



**What:** Career Services Committee Meeting  
**When:** Thursday, September 13, 2018  
 3:00 p.m. – 4:30 p.m.  
**Where:** CareerSource Central Florida 390 N. Orange Ave., Suite 700, Orlando, FL  
**Virtual:** GoToMeeting (remote attendees):  
 ➤ <https://global.gotomeeting.com/join/836191245>  
 ➤ Dial In: 1 866 899 4679 / Access Code: 836-191-245  
**Board Priorities:** Analyze the Business | Engage the Talent

Agenda Item	Topic	Presenter	Action Item
1.	Welcome	Dr. Kathleen Plinske	
2.	Roll Call / Establishment of Quorum	Kaz Kasal	
3.	Public Comment		
4.	Action Items	Dr. Kathleen Plinske	
	A. Approval of Minutes - 7/26/18 Career Services Committee Meeting		X
5.	Information		
	A. Charter Review	Dr. Kathleen Plinske	
	B. Scorecard	Nilda Blanco	
	1) Hospitality Trends		
6.	Insight		
	A. The Jobs Partnership of Florida Strategy	Marc Stanakis President	
	B. Situation Analysis: Analyze the Business   Engage the Talent Pool	Committee Discussion	
7.	Other Business		
	A. One-Stop Operator – Update	Jim Sullivan	
8.	Adjournment		

###

**Next Meetings:**

- Board Meeting/Information Session: 9/27/18, 10:00 am – 1:00 pm  
Heart of Florida United Way, 1940 Traylor Blvd., Orlando, FL
- Career Services Committee Meeting: 11/15/18, 3:00 pm - 4:30 pm, Location: To Be Determined
- Board and Consortium Meeting: 12/13/18, 9:00 am -11:00 am, Location: To Be Determined

**DRAFT**  
**Career Services Committee Meeting**  
**Thursday, July 26, 2018**  
**2:00 p.m.**

**MINUTES**

**MEMBERS PRESENT:** Kathleen Plinske, Andrew Albu, Paul Bough, Keira des Anges, Dorathy Nevitt, Ted Pobst, Jim Sullivan, Richard Sweat, Al Trombetta and Larry Walter

**MEMBERS ABSENT:** Michael Armbruster, William D’Aiuto, and David Sprinkle

**STAFF PRESENT:** Pam Nabors, Mimi Coenen, Bradley Collor and Kaz Kasal

**GUESTS PRESENT:** Mark Havard, Sheri Olson, John Pittman, Eric Ushkowitz and Larry Walter / CSCF Board Members; Rosa Grant / OCPS; Kelly Middleton / NAWB; Jeffrey Brown / BFNA; Robin O’Brien / Pubic Consulting Group

Agenda Item	Topic	Action Item / Follow Up Item
1	<b>Welcome</b> Dr. Plinske called meeting to order at 2:04 pm.	
2	<b>Roll Call / Establishment of Quorum</b> Ms. Kasal reported a quorum present.	
3	<b>Public Comment</b> None offered.	
4	<b>Approval of Minutes</b> <ul style="list-style-type: none"> <li>• Reviewed minutes from 1/22/18 Community Engagement Committee meeting (attachment).</li> </ul>	<b>Mr. Sweat made a motion to approve the minutes from the 3/22/18 Career Services Committee meeting. Mr. Walter seconded; motion passed unanimously.</b>
5	<b>Information/Discussion/Action Items</b> <u>Approval of New Training Providers</u> <ul style="list-style-type: none"> <li>• Reviewed action memo (attachment) on six training providers and respective programs that staff recommends for inclusion to CSCF’s Eligible Training Provider list.</li> </ul> <u>PY 17-18 Operations Report - Final</u> <ul style="list-style-type: none"> <li>• Reviewed CSCF’s final PY 17-18 operations report (attachment).</li> </ul> <u>One-Stop Operator - Update</u> <ul style="list-style-type: none"> <li>• Reviewed memo update on CSCF’s One Stop Operator (attachment); Request for Quotes (RFQ) issued to procure new contractor due to current contractor’s (ESI) change in business status.</li> <li>• Reviewed RFQ timeline - recommendation to be presented at the next Career Services Committee meeting.</li> </ul>	<b>Mr. Sullivan made a motion to approve for Board’s final approval the six providers and respective training programs, as listed on action item memo. Mr. Sweat seconded; motion passed unanimously.</b>

7	<p><b>Other Business</b>  “Future of Work” Dialogue</p> <ul style="list-style-type: none"> <li>• Following individuals facilitated “Future of Work” dialogue: <ul style="list-style-type: none"> <li>– Kelly Middleton, Manager – Program Implement with National Association of Workforce Boards (NAWB)</li> <li>– Jeffrey Brown, Manager – Future of Work &amp; Artificial Intelligence with Bertelsmann Foundation</li> <li>– Robin O’Brien – Public Consulting Group</li> </ul> </li> <li>• Highlights from “Future of Work” dialogue session: <ul style="list-style-type: none"> <li>○ Reviewed document (attachment) outlining NAWB and Bertelmann Foundation’s united purpose to facilitate dialogue on impacts of automation on businesses and workers at local level. Orlando, FL, Las Vegas, NV and Riverside, CA were cities chosen for kickoff conversations.</li> <li>○ Committee provided feedback on strengths, opportunities and challenges currently faced in community.</li> <li>○ Summary “case study” report to be generated based on feedback. Feedback will also help structure conversations in Las Vegas and Riverside.</li> <li>○ NAWB and Bertelmann to facilitate dialogue in Europe as well.</li> <li>○ All data from US and Europe will be compared for commonalities and trends. Summary reports completed for review for second visit in October 2018.</li> </ul> </li> </ul>	
8	<p><b>Adjournment</b>  Meeting adjourned at 4:10 pm.</p>	

Respectfully submitted,

Kaz Kasal  
Executive Coordinator

## CareerSource Central Florida Career Services Committee Charter

### **Purpose:**

The primary role of the Career Services Committee is to provide policy guidance and strategic oversight of CareerSource Central Florida's ~~programs and services~~ workforce intelligence and career connections initiatives provided to ~~job-career~~ seekers and ~~regional businesses-employers~~.

### **Responsibilities:**

Understand the organization's vision, mission and ~~goals-Board priorities~~ and develop strategies for ensuring that ~~programs and services-workforce intelligence and career connections programs and services~~ are aligned with the Board's strategic plan and organizational goals.

