



**Broward Workforce Development Board
One Stop Services Committee**

Tuesday, July 2, 2019

12:30 p.m. – 2:00 p.m.

Call In Number: (888) 585-9008

Passcode: 219-169-288

MEETING MINUTES

THE COMMITTEE WAS REMINDED OF CONFLICT OF INTEREST PROVISIONS.

SELF-INTRODUCTIONS

ATTENDEES: Frank Horkey (Chair), John Simmons, Ann Deibert, Deborah Forshaw, Marjorie Walters, Audrey Ljung, Cassandra Evans, Olivia Sarson (phone) and Corey Hinds (phone)

STAFF: Mason Jackson, Ron Moffett, Carol Hylton, Christina Johnson, Michael Bateman, Barbara Cevieux and Valencia Spells Anderson

APPROVAL OF MINUTES

Approval of the Minutes of the 5/7/19 One Stop Services Committee Meeting.

On a motion by John Simmons and seconded by Cassandra Evans the One Stop Services Committee unanimously approved the minutes of the 5/7/19 meeting.

NEW BUSINESS

1. New Courses For Existing Individual Training Account Provider – Broward College (BC)

Consideration to approve Broward College's (BC) application to add its 1) Avionics Certificate program and 2) Supply Chain Management Bachelor's degree program to the Individual Training Account (ITA) list. CSBD reviewed the applications for completeness and to ensure Board mandated criteria were met for the training programs and related occupational titles. Because Dr. Mildred Coyne is a Board member and is employed by BC State rules require the governing boards approve this item by a 2/3 vote of the established quorum, after a conflict has been declared at the Board meeting.

Ron Moffett explained that only CSBD customers who are within two years of completing their degrees are eligible for an ITA scholarship toward the Supply Chain Management Bachelor degree program.

On a motion by Cassandra Evans and seconded by Ann Deibert the One Stop Services Committee unanimously approved Broward College's application to add its 1) Avionics

Certificate program and 2) Supply Chain Management Bachelor's degree program to the Individual Training Account list.

1. New Course For Existing ITA Provider – Florida Atlantic University (FAU)

Consideration to approve Florida Atlantic University's (FAU) application to add its Project Management Professional (PMP) Exam Preparation course at their Davie Campus to the Customer ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria are met for the training program and related occupational title.

Ron Moffett explained FAU's PMP Exam Preparation course offered at their Boca Raton campus is already on the ITA list. FAU is now offering the course at their Davie Campus and would like to add that location to the ITA list.

Frank Horkey asked whether approval is by location even though it is the same course. Ron stated that is correct. Both the course and the location require approval.

On a motion by John Simmons and seconded by Cassandra Evans the One Stop Services Committee unanimously approved adding Florida Atlantic University's Davie Campus Project Management Professional (PMP) Exam Preparation course to the Individual Training Account list.

2. Addition of New Course for Existing ITA Provider – Concorde Career Institute

Consideration to approve Concorde Career Institute's application to add its Pharmacy Technician program to the ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational title.

Ron Moffett explained that Concorde is a long standing eligible training partner of CSBD and all of their courses currently on the ITA list are meeting performance.

On a motion by Deborah Forshaw and seconded by Ann Deibert the One Stop Services Committee unanimously approved Concorde Career Institute's application to add its Pharmacy Technician program to the Individual Training Account list.

3. One Stop Services (OSS) Committee Strategic Planning Matrix for 2019 Updates

Consideration to review and approve the updates to the OSS Committee Strategic Planning Matrix.

Ron Moffett provided an overview of the matrix and provided progress updates toward achieving the benchmarks and performance measures.

Deborah Forshaw inquired as to whether or not Florida Skills Assessment is appropriate for young people. Ron indicated he felt it would be appropriate for juniors and seniors in high school. Deborah then inquired as to the cost and availability of Florida Skills Assessment. Michael Bateman explained that it was available on Employ Florida and that CSBD receives around \$15.00 in discretionary revenue for each assessment administered and passed.

Cassandra Evans inquired about placement in the apprenticeship programs through Broward County Schools and how CSBD determines what schools the apprenticeship programs take place. Ron explained youth need to meet WIOA eligibility to participate in the pre apprenticeship. Mason Jackson stated that CSBD does not pick the schools but the schools work directly with an employer to create standards for an apprenticeship program then submit the request to the Department of Education. Mason further stated that approximately 30% of the registered apprenticeships in the state are in Broward County.

