

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

8:30 A.M. – 10:00 A.M.

May 25, 2010

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. 8:30 a.m. – 8:35 a.m. Welcome and Introductions
- II. 8:50 a.m. – 9:00 a.m. Consent Agenda
 - 1. Minutes
 - Board of Directors Meeting – March 16, 2010 Page 1
 - Finance Committee Meeting – May 20, 2010 Under Separate Cover
 - Approval and/or Ratification of the Minutes
 - 2. Quarterly Financial and Performance Report Page 6
- III. 9:00 a.m. – 9:30 a.m. President’s Comments
 - 1. 2/3 Vote Requirement – Proposed By-law Amendment Page 9
 - 2. Board Workshop Report
 - 3. Flagler Renovations
 - 4. Business Summit
 - 5. Conflict of Interest Annual Certification
- IV. 9:30 a.m. – 9:45 a.m. Review and Approval
 - 2010-2011 Annual Budget Under Separate Cover
 - 2010-2011 Service Contracts
 - 2010-2011 Training Agreements
- VI. 9:45 a.m. – 10:00 a.m. Board Member Comments
- VII. Adjournment

The Board Workshop is scheduled for August 20, 2010

- *What Trends Matter Most to the CBE Board and Market It Serves?*
- *How Do We Translate our Vision and Mission into Action?*
- *What are the Strategic Objectives of CBE?*
- *What does a High Performance CBE Look Like to Advance Towards Objectives*
- *Are we Aligned with State Level Strategic Objectives?*
- *What Steps Must We Take in the next 8 Weeks to Confirm, Launch and Change?*

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

March 16, 2010

The Regular meeting of the Board of Directors of the Workforce Development Board Center for Business Excellence was called to order at 9:00 a.m. on the 16th day of March, 2010 at the Administrative Office of the Company located at 329 Bill France Blvd., in city of Daytona Beach, in the State of Florida pursuant to 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 called the meeting to order and requested introductions of members and guests. The recording secretary recorded each person present in lieu of a roll call. The following members were personally 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
Mr. Paul Clare, Hudson Technologies, Inc. - Retired
Mr. Bob Davis, President-Volusia County Hotel/Motel Association
Mr. Rick Dawson, President – Tel-Tron Technologies, Inc.
Mr. Bill Delbrugge, Superintendent – Flagler County Schools
Mr. Brad Giles, President/CEO – Giles Electric, Inc.
Mr. C. Scott Jarvis, Training Director – Don Morgan Electrical Training Academy
Mr. Andy Kelly, Councilman-Volusia County Council
Mr. Dennis Lilly, President/CEO – Vision H.R.
Ms. Lynda Linke, Social Services Director – Flagler County
Mr. Matt McEnany, Campus President – Keiser University
Mr. Alan Peterson, Commissioner-Flagler County Board of Commissioners
Mr. Barry Pollack, President/CEO – UCP of East Central Florida
Mr. Ray Salazar, President-United Way of Volusia-Flagler Counties, Inc.
Ms. Deanna Schaeffer, President/CEO-Healthy Communities
Dr. Margaret Smith, Superintendent – Volusia County Schools
Bishop Derek t. Triplett, Pastor-Hope Fellowship Church
Mr. John Wanamaker, CCIM – Coldwell Banker Commercial AI Group

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, Director of Finance – Center for Business Excellence
Ms. Nancy Mills, Program & Planning Analyst – Center for Business Excellence

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Ms. Arva Campbell, One-Stop Manager – Center for Business Excellence
Mr. Charlie Howell, IT Director – Center for Business Excellence
Ms. Lori Stone, Director of Business Operations and Communications-Center for Business Excellence
Mr. Lou Paris, Communications Coordination- Center for Business Excellence
Ms. Loren McGinley, One-Stop Manager-Center for Business Excellence
Mr. Andre Anderson, One-Stop Manager – Center for Business Excellence
Ms. Christine Sikora, Youth Coordinator – Center for Business Excellence
Mr. Ted Young, Business Services Manager – Center for Business Excellence
Mr. Ron Goss, Senior Regional Manager-Henkels & McCoy
Ms. Lori Campbell Baker, Daytona Beach Convention & Visitors Bureau
Ms. Valerie Whitney, Editor-Daytona Beach News Journal
Ms. Judy Timmis, Vocational Rehabilitation
Ms. Janet Valentine, Superintendent-Elect, Flagler County Schools
Mr. Charles Williams, Program Manager of Performance–
Workforce Florida Inc. via Conference Call
Mr. Julian Lopez, Second Vice President – Citi Smith Barney
Mr. Gary Smith, Citi Smith Barney

Mr. Giles called attention to the Agenda for the Meeting and stated that a conflict of interest statement has been added to the Agenda page and will be on every Board Agenda page in the future to remind members about announcing any possible conflict of interest.

