

# Minutes



## Board of Directors Meeting

3/24/2022

12:30 p.m.

**Board Members:** Scott Watson, Beth Cicchetti, Nina Self, Amy Geiger, Shelly Bell, Princess Ousley, Amber Tynan, Cristina Paredes, Patrick Hutto, Mandy Bianchi, Christy St. Jean, Holly Henderson, Martina McDowell, Maria Mead, and Terrance Watts

**Members Absent:** Renisha Gibbs, Kevin Vaughn, Tom Eisel, Erin Gillespie, Mike Temple, Monique Gustafson, and Stephen Cooper-Butler

**Elected Officials:** Commissioner Nick Maddox and Commissioner Kimblin NeSmith

**Staff:** Jim McShane, Matt Salera, Dee Robinson, Charlotte Brown, Rachel Oliver, Jeannie Booth and Shellonda Rucker

**Guest:** Richard Powell, Auditor – Powell and Jones

**Recording:** Patricia McCray

### I. Welcome – Scott Watson

#### Welcome New Board Member – Princess Ousley

Chair Watson thanked everyone for attending the meeting and expressed his appreciation for their attendance. He welcomed new board member Princess Ousley and thanked her for agreeing to serve on the CSCR Board

### II. Action Item I - Meeting Minutes Approval – December 6th, 2021,

The Chair directed everyone to the December 6th, 2021, board meeting minutes. Chair Watson then outlined that everyone was given a chance to review the minutes and then asked if there were any comments or discussions.

**Motion:** Chair Watson entertained a motion to approve the minutes. Amber made the motion, and Martina seconded—all in favor.

### III. Action Item II – Consent Agenda

The Chair mentioned that the line items under the consent agenda had been discussed at the relevant meetings. However, if anyone wants to go through any of these items again, he is open to doing so. There are two items, the Audit Report, IRS 990, and the RFP 2022-01 Auditing Services will be discussed.

- **Audit Report – Richard Powell, Powell & Jones**

Mr. Powell provided an overview of the Audit Report and IRS 990. CSCR had no findings or recommendations, no questioned costs regarding government auditing standards or the federal single audit requirements. Overall, CSCR is \$40K stronger at the end and the beginning of the year. He asked if anyone had any questions. No one had questions.

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- **RFP 2022-01 Auditing Services**

Chair Watson stated the last item is the RFP 2022-01 Auditing Services, which also requires approval. It has been five years, and it's time for a new five-year Auditing Contract which is a requirement. Matt informed the Board that it is now time to go out for RFP to solicit a new auditing service. The RFP will be released this Sunday, and it will also be posted in the Tallahassee Democrat this Sunday.

**Motion:** Chair Watson entertained a motion to approve the Audit Report, the IRS 990, as presented by Richard Powell. And to advertise the RFP 2022-01 Auditing Services to solicit new auditing firm. Beth made the motion, and Terrence seconded—all in favor.

Chair Watson congratulated Matt for 20 years of a clean and perfect audits for CSCR.

#### IV. **Action Item III – DEO Prior Approval – WIOA Dislocated Worker WIOA Adult Grant Transfer – Matt Salera**

CareerSource Florida released a new administrative policy issued during September of 2021. Matt stated that in the past CSCR could transfer up to 100% of our WIOA adult and WIOA dislocated worker (DW) grant allocations between each other as needed. CSCR has transferred WIOA DW grant allocations to WIOA Adult in the past since the WIOA dislocated worker caseload has been single digits each year. CSCR was informed about this new requirement after the new fiscal year, after an approved budget and after a contract with our service provider was executed.

The new policy requires CSCR to submit a prior approval form to DEO. In addition to the prior approval form, the Board of directors meeting minutes must be attached to demonstrate that the Board has approved the transfer.

Matt requested approval for a transfer of \$475,000, which is 74% of our 2020 WIOA dislocated worker grant to our WIOA adult grant. This request will avoid us having these funds being de-obligated since our budget is already in place and we have not budgeted these funds due to the low participant counts.

**Motion:** Chair Watson entertained a motion to approve the transfer of the \$475,000 from the dislocated worker grant to the WIOA adult grant. Beth made the motion, and Terrence seconded—all in favor.

