



What: Board of Directors Orientation Session
When: Thursday, August 29, 2019
9:00 a.m. – 12:00 p.m.
Where: Kalos Services, Inc., 246 Hatteras Ave., Clermont, FL
Virtual: GoToMeeting (remote attendees):
➤ <https://global.gotomeeting.com/join/559020621>
➤ 1 (669) 224-3412 / Access Code: 559-020-621

Agenda Item	Topic
1.	Welcome
2.	CSCF Overview
3.	Sunshine Law, Public Records & Ethics <i>(presented by Thomas Wilkes, Esq. / GrayRobinson)</i>
4.	CSCF Highlights <ul style="list-style-type: none">• Accomplishments• Annual Budget• Board Priorities• Scorecard• Board Engagement Activities• North Star
5.	Questions / Wrap Up

BOARD OF DIRECTORS INFORMATION SESSION

AUGUST 29, 2019

WHAT WE DO



WE **CONNECT** CENTRAL FLORIDIANS TO CAREERS
AND **DEVELOP** SKILLED TALENT FOR BUSINESSES.

TALENT SOLUTIONS TO
IGNITE YOUR POTENTIAL...
YOUR JOURNEY LIVES HERE



WHO WE SERVE

Niche Markets

CAREER SEEKER



- AGE 22- 44
- H.S. DIPLOMA OR SOME COLLEGE
- EARNS LESS THAN \$15 PER HR. / LESS THAN \$35k/YR.

