



Workforce Investment Consortium & CareerSource Central Florida Board of Directors Meeting

Valencia College – Osceola Campus
 1800 Denn John Lane, Kissimmee, FL
 (Building 4, Room 105)

Thursday, February 22, 2018 / 9:00 a.m. – 11:00 a.m.

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 workforce intelligence organization for workforce development in Central Florida*

Item	Agenda Topic	Action Item	Info/ Discussion Item	Presenter
Business Matters of Consortium and Board				
1	Welcome			Mayor Jacobs / Debbie Clements
2	A. Mission Moment B. Board Member Recognition			Mimi Coenen Debbie Clements
3	Roll Call / Establishment of Quorum			Kaz Kasal
4	Public Comment			Mayor Jacobs
5	Approval of Minutes A. 6/21/17 Consortium Meeting ➤ Consortium	X		Mayor Jacobs
6	Appointments of Regional Workforce Board ➤ Consortium	X		Mayor Jacobs
7	Adjournment of the Consortium			Mayor Jacobs

Item	Agenda Topic	Action Item	Info/ Discussion Item	Presenter
Business Matters of the Board				
1	Chair's Report		X	Debbie Clements
2	Consent Agenda: A. <i>Any Consent Agenda Items need to move to Action Items?</i> B. Draft Minutes of 12/14/17 Board Meeting C. Operations & Finance Report D. President's Report	X		Debbie Clements
3	Information: A. Committee Reports 1) Executive 2) Revenue Diversity Ad Hoc 3) Audit 4) Community Engagement 5) Finance 6) Governance – Board Surveys (Current & Previous) 7) Career Services		X	Committee Chairs Debbie Clements Eric Jackson Eric Ushkowitz Jody Sweet Eric Ushkowitz Mark Wylie Kathleen Plinske / Richard Sweat
4	Actions to Vote on or Discuss A. Treasurer Nomination B. Youth Navigator RFQ	X X		Mark Wylie Debbie Clements
5	Intelligence / Insight A. Hurricane Maria Evacuees - Update		X	Mimi Coenen
6	Other Business			
7	Adjournment / Board Retreat			

Upcoming Meeting:

- Board Meeting: 4/12/18, 9:00 am to 10:30 am / Location: TBD



MISSION MOMENT



Baggage Airline Guest Services, Inc.

Troy A. Wright, Vice President of Human Resources

BAGS, also known as Baggage Airline Guest Services, Inc., has provided travel solutions to major airlines, cruise lines, hotels, and malls for the last 25 years. The company operates in approximately 250 cities throughout the United States. Services include:

- ▶ Remote Airline Check-In
- ▶ VIP Luggage Delivery
- ▶ Onboard Airline Check-In
- ▶ Valet & Parking Management
- ▶ Concierge Services
- ▶ Delayed Baggage Delivery
- ▶ Baggage Service Offices
- ▶ Rapid Support Services



Congratulations to Melanie Cornell

Outstanding Service Recognition

Melanie Cornell
CareerSource Central Florida
Board of Directors
October 5, 2011 – January 31, 2018



Congratulations to Brian Michaels

Outstanding Service Recognition

Brian Michaels
CareerSource Central Florida
Board of Directors
October 21, 2011 – January 8, 2018

Draft
Workforce Investment Consortium Meeting
Office of Orange County Mayor, Teresa Jacobs
201 S. Rosalind Ave., Orlando, FL 32801

Wednesday, June 21, 2017
11:00 a.m.

MINUTES

CONSORTIUM MEMBERS PRESENT: Teresa Jacobs, Al Butler, Leslie Campione, and Lee Constantine

CONSORTIUM MEMBERS ABSENT: Brandon Arrington

STAFF PRESENT: Pamela Nabors and Janet Saunders

GUESTS PRESENT: Eric Jackson, CSCF Board Chair; Andrew Mai / Osceola County

Agenda Item	Topic	Action Item / Follow Up Item
1	Welcome Mayor Teresa Jacobs, Chair of the Workforce Investment Consortium, called the meeting to order at 11:04am.	
2	Roll Call / Establishment of Quorum Mayor Teresa Jacobs reported that there was a quorum present with the Consortium.	
3	Public Comment None Offered.	
4	Approval of Minutes The Consortium reviewed the minutes from the 2/15/17 Joint Meeting of the Consortium and Board (attachment).	A motion was made by Commissioner Constantine and seconded by Commissioner Butler to approve minutes from the 2/15/17 Joint Meeting of the Consortium and Board. Motion passed unanimously.
5	Appointments of the Regional Workforce Board The Consortium reviewed the appointments of the Central Florida Regional Workforce Board (attachment: "Proposed Membership - Central Florida Regional Workforce Development Board").	A motion was made by Commissioner Constantine and seconded by Commissioner Butler to approve the appointments of the Regional Workforce Board (Region 12). Motion passed unanimously.
6	Approval of the 2017-2018 Budget The Consortium reviewed the "FY 2017-2018 Draft Annual Budget" (attachment). Ms. Nabors stated the draft budget for FY 2017-2018 is \$26.7 million dollars, a reduction of \$3.5 million dollars from last year due to improvement in the economy. Ms. Nabors stated the Finance Committee approved the draft budget at their 6/12/17 meeting and the Board is scheduled to approve at their 6/28/17 meeting.	A motion was made by Commissioner Butler and seconded by Commissioner Campione to accept budget contingent upon approval of the CSCF board meeting on 6/28/17. Motion passed unanimously.

7	<p>Designation of Direct Services Provider</p> <p>Ms. Nabors reported that the CSCF Board approved CSCF to continue as direct services provider at their 12/14/16 meeting. She explained that in order to meet State compliance requirements, the Consortium must also approve this action item. Approval is based on CSCF's performance and efficiencies. Ms. Nabors stated that CSCF met and/or exceeded state performance benchmarks and increased efficiencies in keeping admin costs under 10%.</p> <p>Subsequent Local Workforce Development Area Designation</p> <p>Ms. Nabors explained the State compliance requirement for the Consortium to approve CSCF (Regional Workforce Board) as designated fiscal agent, contingent upon continued fiscal integrity. She stated that this year, CSCF attained an unqualified audit for the 3rd year in a row and met and exceeded performance benchmarks.</p>	<p>A motion was made by Commissioner Constantine and seconded by Commissioner Campione to accept Designation of Direct Services Provider. Motion passed unanimously.</p> <p>A motion was made by Commissioner Butler and seconded by Commissioner Campione to accept Subsequent Local Workforce Development Area Designation</p>
8	<p>Adjournment</p> <p>There being no other business, the meeting was adjourned at 11:11 am.</p>	

Respectfully submitted,

Janet Saunders
Executive Assistant

TOTAL NUMBER OF ACTIVE BOARD MEMBERS: 26NUMBER OF VACANCIES/PENDING APPOINTMENTS: 3EFFECTIVE DATE: 2/22/18**CAREERSOURCE CENTRAL FLORIDA**

Consortium Agenda Item 6

PROPOSED BOARD MEMBER APPOINTMENTS

BOARD MEMBER NOMINEE NAME	SEAT DESCRIPTION (AREA OF REPRESENTATION)	ORGANIZATION	PERIOD OF APPOINTMENT	REPLACING
Sprinkle, David	Business – Seminole County <i>Private Sector Seat</i>	Veritas Recruiting Group, LLC	2/22/18 – 6/30/18 7/1/18 – 6/30/21	Melanie Cornell HKS Architects, Inc. (resigned 1/31/18)
Gyllin, John	Education and Training Provider-Adult Education and Literacy <i>Public Sector Seat</i>	Seminole State College	2/22/18 – 6/30/18 7/1/18 – 6/30/21	Dr. Joseph Sarnovsky Seminole State College (resigned 12/14/17)
des Anges, Keira	Government Representative- Vocational Rehabilitation <i>Public Sector Seat</i>	Division of Vocational Rehabilitation, Florida Department of Education	2/22/18– 6/30/20	Brian Michaels Division of Blind Services, Florida Depart of Education (resigned 1/8/18)



January 3, 2018

The Honorable Commissioner John Horan
Chair, Seminole County Board of County Commissioners
1101 East 1st Street
Sanford, FL 32771

Dear Commissioner Horan:

The Seminole County Regional Chamber of Commerce is pleased to nominate Mr. David Sprinkle to serve in the Business - Seminole County seat on the CareerSource Central Florida Board of Directors.

Mr. Sprinkle serves as Managing Partner for Veritas Recruiting Group, LLC. We are proud to recommend him for consideration.

Please let me know if you have any questions or need further information.

Regards,

A handwritten signature in blue ink that reads 'Jason Brodeur'.

Jason Brodeur
President/CEO
Seminole County Regional Chamber of Commerce

Cc: Mayor Teresa Jacobs, Orange County Government
Eric Ushkowitz, Economic Development Administrator, Orange County Government
Jeffrey Newton, Orange County Attorney
Bryant Applegate, Seminole County Attorney
Pamela Nabors, President/CEO, CareerSource Central Florida



E. Ann McGee, President

January 5, 2018

The Honorable Commissioner John Horan
 Chair, Seminole County Board of County Commissioners
 1101 East 1st Street
 Sanford, FL 32771

Dear Commissioner Horan:

Seminole State College is pleased to nominate Dr. John Gyllin to serve to serve in the public seat representing Education and Training Provider – Adult Education and Literacy (ETPA) on the CareerSource Central Florida Board of Directors.

Dr. Gyllin serves as Seminole State College's Vice President of Resource and Economic Development, and we are proud to recommend him for consideration.

Please let me know if you have any questions or need further information.

Regards,

A handwritten signature in blue ink that reads 'E. Ann McGee'.

