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Broward Workforce Development Board  
**Executive Committee**  
Monday April 13, 2020  
12:00 Noon – 1:30 p.m.

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Call In Number: (888) 585-9008  
Passcode: 219-169-288

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## MINUTES

*CareerSource Broward*  
Ft. Lauderdale, FL 33309

Due to Coronavirus, in the interest of keeping our board, staff and public safe this meeting is being held via teleconference. The CSBD Offices are closed; please do not attend in person.

The Committee is 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.

**ATTENDEES:** Gary Arenson (via phone), Michael Carn (Via Phone), Dr. Ben Chen (via phone), Paul Farren (via phone), Dr. Lisa Knowles (via phone), Pam Sands (via phone), Marjorie Walters (via phone)

## SELF-INTRODUCTIONS

### MEETING PROTOCOL FOR TELEPHONE/ZOOM MEETING

1. Please state your name when making or seconding a motion. Such as "I move the item, and your name – "Jane Doe". Please also identify yourself when asking a question.
2. Put your phone/microphone on mute when not speaking. Don't forget to take it off when you wish to speak.
3. Votes in the affirmative should be "aye" and in opposition should be "no" (delays in responding sometimes make it difficult to determine the intent of the vote).
4. Please be in a quiet area free of background noise, so we may hear you clearly when you are speaking. If using Zoom, please make sure the background is appropriate or choose one of their alternative backgrounds.
5. If you must leave the call, please don't put your phone on hold. In some cases, we will get music or recorded messages and we will not be able to conduct business.
6. If you join after roll call, please announce your presence.

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## APPROVAL OF MINUTES

Approval of the Minutes of the March 16, 2020, Executive Committee meeting.

**On a motion made by Dr. Ben Chen and seconded by Gary Arenson the Executive Committee unanimously approved the minutes of the March 16, 2020 meeting.**

## NEW BUSINESS

### 1. PY 20 – 21 School Board of Broward County (SBBC) Out of School (OSY) Contract Renewal

Considered approving the renewal of the SBBC, Out of School youth contract for program year (PY) 20 – 21, for \$550,000, an increase of \$75,000 over last year (\$475,000) to 1) provide for service to a minimum of 135 and a maximum of 205 youth 2) including an additional job developer to assist with developing work experiences in the private sector. Because board member James Payne is employed by SBBC, State rules require the governing boards to approve this item by a 2/3 vote after a conflict has been declared at the Board meeting. As the 4/7 One Stop Services Committee was canceled, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

Mason Jackson stated that the SBBC is on track for its performance goals. They have met the enrollment and their academic goals are still in progress. They are providing service for a minimum of 135 and a maximum of 205 youth.

Gary Arenson inquired if CSBD is checking requirements now due to the coronavirus pandemic. He further asked if we are providing them any lead way. Mason Jackson responded yes, we are collaborating with SBBC program staff in order to maintain program continuity. Mason Jackson further noted that any of the youth that are currently enrolled and have not completed will be carried over to the next year. We are checking with our program managers and the case notes that have been entered into the system to verify they are making progress.

Michael Carn inquired why we need a \$75,000 increase. Mason Jackson responded that the increase is for an additional job developer to assist with work experiences in the private sector.

**On a motion made by Gary Arenson and seconded by Marjorie Walters, the Executive Committee unanimously approved the PY 20 – 21 School Board of Broward County (SBBC) Out of School (OSY) Contract Renewal.**

### 2. PY 20 – 21 Broward College Out of School (OSY) Contract Renewal

Considered approving the renewal of the Broward College (BC) out-of-school (OSY) youth contract for program year (PY) 2020 – 2021, for up to \$540,000, an increase of \$75,000 over last year (\$465,000) to provide for an additional staff person who will work on developing worksites in the private sector and to serve 120 youth. Because board member Dr. Mildred

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Coyne is employed by BC, State rules require the governing boards to approve this item by a 2/3 vote after a conflict has been declared at the Board meeting. As the 4/7 One Stop Services Committee was canceled, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

Mason Jackson stated the increase for the \$75,000 will provide for an additional staff person who will work on developing worksites in the private sector and to serve 120 youth.

