

BOARD OF DIRECTORS TELECONFERENCE

Thursday, April 30, 2020

4/30/20 CSCF BOARD TELECONFERENCE DETAILS

Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Consent Agenda

Information / Discussion / Action Items

Insight

Other Business

Adjournment

What: Board of Directors Teleconference

When: Thursday, April 30, 2020
9:00 a.m. – 10:30 a.m.

Where: Teleconference

GoToMeeting:

Link: <https://global.gotomeeting.com/join/775849389>

Dial In: (Toll Free) 1 (866) 899-4679 or 1 (786) 535-3119

Access Code: 775-849-389

4/30/20 CSCF BOARD TELECONFERENCE AGENDA

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Agenda Item	Topic	Presenter	Action Item
1.	Welcome	Mark Wylie	
2.	Roll Call / Establishment of Quorum	Kaz Kasal	
3.	Public Comment		
4.	Consent Agenda	Mark Wylie	X
	<u>A. 2/20/20 Board Meeting Draft Minutes</u>		
5.	Information / Discussion / Action Items		
	A. Chair's Report	Mark Wylie	
	<u>B. President's Report</u>	Pam Nabors	
	1) <u>Finance Report</u>	Eric Ushkowitz	
	C. Committee Reports		
	1) Executive Committee (<i>met on 4/16/20</i>)	Mark Wylie	
	2) Audit (<i>no updates</i>)	Larry Walter	
	3) Career Services (<i>met on 3/19/20</i>)	Dr. Kathleen Plinske	
	a) <u>Approval of New Training Providers</u>		X
	4) Community Engagement (<i>no updates</i>)	Jody Wood	
	5) Finance (<i>met on 4/8/20</i>)	Eric Ushkowitz	
	a) <u>Health Insurance Plan Renewal for FY 20-21</u>		X
	6) Governance (<i>no updates</i>)	Richard Sweat	
	7) Revenue Diversity Ad Hoc (<i>no updates</i>)	Eric Jackson	

4/30/20 CSCF BOARD TELECONFERENCE AGENDA (CONTINUED)

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Item

Topic

6. Insight
Board Retreat will be postponed to Summer 2020
7. Other Business
8. Adjournment

Upcoming Meetings:

Consortium & Board Joint Meeting
Location: TBD

6/25/20

9:00 a.m. - 11:00 A.m.

Committee Meetings:

- | | | |
|---|---------|------------------------|
| - Governance Committee | 5/6/20 | 2:00 p.m. - 3:30 p.m. |
| - Community Engagement Committee | 5/11/20 | 3:00 p.m. - 4:30 p.m. |
| - Finance & Career Services Budget Workshop | 5/21/20 | 2:00 p.m. – 4:00 p.m. |
| - Facilities Ad Hoc Committee | 6/2/20 | 1:30 p.m. – 2:30 p.m. |
| - Finance Committee | 6/9/20 | 2:30 p.m. – 4:00 p.m. |
| - Revenue Diversity | 6/10/20 | 3:00 p.m. – 4:30 p.m. |
| - Executive Committee | 6/18/20 | 9:00 a.m. - 10:30 a.m. |

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WELCOME

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ROLL CALL / ESTABLISHMENT OF QUORUM

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PUBLIC COMMENT

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CONSENT AGENDA



DRAFT
Board of Directors Meeting

Thursday, February 20, 2020, 11:00 a.m.

MINUTES

MEMBERS PRESENT:	Mark Wylie, Orlando Alancastro, Paul Bough, Diane Culpepper, Keira des Anges, Wendy Ford, John Gill, Nicole Guillet, John Gyllin, Mark Havard, Jeff Hayward, Eric Jackson, Sheri Olson, Bryan Orr Kathleen Plinske, David Sprinkle, Richard Sweat, Jane Trnka, Eric Ushkowitz, Larry Walter, Matt Walton, Christopher Wilson and Jody Wood
MEMBERS ABSENT:	Andrew Albu, Steve Ball, Wendy Brandon, Glen Casel, James Sullivan, Al Trombetta, Daniel Turlington and Sharron Washington
STAFF PRESENT:	Pam Nabors, Mimi Coenen, Leo Alvarez, Lisa Burby, Dyana Burke, Steven Nguyen, Bradley Collor, Tiffany Osborne, Cliff Marvin, Sean Masherella, Michelle Tincher, Carla Sosa, Kierstyn Bishop and Kaz Kasal
GUESTS PRESENT:	Daniel Harper, Maureen Castaro / Department of Economic Opportunity; Eneydi Rivera / CSCF Career Counselor; Joshua Vickery, Bia Silva / Central Florida Community Arts; Thomas Wilkes / GrayRobinson; Jaime Cruz / Workforce Connections, Las Vegas, NV

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 11:07 am, welcomed attendees and thanked Ms. Wood for hosting and sponsoring today's meeting. 	
2	Roll Call / Establishment of Quorum <ul style="list-style-type: none"> Ms. Kasal, Executive Coordinator, reported a two-thirds quorum present. 	
3	Public Comment <ul style="list-style-type: none"> None offered. 	
4	Consent Agenda <ul style="list-style-type: none"> Mr. Wylie asked 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 12/12/19 Board Meeting Committee Actions: <ol style="list-style-type: none"> Revised President/CEO Contract and Job Description (Executive) Acceptance of 2 CFR Audit Report (Audit) Procurement Policy – Proposed Revision (Finance) 	Mr. Sweat made a motion to approve all items on the consent agenda. Mr. Walton seconded; motion passed unanimously.
5	Information <u>CSCF Spotlight Story</u> Ms. Eneydi Rivera, CSCF Youth Program Manager, relayed success story of a YouthBuild participant she assisted to attain training at Valencia College and an internship with Hyatt	



