

**CareerSource Pinellas
Board of Directors Minutes**

Date: Wednesday, January 19, 2022 at 11:45 am.

Location: *Virtual Zoom Meeting

Call to Order

Board of Directors Chair, Barclay Harless, called the meeting to order at 11:46 a.m. There was a quorum present with the following board members.

Board Members in Attendance

Barclay Harless, Belinthia Berry, Candida Duff, Chris Owens, Commissioner Rene Flowers, David Fetkenher, Debbie Passerini, Dr. Rebecca Sarlo, Ivonne Alvarez, Jack Geller, Jody Armstrong, John Howell, Kenneth Williams, Kevin Knutson, Mark Hunt, Michael Jalazo, Michael Logal, Michele Mathews, Patricia Sawyer, Scott Thomas, Elizabeth Siplin.

Board Members Not in Attendance

Andrea Cianek, Celeste Fernandez, Glenn Willocks, Lisa Cane, Zachary White

Board Counsel

Stephanie Marchman

Guests in Attendance Allison Harrell, Stacey Kolka, Carolyn Binnet, Debbie McKinney

Staff in Attendance

Jennifer Brackney, , Kristopher Lucas, Jacqueline DuChene-Heyward, Steven Meier, Amy Leuschke

Others in Attendance

Paul Ashe, Raymond Whittaker, Troy Casper

Chair's Report

Chair Harless addressed the DEO inquiry and response. He also announced that a second formal complaint was received on December 22, 2021 and indicated, Patrick Hagen from Gray-Robinson conducted the investigation. The report was sent to the Board of Directors on January 17, 2022; however, Chair Harless did not recommend addressing the report at this board meeting to allow time for the board members to digest the information.

Discussion: Commissioner Flowers asked if there would be a vote at the meeting today, and if it should be an action item at the meeting today. Chair Harless indicated that the report will be addressed at a future Special Board of Directors meeting that he will call.

CEO Report

In the CEO report, included a reviewing of a few recent developments, highlighting some transition activities for moving forward, providing a brief HR update, reviewing programmatic accomplishments, and wrapping up with performance measures.

First, the most recent formal complaint by an employee - that the board investigated, as allowed was addressed in the report. The Chair forwarded the outcome of this investigation to the Board of Directors yesterday. It involved a CareerSource Pinellas document that is required to be posted to the website, and was not posted, for a period of time.

It was disappointing that the details surrounding such a day-to-day operational action became the source of a formal complaint, leading to hiring and expending funds to investigate this issue. This is not a good use of time or resources.

Secondly, yesterday CareerSource Pinellas experience difficulties with both with our website and our virtual platform. The IT professionals are researching these issues and will provide a report on what happened. We are also resetting passwords to protect these resources, and to ensure **only** authorized employees can access these systems.

Thirdly, the end of 2021 and the beginning of this year, have also brought forth concerns within our organization. They have been the subject of newspaper stories about our operations and led to the recent investigation undertaken by the CareerSource Pinellas Board, following the receipt of the first formal complaint. A copy of the detailed response was included in and will be provided to the Department of Economic Opportunity in response to their questions about this complaint.

The first formal complaint as outlined in the report by an outside legal firm did not find any instances where a law, rule, or regulation was violated and did not find improper or unethical conduct.

However, the report did raise questions about the perception of our internal work environment and employee engagement. CareerSource Pinellas takes these questions seriously, and we are committed to working with the CareerSource Board of Directors and the entire CareerSource Team to tackle these concerns in the coming year. The work we do is vitally important, and the community deserves accountability from each of us.

CareerSource Pinellas has been in transition and change following 2018 and the actions by the former CEO. We have been focused on ensuring adherence to best practices and delivering solid and accurate results, and we understand these changes can be difficult and challenging.

And if that were not enough, we are all working through the transition to a new IT platform – the state-sponsored Employ Florida System, and the case management process. We have also lost key staff and have welcomed new talent to our team. Change has definitely been a constant for us all.

In response to the report's recommendations on enhancing morale, we are working closely with the executive leadership team to develop strategies to improve the perception of our workplace environment, including seeking outside assistance where needed. The Compensation Committee is scheduled to meet on February 3rd to outline a comprehensive strategy for moving forward on a positive path.

From training to collaboration to teamwork, we have the opportunity to truly focus on creating the best workforce board in the state with a dedicated team that enjoys coming to work and finds fulfillment in what they do.

The service delivery model for CareerSource Pinellas is outlined in the comprehensive four-year Local Workforce Development Plan. This Plan was approved by the Board of Directors, the Pinellas County Board of Commissioners, and DEO. It remains in effect through June 30, 2024. The current organizational chart was provided and is reviewed with the Board of Directors and Compensation Committee.

