

CareerSource Northeast Florida (First Coast Workforce Development Inc.)
Advisory Council Community Partners Meeting
December 4, 2019

The CareerSource Northeast Florida Advisory Council Community Partners Meeting was called to order by staff person Cheryl Taylor on Wednesday, December 4, 2019 at 2:00 p.m. at the CSNEFL Downtown Office, 215 Market Street, 2nd Floor Large Conference Room, Jacksonville, FL 32202.

Members Present (Introductions)/Questions:

- Andreas D. Glover, Area Supervisor – Florida Department of Vocational Rehabilitation: Helps manage five Jacksonville locations; a 6th location is private. VR is a state agency that helps adults with disabilities (mental health or physical) get back to work and helps our in-school youth (14-22) get to work by providing work readiness skills and training.
- Temeka Perry – Eckerd Connect. Eckerd is a nationwide workforce development WIOA service provider, offering program services for eligible out-of-school youth (18-24) who have not completed high school through academic remediation, college and a career path. The program is unique...every time a milestone or benchmark is reached an incentive is paid. They also pay for training while employed in a work experience. Participants receive bus passes, are taken shopping for interview attire, are put on a work experience and are paid \$9.25 an hour with the hope they are hired. We try and knock down all barriers to employment and are funded by CSNEFL.
- Therese Gamble, CEO & Founder – CRPC Consulting LLC: CRPC provides best practices, strategic consulting, coaching, training, and facilitation to aspiring individuals who want to become business owners, entrepreneurs and startups. Their goal is to make a social and community impact. A “Second Chance Seeker’s Pre-Apprenticeship” program is being launched to help small business owners expand their team to meet the demand of their product or service. Individuals wanting to become entrepreneurs are trained by working under the umbrella of an existing entrepreneur to understand the ecosystem. CRPC has partnerships with Google for Entrepreneurs and Microsoft in Jacksonville. CRPC would like to collaborate with some Advisory Council members, in particular veterans who cannot transfer their skill sets into a 9-5 but want to launch a business. Affiliate partners include Advisory Council members Alfreda Boney and Coach J. Diane Triple collaborating on certain projects helping individuals take their dreams, passions and goals and execute them into a reality. Upcoming events will be emailed to members include: December 14, 2019, Startup Grind and Entrepreneur End of Year Party hosting, 6-9 p.m. at Skate City, Jacksonville; on December 18, 2019, Business Talking Library and Girl Get Out, 7:30 - 9:30 a.m.
- Lynnea Maystrick, NEF Regional Director, Healthy Start Coalition: The HSC works with preconception, prenatal and postpartum women and families in the 5 county area. Their main goal is to decrease infant mortality (147 infant deaths last year) and this is addressed in their programs, Azalea Head Start and Fatherhood Pride, and the Social Determination of Health and Career Development. Their newest program, “Universal Newborn Home Visiting” is where linkages are made with these families based on any high risk that they have after screening. Their main concerns are sustainable housing, food, and monthly needs; they want to build careers and learn skills sets. HSC would like to make linkages with Advisory Council organizations and resources.
- Pam Otteson, Volunteer– Saavy Job Hunters Ministry (Christ Episcopal Church): Free monthly workshops are the 4th Thursday of the month, 9-12 noon, at Chris Episcopal Christ in Ponte Vedra Beach and is open to anyone who is unemployed or underemployed. Workshops include resume writing, interviewing skills, how to get a job in federal employment...anything to do with business, employment, with various guest speakers who talk about job search presentations and featured employers. Next workshop - January 23, 2020.
- Veronica Tutt – Chair of Mediation Advocacy and Volunteer with ESGR (Employer Supportive Guard and Reserve). The ESGR program is DOD funded and provides services throughout the state. All staff are volunteers except two paid positions (mentors who help them find employment). ESGR’s focus is to help underemployed or unemployed military guard and reserve, spouses and family members find other jobs. Two major job fairs are held each year at NAS. As Chair of Mediation Advocacy, guard and reserve personnel and employers are informed about USERRA (Uniformed Services Employment and Reemployment Rights) laws that protects reserve

personnel's civilian jobs up to 5 years.