Mr. Giles introduced Ms. Lori Campbell Baker to the Board members to report on the current activities of the Daytona Beach Convention and Visitors Bureau. Ms. Baker addressed the Board members and reported that the funding for the DBCVB comes from the Bed Tax; a 3% tax on overnight lodging in the community. She discussed the expansion of the Ocean Center and the impact that visitors have on economic development. She reported that almost eight million visitors come into the area every year and stay with friends and family or our area hotels. Ms. Baker distributed a copy of the current visitors guide to the Board members and thanked them for the opportunity to talk to them.

Mr. Giles stated that the first item of business was the approval of the Consent Agenda items. A motion to approve was made and seconded.

1. Upon motion duly made, seconded and unanimously carried, the Consent Agenda items were approved as presented in the Agenda package.

Next, Mr. Giles addressed the Board members and advised that the Workforce Florida Annual Performance would be conducted via conference call and he introduced Mr. Charles Williams, Program Manager for Performance with Workforce Florida, Inc. to present the Board with the Annual Performance Review. Mr. Williams addressed the Board members and CBE staff distributed a copy of the report, which included his PowerPoint presentation. He stated that the report is for performance for fiscal year 2008-2009. Mr. Williams stated Florida's workforce landscape shows more than a million Floridians out of work. He stated that our Region's unemployment is well above the national rate. Mr. Williams reviewed the Balanced Scorecard for the period ended June 30, 2009. He congratulated the Board on having our two-year plan approved and on our successful Summer Youth program. He announced that our region had earned incentive awards of \$28,125 for performance and \$8,900 for our Shared Case Management pilot program. Mr. Williams discussed the Workforce Florida, Inc. strategic goals and the WIA reauthorization. Mr. Williams responded to questions from the Board regarding the strategic goals.

The Board members discussed the Balanced Scorecard vs. the Red/Green report and the WIA reauthorization. Mr. Fraser advised that discussion about reauthorization has been ongoing for approximately five years. If it comes to the forefront, he will advise the members and keep them informed as to the progress.

Mr. Andy Kelly addressed the Board and asked if bringing the management of the One-Stop System in-house has proven to be a positive action. Mr. Fraser provided the background regarding the CBE taking the management of the One-Stop in-house. He explained that we have saved money and have more flexibility in operating the One-Stop System.

Mr. Giles called on Mr. Julian Lopez of the investment firm Citi Smith Barney to review the Corporate Investment Fund for the Board members. Mr. Lopez introduced Mr. Gary Smith, his partner. Mr. Lopez stated that the report had been emailed to the members prior to the meeting and it was projected on the screen as well. He explained that for the year, the fund is up .5%. He stated that last year we were up 4.8% and the annualized amount is 5.1%. They discussed the various bond markets and the strategy being followed.

Mr. Fraser addressed the Board members and reported on the food and beverage issue. He provided a brief background for new board members and stated that one of the regions had some questionable food and beverage expenditures that caused a media campaign which resulted in Workforce Florida, Inc. initiating a moratorium on all food and beverage expenditures using public funds. Mr. Fraser

next announced that the food provided for this meeting was donated by Volusia House as part of their culinary program. The moratorium period was to allow the WFI Board time to complete their investigation and develop a policy. As of today, there is a proposed bill pending before the legislature and a copy of the bill was distributed to the members. Mr. Fraser briefly discussed the implications of the pending legislation. Mr. Fraser also mentioned the issue of board member participation in a contract with the regional workforce board. Mr. Fraser explained that board members will be under more scrutiny than in the past when entering a contract.

Mr. Fraser next discussed the Board Committee structure and reported that the Committees have not been meeting for several months. He stated that the State Workforce Board has gone through a strategic planning process where they have development specific goals and strategies to meet their goals. Staff have felt that holding a board workshop to look at our vision and mission was in order. We should look at the efforts of the State with their strategic plan and determine what our committee structure should look like; do we want the same committees we have or do we want to change them to be focused on different activity. Mr. Fraser stated that it is time to focus where we need to be locally and how it relates to what the State is trying to accomplish. The facilitator is Mr. Don Upton, who worked with the State to develop their strategic plan. Mr. Upton has provided a questionnaire that will assist in preparing for the workshop. The questionnaire will be emailed out to everyone. The date and location will be determined as soon as possible.

