

Workforce Investment Consortium and CareerSource Central Florida Board of Directors Joint Meeting

**CareerSource Central Florida
4360 E. Colonial Drive, Orlando, FL 32803
Orlando, FL 32803
Wednesday, June 17, 2015
2:30 p.m.**

MINUTES

CONSORTIUM MEMBERS PRESENT: Teresa Jacobs, Brandon Arrington and Lee Constantine

CONSORTIUM MEMBERS ABSENT: Garry Breeden and Leslie Campione

BOARD MEMBERS PRESENT: Wendy Brandon, Paul Bough, Steven Brooks, Robert Brown, Melanie Cornell, William D’Aiuto, Nicole Guillet, Leslie Hielema, Leland Madsen, Brian Michaels, Tirso Moreno, Jack Plettinck, Sanford Shugart, Kevin Shaughnessy, Robert Spooney, Chuck Todd, Eric Ushkowitz, Larry Walter and Mark Wylie

MEMBERS ABSENT: Angela Adams, Greg Beliveau, Diana Bolivar, Debbie Clements, Eric Jackson, William Merck, Sheri Olson, Joseph Sarnovsky, Richard Sweat and Jody Sweet

STAFF PRESENT: Pamela Nabors, Mimi Coenen, Leo Alvarez, Ike Powell, Robert Quinlan, Joyce Hinton, Homer Boone, Nilda Blanco, Tonya Elliott-Moore, Ann Beecham, Annmarie O’Brien, Larry Krause, Katherine Vega, Christine Jolliff and Kaz Kasal

GUESTS PRESENT: Andrew Mai/Osceola County, Mayor Joe Kilsheimer/City of Apopka, Charles Calhoun/Rosen Hotels, Kathleen Plinske/Valencia College, John Davis/African American Chamber of Commerce, Heather Ramos/GrayRobinson, Shellonda Rucker/Henkels & McCoy

WELCOME

Ms. Brandon called the meeting to order at 2:35 p.m. and welcomed those in attendance.

MISSION MOMENT

Program Services Spotlight:

Mr. Powell introduced Joe Kilsheimer, Mayor of the City of Apopka. Mr. Powell stated that CareerSource Central Florida (CSCF) has partnered with the City of Apopka on a pilot project entitled “Apopka Youth Works (AYW)” - a 7-week paid summer work experience program, providing first job experience to high school juniors and seniors in the Apopka community. Mayor Kilsheimer greeted the attendees and expressed his appreciation on how quickly CSCF responded to the coordination of this program. The youth, who will receive “Safe Serve Food Handler” certification as part of the program, will gain valuable work experience.

Mr. Quinlan introduced Charles Calhoun, a veteran who turned to CSCF for job search assistance. Mr. Calhoun greeted the attendees and explained the difficulties he had searching for jobs on his own, but when he met Wit Livingston, CSCF's Local Veteran Employment Rep, Wit evaluated Mr. Calhoun's needs and referred him to the Veterans Business Initiative event. Mr. Calhoun attended the event and met Ms. Mays with Rosen Hotels & Resorts. Ms. Mays was so impressed with Mr. Calhoun's qualifications she offered him the position of Human Resource Manager for Rosen Hotels & Resorts. Mr. Calhoun thanked CSCF for its services which resulted in landing him a great job.

MISSION MOMENT

Ms. Brandon presented awards to the following individuals:

Ms. O'Brien – in celebration of the “Jodi Spiegel Enhancement of Customer Service” award which Ms. O'Brien received from the National Association of Workforce Development Professionals (NAWDP) for her outstanding work overseeing the Florida TRADE Grant program.

Departing CSCF Board Members:

- Dr. Angela Adams – received an “Outstanding Service Recognition” for her service on the Board and the Program Review Committee.
- Dr. Robert Spooner – received an “Outstanding Service Recognition” for his service on the Board and the Executive Search and Youth Committees.
- Dr. Sanford Shugart – received an “Outstanding Service Recognition” for his service on the Board and Executive Committee, and for serving as Chair on the Program Review Committee.