- Coach J. Dianne Tribble, Founder & CEO – At the Table Life Coaching and Motivational Speaking Services: Services include health and wellness training for numerous corporations in Florida and via webinar nationally, provides training at CSNEFL for those in the midst of a job search, does public speaking and workshop development. She is a published author and would like to collaborate with other organizations.
- Alfreda Boney, CEO – Perfectly Suited Career Consulting: Works with B to B and B to C in career and professional development training. She is always looking to work with non-profits and business to train their staff and/or clients and is the only provider in Florida with a nationally recognized accredited Customer Experience certification (a game changer when it comes to employment and that retention piece).
- Dr. Charles Scanlon, Career Services Administrator - CDA Technical Institute (Commercial Diving Academy): CDA trains and produces internationally certified commercial divers, under water welders, and construction steel welders. CDA opened their newest program, electrical lineman, with starting salaries of \$52,000. It is a 5-month program, Monday-Friday, with military type accommodations and 3 meals per day. There is a special 5-month veteran program and 75% of room and board costs are deferred. His job is to place students in jobs; he has a 92.7% success rate in the last 2 years. He is open to speak to your organizations and you can come tour CDA. He is a former school principal. Materials about the program are on the counter.
- Joan Long, Supervisor Career Navigator Program – First Coast Technical College (St. Augustine): FCTC subcontracts with CSNEFL. They have an Out-of-School grant and provides technical career training, adult education with GED, and career assessment all the way to job placement. She looks forward to hearing about your opportunities from transitioning to post-secondary education (not offered at FCTC) as well as speaker and motivators for their students.
- Joann Manning, Business and Community Representative – Job Corps: Job Corp is an educational career technical training program for eligible students (16-24), residential and non-residential typically from North Florida. Students can get their high school diploma, GED or participate in 5 career tracks or 10 career technical trade programs. Once students complete the program they can go into the military, college, a Job Corp advanced training program or employment. There are 125 centers nationwide and 3 in Florida. Job Corps is on the verge of another major partnership that will make a difference for their students that will be shared at a later time. Tours are available every Thursday, and for a personal tour, contact Ms. Manning directly.
- Reggie Fullwood – Operation New Hope: Works with the re-entry program. Approximately 500 ex-offenders come through the program annually. ONH is located in Jacksonville and Tallahassee and an office is opening in St. John's County.
- Latanya Winn – Lutheran Services Florida/Duval Children's Head Start Services: They educate approximately 1500 students, 90% are under the poverty level (income eligible), and parents are also assisted. Parents are hired as program aides in their centers to help them work towards their Child Development credential (CDA) which will hopefully go into an AA and help them continue in the early education arena.
- Jennifer Mathis, Campus Director – Leaderquest IT & Cyber Security Training: Their focus is to retool Jacksonville to fill technical roles that our businesses need for today and tomorrow. The program is designed for those with zero IT skills. It is a 5-week day program or 10-week evening program. Students gain skills sets, credentials and then work with their Employment Development Manager to get them a job in sustainable careers with upward mobility. They also support our veteran community with IT and Cyber Security Career Training.
- Lydia Bogans – Mega Social Enterprise: MSE is an employment service agency offering pre-employment training with the Department of VR. They are always looking to collaborate with other organizations and guest speakers and those that can provide job opportunities to place the youth and adults they serve; (ages 14+).
- Ashlea Jones, Program Director - Catholic Charities Workforce Development: Helps the underemployed and unemployed find work, working with them one-on-one creating resumes, interview skills, interview attire (clothes closet); also provides wrap around services for those over 18. As of December 9, she will have a new position/promotion.

- Ben Oliver – Empowerment of Florida (contract vendor through Vocational Rehabilitation). Helps people with disabilities find jobs, provides interview skills, resume writing, cover letters, and sets them up on the CS Employ Florida network. Helps younger people find career paths; helps older workers with mid-life career changes and those 65+ how to take control of the interview and show what skills they can bring to the job.
- Dr. Linda Woodard - LDW Group, LLC. LDW Group is the One Stop Operator for CSNEFL American Job Center (AJC) comprehensive center for the universal customer at the CSNEFL's Gateway Career Center. LDW Group is also the One Stop Operator of CS Central Florida. Under the LDW Group umbrella, also provides training, workforce development design and development, and offers a facilitating development course that earns a certification, Certified Global Career Development Facilitator. Also working on a project in the Great Lakes Region by developing and providing a training program for the people that they are going to hire.
- Marcus Haile, Executive Director – Learn to Read: Guest presenter. See below!

