

Program Review Committee Meeting

WCF Admin Office
707 Mendham Blvd., Suite 250
Orlando, FL 32825
Friday, January 25, 2013
8:30 a.m.

MINUTES

MEMBERS PRESENT: Dr. Sanford Shugart, Dr. Angela Adams (via phone), Greg Beliveau (via phone), Wendy Brandon, Steve Clelland (via phone), Brian Michaels, Richard Sweat and Eric Ushkowitz (via phone)

MEMBERS ABSENT: Paul Bough and Tirso Moreno

STAFF PRESENT: Kevin Neal, Pam Nabors, Leo Alvarez, Nilda Blanco, Homer Boone, Steve Clelland, Joyce Hinton, Anika Holmes, Chad Kunerth, Kaz Kasal and Jennifer Wilson

WELCOME & CHAIR'S REMARKS

Dr. Shugart called the meeting to order at 8:30am, welcomed those in attendance and introductions were made.

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 12/4/12 MEETING

Mr. Michaels made a motion to approve the minutes from the 12/4/12 Program Review Committee Meeting. Mr. Sweat seconded, motion passed.

INFORMATION/DISCUSSION ITEMS

Mr. Neal stated that a year ago the Program Review Committee began to review performance metrics from the federal, state and local levels, and was provided data to look at how WCF performed in relation to these metrics. As this organization receives 100% in federal funds, we are bound to the federal goals and required to meet and/or exceed these goals. From the management team to the frontline, the new focus is to meet these performance goals. Mr. Boone and Ms. Hinton have educated staff on their performance goals, and these goals are now part of their individual annual performance goals.

Federal Common Measures

Mr. Neal provided an overview of the federal common measures. Mr. Neal indicated that it is important to understand the concept of the participant, which begins when a job seeker receives services and these services are tracked as activities in the system. An "exit" is determined when a participant goes 90 consecutive days without receiving a service, with no additional services planned. UI wage records are utilized to verify wage and employment data. Ms. Nabors added that the Wagner-Peyser program involves anyone receiving basic services: labor exchange information, resume assistance and utilization of Employee Florida Marketplace. If more assistance is needed and the individual has a barrier(s), then other programs

provide these more intensive services.

The committee reviewed charts of the 12 federal common measures which showed in line graph format quarterly measures from 1st quarter of program year 09-10 thru 1st quarter of program year 12-13. Ms. Nabors stated that WCF will be reviewing these measures going forward to make sure we are keeping on goal, as we are required to do.

Ms. Nabors referred the committee to the “WIA Literacy or Numeracy Gains” chart – WCF has been in single digits with this measure – we are currently not operating a program that addresses this, in order to increase this measure. Mr. Neal added that the challenge in the area of youth is that for the past few years this organization decided to just have a summer youth program; there has been no year round youth program. Ms. Blanco added that there is a significant number of youth that are basic skills deficient.

Dr. Shugart suggested it would be useful to put in the margin how many people are being served.

Mr. Neal stated, at the request of the Program Review Committee and approval of the Board, a Youth Committee has been formed and they are charged to come up with a plan to deliver youth services, which will include a year round program. This should help to increase the numeracy/literacy rates.

Mr. Neal stated that with regard to the adult programs, staff are currently looking at past data to determine what services produce the best outcomes. They are also looking at the characteristics of adults going into training – i.e. if they had a higher aptitude, scored better TABE - and are factoring in this information to see what the outcomes were. We are being more proactive advising people in order to improve outcomes. Mr. Michaels asked if this includes a comprehensive vocational evaluation – this is important as it helps to better counsel what training program an individual should choose. Mr. Neal stated that in the past customers could decide on whatever training they wanted. Now there is more focus on case managers looking at the participant’s circumstances and better guiding them to improve their outcomes.

Dr. Shugart commented that WIA Adult measures are generally at acceptable ranges, but the deep analysis should continue to fine tune the programs on participant capacity and need for higher placement. WP performance is at or above acceptable levels. Youth programs need to have more focus – we need to understand this population, develop/establish year round program, and look at outcomes on what to do in the literacy/numeracy area. Dr. Shugart suggested it would be useful for staff to take discussions at this committee meeting and put into written processes: here are the problems, here are the solutions. Ms. Blanco stated that she is tasked on this and is currently working on analyzing the measures to have accountability and alignment.

Dr. Shugart also advised that staff need to look at bottle necks in the system – when individuals get stuck, a triage needs to take place. Mr. Neal concurred – this is another area they are reviewing and addressing.

Mr. Sweat asked how we are compared to the other regions. Mr. Neal replied that they are looking at how WCF measures up against other like size regions and, if better, why – this is part of the analysis.

State Balanced Scorecard

Mr. Neal reviewed the state measures, the “State Balanced Scorecard” and the threshold indicators, measures not captured by federal measures. The state recognizes the dual customer: the job seeker and the employer, and encourages RWBs to engage employers and hard-to-serve serve populations. This report is currently in transition and new report is not out yet – the last report received was July 2012.

Local Placement Data

Mr. Neal reminded the committee that at a previous meeting, the Program Review Committee asked staff to develop some additional benchmarks in order to triangulate with the measures on Daily Placement Report. He asked Mr. Kunerth to provide a review on the data that was developed.

