



GOVERNANCE COMMITTEE MEETING

CareerSource Central Florida | 1/15/26

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ISHMENT
BEGINS WITH A DREAM.



1/15/26 GOVERNANCE COMMITTEE MEETING DETAILS **Meeting Details****Meeting Agenda****Welcome****Roll Call****Public Comment****Approval of Minutes****Information/****Discussion/****Action Items****Other Business****Adjournment**

What: Governance Committee Meeting

When: Thursday, January 15, 2026
3:00 p.m. – 4:30 p.m.

Where: CSCF Administration Office
390 N. Orange Ave., Suite 700 (7th Floor)
Orlando, FL 32801

or

Virtual Option via Zoom:

Link: <https://careersourcecf.zoom.us/j/81216094877?pwd=y3JESUaOQQVamFxAEMm4SEFb9ReRA1.1>

Dial In: 1 (305) 224-1968 / Meeting ID: 812 1609 4877 / Passcode: 294747

1/15/26 GOVERNANCE COMMITTEE MEETING DETAILS

Meeting Details Meeting Agenda Welcome Roll Call Public Comment Approval of Minutes Information/ Discussion/ Action Items Other Business Adjournment	Agenda Item #”	Topic	Presenter	Action Item
	1.	Welcome	David Sprinkle	
	2.	Roll Call / Establishment of Quorum	Kaz Kasal	
	3.	Public Comment		
	4.	Approval of Minutes A. 8/14/25 Governance Committee Meeting	David Sprinkle	X
	5.	Information / Discussion / Action Items A. Board Member Recruitment, Participation and Development 1) Board Engagement Results thru 2nd Quarter 2) Board Satisfaction Survey - Results B. Enterprise Risk Update	Committee Review/Discussion	
	6.	Other Business		
	7.	Adjournment		



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of Minutes

Information/
Discussion/
Action Items

Other Business

Adjournment

WELCOME



Meeting Details

Meeting Agenda

Welcome

▶ Roll Call

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Other Business

Adjournment

ROLL CALL



Meeting Details

Meeting Agenda

Welcome

Roll Call

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Discussion/
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Other Business

Adjournment

PUBLIC COMMENT



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

► **Approval of Minutes**

Information/
Discussion/
Action Items

Other Business

Adjournment

APPROVAL OF MINUTES



Governance Committee Meeting
Thursday, August 14, 2025 / 3:00 p.m.
MINUTES

MEMBERS PRESENT: David Sprinkle, Gui Cunha, Jeff Hayward, and Catherine McManus

MEMBERS ABSENT: Mark Havard and Nicole Martz

STAFF PRESENT: Pam Nabors, Tadar Muhammad, Steven Nguyen, Geo Morales, Lance Willingham, Sean Masherella, and Kaz Kasal

Agenda Item	Topic	Action Item / Follow Up Item
1	Welcome Mr. Sprinkle, Community Engagement Committee Chair, called meeting to order at 3:00 p.m.	
2	Roll Call / Establishment of Quorum Ms. Kasal reported a quorum present.	
3	Public Comment None offered.	
4	Approval of Minutes: <u>Approval of Minutes</u> Reviewed draft minutes from 5/14/25.	Mr. Hayward made a motion to approve the minutes <u>from</u> the 5/14/25 Governance Committee Meeting. Ms. McManus seconded; motion passed unanimously.
5	Information / Discussion / Actions Items	
	<u>Charter - Annual Review</u> - Reviewed charter (attachment). Committee concurred on a non-substantive edit to 4th bullet under "Responsibilities" to adjust metric to "Goals assessed annually." Committee agreed no substantive changes needed to charter. <u>Board Member Recruitment, Participation, Engagement and Development</u> <u>Board Engagement Results (7/1/2024 thru 6/30/2025)</u> - Reviewed PY 24-25 metrics on Board Engagement. Exceeded annual goal in each of the three categories: Participate, Demonstrate and Contribute, and the first time reaching 100% under Contribute. Also, reviewed comparison historically, year-by-year (attachments). <u>Enterprise Risk Update</u> - For period January 2025 through June 2025, <u>reviewed</u> methodology, process, pareto chart and updates on CSCF's current top five risks. Also reviewed actions staff have taken (attachment): - Reviewed the proactive measures and next steps to address and mitigate cybersecurity risks, including AI-related phishing attacks. Staff continue to receive	



	cybersecurity awareness training to keep this on the forefront. - Reviewed proactive actions taken regarding Talent Retention. - Launched a new employment engagement strategy for PY 25-26 to increase organizational satisfaction.	
6	Other Business • None Offered.	
7	Adjournment Meeting adjourned at 3:54 p.m.	

Respectfully submitted,

Kaz Kasal
Executive Board Coordinator



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of Minutes

Information/
Discussion/
Action Items

Other Business

Adjournment

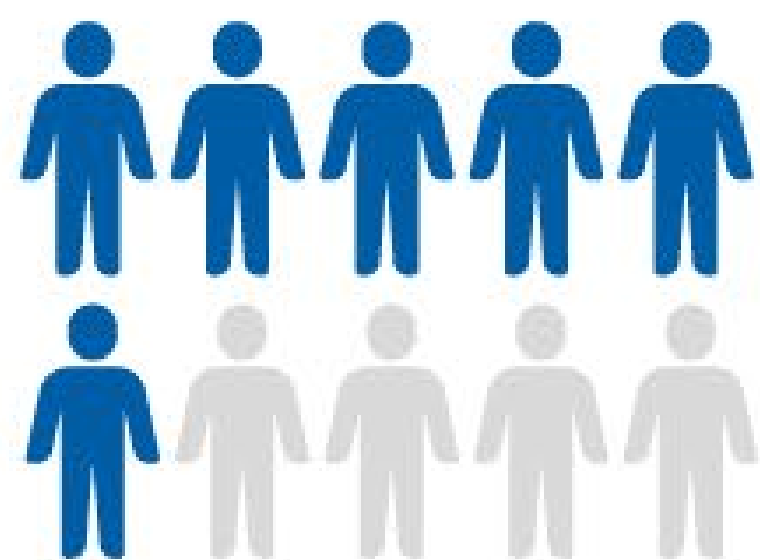
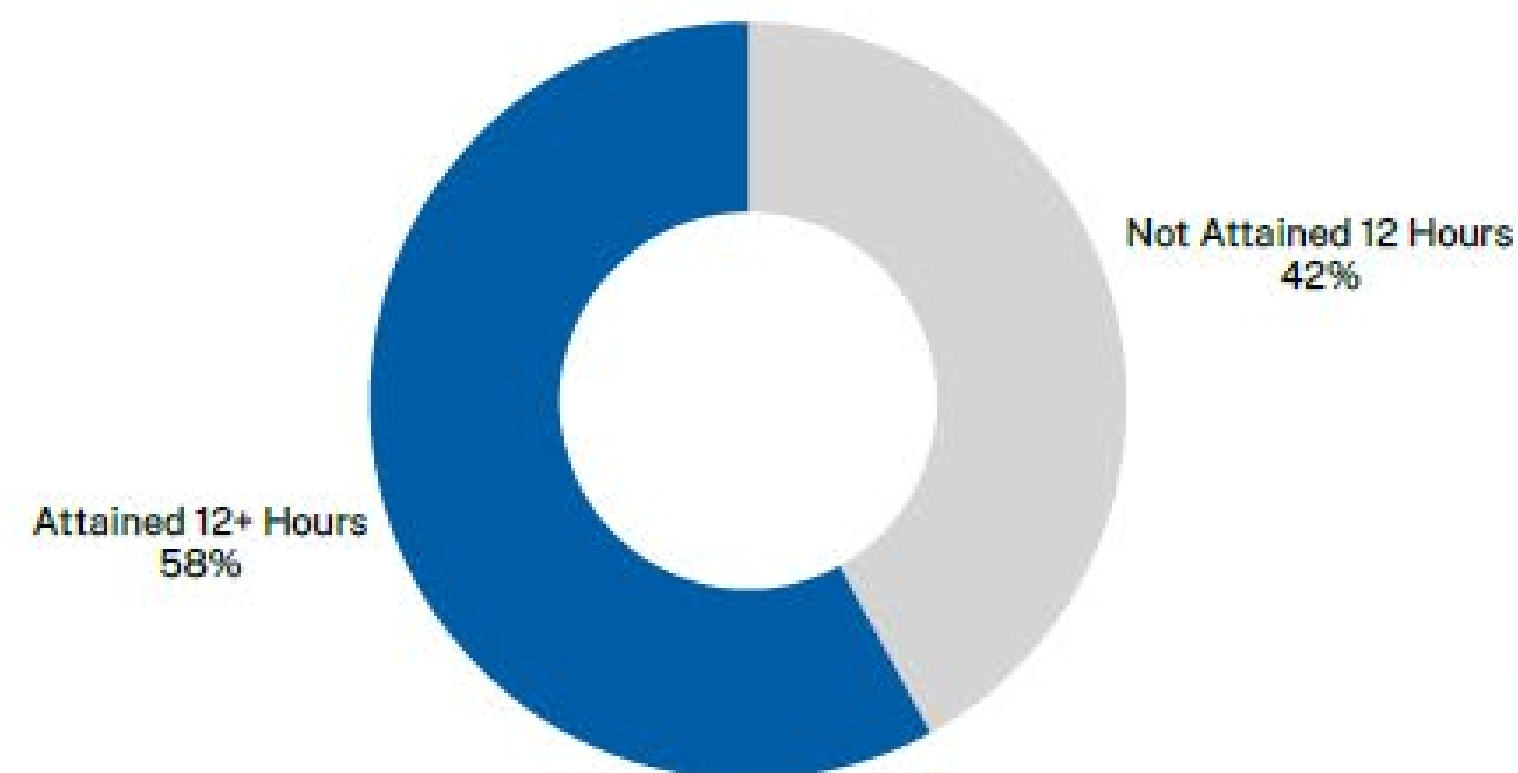
INFORMATION/ DISCUSSION/ ACTION ITEMS

