

DRAFT
Finance and Career Services Committees Budget Workshop

CareerSource Central Florida Office
 390 N Orange Ave., Suite 700
 Orlando, FL 32801
 Thursday, May 25, 2017
 2:00 p.m.

NOTES

MEMBERS PRESENT: Michael Armbruster, Paul Bough, Glen Casel, Dorathy Nevitt, John Pittman, Kathleen Plinske, Joseph Sarnovsky, Jim Sullivan, Larry Walter and Mark Wylie

MEMBERS ABSENT: Wendy Brandon, Melanie Cornell, William D’Aiuto, Eugene Jones, Nicole Guillet, Brian Michaels, Jack Plettinck, Richard Sweat and Chuck Todd

STAFF PRESENT: Pam Nabors, Mimi Coenen, Leo Alvarez, Ann Beecham, Steven Nguyen, Bradley Collor, Robert Quinlan, Nilda Blanco, Tonya Elliott-Moore and Kaz Kasal

Agenda Item	Topic
1	<p>Welcome Ms. Nabors, President & CEO called the meeting to order at 2:00 pm and welcomed those in attendance. Ms. Nabors stated the purpose of this workshop is to provide an interactive format for the Finance and Career Service Committees to review program budget lines and program priorities, and provide their comments and questions.</p>
2	<p>Roll Call Ms. Kasal commenced with roll call.</p>
3	<p>Public Comment None Offered.</p>
4	<p>FY 2017 -2018 Draft Annual Budget Ms. Nabors referred the PowerPoint entitled “FY 2017-2018 Draft Annual Budget” (attachment) and reviewed the current Board overall strategic goals stating that updates, based on Board feedback from the 4/26/17 Board Retreat, will be provided at the 6/28/17 Board Meeting. With regard to CSCF Organizational Goals, Ms. Nabors noted the first goal <i>Develop an agile workforce professional team that delivers effective solutions</i> has been added, as this goal reflects CSCF moving forward as a workforce intelligence of excellence leader.</p> <p>Ms. Coenen, Chief Operating Officer, reviewed the Operational Goals, which include comparison of PY 16-17 actual and target goals, and 17-18 target goals. Highlighted in green are new metrics. Second operational goal of <i>increasing the number job orders filled with qualified talent</i> remains paramount of all other goals. Ms. Nabors added that target goals from 16-17 are baseline to 17-18, emphasizing that although funds for 17-18 have decreased, services have not.</p> <p>Further highlights were provided from the presentation as follows:</p>

Proposed Budget Draft – Mr. Alvarez, Chief Financial Officer, stated the total available funds for FY 17-18 is \$26.8M, which is approximately a \$3.4M or 11.2% decrease from last year’s budget. Mr. Alvarez also reviewed the percentage breakdowns by funding source allocations and projected expenditures. Mr. Alvarez further provided an overview of how funding allocations by region are determined.

Salaries, Benefits & Staffing - Ms. Beecham, Chief Administrative Officer, reviewed personnel costs and staffing statistics for FY 17-18, noting that employee benefits costs will decrease; current utilization rate is at 70% vs. 106% in the previous year. Employee contributions and health carrier will remain the same. Also attributing to decrease in benefit costs is the robust and comprehensive wellness program. Ms. Nabors reviewed the reduction of 15 staff and noted that in anticipation of less funds in 17-18, a soft freeze on open positions was implemented in order to create efficiencies and minimize staff reductions.

Operations - Ms. Coenen reviewed FY 17-18 funding breakdown for career services, business services and youth services.

Business Services – Mr. Quinlan, Director of Business and Professional Services, reviewed the business services focus, which is a consultative approach by building relationships and finding out businesses’ critical needs with the number one goal to find right individuals for businesses. Mr. Quinlan reviewed the three business services categories: 1) advanced recruiting services, 2) tailored training solutions and 3) business focus on engaging HGI (High Growth Industry) sectors which include: advanced manufacturing, hospitality & leisure, healthcare, construction, business & professional services (includes IT) and trade, logistics & utilities. Work-based training (on-the-job) and internships (with more focus on HGI) will continue. With reduction in funds, employee-worker training had to be eliminated; however, there may be opportunity to offer this resource via revenue diversification.

Career Services – Mr. Collor, Director of Operations and Youth Services, reviewed the target goals for training, which are HGI-focused to produce better return on investment, and support services. There will be increased focus to utilize partnerships to strategically enhance services and best leverage resources.

