

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

Date: November 21, 2019
Location: 9215 North Florida, Suite 101, Tampa, FL

Call to Order

Chair Sean Butler called the meeting to order at 11:00 a.m. There was a quorum present with the following Board Members participating.

Board Members in attendance

In Person

Tom Aderhold, Leerone Benjamin, Michael Bach, Rick Bennett, Sean Butler, Constance Daniels, Elizabeth Gutierrez, Benjamin Hom, John Howell, Lindsey Kimball, Steve Morey, Commissioner Sandra Murman, Don Noble, Michael Ramsey, Roy Sweatman, and Sophia West.

Via Phone

Stephanie Brown-Gilmore, Robert Coppersmith, Mireya Hernandez, Dr. Ginger Clark, Randall King, and Jasiel Legon.

Board Members not in attendance

Michelle Calhoun, Richard Cranker, Paul Orvosh, Earl Rahn, Susan Skiratko, and Yanina Rosario.

Staff Present

John Flanagan, Juditte Dorcy, Sheila Doyle, Jody Toner, Mimi Tran, Anna Munro, Christina Witt, Doug Tobin, Dan Schneckenburger, Chad Kunerth, Michelle Schultz, Jennifer Wilson, Tammy Stahlgren, Sheldyn Joseph, and Hector Huertas.

Board Counsel

Jennie Tarr

BOCC Liaison

Kenneth Jones

Other Present

Mike Lawrence and Sharon Parry, CWA; Melissa Welker-Ed2Go and James Randolph, HYPE

The items are listed in the order of discussion.

- ▶ Indicates Board Action
- Indicates Action Needed

Welcome and Roll Call

Chair Sean Butler welcomed and thanked the board members for participating.

Public Comments

There were none.

Consent Agenda

▶ Consent Agenda

(Refer to Page 2-51 of the November 21, 2019 Board of Directors Agenda Packet)

1. Approval of September 19, 2019 Board of Director Minutes
2. PY 2019- 2020 Budget Modification No. 2 6
3. Youth STEM RFP
4. Approval of Training Vendors
5. Approval of Training Programs
6. Policies
 - a. Grievance Policy & Procedures
 - b. Revised Supportive Services and Incentive Policy
 - c. CSTB Board of Directors Conflict of Interest

- d. WIOA Title I Programs Eligibility Criteria
 - e. CSTB Policy & Procedure Development
 - f. Trade Adjustment Assistance Funding
- **A motion to approve all 6 items under the Consent Agenda**
 - **Motioned: Commissioner Sandra Murman**
 - **Seconded: Don Noble**
 - **The motion carried. There was no discussion.**

Chair's Report

(Refer to Page 52 of the November 21, 2019 Board of Directors Agenda Packet)

Business and Education Summit:

The Summit will take place on February 28, 2020, at the Tampa Marriott Waterside. Keynote speakers for the event are tentatively, Governor Ron DeSantis, Ron Painter, CEO – National Association of Workforce Boards, amongst others. We are also inviting Anriban Basu, nationally renowned economist, who will present a regional and national economic forecast.

There will be robust discussions and break-out sessions for each of our targeted industry sectors, with subject matter experts. Sponsorship materials and information have been circulated. CSTB Board members are welcomed to attend and participate in the event.

- **Chair Sean Butler requested that a meeting invitation be sent out to all board members for the 2020 Business and Education Summit.**

Board Counsel Report

Jennie Tarr introduced herself as the new legal counsel. No updates given.

CEO Report

John Flanagan met with all CSTB staff in a town hall meeting after the Executive Committee meeting in October. The purpose was to inform staff about the procurement-based system that will be implemented next year, because about 60 CSTB staff be working for a new employer effective July 1, 2020.

John Flanagan has accepted Board of Directors positions with Junior Achievement, and United Way Sun Coast.

The Workforce Development task force has just wrapped up and one of the new developments is that CSTB will be partnering with United Way Suncoast of Tampa, and some other partners including JP Morgan.

Dress for Success has entered into a contract with Hillsborough County for \$25,000. To better integrate into the CareerSource systems, they will occupy about 900 square feet of space at the North Florida location. They will open up a career wardrobe boutique onsite and they will offer their Professional Development workshop series onsite.

Ernest Coney of CDC has confirmed that they will be moving their men's wardrobe to the North Florida location also to provide the same service as Dress for Success.

CSTB experienced a Ransomware attack about a month ago. We received a report with recommendations from our insurance carrier to prevent a recurrence. We will be implementing a two-factor authentication process, and we have already moved our Outlook to a cloud-based system. The goal is to be 100% cloud based by July 1st. We were told that to the best of their knowledge no personal identifiable information was compromised.

Michael Ramsey has accepted a position with St. Petersburg College as Dean of Workforce, which means we are losing Mike as a Board Member. In appreciation of his services on the CSTB Board of Directors, Mr. Ramsey was recognized with a plaque.

Presentation Sunshine Laws and Public Records

Jennie Tarr provided a presentation on Sunshine Laws and Public Records. Board Members were asked to sign an Acknowledgment of Training form.

