

Minutes  
CareerSource Northeast Florida Executive Committee Teleconference Meeting  
September 23, 2020

A teleconference meeting of the FCWD, Inc., Executive Committee meeting was called to order by Chair Elaine Johnson on Wednesday, September 23, 2020 at 9:01 a.m. The following members participated, representing a quorum:

Elaine Johnson	Darryl Register
Clay Lyons	Eda Edgerton
Wayne McClain	

Excused: Dr. Joe Pickens, Jake Schickel

Staff: Bruce Ferguson, Rebecca Livingston, Cheryl Taylor, Jay Loy, Steven Dionisio, Dianna Davis, Ron Whittington and Diane Nevison

Others: Edythe Abdullah, UNF and others

The Chair welcomed Rebecca Livingston, the new Executive Vice President of CareerSource Northeast Florida, to the Executive Committee which is the reality from the Executive Committee's succession planning work started a year ago. Rebecca brings 17 years of workforce development and federal contracting experience to our team. Rebecca thanked the Chair for her warm welcome. She is one month in and learning about the services we provide to job seekers and the business community and looks forward to working with and being part of the team that will make things happen.

**Public Comment:** None.

**\*Approval of Minutes**

**Motion made by Wayne McClain and seconded by Darryl Register to move approval the August 26, 2020 Executive Committee minutes as presented; motion unanimously carried.**

**Operations Update**

**August Unemployment Statistics:** The August 2020 regional unemployment rate was 5.8%, versus 8.8% last month. DEO reran Friday's numbers and made adjustments to Duval, 6.4% and Putnam, 7.3%. Regionally 34,000 people were working in August that were not working in July. The current regional labor force is 802,000 versus 791,000 in July and last year at this time it was 818,000. Regionally, we outpace the state in getting people back to work. Florida's major metro rates employment stats have Jacksonville at 5.8%, Tampa at 6.8% and Orlando at 11.0%. All are better than July and very positive trends.

**Operational Status and Statistics:** Job orders are down slightly from July at 2,047 and September's job orders are +22% from this time last month. Job order trends are very close to last year's numbers.

Regionally center appointments are down from last week, and a 2-month snap shot indicates the decline, including virtual appointments. We are going to start a push out message on available

services stating “we are here to help, so come see us”. A year-to-year comparison chart of career center visits by our region and counties indicate all are down from 2019 to 2020.

TANF and SNAP programs participation requirements were suspended through October 2020. The numbers are high but steady, TANF 1,575 cases and SNAP 14,100. The job search requirement was extended through December 5, 2020 for those receiving unemployment benefits. Florida participated in the \$300 unemployment benefit wage loss for the month of August but is now back to the regular state unemployment benefit. These numbers with the excellent rebound in the jobs market has had an impact on who is coming into the centers.

The fall 2020-2021 WIOA training scholarships (ITA’s) enrollment has 137 adults and 19 dislocated workers enrolled in college versus 175 and 12 respectively in 2019-2020.

**Geographic Solutions – VOS Sapphire:** A new version of the Employ Florida state job matching system will launch in December. Geographic Solutions is our provider as well as many other states nationwide, and for some states they also do their full unemployment compensation system. During a recent sneak peak, a service provided is tracking daily visits for workforce clients in California, Florida, North Carolina and Texas. California’s usage peaked in April whereas Florida dropped off in April and has stayed steady at 20,000 users across Florida. North Carolina’s pattern was similar to Florida, and Texas numbers were very high because their unemployment system is tied into it indicating they peaked in April and dropped off in August. This chart is interesting because it tells us that our center visits and Florida is not unique among most of the other states. Question: Why is Texas so skewed? Florida only uses the system for job search, but Texas also includes their unemployment compensation system.

The next chart shows the number of users at the end of August/early September 2019 to the end of August 2020 and Florida is up significantly from 4,200 to over 8,000 daily users. Again, Louisiana’s numbers are very high because they brought over the UC system this last year.

The next chart shows system job postings and includes all nationwide Geographic Solutions clients. In early March 2020 there were almost 5.5 million advertised jobs on the various state systems and at the end of August/September there were over 5 million. It is a nice visual and it is representative of what we have seen in Florida and locally. We are not the lone rangers in how all this has gone down.

