

EXECUTIVE COMMITTEE MEETING

Thursday, June 17, 2021

MEETING DETAILS

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

What: Executive Committee Meeting

When: Thursday, June 17, 2021
9:00 a.m. – 10:30 a.m.

Where: Virtual Meeting via Zoom

Link: <https://careersourcecf.zoom.us/j/94690985510?pwd=QnVzays4WlJGVUhhOY1FkYmNuOSStJQQT09>

Dial In: 1 (929) 205-6099

Meeting ID: 946 9098 5510 / Password: 239512



6/17/21 EXECUTIVE COMMITTEE MEETING AGENDA

- Meeting Details
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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. | Approval of Minutes | Mark Wylie | |
| A. | <u>4/15/21 Executive Committee Meeting</u> | | X |
| 5. | Information / Discussion / Action Items | | |
| A. | Chair’s Report | Mark Wylie | |
| B. | President’s Report | Pam Nabors | |
| C. | CSCF Policies | Mimi Coenen | |
| | <u>1) Supportive Services</u> | | X |
| D. | C. Committee Reports | | |
| | 1) Audit (<i>No Updates</i>) | Larry Walter | |
| | 2) Career Services (<i>met on 6/11/21</i>) | Paul Bough | |
| | <u>a) One Stop Operator Contract</u> | | |
| | 3) Community Engagement (<i>met on 5/17/21</i>) | Jody Wood | X |
| | 4) Facilities Ad Hoc (<i>met on 6/1/21</i>) | Matt Walton | |
| | 5) Finance (<i>met on 6/8/21</i>) | Eric Ushkowitz | |
| | <u>a) CSCF Vehicles</u> | | |
| | 6) Governance (<i>met on 5/12/21</i>) | Richard Sweat | X |
| | 7) Revenue Diversity Ad Hoc (<i>met on 6/2/21</i>) | Eric Jackson | |
| E. | <u>6/24/21 Board Meeting Agenda</u> | Mark Wylie | |
| F. | <u>President & CEO Performance Review</u> | Mark Wylie | X |
| 6. | Other Business | | |
| 7. | Adjournment | | |



Meeting Details

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▶ Welcome

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WELCOME

Meeting Details

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ROLL CALL / ESTABLISHMENT OF QUORUM

Meeting Details

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PUBLIC COMMENT



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APPROVAL OF MINUTES



**Draft
Executive Committee Meeting**

Thursday, April 15, 2021, 2:00 p.m.

MINUTES

MEMBERS PRESENT: Mark Wylie, Paul Bough, Jeff Hayward, Eric Jackson, Sheri Olson, Kathleen Plinske, Eric Ushkowitz, Larry Walter, Matt Walton and Jody Wood

MEMBERS ABSENT: Richard Sweat

STAFF PRESENT: Pam Nabors, Mimi Coenen, Leo Alvarez, and Kaz Kasal

GUEST PRESENT: Heather Ramos / GrayRobinson; Kelly Underwood / OneDigital

| Agenda Item | Topic | Action Item / Follow Up Item |
|-------------|---|--|
| 1 | Welcome Mr. Wylie, CSCF Chair, called the meeting to order at 2:02 p.m. | |
| 2 | Roll Call / Establishment of Quorum Ms. Kasal, Executive Coordinator, reported a quorum present. | |
| 3 | Public Comment A member of the public, Mr. Mohamed Chaoudi, provided his comments. | |
| 4 | Action Items <u>Approval of Minutes – 2/18/21 Executive Committee Meetings</u> <ul style="list-style-type: none"> • Reviewed minutes (attachment). | Mr. Walter made a motion to approve the draft minutes from the 2/18/21 Executive Committee meeting. Mr. Walton seconded; motion passed unanimously. |
| 5 | Information/Discussion /Action Items <u>President’s Report</u> Ms. Nabors provided the following highlights: <ul style="list-style-type: none"> • Legislative updates. • Current CSCF activities. • Sterling updates. <u>Committee Reports</u> <u>Audit</u> Mr. Walter, Audit Committee Chair stated no new updates. Next meeting to be scheduled in the new fiscal year. <u>Career Services</u> Dr. Plinske, Career Services Committee Chair, reported on the following: <ul style="list-style-type: none"> • Met on 3/25/21. • Focus of discussion around expanding training opportunities to include emerging industries to better align with current job opportunities in the region. | Mr. Hayward made a motion to forward for Board to approve providing greater flexibility in FY 2021-2022 budget by expanding career training opportunities to include emerging markets outside of current structure of six HGI’s (High Growth Industries). Mr. Sullivan seconded; motion passed unanimously. |



