

**CareerSource Tampa Bay
Minutes of the Board of Directors Meeting**

Date: November 19, 2020
Location: Zoom Meeting

Call to Order

Chair Ben Hom called the meeting to order at 11:01 a.m. There was a quorum present with the following Board Members participating.

Board Members in attendance via zoom conference

Tom Aderhold, Michael Bach, Dr. Vanity Barr-Little, Felicia Bell, Stephanie Brown-Gilmore, Sean Butler, Conchita Canty-Jones, Dr. Ginger Clark, Richard Cranker, Elizabeth Gutierrez, Nancy Brown representing Mireya Hernandez, Benjamin Hom, John Howell, Robert “Geordie” Hyland, Lindsey Kimball, Randall King, Karen Koundourakis, Ian Lieberman, Steve Morey, Don Noble, Nikita Patel, Gil Schisler, Roy Sweatman, Thayne Swenson, Sophia West, and Jason Woody.

Board Members not in attendance

Rick Bennett, Warren “Scott” Brooks, Andrea Cichon, Constance Daniels, Commissioner Kemp, Paul Orvosh, Richard Padilla, and Ocea Wynn.

Staff Present

John Flanagan, Jody Toner, Sheila Doyle, Barry Martin, Anna Munro, Christina Witt, Don Shephard, Chad Kunerth, Dan Schneckenburger, Doug Tobin, Jennifer Wilson, Michelle Zieziula, Luna Clark, Nicole Beverley, Anacelis Collazo, Michelle Schultz, and Tammy Stahlgren.

Board Counsel

Mary Helen Farris

BOCC Liaison

Ken Jones

Others

Mike Lawrence - CWA
Paul Dunn - Dynamic Workforce Solutions

The items are listed in the order of discussion.

- ▶ Indicates Board Action
- Indicates Action Needed

Pledge of Allegiance

Tom Aderhold led the Pledge of Allegiance.

Public Comments

There were none.

▶ **Consent Agenda**

1. Approval of September 17, 2020, Board of Directors Meeting Minutes
2. Approval of Training Provider - Aguilas International Technical Institute
3. Approval of Training Programs – USF Learning Academy Services
4. Approval of October 28, 2020 Human Resource Committee Meeting Minutes

- A motion to approve all items listed on the Consent Agenda as presented.
 - Motioned: Michael Bach
 - Seconded: Tom Aderhold
- The motion carried.

Chairs Report

(Refer to Pages 15-16 of the November 19, 2020 Board of Directors Agenda Packet for the entire Chair's Report)

Key Regional Indicators

The unemployment rate in the CareerSource Tampa Bay region (Hillsborough County) was 6.2 percent in September 2020. This rate was 3.3 percent higher than the region's rate of 2.9 percent a year ago.

Key Initiatives/ Events

Ad Hoc Strategic Planning Committee - met on October 15, 2020 and on November 5, 2020. The goal of this committee is to create strategic plan to guide the Board, to be presented at the January 21, 2021, meeting.

Ad Hoc Workforce Selection Committee - their first meeting is scheduled for December 1, 2020. This ad hoc group will be responsible for reviewing and scoring responses to the direct services RFP's to be published next month.

Board Counsel Report – Report given by Mary Helen Farris

Mary Helen reported that she will be attending the Ad Hoc Workforce Selection Committee meetings to oversee the RFP process.

CEO Report – Report given by John Flanagan, CEO

- Commissioner Murman's last day on the Board was November 16, 2020, expressed our appreciation for all that the Commissioner had done for this Board. We welcomed Commissioner Kemp to the Board.

- R3 Performance Update

Job Seeker update:

1. Job Seeker R3 applicants jumped to 3,835, an increase of 570 to date in November.
2. There is a total of 1,610 applications approved and an additional 400 applications in process.
3. Close to 733 job seekers started or starting training at cost of \$3.03 million.
4. R3 program and staff are working to place as many remaining job seekers into occupational skills training or return to work through work-based training during the remaining time and funds.

