

# Career Services Committee Meeting

September 14, 2023



# 9/14/23 CAREER SERVICES COMMITTEE MEETING DETAILS

Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of Minutes

Information / Discussion / Action Items

Other Business

Adjournment

**What:** Career Services Committee Meeting

**When:** Thursday, September 14, 2023

9:00 a.m. – 10:30 a.m.

**Where:** CSCF Administration Office  
390 N. Orange Ave., Suite 700  
Orlando, FL 32801

Virtual Option via Zoom: <https://careersourcecf.zoom.us/j/84912304959?pwd=OU1rNGdIY1ZScFEwMHkzclRIUXlHdz09>

Dial In: 1 (929) 205-6099 / Meeting ID: 849 1230 4959 Passcode: 838853

# 9/14/23 CAREER SERVICES COMMITTEE MEETING AGENDA

- Meeting Details
- Meeting Agenda
- Welcome
- Roll Call
- Public Comment
- Approval of Minutes
- Information / Discussion / Action Items
- Other Business
- Adjournment

Agenda Item	Topic	Presenter	Action Item
1.	Welcome - Introducing New Committee Members	Andrew Albu	
2.	Roll Call / Establishment of Quorum	Kaz Kasal	
3.	Public Comment		
4.	Approval of Minutes <b><u>A. 5/25/23 Career Services Committee Meeting</u></b>	Andrew Albu	X
5.	Information / Discussion / Action Items A. Review Performance Targets and Provide Insight to Ensure Investment and Goal Attainment <b>1) <u>Overview of Services to Customers</u></b> <b>2) <u>Career Services Committee Charter – Annual Review</u></b> <b>3) <u>Scorecard: PY 2022-2023</u></b> <b>4) <u>Level Up Orange Update</u></b> <b>5) <u>Federal Performance Standards Update</u></b> B. <b><u>New Training Providers – Apprenticeships</u></b>	Nilda Blanco Andrew Albu Nilda Blanco Tadar Muhammad Nilda Blanco	X
6.	Other Business	Gina Ronokarijo	
7.	Adjournment		



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# WELCOME



# CAREER SERVICES COMMITTEE WELCOME!



Welcome to:  
Casey Ferguson  
CTE & Adult Education  
Sumter County Schools



# CAREER SERVICES COMMITTEE WELCOME!



Welcome to:  
**Kristin Gray**

Community Director  
Office of Child & Family Well-Being  
FL Dept. of Children & Families



# CAREER SERVICES COMMITTEE WELCOME!

Welcome to:

**Dr. Molly Kostenbauder**

Associate Vice President,  
School of Business, Health & Public Safety  
**Seminole State College**



# CAREER SERVICES COMMITTEE WELCOME!



Welcome to:  
Ben Larry  
Director, Human Resources,  
Skywater Technology





# CAREER SERVICES COMMITTEE WELCOME!



Welcome to:  
Steven "Snak" Nakagawa  
Program Director, Cenfluence  
Florida High Tech Corridor

