

**CareerSource Pinellas
Board of Directors Minutes**

Date: Wednesday, July 13, 2022, at 11:45 am.

Location: Hybrid meeting – Zoom/EpiCenter, 13805 58th St. N. 2-140, Clearwater, FL 33760

Call to Order

Chair Scott Thomas called the meeting to order at 11:45 a.m. There was a quorum with the following board members present.

Board Members in Attendance

Scott Thomas, Celeste Fernandez, Dr. Rebecca Sarlo, Jack Geller, John Howell, Lisa Cane, Mark Hunt, Patricia Sawyer, Elizabeth Siplin, Zachary White, Glenn Willocks, Ivonne Alvarez, Angel Barton, Michelle Radcliffe (logged on at 12:26pm), Zac Holland

Board Members Not in Attendance

Barclay Harless, Kenneth Williams, Commissioner René Flowers, David Fetkenher, Michael Jalazo, Shawn McDonnell, Belinthia Berry, Candida Duff

Board Counsel

Stephanie Marchman

Guests

Rob McNeely

Staff in Attendance

Steven Meier, Jay Burkey, Kris Lucas, Mary Jo Schmick, Leah Geis, Melissa Ehrhardt(Zoom), Kadara Williams, Caroline Kenney, Lysandra Montijo(Zoom)

Public Comments

There were no public comments.

Action Item 1 – Approval of the Minutes – 5.26.22 Board of Directors Meeting

The minutes of the May 26, 2022, Board of Directors meeting were presented for approval.

RECOMMENDATION

Approval of the draft minutes, to include any amendments necessary.

Discussion: None

Motion:	Jack Geller
Second:	Mark Hunt

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

Action Item 2 – Insurance Coverage Counsel Update

At the April 25, 2022, Special Board Meeting, the Board approved Messer Caparello's proposal and conflict waiver so they may serve as insurance coverage counsel in all matters related to a claim for insurance coverage relating to the monetary demand made by the U.S. Department of Labor in March 2022. Messer Caparello were subsequently approved by the Pinellas County Board of County Commissioners at their April 26, meeting. Attorneys James J. Dean and Robert A. McNeely of the law firm Messer Caparello will give an update on their work performed to-date and their recommendation moving forward.

RECOMMENDATION

Approval of Messer Caparello’s proposal and authorization to file suit if they will not pay full amount.

Discussion: None

Motion:	Jack Geller
Second:	Dr. Rebecca Sarlo

The Board of Directors made a motion to approve of Messer Caparello’s proposal and authorization to file suit if they will not pay full amount. The motion carried unanimously.

Action Item 3 – Policy Approval – Supportive Services

CareerSource Pinellas will be updating all policies to ensure Federal and State requirements are up to date. This policy reflects cost of tuition and cost of living increases.

Highlighted Changes:

- Tuition caps increased from \$5,000/year, \$10,000/lifetime to \$7,500/year, \$15,000/lifetime.
- Supportive services limits increased to match training requirements and more realistically support participant needs.
- DEO’s requirements for procedures were removed from the policy and will be constructed in a Local Operations Procedure document.

RECOMMENDATION

Approval of the WIOA 22-01 Training, Supportive Services and Needs-Related Payments Policy.

Discussion: None

Motion:	Jack Geller
Second:	Mark Hunt

The Board of Directors made a motion to approve of the WIOA 22-01 Training, Supportive Services and Needs-Related Payments Policy. The motion carried unanimously.

Action Item 4 – Updated/Corrected Operating Hours

The schedule of operations included in the May 26 Board of Directors Meeting packet was inaccurate. It stated Tarpon Springs was operating on Tuesdays and Thursdays from 8:00am to 4:30pm. It has been updated to Monday through Friday from 8:00am to 5:00pm.

The revised schedule of operations was included in the packet for review and consideration.

RECOMMENDATION

Approval of the revised CareerSource Pinellas Schedule of Operations.

Discussion: None

Motion:	Mark Hunt
Second:	Jack Geller

The Board of Directors made a motion to approve of the revised CareerSource Pinellas Schedule of Operations. The motion carried unanimously.

