



Mission Moment

- Carol Murray was a 48-year-old mother and career seeker on Reemployment Assistance
- She had attempted college twice before, with no success
- CSCF Career Consultant worked with her to develop a career plan that included training at Valencia - in the Paralegal Studies Program
- Carol's employment goal was to obtain a job with benefits that paid \$23.00/hour
- Carol graduated, was awarded the Chi Epsilon Honor society honor award for her grades, and achieved her goals.

<http://news.valenciacollege.edu/about-valencia/its-never-too-late-says-grad-who-started-a-second-career-as-a-paralegal/>

VALENCIA COLLEGE



Carol's grad cap says it all; a midlife career change is possible.

Lowndes
Drosdick
Doster &
Kantor
Reed, P.A.

ATTORNEYS
AT LAW



Congratulations to John F. Davis

Outstanding Service Recognition

John F. Davis
CareerSource Central Florida
Board of Directors
July 1, 2015 – June 30, 2018



Congratulations to Chuck Todd

Outstanding Service Recognition

Chuck Todd

CareerSource Central Florida

Board of Directors

May 3, 2012 – June 30, 2018

DRAFT

**Board of Directors Meeting
 Orange County Government – Administrative Building
 201 S. Rosalind Ave., Orlando, FL 32801**

**Thursday, April 12, 2018
 9:00 a.m.**

MINUTES

MEMBERS PRESENT: Debbie Clements, Paul Bough, Glen Casel, William D’Aiuto, Keira des Anges, John Gill, Nicole Guillet, Mark Havard, Jeff Hayward, Eric Jackson, Leland Madsen, John Pittman, Kathleen Plinske, David Sprinkle, Jim Sullivan, Richard Sweat, Jane Trnka, Al Trombetta, Eric Ushkowitz, Larry Walter, Jody Wood and Mark Wylie

MEMBERS ABSENT: Steve Ball, Greg Beliveau, Wendy Brandon, John Davis, John Gyllin, Sheri Olson and Chuck Todd

STAFF PRESENT: Pam Nabors, Mimi Coenen, Leo Alvarez, Ann Beecham, Lisa Burby, Nilda Blanco, Steven Nguyen, Bradley Collor, Yolanda Green, Darlene Davis, Katherine Vega, Janet Saunders and Kaz Kasal

GUESTS PRESENT: Horacio Carreno / Primus, Pipe and Tube. Inc.; Thomas Wilkes/GrayRobinson

Agenda Item	Topic	Action Item / Follow Up Item
1	<p>Welcome Ms. Clements, Board Chair, called the meeting to order at 9:07 am and welcomed those in attendance. Ms. Clements thanked Orange County Government for hosting the meeting.</p> <p>Mr. Ushkowitz, Board Member and Economic Development Administrator for Orange County Government, greeted the attendees and provided a brief overview of Orange County Government and his department, the Office of Economic Development. Mr. Ushkowitz stated that Orange County is the most populous county in the state with a population of 1.28M. Meetings are held every Tuesday.</p>	
2	<p>Mission Moment Ms. Mimi Coenen, Chief Operations Officer, introduced Mr. Horacio Carreno, Vice President of Primus Pipe and Tube, Inc. Mr. Carreno greeted the attendees and provided an overview of his company, which manufactures carbon and stainless steel pipes. Due to the recent federally imposed tariffs on imported steel, Mr. Carreno stated that Primus Pipe has experienced an upswing in production requiring a need to hire additional staff. Mr. Carreno extended his thanks to CSCF and Ms. Yolanda Green, CSCF Business Consultant for the partnership and internship program, which resulted in 10 hires.</p>	
3	<p>Roll Call / Establishment of Quorum Ms. Kasal commenced with roll call and reported that there was a quorum present, with two-thirds of the full Board in attendance.</p>	
4	<p>Public Comment None offered.</p>	

<p>5</p>	<p>Chair's Report Ms. Clements relayed the feedback she received from two chambers of which she is a board member: Kissimmee/Osceola County Chamber and Apopka Chamber. Both chambers were impressed with the interns received through CSCF's internship program.</p> <p>Ms. Clements welcomed and introduced new board members Ms. Keira des Anges, Vocational Rehabilitation Supervisor with the Division of Vocational Rehabilitation, representing vocational rehabilitation seat on the Board and Mr. David Sprinkle, Managing Partner of Veritas Recruiting Group, LLC representing Seminole County business seat on the Board.</p> <p>Ms. Clements reviewed her visit to the National Association of Workforce Boards (NAWB) Conference in Washington D.C., which provides the opportunity to learn what workforce boards are doing across the nation. At the Conference, she heard some negative comments made with regard to the issues at CareerSource Tampa Bay and CareerSource Pinellas. Ms. Clements requested of the Board, as a "call to action," to be cognizant of the "CareerSource" brand and, as stewards, to challenge or question any matters of CSCF where further understanding or information is needed. Mr. Jackson concurred, adding that this Board is here to govern and if something is in question, it is the Board's responsibility to address and handle it.</p> <p>Ms. Nabors stated that the Department of Economic Opportunity will be conducting a monitoring at CSCF, as well as the other regions, to make sure the issues occurring Tampa Bay and Pinellas are not occurring in the other regions. CSCF's external contractor also conducted a monitoring as well.</p>	
<p>6</p>	<p>Consent Agenda: Ms. Clements, Board Chair, asked the Board if any item on the consent agenda, as listed below, needed to be moved to the action item portion of the agenda.</p> <p>Consent Agenda:</p> <ul style="list-style-type: none"> • Draft Minutes of 2/22/18 Consortium & Board Joint Meeting • Operations and Finance Report • President's Report • Health Insurance Provider 2018-2019 	<p>Mr. Jackson made a motion to approve all items on the consent agenda. Mr. Ushkowitz seconded; motion passed unanimously.</p>
<p>7</p>	<p>Actions Items to Vote on or Discuss:</p> <p><u>Business Case Statement – Ticket To Work:</u> Mr. Jackson, Chair of Revenue Diversity Ad Hoc Committee, referred to Ticket To Work business case statement (attachment) and provided an overview of the elements in the case statement. Mr. Jackson stated the Revenue Diversity Committee concurred this is a great, safe first venture in the revenue diversity arena. The Board asked clarifying questions and discussed ideas.</p>	<p>Mr. Jackson made a motion to allow staff to move forward to expand Ticket To Work's existing program, earmarking \$75,000 from unrestricted funds in 18-19 Budget. Mr. Pittman seconded; motion passed unanimously.</p>

	<p><u>Amended Bylaws:</u> Mr. Wylie, Chair of Governance Committee, referred to the amended Bylaws (attachment – red-lined version) which the Committee, at its 3/7/18 meeting, approved to move forward to the Board for review and approval. Mr. Wylie stated that the 30-day public notice has been met and, as two-thirds of the entire Board are present, a Board vote to amend the Bylaws can occur.</p> <p><u>Hurricane Maria RFQ</u> Ms. Coenen, referred to the action item memo (attachment) on the Request For Quotes (RFQ) for vendors that can provide services to support career preparation for individuals displaced due to the 2017 hurricanes. Ms. Jane Trnka, a member of the RFQ evaluation team, reviewed the RFQ timeline, criteria and evaluation process. Based on their evaluation, the recommendation is for four vendors for services. Dr. Plinske disclosed her conflict of interest.</p> <p>Ms. Nabors noted the following correction to be made on page two of the action item memo: “Valencia State College” should read “Valencia College.”</p> <p>The Board had further discussion on Hurricane Maria evacuees and their challenges (affordable housing, health), as well as the community’s challenges in its support to the evacuees. The Board also received an update on CSCF’s initiative Project Restore 2.0.</p>	<p>Mr. Wylie made a motion to approve the amended Bylaws, as presented. Mr. Hayward seconded; motion passed unanimously.</p> <p>Ms. Trnka made a motion to approve staff to negotiate vendor agreements with Hispanic Business Initiative Fund dba Prospera, Urbander and Valencia College to deliver the activities as outlined in the action item memo. Mr. Hayward seconded, with Dr. Plinske abstaining; motion passed unanimously.</p>
<p>7</p>	<p>Information: Committee Reports Executive Committee: Ms. Clements, Executive Committee Chair, stated the Committee met on 4/3/18 and reviewed the committee reports.</p> <p>Audit Committee: Mr. Ushkowitz, Audit Committee Chair, stated that there were no Committee updates.</p> <p>Community Engagement Committee: Ms. Wood, Community Engagement Chair, stated that there were no Committee updates. Ms. Nabors introduced Ms. Lisa Burby, the new V.P. of Strategic Communications. Ms. Burby will be supporting the Community Engagement Committee going forward.</p> <p>Finance Committee: Mr. Ushkowitz, Finance Committee Chair, stated that the Finance Committee met on 4/5/18. The Committee reviewed FY 17-18 financials through 2/28/18 and status of potential space at Lake Sumter State College for CSCF’s Lake county office (current lease expires 7/31/18). The Committee also reviewed and approved for Board final approval (on Consent Agenda) the health insurance provider for 18-19. On 5/24/18, the Finance and Career Services Committees will have their annual Budget Workshop to review and discuss budget priorities for FY 18-19– all Board Members are welcome to attend.</p>	

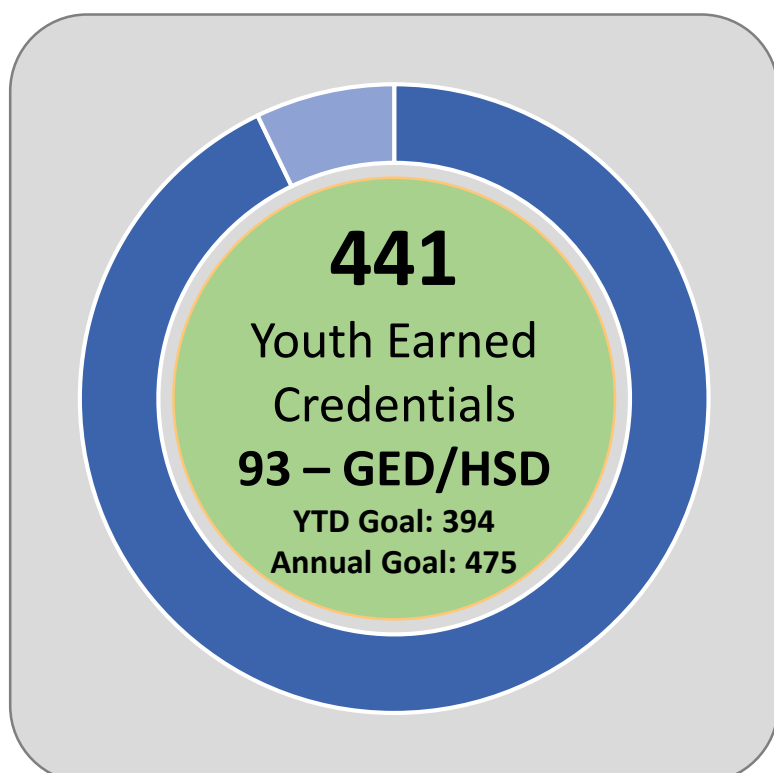
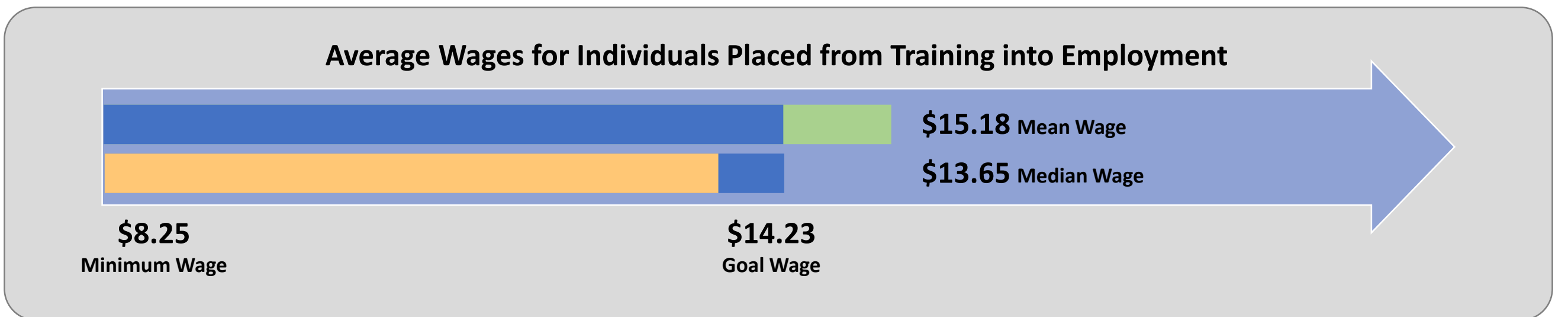
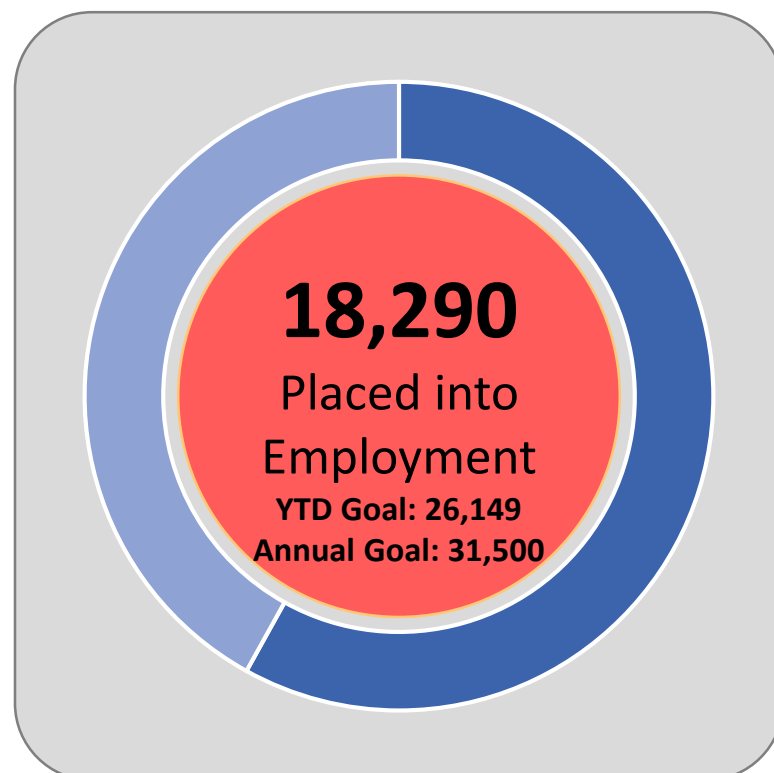
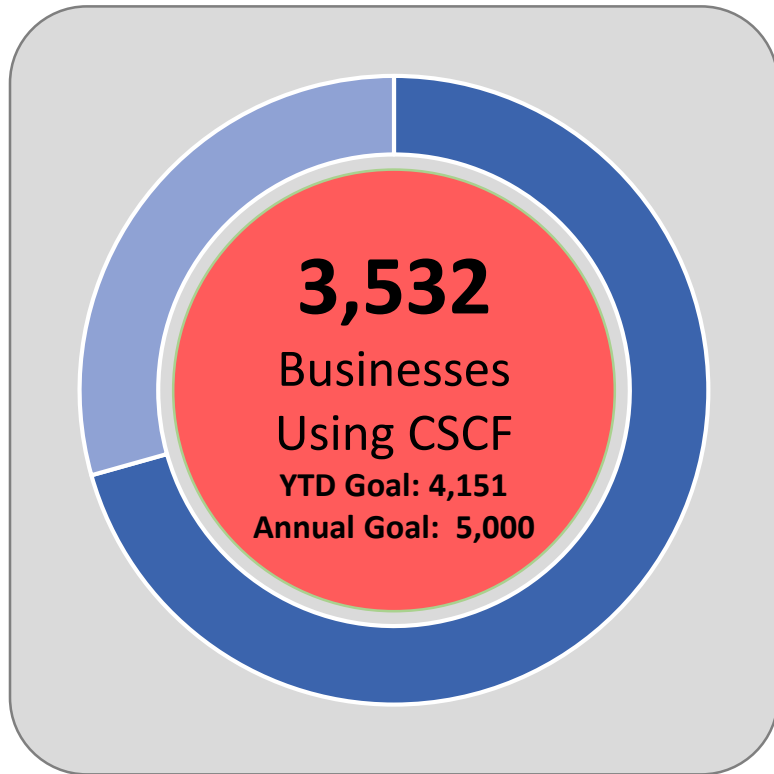
	<p>Governance Committee: Mr. Wylie stated the Governance Committee met on 3/7/18. The Committee reviewed amended Bylaws, the status of each Board seat expiring 6/30/18 and Board engagement. The Committee concurred to conduct a Board survey in Fall 2018. Mr. Wylie stated the Committee also received an Enterprise Risk update from Mr. Alvarez. The Committee discussed ensuring the staff and Board members' safety during each committee and Board meeting.</p> <p>Career Service Committee: Dr. Plinske stated the Career Services Committee met on 3/22/18. The Committee reviewed the performance metrics through 2/28/18. The Committee also reviewed Labor Market Information (LMI) data and discussed short-term training options and specific in-demand occupations within targeted industries. . Also, the Committee had further discussion on how to attain feedback from the employer community.</p> <p>Revenue Diversity Ad Hoc: Mr. Jackson, Committee Chair, stated the Revenue Diversity Ad Hoc Committee met on 4/2/18. Mr. Jackson stated that the Committee is continuing its work on the Youth Services business case statement and additional ideas are being incorporated into the plan.</p> <p>President's Report Ms. Nabors provided the following highlights from her report:</p> <p>CSCF co-sponsored a homeless youth count initiative. This population is not connected and is a vulnerable part of the future workforce pipeline.</p> <p>CareerSource Florida met in Orlando to do their strategic planning – two highlights from this:</p> <ol style="list-style-type: none"> 1) Enterprise Risk process that CSCF is doing is a best practice, and CareerSource Florida is looking to replicate it across the state. 2) The need to redefine of “regular employment” – there is an increase of individuals who are self-employed or “gig” workers and the current system is not capturing these individuals under “regular employment.” 	
6	<p>Other Business Ms. Clements stated that Ms. Kasal will be sending out surveys to poll for alternate date options in the last two weeks of June 2018.</p>	
7	<p>Adjournment There being no other business, the meeting adjourned at 10:25 am.</p>	