BOARD ENGAGEMENT RESULTS

(7/1/25 – 12/31/25)

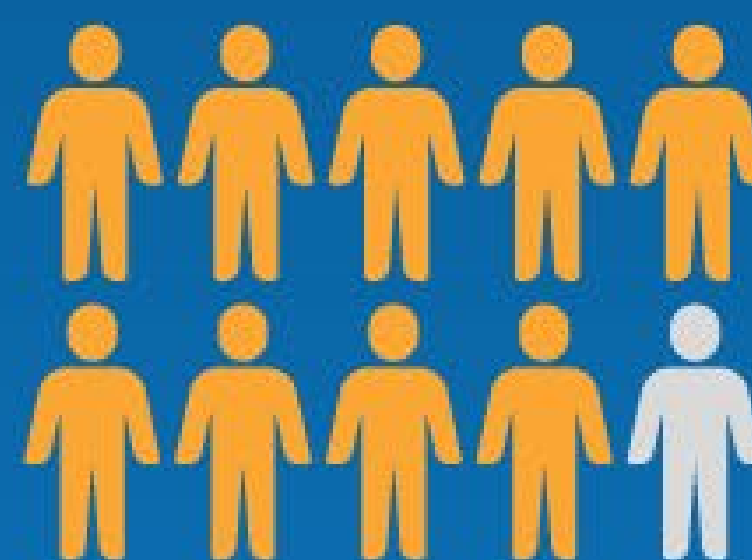
	ENGAGEMENT		
	PARTICIPATE	DEMONSTRATE	CONTRIBUTE
GOAL	90% of Board Membership	80% of Board Membership	70% of Board Membership
DESCRIPTION	▪ Board Meetings ▪ Committee Meetings ▪ Board Orientation ▪ Board Conference Travel (NAWB, State Board Meetings) ▪ Individual Meetings with CSCF Staff ▪ Workforce Development-Related Meetings and Events	▪ Attending Company Sponsored / Industry Events ▪ Participate in Media Interviews ▪ Speaking Engagements (internal or external) ▪ Sharing the CSCF Story: Inclusion of News/Information in Company's Communications Channels (internal or external) ▪ CSCF Miscellaneous Business Activities ▪ Job Shadowing ▪ Center Visits ▪ The Board Source Quarterly Newsletter	▪ Annual Contribution (Suggested \$500) ▪ Participation in Fundraising Activities ▪ Contribution of In-Kind Donations ▪ Sponsor Summer Youth Program
KPI	Participate for 24 Hours, Per Year	Participate in One Occurrence, Per Year	Contribute to Revenue Generation and/or provide In-kind Contribution

Participate



58%
over half of our board
on track with 12+
participation hours thru
2nd quarter.

Demonstrate



94%
of our board
performed at least
one activity thru
2nd quarter.

Contribute



63%
of our board made at least
one contribution thru 2nd
Quarter.

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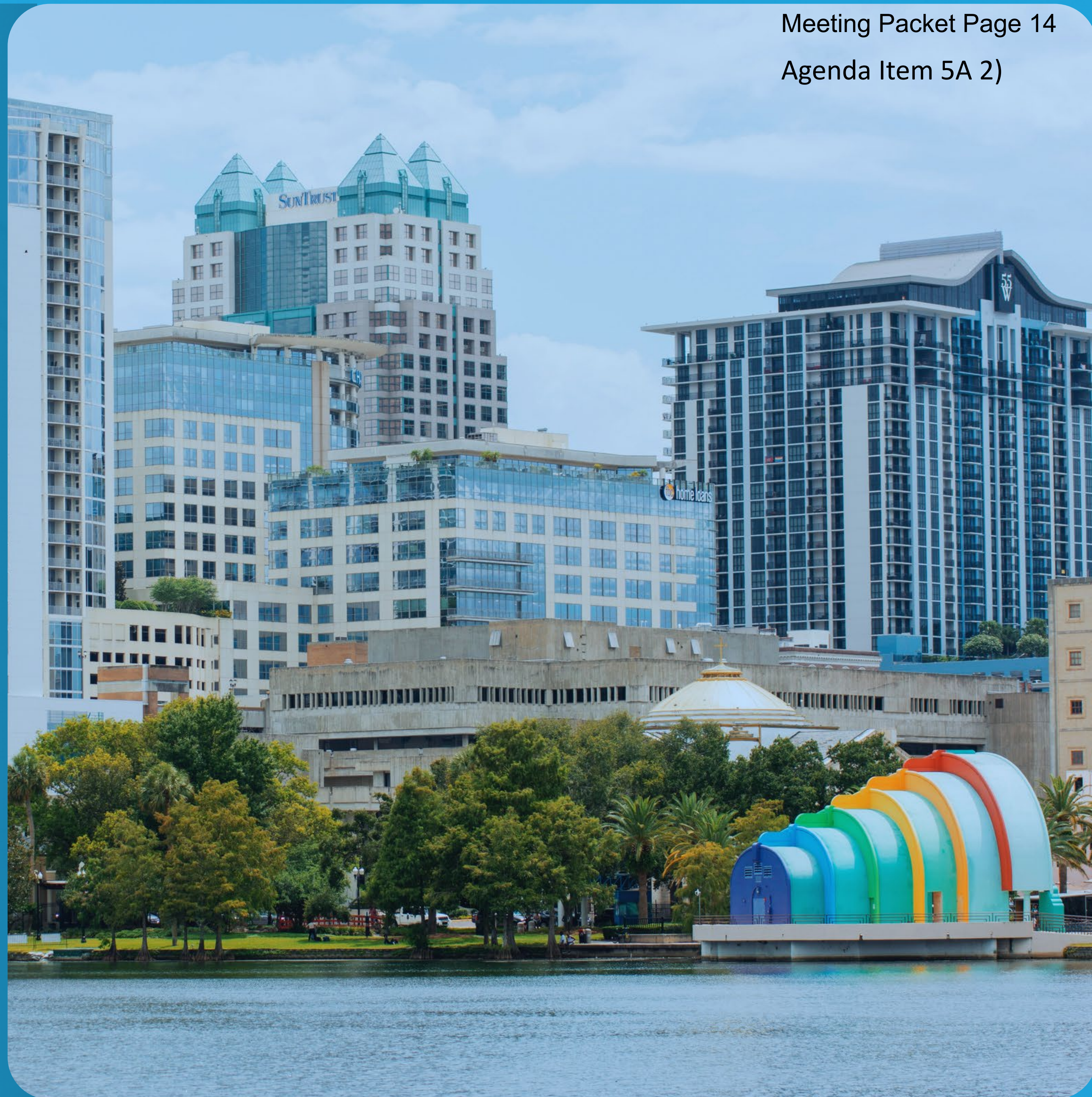


BOARD SURVEY

BUSINESS INTELLIGENCE 2025

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Agenda Item 5A 2)