| | | |
|---|---|--|
| | <p><u>Community Engagement</u> Ms. Wood, Community Engagement Committee Chair, stated next meeting is scheduled for 5/17/21.</p> <p><u>Facilities Ad Hoc Committee</u> Mr. Walton, Facilities Committee Chair, relayed Facilities Ad Hoc Committee will be meeting in early June to review CSCF's Southeast Orange County Career Center lease, set to expire on 1/31/2022.</p> <p><u>Finance Committee</u> Mr. Ushkowitz, Finance Committee Co-Chair, reported on the following:</p> <ul style="list-style-type: none"> • Met on 4/13/21. • Reviewed financials through 2/28//21. • Reviewed Retirement Plan updates and approved proposed fee reduction and adding a mid-cap growth investment fund. • Approved mid-year budget adjustment. • Reviewed 2021-2022 budget timeline. • Reviewed CSCF's health benefits renewal plan options, and staff recommendations for dental/vision, and life/disability. <p><u>Governance</u> Ms. Nabors, on behalf for Mr. Sweat, Governance Committee Chair, stated next meeting is scheduled for 5/12/21.</p> <p><u>Revenue Diversity Ad Hoc</u> Mr. Jackson, Revenue Diversity Ad Hoc Committee Chair, reported on the following.</p> <ul style="list-style-type: none"> • Met on 3/24/21. • Reviewed Year-to-date progress. • Discussed Ticket-To-Work strategies to bolster program and increase funds. • Reviewed Summer Youth Sponsorship outreach strategies. • Focus on increasing business investment: convening key stakeholders for roundtable discussions to gain insight from businesses and determine ways to best leverage industry investments. <p><u>4/23/21 Board Meeting & Retreat Agenda</u></p> <ul style="list-style-type: none"> • Reviewed agenda for 4/23/21 Board Meeting. | <p>Mr. Walter made a motion for staff to continue negotiations with Cigna and Florida Blue and select a health benefits carrier for CSCF with a not to exceed increase of 10%. Mr. Ushkowitz seconded; motion passed unanimously.</p> <p>Mr. Ushkowitz made a motion to approve MetLife for dental and vision, and The Harford for Life and Disability coverage. Mr. Walton seconded; motion passed unanimously.</p> |
| 6 | <p>Other Business</p> <ul style="list-style-type: none"> • Committee provided updates of their organizations during ongoing pandemic environment | |
| 7 | <p>Adjournment Meeting adjourned at 3:00 pm.</p> | |

Respectfully submitted,

Kaz Kasal, Executive Coordinator

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April 15, 2021
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Meeting Details

Meeting Agenda

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INFORMATION / DISCUSSION / ACTION ITEMS



To: Executive Committee
From: Mimi Coenen, Chief Operations Officer
Subject: Action – Request for Approval for Support Service and Needs-related Policy
Date: June 17, 2021

Purpose:

Gain Board of Director's approval for updates to current policy revisions as required by the Department of Economic Opportunity (DEO).

Background:

DEO is now requiring changes to policy to be presented before the Board of Directors for approval. Attached is our support services policy for review. The changes have been highlighted.

Recommendation:

CSCF is requesting the Executive Committee approve and subsequently recommend to the Board of Directors the approval of the attached policy.



POLICY TITLE: Support Service and Incentive Policy

POLICY NUMBER: UNI - 03

| | | |
|---|---|-------------------------------------|
| Author: Gina Ronokarijo, Senior Planning Manager | Effective Date: 11/1/2016 | Revision Date: 03/01/2021 |
| Description of Revision(s): | Update to align with new Administrative Policy 109 effective 02/23/2021 | |
| Approval: | Mimi Coenen, Chief Operations Officer | |
| Signature: | | |

I. PURPOSE:

To provide guidance on the various support service and incentive options allowed under the requirements of the WIOA Youth, Adult, and Dislocated Worker, and Temporary Assistance to Needy Families programs.

II. APPLICATION:

This document applies to all staff who are responsible for the managing and issuing support services and incentives.

III. BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) and Temporary Assistance for Needy Families (TANF) legislation and guidance provide for the provision of supportive services and milestone-based incentives to participants enrolled in WIOA Youth or TANF funded programs.

IV. DEFINITIONS:

Support Services: WIOA defines the term as services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act. Under the TANF legislation and state plan, support services are defined as services provided either directly to, or on behalf of, participants to reduce barriers to obtaining or retaining employment.

Incentives: An incentive is a payment to an eligible WIOA Youth registrant for the successful participation and achievement of expected outcomes as defined in the individual's Individual Service Strategy (ISS).

The following policy defines how CareerSource Central Florida will locally define supports and incentives, and the parameters for its provision to participants.