Respectfully submitted,

Kaz Kasal
Executive Coordinator

PY 17-18 Operations Report

Through 04.30.2018



**CareerSource Central Florida
President/CEO Report
June 21, 2018**

Highlights

Board Development and Strategic Initiatives

- Staff and two Board Officers attended the 26th Annual Sterling Conference. CSCF is in its third year of adopting the Sterling criteria modeled from the National Baldrige Criteria for performance excellence. The Conference provided opportunities to continue learning about the systemic management model and how to create processes to align strategy and results to improve organizational outcomes.
- CSCF is one of five workforce boards to be awarded a \$100,000 State Apprenticeship Expansion Grant, to support the creation of a carpentry apprenticeship program in partnership with I-Build, a regional consortium of employers, industry experts, post-secondary and secondary education partners, and workforce. The grant will further expand construction training and talent into the workforce.

Internal Process and Systems

- In May, CSCF sent a group of emerging leaders to the National Association for Workforce Development Professionals' (NAWDP) National Conference. Along with attending learning sessions and hearing motivational talks, several of the team assisted in presenting a workshop. Nilda Blanco, Business Intelligence Officer, received the *Sar Levitan Advancing the Research* award, recognizing excellence in data and research practices.
- CSCF IT advanced both Business Continuity and Disaster Recovery processes with major upgrades: first, by deploying replication technology for critical servers, creating live standby in the event of an emergency; then by utilizing a Disaster Recovery as a Service solution that transfers this backed-up data to an encrypted, certified cloud provider outside of Florida for quick turnaround of compromised data. In layman's terms, CSCF has upgraded its cybersecurity and data continuity practices.
- The Revenue Diversity Committee developed a business plan for the Ticket to Work Program, which was presented and approved by CSCF's Board during the April 12th meeting. The program has projected revenues of \$220K in the next fiscal year, and a goal of 35% annual increases over the next five years.
- CSCF's retirement 403b plan continues to grow in plan assets and staff participation. Assets have doubled in the last three years and are currently valued at nearly \$6M. In the same three years, plan participation increased from 60% to roughly 95% of staff contributing to their retirement plan.
- CSCF has taken the first step in its new 5-year facilities plan and has provided a recommendation to the Board to relocate its current Lake Office to the Lake Sumter State College (LSSC) Foundation Building. The LSSC partnership provides an opportunity to expand career support services and job placement between the two organizations, while providing a reduction in rental costs of roughly \$250K over the five-year lease.

Programs and Performance Outcomes

- CSCF Summer Youth program - an opportunity for qualified sophomores, juniors, and seniors to gain valuable work experience by participating in a summer internship – is underway. Students receive mentoring, occupational skills training, leadership development, and financial education to support their introduction into the workplace. The 8-week Summer Youth program will provide paid work experience for 500 young adults this summer. Program partners include: Sumter, Lake, Apopka, Community Based Care, Sanford, Mayor Jacob's LEADS, Holden Heights & Pine Hills, Lift Orlando, Eatonville, Osceola, Orange County Public Schools, and City of Orlando.
- CSCF, in partnership with Valencia College, has successfully met the goals within M-Path Advanced Manufacturing Grant (TAACCT 4), with 98 enrolled; 84 completed; and 90 placed at an average wage of \$15.29 per hour.
- CSCF has exceeded its goal in placing 4,000 customers into job orders recruited and opened in the Employ Florida system. To date, 4,122 customers have been screened and placed into the job orders.
- Pam Nabors and Mimi Coenen attended the US Conference of Mayors in Boston, Workforce Development Council (WDC), from June 5 -9th. The Council is comprised of national leaders in workforce and economic development and annually meets to discuss best practices from the 80+ members who make up the WDC. Pam led a session of new council members by delivering the opening-day orientation for the new members.

Community Engagement and Outreach

- In partnership with Moore Communications Group, CSCF launched an outreach campaign focused on generating brand awareness and aimed at evacuees from Puerto Rico and the surrounding islands. The campaign runs from May 29 – June 30, and supports the work the Project Restore team is doing to deliver specialized workforce development services to this unique population and help integrate these career seekers into the Central Florida community.
- CSCF sponsored several community partner events, including the National Entrepreneur 15-Year Celebration; the Early Learning Coalition First Five Years Gala; Mayor Jacobs' State of the County Address; the Leadership Seminole Graduation; and Orlando Women's luncheons. Pam Nabors presented information about CSCF to the Lake Chamber and Apopka Rotary, and served on the Leadership Seminole: Talent Wars Panel. CSCF also presented at the Winter Garden Chamber's June meeting.
- CSCF received several grants aimed at providing much-needed workforce development services to targeted populations throughout the region. The grants came from the National Dislocated Worker Grant, the U.S. Department of Labor, and Florida Department of Economic Opportunity, and totaled \$6,479,000. They include partnerships with the Lake Community Action Agency, Lighthouse of Central Florida, and other community and education partners. CSCF also received a \$10,000 grant from Wells Fargo in support of its workforce skills training initiatives to low-to-moderate-income young adults in the Holden Heights community of Orange County.
- A 3-month CSCF-awareness campaign debuted April 9 on the *Orlando Business Journal's* website, to highlight CSCF as a business partner and career-services thought leader. To date, the campaign has garnered more than 510,000 consumer impressions, with the most popular article being about millennials, and the second most popular showcasing the simplicity of matchmaking a career-seeker to a career.



Memorandum

To: CareerSource Central Florida Board of Directors

From: Pamela Nabors, President & CEO

Subject: Approval of Four-year Comprehensive Plan Modification – ACTION

Date: June 5, 2018

Background:

The 2014 Workforce Innovation and Opportunity Act (WIOA) requires local workforce systems to develop a four-year comprehensive plan (2016-2020) that addresses the needs of businesses and connects career seekers to growing and emerging career pathways. CSCF completed and submitted its initial plan to CareerSource Florida (CSF) and the Department of Economic Opportunity (DEO), and is now required to update its four-year plan to address any changes to its original plan and include any learnings from its first two years of implementation.

In its preliminary update to CSF and DEO, CSCF further articulates the following strategies for continued implementation:

- Alignment of training investments to key industries and “middle market” occupations earning \$15 per hour or more;
- Use of business intelligence to understand business and industry needs, and develop strategies to engage the region’s talent pool; and
- Use the Florida Sterling management model to create increased organizational alignment of strategies, processes, and results in preparation for the Governor’s Sterling Award application process in 2019.

Action:

Staff requests approval from CareerSource Central Florida’s Board of Directors and Local Elected Consortium of the final version of the modified plan. Upon approval, CSCF will send plan to CareerSource Florida and the Department of Economic Opportunity.



To: Board of Directors
From: Leo Alvarez
Subject: CareerSource Central Florida - Facilities
Date: June 21, 2018

Purpose:

To provide a recommendation to the Finance Committee of CareerSource Central Florida’s intent to relocate its facilities in Lake and Osceola Counties.

Background:

Lake County Office - CareerSource Central Florida’s Lake County office lease is set to expire on July 31, 2018. As discussed in previous committee meetings, CSCF has a desire to partner with Lake Sumter State College and relocate its office to the College Foundation building. The Foundation building is centrally located in Lake County, on a high traffic road offering lots of visibility and public transportation for customers. Furthermore, the partnership also provides an opportunity to expand the career support services and job placement between the two organizations. Over the last nine months, CSCF has been negotiating rental costs with the college, as well as engaged an architect to draft a space plan and obtain bids for the buildout cost. The proposed cost is as follows:

Lease Terms:

Lease Size: 10,000 +/- SF
 Rate: \$14 per sq. /ft. (Full Service Lease). 3% Annual escalation
 Term: 60 Months. Option to renew annually after year 5.
 Termination Option: 90 days from notice, unamortized cost of TI over 60 months if notice made by LSST.
 Buildout Cost: Not to exceed \$150,000. Paid by CSCF.

Cost Breakdown:

	Current Lease @ 9,860 sq./ft.	Proposed Lease @ 10,000 sq./ft.	Annual Savings
Annual Rent	\$ 146,421	\$ 140,000	
Utilities, Repairs, Maint, Etc.	\$ 42,190		
Total Cost	\$ 188,611	\$ 140,000	\$ 48,611
5 Year Savings - Approx.			\$ 243,055

Osceola County Office – CareerSource Central Florida’s Osceola office is set to expire on December 31, 2019. This location presents multiple challenges and no longer fits the needs of CSCF. One main reason is its large footprint of 30,625 sq./ft. CareerSource Central Florida has an opportunity to partner with Valencia College and relocate into their new Osceola campus that is currently under construction and scheduled to open in the fall of 2019. The proposed cost is as follows:

Lease Terms:

Lease Size: 12,000 +/- SF

Rate: \$15 per sq./ft. (Full Service Lease)

Term: 60 Months. Two additional 5-year terms available.

Termination Option: 10 months from notice.

Buildout Cost: Turnkey. At no cost to CSCF

Cost Breakdown:

	<u>Current Lease @</u> <u>30,625 sq./ft.</u>	<u>Proposed Lease @</u> <u>12,000 sq./ft.</u>	<u>Annual Savings</u>
Annual Rent	\$ 265,824	\$ 180,000	
CAM	\$ 59,712	\$ 88,320	
RE Tax	\$ 28,788	\$ -	
Utilities, Repairs, Maint, Etc.	\$ 141,500		
Total Cost	\$ 495,824	\$ 268,320	\$ 227,504
5 Year Savings - Approx.			\$ 1,137,520

Action Item 1:

The Executive Committee makes a recommendation to the Board of Directors to allow staff to move forward and enter into final lease negotiations with Lake Sumter State College. The terms of the lease will be within the parameters of the financial analysis provided in this memo, and legal counsel will review the final lease prior to final execution.

Action Item 2:

The Executive Committee makes a recommendation to the Board of Directors to allow staff to move forward and enter a Memorandum of Understanding (MOU) with Valencia College with the intent to lease space from the college once the construction project is complete, with a target commencement date of January 1, 2020. The terms of the MOU will be within the parameters of the financial analysis provided in this memo, and legal counsel will review the final MOU prior to final execution.



