



## Career Services Committee Meeting

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

Thursday, March 10, 2016  
9:00 a.m. – 10:30 a.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 backbone 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			Richard Sweat
2	Roll Call / Establishment of Quorum			Kaz Kasal
3	Public Comment			
4	Approval of Minutes A. 1/8/16 Career Services Committee Meeting	X		
5	Information/Discussion/ Action Items			
	A. Strategic Operational Goals Presentation B. Metrics C. Discussion - Talent Training Youth		X	Pam Nabors Bradley Collor  Richard Sweat Leslie Hielema Paul Bough
6	Other Business			
7	Adjournment			

### Upcoming Meetings:

- Career Services Committee Meeting, 4/7/16, 2:00 p.m. / CareerSource Central Florida / 390 N. Orange Ave., Orlando, FL
- Board of Directors Meeting, 4/21/16, 9:00 a.m. / MetroPlan Orlando, Park Building, 250 S. Orange Ave., Suite 200, Orlando, FL

**Draft**  
**Career Services Committee Meeting**  
**Friday, January 8, 2016**  
**2:00 p.m.**

**MINUTES**

**MEMBERS PRESENT:** Michael Armbruster, Paul Bough, Wendy Brandon, Brian Michaels, Kathleen Plinske and Eric Ushkowitz

**MEMBERS ABSENT:** Greg Beliveau, Leslie Hielema, Richard Sweat and Larry Walter

**STAFF PRESENT:** Mimi Coenen, Leo Alvarez, Ike Powell, Joyce Hinton, Christine Jolliff and Kaz Kasal

Agenda Item	Topic	Action Item / Follow Up Item
1	<p><b>Welcome</b>  Ms. Coenen called the meeting to order at 2:02 pm and welcomed those in attendance. Ms. Coenen stated she would preside over today's meeting on behalf of the Mr. Sweat, Career Services Committee Chair as he was not able to attend.</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>  None Offered.</p>	
4	<p><b>Approval of Minutes</b>  11/19/15 Program Review Committee Meeting</p>	<p><b>Mr. Bough made a motion to approve the minutes from the 11/19/15 Program Review Committee meeting. Ms. Plinske seconded; motion passed.</b></p>
5	<p><b>Operations Report</b>  Mr. Powell referenced the document entitled "Operations Data Snapshot Report" (attachment). and reviewed performance on five (5) key goals: year-to-date vs. last two program years as well as second quarter year-to-date vs. last two program years' second quarters year-to-date. Included in the report are trend arrows to show if goal is trending up or down compared to previous years.   With regard to businesses served goal, Mr. Quinlan stated that this year staff have an internal goal focused more on quality vs. quantity, by providing</p>	

	more intensive concierge services to businesses.	
6	<p><b>Information/Discussion/Action Items</b></p> <p>A. Policy Considerations for Training – Healthcare          Ms. Coenen stated that staff researched information from various healthcare industry sources to include a focus group consisting of healthcare employers and based on this information and feedback identified the following industry needs:</p> <ul style="list-style-type: none"> <li>• Non-technical needs: soft skills, critical thinking, communication and computer literacy skills, experience and vocabulary familiarity in healthcare environment.</li> <li>• Technical needs: nurses with Bachelors-level degrees and specialty designations – i.e. surgical nurses.</li> </ul> <p>B. Manufacturing Update          Staff is currently gathering information on the manufacturing sector. Focus group conversations will be conducted next month.</p> <p>C. Youth Programming Update          Ms. Coenen stated of the 5 youth contractors, two are not enrolling new students as they only provide services for In-School Youth. Staff will continue to monitor and evaluate performance with current contractors. Staff will also review program models of other organizations. A youth focus group was held in December and staff will be conducting two more youth focus groups. The biggest take away from the first youth group was “connectivity” and “permanence” - youth need to be able to depend on a program structure they can rely on to be there for them consistently, as there are so many variables and challenges in their lives.</p>	<p><i>Staff to further evaluate data, by industry sector, and develop a policy for Committee’s review which will include staff-suggested threshold requirements, as a contingency to continued CSCF funding, based on placements, length of time between post-training completion to placement.</i></p>
7	<p><b>Other Business</b></p> <p>Ms. Coenen stated, on behalf of Mr. Sweat, in order for the Committee to effectively report to the full</p>	<p><i>At next meeting staff to provide more data analysis based on Committee</i></p>

	<p>Board, more feedback and consensus is needed from this Committee to specifically identify the top goals to devise strategy for as it relates to program services. Based on Committee discussion:</p> <ul style="list-style-type: none"> <li>• Developing/aligning skill sets to meet the needs the employer community.</li> <li>• Quality of programs - grow skill sets so earning potential is higher/competitive.</li> <li>• Continued monitoring training providers' performance to make sure meeting key benchmarks/thresholds and remove if needed.</li> <li>• Return On Investment (ROI) Costs per program – equate placements to funding and validate the quality and effectiveness of CSCF services. Metrics vary by industry sector, so in order to determine ROI it is important to evaluate this separately per industry sector and weigh-in and compare all components: program training costs, wage rate competitiveness, number of placements per industry, timeframe from training to placement.</li> </ul> <p>The Committee also suggested for staff to review other workforce boards' committee structures on how they evaluate workforce programs.</p>	<p><i>feedback. This should be separated by industry sector and weigh-in all components: placements, wage rate and cost of training – in order to effectively establish appropriate thresholds.</i></p>
8	<p><b>Adjournment</b>                  There being no other business, the meeting was adjourned at 2:53 p.m.</p>	

Respectfully submitted,

Kaz Kasal  
 Executive Coordinator