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GOVERNANCE COMMITTEE MEETING

CareerSource Central Florida | 2/14/24

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2/14/24 GOVERNANCE COMMITTEE MEETING DETAILS

- Meeting Details
- Meeting Agenda
- Welcome
- Roll Call
- Public Comment
- Approval of Minutes
- Information/ Discussion/ Action Items
- Other Business
- Adjournment

What: Governance Committee Meeting

When: Wednesday, February 14, 2024
1:00 p.m. – 2:30 p.m.

Where: CSCF Administration Office
390 N. Orange Ave., Suite 700 (7th Floor)
Orlando, FL 32801

or

Virtual Option via Zoom:

Link: https://careersourcecf.zoom.us/j/84189841891?pwd=xpa9VvKTRs8QgaEbS2iMVzb1AWKPiF.1

Dial In: 1 (929) 205-6099 / Meeting ID: 841 8984 1891 / Passcode: 250944

2/14/24 GOVERNANCE COMMITTEE MEETING DETAILS

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Agenda Item #"	Topic	Presenter	Action Item
1.	Welcome	Sheri Olson	
2.	Roll Call / Establishment of Quorum	Kaz Kasal	
3.	Public Comment		
4.	Approval of Minutes A. 8/16/23 Governance Committee Meeting	Sheri Olson	X
5.	Information / Discussion / Action Items A. Board Compliance to CSCF's Bylaws 1) Board Demographics 2) Board Seats B. Board Member Recruitment, Participation and Development 1) Board Engagement (7/1/23 thru 12/31/23) C. Enterprise Risk Update	Committee Review/Discussion	
6.	Other Business		
7.	Adjournment		

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WELCOME

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Meeting Details

Meeting Agenda

Welcome

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Public Comment

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ROLL CALL

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PUBLIC COMMENT

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APPROVAL OF MINUTES

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Draft
Governance Committee Meeting
Wednesday, August 16, 2023 / 3:00 p.m.
MINUTES

MEMBERS PRESENT: Sheri Olson, Dr. Heather Bigard, Keira des Anges and Nicole Martz

MEMBERS ABSENT: Jeff Hayward

STAFF PRESENT: Pam Nabors, Leo Alvarez, Fabia Diaz and Kaz Kasal

Agenda Item	Topic	**Action Item** / *Follow Up Item*
1	**Welcome** Ms. Olson, Committee Chair, called meeting to order at 3:02 p.m. and welcomed attendees including two new committee members: Dr. Heather Bigard and Ms. Nicole Martz.	
2	**Roll Call / Establishment of Quorum** Ms. Kasal reported a quorum present.	
3	**Public Comment** None offered.	
4	**Approval of Minutes:** Approval of Minutes • Reviewed draft minutes from 5/10/23 Governance Committee meeting and noted the year at top of page 1, in title section, needs to be changed from "2022" to "2023" (attachment).	**Ms. Martz made a motion to approve the minutes, to include noted change, from the 5/10/23 Governance Committee Meeting. Ms. des Anges seconded; motion passed unanimously.**
5	**Information / Discussion / Actions Items**	
	Charter - Annual Review • Reviewed Charter (attachment) and concurred no changes needed at this time. Board Compliance to CSCF's Bylaws • Board Demographics Reviewed demographics of CSCF Board vs. regional comparison by gender, ethnicity, race, age, and veteran, and how each category trended from PY 2016-2017 to present (attachment). • Board Seats Reviewed current composition of CSCF Board and discussed options on the few vacancies looking to fill by mid-year, pending Consortium approval. Board Member Recruitment, Participation, Engagement and Development Board Engagement (7/1/2022 thru 6/30/2023) • Reviewed PY 22-23 metrics on Board Engagement. Also, reviewed comparison to previous year, which showed	*Staff to enlarge regional data on slides next time.*

	progressively increased engagement over last three years (attachment).	
6	**Other Business** • Mr. Nguyen will present a high-level overview of Enterprise Risk Management at the 9/28/23 Board Meeting.	
7	**Adjournment** Meeting adjourned at 3:49 p.m.	

