

BOARD OF DIRECTORS Virtual Meeting

Thursday, February 25, 2021

2/25/21 CSCF BOARD VIRTUAL MEETING DETAILS

Meeting Details

Meeting Agenda

Welcome

Spotlight Story

Roll Call

Public Comment

Consent Agenda

Information /
Discussion /
Action Items

Insight

Other Business

Adjournment

What: Board of Directors Virtual Meeting

When: Thursday, February 25, 2021
9:00 a.m. – 10:30 a.m.

Where: Virtual: Zoom Meeting

Link: <https://careersourcecf.zoom.us/j/94989300944?pwd=S1dFR2VNVmQvdkYyT3U5amc3VGtDZz09>

Dial In: 1 (929) 205-6099

Meeting ID: 949 8930 0944

Passcode: 877919



2/25/21 CSCF BOARD VIRTUAL MEETING AGENDA

Agenda Item	Topic	Presenter	Action Item
1.	Welcome	Mark Wylie	
2.	CSCF Spotlight Story		
3.	Roll Call / Establishment of Quorum	Kaz Kasal	
4.	Public Comment		
5.	Consent Agenda	Mark Wylie	X
	A. 12/17/20 Board Meeting Draft Minutes		
	B. Committee Action(s)		
	1) Acceptance of 2 CFR-200 Audit Report (Audit)		
	2) DEO Monitoring Results: FY 2019-2020 (Audit)		
6.	Information / Discussion / Action Items		
	A. Chair's Report	Mark Wylie	
	B. President's Report	Pam Nabors	
	1) Finance Report	Eric Ushkowitz	
	C. Sunshine Law Presentation	Heather Ramos	
	D. Committee Reports		
	1) Executive (<i>met on 2/18/21</i>)	Mark Wylie	
	2) Audit (<i>met on 2/9/21</i>)	Larry Walter	
	3) Career Services (<i>met on 1/28/21</i>)	Dr. Kathleen Plinske	
	4) Community Engagement (<i>met on 1/12/21</i>)	Jody Wood	
	5) Facilities Ad Hoc (<i>no meeting currently scheduled</i>)	Matt Walton	
	6) Finance (<i>met on 2/9/21</i>)	Eric Ushkowitz	
	a. Budget Adjustment		X
	7) Governance (<i>meeting on 1/20/21</i>)		
	a. Board Engagement (7/1/20 thru 12/31/20)	Richard Sweat	
	8) Revenue Diversity Ad Hoc (<i>meeting on 3/10/21</i>)	Eric Jackson	

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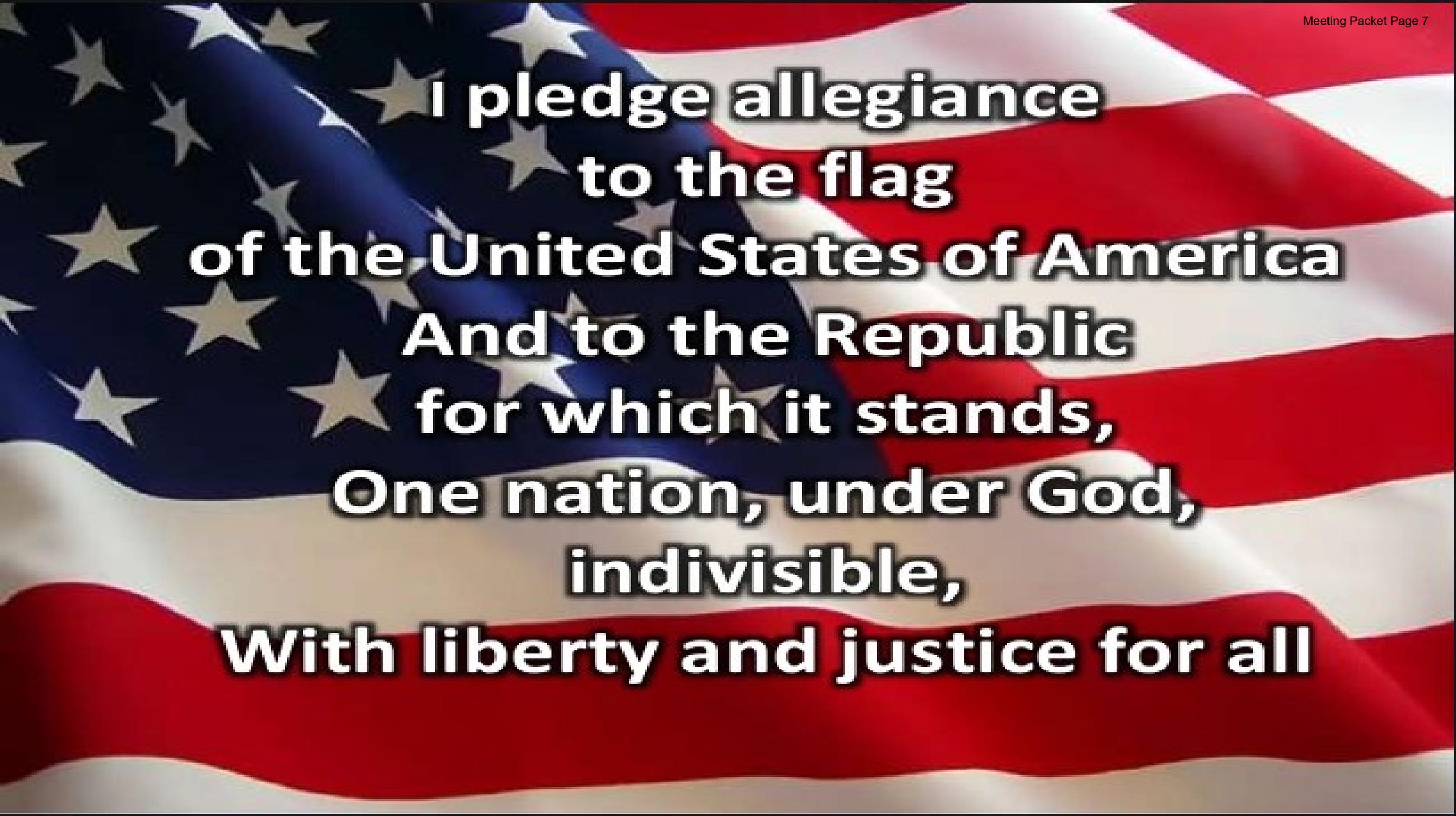
Other Business

Adjournment

WELCOME



PLEDGE OF ALLEGIANCE

The background of the image is a close-up, slightly blurred view of the American flag, showing the stars and stripes in a wavy pattern. The text is overlaid on this background in a bold, white, sans-serif font with a black outline.

**I pledge allegiance
to the flag
of the United States of America
And to the Republic
for which it stands,
One nation, under God,
indivisible,
With liberty and justice for all**

- Meeting Details
- Meeting Agenda
- Welcome
- ▶ Spotlight Story
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SPOTLIGHT STORY



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ROLL CALL / ESTABLISHMENT OF QUORUM



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PUBLIC COMMENT



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CONSENT AGENDA





Board of Directors Meeting

Thursday, December 17, 2020, 9:00 a.m.

MINUTES

CONSORTIUM MEMBERS

PRESENT:

Commissioner Leslie Campione, Commissioner Lee Constantine, Mayor Jerry Demings, and Commissioner Gary Search

CONSORTIUM MEMBERS

ABSENT:

Commissioner Peggy Choudhry

BOARD MEMBERS PRESENT: Mark Wylie, Andrew Albu, Paul Bough, Glen Casel, Diane Culpepper, Keira des Anges, Wendy Ford, John Gill, Nicole Guillet, John Gyllin, Mark Havard, Jeff Hayward, Eric Jackson, Brooke Morris, Sheri Olson, Bryan Orr Kathleen Plinske, David Sprinkle, Jim Sullivan, Richard Sweat, Jane Trnka, Al Trombetta, Eric Ushkowitz, Larry Walter, Matt Walton, Sharron Washington, and Jody Wood

BOARD MEMBERS ABSENT: Eric Jackson, Wendy Brandon and Christopher Wilson

STAFF PRESENT:

Pam Nabors, Mimi Coenen, Leo Alvarez, Lisa Burby, Dyana Burke, Steven Nguyen, Nilda Blanco, Cliff Marvin, Carla Sosa, Kierstyn Bishop and Kaz Kasal

GUESTS PRESENT:

McKenzie Frazer / CSCF Participant; Chris Carmody, Thomas Wilkes / GrayRobinson

Consortium-Board Meeting

Agenda Item	Topic	Action Item / Follow Up Item
1	Welcome <ul style="list-style-type: none"> Commissioner Campione, Consortium Chair, called meeting to order at 9:03 am and welcomed attendees. Commissioner Campione recognized Commissioners Arrington, Butler and Constantine for their service on the Consortium. Commissioner Campione welcomed the following successors on the Consortium: Commissioners Peggy Choudhry and Gary Search; and noted Commissioner Andria Herr will be joining the Consortium in 2021, at its next meeting. Ms. Annmarie O'Brien reviewed CSCF's recent veteran events. 	
2	CSCF Spotlight Story <ul style="list-style-type: none"> Ms. McKenzie Frazer, CSCF Participant via CARES Act Funds/"Help Is Here" program, thanked CSCF for helping her attain a paid internship with Central Florida Community Arts where she gained many skills working on a myriad of projects. 	
3	Roll Call / Establishment of Quorum <ul style="list-style-type: none"> Ms. Kasal, Executive Coordinator, reported a quorum present on the Consortium and over two-thirds quorum on CSCF Board. 	
4	Public Comment <ul style="list-style-type: none"> A member of the public, Mr. Mohamed Chaoudi, provided his comments. 	



Consortium-Board Meeting (continued)		
Agenda Item	Topic	Action Item / Follow Up Item
5	Approval of Minutes – 6/25/20 Consortium Meeting <ul style="list-style-type: none"> Reviewed draft minutes from 6/25/20 Consortium Meeting (attachment). 	Commissioner Constantine made a motion to approve minutes from the 6/25/20 Consortium meeting. Commissioner Search seconded; motion passed unanimously.
6	Approval of Board Appointments <ul style="list-style-type: none"> Reviewed appointments of CSCF Board (attachment) 	Commissioner Constantine made a motion to approve appointments to CSCF Board, as presented. Mayor Demings seconded; motion passed unanimously.
7	Adjournment of Consortium <ul style="list-style-type: none"> Consortium adjourned at 9:25 am. 	
8	Consent Agenda <ul style="list-style-type: none"> Mr. Wylie asked the Board if any item on consent agenda, as listed below, should be moved off for further discussion: <ul style="list-style-type: none"> Draft Minutes of 9/24/20 Board Meeting 	Mr. Hayward made a motion to approve all items on the consent agenda. Mr. Walter seconded; motion passed unanimously.
9	Information / Discussion <u>Chair's Report</u> <ul style="list-style-type: none"> Mr. Wylie thanked the Consortium for approving the following appointments to CSCF Board: <ul style="list-style-type: none"> Kari Conley, Government & Community Relations Manager, Duke Energy Stella Siracuza, CFO, Tomato Express, Inc. Manuel Rascon, Human Resources Assistant Director / Business Partner, AdventHealth, Kissimmee <u>President's Report</u> <ul style="list-style-type: none"> Ms. Nabors, President/CEO, provided highlights from the President's Report (attachment) to include: <ul style="list-style-type: none"> Revenue diversity streams to date Scorecard through 9/30/20, 1st quarter "Help Is Here" activities to date Sterling update: review of Sterling management framework, timeline of CSCF transformation, and next steps. 	



Board Meeting

Agenda Item	Topic	Action Item / Follow Up Item
	<ul style="list-style-type: none"> • <u>Finance Report</u> <ul style="list-style-type: none"> – Mr. Alvarez, CFO, reviewed financials through 9/30/20, 1st quarter, trending on target at 22% expended. <p><u>Committee Reports</u></p> <p><u>Executive:</u> Mr. Wylie, Executive Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> • Met on 12/10/20. • Reviewed CSCF updates and committee reports. • Approved to forward to Board action item to select Valencia College to provide customized diversity and inclusion training to CSCF's staff (attachment). This action item requires two-thirds vote of the CSCF Board, which has already been established earlier in this meeting. <p><u>Audit</u> Mr. Walter, Audit Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> • Met jointly with Finance Committee on 10/13/20. • Reviewed Charter – concurred no changes needed at this time. • Reviewed conduct of the audit, objective and plan. • Audit results will be reviewed at Audit & Finance Committees' meeting on 2/9/21. <p><u>Career Services</u> Dr. Plinske, Career Services Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> • Met on 11/19/20. • Reviewed performance scorecard for 1st quarter. • Reviewed HIH activities to date. • Discussed how to connect with businesses to understand and best support their current and long term needs. <p><u>Community Engagement</u> Ms. Wood, Community Engagement Committee Chair, reported the next meeting is scheduled for 1/12/21.</p> <p><u>Facilities Ad Hoc Committee</u> Mr. Walton, Facilities Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> • Met on 10/1/20. • Reviewed CSCF Seminole County's office current lease terms, market rates and renewal options. 	<p>Mr. Gill made a motion to approve to allow staff to contract with Valencia College to deliver the customized diversity and inclusion training. Mr. Walton seconded, with Dr. Plinske abstaining; motion passed unanimously.</p>



	<ul style="list-style-type: none"> Concurred renewing lease most viable option and recommended Finance Committee approve staff to continue lease negotiations with landlord. 	
	<p><u>Finance Committee</u> Mr. Ushkowitz, Finance Committee Co-Chair, reported on the following:</p> <ul style="list-style-type: none"> Met jointly with Audit Committee on 10/13/20 Reviewed financials through 8/31/20. Reviewed Charter – concurred no changes needed at this time. Approved for staff to continue lease negotiations with landlord for 5-year renewal and forward to Board for final approval (attachment). <p><u>Governance</u> Mr. Sweat, Governance Committee Chair reported on the following:</p> <ul style="list-style-type: none"> Met on 10/7/20. Reviewed Charter – made one minor adjustment; concurred no other changes needed. Reviewed Board’s current composition and discussed gaps and ways to promote for greater diversion and equity. Reviewed and concurred with adjustments to description section of the Board Engagement Metrics (attachment). <p><u>Revenue Diversity Ad Hoc</u> Ms. Nabors, on behalf of Mr. Jackson, Revenue Diversity Ad Hoc Committee Chair, reported following:</p> <ul style="list-style-type: none"> Met on 11/12/20. Reviewed “Career Passport” – an initiative Mr. Sweat is spearheading and sponsoring to develop a platform and app where students/job seekers, schools and employers can connect with each other. 	<p>Mr. Walter made a motion to approve for staff to continue CSCF’s Seminole County office’s lease negotiations for a 5-year renewal, prior to the June 30, 2021 renewal. Mr. Sullivan seconded, with Dr. Gyllin abstaining; motion passed unanimously.</p>
10	<p>Insight <u>Legislative Update</u></p> <ul style="list-style-type: none"> Chris Carmody with GrayRobinson provided a legislative update (attachment). 	
11	<p>Other Business</p> <ul style="list-style-type: none"> During 2nd half of fiscal year, Board will partake in on-line training, as required by DEO. Stay tuned for further information. 	
12	<p>Adjournment Meeting adjourned at 10:46 am.</p>	

Respectfully submitted,

Kaz Kasal
Executive Coordinator

Board of Directors Meeting
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RETURN TO AGENDA

CareerSource Central Florida Audit Wrap Up Fiscal Year End 6/30/2020

David Caplivski, CPA
Partner



Grau & Associates
CERTIFIED PUBLIC ACCOUNTANTS

Agenda

- Role of External Auditor
- Opinion on Financial Statements and Statement of Expenditures of Federal Awards (SEFA)
- Financial Statements
- Compliance Reports
- Questions

Role of the External Auditor

- Performs Single Audit
 - Financial Statement
 - Compliance
- Performs audit under Government Auditing Standards and Uniform Guidance
- Issues an opinion on the following;
 - financial statements and the schedule of expenditures of federal awards (SEFA) in relation to the financial statements
 - compliance of each major program



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Role of the External Auditor

- Does not issue an opinion on;
 - Effectiveness of internal controls (financial reporting and compliance)

Opinion

- Financial Statements
 - Unmodified Opinion
- Statement of Expenditures of Federal Awards
 - Unmodified Opinion



Grau & Associates
CERTIFIED PUBLIC ACCOUNTANTS

Statement of Financial Position 6/30/2020

ASSETS

Current assets:

Cash	\$ 3,649,034
Grant receivable	1,517,914
Other receivables	108,920
Prepaid expenses and other current assets	406,818
Total current assets	<u>5,682,686</u>

Property and equipment:

Leasehold improvements	2,039,577
Software	1,340,164
Data processing equipment	737,569
Vehicles	43,670
Total Property and equipment	<u>4,160,980</u>
Less accumulated depreciation	<u>(3,965,000)</u>
Property and equipment, net	<u>195,980</u>

Deposits	99,198
Total assets	<u>\$ 5,977,864</u>

LIABILITIES AND NET ASSETS

Current liabilities:

Accounts payable and accrued expenses	\$ 237,053
Accrued compensation	1,087,026
Grant advances	2,217,760
Deferred rent	25,011
Total current liabilities	<u>3,566,850</u>

Net assets without donor restrictions	2,411,014
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Total liabilities and net assets	<u>\$ 5,977,864</u>
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Statement of Activities for the Fiscal Year Ended 6/30/2020

Revenues:

Federal financial assistance	\$ 26,900,607
Contributions and other revenue	519,831
Interest income	3,014
Total revenues	<u>27,423,452</u>

Expenses:

Program services	24,917,923
Management and general	2,574,808
Total expenses	<u>27,492,731</u>

Change in net assets	(69,279)
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Net assets without donor restrictions, beginning of year	<u>2,480,293</u>
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Net assets without donor restrictions, end of year	<u>\$ 2,411,014</u>
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Compliance Reports

- Yellow Book
 - No instances of noncompliance noted
 - No material weaknesses or significant deficiencies
 - No other findings
- Uniform Guidance
 - Major Program = WIOA Cluster (Adult, Dislocated Worker, Youth)
 - Unmodified opinion on compliance
 - No material weaknesses or significant deficiencies
 - No other findings



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Committee Questions



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MEMORANDUM

To: CareerSource Central Florida Board of Directors
From: Audit Committee
Subject: Fiscal Year 2019-20 DEO Monitoring
Date: February 25, 2021

Purpose: The purpose of this memo is to summarize the Fiscal Year 2019-20 DEO monitoring results for both the program and fiscal.

