



CareerSource Heartland
5901 US Hwy 27 South
Sebring, Florida 33870

**CareerSource Heartland Board of Directors Meeting
Wednesday, June 23, 2021**

MINUTES

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

I. Call to order

- A. The meeting was jointly called to order at 1:36 p.m. by David Royal (Chair of the Board of Directors) and Commissioner Kelly Owens (Executive Board Chair).
- B. Mr. Royal inquired if any requests for public comment had been made and was advised that none had.

II. Introductions

Mr. Royal introduced himself and then called the roll to identify board members and others participating by phone. It was determined that quorum had been established. See end of minutes for all attendees.

III. Set/Amend Agenda

With no changes proposed, Mr. Royal called for a motion to accept/approve the meeting agenda.

- A motion was made by Board member, Raymond Royce, to approve the agenda as presented.
- Motion seconded by Board member, Mary Dow.
- Motion carried.
- LEO 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 April 12, 2021 Youth Council, April 19, 2021 Finance and Operations Committee, April 21, 2021 Joint Board, and April 28, 2021 Ad Hoc Nominating Committee meetings.

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

V. Executive Board/ Board of Directors Chair Actions

A. Executive Board: Commissioner Kelly Owens, Chair

Executive Chair Commissioner Owens began with the introduction and biography of Commissioner Jerod Gross who joined the CSH Executive Board to represent the DeSoto BOCC.

Action Item(s):

1. Potential Board Member – Angel Wiggins (Royal Care of Avon Park)

Referring to the Action Item, Executive Chair Commissioner Owens presented the biography of prospective Board member, Angel Wiggins. Ms. Wiggins fills the private business seat vacated by the resignation of Stefanie Gonzalez.

Hearing no questions, Executive Chair Owens initiated approval of the action calling for a motion.

- A motion was made by Executive Board member, Commissioner Gross, to appoint Angel Wiggins to the CSH Board.
- Motion was seconded by Executive Board member, Commissioner Roberts.
- Motion carried unanimously.

2. Potential Board Member – Caune Bamberg (AARP Foundation)

Referring to the Action Item, Executive Chair Commissioner Owens presented the biography of prospective Board member, Caune Bamberg. Ms. Bamberg fills the Workforce-Community Based Organization seat vacated by the resignation of Sandra Swanson.

Hearing no questions, Executive Chair Owens initiated approval of the action calling for a motion.

- A motion was made by Executive Board member, Commissioner Roberts, to appoint Caune Bamberg to the CSH Board.
- Motion was seconded by Executive Board member, Commissioner Gross.
- Motion carried unanimously.

3. Potential Board Member – Heather Harshman (Edward Jones)

Referring to the Action Item, Executive Chair Commissioner Owens presented the biography of prospective Board member, Heather Harshman. Ms. Harshman fills the private business seat vacated by the resignation of William Nielander.

Hearing no questions, Executive Chair Owens initiated approval of the action calling for a motion.

- A motion was made by Executive Board member, Commissioner Roberts, to appoint Heather Harshman to the CSH Board.
- Motion was seconded by Executive Board member, Commissioner Gross.
- Motion carried unanimously.

B. Board of Directors: David Royal, Chair

Action Item(s):

1. Certificates of appreciation for departing Board members will be mailed.
2. Review and approval of FY 2021-2022 CSH Holiday and Office Closures

Referring to the Action Item, Board Chair David Royal presented the proposed Holiday and Office Closure Schedule for Fiscal Year (FY) 2021-2022.

- A motion was made by Board member, Mary Dow, to approve the FY 2021-2022 Holiday and Office Closure Schedule as presented.
- Motion was seconded by Board member, Gary Ritter.
- Motion carried.
- LEO approved.

3. Workforce Services Contract – DeSoto Memorial Hospital

Referring to the Action Item in the Board packet, Donna Doubleday reminded members that related-party contracts require a $\frac{2}{3}$ rds approval of present Board members once a quorum has been established. Historically, the Workforce Services Contracts have proven a successful method of obtaining Board approval for expenditure of funds on related-party business without the need to call special meetings for each individual training agreement.

