



Broward Workforce Development Board
One-Stop Services Committee

Tuesday, August 6, 2024
12:30 p.m. –2:00p.m.

Zoom Meeting ID:	730 243 5583
Zoom Password:	223498
Zoom Call-In:	1 646 876 9923

MEETING MINUTES

CareerSource Broward Boardroom
2890 West Cypress Creek Road, Ft. Lauderdale, FL 33309

The Committee was reminded of the conflict-of-interest provisions.

ATTENDEES: Heiko Dobrikow, Tara Williams, Cynthia Sheppard, Melida Akiti, and Rick Shawbell, who chaired the meeting.

STAFF: Carol Hylton, Kimberly Bryant, Maurice Gardner, Mark Klinecicz, Rochelle Daniels, and LaTanya Brown.

APPROVAL OF MINUTES

Approval of the Minutes of the 6/5 One-Stop Services Committee meeting.

On a motion made by Tara Williams and seconded by Heiko Dobrikow, the One-Stop Services Committee unanimously approved the minutes of the 6/5 meeting.

NEW BUSINESS

1. **Continued Eligibility – Universal Technical Institute**

Considered approval of existing Eligible Training Provider (ETP) Universal Technical Institute's continuing eligibility for the period 9/1/24 through 8/31/26 and maintain their currently approved occupational training programs on our ITA list. This is in accordance with WIOA, which requires providers to be re-evaluated and approved for continuation on the ETP List after their initial year of eligibility. This provider has met continued eligibility requirements that include licensure, accreditation, issuance of industry-recognized credentials, and reporting to the Florida Education and Training Placement Information Program. CSBD reviewed the application for completeness to ensure that CareerSource Florida requirements and Board-mandated criteria were met for this school.

Kimberly Bryant presented the item and reviewed the recommendation.

Rick Shawbell inquired whether the provider would transition from a one-year introductory period to a two-year approval process. Ms. Bryant confirmed that this is correct.

On a motion made by Rick Shawbell and seconded by Tara Williams, the One-Stop Services Committee unanimously approved continued eligibility for Universal Technical Institute for the period 9/1/24 through 8/31/26 and for them to maintain their current approved occupational training programs on the CSBD ITA List.

2. **Updates to the One-Stop Services (OSS) Committee Strategic Planning Matrix**

Considered approval of the next steps, benchmarks, and updates to the OSS Strategic Planning Matrix.

Kimberly Bryant presented the item and reviewed the matrix in detail.

Rick Shawbell thanked Ms. Bryant for highlighting the objectives of the OSS Committee Strategic Planning Matrix and commented that the plan appears to be well developed. He also thanked the staff for their hard work and noted that he looks forward to reviewing the progress as it moves forward.

On a motion made by Rick Shawbell and seconded by Heiko Dobrikow, the One-Stop Services Committee unanimously approved the updates to the One-Stop Services Committee Strategic Planning Matrix.

REPORTS

1. **Neighborhood Job Fair**

The Neighborhood Job Fair organized by CSBD on 7/31 brought together 15 local businesses offering a wide variety of opportunities and nearly 300 job seekers looking for their next opportunity. Hosted in the heart of Oakland Park at our Central One-Stop Center, the job fair featured a variety of businesses, such as Broward County Schools, US Customs & Border Patrol, One Blood, Sherwin Williams, and Broward County Government, offering roles from Library Assistants to Phlebotomists. Job seekers connected with employers, exchanged resumes, and engaged in insightful conversations about career paths. The event fostered a positive atmosphere of collaboration and opportunity. We will continue to follow-up with attendees to assess the outcome.

Kimberly Bryant presented the item.

Rick Shawbell commented positively on the job fair and commended the staff for their excellent work.

2. **Changes to the Welfare to Transition Program (WTP)**

As a result of recently passed legislation by the state (HB 1267) a number of significant changes are now required in the delivery of services to our WTP customers as follows: 1) implementing standardized surveys at participant intake and assessment 2) requiring financial forecasting tools such as the budget planner and CLIFF tool 3) expanded case management services to employed participants in transition. We are participating in weekly meetings with the state as they are working to fine tune implementation. CSBD will align our local policies with these new processes once a formal policy is received from the state.

Kimberly Bryant presented the item.

Carol Hylton added that the State submitted these changes via email but has not yet produced any formal policies or procedures to accompany these new changes. She explained that the

changes substantially increase interaction with our customers, which is positive. However, the increased workload did not come with additional funding for more staff, making this an unfunded mandate. Ms. Hylton stated that we are working to manage this change while maintaining the level of customer service that our customers are used to receiving.

