



## Governance Committee Meeting

CareerSource Central Florida  
390 N. Orange Ave., Suite 700

Wednesday, March 1, 2017  
2:00 p.m. – 3:30 p.m.

**Conference Call-in phone number: (866) 576-7975 / Participant Access Code: 299848**

**Strategic Goals developed by the Board:**

- *CareerSource Central Florida will become business focused in all efforts*
- *CareerSource Central Florida will identify ways to measure progress and Return On Investment (ROI)*
- *CareerSource Central Florida will become the backbone organization for workforce development in Central Florida*

Agenda Item	TOPIC	Action Item	Info Item	Presenter
1	Welcome			Robert Brown
2	Roll Call / Establishment of Quorum			Kaz Kasal
3	Public Comment			
4	Approval of Minutes A. 11/9/16 Governance Committee Meeting	X		Robert Brown
5	<b>Information/Discussion/Action Items</b>			
	A. Board Strategic Planning – Prep for Retreat			Robert Brown
	B. Board Composition for PY 17-18 – Review of Seats Expiring – Nominations Discussion		X	Committee Discussion
	C. Slate of Officers - Discussion		X	Committee Discussion
	D. Enterprise Risk Update		X	Pam Nabors/ Leo Alvarez
6	Other Business			
7	Adjournment			

Upcoming Meetings:

- Board Meeting and Board Retreat: 4/26/17, 9:00 am to 1:00 pm – / Location: Seminole State College-Heathrow Campus / Seminole State College/Heathrow Campus, 1055 AAA Drive, Heathrow, FL 32746
- Governance Committee Meeting: 5/11/17, 2:00 pm to 3:30 pm – CareerSource Central Florida, 390 N. Orange Ave., Suite 700, Orlando, FL 32804

**Draft**  
**Governance Committee Meeting**  
 Heart of Florida United Way  
 1940 Traylor Blvd., Orlando, FL 32804  
**Wednesday, November 9, 2016 / 2:00 p.m.**

**MINUTES**

**MEMBERS PRESENT:** Robert Brown, Greg Beliveau, Debbie Clements, Eric Jackson and John Gill

**MEMBERS ABSENT:** Rick Walsh

**STAFF PRESENT:** Mimi Coenen and Kaz Kasal

**GUESTS PRESENT:** Shelly Lauten, Consultant

Agenda Item	Topic	Action Item / Follow Up Item
1	<b>Welcome</b> Ms. Coenen called the meeting to order at 2:03 pm and welcomed those in attendance.	
2	<b>Roll Call / Establishment of Quorum</b> Ms. Kasal reported that there was a quorum present.	
3	<b>Public Comment</b> None Offered.	
4	<b>Approval of Minutes</b> A. 8/24/16 Governance Committee Meeting	<b>Ms. Clements made a motion to approve the minutes from the 8/24/16 Governance Committee meeting. Mr. Gill seconded; motion passed.</b>
5	<b>Information/Discussion/Action Items</b>	
	<p><u>Board Member and Non-Board Member Committee Member Characteristics</u>            Ms. Coenen referred to the charts (attachment) and reviewed the Board and non-Board characteristics by business sector, demographics, geographic, education and skills. Based on this data, Ms. Coenen noted that areas currently not represented the Board are: Hispanic, veterans, and disabled.</p> <p>Ms. Coenen informed the Committee that Diana Bolivar has notified CSCF of her resignation from her position as President of the Hispanic Chamber of Commerce of Metro Orlando. Ms. Nabors will be in contact with Orange County to discuss options in filling this seat. As Ms. Bolivar was also in officer position of Secretary, the Board will need to vote another Board Member into this position.</p> <p>Ms. Coenen also informed the Committee that Ms. Hielema has resigned from her position as Vice President at The</p>	