Background: Below is a summary table extracted from the DEO monitoring report for discussion purposes:

Fiscal Monitoring:

2019-20 Financial Monitoring Results				
Category	Repeat of Prior Year	Reference(s)		
Prior Year Corrective Action Follow-Up	None	Prior year issues of non-compliance #12-19-01 and #12-19-02 resolved		
Category	Findings	Issues of Non-Compliance	Observations	Technical Assistance Provided
Property Management	0	0	1	0
Disbursements	0	0	1	0
TOTAL	0	0	2	0

- There were 0 findings and 2 observations
 1. Property Management - DEO Monitor reported that it was undeterminable whether the property management system captures all the data elements required in 2 CFR 200.313(d)(1).
 - CSCF currently captures seven of the ten required elements when using the Sage Fixed Asset System (FAS). The missing items are as follows:
 - Source of funding for the property
 - Percentage of Federal participation
 - Condition of acquired property
 - CSCF staff is working with FAS system (Fixed Asset Software Provider) to add the required fields.
 2. Disbursements – There were disbursements to three organizations who also had individuals serving on the LWDB’s Board of Director, lacking evidence of two-thirds vote.
 - This item was incorrectly included as an observation and staff has requested DEO to remove from the report.

Program Monitoring

N=No. Y=Yes. N/A=Not Applicable.

2019-2020 Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue (ONI)	Current Year Other Noncompliance Issue
WT	Individual Responsibility Plans (IRPs) did not include safety plan elements for victims of domestic violence.	Y	Y		
	No attempt to contact several participants orally and in writing, missing forms notifying participants of two failures within 30 days, as well as delays in requesting penalties and sanctions.	Y	Y		
	IRPs did not include all required elements/components.			Y	Y
WT Totals		2	2	1	1
SNAP E&T	Sanctions not requested when there was cause to do so.	N	Y		
	Participant engaged in Job Search activity more than 12 consecutive months.			Y	Y
	Initial appointment status codes not ended timely in OSST.			N	Y
SNAP E&T Totals		0	1	1	2
TAA	IEP was recorded the same day that the participant started training.	N	Y		
	Referral to support services not documented.	N	Y		
	Training benchmarks not documented and/or not conducted timely.			N	Y
TAA Totals		0	2	0	1
WP	Migrant and Seasonal Farmworkers (MSFW) incorrectly coded in Employ Florida.	Y	Y		
	Permission not documented to create Employ Florida registrations, job seeker referrals, and incomplete applications for participants.	Y	Y		
	Job orders and job seeker placements were missing several required elements and/or supporting documentation.	Y	Y		
	Verification of new employers not documented by staff.	N	Y		
	Wage rate for multiple placements not recorded on job orders.	Y	Y		
	The "Referral Pending Review" list had not been reviewed by staff within 72 hours.			N	Y
	Job seekers did not meet minimum job qualifications specified on job orders and/or documentation was missing to verify they met the qualifications.			Y	Y
	Staffing (private employment) agency job orders did not contain the phrase "Position offered by no-fee agency".			N	Y
MIS	Employees' access to OSST or Employ Florida had not been revoked and/or terminated following separation from employment.	N	Y		
WP Totals		4	6	1	3
Results-All Programs		6	11	3	7

- There are 5 main programmatic grants (programs) that are monitored annually
- There were 0 findings in all the WIOA program areas – this program is mostly associated with putting clients into training, which is a major portion of our service delivery.
- There were 0 findings related to disallowed costs – all expenditures were justified and done correctly

- Errors found related to administrative issues – missing documents, signatures, case notes
 - New policy in May of 2019 – required documented permission from clients to get staff help when trying to register in our system.
 - New policy in May of 2019 - also required client permission to receive job referrals from staff
 - While following these new policies are cumbersome and slow down the effectiveness of the workforce system – they do provide an opportunity for us to improve.

Approved:

- Audit Committee: 2/9/21

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INFORMATION / DISCUSSION / ACTION ITEMS



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CHAIR'S REPORT

Mark Wylie
CSCF Board Chair



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PRESIDENT'S REPORT

Pam Nabors



SCORECARD

PROGRAM YEAR 20-21
JULY 1 – DEC. 31, 2020

BOARD PRIORITIES

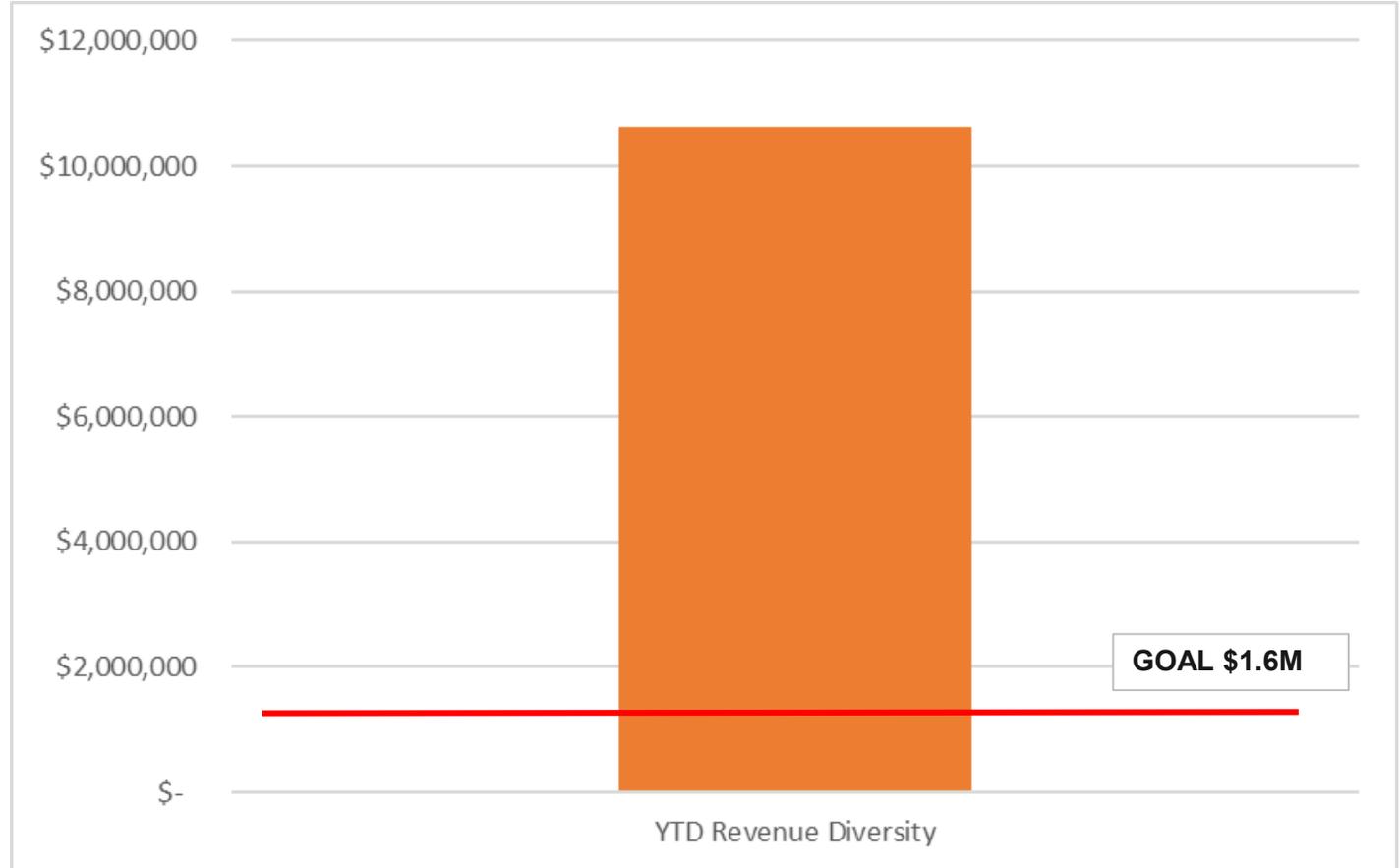
DIVERSIFY REVENUE STREAMS TO ADJUST FOR
VARIABLES IN FEDERAL FUNDING

DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

DELIVER TALENT ACQUISITION STRATEGIES FOR
BUSINESSES IN SIX HIGH GROWTH INDUSTRIES

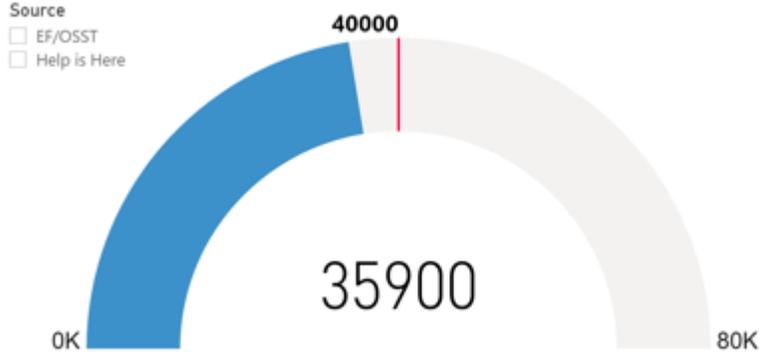
DIVERSIFY REVENUE STREAMS TO ADJUST FOR VARIABLES IN FEDERAL FUNDING

Revenue Diversity Goal	\$ 1,600,000
Grant Funding	
Help is Here - Orange County	\$ 7,500,000
Veterans Award	\$ 32,206
Project Opioid	\$ 2,700,000
	\$ 10,232,206
Public Funding	
Orange County (Youth Grant)	\$ 99,000
Ticket to Work	
	\$ 164,103
Private Funding	
Board Member Contributions	\$ 18,000
Additions Financial Bank	\$ 40,000
	\$ 58,000
YTD Revenue Diversity	\$ 10,553,309

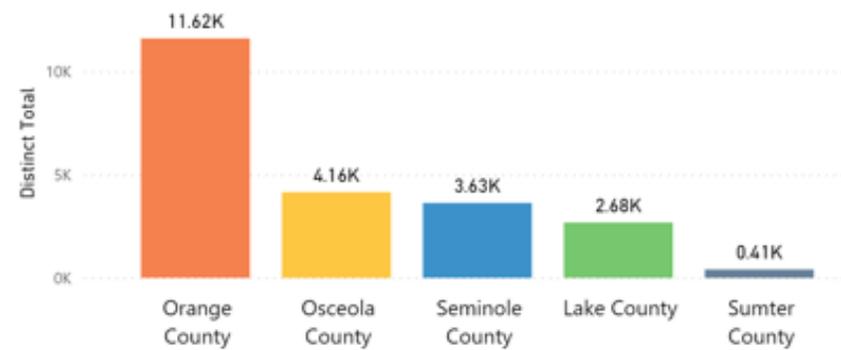
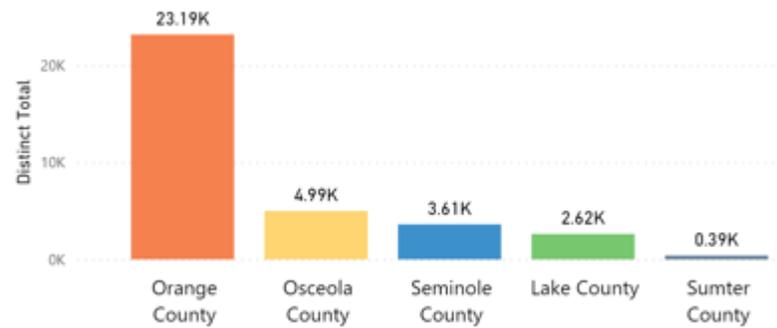
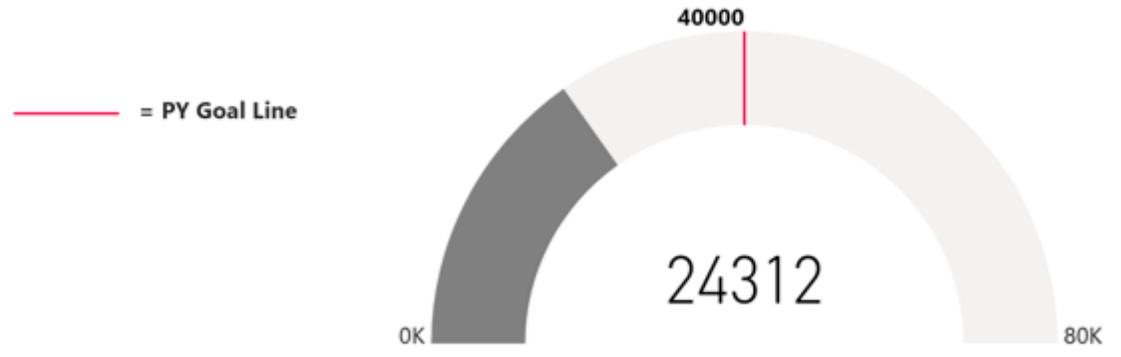


DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

Customers Served Q1-Q2: 2020-2021



Customers Served Q1-Q2: 2019-2020

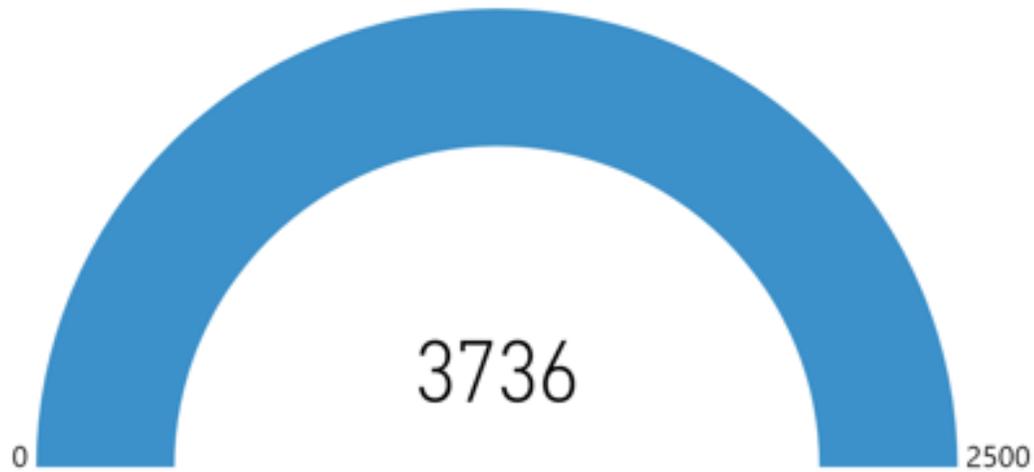


Data Source: Employ Florida SQL Server, OSST SQL Server, and Help is Here CareerEdge
 Data Start Date: July 1, 2020
 Data Through: December 31, 2020

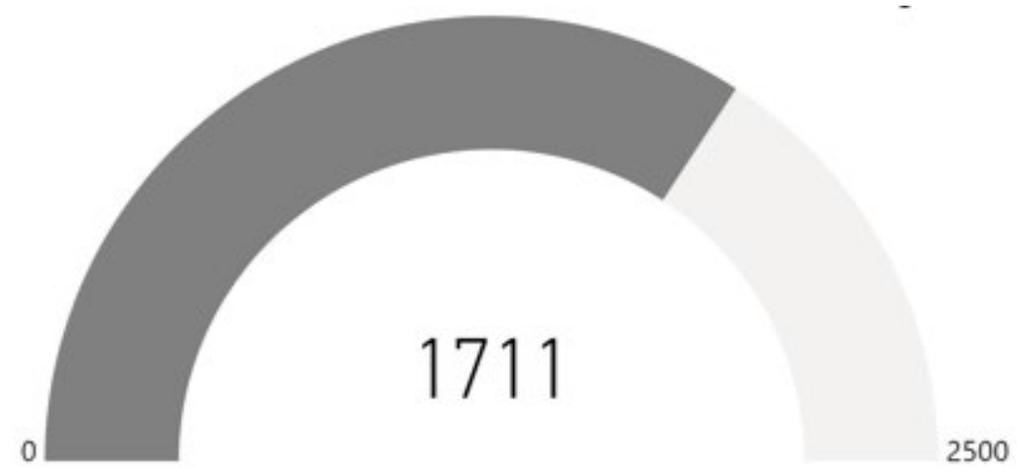


DELIVER TALENT SOLUTIONS
TO IGNITE POTENTIAL

Career Seekers in Training
Q1-Q2: 2020-2021



Career Seekers in Training
Q1-Q2: 2019-2020



Data Source: Employ Florida SQL Server, OSST SQL Server, and Help is Here CareerEdge