DeSoto Memorial Hospital has requested work-based training funds in the amount of \$4,000.00 to provide training opportunities in various healthcare-related subjects to approximately 4 medical staff members, with a completion date of December 31, 2021.

As a related-party contract, Lois Hilton (CSH Board member and employee of DeSoto Memorial Hospital) abstained from voting on this action and signed a conflict-of-interest form.

- A motion was made by Board member, Raymond Royce, to approve the presented Workforce Services Contract with DeSoto Memorial Hospital in the amount of \$4,000.00 to provide training opportunities to approximately 4 medical staff members in various healthcare-related subjects with a completion date of December 31, 2021.
- Motion was seconded by Board member, Mary Dow.
- Motion carried unanimously.
- LEO approved.

4. ITA Expenditure Requirement Waiver Request

Referring to the Action Item in the Board packet, Donna Doubleday explained that law requires a minimum of 50% of CSH's Title 1 funds for adult and dislocated workers be expended on Individual Training Accounts (ITAs). CareerSource Florida (CSF) recognizes that CSH has fixed overhead costs that impacts CSH's ability to meet the 50% ITA expenditure rate. CSH has historically requested a waiver following CSF's approved waiver policy. The F&O Committee recommended approving the action to apply for a 20% ITA expenditure rate waiver for 2021-22.

- A motion was made by Board member, Gary Ritter, to approve applying for a 20% ITA expenditure rate waiver for 2021-22.
- Motion seconded by Board member, Mary Dow.
- Motion carried.
- LEO approved.

VI. PRESENTATIONS

A. Andy Stephens, Training General Manager – Wawa, Inc.

Mr. Stephens related his experience working with the CSH Okeechobee office. The new Wawa built in Okeechobee, under the management of Mr. Stephens, is scheduled to open 7/15/2021. Mr. Stephens worked closely with the Okeechobee office to coordinate the hiring of his new staff. With the support of the Okeechobee office, Mr. Stephens was able to hire over 40 associates. Mr. Stephens expressed appreciation for CSH's assistance.

VII. COMMITTEE REPORTS/ACTIONS

A. Ad Hoc Nominating Committee Meeting: David Royal, Chair

Committee Chair David Royal reported that the Ad Hoc Nominating Committee met on 4/28/2021 to nominate Board members for the offices of Board Chair, Chair-Elect, and

Secretary/Treasurer. Officer terms are defined as two (2) years, beginning July 1 of the first year and ending June 30 of year two. Officers may serve no more than two (2) terms in any one capacity. A two-thirds ($\frac{2}{3}$) vote of approval from the board is required to reinstate any officer for a 2nd term.

1. Action Item: Appointment of CSH Board Chair

For the office of Board Chair, selection must be made from among Board members who have served a minimum of one (1) year and represent the Business category.

Referring to the action item in the agenda packet, Committee Chair David Royal announced the committee recommendation of Raymond Royce for Board Chair.

Hearing no questions or objections, Mr. Royal initiated approval of the action calling for a motion.

- A motion was made by Board member, Gary Ritter, to approve Raymond Royce as the new CSH Board Chair.
- Motion seconded by Board member, Mary Dow.
- Motion carried.
- LEO approved.

2. Action Item: Appointment of CSH Board Chair-Elect

For the office of Board Chair-Elect, selection must be made from among Board members who have served a minimum of six (6) months and represent the Business category.

Referring to the action item in the agenda packet, Committee Chair David Royal announced the committee recommendation of himself for Board Chair-Elect.

Hearing no questions or objections, Mr. Royal initiated approval of the action calling for a motion.

- A motion was made by Board member, Raymond Royce, to approve David Royal as the new CSH Board Chair-Elect.
- Motion seconded by Board member, Gary Ritter.
- Motion carried.
- LEO approved.

