

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

**CareerSource Central Florida  
707 Mendham Blvd., Suite 250  
Orlando, FL 32809  
Thursday, February 27, 2014  
9:00 a.m.**

**MINUTES**

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

**BOARD MEMBERS PRESENT:** Wendy Brandon, Greg Beliveau, Diana Bolivar, Paul Bough, Robert Brown, Lorna Garrow, Jovanna Heavener, Eric Jackson, William Merck, Brian Michaels, Sheri Olson, Taylor Pancake, Sanford Shugart, Robert Spooney, Richard Sweat, Chuck Todd, Eric Ushkowitz, and Mark Wylie

**MEMBERS ABSENT:** Angela Adams, Steve Clelland, Debbie Clements, Melanie Cornell, William D’Aiuto, Leland Madsen, Tirso Moreno, Jack Plettinck, Joseph Sarnovsky and Larry Walter

**STAFF PRESENT:** Pamela Nabors, Kevin Neal, Leo Alvarez, Joyce Hinton, Homer Boone, Kameel, Tonya Elliott, Sherry Voss, Nilda Blanco, Anika Holmes, Jason Lietz, Chad Kunerth, Suzan Awad and Kaz Kasal

**GUESTS PRESENT:** Leslie Hielema/Florida Technical Institute, Bryant Applegate/Seminole County, Elainna Moore/UPS, Patrick Welienc/IHOP, Errick Young/Orange County, Angela Brown/Orange County, Lorri Shaban/TW Squared, Tom Wilkes/GrayRobinson, Ron Goss, Shellonda Rucker/Henkels & McCoy

**WELCOME**

Mayor Jacobs and Ms. Brandon called the meeting to order at 9:07 a.m. and welcomed those in attendance.

**MISSION MOMENT**

Ms. Brandon stated that today there are three employers who will provide testimonials on the services they have received from CareerSource Central Florida. She asked each to come up and speak of their experiences.

Patrick Welienc with IHOP relayed that his company has received “top notch” services from CareerSource Central Florida. CareerSource Central Florida has assisted IHOP in finding qualified individuals to fill over 200 positions, which included management positions. IHOP has utilized CareerSource Central Florida’s center in Osceola County for In-house Recruitments and conference room space for their management meetings. Mr. Welienc stated that IHOP has a good rapport with office staff at CareerSource Central Florida, who have provided great support.

Erick Young with Orange County stated that CareerSource Central Florida's Business Services Department has been working with Orange County to understand the different pools of talent as well as the programs and services that contractors were not fully utilizing. CareerSource Central Florida has made a difference in how they and some of their contractors help them find qualified talent.

Elainna Moore with UPS stated that the company has been utilizing CareerSource Central Florida over the years; however over the last year the partnership has been renewed and UPS is receiving more intensive services. During the holiday season (Oct - Dec), UPS needed to hire 6,000 temporary staff and CareerSource Central Florida staff helped UPS find 300 qualified individuals to hire. UPS greatly appreciates this renewed partnership.

Ms. Brandon thanked the above employers for providing this input and how CareerSource Central Florida is making a difference.

### **REBRANDING ROLLOUT**

Ms. Elliott-Moore stated that CareerSource Central Florida is now the official new brand. We have had five open house events, with employers and community partners attending these events. Ms. Elliott-Moore extended her thanks to Mr. Jason Lietz and staff in the Communications Department, as most of the rebranding transition occurred in-house. Ms. Elliott-Moore introduced Lorri Shaban with TW Squared, who has been involved with the statewide rebranding.

Ms. Shaban greeted the Consortium and Board. She provided a Powerpoint presentation entitled "CareerSource Florida Statewide Brand Launch" and also showed two videos. Ms. Shaban reviewed the new unified statewide brand "CareerSource Florida" which represents Florida's workforce system and local the brand "CareerSource Central Florida." The new branding enforces a unified statewide system with broad resources across regions. This alignment will make the system stronger, more competitive and more efficient. Florida is the first state in the nation to achieve this level of alignment. Ms. Shaban stated that it is tremendously important to "seed and feed" this rebranding - she asked the Consortium and Board to have conversations out in the community to include their social media and forward email blasts on the rebranding.

Ms. Brandon was presented and accepted the "Brands Activation Award" which was awarded to our region for successful transition to the new brand. Ms. Nabors added her thanks to Mr. Neal, Ms. Elliott-Moore and the Communications Department on the new brand launch - an incentive award will be received as all benchmarks and deadlines were met.

