



**NOTICE OF THE MEETING  
OF THE BOARD OF DIRECTORS  
CENTER FOR BUSINESS EXCELLENCE  
329 BILL FRANCE BLVD.  
DAYTONA BEACH, FL 32114**

**9:00 A.M. – 10:30 A.M.**

**March 15, 2011**

**AGENDA**

The Board members are reminded of conflict of interest provisions. In the event of a conflict, please refrain from voting, declare the nature of the conflict and be sure to complete the proper form for recording with the minutes.

- I. 9:00 a.m. – 9:05 a.m. Welcome and Introductions**
- II. 9:05 a.m. – 9:20 a.m. Annual Performance Presentation-Workforce Florida, Inc. – Mr. Jay Barber**
- III. 9:20 a.m. – 9:25 a.m. Approval of the Minutes of the Annual Meeting of the Board -November 16, 2011 ..... Page 1**
- IV. 9:25 a.m. – 9:35 a.m. Chair’s Comments – Mr. John Wanamaker**
  - 1. Executive Committee Update
    - Minutes Executive Committee Meeting – January 28, 2011 ..... Page 8
  - 2. Workforce Florida Board Meeting-Tallahassee
  - 3. Corporate Investment Fund Update – Mr. Julian Lopez
- V. 9:05 a.m. – 9:20 a.m. Committee Updates**
  - 1. Finance Committee – Ms. Denise Breneman
    - Minutes- Finance Committee Meeting – November 23, 2011 ..... Page 12
    - Minutes-Finance Committee Meeting – January 28, 2011 ..... Page 15
  - 2. Services Committee- Ms. Lori Stone presenting on behalf of Dr. Kent Sharples
    - Minutes-Services Committee Meeting – January 25, 2011 ..... Page 18
    - Minutes-Services Committee Meeting – March 1, 2011 ..... Page 21
  - 3. Development Committee – Bishop Derek Triplett
    - Minutes-Development Committee Meeting – January 25, 2011 ..... Under separate cover
  - 4. Youth Committee – Mr. Ray Salazar
    - Minutes- Youth Committee Meeting – January 27, 2011 ..... Page 23
    - Minutes – Youth Committee Meeting – February 11, 2011 ..... Page 25
- VI. Informational**
  - 1. Quarterly Financial and Performance Reports ..... Page 27

**Center for Business Excellence**  
Board Agenda  
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- VII. 9:20 a.m. – 9:35 a.m. President’s Comments**
- 1. Cost Reasonableness Policy ..... Page 29  
**Approval of the Board**
  - 2. Daytona Flash Mob
  - 3. Business Summit
  - 4. On-the-Job Training Agreements and Employed Worker  
Training Agreements ..... Page 32  
**Approval of the Board**
  - 5. 2011-2012 Budget Planning
  - 6. Telephone System Update
- VIII. 9:45 a.m. – 10:00 a.m. Board Member Comments**
- IX. Adjournment**

**Next meeting of the Board is re-scheduled to June 7, 2011**

**MINUTES OF THE ANNUAL MEETING  
OF THE  
WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE**

**November 17, 2009**

The Annual Meeting of the Board of Directors of the Workforce Development Board Center for Business Excellence, was called to order at 8:30 a.m., on the 16<sup>th</sup> day of November, 2010 at the Administrative Office of the organization located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, pursuant to written notice fixing said time and place; the same being filed and attached to these minutes.

Mr. Brad Giles Chaired the meeting and Ms. Ann Lesizza served as Recording Secretary. Mr. Giles requested introductions in lieu of calling the roll and the Recording Secretary noted each person present.

The following members were present:

Ms. Gwen Azama-Edwards, President-A-E Enterprises, Inc.  
Mr. Gary Baucum, Plant Manager-Country Pure Foods  
Mr. Doug Baxter, Executive Director-Flagler County Chamber of Commerce\*  
Ms. Kim Booker, Attorney at Law-Booker & Associates, P. A.\*  
Ms. Denise Breneman, Owner-Iceberg Management  
Mr. M. Joseph Brumenschenkel, Owner/CEO-MJB Business Services\*  
Mr. Paul Clare, Hudson Technologies, Inc., Retired\*  
Mr. Bob Coleman, Florida Power and Light, Retired\*  
Mr. Robert Davis, President-Hotel & Lodging Association  
Mr. Rick Dawson, President – Tel-Tron Technologies Corporation  
Mr. David Dougherty, CPA-Taxes & Financial Services  
Mr. Brad Giles, President – Giles Electric, Inc.  
Mr. C. Scott Jarvis, Training Director-Don Morgan Electrical Training Academy  
Mr. Andy Kelly, Councilman-Volusia County Council\*  
Mr. Dennis E. Lilly, President/CEO-Vision H.R.  
Mr. David Perryman, President-Dade Service Corporation  
Mr. Alan Peterson, Commissioner – Flagler County Board of Commissioners  
Mr. Greg Rawls, Deputy Director-Enterprise Flagler\*  
Mr. Ray Salazar, President-United Way of Volusia-Flagler Counties, Inc.  
Dr. D. Kent Sharples, President – Daytona Beach College  
Dr. Margaret Smith, Superintendent – Volusia County Schools\*  
Ms. Diane Snow, former Operations Manager-Repair Resource  
Bishop Derek T. Triplett, Pastor-Hope Fellowship Church  
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group  
Ms. Amy Wheeler, Owner-Petals of Palm Coast  
Mr. Reginald Williams, Administrator-Department of Children and Families  
Mr. Stephen Williams, Business Manager-IBEW Local Union 756

\*Present via Conference Call

The following guests were also present:

Mr. William A. Clark, CPA – Clark and Associates  
Mr. Rick Fraser, President – Center for Business Excellence  
Ms. Robin King, Vice President – Center for Business Excellence  
Ms. Ann Lesizza, Director of Administration – Center for Business Excellence  
Mr. Lou Paris, Communications Manager-Center for Business Excellence  
Ms. Sue Hale, Director of Finance – Center for Business Excellence  
Mr. Charles Howell, Director of Information Systems – Center for Business Excellence  
Ms. Lori Stone, Director of Business Services Operations & Communications –  
Center for Business Excellence  
Ms. Arva Campbell, One-Stop Manager – Center for Business Excellence  
Mr. Andre Anderson, One-Stop Manager – Center for Business Excellence  
Ms. Christine Sikora, Youth Services Coordinator – Center for Business Excellence  
Mr. Joe Hancock, One-Stop Manager-Center for Business Excellence  
Ms. Nancy Mills, Projects and Planning Analyst-Center for Business Excellence  
Mr. Ted Young, Business Services Manager-Center for Business Excellence  
Ms. Judy Timmis, Vocational Rehabilitation  
Mr. Julian Lopez, Jr. Assistant Vice President, Merrill Lynch  
Mr. Gary Smith, Vice President, Merrill Lynch

Mr. Giles advised that the first item of business was the modification of the related-party training agreements. Mr. Giles explained that these training agreements were approved by a 2/3 vote of the full board at the August 27<sup>th</sup> meeting. As a result of the current economic conditions, training requests and training needs have increased significantly and exceed the amounts set forth. The motion for the training agreement with Daytona State College is to change the current authorization from the specified amount to an undetermined amount consistent with training funds available through June 30, 2011. Dr. D. Kent Sharples and Mr. Bob Davis announced a conflict of interest and abstained from the vote. Dr. Sharples and Mr. Davis filed Form 8B with the Recording Secretary.

1. Upon motion duly made, seconded and unanimously carried, with Dr. D. Kent Sharples and Mr. Bob Davis abstaining, the Board approved the Individual Training Agreement with Daytona State College for an undetermined amount consistent with the training funds available through June 30, 2011.

The motion was made for the training agreement with Bethune Cookman University to change the current authorization from the specified amount to an undetermined amount consistent with training funds available through June 30, 2011. Dr. Trudie Kibbe Reed was not present at the meeting.

2. Upon motion duly made, seconded and unanimously carried, the Board approved the Individual Training Agreement with Bethune Cookman University for an undetermined amount consistent with the training funds available through June 30, 2011.

The motion was made for the training agreement with Flagler Adult Ed/Flagler County Schools/Flagler Tech to change the current authorization from the specified amount to an undetermined amount consistent with training funds available through June 30, 2011. Ms. Janet Valentine was not present at the meeting.

3. Upon motion duly made, seconded and unanimously carried, the Board approved the Individual Training Agreement with Flagler Adult Ed/Flagler County Schools/Flagler Tech for an undetermined amount consistent with the training funds available through June 30, 2011.

The motion was made for the training agreement with Keiser University to change the current authorization from the specified amount to an undetermined amount consistent with training funds available through June 30, 2011. Mr. Matt McEnany was not present at the meeting.

4. Upon motion duly made, seconded and unanimously carried, the Board approved the Individual Training Agreement with Keiser University for an undetermined amount consistent with the training funds available through June 30, 2011.

Mr. Giles advised that the next item of business was approval of the Consent Agenda. The Board members discussed item five on the Consent Agenda and based on the fact that two members would be required to abstain from voting on that item, it was decided to remove item five from the Consent Agenda. A motion was made to approve the Consent Agenda items one through four.

