

CareerSource Central Florida Board of Directors Meeting

Melrose Center
Orlando Public Library/2nd Floor
101 E. Central Blvd., Orlando, FL 32801
Thursday, December 11, 2014
9:00 a.m.

MINUTES

BOARD MEMBERS PRESENT: Wendy Brandon, Greg Beliveau, Diana Bolivar, Paul Bough, David Brier, Robert Brown, Debbie Clements, Lorna Garrow, Nicole Guillet, Leslie Hielema, Eric Jackson, Brian Michaels, Joseph Sarnovsky, Kevin Shaughnessy, Sanford Shugart, Jody Sweet, Chuck Todd, Eric Ushkowitz, and Mark Wylie

MEMBERS ABSENT: Angela Adams, Melanie Cornell, William Di'Aiuto, Jovanna Heavener, Leland Madsen, William Merck, Tirso Moreno, Sheri Olson, Jack Plettinck, Robert Spooney, Richard Sweat, and Larry Walter

STAFF PRESENT: Pamela Nabors, Mimi Coenen, Leo Alvarez, Kameel Abdurrahman, Joyce Hinton, Homer Boone, Tonya Elliott, Ann Beecham, Nilda Blanco, Anika Holmes, Larry Krause, Kathryn Vega and Kaz Kasal

GUESTS PRESENT: Mary Anne Hodel, Wendi Bost/Orlando Public Library System; Peggy Swenson/Program Participant; Lois Scott/Department of Economic Opportunity; Tom Wilkes/GrayRobinson

WELCOME

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

Ms. Nabors introduced Mary Anne Hodel, Library Director/CEO with Orange County Library System, the host for today's meeting at the Melrose Center. Ms. Hodel welcomed the Board and invited them to stay after the meeting for a tour of the Melrose Center. Founded by the Melrose family, Melrose Center provides state-of-the-art equipment/software for the usage and betterment of lives in the community. Ms. Hodel stated that the Orange County Library System and CareerSource Central Florida were recipients of the annual state award "Libraries Mean Business" in recognition for their partnership of effectively combining each other's resources to enhance employability outcomes for job seekers. This partnership continues and strengthens with further collaboration.

MISSION MOMENT

Mr. Coenen introduced Ms. Swenson, a program participant of Workforce Innovation Act (WIA). Ms. Swenson greeted the audience and relayed her experiences in the work experience internship program. Ms. Swenson further stated that her internship with Osceola Council on Aging was so successful that this organization offered her a permanent position as a Grant Writer. Ms. Swenson thanked CareerSource Central Florida for the education and opportunity; this experience has been invaluable.

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

- 9/26/14 Board of Directors Meeting

Mr. Michaels made a motion to approve the minutes from the 9/26/14 Board of Directors Meeting. Mr. Brown seconded; motion passed.

4. CHAIR'S REPORT

A. Board Information on CareerSource CF Website

Ms. Brandon asked Ms. Kasal to review the new process for receiving Board packets. Ms. Kasal explained that Board packets will be emailed via a link vs. an attachment, as some recipients have size limits to attachments in emails. This link will direct them to a web page on CareerSource Central Florida's website where the Board will access the current Board meeting packet and all the committee meeting packets since the last Board meeting. Ms. Kasal also showed the Board web pages to historical meeting information and Board reference materials such as the Board Manual, Bylaws, etc. and the link to these pages will also be included within the same email.

B. President/CEO's Goals

Ms. Brandon referenced the draft document entitled "President/CEO Goals 2014-2015" and reviewed the two sections: 1) "Measureable Objectives" which lists Ms. Nabors' three organizational objectives and corresponding performance indicator categories and 2) "Soft Skills / Competencies" which describe leadership skills and attributes, and levels of each competency. This document will be the tool the Executive Committee uses for the next evaluation.