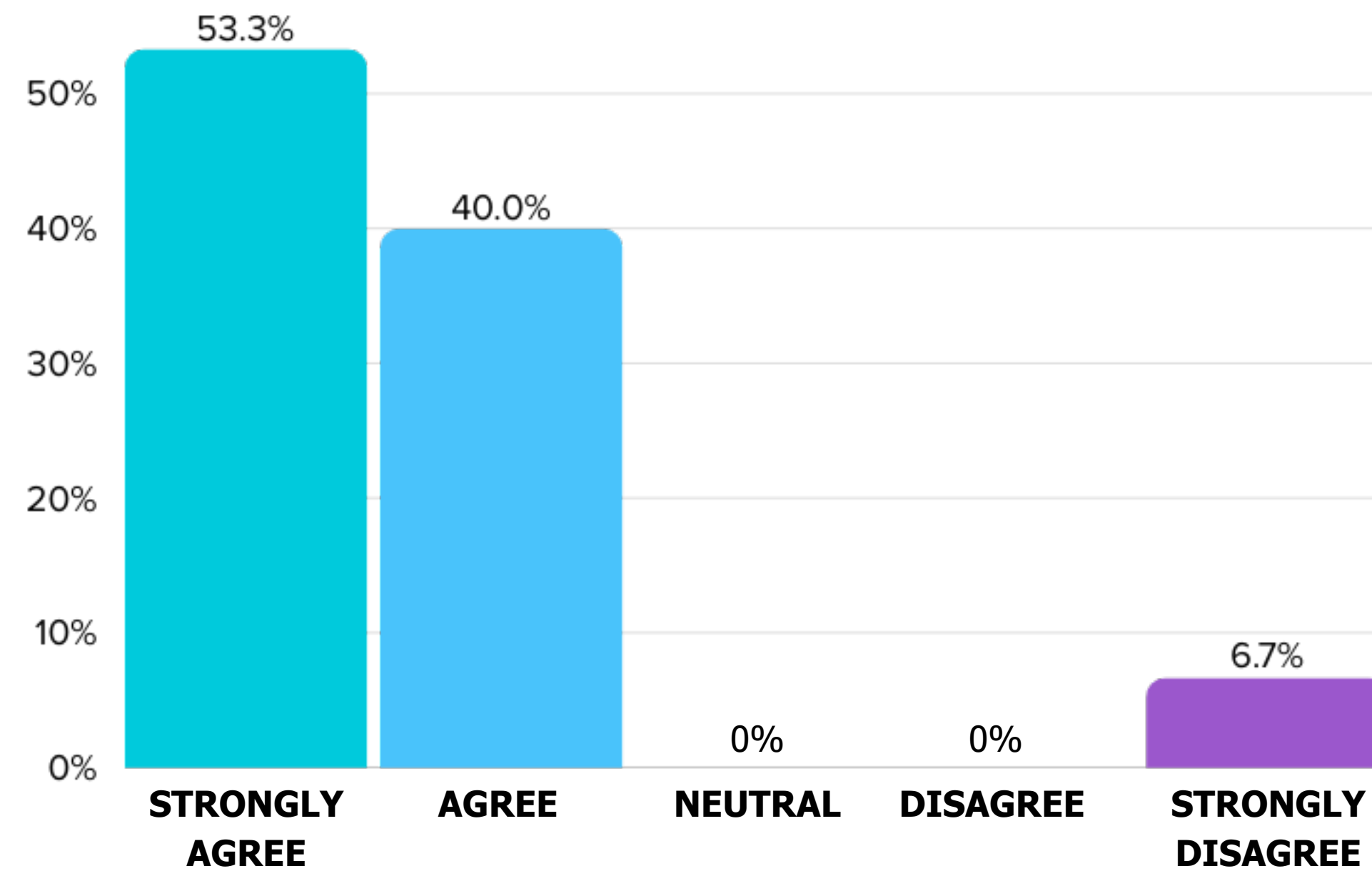
CONTENT

MISSION & STRATEGIC DIRECTION
BOARD EFFECTIVENESS & GOVERNANCE
MEETINGS & DECISION MAKING
ENGAGEMENT & CONTRIBUTION
BOARD CULTURE & RELATIONSHIPS
OVERALL EXPERIENCE
COMMENTARY

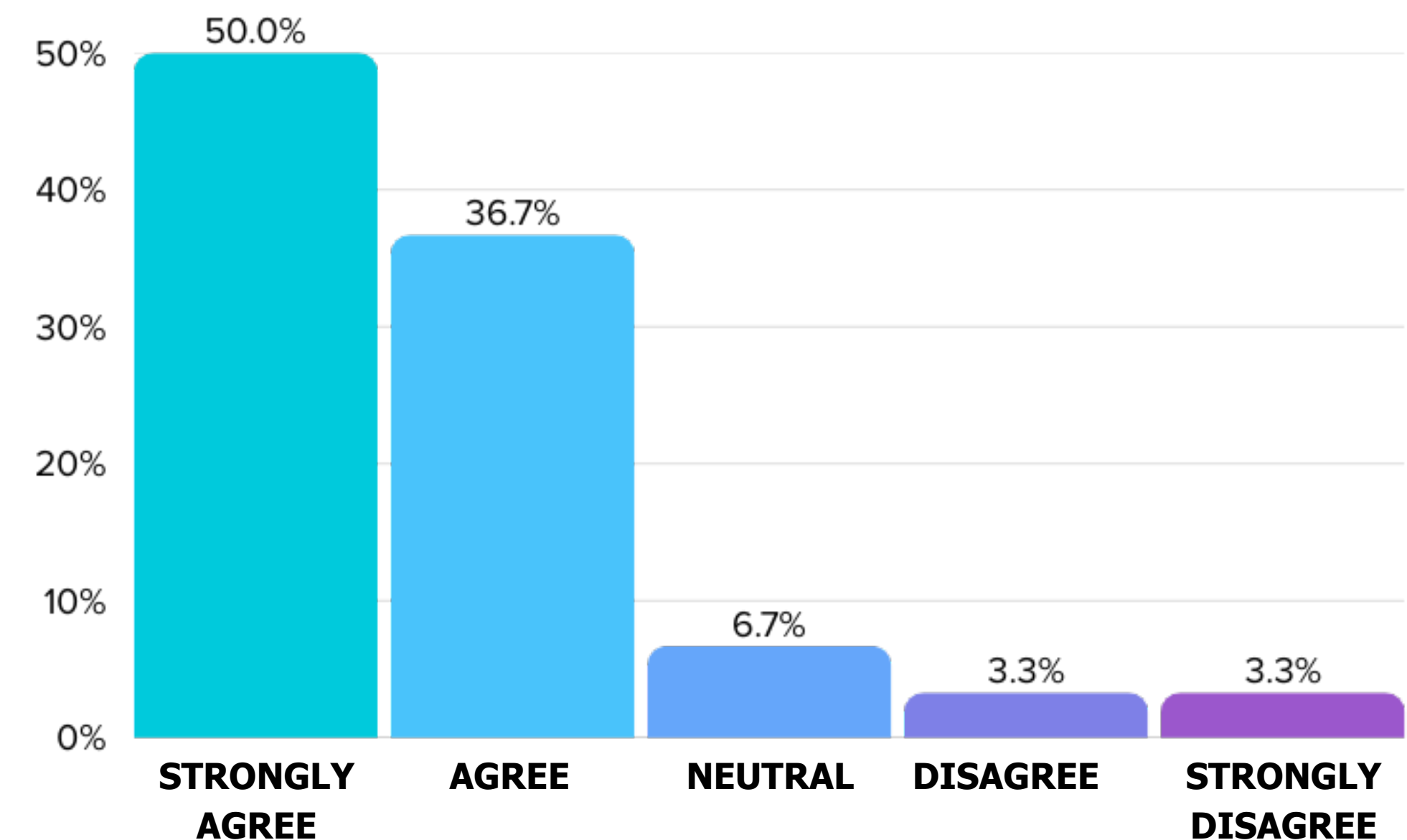
MISSION & STRATEGIC DIRECTION



I CLEARLY UNDERSTAND CSCF'S MISSION AND STRATEGIC GOALS.



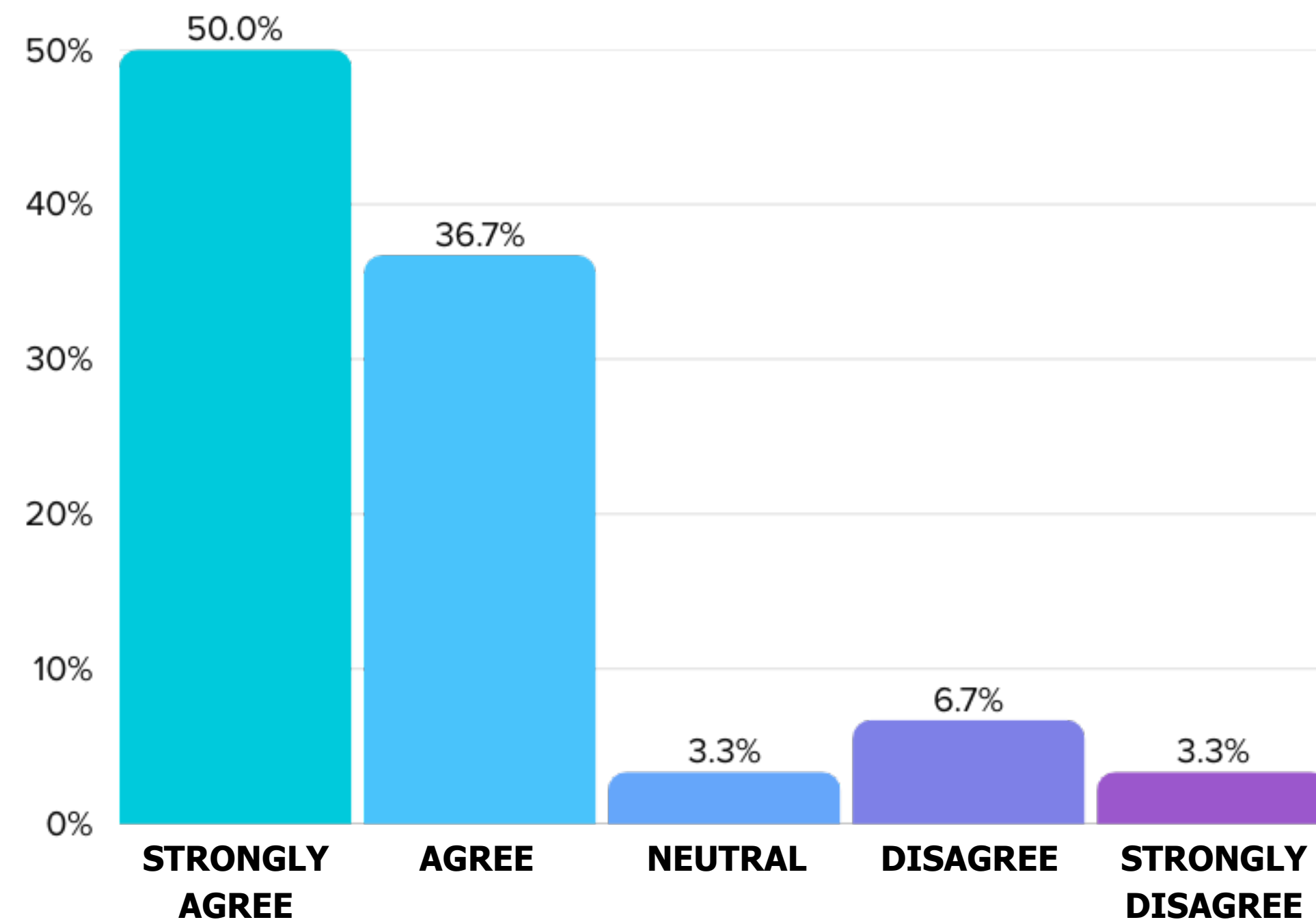
I AM CONFIDENT IN THE DIRECTION CSCF IS HEADING.