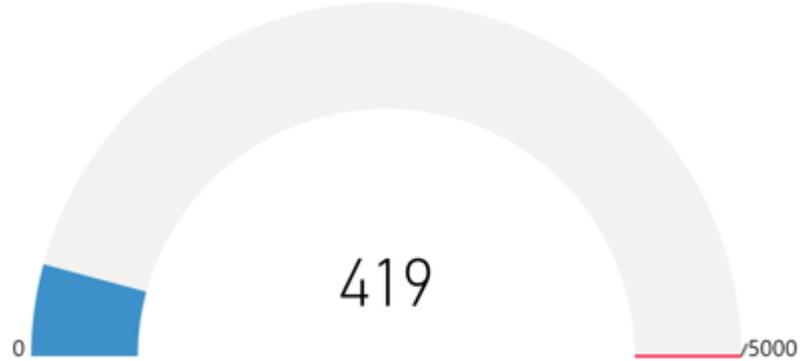
Data Start Date
July 1, 2020

Data Through
December 31, 2020



DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

Career Seekers Trained and Placed Q1-Q2: 2020-2021



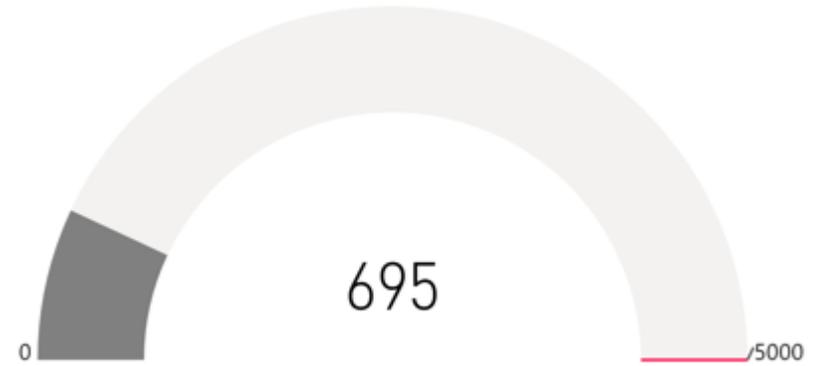
— = PY Goal Line

Employment Targeted Sector	Distinct Placements	Percent	Average Wage	Median Wage	σ
Construction & Utilities	45	10.74%	\$19.03	\$16.00	\$14.45
IT & Finance	85	20.29%	\$18.20	\$16.00	\$9.51
Trade & Logistics	71	16.95%	\$18.15	\$15.00	\$7.40
Other	84	20.05%	\$16.71	\$15.70	\$6.11
Healthcare	90	21.48%	\$16.17	\$15.00	\$5.79
Manufacturing	30	7.16%	\$15.47	\$15.00	\$4.47
Hospitality/Tourism	19	4.53%	\$12.68	\$11.63	\$6.76

\$17.11
Average Wage

\$15.00
Median Wage

Career Seekers Trained and Placed Q1-Q2: 2019-2020



Employment Targeted Sector	Distinct Placements	Percent	Average Wage	Median Wage	σ
Manufacturing	64	9.22%	\$16.97	\$15.34	\$5.82
IT & Finance	86	12.39%	\$16.60	\$15.00	\$6.65
Trade & Logistics	159	22.91%	\$16.50	\$15.00	\$6.07
Construction & Utilities	55	7.93%	\$15.31	\$15.00	\$3.35
Healthcare	171	24.64%	\$14.26	\$13.00	\$4.37
Other	100	14.41%	\$13.01	\$11.50	\$4.80
Hospitality/Tourism	60	8.65%	\$10.46	\$9.88	\$2.35

\$14.91
Average Wage

\$13.97
Median Wage

Data Source: Employ Florida SQL Server

Data Start Date
July 1, 2020

Data Through
December 31, 2020

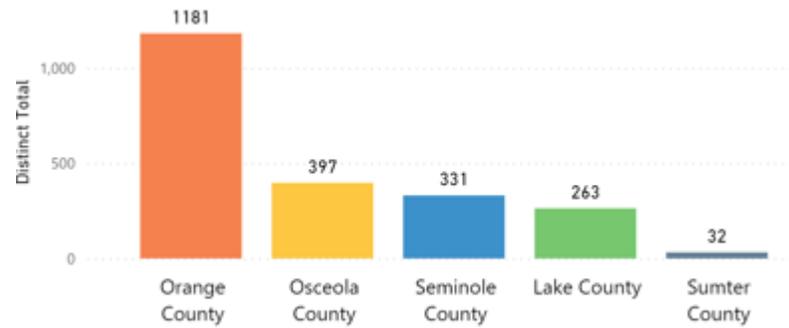


DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

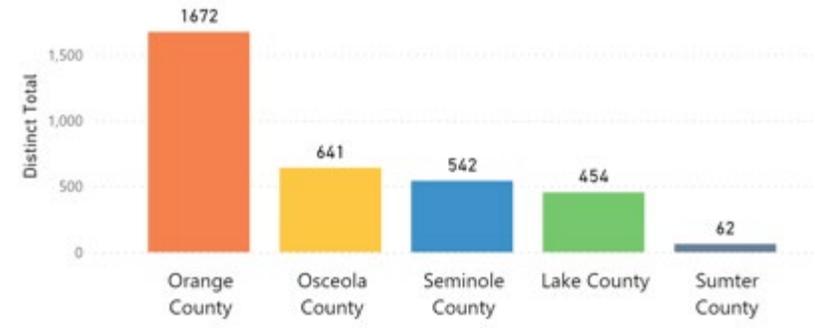
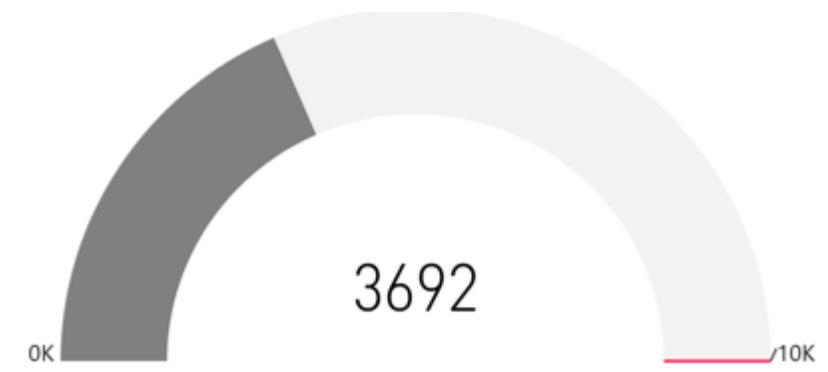
Career Seekers Placed
Q1-Q2: 2020-2021



— = PY Goal Line



Career Seekers Placed
Q1-Q2: 2019-2020



Data Source: Employ Florida and OSST SQL Server

Data Start Date
July 1, 2020

Data Through
December 31, 2020



DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

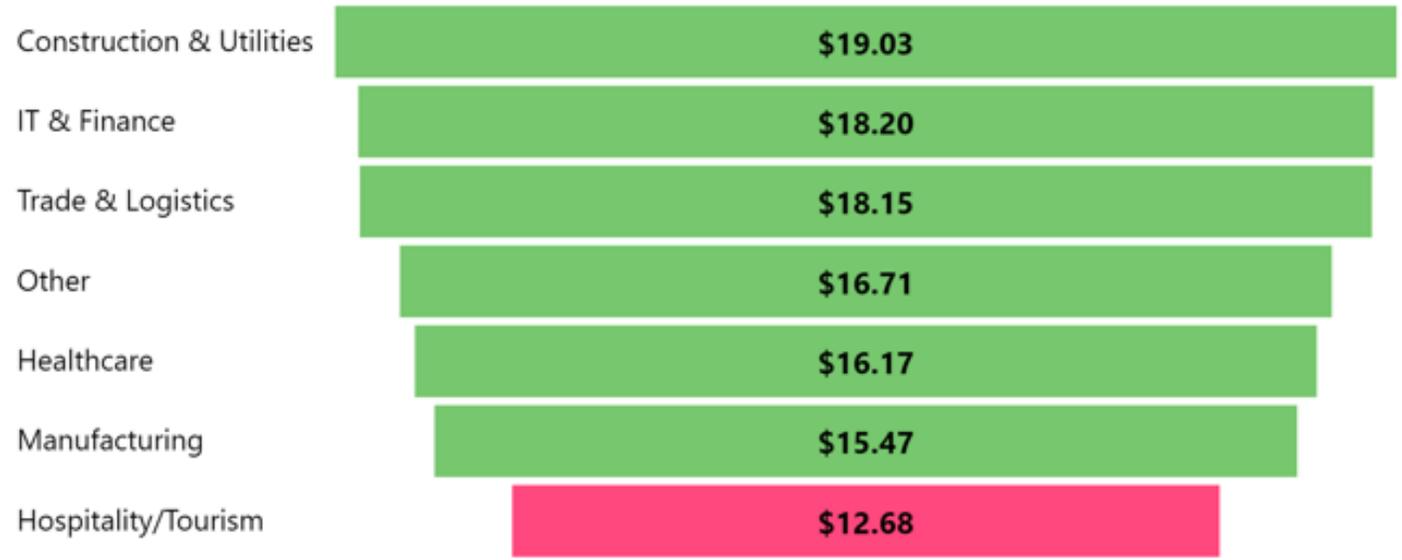
Data Source: Employ Florida
SQL Server

Data Start Date
July 1, 2020

Data Through
December 31, 2020

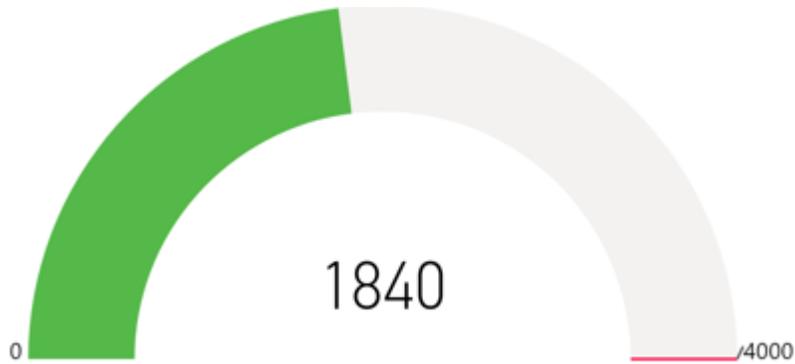
Average Wages By Employment Targeted Sector

\$17.11 **\$15.00**
Average Wage Median Wage



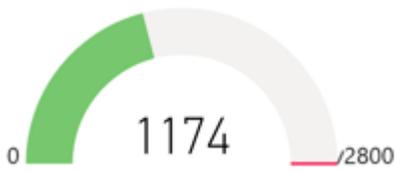
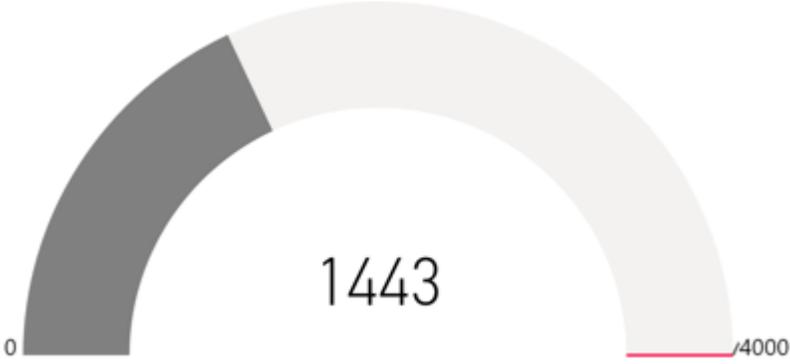
DELIVER TALENT ACQUISITION STRATEGIES FOR BUSINESSES IN HIGH GROWTH INDUSTRIES

Businesses Served Q1-Q2: 2020-2021



— = PY Goal Line

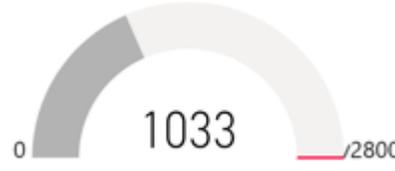
Businesses Served Q1-Q2: 2019-2020



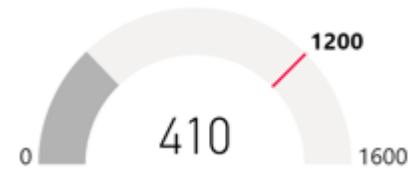
Loyalty Businesses



New Businesses



Loyalty Businesses



New Businesses

Data Source: Employ Florida SQL Server

Data Start Date
July 1, 2020

Data Through
December 31, 2020



HELP IS HERE - ORANGE COUNTY

AS OF FEB. 23, 2021

Help is Here - Orange County

Data Source: CareerEdge - Help is Here Data Extract and Communications Data

Data Through
February 23, 2021

Refreshed On:
February 23, 2021



Refresh Cadence: Weekly on Friday Morning

Cumulative Communication Outreach

Career Seekers Total Reached

87,009

Businesses Total Reached

27,004

Unique Website Visits

65,872

Total Audience Reached (Media)

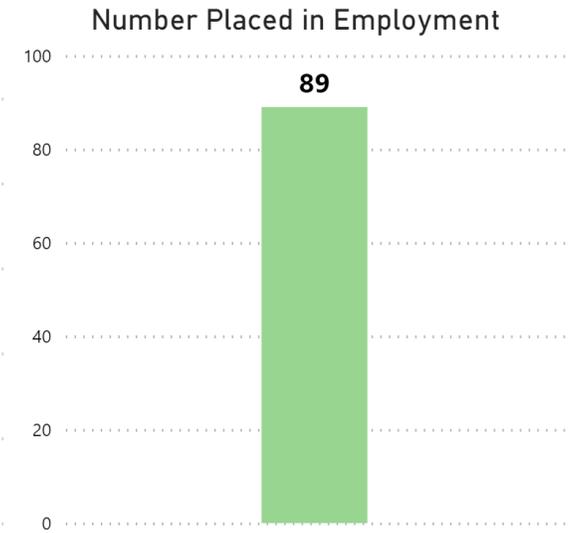
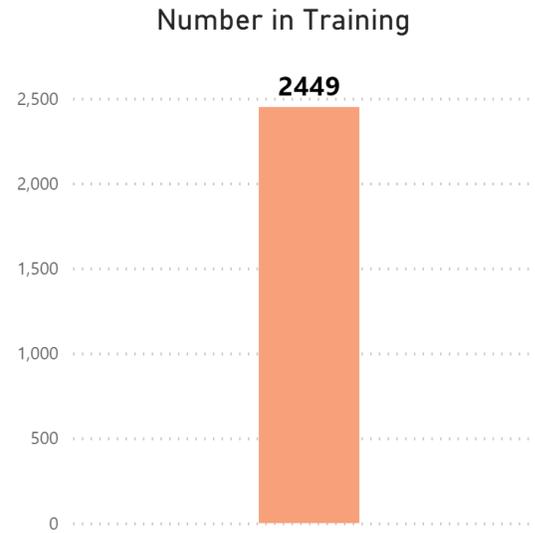
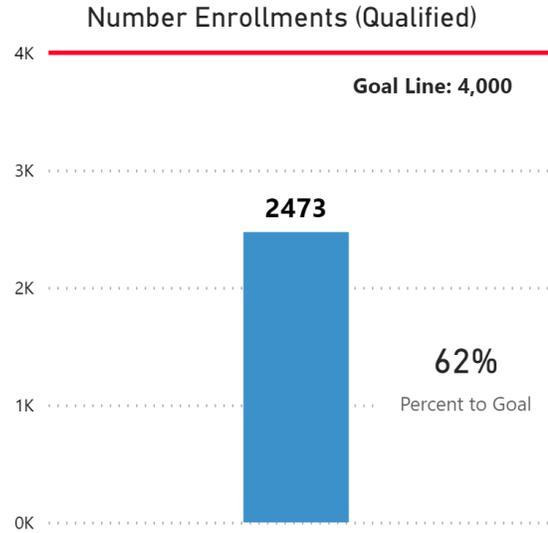
144.8M

Social Media Impressions

1,139,980

Total Unique Applications

7413



OTHER UPDATES

STERLING JOURNEY

Timeline & Next Steps

- Now – April 2021: Sterling Examination Period
 - Thank You to Sterling Examiners Joining Today's Board Meeting
 - CSCF Cross-Functional Teams are Participating in Weekly Ongoing Calls with Examiners
- Week of March 15, 2021
 - Sterling Examiners Conduct Field Virtual Meetings
- May 2021:
 - Feedback Report Delivered
- June 2021:
 - CSCF Develops Action Plans Established for Continued Transformation

SUMMER YOUTH PROGRAM

- Applications Now Open
- Helps Young Adults in High School (Ages 15-19)
 - Explore - Gain Exposure to College Experiences
 - Experience - Receive Professional Internships
 - Accelerate - Take Part in Specialized Career Training
- Earn Wages and Incentives
- Goal = 1,500 Young Adults
- Securing Sponsorships Now; Referrals Welcomed



“Support to Communities: Fostering Opioid Recovery through Workforce Development Grant” from DEO

\$2.7M
4-Year
Grant

2020-2024



Next Steps:

