

**VENDOR CONTRACTOR AGREEMENT NO.
PY25-CSCF-CURIUM – BOLD 2.0
CONTRACT BY AND BETWEEN
CAREERSOURCE CENTRAL FLORIDA
390 North Orange Ave. Suite 700, Orlando, FL 32801
AND
DME CONSULTING INTERNATIONAL dba
CURIUM SOLUTIONS
37 North Orange Ave. Suite 222, Orlando FL, 32801**

Central Florida Regional Workforce Development Board, Inc. hereinafter referred to as "CareerSource Central Florida" desires to enter into this Vendor Contractor Agreement ("Agreement") with DME Consulting International dba Curium Solutions (Contractor) providing among other things for Contractor's services to CareerSource Central Florida. In consideration of the mutual covenant and agreement expressed herein, CareerSource and Contractor hereby agree as follows.

1. TERM

The term of this Agreement shall commence on **7/1/2024** and shall end on **6/30/2025** subject to the provisions outlined in this Agreement. However, Contractor shall be obligated to perform such duties as would normally extend beyond this term, including but not limited to obligations with respect to indemnification, audits and reporting as applicable. CareerSource Central Florida reserves the right to negotiate for continued services with Contractor for two (2) additional twelve-month periods, renewable on an annual basis depending upon Contractor's performance and funding availability at the sole and absolute discretion of CareerSource Central Florida. Each year CareerSource Central Florida will evaluate the effectiveness of Contractor's performance and determine if the Agreement should be continued.

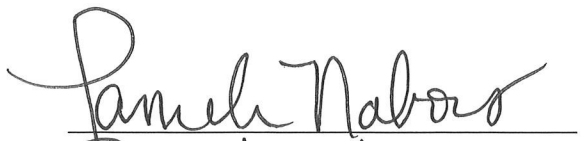
2. RESPONSIBILITIES OF CONTRACTOR AND PAYMENT TERMS

This Agreement is made and entered into by and between CareerSource Central Florida and Contractor for the provision of services in accordance with "Attachment A - Statement of Work, Attachment B - Payment Terms, Attachment C - Contractor Certifications and Assurances, and Attachment D – Change Initiation Documents" attached hereto and made a part hereof and the terms of this Agreement. Contractor shall return to CareerSource Central Florida any funds paid to Contractor, which have been disallowed pursuant to the terms of this Agreement.

The parties agree to comply with all the terms and provisions of this Agreement, including the included attachments.

Approved by:

CareerSource Central Florida



President/CEO

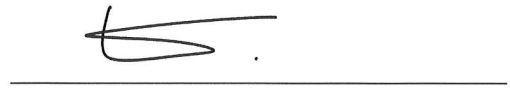
Typed Name
Pamela Nabors

Title
7/1/2024

Date

Approved by:

**DME Consulting International
dba Curium Solutions**



Daniel Entwistle

Typed Name
CEO & US Co-Founder

Title
07/01/2024

Date

STATEMENT OF WORK

This Statement of Work (SOW) is subject to and incorporates the terms of the Curium Services Agreement (CSA) between Curium Solutions (Curium) and CSCF (Client) dated July 1st, 2022. Defined terms in this SOW have the meaning given to them in the CSA and this SOW and the CSA together form the Agreement.

Statement of Work Reference: CSCF.SOW.005

1. Client

The client for the purposes of this Statement of Work is:

Name: CareerSource Central Florida

Address: 390 North Orange Avenue, Suite 700, Orlando, FL 32801

2. Representatives

| | |
|---|---|
| Client | Curium |
| Pamela Nabors | Daniel Entwistle |
| Telephone: 407-531-1222 x 2211 | Telephone: 407 777 5495 |
| Email: PNabors@careersourcecf.com | Email: danielentwistle@curiumsolutions.com |

3. Services

3.1 Description

Having previously worked with CSCF on several key strategic initiatives, an opportunity has been identified to support CSCF as it launches its next wave of transformational change work under the BOLD 2.0 program. Within this vital work, key change priorities have been established that will truly position the organization as a pioneer in workforce development and accelerate the delivery of the strategic plan. This SOW details the scope of the work and services to be provided.

3.2 Deliverables

CSCF has a significant impact in the local community and is seen as an innovative leader across the country when it comes to talent and workforce development. There is a strong desire to continually improve their impact and evolve the culture and service offering. To achieve their ambitions a number of key priorities under the BOLD 2.0 program have been identified that will support them on their journey and accelerate some of the critical changes they want to deliver. Curium will continue to work closely with the leadership, stakeholders, and local teams to direct and support the progression of deliverables identified in the Change Initiation Documents for the below priorities:

| BOLD 2.0 Priorities | Est. Days |
|-----------------------------------|-----------|
| Learning & Development | 35 |
| Revenue Diversification | 3 |
| Value Proposition | 5 |
| Worktime Efficiency | 10 |
| PMO | 30 |
| Virtual Services Incorporating AI | 5 |
| Customer Experience | 12 |

3.3 Collaborative Efforts and Shared Responsibilities

Curium has assumed the following, which are critical to the successful delivery of this Statement of Work:

- Upon request, the Client will provide internal documentation to support the delivery of this SOW.
- Curium will have the support of CSCF stakeholders as necessary to complete the work within the required timescales. This includes the C-Suite.
- The client will be responsible for coordinating, scheduling, and ensuring key participants and stakeholders make themselves accessible to support the work.
- Provision and availability of suitable facilities e.g., desks, meeting rooms, IT systems access, and site access.

4. Timescales, Resources and Fees

4.1 Commencement Date

The engagement will commence on July 1, 2024, and is anticipated to continue through to June 30, 2025.

4.2 Curium Resources

Daniel Entwistle will be the overall Account Director and will guide the execution of the work. Additional Curium resources will be called upon for design and delivery.

4.3 Commercial Arrangements

This statement of work is a Not to Exceed total fee of \$170,000. The agreed upon blended day rate is \$1700. This provides 100 days of blended resources consisting of Curium Managing Director(s) and Curium Principal/Senior Consultants against the above deliverables. These are estimates and if a deliverable takes less or more effort than anticipated, then the resources may go towards the other deliverables as determined by the CEO of CSCF. It's recognized that there will need to be flexibility by all parties and CSCF will let Curium know if priorities change.

Any additional request by the client above this will be reviewed and dealt with under an additional statement of work or addendum to this one.

All fees are exclusive of expenses and taxes or similar charges imposed in respect of the Services, all of which the Client shall pay (other than taxes imposed on Curium's income generally).

