

# **Executive Committee Meeting**

**July 21, 2022**



## 7/21/22 EXECUTIVE COMMITTEE 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, July 21, 2022  
2:00 p.m. – 3:30 p.m.

**Where:** Virtual via Zoom:

- **Link:** <https://careersourcecf.zoom.us/j/89403684281?pwd=Qis1bUdpZUM2Um5SZGRzajJrc1kxdz09>

Dial In: 1 (929) 205-6099 / Meeting ID: 894 0368 4281  
Passcode: 860089

# 7/21/22 EXECUTIVE COMMITTEE MEETING AGENDA

## Meeting Details

## Meeting Agenda

## Welcome

## Roll Call

## Public Comment

## Approval of Minutes

## Information / Discussion / Action Items

## Other Business

## Adjournment

Agenda Item	Topic	Presenter	Action Item
1.	Welcome	Jody Wood	
2.	Roll Call / Establishment of Quorum	Kaz Kasal	
3.	Public Comment		
4.	Approval of Minutes A. <a href="#">6/16/22 Executive Committee Meeting</a>	Jody Wood	X
5.	Information / Discussion / Action Items A. Chair's Report <a href="#">1) Proposed Committee Structure</a> B. President's Report 1) Training MOU Cancellation <a href="#">2) CSCF Incentive Compensation Policy/Executive Merit &amp; Incentive Approvals</a> C. Committee Reports ( <i>deferred to 9/22/22 Executive Committee meeting</i> ) D. <a href="#">President &amp; CEO Performance Review</a>	Jody Wood  Pam Nabors	  X X
6.	Other Business		
7.	Adjournment		

Meeting Details

Meeting Agenda

► Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# WELCOME



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# ROLL CALL



Meeting Details

Meeting Agenda

Welcome

Roll Call

► **Public Comment**

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# PUBLIC COMMENT





Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# APPROVAL OF MINUTES





**Draft  
Executive Committee Meeting**

**Thursday, June 16, 2022, 2:00 p.m.**

**MINUTES**

**MEMBERS PRESENT:** Jody Wood, Andrew Albu, Jeff Hayward, Eric Jackson, Sheri Olson, David Sprinkle, Richard Sweat, Eric Ushkowitz, and Matt Walton

**MEMBERS ABSENT:**

**STAFF PRESENT:** Pam Nabors, Mimi Coenen, Leo Alvarez, Becca Bides, Dyana Burke, Lorri Shaban, Sean Masherella, and Kaz Kasal

**GUEST PRESENT:** Heather Ramos, Todd Pittenger / GrayRobinson; Jane Callahan / Dean Mead

Agenda Item	Topic	Action Item / Follow Up Item
1	<b>Welcome</b> Ms. Wood, CSCF Chair, called the meeting to order at 2:03 p.m.	
2	<b>Roll Call / Establishment of Quorum</b> Ms. Kasal, Executive Coordinator, reported a quorum present.	
3	<b>Public Comment</b> None offered.	
4	<b><u>Approval of Minutes – 4/22/22 Executive Committee Meeting</u></b> <ul style="list-style-type: none"> <li>Reviewed minutes (attachment).</li> </ul>	<b>Mr. Walton made a motion to approve the draft minutes from the 4/22/22 Executive Committee meeting. Mr. Jackson seconded; motion passed unanimously.</b>
5	<b>Information/Discussion / Action Items</b> <b><u>Chair's Report</u></b> Ms. Wood relayed: <ul style="list-style-type: none"> <li>Attended Chairs Alliance Meeting on 6/8/22. Received status on Regional Workforce Boards' reassessment, and update on framework for new grading system.</li> </ul> <b><u>President's Report</u></b> Ms. Nabors, CEO, reviewed the following: <ul style="list-style-type: none"> <li>Relayed updates on CSCF, and state level activities.</li> <li>Relayed legal item regarding contract and service delivery issues with a vendor.</li> </ul> <b><u>Committee Reports</u></b> <b><u>Audit</u></b> Ms. Olson, Audit Committee Chair, stated no reports.  <b><u>Career Services</u></b> Mr. Albu, Career Services Committee Chair, stated Career Services Committee met on 5/19/22 and reviewed scorecard through 3/31/22. Committee also approved:	<b>Mr. Albu made a motion to approve recommendation from CSCF's corporate attorney, GrayRobinson, to allow staff the ability to terminate contract with Summit effective 6/17/22 and potentially seek for damage recovery. Mr. Walton seconded; motion passed unanimously.</b>