Action Item 5 – Regional Targeted Occupations List

The Department of Economic Opportunity’s (DEO) Bureau of Labor Market Statistics (LMS) published the 2022-2023 Statewide Demand Occupational Lists on the Department’s website. The Statewide Demand Occupations list identifies the labor market needs of Florida’s business community and encourages job training based on those needs, with emphasis on jobs that are both in high demand and high skill/high wage and is used as a baseline for establishing the local Targeted Occupations List (TOL). The Local Workforce Development Boards (LWDBs) develop and use their TOLs to identify occupations for which eligible adults and dislocated workers may receive training assistance under the Workforce Innovation and Opportunity Act (WIOA).

A TOL must be updated when occupations are deleted or added. Each LWDB must update and publish the updated TOL to its website and submit a link to DEO by June 30, 2022.

Staff reviewed the new 2022-2023 Regional Demand Targeted Occupations List (TOL) for Pinellas County published by the Labor Market Unit with DEO, analyzing the changes from the 2021-2022 TOL previously approved by the board in June 2021.

Lists of potential additions and deletions were drafted with accompanying Labor Market Information to request review and approval to finalize the 2022-2023 TOL.

RECOMMENDATION

Approval to adopt the 2022-2023 Regional Demand Occupations for CareerSource Pinellas.

Discussion: None

Motion:	Jack Geller
Second:	Elizabeth Siplin

The Board of Directors made a motion to approve adoption of the 2022-2023 Regional Demand Occupations for CareerSource Pinellas. The motion carried unanimously.

Action Item 6 – Approval of Training Provider – Galen Nursing

Galen College of Nursing in Tampa is a current, approved training provider for CareerSource Pinellas. The Sarasota Campus is a new off-campus instructional site. They are licensed by Commission for Independent Education by means of accreditation (SACSCOC).

Courses/Certificate/Diploma Programs

Program – Type of Degree or Certificate	Books & Supplies	Tuition & Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	Retention Rate
BA of Science-Nursing Pre-licensure option	\$3,600	\$72,285	\$75,885	36 months	new	\$33	new
AS Nursing, 2-year option	\$3,050	\$46,970	\$50,020	24 months	new	\$23	new
ADN bridge option	\$2,700	\$35,700	\$38,400	15-18 months	new	\$23	new

- Galen College of Nursing-Sarasota Campus is opening for the Fall term in July 2022

RECOMMENDATION

Approval to add Galen College of Nursing-Sarasota Campus to the CSP Eligible Training Provider List.

Discussion: None

Motion:	Jack Geller
Second:	Angel Barton

The Board of Directors made a motion to approve of adding Galen College of Nursing-Sarasota Campus to the CSP Eligible Training Provider List. The motion carried unanimously.

Action Item 7 – Approved Training Providers: Renewal Agreements

CareerSource Pinellas enters into individual training provider agreements with each approved training provider. These agreements have previously been administered annually with a two year renewal period contingent upon Workforce Solutions Committee and Board of Directors approval. Training providers are also annually required to:

- Provide most recent Florida Education & Training Placement Information Program (FETPIP) Reports to include enrollment, completion, retention, employment rates of students.
- Provide Training Provider Renewal Application.
- Provide Program Cost details (tuition, books, supplies and testing fees) and a copy of current catalog and schedule or website link with required information.
- Provide a copy of a valid license from the Commission for Independent Education (CIE).
- Provide current Liability Insurance with CareerSource Pinellas listed.
- Provide a copy of completed W-9 form.
- Remain in compliance with performance, financial and other mandated requirements.

Staff monitors training provider performance and presents this information to the Workforce Solutions Committee on a quarterly basis. Training providers that are determined to have performance issues or other issues, are brought to the committee and board throughout the year for review and potential removal.

Rasmussen College (Pasco) CIE #3226
Ultimate Medical Academy, (Hillsborough) Online Only CIE #4379

RECOMMENDATION

Approval to recommend to the full Board that CareerSource enter into two year (7/1/22-6/30/24) renewal agreements with Rasmussen College and Ultimate Medical Academy (Hillsborough). These training providers have finished their initial one year term and are in continued eligibility status for review and two year renewal.

Discussion: None

Motion:	Jack Geller
Second:	John Howell
Abstention:	Dr. Rebecca Sarlo

The Board of Directors made a motion for approval to recommend to the full Board that CareerSource enter into two year (7/1/22-6/30/24) renewal agreements with Rasmussen College and Ultimate Medical Academy (Hillsborough). These training providers have finished their initial one year term and are in continued eligibility status for review and two year renewal. The motion carried unanimously.