CareerSource Northeast Florida Administrative Staff Present: Cheryl Taylor and Diane Nevison.

Purpose of the Council: The purpose of the Council is to bring community partners together, share information and concerns around our mutual constituencies in the areas of workforce, economic development and workforce preparedness, inform each other on what our organizations have been doing, identify new partners, talk about ways to work together, leverage funding, and look for ways to move people along career pathing and career laddering to better jobs. Our ultimate goals are to provide economic self-sufficiency for our clients.

Members who would like to share information about their organizations, services they provide or upcoming events email them to Cheryl Taylor or Diane Nevison (ctaylor@careersourcenefl.com dnevison@careersourcenefl.com) to forward to the membership.

Approval of Minutes – December 12, 2018 & June 19, 2019 Meeting Minutes Advisory Council
Community Partners Meeting

Motion made by Ben Oliver and seconded by Dr. Linda Woodard to move approval the December 12, 2018 & June 19, 2019 Advisory Council Community Partners meeting minutes as written; motion carried.

Learn To Read (LTR) (Addressing Adult Literacy & Adult Basic Education in Jacksonville– Marcus Haile,
CEO

Marcus Haile is the CEO at Learn to Read since January 2019. LTR is 50 years old and will be changing their name; the current name comes from a time and a place that is no longer relevant. From feedback received we are leaning towards “The Duval County Literacy Alliance” or “The Literacy Alliance of Duval County” and if we expand into other counties (mentioned later in the meeting) then “The Literacy Alliance of Northeast Florida”. Their Board meets next week and will make a decision.

Today we will talk about how LTR can help adults get to your organizations, how it works, and how we can help you and all the adults in the community, and share success stories. One in five adults (150,000 in the community) cannot read at a 9th grade level, and most of your programs require 9th grade reading. LTR's goal is to try and reach those adults and get them ready for you. Learn to Read was founded in 1969 and started as a one-on-one tutoring program. Since then we have added formal instruction in computer lab, on-line facilitated instruction, small group classes in reading, writing, basic math, financial literacy and other workshop topics to help adults build their overall skill development. Five hundred students are served annually with direct instruction, but twice as many come through the program. Our success rates have been great. Annually, 89% of participants will increase their reading level or meet a personal goal (get ready for GED or get their driver's license). One success story is Marvin a 55 year old and owner of his own pest control business. He came to LTR recognizing he did not read well and struggled with basic business paperwork and the regulations regarding toxic chemical. After a year in our program he increased his reading level by 3 grade levels (to the 9th grade level). He also liked to draw and write and published a

children's book about a race around the bridges in Jax. He wanted it to be about how you can be in a race, have fun, compete in a friendly way and incorporate Jax into it.

LTR provides services for adults 16+ who read below the 9th grade level and are not able to pursue traditional career development education goals. Referrals come from community partners, friends, family or they contact LTR directly. LTR's biggest partners are FSCJ and the library but also partners with other agencies, Job Corps, Operations New Hope, etc. LTR students are referred to these partners where they are assessed (TABE test), and if they are not reading at a 9th grade level they are referred back to LTR. Participants start in the computer lab at the Dupont Center or they can do on line based curriculum and get started right away as they wait for a volunteer tutor. They receive foundational lessons and curriculum and once they are engaged and doing this on a regular basis, (few weeks to a month) they move on to smaller group classrooms. There are 5 weekly classes (daytime and evening) at Dupont Center and Bethal Baptist Church. Assessments are pre standard reading and writing. The program is completed in 50-100 hours, our goal because it usually takes that many hours to get their grade levels up. That is when an economic impact is seen and incomes can increase by \$10,000. After completing the LTR program many go on to your programs related to workforce development. Half of our 500 students are on a WFD track. They are either in their 20-30's trying to get their GED or older and trying to get better for their own professional development. Reason why they are in these predicaments: Biological (learning and intellectual disabilities, developmental delays, vision or hearing loss at early age); environmental (family violence, abuse or neglect, unstable or unsafe living conditions, lack of printed reading materials at home); acquired brain injury (head trauma, stroke) which can affect reading and writing, and almost half our students have a diagnosed learning disability such as dyslexia, etc., They are struggling and we help them with that or refer them to other agencies.