Agenda Item 7A

Florida Labor Market Trends

Bureau of Labor Market Statistics



June 21, 2018

Bureau of Labor Market Statistics

Mission is to Produce, Analyze, and Deliver Labor Statistics to Improve Economic Decision-Making

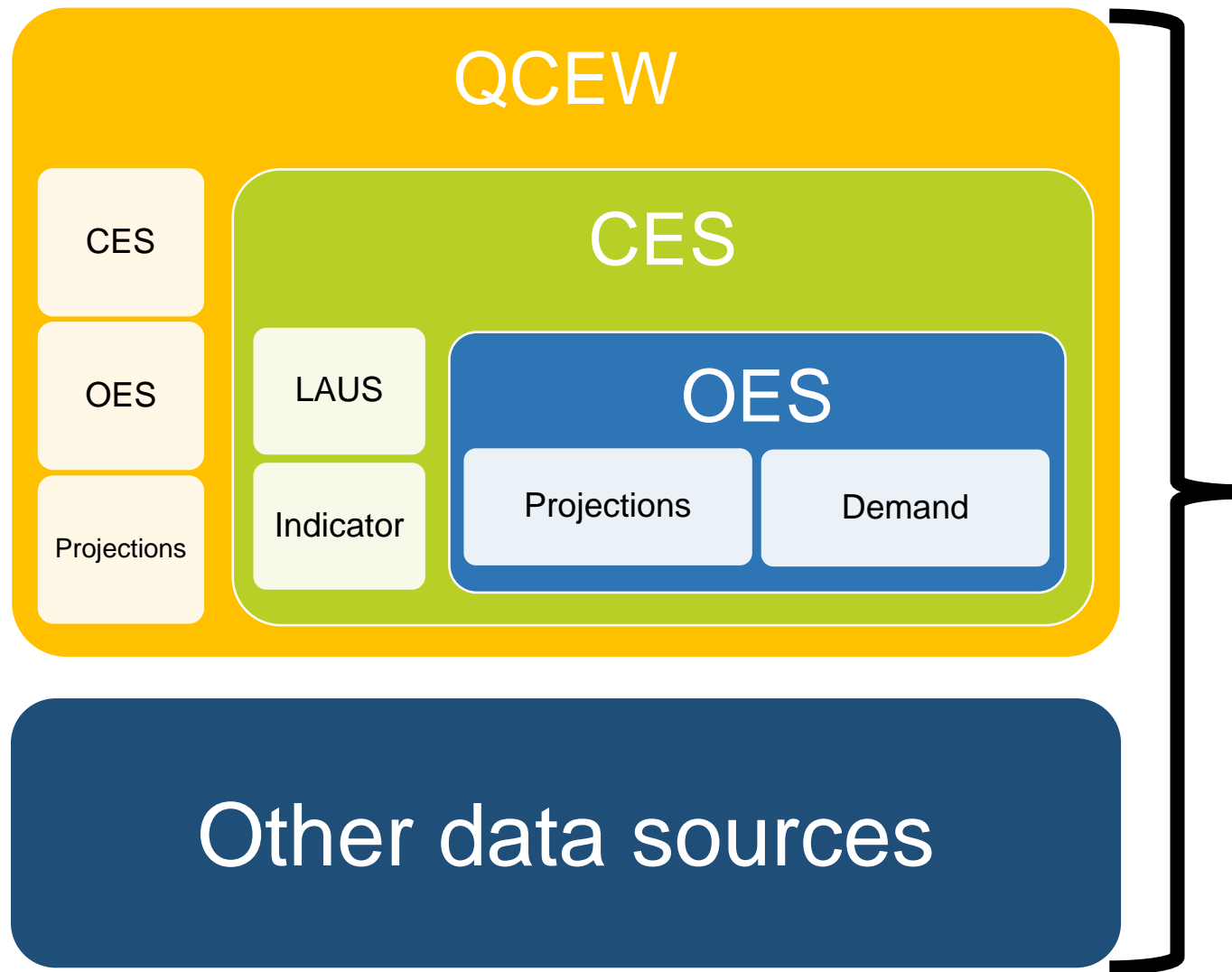
- Employment data are the state's most important economic indicator.
- Data collected under Federal/State Cooperative Statistical Programs.
- Comparable nationwide for all states, counties and metro areas.
- Collected through a combination of employer surveys, modeling and administrative records.

Thanks to employers—without them we would not be able to provide data.

Statistical Programs

- **Quarterly Census of Employment and Wages (QCEW)**--Produces employment and wages by industry based on all employers covered by Unemployment Insurance.
- **Current Employment Statistics (CES)**--Produces employment, hours and earnings by industry based on a sample of employers.
- **Occupational Employment Statistics (OES)**--Produces employment and wages by occupation based on a sample of employers.
- **Local Area Unemployment Statistics (LAUS)**--Produces labor force, employment, unemployment and unemployment rates based on a survey of households and a statistical model.
- **Employment Projections**--Produces projections of employment by industry and occupation based on a survey of employers and statistical models.
- **Workforce Information**--Provides statistical services such as publications, websites, training, GIS mapping, economic impact analysis and customized reports by request.

Statistical Programs (Continued)



Labor Shed Analysis – Labor Force

Labor Force, Employment, and Unemployment

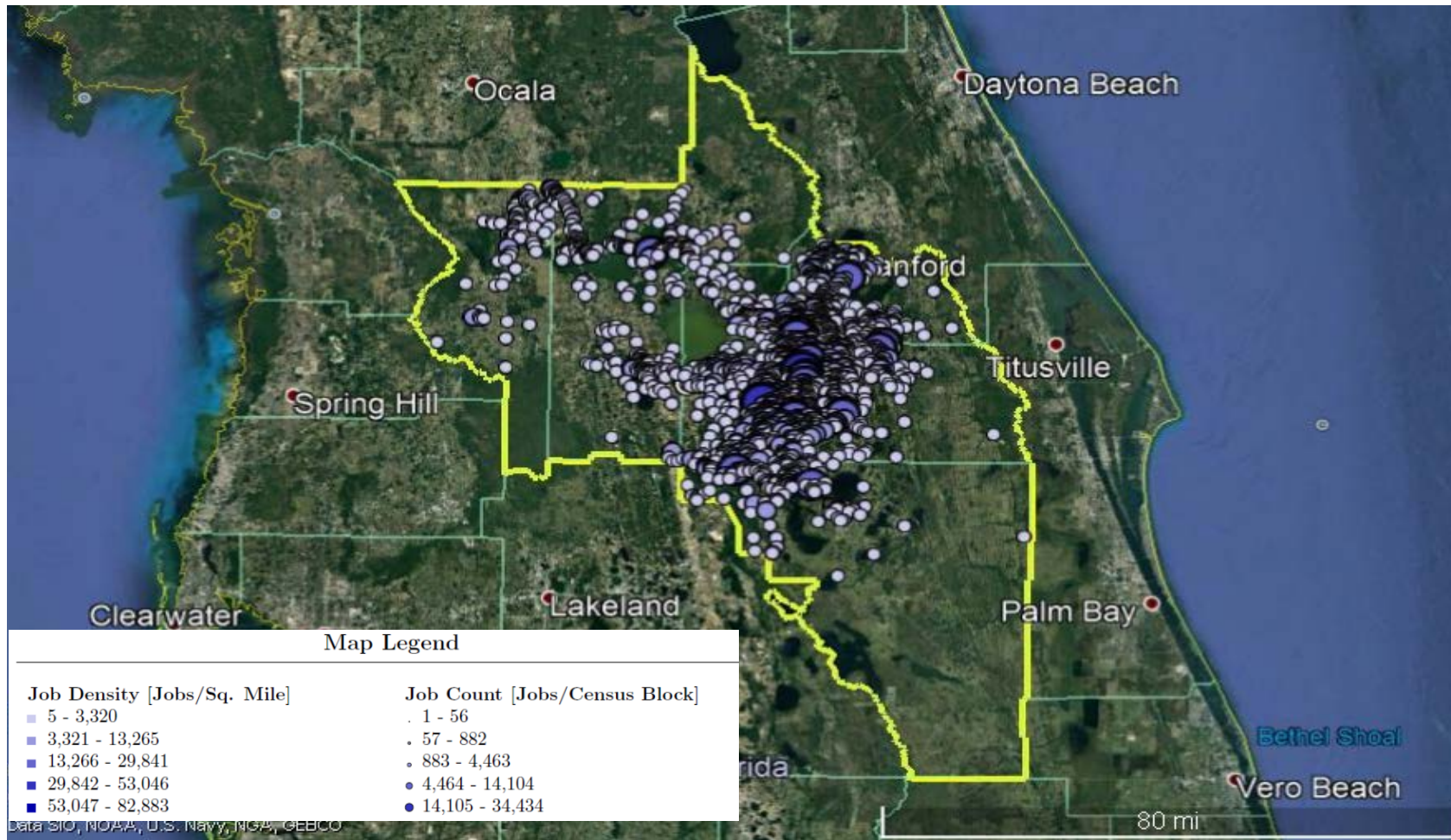
	May 2018			
	LABOR FORCE	EMPLOY- MENT	UNEMPLOYMENT LEVEL	UNEMPLOYMENT RATE (%)
CareerSource Central Florida	1,370,073	1,328,005	42,068	3.1
Lake County	155,151	150,135	5,016	3.2
Orange County	751,837	729,827	22,010	2.9
Osceola County	174,371	168,449	5,922	3.4
Seminole County	257,916	250,322	7,594	2.9
Sumter County	30,798	29,272	1,526	5.0
Florida	10,217,000	9,826,000	391,000	3.8
United States	161,539,000	155,474,000	6,065,000	3.8

Labor Shed Analysis - Population

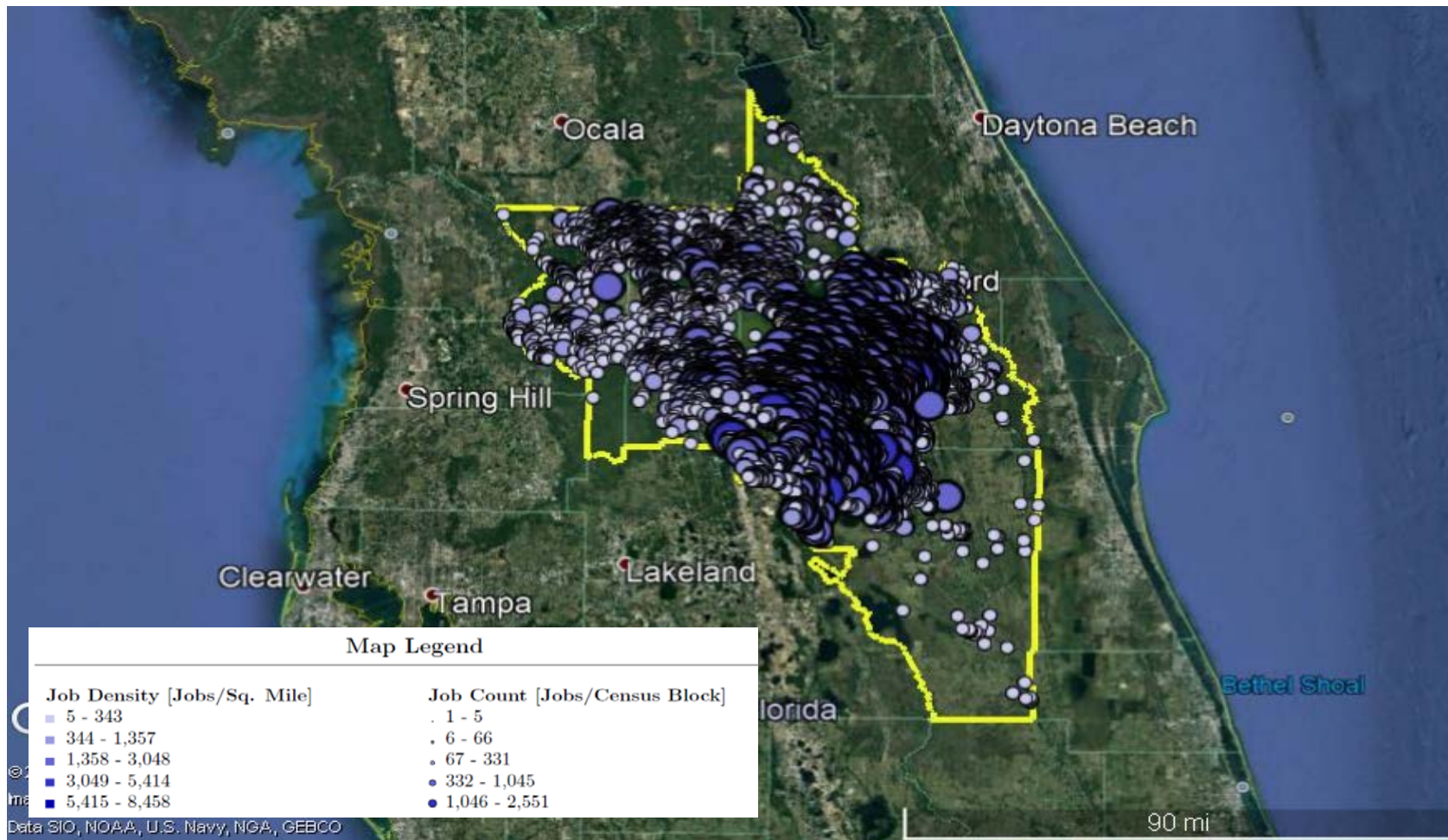
Population

	Population Estimate (as of July 1)						
	2011	2012	2013	2014	2015	2016	2017
CareerSource Central Florida	2,274,400	2,329,112	2,379,117	2,440,263	2,508,238	2,575,454	2,634,996
Lake County	300,511	303,833	308,146	315,780	325,699	335,431	346,017
Orange County	1,170,765	1,203,532	1,228,274	1,258,227	1,292,008	1,323,598	1,348,975
Osceola County	278,733	289,194	299,735	311,748	324,189	337,990	352,180
Seminole County	426,415	430,855	436,020	442,174	449,132	456,314	462,659
Sumter County	97,976	101,698	106,942	112,334	117,210	122,121	125,165
Florida	19,097,369	19,341,327	19,584,927	19,897,747	20,268,567	20,656,589	20,984,400
United States	311,644,280	313,993,272	316,234,505	318,622,525	321,039,839	323,405,935	325,719,178

