

**First Coast Workforce Development, Inc. (dba CareerSource Northeast Florida)  
Full Board Meeting  
January 23, 2020**

Chair Elaine Johnson called the CareerSource Northeast Florida Full Board Meeting to order on Thursday, January 23, 2020, at 12:45 p.m. at the Hyatt Regency Riverfront Hotel, 225 Coastline Drive, Jacksonville. Roll call taken and a quorum established.

Board members in attendance:

- Baker: Clay Lyons
- Clay: Paul Cummins
- Duval Elaine Johnson  
Jake Schickel
- Nassau: Marjanna Garvin
- Putnam: Wayne McClain
- St. Johns: Eda Edgerton
- Regional: Darryl Register  
Tim Hinson  
Dr. Joe Pickens  
Lucia Valdivia-Sanchez  
Beth Payne  
Angie White

Excused/Absent: Michael Templeton and Dan Vohs

Staff: Bruce Ferguson, Candace Moody, Jay Loy, Steven Dionisio, Joel Hickox, Dianna Davis, Melissa Terbrueggen, Roben Faircloth, Carol Cullen and Diane Nevison

Others: Larry Fairman (Fairman Consulting), Richard Powell (Powell & Jones CPA), Dr. Linda Woodard (LDW Group LLC), Maureen Castano (DEO), Casey Penn (DEO), Ronald Howell (NFCAA), Jackie Green (DCFS), Temeka Perry (Eckerd Connect), Amy Jones (WorkSource Southern Georgia), Cheri Hart (WorkSource Southern Georgia), and others.

Public Comment: None Received.

**Welcome New Board Members**

The chair welcomed 3 new board members: Angie White, Area 2 Director, Florida Department of Vocational Rehabilitation (replacing Yovancha Lewis-Brown); Beth Payne, Executive Director, North Florida Regional Council (replacing Brian Teeple); and Marjanna Garvin, HR Manager, Rayonier Advanced Materials, Inc. (filling vacant seat).

**\*Action Items**

**Approval of October 24, 2019 Full Board Minutes**

**Motion by Wayne McClain and seconded by Darryl Register to move approval the October 24, 2019 meeting minutes as written; motion carried unanimously.**

**Acceptance of FCWD Inc. Fy 2018-2019 Audit Report**  
**(Richard Powell, Powell & Powell CPA)**

Richard Powell, CPA, presented the FCWD Inc. 2018-2019 Audit report. Field work was done in December and the report was prepared and reviewed with Bruce Ferguson and the financial staff. It was a clean unmodified opinion 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 and practices of the organization. **Motion made by Jake Schickel and seconded by Dr. Joe Pickens to move acceptance the FCWD Inc. 2018-2019 Audit report; motion carried.**

**Program**  
**CSNEFL 2018-2019 Annual Performance Presentation**  
**(Casey Penn and Maureen Castano, Department of Economic Opportunity)**

Casey Penn and Maureen Castano, DEO staff, presented CSNEFL's 2018-2019 Annual Performance. The report included the Florida Workforce system structure and service delivery model, roles and responsibilities, PY 2018 primary indicators of performance, USDOL monitoring activity, programmatic and financial monitoring activity, local area financial overview and apprenticeships. Report highlights include:

Primary Indicators of Performance: The reporting requirements to assess state and local areas effectiveness serving participants in the workforce system. Indicators consist of 4 adult, 3 dislocated worker, 3 youth and 3 Wagner-Peyser with education/training and employment being measured. All performance measures were met or exceeded, except the credential attainment rate for dislocated workers. Many regions missed this rate. The reason could be DEO relies heavily on data entry into the system looking at wages, employment dates and records and comparing it against Department of Revenue records which can give a result validating the credential was entered. To correct this issue, DEO is creating training documents that better sets the procedures for entering data into the system to trigger positive result and they are working with LWDB's to produce a spread sheet that can be evaluated why a credential was not obtained (data entry error, etc.?). Information on how many regional citizens went through these programs are on the DEO website that will be shared with Bruce to send to the Board.

USDOL Monitoring: In 2018 USDOL conducted a comprehensive review of LWDB's Regions 14 and 15 (CS Tampa Bay and CS Pinellas) and glaring state and local board issues identified that came down to governance of firewalls and internal controls. (The correct policies/procedures were not in place to follow or if in place, were not followed). To correct this, DEO will work with state and local WFB's on measures to increase accountability and oversight of WIOA compliance requirements. In April, USDOL will conduct another comprehensive monitoring and audit of DEO and the South Florida and North Central Florida WFB's.

