

**MINUTES OF THE MEETING  
OF  
CAREERSOURCE FLAGLER VOLUSIA**

**MARCH 27, 2020**

A Meeting of the Board of Directors of CareerSource Flagler Volusia was called to order at 9:00 a.m., on the 27th day of March 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 Virtual Teams:

Ms. Mary Jo Allen, Vice President - Post Acute Care – Halifax Health  
Ms. Nancy Bradley, Administrator – Daytona College, LLC  
Ms. Denise Breneman, County Director – Special Olympics Florida  
Ms. Katrina Friel, Economic Development Manager – Flagler County Department of Economic Opportunity  
The Honorable Barbara Girtman, Councilwoman – Volusia County Council  
Dr. Tom LoBasso, President – Daytona State College  
Dr. Aubrey Long, Vice President – Bethune-Cookman University  
Mr. Matthew Nelson, Business Manager – IBEW #756  
The Honorable Donald O'Brien, Commissioner – Flagler County Commission  
Mr. Bret Schmitz, President – Hudson Technologies  
Dr. Kent Sharples, President – CEO Business Alliance  
Ms. Cheryl Tanenbaum, SVP & CFO – Intracoastal Bank  
Mr. Carlos Valderrama, Manager – Valderrama Partners, LLC  
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 also present:

Ms. Robin King, President & CEO – CareerSource Flagler Volusia  
Ms. Ann Lesizza, Chief Administrative Officer – CareerSource Flagler Volusia  
Mr. Charles Howell, Vice President-Business Development & Technology – CareerSource Flagler Volusia  
Ms. Christine Sikora, Vice President-Innovative Workforce Solutions - CareerSource Flagler Volusia  
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

The following guests were present via Microsoft Virtual Teams:

Mr. Daniel Harper, Senior Management Analyst / Supervisor – Florida Department of Economic Opportunity

Mr. Brad Harris, Business Manager – Volusia County Economic Development

Ms. Jennifer Campbell, Chief Financial Officer – CareerSource Flagler Volusia

Mr. Howard Johnson, Data/EFM Manager – Eckerd Connects

Mr. Brian Willard, Program Manager – Road To Success, Flagler County Schools

Ms. Jenn Hale, Program & Monitoring Manager – CareerSource Flagler Volusia

Ms. Donna Runge, Administrator – Department of Economic Opportunity

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

Next, Ms. Tanenbaum stated Mr. Daniel Harper with the Florida Department of Economic Opportunity (DEO) would give a presentation of our annual performance. Mr. Harper addressed the Board members and provided an overview of Florida's workforce system, as well as the roles and responsibilities of the Board and the Chief Elected Officials. He explained the process of establishing the performance measures and reviewed CareerSource Flagler Volusia's performance. Mr. Harper advised that we met or exceeded all but one of the measures. He explained that the one measure not met was credential attainment for dislocated workers.

Mr. Harper stated that in 2018, the United States Department of Labor (USDOL) performed a comprehensive compliance review for two Florida local workforce development boards. He advised that findings revealed that the State needed to do enhanced monitoring in several areas and that a copy of the full report and DEO's corrective action plan can be found on their website at [www.floridajobs.org](http://www.floridajobs.org) under the local workforce development section.

Next, Mr. Harper reviewed the State monitoring. He reported that there were eleven findings for the 2018-2019 Program Year (PY): four for the Welfare Transition Program; four for the Wagner-Peyser program; two for the Supplemental Nutrition Assistance Program (SNAP); one finding for the Workforce Innovation and Opportunity Act (WIOA) adult, dislocated worker, and youth programs; and none for the Trade Adjustment Assistance (TAA) program. Mr. Harper advised that the financial monitoring had no findings or technical assistance, and only one observance; the subrecipients audit was not submitted by the March 31, 2019 deadline. He stated that we received just under \$6.9 million in our total budget last year, and ninety-four percent of our funding was spent on direct client services.

Lastly, Mr. Harper discussed apprenticeships, which is a “learn while you earn” model that combines work-based learning with classroom instruction. He stated that individuals who complete their apprenticeship programs earn \$300,000 more over their lifetime than individuals who do not. Mr. Harper provided National and State statistics for apprenticeships. He advised that Florida had over twelve thousand apprenticeships last year; 5,200 were new, and 1,500 graduated. Mr. Harper stated that there are 221 active, registered apprenticeship programs in the State with twenty-two of those being added last year.

Ms. Tanenbaum advised that the next item on the agenda was a review of the Strategic Imperatives. She asked Ms. King to provide an update. Ms. King advised that based on the report from the January Planning Meeting and the two subsequent Committee meetings, she would present the summary of the imperatives along with their associated actions for 2020. She noted one task was recently added in response to the current COVID-19 virus pandemic which included actions assigned to staff. Ms. King stated that this would be updated frequently as the situation changes.

