



## Career Services Committee Meeting

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

Thursday, March 22, 2018  
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. 1/25/18 Career Services Committee Meeting	X		Dr. Kathleen Plinske
5	Information/Discussion/ Action Items			
	A. Operations Report 1) Budget Update 2) Project Restore 2.0 Update		X	Bradley Collor Mimi Coenen
	B. Youth Data		X	Nilda Blanco
	C. High Growth Industry Dialogue		X	Committee Discussion
6	Other Business			
7	Adjournment			

**Upcoming Meetings:**

- Board Meeting & Retreat: 4/12/18, 9:00 am to 2:00 pm / Orange County Administration Building, 201 S. Rosalind Ave., Orlando, FL 32801
- Career Services and Finance Committees' Budget Workshop: 5/24/18, 2:00 pm to 3:30 pm, CSCF Admin Office

# CareerSource Central Florida

## Career Services Committee Meeting

**March 22, 2018**

# 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. 1/25/18 Career Services Committee Meeting *Dr. Kathleen Plinske*
  
5. **Information/Discussion/Action Items**
  
- A. Operations Report *Bradley Collor*
  1. Budget Update *Mimi Coenen*
  2. Project Restore 2.0 Update *Mimi Coenen*
  
- B. Youth Data *Nilda Blanco*
  
- C. High Growth Industry Dialogue *Committee Discussion*
  
6. **Other Business**
  
7. **Adjournment**

Welcome

Roll Call

Public Comment

Minutes

Info/Discussion/  
Action Items

Operations Report

Youth Data

High Growth  
Industries Dialogue

Other Business

Adjournment

# WELCOME



Welcome

Roll Call

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Industries Dialogue

Other Business

Adjournment

# Roll Call/ Establishment of Quorum



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Public Comment

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# Public Comment



Welcome

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**Minutes**

Info/Discussion/  
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Adjournment

# Approval of Minutes

*(Action Item)*

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## 1/25/18 Career Services Committee Meeting



**DRAFT**  
**Career Services Committee Meeting**  
**Thursday, January 25, 2018**  
**3:00 p.m.**

**MINUTES**

**MEMBERS PRESENT:** Kathleen Plinske, Wendy Brandon, Michael Armbruster, Paul Bough, Dorathy Nevitt, and Larry Walter

**MEMBERS ABSENT:** William D’Aiuto, Jim Sullivan, Richard Sweat and Al Trombetta

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

Agenda Item	Topic	Action Item / Follow Up Item
1	<b>Welcome</b> Dr. Plinske called the meeting to order at 3:02 pm and welcomed those in attendance.	
2	<b>Roll Call / Establishment of Quorum</b> Ms. Kasal reported that there was a quorum present.	
3	<b>Public Comment</b> None Offered.	
4	<b>Approval of Minutes</b> 11/9/17 Career Services Committee Meeting	<b>Mr. Bough made a motion to approve the minutes from the 11/9/17 Career Services Committee meeting. Dr. Armbruster seconded; motion passed unanimously.</b>
5	<p><b>Information/Discussion/Action Items</b> The following was reviewed in the PowerPoint presentation (attachment):</p> <p><b><u>Operations Report</u></b> Ms. Coenen and Mr. Collor reviewed the performance data: Four 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> <p><b><u>Budget Challenges Update</u></b> Ms. Coenen provided an update on budget challenges with ITAs, Internships and OJTs. Ms. Coenen commented that efforts to increase OJTs will continue, but may need to realign dollars to training and internships – will monitor and revisit this.</p> <p><b><u>Irma Update - Project Restore</u></b> Ms. Blanco provided updates on Project Restore for Hurricane Irma. CSCF received 1.6M in funds, which put 199 people to work in temporary jobs to help non-profit</p>	



and public entities affected by Irma. 16 participants gained full time employment and staff are working to transition other participants to additional programs and jobs.