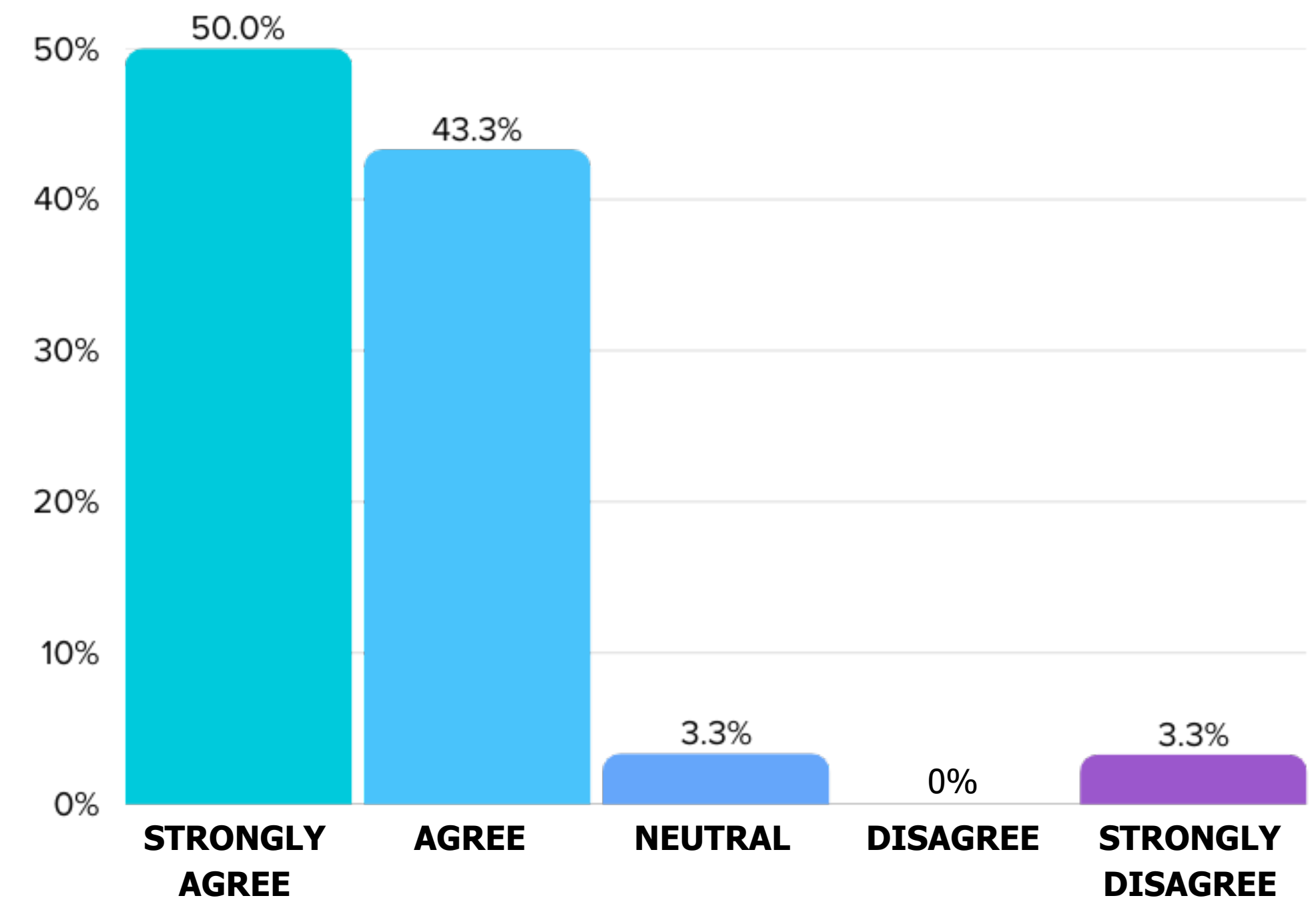
BOARD EFFECTIVENESS & GOVERNANCE



I BELIEVE THE BOARD PROVIDES EFFECTIVE OVERSIGHT OF CSCF'S LEADERSHIP AND OPERATIONS.



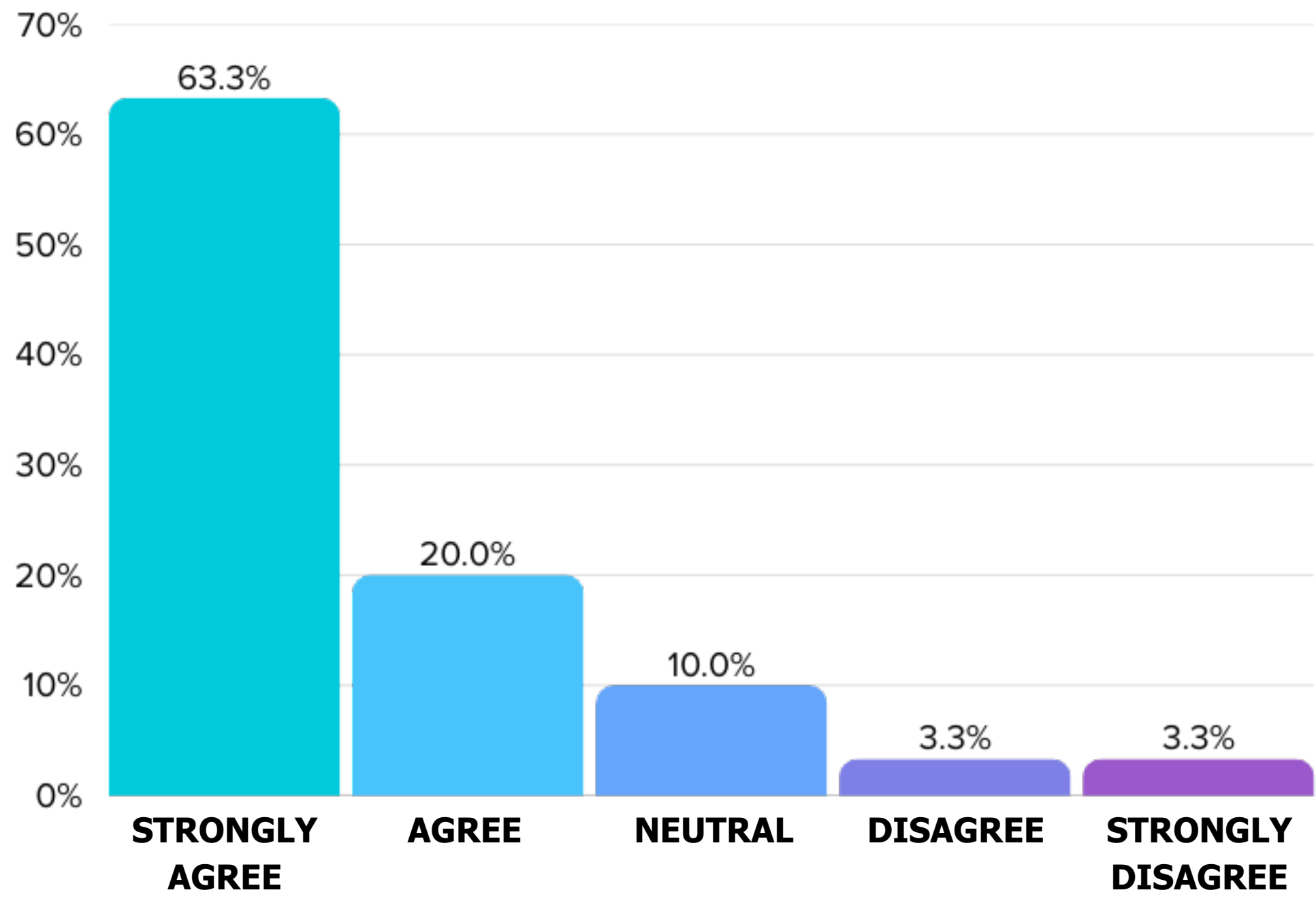
THE BOARD HAS A STRONG UNDERSTANDING OF CSCF'S FINANCIAL HEALTH.