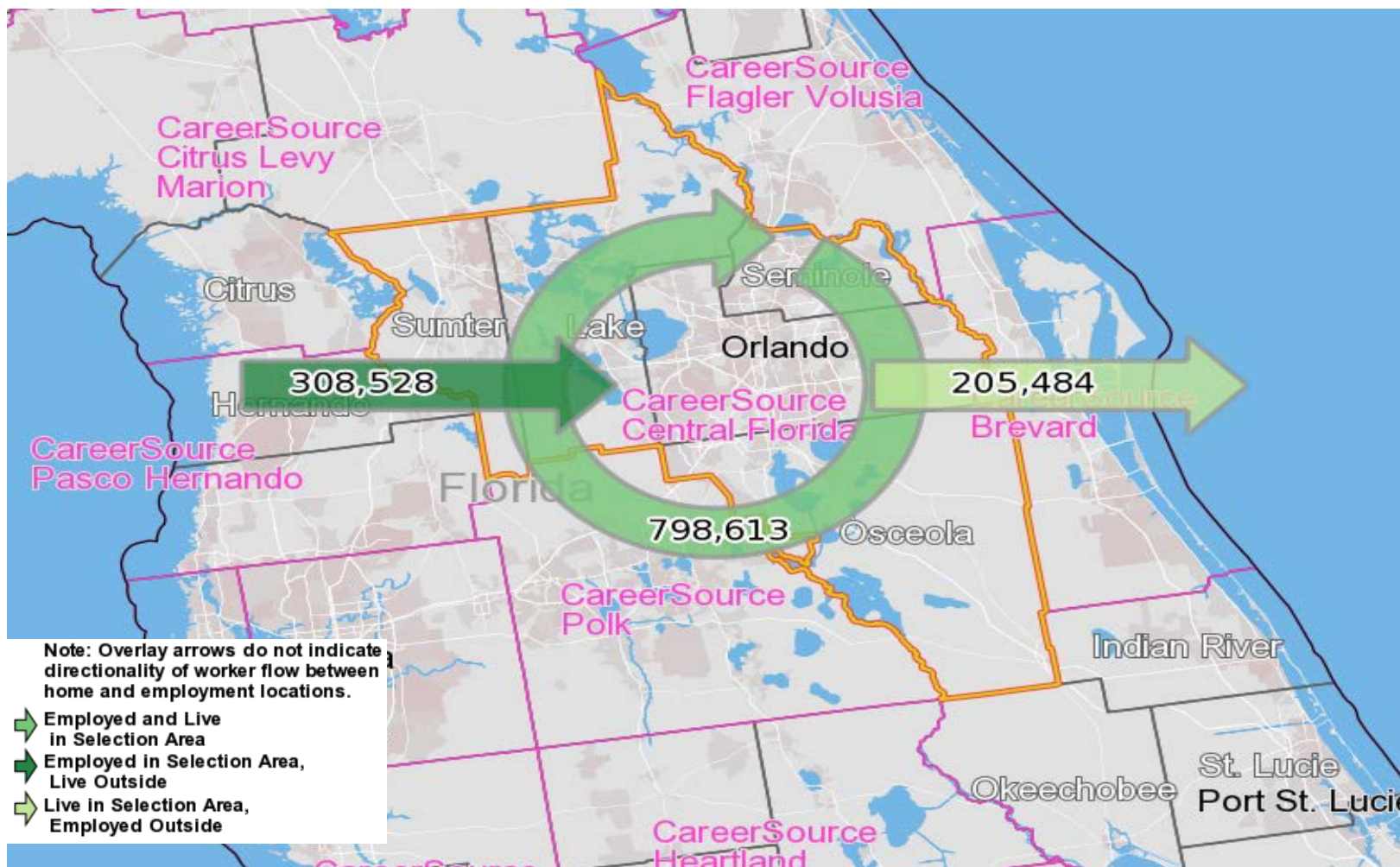
Where Workers Work in Central Florida



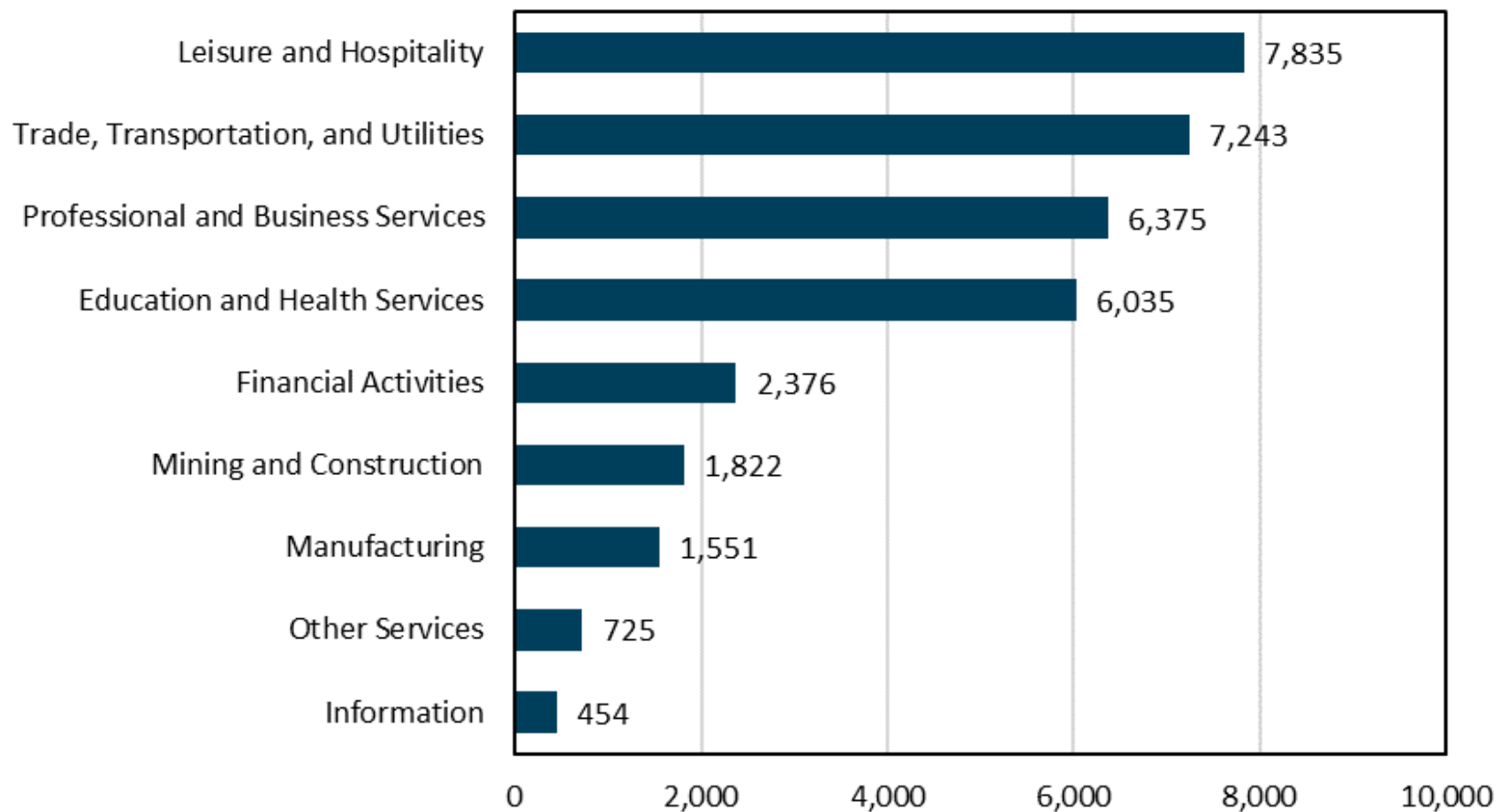
Where Workers Live in Central Florida



Labor Inflow/Outflow Map for Central Florida

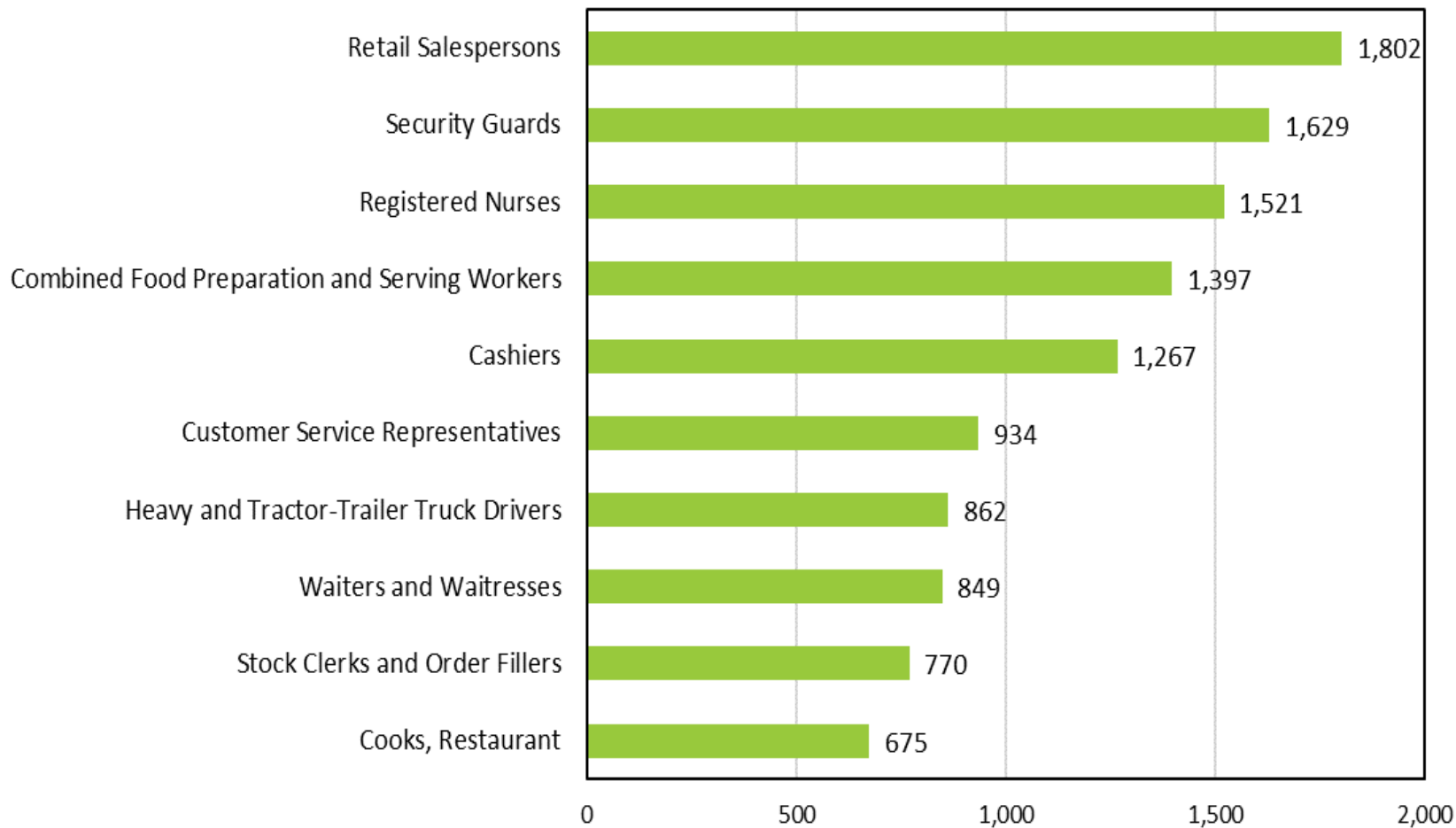






Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics.

Top 10 Occupations by Vacancy



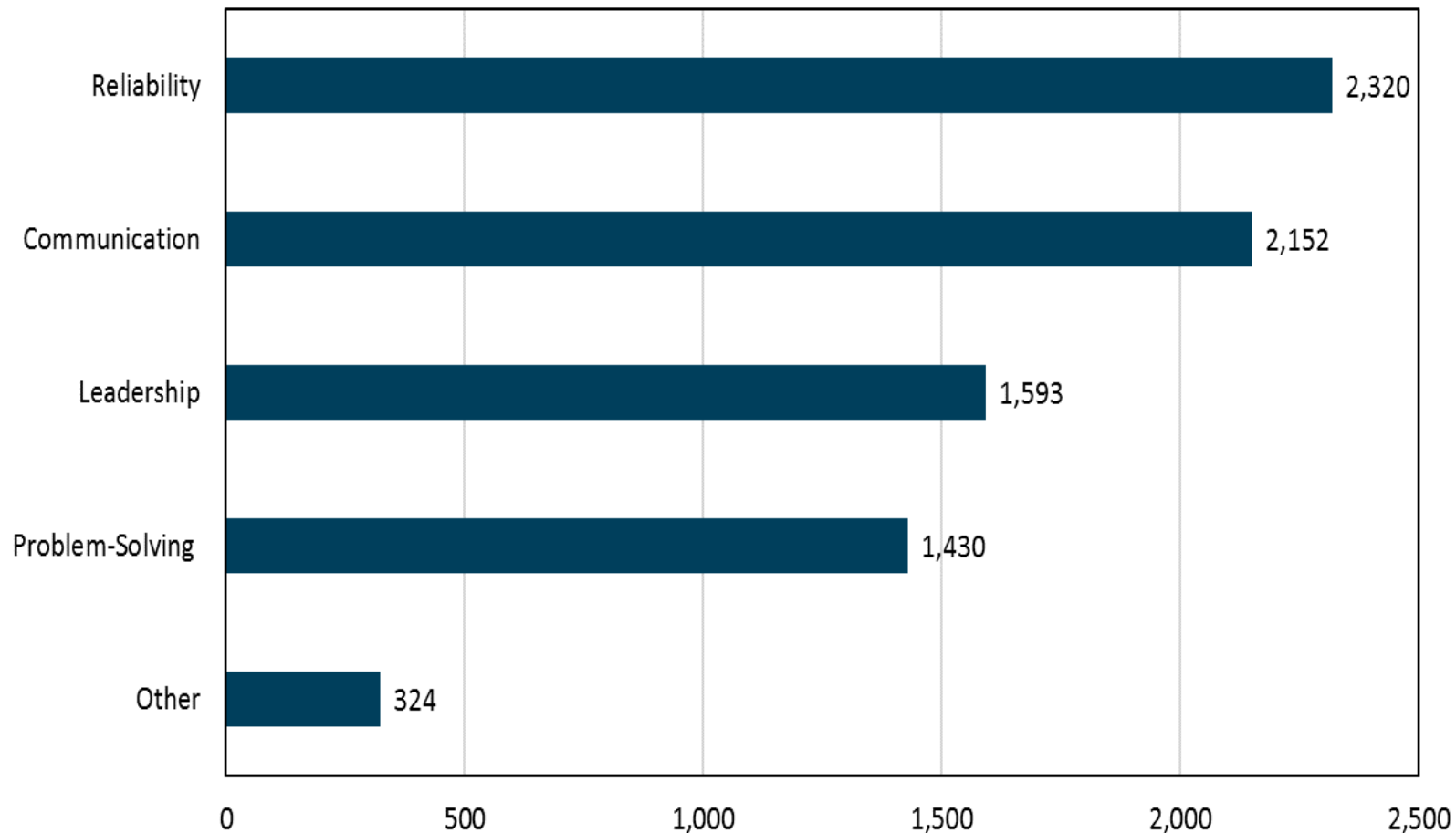
Job Vacancy by Work Status

Permanent/Temporary Status of Vacancies		
Description	Estimated Vacancies	Percentage
Permanent	32,725	95.1%
Temporary	1,687	4.9%
Full-Time/Part-Time Status of Vacancies		
Description	Estimated Vacancies	Percentage
Full-Time Employment	23,716	68.9%
Part-Time Employment	10,699	31.1%

