

Finance & Operations Committee Meeting
Thursday, June 17, 2021 – 1:30 p.m.
MINUTES

I. Call to order

The meeting was called to order at 1:31 p.m. by Ms. Yessenia Irizarry, Committee Chair. Ms. Irizarry inquired if any Requests for Public Comment had been made and was advised that none had been received.

II. Introductions

Roll was called to identify and confirm committee members present in the room and those participating by phone. Staff and others present were identified (see end of meeting minutes for attendees). It was determined that quorum had been established.

III. Topics

A. Presentation/discussion of:

1. Financial Reports

Financial reports through April 30, 2021 were presented. Staff made the committee aware of an Excel formula error which incorrectly calculated the PY2020 excess for the Youth Work Experience expenditure. The mistake was found and corrected prior to the meeting but still discussed in the event not all committee members were working with the updated copy. The correct excess for PY2020 Youth Work Experience expenditure is 12.14%.

As presented, CSH is in compliance with the WIOA Youth 2019 and 2020 grants. CSH is also in compliance with the State ITA%, having exceeded it by 4.69%.

No expenditure concerns or questions were noted.

B. Action Items:

1. Staffing Agency for Work Experience

Referring to the action item in the agenda packet, Donna Doubleday (CSH President/CEO) explained that CSH has been successful in the implementation of the Work Experience initiative and intends to carry the program forward into 2021-22. This program offers TANF recipients, adults, dislocated workers, and youth participants greater opportunity to gain the skills and experience required by employers for hire. On March 24, 2021, CareerSource Heartland (CSH) released a Request for Proposals soliciting qualified organizations to provide temporary staffing services for CSH customers participating in Work Experience opportunities. The solicitation resulted in two respondents, Manpower and Sunshine Staffing. The committee reviewed the rating results and the proposal summaries deciding upon a recommendation to select Sunshine Staffing for the provision of temporary staffing services for CSH customers participating in Work Experience opportunities.

F&O Committee Chair, Yessenia Irizarry, initiated approval of the action to recommend an agency to provide temporary staffing services calling for a motion.

- ✿ As a related-party contract, Jessy Irizarry, CSH Board member and employee of Sunshine Staffing, abstained from voting on this action and signed a conflict-of-interest form.

- A motion was made by committee member, Mary Dow, to recommend Sunshine Staffing for the provision of temporary staffing services for CSH customers participating in Work Experience opportunities, at a not to exceed amount of \$150,000, with an initial contract amount of \$25,000, increasing in increments based on program use and identified need.
- Motion seconded by committee member, Lois Hilton.
- Motion carried unanimously.

2. Agency For Administrative/Fiscal, Programmatic, and One-Stop Operator Monitoring

Referring to the action item in the agenda packet, Donna Doubleday (CSH President/CEO) explained that a Request for Qualifications (RFQ) was released in April 2021 for the solicitation of a firm to provide administrative/fiscal, programmatic, and one-stop operator monitoring.

As explained to the committee, CSH received only one proposal. The proposal from Taylor Hall Miller Parker (THMP) was received on 4/23/2021 and reviewed by staff to confirm that all RFQ requirements had been met. It was noted that THMP has a successful history of conducting monitoring for CSH and many other workforce development boards.

F&O Committee Chair, Yessenia Irizarry, initiated approval of the action to recommend contracting with THMP calling for a motion.

- A motion was made by committee member, Lois Hilton, to recommend contracting with Taylor Hall Miller Parker, P.A. (THMP) for administrative/fiscal, programmatic, and one-stop operator monitoring services in an amount not to exceed \$20,980 for monitoring of the 2021-22 fiscal/program year with an option for an additional two years based upon performance.
- Motion seconded by committee member, Mary Dow.
- Motion carried unanimously.

3. DEO Programmatic and Financial Monitoring Report for PY 2020-21

Referring to the action item in the agenda packet, Donna Doubleday (CSH President/CEO) explained that the Department of Economic Opportunity (DEO) completed their annual programmatic, fiscal, and one-stop monitoring of our organization during the week of December 14-18, 2020. The final report was received May 5. There were just two programmatic findings and no financial, board related, or one-stop operations findings. The report, including CareerSource Heartland (CSH) staff responses, was presented for review. No concerns were noted.

F&O Committee Chair, Yessenia Irizarry, initiated approval of the action to acknowledge the presentation of DEO monitoring report calling for a motion.