5. Department of Economic Opportunity (DEO) Performance

Ms. Nabors introduced Ms. Scott, Bureau Chief with DEO/One-Stop and Program Support. Ms. Scott greeted the audience and provided a Powerpoint presentation entitled "CareerSource Central Florida – Regional Workforce Board Performance Overview" which was also included as a handout in the meeting packet. Ms. Scott stated that the purpose of the overview is to review the Board's performance and to certify that the Board is in compliance with applicable state and federal law. Ms. Scott commenced with her overview covering the following areas: financial and participant overview; program performance and incentives for program year 2013-2014; programmatic monitoring and oversight; upcoming WIOA legislation; new Economic Security Report and MIS system. Ms. Scott provided the following highlights in her presentation: CareerSource Central Florida has done an exceptional job keeping administrative expenses at 5% (limit is 10%) and exceeding 50% ITA goal at 70%; with WIOA there will be more focus on leveraging resources and sharing costs of Career Centers with partners. Ms. Brandon thanked Ms. Scott for her presentation

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

Ms. Nabors and Ms. Coenen jointly provided a Powerpoint presentation entitled "WIOA – Implementation Considerations" and reviewed WIOA's main components, local changes and the composition of the State Board. Some of the local changes will include: smaller Board size; 75% youth funds spent on out-of-school youth; adult education and vocational rehabilitation to be included as core programs; and enhanced performance reporting. Dr. Shugart asked how veteran services and outreach will be addressed with WIOA. Ms. Nabors replied that this is currently a priority of services to veterans under WIA, and with WIOA there will even be more focus on coordinating services and outreach to veterans.

7. President's Report

Ms. Nabors referred to the "President/CEO Report" in the meeting packet and provided the following highlights: Board Retreat occurred on 10/16/14 and summary of Board's feedback will be part of the framework as the business engagement/strategic plan is crafted in alignment with WIOA; Ms. Blanco and Ms. Holmes completed the Florida Sterling Council Examiner training last month; CareerSource Central Florida received the best-in-state award for promoting smoking cessation in partnership with Tobacco Free Florida; and Ms. O'Brien, Florida TRADE Grant Coordinator, was named regional workforce champion for exceptional customer service at the Florida Workforce Summit.

A. Finance

Mr. Alvarez referred to the report in the meeting packet entitled: "CareerSource Central Florida Budget vs. Actual Report – as of September 2014" and reviewed financials through 9/30/14. 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 (7/1/14 – 10/31/14)" and reviewed enrollment goals and budget vs. actual as well as placement outcomes on short term training contracts, grants and partnerships. Ms. Coenen also reviewed business services performance, which is a state-driven metric and data from the State's monthly management report which included CareerSource Central Florida's rankings per measure in the State. The Board discussed and concurred the importance for this region to move from average to high performing.

8. Committee Reports

A. Audit Committee

Mr. Ushkowitz stated that the Audit Committee will be meeting jointly with the Finance Committee early next year to review the draft A-133 audit report, which is showing no findings at this point. Also DEO monitoring is scheduled to commence their field work at end of January 2015.

B. Community Engagement Committee

Ms. Shaughnessy stated that the Community Engagement Committee met on 11/18/14 and reviewed outreach activities to date. The committee also reviewed and discussed event protocol strategies and weighing for return on investment (ROI) on community outreach efforts. A Request for Qualifications (RFQ) for Website and Intranet Redesign and Social Media Presence Development closes tomorrow, 12/15/14. UCF is assisting on a research assignment focusing on surveying employers. Finalization of the Annual Report should be done by next week for distribution.

C. Executive Committee

1) Executive Committee Charter

Ms. Brandon referred to the Executive Committee charter which has been reviewed and approved by the Executive Committee.

Mr. Ushkowitz made a motion to approve the Executive Committee Charter. Mr. Brown seconded; motion passed.

2) Notice on South Orange County Office Lease

Mr. Alvarez referenced the memo on "Facilities Update" and reviewed the background and factors attributing to the staff recommendation to allow a two year lease extension (which is at current competitive market rates) of the South Orange County office of which the Finance and Executive Committees reviewed/approved.

Mr. Alvarez also noted that the administration's office move to the Bank of America building located in downtown Orlando is targeted for 4/1/15. A savings of \$1.5M will be realized over the term of this new office lease.

D. Finance Committee

Mr. Alvarez referenced the document entitled "CareerSource Central Florida Proposed Retirement Plan Changes" and stated the intent is to better align with similar size organizations as well as standard practice. Mr. Alvarez reviewed the vesting schedule and loan provisions of the plan. Mr. Alvarez added that both the ERISA attorney and retirement plan broker recommended changes in two key areas:

- 1) Adding a vesting schedule on CareerSource Central Florida contributions to individual plans
- 2) Setting parameters/criteria for employee loans

Mr. Jackson made a motion to approve the proposed retirement plan changes effective 1/1/15. Dr. Shugart seconded; motion passed.