### **BUSINESS MATTERS OF THE CONSORTIUM**

Mayor Jacobs called the meeting of the Consortium to order.

#### **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**

- 6/20/13 Joint Meeting of the WCF Board and Consortium

**A motion was made by Commissioner Campione and seconded by Commissioner Arrington to approve the minutes from the 6/20/13 Joint Meeting of the WCF Board and Consortium. Motion carried unanimously.**

**4. APPOINTMENTS – BOARD OF DIRECTORS TO VACANT SEATS**

The Consortium unanimously approved the two nominations of Jody Sweet, Walt Disney Parks & Resorts and Leslie Hielema, Florida Institute of Technology to be appointed to the CareerSource Central Florida Board of Directors.

**5. Adjournment**

Mayor Jacobs commended the Board for starting the meeting with the “Mission Moment.” She expressed that it was uplifting hearing from employers on their experiences of the services they received from CareerSource Central Florida.

There being no other business, Mayor Jacobs adjourned the meeting of the Consortium.

**BUSINESS MATTERS OF THE CAREERSOURCE CENTRAL FLORIDA BOARD**

Ms. Brandon called the meeting of the CareerSource Central Florida Board to order.

**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**

- 12/12/13 Board of Directors Meeting

**A motion was made by Mr. Merck and seconded by Mr. Brown to approve the minutes from the 12/12/13 Board of Directors Meeting. Motion carried unanimously.**

**4. CHAIR’S REPORT**

Ms. Brandon stated that she attended the first open house of the rebranding at the CareerSource Central Florida/East Orange office. She congratulated the staff for a successful rebranding launch. Ms. Brandon thanked Mr. Jackson for attending the state board meetings in Tallahassee earlier this month. Mr. Jackson provided a brief overview of his visit to Tallahassee. He added that Governor Scott acknowledged our role in the State’s economy by having 8,300 job placements in our region over last year.

Ms. Brandon referred to the CareerSource Central Florida name tags given to each board member at today’s meeting – she encouraged each board member to wear these name tags at various functions, as appropriate. This will provide a great opportunity to have conversations about CareerSource Central Florida and the services the organization provides. Ms. Brandon also referred to the photo directory which was provided at today’s meeting - this will be a good reference tool for the Board, to

keep them familiar on each board member and their company/organization, as well as the senior staff team.

Ms. Brandon welcomed Mr. Constantine to the Consortium

#### Former Chair Recognition

Ms. Brandon presented a plaque of appreciation for Mr. Katheder for his service on the Board. Mr. Katheder served as Board Chair from 7/1/13 thru 10/9/13. Also, for over two years since the inception of the new Board, Mr. Katheder has been very instrumental to CareerSource Central Florida, providing legal advice and expertise on various organizational and legal matters.

### **5. Committee Updates**

#### **A. Audit Committee**

Mr. Ushkowitz reported that the independent auditors Cherry, Bekaert conducted the A-133 Audit on CareerSource Central Florida for fiscal year 2012-13, ending on 6/30/13 and issued an unmodified opinion, which is the highest level a CPA is allowed to give. Cherry, Bekaert stated that the organization's financial statements are fairly stated and issued one material weakness over internal control of financial reporting as a result of audit entries mostly related to the previous year's look-back analysis. An unmodified opinion was given on compliance with grant requirements.

DEO Fiscal Monitoring - Department of Economic Opportunity (DEO) has changed the way they perform their monitoring – on a quarterly basis DEO will monitor online via a portal with selected items for testing and a Q&A (questions and answers) session. On an annual basis, DEO will monitor on-site. Based on the DEO report received for the 1<sup>st</sup> quarter results covering program year period 7/1/13 thru 9/30/13, there were no findings, areas of non-compliance, or observations identified on the report.

Audit Charter – A draft charter which was developed using the roles and responsibility language reflected in the Bylaws. The Audit Committee reviewed and approved that the draft charter be moved forward to the Board for review and approval.

**Mr. Merck made a motion to approve the Audit Committee's Charter. Dr. Shugart seconded, motion passed.**

#### **B. Community Engagement Committee**

Ms. Nabors reported that the Community Engagement Committee has been meeting bi-monthly. They reviewed the rebranding process and provided input. The committee is also working to identify and craft criteria to help shape strategies for the events process for community stakeholders, job seekers and employers.