	<p>Corporation – dba KPMG, which resulted in the participant attaining permanent employment.</p> <p>Viewed video clip of another YouthBuild participant who earned her high school diploma and front desk certification. After program completion, she attained employment in the hospitality industry and is now in a supervisory role.</p> <p><u>Chair's Report</u></p> <ul style="list-style-type: none"> • Thanked those board members who engaged in various CSCF activities since last board meeting. • Encouraged the Board continue partaking in Board engagement activities, to include reviewing and providing input to the draft Unified Strategic Plan posted on CSCF's website from 2/14/20 to 3/14/20. • Attended workforce meetings in Tallahassee with Ms. Nabors earlier this week. <p><u>President's Report</u></p> <p>Ms. Nabors, President/CEO, provided highlights from the President's Report (attachment) as well as below comments:</p> <ul style="list-style-type: none"> • Reviewed timetable on Governor's Sterling Award process. • Thanked Mr. Sweat for hosting "Six Sigma" training at his company location, .decimal. <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 2/13/20, and reviewed President/CEO contract and job description which was approved under this meeting's Consent Agenda. • Committee also approved for Mr. Wilkes, CSCF's Attorney, to request the Florida Attorney General to issue an advisory opinion to clarify whether there is an exemption from public-records and sunshine laws regarding records and meetings pertaining to cybersecurity. <p><u>Audit</u></p> <ul style="list-style-type: none"> • Mr. Walter, Audit Committee Chair, stated Audit Committee met jointly with Finance Committee on 2/11/20 to review the audit results, which were clean with no findings. The Audit Committee accepted the 2 CFR 200 Audit Report, and Board approved under this meeting's Consent Agenda. <p>Career Services</p>	
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	<p>engagement metrics, Bylaws – which Ms. Nabors and Mr. Ball will further review, and Enterprise Risk updates.</p> <p>Revenue Diversity Ad Hoc:</p> <ul style="list-style-type: none"> Mr. Alvarez, on behalf of Eric Jackson Committee Chair, reported the Committee is scheduled to meet on 3/31/20. Currently at 60% of \$800,000 target. <p>Finance Report</p> <ul style="list-style-type: none"> Mr. Alvarez reviewed financials through 12/31/19. <p><u>CareerSource Central Florida – 2018-2019 Annual Performance</u></p> <ul style="list-style-type: none"> Daniel Harper and Maureen Castaro with the Department of Economic Opportunity provided presentation overview on CSCF's 2018-2019 performance (attachment). 	
6	<p>Insight <u>Board Priorities:</u></p> <ul style="list-style-type: none"> Joshua Vickery, Founder and Executive Director of Central Florida Community Arts, provided a presentation entitled "Value Creation in Relationships" (attachment). Mr. Vickery provided an overview of his grassroots organization and its mission "to serve and build community through the arts." Mr. Vickery identified the key ingredients to value creation, which has helped his organization form strong, quality community partnerships and valuable, inclusive connections with its artists, comprised of all ages and backgrounds. 	
7	<p>Other Business</p> <ul style="list-style-type: none"> National Association of Workforce Boards (NAWB) Forum occurs March 21-24, 2020. Ms. Nabors, along with a few executive staff and board members will be attending. 	
8	<p>Adjournment</p> <ul style="list-style-type: none"> Meeting adjourned at 12:42 pm. 	

Respectfully submitted,

Kaz Kasal
Executive Coordinator

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INFORMATION / DISCUSSION / ACTION ITEMS

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CHAIR'S REPORT

Mark Wylie
CSCF Board Chair

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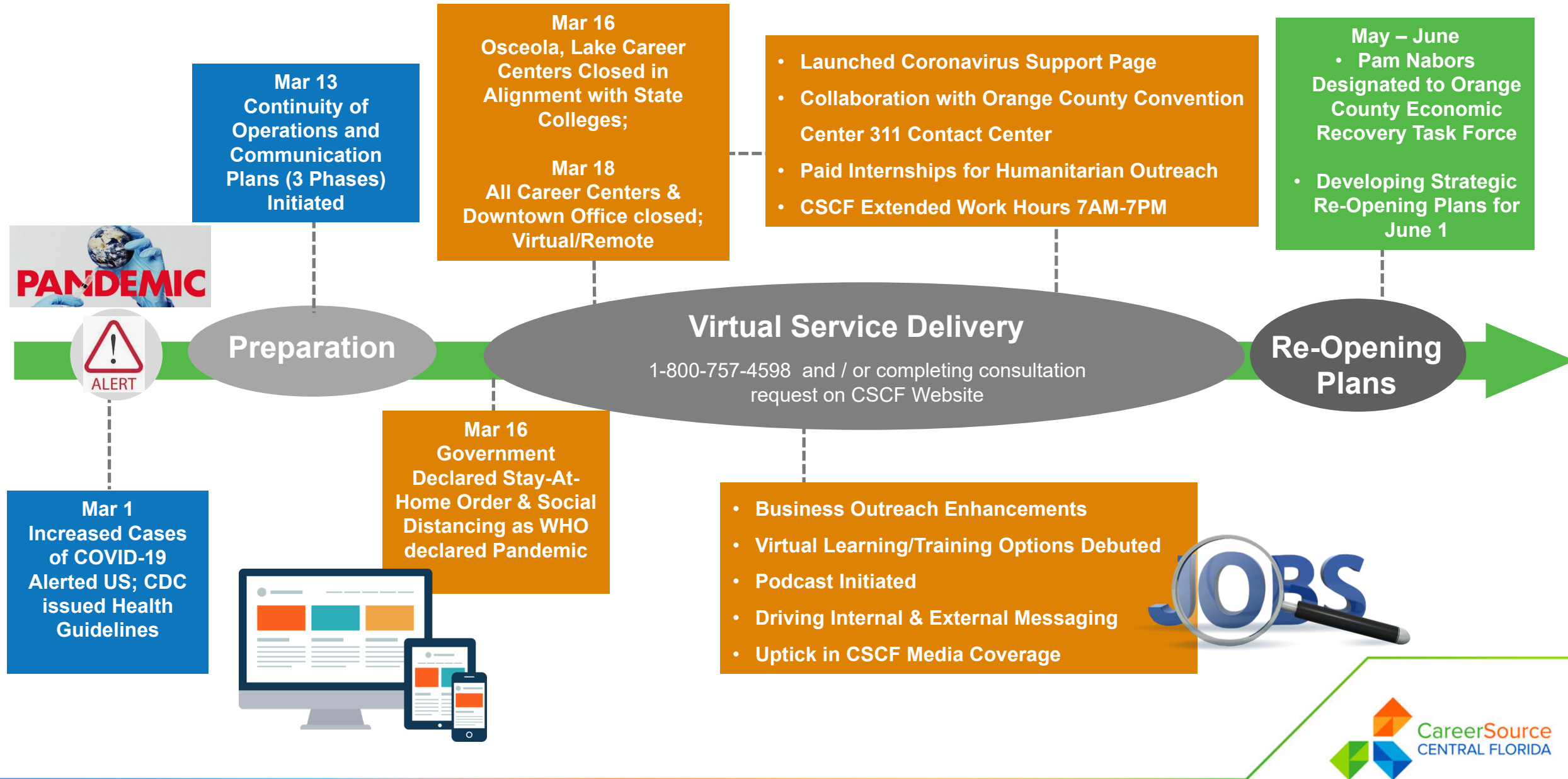
Other Business

Adjournment

PRESIDENT'S REPORT

Pam Nabors

COVID-19 CRISIS - CSCF RESPONSE



CAREER SEEKERS SOLUTIONS

- 25,967 New Customers between Mar 1 and Apr 17
 - 94% Increase in Weeks
- Primary Focus is Connecting to Hiring Businesses in Healthcare, Logistics, Call Center Support, Manufacturing, IT & Finance (Most In-Demand)
- CSCF Website:
 - 25,400 New Visitors, an +80% increase
 - Dedicated, New Coronavirus Support Page:
 - Nearly 1,100 Individuals (new leads) Completed Consultation Request
 - +400 Clicks to Summer Youth Application
- Virtual Learning
 - 7 Virtual Workshops Classes Delivered
 - +130 Individuals Registered
 - Most Popular Class was “Working Virtually During COVID-19”
 - +200 individuals Accessed Online Learning Courses Since April 12 Debut