Dr. E. Ann McGee
 President

cc: Mayor Teresa Jacobs, Orange County Government
 Eric Ushkowitz, Economic Development Administrator, Orange County Government
 Jeffrey Newton, Orange County Attorney
 Bryant Applegate, Seminole County Attorney
 Pamela Nabors, President/CEO, CareerSource Central Florida
 Dr. John Gyllin, VP, Resource and Economic Development, SSC

District Board of Trustees

Wendy H. Brandon, Chair | Scott D. Howat, Vice-Chair | Jeffrey M. Bauer | Amy Lockhart | Alex Setzer | E. Ann McGee, President

Altamonte Springs | Geneva | Heathrow | Oviedo | Sanford/Lake Mary

100 Weldon Boulevard | Sanford, FL 32773-6199 | 407.708.2010 | seminolestate.edu

A Diverse Learning Community | An Equal Access/Equal Opportunity College

BOARD OF COUNTY COMMISSIONERS

January 16, 2018

Ms. Pam Nabors, President and CEO
CareerSource Central Florida
390 N. Orange Ave., Suite 700
Orlando, FL 32801

Dear Ms. Nabors:

The Seminole County Board of County Commissioners, at its regular meeting on January 9, 2018, approved your request to nominate David Sprinkle to a Private Sector Seat, representing Seminole County on the CareerSource Central Florida Board of Directors for a term commencing on February 22, 2018, and expiring on June 30, 2021. This seat was previously held by Melanie Cornell.

In addition, the Board also approved your request to nominate Dr. John Gyllin to a Public Seat designated for an Education and Training Provider for a term commencing on February 22, 2018, and expiring on June 30, 2021.

Please feel free to call my office at 407-665-7205 with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "John Horan".

John Horan, Chairman
Commissioner, District 2

C: Board of County Commissioners
County Commission Records

JH/jls



State Board of Education

Marva Johnson, *Chair*
Andy Tuck, *Vice Chair*
Members

Gary Chartrand
Ben Gibson
Tom Grady
Michael Olenick
Joe York

Pam Stewart
Commissioner of Education

February 5, 2018

The Honorable Mayor Teresa Jacobs
Orange County Government Florida
201 S. Rosalind Ave.
County Administration Building
Orlando, FL 32801

Dear Mayor Jacobs:

The Division of Vocational Rehabilitation, Florida Department of Education (FLDOE) is pleased to nominate Keira des Anges to serve in the public seat representing Government Representative – Vocational Rehabilitation (GRVRD) on the CareerSource Central Florida (CSCF) Board of Directors.

Ms. des Anges serves as Area Supervisor for the Division of Vocational Rehabilitation's Central Florida region and we are proud to recommend this individual for consideration.

Please let me know if you have any questions or need further information.

Regards,

Wayne Olson
Area Director

Cc: Mayor Teresa Jacobs, Orange County Government
Eric Ushkowitz, Economic Development Administrator, Orange County Government
Jeffrey Newton, Orange County Attorney
Pamela Nabors, President/CEO, CareerSource Central Florida

Draft
Board of Directors Meeting
Lynx Office
455 N. Garland Ave., Orlando, FL 32801

Thursday, December 14, 2017
9:00 a.m.

MINUTES

- MEMBERS PRESENT:** Debbie Clements, Steve Ball, Greg Beliveau, Paul Bough, Glen Casel, Melanie Cornell, William D’Aiuto, John Gill, Nicole Guillet, Mark Havard, Eric Jackson, Leland Madsen, Brian Michaels, John Pittman, Joseph Sarnovsky, Jim Sullivan, Jody Sweet, Jane Trnka, Eric Ushkowitz, and Mark Wylie
- MEMBERS ABSENT:** Wendy Brandon, John Davis, Jeff Hayward, Sheri Olson, Kathleen Plinkse, Richard Sweat, Chuck Todd, Al Trombetta and Larry Walter
- STAFF PRESENT:** Pam Nabors, Mimi Coenen, Leo Alvarez, Nilda Blanco, Steven Nguyen, Bradley Collor, Larry Krause, Homer Boone, Darlene Davis, Katherine Vega, Janet Saunders and Kaz Kasal
- GUESTS PRESENT:** Edward Johnson / Lynx; Thomas Wilkes/GrayRobinson

Agenda Item	Topic	Action Item / Follow Up Item
1	<p>Welcome</p> <p>Ms. Clements, Board Chair, called the meeting to order at 9:07 am and welcomed those in attendance. Ms. Clements introduced Mr. Edward Johnson, Chief Executive Officer with Lynx and extended her thanks, on behalf of the Board, for hosting the meeting.</p> <p>Mr. Johnson greeted and welcomed the attendees to the Lynx Office / Lynx Central Station and provided a brief overview of Lynx. Mr. Johnson stated that Lynx is currently working to revolutionize transit in Central Florida with the “Lynx Forward” project. The project involves a redesign of Lynx’s current bus transit system in a more efficient and cost-effective way in order to better deliver services and meet the needs of the community. Expected rollout date is April 2018. Mr. Johnson stated, in Lynx’s continued partnership with CSCF, he will be working with Ms. Nabors to make sure the new routes align to meet the needs of CSCF participants utilizing Lynx. Mr. Johnson stated that Lynx is also working on technical projects to include: Wi-fi availability on all buses, mobile device apps to pay for fares, tracking a bus, personal pick up service (like Uber provides), handicap transit services and reporting an inappropriate act.</p>	
2	<p>Mission Moment</p> <p>Ms. Mimi Coenen, Chief Operations Officer, provided the success story of Mr. Tobias, who was referred to CSCF by Orlando Economic Partnership. Mr. Tobias became a CSCF participant and received electronic board assembly</p>	

	<p>training at Valencia College's Advanced Manufacturing Center. Additionally, Mr. Tobias also received, as part of the enrollment, free Lynx bus transportation to Valencia College. As a result of the training, Mr. Tobias attained three key industry credentials and soon after was hired by Lockheed making \$12 an hour. Mr. Tobias not only is earning more now, but setting down a career path with future growth and earning potential. Ms. Coenen added this is also a great example of how OEP, Lynx and CSCF partnered together toward Mr. Tobias's success.</p> <p>Board Member Recognition Ms. Clements stated that Dr. Sarnovsky's term on the CSCF Board of Directors will end effective 12/14/17, as he has retired from Seminole State College effective December 2017. Ms. Clements thanked Dr. Sarnovsky for his service on the CSCF Board and presented him an award for his contributions to the Board, especially in his roles of Treasurer, Chair of the Finance Committee, and a member of the Executive Committee.</p>	
3	<p>Roll Call / Establishment of Quorum Ms. Kasal commenced with roll call and reported that there was a quorum present.</p>	
4	<p>Public Comment None offered.</p>	
5	<p>Chair's Report Ms. Clements requested of the Board, as a "call to action," to think of ways on how they can strengthen their understanding of CSCF.</p>	
6	<p>Consent Agenda: Ms. Clements, Board Chair, asked the Board if any item on the consent agenda, as listed below, needed to be moved to the action item portion of the agenda.</p> <p>Consent Agenda:</p> <ul style="list-style-type: none"> • Draft Minutes of 11/3/17 Board Meeting • Operations and Finance Report • President's Report • Acceptance of 2 CFR 200 Audit Report 	<p>Mr. Jackson made a motion to approve all items on the consent agenda. Mr. Michaels seconded; motion passed unanimously.</p>
7	<p>Information:</p> <p>Board Retreat Debrief / Preliminary Ideas Ms. Nabors presented a summary of the 11/3/17 Board Retreat (attachment) reviewing the following highlights:</p> <ul style="list-style-type: none"> • Mr. Tim Guiliani, President/CEO of Orlando Economic Partnership (OEP), discussed strategic purpose of OEP's merger to create one business advocate voice. • Ms. Nabors and CSCF's leadership team provided a state of the region report, which demonstrated how talent is driving regional economic development. The presentation included: a snapshot of Central Florida's economy, analysis of talent pipeline, CSCF 	

Board goals and visual overview of CSCF's organizational process.

- Ms. Gert Garman, owner of Broad Perspective, facilitated the Retreat. Ms. Garman provided group exercises to promote creative “divergent thinking” and led discussion of four questions to support CSCF's process and strategies. The Board divided into groups to answer the four questions.
- Board feedback highlights from the four questions:
 - CSCF already has an attractive talent pool for existing and new employers.
 - Help talent focus on career vs. job.
 - Create a system that quickly accesses talent and matches to appropriate employer opportunity.
 - CSCF is the “catalyst” that: understands businesses' needs, where the gaps are and exponential growth; and effectively partners with educational and other key stakeholders to ensure right skills training occurs to fill needed positions.
 - What specialized niche does CSCF do best and can be known for?
 - Focus on entry-level jobs that have growth opportunities within the targeted sectors.
 - Evaluate data on a regular basis – what sector yielded the best results
 - CSCF rebrand – push what CSCF does well
 - Revenue diversity – seek alternative funding – from private, corporate and key stakeholders.

Ms. Nabors stated part 2 of the Board Retreat will occur on 2/22/18, immediately following the Consortium and Board joint meeting.

Ms. Nabors provided a quiz to the Board via a “Kahoot” application to test the Board's knowledge on what CSCF supports and does not support.

Committee Reports:

Executive Committee

Ms. Clements stated the Executive Committee met on 12/5/17 to review committee reports and the board meeting agenda. The Committee also received an update from Mr. Thomas Wilkes of GrayRobinson, CSCF's corporate attorney, regarding lease settlement with Continental Property, CSCF's former landlord.

Revenue Diversity Ad Hoc Committee

Mr. Jackson, Committee Chair, stated the Committee met on 11/20/17 and received insights on alternative funding sources and strategies from Mr. Mark Brewer, President/CEO with the Central Florida Foundation. The

Committee also discussed maximizing the current Ticket-to-Work program, strategies to increase community investment in the current youth service delivery, and other opportunities on how the Board can embrace the culture of revenue enhancement. The Committee will bring to next Board meeting a 1, 5, and 10 year revenue diversity plan and a standard report with goals, trends, and if meeting goals.