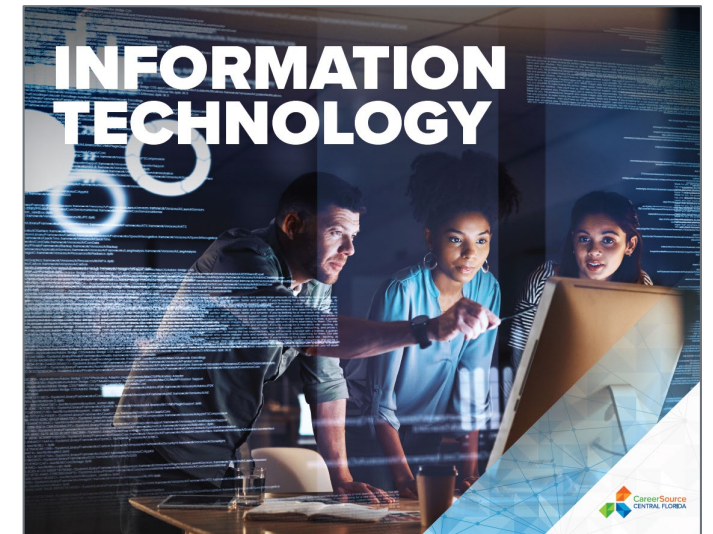
BUSINESSES

- SMALL BUSINESS
- 5 – 150 STAFF
- REPRESENTED IN 5 COUNTIES



WHO WE SERVE

High-Growth Industries



WHERE WE SERVE

Our Footprint

Serve 5 Counties

- Lake
- Orange
- Osceola
- Seminole
- Sumter

1 of 24 Regional Florida Workforce Boards

- Region 12
- 2nd Largest in Florida

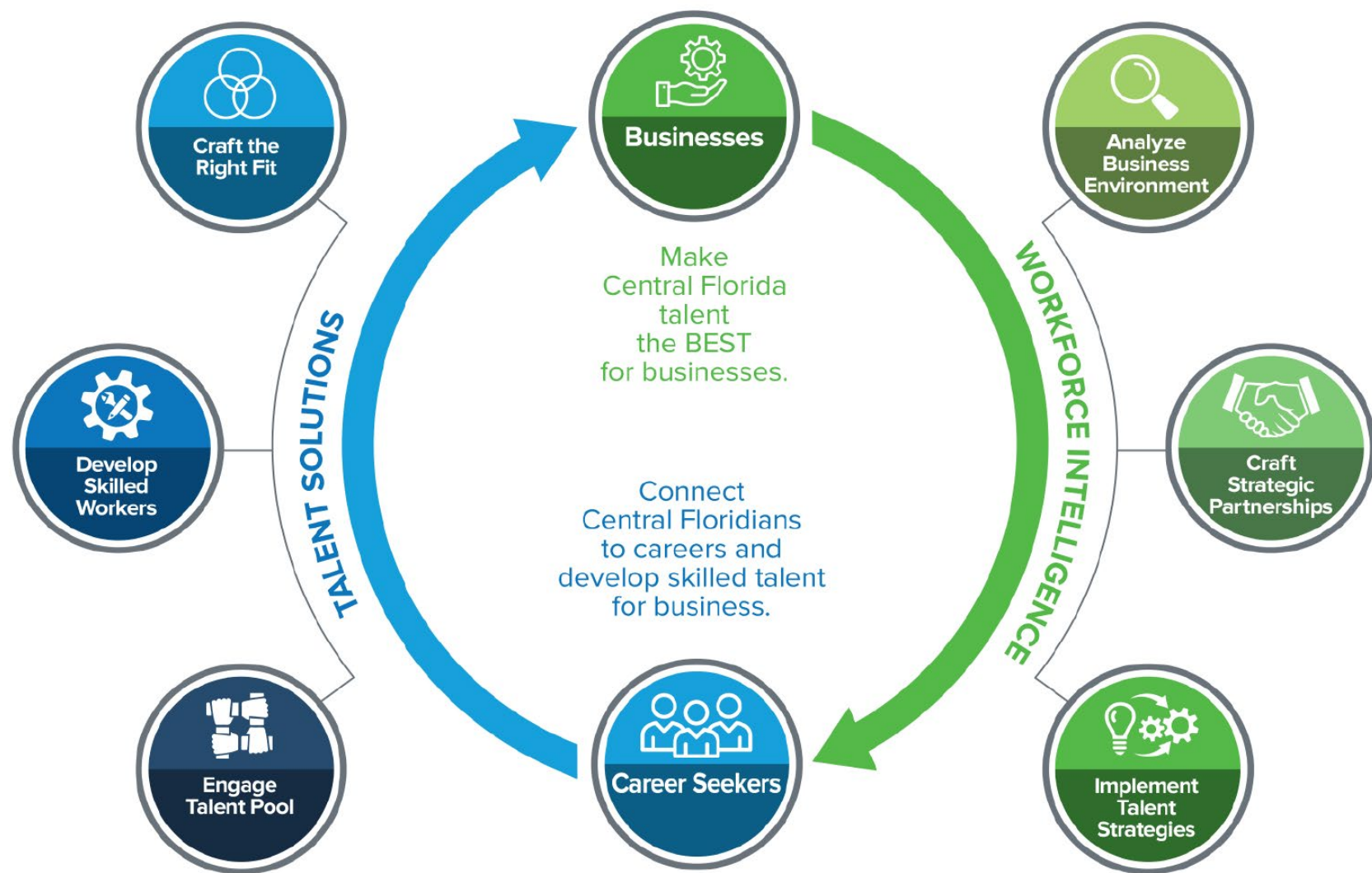
Delivery of Service

- 5 Career Centers
- 1 Satellite Contact Center



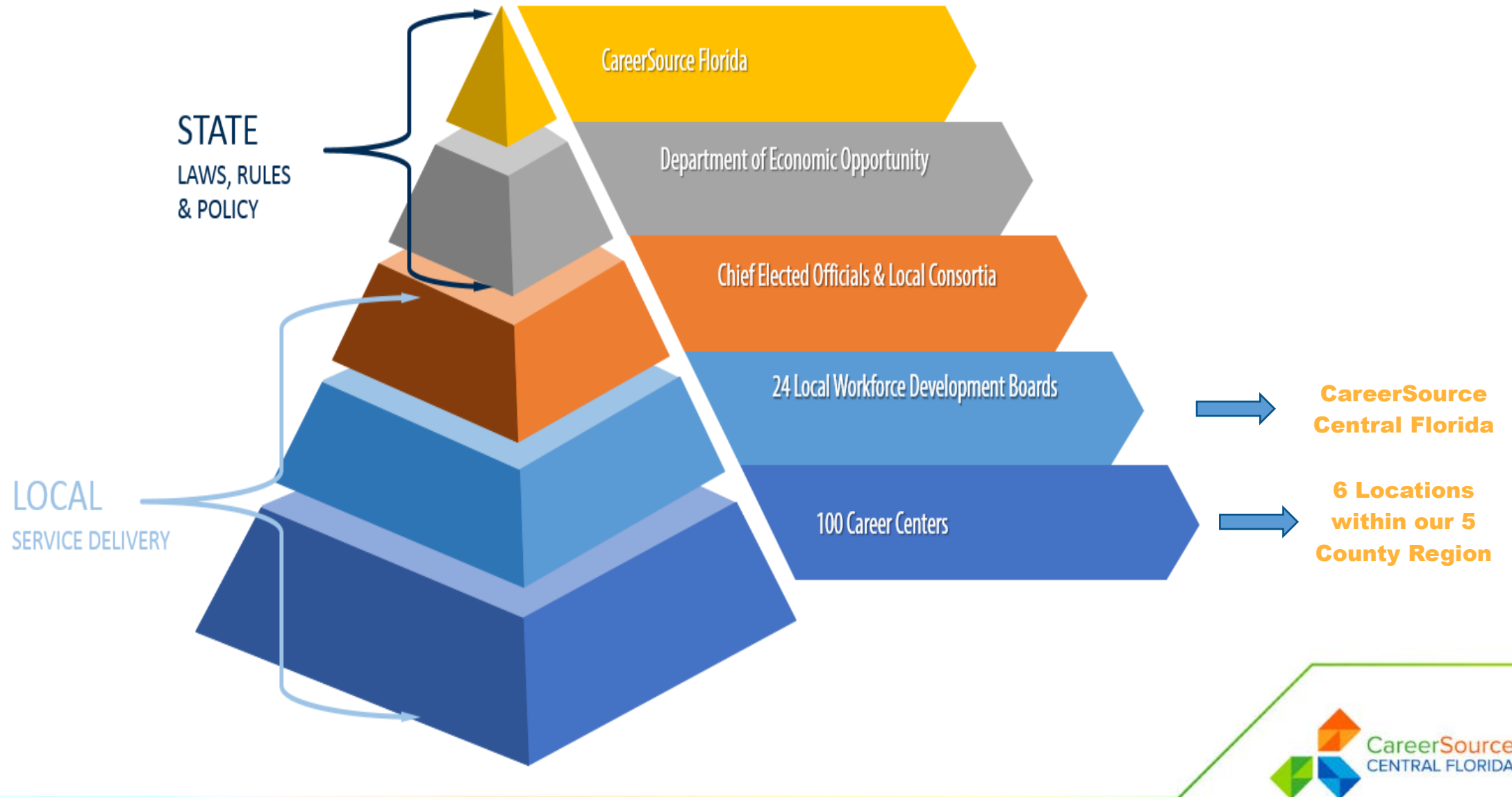
HOW WE SERVE

Service Model

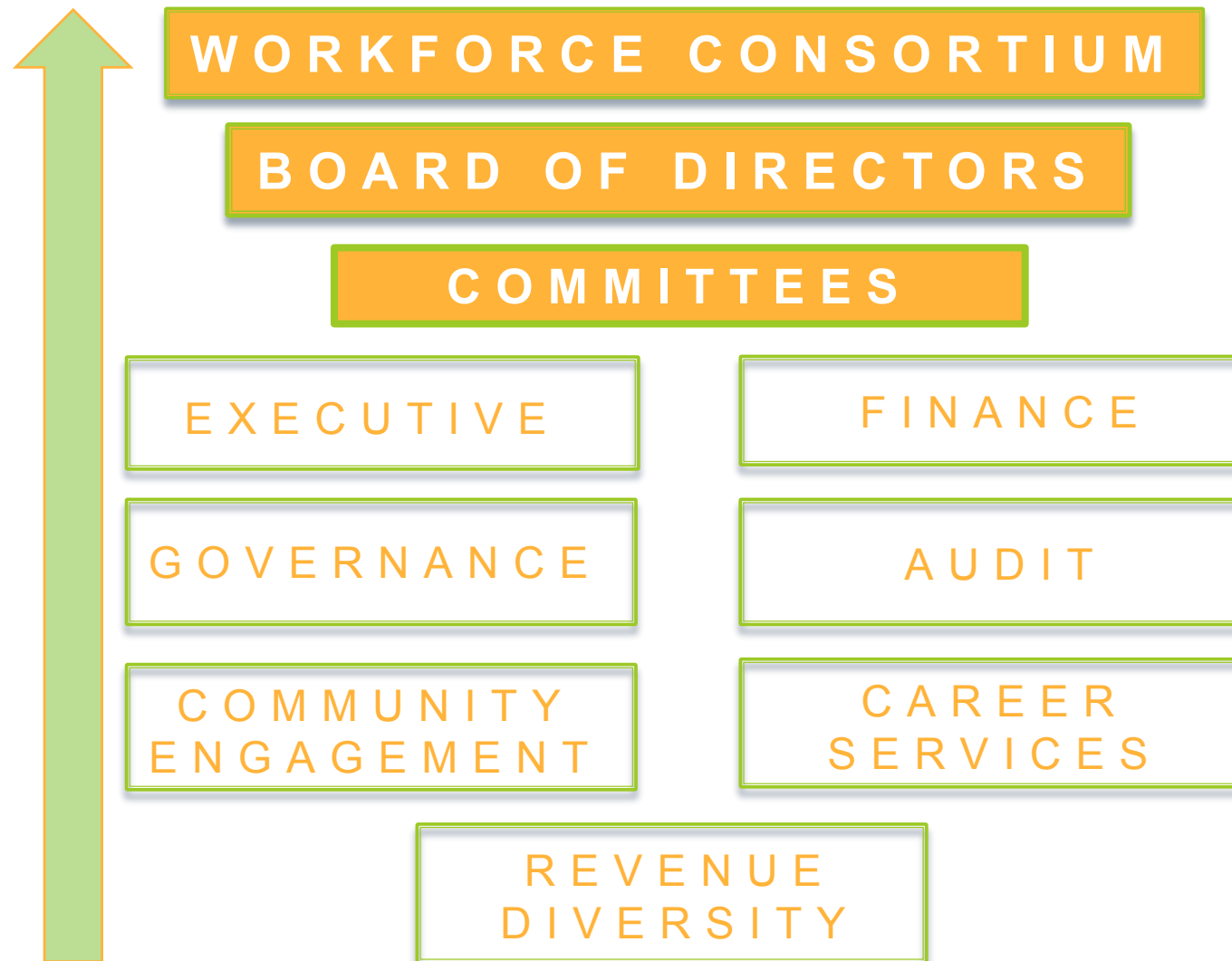


OUR STRUCTURE

STATE WORKFORCE SYSTEM



BOARD GOVERNANCE



OUR CONSORTIUM



Leslie Campione
Lake County Commissioner, District 4
Consortium Chair



Lee Constantine
Seminole County Commissioner, District 3
Consortium Vice Chair



Jerry L. Demings
Orange County Mayor



Al Butler
Sumter County Commissioner, District 1



Brandon Arrington
Osceola County Commissioner, District 3

OUR BOARD: OFFICERS



Mark Wylie, Chair

President/CEO

Central Florida Chapter Associated Builders and Contractors, Inc.



Eric Ushkowitz, Treasurer

Economic Development Administrator

Orange County Government



Jeff Hayward, Secretary

President & CEO

Heart of Florida United Way



Jody Wood, Vice Chair

Vice President of Recruitment, Diversity & Inclusion and Talent Management

Walt Disney Parks & Resorts

OUR BOARD: DRIVERS OF CHANGE

THE WORK YOU DO IS VITAL TO THE SUCCESS OF OUR REGIONAL ECONOMY



OUR CSCF ROLE

ACHIEVE GOALS & CONTINUOUSLY IMPROVE
TO CREATE MORE PROSPERITY FOR OUR COMMUNITY



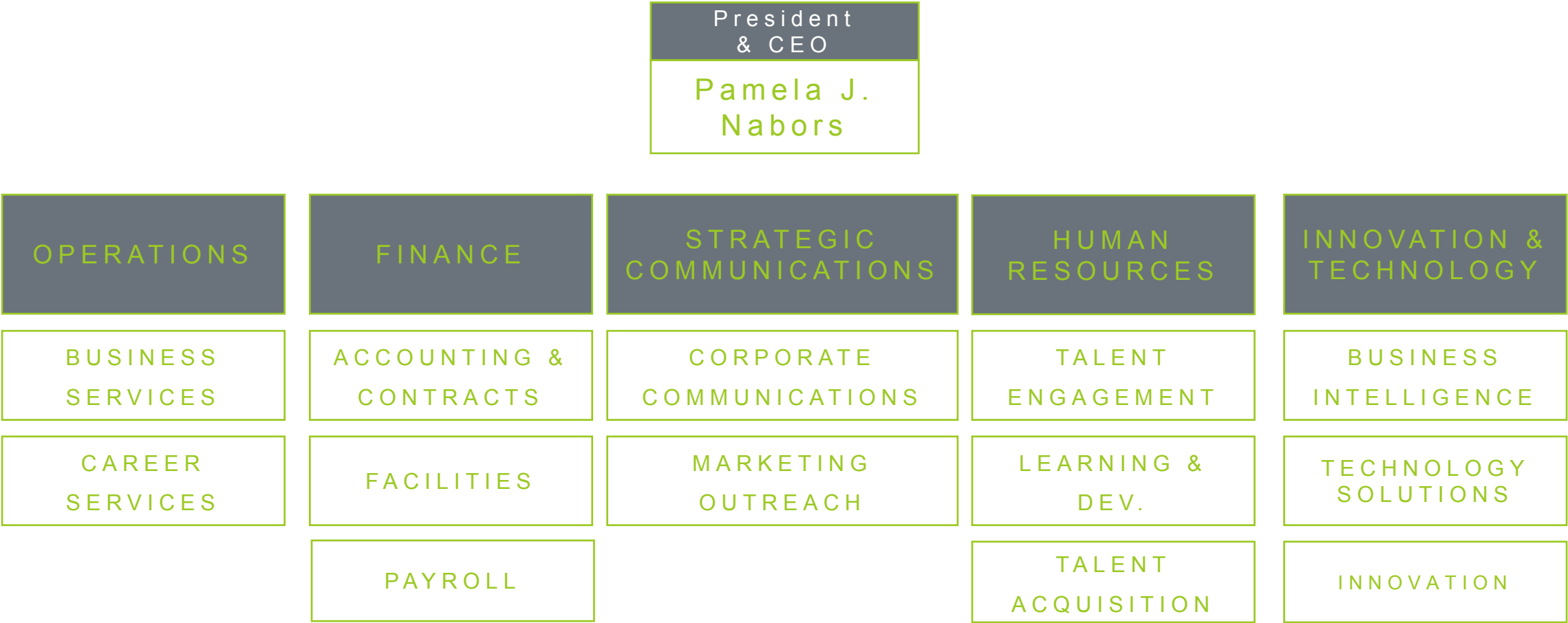
ORGANIZATIONAL STRUCTURE

CSCF Executive Leadership

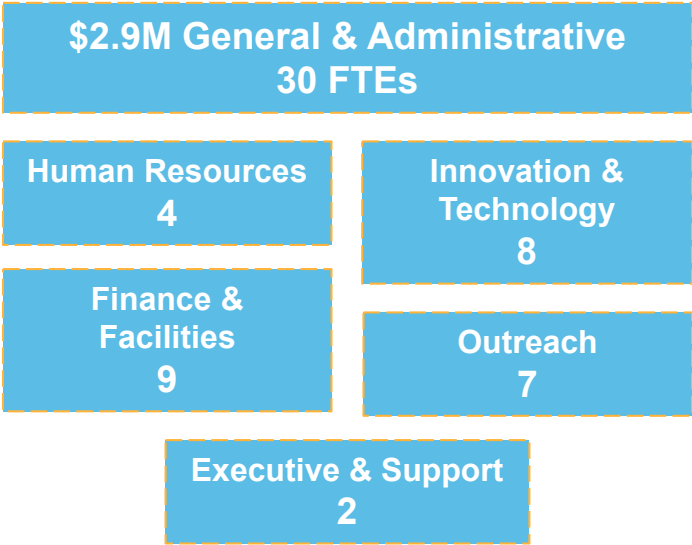


ORGANIZATIONAL STRUCTURE

CSCF Divisions



CSCF STAFF BLEND



SUNSHINE LAW

**Government in the Sunshine
Public Records
Financial Disclosure
Ethics
Gifts**

**A Briefing for the
CareerSource Central Florida
Board of Directors**

August 29, 2019

GOVERNMENT IN THE SUNSHINE LAW

SUNSHINE LAW

RIGHT OF THE PUBLIC TO ATTEND CSCF BOARD MEETINGS

GENERAL RULE:

***“Where two or more are gathered ...”
there will be a meeting.***

**... if “foreseeable action” by the Board is
discussed.**

SUNSHINE LAW

“MEETINGS” CAN MEAN:

- **Hallway talks between Board members**
- **Phone calls between Board members**
- **Talks between Board members at dinner parties**
- **E-mails and letters between Board members**
- **Notes to or from another Board member**
- **Messages via mutual friends**
- **Messages via CSCF staff**

SUNSHINE LAW

“MEETINGS” DO NOT INCLUDE:

- **Discussions with Consortium members**
- **Discussions with state legislators**
- **Discussions with CareerSource Florida board members**

SUNSHINE LAW

“MEETINGS” DO NOT INCLUDE:

- **Discussions with county or city mayors or commissioners**
- **Discussions with CSCF staff**
- **Discussions with another Board member on matters that will never involve a vote of the Board**

SUNSHINE LAW

2013 AMENDMENT:

- **Public has the right to be heard:**
 - **“on a proposition before” the Board**
 - **“reasonable opportunity” must be “given”**
 - **during the “decision making process”**
 - **“reasonable proximity” before the Board votes**
- **Thus, the “public comment” on the agenda**

PUBLIC RECORDS

PUBLIC RECORDS LAW

GENERAL RULE:

If you have it, the public – including the news media – can see it!!

