
MEETING MINUTES

BROWARD WORKFORCE DEVELOPMENT BOARD, INC. & CAREERSOURCE BROWARD COUNCIL OF ELECTED OFFICIALS

**Partnership Meeting #229
Thursday, September 24, 2020
Ft. Lauderdale, FL 33309**

The Board and Council are reminded of the conflict of interest provisions. In declaring a conflict, please refrain from voting or discussion and declare the following information: 1) your name and position on the Board, 2) the nature of the conflict and 3) who will gain or lose as a result of the conflict. Please also fill out form 8B prior to the meeting whether or not you are able to attend the meeting if you have a conflict with any agenda items.

Attendees via Zoom: Mayor Josh Levy, Commissioner Tim Ryan, Mayor Dean Trantalis, Gary Arenson, Josie Bacallao, Zac Cassidy, Kristen Cavallini-Soothill, Dr. Ben Chen, Heiko Dobrikow, Paul Farren, Cynthia Gaber, Dr. Lisa Knowles, Kevin Kornahrens, Francois LeConte, Dawn Liberta, Ismael Martinez, James Payne, Sam Robbin, Jim Ryan, Pam Sands, Rick Shawbell, Cynthia Sheppard, Bob Swindell, and Marjorie Walters.

Guests: Mason Jackson, Beth Jackson, and Matthew Jackson

Staff: Carol Hylton, Ron Moffett, Rochelle Daniels, Tony Ash, Mark Klinecicz, Kim Bryant, Christine Azor, Michael Bateman, Amy Winer, and Aida Melendez

PLEDGE OF ALLEGIANCE

ROLL CALL AND SELF INTRODUCTIONS

A moment of silence was observed for Supreme Court Justice Ruth Bader Ginsburg and Rick Case.

MISSION MOMENT

Aida Melendez, WIOA Success Coach, was presented with the Toni Brown Customer Service Award.

PRESENTATION

Mason Jackson, President Emeritus was recognized for his 44 years of service to CareerSource Broward and the community.

Commissioner Tim Ryan thanked Mr. Jackson for coming to the commission meeting to accept the proclamation and, speaking on behalf of the commissioners, thanked Mason for the service he provided throughout the years.

APPROVAL OF MINUTES

Approval of the minutes of 7/23/20 Partnership Meeting #228.

A motion to approve the minutes of 7/23/20, BWDB Partnership/CareerSource Broward Council meeting #228 was made by Heiko Dobrikow and seconded by Jim Ryan. The Broward Workforce Development Board, Inc. /CareerSource Broward Council of Elected Officials unanimously approved the minutes.

CONSENT AGENDA

Consent Agenda items are items that may not need individual discussion and may be voted on as one item. Any member wishing to discuss an item may move to have it considered individually.

ACCEPTANCE OF CONSENT AGENDA

On a motion made by Mayor Dean Trantalis and seconded by Kristen Cavallini-Soothill, the Broward Workforce Development Board, Inc. /CareerSource Broward Council of Elected Officials unanimously approved the Consent Agenda of 9/24/20.

1. BWDB Committee Summary

Summary of actions taken at the following meetings:

One Stop Services Committee - 9/1/20
Employer Services Committee - 9/2/20
Executive Committee - 9/14/20
Audit Committee - 9/14/20

2. Efforts to Assist SNAP Customers When Participation Waiver Ends

On 3/30/20, the Governor directed the Department of Children and Families to waive work requirements for the Supplemental Nutrition Assistance Program (SNAP). The waiver was expected to end on 8/30/20 but has been extended to 10/31/20. During the waiver, we are encouraging customers to take advantage of services, such as online/virtual job recruitments, educational fairs, occupational training, and community resources. CSBD is prepared for the waiver lift so that SNAP customers are able to meet their work requirements without the need to come into the career centers. Reviewed at the 9/1 One Stop Services and 9/14 Executive Committee meetings.