- Review and recommend policies that support the Board's strategies.
- Recommend local performance metrics to assess program performance.
- Review and recommend training providers.
- Establish program budget priorities.

### **Skills/Expertise:**

- Experience as a board member, or in program performance, organizational compliance, and service delivery.
- Commitment to developing policies that support successful program outcomes.

### **Structure:**

- Committee members will be appointed by the Chairman of the Board of Directors.
- The Committee will consist of at least three members.
- Members will serve on the Committee until their resignation or replacement by the Chairman of the Board of Directors.



# Career Services Committee

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September 13, 2018

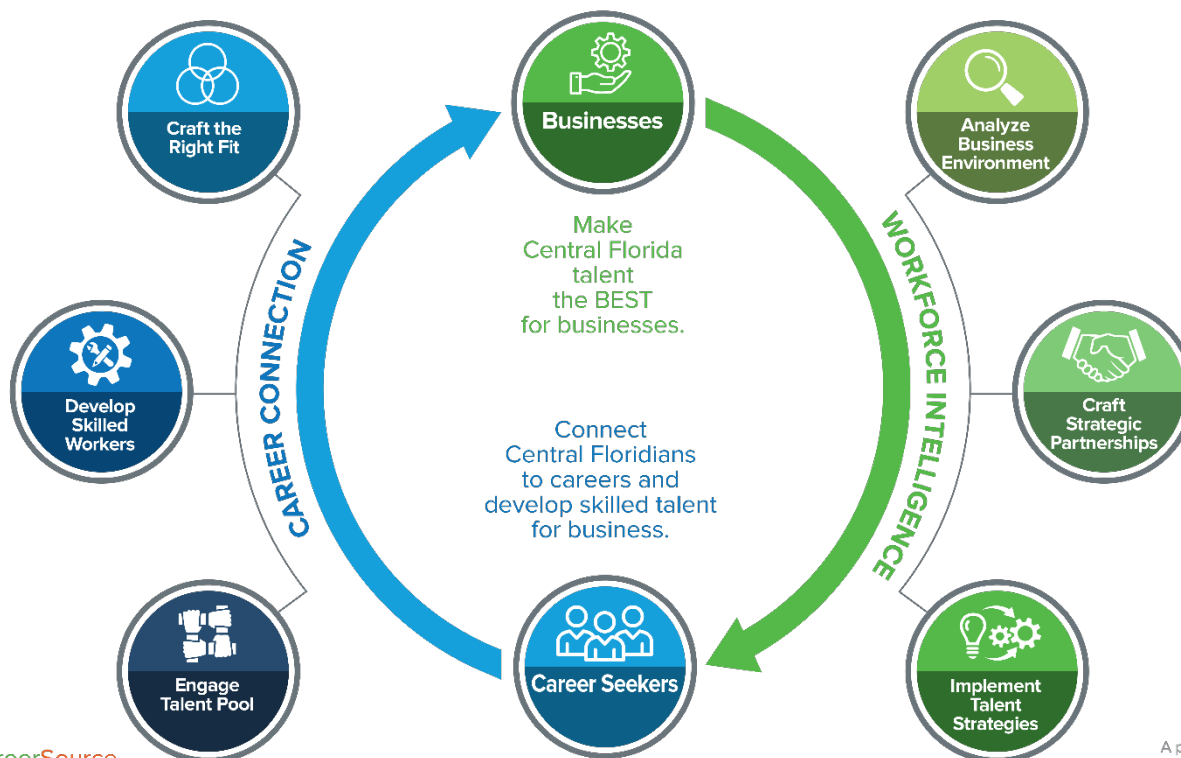
collaborate ◀  
innovate ◀  
lead ◀

CareerSourceCentralFlorida.com ◀



# CSCF Strategy

# BOARD STRATEGIC FOCUS AREAS



Customer Framework Model



A proud partner of the  
americanjobcenter  
network



