

**NOTICE OF THE MEETING
OF THE BOARD OF DIRECTORS
329 BILL FRANCE BLVD
DAYTONA BEACH, FLORIDA 32114**

**9:00 AM
March 26, 2021**

Microsoft Teams meeting

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AGENDA

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. Consent Agenda Approval**
 - Consent Agenda:**
 - 1. Board of Directors Meeting Minutes – January 15, 2020 **Page 1**
 - 2. On-the-Job and Customized Training Agreements **Page 8**

- III. DEO Annual Performance Presentation – Department of Economic Opportunity
via webinar**

- IV. Board Member Orientation – Session 2 of 5**

- V. Chair’s Comments**

- VI. Executive Committee Report**
 - 1. Minutes – February 18, 2021 **Page 9**
 - 2. New Board Member – Courtney Edgcomb.....**Page 16**
 - Ratify the Actions of the Executive Committee**

- VII. Board Member Comments**

- VIII. Recent Highlights**

- IX. President & CEO’s Comments**

- X. Informational Items**
 - 1. **Performance Update**.....**Page 19**
 - 2. **Finance Update**.....**Page 20**
 - 3. **Strategic Imperatives**.....**Page 22**

Next meeting of the Board is scheduled for May 28, 2021

MINUTES OF THE MEETING
OF
CAREERSOURCE FLAGLER VOLUSIA

JANUARY 15, 2021

A Meeting of the Board of Directors of CareerSource Flagler Volusia was called to order at 9:00 a.m., on the 15th day of January 2021 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 of the Board were present via Microsoft Teams:

Ms. Elizabeth Albert, President – Volusia United Educators
Ms. Mary Jo Allen, Chief Nursing Officer – Halifax Health
Ms. Nancy Bradley, Administrator – Daytona College, LLC
The Honorable Barbara Girtman, Councilwoman – Volusia County Council
Mr. Arthur Loeffler, CFO – Dynamic Engineering Innovations, Inc.
Dr. Aubrey Long, Owner – Long Global Enterprises
Mr. Matthew Nelson, Business Manager – IBEW #756
The Honorable Donald O'Brien, Commissioner – Flagler Board of County Commissioners
Dr. Kent Sharples, President – CEO Business Alliance
Mr. Bret Schmitz, Co-Founder – Happier, LLC
Ms. Cheryl Tanenbaum, SVP & CFO – Intracoastal Bank
Mr. Carlos Valderrama, Manager – Valderrama Partners, LLC
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 Director – Vocational Rehabilitation

The following members of the Business Development and Career Pathways Committees were present via Microsoft Teams:

Ms. Kelly Amy, Manager of Strategic Partnerships – Volusia County Schools
Mr. Greg Blose, CEO/President – Palm Coast Regional Chamber
Ms. Courtney Edgcomb, President – United Way Volusia-Flagler Counties
Mr. Brad Harris, Business Manager – Volusia County Economic Development
Ms. Dawn Harris, Managing Director of Diversity and Inclusion – NASCAR
Ms. Kim Houghton, Supervisor – Vocational Rehabilitation
Mr. Howard Johnson, Data/EFM Manager - Eckerd Connects

Ms. Nancy Keefer, President & CEO – Daytona Regional Chamber of Commerce
Ms. D.J. Lebo, Executive Director – Early Learning Coalition of Flagler and Volusia
Mr. Keith Norden, President & CEO – TEAM Volusia
Mr. Shailesh Patel, President – Dredging and Marine Consultants
Mr. Ken Phelps, Vice President of Resource Development – Daytona Beach Regional Chamber of Commerce
Ms. Heather Shubirg, Executive Vice President – Team Volusia
Ms. Renee Stauffacher, Director – Flagler County Schools/Technical Institute
Dr. Sherryl Weems, Associate Vice President – Daytona State College
Mr. Chris Wimsatt, Vice President of Business Recruitment – Team Volusia

The following guests were present via Microsoft Teams:

Ms. Selina Ahmadzadeh, Business & Career Services Manager – Case Management, Inc.
Ms. Lynda Beach, IT Technician – CareerSource Flagler Volusia
Ms. Barbara Beaulieu, Lead WIOA Program Specialist – CareerSource Flagler Volusia
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
Ms. Angela Hamilton, Workforce Policy Analyst – CareerSource Flagler Volusia
Ms. Bridget Hernandez, Lead Monitoring Specialist – CareerSource Flagler Volusia
Mr. Charles Howell, Vice President-Business Development & Technology – CareerSource Flagler Volusia
Ms. Robin King, President & CEO – CareerSource Flagler Volusia
Ms. Nancy Larsen, Finance/Administrative Services Specialist – CareerSource Flagler Volusia
Ms. Ann Lesizza, Chief Administrative Officer – CareerSource Flagler Volusia
Ms. Velma Lowe, Managing Director of Operations – Career Steps Inc.
Ms. Angie March, Lead Young Adult Program Specialist – CareerSource Flagler Volusia
Mr. Chris McDermott, CTE Coordinator – Flagler Technical College
Ms. Trish McGetrick, Business Development Specialist – CareerSource Flagler Volusia
Ms. Loren McGinley, Accounting/LMI Specialist – CareerSource Flagler Volusia
Ms. Jamie Newcomb, Professional Services Coordinator – Career Services, Inc.
Mr. Theodore Pobst, District 6 Administrator – Division of Blind Services
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. Chanh Tran, Database and Web Administrator – CareerSource Flagler Volusia
Ms. Valerie Uy Ignacio, Senior Multimedia Designer – CareerSource Flagler Volusia
Dr. Deanna Wathington, MC, MPH, FAAFP, Principal – Joyfull Works and Consulting, LLC