3. Individual Training Account (ITA) Virtual Enrollment Fair

CareerSource Broward determined new ways to interact with our customers safely in light of the pandemic. On 8/7 we hosted the first Virtual ITA Enrollment Fair using Zoom. Five (5) providers were invited to discuss their short-term training programs on our ITA list. The five providers were 1) Broward College 2) Atlantic Technical College 3) Sheridan Technical College 4) New Horizons and 5) The Academy of South Florida. One-hundred and three (103) potential WIOA customers, who were interested in learning about our training programs and how to apply to them, attended the Zoom meeting. Reviewed at the 9/1 One Stop Services and 9/14 Executive Committee meetings.

4. Outreach to Distressed Communities

CareerSource Broward continues to provide critical job placement and training services to individuals that reside in zip codes with the highest unemployment in the county. Over the past seven months with our assistance 185 customers secured employment. 77 customers received a scholarship and enrolled in occupational or work-based training and 457 customers attended our workshops covering topics such as resume preparation, virtual interviewing, and job search techniques. Reviewed at the 9/1 One Stop Services, the 9/2 Employer Services, and 9/14 Executive Committee meetings.

5. Monthly Performance Report

The state is delayed in providing the data we use for the Monthly Performance Report. We have contacted DEO and they have informed us that they are working to update the information and as soon as it is available we will be notified.

REGULAR AGENDA

These are items that the Council and Board will discuss individually in the order listed on the Agenda. Individuals who wish to participate in these discussions may do so merely by raising their hands during the discussion and being recognized by the Chair. The Chair will determine the order in which each individual will speak and the length of time allotted.

NEW BUSINESS

1. Membership Renewals

Consideration of membership renewals of Broward Workforce Development Board (Board) members whose terms will expire in September 2020 and who are eligible for renewal for a two-year term. The renewal of their terms is through September 2022. The ten members are 1) Bob Swindell 2) Zac Cassidy 3) Gina Alexis 4) Kristen Cavallini-Soothill 5) Heiko Dobrikow 6) Kevin Kornahrens 7) Dawn Liberta 8) Ismael Martinez 9) Jim Ryan and 10) Pam Sands. CareerSource Broward Council of Elected officials appoints Board members by a vote of the Council following a recommendation from the Board. Approved at the 9/14 Executive Committee meeting. *(This is in alignment with the board goal to maintain our role as workforce development leaders through advocacy by the board, collaboration, and providing information and intelligence to stakeholders with feedback from the community.)*

On a motion made by Mayor Dean Trantalis and seconded by Commissioner Tim Ryan, the Broward Workforce Development Board, Inc. /CareerSource Broward Council of Elected Officials unanimously approved the membership renewals.

2. One-Stop Center Hours of Operation and Holiday Schedule

The Master Agreement between CareerSource Broward (CSBD) and the Florida Department of Economic Opportunity (DEO) requires the governing boards' annual approval of the hours of operation and holiday schedule. DEO requires us to align our holidays with a federal, state, or county authority. In the past, we have generally aligned our holidays with Broward County. Consideration to approve 1) one-stop center hours of operation and 2) the CSBD holiday schedule, which includes President's Day and an additional Personal Day to align with the County to meet DEO compliance. Approved at the 9/1 One Stop Services and 9/14 Executive

Committee meetings. *(This is in alignment with the board goal to improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.)*

Carol Hylton explained the Master Agreement requires CSBD to obtain Board approval of the one stop center hours and holiday schedule on an annual basis. As we generally align our holidays with the County we reviewed the County's holiday schedule and found that we needed to add President's Day and an additional personal day to be in full compliance with their holiday schedule.

On a motion made by Gary Arenson and seconded by Pam Sands, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved the One-Stop Centers hours of operation and Holiday Schedule.