Youth Services – Mr. Collor reviewed the year-end, in-house service delivery model called “career conexions” and targets and goals for PY 17-18, to include strategic partnering with organizations that support the hard-to-serve, disconnected youth and increase understanding and access to HGIs through education and training. CSCF also contracted with two organizations that can better reach foster youth, youth with disabilities and youth existing the juvenile justice system. Ms. Nabors added that CSCF will look for revenue diversification opportunities such as with municipalities; in this way more youth can be served.

Professional Services – Ms. Alvarez reviewed FY 17-18 funding breakdown for professional services, which include the following areas: accounting, operations, human resources, legal, and information technology.

Outreach Communications & Community Relations – Ms. Elliott-Moore, Communications & Community Relations Director, reviewed the outreach budget allocations which consist of: 1) outreach collateral and

development, 2) web and digital based platforms and 3) programmatic outreach. As 17-18 outreach budget has been reduced by 15%, CSCF will focus funds on the higher performing and most successful communication modes. Recommendations, provided by Edelman, has facilitated the creation of a strategic, progressive communication plan that will help position CSCF as a community workforce intelligence partner. Ms. Elliott-Moore stated that UCF's follow-up study shows significant improvement in CSCF brand awareness from 21% to 45%. In FY 17-18, CSCF will also focus on events that develop HGI business connections and attract added depth to talent pipelines.

Infrastructure/Maintenance & Related Costs - Mr. Alvarez reviewed the FY 17-18 budget (7% reduction from last year) on facilities and the breakdown of costs. Through lease negotiations and office consolidation, lease cost reductions will continue.

Information Technology (IT) - Mr. Nguyen, IT Director, reviewed the FY 17-18 budget (16% reduction from last year) and goals. Mr. Nguyen provided a summary of IT goals and areas of focus which include: keeping network infrastructure software and hardware running, updated, and protected to maximize technical performance and efficiency.

Mr. Nguyen also provided an overview of the proposed Contact Center which is a result of analysis performed by the Content Analysis Team, a pilot operation to handle and track calls in order to better analyze the high volume of calls received by CSCF. By the 20th day of the pilot, calls dropped from 981 per day to 247 per day. Other results: 94% of calls are career seekers calls, 41% of calls are FAQ or transfer calls and 80% drop in voicemails. As a result of this pilot operation, staff are recommending:

- 1) Utilize in-house, dedicated Contact Center team of 4 or 5 internal staff
- 2) Purchase an off-the-shelf contact center software to assist in the process and ensure clients/customers are assisted effectively (included as part of the IT budget for 17-18)
- 3) Transition to the in-house Contact Center by start of FY 17-18 (July 2017)

Mr. Nguyen stated that the "Contact Center" will include various modes of communication, not just via phone but web chat, texting, social media, and email functions as well.

Professional Development & Capacity Building - Ms. Beecham reviewed the budget breakdown by professional development, conferences & seminars and Board education (13% budget reduction from last year). Ms. Beecham reviewed the staff development goals and core competencies as aligned and defined by Sterling Organizational Profile.

Unrestricted Fund Balance - Mr. Alvarez reviewed current revenue balance and projected expenditures for board retreat, all-staff meeting and business service/community relations activities. Mr. Alvarez stated that the unrestricted funds come from the Ticket to Work program (majority) and Board sponsorships.

Diversification of Revenue Analysis - Mr. Alvarez reviewed breakdown by unrestricted and restricted funds.

Operating Budget Notes - Mr. Alvarez reviewed operating budget notes as listed.

	<p>Ms. Nabors stated that with budget decrease, CSCF will continue to identify efficiencies, opportunities for partnerships, maximize program line items and create revenue diversification strategies, which the Executive Committee will have oversight of the latter. Staff will also advocate to State to look at formula (which has not changed since 2000) for modification to reflect current economic conditions.</p> <p>Ms. Nabors stated that the next steps will include the following:</p> <ul style="list-style-type: none">• 6/12/17: Finance Committee meeting to finalize the draft budget• 6/12/17: Draft budget to Board and Consortium for review. Draft budget also posted on CSCF website for public review.• 6/21/17: Budget presented to Consortium for approval.• 6/28/17: Budget presented to Board for approval.
5	<p>Adjournment</p> <p>Ms. Nabors thanked the Committees for attending today's workshop. There being no other business, the Finance and Career Services' Budget Workshop was adjourned at 3:30 p.m.</p>

Respectfully submitted,
Kaz Kasal, Executive Coordinator