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. Tanenbaum advised that at this meeting, the Board would continue the equity conversation that began in August 2020. She introduced Dr. Deanna Wathington, the facilitator for this discussion. Dr. Wathington began by having the Board and Committees consider common “blink factors” which are characteristics for how individuals perceive others within the first few seconds of meeting them. She discussed the definitions of Diversity, Equity, and Inclusion (DEI) and showed examples of how businesses are using these definitions to draft DEI Statements that ensure their companies have these principles at the forefront of their business practices. Dr. Wathington led the Board and Committees through an exercise to examine their diversity, as well as understanding and identifying different forms of bias. She stated that there was an Implicit Association Test from Harvard University that can be taken to uncover unconscious bias. She provided the link and encouraged everyone to take the test.

Dr. Wathington discussed the differences between equality and equity. She advised that equality means each person or group is given the same resources or opportunities, while equity recognizes that each person has different circumstances and allocates the resources and opportunities needed to reach an equal outcome. Dr. Wathington discussed the correlation of a lack of equity with governmental and community resources and how that affects many areas of life, including the determinates of health.

Ms. Tanenbaum thanked Dr. Wathington for her facilitated discussion and insights. She advised that as we learn more about equity and how to review our services and programs, it could be beneficial to hear directly from other businesses who have successfully implemented DEI initiatives. Ms. Tanenbaum introduced Ms. Dawn Harris, the Managing Director of Diversity and Inclusion for NASCAR. She asked Ms. Harris to share the DEI initiatives her company has in place. Ms. Harris stated that people are often surprised to learn that NASCAR has a diversity department; however, the company has had a focus on diversity for around twenty years. She stated that part of her group’s goal is to elevate the diversity and inclusion conversation within the sport of NASCAR racing. The Board was shown a video that illustrated NASCAR’s dedication to the DEI initiative.

Ms. Harris advised that NASCAR is a private, family-owned business and in 2019 they acquired International Speedway Corporation. She stated through the France family’s leadership and commitment to Daytona Beach, they have made it known throughout the industry that they want racing to be more diverse and inclusive. Ms. Harris advised that

internally, they have several initiatives in place. She stated that the NASCAR Diversity Internship Program has been in place for over twenty years, and approximately twenty-five to thirty-five college students intern with NASCAR every year. She commented that this has decreased during the COVID-19 pandemic. Ms. Harris advised that the goal of the internship program is to onboard the students into full-time employment after graduation, either with NASCAR or with one of their sponsors. She advised that NASCAR has a Driver and Crewmember Development Program which has a focus on developing women and diverse populations for these positions. Ms. Harris advised that the program offsets some of the expenses associated with racing to help lower the point of entry into the sport. She stated that due to the pandemic, NASCAR's last Allstar race went virtual through the iRacing platform. Ms. Harris stated that what they learned from that experience was that e-racing and gaming platforms are another way to make racing more accessible to diverse drivers and fans.

Ms. Harris advised that in addition to these programs, NASCAR is committed to introducing the sport to new fans. She stated that they have implemented industry-wide DEI training which includes all national series drivers, crew members, and team owners; a separate training is given to staff who have direct contact with fans. Ms. Harris spoke about two other initiatives. She advised one initiative is the Heritage History Series which was developed to showcase both current and historical figures in racing and make NASCAR's diversity and inclusion visible to the public through storytelling. Mr. Harris stated that the second new initiative was for Black History Month; they will be posting a conversation with Mr. Bill Lester, a retired African American driver from the truck series who has been the only African American to win the Rolex 24 truck series event. She stated that he was an engineer who transitioned to become a driver, and he has a book coming out next month which will be showcased by NASCAR. Ms. Harris extended an invitation to everyone to attend the virtual event next month. Ms. Robin King advised that Ms. Harris was having technical issues and was disconnected from the call. She advised that she would get the event information from Ms. Harris and forward to the Board and Committees after the meeting.

Next, Ms. King presented the first session of the Board and Chief Local Elected Officials (CLEO) Training. She advised that our agreement with the Department of Economic Opportunity (DEO) requires all Board members and our CLEOs to take a Board Orientation training, and our online course was recently reworked. Ms. King advised that there are five modules, and one module would be reviewed at each Board meeting until completed. She led the Board and CLEOs through Module 1: Introduction and The Workforce System which provides training on understanding on how the workforce system is structured, the composition of the Board, and the Role of the Counties. Ms. King encouraged the Board members and CLEOs to go to the website and review each module more in-depth and to contact her if they have any questions. She advised that Module 2: Ethics and Transparency would be covered at the March 26th Board meeting.

Ms. Tanenbaum thanked Ms. King for her overview. She advised that in the sub-grantee agreement with DEO it states that we are responsible for training our CLEOs on the Volusia County Council and Flagler County Commission. Ms. Tanenbaum asked for

Councilwoman Barbara Girtman and Commissioner Donald O'Brien's insight on how to present this information to the Counties and requested that they discuss this further with Ms. King.

Next on the agenda was the Chair's Comments. Ms. Tanenbaum advised that she did not have any specific comments to make as Chair this morning. Ms. King asked if there were any Board comments on the earlier presentations and if the Board wished to continue the equity conversation at future meetings. The Board confirmed that they would like to continue the conversation.

