

CareerSource Central Florida Board of Directors Meeting

CareerSource Central Florida
707 Mendham Blvd., Suite 250
Orlando, FL 32809
Friday, September 26, 2014
9:00 a.m.

MINUTES

BOARD MEMBERS PRESENT: Wendy Brandon, Angela Adams, Greg Beliveau, Paul Bough, David Brier, Robert Brown, Debbie Clements, William D’Aiuto, Leslie Hielema, Eric Jackson, Brian Michaels, Sheri Olson, Jack Plettinck, Sanford Shugart, Jody Sweet, Eric Ushkowitz, and Larry Walter

MEMBERS ABSENT: Diana Bolivar, Melanie Cornell, Lorna Garrow, Nicole Guillet, Jovanna Heavener, Leland Madsen, William Merck, Joseph Sarnovsky, Dr. Robert Spooney, Richard Sweat, Chuck Todd, and Mark Wylie

STAFF PRESENT: Pamela Nabors, Mimi Coenen, Leo Alvarez, Joyce Hinton, Homer Boone, Tonya Elliott, Ann Beecham, Nilda Blanco, Jason Lietz, Larry Krause, Sean Marshella, Christine Jolliff and Kaz Kasal

GUESTS PRESENT: Chris Hart/CareerSource Florida; Tom Wilkes/GrayRobinson; Tina Robertson/Page One; Patrick Higgs, Tim Yandell/Pagosa Solutions; lor, Lombardi, Hall, Wydra; Ron Goss/Henkels & McCoy, Allyson Snapp, Program Participant; Miguel Ortiz/Program Participant

WELCOME

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

MISSION MOMENT

Mr. Boone introduced Tina Robertson, Office Support, with Page One Consultants who spoke on behalf of Sara Page, the owner of the firm. Ms. Robertson greeted the audience and provided a background of their company. Ms. Robertson stated that Page One Consultants is currently participating in a work experience program with CareerSource Central Florida and has provided a 12-week, in-depth training to five candidates. As a result, Page One Consultants has hired 3 of the candidates who have completed the training program and in the process of hiring the 4th candidate. Ms. Roberston stated that Ms. Holmes and Ms. Walker are to be commended for the assistance they provided with this program.

1. ROLL CALL/ESTABLISHMENT OF QUORUM

Ms. Kasal commenced with roll call and established a quorum present.

2. PUBLIC COMMENT

None Offered

3. APPROVAL OF THE MINUTES

- 6/20/14 Joint Meeting of the Consortium and Board

Mr. Ushkowitz made a motion to approve the minutes from the 6/20/14 Joint Meeting of the Consortium and Board. Mr. Walter seconded, motion passed.

4. CHAIR'S REPORT

Ms. Brandon stated two board members have joined the Board: Mr. Brier, Business Manager, Laborers' International Union of North America/Southeast Laborers and Ms. Guillet, Acting County Manager & Director of Economic Development. Ms. Brandon also introduced Ms. Coenen, Operating Officer/Director of Operations. Ms. Nabors added that Ms. Coenen comes to CareerSource Central Florida with 20 years' experience with workforce development, working at West Palm and Broward County regional workforce boards. Ms. Coenen's experience and knowledge will help to improve operations and she will be instrumental in implementing new WIOA legislation.

Ms. Brandon introduced Mr. Hart, President/CEO of CareerSource Florida. Ms. Brandon announced that last week National Association of State Workforce Agencies (NASWA) presented to CareerSource Florida the "2014 State Excellence Award for Leadership (SEAL)" for its statewide branding efforts. Mr. Hart greeted the attendees and stated that this award is for the all the regions in this state, who have worked collectively to make this rebranding a success. Mr. Hart also recognized Ms. Grant, V.P. of Communications with CareerSource Florida, who led this effort to align all 24 regions with one single brand.

Ms. Brandon stated that the Tri-Regional Summit occurred on 9/24/14 at Port Canaveral. This summit provided an opportunity to collaborate across regional lines and present to businesses the comprehensive services CareerSource offers. Ms. Brandon stated that Mr. Jackson attended the summit and participated on a discussion panel. Mr. Jackson commended Ms. Nabors and her counterparts, Ms. King/CareerSource Volusia-Flagler and Ms. Rice, CareerSource/Brevard on the great job they did jointly putting this summit together. Also, the Talent Gap Survey results officially launched at this summit. Mr. Jackson stated the summit was well attended by the business community and overall it was a very informative and collaborative event. Mr. Jackson stated that both he and Mr. Ushkowitz also attended the first ever joint meeting of Executive Committees to discuss how to strategically work together across regions, setting the framework as a "super region" in order to meet business customer goals. Mr. Panuccio/DEO and Mr. Hart/CareerSource Florida were also present providing their support.