Departing Board Chair:

Ms. Nabors presented an “Outstanding Service Recognition” award to Ms. Brandon for her leadership as Board Chair.

BUSINESS MATTERS OF THE CONSORTIUM AND BOARD

1. Roll Call / Establishment of Quorum

Ms. Kasal commenced with roll call and established there was a quorum on both the Consortium and the Board.

2. Public Comment

None offered.

3. Approval of the Minutes

A. 1/22/15 Joint Meeting of the Consortium and Board – for Consortium action:

A motion was made by Commissioner Arrington and seconded by Mayor Jacobs to approve the minutes from the 1/22/15 Joint Meeting of the CareerSource Central Florida Board and Consortium. Motion carried unanimously.

B. 4/23/15 Board Meeting for Board action:

A motion was made by Mr. Ushkowitz and seconded by Mr. Brooks to approve the minutes from the 4/23/15 Board Meeting. Motion carried unanimously.

4. Approval of:

A. Appointments of the Regional Workforce Board

A motion was made by Commissioner Arrington and seconded by Commissioner Constantine to approve the Board composition/appointments as referenced on Agenda item 4A in the meeting packet. Motion carried unanimously.

B. New Requirements under Workforce Innovations & Opportunity Act (WIOA)

Mayor Jacobs asked Ms. Nabors to provide an overview on the WIOA requirements. Ms. Nabors referenced the memo/Agenda Item 4B in the meeting packet which reviews background and recommendation regarding the application for initial local workforce area designation and continued charter of the existing regional workforce board under WIOA.

A motion was made by Commissioner Constantine and seconded by Commissioner Arrington to approve that CareerSource Central Florida receive initial designation and a continuation of the existing charter of the Regional Workforce Board for the period 7/1/15 through 6/30/17. Motion carried unanimously. The application was then signed by Mayor Jacobs and Ms. Nabors and forwarded (emailed) to Shila Salem with Department of Economic Opportunity on 6/18/15.

5. Approval of the 2015-2016 Budget

Ms. Brandon asked Ms. Nabors to provide an overview of the draft 2015-2016 Budget. Ms. Nabors referred to the "FY 2015–2016 Draft Annual Budget" Powerpoint handout and stated that the draft 2015-2016 Budget was reviewed and discussed by the Program and Finance Committees at a publicly noticed workshop. It was then reviewed/approved at the Finance Committee on 6/2/15 and subsequently forwarded to all Board and Consortium members on 6/3/15 for review. The Executive Committee met at 6/11/15 and approved to move to Board for review/approval. Ms. Nabors noted the following: budget for FY 15-16 is \$29.9M, which represents a 2% reduction from current year. Despite the reduction, CSCF will focus on increasing business services as well as maintain current level of services to career seekers, with at least 50% WIOA funds are being allocated to career services, which meets CareerSource Florida's training requirement. CSCF expects to maintain administrative cost at 7%; this percent is below the 10% state allowable cap. The total amount budgeted for staff merit increases (attainment of performance goals) will not exceed 3% of salary budget line item.

Board approval:

A motion was made by Mr. Todd and seconded by Mr. Brown to approve the 2015-2016 Budget. Motion carried unanimously.

Consortium approval:

A motion was made by Commissioner Arrington and seconded by Commissioner Constantine to approve the 2015-2016 Budget. Motion carried unanimously.

Mayor Jacobs adjourned the Consortium Meeting at 3:30pm.

6. Chair's Report

Ms. Brandon stated she visited CSCF's new administration office on 5/8/15 and expressed her thanks to Ms. Cornell and HKS Architects for providing their pro bono expertise in a design to encourage team collaboration in the office. Ms. Brandon stated she attended and spoke at the All-Staff Meeting on 5/14/15, which is an annual event. Ms. Brandon also reviewed the results of the Board survey, which

the members responded on their satisfaction with how they receive their meeting information. Overwhelmingly, the Board members liked receiving the link to the meeting packet, so meeting information will continue to be received in this format.