V. REFERENCES:

1. [Workforce Innovation and Opportunity Act \(WIOA\) Sections 129 and 134](#)
2. [Title 20 Code of Federal Regulations \(CFR\) § 663.800-663.840; §664.440](#)
3. [Title 20 Code of Federal Regulations \(CFR\) 2 CFR Part 200](#)
4. [Florida Statute Chapter 445; 445.009, 445.025, 445.031,](#)



5. [WIOA Section 3\(59\)](#)
6. [WIOA Section 134\(c\)\(2\)\(A\)\(ix\)](#)
7. [CSF Administrative Policy 109](#)
8. [TANF State Plan](#)

VI. **POLICY:**

A. Support Services

Based on individual assessment and availability of funds, supportive services may be awarded to eligible participants. Supportive service awards are intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment. Supports are provided based on need as determined by the Career Services Consultant working with the participant, and may include:

- Transportation, including public transportation, ride shares and taxi fares.
- Clothing, footwear, and personal appearance/hygiene products for adequate presentation to a job interview or work;
- Certification fees, work tools and assistance with education-related testing; and
- Child care, dependent care, needs-related payments that are necessary for a career seeker to participate in assigned activities.

These payments will be made in the form of Reloadable Debit Cards when no relationship has been established with a selected vendor to provide the services.

When a relationship has been established, payment will be provided in the form of a voucher/direct payment to the selected vendor.

Support services may be provided directly by CSCF or in coordination with other entities to ensure resources and services are not duplicated. Support services through CSCF may only be provided to eligible WIOA Adult, Dislocated, Youth, and TANF participants when services are **not available** through other agencies or when the services are necessary for the individual to participate in a program. Support services will be viewed individually and creatively to enable customers to participate in education and training activities identified in his/her individual development plan. The rationale for providing support services must be well documented in the participant's plan. Support services will be based on careful consideration of the region's funding limitations and the availability of community resources, to leverage program resources to the greatest extent possible.

Eligibility for support services will be established based on an assessment of need and documented in the participant's individual development plan. To qualify for receipt of support services, staff - in consultation with the customer - must:

- Demonstrate and document a need that will prevent him or her from participating in a program, accepting employment, or retaining employment;
- Document that the customer is unable to afford the cost associated with addressing the need;
- Be unable to secure the needed services from another community resources;



- Qualify and enrolled in one or more programs operated by CSCF.
- For participants enrolled in training activities CSCF will document proof of attendance through Progress Reports, MSG, Statement of Attendance, or any other document that will allow verification of such attendance.
- Document mileage calculations for transportation support service intended to assist with travel to CSCF sponsored activity.
- Utilize CSCF Determination of Need Form in order to capture justifications, needs, amounts to be provided/approved, and attestations for receipt of and use of support for the intended purpose.
- Retain supporting documentation of costs incurred.

CSCF will not provide support services retroactively or reimburse for any services previously rendered.

B. Needs-Related Payments

Needs-related payments are a supportive service that provides financial assistance to participants to enable their participation in training. Unlike other supportive services, CSCF may only provide needs-related payments to eligible WIOA participants who are enrolled in training or accepted in a training program (Specifically an ITA training) that will begin within 30 calendar days.

1. Eligibility for Adults, Dislocated Workers and Out-of-School Youth (OSY)

To receive needs-related payments, adults and OSY (ages 18-24) must:

- a) Be unemployed;
- b) Not qualify for, or have ceased qualifying for, Reemployment Assistance (RA) benefits; or any other benefit program intended as needs related assistance (excludes SNAP and childcare subsidy), and
- c) Be enrolled in training services authorized under WIOA sec. 134(c)(3).

To receive needs-related payments, Dislocated Workers must be unemployed and;

- a) Have ceased to qualify for RA benefits or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) program; and
- b) Be enrolled in training services authorized under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the eighth week after the worker is informed that a short-term layoff will exceed six months; or
- c) Be unemployed, deemed ineligible for RA benefits or TRA under the TAA program, and be enrolled in training services authorized under WIOA sec. 134(c)(3).



2. **Payment Levels**

For adults, dislocated workers, and OSY, CSCF has established the payment level of needs-related payments utilizing the maximum weekly benefit amount (WBA) for Florida RA benefits: \$275 with a total maximum of \$1,100.

C. Specialized Program Considerations:

1. **Temporary Assistance for Needy Families Program (TANF):**

- a) Under the TANF, support services may not be provided to customers considered "applicants" of the program, except for those individuals who are applying for Upfront Diversion. Up-Front Diversion recipients are limited to a one-time diversion payment of up to \$1,000 based on documented outstanding bills and employment related needs.
- b) TANF Transitional customers may receive childcare support services for up to two years after completing the program as long as the customer remains employed. CSCF staff will support access to childcare through a referral process to Early Childhood Education providers in the region.