Mr. Kunerth provided charts on the following ratios: "Placements/RA (Re-employment Assistance)", "Placements/Labor Force" and "Placements/Unemployed" – with all measures compared to five other like size RWBs – from time period March 2012 to November 2012.

Dr. Shugart commented that, while differences are not widely varied, Hillsborough and Jacksonville outperformed us, especially in last few months. It would be good to look at these regions.

In review of the "Staff Assisted Placements/Total Placement" chart, Dr. Shugart suggested putting both numbers on this chart, include online %. Also need to show intensity of services/level of services provided: how many people received primary (non-intensive) services vs. more intensive services – 2nd level, 3rd level. Program mix will change when economy changes. Mr. Michaels suggested that a follow up take place – is individual happy once they are in their job, i.e. low wage, but with good benefits. Dr. Shugart suggested staff initiate a follow up system with sampling model to determine which services are most useful, chief obstacles, post-placement/non-placement, and satisfaction with job/benefits.

PROGRAM REVIEW

Business Services

Ms. Holmes provided an overview of the Business Services unit: where they were and where they are now; restructuring of the Business Services Team; and the four R's – Recruit, Retrain, Retain and React.

Dr. Shugart commented that a common weakness is employers are fatigued with unqualified applicants and applicants are fatigued with jobs not matching their skills. Mr. Beliveau concurred – he has consistently heard this same complaint in the community. Dr. Shugart stated that remarketing what the Business Services unit now provides will be important.

Dr. Shugart commented, with regard to Quick Response Training (QRT), the state writes the check to the company for development of HR resources/customize workforce training. If a company performs, then the training provider is reimbursed, if the company does not perform then the training provider has to collect money. Also, if the company leaves the area, the money goes with that company. Ms. Nabors stated that this can be addressed with WFI to look at more effective models that tie money to worker outcomes.

Dr. Shugart suggested that Ms. Holmes supplement the four categories – Recruit, Retrain, Retain, and React – to show how many individuals were served under each category, along with the performance metrics. Mr. Sweat concurred, clarifying the definition of success will help us see the impact. Ms. Nabors replied that staff will capture generate this data and bring to next meeting

Dr. Shugart commented that the changes/new strategies are sensible. Ms. Brandon concurred - proactive strategy is better.

The committee concurred that the Re-Employment Connection presentation, which was on the today's meeting agenda, would need to be postponed to an upcoming meeting.

Youth Committee

Ms. Nabors reported that the Youth Committee has had two meetings thus far: November 2012 and January 2013. The first meeting was introductory and the committee reviewed the Sunshine Law and public records. The second meeting was more in depth – Ms. Hinton and Ms. Wilson provided demographics on youth population in our region. A short survey was reviewed/discussed – this was sent out to youth program

providers for their input. This information will help see where there are gaps in services. WCF has 2.1M to invest for youth in at-risk youth services.

Ms. Nabors stated that over the past few years, WCF has only provided the summer youth program and not provided all services and follow-along activities that are required. This is why the performance measures are suffering, as not all the components are in place. The Youth Committee will be working on: size/scope of 2013 summer program, focus on foster youth, development of a pilot model for year round, Juvenile Justice discussion on model in place in region. A lot of good discussion, enthusiasm and engagement has transpired at the Youth Committee meetings - Mr. Michaels is on the Youth Committee. There will be procurement activity occurring which will involve/align with the Program Committee. Dr. Shugart asked if the plan is to scale back the summer program. Ms. Nabors affirmed - the intent is to serve youth in our region, identify existing programs and partner in order to best leverage funds. Ms. Nabors asked the committee if they know any youth providers to encourage them to take this short survey, which is on the WCF website.

TAACCT

Mr. Boone reviewed the TAACCT (Trade Adjustment Assistance Community College and Career Training) grant. This is a 4 year, \$15M grant funded by the U.S. Department of Labor to a consortium of 12 state colleges for the Florida TRADE (Transforming Resources for Accelerated Degrees and Employment) program. Valencia College is the designated training provider in our region. The mission of Florida TRADE is to improve upon Florida's existing training and education system in advanced manufacturing to help address the growing critical skilled workforce shortage faced by the state's manufacturing industry and related industry clusters. WCF is coordinating with Valencia College on the execution of this program. There will be 200 participants served: 1st year - 40 service, 2nd year 80 served and 3rd year 80 served. Average cost is \$4,200 per ITA. Dr. Shugart added that, although there is some capacity at the college, the advanced manufacturing training will mostly take place at manufacturing sites, since the equipment they are being trained on is already at the manufacturer's location.

CHAIR'S CLOSING REMARKS

Dr. Shugart stated at the next meeting, staff to provide for committee's review and discussion:

Update on program changes in REC

With the expansion of training providers - how much more being used

Review Dashboard, look at trends

Staff to bring their best thoughts, committee will review and test their logic

UPCOMING MEETINGS

Ms. Nabors indicated that next Program Review Committee Meeting occurs on 2/22/13 and both she and Mr. Neal will be in Tallahassee attending WFI meeting. Dr. Shugart replied to keep the meeting on the agenda and it will be decided at a later date if meeting should occur or be postponed.

There being no further business, meeting adjourned at 10:22am.

Respectfully submitted,

Kaz Kasal

Sr. Administrative Assistant