- **Provide Career & Business Services: Training; Recruitment, Retention**
 - Those Who Seek to Transition to Professions that Support Individuals with Substance Use Disorder
 - Need New or Upgraded Skills in Opioid Recovery and Health-related Professions
 - Those Recovering from Substance Use Disorder
 - Support their Skill Development and Continuous Employment
 - To Become a Peer-to-Peer Drug Treatment Advisor
 - Assist Businesses:
 - Train HR Professionals in Opioid Recovery
 - Help Address Substance Use Disorder Needs as a Component of the Organization’s Employee Assistance Program
- **Deliver NARCAN Training**
 - Community Facilitators, Social Service, Faith-based Organizations
- **Develop a System of Care Approach**
 - Provide Labor Market Analysis to Support In-Demand Careers and Drive Effective Training Programs related to Opioid Recovery
 - Engage and Convene Community Leaders and Training Providers

- ✓ **Implementation Plan Underway**
 - **Partnership and Vendor Fulfillment**
 - **Staffing Hired to Support Grant**



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FINANCE REPORT

Eric Ushkowitz

Treasurer / Finance Committee Chair



CareerSource Central Florida Current Year Budget and 2 yr Expenditure Comparison As of 12/31/20

	CY	PY	\$	%
Funding Sources	Revenue	Revenue	Difference	Difference
Carry In Funds From FY 18 - 19	10,000,000	6,500,000	3,500,000	
FY 19 - 20 Award	40,500,000	26,000,000	14,500,000	
Award Total - Available Funds	50,500,000	32,500,000	18,000,000	
LESS planned Carryover For FY 20 - 21	(8,000,000)	(2,300,000)	(5,700,000)	
Total Available Funds Budgeted	42,500,000	30,200,000	12,300,000	40.7%

	Budget	CY Expenditures	PY Expenditures	\$ Difference	% Difference
Salaries/Benefits	15,180,000	6,737,592	6,683,516	54,075	0.8%
Career & Youth Services	20,800,000	12,439,234	6,293,425	6,145,809	97.7%
Professional Fees	1,190,000	946,023	256,432	689,592	268.9%
Outreach	500,000	191,015	186,842	4,173	2.2%
Infrastructure/Maintenance & Related Cost	3,275,000	1,104,766	1,312,036	(207,270)	-15.8%
IT Cost/Network Expenses	1,200,000	614,517	518,819	95,698	18.4%
Staff Development & Capacity Building	355,000	128,011	203,320	(75,309)	-37.0%
TOTAL EXPENDITURES	42,500,000	22,161,158	15,454,391	6,706,767	43.4%

	BUDGET	CY ACTUAL	PY ACTUAL
ITA %	50.0%	47.8%	53.8%
ADMINISTRATIVE COST %	8.0%	8.6%	9.0%

RETURN TO AGENDA



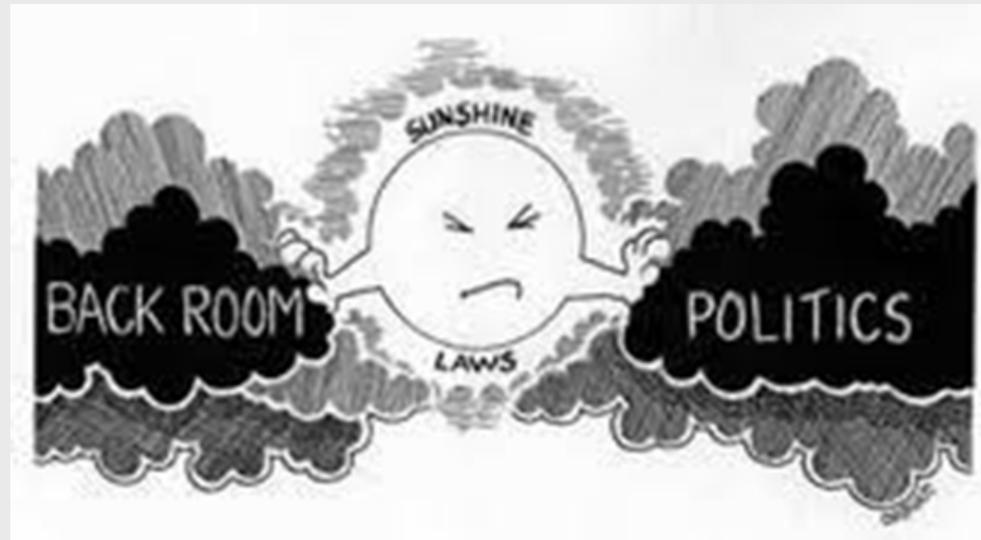
Government in the Sunshine Public Records Ethics

**A Briefing for the
CareerSource Central Florida
Board of Directors
February 25, 2021**

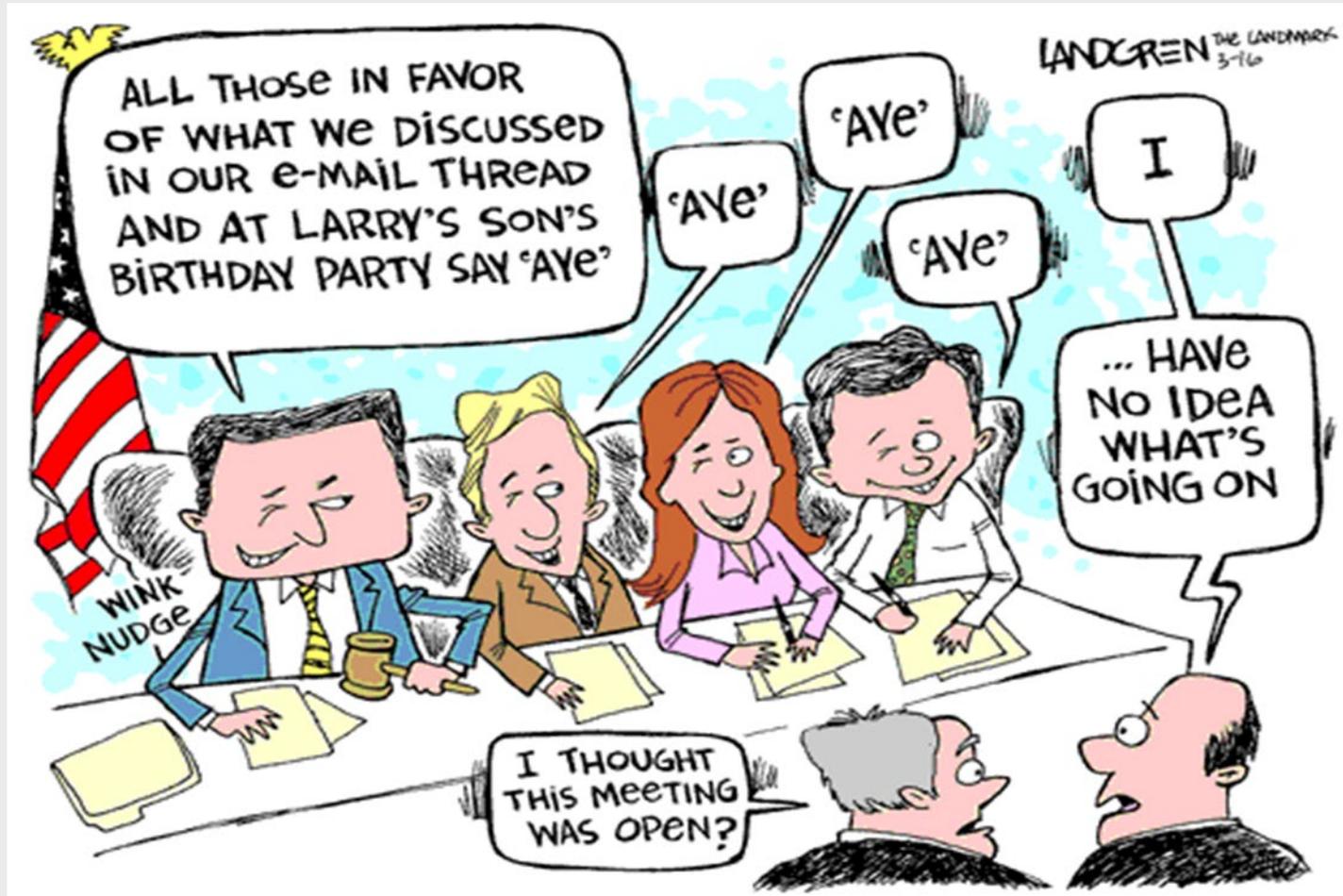


Overview

1. **Government in the Sunshine Law** — *Chapter 286, Fla. Stat.*
2. **Public Records Law** — *Chapter 119, Fla. Stat.*
3. **Code of Ethics** — *Part III of Chapter 112, Fla. Stat.*



SUNSHINE LAW



SUNSHINE LAW

Basic requirements:

1. Meetings must be open and accessible to the public.
2. Meetings must be noticed.
3. Written minutes must be taken.

§286.011 Florida Statutes

SUNSHINE LAW

Applicable to:

- **CSCF Board**
- **Committees of the Board**

When such committees have been delegated “**decision-making authority**” as opposed to mere “**information gathering or fact-finding authority**”.

SUNSHINE LAW

Things to remember:

- If 2 or more board members need to discuss CSCF related business, a meeting must be officially noticed.
- Do not call, text or e-mail each other on CSCF related business -- all discussions must be in an open, noticed meeting.
- You cannot have a person act as a “go-between”.
- Whispering and passing notes at a noticed meeting could be considered an unnoticed meeting if discussing CSCF business.
- Once a meeting is adjourned, don't talk about CSCF business on your way out of the room.
- Members of the public must be provided an opportunity to address the board during the decision-making process, and **before** a decision is made.

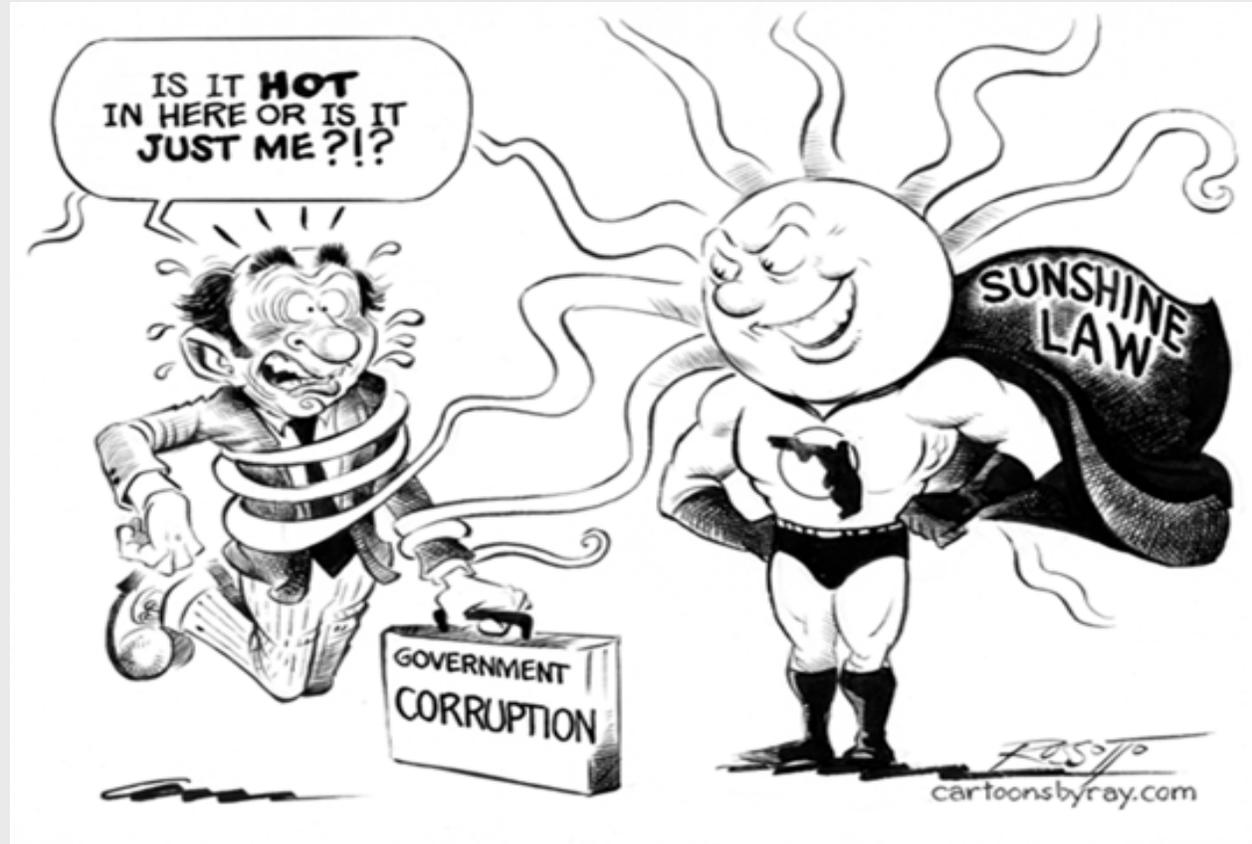
SUNSHINE LAW

Meetings do *not* include:

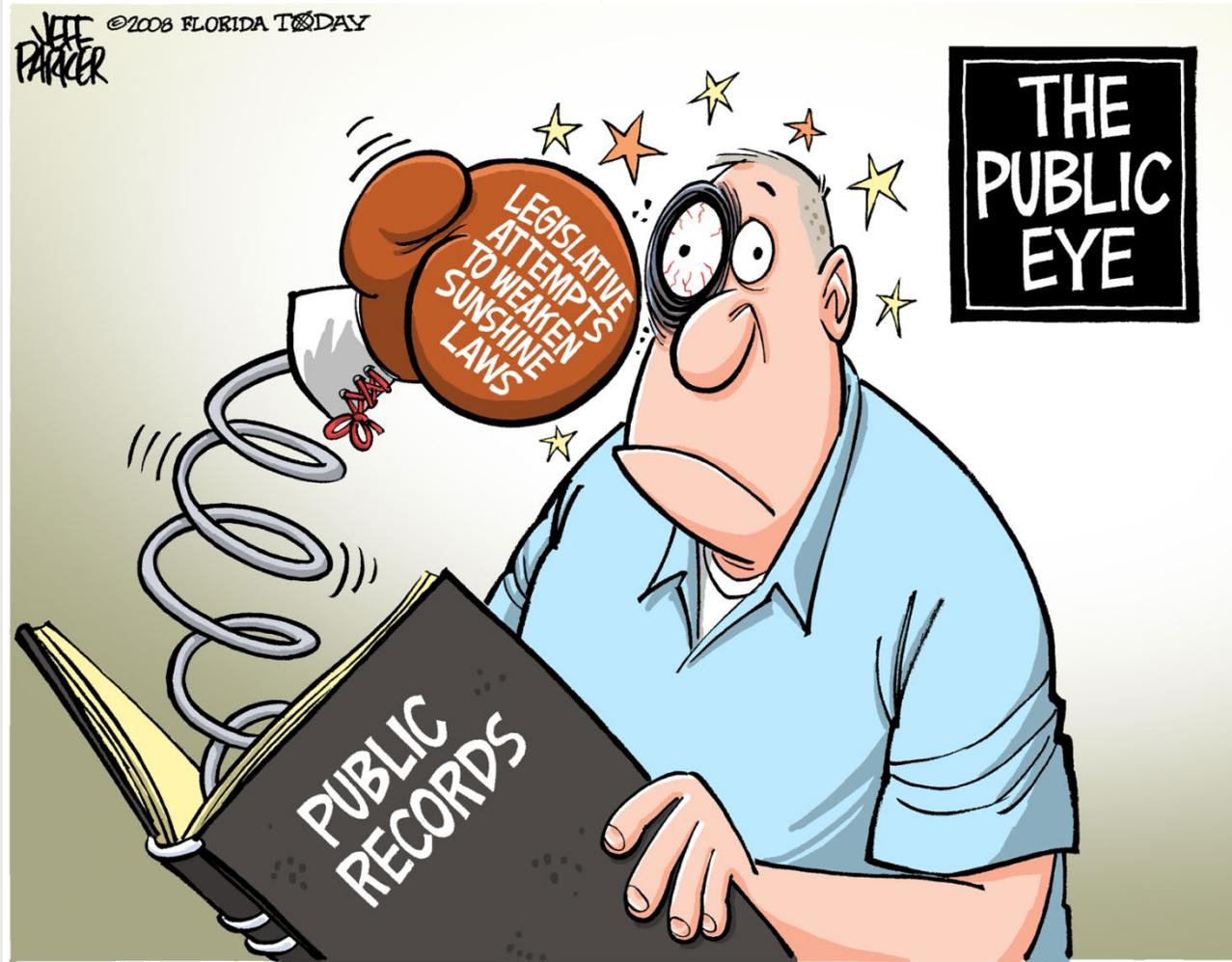
- Discussions with Consortium members
- Discussions with state legislators
- Discussions with CareerSource Florida board members
- Discussions with CSCF staff

SUNSHINE LAW

Questions?



PUBLIC RECORDS LAW



PUBLIC RECORDS LAW

Important things to know:

- Every record made or received in connection with CSCF business.
- All CSCF board members and CSCF employees must permit inspection and copying of public records.
- NOT limited to traditional written documents.
- Includes texts and emails made or received in connection with official business.
- Includes YouTube videos, Facebook posts, tapes, photographs, videos and sound recordings.



PUBLIC RECORDS LAW

Important things to know:

- Public records can only be destroyed in accordance with a specific process under state law.
- Public records must be retained for certain periods of time.
- The law applies to communications with residents, members of the public, employees, consultants, contractors and legal counsel and others involving CSCF business, **even if it is on your private computer, laptop or phone**. It is the nature of the record – not the location.
- Purely personal e-mails are not public records, but there is no “expectation of privacy” for communications on a CSCF owned computer.

