanenbaum thanked Mr. Nelson for his report and asked Mr. Charlie Howell to report on the September 23rd Business Development Committee (BDC) meeting. Mr. Howell advised that Ms. Valerie Uy Ignacio provided an update on the Healthcare Outreach Initiative that Mr. Nelson mentioned and received feedback from the Committee on the materials and other information that may be useful in our continued outreach efforts. He stated that we received a \$20,000 grant for COVID-19 recovery efforts from Truist. Mr. Howell advised that the grant will provide customers with transportation assistance for job searching and wraparound services for individuals beginning a new job. He advised that the funds will be available until the end of December.

Mr. Howell reported that the Committee reviewed some recent additions to the Strategic Imperatives' activities. He advised that Ms. King provided a status update on how the organization is faring through the COVID-19 pandemic and how we continue to serve our community. He stated that nearly 80,000 individuals had been laid off by the end of September, and we do not know how many were permanently laid off. Mr. Howell advised that we are working with the Department of Economic Opportunity (DEO) to receive the claimants' information so we may provide outreach to them individually.

Ms. Tanenbaum thanked Mr. Howell for his report and advised that the next item on the agenda was an update on policies. She asked Ms. King to provide the update. Ms. King advised that we will not be presenting the Committee with any new policies until DEO comes out with their own. She stated that the agreement we have entered into with DEO requires compliance for multiple items. Ms. King advised that we have asked what policies they will be implementing; however, DEO is still reviewing the agreement and no further information has been given at this time. She

noted that there is one policy that will come before the Committee at a later date regarding conflict of interest and disclosures for party-related agreements. Ms. King advised that we anticipated bringing that policy before the Committee today, but it has been put on hold until we receive further instruction from DEO.

Ms. Tanenbaum asked Ms. King to provide the President and CEO Comments. Ms. King followed up on what Mr. Howell had discussed regarding the claimant data we requested from DEO. She reported that the Memorandum of Understanding was approved by Flagler and Volusia County Elected Officials and we received the signed copy of the agreement from DEO yesterday. Ms. King advised that we have heard from other regions that DEO will send us a SharePoint portal to access the data.

Ms. King advised that the Board is in need of Flagler Board members; preferably within our targeted sectors. She advised that she met the new Flagler County Economic Development Manager, Ms. Dolores Key. Ms. King advised that she is not able to participate on the Board at this time while her department is performing a SWAT analysis. Ms. King stated that the Interlocal Agreement requires five Board members who live and work in Flagler County and asked the Committee to let her know if there is someone they would recommend, and she will follow up with an interview and application with the potential board member.

Ms. King requested the Committee's approval to use \$10,000 in unrestricted funds for gift cards as a thank you to staff. She advised that September was Workforce Development month, and the One-Stop Operator orchestrated a drive-by for staff to pick up "swag bags" filled with various items. She noted that while the virtual platform has kept staff connected, it was good to see the energy from the staff in person. The Committee approved the request for \$10,000 in unrestricted funds.

Ms. Tanenbaum concurred that staff has earned a special thank you. She stated that this has been a challenging year for everyone and reflected on economic toll the pandemic has taken. Ms. Tanenbaum encouraged everyone to look for ways to reach out and help individuals in the community who may be struggling at this time.

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

Recording Secretary

**CareerSource Flagler Volusia
2020-2021
Slate of Officers**

**Chair
Vice Chair
Secretary**

**Cheryl Tanenbaum
Nancy Bradley
Bret Schmitz**

**CAREERSOURCE FLAGLER VOLUSIA
TENTATIVE BOARD MEETING DATES**

JANUARY 15, 2021

MARCH 26, 2021

MAY 28, 2021

AUGUST 20, 2021

NOVEMBER 12, 2021

CareerSource Flagler Volusia
CONFLICT OF INTEREST CERTIFICATION

As set forth in Section 112, Florida Statutes, members of the CareerSource Flagler Volusia Board of Directors may not vote on any matter, financial or otherwise, direct or indirect; engage in any business transaction or professional activity; or accept any obligation of any kind which is in conflict with the proper conduct of their duties in the public interest. Therefore, I hereby certify that I have no present conflict of interest and that I will recuse myself from any capacity of decision making, approval, disapproval, or recommendation of any consultant/contractor for selection on any contract or management of any contract if I have a conflict of interest or a potential conflict of interest.

Print Name

Signature

Date

Excerpt from Bylaws

Section 406. Conflict of Interest

No member shall cast a vote, nor participate in any decision-making capacity, on the provision of services by such member (or any organization which that member directly represents) or on any matter that would provide any direct financial benefit to that board member. Any potential conflict, whether real or perceived, must be disclosed and requires that the board member not discuss, deliberate, or in any other way attempt to persuade the issue for which a conflict of interest has been declared. A conflict of interest is present if the individual board member, any member of the individual's immediate family, the individual's business partner, or any organization which employs, or is about to employ, any of these individuals has a financial or other interest in the firm or organization selected for a financial award by the board.

