



## Career Services Committee Meeting

CareerSource Central Florida  
390 N. Orange Ave., Suite 700, Orlando, FL 32801

Thursday, November 9, 2017  
3:00 p.m. – 4:30 p.m.

**Conference Call-in phone number: (866) 576-7975 / Participant Access Code: 299848**

***Strategic Goals developed by the Board:***

- *CareerSource Central Florida will become business focused in all efforts*
- *CareerSource Central Florida will identify ways to measure progress and Return On Investment (ROI)*
- *CareerSource Central Florida will become the workforce intelligence organization for workforce development in Central Florida*

Agenda Item	Agenda Topic	Action Item	Info/ Discussion Item	Presenter (other than Chair or Committee Member)
1	Welcome			Dr. Kathleen Plinske
2	Roll Call / Establishment of Quorum			Kaz Kasal
3	Public Comment			
4	Approval of Minutes A. 10/4/17 Career Services Committee Meeting	X		Dr. Kathleen Plinske
5	Information/Discussion/ Action Items			
	A. Operations Report 1) Program Year 17-18 Performance 2) Challenges 3) One Stop Operator – 1 <sup>st</sup> Quarter 4) Hurricane Efforts		X	Robert Quinlan / Bradley Collor
	B. Youth Navigator RFQ		X	Paul Bough
	C. High Growth Industry Dialogue		X	Nilda Blanco
	D. Retreat Follow-up Discussion		X	Dr. Kathleen Plinske
6	Other Business			Mimi Coenen
7	Adjournment			

**Upcoming Meetings:**

- Board Meeting & Info Session: 12/14/17, 9:00 am to 12:00 pm / Lynx Office, 455 N. Garland Ave., Orlando, FL 32801
- Career Services Committee Meeting: 1/25/18, 3:00pm to 4:30 pm, CSCF Admin Office, 390 N. Orange Ave. Suite 700, Orlando, FL 32801

# CareerSource Central Florida

## Career Services Committee Meeting

**November 9, 2017**

# Today's Agenda

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1. **Welcome** *Dr. Kathleen Plinske*
2. **Roll Call/Establishment of Quorum** *Kaz Kasal*
3. **Public Comment**
4. **Approval of Minutes**
  - A. 10/4/17 Career Services Committee Meeting *Dr. Kathleen Plinske*
5. **Information/Discussion/Action Items**
  - A. Operations Report *Robert Quinlan/Bradley Collor*
    1. Program Year 17-18 Performance
    2. Challenges
    3. One Stop Operator – 1<sup>st</sup> Quarter
    4. Hurricane Efforts
  - B. Youth Navigator RFQ *Paul Bough*
  - C. High Growth Industry Dialogue *Nilda Blanco*
  - D. Retreat Follow-Up Discussion *Dr. Kathleen Plinske*
6. **Other Business** *Mimi Coenen*
7. **Adjournment**

**Welcome**

**Roll Call**

**Public Comment**

**Minutes**

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Youth Navigator RFQ

High Growth  
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Retreat Follow-Up  
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**Other Business**

**Adjournment**

# WELCOME



Welcome

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# Roll Call/ Establishment of Quorum



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# Public Comment



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# Approval of Minutes

*(Action Item)*

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## 10/4/17 Career Services Committee Meeting



**DRAFT**  
**Career Services Committee Meeting**  
**Wednesday, October 4, 2017**  
**8:00 a.m.**

**MINUTES**

**MEMBERS PRESENT:** Kathleen Plinske, Paul Bough, Wendy Brandon, Brian Michaels, Dorathy Nevitt, Jim Sullivan, Al Trombetta and Larry Walter