Mr. Fraser updated the Board members on the renovations for the Flagler One-Stop. He reported that the unemployment rate in Flagler County has reached 17%, the highest in the State. He stated that the traffic in the Flagler One-Stop has increased significantly and that renovations are required to help improve the traffic flow with the added customers. Mr. Fraser stated that we have requested quotes from five general contractors that we have worked with in the past and we received three bids in response to our request. We are currently in the process of reviewing the bids with the architect.

The 6th Annual Business Summit will be held on June 2nd at the Daytona Beach Hilton. Mr. Fraser reminded the Board members that this has been a very successful event in the past and we have sponsors lined up. Mr. Fraser reported that participants will be charged a fee that will cover the cost of food and beverage.

Mr. Fraser discussed the Metro Daytona Volusia EDC and stated that the CBE has been represented on the Executive Committee of the Business Development Partnership since its inception. We have been invited to sit on the Executive Committee of the Metro Daytona Volusia EDC as well. The Finance and Executive Committees saw a presentation by the Metro Daytona team and have approved us moving forward with that seat with the understanding that staff negotiate the fee.

Mr. Fraser discussed the Conflict of Interest policy and certification and reported that as the result of a State audit, an annual certification declaring no conflict of interest is requested. A certification form was distributed to the Board members.

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Mr. Giles requested Board member comments. The Board members addressed the WFI presentation and indicated that they did not want future presentations to be provided via conference call.

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

Recording Secretary

Center for Business Excellence
 Operating Budget vs Actual
 From 7/1/2009 Through 3/31/2010

	Total Budget	YTD Budget	YTD Actual	YTD Budget Variance
Expenditures				
Operating Expenses				
Salaries & Fringe	1,739,371.00	1,301,654.32	1,267,185.96	34,468.36
Advertising	124,000.00	72,250.06	72,326.00	(75.94)
Board Expenses	10,000.00	9,250.00	8,827.97	422.03
Communications	92,960.00	69,720.03	66,622.94	3,097.09
Equipment Rental	4,500.00	3,375.00	3,573.65	(198.65)
Insurance	28,500.00	27,393.26	24,253.71	3,139.55
Office Supplies	106,600.00	79,949.97	71,157.54	8,792.43
Miscellaneous	5,500.00	4,124.97	3,707.80	417.17
Professional Services	134,151.00	107,438.34	84,890.84	22,547.50
Rent	446,667.00	335,000.25	338,971.86	(3,971.61)
Repairs & Maintenance	174,500.00	130,874.94	115,060.92	15,814.02
Renovations & Equipment	628,279.00	473,034.25	199,267.73	273,766.52
Staff Development & Travel	196,350.00	151,662.38	68,429.85	83,232.53
Telephone & Utilities	<u>137,500.00</u>	<u>103,124.88</u>	<u>86,483.36</u>	<u>16,641.52</u>
Total Operating Expenses	3,828,878.00	2,868,852.65	2,410,760.13	458,092.52
Direct Client Expenditures				
Tuition, Books, Supplies	1,380,000.00	1,034,999.91	797,684.94	237,314.97
Ancillary Services	131,500.00	98,625.06	85,729.60	12,895.46
Business Training	750,000.00	562,500.27	548,795.29	13,704.98
Work Experience	431,000.00	0.00	0.00	0.00
Transportation	772,800.00	579,600.00	383,881.50	195,718.50
Participant Incentives	46,000.00	34,500.06	17,390.00	17,110.06
Needs Related Payments	265,000.00	198,750.06	153,000.00	45,750.06
Other	<u>258,800.00</u>	<u>215,349.94</u>	<u>124,662.72</u>	<u>90,687.22</u>
Total Direct Client Expenditures	4,035,100.00	2,724,325.30	2,111,144.05	613,181.25
One Stop Management & Service Providers				
Case Management	1,013,965.00	760,473.81	828,172.80	(67,698.99)
Employability Skills Training	564,210.00	423,157.50	428,047.31	(4,889.81)
Youth Programs	893,310.00	616,974.00	577,506.77	39,467.23
Career Guidance	409,753.00	307,314.72	265,506.35	41,808.37
Summer Youth Program	310,000.00	310,000.00	299,108.61	10,891.39
Other	<u>12,000.00</u>	<u>9,000.00</u>	<u>3,500.00</u>	<u>5,500.00</u>
Total One Stop Management & Service Prov	<u>3,203,238.00</u>	<u>2,426,920.03</u>	<u>2,401,841.84</u>	<u>25,078.19</u>
Total Expenditures	<u>11,067,216.00</u>	<u>8,020,097.98</u>	<u>6,923,746.02</u>	<u>1,096,351.96</u>