Audit Committee:

Mr. Ushkowitz, Committee Chair, stated that the Audit Committee met on 11/28/17 and accepted the draft FY 16-17 audit report prepared and presented by Grau and Associates, CSCF's independent auditor. Mr. Ushkowitz stated that Grau & Associates issued an unmodified opinion (highest level a company can attain) with no findings and no areas of internal control weaknesses. The audit presentation is included in the Consent Agenda section of the 12/14/17 Board Agenda, which the Board has approved. Mr. Ushkowitz commended Mr. Alvarez and his team for the great job they are doing.

Community Engagement Committee:

Ms. Sweet, Committee Chair, stated the next scheduled meeting is on 1/22/18.

Finance Committee

Dr. Sarnovsky stated the Finance Committee met on 11/16/17 and reviewed its charter, approving a few minor revisions, and the FY 17-18 financials through 9/30/17. The Committee also reviewed current performance of CSCF's retirement plan and approved the addition of a bond fund to the plan. Dr. Sarnovsky stated CSCF's retirement plan is moving in the right direction with a 95% participation rate, a decrease in loans to below 4% and an increase to \$5M in assets.

Governance Committee

Mr. Wylie stated that the next scheduled meeting is on 1/9/18. At this meeting the Governance Committee will review the results from the "CSCF Board Self-Evaluation" of which over two-thirds of the Board participated, and the Bylaws. Mr. Wylie urged those Board members who have not yet responded to the survey to do so. The Committee will also identify a replacement for Dr. Sarnovsky's Board seat, as well as Board Treasurer and Chair for Finance Committee, which was occupied by Dr. Sarnovsky.

Career Services:

Ms. Coenen stated the Career Services Committee met on 11/9/17 and discussed the following: under-expenditures in training and a plan to catch up; follow up discussion on Board Retreat; in-depth review of the training data on

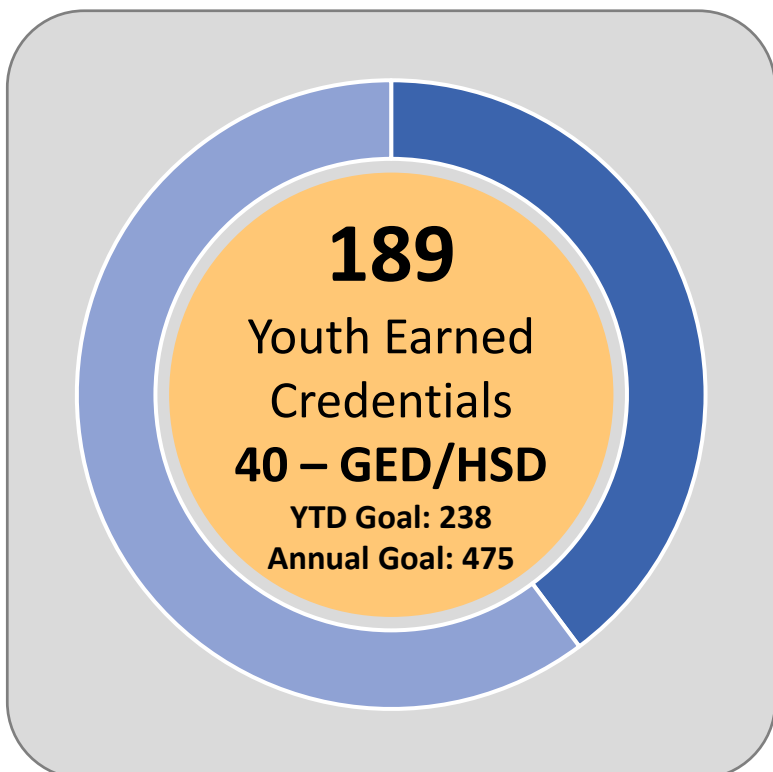
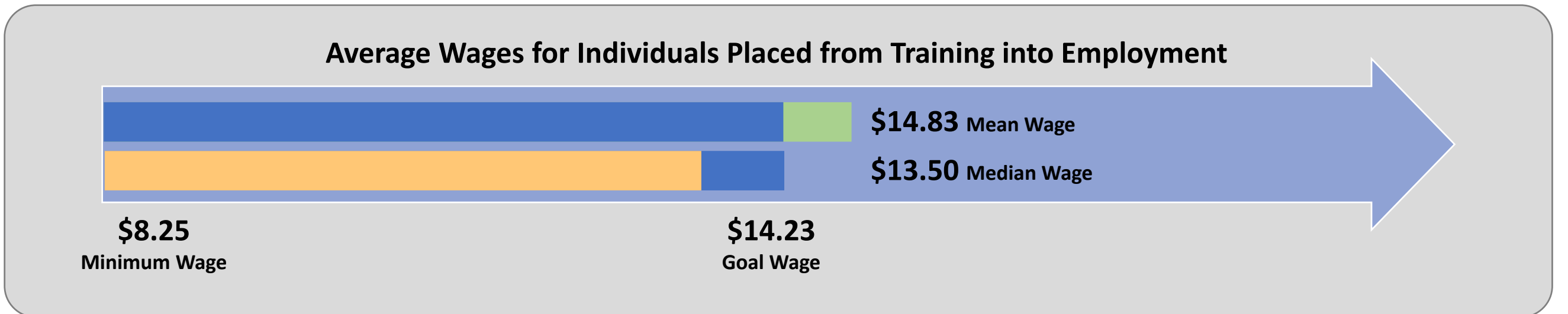
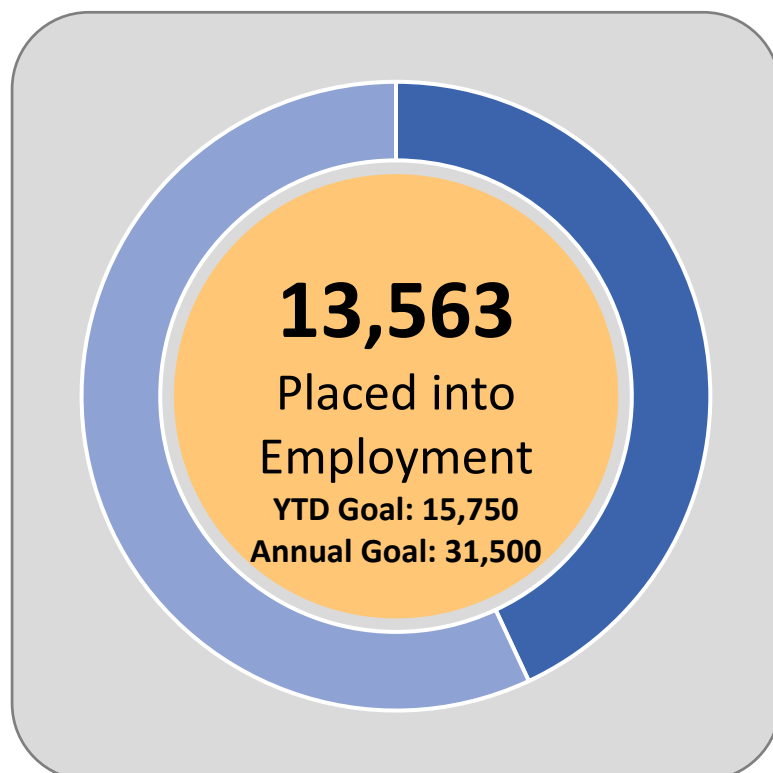
	<p>completions, placements (which is on target); wages; attaining data on specific jobs within a sector – i.e. specific jobs with the construction sector; identifying ways to recruit individuals for internships – reviewing CSCF internships vs. college internships.</p>	
6	<p>Other Business</p> <p>Ms. Nabors asked the Board if they would prefer receiving meeting appointments 60 days ahead of meeting date vs. current process of sending all meeting appointments for ½ the calendar year (in July send July through December and in December send January through June). Ms. Clements stated her preference to keep current process but also send a reminder appointment 60 days ahead of meeting date.</p> <p>Mr. D’Aiuto, on behalf of Department of Children & Families, extended his thanks to Ms. Nabors, Ms. Blanco and CSCF team for their help with the food assistance program to individuals and families impacted by Hurricane Irma.</p>	
7	<p>Adjournment</p> <p>There being no other business, the meeting was adjourned at 10:30 am.</p>	

Respectfully submitted,

Kaz Kasal
Executive Coordinator

PY 17-18 Operations Report

Through 12.31.2017



PY 17-18 Target



Exceeded goal



On track to meet goal



PY 17-18 YTD Actual



Behind on goal

Data Source: Employ Florida, OSST

**CareerSource Central Florida
President/CEO Report
February 22, 2018**

Highlights

Board Development and Strategic Initiatives

- A Board evaluation survey was sent to all CareerSource Central Florida (CSCF) Directors last quarter to gauge Board member satisfaction and engagement. Eight-five percent (85%) of the Board Directors responded to the survey and are generally satisfied with their experience as a Board member. The survey also highlighted areas for further Board development and engagement to improve the role of oversight and insight.
- CSCF participated in a local Roundtable held by Governor Scott in January to discuss the needs of Hurricane Maria evacuees and develop strategies to further assist the local efforts. Based upon the discussion, CSCF received a Governor's Challenge grant of \$502,000 to enhance English language acquisition and employment services for evacuees from Puerto Rico or the Virgin Islands to transition into their new community.

Internal Process and Systems

- CareerSource Central Florida was named one of the nation's 101 Best and Brightest companies to work for in 2017. The Best and Brightest Companies to Work For® competition, held by the National Association for Business Services, identifies and honors companies that deliver exceptional human resource practices and an impressive commitment to their employees. Organizations are assessed based on categories such as communication, work-life balance, employee education, diversity, recognition, retention and more. CSCF employees who answered the survey indicated that CSCF encourages a culture where staff are appreciated and recognized for their work, and the core values are demonstrated in senior, mid-level, and frontline leadership.
- CSCF is in discussions with Lake Sumter State College (LSSC) to utilize a portion of the College's Foundation Building in Leesburg, when CSCF's current career service lease expires in July. This partnership will provide an opportunity to expand the career support services and job placements between the two organizations. LSSC hosted CSCF's architect team for a tour to develop a site plan for consideration.
- CareerSource Central Florida has worked to improve its organizational cybersecurity in all areas including infrastructure, monitoring, and education. The technology network infrastructure was proactively upgraded and monitoring tools have been elevated to automatically alert the IT Department of any potential issues. Organization-wide training was conducted to increase overall staff cybersecurity awareness, which resulted in more than 98 % of CSCF staff passing a cybersecurity assessment.
- The Revenue Diversity ad hoc committee met in January to continue discussions about two specific areas to generate revenue: maximizing the current Ticket-to-Work program and increased community investment into our youth service delivery model. The Committee completed the Ticket-to-Work operational plan and is prepared to present the plan to the Board for review and input. The Committee also completed a first draft a youth case statement and will continue to refine its ideas to create an operational plan that will be presented to the Board at a later date.

