

**Board of Directors Meeting  
GuideWell Innovation Center  
6555 Sanger Road, Orlando, FL**

**Wednesday, June 28, 2017  
9:00 a.m.**

**MINUTES**

- MEMBERS PRESENT:** Eric Jackson, Greg Beliveau, Paul Bough, Wendy Brandon, Robert Brown, William D’Aiuto, John Davis, John Gill, Nicole Guillet, Mark Havard, Brian Michaels, Jack Plettinck, Jim Sullivan, Jane Trnka, Larry Walter, and Mark Wylie
- MEMBERS ABSENT:** Glen Casel, Debbie Clements, Melanie Cornell, Leland Madsen, Sheri Olson, John Pittman, Kathleen Plinske, Joseph Sarnovsky, Richard Sweat, Jody Sweet, Chuck Todd and Eric Ushkowitz
- STAFF PRESENT:** Pam Nabors, Mimi Coenen, Leo Alvarez, Ann Beecham, Nilda Blanco, Tonya Elliott-Moore, Steven Nguyen, Robert Quinlan, Bradley Collor, Nikesha King, James Bloodworth, Darlene Davis, Katherine Vega, Janet Saunders and Kaz Kasal
- GUESTS PRESENT:** Barry Brockway/GuideWell Innovation Center; Rayon Clark/CSCF Participant; Bryan Jared/Hamilton Training; Clair Brady/Lake Sumter State College; Stephen Ball/Holland & Knight; Al Trombetta International Union of Painters & Allied Trades, Florida Finishing Trades; Heather Ramos/GrayRobinson

Agenda Item	Topic	Action Item / Follow Up Item
1	<p><b>Welcome</b></p> <p>Mr. Jackson, Board Chair, called the meeting to order at 9:05 am and welcomed those in attendance. Mr. Jackson introduced Mr. Barry Brockway, GuideWell Innovation Center’s Director of Operations, to provide an overview of the Center.</p> <p>Mr. Brockway greeted and welcomed the attendees to the GuideWell Innovation Center. Mr. Brockway stated that GuideWell’s mission is to help bring new ideas, through collaboration and integration, in order to propel health solutions in health industries. The Center is strategically located in Lake Nona’s Medical City, which is a great convening point. Mr. Brockway invited attendees to take a tour of the facility, which he will conduct after the meeting.</p> <p>Mr. Jackson stated the Consortium met on 6/21/17 and approved the following new Board Member appointments to the CSCF Board: Mr. Stephen Ball with Holland &amp; Knight, Mr. Jeff Hayward with Heart of Florida United Way, and Mr. Al Trombetta, with International Union of Painters &amp; Allied Trades, Florida Finishing Trades. Mr. Jackson welcomed the new Board Members and stated their memberships will be effective 7/1/17.</p>	
2	<b>Mission Moment</b>	

	<p>Mr. Rayon Clark, CSCF participant, greeted the attendees and relayed his experiences of the CSCF services he received. When he met Ms. Nikesha King, CSCF Career Services Consultant, he was struggling to make ends meet on a low wage job with no benefits or room for growth. With Ms. King's assistance, Mr. Clark was able to receive CSCF funding and take welding training courses at Valencia College. Shortly after receiving his certification, Mr. Clarke stated he attained a welder position at \$17.09 per hour with benefits. Mr. Clark extended his thanks and gratitude to Ms. King; through her continued guidance and encouragement, he was able to keep motivated and complete the program, which resulted in a great position with a career path. Mr. Clarke thanked CSCF and Valencia College on the great program they offer.</p> <p>Ms. Coenen, Chief Operating Officer of CSCF, introduced Dr. Claire Brady, Vice President Enrollment &amp; Student Affairs, Lake Sumter State College.</p> <p><b>Board Member Recognition</b>        Mr. Jackson recognized and presented Outstanding Service Awards to Mr. Robert Brown and Mr. Leland Madsen for their service on the board; both of their terms are ending on 6/30/17. Ms. Nabors recognized and presented Mr. Jackson an Outstanding Service Award for his leadership as Chair of the Board for program years 15-16 and 16-17.</p>	
3	<p><b>Roll Call / Establishment of Quorum</b>        Ms. Kasal reported that there was a quorum present with the Consortium and two-thirds quorum of the Board.</p>	
4	<p><b>Public Comment</b>        Mr. Brian Jared, Hamilton Training, introduced himself and stated he attended the ribbon-cutting event at the CSCF Southeast Orange County office. Mr. Jared commended CSCF for its clear intent to be business focused in all efforts.</p>	
1	<p><b>Chair's Report</b>        Mr. Jackson thanked the Board for allowing him to serve as Chair during the past two program years. Mr. Jackson commented that CSCF has made great strides towards being the best and strongly encouraged both staff and Board to keep striving towards this goal. There are still challenges ahead and it will be important to become more nimble and create opportunities, especially in the focus of revenue diversification as government funding decreases.</p>	
2	<p><b>Consent Agenda:</b>        Mr. Jackson 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"> <li>• Draft Minutes of 4/26/17 Board Meeting</li> </ul>	<p><b>Mr. Brown made a motion to approve all items on the consent agenda. Ms. Brandon seconded; motion passed</b></p>