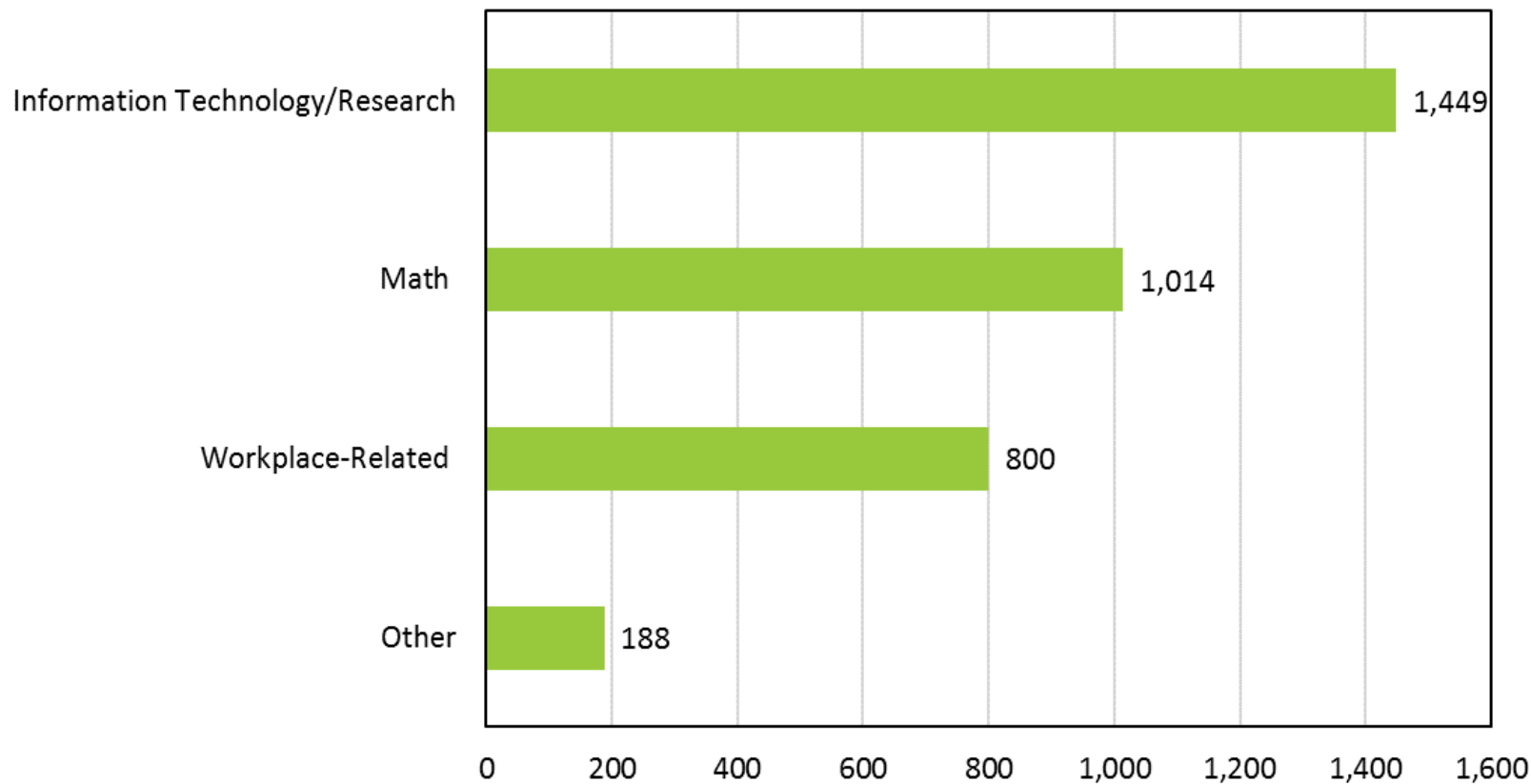
Job Vacancy by Work Requirements

Education Requirement of Vacancies		
Education Level	Estimated Vacancies	Percentage
High School / GED	13,443	46.6%
No Education Requirement	6,034	20.9%
Bachelor's Degree	4,585	15.9%
Vocational or Technical Training	2,594	9.0%
Associate's Degree	1,438	5.0%
Advanced Degree	740	2.6%
Experience Requirement of Vacancies		
Experience	Estimated Vacancies	Percentage
Not Specified	9,984	29.0%
1-2 years required	9,905	28.8%
Less than 1 year required	9,779	28.4%
3-4 years required	2,570	7.5%
Over 5 years required	2,178	6.3%

Soft Skills Gap Totals



Hard Skills Gap Totals



Vacancies with Soft Skills Gaps by Industry

Percent of Vacancies with Soft Skills Gaps by Industry					
Industry	Communication	Leadership	Other	Problem-solving	Reliability and time management
Education and Health Care	7.5%	7.0%	0.3%	6.9%	7.4%
Financial Services	0.9%	5.7%	0.0%	0.5%	5.7%
Information	0.0%	0.0%	0.0%	0.0%	0.0%
Leisure and Hospitality	6.4%	4.5%	1.4%	4.3%	5.9%
Manufacturing	4.0%	1.6%	0.0%	4.0%	4.0%
Mining and Construction	8.7%	8.7%	7.7%	8.7%	16.9%
Other Services	2.5%	2.5%	3.1%	2.5%	5.2%
Professional and Business Services	5.9%	2.5%	0.0%	3.2%	2.6%
Trade, Transportation, and Utilities	7.5%	4.2%	0.5%	3.0%	9.5%

Vacancies with Hard Skills Gaps by Industry

Percent of Vacancies with Hard Skills Gaps by Industry				
Industry	Information technology/Research	Math	Other	Workplace-related
Education and Health Care	5.8%	4.4%	1.3%	4.4%
Financial Services	1.1%	1.1%	0.0%	0.7%
Information	0.0%	0.0%	0.0%	0.0%
Leisure and Hospitality	2.7%	2.4%	0.0%	1.2%
Manufacturing	2.4%	4.8%	0.8%	0.8%
Mining and Construction	10.8%	2.7%	0.0%	2.8%
Other Services	4.1%	0.0%	4.1%	0.0%
Professional and Business Services	7.0%	3.9%	0.0%	1.4%
Trade, Transportation, and Utilities	2.0%	2.2%	0.9%	3.7%

Vacancies with Soft Skills Gaps by Occupation

Percent of Vacancies with Soft Skills Gaps, by Occupation

Occupation	Reliability and time management	Communication	Leadership	Problem-solving	Other
Electricians	53.4%	53.4%	53.4%	53.4%	53.4%
Teacher Assistants	47.1%	47.1%	47.1%	47.1%	0.0%
Office Clerks, General	37.4%	37.4%	37.4%	37.4%	0.0%
Counter Attendants	22.7%	31.7%	22.7%	20.7%	20.7%
Supervisors of Housekeeping and Janitorial Workers	0.0%	46.9%	0.0%	46.9%	0.0%
Home Health Aides	25.8%	25.8%	0.0%	25.8%	0.0%
Maids and Housekeeping Cleaners	19.1%	23.5%	19.1%	9.7%	0.0%
Carpenters	69.8%	0.0%	0.0%	0.0%	0.0%
Waiters and Waitresses	17.8%	17.4%	17.4%	14.5%	0.0%
Hotel, Motel, and Resort Desk Clerks	25.5%	6.7%	25.5%	6.7%	0.0%

Vacancies with Hard Skills Gaps by Occupation

Percent of Vacancies with Hard Skills Gaps, by Occupation

Occupation	Math	Information technology/Research	Workplace	Other
Teacher Assistants	47.1%	47.1%	47.1%	0.0%
Architects, Except Landscape and Naval	0.0%	100.0%	0.0%	0.0%
Electricians	4.8%	54.5%	5.8%	4.8%
Hotel, Motel, and Resort Desk Clerks	6.7%	20.8%	6.7%	14.1%
Nursing Assistants	9.3%	10.6%	9.7%	0.4%
Licensed Practical and Licensed Vocational Nurses	10.1%	10.1%	9.4%	0.0%
Light Truck or Delivery Services Drivers	11.6%	6.9%	6.9%	0.0%
Sales Representatives, Wholesale and Manufacturing	0.0%	11.5%	11.5%	0.0%
Sales Managers	6.3%	9.4%	6.3%	0.0%
Security Guards	8.5%	11.3%	0.2%	0.2%

Questions?



Contact Information

Thank You.

If you have questions or comments about this presentation or need to discuss a future project, please contact Cesar Marquez.

Cesar.Marquez@deo.myflorida.com

Visit: floridajobs.org/lms



DEO Bureau of Labor Market Statistics
Cesar Marquez: 850-245-7206



Draft Annual Budget

FY 2018 - 2019

collaborate ◀
innovate ◀
lead ◀

CareerSourceCentralFlorida.com ◀

AGENDA

- **Strategic Focus**
- **Full-Year Budget 2018-2019**
- **Staffing, General & Administrative**
- **Service Delivery Strategy**
- **Training Priority Criteria Exercise**
- **Summary**



CSCF Strategy

BOARD STRATEGIC FOCUS AREAS



Customer Framework Model

collaborate | innovate | lead

CSCF ORGANIZATIONAL GOALS

#1 ANALYZE THE BUSINESS ENVIRONMENT



- ✓ Investment in Training Resources in High Growth Industry is Strategically Prioritized
- ✓ Increased Business Satisfaction with CSCF Training Investment

CSCF ORGANIZATIONAL GOALS

#2 ENGAGE THE TALENT POOL

BOARD GOAL

Engage the Talent Pool

CSCF STRATEGY

More Deeply Define Career Seeker Attributes to Attract and Engage Niche Customer

Refine CSCF Career Seeker Experience to Enhance Strategy & Engage Talent

Determine Career Seeker Satisfaction Annually with CSCF Training by Conducting Focus Groups and Surveys

- ✓ 2,000 Career Seekers Entered High Growth Industries at an Average Wage of \$15 per Hour or More
- ✓ Increased Career Seeker Satisfaction with CSCF Training



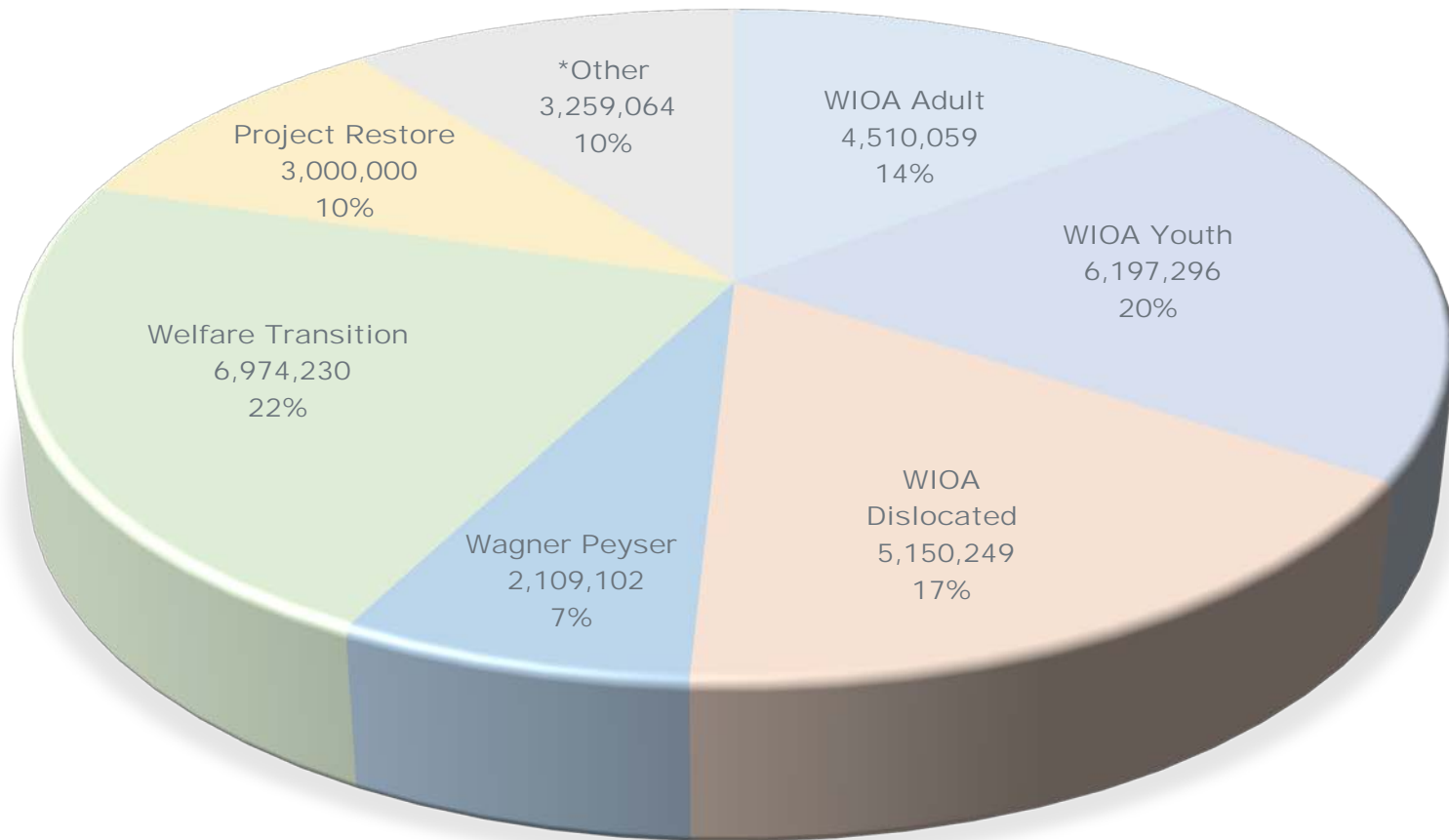
Full-Year Budget 2018-2019



REVENUE HIGHLIGHTS

	<u>FY 2018/2019</u>	<u>FY 2017/2018</u>	<u>DIFFERENCE</u>	<u>%</u>
Total Carry Forward From PY Allocations	\$8,600,000	\$5,657,409	\$2,942,591	
Total New Allocations	\$25,981,443	\$33,365,447	(\$7,384,004)	
Award Total - Available Funds	\$34,581,443	\$39,022,856	(\$4,441,413)	
LESS planned Carryover For FY 19 - 20	<u>-\$3,381,443</u>	<u>-\$8,448,541</u>	<u>\$5,067,098</u>	
Total Available Funds Budgeted	\$31,200,000	\$30,574,315	\$625,685	2.0%

