

Minutes  
CareerSource Northeast Florida Executive Committee Meeting  
September 22, 2021

A ZOOM meeting of the FCWD, Inc., Executive Committee meeting was called to order by Chair Wayne McClain on Wednesday, September 22, 2021, at 9:00 a.m. The following members participated, representing a quorum:

Elaine Johnson	Kevin Doyle
Wayne McClain	Darryl Register
Eda Edgerton	Clay Lyons

Excused: Dr. Joe Pickens and John (Jake) J. Schickel

Staff: Bruce Ferguson, Rebecca Livingston, Cheryl Taylor, Jay Loy, Steven Dionisio, Melissa Terbrueggen, Ivette Berrios, and Brandy Buckingham.

Others: Dr. Anna Lebesch (JAXUSA), Emily Harrison, and others

**Public Comment:** None.

**Consent Agenda**

**\*Approval of Minutes**

**Motion made by Daryl Register and seconded by Elaine Johnson to move approval of the August 25, 2021, Executive Committee minutes as presented; motion unanimously carried.**

**Operations Update**

**August 2021 Employment Statistics:**

Bruce Ferguson - We continue to rebound as a state and region. There is decreases in unemployment across the board; however, our workforce shrunk during this period, which also brought the unemployment number down. Our unemployment rate is down significantly from August 2020. We are seeing the help wanted signs and we are working to get people ready to go back to work. When broken down by industry. We increased by a little over 29,000 of net new

jobs. The most new jobs are in leisure and hospitality; however, we have seen growth in every sector.

When comparing our unemployment rate to other major metros, Tampa has caught up, but we are still doing better than Orlando and South Florida.

We have average annual wages from 2019 and 2020, which is new data. We see big percentage increases across the region and state as a whole. This is above inflation so we have some questions into the Bureau of Labor Statistics as to why this is such a large increase. They are doing additional research to determine why this is such a significant increase.

Career center traffic is about level from July. For the Month of September, we are about to hit 5000 visits, which is pre-pandemic numbers. About 80% to 90% of the traffic relates to unemployment claims and being able to claim weeks. The State has implemented an anti-fraud program, ID.me, which is a complicated system that our centers are helping customers navigate. Chair McClain spent several hours in the Putnam center and I spent time at the Gateway center. I witnessed that it can take 90 minutes to 2 hours to get through the system which includes picture validation and it is a very sensitive process. Staff are coaching how to take the photos.

Wayne McClain - stated that his observation at the Putnam County career center was that people do not have iPhones – they have flip phones or older phones – which do not work with this system. The Career Center staff were very patient. This is a broken system and it has been hard to get attention to this issue.

Bruce Ferguson - stated that we are looking to get some iPads or iPad minis to help with this technology issue and make this better for customers. All of this staff effort, time and resources to support unemployment claims is not our primary mission. When we are helping people with the claims, we are also letting them know that we can help them get a job. However, they are so focused on getting their claim filed that they are not able to focus on anything else.

Our break down by center – 3700 clients came to the centers in August. Gateway is the busiest by far and we are still using our annex space.

Job order trends continue to be very positive. We have set a record for the last 5 months in job order trends. There are opportunities across all industries and we are working to get people matched up with jobs the best we can. This month we should be level to last month with job orders.

Broken down by industry, finance and insurance is very strong. Healthcare almost doubled from June to August.

### **Summit Highlights**

Bruce Ferguson - This is an annual conference targeted at our staff. It was great to get everyone back together. We did it in a very safe manner with masks and social distancing. There was great energy and training. Cheryl Taylor was the person in charge across the state to make the summit happen. Cheryl kept the team together and made great decisions to keep people safe. Thank you to Cheryl and the team to ensure the conference was successful.

The Workforce Association had a meeting at the Summit. The Association includes all 24 regions across the state. Miami just rejoined the Association. We spent a lot of time on the REACH Act which is the main legislation passed this last session. Likely, there will be an additional bill to remedy areas of conflict. This is the first committee week so we will follow the REACH Act and its implementation closely.

Wayne McClain – stated he attended the Florida Workforce Chairs Association meeting. It was interesting to hear the challenges from the other regions and frustrations with the Unemployment Claims. He reported that he attended some of the workshops and that he is impressed by the dedication of the staff across the state to help clients.

Bruce Ferguson – it is encouraging to see the enthusiasm across the state in getting people back to work and that is what the Summit is all about. It is also about awards and recognizing those that go above and beyond. The Summit was closed with the CareerSource FL board meeting. This is a new board and only second time that have met. Again, the REACH Act was a focus and will continue to be the focus. There is good alignment that is happening between Education, DCF and DEO.

### **Strategic Visioning Update**

Rebecca Livingston - During our last meeting we identified the six key areas to focus on over the next 6 months to the year.

In-School Youth Committee meeting: We identified internally who will be on that committee. We have an internal kick-off in early October and have begun speaking with partners such as JAXUSA.

Client-Centered Design (CCD): A half dozen CareerSource NEFL team members are going through the course and learning the process so that we can implement CCD as a change management process for our organization.

Community and Stakeholder Awareness: We hired a new team member, are working on our annual report and updating our marketing plan with the priorities of this board.

Apprenticeship and Work-based Learning: CareerSource NEFL was awarded a CareerSource FL grant for an apprenticeship navigator. The navigator is completing a regional assessment of what is available and working with partners such as educators and businesses to expand apprenticeship opportunities.

Discussion regarding having next board meeting in person. Kevin Doyle will chair next meeting due to Wayne McClain's absence.

#### **Next Meeting Dates**

**Full Board Meeting:** October 28, 2021, 9:30-11:00 a.m., University of North Florida (University Center), 12000 Alumni Drive, Room 1058-1, Jacksonville, FL.