



Board of Directors
Meeting Agenda

Thursday, April 23, 2015 / 9:00 am to 10:30 am
Orlando Health / 1414 Kuhl Ave., Orlando, FL 32806 / Multipurpose Conference Rooms A & B
Conference Call-in phone number: (866) 576-7975 /Participant access code: 299848

Strategic Goals developed by the Board:

- CareerSource Central Florida will become business focused in all efforts
- CareerSource Central Florida will identify ways to measure progress and Return On Investment (ROI)
- CareerSource Central Florida will become the backbone organization for workforce development in Central Florida

- 1. Welcome..... Wendy Brandon, Board Chair
• Orlando Health ..... Kari Conley/Director Community Relations
Jayne Robinson/Career Center Advisor
2. Mission Moment..... Program Services Spotlight
3. Roll Call / Establishment of Quorum
4. Public Comment
5. Approval of Minutes
A. 1/22/15 Joint Meeting of Consortium and Board Meeting ..... Action
6. Board Education – Robert’s Rules ..... Pam Nabors, President/CEO
7. Regional Economic Forecast ..... Dr. Sean Snaith, Director
Institute for Economic Competitiveness
University of Central Florida
8. Chair’s Report..... Wendy Brandon, Board Chair
9. President’s Report ..... Pam Nabors, President/CEO
A. Finance
B. Operations
10. Committee Reports
A. Audit Committee..... Eric Ushkowitz, Committee Chair
B. Community Engagement Committee ..... Kevin Shaughnessy, Committee Chair
C. Executive Committee ..... Wendy Brandon, Board Chair
1) Banking Services Procurement ..... Action
2) Retirement Services Procurement ..... Action
D. Finance Committee..... Bill Merck, Committee Chair
E. Program Committee..... Dr. Sanford Shugart, Committee Chair
Training Programs:
1) Apprenticeship Program (Jack Plettinck)..... Action
2) EWT Grant - .decimal (Richard Sweat)..... Action
F. Youth Committee ..... Debbie Clements, Committee Chair
G. Governance Committee ..... Bob Brown, Committee Chair
1) Public Comment Policy ..... Action
11. Other Business
12. Chair’s Closing Remarks
13. Adjourn

Upcoming Meeting:

Joint Consortium & Board of Directors – Thursday, June 25, 2015 / 9:00am to 11:00am /
Location: TBD



## **MISSION MOMENT**

Our guests are Xavia Sullivan, Office Manager - African American Chamber of Commerce; John F. Davis, President - African American Chamber of Commerce; and Roz McCarthy, Business Development Consultant - African American Chamber of Commerce

Ms. Xavia Sullivan left college before receiving her intended degree, a Bachelor of Science in Business Administration. Many circumstances prevented Xavia from going back to school, and she felt that she lacked the qualifications and knowledge to apply for positions in her field. Next, Xavia began working in after-school programs and daycares. Although she loved working with children, she felt in her heart it was time to do something more and left her job. Unfortunately, being out of work caused Xavia and her four children to lose their home and everything inside.

In 2014, Xavia felt that she was given a second chance — the CareerSource Central Florida (CSCF) Work Experience program. In September 2014, she began working as an Administrative Assistant at the African American Chamber of Commerce. Through the CSCF Work Experience Program, Xavia learned her strengths and weaknesses. CSCF helped Xavia regain her drive and passion to succeed. After attending counseling sessions and completing required testing, Xavia realized her potential — that she was both adequate and qualified. The CSCF Work Experience program helped Xavia regain her drive, self-esteem, and confidence.

In March 2015, Xavia, utilizing the CSCF On-the-Job Training Program, was hired as the Office Manager at the African American Chamber of Commerce at an hourly rate of \$15.87. The CSCF On-the-Job Training Program helped Xavia develop her employment skills, gain leadership roles, and financially to better provide for her family.



**DRAFT**

**Workforce Investment Consortium and CareerSource Central Florida Board of Directors Joint Meeting**

**CareerSource Central Florida  
707 Mendham Blvd., Suite 250  
Orlando, FL 32825  
Thursday, January 22, 2015  
9:00 a.m.**

**MINUTES**

**CONSORTIUM MEMBERS PRESENT:** Teresa Jacobs, Brandon Arrington, Garry Breeden, Leslie Campione and Lee Constantine

**CONSORTIUM MEMBERS ABSENT:** None

**BOARD MEMBERS PRESENT:** Wendy Brandon, Greg Beliveau, Diana Bolivar, Paul Bough, David Brier, Robert Brown, Debbie Clements, Melanie Cornell, William D'Aiuto, Leslie Hielema, Eric Jackson, Leland Madsen, William Merck, Brian Michaels, Tirso Moreno, Sheri Olson, Jack Plettinck, Joseph Sarnovsky, Sanford Shugart, Robert Spooney, Richard Sweat, Jody Sweet, Chuck Todd, Eric Ushkowitz, Larry Walter and Mark Wylie

**MEMBERS ABSENT:** Angela Adams, Nicole Guillet

**STAFF PRESENT:** Pamela Nabors, Mimi Coenen, Leo Alvarez, Joyce Hinton, Homer Boone, Nilda Blanco, Tonya Elliott, Ann Beecham, Wit Livingston, Jerel Safford and Kaz Kasal

**GUESTS PRESENT:** Paula Johnson/Walbon & Company, Inc., Steven Brooks/DeVry University, Tom Wilkes/GrayRobinson

**WELCOME**

Mayor Jacobs and Ms. Brandon called the meeting to order at 9:02 a.m. and welcomed those in attendance.

**MISSION MOMENT**

Mr. Boone introduced Ms. Johnson, Recruiting Manager with Walbon & Company, Inc. Ms. Johnson greeted the Consortium and Board and stated that CareerSource Central Florida referred veteran Mr. Charles Wassa to her company. Mr. Wassa served in the Navy and had over 20 years' experience driving and planning routes. Ms. Johnson stated that Mr. Johnson was hired in November 2014 and has been doing an awesome job as an over-the-road driver moving refrigerated freight for their company. Ms. Johnson thanked CareerSource Central Florida for referring Mr. Wassa, as well as other veterans; all have worked out very well. Ms. Johnson stated her company is looking forward continuing to receive veteran referrals from CareerSource Central Florida.