#### **C. Executive Committee**

➤ Payroll Services

Mr. Alvarez referred to the “Request for Qualifications – Payroll Services” document in the meeting packet. As recommended by the Finance Committee, an RFQ (request for qualifications) for payroll services was issued on 11/25/13 and 5 proposals were received. A review team evaluated and scored the proposals based on experience and capability, cost and value added services. In order to make a more informed decision, the top two ranked respondents were invited to a 2<sup>nd</sup> round to present with a focus primarily on payroll process and cost structure, integration with our current accounting and value added services. Based on this 2<sup>nd</sup> round, the review team unanimously ranked ADP over Paychex, preferring ADP’s customer service approach and integration of their system to ours. The Finance and Executive Committees reviewed and approved to move forward the recommendation to the Board to select ADP as the new third party administrator.

Mr. Bough asked if there will be an annual savings utilizing a 3<sup>rd</sup> party to process payroll. Mr. Alvarez affirmed.

**Mr. Jackson made a motion to hire ADP to provide 3<sup>rd</sup> party payroll services for CareerSource Central Florida. Mr. Todd seconded, motion passed.**

➤ Broker Services

Mr. Alvarez referred to the “Request for Qualifications – Broker Services” document in the meeting packet. Mr. Alvarez stated that the evaluation for broker services followed the same extensive process as with the evaluation for payroll services. Six proposals were received and the review team evaluated and scored the proposals based on experience and qualifications, past performance and references, cost and value added services. The top 3 ranked respondents were asked to provide an identical presentation and further discussion on their services, benefit plan options and potential cost cutting measures. The review team narrowed it down to the top two: Willis and Brown & Brown. At the direction of the Finance Committee, Ms. Nabors completed a final review of these two firms. Based on comparability of pricing structure, organizational approach, and versatility of options to support health benefits and insurance needs, staff is recommending selection of Willis as the broker for liability insurance and employee health and welfare plans for CareerSource Central Florida. The Executive Committee approved to move this recommendation forward for Board review and approval.

**Mr. Brown made a motion to approve selection of Willis as broker for liability insurance and employee health and welfare plans for CareerSource Central Florida. Mr. Jackson seconded, with Mr. Merck and Mr. Wylie abstaining, motion passed.**

➤ UCF Supervisory Training

Mr. Alvarez stated that the Human Resource Department made a recommendation to offer program and leadership management training to CareerSource Central Florida’s management and supervisory group. For procurement purposes, staff obtained seven quotes. Mr. Alvarez referred to the chart in the meeting packing showing a

breakdown of program description/length, cost, format and trainer per each training institution's quote. Based on review of this information, University of Central Florida (UCF) was selected; the program features 12 4-hour modules with an emphasis on development, expanding and refining management skills and leadership. Mr. Alvarez stated, as required by CareerSource Florida and procurement policy, any contract that is a company/organization of a board member requires 2/3 vote of approval from board. Mr. Merck is Chief Financial Officer for UCF and serves on the Finance Committee.

**Mr. Shugart made a motion to approve CareerSource Central Florida selecting UCF for the above reference supervisory training. Mr. Sweat seconded, with Mr. Merck abstaining, motion passed.**

D. Finance Committee

Mr. Merck reported that at the last meeting the committee reviewed and discussed the mid-year financial results through 12/31/13. Budget expenditures are on target with the exception of youth funding; however, youth expenditures are expected to ramp up in the 3rd quarter as they rollout their programs. Also, since a Compensation Review had not been done in several years, CareerSource Central Florida contracted Human Resources Compensation Consultants (HRCC) to conduct a compensation study to compare and determine if CareerSource Central Florida is competitively in line with like organizations. The compensation study began in July 2013. CareerSource Central Florida's compensation plan is appropriately aligned with the current market. The minimal number of salaries under the market will be competitively aligned and result in a financial impact of less than \$20,000, which is well within the administration budget.

Finance Charter – A draft charter which was developed using the roles and responsibility language reflected in the Bylaws. The Finance Committee reviewed and approved that the draft charter be moved forward to the Board for review and approval.

**Mr. Ushkowitz made a motion to approve the Finance Committee's Charter. Dr. Shugart seconded, motion passed.**

E. Program Review Committee

Dr. Shugart stated the committee is continuing their review and work on the Training Provider Policy, which should be ready for Board approval at the next Board Meeting. With regard to performance metrics, Dr. Shugart referred to the "Performance Snapshot 2013-2014" in today's meeting packet. This report provides a breakdown of level of service/activity/intensity. Although the number of job seekers has decreased over the year, the average number of intensive activities provided to job seekers has increased, with a dramatic increase in training activities - these are good trends in the right direction. With regard to the federal common measures of performance, Dr. Shugart indicated that this report shows this region has met or exceeded all common measures in the last quarter. With regard to the Daily Performance Report, there are still methodology issues particularly with the denominator (which counts the

number of available jobs to include duplicate/spider jobs). While the local dashboard shows clear progress in service delivery, the Board will need to determine if an agency investment of resources should be made in collecting data to improve numbers on the Daily Placement Report.

