

**MINUTES OF THE
CAREERSOURCE FLAGLER VOLUSIA
BUSINESS DEVELOPMENT COMMITTEE
April 15, 2020**

A virtual meeting of the CareerSource Flagler Volusia Business Development Committee was called to order via Microsoft Teams, at 1:00 p.m. on the 15th day of April 2020, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Mr. Tyrone Walker Chaired the meeting and Ms. Jennifer Gosling served as the Recording Secretary. Mr. Tyrone Walker asked Ms. Gosling to call the roll.

The following members of the Business Development Committee were present:

Ms. Kelly Amy, Manager of Strategic Partnerships – Volusia County Schools
Mr. Brad Harris, Business Manager – Volusia County Economic Development
Ms. Nancy Keefer, Executive Director – Daytona Beach Regional Chamber
Dr. Tom LoBasso, President – Daytona State College
Dr. Aubrey Long, Vice President of Business and Community Development – Bethune-Cookman University
Mr. Keith Norden, President & CEO – Team Volusia
Mr. Tyrone Walker, Consultant – Primerica
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group
Mr. Michael Zaharios, Director – Innovate Daytona & Florida Virtual Entrepreneur Center

The following guests were also present:

Mr. Charlie Howell, Vice President Business Development & Technology – CareerSource Flagler Volusia
Mr. Howard Johnson, Data/EF Manager – Eckerd Connects
Ms. Robin King, President & CEO – CareerSource Flagler Volusia
Ms. Velma Lowe, Managing Director of Operations – Career Steps, Inc.
Ms. Trish McGetrick, Business Development Specialist – CareerSource Flagler Volusia
Ms. Donna Runge, Administrator – Department of Economic Opportunity
Ms. Christine Sikora, Vice President of Innovative Workforce Solutions – CareerSource Flagler Volusia
Mr. Mack Thomas, Program Manager – Eckerd Connects
Mr. Brian Willard, Program Manager – Road to Success
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

Mr. Tyrone Walker called the meeting to order and called for a motion to approve the minutes from the February 4, 2020 meeting.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Business Development Committee approved the February 4, 2020 minutes.

The next item on the agenda was a brief recap of the Alliance4 Interchange Event which held on February 14th. Mr. Charlie Howell advised that the event was comprised of the Construction, Healthcare, Manufacturing, Retail, Business and Professional Services industry sectors and was held at Daytona State College (DSC). He noted that the Hospitality group met separately in January at the Daytona Tortugas. Mr. Howell reported that at both events, Volusia and Flagler County Schools, along with DSC, conducted a Comprehensive Local Needs Assessment survey to determine if curriculum was aligned with the needs of the business community. Additionally, the groups discussed talent recruitment, training, retention, and attraction within their respective industries. He advised that there was a combined total of 130 participants between the two events and that we will be seeking more business participation for the next Alliance4 event, which will be held on August 14th.

Next, the Committee was provided an update on the Ice House Entrepreneurship Program. Mr. Howell reported that the first class of Corporate staff have graduated the program, and the second cohort was close to completion. He stated that participants are asked to write a reflection on what they learned and how it will be applied. Mr. Howell read one reflection from a participant of the first cohort to the Committee. He advised that through the COVID-19 pandemic, the entrepreneurial principles of the Ice House program have been evident in the innovation staff have shown while remotely working from home.

The next item on the agenda was to discuss how we are communicating with businesses during the COVID-19 crisis. Mr. Howell advised that Business Services Representatives (BSRs) have been working remotely since last year and are already comfortable with telecommuting. He stated that their productivity has remained unaffected by this change, and a few adjustments were made to accommodate businesses whose primary locations are currently closed.

Committee members were asked where they are getting their COVID-19 employment information. Mr. John Wanamaker advised that his office is going directly to the government website, and they are working with a law firm to decipher the Paycheck Protection Program (PPP). Mr. Michael Zaharios stated that he is verifying information before putting it on the Florida Virtual Entrepreneur Network website and linking to official websites when available. He stated that the greatest barrier was the sudden switch to a completely virtual way of communicating, and a lot of individuals do not know where to go for help or how to reach someone for answers. Mr. Howell shared that at a recent meeting he attended, it was recommended to go straight to the Center for Disease Control, World Health Organization, and other government agencies.

Ms. Nancy Keefer advised that the Daytona Beach Regional Chamber is maintaining a COVID-19 page for businesses with links to resources and partners. She stated that the Chamber has been using webinars and other virtual platforms to disseminate information to businesses and thanked Ms. Robin King for spending time with their group to discuss employment issues and Reemployment Assistance. Ms. Keefer stated they also are maintaining a list of businesses who fill out a form explaining what the status of their business is during the crisis. She advised that hospitality businesses are featured at the top of the list since they have been most impacted by COVID-19.

