

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

**Date:** March 19, 2020  
**Location:** Zoom Meeting

**Welcome and Roll Call**

Chair Sean Butler called the meeting to order at 11:07 a.m. There was a quorum present with the following Board Members participating.

**Board Members attendance via zoom conference**

Tom Aderhold, Leerone Benjamin, Michael Bach, Rick Bennett, Stephanie Brown-Gilmore, Sean Butler, Andrea Cichon, Richard Cranker, Robert Coppersmith, Constance Daniels, Elizabeth Gutierrez, Lindsey Kimball, Steve Morey, Commissioner Sandra Murman, Don Noble, Paul Orvosh, Yanina Rosario, Susan Skiratko, Roy Sweatman, and Sophia West.

**Board Members not in attendance**

Warren Brooks, Michelle Calhoun, Dr. Ginger Clark, Mireya Hernandez, John Howell, Jasiel Legon, Benjamin Hom, Randall King, and Earl Rahn.

**Staff Present**

John Flanagan, Juditte Dorcy, Jody Toner, Mimi Tran, Anna Munro, Christina Witt, Doug Tobin, Dan Schneckenburger, Chad Kunerth, Michelle Schultz, Jennifer Wilson, Tammy Stahlgren, and Brandon Pham.

**Board Counsel**

Jennie Tarr

**BOCC Liaison**

Kenneth Jones

**Other Present**

Corrine Turcotte – Auditor

**Public Comments**

There were none.

The items are listed in the order of discussion.

- ▶ Indicates Board Action
- Indicates Action Needed

**Consent Agenda**

▶ Consent Agenda

*(Refer to Pages 3-28 of the March 19, 2020 Board of Directors Agenda Packet)*

1. Approval of January 19, 2020 Board of Director Minutes.
  2. Approval of January 29, 2020 Special Board of Directors Minutes
  3. RFP 20-0225 STEM Services -Provider Selection
  4. Worked Based Training Program (OJT) Policy Revision
- **A motion to approve the above items on the consent Agenda as presented.**
    - **Motioned: Commissioner Sandra Murman**
    - **Seconded: Don Noble**
  - **The motion carried. There was no discussion.**

## Chair's Report

*(Refer to Page 25 of the March 19, 2020 Board of Directors Agenda Packet)*

The Chair update was focused on the COVID-19 pandemic and its effects on the CareerSource team, job seekers and business partners in Hillsborough County. The following activities have occurred:

- Effective today, March 19, 2020 all CareerSource locations are closed to the public. DEO closed all facilities to the public approximately 4:00 PM on March 18, 2020, prompting the decision to follow the same protocol at all CSTB locations.
- USDOL and the State of Florida have already enacted measures to ensure that funding is available to local boards for workforce systems, to assist in the inevitable wave of UC claims.
- A resource toolkit is available on the CSTB website identifying employer and job seeker support programs facilitated by CareerSource and partners.

## Board Counsel Report

Jennie Tarr has been working closely with the Ad Hoc By-Laws committee reviewing the draft By-Laws. She stated that she fully supports the Draft By-Laws and recommends that you should vote on approving them today.

## CEO Report

Mr. Flanagan's report was reflective of the Chair's Report. He reiterated that effective today March 19, 2020, we will be closed to the public. We have staff and teams in the building working, while maintaining safe social distancing and making sure that all areas are sanitized. We are looking at ascertaining the possibility of remote work for some staff where it makes sense. If we get to the point of a complete and total shutdown, we'll attempt 100% remote work capability. We're currently in the process of reviewing all staff essential functions to see who is appropriate for teleworking. Mr. Flanagan shared with the board a resource toolkit that we have worked on. Ken Jones and Lindsey Kimball have provided significant input from the county. Our goal is to make sure that we have a document can be easily navigated by a job seeker or business for any essential service. The toolkit will be posted on the CSTB website and the plan is to keep this document updated daily.

