

**CareerSource Heartland Board of Directors Meeting
October 23, 2019**

MINUTES

Prior to convening the meeting, David Royal, Chair, led the group in an invocation and the Pledge of Allegiance.

I. Call to order

- A. The meeting was jointly called to order at 1:34 p.m. by David Royal (Chair of the Board of Directors) and Commissioner Mike Thompson (Executive Board Chair).
- B. David Royal inquired if any 'Request for Public Comment' had been made and was advised that none had.

II. Introductions

David Royal introduced himself and then called for introductions by board members and others, including those participating by phone. See end of minutes for all attendees.

III. Set/Amend Agenda

Before setting the agenda, Mr. Royal announced the need for a necessary correction to change the name of *The Sustainable Workplace Alliance* presenter from David Casavant to Bryan Heard.

- A motion was made by Board member, Mary Dow, to approve the amended agenda.
- Motion seconded by Board member, Sandy Swanson.
- Motion carried.
- LEO unanimously approved.

IV. Consent Items

David Royal inquired if there were any questions/corrections to any of the minutes presented. No corrections were noted. He called for a motion to accept the minutes from the June 13, 2019 Finance and Operations Committee, the June 19, 2019 Board of Directors, and the September 4, 2019 Ad Hoc Nominating Committee meetings.

- A motion was made by Board member, Gary Ritter, to approve the presented minutes.
- Motion was seconded by Board member, Mary Dow.
- Motion carried.
- LEO unanimously approved.

V. Executive Board/ Board of Directors Chair Actions

- A. **Action Item:** Potential Board Members – Elizabeth Densmore (AdventHealth) and Marivel Garza (AdventHealth)

Commissioner Mike Thompson presented biographies for both prospective Board members. He asked if there were any questions regarding Ms. Densmore or Ms. Garza; there were none.

- A motion was made by Executive Board member, Commissioner Terry Hill, to appoint both members to the board.
- Motion was seconded by Executive Board member, Commissioner Don Elwell.
- Motion carried unanimously by LEO.

B. Action Item: Board Member Position Description and Expectations

Board Chair David Royal presented the proposed addition of the “Board Member Position Description and Expectations” for inclusion in the *Board Member Resource Guide* for to provide additional instruction and guidance to Board members in the performance of their duties.

- A motion was made by Board member, Mary Dow, to approve the inclusion of the “Board Member Position Description and Expectations” as presented for inclusion in the *Board Member Resource Guide*.
- Motion was seconded by Board member, Tara Poulton.
- Motion carried.
- LEO unanimously approved.

VI. Presentations

A. The Sustainable Workplace Alliance – Bryan Heard discussed the no-cost training his organization offers for health, safety, and code compliance available to business and community members. As Mr. Heard explained, their classes are funded entirely by federal grants. The Sustainable Workplace Alliance operates as a not-for-profit 501(c)(3) organization focused on the environmental health and safety training needs of US industries. The Sustainable Workplace Alliance provides guidance to employers and employees in such areas as OSHA regulations, Hazardous Waste Operations, DOT HAZMAT transportation, risk management, and emergency response.

B. CareerSource Heartland – Dixie Riley, previous CSH program participant, provided a brief historical background for herself and her experiences as a CSH participant undergoing orientation, skills testing, and the job search process.

Now Employed as a CSH Career Specialist, Dixie began her relationship with CareerSource as a recently laid-off job seeker. Reflecting on her struggles and feelings at the time, Dixie repeatedly stressed the need for empathy and initiative on behalf of staff to foster personal connections with the population CSH serves.

Dixie presented her success story and conveyed her enthusiasm and gratitude to be part of the success stories of others.

VII. Committee Reports/Actions

A. Ad Hoc Nominating Committee for Board Office: Secretary/Treasurer

Action Item: Ad Hoc Nominating Committee for Board Office: Secretary/Treasurer

David Royal reported that the Nominating Committee met on 9/4/2019 to discuss any nominations received for CSH Board Secretary/Treasurer. Having reached the end of her second consecutive term, Lois Hilton concluded her service as CSH Secretary/Treasurer on 6/30/2019 without a named replacement. Having received no volunteers or nominations, the Ad Hoc Nominating Committee nominated Yessenia Irizarry.