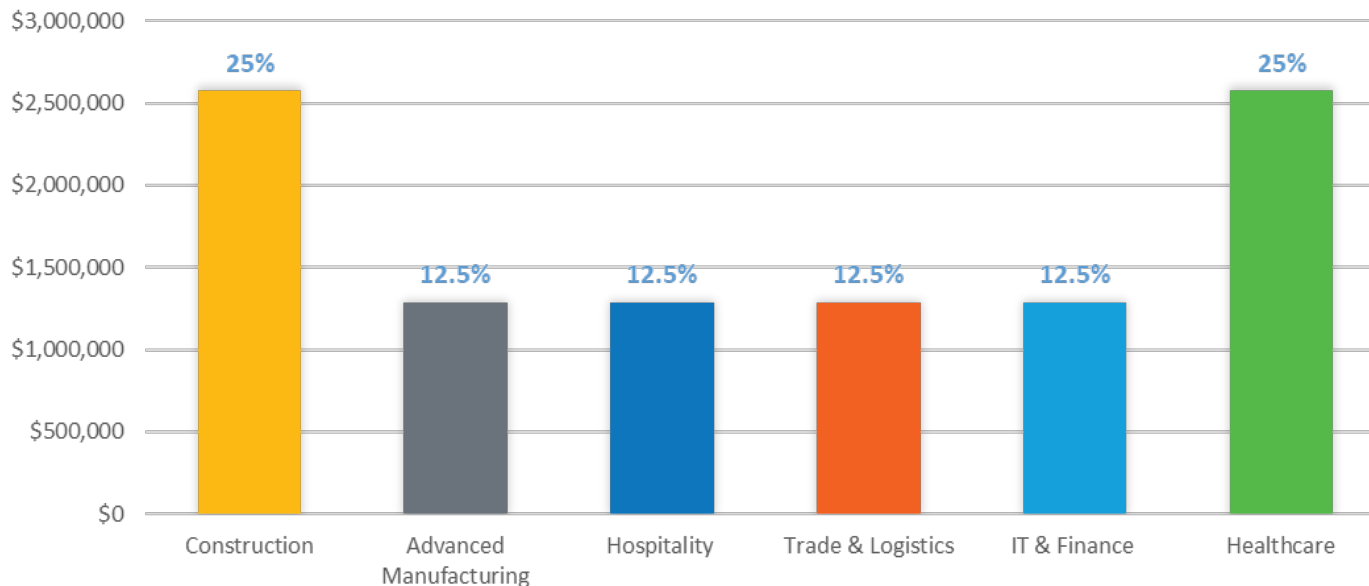
# Board Priorities





# Talent Development Targets by Industry

## IMPACT MODEL



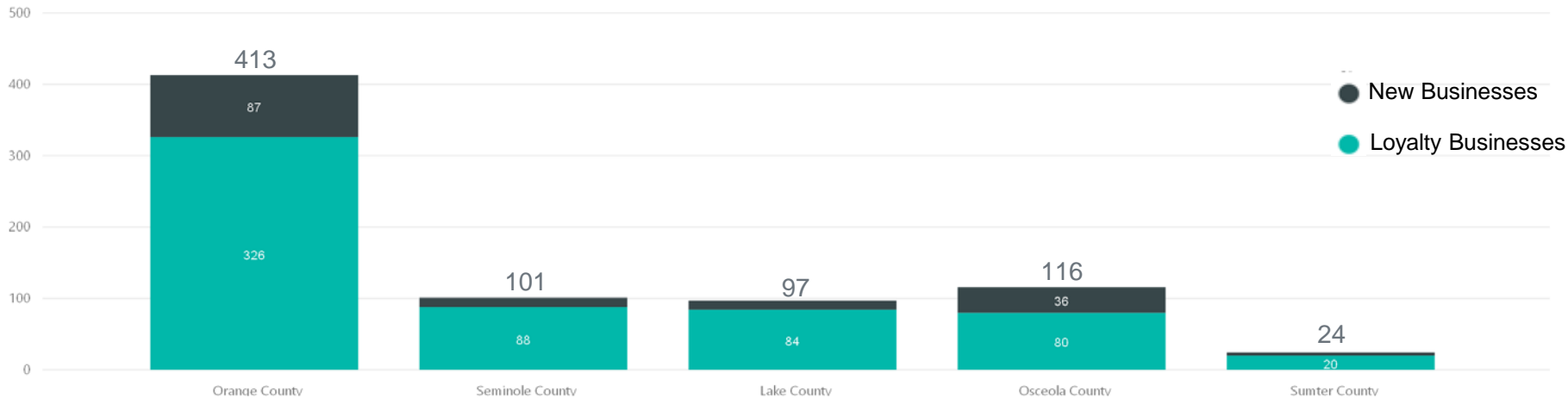
- **Equally Invest the Most in the Healthcare and Construction Industries Due to High Volume of In-Demand Professions**
- **Invest in Remaining Four Industries Evenly**
- **500 Career Seekers will Receive Training in Construction and Healthcare, respectively**
- **250 Career Seekers will Receive Training in Advanced Manufacturing, Hospitality, Trade, Logistics, Utilities, IT & Finance, respectively**

# SCORECARD

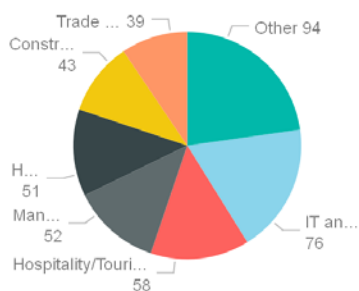
- Strategic Alignment for Tracking & Analyzing Data
  - ✓ Supports Board Priorities:
    - Analyzing the Business
    - Engage the Talent Pool
  - \$10.3M INVESTMENT IN TRAINING SERVICES STRATEGICALLY PRIORITIZED TO SUPPORT HIGH GROWTH INDUSTRIES
  - 2,000 CAREER SEEKERS ENTER HIGH GROWTH INDUSTRIES AT AN AVERAGE WAGE OF \$15 PER HOUR OR MORE



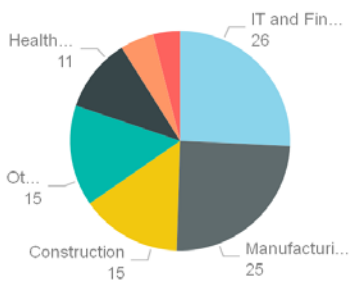
# ANALYZE THE BUSINESS BUSINESS SCORECARD