General Counsel Update – Gray|Robinson

The following is a summary of legal services provided to CareerSource Pinellas since the General Counsel issued her last Legal Services Summary and Litigation Report to the Board of Directors on May 25, 2022:

- Reviewed contracts as to their form and legality, including the Subaward, DecisionWise, EA Compensation Resources, Village MD, Abacode, Tucker Hall, and Securance contracts.

- Reviewed board and One Stop and Workforce Solutions committee agenda packets as to their form and legality; attended board of directors and nominating committee meetings.
- Provided legal advice on displaying public information regarding an Equal Opportunity Officer and notice of non-discrimination to be displayed on the public website.
- Reviewed Cycle 3 plan documents for the 401(k) plan and related trust agreement.
- Provides legal advice with respect to employee discipline.
- Provided legal advice related to board governance related matters, including Board member absences, exit interviews, voting abstentions, proper membership of ad hoc committee in light of leadership change effective July 1, and parliamentary procedure.
- Coordinated with coverage counsel regarding the response to the Department of Labor final determination and possible insurance coverage of the disallowed costs.

Pending litigation report:

There is no known pending litigation against CareerSource Pinellas.

vCIO Update

The following is an update on the 2022 strategic technology objectives for CSP under the direction of the vCIO (Paul Ashe, vCIO, Securance Consulting).

We will continue to center our focus around these principles:

1. **Cybersecurity:** Ensure the environment is protected from cyber-attacks and risks.
2. **Technology Architecture:** Begin to leverage the benefits and value of cloud computing.
3. **Financial Responsibility:** Make technology recommendations that are fiscally responsible.
4. **Operational Responsibility:** Streamline the technologies in the environment to reduce the day-to-day management.

2022 IT Updates

- Have successfully transitioned to a new managed service provider, LinkTech
- Continuing end-user security training using KnowBe4 platform
- Transitioned the Intranet to SharePoint Online, in our strategic effort to migrate to the cloud
- Upgraded the WIFI network with a cloud-based solution
- Provided all (2014 – 2021) ATLAS PDF files to CSP

INFORMATION ITEM 1 – 2021-2022 One-Stop Goals Update

Below is a summary of work completed under the One-Stop Operator Contract in the 2021-2022 program year:

1. Maintain Linkages

- a. CSPIN Partner Portal, is now active using the Crosswalk system.
- b. Three partner agencies have signed up; however, we are actively pursuing all agency partners in signing up for Crosswalk.
- c. A review of the system will be provided at the June Partner meeting.

2. Coordinate Quarterly Meetings

- a. Four quarterly partner meetings held during the year with strong partner engagement and new addition of Partner Spotlight:
 - i. August 19, 2021 - Partner meeting rescheduled to October.
 - ii. October 21, 2021 - Partner meeting scheduled with Dynamic Workforce Solutions as the Partner Spotlight.
 - iii. February 17, 2022 - Partner meeting with Pinellas Technical College as the Partner Spotlight.
 - iv. April 21, 2022 - Partner meeting with the Early Learning Coalition of Pinellas as the Partner Spotlight.
 - v. June 23, 2022 - Partner meeting is scheduled.

3. Memoranda of Understanding/Memoranda of Agreement

- a. A total of seven MOA's executed. 8 MOA's pending renewal.
- b. Chief Operating Officer will provide the OSO access to the MOU and MOA data files in SharePoint to begin more formal management in July.
- c. MOU's are executed by CS Pinellas staff.

4. Universal Design/Barriers to Employment

- a. Centers are easily accessible via public transit.
- b. ADA equipment is accessible, and staff are able to assist career seekers with special needs.
 - i. Request was made to Division of Blind services and the Family Center on Deafness to meet with Career Center staff to ensure training on use of assistive technology in all centers.
- c. Translation services are available to career seekers with English as a second language.
- d. OSO conducted a center visit at the Lealman location to observe customer service and engagement in April 2022.

5. Strategic Plan

- a. Plan is up-to-date and services observed at the Centers are in alignment with the plan.
- b. No changes recommended.