Rick Shawbell expressed appreciation for the staff's efforts to stay on top of the changes.

Carol Hylton thanked Mr. Shawbell for acknowledging the staff's efforts to implement the changes. She then informed the members that the CLIFF Tool was developed by the Federal Reserve, and she had the opportunity to review an early version during its development. The tool enables customers to better understand career paths and earning potential over time, assisting them in making more informed decisions about their careers.

Kimberly Bryant then introduced the CLIFF Tool and asked Maurice Gardner, Senior Manager of Career Center Services, to demonstrate its functionality.

Mr. Gardner guided the Committee members through the CLIFF Tool and showcased the real-time interactive experience that staff and customers will have while using it.

Maurice Gardner navigated through the example, demonstrating how the tool enables staff to have engaging conversations with customers about progressing through the program and setting goals to achieve economic self-sufficiency for their households.

Carol Hylton agreed and elaborated that the tool visually illustrates how customers' career decisions can impact the support services they currently receive. For instance, while they may be receiving Section 8 housing assistance now, they could lose this benefit as their household income increases over time.

Heiko Dobrikow emphasized the importance of staff accurately conveying information to customers, as he believes the tool, while beneficial, may be overwhelming for the customers. Kimberly Bryant agreed and added that the tool is designed to be used with staff guidance and is not intended for customers to navigate independently.

Rochelle Daniels noted that another consideration for our WTP customers is that they are only allowed to attend school full-time for one year under the current guidelines. After this period, they can no longer prioritize school as their main activity, which poses a challenge for those seeking long-term training that leads to higher income. These customers must also manage other responsibilities, such as balancing school and work, caring for their children, and juggling various obligations.

Melida Akiti offered input, indicating that the example of progressing from Nursing Assistant to Nurse Practitioner may appear daunting to customers interested in entering the medical field. She suggested that a more practical pathway would be transitioning from Medical Assistant to Licensed Practical Nurse (LPN) or Registered Nurse (RN). Ms. Akiti emphasized that the route to becoming a Nurse Practitioner is a lengthy process, and the initial example may not accurately reflect the realities of career advancement in this field.

Rick Shawbell noted that this report serves a dual purpose, acting as both a career ladder and a financial forecast for customers. He stated that the financial forecast aspect is well understood, with the graph providing a clear depiction of long-term and short-term goals. However, he

suggested that the Career Ladder Identifier requires further examination to enhance its effectiveness.

Carol Hylton responded by informing that the tool is a requirement from the State, which staff must complete with customers within the first thirty days. She noted that while there are other tools used to assist customers, this particular tool is mandated by the State.

Cynthia Sheppard observed that the tool is all-encompassing. She commented that its presentation is effective, but it is ultimately up to the customer to reach their goals. She highlighted that the tool enables customers to visualize the impact of their decisions and expressed her overall approval of it.

Heiko Dobrikow provided another example from the Chef/Food Preparation section of the CLIFF Tool. He pointed out what he considered to be misleading information, stating that the graph does not accurately represent the pipeline a person would follow or the realities of advancing in this career path. He expressed that the chart does not reflect the true progression and presents a very conservative approach.

Carol Hylton indicated that we would share the Committee's feedback with the State.

Rick Shawbell expressed his appreciation to the Committee members for their insights and thanked Mr. Gardner for his presentation.

3. CSBD Infograph July 2023 – June 2024

CSBD's Infograph was created to convey information about the delivery of our services to employers and community stakeholders quickly and clearly through visual elements. The infograph is ideal for enhancing our storytelling and increasing the shareability of content across various platforms. CSBD placed over 2,300 job seekers in jobs and provided over \$3.9 million in scholarships for training during the period covered by the infograph. Also, frontline staff handled over 66,000 One-Stop Center visits.

Kimberly Bryant presented the item and reviewed the infograph with the Committee. Ms. Bryant noted that the infograph serves as a valuable visual aid and conversation starter when we engage with employers and the community.

Melida Akiti appreciated that the customer who shared her testimony is employed by Broward Health.

Heiko Dobrikow expressed amazement that we assisted nearly 2,400 individuals in finding employment and noted that the engagement in the workshops was very good.

Carol Hylton added that this number is not final, as the State conducts a true-up at the end of each year using wage data from the Department of Revenue, indicating that the actual figure is likely higher than what we are currently reporting.

