

MINUTES OF THE MEETING
OF
CAREERSOURCE FLAGLER VOLUSIA

MAY 29, 2020

A Meeting of the Board of Directors of CareerSource Flagler Volusia was called to order at 9:00 a.m., on the 29th day of May 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. Ann Lesizza served as Recording Secretary. At the Chair's request, the Recording Secretary called the roll and noted each person present.

The following members were present via Microsoft Teams:

Ms. Mary Jo Allen, Vice President – Executive Director – Halifax Health
Ms. Nancy Bradley, Administrator – Daytona College, LLC
Ms. Denise Breneman, County Director – Special Olympics Florida
The Honorable Barbara Girtman, Councilwoman – Volusia County Council
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
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

The following members were present via Conference Call:

Dr. Tom LoBasso, President – Daytona State College
Dr. Aubrey Long, Vice President – Bethune-Cookman University
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group

The following guests were 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

The following guests were present via Microsoft Teams:

Mr. Jason Morgan, President – SCORE Volusia/Flagler Chapter
Mr. Howard Johnson, Data/EFM Manager – Eckerd Connects
Mr. Brian Willard, Program Manager – Road To Success, Flagler County Schools
Ms. Donna Runge, Administrator – Department of Economic Opportunity
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia
Ms. Jennifer Campbell, Chief Financial Officer – CareerSource Flagler Volusia
Ms. Velma Lowe, Managing Director of Operations – Career Steps, Inc.
Ms. Kathy Spencer, Director of Business and Career Services–Case Management, Inc.
Mr. Tim Foster, Vice President – ResCare Workforce Services
Mr. Remie Beaulieu, Senior Network & Systems Engineer–CareerSource Flagler Volusia
Mr. Mack Thomas, Program Manager – Eckerd Connects

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 stated that the members received the Amended Agenda on Wednesday, May 27, 2020 which included a request for Board approval of the Regional Targeted Occupations List (RTOL). She called on Ms. Christine Sikora to discuss the RTOL. Ms. Sikora addressed the meeting and stated that all training which is sponsored and paid for by CareerSource Flagler Volusia is required to be on our Regional Demand Occupation List. She explained that the state creates a statewide list, breaks it down to each local workforce board from their labor market data; which is based on historical data. To create our RTOL, we take the state's list and add our own supplemental data. Similar to our training provider list, we can add to the RTOL throughout the year as additional occupations are identified as being in demand. As that occurs, recommended adjustments will be brought to the Board for review and approval.

Ms. Tanenbaum called for a motion to approve the Regional Targeted Occupations List as presented.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Board approved the Regional Targeted Occupations List as presented.

Next, Ms. Tanenbaum introduced the guest speaker, Mr. Jason Morgan. She reported that Mr. Morgan is the President of the Volusia/Flagler Chapter of SCORE. Ms. Tanenbaum provided a brief biographical background about Mr. Morgan and how he came to Volusia County. Mr. Morgan is a financial advisor and has been managing the Edward Jones office in Ormond Beach for the past four years. He is a volunteer and certified mentor with SCORE offering guidance for start-ups and new small business owners.

Mr. Morgan provided a slide presentation and explained to the Board members that SCORE is a volunteer entity founded in 1964 and technically an extension of the Small Business Administration (SBA). Some of their funding comes from the SBA and their function is basically to support small businesses in the community through mentoring and education. He briefly explained the mentoring program and how there are volunteers from all types of business backgrounds. Mr. Morgan discussed how a unique effect from the Coronavirus has forced remote mentoring off site, which opens mentoring from their entire network across the country. SCORE holds regular workshops, usually held weekly at Daytona State campus, on various types of business topics. Mr. Morgan stated that they are always looking for volunteers. He expressed the fact that volunteers don't necessarily need to be or have been business owners.

Next, Ms. Tanenbaum provided her report from the April 30, 2020 Executive and Finance Committee meeting. She reported that the meeting began with an update from Mr. Julian Lopez, Vice President from Merrell Lynch, regarding our Corporate Investment Account and the strategies being implemented during the current bear market. Ms. Tanenbaum stated that Ms. Robin King had provided the meeting with a COVID-19 operations update. She advised that the Career Pathways Committee presented their recommendation to approve the Young Adult Services proposals received in response to our Request for Proposals from our current young adult providers along with a new proposal from the Daytona Beach Housing Authority. The Executive Committee approved the proposals. In addition, the RFP requested proposals for innovative programs valued under \$25,000. Ms. Tanenbaum reported that two proposals were received; one from the Flagler Education Foundation and another from the Daytona Beach Regional Chamber of Commerce. The Executive Committee approved the proposal from the Daytona Beach Regional Chamber of Commerce for a workforce attraction program. Ms. Tanenbaum requested the Board ratify the actions of the Executive Committee.

3. After discussion, upon motion duly made, seconded and unanimously carried the Board of Directors ratified the actions of the Executive Committee.

Ms. Tanenbaum reported that the Executive Finance Committees reviewed the proposed 2020-2021 preliminary budget and recommended that the preliminary budget, as presented be forwarded to the Board for approval. She reported that the budget was included in the Agenda package. Ms. Tanenbaum explained that the budget is preliminary since the State Board has not met to approve the funding allocations. She stated that the Committee is recommending approval, subject to change based on final allocations. Ms. Tanenbaum stated that the Committee anticipates providing a better budget for review and approval at the August Board meeting.

4. After discussion, upon motion duly made, seconded and unanimously carried, the preliminary 2020-2021 budget was approved, as presented, subject to changes based on final allocations.