- Updated Charter to include wording regarding reviewing non-DEO funds.
- Staff request for some occupations to be added back on Local Demand Occupations List.
- Two New Training Providers.
- Continuing Training Providers and new programs.

#### Community Engagement

Mr. Sprinkle, Community Engagement Committee Chair, stated Committee met on 5/12/22 and reviewed results from the community engagement survey and opportunities where to improve based on the data.

#### Facilities Ad Hoc

Mr. Walton, Facilities Ad Hoc Committee Chair, reported visiting the Osceola Career Center last month and commented that the Center is very well done. No committee meetings currently scheduled.

#### Finance Committee

Mr. Ushkowitz, Finance Committee Chair, reported on the following:

- Met on 6/8/22.
- Reviewed financials through 4/30/22.
- Approved FY 2022-2023 Draft Budget. Forwarding to Board for final approval.
- Approved to move to Executive Committee following action items (attachments):
  - Recommendation to select Sage Intacct for CSCF's new Financial ERP system.

- Recommendation to select Taylor Hall Miller Parker, P.A. for fiscal and programmatic monitoring services.

**Ms. Olson made a motion to move to Board's Consent Agenda recommendation for staff to complete contract negotiations and select Sage Intacct as the vendor of choice for CSCF's new Financial ERP system. Ms. Sweat seconded; motion passed unanimously.**

**Mr. Ushkowitz made a motion to move to Board's Consent Agenda recommendation to complete contract negotiations and select Taylor Hall Miller Parker, P.A. as the vendor of choice for fiscal and programmatic monitoring services. Mr. Walton seconded; motion passed unanimously.**



	<p><u>Governance</u> Mr. Sweat, Governance Committee Chair, reported on the following:</p> <ul style="list-style-type: none"> <li>• Met on 5/25/22.</li> <li>• Approved for Board's final approval proposed Slate of Officers for 2022-2023.</li> <li>• Reviewed Board Engagement through 4/30/22. Committee concurred to increase focus on Contribution category.</li> <li>• Committee concurred to keep Board Engagement Metrics Goals/KPIs the same for FY 2022-2023.</li> </ul> <p><u>Revenue Diversity and New Markets</u> Mr. Jackson, Revenue Diversity Ad Hoc Committee Chair, reported the following:</p> <ul style="list-style-type: none"> <li>• Met on 6/1/22.</li> <li>• Reviewed year-to-date results.</li> <li>• Reviewed FY 2022-2023 goals.</li> <li>• Concurred to move to Executive Committee the following action item (attachment), which now includes feedback from Revenue Diversity &amp; New Markets Committee and Board input from Budget Workshop:               <ul style="list-style-type: none"> <li>– Recommendation for the creation for business units 1 and 2 (attachment).</li> </ul> </li> </ul> <p><u>6/23/22 Board Meeting Agenda (attachment)</u></p> <ul style="list-style-type: none"> <li>• Reviewed agenda for 6/23/22 Board Meeting.</li> </ul>	<p><b>Mr. Sprinkle made a motion to move to Board for final approval, recommendation for the creation of Business Units 1 and 2, as presented. Ms. Wood seconded, with Mr. Walton opposing; motion passed.</b></p>
6	<p><b>Other Business</b> None offered.</p>	
7	<p><b>Adjournment</b> Meeting adjourned at 3:38 pm.</p>	

Respectfully submitted,  
Kaz Kasal, Executive Coordinator

Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# INFORMATION / DISCUSSION / ACTION ITEMS





