

**MINUTES OF THE
CAREERSOURCE FLAGLER VOLUSIA
CAREER PATHWAYS COMMITTEE
April 22, 2021**

A meeting of the CareerSource Flagler Volusia Career Pathways Committee was called to order via Microsoft Teams, at 9:00 a.m. on the 22nd day of April 2021, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Ms. Denise Breneman Chaired the meeting and Ms. Jennifer Gosling served as the Recording Secretary. Ms. Breneman called for introductions and the recording secretary noted those present.

The following members of the Career Pathways Committee were present:

Ms. Nancy Bradley, Administrator – Daytona College, LLC
Ms. Denise Breneman, Development Manager, NE Region – Special Olympics Florida
Ms. Courtney Edgcomb, President – United Way Volusia-Flagler Counties
Ms. Kim Houghton, Supervisor – Vocational Rehabilitation
Ms. D.J. Lebo, Executive Director – Early Learning Coalition of Flagler and Volusia
Mr. Arthur Loeffler, CFO – Dynamic Engineering Innovations. Inc.
Ms. Bonnie Madden, Regional Director of Orthopedics and Sports Medicine/Operations
Director Specialty Practices – AdventHealth Medical Group East Florida
Ms. Cheryl Tanenbaum, Senior Vice President /CFO – Intracoastal Bank
Mr. Chris Wimsatt, Vice President of Business Recruitment – Team Volusia

The following guests were also present:

Ms. Selina Ahmadzadeh, Business & Career Services Manager – Case Management, Inc.
Ms. Judy Brown, Innovation and Processes Manager – Career Steps, Inc.
Ms. Kathleen Danclair, Career Services Advocate Manager – Case Management, Inc.
Ms. Jenn Hale, Program and Monitoring Manager – CareerSource Flagler Volusia
Mr. Charlie Howell, Vice President of Business Development and Technology – CareerSource Flagler Volusia
Ms. Yolanda Jackson, Lead Career Coach – Eckerd Connects
Ms. Robin King, President & CEO – CareerSource Flagler Volusia
Ms. Velma Lowe, Managing Director of Operations – Career Steps, Inc.
Mr. Chris McDermott, CTE Coordinator – Flagler Technical College
Ms. Donna Runge, DEO Administrator – Department of Economic Opportunity
Ms. Christine Sikora, Vice President of 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. Tarneisha Thomas, Program Manager – Daytona Beach Housing Authority
Mr. Brian Willard, Program Director – Road to Success Program

Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

Ms. Denise Breneman called the meeting to order and asked for a motion to approve the minutes of the February 9, 2021 meeting.

1. After discussion, upon motion duly made, seconded, and unanimously carried, the Career Pathways Committee approved the February 9, 2021 minutes.

The next item on the agenda was to review all the service providers and to make recommendations for contract renewals to the Executive Committee. Ms. Breneman advised that the contractors were present and available to answer questions. She asked Ms. Christine Sikora and Ms. Jenn Hale to review each service provider's performance and deliverables.

Eckerd Connects

Ms. Sikora advised that she asked the youth providers to submit a video showcasing their programs and the work they perform in the community. She showed the video made by Eckerd Connects and asked Ms. Hale to discuss Eckerd's performance. Ms. Hale reviewed each of the measures for the first and second quarter and advised that Eckerd was exceeding in all performance measures, except the measurable skill gain.

Ms. Sikora advised that the diploma rate was a local measure adopted prior to the implementation of the Workforce Innovation and Opportunity Act (WIOA). The measure stipulates that seventy percent of participants must earn their high school diploma or an equivalency. She explained that the diploma rate was put in place because a young adult without a diploma may find employment; however, their career pathway will be limited.

Ms. Hale advised that while the measurable skills gain is not currently met, it is cumulative and expected to increase over the next two quarters. She discussed Eckerd's monthly contract deliverables and provided explanations for each one. Ms. Breneman opened the floor for discussion and recommendations. A recommendation was made to approve the contract extension for Eckerd Connects. Ms. Breneman called for a motion.

2. After discussion, upon motion duly made, seconded, and unanimously carried, the Career Pathways Committee approved the recommendation to the Executive Committee to extend the contract for Eckerd Connects.

Road to Success (RTS)

After the Committee was shown the video made by RTS, Ms. Hale reviewed the contractor's performance. She stated that while locally, CareerSource Flagler Volusia separates performance tracking by the individual youth contractor, performance is combined at the regional and federal levels. She reviewed the performance for RTS further and advised that they are on track to meet their benchmarks in the third and fourth quarters.

Ms. Sikora reported that through their paid work experience, RTS received additional money for the number of individuals whom they enrolled in a paid work experience. She advised the Committee that the measurable skills gain for 2019-2020 shows "not applicable" because this was a new measure, and the State was collecting baseline data. Ms. Breneman asked for an explanation of the measurable skills gain. Ms. Sikora replied that the measurable skills gain is a performance measure for both adults and youth enrolled in training which requires participants to have made progress towards their goals. She noted that the training could be post-secondary or Customized Training (CT); for youth, it could be earning their high-school diploma or equivalency.

A question was raised on how many youth were enrolled in the paid work experience for RTS to receive additional funding. Mr. Brian Willard advised that there are currently three with a fourth expected to be placed during this program year; this equated to approximately five or six thousand dollars in additional funding. The Committee inquired on the length of the contracts. Ms. Sikora responded that the contracts are for one year and can be renewed three more times for a total of four years before CareerSource Flagler Volusia issues a Request for Proposal.

Ms. Breneman opened the floor for discussion and recommendations. A recommendation was made to approve the contract extension for RTS. Ms. Breneman called for a motion.