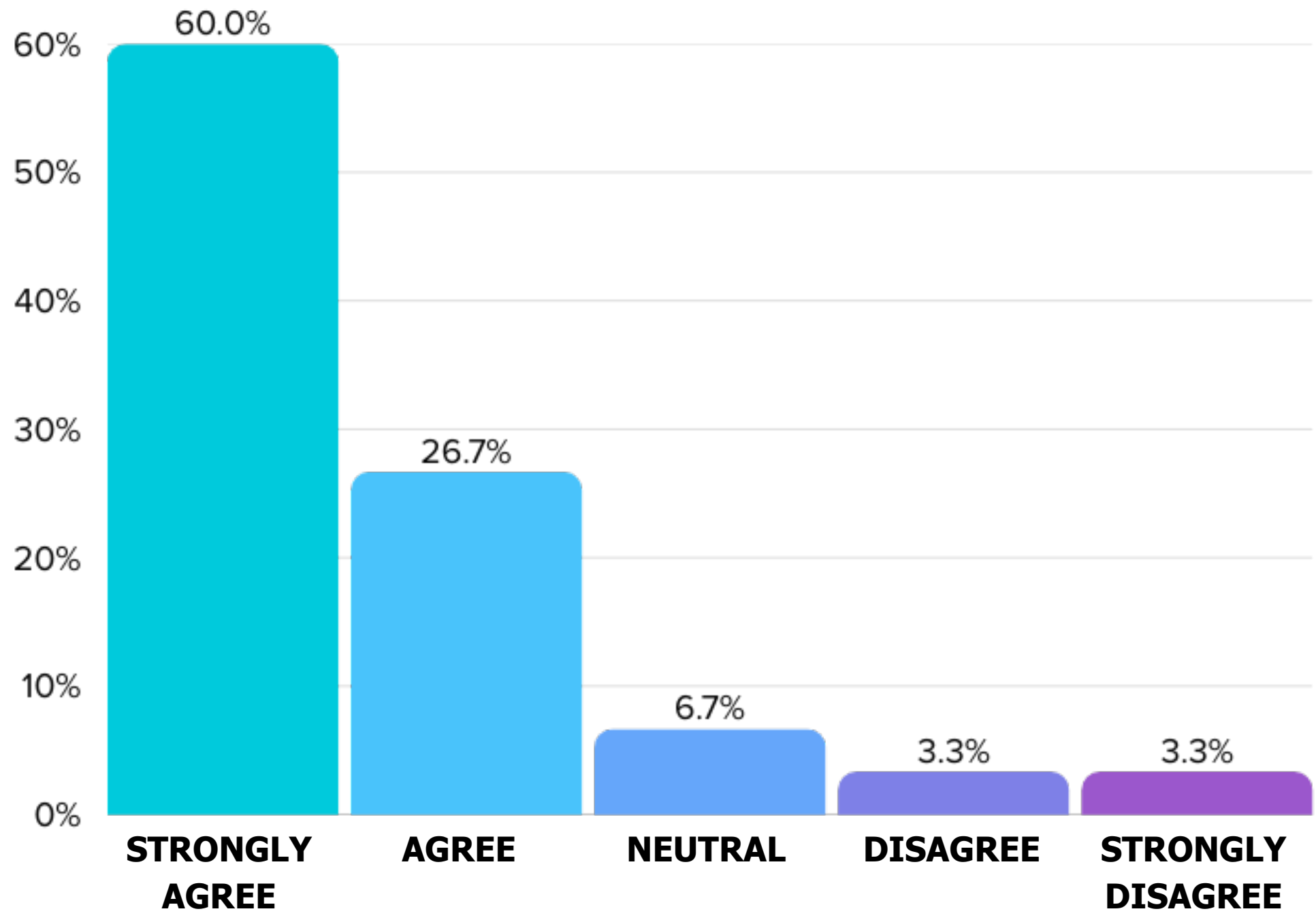
MEETINGS & DECISION-MAKING



CSCF BOARD MEETINGS ARE WELL-ORGANIZED AND ALLOW FOR MEANINGFUL DISCUSSION AND INPUT.



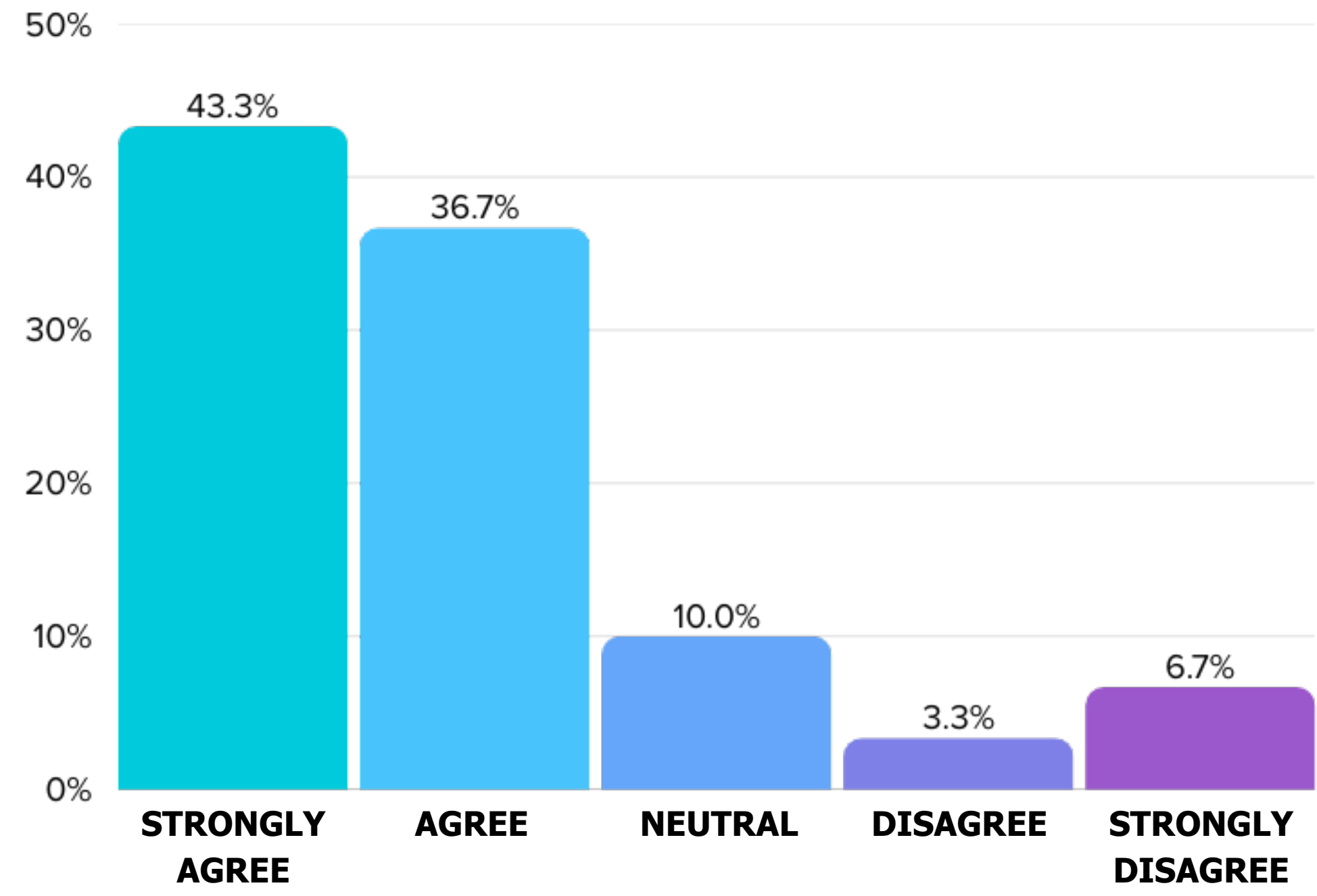
I RECEIVE SUFFICIENT INFORMATION TO MAKE INFORMED DECISIONS AT CSCF BOARD MEETINGS.



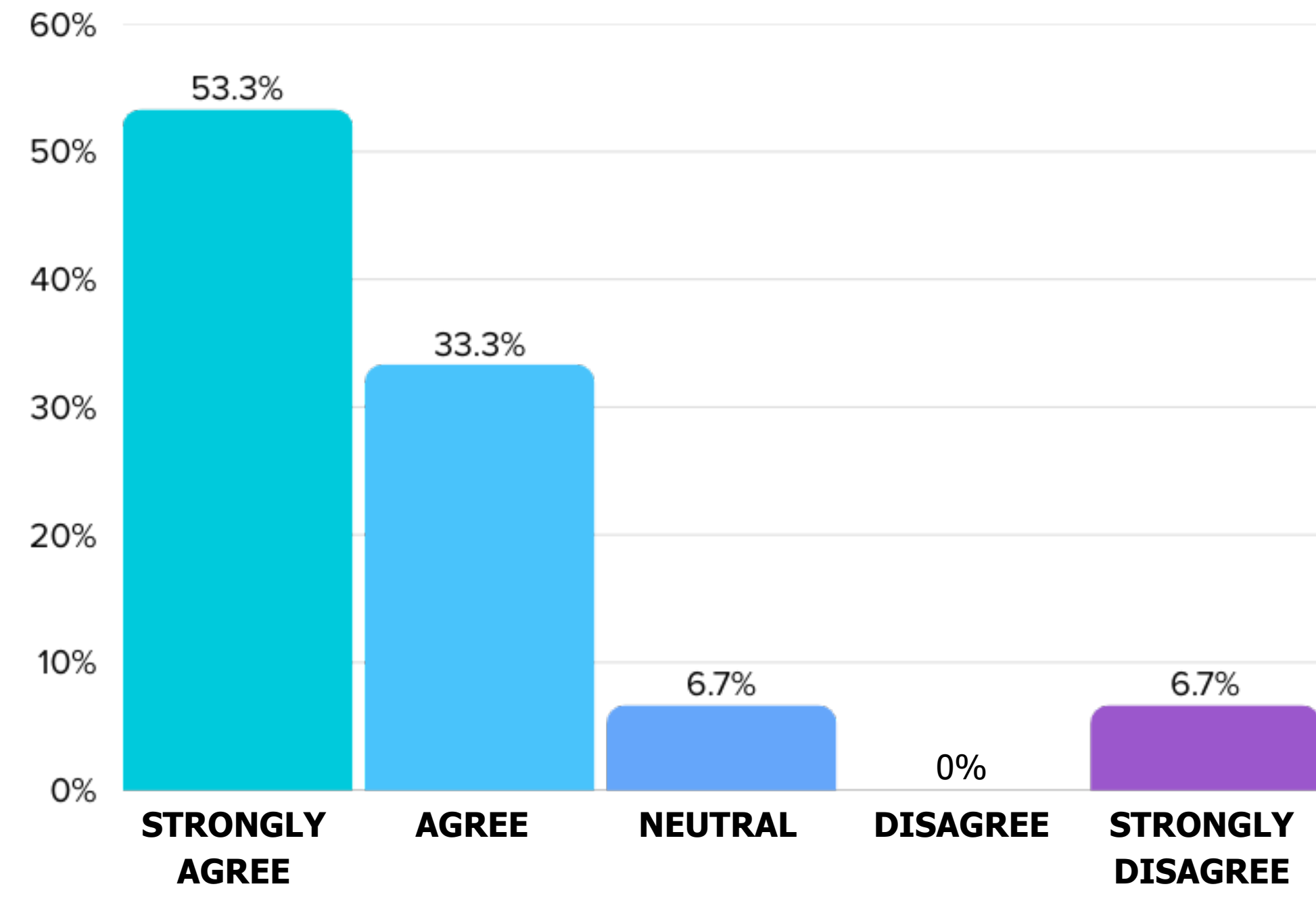
ENGAGEMENT & CONTRIBUTION



I FEEL THAT MY SKILLS AND EXPERIENCE ARE BEING EFFECTIVELY UTILIZED AS A CSCF BOARD MEMBER.



