

MINUTES OF THE
CAREERSOURCE FLAGLER VOLUSIA
EXECUTIVE COMMITTEE MEETING
FEBRUARY 18, 2021

A meeting of the CareerSource Flagler Volusia Executive Committee was called to order at 9:00 a.m., on the 18th day of February 2021 at the Administrative office of the organization, located at 329 Bill France Blvd., in the 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. Ms. Tanenbaum called the meeting to order and welcomed everyone. Ms. Tanenbaum asked the recording secretary to call the roll.

The following members of the Executive Committee were present:

Ms. Nancy Bradley, Administrator – Daytona College, LLC
Ms. Denise Breneman, Development Manager, NE Region – Special Olympics Florida
Dr. Aubrey Long, Owner – Long Global Enterprises
Mr. Matt Nelson, Business Manager – IBEW 756
Mr. Bret Schmitz, Co-Founder – Happier, LLC
Dr. Kent Sharples, President – CEO Business Alliance
Ms. Cheryl Tanenbaum, SVP/CFO – Intracoastal Bank
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group

The following guests were present:

Ms. Jennifer Campbell, Chief Finance Officer – CareerSource Flagler Volusia
Ms. Jenn Hale, Program and Monitoring Manager – CareerSource Flagler Volusia
Mr. Charlie Howell, Vice President, Business Development & Technology – CareerSource Flagler Volusia
Mr. Howard Johnson, Data Manager – Eckerd Connects
Ms. Robin King, President & CEO – CareerSource Flagler Volusia
Ms. Ann Lesizza, Chief Administrative Officer – CareerSource Flagler Volusia
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. Natalie Smith-Wells, Chief Operating Officer – Daytona Beach Housing Authority
Ms. Kathy Spencer, Director of Business and Career Services – Case Management, Inc.
Ms. Jennifer Gosling, Executive Assistant – CareerSource Flagler Volusia

The Recording Secretary noted a quorum was present.

Ms. Tanenbaum called the meeting to order and advised that for the last few years, a variety of speakers have presented at the Board meetings. Ms. Tanenbaum stated that there is an opportunity to continue the equity discussion which began at the January Board and Committees workshop, and she asked if the Committee would like to continue the discussion throughout 2021 with Dr. Deanna Wathington serving as the facilitator. The Committee discussed the importance of equity and concurred that the training should continue.

Dr. Aubrey Long reported that the Business Development Committee recently discussed inviting Committee members to attend Board meetings when equity training is taking place. Ms. Robin King explained that Board meetings are normally limited to the seating available at the Corporate office. She stated that since the Board is meeting virtually this year, it presented an opportunity to include Committee members.

Ms. King advised that in January Dr. Wathington provided a high-level overview of Diversity, Equity, and Inclusion (DEI) training and further discussion would allow the Board to closely examine the services CareerSource Flagler Volusia offers and how those services could be delivered in an equitable manner. Staff recommended that training with Dr. Wathington continues and presentations from business representatives who have successfully implemented DEI measures within their companies be included.

Ms. Tanenbaum asked for a motion to approve the recommendation for Dr. Wathington to continue the equity training for Board and Committee members.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation for Dr. Deanna Wathington to continue the equity training at the 2021 Board meetings.

Ms. Tanenbaum asked Dr. Long for a report on the Business Development Committee (BDC) meeting that took place on February 10th. Dr. Long reported that the feedback from the members who attended the DEI training in January was very positive. He stated that the Committee indicated their interest in participating in future training opportunities.

Dr. Long advised that there was an in-depth discussion surrounding the algorithm for calculating On-The-Job Training (OJT) reimbursements. He advised that there were two proposed changes presented by staff. Dr. Long stated that the first change would add an additional weight for dislocated workers affected by COVID-19 which would increase the potential employer reimbursement from fifty percent to seventy-five percent. He advised that the second proposed change would temporarily allow for part-time employment opportunities and wage rates under twelve dollars an hour to be included in the OJT program to expand CareerSource Flagler Volusia's reach to the populations that need assistance most. Dr. Long noted that these proposed changes were part of the effort in making services more equitable.

Dr. Long asked if there was a motion from the Executive Committee to approve the BDC's recommendation for including an additional weight for dislocated workers impacted by COVID-19 to the OJT algorithm and increasing the potential employer reimbursement from fifty percent to seventy-five percent.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation to add an additional weight to OJT contracts for dislocated workers impacted by COVID-19 and increasing the potential employer reimbursement to seventy-five percent.