Audrey Ljung asked if pre apprenticeships are classroom based. John Simmons responded that they are and the pre apprenticeship youth are introduced to multiple crafts to get an idea of what exactly they want to do and from there they can enter regular apprenticeship programs and get training specific to their career interests. Audrey asked if there are any restrictions to someone entering an apprenticeship. John stated that certain fields, like construction, have a requirement that participants be at least 18 years of age.

Mason stated CSBD is pushing apprenticeships due to the “earn while you learn” component which is the beauty of apprenticeships. John stated there is no tuition and all participants need to do is pay for books. He further stated some apprenticeships will pay the youth for attending school 8 hours a week. Mason inquired as to the average wage for someone coming out of an apprenticeship and John stated it is between \$30-32/hour. Deborah asked whether schools are aware of this initiative since they seem to focus so much on college. Mason stated high schools are aware and are working to make guidance counselors more aware of the fact that there are apprenticeships available in all areas. Mason stated House Bill 771 made it easier to develop apprenticeships in non-skilled areas, encouraged schools to have a signing day for non-technical schools/trades and made it easier to reach parents to inform them about apprenticeship availability.

Frank Horkey shared that the Broward Education Foundation had a meeting regarding outreach and working together to change perceptions about apprenticeships as there is funding available and a need to determine the best way to utilize those funds.

Marjorie Walters asked if these programs would benefit dislocated workers. Mason responded only if they are unlikely to go back into the same or similar occupation if jobs are available.

On a motion by John Simmons and seconded by Cassandra Evans the One Stop Services Committee unanimously approved the updates to the OSS Committee Strategic Planning Matrix.

REPORTS

1. **Professional Placement Network Project Plan**

The Professional Placement Network (PPN) workshop is about helping jobseekers become employed in their next right job. We teach the things jobseekers must do, things they must say, things they must prepare, and finally the things they must be to become successful in their job search. The Plan addresses how the content is validated and refreshed.

Ron Moffett provided an overview of the plan and provided progress updates toward achieving the goals.

Mason Jackson stated the PPN has been constantly updated and now includes a process of coordinators going out and interviewing 6 HR Directors each quarter to determine what the needs are and how to meet those needs for the customers. He mentioned staff are also researching big job platforms such as LinkedIn, researching the National HR Association then meeting monthly to compare notes to submit a biannual report on current trends.

Audrey Ljung inquired whether interviewing skills is something currently offered to participants to help them know how to present themselves during interviews and how to dress. Ron stated yes, CSBD offers an interviewing skills workshop.

Frank Horkey commended staff on the great work they do on the PPN.

2. Outreach to Distressed Communities

As you may recall CSBD is increasing awareness of our services in the targeted distressed communities to educate them on our services such as the WIOA scholarship, employability workshops, and job placement assistance. To highlight our deliverables and community involvement efforts we created an info-graph that presents a visual summary of the key achievements of this initiative

Frank Horkey stated the info-graph was a great idea and lays out CSBD services beautifully. Carol Hylton informed the committee that it was a board member who came up with the concept of the info-graph for use at CSBD. Audrey Ljung stated it's a great idea and the information is easy to see.

3. Update on Services to Special Populations

The Workforce Innovation and Opportunity (WIOA) has a focus on helping low-income and disadvantaged populations. CSBD has always targeted special populations to serve in order to assist them in being self-sufficient. This memo provides an update to the One-Stop Services Committee on CSBDs commitment to serving Special Populations.

Mason Jackson stated although some time ago the Youth and One Stop committees were merged into the current One Stop Services Committee that special populations is still a focus.

Ron Moffett stated special populations are more barriered job seekers and CSBD is putting initiatives in place to assist these individuals. By way of example, he stated that we chair the Broward County Reentry Coalition.

Carol Hylton shared that Melanie Magill of CSBD is the Chair of the Broward County Reentry Coalition and they have adopted the matrix format used by CSBD for their organization because they liked the layout. Audrey Ljung asked if Melanie could present their Matrix to the Committee. Carol stated she would arrange to have Melanie present. Deborah Forshaw indicated Melanie is doing a lot of work educating youth with disabilities on financial literacy and commended her as she is a great resource.