**Resume Assistance | Online Profile Updating
| Virtual Interviewing Skills | Individualized
Plan to Re-enter Workforce | Job Search &
Connection to Businesses | Upskilling**

**Paid Internship | Virtual Workshop | Skill UP
Metrix E-Learning Program**

BUSINESS SERVICES SOLUTIONS

- 60% Increase in Number of Businesses Served From Mar 1 – Apr 17
 - Relationships Cultivating More Individualized Support
 - 50% Decrease in Job Postings since Mar 1
- 75% Businesses Served are <250 Employees
- Majority of Business Services are Labor Market Information, Candidate Search Assistance and Referral, Connection to Resources
- Assisted nearly 200 New Businesses in One Week Alone (Apr 12)



**Job Listing | Candidate Referral | Applicant
Screening | Virtual Job Fairs | Recruitment |
Paid Internship | Virtual Workshop**

CSCF SUPPORT FOR DEO

Reemployment Application Support

- Printed 17,500 Paper Applications
- Supporting PIN Resets
- More than Doubled Capacity at Contact Center through Partnership w/ Orange County 311
 - Since April 21 fielded 500 Calls
- CSCF Website DEO Content for DEO Access:
 - Nearly 200 individuals Downloaded Reemployment Application from CSCF
 - 1,000 Direct Clicks to floridajobs.org.
- Coming Soon: Data Entry for Paper Applications (5 Licenses)



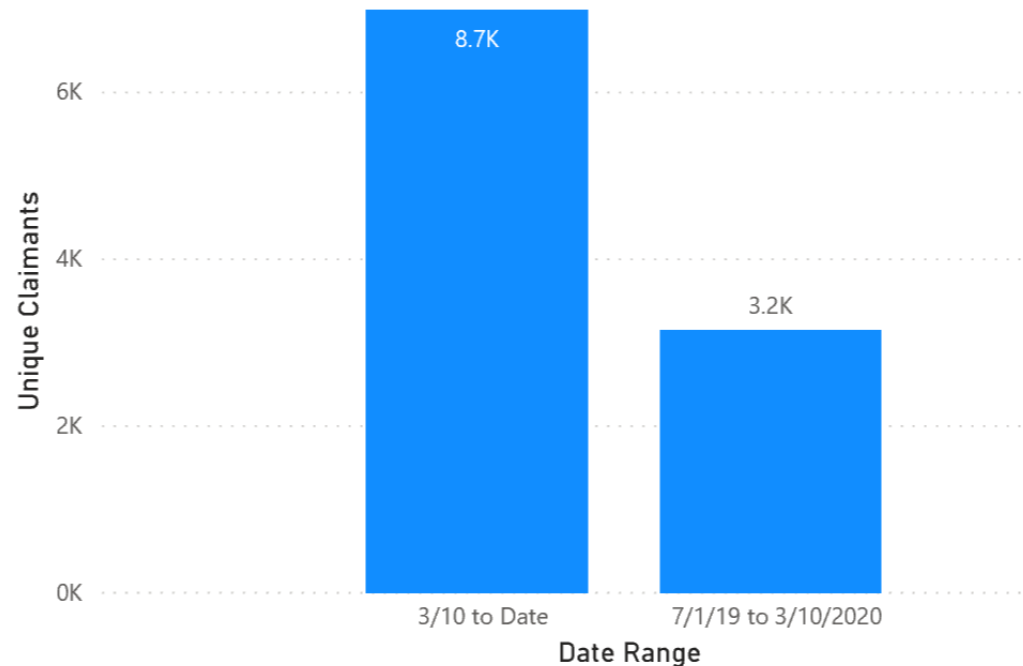
The Department of Economic and Opportunity for the Reemployment Assistance Program. CSCF is a Separate entity from DEO and does not have Oversight of the Reemployment Benefits Program.



COVID-19 IMPACT

Reemployment Applications Filed

- Number of Individuals who Filed for Unemployment and are Accessing CSCF Services has More than Doubled since March 1



Data Source: Employ Florida, Individual Registrations
July 1, 2019 – April 26, 2020

Individuals Separated from Industries

List of Top Three

Retail/Nonprofit/Education

- Clerks
- Program assistants
- Contract staffing

IT/Finance

- Customer service representatives
- Sales managers

Hospitality & Tourism

- Food and beverage
- Hotel staff

COVID-19 CENTRAL FLORIDA LABOR FORCE

Unemployment Impact

County <input type="checkbox"/>	Claimant Count	Average Labor Force	% of Labor Force Impacted	State Rank by Volume
Lake	7,419	159,027	4.7%	17th
Orange	45,831	762,737	6.0%	3rd
Osceola	14,884	184,329	8.1%	9th
Seminole	10,910	255,529	4.3%	12th
Sumter	940	32,682	2.9%	38th

Through April 4, 2020:

- Almost 80,000 Central Florida Individuals Filed for Unemployment Assistance to Department of Economic Opportunity
- Orange County Ranks 3rd in Florida for Number of Claims Filed
- Osceola County has Highest impact to Labor Force of all Five Counties in Region
- Data is Lagging from the State

WHO'S HIRING

CSCF Direct Business Support



SUCCESS STORIES

Employment During COVID-19



US Military Veteran Got Hired in 2 Weeks

- ❖ US military veteran Mr. Gray lost job on March 31 and used CSCF technology/computer for his job search, unemployment benefits
- ❖ Received resume assistance, pre-screening, coaching for a virtual job interview
- ❖ Hired in mid-April as Customer Service Representative and now supporting people in unemployment application process



From Entry Level to Lead Production Role Within A Month

- ❖ CSCF supported Deamonte Clifton through talent matching, resume assistance and job connection to employer
- ❖ CSCF's strong relationship with employer motivated Deamonte to look for career stability since he had short stints in past jobs
- ❖ Hired on March 4 in entry level and quickly promoted to lead production role, now earning \$13/hr



Youth Successfully Employed After CSCF Youth Training

- ❖ 21-year-old De'Erick McKinney was unemployed when he enrolled in CSCF Youth Program (TDI Training)
- ❖ Successfully completed & earned Certification in Commercial Driver's License Preparation Program
- ❖ Hired on April 20 and now earning \$18.75 / hour; 40 hrs/wk

COVID-19 IMPACT

Strategic Recovery Plan

- Orange County Mayor's Task Force Makes Recommendations; Anticipated by First of May
- Awaiting State Recommendations
- Health Precautions Incorporated into Center Service Delivery and Downtown Administration Office
- Seeking Partnerships with Counties and State Colleges to Meet Potential Need of Thousands of Laid Off Workers
- Virtual Services Will Continue in Some Capacity (New Normal)

