Program Review Committee Meeting

WCF Admin Office
707 Mendham Blvd., Suite 250
Orlando, FL 32825
Friday, April 26, 2013
8:30 a.m.

MINUTES

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

WELCOME & CHAIR'S REMARKS

Welcome
Dr. Shugart called the meeting to order at 8:30 am and welcomed those in attendance.

Introductions
Mr. Walters, President of Hanson, Walter & Associates, Inc. introduced himself and expressed his appreciation for being welcomed on this committee.

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 2/22/13
Mr. Walters made a motion to approve minutes from 2/22/13 meeting. Dr. Shugart seconded, motion passed.

INFORMATION/DISCUSSION ITEMS

Occupational Training Data
Mr. Neal indicated that this was an item on the last meeting's agenda that was moved to today's agenda. Mr. Neal stated that the prior policy restricted Individual Training Accounts (ITAs) to the top 20 occupations. The state produces a Training Occupational Listing (TOL) on an annual basis, by the workforce estimating conference. Occupations are reviewed to ensure that they meet a certain threshold for projected growth and wages. Each Regional Workforce Board (RWB) takes into account their own regional labor market – if local employers have a demand, this data can be provided to the State so it can be added to the regional TOL. Last year the current board approved an expansion of eligible training programs to include all occupations on the TOL. Mr. Neal referred to a spreadsheet that showed all of the eligible training providers in our region and

the eligible programs. The yellow highlighted rows are programs that were added as a result of expanding the TOL. Some programs have open enrollments and can start any time, other programs are semester-based. Mr. Bough asked if all training providers received funds from WCF? Mr. Neal replied that yes, this report is showing the number of participants receiving WCF funds.

Ms. Hinton indicated that the programs where many of the participants are attaining training is in the following areas: medical technicians/assistants, computer and AC/heating refrigerator repair.

Mr. Walters asked if WCF goes to training providers, or if training providers come to us. Mr. Neal replied that come training providers come to WCF; however the management team is being proactive and meeting with training providers (where the bulk of the students are attending) to understand each other's processes. Also, to further increase quality and number of enrollees, WCF staff are stationed on-site at the campuses to help students with financial assistance through ITAs. This will help to meet the requirement of at least 50% of WIA Adult and Dislocated Workers' funding getting expended in training. Also WCF's work experience programs are counted toward this 50% requirement.

Mr. Walters asked if WCF maps where all the training provider locations are in comparison to transportation network – is it easy to get to these locations, especially for people in rural areas? How well are we serving the whole region? Ms. Nabors replied that staff can pull this data together and map it out.

Ms. Nabors stated that at the last board meeting, the board reviewed a presentation on advance manufacturing training and discussed creating strategies of going to colleges, technical centers, etc. to urge these institutions to offer manufacturing training. Funding more training in STEM (Science, Technology, Engineering and Math) fields would be beneficial and help fill jobs in the business community.

Mr. Beliveau commented that only 722 students were enrolled in PY 11-12. Dr. Shugart replied that this was before the policy changed, when it was more restricted. Now that the board approved expansion to all on TOL (Training Occupation List), this region should see a substantial increase in enrollments by next fall.

Mr. Sweat asked about forecast expectations on grants. Ms. Nabors replied the focus is to push funds to training as much as possible, whether it toward ITAs or work experience. Earlier this week at a meeting with Valencia College and staffing agencies, the staffing agencies relayed that there is a large demand for individuals who are certified, such as a forklift operator. These types of certification trainings are short, so an individual can quickly attain a certification and get a higher paying job. Dr. Shugart commented that it is important to build partnerships with staffing agencies; this is an effective way to help get more people placed. Mr. Neal added that staffing agencies were also indicating that they are not placing people in entry level positions, and this is what WCF does all the time.

Dr. Shugart asked Ms. Hinton what she sees as most encouraging in training programs. Ms. Hinton replied that she would like to see more utilization of fast-track training; this gives people quick training to work. Also, as unemployment goes down people choose not to go into long term training.

Local Performance Dashboard Update
Mr. Kunerth referred to a document entitled "Draft Dashboard Measures – 1/1/13 – 3/31/13" – and relayed that the dashboard measures include all programs (Workforce Investment Act, Wagner-Peyser, Welfare Transition, and Supplemental Nutrition Program). Mr. Kunerth explained that the measures are grouped by level of service and provided an explanation of each service level: online, basic, intensive and training.

- Online service level - self-assisted services available through EFM (Employee Florida Marketplace) – where individuals can job search, create resume and access LMI (Labor Market Information), etc.
- Basic service level - staff assisted services for resume creation, job referrals, assessments, support services and seminars.
- Intensive service level – staff assisted career planning and guidance, interest and aptitude testing, internships, work experience, short-term pre-vocational services, referrals to additional programs
- Training – Individual Training Accounts (ITAs), Employed Worker Training (EWT), on-the-job training (OJT) and customized training.

With regard to Customer Relationship Management, staff is proposing to survey customers based on last received service by different levels of services. Dr. Shugart asked if this is for the job seeker client? Mr. Kunerth affirmed. Also staff are proposing to expand survey from just being offered in the resource rooms (where job seekers complete on their own if they choose) - to emailing to all individuals served, so that more data can be attained. Ms. Blanco added that the customer surveys would be done on a quarterly basis to get better data and establish trends, which would be shared with the committee.

Mr. Walter asked for further explanation under the "Activities" section on "# of Services Provided" and "# of Job Seekers." Mr. Kunerth replied that, for instance, with regard to Online services, under "# of Job Seekers" there were 24,394 unique individuals using online services and 309,757 under the "# of Services Provided" is the frequency that these 24,394 used these online services.

