

## Program Review Committee Meeting

CareerSource Central Florida Admin Office  
707 Mendham Blvd., Suite 250  
Orlando, FL 32825  
Friday, December 5, 2014  
8:30 a.m.

### MINUTES

**MEMBERS PRESENT:** Dr. Sanford Shugart, Greg Beliveau, Paul Bough, Eric Ushkowitz and Larry Walter

**MEMBERS ABSENT:** Dr. Angela Adams, Leslie Hielema, Brian Michaels, and Tirso Moreno

**STAFF PRESENT:** Pam Nabors, Mimi Coenen, Homer Boone, Nilda Blanco, Chad Kunerth, David Lowell, and Kaz Kasal

#### **1. WELCOME & CHAIR'S REMARKS**

Dr. Shugart called the meeting to order at 8:33 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 9/12/14**

Mr. Walter made a motion to approve minutes from the 9/12/14 meeting. Mr. Beliveau seconded, motion passed.

#### **3. CareerSource Central Florida Program Review (What is currently in place?)**

A. 90-Day Assessment, Initial Observations Since Becoming Operations Officer

Ms. Coenen referred to the document entitled "90-Days On-The-Job Observations" and discussed her observations of the last three months on the current overall programmatic operations of CareerSource Central Florida. These observations were broken down in the following categories: in-house talent, business services, training providers, community partnerships and overall climate. Ms. Coenen stated that overall, staff need to collaborate better across each other's teams and as well as with community stakeholders and training providers in order to better impact the effectiveness and quality of the organization's deliverables. Dr. Shugart commented that the Program Committee has been instrumental in stabilizing and rethinking the metrics. It will be important to keep in alignment with community needs and have more strategic program planning to feed to the rest of the organization.

B. Pre-Screening Pilot Project

Ms. Coenen explained that positions can be posted in Employee Florida Marketplace (EFM) two ways: 1) with the employer's information provided and applicants can apply directly, or 2) posted with the employer's information not shown or "suppressed" and applicants are pre-

screened by CareerSource Central Florida staff. Ms. Coenen referred to the “New Job Order Suppression Flow Chart” which shows the process flow of a “suppressed” posting (job order): from the employer communicating their needs/expectations of the job candidate to the Business Account or Local Veteran Rep, to staff using their expertise to screen and provide the top candidates back to the employer. Ms. Coenen stated that pilots on this process are currently running at the centers. Dr. Shugart asked how success and employer satisfaction will be measured. Ms. Coenen replied that staff will compare placements made with this pilot process vs. prior to this process, and also measure the length of time it takes to fill a job. Staff will also conduct employer satisfaction as we get more strategy with WIOA. Ms. Coenen stated that this pre-screening process will provide a service of more value and quality to the employer. Also, for those applicants who did not get through screening process, staff will work with those individuals to improve their job readiness skills.

C. Sector Spotlight – UCF STEM Sponsored Internships – Fall 2014 Student Showcase

Ms. Coenen stated that goal with the UCF STEM internship program is to get junior and senior students, who are qualified as WIA eligible, into the work environment through paid internships, giving them valuable work experience and connection with employers. A video clip was shown of an employer, NexGen Global Technologies, which Peggy DeFilippo, Chief Operating Officer commended the two interns that worked at their company. Both had a strong technical background and willingness to learn about the business, and in particular working as a team to resolve challenges. Ms. DeFilippo stated that NexGen Global Technologies hired one of the interns who completed the program, and they are hoping to hire the second intern as well. Ms. DeFilippo stated that their company has been proud to be part of this great program.

4. Budget / Program Metrics (How are we doing?)

A. Operations Report/Local Dashboard-Federal Measures

Ms. Coenen reviewed the “Operations Report – Data as of 7/1/14 to 10/31/14” and reviewed enrollment goals and budget vs. actual as well as placement outcomes on short term training contracts, grants and partnerships. Dr. Shugart asked if the short term training contracts were performance-based. Mr. Boone replied that the training providers are paid per person. Dr. Shugart commented that outcomes are important and a balance between volume and value should be factored in to the reimbursement. Ms. Nabors suggested that the committee could review to determine continuance of these short term training contracts. Dr. Shugart affirmed the committee should be involved in these discussions, especially trainings in areas of high demand that provide quick training for higher pay. Ms. Coenen also reviewed business services performance, which is a state-driven metric and data from the State’s monthly management report which included CareerSource Central Florida’s rankings per measure in the State. The federal measures are not included, as there is much more lag time with this data. Dr. Shugart suggested that staff should plan expenditure goals per quarter, since each quarter is not equal – this will provide a better sense on the plan’s performance.

5. CareerSource Central Florida Program Strategy (What do we need to do?)

A. Increase Efficiency of ITA Protocols – Establish Distinct Open Enrollment Periods

Ms. Coenen stated that training providers need to have a better understanding that CareerSource Central Florida provides funds to those who are in need of training in order to attain work vs. being a source of financial aid. Staff is recommending that there be two

distinct open enrollments periods during the program year, which fall in line with the school period/semester. In between these enrollment periods, staff will work with and coach customers to make them job ready. This proposed process will switch the focus more strategically towards quality and job attainment outcomes vs. quantity/enrollments. Enrollments will not be limited; there is still a target number of ITAs to reach; this is just a more strategic enrollment pattern and more in alignment with new WIOA legislation. Staff will bring back ideas on how to operationalize this process. Ms. Coenen stated that staff will be meeting with training providers next week to review ITA protocols.

B. Develop ROI for Better Client Choice/Guided Pathway

Ms. Coenen will be working with staff to develop more strategies on program delivery. She shared that the committee is encouraged to weigh in on all concepts presented for better service delivery.

Dr. Shugart commented that “guided pathway” is the new buzz word in employment/training – vs. implied value of “choice.” Customers will still be offered options but less choice once a pathway is identified for the individual.

## 6. Action Items

### Eligible Training Providers

- 1) I.T. of Central Florida Vocational School (Medical Assistant, Medical Billing and Coding)
- 2) J & J Healthcare Institute (Medical Assistant, Patient Care Technician, Pharmacy Technician, Phlebotomy Technician, Practical Nurse)
- 3) Med-Life Institute (Practical Nursing, Nursing (A.S.))
- 4) Sumter District Schools: Career & Adult Education (Nursing Assistant (Long-Term Care), Air Conditioning Refrigeration & Heating technology 1)

**After review and discussion, Mr. Bough made a motion to move for Board approval the above eligible training providers and their programs, as listed. Mr. Ushkowitz seconded, motion passed.**

Ms. Nabors stated that with the new WIOA legislation, workforce boards will have the ability to guide on decisions relating potential student debt – this can be factored in as part of criteria in programs to be approved. Also, the President signed an executive order on student debt – this will serve as additional guidance to support these decisions. Dr. Shugart added that the eligibility criteria for training providers will be further reviewed/refined over the next several months, especially in consideration with the new WIOA legislation. It is important to make good decisions on this in support of helping students make good decisions. The committee concurred.

**7. Other Business**

Ms. Coenen stated that CareerSource Central Florida is looking for a candidate to fill the new position of Director of Business and Professional Services. It is important that this candidate have an economic development/sales background and experience in running a sales team, as well as an ability to engage in the community.

At the committee's concurrence, in the event that Dr. Shugart is not able to attend the 12/11/14 Board Meeting, that Ms. Coenen would present the Program Review Committee's report.

**CHAIR'S CLOSING REMARKS**

Dr. Shugart thanked those in attendance.

There being no further business, meeting adjourned at 9:48 am.

Respectfully submitted,

Kaz Kasal  
Administrative Supervisor