- The Department of Economic Opportunity completed its Fiscal Monitoring of CSCF for the first half of fiscal year 2017-18. Based on exit interview results, no findings or areas of non-compliance were noted.

Programs and Performance Outcomes

- One Stop Operator – Education Solutions International (ESI)– has worked with CSCF's Workforce Innovation and Opportunity Act (WIOA) core partners to better align services to increase collaboration, efficiency, and access to workforce services. Specifically, ESI is working with Orange County Adult Education, Vocational Rehabilitation and the Community Action Agencies to create focused and targeted connections with those partners to support the region's comprehensive career center on West Colonial in Orlando.
- The Business team exceeded its annual goal of serving 1,250 repeat business clients. As of January 2018, CSCF had already served 1,750 businesses who returned for additional services in the second quarter.
- CSCF has increased the average wage for participants enrolled in WIOA training and who obtained a job. In the first six months of the program year, participant wages at program exit grew to \$14.83 per hour; exceeding the target of \$14.23 per hour.
- The first phase of Hurricane relief - Project Restore is coming to a close. Project Restore served 199 individuals, including 16 veterans and 17 Maria Evacuees through paid work experiences. The participants provided temporary work for disaster relief efforts including humanitarian assistance, access to emergency resources, and debris removal at public and non-profit entities. Of those in the program, 20 have already secured regular employment, and five individuals have transitioned to WIOA intensive career development and training.

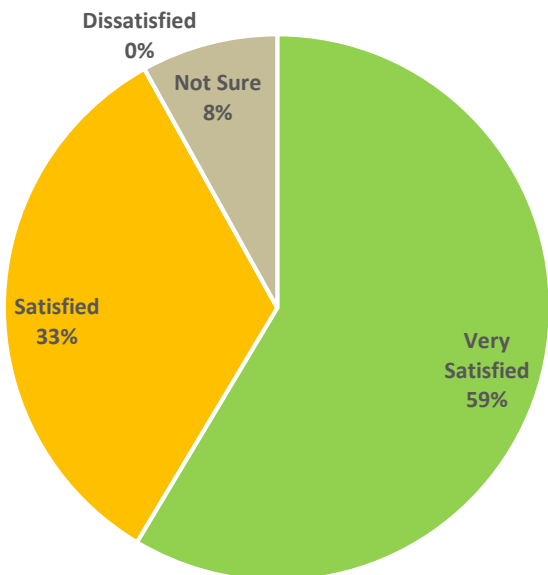
Community Engagement and Outreach

- In response to the evacuees arriving from areas affected by Hurricane Maria, CSCF has provided information and referral to more than 5,000 individuals alongside Heart of Florida United Way and other organizations at the Orange County Multi-Agency Response & Resource Center. To date, the CSCF workforce system has helped 65 evacuees obtain employment in Central Florida.
- In an ongoing effort to assist areas of the state significantly affected by Hurricane Irma, CSCF transferred one of the mobile units (RV's) for permanent relocation to the Miami-Dade-Monroe region. The mobile unit will enable Region 23 to bring much-needed employment services to the Florida Keys and other areas where service delivery challenges still exist as a result of storm damage.
- CSCF, UCF and the Florida High Tech Corridor concluded the Talent Supply Study. The Study, and the economic talent tool it yielded, now informs a nine county region along the I-4 Corridor regarding the pool of credentialed and technical talent in the region. CSCF showcased the study and tool at Mayor Teresa Jacobs' Orange County Economic Summit, held in January at the Orange County Convention Center.

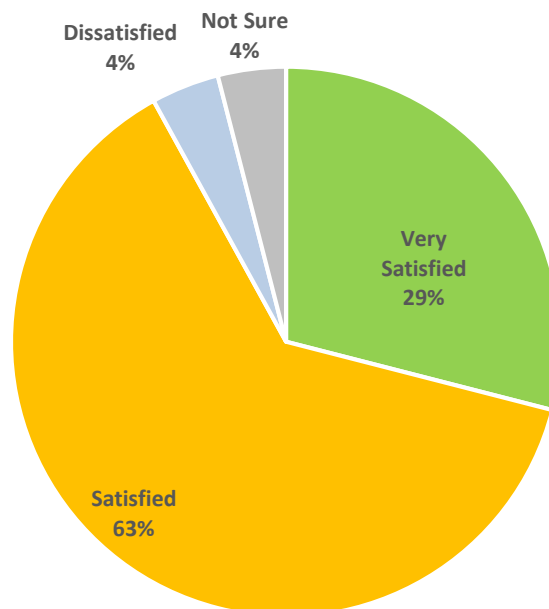
Board Satisfaction Results – December 2017

- **85% Response Rate (24 completed surveys). Survey opened October 2017.**
- **Overall, the majority of board members are very satisfied or satisfied with all areas mentioned on the survey, which is consistent with the previous May 2014 board satisfaction survey.**
- **Only one item had one response of very dissatisfied:**
 - **Advising and assisting the chief executive when my help is requested.**
- **Seven items had one or two responses indicating dissatisfied:**
 - **Having a good working relationship with other board members.**
 - **Having knowledge about organization's major programs and services.**
 - **Acting knowledgeably and prudently when making recommendations about how the organization's funds should be budgeted or spent.**
 - **Preparing and participating at board and committee meetings, as well as other activities of the organization.**
 - **Volunteering and using my special skills to further the organization's mission.**
 - **Taking advantage of opportunities to enhance the organization's public image by periodically speaking to leaders in the community about CSCF's work.**
 - **My service on the board.**
- **What the comments say about what we are doing right:**
 - **Survey process is very appreciated.**
 - **CSCF leadership team is committed and accessible.**
- **Three main elements derived from the comments about how we can improve:**
 - **Board engagement: ensure each board member understands how their role in the community and their personal strengths can contribute to the board process. Develop ways for board members to know each other better.**
 - **Board training: better insights into operations, community impact, and outcomes; orientation refreshers at board meetings.**
 - **Follow-up and accountability: assign responsibility and deadlines to actions items from retreats and/or meetings; follow-up to ensure items have been completed; revisit discussions where resolution or better understanding may be needed.**

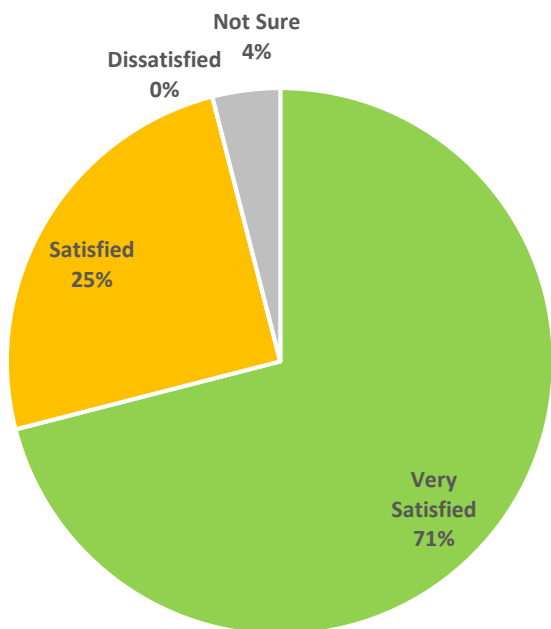
Understanding and supporting the organization's mission?



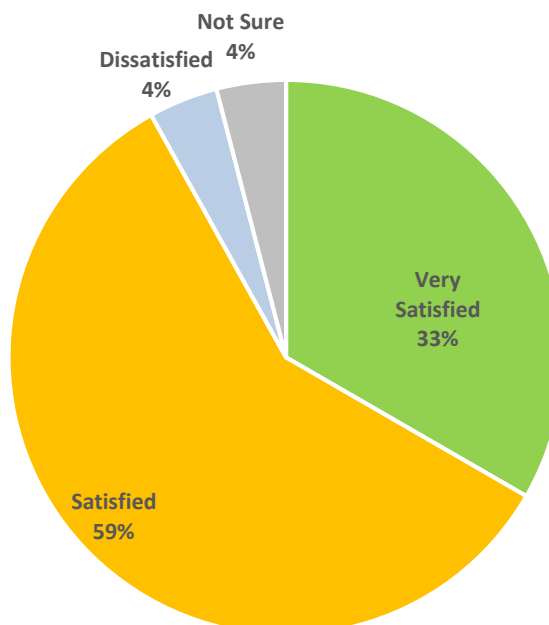
Having a good working relationship with other board members?



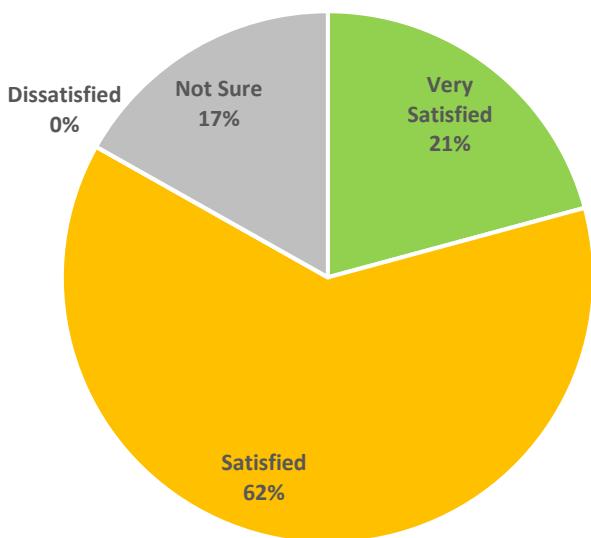
Having a good working relationship with the chief executive?