#### V. **Chief Executive Officer Report – Jim McShane**

Jim stated that his report was attached to the agenda packet. He went on to say that the information on the Workforce Alliance is up to date. Florida is going out for a bid to have a consultant take a look at the consolidation of workforce areas. All three elected officials have been informed about what is happening. They're the ones that, in the end, are going to hopefully help us continue to do what we're doing. Our 24 regions are very different. They are not the same. They don't have the exact needs and the whole idea behind the

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Workforce Investment Act, and now the Workforce Innovation and Opportunity Act is that local control for local areas, so we'll see where that goes.

I'm pleased to let you know that one of our former employees, Keantha B. Moore, was promoted to Deputy Chief, Bureau of One-Stop and Program Support. CSCR is very proud that she's been able to move up. Jim stated I'll continue to keep you informed. Are there any questions about what I presented to you at this point? You can always call me if you have questions when you see this.

### VI. One-Stop Operator Report – Jeanie Booth

Jeanie stated that her report was attached to the Board agenda packet. She wanted to highlight a couple of items. This quarter, two new partners were added to the Partners Council for the quarterly OSO report, United Partners for Human Services and the Goodwill Ignite Program. Also, in discussion with the Salvation Army to see if they are interested in joining the Partners Council. Also, we have had the crosswalk program activated, and a walkthrough presentation was presented to the partners at the December meeting and then reiterated at the March 11th meetings. Currently have thirty-five active memorandums of understanding, two auto-renewing agreements and three pending for our strategic plan.

Several agencies have completed their process of joining crosswalks, and at this point, 39 referrals have been sent out and received. The American Dental Association provided a free dental assistants day. Their top target market was veterans, but they did offer it to anyone in need of dental assistants, and one of the significant events that we were pushing out from our own is our lead program.

The net promoter score continues to increase in the Wakulla Career Center. Since November of 2021, we have not fallen below 90%. In January, we were at 93.18%, in February, we were at 90.16%, and the average for this program here is 89.92%. Wakulla continues to provide vital positive customer service to the individuals who come to us for help and assistance, and it's something that, as a region, we should be very proud of that we're out there and doing what we need to take care of these individuals. Does anyone have questions?

Chair Watson thanked Jeanie for her report and the great work she and her team do for Wakulla County.

### VII. Service Provider Quarterly Report – Rachel Oliver

Rachel stated that her report is in the agenda packet, and she will highlight a couple of points. There has been an increase in foot traffic at three career centers and the number of appointments for career seekers. The DEO reemployment assistance team is no longer in the Career Centers, which ended early in February. The Department of Labor and DEO created and installed an IVR – Integrated Voice Response queue at all three Career

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Centers to prioritize calls from Reemployment assistance claimants. This will continue to help the community with their issues or concerns with unemployment.

Fully staffed, there are thirty-seven full-time DWFS employees. Currently, there are thirty-one employees, and we have three outstanding offers that will start on April 4th. Staffing retention continues to be a challenge, and unfortunately, as a nonprofit organization, the pay to compete is challenging.

Rachel thanked President Maria Mead for providing this opportunity to staff. Most recently, staff had the opportunity to meet with students at three educational institutions within Leon County, Lively, TCC and Keiser University. The staff engaged about 40 students, and out of the 40 students, and through a preliminary review, staff will be able to help 20. Our goal is to ensure that we rekindle and sustain relationships across the Board and have a more substantial presence in the communities. Rachel stated that her vision for the staff is based on Jim's vision of requiring us to have a presence in the middle and high schools by creating career days. Staff will continue to move forward in establishing more opportunities for the schools and in our community. Rachel asked if anyone had questions.

### **VIII. Senior Director Report – Dee Robinson**

Dee informed everyone that her report was included in the agenda packet. Today she will highlight several items of importance. Dee stated as in the past couple of reports, we participated in DEO annual quality assurance review in February. Based on the preliminary report, we currently have 17 findings and five other non-compliance issues, which gives 22 issues being cited. The report includes a chart to show the last three years of findings and other non-compliance issues based on each program. In the program year 2019-2020, there were 16 findings and four other non-compliance issues. In 2020-2021 there was an increase to 21 findings and five other non-compliance issues. And this year, we went down to 17 other non-compliance issues. Staff is awaiting the report so that we can submit our corrective action plan, but we do know that at this point, it will stand at 17 findings and five other non-compliance issues related to our performance.