3. Action Item: Appointment of CSH Secretary/Treasurer

For the office of Board Secretary/Treasurer, selection must be made from among current Board members, in good standing, from any membership category.

Referring to the action item in the agenda packet, Committee Chair David Royal announced the committee recommendation of Yessenia Irizarry for a 2nd term as Board Secretary/Treasurer.

Hearing no questions or objections, Mr. Royal initiated approval of the action calling for a motion.

- A motion was made by Board member, Gary Ritter, to approve Yessenia Irizarry for a 2nd term as Board Secretary/Treasurer.
- Motion seconded by Board member, Mary Dow.
- Motion carried.
- LEO approved.

B. Business Enhancement Committee: Raymond Royce, Chair

Committee Chair Raymond Royce reported that the Business Enhancement Committee met on 6/8/2021 to review/discuss the action items below.

1. Action Item: Review and approval of the PY 2021-2022 Demand Occupations List

Referring to the action item in the agenda packet, Committee Chair Raymond Royce informed the Board that, after discussion, the Business Enhancement Committee voted unanimously to approve the PY 2021-2022 Demand Occupations List as presented with the addition of the occupations requested.

- A motion was made by Board member, Raymond Royce to approve the PY 2021-2022 Demand Occupations list as presented with the inclusion of *Correctional Officers and Jailers, Electrical Power-Line Installers and Repairers, Electro-Mechanical Technicians, Emergency Medical Technicians and Paramedics, Nursing Assistants, and Police, Fire, and Ambulance Dispatchers.*
- Motion seconded by Board member, Gary Ritter.
- Motion carried.
- LEO approved.

2. Action Item: Request to Approve Miller Dynamics' Continuation as a CSH Eligible Training Provider

Following Board policy, Initial and continued eligibility applications of training providers owned and/or operated by a CSH Board member must be presented to the Board for approval. In the interest of compliance, transparency, and accountability, Miller Dynamics' application for continuation as a CSH approved training provider was reviewed by the Business Enhancement Committee.

Referring to the action item in the agenda packet, Committee Chair Raymond Royce informed the Board that, after discussion, the committee voted unanimously to approve Miller Dynamics' application.

As a CSH Board member and owner/operator of Miller Dynamics, Bill Miller abstained from voting on this action.

In response to questions from Commissioner Roberts, Ms. Doubleday explained that Miller Dynamics' initial training provider application was approved in January 2021 for the provision of services in all 4 CSH counties. The initial approval is valid for up to 1 year concluding on June 30th. After which, an application for continuation, valid for 2 years, is then completed. In further explanation, Mr. Miller informed the Board that Miller Dynamics' state license to provide EMT and Paramedic training was approved by the FL Commission for Independent Education in 2017.

- A motion was made by Board member, Raymond Royce to approve the continued training *provider* application for Miller Dynamics Academy of Emergency Services as a Board member owned business.
- Motion seconded by Board member, Gary Ritter.
- Motion carried unanimously.
- LEO approved.

C. Finance & Operations Committee: Yessenia Irizarry, Chair

Committee Chair Yessenia Irizarry reported that the Finance & Operations Committee met on 6/17/2021 to review/discuss the financial reports, President/CEO travel/credit card charges, and the below action items.

The financial reports indicating expenditures through April 2021 were reviewed. Staff did identify an error in the excess for the PY 2020 WIOA Youth expenditure which was corrected to 12.14% as shown in the Board packet. No concerns were expressed by the committee. The committee reviewed the President/CEO's credit card and travel check expenses. Ms. Doubleday's credit card had no charges. Her travel expenses from April 19 through June 17, 2021 consisted of 2 checks totaling \$189.12 for local travel.

There were no information items to report.

