

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

Chair Elaine Johnson called the CareerSource Northeast Florida Full Board Teleconference Meeting to order on Thursday, April 23, 2020, at 11:05 a.m. Roll call taken and a quorum established.

Board members in attendance:

- Baker: Clay Lyons
- Clay: Paul Cummins
- Duval Elaine Johnson
Jake Schickel
Michael Templeton
- Nassau: None
- Putnam: Wayne McClain
- St. Johns: Eda Edgerton
- Regional: Darryl Register
Tim Hinson
Dr. Joe Pickens
Lucia Valdivia-Sanchez
Beth Payne

Excused/Absent: Kirk Barras, Angie White, and Marjanna Garvin (Resigned Effective April 23, 2020)

Staff: Bruce Ferguson, Cheryl Taylor, Candace Moody, Jay Loy, Steven Dionisio, Dianna Davis, Cindy Wadsworth, Mike Lashbrook, Ron Whittington, and Diane Nevison

Others: Dr. Linda Woodard (LDW Group LLC), Jackie Green (DCFS), Joann Manning (Job Corps), Carrie Dopson, Jennifer Mathis (Leaderquest), Anna Lebesch (JAXUSA), Kathy Newman (St. Johns County Chamber of Commerce), Julie Hindall (JAXUSA), Lynn Higgison (Catholic Charities), Sherrie Mitchell (Nassau County Public Schools) and others.

Public Comment: None Received.

***Action Items**

Approval of January 23, 2020 Full Board Minutes

Motion by Wayne McClain and seconded by Eda Edgerton to move approval the January 23, 2020 meeting minutes as written; motion carried unanimously.

Approval of WIOA 4-Year Plan (2020-2024)

The final WIOA 4-Year plan for 2020-2024 was presented to the FCWD Full Board for approval.

The draft plan was approved by the Board in January and the draft posted for public comment and no public comment was received. The final plan will be sent to the CSFL Board for their approval. **Motion made by Clay Lyons and seconded by Dr. Joe Pickens to move approval the WIOA 4-Year Plan for 2020-2024 as presented; motion unanimously carried.**

Now that the plan has been approved we will await guidance from the state on updating the data in the plan since it has changed tremendously these last few months and how to handle future updates since there are so many unknowns at this time.

***Approval of Application for an Extension to Provide Direct Services**

This is an extension application to provide direct services to our clients. Providing direct career services is written directly into the WIOA 4-Year Plan. CSNEFL has been providing services directly within our career centers since 2006 and we are required to reapply every 3 years. We previously contracted the services out but brought services back in house to save money when funding took a hard downward turn and it also allows us to make changes very quickly as we have in the last four weeks. **Motion made by Eda Edgerton and seconded by Clay Lyons to move approval the Application for Extension to Provide Direct Services; motion unanimously carried.**

Program
COVID-19 Response Update

Bruce reported on the measures CSNEFL has taken in response to COVID 19. Bruce has met with all staff on sanitizing, hand washing and the theme of rapid change and flexibility. All staff are now working remotely providing virtual services including a virtual call center. Call volume is high with most calls relating to unemployment claims. Paper unemployment applications are now available. WIOA student training is being done on line and will continue through summer. Welfare transition caseloads are up 39% since March 2 and Snap applications (able bodied adults) up 1200+ since March 20th. There is a 50% decrease in job orders from January to April 2020. Summer youth internships suspended for 2020. All youth contractors moved to virtual training and case management. WARN Notices (companies with 50+ employees) since March 15, 2020 are at 693; this number is higher since smaller companies are not required to report this information. The reopening of career centers will follow the directives of government entities. Centers hours will be from 9-4 (with sanitization being done from 8-9 and from 4-5; all work stations will be wiped down between clients); client access at the centers will be staggered by last name (A-M Monday/Wednesday and N-Z Tuesday/Thursday); all staff and clients required to wear face masks and temperatures scanned daily; electric hand sanitizer dispenser in every center; twice a month a virus and bacteria cleaning fogger will be done at the centers (kill bacteria and is not harmful to staff/clients); resource rooms will be reconfigured for social distancing; temporary facilities are being investigated in all counties to address the anticipated capacity increase. There is also a good Economic Impact Presentation link by The Florida Chamber of Commerce that members should access at their leisure.

President's Report

Labor Market data for March 2020 shows an increase in regional unemployment from 3% to 4.3%. Updated numbers will be received Friday increasing this number. These numbers do not include 1099 workers or Gig workers so the numbers will be much higher than reflected in the data.

We recently completed an IT audit (done every 2 years) to see the strength of our network security (protecting clients and company data). The IT report card is in the packet. There are some areas to work on but overall we did a very good job. They test our network systems, attempt to hack into the system to ensure firewalls are working appropriately, and send phishing emails to staff to see if they open the link or report it. Only 1 person clicked on the link and other security measures kicked in. We continue staff training on phishing and security measures.

Question: With the number of people that are being laid off and as we come out of COVID it will be a different work environment with different skills, will those be included in your soft skills training? We have not thought about that with soft skills training but with go back to the to the vendor with their assessment and learning tools to request some additional post pandemic training.

Comment: The chair stated in the midst of all this she has been on a search committee for the Dean of Colleges of Business at UNF and for the short term companies will be doing more video interviews to advance candidates. That is how companies are going forward with the hiring process and that is where I would add about COVID...how do you manage virtual teams, etc.

Comment/Question: Mike Templeton thanked Bruce and his team during these times and what has been accomplished. It raises a question and is thought for consideration. There is speculation that we will go through this again in the future. Is there any consideration for yourself, staff or the board on what needs to be different, what have we done well and will do well again? There has been talk about a resurgence in 2020-2021 and we have learned a lot about ramping up, meeting this head on, and have been maintaining service really well in an off-sight, work at home manner. We will continue to look at these things going forward and appreciates any board input on best practices and preparing for anything that disrupts our business from the normal.

Other Candace Moody Retirement

The Chair reported that Candace Moody will be leaving FCWD at the end of the month and that this will be her last Full Board meeting. Candace has been a great friend and asset to the organization and will be greatly missed. Bruce stated that he has worked with Candace for 23 years and is proud of the professional relationship they have had and can also call her friend. We have been through a lot and have gotten a lot done for the community and he thanks her for all she has done for him, our organization, and the community. The Chair stated that the Board would like to formally recognize her at our July 23, 2020 Full Board meeting and invited her to attend that meeting. However, Diane Nevison will need to confirm with UNF that their location will still be available due to COVID 19.

Introduction of Ron Whittington (Candace Moody Replacement)

Candace introduced Ron Whittington who we are contracting with to provide public relations assistance. Ron is a writer, media strategist, and media relations person. He will be working with Joy McDaniel who does the other communications in the company. Ron thanked the board and looks forward to working with everyone.

Next Meeting Date

Full Board Meeting: July 23, 2020 (Thursday), 9:30 a.m. – 11:00 a.m., University of North Florida, Adam W. Herbert University Center, 12000 Alumni Drive, Room 1058, Jacksonville or format TBD.

Adjournment: The meeting adjourned at 11:51 a.m.