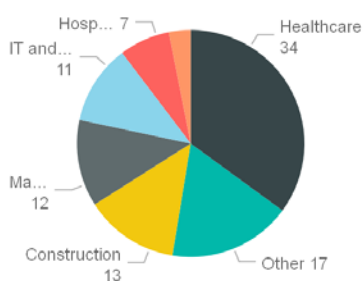
Orange County



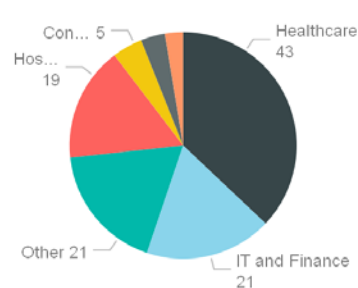
Seminole County



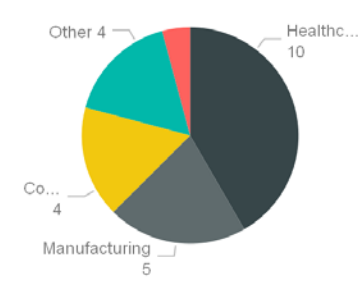
Lake County



Osceola County



Sumter County

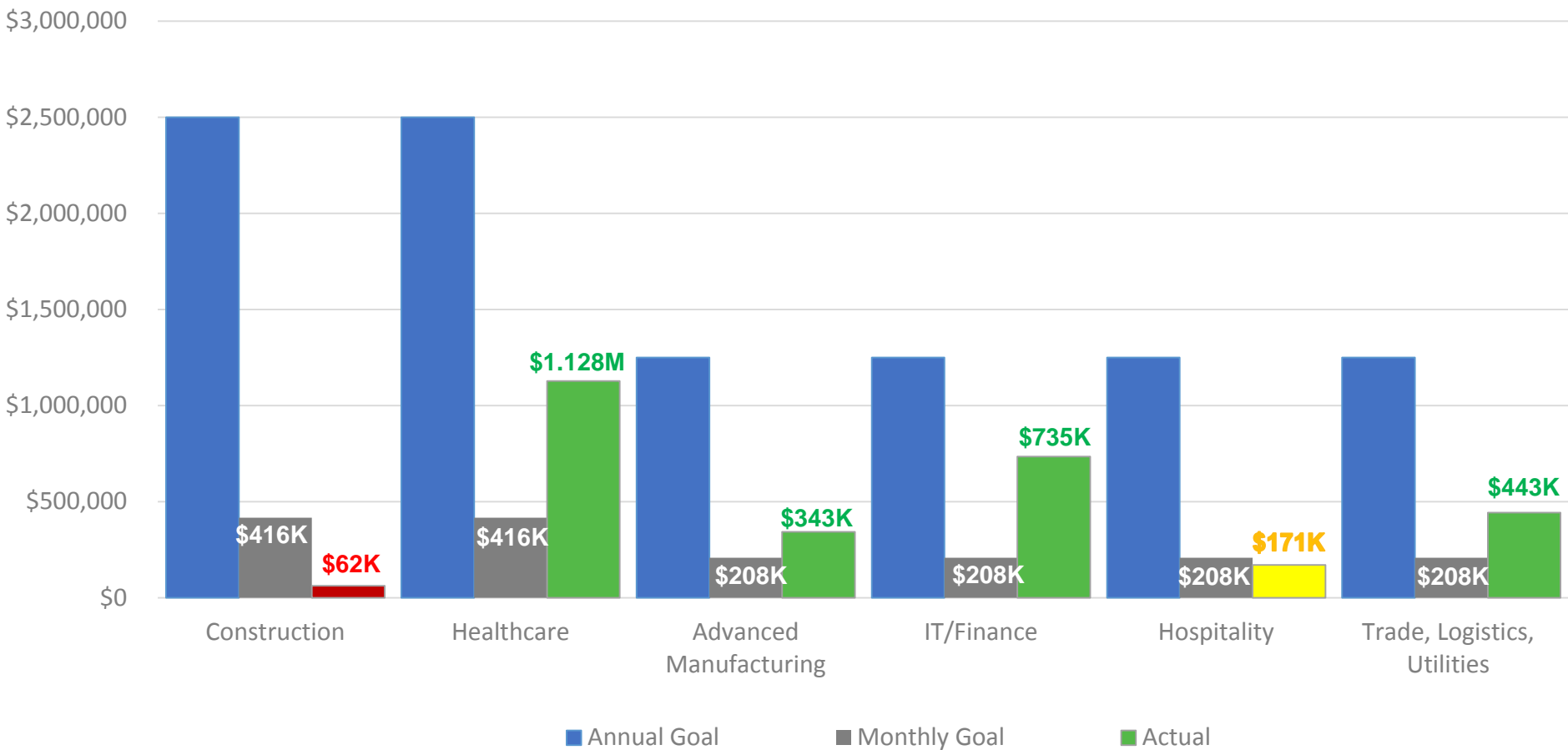




# ANALYZE THE BUSINESS

## TRAINING INVESTMENTS SCORECARD

**\$10.3M Training Investment is Strategically Prioritized to Support High Growth Industries**

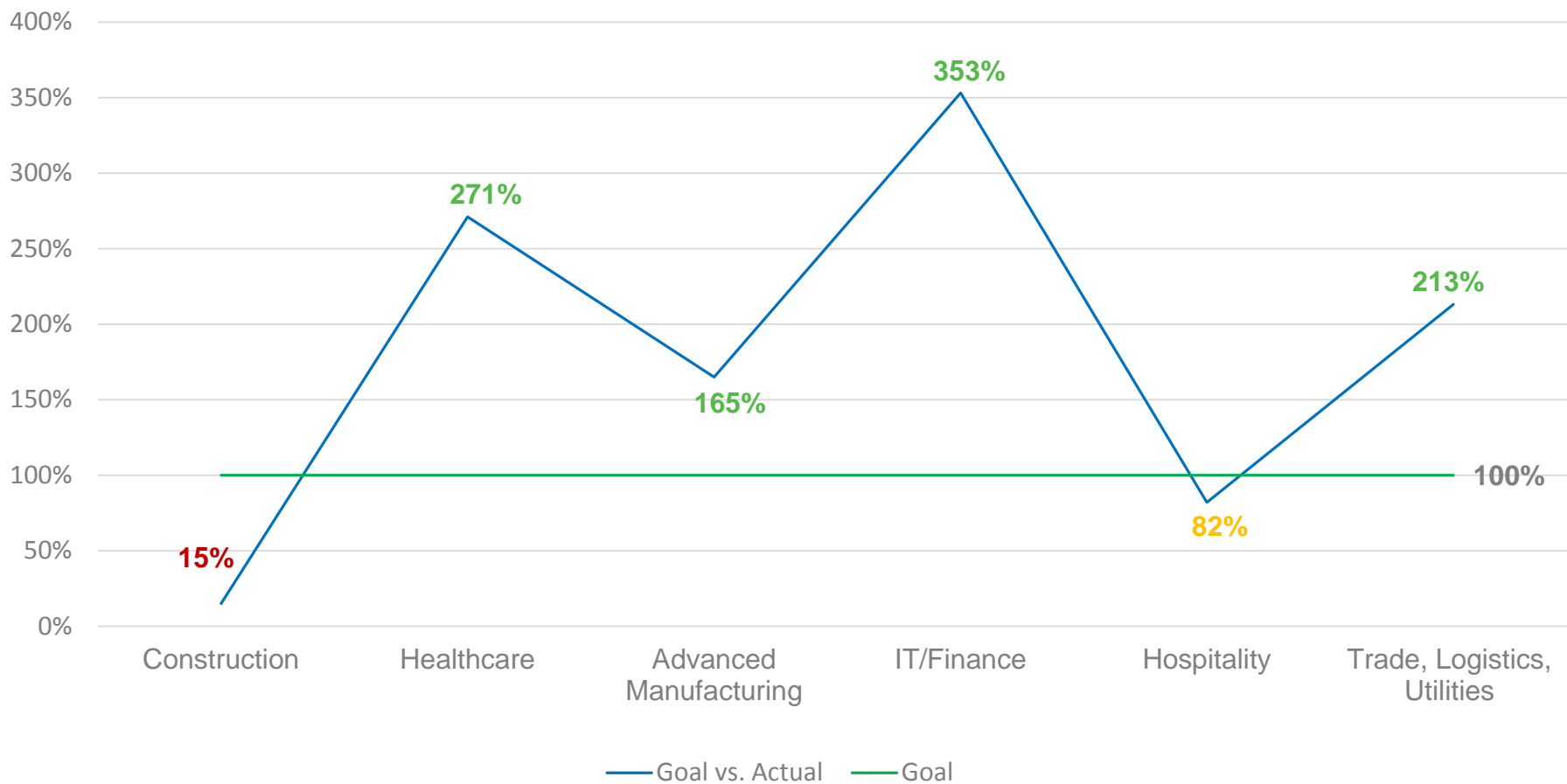




# ANALYZE THE BUSINESS

## TRAINING INVESTMENTS SCORECARD

**\$10.3M Training Investment Progress**





# ENGAGE THE TALENT POOL

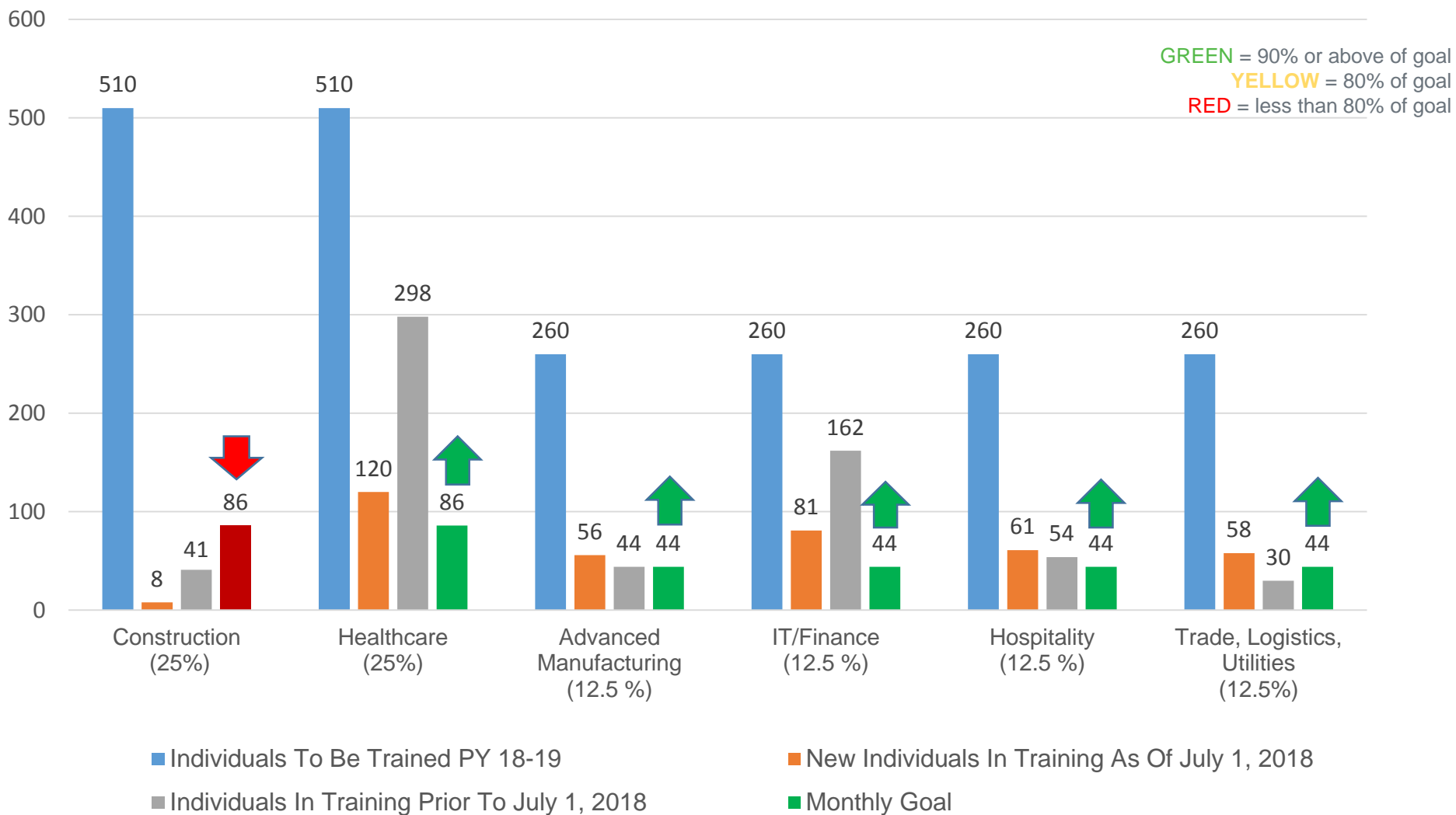
## HIGH GROWTH INDUSTRY SCORECARD

High Growth Industry	Individuals to be Trained PY 18-19	All Individuals in Training	New Individuals in Training (As of July 1, 2018)	All Individuals in Training (Carryover from before July 1, 2018)	Monthly Goal	Quarterly Goal	Training Goal	All Individuals Completed Training	All Individuals Trained & Employed	Average Wage of Individuals Employed	Wage Goal
Definition	Number of individuals to be trained	Number of individuals in training by industry	Number of individuals enrolled in training (PY 18-19)	Number of individuals in training (Prior to July 1, 2018)	Number of individuals to be trained divided by 12	Number of individuals to be trained divided by 4	Enrollment goal for individuals in training	Individuals completed training & engaged in job search	Individuals trained and employed	Average wage of all individuals employed	Average wages of all individuals employed
	Goal based on average training cost (\$5k)	Includes individuals in training from previous year  Total is cumulative			Total will be cumulative	Total will be cumulative	<b>GREEN</b> = 90% of goal or above <b>YELLOW</b> = 80% of goal <b>RED</b> = less than 80% of goal		Total at Year-end = 2000	Does not include commission or bonus	<b>GREEN</b> = \$15 per hour or higher <b>YELLOW</b> = \$12 per hour <b>RED</b> = lower than \$12 per hour



