

CareerSource Central Florida Board of Directors Retreat

Second Harvest
411 Mercy Drive
Orlando, FL 32805
Thursday, October 16, 2014
1:00 p.m.

NOTES

- BOARD MEMBERS PRESENT:** Wendy Brandon, Angela Adams, Paul Bough, Robert Brown, Debbie Clements, Melanie Cornell, William D’Aiuto, Nicole Guillet, Eric Jackson, Leland Madsen, Tirso Moreno, Sheri Olson, Joseph Sarnovsky, Sanford Shugart, Robert Spooner, Richard Sweat, Jody Sweet, Chuck Todd, Eric Ushkowitz, and Larry Walter
- MEMBERS ABSENT:** Greg Beliveau, Diana Bolivar, David Brier, Lorna Garrow, Jovanna Heavener, Leslie Hielema, William Merck, Brian Michaels, Jack Plettinck, and Mark Wylie
- STAFF PRESENT:** Pamela Nabors, Mimi Coenen, Leo Alvarez, Kameel Abdurrahman, Joyce Hinton, Homer Boone, Ann Beecham, Nilda Blanco, Anika Holmes, Jason Lietz, Larry Krause, and Kaz Kasal
- GUESTS PRESENT:** Mark Brewer/Central Florida Foundation, Dave Krepcho/Second Harvest, Pat Gehant, Holly Wiedman/Metro Orlando EDC

1. INTRODUCTIONS / MISSION FOR TODAY

Ms. Nabors welcome attendees to the 2nd Annual Board Retreat and introduced Mr. Krepcho, President/CEO of Second Harvest, who welcomed everyone.

Mr. Brewer, the strategic facilitator, greeted attendees and delivered the mission for the day as a review of where we are and where we are going; and to begin planning from an insightful perspective.

2. CAREERSOURCE CENTRAL FLORIDA SNAPSHOT

a. Reflections of the Board Chair

Ms. Brandon greeted the attendees and stated that as we take a step back and review the three goals implemented by the Board at the last Retreat we are challenged today to offer expertise and insight on how to move forward and build upon these goals which will assist the organization with continuing to evolve and grow. Ms. Brandon showed a video clip entitled “Stuck on an Escalator” that was designed to point out how critical it is to look for the obvious which is right in front of you and grab the opportunity.

b. CareerSource Central Florida in 2014 / ’13-’14 Organizational Achievements

Ms. Nabors asked everyone to introduce themselves around the room. After introductions were made, Ms. Nabors provided an organizational snapshot.

Ms. Nabors also provided examples of the work driven by the three Board goals over this past year:

Regional collaboration to include Talent Gap Survey, Tri-Regional Business Summit (occurred on 9/24/14), as regions discussed collaboration opportunities across regional lines, grant initiatives and cross-regional sector strategies.

Organizational collaboration – a few examples of business-driven training focus:

CareerSource Central Florida partnered with Valencia College in FY 13-14 to address growing gap for skilled workers in the manufacturing sector through a joint manufacturing training/internship program. Board Member Richard Sweat, who is active in the program as an employer, provided his insight on the benefits of the program and commended Valencia College for stepping up and recognizing the value of manufacturing in this area.

Mr. Krepcho, President/CEO of Second Harvest reflected on the partnership his organization has with CareerSource Central Florida. Through a partnered internship program, job seekers with barriers to employment enroll into 14-week culinary training at Second Harvest, which includes an internship component and life skills training. Mr. Krepcho indicated that this partnership will be expanding to include those aging out of the foster care system.

Ms. Nabors stated that with the coming change in the new legislation, Workforce Innovation and Opportunity Act (WIOA), there will be more focus on career pathways vs. just getting a job and this involves intensive, valued-added services, which are already on the increase at CareerSource Central Florida.

3. CAREERSOURCE CENTRAL FLORIDA ENVIRONMENT

a. Value Study – implications for employment focus

Mr. Brewer reviewed three specific areas:

Marketplace for partnership – there are about 9,000 workforce preparedness organizations. Move focus on solutions to programs (process vs. business outcome).

Social capital – this is an issue in Florida – this is what happens when we get together to solve problems.