**MEMBERS ABSENT:** Michael Armbruster, William D’Aiuto, and Richard Sweat

**STAFF PRESENT:** Mimi Coenen, Nilda Blanco, Bradley Collor, Richard Matthes, and Kaz Kasal

**GUESTS PRESENT:** Ted Pobst / Division of Blind Services; Denise Hall / Florida Department of Corrections

Agenda Item	Topic	Action Item / Follow Up Item
1	<p><b>Welcome</b>  Dr. Plinske called the meeting to order at 8:14 am and welcomed those in attendance.</p> <p>Ms. Coenen announced that Dr. Plinske has agreed to co-chair the Career Services Committee alongside with Mr. Sweat.</p>	
2	<p><b>Roll Call / Establishment of Quorum</b>  Ms. Kasal reported that there was a quorum present.</p>	
3	<p><b>Public Comment</b>  None Offered.</p>	
4	<p><b>Approval of Minutes</b>  3/23/17 Career Services Committee Meeting</p>	<p><b>Mr. Michaels made a motion to approve the minutes from the 3/23/17 Career Services Committee meeting. Mr. Bough seconded; motion passed unanimously.</b></p>
5	<p><b>Information/Discussion/Action Items</b>  The following was reviewed in the PowerPoint presentation (attachment):</p> <p><u>Career Services Committee Charter</u>  Ms. Coenen referred to the Career Services Committee Charter (attachment) and stated that each committee reviews their respective charters on an annual basis, at the beginning of each fiscal year. The Career Services Committee concurred that there are no needed changes to the Charter at this time.</p> <p><u>Operations Report</u>  Program Year 16-17: 7/1/16 thru 6/30/17 Performance:</p>	



Mr. Matthes reviewed the following performance data for 16-17:

- Direct placements: exceeded goal by 16.5%.
- Number of repeat business job orders: met 93% of goal – this year shifting to more focus to businesses within CSCF’s targeted industries.
- Timeliness in filling job orders: 48% filled within 30 days, CSCF will focus on increasing this percentage this year.
- Average wage: met 84% of goal. Although CSCF provides support to employers that provide both low to mid-level wages, there is continued focus to attract employers with higher paying specialty jobs to help increase average wage rate.
- Number of businesses using CSCF: exceeded goal by 14%.

Mr. Coenen reviewed High Grown Industries (HGI) expenditures and performance for 16-17, stating CSCF exceeded goals with HGI training completers and number of training completers in both CSCF and non-CSCF jobs. This year there will be continued focus to increase placing more completers into HGI CSCF jobs. Spending in HGI was at 89%, slightly below 95% goal.

Dr. Plinske questioned the wage metric since the goal wasn’t met, yet staff is recommending increasing it going forward. Ms. Coenen clarified that previously CSCF tracked the wage of those placed in general job orders. Going forward, CSCF feels tracking the wage of those receiving training dollars was a better metric for determining both effectiveness of training and ROI.

Ms. Coenen reviewed the following youth performance goals for 16-17:

- 293 youth earned credentials, below goal of 500 – this is due to decision to provide more meaningful, career-focused (vs. quick) credentials which take longer to achieve. Many youth are still actively progressing towards their credentials
- 351 youth entered into military, employment, apprenticeship, or post-secondary education. Below goal of 450 – as this is CSCF’s first year providing youth services in-house, first two quarters did not yield a large number of enrollees. Currently enrollees have increased and many are still engaged in activities.
- 314 youth entered training in HGI – below goal of 400 as many youth are still working on basic

education, then they will go into HGI training. Also, some of the youths' interests do not align with careers in HGI.

- 52 youth earned high school diploma or equivalent. Goal was 75. The majority of youth looking to acquire their GED are basic skills deficient – 8<sup>th</sup> grade or lower. CSCF continues to build partnerships with adult education centers to help increase this goal.
- 531 youth enrolled, exceeding goal of 500. Momentum of program took 2 quarters to build. Currently getting more traction with enrollments in the entire region.

Mr. Collor reviewed some youth success stories.

Ms. Coenen reviewed the results of the training program analysis over the last few years and Mr. Collor provided 17-18 changes based on this analysis to include more focus on short-term trainings (1 year or less), which has resulted in better results/more placements and removing programs not meeting the 75% completed and 75 placed threshold.

Mr. Michaels advised that CSCF should not lose sight of longer-term training for those individuals desiring to advance in their career path. Customers will continue to come in and out of CSCF services vs. one time. Ms. Coenen affirmed and stated this option is available on a case-by-case basis.