Action/Discussion Items

▶ Action Item #1: Outsource of Services - RFP

(Refer to Page 59 of the November 21, 2019 Board of Directors Agenda Packet)

Michael Lawrence and Sharron Parry, CWA consultants explained that there will be three components to the RFP for Outsource of Services. We are hoping to get the RFP out by mid-December. Respondents will be able to bid for each, or all areas of service. We have recommendations to formally procure Business Services, WIOA Adult and Dislocated Worker, and Career Services/One Stop Operator as a bundled service. The goal is to make final vendor recommendations to the Board at the March 2020 BOD meeting.

Lengthy discussion occurred about what measures we are going to include in the RFPs, to ensure that we hold the vendors accountable for their services. Request was made to develop a dashboard to track these established metrics to evaluate vendors' performance.

Mr. Flanagan stated that he hopes the only thing different for our staff is where their paycheck is coming from. Outside job seekers, and employers are not going to know whether they are interfacing with CSTB or Contracted employees. We will have a certain amount of control over the processes and selection criteria. We are going to incorporate into the RFP, requirements that the vendors will need to have the same compensation and benefits philosophy as CSTB.

We will be forming a selection committee. It was recommended that the county participate. We will also be looking to outside CareerSource individuals for input, because their experience would give us some insight into the selection process.

It will be one-year contract, with options for two one-year renewals with Board approval.

- **There was a recommendation to create a dashboard specific to the outsourced service providers that will incorporate the vendors performance metrics to assure compliance with stated goals.**
- **A motion to approve The Executive Committee recommendation for outsourcing, and to formally procure: (1) One Stop Operator and Career Services as a bundled service (2) WIOA Adult and Dislocated Worker, and (3) Business Services.**
 - **Motioned: Michael Bach**
 - **Seconded: Tom Aderhold**
- **The motion carried. There was no further discussion.**

▶ Action Item #2: Compensation and Benefits Study

(Refer to Page 61 of the November 21, 2019 Board of Directors Agenda Packet)

CSTB engaged a consultant, Compensation Resources Inc. (CRI) to perform a compensation and benefits analysis, and they have provided recommendations and feedback.

- **A Motion to approve The Finance Committee recommendation to continue the current benefit stipend through the end of the fiscal year, June 30, 2020 at which time the organization would then transition to a more equitable cafeteria style benefit structure similar to one of the alternatives provided. The determination would be based on which one has the least impact to staff and the operating budget.**

In addition, the Finance Committee recommends increasing the salary of the three employees who are below market.

- **Motioned: Commissioner Sandra Murman**
- **Seconded: Don Noble**

- **The motion carried. There was no further discussion.**

▶ Action Item #3: DRAFT – Audit Engagement Letter for fiscal year ending June 30, 2019.
(Refer to Page 63 of the November 21, 2019 Board of Directors Agenda Packet)

Anna Munro explained the draft engagement letter which describes the CPA's terms and conditions to provide the audit and tax services. The term for the engagement is for the fiscal year in June 30, 2019. In addition to engagement can be renewed for up to four additional years at the option of the CPA firm in Career Source Tampa Bay. Anna Munro also added that Hillsborough County Legal Services reviewed the engagement letter and their suggestions was incorporated in the packet.

- **A Motion to approve staff recommendations the Board review, provide comments and feedback, if any, on the draft engagement letter to engage James Moore & Co., P.L. to provide CareerSource Tampa Bay audit and tax services for the fiscal year ending June 30, 2019.**
- **Motioned: Don Noble**
- **Seconded: Sophia West**
- **The motion carried. There was no further discussion**

Action Item #4: Approval of Training Programs- Hillsborough Community College.
(Refer to Page 79 of the November 21, 2019 Board of Directors Agenda Packet)

Jody Toner gave some background and history. January 2019 CSTB entered into contract with HCC to deliver short-term pre-vocational training at our career prep center for three areas: Welding, Soldering, and cabling. Previously the funding was under the CareerSource Florida Sector Strategies Career Ready Grant and therefore, not submitted through the ETPL process. However, as funding will now be ITA dollars through WIOA we are required to submit under ETPL requirements for consideration. Two of the three training programs do not meet the threshold standards of \$14.63 per hour as an entry wage rate.

Lengthy discussions transpired. HCC is a major partner and it is believed that the wage rate is more of a market issue not an issue with the quality of HCC's training programs. Additionally, the training programs HCC is offering at the Career Prep Center are short-term pre-vocational training programs not the traditional training programs HCC offers. Welding, Soldering, and Cabling are all in demand occupations based on our RTOL and are extremely important stepping-stone jobs with high demand and a short training duration, enabling trainees to get into the workforce quickly and easily.

- **A Motion was made recommending waiving the currently policy regarding the wage requirement and to approve all three HCC training programs.**
 - **Motioned: Commissioner Sandra Murman**
 - **Seconded: Michael Bach**
 - **Dr. Ginger Clark Abstained**
- **The motion carried.**

After lengthy discussion regarding the policy on vendor program wage rate qualifications, a motion to reconsider the Consent Agenda Item #5 Approval of Training Programs (page 14-17) was brought forward. The motion was to remove from the consent agenda list and to be brought for before the Board separately for action/discussion.