	<ul style="list-style-type: none"> <li>• Operations and Finance Report</li> <li>• President's Report – Year End</li> </ul>	unanimously.
3	<p><b>Information:</b></p> <p><b>Committee Reports:</b></p> <p><u>Executive Committee</u>        Mr. Jackson stated the Executive Committee met on 6/21/17 and discussed revenue diversification strategies. The Committee will provide updates and proposed strategies to the Board at a future meeting.</p> <p><u>Finance Committee</u>        Mr. Alvarez, CSCF Chief Financial Officer, stated the Finance Committee met on 6/12/17. The Committee reviewed CSCF's retirement plan and budget to actual through 4/30/17, which is tracking as expected. The Committee also reviewed and approved to move to Consortium and Board the 17-18 draft Budget, which was emailed out to the Consortium and Board on 6/12/17 after the Finance Committee meeting.</p> <p><u>Career Services</u>        Ms. Coenen stated the Career Services Committee met jointly with the Finance Committee on 5/25/17 in a workshop format to review the draft 17-18 Budget by line item. The focus will be more short term training for most impactful return on investment,</p> <p><u>Governance Committee</u>        Mr. Brown stated the Governance Committee met on 5/11/17 and reviewed the proposed Board roster for FY 17-18 which the Workforce Investment Consortium approved at their 6/12/17 meeting. The Governance Committee also discussed and approved to move to Board proposed the Slate of Officers.</p> <p><u>Community Engagement Committee</u>        Ms. Elliott-Moore stated that the Community Engagement Committee met on 5/22/17 and reviewed feedback from committee member Ms. Amy Wise on her visit to the one of the Centers. The Committee reviewed and discussed the 3 questions addressed at the Board Retreat in order to attain additional feedback, especially from non-Board committee members. The Committee reviewed and approved the 17-18 proposed outreach budget.</p> <p><u>Retirement Plan:</u>        Mr. Alvarez provided a PowerPoint presentation (attachment) overview of CSCF's retirement plan. The plan has shown good growth with an employee participation rate is currently at 95%, about a 30% increase from last year and total assets have increased from 3M to 4.4M. Mr. Alvarez attributed the increase in participation to the education staff received from Chepenik Financial, CSCF's</p>	

	<p>retirement broker. Chepenik Financial has emphasized to staff the importance of saving and the value of planning for retirement. Additionally, retirement plan's website (Principal) provides tools that staff can utilize to better prepare and plan for their retirement, which includes target goal of 75% replacement of income at retirement. Ms. Nabors added the Finance Committee also reviewed CSCF's current retirement plan performance and is pleased with the outcomes.</p>	
<p><b>4</b></p>	<p><b>Actions to Vote on or Discuss</b></p> <p><u>Approval of the 2017-2018 Budget</u>                  Ms. Nabors stated that the 17-18 draft budget has gone through a significant vetting process, starting with the 5/25/17 Budget Workshop attended by the Career Services and Finance Committees where the draft budget was reviewed and discussed by line item. Then the Finance Committee reviewed and approved at their 6/12/17 meeting and the Workforce Investment Consortium reviewed and approved, contingent upon Board approval, at their 6/21/17 meeting. Overall, the draft 17-18 budget is at \$26.8M – a 3.5% decrease from last year. Efficiencies in every line item were looked at to absorb the 3.5%M reduction. Target goals from 16-17 to 17 are baseline; although funds have decreased, services will not.</p> <p>The Board discussed their concerns on the reduction in funds and the talent gap in this region. Lack of workers with the needed skills to fill the in-demand positions are on the increase. Additionally, the State uses the unemployment rate as part of the formula to determine funding allocations by region and this does not capture the many unemployed individuals “not on the radar” – either not receiving unemployment benefits or having exhausted their benefits. Ms. Nabors emphasized the importance to raise awareness and articulate the values of workforce development to local, state and federal legislators. The Board concurred and Mr. Jackson asked staff to prepare a “toolbox” so the Board can best advocate and educate local officials with quick impactful messages. Mr. Jackson stated that a subcommittee is being formed under the Executive Committee to research opportunities for revenue diversification, as he mentioned in his Executive Committee report.</p> <p><u>Board Metrics</u>                  Mr. Jackson referenced the strategic Board goals (attachment) which has been updated based on discussion at the 4/26/17 Board Retreat</p> <p><u>Modified Mission Statement</u>                  Mr. Jackson referenced the proposed modified mission</p>	<p><b>After review and discussion, Mr. Wylie made a motion to approve and accept the 17-18 Budget. Mr. Gill seconded, motion passed unanimously.</b></p> <p><b>After review, Mr. Havard made a motion to approve and accept revised Board strategic goals. Mr. Beliveau seconded, motion passed unanimously.</b></p> <p><b>Mr. Jackson made a motion to approve</b></p>