- **Public records are open for inspection**
 - By any person
 - At any reasonable time



PUBLIC RECORDS LAW

“PUBLIC RECORDS” INCLUDE:

- E-mails (incoming and outgoing)
- Letters (incoming and outgoing)
- Memos
- Notes
- Telephone logs
- Calendars
- Computer data/documents
- Data processing software
- CD's/DVD's/thumb drives/videos
- Ballots
- Drafts of documents (once circulated for review)
- Reports/studies/analyses
- Maps/plans/permits/permit applications
- All copies of anything
- All metadata on all electronic records

PUBLIC RECORDS LAW

What about ...

- **Text messages?**
- **Instagrams?**
- **Facebook posts?**
- **Twitter posts?**

**Yes – if about CSCF
business**



PUBLIC RECORDS LAW

WHAT TO DO WHEN DEMANDED:

- **Simple request for few documents, clearly identified?**
 - just feel free to give out a copy of the documents
- **Overbearing, burdensome request for voluminous documents?**
 - call CSCF staff or attorney

PUBLIC RECORDS LAW

DISPOSING OF PUBLIC RECORDS:

- **Originals? Keep them.**
- **Copies? Pitch them (unless you have the *only* copy).**
- **Best practice: send all records to staff, asap**
- **End of your term: you must transfer all records to your successor.**

FINANCIAL DISCLOSURE

FINANCIAL DISCLOSURE

WHAT IS DISCLOSED?

- **Form 1: certain assets and liabilities, sources of income, and certain other information**
- **Form 1F: from January 1 to your last day in office**

FINANCIAL DISCLOSURE

WHEN AND WHERE TO FILE?

- **Form 1: July 1 (for the previous calendar year)**
- **Form 1F: no later than 60 days after leaving CSCF's Board**
- **Both filed at Supervisor of Elections ... for YOUR county**

FINANCIAL DISCLOSURE

PENALTIES:

- **Fail to file by July 1st: delinquency notice**
- **Then, fail to file by September 1st: \$25-per-day fine**
- **Max fine: \$1,500**
- **Investigated, maybe removed from the Board (new law)**

Note: Supervisors of Elections must send Form 1 to Board members no later than June 1st of each year. F.S. 112.3145(6)(b)

ETHICS

CODE OF ETHICS

What are “ethics”?



CODE OF ETHICS

- **Ethics ≠ not committing crimes**
- **Principle:**
 - **Avoid every situation that TEMPTS ONE TO DISHONOR**

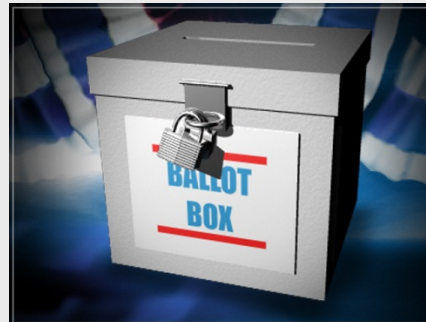
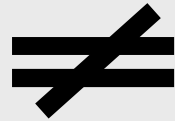
CODE OF ETHICS

- **Criminal violation: an act is required**
 - **Ethical violation: getting into a situation that “tempts one to dishonor”**
-
- **Goal of criminal law:**
Punish criminal & deter crime
 - **Goal of ethics code:**
Preserve public trust

CODE OF ETHICS

PROHIBITED ACTS:

- **Soliciting money or a gift for your vote**
- **Accepting money or a gift for your vote**



CODE OF ETHICS

PROHIBITED ACTS (cont'd):

- **“Misuse of public position”**
 - Use one’s official position / perform one’s duties
 - Secure a special benefit / privilege / exemption
 - For yourself *or another*
 - Corruptly



CODE OF ETHICS

PROHIBITED CONFLICTS OF INTEREST:

- **Doing business with CSCF**
 - Officer, director, or 5% owner of a business?
 - May not sell / purchase / lease goods / services / real estate ...
 - To / from CSCF



CODE OF ETHICS

PROHIBITED CONFLICTS (cont'd):

- **Also, CSCF may not contract with:**
 - **an organization represented by a board member (regardless of no ownership by the member)**
 - **a board member's family**

CODE OF ETHICS

PROHIBITED CONFLICTS (cont'd):

- **Conflicting employment or contractual relationship:**
 - **Business or government agency doing business with CSCF?**
 - **You may not hold a job with it.**
 - **You may not have a “contract relationship” with it.**

CODE OF ETHICS

PROHIBITED CONFLICTS (cont'd):

- **CSCF exception –**
 - **Exempt types of contracts**
 - **Approval by 2/3 vote of the Board of Directors**
 - **You disclose and abstain**
 - **Disclosed to DEO and DEO approves**

CODE OF ETHICS

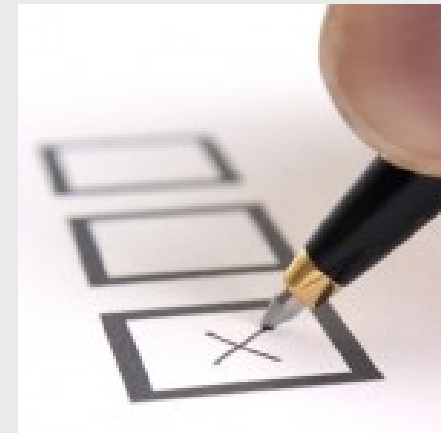
VOTING CONFLICTS:

- Prohibited from voting on *any* matter which would result in private gain or loss for:
 - you
 - your relative
 - your business partner
 - your employer
 - a principal by whom you are retained
 - parent organization or subsidiary of a corporate principal

CODE OF ETHICS

VOTING CONFLICTS (cont'd):

- **Must publicly announce the nature of interest before the vote**
- **May participate in the discussion / debate**
- **Must abstain from voting**
- **File Form 8B within 15 days after the vote**



CODE OF ETHICS

VOTING CONFLICTS (cont'd):

- **MUST abstain:**
 - conflict of interest
- **MAY abstain:**
 - appearance of a conflict of interest
- **If you abstain for either reason, file Form 8B**

FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS	
LAST NAME—FIRST NAME—MIDDLE NAME	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE
MAILING ADDRESS	THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF:
CITY COUNTY	<input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input type="checkbox"/> OTHER LOCAL AGENCY
DATE ON WHICH VOTE OCCURRED	NAME OF POLITICAL SUBDIVISION
	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTIVE

WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. It applies equally to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing the reverse side and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

A person holding elective or appointive county, municipal, or other local public office **MUST ABSTAIN** from voting on a measure which inures to his or her special private gain or loss. Each elected or appointed local officer also is prohibited from knowingly voting on a measure which inures to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent organization or subsidiary of a corporate principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies under Sec. 163.356 or 163.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a "relative" includes only the officer's father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A "business associate" means any person or entity engaged in or carrying on a business enterprise with the officer as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting; and

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you otherwise may participate in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes. (Continued on other side)

GIFTS

GIFTS

- **Do not solicit a gift from a “lobbyist” or a “vendor”**
- **Do not accept a gift worth more than \$100 from a “lobbyist” or a “vendor”**

GIFTS

Who is a “vendor”?

Any person or entity doing business with CSCF.

GIFTS

Who is a “lobbyist”?

- **“Lobbyist” means one who meets all the following tests:**
 - a natural person,
 - who is being compensated,
 - who is trying or has tried to influence a decision of CSCF *or* this Board, *and*
 - the attempt to influence a decision has occurred in the past 12 months

GIFTS

PROHIBITION ON GIFTS (cont'd):

What is a “gift”?

▪ The term *gift* includes:

- money
- real estate
- use of real estate
- tangible personal property
- intangible personal property
- use of personal property
- food or beverages
- membership dues
- transportation
- plants & flowers
- admission tickets (sports, concerts, cruises, theme parks, etc.)
- forgiveness of debt
- a preferential rate or price on a debt, loan, goods or services
- any other thing having value
- any other service having value

GIFTS

DISCLOSURE OF GIFTS BY YOU:

What must be disclosed?

- Any gift which is accepted AND worth over \$100
- Exceptions:
 - Gifts from relatives
 - Prohibited gifts (*i.e.*, from lobbyists and vendors)

GIFTS

DISCLOSURE OF GIFTS ... BY YOU:

How disclosed by you?

- **Form 9:**
 - gifts worth over \$100
 - quarterly

GIFTS

GIFTS DISCLOSED ... BY LOBBYISTS AND VENDORS:

- All gifts to you worth over \$25
- Disclosed quarterly ... by the lobbyist or vendor, not you



FLORIDA COMMISSION ON ETHICS

- **Available for advice**
- **Phone: 850-488-7864**
- **Website: www.ethics.state.fl.us**
- **Forms available on website**

GOOD NEWS!!

- **You are NOT a county commissioner**
- **You are NOT a school-board member**
- **You are NOT a city-council member**
- **You do NOT have to listen to this**
 ... for four hours!
 ... every year!

Questions?

ACCOMPLISHMENTS

2018 – 2019 PROGRAM YEAR

2018-2019 ACCOMPLISHMENTS

Organizational

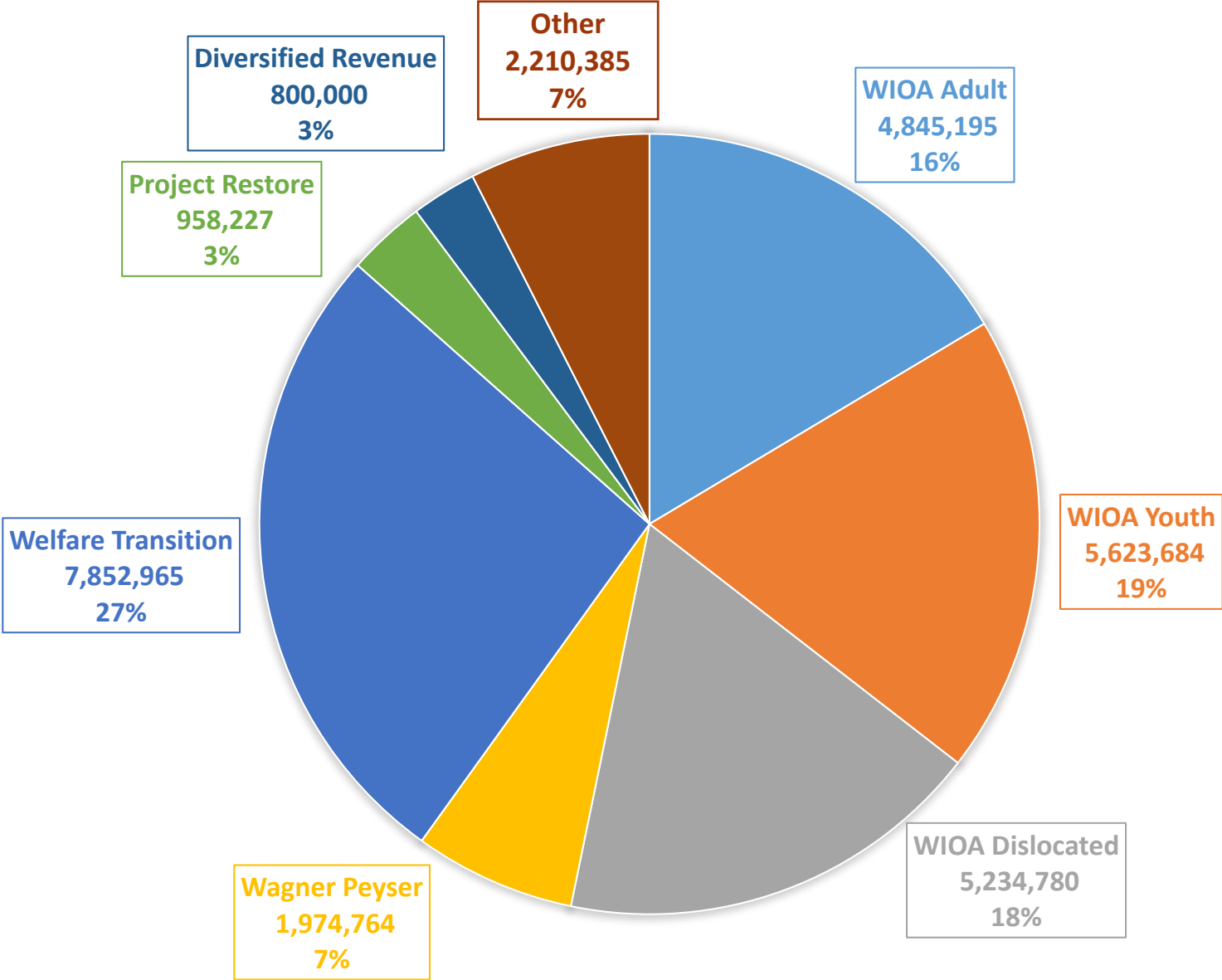
- ✓ Met Enrollment & Investment Projections
- ✓ Launched Weekly CSCF Scorecard
- ✓ Met & Exceeded WIOA Performance Standards
- ✓ Implemented a Revenue Diversity Strategy
- ✓ Financial & Monetary Passed All Required Audits with Zero Findings | Achieved Unqualified Audit
- ✓ Launched Expanded Summer Youth Program & Served 884 Young Adults
- ✓ Launched *The Board Source*, our Monthly Newsletter for Board of Directors & Key Stakeholders