Revised Metric Recommendations:

Ms. Coenen reviewed the revised metrics for 17-18, as highlighted in red and noted any new metrics. With regard to the average wage target goal of \$14.23, Ms. Blanco provided an overview of the sources she referenced to determine this target goal.

Ms. Brandon asked if CSCF tracked jobs with benefits. Ms. Coenen will research this and, per Mr. Michaels suggestion, add this question, “Do you receive benefits” to the customer satisfaction survey.

Mr. Walter asked if “Project Restore” – the program providing temporary jobs to help non-profit organizations affected by Irma will impact the 17-18 metrics. Ms. Coenen replied no, this is separate funding specifically for the post hurricane humanitarian recovery efforts.

Construction Dialogue

**Mr. Michaels made a motion to forward the revised metric recommendations for FY 17-18 to Board for approval. Mr. Bough seconded; motion passed unanimously**

*Staff to track jobs with benefits in their surveys to customers.*

	<p>Ms. Blanco stated that an analysis of each of the high growth industry sectors, as identified and established in 2015, will be conducted to determine effectiveness of CSCF's efforts and what impact was made. Ms. Blanco reviewed data comparing fiscal years 15-16, 16-17 and first two months of 17-18 on construction training, completers, placements, average wage and investment. Ms. Blanco also reviewed industry-focused efforts with Youthbuild, Valencia College partnership-basic construction, and apprenticeship partnership with Central Florida Joint Apprenticeship &amp; Training</p> <p>Ms. Blanco asked the committee for feedback on the key question on whether CSCF should continue providing general construction skills or invest more with skilled trade training, which results in higher wages. The Committee concurred CSCF should continue to focus in both areas. The construction industry has a multitude of occupations from entry level to higher skills and construction related careers – all of them in demand. Individuals can start with a quick certification and then gradually attain additional training to help their career path to include entrepreneur training – as there are many opportunities to own a business in the construction industry. Ms. Coenen stated that the bulk being served are in the 22 to 44 age range, with the younger needing more skills training and many in the 30 to 44 age range more interested in career advancement, management, or owning a business.</p> <p><u>Meeting Schedule</u>          Ms. Coenen reviewed the proposed meeting dates for PY 17-18 and the Committee concurred with the dates.</p>	
7	<p><b>Other Business</b>          Ms. Coenen stated the 2017 NAWDP Youth Development Symposium is occurring on 10/30/17 thru 11/1/17 Chicago. CSCF youth management team and some key staff will be attending.</p> <p>CSCF will issue an RFQ for 2 new Youth Navigators help expand outreach to disabled and foster youth.</p> <p>CSCF received \$180,000 from municipalities to help support a very successful summer youth intern program. This is a great program over the summer to expose youth to careers.</p> <p>Governor Scott is making all counties in Florida eligible for Hurricane Maria funding in order to provide support, services and resources to Hurricane Maria evacuees from</p>	

	<p>Puerto Rico and the Virgin Islands. A place inside Orlando International Airport was established to offer services to evacuees. CSCF is working with Heart of Florida United Way, the key coordinator, to support these hurricane recovery efforts to affected individuals.</p> <p>President of CareerSource Florida is visiting our region this week.</p> <p>Ms. Denise Hall introduced herself as Employment Specialist with Florida Department of Corrections and commented on the great partnership her agency has with CSCF.</p>	
8	<p><b>Adjournment</b>          There being no other business, the meeting adjourned at 9:28 am.</p>	

Respectfully submitted,

Kaz Kasal  
 Executive Coordinator

Welcome

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# Information/Discussion/ Action Items

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## A. Operations Report – Robert Quinlan/Bradley Collor

1. Program Year 17-18 Performance
2. Challenges
3. One Stop Operator – 1<sup>st</sup> Quarter
4. Hurricane Efforts

## B. Youth Navigator RFQ – Paul Bough

## C. High Growth Industry Dialogue – Nilda Blanco

## D. Retreat Follow-Up Discussion – Dr. Kathleen Plinske



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# Operations Report

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Robert Quinlan/Bradley Collor