PUBLIC RECORDS LAW

Important things to know:

- Public records include metadata.
- There is **no “unfinished business” exemption** – drafts and notes can be a public record.
- A public records request may be verbal, written, e-mailed, by any person at any time for any or no reason.
- You cannot require the requester to provide his or her name, and he or she does not have to say why the records are requested.
- If you receive a public records request, let Pam know immediately.

SUNSHINE AND PUBLIC RECORDS LAW

For violations of the law -

- **The State Attorney or a Grand Jury can be involved**
- **Private parties can sue**
- **Penalties can include:**
 - Jail time – 1 year in jail for a knowing violation
 - Fines -- \$500 for an unintentional violation
 - Attorney's fees
 - Trial
 - Nasty press coverage



PUBLIC RECORDS LAW

Questions?



CODE OF ETHICS

ETHICS/FINANCIAL DISCLOSURE/GIFTS



ETHICS

Basic principle of Ethics in Florida

Legislative Intent – Part III of Chapter 112:

“It is declared to be the policy of the state that **public officers** and **employees**, state and local, are agents of the people and hold their positions **for the benefit of the public**. . . . promoting the **public interest** and maintaining the **respect** of the people in their government must be of **foremost concern**.”

ETHICS

The following is a [brief summary](#) of the Ethics Code. If you are in a situation where something may apply to you, please ask!



ETHICS

What to remember:

Do not use your position with CSCF to secure anything **special** for yourself, your family, friends, or anyone else.



ETHICS

Caution areas:

- Doing business with CSCF – you or your family should not do business with CSCF. *[Sec. 112.313(3), Fla. Stat.]*
- Secondary employment – there cannot be any conflict with your CSCF position. You cannot take a job with a company doing business with CSCF. *[Sec. 112.313(7), Fla. Stat.]*
- Using information -- Don't use information (now or in the future) which you learned from your CSCF position to gain a special advantage for you or your family or anyone else. *[Sec. 112.313(8), Fla. Stat.]*

ETHICS

Caution areas:

- Honoraria – you cannot accept a payment to speak or write for an organization. Reasonable expenses can be paid. *[Sec. 112.3149, Fla. Stat.]*
- Nepotism – you cannot hire, promote, or advocate for your relatives to get a job with CSCF. *[Sec. 112.3135, Fla. Stat.]*



ETHICS

GENERAL RULES ABOUT VOTING:

- You **must vote** on all CSCF issues.
- *Unless* you have “conflict of interest” or there appears to be a “possible conflict of interest”. [Sec. 286.012, Fla. Stat.]
- “Abstentions” are not allowed.



ETHICS

VOTING CONFLICTS:

- Must disclose if, on *any* issue, the Board's vote would benefit ... or hurt ...
 - You
 - Your relative
 - Your business partner
 - Your employer
 - Your client/customer
 - The parent company, subsidiary company, or sister company of ...
 - Your employer
 - Your client

ETHICS

If you have a voting conflict:

- Do not vote!
- Must file Form 8B (with Kaz) within 15 days after the vote.
- May participate in the discussion if the conflict is first disclosed (but why would you?)



ETHICS

VOTING CONFLICTS

- **MUST** abstain:
 - conflict of interest
- **MAY** abstain:
 - appearance of a conflict of interest
- If you abstain for either reason, file Form 8B

FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS	
LAST NAME—FIRST NAME—MIDDLE NAME	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE
MAILING ADDRESS	THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF:
CITY COUNTY	<input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input type="checkbox"/> OTHER LOCAL AGENCY
DATE ON WHICH VOTE OCCURRED	NAME OF POLITICAL SUBDIVISION:
	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTIVE

WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. It applies equally to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing the reverse side and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

A person holding elective or appointive county, municipal, or other local public office **MUST ABSTAIN** from voting on a measure which inures to his or her special private gain or loss. Each elected or appointed local officer also is prohibited from knowingly voting on a measure which inures to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent organization or subsidiary of a corporate principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies under Sec. 163.356 or 163.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a "relative" includes only the officer's father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A "business associate" means any person or entity engaged in or carrying on a business enterprise with the officer as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

.....

ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting, *and*

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

.....

APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you otherwise may participate in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes. (Continued on other side)

ETHICS

CSCF Board Member-Related Contracts

*****EXCEPTION***** *Sec. 445.007(11), Fla. Stat.*

- CSCF may contract with a Board member or a Board member's relative
- Approval by 2/3 vote of the Board of Directors, a quorum having been established
- Board member must disclose and abstain from voting [*do not have to leave the room*]
- Disclosed to DEO and DEO approves [over 25k]
- DEO Forms and Form 8B

ETHICS

Penalties (*employees, officers, candidates*):

Impeachment, removal from office or employment, suspension, public censure, reprimand, demotion, reduction in salary level, forfeiture of one-third salary per month for twelve months, a civil penalty up to \$10,000, restitution of any pecuniary benefits received, and triple the value of a gift from a political committee.

FINANCIAL DISCLOSURE

What is disclosed and where?

- Form 1: certain assets and liabilities, sources of income, and certain other information.
- Form 1F: financial disclosure statement ... from January 1 to your last day in office.
- Both filed with the Supervisor of Elections in the county you reside

Sec. 445.007(1), Fla. Stat.



FINANCIAL DISCLOSURE

Penalties:

- Fail to file by July 1st: delinquency notice.
- Fail to file, then, by September 1st: **\$25-per-day** fine.
- Max fine: **\$1,500**.

Note: The Commission on Ethics must send Form 1 to Board members no later than June 1st of each year. F.S. 112.3145(6)(b)

GIFTS

What is a “gift”?

- money
- real estate
- use of real estate
- tangible personal property
- intangible personal property
- use of personal property
- food or beverages
- membership dues
- transportation
- plants & flowers
- admission tickets (sports, concerts, cruises, theme parks, etc.)
- forgiveness of debt
- a preferential rate or price on a debt, loan, goods or services
- any other thing having value
- any other service having value

GIFTS

Caution areas:

- Taking gifts – taking anything of value for you or your family **over \$100** can be an ethics violation. *[Sec. 112.3148, Fla. Stat.]*
- Asking for gifts – don't ask people **working with** or **associated with** CSCF business for anything -- lobbyist, vendor, customer, or anyone doing business with CSCF. *[Sec. 112.313(2), Fla. Stat.]*

GIFTS

DISCLOSURE OF GIFTS BY YOU:

- Any gift which is accepted AND worth **over \$100**
- Exceptions:
 - Gifts from relatives
 - **Prohibited** gifts (*i.e.*, from lobbyists and vendors)



GIFTS

GIFTS DISCLOSED ... BY LOBBYISTS AND VENDORS:

- All gifts to you worth **over \$25**.
- Disclosed quarterly ... by the lobbyist or vendor, not you.



FLORIDA COMMISSION ON ETHICS

- Available for advice: ethics / gifts / financial disclosure
- Phone: 850-488-7864
- Website: www.ethics.state.fl.us

ETHICS/FINANCIAL DISCLOSURE/GIFTS



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COMMITTEE REPORTS



REPORTS BY COMMITTEE CHAIR

Executive

Mark Wylie

Audit

Larry Walter

Career Services

Dr. Kathleen Plinske

Community Engagement

Jody Wood

Facilities Ad Hoc

Matt Walton

Finance

Eric Ushkowitz

Governance

Richard Sweat

Revenue Diversity Ad Hoc

Eric Jackson

[TO INSIGHT SECTION](#)

[RETURN TO AGENDA](#)



FISCAL YEAR 2020/21 MID-YEAR BUDGET ADJUSTMENT

	<u>Current</u>	<u>Revised</u>	<u>DIFFERENCE</u>	<u>%</u>
Reserves from Prior Year	\$10,000,000	\$10,000,000	---	
Current Year Funding Allocation	\$24,000,000	\$33,000,000	\$9,000,000	
Orange County – Help is Here	\$7,000,000	7,500,000	\$500,000	
Available Revenue	\$41,000,000	\$50,500,000	\$9,500,000 {A}	
Planned Reserves For FY 21 - 22	(\$2,500,000)	(\$8,000,000)	(\$5,500,000)	
Total Budget	\$38,500,000	\$42,500,000	\$4,000,000	10.4%

Notes {A}

Detailed Breakout of Additional Funding:

	<u>Amount</u>
National Emergency Grant Funding - COVID (NEG)	\$8,500,000
Supplemental WIOA Funding	\$500,000
Orange County – CARES Act Funding – HIH	\$500,000

FISCAL YEAR 2020/21 MID-YEAR BUDGET ADJUSTMENT

	Original Revenue	Adjusted Revenue		
Reserves From Prior Year	10,000,000	10,000,000		
Current Year Funding Allocation	31,000,000	40,500,000		
Award Total - Available Funds	41,000,000	50,500,000		
LESS planned Carryover For FY 21 - 22	(2,500,000)	(8,000,000)		
Total Available Funds Budgeted	38,500,000	42,500,000	\$ 4,000,000	10.4%
Expenditure Category	Original Budget	Proposed Revised Budget		
Salaries/Benefits	15,180,000	14,680,000	(500,000)	
Program Services	16,800,000	20,800,000	4,000,000	
Professional Services	1,190,000	1,690,000	500,000	
Outreach	500,000	500,000	-	
Infrastructure/Maintenance & Related Cost	3,275,000	3,075,000	(200,000)	
IT Cost/Network Expenses	1,200,000	1,400,000	200,000	
Staff Development & Capacity Building	355,000	355,000	-	
Indirect Cost (10%)				
EXPENDITURES	38,500,000	42,500,000	4,000,000	10.4%



FY 20-21 BOARD ENGAGEMENT: RESULTS THRU 12/31/20

	ENGAGEMENT		NEW
	PARTICIPATE	DEMONSTRATE	CONTRIBUTE
GOAL	90% of Board Membership	80% of Board Membership	70% of Board Membership
KPI	24 Hours per Board Member, per Year	Every Board Member Participates in One Occurrence, per Year	Contribute to Revenue Generation and/or provide In-kind Contribution
Status thru 12-31-20	10 hours average Participated	104% Demonstrated	48% Contributed

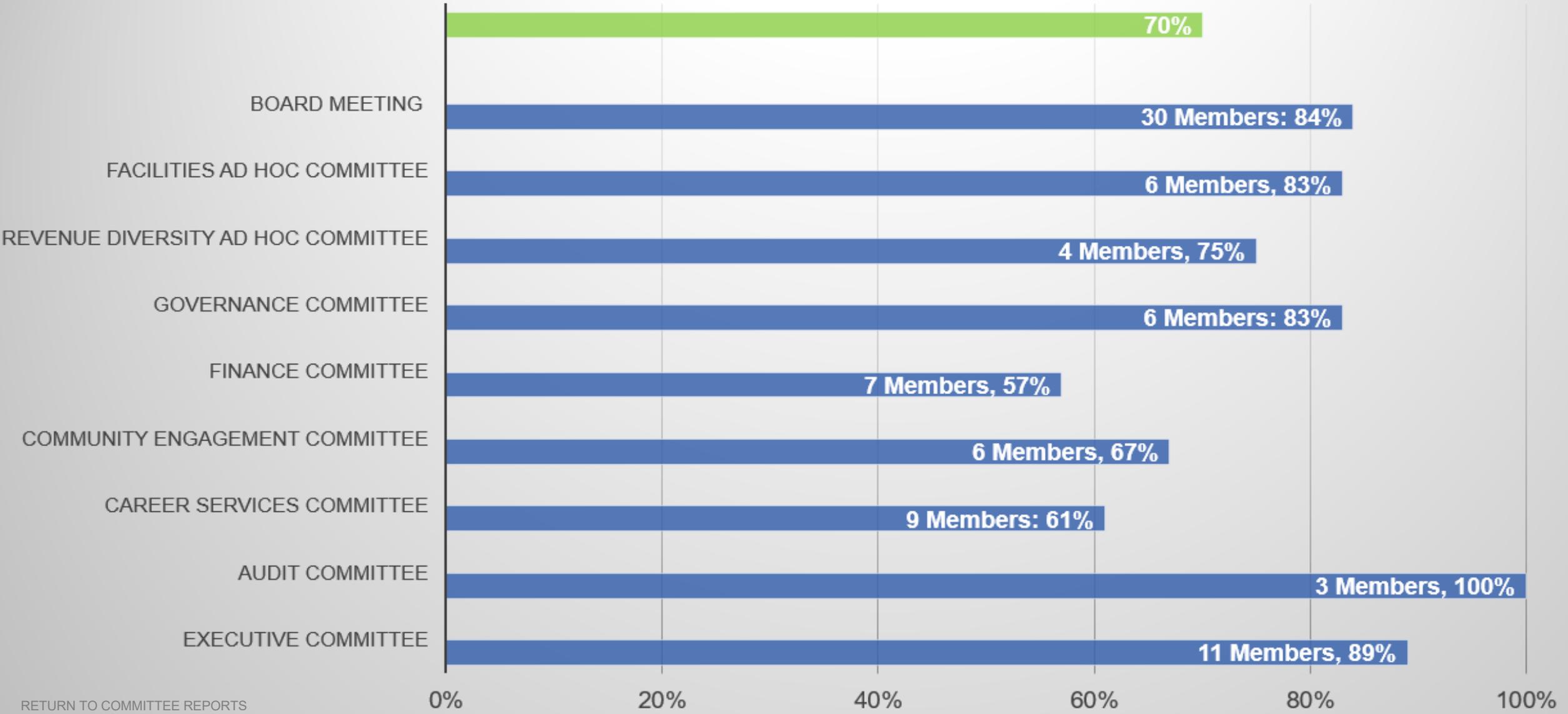
BOARD ENGAGEMENT METRICS – FY 2020-2021

	ENGAGEMENT		NEW
	PARTICIPATE	DEMONSTRATE	CONTRIBUTE
GOAL	90% of Board Membership	80% of Board Membership	70% of Board Membership
DESCRIPTION	<ul style="list-style-type: none"> Board Meetings Committee Meetings Board Orientation Board Conference Travel (NAWB, State Board Meetings) 	<ul style="list-style-type: none"> 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 Newsletter 	<ul style="list-style-type: none"> Annual Contribution (Suggested \$500) Participation in Fundraising Activities Contribution of In-Kind Donations Sponsor Summer Youth Program Intern
KPI	Participate for 24 Hours, Per Year	Participate in One Occurrence, Per Year	Contribute to Revenue Generation and/or provide In-kind Contribution

BOARD ENGAGEMENT: BOARD MEETING PARTICIPATION

FY: 20-21

Actual Overall 7/1/20 thru 12/31/20: 78%



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▶ **Insight**

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INSIGHT



GUEST SPEAKER:

DR. SANFORD SHUGART
PRESIDENT, VALENCIA COLLEGE

Central Florida Educational and Economic
Challenges and Solutions: Present and Future

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ADJOURNMENT



THANK YOU!

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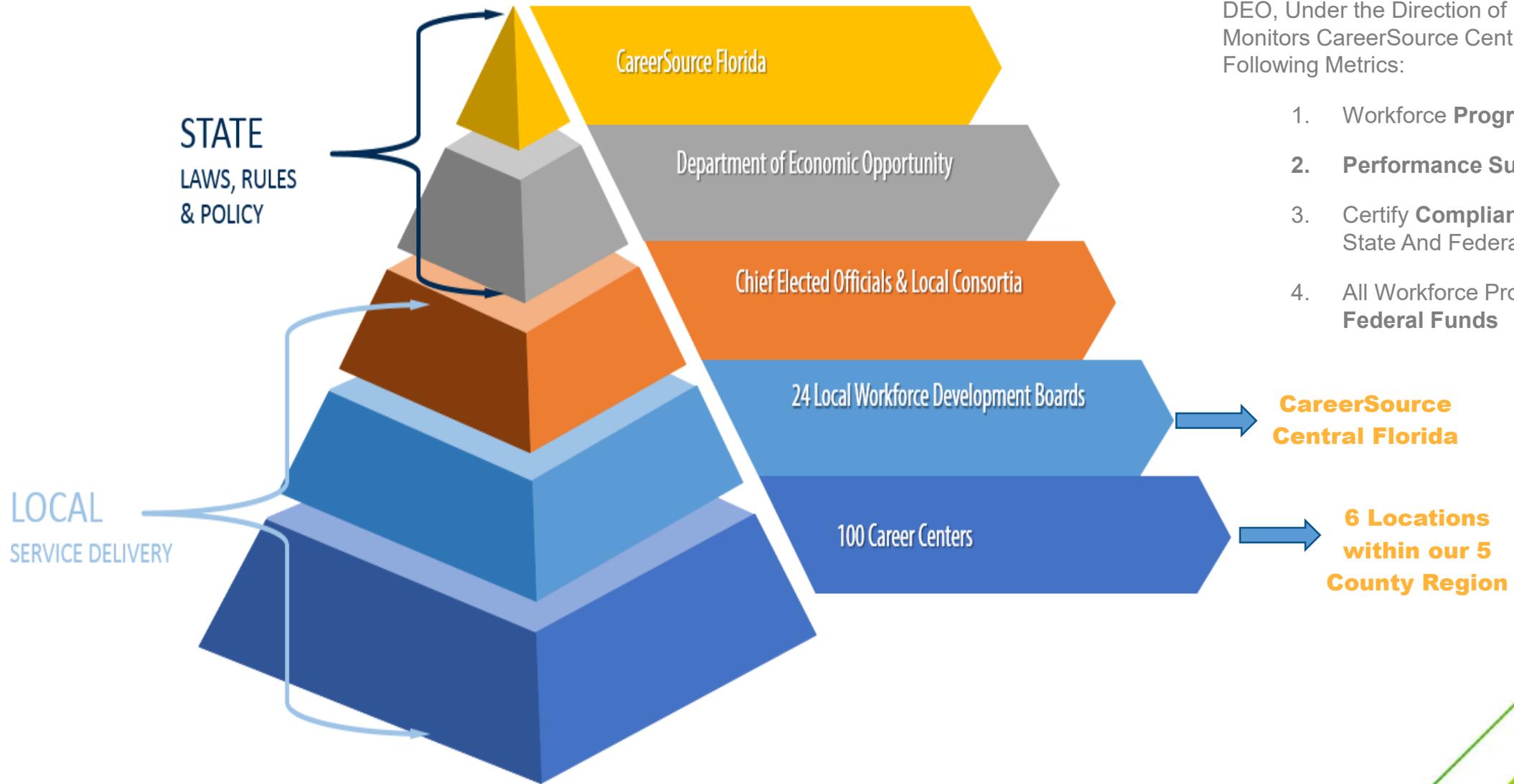
CONSORTIUM & BOARD OF DIRECTORS ORIENTATION TRAINING SESSION

FEBRUARY 25, 2021

OUR STRUCTURE

STATE WORKFORCE SYSTEM

DEPARTMENT OF ECONOMY OPPORTUNITY OVERSIGHT



DEO, Under the Direction of CareerSource Florida, Monitors CareerSource Central Florida on the Following Metrics:

1. Workforce **Programmatic Efforts**
2. **Performance Success** Requirements
3. Certify **Compliance** With Applicable State And Federal Law
4. All Workforce Programs Receiving **Federal Funds**

BOARD GOVERNANCE



OUR CONSORTIUM



JERRY L. DEMINGS
ORANGE COUNTY MAYOR



PEGGY CHOUDHRY
OSCEOLA COUNTY COMMISSIONER, DISTRICT 1



GARY SEARCH
SUMTER COUNTY COMMISSIONER, DISTRICT 1



JOSH BLAKE
LAKE COUNTY COMMISSIONER, DISTRICT 5



ANDRIA HERR
SEMINOLE COUNTY COMMISSIONER, DISTRICT 5



OUR BOARD: OFFICERS



MARK WYLIE, CHAIR

PRESIDENT/CEO

Central Florida Chapter Associated Builders
and Contractors, Inc.