Employer update:

1. 275 employers have submitting application for R3. CSTB has closed R3 employer application to focus on serving approved employers during the remaining time.
2. 155 employers are approved for the R3 program. There is a total of 1,659 openings requested by R3 employers of which 637 openings are filled and 1,022 remaining job openings staff are working to fill.
3. 199 OJT and PWE contracts approved and close \$3.32 million obligated under work-based training.

- **CSTB Reopening Plans:**

CareerSource Tampa Bay (CSTB) reopened our two remaining offices on Monday, October 12, 2020. This reopening includes the CSTB offices located in Plant City and Ruskin. All CSTB Offices are now open to the public.

We launched Phase 3 on November 1, 2020. Phase 3 will allow in person activities including group sessions.

- **CSTB New Operating Hours:**

Effective December 1, 2020, CSTB will be implementing the following center hours:
Monday - Friday 8-5 p.m.

On the 3rd Friday of each month the center will close for ½ day, our hours of operation on this day will be 8 a.m. – noon.

This allows us to conduct ongoing training in each department, conduct team meetings, and conduct organization-wide meetings.

- **October 2020 Center Traffic update:**

- Total of 3,663 customers were served
- This represents an increase of 7.9% from prior month
- Averaging 174 per day
- Tampa represents 83.1% of all traffic; followed by Brandon representing 11.4%, then CPC at 4.1% and Plant City at .5%.

- **YTD PY 20-21 Center Traffic update:**

- Total of 14,208 customer visits were served
- Averaging 163 per business day
- Tampa represents 81.4% of all traffic; followed by Brandon representing 13.5%, then CPC at 4.2% and Plant City at .1%.

- **Secret Shopper:** CSTB's One Stop Operator has launched a twelve-month program that launched in October to objectively evaluate service levels provided by staff, both in person and over the phone. Each month, a third-party firm will pose as customers and document the interaction of five in-person visits and five phone calls. The goal is to gain a better understanding of what we are already doing well, and what we can improve upon through continuous improvement of services.

- Launched our first issue of the CSTB One Stop Partner Quarterly Newsletter – it went live on November 1, 2020, and is available for partners to view in the portal.

- **Chief Impact Officer (CIO):** The first day for new Chief Impact Officer (CIO), Michelle Zieziula was October 5, 2020. Michelle's duties will primarily focus on the strategy, system design, outreach and development of the organization. She will assume some operational duties in the interim.

- **USDOL Audit Update**

USDOL ETA found the initial CAP submitted by DEO did not fully address the findings in its May 15, Compliance Review Report. Wednesday, September 30th, DEO emailed an additional Corrective Action Plan. USDOL ETA questioned 100% of all OJT for the period July 1, 2013, through June 30, 2018, and 100% of all Supportive Service costs for the period July 1, 2013, through June 30, 2017.

DOL permitted DEO to test 100% of one year's data records for the period July 1, 2016, through June 30, 2017, for OJT and Supportive Services, due to the tremendous amount of time and resources required to test all years and transactions.

DEO outsourced the review to accounting firm Carr, Riggs, Ingram, CPA. The accounting firm's full report was not included with the CAP and has been requested.

USDOL will review, verify and confirm all of the documents submitted for the test-year to project potential overall disallowed costs to the other years. Recalculation of questioned costs is solely at the discretion and authority of the ETA Grant Officer.

- **Upcoming Trainings for staff**

We closed our Centers on October 23, 2020 for Staff Training. Guest speaker Josh Davies gave a half day presentation on the topic - *Less Talk, More Walk: Creating a Culture of Trust and Accountability*. This was a highly interactive workshop that addressed trust and accountability directly, through a practical and positive approach, to build culture at every level in the organization. By focusing on collaboration, participants went through an experiential assessment and used the results to focus on how to best get you, your team, and all of CareerSource Tampa Bay not just talking, but walking trust and accountability.

- **CSTB Employee Recognition/Morale Awards** for Program Year 19-20 ending June 30th. These awards recognize our top performers during the past Program Year who did an outstanding job serving our community, representing CareerSource Tampa Bay, and embracing our vision and mission.