- A motion was made by Board member, Megan Smith, to approve the Ad Hoc committee’s recommendation to appoint Yessenia Irizarry for her 1st term as CSH Secretary/Treasurer.
- Motion seconded by Board member, Mary Dow.
- Motion carried.
- LEO unanimously approved.

B. Finance & Operations Committee: David Royal, Board Chair

David Royal reported that the Finance & Operations (F&O) Committee met on 10/9/2019 to discuss the below action items.

1. Action Item: Review the 2018-19 DEO "Financial Compliance Monitoring Report"

Referring to the Action Item in the Board packet, Donna Doubleday explained that DEO is required to perform annual monitoring of its subrecipients. The DEO Bureau of Financial Monitoring and Accountability (FMA), uses its financial monitoring tool as a guide to conduct the monitoring. DEO recently submitted the completed 2018-19 "Financial Compliance Monitoring Report" for CareerSource Heartland. As relayed during the F&O committee meeting, Ms. Doubleday reported there were no findings, no observations, and no compliance issues.

- A motion was made by Board member, Mary Dow, to accept the 2018-19 DEO "Financial Compliance Monitoring Report" as presented.
- Motion seconded by Tara Poulton.
- Motion carried.
- LEOs unanimously approved.

2. Action Item: Review of the CareerSource Heartland Bylaws.

Mr. Royal communicated the feelings of Ms. Doubleday and himself that the CSH Bylaws should be reviewed periodically for possible modification. The CareerSource Heartland bylaws direct the Board in their work to oversee and guide the activities of CSH. They were last revised on 10/19/2016.

During the F&O committee review, the committee suggested that the wording pertaining to Board meeting location on page 9 be amended to change "shall be rotated" to "may be rotated" as follows.

PROPOSED CHANGE

Regular Board meeting locations ~~shall~~ may be rotated among each of the member counties, provided that an appropriate location can be identified.

- A motion was made by Board member, Mary Dow, to approve the CSH Bylaws in their current form with revision to the wording on page 9 as indicated above.
- Motion seconded by Gary Ritter.
- Motion carried.
- LEOs unanimously approved.

3. Action Item: Review the 2019-20 "Internal Control Questionnaire and Assessment"

The "Internal Control Questionnaire and Assessment" (ICQ) was developed by the Department of Economic Opportunity (DEO) Bureau of Financial Monitoring and Accountability as a self-assessment tool to help evaluate whether a system of sound internal control exists within the Local Workforce Development Board. An effective system of internal control provides reasonable assurance that management's goals are being properly pursued.

During the F&O committee discussion, Dr. Leitzel requested clarification on the reasons behind the evaluation score given to items 4, 5, and 6 under Principal 2 which deal with the Board of Directors' ability to effectively function as a guiding/monitoring body.

Dr. Leitzel expressed his concern that items were rated under this principal as a four instead of achieving the highest rating of 5. Dr. Leitzel shared his views on the excellent job he feels CSH does working with, and in support of, the Board and the implementation of their directives.

Ms. Doubleday explained that the evaluative elements under Principal 2 reflect upon the effectiveness of the communication between CSH staff and the Board regarding the oversight and performance of the organization. While self-assessing CSH policies and procedures, CSH staff found no concerns or areas in need of improvement but did not feel comfortable speaking on behalf of the Board by giving the highest rating of 5.

The F&O committee's Discussion of Principal 2 ratings concluded with consensus to leave evaluation scores as they are as their current ratings do not negatively impact the Board or organization.

- A motion was made by Board member, Sandy Swanson, to accept the 2019-20 "Internal Control Questionnaire and Assessment" as presented.
- Motion seconded by Mary Dow.
- Motion carried.
- LEOs unanimously approved.

4. Action Item: Request for Attorney

CSH staff have identified the need to revise the current employee handbook and have identified two reliable resources for use during the re-writing process:

- 1) Sample Handbook provided through the Society for Human Resource Management (SHRM)
- 2) The Department of Economic Opportunity's (DEO) Employee Handbook

Both resources have been vetted for legal compliance. SHRM's document is short and limited whereas DEO's document is more extensive. The F&O committee supports staff recommendation that the CSH handbook follow SHRM's format but include some components from DEO's example. Once the draft of the Employee Handbook has been completed, the F&O committee recommend having the revised handbook vetted by an attorney. The F&O Committee also supported the recommendation of CSH staff to retain an attorney for general labor and legal issues.