Respectfully submitted,

Kaz Kasal
Executive Coordinator

RETURN TO AGENDA

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INFORMATION/ DISCUSSION/ ACTION ITEMS

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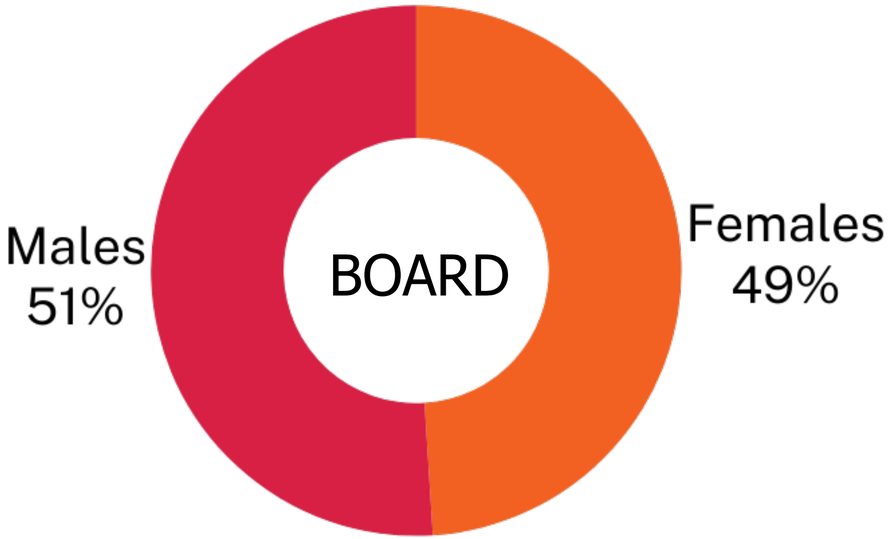
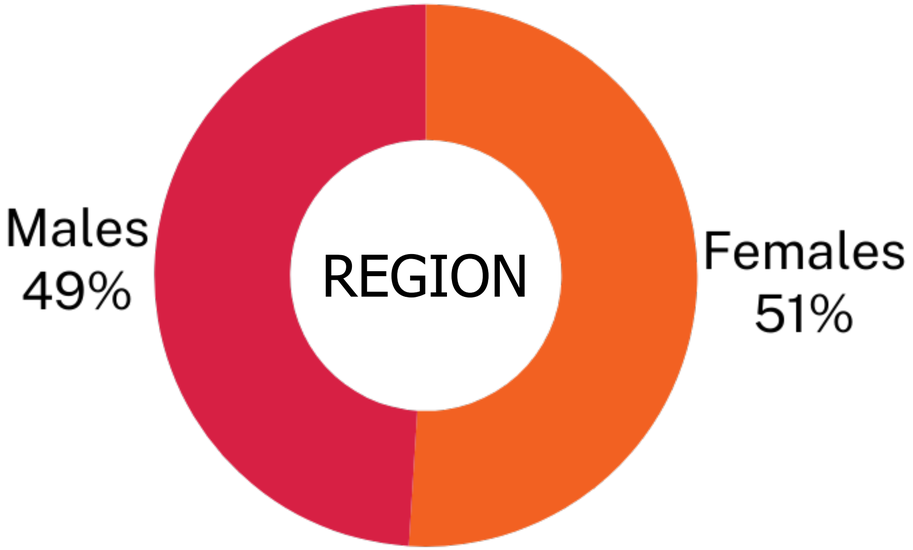
BOARD DEMOGRAPHICS

Gender Comparison





17 OUT OF 35

Board members are female, resulting in a nearly 50/50 split.