7. President's Report

Ms. Nabors referred to the "CareerSource Central Florida President/CEO Report" in the meeting packet and provided the following highlights since the last Board meeting:

- The third annual All-Staff meeting centered significantly on customer service excellence and business focus. Staff is committed to the challenge.
- Mr. Alvarez received Orlando Business Journal's C-Level award in recognition of being one of Central Florida's top CFOs.
- CSCF has exceeded the state established goals for increased employer engagement, excellence improvement, and quality delivery of services.
- The CareerSource Florida report card demonstrates real impact of CSCF services on placements and worker wages.

A. Finance

Mr. Alvarez referred to the report in the meeting packet entitled: "CareerSource Central FY 2014-2015 Budget vs. Actual Report – as of 4/30/15" and stated that expenditures are overall in line with the budget. Also, CSCF is exceeding the 50% ITA goal at 57.9% and keeping Admin Cost below 7% target - currently at 6.5%.

B. Operations

Ms. Coenen referred to the report in the meeting packet entitled "Operations Report – Data as of 7/1/14 to 4/30/15" and reviewed enrollment goals on core and training programs, budget vs. actual, as well as placement outcomes. ITA enrollments have slowed down in June in order to focus on placing those individuals who received training. During first quarter, new short term trainings will be procured that align to WIOA. CSCF's Welfare Transition Entered Employment Rate is ranked 1st in state.

8. Committee Reports

A. Audit Committee

Mr. Ushkowitz stated that there was nothing new to report.

B. Community Engagement Committee

1) Business Engagement Plan – draft

Mr. Shaughnessy referred to the "Draft CSCF Strategic Business Engagement Plan" and stated that based on UCF survey report as well as Board and staff input, the draft plan is crafted to help to focus on increasing and enhancing relations with the business community. Ms. Nabors added that once the Business Engagement Plan is finalized, a summary of plan will be forwarded to Board at the 9/17/15 Board meeting.

2) UCF School of Business – Survey Results

Mr. Shaughnessy asked Ms. Elliott-Moore to provide an overview on the results from the research study that the UCF School of Business conducted with regard to brand awareness and brand perceptions from the local businesses. Ms. Elliott-Moore referred to the PowerPoint handout in the meeting packet and explained that the study

recommended focusing more intently on the business community and that the right candidate, with the right attitude was what the businesses were looking for from CSCF. UCF recommended making this the flagship program for the organization. Additionally, the research study indicated that CSCF had low brand awareness. Mr. Shaughnessy pointed out that low brand awareness actually works in the organization's favor – it is an opportunity to start off with a level playing field and move positively forward.

Dr. Shugart commented that CSCF could farm candidates through a variety of channels - consideration should be given to outsource/partner the placement piece to experts. There is a significant shortage of skilled workers. Well-connected employment firms are hungry for talent – this is a way to get candidates to multi channels.

C. Executive Committee

1) Youth Contract Renewal Extension Recommendations

Ms. Coenen referenced the memo in the meeting packet regarding the youth contract renewal recommendation. Ms. Coenen stated that with PY 15-16 being a transition year and new WIOA legislation focusing on out-of-school youth (OSY), staff is recommending renewal of the five youth contractors for PY 15-16 to enable them to successfully transition their current youth participants to positive outcomes (carryovers) and facilitate new enrollments with those providers that engage OSY youth.

A motion was made by Dr. Shugart and seconded by Mr. Ushkowitz to approve renewal of youth contract extensions.

2) Procurement Recommendations on Staffing Agency

Mr. Alvarez referenced the memo in the meeting packet regarding temporary staffing and payroll services and provided a review of the solicitation process, the proposals received and the required criteria. A review team of four evaluated the proposals and based on the evaluations rated the proposals and Manpower was ranked #1.

A motion was made by Mr. Brown and seconded by Dr. Spooner to approve Manpower as the staffing and payroll company for CSCF's internship activities. Motion carried unanimously.