We are in the process of creating a virtual platform and are in conversation with the DEO. The DEO confirmed through email they are giving a local workforce the ability to sole source, or emergency procure essential services. We are currently in the process of gathering at least two bids from vendors that can build a system that provides: support learning workshops, the ability to connect to the UC system, and the ability to connect to Employ Florida for job search. We'll be able to start up a fairly generic system in two weeks and allow for customization on the back end. The Board of Directors voted in November to give the go ahead for the staff to release an RFP for virtual services, this eliminates a time barrier. Mr. Flanagan said he would provide updates to the Board of Directors in real time as things change.

## Action/Discussion Items

► Action Item #1: Annual Financial Statement Audit for the fiscal year ended June 30, 2019.

*(Refer to Pages 33-66, of the March 19, 2020 Board of Directors Agenda Packet)*

Corrine Turcotte, Auditor from James Morgan Company, provided a brief presentation. In summary, the audit went well and there were no significant findings.

- ***A motion to approve the Audit Committee recommends accepting the Annual Financial Statement Audit for the fiscal year ended June 30, 2019.***
  - **Motioned: Commissioner Sandra Murman**
  - **Seconded: Constance Daniels**
- **The motion carried.**

The following discussion ensued.

Ms. Turcotte explained that we expanded our sample during this audit, normally they would test from 25 to 40 we tested 60 items this year. Out of all those items we tested, we still didn't find any issues. CareerSource Tampa Bay staff confirmed that they felt comfortable with the audit.

▶ **Action Item #2: CareerSource Tampa Bay Draft By-Laws**  
(Refer to Pages 67-89, of the March 19, 2020 Board of Directors Agenda Packet)

Mr. Bach explained the process that the Ad Hoc Committee followed to come up with the Draft By-Laws. The committee met six times and each meeting lasted approximately 2 ½ hrs. He recognized and thanked the committee members for their time and commitment. The Chair added that he signed a letter expressing his full support of the Draft By-Laws.

- **A motion to approve the Executive Committee recommendation to present the attached revised By-Laws draft to the Hillsborough County BOCC for their review and vote of support.**
  - **Motioned: Commissioner Sandra Murman**
  - **Seconded: Roy Sweatman**
  
- **The motion carried.**

▶ **Action Item #3: Summer Job Connection Hillsborough County Agreement**  
(Refer to Page 90 of the January 16, 2020 Board of Directors Agenda Packet)

- **A Motion to approve staff recommending approval of the agreement between Hillsborough County and CareerSource Tampa Bay for the Summer Paid Work Experience Program.**
  - **Motioned: Commissioner Sandra Murman**
  - **Seconded: Constance Daniels**
  
- **The motion carried.**

The following discussion ensued.

There were concerns about the COVID-19 pandemic and how it will affect the Summer Job Connection program and impact the Youths. There is a projection of a 20% unemployment rate by September 2020. The consensus was that this program is even more important than before, and we want to move forward with this program even if we must modify it.

### **Information Items**

There was no discussion

Information Item #1 Job Order Placement Analysis  
(Refer to Page 116 of the March 19, 2020 Board of Directors Agenda Packet)

Information Item #2 WIOA Primary Indicators  
(Refer to Page 117 of the March 19, 2020 Board of Directors Agenda Packet)

Information Item #3 Continuous Improvement Performance Initiatives PY 19-20: QTR1  
(Refer to Page 119 of the March 19, 2020 Board of Directors Agenda Packet)

Information Item #4 Performance Dashboard  
(Refer to Page 121 of the March 19, 2020 Board of Directors Agenda Packet)

Information Item #5 Internal Performance Dashboard  
(Refer to Page 122 of the March 19, 2020 Board of Directors Agenda Packet)

Information Item #6 R15 DEO Quality Assurance Report, Program Years 2017-18 & 2018-19

(Refer to Page 129 of the March 19, 2020 Board of Directors Agenda Packet)

Information Item #7 Summer Job Connection (SJC) 2020

(Refer to Page 63 of the March 19, 2020 Board of Directors Agenda Packet)

Information Item #8 Public Relations and Marketing Update

(Refer to Page 130 of the March 19, 2020 Board of Directors Agenda Packet)

**Committee Reports**

One Stop Committee Report given by John Flanagan

Career Center Dress Code:

- We discussed the implementation of a new dress code policy for jobseekers, which will be enforced at all our locations effective April 6th, 2020.