3. After discussion, upon motion duly made, seconded, and unanimously carried, the Career Pathways Committee approved the recommendation to the Executive Committee to extend the contract for the Road to Success Program.

Daytona Beach Housing Authority's (DBHA) L.E.A.D Program

Next, the Committee watched DBHA's video for the L.E.A.D Program. Ms. Sikora reminded the Committee that DBHA was a new youth provider selected last year to cover the East Volusia area. She advised that it was important to note when reviewing

the L.E.A.D program that this is a new contractor who began a program in the middle of a pandemic. Ms. Sikora advised that while DBHA has youth actively enrolled, performance has been marked as not applicable. She stated that DBHA had initially created a plan to describe how the program would be staffed and outlined their recruitment efforts. Ms. Sikora reported that when CareerSource Flagler Volusia staff realized how COVID-19 would impact the new contractor, a meeting was held to revise their plan and determine how CareerSource Flagler Volusia could help.

Ms. Sikora advised that while the new provider has struggled with recruitment, it was due to matters beyond their control. She stated that it was staff's recommendation to renew their contract. Ms. Sikora advised that if the contract is renewed, staff will continue to work with DBHA extensively. Ms. Breneman stated that she was impressed with their video, and that she did not want to see a contractor penalized for something out of their control. The Committee concurred.

A question was raised on how to ensure performance is met. Ms. Sikora advised that the monthly contract deliverables is designed to ensure performance, and staff will meet with them to carefully craft their Statement of Work. She stated that although performance is cumulative for the year, it still is reported monthly and staff will put in monthly deliverables to ensure that DBHA is moving forward with enrollments. Ms. Sikora advised that staff can report on DBHA's progress at future Committee meetings to keep the Committee updated on their progress.

The Committee asked what impact DBHA would have on overall performance at the State level. Ms. Sikora responded that CareerSource Flagler Volusia is exceeding all youth performance measures with the exception of the cumulative measurable skills gain. She advised that since DBHA is a new provider, staff had them start with a small number of enrollments so their performance would not have a significant impact on overall performance. Ms. Breneman noted that the State also recognizes the impact of the pandemic, particularly in rural areas.

Ms. Breneman opened the floor for discussion and recommendations. A recommendation was made to approve the contract extension for the L.E.A.D Program. Ms. Breneman called for a motion.

4. After discussion, upon motion duly made, seconded, and unanimously carried, the Career Pathways Committee approved the recommendation to the Executive Committee to extend the contract for the L.E.A.D Program.

Career Steps, Inc. (CSI)

Ms. Sikora advised that CSI is the contractor who assumes the role of Center Operator within the Career Centers. She stated that performance for Adults was shown separately from Dislocated Workers. Ms. Sikora called attention to the performance for Dislocated Workers and advised that it was not met last year and is currently unmet for this year. She explained that CareerSource Flagler Volusia has served very few Dislocated Workers this year which meant that one or two unsuccessful closures could skew the data. She noted that progress made this year and two of the measures have seen improvement despite the pandemic. Ms. Sikora advised that the number of Dislocated Workers should increase as the individuals laid off during the pandemic begin looking for work, and that should help increase the overall performance by next year.

The Committee reviewed the real-time data for local performance tracking obtained from Employ Florida and CSI's monthly contract deliverables. Ms. Sikora reminded the Committee that the youth contracts were approved last Spring; however, the Center contracts were given extensions until October in response to the pandemic. She explained that the extensions were why the contract deliverables were for nine months instead of a full year. Ms. Sikora reviewed the monthly deliverables and provided explanations for each one.

Ms. Breneman opened the floor for discussion and recommendations. A recommendation was made to approve the contract extension for CSI. Ms. Breneman called for a motion.

5. After discussion, upon motion duly made, seconded, and unanimously carried, the Career Pathways Committee approved the recommendation to the Executive Committee to extend the contract for Career Steps, Inc.

Case Management, Inc. (CMI)

Ms. Sikora advised that CMI is the contractor who oversees career and training services for adults and businesses. She advised that their performance measures and local performance tracking were the same as CSI. Ms. Sikora discussed CMI's monthly contract deliverables in depth and highlighted the data integrity and data entry deliverables. She advised that the deliverables tied to data resulted from an issue that arose in September of last year. Ms. Sikora reported that the manager of CMI came to CareerSource Flagler Volusia with an issue she had found with one of her former staff. She advised that an internal monitoring was performed and there were about sixteen training cases with potential disallowable costs.

Ms. Sikora advised that CareerSource Flagler Volusia is monitored by the State every year, and the monitoring took place last year in October. She reported that before the monitoring began, Ms. Robin King reached out to the Department of Economic Opportunity and informed them of the situation. Ms. Sikora advised that the sixteen cases with questionable costs were added to their monitoring schedule. Ms. King reported that the monitoring is complete, and CareerSource Flagler Volusia is awaiting their final report.

Ms. Sikora advised that CareerSource Flagler Volusia performs internal monitoring of all programs and those efforts have been increased. She stated that if there were any issues, CMI would not be able to bill for the deliverables tied to data integrity and data entry. Ms. Sikora reported that the manager has implemented safeguards and a corrective action plan in addition to extensive training for frontline staff to prevent this issue from happening in the future.

Ms. Breneman commended the manager of CMI for coming forward with this issue so it could be dealt with in a proactive way. She opened the floor for discussion and recommendations. A recommendation was made to approve the contract extension for CMI. Ms. Breneman called for a motion.

6. After discussion, upon motion duly made, seconded, and unanimously carried, the Career Pathways Committee approved the recommendation to the Executive Committee to extend the contract for Case Management, Inc.

With no other business being heard, the meeting was adjourned.

Recording Secretary