

**SERVICE DELIVERY COMMITTEE MEETING**  
**Southwest Florida Workforce Development Board, Inc.**  
**September 14, 2022**  
**2:15 p.m.**  
**VIRTUAL and ONSITE MEETING**

**MINUTES**

**Members Present:**

Brian Hirsch, ZOOM  
Jennifer Thayer, PRESENT

Mike Nagle, PRESENT

**Members Absent:**

Brian Granstra, attempted login

**Guests/Interested Parties:**

Nicole Litenko, Collier County Public Schools, PRESENT

**Staff Present:**

Barbara Short, Staff Liaison, PRESENT

**I. CALL TO ORDER**

The meeting was called to order by Chair, Mike Nagle, at 2:16 P.M.

**II. APPROVAL OF MINUTES**

Jennifer Thayer made a **motion** to approve the July 13, 2022, minutes; Brian Hirsch seconded, and the motion was unanimously approved by the Committee.

**III. COMMITTEE MONITORING**

- Barbara Short presented two Program Summary Reports (PY 21-22 Final) to compare to the program trends of PY 20-21. The reports displayed an increased volume of open job orders, but fewer job seeker participants in PY 21-22. The Indicators of Performance (PY 21-22 Final) were presented to the Committee; sixteen of the eighteen measures were met or exceeded. The two measures not met include the Adults employed at the fourth quarter after exit and the Dislocated Workers second quarter after exit. The staff are evaluating the timeliness of data collection and entry of the WIOA Adult and Dislocated post exit follow-up contacts as this impacts the performance for the Indicators of Performance which are included in the HB 1507 – REACH Act LWDB Letter Grade.

- Florida's Employment Figures were reviewed by the Committee. The unemployment

rate in the Region was 2.9 percent in July 2022; down 1.6 % from the 4.5% in July 2021. Collier and Lee had the lowest unemployment rates of 2.8%; Charlotte at 3.0%; Glades at 3.5%; followed by Hendry with the highest rate of 5.9%. The labor force for the Local Workforce Development Board was 652,510 jobs in July 2022, an increase of 24,168 jobs from one year ago. The five industries gaining the highest number of jobs for the year throughout the Region includes Education and Health Services (+4,800 jobs); Trade, Transportation, and Utilities (+3,700 jobs); Mining, Logging, and Construction (+2,800 jobs); Leisure and Hospitality (+2,500 jobs); Professional and Business Services (+2,500 jobs).

- A CSSWF Programmatic Quality Assurance procedure has been implemented to include a multilayer review approach to include monthly peer and center lead career development manager reviews and quarterly reviews completed by the administrative teams and contracted quality assurance consultant. Compliance issues identified through the local quality assurance process will be identified as systemic or specific to staff. Policy and Procedure will be reviewed is systemic and revision made if appropriate. Systemic issues, procedure revisions and staff issues are communicated to the Centers Manager, Training Manager and Center Supervisors for coordination of staff training or coaching. The final DEO Quality Assurance Monitoring Review Report for the review completed in May 2022 has not been issued.

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

- The responsibilities of the new Centers Manager position were provided by Patricia Jackreece on behalf of Amy Furlow, Centers Manager. The challenges faced by the Centers Manager include: How to overcome the resistance to change to harmonize and align the current leadership; How to establish lines of communication that leads to a relationship that activates commitment; How to assess the current work culture. The initial implementation plan includes assessing workflow processes at each CSSWF center; then meet each CSSWF center team to deliver the message that we are one team for regional unification, process synchronization, and staff inclusion. Amy's approach and mindset is, "we are under construction".

#### **V. OPEN DISCUSSION**

This is Mike Nagle's last meeting due to his retirement. The Committee thanked him for his work with the Committee and wished him well.

#### **VI. ADJOURNMENT**

The meeting adjourned at 3:32 p.m.