



## Program Review Committee Meeting Agenda

Friday, December 5, 2014

8:30 a.m. to 10:00 a.m.

CareerSource Central Florida Admin Office /  
707 Mendham Blvd., Suite 250, Orlando, FL 32825

Conference Call-in phone number: (866) 576-7975 / Participant Access Code: 299848

### Strategic Goals developed by the Board:

- CareerSource Central Florida will become business focused in all efforts
- CareerSource Central Florida will identify ways to measure progress and Return On Investment (ROI)
- CareerSource Central Florida will become the backbone organization for workforce development in Central Florida

#### **1. Welcome & Chair's Remarks** ..... Dr. Shugart

- A. Roll Call/Establishment of Quorum
- B. Public Comment

#### **2. Approval of Minutes from Previous Meeting (9/12/14)**

#### **3. CareerSource CF Program Review (*What is currently in place?*)..... Mimi Coenen**

- A. 90- Day Assessment, Initial Observations Since Becoming Operations Officer
- B. Pre-Screening Pilot Project
- C. Sector Spotlight – UCF STEM Sponsored Internships – Fall 2014 Student Showcase

#### **4. Budget / Program Metrics (*How are we doing?*)..... Mimi Coenen**

- A. Operations Report
- B. Local Dashboard / Federal Measures

#### **5. CareerSource CF Program Strategy (*What do we need to do?*)..... Mimi Coenen**

- A. Increase Efficiency of ITA Protocols – Establish Distinct Open Enrollment Periods
- B. Develop ROI for Better Client Choice/Guided Pathway

#### **6. Action Items** ..... Mimi Coenen

##### **A. Eligible Training Providers**

- 1) I.T. of Central Florida Vocational School (*Medical Assistant, Medical Billing and Coding*)
- 2) J&J Healthcare Institute (*Medical Assistant, Patient Care Tech, Pharmacy Tech, Phlebotomy Tech, Practical Nurse*)
- 3) Med-Life Institute (*Practical Nursing, Nursing (A.S.)*)
- 4) Sumter District Schools: Career and Adult Education (*Nursing Assistant (Long-term Care), Air Conditioning Refrigeration and Heating Tech 1*)

#### **7. Other Business**

New Job Posting for Director of Business and Professional Services

#### **8. Adjourn**

### **Upcoming Meetings:**

- Board of Directors – Thursday, December 11, 2014 / 9:00am to 10:30am  
The Melrose Center, 2<sup>nd</sup> Floor of Orlando Public Library, 101 E. Central Blvd., Orlando, FL 32801
- Program Review Committee – Friday, January 9, 2015 / 10:30am to 12:00pm
- Joint Consortium & Board of Directors – Thursday, January 22, 2015 / 9:00am to 11:00am  
CareerSource Central Florida, 707 Mendham Blvd., Suite 250, Orlando, FL 32825

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Program Review Committee Meeting

CareerSource Central Florida Admin Office  
707 Mendham Blvd., Suite 250  
Orlando, FL 32825  
Friday, September 12, 2014  
8:00 a.m.

MINUTES

**MEMBERS PRESENT:** Dr. Sanford Shugart, Dr. Angela Adams, Paul Bough, Leslie Hielema, Brian Michaels, and Larry Walter

**MEMBERS ABSENT:** Greg Beliveau, Tirso Moreno and Eric Ushkowitz

**STAFF PRESENT:** Pam Nabors, Joyce Hinton, Leo Alvarez, Tonya Elliott-Moore, Anika Holmes, Chad Kunerth, David Lowell, and Kaz Kasal

**1. WELCOME & CHAIR'S REMARKS**

Dr. Shugart called the meeting to order at 8:04 am and welcomed those in attendance.

A. Roll Call/Establishment of Quorum

Ms. Kasal commenced with roll call and established that there was a quorum present.

B. Public Comment

None offered.

**2. APPROVAL OF THE MINUTES FROM 4/21/14**

Mr. Michaels made a motion to approve minutes from the 4/21/14 meeting. Dr. Adams seconded, motion passed.