Ms. King asked Ms. Girtman to provide an update on the Youth Employment Training Initiative (YETI) Committee. Ms. Girtman reported that at the last YETI meeting, the Committee reviewed and approved an agreement with the Boys and Girls Club of Flagler and Volusia Counties and discussed outreach efforts to many of the local mentoring programs. She advised that Ms. Helga van Eckert is assisting with researching funding opportunities that may be available through the County of Volusia. Ms. Girtman reported that the Committee anticipates receiving monthly reports from the Boys and Girls Club on the progress and effectiveness of their program. She stated that she appreciated having the equity presentation today and that the conversation was inclusive of all individuals.

Ms. Tanenbaum turned the meeting over to Ms. King for the President & CEO comments. Ms. King provided an update on the Career Centers. She reported that all three Centers remain open by appointment only. Ms. King advised that the number of customers has remained about the same and the work requirement for the Welfare Transition and Supplement Nutrition Assistance Programs is waived until the end of January. Additionally, the work search requirement for claimants receiving Reemployment Assistance is waived until February. Ms. King advised that appointments through the Centers have been predominantly for individuals seeking to file or claim the weeks. She stated that staff have a table set up outside of the Centers for walkups and have maintained a full schedule of online orientations for individuals seeking information about our services. Ms. King advised that case management continues to be provided virtually, and we have met with a team from the First Step Shelter to discuss how we can provide more services virtually.

Ms. King advised that we received a grant from the Truist Foundation to provide services from September to December 2020 for jobseekers and newly hired individuals. She advised that with the Truist grant, we provided transportation, clothing for job interviews, tools for new jobs, and other wraparound services to eliminate barriers job seekers were facing. Ms. King advised we will be looking at what those gaps were and present a plan to the Executive Committee in February to determine if there may be areas where regular allocations could be used. Ms. King stated that statewide, enrollments in training are down forty percent and regular allocations are not being spent normally. She advised that this presents an opportunity for us to be more equitable with our services for those who are in greater need.

Ms. King advised that we have received a second Truist grant, and we will be creating a series of videos for Dislocated Workers. She stated that next month, we are hosting a Contextual Leadership course via zoom and several Board members have agreed to take part. Ms. King explained that the videos will be broken into smaller segments and hosted on our training site.

Ms. King advised that included in the agenda packet was a CareerSource Florida Network Economic Recovery Self-Assessment. She explained that the Self-Assessment was a list of questions created by the State, and we are being asked to share best practices and challenges discovered. Ms. King advised that this allows for us to have a robust conversation internally about any gaps that may exist. She reported that we have not received any numbers from DEO regarding how many individuals are currently receiving Reemployment Assistance at the local level, and we cannot anticipate how the Centers will be affected when the work search requirement waiver ends.

Ms. King called attention to the performance indicators included in the agenda packet. She advised that her team recently reviewed the reports and determined there was additional information that might be meaningful to the Board. She stated that the reports have been updated to include a historical look at Center productivity and traffic. Ms. King reviewed the reports and called attention to the Center productivity report. She advised that over past ten years, the lowest number of customers served was approximately 9,000 in 2012. Last year, the number was at 26,000 individuals served through those same programs. Ms. King noted that last year's allocations were less because the economic outlook was better, and yet those programs served considerably more customers. She reviewed the reports further.

Ms. King advised that we are one of five regions that will be participating in the Opioid Recovery through Workforce Development grant that the State received. She stated that we are seeking a partnership with the Volusia Recovery Alliance, and the grant will provide training either in occupations that respond to recovery or assisting individuals currently in recovery to obtain employment.

Ms. King advised that we will be sending the Board and Committee members a copy of our revised media release form. She asked that they sign and return the form since we will be sharing some of our stories with the State. Ms. King stated that House Speaker Chris Sprowls recently said that he will be looking at the workforce system. She advised that CareerSource Florida and DEO have been collecting success stories to help with educating our legislators.

Ms. Tanenbaum thanked Ms. King for her report. She stated that with the continued pandemic and the economic impact that it has wrought, this year has had a chaotic beginning and recovery will be ongoing. Ms. Tanenbaum expressed hope that we may see an improvement in the second half of the year and thanked staff for their hard work in helping our community through this difficult time.

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
All Phases LLC	1	Sales Manager	12/29/2020	\$3,920.00
Boston Whaler	2	Laminator, Fiberglass Finisher	12/31/2020 1/6/2021	\$2,836.09
Boucher Lighting	1	Administrative Assistant	12/22/2020	\$1,238.40
Chinchor Electric Inc	2	Commercial / Industrial Electrician	12/17/2020 1/15/2021	\$2,811.50
Community Partnership for Children	1	Case Manager Trainee	12/2/2020	\$1,181.18
Extreme Alteration	1	Construction Manager	12/7/2020	\$1,408.00
Fix It Accounting	1	Staff Accountant	1/21/2021	\$8,000.00
Habi Tech Systems	2	Low Voltage Installation Helper	12/18/2020 1/14/2021	\$1,566.40
James Moore & Co	1	Staff Accountant, Accounting Clerk	11/23/2020 12/14/2020	\$10,712.00
LP Auto Care	1	Automotive Quality Control Service Tech Trainee	12/8/2020	\$2,592.00
Power Flow Systems, Inc	1	Shop Assistant	12/10/2020	\$918.40
Schultz Engineered Products	1	Welder	1/15/2021	\$1,612.80
Sparton Electronics	5	Machine Operator	1/8/2021	\$6,177.60
Stan Harrison Ins Agency Inc	1	Customer Relations Representative - Agent Team Member	11/24/2020	\$1,792.80
We Hire LLC	1	Executive Administrative Assistant	1/8/2021	\$1,400.00
22				\$48,167.17