# ENGAGE THE TALENT POOL

## INDIVIDUALS TO BE TRAINED SCORECARD



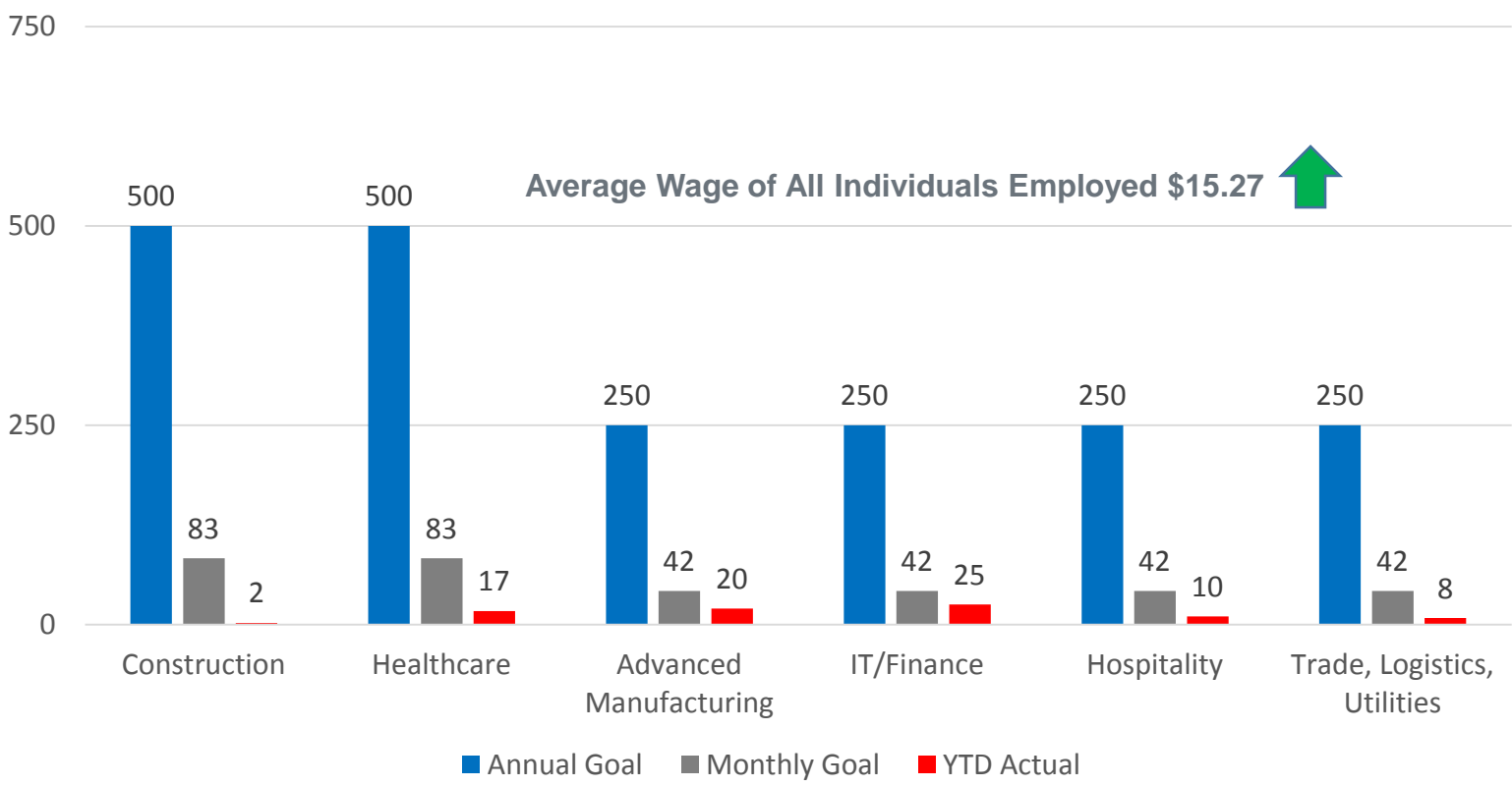


# ENGAGE THE TALENT POOL

## ALL INDIVIDUALS TRAINED & EMPLOYED SCORECARD

2,000 CAREER SEEKERS ENTER HIGH GROWTH INDUSTRIES  
AT AN AVERAGE WAGE OF \$15 PER HOUR OR MORE

GREEN = 90% or above of goal  
YELLOW = 80% of goal  
RED = less than 80% of goal







# INSIGHT

## HOSPITALITY INDUSTRY *Culinary Roles*



# HOSPITALITY - Culinary Focus

## 2015 - 2018

**35 Adults Employed**

**687 Youth Employed**

**1064 Youth Earning  
ServSafe Credential**

• Culinary Occupations Filled

- Prep Cook
- Line Cook
- Server

**\$10.01**  
**Adult Average**  
**Wage upon**  
**Employment**

• Employer Types

- Fast-food Restaurants
- Casual Dining  
Establishments

**\$10.42**  
**Youth Average**  
**Wage upon**  
**Employment**



# HOSPITALITY – CULINARY PROGRAMS 2015 - 2018

Certificate Training Program	CSCF Enrolled	CSCF Training Completers*	CSCF Employed	Average Wage
Lake Technical College	8	16	12	\$10.25
Orange County Technical College	20	21	16	\$10.26
Second Harvest Community Training Academy	4	4	4	\$10.50
Florida Technical College**	1	3	3	\$9.98
Valencia College Culinary Management**	12	1	0	0

\*Training Completed includes individuals prior to July 2015

\*\* No longer on CSCF Provider List



# HOSPITALITY – CULINARY PROGRAMS 2018 - 2019

Certificate Training Program	CSCF Enrolled	CSCF Completed*
Lake Technical College	5	0
Orange County Technical College	5	8
Second Harvest Community Training Academy	2	2
Osceola Technical College	0	0
Valencia College	0	1



# HOSPITALITY – CULINARY FOCUS



- **HOW DO WE ATTRACT NEW EMPLOYERS TO HIRE PROGRAM GRADUATES?**



- **DO WE HAVE THE CAPACITY NECESSARY TO TRAIN AND PLACE 260 INDIVIDUALS IN CULINARY ROLES?**



- **DATA SHOWS MANY INDIVIDUALS ARE EMPLOYED IN FAST FOOD OR FAMILY SERVICE ESTABLISHMENTS**
- **HOW DO WE ATTRACT HIGHER PAYING CULINARY JOBS?**