5. Upon motion duly made, seconded and unanimously carried, the Consent Agenda items were approved

Next, Mr. Giles called on Mr. Fraser to explain the On-the-Job Training and Employed Worker Training agreements. Mr. Fraser stated that the Agenda package contained a year-to-date list of the On-the-Job Training Agreements and the Employed Worker Training Agreements. Mr. Fraser advised that the information on these agreements will be provided to the Board Minutes of the members at each meeting to follow the policy of transparency to ensure that they are aware of all contracts that exist with Board members as well as other area businesses. Mr. Brad Giles noted that there is an Employed Worker Training agreement with his company and he abstained from the vote. Mr. Alan Peterson advised that there was an On-the-Job Training Agreement with the Flagler County Board of Commissioners and he abstained from the vote. Each Board member filed Form 8B with the Recording Secretary.

6. After discussion, upon motion duly made, seconded and carried, with Mr. Brad Giles and Mr. Alan Peterson abstaining, the Board approved the On-the-Job Training and Employed Worker Training Agreements as presented.

Mr. Giles called on Mr. Bill Clark to present the Annual Audit to the Board members. Mr. Clark addressed the Board and advised that the audit went very well and that it was unqualified. He discussed the audit process that was followed and reviewed the financial statements. He directed attention to the one area of deficiency and that was with the internal control of gas cards and gift cards. The recommendation was that more than one staff person should handle the receipt and custody of the cards. He stated that a corrective action plan had been filed. Mr. Clark reported that the Finance Committee had raised questions regarding the FDIC insurance and that he checked into the areas of concern and assured the Board that all funds are fully insured. Mr. Clark commented on the increased flow of customers into the One-Stops and how the staff has been able to deal with the large numbers without an effect on the quality of service.

7. After discussion, upon motion duly made, seconded and unanimously carried, the Board of Directors approved the 2009-2010 Annual Audit as presented.

Mr. Clark reported that the 990 Tax Return was complete and required approval of the full Board. He explained that as a result of changes to federal policy regarding full disclosure, the return was much more extensive.

8. After discussion, upon motion duly made, seconded and unanimously carried, the 990 Tax Return was approved by the Board of Directors.

Next, Mr. Giles called on Mr. Lou Paris to present the Annual Report. Mr. Paris advised the Board members that last year the focus of the report was to demonstrate the human side of the services we provide. We highlighted several customers and explained their stories. This year, in keeping with that concept, the report will focus on the customers and highlight the relationship between customers and frontline staff. Mr. Paris presented the unemployment statistics for Volusia and Flagler and reported on who we served and how we served them.

9. After discussion, upon motion duly made, seconded and unanimously carried, the Board of Directors approved the 2009-2010 Annual Report as presented.

The next item on the Agenda was an overview of the Operating Plan. Ms. Robin King addressed the Board members and provided a brief PowerPoint presentation. Ms. King summarized the strategies and associated achievements that had been established by the Board members and highlighted, using a matrix, which committees would be responsible for particular areas. Ms. King reviewed each of the strategies and the achievements agreed to in August to meet those strategies. A matrix was distributed to the Board members. Members were asked to advise the staff which committees they would like to serve on.

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November 16, 2010

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The next Agenda item was the President's comments. Mr. Fraser addressed the Board members and called on Ms. King to update the Board on grant awards. Ms. King reported that we received a grant called Digital Access to provide computer training in the amount of \$177,000. Project HOPE is a grant that was started October 1<sup>st</sup> in the amount of \$297,000 to serve youth 18 and older aging out of foster care. We also received a small grant to implement a scan card system in the One-Stop Centers and a National Emergency Grant (NEG) to serve dislocated workers. Historically, we have received National Emergency Grants following a disaster, hurricane, floods, etc. The unemployment rate in the State of Florida is the reason that we were able to receive this grant. A majority of the regions declined to participate, so we will receive \$377,000.

Mr. Fraser reported to the Board on the progress of Team Volusia. He stated that the Board had approved CBE becoming a member of the Executive Committee of Team Volusia; the new public-private economic development partnership. He reported that negotiations were being conducted with a CEO candidate and that the organization will be moving into the new International Speedway Corporation building after the first of the year.

Mr. Fraser next advised that he wanted to move the Corporate Fund discussion to the end of his comments. He called on Ms. Lori Stone to introduce the new One-Stop Manager. Ms. Stone explained that Andre Anderson, the current DeLand One-Stop Manager will be moving to head up the job seeker services division; the long standing supervisor, Mike Nelson (AWD) will be retiring. Ms. Stone introduced Mr. Joe Hancock, the new DeLand One-Stop Manager and explained that Joe comes from our One-Stop System and Gateway services as well as case management.

Mr. Fraser called on Ms. King to provide the One-Stop Management Report. Mr. Fraser reminded the Board that about a two and a half years ago, we took over the management of the One-Stop System so we could devote the funds to providing services. Ms. King reported that the customer satisfaction survey ratings have increased. Even though the number of customers we are seeing continues to rise, the satisfaction rate steadily continues to improve. Ms. King reported that financially, we redirected \$289,000 to client services in 2009-2010.

The President addressed the matter of the Corporate Investment Fund. Mr. Fraser acknowledged the presence of Mr. Julian Lopez and Mr. Gary Smith. He reported that about a month ago Mr. Lopez informed Mr. Fraser that he had left Smith Barney and was now with Merrill Lynch. Mr. Lopez has worked with the CBE on our Corporate Investment Account for several years. He helped develop the policy. Our Corporate Investment Account is with Smith Barney. During the Finance Committee meeting there was discussion about how this Board wanted to proceed with that change. Mr. Fraser reported that he had received a letter from Smith Barney and several phone calls. Mr. Giles indicated that we have been very pleased with the performance provided by Mr. Lopez. Mr. Giles stated that maybe we should have both companies make a presentation to the Finance Committee advising the benefits they could

provide and then the Finance Committee would make a recommendation to the Executive Committee. The Board members discussed issuing an Request for Information or an Request for Qualifications to both companies so that we receive all the information. An extensive conversation followed regarding evaluation of the funds periodically and the best way to manage the funds. Mr. Lopez addressed the Board members and explained that the move was in his best interest and the Board needed to proceed in their best interest. Mr. Lopez did want to remind the Board of his track record in managing the funds. The Board discussed the process of the RFI and how it needed to be opened up. A motion was made that the Finance Committee develop an RFI to be opened up to any potential proposers. The motion was seconded. An amendment to the motion or a separate motion was proposed that the Finance Committee engage a third party financial consultant with no access to our account to provide a report of the account activity. The Board determined that should be a separate motion.

The Board discussed what to do with the funds in the interim and their concerns about the lack of management of the funds. Mr. Alan Peterson addressed the Board and stated that he would like to see a motion that the funds be moved from Smith Barney to Merrill Lynch temporarily to continue with Mr. Lopez while we go out for an RFI. The Board discussed the obligations of Smith Barney.

10. After discussion, upon motion duly made, seconded and unanimously carried, the Board approved the development of an RFI by the Finance Committee to find a financial advisor for the Corporate Fund Account.

A discussion followed regarding the management of the funds and the suggestion was made that the Finance Committee make a recommendation of evaluating the management performance on a bi-annual or every three years. The Committee might want to add to the Investment policy a clause that demands an evaluation.

The Board discussed the need to have the representative from Smith Barney come in to determine the status of the account.

Mr. Alan Peterson again addressed the Board members and stated his concern that we move the funds in order to maintain the continuity of the advice we are receiving currently. He discussed the possible drastic implications of changes at the federal level that could create shocks in the market. Ms. Azama-Edwards stated that since we have decided to move ahead with the RFI, it might give the wrong impression to move the funds at this time.

Mr. Salazar addressed the Board and stated that he was uncomfortable discussing the matter further since the Board had voted to go out for an RFI and that representatives from Merrill Lynch were present and might gain unfair advantage. Mr. Julian Lopez and Mr. Gary Smith, stated that they had been planning to leave and thanked the Board.

Mr. Alan Peterson stated that he still felt we should move the funds and retain the same investment advisor. Mr. Peterson expressed a concern that a new advisor from Smith Barney would have to get up to speed with our account and would not have historical background. Mr. Peterson made a motion to move the existing portfolio to Merrill Lynch to be handled by current advisors that we have retained and have been satisfied with.

Mr. Giles called for a second, none being made, the motion failed for lack of a second.

Mr. Fraser summarized the Board instructions for the Finance Committee. He stated that a meeting would be called as soon as possible to review the current investment policy as it relates to corporate management process and see if any changes are recommended and establish an RFI.

Mr. Dennis Lilly addressed the Board and presented nominees for the 2010-2011 Officers as follows:

Mr. John Wanamaker	Chair
Ms. Denise Breneman	Vice Chair
Mr. Reginald Williams	Secretary

The Chair called for any nominations from the floor. No additional nominations were made.

11. Motion was duly made, seconded and unanimously carried for the election of officers as presented for the 2010-2011 year.

Mr. Fraser presented Mr. Giles with a small token of appreciation from the Board for his service as Chair.

There being no further business to come before the meeting, it was adjourned.