- **A Motion to Reconsider Consent Agenda Item #5 Approval of Training Programs, out-of from the consent agenda for to Board for separate discussion.**
 - **Motioned: Commissioner Sandra Murman**
 - **Seconded: Tom Aderhold**
- **The motion carried. There was no discussion on this motion.**

Discussion that the training programs in Action Item #4 (and others previously excluded) which do not meet the minimum wage threshold are in-demand jobs listed on our RTOL and that these may be steppingstones to higher paying jobs. It was also discussed that it is CSTB's job to find people who have significant barriers to employment that may not be able step into a higher paying job initially, but at least we have got to assist them with entering the workforce.

- **A motion was made to move Consent Agenda Item #5 Approval of Training Programs to waive current policy regarding minimum entry-level wage rate and modify completion rate to 65%, and accept consent agenda item 5 approving all the vendor programs that did not meet the minimum entry level wage rate.**
 - **Motioned: Commissioner Sandra Murman**
 - **Seconded: Michael Bach**
 - **Dr. Ginger Clark Abstained**
 - **There was one Nay vote**

- **The motion carried. There was no further discussion.**

Information Items

Due to the length of the meeting no discussion occurred. The information items details are available in the packet.

Information Item #1 USDOL / DEO Compliance Review

Information Item #2 Continuous Improvement Performance Initiative

Information Item #3 2019-2020 Performance Dashboard Report

Information Item #4 Summer Job Connection (SJC) 2020 Update

Information Item #5 DEO Financial Compliance Monitoring Report for the period July 1m 2017 through March 31, 2019

Information Item #6 Heat Map: Job Seeker and Employers

Information Item #7 Job Order Analysis

Information Item #8 Eligible Training Provider – Waivers

Information Item #9 Strategic Plan

Information Item #10 Public Relations/Marketing Update

No discussion occurred

Information Item #11 Expenditure Reports for the period ended June 30, 2019

Committee Reports

Finance Committee

No discussion

One-Stop Committee - Update given by John Flanagan

The committee met on November 20, 2019

Career Center Traffic:

- During Program Year 19-20 (July 1, 2019 to September 30, 2019) CSTB had a total number of 30,210 customers visit our CSTB Career Centers.

Job Seeker Services Summary:

- During the same period of time, CSTB provided a total number of 44,004 job seeker services, to a unique number of 9,103 job seekers registered in EmployFlorida who received services.
 - The total number of staff assisted job seeker services: 18,840 (42.8 % of all services)

Employability Skills Training:

- During the same period of time a total of 2,268 job seekers participated in employability skills training workshops
 - Top 3 Workshops
 - Resume Development (271)
 - Career Mapping (150)
 - Basic Computers (121)

Training Services:

- 28 new WIOA occupational skills training enrollments occurred during the 1st Quarter. Funding is currently available under all WIOA funding streams.

Placements:

- 1st Quarter placed a total of 1,358 unique job seekers into unsubsidized employment.

Customer Satisfaction:

- Overall level of job seeker satisfaction for the 1st Quarter was 93.4%; with 992 customer completing the survey. Our Net Promoter score for this period was 38%.
- *Next One-Stop Committee meeting will be held on February 19, 2020*

Workforce Solutions Committee - Update given by John Flanagan

- Committee met on 11.06.19 @ 9 a.m.
 - On-the-Job Training:
 - Obtained 10 fully executed contracts during the 1st Quarter of PY 19-20.
 - Paid Work Experience:
 - Paid Work Experience program allows the eligible customer to earn \$11 per hour, while working a maximum of 24 hours a week, for a six week duration.
 - The total number of trainees 1st Quarter: 10
 - The total number of employers 1st Quarter: 5
- Summer Job Connection Update was provided – the CSTB team did an outstanding job with this initiative and they are planning the 2020 program with a goal to serve 1,500 youth ranging between the ages of 16-24 through a blended funding stream of WIOA Youth, TANF, and Hillsborough County BOCC.
 - Online program application launches for both Youth and Employers on January 6, 2020
- *Next Workforce Solutions Committee meeting will be held on February 5, 2020 at 9 a.m.*

Future Business

No discussion.

General Discussion

CSTB hosted a recent event here in October with LVER representatives from across the country. The Department of Economic Opportunity State Veterans Program, in conjunction with the US Dept. of Labor Veterans Employment and Training Program, conducted a Local Veterans Employment Representatives (LVER) Boot Camp. Board member and veteran Tom Aderhold participated along with many regional contributors in the veteran's employment services arena.

- **A Motion recommending that CSTB undertake a formal survey of local employers to understand what the prevailing wage is for Hillsborough County, using the occupations listed in the Eligible Training Provider list on pages 14-17 of the November 21, 2019 Board of Directors Agenda Packet.**
 - **Motioned: Roy Sweatman**
 - **Seconded: Tom Aderhold**

- **The motion carried.**

Adjournment

The meeting was adjourned at approximately 1:01 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.