Mayor Jacobs commended Ms. Nabors, the Board and staff for the great job they are doing with regard to the

“Mission Moment” section of these meetings. These testimonials are extremely important and she thanked Ms. Brandon for this great idea, as this shows the results of CareerSource Central Florida’s efforts.

## **BUSINESS MATTERS OF THE CONSORTIUM AND BOARD**

### **1. Roll Call / Establishment of Quorum**

Ms. Kasal commenced with roll call and established there was a quorum on both the Consortium and Board.

### **2. Public Comment**

None offered.

### **3. Approval of the Minutes**

#### **A. 6/20/14 Joint Meeting of the Consortium and Board**

**A motion was made by Commissioner Campione and seconded by Mayor Jacobs to approve the minutes from the 6/20/14 Joint Meeting of the CareerSource Central Florida Board and Consortium. Motion carried unanimously.**

#### **B. 12/11/14 Board Meeting**

**A motion was made by Mr. Michaels and seconded by Mr. Jackson to approve the minutes from the 12/11/14 Board Meeting. Motion carried unanimously.**

### **4. Board of Directors – Appointment**

**The Consortium unanimously approved the nomination of Steven Brooks, DeVry University to be appointed to the CareerSource Central Florida Board of Directors.**

### **5. Chair’s Report**

#### **A. Service Recognition – Certificate Award for Lorna Garrow**

Ms. Brandon presented an “Outstanding Service Recognition” certificate award in recognition of Ms. Lorna Garrow’s service to CareerSource Central Florida and the Central Florida community. Ms. Garrow’s last day serving on this Board was 12/31/14.

### **6. President’s Report**

Ms. Nabors referred to “CareerSource Central Florida President/CEO Report” in the meeting packet and provided the following highlights since the last Board meeting:

- Board education on Workforce Innovation and Opportunity Act (WIOA) is being provided at each board meeting – full implementation is anticipated for 7/1/16.
- Strategic business engagement plan will be completed for review by Board at their April 2015 meeting.
- Ms. Nabors will be serving on the Family Homelessness Task Force for the Central Florida Commission on Homelessness.
- UCF School of Business is developing and will be conducting a survey to gauge the perception and needs of the business community as it relates to CareerSource Central Florida. Survey results will be presented at the Community Engagement Committee in May 2015 and then at the Joint Meeting of Consortium and Board in June 2015

- Administration office move is scheduled for 4/1/15. A cost savings of \$1.2M will be realized over the course of the new lease.

A. Finance

Mr. Alvarez referred to the report in the meeting packet entitled: "CareerSource Central Florida Budget vs. Actual Report – as of November 2014" and reviewed financials through 11/30/14 as well as provided updates through 12/31/14, which just closed within the last week. Mr. Alvarez reported that expenditures are in line with budget projections.

B. Operations

Ms. Coenen referred to the report in the meeting packet entitled "Operations Report – Data as of 7/1/14 to 12/31/14" and reviewed enrollment goals vs. mid-year targets, budget vs. actual as well as placement outcomes on short term training contracts, grants and partnerships.

**7. Board Education – WIOA Part II**

Ms. Nabors provided a Powerpoint presentation on "WIOA Implementation Considerations – Part II" and reviewed WIOA as it relates to: career services; business engagement and expectations; performance measures; individuals with disabilities and veteran services. Ms. Nabors stated she just returned from attending the national panel of the Workforce Development Council (WCF) which included discussion with Ron Painter, CEO of the National Association of Workforce Boards (NAWB), on the status of WIOA. Ms. Nabors stated that staff received notification earlier this month that the United States Department of Labor (USDOL) would not be issuing proposed WIOA regulations until spring 2015. This delay is due to federal requirement for a unified plan among Labor, Education and Vocational Rehabilitation. Workforce services, adult education and vocational education organizations will need to work together to coordinate/develop a unified plan on leveraging resources. Ms. Nabors stated that even though there is a delay with WIOA regulations, staff are continuing to work with the Board on ideas and strategies to implement next year in transition.

Ms. Brandon commented that the last three Board meetings have included an education component which has been very helpful in keeping the Board updated/informed, especially with the upcoming WIOA and its continual updates.

**8. Committee Reports**

A. Audit Committee

Mr. Ushkowitz stated that the Joint Meeting of the Audit and Finance Committees is scheduled for 2/4/14 at 2:15 pm at which they will start the process of reviewing the audit. Mr. Ushkowitz stated he had no further updates to report.

B. Community Engagement Committee

Ms. Elliott-Moore stated that the Community Engagement Committee met on 1-13-15 and discussed:

- Production of a comprehensive organization-wide Quarterly Snapshot Report to further transparency is being drafted
- A Business Perception Research Study by the UCF School of Business is being conducted to gauge the needs of regional businesses

- A finalized event protocol has been established
- Awarded outsourcing of graphics design services to brandt ronat + co
- CSCF will be re-issuing a solicitation for web, intranet and social media redevelopment
- A detailed review of CSCF's economic development activity throughout the region was provided

C. Executive Committee

1) Term of Lease Notice

Ms. Brandon referred to the memo in the meeting packet regarding termination of administration office facilities lease and stated that at the 1/14/15 Executive Committee Meeting, the Executive Committee approved the following recommendation:

To authorize and direct the President/CEO (i) to terminate the leases at the Mendham Boulevard properties at such time and effective at such date or dates as she determines, in her judgment, to be necessary and useful to carry out properly and cost-effectively the relocation of the CareerSource offices to the new location and (ii) to take all other actions necessary or useful to complete the relocation of the CareerSource offices.