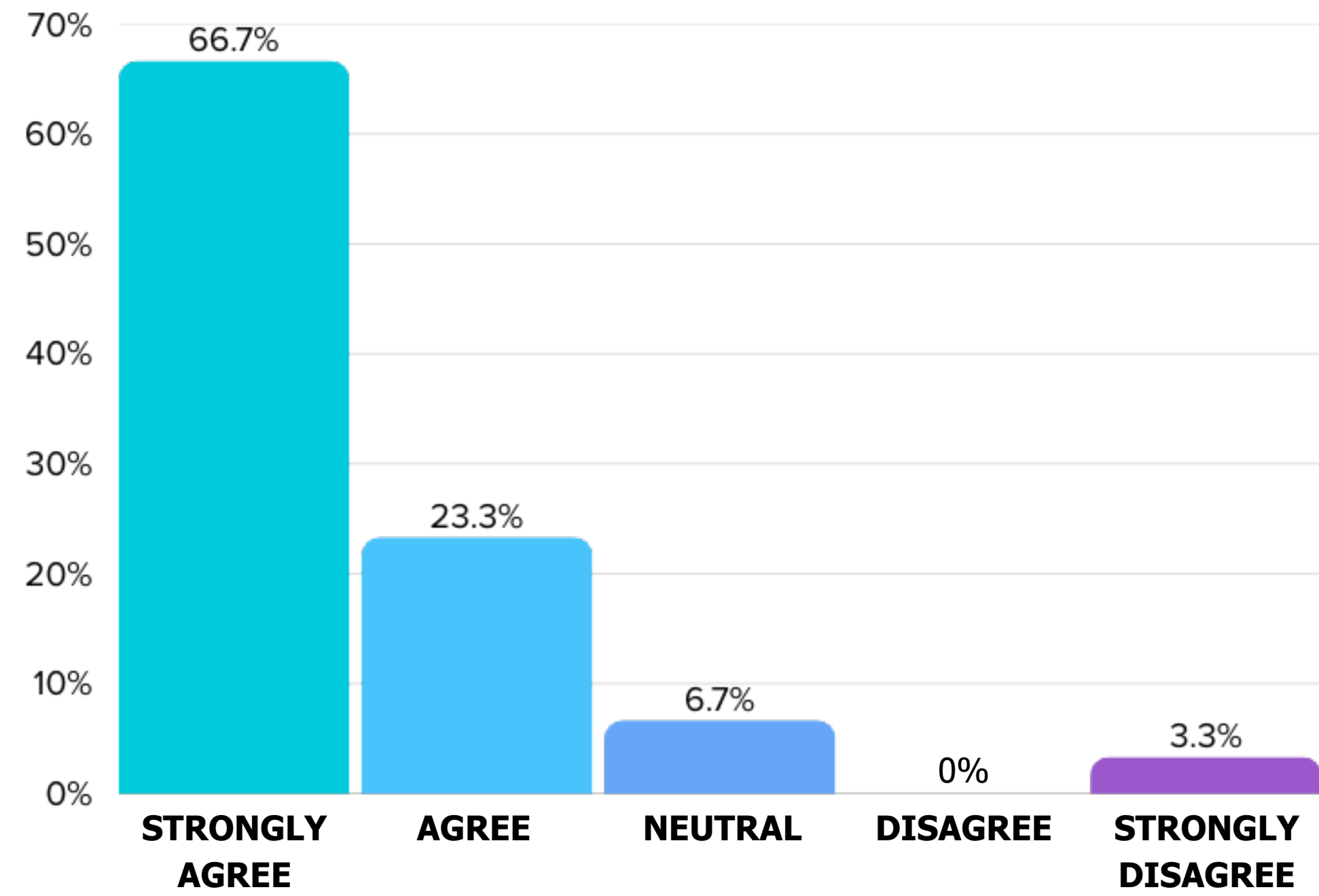
I FEEL PERSONALLY ENGAGED AND MOTIVATED TO CONTRIBUTE TO CSCF'S WORK.



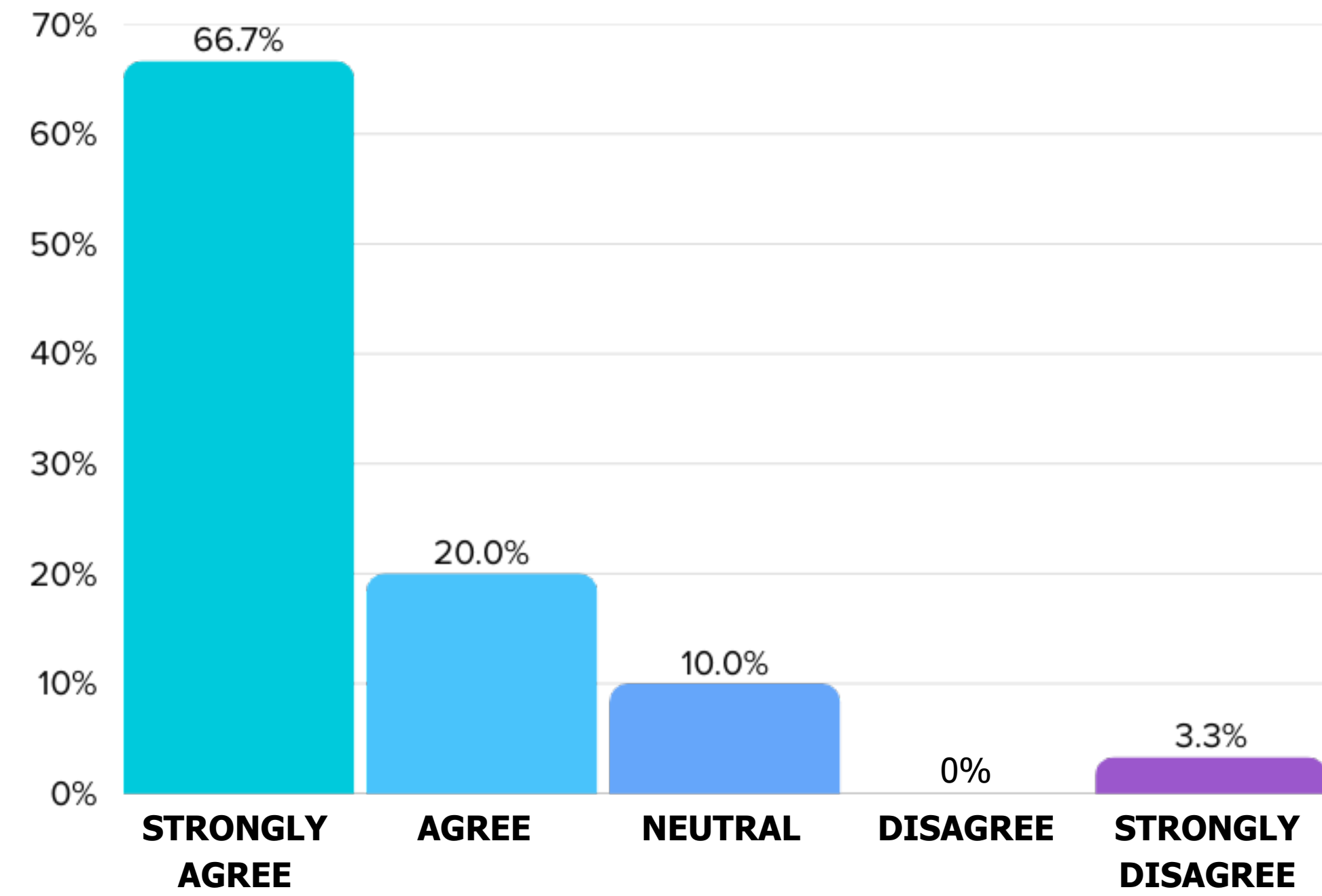
BOARD CULTURE & OVERALL SATISFACTION



THERE IS A HIGH LEVEL OF TRUST AND RESPECT AMONG CSCF BOARD MEMBERS.



OVERALL, I AM SATISFIED WITH MY EXPERIENCE AS A CSCF BOARD MEMBER.



OPEN ENDED



WHAT SUGGESTIONS DO YOU HAVE FOR IMPROVING THE BOARD’S EFFECTIVENESS OR YOUR EXPERIENCE AS A BOARD MEMBER?

INTEREST IN CSCF PROGRAMS AND EVENTS

There is an interest in attending events, classes, or programs firsthand so they can better understand CSCF’s work and contribute with more insight.