**3. CareerSource Central Florida Program Review (What is currently in place?)**

Dr. Shugart stated that in order to keep a consistent flow on the agenda, these three questions will be part of the format, as indicated here in Section 3 of the agenda.

A. Update on Continuing Education Programs process on Regional Targeted Occupational List

The committee discussed the challenges with Florida FETPIP reporting process that training providers face with evolved training programs (such as pre-vocational, continuing education, and short term trainings to meet employer demands) where there is no mechanism to report data to state. Ms. Nabors stated she spoke with Chris Hart regarding this issue. Dr. Shugart recommended that a committee be formed from training providers that CareerSource Central Florida works with to review these reporting challenges and come up with solutions and/or a description of the problem at a more granular level. Providing services that are more helpful to employers needing specified training is a critical need.

B. Building Trades Training Initiative

Ms. Nabors stated there is a critical need for individuals skilled on construction trades – the talent supply in our region has been drained from the economic downturn/recession. Mr.

Wylie, Executive Director for Associated Building Contractors and our Board Member, is working with Carolyn McMorrان/Valencia on short-term training programs on basic carpentry, concrete and survey technicians – these are specialized entry level positions. Dr. Shugart indicated that it will be important to find a way to target the unskilled, low wage population to help them attain these middle level jobs, especially individuals in mid-20's to early thirties, who have been in the job market and are in need of higher wage jobs.

Ms. Nabors also provided an update on Page One Consultants, which has utilized CareerSource Central Florida's work experience program – trainees have been successful in completing their work experience and Page One Consultants has hired 3 of the 5 interns, with the intent to hire one more.

C. Tri-Regional Business Summit / Talent Gap Publication

Ms. Nabors referred to the flyer in the meeting packet on Tri-Regional Business Summit occurring on 9/26/14 at Port Canaveral and encouraged the committee members to attend. This summit provides an opportunity for businesses to learn about the workforce services available to the employers. The results of the Talent Gap Survey will also be presented in a published format at this summit.

4. Budget / Program Metrics (How are we doing?)

A. Goals for 2014-2015

The committee reviewed the "Program Performance Fiscal Year 14-15 – Year to Date" document which shows expected number of participants projected to serve per training program and current actual participant counts. Outcomes/placements will be added to this report so the committee can see how well each training program performs throughout the year. Dr. Shugart commented that this data will show CareerSource Central Florida's direct impact on in programs.

B. Local Dashboard / Federal Measures

The committee also reviewed the "Performance Snapshot – 2013-2014" document, which shows counts on activities and numbers served per each level of service.

C. Point-in-Time Customer Satisfaction Survey Results

Mr. Kunerth reviewed the survey results from the "Point-In-Time Customer Satisfaction Report" and highlighted that from the approximately 1,300 who completed the survey, an overall satisfaction rate of 8.81 out of 10 was received. Ms. Nabors stated that the next steps will be to conduct another survey with those customers who have a history of services received and job placement, and then compare/contrast with the point-in-time survey.

5. CareerSource Central Florida Program Strategy (What do we need to do?)

A. Workforce Innovation and Opportunity Act (WIOA) Implications

Ms. Nabors stated that the President signed the Workforce Innovation and Opportunity Act into law on 7/22/14. The law will become effective on 7/1/15 or 7/1/16. Ms. Nabors reviewed the implications on this new legislation.

B. Policies Discussed/Approved at 4/21/14 Program Review Committee

Referring to the below listed policies, Ms. Nabors stated that these policies now include the

revisions based on the committee's comments from the 4/21/14 meeting. The committee approved these policies at the 4/21/14 meeting to include these revisions. Dr. Shugart stated that these policies will now move forward to board for review and approval.

- 1) "Selection and Retention of Eligible Training Providers & Programs Policy
- 2) "Individual Training Account (ITA) Policy"

## 6. Action Items

### Eligible Training Providers

- 1) Med-Tech Institute (Automotive, Diesel, & Racing Mechanics and Industrial Welding)

**After review and discussion, Mr. Michaels made a motion to move for Board approval the eligible training provider Med-Tech Institute. Ms. Hielema seconded, motion passed.**

- 2) Pro-Nails (Massage Therapy)

Mr. Lowell stated that this training provider's massage therapy program currently has a 100% placement rate and students go into jobs where they are employees (tips/wages reported) and not independent contractors.