	<p>Orlando Center, Florida Institute of Technology. Ms. Hielema has agreed to continue to serve on the Career Services Committee as a non-Board Committee Member.</p> <p>The Committee concurred that a veteran should be one of the characteristics to consider when filling these seats; veterans are a huge employment base in this region. Also, to consider some of the other areas the Board is in need, as Ms. Coenen noted earlier.</p>	
	<p><u>Board Strategic Planning</u></p> <p>Ms. Lauten provided a status update on Board engagement activities (attachment). The majority of the Board is scheduled to participate in either Business Development or CareerSource Center shadowing; provide a business group presentation or provide support in the development of pilot programs with key sectors.</p> <p>Ms. Lauten also reviewed two pilot programs currently underway:</p> <ul style="list-style-type: none"> <li>• IT Sector – attaining input from IT businesses to determine where CSCF can provide support and where not. Roundtable discussions would occur throughout the year to continue the dialogue and keep current with changes. Similar pilots with other business sectors will follow.</li> <li>• Youth engagement – working on linking providers across the region on key strategies for Youth. There will be a youth engagement planning session in early December.</li> </ul> <p>Board feedback from these activities will shape the agenda for the Board Retreat in April 2017. Ms. Lauten advised that first impression input is valuable and also providing feedback in a timely manner so it is fresh in the mind.</p> <p>Ms. Lauten stated that Ms. Sweet and her team reviewed Disney’s methods and strategies with CSCF recruitment staff which has been mutually helpful.</p>	
	<p><u>Board Consent Agenda Feedback</u></p> <p>Ms. Coenen stated some Board Members have commented they missed hearing about the Committee Reports at Board meetings. The Governance Committee concurred that this should be tailored per each Board Meeting; look at each Committee to see if they met and, if so, the Committee Chair can report out on the work of their Committee. Committee Reports will be moved from Consent Agenda section to main part of agenda.</p>	

6	<b>Other Business</b> None offered.	
7	<b>Chair's Closing Remarks</b> Mr. Brown thanked those for attending today's meeting.	
8	<b>Adjournment</b> There being no other business, the meeting was adjourned at 2:37 p.m.	

Respectfully submitted,

Kaz Kasal

TOTAL NUMBER OF ACTIVE BOARD MEMBERS: 28NUMBER OF VACANCIES: 1EFFECTIVE DATE: 7/1/16

## MEMBERSHIP

## REGIONAL WORKFORCE BOARD (RWB)

Agenda Item 5B

REGION NAME: Central Florida Regional Workforce Development Board, d/b/a/ CareerSource Central Florida REGION NUMBER: 12

NAME OF RWB MEMBERS	AREAS (S) OF REPRESENTATION	COUNTY LOCATION	ORGANIZATION	DEMOGRAPHICS	PERIOD OF APPOINTMENT
Beliveau, Greg	BU	Lake	LPG Urban & Regional Planners, Inc.	M.W.OI.	7/1/16 - 6/30/19
VACANT	BU	Multi-county			7/1/14 - 6/30/17
Bough, Paul	BU	Orange	Berkeley Research Group	M.W.	7/1/16 - 6/30/19
Brandon, Wendy	BU	Seminole	Central Florida Regional Hospital	F.W.	7/1/14 - 6/30/17
Brown, Robert H.	WOD/WOV (CBO representing Disabilities/Veterans)	Multi-county	Heart of Florida United Way	M.W.OI.	7/1/14 - 6/30/17
Casel, Glen	WOY (CBO representing Youth)	Multi-county	Community Based Care of Central Florida	M.W.	7/1/16 - 6/30/19
Clements, Debbie	BU	Multi-county	Duke Energy	F.W.	7/1/15 - 6/30/18
Cornell, Melanie	BU	Multi-county	HKS Architects, Inc.	F.W.OI.	7/1/15 - 6/30/18
D'Aiuto, William	GRO	Multi-county	Florida Department of Children & Families	M.W.	7/1/16 - 6/30/19
Davis, John	BU	Multi-county	African American Chamber of Commerce	M.B.	7/1/15 - 6/30/18
Gill, John	WOD (CBO representing Individuals and Disabilities)	Multi-county	Quest, Inc.	M.B.	7/1/16 - 6/30/19
Guillet, Nicole	GRED	Seminole	Seminole County Board of County Commissioners	F.W.	7/1/14 - 6/30/17
Havard, Mark	BU	Orange	Hyatt Regency Orlando / Central Florida Hotel & Lodging	M.W.	7/1/16 - 6/30/19
Jackson, Eric	BU <i>Small Business</i>	Orange	Total Roof Services Corp.	M.B.	7/1/14 - 6/30/17
Madsen, Leland	BU	Sumter	Bedrock Resources, Inc.	M.W.OI.	7/1/16 - 6/30/19
Michaels, Brian	GRVRD (VR & individuals w/disabilities)	Multi-county	Department of Education, Division of Blind Services	M.W.	7/1/14 - 6/30/17
Olson, Sheri	BU	Lake	South Lake Hospital	F. W.	7/1/15 - 6/30/18