2) Approval of Furniture Vendor for Admin Office

Mr. Brandon referenced the memo in the meeting packet with regard to furniture procurement. CareerSource Central Florida plans to utilize all of its current office furniture and will only need to purchase open workstations, which will utilize space more efficiently and effectively. Ms. Cornell and her associates at HKS have been providing their technical expertise pro bono on workspace layout, design and furniture needs for the new administration office. Due to the very tight timeline, the Executive Committee recommends that the Board grant the Executive Committee authority to review and approve the furniture vendor selection.

**Mr. Wylie made a motion to approve authorization for the Executive Committee to review and approve the furniture vendor selection on behalf of the Board. Dr. Sarnovsky seconded; motion passed.**

Mayor Jacobs asked of the location and duration of the new lease. Ms. Nabors replied the new location will be in the downtown Bank of America building on the 7<sup>th</sup> floor and the lease duration is six years.

D. Finance Committee

Mr. Merck stated that the Finance Committee met on 10/21/14 and reviewed the budget and expenditure items. Mr. Merck noted that the aforementioned office furniture purchases are already built in the budget. Mr. Merck also stated that the Finance Committee will be looking at procurement and contracting thresholds and making recommendations to the Board for the new fiscal year for further efficiencies in the procurement decision process.

E. Program Committee

Dr. Shugart stated the Program Committee continues to fine-tune strategies to connect programs to labor market. CareerSource Central Florida is currently offering employers prescreening services by sending only prequalified candidates to the employer. This makes the organization a more valuable partner for businesses.

F. Youth Committee

Ms. Clements stated the Executive Committee approved issuing a Request for Qualification (RFQ) to secure additional Youth services (short-term training) with a targeted focus on young adults in the following areas: Parramore District, foster youth and youth who reside in Lake and Sumter Counties. These services would provide additional options for current Youth Providers to enhance services for Youth already in their caseloads. Total funding used for these services will not exceed the approved \$500,000 which needs to be expended by 6/30/15. Staff reviewed and scored 25 proposals received. The baseline score for funding consideration was 80%. Of those meeting the 80%, six of the respondents are being recommended for contract negotiations. Ms. Clement referred to the chart in the meeting packet that showed further details on the services of these six respondents.

Mayor Jacobs asked how these specific target areas were determined. Ms. Clements replied that the targeted areas are currently underserved in existing contracts. Ms. Nabors added that based on data and discussions at Youth Committee meetings, it was determined that these areas would be key target areas. Mayor Jacobs commented it would be helpful to see a report on what is currently being done with Youth and an inventory on which Youth are in need of these services.

Commissioner Campione stated that Lake Tech is the only technical school; however, it is a great vehicle for Youth.

Mr. Beliveau stated that Lake County Schools has over 50 academies within the high schools that provide certifications in employable skills. Students can receive certifications which can then help them attain an immediate job; however, employers are not aware of this. Lake County Schools should better publicize this information.

Recommendation:

1. Board approval to authorize staff to conduct agreement negotiations pending a deeper fiscal and technical review to ensure costs are fair and reasonable with:
  - Lake Tech –(serving Lake/Sumter County) for services up to \$52,752
  - Community Based Care of Central Florida (serving Foster Youth) for services up to \$110,000
2. Board approval to authorize staff to conduct agreement negotiations pending a deeper fiscal and technical review of each proposal with the four organizations below and confirm their ability to provide a specific cost per participant based on unique vocational areas for services outside our current Youth Providers scope of work to Parramore Youth. The amount for all contracts should not exceed \$337,248

- M&H Group
- School Board of Orange County
- Orange County School Readiness Coalition d/b/a Early Learning Coalition
- Valencia College

Total funding used for new training service agreements will not exceed the approved \$500,000

**Mr. Brown made a motion to approve above recommendations. Mr. Sweat seconded, with Mr. Jackson, Mr. D’Aiuto and Dr. Shugart abstaining; motion passed with a majority voting “yes.”**

G. Governance Committee

Mr. Brown stated that the next Governance Committee is scheduled to meet on 3/5/15.

Ms. Brandon welcomed Mr. Brooks to the CareerSource Central Florida Board of Directors. Mr. Brooks thanked the Consortium for his appointment and stated he is thrilled to be part of an organization that gives back to the community.

**9. Other Business**

Ms. Nabors stated that the location of the next Board meeting is pending, possibly to be held at Orlando Health in downtown Orlando; will provide an update once confirmed.

**10. Chair’s Closing Remarks**

Ms. Brandon thanked those who attended today’s meeting.

**11. Adjourn**

There being no other business, Mayor Jacobs and Ms. Brandon adjourned the joint meeting of the Consortium and Board at 10:15 am.

Respectfully submitted,

Kaz Kasal  
Administrative Supervisor



## Robert's Rules of Order – Quick Reference

### Why follow Robert's Rules of Order?

- Allows for democratic speech and action
- Preserves order
- Rights of the organization supersede the rights of individuals
- Facilitates group decisions

### Meeting Agendas

- Approval of Minutes
- Reports (from officers, committees, task forces)
- Unfinished Business (replaces term "old business")
- New Business – items brought forward by motion procedure

### Meeting Minutes

- Minutes are a legal record of meetings and the organization.
- Minutes are a record of what is done at a meeting, not what is said.