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Recording Secretary

**MINUTES OF THE  
WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE  
EXECUTIVE COMMITTEE  
January 28, 2011**

A meeting of the Workforce Development Board Center for Business Excellence Executive Committee was called to order at the Administrative Office of the organization located at 329 Bill France Boulevard, in the City of Daytona Beach, in the State of Florida, at 1:30 p.m. on the 28<sup>th</sup> day of January, 2011 pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Mr. John Wanamaker chaired the meeting and Ms. Ann Lesizza served as recording secretary.

The following members of the Executive Committee were personally present:

Ms. Gwen Azama-Edwards, President – A-E Enterprises, Inc.  
Ms. Denise Breneman – Iceberg Management, Inc.  
Mr. Joseph Brumenschenkel, Owner – MJB Business Services  
Mr. Paul Clare, President – Hudson Tool and Die Company (retired)  
Mr. Bob Coleman, Regional Manager – Florida Power & Light (retired)  
Mr. Rick Dawson, President – Tel-Tron Technologies, Inc.  
Mr. David Perryman, President – Dade Service  
Mr. Ray Salazar, President – United Way of Volusia-Flagler Counties, Inc.  
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial Group  
Bishop Derek T. Triplett – Hope Fellowship Church

The following guests were also present:

Mr. Rick Fraser, President – Center for Business Excellence  
Ms. Robin King, Vice President – Center for Business Excellence  
Ms. Ann Lesizza, Director of Administration – Center for Business Excellence  
Ms. Sue Hale, Finance Director – Center for Business Excellence  
Ms. Lori Stone, Director of Business Operations & Communications – Center for Business Excellence  
Mr. Bob Williams, Vice President/Economic Development – Daytona State College

Mr. Wanamaker called the meeting to order. He called on Mr. Rick Fraser to discuss the development of the Nomination Committee. Mr. Fraser addressed the Committee and stated that over the years, the process for adding new members to our Board has not been formal. Mr. Fraser provided a brief explanation of the current process.

Mr. Fraser had requested that staff research a more formalized process of adding members to our Board. Mr. Fraser called on Ann Lesizza to outline staff recommendations. Ms. Lesizza provided the members with a guideline to the State and Federal requirements. She explained that the nomination process would only apply to the private-sector board members because the other members are mandated by legislation. Ms. Lesizza suggested that candidates for the Board would complete an application that would be reviewed by the Committee. This process would help to ensure active member participation. A discussion followed regarding the responsibilities of the Nomination Committee. The Executive Committee members determined that the Nomination Committee would be comprised of the members of the Executive Committee and that the Board Chair would also Chair the Nomination Committee. The Executive Committee agreed that the Nomination Committee needed to follow a more formalized process.

A motion was made to expand the role and responsibilities of the Executive Committee to include the Nomination Committee.

1. Upon motion duly made, seconded and unanimously carried, the Executive Committee responsibilities will also include the Nomination Committee.

The next item on the Agenda called for approval of the Corporate Investment Manager. Mr. Wanamaker called on the Finance Chair, Denise Breneman, to discuss the item. Ms. Breneman reminded the Committee members that at the last meeting of the Board, there was considerable discussion regarding the change in the management of our Corporate Investment Account. The Finance Committee had been requested to seek proposals from various financial entities to provide investment management services. Additionally, the Committee was also asked to review the need to have a consultant evaluate the investment management services being provided. Ms. Breneman reported that she, along with Mr. Fraser, met with Smith Barney; the current investment manager, and advised them that we would be seeking qualifications from various financial entities. Ms. Breneman reported that Smith Barney provided an account status report. Staff advertised and mailed Requests For Qualifications to multiple financial agencies. Three entities responded along with a phone call offering free services in exchange for networking opportunities (no formal response was received.) A summary of the responses was provided to the Committee. Ms. Breneman reported that the Finance Committee had met earlier in the day and reviewed the three responses to our RFQs. The Finance Committee is recommending that we move forward with Merrill Lynch to provide Investment Management of the corporate funds. Ms. Breneman reminded the Committee that these funds are corporate funds and that the procurement process was not mandated because they are not tied to our public funding streams. The Committee members discussed the various options and fees. Ms. Breneman reported that we did not receive a response to our RFQ for a consultant to evaluate the services. She stated that the Finance Committee felt that there are sufficient audits and controls currently in place to ensure that continuous evaluation would occur.

2. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation of the Finance Committee to move the Corporate Investment Account from Smith Barney to Merrill Lynch.

Mr. Fraser reported to the Executive Committee that the past week has been filled with Committee meetings based on our new Committee structure. One of the reasons to bring the Executive Committee together was to report the activity of the Committees. Mr. Fraser indicated that there was excellent attendance at all of the meetings. Ms. Robin King advised that a matrix of Committee Goals and Achievements had been distributed to each member. Ms. King reviewed the goals and recommended changes.

The Committee Chairs were called on the report on the individual Committee discussions. Bishop Triplett was the first to report. He stated that the Development Committee tackled the original concept of the meaning of World Class Stakeholder Collaborative. He said that the Committee prioritized the achievements. Staff have been tasked with reporting back on identifying collaborative partners. Additionally, they will need to focus on creating an effective business survey. Bishop Triplett stated that once those tasks have been accomplished the Committee will be able to move forward.

The next Committee Chair to report was Mr. Ray Salazar, Chair of the Youth Committee. He stated that one of the challenges of the Youth Committee was to further define who they serve. Traditionally, it has been the 16 to 21 year old population at 70% of the poverty level. We serve this group via four separate contracts. The challenge is to determine the success, what are the measures for success. Mr. Salazar stated that Committee is looking to see if there would be more efficiency if some of the services were delivered in-house.

Mr. Fraser reported that Ms. Deanna Schaeffer, Chair of the Services Committee, is currently in Washington, D.C. and not able to join the meeting. Ms. Robin King reported on her behalf. She stated that the Services Committee prioritized their achievements. The first priority was resource gathering. Based on that information, the organization will be able to offer more effective and efficient processes. Ms. King advised that it is essential to line up the funds with the vision in an effort to best serve the community. The Committee has instructed staff to take a look at doing an underemployed survey; it has been four years since the last survey.

Ms. Breneman reported that the Finance Committee discussed their role in identifying collaborations and bringing non-traditional funding to the table.

The next item on the Agenda was the approval of Individual Training Accounts and Apprentice Program Vendor Agreements. Ms. Robin King addressed the Executive Committee and reported that staff is requesting approval of three new vendors. Ms. King reminded the Committee that if

a Board member is associated with a training vendor, the agreement needs to be brought before the Board or the Executive Committee for approval. If the contract amount is in excess of \$25,000.00 a two-third vote of the full board is required. Currently, we have two training vendors that have requested to be added to our vendor list. They are not board members and do not, to the best of our knowledge, have any relationship to a board member. They are classroom training vendors:

New Horizons Computer Learning Center of Gainesville  
Halifax Academy for Caregivers, Inc.

The third training vendor, Don Morgan Electrical Academy, an apprenticeship program, is associated with C. Scott Jarvis. Mr. Jarvis is employed by Don Morgan Electrical Academy and is a member of our Board of Directors. Ms. King reported that we do not expect to spend more than \$25,000 this year with Don Morgan Electrical Academy but we are requesting Executive Committee approval.

3. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the addition of the three training vendors as presented.

Mr. Fraser next address the Executive Committee regarding our 7<sup>th</sup> Annual Business Summit. He reported that it will take place on June 1<sup>st</sup> at the Daytona Beach Hilton. He encouraged the Executive Committee to attend and consider the possibility of sponsorship.

There being no further business to come before the meeting, it was thereupon adjourned.

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Recording Secretary

**MINUTES OF THE  
WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE  
FINANCE COMMITTEE  
November 23, 2010**

A meeting of the Workforce Development Board Center for Business Excellence Finance Committee was called to order at the Administrative Office of the organization located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, at 9:00 a.m. on the 23rd day of November 2010, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Ms. Denise Breneman chaired the meeting and Ms. Ann Lesizza served as Recording Secretary.

The following members of the Finance Committee were personally present:

Ms. Denise Breneman, Iceberg Management  
Mr. Alan Peterson, Commissioner-Flagler County Board of Commissioners  
Mr. David Dougherty, CPA-Taxes and Financial Services

The following guests were also present:

Mr. John Wanamaker, CCIM-Coldwell Banker Commercial AI Group  
Ms. Sue Hale, Director of Finance – Center for Business Excellence  
Ms. Robin King, Vice President – Center for Business Excellence  
Ms. Ann Lesizza, Director of Administration – Center for Business Excellence

Ms. Denise Breneman called the meeting to order. Ms. Breneman thanked the members for taking the time to attend the meeting during Thanksgiving week. She reviewed the charge from the Board of Directors, given at the last Board meeting, which was to develop an RFI with a Financial Advisor. She reminded the Committee members that some of the action items supporting that motion were to meet with the current advisor, Smith Barney and see where we are and to review our Investment Policy.

