



## **Youth Committee Meeting Agenda**

Wednesday, July 2, 2014

2:30 p.m. – 4:30 p.m.

CareerSource Central Florida – Administration 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

### **Welcome & Chair's Remarks** .....Debbie Clements, Chair

- Call to Order
- Roll Call
- Public Comment
- Approval of the May 7, 2014 Youth Committee Minutes

### **Information/Discussion Items**

- Mission Moment .....Universal Technical Institute (UTI)
- Youth Summit Update.....Cathy Lake
- Legislative Update.....Joyce Hinton/Kenneth Gathers
- Youth Funding.....Kenneth Gathers
  - H&M Contract Renewal
  - Unobligated Funding
- Youth Managers Report .....Kenneth Gathers
- Other

### **Chair's Closing Remarks** .....Debbie Clements, Chair

### **Next Meeting:**

Wednesday, September 3, 2014, 2:30pm to 4:30pm

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

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Youth Committee Meeting

CareerSource Central Florida  
707 Mendham Blvd., Suite 250  
Orlando, FL 32825  
Wednesday, May 7, 2014  
2:30 p.m.

MINUTES

**MEMBERS PRESENT:** Debbie Clements, Lonnie Bell (via phone), David Bundy, Jovanna Heavener, Sue Koziol, Cathy Lake, Nancy Martinez (via phone), Tadar Mohammad, Barbara Newton, Mariana Ordaz, Jack Plettinck (via phone) Linda Rimmer, Maggie Teachout (via phone), Jeff Whitehead (via phone) and Virginia Whittington

**MEMBERS ABSENT:** Rick Bedson, William D’Aiuto, Tom Doyle, Larry Eason, Kamil Fadel, Wendy Hammock-Silungwe, Ivan Kaled, Randy Means, Brian Michaels, Debbie Morris, Dan Rogers, Dr. Robert Spooney, Danyiel Yarbrough, and Brent Trotter

**STAFF PRESENT:** Joyce Hinton, Kenneth Gathers, Nilda Blanco, Tonya Elliott-Moore, Chad Kunerth and Kaz Kasal

**GUESTS PRESENT:** Kellen Nixon/Orlando Science Center, Ron Goss and Shellonda Rucker/Henkels & McCoy, Kyla Gutierrez/ResCare, Chala Barrington-Cruz/Covenant House Florida, Gloria Vines-Wilkinson/Goodwill, Dwight Mitchell/Frontline, Lee Pates/CHS

WELCOME & CHAIR’S REMARKS

Call to Order

Ms. Clements called the meeting to order at 2:42 pm and welcomed those in attendance.

Roll Call

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

Public Comment

None offered.

Approval of the March 5, 2014 Youth Committee Minutes

Ms. Whittington made a motion to approve the 3/5/14 Youth Committee Minutes. Ms. Newton seconded, motion passed.

INFORMATION/DISCUSSION ITEMS

1. Mission Moment – Kellen Nixon / Orlando Science Center (OSC)

Mr. Kellen Nixon greeted the committee and introduced himself as Director of Education Development at the Orlando Science Center (OSC). He provided an overview of how they engage students in STEM (Science, Technology, Engineering, and Math) through their STEM exhibits. By involving youth in a different way (hands-on vs. lecture), this gives them the opportunity to experience