### Minutes should include:

- Name, date and location of meeting
- List of attendees (note presence of a quorum)
- Time meeting was called to order
- Conflict of Interest & Antitrust Avoidance Affirmation
- Approval of previous meeting minutes
- Motion text and name of maker
- Status/results of motions
- Time meeting was adjourned

### Minutes do not include:

- Discussion
- Personal opinion
- Name of seconder of a motion is not necessary
- Motions withdrawn
- Entire reports (rather attach to minutes)

### Motion

- A motion is a formal proposal by a member that the group take a certain action or position.
- A main motion is required to begin the decision making process.
- A motion occurs prior to discussion

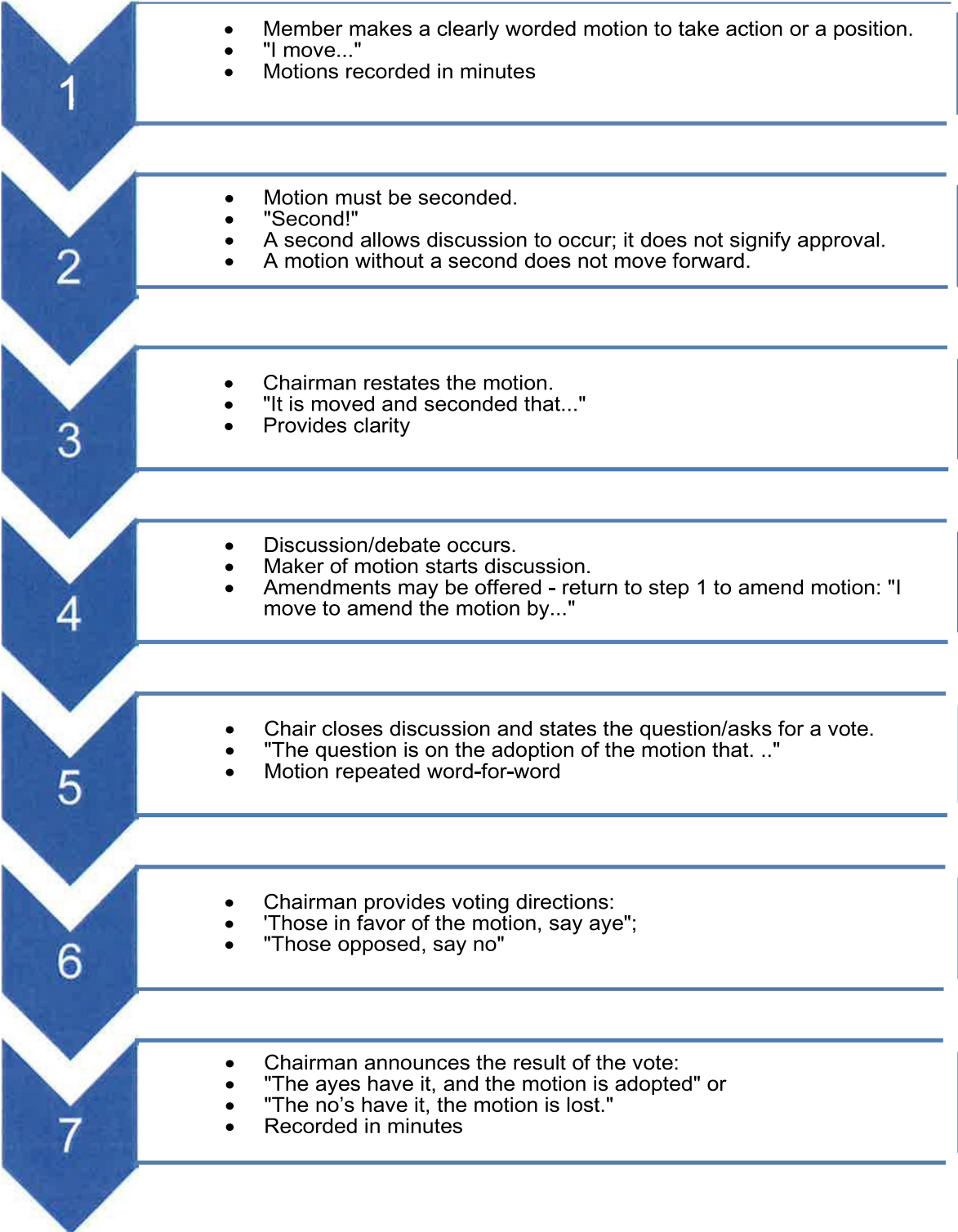
### Ground Rules for Debating

- Remarks must be germane (relevant and appropriate to the discussion); stay on subject.
- Debate issues, not personalities

Source: <http://c.ymcdn.com/sites/www.acecwi.org/resource/resmgr/imported/Roberts%20Rules%20Handout.pdf>

**Robert's Rules of Order – Quick Reference**

**How To Introduce New Business – The Main Motion Process**



## Robert's Rules of Order – Quick Reference

### What Do I Say?

To Do This	Motion	You Say This	Debate Allowed?	Vote Required?
Introduce Business	Main	"I move that..."	Yes	Majority
Second a Motion	Second	"Second!"	No	No
Change the Wording or add Clarity of a Motion	Amend	"I move to amend the motion by..." (adding words; striking out words; substitute words)	Yes	Majority
Send to Committee	Commit/Refer	"I move the motion be referred to ..."	Yes	Majority
Postpone Action until a Specific Time	Postpone	"I move the motion be postponed until..." (provide a specific time on the agenda or next meeting date)	Yes	Majority
Postpone Action until an Unspecified Time (a motion will be required to discuss in the future)	Lay on the Table	"I move to lay the motion on the table."	No	Majority
Limit Debate	Limit Debate	"I move that the debate on this motion be limited to (one) speech of (two) minutes for each member."	No	Two-thirds
End Debate or Request a Vote	Previous Question	"I move the previous question." or "Call the question"	No	Two-thirds
Take Intermission	Recess	"I move to recess for (time)."	No	Majority
Close Meeting	Adjourn	"I move to adjourn."	No	Majority



**Operations Report**  
Data as of July 1, 2014 to March 31, 2015

<b>Core Programs</b>					
<b>Enrollments</b>	<b>Annual Goal</b>	<b>YTD for PY14-15</b>	<b>% Attained of Annual Goal</b>	<b>PY 13-14 to 14-15 YTD Comparison</b>	<b>Placement</b>
Workforce Investment Act - Adult	2477	2036	82.20%	1706	531
Workforce Investment Act - Dislocated Workers	1571	767	48.82%	1212	168
Workforce Investment Act - Youth	824	751	91.14%	287	297
Temporary Assistance to Needy Families (TANF)	N/A	4740	N/A	5597	1255