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# Operations Report

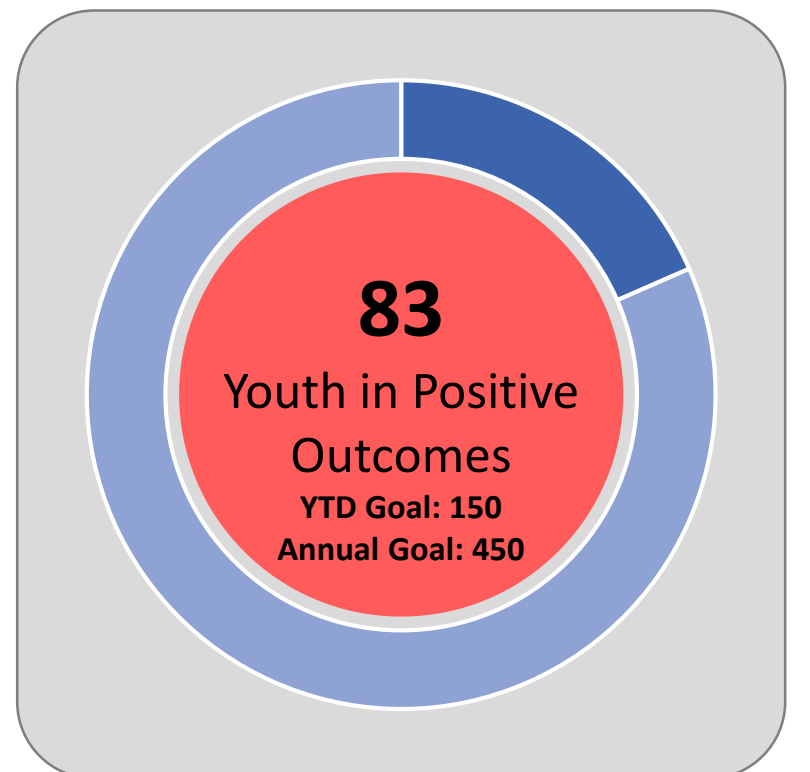
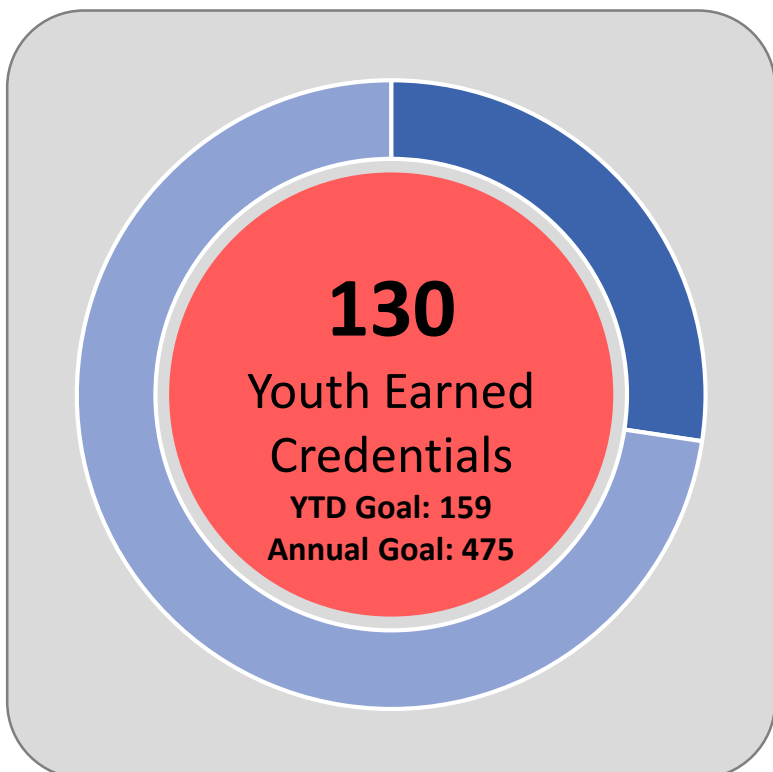
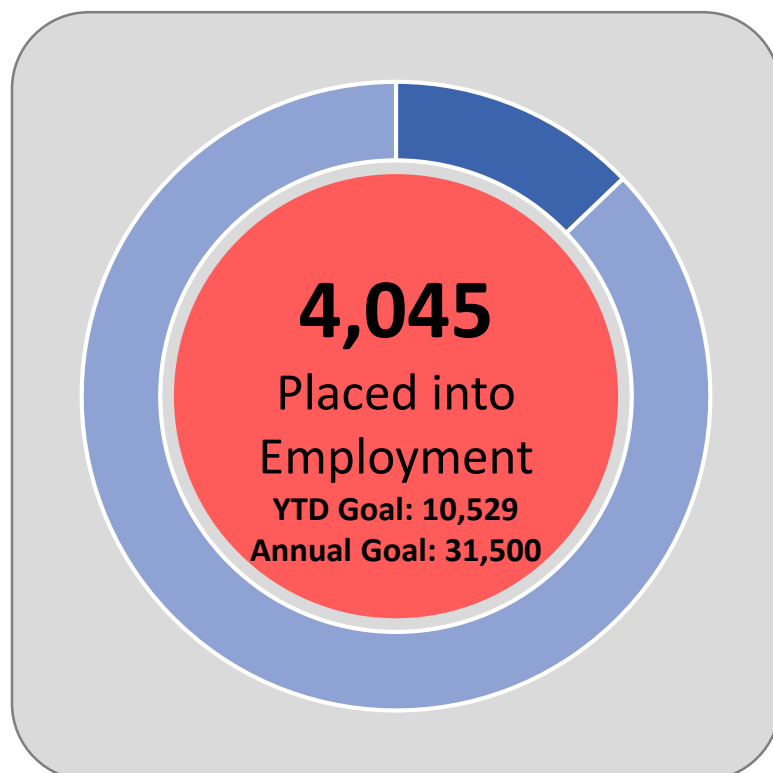
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Program Year 17-18 Performance  
(July 1, 2017 – October 31, 2017)