JODY WOOD, VICE CHAIR

VICE PRESIDENT, RECRUITMENT AND TALENT
MANAGEMENT

Walt Disney Parks & Resorts



ERIC USHKOWITZ, TREASURER

ECONOMIC DEVELOPMENT ADMINISTRATOR

Orange County Government



JEFF HAYWARD, SECRETARY

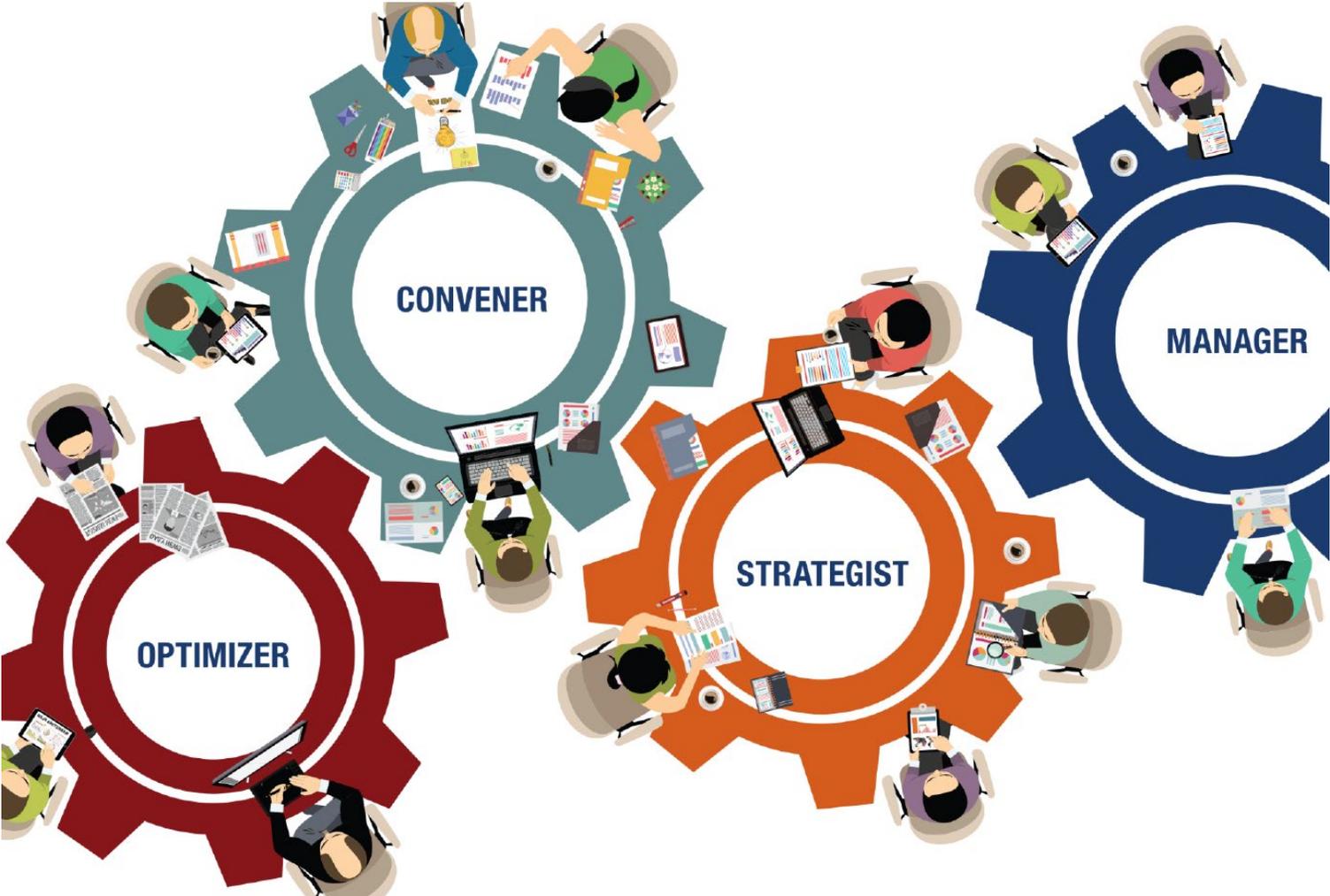
PRESIDENT & CEO

Heart of Florida United Way



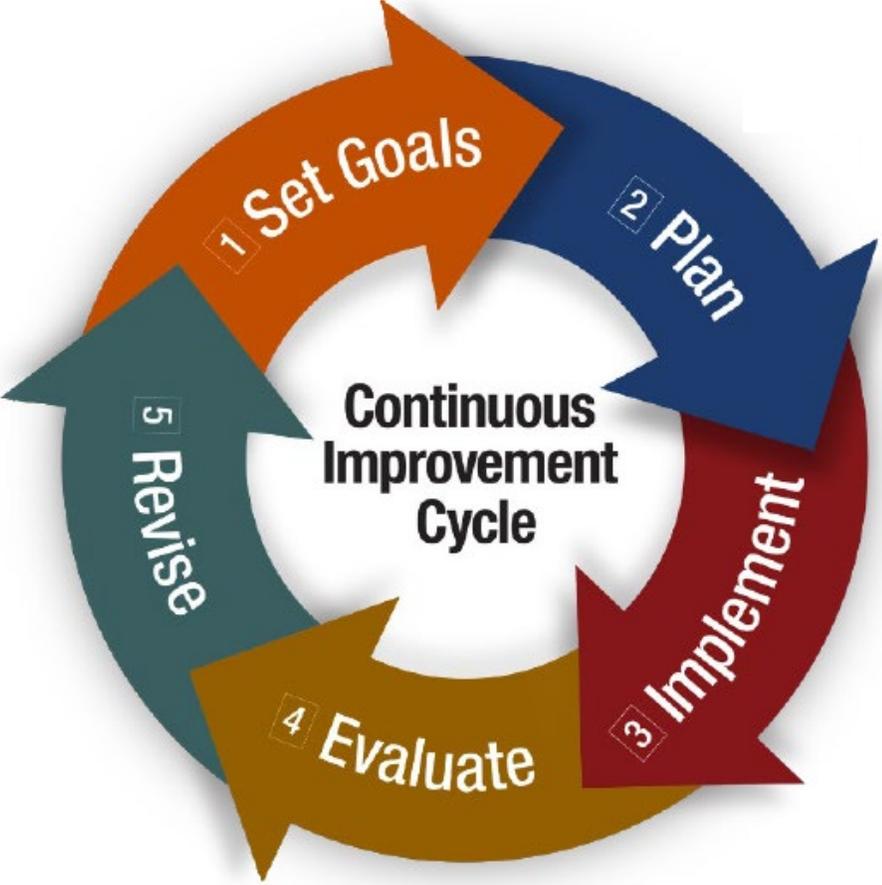
OUR BOARD: DRIVERS OF CHANGE

THE WORK YOU DO IS VITAL TO THE SUCCESS OF OUR REGIONAL ECONOMY



OUR CSCF ROLE

ACHIEVE GOALS & CONTINUOUSLY IMPROVE
TO CREATE MORE PROSPERITY FOR OUR COMMUNITY



ORGANIZATIONAL STRUCTURE

CSCF Executive Leadership

President
& CEO
**Pamela J.
Nabors**

COO
Mimi Coenen

CFO
Leo Alvarez

VP, Strategic
Communications
Lisa Burby

VP, Human
Resources
Dyana Burke

VP, Innovation &
Technology
Steven Nguyen

Senior Director,
Business
Intelligence
Nilda Blanco

ORGANIZATIONAL STRUCTURE

CSCF Divisions

President
& CEO

Pamela J.
Nabors



CSCF STAFF BLEND



\$10.5M Talent Solutions Delivery
163 FTEs

Management & Support
30

Talent Solutions Consultants
108

Business Consultants
25



\$2.9M General & Administrative
34 FTEs

Human Resources
6

Innovation & Technology
10

Finance & Facilities
8

Strategic Communications
9

Executive & Support
1



WHAT WE DO



WE **CONNECT** CENTRAL FLORIDIANS TO CAREERS
AND **DEVELOP** SKILLED TALENT FOR BUSINESSES.

TALENT SOLUTIONS TO
IGNITE YOUR POTENTIAL...
YOUR JOURNEY LIVES HERE



WHO WE SERVE

Niche Markets



CAREER SEEKERS

35 YEARS OLD OR YOUNGER

H.S. DIPLOMA OR SOME COLLEGE

EARN LESS THAN \$15 /HR.

HOUSEHOLD INCOME OF \$35k OR LESS



BUSINESSES

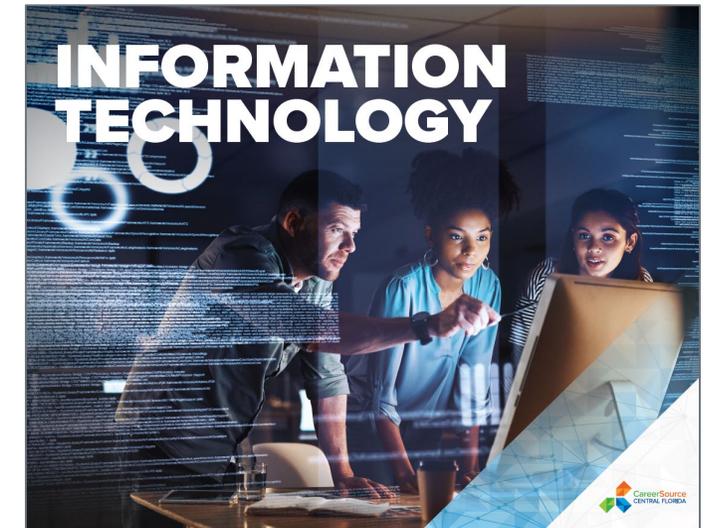
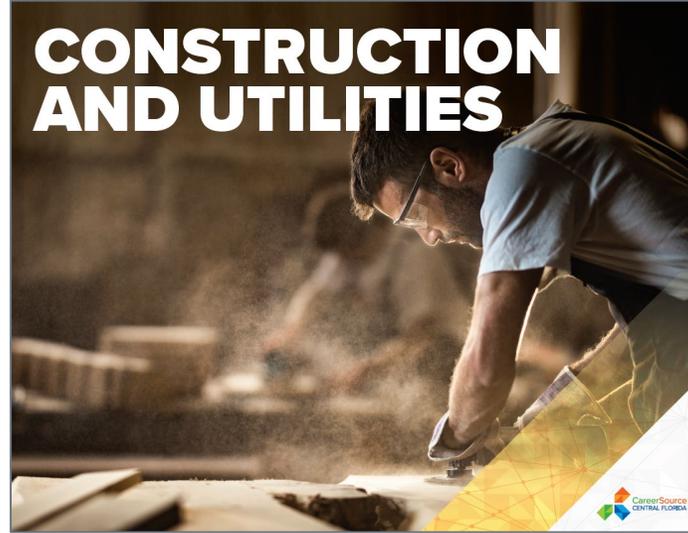
SMALL BUSINESS

5 - 150 STAFF MEMBERS

REPRESENTED IN 5 COUNTIES

WHO WE SERVE

High-Growth Industries



HOW WE SERVE

Service Model



OUR SERVICES

Career Seekers

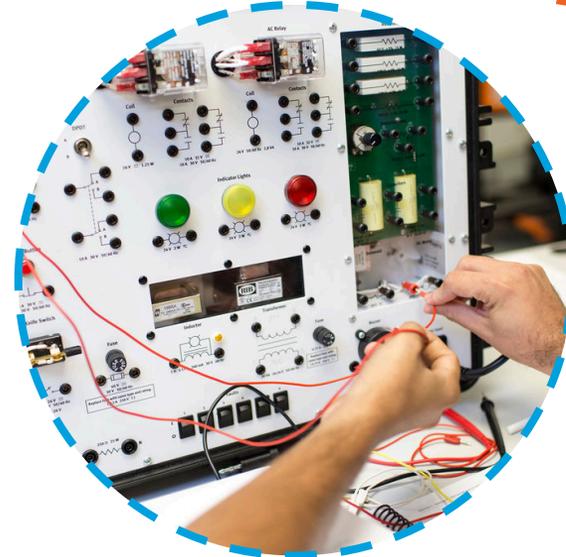
CAREER COACHING

- Career Discovery Assessments
- Resume Building Workshops
- Employment Services
- Interview Skills Workshops



TRAINING & UPSKILLING

- On-the-Job Training
- Training Programs & Scholarships
- Soft Skills Training



OUR SERVICES

Businesses

FINDING & HIRING QUALIFIED TALENT

- Pre-screenings
- Hiring Events
- Interview Locations
- Job Postings



WORKFORCE INTELLIGENCE

- Employment Data
- Job and Labor Market Trends
- Labor Resources

NEW HIRE TRAINING

- Apprenticeships
- Internships
- Training Programs

CSCF TRANSFORMATION

2012 - 2021

STERLING FRAMEWORK: CSCF TRANSFORMATION

2012-2014

2012

-  Pam Nabors Joins CSCF as President and CEO
-  Initiated 5-year Facilities Consolidation Plan to Save \$1.5M
-  Launched ADP Automated Payroll System
-  Accepted DEO Program Corrective Action Plan to Resolve Audit Findings

2014

-  Rebranded Workforce Central Florida to CareerSource Central Florida
-  Created Governance and Community Engagement Committees
-  Received Unqualified Audit Report for First Time
-  Aligned Operations Leadership Team with National Workforce Competencies
-  Conducted Pagosa Study to Evaluate Service Delivery, Quality, and Effectiveness
-  Doubled Temporary Assistance for Needy Families (TANF) Participation Rates

2013

-  Redefined Youth Services and Created Youth Services Committee
-  DEO Removed "High-Risk Status"
-  Resolved \$17.4M of DEO Questionable Costs
-  Debuted Employee Engagement and Satisfaction Survey

STERLING FRAMEWORK: CSCF TRANSFORMATION

2015-2017

2015

-  DEO Audit Returned Zero Findings
-  Initiated Executive Coaching for Senior Leaders
-  Began to Meet Workforce Innovation Opportunity Act (WIOA) Requirements
-  Implemented Leadership Re-Structure to Enhance Service Delivery

2017

-  Refined Board of Directors Organization's Vision and Mission
-  President & CEO Implemented 1:1 Staff Meetings and Town Halls Company-Wide
-  Debuted Trust Creed to Enhance Company Culture
-  Established New Training Provider Policy with Required Performance Targets.
-  Restructured Retirement Plan, Doubling Plan Assets and Increasing Staff Participation from 70% to 95% Over Four Years

2016

-  Underwent Sterling Explorer Assessment
-  Adopted Sterling Management Model
-  Launched Organizational Risk Assessment Plan
-  Created Continuity of Operations Plan
-  Initiated Strategic Alignment with State/Technical Colleges

STERLING FRAMEWORK: CSCF TRANSFORMATION

2018-2020

2018

-  Developed Customer Framework Model/Way of Being
-  Defined CSCF Messaging Narrative/Story
-  Adopted/Trained Leadership in Gino Wickham's Traction Model
-  Created CSCF Scorecard to Track Top-box Metrics