## MEMORANDUM

---

Date: 7/13/2022  
To: Jody Wood, CSCF Board Chair  
From: Pamela Nabors, CSCF President /CEO  
Subject: Approval of Committee Chairs

---

For your approval, please see below Committee Chairs for Fiscal Year 2022-2023:

Committee Chairs:

Executive Committee:	Jody Wood
Career Services Committee:	Andrew Albu
Community Engagement Committee:	David Sprinkle
Audit Committee:	Sheri Olson
Finance Committee:	Eric Ushkowitz
Governance Committee:	Richard Sweat
Revenue Diversity & New Markets Committee:	Eric Jackson
Facilities Ad Hoc Committee	Matt Walton



## MEMORANDUM

---

Date: 7/13/2022  
 To: Jody Wood, Board Chair  
 From: Pamela Nabors, President/CEO  
 Subject: Approval of Committee Appointments for CareerSource Central Florida Board of Directors and Non-Board Committee Members

---

For your review, by signing this memo you approve the committee appointments as updated in yellow:

Executive Committee:

**Jody Wood (Chair)**

Andrew Albu (*Career Services Chair*)

Jeff Hayward (*Secretary*)

Eric Jackson (*Revenue Diversity & New Markets Committee Chair*)

Sheri Olson (*Audit Committee Chair*)

David Sprinkle (*Community Engagement Committee Chair*)

Richard Sweat (*Vice Chair and Governance Committee Chair*)

Eric Ushkowitz (*Treasurer and Finance Committee Chair*)

Matt Walton (*Facilities Ad Hoc Committee Chair*)

Revenue Diversity & New Markets Committee:

**Joe Battista**

Glen Casel

John Gill

**Eric Jackson (Chair)**

Richard Sweat

Non-Board Members on Revenue Diversity & New Markets Committee:

Mark Brewer

Finance Committee:

Wendy Brandon

Glen Casel

Keira des Anges

Shawn Hindle

**Bryan Orr**

Manuel Rascon

**Eric Ushkowitz (Chair)**

Matt Walton

Facilities Ad Hoc Committee (Subcommittee of Finance Committee):

Andrew Albu

**Matt Walton (Chair)**

Audit Committee:

Wendy Ford

Shawn Hindle

**Sheri Olson (Chair)**

**Gaby Ortigoni**

Non-Board Members on Audit Committee:

Leslie Felix (Osceola County)

Kristy Mullane (Lake County)

Fred Winterkamp (Orange County)

Lorie Bailey Brown (Seminole County)

Angela Rex (Sumter County)

Career Services Committee:

**Andrew Albu (Chair)**

Sean Donnelly

Jessie Dzierney-Lukash

Mark Havard

**Michelle Sperzel**

Dr. Maria Vazquez

Non-Board Members on Career Services Committee:

Dr. Amy Albee-Levine

Ed James

Melanie Stefanowicz

Governance Committee:

Keira des Anges

**Kari Conley**

John Gill

Jeff Hayward

Eric Jackson

Charles Scherer

**Richard Sweat (Chair)**

Community Engagement Committee:

Guilherme "Gui" Cunha

**Tanisha Nunn Gary**

John Gyllin

Renee Quintanilla

Stella Siracuza

**David Sprinkle (Chair)**

DeAnna Thomas

Non-Board Members on Community Engagement Committee:

Roger Pynn

Wayne Weinberg





## ACTION ITEM

---

**To: CareerSource Central Florida Executive Committee**  
**From: Pamela Nabors**  
**Re: Program Year 2022-23 Executive Merit & Incentive**  
**Date: July 21, 2022**

---

### **Purpose:**

To recommend to CareerSource Central Florida's Executive Committee to approve the President/CEO to issue merit and incentive compensation to executive staff based on CSCF's merit structure and incentive compensation policy.