and make an informed choice if they would want to go into a STEM field. Mr. Nixon stated OSC offers a summer program for 7<sup>th</sup>, 8<sup>th</sup> and 9<sup>th</sup> graders – this is a week long program which includes 2 field trips to spend a day-in-the-life with an individual working in a STEM field – i.e. forensic scientist. Mentoring is an important part of the program – “a child can’t be what a child can’t see” - volunteers who are in STEM fields talk with students about the reason why they chose their field. The exhibits include: gravitron, pinewood derby, wind tubes, water tables, shake tables, dig pit, glides (aviation). Mr. Gathers stated that the next step will be for the youth providers to work with OSC to partner with STEM opportunities for youth. Ms. Rucker stated that Henkels & McCoy sent 50 of their youth to OSC during spring break – the youth’s feedback was very positive; they enjoyed the level of engagement and a sense of satisfaction from their experiences. Ms. Lake asked about the application process. Mr. Nixon replied that they do offer a scholarship option; however most youth self-select. Ms. Clements inquired if OSC has been involved with CareerSource Central Florida in providing youth internship/employment opportunities. Mr. Nixon replied that in the past OSC partnered in the summer youth programs offered by this organization (when it was Workforce Central Florida). OSC can definitely help with soft skills development (i.e. developing customer service skills) and would welcome re-partnering opportunities. Ms. Clements thanked Mr. Nixon for coming to today’s meeting to review/discuss OSC’s programs. She added that this community is very fortunate to have OSC – they have a fabulous facility and phenomenal staff.

## 2. Youth Summit Update

Mr. Gathers indicated that there are organizations hosting youth summits over the next few months: – on 6/2/14 Walt Disney in partnership with Heart of Florida United Way are hosting a Children’s Summit for local service providers to determine needs of the youth and families in the community; Professional Opportunities Programs for Students, Inc. (POPS) will also be hosting a summit over the summer. Ms. Newton added that their summit will be a 3-day summit for high school students covering career/college education information, workshops (leadership related) and STEM. Mr. Gathers asked the committee if a summit (hosted by CareerSource Central Florida) in the fall would still be necessary if we participate at these other summits. Ms. Clements commented that we should participate, but these summits cover youth in general and not the targeted youth population of our organization’s focus. Mr. Muhammad stated it is important to establish CareerSource Central Florida as a convener/backbone to other organizations – this cannot be accomplished by just participating at other events. Ms. Rimmer added that we also need to keep focused on getting the word out – to bring youth to our program. The committee concurred to move forward with CareerSource Central Florida hosting its own summit. Ms. Lake added that it would be a good idea to conduct a survey after the summit to determine its success. Mr. Gathers replied that he will coordinate with task force committee and work on developing the summit.

## 3. Florida Juvenile Justice Adolescent Conference

Mr. Gathers stated that the Florida Juvenile Justice Adolescent Conference is occurring from 5/13/14 through 5/15/14 at the Florida Hotel – 400 people are expected to attend. On 5/13/14, there will be all-day youth workshops. Paxen, HBI, H&M and CareerSource Central Florida will be conducting a 90-minute workshop on career development to include mock interviews and resume preparation. 40 youth have signed up for the workshop with a capacity of 75. Ms. Rimmer offered help from her organization, if needed. Ms. Hinton stated that Seminole Public Schools will be having a “Project Success” event on 6/2/14 where teachers meet with staff to connect on hands-on experience preparing kids for employment opportunities and talk about CareerSource Central Florida services.

## 4. Youth Managers Report

Mr. Gathers provided the following highlights:

- CareerSource Central Florida participated/provided technical assistance for the Black Male Achievement project with the City of Orlando – a summit was held of which 75 youth attended. The summit focused on: education/employment and community/family. This summit provided important feedback from youth on education and employment barriers. Youth feedback included: no encouragement or guidance, peer pressure, bullying/harassment, no work experience, no transportation to/from work, employers hesitant to hire youth. CareerSource Central Florida will focus to address these youth needs and Ms. Clements asked the committee to connect with Mr. Gathers on any ideas they may have.
- CareerSource Central Florida met with Community Based Care of Central Florida and their Independent Living Managers to strengthen focus on connecting foster youth with CareerSource Central Florida's youth services. A similar meeting is planned with Kids Central, Inc. for Lake/Sumter Counties
- Current partnerships and collaborations include:
  - City of Orlando/Parramore Kids Zone/United Way – exploring opportunities to expand services in the Parramore area.
  - Simeon Resource Development on the USDOL NOFA Face Forward 2 – this grant is geared to service 200 youth. CareerSource Central Florida will enroll up to 50 WIA eligible youth for educational and employment training opportunities.
  - Boys & Girls Club of Central Florida, Orange County Government and YMCA of Central Florida – all partnering with CareerSource Central Florida's youth providers to participate as work experience sites.
- Internal processes – all youth contract providers are working vigorously to increase their enrollment targets. To boost enrollment numbers, CareerSource Central Florida hosted six youth recruitment sessions at its offices to assist with the increase in enrollments – these sessions occurred during extended nights or on weekends to accommodate youth and parents. Also, CareerSource Central Florida ran radio ads during April, of which 2100 youth responded (85% to 90% in-school youth) and youth providers are connecting with these youth to enroll those that are eligible.
- Performance summary – all contract providers are on target to meet enrollment numbers, with the help of the media campaign and hosting extended-hour sessions. Connecting with out-of-school youth is the biggest barrier. Mr. Gathers asked the committee for suggestions of areas to outreach. Ms. Whittington suggested churches – Mr. Gathers replied that H&M and ResCare are connected with faith-based organizations. Ms. Rucker commented that H&M is reaching out to schools and asking them to forward CareerSource Central Florida youth program information to those youth who have dropped out of school. Additionally, Mr. Gathers stated that both he and Ms. Hinton have reached out to Osceola County Public Schools, who has agreed to provide CareerSource Central Florida youth program information to their list of drop-outs. Ms. Elliott added there has been an outreach to guidance counselors with the school boards of the five counties in our region. These counselors are in contact with struggling youth. Mr. Muhammad suggested expanding discussions with the City of Orlando on the recreational/athletics departments. Mr. Gathers replied that both he and Ms. Nabors are working with these areas to be a gateway to connect with youth. Ms. Heavener offered that Full Sail could produce a video commercial at no charge and that could be put in movie theaters (there would probably be a charge from movie theaters to display the commercial). Ms. Elliott-Moore thanked Ms. Heavener for the offer and indicated she would contact her to for further discussion. Ms. Lake recommended that they include youth success stories in the commercial. Ms. Rimmer affirmed that movie theaters, fast food restaurants, and malls like “The Loop” are all good areas where youth congregate.

- Financials from 7/1/13 thru 3/30/14 – Mr. Gathers stated that as youth program was dormant for several months until CareerSource Central Florida completed the procurement process with the youth providers, \$750K will need to be de-obligated from 2012 youth funding allocation – this money expires 6/30/14.
  - H&M contract extension - Mr. Gathers stated that H&M's contract expires on 6/30/14; staff is recommending extending the contract with H&M and begin contract negotiations within the next couple of weeks.

**Ms. Heavener made a motion to move forward for board approval to extend H&M's contract for one year, beginning 7/1/14. Ms. Newton seconded, with Mr. Muhammad and Ms. Rimmer abstaining, motion passed.**

- Remaining youth providers – nine month contract extension. Mr. Gathers stated that in order to align all youth providers with CareerSource Central Florida's fiscal year, staff is recommending providing a nine-month contract extension with other four youth providers when their contracts expire on 9/30/14.

**Ms. Newton made a motion to move forward for board approval to provide a nine-month extension to their remaining four youth providers: Children's Home Society, Covenant House, Goodwill Industries of Central Florida and ResCare. Ms. Whittington seconded, with Mr. Muhammad and Ms. Rimmer abstaining, motion passed.**

##### 5. Youth Performance Measures

Ms. Blanco provided an overview of Youth Performance Measures 2009-2013 and Youth Contract Performance Measures 2013-2014; and how performance has improved over the last 1 ½ years.