5. **Motivational Interviewing Techniques for Staff**

Last fall we brought in a workforce development and human services consulting firm to teach staff customer focused approaches, evidence based motivational interviewing techniques and ways to improve engagement and participation. This is an update on how since then we continue to improve and implement change in this area to better engage customers as we assist them with employment services.

Michael Bateman stated that between October, 2018 and January, 2019, Jodi Sue Kelly provided a series of trainings to CSBD about motivational interviewing techniques in techniques and improving engagement, motivation and participation. He stated after the training, management got together and developed a project plan was developed specifically to ensure these trainings were being applied in the centers.

Mason Jackson stated he had not heard of motivational interview techniques and upon researching discovered it is widely known especially in the social work field and was impressed because this type of interviewing puts the onus of action on the participant rather than the counselor as a problem solver.

Cassandra Evans stated that her department has been doing motivational interviewing techniques for over 20 years now and it is a rapport establishing technique that takes a lot of practice. She stated this equates to talking with someone verses talking at someone so individuals feel less compelled to resist the help due to self-imposed barriers. Cassandra stated that when everyone in an organization uses these techniques it becomes a part of the culture.

Audrey stated this gives the participants the idea that you are interested in them. Mason stated that participants are more vested in a solution that they came up with than one handed to them.

Audrey Ljung applauded CSBD's efforts in this initiative.

6. **Update on the Selection of the One-Stop Operator**

WIOA requires local boards to competitively procure the Operator and we posted a Request for Quotes on our Website on June 13th. We also placed advertisements in the Sun Sentinel, Daily Business Review and Westside Gazette. Responses are due at 12 pm on 7/15 and a rating committee comprised of Committee and Board members will rate the proposals. We anticipate bringing a recommendation to the Committee at the 9/4/19 meeting.

Ron Moffett reminded the Committee that the next OSSC meeting will be on Wednesday, September 4, 2019 instead of the first Tuesday of the month.

7. **Monthly Performance Report**

The current performance for the month of May is provided. This month's data reflects that within the Big 7 Regions CSBD ranks 2nd in Veterans EER, and in WTP All Family Participation Rate and ranks 3rd in WTP Two Parent Participation Rate, WTP EER and Wagner Peyser EER.

Ron Moffett went over the report and highlighted some of the strategies that are being implemented to improve performance.

8. Broward County and Florida Unemployment Information

The unemployment rate in Broward County for May 2019 was 3.0% compared to 2.8% in April 2019 and 3.2% in May 2018. The state unemployment rate is 3.1% compared to the national rate of 3.4%. The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the 3rd highest annual job growth compared to all the metro areas in the state in professional and business services (+6,000 jobs), education and health services (+4,100 jobs) and other services (+1,000 jobs). In the Ft. Lauderdale-Pompano Beach-Deerfield Beach metropolitan division nonagricultural employment increased by 1.3% over the year. Local labor market information from the DEO Employment and Unemployment Press Release dated 6/21/19 is provided for review. Slight uptick from last month probably related to schools, colleges and universities summer closing and end of tourist season.

MATTERS FROM THE ONE STOP SERVICES COMMITTEE:

Audrey Ljung stated she just left a meeting where they discussed the fact that young women in schools do not have feminine hygiene products available for them to use at schools. Cassandra Evans indicated she believed she saw something in one of the house bills concerning this issue. Mason Jackson suggested Audrey contact the Florida Commission on Women to bring the issue to their attention. Cassandra suggested she contact the League of Women Voters as if they are out of school for that many days each month could have a ripple effect on absenteeism.

Cassandra Evans indicated that the Dan Marino Foundation received funding last year and again this year to develop and support Virtual Interviewing Software called ViTA DMF. She informed the committee DJJ is using the software and they are receiving great feedback. Cassandra also inquired about the information on the last page of the agenda regarding the unemployment rates by age, gender and race. Mason stated the unemployment numbers are not distributed equally across all groups.

Deborah Forshaw indicated her organization would be issuing a Positive Youth Development RFP which would be coming out in early October. She stated it is going to have programs for middle school youth, high school youth and youth with disabilities with a work experience focus and community engagement focus for underserved populations.

MATTERS FROM THE FLOOR: NONE

MATTERS FROM THE PRESIDENT/CEO: NONE

ADJOURNMENT 1:52 P.M.

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| <p>THE NEXT COMMITTEE MEETING IS SCHEDULED FOR WEDNESDAY, 9/4/2019 AT 12:30 P.M.</p> |
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