MINUTES OF THE
CAREERSOURCE FLAGLER VOLUSIA
EXECUTIVE COMMITTEE MEETING
FEBRUARY 18, 2021

A meeting of the CareerSource Flagler Volusia Executive Committee was called to order at 9:00 a.m., on the 18th day of February 2021 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 Executive Committee were present:

Ms. Nancy Bradley, Administrator – Daytona College, LLC
Ms. Denise Breneman, Development Manager, NE Region – Special Olympics Florida
Dr. Aubrey Long, Owner – Long Global Enterprises
Mr. Matt Nelson, Business Manager – IBEW 756
Mr. Bret Schmitz, Co-Founder – Happier, LLC
Dr. Kent Sharples, President – CEO Business Alliance
Ms. Cheryl Tanenbaum, SVP/CFO – Intracoastal Bank
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group

The following guests were present:

Ms. Jennifer Campbell, Chief Finance Officer – CareerSource Flagler Volusia
Ms. Jenn Hale, Program and Monitoring Manager – CareerSource Flagler Volusia
Mr. Charlie Howell, Vice President, Business Development & Technology – CareerSource Flagler Volusia
Mr. Howard Johnson, Data Manager – Eckerd Connects
Ms. Robin King, President & CEO – CareerSource Flagler Volusia
Ms. Ann Lesizza, Chief Administrative Officer – CareerSource Flagler Volusia
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. Natalie Smith-Wells, Chief Operating Officer – Daytona Beach Housing Authority
Ms. Kathy Spencer, Director of Business and Career Services – Case Management, Inc.
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

The Recording Secretary noted a quorum was present.

Ms. Tanenbaum called the meeting to order and advised that for the last few years, a variety of speakers have presented at the Board meetings. Ms. Tanenbaum stated that there is an opportunity to continue the equity discussion which began at the January Board and Committees workshop, and she asked if the Committee would like to continue the discussion throughout 2021 with Dr. Deanna Wathington serving as the facilitator. The Committee discussed the importance of equity and concurred that the training should continue.

Dr. Aubrey Long reported that the Business Development Committee recently discussed inviting Committee members to attend Board meetings when equity training is taking place. Ms. Robin King explained that Board meetings are normally limited to the seating available at the Corporate office. She stated that since the Board is meeting virtually this year, it presented an opportunity to include Committee members.

Ms. King advised that in January Dr. Wathington provided a high-level overview of Diversity, Equity, and Inclusion (DEI) training and further discussion would allow the Board to closely examine the services CareerSource Flagler Volusia offers and how those services could be delivered in an equitable manner. Staff recommended that training with Dr. Wathington continues and presentations from business representatives who have successfully implemented DEI measures within their companies be included.

Ms. Tanenbaum asked for a motion to approve the recommendation for Dr. Wathington to continue the equity training for Board and Committee members.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation for Dr. Deanna Wathington to continue the equity training at the 2021 Board meetings.

Ms. Tanenbaum asked Dr. Long for a report on the Business Development Committee (BDC) meeting that took place on February 10th. Dr. Long reported that the feedback from the members who attended the DEI training in January was very positive. He stated that the Committee indicated their interest in participating in future training opportunities.

Dr. Long advised that there was an in-depth discussion surrounding the algorithm for calculating On-The-Job Training (OJT) reimbursements. He advised that there were two proposed changes presented by staff. Dr. Long stated that the first change would add an additional weight for dislocated workers affected by COVID-19 which would increase the potential employer reimbursement from fifty percent to seventy-five percent. He advised that the second proposed change would temporarily allow for part-time employment opportunities and wage rates under twelve dollars an hour to be included in the OJT program to expand CareerSource Flagler Volusia's reach to the populations that need assistance most. Dr. Long noted that these proposed changes were part of the effort in making services more equitable.

Dr. Long asked if there was a motion from the Executive Committee to approve the BDC's recommendation for including an additional weight for dislocated workers impacted by COVID-19 to the OJT algorithm and increasing the potential employer reimbursement from fifty percent to seventy-five percent.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation to add an additional weight to OJT contracts for dislocated workers impacted by COVID-19 and increasing the potential employer reimbursement to seventy-five percent.

Dr. Long asked if there was a motion for the second proposed change which would allow OJT contracts to be written for part-time employment and wage rates lower than twelve dollars an hour.

3. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation to include part-time employment and wage rates lower than twelve dollars an hour in the OJT program as presented.

Dr. Long advised that the BDC heard an update on the YETI Committee and Ms. King would be providing an update later in the meeting. He reported that Ms. King presented the Committee with an update on the Support to Communities: Fostering Opioid Recovery through Workforce Development Grant offered through the Department of Labor. Dr. Long advised that one of the goals of the grant is to bring awareness and training to businesses and Human Resource (HR) professionals so that they know how to respond to the needs of their workforce, and the BDC discussed possible outreach methods. He noted that the grant will be for the three-year period and will work to reduce the stigma surrounding substance use disorder. He advised the Committee reviewed their Strategic Imperatives and discussed other business included recent contextual leadership training.