2019-2020 ANNUAL BUDGET

BUDGET OVERVIEW

	<u>FY 2019/2020</u>	<u>FY 2018/2019</u>	<u>DIFFERENCE</u>	<u>%</u>
Reserves from Prior Year	\$6,500,000	\$8,600,000	(\$2,100,000)	
Current Allocation	\$24,500,000	\$25,981,443	(\$1,481,443)	
Diversified Revenue	<u>\$800,000</u>	<u>\$470,000</u>	<u>\$330,000</u>	
Available Revenue	\$31,800,000	\$35,051,443	(\$3,251,443)	
Planned Reserves For FY 20 - 21	(\$2,300,000)	(\$3,851,443)	\$1,551,443	
Total Budget	\$29,500,000	\$31,200,000	(\$1,700,000)	-5.4%

REVENUE SOURCES



- Workforce Innovation Opportunity Act (WIOA)
- Includes WIOA Grant Funding



BUDGET STRATEGY

\$29.5M

Budget Allocation

- Talent Solutions
 - Engage the Talent Pool
 - Implement Talent Strategies
- General & Administrative Allocations
 - CSCF negotiated employee health benefits, which resulted in an nominal increase of 5% of current cost based on market rate, and will not impact employee costs or plan structure for the program year.
 - The proposed budget for salaries will reflect a 3% merit increase average overall. Merit increases are awarded based upon achievement of annual performance goals.
 - The total amount budgeted for administrative cost will be to not exceed 8%, lower than the state allowable cap of 10%.

Total Expense	\$29,500,000	100%
TALENT SOLUTIONS	\$24,125,000	81.8%
GENERAL & ADMIN	\$5,375,000	18.2%

CSCF BUDGET ALLOCATION: YEAR-OVER-YEAR COMPARISON

2018-2019 VERSUS 2019-2020

Budget Allocations	FY 2019/2020	FY 2018/2019	DIFFERENCE	%
Talent Solutions - Engage the Talent Pool				
Talent Solution Consultants	8,930,000	9,245,000	(315,000)	
Staff Development (CareerSourcers)	355,000	305,000	50,000	
Career Seekers Support & Incentives	500,000	1,500,000	(1,000,000)	
Facilities, Maintenance & Related Cost	1,925,874	1,729,949	195,925	
Total Talent Solutions - Engage the Talent Pool	11,710,874	12,779,949	(1,069,075)	-9.1%
Talent Solutions - Analyze the Business/Implement Talent Strategies				
Business Consultants	1,545,000	1,480,000	65,000	
Training Investment	10,000,000	10,300,000	(300,000)	
Contracted Services	500,000	1,200,000	(700,000)	
Facilities, Maintenance & Related Cost	369,126	316,751	52,375	
Total Talent Solutions - Analyze the Business	12,414,126	13,296,751	(882,625)	-7.1%
Staff Supporting Talent Solutions	2,880,000	2,653,000	227,000	
Strategic Communications	450,000	282,000	168,000	
Facilities, Maintenance & Related Cost	405,000	353,299	51,701	
G&A Contracted Services	440,000	670,000	(230,000)	
IT Cost/Network Expenses	1,200,000	1,165,000	35,000	
TOTAL EXPENDITURES	29,500,000	31,200,000	(1,700,000)	-5.8%

TALENT SOLUTIONS COST	
FY 2019/2020	FY 2018/2019
\$ 24,125,000	\$ 26,076,701
81.8%	83.6%

GENERAL & ADMIN COST	
FY 2019/2020	FY 2018/2019
\$ 5,375,000	\$ 5,123,299
18.2%	16.4%

DIVERSIFIED REVENUE

UNRESTRICTED REVENUE

REVENUE		BUDGET
Unrestricted Balance As of April 2019	\$	706,654
Additional Revenue - May & June 2019	\$	85,000
*Ticket to Work Projected Revenue	\$	220,000
TOTAL PROJECTED REVENUE	\$	1,011,654

EXPENDITURES

Board Retreat & Associated Cost	\$	10,000
Annual All Staff Meeting	\$	20,000
Business Service/Community Relations Activities/Incidentals	\$	60,000
Ticket to Work- Staff and OH Cost (1FTE)	\$	70,000
TOTAL PROJECTED EXPENDITURES	\$	160,000

Earmark \$90K of discretionary funds for activities that align with CSCF's business strategy which are not allowed under grant funding.

PROJECTED BALANCE AT 06/30/20 - (ROUNDED) \$ 851,600

* Diversified Revenue

➤ Ticket to Work Projected Revenue + Total Projected Revenue = \$800,000

RESTRICTED REVENUE

REVENUE		BUDGET
Municipalities Funding	\$	145,000
Business Investment	\$	145,000
Grant Revenue	\$	290,000
*TOTAL PROJECTED REVENUE	\$	580,000