Ms. Breneman reported that she, along with several staff members, met last Friday with representatives from Smith Barney. Additionally, Ms. Breneman and Ms. Hale, the Director of Finance, reviewed the Corporate Investment Policy. Ms. Breneman advised that a copy of the Investment Policy had been distributed to all in attendance at today's meeting in addition to being forwarded by email to each of the members prior to the meeting. She called attention to page four of the Policy and discussed the guidelines. Ms. Breneman stated

that a review of the account proved that we are very conservative, falling completely within our guidelines. Page five of the policy outlines the role of the Investment Manager and the Custodian's responsibilities are highlighted on page six. The members discussed the role of the financial advisor. The Committee discussed the oversight of the investments vs. the management of the investments. The recording secretary read an excerpt from the Minutes of the Annual Board meeting that set forth the Board's direction. Ms. Breneman discussed that there was no timeline for review of the investments. She indicated that she felt the Finance Committee should establish a timeline with the advisor selected. The Finance Committee will then report to the Board of Directors on the status of the corporate investments. The Committee continued to review the policy and the discussion held with the new representatives from Smith Barney. The Committee members reviewed the need for an outside consultant; that we currently do not have.

Ms. Breneman called attention to the investment summary provided by Smith Barney and reported that Smith Barney recommends that we move into their Everest Group. The members reviewed the account in detail. Ms. Breneman reported that the Everest Group would like to see us move the funds to a personalized mutual fund advisory that is a consulting group track. Mr. Peterson expressed concerns that the recommendation indicated to him that they did not want to manage the fund; they wanted to put it into a mutual fund.

Ms. Breneman presented the options to the Committee members. They can seek RFIs or, because the funds are unrestricted, they can go to several financial companies and specify the services needed and get quotes. Next, Ms. Breneman suggested that the Committee remain the "watchdog" of the financial advisor. After discussion, the Committee decided to seek RFIs from financial agencies with a footprint that expands beyond the local scope, but with a local presence. There was a discussion regarding the hiring of an outside entity to oversee the activity of the financial advisor. The question was should the Finance Committee assume that role or should an outside company be hired to review the investment account on a specified timetable. Mr. Peterson suggested that the Committee should put out two RFIs; one for investment management and one for the consultant. Ms. Breneman indicated that we might not need to pay an outside consultant to oversee the investment manger because there are Committee members with that expertise. The Committee will obtain the costs and then make that determination.

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A brief discussion was held regarding the term RFI or RFQ; the difference being the requirement to provide costs. The staff was instructed to send out RFQs. The staff will send the draft RFQ to the Finance Committee prior to releasing it to the public. The Finance Committee will make recommendations to the Board in January.

There being no further items to come before the Committee, the meeting was adjourned.

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Recording Secretary

**MINUTES OF THE  
WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE  
FINANCE COMMITTEE  
January 28, 2011**

A meeting of the Workforce Development Board Center for Business Excellence Finance Committee was called to order at the Administrative Office of the organization located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, at 11:00 a.m. on the 28th day of January 2011, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Ms. Denise Breneman chaired the meeting and Ms. Ann Lesizza served as Recording Secretary.

The following members of the Finance Committee were personally present:

Ms. Denise Breneman, Iceberg Management  
Ms. Kim Booker, Attorney – Booker & Associates, P.A.  
Mr. Paul Clare, President (Retired) – Hudson Technologies  
Mr. David Dougherty, CPA - Taxes and Financial Services  
Mr. Phil Ehlinger, Director – Volusia Department of Economic Development\*

\*Present via Conference Call

The following guests were also present:

Mr. Rick Fraser, President – Center for Business Excellence  
Ms. Sue Hale, Director of Finance – Center for Business Excellence  
Ms. Robin King, Vice President – Center for Business Excellence  
Ms. Ann Lesizza, Director of Administration – Center for Business Excellence

Ms. Denise Breneman called the meeting to order. Mr. Fraser introduced the newest members of the Committee; Ms. Kim Booker and Mr. David Dougherty.

Ms. Breneman stated that the first item on the Agenda was to review the CBE's Mission Statement. Ms. Breneman reminded the Committee that the purpose was to ensure that the focus of the work of the Committee is in alignment with the goals and objectives of the organization.

Mr. Fraser reported to the members that last April the organization embarked upon a restructuring of our committees. Through a series of workshops the Board instructed the staff on the overall direction of the company. Mr. Fraser advised that we have been holding a series of meetings with the new re-structured committees and reviewing the vision and mission statement and the goals for every committee for the purpose of establishing our new direction.

The next Agenda item was to review the Assigned Achievements. A matrix was distributed that outlined the goals and the achievements. The Committee reviewed those items relevant to the Finance Committee and discussed how the various goals were impacted by the Finance Committee. The Committee next prioritized the tasks. Ms. King discussed the return on investment and the information the members would need to be able to work on budgets, i.e. the cost to serve the various customers from the different funding streams. It was determined that all committees should have this information when they begin planning. Ms. Breneman stated that the Committee wanted to align the goals to ensure that all funding sources were being used to their greatest potential.

The third item on the Agenda was for the Committee to prioritize tasks. Ms. King explained that meant for the members to prioritize the tasks for the staff. She stated that we are five months away from the end of the program year and while we will not be procuring programs for the coming year, the Committee will be working on the budget for the 2011-2012 fiscal year. The Committee members will need to advise staff members of the information they need in order to make informed decisions.

The Committee discussed how often they would need to meet. Based on the distribution of allocations, the Committee decided that they would need to meet in late May or early June to review the Budget. At that time the Committee will be able to review the programs and try to fill in any gaps with non-traditional funds. The Committee discussed the timeframe for the budget and the audit.

They discussed their next steps. They will meet sometime between now and the end of May and again when the audit begins. Staff will maintain ongoing contact with the committee via email.

The next item for the Committee was the review of the responses to the RFQ for a Corporate Investment Fund Financial Manager for recommendation to the Executive Committee. Mr. Fraser provided a brief background of the Corporate Fund for the newer members. He explained that we have a small pool of funds accumulated from non public sources. These funds are used to support worthwhile community projects that could not be funded through public sources. He explained that the money had been sitting in a savings account and in

2005, the Board determined that they should develop an investment policy to see if they could grow the fund a little through investments. Mr. Fraser explained the changes in staff regarding the management of the funds and how the Board determined that we should seek RFQs to determine the future financial management of the funds. Ms. Breneman reported that the Board instructed the Finance Committee to look for a manager for the fund and then the possibly someone to provide oversight of the manager.

Ms. Sue Hale, Director of Finance, reported that we posted a legal ad in both the local newspaper and the Orlando Sentinel and also sent a letter to approximately 14 companies requesting an RFQ. Ms. Hale stated that we received three responses for financial manager and no responses to the RFQ for an oversight consultant. Ms. Hale reviewed the RFQs. Two of the three responses did not respond completely as directed. Ms. Breneman reported that she, Mr. Fraser and Ms. Hale met with Smith Barney to discuss the current status of the funds, as instructed by the Board. The Committee discussed all of the responses. They discussed the past performance of the fund, the proposed costs and which management company would provide the most individualized service. A motion was made to select Merrill Lynch based on the fact that their bid was competitive and the strategy proposed indicated individualized hands-on management vs. being placed in a fund pool.

Mr. Fraser addressed the Committee and stated that Mr. Alan Peterson, Chair of the Flagler Board of Commissioners and a former member of the Finance Committee, called to ask that Mr. Fraser convey to the Committee that he has been impressed with the personal touch that Mr. Lopez and Mr. Gary Smith have provided over the past several years. Ms. Milissa Holland has been appointed to serve on the Board representing Flagler County.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Finance Committee selected the investment firm of Merrell Lynch to recommend to the Executive Committee to manage the Corporate Investment Fund.

The Committee discussed the RFQ for a consultant to oversee the management of the Corporate Fund. Ms. Hale reported that no responses had been received and the Committee discussed the fact that they didn't see the need for this expense.

There being no further business to come before the meeting, it was adjourned.

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Recording Secretary

**MINUTES OF THE  
WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE  
SERVICES COMMITTEE  
January 25, 2011**

A meeting of the Workforce Development Board Center for Business Excellence Services Committee was called to order at the Administrative Office of the organization located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, at 8:35 a.m. on the 25<sup>th</sup> day of January, 2011, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Ms. Deanna Schaeffer, Chaired the meeting via conference call and Ms. Jennifer Gosling served as Recording Secretary. Ms. Schaeffer requested introductions in lieu of calling the role and the Recording Secretary noted each person present.

The following members of the Services Committee were personally present:

Ms. Gwen Azama-Edwards, President – A-E Enterprises, Inc.  
Mr. Doug Baxter, President – Flagler County Chamber of Commerce  
Mr. Rick Dawson, President – Tel-Tron Technologies Corporation  
Ms. Phyllis Heath – Vocational Rehabilitation  
Mr. C. Scott Jarvis, Training Director – Don Morgan Electrical Training Academy  
Ms. Deanna Schaeffer, President/CEO – Healthy Communities- via Conference Call  
Ms. Diane Snow  
Mr. Reginald Williams, District 12 Administrator – Department of Children and Families  
Mr. Stephen Williams, Business Manager – IBEW Local Union 756

The following guests were also present:

Mr. Rick Fraser, President – Center for Business Excellence  
Ms. Lori Stone, Director Business Dev. & Corporate Communications – Center for Business Excellence  
Mr. Ted Young, Business Services Manager – Center for Business Excellence  
Ms. Jennifer Gosling, Administrative Assistant – Center for Business Excellence

The following documents were provided to the Committee prior to the commencement of the meeting:

- Meeting Agenda
- Mission Statement
- Services Committee Initial Planning Worksheet
- Balanced Scorecard
- Template Used in Contracts for One-Stop Services
- Deliverables Table
- CBE Corporate Goals
- One-Stop Staff Survey
- Business Survey
- Customer Survey

Services Committee

January 25, 2011

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Ms. Deanna Schaeffer called the meeting to order and asked Ms. Robin King to begin the meeting by explaining the Center for Business Excellence (CBE) Mission Statement. Ms. King informed the Committee that in the past, there were two Mission Statements; one for Business Services and another for One-Stop Services. In order to unify all services provided to CBE clients without elevating or prioritizing a particular faction, a new Mission Statement was selected to encompass all divisions. This unification ensures there is no overlap or duplication in services.