# Closing the Skills Gap

*Discovering a path to the job you were made for!*

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*The*

**JOBS PARTNERSHIP**

*of Florida*

*THE WAY UP.*

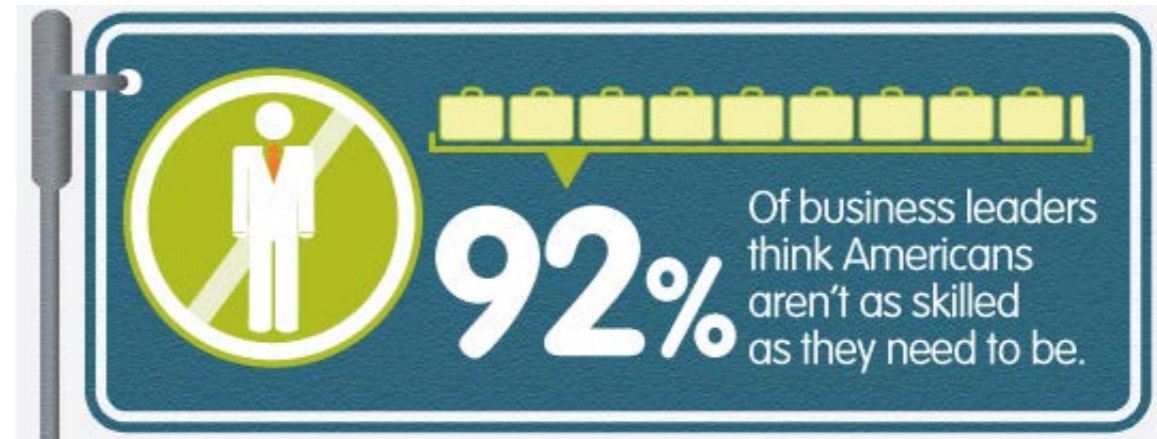
# What is Jobs Partnership

- Established 1999
- Church – Business – Community Partnership
- Career planning skills training
- 2200 Graduates
- 70% pursue jobs or go back to school



# The Problem

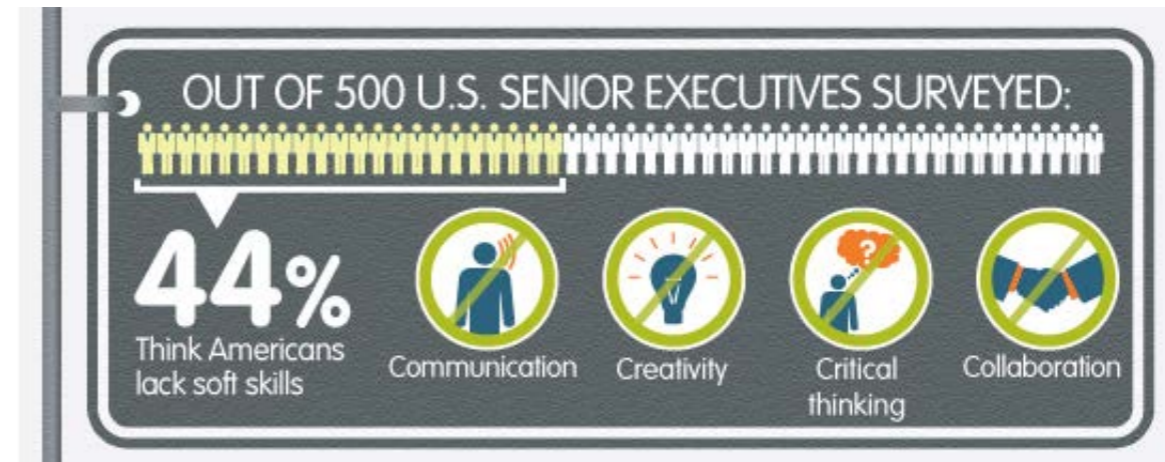
- Survey of 500 Senior Executives
- Severe skills gap in the American workforce
- Not enough qualified workers to fill open jobs





# Soft Skills Gap

- How you think and act on the job
- Relationships
- Problem Solving
- Punctuality
- Trust