#### New Grant Awards

Ms. Coenen stated the Governor awarded CSCF \$502,000, which will be applied towards the needs for Hurricane Maria evacuees. Initial efforts include working with community partners to assess and validate those needs.

#### One-Stop Operator

Ms. Blanco provided an update with CSCF's one-stop operator, Education Solutions International (ESI). ESI's main function is managing relationships with CSCF's required partners (Adult & Literacy, Vocational Rehabilitation, and Division of Blind Services). In December, CSCF realigned ESI's focus toward more strategic and direct oversight. Staff will report on how this progresses at the next Committee meeting.

#### Youth Navigator RFQ

Mr. Bough referenced the action item memo with regard to the Youth Navigator RFQ recommendations (attachment). Mr. Bough stated that the RFQ was posted on 11/20/17 and closed on 12/31/17. CSCF received eleven (11) responses. Mr. Bough stated that a review team consisting of himself and CSCF staff reviewed and rated the responses. Based on their review, the top three scoring organizations were Center for Independent Living (serves the disabled), Impower (serves foster youth, homeless and intellectually disabled) and Central Florida Urban League (serves African-American and other underserved minorities, low income and criminal justice attached youth). Ms. Coenen added the purpose of the RFQ is to further expand the reach to youth in targeted populations of foster care, homeless, disabled and connected to juvenile justice system.

Mr. Walter noted that Central Florida Urban League only served Orange county and asked how outreach to African-American and other underserved minorities would be accomplished for the other counties in this region. Mr. Bradley replied that the two existing youth navigators, Community Based Care of Central Florida and Home Builders Institute cover gaps and CSCF's in-house provide overall services in all areas. Ms. Coenen stated that staff can aggregate youth data, review youth demographics in

**Mr. Walter made a motion to forward to the Executive Committee the recommendation to approve and allow contract negotiations to begin with Center for Independent Living, Impower and Central Florida Urban League. Dr. Armbruster seconded, motion passed unanimously.**

*In readiness for next Committee meeting, staff to aggregate youth data, review youth demographics in each county and identify if there any additional gaps.*

each county and identify if there any additional gaps; this information will be presented at the next Committee meeting.

The Committee concurred to move the action item to full Board for approval, but will review data at the next Committee meeting to make sure there are no gaps in service to youth.

**High Growth Industry Dialogue**

Ms. Blanco reviewed the following:

At the 2018 Orange County Economic Summit, Dr. Sean Snaith confirmed that the construction, finance and business/professional services industries are projected for the most growth in 2018. Hospitality will be strong and steady.

Ms. Blanco reviewed the data from 15-16 and 16-17 program years related to training completers and specific jobs attained by industry and average industry wage. Ms. Blanco also posited four key questions to consider around strategies.

The Committee provided the following feedback:

Ms. Nevitt noted that the average wage earned hospitality seems low. Perhaps CSCF should focus on attracting higher paying employers.

Dr. Armbruster noted that credentialing is becoming more and more important – businesses are looking for skills vs. degree. To build a career path, the individual should attain credential/skills and then build on this to help move them to the middle. Industries need to see and understand this.

Ms. Brandon stated she serves on the Orlando Economic Partnership Board and they had a debrief on reasons why Amazon decided not to select Orlando for their headquarters. The take-away was that Orlando lacked technical talent. How can we position ourselves so we are better prepared and meet the needs of the next opportunity? We need to develop the right skillset to grow jobs that align with the community's needs.