<b>Training Programs</b>					
<b>Enrollments</b>	<b>Annual Goal</b>	<b>YTD for PY2014-15</b>	<b>% Attained of Annual Goal</b>	<b>PY 13-14 to 14-15 YTD Comparison</b>	
<b>Occupational Skills Training</b>					
New Individual Training Accounts (ITA's)	1423	871	61.21%	1745	
<b>Work-Based Training</b>					
Work Experience	300	231	77%	500	
On-the-Job Training	142	4	3%	40	
Employed Worker Training	100	10	10%	23	
<b>Short Term Training</b>					
	<b>Annual Goal</b>	<b>YTD for PY2014-15</b>	<b>Received Credential</b>	<b>Placements</b>	<b>Average Wage</b>
BFA Environmental	180	58	57	7	\$11.36
Global One Network	50	49	44	11	\$13.41
Home Builders Institute	120	43	42	14	\$10.25
Paxen (GED)	120	36	1*	3	\$8.14

\* 31 are still in training

<b>Business Services</b>			
<b>Performance</b>	<b>Goal</b>	<b>Actual YTD</b>	<b>% to Goal</b>
Employer Penetration Continuous Improvement 10%	8,652	8,992	103.94%
Employer Level 1 - Intensive Services	2,947	5,005	169.89%
Employer Retention Quality Services (20%)	3,598	3,505	97.44%

**Operations Report**  
**Data as of July 1, 2014 to March 31, 2015**

<b>State Reporting</b>				
<b>Veterans Services</b>	<b>Number YTD</b>	<b>Actual % YTD</b>	<b>Ranking in State YTD</b>	<b>More Detail / Definition</b>
Veterans Entered Employment Rate	888	29.60%	20th	The number of unemployed veteran customers who either visited our centers or accessed our services on line that got employed.
<b>Monthly Management Report</b>	<b>Number YTD</b>	<b>Actual % YTD</b>	<b>Ranking in State YTD</b>	<b>More Detail / Definition</b>
Wagner/Peyser Employment Rate	15,249	30.0%	19th	The number of unemployed "universal customers" which means a person who either visited our Career Centers or accessed our services online that got employed.
Wagner/Peyser Entered Employment Wage Rate	\$10.01	67.3%	20th	The average placement wage for the universal customer.
WIA Adult/Dislocated Entered Employment Rate	1070	95.4%	21st	The combined population of laid off and Adult customers who came to us unemployed that received more personalized or one on one services resulting in employment.
WIA Dislocated Worker Entered Employment Wage Rate	\$16.33	109.7%	15th	The average placement wage rate for customers who were laid off and received more personalized or one on one services under the Workforce Investment Act
WIA Adult Worker Entered Employment Wage Rate	\$12.68	85.2%	23rd	The average placement wage rate for Adult customers receiving more personalized or one on one services under the Workforce Investment Act
Welfare Transition Entered Employment Rate	1170	39.7%	1st	The number of customers whose Welfare Transition
Welfare Transition All Family Participation Rate	3738	51.0%	5th	The number of work eligible families receiving Temporary Aid to Needy Families (TANF) who are working or engaged in job search activities

**2014-15 Financial Compliance Monitoring Report**  
**CareerSource Central Florida**  
**Regional Workforce Board No. 12**

**Bureau of Financial Monitoring and Accountability**  
**Florida Department of Economic Opportunity**

*March 30, 2015*

107 East Madison Street  
Caldwell Building  
Tallahassee, Florida 32399  
[www.floridajobs.org](http://www.floridajobs.org)



**2014-15 Financial Compliance Monitoring Report**  
**CareerSource Central Florida**  
**Regional Workforce Board No. 12**  
Period Reviewed: July 1, 2014 – June 30, 2015

**Table of Contents**

<b>I. MONITORING RESULTS .....</b>	<b>3</b>
<b>II. FINDINGS.....</b>	<b>4</b>
1 <sup>st</sup> Tri-Annual Review.....	4
<b>III. ISSUES OF NON-COMPLIANCE.....</b>	<b>4</b>
1 <sup>st</sup> Tri-Annual Review.....	4
<b>IV. OBSERVATIONS .....</b>	<b>4</b>
1 <sup>st</sup> Tri-Annual Review.....	4
Observation # 1.....	4
<b>V. TECHNICAL ASSISTANCE.....</b>	<b>4</b>
1 <sup>st</sup> Tri-Annual Review.....	4



## I. MONITORING RESULTS

The Bureau of Financial Monitoring and Accountability (FMA) performed financial monitoring procedures based on the DEO 2014-15 RWB Financial Monitoring Tool. The monitoring procedures performed included tests of transaction details, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support current year findings, issues of non-compliance and observations. Detailed information for these items is disclosed in the following section of this report.

Summarized below are the results of testing by category as detailed in the DEO 2014-15 RWB Financial Monitoring Tool for the 1<sup>st</sup> Tri-Annual Review:

<b>2014-15 Monitoring Results</b>				
<b>Category</b>	<b>Current Year Findings</b>	<b>Current Year Issues of Non-Compliance</b>	<b>Current Year Observations</b>	<b>Current Year Technical Assistance Provided</b>
1.0 – Prior Year Corrective Action Follow-Up	-	-	-	-
2.0 – Financial Management Systems	-	-	-	-
3.0 – Internal Control Environment	-	-	-	-
4.0 – Cash Management and Revenue Recognition	-	-	-	-
5.0 – OSMIS Reporting and Reconciliation	-	-	-	-
6.0 – Prepaid Program Items	-	-	-	-
7.0 – General Ledger and Cost Allocation Statistics	-	-	-	-
8.0 – Payroll and Personnel Activity Report (PAR) Testing	-	-	-	-
9.0 – ETA Salary and Bonus Cap	-	-	-	-
10.0 – Individual Training Accounts (ITAs)	-	-	-	-
11.0 – Purchasing	-	-	-	-
12.0 – Contracting / Contract Monitoring	-	-	-	-
13.0 – Subawarding / Subrecipient Monitoring	-	-	-	-
14.0 – Property Management	-	-	-	-
15.0 – Disbursement Testing	-	-	1	-
<b>TOTAL</b>	-	-	1	-

## II. FINDINGS

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### 1<sup>st</sup> Tri-Annual Review

There were no current period findings.

