

**First Coast Workforce Development, Inc. (dba CareerSource Northeast Florida)
Full Board Meeting
January 24, 2019**

Chair Elaine Johnson called the CareerSource Northeast Florida Full Board Meeting to order on Thursday, January 24, 2019 at 9:31 a.m., at the University of North Florida, Adam W. Herbert University Center, 12000 Alumni Drive, Room 1058-1, Jacksonville. Roll call taken and a quorum established.

Board members in attendance:

- Baker: None

- Clay: Paul Cummins

- Duval: Elaine Johnson
Michael F. Templeton
Jake Schickel

- Nassau: Vacant

- Putnam: None

- St. Johns: Eda Edgerton

- Regional: Tim Hinson
Darryl Register
Dan Vohs
Brian Teeple
Dr. Joe Pickens
Yovancha Lewis-Brown

Excused/Absent: Clay Lyons, Kirk Barras, Berneitha McNair, Lucia Valdivia-Sanchez, and Wayne McClain

Staff: Bruce Ferguson, Candace Moody, Cheryl Taylor, Jay Loy, Stephen Dionisio, Dianna Davis, Joel Hickox, Melissa Terbrueggen, Sonya Speights, Carmen Lamboy, Darrell Brown, Brian Allen, Carol Cullen, Roben Faircloth, and Diane Nevison

Others: Julie Hindall (JAXUSA), Keantha Moore (Florida DEO), Janice Hutchinson (Florida DEO) and others

The Board and staff thanked outgoing board member, Brian Teeple, for his many years of service on the Board and his participation in the Elevate NEFL initiative wishing him joy and success in his upcoming retirement.

***Action Items**

Approval of October 25, 2018 Full Board Minutes

Motion made by Paul Cummins and seconded by Joe Pickens to move approval the October 25, 2018 meeting minutes as written; motion carried unanimously.

***Approval of FCWD Inc. Audit- PY 2017-2018 – Richard Powell, Powell & Jones CPA**

Richard Powell, CPA, presented the FCWD Inc. 2017-2018 Audit report. It was a clean audit

with no reportable findings or recommendations in any of the 3 levels of required audit procedures (financial, governmental and federal singular audit standards). It is an accurate reflection of the organization and where it stood financially during the year and at year-end and that the organization is in compliance with standards and operating procedures. CSNEFL has the highest level of assurance, a good reflection on the quality of the financial records of the organization. **Motion made by Eda Edgerton and seconded by Brian Teeple to move acceptance the FCWD Inc. 2017-2018 Audit report; motion carried.**

Program

CSNEFL 2017-2018 Annual Performance Presentation

(Keantha Moore and Janice Hutchinson, Department of Economic Opportunity)

DEO staff, Keantha Moore and Janice Hutchinson, reported on CSNEFL's 2017-2018 Annual Performance. Region 8 has met or is exceeding all performance standards in serving participants in the workforce system. Programmatic and financial monitoring is done annually and there were no findings for the fiscal year. Great Job! Next year a new measure will be added to the report, "measurable skills gains" that will have 3 outcomes: 1) retention with the same employer, 2) repeat business customers, and 3) employer retention rate. This is a base line year where data is collected and targets for next year identified.

In regards to Summary of Findings of Findings for program years 2017 & 2016 there was a slight increase in programmatic findings for PY 2017 in the Welfare Transition area. This program is a focus at the state level and not necessarily unique to Region 8. The program has many requirements and tools and training are being developed to give boards more resources for the program. Findings do not have a financial impact for the regions; they show that DEO is in compliance with how programs are intended to operate at the Federal level. Region 8 had zero findings for the WIOA program which also receives a lot of funds and has many requirements...excellent job! Question: Are key findings differentiated like they are in our audits? The Statistics report indicates recurring findings from prior years and if corrective action was taken. Question: How does Region 8's stellar performance compare to other WFB's? WFB's no longer compete against each other and each WFB negotiates their measures with the state. A spreadsheet is available that shows how the other WFB's are doing that staff can share with the board. Question: Why is there an asterisk after credential attainment? A full year's data is needed to provide that number; since we only receive quarterly data we report on that.