4.4 Delivery Location

The work may be delivered both virtually and in person where required.

PAYMENT TERMS

Contractor shall invoice CSCF, in accordance with the terms listed within Attachment A – Statement of Work. Per this Agreement, total costs for services provided by the Contractor will not exceed **\$170,000.00 + Expenses charged at cost with a maximum amount of 5% of SOW (\$8,500.00)** Business-related travel expenditures, including mileage, hotel accommodations, food, and beverages are not reimbursable under this Contract, regardless of purpose.

Contractor shall submit invoices to facilitate payments in accordance with the schedule outlined below. Invoices shall be submitted electronically to accounts payable@careersourcecf.com. Payment shall be payable by CSCF to Contractor within 30 days of invoice receipt.

| Professional Task Description | Budget | Performance Period |
|---|------------------------------|---------------------------|
| Consulting Services – Strategic Organizational Transformation | Not to Exceed - \$178,500.00 | 7/1/2024-6/30/2025 |

| | |
|--|----------------------|
| TOTAL CONTRACT NOT-TO-EXCEED COST | \$ 178,500.00 |
|--|----------------------|

- Net 30 Payment Terms
- Expenses – charged at cost, maximum amount (5% of SOW)
- Curium to invoice CSCF monthly based on actual days of resource provided during each month, including a status report of resource hours utilized toward the priorities identified above.

CONTRACTOR PROVISIONS, CERTIFICATIONS AND ASSURANCES

***In the event there is a discrepancy between Contractor/Vendor and CareerSource Central Florida's terms and conditions, this document shall prevail.**

CareerSource Central Florida will not award a contract where Contractor has failed to accept the CONTRACTOR PROVISIONS, CERTIFICATIONS AND ASSURANCES contained in this Attachment. In performing its responsibilities under this Contract, Contractor hereby certifies and assures that it will fully comply with the following:

**I. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS
PRIMARY COVERED TRANSACTION (29 CFR Part 95 and 98).**

Contractor certifies to the best of its knowledge and belief, that it and its principals:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- b. Have not within a three-year period preceding this Contract been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph above; and/or
- d. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause of default.

II. CERTIFICATION REGARDING LOBBYING (29 CFR Part 93)

Contractor certifies, to the best of his or her knowledge & belief, that:

No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

Contractor shall require that the language of this certification be included in the documents for all subawards at all tiers (including subcontracts, sub-grants and contracts under grants, loans, and cooperative agreements) and that all sub-recipients and contractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this Contract was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

III. NON-DISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE (29 CFR Part 37)

Contractor will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- a. Section 188 of the Workforce Innovation and Opportunity Act (WIOA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity;
- b. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
- c. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- d. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- e. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs; and
- f. Section 654 of the Omnibus Budget Reconciliation Act of 1981 (42 U.S.C. 9849), as amended, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs.

IV. ACCESS TO RECORDS; PUBLIC RECORDS

Access by CareerSource Central Florida, Inc., the Comptroller General of the United States or any of their duly authorized representatives must be given to any books, documents, papers and records (including computer records) of Contractor or sub-contractor which are directly pertinent to charges to the services, in order to conduct audits and examinations and to make excerpts, transcripts and photocopies; this right also includes timely and reasonable access to Contractor's and subcontractor's personnel for the purpose of interviews and discussions related to such documents.

Public Records. To the extent required by Section 119.0701 of the Florida Statutes, the Contractor shall: (i) Keep and maintain public records required by CareerSource Central Florida to perform the Services under this Agreement. (ii) Upon request from CareerSource Central Florida's custodian of public records, provide CareerSource Central Florida with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 of the Florida Statutes or otherwise provided by law. (iii) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Agreement term and following completion of the Agreement if the Contractor does not transfer the records to CareerSource Central Florida. (iv) Upon completion of the Agreement, transfer, at no cost to CareerSource Central Florida, all public records in possession of the Contractor or keep and maintain public records required by CareerSource Central Florida to perform the service. If the Contractor transfers all public records to CareerSource Central Florida upon completion of the Agreement, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Agreement, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to CareerSource Central Florida, upon request from CareerSource Central Florida's custodian of public records, in a format that is compatible with the information technology systems of CareerSource Central Florida.

If the Contractor has questions regarding the application of chapter 119, Florida statutes, to the Contractor's duty to provide public records relating to this agreement, contact CareerSource Central Florida's Custodian of Public Records at Public Records Custodian 390 N. Orange Avenue, Suite 700 Orlando, FL 32801, NBlanco@careersourcecf.com.

V. OFFICE OF MANAGEMENT AND BUDGET (OMB) CIRCULARS

Contractor agrees that, if applicable, it shall comply with all applicable OMB circulars, such as 2 CFR 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

VI. PROVISION AGAINST ASSIGNMENT

Contractor shall not subcontract any of the services named in this modified agreement. No contract awarded under

these terms, conditions and specifications shall be sold, transferred or assigned without the written approval of the Board of CareerSource Central Florida (the "Board"). Approval does not relieve Contractor from this modified agreement.

VII. DAVIS-BACON ACT

Contractor will comply, as applicable, with the provisions of the Davis-Bacon Act, as amended (40 U.S.C. 276a to 276a7) and as supplemented by Department of Labor (DOL) regulations 29 CFR part 5, the Copeland Anti Kick Back Act (40 U.S.C 276c and 18 U.S.C. 874) as supplemented by DOL regulations (29 CFR part 3), and the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333) as supplemented by DOL regulations 29 CFR part 5, regarding labor standards for federally assisted construction sub-agreements.

VIII. CONSTRUCTION OR RENOVATON OF FACILITIES USING PROGRAM FUNDS

Contractor is aware that Federal funds may not be used for the purchase or improvement of land, or the purchase, construction, or permanent improvement of any building or facility. If any property has been constructed or substantially renovated, through the unlawful use of state or federal funds, the federal government shall be entitled to a lien against said property.

IX. AMERICANS WITH DISABILITIES ACT

Contractor will comply with the Americans with Disabilities Act of 1990, P.L. 101-336, which prohibits discrimination on the basis of disability and requires reasonable accommodation for persons with disabilities; in all employment practices, including job application, procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

X. EXECUTIVE ORDER 11246

Executive Order 11246, as amended by Executive Order 11375, requires that Federal Contractor and Subcontractors not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. It also requires the Contractor/Subcontractor to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin.