1. Action Item: Staffing Agency for Work Experience

CSH has been successful in the implementation of the Work Experience initiative. This program offers TANF recipients, adults, dislocated workers, and youth participants greater opportunity to gain the skills and experience required by employers for hire. On March 24, 2021, CareerSource Heartland (CSH) released a Request for Proposals soliciting qualified organizations to provide temporary staffing services for CSH customers participating in Work Experience opportunities.

Referring to the Action Item in the Board packet, Committee Chair Yessenia Irizarry explained that solicitation resulted in two respondents, Manpower and Sunshine Staffing. After review of the rating and the proposal summaries, the committee made a recommendation to select Sunshine Staffing for the provision of temporary staffing services for CSH customers participating in Work Experience opportunities.

As a related-party contract, Yessenia Irizarry, CSH Board member and employee of Sunshine Staffing, abstained from voting on this action and signed a conflict-of-interest form.

- A motion was made by Board member, Mary Dow, to recommend Sunshine Staffing for the provision of temporary staffing services for CSH customers participating in Work Experience opportunities, at a not to exceed amount of \$150,000, with an initial contract amount of \$25,000, increasing in increments based on program use and identified need.
- Motion seconded by Board member, Gary Ritter.
- Motion carried unanimously.
- LEO approved.

2. Action Item: Agency for Administrative/Fiscal, Programmatic, and One-Stop Operator Monitoring

Referring to the Action Item in the Board packet, Yessenia Irizarry explained that a Request for Qualifications (RFQ) was released in April 2021 for the solicitation of a firm to provide administrative/fiscal, programmatic, and one-stop operator monitoring.

CSH received only one response from Taylor Hall Miller Parker (THMP). THMP has a successful history of conducting monitoring for CSH and many other workforce development boards.

The F&O Committee voted unanimously to recommend contracting with Taylor Hall Miller Parker for the provision of administrative/fiscal, programmatic, and one-stop operator monitoring.

- A motion was made by Board member, Yessenia Irizarry, to recommend contracting with Taylor Hall Miller Parker, P.A. (THMP) for administrative/fiscal, programmatic, and one-stop operator monitoring services in an amount not to exceed \$20,980 for monitoring of the 2021-22 fiscal/program year with an option for an additional two years based upon performance.
- Motion seconded by Board member, Donald Samuels.

- Motion carried.
- LEO approved.

3. Action Item: DEO Programmatic and Financial Monitoring Report for PY 2020-21

The Department of Economic Opportunity (DEO) completed their annual programmatic, fiscal, and one-stop monitoring of CSH during the week of December 14-18, 2020. The final report was received May 5.

Referring to the Action Item in the Board packet, Yessenia Irizarry informed the Board that there were just two programmatic findings and no financial, board related, or one-stop operations findings. The report, including CareerSource Heartland (CSH) staff responses, was presented for review. No concerns were noted.

- A motion was made by Board member, Yessenia Irizarry, to acknowledge the presentation of DEO's Programmatic and One-Stop Monitoring Report including staff response.
- Motion seconded by Board member, Gary Ritter.
- Motion carried.
- LEO approved.

4. Action Item: FY 2021-22 Budget Review

Referring to the Action Item in the Board packet, Yessenia Irizarry explained that allocations are determined on mandatory formula calculations based on local area demographics such as the number of people unemployed, number in poverty, etc. Although the state received an increase in allocations, as an impact of covid, CSH will see a decrease totaling \$394,623 across the main funding sources. Some of the larger urban areas, particularly those with high employment in tourism, restaurant, and hospitality industries received an increase due to the high numbers of unemployed individuals in those areas.

Of note, there are a few items of probable revenue that could not be included either because NFAs have not been received or amounts have not yet been determined. These were presented as follows.

- ✿ *\$12,888 in performance incentive funds*
- ✿ *Estimated \$118,000 is anticipated to remain unexpended from the Panther Youth Partner contracts*
- ✿ *Anticipated Rural Initiative Grant estimated at \$125,000 – \$200,000*

The proposed budget presented includes a 2% wage increase, for all eligible employees including the executive positions of Chief Executive Officer, Chief Financial Officer, Chief Programs Officer, and the Director of Information Technology. Wage increases were requested to keep pace with the rising costs of gas, food, and living.