## III. ISSUES OF NON-COMPLIANCE

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### 1<sup>st</sup> Tri-Annual Review

There were no current period issues of non-compliance.

## IV. OBSERVATIONS

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### 1<sup>st</sup> Tri-Annual Review

#### **Observation # 1**

Category: Disbursement Testing

Condition: Map and vicinity mileage were not listed separately on the travel voucher for one employee selected and tested. The Vicinity Travel Expense Form provides for reporting three types of mileage: A – Vicinity (MapQuest), B – CSCF Company Vehicle, and S – Standard CSCF Miles (Site to Site).

Criteria: Section 112.061(7)(d)(3), Florida Statutes, states: “All mileage shall be shown from the point of origin to the point of destination and, when possible, shall be computed on the basis of the current map of the Department of Transportation. Vicinity mileage necessary for the conduct of official business is allowable but must be shown as a separate item on the expense voucher.”

## V. TECHNICAL ASSISTANCE

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### 1<sup>st</sup> Tri-Annual Review

No technical assistance was provided during the current period.



## ACTION ITEM

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**To: Board of Directors**

**From: Leo Alvarez**

**Subject: CareerSource Central Florida – Banking and Financial Institution Solicitation**

**Date: April 23, 2015**

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**Purpose:**

The purpose of this memo is to review the results of CareerSource Central Florida's banking and financial services solicitation and to seek authorization from the Board of Directors to approve vendor selection.

**Background:**

An Invitation to Negotiate (ITN) was developed to solicit competitive proposals to identify an institution of choice for fulfillment of banking and financial services for CareerSource Central Florida effective July 1, 2015. ITN contemplated establishing a new banking relationship during a span of five year duration, with option for additional five years, for a maximum of ten years total. The ITN was released via the organization's website for a three-week duration beginning February 27, 2015 with a submittal date of March 19, 2015, in conjunction with publishing a legal notice in Orlando Sentinel. Additionally, notification was also provided by email of public notice release to local banks and credit unions, such as, CNL Bank, Bank United, BB&T, Wells Fargo SunTrust, PNC, Harbor Community Bank and Fairwinds Credit Union. The ITN was based on specifications developed by the CareerSource team. The current annual operating budget of Career Source Central Florida is \$34,000,000.

CareerSource Central Florida received two proposals from the following institutions: Bank United, N.A. and CNL Bank. Sealed proposals were opened, recorded and distributed to CareerSource Central Florida review team for evaluation. The review team was comprised of three CareerSource Central Florida Staff and one Finance Committee member. The review team met to review submitted proposal and proposals were rated with CNL Bank emerging as ranked #1 over Bank United, N.A.

Based upon team's discussion of the proposals submitted new offerings were noted from both proposers; however, CNL Bank was able to offer a larger menu of desired services, including preferred banking for CSCF staff, and educational financial tools for staff. Furthermore, CNL Bank offered a reloadable debit card system that could be used for the distribution of customer incentives rather than the current method of prepaid cards. Overall staff is pleased with the level of service received from CNL Bank and there was nothing contained in the proposal from Bank United, N.A. that was compelling enough to warrant establishing a new banking relationship with Bank United, N.A. Also, there are costs associated with moving banking services and the offerings from non- incumbent Bank United, N.A. weren't sufficient to offset cost associated with move to justify the transition from one banking institution to another.

**Recommendation:**

For the above reasons, staff is requesting approval from the Board of Directors to move forward and select CNL Bank as the institution of choice.



## ACTION ITEM

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**To: Board of Directors**

**From: Leo Alvarez**

**Subject: CareerSource Central Florida – Retirement Broker Services Solicitation**

**Date: April 23, 2015**

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**Purpose:**

The purpose of this memo is to review the results of CareerSource Central Florida's retirement broker services solicitation and to seek authorization from the Board of Directors to approve vendor selection.

**Background:**

A Request for Proposal (RFP) was developed to solicit competitive proposals to identify broker of choice for fulfillment of retirement plan broker services for CareerSource Central Florida effective July 1, 2015. The RFP contemplated establishing a new broker services relationship during a span of five year duration, with option for additional five years, for a maximum of ten years total. The RFP was released via the organization's website for a one month duration beginning February 27, 2015 with a submittal date of March 23, 2015, in conjunction with publishing a legal notice in Orlando Sentinel. Additionally, notification was also provided by email of public notice release to broker firms and financial institutions, such as, Morgan Stanley, Rocha Financials, HN America, UBS Financial, Wealth Management Strategies of Central FL, Raymond James Financial Services, TD Bank, 5/3 Bank, SunTrust, and PNC Bank. The RFP was based on specifications developed by the CareerSource Central Florida team in coordination with the organization's Finance Committee. The Finance Committee is charged with the fiduciary responsibility and oversight of CareerSource Central Florida's \$3.3million, 217+ member voluntary retirement plan.

Sealed proposals were submitted by multiple proposers desiring to establish a retirement plan broker services relationships with CareerSource Central Florida thus allowing for free and open competition. Specifically, three sealed proposals were received from the following broker firms: UBS Financial (incumbent), Raymond James Financial and Chepenik Financial. Sealed proposals were opened, recorded and distributed to CareerSource Central Florida review team for evaluation. The review team was comprised of two CareerSource Central Florida Staff and one Finance Committee member. The team met to review submitted proposal and proposals were rated with Chepenik Financial emerging as ranked #1 over Raymond James and UBS Financial.