During Board discussion, William Nielander (Board Chair Elect), stated that formal retaining of an attorney would not be necessary and that consultation could be sought on an as-needed basis. Board members expressed agreement with Mr. Nielander's statements.

- A motion was made by Mary Dow to approve vetting of a revised employee handbook by an attorney for an amount not to exceed \$1,500.
- Motion seconded by Donald Samuels.
- Motion carried.
- LEOs unanimously approved.
- A motion was made by Mary Dow authorizing CSH to release a request for qualifications for the selection of an attorney to be consulted on an as-needed basis for general labor and legal issues.
- Motion seconded by Thomas Leitzel.
- Motion carried.
- LEOs unanimously approved.

5. Review Item: President/CEO credit card charges

There were 2 charges noted:

- 1) Staff development items for 3 individuals attending “*Leadership, Team Building, and Coaching Skills for Managers and Supervisors*” in the total amount of \$766.00 paid on 8/22/19.
- 2) Staff development for individuals attending “*How to Spot a Potentially Violent Worker in the Workplace*” in the total amount of \$879.00 paid on 9/18/19.

VIII. Executive Reports

A. President/CEO Report: Donna Doubleday

Referring to the report, Donna Doubleday specifically commented on the following items:

1. Sector Strategies: The Sector Strategy Roundtable scheduled for October 17 did occur. The Roundtable centered around the guidelines and processes for setting up apprenticeship and co-op programs. One business shared a willingness to engage high school students as a means of marketing the benefits of manufacturing employment. A survey will be sent to determine next steps.
2. Board vacancies: With the approval of the two individuals presented for membership on October 23, there are no Board vacancies.
3. Wells Fargo/TIPS grant: CareerSource Heartland (CSH) applied for and received a \$6000 grant from Wells Fargo to conduct workshops to employees of area businesses. A survey was conducted to ascertain topic preferences. The top subjects of interest will be shared with Indian River and South Florida State Colleges for formulation of contracts and workshop schedules.
4. Infrastructure Cost Sharing Agreements: The third required reconciliation of our infrastructure cost-sharing agreements covering January-June 2019 is under way. Requests for data have been sent. Two responses had been received at the time this report was submitted.
5. Audit Request for Proposal (RFP): CSH received a one-year waiver from CareerSource Florida allowing CliftonLarsenAllen LLP to conduct our FY 2018-19 audit for a 6th year, with the stipulation that a different auditing firm must be engaged for FY 2019-20. Staff will be preparing the new RFP with the intent of release no later than mid-January, 2020.
6. Letters of Support: CSH has provided letters in support of grant applications submitted by: South Florida State College for Advanced Patient Care Technician Apprenticeship; Sustainable Workplace Alliance for Hazardous Waste Worker Training & Environmental Career Worker Training; and University of Florida and Indian River State College for iConnect Informational Technology training.
7. Heartland 2060: Staff participated in Central Florida Regional Planning Council’s Heartland 2060 Building a Resilient Region Summit to explore the Heartland area’s trends in transportation, the economy and the environment.
8. M-CORES: The Multi-use Corridors of Regional Economic Significance (M-CORES) program is intended to “revitalize rural communities, encourage job creation and provide regional connectivity.” Three task forces were created to evaluate proposed connectors and address need as well as economic and environmental issues. Task forces have been instructed to submit a final analysis report by October 1, 2020. The Southwest-Central Florida Connector corridor extends from Collier County to Polk County, and includes DeSoto, Hardee, and Highlands Counties. CSH representatives serving on this task force include our Executive Board Chair Commissioner Mike Thompson, board member Gary Ritter, and President/CEO Donna Doubleday.