Mr. Rick Dawson, President of Tel-Tron Technologies Corporation, called attention to a Committee Matrix handout received at the last Board of Directors meeting in November 2010 that listed all of the CBE committees and their assigned achievements. He noted that the item, Effective Business Survey, listed under the Continuous & Accurate Business Intelligence Strategic Goal had been given to the Development Committee. Review of the Business Survey was previously a task assigned to the Business Services Committee. Mr. Dawson requested staff to explain the change.

Ms. King advised that because the Business Survey dealt more with future needs and development it was categorized under the Development Committee. The customer surveys are a current measure of needs, therefore; they were assigned to the Services Committee for review.

A motion to include review of the Business Survey under the Services Committee's designated tasks was made and seconded.

1. Upon motion duly made, seconded and unanimously carried, review of the Business Survey was added to the responsibilities of the Services Committee.

A question arose regarding the retrieval of statistical information for the underemployed residing in Region 11. Mr. Fraser advised that approximately four years ago, CBE conducted a survey to capture information on the pool of underemployed residents. He acknowledged that CBE should perform another survey to obtain current data, but it would be costly and would require the approval of the Board. The Committee discussed partnering with other organizations to obtain statistics other agencies may have already captured.

Next, the Committee was asked to review and prioritize the assigned achievements as listed on the Services Committee Initial Planning worksheet. A discussion ensued regarding each of the eleven achievements, and the three objectives for staff to initially focus on were chosen as follows:

1. Information and Resource Gathering
2. Effective and Efficient Processes
3. Funds Aligned with CBE Vision

The next item on the agenda was to determine the next steps. The Committee agreed that information and resource gathering will take top priority. Staff were instructed to obtain resources and information for the next meeting:

Ms. Stone advised that the last item on the agenda was to determine the Committee name. The Committee chose to continue to operate as the Services Committee at this time.

Services Committee  
January 25, 2011  
Page 3 of 3

There being no further business to come before the Committee, the meeting was adjourned.

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Recording Secretary

**MINUTES OF THE  
WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE  
SERVICES COMMITTEE  
March 1, 2011**

A meeting of the Workforce Development Board Center for Business Excellence Services Committee was called to order at the Administrative Office of the organization located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, at 8:32 a.m. on the 1<sup>st</sup> day of March, 2011, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Mr. C. Scott Jarvis, conducted the meeting and Ms. Jennifer Gosling served as Recording Secretary. Mr. Jarvis requested introductions in lieu of calling the role and the Recording Secretary noted each person present.

The following members of the Services Committee were personally present:

Mr. Rick Dawson, President – Tel-Tron Technologies Corporation  
Mr. C. Scott Jarvis, Training Director – Don Morgan Electrical Training Academy  
Dr. Kent Sharples, President – CEO Business Alliance  
Mr. Reginald Williams, District 12 Administrator – Department of Children and Families

The following guests were also present:

Ms. Phyllis Heath – Vocational Rehabilitation  
Mr. Dennis Lily, President/CEO – Vision H.R.  
Ms. Lori Stone, Director Business Dev. & Corporate Communications – Center for Business Excellence  
Mr. Ted Young, Business Services Manager – Center for Business Excellence  
Ms. Jennifer Gosling, Administrative Assistant – Center for Business Excellence

Mr. C. Scott Jarvis called the meeting to order and turned the floor over to Ms. Lori Stone. She advised the Committee that Ms. Deanna Schaeffer, Chair of the Services Committee, resigned due to other obligations. Taking the position of Chair would be Dr. Kent Sharples, President of the CEO Business Alliance. Mr. Stone recapped the events of the January 25<sup>th</sup> meeting and provided a brief history regarding the restructuring of the Committees.

The first item on the agenda was to provide the Committee with data on information and resource gathering. Mr. Ted Young led a presentation outlining the available information sources and explained the types of data that could be obtained from each. A copy of the PowerPoint presentation will be e-mailed to the Committee after the meeting.

Mr. Young advised that local statistics are more difficult to obtain. The Center for Business Excellence (CBE) employs the use of local surveys to capture more up-to-date regional information. The Committee was provided the statistics gathered from staff, business customer, and job seeker surveys. A question was raised regarding the accuracy of the job seeker survey percentages. Ms. Stone advised she would look into the matter, and an e-mail would be sent to the Committee should there be any revisions.

Mr. Young spoke about a new survey that CBE, in partnership with the Flagler Chamber of Commerce, is performing. The industry-based survey will produce statistics on the economic climate within Flagler County. In addition to a new survey, Ms. Stone mentioned that there may be a change in how the Employ Florida Marketplace (EFM) system is populated by unemployment compensation claimant information; possibly providing more robust information to CBE that what is currently being received.

At the last meeting, the Committee had inquired about obtaining data on the underemployed workforce within the region. Mr. Young advised that he had spoken to the Agency for Workforce Innovation (AWI) about this matter. It was the opinion of AWI that a survey would not produce an accurate count since the questions would be subjective to the viewpoint of the surveyed workforce.

Mr. Reggie Williams, District 12 Administrator for the Department of Children and Families, questioned the percentage of satisfaction on the client survey regarding staff availability. Ms. Stone advised that it was a matter of capacity. The One-Stop Centers have seen an influx of clients with limited additional staff to ease the wait times experienced by customers. The CBE is currently looking into the use of technology to assist in streamlining services. A discussion ensued regarding workshops held within the One-Stop Centers. The Committee requested that a copy of the Daytona One-Stop workshop calendar be e-mailed to them as an example.

The last item on the agenda was to determine the next steps. A summation of the last two Services Committee meetings will be presented at the next Board meeting on March 15, 2011. Staff will continue to gather resources and information. In addition, staff will look into the possibility of capturing underemployed statistics; particularly the skill sets that are not currently being used.

There being no further business to come before the Committee, the meeting was adjourned.

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Recording Secretary

**MINUTES OF THE  
WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE  
YOUTH COMMITTEE  
January 27, 2011**

A meeting of the Workforce Development Board Center for Business Excellence Youth Committee was called to order at the Administrative Office of the organization located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, at 8:30 a.m. on the 27<sup>th</sup> day of January, 2011, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Mr. Ray Salazar, Chaired the meeting via conference call and Ms. Jennifer Gosling served as Recording Secretary. Mr. Salazar requested introductions in lieu of calling the role and the Recording Secretary noted each person present.

The following members of the Youth Committee were personally present:

Mr. Joseph Brumenschenkel, Owner – MJB Business Services  
The Honorable Andy Kelly, Councilman, District 1 – Volusia County Council  
Mr. Matt McEnany, Campus President – Keiser University  
Mr. Ray Salazar, President – United Way of Volusia-Flagler Counties, Inc.  
Mr. Andrew Spar, President – Volusia County Teachers Association  
Ms. Janet Valentine, Superintendent – Flagler County Schools

The following guests were also present:

Mr. Rick Fraser, President – Center for Business Excellence  
Mr. Victor Gooden – Bethune Cookman University – via Conference Call  
Ms. Robin King, Vice President – Center for Business Excellence  
Mr. Anthony Owens – Bethune Cookman University  
Ms. Christine Sikora, Youth Services Coordinator – Center for Business Excellence  
Ms. Jennifer Gosling, Administrative Assistant, Center for Business Excellence

The following documents were provided to the Committee prior to the commencement of the meeting:

- Meeting Agenda
- Mission Statement
- Balanced Scorecard
- Achievements worksheet
- Committee Matrix
- Cost-per-youth worksheet
- Youth Programs worksheet for the 10-11 program year

Mr. Ray Salazar called the meeting to order and asked Ms. Robin King to begin the meeting by explaining the Center for Business Excellence (CBE) Mission Statement. Ms. King informed the Committee that in the past, there were two Mission Statements; one for Business Services and another for One-Stop Services. In order to unify services provided to all CBE clients, without elevating or prioritizing a particular faction, a new Mission Statement was selected to encompass all divisions. This unification ensures there is no overlap or duplication in services.

Mr. Rick Fraser welcomed and thanked everyone for their participation. He introduced the new Chair, Mr. Ray Salazar, President of the United Way of Volusia-Flagler Counties. Next, he introduced Ms. Christine Sikora, Youth Services Coordinator for CBE, and advised that she will act as the Staff Liaison for the Youth Committee. Mr. Fraser and Mr. Salazar also expressed their appreciation to Mr. Brumenschenkel, of MJB Business Services, for his contributions as the Chair of the former Youth Committee before it was restructured.