XI. CONFLICT OF INTEREST/STANDARDS OF CONDUCT

Contractor agrees that in administering the contract to comply with standards of conduct that maintain the integrity of the contract in an impartial manner, free from personal, financial or political gain by avoiding situations which suggest that any decision was influenced by prejudice, bias or special interest.

XII. CLEAN AIR/CLEAN WATER ACT/SOLID WASTE DISPOSAL ACT

The Contractor, if receiving in excess of \$100,000 in funding through this modified agreement, is required to comply with all applicable standards, orders, or regulations issued under the Clean Air Act, as amended (42 U.S.C. 7401), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368 et seq.), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). Contractor shall report any violations of the above to the Board. The Contractor will also comply with the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act (42 U.S.C. 6962).

XIII. ENERGY EFFICIENCY

Contractor shall comply with mandatory standards and policies relating to energy efficiency which are contained in the State of Florida's Energy Conservation Plan issued in compliance with Energy Policy and Conservation Act (Public Law 94-163).

XIV. ENVIRONMENTAL STANDARDS

Contractor will comply with environmental standards which may be prescribed pursuant to the following:

- a. Institution of quality control measures under the National Environmental Policy Act of 1969 (P.L.91-190) and Executive Order (EO11514);
- b. Notification of violating facilities pursuant to EO 11738;
- c. Protection of wetlands pursuant to EO 11990;

- d. Evaluation of flood plains in accordance with EO 11988;
- e. Assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C 1451 et seq.)
- f. Conformity of Federal Actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U. S. C. 7401 et seq.);
- g. Protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P. L. 93-523); and
- h. Protection of endangered species under the Endangered Species Act of 1973, as amended, (P. L. 93-205).

XV. INTEGRITY

Contractor shall comply with the provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) 29 CFR part 93. When applicable, if this Contract is in excess of \$100,000, Contractor must, prior to execution, complete the Certification Regarding Lobbying Form.

XVI. PUBLIC ANNOUNCEMENTS AND ADVERTISING

The contractor agrees to comply with the provision of the Stevens Amendment as specified in P.L. 115-31, Division H, Title V, Section 505; P.L. 103-333 §508. When issuing statements, press releases, request for proposals, bid solicitation, and other documents describing the project or programs funded in whole or in part under this Agreement, Contractor shall clearly state: (1) the percentage of the total cost of the program or project which will be financed with Federal money under this Agreement and (2) the dollar amount of Federal funds for the project or program (3) Percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

XVII. MODIFICATIONS

The terms of this modified agreement may be renegotiated and changed whenever extenuating circumstances affect the ability of either party to honor commitments made in this modified agreement. Extenuating circumstances must be for situations beyond the control or expectations of either party. Both parties must mutually agree upon renegotiation.

No modification of this modified agreement will be effective unless it is in writing, signed and dated by both parties.

The Board may unilaterally modify this modified agreement at will to accommodate any change in the federal or state programs, under which this modified agreement is funded, any change in the interpretation of the federal or state programs, under which this modified agreement is funded, or any applicable federal, state or local laws, regulations, rules or policies. The Board retains the option to extend this contract for an additional one year period at the end of this contract.

XVIII. TERMINATION FOR DEFAULT/CONVENIENCE

This modified agreement may be terminated as follows:

1. Either party may request termination of modified agreement upon 60 days prior written notice to the other party. Written notification of termination must be by registered mail, return receipt requested.
2. The Board may unilaterally terminate or modify this modified agreement, if for any reason either the U.S. Department of Labor or the State of Florida reduces funding through the grants under which this modified agreement is funded.
3. The Board may unilaterally terminate this modified agreement at any time that it is determined that:
 - a. Contractor fails to provide any of the services it has contracted to provide; or
 - b. Contractor fails to comply with the provisions of this modified agreement; or
 - c. Such termination is in the best interest of the Board.

If Contractor disagrees with the reasons for termination, they may file a grievance in writing within ten days of notice of termination to CareerSource Central Florida, who will conduct a grievance hearing and decide, from evidence presented by both parties, the validity of termination.

In the event this modified agreement is terminated for cause, Contractor shall be liable to the Board for damages sustained for any breach of this modified agreement by the Contractor, including court costs and attorney fees, when cause is attributable to the Contractor.

In instances where Contractors/sub-grantees violate or breach modified agreement terms, the Board will use all administrative, contractual or legal remedies that are allowed by law to provide for such sanctions and penalties as may be appropriate.

XIX. COMPLIANCE WITH TANF

Contractor shall comply with the Temporary Assistance to Needy Families Program (TANF), 45 CFR parts 260- 265, and other applicable federal regulations and policies promulgated there under.

XX. RIGHTS TO DATA/COPYRIGHTS AND PATENTS

The Board, State of Florida and the U.S. Department of Labor shall have unlimited rights to inventions made under contract or agreement: Contracts or agreements for the performance of experimental, developmental, or research work shall provide for the rights of the Federal Government and the recipient in any resulting invention in accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements" and any implementing regulations issued by the awarding agency.

Contractor also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I – financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I – financially assisted program or activity. Contractor understands that Department of Economic Opportunity (DEO) and the United States have the right to seek judicial enforcement of the assurance.

XXI. PUBLIC ENTITY CRIMES

Contractor shall comply with Section 287.133(2)(a), F.S., whereby a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 F.S., for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

XXII. THE PRO-CHILDREN ACT

Contractor agrees to comply with the Pro-Children Act of 1994, 20 U.S.C. 6083. Failure to comply with the provisions of the law may result in the imposition of civil monetary penalty up to \$1,000 for each violation and/or the imposition of an administrative compliance order on the responsible entity. This clause is applicable to all approved sub-contracts. In compliance with Public Law (Pub. L.) LO3-277, the Contract shall prohibit smoking in any portion of any indoor facility used for the provision of federally funded services including health, day care, early childhood development, education or library services on a routine or regular basis, to children up to age 18.

XXIII. CONFIDENTIALITY

It is understood that the Contractor shall maintain the confidentiality of any information, regarding CareerSource Central Florida customers and the immediate family of any applicant or customer, that identifies or may be used to identify them and which may be obtained through application forms, interviews, tests, reports from public agencies or counselors, or any other source. Contractor shall not divulge such information without the written permission of the customer, except that such information which is necessary as determined by CareerSource Central Florida for purposes related to the performance or evaluation of the Agreement may be divulged to CareerSource or such other parties as they may designate having responsibilities under the Agreement for monitoring or evaluating the services and performances under the Agreement, or to governmental authorities to the extent necessary for the proper administration of the law. All release of information shall be in accordance with applicable State laws, and policies of CareerSource Central Florida. No release of information by Contractor, if such release is required by Federal or State law, shall be construed as a breach of this Section.

