

BOARD OF DIRECTORS Meeting & Retreat

Friday, April 23, 2021

4/23/21 CSCF BOARD MEETING DETAILS

Meeting Details

Meeting Agenda

Welcome

Spotlight Story

Roll Call

Public Comment

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What: Board of Directors Meeting & Retreat

When: Friday, April 23, 2021
9:00 a.m. – 12:00 p.m.

Zoom Meeting Info

Link: <https://careersourcecf.zoom.us/j/95207837353?pwd=OGpIVURESIR5Mi9UOVZWTHgwdjBkQT09>

Dial In: 1 (929) 205-6099

Meeting ID: 952 0783 7352

Passcode: 660045

4/23/21 CSCF BOARD MEETING & RETREAT AGENDA

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Agenda Item	Topic	Presenter	Action Item
1.	Welcome	Mark Wylie	
2.	CSCF Spotlight Story	Mimi Coenen	
3.	Roll Call / Establishment of Quorum	Kaz Kasal	
4.	Public Comment		
5.	<u>Conflict of Interest Process</u>	Heather Ramos	
6.	Consent Agenda	Mark Wylie	X
	A. <u>2/25/21 Board Meeting Draft Minutes</u>		
7.	Information / Discussion / Action Items		
	A. Chair's Report	Mark Wylie	
	B. <u>President's Report</u>	Pam Nabors	
	1) <u>Finance Report</u>	Eric Ushkowitz	
	C. Committee Reports		
	1) Executive (<i>met on 4/15/21</i>)	Mark Wylie	X
	a) <u>Health Insurance Plan Renewal for FY 2021-2022</u>		
	2) Audit – <i>No Update</i>	Larry Walter	
	3) Career Services (<i>met on 3/25/21</i>)	Dr. Kathleen Plinske	
	a) <u>Expanding Emerging Career Training Programs</u>		X
	4) Community Engagement – <i>No Update</i>	Jody Wood	
	5) Facilities Ad Hoc – <i>No Update</i>	Matt Walton	
	6) Finance (<i>met on 4/13/21</i>)	Eric Ushkowitz	
	7) Governance – <i>No Update</i>	Richard Sweat	
	8) Revenue Diversity Ad Hoc (<i>met on 3/24/21</i>)	Eric Jackson	
	D. <u>CareerSource Central Florida – 2019-2020 Annual Performance</u>	Charles Williams	
		Department of Economic Opportunity	

4/23/21 CSCF BOARD MEETING & RETREAT AGENDA (CONTINUED)

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8.	Insight	<u>Panelists:</u> <ul style="list-style-type: none"> Jerry Ross, President - <u>Panel Facilitator</u> National Entrepreneur Center Robert Agrusa, President/CEO Central Florida Hotel & Lodging Association Tanisha Nunn Gary, President African American Chamber–Central Florida John Newstreet, President/CEO Kissimmee/Osceola Chamber of Commerce Gaby Ortigoni, President/CEO Hispanic Chamber of Metro Orlando 	
	<u>A. Panel Discussion: Understanding the Workforce Needs, Opportunities and Challenges in the Business Community</u>		
	<u>B. CSCF 2021-2022 Strategic Priorities</u>		
9.	Other Business		
10.	Adjournment		
	<u>Upcoming Meetings:</u>		
	Consortium & Board Meeting	6/24/21	9:00 a.m. - 11:00 a.m.
	<u>Committee Meetings:</u>		
	- Governance	5/12/21	3:00 p.m. – 4:30 p.m.
	- Community Engagement	5/17/21	3:00 p.m. – 4:30 p.m.
	- Budget Workshop	5/20/21	2:00 p.m. – 4:00 p.m.
	- Revenue Diversity	6/2/21	2:00 p.m. – 3:30 p.m.
	- Finance	6/8/21	2:30 p.m. – 4:00 p.m.
	- Executive	6/17/21	9:00 a.m. - 10:30 a.m.



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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 draped, wavy pattern. The colors are vibrant red, white, and blue.

**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**

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ROLL CALL / ESTABLISHMENT OF QUORUM

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CONFLICT OF INTEREST PROCESS

SAMPLE

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	
Jones, Edna		CareerSource Central Florida	
MAILING ADDRESS		THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF:	
XYZ College		<input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input checked="" type="checkbox"/> OTHER LOCAL AGENCY	
CITY	COUNTY	NAME OF POLITICAL SUBDIVISION:	
Orlando	Orange		
DATE ON WHICH VOTE OCCURRED		MY POSITION IS:	
Date of Meeting when you abstained from voting		<input type="checkbox"/> ELECTIVE <input checked="" type="checkbox"/> APPOINTEE	

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 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 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 would inure to his or her special private gain or loss. Each elected or appointed local officer also MUST ABSTAIN from knowingly voting on a measure which would inure to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent, subsidiary, or sibling organization of a 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 (CRAs) 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 are not prohibited by Section 112.3143 from otherwise participating 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 page 2)

APPOINTED OFFICERS (continued)

- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

DISCLOSURE OF LOCAL OFFICER'S INTEREST

I, Edna Jones, hereby disclose that on February 25, 20 21:

(a) A measure came or will come before my agency which (check one or more)

- ☐ inured to my special private gain or loss;
- ☐ inured to the special gain or loss of my business associate, _____;
- ☐ inured to the special gain or loss of my relative, _____;
- ☒ inured to the special gain or loss of XYZ College, by

whom I am retained; or

- ☐ inured to the special gain or loss of _____, which is the parent subsidiary, or sibling organization or subsidiary of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

The Board voted on a contract with XYZ College for CSCF's Summer Youth Program. As the Executive Director of XYZ College, I could benefit financially from the contract since I receive a bonus from XYZ College every year based on the total operating revenue for the College.

If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

Date Filed _____

Signature _____

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.

SAMPLE

EXHIBIT C
CONTRACT INFORMATION FORM

This form is to disclose a conflict or potential conflict and to seek approval of a contract involving a conflict or potential conflict of interest of board members or employees. All requested information is required. Failure to provide complete information may result in disapproval of the contract.

I, Mark Wylie, hereby certify the following information regarding a contract that was approved by a two-thirds (2/3) vote of a quorum of CareerSource Central Florida and will be executed and implemented immediately after receiving the State's approval in compliance with section 445.007(11), Florida Statutes.

Identification of all parties to the contract: XYZ College

Contractor Name & Address: XYZ College, 250 Main Street, Orlando, FL 32801

Contractor Contact Phone Number: (407) 222-2222

Contract Number or Other Identifying Information, if any: _____

Contract Term: mm/dd/year thru mm/dd/year

Value of the Contract/Renewal/Extension: _____

Description of goods and/or services to be procured: Training provider for CSCF's Summer Youth Program - Accelerate Track

Name of board member or employee whose conflict of interest required the board's approval of the contract by two-thirds (2/3) vote: Edna Jones

The nature of the conflicting interest in the contract: Edna Jones works for XYZ College and is a CSCF Board Member

The board member or employee with the conflict of interest X did not (check one) attend the meeting(s), including subcommittee meetings, at which the board discussed or voted to approve the contract.

If the board member or employee with the conflict of interest attended the meeting(s), including subcommittee meetings, at which the board discussed or voted on the contract, the board member or employee was not present during the discussion or vote.

I further attest that the following is being provided with this form:

- A certified board membership roster listing all members on the board at the time of the vote on the approval of the contract with a vote tally indicating attendance or absence at the meeting(s), including subcommittee meetings, and for those in attendance, the affirmative and negative votes and abstentions for each member.
- Consistent with the procedures outlined in section 112.3143, Florida Statutes, the dated and executed conflict of interest form that was submitted at or before the board meeting(s) in which a vote related to the contract took place, for board member/employee who has any relationship with the contracting vendor.

I certify that the information above is true and correct.

Signature of Board Chair / Vice Chair*

Mark Wylie

Print Name

* Must be certified and attested to by the board's Chair or Vice Chair.

Date



SAMPLE**EXHIBIT D****DISCLOSURE AND CERTIFICATION OF
CONFLICT OF INTEREST IN A CONTRACT**

I, Edna Jones, a board member / an employee of the board (circle one) hereby disclose that I, myself / my employer / my business / my organization / OR "Other" (describe) XYZ College (circle one or more) could benefit financially from the contract described below:

Local Workforce Development Board: CareerSource Central Florida

Contractor Name & Address: XYZ College 250 Main Street, Orlando, FL 32801

Contractor Contact Phone Number: (407) 222-2222

Description or Nature of Contract: Contract for CSCF's Summer Youth Program - Accelerate Track

Description of Financial Benefit*: My employer, XYZ College, is the training provider on the contract

For purposes of the above contract the following disclosures are made: The contractor's principals**/owners***: (check one)

X have no relative who is a member of the board or an employee of the board; OR

 have a relative who is a member of the board or an employee of the board, whose name is:

The contractor's principals**/owners*** is X is not (check one) a member of the board. If applicable, the principal's/owner's name is: Edna Jones, Executive Director

Signature of Board Member/Employee

Print Name

Date

* "Benefit financially from a contract" means the special private financial gain to a member, a special private financial gain to any principal which retains the member, the special private financial gain of the parent organization or subsidiary of a corporate principal which retains the member or the special private financial gain to any member's relatives or business associate or to a board employee and such benefit is not remote or speculative.

** "Principal" means an owner or high-level management employee with decision-making authority.

*** "Owner" means a person having any ownership interest in the contractor.

NOTICE: CONFLICTS OF INTEREST REGARDING BOARD MEMBERS AND BOARD EMPLOYEES MUST BE DISCLOSED PRIOR TO THE BOARD'S DISCUSSION OR VOTING TO APPROVE THE CONTRACT. BOARD MEMBERS WHO BENEFIT FINANCIALLY OR BOARD MEMBERS OR EMPLOYEES OF THE BOARD WHO HAVE A RELATIONSHIP WITH THE CONTRACTING VENDOR MUST NOT BE PRESENT DURING ANY DISCUSSION AT ANY MEETINGS, INCLUDING SUBCOMMITTEE MEETINGS, INVOLVING THE CONTRACT AND MUST ABSTAIN FROM VOTING OR BEING PRESENT DURING VOTING BY REMOVING HIMSELF OR HERSELF FROM THE ROOM DURING THE PERIOD OF TIME THE VOTES ARE CAST, AND THE CONTRACT MUST BE APPROVED BY A TWO-THIRDS VOTE OF THE BOARD WHEN A QUORUM HAS BEEN ESTABLISHED. COMPLETION OF THIS FORM DOES NOT IN ANY WAY SUPERSEDE OR SUBSTITUTE FOR COMPLIANCE WITH CONFLICT OF INTEREST DISCLOSURE REQUIREMENTS OF SECTION 112.3143, FLORIDA STATUTES, OR SECTION 101(f), WIOA.

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CONSENT AGENDA

Board of Directors Meeting

Thursday, February 25, 2021, 9:00 a.m.

MINUTES

MEMBERS PRESENT: Mark Wylie, Andrew Albu, Steve Ball, Paul Bough, Kari Conley, Diane Culpepper, Keira des Anges, Wendy Ford, John Gill, Nicole Guillet, John Gyllin, Jeff Hayward, Eric Jackson, Sheri Olson, Bryan Orr Kathleen Plinske, Stella Siracusa, David Sprinkle, Jim Sullivan, Al Trombetta, Eric Ushkowitz, Larry Walter, Matt Walton, Christopher Wilson, and Jody Wood

MEMBERS ABSENT: Wendy Brandon, Glen Casel, Mark Havard, Brooke Morris, Richard Sweat, Jane Trnka and Sharron Washington

STAFF PRESENT: Pam Nabors, Mimi Coenen, Leo Alvarez, Lisa Burby, Dyana Burke, Steven Nguyen, Nilda Blanco, Maura King, Cliff Marvin, Lesley Harris, Jason Lietz, Maria Miranda, Sean Masherella, Paul Worrell, Carla Sosa, and Kaz Kasal

GUESTS PRESENT: Margarita Hernandez / CSCF Participant; Sanford Shugart / Valencia College; Heather Ramos / GrayRobinson; Dionne Geiger, Victoria Dune-Chari, Amielee Farrell, Brian Deal, Michael Johnson, Rachel Carranza / Sterling Examiners

Agenda Item	Topic	Action Item / Follow Up Item
1	Welcome <ul style="list-style-type: none"> Mr. Wylie, Board Chair, called meeting to order at 9:00 am and welcomed attendees. 	
2	CSCF Spotlight Story <ul style="list-style-type: none"> Ms. Margarita Hernandez, CSCF Participant, thanked CSCF for helping her enroll in the PMP (project management) training course at Florida Tech. Ms. Hernandez has also recently received some job leads. 	
2	Roll Call / Establishment of Quorum <ul style="list-style-type: none"> Ms. Kasal, Executive Coordinator, reported a quorum present. 	
3	Public Comment <ul style="list-style-type: none"> A member of the public, Mr. Mohamed Chaoudi, provided his comments. 	
4	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 12/17/20 Board Meeting Acceptance of 2 CFR-200 Audit Report FY 2019-2020 DEO Monitoring Results: FY 2019-2020 	Mr. Hayward made a motion to approve all items on the consent agenda. Mr. Ushkowitz seconded; motion passed unanimously.
5	Information / Discussion Chair's Report <ul style="list-style-type: none"> CSCF Annual Reports mailed to Board last week. Connected a construction business to CSCF Seminole County Center, and another construction business to CSCF West Orange Center. Encouraged Board to refer businesses to CSCF. 	

<p><u>President's Report</u></p> <ul style="list-style-type: none"> Ms. Nabors, President/CEO, provided highlights from the President's Report (attachment) to include review of: <ul style="list-style-type: none"> Scorecard 7/1/20 thru 12/31/20 Help Is Here activities to date. Sterling timeline and next steps. Summer Youth Program current activities and program plan. Opioid grant updates – newly hired Ms. Maura King to oversee project. State activities. <u>Finance Report</u> <ul style="list-style-type: none"> Mr. Alvarez, CFO, reviewed financials through 12/31/20 (attachment), trending on target at 52.1% expended. <p><u>GrayRobinson Presentation</u></p> <ul style="list-style-type: none"> Ms. Ramos, GrayRobinson, presented on Sunshine Law, Public Records Law, and Code of Ethics (attachment). <p><u>Committee Reports</u></p> <p><u>Executive:</u></p> <ul style="list-style-type: none"> Mr. Wylie, Executive Committee Chair, stated Committee met on 2/18/21, reviewed CSCF updates and committee reports. <p><u>Audit</u></p> <p>Mr. Walter, Audit Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> Met jointly with Finance Committee on 2/9/21. Reviewed and accepted the Audit results for FY 2019-2020 - clean audit, no findings. Approved to forward for Board approval. Reviewed DEO's FY 2019-2020 Monitoring results for both program and fiscal - there were no findings and two small observations. Approved to forward for Board approval. <p><u>Career Services</u></p> <p>Dr. Plinske, Career Services Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> Met on 1/28/21. Reviewed scorecard performance through 1st half of FY (7/1/20 – 12/31/20). Reviewed youth engagement challenges and opportunities. 	
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	<ul style="list-style-type: none"> Reviewed business service strategies to enhance services and increase job placements. Discussed how to best align CSCF services to unique needs seen in the community. <p><u>Community Engagement:</u> Ms. Wood, Community Engagement Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> Met on 1/12/21. Reviewed results of HH campaign. Reviewed priorities for 3rd & 4th quarters. Reviewed charter, no changes at this point. Discussed ways to network in the business community to promote CSCF, as well as building relationships and engagement. <p><u>Facilities Ad Hoc Committee</u> Mr. Walton, Facilities Committee Chair, relayed updates on Seminole County lease. Southeast Orange's lease will expire September 2021 and the Committee will be scheduling a meeting to review lease prior to that time.</p> <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 2/9/21. Reviewed financials through 12/31/20. Reviewed Retirement Plan updates. Referenced budget adjustment of additional revenue totaling \$9.5M (attachment). Finance Committee approved to forward for Board for final approval. <p><u>Governance</u> Ms. Nabors, on behalf for Mr. Sweat, Governance Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> Met on 1/20/21. Reviewed Board Engagement activities 7/1/20 thru 12/31/20 (attachment). Reviewed new process for calculating enterprise assessment and priorities. Revising Bylaws to align with DEO's new subagreement to be reviewed at next Committee meeting. <p><u>Revenue Diversity Ad Hoc</u> Mr. Jackson, Revenue Diversity Ad Hoc Committee Chair, stated the Committee is scheduled to meet on 3/10/21.</p>	<p>Mr. Walton made a motion to approve budget adjustment, as presented. Mr. Hayward seconded; motion passed unanimously.</p>
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6	<p>Insight Dr. Sanford Shugart, President of Valencia College, presented on Central Florida's educational and economic challenges and solutions:</p> <p>Challenges: Central Florida has a large, contingent workforce. Working in these low-paying, hourly jobs without benefits or assurances of continued employment exacerbates their circumstances in many ways to include:</p> <ul style="list-style-type: none"> • Lack of financial resources • Food and housing insecurities • Work interruptions • Needing to have 2 – 3 jobs just to sustain a family <p>Solutions: Community stakeholders need to unify and collaborate to make sure the contingent workforce is inclusive to prosperity pathways by providing durable employment with sustainable income and benefits, as well as job growth:</p> <ul style="list-style-type: none"> • Invest in a knowledge workforce; provide short-term trainings in high-value fields; work with industries to unbundle skills. • More intention to make sure opportunities to short-term trainings are accessible and affordable. • Provide access to high-level broadband for all. • Never use "talent pipeline" terminology. 	
7	<p>Adjournment Meeting adjourned at 10:50 am.</p>	

