



**Program Review Committee  
Conference Call Meeting  
Agenda**

Friday, February 21, 2014  
4:00 p.m. to 4:30 p.m.

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

Strategic Goals developed by the Board:

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

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

- Roll Call/Establishment of Quorum
- Public Comment

**Approval of Minutes from Previous Meeting (1/31/14)**

**Action Items**

- Action Items .....Kevin Neal
  - Program Review Committee Charter
  - Approval and Retention of Training Providers/Programs
  - ITA Policy

**Information/Discussion Items**

- Talent Gap Survey - Update

**Other Business**

**Chair's Closing Remarks** .....Dr. Shugart

**Upcoming Meetings:**

- Joint Meeting of the CareerSource Central Florida Board of Directors and Workforce Investment Consortium: 9:00am, February 27, 2014 at CareerSource Central Florida Admin Office
- Program Review Committee Meeting: 8:30am, March 28, 2014 at CareerSource Central Florida Admin Office

DRAFT

Program Review Committee Meeting

WCF Admin Office  
707 Mendham Blvd., Suite 250  
Orlando, FL 32825  
Friday, January 31, 2014  
8:30 a.m.

MINUTES

**MEMBERS PRESENT:** Dr. Sanford Shugart, Greg Beliveau (via phone) Paul Bough (via phone), Brian Michaels, Eric Ushkowitz, and Larry Walter (via phone)

**MEMBERS ABSENT:** Dr. Angela Adams, Steve Clelland, Tirso Moreno and Richard Sweat

**STAFF PRESENT:** Kevin Neal, Pam Nabors (via phone), Joyce Hinton, Homer Boone, Leo Alvarez, Tonya Elliott, Anika Holmes, Nilda Blanco, and Kaz Kasal

**GUEST PRESENT:** Tony Carter, Department of Economic Opportunity (via phone)

WELCOME & CHAIR'S REMARKS

Welcome

Dr. Shugart called the meeting to order at 8:35 am and welcomed those in attendance.

Roll Call/Establishment of Quorum

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

Public Comment

None offered.

APPROVAL OF THE MINUTES FROM 10/29/13

Mr. Walter made a motion to approve minutes from the 10/29/13 meeting. Mr. Michaels seconded, motion passed.

ACTION ITEMS

➤ Program Review Committee Charter

Mr. Neal stated that when the new board was created, this committee was given charge to provide policy guidance and strategic oversight to the organization's programs and services. Staff has drafted this charter to capture the main direction and responsibilities of this committee. Dr. Shugart commented that the purpose statement is good; however include that the committee provides programmatic input to budget process (budget is driven by programmatic planning). Dr. Shugart asked that staff revise the charter accordingly and bring forward as an action item at the next meeting for committee review/approval.

➤ Training Provider Approval/Retention Policy

Mr. Neal stated at the training provider workshop on 10/29/13 several major points were gleaned from the meeting. To avoid staff duplication of efforts with regard to consumer protection, staff is recommending we rely on the licensing and accreditation bodies. Also after initial approval process is followed, then each year the provider would be subject to an annual review to ensure licensing and accreditation is still valid and performance/placement information is updated. Staff is additionally recommending a semi-annual approval process vs. open-ended approval process due to staff workload issues. Mr. Neal also asked for committee approval to add under numeral 1 in the policy for training provider threshold requirements: to meet Federal Aviation Authority (FAA) regulations. Dr. Shugart asked staff to make revisions as discussed and bring forward as an action item at the next meeting for committee review/approval.

### INFORMATION/DISCUSSION ITEMS

#### Program Review Committee Support of CareerSource Central Florida Strategic Goals

The committee reviewed these goals as listed on the agenda.