Dr. Long asked if there was a motion for the second proposed change which would allow OJT contracts to be written for part-time employment and wage rates lower than twelve dollars an hour.

3. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation to include part-time employment and wage rates lower than twelve dollars an hour in the OJT program as presented.

Dr. Long advised that the BDC heard an update on the YETI Committee and Ms. King would be providing an update later in the meeting. He reported that Ms. King presented the Committee with an update on the Support to Communities: Fostering Opioid Recovery through Workforce Development Grant offered through the Department of Labor. Dr. Long advised that one of the goals of the grant is to bring awareness and training to businesses and Human Resource (HR) professionals so that they know how to respond to the needs of their workforce, and the BDC discussed possible outreach methods. He noted that the grant will be for the three-year period and will work to reduce the stigma surrounding substance use disorder. He advised the Committee reviewed their Strategic Imperatives and discussed other business included recent contextual leadership training.

Ms. Tanenbaum thanked Dr. Long and asked Mr. Matt Nelson to report on the February 9th Career Pathways Committee (CPC) meeting. Mr. Nelson reported that the CPC heard a presentation from Mr. Elijah Houser, the Program Director for the TRiO Talent Search program. He stated that the mission of the TRiO program is to increase the number of students that complete high school and enroll into post-secondary education. Mr. Nelson advised that the PowerPoint Mr. Houser showed was posted on the CareerSource Flagler Volusia website and encouraged the Committee to review the presentation.

Mr. Nelson reported that Mr. Ken Phelps from the Daytona Regional Chamber provided an update on the YouScience program which is funded by a grant from CareerSource Flagler Volusia. He stated that the biggest takeaway from Mr. Phelps' report was that the Daytona Regional Chamber has received a commitment from YouScience to provide the full program to all fourteen middle schools and ten high schools in Volusia County for the equivalent of the program's funding. Mr. Nelson explained that the retail value of the full program was \$46,000; however, YouScience will provide the program for \$20,000 as long as their contract with CareerSource Flagler Volusia remains in place.

Mr. Nelson advised that the CPC reviewed the regional performance measures and discussed what materials and information were needed for when the Committee reviews and make recommendations for contract extensions in April. He reported that the CPC discussed the equity conversation which was held at the January Board meeting, and Ms. Christine Sikora presented the results of the Truist grant which provided supportive services to customers using unrestricted funds. Mr. Nelson explained that this grant allowed CareerSource Flagler Volusia to fast-track customers without enrollment and provide services that are not usually offered through normal allocations. He discussed some of the supportive services that were offered through the Truist grant and noted that many of the services created equity for the customers by removing economic barriers associated with accepting or maintaining employment. Mr. Nelson advised that the CPC made a recommendation to the Executive Committee to continue offering supportive services to customers.

Ms. Tanenbaum asked for a motion to approve the recommendation to continue offering supportive services to customers as presented. Ms. Denise Breneman stated that through the \$20,000 Truist Foundation grant, the Committee was able to see how needed these supportive services were. She thanked the Executive Committee for continuing to expand the services that the community needs most. Ms. Tanenbaum asked how this expansion would affect the budget. Ms. King replied that CareerSource Flagler Volusia is underspent for the current fiscal year by approximately a million dollars. She advised that after the approval from the Committee, staff will review the budget and determine how to responsibly expand the classroom training for OJTs and increase employer reimbursements. She discussed possible supportive services which included childcare and transportation and a new needs-related payment policy from the State that may help individuals attend school while receiving income. Ms. King advised that there should be sufficient funds for the expansion of services through June.

4. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation to continue offering supportive services to customers as presented.

Ms. Tanenbaum asked Ms. King for an update on the YETI Committee. Ms. King reported that the contract with the Boys and Girls Club of Volusia/Flagler began on January 1st, and they have hired most of the junior staff. She advised that CareerSource Flagler Volusia has nearly finished drafting the final agreement with the Chiles Academy. Ms. King explained that the Chiles Academy submitted a proposal for approximately \$50,000 to enroll sixteen young adults in a program that would provide employability skills training followed by a six-week internship. She stated that several BDC members have indicated their interest in having their businesses participate in the YETI program; this may offer opportunities within the healthcare and hospitality industries for the Chiles Academy students.

