

**MINUTES OF THE
WORKFORCE DEVELOPMENT BOARD
CENTER FOR BUSINESS EXCELLENCE
EXECUTIVE COMMITTEE
April 29, 2008**

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 8:30 a.m. on the 29th day of April, 2008 pursuant to written Notice fixing said time and place; the same being filed and attached to these minutes.

Mr. Bob Coleman 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, Eastern Region Director – Kelly Services, Inc.
Mr. Joseph Brumenschenkel, Consultant – MJB Business Consulting
Mr. Bob Coleman, Regional Manager-Florida Power & Light
Mr. Rick Dawson, President – Tel-Tron Technologies, Inc.
Mr. Dwight Selby, President-Selby Realty
Dr. D. Kent Sharples, President – Daytona Beach College
Mr. Reginald Williams, District Administrator – Department of Children & Families

The following guests were also present:

Mr. Rick Fraser, President-Center for Business Excellence
Ms. Robin King, Vice President/Director of Operations – 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 Maushund, Director of Business Services & Corporation Communication –
Center for Business Excellence
Mr. Charlie Howell, Director of Information Systems – Center for Business Excellence
Ms. Mary Bruno, Director of Applied Technology – Volusia County Schools
Mr. Steve Urquhart, Vice President – Workforce Florida, Inc.
Mr. Jonathan Leslie, Executive Director – Florida Institute of Workforce Innovation
Ms. Sharon Warriner, Communication Manager – Center for Business Excellence

Mr. Coleman called the meeting to order and requested introductions from everyone present. Mr. Coleman introduced Mr. Steve Urquhart from Workforce Florida, Inc. (WFI) and asked Mr. Urquhart to present the annual performance report to the Committee. Mr. Urquhart addressed the Committee and advised that Florida Statute requires that Workforce Florida comes out at least once a year to meet with each of the regional boards. Mr. Urquhart advised that he is the

Vice President of Policy and Performance and stated that this was the opening of dialogue where he could be sure that the work of WFI would be consistent with the needs of the regions and to keep the door and communication lines open. Mr. Urquhart provided a brief background of the new WFI President, Chris Hart, who was not able to make the meeting because of all the legislative activity in Tallahassee. Mr. Urquhart discussed the struggle the State still has with public-private partnerships. He provided a PowerPoint presentation to the Committee and highlighted the performance concerns within this region and regions statewide. Mr. Urquhart distributed a packet of information containing his PowerPoint presentation and the Balanced Scorecard Report as of June 30, 2007; this is the replacement report for the Red/Green Report. He stated that the entire workforce system is dealing with difficult times; the system that worked well several years ago does not work as well today.

A review of the Scorecard demonstrated that Region 11 has the ability to work with the employer side of the performance mandates and earned top quartile performance in this area. It is something definitely to build on. Mr. Urquhart stated that in this demand-driven system if you do not have the pulse of the employers than all the other job seeker activities will not matter because you will not have the place to match the skill development system to the demand-driven system. Mr. Urquhart commended Robin King for her active participation in the welfare participation/welfare transition activity because it is critical to the State. There is up to 100 million dollars at risk for the workforce system at large if we do not get this correct. Next, Mr. Urquhart discussed some areas of concern. He discussed the employment retention rate and stated that possibly it was an indication of a poor job fit. Briefly, he talked about services to veterans and offered several suggestions to address these services.

Mr. Urquhart discussed focus on the delivery of services vs. focus on the Balanced Scorecard. He explained that WFI is trying to create a fair evaluation system based on the individual regional needs and responded to questions from the Committee members. The Committee members expressed a desire to establish regional performance standards for measurement, not measurements based on standards applicable to areas such as Jacksonville. Next, Mr. Urquhart discussed issues with welfare transition. He stated that this is a problem area for the entire state. He discussed the need to carefully review case management in order to be sure to capture the performance needed to achieve the 50% Federal requirement. Mr. Urquhart continued to discuss the future outlook for Florida's workforce and the desire to continuously improve the partnerships between economic development, education and the workforce system.