The current staffing levels fully support the service delivery model and honor the operational objectives outlined by the Board. Currently, 56 employees are working at CSP, including 42 CSP employees and 14 employees from the Department of Economic Opportunity (DEO). There is a total of 49 CSP and DEO employees providing direct services to businesses and individuals within the One-Stop Career Centers.

Additionally, the CFO, CIO, COO, Directors, and Executive Assistant report directly to the CEO. The Executive Leadership team is also supported by contracted vendors providing website and

marketing/outreach support, internal monitoring, 24/7/365 cybersecurity monitoring, information technology management services, and a one-stop operator.

As of December 31, 2021, CSP had 42 active employees.

Ten employees exited the organization - 9 resignations, and sadly one member of the CSP team passed away. Of the nine resignations, 3 had active corrective action/coaching, one resignation was due to relocation out of state, and the remaining five were due to finding a new employment opportunity, family circumstances, or other personal reasons, as reported in our HR records.

As of December 31, 2021, a total of 5 new hires were chosen, and CSP is in the process of hiring for six positions, including counselors, navigator, an executive leadership position, and a supervisor.

As discussed in previous meetings, DEO updated their policy that limited extending participation to clients beyond set parameters. They directed CareerSource Pinellas, as well as all other local workforce boards, to exit files. This was done as directed, and because these are lagging indicators, it will impact our performance last year and this year.

During the DEO programmatic monitoring in April 2021, there were NO WIOA findings. There were also no Findings in the DEO Financial Monitoring. And, as you will see in today's meeting, Thomas Howell Ferguson conducted the annual financial audit, and again, there were no instances of noncompliance.

Those clean audit reports are essential factors in building trust and demonstrating transparency and a commitment to best practices. I'd like to recognize all of the CSP employees who come together to deliver such strong results for our community and also our Board of Directors who ensure accountability and strong outcomes.

Again, if we work together, we have the opportunity to create the best workforce board in the state with a dedicated team that enjoys coming to work, and we look forward to working with each of you to accomplish that goal.

Action Item 1 – Approval of the Minutes – 12.15.21 Special BOD

The minutes of the December 15, 2021, Special Board of Directors meeting were presented for approval.

Discussion: A change of numerical reference to the past minutes was discussed, amendment was requested.

Motion:	Mark Hunt
Second:	Michael Jalazzo

The minutes were approved as presented. This motion carried unanimously.

Action Item 2 – Approval of the Annual Financial Audit – Fiscal Year Ended June 30, 2021

The audit firm of Thomas Howell Ferguson P.A. completed the annual financial audit for WorkNet Pinellas, Inc. for the fiscal year ended June 20,2021.

Highlighted items: Alison Harrell discussed presentation made to audit committee. The report of Independent Auditors, no-issues, or items to note was mentioned as part of this report. Testing over programs also reflects no findings. Full cooperation between staff and Thomas Howell Ferguson PA.

Findings were clean, no items to report.

Recommendation:

Motion to approve was made, unanimously passed.

Discussion: No discussion.

Motion:	Mark Hunt
Second:	David Fetkener

Action Item 3 – 2020 IRS Form 990

WorkNet Pinellas' IRS Form 990 has been completed for the period beginning July 1, 2020 and ending June 30, 2021. Based on 990 Disclosure requirements this form will be filed after approval by the full board of Directors.

Highlighted Items: Stacy Kulka Thomas Howell Ferguson, touched on different page services and schedules. Discussed blanks, due to no NA option. Page 6, Governance, Management and Disclosure was highlighted as particular interest to the Board as it identifies the responsibilities of the Board. All pages agree with audited findings.

Recommendation:

Motion to approve was made, unanimously passed.

Discussion: No Discussion.

Motion:	Jody Armstrong
Second:	Patty Sawyer

Action Item 4 – Budget Modification No. 2, Fiscal Year 2021–2022

Budget modification No. 2, Fiscal Year 2021-2022 addresses:

- Revenue increase of 1%
- Employment Services – One Stop Security and \$100k new grant award from DEO
- Program Expenses – Service provider contract decrease and Customer Support Services.
- Professional Fees – Accounting decrease, legal and lobby fee increase, Contract Labor increase and contract IT services change.
- Occupancy and the increased security cost.
- Office Equipment and software.
- Licenses, dues, and other fees.

Highlighted Items: Steve Meier, outlined the reasons for modifications, grant and reallocation between accounts based on updated information.

Recommendation:

Motion to approve was made, unanimously passed.

Discussion: No Discussion.

Motion:	David Fetkener
Second:	Jody Armstrong

Action Item 5
Replacement of Vacancy in the officer Position of Secretary

Sheryl Nadler resigned from the Board of Directors and her position of Secretary. Per the Bylaws a replacement shall be elected to serve the unexpired term of office at the next regularly scheduled Board Meeting.

Highlighted Items: Ken Williams agreed to replace Sheryl Nadler as Secretary.

Recommendations:
Motion to approve was made, unanimously passed.