3. Move Annual Planning Session and Conduct Board Workshops in December

Consideration to approve 1) rescheduling the annual Board planning session from December to March/April to better align it to a) the program year b) the timing of decisions regarding our resource investments as reflected in the approval of our budget and to c) allow more time for the pandemic to subside so we can meet in person and 2) schedule virtual workshops for the Board following the December meeting to update the members on the various programs and services offered by CareerSource Broward. Approved at the 9/14 Audit and Executive Committee meetings. *(This is in alignment with the board goal to maintain our role as workforce development leaders through advocacy by the board, collaboration, and providing information and intelligence to stakeholders with feedback from the community.)*

Carol Hylton stated moving the planning session to March or April will allow us to better align our budget according to the Board direction during the planning session.

Ms. Hylton indicated that immediately following the December board meeting we are proposing to conduct a series of virtual breakout workshop/training sessions in areas where the Board has an interest in obtaining additional information using Zoom. We plan to survey the Board to select and prioritize the session topics we should offer.

On a motion made by Francois LeConte and seconded by Kristen Cavallini-Soothill, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved moving the annual planning session and conduct board workshops in December.

4. New Course and New Training Provider - Apex Training Center

Consideration to approve 1) Apex Training Center to become an eligible training provider and 2) add an HVAC Mechanic Assistant to our Individual Training Account list. CareerSource Broward reviewed the application for completeness and to ensure that Board mandated criteria are met for the training program and related occupational title. Approved at the 9/1 One Stop Services and 9/14 Executive Committee meetings. *(This is in alignment with the board goal to encourage job seekers to choose CSBD for comprehensive employment, education and training services, and to connect them to the workforce system using our central job bank.)*

Ron Moffett stated Apex will be a new provider for us and customers who complete this training program will receive an industry recognized Environmental Protection Agency certification.

Commissioner Tim Ryan noted it is very important for HVAC Mechanic Assistants to be added to the ITA list. He heard first hand from Pete Callahan, owner of Captial Air the difficulty he is experiencing in filling these types of positions. Commissioner Ryan asked Carol to reach out to Pete to offer CareerSource's assistance.

Mayor Dean Trantalis stated he agreed with Commissioner Ryan.

Heiko Dobrikow said he believes this is a good course for laid off hospitality workers. He stated he would like to see this program added to the list.

On a motion made by Mayor Dean Trantalis and seconded by Gina Alexis, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved a new course and new training provider – Apex Training Center.

5. Continued Eligibility for AAA School of Dental Assisting and Florida Vocational Institute

Consideration to approve Continued Eligibility status for 1) AAA School of Dental Assisting for the period 10/28/20 thru 10/27/22 and 2) Florida Vocational Institute for the period 11/14/20 thru 11/13/22. The Workforce Innovation and Opportunity Act requires training providers to submit new applications every two years to remain on the Eligible Training Provider List. Both providers have met the requirements for Continued Eligibility Status. Approved at the 9/1 One Stop Services and 9/14 Executive Committees. *(This is in alignment with the Board goal to encourage job seekers to choose CSBD for comprehensive employment, education and training services, and to connect them to the workforce system using our central job bank.)*

Ron Moffett stated both of these schools are in good standing. We currently have eight customers enrolled with AAA School of Dental Assisting and one customer at Florida Vocational Institute.

On a motion made by Marjorie Walters and seconded by Heiko Dobrikow, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved continued eligibility for AAA School of Dental Assisting and Florida Vocational Institute.

6. CareerSource Florida (CSF) Network Cooperative Outreach Program

CSF has announced the PY 20/21 Network Cooperative Outreach Program. This is an initiative to assist local workforce boards with advertising, outreach, and messaging efforts. The program offsets communication costs for employer and job seeker outreach. There is a \$48,854 available credit that we recommend using towards 1) the development of up to three (3) videos showcasing a day in the life of an apprentice in CSBD funded registered apprenticeship programs and 2) creation and execution of a digital and social media "Help Is Here" marketing campaign to inform employers and job seekers of the services available to them during the pandemic. Approved at the 9/2 Employer Services and 9/14 Executive Committee meetings. *(This is in alignment with the Board goal to improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.)*

Carol Hylton explained that CSF allotted \$48,854 in credits that we can use to develop messaging in our region and we have determined we'd like to continue executing our plan to

expand use of digital and social media and at the suggestion of Mayor Levy to showcase the day in the life of an apprentice.