2. **Support Service Limitations:**

- a) Medical services, devices or prescriptions otherwise payable under federal, state, local, or personal insurance programs are not allowable. Medical/dental services, mental health services, substance abuse services, and domestic violence services are available through community resources and participants should be referred to the appropriate providers.
- b) Tuition for approved training is not included as support services. These costs are covered under an Individual Training Account. Other administrative fees, training supplies, instructional material, tools, uniforms, protective gear, required to participate in training or employment are considered support services if not paid directly to the training provider.
- c) The Chief Operations Officer or designee will establish support service thresholds each program year and will review support service funding levels to ensure resources are used with the intent of this policy. Memorandum will be distributed, and an addendum will be added to this policy. Resource levels will also be reviewed for expenditure levels as compared to established budget.

D. Incentives (Youth Only)

Incentive payments may be issued to participants for recognition and achievement directly tied to training activities, work experiences, or performance related outcomes specified in the customer's individual development plan and are issued in compliance with the requirements of 2 CFR Part 200.



Opportunities to earn incentives will be outlined in writing and reviewed with the customer to ensure understanding of program requirements. Supporting documentation of the activities completed or milestone achieved will be kept in the participant's file as verification of the achievement. Incentives may be issued in the form of reloadable debit cards.

E. Primary & Secondary Safe Key Holders

Each CSCF Career Services Office will manage the daily distribution and reconciliation of support services and incentives. Corresponding logs, lock boxes, and lock box keys will be secured at all times. The Career Services Manager will be responsible for the resources provided under this policy and will ensure monthly reconciliation of inventory is reported to the Finance Department.

F. Cancellation of Support Services

This policy and some or all of its categories of support services may be cancelled or changed, in whole or in part, by CSCF at any time and without notice, effective immediately, or at any time CSCF determines it necessary. Exceptions may be made to this policy by CSCF if it is in the best interest of CSCF or its customers.

G. Policy Exceptions:

Any exceptions to the above stated policy or any part thereof, must be documented and approved by the CareerSource Central Florida Chief Operation Officer or President/CEO.

VI. INQUIRIES: Questions regarding this policy should be directed to the Senior Planning Manager. Any updates to this policy will be communicated through the Chief Operations Officer or their designee as noted on page one of the policy.

VII. ATTACHMENTS/RESOURCES:

Attachment A: Determination of Need Form

Attachment B: Current COO Memo of Thresholds

Attachment C: Spreadsheet of Approved Vendors



To: Career Services Committee
 From: Mimi Coenen, Chief Operating Officer
 Subject: One-Stop Operator Solicitation Review Team Results and Recommendation
 Date: June 11, 2021

Purpose:

CareerSource Central Florida (CSCF) sought to engage an entity to serve as a coordinator of the required/mandatory partners within the One-Stop systems and build relationships to benefit the local five county service area. CSCF is submitting results and recommendations to the committee for approval on the proposed next steps.

Background:

A request for proposal (RFP#YN-21-10) was developed by CSCF to obtain formal price quotes from firms offering One-Stop Operator services to serve as the One-Stop Operator in accordance with the Workforce Innovation and Opportunity Act of 2014. The RFP was released via the CSCF website for a 25-day duration beginning April 26, 2021, with a bid closing date of May 21, 2021, in conjunction with publishing a legal notice in Orlando Sentinel.

Advance notification of legal notice publication was provided to approximately eighty-seven (87) firm representative capable of supplying services. Four firm responded to the solicitation providing proposal. Those who responded with written proposals are as follows: (1) LDW Group, (2) Career Team, (3) Thomas P. Miller & Associates; and Apopka Area Chamber of Commerce.

The CSCF Review Team reviewed submitted qualifications and proposals and then met. Each team member provided individual scores for each Proposer. The submitted averaged scores represent the team’s recommended scores and rankings to CSCF Board of Directors as shown in the matrix below:

| SUMMARY OF EVALUATED AVERAGE POINTS & RANK BY PROPOSER | | | | | |
|--|----------|---------------|-------------|---------------------|----------------------|
| <i>Proposer Name</i> | | | | | |
| | LDW | Thomas Miller | CareerTeams | Apopka Area Chamber | |
| | 96 | 87.666 | 85.333 | 56.333 | Overall Cum Averages |
| Ranking | 1 | 2 | 3 | 4 | |

Next Steps:

- CSCF recommends further review of the top three applicants: LDW, Thomas Miller and CareerTeams because of the need to build strong relationships, and the requirements to serve as CSCF One-Stop Operator. The additional review will include verbal and written interviewing tactics for comparison purposes.
- Based on this interview process, CSCF will make a final recommendation to the CSCS Executive Committee seeking its approval to contract with the One-Stop operator recommended.