Ms. Tanenbaum thanked Dr. Long and asked Mr. Matt Nelson to report on the February 9th Career Pathways Committee (CPC) meeting. Mr. Nelson reported that the CPC heard a presentation from Mr. Elijah Houser, the Program Director for the TRiO Talent Search program. He stated that the mission of the TRiO program is to increase the number of students that complete high school and enroll into post-secondary education. Mr. Nelson advised that the PowerPoint Mr. Houser showed was posted on the CareerSource Flagler Volusia website and encouraged the Committee to review the presentation.

Mr. Nelson reported that Mr. Ken Phelps from the Daytona Regional Chamber provided an update on the YouScience program which is funded by a grant from CareerSource Flagler Volusia. He stated that the biggest takeaway from Mr. Phelps' report was that the Daytona Regional Chamber has received a commitment from YouScience to provide the full program to all fourteen middle schools and ten high schools in Volusia County for the equivalent of the program's funding. Mr. Nelson explained that the retail value of the full program was \$46,000; however, YouScience will provide the program for \$20,000 as long as their contract with CareerSource Flagler Volusia remains in place.

Mr. Nelson advised that the CPC reviewed the regional performance measures and discussed what materials and information were needed for when the Committee reviews and make recommendations for contract extensions in April. He reported that the CPC discussed the equity conversation which was held at the January Board meeting, and Ms. Christine Sikora presented the results of the Truist grant which provided supportive services to customers using unrestricted funds. Mr. Nelson explained that this grant allowed CareerSource Flagler Volusia to fast-track customers without enrollment and provide services that are not usually offered through normal allocations. He discussed some of the supportive services that were offered through the Truist grant and noted that many of the services created equity for the customers by removing economic barriers associated with accepting or maintaining employment. Mr. Nelson advised that the CPC made a recommendation to the Executive Committee to continue offering supportive services to customers.

Ms. Tanenbaum asked for a motion to approve the recommendation to continue offering supportive services to customers as presented. Ms. Denise Breneman stated that through the \$20,000 Truist Foundation grant, the Committee was able to see how needed these supportive services were. She thanked the Executive Committee for continuing to expand the services that the community needs most. Ms. Tanenbaum asked how this expansion would affect the budget. Ms. King replied that CareerSource Flagler Volusia is underspent for the current fiscal year by approximately a million dollars. She advised that after the approval from the Committee, staff will review the budget and determine how to responsibly expand the classroom training for OJTs and increase employer reimbursements. She discussed possible supportive services which included childcare and transportation and a new needs-related payment policy from the State that may help individuals attend school while receiving income. Ms. King advised that there should be sufficient funds for the expansion of services through June.

4. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation to continue offering supportive services to customers as presented.

Ms. Tanenbaum asked Ms. King for an update on the YETI Committee. Ms. King reported that the contract with the Boys and Girls Club of Volusia/Flagler began on January 1st, and they have hired most of the junior staff. She advised that CareerSource Flagler Volusia has nearly finished drafting the final agreement with the Chiles Academy. Ms. King explained that the Chiles Academy submitted a proposal for approximately \$50,000 to enroll sixteen young adults in a program that would provide employability skills training followed by a six-week internship. She stated that several BDC members have indicated their interest in having their businesses participate in the YETI program; this may offer opportunities within the healthcare and hospitality industries for the Chiles Academy students.

Ms. Tanenbaum stated that the next item on the agenda was an update on the Individual Training Account (ITA) monitoring outcomes. She asked Ms. Christine Sikora and Ms. King to report. Ms. Sikora reported that Ms. Kathy Spencer, the owner of Case Management, Inc. (CMI) and CareerSource Flagler Volusia's contractor for Career and Training Services, came to her in September 2020 with an invoice that had not been paid. She advised that in researching the training associated with the invoice, it was discovered that the customer had completed school prior to enrollment. Ms. Sikora stated that since this training was a disallowed cost, Ms. Spencer paid for the invoice in the amount of \$7,500 from her own funds instead of using Workforce Innovation and Opportunity Act (WIOA) allocations.

Ms. Sikora advised that a decision was made to perform full monitoring of all ITAs going back to September 2018, and 239 cases were reviewed. Ms. Sikora reminded the Committee that during the last Request for Proposals, CareerSource Flagler Volusia brought the internal monitoring staff in-house that were previously employed by the Center Operator; this meant that they were Board staff when they reviewed the ITAs. She discussed the monitoring efforts in detail.

Ms. Sikora reported that after an initial review, forty-three cases were held for closer inspection and of those cases, sixteen had possible disallowed costs. She advised that we were scheduled to be monitored at the end of October 2020, and the internal review of the ITAs was completed several weeks prior. Ms. Sikora stated that CareerSource Flagler Volusia immediately reported the results of the review to the Department of Economic Opportunity (DEO), and Mr. Charles Williams, who oversees the DEO monitoring, was brought in-house along with his team. She advised that we asked DEO to add the sixteen cases with possible disallowed costs to their review. Ms. Sikora stated that this year, finance and programmatic monitoring will be taking place simultaneously and noted that the monitors were made aware of this issue.

Ms. King reported that we had paid approximately \$63,000 in tuition for the sixteen cases in question. She explained that the tuition may be considered disallowed because the cost was incurred prior to the participant being determined eligible. Ms. King advised that DEO will be prorating the disallowed costs to only what was incurred prior to eligibility being established; currently, the total amount is unknown. She reported that she spoke to DEO yesterday and in three cases, it was the student's loan for tuition that was paid. She stated that the minimum CareerSource Flagler Volusia will have to reimburse the State was \$7,981 and the most would be approximately \$25,000.

