



Quarterly Report

Business & Education Council Meeting

November 12, 2024
12:00 pm

Employers in Attendance:

Trish Andrews (General Dynamics Land Systems), Corrie Melton (Tallahassee Chamber), Claudia Foreman (Capital Health Plan), Bonnie Burk (Integrsource), Lindsay Holzmacher (Florida State University HR), Tanysha Thomas (Big Bend Transit)

Education Providers in Attendance:

Eric Williams (FAMU), Shyam Mistry (Keiser University), J Van Camp (Lively Technical College), Calandra Stringer (Tallahassee State College), Matt Roberson (Leon County Schools K-12)

Members Absent:

Sally Wheeler (Wakulla County Schools), Angela Sapp (Gadsden Technical College), Rocky Hanna (Leon County Schools K-12), Gloria Pugh (AMWAT), Regina Browning (Leon County Adult Education), Kim Anders (Prime Technological Services), Allie Salyer (League of Southeastern Credit Unions), Gloria Puch (AMWAT Moving, Warehousing, and Storage)

Staff:

I. Welcome & Call to Order – Shyam Mistry

Meeting called to order at 12:02 p.m.

Trish Yahn reviewed the goal for the council is for the local workforce development board to obtain local community-based information related to educational programs and industry needs to inform programs, services and partnerships in the service delivery area to unite the education system and employers to try and recruit talent.

II. Labor Market Information – Trish Yahn

- Shared the current targeted industry sectors for CareerSource Capital Region (CSCR) which include IT, Professional and Human Services, Education, Manufacturing, Construction, Transportation, Logistics, Healthcare, Retail, and Hospitality. The targeted industry list will be reviewed by CSCR's Board Strategic Policy and Planning Committee on 11/13/24 to see if any changes need to be made
- Discussed the Regional Demand Occupations List, it's use in determining how CSCR training dollars can be allocated. Asked all members to review the list and advise if there are occupations their organizations feel are in high-demand but are not represented on the list.

IV. Educator/Employer Discussion Topics

Talent Needs

- **Trish Andrews (General Dynamics Land Systems):** Struggling with chronic absenteeism, particularly among younger hires. Lack of relevant work experience and transferable skills in new applicants. Currently hiring entry-level assemblers but facing challenges with attendance and commitment.
- **Lindsay Holzmacher (FSU):** Biggest issue is retention rather than applicant quality, losing candidates to private sector salaries. Many applicants don't know how to leverage their transferable skills effectively.
- **Bonnie Burke (Integra Source):** Difficulty attracting talent to the Tallahassee area due to high costs (housing, groceries). Lack of response from candidates, even after initial interviews. She's not optimistic about hiring trends in 2025.
- **Claudia Foreman (Capital Health Plan):** Main issues are related to soft skills deficits (e.g., making eye contact, phone etiquette). Challenges mostly seen in frontline roles like patient care representatives.
- **Tanisha (Big Bend Transit):** Facing retention challenges due to lower pay rates compared to city positions. Benefits are strong, but candidates often prioritize higher immediate wages. Noted that long-term employees tend to stay, but there's a high turnover within the first 3-6 months.
- **Corey Melton (Greater Tallahassee Chamber of Commerce):** Highlighted Florida Ready to Work as a helpful tool for assessing soft skills and aligning them with O*NET job codes.

IV. Educational Offerings to Meet Business Needs

- **Matt Roberson (CTE Director, Leon County Schools):** Partnering with Florida Ready to Work for soft skills training. Monitoring student attendance closely and creating programs to incentivize better attendance.
- **BJ Van Camp (Lively Technical College):** Also using Florida Ready to Work for soft skills training, focusing on support from the Student Services department.
- **Eric Williams (FAMU):** FAMU's Career Services department is strong on soft skills training, including mock interviews. Received positive feedback from recent employer interactions at career fairs. Asked Trish Andrews about job postings for General Dynamics. She clarified they use a third-party service, but the roles are posted locally.
- **Dr. Calandra Stringer (Tallahassee State College):** Emphasizing work-based learning projects to bridge the gap between classroom learning and workplace needs. Encouraged employers to share project ideas for students to gain hands-on experience.
- **ShyamMistry (Keiser University):** Noted that many students are missing classes due to work commitments, impacting their development of soft skills. Also mentioned issues with students lacking experience in professional attire. Asked if we could provide labor market data showing average job growth rates. Account Executive Lacy McMullen will follow up with Shyam to provide this data.

V. Questions & Other Discussion

Trish Yahn further discussed Florida Ready to Work and how employers can use this as a tool to help pre-screen candidates for the soft skills many said are missing. Tiffany Vause from Florida Ready to Work will be asked to do a presentation at the February meeting so all can learn more about this no-cost program.

Corrie Melton talked about the upcoming WOW 2.0 hiring fair in April, which is intended to provide entry level positions to graduating high school seniors who do not plan to further their education. Employers who would like to participate should complete the interest form (included in the chat).

VI. Adjourn

Meeting adjourned at 12:48 p.m. by Trish Yahn. Next meeting will be hybrid via Zoom or in person at the Leon Career Center on February 11, 2025 11:30-1:00 pm