SCORECARD

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

GOAL

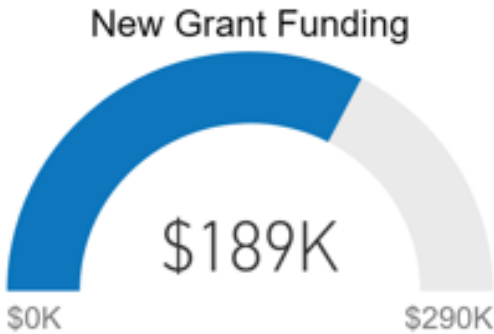
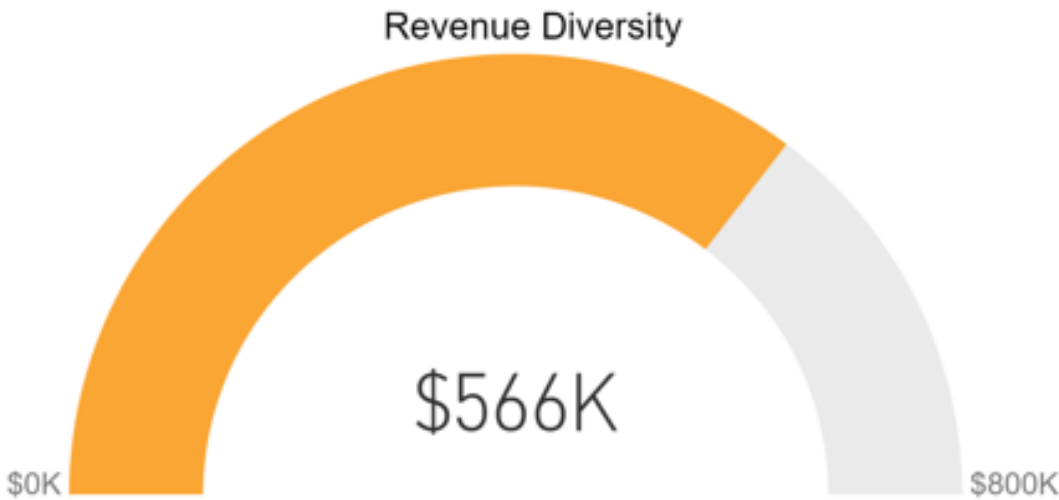
- Develop a Plan to Increase Revenue by 3% Every Year Over the Next 3 Years
- Generate Additional Diversified Revenue of which 1/3 is Unrestricted

KEY PERFORMANCE METRICS

- ✓ Generate 10% of Annual Allocation Revenue (\$2.5M Dollars) by End of 2022 Fiscal Year
- ✓ Generate \$800K in Diversified Revenue



DIVERSIFY REVENUE STREAMS TO ADJUST FOR
VARIABLES IN FEDERAL FUNDING



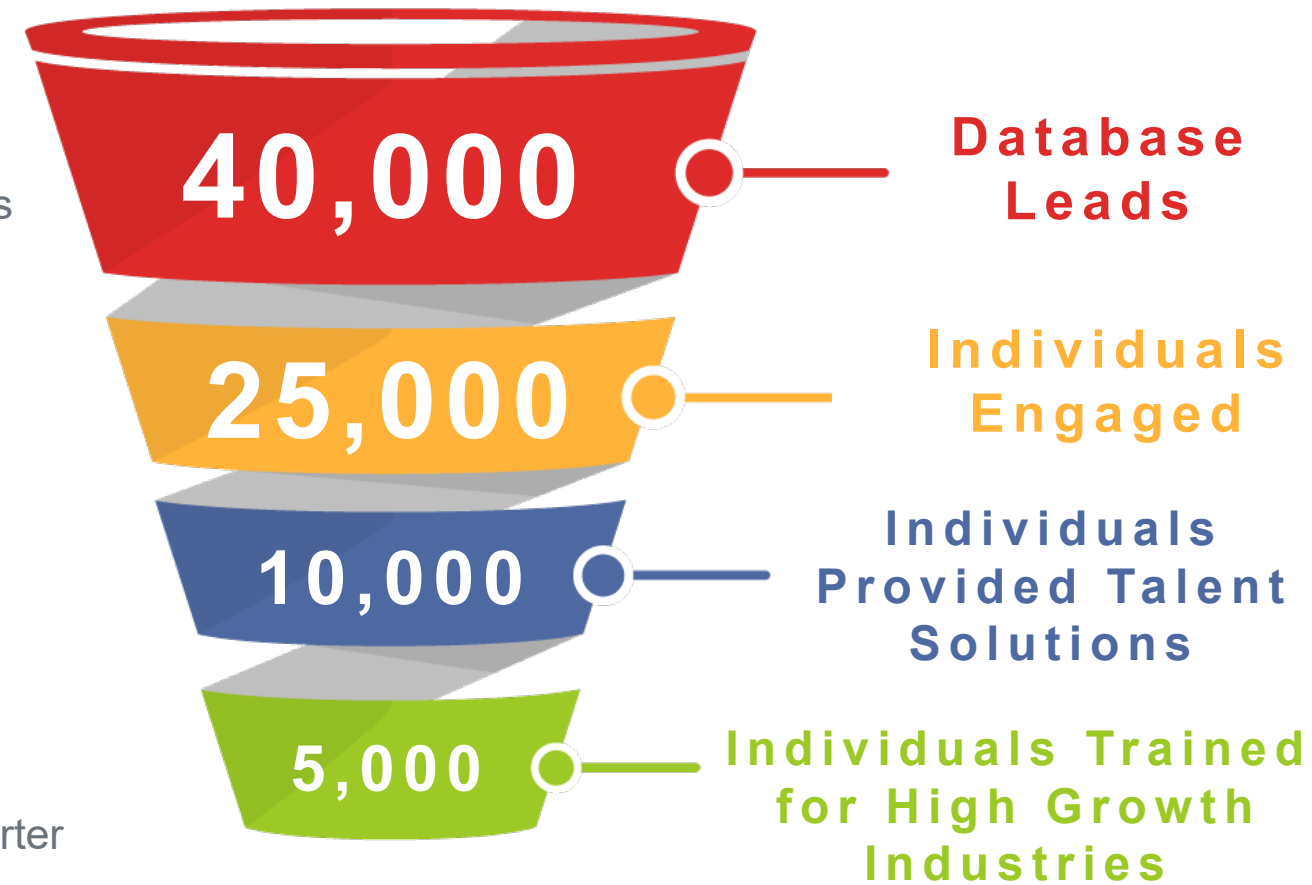
DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