REVENUE SUMMARY YEAR-TO-DATE 2017 – 2018 \$31M

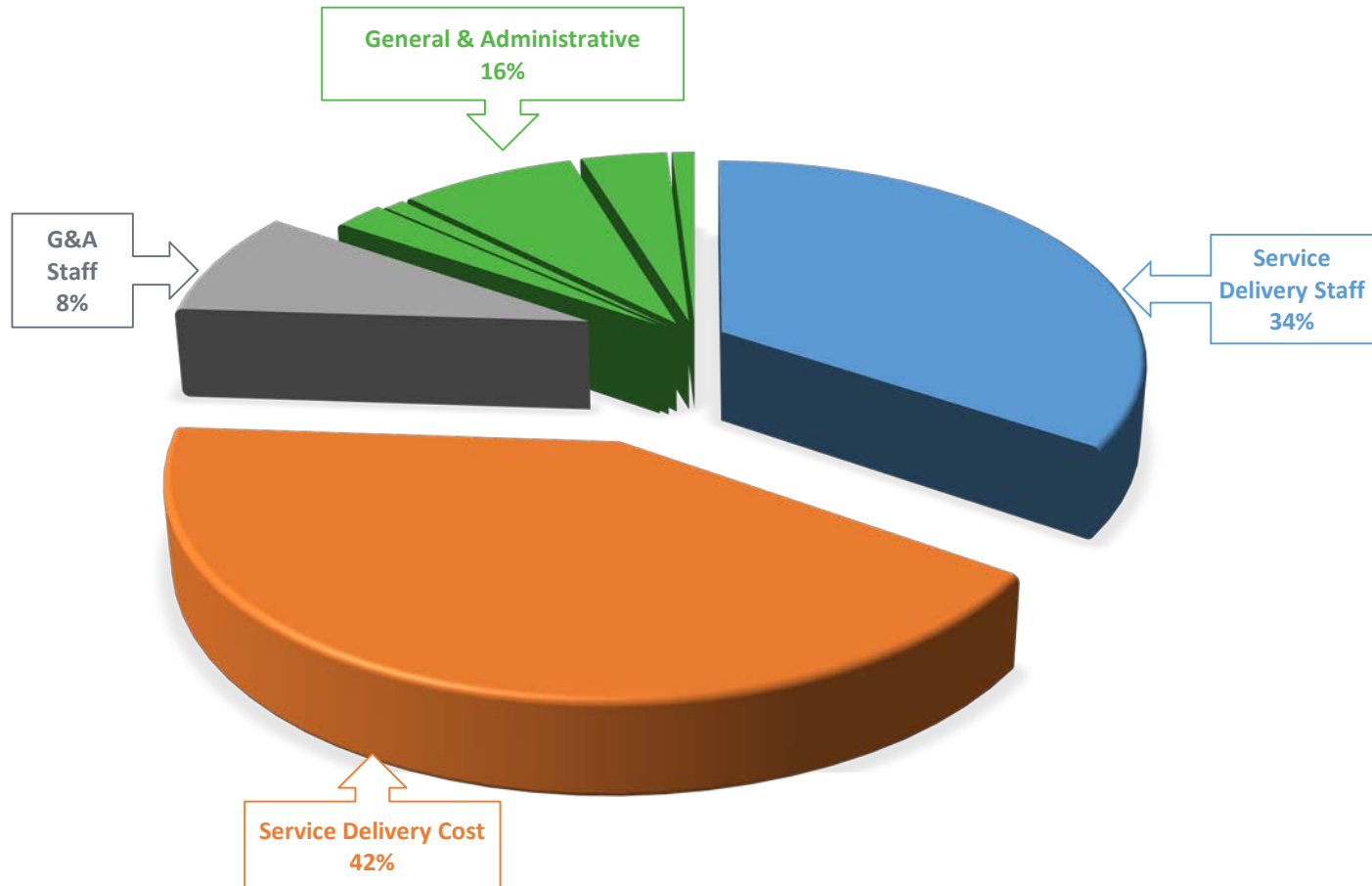


* Includes Unrestricted Revenue

CSCF BUDGET ALLOCATION FULL YEAR 2018 – 2019 \$31.2M

ALLOCATIONS	BUDGET	% OF EXPENDITURE					
Staff Supporting Service Delivery	10,725,000	34.4%	<table border="1" style="width: 100%;"> <tr> <td colspan="2" style="text-align: center;">SERVICE DELIVERY COST</td> </tr> <tr> <td style="text-align: right;">\$23,725,000</td> <td style="text-align: right;">76.0%</td> </tr> </table>	SERVICE DELIVERY COST		\$23,725,000	76.0%
SERVICE DELIVERY COST							
\$23,725,000	76.0%						
Service Delivery Cost (Training)	13,000,000	41.7%					
Staff Supporting General & Administrative	2,653,000	8.5%	<table border="1" style="width: 100%;"> <tr> <td colspan="2" style="text-align: center;">GENERAL & ADMIN COST</td> </tr> <tr> <td style="text-align: right;">\$7,475,000</td> <td style="text-align: right;">24.0%</td> </tr> </table>	GENERAL & ADMIN COST		\$7,475,000	24.0%
GENERAL & ADMIN COST							
\$7,475,000	24.0%						
Staff Development	305,000	1.0%					
Outreach	282,000	0.9%					
Facilities, Maintenance & Related Cost	2,400,000	7.7%					
G&A Professional Contracted Services	670,000	2.1%					
IT Cost/Network Expenses	1,165,000	3.7%					
TOTAL EXPENDITURES	31,200,000	100.0%					

EXPENDITURES





UNRESTRICTED REVENUE

REVENUE

Unrestricted Balance As of April 2018	\$	660,758
Additional Revenue - May & June 2018	\$	35,000
Ticket to Work - Projected Revenue	\$	<u>220,000</u>
TOTAL PROJECTED REVENUE	\$	915,758

BUDGET

EXPENDITURES

Board Retreat & Associated Cost	\$	8,000
Annual All Staff Meeting	\$	12,000
Business Service/Community Relations Activities/Incidentals	\$	45,000
Ticket to Work- Staff and OH Cost (1FTE)	\$	<u>75,000</u>
TOTAL PROJECTED EXPENDITURES	\$	140,000

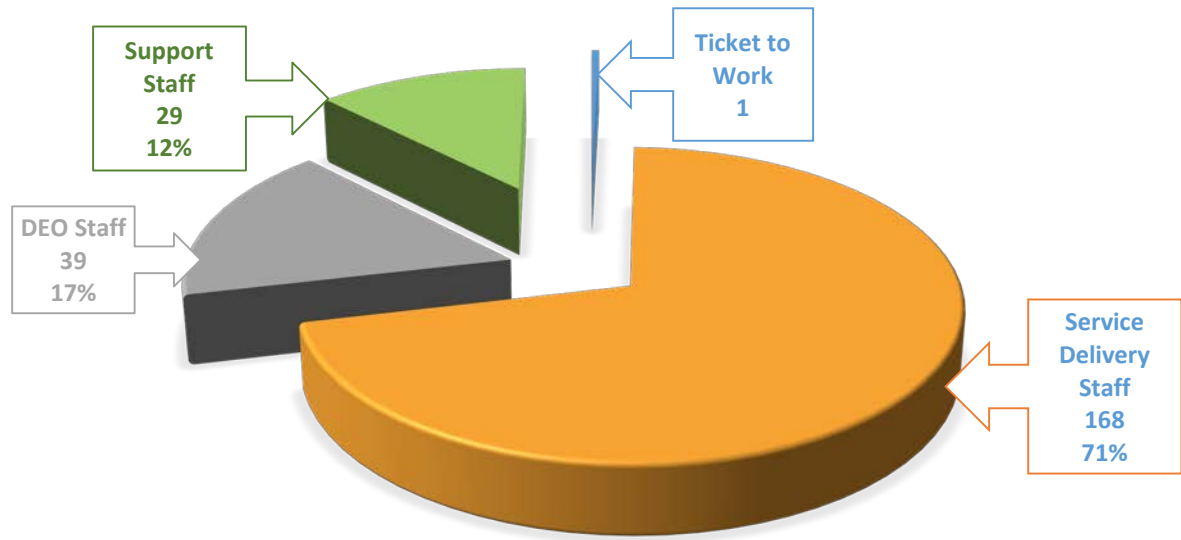
CSCF is seeking approval from the board to utilize \$60K of discretionary funds for activities that align with CSCF's business strategy, but are not allowed under grant funding.

PROJECTED BALANCE AT 06/30/19 - (ROUNDED)	\$	775,000
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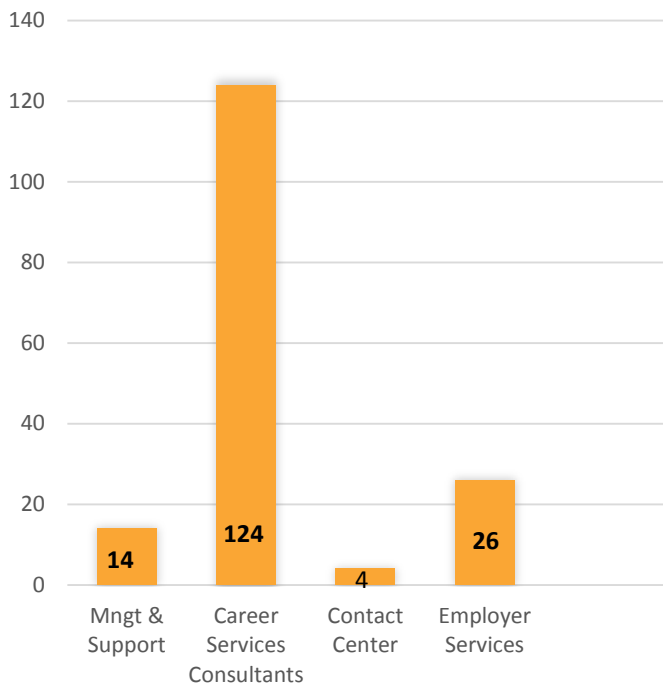
Staffing, General & Administrative

CSCF STAFFING CENSUS \$13.4M

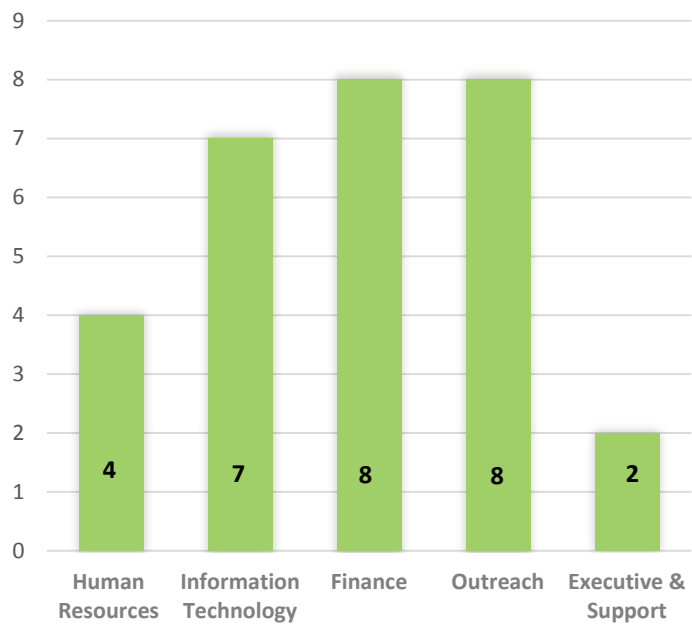


- The proposed budget for salaries reflects a 3 percent merit increase
- The total amount awarded for merits will not exceed 3 percent of salaries
- Merit increases are awarded based upon achievement of annual performance goals

CSCF STAFF BLEND

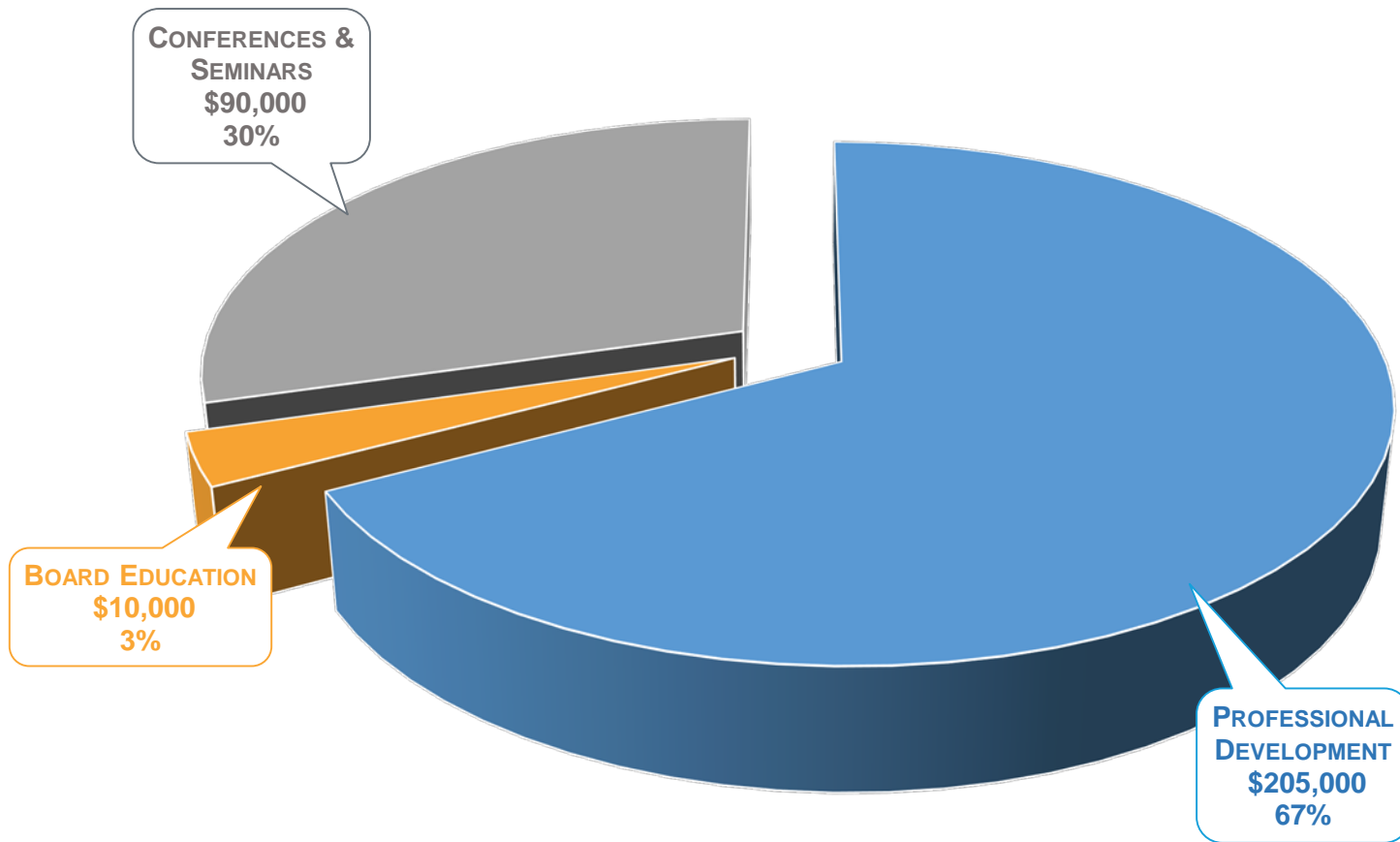


\$10.3M Service Delivery
168 FTEs



\$2.6M General & Administrative
29 FTEs

CSCF STAFF DEVELOPMENT \$305K



CSCF STAFF DEVELOPMENT

Attract

- Strong Benefits
- Competitive Wage
- Growth Opportunities
- Culture that Promotes Core Values

Develop

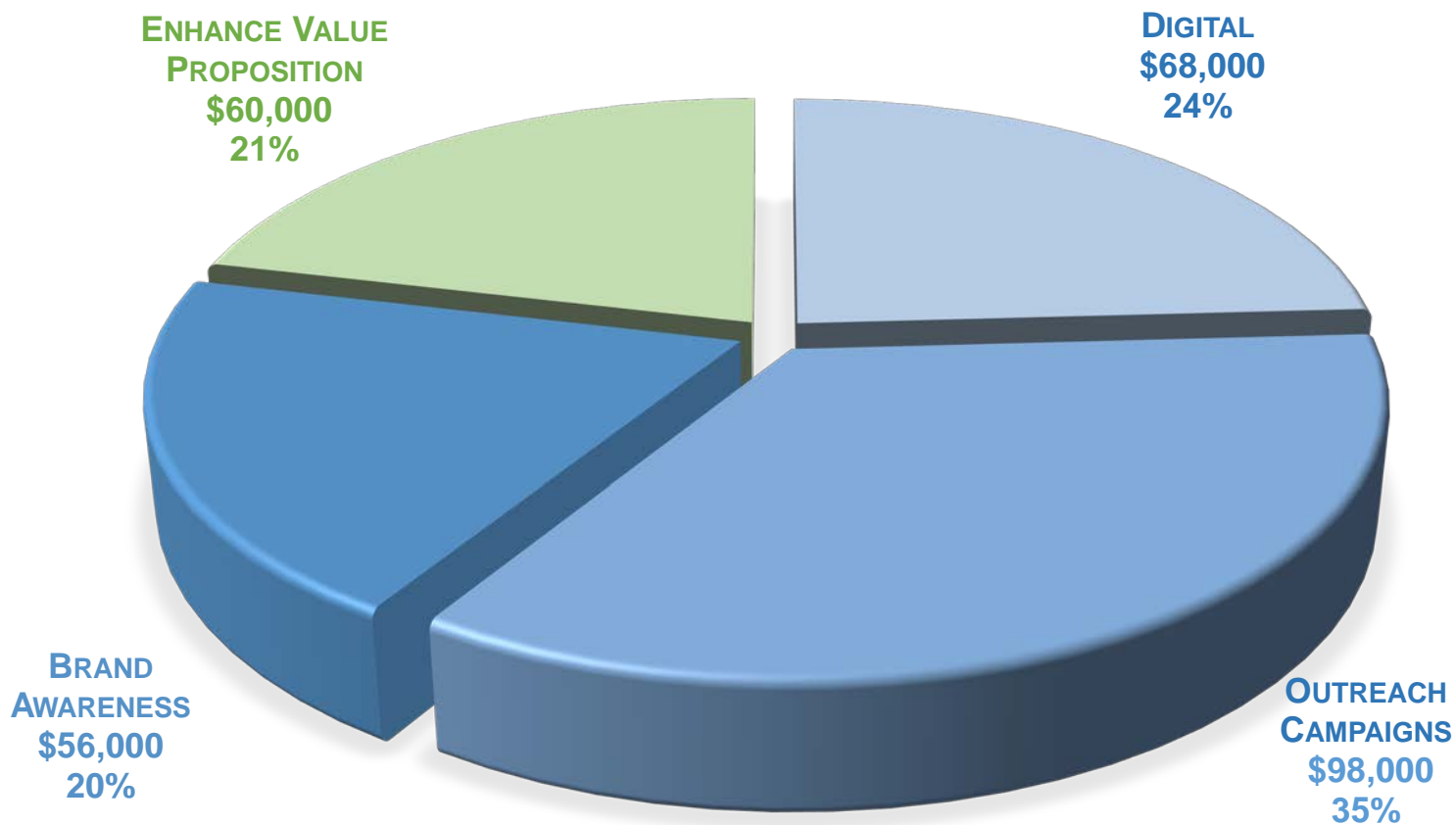
- Ongoing Education Opportunities
- Enhancing Skills through Networking, Leadership Programs, Workshops
- Professional Development at Individual, Team and Department Levels