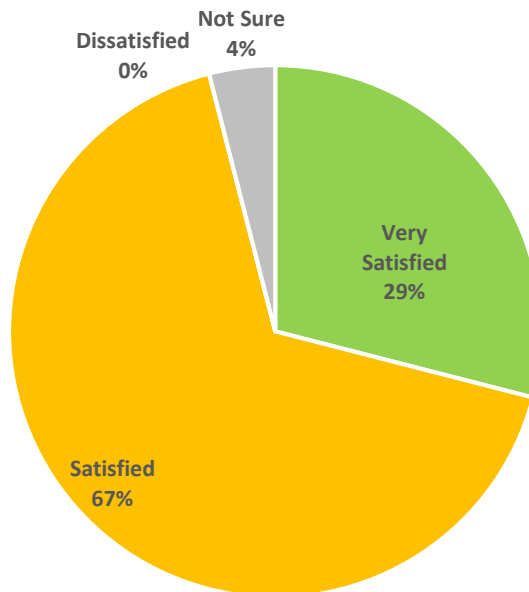
Having knowledge about organization's major programs and services?



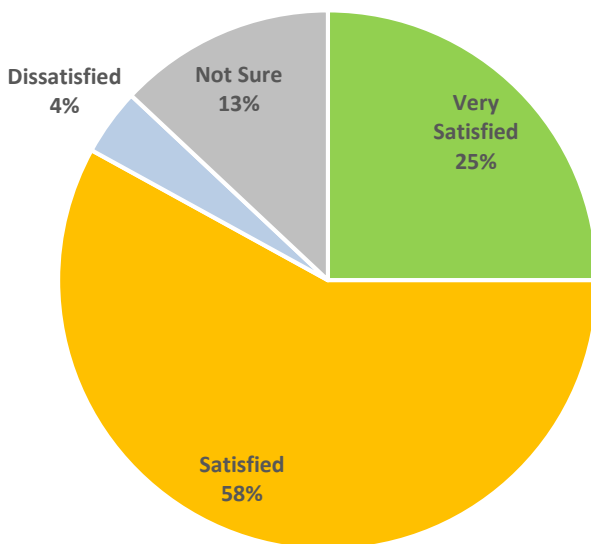
Following trends and important developments in the organization's substantive field of interest?



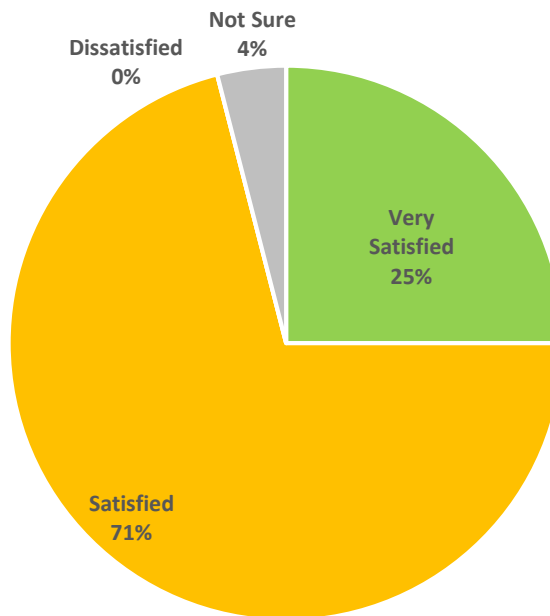
Reading and understanding the organization's financial statements?



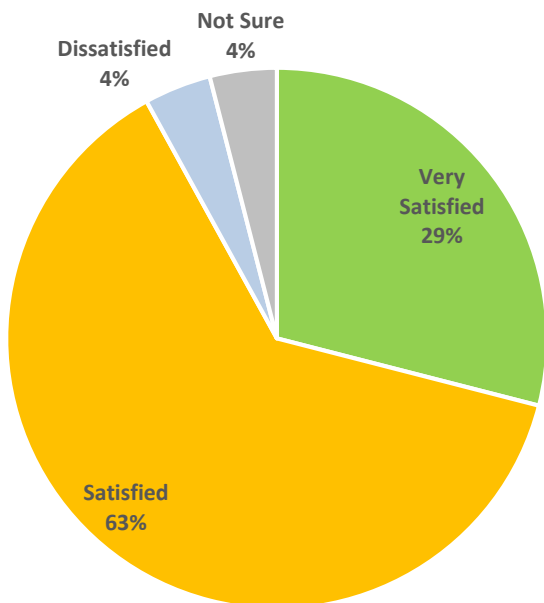
Acting knowledgeably and prudently when making recommendations about how the organization's funds should be budgeted or spent?



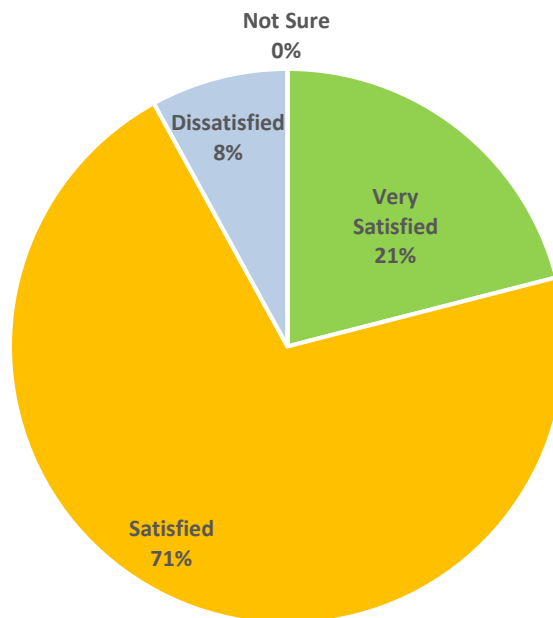
Focusing my attention on long-term and significant policy issues rather than short-term administrative matters?



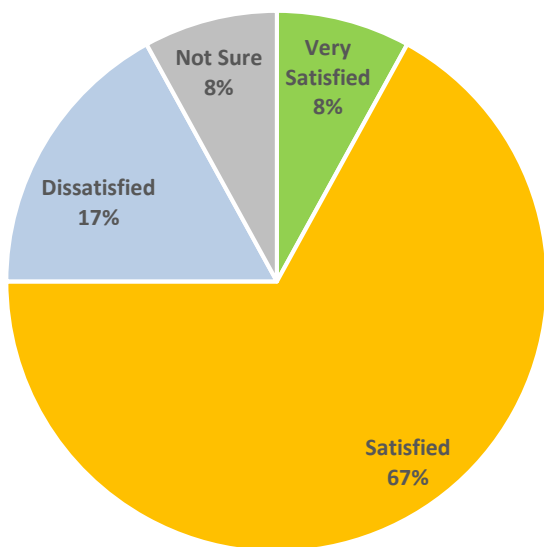
Preparing and participating at board and committee meetings, as well as other activities of the organization?



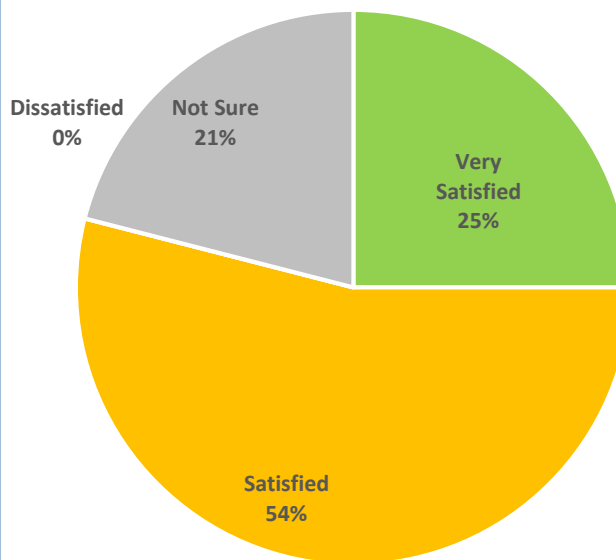
Volunteering and using my special skills to further the organization's mission?



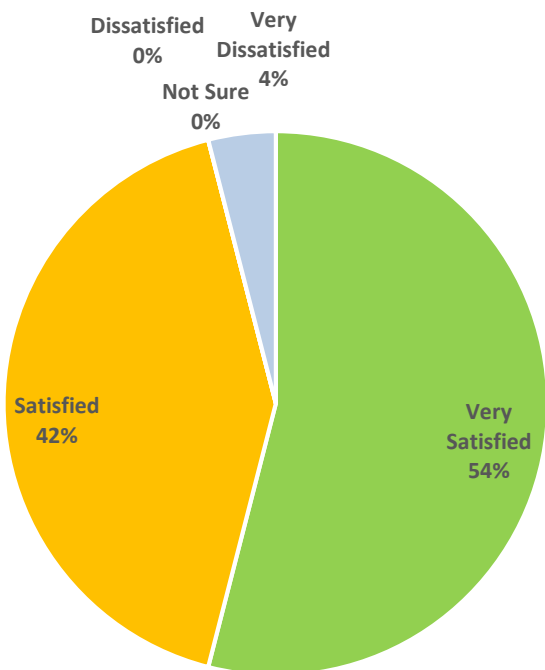
Taking advantage of opportunities to enhance the organization's public image by periodically speaking to leaders in the community about CSCF's work?