GOAL

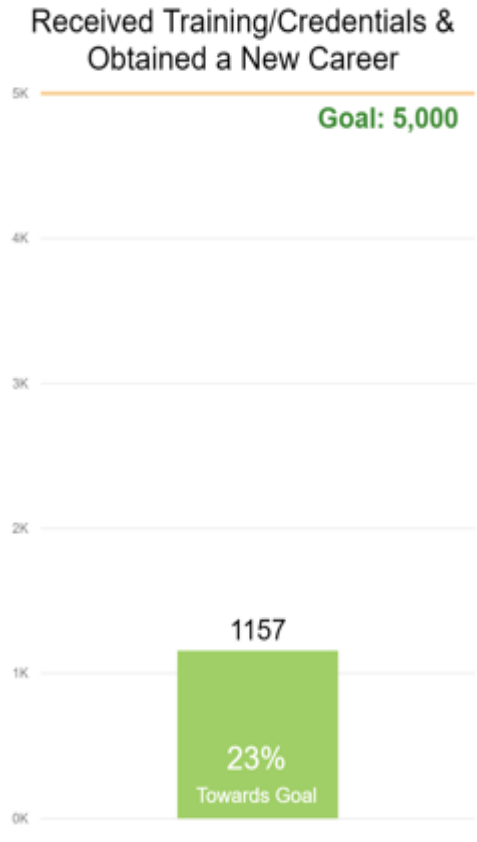
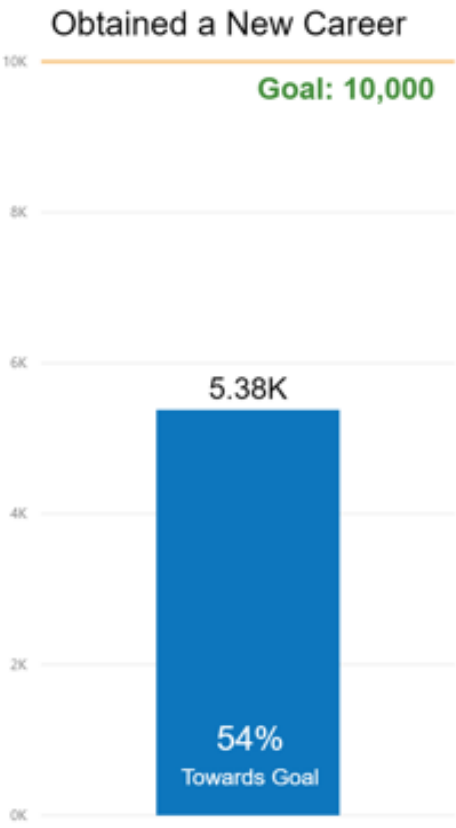
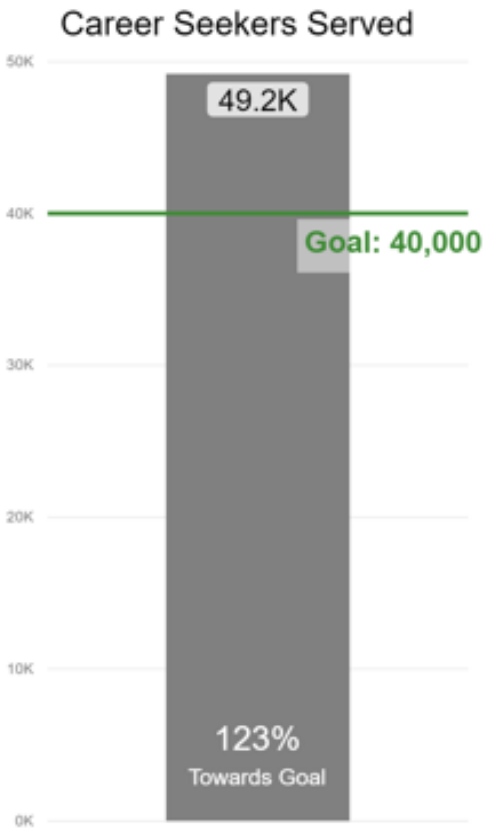
- Create Value through Deeper Relationships
- Provide Exceptional Talent Solution Consultation Services
- Drive Deep Loyalty & Customer Satisfaction

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



DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL



Data Source: Employ Florida and OSST SQL Server Start Date: July 1, 2019 Data Till: March 31, 2020



DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

Hourly Wage Goal: \$15.00

Average Wage of Individuals Who Received
Training/Credentials & Obtained a New Career