6. Customer Satisfaction Initiatives

- a. **Remote Employability Skills Workshops** – There have been 334 survey respondents between July 2021 - May 2022, with an average satisfaction rating of 4.77 on a scale of 5.
 1. 96.24% (333 customers) responded they were satisfied or very satisfied.
 2. “Other various” Workshop topics was the most attended at a 34.13%.
 3. Professional Networking Group shows the 2nd highest attended workshop topic, with 25.75%
- b. **Net Promoter Survey (NPS)**
 - i. 499 out of 3605 (14% response rate) NPS surveys have been completed between October 2021 - April 2022.
 - ii. NPS score is an average of 43% out of a target of 40%.
 - iii. 88.89% of customers felt staff were very friendly to extremely friendly.
 - iv. 55.4% of customers heard about us from our website and 31.1% from other sources, while 10.8% heard from a friend or relative.
 - v. 54.0% of customers primary reason to access services was for Re-employment assistance.
 - vi. Many customers also accessed live and online appointments with staff and Workforce programs comprised a combined 56.4%
 - vii. Customers largest frustration was feeling the system was antiquated and it is hard to obtain employment from the job postings.
 - viii. Positive customer feedback includes statements as noted below:
 1. *“Glen Alexander is amazing and will get you to where you need to be. He goes above and beyond to help you exceed and get back on his feet you can tell he really has a heart for this!”*
 2. *Very understanding with employment needs, family dynamics, educational level.*
 3. *Very Resourceful for Employment.*

INFORMATION ITEM 2 – One-Stop Reports

2a) Status of enrollments

Report included in meeting packet.

2b) WIOA Primary Indicators

Report included in meeting packet.

2c) Center Traffic Flow

Report included in meeting packet.

INFORMATION ITEM 3 – Summer Youth Employment Program Update (Summer P.A.Y.S.)

CareerSource Pinellas recognizes and supports the importance of developing the workforce of tomorrow. With the introduction of the Summer P.A.Y.S. Program, local Pinellas County employers will make available employment opportunities to eligible students (Ages 16-19).

The CareerSource Pinellas Summer P.A.Y.S. Program has provided work experience for 126 young adults by matching them with summer jobs at local organizations. Participants benefit from work experience, gain workplace skills and best of all, earned \$12/hr.

In partnership with Pinellas County Schools, Junior Achievement and Bank of America, CareerSource Pinellas has committed \$425,000 to support Summer P.A.Y.S.

Summer P.A.Y.S. has been extended through the end of August 2022.



*Additional graphs/reports regarding Summer P.A.Y.S. were included in the meeting packet.

INFORMATION ITEM 4 – Workforce Solutions Goals Update

Report included in meeting packet.

INFORMATION ITEM 5 – WIOA Primary Indicators Report

Report included in meeting packet.

INFORMATION ITEM 6 – Training Provider Spending

Report included in meeting packet.

INFORMATION ITEM 7 – Work-Based Learning Spending

Report included in meeting packet.

INFORMATION ITEM 8 – Help Wanted Online Report

Report included in meeting packet.

INFORMATION ITEM 9 – Update on Employee Engagement Activities

Report included in meeting packet.

INFORMATION ITEM 10 – Board Orientation

CareerSource Pinellas has contracted with Taylor, Hall, Miller, Parker, CPAs to provide an online Board Member Orientation module that complies with the Florida Department of Economic Opportunity's requirements. All new Board members are required to complete this orientation upon appointment to the Board. All other Board members should review this on an annual basis. The training is broken down into six chapters:

- Chapter 1: Introduction
- Chapter 2: Budget & Financial Responsibilities
- Chapter 3: Auditing & Monitoring
- Chapter 4: Performance Oversight
- Chapter 5: Transparency & Ethics
- Chapter 6: DEO Agreement

The online module should take a little more than an hour to complete. A certificate is generated once the course is completed and handouts are viewed; there is not a test. Please send completed certificates to Leah Geis at LGeis@careersourcepinellas.com.

Instructions for how to access the Board Member Orientation training were included in the meeting packet.

INFORMATION ITEM 11 – Committee Assignments

Full list of committee assignments was included in the meeting packet.

Adjournment – Scott Thomas requested a motion for adjournment. Jack Geller made the motion and Mark Hunt seconded the motion. The meeting was adjourned at 12:49pm.