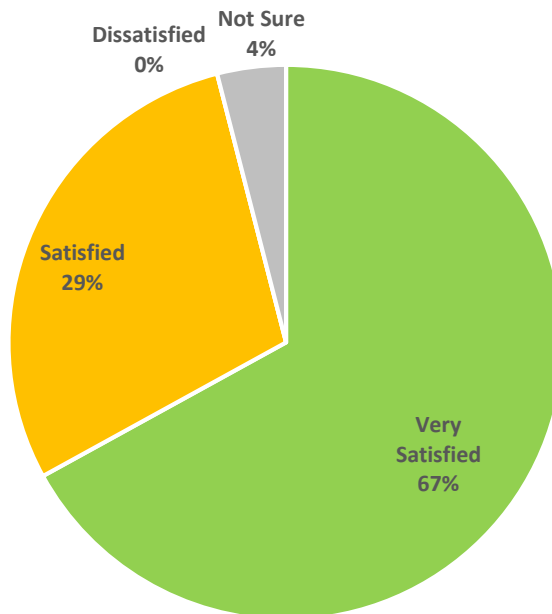
Suggesting agenda items for future board and committee meetings?



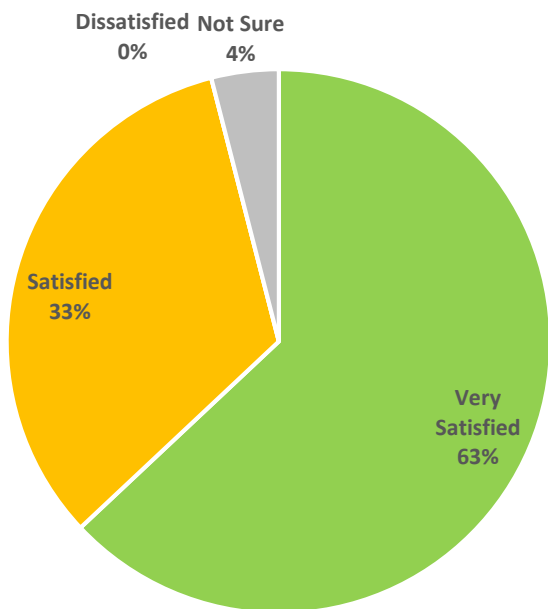
Advising and assisting the chief executive when my help is requested?



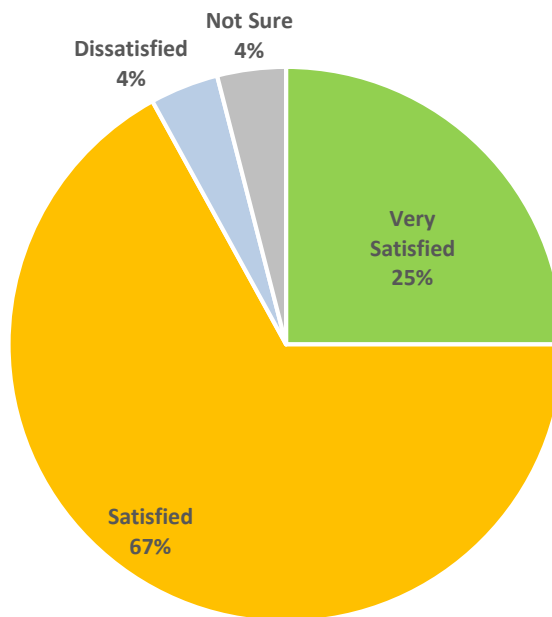
Avoiding, in fact and in perception, conflicts of interest related to the board or organization, and disclosing to the board in a timely manner any possible conflicts?



Giving opinions and views that are heard and considered?

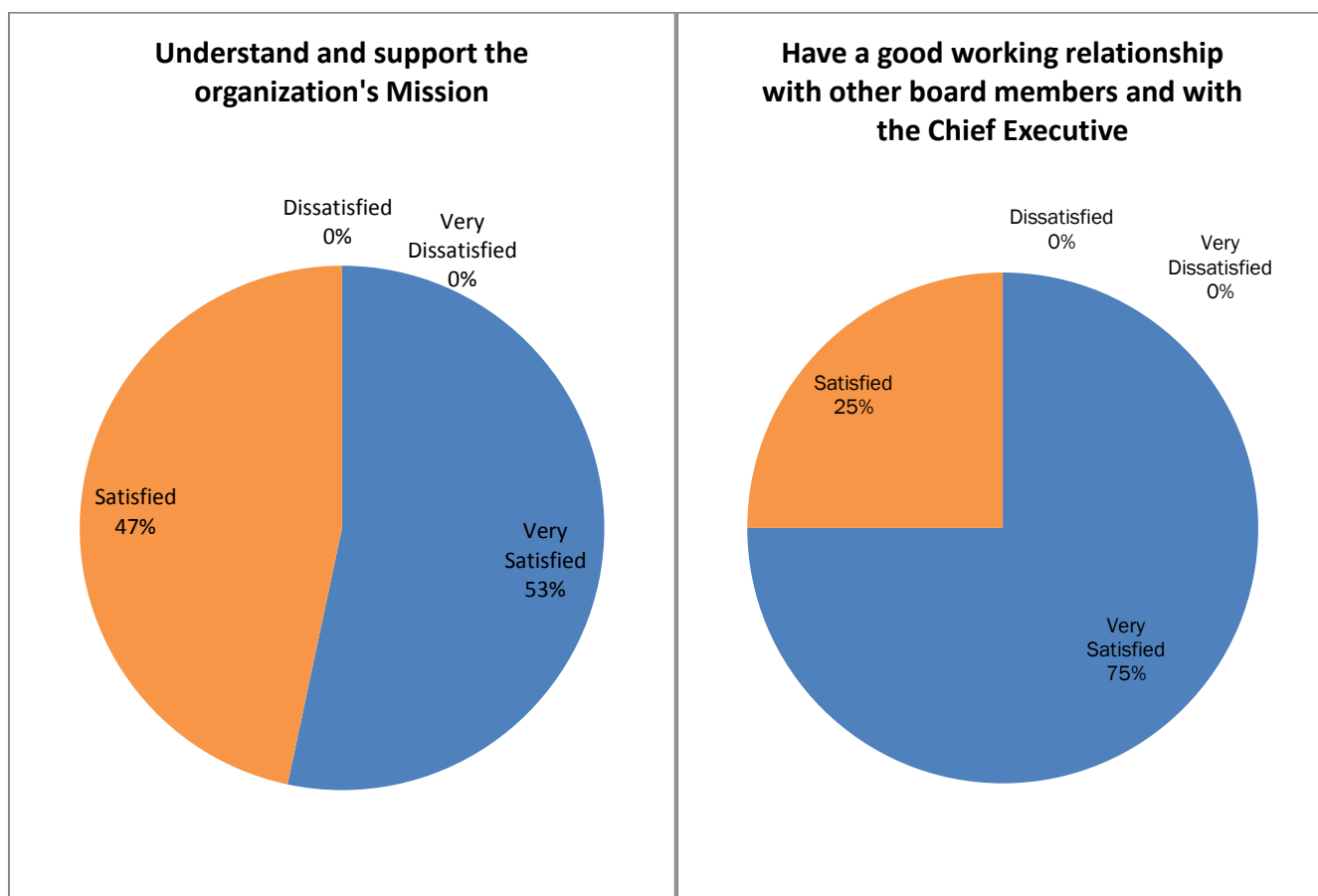


My service on the board?

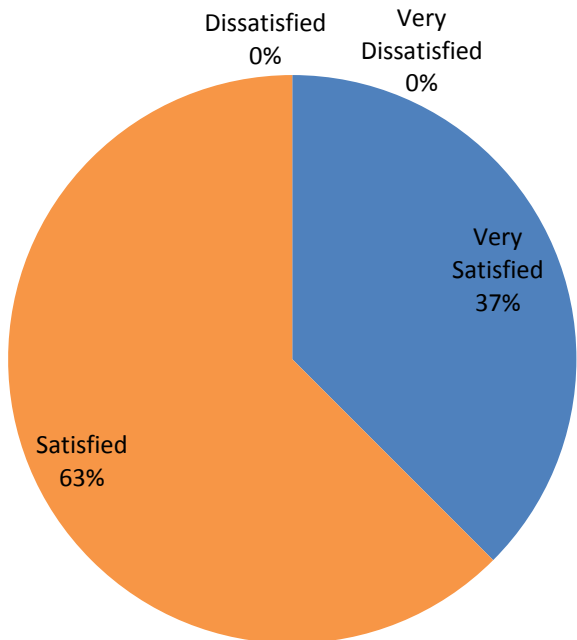


Board Satisfaction Results – May 2014

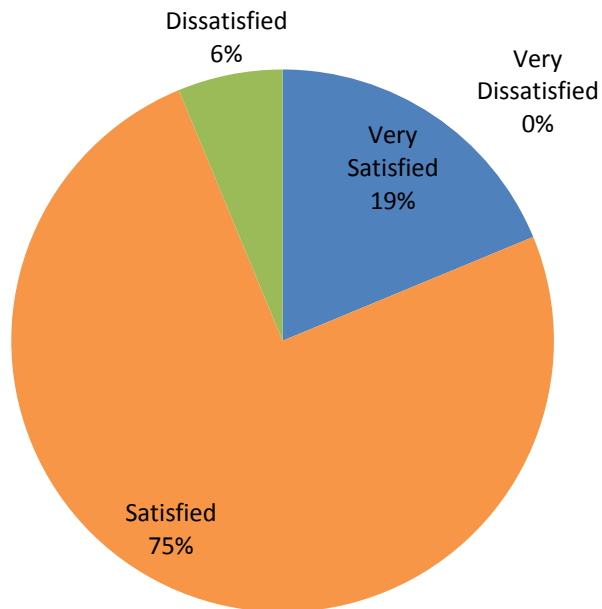
- 57% Response Rate (16 completed surveys). Survey open March 5 – April 25, 2014.
- Overall, the majority of board members are very satisfied or satisfied with all areas mentioned on the survey.
- Only one item had one response of very dissatisfied:
 - Prepare for and participate at board and committee meetings, as well as other activities of the organization.
- Six items had one or two responses indicating dissatisfied:
 - Follow trends and important developments in the organizations substantive field.
 - Read and understand the organization’s financial statements.
 - Focus attention on long-term and significant policy issues rather than short-term administrative matters.
 - Willingly volunteer and use your special skills to further the organization’s mission.
 - Take advantage of opportunities to enhance the organization’s public image through public speaking to leaders in the community about the work of the organization.
 - Suggest agenda items for future board and committee meetings.