Employees of Contractor, and agents and contractors of Contractor, granted access to CareerSource Central Florida's workforce information systems, including systems containing confidential information, must complete **Attachment D** to this Agreement, "Individual Non-Disclosure and Confidentiality Certification Form," prior to accessing said workforce information systems. A copy of each completed form shall be retained by CareerSource Central Florida.

XXIV. PROCUREMENT OF RECOVERED MATERIALS

Contractor agrees to comply with the provisions of section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, and as supplemented by 2 CFR Appendix II to part 200 and 2 CFR part 200.323 and the requirements stated therein.

XXV. DOMESTIC PREFERENCES FOR PROCUREMENTS

Contractor agrees to comply with the provisions of 2 CFR Appendix II to part 200 and 2 CFR part 200.322 and the requirements stated therein.

XXVI. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT

Contractor agrees to comply with the provisions of 2 CFR Appendix II to part 200 and 2 CFR part 200.216 and the requirements stated therein. See [Public Law 115-232](#), section 889 for additional information and 2 CFR part 200.471.

XXVII. PROMOTING FREE SPEECH AND RELIGIOUS LIBERTY & IMPROVING FREE INQUIRY, TRANSPARENCY AND ACCOUNTABILITY AT COLLEGES AND UNIVERSITIES

Contractor agrees to follow the statutory and national policy requirements, as applicable, stated in 2 CFR § 200.300 and Executive Order 13798 Promoting Free Speech and Religious Liberty and Executive Order 13864 Improving Free Inquiry, Transparency and Accountability at College and Universities.

XXVIII. E-VERIFY

Contractor warrants and represents that it is in compliance with section 448.095, Florida Statutes, as may be amended, and that it: (1) is registered with the E-Verify system (E- [Verify.gov](#)), and beginning January 1, 2021, uses the E-Verify system to electronically verify the employment eligibility of all newly hired workers; and (2) has verified that all of Contractor's subcontractors performing the duties and obligations of the Agreement are registered with the E-Verify System, and beginning January 1, 2021, use the E-Verify System to electronically verify the employment eligibility of all newly hired workers.

XXIX. VENUE, GOVERNING LAW

This Agreement will be construed, performed, and enforced in all respects in accordance with the laws, rules, and regulations of the State of Florida. Each party will perform its obligations herein in accordance with the terms and conditions of the Agreement. The exclusive venue of any legal or equitable action that arises out of or relates to this Agreement will be either the Division of Administrative Hearings or the appropriate state court in Orange County, Florida.

CHANGE INITIATION DOCUMENTS

| | | |
|--|--|--|
| <p>CHANGE OWNER Pam Nabors</p> <p>SUBJECT/PRIORITY Define Value Proposition for CSCF</p> | <p>CHANGE CONTRIBUTORS</p> | <p>List Names: Emily, Pam, Leo, Nilda, Tadar</p> |
| <p>Proposed Change</p> | | |
| <p>Describe the proposed change The scope here initially includes: Clearly define value proposition and create buy in at CareerSource CF Future Scope may also include: Communication Plan (messaging) that articulates and disseminates value proposition to (internal and external – survey, focus groups?) stakeholders. Language is clear and not "workforce-ese", both for internal and external communication</p> <p>What problem will this change solve? Unclear Focus –need articulation and understanding of the relevance and value that CSCF brings to Central Florida –what differentiates this organization from others in similar work Clear up confusion over what CSCF does and is known for –value proposition Misalignment of internal departments' work Scope creep –trying to do everything Identify differentiators Identify things that we are not good at or gaps and how we address that as well Customer segmentation and how gains/pains are taken away Two sides – products and services we deliver, what gains and pains is it solving. From customer, what services are needed and how is CSCF solving.</p> | <p>Key Successes</p> <p>What are the anticipated deliverables/outputs? Foundational clarity for all other priorities Written communication strategy –plan with messaging that clearly articulates Vision, Mission, Value, Differentiators for CSCF Would include both internal and external Focus on cascading communication of value to external stakeholders Work on strategic partners and how do we communicate the "how" that makes sense to them Potentially another priority to disseminate value proposition once defined Why are we unique and different to others – people first, keep it simple and make it real</p> <p>What does success look like? How will it be measured? Board members aligned on value and able to articulate value prop Employees all aligned on value and able to articulate in short description Employees "bought in" on value proposition External Stakeholders surveys yield alignment to value proposition Gain/solidify key partnerships that align with our value proposition and yield greater performance and/or potentially revenue Make keys of success SMART goals. Consider asking the Board, what is their understanding of CSCF's value proposition, create a starting point and measure increase. Starting percentage and target of 90% of people understand and articulate what our value proposition Team or spot check-ins with a target understanding internally and externally. Identify a goal. What do you remember about the value proposition and check several times a year to show how it will be demonstrated.</p> | <p>Key Risks</p> <p>What happens if we don't adapt to this change? Continued multiple perceptions of CSCF value; therefore, confusion and unclarity on our relevance to the workforce development effort in Central Florida.</p> <p>Who will be impacted if we aren't successful? Our organization's reputation – residents and businesses Employee morale Revenue development diminished Dissemination of value proposition</p> <p>Approved on: MM/DD/YEAR Hard to measure success</p> |
| <p>Change Support</p> | | |
| <p>What resources do you need for this change? Executive Team Sterling Application North Star previous work Theory of Change work BOLD vision work</p> <p>What decisions need to be made for this change? Assessment and validation of the value-differentiators previously raised in the BOLD, Sterling application, North Star work. The scope of change work</p> <p>Proposed start date: 8/14/2024</p> <p>Proposed end date: 12/31/2024</p> <p>Approved on: MM/DD/YEAR</p> | | |