### **Background:**

CareerSource Central Florida conducts its annual performance review process during the month of July. Merit increases are awarded to employees based upon achievement of annual performance goals and can range between 3% and 5% of salary. The fiscal year 2022-23 approved budget reflects a 4% merit increase average allowance.

CareerSource Central Florida also has an Incentive Compensation Policy intended to motivate and reward employees for exceeding performance objectives or demonstrating extraordinary innovation or creativity in accordance with CSCF's organizational values, mission, goals, and competencies. The criteria for obtaining incentive compensation and eligibility of compensation amounts are detailed in the Incentive Compensation Policy included in the packet.

### **Requirements:**

Grantee/Subgrantee Agreement between CSCF and DEO requires Board approval for changes in compensation for executive staff.

***Sec 11. Compensation and Travel:*** No changes to compensation for executive staff of the Board are allowed without documented Board approval and must be in alignment with local policies and procedures. The Board shall ensure that all bonuses, pay raises, and benefits are reasonable and necessary for the successful performance of the award and are a prudent use of federal funds.

### **Action Item:**

Recommendation that the Executive Committee approves CSCF's President/CEO the authority to issue merit and incentive compensation to her executive staff (listed below) based on the parameters set by CSCF's policies and procedures.

Mimi Coenen, COO  
 Leo Alvarez, CFO  
 Steven Nguyen, VP of Innovation & Technology  
 Dyana Burke, VP of Human Resources  
 Becca Bides, VP Strategic Communications  
 Nilda Blanco, VP Service Delivery  
 Lorri Shaban, VP Strategic Partnerships



## CSCF Incentive Compensation Policy

The purpose of CareerSource Central Florida's Incentive Compensation Policy is to motivate and reward employees for exceeding performance objectives or demonstrating extraordinary innovation or creativity in accordance with CSCF's organizational values, mission, goals, and competencies.

In alignment with the *Federal Register 2 CFR. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, incentive compensation will be reasonable and may be recommended based on the criteria detailed in this memo.

Incentive compensation is not defined, nor can it be considered a "bonus" distributed to employees based on any factor not associated with performance or accomplishment; it is designated as an additional benefit specifically rewarding performance that significantly *exceeds* the normal standards. Managers/Directors/Executives in any department may recommend incentive compensation for individuals or teams based on written justification of the exemplary contribution to the achievement of goals as defined in the Incentive Compensation Plan Policy. The amount of incentive compensation will be recommended by the manager, and approved by the department executive, based on meeting the threshold of an overall score of **3.5** in the year-end staff performance evaluation tool, along with documentation of achievement of criteria 1 and/or 2 listed below. All recommendations for incentive compensation must be approved by the CEO or designee. Annually, the incentive compensation plan will be developed and implemented to coordinate with the budget and establish benchmarks for performance.

### **Criteria:**

The qualifying performance score required for consideration is a **3.5** on a scale of 1-5 on the year-end performance review. The score is calculated based on the achievement of individual staff goals set at the beginning of the fiscal year and demonstrated success in modeling CSCF established competencies.

Incentive compensation may be recommended based on meeting one or more of the following criteria:

- **Criteria 1:** Innovations or contributions that result in increased efficiency or excellence in internal/external service delivery and/or processes;
- **Criteria 2:** Actions or ideas that contribute to efficiency or cost reduction while maintaining or increasing standards of service or product

To receive an incentive award, an employee must be an active employee currently working as of the date of payout. Any employee who has resigned with a last day worked prior to the incentive payout is not eligible.

Anyone hired April 1 and after are in their 90-day probationary period and will not be eligible for an incentive paid out that calendar year.

This criterion is at the President's discretion and may be altered/waived at any time to acknowledge extraordinary performance during critical or emergency periods, as needed.