Ms. Brandon referred to the chart on committee participation in the meeting packet. This chart shows each board member and the committee(s) of which he/she is a member. She thanked the Board for agreeing to serve on a committee(s) and also thanked the committee chairs who have served as catalysts turning this organization in a positive direction.

5. Results of Service Delivery Evaluation

Ms. Nabors stated that earlier this year, CareerSource Central Florida engaged Pagosa Solutions, a workforce expert, to assist in the analysis of CareerSource Central Florida's program operations/service delivery in order to provide data in support of whether the organization should continue as a one-stop operator or outsource this function. Ms. Nabors introduced Mr. Higgs and Mr. Yandell with Pagosa Solutions who presented on the results of the evaluation. Mr. Higgs greeted the attendees and provided a powerpoint presentation reviewing the reason for the study, method of study, findings and recommendations. Based on the analysis and the laws and expectations of the

state, CareerSource Central Florida is justified in continuing to provide in-house service delivery. CareerSource Central Florida is positioned/ranked solidly in the middle compared to other workforce regions in the state. Mr. Higgs recommended that a primary focus should be to set priority. Mr. Yandell stressed the importance of engaging the business community. CareerSource Central Florida should measure success as jobs/postings attained vs. being a social service. Staff should serve as business liaisons, “selling” to businesses on the beneficial services CareerSource Central Florida offers, such as customized training and apprenticeship programs. CareerSource Central Florida should be an economic leader and work together with economic development and employers.

Ms. Brandon thanked Mr. Higgs and Mr. Yandell for their presentation. Ms. Brandon stated this information, as well as the coming new WIOA legislation, will help set the stage at the 10/16/14 Board Retreat, where the Board will tie this information to the 3 goals formed from last year’s retreat to create a strategic plan for CareerSource Central Florida.

6. Board Education – Workforce Innovation and Opportunity Act (WIOA)

Ms. Nabors provided a powerpoint presentation entitled “WIOA – Preparing CareerSource Central Florida for change.” Ms. Nabors provided a historical review of workforce legislature, current WIA legislation vs. what is new in WIOA, and a potential implementation timeline. Mr. Hart stated that there are three different ways this implementation process could go: 1) implement on 7/1/2016 when all are required to implement, 2) early implementation on 7/1/2015, or 3) fast track implementation, where implementation is done in phases. Mr. Hart stated that USDOL is interested in early implementation for this state; however USDOL is not, indicating they are in no position to look at state unified plans. Mr. Hart stated that they will continue to forward questions to their federal counterparts; however he urged the Board not to get bogged down in the weeds on this implementation, but to continue working on collaborative partnerships and stay focused on the vision that Florida will be the global leader for talent.

7. President’s Report

Ms. Nabors referred to the “President/CEO Report” in the meeting packet and provided the following highlights: Talent Gap Survey was officially published at the Tri-Regional Summit and the link to the survey is available on CareerSource Central Florida’s website. Mr. Boone, Director of Customer Service, was honored at the 9/25/14 Orlando Business Journal’s “Veterans of Influence” event. Mr. Boone was recognized for his service to our country and his contributions in helping Central Florida residents and veterans obtain employment.

A. Finance

Mr. Alvarez referred to the report in the meeting packet entitled: “CareerSource Central Florida Budget vs. Actual Report – As of June 2014” and reviewed the year-end financial results. With regard to FY 2014-2015, expenditures for the first two months are in-line/on target.

B. Operations

Ms. Coenen referred to the report in the meeting packet entitled: “Program Operations Report (7/1/13 – 6/30/14).” Ms. Coenen stated she plans to provide a breakdown per each line of business and operations so the Board can see how each performed in the previous quarter.

8. Committee Reports

A. Audit Committee

Mr. Ushkowitz stated that the Audit Committee met jointly with the Finance Committee on 8/12/14 and reviewed A-133 audit plan for year-end testing which is currently in process – no issues have been identified thus far. A draft report is expected at the end of October 2014. Also the Department of Economic Opportunity (DEO) submitted their annual monitoring report (7/1/13 thru 6/30/14) and reported no findings and no areas of non-compliance. Also, DEO performs desk audits on a quarterly basis. Mr. Ushkowitz commended the staff and committee for the good work – the last couple of years have been smooth.

B. Community Engagement Committee

Ms. Elliott-Moore stated that the Community Engagement Committee met on 7/15/14. One of the projects the committee is working on is the Brand Ambassador Program of which brand ambassador cards were created and passed out at the last board meeting. The next goal is to have an official brand ambassador representing each county in this region in order to help get business leads and refer them to CareerSource Central Florida's business service team. Ms. Elliott-Moore asked the board members to email her if any are interested in serving as brand ambassador for the county they represent. Ms. Olson stated that she would be willing to represent Lake County as the official brand ambassador. Ms. Elliott-Moore stated that the Community Engagement Committee is also working on event strategy protocols and processes in order to more strategically get the best return on investment (ROI). Ms. Nabors added that UCF's business school is assisting with the analysis of how to best measure ROI on events.