Respectfully submitted,

Kaz Kasal
Executive Coordinator

6	<p>Insight Dr. Sanford Shugart, President of Valencia College, presented on Central Florida's educational and economic challenges and solutions:</p> <p>Challenges: Central Florida has a large, contingent workforce. Working in these low-paying, hourly jobs without benefits or assurances of continued employment exacerbates their circumstances in many ways to include:</p> <ul style="list-style-type: none"> • Lack of financial resources • Food and housing insecurities • Work interruptions • Needing to have 2 – 3 jobs just to sustain a family <p>Solutions: Community stakeholders need to unify and collaborate to make sure the contingent workforce is inclusive to prosperity pathways by providing durable employment with sustainable income and benefits, as well as job growth:</p> <ul style="list-style-type: none"> • Invest in a knowledge workforce; provide short-term trainings in high-value fields; work with industries to unbundle skills. • More intention to make sure opportunities to short-term trainings are accessible and affordable. • Provide access to high-level broadband for all. • Never use "talent pipeline" terminology. 	
7	<p>Adjournment Meeting adjourned at 10:50 am.</p>	

Respectfully submitted,

Kaz Kasal
Executive Coordinator

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7	<p>Adjournment Meeting adjourned at 10:50 am.</p>	

Respectfully submitted,

Kaz Kasal
Executive Coordinator

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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 – MARCH 31, 2021

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

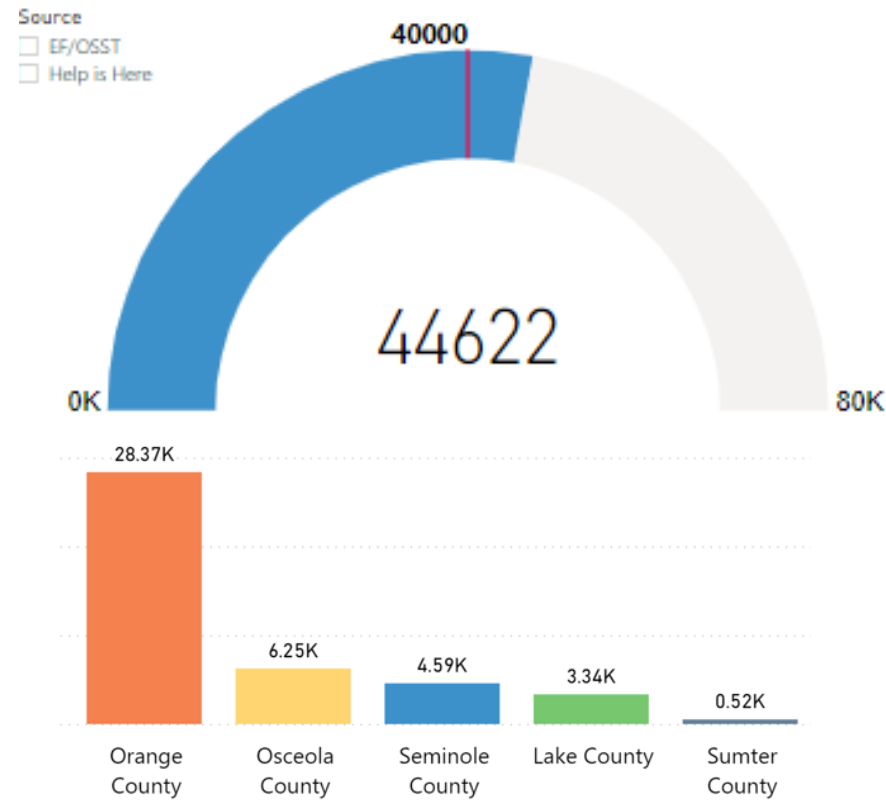
DIVERSIFY REVENUE STREAMS TO ADJUST FOR VARIABLES IN FEDERAL FUNDING

Revenue Diversity Goal		\$ 1,600,000
<u>Grant Funding</u>		
Help is Here - Orange County	\$	7,500,000
Veterans Award	\$	32,206
Project Opioid	\$	2,700,000
		\$ 10,232,206
<u>Public Funding</u>		
Orange County (Youth Grant)	\$	99,000
<u>Ticket to Work</u>	\$	183,356
<u>Private Funding</u>		
Board Member Contrinutions	\$	48,000
Additions Financial Bank	\$	40,000
		\$ 88,000
YTD Revenue Diversity	\$	10,602,562

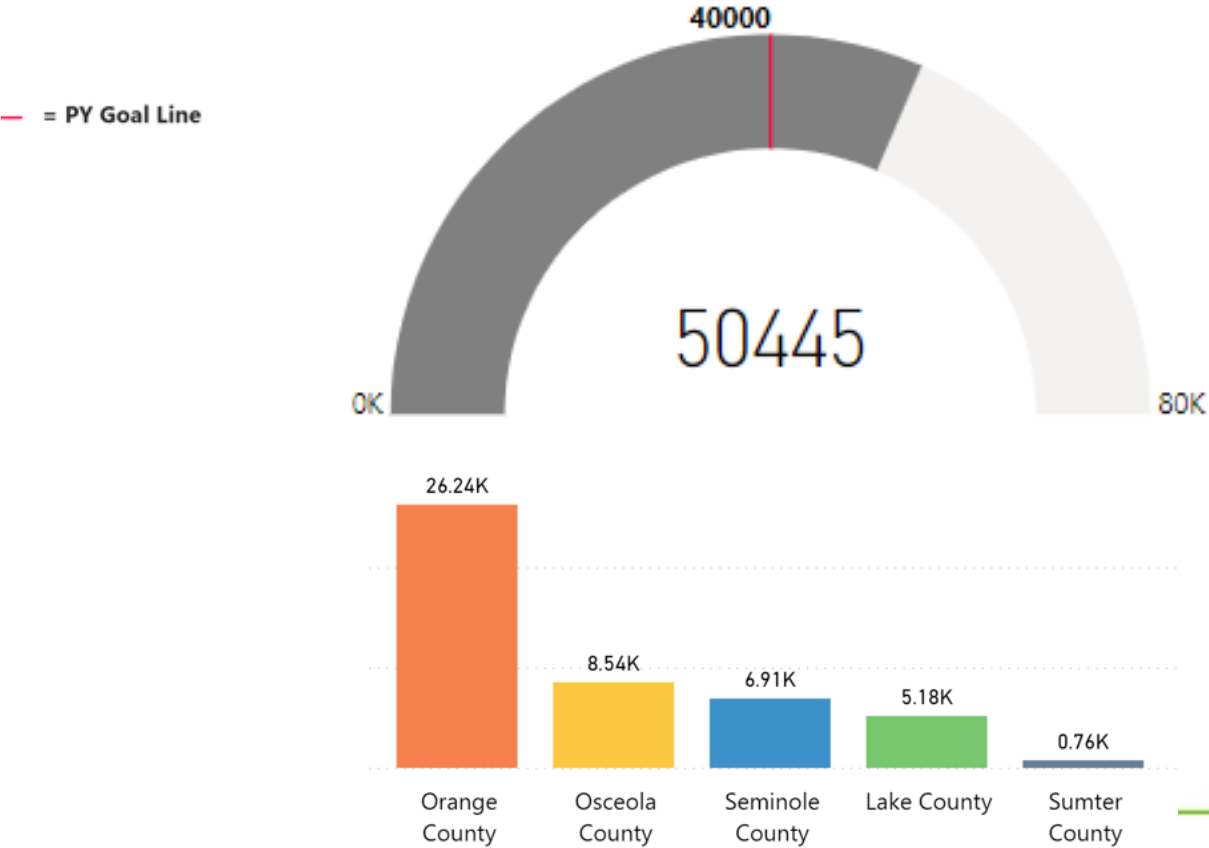


DELIVER TALENT SOLUTIONS
TO IGNITE POTENTIAL

Customers Served
Q1-Q3: 2020-2021



Customers Served
Q1-Q3: 2019-2020



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

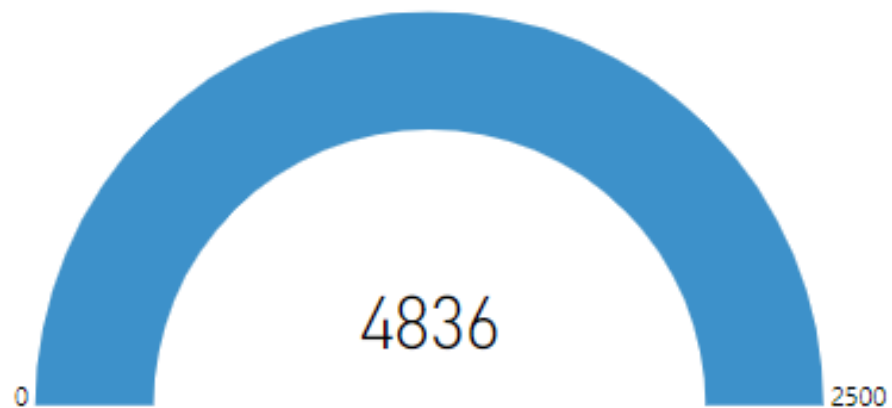
Data Start Date
July 1, 2020

Data Through
March 31, 2021

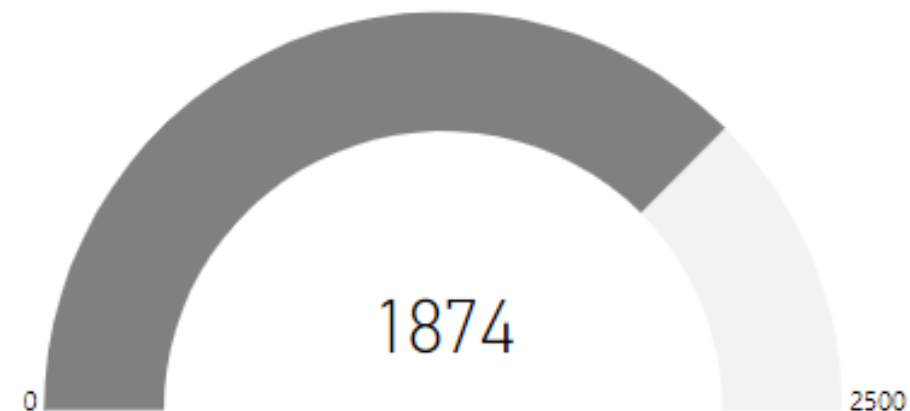


DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

Career Seekers in Training
Q1-Q3: 2020-2021

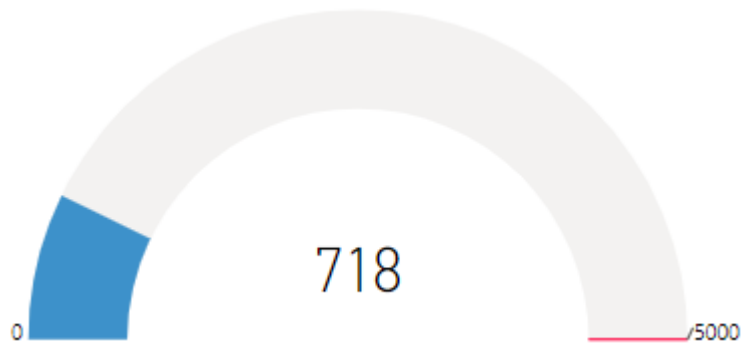


Career Seekers in Training
Q1-Q3: 2019-2020



DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

Career Seekers Trained and Placed Q1-Q3: 2020-2021



— = PY Goal Line

Training Onet Title	Training Targeted Sector	Distinct Total	Percent
Help is Here Training	Help is Here Training	2448	69.55%
Heavy and Tractor-Trailer Truck Drivers	Trade & Logistics	258	7.33%
Emergency Medical Technicians and Paramedics	Healthcare	154	4.38%
Electricians	Construction & Utilities	145	4.12%
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Construction & Utilities	122	3.47%
Medical Assistants	Healthcare	111	3.15%
Licensed Practical and Licensed Vocational Nurses	Healthcare	76	2.16%
Customer Service Representatives	IT & Finance	71	2.02%
Information Security Analysts	IT & Finance	69	1.96%
Dental Assistants	Healthcare	68	1.93%

\$17.16
Average Wage

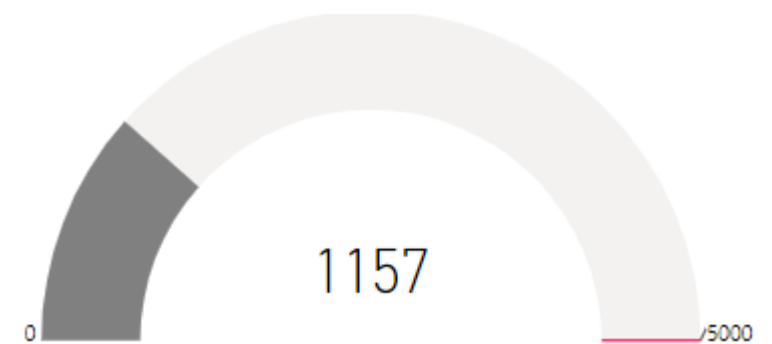
\$15.00
Median Wage

Data Source: Employ Florida
SQL Server

Data Start Date
July 1, 2020

Data Through
March 31, 2021

Career Seekers Trained and Placed Q1-Q3: 2019-2020



Training Onet Title	Training Targeted Sector	Distinct Total	Percent
Heavy and Tractor-Trailer Truck Drivers	Trade & Logistics	192	20.15%
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Construction & Utilities	127	13.33%
Electricians	Construction & Utilities	118	12.38%
Emergency Medical Technicians and Paramedics	Healthcare	98	10.28%
Medical Assistants	Healthcare	88	9.23%
Avionics Technicians	Trade & Logistics	77	8.08%
Licensed Practical and Licensed Vocational Nurses	Healthcare	73	7.66%
Dental Assistants	Healthcare	69	7.24%
Mechatronics Engineers	Manufacturing	57	5.98%
Personal Care Aides	Healthcare	55	5.77%