NAME OF RWB MEMBERS	AREAS (S) OF REPRESENTATION	COUNTY LOCATION	ORGANIZATION	DEMOGRAPHICS	PERIOD OF APPOINTMENT
Plettinck, Jack	WOLO/WOJ	Multi-county	International Union of Painters & Allied Trades (IUPAT DC 78)	M.W.OI.	7/1/15 - 6/30/18
Pittman, John	ETPC	Multi-county	University of Central Florida	M.B.	1/28/16 - 6/30/17
Plinske, Kathleen	ETPC	Multi-county	Valencia College	F.W.	7/1/15 - 6/30/18
Sarnovsky, Joseph	ETPA	Seminole	Seminole State College	M.W.	7/1/15 - 6/30/18
Sullivan, Jim	WOLO/WOJ	Multi-county	Central Florida Electrical Joint Apprenticeship & Training Committee (J.A.T.C.) / Central Florida AFL-CIO	M.W.OI.	1/28/16 - 6/30/17
Sweat, Richard	BU <i>Small Business</i>	Seminole	.decimal	M.W.	7/1/16 - 6/30/19
Sweet, Jody	BU	Multi-county	Walt Disney Parks & Resorts	F.W.	7/1/16 - 6/30/19
Todd, Chuck	BU	Sumter	Circle C Farms	M.W.OI.	7/1/15 - 6/30/18
Trnka, Jane	ETPC	Multi-county	Rollins Crummer Graduate School of Business		7/1/16 - 6/30/19
Ushkowitz, Eric	GRED	Orange	Orange County Government	M.W.	7/1/15 - 6/30/18
Walter, Larry	BU	Osceola	Hanson, Walter & Associates, Inc.	M.W.OI.	7/1/15 - 6/30/18
Wylie, Mark	BU	Multi-county	Central Florida Chapter Associated Builders and Contractors, Inc.	M.W.OI.	7/1/14 - 6/30/17

Key Codes:

## Areas of Representation:

- BU – Business (**16 Seats**)
- WOLO – Workforce-Labor Organization
- WOJ – Workforce-Joint labor-management Apprenticeship Program
- WOD – Workforce-Community-based Organizations representing Individuals with Disabilities (optional)
- WOV – Workforce-Community-based Organizations representing Veterans (optional)
- WOY – Workforce-Community-based Organizations representing Youth (optional)
- ETPA – Education and Training Provider-Adult Education and Literacy
- ETPC – Education and Training Provider-Institution of Higher Education
- ETPO – Education and Training Provider-Other Providers (optional)
- GRED – Government Representative-Economic Development
- GRES – Government Representative-Employment Service
- GRVRD – Government Representative-Vocational Rehabilitation
- GRO – Government Representative-Other (optional) \*\*CareerSource Central Florida operates the Wagner Peyser (GRO) function
- OTHER – Other (please specific group/program being represented) (optional)

Demographics

- M – Male / F – Female
- W – White (not Hispanic) / B – Black/African American (not Hispanic) / W/H – White and Hispanic / B/H – Black and Hispanic O – Other
- D – Disabled individual
- OI – Older Individual
- V - Veteran