Career Center Traffic:

- During Program Year 19-20 (July 1, 2019 to December 31, 2019) CSTB had a total number of 54,643 customers visit our CSTB Career Centers.

Job Seeker Services Summary:

- During the same period, CSTB provided a total of 85,703 job seeker services, to a unique number of 17,621 job seekers registered on Employ Florida.
  - The total number of staff assisted job seeker services: 35,601 (41.5 % of all services)

Employability Skills Training:

- During the same period a total of 4,145 job seekers participated in employability skills training workshops
  - Top 3 Workshops
    - Resume Development (270)
    - Modern Day Job Search for Mature Workers (179)
    - Surviving a Layoff (176)

Training Services:

- 100 new WIOA occupational skills training enrollments occurred during the 1<sup>st</sup> Quarter. Funding is currently on hold under all WIOA Adult funding streams; however, funding is available under the WIOA Dislocated Worker and Youth programs

Placements:

- 2<sup>nd</sup> Quarter placed a total of 1,588 unique job seekers into unsubsidized employment.

Customer Satisfaction:

- Overall level of job seeker satisfaction for the 2<sup>nd</sup> Quarter was 96.3%; with 740 customers completing the survey. Our Net Promoter score for this period was 31%.
- *Next One-Stop Committee meeting will be held on May 20, 2020*

Audit Committee Report given by Commissioner Sandra Murman

Audit Committee was held on March 3, 2020. The Audit Committee covered the above Action Item #1, Annual Financial Statement Audit for the fiscal year ended June 30, 2019. No other discussion occurred.

**Future Business**

Mr. Flanagan would like the Board to think about the possibility of suspending/delaying or canceling this current round of procurement. We expect to be facing a high demand for services because of high unemployment, and transitioning 70 staff over to essentially a new employer, at best would be poor timing, and we want to ensure a smooth transition when it does happen. Our focus needs to be on the workforce that's going to be dislocated and is going to need to have services in 100% real time. Not to mention all the logistical and functional challenges that a new vendor is going to face getting that staff on

board. It is my recommendation to cancel or delay the current procurement process, ultimately it is the Board's decision to make.

The following discussion ensued:

It was the consensus of the discussion that everyone agreed that the cancellation of the procurement process was a good idea considering what we are facing.

A Motion to recommend cancellation of the current RFP for procurement which was initiated on 12/18/2019.

- Motioned: Commissioner Sandra Murman
- Seconded: Michael Bach
  
- The motion carried. No further discussion.

Commissioner Murman asked, as a result of the COVID-19 pandemic, have CSTB staff been planning how to ramp up staff to provide services, as we have already seen that the need will dramatically increase over the next days, weeks and months?

CSTB stated that we have already received a spike in our calls. Mr. Flanagan stated we need assurance from DEO and USDOL that funding will be available for traditional WIOA and Wagner-Peyser funded services, (it probably will be added to the stimulus package). This would allow us to hire more people to assist with the increased flow of traffic. This will probably be a one to two-week process.

A new set of dashboard metrics were created to track everything since the outbreak of the virus. We've seen a 300% spike in our incoming calls over the past few days and we are tracking these metrics closely. We are working on creating a virtual platform to access services.

- **It was recommended to have conference calls with the Executive Committee to give updates. CEO indicated that he was going to implement a weekly update – CEO Key Report will be sent out to the board members on critical issues and update on the metrics.**
- **It was recommended that weekly reports be distributed to the Board.**

## **Adjournment**

The meeting was adjourned at approximately 12:37 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.