Ms. King stated that after a conversation with Ms. Spencer, a possible path forward was identified in which CareerSource Flagler Volusia would reimburse the State using unrestricted funds, and Ms. Spencer would reimburse the company. Ms. King stated that if the amount was no more than the maximum amount projected, Ms. Spencer would pay in full; however, if it is more than \$25,000, a payment plan may be needed. The Committee asked if a motion was needed. Ms. King replied that she would require the authority from the Executive Committee to spend unrestricted funds in this manner. The Committee discussed what the motion would include.

The Committee asked if there are mechanisms in place to ensure that this situation will not happen again. Ms. King responded that the contractor has put some better internal controls in place which will be discussed at length at the next Career Pathways Committee meeting in April. She advised that these files had been monitored internally and by the State; however, the files were not reviewed programmatically and fiscally at the same time and DEO has acknowledged this issue. Additionally, she stated that since she requested these files to be included in DEO's scheduled monitoring, they were asked to make a note in their report that these files were discovered and brought forth by CareerSource Flagler Volusia voluntarily. She noted that this issue brings to light the need to review files at a higher level rather than following a checklist.

Ms. Sikora advised that due to the COVID-19 pandemic, the contracts began on October 1st which allowed CareerSource Flagler Volusia to include new monthly deliverables specifically tied to data entry and data integrity. She discussed how staff are working with Ms. Spencer and her leadership team to ensure that the mechanisms remain in place. The Committee asked if

any of the customers were deemed ineligible. Ms. King replied that there were no ineligible customers served and that was why the State could prorate the disallowed costs. Another question was raised on whether there would be any ramifications from the State. Ms. King replied that since this issue was brought to their attention from the local level, she did not believe there would be. Ms. Tanenbaum called for a vote.

5. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the use of unrestricted funds, not to exceed \$25,000, to reimburse the State for disallowed ITA costs with the expectation of repayment from Case Management, Inc.

Ms. Tanenbaum advised there were some Board members up for renewal and asked Ms. King to discuss. Ms. King called the Committee's attention to the spreadsheet included in their agenda packet which lists all Board members and the expiration of their three-year terms. She stated that the Board members whose terms are expiring were asked if they would like to renew and all have confirmed. Ms. King advised that we have reached out to the associations that have nominated the Board members previously. She noted that Dr. Aubrey Long and Mr. Tyrone Walker were previously nominated by the Daytona Regional Chamber because their former companies were members. She asked Dr. Long and Mr. Walker to let her know of any associations who could provide a nomination letter.

Ms. King advised that she is still searching for new Board members in Flagler County and explained that the Interlocal Agreement requires that CareerSource Flagler Volusia include five Board members who live and work within Flagler County. She noted that there are four Board members who meet that criteria currently. Ms. King asked the Committee for their opinion on inviting Mr. Greg Blose, the Executive Director of the newly formed Palm Coast-Flagler Regional Chamber of Commerce, to join the Board. She advised that he is currently serving on the Business Development Committee. The Committee agreed that Mr. Blose would be an asset to the Board. Ms. King discussed the nomination and approval process for new and renewing Board members.

Ms. Tanenbaum advised that included in the meeting materials was a new Board member application for Ms. Courtney Edgcomb, the President of the United Way of Volusia-Flagler Counties and an active member of the Career Pathways Committee. She advised that if Ms. Edgcomb's application is approved, she would be serving as a Community Based Organization representative. Ms. Tanenbaum asked for a motion to approve Ms. Edgcomb's Board application as presented.

6. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the new Board member application for Ms. Courtney Edgcomb.

Ms. Tanenbaum advised that our Local Elected Officials, the Volusia County Council and the Flagler County Chamber, re-designate CareerSource Flagler Volusia every two years as the local fiscal and administrative entity for workforce development programs. She informed the Committee that the application for renewal must be submitted to DEO no later than mid-April;

Ms. King will be going before the Flagler County Commission on March 15th and the Volusia County Council on March 16th for their approval.

Ms. Tanenbaum opened the floor to other business and asked Ms. King to provide a legislative update. Ms. King reported that the Speaker of the House has created a new Education and Employment (E&E) Committee that has been hearing presentations from other states on how workforce development services are structured and delivered. She discussed some of the other presentations the E&E Committee has heard. Ms. King advised that this week, the Committee heard presentations from DEO, CareerSource Florida and a representative from the Florida Workforce Development Association (FWDA) on accountability and transparency. She reported that she is bringing together a group of FWDA members to address educating the E&E Committee on role of the local workforce development boards. Ms. King suggested that the Executive Committee write a letter as members of the private sector to the Speaker of the House or the E&E Committee. The Committee concurred and agreed that the letter should be sent to local legislators as well. A suggestion was made to engage the legislators or invite them to tour the Centers. Ms. King discussed her most recent contact with the local delegates and their staff.

A question was raised on whether there was any discussion at the E&E Committee meetings around the annual performance measures. Ms. King responded that the State has recently received the data from the last two years which will be used to project future outcomes. She advised that if two measures are not met two years in a row, there could be sanctioning, technical assistance, or other remediation required. Ms. King noted that DEO is currently creating a policy to address meeting performance measures. She relayed some of the questions the E&E Committee has asked on Federal and State performance measures.