STRONGER ONBOARDING & INTEGRATION OF NEW BOARD MEMBERS

Suggestion for a more structured welcome, orientation, and engagement process for new members to ensure they feel included and ready to participate meaningfully.

BALANCED PARTICIPATION ACROSS BOARD MEMBERS

There is interest in creating more space and opportunities for quieter members to engage, given their diverse perspectives and industries.

MORE TIME FOR STRATEGIC + MEANINGFUL DISCUSSION

More time dedicated to long-term strategy, emerging workforce trends, and deeper educational content to be informed ambassadors for CSCF.

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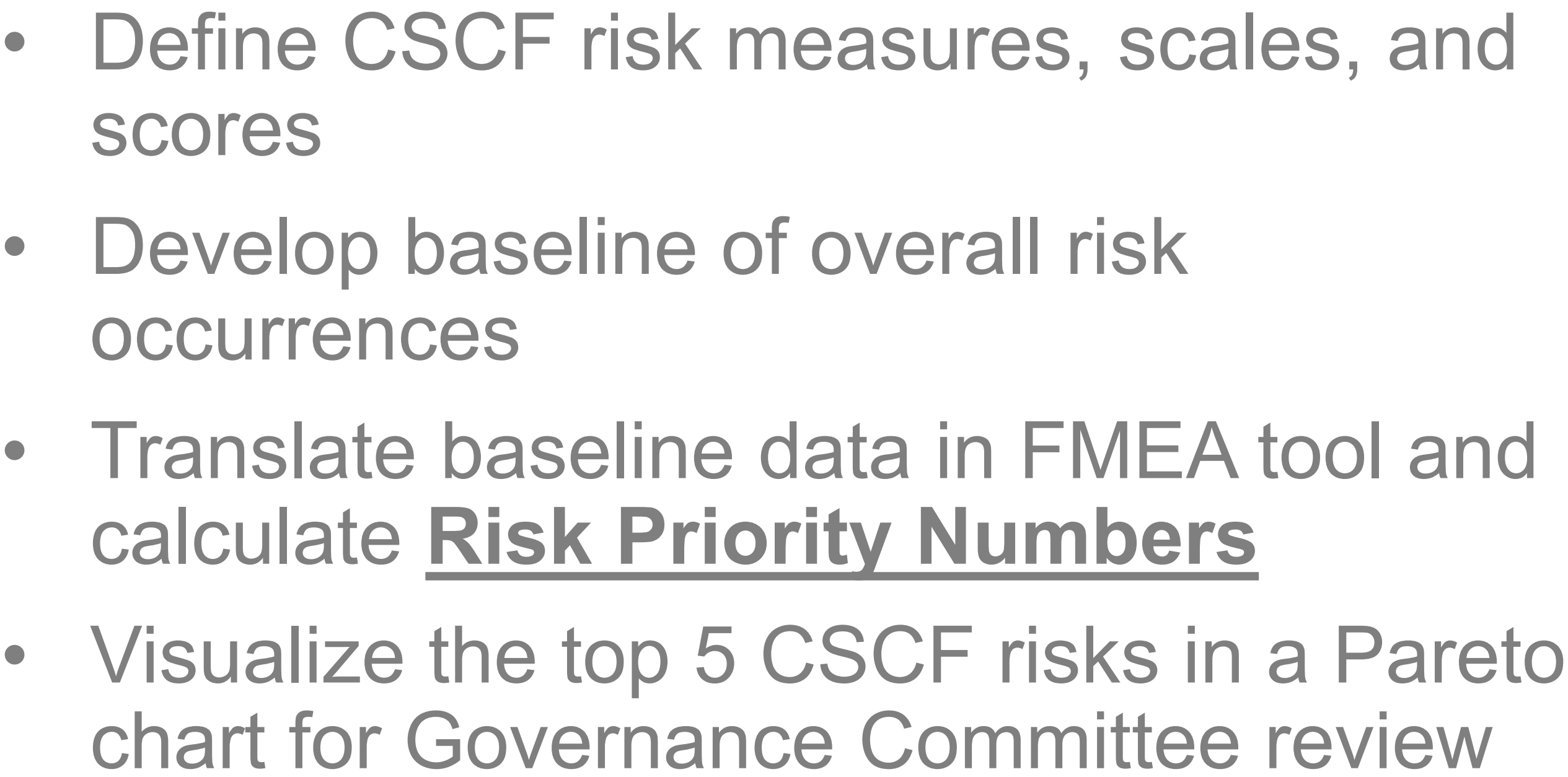


ENTERPRISE RISK MANAGEMENT

JULY 2025 - DECEMBER 2025

Baseline Data > Six Sigma FMEA Tool > Pareto “Top Risks” Chart





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ENTERPRISE RISK MANAGEMENT

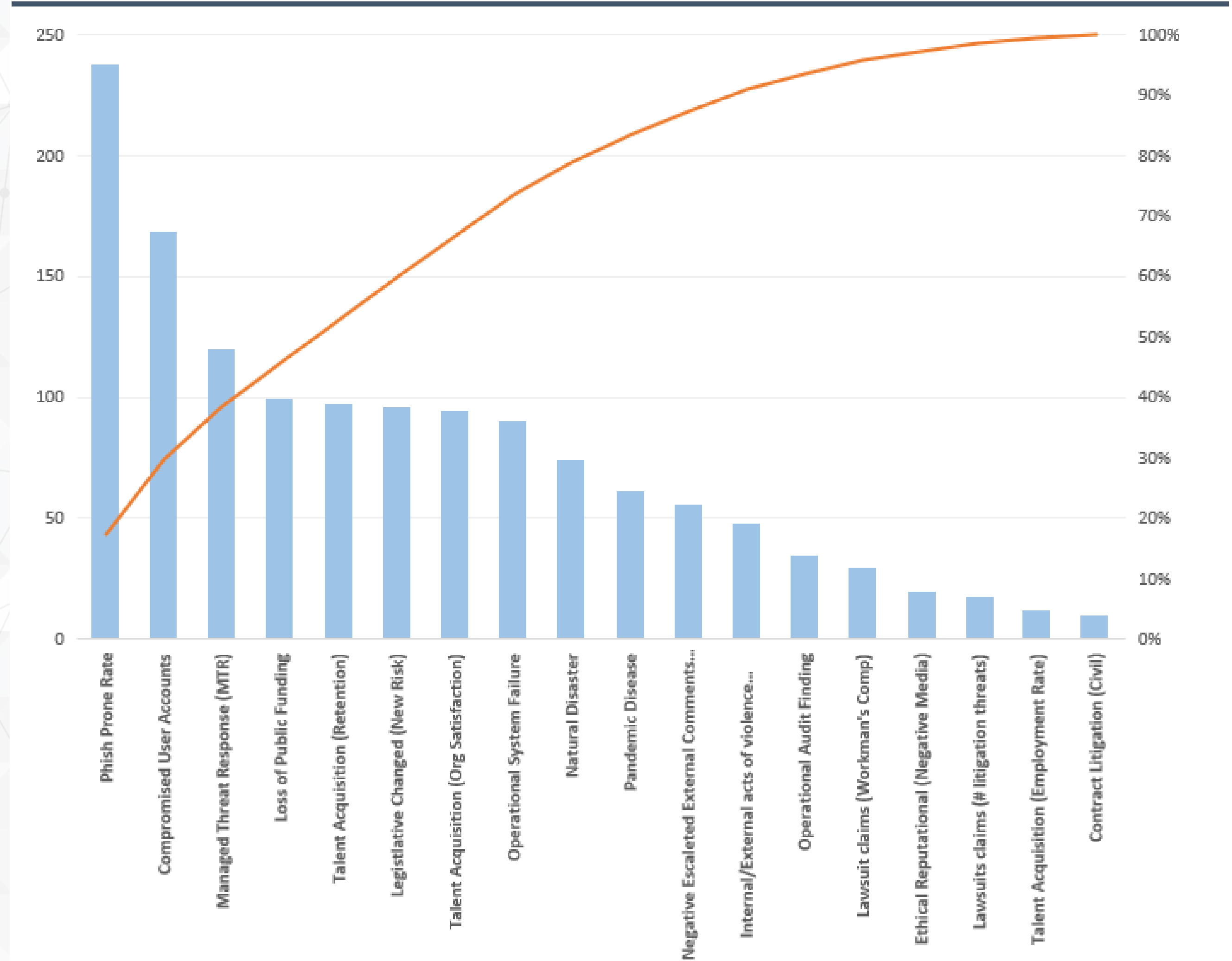
2nd Half 2025

TECHNOLOGY attributes to almost 45.05% of all CSCF of Risk.

PHISHING remains the highest risk to the CSCF organization by RPN.

94% of cybersecurity attacks start with a malicious email, clicking a link, or entering your info into websites.

CSCF TOP RISKS ANALYSIS



TOP 5 RISKS

JUL 2025 - DEC 2025

238**PHISH PRONE****2024: 238 2023: 225 2022: 200 2021: 200****169****COMPROMISED USER ACCOUNT****2024: 169 2023: 123 2022: 123 2021: 140****120****DATA BREACH (MTR)****2024: 120 2023: 120 2022: 120 2021: 120****100****LOSS OF PUBLIC FUNDING****2024: 100 2023: 20 2022: 20 2021: 20****98****TALENT ACQUISTION (RETENTION)****2024: 98 2023: 117 2022: 96 2021: N/A**

ENTERPRISE
RISK
MANAGEMENT
2nd Half 2025

AI has significantly **increased** the sophistication and effectiveness of phishing attacks.

Talent Acquisition (Retention) **increased** 10.58% due to strategic realignment.