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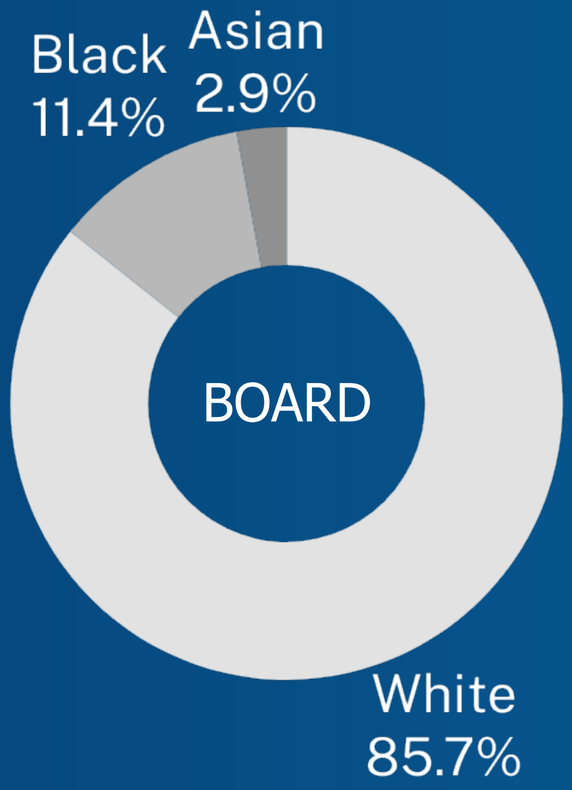
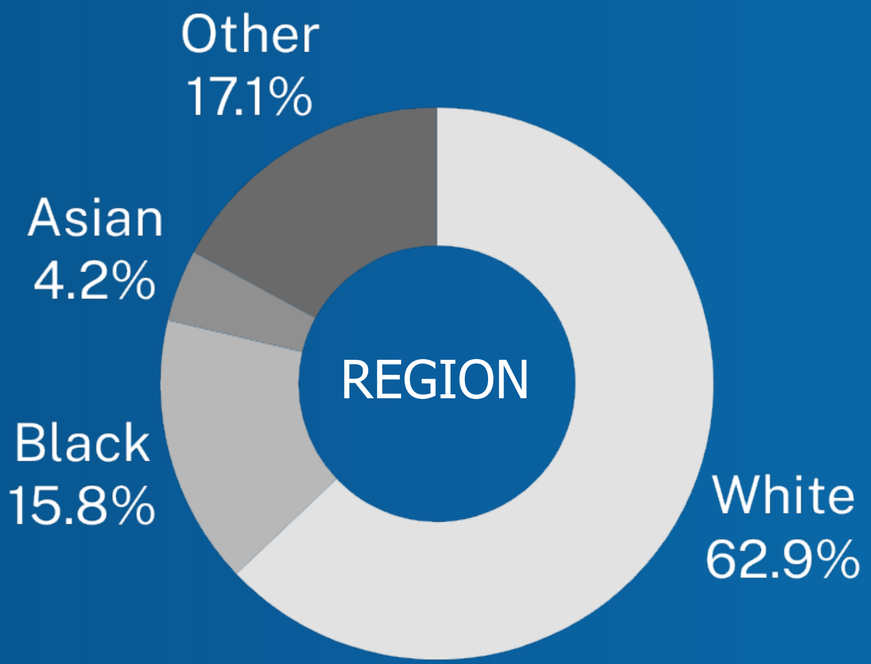
Source: Board Metrics; JobsEQ

Race Comparison





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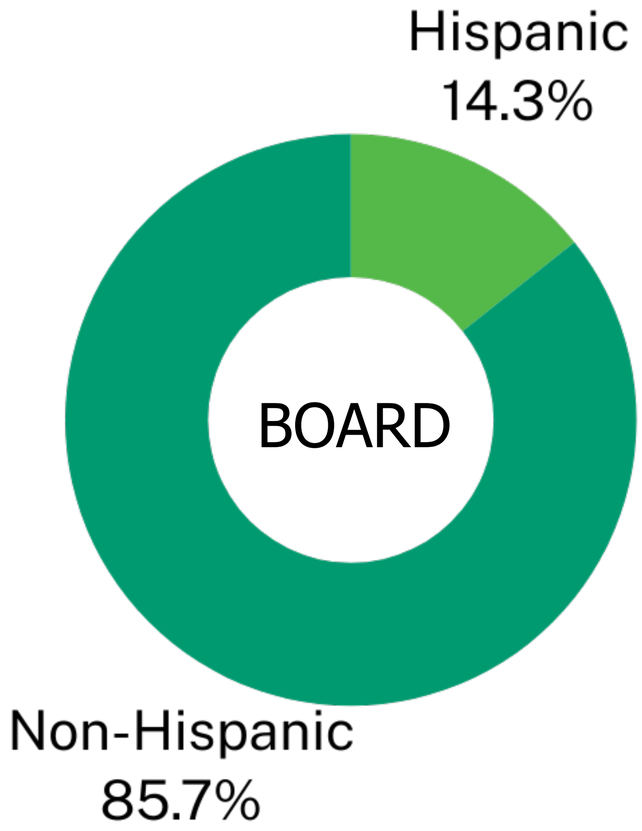
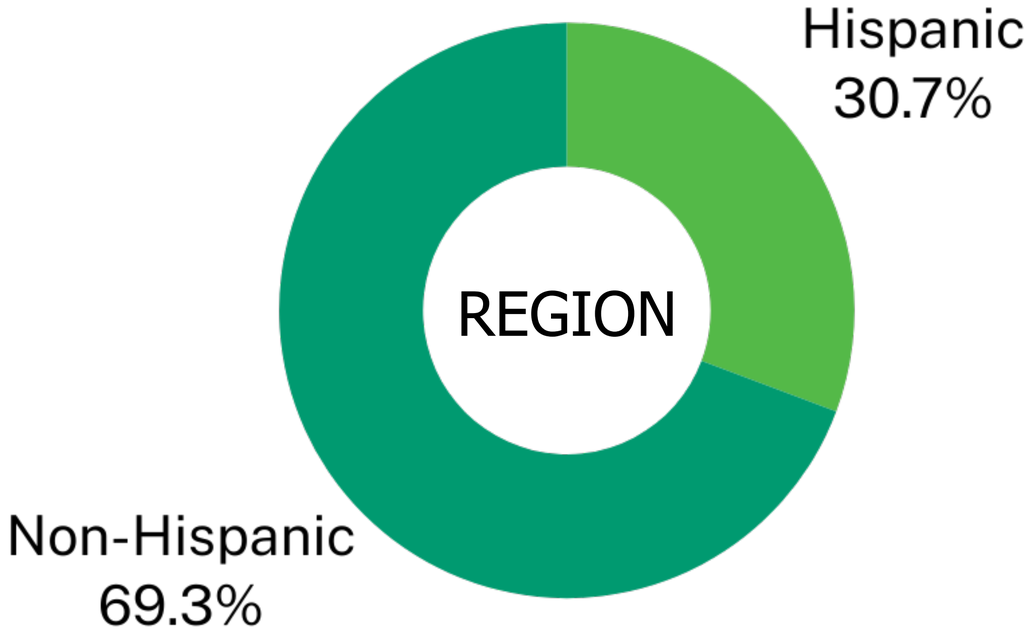
Source: Board Metrics; JobsEQ