Ms. Tanenbaum stated that the next item on the agenda was an update on the Individual Training Account (ITA) monitoring outcomes. She asked Ms. Christine Sikora and Ms. King to report. Ms. Sikora reported that Ms. Kathy Spencer, the owner of Case Management, Inc. (CMI) and CareerSource Flagler Volusia's contractor for Career and Training Services, came to her in September 2020 with an invoice that had not been paid. She advised that in researching the training associated with the invoice, it was discovered that the customer had completed school prior to enrollment. Ms. Sikora stated that since this training was a disallowed cost, Ms. Spencer paid for the invoice in the amount of \$7,500 from her own funds instead of using Workforce Innovation and Opportunity Act (WIOA) allocations.

Ms. Sikora advised that a decision was made to perform full monitoring of all ITAs going back to September 2018, and 239 cases were reviewed. Ms. Sikora reminded the Committee that during the last Request for Proposals, CareerSource Flagler Volusia brought the internal monitoring staff in-house that were previously employed by the Center Operator; this meant that they were Board staff when they reviewed the ITAs. She discussed the monitoring efforts in detail.

Ms. Sikora reported that after an initial review, forty-three cases were held for closer inspection and of those cases, sixteen had possible disallowed costs. She advised that we were scheduled to be monitored at the end of October 2020, and the internal review of the ITAs was completed several weeks prior. Ms. Sikora stated that CareerSource Flagler Volusia immediately reported the results of the review to the Department of Economic Opportunity (DEO), and Mr. Charles Williams, who oversees the DEO monitoring, was brought in-house along with his team. She advised that we asked DEO to add the sixteen cases with possible disallowed costs to their review. Ms. Sikora stated that this year, finance and programmatic monitoring will be taking place simultaneously and noted that the monitors were made aware of this issue.

Ms. King reported that we had paid approximately \$63,000 in tuition for the sixteen cases in question. She explained that the tuition may be considered disallowed because the cost was incurred prior to the participant being determined eligible. Ms. King advised that DEO will be prorating the disallowed costs to only what was incurred prior to eligibility being established; currently, the total amount is unknown. She reported that she spoke to DEO yesterday and in three cases, it was the student's loan for tuition that was paid. She stated that the minimum CareerSource Flagler Volusia will have to reimburse the State was \$7,981 and the most would be approximately \$25,000.

Ms. King stated that after a conversation with Ms. Spencer, a possible path forward was identified in which CareerSource Flagler Volusia would reimburse the State using unrestricted funds, and Ms. Spencer would reimburse the company. Ms. King stated that if the amount was no more than the maximum amount projected, Ms. Spencer would pay in full; however, if it is more than \$25,000, a payment plan may be needed. The Committee asked if a motion was needed. Ms. King replied that she would require the authority from the Executive Committee to spend unrestricted funds in this manner. The Committee discussed what the motion would include.

The Committee asked if there are mechanisms in place to ensure that this situation will not happen again. Ms. King responded that the contractor has put some better internal controls in place which will be discussed at length at the next Career Pathways Committee meeting in April. She advised that these files had been monitored internally and by the State; however, the files were not reviewed programmatically and fiscally at the same time and DEO has acknowledged this issue. Additionally, she stated that since she requested these files to be included in DEO's scheduled monitoring, they were asked to make a note in their report that these files were discovered and brought forth by CareerSource Flagler Volusia voluntarily. She noted that this issue brings to light the need to review files at a higher level rather than following a checklist.

Ms. Sikora advised that due to the COVID-19 pandemic, the contracts began on October 1st which allowed CareerSource Flagler Volusia to include new monthly deliverables specifically tied to data entry and data integrity. She discussed how staff are working with Ms. Spencer and her leadership team to ensure that the mechanisms remain in place. The Committee asked if

any of the customers were deemed ineligible. Ms. King replied that there were no ineligible customers served and that was why the State could prorate the disallowed costs. Another question was raised on whether there would be any ramifications from the State. Ms. King replied that since this issue was brought to their attention from the local level, she did not believe there would be. Ms. Tanenbaum called for a vote.

5. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the use of unrestricted funds, not to exceed \$25,000, to reimburse the State for disallowed ITA costs with the expectation of repayment from Case Management, Inc.