2009-2013 - there were three common measures 1) Placement in Employment or Education, 2) attainment of Degree of Certificate and 3) Literacy/Numeracy Gains. CareerSource Central Florida (which was then Workforce Central Florida) did not exceed in the first two goals until PY 12-13 (during which year the Youth Committee was formed). Then, in PY 12-13, exceeded in Placement of Employment or Education and Attain of Degree/Certification. Also, it was not until the Youth Committee was formed that CareerSource Central Florida went from summer only youth program to year-round youth program. With regard to literacy/numeracy, youth did not take post-TABE at the end of the program, so there was no back end data to find out if youth improved. However, Ms. Hinton re-wrote the process and now this information is being captured. The State is instituting a Regression Model where each regional workforce board competes with their own previous year's performance vs. competing with each other.

2013-2014 Youth Contract Performance Measure – Ms. Blanco reviewed performance benchmarks established for youth contract providers which consist of: Enrollment, YY Literacy/Numeracy Gains, YY Goal Attainment Rate, YY Positive Outcome Rate, OY Positive Outcome Rate, OY Wage Rate, File Compliance and Monitoring, Quarterly Staff Training and OSY Case Closure Rate. Mr. Muhammad asked for an “apples to apples” comparison reports/common linkage – in order to see how measures are trending. Ms. Blanco replied that at the next committee meeting in July, staff will provide a “snapshot” reports as it relates to contract deliverables and State annualized. Ms. Lake asked how long youth are tracked after they complete the program. Ms. Blanco replied tracking takes place for one year after Youth's case is closed.



6. RWB Additional Barriers

Mr. Gathers stated that staff are recommending adding additional barriers to the regional policy in order to so a larger pool of candidates. This is based on the feedback received from youth on the barriers they are facing and discussion with youth contract providers. Outreach was made to other regional workforce boards (RWBs) to discuss their additional barriers. Ms. Clements stated that the State gives the local RWB the opportunity to add barriers in order to effectively serve youth in the area.

**Mr. Muhammad made a motion to include the following barriers: Lack of Transportation, Lack of Work Experience, Need Additional Assistance Completing and Education program, or Emancipated Youth. Ms. Rimmer seconded, motion passed.**

CHAIR'S CLOSING REMARKS

Ms. Clements thanked everyone for attending today's meeting. She asked the committee on how frequently they would like to meet next program year. The committee concurred to meet every other month, starting with July. Ms. Clements announced that the next Youth Committee Meeting will be held at 2:30pm on Wednesday, July 2, 2014 here at the CareerSource Central Florida administration office.

There being no other business, the meeting was adjourned at 4:27 p.m.

Respectfully submitted,

Kaz Kasal  
Sr. Administrative Assistant

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***“Chosen by Industry; Ready to Work”***

- Four schools: MMI, MMI, NTI, UTI
- Nation’s leading provider of transportation / motorsports technicians
- Campuses in 11 cities, including Orlando
- Since 1965, over 160,000 graduates
- Five programs: auto, diesel, motorcycle, marine, CRRT
- Industry relationships with over 30 brands – including newest Peterbilt and GM
- Industry demand for our technicians is strong. According to U.S. Bureau of Labor Stats, transportation industry employment is expected to grow from 2010 to by 2020.^
  - Automotive 17%
  - Diesel 15%
  - CRRT 19%
  - Motorcycle 24%
  - Marine 21%
- 4 out of 5 UTI grads get jobs in their field of study. ^^
- Industry-driven training: STEM skills, drug testing, dress code, professionalism, attendance requirements, hands-on, Snap-On tools, ASE Master Certified automotive / diesel programs
- Student Services, Employment Services, Housing Services, Title IV Financial aid, over \$12 million in sponsored scholarships annually
- Orlando campuses (200,000+ square feet). Tours / field trips available.

Orlando campus phone number: (866) 821-3810

Randy DeBoer / Admissions Representative / (407) 883-9335 / rdeboer@uti.edu

^ BLS.gov viewed on 11/20/13

^^ Approximately 11,400 of the 12,200 UTI graduates in 2012 were available for employment. At the time of reporting, approximately 9,600 were employed within one year of their graduation date, for a total of 85%. UTI cannot guarantee employment or salary.