Ethnicity Comparison





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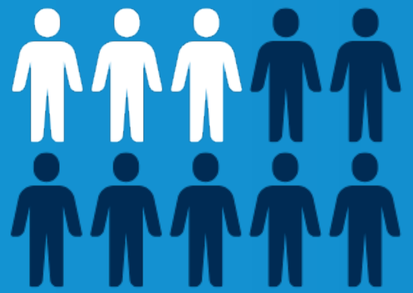
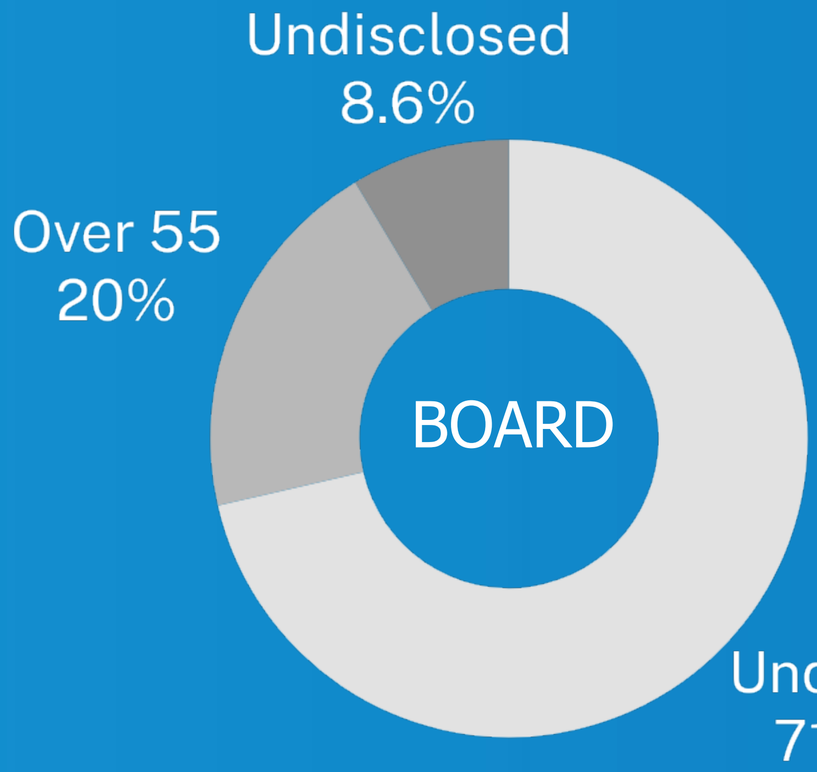
Source: Board Metrics; JobsEQ