3) Health Insurance Vendor Ratification

Ms. Nabors stated that through CareerSource Central Florida's insurance broker, Willis, proposals were received for procurement of health benefit plans for CSCF. Based on the Finance Committee's parameters for costs not to exceed 10% of this year's current budgeted amount, Cigna's proposal came out on top with only a 2.2% increase from current budget. Ms. Nabors acknowledged HR Director, Ms. Ann Beecham for her work in negotiations with Cigna.

A motion was made by Mr. Ushkowitz and seconded by Mr. Madsen to ratify Cigna as the new benefits carrier for CareerSource Central Florida for its health, dental and vision insurance carrier. Motion carried unanimously.

4) Procurement Thresholds

Mr. Alvarez referenced the memo on procurement thresholds and stated the purpose of

the memo is to revise the current bid thresholds requirements in CSCF's procurement and contracting policies to align with the new OMB "Super Circular" which would reflect the changes as listed in the memo.

A motion was made by Mr. Wylie and seconded by Mr. Todd to approve the proposed procurement thresholds. Motion carried unanimously.

D. Finance Committee

Mr. Alvarez stated that the Finance Committee's business has already been discussed at this meeting.

E. Program Committee

Dr. Shugart stated that staff leadership is more strategic and acknowledged Ms. Coenen's work. Once the State's new performance funding system is complete there will be an opportunity to earn performance funds. These measures include: 1) short horizon measures: employer engagement rapidly moving customers to placement; efficiencies; cost of doing business and 2) there will also be longer term measures: employer satisfaction and job seeker satisfaction,

CSCF is well positioned on most of the measures. Ms. Coenen created a report in a format that measures deliverables each quarter.

F. Youth Committee

Ms. Coenen stated that the Youth Committee met on 5/6/15 and celebrated the milestones it has accomplished since the Committee's inception in October 2012. Moving forward, under the new WIOA legislation, the Youth Committee will serve in a program advisory capacity.

G. Governance Committee

Ms. Brown brought forward the proposed slate of officers as recommended by the Governance Committee, which also serves as a nominating committee. All of these individuals have agreed to serve in the capacity as indicated, if they are elected:

POSITION	NOMINATION
Chair	Eric Jackson
Vice Chair	Debbie Clements
Treasurer	Bill Merck
Secretary	Greg Beliveau

A motion was made by Mr. Brown and seconded by Mr. Wylie to approve the above nominated individuals serve as the officers of the CareerSource Central Florida Board. Motion carried unanimously.

Ms. Brandon congratulated the Board members for willing to serve and/or continue to serve as officers of the Board.

9. Other Business

Mr. Wylie stated that in the last several weeks Ms. Nabors, Ms. Coenen and the management team have worked with various construction contractors, as there is a great need for skilled workers. Mr. Wylie encouraged the Board to advocate to employers in the community that CSCF has a lot of employer service resources and forward Robert Quinlan's, Director of Business & Professional Services, contact information to interested employers.

Mr. Brown stated that the teams from CareerSource Central Florida and Heart of Florida United Way met today for their kickoff meeting on "Mission United" which is a collaborative effort to provide comprehensive services to veterans. Mr. Brown expressed his thanks to Ms. Nabors, Ms. Coenen, Mr. Boone and the team for their great work in the program.

10. Chair's Closing Remarks

Ms. Brandon welcomed the two new board members, Dr. Kathleen Plinske, President of Osceola and Lake Nona Campuses and Mr. John Davis, President of the African American Chamber of Commerce. Both greeted the Board and stated how excited they were for the opportunity to be a part of CSCF.

Mayor Jacobs thanked Dr. Shugart for the continued commitment to this Board through Dr. Plinske.

Ms. Brandon commended Ms. Nabors who was honored by the Orlando Business Journal as "Business Executive of the Year" at the "Women Who Mean Business" lunch in April 2015.

Ms. Brandon thanked those who attended today's meeting.

11. Adjourn

There being no other business, Ms. Brandon adjourned the Board meeting at 3:51 p.m.

Respectfully submitted,

Kaz Kasal
Administrative Supervisor