

Program Review Committee Meeting

**Valencia College – West Campus
1800 South Kirkman Road
Orlando, FL 32811
Building 14, Room 100
Friday, September 14, 2012
10:30 a.m.**

MINUTES

MEMBERS PRESENT: Dr. Sanford Shugart, Greg Beliveau (via phone), Wendy Brandon, Tirso Moreno, and Eric Ushkowitz (via phone)

MEMBERS ABSENT: Brian Michaels and Richard Sweat

STAFF PRESENT: Pam Nabors, Kevin Neal, Joyce Hinton, Homer Boone, Leo Alvarez, Anika Holmes and Kaz Kasal

WELCOME & CHAIR'S REMARKS

Introductions

Dr. Shugart called the meeting to order at 10:45am, welcomed those in attendance and introductions were made.

Roll Call/Establishment of Quorum

Dr. Shugart established that there was a quorum present.

Public Comment

Agnes Santori introduced herself and stated she was interested in the programs. She had no further comment and came primarily to observe the meeting

APPROVAL OF THE MINUTES FROM 8/16/12 MEETING

After review, Greg Beliveau approved the minutes from the 8/16/12 Program Review Committee meeting. Ms. Brandon seconded, motion passed.

INFORMATION/DISCUSSION ITEMS

WCF Report Templates

Mr. Kunerth provided an overview of WCF activities with programs and services. Referencing the "Numbers at a Glance for August 12" flyer – he noted that there has been an increase in traffic coming into the centers and a decrease in use of online services. He also noted that our state ranking for August 2012 was 22.

Ms. Nabors pointed out that there is potential duplication with job openings, which negatively impacts our ranking.

Dr. Shugart stated that this duplication issue results in misleading placement measures, and seems to be an unstable measure. He advised staff to produce alternate metrics using our actual data of number of

placements, compared to the size of our workforce and determine trends. The committee will review and discuss to determine if the alternate measure is useful.

Ms. Brandon asked if this measure is not reliable in this region, would it not be reliable in the other regions and then perhaps the ranking would still be relative because all regions have the same data. Mr. Neal stated no, it is not relative across all regions since some have found ways to “game” the system.

Dr. Shugart suggested that staff add options to measure impact:

- 1) Evaluate placements month-by-month
- 2) Compare placements to universe of customers in centers
- 3) Index of placement to size of our labor market

The committee will review and determine if these alternate metrics give us a better sense of how WCF is doing. The committee will review first before providing to full board.

Ms. Brandon asked if there will be comparison with other regions. Dr. Shugart concurred that a comparison should be made with the top six regions that are like in size with WCF. Ms. Nabors provided an overview of the demographics data. Referring to the handout, this data captures all participants who received a service from WCF by county - by race, ethnicity, age and education respectively. Ms. Nabors noted that a good portion of participants chose not to disclose their ethnicity. Mr. Beliveau asked if this measure was needed. Ms. Nabors responded that this measure helps to identify where there may be language barriers. Mr. Beliveau pointed out that 60% of participants having only high school diploma or some college is really telling; there is a definite need for training. Dr. Shugart advised that the dashboard needs to describe how many people are really receiving services vs. just hits on the website. Of those receiving services, how many people are receiving job development assistance and how many are in training. Ms. Brandon added it would also be helpful to rate the 60% (with only high school diploma or some college), how many of them are in our programs.

Ms. Nabors indicated that of the population currently unemployed, many cannot find a job due to the lack of skills that employers are seeking.

Mr. Beliveau concurred and indicated that there is an employer in Lake County that has not been able to fill a highly technical, computer position for eight months. These hard-to-fill jobs need to be looked at – we need to determine what is needed: technical certification or further education and degree.

Dr. Shugart suggested we should refer to labor market chart – bar chart: level of vacancy and level of clients served.

Dr. Shugart suggested that staff include in the “Numbers at a Glance” report:

- 1) Identify actual counties being compared
- 2) How we are serving the various populations, volume data

We can combine these two measures later to answer the strategic question: how much are we contributing to outcomes.