2020

-  No Financial Findings from DEO Audits in Five Years
-  Met or Exceeds WIOA Requirements Since 2015
-  Pivoted to Virtual Service Delivery to Address COVID-19 Pandemic
-  Launched Digital Webinars, Job Fairs, Appointment App for Customers
-  Doubled Number of Customers Served from ~40k to 80k in a Span of Four Months
-  Shifted Staff Scheduling to Maintain COVID-19 Safety Measures
-  Media Outreach Plan Significantly Increases Brand Awareness

2019

-  Defined CSCF North Star & Launched Innovation Transformation
-  Exceeded Diversified Revenue Diversity Goal
-  Introduced New Budget Structure: 80% Service Delivery/20% General & Administrative
-  Articulated Customer Journey to Enhance Service Delivery
-  Launched New CSCF Website
-  Debuted Lake County and Osceola County Career Centers on State College Campuses to Incorporate Customer Journey Design

STERLING FRAMEWORK: CSCF TRANSFORMATION

2021

2021

-  Continue Virtual and In-Person Services
-  Launch Help is Here for Central Florida
-  Resume In-Person Meetings
-  Complete Sterling Examination Process

2020-2021 ANNUAL BUDGET

BUDGET OVERVIEW

	<u>FY 2020/2021</u>	<u>FY 2019/2020</u>	<u>DIFFERENCE</u>	<u>%</u>
Reserves from Prior Year	\$10,000,000	\$6,500,000	\$3,500,000	
Current Year Funding Allocation	\$33,000,000	\$26,000,000	\$7,000,000	
Orange County – Help is Here	\$7,500,000	---	\$7,500,000	
Available Revenue	\$50,500,000	\$32,500,000	\$18,000,000	
Planned Reserves For FY 20 - 21	(\$8,000,000)	(\$2,300,000)	(\$5,700,000)	
Total Budget	\$42,500,000	\$30,200,000	\$12,300,000	40.7%

DIVERSIFIED REVENUE

UNRESTRICTED REVENUE

REVENUE		BUDGET
Unrestricted Balance - June 2020	\$	874,775
*Ticket to Work Projected Revenue (Rounded)	\$	220,000
TOTAL PROJECTED REVENUE	\$	1,094,775

EXPENDITURES

Business Service/Community Relations Activities/Incidentals, and Advocacy	\$	130,000	} Earmark \$130K of discretionary funds for activities that align with CSCF's business strategy which are not allowed under grant funding.
Ticket to Work- Staff and OH Cost (1FTE)	\$	120,000	
TOTAL PROJECTED EXPENDITURES	\$	300,000	
PROJECTED BALANCE AT 06/30/20 - (ROUNDED)	\$	800,000	

RESTRICTED REVENUE

REVENUE		BUDGET
*TOTAL PROJECTED REVENUE	\$	1,380,000
Funding sources include grants, municipalities, business investments and sponsorships		

* Diversified Revenue

➤ Ticket to Work Projected Revenue + Total Projected Revenue = \$1,600,000



CSCF BUDGET ALLOCATION: YEAR-OVER-YEAR COMPARISON

Budget Allocations

	FY 2020/2021	FY 2019/2020	DIFFERENCE	%
Talent Solutions - Engage the Talent Pool				
Talent Solutions Consultants	9,594,543	9,330,000	264,543	
Staff Development (Career Sourcers)	355,000	355,000	-	
Career Seekers Support & Incentives	1,000,000	500,000	500,000	
Facilities, Maintenance & Related Cost	1,975,000	1,925,874	49,126	
Total Talent Solutions - Engage the Talent Pool	12,924,543	12,110,874	813,669	6.7%
Talent Solutions - Analyze the Business				
Business Consultants	1,849,211	1,545,000	304,211	
Training Investment	20,300,000	10,000,000	10,300,000	
Contracted Services	750,000	500,000	250,000	
Facilities, Maintenance & Related Cost	710,000	369,126	340,874	
Total Talent Solutions - Analyze the Business	23,609,211	12,414,126	11,195,085	55.6%
Staff Supporting Operations	3,236,246	3,180,000	56,246	
Strategic Communications	500,000	450,000	50,000	
Facilities, Maintenance & Related Cost	390,000	405,000	(15,000)	
G&A External Service Delivery Contracts	440,000	440,000	-	
IT Cost/Network Expenses	1,400,000	1,200,000	200,000	
TOTAL EXPENDITURES	42,500,000	30,200,000	12,300,000	40.7%

TALENT SOLUTIONS COST	
FY 2020/2021	FY 2019/2020
\$ 36,533,754	\$ 24,525,000
86.0%	81.2%

GENERAL & ADMIN COST	
FY 2020/2021	FY 2019/2020
\$ 5,966,246	\$ 5,675,000
14.0%	18.8%



CSCF TRAINING & DEVELOPMENT

Create CareerSourcers Culture

Goal

Align Training & Development Priorities to Key CSCF Values

- Purpose Driven (North Star)
- Innovation (Training)
- Integrity (Trust Creed)

Key Performance Outcomes

- ✓ Improve Job Performance and Ensure Compliance
- ✓ Talented and Effective Leaders
- ✓ Elevate Emotional Intelligence and Increase Adoption of “CareerSourcer” Attributes
- ✓ Ensure New CSCF Staff are Acclimated into Culture Effectively



Training & Development Priorities

STRATEGIC COMMUNICATIONS STRATEGY

- **ENGAGE THE TALENT POOL**

- Drive Awareness and Engagement of CSCF Talent Solutions to Key Internal and External Stakeholders, Career Seekers and Businesses Before, During and After Interactions through:
 - Outreach Engagement:
 - Marketing Campaigns
 - Marketing Channels: Website; Social Media; Email Marketing
 - Communications:
 - Public Relations/Reputation Management
 - Media Relations
 - Internal Communications
 - Public Affairs:
 - Government Relations
 - Sponsorships
 - Revenue Diversity

- **IMPLEMENT TALENT SOLUTIONS**

- Enhance Customer Journey by Targeting Niche Customers to Drive Relationships More Effectively
- Deliver CSCF Value Proposition Messages Across 5-County Region to Achieve Deeper Customer Loyalty and Satisfaction and Engagement



FACILITIES

(1) Lake (Lake Sumter SC)	
Total Square Foot	11,669
Annual Rental Cost	\$159,927
Expiration Date	5/31/2023

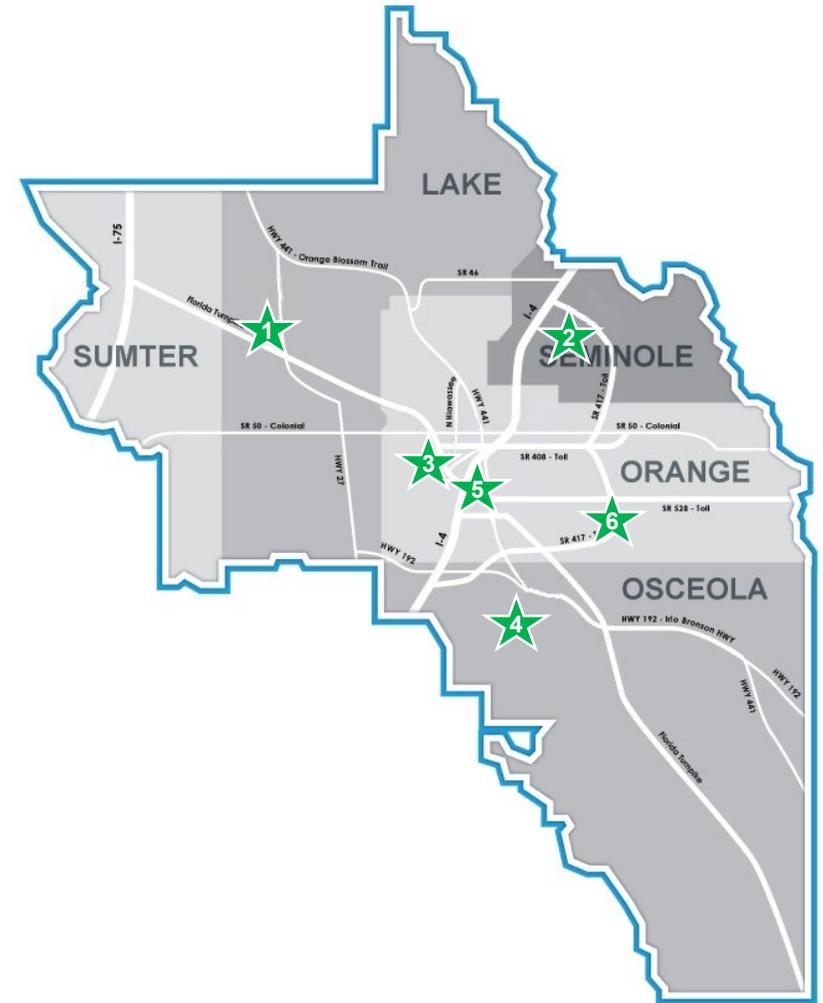
(2) Seminole	
Total Square Foot	10,031
Annual Rental Cost	\$146,796
Expiration Date	6/30/2026

(3) West Orange	
Total Square Foot	12,000
Annual Rental Cost	\$304,692
Expiration Date	07/31/2025

(4) Osceola	
Total Square Foot	12,731
Annual Rental Cost	\$197,334
Expiration Date	12/31/2029

(5) Administration	
Total Square Foot	14,932
Annual Rental Cost	\$331,720
Expiration Date	4/30/2026

(6) Southeast Orange	
Total Square Foot	12,363
Annual Rental Cost	\$218,700
Expiration Date	9/30/2021



Facilities, Maintenance & Related Cost represents approximately 7.2% of total budget

INFORMATION TECHNOLOGY STRATEGY

- **DRIVE BEST-IN-CLASS TECHNOLOGY SOLUTIONS**

- Expand CSCF's Technology Portfolio to Enhance Digital Solutions that Inform and Engage Internal and External Audiences
- Develop and Advance Customer Relationship Management, Human Resource Information Systems, and Learning Management Solutions.
- Improve and Enhance Cloud-based and Mobile Technology Solutions for Virtual Service Delivery.

- **DELIVER TECHNOLOGY ENHANCEMENTS**

- Upgrade Computers and mobile devices Utilized at Career Centers to Create New Career Seeker Experiences
- Expand Virtual Communication Platforms for Staff and Customer Use
- Upgrade CSCF Network Infrastructure with Modern High-performing and Secure Platforms to Meet Next Generation Technology Requirements

BOARD PRIORITIES

BOARD PRIORITIES

DIVERSIFY REVENUE STREAMS TO ADJUST FOR
VARIABLES IN FEDERAL FUNDING

DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

DELIVER TALENT ACQUISITION STRATEGIES FOR
BUSINESSES IN SIX HIGH GROWTH INDUSTRIES

REVENUE DIVERSIFICATION

DIVERSIFY REVENUE STREAMS TO ADJUST FOR VARIABLES IN FEDERAL FUNDING

GOAL

- Develop a Plan to Increase Revenue by 3% Every Year Over the Next 3 Years
- Generate Additional Diversified Revenue of which 1/3 is Unrestricted

KEY PERFORMANCE METRICS

- ✓ Generate 10% of Annual Allocation Revenue (\$2.5M Dollars) by End of 2022 Fiscal Year
- ✓ Generate \$1.6M in Diversified Revenue



ENGAGE THE TALENT POOL

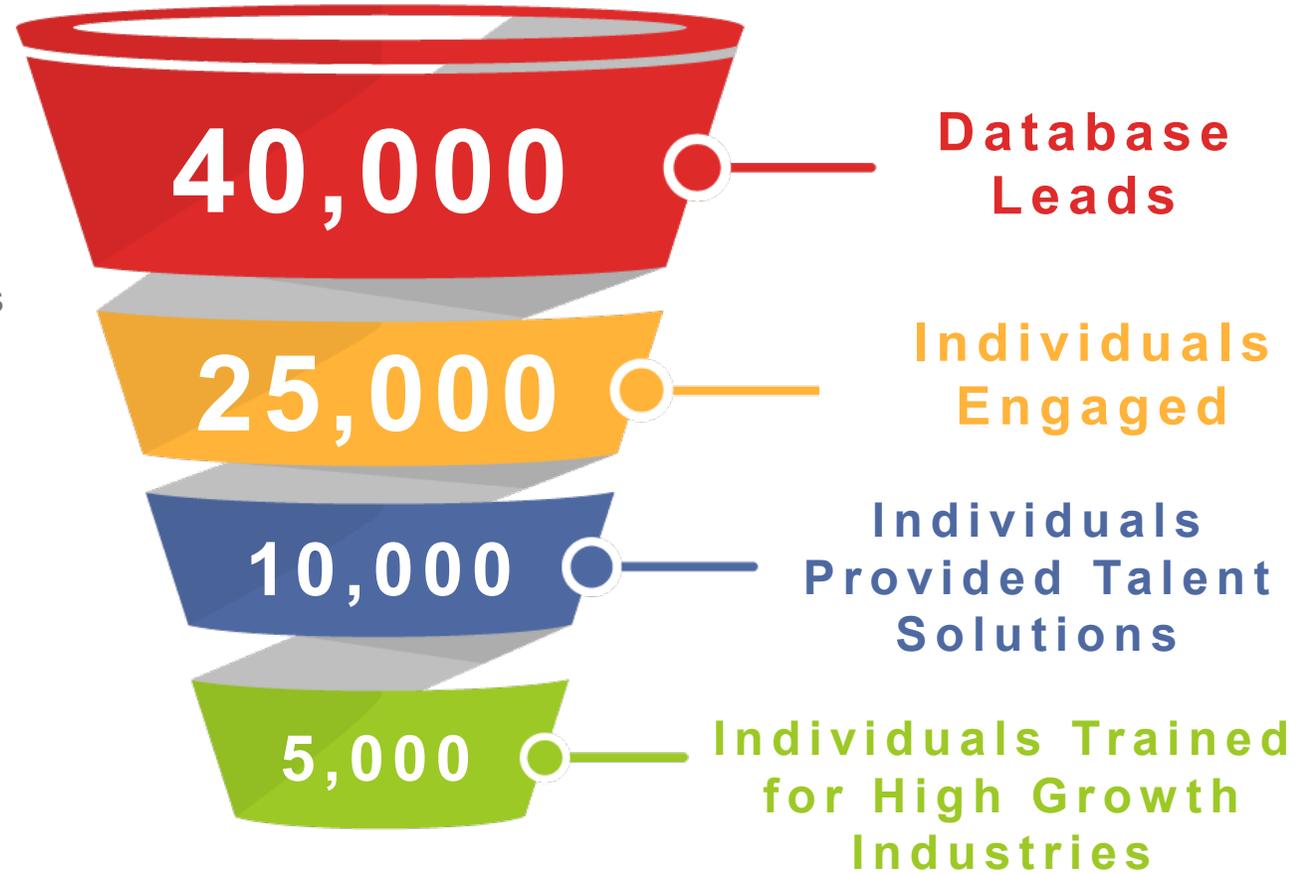
DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

GOAL

- Create Value through Deeper Relationships
- Provide Exceptional Talent Solution Consultation Services
- Drive Deep Loyalty & Customer Satisfaction

KEY PERFORMANCE METRICS

- ✓ 10,000 Career Seekers
 - ✓ Receive training / credentials
 - ✓ Earn wage of \$>15
 - ✓ Obtain a New Career
- ✓ Receive More than an 80% Satisfaction Level Every Quarter



IMPLEMENT TALENT STRATEGIES

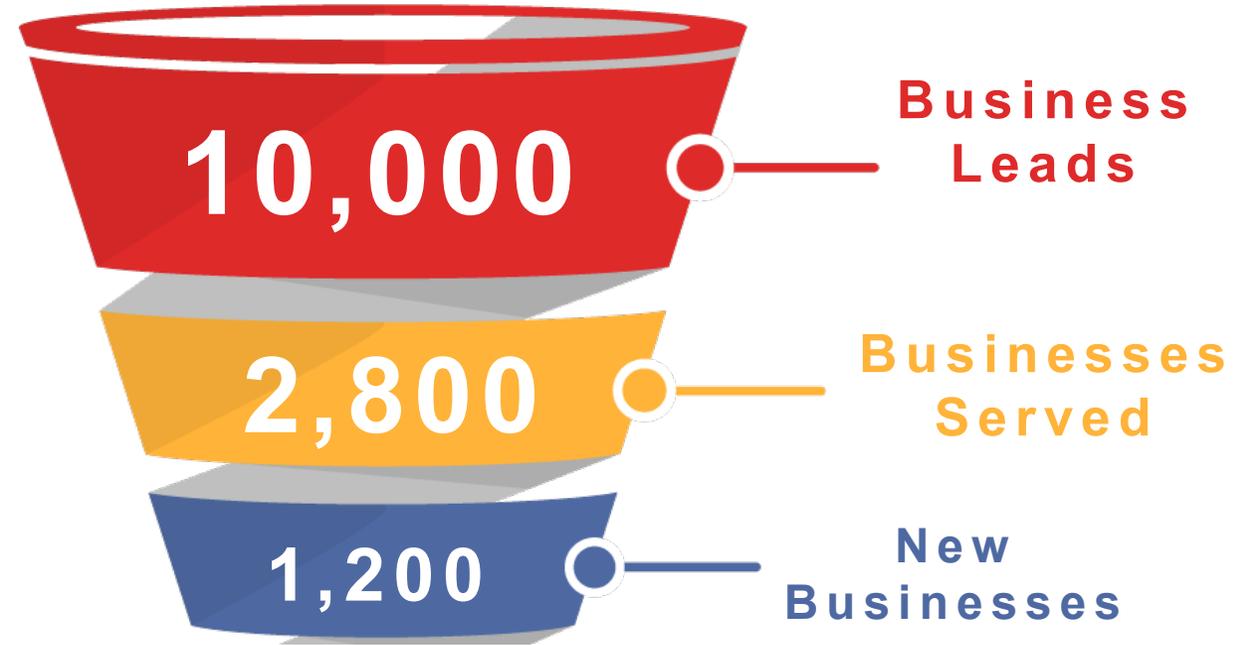
DELIVER TALENT ACQUISITION STRATEGIES FOR BUSINESSES IN HIGH GROWTH INDUSTRIES

GOAL

- Analyze Central Florida High Growth Industries Potential Pipeline & Align to Business Service Delivery Strategy
- Establish Business Services Recruitment Strategy for Each High Growth Industry