**On a motion made by Pam Sands and seconded by Gary Arenson, the Executive Committee unanimously approved the PY 20 – 21 Broward College Out of School (OSY) contract renewal.**

### **3. PY 20 – 21 Navigator OSY Contract Renewal**

Considered approving PY 20 – 21 contract renewals for three Navigator contracts 1) Helping Advance and Nurture the Development of Youth (HANDY) for up to \$115,253 2) The Fort Lauderdale Independent Training and Education (FLITE) for up to \$143,790 and 3) The Center for Independent Living, Broward (CILB) \$54,260. As the 4/7 One Stop Services Committee was canceled, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

Mason Jackson stated that we are seeing excellent results with the youth that are exiting the program. Provider youth are some of the most vulnerable youth in our workforce area. They have many challenges and can get the one on one attention needed through the small caseloads provided by the navigator programs. We are recommending the following funding for next year.

**On a motion made by Gary Arenson, and seconded by Marjorie Walters, the Executive Committee unanimously approved the PY 20 – 21 navigator OSY contract renewal.**

### **4. Additional Workforce Innovation and Opportunity Act (WIOA) Funds**

Considered accepting \$67,046 in State WIOA funds awarded by the State for WIOA performance under their performance model. These funds will be used to provide WIOA customers with services to 1) build capacity to increase the number of customers we can enroll in WIOA 2) enhance one-stop accessibility, assessment, and training software and 3) increase online assessments, workshops and training and 4) increase the budget for support services needed to sustain the increase in WIOA customers who will need assistance to reconnect with work as the economy recovers from COVID-19. CSBD will continue to monitor demand and program expenditures to assure the maximum number of individuals is being served. As the 4/7 One Stop Services Committee was canceled, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

**On a motion made by Michael Carn, and seconded by Gary Arenson, the Executive Committee unanimously approved to accept the additional Workforce Innovation and Opportunity Act funds.**

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## REPORTS

### 1. Update on RE-Employment Assistance

The Covid-19 pandemic has impacted thousands of people in Florida, compelling many to apply for Re-employment Assistance (RA) with the Department of Economic Opportunity (DEO). The State system could not handle the volume of customers applying for benefits. CareerSource Broward is assisting DEO in several ways 1) emailed application link to over 24,000 customers in our Employ Florida database 2) 3,000 youth in our summer youth database 3) social media platforms 4) utilized our staff and One Stop Operator to provide a link of the application to core partners and community-based organizations and 5) printed hard copy applications in several languages, along with FAQs on how to file for RA, which are available at each career center. We have trained 3 staff on how to do pin resets in DEO's RA system and additional training 12 received training on 4/8 for a total of 15 staff.

Mason Jackson stated that the Department of Economic Opportunity (DEO) has asked CSBD for assistance with the RA pin resets. Most of DEO's calls were to reset the Pin. We had 3 staff trained on 4/6 and have begun resetting PINS, and an additional 12 staff were trained on 4/8 for a total of 15 staff dedicated to doing PIN resets.

We have been on many calls with DEO giving them suggestions. One of our suggestions was to use paper applications. As of 4/4 DEO uploaded the application that can now be printed. We had our staff print the applications in several different languages. To date, DEO has received over 10,000 paper applications. DEO has enabled mobile applications and a chat button.

FedEx has offered to print the Reemployment Assistance applications and customers can bring the completed application to any FEDEX store location in Broward to be mailed for free. The very important benefit here is that the filers get a tracking number which will tell them when their claim is delivered.

I have received several calls asking what else CSBD can do. We have sent out the application link to 24,000 customers in our database and an additional 3,000 youth in our database. We have also sent the link to the libraries so they could assist the customers to make copies.

Carol Hylton stated that our One Stop Operator has been working with our community partners to put the link on their websites as well. We have had staff reach out to churches to provide them our website, and the link to the paper application, so that they can spread the message. We have placed applications outside our three career centers as local "pick-up application" sites. We also leave them overnight as some customers come after hours.

Additionally, since Broward College went remote, some of our kids were unable to continue with their studies so we had our IT department order laptops so that the kids were able to keep with their studies.

DEO needs to increase its capacity enormously. They are hiring 1000 customer service representatives and they have asked for volunteers. They are training over 2000 representatives. DEO has increased the contract for their existing call center and brought on 2 additional call centers which is a couple of thousand people to assist.

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Gary Arenson inquired about the mobile TV interview. Mason Jackson responded that we got contacted by channels 6, 7 and 10 about our procedures for customers to get a copy of the RA applications. They stated the applications in the Dade County were hard to come by and the wait times were very long. The news channels further noted that they went to our South Career Center and were able to locate the Ra applications with no issues. Mason Jackson stated that staff came in over the weekend to ensure we had applications ready first thing Monday morning.

