



## Career Services Committee Meeting

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

Thursday, July 26, 2018  
2:00 p.m. – 4:00 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
1	Welcome			Dr. Kathleen Plinske
2	Roll Call / Establishment of Quorum			Kaz Kasal
3	Public Comment			
4	Approval of Minutes A. 3/22/18 Career Services Committee Meeting	X		Dr. Kathleen Plinske
5	Information/Discussion/ Action Items			Mimi Coenen / Bradley Collor / Nilda Blanco
	A. Approval of New Training Providers	X		
	B. PY 17-18 Operations Report - Final		X	
	C. One-Stop Operator - Update		X	
6	Other Business “Future of Work” Dialogue		X	National Association of Workforce Boards (NAWB) & Bertelsmann Foundation
7	Adjournment			

**Upcoming Meetings:**

- Career Services Committee Meetings: 9/13/18, 3:00pm to 4:30 pm, Location: To Be Determined
- Board Meeting / Board Information Session:: 9/27/18, 10:00 am to 1:00 pm / Heart of Florida United Way, 1940 Traylor Blvd., Orlando, FL 32804

**DRAFT**  
**Career Services Committee Meeting**  
**Thursday, March 22, 2018**  
**3:00 p.m.**

**MINUTES**

**MEMBERS PRESENT:** Kathleen Plinske, Paul Bough, Dorathy Nevitt, Ted Pobst, Jim Sullivan and Larry Walter

**MEMBERS ABSENT:** Michael Armbruster, Wendy Brandon, William D’Aiuto, Richard Sweat and Al Trombetta

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

**GUESTS PRESENT:** Amanda Burgos, 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 3:07 pm and welcomed those in attendance.</p> <p>Ms. Coenen welcomed Mr. Theodore Pobst, District Administrator with Division of Blind Services, Department of Education. Ms. Coenen relayed that Mr. Pobst is a new non-Board committee member of the Career Services Committee.</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> Ms. Amanda Burgos and Ms. Denise Hall greeted the Committee and stated they are with the Florida Department of Corrections – Ms. Burgos representing Orange and Osceola County and Ms. Hall representing Seminole.</p>	
4	<p><b>Approval of Minutes</b> 1/25/18 Career Services Committee Meeting</p>	<p><b>Mr. Walter made a motion to approve the minutes from the 1/25/18 Career Services Committee meeting. Ms. Nevitt 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><b>Operations Report</b> Ms. Coenen and Mr. Collor reviewed the performance data: Three of the nine measures were exceeding goal and two measures on track to meet goal. Further discussion took place for the remaining three measures that were behind.</p>	

Budget Update

Ms. Coenen provided an update on budget challenges with ITAs, Internships and OJTs. Efforts to sustain progress continue in the 3<sup>rd</sup> quarter and it is anticipated all budget projections will be met in the fourth quarter.

Project Restore 2.0 Update

Ms. Blanco provided updates on Project Restore 2.0, the initiative providing services to Hurricane Maria evacuees from Puerto Rico and the Virgin Islands. CSCF will conduct a follow-up survey with the evacuees to establish their current needs. A Request For Quotes was posted on 3/13/18, in search of organizations that can provide services in support of career preparation.

**Youth Data**

In response to the Committee's inquiry at the last meeting, Ms. Blanco provided the demographic details of current youth population that CSCF is serving.

**High Growth Industry Dialogue**

Ms. Blanco stated that based on the Committee's input at the last meeting, staff gathered data from the Department of Economic Opportunity, Bureau of Labor Statistics on job growth projections in the region by 2025. Ms. Blanco also reviewed charts showing areas of highest expected growth and specific demand occupations within each subsector of CSCF's HGIs.