Awards were presented in 7 categories at the staff training
 Rookie Award, Christopher Wellington
 MVP, Diane Wise
 Rock Solid, Armando Perez
 Team Spirit, MIS TEAM
 Innovative Thinker, Maginda Montero
 Behind the Scenes, Jenifer Ward
 Workforce Excellence. Anna Munro

- **Microsoft Corporation partnership** – staff development training courtesy of Microsoft. Classes began in October and will continue through the end of December.
- **EDSI will be conducting AcuMax Index (AI) training** sessions with the Leadership staff.
- **Partnership with EDSI - Feel Good Friday** – Ongoing trainings including wellness and leadership topics.
- **Power BI Report Rollout and Training Draft**
 Power BI Reports and Dashboards are connected to the EF and OSST Datawarehouse and can be updated automatically each morning. This allows all staff to be able to access reports at any time and for Directors to disseminate reports to staff empowering employees to proactively manage their caseloads and outcomes to help ensure programmatic compliance.

- **Events and Happenings**

Tampa Bay Chamber of Commerce, Small Business of the Year Award, Awarded to Southern Manufacturing Technologies.

The Business Services team successfully executed our Paychecks for Patriots Job Fair on November 10, 2020. The 271 registered job seekers included 89 veterans, 51 employers, 244 resumes/applications made to employers, 2884 total employer/applicant visits, and 1100+ jobs offered. This data was reported to the DEO Veterans group, who coordinated the state P4P Job Fairs, and it ranks among the highest of all CS Florida regions that held a P4P event, in terms of participation of employees, veterans, and overall job seekers.

The Ninth Annual Commissioner Sandy Murman Job Fair was completed on October 8, 2020. We had 81 employers registered representing all industry sectors, 402 registered job seekers, and 8 resource rooms that featured CSTB programs (including CARES R3), and the Hillsborough County Public Library. We had over 600 applications for the jobs posted from our employers.

Presentation – Sunshine Laws and Public Records Training- Training Conducted by Mary Helen Faris.

(Refer to Pages 17-32 of the November 19, 2020 Board of Directors Agenda Packet for the entire PowerPoint training Presentation)

Action/Discussion Items

- ▶ **Action Item #1** Employer Contribution 2021 Health & Welfare Benefits – Presented by Barry Martin
(Refer to Pages 33-36 of the November 19, 2020 Board of Directors Agenda Packet)

It was noted that the 28% stipend will sunset January 1, 2021.

- A motion to approve the CSTB Employer Contribution Strategy for the approved health and welfare benefit offerings for 2021.
 - Motioned: Sean Butler
 - Seconded: Tom Aderhold
- The motion carried.

► **Action Item #2** PY 2020-2021 Budget Modification No. 2 – Presented by Sheila Doyle
(Refer to Pages 37-39 of the November 19, 2020 Board of Directors Agenda Packet)

This Action Item represents Budget Modification No. 2 for the PY 2020-2021. The total budgeted revenue has increased from \$50,086,328 to \$50,542,336 for an overall increase of \$456,008.

The increase was due to an increase in WIOA Performance Incentives of \$456,008. Jody Toner gave some background information about the increase. CareerSource Florida established a performance funding model for the Continuous Improvement Performance Initiative. Three different metrics were used to evaluate the regional boards:

- 1) Employment Rate
- 2) Participants Training Rate
- 3) Business Penetration

We have been doing a good job of hitting these metrics and that's earned us some additional WIOA Performance Incentive dollars.

- A motion to approve the adjustment to the revenue budget and resultant modification to the expenditure budget.
 - Motioned: Tom Aderhold
 - Seconded: Jason Woody
- The motion carried.

► **Action Item #3** 2020-2021 DEO Internal Control Questionnaire – Presented by Anna Munro
(Refer to Pages 40-70 of the November 19, 2020 Board of Directors Agenda Packet)

The Board expressed concern that this questionnaire is very subjective, and CEO John Flanagan explained to the Board that he expressed these concerns to DEO. You are judging your own performance and then they use that as the basis for their review. I don't think they're going to change, but I have pushed back pretty hard and I typically get the same answer.

- A motion to approve the 2020-21 ICQ and Assessment
 - Motioned: Don Noble
 - Seconded: Nikita Patel
- The motion carried. No further discussion.