the  
florida  
high tech  
corridor

Meeting Details

Meeting Agenda

Welcome

▶ Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# ROLL CALL



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of Minutes

Information / Discussion / Action Items

Other Business

Adjournment

# PUBLIC COMMENT



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

**Approval of  
Minutes**

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# APPROVAL OF MINUTES



**DRAFT**  
**Career Services Committee Meeting**  
**Thursday, May 25, 2023**  
**9:00 a.m.**

**MINUTES**

**MEMBERS PRESENT:** Andrew ~~Albu~~, Sean Donnelly, Mark ~~Havard~~, Karen Hogans, Michelle ~~Sperzel~~

**MEMBERS ABSENT:** Jessie Dziorney-Lukash, Ed ~~James~~ and Maria Vazquez

**STAFF PRESENT:** Nilda Blanco, Pam Nabors, Fabi Diaz and Kaz Kasal

Agenda Item	Topic	Action Item / Follow Up Item
1	<b>Welcome</b> Mr. <del>Albu</del> , Committee Chair, called meeting to order at 9:01 a.m.	
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 draft minutes from 3/23/23 Career Services Committee meeting (attachment).</li> </ul>	<b>Mr. Donnelly made a motion to approve the minutes from the 3/23/23 Career Services Committee meeting. Ms. <del>Sperzel</del> seconded; motion passed unanimously.</b>
2	<b>Discussion / Action Items</b> <b>Approval of New Training Providers</b> <ul style="list-style-type: none"> <li>Reviewed process, eligibility requirements and staff recommendations of the new training providers to be added to Eligible Training Providers List (attachment).</li> </ul> <b>Local Apprenticeship Policy</b> <ul style="list-style-type: none"> <li>Reviewed apprenticeship partnerships and local apprenticeship policy (attachment). The Committee discussed and concurred on the following revision in the Apprenticeship Policy:</li> <li>1<sup>st</sup> Bullet: take out the words "in one" before "of the following" - so</li> </ul>	<b>Mr. <del>Havard</del> made a motion, for Board's final approval, that based on eligibility requirements and local demand, to approve the new training providers, as presented, be added as a career pathway on the Eligible Training Provider List. Ms. Hogans seconded; motion passed unanimously.</b>  <i>Staff to re-review wages in the training provider policy and bring updated policy to the next meeting.</i>  <b>Ms. Hogans made a motion, for Board's final approval, the Apprenticeship Policy as presented, but to include revision as discussed. Mr.</b>



	reads "CSCF will utilize WIOA or TANF funds to support apprentices* of the following:"	<b>Donnelly seconded; motion passed unanimously.</b>
6	<u>Other Business</u>	
7	<b>Adjournment</b> Meeting adjourned at 9:41 a.m.	

Respectfully submitted,

Kaz Kasal  
Executive Coordinator



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# INFORMATION / DISCUSSION / ACTION ITEMS



# WHERE WE SERVE

## Serve 5 Counties

- Lake
- Orange
- Osceola
- Seminole
- Sumter

## 1 of 24 Regional Workforce Boards in FL

- Region 12
- 2<sup>nd</sup> largest in Florida

## Delivery of Service

- 5 Career Centers
- 1 Virtual Contact Center
- Co-branded office with City of Orlando (RISE)
- Orange County-funded Neighborhood Navigators in select zip codes





# OUR SERVICES: CAREER-SEEKERS

## CAREER COACHING

- Career Discovery Assessments
- Resume Building Workshops
- Employment Services
- Interview Skills Workshops
- Virtual Services

## TRAINING & UPSKILLING

- On-the-Job Training
- Training Programs & Scholarships
- Soft Skills Training



# HIGH-GROWTH & RECOVERING INDUSTRIES



# A FOCUS ON BUSINESS: TALENT SOLUTIONS



- Workforce Development Insights and Information
- Internships
- On The Job Training
- Layoff Aversion or Support

# Committee Charter



## Career Services Committee Charter

### Purpose:

The Career Services Committee reports to the Board of Directors and is charged with overseeing the organizations Operations plan through:

1. Establishment of annual budget targets for investment of training resources
2. Set and assess Board performance targets for talent solutions and talent acquisition strategies in targeted sectors and assess career seeker satisfaction with CSCF service delivery.
3. Review and approve scholarship training providers and programs in alignment with targeted sectors.
4. Set and assess performance targets for young adult career pathways including both summer and year-round service delivery.

### Responsibilities:

- Review and recommend the operational budget that supports the Board's annual priorities in delivering programs and services.
  - *Metric: Measured annually by 75% of committee members attending and approving the budget during the combined CSC and Finance committee workshop held every May.*
- Review local performance metrics and provide insight to ensure attainment of annual investment and training objectives.
  - *Metric: Conduct annual review on training performance/investments. Provide recommendations if not on track with Board priorities and given budget.*
- Evaluate and recommend providers who offer training scholarships aligned with targeted sectors.
  - *Metric – Conduct analysis semi-annually to ensure the training matrix reflects programs that are needed and accessible across the region.*
- Review progress towards young adult career pathway goals.
  - *Metric: Conduct review of defined targets for youth and young adult program each meeting. Provide recommendations, if not on track with annual priorities and investment objectives.*
- Review investments of all non-DEO/ state and federal funded grants and program initiatives, to ensure attainment of sponsored objectives and performance expectations
  - *Metric: Conduct a quarterly review of all named initiatives that are outside traditional DEO-funded program and services. Provide recommendations if efforts are not on track with required priorities, budget and timelines.*



**Skills/Expertise:**

- Willingness to attend or participate in the majority of Committee meetings.
- Have proven background or working knowledge of targeted high growth industries.
- Prior experience as a board member desired.
- Prior experience in service delivery or oversight of program performance desired.