ACTION ITEM

To: Executive Committee
From: Leo Alvarez
Subject: CareerSource Central Florida - Vehicles
Date: June 17, 2021

Purpose:

The purpose of this memo is to provide information on the current status of CSCF vehicles and the potential to trade trade-in it's two vehicles and consolidate to one new vehicle.

Background:

In 2012 CSCF had a fleet of 40 vehicles and three mobile class rooms. Over the years CSCF has sold or donated all vehicles and currently has two remaining vehicles, a 2006 Ford Ranger utilized by the Facilities Manager and a 2009 Ford E-150 Van utilized by the Information Technology Department. Based on repair cost averaging \$2,000 annually and insurance cost, roughly \$6,000 annually for the two vehicles, CSCF is proposing to consolidate by trading in the two vehicles and purchasing a new one. The new vehicle comes with a 5 year 60,000 mile warranty saving CSCF on annual repair cost, coupled with roughly \$3,000 in annual insurance savings will yield CSCF an estimated \$5,000 annually in saved cost. Below is the proposed cost of the new vehicle minus the net trade in allowance. CSCF proposes to pay the estimated net cost of \$11,000 from General Funds (unrestricted) and reimburse annually through depreciation expense.

2021 MODEL YEAR
RAM PROMASTER CITY TRADESMAN CARGO VAN

For more information visit: www.ramtrucks.com or call 1-866-RAMINFO

FCA US LLC

Base Price: \$26,130

TOTAL PRICE: * \$26,910

Fuel Economy and Environment
 Fuel Economy: 24 MPG city, 28 MPG highway
 4.2 gallons per 100 miles
 You spend \$1,000 in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,700

WARRANTY COVERAGE
 5-year or 60,000-mile Powertrain Limited Warranty
 3-year or 50,000-mile Basic Limited Warranty

5 YEAR / 60,000 MILE POWERTRAIN WARRANTY

GOVERNMENT 5-STAR SAFETY RATINGS
 This vehicle has not been rated by the government for overall vehicle score, frontal crash, side crash, or rollover risk.

PARTS CONTENT INFORMATION
 FOR VEHICLES IN THIS COUNTRY: U.S./CANADIAN PARTS CONTENT: 34% MAJOR SOURCES OF FOREIGN PARTS CONTENT: TURKEY: 44%, ITALY: 18%
 NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.
 FOR THIS VEHICLE: FINAL ASSEMBLY POINT: BURSA, TURKEY
 COUNTRY OF ORIGIN: ENGINE: UNITED STATES
 TRANSMISSION: UNITED STATES

VEHICLE PROTECTION
 Ask for Maximum Vehicle Protection for your vehicle. We built it. We back it.

Orlando Dodge Chrysler Jeep Ram


Date/Time: 4/12/2021 2:21:24 PM

Buyer: Laron Willingham
Cell Phone: (407) 868-4012
Address: Orlando, FL 32801

Trade 1: 2006 Ford Ranger (95,955 mi.)
Trade 2: 2009 Ford E-150 (44,628 mi.)

Salesperson: Dylan Olson

2021 Ram ProMaster City Cargo Tradesman M0395



VIN: ZFBHRFABXM6T12179
Odometer: 21
Color: Bright White
Body Type: Mini-van, Cargo

Total Trade Allowance **\$14,000.00**

Total Trade Adjustments **0.00**

Net Trade Allowance **\$14,000.00**

| | |
|------------------------|-------------|
| MSRP/Retail | \$26,910.00 |
| Total Savings + Rebate | \$2,750.00 |
| Customer price | \$24,160.00 |
| Tag Fee | \$219.25 |
| Dealer Fee | \$599.95 |
| Total Taxes | 0.00 |
| Trade Allowance | \$14,000.00 |
| Trade Payoff | 0.00 |
| Cash Down | 0.00 |
| Amount Financed | \$10,979.20 |

Ford Ranger Adjustments:
Ford E-150 Adjustments:

All payments and financing based on credit approval.

| | | | |
|--------------------|------|-------------------|------|
| X | | X | |
| Customer Signature | Date | Manager Signature | Date |

Action: Recommendation for Executive Committee to approve staff to move forward with consolidating its remaining two vehicles by trading in and purchasing a new one as described above.