\$15.26

IT & Finance

\$17.57

Trade & Logistics

\$17.16

Manufacturing

\$16.66

Construction & Utilities

\$15.42

Healthcare

\$14.62

Hospitality/Tourism

\$10.78

Green Above Goal / Yellow Near Goal / Red Below Goal

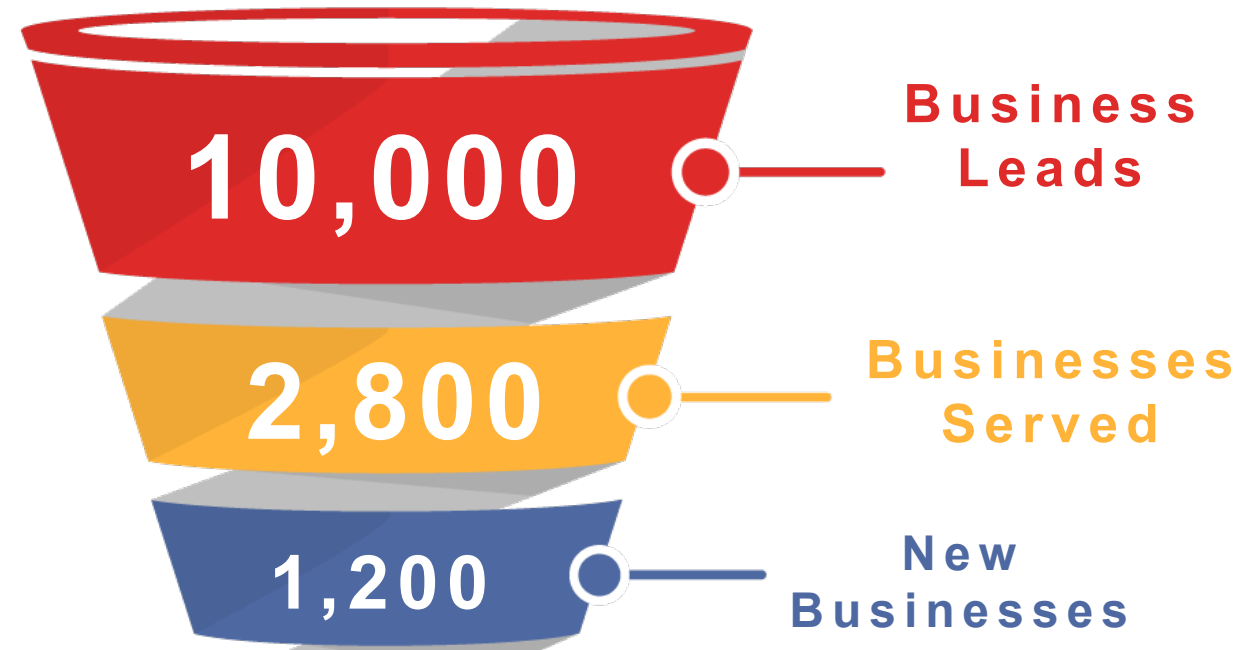
DELIVER TALENT ACQUISITION STRATEGIES FOR BUSINESSES IN HIGH GROWTH INDUSTRIES

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

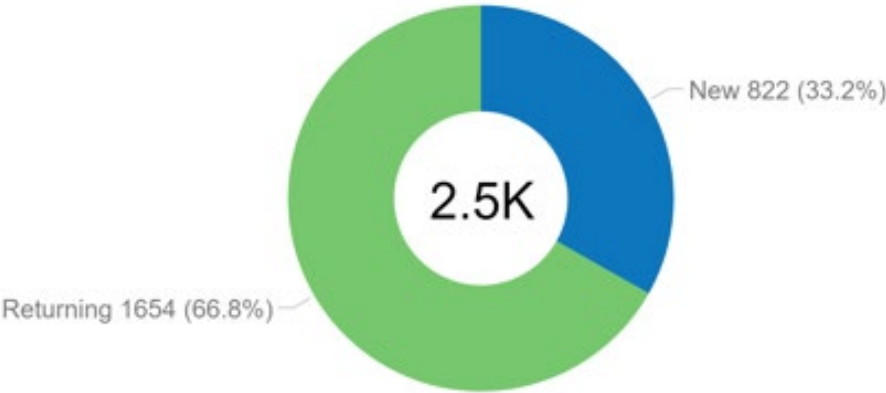
KEY PERFORMANCE METRICS

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

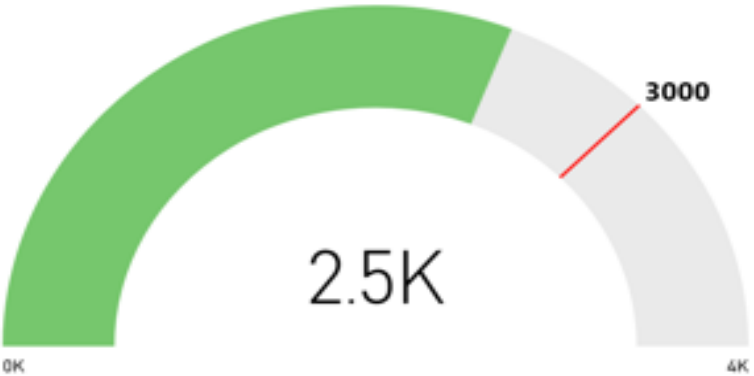


DELIVER TALENT ACQUISITION STRATEGIES FOR BUSINESSES IN HIGH GROWTH INDUSTRIES

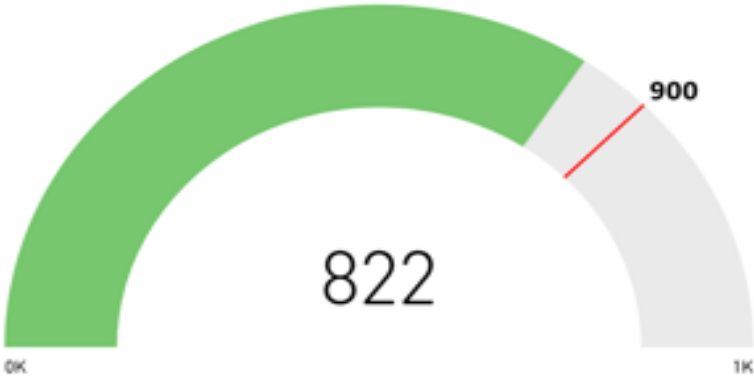
Businesses Served



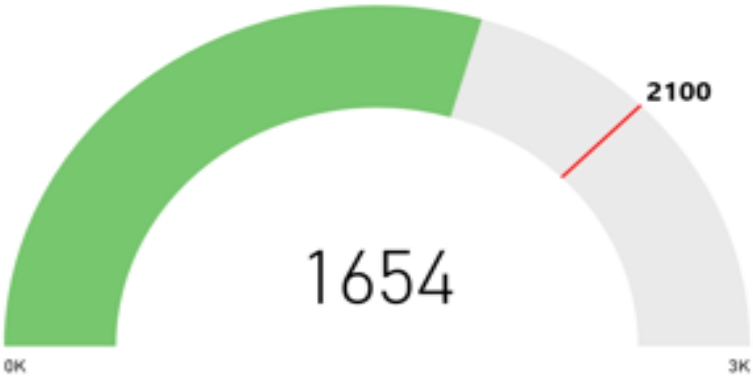
Businesses Served Goal: 4,000



New Businesses Goal: 1,200



Loyal Businesses Goal: 2,800



QUESTIONS & COMMENTS?