KEY PERFORMANCE METRICS

- ✓ 30% increase in High Growth Industry Businesses Served
- ✓ Matching 10,000 individuals to Careers among 4,000 High Growth Industry Businesses



COVID-19 PANDEMIC



COMPARISON: IMPACT ON JOBS REGIONALLY VS. NATIONALLY

Jobs Outlook - Nationally:

- Jobs decreased 6.5% in Jan. 2021 compared to Jan. 2020
- Job gains reported for Professional/Business Services, Education
- Job loss impacting Leisure & Hospitality, Retail, Healthcare, Logistics
- Healthcare job losses primarily in nursing homes, elder care

Job Outlook – Regional / State:

- All industries lost jobs in 2020
- Professional and Business Services was the only industry showing year-over-year gains with 2,200 jobs added
- Leisure and Hospitality experienced the greatest decline with 30,000 jobs less in 2020 compared to 2019
- 5,000 less unique job posting year-over-year

COVID-19 CRISIS: THREE-PHASE APPROACH TO REOPENING

Phase 2: Medium Human Interaction
(June 1, 2020 – Present)

- Partial on site opening with limited staff in shifts
- Telework still encouraged
- Non-essential travel can resume
- Special accommodations for vulnerable population
- Global safety standards staff training
- Common areas remain closed or adjusted to social distancing guidelines
- Conduct and Analyze Phase 2 Assessment

2 weeks of Operation, 1 week of Health Data, Decision to Proceed to Phase 3, Pause or Combine



Phase 1: Low Human Interaction
(May 1 – June 1, 2020)

- Continue maximizing social distancing with virtual service delivery/telework
- Return to work in phases, if possible
- Special accommodations for vulnerable population
- Finalize Plan for Phase 2
 - Explore staffing complement and load balancing
 - Locations assessment and traffic flow
 - Physical security plan
 - Technology options and implementation
 - Global safety standards

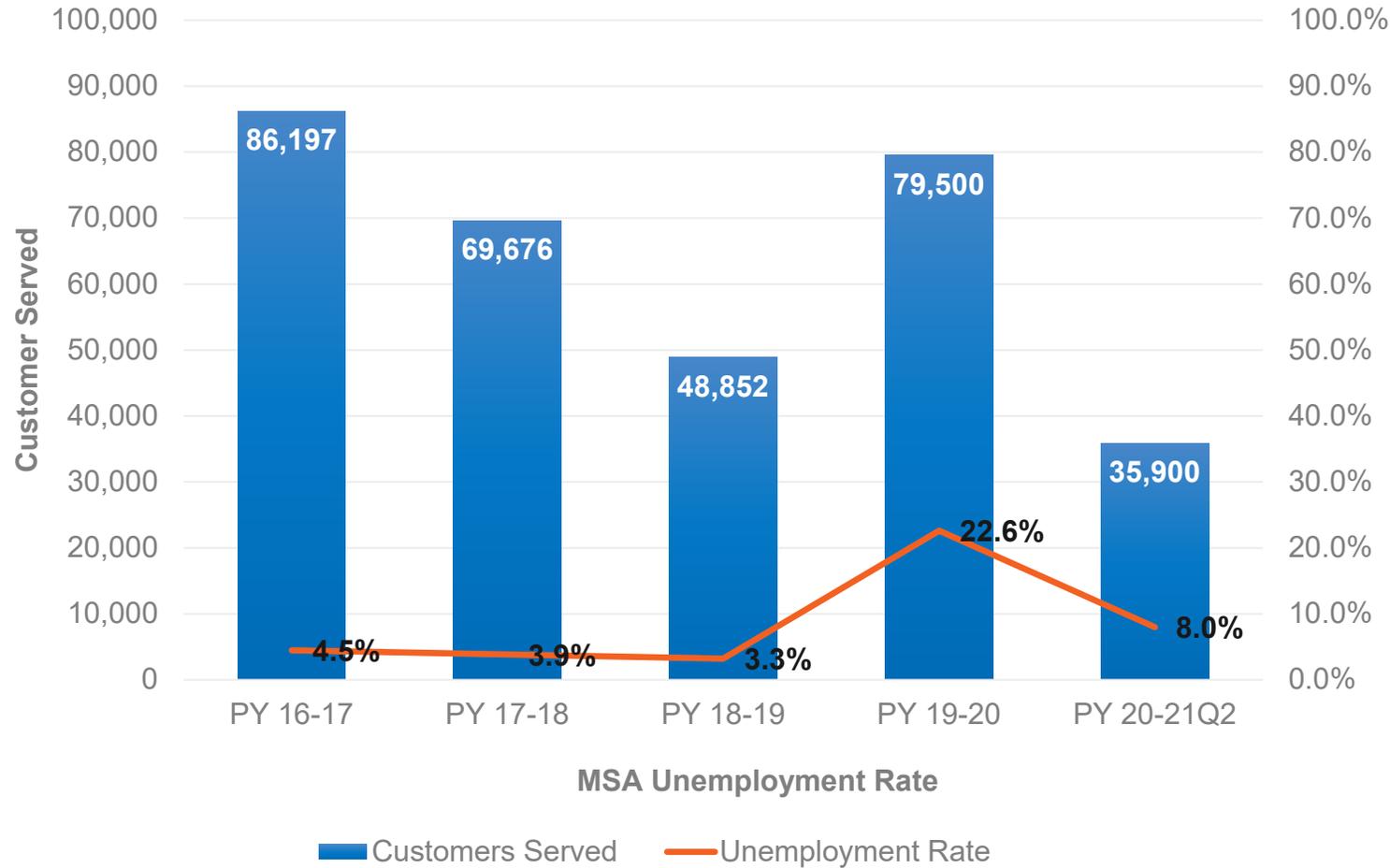
2 weeks of Operation, 1 week of Health Data, Decision to Proceed to Phase 2, Pause or Combine

2 weeks of Operation, 1 week of Health Data, Continue to Monitor & Adjust Guidelines Based on Health Data; Virtual Services will continue in some capacity

Phase 3: High Human Interaction
(Unknown)

- Restore normal service levels with additional staffing of worksites
- Conduct Phase 3 Assessment

CSCF NUMBER OF CAREER SEEKERS SERVED: 4-YEAR REVIEW

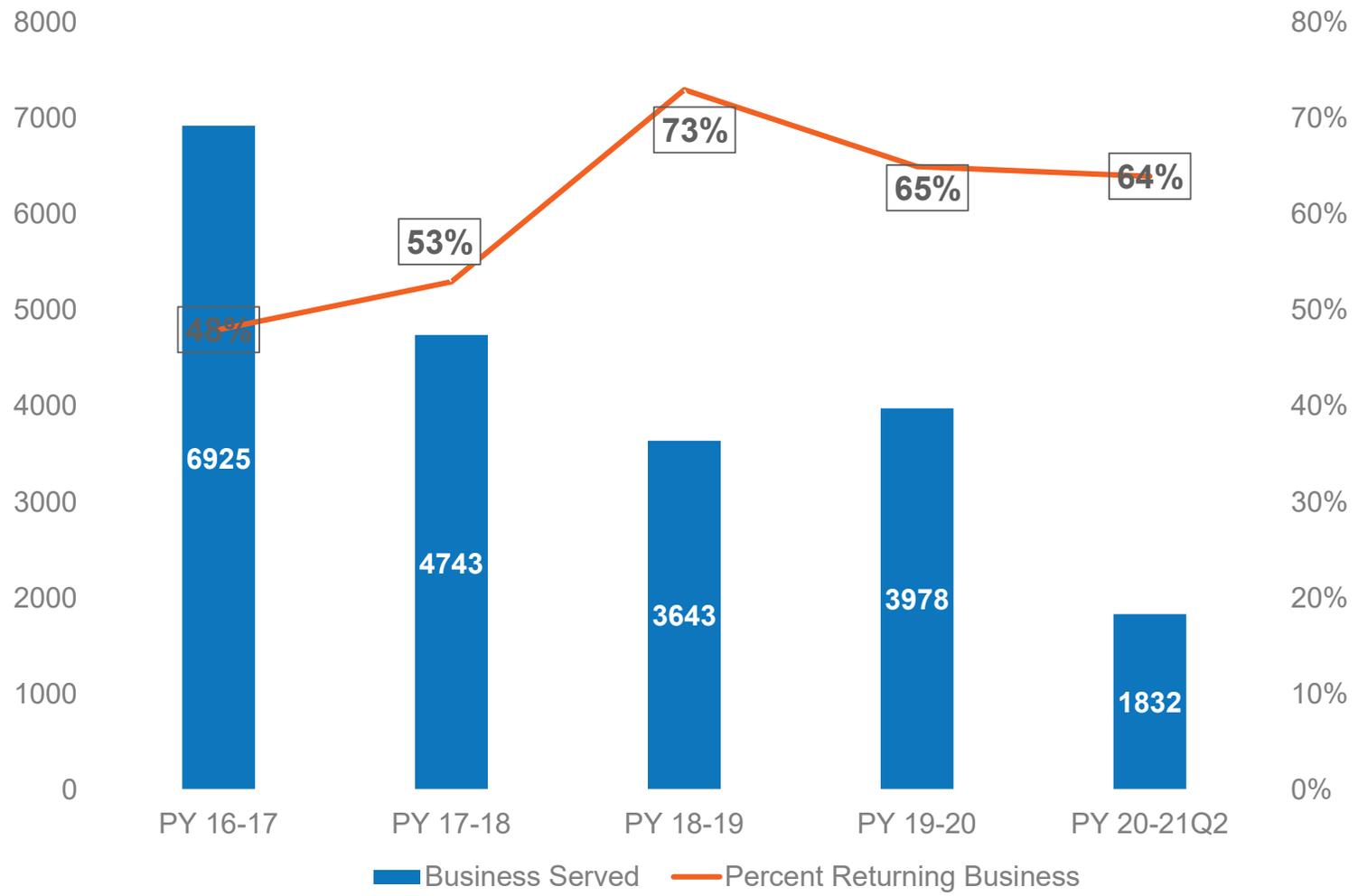


- The numbers of customers served is impacted by the region’s unemployment levels
- COVID-19 impact on employment has created a demand for CSCF support; exceeding previous two program year levels in PY 19-20 and continues to be above trend in PY 20-21

Data Source: EFM, OSST
 Date Range: 7/1/16 – 12/31/2020



BUSINESSES SERVED: 4-YEAR LOOK



- Greatest number of businesses served in PY 18-19 were Healthcare, IT/Finance, and Manufacturing sectors
- In PY 20-21 Q2 greatest number of businesses served were in Construction/Utilities, IT/Finance and Trade/Logistics
- Highest levels of services included reviewing resumes, job order follow up, employer contact, referring quality candidates

Data Source: EFM,
Date Range: 7/1/16 – 12/31/2020



OUR NORTH STAR

BUILDING A NEW FUTURE TOGETHER

OUR NORTH STAR

THE TURNING POINT IN OUR STORY



BUSINESS



CAREER



STAFF



SEEKERS

Career Source CENTRAL FLORIDA

THE Magic Brokers

TALENT SOLUTIONS to IGNITE YOUR POTENTIAL: YOUR JOURNEY LIVES HERE

CHALLENGES

- Attract & RETAIN Competent & Productive Staff
- Demand for Our Products & Services
- Get Out of Debt
- Self-Esteem
- Connect with the Customer
- Make a Difference
- Be Self Sustaining

PROFIT + GROWTH

- Profit, Growth, Sustainability
- Clear Jobs that Deliver Skills
- Get a JOB
- Make Money
- Know Outcomes
- Meaningful Relationships

PROBLEMS

- Cost of Turnover
- Search for Soft Skills
- Losing Business
- Overwhelm
- LONG Unclear Process
- 3 MISSES
- NOT ENOUGH TIME

FEAR



LIGHT the SPARK!



GET On The Bus!

PRODUCTS & SERVICES

- Business Training to Continue to Grow Services
- Career Counseling for Business and Workforce

-GAIN-CREATORS

- Real-Time Business Intelligence to Tap Pools of TALENT
- Engage & Connect with TALENT PIPELINE

Behavior & Career Analysis

Non-Monetary Incentives

Empower Staff in DECISION MAKING



- Virtual Services
- Child-Friendly services

- Omni-Channel Service Offerings
- Service Catalog Aligned with Roadmap

PAIN RELIEVERS

- Automation of Key Processes
- Digital Road-Map
- Clear Communication and Training in Different learning styles
- Peer Group

TALENT is the GAME CHANGER!

- Pre-Screened Talent Prospects
- Analyze & Implement Talent Development Strategies for Business



DRIVING OUR NORTH STAR

4 Key Strategies

1. HIGH CUSTOMER SATISFACTION & LOYALTY

2. TALENT SOLUTIONS CONSULTANTS

3. BE “CAREERSOURCERS”

4. VALUE CREATION THROUGH RELATIONSHIPS

BOARD ENGAGEMENT

HOW TO STAY INFORMED

Board Communications

Board Source Newsletter





Insights

Summer Youth Program to Invest in 1,000 Young Adults

To better connect our local youth to career prosperity, we have officially launched our 2019 Summer Youth Program. In its third year, the program has been revamped to include two additional program paths, an extended age group and a goal of impacting 1,000 young adults in Central Florida.



Keep reading to find out how we're preparing youth for success in tomorrow's workforce, while partnering with educators and local businesses to help ignite their potential in the early stages of their career journeys.

[Read More](#)

Who IS our Niche Customer?

We have partnered with Integrated Insight – a company that helps organizations out-behave the competition through insights & analytics – to design and execute research on our company.



At the end of this research, we will clearly understand exactly who our niche customer *really* is to more

Meeting Notices

CSCF Board Meeting & Retreat

Thursday, April 25, 2019

Greetings CSCF Board of Directors,

Please find details of the upcoming Board Meeting & Retreat below:

Please note:
The Board Meeting is scheduled from 9:00 am to 9:30 am and two-thirds Board attendance is needed, as there is an action item (Agenda Item 5A 1) that requires two-thirds of Board present (in person or via phone).

Immediately following Board Meeting is the Board Retreat from 9:30 a.m. to 2:30 p.m. (Please note: Retreat portion has been extended a half hour).

We look forward to seeing you next week!

PLEASE RSVP BELOW

LOCATION
Valencia College / District Office, 1768 Park Center Dr., Orlando, FL (Conference Rm - 5th Floor)

DATE AND TIME
04/25/19 9:00am - 04/25/19 2:30pm

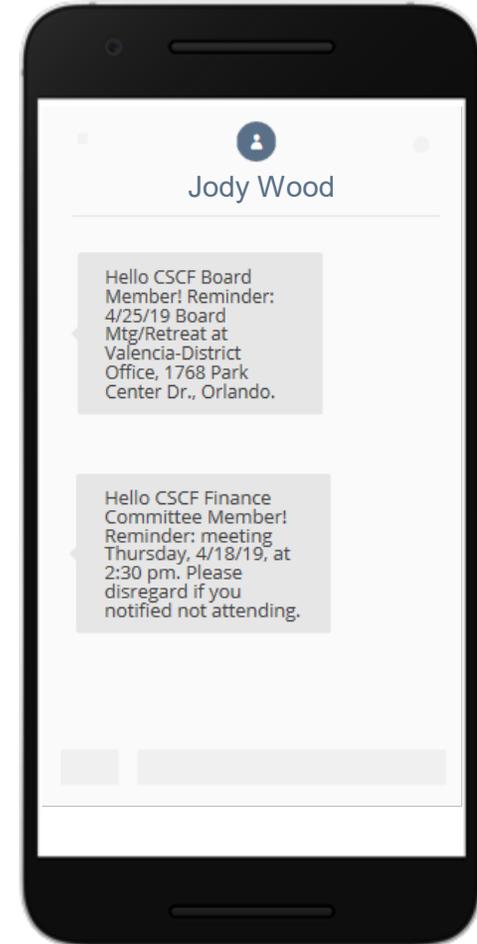
[Meeting Packet](#)

[Parking Instructions](#)

Remote Attendees:

[Click Here for GoToMeeting](#)

Text Messages



BOARD ENGAGEMENT METRICS – FY 2020-2021

	ENGAGEMENT		NEW
	PARTICIPATE	DEMONSTRATE	CONTRIBUTE
GOAL	90% of Board Membership	80% of Board Membership	70% of Board Membership
DESCRIPTION	<ul style="list-style-type: none"> Board Meetings Committee Meetings Board Orientation Board Conference Travel (NAWB, State Board Meetings) 	<ul style="list-style-type: none"> 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 Newsletter 	<ul style="list-style-type: none"> Annual Contribution (Suggested \$500) Participation in Fundraising Activities Contribution of In-Kind Donations Sponsor Summer Youth Program Intern
KPI	Participate for 24 Hours, Per Year	Participate in One Occurrence, Per Year	Contribute to Revenue Generation and/or provide In-kind Contribution

THANK YOU!