BOARD PRIORITIES

BOARD PRIORITIES

DIVERSIFY REVENUE STREAMS TO ADJUST FOR
VARIABLES IN FEDERAL FUNDING

DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

DELIVER TALENT ACQUISITION STRATEGIES FOR
BUSINESSES IN SIX HIGH GROWTH INDUSTRIES

REVENUE DIVERSIFICATION

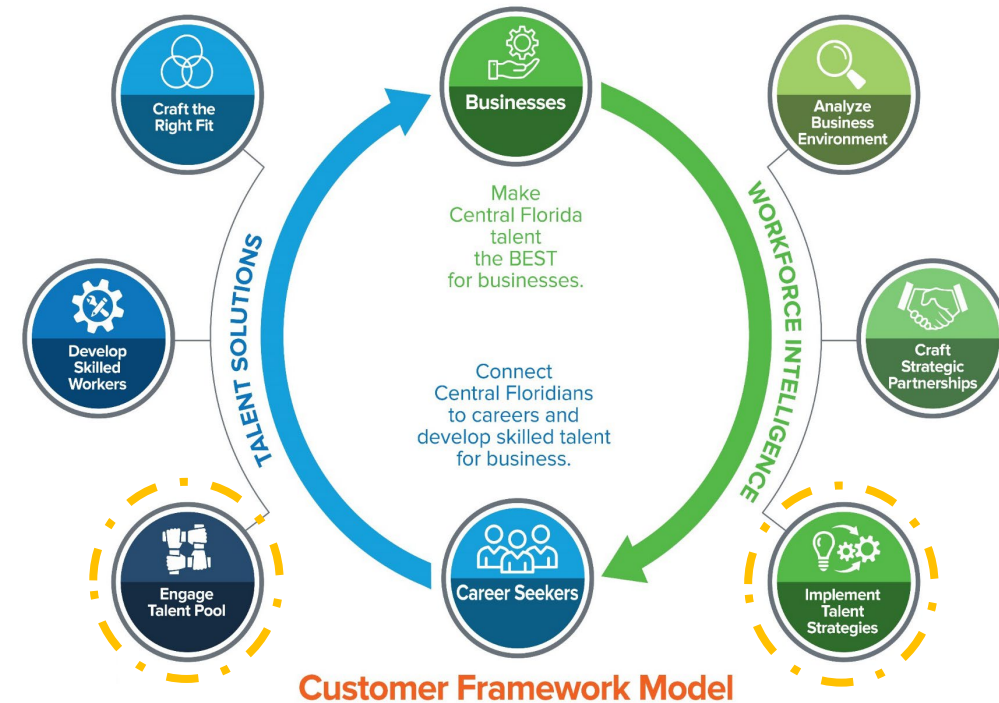
DIVERSIFY REVENUE STREAMS TO ADJUST FOR VARIABLES IN FEDERAL FUNDING

GOAL

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

KEY PERFORMANCE METRICS

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



ENGAGE THE TALENT POOL

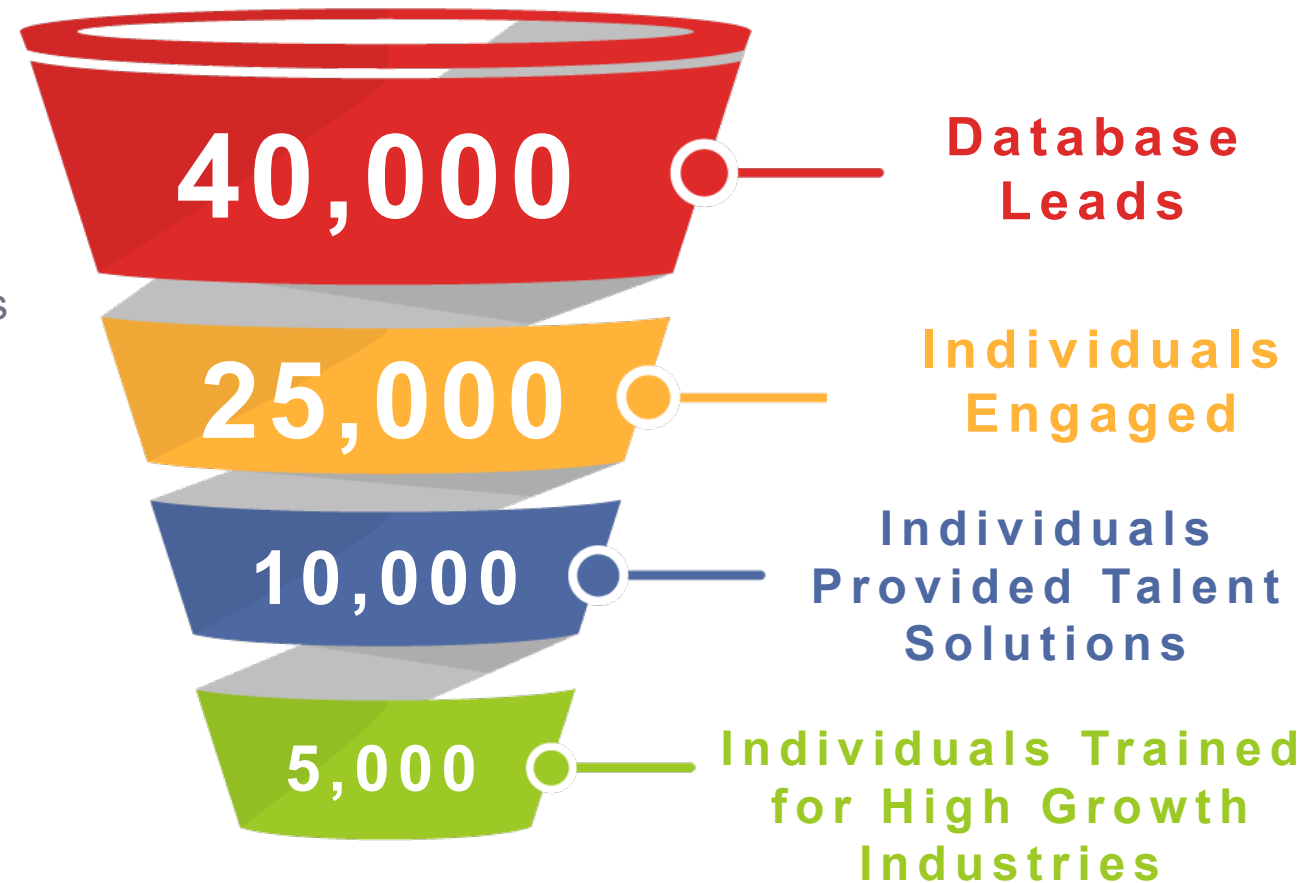
DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

GOAL

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

KEY PERFORMANCE METRICS

- ✓ 10,000 Career Seekers
 - ✓ Receive training / credentials
 - ✓ Earn wage of <\$15
 - ✓ Obtain a New Career
- ✓ Receive More than an 80% Satisfaction Level Every Quarter



IMPLEMENT TALENT STRATEGIES

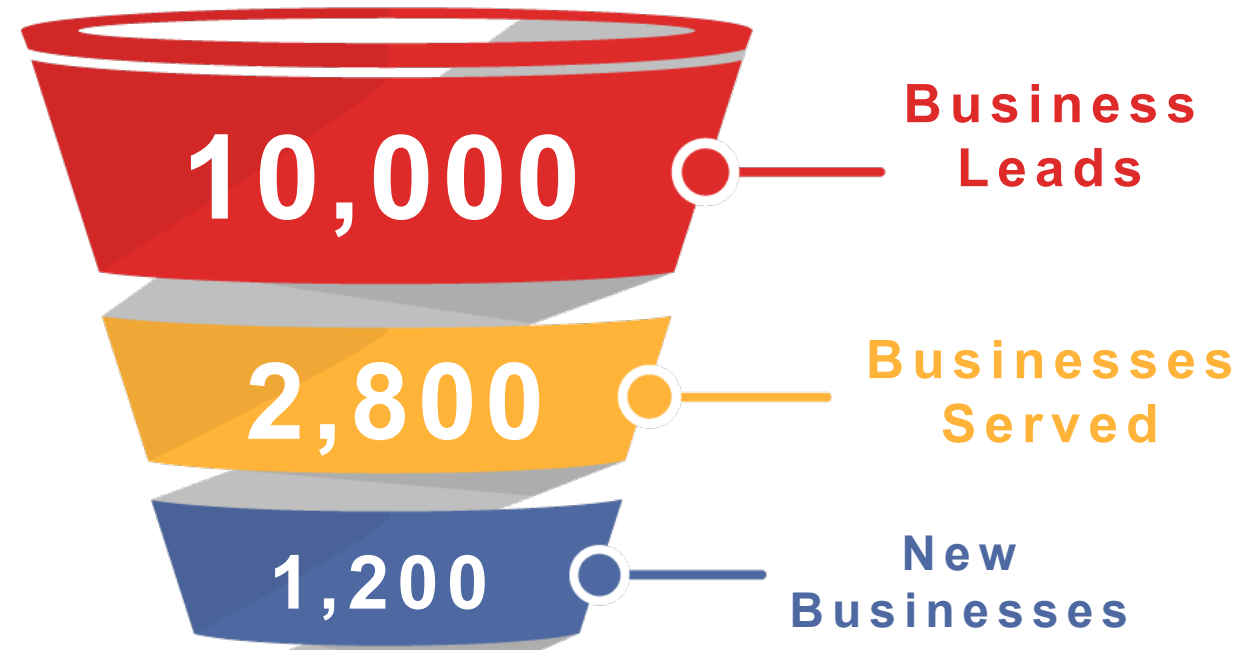
DELIVER TALENT ACQUISITION STRATEGIES FOR BUSINESSES IN HIGH GROWTH INDUSTRIES

GOAL

- Analyze Central Florida High Growth Industries Potential Pipeline & Align to Business Service Delivery Strategy
- Establish Business Services Recruitment Strategy for Each High Growth Industry

KEY PERFORMANCE METRICS

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



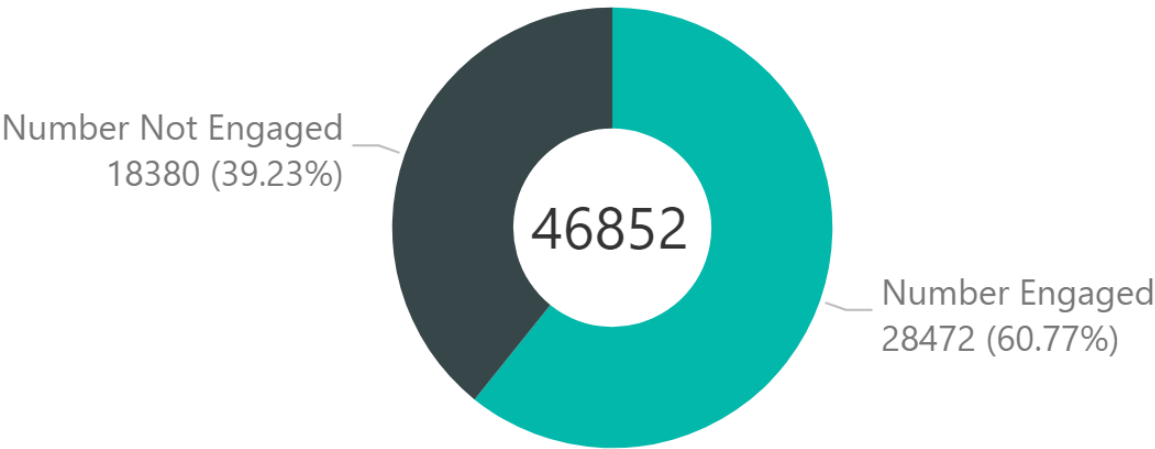
SCORECARD

JULY 1 – JUNE 30, 2019

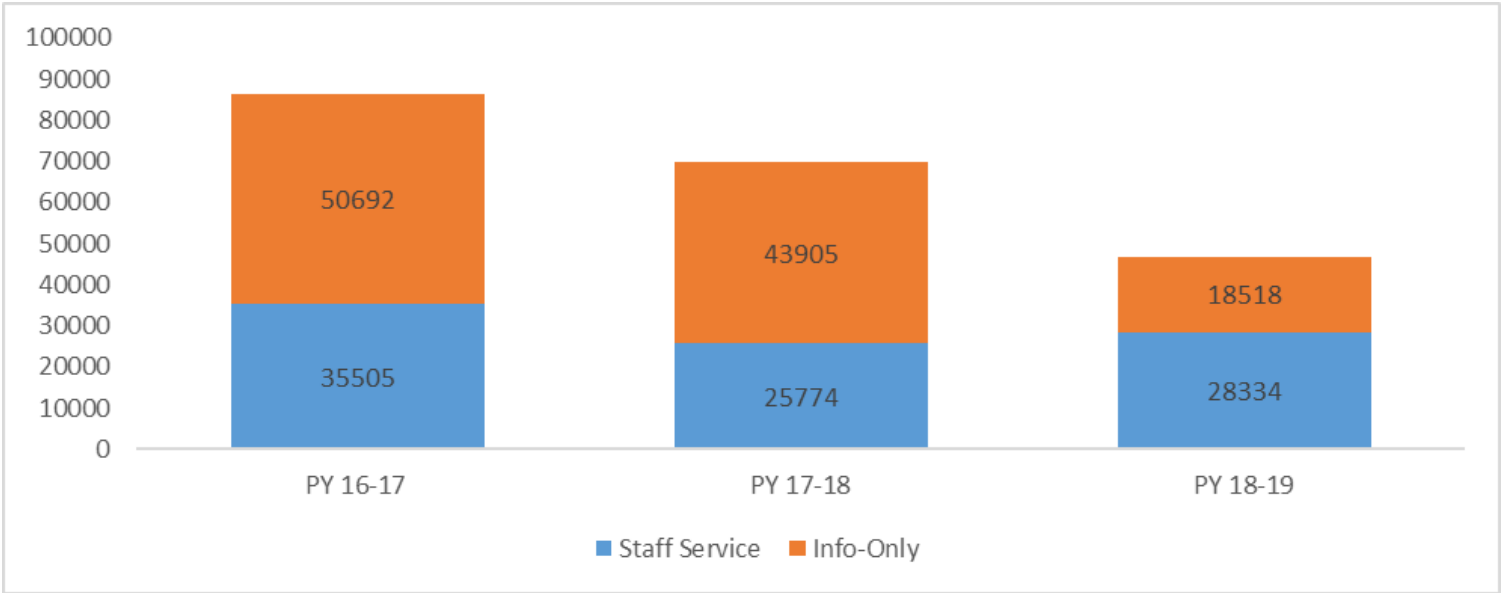
ENGAGING THE TALENT POOL

CUSTOMER SERVED PY 18-19: 46,852

CSCF Customers



- Of those served, 61% received at least one staff service, while 39% were provided information about careers and jobs.
- Although the overall number of customers has decreased over the last three years, the percentage of individuals receiving staff services increased by 41% from PY 16-17 to PY 18-19.
- No set goal for number to be served