Commissioner Tim Ryan stated this is important because CSBD can use these funds to increase communication and messaging about our services.

Commissioner Ryan asked Carol if it would be necessary to do a mid-year adjustment or has this type of advertising and outreach already been addressed in the current budget if we wanted to do additional messaging.

Ms. Hylton responded in addition to these credits we do have funds for marketing already built into our budget. She further noted that we are looking into the possibility of engaging a local company to assist us with our marketing and promotion initiatives. Commissioner Ryan requested that Mayor Levy further assist with this project.

Mayor Levy agreed to assist and stated he noticed our social media has improved since he and Carol spoke about this during her interview. Mayor Josh Levy explained how social media platforms have shifted to a pay-to-play model for businesses. He further stated that this funding will allow us to produce engaging videos that can be pushed to reach the target audience.

Gary Arenson asked if there are other regions that do not use all of their credits, could CSBD request the unused credits? Ms. Hylton stated she would ask the state.

Mayor Levy inquired if we could do a text blast to customers who are receiving re-employment assistance. Ms. Hylton stated that we have asked the state for a list of names. Because the information is confidential we were required to sign a confidentiality agreement with the state which we have done. We continue to follow up with the state, but they have not yet released the names to us. Carol noted we do routinely send email blasts to customers who are enrolled in Employ Florida.

On a motion made by Gary Arenson and seconded by Mayor Josh Levy, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved the CSF Network Cooperative Outreach Program.

REPORTS

1. **CareerSource Broward Response to Mass Layoffs in Hospitality**

In July, CareerSource Broward launched a dedicated webpage with resources to assist the impacted workers to find a job. Reviewed at the 9/1 One Stop Services, 9/2 Employer Services, and 9/14 Executive Committee meetings.

Tony Ash stated that CSBD held strategy sessions with board members Heiko Dobrikow, Dr. Mildred Coyne, James Payne, Josie Bacallao, and Dr. Ben Chen. One of the actions we took as a result of the meeting was the creation of a dedicated webpage www.helpforhospitalityworkers.com. Tony provided a demonstration of the webpage showcasing the information featured. He thanked Lynn Goldman, James Payne, and Dr. Mildred Coyne for their assistance with providing us information about their rapid credentialing programs which we added to the webpage. He informed the members that CSBD also created dedicated days and times at the centers for hospitality workers, so they could get immediate access to our services.

2. General Fund Balance

On 12/31/19, the General Fund balance was \$569,126. Since then, we have realized revenues of \$178,108 and expenditures of \$102,249, resulting in a balance of \$644,985 as of 6/30/20. We expect to see continued revenues through Ticket To Work. Reviewed at the 9/14 Audit and Executive Committee meetings.

Rochelle Daniels stated that the general fund was \$569,126 with \$420,576 set aside. We have some expenditures and revenues coming in from the Ticket to Work program and vocational rehabilitation contracts. The revenue we were receiving from our next-door neighbors for parking cars in our lot has been canceled due to Covid-19. Their employees are currently working remotely. At this time we are stable in our General Fund.

Dr. Ben Chen inquired if prior to the Board planning session staff could create a graph to show how over time the general fund balance grew and extend it to show future projected amount. Dr. Chen noted that we had between one to two million dollars a couple of years ago and used a portion of it for the down payment on the building. He urged the members to begin thinking about how the funds could best be used in the future and also ways to increase revenue.

Carol recommended we have this as a discussion topic at the Board planning session and the Board agreed.

3. Budget vs. Expenditures Report

The Budget vs. Expenditure Report is divided into 2 charts. The first is for funding streams awarded on July 1st in accordance with the WIOA program year and the 2nd is for our other funding streams awarded on October 1st in accordance with the federal fiscal year. In general, we are on target to meet projected expenditures. We are working with our youth providers to increase expenditures and have provided them with additional staff for work experience and job development. We have received additional funds for Veterans and have a plan to spend those funds. Reviewed at the 9/14 Audit and Executive Committee meetings.