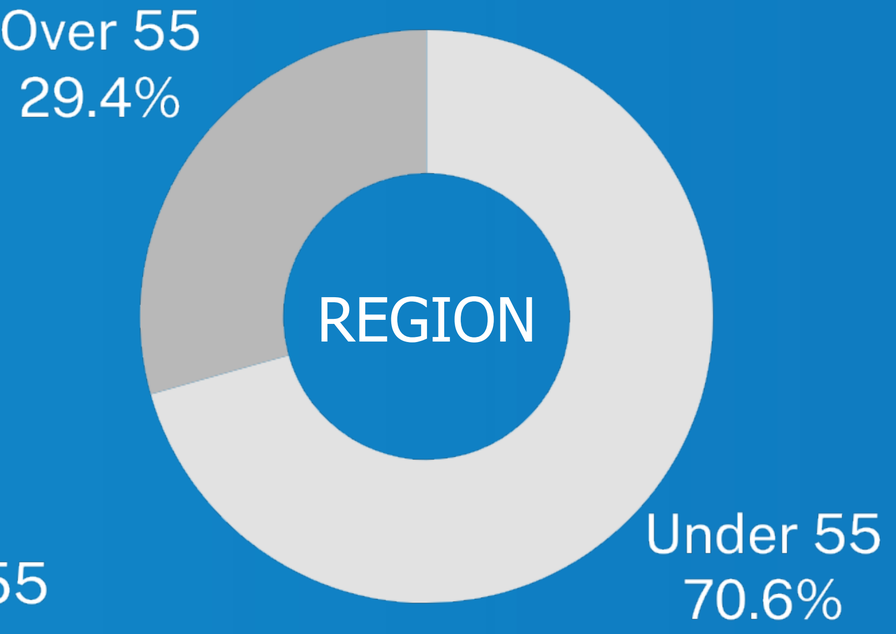
Age Comparison



71.4% UNDER 55

IN LINE WITH THE AVERAGE AGE OF BOARD MEMBERS IN OUR REGION.





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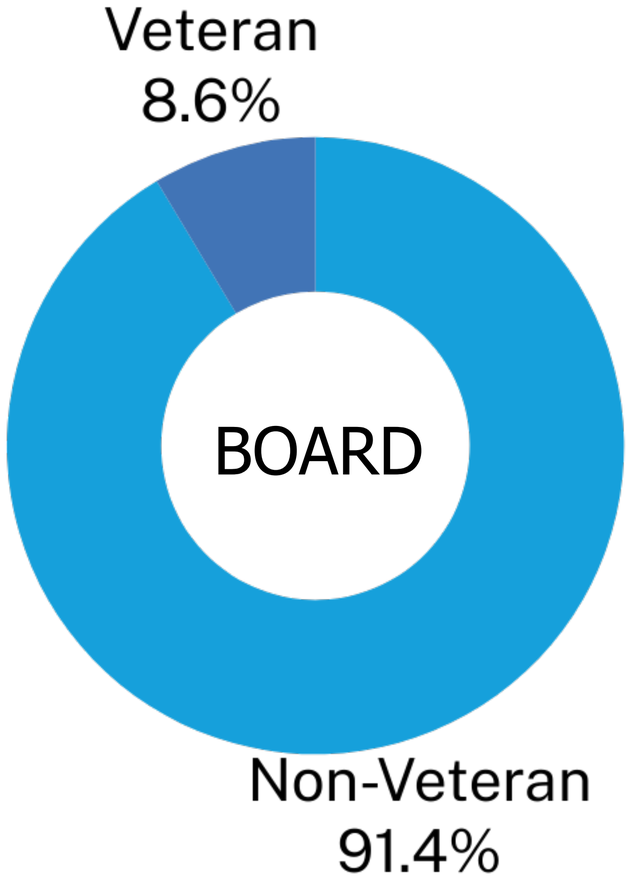
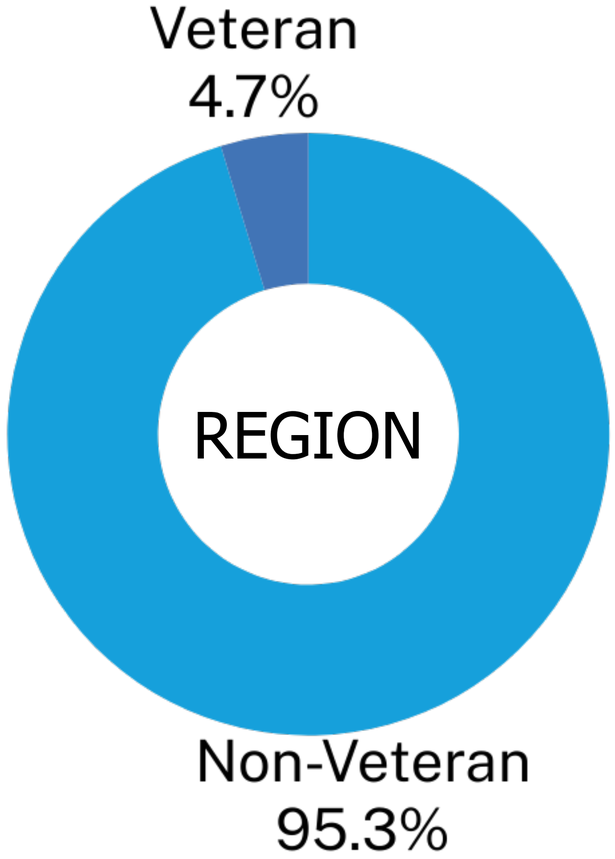
Source: Board Metrics; JobsEQ

Veteran Comparison

MORE VETERANS
ARE ON OUR BOARD THAN THE AVERAGE OF OUR REGION.