Ms. King briefly discussed the current focus under each imperative. She highlighted the “On-boarding for Businesses” action that was recently added to the Enhanced Talent Pipeline imperative. She explained that staff are researching how to replicate the Walgreens model to assist businesses that may not have the time or capacity to on-board their new employees in a virtual manner during the COVID-19 health crisis.

For the Effective Service Delivery imperative, Ms. King advised that telecommuting was added under the “Innovation through Technology” action. She stated that another focus this year will be industry and occupational forecasting and current labor market information will be needed. Ms. King reported that at the January Planning Meeting, the Business Development Committee selected the Healthcare Industry for a “deep dive” to look into the alignment of education and occupational needs.

Ms. King advised that we are currently in the process of procuring our Career Center Operator and providers of Career Services and Youth Services. She discussed the imperatives further and highlighted that under the last imperative for Appropriate Use of Funds, the budget for 2020-2021 PY is listed and is due back by mid-June to present to the local elected officials for approval.

Ms. Tanenbaum thanked Ms. King for her report and reminded the Board that the list of imperatives was a living document, as evidenced by the recent inclusion of a new objective based upon the current situation with COVID-19. She stated that she expected tasks to be added and completed throughout the coming year.

Next, the Board heard the Chair’s comments. Ms. Tanenbaum reported that yesterday, an Emergency Executive Committee meeting was held to discuss staff’s response to the COVID-19 virus and the precautions we are taking to ensure services are delivered

to customers while protecting the health of our staff and customers. She advised that on Monday, we began providing our services remotely, which follows what most local workforce boards and American Job Centers are doing around the country. Ms. Tanenbaum reported that telecommuting protocols have been put in place for staff which were modeled after what the State requires for their employees. She stated that yesterday, the Executive Committee approved the Telecommuting Policy and Agreement.

Ms. Tanenbaum advised that our main focus right now is to avoid any disruption in services, and that the recent crisis will affect both what we do, and how we do it. She explained that in order to meet the increasing needs of our community, we will need to be flexible in our approach and leverage technology to its fullest. However, Ms. Tanenbaum noted that the innovative solutions employed now could improve our ability to serve customers in rural locations and those with disabilities who may benefit from remote accessibility. She asked the Board to send any suggestions and innovative ideas to Ms. King.

The next item on the agenda was a report on the State Board meeting which took place in February. Ms. Tanenbaum advised that Mr. John Wanamaker, Ms. Nancy Bradley, and Ms. King attended. She called upon Mr. John Wanamaker to report what he heard at the Chair's Alliance and Strategic Policy Council.

Mr. Wanamaker reported that the Chair's Alliance discussed giving a report at the Board meetings like they used to do and providing additional training for new Board members. He noted that there were only five chairs in attendance, and the group talked about getting at least one past or current chair from each region to participate so there could be more sharing of best practices. Mr. Wanamaker stated that it was a nice experience being in the Historical Senate Building and seeing many different people involved in the workforce system. He reported that the Secretary of Corrections discussed some of their programs and how they want to reengage with the local workforce boards.

Ms. Tanenbaum thanked Mr. Wanamaker for his report and asked Ms. Bradley to share her experience. Ms. Bradley remarked that attending the Board meeting in the heart of Tallahassee was a great opportunity. She reported that the State Board meeting covered a number of topics including the Strategic Initiatives and the WIOA Unified Plan. Ms. Bradley advised that other interesting presentations included a panel discussion lead by several of the Board Chairs who discussed developing champions in Board governance and leadership. She reported that the Board reviewed information on the Career and Professional Education (CAPE) certifications and changes to the list, which was very aligned with the work we are doing through our Career Pathways Committee. Ms. Bradley stated that the highlight of the event was hearing Ms. King's presentation.

Ms. Tanenbaum thanked Ms. Bradley for her comments and called on Ms. King to report what she learned from the State Board meeting. Ms. King thanked Ms. Bradley

for her kind words and stated that her presentation was done through her role as the Volunteer President for the Florida Workforce Development Association (FWDA), which allows her to share best practices and information from the local workforce boards across the State. She reported that her greatest takeaway from the State Board meetings was how we can better support Career and Technical Education (CTE) and that this continues to be an important topic. Ms. King advised that yesterday, she received a request from Volusia County Schools to help them keep some of their certifications on the CAPE list so they can continue to provide for our young adults.

She stated that the presentation at the State Board meeting Mr. Wanamaker mentioned was called the Florida Leaders Policy Forum. Ms. King advised that she had an opportunity to speak with Secretary of Corrections, Mr. Mark Inch. She noted that his presentation was a call to action to help inmates before they are released so there is a better chance of success when they reenter the community. Ms. King stated that we will be looking into how we can serve and better equip inmates at the Tomoka Correction Facility to prepare them for reentry, especially since ninety-five percent will remain in our community upon release.

