Program Review Committee Meeting

WCF Admin Office
707 Mendham Blvd., Suite 250
Orlando, FL 32825
Tuesday, August 27, 2013
2:00 p.m.

MINUTES

MEMBERS PRESENT:	Dr. Sanford Shugart, Dr. Angela Adams (via phone), Greg Beliveau (via phone) Paul Bough (via phone), Wendy Brandon, Brian Michaels (via phone), Eric Ushkowitz (via phone), Richard Sweat (via phone) and Larry Walter (via phone)
MEMBERS ABSENT:	Steve Clelland and Tirso Moreno
STAFF PRESENT:	Kevin Neal, Pam Nabors (via phone), Joyce Hinton, Homer Boone, Leo Alvarez, Tonya Elliott, Anika Holmes, Nilda Blanco, and Kaz Kasal

WELCOME & CHAIR'S REMARKS

Welcome
Dr. Shugart called the meeting to order at 8:34 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 5/30/13
Mr. Walter made a motion to approve minutes from the 5/30/13 meeting. Mr. Beliveau seconded, motion passed.

ACTION ITEMS

➢ WIA Adult Income-based Preference
Mr. Neal stated that staff is recommending to amend WCF's 5-year plan to substitute an income-based preference for priority of service, until a determination is made that funding is limited. Mr. Neal explained that this action item relates to the threshold on eligibility determination for intensive services and training. Existing guidelines assume funding constraints: more participants than training funds. However, funds are abundant and there are not as many participants, so staff is recommending if threshold is changed/expanded (from 70% to 200% of the Federal Poverty Guidelines), then more low-income participants would be eligible for enrollment. This would be monitored monthly and if funds become limited, then approval of this action item would include the ability of the CEO to revert back to the priority of service.

Mr. Walter asked what is the size of the pool (approximate number of people) under the 70% group vs. 200% group of Federal Poverty Level. Mr. Neal responded that those who qualify for food stamps are directly related to those in 200% group. Ms. Nabors added the 70% group consists of those who receive TANF funds, but this is a small number. If the threshold expands to include the 200% group then another 1/3 of the population would be eligible. Mr. Walter questioned if staff is doing an effective enough job in their outreach to the 70% group - it is important that this population is aware of WCF intensive and training services. Staff should increase their marketing activities to make sure

this population is reached vs. staff focusing on their targeted goal. Mr. Beliveau concurred. Dr. Shugart commented that whichever threshold is used both groups are in peril – historically, many in 70% cannot afford to take the time to get training and need immediate employment. Now there is a larger group of unemployed/underemployed, and realigning/expanding eligibility criteria can include a larger number of people in need.

Ms. Brandon made a motion to approve amendment to WCF's 5-year plan to substitute an income-based preference for priority of service, until a determination is made that funding is limited whereby the CEO can revert back to the priority of service. Mr. Ushkowitz seconded, motion passed.

- ➢ Eligibile Training Providers
    - – Center for Professional Training & Development (for Basic Computer Specialist program)
    - – DeVry University - Orlando & Orlando North campuses (for following programs: Accounting, Electronics and Computer Technology, Health Information Technology, Network Systems Administration, Web Graphic Design)
    - – Future Media Concepts (for following programs: 3D Design, Adobe Video and Sound Editing, Apple Mac IT, Apple Video and Sound Editing, Application Development, Avid Video and Sound Editing, Web Design and Development)
    - – ITT Technical Institute (Computer and Electronics Engineering Technology, Computer Drafting and Design, Criminology and Forensic Technology, Drafting and Design Technology, Electrical Engineering Technology, Information Technology – Computer Network Systems, Network Systems Administration, Nursing)
    - – USA CDL Driving School (CDL 160 Hour Tractor-Trail Driver program)
    - – Wood Hygienic Institute (Message Therapy and Colon Therapy)

The committee reviewed and concurred that the above listed training providers and their respective programs (as per information on each provider in the meeting packet) should be included as approved training providers in Region 12.

Mr. Walter made a motion to approve the above listed training providers, and their programs as specifically listed above, for Region 12. Mr. Beliveau seconded motion passed.

INFORMATION/DISCUSSION ITEMS

PY 2013-14 Committee Work Plan
Mr. Neal reviewed the "PY 2013-14 Program Review Committee Work Plan" chart which shows the major activities this committee has discussed as key areas of their focus, and the specific months they and staff will work on each activity as listed below:
- – Business Outreach Plan: August 2013
- – Local Performance Metrics: August thru December 2013
- – Training Provider Approval Process: October thru December 2013 (set date for training provider workshop. DEO guidance policy included in meeting packet)
- – 5-Year Local Plan Update: January 2014 (there is no deadline to submit modification, but tentatively submit in January 2014. After Board Retreat in October 2013, incorporate this discussion into plan)
- – Mid-year Program Adjustments: January 2014
- – PY 2014-15 Program Priorities: May 2014

Dr. Shugart stated that the committee will start discussion in March 2014 with regard to PY 14-15 program priorities, since finalization takes place in May 2014.

After review, Mr. Beliveau made a motion to approve the "PY 2013-14 Program Review Committee Work Plan." Ms. Brandon seconded, motion passed.