- A motion was made by committee member, Mary Dow, to acknowledge the presentation of DEO's Programmatic and One-Stop Monitoring Report including staff response.
- Motion seconded by committee member, Lois Hilton.
- Motion carried unanimously.

4. FY 2021-22 Budget Review

Referring to the action item in the agenda packet, Donna Doubleday (CSH President/CEO) reminded the committee that allocations are determined on mandatory formula calculations based on local area demographics such as the number of people unemployed, number in poverty, etc. Ms. Doubleday reported that although the state received an increase in allocations, as an impact of covid, CSH will see a decrease totaling \$394,623 across the main funding sources. Some of the larger urban

areas, particularly those with high employment in tourism, restaurant, and hospitality industries received an increase due to the high numbers of unemployed individuals in those areas.

Of note, there are a few items of probable revenue that could not be included either because NFAs have not been received or amounts have not yet been determined. These were presented as follows.

- *\$12,888 in performance incentive funds*
- *Estimated \$118,000 is anticipated to remain unexpended from the Panther Youth Partner contracts*
- *Anticipated Rural Initiative Grant estimated at \$125,000 – \$200,000*

The proposed budget presented included a 2% wage increase, for all eligible employees including the executive positions of Chief Executive Officer, Chief Financial Officer, Chief Programs Officer, and the Director of Information Technology. Wage increases were requested to keep pace with the rising costs of gas, food, and living.

F&O Committee Chair, Yessenia Irizarry, initiated approval of the action to approve the proposed 2021-22 budget calling for a motion.

- A motion was made by committee member, Donald Samuels, to approve the proposed budget for FY 2021-2022 as presented.
- Motion seconded by committee member, Mary Dow.
- Motion carried unanimously.

5. Concertium - Fully Managed Services Option

Referring to the action item in the agenda packet, Donna Doubleday (CSH President/CEO) explained that In January 2021, the CSH Board approved a contract with Concertium to provide co-managed IT, general monitoring and maintenance, resolution of CSH's Active Directory and Group Policy issues, the correction of hardware and software concerns, and the activation of a successful Disaster Recovery System. The current co-managed contract has been successful in enhancing the organization's IT security while improving effectiveness and efficiency. This was with two CSH IT staff members on board to ensure all IT needs would be consistently addressed.

However, since mid-May, CSH has been operating with only one IT member. Staff evaluated the costs/benefits of entering into a fully-managed contract with Concertium compared to filling the open IT position and continuing the co-managed arrangement. Based upon the cost comparison (shown below), staff recommended moving to the fully-managed option.

- *Annualized costs to continue co-managed contract and two staff- \$180,127.23*
- *Annualized costs of fully managed contract and one staff- \$166,357.21*

In addition to the cost savings, upgrading to a fully-managed contract would make available to CSH Concertium's staff of 30 for the prompt resolution of any IT issue. Where the co-managed contract included only staff computers, the fully-managed proposal would cover all computers, including those used by customers (e.g., resource rooms, digital literacy room). As addressed during discussion, the proposed Concertium contract covers all CSH centers.

Through the current co-managed contract, CSH staff responds to most help desk issues. Under a fully-managed contract, only 10% of help desk issues would require local intervention. Concertium would resolve the remaining 90%.

F&O Committee Chair, Yessenia Irizarry, initiated approval of the action to upgrade a fully-managed contract with Concertium calling for a motion.

- A motion was made by committee member, Donald Samuels, to approve the President/CEO to sign a fully managed contract with Concertium as identified in the Managed Services Scope of Work presented for the amount indicated, to include additional projects or MACDs, as necessary.
- Motion seconded by committee member, Mary Dow.
- Motion carried unanimously.

C. Info Items:

- 1) None

D. Review of President/CEO travel and credit card charges:

Sheryl Elliott (CFO) presented the President/CEO's travel expenses from 4/19/2021 – 6/17/2021 which consisted of two travel checks issued for April and May totaling \$189.12 for local travel. There were no credit card charges to report.

Committee Chair, Yessenia Irizarry, asked if there were any questions or concerns on the expenses as presented. None were noted.

I. Other

No other matters were brought before the committee.

II. Adjourn

Committee Chair, Yessenia Irizarry, adjourned the meeting at 2:03 p.m.

Committee members present and participating: Yessenia Irizarry (Chair), Mary Dow, Lois Hilton, and Donald Samuels

Committee members absent: Thomas Leitzel, David Royal

Public attendance: None

CSH staff present: Donna Doubleday, Sheryl Elliott, Caleb Henderson, Ann Martin, and Brian Mercurio