The Committee discussed and provided the following feedback:

- Dr. Plinske stated the importance of attaining industry input to make sure the data matches their feedback – conduct meetings with HGIs to determine jobs in highest demand, who they are likely to hire, with what are the desired credentials/ skills, and what is the minimum of qualifications they would accept for hire.
- Conducting surveys as another mode to attain employers' feedback – especially CSCF's existing employer pool.
- Construction – Mr. Sullivan stated jobs very in-demand are waste water, waste water electrical, and infrastructure maintenance.
- Hospitality - Ms. Nevitt stated that the most in demand occupations are in culinary, especially

	<p>cooks, which provides good career path opportunities.</p> <ul style="list-style-type: none"> <li>• Have multi-track pre-apprenticeships – a quick way to expose career seekers to “test try” jobs.</li> <li>• Funds to invest - determine the appropriate split that would help move the needle, but still provide overall support – i.e. provide training and employment support in some specific, in-demand occupations (60 - 70%), but still offer general support (30%).</li> </ul> <p>Ms. Blanco stated that CSCF will be providing an education component at its centers to inform job seekers of the different types of available jobs that are projected to be in-demand in next 3 to 5 years, and are good “stepping stone” jobs to career path and wage growth.</p>	
7	<p><b>Other Business</b>                  Ms. Coenen stated that the location for the Career Services Committee meetings will rotate within CSCF’s region. Mr. Walter offered to host one of the meetings.</p>	
8	<p><b>Adjournment</b>                  There being no other business, the meeting adjourned at 4:35 pm.</p>	

Respectfully submitted,

Kaz Kasal  
 Executive Coordinator



**To:** Career Services Committee  
**From:** Mimi Coenen, Chief of Operations  
**Subject:** Action - Training Provider Request for Approval  
**Date:** July 17, 2018

**PURPOSE:** To approve training providers for the region’s Eligible Training Provider List (ETPL) for PY18-19 to provide occupational skills training.

**BACKGROUND:** The Career Services Committee reviews and approves training providers for inclusion on the region’s list of training programs it supports as part of its work. All training programs must align with regional industry and occupational growth, and local priorities. Programs considered for the training matrix must meet eligibility criteria as outlined by the Department of Economic Opportunity.

The following training institutions have met the eligibility requirements and have submitted a Training Provider Application to CareerSource Central Florida for consideration:

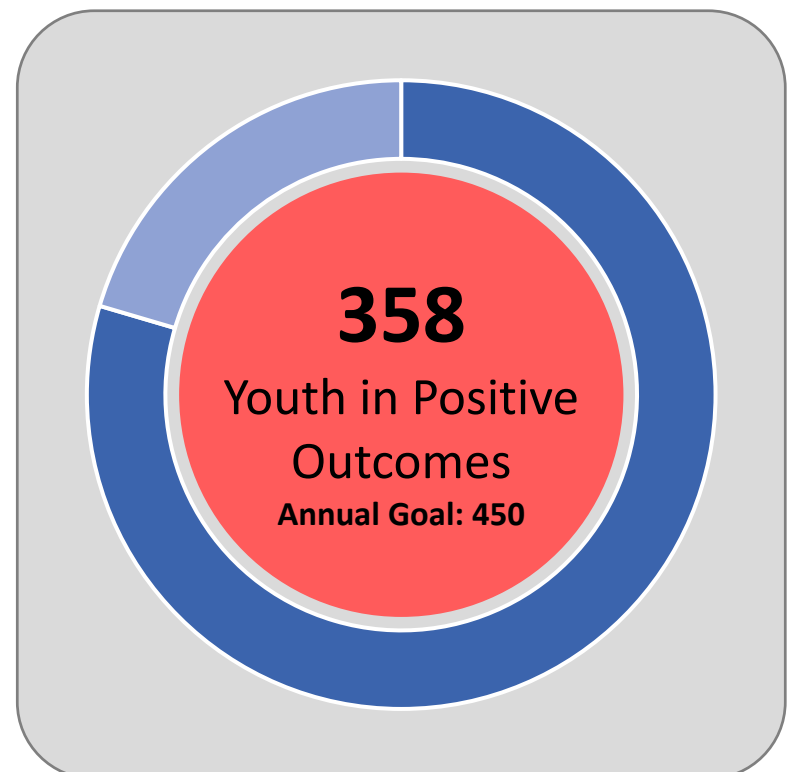
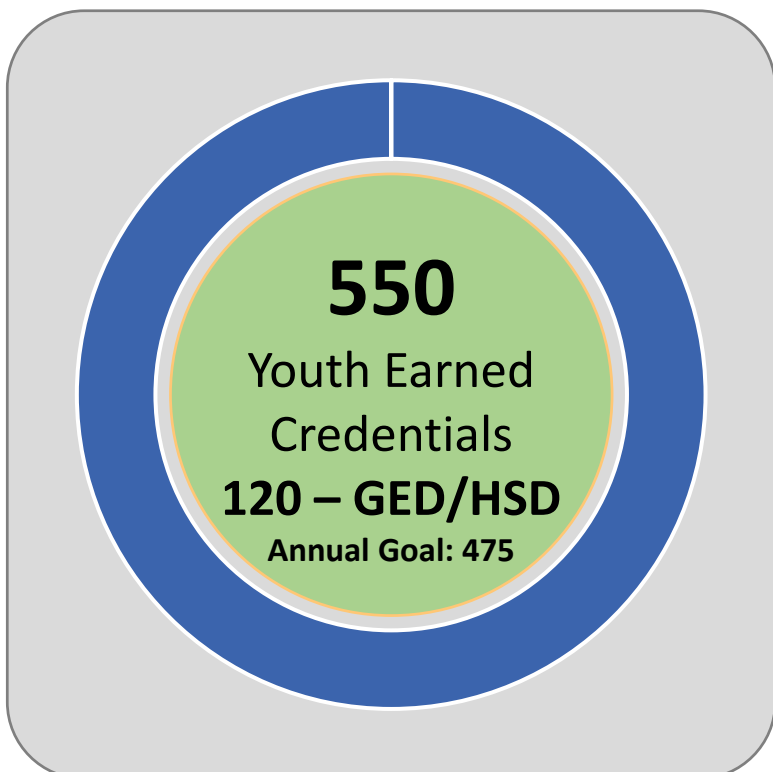
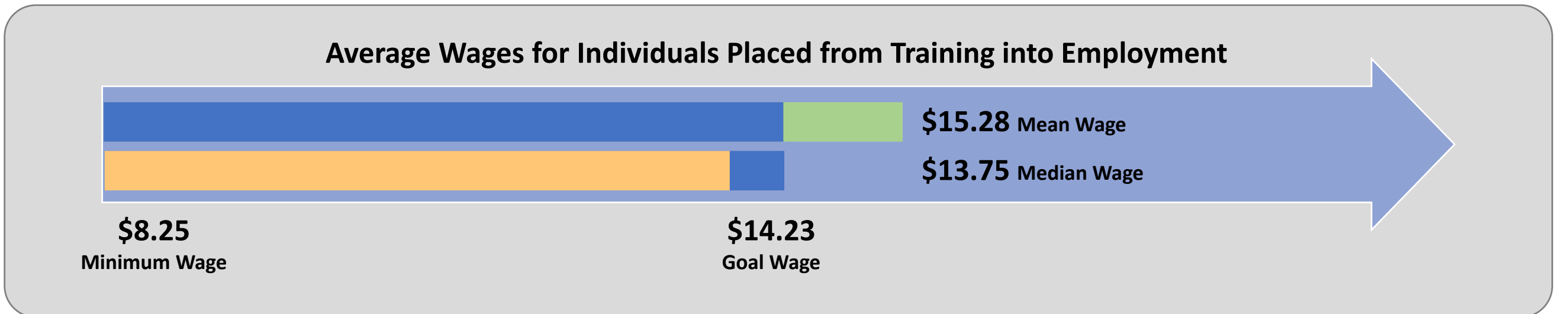
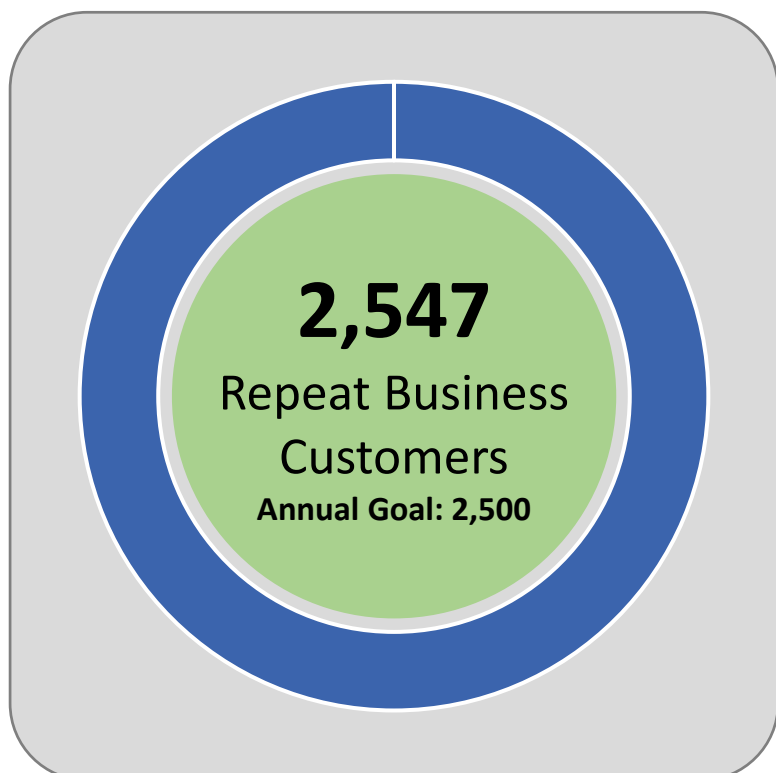
Training Provider Name	Industry	Program	Duration	Total Cost	County
Avionics Technician Association of Orlando	Transportation	Avionics Technician	12 weeks	\$5,000.00	Orange/Osceola
DATS of Florida	Healthcare	Dental Assistant	9 weeks	\$2,375.00	Seminole
Greater Orlando Dental Assist School	Healthcare	Dental Assisting	13 weeks	\$3,400.00	Orange
Orlando Medical Institute	Healthcare	Emergency Medical Tech	16 weeks	\$2,200.00	Orange
		Paramedic	12 months	\$6,495.08	Orange
STEP Medical Teaching/Learning, Inc.	Healthcare	Patient Care Technician	24 weeks	\$4,940.00	Orange
		Nursing Assistant	7 weeks	\$1,225.00	Orange
Phlebotomy Learning Center of Orlando	Healthcare	Phlebotomy	10 weeks	\$1,595.00	Orange