The fiscal monitoring had no findings and region 8 did an excellent job spending in the 3 main funding streams per state requirements. \$18 million was received for PY 2018. 91% of the required 90% was spent for Direct client services; 61% of the required 50% with a 40% waiver was spent for Dislocated Workers; and for the 2 youth requirements, 28.65% of the required 20% was spent for the first requirement, and 100% of the required 75% was spent for out-of-school youth...great job!

State and Federal Workforce Trends include apprenticeships, gig economy and soft skills. There is a big push for apprenticeships to be established for employers. It is a great opportunity for people to combine workplace learning with training (earn while they learn). In the US, 55 million people are considered gig workers and that number is projected to increase substantially by 2020. Gig jobs are self-reported by workers and many are not reported if the worker also has a full-time job. Employers identified soft skills as their top training priority because people lack these skills that make them successful in the workplace. Soft skills certifications are now included as part of the WIN Ready-to-Work certification.

There was much discussion about gigs by the board. A gig job is not a traditional full-time job that offers benefits (health insurance, employer funded 401k, dental and vision). A gig can be part-time work, contracted work, flexible hours, or periodic work (Uber drivers, etc.). They are 1099 workers with untaxed income and are not counted in the BLS (Bureau of Labor Statistics). The BLS only

counts full time employment by an employer. Gig workers do not show up in unemployment numbers nor do they receive unemployment if they stop working. Statistically, wage information is only calculated on full-time employment and not on the gig side which impacts public policy decisions that the state is trying to get its arms around...what is it and how big is it! CSNEFL center staff are being trained on the gig economy, how to talk to clients and to recommend it to clients as supplemental employment and take away the stigma.

DEO thanked the board for this dialogue which shows that this is part of a larger conversation.

Yovancha asked if anything is being done for in-school youth services. VR received a lot of money and are serving more in school youth and adults but do not necessarily have the services. She asked CSNEFL to keep that in mind as a natural place for partnerships. Bruce stated he will do that adding that CSNEFL is at point where we are comfortable with our out-of-school contracts and would like to put some focus on in-school at-risk youth. There is not a lot of money to do that and need to maximize it without jeopardizing out of school funding (75%). There are internal staff discussions focusing on career academies as a way to do that.

Sector Strategy Briefing (Manufacturing, Finance/IT, Logistics/Distribution, Healthcare)

Updates were given by the 4 sector managers on the sector strategies identified through the Elevate Northeast Florida refresh and through our partnership with JAXUSA. (Advanced Manufacturing, Finance/IT, Logistics/Distribution and Healthcare).

Advanced Manufacturing/Aviation/Aerospace – Roben Faircloth: Current partner companies (Anheuser Busch, BAE Systems Jax Ship Repair, Baker Hughes (GE), Carlisle Interconnect Technologies, Cogburn, Flightstar Aircraft Services, Grace Aerospace, Jinko Solar, Miller Electric and Veritas Steel. Roben helps companies with job postings, employer-based training, apprenticeships, career and recruitment. CSNEFL helps offset training and apprenticeship costs.

Current projects: 1) Duval Parent Academy (multigenerational model). Presentations are done by 6 top targeted industries available to seniors and parents at local high schools (Frank H. Peterson, Lee High School, Raines High School) and how CSNEFL can help connect them to those jobs. Many questions were from parents about their own career paths. 2) Roben Co-Chair's FCMA's Workforce Subcommittee, "Enticing Tomorrow's Workforce" to come into the workforce. Tours are conducted.

Future projects: 1) Anchor Glass approved for a customized training apprenticeship, and 2) CSNEFL hosting a co-branding event with SHRM and JAXUSA for job seekers to speak to our professional development network; panel discussions included.

Finance/IT – Brian Allen: Finance related jobs grew 3.4% (19,300) in Florida last year. Jacksonville's MSA increased 3,100+ jobs in Professional and Business Services and 1,700+ job in Finance. Regionally, IT grew 1.1%, Finance grew 2.5%, wages grew 2.8% in all sectors with St. Johns growing over 6%. Ernst & Young expansion (450 jobs over 4 years) and the FIS expansion will add 250+ jobs. State Farm is closing its largest center on Baymeadows in the next 1.5 years; we would like to get those people into similar jobs, but State Farm is not calling us back. Genpact (GE Global expansion) opened operations last year...147 positions). AT&T expansion in Clay County...150 positions. Continued work experience training with Formativ and One Call Care Management.