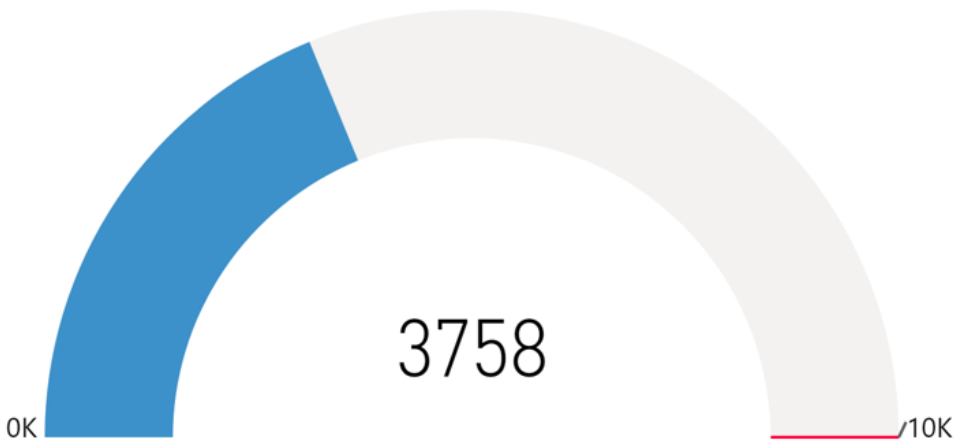
\$15.12
Average Wage

\$14.00
Median Wage

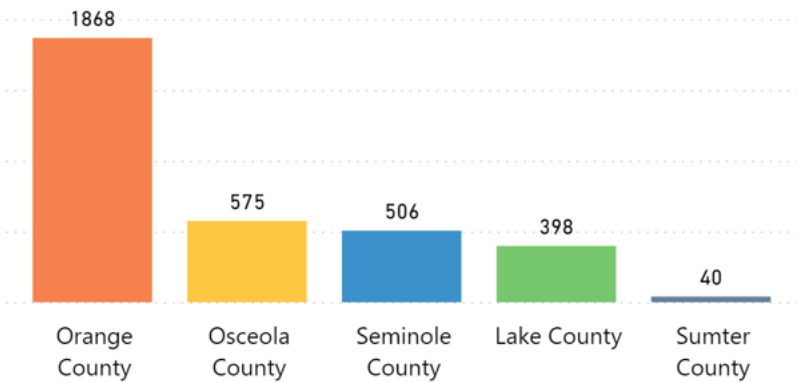


DELIVER TALENT SOLUTIONS
TO IGNITE POTENTIAL

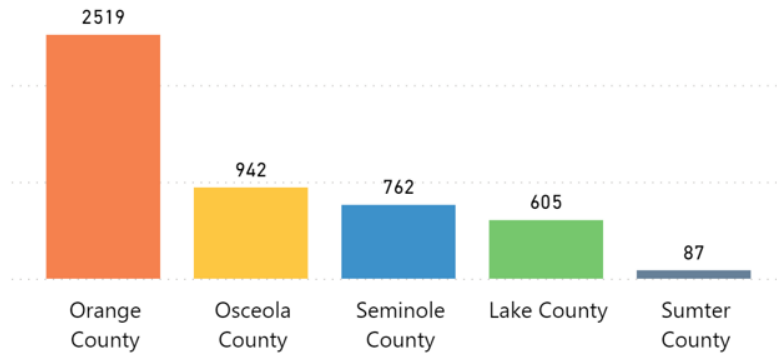
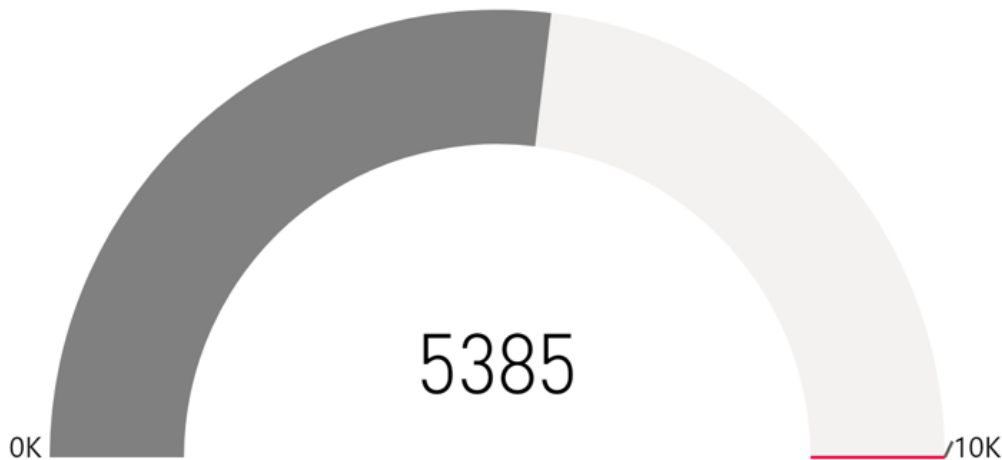
Career Seekers Placed
Q1-Q3: 2020-2021



— = PY Goal Line



Career Seekers Placed
Q1-Q3: 2019-2020



Data Source: Employ Florida
and OSST SQL Server

Data Start Date
July 1, 2020

Data Through
March 31, 2021

Average Wages By Employment Targeted Sector

\$17.16

Average Wage

\$15.00

Median Wage

IT & Finance

\$19.33

Construction & Utilities

\$18.62

Trade & Logistics

\$18.09

Other

\$16.08

Manufacturing

\$15.93

Healthcare

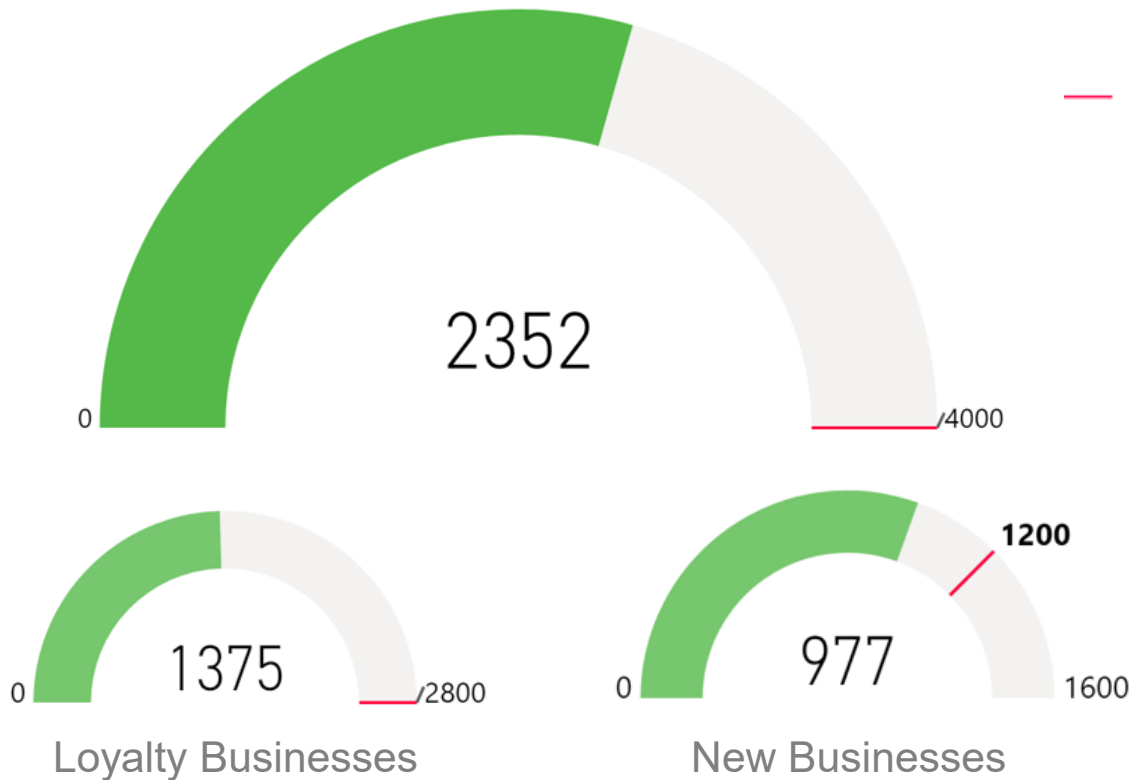
\$15.75

Hospitality/Tourism

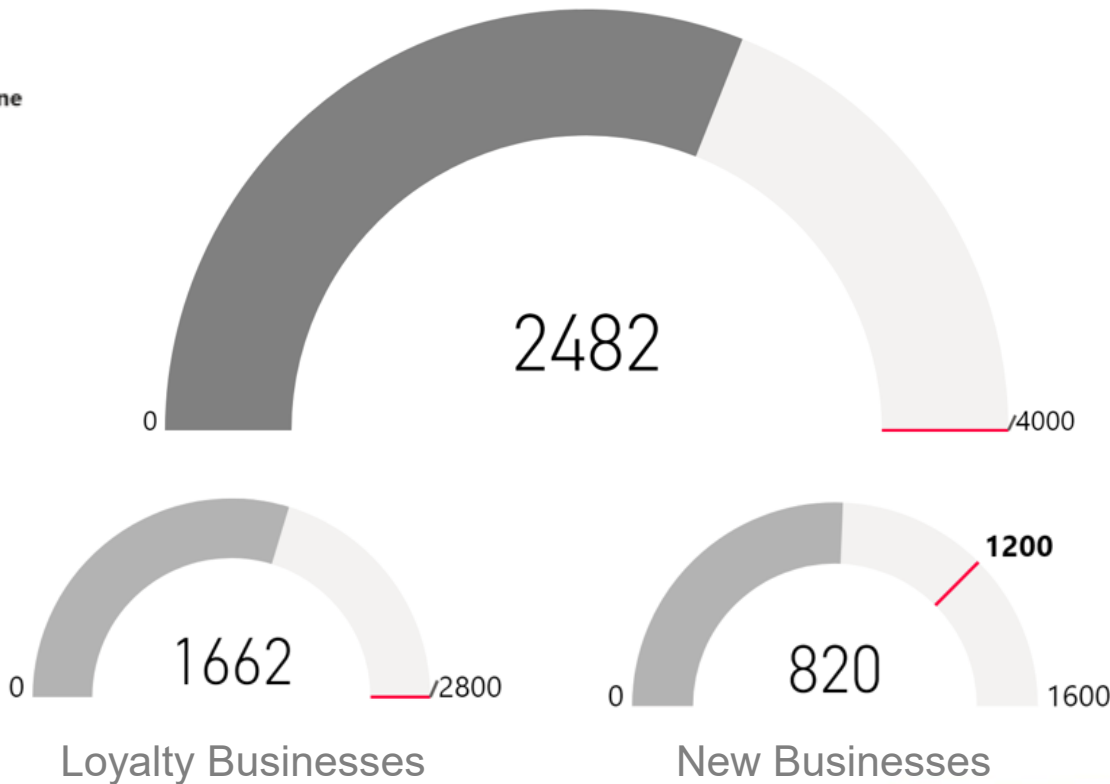
\$12.41

DELIVER TALENT ACQUISITION
STRATEGIES FOR BUSINESSES IN
HIGH GROWTH INDUSTRIES

Businesses Served
Q1-Q3: 2020-2021



Businesses Served
Q1-Q3: 2019-2020



OTHER UPDATES

STERLING JOURNEY

- **Completed Field Virtual Meetings**

- 12 Sterling Examiners
 - 4,400+ Examination Team Hours
- 67 CareerSourcers Interviewed

- **Strengths**

- Visionary Leadership – North Star
- Valuing People
- Ethics and Transparency
- Societal Contributions – Youth Program & Crisis Response
- Financial and Marketplace Performance
- Compliance
- Cybersecurity

- **Opportunities for Improvement**

- Customer Satisfaction/Dissatisfaction
- Focus on Success – Succession Planning
- Comparisons, Benchmarks, Goals and Targets



May 2021:

- Feedback Report Delivered

June 2021:

- CSCF Develops Action Plans for Continued Transformation

FLORIDA LEGISLATIVE SESSION: HIGHLIGHTS

House and Senate Proposed Bills Now Combined

- Create New Office of Reimagining Education and Career Help (REACH)
- Agreed to 8-Year Term Limits for Board of Directors / Chair (Term Limits Begin July 1)
- Develop New Waivers
- Develop Master Credential Process
- Initiate Workforce System Changes to Deliver More Transparency and Accountability Measures
- Common Data Terms
 - Audits and Performance Reporting for Programs, Education, Training
- Assign Letter Grade to Local Workforce Board
 - Recommend Uniform Accountability Measures
 - Make Reports Cards Available in Timely Manner

Sprolws' Florida workforce board overhaul near final passage

BY MATT DIXON 04/15/2021 02:59 PM EDT

Lawmakers are on the verge of approving an overhaul of the state's scandal-plagued workforce system, which would provide a win to House Speaker Chris Sprolws, who has prioritized the issue over the past two years.

On Wednesday, the House passed a package of bills making the Sprolws-authored reforms with some fanfare, and the Senate Appropriations Committee one day later amended their version of the bill to make it identical with the House version.

The core of the proposal makes sweeping changes to Florida's \$250 million workforce development systems, which is composed of state and regional organizations that look to create jobs and set workforce policy.

The bill ([FL HB1507 \(21R\)](#)), among other things, creates the Office of Reimagining Education and Career Help within the governor's office, which currently does not have a specific position coordinating workforce efforts.

It also requires the Department of Economic Opportunity and Department of Children and Families to evaluate the impact on those who participate in the programs, would assign local workforce boards a letter grade that must be made public and creates a Money Back Guarantee Program to refund tuition costs if a student can't find a job within six months after finishing a workforce-related program.

"It is the most significant redesign of our workforce system of any other state in America," Sprolws said on the House floor Wednesday after House members passed that chamber's workforce bills. "It makes very clear that this chamber just said we care about our people...and they deserve when their government engages with them, we help them find a job."

During an all-day meeting of the Senate Appropriations Committee, the Senate version of the bill ([FL SB98 \(21R\)](#)) was amended to match the House bill. It could pass the full Senate as early as next week.

"There has been a huge amount of work put into this one," said Sen. Ben Albritton, a Wauchula Republican, who is sponsoring the Senate version. "It's a great work product between the Senate and House."

Background: In 2018, the Tampa Bay Times published an investigation about lax oversight at a Tampa-area workforce board, a series of articles that got the attention of House investigations.

"We did our own investigation and concluded there were absolutely corrupt practices going on," Sprolws said. "CareerSource boards were getting national accolades and yet not finding people jobs, just taking credit for jobs that already existed."

What's next: The Senate can give its version of the bill as soon as Friday, with final passage likely coming next week. From there, it will head to the Gov. Ron DeSantis' desk.

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

2020-2021/Q4

- **Help Build New & Emerging Career Pathways that Support Opioid Crisis**
 - Identify Individuals with Transferrable Skills who Could Fill New, In-Demand Positions
 - To Support Treatment Center 90-Day Recovery Programs
 - Offer Short-term Training/Certification for “Peer Recovery Specialist” Role
- **Support Businesses HR Divisions – May 27 Launch w/ Project Opioid**
 - Educate and Train HR Teams on How to Identify and Support Employees Who May Be Impacted by Opioids
 - Supporting the Enhancements of Employee Assistance Plans to Include Opioid Awareness and Recovery
- **Offer Sensitivity and Opioid Awareness Training for CSCF CareerSourcers**

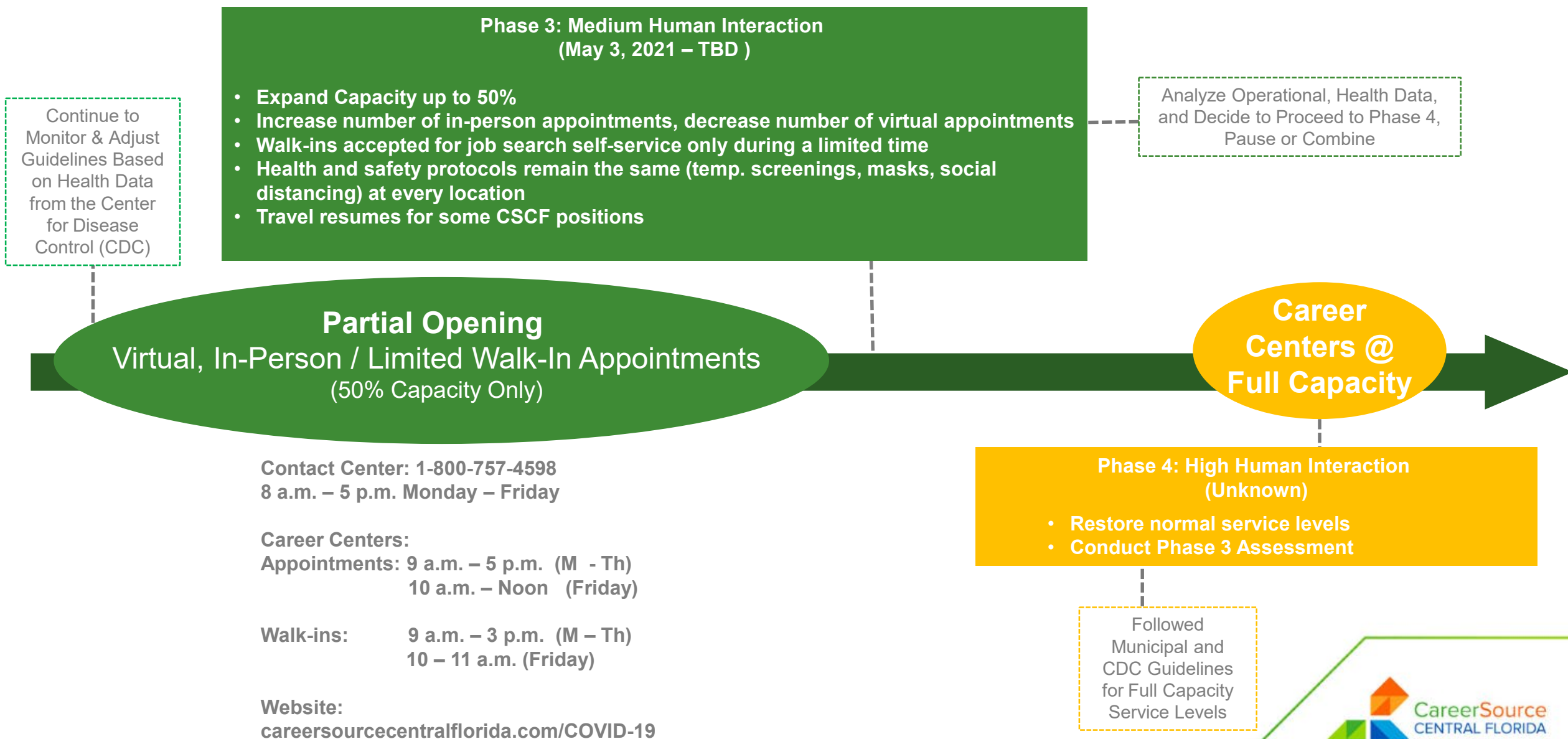
2021 – 2022/Q1

- **Assist Those Navigating Their Recoveries**
 - Partner with Recovery and Treatment Centers to Provide Career Opportunities for those Ending Treatment
 - Establish Direct Referral System to Respect Privacy by Working Directly with CSCF
 - Funding for Relapse Treatment