The Chair requested information regarding the current Youth Contracts. Ms. King called attention to the Youth Programs 2010-2011 worksheet. She stated that this year, CBE will serve a total of 327 youth, including 56 youth carried forward from the previous fiscal year. The majority of youth served are out-of-school and have not obtained their high school diploma or equivalency. Staff advised that CBE was able to serve more youth this year due to Recovery funds. These funds will no longer be available as of June 30, 2011.

The next item on the agenda was a review of the Achievements worksheet. Ms. King advised that the achievements were recommendations from staff and could be changed, deleted, or new achievements added at the discretion of the Committee. She noted that the Development Committee found that the soft skills training CBE provides to both adults and youth was missing from the Committee Matrix. This piece will be added under the Effective One-Stop System heading for both the Development and Youth Committees. The Committee unanimously agreed to accept the achievement recommendations as outlined by staff with no additions or deletions.

Next, the Committee discussed prioritizing the achievements. After discussion and hearing the feedback from staff, the Committee agreed the following achievements should be the primary focus:

1. Resource Gathering
2. Funds Aligned with CBE Vision
3. Support to At-Risk Youth
4. Opportunities for Development

The next item on the agenda was to determine how to move forward. It was decided that another meeting should be held to discuss each of the four achievements at length. Mr. Salazar requested staff to gather resources and information for the next meeting. He specifically requested a breakdown of the youth currently being served and the services rendered.

Ms. King advised that the last item on the agenda was to determine the Committee name. The Committee chose to continue to operate as the Youth Committee at this time.

There being no further business to come before the Committee, the meeting was adjourned.

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Recording Secretary

**MINUTES OF THE  
WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE  
YOUTH COMMITTEE  
February 11, 2011**

A meeting of the Workforce Development Board Center for Business Excellence Youth Committee was called to order at the Administrative Office of the organization located at 329 Bill France Blvd., in the City of Daytona Beach, in the State of Florida, at 8:33 a.m. on the 11<sup>th</sup> day of February 2011, pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Mr. Ray Salazar Chaired the meeting and Ms. Jennifer Gosling served as Recording Secretary. Mr. Salazar requested introductions in lieu of calling the role and the Recording Secretary noted each person present.

The following members of the Youth Committee were personally present:

The Honorable Andy Kelly, Councilman, District 1 – Volusia County Council  
Mr. Ray Salazar, President – United Way of Volusia-Flagler Counties, Inc.  
Mr. Bob Williams, Vice President for Economic Development – Daytona State College

The following guests were also present:

Ms. Robin King, Vice President – Center for Business Excellence  
Ms. Christine Sikora, Youth Services Coordinator – Center for Business Excellence  
Ms. Jennifer Gosling, Administrative Assistant, Center for Business Excellence

Mr. Ray Salazar called the meeting to order and began the meeting by explaining the progress made in the January 27<sup>th</sup> meeting. He explained that at the last meeting, the Committee requested staff to obtain more financial and programmatic data for the Committee to review.

The Committee was provided with a handout detailing the scope of the work of the four youth service providers currently contracted by the Center for Business Excellence (CBE): Henkels & McCoy, Paxen, United Cerebral Palsy of Central Florida, and SaSo. The contractors serve youth from 16 to 21 years of age. Ms. Christine Sikora guided the Committee through the data and explained the requirements of the youth served.

Ms. Robin King noted that the CBE has more than five years of history with the current contract providers. She stated that the contracts have always satisfied the needs, but after hiring a Youth Coordinator two years ago, CBE has noticed that there may be more need than what is currently being addressed.

The Committee was provided a handout with four charts. Ms. King acknowledged that there have been numerous discussions on whether the CBE should serve in-school or out-of-school youth. She explained that it was difficult to serve in-school youth, because of the performance measures that were implemented ten years ago. CBE continues to serve in-school youth, but has not achieved the goals since the rules changed.

Ms. King called attention to the last chart which detailed the allocations. Due to an increase in funding, including grants and Recovery Act funds, the CBE has served more youth this year than in previous years. Ms. King advised that the state will finalize the budget for next year in May; however, the grant and Recovery Act funds will end this year. Therefore, the CBE is preparing for a reduction in youth funds for the 2011-2012 fiscal year.

Mr. Salazar noted that with the reduction in funding next year, it will become more important to know who CBE is serving and target those populations where the funding would have the greatest impact. Mr. Salazar read a letter to the Committee that was sent after the last meeting by Janet Valentine, Superintendent for Flagler County Schools. In her letter she described several ideas, including the creation of a case manager position. Staff noted the suggestions for additional research.

The Committee discussed the possibility of bringing contracts in-house. A question was raised on if legislature would allow the CBE to provide both services and management. Ms. King answered that it was allowed and several workforce boards have already made the change. Two years ago, the CBE acquired the management of the One-Stop Centers where the savings was approximately \$300,000. The Committee further discussed the possibility of taking youth services and management in-house. Ms. King advised that it would require careful planning and would need to be implemented in stages.

Ms. King advised that the next Board meeting is March 15, 2011. The next step will be for the Youth Committee to meet again in April, after the Board has met. The Committee will also meet once the allocations for next year are received from the State. At that time, staff will supply the Committee with an update on performance and recommendations for the next year.

There being no further business to come before the Committee, the meeting was adjourned.

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Recording Secretary

Center for Business Excellence  
 Operating Budget vs. Actual  
 From 7/1/2010 Through 1/31/2011

	Total Budget	Current Period Actual	Total Budget Variance
<b>Expenditures</b>			
<b>Operating Expenses</b>			
Salaries & Fringe	2,030,255.00	1,053,557.69	976,697.31
Board Expenses	10,000.00	1,494.64	8,505.36
Business Meetings	17,435.00	1,777.04	15,657.96
Communications	76,140.00	27,507.43	48,632.57
Equipment Rental	8,940.00	5,043.93	3,896.07
Insurance	44,360.00	20,477.93	23,882.07
Licenses, Software and Fees	56,463.00	28,388.34	28,074.66
Office and Other Supplies	109,610.00	45,355.86	64,254.14
Outreach	154,000.00	31,018.95	122,981.05
Memberships and Dues	26,340.00	9,061.82	17,278.18
Miscellaneous	5,500.00	3,115.29	2,384.71
Professional Services	65,700.00	34,859.14	30,840.86
Rent	453,718.00	254,145.04	199,572.96
Repairs & Maintenance	154,558.00	75,035.04	79,522.96
Renovations & Equipment	378,050.00	72,969.51	305,080.49
Staff Development & Travel	167,805.00	33,845.55	133,959.45
Telephone & Utilities	<u>121,480.00</u>	<u>63,717.65</u>	<u>57,762.35</u>
<b>Total Operating Expenses</b>	<b>3,880,354.00</b>	<b>1,761,370.85</b>	<b>2,118,983.15</b>
<b>Direct Client Expenditures</b>			
Tuition, Books and Fees	1,490,500.00	691,732.43	798,767.57
Business Training	532,500.00	312,216.11	220,283.89
Transportation	605,000.00	367,606.50	237,393.50
Ancillary Services	141,500.00	72,857.73	68,642.27
Needs Related Payments	154,800.00	117,900.00	36,900.00
Participant Incentives	36,000.00	19,560.00	16,440.00
Other Support Services	<u>144,300.00</u>	<u>140,594.41</u>	<u>3,705.59</u>
<b>Total Direct Client Expenditures</b>	<b>3,104,600.00</b>	<b>1,722,467.18</b>	<b>1,382,132.82</b>
<b>Service Providers</b>			
Case Management	963,470.00	619,868.14	343,601.86
Employability Skills Training	613,062.00	353,529.64	259,532.36
Career Guidance	414,119.00	188,942.16	225,176.84
Youth Contracts	1,121,341.00	565,205.54	556,135.46
Other Services	<u>8,000.00</u>	<u>1,600.00</u>	<u>6,400.00</u>
<b>Total Service Providers</b>	<b><u>3,119,992.00</u></b>	<b><u>1,729,145.48</u></b>	<b><u>1,390,846.52</u></b>
<b>Total Expenditures</b>	<b><u>10,104,946.00</u></b>	<b><u>5,212,983.51</u></b>	<b><u>4,891,962.49</u></b>

**Workforce Development Board of Flagler and Volusia Counties, Inc.**  
**Corporate Performance Measures**  
*July 1, 2010 - January 31, 2011*

	Annual Goal	1st Qtr	2nd Qtr	Y-T-D	Actual	Numbers	Goal Met
<b>Entry into unsubsidized employment</b>							
1	Welfare Transition Program		23.1%	23.2%	23.1%	246 of 1,065	N/A
2	WIA adult	80.00%	88.3%	84.6%	84.0%	267 of 318	MET
3	WIA dislocated worker	80.00%	92.1%	79.5%	83.3%	80 of 96	MET
4	WIA older youth	75.00%	33.3%	50.0%	71.4%	5 of 7	NO
5	Wagner-Peyser	60.00%	12.7%	13.2%	13.3%	2,711 of 20,416	NO
6	Veterans	60.00%	10.0%	11.4%	11.4%	180 of 1,582	NO