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Source: Board Metrics; JobsEQ

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BOARD SEATS

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BOARD ENGAGEMENT (7/1/23 – 12/31/23)

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BOARD ENGAGEMENT: MID-YEAR (7/1/23 – 12/31/23)

	PARTICIPATE*	DEMONSTRATE*	CONTRIBUTE*
GOAL	90% of Board Membership	80% of Board Membership	70% of Board Membership
KPI	Board Members Participate with 24 Hours per Year	Board Members Demonstrate One Occurrence per Year	Board Members Contribute to Revenue Generation and/or In-kind Contributions per Year
Thru Q2 update	6 out of 30 attained annual KPI (24+ Hrs) 22 out of 30 on track thru Q2 (12+ Hrs)	90% (27 out of 30) Demonstrated	50% (15 out of 30) Contributed

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	ENGAGEMENT		
	PARTICIPATE	**DEMONSTRATE**	**CONTRIBUTE**
GOAL	90% of Board Membership	80% of Board Membership	70% of Board Membership
DESCRIPTION	▪ Board Meetings ▪ Committee Meetings ▪ Board Orientation ▪ Board Conference Travel (NAWB, State Board Meetings) ▪ Individual Meetings with CSCF Staff ▪ Workforce Development-Related Meetings and Events	▪ Attending Company Sponsored / Industry Events ▪ Participate in Media Interviews ▪ Speaking Engagements (internal or external) ▪ Sharing the CSCF Story: Inclusion of News/Information in Company's Communications Channels (internal or external) ▪ CSCF Miscellaneous Business Activities ▪ Job Shadowing ▪ Center Visits ▪ The Board Source Quarterly Newsletter	▪ Annual Contribution (Suggested $500) ▪ Participation in Fundraising Activities ▪ Contribution of In-Kind Donations ▪ Sponsor Summer Youth Program
KPI	Participate for 24 Hours, Per Year	Participate in One Occurrence, Per Year	Contribute to Revenue Generation and/or provide In-kind Contribution

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ENTERPRISE RISK MANAGEMENT

JULY 2023- DECEMBER 2023

WHAT IS ENTERPRISE RISK MANAGEMENT?

Enterprise Risk Management (ERM) is an objective approach for organizations to identify, assess, and manage risks and opportunities in pursuit of their objectives.

Enterprise Risk vs. Operational Risk

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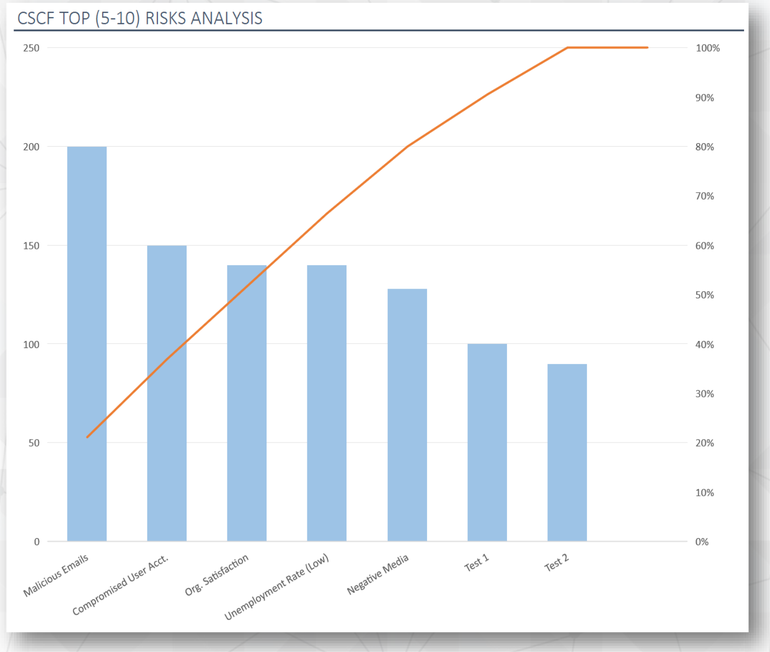
METHODOLOGY

Baseline Data > Six Sigma FMEA Tool > Pareto “Top Risks” Chart



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UPDATES IN ENTERPRISE RISK

July 2023- December 2023

- Tech cybersecurity remains the highest risk, though overall, there is a decrease from 44% last year to 43% due to stronger AI monitoring detection.
- Phishing remains the highest risk due to AI and bots.
- Biggest risk increase is "Legislative Change" moving up to 4th in overall risk due the "A Stronger Workforce for America Act" bill introduction.