	<p>statement (attachment) which reads as follows:  <i>CareerSource Central Florida finds and develops talent to keep Central Florida businesses competitive and connects Central Floridian to career opportunities.</i></p> <p><u>Slate of Officers</u>        Mr. Brown referenced the proposed Slate of Officers, which the Governance Committee has moved for Board review and approval as listed below. All individuals listed below have agreed to serve:</p> <p>President: Debbie Clements        Vice President: Mark Wylie        Treasurer: Joseph Sarnovsky        Secretary: Leland Madsen</p>	<p><b>and accept the CSCF modified mission statement as presented. Mr. Walter seconded, motion passed unanimously.</b></p> <p><b>Mr. Beliveau made a motion to approve and accept the Slate of Officers as presented. Mr. Jackson seconded, motion passed unanimously.</b></p>
5	<p><b><u>Intelligence / Insight</u></b>  <b><u>Connected Calls to Customers</u></b>        Ms. Alvarez and Mr. Nguyen provided a PowerPoint overview entitled “Contact Center Project” (attachment) and relayed the following information:</p> <p>CSCF has been experiencing a high call volume averaging 37,000 calls a month. At the recommendation of the Community Engagement Committee, staff took a deep dive to analyze these calls by forming an internal Content Analysis Team to function as a dedicated call center during a pilot period occurring over the past few months. The calls were tracked on an Access database, where detailed information was logged such as type of call, where calls were transferred to, etc. This pilot resulted in 75% reduction of duplicate calls per day, 80% decrease in voicemails, and higher customer service. Based on these results, staff reviewed and compared the following three contact center solution options: 1) internal customer build, 2) internal contact center and off-the shelf software, and 3) hybrid external call center. Staff determined the most cost effective and efficient option was internal contact center and off the shelf software, which is included in the IT budget for FY 17-18.</p> <p>Mr. Nguyen added that this option includes various modes of communication, not just via phone but web chat, texting, social media, and email functions to accommodate customers’ preferred method of communication. This contact center will help to improve excellence in customer service, leverage resources with technology and provide customized communication. Mr. Bradley Collor, Director of Career &amp; Youth Services, added this will also allow for more services, including customer referrals to businesses, to be provided virtually vs. coming to the Centers.</p> <p>Mr. Jackson stated with the increase in virtual services it will be important to keep CSCF “visible” -. Mr. Beliveau</p>	

	<p>emphasized that not all individuals are tech savvy and/or do not have tech devices – so it is important to be able to continue provide services to those individuals.</p>	
<p>6</p>	<p><b>Other Business</b>          Mr. Jackson reminded the Board to be sure to file their Form 1 form if they have not done so.</p> <p>Mr. Jackson referred to the proposed Master Calendar of Board and Committee meetings which Ms. Kasal will be sending calendar invites out to the Board accordingly.</p> <p>Mr. Jackson stated a request for sponsorships for upcoming Board meeting space and refreshments for FY 17-18 will be emailed out over the summer. Please respond if you are able to sponsor.</p> <p>Mr. Havard congratulated Ms. Nabors on receiving the 2017 Peter E. Kaiser Leadership Award and Board concurred with a round of applause. Mr. Havard also commended CSCF for exceeding annual placement goal of 3,500 by attaining 3,800 placements. Mr. Havard extended his thanks to CSCF and Ms. Daisy Gray for their support at their mini job fair and identifying candidates – 2 have been hired and 2 in the pipeline for hire.</p> <p>Mr. D’Aiuto extended this thanks to CSCF for their assistant at the Youth Development Conference where 150 youth learned about career opportunities and life skills.</p>	
<p>7</p>	<p><b>Adjournment</b>          There being no other business, the meeting was adjourned at 10:42 am.</p>	

Respectfully submitted,

Kaz Kasal  
 Executive Coordinator