9. CSH Centers continue to offer soft skills workshops that cover a variety of foundational skills including communication, emotional intelligence, teamwork, problem-solving, time management, attitude, work ethic, adaptability, and willingness to learn and accept feedback.
10. The Skills Gap Analysis, funded by Florida Heartland Region of Economic Opportunity (FHRO), has been completed. CSH is working with partners to review/implement recommendations.
11. Due to legislative changes, many certifications approved prior to PY19-20 under Florida's Career and Professional Education Act (CAPE) will not carry forward, meaning many certifications offered in the secondary school system had to be resubmitted for consideration. CSH provided support to our local school districts in the submission of their CAPE certification applications.
12. Board Member Resource Guide: Sections of the Guide have been updated to reflect current data and information. The substance remains unchanged. The Guide is posted on our website.
13. CSH is participating in the School Board of Highlands County (SBHC) Comprehensive Local Needs Assessment process. With the Governor's goal for Florida to become number 1 in the nation for workforce education by 2030 and ensuring that Florida students are prepared to fill high-demand, high-wage jobs, the goals of this assessment are to improve student outcomes in existing programs and to expand programs and opportunities for students.
14. CVS Apprenticeship Grant: CSH and CareerSource Research Coast staff met with CVS to identify a plan of action. We are currently awaiting additional information from CVS.
15. CareerSource Florida (CSF) Communications Grant (\$34,322): CSH has finalized this year's program of work with Moore Communications, which will include development of our new website, social media promotion of our Spring job fair, and the creation of live videos intended to market CSH and/or the manufacturing industry.
16. CSF Soft Skills Grant: The first 5G Power Skills soft skills course began in September. Discussions are underway between South Florida State and Indian River State Colleges to make this course available in Okeechobee.
17. The PY18-19 Direct Service Provider Report, required by CSF and DEO, has been completed and submitted.
18. Florida Economic Development Council (FEDC) membership: CSH was selected as one of four workforce boards (out of 24) in the State to receive a one year no-cost to CSH membership in FEDC. The FEDC is a professional association of economic, workforce and community developers with the purpose of advancing economic development.

B. Programs Report:

As presented in the packet, no items of note, no questions were asked.

C. Finance Report:

As presented, but of note, as of August 31, the ITA Expenditure Rate was approximately 62% above the required percentage. This is a timing issue. This percentage will naturally decrease throughout the year.

IX. Time for Board Members/Other

- A. Economic Development updates were reported on by Tara Poulton for DeSoto County, Commissioner Thompson for Hardee County, Jeff King for Highlands County, and Megan Smith for Okeechobee County.
- B. Other items of interest by/for Board Members
 - Shannon Kuen presented an update on the Highlands One-Stop Center activities. Statements were read from Lenora White and Kimberly Asselin presenting updates on the activities of the DeSoto, Hardee, and Okeechobee County One-Stop Centers.

VIII. Next Board Meeting

David Royal announced the next Board meeting will be held on January 22, 2019 at CSH office in Sebring.

Gary Ritter confirmed the next Board meeting date of January 22, but also wanted to bring to the attention of the Board a mistake on the copy of the “2020 Schedule of Board Meetings” included in the *Board Member Packets* that listed the next meeting date as January 23 in error.

IX. Adjourn

As there were no other matters brought before the Board of Directors and/or the Executive Board, the meeting was adjourned at 3:24 p.m.

Board members present/participating: David Royal – Chair, William Nielander – Chair Elect, Yessenia Irizarry – Secretary/Treasurer, Elizabeth Densmore, Mary Dow, Marivel Garza, Stephanie Gonzales, Lois Hilton, Brenda Longshore, Wayne Olson, Tara Poulton, Gary Ritter, Raymond Royce, Donald Samuels, Megan Smith, Sandy Swanson

Board members absent: Russell Brown, Mary Kay Burns, Kevin Cundiff, Joshua Exendine, Vanessa Hernandez, Thomas Leitzel, Sherry Sapp, Amanda Wilson

Executive Board members present/participating: Commissioner Thompson, Commissioner Owens, Commissioner Elwell, Commissioner Hill

CareerSource Heartland staff present/participating: Donna Doubleday, Ann Martin, Sheryl Elliott, Keith Haydon, Caleb Henderson, Shannon Kuen, Dixie Riley, Brian Mercurio

Public attendance: Bryan Heard, Jeff King, Vicky Pate