**\$2.7M
4-Year
Grant**



COVID-19: PHASE 3 PARTIAL OPENING: MAY 3



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FINANCE REPORT

Eric Ushkowitz

Treasurer / Finance Committee Chair

CSCF Budget FY 2020 - 2021			INDIRECT COST	RESEA	WIOA Adult	Youth	WIOA DW	WT	TAA	SNAP	WP	DVOP	UC	LVER	Special Grants/ Other Awards	NEG COVID	HH-OC	UNRESTRICTED			
Funding Sources	Total Revenue			119	20	22	30	60	81	85	90	94	96	98							
Carry In Funds From FY 19 - 20	9,984,811		17,761	4,000,000	1,123,471	1,264,905	1,086,428	16,119	159,391	61,563	61,627	25,621	69,865		789,933	1,308,127					
FY 20 - 21 Award	40,522,210		714,803	4,566,987	3,263,429	5,202,680	7,522,916	156,762	692,583	2,159,033	150,000	-	93,018		-	8,500,000	7,500,000	-			
Award Total - Available Funds	50,507,021		732,564	8,566,987	4,386,900	6,467,585	8,609,344	172,881	851,974	2,220,596	211,627	25,621	162,883		789,933	9,808,127	7,500,000	-			
LESS planned Carryover For FY 21 - 22	(8,007,021)		-	(3,006,914)	(652,686)	-	-	-	-	-	-	-	-			(4,347,421)					
Total Available Funds Budgeted	42,500,000		732,564	5,560,073	3,734,214	6,467,585	8,609,344	172,881	851,974	2,220,596	211,627	25,621	162,883		789,933	5,460,706	7,500,000	-	Actual Expenditures	% of Expenditures	
PROGRAM	Authorized Budget																				
Salaries/Benefits	14,680,000	1,251,232	400,970	2,240,372	1,573,311	264,744	1,767,455	3,891	331,716	315,567	90,589	3,119	67,669	244,355	257,687	153,113	69,395	9,035,187	61.5%		
Program Services	20,800,000	2,818	966	1,263,678	973,249	1,338,227	2,426,681	21,295	871	3,647	608	-	566	779,944	2,058,548	6,465,626	10,269	15,346,994	A	73.8%	
Professional Services	1,690,000	132,800	10,869	64,843	42,582	17,588	219,801	510	10,618	40,792	9,983	5	6,537	6,947	37,385	407,806	95,894	1,104,959	65.4%		
Outreach	500,000	12,962	5,379	31,635	20,574	3,577	98,013	224	4,962	18,324	4,271	-	3,654	(2,318)	9,377	62,583	2,846	276,061	55.2%		
Infrastructure/Maintenance & Related Cost	3,075,000	129,885	14,994	127,583	58,934	10,162	206,256	669	14,187	900,342	12,074	-	13,089	9,743	11,508	10,070	2,864	1,522,359	49.5%		
IT Cost/Network Expenses	1,400,000	99,159	28,625	172,278	115,652	20,482	125,739	1,297	26,730	124,904	23,236	-	15,228	20,912	18,341	28,274	4,270	825,125	58.9%		
Staff Development & Capacity Building	355,000	13,404	2,757	38,533	13,906	1,714	12,510	95	2,366	8,574	1,936	(77)	353	1,720	1,731	1,871	37,976	139,369	39.3%		
Indirect Cost (10%)		(2,179,246)	46,174	378,121	274,468	156,461	473,637	2,788	41,384	61,600	14,052	305	10,228	104,121	238,316	345,742	22,435				
EXPENDITURES	42,500,000	(536,987)	510,735	4,317,043	3,072,677	1,812,954	5,330,092	30,769	432,834	1,473,751	156,749	3,351	117,324	1,165,424	2,632,892	7,475,086	245,948	28,250,055	66.5%		
FUNDING DECISIONS	-	-	2,684	(2,553,434)	101,147	2,845,688	(3,430)	(39)	1,511	(2,655)	(729)	(3,351)	(341)	(63,350)	(57,694)	(64)	(26,000)	(0)			
TOTAL BUDGET/EXPENDITURES	28,250,055	(536,987)	513,419	1,763,609	3,173,824	4,658,642	5,326,662	30,730	434,345	1,471,096	156,019	-	116,983	1,102,075	2,575,198	7,475,022	219,948	28,250,055	66.5%		
TOTAL AVAILABLE FUNDS	14,249,945	536,987	219,145	3,796,464	560,390	1,808,943	3,282,682	142,151	417,629	749,500	55,608	25,621	45,900	(312,142)	2,885,508	-	(219,949)				
% OF FUNDS EXPENDED BY GRANT	66.5%		70.1%	31.7%	85.0%	72.0%	61.9%	17.8%	51.0%	66.2%	73.7%	0.0%	71.8%	139.5%	47.2%	99.7%	#DIV/0!				
% OF FUNDS EXPENDED (INCLUDING OBLIGATIONS)	76.0%																				
TRAINING OBLIGATIONS	\$	% of Budget																			
Training Expenditures as of 02/28/21	15,346,994	A	73.8%	A- The states mandates that 30% of total WIOA adult and dislocated worker funds are spent in client intensive training activities.																	
Obligations (Training not yet billed by vendors)	4,050,579		19.5%																		
Total Training & Expenditures	19,397,573		93.3%	B - The state mandates that total administrative cost are not to exceed 10% of total cost.																	
			</																		

CareerSource Central Florida
Current Year Budget and 2 yr Expenditure Comparison
As of 02/29/21

	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	14,680,000	9,035,187	8,668,203	366,984	4.2%
Career & Youth Services	20,800,000	15,346,994	7,248,117	8,098,877	111.7%
Professional Fees	1,690,000	1,104,959	362,070	742,889	205.2%
Outreach	500,000	276,061	239,832	36,229	15.1%
Infrastructure/Maintenance & Related Cost	3,075,000	1,522,359	1,916,204	(393,845)	-20.6%
IT Cost/Network Expenses	1,400,000	825,125	765,982	59,143	7.7%
Staff Development & Capacity Building	355,000	139,369	223,662	(84,292)	-37.7%
TOTAL EXPENDITURES	42,500,000	28,250,055	19,424,070	8,825,984	45.4%

	BUDGET	CY ACTUAL	PY ACTUAL
ITA %	50.0%	47.8%	49.5%
ADMINISTRATIVE COST %	8.0%	8.6%	9.1%

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COMMITTEE REPORTS

REPORTS BY COMMITTEE CHAIR

Executive

Mark Wylie

Audit – No Update

Larry Walter

Career Services

Dr. Kathleen Plinske

Community Engagement – No Update

Jody Wood

Facilities Ad Hoc – No Update

Matt Walton

Finance

Eric Ushkowitz

Governance – No Update

Richard Sweat

Revenue Diversity Ad Hoc

Eric Jackson

Action Item

To: Board of Directors
From: Executive Committee
Subject: CareerSource Central Florida – Employee Benefits
Date: April 23, 2021

Purpose:

To provide a recommendation to the Board of Directors regarding the Fiscal Year 2021-22 employee health benefits renewal.

Background:

CareerSource Central Florida staff met with the health benefits broker, OneDigital to discuss medical benefit renewal options. The loss ratio for the Cigna plan (claims vs premiums) ran at 111% over the last 12-month period (1/1/20-12/31/20). There were several large claimants that factored into the renewal increase and several are predicted to be ongoing. CSCF's broker took the plan to market received multiple quotes. Several carriers were uncompetitive in pricing or plan design. However, two carriers have favorable rates by utilizing HMO or narrow networks for some of the plan options. Below is a recap of the renewal options for the new fiscal year.

Option #1 – Renew Cigna Plan

- Cigna's initial renewal called for a 24% increase, which was negotiated to a 17% increase for CSCF's current plans. CSCF's broker was able to negotiate an additional 2%, leaving the total increase at 15% above current to renew with the same plans.
- Update: Cigna has offered additional concession due to the competition from other carriers. The increase is now 9.7% to renew with the same plans.
- Increasing the deductible by \$500 on our richest plans brings the renewal to a 9.3% increase. Additional plan changes have been requested to bring the increase down even further.

Option #2 – Florida Blue

- By moving to Florida Blue's HMO platform for two of the plans and keeping a PPO option for the third, the increase over current pricing would be 4.3%
- Adding an additional PPO option to the mid-level \$1,500 deductible plan brings the renewal to 6.5% (assumes 50% migration between the HMO and PPO option).
- Florida Blue would require some minimal plan design changes
- Florida Blue's HMO network includes both hospital systems in Central Florida, but there would be no out of state coverage, except for emergencies

Option #3 – United Healthcare

- The savings for moving two of the three plans to the HMO/narrow network options with NHP would result in a 4.8% decrease. Neighborhood Health Plans (NHP) is United Healthcare's HMO network. One plan would remain a buy up option that has a broader network with out-of-network coverage available
- However, the NHP HMO network would require using only the AdventHealth hospital system in Central Florida. The network would not have out of state coverage
- United would require some minimal plan design changes

- CSCF will consider plan design changes to offset this increase. The Cigna HMO plans didn't achieve the savings that Florida Blue and United offered

Next Steps

- Review network analysis to determine if the HMO platforms offer enough in-network providers to support all CSCF locations
- Continue rate negotiations with Cigna and Florida Blue.
- Finalize the medical plan options and contributions
- Select a carrier

Dental and Vision

- The recommendation has been made to move dental and vision to MetLife. This will provide an annual savings to CSCF of approximately \$16,222

Life and Disability

- Currently the life and disability plans are in a rate hold with Cigna
- After considering several proposals, the recommendation has been made to move life and disability to The Hartford
- The premium savings for employer paid life and LTD equate to approximately \$17,515 in annual savings
- CSCF would use some of the savings to have The Hartford offer FMLA outsourcing. The cost for this service is \$6,700 annually. By outsourcing FMLA administration, CSCF would reduce its liability risk for FMLA compliance

Action / Recommendation:

1. The Executive Committee recommends that the Board of Directors approves continued negotiations with Cigna and Florida Blue and select a health benefits carrier for CareerSource Central Florida, with a not to exceed increase of 10%.
2. The Executive Committee recommends that the Board of Directors select MetLife for dental and vision and The Hartford for Life and Disability coverage.

Approved:

- Executive Committee: 4/15/21

PROVIDER	Cigna	Cigna	Cigna
PLAN TYPE	Open Access Plus H S A	Open Access Plus \$1500 Deductible	Open Access Plus \$500 Deductible
	Current Plan	Current Plan	Current Plan
IN-NETWORK			
DEDUCTIBLE & MAXIMUMS			
Calendar Year Deductible (Individual/Family)	\$2,000/\$4,000	\$1,500/\$3,000	\$500/\$1,000
Coinsurance (carrier/individual)	100%/0%	80%/20%	100%/0%
Calendar Year Out of Pocket Maximum (Individual/Family)	\$4,000/Individual \$6,850/Individual in a family \$8,000/Family	\$3,000/\$6,000	\$1,000/\$2,000
Out of Pocket Maximum Includes	Deductible, Coinsurance	Deductible, Coinsurance, Copays	Deductible, Coinsurance, Copays
Lifetime Maximum	Unlimited	Unlimited	Unlimited
PHYSICIAN SERVICES			
Primary Care Office Visit	0% after deductible	\$30 copay	\$25 copay
Specialist Office Visit	0% after deductible	\$60 copay	\$50 copay
Preventive Care (services defined by carrier)	100% Covered	100% Covered	100% Covered
HOSPITAL SERVICES			
Inpatient Hospitalization	0% after deductible	20% after deductible	0% after deductible
Outpatient Surgery	0% after deductible	20% after deductible	0% after deductible
DIAGNOSTIC SERVICES			
X-ray	0% after deductible	Covered 100%	Covered 100%
Labs	0% after deductible	Covered 100%	Covered 100%
MRI, CT Scan, Ultrasound	0% after deductible	Outpatient and Office- \$250 copay	Outpatient and Office- \$250 copay
EMERGENCY SERVICES			
Emergency Room Visit	0% after deductible	\$250 copay	\$250 copay
Urgent Care Visit	0% after deductible	\$75 copay	\$75 copay
OTHER BENEFITS			
Rx (Tier 1/Tier 2/Tier 3)	After Deductible; \$15/\$40/\$70 30 Day Supply; Mail Order 3x 90 Day Supply	\$15/\$40/\$70 30 Day Supply; Mail Order 3x 90 Day Supply	\$15/\$40/\$70 30 Day Supply; Mail Order 3x 90 Day Supply
NON NETWORK			
Calendar Year Deductible (Individual/Family)	\$4,000/\$8,000	\$3,000/\$6,000	\$2,000/\$4,000
Coinsurance (carrier/individual)	80%/20%	50%/50%	50%/50%
Calendar Year Out of Pocket Maximum (Individual/Family)	\$8,000/Individual \$16,000/Individual in a family \$16,000/Family	\$6,000/\$12,000	\$4,000/\$8,000
Lifetime Maximum	Unlimited	Unlimited	Unlimited
Physician Office Visit	20% after deductible	50% after deductible	50% after deductible
Inpatient Hospitalization	20% after deductible	\$500 per admission, plus 50% deductible does not apply	\$500 per admission, plus 50% deductible does not apply
Outpatient Surgery	20% after deductible	\$500 per admission, plus 50% deductible does not apply	\$500 per admission, plus 50% deductible does not apply
Diagnostic Services	20% after deductible	50% after deductible	50% after deductible
Emergency Room Visit	0% after deductible	\$250 copay	\$250 copay
PREMIUMS			
Current Employee Participation	# Enrolled	# Enrolled	# Enrolled
Employee	37	32	8
Employee + Spouse	6	15	1
Employee + Child(ren)	16	23	0
Employee + Family	15	13	1
Total Enrollment	74	83	10
Current Monthly Premiums*			
Employee	\$724.35	\$760.38	\$872.81
Employee + Spouse	\$1,558.12	\$1,627.20	\$1,867.95
Employee + Child(ren)	\$1,353.35	\$1,414.29	\$1,623.45
Employee + Family	\$2,298.77	\$2,395.18	\$2,749.39
Total Monthly Premiums	\$62,255	\$112,406	\$11,600
Total Annual Premiums	\$1,107,058	\$1,348,874	\$139,197
Total Annual Premiums (Combined)	\$2,595,729		
Renewal - Monthly Premiums*			
	9.72%	9.72%	9.72%
Employee	\$794.76	\$834.29	\$957.65
Employee + Spouse	\$1,709.62	\$1,785.42	\$2,049.36
Employee + Child(ren)	\$1,484.05	\$1,551.80	\$1,781.21
Employee + Family	\$2,520.11	\$2,628.08	\$3,016.56
Total Monthly Premiums	\$107,225	\$123,335	\$12,727
Total Annual Premiums	\$1,214,696	\$1,480,020	\$152,725
Total Annual Premiums (Combined)	\$2,847,442		
Variance in \$	\$252,313		
Variance in %	9.7%		

*HSA plan rates do not include \$4.95 PEPM administration fee.

NOTE: This is not an insurance contract or Benefit Booklet. The above Benefit Summary is only a partial description of the many benefits and services covered by the insurance carrier. For a complete description of benefits and exclusions, please review the Benefits Booklet and Schedule of Benefits, its terms prevail.