#### Daily Job Placement Report

Mr. Neal referred to the "Daily Job Placement Report – Data for January 14, 2014" and introduced Tony Carter with Department of Economic Opportunity, who attended via phone. Mr. Carter greeted the committee and stated that in November 2011, at the Governor's request, the "Daily Job Placement Report" was created as a way to track job placements in the state with the focus of getting people back to work. One of the issues/criticisms with the report was that, besides counting jobs posted by workforce boards, it was also counting jobs posted by various job boards which included duplicate postings of the same job or jobs that had already been filled. Since part of the calculation on the report includes number of job postings, the number is skewed, which especially affects/penalizes larger workforce boards with more job postings. In November 2013 the state revised the "Daily Job Placement Report" to make it more useful by looking at WP funding and percent of placements (total and those that were unemployed placements) per each region vs. whole state. This calculates the composite score which decides the ranking per region. Mr. Carter explained that this calculation is an efficiency measure - if the region's ranking is within the 80% ranking, then the region is best utilizing the funds it receives. Mr. Carter also emphasized the importance of focusing on the monthly number vs. the daily number. Ms. Nabors asked why this region is still ranking toward the bottom of the state. Mr. Carter replied that a lot of the larger employers (of which many are located in the larger regions) do not report their placements in a timely manner. Some of the regions have redirected staff to follow-up and capture placements vs. utilizing them in direct services to help job seekers. Mr. Neal pointed out that the term "placement" used in this report equates to individuals who used Employee Florida Marketplace (EFM) and got a job within six months- this is not a measure of staff efficiency. Dr. Shugart commented that this is why the local performance dashboard discerns who passed through the system Employ Florida Marketplace (EFM) vs. those who received intensive and training services through staff. Mr. Carter concurred. Dr. Shugart thanked Mr. Carter for attending today's meeting and providing further information on the Daily Placement Report.

Dr. Shugart commented that the issue of whether staff should be redirected for placement verification needs further discussion.

#### Local Performance Dashboard/Federal Common Measures of Performance

Dr. Shugart commented that good interpretations were provided on the report. He noted that the number of online activities have declined which is consistent with the decline in the unemployment rate. However intensive and training activities have not declined and placements are up. With regard to employer activities,

Mr. Neal stated that the numbers have changed substantially since this report and we are currently well over half way serving double the number of employers served vs. last program year. Dr. Shugart advised to include this type of commentary on the report henceforward. Ms. Nabors asked staff to also include state penetration rate to the report as well. With regard to the federal committee measure of performance, Mr. Neal stated that this report shows the annual trends per program year since 09-10 and this region has met or exceeded all common measures. The state is looking at changing goals this program year to take into consideration characteristics of customers.

Designation as One-Stop Operator/Direct Services Provider

Ms. Nabors stated they are in the process of evaluating CareerSource Central Florida's current status as a one-stop operator. An independent review by Pagosa Solutions, Inc. will commence to evaluate the organization's effectiveness as a one-stop operator which will consist of an evaluation of organization's operations and cost/performance efficiencies. A report will be provided to the Program Committee in April 2014.

**OTHER BUSINESS**

Dr. Shugart asked that Ms. Nabors should provide a report to the board toward the end of the program year which would consist of the good, bad and neutral new and how the organization has moved the needle on performance. Ms. Nabors expressed her thanks to the committee and staff for revising from red/green measures to more intentional and meaningful data

**CHAIR'S CLOSING REMARKS**

Dr. Shugart stated that at the next meeting the committee will review for approval the revised charter and training provider approval/retention policy. After committee approval, this will be forwarded to full board for approval as well as providing to the board a report on quarterly performance model. Further discussions will continue with regard to the option redirecting resources to capture placement information. Mr. Neal added that the staff will also have an Individual Training Account (ITA) policy for the committee to review and approve. Ms. Nabors added that she will provide an update on the Talent Gap Survey at the next meeting as well.

Dr. Shugart stated that the next Program Review Committee meeting will be a 30-minute call-in meeting, tentative for 4:00pm on Friday, February 21, 2014. Ms. Kasal will survey out to the committee to confirm this date and time.

There being no further business, meeting adjourned at 10:10 am.

Respectfully submitted,

Kaz Kasal  
Sr. Administrative Assistant

## **CareerSource Central Florida**

### **Program Review Committee**

#### **Purpose:**

The primary role of the Program Review Committee is to provide policy guidance and strategic oversight of CareerSource Central Florida's programs and services provided to job seekers and employers.

#### **Responsibilities:**

Understand the organization's mission and goals and develop strategies for ensuring that programs and services are aligned with the Board's strategic plan and organizational goals.

- Review and recommend policies that support the Board's strategies.
- Recommend local performance metrics to assess program performance.
- Review the organization's program performance data.
- Review and recommend training providers.
- Establish program budget priorities.

#### **Skills/Expertise:**

- Experience as a board member, or in program performance, organizational compliance, and service delivery.
- Commitment to developing policies that support successful program outcomes.

#### **Structure:**

- Committee members will be appointed by the Chairman of the Board of Directors.
- The Committee will consist of at least three members.
- Members will serve on the Committee until their resignation or replacement by the Chairman of the Board of Directors.