Demand is growing for professional entry-level technicians\* and Universal Technical Institute is leading the way to meet our industry partners' needs.

**TRANSPORTATION INDUSTRY  
EMPLOYMENT IS EXPECTED  
TO GROW FROM 2010 TO 2020!\*\***

**AUTO - 17%**

**DIESEL - 15%**

**COLLISION REPAIR - 19%**

**MOTORCYCLE - 24%**

**MARINE - 21%**

Cars today have more computer-processing power than the spacecraft that landed on the moon. There are cars that can park themselves, keys that can be programmed to control maximum speed and stereo volume, and more.

The technician of today doesn't just work with tools. The transportation industry is changing. It's becoming more technology-based and reliant on computers and innovation. Everyone depends on transportation and we all need professionally trained technicians to keep our vehicles running.

**Our manufacturer partners are looking to UTI for trained technicians to meet the demands of this growing industry.**





# STRAIGHT FROM OUR PARTNERS

## DAIMLER TRUCKS: FREIGHTLINER & WESTERN STAR

Daimler Trucks North America's technician demand is large and growing. The DTNA Finish First Program at UTI provides our dealers with a steady flow of professional, entry-level technicians, trained with DTNA-specific curriculum and ready to hit the ground running when beginning work in the dealer network. Juergen Steinhart, *Senior Manager, Service Training, Daimler Trucks North America, LLC*.

**GM** The availability of qualified, trained automotive technicians is and will continue to be a critical area of importance for GM. When looking at UTI's industry leading curriculum, facilities and student and employer support services, we knew we had a solid partner to build something great with, supporting a growing need for technicians at our dealerships across the country. Mike Durkin, *Director, Dealer Service and Warranty Operations, General Motors*

**INTERNATIONAL** The demand for medium and heavy truck technicians is now as high as it has ever been. With the constant change in emissions technology and complexity of electronic controls, dealers have been forced to look for more technicians with advanced skill sets. The programs at UTI prepare students to meet these growing challenges. John H. Koenig, *Manager, Navistar Service Education, Navistar Training Center*

**MERCEDES-BENZ** We have seen a rapid increase in the demand for technicians in the Mercedes-Benz dealer organization over the past couple of years. The demand far outstrips the supply of new talent available, presenting great opportunities for young men and women looking for a challenging and rewarding career. Greg Settle, *Manager - Learning & Performance Operations, Mercedes-Benz USA, LLC*

**MINI** is in the process of renovating many of our current facilities as well as adding new dealers to keep up with MINI's growing units in operation, this will increase employment opportunities for MINI technicians by 50% over the next 5 years. Robert Goodheart, *MINI Dealer Development Manager*

**NISSAN** Due to a double-digit increase in vehicle sales, Nissan and Infiniti dealers must recruit and attract new trained service technicians. UTI's Nissan Automotive Technician Training (NATT) program is critical to filling our dealers' hiring needs. John Spoon, *Vice President, Aftersales Division, Nissan North America*

**PORSCHE** Our dealers require highly trained professional technicians to service Porsche's sophisticated and high-performance vehicles. With more technician positions than we can fill and a retiring workforce, UTI's Porsche Technology Apprenticeship Program (PTAP) graduates are in strong and increasing demand. Christopher D. Gilman, *Manager, Porsche Academy Technical Training, Porsche Cars North America*

**TOYOTA** As we grow, our dealers' need for trained technicians grows. We estimate we will need in excess of 1,000 new trained entry level technicians in the next year alone. This is a great time to get your foot in the door and build a career at Toyota. Rick Lester, *Technician Development Manager, Technician Training and Education Network, Toyota Motor Sales USA Inc.*

4 OUT OF 5

UTI GRADS GET JOBS IN THEIR FIELDS OF STUDY.\*



\* Approximately 11,400 of the 12,200 UTI graduates in 2012 were available for employment. At the time of reporting, approximately 9,600 of those available were employed within one year of their graduation dates, for a total of 85%. UTI cannot guarantee employment or salary.

