

MINUTES OF THE MEETING
OF
CAREERSOURCE FLAGLER VOLUSIA

AUGUST 21, 2020

A Meeting of the Board of Directors of CareerSource Flagler Volusia was called to order at 9:00 a.m., on the 21st day of August 2020 at the Administrative office of the organization, located at 329 Bill France Blvd., City of Daytona Beach, in the State of Florida, pursuant to written notice fixing said time and place; the same being filed and attached to these minutes.

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

The following members were present via Microsoft Teams:

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

The following guests were present:

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

The following guests were present via Microsoft Teams:

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

Ms. Velma Lowe, Managing Director of Operations – Career Steps Inc.

Ms. Donna Runge, Administrator – Department of Economic Opportunity

Ms. Christine Sikora, Vice President-Innovative Workforce Solutions - CareerSource
Flagler Volusia

Ms. Kathy Spencer, Director of Business & Career Services – Case Management, Inc.

Ms. Jenny Stumbras, Business & Community Development Manager – Career Steps,
Inc.

Mr. Brian Willard, Program Manager – Road to Success

Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Recording Secretary