Included in the report are the fundamental indicators of performance for your review. There are two fourth-quarter program years in column eight, 2021 and 2022 performance. In the prior quarter, we met or exceeded eight measures. We met three, and we did not meet six measures. The region exceeded six measures, met four, and did not meet eight. In quarter two quarter, DEO considers that the first quarter of performance indicates how COVID impacted performance across the state.

There were some highlights as well as some areas of opportunities. The adult metrics median wage SEC report after exit increased from \$1,804 to almost \$9,000. And we continue to exceed that performance goal of credential attainment right we increased from 96.1% and 98.1%, which is again another exceeding the goal for measurable skills gained, so this is the sixth consecutive quarter that we did not meet this particular measure. In the dislocated worker metrics median wages, there was a dramatic increase from a little more

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than \$5,000 to over \$10,000, almost \$11,000, representing 153.89% of the goal being met. From quarter one to quarter two, from one not meeting in the quarter to exceeding this particular goal is exciting for dislocated worker metrics. Staff will look to add some intervention strategies in place.

There was no performance for credential attainment or measurable skills gain. We did not meet those measures in the metrics median wages. There was an increase from 3685 to 3868, in which we exceeded that performance goal. And then for the measurable skills gains, another decrease led to not meeting this particular measure. This is the sixth quarter that we have not met that measure. Staff will look to establish some intervention strategies.

Lastly, for Wegner-Peyser metrics, it was the second quarter after exit. We continue to see some decrease in this performance. We are a little concerned but will continue to watch it because it hasn't reached the level that we think we need to include any intervention strategies. Also included is a new performance report for the state. The state has broken out the Johnson Veteran State grant performance indicators for the veterans, and it's a subset of the Wegner-Peyser numbers. In quarter one and quarter two, performance for this particular program year. Highlighted are our region's numbers in red, and we have exceeded the goals across the Board. Dee stated that we're very excited about the great work done for our veterans in this community. She asked if anyone had questions.

Chair Watson asked Dee about pages 206 and 205 of the agenda packet, the red areas. Dee stated that information was in Rachel's report. The blocks in red are contractual performance metrics that are not currently being met. He thanked Dee for explaining that to him and asked if anyone had questions. No questions were asked.

### **VIII. Senior Director Report – Trish Yahn**

Trish stated that her report was included in the agenda packet, but she wanted to highlight a few things. There have been several events in February that are not included in the report. Staff continues to have several employer-focused events and averaging about one event a week. In February, the Business Partnership Advisory Council is now partnering with the Career Pathways Council in two out of four meetings per year so that the businesses and the Career Pathways Partners, education partners, can communicate and get a feel for each other needs. In February, the healthcare sector round included two recruitment events and prep for events specifically focused on the veteran population to help them advance in their job search.

I am very excited to say that the BES team events and special projects team is fully staffed and everybody is hard at work and doing well. There are still some struggles with getting people looking for jobs to our employers. There was a recruitment event yesterday, and no one scheduled for the event showed up based on the weather. Staff is searching to find ways where we can do some things in conjunction with the Career Centers to get people more interested in coming to these events, which is a challenge.

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There are three upcoming events that we have if anyone is interested. Next Wednesday, there is the manufacturing sector round. Trish thanked Patrick Hutto for registering to attend. On April 6th, we have our federal contractor mini-summit, and there will be a representative from the Department of Labor to talk about navigating government contracting. And then, later in April, we have our LEAD Leadership training. There are only three seats left for anyone interested in sending someone, a new or upcoming supervisor or manager, to leadership training. Trish started to please let her know if you have someone who wants to attend. And asked if anyone had questions for her.

Chair Watson thanked Trish for her reports. He reminded the Board to review the staff reports included in the agenda packet. If anyone has questions regarding any information, don't hesitate to contact Jim or Patricia.

### IX. **Adjourn**

Chair Watson thanked everyone for their attendance and participation and adjourned the meeting.