# PY 17-18 Operations Report

Through 10.31.2017



PY 17-18 Target



On track to meet goal



PY 17-18 YTD Actual



Behind on goal

Data Source: Employ Florida



# Challenges

## # of Individuals Trained in High Growth Industries

New Metric for PY 17-18

Annual Target: 972

Actual Performance YTD: 89

### Internships:

- Annual Goal: Serve 130 businesses with 260 intern participants
- Actual Performance YTD: 10 businesses served with 12 intern participants
- Currently have 43 businesses (host worksites) with 63 internship positions to fill

### On-the-Job Training (OJT):

- Annual Goal: Serve 45 businesses with 105 hired participants
- Actual Performance YTD: 2 businesses served with 2 hired participants
- Currently have 14 businesses with 18 OJT positions to fill

### Individual Training Account (ITA):

- Annual Goal: Serve 670 job seeker participants
- Actual Performance YTD: 47 job seeker participants have started training, 11 more are slated to start
- Currently 437 job seeker participants have been served with training this program year

# One Stop Operator

## Progress Report through 1<sup>st</sup> Quarter PY 17-18

1. Draft and develop recommendations on client assessment, referrals, data sharing and performance tracking.
  - Recommendations include all partners exchanging a list of the services they offer along with eligibility criteria, designation of a primary contact at each organization for referrals, and notifications of hiring events and job openings.
2. Convene and facilitate meetings with the designated one-stop's required partners.
  - All required partners and applicable contacts have been identified – currently 18 required partners exist.
  - Initial meetings with all existing partners and CSCF Center Management were held.
3. Recommend and develop MOU's for all required partners.
  - MOUs are in place for 15 of the 18 required partners. The remaining 3 are all in progress.
  - MOUs with Career and Technical Education are being researched due to the pending Perkins Act reauthorization
4. Execute new MOU's with entities whose mission and value are in alignment with CSCF.
  - Immediate focus is on securing all required MOUs before pursuing additional partners. Expect to begin the process of identifying and securing additional partners in early 2018.
5. Develop recommendations for the remaining One Stop Centers.
  - The message to all Centers is that regular partner interaction is necessary. Partners are visiting the CSCF sites and that CSCF One-Stop Center staff members are visiting the partner sites