Mr. Coleman called on Mr. Selby to discuss the proposed 08-09 proposed annual budget. The Finance Committee met on April 16th to review the proposed annual budget. Mr. Fraser advised that we still do not have the specific allocations and the proposed budget is based on planning allocations received from the state. Ms. Sue Hale reviewed the fixed cost projections and the variable costs. Mr. Coleman called for a motion from the Committee to accept the proposed budget.

1. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the 2008-2009 proposed annual budget as recommended by the Finance Committee.

The next item on the Agenda is the review for approval of audit and service providers. The Chair first discussed the audit. He reported that we are required to change audit firms every five years and we have been with James Moore and company for the past four years. Mr. Fraser advised that the spreadsheet distributed presented a side-by-side of the proposals received in response to a Request for Qualifications by the Finance Director.

2. Upon motion duly made, seconded and unanimously carried, the Executive Committee approved the selection of the auditing services of William A. Clark and Associates as recommended by the Finance Committee, subject to contract negotiations.

Next item, the Chair stated, was a review of service providers. He called attention to a letter from an attorney representing one of firms that was included with the materials distributed. He advised that the letter was received late Friday and they; Mr. Coleman, Mr. Fraser and Ms. King met with legal counsel on Monday. Mr. Coleman stated that because of the protest and since the matter was in the hands of the attorney, discussion of the case management proposal would be deferred until a response was received from our attorney.

Ms. Robin King addressed the Committee and stated that we had requested proposals for monitoring services but the RFP was not clear enough and we will be seeking proposals again for monitoring services. Ms. King reported that we received two proposals from United Cerebral Palsy/WORC to provide services to individuals with disabilities and the Committee preferred that we enter into a vendor agreement rather than a contract for services to use their services as needed. Ms. King stated that the proposals that were recommended by the Workforce Services Council, referring to a spread sheet that had been distributed with the meeting materials, for Career Planning and Employability Skills/Food Stamp Employment Training Programs were submitted by the two current providers. Ms. King reported that the recommendation for the youth programs is to keep the current three providers and the proposed budget that was approved by the Finance Committee includes a five percent increase, depending on allocations, for the youth programs.

Ms. Azama Edwards addressed the Committee and stated that the Committee felt good about recommending the two current services providers. She reported that her Committee went into the One Stop Centers and observed the quality of service without the providers being aware of their presence. The Committee made several recommendations that will be incorporated in the services.

Mr. Reggie Williams discussed the Workforce System Improvement Committee's selection. He stated that he felt it was appropriate to defer selection. He did state, however, that if the Committee was to move forward with their decision today, he was perfectly comfortable with the ability of the WSIC Committee and the decision that was made.

Next, Mr. Fraser stated that the staff has begun a process of strategic planning, that we call continuous improvement. He reported that we had a meeting facilitated with Ned Harper, Daytona Beach College, Small Business Center. We performed a SWOT Analysis and plan on having additional meetings to finalize the process. Mr. Fraser stated that one of the things we needed to do was to take a look at our current Vision & Mission statements to see if they reflected who we are today. One of the things we did at this initial meeting was to develop a Vision and Mission that reflect who we are and who we want to be. The Vision and Mission presented was:

VISION STATEMENT

To be the premier organization for employment and training solutions to the businesses and workforce of Volusia and Flagler Counties.

MISSION STATEMENT

To provide innovative, customized employment and training solutions to support economic prosperity in collaboration with economic development, education, chambers of commerce, community-based organizations, local governments and active business partners

3. After discussion, upon motion duly made, seconded and unanimously carried, the Executive Committee approved the Vision and Mission Statements as presented.
4. Upon motion duly made, seconded and unanimously carried, the Executive Committee approved the recommendation to negotiate contracts with Career Planning, Inc. and Training Initiatives, Inc. to provide career planning, employability skills and FSET services.

Mr. Fraser reminded the Executive Committee members of the Business Summit on May 28th at the Hilton. He reported that there are more than 300 registrants for the summit. He explained the CEO Leadership track and stated that there are approximately 75 CEO/Business owners registered. He discussed the Exceptional Employer survey status.

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

Recording Secretary