Dr. LoBasso advised that DSC is maintaining a page with updates and links, as well as sending out regular communications to staff and students. He stated that they are promoting the website's chat function and reported that students are adapting well to the changes. Dr. LoBasso advised that most classes have moved online; however, some of the trade programs require hands-on training. He advised DSC is waiting for guidance and anticipates these classes will be split into smaller groups and will reconvene in May or June.

Mr. Keith Norden reported that Team Volusia's COVID-19 page also offers pertinent information for businesses. He stated that Volusia County was preparing to announce a page linking all sixteen cities, the Chambers, and economic development organizations. Mr. Norden advised that Volusia County Economic Development and the CEO Business Alliance provided financial support for this project, and the purpose of the page was not intended to take the place of their partners' efforts, but to be one more resource for the community.

Mr. Howell discussed the Short Time Compensation Program. He stated that the program has existed for a while, but it has seen a rise in popularity recently as more businesses are looking for assistance. Mr. Howell advised that the program was designed to help businesses retain their employees in times of temporary slowdowns by encouraging work sharing as an alternative to layoffs. He explained that the program includes provisions for prorated Reemployment Assistance benefits for employees whose hours and earnings are reduced. Mr. Howell advised that businesses go through the Reemployment Assistance Connect system to create their Short Time Compensation plan. He provided a brief overview of the program's requirements. Mr. Howell stated that if anyone would like more information on the program, it can be found on www.floridajobs.org.

Mr. Howell asked how we can support businesses that are facing layoffs. He advised that we offer the Reemployment and Emergency Assistance Coordination Team

(REACT) program which provides information on Reemployment Assistance, reverse job fairs, and resume and interviewing help. Mr. Howell asked the Committee if there was any other way to offer support. Ms. Keefer recommended submitting a Community Voice in the newspaper to reach a larger audience. Mr. Howell thanked Ms. Keefer for her suggestion and advised that Ms. King has been speaking on several radio shows and local groups lately.

Next, Mr. Howell discussed the virtual flyers. He stated that since we are providing our services remotely, we needed a way to give businesses and job seekers the same information virtually as we would face-to-face. Mr. Howell provided the Committee with a guided tour of the virtual platform. He encouraged the members to go to www.careersourcefv.com/businessoverview and let him or Ms. King know if this information will be valuable to businesses. Mr. Walker stated that the information looked very comprehensive and congratulated staff on their outstanding work. A question was raised on whether the website was live now. Mr. Howell responded that it is.

The next item on the agenda was an update to the Strategic Imperatives. Mr. Howell advised that in January, a workshop for the Board and Committees was held to review and revise the Strategic Imperatives. He went through the imperatives and highlighted recent changes and additions. Mr. Howell reminded the Committee that at the last meeting, the members selected the Healthcare industry for a “deep dive” and this task has been added to the Strategic Imperatives. He advised that there were a couple of tasks added in response to the COVID-19 pandemic which included helping businesses with onboarding and training new employees and telecommuting.

Mr. Howell stated that our organization has never done full-scale telecommuting before, and we now have all staff working remotely except for a few managers who are handling essential business functions. Mr. Howell stated that one benefit to telecommuting is that we have been able to interact with customers who did not have the ability to reach us before.

He advised that there was the potential of disaster grant funding that may become available as part of the government’s response to COVID-19. Mr. Howell stated that we are looking at how disaster funding could be used to expand our capacity to serve more customers.

Mr. Walker advised that the last item on the agenda was a look at a new Apprenticeship Initiative. He asked Ms. Trish McGetrick to provide a report. Ms. McGetrick reported that starting last November, the BSR team and several other members of staff have been attending a webinar series to learn the components of apprenticeships and how to work

with the Florida Department of Education to develop new apprenticeship programs for area businesses. She advised that staff have identified DeVita Labs, a local business that is interested in creating an apprenticeship program for Medical Technologists. Ms. McGetrick stated that the company understands that this is a new initiative for us, and they are willing to work with us as we build out the program. She advised that there are existing Medical Technologist apprenticeships that we can use as a set of standards and then tailor to DeVita Labs to meet their specific needs. Ms. McGetrick stated that once that is completed, we will partner with area educators to provide the technical instruction. She stated that the overarching goal is to have the framework and process in place so that this program can be expanded and tailored to meet the needs of other companies. The Committee thanked Ms. McGetrick for her report.

With no other business to be heard, the meeting was adjourned.

Recording Secretary