Carol Hylton stated with respect to WIOA Adult/Dislocated Worker funds, we are a slightly underspent due to COVID and the impact it had on work experience. She explained we are still within the amount allowable for carry forward and that as business' reopened we will be able to put people back to work. Ms. Hylton stated that WIOA Youth is also a little underspent for the same reason. To increase spending we have given two of our providers an additional job developer so that they can target getting youth back to work. Wagner Peyser is also a little underspent, however, we do have a plan in place to get us on target and the funds have been extended to 9/30/20 giving us a little more time. SNAP is okay. Veterans is a little underspent. She explained that these funds are for overhead expenses and that use of these funds is very restrictive. We do have a plan to be able to utilize these funds such as purchasing additional software and technology for use in the centers.

4. Cherry Bekaert, LLP Fiscal Monitoring Report #2 PY 19/20 Issued 4/20

Cherry Bekaert conducted fiscal monitoring for the period 10/1/19 through 1/31/20. Cherry Bekaert reviewed a total of 913 elements during the review period. There were no findings or

observations, which reflects an error rate of 0%. Reviewed at the 9/14 Audit and Executive Committee meetings.

Dr. Knowles stated that we have some really good news regarding our performance on our monitoring reports and asked Rochelle to comment.

Rochelle Daniels stated that for both Cherry financial monitoring reports we had zero findings and congratulated Christine Azor, Senior Vice President of Finance for doing such a great job. She informed the board that Christine recently became certified as a Forensic Examiner.

5. Cherry Bekaert, LLP Fiscal Monitoring Report #3 PY 19-20 Issued 8/20

Cherry Bekaert conducted fiscal monitoring for the period 2/1/20 through 5/31/20. Cherry Bekaert reviewed a total of 1,040 elements during the review period. There were no findings or observations, which reflects an error rate of 0%. Reviewed at the 9/14 Audit and Executive Committee meetings.

6. Performance Update on WIOA Youth Program Activities – PY 19-20

This is to report on CareerSource Broward youth providers' program performance through the end of June 2020. Last year, CSBD had 5 Out-of-School (OSY) program contracts for the delivery of WIOA services to the youth of Broward County. The 2 full-service and 3 navigator OSY programs provide services to youth who have barriers to employment and need assistance with career development. Youth have actively participated in program services with some exiting into post-secondary education and unsubsidized employment. Reviewed at the 9/1 One Stop Services and 9/14 Executive Committee meeting.

Rochelle stated that all our providers are working very hard and they have all been affected to one degree or another by COVID. One of the areas impacted is we have had an increase in the number of youth carried forward into the current program year. This means that new youth cannot be enrolled until these youth are exited positively. She pointed out the School Board program was heavily impacted because youth could not take the GED exam which must be proctored and they have no way to be tested with schools closed. We are working with the School Board and Broward College on ways to move the youth along as restrictions due to COVID are eased. Our small providers like Handy, FLITE, and the Center for Independent Living are doing well.

7. Taylor Hall Miller Parker (THMP), P.A. Program Monitoring Report #1 – PY 19/20 – Issued 3/20

THMP conducted program monitoring for the period 8/1/19 through 11/21/19. They reviewed a total of 180 files consisting of 7,743 elements. There were 6 findings and 30 observations. This equates to an error rate of (0.078%) less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken. Reviewed at the 9/14 Audit and Executive Committee meetings.

8. Taylor Hall Miller Parker (THMP), P.A. Program Monitoring Report #2 – PY 19/20 – Issued 8/20

THMP conducted program monitoring for the period 11/21/19 through 4/2/20. They reviewed a total of 176 files consisting of 7,001 elements. There were 17 findings and 22 observations. This equates to an error rate of (0.24%) less than 1%. All findings and observations were

corrected except where cases were closed and no further action could be taken. Reviewed at the 9/14 Audit and Executive Committee meetings.