All of the institutions offer programs that align with our industries of focus for PY18-19 and provide training completers an opportunity to enter careers with wages beginning at a minimum of \$12.00 per hour, with the opportunity for career and wage advancement. All schools are licensed by the Commission for Independent Education (Annual License). As these are new programs to this region, they are limited to no more than 10 referrals until performance is met.

**RECOMMENDATION:** Staff recommends approval of the abovementioned programs based on compliance and quality review of the identified providers.

# PY 17-18 Operations Report

## Year End Performance



PY 17-18 Target



PY 17-18 Actual



Exceeded goal



Met < 90% of goal



Met > 90% of goal

Data Source: Employ Florida, OSST



**To: Career Services Committee**  
**From: Mimi Coenen, Chief of Operations**  
**Subject: INFORMATION – One Stop Operator Update**  
**Date: July 17, 2018**

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**PURPOSE:**

To update the Board on the status of CareerSource Central Florida's One Stop Operator as required by the Workforce Innovation and Opportunity Act.

**BACKGROUND:**

The 2014 Workforce Innovation and Opportunity Act (WIOA) sets forth a new vision for the workforce development systems to operate as a comprehensive, integrated, streamlined system that aligns with the needs of business and is a force in helping stimulate local economies. In an effort to align resources to support the development of talent, the law requires federal employment and training programs collaborate and find ways to collectively serve their communities.

CSCF's Board established the definition of a One Stop Operator in December 2016, and procured an entity in July 2017 to strategically coordinate collaborative agreements, strategies, and implementation plans between the Act's required partners: Vocational Rehabilitation, Division of Blind Services, Adult Education and Family Literacy, Career and Technical Education, Community Services Block Grant, Senior Community Service Employment Program, and Youth Build programs within the five county service area. In 2017, the Board approved a contract with Education Solutions International, Inc. (ESI) to work with CSCF staff to provide services and engage with the region's mandatory partners to ensure compliance and strategy-related efforts were identified, planned, and completed.

**STATUS UPDATE:**

During the 2017-2018 program year, ESI met contract performance and completed required scope of work to support the organization. CSCF was notified in late June 2017 that ESI's business status had changed and the entity could no longer support the work that is required of CSCF. To be in compliance with Department of Economic Opportunity and WIOA requirements, CSCF must procure a new contractor. CSCF staff has issued a new Request for Qualifications (RFQ) to identify a new entity and will bring the recommendation to the September 13, 2018 Career Services Committee for its consideration.

**The Problem Statement:** The changing nature of work – and how best to prepare society and people for the jobs and tasks of the future – is one of the most intractable public policy challenges that local communities (and policymakers) will face over the coming years. While it is far too soon to say if technology and automation will ultimately eliminate or create jobs, we do know that jobs, tasks, and work itself are rapidly evolving. We also know that the future of work will impact each community, employer, worker, and student differently.

**The Charge:** This summer, the [Bertelsmann Foundation](#) and the [National Association of Workforce Boards](#) are kicking off a series of future of work dialogues in Orlando, Las Vegas, and Riverside. In short, we are seeking out how technology and automation – “the future of work” – is impacting workers, businesses, labor markets, industries, and, more generally, the community at large.

We are particularly interested in the impact of automation (e.g., the use of industrial robots for repetitive tasks) on logistics and warehousing and of new digital technologies such as platforms and artificial intelligence (e.g., in managing routine interactions with and services to guests) on routine service sector positions in, for example, retail, fast food, and hospitality.

**The Process:** Through a series of facilitated conversations, we aim to identify how policymakers, citizens, business owners, educators, and representatives from organized labor conceive of the future of work. We seek to diagnose challenges and strengths, but also how you see your community moving boldly and creatively toward a future of expanding employment and opportunity in an environment of rapidly evolving technology and automation.

**Key Questions:**

1. The following are two opposing statements related to the current and future states of work. Please reflect on which statement resonates with you more, and why:
  - A. Technology and automation such as industrial robots and artificial intelligence/machine learning are putting too many people out of work. The more we invest in these technologies, the more people will be put out of work, and the more our community will suffer.

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  - B. We are not taking advantage of new technologies and automation such as industrial robots and artificial intelligence/machine learning. The more we invest in and apply these advancements, the more good jobs will be generated, the more productivity will grow, and the better off our community will be.
2. Reflect on the impact of technology and automation on your local economy and labor market:
  - A. What are you optimistic about?
  - B. What are you concerned about?
  - C. How should your community position itself for the jobs and opportunities of the future?
  - D. Who should take the lead in training and retraining workers and students? Why?



**For More Information:****Jeffrey Brown**

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NAWB represents approximately 550 Workforce Development Boards and their 12,000+ business members that coordinate and leverage workforce strategies with education and economic development stakeholders within their local communities, to ensure that state and local workforce development and job training programs meet the needs of employers.