**Incentive Amounts:**

Annual eligible incentive compensation amounts for CareerSourcers are based on their level of position within the Company as follows:

Level of Position	Eligibility Range
Staff Level (non-management individual contributors; Leads)	\$1,000
Mid-Level Manager Level (CareerSourcers who oversee management of a function/program with no direct reports, Managers with at least 1 direct report and Sr. Managers)	\$1,500
Senior Manager Level (Directors, Sr. Directors)	\$2,000
Executive Level (ex: CEO, COO, CFO, VP)	Up to 10% of current salary

NOTE: This may be updated/revised at any time based on budget and/or compensation market analysis data



Pam Nabors  
President & Chief Executive Officer  
2022-2023 Goals

---

1. Achieve an unqualified audit for CSCF in 2022-2023.
2. Implement the new Board structures (501(c) (3) and LLC) to position CSCF for future funding and opportunities by June 30, 2023.
3. Implement a customer service satisfaction survey for CSCF's business and career seeker customers that provides regular (scheduled) feedback for continuous improvement. Report on the findings for the 2022-2023 year by June 30, 2023 to set benchmarks.
4. Complete strategic planning process to create a plan for Board initiatives including Data Analytics & Insight and a plan for Business Consultation Services, as well as a plan that meets the requirements of CareerSource FL.
5. Assess CSCF's readiness for organizational changes required by the implementation of the REACH Act. Prepare a report and presentation to the Board by April 2024 with recommendations and a plan to implement any changes.

# Pamela Nabors

101001-Chief Executive Officer/President

**Position ID** - J44001105

**Reports To** - Reports To No One

**Department** - 101000-Executive/Executive Support

**Business Unit** - 004-ADMIN

**Location** - 0641-Admin- BOA

## REVIEW INFORMATION

### NEW PY 2021-2022 Annual Review Plan

**Review Period** - 07/01/2021 to 06/30/2022

**Status** - Finalized

**Target Completion Date** - 07/19/2022

## REVIEWER INFORMATION

**Reviewer** - Dyana Burke

## INTRODUCTION

No Information available

## RATING SCALE

<b>1 - Does Not Meet Expectations</b>	Performance standards are consistently below expectations.
<b>2 - Partially Meets Expectations</b>	Performance standards typically meet expectations, but do not always meet expectations.
<b>3 - Meets Expectations</b>	Performance standards consistently meet expectations, and at times exceed expectations.
<b>4 - Exceeds Expectations</b>	Performance standards consistently exceed expectations.
<b>5 - Greatly Exceeds Expectations</b>	Performance standards consistently surpass expectations.



## COMPETENCIES

### Instructions

---

Conducting performance appraisals is a productive and meaningful activity that positively contributes to the success of our organization. Competencies define the knowledge, skills, abilities, and behaviors that lead to superior performance. For each of the competencies, you should measure the level of proficiency the CareerSourcer has demonstrated and indicate the employee's ability to successfully perform the assigned job role.

#### 1 - 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

---

**4.0** Exceeds Expectations

This past year CareerSource CF implemented a community survey to "take the temperature" of the broader community on our reputation, including partners, employers and customers. The results were overall favorable with some areas identified for improvement in consistency and organizational messaging.

Our CareerSource CF team continues to grow and change, and is diverse and representative of our regional customers. While the organization had a greater percentage of turnover this year, like many other businesses, we continue to have a highly loyal population in our CareerSourcers, with almost 50% of the workforce having 5+ years of tenure.

### Reviewer Response

---

**4.0** Exceeds Expectations

4.0 The CareerSource CF team continues to demonstrate resiliency, commitment and team work.

#### 2 - 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

---

**5.0** Greatly Exceeds Expectations

CareerSource CF saw another year of unqualified audits and zero fiscal findings. We have also significantly expanded our non-DEO revenue and have earned the trust of our counties for ARPA funds, as well as being solicited for other grant and revenue opportunities.

## Reviewer Response

---

**5.0** Greatly Exceeds Expectations

5.0 The CareerSource CF organization is fiscally strong and has responsibly managed the DEO and non-DEO funds. Revenue diversification is a key priority and the organization has been successful in increasing funds to serve our communities. Work was underway throughout this year to meet this goal.