Based upon team's discussion of the proposals submitted Raymond James Financial was determined to be too small to manage the CareerSource Central Florida. Additionally, the proposed estimated hours by Raymond James Financial for plan management were too low. UBS Financial, the incumbent, did not respond to all questions requested in solicitation and the proposal pitched a summary of past accomplishment without providing any insight into planning for CareerSource Central Florida's plan going forward. Chepenik Financial was deemed to be big enough to handle the job, as currently staffed. Chepenik Financial proposed a fixed rate contract, which was a desired cost structure included in the RFP. The cost of the contract is \$15,000 annually, which is higher than the proposed cost by Raymond James, but lower than UBS Financial. Also, the Chepenik Financial proposal demonstrated that firm reviewed the data for CareerSource Central Florida's current plan with firm providing some insight into possible directions for future that might be explored.

**Recommendation:**

For the above reasons, staff is requesting approval from the Board of Directors to move forward and select Chepenik Financial as the institution of choice.



## ACTION ITEM

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To: Board of Directors  
From: Mimi Coenen  
Subject: Florida Finishing Trades Institute – Request for Approval  
Date: April 23, 2015

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### Purpose:

The following training institution has submitted a Training Provider Application to CareerSource Central Florida seeking approval to provide occupational skills training to Workforce Investment Act (WIA), Welfare Transition and Trade Adjustment Act (TAA) participants.

### Background:

Florida Finishing Trades Institute, located at 2153 W. Oak Ridge Road, Orlando, Florida 32809, is a Registered Apprenticeship, part of the National Registered Apprenticeship System. The Finishing Trades Institute is the education department for the International Union of Painters and Allied Trades and the Finishing Contractors Association. Their purpose is to develop and expand a qualified and competitive workforce for the finishing trades industries and oversee the apprenticeship training program where those who wish to enter finishing trades learn their craft. The FTI not only provides the necessary skills to do the job right the first time, but also provides the training to do it safely. Their apprenticeship programs provide an “earn while you learn” opportunity.

CareerSource Central Florida staff has reviewed the application. The school is part of the National Registered Apprenticeship System and it meets all of the other eligibility requirements.

The applicant has requested approval to provide training in the following programs:

Program Name	Total Cost	Contact Hrs.	Pell Grant Approved	Placement %
Drywall Finisher	\$5,928	600	No	No data
Glazier	\$7,328	600	No	No data
Painter – Decorator	\$6,228	600	No	No data
Painter, Industrial Coating & Lining Application Specialist	\$7,728	600	No	No data

### Recommendation:

To approve or not to approve **Florida Finishing Trades Institute** as a training provider for Region 12.



## ACTION ITEM

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To: Board of Directors  
From: Mimi Coenen  
Subject: Employed Worker Training Grant Application – Request for Approval  
Date: April 23, 2015

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### **Purpose:**

.decimal has requested an Employed Worker Training Grant in the amount of \$5,395.50 to improve the skills of their current workforce in CNC programming. This training will give the employees improved long-term wage levels and additional specific key occupational skills critical to their current jobs

### **Background:**

.decimal, LLC, located at 121 Central Park Place, Sanford, FL 32771, is an Internet-based medical device manufacturer and software developer serving the international cancer community.

### **Required to Notify CareerSource Florida –**

Richard Sweat is currently serving as President/CEO of .decimal as well as a member of CareerSource Central Florida's Board of Directors.

Per CareerSource Florida's Contracting Policy " A contract under \$25,000 between a regional workforce board and a member of that board or between a relative of a board member is not required to have the prior approval of Workforce Florida, Inc. but must be approved by a two-thirds votes of the board, a quorum having been established, after full disclosure with the member's abstention and must be reported to Department of Economic Opportunity and Workforce Florida Inc. within 30 days after approval."

### **Recommendation:**

Staff recommends that the Program Review Committee review the Employed Worker Training grant application and present for approval before the full Board of Directors on 4/23/15.



**DRAFT**

**POLICY NUMBER: QAC 2015 - 001**  
**POLICY TITLE: Public Comment at Board of Director Meetings**

<b>Author:</b> Governance Committee Board of Directors	<b>Board Approved / Effective Date:</b>	<b>Revision Date:</b> NA
<b>Description of Revision(s):</b>	NA	

**PURPOSE:** As part of its responsibility to conduct business in a public manner, the Central Florida Regional Workforce Development Board Inc., d/b/a CareerSource Central Florida has outlined a policy that is intended to ensure broad opportunity for the public to be heard in decision-making by the Board of Directors and committees of CareerSource Central Florida.

**POLICY:** It is the policy of the Board of Directors of CareerSource Central Florida ("CSCF") that the meetings, deliberations, decisions, and actions of the Board itself and all committees of CSCF subject to the Sunshine Law be conducted openly and with reasonable opportunity for members of the public to be heard, as required by Sections 286.011 and 286.0114 of Florida Statutes.

**PUBLIC OPPORTUNITY TO BE HEARD:** As required by Section 286.0114 of Florida Statutes, the public shall be given a reasonable opportunity to be heard on each proposition to be considered by the Board and CSCF committees. The following rules and guidelines govern the public's opportunity to be heard at meetings of the Board and committees:

1. Time shall be set aside at all CSCF meetings governed by the "Sunshine Law" (Sec. 286.011, Fla. Stat.) for the purpose of receiving comments and suggestions from members of the public.
2. Generally, up to 15 minutes at the beginning of each board or committee meeting will be set aside for citizens who wish to make a request of that board or committee, voice a concern, express an opinion, or address the Board or committee for other purposes. If circumstances warrant, the presiding officer may permit additional time on a case-by-case basis.
3. Generally, all public comments on propositions to be considered at the meeting (or at a future meeting) will be heard only at the beginning of the meeting. If circumstances warrant, the presiding officer may allow public comments on a certain matter to be heard at a later time during the meeting, before the board or a committee takes action on the matter.
4. Persons who wish to be heard during the public-comment period are to be asked to register on a sign-in sheet, which is to be available generally 30 minutes before the start of the meeting.