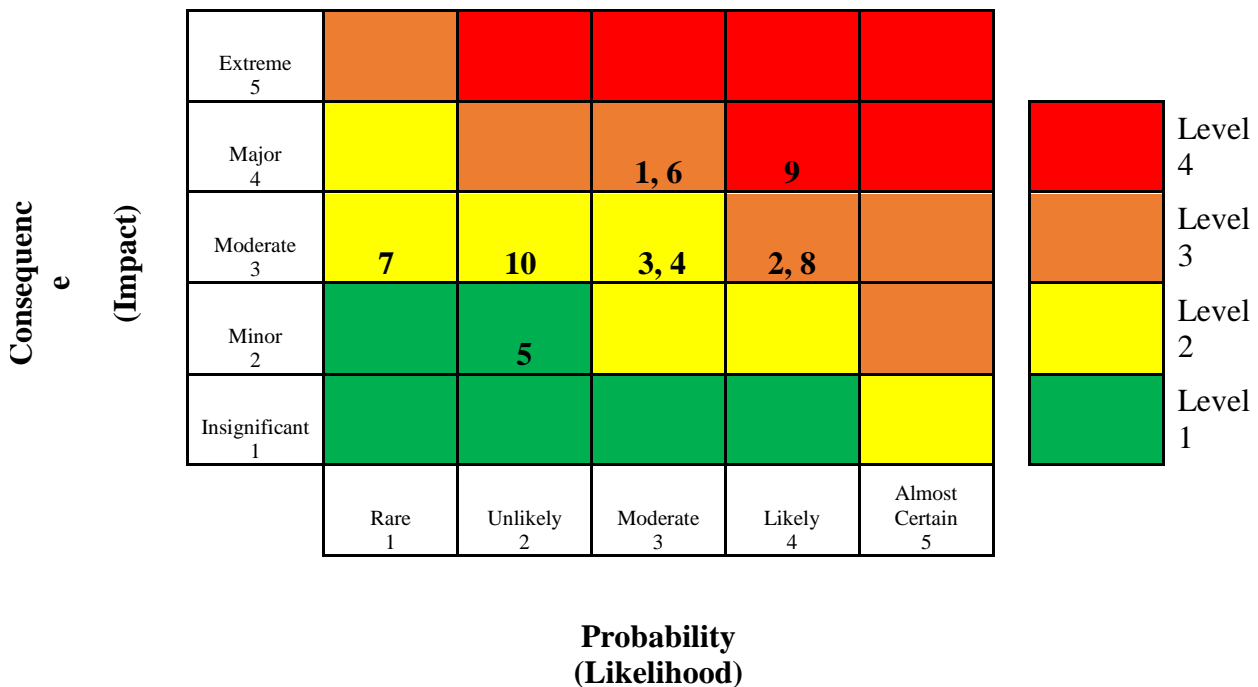
MEMORANDUM

**To: Governance Committee**  
**From: Leo Alvarez**  
**Subject: Enterprise Risk Management**  
**Date: March 1, 2017**

**Purpose/Background:**

The purpose of this memo is to provide an update to the Governance Committee on Enterprise Risk Management (ERM). The ERM Policy requires that an evaluation of the top 10 risks facing the organization be reviewed semi-annually, with an update and discussion with Governance Committee. The Enterprise Risk Committee met on March 27th, to review the risks and asses them based on probability and consequence. Below is a listing of the top ten risks and where they fall within the risk matrix.

**Risk Matrix:**



<u><b>Top 10 Risks Facing CSCF Today</b></u>	
1. A breach of sensitive & confidential data/info	6. Operational system failure
2. Lawsuit/Claims	7. Fiscal mismanagement/audit findings
3. Natural/Environmental disasters	8. Operational compliance
4. Internal/External acts of violence	9. Economic conditions
5. Infrastructure system failure	10. Ethical/reputational issues

### **Overall Breakdown of Risks:**

Based on the discussions had by the Enterprise Risk Committee, the overall risk matrix levels have flattened out in comparison to six months ago. Below is a summary breakdown of each risk level in comparison to the previous assessment provided 6 months ago:

1. A breach of sensitive & confidential data/info
  - a. Stayed the same
2. Lawsuit/Claims
  - a. Stayed the same
3. Natural/Environmental disasters
  - a. Moved to from unlikely probability to moderate probability due to Hurricane Matthew and storms in the last 6 months. The process of safeguarding our sites will remain the same.
4. Internal/External acts of violence
  - a. Moved from likely to moderate probability due to the many procedures and trainings we have put into place to mitigate acts of violence.
  - b. However, impact moved from minor to moderate because the issues that do get through our initial safeguard, if it were to happen, would be more severe.
5. Infrastructure system failure
  - a. Stayed the same.
6. Operational system failure
  - a. Moved from likely to moderate probability. State sites databases have only 2 major outages in the last 6 months and a handful of minor hiccups. Platform is slightly more stable.
7. Fiscal mismanagement/audit findings
  - a. Moved from Moderate probability, Major impact to Rare, Moderate because there have been 0 audit finding in the last 4 years.
8. Operational compliance
  - a. Moved from almost certain probability, moderate impact to likely, moderate.
9. Economic conditions
  - a. Moved to likely probability due to anticipated budget decreases and the overall uncertainty due to the political climate. Remains a major impact.
10. Ethical/reputational issues
  - a. Moved to unlikely and moderate.