**After review and discussion, Mr. Walter made a motion to move for Board approval the eligible training provider Med-Tech Institute. Mr. Michaels seconded, motion passed.**

### CHAIR'S CLOSING REMARKS

Dr. Shugart thanked those in attendance.

There being no further business, meeting adjourned at 9:19 am.

Respectfully submitted,

Kaz Kasal  
Administrative Supervisor

## **90 Days on the Job Observations**

### **In-House Talent**

- Overall well-meaning staff who want to do a good job.
- A management team that is very busy, but currently not all aiming for the same targets.
- Very aware of their lane and staying in it – missing opportunities to work across teams.
- Job positions appear too narrow – focused on just one or two tasks, resulting in staff being unaware as to how their function impacts the whole organization.

### **Business Services**

- Noticed we were not clear on all lines of business and when to offer the correct resource to employers.
- Business Service department doesn't appear to be leveraging all the internal support to work in tandem for better outcomes.
- Lines of business not being delivered with the business client in mind – i.e. Pre-screening jobs.

### **Training Providers**

- We need to better communicate to ITA providers that our funding isn't financial aid; it's a scholarship for those needing skills/short term training to help them get to work.
- Lack of formal communication with all Providers on a regular basis
- Contractors who were focused on reaching large numbers rather than delivering quality outcomes.

