

## **Technical Assistance Strategy and Performance Improvement Plan**

On Monday, June 15, 2009 Lois Scott, representing the Agency for Workforce Innovation (AWI), and Larry Champion, representing Workforce Florida, Inc. (WFI) met with the interim Board Chair, Don Burgher, and Mr. Kenneth Russ, interim Director of the Pasco-Hernando Regional Workforce Board. They also attended a joint meeting of the Executive Committee and Audit Committee which was held from 2:00 – 5:00 that afternoon. As stated in the initial action plan, the purpose of the visit was to identify and assess the status of several issues and areas of concern. Most notably, these included:

### **Identify immediate needs for assistance to ensure that programs and services to customers continue unabated.**

Based upon the initial meeting held with Interim Chair Don Burgher and Interim Director Kenneth Russ, assurances were given that contracts for the delivery of programs and services had already been executed and were in place for the upcoming fiscal year. Further, they noted that their service provider had assured them that services would not be impacted during the interim period. They did not anticipate any issues with service delivery.

### **Designate lead contact persons for the regional board and for the state.**

Based upon the discussions with Chair Burgher and the Executive/Audit Committee members, Interim Director Ken Russ will continue in this capacity until a resolution is achieved or replacements obtained for the President and Senior Vice President positions. During the interim director's reserve duty absence (June 19-29, 2009), the Executive Committee appointed Brenda Gott to be in charge. For media inquiries regarding the pending FDLE investigation and personnel issues, the Executive Committee has engaged the services of an attorney, Al Torrence. Other media inquiries will be handled through the normal protocol by Ken Russ.

### **Ascertain the role of key board and staff members during this period of transition**

In addition to the designations made and noted above for designated contact people, the Executive Committee agreed that the Board should have a common voice through the Interim Board Chair, Don Burgher. In this capacity, Chair Burgher will help coordinate the activities of the Board staff.

### **Conduct a preliminary assessment of the needs of the regional board for technical assistance and performance improvement**

During the meeting with Mr. Burgher and Mr. Russ, AWI and WFI staff discussed several options for providing technical assistance and support. This included the possibility of obtaining the services of another regional director on a part-time basis until such time as

the Regional Board had resolved or finalized pending issues with their current director, Mr. Lee Ellzey. As explained by AWI/WFI staff, this would be provided to them at no cost to Region 16, provided the WFI Executive Committee approved the proposed action item at its June 17<sup>th</sup> teleconference. Given the doubling up by existing staff to cover critical operational issues, the Chairman was extremely appreciative of this offer by the State Board.

Also discussed was the potential need for technical assistance for the newly appointed Chief Financial Officer. Ms. Scott assured them that Agency staff resources could be provided as needed to help with this transition.

Chairman Burgher noted that during a previous Board meeting, his board members had raised a concern about the Board's current ***Carver Model*** of governance, and he thought that members might need assistance in deciding whether to change this operational model based upon issues that had come to light during the investigation. When this issue was discussed during the Executive Committee, members decided to defer this issue to the full Board.

**Obtain concurrence from the Board Chair for the state's preliminary assessment and planned action steps.**

Chairman Burgher discussed with the Joint Executive and Audit Committee meeting members the offers of assistance offered by Ms. Scott and Mr. Champion during the morning meeting. All members expressed their appreciation for the Agency and Board's assistance and directed Interim Director Ken Russ to submit a request letter to Director Lorenzo and President Hart as quickly as possible. It is anticipated that this letter will be received prior to the WFI Executive Committee meeting on Wednesday, June 17.

During this discussion and at the suggestion of the Board's Attorney, the Executive and Audit Committee members decided to leave Mr. Russ in the position as interim director, and to use the services of the volunteering regional board executive director as a consultant. This would allow the regional board to retain the current operating structure until such time as a full replacement for the top management positions was found, or until resolution was obtained.

**Based upon the preliminary assessment and concurrence of the Board Chair, initiate action(s) to obtain outside assistance if needed or to designate individuals responsible for providing direct assistance**

Contingent upon approval by the WFI Executive Committee of the proposed action plan and funding, actions will take place very quickly to advise Region 16's Executive Committee of the individual executive directors that have offered their assistance. Based upon Region 16's review and selection, WFI and AWI staff will contact the volunteering regions to identify and authorize the release of funds that will be available to cover costs for this effort.

**Establish timeline for next steps and respective roles of each entity.**

- WFI Executive Committee Meeting, June 16, 2009, 2:30 – 3:30 p.m.
- Selection of Regional Executive Director consultant by Region – June 17-19, 2009
- Pasco-Hernando Regional Board Meeting, proposed date, June 26, 2009
- Training for Chief Financial Officer by AWI – to be determined

**Establish status/update reporting needs and frequency of those updates.**

To be coordinated with consulting regional executive director and Regional Board.