



**Partners Council Meeting
September 14, 2018
12:00 PM**

Partners Present: Matt Guse, Michael Byrd, Catie Goodman, Monique Ellsworth, Mary Rayshell Holmes, Trinika Trotter, Regina Browning, Deborah Lloyd, Kiana Cogdell.

Staff: Dan McGrew, Lorraine Wells, Avantra Stroud.

Recording: Avantra Stroud,

I. Call to Order: Welcome & Introductions

Chair Matt Guse welcomed everyone and called the meeting to order at 12:17 PM. He stated that he is the CEO at the Early Learning Coalition (ELC) for this region where they provide assistance with childcare for working parents providing funds directly to the caretaker. Chair Guse said he will be the chair of this council for the next program year. Chair Guse invited everyone in the room to introduce themselves and who they are representing in this partnership with CareerSource Capital Region (CSCR).

Michael Byrd with the Department of Juvenile Justice as the Circuit 2 Reform Specialist for youth: <http://www.djj.state.fl.us/roadmap-to-system-excellence>.

Lorraine Wells with CareerSource Capital Regions (CSCR) where she works with disabled veterans as the jobs and benefits administrator.

Avantra Stroud with CareerSource Capital Regions as Administrative Specialist to CEO, Jim McShane and CFO, Matt Salera, attending this meeting on behalf of Jim McShane.

Catie Goodman with TCC works as College Success Instructor and within their Career Center, she shared TCC previously had a policy that recently released individuals had to wait 6 months before enrolling there but TCC has done away with the policy to allow immediate enrollment to aid with re-entry to workforce: <http://www.tcc.fl.edu/student-life/career-center/>.

Monique Ellsworth with the Kearney Center works as the Executive Director of the center and the COO of CESC, Inc., which she explained is non-profit organization operating the Kearney Center as emergency shelter that has expanded services through partnerships to include mental health services and medication maintenance, and their dental program is a big hit assisting the lower income individuals with dental needs, she added they have "Westgate" which is transitional housing and "The Dwellings" a tiny house community for low-income individuals like seniors citizens: <http://kearneycenter.org/services/>.

Mary Rayshell Holmes with Tallahassee Housing Authority where they maintain and provide quality affordable housing to low-income families: <http://tallha.org/>.

Trinika Trotter with Forward March where they provide services to youth ages 17 to 29 assistance in seeking, obtaining and most importantly keeping a job through incentives; earning money while they job search, she said they also assist previously incarcerated individuals and single parents with find jobs, social matters and help them learn skills through workshops. She said their office is housed within the Kearney Center and they give out badges for the Kearney Center to allow entry into the building to their clients and others that frequently visit their office, and they also provide their clients with bus passes: <http://dma.myflorida.com/about-face-and-forward-march/>.

Regina Browning with Adult and Community Education (ACE) provides 16 year olds and up an alternative way to obtain a high school diploma, for individuals to learn English as another language and assist with getting youth back on track with their partnership with TEMPO: <http://www.aceleon.org/>.

Deborah Lloyd with Good News Outreach a faith-based organization who assist single parents with safe, income-based housing at their “Maryland Oaks Crossing.” She said they assist formerly incarcerated men with transitional housing at their “Mercy Housing” at a rate of \$13 per month. They strongly encourage the men to open a savings account and save funds while working and living in the transitional housing which holds up 10 men, and they are currently at 8. She said they connect the formerly incarcerated men with CSCR, and help the men find jobs within 30 to 45 days of release: <https://www.goodnewsoutreach.org/services>.

Kiana Cogdell, Program Support Specialist with ECHO (Emergency Care Help Organization) where she works with veterans getting them the financial assistance they need with utilities, housing, clothing and food.

Dan McGrew introduce himself as the staff contact for this council along with Matt Guse as the chair, a contact.

Questions: Chair Guse asked Trinika Trotter if the single parents they serve are referred for childcare through their partnership with CSCR. Dan McGrew answered Chair Guse’s question with yes. Trinika explained Forward March currently has a single mother that attends their workshops but does not have childcare so to not discourage her from attending they allow the mother to bring her daughter the workshops while trying to obtain employment to pay for childcare, but that this parent did not come through CSCR. Monique Ellsworth asked Trinika if Forward March is funded under the Department of Military. Trinika answered yes. A Discussion ensued on previously incarcerated individuals finding and keeping employment through the respective partners in the room.

II. **Goals of the Career Center Partners Council**

Chair Guse drew the group’s attention to a PowerPoint Presentation where he invited everyone to review the Council’s goals as he read them aloud.

“As a council we aim to improve awareness of each other’s missions and leverage that knowledge to:

- Reduce duplication of services across organizations.
- Build collaborative relationships that result in working together to help our citizens achieve their goals.”

III. **Council Initiatives for PY 2018-19** **Agency Quick Connect Form:**

Chair Guse welcomed Dan McGrew to share the Council Initiatives in the presentation with the group. Dan began by giving a background on himself, explaining that he is contracted under CSCR with Dynamic Workforce Solutions for Leon, Gadsden and Wakulla. He said he also covers some areas of Gainesville. Dan drew the group's attention to the second bullet point and stated he would come back to the first bullet. Dan opened the link within the PowerPoint Presentation on the Agency Quick Connect Form: <https://form.jotform.com/dwfsfl/partner-referral>. Dan said CSCR is working on going from referral to this Agency Quick Connect Form. He shared that it was developed in Hillsborough County and he thought it would be great to use in this area. The Form is an easy way to send people back and forth between agencies and gives them a contact name at the agency not just a general referral. Dan did a demonstration of the Agency Quick Connect Form using Monique Ellsworth as the referring agency, Catie Goodman as the recipient agency and himself as the person being referred. Dan explained that all of Partners Council are in the quick connect system. The system sends all three parties an email receipt of the referral. He said the referral can be customize to include any and all, and a specific date/time to visit referred agency.