For more information about our graduation rates, the median debt of students who completed the program and other important information, visit our website at [www.uti.edu/disclosure](http://www.uti.edu/disclosure).



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## Youth Contracts Manager Report

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### HIGHLIGHTS

#### Partnerships and Collaborations

- CareerSource Central Florida in partnership with the City of Orlando/Parramore Kidz Zone is exploring opportunities to expand services in the Parramore area. Kenneth Gathers continues working with PKZ to identify youth in the Parramore area in need of our services and connecting them with one of our youth contractors. We are excited about this opportunity to enhance services in the area
- CareerSource Central Florida youth staff along with H&M met with Catholic Charities to establish a partnership to connect with OSY receiving ESOL services through their programs and provide occupational and educational assistance.
- Members of CareerSource Central Florida Sr. Leadership team along with Youth Contracts Managers participated in the Children's Summit 2.0 hosted by Heart of Florida United Way
- On June 11, 2014 Youth Manager participated in POPS Teen Leadership Conference

#### Internal Processes

- As of June 16, Jennifer Wilson joined the Youth Department as Youth Outreach Coordinator. Jennifer will work closely with our youth contractors to help promote the youth program and connect agencies serving youth/young adults with our youth contractors.

#### Performance Summary

For the period of July 1, 2013 to June 23, 2014

Contractor	Enrollment Goal	Current Enrollment	Remaining Enrollment	Enrollment Percent Achieved
Henkels & McCoy	550 (295-ISY/255OSY)	288-ISY 147-OSY 435-Total	7-ISY 108-OSY 115-Total	98%-ISY 58%-OSY 79% overall
Children's Home	175-ISY	162	13	93%
Covenant House	100-OSY	84	16	84%
Goodwill	200-ISY	163	37	82%
ResCare	260-OSY	138	122	53%
<b>Total:</b>	<b>670-ISY 615-OSY 1285</b>	<b>613-ISY 369-OSY 982</b>	<b>57-ISY 246-OSY 303</b>	<b>91%-ISY 60%-OSY 76% overall</b>

- Overall enrollments increased 52% since April 2014
- ISY enrollments increased 60%
- OSY enrollments increased 41%
- Continued challenges connecting with OSY population

Contractor	HS/GED Attainments	National Credentials	Work Experience Placement	Employment
Henkels & McCoy	23	72	83	45
Children's Home	29	0	101	0
Covenant House	2	12	5	9
Goodwill	29	24	106	0
ResCare	0	106	23	35
<b>Total:</b>	<b>83</b>	<b>214</b>	<b>318</b>	<b>89</b>

- 50 youth graduated with HS diplomas
- 32% of youth participating in Paid Work Experience
- 21% of youth have earned nationally recognized credential

### Financials

For the period of July 1, 2013 to May 30, 2014:

Contractor	Total Funding	YTD Expenditures	YTD Obligations	Remaining Funds
Henkels & McCoy	\$1,979,000	\$971,206.99	\$126,541.23	\$881,251.90
Children's Home	\$913,703	\$131,101.19	\$44,499.31	\$738,102.50
Covenant House	\$422,101	\$114,914.05	\$32,026.20	\$275,160.75
Goodwill	\$852,788	\$83,840.87	\$43,082.94	\$725,864.19
ResCare	\$953,401	\$217,637.96	\$72,596.81	\$663,166.23
<b>Total:</b>	<b>\$5,120,993</b>	<b>\$1,518,700.80</b>	<b>\$318,746.49</b>	<b>\$3,283,545.80</b>

- We should expect to see an increase in expenditures during the next 3 months as direct correlation to youth in paid Work Experience.