PROVIDER	Cigna	Cigna	Cigna	Florida Blue	Florida Blue	Florida Blue	Florida Blue
PLAN TYPE	Open Access Plus H & A	Open Access Plus \$1500 Deductible	Open Access Plus \$600 Deductible	BlueCare H&A 122/123	BlueCare 48	BlueOptions 95804	BlueOptions 95390
	Current Plan	Current Plan	Current Plan	BlueCare HMO	BlueCare HMO	BlueOptions	BlueOptions
IN-NETWORK							
DEDUCTIBLE & MAXIMUMS							
Calendar Year Deductible (Individual/Family)	\$2,000/\$4,000	\$1,500/\$3,000	\$500/\$1,000	\$2,000/\$4,000	\$1,500/\$3,000	\$1,500/\$3,000	\$500/\$1,000
Coinsurance (partner/individual)	100%/0%	80%/20%	100%/0%	100%/0%	80%/20%	80%/20%	100%/0%
Calendar Year Out of Pocket Maximum (Individual/Family)	\$4,000/Individual \$6,950/Individual in a family \$9,000/Family	\$3,000/\$6,000	\$1,000/\$2,000	\$4,000/\$8,000	\$3,000/\$6,000	\$3,000/\$6,000	\$1,000/\$2,000
Out of Pocket Maximum Includes Lifetime Maximum	Deductible, Coinsurance, Copays Unlimited	Deductible, Coinsurance, Copays Unlimited	Deductible, Coinsurance, Copays Unlimited	Deductible, Coinsurance, Copays Unlimited	Deductible, Coinsurance, Copays Unlimited	Deductible, Coinsurance, Copays Unlimited	Deductible, Coinsurance, Copays Unlimited
PHYSICIAN SERVICES							
Primary Care Office Visit	0% after deductible	\$30 copay	\$25 copay	0% after deductible	Value Choice \$0 copay; All other \$35 copay	Value Choice \$0 copay; All other \$35 copay	Value Choice \$0 copay; All other \$25 copay
Specialist Office Visit	0% after deductible	\$60 copay	\$50 copay	0% after deductible	Value Choice \$20 copay; All other \$65 copay	Value Choice \$20 copay; All other \$65 copay	Value Choice \$20 copay; All other \$50 copay
Preventive Care (services defined by carrier)	100% Covered	100% Covered	100% Covered	100% Covered	100% Covered	100% Covered	100% Covered
HOSPITAL SERVICES							
Inpatient Hospitalization	0% after deductible	20% after deductible	0% after deductible	0% after deductible	20% after deductible	20% after deductible	0% after deductible
Outpatient Surgery	0% after deductible	20% after deductible	0% after deductible	0% after deductible	Ambulatory Surgical Center- \$250 copay + Radiology, Pathology and Anesthesiology \$65 copay & Physician copay \$35/\$65; Outpatient Hospital- 20% after deductible	20% after deductible	0% after deductible
DIAGNOSTIC SERVICES							
X-ray	0% after deductible	Covered 100%	Covered 100%	0% after deductible	Independent Clinical Lab- \$0; Independent Diagnostic Facility- \$50 copay; Outpatient Hospital Facility- 20% after deductible	Independent Clinical Lab- \$0; Independent Diagnostic Facility- \$50 copay; Outpatient Hospital Facility- 20% after deductible	Independent Clinical Lab- \$0; Independent Diagnostic Facility- \$50 copay; Outpatient Hospital Facility- 20% after deductible
Labs	0% after deductible	Covered 100%	Covered 100%	0% after deductible	Independent Diagnostic Testing \$300 copay; Outpatient Hospital Facility- 20% after deductible	Independent Diagnostic Testing \$250 copay; Outpatient Hospital Facility- 20% after deductible	Independent Diagnostic Testing \$250 copay; Outpatient Hospital Facility- 20% after deductible
MRI, CT Scan, Ultrasound	0% after deductible	Outpatient- \$250 copay; Office 20% after deductible	Outpatient- \$250 copay; Office 0% after deductible	0% after deductible	Independent Diagnostic Testing \$300 copay; Outpatient Hospital Facility- 20% after deductible	Independent Diagnostic Testing \$250 copay; Outpatient Hospital Facility- 20% after deductible	Independent Diagnostic Testing \$250 copay; Outpatient Hospital Facility- 20% after deductible
EMERGENCY SERVICES							
Emergency Room Visit	0% after deductible	\$250 copay	\$250 copay	0% after deductible	\$250 copay	\$250 copay	\$250 copay
Urgent Care Visit	0% after deductible	\$75 copay	\$75 copay	0% after deductible	Value Choice \$0 First 2 visits; All other \$75 copay	Value Choice \$0 First 2 visits; All other \$75 copay	Value Choice \$0 First 2 visits; All other \$75 copay
OTHER BENEFITS							
Rx (Tier 1/Tier 2/Tier 3) Mail Order (Tier 1/Tier 2/Tier 3)	After Deductible; \$15/\$40/\$70 30 Day Supply; Mail Order 3x 90 Day Supply	\$15/\$40/\$70 30 Day Supply; Mail Order 3x 90 Day Supply	\$15/\$40/\$70 30 Day Supply; Mail Order 3x 90 Day Supply	After Deductible; \$10/\$50/\$80 30 Day Supply; Mail Order 2.5x 90 Day Supply	\$10/\$50/\$80 30 Day Supply \$25/\$125/\$200 90 Day Supply	\$10/\$50/\$80 30 Day Supply \$25/\$125/\$200 90 Day Supply	\$10/\$50/\$80 30 Day Supply \$25/\$125/\$200 90 Day Supply
NON NETWORK							
Calendar Year Deductible (Individual/Family)	\$4,000/\$8,000	\$3,000/\$6,000	\$2,000/\$4,000	N/A	N/A	\$3,000/\$6,000	\$2,000/\$4,000
Coinsurance (partner/individual)	80%/20%	50%/50%	50%/50%	N/A	N/A	50%/50%	50%/50%
Calendar Year Out of Pocket Maximum (Individual/Family)	\$8,000/Individual \$16,000/Individual in a family \$16,000/Family	\$6,000/\$12,000	\$4,000/\$8,000	N/A	N/A	\$6,000/\$12,000	\$4,000/\$8,000
Lifetime Maximum	Unlimited	Unlimited	Unlimited	N/A	N/A	Unlimited	Unlimited
Physician Office Visit	20% after deductible	50% after deductible	50% after deductible	N/A	N/A	50% after deductible	50% after deductible
Inpatient Hospitalization	20% after deductible	\$500 per admission, plus 50% deductible does not apply	\$500 per admission, plus 50% deductible does not apply	N/A	N/A	50% after deductible	50% after deductible
Outpatient Surgery	20% after deductible	\$500 per admission, plus 50% deductible does not apply	\$500 per admission, plus 50% deductible does not apply	N/A	N/A	50% after deductible	50% after deductible
Diagnostic Services	20% after deductible	50% after deductible	50% after deductible	N/A	N/A	50% after deductible	50% after deductible
Emergency Room Visit	0% after deductible	\$250 copay	\$250 copay	0% after deductible	\$250 copay	\$250 copay	\$250 copay
PREMIUMS							
Current Employee Participation	# Enrolled	# Enrolled	# Enrolled	# Enrolled	# Enrolled	# Enrolled	# Enrolled
Employee	37	32	8	37	16	16	8
Employee + Spouse	6	15	1	6	7	7	1
Employee + Child(ren)	16	23	0	16	12	11	0
Employee + Family	15	13	1	15	7	5	1
Total Enrollment	74	83	10	74	43	40	10
Current Monthly Premiums*							
Employee	\$724.35	\$760.38	\$872.81				
Employee + Spouse	\$1,558.12	\$1,627.20	\$1,867.85				
Employee + Child(ren)	\$1,353.35	\$1,414.29	\$1,623.45				
Employee + Family	\$2,296.77	\$2,395.18	\$2,749.39				
Total Monthly Premiums	\$92,255	\$112,405	\$11,600				
Total Annual Premiums	\$1,107,058	\$1,348,874	\$139,197				
Total Annual Premiums (Combined)	\$2,595,129						
Renewal - Monthly Premiums*							
Employee	\$794.76	\$834.29	\$957.65	\$723.14	\$826.07	\$890.86	\$990.45
Employee + Spouse	\$1,709.62	\$1,785.42	\$2,049.39	\$1,498.59	\$1,666.05	\$2,120.25	\$2,357.28
Employee + Child(ren)	\$1,484.95	\$1,551.80	\$1,781.21	\$1,208.94	\$1,586.06	\$1,710.45	\$1,901.67
Employee + Family	\$2,520.11	\$2,628.08	\$3,016.56	\$2,014.90	\$2,643.43	\$2,850.75	\$3,169.45
Total Monthly Premiums	\$101,226	\$123,335	\$12,727	\$85,314	\$66,482	\$65,015	\$13,450
Total Annual Premiums	\$1,214,696	\$1,480,020	\$152,725	\$1,023,771	\$797,787	\$780,180	\$161,404
Total Annual Premiums (Combined)	\$2,847,442			\$2,763,142			
Variance in \$	\$252,313			\$168,013			
Variance in %	9.72%			6.6%			

*HSA plan rates do not include \$4.95 PDP administration fee

Assumes 50% migration between HMO/PO \$1500 deductible plan

NOTE: This is not an insurance contract or Benefits Booklet. The above Benefit Summary is only a partial description of the many benefits and services covered by the insurance carrier. For a complete description of benefits and exclusions, please review the Benefits Booklet and Schedule of Benefits, to be provided.

CareerSource Dental Renewal & Comparison Triple-Option Effective July 1, 2021

Carrier Name				Cigna						MetLife							
				Current						Alternate							
				Low Option		Medium Option		High Option		Low Option		Medium Option		High Option			
				In Network	Out of Network	In Network	Out of Network	In Network	Out of Network	In Network	Out of Network	In Network	Out of Network	In Network	Out of Network		
Individual Deductible				\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	
Family Deductible				\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	
Waived for Preventive				Yes		Yes		Yes		Yes		Yes		Yes			
Deductible - Calendar Year or Lifetime				Calendar Year		Calendar Year		Calendar Year		Calendar Year		Calendar Year		Calendar Year			
Annual Maximum				Year 1: \$1,000 Year 2: \$1,100 Year 3: \$1,200 Year 4: \$1,300		Year 1: \$1,500 Year 2: \$1,600 Year 3: \$1,700 Year 4: \$1,800		Year 1: \$2,000 Year 2: \$2,100 Year 3: \$2,200 Year 4: \$2,300		\$1,300		\$1,800		\$2,300			
Preventive - Type 1				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Basic - Type 2				80%	80%	80%	80%	90%	90%	80%	80%	80%	80%	90%	90%	90%	
Major - Type 3				50%	50%	50%	50%	60%	60%	50%	50%	50%	50%	60%	60%	60%	
Ortho - Type 4				Not Covered		50%	50%	50%	50%	Not Covered		50%	50%	50%	50%	50%	
Ortho Age Limit						Child(ren) Only - Age 19		Adults & Children				Child(ren) Only - Age 19				Adult & Child(ren)	
Ortho Maximum						\$1,500		\$2,000				\$1,500				\$2,000	
Endodontics				80%	80%	80%	80%	90%	90%	80%	80%	80%	80%	90%	90%	90%	
Periodontics - Non-Surgical				80%	80%	80%	80%	90%	90%	80%	80%	80%	80%	90%	90%	90%	
Periodontics - Surgical				80%	80%	80%	80%	90%	90%	80%	80%	80%	80%	90%	90%	90%	
Oral Surgery				80%	80%	80%	80%	90%	90%	80%	80%	80%	80%	90%	90%	90%	
Implants				50% to \$1,000	50% to \$1,000	50% to \$1,500	50% to \$1,500	60% to \$2,000	60% to \$2,000	50%	50%	50%	50%	60%	60%	60%	
Out of Network Reimbursement				90th UCR		90th UCR		90th UCR		90th UCR		90th UCR		90th UCR		90th UCR	
Maximum Rollover				Not Included		Not Included		Not Included		Not Offered		Not Offered		Not Offered		Not Offered	
Waiting Periods				None		None		None		None		None		None		None	
Employer Contribution				Percentage paid by ER- Low PPO EE 100% all other plans/tiers 75%						Contributory							
Participation Requirement				Assumes current						93% and at least 10 covered lives							
Rate Guarantee / Rate Caps				Pending formal renewal						1 year 2nd year Rate Cap: 5%							
Rate Summary	Low	Medium	High	Current		Current		Current		Low		Medium		High			
Employee Only	15	6	50	\$24.60		\$28.82		\$34.60		\$21.65		\$25.36		\$30.45			
Employee & Spouse	2	1	30	\$48.32		\$56.71		\$68.27		\$42.52		\$49.90		\$60.08			
Employee & Child	5	4	26	\$61.17		\$80.82		\$99.23		\$53.83		\$71.12		\$87.32			
Full Family	3	3	38	\$93.92		\$121.11		\$148.03		\$82.65		\$106.58		\$130.27			
Monthly Premium				\$1,053		\$916		\$11,983		\$927		\$806		\$10,545			
Annual Premium				\$12,639		\$10,995		\$143,799		\$11,123		\$9,675		\$126,546			
CURRENT: Total Monthly Premium				\$13,953						\$12,279							
CURRENT: Total Annual Premium				\$167,433						\$147,344							
Variance to current										-12%							
Notes																	

CareerSource Vision Renewal & Comparison Effective July 1, 2021

Carrier Name	Cigna		MetLife	
	Cigna		Alternate	
	In Network	Out of Network	In Network	Out of Network
Network	Cigna Vision		VSP Choice	
Exam Copay/ Out-of-network Allowance	\$10	\$45	\$10	\$45
Materials Copay	\$25		\$25	
Frequency - Exam / Lenses / Frames	12/12/24		12/12/24	
Single Lenses - After Copay/Allowance	Covered in full after copay	\$32	Covered in full after copay	\$30
Bifocal Lenses - After Copay/Allowance		\$55		\$50
Trifocal Lenses - After Copay/Allowance		\$65		\$65
Lenticular Lenses - After Copay/Allowance		\$80		\$100
Frames - After Copay/Allowance	Retail Allowance \$80; 20% off amount over allowance	\$44	\$150 + 20% off balance \$170 + 20% off balance allowance for featured frames Costco, Walmart and Sam's Club: \$85	\$70
Contacts (Elective) - Allowance	\$150	\$120	\$150	\$105
Contacts (Med Nec) - After Copay/Allowance	Covered in full	\$210	Covered in full after copay	\$210
Employer Contribution	Employer pays EE: 100%, FAM: 75%		Contributory	
Participation Requirement	Assumes current		92% participation	
Rate Guarantee	Pending formal renewal		2 years	
Rate Summary	Rate Hold			
Employee Only	74	\$5.62	\$4.79	
Full Family	107	\$16.07	\$13.69	
Monthly Premium	\$2,135		\$1,819	
Annual Premium	\$25,624		\$21,831	
Variance to current			-15%	

Basic Life/AD&D

Carrier Name	Cigna	The Hartford
	Current	Alternate
Eligibility / Class Description	All Active Full Time Employees	All Full Time Active Employees
Benefit Amount	\$150,000	\$150,000
Guarantee Issue	\$150,000	\$150,000
Age Reduction Schedule	35% at age 65 60% at age 70 75% at age 75	35% at age 65 60% at age 70 75% at age 75
Portability (with or w/o EOI)	Not Included	Included
Employer Contribution	100% Employer Paid	100% Employer Paid
Rate Guarantee	2 years	2 years
Rate Summary <i>** Volume is from the Mutual of Omaha</i>	Current	
Insured Volume	\$28,380,000	\$28,380,000
Life Rate per \$1,000	\$0.190	\$0.110
AD&D Rate per \$1,000	\$0.020	\$0.020
Monthly Premium	\$5,960	\$3,689
Annual Premium	\$71,518	\$44,273
Variance to current		-38%

