

## 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 McMorran/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