Questions/Comments. Regina Browning asked Dan McGrew if what he went through in the demo of the Agency Quick Connect Form was all there is to be expected (of the system). Dan stated a report can be run of all referrals sent. Monique Ellsworth asked if documents can be attached to the referral. Dan replied he is unsure but will look into whether or not that is possible. Catie Goodman asked if the Agency Quick Connect Form will live on the CSCR website. Dan explained that all Partners will receive a link to add it to their desktop. Lorraine Wells commented, ensuring that we know the outcome of the customer's needs, that the Form really is a bee-line for services, that we may need to all have a follow-up policy to this process. Dan agreed with Lorraine that the Form is a bee-line, and added that we cannot enforce a follow-up policy on any agencies but at least all parties will have an email contact to do follow-up. Lorraine followed Dan's response with a question if the Council can have a something that says "code red" meaning the person (client) didn't follow-up on the referral. Dan replied that the Council can get the system to do whatever it wants. Chair Guse added for him this is great but he has to think it through with the processes they already have in place at ELC. Deborah Lloyd said this is great to her because it does give people a name they don't have to figure it all out on their own which can be a reason why people don't follow through on the referrals. Mary Rayshell Holmes said it would be great if the system were broken down by service categories to know exactly where you're referring a person to. Dan indicated he would not want the person being referred to feel they are actually guaranteed the services in the referral. Mary suggested putting a disclaimer on the referral email that the referred person receives. Chair Guse agreed that all Partners will need to develop a disclaimer for their individual agency. Deborah said it is important that everyone reiterates verbally to the client that the referral is not a guarantee of services that it is not enough to have it written alone. Monique brought up to the group that emails for the Partners change continuously with turn-over, and inquired who is responsible for those changes in the system. Dan replied that this initiative is to connect all here and is driven by those at this table. Dan continued with sharing he and Chair Guse talked about coming up with an MOU for all to sign into. Chair Guse said at ELC they have a backup agency as an email recipient to avoid any missed emails. Monique asked what the form is for common thread; is it a digital handshake. Dan said it is to put a name to connect people with when being referred. Monique brought up that the referred person would not be going directly to speak to Matt Guse at ELC as an example adding that the Council needs to develop a contact list. Mary agreed and said at least they will have a name to start with. Catie said maybe the Partners could triage the referrals out within their staff. Dan added to Catie's comment that then you could follow-up within your staff on whether contact was made. Chair Guse said all Partners can report back to one another how many people actually followed-

up on their referrals. Catie said this could be best practice to get some data and maybe apply for grants. Trinika Trotter said Latricia Johnson at CSCR sends her a list of referrals and she reports back to Latricia as to which people actually came to their office of the referrals sent. Chair Guse said he will construct an email questionnaire on the Agency Quick Connect System to send to all. Dan said he would draft driving questions for the portal for what would you all like to see and send a draft/sample MOU, and he added that no one is forcing anyone to sign the MOU.

Joint Training Initiative:

Chair Guse went over with the group the Joint Training Initiative in the presentation: Quarterly training or exhibition for new hires from partner organizations. He said the group came up with this idea at the last meeting and he feels it is great if you're in upper management and CEO positions to use but may be good to send new staff to these meetings so they see who we are connected with. He said the trainings can be on a Friday. Dan McGrew said the quarterly training or exhibition would be for new hires from partnerships, and the location can be at the different partnering agencies. Chair Guse explained to the group these are big goals but it's cool and that the Council drives what the group does. He explained the Council will meet four times this program year. Chair Guse said the trainings can be 10 minutes; TedTalk type of meetings.

IV. Member News

Chair Guse asked if anyone had any news from their respective partner to share with the group. Catie Goodman shared that TCC's EagleShadow Applications for Fall have closed, and the Spring Applications will open January 7, 2019 to mentor a student. TCC's CareerFest is September 20th from 11 am to 1 pm in the Student Union Ballroom, and their Career and Internship Fair is October 24th from 9 am to 12 pm in the Student Union Ballroom. Catie also shared welding is coming back to TCC in January, 2019. Regina Browning shared ACE has orientation every Tuesday in Building 14 at Lively Technical Center, and that if anyone knows a student needing help to send them their way. Trinika Trotter wants to connect with TCC as they have students they are working with. Dan McGrew shared CSCR has had some reduce funding which reduces the number of participants their able to assist with training for this program year. He said the LLSIL has also changed from 200% to 150% meaning they are now focusing on helping individuals that truly need assistance. Dan said CSCR is adding a new group of training programs and the he would send the most recent list to the group. Dan went over the various flyers provided to the group upon arrival to the meeting: CSCR will host a recruitment event for Trulieve on October 4th from 1 to 5 pm at their Gadsden Career Center; a recruitment event for Florida Department of Corrections on October 11th from 9 am to 12 pm at the Wakulla Career Center; the Talent Innovation Summit on October 17th from 8:30 am to 1:30 pm at the FSU Turnbull Center, tickets are \$40, registration closes October 3rd, and the theme is "Addressing Talent Challenges."

V. Adjourn: Chair Guse asked if there were any additional questions or comments. There were none. The meeting adjourned at 1:33 PM.

**Next Meeting:
December 14, 2018
12:00 PM**