Events: In conjunction with JaxUSA, Brian did a FinTech Workforce briefing forum at the Federal Reserve. Brian was also nominated to serve as Chair of FSCJ's IT Advisory Board. He presented at the Jax Chamber IT Council during the Spotlight Speaker in November. In first quarter 2019 we will be rolling out a partnership program with our local Microsoft Retail Office for job seekers; they have a multitude of tools to help job seekers and employees at CSNEFL. Brian began PMO (Project Management Office) training with Ken Osman which should bring efficiency within the CSNEFL

workplace. Last year we started 2020 Census (a 10-year opportunity). It is a godsend for people with unique skills sets looking for job that might not be available now. The Census provides a flexible opportunity for them to go to work while they continue their job search versus going into under employment or something below.

Future plans: 1) Working with the First Coast Hispanic Chamber of Commerce to host a Bilingual Call Center Recruitment Event and Job Fair and time that with the World of Nations event (many call centers are interested in this event); 2) Explore an after-hours Career Fair and Recruitment event in St. Johns County for employed people who would like better jobs but cannot get to daytime events; 3) Partner with K-12 educators to host a FinTech Career Counselor Panel April 26 with a location TBD; 4) Through his help with the recent hurricane relief efforts and also working with the Florida Georgia Alliance WFB, he was contacted to plan an IT Pro Camp event in Tallahassee (like we do in Jacksonville) that include Technology professionals and educational providers from that area.

Logistics/Distribution – Darrell Brown: There is a lot of expansions going on in the city with Florida expansions. Current projects include UPS’s regional customized training program, Baker High School Logistics Academy, Fanatics (internship opportunities), JAXPort’s first annual small emerging business day, Network for Southern Economic Mobility Community Forums and FSCJ CVD School Schneider Company Day.

Key Partnerships: Fanatics (good company for gig jobs), Amazon, UPS, DCS Logistics, Schneider Trucking, FSCJ (sits on their Business Advisory Board) and Keiser University (sits on their Advisory Board).

Future Logistic Projects: FSCJ Business School Speaker Series (done twice a year; talks to business school students about current career opportunities and opportunities after they get their degree), Wayfair Initial Employee Recruitments (250 people will be hired to start 2021), Winsupply Initial Employee Recruitments (50 people will be hired to start this summer), Connecting Boys & Girls Club members with careers (sits on the Boy & Girls Clubs of NEFL Board of Governors; helps kids matriculate through college, military careers, apprenticeships in Jax, and wrap around services and available opportunities.) FSCJ CVD School Company Days at Fernandina Campus (classroom training done at Fernandina campus and truck driving done at Cecil Commerce Center; they may also partner with Amazon to use their parking lot).

Healthcare – Carol Cullen: Current Partners: Baptist, Memorial, Boorland Groover, Mayo clinic, Kindred hospital, Osprey Village, Physician Group Services, UF Healthy Proton Institute, Nemours Children’s Hospital, Rescare Home Health. Provides employer-based training/upgrade skills training (nurses, nursing assistants, paramedics, surgical technicians). Working to expand partnerships to assisted living facilities, pharmacies, dental offices, and a variety of other areas. Also works with employers to place jobs in Employ Florida and helps with recruitment events.

Events: 1) Healthcare multi-sector Career Expo (October) (25 employers and 150+ job seekers; 2) A Prescription for the Future (November) at Memorial Hospital included employers and educational partners as well as a tour related to career paths; 3) Chamber Council Spotlight Speaker (February); 4) Advisory Boards (FSCJ nursing and MA, JU Nursing, Pedro Menendez High School); 5) CHOICES (Changing How Opportunities Influence Career Exploration Solutions) 2019...Collaboration with Youth Services (June)...reaching out to healthcare providers to provide interns to youth 16-24; 6) Florida Georgia Workforce Alliance, a new collaboration...looking to expand talent pool resources for our employer partners.