Majority **static** with very similar occurrence numbers

MANAGING CYBERSECURITY RISKS

Proactive Action

Starting monthly micro trainings for cyber security awareness.

Increased cybersecurity awareness, AI, and training for staff with AI Policy and LMS Copilot training

Next Steps

Identity Threat Detection and Response (ITDR) monitoring for risks like stolen credentials or unusual login.

Sophos Access Point upgrades at every center for increased wireless security. Moved external email through Sophos.

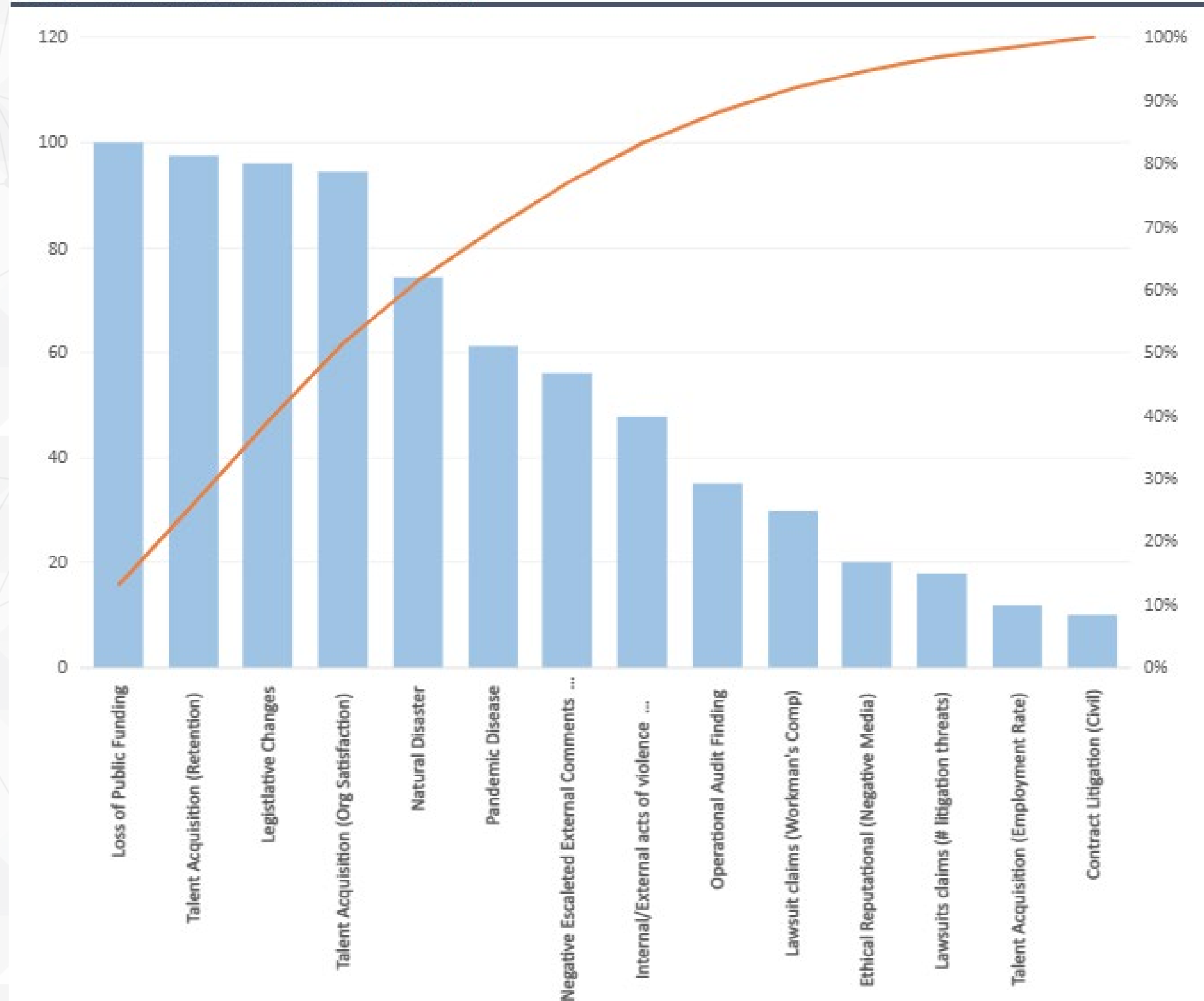
ENTERPRISE RISK MANAGEMENT

(No IT)

Removing IT, "Loss of Public Funding" is the highest risk.

Turnover is down 2.57% from the previous 6 months.

CSCF TOP RISKS ANALYSIS (No IT)



TOP 5 RISKS

(No IT)

JUL 2025 - DEC 2025

100**LOSS OF PUBLIC FUNDING****2024: 100 2023: 20 2022: 20 2021: 20****98****TALENT ACQUISITION (RETENTION)****2024: 98 2023: 117 2022: 96 2021: N/A****96****LEGISLATIVE CHANGES****2024: 96 2023: 120 2022: 40 2021: 80****95****ORGANIZATION SATISFACTION****2024: 95 2023: 84 2022: 84 2021: 72****74****NATURAL DISASTER****2024: 99 2023: 108 2022: 81 2021: 81**

Risk Management Drives Action

Talent Retention

- During Q2 PY 2025-26 CSCF right-sized the organization to pre-COVID FTE count to aid in budgetary reductions. A planned reduction-in-force of employees was conducted to reach optimal staffing level. Impacted employees (13) received a severance package and outplacement services. All legal risks were mitigated.

Organizational Satisfaction

- A new Employee Engagement Strategy for PY 2025-26 includes quarterly action items addressing survey-identified opportunities, including a new BOLD employee recognition program and BOLD Ambassador program kicking off early 2026. We continue work on reimaging CSCF Learning & Development for internal staff growth and development.

FUTURE RISKS IDENTIFIED 3-5 Years

(TOP 8)

RISK
AI- Driven Cybersecurity Threats
Economic Volatility & Labor Market Swings
Funding Instability and Restrictions
Generative AI Disruption
Public Perception and Transparency
Expanding Regulatory Scrutiny and Compliance
Talent Acquisition and Retention
Accelerating Workforce Skill Gaps

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Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

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Action Items

► Other Business

Adjournment

OTHER BUSINESS



NEXT GOVERNANCE MEETING

WEDNESDAY, MAY 13, 2026



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of Minutes

Information/
Discussion/
Action Items

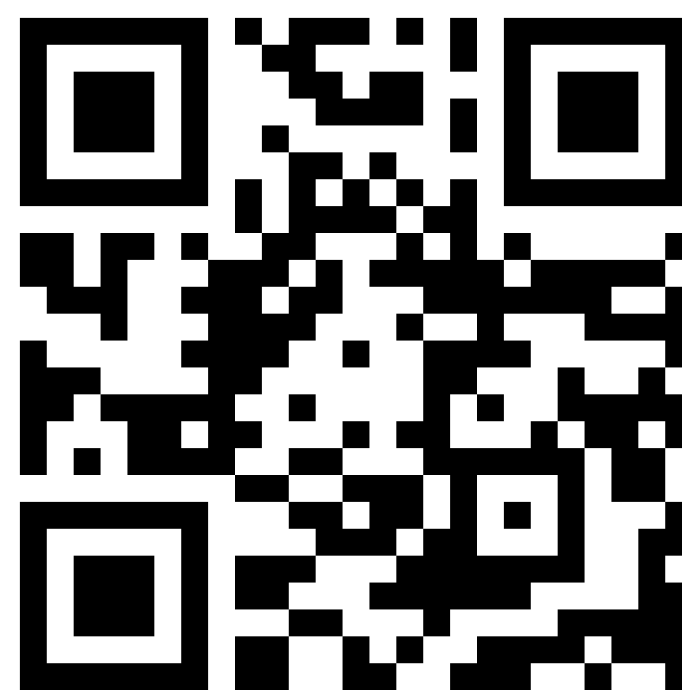
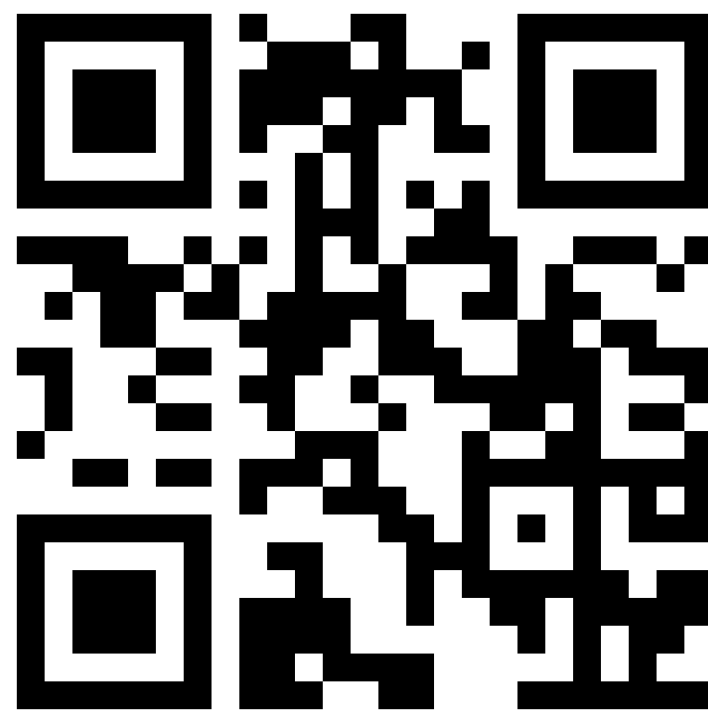
Other Business

► **Adjournment**

ADJOURNMENT



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