

**SERVICE DELIVERY COMMITTEE MEETING**  
**Southwest Florida Workforce Development Board, Inc.**  
**March 10, 2021**  
**2 p.m.**  
**VIRTUAL MEETING**

**MINUTES**

**Members Present: VIRTUAL via ZOOM**

Bill Diamond  
Brian Hirsch  
Mike Nagle

Brian Granstra  
Lois Knox  
Jennifer Thayer

**Members Absent:**

Melvin Morgan

Gerri Yoraschek

**Guests/Interested Parties:**

Mike Jackson, Board President-PRESENT

**Staff Present:**

Barbara Short, Staff Liaison  
Kim Fenty via ZOOM

Carmen Woywod via ZOOM

**I. CALL TO ORDER**

The meeting was called to order by Bill Diamond, Chair, 2 p.m., via ZOOM. A verbal role call was taken and established a quorum was present.

**II. APPROVAL OF MINUTES**

Jennifer Thayer made a **motion** to approve the January 13, 2021, minutes; Brian Granstra seconded, and the motion was unanimously approved by the Committee.

**III. COMMITTEE MONITORING**

Barbara Short presented an overview to the Committee of the CareerSource Florida Continuous Improvement Performance (CIP) Initiative and the January 20, 2021 performance update. The CIP is a set of metrics developed to help Florida's 24 Local Workforce Development Boards collectively achieve Statewide success to meet Federal measures.

The three CIP goals include:

1. Employment Rate for the 1st Quarter after Exit: Due to the timing of the outcome reports, the data reviewed of exits occurred in the Program Year (PY) 2019-2020. We met the first and second quarter's improvement goals; our Region missed the third quarter improvement goal by less than 1%.
2. Participant Training Rate: We met the improvement goals for all four quarters for PY

2019-2020.

Additional credit can be earned on goals one and two by serving job seekers with identified barriers to employment. Additional performance credits are awarded to performance for multiple barriers identified by an individual job seeker. Brian Granstra indicated they will continue to refer customers as those served by Adult Education meet the CIP barriers.

3. Business Penetration: We met the improvement goals of three of the four quarters of PY 19-20. Additional credit is earned toward the Business Penetration metric for each staff-assisted, high-value service provided to business establishments in the five board-selected industry sectors. The CareerSource Southwest Florida five selected sectors include: Construction, Health and Social Assistance, Manufacturing, Transportation and Warehousing, and Professional Services – Professional, Scientific, Technical Services.

The Committee has requested more detail of the CIP Metric Methodology when the outcomes are next reviewed.

Barbara also reviewed the PY 20-21 second quarter outcomes of the Indicators of Performance. All thirteen measures were met. The Youth Credential Attainment rate improved in comparison to the PY's first quarter by thirty percent. CareerSource Southwest Florida Program Division Director Carmen Woywod reported staff analyzed the data used by the State to determine the first quarter Youth Credential Attainment outcome and the methodology applied to the measure. Following staff refresher training, it seems our performance is back on track.

We reviewed the December 2020 unemployment rates for our Region:

Regional: 4.8%	Charlotte: 5%
Glades: 4.2%	Lee: 5.1%
Collier: 4.3%	Hendry: 6%

The five industries within our Region experiencing the largest percent of increased change in employment data during Dec 2020 included Construction, Transportation and Warehousing, Manufacturing (Collier), Professional Services, and Other Services.

The five industries within our Region showing the lowest percent of change or decline in employment for the Dec 2020 included Leisure and Hospitality, Information, Government, Financial Activities, and Education and Health Services.

As a follow-up of the Committee's request of information to identify the occupations included in the November 2020 Employment Data Release industry category titled Education and Healthcare, Barbara shared a December 11, 2020 Labor Market Information report providing the 2020-2028 Employment Projections for the Local Workforce Development Board. The Employment Projection Report identifies the occupations within the industry NAICS Title and Code. The Committee requested the report be emailed to them.

#### **IV. EVALUATION OF CENTER OPERATIONS**

Kim Fenty, Career Development Representative, assigned to the Fort Myers Center, provided a presentation describing the help provided to Reemployment Assistance (RA) claimants since the beginning of the COVID-19 National Health Care Emergency in March 2020. The guidance and help staff provided directly to the RA claimants include, CONNECT system PIN resets, CONNECT system navigation guidance when filing a claim and claiming weeks, how to find and download the IRS 1099 Tax document, and the NEW ID.me validation process. As the Centers were closed to public walk-in traffic in April 2020 due to the Governors Safer at Home Order, we assisted thousands of RA claimants over the telephone with PIN resets. Staff worked Monday – Sunday to help the residents of our communities, reset their CONNECT PIN, as well as, numerous callers from around the State. We were also trained to collect paper RA applications, input the data in the CONNECT system, and review application status. At times, we were able to identify issues within CONNECT’s data to resolve problems delaying RA claim determinations, such as missing documentation or an incorrect date. In June 2020, the Centers re-opened to public traffic to use the computers and internet in the Resource Rooms to file RA claims. We are still taking hundreds of calls from RA Claimants. In 2021, we have been helping RA claimants locate and print their 2020 IRS 1099 forms from the CONNECT site to file taxes on the RA benefits. In addition, to help reduce fraudulent claims, in 2021 DEO implemented a CONNECT identity authentication step with ID.me software. The ID.me system requires the claimant upload two forms of identification and take a selfie with a smartphone to upload. Filing RA claims and navigating the CONNECT system has been very frustrating to our customers. Some of the challenges RA claimants face include: internet accessibility, computer accessibility, computer literacy, language barriers, pop-up blockers, smart phone accessibility, and CONNECT system data inaccuracy, timeout and glitches.

When we work with RA Claimants, we also offer employability services to reconnect them to the workforce. If the RA claimant needs services we do not offer, we refer them to community partnering organizations.

Carmen Woywod, Programs Division Director, added that RA process is very confusing and frustrating to the customers, and the staff are doing a great job in helping them. Bill Diamond, contributed, that assisting with RA claims is not necessarily what we do, but an example of going above and beyond to serve our customers.

## **V. OPEN DISCUSSION**

No items discussed.

## **VI. ADJOURNMENT**

The meeting adjourned at 2:58 P.M.