| CHANGE OWNER SUBJECT/PRIORITY | Customer Experience Group Customer Experience | CHANGE CONTRIBUTORS Emily, Sean, Evan, Melanie, Carla, Janee and Paul |
|---|--|--|
| <p>Proposed Change</p> <p>Describe the proposed change CSCF needs to define a what our promise is to our customers, the “behaviors” that make up the CSCF Customer Experience and our delivery of service approach that provide a brilliant experience.</p> <p>The scope here initially includes:</p> <ol style="list-style-type: none"> 1. Research and audits on what our customers need, rather than fixing or focusing on our current process. 2. Define what the CSCF Customer experience is – our promise and our behaviors of our CSCF Customer Experience. Example: What is our Publix, Disney, Starbucks, Chick Fil –A way here at CSCF. What does that experience look like. Our moments that matter. 3. Build a plan that considers ALL customers and INCLUDES all CSCF (divisions) to align and support the CSCF Customer Experience – behaviors and process. 4. Implement it into the organization’s culture and processes to provide an unmatched experience for our customers. <p>Future Scope may also include:</p> <ol style="list-style-type: none"> 1. Build a Communications roll out plan for staff and beyond 2. Research staff process and experience to understand their needs and ability to adapt and change 3. Generate trainings (internal and external resources); process and cadence for staff ongoing 4. Test, pilot and initiate Customer Experience process 5. Continue to evaluate and evolve over time <p>What problem will this change solve?</p> <ul style="list-style-type: none"> - Elevate our customer satisfaction and overall experience for customers. Right now, we are not consistent, we have different approaches and systems, and we feel like an unemployment office in some situations. We need to elevate our approaches, processes, experts, etc. - This will help elevate our brand reputation with a solid unmatched customer experience. - We can understand our data and how we serve customers better with better customer experience. - Our divisions will be more aligned and avoid quick fixes and move to solution-based approach. | <p>Key Successes</p> <p>What are the anticipated deliverables/outputs?</p> <ul style="list-style-type: none"> - Define the CSCF Customer Experience (our own Publix experience) – our promise and behaviors - Define and implement a consistent and valuable journey for our customers – delivery of service (tech, centers, etc.) - Create a strategic and purpose driven plan that speaks to ALL our audiences (career seekers, businesses, partners/others) - Develop communication to staff and layering into company culture - Implement training - Implement plan and execution <p>What does success look like? How will it be measured?</p> <ul style="list-style-type: none"> - Increased customer satisfaction over time - Develop and generate staff engagement/ranking metric to track - Elevated brand awareness (social media and media data) – staff and external) - Decreased complaints and issues (length of response time) tracking | <p>Key Risks</p> <p>What happens if we don’t adapt to this change?</p> <ul style="list-style-type: none"> - We will continue to be the same - We will still follow old ways and feel and be like an unemployment office with no evolution - Our reputation will suffer - We will lose engagement from staff, customers and partners - We won’t meet our revenue goals or any goals set for the organization - We will lose customers and trust across our community - We will lose credibility with partners, etc. <p>Who will be impacted if we aren’t successful?</p> <ul style="list-style-type: none"> - Everyone (customers, staff, partners, businesses, community, etc.) |
| <p>Change Support</p> <p>What resources do you need for this change?</p> <ul style="list-style-type: none"> - Establish a group of internal champions to lead this initiative forward - We will likely need external support and guidance for creating a CSCF customer experience and provide training - Each division at CSCF will need to support the customer experience initiative - Time for planning and implementing – PMO support <p>What decisions need to be made for this change?</p> <ul style="list-style-type: none"> - Understand this is a problem – group felt this was already understood - Understand we are going to reset with a new CSCF Customer Experience that involves all divisions and is consistent and provides a BOLD experience - Timeline and areas of priority/focus for initiative | | |

Additional Feedback

| | |
|-------------------------|----------------------------------|
| CHANGE OWNER | Customer Experience Group |
| SUBJECT/PRIORITY | Customer Experience |

- Note 1: This group highly recommends gaining feedback from our key stakeholders to build a successful plan. We recommend getting feedback and input from our program managers, staff, customers and partners (focus groups) to ensure a plan for customer experience is built strategically and for their needs. Look to trust creed.
- Note 2: This group recommends each division at CSCF has ownership in this process and supports the overall plan to ensure a full and complete customer experience is built and implemented.
- Note 3: We need to consider messaging and (4Es approach) for this plan

Proposed start date: Q2 2024

Proposed start date: Q2 2024

Approved on: TBD

| CHANGE OWNER SUBJECT/PRIORITY | Steven Nguyen Virtual Services | CHANGE CONTRIBUTORS Paul, Melanie, Sean, Evan |
|--|---|--|
| <p>Proposed Change</p> <p>Describe the proposed change The scope here initially includes: Innovation sprint- scaling the CSCF contact center to a full-service 6th virtual office.</p> <p>Future Scope may also include: Centralized virtual services (webinars, virtual support on site but with remote facilitator, tiered approaches to support for customers, resulting in career pathways in the virtual services department.</p> <p>What problem will this change solve?</p> <ul style="list-style-type: none"> • Omni-channel support for all customer needs. • Ability to scale staff services across brick-and-mortar sites to virtual capacities. (potential new career pathways internally) • Accessibility to CSCF services- hours and availability of services without opening a center. • Customer journey improvement and streamlining. | <p>Key Successes</p> <p>What are the anticipated deliverables/outputs?</p> <p>Current assessment, gap analysis, standardized UX, strategic plan for pilot groups (identify traditional staff to be in pilot groups- must be digitally fluent and organized to capture metrics), identify a system for feedback, and training plan.</p> <p>What does success look like? How will it be measured?</p> <p>Successes 1-3 pilot test groups w data below:</p> <p>Measured</p> <ul style="list-style-type: none"> • Pilot data: <ul style="list-style-type: none"> • total customer count, customer satisfaction, efficiency, results, impact • Employee productivity metrics • ROI – returns from investments in services and trainings • Operational costs – monitoring of overall operational costs and savings through efficiency improvements | |
| <p>Change Support</p> <p>What resources do you need for this change? Improved contact center/virtual service tools, tiers of service (SME's), staff willing to work in this new environment (early adopters w digital fluency), digital fluency + online customer service training, and exec/manager collab.</p> <p>What decisions need to be made for this change? Current assessment and gap analysis needs, budget, timeline, beta test group, KPIs for improvement, how does customer journey tie in</p> <p>What is the estimated required budget? 5-9 contact center w remote support \$40k + staff + equipment e.g.) kiosks, WFH, apps</p> | <p>Key Risks</p> <p>What happens if we don't adapt to this change?</p> <p>Not modern/innovative, poor customer service, not accessible as we can be to our customers. High costs for programs for in person staff to conduct these services while seeing less customers.</p> <p>Who will be impacted if we aren't successful?</p> <p>Customers, staff, partners.</p> | |

Proposed Change

Describe the proposed change :

GOAL: Transition the organization to a 32-hour, four-day work week by gaining work efficiencies while delivering exceptional service to our community Monday - Friday.