Program Review Committee Charter – a draft charter which was developed using the roles and responsibility language reflected in the Bylaws. The Program Review Committee reviewed and further refined the charter, then approved that the draft charter be moved forward to the Board for review and approval.

**Mr. Brown made a motion to approve the Program Review Committee's Charter. Mr. Ushkowitz seconded, motion passed.**

#### F. Youth Committee

Ms. Nabors reported that CareerSource Central Florida has now contracted with 5 youth providers, with approximately 200 youth enrolled. The Youth Committee will be meeting next week to discuss ramping up summer activities to increase youth expenditures. Ms. Nabors stated that she, Mr. Jackson and Mr. Neal met with state staff in Tallahassee and received good feedback.

##### ➤ Youth Provider Contract Modifications

Ms. Nabors stated that in efforts to increase youth spending, staff is recommending to modify negotiated contracts with Covenant House, Goodwill and ResCare. The modifications of these providers are based on:

- Increasing the number of youth to be served;
- Direct participation cost of work experience placement and taxes;
- Additional staff cost for youth to staff ratio

**Mr. Brown made motion to modify negotiated contracts with Covenant House, Goodwill and ResCare as per staff recommendations noted above. Mr. Michaels seconded, with Mr. Jackson abstaining, motion passed.**

##### ➤ Youth Committee Charter – a draft charter which was developed using the roles and responsibility language reflected in the Bylaws. The Program Review Committee reviewed and approved that the draft charter be moved forward to the Board for review and approval.

**Dr. Shugart made a motion to approve the Youth Committee's Charter. Mr. Beliveau seconded, motion passed.**

#### G. Governance Committee

Mr. Brown stated that the committee met on 2/12/14. The committee reviewed board member seats and discussed slate of officers. The committee also discussed the board

evaluation process. Mr. Brown announced that a self-assessment survey will launch in March 2014 for each board member to fill out. Mr. Brown also referenced the revised Bylaws in today's meeting packet and stated that the committee reviewed the Bylaws and minor non-substantive changes were made along with rebranding to CareerSource Central Florida. Mr. Brown reviewed these changes with the Board. Mr. Brown put the Board on 30-day notice at today's meeting – the Board will be able to adopt the revised Bylaws at their next meeting on 4/29/14. A copy of the draft Bylaws were posted on the CareerSource Central Florida website last week.

**6. OTHER BUSINESS**

Mr. Ushkowitz stated that with the prior Board, CareerSource Central Florida was absent from the table of economic development organizations in this region. He commended Ms. Nabors and Ms. Holmes for their leadership turning this around and being very active with economic development community. This has made a huge difference and good feedback is being received from clients and the EDCs – this greatly helps when talking with companies who are interested in moving to this region. Mr. Jackson concurred – more companies, such as Audi and Mitsubishi are now more confident reaching out the CareerSource Central Florida for help.

Ms. Nabors stated that as this region has met all benchmarks in the rebranding launch, CareerSource Central Florida will be receiving incentive dollars which will help to broaden the message.

**7. PRESIDENT'S REPORT**

Ms. Nabors referred to the "President/CEO Report" and reviewed highlights of the organization to include updates on: board development and strategic planning, internal processes and system, programs and performance outcomes, and community engagement outreach.

**8. CHAIR'S CLOSING REMARKS**

Ms. Brandon advised the Board to please complete the self-assessment survey. Ms. Brandon also stated that she and Ms. Nabors will be attending the National Association of Workforce Boards (NAWB) conference next month – Ms. Nabors will be presenting on the transformation of CareerSource Central Florida. Ms. Brandon extended her thanks to Mr. Jackson for representing the Board at the state board meetings in Tallahassee earlier this month. The next state board meetings will occur in May 2014 in Orlando – Ms. Brandon encouraged the Board to attend if their schedule permits and she asked staff to forward to the Board details of the meetings.

**9. ADJOURNMENT**

There being no other business, Ms. Brandon adjourned the meeting of the Board.

Joint Meeting adjourned at 10:26am.

Respectfully submitted,

Kaz Kasal  
Sr. Administrative Assistant