The Committee concurred on following strategies:

- Narrow the focus to maximize resources and make the biggest impact
- Intentionally attract higher paying employers to

	<p>help bring average wage up (i.e. hospitality)</p> <ul style="list-style-type: none"> <li>– Focus on short term training</li> <li>– Get certification to validate skills</li> <li>– Certification is desired by businesses – look for jobs that can lead to a pathway/growth to higher jobs and wages so individuals can move towards the middle</li> <li>– What programs guarantee pathway/wage</li> <li>– Industry buy-in on the importance of career pathway / upward mobility</li> </ul> <p>Dr. Plinske suggested forming business advisory committees that meet annually with business representatives from across the region. Members of the Career Services Committee could each be on the committee consisting of businesses of their industry sector and lead the discussion to attain feedback on who businesses would hire, and with what credentials and skill sets. Also, secure their buy-in to provide jobs that lead to a career path of further growth. Get them to understand that this helps with job retention; and by developing their employees with higher skills that result in job growth, a career path and higher pay will keep their businesses competitive, which improves and grows the overall economy and expands the opportunities in the community. Mr. Bough added that formalizing an industry advisory system, especially in the HGI areas, would be a good focus.</p>	
7	<p><b>Other Business</b></p> <p>Ms. Coenen stated that, in response to the news articles from the Tampa Tribune regarding CareerSource Tampa and CareerSource Pinellas, and their CEO Mr. Ed Peachey, Ms. Nabors provided a message to the Board, committee members and CSCF partners explaining that CSCF, as with the other regional workforce boards, operates independently. The message reviewed CSCF's history and, under a new Board and CEO, how the organization transformed from high-risk status to a reliable and compliant workforce asset, receiving the highest possible score of compliance over the last four years. Ms. Coenen stated that if the Committee had any questions to please contact Ms. Nabors or herself.</p>	
8	<p><b>Adjournment</b></p> <p>There being no other business, the meeting adjourned at 4:23 pm.</p>	

Respectfully submitted,

Kaz Kasal

Welcome

Roll Call

Public Comment

Minutes

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Operations Report

Youth Data

High Growth  
Industries Dialogue

Other Business

Adjournment

# Information/Discussion/ Action Items

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## A. Operations Report

1. Budget Update
2. Project Restore 2.0 Update

## B. Youth Data

## C. High Growth Industry Dialogue

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# Operations Report

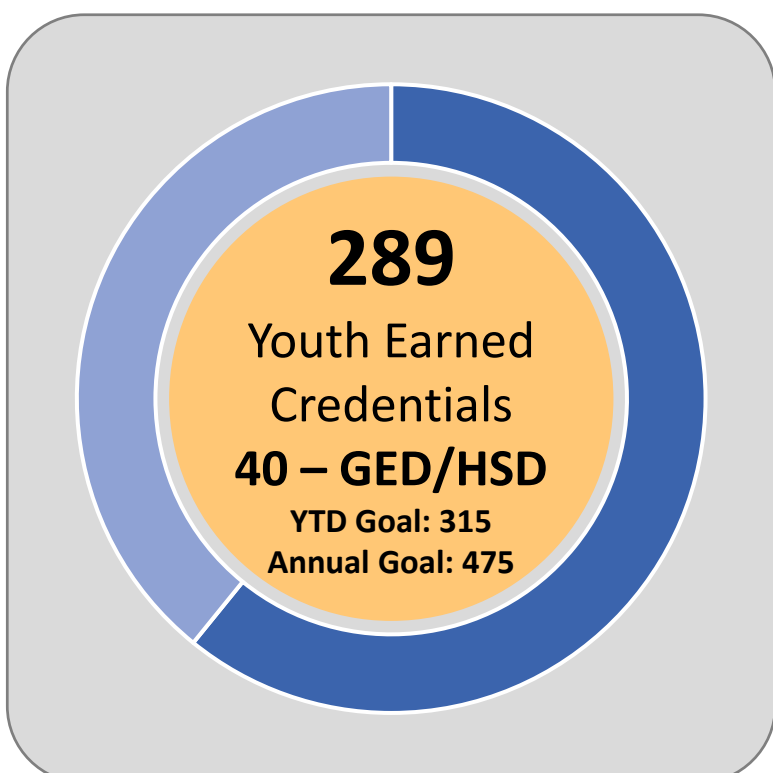
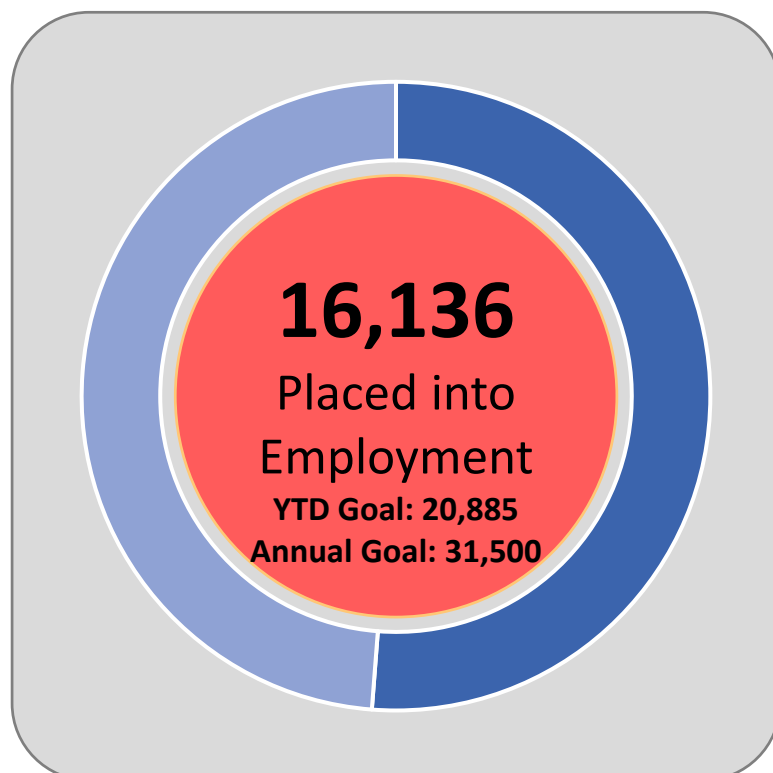
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Program Year 17-18 Performance  
(July 1, 2017 – February 28, 2018)