### 3 - 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

---

**4.0** Exceeds Expectations

Each year in both internal and external monitoring, CareerSource CF improves on the compliance requirements around our work, as well as the outcomes for customers. CareerSource CF met and exceeded all of our federal measures for the previous year, with one exception on Measurable Skills gain, a new measure that required correction to staff coding. This issue was corrected in mid year and is on track to meet or exceed our 2023 measures.

Our efforts to incorporate Sterling quality management practices has been integrated into all policy and procedural efforts. We utilize project charters and Project Priority scoring methods to quarterly target deliverables for internal as well as external grant goals.

As mentioned previously, CareerSource CF fiscal monitoring and audit reports continue to demonstrate the highest quality of fiscal stewardship.

## Reviewer Response

---

**5.0** Greatly Exceeds Expectations

5.0 CareerSource CF continues to exceed the majority of the federal measures and has consistent strong fiscal performance.

**4 - 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****5.0** Greatly Exceeds Expectations

CareerSource CF was recognized as a finalist for our retirement plan structure and commitment to enhancing the fiscal status of our CareerSourcers.

During this continued year of COVID, CareerSource CF has maintained a safe working environment for employees, and adopted hybrid schedules for all staff if desired in all departments.

**Reviewer Response****5.0** Greatly Exceeds Expectations

5.0 Pam and her leadership team cultivate an engaged workforce culture and provide a supportive environment for their employees. They continue to be responsive to the needs of their teams and have established resources to support their needs. Pam has set a clear and compelling vision for the organization and continues to inspire the organization on their higher purpose work.

**5 - CareerSourcer Innovation**

Weighted at 16.67%

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

**Employee Response****4.0** Exceeds Expectations

Our cybersecurity process regularly checks and tests the security of our technology systems. These assessments continue to yield a very low "fail" rate, significantly lower than our peers; however, only Zero risk is acceptable; therefore, technology competency has been elevated for CareerSourcers to a fundamental competency and standard, and this year CareerSource CF instituted a training and remediation process for staff to significantly minimize the risk of a Phishing scam or attack.

CareerSource CF also implemented a CRM solution this year to track business customer outcomes - specifically to manage business relationships for recruiting and training, and tracking the outcomes of customers referred and placed. This improvement expanded CareerSource CF's reach beyond the annual business targets for referrals and placements, and improved the quality of managing business accounts.

## Reviewer Response

---

### 4.0 Exceeds Expectations

4.0 CareerSource CF continues to focus on technology solutions to support the needs of the organization. The CRM solution is one example which enabled cultivating and strengthening relationships with existing and new business customers. They exceeded their business served overall and increased their returning businesses served by 22% over last year. The team continues to be focused on cybersecurity solutions and on enhancing the capabilities/acumen of their team as a key element of prevention. Innovation and technology is a critical enabler and the team continue to invite creative approaches to market, deliver & enhance their services.

### 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

---

### 5.0 Greatly Exceeds Expectations

I continue to champion the value of CareerSource CF to the larger community in our Region, which has yielded additional revenue and enhanced partnerships. Based upon the past 3 years Revenue Diversity work, CareerSource CF is positioned to be a critical business partner in Central Florida and is ready to create additional non-profits structures to better support the vision.

## Reviewer Response

---

### 5.0 Greatly Exceeds Expectations

5.0 Pam is a leader in our community and within the national workforce development system. She is a sought after partner and willingly provides her leadership and influence across the local, state and national workforce system. Her leadership and commitment to excellence is the essential element which has positioned CareerSource CF as a critical partner.

## GOALS

## Instructions

---

The assigned CareerSourcer goals for the indicated review period are listed below. You should update the progress percentage, provide comments as to whether or not the CareerSourcer met the assigned goals, and indicate any challenges that may have prohibited them from completing the assigned goals.

**1 - Achieve an unqualified audit for 2020-2021**

Weighted at 25%

**Achievement** - 0%

**Type** - Team Goal

**Category** - Talent Solutions to Ignite Potential

**Description** - Not Available

**Employee Response**
**5.0** Greatly Exceeds Expectations

Done :-) Audit unqualified for over 7 years; Zero DEO fiscal findings -again for over 5 years.

