

## 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, Paul Bough, Brian Michaels, Eric Ushkowitz, and Larry Walter

**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