**Structure:**

- Membership of the Committee consists of Board members and community subject matter experts; the Board Chair appoints all Committee members.
- The Committee Chair is appointed by the Board Chair and is responsible to report on the Committee activities at the full Board meeting.
- Career Services Committee meets 5 times a year (4 meetings alone and 1 combined meeting with the Finance committee for an annual program and budget workshop.)
- Agenda and minutes are kept and published on the CareerSource Central Florida website and supplied to committee members via email one week prior to meetings.

# CSCF Scorecard

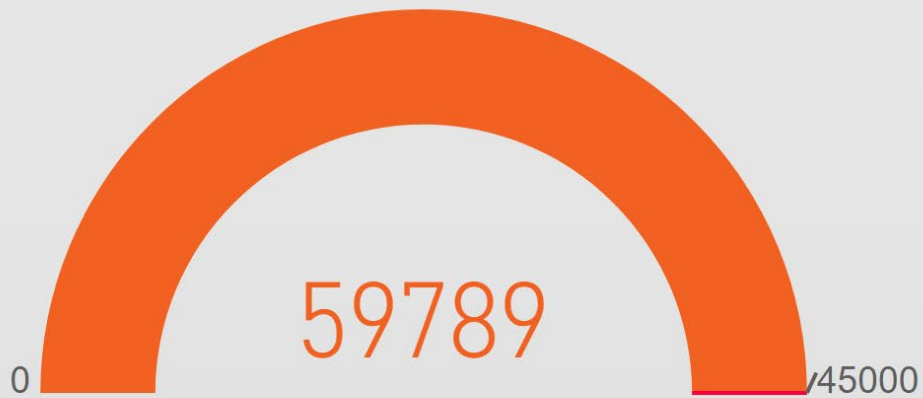
(July 1, 2022 – June 30, 2023)



# DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

## Career Seeker Leads

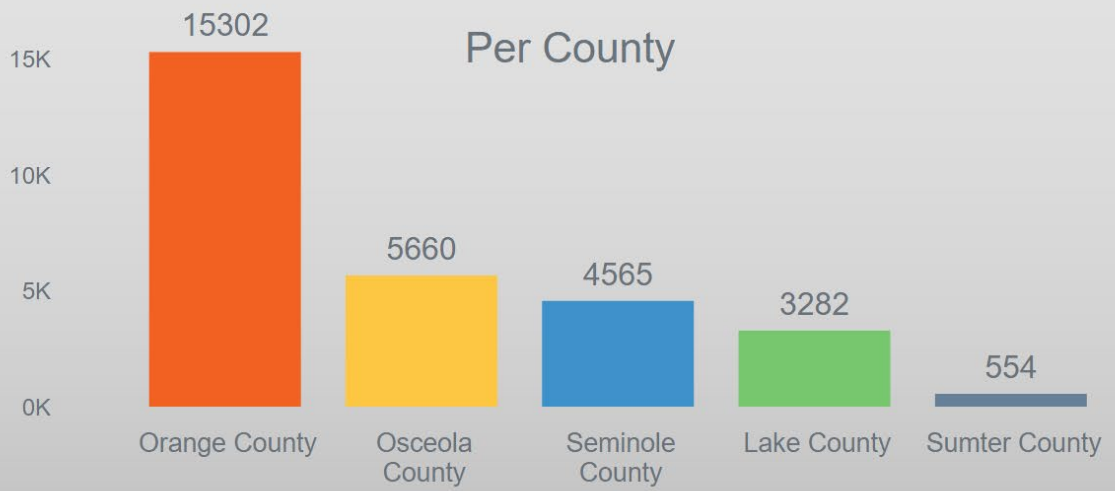
PY 22-23



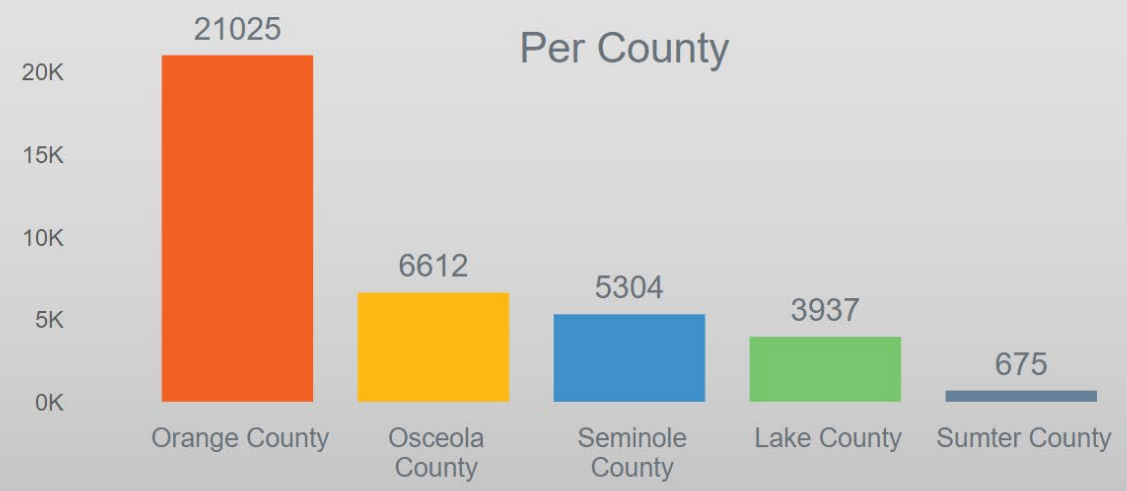
PY 21-22



Per County



Per County



Date Range: 7/1/2022 - 6/30/2023 (As of This PY)  
Data Source: Employ Florida SQL Server, OSST SQL Server, Career Edge - LUO, QLess



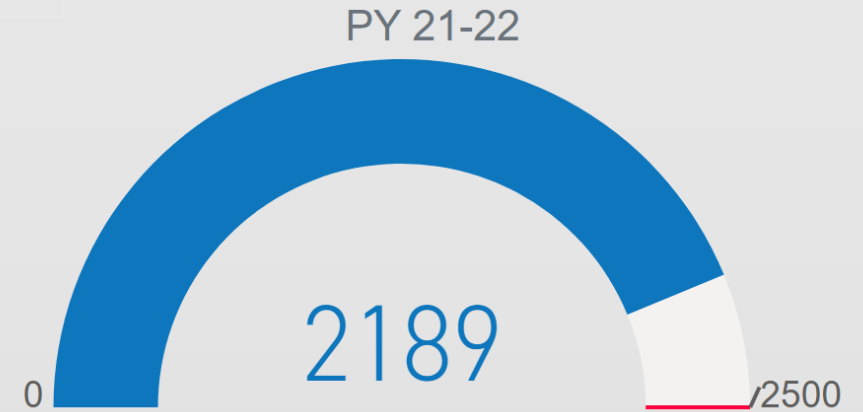
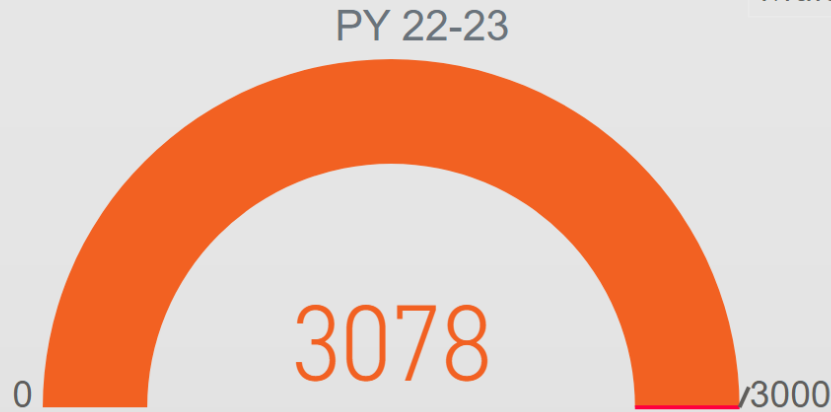


# DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

Career Seekers Receiving CSCF Supported Training

Program Year Quarter

Multiple selections ▼



Top 10 Training Careers

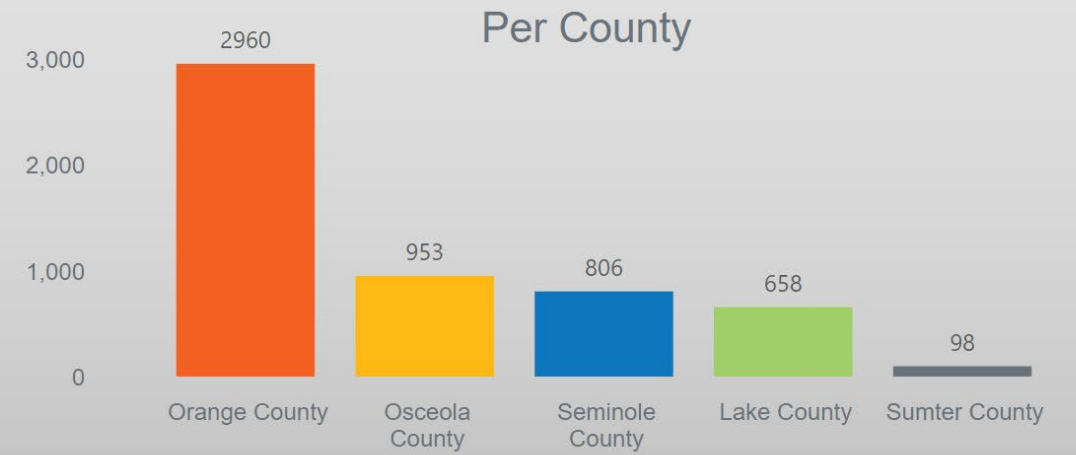
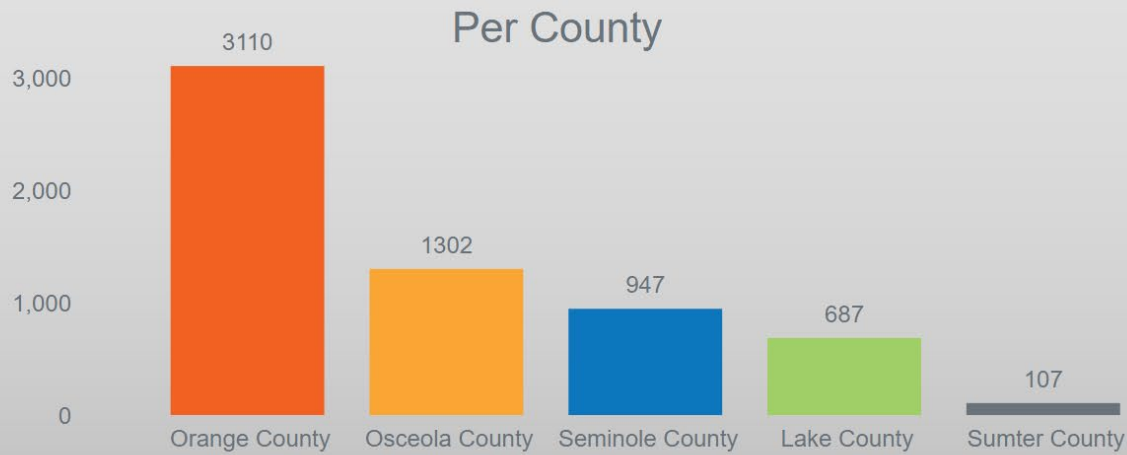
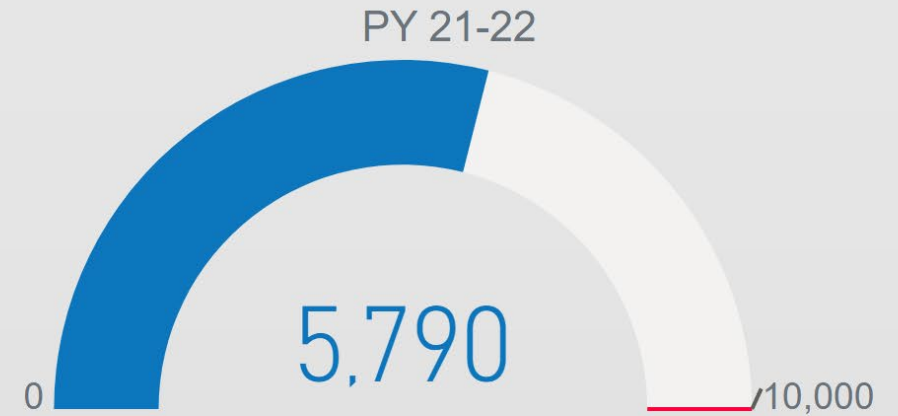
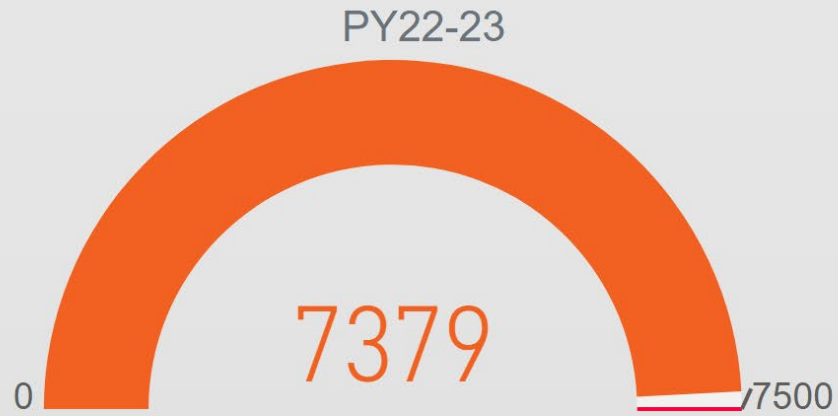
Training Program	Industry	Total	Percent
Heavy and Tractor-Trailer Truck Drivers	Trade & Logistics	401	31.93%
Customer Service Representatives	IT & Finance	140	11.15%
Medical Assistants	Healthcare	120	9.55%
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Construction & Utilities	109	8.68%
Electricians	Construction & Utilities	100	7.96%
Licensed Practical and Licensed Vocational Nurses	Healthcare	96	7.64%
Emergency Medical Technicians	Healthcare	88	7.01%
Medical Records Specialists	Healthcare	76	6.05%
Dental Assistants	Healthcare	64	5.10%
Information Security Analyst	IT & Finance	64	5.10%