Next, Ms. King provided an update on the Centers. She reported that the three Centers were still open by appointment only and more appointment time slots have been created over the last month in conjunction with live, online sessions. Ms. King advised that the amount of job postings have increased by sixteen percent compared to this time last year. She stated that there was a virtual job fair in January and another event is planned for March. Ms. King reported that although the work search requirements are currently waived, job seeker traffic has increased sixteen percent. She advised that the work search waiver is scheduled to end next week, and DEO has not provided information on how many local individuals are receiving benefits. Ms. King stated that nationally, the labor force has been reduced significantly; many are women who remain at home with their children. She stated that reengaging this population will be a focus going forward, and CareerSource Flagler Volusia will be looking at ways to partner with the Department of Health, Early Learning Coalition, and other organizations where these individuals may be connected.

Ms. Tanenbaum advised that the last item on the agenda was a performance evaluation of the President and CEO. The Committee discussed the objectives and events of the last year, and commended Ms. King on a job well done. There being no further business to come before the meeting, it was adjourned.

Recording Secretary

d. Veteran: **No** Yes:

Branch _____

e. Educational Degrees, College or University, type of degree, include specialized training: Bachelor of Arts in Outreach Management, Stetson University; Masters in Management, Troy University

IV. What is your interest in becoming a member of the CareerSourceFV Board?

I have served on the Career Pathways Committee and have seen the value that CareerSource brings to our community and want to continue to contribute as a board member. I believe that the resources that CareerSource offers to our community directly serve the Asset-Limited, Income-Constrained, Employed (ALICE) population that United Way also seeks to serve.

V. Have you ever been a customer of Career Center Services? Yes, our company utilizes support from CareerSource for hiring and training dollars.

VI. What special experience/training or qualifications do you have that you could bring to the Board? My experience with United Way and broad knowledge of our community may be an asset to the board. United Way updates the ALICE report every other year and this resource could be a benefit to the board's ability to serve ALICE families.

VII. Other current or previous Board membership (include offices held or Committee Service): One Voice for Volusia, Flagler Cares, DeLand Breakfast Rotary, Stetson Baptist Church, Dolly Parton's Imagination Library, Career Pathways Committee

VIII. Any personal information you wish to share with the Nomination Committee: I am a mother of four boys and we enjoy spending a lot of

time outdoors. I am originally from Naples, FL and currently reside in DeLand. I'm an Ohio State fan!

IX. Conflicts of Interest (any known or potential conflicts of interest which may be applicable to membership on the CareerSourceFV Board) are as follows: If none, indicate None

X. Much of the work of the Board of Directors is accomplished by the Board's committees. Please select the Committee(s) you would like to serve on:

In order to ensure a qualified talent pool for today and tomorrow, the **Career Pathways Committee** ensures that our workforce system is sector driven and guided by continuous and accurate business intelligence.

The **Business Development Committee** focuses on an effective workforce career system by involving businesses in solutions to develop talent opportunities.

The **Finance Committee** provides oversight to ensure appropriate use of funds by investment in identified business-valued training.



Signature

Return application to: Nominations Committee
CareerSource Flagler Volusia
329 Bill France Blvd.
Daytona Beach, FL 32114

Please feel free to attach a résumé and any additional sheets as needed.

Historical Center Productivity (Opened Cases)

	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	2019 2020	*2020 2021
RESEA/UI/RA	5,604	3,485	2,763	2,043	1,138	1,859	3,996	5,811	14,376	2,609
Adult	1,416	1,172	907	1,126	858	681	635	463	491	363
Dislocated Worker	244	241	158	141	125	58	60	62	63	73
Young Adult	203	234	220	227	248	199	187	197	173	130
Welfare Transition	2,861	3,741	7,230	7,227	7,046	5,728	4,835	4,157	4,218	2,379
SNAP	*Voluntary	*Voluntary	*Voluntary	*Voluntary	150	406	438	315	5,982	8,490
Combined Total	10,328	8,873	11,278	10,764	9,565	8,931	10,151	11,005	25,303	14,044

**Totals for RESEA/UI/RA updated. Previous numbers had client duplications (RESEA and UI)

LEGEND

RA - Reemployment Assistance

SNAP - Supplemental Nutrition Assistance Program

*Voluntary - SNAP, previously FSET, was a voluntary program until January 2016

Lowest Year Total

Highest Year Total

Federal Performance Comparison

2nd quarter 2019/2020 vs 2nd quarter 2020/2021

Performance Measure	Goal 19/20	2nd Qtr	Goal 20/21	1st Qtr	2nd Qtr
AD 2nd quarter after exit	86.20	89.00	85.20	93.00	92.50
DW 2nd quarter after exit	83.20	90.50	85.20	60.00	41.20
Youth 2nd quarter after exit	76.50	87.30	79.00	84.70	82.80
WP 2nd quarter after exit	62.20	67.20	65.00	65.30	67.40
AD 4th quarter after exit	83.00	83.30	83.00	88.90	88.10
DW 4th quarter after exit	79.20	93.30	80.00	85.00	68.80
Youth 4th quarter after exit	69.20	81.50	73.00	84.10	84.60
WP 4th quarter after exit	64.40	67.20	65.00	61.40	65.90
AD Median Wage 2nd quarter	6,850	7,252	7,000	7,631	7,667
DW Median Wage 2nd quarter	6,850	6,825	6,850	5,676	6,340
*Youth Median Wage 2nd quarter	NA	NA	2,600	2,664	3,085
WP Median Wage 2nd quarter	4,850	5,110	5,000	5,386	5,501
AD Credential Rate	77.00	83.30	78.00	73.20	72.90
DW Credential Rate	74.20	60.00	70.00	60.00	66.70
Youth Credential Rate	75.50	96.60	90.00	94.70	94.90
*AD Measurable Skill Gains	NA	NA	70.00	82.30	77.4
*DW Measurable Skill Gains	NA	NA	70.00	80.60	72.2
*Youth Measurable Skill Gains	NA	NA	76.00	64.50	63.7