The Corporation shall not, either directly or indirectly purchase, rent, or lease any realty, goods or services from any business entity of which any member, the member's spouse or child is an officer, partner, director, or proprietor or in which they have any material interest.

At the Board's discretion the following may be exempted from the above paragraph, in accordance with Section 112.313(12) Florida Statutes if:

A contract with an agency (as defined in s. 112.312(2), including, but not limited to, those statutorily required to be board members) when said agency is represented by a board member and said member does not personally benefit financially from such contracts;

- The business with the member is transacted under a rotational system whereby the business transactions are rotated among all qualified suppliers of the goods and services within the LWDA 11 service delivery area;
- The business is awarded under a system of sealed competitive bidding to the bidder that is most responsive to the needs outlined in the request;
- The member, the member's spouse or child, has in no way participated in the determination of the bid specifications or the determination of the bidder;
- The member, the member's spouse or child, has in no way used or attempted to use their influence to persuade CareerSource Flagler Volusia or any personnel thereof to enter into such a contract other than by the mere submission of the bid;
- When the Corporation enters into a contract with an organization or an individual represented on the Board of Directors, the contract must be approved by a two-thirds vote of the of the Board of Directors, a quorum having been established.

- A contract under \$25,000 between the corporation and a member of the Board of Directors or between a relative, as defined in s. 112.3143(1)(b), of a member or of an employee of the Board of Directors is not required to have the prior approval of CareerSource Florida Inc., but must be approved by a two-thirds vote of the Board of Directors, a quorum having been established.
- If a contract cannot be approved by CareerSource Florida Inc., a review of the decision to disapprove the contract may be requested by the Corporation or other parties to the disapproved contract.
- Any other exemption created under Section 112.313(12) Florida Statutes or any other applicable Florida or United States statutes applies.

CSFV Strategic Imperatives 2020

Business Development
Committee

Career Pathways
Committee

Finance Committee

Staff

#1) Collaborative partnerships

Objective: Identify and engage stakeholders, forming partnerships that support economic growth and foster collaboration at the local, regional, state and federal level

Actions

Business involvement for career pathway development	X	X		On-going Alliance4 bi-annual interchanges- currently virtual
Workforce attraction to the area				CareerSourceFV will play a supportive role with economic development, chambers of commerce and tourism authorities
Gig Economy	X			CareerSourceFV will play a supportive role with local entrepreneurial entities. Staff member has become a 1MC organizer.

CSFV Strategic Imperatives 2020

Business Development
Committee

Career Pathways
Committee

Finance Committee

Staff

#2) Continuous and accurate business intelligence

Objective: Collect and share sector-based information through effective resources and information gathering

Actions

Sector-driven committee member recruitment	X	X		With the intent of creating a potential pool of future board members
Continuously review labor market information (historical and current) to support sector strategies	X	X		
Industry & Occupation Forecasting	X			In-depth review of healthcare needs in 2020. Alliance4 Healthcare Focus Group - Rapid Credentials resulting in a Healthcare Occupation Awareness initiative.

CSFV Strategic Imperatives 2020

Business Development
Committee

Career Pathways
Committee

Finance Committee

Staff

#3) Enhanced talent pipeline

Objective: Increase the skills of the workforce, including our future workforce, and decrease the number of underemployed through innovative and business-valued training solutions

Actions

secondary workforce learning		X		CareerSourceFV will support efforts of CTE departments of locals schools the business intelligence
Internal Business Pathway Training				CareerSourceFV will work with businesses on the development of their internal career pathways through the sharing of best practices and creation of on-line workshops for businesses
Addressing the needs of job seekers with significant barriers		X		Continue currently grant-funded programs past grant period (sustain successful programs). Added Coursera free for clients.
On-boarding for businesses				researching replicating Walgreen's model for businesses hiring during the COVID-19 health crisis

CSFV Strategic Imperatives 2020

Business Development
Committee

Career Pathways
Committee

Finance Committee

Staff

#4) Effective service delivery

Objective: Provide solutions through effective processes and broker relevant information

Actions

Strategies for performance		X		on-going
Innovation through technology	X	X		Implementation of telecommuting, March 2020. Implemented Microsoft Teams for meetings June 2020. Continually adding case management tools to facilitate virtual case management.
Procurement of Career Center Operator, provider of career services, providers of youth services		X	X	