E. Program Review Committee

Dr. Shugart stated that the Program Review Committee is pleased to work with Ms. Coenen; she brings new energy and perspective to this environment.

Dr. Shugart stated that the Program Committee met on 12/4/14 and moved to Board approval the following four training providers which have met the criteria at the state and local levels:

Eligible Training Providers

- 1) I.T. of Central Florida Vocational School (Medical Assistant, Medical Billing and Coding)
- 2) J & J Healthcare Institute (Medical Assistant, Patient Care Technician, Pharmacy Technician, Phlebotomy Technician, Practical Nurse)
- 3) Med-Life Institute (Practical Nursing, Nursing (A.S.))
- 4) Sumter District Schools: Career & Adult Education (Nursing Assistant (Long-Term Care), Air Conditioning Refrigeration & Heating technology 1)

After review, Mr. Brown made a motion to move for Board approval the above eligible training providers and their programs, as listed. Mr. Michaels seconded; motion passed.

Dr. Shugart stated that the eligibility criteria for training providers will be further reviewed/refined over the next several months, especially in consideration with the new WIOA legislation.

F. Youth Committee

Ms. Clements stated that the Youth Committee met on 11/19/14 and discussed the \$500,000 in unobligated funds to be used to offer services to enhance existing programs and help out-of-

school youth in critically needed areas: Parramore District; Lake/Sumter and foster youth. This also aligns with the new WIOA legislation which has a significant focus on out-of-school youth. The committee will be continuing discussions on ways to best leverage funds with other community organizations to meet service delivery for this population. The youth summit was also discussed and staff is looking at an opportunity to partner with Florida Juvenile Justice Association on their upcoming 2015 Adolescent Conference in Orlando and facilitate a post-conference on Youth Employment & Training. Also all contracts have been renewed through this program year.

G. Governance Committee

Mr. Brown referenced the 3-page summary of the "Enterprise Risk Management" draft policy in the meeting packet. Mr. Brown stated that the Governance Committee met on 11/4/14 and concurred to have Executive Committee review the "Enterprise Risk Management" draft policy. The Executive Committee met on 12/4/14, reviewed the policy and moved for Board approval. Mr. Brown added that part of the Enterprise Risk Management process will include the formation of the Enterprise Risk Committee consisting of senior staff who would do an assessment of risks to this organization and provide a report to the Governance Committee; this will be included as a part of CareerSource Central Florida's strategic plan.

Mr. Brown made a motion to accept Enterprise Risk Management as policy, on the basis that this policy is a living document and subject to further enhancements/adjustments at a later date. Mr. Jackson seconded; motion passed.

Mr. Brown also referenced the "Retreat Summary and Strategic Business Engagement Plan Outline" –which is a condensed and goal-categorized version of the Board's feedback from the 10/16/14 Board Retreat. The next step will be for staff to use this outline as framework to build-out and craft the business engagement/strategic plan, which will be brought to the board in early 2015.

9. Other Business

Mr. Bough mentioned that his company will be partaking in the "Veteran Hiring Fair" occurring on Saturday, 1/10/15 at the David R. Wilson Armed Forces Reserve Center from 10:00am to 2:00pm. He encouraged the Board to also partake in the event if they are hiring. Mr. Wylie stated that Florida's "Construction Career Days" is occurring January 27-29, 2015 at the Central Florida Fairgrounds and this also a great opportunity. Ms. Scott referenced AbilitiesWork (<http://abilitieswork.employflorida.com>), which is a portal within the state job website, Employ Florida Marketplace. AbilitiesWork is a helpful tool for those employers looking to hire qualified job seekers with disabilities.

10. Chair's Closing Remarks

Ms. Brandon presented an "Outstanding Service Recognition" certificate in recognition of Jovanna Heavener's leadership and dedication to CareerSource Central Florida and the Central Florida community. Ms. Heavener's last day serving on this Board will be 12/31/14.

Ms. Brandon referenced a copy an Orlando Sentinel article in the meeting packet which highlighted CareerSource Central Florida hosting a hiring event for construction workers at their Lake County office. The article also underscored that construction and related jobs are on the rise in the Central Florida area and how CareerSource Central Florida is developing short term training to meet the growing demand.

11. Adjourn

There being no further business, the meeting adjourned at 10:50 am.

Respectfully submitted,

Kaz Kasal
Administrative Supervisor

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