# PY 17-18 Operations Report

Through 02.28.2018



PY 17-18 Target  
 PY 17-18 YTD Actual  
 Exceeded goal  
 Behind on goal  
 On track to meet goal

Data Source: Employ Florida, OSST

# Budget Update

ITAs		Annual Enrollment Goal		595	
		Annual Budget		\$3,700,000	
<b>Adult, DW, TAA</b>		<u>Balance on 09/30/17</u>	<u>Balance on 12/31/17</u>	<u>Balance on 2/28/18</u>	<u>Year End Projection</u>
Enrollments (YTD)	7	317	558	650	
Expenditures	\$ 223,991	\$ 495,052	\$ 1,439,568		
Obligations	\$ 570,818	\$ 1,564,845	\$ 1,652,469		
<b>TOTALS</b>	<b>\$ 794,809</b>	<b>\$ 2,059,897</b>	<b>\$ 3,092,037</b>	<b>\$ 3,700,000</b>	
	21%	56%	84%	100%	
<b>Internships</b>					
		Annual Enrollment Goal		260	
		Annual Budget		\$1,250,000	
<b>Adult, DW, TAA and 7007</b>		<u>Balance on 09/30/17</u>	<u>Balance on 12/31/17</u>	<u>Balance on 2/28/18</u>	<u>Year End Projection</u>
Enrollments (YTD)	3	29	92	260	
Expenditures	\$ 5,423	\$ 52,036	\$ 137,922		
Obligations	\$ 15,909	\$ 59,141	\$ 476,816		
<b>TOTALS</b>	<b>\$ 21,332</b>	<b>\$ 111,176</b>	<b>\$ 614,738</b>	<b>\$ 1,250,000</b>	
	1.7%	8.9%	49.2%	100.0%	
<b>OJTs</b>					
		Annual Enrollment Goal		50	
		Annual Budget		\$300,000	
<b>Adult and DW</b>		<u>Balance on 09/30/17</u>	<u>Balance on 12/31/17</u>	<u>Balance on 2/28/18</u>	<u>Year End Projection</u>
Enrollments (YTD)	3	13	16	50	
Expenditures	\$ 17,175	\$ 25,913	\$ 34,570		
Obligations	\$ 36,918	\$ 91,489	\$ 129,346		
<b>TOTALS</b>	<b>\$ 54,093</b>	<b>\$ 68,250</b>	<b>\$ 163,916</b>	<b>\$ 300,000</b>	
	18.0%	22.8%	54.6%	100.0%	