CSFV Strategic Imperatives 2020

Business Development
Committee

Career Pathways
Committee

Finance Committee

Staff

#5) Appropriate use of funds

Objective: Demonstrate transparency and accountability in the use of funds in alignment with our strategic goals

Actions

Budget for 20-21			X	Due mid-June, to be approved by Volusia County Council and Flagler County Commission
Identify funding to leverage			X	Disaster grant funding- DWNEG
Shared infrastructure costs			X	MOUs with Daytona State College; Flagler Technical Institute; Volusia County Human Services; National Center for Black Aging. Division of Blind Services, Vocational Rehabilitation: renewable spring 2020
Investment in identified business-valued training	X	X	X	Review Performance
Clean Audit			X	
Grant opportunities				continually research and review. Now Truist Grant for transportation and support services for jobseekers with verified interviews and employment.
Investigate fee-for-service			X	building capacity through entrepreneurial mindset training and on-boarding services

Updated 9/21/2020

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:			
Adult	224	15	209
Dislocated Worker/National Dislocated Worker Grants	35	6	29
Young Adults	73	0	73
SNAP	5913	0	5913
RESEA	2107	0	2107
WT	721	0	721
Summary	9073	21	9052

Businesses Served By Industry

7/1/19 - 06/30/2020

of Businesses # of Job Orders # of Openings

Construction	52	226	260
Manufacturing	64	348	394
Health Care and Social Assistance	90	1136	1509
Retail Trade	26	160	164
Information	14	185	222
Leisure & Hospitality	31	135	215
Business & Professional Services	86	860	906
Agriculture, Forestry, Fishing and Hunting	10	19	264
Educational Services	11	366	367
Finance and Insurance	25	499	500
Other Services	28	143	241
Real Estate and Rental and Leasing	7	41	41
Transportation	16	63	87
Mining	1	3	3
Wholesale Trade	13	52	52
Public Administration	14	132	139
Utilities	4	7	7
Total	492	4375	5371
<i>Total for Target Sectors Only</i>	<i>363</i>	<i>3050</i>	<i>3670</i>

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

7/1/19 -6/30/20

Classroom Training and Business Training

	Served	Open	Exited	Closed with Employment	% Closed with Employment	Average Wage
Classroom Training	183	103	80	75	94%	\$14.57
Business Training	254	48	206	203	99%	\$16.73
Summary	437	151	286	278	96%	\$15.65

Job Seeker Survey Results (July 1, 2019 to June 30, 2020)

Q3

DID YOU RECEIVE THE SERVICES YOU NEEDED/EXPECTED TODAY				
	Yes	No	Total	Percent Positive
Total	109	4	113	96%

Q13

WOULD YOU RECOMMEND THESE SERVICES TO A FRIEND				
	Yes	No	Total	Percent Positive
Total	111	2	113	98%

Q14

PLEASE RATE THE SERVICES YOU RECEIVED				
	Excellent	Good	Fair/ Poor	Total
Total	103	6	4	113

Q11

STAFF WERE ENGAGED AND AVAILABLE				
	Excellent	Good	Fair/ Poor	Total
Total	103	8	2	113

Total Yes and Excellent	Total Good	Total	Total Responses	Satisfaction (Met = 83% or higher)
426	14	440	452	97%

Business Survey Results

July 1, 2020 to September 30, 2020

Number of Businesses Surveyed
855

Number of Responses
133

Likely to Refer (0-10)
9.63

Level of Satisfaction (0-10)
9.55

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:			
Adult	211	6	205
Dislocated Worker/National Dislocated Worker Grants	41	4	37
Young Adults	78	0	78
SNAP	5545	0	5545
RESEA	332	0	332
WT	440	0	440
Summary	6647	10	6637

Businesses Served By Industry

7/1/20 - 09/30/2020

of Businesses # of Job Orders # of Openings

Construction	26	116	175
Manufacturing	36	119	146
Health Care and Social Assistance	29	316	334
Retail Trade	13	35	35
Information	6	51	51
Leisure & Hospitality	8	11	13
Business & Professional Services	47	280	428
Agriculture, Forestry, Fishing and Hunting	5	7	154
Educational Services	6	99	103
Finance and Insurance	6	154	154
Other Services	14	46	85
Real Estate and Rental and Leasing	4	7	7
Transportation	4	23	27
Mining	1	1	1
Wholesale Trade	7	15	15
Public Administration	10	27	27
Total	222	1307	1755
<i>Total for Target Sectors Only</i>	<i>165</i>	<i>928</i>	<i>1182</i>

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

7/1/20 -9/30/20

Classroom Training and Business Training

	Served	Open	Exited	Closed with Employment	% Closed with Employment	Average Wage
Classroom Training	119	110	9	9	100%	\$18.70
Business Training	94	63	31	30	97%	\$15.98
Summary	213	173	40	39	98%	\$17.34