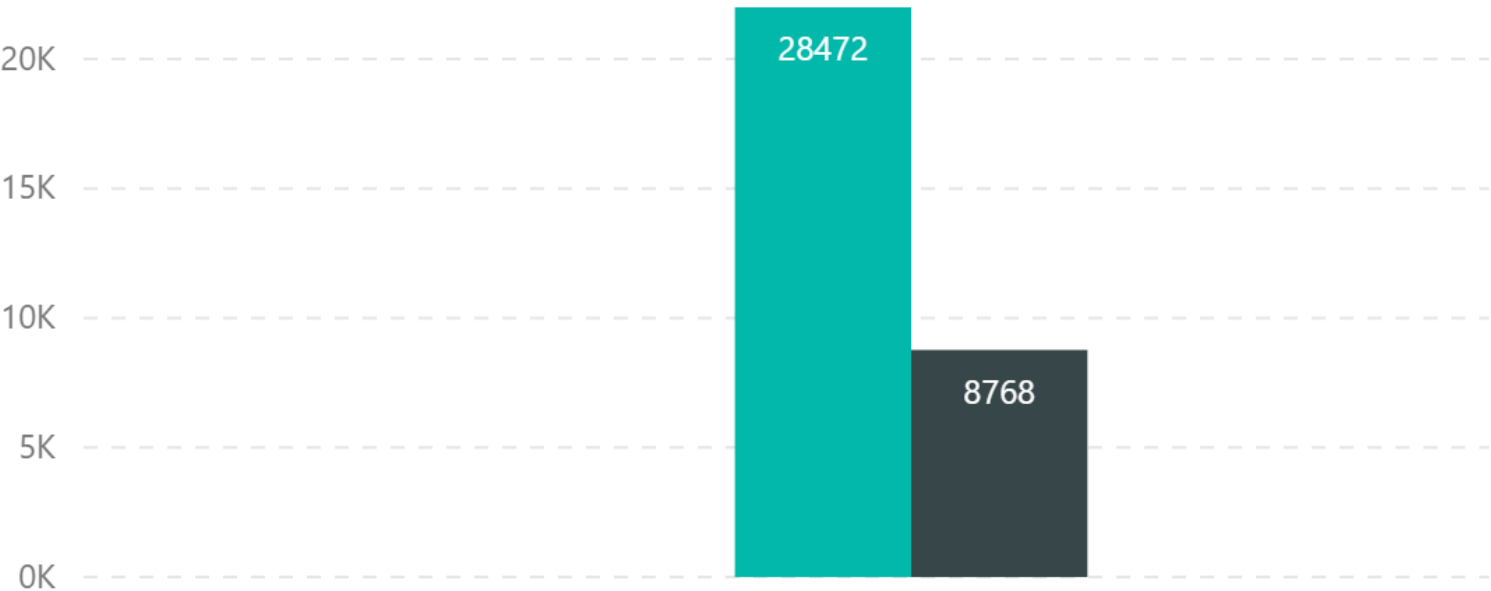
Data Source: EFM, OSST
Date Range: 7/1/18 – 6/30/2019



CUSTOMER SERVED AND PLACED PY 18-19: 8,768

Customers Served by Staff

● Number Engaged by Staff ● Number Placed in Verified Employment



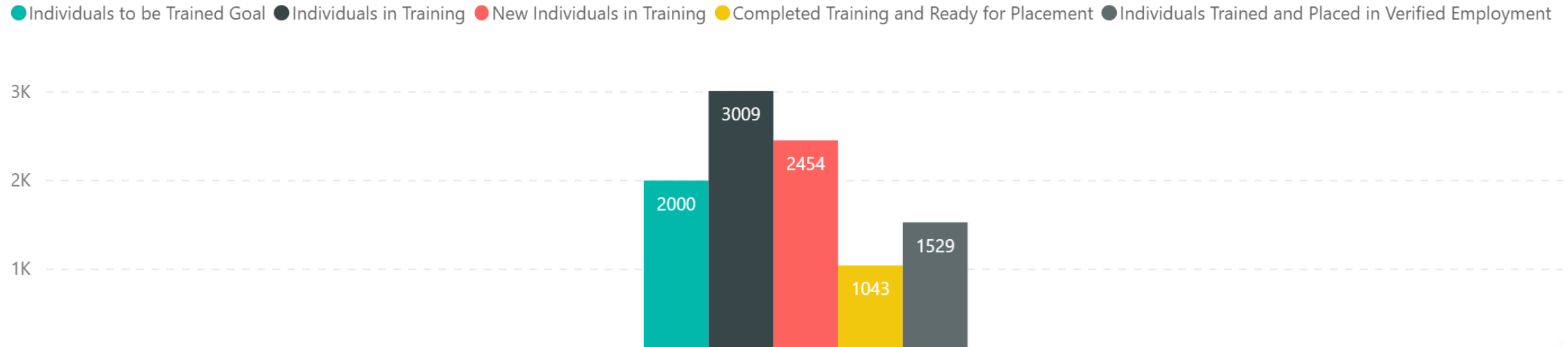
- 1 in 3 career seekers assisted by CSCF staff gained employment in PY 18-19
- CSCF did not have an overall goal for customers entering employment; new goal established for PY 19-20
- Continuous improvement opportunity identified: increase intensity of services provided to customer with a strategy to connect employment

Data Source: EFM, OSST
Date Range: 7/1/18 – 6/30/2019



TRAINED & PLACED

Career Seekers In Training



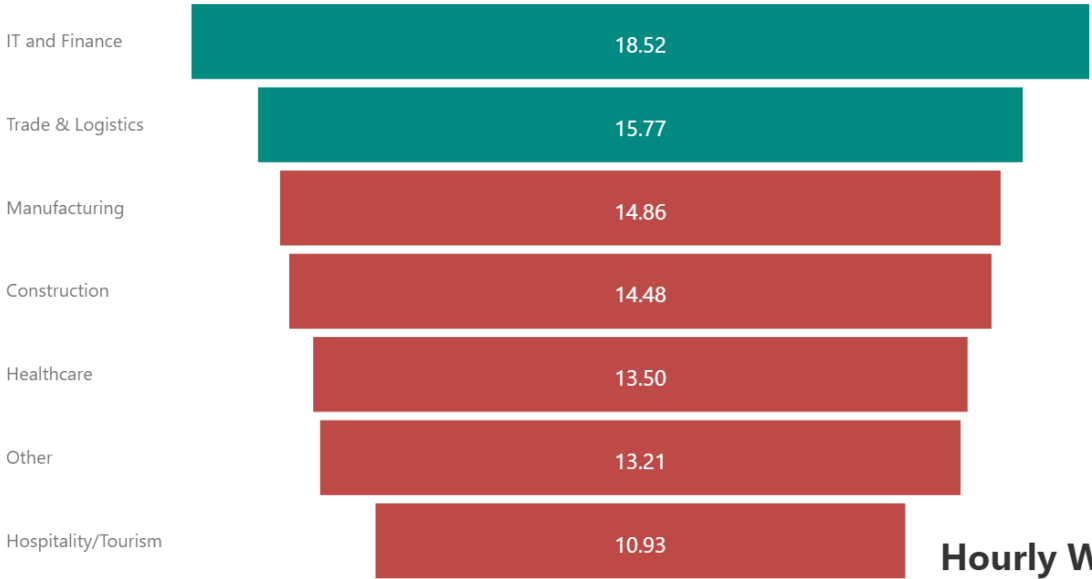
- CSCF reached 76.4% of its goal of placing 2,000 individuals in a career
- More than 3,000 individuals engaged in training activities
- 2,454 began training activities during program year 18-19
- 1,529 individuals completed training activities and became employment

Data Source: EFM, OSST
Date Range: 7/1/18 – 6/30/2019



WAGES

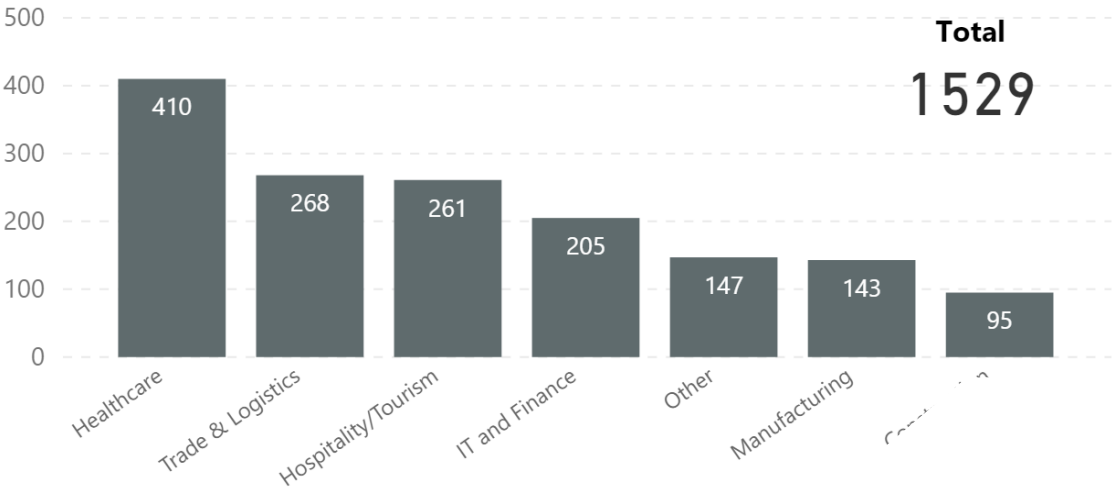
Average Wage of Trained Individuals Placed in Verified Employment by Targeted Sector



Hourly Wage Goal: \$15.00

Green Above Goal / Red Below Goal

Number Trained and Placed in Verified Employment by Targeted Sector



- Overall average wages for PY 18-19: \$14.29 per hour - 95% of \$15 per hour goal
- Two of 6 industries exceeded hourly goal rate; 3 of 6 met 90+% of goal
- Largest number of placement in Healthcare (410): Home Health Aides, Dental Assistants, Medical/Nursing Assistants, Medical Records/Billing jobs.

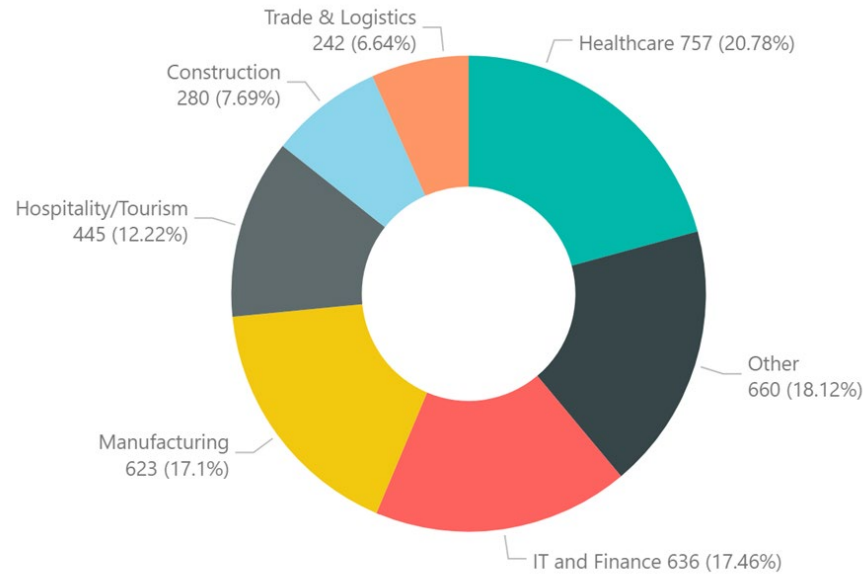
Data Source: EFM, OSST
Date Range: 7/1/18 – 6/30/2019