Personal values – the values study done in Central Florida, this was a study of people from various incomes where they provided their feelings and perceptions – what they think the reality is. Mr. Brewer reviewed the results of this study which included the need for community leadership and engaging people in the discussion/involvement – if not talking to rest of community on why this is important then we are missing a big tool to get things done.

b. Generations and Jobs

Mr. Brewer provided an overview of each of the living generations and key characteristics of each:

Silent Generation – 69-88 age

Baby Boomers – 50-68 age

- Most idealistic
- Can do anything - Education is key
- Cynical
- Strong work ethic – passionate about work

Generation X – 33-49 age

- Matrix – separate their activities/live and never overlap – balance work and family
- Postpone marriage/kids
- Cynicism
- Approaches life pragmatically
- Diversity
- Honesty / direct communication – wants feedback

Millennial – under 32

- Higher expectations
- Forward thinking
- Do it together / community with peers
- Starts workforce late 20's/early 30's
- Blender – communicates with multiple channels (not as much voicemail)
- Work/life blending – multi-tasking

c. Talent Gap Survey Opportunities

Ms. Gehant provided a recap of the Talent Gap Survey results to include the below highlights from the survey. Three areas of focus:

- Tech driven, need multi-skilled people with both soft and hard skills / also leadership/management skills – ability and hunger to learn, humble, and smart. It is important to keep learning new things – lifelong learner. Develop career pathway.
- Need to network with businesses – opportunity for partnerships and internships, which is key to getting a job. Career path to job is much different than the degree that was earned.
- Infrastructure is already set-up – need to focus on innovation and get businesses' buy-in to be involved in training and internships to help develop valuable skills for the interns – take the helm and lead the efforts.

4. STRATEGIC DISCUSSIONS – DECISIONS FOR CAREERSOURCE CENTRAL FLORIDA

- What does it mean to be the “Best”?

Ms. Nabors and Ms. Coenen provided the following review of successful business models from the business focused workforce boards where they previously worked.

- Excellence in Business Service Delivery

Ms. Coenen provided the following key stages of the business model from the West Palm Beach workforce.

1. Gain credibility – do the research of the business and speak their language
2. Education & Needs analysis – awareness of current terms
3. Demonstrating capability and defining the business solution – what skills are lacking and what can be done to improve.
4. Dealing with objections – speak with a business mentality.
5. Closing and next steps – growing businesses and being sector-focused will help move needle to quality. Relationship building and collaboration.

- Vision of Business Service Model

Ms. Nabors reviewed the multi-tier approach of the business model from Capital Workforce Partners in Connecticut, where all businesses receive consistent, quality core services and a

subset of businesses (target: specific sectors and small/mid-size companies) received enhanced/value-added services to include screening/matching, OJT/customized training and customized labor market information. Account reps sit at the table with the EDCs to research business needs.

- Brainstorming Activities

The Board broke out into three groups to brainstorm on ideas for business engagement.

5. REPORT OUT – ACTION PLAN

Mr. Brewer asked each group to report out from their group discussions.

Ms. Nabors indicated their group discussed the importance of being mindful of the past as we move forward with a process.

Ms. Wiedman indicated their group discussed two themes: 1) business is customer and customer is business – what do we deliver to customer? 2) move away from average and get a whole lot better.

Ms. Beecham indicated their group discussed four areas: 1) connect business with CareerSource Central Florida - most forward thinking ready with talent pipeline, 2) reputation in community with partnerships – having unique/different partnerships, 3) individuals see us about their career path and 4) a relation so organic that it is not episodic/ad hoc –a partnership where we are the “go to” people for the community.

Mr. Brewer closed with the following points: figure out ways to move people out of social service environment to work environment. Once the vision is defined how do we become that trusted, industry leader? How do we drive our business model intel vs. product deliverables? Connect what credibility is this year and develop credibility measures/vision. What credibility is – leader/credibility behind business model vs. supply/demand based response.

Next Steps: Define Key Responsibility Indicators

Mr. Brewer and Ms. Nabors thanked everyone for attending today’s Board Retreat. There being no further business, the Board Retreat adjourned at 5:00pm

Respectfully submitted,

Kaz Kasal
Administrative Supervisor