The new system will have functionality options for conducting business online. These functions include more self-service eligibility determination and online program applications, ability to schedule and conduct remote online meetings, remote signature functionality, remote identity validation, ability to work anywhere and remote training (Metrix and Alison). We have asked the state to include remote signature functionality into the procurement software and if they do that we would not need to purchase it. Some states can turn on and off certain features.

Question: When looking at the internet Texas system, it seems to be more windows focused user friendly...is that correct? Yes, it is user friendly. This new software (Sapphire version) is a much smoother system, advanced and a significantly improved version with some really nice add-ons that we do not currently have.

Our regional workforce numbers are good and steady and will probably be like this for several months. During the pandemic the region has continued to see economic development prospects

project activity and is still attractive for expansion and relocation. Baker County has been extremely busy with economic development projects. In Putnam county Seminole Electric is converting from a coal manufacturing facility to natural gas; a several year project. Contractors and subcontractors will be coming into the county and hiring a number of people which should change Putnam's unemployment numbers. Hotel rooms are already maxed out for the work that has already begun. This is all great news for the region. Darryl Register thanked CSNEFL and Bruce specifically for making these EDC projects happen and providing training for these companies which is what many companies base their decision when relocating. CSNEFL is there in the beginning and are there in the end. Elaine added that our region did not experience the economic down turn as did other areas in the state and believes the uptick of economic development is the harvesting from seeds we planted 10 years ago on our targeted industries and how we got the message out about Northeast Florida.

### **Looking Ahead to 2021**

The Chair, Bruce and Rebecca met and discussed everything that has happened in the last 6 months and how we shifted our strategic planning focus to strategic visioning. The world is a different place now and many organizations may never go back to what they looked like pre-March. Now is the time for us to look at what we have learned as we challenge ourselves to think differently as we think about strategic visioning. Rather than revamping our current 3-year strategic plan (2018-2021) we need to discuss the next year's vision. We need to meet with the right people and entities to discuss what the next year of recovery looks like for NEFL, what our role is and the best strategies to implement within the workforce system to meet that challenge over the next 12-18 months. We will take the October and January Full Board meetings and the Executive Board meetings in between to work on the vision and goals with adoption at the April Full Board meeting carrying it through the next program year, 2021-2022. The Chair agreed asking Rebecca for her thoughts and ideas.

Rebecca stated staff has begun looking at short term goals such as the lean process and getting involved in the Jax Lean Project and Human Center Design. We can look at how we provide services to job seekers and business ensuring we are being most efficient with our resources while providing the biggest impact; we can also look at innovation, try new things, sell fast and move forward. Implementing some of these processes might be a good approach given our current environment. She is also looking for new Federal funding stream opportunities to pilot new opportunities and continue our work. As staff identifies new ideas and planning opportunities that they would like to move forward with will be brought to the Board for discussion.

The chair recapped Rebecca's thoughts:

1. How do we do process improvement using a lean approach and our connections to that lean organization.
2. Looking at how we become more effective and efficient in the services we provide to job seekers and businesses?
3. Looking at human centered designs for innovation or new innovation approaches.
4. Leveraging knowledge and insight to identify new funding streams that would enable us to fund solutions we may not be able to do today.

Members discussed having these discussions face to face, as well as with telephone capabilities, while getting ready for presentation at the April board meeting and still maintaining CDC operational guidelines. Some location possibilities include the Baker County EDC office, UNF University Center, and a facility the Chair has access too if UNF is not available. Dr. Edythe

Abdullah, Dean of Continuing Education at UNF, stated UNF is open and following social distancing requirements. The Chair and Edythe have known each other a long time and worked together on the search for the Dean of the Coggin College at UNF and on the FSCJ's foundation board. The Chair asked Edythe to give a brief summary of her work. The main opportunities provided are in professional development (customized training through contracts) and personal enrichment (over the shelf programs providing private security, coding, leadership, SHRM); most courses are currently online. The Division of Continuing Education has been partners with CSNEFL for a long time and has programs that address targeted industries; their whole mission is around targeted industries.

**Next Meeting Dates**

**Full Board Meeting:** October 22, 2020, 9:30-11:00 a.m. Location/Format: TBD.

**Executive Committee Meeting:** December 2, 2020, 9-10:30 a.m., Location/Format: TBD.

**Adjournment:** 9:58 a.m.