Center For Business Excellence
Balance Sheet
As of 3/31/2010

Assets	
Current Assets	233,024.06
Cash in Bank	0.00
Petty Cash	920.00
Investments	457,745.20
Prepaid Expenses	<u>174,145.24</u>
Total Current Assets	865,834.50
Equipment and Leasehold Improvements	
Equipment & Leasehold improvements	907,867.88
Accumulated Depreciation	<u>(828,656.94)</u>
Total Equipment and Leasehold Improvements	<u>79,210.94</u>
Total Assets	<u>945,045.44</u>
Liabilities & Fund Balance	
Liabilities	
Accounts Payable	21,553.48
Fund Balance	
Beginning Fund Balance	852,772.72
Net Change in Fund Balance	<u>70,719.24</u>
Total Fund Balance	<u>923,491.96</u>
Total Liabilities & Fund Balance	<u>945,045.44</u>

Workforce Development Board of Flagler and Volusia Counties, Inc.
Corporate Performance Measures
July 1, 2009 - March 31, 2010

	Annual Goal	1st Quarter	2nd Quarter	Annual Y-T-D	Actual Numbers	
Entry into unsubsidized employment						
1	Welfare Transition Program	24.5%		22.3%	354 of	1,585
2	WIA adult	80.00%	62.5%	51.2%	66.1%	244 of 369
3	WIA dislocated worker	80.00%	66.7%	53.8%	55.6%	45 of 81
4	WIA older youth	75.00%		0.0%	27.3%	3 of 11
5	Wagner-Peyser	60.00%	14.3%	13.8%	13.4%	2,841 of 21,192
6	Veterans	60.00%	13.1%	12.5%	11.9%	183 of 1,532

Wage at Employment

7	Welfare Transition Program			0.0%		of \$11.36
8	WIA adult	for tracking purposes only		111.1%	137.1%	\$15.58 of \$11.36
9	WIA dislocated worker		115.4%	106.0%	\$12.04 of \$11.36	
10	Wagner-Peyser					of \$11.36

Retention Rate

11	Adult	86.00%	81.5%	85.6%		of
12	Dislocated Worker	86.00%	80.6%	64.3%		of
13	Older Youth	80.00%	75.0%	77.8%		of
14	Wagner Peyser'	78.00%				
15	Veterans Retention Rate	78.00%				

Earnings at Retention (average quarterly earnings)

16	Adult	\$15,500
17	Dislocated Worker	\$15,000
18	WP	\$12,000

Customer Satisfaction (reported with one month delay)

19	Customer Satisfaction - Individuals (WIA)	80.00%	92.0%	88.7%	86.1%	
20	Customer Satisfaction - Employers	80.00%	98.0%	98.0%	98.0%	
21	Customer Satisfaction - Individuals (WP)	80.00%	75.5%	78.0%	78.0%	
22	Customer Satisfaction - Businesses (local report)	83.00%	93.5%	0.0%	88.5%	50 Surveyed
23	Customer Satisfaction - Job seekers (local report)	83.00%	0.0%	95.0%	95.0%	
				0.0%		
				0.0%		

WTP specific

24	Participation Rate	50.00%
25	Two Parent Rate	90.00%

Youth Measures

26	Younger Youth skill attainment rate	87.00%	81.8%	75.0%	86.1%	93 of 108
27	WIA In-School outcome rate (employment or education)	58.00%		70.0%	31.3%	15 of 48
28	Youth attainment of degree or certificate	50.00%	50.0%	66.7%	33.3%	6 of 18
29	Literacy and Numeracy Gains	30.00%				

Section 305. Voting Rights and Voting

Each Director of the Board in attendance at a duly called meeting shall be entitled to one vote on each matter submitted to a vote of the Directors.

All matters before the Board shall be determined by a majority vote of members present at the meeting with a quorum present, with the exception of amendments to the Bylaws as set forth in **Section 1201-Bylaw Revisions** and related party transactions which must be approved by two-thirds of the Board's total membership. Whenever a conflict of interest exists, or is thought to exist, the conflict must be declared in an open meeting and the member must abstain from voting. **See Section 406-Conflict of Interest.**

Members, whenever unable to attend a Board meeting in person or by teleconferencing, may vote in absentia via email to the Recording Secretary or the President. The email vote must be cast after receipt of the meeting agenda, prior to the Board meeting, and a conflict of interest must not exist. Such votes shall count toward the two-thirds membership requirement for approving amendments to the Bylaws or related party transactions. Votes made in absentia shall be counted at the time the vote is taken at a meeting with a quorum present provided email votes contain the date of the meeting, the voting agenda item, a statement that the voter does not have a conflict of interest with the agenda item and a vote (yes, no, or abstain) and the official electronic signature of the Board Member. Such votes will be read into the minutes of the meeting.