# Hurricane Efforts

## Hurricane Irma - Project Restore

- CSCF has received \$2.1M to provide 200 individuals with up to 3 months of employment at \$15/hr.
- 194 individuals are currently working in temporary jobs to assist with the hurricane clean-up

## Hurricane Maria

- CSCF has applied for \$3.2M to provide a broad array of services to evacuees over the next 12 months
- Services include assessment, work based training, and connection to employment
- CSCF recently hosted 2 job fairs to assist with connecting evacuees from the islands to immediate employment

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# Youth Navigator RFQ

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Paul Bough



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# High Growth Industries Dialogue

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Nilda Blanco



## High Growth Industry Analysis

Over the last two months we have analyzed how we provided training to talent in our industries of focus and our effectiveness in providing skilled candidates to these industries. We also looked at how we impacted wages for career seekers entering the market with these new skills.

Highlights of the analysis in some of the industries included:

- In Construction there was a 90% trainee completion rate with 70.3% getting placed into employment
- In Healthcare there was a 76.2% and 80% found in employment and 79.1% of those specifically employed in a healthcare related position.

CSCF's target wage for FY 16-17 was \$13 per hour. Of the six industries the following achieved wages of \$13 or above:

- Trade & Logistics
- Business and Profession Services
- Manufacturing
- Healthcare

Construction was just slightly under the \$13 per hour mark.

Below are specifics on all six industries of focus.

Construction	Fiscal Year 15-16	Fiscal Year 16-17
Individuals in Training	132	168
Individuals completing training	106	164
Employed after training	98	113
Employed in construction after training	75	104
Average wage at employment for completers	12.26	12.83
Construction related employment average wage	\$12.64	\$14.74

Manufacturing	Fiscal Year 15-16	Fiscal Year 16-17
Individuals in Training	130	164
Individuals completing training	130	103
Employed after training	75	78
Employed in Manufacturing after training	47	50
Average wage at employment for completers	\$14.58	\$15.64
Manufacturing related employment average wage	\$15.21	\$15.78

<b>Healthcare</b>	<b>Fiscal Year 15-16</b>	<b>Fiscal Year 16-17</b>
Individuals in Training	504	503
Individuals completing training	371	397
Employed after training	339	285
Employed in Healthcare after training	252	228
Average wage at employment for completers	\$14.55	\$13.53
Healthcare related employment average wage	\$15.83	\$14.30

<b>Hospitality</b>	<b>Fiscal Year 15-16</b>	<b>Fiscal Year 16-17</b>
Individuals in Training	552	312
Individuals completing training	519	271
Employed after training	396	140
Employed in Hospitality after training	186	63
Average wage at employment for completers	\$9.19	\$10.68
Hospitality related employment average wage	\$8.88	\$10.11

<b>Trade &amp; Logistics</b>	<b>Fiscal Year 15-16</b>	<b>Fiscal Year 16-17</b>
Individuals in Training	107	133
Individuals completing training	86	108
Employed after training	76	87
Employed in Trade & Logistics after training	53	67
Average wage at employment for completers	\$15.81	\$15.01
Trade & Logistics related employment average wage	\$17.38	\$15.11

<b>Business &amp; Professional</b>	<b>Fiscal Year 15-16</b>	<b>Fiscal Year 16-17</b>
Individuals in Training	660	664
Individuals completing training	536	535
Employed after training	385	311
Employed in Business & Professional after training	127	198
Average wage at employment for completers	\$13.82	\$15.59
Business & Professional related employment average wage	\$13.20	\$16.31

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# Retreat Follow-Up Discussion

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Dr. Kathleen Plinske





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▶ **Adjournment**

# Adjournment