Engage

- Comprehensive Employee Communications: Up, Down and Across the Organization
- Corporate Social Responsibility – Creating Meaningful Experiences in Community
- Career Pathing



OUTREACH BUDGET \$282K



OUTREACH STRATEGIES

- Website
- Search Engine Optimization
- Customer Relationship Manager Platform



- Messaging Strategy
- Internal Communication Strategy
- Niche Customer Research

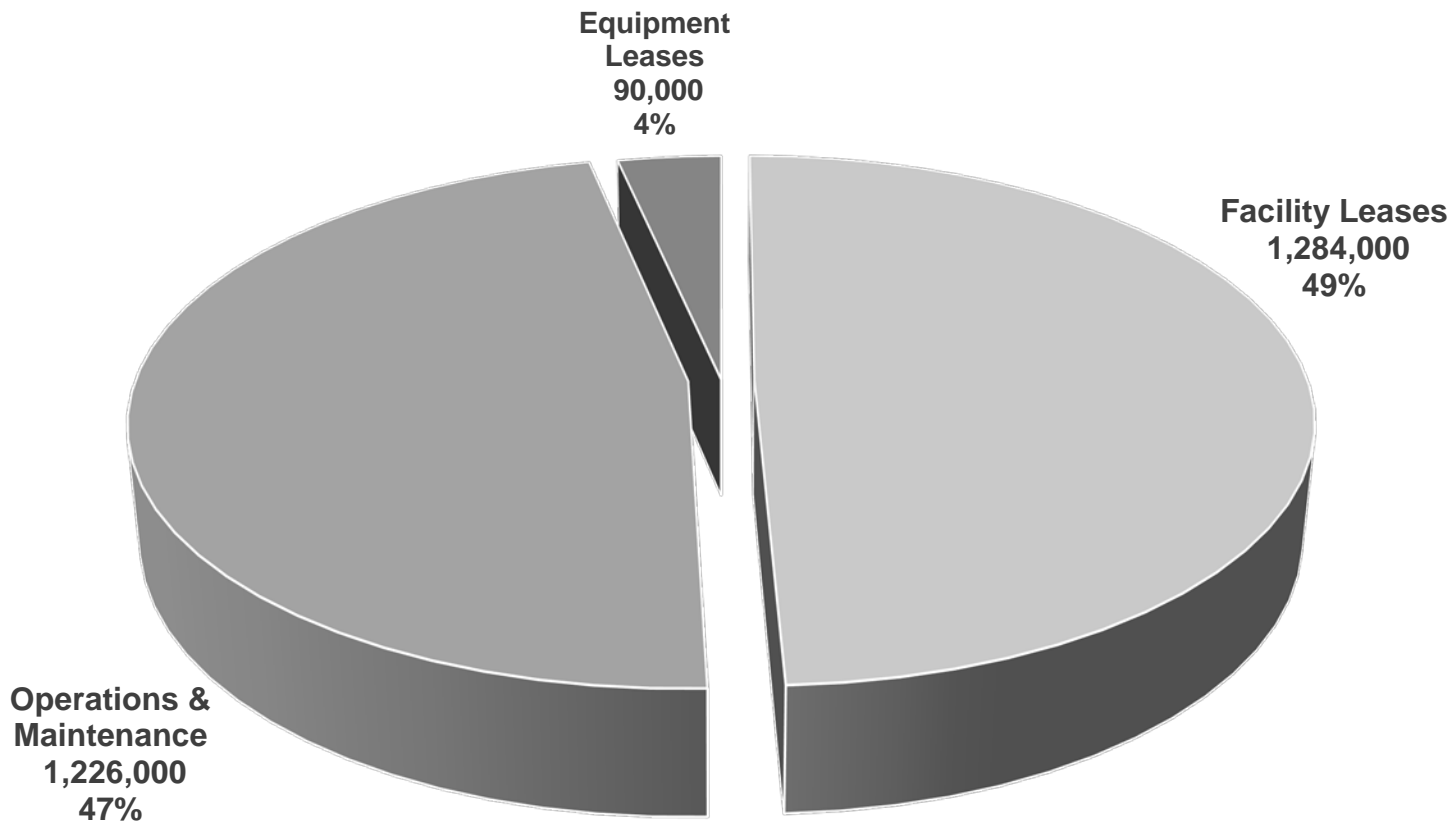
- Paid Campaigns
- Sponsorship & Events
- Social Media

- Brand Assets
- Customer Journey Experience



FACILITIES, MAINTENANCE & RELATED COSTS

\$2.4M





G&A PROFESSIONAL CONTRACTED SERVICES

\$670K

Accounting / External Monitoring	\$200K
<ul style="list-style-type: none">• External Financial Audit Fees and Third-party Financial Monitoring	
Human Resources	\$125K
<ul style="list-style-type: none">• Benefit Broker Fees, Third-party Payroll Services and New Hire Background Services	
Legal	\$75K
<ul style="list-style-type: none">• General Counsel Fees and Employment Law Support	
Board Strategies	\$70K
<ul style="list-style-type: none">• Sterling Implementation and Board Strategies	

INFORMATION TECHNOLOGY

\$1.16M



INFORMATION TECHNOLOGY STRATEGY

- **DRIVE BEST-IN-CLASS TECHNOLOGY SOLUTIONS**
 - Expand CSCF's Technology Portfolio to Drive More Efficient Data Analysis and Knowledge of Workforce Intelligence and Career Seeker Attributes
 - Research and Develop Customer Relationship Manager Platform
 - Improve and Enhance Cloud-based and Mobile Technology Solutions
- **DELIVER TECHNOLOGY UPGRADES**
 - Upgrade Computers Utilized at Career Centers to Create New Career Seeker Experience
 - Create Virtual Communication Platforms for Staff and Customer Use
 - Upgrade CSCF Network Infrastructure with Modern High-performing and Secure Platforms to Meet Next Generation Technology Requirements



Service Delivery Strategy

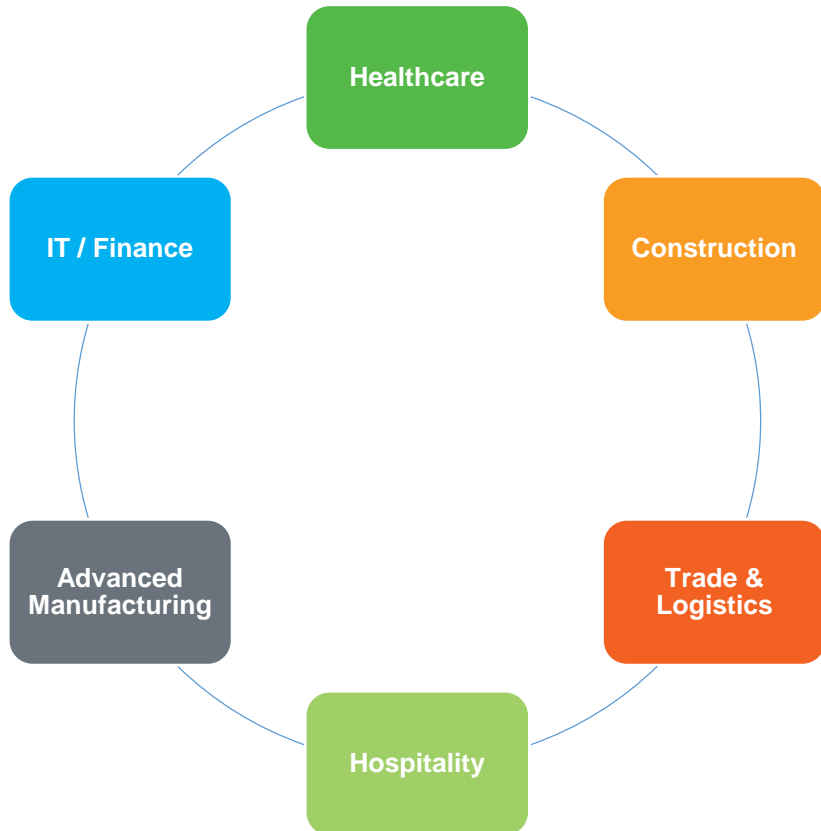


Service Delivery Budget \$13M



HIGH GROWTH STRATEGIES

Industries



In-Demand Careers

HEALTHCARE

- **Highest Growth of All Industries, at 24.7%**
- **Industry Expected to Add About 34,000 Jobs by 2025**
- **Greatest Growth in Ambulatory Services and Long-term Care Facilities**
- **Average Wage is \$17.11 per Hour**
- **Opportunity to Focus on Short-term Training for Healthcare Support Occupations**



- Dental**
 - Assistants
 - Hygienists
- Medical**
 - Equipment Preparers
 - Dispensing
 - Phlebotomists
 - Respiratory Therapists
 - Medial Records/Health Information
- Technicians**
 - Radiology
 - Surgical
 - Emergency Medical
 - Laboratory
 - Pharmacy
 - Veterinary
 - Sonographers
 - Physical Therapist Assistants
- Traditional**
 - Opticians
 - Nursing
 - Paramedics

CONSTRUCTION

- **Second Highest Increase in Industry Growth through 2025 at 18.3%**
- **By 2025, an Estimated 14,000 Jobs will be Added**
- **Specialty Trade Contractors and Building Construction Realizing the Most Growth**
- **Average Wage is \$14.25 per Hour**
- **Opportunity for CSCF to Expand from Current “Basic Construction” Training to Meet the Variety of In-Demand Occupations**



Crafts

Masonry
Carpenters
Tile and Marble
Painters
Glazer

Traditional

Electrician
Roofers
Heating, A/C
Estimators

Labor

Installers
Operators
Mechanics
Extraction

Utilities

Electrical Power-Line
Installers
Repairers



INFORMATION TECHNOLOGY & FINANCE

- **Industry is Expected to Grow by 13.9%**
- **Industry Projected to Add About 30,000 Jobs by 2025**
- **Greatest Growth in Professional, Scientific, Technical Areas**
- **Average Wage per Hour is \$21.03**
- **These Careers are In Demand Across all Industries**



Technology

- Web Developers
- Software Developers, Applications
- Cyber Security
- Computer Systems

Analysts

- Database Administrator
- Help Desk

Business

- Billing and Clerical Analyst
- Finance

ADVANCED MANUFACTURING

- **Industry is Expected to Grow by 4.3% as Skilled Workers are Needed to Replace Aging Out Workforce**
- **Industry Projected to Add About 2,000 Jobs by 2025, However More Technical Jobs May be Added and Contribute to Growth in Information Technology**
- **Average Wage per Hour is \$15.12**
- **Alignment with Regional Economic Development Strategies**



In-Demand
Careers

Computer Numerical Control (CNC)

Machine Operators
Tool Operators
Programmers

Computer Controlled Machine (CCM)

Metal and Plastics
Assemblers & Fabricators
Molders

Operators

TRADE & LOGISTICS

- **Industry is expected to grow by 11.2%**
- **Greatest Growth in Retail Trade (12%), and Transportation & Warehousing (9.7%)**
- **Industry Expected to Add about 27,000 jobs by 2025, with 3,700 in Transportation & Warehousing and 19,000 in Retail Trade**
- **Average Wage per Hour is \$16.33**
- **Opportunity for CSCF to Expand from Current “Truck Driver” Training to Offer Additional Opportunities in Warehousing / Logistics to Meet the Variety of In-Demand Jobs**



Transportation

Service Technicians
Truck Drivers

Warehouse Distribution

HOSPITALITY

- **Industry is expected to grow by 14.6%**
- **Industry expected to add about 38,000 jobs by 2025**
- **Greatest growth in Food Services & Drinking Places**
- **Average Wage per Hour is \$10.09**
- **Recommended by Hospitality Businesses to Focus Exclusively on Culinary and Food Service Occupations**



In-Demand
Careers

Culinary

First-Line Supervisors

Preparation Sous Chefs

Chefs / Head Cooks

DIRECT SERVICE DELIVERY



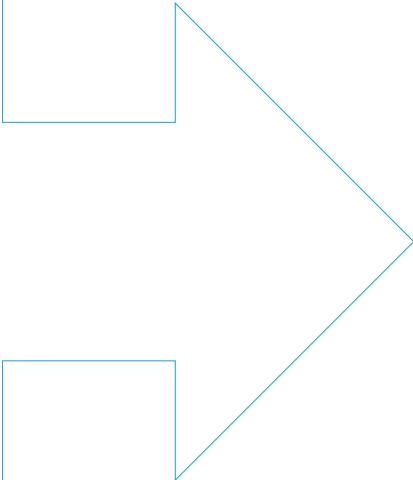
TRAINING PRIORITY CRITERIA



DIRECT SERVICE DELIVERY TRAINING PRIORITY CRITERIA \$10.3M

RATIONALE FOR TRAINING PRIORITY

- Demand for Employment and Talent Needs
- Industry Growth Projections through 2026
- In-Demand Occupation Growth Projections
 - ✓ Estimated growth between 15% – 34%
 - ✓ Offer competitive wages or \$15 per hour or higher
 - ✓ Career pathway opportunities to move an individual to \$15 per hour within 12 months
 - ✓ Investment based on average training cost of \$5K per individual with \$8K cap



TRAINING OPTIONS

- ✓ On the Job Training (New Hire)
- ✓ Apprenticeship
- ✓ Internships
- ✓ Scholarships
- ✓ Employee Training