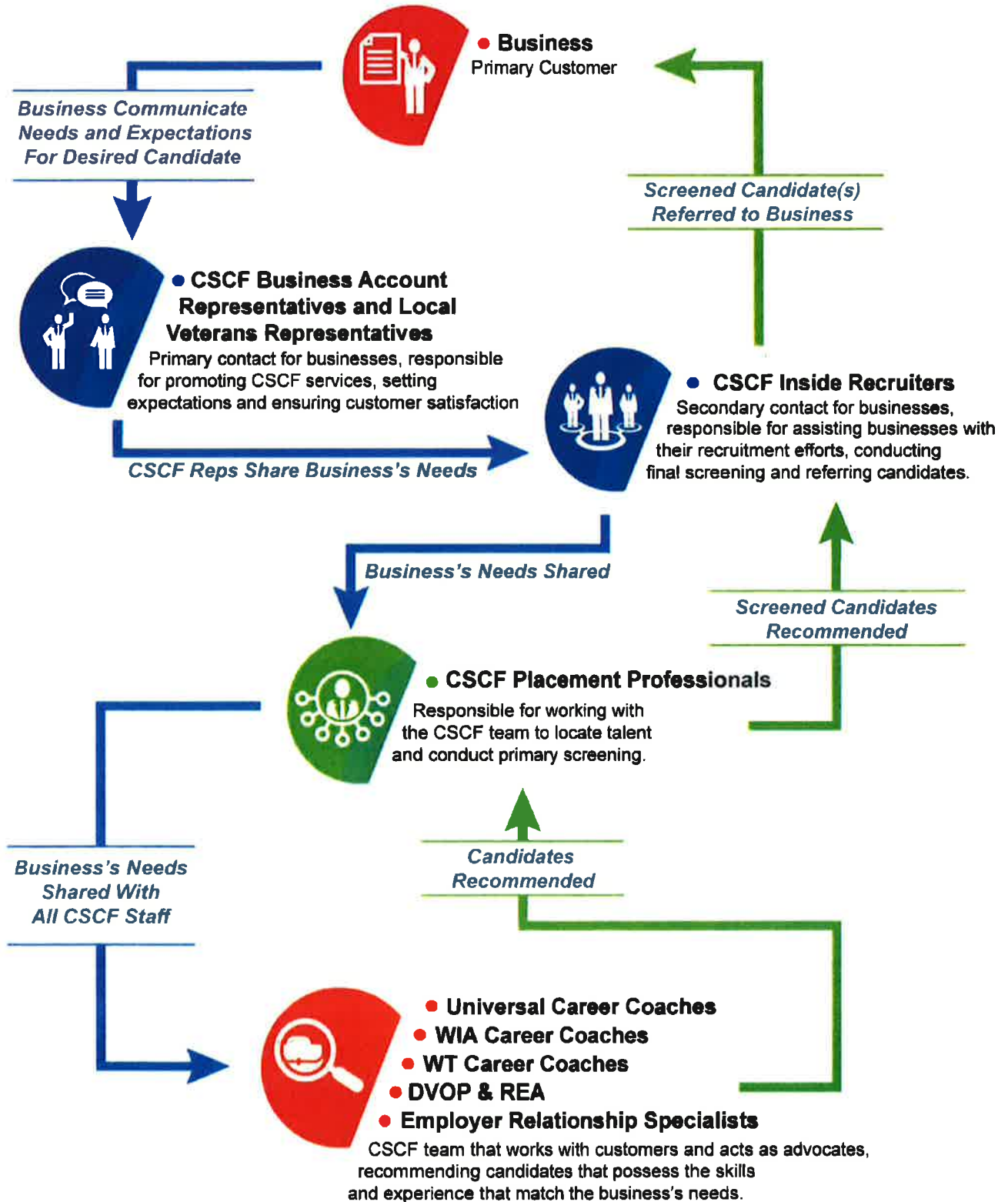
### **Community Partnerships**

- Community partnerships that aren't being fully utilized to complement our similar missions.
- Follow up on suggestions/ deliverables from partnership meetings experience an unnecessary lag in delivery.

### **Overall Climate**

- Genuine enthusiasm from multiple Education partners.
- Willingness of employer associations to have us at the table.
- Amazing growth in the area – all requiring skilled talent at many different levels.
- Excited in helping to move the needle and making this organization a solution to our local businesses.

# New Job Order Suppression Flow Chart



**Operations Report**  
**Data as of July 1, 2014 to Oct 31, 2014**

	Enrollment		Placement		Expenditure to
<b>SHORT TERM TRAINING CONTRACTS</b>	<b>Goal</b>	<b>Actual</b>	<b>Outcomes</b>	<b>Budget</b>	<b>Date</b>
BFA Environmental	180	32	3	\$ 262,260.00	\$ 33,511.00
Global One	50	29	2	\$ 110,000.00	\$ 51,700.00
Home Builders Institute	120	49	0	\$ 240,000.00	\$ 44,000.00
Paxen (GED)	120	19	0	\$ 181,560.00	\$ 9,078.00
<b>GRANTS</b>					
Fl Trade (TAACCT)	90	35	16	\$ 150,000.00	\$ 51,210.00
H1B	50	61	8	\$ 150,000.00	\$ 52,789.00
<b>PARTNERSHIPS</b>					
Advance - Degreed LT unemployed	50	21	11		
City of Orlando - Venues	10	8	0	\$ 74,284.00	
Second Harvest Culinary	22	14	9	N/A	
STEM Internships (UCF)	60	18	2	N/A	
<b>BUSINESS SERVICES</b>					
	<b>% over last PY</b>	<b>Goal</b>	<b>Actual</b>		
Employer Penetration Continuous Improvement	10%	8652	2550		
Employer Retention Quality Services	20%	9438	1075		
Employer Penetration Increase Excellence	25%	9831	2550		
<b>State Monthly Management Report</b>					
	<b>Month</b>	<b>YTD</b>	<b>Ranking in State</b>		
WIA A/DW EER	97.0%	93.2%	21		
WIA AD EE Wage Rate	92.7%	92.0%	24		
WIA DW EE Wage Rate	117.9%	122.4%	8		
Vet Entered Employment	25.4%	31.2%	20		
WP EE Rate	29.4%	31.8	17		
WP EE Wage Rate	69.7%	75.7%	19		
WP Job Orders Filled Rate	19%	9.60%	20		
WT Entered Employment	44.2%	41.3%	1		
WT Participation Rate	56.6%	53.4%	4		



## Action Item

### I.T. of Central Florida Vocational School – Request for Approval

The following training institution has submitted a Training Provider Application to CareerSource Central Florida seeking approval to provide occupational skills training to Workforce Investment Act (WIA), Welfare Transition and Trade Adjustment Act (TAA) participants.