LEGEND

AD - Adults

DW - Dislocated Workers

WP - Wagner Peysner

(*) Data not available until first quarter 2020/2021 (July-September)

Center Traffic Trend

(number of customers assisted by phone, appointment and/or in person)

	OC	PC	DB	RA Calls	Total	
Customer flow (pre-COVID)	Dec 2019	305	137	422	NA	864
	Jan 2020	589	267	954	NA	1810
	Feb 2020	498	272	794	NA	1564
March is part Customer Flow and part RA calls (Virtual began week of 3/23/20). April was solely RA calls being tracked. May began RA Calls and In-Person tracking	Mar 2020	347	181	653	1555	2736
	Apr 2020	NA	NA	NA	7682	7682
	May 2020	90	0	89	6392	6571
	June 2020	441	166	596	6775	7978
	July 2020	361	179	536	4035	5111
	Aug 2020	296	163	458	2136	3053
	Sept 2020	310	145	467	1541	2463
	Oct 2020	272	189	473	1839	2773
	Nov 2020	208	170	456	1344	2178
	Dec 2020	294	142	512	1223	2171
	Jan 2021	301	160	633	2073	3167
Feb 2021	294	206	606	1869	2975	

LEGEND

OC - Orange City office

PC - Palm Coast office

DB - Daytona Beach office

RA - Reemployment Assistance

Lowest month

Highest month

Workforce Development Board
Statement of Revenues and Expenses
From 7/1/2020 Through 1/31/2021

	Budget	Current Year Actual	Budget Balance	Percent Expended
Total Salaries and Benefits	1,558,771	793,166	765,605	50.88%
Auditing	36,097	36,097	0	100.00%
Center Management	1,083,757	373,583	710,174	34.47%
Career Services	1,767,719	818,403	949,316	46.30%
Career Services Grants	247,296	110,927	136,369	44.86%
Youth	940,833	521,975	418,858	55.48%
Other contracted Services	84,235	14,581	69,654	17.31%
Total Contracted Service	4,159,937	1,875,566	2,284,371	45.09%
Consulting	7,000	6,622	378	94.60%
Equipment	97,000	63,623	33,377	65.59%
Equipment/Other Rental	26,000	22,803	3,197	87.70%
Facility Improvements	24,000		24,000	0.00%
Fees	5,000	552	4,448	11.04%
Legal	500		500	0.00%
Supplies	41,500	8,828	32,672	21.27%
Postage	7,000	272	6,728	3.89%
Printing / Publication Cost	2,000		2,000	0.00%
Property Insurance	32,000	20,544	11,456	64.20%
Rent	419,968	243,524	176,444	57.99%
Repairs & Maintenance	96,800	37,931	58,869	39.19%
Telephone	33,500	19,363	14,137	57.80%
Utilities	48,000	22,075	25,925	45.99%
Total Facilities and Equipment	840,268	446,137	394,131	53.09%
Hardware Support	15,322	9,741	5,581	63.57%
IT Services	2,800	2,800	0	100.00%
On-Line Workshops	600		600	0.00%
Software Services	46,670	38,209	8,461	81.87%
Software Support	41,118	33,868	7,250	82.37%
Telecommunications	77,960	32,807	45,153	42.08%
Total Technology	184,470	117,426	67,044	63.66%
Background Screening - Staff	3,000	195	2,805	6.49%
Board Expenses	7,000	625	6,375	8.93%
Business Meetings	5,000	386	4,614	7.72%
Career System Improvements	22,123		22,123	0.00%
Memberships & Subscriptions	31,000	14,440	16,560	46.58%
Officers & Directors Liability	5,600	4,582	1,018	81.82%
Staff Development	52,000	31,869	20,131	61.29%
Staff Travel	69,000	4,193	64,807	6.08%
Total Personnel Support	194,723	56,290	138,433	28.91%

Workforce Development Board
Statement of Revenues and Expenses
From 7/1/2020 Through 1/31/2021

Business Summit	150	0	150	0.00%
Career Center Outreach	25,500	22,291	3,209	87.41%
Collateral Materials	2,000	91	1,909	4.53%
Sponsorships	5,500	2,000	3,500	36.36%
Total Outreach	33,150	24,381	8,769	73.55%
Ancillary Services	142,000	15,629	126,371	11.01%
Assessments	18,500	16,295	2,205	88.08%
Background Screening - Clients	5,500	1,165	4,335	21.18%
Entrepreneurship	31,091	4,525	26,566	14.55%
GED	2,000		2,000	0.00%
Support Services	20,000	2,970	17,030	14.85%
Transportation	257,390	5,160	252,230	2.00%
Work Verification	24,000	23,419	581	97.58%
Total Client Support	500,481	69,162	431,319	13.82%
Bus. Training	434,483	142,157	292,326	32.72%
Tuition and Books	412,000	151,374	260,626	36.74%
Work Experience	200,000	170,793	29,207	85.40%
Total Training	1,046,483	464,325	582,158	44.37%
Total Expenditures	8,518,283	3,846,453	4,671,830	45.16%

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. Has taught Ice House Entrepreneur program.

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 2021. 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). Truist Grant for needs related expenses.
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	Done

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	Approved
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 3/16/2021