Top 10 Training Careers

Training Program	Industry	Total	Percent
Heavy and Tractor-Trailer Truck Drivers	Trade & Logistics	324	27.48%
Emergency Medical Technicians	Healthcare	181	15.35%
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Construction & Utilities	138	11.70%
Medical Assistants	Healthcare	137	11.62%
Electricians	Construction & Utilities	93	7.89%
Licensed Practical and Licensed Vocational Nurses	Healthcare	79	6.70%
Medical Records Specialists	Healthcare	72	6.11%
Dental Assistants	Healthcare	61	5.17%
Office and Administrative Support Workers, All Other	Other	51	4.33%
Home Health Aides	Healthcare	43	3.65%

# DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

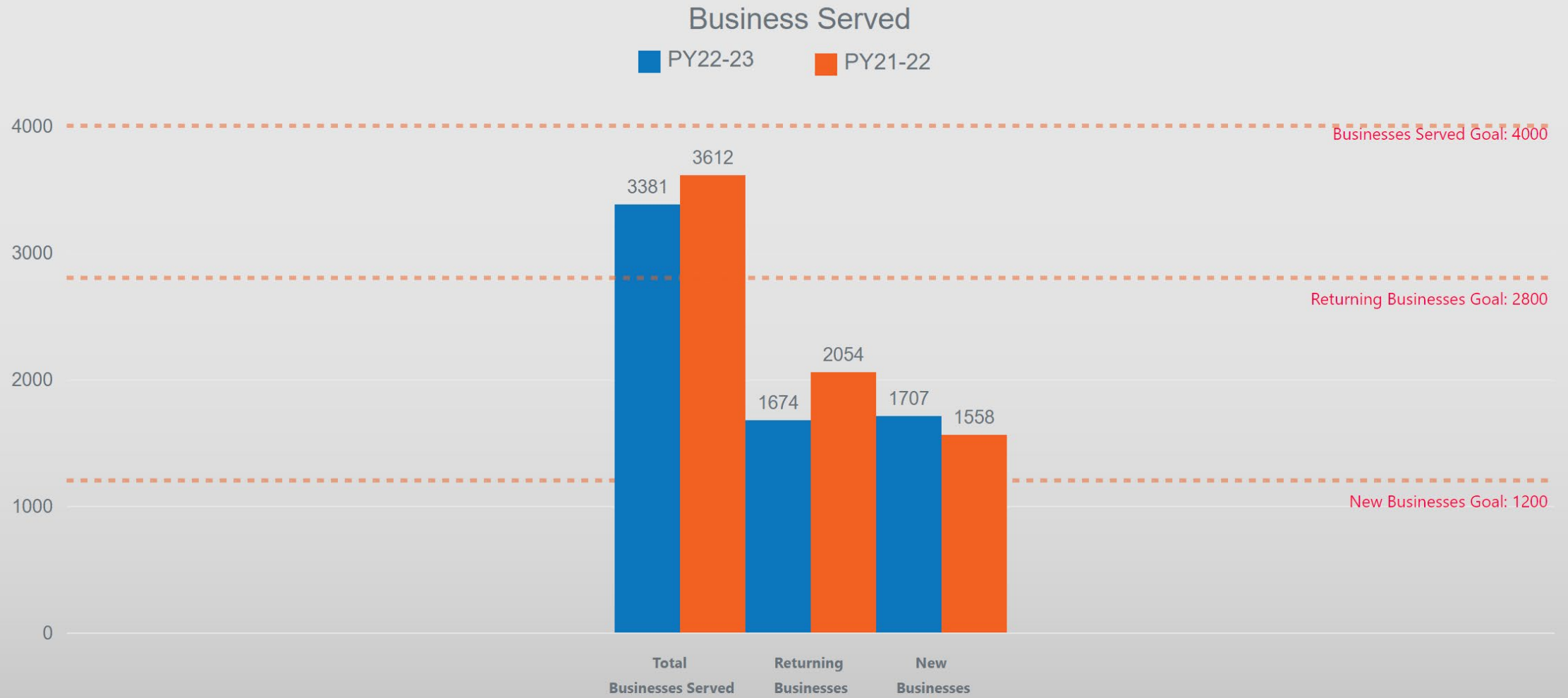
## Individuals Employed



Date Range: 7/1/2022 - 6/30/2023 (As of This PY)  
 Data Source: Employ Florida SQL Server, OSST SQL Server, Career Edge - LUO



# DELIVER TALENT RECRUITMENT & RETENTION INITIATIVES FOR BUSINESSES IN RECOVERING & EMERGING INDUSTRIES



Date Range: 7/1/2022 - 6/30/2023 (As of This PY)

Data Source: Employ Florida SQL Server, OSST SQL Server



# DELIVER TALENT RECRUITMENT & RETENTION INITIATIVES FOR BUSINESS IN RECOVERING & EMERGING INDUSTRIES

## PY22-23 CSCF Performance Report: Business Engagement

Program Year Quarter

All

Meeting Packet Page 28

Program Year Week

1

53

PY22-23 - Total Database Leads

6,285

Percent of 15,000 Target Goal

41.9%

PY22-23 -Businesses Engaged

3,200

Percent of 4,000 Target Goal

80.0%

PY22-23 -Total Qualified CSCF Candidates

2104

Percent of 5,000 Target Goal

42.1%

Interviewed or Hired

### Job Order Outcomes-Non-Cumulative Count

● Hired ● Interviewed



# Level Up Orange

Partnership with Orange County Government





## Level Up Orange Initiatives

- ❖ Orange County Commissioners invested \$15M in federal dollars to CSCF.
- ❖ Designed to help Orange County residents overcome employment challenges and help businesses find talent.
- ❖ Eligible participants gain access to free career coaching, job search support, paid college, technical training & internships.