Ms. King informed the Board that the next State meetings will be held in early June at Saw Grass in Ponte Vedra. She invited the Board members to attend and advised that it is a good opportunity to see how we are aligned with the State's objectives.

Ms. Tanenbaum advised that the next item on the agenda was the Executive Committee Report for the February 11<sup>th</sup> and March 26<sup>th</sup> meetings. She asked Ms. King to provide a summary of the actions taken. Ms. King reported that at the February 11<sup>th</sup> meeting, the Executive Committee approved the Four-Year Plan, which was approved by both Counties and submitted to the State by the March 16<sup>th</sup> deadline. She advised that the bank resolutions listing the new officers and a new Board member application for Ms. Katrina Friel, who is the new Economic Development Manager in Flagler County, were also approved at the meeting.

Ms. King reported that at the Emergency Executive Committee meeting held on March 26<sup>th</sup>, the Telecommuting Policy and Agreement were approved. She advised that the Committee agreed to extend the contracts for the Career Center Operator and Career Services through September to allow us to deal with the current health crisis. Ms. King stated that another Board member application was approved for Ms. Helga van Eckert in her new role as the Volusia County Economic Development Director. She advised that the aforementioned actions required ratification from the Board.

Ms. Tanenbaum requested a motion to ratify the actions of the Executive Committee.

2. After review, upon motion duly made, seconded and unanimously carried, the Board ratified the actions of the Executive Committee at the February 11<sup>th</sup> and March 26, 2020 meetings.

Ms. Tanenbaum stated that the next item on the agenda was the Board comments. She advised that Ms. Barbara Girtman asked to speak about the ad hoc committee she is Chairing for the Youth Employment Program. Ms. Girtman stated that the program was slated to start in June, and that her initial request was to ask for more Board support. However, the current health crisis has presented a few additional challenges. She asked what could be anticipated now that schools are closed, and the hospitality industry has been adversely affected.

Ms. King recommended bringing the Committee together to look at the situation. She advised that if the program cannot begin this year, we can start planning it for next year. Ms. King noted that this program is not specific to only summer, and it could be replicated for the holiday season or spring break. Ms. Girtman asked if there were any Board members who would be interested in participating on the Committee. Dr. Aubrey Long stated that he would participate. Ms. Girtman suggested we reach out to the Chambers for possible participants. Ms. King concurred and advised that if there are any other Board members interested in participating, to let her know.

Ms. Tanenbaum asked Dr. Tom LoBasso to discuss the efforts of Daytona State College (DSC) to move classes online during the COVID-19 outbreak. Dr. LoBasso reported that DSC has been ranked as a top-tier college for online learning, and he was able to see this first firsthand when they converted thousands of classes to an online platform. He stated that the transition was made quickly and so far, the feedback has been very positive. Dr. LoBasso advised that they worked with their bookstore partners to offer free shipping to students.

Dr. LoBasso advised that one identified need is some students do not have reliable devices. DSC is loaning out laptops to students in need, but he expects those may run out. DSC is currently looking into purchasing more. He advised that there are some courses that cannot move to an online platform, such as vocational training like HVAC, machining, and welding. Dr. LoBasso reported that these programs are doing as much as they can remotely, but there will need to be some hands-on work scheduled at a later date. Dr. LoBasso stated that the Law Enforcement Academy is also regulated by the Florida Department of Law Enforcement and cannot be provided online. He advised that a decision was made to remain mostly online through the summer. Additionally, Dr. LoBasso stated that DSC staff are working remotely. He noted that the school found that they had some surgical and N95 masks, which were donated to Halifax Hospital.

Ms. Tanenbaum thanked Dr. LoBasso for his report. She asked if there were any comments from the Board. Mr. Brad Harris asked Ms. King for information about the Short-Time Compensation Program the State is offering as a diversion to layoffs for businesses affected by COVID-19. Ms. King replied that the program goes through DEO, so we have not seen anything directly. She explained that we are just a conduit to provide information to businesses and are not able to do the applications for them. Ms. King advised that we are getting information to our Business Services team as it

becomes available so they can share it with our business customers. Ms. King stated that we will receive staff training next week on the specifics of the program. Mr. Harris asked Ms. King to share that information when it is received. Ms. King agreed to pass along the information.

Mr. Wanamaker discussed the Small Business Administration (SBA) program that is coming out in response to COVID-19. He advised that his company is receiving calls from many businesses who are having difficulty affording their rent. Mr. Wanamaker stated the new SBA program will allow businesses to borrow 2.5 times their average cost of payroll for January and February, and if the businesses use the funds to cover payroll, rent, and utilities, the loan will be forgiven and not subject to taxation. Mr. Wanamaker stated that if there are any businesses that have questions, to let him know. He advised that his company is having trouble finding banks that are approved by the SBA that can help expedite the loans.