Dr. Ben Chen stated that he saw the news clip from Channel 6 and stated that customers had to come from Miami to Broward to get the applications. Mason Jackson stated that our staff has done a great job.

Dr. Chen further stated that he has done some calculations and projected that the national unemployment rate will increase to 14%. He further inquired as to why the economists are not doing a weekly projection. Mason Jackson stated that per the economist we are currently over 15% unemployment rates. He further noted that some of the economists say we can go up to 20 – 25%.

Pam Sands stated that CSBD staff is working hard during these times and are doing a phenomenal job. She further noted her front line staff has been receiving calls from younger people regarding unemployment and the issues they are having. They aren't able to print at home; they do not know where to buy stamps. Ms. Sands stated that these are basic things that we need to address.

Mason Jackson stated that our saving grace in Florida is that Fed Ex is printing the applications and mailing them for free. We have provided this information on our website.

Dr. Lisa Knowles congratulated CSBD staff for doing such a great job.

## **2. CSBD April 2020 Virtual Job Fair**

CareerSource Broward held a virtual job fair on 4/3/2020. Over 8,000 job seekers and 39 employers participated in the fourteen-hour event. Participating employers included Amazon, Kindred Healthcare, Walmart, Walgreens, and more.

Mason Jackson stated that the virtual job fair is popular for the employers. Customers could go online and get information on the participating employers. The employers had chat groups where the customers could talk directly to them. We recruited 39 employers and have over 8,000 job seekers sign up. We are going to continue having virtual job fairs.

Pam Sands mentioned that not many workforce boards have done virtual job fairs. She further noted that CSBD has done a great job with the virtual job fair.

## **3. Presentations at April Board Meeting**

Steve Gustafson, Workforce Services Administrator of the Department of Economic Opportunity will provide the performance presentation via webinar.

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## **MATTERS FROM THE EXECUTIVE COMMITTEE**

Mason Jackson asked the committee members how the Coronavirus has affected their businesses:

- Dr. Ben Chen said his business is exempt because they are in construction and engineering. He stated that his company had gone virtual over a month ago. He further noted that this is going to change the future of his business. He mentioned that the future of employment regarding this pandemic and working remotely should be addressed at the board planning session. He further noted that we should discuss what positive things can come out of this.
- Gary Arenson mentioned that he is doing well and doing taxes as normal.
- Paul Farren stated that he doesn't get much traffic in his office normally. He noted that he can look at satellites to assist his customers with their needs.
- Pam Sands stated that she has been working remotely for the last 10 years now. She stated that some of their employers did not want to work remotely but now this situation has helped change their minds. She further noted that working remotely has helped with the carbon footprint issues. The workforce will look different in the future.
- Mason Jackson stated that in a recent conversation with Janet Wincko, City Furniture has its seamstress making masks.

## **MATTERS FROM THE FLOOR**

None

## **MATTERS FROM THE PRESIDENT/CEO**

Mason Jackson stated that there is a great article in the economist called the business of survival. We will see 3 trends. 1) adoption of new technologies 2) a decline in the freewheeling global supply chains and 3) a worrying rise in well-connected oligopolies.

Mason Jackson stated that he will be attending a Town Hall tonight with Mayor Trantalis.

Mason Jackson further noted that he has been on several calls with the greater Fort Lauderdale Alliance and Commissioner Ben Sorenson advising employers to not lay off their staff. They further discussed that recruiters and customers should register on Employ Florida.

Mason Jackson noted that he has had several conversations with Mayor Josh Levy and Commissioner Tim Ryan regarding Reemployment Assistance and what CSBD is doing. He has provided them with recommendations on how their cities can assist.

Mason Jackson stated that the County has offered CSBD usage of their video production studio in Plantation. He further noted that we are reaching out to experts in particular subject matters to do a video. This offer from the County will save CSBD on costs. It is a great partnership.

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Lastly, Mason Jackson stated that the Summer Youth Program will be suspended this year. We are unable to guarantee the youth can be placed in a healthy situation or have jobs available. The School board may extend the school year to June or July so the circumstances could change.

**ADJOURNMENT 12:53 p.m.**

**NEXT EXECUTIVE COMMITTEE MEETING WILL BE HELD ON MAY 11, 2020.**