**Reviewer Response**
**4.0** Exceeds Expectations

4.0 The areas of opportunity noted in the Sterling Governor's application have activity and progress. The input was valuable and the team activated the items Pam notes.

**2 - Determine leadership alignment and 5-year succession plan to position CareerSource CF for greater revenue independence for single funding source.**

Weighted at 25%

**Achievement** - 0%

**Type** - Team Goal

**Category** - Diversify Revenue Streams

**Description** -

Present succession plan to BOD by Q4

**Employee Response**
**5.0** Greatly Exceeds Expectations

Revenue Diversity targets exceeded - private sector funding target an opportunity for 23-24.

Organization ready to move forward with separate structures for DEO and non-DEO mission work.

## Reviewer Response

**5.0** Greatly Exceeds Expectations

5.0 The revenue diversification continues to increase and targets exceeded. Work is in progress to evolve the organization structure to successfully support the diversified revenue and the evolving needs of the stakeholders.

### 3 - Develop and implement a strategy to measure the Return on Investment (ROI) for CareerSource DV's services.

Weighted at 25%

**Achievement** - 0%

**Type** - Team Goal

**Category** - Diversify Revenue Streams

**Description** -

Provide a report to the DOB in June 2022 regarding the findings, with recommendations

## Employee Response

**4.0** Exceeds Expectations

An ROI study has been completed that shows return for all programs at CareerSource CF. Next year's work will be to provide a summary of the study to the Executive and Board, and identify ways to benchmark with other organizations.

## Reviewer Response

**5.0** Greatly Exceeds Expectations

5.0 Continued excellent results and fiscal stewardship

### 4 - Evaluate Sterling Governor's Award (SGA) and prepare plan for addressing Opportunities for Improvement (OFI's).

Weighted at 25%

**Achievement** - 0%

**Type** - Team Goal

**Category** - Contribute to North Star Vision



**Description -**

Make Recommendation to BOD by Q4 regarding submission of SGA application in Q1 of 2022.

## Employee Response

---

### **3.0** Meets Expectations

CareerSource CF identified both a contractor for ROI as well as a customer satisfaction process. The ROI study was completed, the customer satisfaction process will be ready for July 1st.

Another area of improvement was in the further integration of process definition and prioritization. As previously noted, both methods have been incorporated into daily practice and cadence as all levels of the organization.

I am not recommending at this time that CareerSource CF resubmit in a Sterling Governor's application in 2022. The Sterling Management framework continues to be the benchmark around our work.

## Reviewer Response

---

### **4.0** Exceeds Expectations

4.0 ROI study has been completed and results to be shared in the upcoming year. The vendor has shared that our results are quite high compared to other workforce programs across the nation with returns shown for all programs.

## OVERALL COMMENTS

### Employee Response

Overall Rating	Goals	Competencies
<b>4.37 Exceeds Expectations</b>	<b>4.25</b>	<b>4.50</b>

2021-2022 has been a year of tremendous growth and change, and has positioned CareerSource CF to take on the role of "critical partner" for workforce development in Central Florida.

### Reviewer Response

Overall Rating	Goals	Competencies
<b>4.58 Greatly Exceeds Expectations</b>	<b>4.50</b>	<b>4.67</b>

4.6 Overall Rating: 2021-2022 has been a critical year preparing the organization for continued growth and positioning it to support the emerging needs of the Central Florida region. Pam's leadership has been key and so critical to driving the organization forward and establishing the needed framework to evolve and elevate CSCF overall value and relevancy. CareerSource Central Florida continues to lead the way and sets the benchmark for workforce development. We are well positioned strategically for the upcoming year and achieving our strategic priorities.

SIGNATURES

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Reviewer Signature

[RETURN TO AGENDA](#)

Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# OTHER BUSINESS



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

► Adjournment

# ADJOURNMENT



# THANK YOU!