Discussion: No Discussion.

Motion:	Jack Geller
Second:	Belinthia Barry

Action Item 6
RFP Issuance – One Stop Operator

CareerSource Pinellas currently contracts with the Kaiser Group LLC as the one-stop operator, the contract, which is the 3rd renewal expires June 30, 2022. Request the RFP Issuance for a one-stop operator to be selected through a competitive process, via the Workforce Innovation and Opportunity Act (WIOA). Competition is intended to promote efficiency and effectiveness of one-stop operators, providing a mechanism for local boards to regularly examine performance and cost. Request to issue RFP for future one-stop operator.

Highlighted Items: Steve Meier discussed the request to issue an RFP for the future One-Stop Operator and the section process.

Recommendation:
Motion to approve was made, unanimously passed.

Discussion: No Discussion.

Motion:	Jody Armstrong
Second:	David Fetkener

Action Item 7
RFQ Solicitation – Annual 360 Review

CareerSource Pinellas is seeking the services of a consultant to assist with an annual 360 CEO/Senior Staff Review including communication and Leadership.

Discussion:
Dr. Sarlo asked what the hope of data collection is, as it's important to understand the intentions of a 360 Review. It is important to identify the usage.

Commissioner Flowers is also supportive of the 360 review, important to hear both good and bad feedback.

Dr. Sarlo also pointed out the value of a wholistic view; and that it should include all staff. Michele Matthews stressed importance of examples of situations to help pinpoint items both good and bad to make improvements and identify weaknesses.

Michael Logal agreed that messaging was important because a 360 review however, a 360 can be a robust process and we need to take the time to ensure everyone understands the process as we move forward.

Elizabeth Siplin reinforced this is a great tool identifying strengths and weaknesses. Suggested use of a unanimous survey as a follow-up.

Jacqueline Heyworth addressed feedback as 'respect'. Candid conversations are important tools to get the organization moving the right direction.

Jennifer Brackney reminded that as a public entity anonymous/confidential is not always possible. The results of the process and information gathered is considered public record.

Stephanie Marchman discussed those parameters, recommended hiring an outside company familiar with the public nature of the organization and the ability to complete the task.

The motion was modified to consider a request for quote from an outside provider to begin the process, honoring parameters as required by public entities.

RFQ solicitation was then broadened to include companies familiar with dealings of public entities.

Recommendation:

Amended motions to seek approval to (1) seek companies with familiarity of public entities and (2) expanding the review to include staff. Unanimously passed action item as amended.

Motion:	Commissioner Rene Flowers
Second:	Mark Hunt

General Counsel Update –

Attorney Stephanie Marchman provided a memorandum of review highlighting the review of changes in legislation, revisions to by-laws, audit opinion letter, and letter of support as well as whistle blower complaint investigation and public records request.

Other Administrative Matters –

There are no other administrative matters.

Information Item 1 – Response to the DEO Inquiry

CareerSource Pinellas received an inquiry from the Department of Economic Opportunity (DEO) dated January 6, 2022 requesting a detailed, written response to matters concerning the following topics:

- Service Delivery Model
- Staffing Levels
- Staff Development
- Grievance Procedures

- Participant Engagement

Highlighted Items: CEO Jennifer Brackney discussed the comprehensive response to the DEO.

Discussion: No Discussion.

Information Item 2- By-Laws Revisions

Draft revised By-laws as prepared by Stephanie Marchman, Gray-Robinson.

Discussion:

Dr. Sarlo discussed exploring and improving protocols on managing complaints and recommended seeking additional guidance on how to manage complaints. Dr. Sarlo requested that it might be helpful to prevent a minor situation such as posting to the website from becoming a formal complaint. She also suggested that if staff are sharing concerns with board members, it is important to share those concerns with the CEO and Board of Directors. Otherwise, the employees may not be feeling heard which could be the reason why some are using the formal complaint process instead of other avenues. Michael Jalazo agreed, also requested clarity on procedures.

Chair Harless requested by-laws to address a 48-hour prior to meeting for the agenda.

Public Comments

Chair Harless received an offline request via text to publicly address the Board of Directors. He questioned what the process is for public comment. The process is to raise their hand, be acknowledged by the Chair, and have three minutes for public comment. Debbie McKinney raised her hand online, was acknowledged by Chair Harless, and provided public comment.

Open Discussion

Chair Harless reminded the Board of the upcoming Compensation Committee meeting February 3. Commissioner Rene' Flowers, along with several other community leaders, is hosting an Affordable Housing Forum February 10-12.

A meet and greet is scheduled for February 10th at the Dr. Carter G Woodson African American Museum, 2240 9th Ave. S, St. Petersburg, followed by two-days of information sharing at the SPC EpiCenter, 13805 58th St. N, Clearwater. Tickets may be purchased online.

No additional comments.

Meeting adjourned at 1:27 PM.