Next, Ms. Robin King presented the Board Member Terms. She explained that the Agenda package contained a spreadsheet listing the term limits for all of the Board members and that several members were up for renewal this year. Ms. King reported that we will be going before the Counties in June to have our budget and Board renewals approved. She stated that there was a new Board member application from Mr. Arthur Leoffler. Mr. Leoffler is with American Radionic, Inc. in Flagler County and a copy of his application had been included in the Agenda package for consideration.

Ms. Tanenbaum requested a motion to add Mr. Arthur Leoffler as a member of the Board of Directors.

5. After discussion, upon motion duly made, seconded and unanimously carried, Mr. Arthur Leoffler was approved as a member of the Board of Directors.

The next item on the Agenda was the Chair's Comments. Ms. Tanenbaum reported that the Executive Committee reviewed the draft Grantee Subgrantee Agreement between the Florida Department of Economic Opportunity and CareerSource Flagler Volusia. CareerSource Flagler Volusia provides services under the guidance of two documents. One is the Interlocal Agreement between CareerSource Flagler Volusia and Flagler and Volusia Counties. The other is the Grantee-Subgrantee Agreement with DEO. She explained that while this has been an annual agreement in the past, the last time we signed this agreement was October 2012. At that time, it was signed by Rick Fraser, we were still Center for Business Excellence and John Wanamaker was the Board Chair.

Ms. Tanenbaum stated that DEO had a 30-day comment period and posted comments and questions received from around the state on their website. She reported that on Tuesday, May 27th we received the final agreement. Copies were also forwarded to Volusia County Council Chairman, Ed Kelly and Flagler County Commission Chairman David Sullivan. Ms. Tanenbaum continued to state that DEO adjusted several items, based on our comments and questions, and the agreement is clearly a message to board members that we must be well-informed of our responsibilities and transparent in our actions. She stated that she requested Ms. King provide the Executive Committee with a full report at our next meeting of all changes we need to implement and monitor. Conversations continue to be held with the DEO on implementation and how some responsibilities will be phased in, including board member training with our local elected officials. A full report will be provided to the Board at our August meeting.

Ms. Tanenbaum next commented on some of the numbers regarding our operation during COVID-19. According to the DEO dashboard, 33,293 people in Volusia and 6,275 in Flagler have filed a claim for unemployment. Those numbers raise our unemployment rate to over 13%; higher than the record unemployment rate of 12.8% in January of 2010. During the past 66 days our front-line team have talked to 15,933 people regarding their reemployment applications. Additionally, staff have been providing pin resets and performing data entry of paper applications for reemployment benefits. On Saturday, May 30th all the waivers for work registration and work search requirements will end. Beginning, Monday, June 1st, our teams will focus serving the 40,000 unemployed individuals in Volusia and Flagler to meet the requirements necessary to continue to receive their benefits while helping them find their next job.

Ms. Tanenbaum stated that creative innovation is not a luxury, it is a necessity to serve our community and called on Ms. Christine Sikora and Mr. Charlie Howell to share with the Board some of the innovations the staff have deployed over the last 66 days.

Ms. Christine Sikora addressed the Board members and reported how CareerSourceFV staff have continued to provide services virtually to our customers. She stated that while reemployment assistance has dominated the conversation, we continue to provide all the services that have been provided for years. The two current young adult providers, both Eckerd Connects and Road to Success have moved from in-person classes to virtual classes. Road to Success provided iPads and MacBooks to all the youth customers who did not have home computers. All GED classes and employment workshops continue to take place using ZOOM, Eckerd has been using Nearpod to provide classroom assignments to their young adults and GED, through Daytona State College and Flagler Technical Institute, will be resuming GED exams. Ms. Sikora discussed paid work experience and stated that many youth, since they are employed in entry-level positions, have been able to maintain their jobs. The youth program

providers have furnished youth with the Personal Protection Equipment needed to continue to work.

Next, Mr. Charlie Howell reported on how his team has implemented virtual connections. He explained that in the beginning 100% of staff were working from home and in order to accomplish that the staff members who did not have a laptop, were assigned a laptop with a camera and headphones to enable them to provide case management from home. He discussed software being used to assist with remote working. Next, he stated that several staff members have been moved back into the Centers to assist customers, by appointment, with issues filing their reemployment assistance claims. In order to organize this service, a new booking calendar software was implemented. Mr. Howell reported that some of the new virtual products are working well and we will continue to use them to reach people who would not normally be able to reach us at the Centers.

Ms. Tanenbaum called for Board member comments, none being made, she stated that she wanted to thank the entire staff because she is aware of all the issues that they have been dealing with while assisting customers.

Next, Ms. Robin King provided the President's & CEO comments. Ms. King addressed the Board members and reported that we received the National Disaster Recovery Dislocated Worker grant of \$337,000. We will be employing dislocated workers as temporary workers in humanitarian efforts in our community. Ms. King stated that we are having conversations with United Way, the Health Departments and several local not-for-profits including the Council on Aging and the Boys and Girls Club. With the funds we have received we anticipate hiring approximately 30 individuals to work in the community in a variety of capacities, including our Career Centers with data entry and sanitizing. This plan is in line with a request from the State to employ individuals who have lost their employment due to the pandemic.

Ms. King provided a summary of what is going on at the Centers and the amount of calls that are being handled. She explained how frustrated and desperate individuals are calling and how staff, who have taken on these calls in addition to their normal responsibilities, are being impacted.

Ms. Tanenbaum announced that included in the Agenda package were several informational items which included performance and financial updates as well as the strategic imperatives. She called for questions from the Board members regarding these items. No questions were presented. Ms. Tanenbaum advised that questions could be addressed to the staff.

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Ms. Tanenbaum called for comments from the public. None were noted.

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

Recording Secretary