## Budget to Actual Performance

Q1 – not on track

Q2 – made adjustments and beginning to see progress in all areas.

Efforts for Q3 – sustain progress

Efforts for Q4 – meet all budget projections

# Project Restore 2.0 Update

## Initial Evacuees

5250 - from OUC and Heritage Center Contact  
500 – Target Number CSCL will serve by 12/31/18

## Outreach

- Intentional survey to establish current needs
- Outreach to identified FEMA hotels; Latino organizations

Funding Total  
**\$3,902,000**

## Partnerships

- Actively engaging Latino serving organizations
- Posted an RFQ to leverage existing services and support throughout the community

## Planned Activities

Outreach activities  
Language training  
Orientation to Orlando area  
Resume Assistance  
Targeted job placement activities



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# Youth Data

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## Youth Program Demographics



# Youth Program

## Who do we serve?

Youth Services were enhanced by adding Youth Navigators to increase outreach and enrollment to key groups, including foster youth, justice involved, urban youth, homeless, young parents, and other groups.

### Demographics of who is currently being served:

As of February 2018, CSCF is serving approximately 900 youth:

- 42% identify as African American
- 40% identify as White
- 17% do not identify
- 1% as other

Of those youth enrolled:

- 40% identify as Hispanic
- 59% are females
- 65% are 18-20 years old

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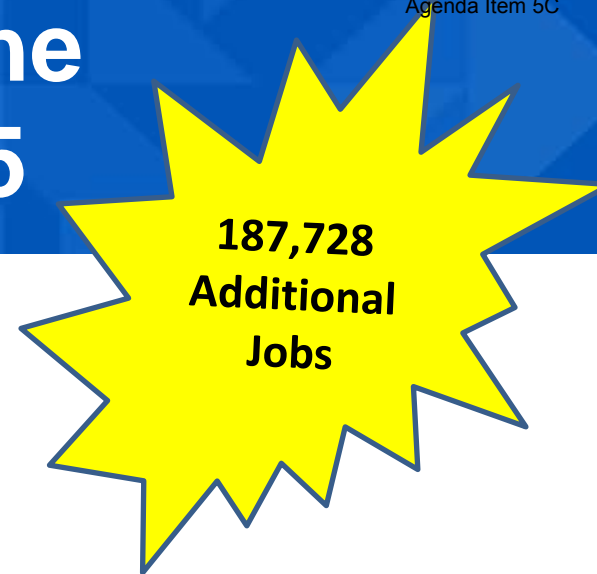
# High Growth Industries Dialogue

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Focus on Occupations



# Job Growth in the Region by 2025



## Total Employment – All Industries

2017 Employment 1,389,028

2025 Employment 1,576,756

13.5% increase in workforce by 2025

Top 5 growing industries (in all five counties):

Healthcare

Construction

Leisure & Hospitality

Professional & Business Services (includes Finance and IT)

Trade, Logistics, and Utilities

# Current Focus on Occupations

## **Program Year 17-18 Criteria for Training Program Approval:**

- Result in an industry recognized credential or certification
- Lead to a career within one or more of CSCF high growth industries
- Program duration of one year or less
- Total program cost of \$8,000 or less

# Focus on Occupations

## **New Lense to Consider:**

Based on the Board's desire to be more intentional with training investments, labor market information was analyzed to identify occupations within targeted sectors that:

- Require high school or post-secondary training / credential
- Are completed in one year or less
- Lead to a career path earning \$15 / hr. or more
- Expect 15-34% growth based on 2025 Bureau of Labor Statistics projections

# Focus on Occupations

## Format for Labor Market Information Analysis:

- **Expected Growth Areas:** Sectors within CSCF targeted industries that have the highest projection growth
- **Demand Occupations:** Expect 15-34% growth based on 2025 Bureau of Labor Statistics projections
  - Have an average wage of \$12 or \$15/hr.
- **CSCF Approved Training Programs:** Programs currently available for CSCF funding
- **Not Currently Approved, but Available in Region:** Are training options available in the region outside of what CSCF currently is able to fund? Validated through MyNextMove.org
- **Priority for 18-19:** Is that an occupation that we would like to focus on in 18-19?

# Healthcare Occupations 2017-2025

Expected Growth Areas	Demand Occupations Average Wage >\$15/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N	
Ambulatory Health Care Nursing and Residential Care Hospitals	Physical Therapist Assistants		Y		
	Diagnostic Medical Sonographers		Y		
	Opticians, Dispensing		Y?		
	Phlebotomists	✓			
	Licensed Practical and Licensed Vocational Nurses	✓			
	Medical and Clinical Laboratory Technicians	✓			
	Dental Hygienists	✓			
	Medical Records and Health Information Technicians	✓			
	Dental Assistants	✓			
	Surgical Technologists			Y	
	Massage Therapists	✓			
	Registered Nurses			Y	
	Radiologic Technician			Y	
	Emergency Medical Technicians and Paramedics	✓			
Respiratory Therapists			Y		

Expected Growth Areas	Demand Occupations Average Wage >\$12/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Ambulatory Health Care Nursing and Residential Care Hospitals	Medical Assistants	✓		
	Medical Equipment Preparers		Y	
	Veterinary Technologists and Technicians		Y	
	Pharmacy Technicians	✓		

Y? = Training exists, but is part of a larger program



# Construction Occupations 2017-2025

Expected Growth Areas	Demand Occupations Average Wage >\$15/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Specialty Trade Contractors	Brick masons and Block masons		N	
Construction of Buildings	Cement Masons and Concrete Finishers		N	
	Plasterers and Stucco Masons		N	
	Security and Fire Alarm Systems Installers		N	
	Roofers		N	
	Heating, A.C., and Refrigeration Mechanics and Installers	✓		
	Glaziers		Y	
	First-Line Supervisor of Construction and Extraction Workers		N	
	Electricians	✓		
	Tile and Marble Setters		N	
	Operating Engineers/Construction Equipment Operators		Y	
	Cost Estimators		Y	
	Carpenters		N	
	Maintenance and Repair Workers, General	✓		

Expected Growth Areas	Demand Occupations Average Wage >\$12/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Specialty Trade Contractors	Painters, Construction and Maintenance	✓		
Construction of Buildings	Helpers - Installation, Maintenance, and Repair Workers	✓		
	Construction Laborers	✓		

# Leisure & Hospitality Occupations 2017-2025

Expected Growth Areas	Demand Occupations Average Wage >\$15/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Food & Drinking	First-Line Supervisors of Food		Y	
Places Amusement & Recreation	First-Line Supervisors of Housekeeping/Janitorial Workers		N	
Accommodation	Banquet Preparation & Serving Workers		N	
	Audio and Video Equipment Technicians		Y	
	Meeting, Convention, and Event Planners		N	
	Chefs and Head Cooks	✓		

Expected Growth Areas	Demand Occupations Average Wage >\$12/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Food & Drinking	Cooks, Restaurant	✓		
Places Amusement & Recreation	Cooks, Institution and Cafeteria	✓		
Accommodation				