Ms. King asked Mr. Wanamaker if he has been in touch with the Small Business Development Center (SBDC) that is overseeing the Bridge Loan Committee. Mr. Wanamaker responded that he has not. Ms. King advised that they may be able to help with locating SBA-approved banks and stated that she would send their contact information to him. A question was raised if the SBA program was different from the Bridge Loan. Mr. Wanamaker confirmed that it is different. He stated that the SBA program is included in the 2.2 trillion-dollar stimulus package from the federal government. Mr. Wanamaker asked if he could send Ms. King more information on the program to give to the Board. Ms. King replied that he may.

Ms. Tanenbaum advised that the next item on the agenda were some recent highlights from staff. Mr. Charlie Howell reported on the bi-annual Alliance4 Interchange Event held at DSC on February 14<sup>th</sup> for the Manufacturing, Retail, Construction, Healthcare, and Business and Professional industries. He advised that the Hospitality industry met separately in January at the Daytona Tortugas. Mr. Howell stated that at both events, Volusia and Flagler County Schools, along with DSC, conducted a Comprehensive Local Needs Assessment to determine the value of industry curriculum among the businesses. Additionally, he advised that talent recruitment, development, and retention strategies were discussed among the 130 attendees.

Mr. Howell stated the next Alliance4 Event will be held on August 14<sup>th</sup> at DSC, and we will be seeking more business participation. He advised that based on the January Planning meeting and the Business Development Committee meeting last month, we will be taking an in-depth look at the Healthcare industry with specific attention to the alignment of education to the needs of the industry at the next Interchange event.

Mr. Howell provided an update on the IceHouse Entrepreneurial Mindset program. He advised that in October 2019, there were twenty-seven individuals trained as program facilitators, including two participants from other CareerSource regions. Mr. Howell stated that the gig economy has been an ongoing discussion locally; through

entrepreneurial training, we are able to engage gig workers in our area. He advised that we are also training our own staff to think with an entrepreneurial mindset. Mr. Howell reported that six staff have graduated the program and the next class is currently halfway through the program. He asked the participants of the first class to write a reflection on the course and how it will affect their work going forward. Mr. Howell read one of the reflections to the Board. He advised that two of the takeaways from the course is that an entrepreneur sees life as a series of experiments and that problems are opportunities. Mr. Howell stated that these lessons are evident in the way our team has responded to the current crisis we are facing; the actions and ideas staff have taken in the last few weeks have been very entrepreneurial.

Ms. Tanenbaum advised that the last item on the agenda was the President's comments. Ms. King acknowledged two Board members that were recently in the news. She advised that Ms. Girtman recently received the Evelyn Durant Robinson Humanitarian Award for exemplary leadership and devoted service to the community which was presented by Everybody is Somebody, Inc. and the Orange City African American Heritage Festival Committee.

Ms. King also acknowledged Mr. Wanamaker, who was named as the top office sales leasing agent last year for the Coldwell Banker Commercial National Network of more than three thousand agents, and the story mentioned that he did more than twenty-five million dollars in office sales and leasing transactions. She congratulated Ms. Girtman and Mr. Wanamaker on their achievements.

Ms. King reported that we are using our social media to push information out to the communities, especially job openings and services available to businesses which included the SBA program and bridge loans. She advised that she is serving on the local committee overseeing the review of bridge loan applications for our region. Ms. King stated that she would appreciate any sharing of our social media content which will increase our community reach. She noted that we are in constant communication with DEO during this crisis, and we are keeping up to date on Executive Orders and other information coming down from the State and federal levels. Ms. King reported that DEO has submitted a proposal for a national emergency grant, and we will be a part of that, if approved. Ms. King explained the grant would provide us with additional staff and training. She announced that we were invited to submit a grant proposal to Truist for economic mobility, and we are in the process of researching the grant now.

Ms. King stated that COVID-19 has created a major shift in our service delivery, and with the new procedures implemented recently, we will be better with technology as a result. She explained that we will not go back to business as usual when this crisis is over; staff who were reluctant to use the technology we have are now embracing it. Ms. King advised that we will continue to monitor the situation and will pivot as needed to meet the needs of the community.

Ms. Tanenbaum thanked Ms. King for her comments. She called the Board's attention

to some informational items in the agenda packet which included Performance and Financial updates as well as a copy of the Strategic Imperatives Ms. King had discussed. Ms. Tanenbaum asked if there were any questions on these items or any other questions from the Board. With none being heard, she asked if there were any comments from the public. No comments were made.

Ms. Tanenbaum provided her final comments and encouraged the Board to continue championing the services we offer to our local businesses during this challenging time.

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

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Recording Secretary