ANALYZING THE BUSINESS ENVIRONMENT

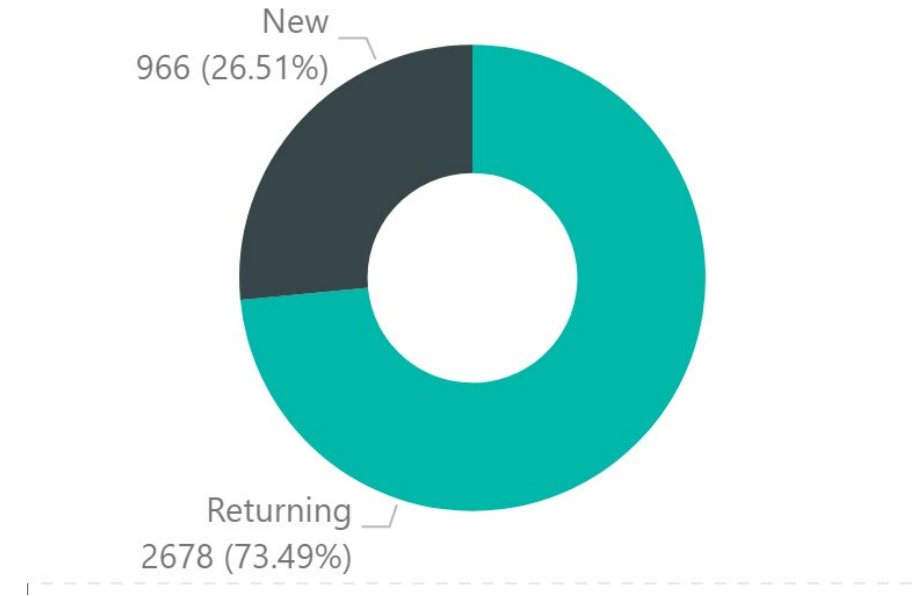


BUSINESSES SERVED - 3,643

Total Businesses by Industry



New vs. Returning businesses

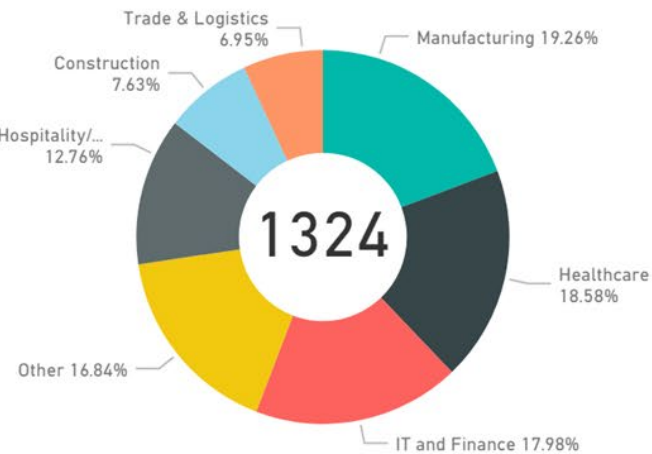


- Greatest number of businesses served in the Healthcare, IT/Finance, and Manufacturing sectors this program year
- Set baseline for establishing goals in PY 19-20

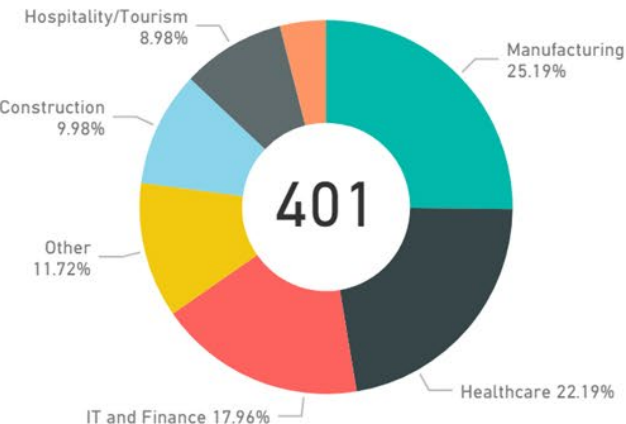
Data Source: EFM, OSST
Date Range: 7/1/18 – 6/30/2019

BUSINESSES SERVED BY COUNTY PY 18-19

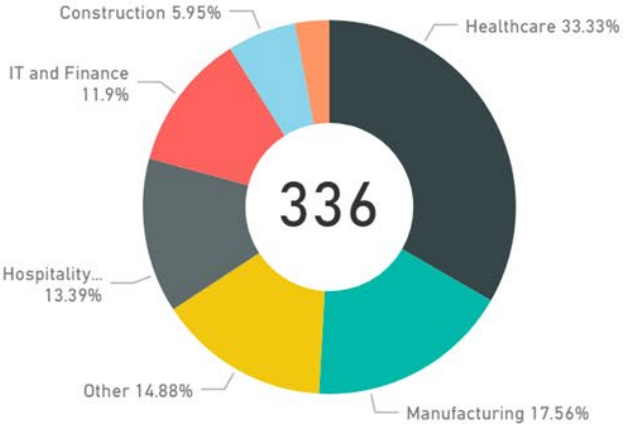
Orange County



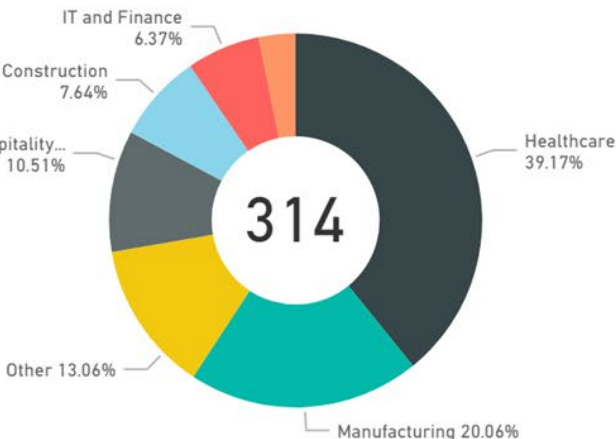
Seminole County



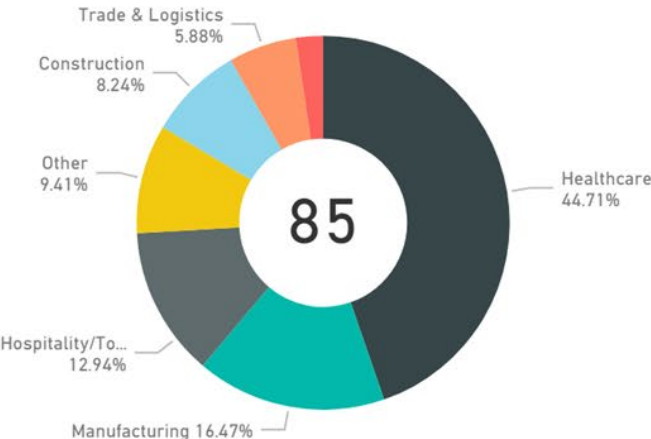
Osceola County



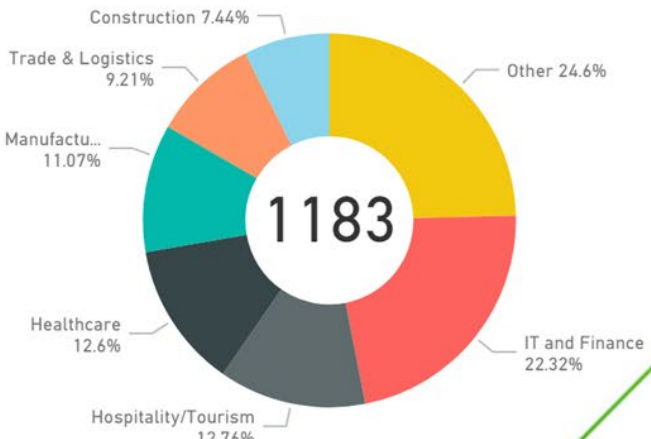
Lake County



Sumter County



Businesses Outside Region

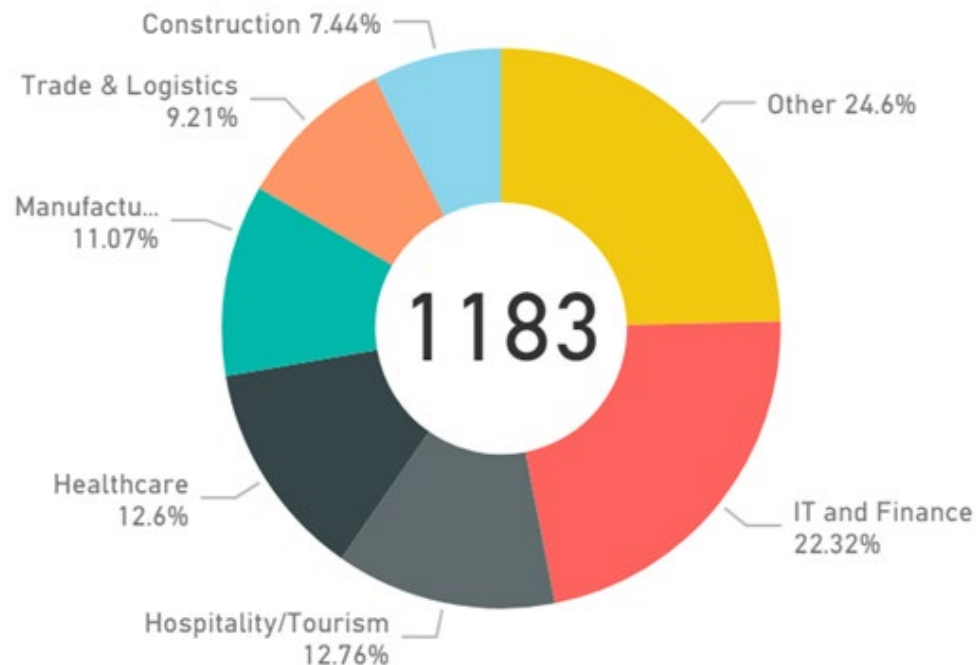


Data Source: EFM, OSST
Date Range: 7/1/18 – 6/30/2019



ANALYZING THE BUSINESS ENVIRONMENT

Businesses Outside Region



- Businesses are registered outside the region but have job openings in the region;
- Business with largest number of services are from the following counties:
 - Broward
 - Hillsborough
 - Duval
 - Miami-Dade
 - Palm Beach
 - Polk
- Continuous improvement opportunity identified: research job posting process and identify process to reclassify efforts into region's county data.

BOARD ENGAGEMENT

HOW TO STAY INFORMED

Board Communications

Board Source Newsletter



Insights

Summer Youth Program to Invest in 1,000 Young Adults

To better connect our local youth to career prosperity, we have officially launched our 2019 Summer Youth Program. In its third year, the program has been revamped to include two additional program paths, an extended age group and a goal of impacting 1,000 young adults in Central Florida.



Keep reading to find out how we're preparing youth for success in tomorrow's workforce, while partnering with educators and local businesses to help ignite their potential in the early stages of their career journeys.

[Read More](#)

Who IS our Niche Customer?

We have partnered with Integrated Insight – a company that helps organizations out-behave the competition through insights & analytics – to design and execute research on our company.