**Wage at Employment**

7	Welfare Transition Program		Numbers not available			of	\$12.26
8	WIA adult	for tracking purposes only	98.3%	102.9%	\$12.61	of	\$12.26
9	WIA dislocated worker		101.8%	103.5%	\$12.69	of	\$12.26
10	Wagner-Peyser		96.9%	98.1%	\$12.03	of	\$12.26

**Retention Rate**

11	Adult	86.00%			90.1%	145 of 161	MET
12	Dislocated Worker	86.00%			85.7%	18 of 21	MET
13	Older Youth	80.00%			100.0%	1 of 1	MET
14	Wagner Peyser	78.00%			Numbers not available		
15	Veterans Retention Rate	78.00%			Numbers not available		

**Earnings at Retention (average quarterly earnings)**

16	Adult	\$15,500				21,357.40	MET
17	Dislocated Worker	\$15,000				12,470.50	NO
18	WP	\$12,000				Numbers not available	

**Customer Satisfaction (reported with one month delay)**

19	Customer Satisfaction - Individuals (WIA)	80.00%				Numbers not available	
20	Customer Satisfaction - Employers	80.00%				Numbers not available	
21	Customer Satisfaction - Individuals (WP)	80.00%				Numbers not available	
22	Customer Satisfaction - Businesses (local report)	83.00%	88.5%	88.5%	88.5%		MET
23	Customer Satisfaction - Job seekers (local report)	83.00%	N/A	97.0%	97.0%		MET

**WTP specific**

24	Participation Rate	50.00%				Numbers not available	
25	Two Parent Rate	90.00%				Numbers not available	

**Youth Measures**

26	Younger Youth skill attainment rate	87.00%	78.6%	57.8%	55.2%	32 of 58	NO
27	WIA In-School outcome rate (employment or education)	58.00%	50.0%	77.8%	80.8%	21 of 26	MET
28	Youth attainment of degree or certificate	50.00%	62.5%	64.7%	70.8%	17 of 24	MET
29	Literacy and Numeracy Gains	30.00%				Numbers not available	

WORKFORCE DEVELOPMENT BOARD  
CENTER FOR BUSINESS EXCELLENCE

COST REASONABLENESS POLICY

The Workforce Development Board Center for Business Excellence (CBE) Board of Directors has determined that the following will represent its standards of cost reasonableness with respect to the items listed:

**Mileage Reimbursement:**

Staff will be reimbursed for mileage expense incurred on behalf of the CBE at the IRS rate for mileage in effect at the time the expense is incurred.

Mileage Traveled Calculation – For the purpose of primary point-to-point travel, which is between cities and addressable points, staff will use the shortest distance for reimbursable mileage. Internet mapping services, such as MapQuest or Google Maps, will serve as the source for mileage calculation. Once at the primary point or primary destination, staff can use the odometer readings for vicinity travel associated with company business. Vicinity travel in excess of 25 miles should be accompanied by an explanation.

**Meal Reimbursement:**

Overnight travel – Staff will be reimbursed at the IRS per diem rates for the city to which travel is required.

Travel outside the workforce region – An individual will be eligible for meal reimbursement for lunch, and if required to remain in travel status past 6:00 p.m., the individual will be eligible for dinner. Reimbursement will be calculated based on the IRS per diem rates for the city to which travel is required.

Regional area business meetings – Meal reimbursement is authorized for business meetings that further the work and goals of the organization and are considered prudent in the course of business. IRS per diem rates for Daytona Beach shall apply. In the event that costs exceed specified IRS per diem rates, board-designated management approval is required.

Current GSA(IRS) rates are at: <http://www.gsa.gov/portal/category/21287> .

**Authority to Travel:**

Staff duties require that they travel from time to time, both within and out of the region. As such, authorization to travel on a daily basis within the region is assumed and such travel will not require advance approval.

### **Attendance at Meetings and Events:**

Staff are frequently required to attend events and represent the company, or attend as a normal function of their responsibilities. In such instances, the cost of attendance, whether meals are included or not, will be reimbursed. Reimbursement for out-of-pocket costs will require adequate documentation.

### **Memberships:**

The business of the CBE requires membership in various organizations. These organizations include, but are not limited to, Chambers of Commerce, economic development organizations, human resource organizations, special or targeted industry organizations, and organizations that represent the workforce development community. The cost of membership or participation should be in line with all other members or similar situations. Membership in these organizations will be approved by the President, or in his absence, the Vice President. Membership costs in excess of \$5,000 will require approval of the Executive Committee or the Board of Directors.

### **Employee Morale:**

The morale of our employees, including contractor employees that provide services to our customers, is a top concern – highly motivated employees are high productive employees. To that extent, the Board recognizes that its management team may, from time to time, find it important to recognize individuals as well as collective efforts. Such recognition may take the form of gift cards, or other forms of recognition deemed appropriate by management. Gift cards will not exceed \$25.00 per person. Other means of recognition, such as a plaque, will not exceed \$100.00.

### **Staff Meetings:**

The CBE recognizes that as part of our efforts to inform and train staff, routine staff meetings are held where training and information is disseminated. Such training and information sessions may benefit from refreshments or meals and the Board approves provision of refreshments or meals at the discretion of management. These meetings must have an agenda or list of topics for discussion.

### **Board Meetings:**

Meetings of the Board of Directors or Committees of the Board require the members to leave their work or homes and travel, without reimbursement. If such meetings are scheduled to begin during a period prior to 10:00 a.m. or after 2:00 p.m. beverages and light refreshments may be furnished if requested by the Board or Committee Chair. Meetings held during the lunch/dinner period will have a meal, the cost of which shall not exceed the IRS rate for meal reimbursement\* for Daytona Beach.

\*Excludes delivery, set up or other similar charges.

**Promotional Materials:**

Within the confines of the OMB Circular, staff are authorized to procure materials that can be used at participant and business events that will provide the attendees with CBE contact information; materials that enable better participation/retention of information. All such items will have CBE/One-Stop contact information printed on them.

**Business Events/Sponsorships:**

As a means of connecting with our business customers, it is necessary to sponsor events that allow our staff to promote our services. Such events, whether sponsored solely by CBE or in partnership with other organizations, are vital. Sponsorships may include the provision of materials, food, or financial support. Any sponsorship in excess of \$5,000 requires approval of the Executive Committee. However, the Board recognizes that many things may affect the costs, including but not limited to venue of the event and audience. In such situations, management may, upon review of all options, exceed IRS per diem rates.

**Emergency Situations:**

Emergencies arise from time to time, and in such instances, items beyond the vision of this document may be required. In these circumstances, management will, at its earliest opportunity, review those actions with the Executive Committee. Emergencies may be declared by local or state authorities, or the Board chair.

\*Excludes delivery, set up or other similar charges.