CareerSource Voluntary Life/AD&D Renewal & Comparison Effective July 1, 2021

Carrier Name			Cigna		The Hartford	
			Current		Alternate	
Eligibility / Class Description			All Active Full Time Employees		All Full Time Active Employees	
Benefit Description - Employee (Increments)			\$10,000 increments		\$10,000 increments	
Benefit Maximum - Employee			\$500,000		5x earnings or \$500,000	
Guarantee Issue - Employee			\$150,000		\$150,000	
Benefit Description - Spouse (Increments)			\$5,000 increments		\$5,000 increments	
Benefit Maximum - Spouse			\$100,000		\$100,000	
Amount Not To Exceed			50% of EE Amount		50% of EE Amount	
Guarantee Issue - Spouse			\$50,000		\$50,000	
Benefit Description & Ages - Child			Under 6 months: \$500 6 months to age 26: \$10,000		Live Birth to 6 months: \$500 6 months to 26 years: \$10,000	
Student Status Requirement			Not Included		Included	
Benefit Maximum - Child			\$10,000		\$10,000	
Amount Not To Exceed			N/A		N/A	
AD&D Included			Included		Included	
Tied to Vol Life Election			Yes		Yes	
Age Reductions			35% at age 65 60% at age 70 75% at age 75		35% at age 65 60% at age 70 75% at age 75	
Portability			Included		Included	
Participation Requirement			Assumes current		43% of eligible employees	
Rate Guarantee			Pending formal renewal		2 years	
Rate Summary ** Volumes are from the census			Current			
Age	EE Volume	SP Volume	Employee	Spouse	Employee	Spouse
<20	\$0	\$0	\$0.053	\$0.053	\$0.053	\$0.053
20-24	\$0	\$0	\$0.053	\$0.053	\$0.053	\$0.053
25-29	\$320,000	\$0	\$0.053	\$0.053	\$0.053	\$0.053
30-34	\$1,080,000	\$160,000	\$0.066	\$0.066	\$0.066	\$0.066
35-39	\$1,970,000	\$360,000	\$0.095	\$0.095	\$0.095	\$0.095
40-44	\$2,040,000	\$240,000	\$0.146	\$0.146	\$0.146	\$0.146
45-49	\$1,090,000	\$135,000	\$0.236	\$0.236	\$0.236	\$0.236
50-54	\$1,070,000	\$330,000	\$0.364	\$0.364	\$0.364	\$0.364
55-59	\$850,000	\$230,000	\$0.566	\$0.566	\$0.566	\$0.566
60-64	\$350,000	\$160,000	\$0.715	\$0.715	\$0.715	\$0.715
65-69	\$58,500	\$16,900	\$1.221	\$1.221	\$1.221	\$1.221
70-74	\$0	\$0	\$1.954	\$1.954	\$1.954	\$1.954
75+	\$0	\$0	\$1.954	\$1.954	\$1.954	\$1.954
Child	\$500,000		\$0.115		\$0.051	
Employee AD&D			\$0.017		\$0.017	
Spouse AD&D			\$0.030		\$0.030	
Child AD&D			\$0.028		\$0.030	
Monthly Premium			\$2,790		\$2,759	
Annual Premium			\$33,483		\$33,111	
Variance to current					-1%	

CareerSource Voluntary Short-Term Disability Renewal & Comparison Effective July 1, 2021

Carrier Name		Cigna	The Hartford
		Current	Alternate
Eligibility / Class Description		All Active Full Time Employees	All Full Time Employees
Benefit Amount		66.67%	66.67%
Maximum Amount		\$750	\$750
Elimination Period - Accident		14 days	14 days
Elimination Period - Illness		14 days	14 days
Benefit Duration		24 weeks	24 weeks
Pre-existing Condition (Look Back / Insured)		3/12	3/3/12
Participation Requirement		Assumes current	46% of eligible employees
Rate Guarantee		Pending formal renewal	2 years
Rate Summary ** Volume is from the census		Current	
Age	Volume		
<20	\$0	\$0.555	\$0.555
20-24	\$0	\$0.555	\$0.555
25-29	\$1,574	\$0.555	\$0.555
30-34	\$4,100	\$0.555	\$0.555
35-39	\$6,736	\$0.555	\$0.555
40-44	\$5,503	\$0.555	\$0.555
45-49	\$7,174	\$0.555	\$0.555
50-54	\$7,720	\$0.555	\$0.555
55-59	\$9,954	\$0.616	\$0.616
60-64	\$6,703	\$0.718	\$0.718
65-69	\$1,970	\$0.788	\$0.788
70-74	\$530	\$0.788	\$0.788
75+	\$0	\$0.788	\$0.788
Monthly Premium		\$3,112	\$3,112
Annual Premium		\$37,347	\$37,347
Variance to current			0%

CareerSource Long-Term Disability Renewal & Comparison Effective July 1, 2021

Carrier Name	Cigna	The Hartford
	Current	Alternate
Eligibility / Class Description	All Active Full Time Employees	All Full Time Employees
Benefit Percent	60%	60%
Maximum Amount	\$6,000	\$6,000
Definition of Disability	24 months own occupation	2 years own occupation
	Loss of duties and earnings	Requires a loss of 1 duty and a 20% earnings loss to start and satisfy the elimination period
Gainful Earnings Test	80%/60%	80%/60%
Elimination Period	180 days	180 days
Benefit Duration	SSNRA	ADEA 1 w/ SSNRA
Special Conditions Limitations	No Limit	No Limit
Mental Illness	24 months	24 months
Substance Abuse	24 months	24 months
Pre-existing Condition (Look Back / Insured)	3/12	3/12
Rehab (mandatory or enhanced)	Voluntary	Mandatory
Employer Contribution	100% Employer Paid	100% Employer Paid
Rate Guarantee	Pending formal renewal	2 years
Rate Summary ** Covered Payroll is from the Mutual of Omaha proposal	Current	
Covered Payroll	\$810,844	\$810,844
Rate per \$100	<i>\$0.150</i>	<i>\$0.250</i>
Monthly Premium	\$1,216	\$2,027
Annual Premium	\$14,595	\$24,325
Variance to current		67%

CareerSource FMLA Proposal Effective July 1, 2021

Currently administered in house

Carrier Name	The Hartford
Plan Name	Leave Management Services
Federal FMLA	Included in base price
State Leaves	Included in base price
Military (USERRA)	Included in base price
Jury Duty	Not included in the proposed standard offering
ADA	<p>* The Hartford's ADA Workplace SolutionsSM services are included within the above base per employee per month (PEPM) fee</p> <p>* Provides tracking, administrative support services and reporting to assist customers in the management of their Americans with Disabilities Act (ADA) and Americans with Disabilities Act Amendments Act (ADAAA) related events. The Hartford's service is based on the federal ADA regulation and does not cover any state-related employment considerations or compliance responsibilities.</p>
History and Takeover	Not included in the proposed standard offering
Company Leaves	Not included in the proposed standard offering
Correspondence	Standard letters and real-time emails
Integrated STD/FMLA Claim Intake	Included
Rate Guarantee	2 years
Notes	Eligibility file customization at \$250/hr.
# of W2 Employees	PEPM
Number of W2 Employees	196
Rate PEPM	\$2.850
Monthly Premium	\$559
Annual Premium	\$6,703



ACTION ITEM

To: CareerSource Central Florida Board of Directors
From: Career Services Committee
Subject: Action – Approval to Expand Career Training in 21-22 Budget
Date: 4/23/21

PURPOSE:

- To gain approval from the CareerSource Central Florida Board of Directors to expand career training opportunities in FY 21-22 budget to include emerging markets in addition to the current six HGIs (High Growth Industries).

BACKGROUND:

- Since 2019, CSCF has invested in training career seekers in the following HGIs:
 - Advanced Manufacturing
 - Construction/Utilities
 - Healthcare
 - Hospitality
 - Trade and Logistics
 - IT and Finance

As the current market evolves due to COVID-19, it is critical that CSCF be responsive and adaptable to the changing needs in the local workforce. As such, a data analysis was conducted to explore these workforce needs and that data validated there were emerging markets / in-demand occupations that should be considered for training investments and the delivery of talent solutions to career seekers and businesses and was presented to the Career Services Committee on 3/25/21.

RECOMMENDATION:

CSCF recommends that training investments and opportunities be expanded to include emerging, in-demand occupations in addition to its HGI strategy.

Action Item:

- Career Services Committee recommends the Board of Directors approve expanding career training opportunities in FY 21-22 budget to include emerging markets outside the current six HGIs (High Growth Industries).

Approved:

- Career Services Committee: 3/25/21
- Executive Committee: 4/15/21





CareerSource Central Florida Performance Overview

Charles Williams, *Department of Economic Opportunity*

April 23, 2021

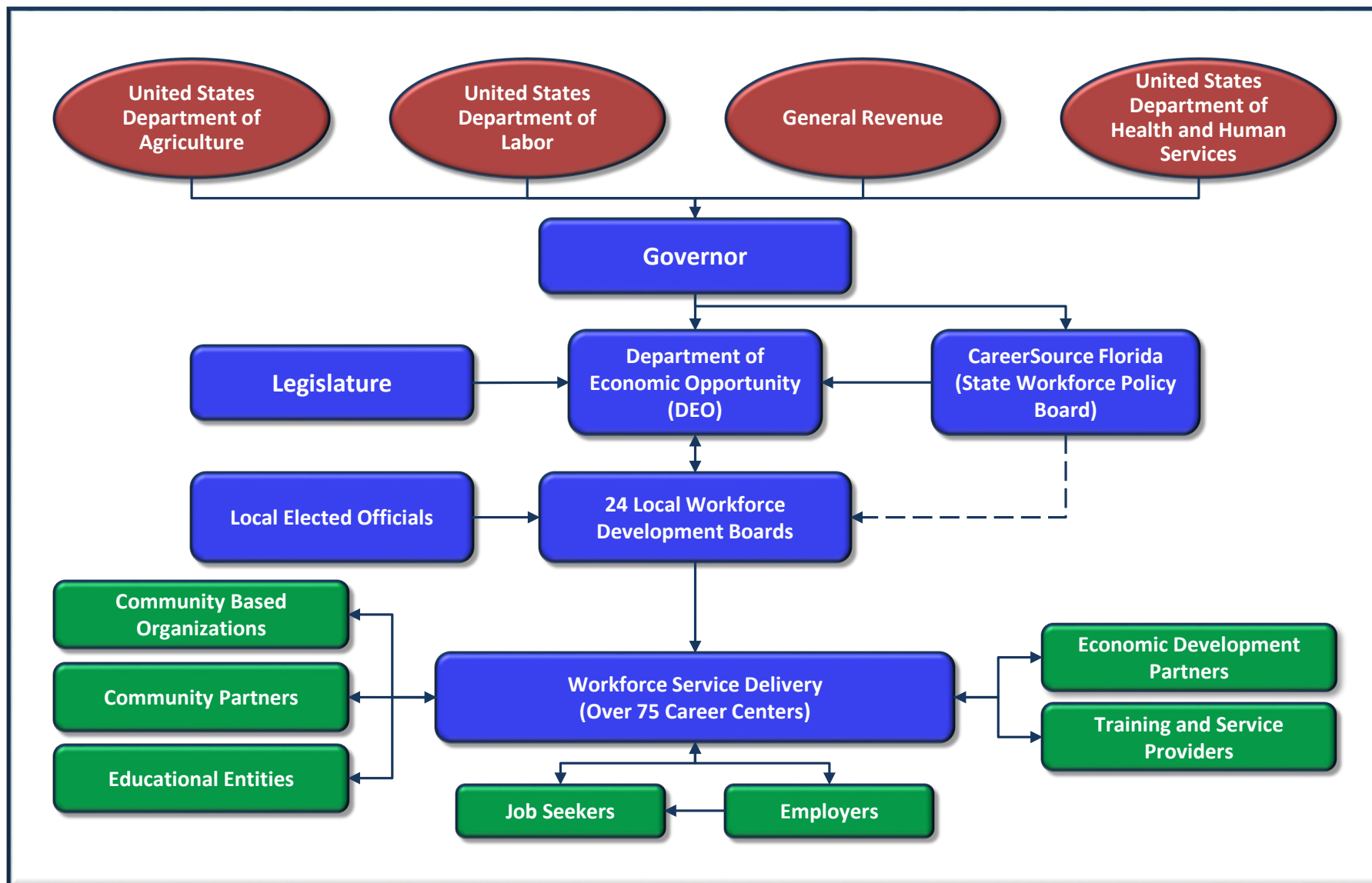




AGENDA

- Program Year 2019 Primary Indicators of Performance
- Programmatic and Financial Monitoring Activity
- Local Area Financial Overview

FLORIDA'S WORKFORCE SYSTEM



PRIMARY INDICATORS OF PERFORMANCE

- WIOA establishes performance indicators and reporting requirements to assess the state's and local area's effectiveness in serving individuals participating in the workforce development system.
- Indicators consist of:
 - ✓ 4 Adult Indicators
 - ✓ 4 Dislocated Worker Indicators
 - ✓ 3 Youth Indicators
 - ✓ 3 Wagner-Peyser Indicators

WIOA PRIMARY INDICATORS OF PERFORMANCE

LWDB 12 Program Year (PY) 2019 July 1, 2019 – June 30, 2020	PY 2019 Actual Performance	PY 2019 Performance Targets	PY 2019 Achievement Level	PY 2020 Performance Targets
Adults:				
Employed 2 nd Quarter After Exit	90.20%	85.20%	105.87%	85.50%
Employed 4 th Quarter After Exit	71.70%	83.00%	86.39%	84.00%
Median Wage 2 nd Quarter After Exit	\$7,039.00	\$6,850.00	102.76%	\$7,000.00
Credential Attainment	69.30%	67.00%	103.43%	70.00%
Dislocated Workers:				
Employed 2 nd Quarter After Exit	89.00%	83.20%	106.97%	85.00%
Employed 4 th Quarter After Exit	78.70%	79.20%	99.37%	81.00%
Median Wage 2 nd Quarter After Exit	\$8,177.00	\$6,850.00	119.37%	\$7,000.00
Credential Attainment	74.50%	68.20%	109.24%	70.00%
Youth Common Measures:				
Education and Employment Rate 2 nd Quarter After Exit	82.40%	72.00%	114.44%	79.00%
Education and Employment Rate 4 th Quarter After Exit	79.10%	66.00%	119.85%	73.00%
Credential Attainment	84.00%	90.30%	93.02%	87.00%
Wagner-Peyser:				
Employed 2 nd Quarter After Exit	70.40%	65.00%	108.31%	68.00%
Employed 4 th Quarter After Exit	69.20%	63.00%	109.84%	65.00%
Median Wage 2 nd Quarter After Exit	\$5,550.00	\$4,850.00	114.43%	\$5,000.00

Not Met (less than 90% of target)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

STATE MONITORING ACTIVITY

- Federal law requires the state to develop an oversight system to monitor all workforce programs receiving federal funds.
- DEO annually develops and implements a process for monitoring LWDBs.
- Programmatic and financial monitoring was conducted concurrently.
- Corrective Action Plans to address all findings are required.

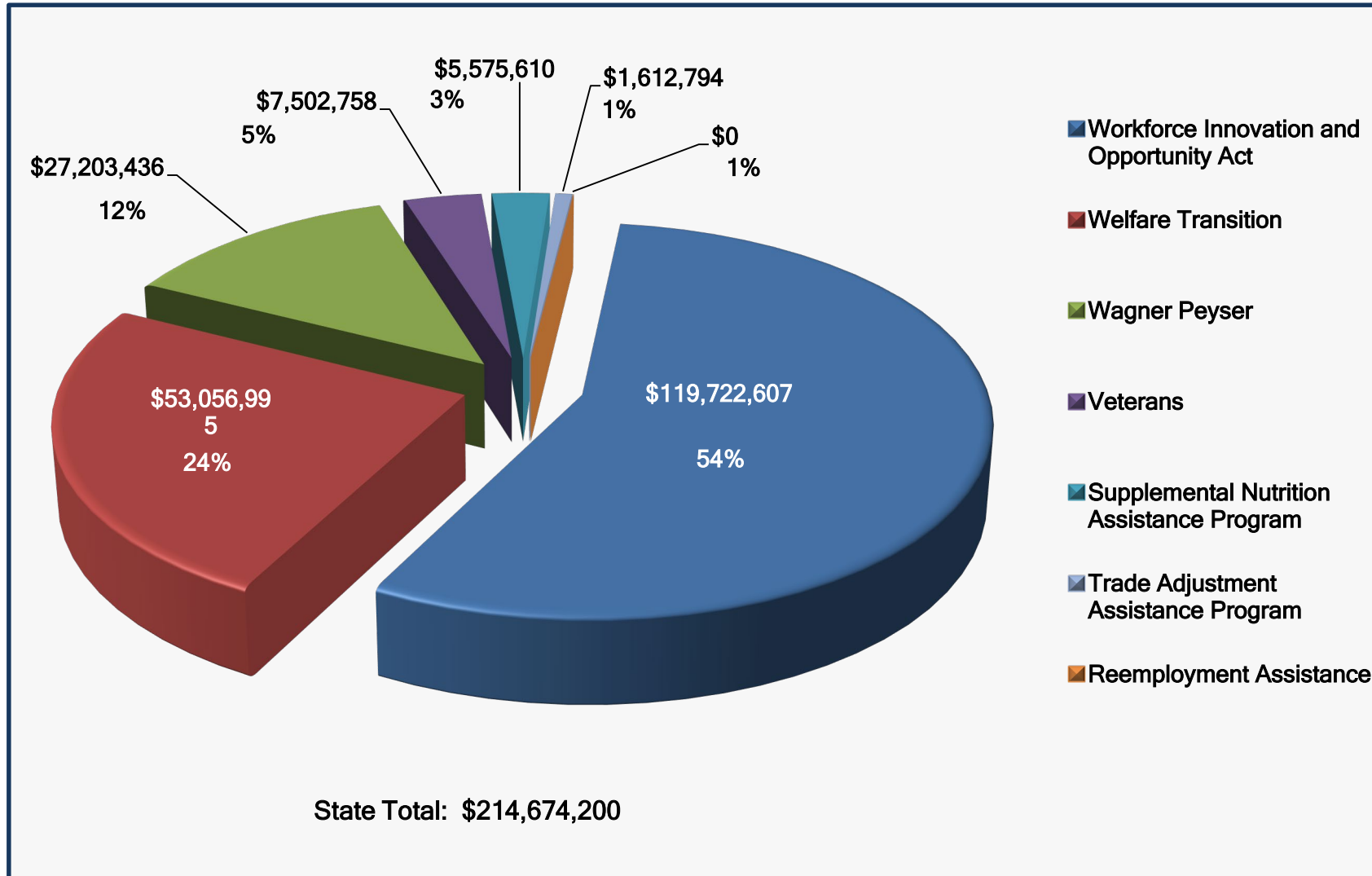
PROGRAM YEAR 2019 SUMMARY OF LOCAL FINDINGS