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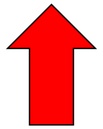
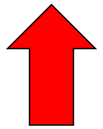
TOP 5 RISKS

July 2023-December 2023

1. **PHISH PRONE**
   RPN 225 
2. **COMPROMISED USER ACCOUNT**
   RPN 123
3. **DATA BREACH**
   RPN 120
4. **LEGISLATIVE CHANGE**
   RPN 120 
5. **TALENT ACQUISITION (RETENTION)**
   RPN 117

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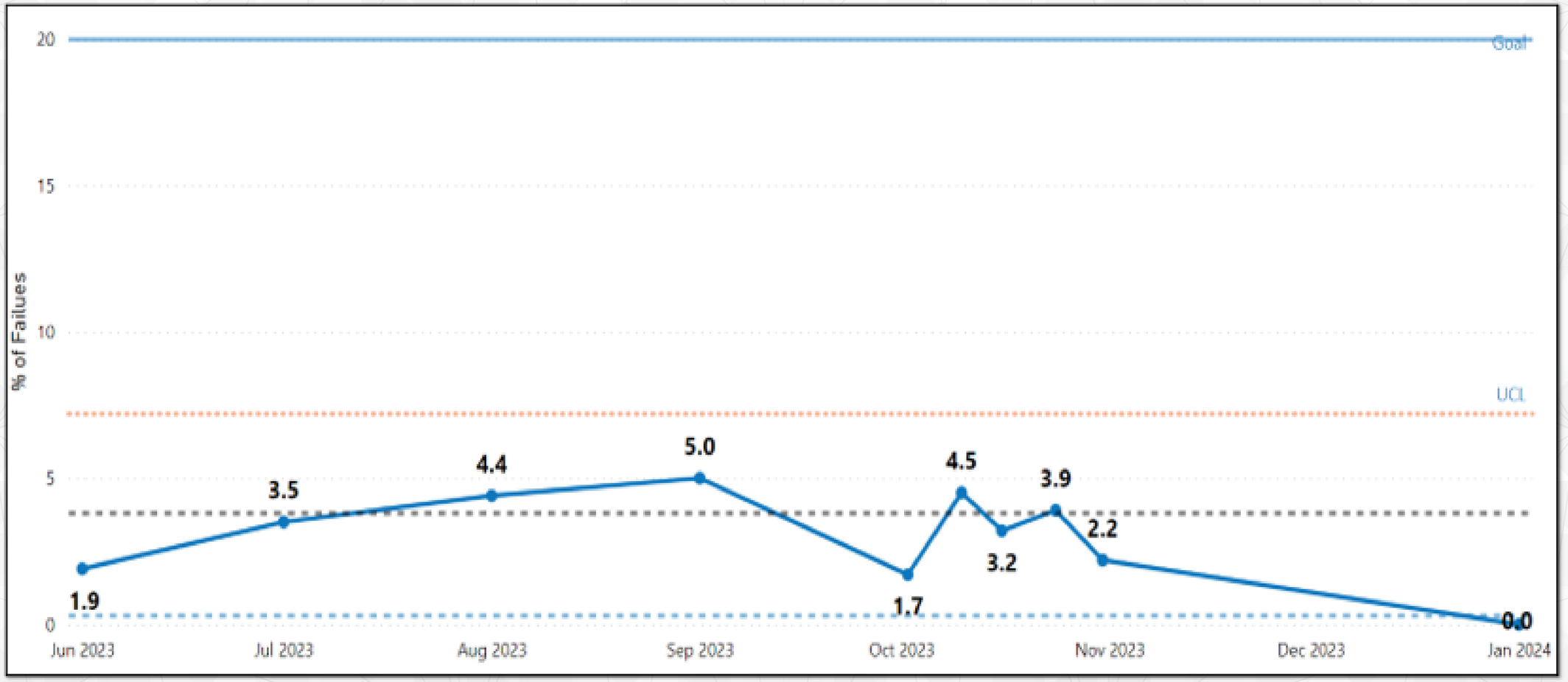
MANAGING CYBERSECURITY RISKS

Proactive action

- AI log additional environment monitoring and analyzing trends
- Increased cybersecurity training for staff
- Realign Cybersecurity policy to incentivize skill attainment using gamification, champions, and rewards