Heiko Dobrikow stated that he feels the underlying purpose of these types of grants is to improve the quality of life for our customers, therefore, we need to pursue more employer grants for upskilling and on-the-job training to enable economic mobility.

Rick Shawbell expressed agreement with Mr. Dobrikow.

4. Monthly Performance Report

The performance report for June is provided. The data reflects that within the Big 7 Regions, CSBD is in a four-way tie for 1st in WIOA Entered Employment Rate (EER), 1st in Welfare Transition (WT) All Family Participation Rate and Two-parent Participation Rate, and 3rd in WTP, Wagner Peyser, and Veterans EER.

Kimberly Bryant presented the item. There was no further discussion.

5. Broward County Unemployment and Economic Dashboard

The unemployment rate in Broward County was 3.4 percent in June 2024. This rate was 0.4 percentage points higher than the region's year ago rate. In June 2024, Broward County's unemployment rate was 0.1 percentage point lower than the State's rate. Out of labor force of 1,096,445, up 6,968 (+0.6 percent) over the year, there were 36,805 unemployed Broward County residents. CSBD also created a dashboard allowing website visitors to review the current and historical economic and workforce status of Broward County. The dashboard is a value-added resource allowing businesses the ability to make data-informed decisions.

Mark Klincewicz presented the item and highlighted that Florida Commerce is making micro adjustments to the reports each month, so there may be noticeable changes over time. He assured the Committee that what is being reported is an accurate and current account of what is available or reflected at this time.

Heiko Dobrikow pointed out that the number of unemployed individuals are increasing in all three counties in South Florida.

MATTERS FROM THE ONE-STOP SERVICES COMMITTEE CHAIR

None.

MATTERS FROM THE ONE-STOP SERVICES COMMITTEE

None.

MATTERS FROM THE FLOOR

None.

MATTERS FROM THE PRESIDENT/CEO

In response to Heiko Dobrikow's earlier point, Carol Hylton informed the Committee that there is an uptick in traffic at the Career Centers, which indicates that unemployment is rising and more individuals are seeking work.

Ms. Hylton announced the exciting news that we will be securing the Amerant Bank Arena at no cost for the Worlds of Work event next year!

Regarding the State of the Workforce breakfast and job fair, Ms. Hylton expressed concern about not yet receiving the contract from the Convention Center. She noted that while we are partnering with the Chambers, they need a date and time secured for January 2025 in order to solidify a speaker and arrange for buses. Together with Mr. Dobrikow, she mentioned that they have been persistent in following up with the Convention Center representatives and hope to receive the contract in the coming week.

Ms. Hylton also announced that we are looking into expanding into podcasting. She noted that the Employer Services Committee discussed various topics for these podcasts, including the voice of our customers, our services, education, and the perspectives of the youth.

Regarding our budget, we began the year with a reduced budget of just under \$3 million. Ms. Hylton explained that she has been working on strategies to recoup some of this funding. We are set to receive an additional \$600,000 from the Hurricane Ian grant, which can be utilized similarly to Dislocated Worker funds in WIOA, and this amount will contribute to the training budget. Additionally, for the Non-Custodial Parent program, we are receiving an extra \$785,000 as we have made significant progress with that initiative, positioning us as one of the most successful local boards with this funding. Lastly, we are also receiving an additional \$326,000 in WIOA formula funds.

Related to this, following the flooding we experienced several weeks ago, the State inquired if we needed any assistance, so I requested \$2 million. We have not yet received a response, but this funding will help us recover much of the budget cuts and enable us to continue our vital work in the community.

Rick Shawbell praised Ms. Hylton's efforts and congratulated her on securing additional funding.

Next, Ms. Hylton stated that development is underway for the career pathway videos which are focused on in-demand occupational sectors. The sectors include marine, healthcare, IT, and manufacturing, which align with our targeted job industries to generate excitement around these occupations for our future workforce. We expect to have the first video completed in time to present it at the upcoming Board meeting.

Lastly, Ms. Hylton stated that one of the video production companies we are collaborating with, Brand Star, indicated their experience working with veterans. The Board approved our collaboration with them to produce an additional video if we secure further funding. Since we have Get There Faster Funds earmarked for our veterans, we plan to create a veteran-focused video that highlights the work we do and the services we provide to assist veteran job seekers, as well as promoting the benefits of hiring veterans.

ADJOURNMENT – 1:49 p.m.

<p>THE NEXT ONE-STOP SERVICES COMMITTEE MEETING IS ON OCTOBER 1, 2024.</p>