# Action Item

## Approval and Retention of Training Providers/Programs

### Background:

The Workforce Investment Act (WIA) established a process for local workforce boards, in partnership with the state, to identify training providers and programs that would be eligible to receive WIA funds to provide training services to eligible WIA adults and dislocated workers. The U.S. Department of Labor encourages states and local workforce boards to administer the provider approval process "in a manner that assures that significant numbers of competent providers, offering a wide variety of programs are available to customers. . ." The process used by Workforce Central Florida (WCF) for approving training providers and programs has ranged from an open application process, to a request for proposals. The current open-ended application process allows for consideration of new providers and programs throughout the program year, based on the provider and/or program meeting the application requirements and being approved by the board of directors.

On October 29, 2013, the board's Program Review Committee held a public workshop in order to receive input from training providers on the current processes for licensure, accreditation, and WCF's approval requirements. One of the major points made during the workshop was that many of the current WCF requirements duplicate the consumer protection efforts of licensing and accreditation agencies, thus causing unnecessary cost and delay in the approval process. Another point brought out during the workshop was that WCF's current approval process does not include follow-up reviews of provider performance subsequent to approval.

The Department of Education's Commission for Independent Education (CIE) thoroughly reviews schools during its licensure process, including reviews of: the administrative organization, educational programs and curricula, recruitment and admissions, finances, faculty, library and learning resources, physical facilities, student services, publications and advertising, and disclosures.

### Recommendation:

Based on the above observations and recently issued state guidance, staff recommends that WCF's approval process be streamlined to eliminate duplication of reviews conducted by licensing and accreditation entities. This would eliminate the need for WCF to:

- Review financial statements;
- Inspect facilities;
- Review ADA compliance; and
- Interview school administrators and instructors.

The new approval process would include an initial approval, followed by subsequent approval, based on an annual review of performance and cost information. For providers and/or programs not automatically eligible under WIA, the new process would require such providers/programs to be licensed by the Department of Education's Commission for Independent Education. Staff recommends that all currently approved training providers be grandfathered in, subject to subsequent annual reviews beginning next program year.





**POLICY#:** 2014-1

**SUBJECT:** The Selection and Retention of Eligible Training Providers and Programs

**DATE:** February 10, 2014

**REFERENCE:** The Workforce Investment Act of 1998 (WIA), Sec. 122;  
20 CFR 652, Subpart E – Eligible Training Providers;  
Florida Workforce Innovation Act 2000 Sec. 445.009 (7);  
Florida Statute Title XXXI, 445.009 (7);  
Florida State Strategic Workforce Plan 2012-2016 Section II (B) (2) (d);  
Florida Department of Economic Opportunity FG OSPS-77

**PURPOSE:** To set forth a specific policy and guidance by which CareerSource Central Florida shall select and manage training providers in Region 12 (Orange, Osceola, Seminole, and Lake and Sumter counties).

**POLICY** It shall be the policy of CareerSource Central Florida to effectively and efficiently manage the selection of training providers to ensure that the participants' needs are met whenever possible, the issuance of training scholarships follow the priorities of the board, and the training programs approved for inclusion on the matrix are reviewed annually against standard guidelines.

The Training Provider Application, instructions, and policy are posted on the CareerSource Central Florida website.

- I. All training providers seeking CareerSource Central Florida Board approval must meet the following threshold requirements:

The training provider must either

A -

- be a postsecondary institution eligible to receive Title IV funding; or
  - carry out programs under the National Apprenticeship Act; or
  - provide training regulated by the Federal Aviation Administration (FAA);
- AND

- be in current good standings with their accrediting agency;
- OR

B -

- have a current License (Annual) from the Florida Department of Education Commission for Independent Education (CIE)

Each program offered must lead to a certification, diploma, or degree for an occupation on the Regional Targeted Occupations List (RTOL)

Steps in the approval process for Training Providers are:

- The training provider must complete an on-line application to determine initial eligibility.
  - CareerSource Central Florida staff shall process the application(s) to determine if all threshold requirements are met (Phase I).
  - If threshold requirements are met in Phase I, CareerSource Central Florida staff will request additional information and documents to support and verify eligibility (Licenses, certifications, program costs, etc.).
  - If all supporting documents are submitted and approved, CareerSource Central Florida staff shall make recommendation to the Board of Directors via the Program Review Committee regarding the approval of the applicant.
- III. On or before June 30, of each program year, the approved training providers will be required to submit a Request for Continuation, including:
- Licensure/Accreditation renewal documentation;
  - Updated program costs (tuition, books, and other associated training fees);
  - Performance information (CIE reports); and
  - Proof of the Florida Education & Training Placement Information Program (FETPEP) reporting requirements.

