

Career Services Committee Meeting
Thursday, December 8, 2016
3:00 p.m.

MINUTES

MEMBERS PRESENT: Richard Sweat, Michael Armbruster, Paul Bough, Eugene Jones, Brian Michaels, Dorothy Nevitt, Jack Plettinck, Kathleen Plinske, Jim Sullivan, and Larry Walter

MEMBERS ABSENT: Wendy Brandon, William D’Aiuto, and Leslie Hielema

STAFF PRESENT: Pam Nabors, Mimi Coenen, Leo Alvarez, Robert Quinlan, Nilda Blanco, Joyce Summersett, Jason Lietz and Kaz Kasal

GUESTS PRESENT: Pat Higgs, Nancy Higgs/Education Solutions International; Christine Burk / Sumter County School Board

Agenda Item	Topic	Action Item / Follow Up Item
1	Welcome Mr. Sweat called the meeting to order at 3:03 pm and welcomed those in attendance.	
2	Roll Call / Establishment of Quorum Ms. Kasal reported that there was a quorum present.	
3	Public Comment None Offered.	
4	Approval of Minutes 10/13/16 Career Services Committee Meeting	Dr. Plinkse made a motion to approve the minutes from the 10/13/16 Career Services Committee meeting. Dr. Armbruster seconded; motion passed.
5	Information/Discussion/Action Items The following was reviewed in the Powerpoint presentation (attachment): <u>Service Delivery Summary Report / Definition of CSCF Career Service Operator</u> Ms. Coenen stated that WIOA regulations require local boards to select a one-stop operator through a competitive process. CSCF has secured a contract with Education Solutions International (ESI), a third party. ESI has conducted an evaluation study of CSCF’s operations and effectiveness as a one-stop operator. Ms. Coenen introduced Mr. Pat Higgs, CEO of ESI, who provided a report on the results of this study. Mr. Higgs greeted the Committee and stated the two objectives of this study are: 1) to see if anything has changed from the last evaluation in 2014 and 2) to examine	

progress made from 2014 to current. Mr. Higgs provided an overview of the method of study, State rankings compared to other RWBs by program/performance, and annual budget comparisons.

To Note:

- CSCF has significantly improved its performance and relative State rankings since 2014.
- Significant change (180 degree turn) from “social services” image to business-focused by effectively engaging businesses in order to effectively serve clients. Business Services made the greatest overall improvement.

Suggested Strategies:

- Continue to identify and measure what really matters.
- Review and replicate processes of Pinellas County to improve ratio of job openings to job orders and ways to raise average wage.
- Build a stronger relationship with the higher education community to prepare students in meeting employer needs and improve placement rates.
- Increase interaction between case managers and ITA clients to meet ITA objective and assist to attain placement.
- Ensure ITA providers are actively involved from training through placement assistance and follow-up.

Ms. Coenen referred to the “Definition of CSCF Career Services Operator” memo (attachment) and reviewed the staff recommendations. These recommendations are based on the ESI study, WIOA rule changes and other proposed service delivery models.

Mr. Michaels made a motion to adopt the following, as listed below, for consideration by the full CSCF Board. Mr. Sullivan seconded; motion passed.

Career Service Provider: Approve CSCF to continue to directly deliver career services for WIOA Adult & Youth, Wagner Peyser, Veterans, Trade (TAA), Welfare Transition (TANF) and SNAP that align with the four-year plan for the local area and be responsible for oversight of programs to ensure state and federal requirements are met.

One Stop Operator: Adopt the local definition of One Stop Operator as a consultant or contractor whose function will be to coordinate the service delivery of all one stop required partners including Adult

**Education, Vocational Rehabilitation
and the Division of Blind Services
across our 5-county region.**

Operations Report

Program Year 16-17 thru 10/31/16 Performance:
Mr. Quinlan reviewed business services performance goals. Direct placements are below goal due seasonality as businesses are slower in the summer months, but start to ramp back up in September. Compared to last year CSCF is up by 349 in direct placements. Timeliness in filling job orders is tracking well. With a focus to increase average wages, Business Services will provide tiered services; with higher wages more services will be provided. Also Business Services has filled the 2 sales consultant vacancies and this should help increase new and repeat business customer activities.

Ms. Blanco reviewed HGI expenditures which is 5% under goal but should fall in line soon. With regard to HGI performance, CSCF is exceeding goals with training completers and there is continued focus to place completers into HGI CSCF jobs.

Mr. Lietz reviewed youth program performance goals. The focus is to provide more credentials and majority of youth are being put into HGI training. Enrollments are behind about 30 – 40, but the marketing campaign should help increase this number.

The Committee discussed and provided following comments and input:

- It's important to keep a historical perspective on wages, job sectors and occupational trends.
- Make sure goals are in tune with the times to keep opportunities open for all career seekers.
- Quantity not as important as quality and placements.
- Need to adjust future bar graphs to align with reported numbers more effectively.

At January 2017 meeting, Committee to review metrics / goals to date and evaluate performance.

High Growth Industries (HGI) – Discussion

Mr. Sweat asked the Committee for a volunteer to lead the HGI discussion and Dr. Plinske offered.

IT Sector – Snapshot of Statistics

Ms. Coenen reviewed the IT sector historical data over the last two years

The Committee provided the following input:

	<ul style="list-style-type: none">- Request enhancements to include cost per placement- Offer more program detail per training institution for the committee to review.- Shade out those programs that are sunsetted	
7	Other Business Ms. Coenen stated she will provide a proposed Committee meeting schedule that better aligns with program year by quarter.	
8	Adjournment There being no other business, the meeting was adjourned at 4:29 pm.	

Respectfully submitted,

Kaz Kasal
Executive Coordinator