The F&O Committee had no concerns with the budget and voted unanimously to recommend approval.

- A motion was made by Board member, Yessenia Irizarry, to approve the proposed budget for FY 2021-2022 as presented.
- Motion seconded by Board member, Mary Dow.
- Motion carried.
- LEO approved.

5. **Action Item:** Concertium - Fully Managed Services Option

Referring to the Action Item in the Board packet, Yessenia Irizarry explained that the committee reviewed a staff request to switch from a co-managed contract with Concertium (approved by the Board in January) to a fully-managed contract. The initial co-managed contract included general IT and maintenance monitoring services in addition to specific projects to address Active Directory and Group Policy issues, the correction of any hardware or software concerns, and the activation of a successful Disaster Recovery System. The co-managed contract was undertaken with two CSH IT staff members to ensure that all IT needs would be promptly addressed.

However, since mid-May, CSH has been operating with only one IT member. Staff evaluated the costs/benefits of entering into a fully-managed contract with Concertium compared to filling the open IT position and continuing the co-managed arrangement. Based upon the cost comparison (shown below), staff recommended moving to the fully-managed option.

✿ *Annualized costs to continue co-managed contract and two staff - \$180,127.23*

✿ *Annualized costs of fully managed contract and one staff - \$166,357.21*

In addition to the cost savings, upgrading to a fully-managed contract would make available to CSH Concertium's staff of 30 for the prompt resolution of any IT issue. Where the co-managed contract included only staff computers, the fully-managed proposal would cover all computers, including those used by customers (e.g., resource rooms, digital literacy room). The proposed Concertium contract covers all CSH centers.

The total cost proposed does not include MACDs (move, add, change, and delete) which will be billed separately at the rates indicated on the action item. MACDs are not anticipated but have been requested if the need does arise.

The F&O Committee voted unanimously to recommend Board approval for the CSH President/CEO to sign a fully-managed contract with Concertium as identified in the Managed Services Scope of Work presented for the amount indicated, to include additional projects or MACDs, as necessary.

- A motion was made by Board member, Yessenia Irizarry, to approve the President/CEO to sign a fully managed contract with Concertium as identified in the Managed Services Scope of Work presented for the amount indicated, to include additional projects or MACDs, as necessary.
- Motion seconded by Board member, Mary Dow.
- Motion carried.
- LEO approved.

VIII. **Executive Reports**

A. **President/CEO Report: Donna Doubleday**

The report is as presented in the packet with additional items commented on by Ms. Doubleday below.

- **Sector Strategies:** CSH sent out a sector strategies initiative survey to identify preferences for meeting days/times and frequency. A worksheet is under development for business to complete to assist in the formation of competency models. The next workshop will be scheduled based upon survey results.

- Board Vacancies/Changes: In addition to the new Board confirmations described above, Gary Ritter switched from Private Business to Government-Other. A seat previously filled by Sandra Swanson who served a dual role in Government-Other and Workforce-Community Based Organization. To fill the Private Business seat vacated by Mr. Ritter, Bill Miller has agreed to serve a dual role as Private Business and Private Training Provider. Annual rotations of the School Superintendent and Economic Development seats saw the loss of Ken Kenworthy, Meghan DiGiacomo, and William Lambert with the addition of Meredith Durastanti and Kaylee King. A representative for DeSoto Economic Development has yet to be identified. One Private sector seat remains open.
- The Gig Economy Resource Guide and Dashboard have been finalized and are available on the CareerSource Florida website.
- CSH has been applying for Wells Fargo grants to fund value-added workshops for local businesses; however, changes to Wells Fargo funding categories means that CSH is no longer eligible. CSH is actively investigating other funding sources.
- CSH's Application for Subsequent Local Workforce Development Area Designation has been approved by CareerSource Florida. CSH's request to serve as One-Stop Operator has also been approved with an approval period of 7/1/2021 – 6/30/2025.
- CSH currently has a month-to-month option with Indeed.com allowing CSH to actively search for job seekers with specific qualifications. Once qualified applicants are located, their contact information is provided at a fee.
- CSF recently approved nine revised/new policies. CSH staff will review our current policies/procedures and adjust accordingly.
- HB1507 has passed Congress and is before the Governor for signature. The Governor has until 7/7/2021 to sign. If signed, there are elements which would be retroactively effective July 1st while other parts would take effect later. HB1507 introduces several significant changes including the development of a common input system for program eligibility to be shared between DEO, the Department of Children and Families, and the Department of Education.