Program	PY 2018 Findings	PY 2019 Findings
Welfare Transition	5	2
Wagner-Peyser (RESEA, MSFW, Career Center Credentialing, MIS)	2	6
Supplemental Nutrition Assistance Program - Employment and Training	2	1
WIOA Adult / Dislocated Worker / Youth	2	0
Trade Adjustment Assistance Act	0	2
Total Findings	11	11

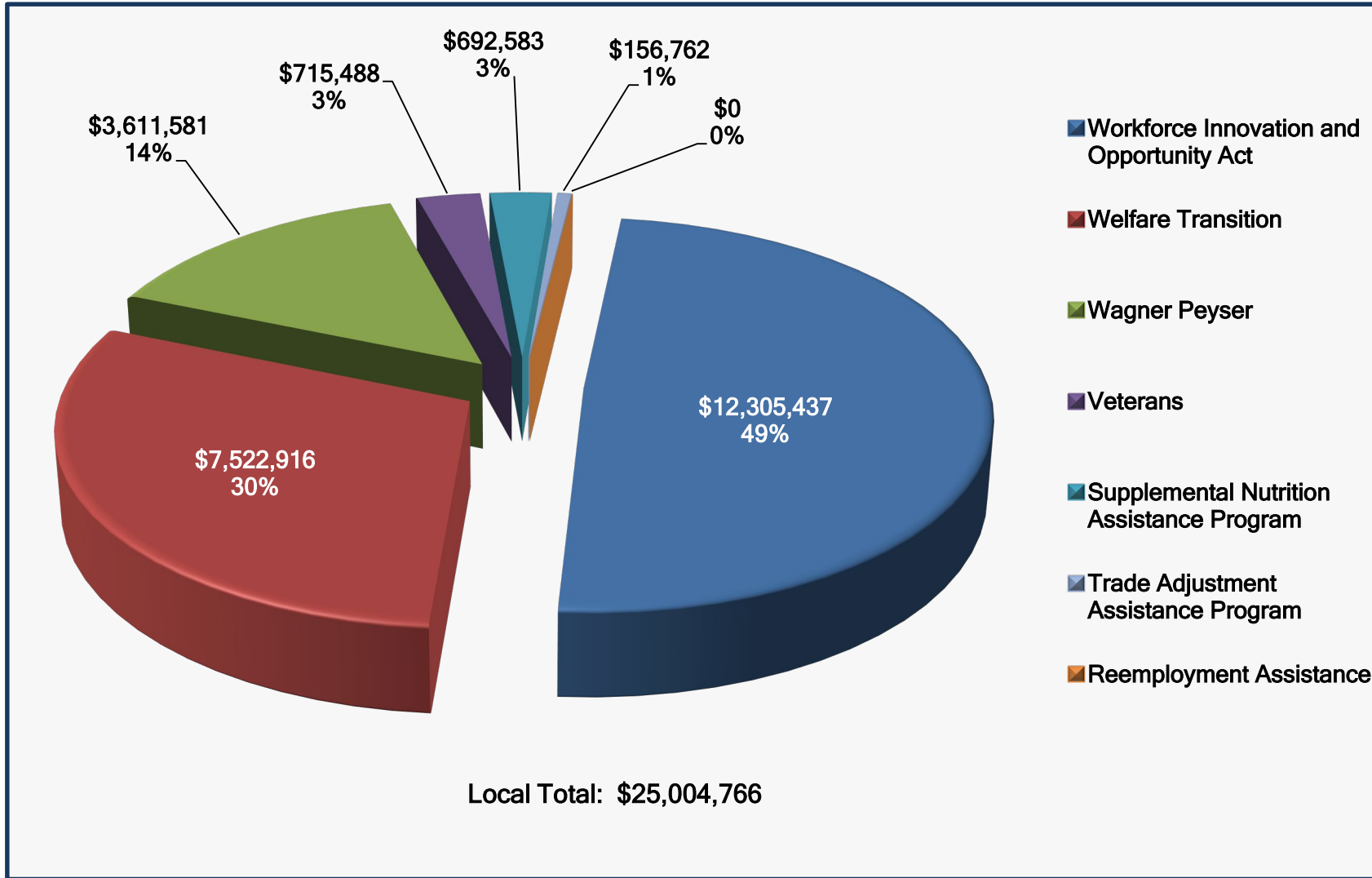
FISCAL YEAR 2019-20 SUMMARY OF THE RESULTS OF FINANCIAL MONITORING

CATEGORIES	RESULTS
Findings	None
Issues of Non-Compliance	None
Observations	2
Technical Assistance	None

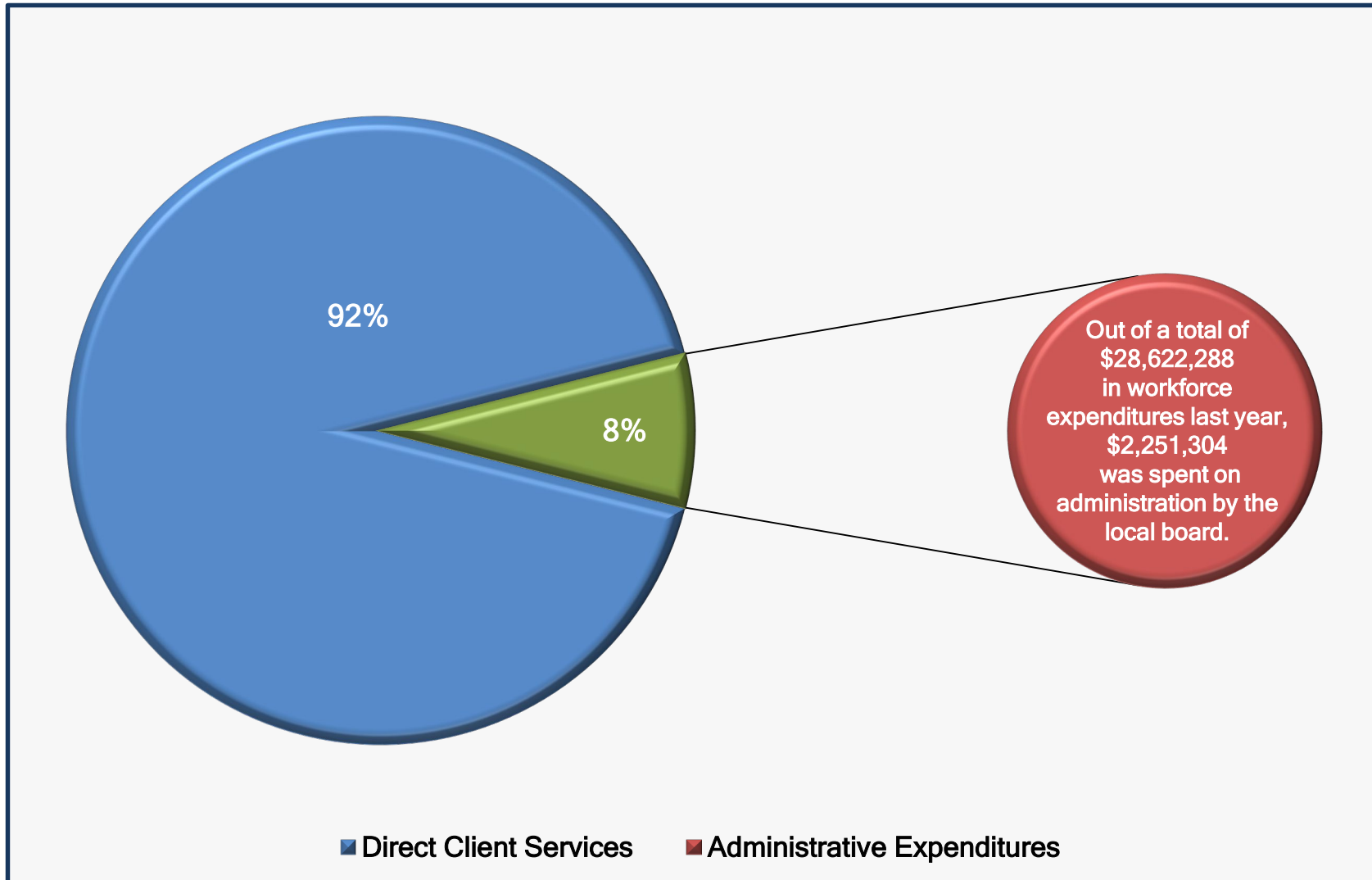
PROGRAM YEAR 2020 TOTAL STATEWIDE FUNDING



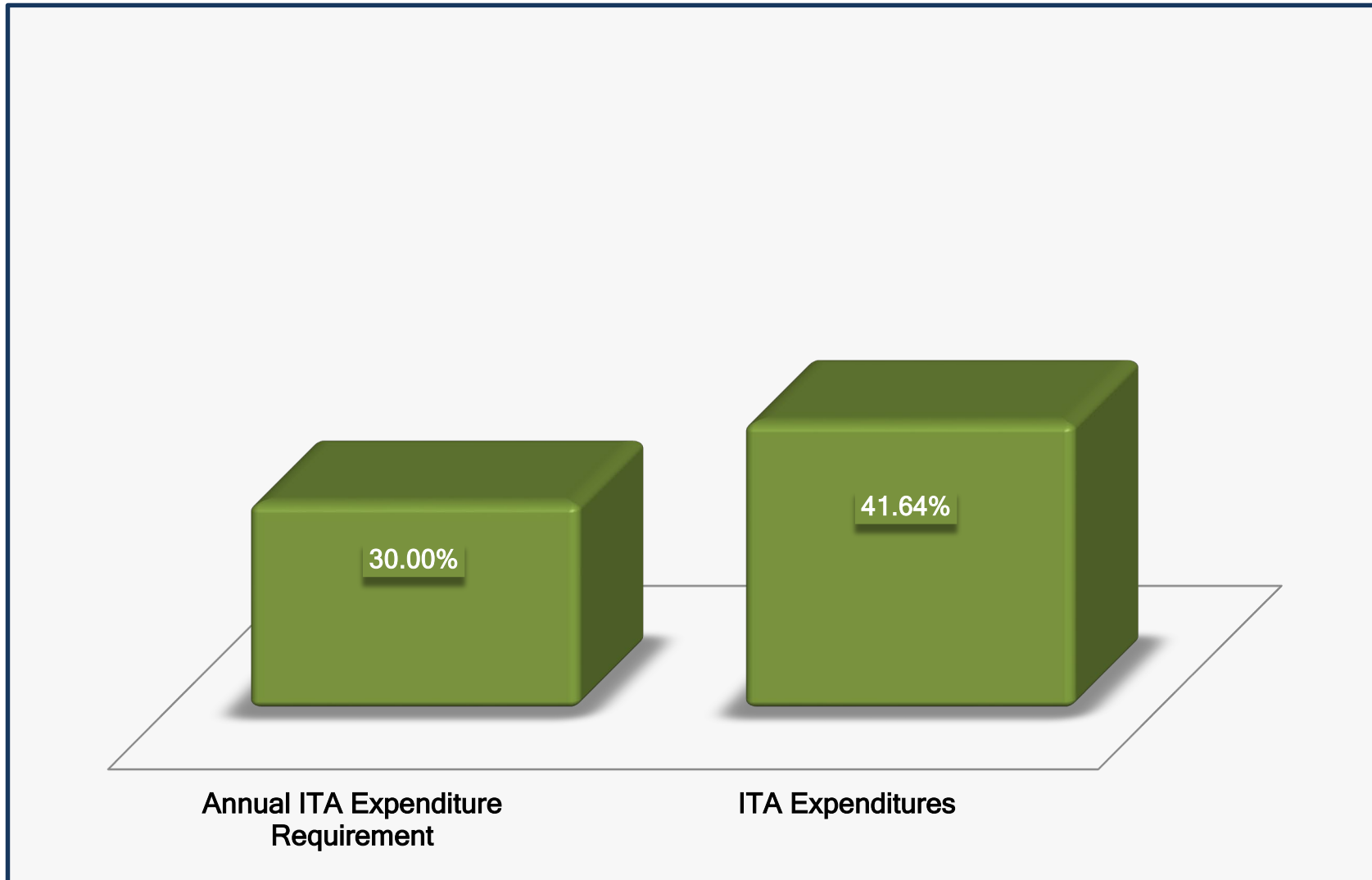
PROGRAM YEAR 2020 TOTAL LOCAL AMOUNT



PROGRAM YEAR 2019 DIRECT CLIENT SERVICES & ADMINISTRATIVE EXPENDITURES

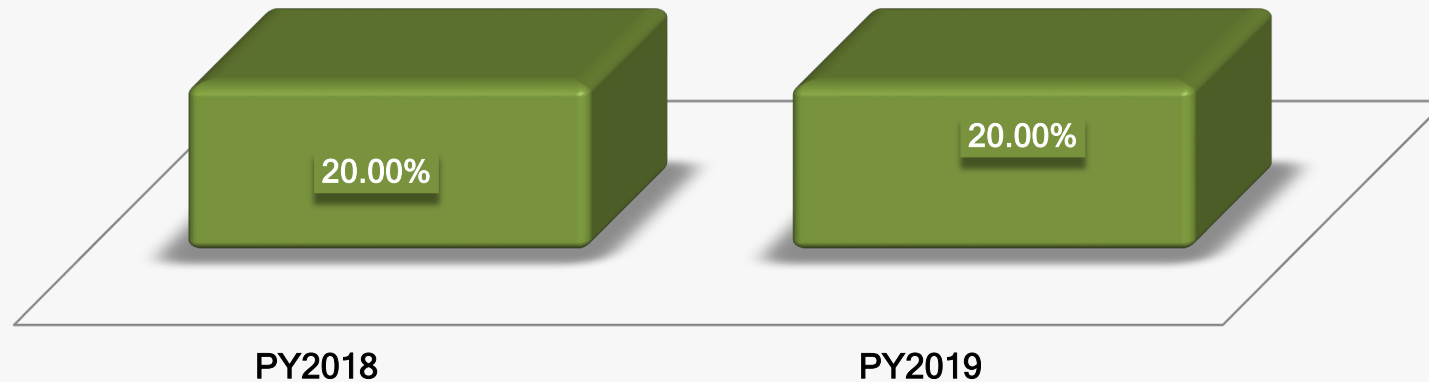


PROGRAM YEAR 2019 INDIVIDUAL TRAINING ACCOUNT EXPENDITURE REQUIREMENT

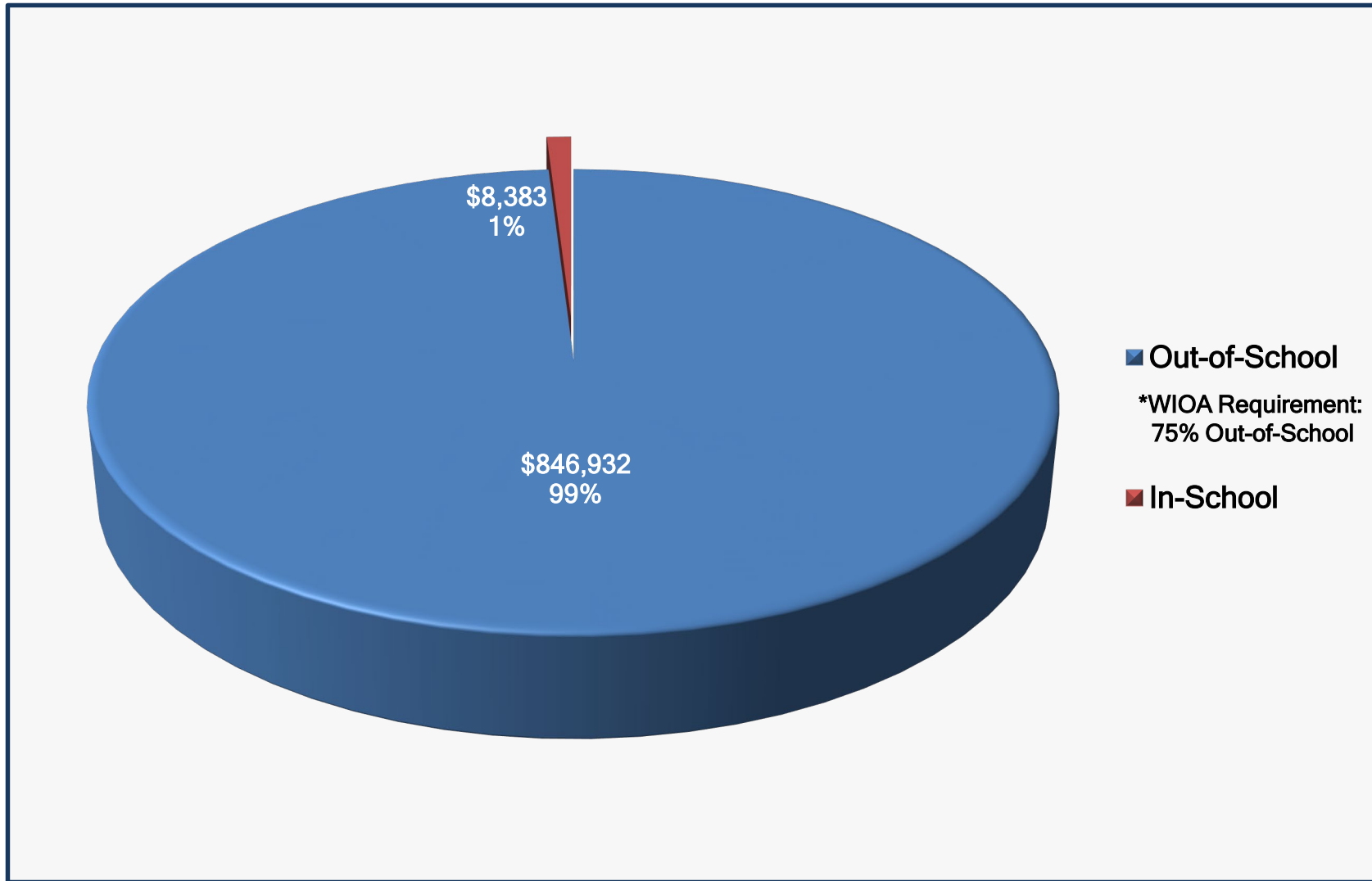


PROGRAM YEAR 2018 & 2019 WIOA WORK EXPERIENCE REQUIREMENT

***WIOA Requirement:
20% Work Experience**



PROGRAM YEAR 2019 PERCENTAGE OF EXPENDITURES ON OUT-OF-SCHOOL YOUTH



QUESTIONS



ADDITIONAL INFORMATION

For more information, please contact:

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Florida Department of Economic Opportunity

One-Stop and Program Support

(850) 245-7424

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Panelists:

- ***Jerry Ross, Facilitator***
President, National Entrepreneurial Center
- **Gaby Ortigoni**
President/CEO, Hispanic Chamber of Metro Orlando
- **John Newstreet**
President/CEO, Kissimmee/Osceola County Chamber of Commerce
- **Tanisha Nunn Gary**
President, African American Chamber – Central Florida
- **Robert Agrusa**
President/CEO, Central Florida Hotel & Lodging Association

	Strategic Priority	Goals	Outcome
Foundational Focus	DIVERSIFY REVENUE STREAMS TO ADJUST FOR VARIABLES IN FEDERAL FUNDING	<ul style="list-style-type: none"> Complete Year 3 of \$1M Diversified Revenue Goal Develop a Reinvestment Plan Associated with Unrestricted Revenue Goal Identify Fundraising Strategy & Implementation Plan for Non-DEO Revenue 	An Increased CSCF Budget/Revenue Stream, Enabling Greater Flexibility in the Delivery of Services and Stability and Sustainability.
	DELIVER TALENT RECRUITMENT STRATEGIES FOR BUSINESSES IN HIGH GROWTH / RECOVERING / EMERGING INDUSTRIES	<ul style="list-style-type: none"> Drive Higher Engagement with Small-Medium Businesses Conduct Business Customer Satisfaction Surveys Twice per Year 	CSCF Provides Quality Recruitment Services and Delivers Qualified Candidates who are Interviewed or Hired by Businesses Served.
	DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL	<ul style="list-style-type: none"> Create Value and Customer Experiences by Engaging 80% of Leads in Comprehensive Career Services throughout their Customer Journey Drive Deep Loyalty & Customer Satisfaction by Measuring Customer Satisfaction Scores Twice per Year 	Central Florida Job Seekers Receive Quality Services Throughout their Career Journey that Result in Increased Skills and Employment.
Positioning For Growth	ADJUST TO EVOLVING MARKET AND LEGISLATIVE CHANGES THROUGH INNOVATIVE INITIATIVES	<ul style="list-style-type: none"> Conduct an ROI Analysis and Create a New ROI Model Launch Customer Satisfaction Method for Businesses and Career Seekers Elevate CSCF Contact Center to Become a Virtual Full-Service Center Aligned to The Customer Journey 	Defined Return on Investment for CSCF Services Delivered to Central Florida through Expanded Technology and Talent Solutions.

CSCF STRATEGIC PRIORITIES

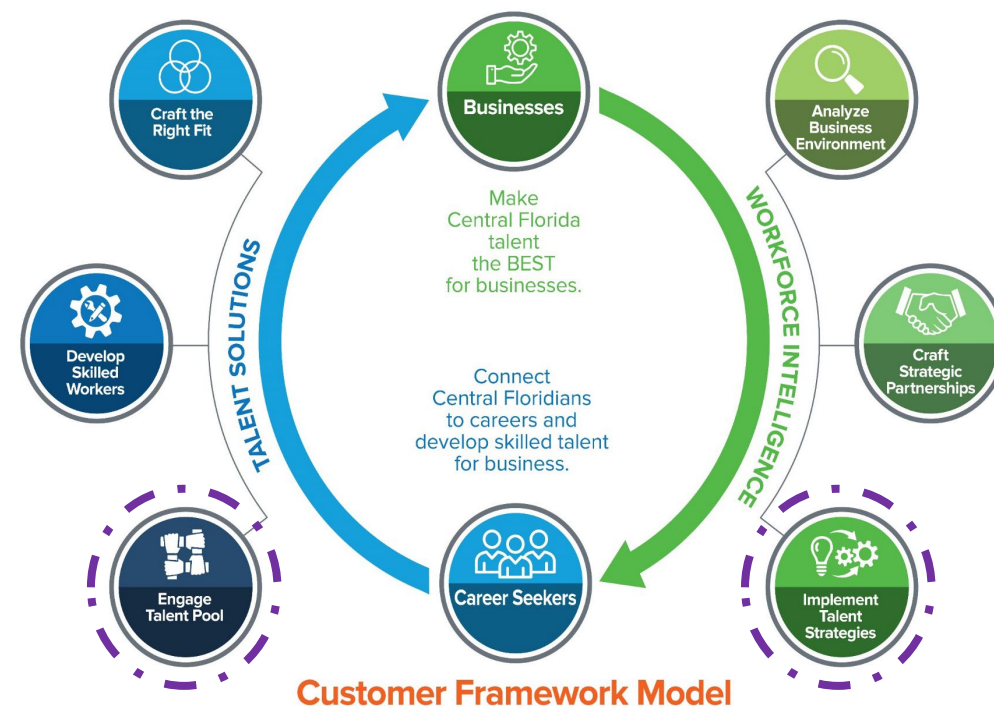
DIVERSIFY REVENUE STREAMS TO
ADJUST FOR VARIABLES IN
FEDERAL FUNDING

DELIVER TALENT RECRUITMENT STRATEGIES
FOR BUSINESSES IN HIGH GROWTH /
RECOVERING / EMERGING INDUSTRIES

DELIVER TALENT SOLUTIONS TO IGNITE
POTENTIAL

ADJUST TO EVOLVING MARKET AND LEGISLATIVE
CHANGES THROUGH INNOVATIVE INITIATIVES

New



DIVERSIFY REVENUE STREAMS TO ADJUST FOR VARIABLES IN FEDERAL FUNDING

GOAL

- Complete Year 3 of \$1M Diversified Revenue Goal
- Develop a Reinvestment Plan Associated with Unrestricted Revenue Goal
- Identify a Fundraising Strategy and Implementation Plan for non-DEO Revenue

KEY PERFORMANCE METRICS

- ✓ Establish New Unrestricted Revenue Target
- ✓ By June 2022 have Received Unrestricted Revenue of \$1M

OUTCOME

An Increased CSCF Budget/Revenue Stream, Enabling Greater Flexibility in the Delivery of Services and Stability and Sustainability.

DELIVER TALENT RECRUITMENT & RETENTION INITIATIVES FOR BUSINESSES IN HIGH GROWTH / RECOVERING & EMERGING INDUSTRIES

GOAL

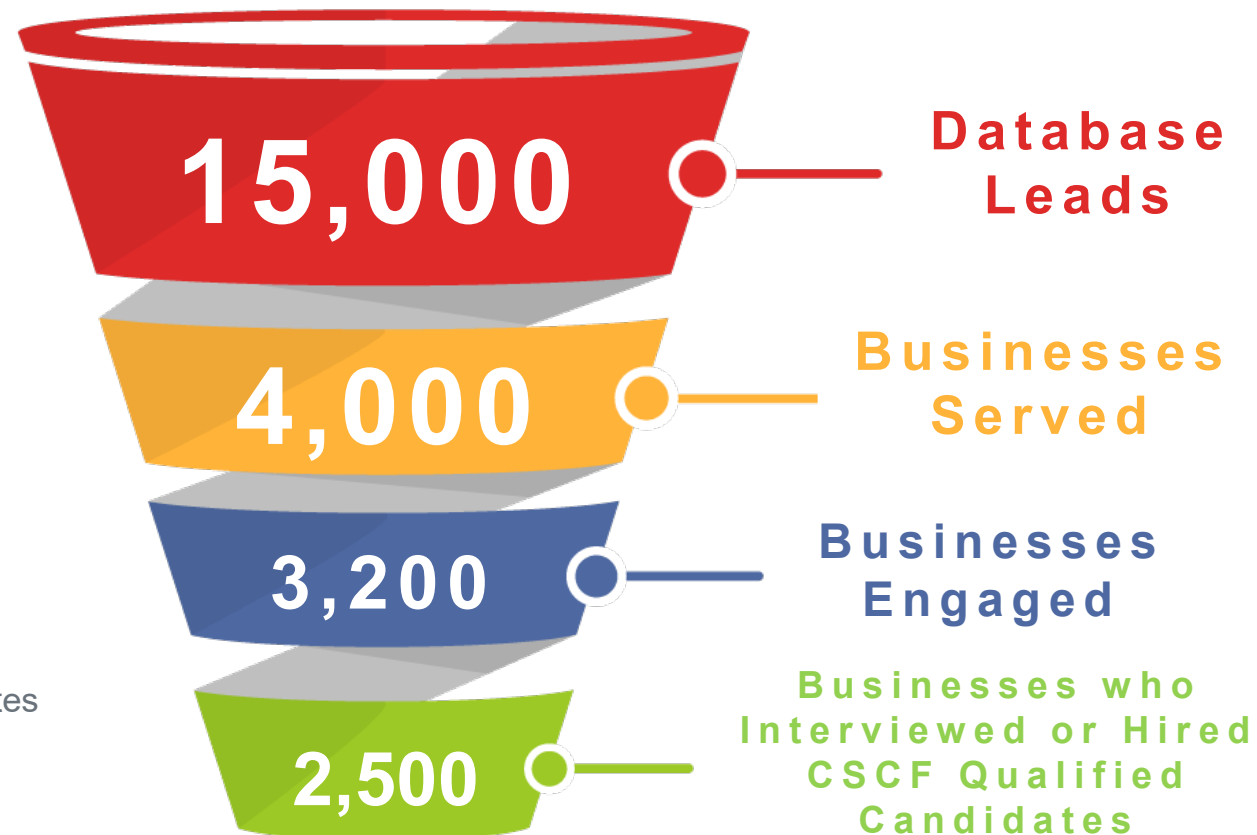
- Drive Higher Engagement with Small-Medium Sized Businesses
- Conduct Business Customer Satisfaction Surveys Twice per Year

KEY PERFORMANCE METRICS

- ✓ Receive Recruitment Services for Quality Candidates as Measured by Achieving 80% Satisfaction Scores in Customer Service Twice per Year
 - ✓ Dedicated Business Consultant
 - ✓ Actively Recruiting
 - ✓ Training Existing Employees
- ✓ 80% of Engaged Businesses Interviewed or Hired CSCF Qualified Candidates

OUTCOME

CSCF Provided Quality Recruitment Services and Delivers Qualified Candidates who are Interviewed or Hired by the Businesses Served



DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

GOALS

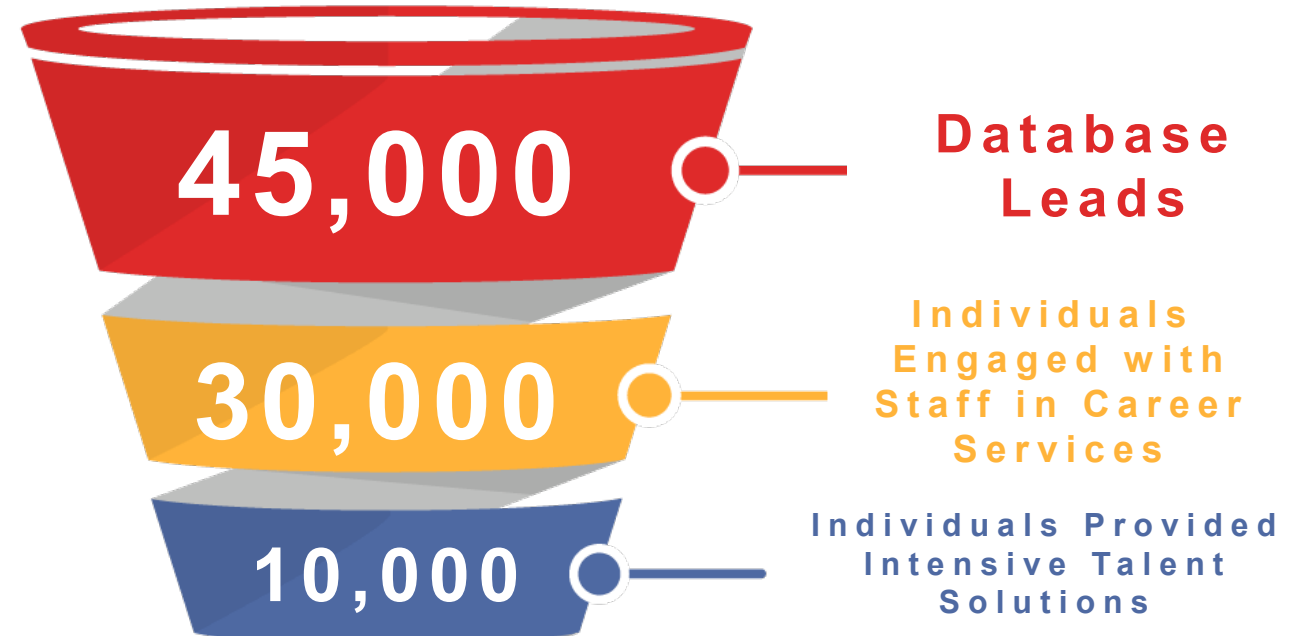
- Create Value and Customer Experiences by Engaging 80% of Leads in Comprehensive Career Services throughout their Journey
- Drive Deep Loyalty & Customer Satisfaction by Measuring Customer Satisfaction Scores Twice per Year

KEY PERFORMANCE METRICS

- ✓ 30,000 Received Career Service with CSCF Staff
- ✓ 10,000 Career Seekers Received Intensive Talent Solutions
 - ✓ Receive Training / Credentials
 - ✓ Achieve a Wage of >\$15
 - ✓ 6,000 Achieved Employment
- ✓ Received More than an 80% Customer Satisfaction Rating as Measured Two Times per Year

OUTCOME

Central Florida Job Seekers Received Quality Services Throughout their Career Journey that Result in Increased Skills and Employment.



ADJUST TO EVOLVING MARKET AND LEGISLATIVE CHANGES THROUGH INNOVATIVE INITIATIVES

GOAL

- Conduct an ROI Analysis and Create a New ROI Business Model
- Launch Customer Satisfaction Method for Businesses and Career Seekers
- Elevate CSCF Contact Center to Become a Virtual Full-Service Center Aligned to The Customer Journey

KEY PERFORMANCE METRICS

- ✓ Receive 80% Satisfaction Levels Every 6 months
- ✓ Apply the ROI Business Model to 2021-2022 Scorecard
- ✓ New Operations Model for Virtual Career Center (Implemented 2022)

OUTCOME

Defined Return on Investment for CSCF Services Delivered to Central Florida through Expanded Technology and Talent Solutions.



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ADJOURNMENT

THANK YOU!