Ms. Tanenbaum advised there were some Board members up for renewal and asked Ms. King to discuss. Ms. King called the Committee's attention to the spreadsheet included in their agenda packet which lists all Board members and the expiration of their three-year terms. She stated that the Board members whose terms are expiring were asked if they would like to renew and all have confirmed. Ms. King advised that we have reached out to the associations that have nominated the Board members previously. She noted that Dr. Aubrey Long and Mr. Tyrone Walker were previously nominated by the Daytona Regional Chamber because their former companies were members. She asked Dr. Long and Mr. Walker to let her know of any associations who could provide a nomination letter.

Ms. King advised that she is still searching for new Board members in Flagler County and explained that the Interlocal Agreement requires that CareerSource Flagler Volusia include five Board members who live and work within Flagler County. She noted that there are four Board members who meet that criteria currently. Ms. King asked the Committee for their opinion on inviting Mr. Greg Blose, the Executive Director of the newly formed Palm Coast-Flagler Regional Chamber of Commerce, to join the Board. She advised that he is currently serving on the Business Development Committee. The Committee agreed that Mr. Blose would be an asset to the Board. Ms. King discussed the nomination and approval process for new and renewing Board members.

Ms. Tanenbaum advised that included in the meeting materials was a new Board member application for Ms. Courtney Edgcomb, the President of the United Way of Volusia-Flagler Counties and an active member of the Career Pathways Committee. She advised that if Ms. Edgcomb's application is approved, she would be serving as a Community Based Organization representative. Ms. Tanenbaum asked for a motion to approve Ms. Edgcomb's Board application as presented.

6. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the new Board member application for Ms. Courtney Edgcomb.

Ms. Tanenbaum advised that our Local Elected Officials, the Volusia County Council and the Flagler County Chamber, re-designate CareerSource Flagler Volusia every two years as the local fiscal and administrative entity for workforce development programs. She informed the Committee that the application for renewal must be submitted to DEO no later than mid-April;

Ms. King will be going before the Flagler County Commission on March 15th and the Volusia County Council on March 16th for their approval.

Ms. Tanenbaum opened the floor to other business and asked Ms. King to provide a legislative update. Ms. King reported that the Speaker of the House has created a new Education and Employment (E&E) Committee that has been hearing presentations from other states on how workforce development services are structured and delivered. She discussed some of the other presentations the E&E Committee has heard. Ms. King advised that this week, the Committee heard presentations from DEO, CareerSource Florida and a representative from the Florida Workforce Development Association (FWDA) on accountability and transparency. She reported that she is bringing together a group of FWDA members to address educating the E&E Committee on role of the local workforce development boards. Ms. King suggested that the Executive Committee write a letter as members of the private sector to the Speaker of the House or the E&E Committee. The Committee concurred and agreed that the letter should be sent to local legislators as well. A suggestion was made to engage the legislators or invite them to tour the Centers. Ms. King discussed her most recent contact with the local delegates and their staff.

A question was raised on whether there was any discussion at the E&E Committee meetings around the annual performance measures. Ms. King responded that the State has recently received the data from the last two years which will be used to project future outcomes. She advised that if two measures are not met two years in a row, there could be sanctioning, technical assistance, or other remediation required. Ms. King noted that DEO is currently creating a policy to address meeting performance measures. She relayed some of the questions the E&E Committee has asked on Federal and State performance measures.

Next, Ms. King provided an update on the Centers. She reported that the three Centers were still open by appointment only and more appointment time slots have been created over the last month in conjunction with live, online sessions. Ms. King advised that the amount of job postings have increased by sixteen percent compared to this time last year. She stated that there was a virtual job fair in January and another event is planned for March. Ms. King reported that although the work search requirements are currently waived, job seeker traffic has increased sixteen percent. She advised that the work search waiver is scheduled to end next week, and DEO has not provided information on how many local individuals are receiving benefits. Ms. King stated that nationally, the labor force has been reduced significantly; many are women who remain at home with their children. She stated that reengaging this population will be a focus going forward, and CareerSource Flagler Volusia will be looking at ways to partner with the Department of Health, Early Learning Coalition, and other organizations where these individuals may be connected.

Ms. Tanenbaum advised that the last item on the agenda was a performance evaluation of the President and CEO. The Committee discussed the objectives and events of the last year, and commended Ms. King on a job well done. There being no further business to come before the meeting, it was adjourned.