The scope here initially includes:

Audit current work processes to identify time wasters/inefficiencies and productivity measures across the organization with the goal of reducing 8 hours per week, per employee by optimizing staffing, tasks and processes.

Future Scope may also include:

Implement, train and document new efficient processes and determine how to redistribute or adjust workloads/schedules to fit within a 4-day work week schedule.

What problem will this change solve?

- Working efficiently makes good business sense for:
 - Increased Productivity - more output with less input (work smarter, not harder)
 - Cost Savings - reduced operating costs and better resource management
 - Enhanced competitiveness for recruitment purposes
 - Faster response times
 - Better customer satisfaction
 - Positive organizational culture
 - Employee satisfaction - reduced stress and burnout; reduced turnover
 - Increased innovation - more time to be strategic
 - Effective collaboration

Key Successes

What are the anticipated deliverables/outputs?

- Create project charter and detailed project plan outlining steps and timeline for transition; identify key milestones, data needs, measures and responsible parties.
- Conduct a work time study across the organization with defined measures/KPIs and improvement outcomes in which each department identifies opportunities to improve efficiencies with the goal of reducing 8 hours per week/employee by optimizing tasks and processes.
- Develop internal communication plan - regular internal communication updates to employees about the changes, including reasons for the shift, benefits, how these changes will impact their roles and responsibilities and expectations.
- Provide employee training on new processes or tools that will be introduced to improve efficiency. Provide support and resources to help employees adjust to the new schedule and workload.
- Train managers on how to handle scheduling changes, monitor productivity, address issues and best support their teams during the transition.
- Revise company policies and procedures to reflect new work schedule
- Address impact to benefit plans summaries.
 - Research similar businesses to see what they are doing effectively in these areas as a task.
- **What does success look like? How will it be measured?**
- Recommend conducting a pilot with some early adaptors to test the new work schedule and gather data on its effectiveness through documentation and analysis of results.
- Will be important to monitor and measure metrics related to performance, employee satisfaction and customer feedback during the pilot to make adjustments and improvements as necessary.

Change Support

What resources do you need for this change?

- Contingent on PMO structure to manage.
- Ideal if Virtual Center was implemented prior
- Need to ID who conducting time study – vendor, internal resource and related costs
- Time commitment from departments
- Executive support to move quickly and make timely decision regarding process changes
- Learning and development support to train where necessary
- Innovation: All CareerSourcers to think outside the box
- Commit to cross-training within departments to ensure adequate and timely coverage
- Consider technology or automation to handle repetitive or time-consuming tasks

What decisions need to be made for this change?

- Agreement on where to start – how to address work time study and how does it tie to internal PMO
- KPIs around expected customer service and CSCF competencies revised and clearly communicated to ensure expectations and performance standards are clear
- Standard measurements to calculate time saved, how to determine if changes were successful – this will determine if transitioning to 32 hrs/week is feasible

What is the estimated required budget? Typically, studies involving multiple departments or a larger sample size, costs can range from \$20,000 to \$50,000. These studies may include in-depth interviews, detailed data analysis, and benchmarking against industry standards.

TBD – contingent on timing of many BOLD 2.0 projects on list which need to come first to understand what future CSCF looks like, and resources implemented to support this change are in place to allow for efficiencies needed.

Proposed start date:

01/01/2025

Proposed end date:

06/30/2025

Key Risks

What happens if we don't adapt to this change?

- We risk having a staffing mix that doesn't support business operations
- External risk of perception of inefficiency – not using funds appropriately
- Potential difficulty in attracting and keeping talent
- Failure to have a nimble, lean organization

Who will be impacted if we aren't successful?

- All CareerSourcers
- Communities we serve
- Customers (Career Seekers and Businesses)
- Our partners
- Current and future potential donors

Approved on:

MMDD/YEAR

| CHANGE OWNER | CHANGE CONTRIBUTORS | Tadar, Candace, Rachael, Janee |
|--|---------------------|---|
| <p>Dyana</p> <p>Reimagining Learning and Development</p> | | |
| <p>Proposed Change</p> <p>Describe the proposed change Create a CSCF culture of learning by implementing of a people development strategy that enhances workforce skills, drives organizational success, and fosters employee engagement and retention by aligning learning initiatives with business goals and personal career growth.</p> <p>Evaluate – Phase 1:</p> <p>The scope here initially includes:</p> <ul style="list-style-type: none"> Analyze current structure, delivery methods, content, etc... - SWOT, quantitative and qualitative data review, metric analytics Identify key stakeholders (who will be utilizing the training/development opportunities to design for, such as all CareerSourcers, department-specific, leadership, direct service, new hires, Board, etc...) Understand current and future L&D needs for each audience Identify best/preferred training delivery modes for each audience Examine current internal L&D infrastructure dedicated to L&D (personnel, budget, etc...) Review existing proposal for succession planning already drafted for relevancy Research similar businesses to see what they are doing effectively in these areas as a task. <p>Future Scope may also include:</p> <p>Design – Phase 2, Build/Implement – Phase 3, Measure – Phase 4</p> <p>What problem will this change solve?</p> <ul style="list-style-type: none"> Consistency and standardization of learning across organization Skill Gaps Low Employee Engagement High Turnover Rates Leadership Shortages Performance Issues Adaptability Challenges Compliance and Risk Management Inefficient Processes Recruitment Difficulties Customer Service Deficiencies | | <p>Key Successes</p> <p>What are the anticipated deliverables/outputs? Will be important to involve/hear from staff in key audiences on what they would like – conduct focus groups Gathering of quantitative and qualitative (surveys, focus groups) feedback</p> <p>Deliverables:</p> <ul style="list-style-type: none"> Comprehensive Training Plan Learning Modules and Resources Competency Framework Career Development Pathways Training Needs Analysis Report Performance Metrics and Evaluation Tools Leadership Development Programs Onboarding and Integration Plans Knowledge Management Systems Resource allocation plan (personnel, budget, technology needed, etc...) <p>What does success look like? How will it be measured?</p> <ul style="list-style-type: none"> Improved employee satisfaction survey results related to L&D More successful readiness for hi-po movement into key positions / internal promotions requiring less ramp up time More successful readiness for hi-po movement into key positions requiring less ramp up time Enhanced customer service and satisfaction <p>Secondary MOS</p> <ul style="list-style-type: none"> Improved employee satisfaction survey results related to L&D More successful readiness for hi-po movement into key positions / internal promotions requiring less ramp up time Less time management needing to spend on correcting areas/issues due to untrained staff Closing of skills gaps by identifying and addressing deficiencies in employee skills Increased employee engagement and motivation Reduced turnover by investing in employee growth and development Development of a more ready pipeline of capable leaders Improved overall employee performance and efficiency Quicker organizational adaptability to change Better compliance adherence and risk Streamlined processes and improved operational efficiency Better attraction of top talent Enhanced customer service and satisfaction |