RISK MANAGEMENT DRIVES ACTION

What the data is telling us: Phish Prone Rate



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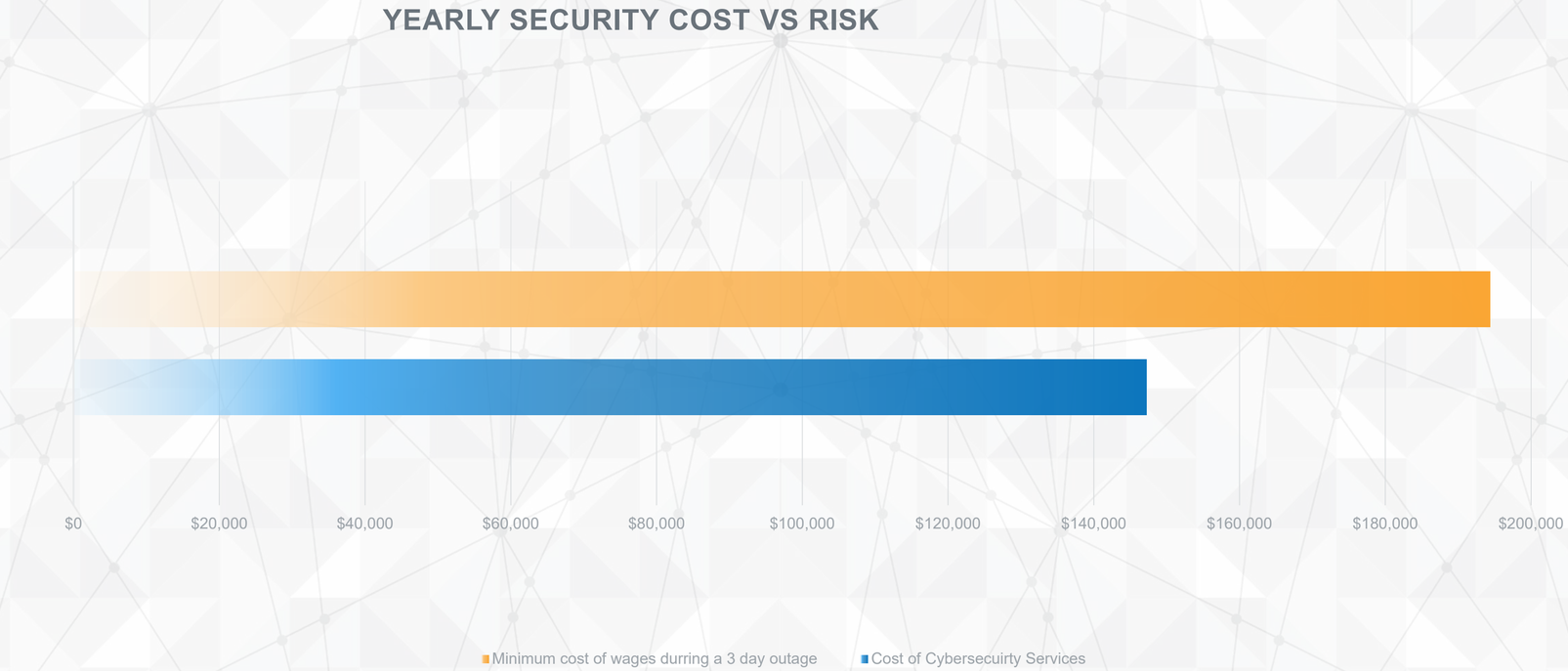
RISK MANAGEMENT DRIVES ACTION

Yearly cyber security costs are high but are also effective and needed.



A single 3-day outage would exceed our yearly cybersecurity cost based on a $27/hr average wage and 300 employees

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MANAGING CYBERSECURITY RISKS

Next Steps

- Upgraded Sophos Email Gateway & Wifi Access Points.
- New DomainKeys Identified Mail Email Verification.
- Managed Detection and Response Servers at all sites.

UPDATES IN ENTERPRISE RISK (NO IT)

July 2023- December 2023

- Removing Technology risks reveals “Legislative Change" as the highest risk.
- "Talent Acquisition (Retention)" is now the second highest risk with multiple plans of support.
- “Pandemic Disease" has dropped to 6th due to low occurrences.

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TOP 5 RISKS (NO IT)

July 2023-December 2023

1. **LEGISLATIVE CHANGE**
   RPN 120
2. **TALENT ACQUISITION (RETENTION)**
   RPN 117
3. **NATURAL DISASTERS**
   RPN 108
4. **TALENT ACQUISITION (ORG SATISFACTION)**
   RPN 84
5. **NEGATIVE PRESS (REPUTATION)**
   RPN 70

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RISK MANAGEMENT DRIVES ACTION

Legislative Changes

Pam and the Executive team are proactively discussing the upcoming changes in preparation to stay compliant and serve the community.

Talent Acquisition (Retention)

HR Department is kicking off an Employee Satisfaction Survey to identify areas we can make improvements and lower potential risks.

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OTHER BUSINESS

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REMINDER:

NEXT GOVERNANCE MEETING

SCHEDULED FOR:

MAY 15, 2024

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