**I.T. of Central Florida Vocational School, 5462 Hoffner Avenue, Suite 501, Orlando, Florida 32812**

I. T. of Central Florida Vocational School is a private school requesting approval to provide training to Region 12 customers. The school opened in 2005 as a test preparation site for Nursing Assistants and a facility for continuing education credits for nurses. They have been approved by the National Healthcareer Association as an approved testing site to administer the National Certification Examination for Clinical Medical Assistant. The school has been licensed by the Commission for Independent Education since 2009 and began their Medical Assistant program in 2013. Of the first group of 12 students, all 12 completed and 9 have found employment in their field, including Florida Hospital and Nemours Children's Clinic.

The school has two classrooms and a multi-media library. The school is located in southeast Orlando providing an affordable career education training option to a growing population area. The school is close to the public transit bus system in what appears to be in a safe community.

The school is licensed by the Commission for Independent Education (Annual License) and it meets all of the other eligibility requirements.

The applicant has requested approval to provide training in the following programs:

Program Name	Total Cost	Contact Hrs.	Pell Grant Approved	% Completed	% Placed
Medical Assistant Diploma	\$4,500	1065	No	100	75
Medical Billing and Coding Diploma	\$4,400	1000	No	New Program	No Data

**Staff Recommendation:** That I. T. of Central Florida Vocational School is approved to offer training in the following programs:

1) Medical Assistant

2) Medical Billing and Coding

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NEEDED ACTION

To approve or not to approve I.T. of Central Florida Vocational School as a training provider for Region 12.

**AGENDA ITEM 6A 1)**





## Action Item

### J & J Healthcare Institute – Request for Approval

The following training institution has submitted a Training Provider Application to CareerSource Central Florida seeking approval to provide occupational skills training to Workforce Investment Act (WIA), Welfare Transition and Trade Adjustment Act (TAA) participants.

**J & J Healthcare Institute, 1410 N Pine Hills Road, Orlando, Florida 32808**

J & J Healthcare Institute is a private school requesting approval to provide training to Region 12 customers. They had been an approved provider prior to our reduction of programs to the “Top 20”. The school opened in 2007 and offers several career education services in Pine Hills. During the FETPIP reporting period for July 1, 2012 – June 30, 2013, the school obtained an overall completion rate of 87.5% and placement rate of 92.7%. Individual program data below is from the 2011-12 program year.

The school has four classrooms and a computer resource room. The school is located close to the public transit bus system.

CareerSource Central Florida staff processed all of the eligibility documents and made a site visit to the school. The school is licensed by the Florida Commission for Independent Education and meets all of the other eligibility requirements.

The applicant has requested approval to provide training in the following programs:

Program Name	Total Cost	Contact Hrs.	Pell Grant Approved	% Completed	% Placed
Medical Assistant	\$14,152	936	No	67	100
Patient Care Technician	\$7,054	600	No	88	100
Pharmacy Technician	\$9,864	720	No	100	100
Phlebotomy Technician	\$1,899	165	No	78	67
Practical Nurse	\$13,545	1350	No	New Program	New Program

**Staff Recommendation:** J & J Healthcare Institute is approved to offer training in the following programs:

- |                            |                          |
|----------------------------|--------------------------|
| 1. Medical Assistant       | 4. Phlebotomy Technician |
| 2. Patient Care Technician | 5. Practical Nurse       |
| 3. Pharmacy Technician     |                          |

#### NEEDED ACTION

To approve or not to approve J & J Healthcare Institute as a training provider for Region 12.



## Action Item

### Med-Life Institute – Request for Approval

The following training institution has submitted a Training Provider Application to CareerSource Central Florida seeking approval to provide occupational skills training to Workforce Investment Act (WIA), Welfare Transition and Trade Adjustment Act (TAA) participants.