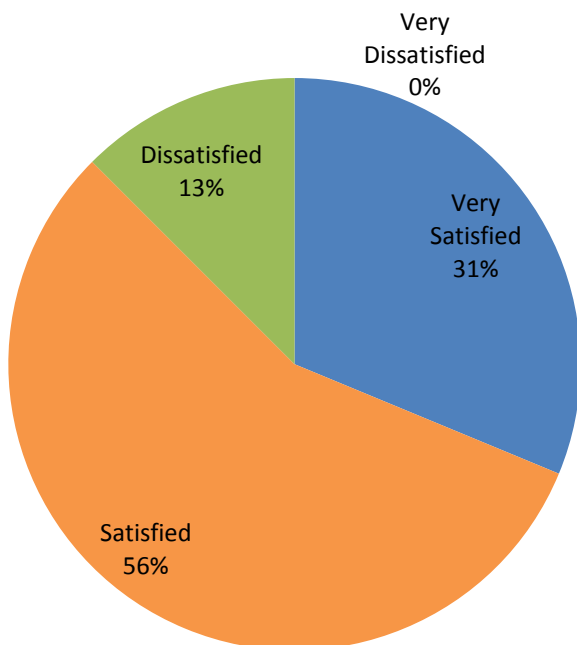
Are knowledgeable about organization's major programs and services



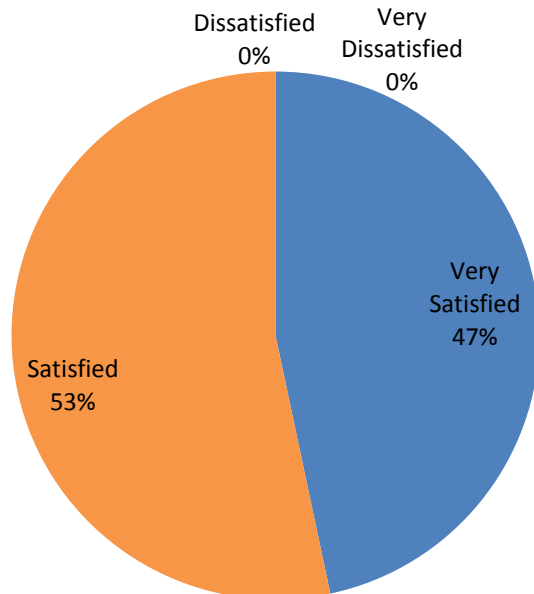
Follow trends and important developments in the organization's substantive field of interest



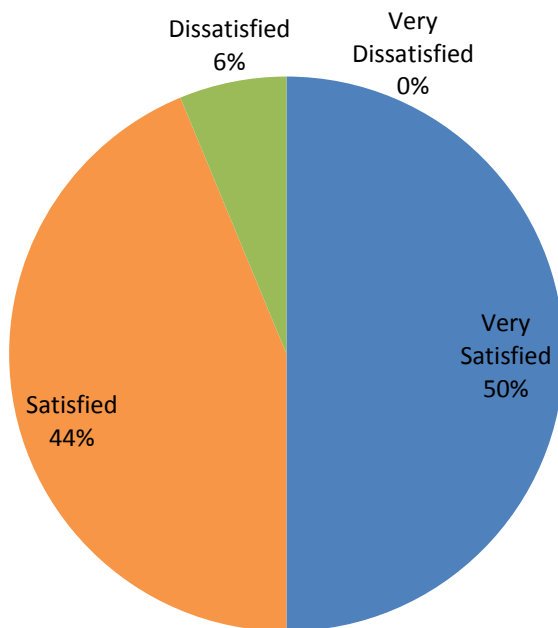
Read and understand the organization's financial statements



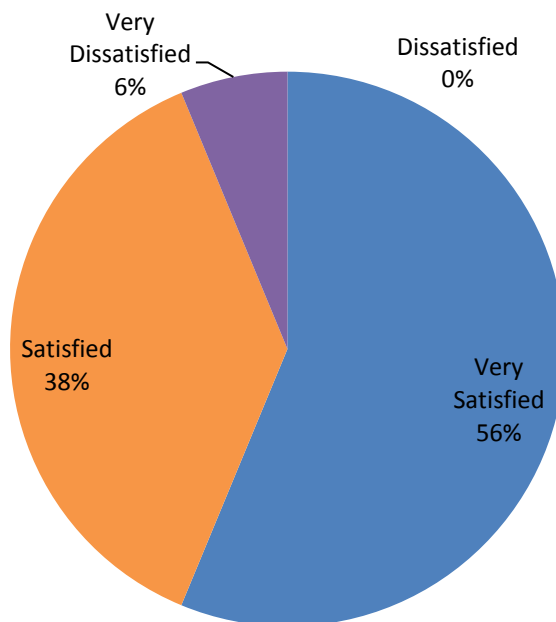
Act knowledgeably and prudently when making recommendations about how the organization's funds should be budgeted or spent



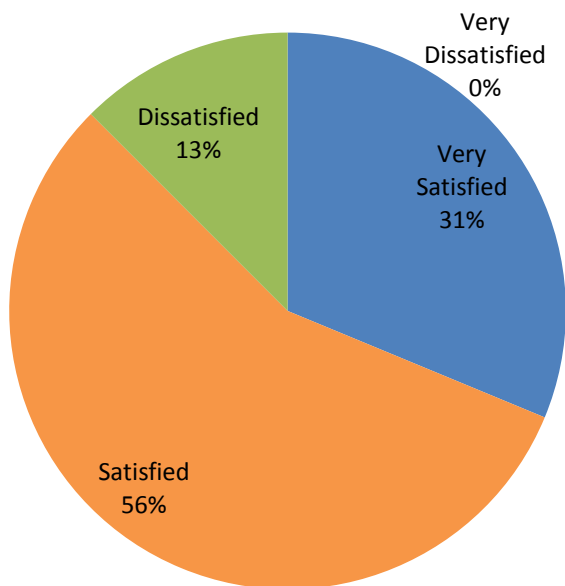
Focus your attention on long-term and significant policy issues rather than short-term administrative matters



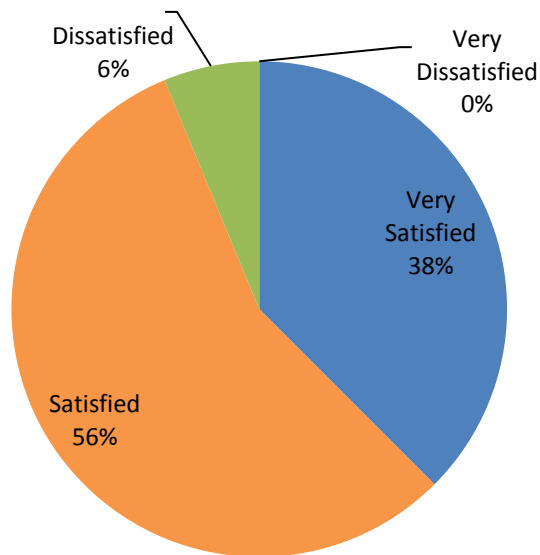
Prepare for and participate at board and committee meetings, as well as other activities of the organization



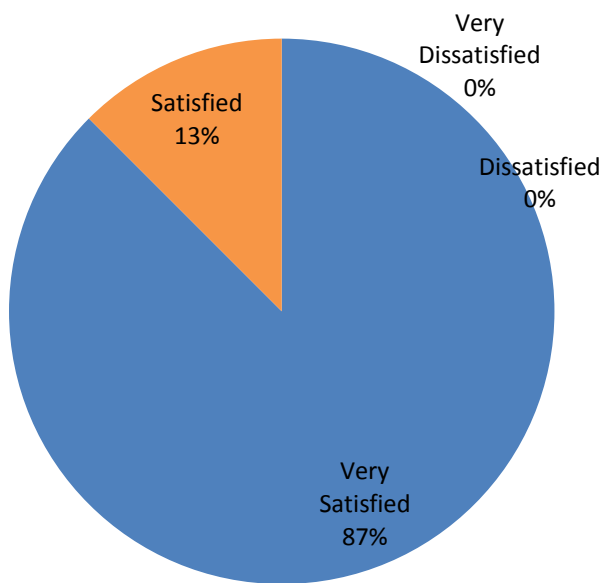
Willingly volunteer and use your special skills to further the organization's mission?



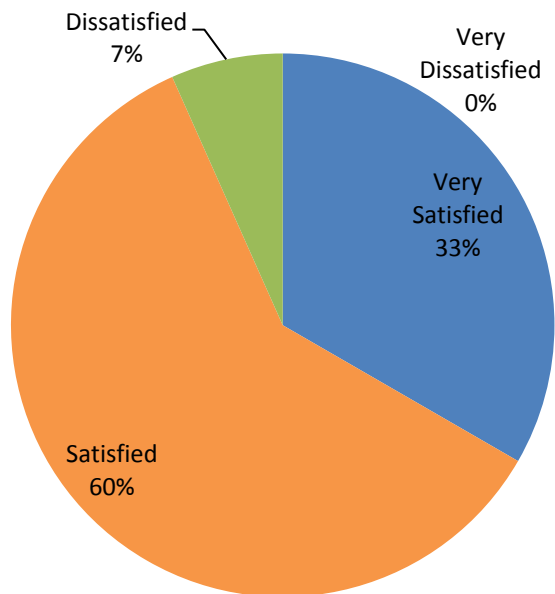
Take advantage of opportunities to enhance the organization's public image by periodically speaking to leaders in the community about the work of the organization