Job Seeker Survey Results (July 1, 2020 to Sept 30, 2020)

Q3

DID YOU RECEIVE THE SERVICES YOU NEEDED/EXPECTED TODAY				
	Yes	No	Total	Percent Positive
Total	242	2	244	99%

Q13

WOULD YOU RECOMMEND THESE SERVICES TO A FRIEND				
	Yes	No	Total	Percent Positive
Total	239	2	241	99%

Q14

PLEASE RATE THE SERVICES YOU RECEIVED				
	Excellent	Good	Fair/ Poor	Total
Total	233	10	1	244

Q11

STAFF WERE ENGAGED AND AVAILABLE				
	Excellent	Good	Fair/ Poor	Total
Total	239	9	0	248

Total Yes and Excellent	Total Good	Total	Total Responses	Satisfaction (Met = 83% or higher)
953	19	972	977	99%

Business Survey Results

(July 1, 2020 to September 30, 2020)

Number of Businesses Surveyed
205

Responses
26

Likely to Refer (0-10)
10

Level of Satisfaction (0-10)
10

Workforce Development Board
Statement of Revenues and Expenses
From 7/1/2020 Through 9/30/2020

	Budget	Current Year Actual	Budget Balance	Percent Expended
Expenditures				
Total Salaries and Benefits	1,558,771	303,276	1,255,494	19.46%
Auditing	35,800	0	35,800	0.00%
Center Management	1,083,757	192,147	891,610	17.73%
Career Services	1,767,719	237,909	1,529,810	13.46%
Career Services Grants	247,296	36,959	210,337	14.95%
Youth	940,833	72,253	868,580	7.68%
Total Contracted Service	4,075,405	539,267	3,536,138	13.23%
Consulting	2,000	468	1,532	23.40%
Equipment	97,000	53,115	43,885	54.76%
Equipment/Other Rental	10,500	7,564	2,936	72.04%
Facility Improvements	44,500		44,500	0.00%
Fees	5,000	352	4,648	7.04%
Legal	500		500	0.00%
Supplies	41,500	4,511	36,989	10.87%
Postage	7,000	28	6,972	0.40%
Printing / Publication Cost	2,000		2,000	0.00%
Property Insurance	32,000	16,553	15,447	51.73%
Rent	419,968	129,637	290,331	30.87%
Repairs & Maintenance	96,800	15,383	81,417	15.89%
Telephone	33,500	8,153	25,347	24.34%
Utilities	48,000	9,464	38,536	19.72%
Total Facilities and Equipment	840,268	245,227	595,041	29.18%
Hardware Support	15,322	4,368	10,954	28.51%
IT Services	2,800		2,800	0.00%
On-Line Workshops	600		600	0.00%
Software Services	46,670	6,065	40,605	13.00%
Software Support	41,118	23,854	17,265	58.01%
Telecommunications	77,960	13,947	64,013	17.89%
Total Technology	184,470	48,233	136,237	26.15%
Background Screening - Staff	3,000	125	2,875	4.17%
Board Expenses	7,000	625	6,375	8.93%
Business Meetings	5,000	359	4,641	7.18%
Career System Improvements	22,123		22,123	0.00%
Memberships & Subscriptions	31,000	13,261	17,740	42.78%
Officers & Directors Liability	5,600	0	5,600	0.00%
Staff Development	52,000	9,464	42,536	18.20%
Staff Travel	69,000	1,646	67,354	2.39%
Total Personnel Support	194,723	25,479	169,244	13.08%

Workforce Development Board
Statement of Revenues and Expenses
From 7/1/2020 Through 9/30/2020

Business Summit	150	0	150	0.00%
Career Center Outreach	15,500	14,290	1,210	92.19%
Collateral Materials	7,000	39	6,961	0.56%
Sponsorships	10,500		10,500	0.00%
Total Outreach	33,150	14,329	18,821	43.22%
Ancillary Services	142,000	3,588	138,412	2.53%
Assessments	18,500	15,095	3,405	81.59%
Background Screening - Clients	5,500	712	4,788	12.95%
Entrepreneurship	31,091	2,575	28,516	8.28%
GED	2,000		2,000	0.00%
Support Services	20,000	4,056	15,944	20.28%
Transportation	257,390	120	257,270	0.05%
Work Verification	24,000	8,111	15,889	33.79%
Total Client Support	500,481	34,256	466,225	6.84%
Bus. Training	434,483	59,221	375,262	13.63%
Tuition and Books	412,000	48,623	363,377	11.80%
Work Experience	65,271	49,039	16,232	75.13%
Total Training	911,754	156,883	754,871	17.21%
Total Expenditures	8,299,022	1,366,950	6,932,072	16.47%