Mr. Moreno stated he would like to see a breakdown of rural vs. urban population – density. Ms. Nabors concurred and will research.

Dr. Shugart commented that staff should analyze the effectiveness of the distribution of services to the whole region vs. our locations.

Ms. Nabors indicated that staff are currently evaluating locations and mobile units to determine where to relocate centers and where to redeploy the mobile units more strategically.

Dr. Shugart commented that there are many people who are “voiceless” and missing access to our services. Ms. Nabors concurred and stated that she recently visited the Coalition for the Homeless of Central Florida and observed that there is a significant need for more intensive services for this population.

5-Year Plan Process - Update

Ms. Nabors provided an update on the 5-year plan process. A draft of the plan is due to DEO by October 1, 2012. DEO will review the draft and respond back with questions and comments, which will require our review and updates. During this same time period (30 days) the public can also provide their comments. The draft should be finalized and approved in December, 2012.

Ms. Nabors indicated that the Public Forum on Monday, September 10, 2012 was well received. We had good participation and received input on how WCF services are perceived and suggestions for a more customer-centric approach.

Ms. Nabors reviewed the “WCF – 5-Year Plan Strategy” handout, which consists of two columns “WCF Past”, where we were before the recession, and “WCF Future Vision”, where we are now coming out of the recession.

Dr. Shugart asked that “WCF Future Vision” be changed to “WCF Future Focus”. He also added that significant input is still needed from staff and committee.

Mr. Beliveau commented that the assessment component and getting input from customers is good – we need to make sure we are finding out from them what is working and what is not working. Ms. Nabors replied that WCF has a survey for customers to provide feedback, but more specific questions should be added and also provide a survey when customers have completed services received and determine whether they have attained a job.

Mr. Neal explained that under federal regulations, USDOL requires that the state submit a plan. Historically, this has been a compliance plan; compliance processes are in place for the programs. This year, a strategic component has been added to the 5-year strategic plan. Mr. Neal stated that this plan is a living document that will continue to evolve even after it is finalized. As changes in the organization and environment occur, the government recognizes and anticipates that there will be modifications made to the plan and there is a process for submitting modifications.

Ms. Nabors stated that board will need to weigh in on the draft plan, especially the strategic component, and prioritize in order to come up with the final vision for WCF.

Ms. Brandon made a motion for the Program Chair and CEO to submit draft plan to the board for review and further input. Mr. Moreno seconded, motion passed.

ACTION ITEM

Training Provider – Request for Approval

Ms. Nabors indicated that Rose Training Institute has met all criteria and is ready for the committee’s review for Board approval.

After review of criteria and discussion, Ms. Brandon made motion to recommend Rose Training Institute (to

offer training in the following programs: Practical Nursing, Medical Assistant and Phlebotomy) to the Board for full approval. Mr. Moreno seconded, motion passed.

CHAIRMAN'S CLOSING REMARKS

Dr. Shugart extended his appreciation to the staff for the energy that went into responding quickly to prepare after the Public Forum.

Dr. Shugart asked staff to provide a graphic on who the customers are, that the committee can continually reference when reviewing programs and program outcomes.

Dr. Shugart stated that compared to 15 years ago, only 10% are on welfare in Florida – and of this 10% are those who have remained on welfare for a long time. Also only 2% of Florida businesses pay taxes. At some point down the road, a factual narrative needs to be told.

UPCOMING MEETINGS

The committee decided to regularly schedule their meetings on the last Friday of each month from 8:30am to 10:00am, all occurring at the WCF Admin.

The next Program Review Committee Meeting will be Friday, October 26, 2012, 8:30am to 10:00am, WCF Admin.

Dr. Shugart thanked those in attendance for coming.

There being no further business, meeting adjourned at 12:00pm.

Respectfully submitted,

Kaz Kasal
Sr. Administrative Assistant