### **Treatment of Risks:**

**Level 4 (Red):** CareerSource Central Florida is working on several budget models and strategies in anticipation of decreases in funding in the next fiscal year. Staff have also been working to develop a business plan for revenue diversification.





## MEMORANDUM

**To: Governance Committee**  
**From: Leo Alvarez**  
**Subject: Review of Actions Relative to Governor’s Request to Visit Florida**  
**Date: March 1, 2017**

**Purpose/Background:**

Recently three publically funded entities, Enterprise Florida, Visit Florida, and the State Housing Agency came under fire regarding the inappropriate handling of public records requests and questionable expenditures and vendor contracts. This led to the Governor requesting for transparency’s sake that Visit Florida be required to post certain financial, performance, administrative and vendor contract information online.

As CareerSource Central Florida is also the recipient of public funds we felt it prudent that CSCF perform an audit of current fiscal, performance, administrative, and vendor information and its availability to the public.

What the Governor Requested of Visit Florida:	CSCF Complies by:	Posted:	CSCF Web Link:
External reports detailing public spending	Fiscal Expenditure Report CSCF Budget	Website, under board meetings Website, under board meetings	<a href="http://careersourcecentralflorida.com/board-committees/board-meetings/">http://careersourcecentralflorida.com/board-committees/board-meetings/</a> <a href="http://careersourcecentralflorida.com/board-committees/board-meetings/">http://careersourcecentralflorida.com/board-committees/board-meetings/</a>
Reports that include metrics and return on investment calculations	Operations Performance Reports Economic Impact Reports	Website, under board meetings Website, about us	<a href="http://careersourcecentralflorida.com/board-committees/board-meetings/">http://careersourcecentralflorida.com/board-committees/board-meetings/</a> <a href="http://careersourcecentralflorida.com/about-us/economic-impact/">http://careersourcecentralflorida.com/about-us/economic-impact/</a>
Employee position and salary information	<b>Available Upon Public Records Request</b>		
Online organizational chart	<b>Available Upon Public Records Request</b>		
Relevant audits, tax returns, financial reports and summaries	Audits, CAFR	Website, under board meetings	<a href="http://careersourcecentralflorida.com/board-committees/board-meetings/">http://careersourcecentralflorida.com/board-committees/board-meetings/</a>
Statutory required reports	Board Orientation & Bylaws Interlocal Agreement 5 Year Plan	Website, board reference materials Website, under board meetings Website, under board	<a href="http://careersourcecentralflorida.com/board-committees/reference-materials/">http://careersourcecentralflorida.com/board-committees/reference-materials/</a> <a href="http://careersourcecentralflorida.com/board-committees/board-meetings/">http://careersourcecentralflorida.com/board-committees/board-meetings/</a> <a href="http://careersourcecentralflorida.com/about-us/unified-strategic-plan/">http://careersourcecentralflorida.com/about-us/unified-strategic-plan/</a>
Public expenditure details by vendor and contract with all contracts provided online	Official RFP, RFQ, Bids	Website, under solicitations	<a href="http://careersourcecentralflorida.com/solicitation-requests/">http://careersourcecentralflorida.com/solicitation-requests/</a>

CSCF strives to be a transparent organization and therefore the majority of the information required by the Governor is already located on the CSCF website. An area where CSCF can enhance transparency is around vendor contract awards. This would require the addition of two columns to the current chart on the website that would provide the details of the selected vendor and the total cost of the awarded project. Additionally, a CSCF organizational chart and employee position and salary charts are not on the website but would always be available should a public records request occur. Staff is recommending updating the solicitation request page to include the awarded vendor and awarded project cost details. However, the recommendation is to leave employee position details and salary information available upon request.