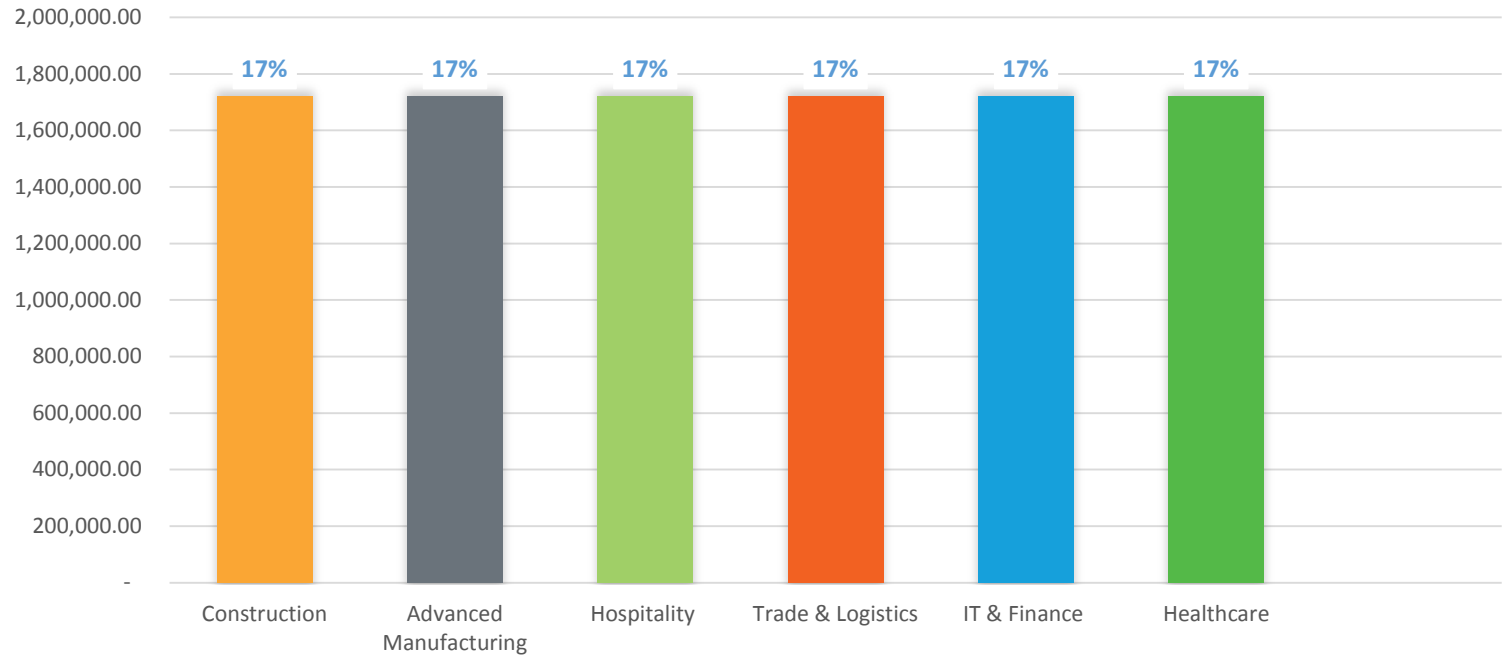
CSCF GOAL

Train 2,000 Career Seekers



TALENT DEVELOPMENT TARGETS BY INDUSTRY

EQUITABLE MODEL

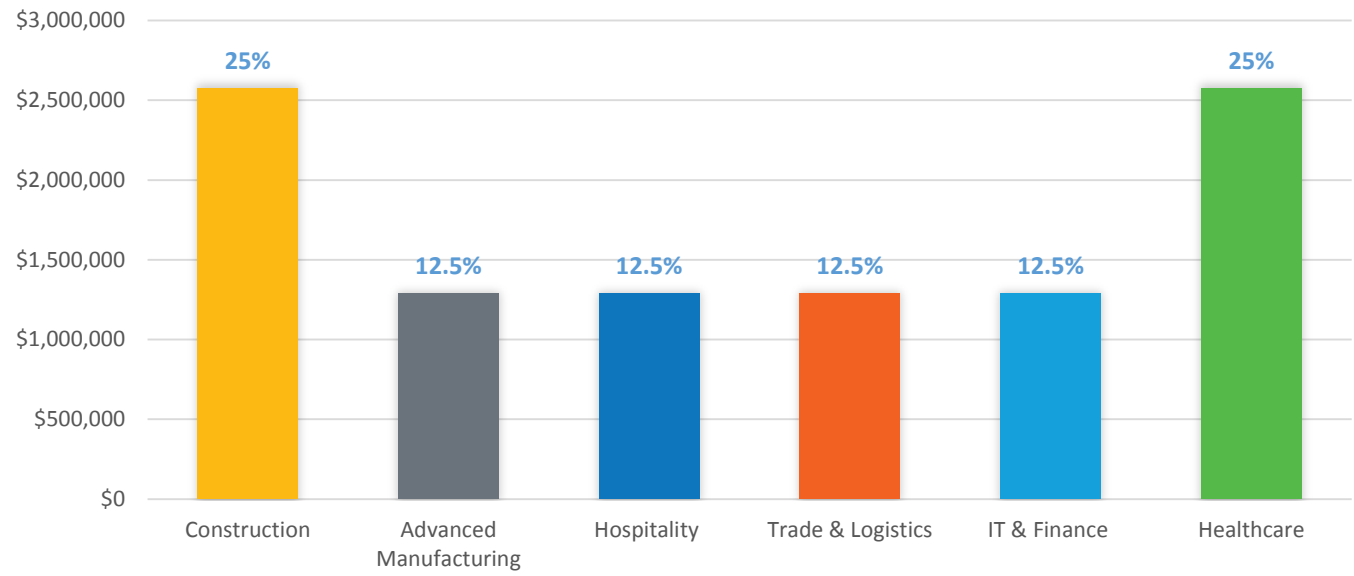


- Invest Evenly Across All Six High Growth Industries
- 345 Career Seekers will Receive Training in Each of the Six Industries



TALENT DEVELOPMENT TARGETS BY INDUSTRY

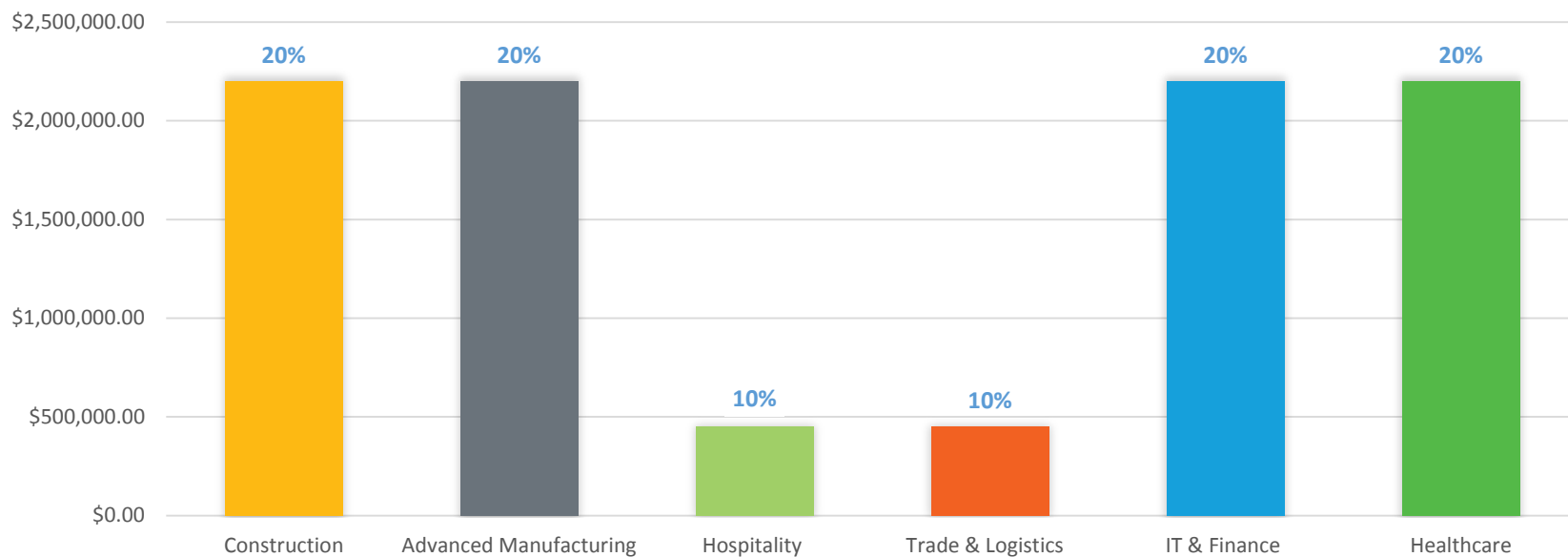
IMPACT MODEL



- **Equally Invest the Most in the Healthcare and Construction Industries Due to High Volume of In-Demand Professions**
- **Invest in Remaining Four Industries Evenly**
- **510 Career Seekers will Receive Training in Construction and Healthcare, respectively**
- **260 Career Seekers will Receive Training in Advanced Manufacturing, Hospitality, Trade, Logistics, IT & Finance, respectively**

TALENT DEVELOPMENT BY INDUSTRY

TARGETED INVESTMENT MODEL



- Target Investment Evenly in Top 4 Highest Growing Industries that Offer Competitive Wages
- Drive Higher Impact by Investing Only in Culinary Occupations in the Hospitality Industry
- 1,600 Career Seekers will Receive Training in the Construction, Advanced Manufacturing, IT & Finance and Healthcare Industries (400 each)
- 400 Career Seekers will Receive Training In the Hospitality and Trade & Logistics Industries (200 each)

SUMMARY

- **Board Goals - Analyze the Business & Engage the Talent Pool**
- **Fiscal Responsibility**
 - **Total Funding Revenue \$31.2M; Year-over-Year +2%**
 - **Drive Funding Strategies in High Growth Industries and Training for In-Demand Occupations**
 - **Invest \$10.3M in Service Delivery**
- **Continue Focus Resources on High Growth Industries and in High Demand Career Professions**

DISCLOSURES

- Revenues available to CareerSource Central Florida (CSCF) were defined by the CareerSource Florida budget, which was approved on May 15, 2018.
- The amount of carry-forward funds from the 2017-18 Program Year is an estimate based on projected expenditures for May and June of 2018. Once the annual financial statements have been closed for the Program Year, the projected carry-in amount will be adjusted to the approved budget.
- Florida requires that at least 50 percent of the Workforce Innovation & Opportunity Act (WIOA) Adult and Dislocated Worker funds are spent on customer training. The Program Year budget reflects this in Service Delivery Cost.
- The State allowable cap for administrative cost is 10 percent of total expenditures. The total amount CSCF budgeted for administrative cost is 8 percent.
- The proposed budget for salaries reflects a 3 percent merit increase. Merit increases are awarded based upon achievement of annual performance goals. The total amount awarded for merits will not exceed 3 percent of salaries.
- CSCF negotiated employee health benefits, which resulted in fixed employee cost for the same high-quality healthcare coverage for three years consecutively.



CURRENT OFFICERS

Board Position	Nomination	Job Title	Organization
Chair	Debbie Clements	Government & Community Relations Manager	Duke Energy
Vice Chair	Mark Wylie	President / CEO	Central Florida Chapter Associated Builders & Contractors, Inc.
Treasurer	Eric Ushkowitz	Economic Development Administrator	Orange County Government
Secretary	Leland Madsen	Administrator	Bedrock Resources, Inc.

PROPOSED OFFICER NOMINATIONS

Board Position	Nomination	Job Title	Organization
Chair	Debbie Clements	Government & Community Relations Manager	Duke Energy
Vice Chair	Mark Wylie	President / CEO	Central Florida Chapter Associated Builders & Contractors, Inc.
Treasurer	Eric Ushkowitz	Economic Development Administrator	Orange County Government
Secretary	Leland Madsen	Administrator	Bedrock Resources, Inc.

Meeting	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Board of Directors	X	X	9/27/2018 (Thu) Board Mtg. and Info Session 10:00am-1:00pm	X	X	12/13/2018 (Thu) 9:00am-10:30am	X	See Joint Consortium/ Board	X	4/25/2019 (Thu) 9:00am-10:30am	X	See Joint Consortium/ Board
Joint Consortium/Board	X	X	X	X	X	X	X	2/7/2019 (Thu) 9:00-11:00am	X	X	X	6/20/2019 (Thu) 9:00-11:00am
Executive Committee	7/17/2018 (Tue) 9:00-10:30am	X	9/18/2018 (Tue) 9:00-10:30am	X	X	12/4/2018 (Tue) 9:00-10:30am	1/29/2019 (Tue) 9:00-10:30am	X	X	4/16/2019 (Tue) 9:00-10:30am	X	6/4/2019 (Tue) 9:00-10:30am
Revenue Diversity Ad Hoc Committee (subcommittee of Executive)		TBD			TBD		TBD			TBD		

Meetings will be posted on website 1 week prior to date; materials will be distributed to Board members 1 week prior to meeting

Committee Meeting Dates

Finance Committee	X	X	9/20/2018 (Thu) 2:00-3:30pm	X	11/29/2018 (Thu) 2:30-4:00pm	X	1/31/2019 (Thu) 2:30-4:00pm	X	X	4/18/2019 (Thu) 2:30-4:00pm	5/23/2019 (Thu) 2:00-4:00pm Finance/Career Services Budget Workshop (Non-Voting Mtg.)	6/6/2019 (Thu) 2:30-4:00pm
Audit Committee	X	X	9/20/2018 (Thu) 2:00-3:30pm	X	11/29/2018 (Thu) 2:30-4:00pm	X	X	X	X	X	X	X
Career Services Committee	7/26/2018 (Thu) 3:00-4:30pm	X	9/13/2018 (Thu) 3:00-4:30pm	X	11/15/2018 (Thu) 3:00-4:30pm	X	1/24/2019 (Thu) 3:00-4:30pm	X	3/21/2019 (Thu) 3:00-4:30pm	X	5/23/2019 (Thu) 2:00-4:00pm Finance/Career Services Budget Workshop (Non-Voting Mtg.)	X
Governance Committee	X	8/29/2018 (Wed) 2:00-3:30pm	X	X	X	X	1/9/2019 (Wed) 2:00-3:30pm	X	3/13/2019 (Wed) 2:00-3:30pm	X	5/8/2019 (Wed) 2:00-3:30pm	X
Community Engagement Committee	X	X	9/10/2018 (Mon) 2:30pm-4:00pm	X	X	X	1/14/2019 (Mon) 2:30-4:00pm	X	X	X	5/13/2019 (Mon) 2:30-4:00pm	X

Meetings will be posted on website 1 week prior to date; materials will be distributed to committee members 1 week prior to meeting

CareerSource Central Florida Board/Consortium/Committee Meetings

Board Meetings - see above listed dates

Joint Consortium/Board Meetings are held bi-annually

Committee Meetings - see above listed dates

Location and times are as specified on public notices which are displayed on CareerSource Central Florida website: www.careersourcecentralflorida.com

Updated: 6/13/18