At the end of this research, we will clearly understand exactly who our niche customer *really* is to more



Meeting Notices

CSCF Board Meeting & Retreat

Thursday, April 25, 2019

Greetings CSCF Board of Directors,

Please find details of the upcoming Board Meeting & Retreat below:

Please note:

The Board Meeting is scheduled from 9:00 am to 9:30 am and two-thirds Board attendance is needed, as there is an action item (Agenda Item 5A 1) that requires two-thirds of Board present (in person or via phone).

Immediately following Board Meeting is the Board Retreat from 9:30 a.m. to 2:30 p.m. (Please note: Retreat portion has been extended a half hour).

We look forward to seeing you next week!

PLEASE RSVP BELOW

LOCATION

Valencia College / District Office, 1768 Park Center Dr., Orlando, FL (Conference Rm - 5th Floor)

DATE AND TIME

04/25/19 9:00am - 04/25/19 2:30pm

Attending - In Person

Attending - Remotely

Unable to Attend

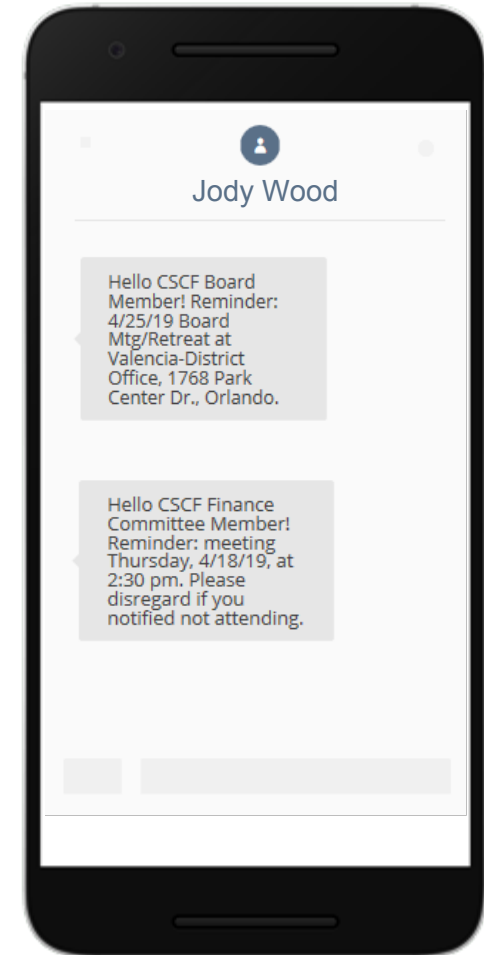
[Meeting Packet](#)

[Parking Instructions](#)

Remote Attendees:

[Click Here for GoToMeeting](#)

Text Messages



HOW TO GET INVOLVED

Board Engagement Activities

Activities

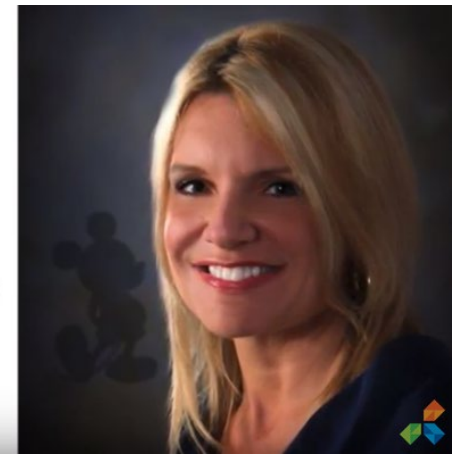
- Center Tours
- Job Shadowing
 - Business Services Consultant
 - Career Services Consultant
- CSCF Services Info
 - Youth Program
 - Veteran Program

Board Participation

- 46% Participation Rate | 100% Satisfaction Rate
- 13 out of 28 Board Members have Participated in a Board Engagement Activity

"I was really impressed with the support for our youth and the personal care the consultants take with their success in mind"

-Jody Wood
CSCF Board Member since 2014



"Fantastic to see the CareerSource [Central Florida] associates in action!"

-Mark Havard
CSCF Board Member since 2016

"Very helpful in understanding what CSCF does and how they interact with clients...The Seminole Staff were outstanding."

- Steve Ball
CSCF Board Member since 2017



OUR NORTH STAR

BUILDING A NEW FUTURE TOGETHER

OUR NORTH STAR

THE TURNING POINT IN OUR STORY



BUSINESS



CAREER



SEEKERS

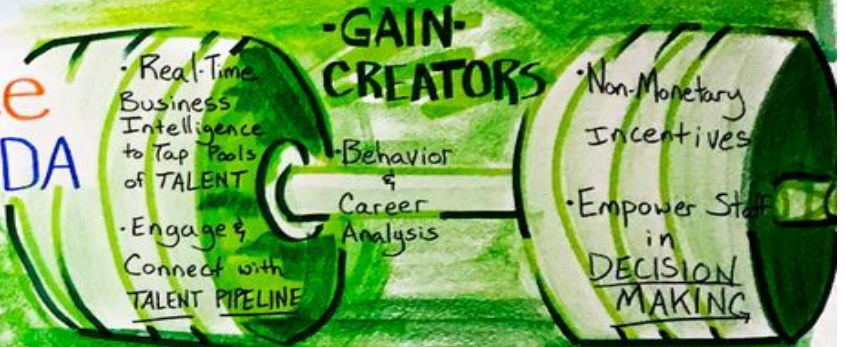
STAFF



Career Source CENTRAL FLORIDA

THE
Magic
Brokers

**TALENT
SOLUTIONS
to IGNITE
YOUR POTENTIAL:
YOUR
JOURNEY
LIVES
HERE**



AINS

JOBS + DONE

PAIN

- Attract & RETAIN Competent & Productive Staff
- Demand for Our Products & Services
- Get Out of Debt
- Self-Esteem
- Connect with the Customer
- Make a Difference
- Be Self Sustaining

- Profit, Growth, Sustainability
- Clear Jobs that Deliver Skills
- Get a JOB
- Make Money
- Know Outcomes
- Meaningful Relationships

FEAR

- Cost of Turnover
- Search for Soft Skills
- Losing Business
- Overwhelm
- LONG Unclear Process
- 3 MISSES
- NOT ENOUGH TIME

LIGHT
the
SPARK!



TALENT
is the
GAME CHANGER!

- Pre-Screened Talent Prospects
- Analyze & Implement Talent Development Strategies for Business

Peer Group

RIDG

DRIVING OUR NORTH STAR

4 Key Strategies



1. HIGH CUSTOMER SATISFACTION & LOYALTY

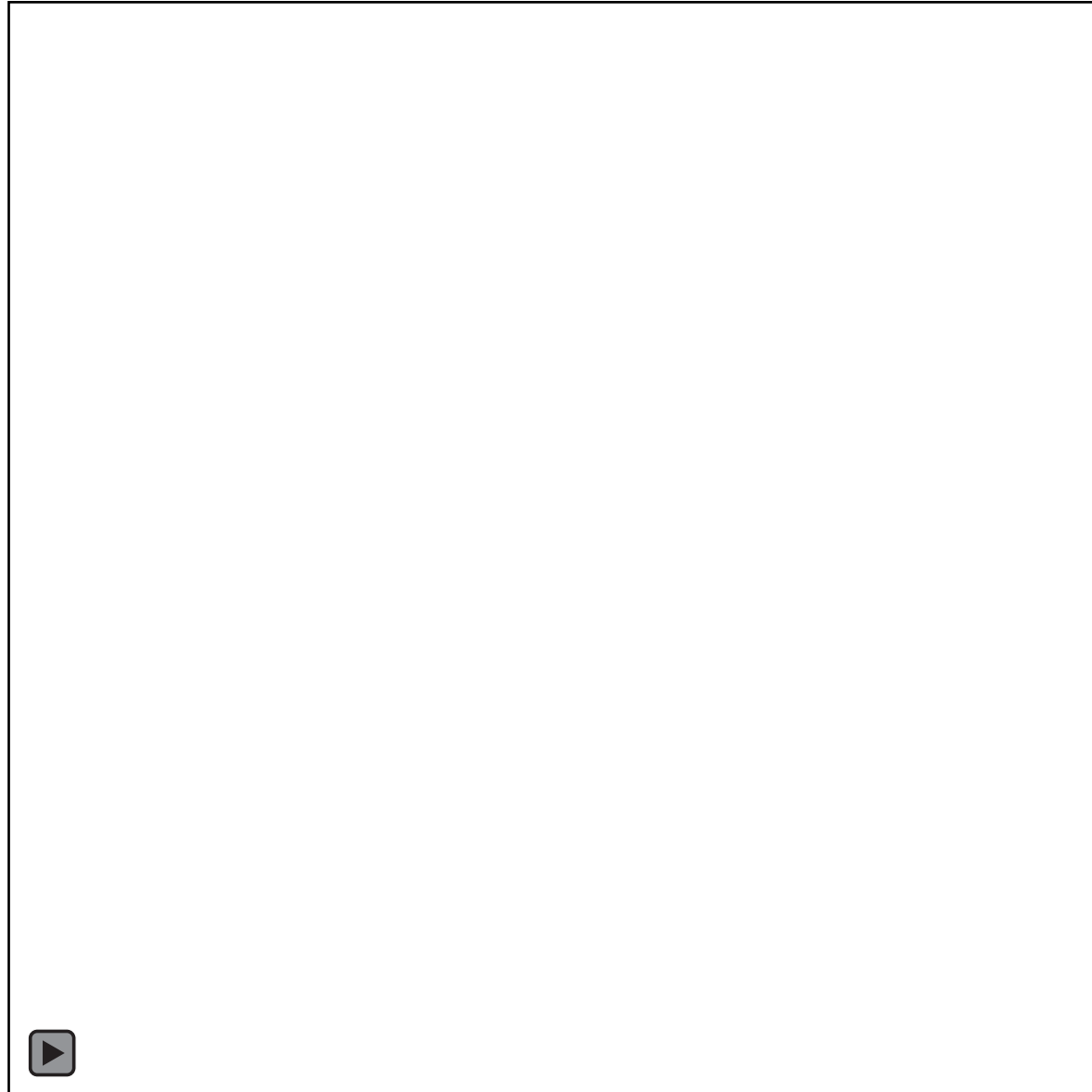
2. TALENT SOLUTIONS CONSULTANTS

3. BE “CAREERSOURCERS”

4. VALUE CREATION THROUGH RELATIONSHIPS

NORTH STAR COMMITMENT

Board Retreat



BOARD MEMBERS' COMMITMENTS

Share Stories of
Relationship
Building Impacts
for Myself &
Others with Staff
-Wendy Brandon

Visit Center to
See the Process A
Person Goes
Through
-Jim Sullivan

Strategic
Guidance &
Fiscal
Governance
-Matt Walton

Promote Trust &
Clearly Define
The Attributes of
A Sherpa
-Jane Trnka

Connect
Construction
Industry to CSCF
Resources &
CSCF to
Construction
Industry
-Mark Wylie

Build Stronger
Relationships
with CSCF Staff
& Board
-Eric Jackson

Help By
Attracting New
Businesses For
CSCF
-Steve Ball

Help CSCF
Achieve Its
Objectives
-David Sprinkle

THANK YOU!