Information Items

Information Item #1 R3 - Rapid Response Recovery
(Refer to Pages 71-72 of the November 19, 2020 Board of Directors Agenda Packet)

Update was provided in the CEO Report, no further updates provided.

Information Item # 2 Performance Dashboard PY 20-21 – Update given by Chad Kunerth
(Refer to Page 73 of the November 19, 2020 Board of Directors Agenda Packet)

Measure	PY19-20	PY2021	% Change
Number Served	11763	12473	6%
Staff Assisted	5992	3629	-39%
Self-Assisted	5771	8844	53%
Number Exited	144		
Number Exited Positively	121		
Positive Exited %	84%		
Active in WIOA Training	1456		

Information Item # 3 Training Vendor Outcome Report – Update given by Chad Kunerth
(Refer to Pages 74-78 of the November 19, 2020 Board of Directors Agenda Packet)

This report is from last program year October 2019 Thru September 2020. We used three criteria to gauge success for this program: wage rate at \$15.25 or above, completion rate of 65% or above, and placement rate of 70% or above.

- 21 of those did not meet any of the established criteria
- 43 programs are meeting one of the criteria
- 35 programs are meeting two of the criteria
- 11 programs are meeting all three of the criteria

Information Item #4 Public Relations/Marketing– Update given by Doug Tobin
(Refer to Pages 79-80 of the November 19, 2020 Board of Directors Agenda Packet)

Page 79 is a synopsis of the KPI's (Key Performance Indicators). We had a tremendous quarter. We're in the final stages leading up to the launch of the new branding marketing plan. We're doing a couple of things related to the ticket to work program, basically reaching out to people with disabilities. Highlights are new features to: allow people with disabilities to increase their font size; they can highlight certain elements; they can hide the images which just makes reading a little bit easier; they can change the font size to 200 or regular; and can view the website in any language out there.

Information Item # 5 Summer Job Connection Annual Report– Update given by Jenifer Wilson
(Refer to Page 81 of the November 19, 2020 Board of Directors Agenda Packet)

Jennifer Wilson has been promoted to the Interim Youth Director, as well as the coordinator of our Summer Job Connection Program.

On January 4, 2020, the Summer Job Connection sign-up application launches for Employers and Youths. There will be a press conference at CSTB, 9215 North Florida.

Information Item # 6 Expenditure Reports for the period ending June 30, 2020
(Refer to Pages 82-85 of the November 19, 2020 Board of Directors Agenda Packet)

No update provided.

Information Item # 7 WIOA DSP Required Annual Performance Report – June 30, 2020
(Refer to Pages 86-92 of the November 19, 2020 Board of Directors Agenda Packet)

No update provided.

Committee Reports

Finance Committee – Update given by Don Noble

The Finance Committee met on October 28, 2020. There was one Action Item that was brought out of committee and voted on today. The next meeting will be January 7, 2020.

Youth Development Committee – Update given by Tom Aderhold

The committee met on November 18, 2020. We had a very constructive presentation from HCC about their Career Assessments, Admission Process and Dual Enrollment. Highlights of the Youth Performance Goals were given.

John Flanagan has tasked the team to:

- create a website dedicated to youth
- create a new tag line and logo
- have a Youth Center physical location in the future

Doug Tobin, Director of Marketing reported that this is going to take some time but is hoping to have a beta of the website and/or logo for the committee at the February 2021 meeting.

If anyone on the Board has any ideas regarding how we can engage our youth and improve their lot in life academically, and/or their career path, please reach out to Tammy Stahlgren, who will get your ideas in front of me. The next meeting will be held February 17, 2020.

Workforce Performance Committee – Update given by Jody Toner

The committee met on November 4, 2020. There was a lengthy discussion regarding our strategic goals. We did a deep dive into all the metrics, looked at our customer satisfaction initiatives, discussed summer job connection, and goals of Secret Shopper program. The next meeting will be February 3, 2020.

Ad Hoc Strategic Planning Committee – Update provided in the Chair's report.

Future Business

CSTB will be holding a virtual State of Workforce 2021 event on February 21, 2021. This event will be followed by an in-person event on August 26, 2021. More details to come.

Adjournment

The meeting was adjourned at 12:35 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.