| CHANGE OWNER | | CHANGE CONTRIBUTORS | | | | | | | | | | | |
|--|--|--|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-------------------|--|--|------------|
| Dyana | | Tadar, Candace, Rachael, Janee | | | | | | | | | | | |
| Reimagining Learning and Development | | | | | | | | | | | | | |
| <p>Change Support</p> <p>What resources do you need for this change?</p> <ul style="list-style-type: none"> Focus of a dedicated leader Time commitment – engagement at all levels across the organization (identifying learning champions too) Executive approval Technology enhancements Budget prioritization Leverage external consultant (particularly for Phase 2 Design) <p>What decisions need to be made for this change?</p> <ul style="list-style-type: none"> Executive commitment to promoting and prioritizing a learning culture Freedom to think outside the box/innovation External support to help build – can't build and fly plane at same time Outcomes of other BOLD priorities that would be topics/content for learning – customer experience, value prop. Revision of CSCF CareerSourcer competencies and commitment to hold people accountable to trained expectations More identified career paths across the organization Who will deliver training -- will we outsource any aspects? What are most effective training vehicles (in person, virtual, self-guided) to invest in; Future of current Learning Management System (LMS) Will need PMO support due to phased project plan How will we measure KPIs <p>What is the estimated required budget? TBD</p> | <p>Key Risks</p> <p>What happens if we don't adapt to this change?</p> <ul style="list-style-type: none"> Continued apathy toward L&D – won't drive culture and company forward Organization will be stifled - stagnant, unflexible to changing organization Increased employee turnover Burnt out leaders Customer dissatisfaction Partner dissatisfaction Potential lower State report card grade Perpetuate inefficiencies Lack of standardized processes. Approaches across organization We fail to live and demonstrate our value proposition Lack of funding and relevance in community <p>Who will be impacted if we aren't successful?</p> <ul style="list-style-type: none"> All staff All customers Board Community partners ... really anyone we touch | <p>Proposed start date:</p> <table border="1"> <tr> <td>09/01/2024 – Phase 1</td> <td>11/30/2024 – Phase 1</td> </tr> <tr> <td>01/01/2024 – Phase 2</td> <td>03/31/2024 – Phase 2</td> </tr> <tr> <td>04/01/2024 – Phase 3</td> <td>06/30/2024 – Phase 3</td> </tr> <tr> <td>07/01/2024 – Phase 4</td> <td>Ongoing – Phase 4</td> </tr> </table> <p>Proposed end date:</p> | 09/01/2024 – Phase 1 | 11/30/2024 – Phase 1 | 01/01/2024 – Phase 2 | 03/31/2024 – Phase 2 | 04/01/2024 – Phase 3 | 06/30/2024 – Phase 3 | 07/01/2024 – Phase 4 | Ongoing – Phase 4 | <p>Approved on:</p> <table border="1"> <tr> <td></td> <td>MM/DD/YEAR</td> </tr> </table> | | MM/DD/YEAR |
| 09/01/2024 – Phase 1 | 11/30/2024 – Phase 1 | | | | | | | | | | | | |
| 01/01/2024 – Phase 2 | 03/31/2024 – Phase 2 | | | | | | | | | | | | |
| 04/01/2024 – Phase 3 | 06/30/2024 – Phase 3 | | | | | | | | | | | | |
| 07/01/2024 – Phase 4 | Ongoing – Phase 4 | | | | | | | | | | | | |
| | MM/DD/YEAR | | | | | | | | | | | | |

CHANGING OWNER Leo Alvarez

CHANGING CONTRIBUTORS Nilda, Carla, Kristi, Marcela, Leo, Zoe

SUBJECT/PRIORITY Revenue Diversification CSCF

Proposed Change

Describe the proposed change

The scope here initially includes: Creating multiple entities/structure that can raise and operationalize funds outside of annual FL Commerce allocations and make up one third of the organization's budget.

Future Scope may also include:

Formalizing a strategy and structure to raise dollars based on the each of the following identified opportunities: formula allocations (not always predictable), competitive federal and state grants, recurring grants (based on performance), and other giving opportunities through development efforts including foundation and corporate gifts, individual giving, board giving, planned giving, special events and in-kind gifts.

This change also emphasizes elevating current fundraising achievements, creating a clear and compelling value proposition, and building an organizational structure that supports scalability. The focus is on sustaining and growing recurring giving programs, implementing best practices from other organizations, and enhancing the formal structure of the organization to support revenue diversity and scalability.

What problem will this change solve?

CSCF will diversify its revenue with reduced restrictions on diversified funding, increase programmatic and organizational capacity, and reduce its dependency on federal/state funding. This will also address the need for a more mature and formal approach to recurring giving, ensuring sustained flow of recurring funds and elevating the organization's fundraising achievements to cover one-third of total revenue.

Change Support

What resources do you need for this change?

Executive Team / Revenue Development Department / Operations Department / Fiscal Department Board of Directors/Committees / Legal Guidance / Sector Strategies Team

What decisions need to be made for this change?

Revenue targets, allocations of resources (investments, formalization of strategies; value proposition.

What is the estimated required budget? What is realistic?

Year 1 Budget: **Year 2 Budget:** **Year 3 Budget:**
Proposed start date: **Proposed end date:**

Key Successes

What are the anticipated deliverables/outputs?

- A clear document articulating goals and strategies to diversify revenue through traditional development, competitive government grants, non-recurring FL Commerce opportunities, and for-profit SME services, to include:
 - Planning (short and long term)
 - Establishing guidance for funds through CSCF and Career Solutions
 - Prospecting and projections
 - Revenue collection, management, and reporting
 - Processes and technology use
 - Program implementation and ownership
 - Relationship building
 - Traditional Development
 - Grant writing (development and competitive)
 - Advocacy and policy influence
 - SME services (consulting, trainings, workshops, product development)
 - Evaluation and continuous improvement
 - Cost efficiencies through in-kind gifts
- Development of a mature and formal organizational structure to support recurring revenue and partnership development
- Clear value proposition messaging that resonates with supporters

What does success look like? How will it be measured?

Hit Diversified Revenue Target goals:

2024: \$6M

2025: \$9M

Future: 1/3 of Annual revenue come from external sources

Success will also be measured by the number of people impacted in the community, the number of meaningful connections established, and the organization's ability to support skill-based training and other initiatives.