Business Services 2-year Outreach Plan

Ms. Holmes referred to the "Business Service Outreach Plan 2013-2016 in the meeting packet and provided an overview. She indicated that the overall framework of this plan aligns to the Business Services mission, which is to develop a seamless service delivery system for businesses, to ensure a single point of contact to delivery of training and employment services. The outreach plan is designed to increase the number of businesses that use WCF's products and services. Mr. Neal stated that a survey will be conducted to obtain feedback from employers using, and not using WCF services, in order to identify the current and future need for services. This is a great tool for not only WCF but also for the chambers and other stakeholder partners. The question is who should take the lead on crafting and facilitating the survey. Dr. Shugart replied that an independent team brand could be created and a consortium of educational institutions could partner with economic development organizations or other business service stakeholders to include HR people from key companies. Mr. Beliveau commented that, based on complaints he has heard from employers, the survey should not be lengthy/cumbersome. Ms. Holmes replied that the survey will be streamlined, with 12 major questions – also the key information that employers provide on the survey will be transferred applications, i.e. EWT, OJT.

Dr. Shugart commented that a one-stop resource website could be developed for this region that regularly gets updated – this would be a "talent website" to see what the talent pool is in this region. It would include economic/ecological indicators, estimated number of people in skills trades, where in the region there are shortage/skills gaps, number of graduates per major. Companies could attain information from this website to help them in their decision making. This could be funded by sources other than WCF. When the team is pulled together for the survey development/facilitation, this website idea could be discussed as well. Ms. Brandon concurred this would be a great resource for the community. Mr. Neal also concurred, if skills gaps information can be captured this would be valuable. Mr. Beliveau added that Lake Tech and Lake Sumter-Sumter campus should be included on the team.

Dr. Shugart stated that the committee will review this plan and come back to the next meeting with their input and questions. Also at the next meeting there will be a focus on the metrics of this plan. Ms. Brandon added that the business services survey discussion should be included on agenda as well for next meeting.

Mr. Walter advised that with regard to "Goal 3: Increase the number of skilled workers within the five-county region" – agriculture should be included as a targeted industry. There is a lot of agriculture in Osceola County and training dollars would be very helpful for this industry. Mr. Beliveau concurred, especially since agriculture is changing to automated systems. He added that in Sumter County of over 80% use of the land is in agriculture. Dr. Shugart asked staff to research this and visit the significant agricultural employers in these counties.

Local Performance Metrics

Mr. Neal reviewed the "Dashboard Measures" handout. An additional quarter was added to compare last quarter, last program year (Apr-Jun '13) with previous quarter (Jan-Mar '13). The chart is broken down in three large categories: Customer Relationship Management, Activities and Outcomes. The latter two measure level of service by number of placements and number of job seekers. Dr. Shugart asked if staff is still building data for the Customer Relationship Management category. Ms. Blanco stated that the first survey will go out in Oct '13 for first quarter (July thru Sep '13) – they will survey to a good pool of individuals vs. just those individuals in the resource room that were surveyed in the past. WCF should receive a good response. Ms. Brandon asked if the committee can see more than just the previous quarter, can each quarter be added so trends can be monitored. Dr. Shugart commented that also year-to-year comparison should be included, to monitor trends from year-to-year. Mr. Walter commented that staff should put this in

graph format as a better way to see the trends. Dr. Shugart asked the staff to provide interpretation (bulleted) of the data – explaining what patterns they see and what does it mean. Mr. Sweat asked how confident are we regarding the source of the data. Mr. Neal replied that data is pulled from EFM and federal reports. He is confident that the data entered by staff is accurate; however with regard to the data that is inputted by job seekers, they have no control over this. Dr. Shugart asked staff to incorporate the comments made by the committee into the next report, and they will review at the next meeting.

Training Trends

Ms. Hinton reviewed the PY 12-13 Training Enrollment Summary - by providers and by programs. This is enrollment, completion and placement data from the top training providers and the top programs. Some of the participants enrolled are still in training, so their outcomes would not be seen until PY 13-14, so cannot compare enrolled vs. completed within a specific time period; training programs vary in length. Dr. Shugart suggested conducting cohort studies which is a better way to look at program effectiveness, so the ultimate impact can be determined. Mr. Michaels commented that finding out how many dropped out and why is also important information. Dr. Shugart stated that the handling of all potential outcomes can be further discussed at the next meeting.

Date for Training Provider Workshop

Dr. Shugart stated that the purpose of the workshop is to have existing and new training providers review and provide their input on potential criteria for selection. Dr. Shugart indicated that he will be present at this workshop and welcomed the committee to attend. A survey for dates for this workshop will be sent to the Program Review Committee, and then staff will reach out to the training provider community with regard to the workshop.

Upcoming Program Review Committee Meeting

Mr. Neal stated that he will survey committee for date of their next meeting.

CHAIR'S CLOSING REMARKS

Dr. Shugart thanked those who attended today's meeting.

There being no further business, meeting adjourned at 10:02 am.

Respectfully submitted,

Kaz Kasal
Sr. Administrative Assistant