Question: What is being done in Putnam County? Roben is helping Veritas Steel with onboarding new employees. She is working with Putnam Career Academies in developing manufacturing partnerships. She Co-Chairs the WFD Community for First Coast Manufacturing and is organizing 50 tours for high school students for Manufacturing Day on October 4th throughout the 6 counties.

The CSNEFL Career Center has relocated back to the Palatka Mall making it more visible and accessible to clients. Dr. Pickens is trying to bring more educational and training opportunities to the county. This last legislative session career and technical educational responsibilities were taken from First Coast Clay and Putnam and transferred to Dr. Pickens at St. Johns River State College (Palatka) and he expects the legislature to fund that obligation. They received \$3 million in non-recurring funds and were able to do a little bit with that and do expect reoccurring funding this year.

Question: How do we see state college funding going forward with the new administration? We are very optimistic since Travis Cummings is Chair of Board Appropriations in the House and Senator Bradley is Chair of Board Appropriations in the Senate (both are from our region). Our concern is how much money will growing health care costs and hurricanes consume and how much reoccurring GR funds will be available for us. Dr. Pickens is meeting with the new Commissioner of Education and you may see the legislature and Department of Education examine how we do career and technical education in Florida. Employers say we need a better more consistent pipeline of training talent coming out of our schools and it is a real mismatch throughout the state. The legislature will look more closely at that and even if they do not make any changes at least it will be an informed decision. Their main focus will be universities but technical and career colleges will get a good look.

Question: What is happening with K12? With the new Commissioner of Education, many things will happen with K12. Traditional K12 will no longer be considered positive. If there is any money, the focus will be on career academies, more dual enrollment in career and technical education and more CHOICE opportunities.

President's Report

November 2018 Labor Market Data: The unemployment rate in our region is 2.9% for November and 3.1% for December, a slight uptick from last month. Total net new jobs in the region were 12,500 over the year.

Company Recruitments and Announcements: In addition to the new jobs and closures reported by the sector managers, AT&T is closing its Syracuse NY call center and consolidating 150 jobs into the existing Fleming Island Call center for those relocating from the NY area. Ultimate Survival Technologies LLC is closing its Jacksonville facility; 45 employees will be laid off by June 30, 2019.

CSNEFL Staff Donate at the Holidays: CSNEFL's annual December in-service training and holiday gathering donated toys to Wolfson's Children Hospital and \$547 to the Children's Home Society through a 50/50 raffle.

Elevate Northeast Florida: The first meeting of the Talent Advancement Network (TAN), an initiative from the Elevate Northeast Florida plan, was held. TAN's goals align with a workforce strategy and speaks to fostering industry partnerships and the talent pipeline of all industries to enable mobility and focus on youth, adults and veterans in our region. TAN will also strengthen partnerships to ensure K12 and post-secondary talent providers understand the needs of those utilizing regional talent in order to generate measurable outcomes. TAN leverages the knowledge of HR professionals, existing educational systems and leadership, industry strengths and leaders and pockets of workforce excellence to create and generate workforce pipeline change.

Other: An additional \$250 thousand in training grants was received from CSFL. \$50 thousand for additional surgical technician training; \$100,000 for career pathways from CNA to LPN; \$100,000 for apprenticeship expansion in partnership with Jax Electrical Technology Academy. Question: Are we involved in the bridge paramedic to RN apprenticeship training (a 2-year program)? No but we are involved in paramedic skills upgrade training with Putnam County Fire Rescue.

Board Meeting Minutes & Advisory Council Community Partners Meeting Minutes: For your review and information.

Public Comment: No completed speaker forms received.

Next Meeting Date

Full Board Meeting: April 25, 2019 (Thursday), 9:30 a.m. at the University of North Florida (UNF), Adam W. Herbert University Center, 12000 Alumni Drive, Room1058-1, Jacksonville.

Executive Board Meeting: Wednesday, December 5, 2018, 9 a.m. at the Corporate Office

Adjournment: The meeting adjourned at 11:00 a.m.