Eligibility for continuation, or addition, of each program includes:

- Program must lead to a certification, diploma, or degree for an occupation on the Regional Targeted Occupations List (RTOL);
  - Proof of FETPIP reporting compliance;
  - Proof of licensing renewal by CIE or Accrediting Agency. Program performance must be consistent with the CIEs licensure requirements or the schools accrediting agency renewal guidelines. Schools placed on a continuous improvement plan by CIE or Accrediting agency, must provide CareerSource Central Florida with the plan of action and continued documentation of said plan.
- IV. Training Provider Additions and/or Program Additions will be made on a semi-annual basis, or sooner, if necessary to meet an identified need. An updated Approved Training Matrix will be published in July and January of each program year. Submission deadlines will be posted on the website and communicated to existing Training Providers.



V. Training Providers and/or programs may be removed from the Approved Training Matrix when:

- a program's placement and/or completion rates fall below threshold requirements established by CareerSource Central Florida's Board of Directors;
- any training program or provider does not meet the Governor's established performance levels for subsequent eligibility determination as required by the Workforce Investment Act (Section 122) and the Florida Statute 445.009 (paragraph 8) based on annual performance data submitted to the Florida Education Training Placement Information Program (FETPIP);
- any training provider is determined to be in violation of any of the terms of the Training Provider Agreement or the ITA Training Provider Policy;
- any training provider is unable to maintain its licensure; or
- a training provider is reported to be under official State or Federal investigation.

VI. Training Providers will be subject to a refund process in the event a WIA-funded student exists training prior to completion.

Currently approved training providers and programs will not be subject to the new initial eligibility process; however, they will be subject to the new annual process for continuation.

**EFFECTIVE DATE:** Upon approval by the Board of Directors.

**EXPIRATION DATE:** Not applicable.

**MODIFICATION:** Changes in legislation, state direction, funding availability, etc., can be cause for this policy directive to be modified.

**CONTACT:** Contact David Lowell, ITA Coordinator, with any questions concerning this policy directive.



**POLICY TITLE:**  
**POLICY NUMBER:**

**WCF Individual Training Account (ITA) Policy**  
**PY13-14**

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<b>Author:</b> Joyce Hinton	<b>Effective Date:</b> 3/1/2014	<b>Revision Date:</b>
<b>Description of Revision(s):</b>		

**I. OVERVIEW:** To set forth corporate policy and guidance for CareerSource Central Florida staff issuing Individual Training Account's (ITA). It will be the policy of CareerSource Central Florida to deliver occupational skills training to customers meeting eligibility under the Workforce Investment Act (WIA) through the CareerSource Central Florida ITA process.

**II. APPLICATION:** This document applies to all CareerSource Central Florida employees who are responsible for the supervision, management and issuance of ITA's.

**III. DEFINITIONS:**

- 1. Dislocated Worker** - A job seeker who is unemployed through no fault of his or her own or who has received an official layoff notice.
- 2. ITA** - Individual Training Account
- 3. Regional Targeted Occupational List** - An annual list of occupations deemed in-demand by the Department of Economic Opportunity, Labor Market Statistics for regional workforce areas. CareerSource Central Florida is Region #12. Participants may only receive training in demand occupations.
- 4. WIA** - Workforce Investment Act - Workforce development legislation to assist adults, dislocated workers and youth in accordance with eligibility criteria described in the Act to obtain job training and placement services. WIA is not an entitlement program.

**IV. REFERENCES:**

CareerSource Central Florida Strategic and Operating Plan, 2012-2016

Section 445.003 (3) (a), Florida Statutes, requires regional workforce development boards to spend at least 50% of WIA Title I funds for Adult and Dislocated Workers on Individual Training Accounts including the following five sub-expenditure sub-cost categories: Occupational Skills Training, Work Experience and Internships, Training Program Management, Training Case Management and other Workforce Investment Act (WIA) specified training services and activities through eligible providers or employers.

Workforce Investment Act of 1998; Section 134(d)(4)(E); Federal Register, WIA-Final Rules, 20 CFR 652 et al., Subpart F-Priority and Special Population Section 663.600; 20 CFR s. 663.320

**VI. POLICY**

**Background**

The federal Workforce Investment Act (WIA) requires that all occupational skill training provided to all CareerSource Central Florida eligibility based programs must be through an instrument called an Individual Training Account (ITA). Customer must meet all general levels of services or activities in order to be eligible for an ITA.