6/24/21 CSCF BOARD MEETING AGENDA

- Meeting Details
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- Welcome
- Spotlight Story
- Board Recognition
- Awards Recognition
- Roll Call
- Public Comment
- Consent Agenda
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- Insight
- Other Business
- Adjournment

| Agenda Item | Topic | Presenter | Action Item |
|-------------|--|----------------|-------------|
| 1. | Welcome | Mark Wylie | |
| 2. | CSCF Spotlight Story | Mimi Coenen | |
| 3. | Board Recognition | Mark Wylie | |
| 4. | Awards Recognition | Mark Wylie | |
| 5. | Roll Call / Establishment of Quorum | Kaz Kasal | |
| 6. | Public Comment | | |
| 7. | Consent Agenda | Mark Wylie | X |
| | A. 4/23/21 Board Meeting Draft Minutes | | |
| | B. Proposed 2021-2022 Board –Committee Meeting Schedule | | |
| | C. CSCF Policy: Support Services (Executive) | | |
| | D. CSCF Vehicles (Executive) | | |
| 8. | Action Items | | |
| | A. Committee Actions | | |
| | 1) Bylaws (Governance) | Richard Sweat | X |
| | 2) Slate of Officers (Governance) | Richard Sweat | X |
| | 3) FY 2021-2022 Draft Budget (Finance) | Eric Ushkowitz | X |
| | 4) Youth Navigator Contract (Career Services) | Paul Bough | X |
| | 5) One Stop Operator Contract (Career Services) | Paul Bough | X |
| | 6) New Training Providers and Programs (Career Services) | Paul Bough | X |



6/24/21 CSCF BOARD MEETING AGENDA (CONTINUED)

| Agenda Item | Topic | Presenter | Action Item |
|----------------------------------|---|-----------------------|----------------------|
| 9. | Information / Insight | | |
| | A. Chair's Report | Mark Wylie | |
| | B. President's Report | Pam Nabors | |
| | 1) Finance Report | Eric Ushkowitz | |
| | C. Committee Reports | | |
| | 1) Executive (<i>met on 6/17/21</i>) | Mark Wylie | |
| | 2) Audit (<i>No Updates</i>) | Larry Walter | |
| | 3) Career Services (<i>met on 6/11/21</i>) | Paul Bough | |
| | 4) Community Engagement (<i>met on 5/17/21</i>) | Jody Wood | |
| | 5) Facilities Ad Hoc (<i>met on 6/1/21</i>) | Matt Walton | |
| | 6) Finance Committee (<i>met on 6/8/21</i>) | Eric Ushkowitz | |
| | 7) Governance Committee (<i>met on 5/12/21</i>) | Richard Sweat | |
| | a. Board Engagement (7/1/20 thru 3/21/21) | | |
| | 8) Revenue Diversity Ad Hoc (<i>met on 6/2/21</i>) | Eric Jackson | |
| | a. Career Passport | Richard Sweat | |
| | 4) Insight | | |
| | 1) Legislative Update | Senator Jason Brodeur | Florida State Senate |
| 10. | Other Business | | |
| 11. | Adjournment | | |
| <u>Upcoming Meetings:</u> | | | |
| See Proposed Roster | | | |

RETURN TO AGENDA

Meeting Details

Meeting Agenda

Welcome

Spotlight Story

Board Recognition

Awards Recognition

Roll Call

Public Comment

Consent Agenda

Information / Discussion / Action Items

Insight

Other Business

Adjournment



Pam Nabors
President & Chief Executive Officer
2021-2022 Goals

1. Develop and implement a strategy to measure the Return on Investment (ROI) for CareerSource Central Florida (CSCF) services. In June 2022, provide a report to the Board of Directors regarding the findings, and with recommendations.
2. Determine leadership alignment and 5-year succession plan to position CSCF for greater revenue independence from a single funding source. Present succession plan to Board of Directors by quarter four of program year 2021-2022.
3. Evaluate Sterling Governor's Award (SGA) findings and prepare plan for addressing Opportunities for Improvement (OFI's); by quarter four of 2021-2022 program year make recommendations to Board of Directors regarding the submission of SGA application in quarter one of the 2022 – 2023 program year.
4. Achieve an unqualified audit for CSCF in 2021-2022.

20-21 End of Year July 20, 2021

Nabors, Pamela

CEOP-Chief Executive Officer/President

000007-Executive

Reviewed by Espinal, Rosa

Review Period

July 01, 2020 - June 30, 2021

Rating Scale

1 One - Unacceptable

One - Unacceptable

2 Two - Below Average

Two - Below Average

3 Three - Meets Expectations

Three - Meets Expectations

4 Four - Above Average Expectations

Four - Above Average Expectations

5 Five - Exceeds Expectations

Five - Exceeds Expectations

Goal 1 of 5

0% Complete

Weighted at 20%

Assess the current state of CSCF workforce effort in response to COVID 19 and recommend adjustments to plan by 12/31/20.