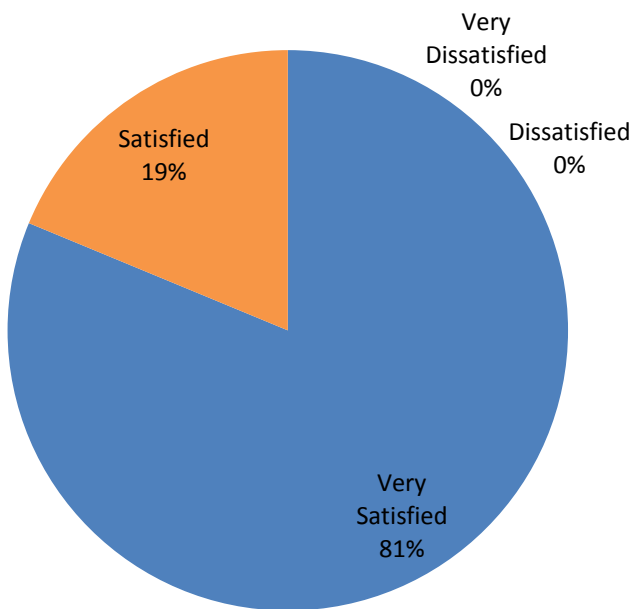
Respect the confidentiality of the board's executive decisions



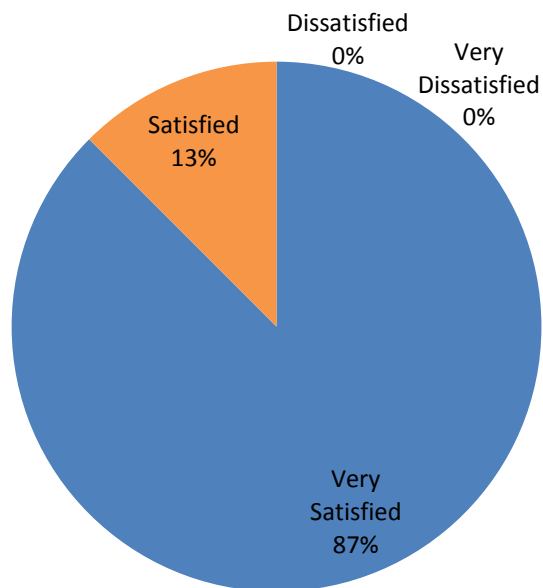
Suggest agenda items for future board and committee meetings



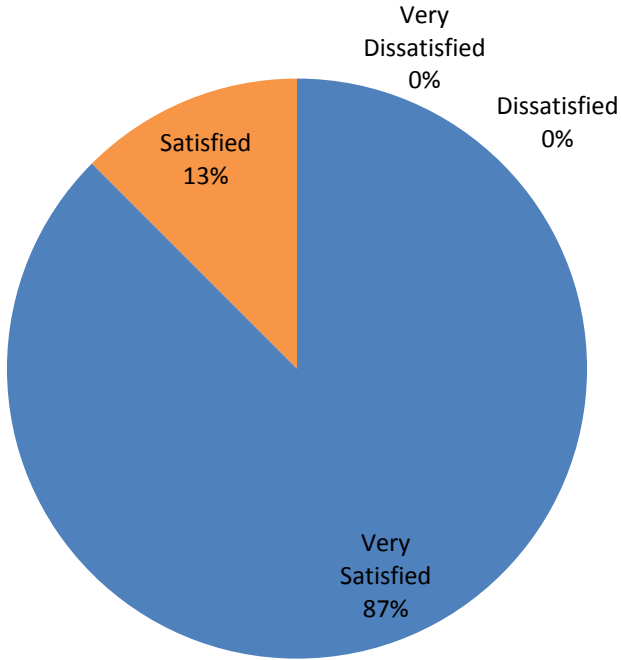
Advise and assist the chief executive when your help is requested



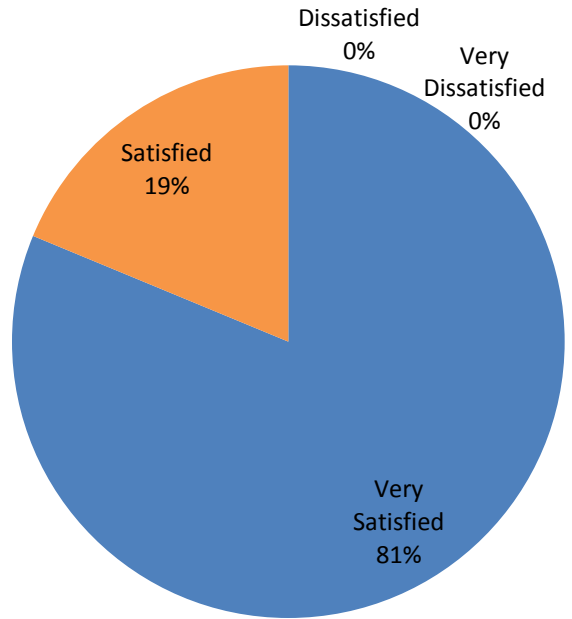
Avoid, in fact and in perception, conflicts of interest related to the board or organization, and disclose to the board in a timely manner any possible conflicts



Are heard and considered when you give your opinions and views



Find serving on the board to be a satisfying and rewarding experience





PROPOSED TREASURER NOMINATION

Board Officer Position	Nomination	Job Title	Organization
Treasurer	Eric Ushkowitz	Economic Development Administrator	Orange County Government



BOARD ACTION ITEM

To: CareerSource Central Florida Board of Directors
From: Mimi Coenen, COO
Subject: Approval of Youth Navigator RFQ Recommendations
Date: February 22, 2018

PURPOSE:

CareerSource Central Florida (CSCF) changed the operation of its Workforce Innovation and Opportunity Act (WIOA) funded Youth Program in early 2016 from contracted service providers to CSCF directly delivering youth services. Initial enrollments were not reaching the diversity of participant that WIOA intended, specifically homeless, youth connected to the Juvenile Justice System, foster care youth and young adults with disabilities.

In Oct of 2016, the board approved the recommendation to fund a Youth Navigator leveraging existing organizations areas of expertise with the desired targeted populations and increase youth enrollment to access training and employment opportunities. As a result two organizations were procured as Youth Navigators:

1. Community Based Care (CBC) – serving foster youth
2. Home Builders Institute (HBI) – serving justice involved youth

BACKGROUND:

In June of 2017, the board approved adding additional Youth Navigators to the budget for the new program year 2017/2018, as long as total costs didn't exceed \$350,000 annually. An RFQ was posted October 6, 2017 and closed on October 24 with no recommended selections. A second RFQ was posted November 20th and closed December 31, 2017.

CSCF received responses from eleven community organizations for consideration in the second RFQ solicitation. They included:

1. Center for Independent Living
2. Central Florida Commission on Homelessness
3. Central Florida Urban League
4. Community Initiatives (Community Based Care)
5. Federation of Families of Central Florida
6. Florida Institute of Community Inclusion
7. Global One Networks
8. Goodwill of Central Florida
9. IMPOWER
10. Life Stream Behavioral Center
11. Stop the Violence and Embrace

All were reviewed, rated and scored by a team of CSCF staff and a board member. The top three scores were given to:

Organization	Targeted Population	Counties Served	Initial Budget Request
Center for Independent Living	Individuals with disabilities	Orange, Osceola, Seminole, Polk, Hardee, Highlands and DeSoto	\$44,830
IMPOWER	Foster Care, homeless and intellectually disabled	Brevard, Orange, Osceola, Seminole, Volusia and Polk	\$37,760
Central Florida Urban League	African-American and other underserved minorities, low income and criminal justice attached youth	Orange	\$58,487

ACTION REQUESTED:

Career Services Committee is recommending to allow staff to conduct contract negotiations, not to exceed the previously approved budget, for the three highest scoring organizations. The Executive Committee, at its 2/13/18 meeting, reviewed and approved that this recommendation be forwarded to Board for final review and approval.

- Center for Independent Living in Central Florida, Inc.
- IMPOWER, Inc.
- Central Florida Urban League



HURRICANE EFFORTS

IRMA OUTREACH

Served 199 individuals in work experience and placement services
 Hired 16 veterans in work experience activity
 Hired 17 Hurricane Maria evacuees in work experience activity
 Partnered with 13 public and nonprofit organizations to host individuals
 20 participants have entered unsubsidized employment as of January
 5 participants have moved into WIOA activities
 65 Maria evacuees have been employed to date, and the numbers will continue to increase as we better identify this population and work collaboratively to help the community

MARIA OUTREACH

October 21, 2017: Osceola Career Services Center
393 attendees | 37 Employers | 125 Hires

November 1, 2017: Southeast Orange Career Services Center
410 attendees | 24 Employers | 60 Hires

November 16: Osceola Career Services Center
547 attendees | 37 Employers | 111 Hires

January 26, 2018: Osceola Career Center
296 attendees | 28 Employers | 52 Hires

Served in Southeast Orange County: 3,878
Southeast Orange Career Services Center & Airport Reception Center

Served in Osceola: 748
Osceola Career Center & Kissimmee Reception Center

Served in EmployFlorida.com: 559
Self-identified as Maria evacuees (Note: The coding was made available by EmployFlorida.com after the job fairs occurred, and many individuals requested not to be documented as evacuees.)

BUSINESS PARTNERS

Below are just a few of the dozens of business partners who participated in the job fairs to connect evacuees with employment opportunities.



RECOGNITION



The Jimenez Family

The OIA Reception Center referred the Jimenez family to CSCF following Hurricane Maria in Puerto Rico. Committed to helping others, Mr. Jimenez joined CSCF's Project Restore to utilize his skills as a Graphic Artist. After briefly returning to Puerto Rico and realizing there were few jobs available, the family returned and CSCF helped place Mr. Jimenez in a paid internship with Havoc Media Group at \$16/hour to gain skills necessary to succeed as a Graphic Artist.



Miguel From Second Harvest

Miguel joined Second Harvest's first Spanish-language Culinary Training Program class for Puerto Rican evacuees, with tuition funded by CSCF. The 14-week course provides culinary and life skills necessary to build a sustainable career in the local hospitality industry. After losing everything in the storm, Miguel is now rebuilding a life for him and his daughters.

1.800.757.4598 | careersourcecentralflorida.com

CareerSource Central Florida is an equal opportunity employer/program. Call 407.531.1222 for more information. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. Disponible en Español.