Key Risks

What happens if we don't adapt to this change?

- Any changes in Federal/State funding will mean we can longer provide our services at current levels nor meet the future increased in anticipated demand, as the population of Florida continues to rapidly grow.
- Increase difficulty in operating with changing funding restrictions
- Disruption in services
- Limits ability to innovate and be a workforce development resource/leader

Who will be impacted if we aren't successful?

- Career Seekers and businesses in the Central Florida Community
- Less Economic Impact
- CSCF employee Headcount

Approved on: MM/DD/YYYY

| | |
|------------------|-------------|
| CHANGE OWNER | Leader Name |
| SUBJECT/PRIORITY | Example |

Additional Feedback

- Ability to track the funding and the responsibilities within programs.
- Clear fundraising priorities from Executive Leadership. Top 3 priorities would be great.
- Flexibility in funding → more unrestricted funds.
- How do we operationalize opportunities?
- Are our revenue targets realistic?
- In-kind values should be counted in attainment, but we should set a “money in the door/cash” goal annually as we will eventually begin to have complex gifts (gifts from wills, IRA beneficiary statuses, etc.)
- The Communications Department is a key player to support any revenue diversity and development efforts. An important piece of the strategy to increase our revenue diversity is being able to present options that provide value and recognition to sponsors or donors. Development & Communications currently collaborating on developing new materials.
- Cross-collaboration with different department, aligning towards the same goals.
- Establish the role of Career Solutions in fundraising and how it affects the fundraising of CareerSource Central Florida.
- All department plans with ownership in revenue diversity should be compiled and condensed into high-level strategy: Development, Sector Strategies, Possible extra FL Commerce funding (that we could anticipate).
- Current meetings where this team can contribute: Wednesday Revenue Diversity meetings, Monday Communications x Development meetings.

| | |
|-------------------------|-------------|
| CHANGE OWNER | Leader Name |
| | Example |
| SUBJECT/PRIORITY | |

Additional Feedback

| | Public | Grants | Competitive |
|--|--|---------------|--------------------|
| <p>Formula Allocation Opportunity for special projects Ex: IAN-NEG Opioid Greenjobs Get There Faster "Batphone"</p> <p>\$1M (24-25)</p> <ul style="list-style-type: none"> Relationship Cultivation Present CSCF as SME Do/Check their HW | <p>Fed agencies/state agencies DOL Commerce Energy NSF</p> <p>Ex: Youthbuild Partnership Grants</p> <p>Earmarks Appropriations- Congressional</p> <ul style="list-style-type: none"> Research Build a road map | | |
| <p>Recurring \$ County/State/Municipal</p> <p>\$2M (24-25)</p> <ol style="list-style-type: none"> Orange, Osceola, Seminole - \$ for workforce dev efforts TTW For profit entity-sell services/products <ul style="list-style-type: none"> Decide products or services to sell Create a for-profit Lobby Municipalities | <p>Development Corp Individual Foundations \$3M (24-25)</p> <p>Individual Gifts Planned Gifts Events Endowment Major Gifts Corporate/Foundation In-Kind</p> <p>Career Solutions Middle-HS Youth</p> <ul style="list-style-type: none"> Go see opp Hartford Get their business plan Development plan | | |

Notes:

| CHANGE OWNER SUBJECT/PRIORITY | Steven Nguyen PMO | CHANGE CONTRIBUTORS | Gina, Sean, Zoe |
|---|---|--|---|
| <p>Proposed Change</p> <p>Describe the proposed change Initial Scope: Define what a simple PMO is to CSCF, create simple narrative buy-in for Exec team, Define value prop CSCF maturity model, and identify/hire a cross functional leader.</p> <p>Future Scope : PMO maturity level 3-5 with decision-making to drive strategically aligned process (and continuous) improvement and enhance customer experience and overall community impact.</p> <p>What problem will this change solve? Increase organizational efficiency, project prioritization/transparency, offer standardization, consistency, and capture measurable data for decision making and quality improvement.</p> | <p>Key Successes</p> <p>What are the anticipated deliverables/outputs?</p> <ul style="list-style-type: none"> • Defined plan of simplified CSCF PMO vision <ul style="list-style-type: none"> • Value proposition • Align w Sterling operational model (100 point) • Customized CSCF PMO maturity model • PMO fluency/literacy training • Executive Buy-In and Portfolio Framework: <ul style="list-style-type: none"> • Achieving commitment from senior leadership and establishing a robust portfolio management framework. • Hire a Project Management Lead <ul style="list-style-type: none"> • The recruitment of a skilled Project Management Lead who will oversee the development and implementation of a comprehensive strategic plan. <p>What does success look like? How will it be measured?</p> <ul style="list-style-type: none"> • Exec approval and sign-off: <ul style="list-style-type: none"> • Simplified CSCF PMO vision, PMO maturity model, fluency training approach and PMO lead. • PMO Adoption and Adherence = Culture Change: <ul style="list-style-type: none"> • Assessment Feedback Mechanisms: Collecting feedback from employees regarding changes in workplace culture and their experiences with the new practices. • First project portfolios, priority matrix, adherence | <p>Key Risks</p> <p>What happens if we don't adapt to this change?</p> <ul style="list-style-type: none"> • Internal inefficiencies continue • Lack of resource/staff bandwidth leading to retention issues • Lack of large-scale project prioritization • Missed opportunities for innovation and org maturity <p>Who will be impacted if we aren't successful? All key stakeholders – internal and external</p> | <p>Change Support</p> <ul style="list-style-type: none"> • Executive and manager collaboration and definition • PM Lead to build PMO and team. • PM and time management software e.g.) smartsheets, asana, etc. • Change management consultation potentially <p>What decisions need to be made for this change? What is does a simple PMO look like to CSCF? What does our own maturity model look like? Where does PM live? How do we balance customer experience vs structured process, frameworks and training that are not too intimidating (PM literacy), business vertical PM liaisons, how do we build culture of PM that is simple, intuitive, and affects everyone. Culture carriers/ambassadors. Workshops, training, culture conversations. How will PMO be integrated and supported by executive leadership?</p> <p>What is the estimated required budget? \$100-\$500k (salary, consulting, software, workshops, change management initiatives)</p> |
| <p>Proposed start date: 8/20/24</p> | <p>Proposed end date: 12/31/24</p> | <p>Approved on: MM/DD/YEAR</p> | <p>FCS CENTRAL FLORIDA</p> |