Rochelle Daniels stated our error rates are very low and all under 1%. She explained the uptick in findings from previous months was due to changes the State made to Wagner Peyser data entry requirements. The new Wagner Peyser requirements became effective on 2/20/20, however, DEO did not communicate the requirements to the local workforce areas until 4/7/20. This monitoring covered the period through 4/2/20. The new data entry requirements have now been implemented.

9. DEO Program Monitoring Report issued 12/6/19

The Florida Department of Economic Opportunity issued their Program Monitoring Report for the period 4/18 through 3/19, on 12/6/19. They reviewed a total of 241 files consisting of 9,653 elements. There were seven (7) findings and seven (7) non-compliance issues. This equates to an error rate of (0.15%) less than 1%. All the findings and non-compliance issues were corrected and the observations were addressed. Our Corrective Action Plan was accepted on 4/18/20. Reviewed at the 9/14 Audit and Executive Committee meetings.

10. Individual Training Account (ITA) Performance Report

All ITA providers are contractually required to have a minimum 70% training-related placement rate for graduates who complete their programs within 180 days of graduation. We conducted the bi-annual analysis of ITA providers in August and found that PC Professors' Computer Software Applications program did not meet the required performance based on the criteria approved by the Board. We have suspended WIOA customer referrals to this program until they show the attainment of a 70% or better graduate training-related placement rate. All other providers met or exceeded the placement threshold. Reviewed at the 9/1 One Stop Services and 9/14 Executive Committee meetings.

Ron Moffett stated our ITA providers must have a 70% training-related placement rate. He explained that twice a year, we run the ITA performance report and this time we had one program at PC Professor that fell below 70%. We have suspended referrals to this program until they meet performance.

11. Broward County Unemployment

The unemployment rate in Broward County was 9.3 percent in August 2020. The rate was 6.1 percentage higher than the region's rate year ago of 3.2 percent. In August 2020, Broward County's unemployment rate was higher than the state rate (7.7) and .8 percent higher than the national rate (8.5 percent). Out of a labor force of 1,014,650, there were 93,918 unemployed Broward County residents.

Carol Hylton stated we are headed in the right direction. She just found out from the state that they did an adjustment and the rate is actually 9.2%. As we know, leisure and hospitality industry is going to still take some time to come back. We are hopeful as we go into phase two and businesses start to open up more, our unemployment will continue to go down.

MATTERS FROM THE CAREERSOURCE BROWARD COUNCIL

None

MATTERS FROM THE BOARD

Paul Farren inquired how the virtual job fair focused on hospitality turned out. Ms. Hylton responded that we collaborated with CareerSource Palm Beach County and Research Coast to host a virtual job fair on retail, hospitality, and tourism. Over 55 employers with 100 open positions available participated. We also had about 800 job seekers attend the virtual event, with about 283 being Broward jobseekers. We will be hosting another regional event focused on healthcare opportunities.

MATTERS FROM THE FLOOR

None

MATTERS FROM THE PRESIDENT/CEO

Carol Hylton informed the members that we have hired Kimberly Bryant, who was a previous One Stop Center Manager, as our new Senior VP of Operations. Kimberly will be our staff spotlight in October so we can introduce her to the governing boards.

Carol announced that the boat show is moving forward and that we will start recruiting for EmpHire, as they are the staffing company staffing the show.

Recently Broward College hosted a town hall and invited Michelle Dennard, President of CareerSource Florida to speak. Michelle reached out to us in advance and we provided her with insight and information regarding the many ways we partner with Broward College.

Carol congratulated Broward College on being one of the finalists for this year's Aspen Prize, which recognizes Community College Excellence.

Lastly, CareerSource Florida advised that we are going to receive \$67,000 in incentive funds for our outstanding performance in achieving business penetration and WIOA participant training rate.

ADJOURNMENT: 1:11 P.M.

THE NEXT BROWARD WORKFORCE DEVELOPMENT BOARD/CAREERSOURCE BROWARD COUNCIL MEETING IS SCHEDULED FOR OCTOBER 22, 2020, AT 12:00 P.M.