5. Each person who registers to speak will be advised they have up to three minutes to speak. If circumstances warrant, the presiding officer may permit a speaker to take additional time on a case-by-case basis.
6. Generally, speakers will be recognized by the presiding officer in the order in which their names appear on the sign-in sheet. Speakers must address the board or committee from the podium and may not approach the board or committee or CSCF staff. A designated CSCF staff member will assist to distribute hand-outs or exhibits if needed. Speakers will begin their statement by stating their name and address.
7. Statements are to be directed to the board or committee as a whole, and not to individuals. Public comment is not intended to require a board or committee member to provide an answer to the speaker. Discussions between speakers and members of the audience are not to be allowed.
8. Speakers will be courteous in their language and presentation.
9. Only one speaker will be acknowledged at a time. In the event a group supporting or opposing the same position desires to be heard, in the interest of time a spokesperson shall be designated to express the group's concerns, and the spokesperson will be granted additional time to be heard.
10. Board members will ask questions of the public only through the presiding officer.
11. Action on items brought up during the public comment period will be at the discretion of the board or committee. No board or committee may take action on subject matter for which it has not had the opportunity to fully investigate and gather complete information.
12. These same rules shall apply to the CSCF Board of Directors and all CSCF committees.

**WAIVER OF RULES:** When circumstances warrant, the board or committee may waive any part of these rules during a meeting, upon a motion and majority approving vote by members of the board or committee present, but only to ensure or enhance the right of members of the public to be given a reasonable opportunity to be heard before the board or committee takes official action on a proposition.

**TRAINING:**

Annual training for the members of the Board of Directors regarding the Public Comment policy and procedure will be scheduled by CareerSource Central Florida.

**MODIFICATION:**

CareerSource Central Florida reserves the right to modify this policy at any time.

**EXPIRATION DATE:**

Indefinite





## National Discussion on Role of WIB's under WIOA

### 1. Leading and Driving the Strategic Workforce Discussion

- The workforce boards are **THE** conveners and facilitators and must drive outcomes. Collaboration is more than getting along and it is not enough to just focus on jobs.
- **Cultivating Board and staff leadership is key.** There needs to be a culture of “abundance” and “restlessness.”
- The workforce system cannot get away with the bare minimum.
- Engagement: WIBs cannot just focus on traditional public training options. Need to look to CBOs, e-learning, for-profits and in-house training. Also need to engage in regional economic development issues and work with local chambers of commerce, economic development agencies, etc.

### 2. Developing Expertise in Understanding Technology as a Disrupter in Education and Training

- Diverse users (low to high levels of technical sophistication) across a large geographic area.
- Need to creatively integrate systems to serve large numbers of people.
- Need to connect and leverage existing technology apps and libraries.
- Need a common intake, core program linked through technology.
- Build system capacity – technology can enable WIBs to serve more customers high tech/high touch.
- WIBs need to demonstrate strategic impacts to the communities and technology can help accomplish this task.
- Need a “layered approach” – use technology to serve customers along continuum.

### 3. Identifying New Workforce System Opportunities

- Need to encourage WIBs to talk “big picture,” not just programs.
- Need to understand changes in labor economy.
- There is a surge in the use of staffing agencies.

- WIBs need to assess their ability to support and sustain change strategies.
- Need ongoing review of WIB capacity and impact.
- Need to expand definition for succession planning based on demographics.
- Need better messaging on impacts to stakeholders.
- Engage philanthropic entities to fund ABE.

#### 4. Other Issues/Challenges

- Need to educate board members who are new to the system.
- Need to break down silos.
- Need strategic employer engagement.
- Career pathways are a game changer. WIBs need to understand career pathways and be a convener in the development, communication, and implementation of pathway systems.

#### 5. The Future

What will workforce boards look like in ten (10) years?

1. More virtual “E” in service and delivery.
2. Industry supported and globally sourced.
3. Incubator and supporter of small business creation.
4. Co-investment model with major stakeholders - Education, Economic Development, Libraries, others.
5. More services - not more money.
6. Multiple funding sources available for increased services.
7. Blend of high touch/high tech. “Stickiness” with service/high touch.
8. Blended solutions.
9. Efficiency/Delivery vs, Compliance/data analytics.
10. Success planning and workforce productivity in place.
11. Ongoing leadership skill and development.

#### 6. Potential Actions and Solutions

Three activities that WIBs are uniquely positioned to provide under WIOA:

1. Serve as a convener/intermediary/trusted advisor.
2. Become the business “interface.”
3. Serve as the public “face” of the workforce issues and solutions.



## MEMORANDUM

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**To: Governance Committee**  
**From: Pam Nabors**  
**Subject: Enterprise Risk Management**  
**Date: March 5, 2015**

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**Purpose:**

The purpose of this memo is to update the Governance Committee on the progress and implementation of the recently adopted Enterprise Risk Management Policy.

**Background:**

With guidance from the Governance Committee, CareerSource Central Florida has recently adopted an Enterprise Risk Management Policy. The purpose of this policy is to establish a process of identifying, assessing and managing risks that can either positively or negatively affect CSCF's ability to achieve its strategic goals. The first step of implementing this policy was to create an Enterprise Risk Committee (ERC). Over the last month, CSCF staff created such committee, comprised of senior leadership staff, or designee. The responsibility of the ERC is to identify, assess, manage and report organizational risk exposures to the President/CEO on a semi-annual basis. The identified risk are then evaluated and reported to the Governance Committee semi-annually.

In a recent ERC meeting, staff discussed the various potential risks facing CSCF and come up with a list of top 10 risks facing the organization today. Note, this list below is not based in ranking order of risk.

- A breach of sensitive and confidential data/info.
- Lawsuit/Claims
- Natural/Environmental disasters
- Internal/external acts of violence
- Infrastructure system failure
- Operational system failure
- Fiscal mismanagement/audit findings
- Operational compliance findings
- Economic conditions
- Ethical/reputational issues

The next step in the process will be for the ERC to begin developing a risk score for each event listed above based on the likelihood of the event occurring and the consequences if the event were to occur. The risk score assigned to each will range from low, medium, high, and extreme, based on the matrix contained in the Enterprise Risk Management Committee. A new update will be provided at the next Governance Committee meeting.