# Professional & Business Services Occupations 2017-2025

Expected Growth Areas	Demand Occupations Average Wage >\$15/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Real estate	Web Developers	✓		
Professional, Scientific, Technical Services	Billing and Posting Clerks		Y	
Management of Companies & Enterprises	Computer Systems Analysts	✓		
	Information Security Analysts	✓		
	Software Developers, Applications	✓		
	Property, Real Estate & Community Association Managers		Y?	
	Receptionists and Information Clerks	✓		
	Computer User Support Specialists	✓		
	Real Estate Agents / Brokers		Y?	
	Paralegals and Legal Assistants	✓		
	Database Administrators	✓		
	Information Security Analysts	✓		
	Personal Financial Advisors		Y?	
	Accountants and Auditors	✓		

Expected Growth Areas	Demand Occupations Average Wage >\$12/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Real estate	Customer Service Representative		N	
Professional, Scientific, Technical Services				
Management of Companies & Enterprises				

Y? = Training exists, but is part of a larger program

# Trade, Logistics, and Utilities Occupations 2017-2025

Expected Growth Areas	Demand Occupations Average Wage >\$15/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Air Transportation	Flight Attendants		Y	
Transit and Ground Passenger Transport	Electrical Power-Line - Installers and Repairers		N	
Ground Material Transportation	Cargo and Freight Agents		N	
	Aircraft Mechanics and Service Technicians		Y	
	Light Truck or Delivery Services Drivers	✓		
	Tractor Trailer Drivers	✓		
	Airfield Operations Specialists		N	
	Commercial Pilots		Y	
	Aircraft Mechanics and Service Technicians		Y	
	Automotive Body and Related Repairers	✓		
	Automotive Glass Installers and Repairers		Y?	
	Automotive Service Technicians and Mechanics	✓		
	Bus and Truck Mechanics and Diesel Engine Specialists	✓		
	Farm Equipment Mechanics and Service Technicians		Y?	
	Mobile Heavy Equipment Mechanics, Except Engines		Y	
	Motorcycle Mechanics		Y	
	Outdoor Power Equipment and Small Engine Mechanics		Y	

Expected Growth Areas	Demand Occupations Average Wage >\$12/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Air Transportation	Laborers and Freight, Stock, and Material Movers, Hand	✓		
Transit and Ground Passenger Transport	Refuse and Recyclable Material Collectors	✓		
Support Activities for Transportation				
Ground Material Transportation				

Y? = Training exists, but is part of a larger program

# Manufacturing Occupations 2017-2025

Expected Growth Areas	Demand Occupations Average Wage >\$15/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Wood Product Manufacturing	Computer-Controlled Machine Tool Operators, M & P	✓		
Nonmetallic Mineral Product Manufacturing	Computer Controlled (CNC) Mach. Tool Programmers, M & P	✓		
	Woodworking Machine Setters & Operators, Exc. Sawing		N	
	Stationary Engineers and Boiler Operators		N	
	Water and Wastewater Treatment Plant & System Operators		N	
	Ophthalmic Laboratory Technicians		N	
	Industrial Machinery Mechanics		Y?	

Expected Growth Areas	Demand Occupations Average Wage >\$12/hr.	CSCF Approved Training Programs	Not Currently Approved, but Available?	Priority for 18-19? Y/N
Wood Product Manufacturing	Assemblers and Fabricators, All Other		N	
Nonmetallic Mineral Product Manufacturing	Food Processing Workers		N	
	Molders, Shapers, and Casters, Exc. Metal and Plastic		N	

Y? = Training exists, but is part of a larger program

# Next Steps

## Budget Considerations:

- Establish priorities for each industry
- Determine investment levels to support each industry

## Proposed Metrics:

- Number of individuals entering each cluster
- Number of individuals by key occupation
- Number of individuals improving skills
- Number of individuals entering employment
- Median wage by industry and occupation
- Continued employment 6 month, 1 year after program



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# Other Business



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▶ **Adjournment**

# Adjournment