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FINANCE REPORT

ERIC USHKOWITZ

Treasurer / Finance Committee Chair

As of 02/29/20

CSCF Budget FY 2019 - 2020			INDIRECT COST	RESEA	WIOA Adult	Youth	WIOA DW	WT	TAA	SNAP	WP	DVOP	UC	LVER	Special Grants/ Other Awards	UNRESTRICTED	Actual Expenditures	% of Expenditures	
Funding Sources	Total Revenue	119		20	22	30	60	81	85	90	94	96	98						
Carry In Funds From FY 18 - 19	6,500,000	-		3,723,062	2,008,814	-	-	-	-	46,374	-	-	-	721,751					
FY 19 - 20 Award	26,000,000	530,000		3,930,441	3,744,098	5,234,780	6,974,230	250,000	934,555	1,974,764	150,232	246,318	113,842	1,116,740	800,000				
Award Total - Available Funds	32,500,000	530,000		7,653,503	5,752,912	5,234,780	6,974,230	250,000	934,555	2,021,138	150,232	246,318	113,842	1,838,491	800,000				
LESS planned Carryover For FY 20 - 21	(2,300,000)	-	(786,088)	(748,820)	(765,092)	-	-	(485,441)	-	-	-	-	-	-					
Total Available Funds Budgeted	30,200,000	530,000	6,867,415	5,004,092	4,469,688	6,974,230	250,000	934,555	1,535,697	150,232	246,318	113,842	1,838,491	800,000					
PROGRAM	Authorized Budget																		
Salaries/Benefits	13,855,000	1,166,856	270,154	2,409,523	1,434,204	164,222	1,770,980	9,787	334,248	267,584	74,197	57,924	52,580	558,336	97,607	8,668,203	62.6%		
Program Services	11,200,000	30,502	3,388	2,726,192	1,236,687	218,954	2,106,011	48,151	4,580	11,353	2,520	491	1,857	856,445	984	7,248,117	A	64.7%	
Professional Services	440,000	159,189	5,609	51,700	28,033	2,828	35,172	913	7,723	25,271	5,740	1,292	3,795	11,696	23,110	362,070		82.3%	
Outreach	450,000	1,859	5,729	54,847	35,174	4,693	40,625	838	8,006	26,118	6,619	1,442	4,841	38,613	10,428	239,832		53.3%	
Infrastructure/Maintenance & Related Cost	2,700,000	149,521	14,665	147,366	79,007	10,951	95,125	2,303	21,054	1,304,484	16,187	3,470	20,342	32,037	19,692	1,916,204		71.0%	
IT Cost/Network Expenses	1,200,000	59,700	16,414	161,555	116,374	13,308	115,527	2,666	24,756	178,949	19,256	3,432	10,730	38,638	4,679	765,982		63.8%	
Staff Development & Capacity Building	355,000	35,272	4,695	55,105	25,963	3,128	28,315	824	6,227	16,452	4,022	738	2,338	11,097	29,486	223,662		63.0%	
Indirect Cost (10%)		(1,684,352)	31,932	531,771	273,138	42,419	477,453	8,670	40,476	69,594	12,702	6,836	9,187	159,761	19,109				
EXPENDITURES	30,200,000	(81,453)	352,585	6,138,058	3,228,579	460,504	4,669,208	74,151	447,070	1,899,804	141,245	75,625	105,670	1,706,622	205,095	19,424,070	64.3%		
FUNDING DECISIONS	-	-	-	(2,155,384)	34,956	2,511,157	-	-	-	15,700	(51,739)	(35,660)	(25,211)		(92,764)	(0)			
TOTAL BUDGET/EXPENDITURES	19,424,070	(81,453)	352,585	3,982,674	3,263,535	2,971,661	4,669,208	74,151	447,070	1,915,504	89,506	39,965	80,459	1,706,622	112,331	19,424,070	64.3%		
TOTAL AVAILABLE FUNDS	10,775,930	81,453	177,415	2,884,740	1,740,557	1,498,027	2,305,022	175,849	487,485	(379,807)	60,726	206,353	33,383	3,035,571	687,668				
% OF FUNDS EXPENDED BY GRANT	64.3%		66.5%	58.0%	65.2%	66.5%	66.9%	29.7%	47.8%	124.7%	59.6%	16.2%	70.7%	92.8%	14.0%				
% OF FUNDS EXPENDED (INCLUDING OBLIGATIONS)	66.5%																		
TRAINING OBLIGATIONS	\$	% of Budget																	
Training Expenditures as of 12/31/19	7,248,117	A	64.7%	A- The states mandates that 50% of total WIOA adult and dislocated worker funds are spent in client intensive training activities.															
Obligations (Training not yet billed by vendors)	656,492	6.0%																	
Total Training & Expenditures	7,904,609	71.9%		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 02/29/20

	CY	PY	\$	%
Funding Sources	Revenue	Revenue	Difference	Difference
Carry In Funds From FY 18 - 19	6,500,000	11,048,130	(4,548,130)	
FY 19 - 20 Award	26,000,000	26,415,505	(415,505)	
Award Total - Available Funds	32,500,000	37,463,635	(4,963,635)	
LESS planned Carryover For FY 20 - 21	(2,300,000)	(6,263,635)	3,963,635	
Total Available Funds Budgeted	30,200,000	31,200,000	(1,000,000)	-3.2%

	Budget	CY Expenditures	PY Expenditures	\$ Difference	% Difference
Salaries/Benefits	13,855,000	8,668,203	8,366,704	301,499	3.6%
Career & Youth Services	11,200,000	7,248,117	7,693,465	(445,348)	-5.8%
Professional Fees	440,000	362,070	369,624	(7,554)	-2.0%
Outreach	450,000	239,832	181,323	58,509	32.3%
Infrastructure/Maintenance & Related Cost	2,700,000	1,916,204	1,693,307	222,897	13.2%
IT Cost/Network Expenses	1,200,000	765,982	624,909	141,073	22.6%
Staff Development & Capacity Building	355,000	223,662	151,508	72,154	47.6%
TOTAL EXPENDITURES	30,200,000	19,424,070	19,080,841	343,230	1.8%

	BUDGET	CY ACTUAL	PY ACTUAL
ITA %	50.0%	49.5%	52.7%
ADMINISTRATIVE COST %	8.0%	9.1%	9.0%

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REPORTS BY COMMITTEE CHAIR

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Mark Wylie

Audit

Larry Walter

Career Services

Dr. Kathleen Plinske

Community Engagement

Jody Wood

Finance

Eric Ushkowitz

Governance

Richard Sweat

Revenue Diversity

Eric Jackson



ACTION ITEM

To: CareerSource Central Florida Board of Directors
From: Career Services Committee
Subject: Action – Approval to Add New Training Providers and Courses to the Training Provider List
Date: 4/30/20

PURPOSE:

- To gain approval from the CareerSource Central Florida Board to add four new training institutions, representing six new programs/courses listed herein, to be included on CareerSource Central Florida's training matrix, allowing career seekers more options to advance skills, earn credentials and obtain gainful employment.
- The new providers are inside CareerSource Central Florida's high growth industry sectors and align with current job openings in demand.

BACKGROUND:

- Per the Career Services Committee charter – a primary responsibility of the committee is to review and approve training providers and programs in alignment with targeted industry sectors.
- August to December 2019 - Staff received the schools requests to be added to the training provider matrix.
- December 2019 – An analysis of anticipated compensation, average supply of monthly job postings (demand) against average number of employees (supply) ratios was completed.

School Name	Program	Targeted Industry	Clock Hours	Weeks	Total Cost	Maximum CSCF Scholarship	Pell Grant Eligible
Cruz Institute	Air-Cond, Refrig/Heat Tech Helper	Construction and Utilities	471	52	\$5,015	\$5,000	No
Cruz Institute	Electrician Techn Helper	Construction and Utilities	457	52	\$5,015	\$5,000	No
University of Central FL – Continue Education	Applied Project Mgt Certificate Program	IT and Finance	48	12	\$2,495	\$2,495	No
University of Central FL – Continue Education	Certified Financial Planner	IT and Finance	216	39	\$5,995	\$5,000	No
Embry-Riddle Aeronautical University WW	Aviation Maintenance Technology Part 65	Trade and Logistics		52	\$7,884	\$5,000	Yes

School Name	Program	Targeted Industry	Clock Hours	Weeks	Total Cost	Maximum CSCF Scholarship	Pell Grant Eligible
Home Builders Institute	Construction – Pre Apprenticeship Certificate	Construction and Utilities	280	12	\$7,770	\$5,000	No

RECOMMENDATION:**Action Item:**

- Approve the proposed training providers and correlating programs listed herein for inclusion on CareerSource Central Florida's Eligible Training Provider Matrix.