Dr. Shugart stated that at the last committee meeting they discussed the three categories: customer relations management, activities, and outcomes as the three lenses of focus.

Dr. Shugart asked about training level service and if work experience should be under this level. Mr. Neal replied that work experience was placed under the intensive level – WIA has three categories: core or basic, intensive, and training. Subsidized work experience is an intensive service under federal classification, but is counted toward the 50% training requirement.

Ms. Nabors suggested that measures could also be grouped by program so the committee and board can make sure each program is reaching its goal, and as budget fluctuates it can be determined how to adjust goals. Dr. Shugart concurred it would be good idea to see both across categories and also by program. The committee concurred – it is important to make sure each program is meeting goal/going in the right direction.

Ms. Nabors commented that with regard to online services, which is the most basic service funded by WP – it is difficult to measure our system's impact. Dr. Shugart concurred – with web-based services, since it is hard to tell the value/outcome, instead it has to be inferred.

Mr. Walters asked if there are other measures that track results on how many individuals are placed and how much time was spent to get a job?   Mr. Kunerth replied that WCF can count as placement up to 6 months from when an individual last received a service. For instance, if an individual received a service 5 months ago and then got a job, this would be counted as a placement. Mr. Walters asked if there is any duplication from quarter to quarter. Mr. Kunerth replied that placements would not be counted in next quarter.

Mr. Sweat questioned "Average # of Services to Placement" – what does average mean? What action does this information drive? Dr. Shugart suggested that in the "Outcomes" section to include "# of Job Seekers", as this shows how many were served altogether.

Mr. Kunerth reviewed the two maps entitled "Staff Assisted Job Seekers PY 12-13 YTD by Zip Code" and

"Self-assisted Job Seekers PY 12-13 YTD by Zip Code" – the redder the area within the 5-county region, the more intense the number of job seekers. Mr. Kunerth commented that not much has changed in distribution of job seekers on either staff-assisted or self-assisted, so they will pull data again at the end of the year. Mr. Kunerth added, alluding to Mr. Walter' comments earlier in the meeting, that something similar to this can be mapped out on training providers vs. transportation network.

Training Provider Policy
Mr. Neal referred to the document entitled "Eligible Training Providers" - which shows current requirements for new and existing training providers in one column and proposed changes for new policy requirements in next column. The state has developed draft guidance, so some of these concepts were incorporated in this draft. There will need to be two tracks for eligibility – 1) automatic: providers/programs that receive federal funds, 2) non-automatic: application process – at board's discretion on minimum qualifications for providers to become initially eligible, then annual review of data to maintain eligibility. Staff is proposing to set minimum performance level for eligibility to include at least 70% placement rate. Ms. Nabors added this would include all students, not just those under WIA. Mr. Neal stated that decide on application requirements for eligibility, set up additional requirements for providers to meet as well as have to be on TOL. With regard to online courses, must include class component – cannot be 100% online.

Mr. Neal advised the next step would be to set up a workshop and invite training providers to provide their input on proposed changes.

Ms. Nabors suggested that the committee may want to consider other platforms for learning such as "Drupal" – Dr. Shugart indicated that wording could be added in the policy such as "except by expressed permission" – so as to allow for significant cohorts.

Mr. Walter asked for the TOL list. Mr. Neal stated that 13-14 TOL and crosswalk will be distributed out to the committee today.

Individual Training Account Policy
Ms. Hinton referred to the document entitled: "WCF Individual Training Account (ITA) Policy" – reviewing the following highlights on major proposed changes:

- Page 3, 2nd bullet from bottom – "The customer must not have received an ITA through WCF in the past 5 years or expended $8,000..."
- Page 4 – towards bottom – made this language clearer with regard to when customer drops out or changes courses.
- Page 5, A. 1. – for private providers "Private institutions bill 50% upon enrollment and 50% upon completions.." and receive documentation of credential.
- Page 5 – "Exceptions" – made this language clearer with regard to who is served if studying for bachelors, masters or doctorate degrees.
- Page 6 – "Satisfactory Progress" - will send further updates on this.

Dr. Shugart stated that information received today will be reviewed and studied for further discussion at the next meeting. No action will be taken on this today.

OTHER BUSINESS
Mr. Alvarez reviewed the document entitled "Source of Funds FY 2013-2014 with Comparisons" and reviewed the following:

- Carry Forward Funds: $9.8M was carried in from FY 11-12 to FY 12-13 and $15M will be carried in to FY 13-14.

- New Allocation for FY 2012/2013 – received preliminary numbers for WIA and WP, the rest of the projections are still in discussion with DEO. The smaller funds – Veterans, FSET - there will be a 5% cut from prior year. The biggest cut will be with WT, which will be a 22% decrease.

Dr. Shugart commented that this will mean harder work to spend more funds in WIA core services and find ways to provide meaningful quality services in TANF with less funds. Ms. Nabors indicated it will be important to identify priorities for program services. Staff to provide to committee suggestions how to effectively service with $1.5M less and look at caseloads – statewide requires WT 50% be in work activities or federal government penalizes on TANF block grant if not meeting participant rate.

CHAIRMAN'S CLOSING REMARKS
Dr. Shugart thanked the efforts of the WCF staff and committee. Dr. Shugart asked staff to have a one-on-one meeting with Mr. Walters to orientate him on the programs.

UPCOMING MEETINGS
Ms. Nabors stated that the Finance Committee will be meeting on 6/3/13 and the Program Committee will need to meet and weigh in on budget priorities.

The committee discussed and decided the next Program Review Committee meeting will occur on 5/30/13. Ms. Kasal will send out notice on the rescheduled meeting.
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There being no further business, meeting adjourned at 10:13 am.

Respectfully submitted,

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Kaz Kasal
Sr. Administrative Assistant