CAREERSOURCE INNOVATION

Employee Response

4 Four - Above Average Expectations

CSCF rapidly adapted to changing labor market conditions. In the first 6 months of 20-21, we effectively responded to the continuing lay-offs in the region, particularly from Disney and the theme parks. Our agency set up a direct 800 line for affected Disney workers. We also successfully negotiated with Orange County to receive \$7 million in CARES Act funds to respond to the crisis. We also deployed virtual job fairs in the fall to respond to those employers with emerging labor needs.

Reviewer Response

5 Five - Exceeds Expectations

CSCF has responded very well to the changing conditions of delivering services, and Pam has been an outstanding leader for the organization. MPW

Goal 2 of 5

100% Complete

Weighted at 20%

Successfully meet the Orange County Help Is Here CARES Act objectives by June 30, 2021

CAREERSOURCE TALENT

Employee Response

5 Five - Exceeds Expectations

HIH engaged over 7000 Orange County residents; just over 2500 were enrolled in training, and CSCF spent all but \$250,000 of \$7 million in CARES resources by 12/30/2020 - an extraordinary effort by the CSCF team.

Reviewer Response

5 Five - Exceeds Expectations

The County presented a challenging opportunity for CSCF, and the team took up the challenge and delivered. Credit to Pam's leadership that the County was confident in CSCF to deliver. MPW

Goal 3 of 5

200% Complete

Weighted at 20%

Meet or exceed revenue diversity targets for 2nd year.

CAREERSOURCE DIVERSE REV

Employee Response

5 Five - Exceeds Expectations

Our revenue diversity target was exceeded significantly by receiving \$7 million in CARES funding. We also exceeded our Ticket to Work target, as well as our foundation and municipal targets. Our corporate donations increased, but will be the focus next year for the diversity goal.

Reviewer Response

5 Five - Exceeds Expectations

Exceeded expectations with the opportunities to assist the unplanned great numbers of unemployed. The board has also responded with donations. MPW

Goal 4 of 5

100% Complete

Weighted at 20%

Achieve unqualified annual audit by 6/30/2021.

CAREERSOURCE INNOVATION

Employee Response

5 Five - Exceeds Expectations

For 6 years in a row, CSCF has achieved an unqualified audit. Also in monitoring we had no fiscal findings, another repeat achievement; also our program monitoring findings decreased by 50% from 12 to 6. These are administrative comments on a pool of over 200,000 transactions.

Reviewer Response

5 Five - Exceeds Expectations

Under Pam's leadership, the audits have been clean and without adjustments. MPW

Goal 5 of 5

100% Complete

Weighted at 20%

Submit a competitive Sterling application by October 2020 & Achieve the Sterling Award by June 2021.

CAREERSOURCE INNOVATION

Employee Response

3 Three - Meets Expectations

We submitted the Sterling GSA in October 2020. The virtual evaluation period began in February 2021 and exceeded through April. The final assessment praised CSCF for our Leadership, Strategy and Operational Excellence. We have opportunities for improvement in Customer Satisfaction - where we need to develop a regular cadence to assessing career seeker and business satisfaction with our services. This is a goal for 21-22.

Reviewer Response

4 Four - Above Average Expectations

While not achieving Sterling recognition, it was not for want of trying. I think the virtual judging augured against CSCF, as they could not meet in person with the team. CSCF has adopted its processes to Sterling levels, was recognized for outstanding achievement. I expect that the organization will finally be recognized in future years, but the real value is in the organizations ability to deliver value to its clients and partners. MPW

Competency 1 of 6

CareerSourcer Customer Loyalty & Satisfaction

Weighted at 16.67%

Delivering a high-quality customer experience supported by a team of diverse CareerSourcers – our workforce teams.

Employee Response

3 Three - Meets Expectations

We served almost 50K career seeker customers this year, and near 4,000 businesses. Of the businesses, the majority

are new customers.

Reviewer Response

5 Five - Exceeds Expectations

COVID required CSCF to go virtual and the pandemic through Central Florida's hospitality industry into a deep hole. In spite of these challenges, CSCF staff did an outstanding job of reaching out to businesses and individuals, and working with training partners. MPW

Competency 2 of 6

**CareerSourcer Ethics &
Integrity**

Weighted at 16.67%

CareerSourcer shows organizational stewardship, to include management of funds dedicated to talent solutions for individuals and businesses.

Employee Response

5 Five - Exceeds Expectations

Unqualified audit for 6 years; no fiscal monitoring; no compliance findings on our Board process or actions. We also successfully implemented a new DEO sub-agreement that added many more compliance requirements to the process of spending the federal resources.

Reviewer Response

5 Five - Exceeds Expectations

CSCF under Pam's leadership has been an excellent steward of resources. MPW

Competency 3 of 6

CareerSourcer Effectiveness

Weighted at 16.67%

Degree to which the CareerSourcer is seen as leader within their Talent Solutions role. Compliance with fiscal and program policies and guidance requirements. The level at which tasks are performed carefully, accurately, and in accordance with specific instructions. Consistency of work quality and compliance with standards, requirements, and expectations.