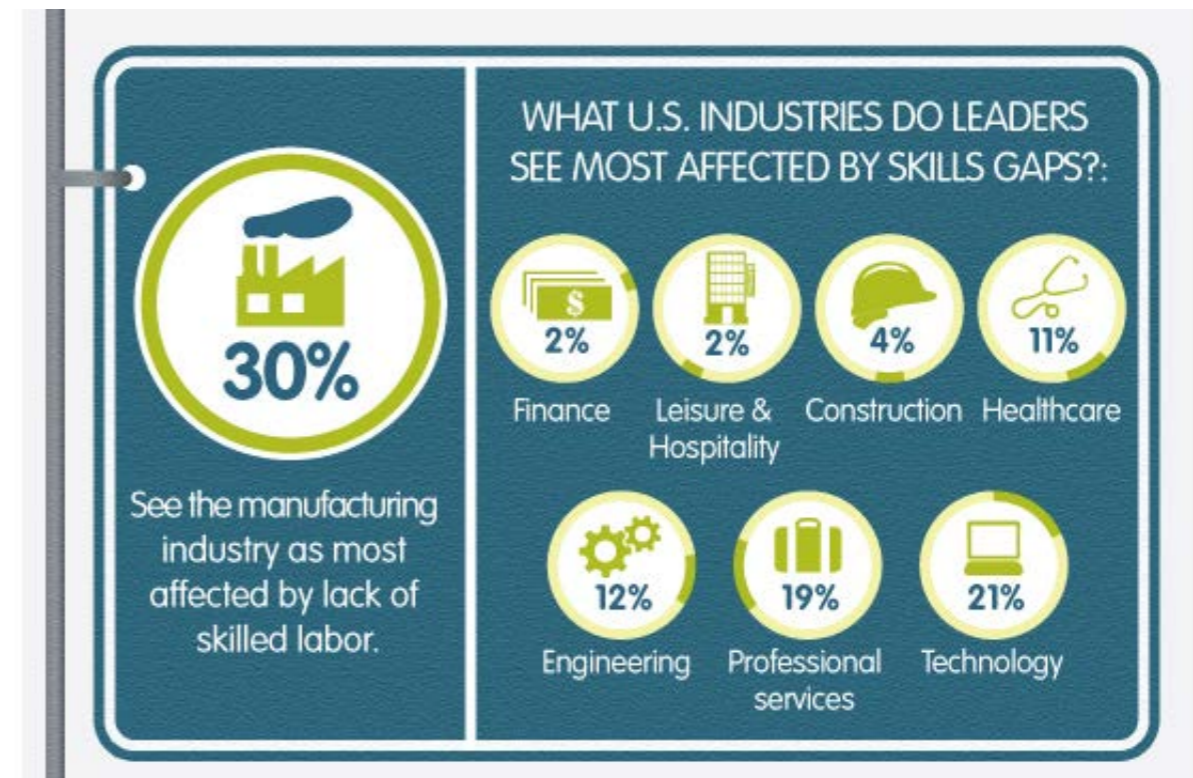
# Hard Skills

- Technical Skills
- Certifications
- Computer Skills



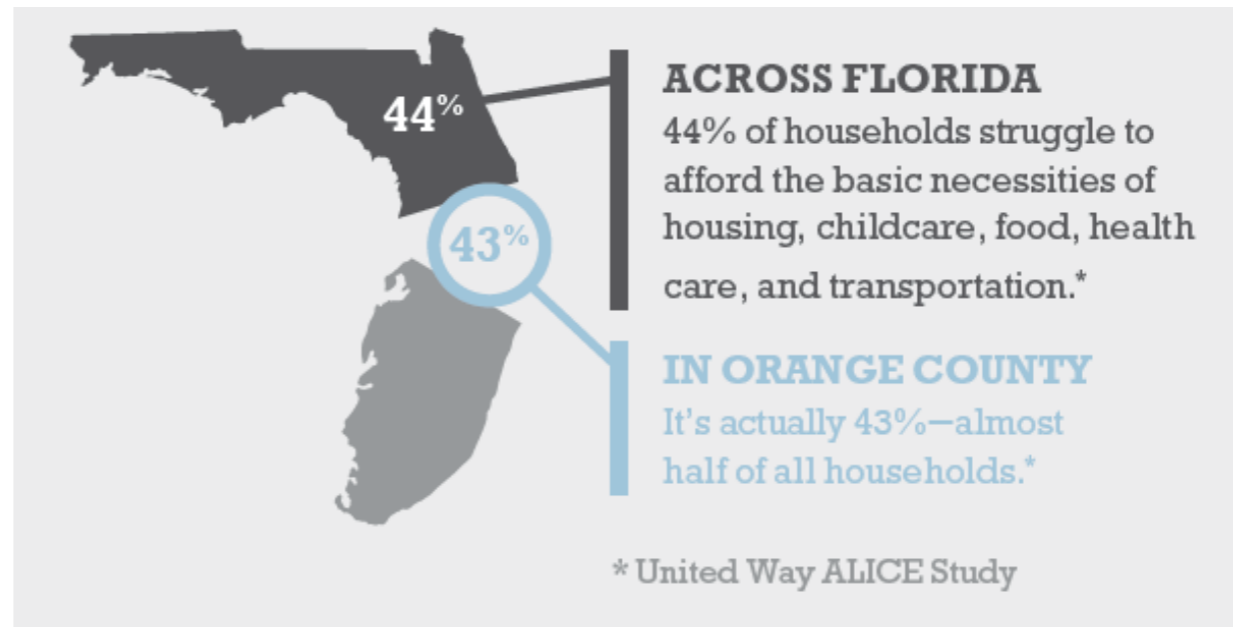
# Where the Jobs Are

- Advanced Manufacturing
- Construction
- Health Care
- Hospitality
- Trade, Transportation, and Logistics



# The Greater Problem: Losing Hope

- 199,826 families in Orange County
- Skills gap disqualifier for jobs in high growth sectors
- Lost Hope = inability to move forward in life



# The Solution

- Soft Skills Training
- Career Planning
- Continuing Education
- Removing Barriers
- Access to resources
- Helpful relationships





- Qualifications
- 12-week class
- Volunteer Leaders, Coaches and Instructors
- Faith-Based Program
- Soft Skills
- Career Planning Skills
- Special Events





# Assessment Tools

- Career Personality, Skills, & Interest Profiler
- Virtual Customer Simulation

MyPlan.com



**EMPLOYMENT TECHNOLOGIES**  
SIMULATION & TALENT PREDICTION



# LW Special Events

- Resource Fair:  
Access to  
community  
resources to  
remove  
employment  
barriers
- Career Fair:  
Access to  
Employers &  
Continuing  
Education





# How To Enroll

Visit our website to learn more about LifeWorks

- [www.JobsPartnership.org/LifeWorks](http://www.JobsPartnership.org/LifeWorks)
- Four locations in Orange County
- Classes start in September and March
- No Cost to Enroll
- Desire to Change!



*THE WAY UP.*

# CareerSource Partnership

- History
- LifeWorks Training Venue
- Imbedded Career Services Consultants
- MOU





# LIFEWORKS

— *by Jobs Partnership* —

[RETURN TO AGENDA](#)



*THE WAY UP.*





**To: Career Services Committee**  
**From: Mimi Coenen, Chief of Operations**  
**Subject: Recommendation for One Stop Operator, RFP OSO-18197**  
**Date: August 24, 2018**

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**PURPOSE:**

To approve a new entity to act as CareerSource Central Florida's One Stop Operator as required by the Workforce Innovation and Opportunity Act.

**BACKGROUND:**

CSCF's Board of Directors established the definition of a One Stop Operator in December 2016, to comply with the 2014 Workforce Innovation and Opportunity Act (WIOA) that requires that an entity be established 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, CSCF approved a contract with an entity to provide these services. During the 2017-2018 program year, the entity met the contract performance and completed required scope of work to support the organization, but as the entity's business status changed, it could no longer support the work required by CSCF. CSCF was required to issue a Request for Proposal (RFP) to identify a new entity that could provide the required services.

A review committee comprised of staff and a Career Services Committee member reviewed the two RFP responses. The two entities – WorkEd Consulting LLC and LDW Group LLC – provided the team with their individual qualifications to provide the outlined services, cost proposal, and approach to working with CSCF's required partners. The committee scored the two proposals, with LDW Group LLC scoring a 95; WorkEd Consulting LLC scoring an 80.

**ACTION:**

Based on the committee's review, it is recommended that the Board allow staff to move forward with negotiations with LDW Group LLC, and to not exceed \$60,000 as budgeted for this initiative.