C. Executive Committee

Ms. Brandon stated the Executive Committee met on 9/15/14. The committee reviewed and discussed the staff recommendation to change location/downsize their space from current administration office to the Bank of America Center which is located in downtown Orlando. This staff recommendation was previously reviewed, vetted and approved by the Finance Committee. The Executive Committee then reviewed and approved to move this staff recommendation forward to Board for review and approval. Ms. Brandon asked Mr. Alvarez to provide an overview of this recommendation. Mr. Alvarez referred to the memo in today's meeting packet regarding this action item and reviewed the key elements in the analysis of the relocation. Mr. Alvarez stated that this move will result in a savings of \$1.7M over a five-year term from current administrative facility cost. Mr. Alvarez stated that the current landlord offered a 20% reduction in cost; however this would be still \$1.3M higher over a 5-year span. Additionally, the downtown location is more central to the region so staff will have shorter driving distances/times which is a further savings. The timeframe for the move would be either February or March of next year.

After further review and discussion, Mr. Brown made a motion to approve staff recommendation to move forward and finalize negotiations with The Bank of America Center for CareerSource Central Florida's new administrative office. Mr. Ushkowitz seconded, motion passed.

D. Finance Committee

Mr. Alvarez stated, as Mr. Ushkowitz previously mentioned, that the Finance Committee met jointly with Audit Committee on 8/12/14. The Finance Committee additionally reviewed and discussed the performance of CareerSource Central Florida's 403(b) retirement savings plan.

The Finance Committee will be moving forward adjustments on the plan loan program at a future Board meeting.

E. Program Review Committee

Dr. Shugart stated that the Program Committee met on 9/12/14 and approved to move forward to Board's approval the following two training providers which have met the criteria at the state and local levels:

1. Eligible Training Providers

- Med-Tech Institute (Automotive, Diesel, & Racing Mechanics and Industrial Welding)
- Pro-Nails (Massage Therapy)

After review and discussion, Mr. Michaels made a motion to approve the training providers and specified programs as listed above. Mr. Beliveau seconded, motion passed.

Dr. Shugart stated the below two policies have been strengthened and streamlined.

2. Policies

- "Selection and Retention of Eligible Training Providers & Programs" Policy
- "Individual Training Account (ITA) Policy"

After review and discussion, Mr. Brown made a motion to approve the above listed policies. Mr. Michaels seconded, motion passed.

Dr. Shugart further stated that there is still ongoing work on these policies; there may be additional revisions in the future.

F. Youth Committee

Ms. Clements stated that 1,100 youth are enrolled in the program and 516 youth participated in summer employment of which \$640,000 was expended in youth wages. Staff is finalizing 9-month contract extensions with four youth providers, which will align them to the Board's program year. The Youth Committee met on 9/17/14 and discussed a special procurement (\$500,000) which will be geared towards targeted out-of-school youth programs (specifically in Parramore & Lake/Sumter areas) and foster youth. This \$500,000 appropriated for youth is part of the 2014-2015 annual budget, which was approved by the Board at their 6/20/14 meeting. Ms. Clements announced that a youth summit for youth stakeholders and businesses is being planned during the first half of 2015 - any sponsorships for this event are welcome.

G. Governance Committee

Mr. Brown stated that the Governance Committee met on 8/20/14. Mr. Walsh attended the meeting to discuss enterprise risk management and provided related materials. Mr. Brown will be meeting with Ms. Nabors and Ms. Coenen for further review and assessment and come back to the Board with a recommendation.

9. Other Business

Ms. Brandon stated the Florida Chamber of Commerce's "Future of Florida Forum" will occur next week asked Mr. Hart to provide further details on the forum.

Mr. Hart stated that the forum will occur from 9/29 thru 10/1 and will consist of political, business and community leaders coming together for an annual discussion on how to help secure Florida's future. Mr. Hart further stated CareerSource Florida will hold its Executive Committee meeting and invited the Board members to attend.

10. Chair's Closing Remarks

Ms. Brandon thanked those who attended today's meeting and asked the Board to stay if they are able to stay for the annual Board Education session which immediately follows the meeting. Ms. Brandon reminded the Directors of the Board Retreat which is occurring next month on 10/16/14 and of the next Board Meeting occurring on 12/11/14.

11. Adjourn

There being no further business, the meeting adjourned at 10:37 am.

Respectfully submitted,

Kaz Kasal
Administrative Supervisor