Approved:

- Career Services Committee: 3/19/20



ACTION ITEM

To: CareerSource Central Florida Board of Directors
From: Finance Committee
Subject: Action – Approval to Renew CareerSource Central Florida’s Employee Benefits
Date: 4/30/20

Purpose:

To provide a recommendation to the CareerSource Central Florida Board regarding the Fiscal Year 2020-21 employee health benefits renewal.

Background:

CareerSource Central Florida staff met with the health benefits broker, OneDigital to discuss the current plan structure, historical cost, current benefit plan options and strategies for the upcoming fiscal year 2020-21. Below is a recap of the prior year plan renewal history and renewal options for the new fiscal year.

Prior year renewal 7-1-19:

- Plan was running at 86% loss ratio
- CSCF renewed plan with Cigna and was able to negotiate plan down to a 5% increase
- Zero increases for dental, life & disability (originally a 3% increase).
- Provided \$10k wellness fund
- Added OneGuide concierge member services/advocacy

Current year renewal 7-1-20:

- Plan is running at 94% loss ratio for a rolling 12 months and 97.36 year to date (11 points higher than last year’s renewal)
- Cigna’s renewal formula calling for 27.81% increase. Initially offered a 12% increase if we do not take the plan to market. We were able to negotiate down to a 10% increase.
- 2% increases for dental, life & disability (originally a 4% increase). This includes a two year rate guarantee.
- Still offering \$10k wellness fund
- OneGuide concierge member services/advocacy

Summary

- The recommendation is to accept early renewal offer at not to exceed 10%
- In order to remain competitive it is not recommended to market the plan every year
- Market would see 97% loss ratio claims experience vs. last year’s 86%.
- Create zero disturbance to the plan and staff

Action Item: Approve the renewal of CIGNA as the benefits carrier for CareerSource Central Florida’s, with the health plan at a not to exceed 10%, and dental at a not to exceed 2% of current benefit costs.

Approved:

- Finance Committee: 4/8/20

EXHIBIT - DRAFT

CareerSource Medical Renewal Benefit Summary Effective July 1, 2020

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, Copays	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
Mail Order (Tier 1/Tier 2/Tier 3)			
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
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	\$656.69	\$689.40	\$791.29
Employee + Spouse	\$1,412.57	\$1,475.31	\$1,693.39
Employee + Child(ren)	\$1,226.93	\$1,282.27	\$1,471.82
Employee + Family	\$2,082.22	\$2,171.60	\$2,492.60
Total Monthly Premiums	\$83,637	\$101,913	\$10,516
Total Annual Premiums	\$1,003,646	\$1,222,962	\$126,196
Total Annual Premiums (Combined)	\$2,352,803		
Renewal - Monthly Premiums*			
	10.30%	10.30%	10.30%
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	\$112,406	\$11,600
Total Annual Premiums	\$1,107,058	\$1,348,874	\$139,197
Total Annual Premiums (Combined)	\$2,595,129		
Variance in \$\$	\$242,326		
Variance in %	10.3%		

CareerSource Dental Renewal Benefit Summary Effective July 1, 2020

PROVIDER	Cigna	Cigna	Cigna
PLAN TYPE	High PPO "Progressive"	Medium PPO	Low PPO
	Current Plan	Current Plan	Current Plan
IN-NETWORK			
DEDUCTIBLE & MAXIMUMS			
Calendar Year Deductible (individual/family)	\$50/\$150	\$50/\$150	\$50/\$150
Deductible Waived for Preventive	Yes	Yes	Yes
Waiting Period / Late Entrant	50% coverage on Class III and IV for 12 months	50% coverage on Class III and IV for 12 months	50% coverage on Class III and IV for 12 months
Annual Benefit Maximum (per person)	Year 1: \$2,000, Year 2: \$2,100 Year 3: \$2,200; Year 4: \$2,300	Year 1: \$1,500, Year 2: \$1,600 Year 3: \$1,700; Year 4: \$1,800	Year 1: \$1,000, Year 2: \$1,100 Year 3: \$1,200; Year 4: \$1,300
DENTAL SERVICES			
Preventive/Diagnostic Services	100%	100%	100%
Basic Services	90%	80%	80%
Major Services	60%	50%	50%
Implants	60% to \$2,000 maximum	50% to \$1,500 maximum	50% to \$1,000 maximum
Orthodontia Services (Lifetime Maximum)	50% to \$2,000 maximum children & adults	50% to \$1,500 maximum children only	Not Covered
NON NETWORK			
DEDUCTIBLE & MAXIMUMS			
Calendar Year Deductible (individual/family)	\$50/\$150	\$50/\$150	\$50/\$150
Deductible Waived for Preventive	Yes	Yes	Yes
Claims Payment (percentile)	90th Percentile of UCR	90th Percentile of UCR	90th Percentile of UCR
Annual Benefit Maximum (per person)	Year 1: \$2,000, Year 2: \$2,100 Year 3: \$2,200; Year 4: \$2,300	Year 1: \$1,500, Year 2: \$1,600 Year 3: \$1,700; Year 4: \$1,800	Year 1: \$1,000, Year 2: \$1,100 Year 3: \$1,200; Year 4: \$1,300
DENTAL SERVICES			
Preventive/Diagnostic Services	100%	100%	100%
Basic Services	90%	80%	80%
Major Services	60%	50%	50%
Implants	60% to \$2,000 maximum	50% to \$1,500 maximum	50% to \$1,000 maximum
Orthodontia Services (Lifetime Maximum)	50% to \$2,000 maximum children & adults	50% to \$1,500 maximum children only	Not Covered
PREMIUMS			
Current Employee Participation			
Employee	47	5	15
Employee + Spouse	28	1	1
Employee + Child(ren)	35	4	6
Employee + Family	29	2	4
Total Enrollment	139	12	26
Current Monthly Premiums			
Employee	\$33.92	\$28.25	\$24.12
Employee + Spouse	\$66.93	\$55.60	\$47.37
Employee + Child(ren)	\$97.28	\$79.24	\$59.97
Employee + Family	\$145.13	\$118.74	\$92.08
Total Monthly Premiums	\$11,082	\$751	\$1,137
Total Annual Premiums	\$132,982.20	\$9,015	\$13,648
Total Annual Premiums (Combined)	\$155,645		
Renewal - Monthly Premiums - 2 Year Rate Guarantee/ Negotiated Down from 4%			
	2.0%	2.0%	2.0%
Employee	\$34.60	\$28.82	\$24.60
Employee + Spouse	\$68.27	\$56.71	\$48.32
Employee + Child(ren)	\$99.23	\$80.82	\$61.17
Employee + Family	\$148.03	\$121.11	\$93.92
Total Monthly Premiums	\$11,304	\$766	\$1,160
Total Annual Premiums	\$135,644.16	\$9,195.72	\$13,920.24
Total Annual Premiums (Combined)	\$158,760		
Variance in \$\$	\$3,115		
Variance in %	2.0%		

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THANK YOU!

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