State Monitoring Activity: DEO is the oversight entity for all workforce programs receiving federal funds and annually develops and implements a process for monitoring LWDB's. Programmatic and financial monitoring is completed annually and corrective action plans submitted to address findings is required. Starting PY 2019-2020, programmatic and financial monitoring will be done concurrently.

PY 2018 Summary of Local Findings: In 2018 there were 9 programmatic findings (versus 11 in 2017). A finding from a programmatic standpoint was explained. A programmatic finding is not

saying there is a questionable cost but rather was front line staff properly following the sequence of service with the customer. The way DEO monitors will be changed. DEO currently monitors compliance with the sequence of service of your policies. For instance, if CSNEFL tells a welfare transitions customer they should follow certain steps because that is the law, did you miss creating a development plan with them because if so, that is a finding. There needs to be policies, procedures and checks in place to validate that. If there is an error in the system, that is an observation and it would be sent to you for correction but does not necessarily affect cost. For Region 8, the five welfare transition findings were all documentation and sequence of service related. When customers come in you need to develop an individual employment plan, do an assessment and put it in the system. If we look at 40 welfare transition cases and if a couple did not have that done, it is a program finding. Some things that would impact possible questionable costs would be more so related to WIOA because that is where the bulk of it comes into.... this WIOA finding was related to follow-up services being provided.

In regards to these findings and Wagner Peyser for instance, a lot of that is procedural job orders...did you would put down that it was something above the minimum wage for the starting salary, was a job order done in this way that the state decided it needed to be done? Comment: It is dotting your l's and dotting your t's...Exactly!

Question: Do you know how many job orders were in the system that program year? We are assuming it was in the tens of thousands and there is not enough staff to review each of them, therefore random sampling is done and findings pulled. For example, sample size is 75 job orders and WIOA participants it is 40-60 but if there are special projects or additional grants received the number would be higher. Question: What is the average number of findings from the rest of the regions? Approximately 10 and your region was 9.3. DEO's monitoring procedure will be revamped because it was a finding from USDOL. Sequence of service to administer procedures must be followed. Local procedures need to be in place, training in place, and all data done from the time a customer walks in the door and documented so it can be found. Case files will still be reviewed but that won't necessarily lead to this year because it takes more staff and time. This year's monitoring report will be similar to what you see here, but as it is developed, plans will be monitored going forward. Question: When you look Region 8's findings, and Region 8 is larger regions in terms of the number of clients served, therefore to have an average of 10 findings across all regions is not necessarily an equal finding because of the volume even though you might sample 75 out of a thousand? Yes and it is important to see what the findings are because some findings could lead to questionable costs. For instance if you were not conducting proper eligibility on WIOA clients that could possibly be questionable costs. If you weren't determining suitability before putting someone into training, there wasn't an assessment done or we recognized the need for this then now that could possibly be questionable costs. Are proper procedures being followed for supportive services documentation. There are some big picture items that impact the integrity of the funds that are being spent which are not fully addressed necessarily with these number of findings. Region 8 had no findings which lead DEO to believe there was an issue with questionable costs.

Programmatic and Financial Monitoring: Joint programmatic and financial monitoring will be done starting PY 2019-2020. Region 8 has not yet been done. We are following sample participants for the full payment year to check on eligibility, assessments, etc. For PY 2018-2019, Region 8 had no findings...fabulous job! There was one non-compliance issue, procedural observation related the documentation of departure/arrival time on travel paperwork which could lead to a \$6.00 meal allowance questionable cost that would be paid back from unrestricted funds. Nothing major...overall, a great job!

Statewide funding for PY 2019 was \$221,785,286 and Region 8 received \$16,479,225. Other financial funding requirements were reviewed. 90% of funding must go to direct client services and the remainder to administrative expenditures. ITA expenditure requirements for PY 2018 is 50%; Region 8's negotiated rate is 35% and exceeded it at 42.6%. The 2017-2018 PY WIOA work experience requirement is 20% and you have met and exceeded the requirement. The 2018 PY WIOA Out-of-School (OSY) requirement is 75% and you Region 8 exceeded that goal and spent 100% of funds on OSY youth. Great job on meeting/exceeding these requirements.

Historical data on participants entering apprenticeship programs has a proven track record...they stay employed, make more money, and move up and advance their careers at a faster pace. There was movement in PY 2018 in the apprenticeship area with 23,000+ active programs nationwide and 221 in Florida (22 were new programs).