Related to this new law, DEO is in the process of lowering the related party contract threshold from 25k to 10k. DEO is also making changes to the approval process for eligible trainings and the training provider list. Lastly, a newly implemented DEO policy is aimed at cleaning up their system by closing cases with no recent activity by June 30th. Often, such cases have been left open due to difficulties in establishing contact for needed updates. DEO is aware that this clean-up process will impact performance reporting.

- Funding and grand opportunities discussion: Ms. Doubleday made the Board aware of 2 problems facing CSH when applying for grants. Firstly, the CSH indirect cost rate, 20.0969%, is higher than the 10-12% that the federal government is willing to accept. In an attempt to overcome this, CSH will often try to partner with another agency. Secondly, the small size of CSH makes it difficult to be competitive with more metropolitan areas who can potentially service more individuals for the same, or lesser, cost. The Board discussed these challenges and proposed a designated staff person to coordinate grant demands and deliverables. However, Ms. Doubleday indicated that the funds for such a staff person are not available unless the grant itself provides such funding. Without the ability for CSH to maintain a designated grant coordinator, it was recommended that CSH continue attempts to partner whenever possible and prioritize grant opportunities based upon their financial cost/benefit.

B. Programs Report:

The report is as presented in the packet; no items of note; no questions were asked.

C. Finance Report:

The Financial reports through April 2021 are as presented. No concerns were expressed by the Board.

IX. Time for Board Members/Other

- A. Economic Development updates were reported on by William Lambert for Hardee County, Meghan DiGiacomo for Highlands County, and Kaylee King for Okeechobee County.
- B. Other items of interest by/for board members
 - Regional Branch Managers Shannon Kuen, Mary Smith, and Lenora White presented updates for the Highlands, Okeechobee, and DeSoto/Hardee One-Stop Centers respectively.

IX. Next Board Meeting

Board Chair David Royal announced the next board meeting will be held on October 20, 2021 at the CSH office in Sebring. He reminded members to complete Form 1 and indicated that the proposed 2022 Board Meeting calendar (subject to modification) was included in today's packet.

X. Adjourn

As there were no other matters to bring before the board of directors and/or the executive board, the meeting was adjourned at 3:10 p.m.

Board members present/participating: David Royal – Chair, Yessenia Irizarry – Secretary/Treasurer, Mary Kay Burns, Elizabeth Densmore, Meghan DiGiacomo, Mary Dow, Joshua Exendine, Denise Grimsley, Lois Hilton, Ken Kenworthy, William Lambert, Bill Miller, Gary Ritter, Raymond Royce, Donald Samuels

Board members absent: Russell Brown, Kevin Cundiff, Thomas Leitzel, Wayne Olson, Lisa Thomas, Amanda Wilson

Executive board members present/participating: Commissioner Owens – Executive Chair, Commissioner Roberts – Executive Chair-Elect, Commissioner George, Commissioner Gross

CareerSource Heartland staff present/participating: Donna Doubleday, Ann Martin, Sheryl Elliott, Caleb Henderson, Lenora White, Shannon Kuen, Mary Smith, Brian Mercurio

Public attendance: Caune Bamberg, Angel Wiggins, Andy Stephens