**Med-Life Institute, 3465 W. Vine Street, Kissimmee, Florida 34741**

Med-Life Institute is a private school requesting approval to provide training to Region 12 customers. The school began in 2003 in Broward county and has expanded to five locations, including Kissimmee in 2102. The school has four classrooms and a 24-station multi-purpose computer resource lab used for studying and exams. The school has invested in simulation manikins providing medical students with “near-human” spontaneous training experiences. The adult, adolescent, child and birthing simulators provide experiences which may never occur during their clinical rotations.

Their first group of Practical Nursing students graduated in the Fall of 2012, while the first group of Nursing (AS) students graduated in the Spring of 2013. Neither group of graduates is reflected on the available FETPIP data for the 2011-12 program year. However, placement data submitted to the Commission for Independent Education for the 2013-14 program year is shown below. Osceola Regional Medical Center has hired three of their Nursing graduates.

The school is located in Kissimmee just off Highway 192, one mile west of John Young Parkway, and is located on the public transit bus system. The school’s location provides medical career training options for South Orange and Osceola residents.

CareerSource Central Florida staff processed all of the eligibility documents and made a site visit to the school to confirm the school’s eligibility. The school is licensed by the Commission for Independent Education (Annual License) and it meets all other eligibility requirements.

The applicant has requested approval to provide training in the following program:

Program Name	Total Cost	Contact Hrs.	Credit Hrs.	Pell Grant Approved	Complete %	Placement %
Practical Nursing	\$13,244	1350		no	77%	67%
Nursing (A.S.)	\$23,840		92	no	87%	68%

**Staff Recommendation:** That Med-Life Institute is approved to offer training in:

1. Practical Nursing
2. Nursing (A.S.)

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NEEDED ACTION

To approve or not to approve Med-Life Institute as a training provider for Region 12.



## Action Item

### Sumter District Schools: Career and Adult Education – Request for Approval

The following training institution has submitted a Training Provider Application to CareerSource Central Florida seeking approval to provide occupational skills training to Workforce Investment Act (WIA), Welfare Transition and Trade Adjustment Act (TAA) participants.

**Sumter District Schools - Career and Adult Education, 200 Cleveland Ave, Wildwood, Florida 34785**

Sumter District Schools - Career and Adult Education is a public school requesting approval to provide training to Region 12 customers. They had been an approved provider prior to our reduction of programs to the "Top 20". The school's Nursing Assistant program has a 97.6% completion rate and 60% placement rate (2011-12 program year). The school has added an Air Conditioning, Refrigeration and Heating Technology program in 2014.

The school has six classrooms including a 13-station computer resource room. The campus includes a Pearson VUE testing center, which is also used as a Prometric training site. This allows the school to test and provide EPA608 and OSHA certifications for the HVAC program, as well as the Certified Nursing Assistant (CNA). They are also an approved testing proctor for Florida Ready to Work. The HVAC program is a seed project from United Way of Sumter County including funding for marketing and a Success Mentor to assist students through completion and employment. Central Florida Health Alliance schedules interviews at the school and offers CNA positions to their students, contingent on program completion and CNA certification.

CareerSource Central Florida staff processed all of the eligibility documents and made a site visit to the school. The school is a public school and meets all of the other eligibility requirements.

The applicant has requested approval to provide training in the following programs:

Program Name	Total Cost	Contact Hrs.	Pell Grant Approved	% Completed	% Placed
Nursing Assistant (Long-Term Care)	\$710	120	No	97.6	60
Air Conditioning Refrigeration and Heating Technology 1	\$2,619	750	No	New Program	No Data

**Staff Recommendation:** That Sumter District Schools - Career and Adult Education is approved to offer training in the following programs:

- 1) Nursing Assistant (Long-Term Care)
- 2) Air Conditioning Refrigeration and Heating Technology 1

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#### NEEDED ACTION

To approve or not to approve Sumter - Career and Adult Education as a training provider for Region 12.

**AGENDA ITEM 6A 4)**