# GOAL

# PROGRESS

8,000

REACH

36,587

2,500

SERVICES

1,939

1,600

PLACEMENT

746

800

WAGES \$15+

644

Output Measure – 7/1/2022 – 6/30/2023









# What's Next?



[RETURN TO AGENDA](#)



# Federal Indicators of Performance

- Local workforce areas negotiate performance metrics with Florida Commerce
- Local area must meet 90% of its goal to meet performance expectations
- Performance is calculated on the outcomes of individuals served 6 and 12 months after services are received
- Performance metrics are assigned to Adult and Youth customers
- Areas of performance:
  - Employment
  - Entering post-secondary education
  - Skills attainment
  - Credentials
  - Wages

# New Training Provider Recommendations



# TRAINING PROVIDER AND PROGRAM REQUIREMENTS

- Currently local workforce boards manage the process of adding and removing providers
- Providers will need to apply via a new state process in the future
- Application will be submitted to the state with the local workforce board recommendation
- Approved state providers will have 1 year of initial eligibility; recertify every 2 years to remain on the list



**To:** CareerSource-Central Florida Career Services Committee  
**From:** Nilda Blanco, Vice President of Service Delivery  
**Subject:** Request Approval to add Registered Apprenticeship Programs to CSCF Eligible Training Provider List  
**Date:** August 14, 2023

**Proposed Action:**

The staff recommends to the Career Services Committee the approval of **eight** new Registered Apprenticeship Programs, as presented in this memo. Request to add each occupation as a career pathway and list on CSCF's eligible training provider list and begin development of a MOU.

**Registered Apprenticeship Program Recommendations**

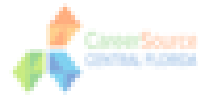
Registered Apprenticeship Name	Occupation / Length	Industry	Recommendation
<b>New</b> Central Florida Auto Dealers Association, Inc. Category – Sponsor Statewide	Electrical Vehicle Technician – 18 months	Transportation	Recommend approval of occupation
<b>New</b> Florida Nursery, Growers, and Landscape Association Inc. Category – Sponsor & Trainer Statewide	Horticultural Technician - 12 months	Professional Services	Recommend Approval of occupations
	Irrigation Technician – 12 months		
	Landscape Technician – 12 months		





<p><b><u>New</u></b>  <b>Florida Solar Energy</b>                  Category – Sponsor &amp; Trainer                  Statewide</p>	<p>Solar Energy Technician - 24 months</p>	<p>Professional Services</p>	<p>Recommend approval of occupation</p>
<p><b><u>New</u></b>  <b>Mid Florida Ironworkers JAC National RAP</b>                  Category – Sponsor &amp; Trainer                  Regional</p>	<p>Structural Steel / Ironworker – 48 months</p>	<p>Construction</p>	<p>Recommend approval of occupation</p>
<p><b><u>New</u></b>  <b>Orange County Public Schools / Orange Technical College – Winter Park</b>                  Category – Sponsor &amp; Trainer                  Regional</p>	<p>Information Technology / Network Support Specialist - 12 months</p>	<p>Information Technology</p>	<p>Recommend approval of occupation</p>
<p><b><u>3HRM Foundation National RAP</u></b>                  Category – Sponsor &amp; Trainer                  Statewide</p>	<p>Human Resource Specialist - 24 months</p>	<p>Professional Services</p>	<p>Recommend approval of occupation</p>





<p><b>Now</b>  <b>United Health Group</b>  <b>National RAP</b>                    Category – Sponsor                    Statewide</p>	<p>Medical Assistant – 18 months</p>	<p>Health</p>	<p>Recommend approval of occupation</p>
<p><b>Now</b>  <b>University of Florida</b>                  Category – Sponsor and Trainer                    Statewide</p>	<p>Community Health Worker – 12 months</p>	<p>Health</p>	<p>Recommend approval of occupation</p>

Cc: Gina Ronokarjoo - Senior Director of Planning and Policy  
 Brenda Chrisman – Program Manager / Apprenticeship Navigator

# ACTION: APPROVAL OF NEW PROVIDERS

## **Motion:**

Based on eligibility requirements and local demand, the following registered apprenticeships are recommended to be added as a career pathway on the Eligible Training Provider List :

Central Florida Auto Dealers Association

Florida Nursery, Growers, and Landscape Association Inc.

Florida Solar Energy

Mid-Florida Ironworkers JAC

Orange County Public Schools IT/Network Support Specialist

Society of Human Resource Management Foundation

United Health Group Medical Assistant

University of Florida Community Health Worker



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# OTHER BUSINESS



Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

▶ Adjournment

# ADJOURNMENT



# THANK YOU!



RETURN TO AGENDA