

# Minutes



## Board of Directors Meeting

12/9/2020

12:00 p.m.

**Attendees:** Scott Watson, Beth Cicchetti, Holly Henderson, Tom Eisel, Nina Self, Amber Tynan, Shelly Bell, Cristina Paredes, Rebecca Kelly-Manders, Renisha Gibbs, Martina McDowell, Stephen Copper-Butler, Patrick Hutto, Jeanna Olson, Melissa Rudd, Amy Geiger, and Erin Gillespie

**Elected Officials Present:** Nick Maddox

**Members Absent:** Kevin Vaughn, Christy St. Jean, and Tawana Gilbert

**Staff Present:** Jim McShane, Matt Salera, Dee Robinson, Charlotte Brown, Trish Yahn, Hadahassah Israel, Rachel Oliver, and Shellonda Rucker

**RECORDING:** Patricia McCray

### I. Call To Order

Chair Watson welcomed everyone and called the meeting to order at 12:03pm. He explained that if anyone is attending from the public, they are allowed to participate; however, public comment is held to a three (3)-minute limit.

### II. ACTION ITEM I: Meeting Minutes Approval September 9th, 2020

Chair Watson drew the Committee's attention to the September 9th, 2020 meeting minutes. He asked if anyone had any questions or comments about the minutes. There were none.

**MOTION:** Chair Watson entertained a motion to approve the minutes; Martina McDowell made the motion, and Rebecca Kelly- Manders seconded, all in favor. **Action Item Approved.**

### III. ACTION ITEM II – Consent Agenda Items

Chair Watson asked Jim to provide an overall summary of the Consent Agenda items. Jim recognized the two new Board of Directors, Erin Gillespie, and Many Bianchi, and thanked them for their service to the Board and the Committees. Their resume and CSCR application were provided in the meeting agenda. Jim continued to summarize each of the Consent Agenda items and informed the Board that his CEO report is attached to the agenda packet.

#### a) Nominating Committee – Beth Cicchetti

- Lisa Blaser – TMH – Resigned
- Erin Gillespie – Leon Co. Business – Replaces Lisa Blaser
- Mandy Bianchi – Labor Union Alternative – Replaces Mauricio Endara
- Vacant - Gadsden County Business Representative

#### b) Finance Committee – Nina Self

- Budget 20-21 (Unrestricted)
- Budget 20-21
- RFP 2020-03 - Information Technology Services

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### c) Staff Recommendations

- Annual 401K Profit Sharing
- Gadsden Career Center Lease
- Administrative Office Lease

### d) Strategic Policy and Planning Committee – Cristina Parades

- One-Stop Operator & Workforce Services RFP

### e) Chief Executive Officer Report – Jim McShane

- CEO Quarterly Report
- CareerSource Capital Region Bylaws
- 2020 Interlocal Agreement Update
- Florida-Georgia Workforce Alliance and the Alabama Workforce Update

Chair Watson stated the Committees have previously vetted the Consent Agenda items. However, if any Board member believes an item requires discussion or a separate vote, such member may request that the items be pulled for consideration.

**MOTION:** Chair Watson entertained a motion to approve the Consent Agenda Items, as described in detail below. Patrick Hutto made the motion, and Missy Rudd seconded, all in favor. **Action Item Approved.**

## IV. Service Provider Quarterly Report – Rachel Oliver

Rachel directed the Board to the Service Provider report attached to the agenda packet for their review. She provided a Powerpoint presentation that summarized the highlights of her report.

## V. Senior Director Report – Dee Robinson

Dee informed the Board that the ROPC report is attached to the Board's review agenda packet, which primarily focuses on performance. Dee directed the Board to the color-coded chart indicating the areas that she wants explicitly to address and column one as it lists the different measures for the performance. Dee indicated that in any area where there is a yellow, those are areas that CSCR is not currently meeting performance requirements. And so for adults measurable skills gains and measurable skills gains when dislocated workers, CSCR is not meeting either one of those. The program that CSCR is experiencing the most issues with from a performance standpoint is our youth program.

There are three measures listed there that CSCR is currently not meeting. For an employee of the first quarter after exit, there continues to be a downward trend. CSCR has not met this particular metric for the last three quarters, and so since quarter three of the program year 2019, this has continued to go on. CSCR will definitely continue to monitor and determine what can be done to increase performance. The one that is the most concerning for us at this point is the youth credential attainment rate. CSCR has not met this particular metric since quarter one of the program year 2018 and 2019. DEO has an Administrative Policy 104 discussing what type of action can be taken after a local area does not meet performance for a singular metric for three years. And at this point, CSCR is at a three-year mark, so we are definitely taking action to increase the performance.

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A meeting was held with the Service Provider on December 2<sup>nd</sup> to discuss the youth performance metrics since it's the area the most metrics have not been met. CSCR is working with the Service Provider on a performance improvement plan to increase the performance. CSCR will also request technical assistance from the DEO related to performance to ensure that they are doing everything possible to make a difference in these measures' performance. Dee and Rachel continued to discuss the changes that have caused a negative impact on their performance. Rachel indicated that she and her team are working to make changes and to adjust their service delivery model.

Chair Watson thanked Dee and Rachel for their work to ensure that CSCR and the Service Provider work together to make immediate changes to enhance the Service Provider's performance.

### VI. Senior Director Report – Trish Yahn

Trish informed everyone that the BES report is attached to the agenda packet. She especially thanked the Board for their support in the 2020 Talent Innovation Summit. In attendance was one hundred twenty-nine attendees in considering this year's Talent Innovation Summit was a hybrid event with in-person and virtual attendees. The keynote speakers presented live in-person and broadcast via Zoom to all attendees.

Trish thanked Patrick Hutto for being the exclusive sponsor for a successful Paycheck for Patriots hiring fair for the last three or more years. SODEXO at Tallahassee Memorial Healthcare uses CSCR exclusively for hiring their employees, which has been a great success. The BES team received the continuous improvement performance incentive from CareerSource Florida. The BES team has met the goal to improve business penetration.

### VII. Strategic Discussion – Healthcare – Employment – Social Workers – Jim McShane

Jim posed a question to the Board members and asked, as the Coronavirus pandemic marches on throughout our communities with a great need in our healthcare system for more providers, i.e., doctors, nurses, CNA's and phlebotomist. Is now a time to come together to solve this long-term issue, especially nursing?

Tom Eisel, Maria Mead, Martina McDowell, and Shelly Bell all joined the conversation and stated that they would be willing to work together with CSCR to create a strategy to increase healthcare workers in the local healthcare facilities.

Jim thanked everyone for their feedback and ideas. Jim indicated that at every Board meeting, he would have a least one question to discuss a specific employment sector and share the needs and the challenges in finding personnel.

Chair Watson informed the Board that the Executive Committee recently completed their obligation to conduct Jim's performance evaluation. The Executive Committee assessed that Jim did a great job, and the Board is fortunate to have Jim. They agreed that they want him to continue with CSCR, as long as he's willing. Jim has a great team that supports him and does an outstanding job. Everyone is very

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professional and dedicated to the cause and the CSCR mission. As the Chair of the Board, we really appreciate everyone's professionalism and dedication to CSCR.

Jim thanked Chair Watson and the Board for their trust in him and the CSCR team.

### **VIII. Adjourn**

Chair Watson entertained a motion to adjourn the meeting, and Martina seconded the motion. Meeting adjourned at 1:25pm.