#### **4 Year Plan (2020-2024) (Candace Moody and Melissa Terbrueggen)**

A major requirement of WIOA is the formalization of the 4-year plan. This is an ongoing staff activity and an update was done 2 years ago. Staff is collecting information and convening partners to find out what is economically going on in the region. A snapshot of the progress made to date is taken looking forward to where we want to be. Staff reviewed the planning process, timeline, plan elements and data highlights of what to expect. The plan timeline is November 1, 2019 through March 16, 2020. The draft plan will be published in all regional newspapers for public comment January 27, 2020 with feedback due February 28, 2020. A link will be sent to board members and partners to share with their constituencies for feedback. The information collected is continuous from many data sources, i.e., Elevate NEF, Jobs EQ, US Census Data, BLS data, DEO data, etc.) Plan elements and description of services are boilerplate for all the regions. We select our One Stop operator, describe partnerships in the One stop, the core services provided, ensure accessibility for workers with disabilities, define self-sufficiency, how we achieve performance, operate youth programs, individual training services, customer choice, etc. It is what we do and why we do it. CSNEFL coordinates with various partners, i.e., EDC, education (connect with students and parents), JAXUSA (coordination of events), and industry sectors (3 years ago hired an industry management team and built a new system for servicing business, creating an in house infrastructure ensuring we provide follow up services, forging partnerships and targeted industry, industry partnerships, business intelligence, employer engagement, in-demand training, micro enterprise and entrepreneurial training, work based learning and apprenticeships. Data trends talk about employment by industry, largest occupations estimates (2019-2027), fastest growing occupations, population growth, labor force participation rates 2019, first coast working age population, and education by county. The was discussion on the employment category for NAS Jax and the military and where they fit. The Naval Air rework facility fits into manufacturing but we are not sure about the military. Military is a category under employment, a chart in the plan talks about military careers, and the plan lists military occupations that we track but on a smaller scale. There is a larger list of 22 industry codes to track them but makes the chart harder to read so we grouped them, but it is in the report and the information can be pulled.

The largest occupations are usually the lowest paying, but there are some targeted industries with high growth high wage such as nursing which is a large occupation in our region.

Fastest growing occupations include computer and information analysts and software developers and programmers. However, software developers and programmers are the most sought after and hardest to find for our area employers. Local education programs are not touching the need (bachelor degree level positions). To mitigate the gap, employers are contracting firm and offshoring to India. These data points can help guide us where we need to invest our time and resources. Projected growth jobs are also listed in the plan.

The chart also includes several demographics (population growth, 2019 labor force participation rate, age population by county, education data (high school graduate, associate degree, bachelor's degree, and post graduate or professional degree), and the counties that we need to focus on to make a difference. For example, Putnam had been losing population but has flattened out, their labor force is 44% but why with hot economy and 4-5% unemployment (could it be an aging population, discouraged workers, disabled workers, etc.); and St. John's has astronomical growth but that causes challenges with infrastructure and transportation; and in Nassau could their high labor force percentage be because it is considered a retirement destination. Generally, the First Coast is a young working population. We also look at working age population by county to see where our future workforce is coming from and what our retirement issues may be.

Educational attainment was also discussed. Trends show that the dropout rate is getting better with more completers at all levels and fewer people dropping out with lesser than a high school education. For instance, Putnam is making great strides in their dropout rate (5%, versus 15% a few years ago). The report narrative indicates during the recession many rural county students drop out...they do not find school relative and do not know what they are working for. However, in a robust economy, employers have jobs for them, but they need the education to get those jobs. In Putnam once they get that higher education they leave the county and go where the jobs are. Migration patterns are shown in the chart. Dr. Pickens noted that the graduation rate has improved in Putnam but not at the Palatka campus in St. John's County. The school tracks where they are going or not going and as the graduation rate goes up they are having success with marginal students but better communication is needed with them that they need more than that. Candace noted when the economy people would rather go to work than go to school. Question: Does postgraduate include trade schools? No. What we do not have here are certificates and there are some in there. Postgraduate is a JV, MB, MBA and Master's degree...so it is post undergraduate. Some of the other more detailed charts have certificates and show where we are. Interestingly enough the data shows that for a 2-year workforce certificate and associates degree the first coast exceeds that attainment rate for both Florida and the U.S.

At a previous board meeting, the entrepreneurial mindset was introduced and Candace Moody has become...a certified facilitator. The plan includes soft introductions to the entrepreneurial mindset concept were presented to staff in a couple of lunch and learns. Fifty out of 160 employees attended those sessions from which 13 signed up for the individual in-depth on-line self-paced training. Great strides are being made as we talk about the gig economy in Florida and how we embrace it.

A blurb will be sent to board members to forward to their constituencies and county networks to read the draft plan and provide feedback. Any board questions, direct to staff.

#### **Next Meeting Date**

**Full Board Meeting:** April 23, 2020 (Thursday), 9:30 a.m. – 11:00 a.m., University of North Florida, Adam W. Herbert University Center, 12000 Alumni Drive, Room 1027, Jacksonville.

**Adjournment:** The meeting adjourned at 1:55 p.m.