Occupational skills training (OST): P.L. 105-220, s. 134(d)(i)

- Classroom training through eligible providers (including training for non-traditional employment). Allowable costs include tuition, books, and fees for individuals participating in classroom training.

#### **A. Individual Training Account (ITA)**

- An ITA is a voucher that covers training costs such as tuition, fees, books, required supplies, etc.
- An ITA is provided to an eligible adult or dislocated worker who needs training in order to secure employment. (Employed workers may receive training when it is needed to obtain or retain employment that leads to self-sufficiency.)
- Clients select appropriate training programs based on an assessment and career plan created in collaboration with their case managers.
- Clients select their training institution from CareerSource Central Florida's list of approved training providers.

Under CareerSource Central Florida's current Individual Training Account (ITA) policy, eligible adult/dislocated worker participants may receive an ITA ranging from \$5,000 to \$7,000, depending on the occupational training program.

CareerSource Central Florida applies an income-based preference for WIA Adult participants. CareerSource Central Florida's present income-based criteria is 200 percent of the Federal Poverty Guidelines.

If at any point during the program year a determination is made that current funding may not be sufficient to meet enrollment obligations, the Chief Executive Officer (CEO) will enact a priority of service policy for intensive and training services funded by the WIA Adult grant. When implemented, priority of service will be as follows:

Priority 1: Recipients of public assistance or other low-income individuals, as defined in CareerSource Central Florida's priority of service policy.

Priority 2: Veterans and eligible spouses, as specified in the Jobs for Veterans Act and its implementing regulations at 20 CFR part 1010.

The implementation of a priority system that establishes a priority of services to low income individuals does not require CareerSource Central Florida Board to "withhold" intensive or training assistance from a current customer in anticipation that a WIA-defined low income customer may apply for training services in the future. (see Priority of Service policy)

#### **B. ITA Eligibility**

CareerSource Central Florida bases the accessibility of training services for eligible customers who are defined as:

- Unemployed, under-employed or dislocated workers who are residents of municipalities in Region 12 and have an income in the preceding 12 months that is below 200% of the Federal poverty guidelines.



CareerSource Central Florida's Individual Training Account (ITA) is designed to encourage and promote customers to follow their career pathways as specified in their Career Plan to the ultimate goal of self-sufficiency.

### **Exceptions**

WIA regulations require that training be completed within 2 years; therefore ITA funding will generally not pay for a full bachelors, masters or doctorate degrees. Under CareerSource Central Florida's current policy for those currently enrolled in a bachelors degree program (only those approved programs on the TOL) , CareerSource Central Florida will pay for the last 30 credit hours of training. Funding for education and training beyond the baccalaureate level is limited to licensure/exam fees. Exceptions require the prior approval of the CareerSource Central Florida Director of Programs.

### **D. ITA Cost**

Training costs in excess of the \$7,000 scholarship will be reviewed on a case-by-case basis by the Director of Programs and WCF Program Manager. (see ITA procedures guide) ITA's of \$7,000 are considered by WCF as high skill/high wage training programs. The maximum investment for direct customer costs includes the actual cost of tuition, books and training fees. The maximum amount does not include supportive services required for participation in training.

- a) CareerSource Central Florida can only pay for required training -related items that are for ITA approved training programs. Customers enrolled in non-approved training programs cannot receive assistance for required training-related costs.
- b) WIA s. 134(d)(4)(B) stipulates that training is limited to individuals who are unable to obtain other grant assistance (including Pell Grants) or require assistance beyond the grants. Federal rules require program operators to "coordinate" training costs, which would allow the application of WIA funds to "tuition books and fees" and Pell Grants to any remaining costs of attendance. [20 CFR s. 663.320]
- c) Entry wage rate for High Skill High Wage is: Average wage:  $\geq$ \$20.76 and Entry wage:  $\geq$ \$13.25

### **E. Training Services Equal Opportunity and Nondiscrimination**

In sponsoring training services, CareerSource Central Florida will ensure equal opportunity and equal access for all eligible individuals, and will make every effort to ensure nondiscrimination toward those with a disability and for whom reasonable accommodations can be made, as required by law.

**MODIFICATION:** Changes in legislation, state direction, funding availability, etc., can be cause for this policy directive to be modified.

**CONTACT:** Contact Joyce Hinton, Director of Programs, with any questions concerning this policy directive