Company Name	Number of Individuals	On-the-Job Training	Signed Contract Date	Total Unit Cost
Accu-Temp Heating and AC	1	Office Clerk	2/24/2011	\$12,960.00
Arrow Rehabilitation	1	Marketing Director	11/5/2010	\$2,080.00
Atlantic Chiropractic and Wellness Center	1	Chiropractic Assistant	1/21/2011	\$1,600.00
Bobs Space Racers	2	Woodworker/Cabinet maker	2/1/2011	\$21,600.00
City of Bunnell	9		2/21/2011	\$19,484.80
Contemporary Machinery & Engineering	4	Industrial electrician (2) General Laborer(2)		\$6,720.00
Dade Service Corporation	2	Field Installer	11/17/2010	\$28,080.00
Daytona Net Works Inc.	3	Graphic Designer /Web Programmer/Office Manager	1/15/2011	\$12,864.00
Disability Solutions	1	Education Case Manager	12/13/2010	\$1,000.00
Edgewater Power Boats	4	Assembler	2/8/2011	\$11,240.00
Family Life Center	1	Shelter Advocate	2/24/2011	\$1,920.00
Flagler County Clerk of the Circuit Court	1	Accountant I	12/3/2010	\$17,742.40
Flagler County, Board of Commissioners	7	Tradesworker III	1/28/2011	\$16,953.60
Flagler County Chamber of Commerce	1	Membership Development Coordinator	11/22/2010	\$2,307.20
Flagler County Clerk of the Circuit Court	2	Court Clerk I/Accountant I	1/6/2011	\$12,422.40
Flagler County Sheriff's Office	1	Web Developer	12/14/2010	\$2,860.80
Flagler County Tax Collector	1	Medical Billing Clerk	1/24/2011	\$2,307.20
Flowers Central	1	Accountant	1/25/2011	\$15,552.00
Galltronics Telemetry	2	Controller /Technical Support Representative	1/21/2011	\$8,553.60
Golden Lion Café	2	Line Cook /Bartender	2/24/2011	\$1,600.00
Habi Tech Systems Inc.	3	Alarm Technician (3)	1/24/2011	\$10,720.00
Hudson Technologies	8	Diesetter(2) /Quality Inspector /CNC Programmer/Site Leader /Lean Engineer/Press Operator	2/20/2011	\$31,356.40
ID4 Roofing Services	1	Office Assistant	2/11/2011	\$8,640.00
International Tool Machine	1	Application Sales Engineer	12/13/2010	\$0.00
Intracoastal Bank	1	Operations Support		\$15,756.00
ITA Inc.	4	General Assembly /Painter	2/8/2011	\$27,440.00
JTs Seafood Shack	1	Line Cook	2/7/2011	\$0.00
LCP Machine	5	Bookkeeper/Office Asst /Quality Control Inspector /Machinist (2)	1/28/2011	\$30,576.00
Livingston, Wolverton and Sword P.A.	1	Secretary	2/14/2011	\$1,440.00
M&M Refrigeration	1	PC Software Development Engineer	1/10/2011	\$2,771.20
MAC Marketing LLC	1	Office Manager	11/15/2010	\$2,080.00
Mid Florida Sportwear	1	Screen Printer Operator	2/14/2011	\$960.00
Office Divvy	1	Operations Specialist	1/20/2011	\$1,600.00
Palm Coast Data	5	Application Developer/Circulation Specialist /Graphic Designer/Projects Technician /Staff Accountant /Circulation Specialist /Application Developer	2/24/2011	\$10,421.60
Palm Coast Media Online	1	Business Development Associate	1/3/2011	\$1,600.00
PARX Group	3	Recruiter (3)	2/8/2011	\$30,204.80
Preferred Management Services Inc.	2	Accts Receivable Clerk /Administrative Assistant	12/6/2010	\$3,846.40
Progressive Physical Therapy		Physical Therapist	2/22/2011	\$3,968.00
Quality Enclosures DBS US Glass Tempering	8	CNC Machine Operator(2) /Wet Jet Operator /Plant manager /Fabricator /Lead Fabricator /Scheduler/Manager/Machine Operator (2)/Truck Driver	2/10/2011	\$39,936.00
SE Cline Construction	1	Equipment Operator	1/21/2011	\$12,960.00
Sickle Cell Disease Association Inc.	1	Case manager	1/26/2011	\$800.00
Sloppy Joes	1	General Manager	1/3/2011	\$5,001.60
Sonic Drive -In	1	Restaurant Manager	1/4/2011	\$800.00
Spanos Imports	1	Service Manager	1/13/2011	\$15,120.00
Teamlogic IT	1	Sr. Certified Sales Tech	1/24/2011	\$2,560.00
Total Comfort Heat and Air Conditioning	1	Receptionist	11/12/2010	\$1,920.00
Vi vid Scope Early Childhood Center	2	Teacher (2)	11/29/2010	\$1,600.00
LCP Machine	5	Bookkeeper/Office Asst /Quality Control Inspector /Machinist (2)	1/28/2011	\$30,576.00
Livingston, Wolverton and Sword P.A.	1	Secretary	2/14/2011	\$1,440.00
M&M Refrigeration	1	PC Software Development Engineer	1/10/2011	\$2,771.20
MAC Marketing LLC	1	Office Manager	11/15/2010	\$2,080.00
Mid Florida Sportwear	1	Screen Printer Operator	2/14/2011	\$960.00
Office Divvy	1	Operations Specialist	1/20/2011	\$1,600.00
Palm Coast Data	5	Application Developer/Circulation Specialist /Graphic Designer/Projects Technician /Staff Accountant /Circulation Specialist /Application Developer	2/24/2011	\$10,421.60
Palm Coast Media Online	1	Business Development Associate	1/3/2011	\$1,600.00
PARX Group	3	Recruiter (3)	2/8/2011	\$30,204.80
Preferred Management Services Inc.	2	Accts Receivable Clerk /Administrative Assistant	12/6/2010	\$3,846.40
Progressive Physical Therapy		Physical Therapist	2/22/2011	\$3,968.00
Quality Enclosures DBS US Glass Tempering	8	CNC Machine Operator(2) /Wet Jet Operator /Plant manager /Fabricator /Lead Fabricator /Scheduler/Manager/Machine Operator (2)/Truck Driver	2/10/2011	\$39,936.00
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Spanos Imports	1	Service Manager	1/13/2011	\$15,120.00
Teamlogic IT	1	Sr. Certified Sales Tech	1/24/2011	\$2,560.00
Total Comfort Heat and Air Conditioning	1	Receptionist	11/12/2010	\$1,920.00
Vi vid Scope Early Childhood Center	2	Teacher (2)	11/29/2010	\$1,600.00
	<b>142</b>			<b>\$634,091.60</b>

Company Name	Number of Individuals Trained	Employed-Worker Training	Signed Contract Date	Employer Contribution	Total Unit Cost
Anchor Certified Planners Group	6	Myers Briggs Assessment Training	10/21/2010	\$5,637.70	\$2,550.00
ARC of Volusia	1	National Conference of ARC leadership group	7/7/2010	\$1,362.76	\$364.00
Arrow Rehabilitation	1	Business Communications Training	8/18/2010	\$1,480.00	\$400.00
Atlantic Chiropractic and Wellness Center	2	Advanced Concepts and Corrective Techniques	11/16/2010	\$1,804.00	\$590.00
City of Bunnell	2	Grant Writing Workshop	12/13/2010	\$1,135.00	\$1,010.00
City of Deland/Fire	6	Vehicle & Machinery Rescue: Operational Level		\$2,939.22	\$2,079.00
City of Orange City	3	Arboriculture Certification		\$3,231.60	\$357.95
Coalition for the Homeless	1	Leadership Daytona	3/2/2011	\$2,344.19	\$600.00
Community Legal Services of Mid Florida	1	Leadership Daytona	2/23/2011	\$2,211.68	\$800.00
Covidien	13	Machine Tools Operation and Blueprint reading	1/12/2011	\$10,838.62	\$6,153.45
Dale Woodward Funeral Home	1	Life Ins training Course and Exam	8/19/2010	\$500.00	\$488.00
Days Inn Speedway	1	Introduction to Solar PV Installation	1/7/2011	\$1,250.00	\$625.20
Daytona State College	7	Introduction to Solar PV Installation	1/14/2011	\$9,987.18	\$9,450.00
Domestic Abuse Council	1	Leadership Daytona	2/23/2011	\$2,133.48	\$800.00
Feliman Painting and Waterproofing LLC	1	Certified Lead Renovator Training Course	9/21/2010	\$300.00	\$240.00
Flagler County Chamber of Commerce	1	Membership Database Training	8/10/2010	\$7,750.40	\$1,500.00
Flagler County Clerk of the Circuit Court	1	PHR Certification	1/14/2011	\$901.99	\$895.00
Flagler County Government	47	National Electric Code training	2/20/2011	\$358,191.14	\$114,975.00
Flagler Technical Institute	2	National Swimming Pool training	9/30/2010	\$634.56	\$450.00
Flomet	27	Injection Molding techniques: failure mode & effect analysis training		\$8,910.41	\$7,414.23
Giles Electric	2	EPA Certified Renovator Training	8/30/2010	\$550.00	\$397.20
Hootoon Landing	1	State Certified Pool Operator Training	9/17/2010	\$275.00	\$184.64
Hudson Technologies	9	Hydraulic System and Troubleshooting	1/18/2011	\$8,920.17	\$8,920.17
Intercoastal painting	1	EPA sactioned Lead based paint training		\$300.00	\$200.00
McAlister Carpet and Tile	1	Florida Green Building Certification Course	9/16/2010	\$300.00	\$173.20
National Center for Prevention and Research Solutions	2	Management Leadership Training Interpersonal Skills-Relationship Development, Leadership styles and Development, growth and	8/6/2010	\$4,200.00	\$1,098.72
NCPRS	9	Communication	10/27/2010	\$8,038.98	\$2,961.09
Palm Coast Data	15	Microsoft Excel 2003 Training SOP/OKI Rollout Training Safety Awareness 2 Compliance training/OSHA 10-Hour Training /Problem Solving, Time Mgmt, Interpersonal Dynamics and 4 phase coaching Training/Play to Win/Environmental Awareness Compliance Training	12/20/2010	\$2,096.25	\$700.05
Playtex /Energizer	122		8/16/2010	\$381,410.78	\$36,402.12
Port Orange/South Daytona Chamber of Commerce	3	Leadership Development Training Class Detailed Training regarding company system software	7/7/2010	\$2,569.50	\$1,200.00
Preferred Management Services	4		2/20/2011	\$2,890.00	\$1,620.50
Royal Floridian/Southwind Management	1	State of Florida Notary Republic training	1/31/2011	\$124.63	\$116.43
SMA Behavioral Healthcare	32	Skills for Supervising	10/14/2010	\$17,066.58	\$9,600.00
Teledyne ODI	13	Team Based Problem Solving	11/16/2010	\$4,294.42	\$3,046.94
The ARC of Volusia County	7	American Red Cross CPR Course	3/1/2011	\$2,785.53	\$1,957.00
Thomas and Betts	4	Basic Machining Skills	1/20/2011	\$2,674.80	\$1,180.00
Total Comfort Heat and AC	2	BPI Energy Rater Training	12/6/2010	\$2,347.50	\$1,147.50
UCP of East Volusia	3	Leadership Daytona	2/23/2011	\$4,597.12	\$1,207.13
United Way of Volusia-Flagler Counties	1	Grant Writing Workshop	12/9/2010	\$425.00	\$214.04
	<b>357</b>			<b>\$867,310.19</b>	<b>\$224,268.56</b>