There are two ways we can help:

1. LTR is developing a formal referral partnership to help students who do not have the learning ability for CSNEFL programs. LTR is a resource for other agencies. If your agencies do not have formal assessments for student who want to enroll in your WFD programs and sense they are not ready, LTR can help with that and can find out their goals, needs and skills. Once we work with them and when they are ready we will send them back to you.
2. LTR is working with the career identification role to find out their career path. CSNEFL has tools we will use as well as tools designed with, partner Pro Literacy that facilitates a constructive conversation with an adult learner around their career interests, identify options, requirements of the job, which helps LTR set goals and the instruction. LTR can work with any of your organizations to help guide that instruction.

Questions/comments:

Comment: It is interesting that getting something basic like a driver's license can be an issue for an older person going through the process. It is a necessity when trying to get to school or a job. Reply: Yes transportation is huge and reading is a barrier and a challenge. Another story to share, Marcus uncle was a truck driver and could not read but it was straight forward. He knew where the speed odometer was and how fast he was going, but for directions, he would pull over and ask someone how to get to a particular place. They would tell him to go up the highway and get off on Franklin street and since he does not know Franklin street, he would say how many exits is that again.

Question – Ben: Many older clients who come in to train for jobs have managed to fake that they cannot read by learning the words and terminology and fool me. They fake it because they are embarrassed that they cannot read at their age. Are there telltale signs and any suggestions? Reply: Yes and it is not just older people. Things to look for at a first meeting and there are forms to complete, they may say "I cannot do this now can I bring them back to you, or I do not have my glasses can you help me read this". Recognize the struggle and their embarrassment and let them know it is okay to ask for help. If they are still resistant, give them your information and tell them to take it with them, think about it or talk to your family about it. These signs are not sure indicators but you may see a trend, and can say "If you are struggling with this,

let's talk about it, I have resources that can help you". Let them know you are not judging them, are really sincere about helping them and applaud them for recognizing the challenge.

Question: Has LTR experienced colorblind adults who cannot read and how did you handle it? I experienced this last week for the first time? Reply: Good question! I will need to find out if our program staff have come across that, but I am not intimately familiar with the effect of color blindness on reading nor an expert on it, but obviously colored material would be a reading issue (I am not sure if it impacts the ability to see black and white or grey scale). Comment: My high school teacher was colorblind and we could only write in black or blue ink. Comment: Seniors have trouble seeing yellow highlighters.

Comment – Charles Scanlon: In the construction trades and the programs we focus on is how technology is used and affects the reading level. They need to have basic reading and math skills and dexterity to be able to control and manipulate underwater drones to map out the ocean floor and many only have 9th grade reading levels. Yet, what I find interesting in talking to my partners and business partners, they are able to handle that technology, map, survey, take pictures and stay gainfully employed. However, there are others with higher reading levels that cannot move into that area yet.

Comment: In regards to technology, at LTR one of the advantages of the computer labs is in addition to learning to do their modules, they are learning how to use the computer and the mouse.

Question – Pat Otteson: Where does everyone go to use your computer labs? Reply: At the Dupont Center (old library downtown). Intakes are done but for larger groups, assessment are done at Job Corps, as well as math and other weekly classes. The remaining classes are at Bethel. Students can get to those locations easier by bus than those that are closer to their homes (Northwest Library) ...they don't want to transfer buses or see people they know. If you are ever in a situation where you have a large group, we can come to you and give instruction.

Question: Do you only serve Jacksonville? Reply: Yes but with the upcoming name change we would like to expand to counties without a program, i.e., Baker, Clay (current program is closing) and Nassau counties. Andreas Glover stated he has contacts in those counties.

Next Meeting Date

The next meeting of the Advisory Council Community Partners is Wednesday, June 17, 2020 at 2 p.m. at the CSNEFL downtown office, 215 Market Street, 2nd Floor Large Conference Room, Jacksonville.

Adjournment: The meeting adjourned at 3:00 p.m.