Employee Response

4 Four - Above Average Expectations

Our Sterling SGA demonstrated the significant improvement in creating and following processes that provide for consistency of service delivery.

Reviewer Response

5 Five - Exceeds Expectations

CSCF under Pam's leadership has been widely recognized by businesses and organizations for its leadership in this role. The confidence Orange County has in the organization is evident not only in the CARES Act stewardship, but in future opportunities. MPW

Competency 4 of 6

CareerSourcer Organizational Relations

Weighted at 16.67%

CareerSourcer furthers CSCF's vision by providing support that enhances the organization and develops a safe, and healthy work environment; always demonstrates the ability to build outstanding working relationships, inspires staff and/or coworkers to excel in service excellence, leads by example, helps to create a cooperative work environment conducive to excellence in service, and enthusiastically promotes service excellence initiatives.

Employee Response

5 Five - Exceeds Expectations

Staff engagement and satisfaction was measured this year through the SHRM Employee engagement survey. CSCF staff are overall satisfied with being a "CareerSourcer" - over 80% which is above the national standard for organizations of our size.

Reviewer Response

5 Five - Exceeds Expectations

I agree with Pam's comments, and will add that the participation in the organization's retirement program has grown far beyond expectations -- a clear indicator in the confidence of employees in their future career opportunities. MPW

Competency 5 of 6

CareerSourcer Innovation

Weighted at 16.67%

CareerSourcer embraces innovation and technology as considerations in strategic and operational approaches.

Employee Response

4 Four - Above Average Expectations

CSCF deployed many technology solutions to respond to the COVID pandemic and economic crisis. We utilized virtual job fair platforms effectively; set up and deployed a new case management system (CareerEDGE) to track Help Is Here CARES act participants. All staff were trained and provided equipment to perform effectively in-office or at home.

Reviewer Response

5 Five - Exceeds Expectations

The quick and continued response to COVID conditions required CSCF to be very nimble and responsive using new technology for many of the staff. Training and equipment were made available which resulted in successful efforts to deliver services in FY 2020-2021. MPW

Competency 6 of 6

CareerSourcer Purpose Driven

Weighted at 16.65%

CareerSourcer understands the organization's mission, vision, and culture and it is demonstrated by a consistent ability to meet performance goals while delivering customer service that goes above and beyond compliance and the established norms.

Employee Response

5 Five - Exceeds Expectations

CSCF always strives to achieve beyond the compliance and established norms. In seeking the Sterling SGA we constantly push towards continuous improvement. Our Youth Program was recognized through this rigorous process as a Best Practice in Customer Service by the examiner team. We also met and exceeded all WIOA performance measures in the review period pre-COVID.

Reviewer Response

5 Five - Exceeds Expectations

CSCF is blessed to have Pam in the CEO role. Her depth of experience and vision for the organization certainly goes above and beyond compliance and "normal" operations. MPW

Summary

4.37

Employee Self Review

Four - Above Average Expectations

This past year has tested CSCF in many positive ways -so many innovations we planned were rapidly implemented to respond to the changing labor market due to the economic crisis. Our organization also submitted and successfully completed the Sterling application process during this year. We successfully negotiated with Orange County for CARES act funding and deployed all but \$250,000 in a 5 month period. We also received additional resources from DEO due to the success of getting individuals into training. We have as of June over 5000 individuals who received skills training this year, and have the continuing opportunity to gain more resources from the state and counties through ARP. The entire staff worked tirelessly in responding to the needs of both job seekers and businesses this past year - everyone truly went above and beyond. Thank you to the Board for your support and encouragement of CSCF efforts.

4.9 Overall Rating
Five - Exceeds Expectations

5 Competency
50% of Overall Rating

4.8 Goal
50% of Overall Rating

Reviewer Overall Comments

Exceeds expectations. 2020-2021 was a perfect storm for a talent solutions provider. The major Central Florida industry closed, causing uncertainty and potentially economic disaster for the community. CSCF under Pam's leadership rose to the challenge, and worked closely with government to bridge the gap for individuals, and help businesses that could stay open with finding talent. It has been a pleasure to serve as board chair for the organization through this unique set of circumstances and to support the efforts of Pam and her team.

Signatures

Employee Signature

Date

Reviewer Signature

Date

Human Resources Signature

Date

Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of
Minutes

Information /
Discussion /
Action Items

Other Business

Adjournment

OTHER BUSINESS

Meeting Details

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▶ **Adjournment**

ADJOURNMENT

THANK YOU!

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