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CAREER SERVICES

COMMITTEE MEETING

CareerSource Central Florida | 10/26/26

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10/26/26 CAREER SERVICES COMMITTEE MEETING

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

What: Career Services Committee Meeting

When: Monday, October 26, 2026
3:00 p.m. – 4:30 p.m.

Where: CSCF West Orange Career Center
at West Oaks Mall
9401 West Colonial Drive
Ocoee, FL 34761

or

Virtual Option via Zoom:

Link: https://careersourcecf.zoom.us/j/89632377133?pwd=xvUk6375aKK4OhYaZ46Usqb2r6ZfJ9.1

Dial In: 1 (305) 224-1968 / Meeting ID: 896 3237 7133 / Passcode: 519690

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Agenda Item #"	Topic	Presenter	Action Item
1.	Welcome	Andrew Albu	
2.	Roll Call / Establishment of Quorum	Kaz Kasal	
3.	Public Comment	Andrew Albu	
4.	Approval of Minutes A. 8/6/26 Career Services Committee Meeting	Andrew Albu	X
5.	Action / Information A. Action Items 1) Central & East Florida Innovation Alliance Regional Planning Area Integrated Regional Workforce Services Plan Two-Year Modification B. Information 1) Boardable Demo 2) PY 26-27 Operations Results – 1st Quarter 3) Technology-Enabled Access – Updates on Virtual Services C. Discussion 1) From Access to Engagement	Committee Discussion Melanie Markes	X
6.	Other Business		
7.	Adjournment		

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WELCOME

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ROLL CALL / ESTABLISHMENT OF QUORUM

CAREER SERVICES COMMITTEE UPDATE



New Career Services Committee Member

Jorge A. Martinez
Central Region ESS Director

Office of Economic Self Sufficiency
Florida Department of Children & Families

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PUBLIC COMMENT

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APPROVAL OF MINUTES

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DRAFT
Career Services Committee Meeting
Thursday, August 6, 2026, 3:00pm
MINUTES

MEMBERS PRESENT: Andrew Albu, Casey Ferguson, Karen Hogans, Molly Kostenbauder, Dorea Mays, Paula Mooney, Chris Pascal, Jonathan Schaefer and Richard Watford

MEMBERS ABSENT: Carla McKnight

STAFF PRESENT: Gina Ronokarijo, Pam Nabors, Vince Bruno, and Kaz Kasal

GUESTS PRESENT: Sachely Rosado / CSCF Board Member

Agenda Item	Topic	**Action Item** / *Follow Up Item*
1	**Welcome** • Mr. Albu, Committee Chair, called the meeting to order at 3:02 p.m. • Mr. Albu welcomed Dorea Mays, CSCF Board Member, to the Career Services Committee. Committee members all introduced themselves and explained why they serve on the CSCF Board.	
2	**Roll Call / Establishment of Quorum** • Ms. Kasal reported a quorum was present.	
3	**Public Comment** None offered.	
4	**Approval of Minutes** • Reviewed minutes from the 4/2/26 Career Services Committee meeting (attachment).	**Mr. Schaefer made a motion to approve the minutes from the 4/2/26 Career Services Committee meeting. Dr. Kostenbauder seconded; motion passed unanimously.**
5	**Information / Discussion / Action Items** Information • Career Services Committee Charter – Reviewed Charter and Committee concurred ok as is (attachment). • Operations Results – PY 2025-2026 Year-End Final (attachment) – Reviewed Workforce Operations' final results for PY 2025-2026. CSCF exceeded its goals for Explore, Experience, and Average Wage. Engage and Employment reached 89% and 82% of their respective goals. Moving forward, staff will place greater emphasis on these two areas to improve overall performance. Performance will also be broken down by location to identify trends, opportunities, and areas for improvement. o In perspective, during PY 25–26, CSCF accomplished more with fewer resources, demonstrating the team's ability to remain focused and productive despite limited capacity.	

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	– Reviewed Business activities for PY 25-26: o Interviewed-To-Hire Ratio of 3:2; equating to every 3 being referred, 2 get hired. This is above industry standard for a staffing agency. o Business Relationships – under goal. Staff to develop improved strategies for business development and talent fulfillment, and more focus on business impressions vs. number of relationships. Discussion • Youth Services Performance and Strategy (attachment) – CSCF's overall performance of WIOA (Workforce Innovation & Opportunity Act for Adult, Dislocated Worker and Youth) performance: met/exceeded 16 of the 18 measures, two years running. – Based on the data, staff will focus on: ▪ Improving youth credentialing ▪ Revamping program design Interactive Discussion • When you think about Youth Services, what outcomes matters most to you? Based on Committee Feedback, below two outcomes emerged as the strongest: ➢ Relevant ➢ Long Term • Which outcome should be CSCF's highest priority for Youth Services? Based on Committee Feedback, below two outcomes emerged as the highest priorities: ➢ Employment ➢ Career Pathways Action Items • Procurement Process Approvals: – Youth Services o Reviewed action memo recommending Committee approve staff to initiate a competitive procurement process for WIOA Youth Services (attachment).	**Mr. Watford made a motion to approve staff initiating a competitive procurement for WIOA Youth Services and authorize staff to develop and release a Request for Proposals (RFP). Staff will provide the Career Services Committee the procurement results and a recommendation for approval, and then to Board for final approval. Ms. Mays seconded; motion passed unanimously.**

	– Employer of Record o Reviewed action memo recommending Committee to approve staff to initiate a competitive procurement process for Employer of Record (attachment). – Eligible Training Provider List (ETPL) o Reviewed action memo recommending Committee to approve CSCF's Program Year 2026-2027 Eligible Training Provider List (attachment). o Due to a majority of the Career Services Committee members having a conflict of interest because their training organizations are listed on the ETPL, the Committee is deferring this action item to the Executive Committee for consideration.	**Ms. Hogans made a motion to approve staff initiating a competitive procurement for Employer of Record Services and authorize staff to develop and release a Request for Proposals (RFP). Staff will provide the Career Services Committee the procurement results and a recommendation for approval, and then to Board for final approval. Mr. Schaefer seconded; motion passed unanimously**
	Other Business None offered.	
7	**Adjournment** Meeting adjourned at 4:36 p.m.	

Respectfully submitted,

Kaz Kasal
Executive Board Coordinator

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ACTION / INFORMATION / INTERACTIVE DISCUSSION

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AGENDA ITEM 5A 1)

Action items

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CAREER SERVICES COMMITTEE BRIEFING

Central East Florida Regional Workforce Plan

Why are we planning regionally? • What does the plan contain? • What comes next?

2

LOCAL WORKFORCE DEVELOPMENT BOARDS

8

COUNTIES • ONE CONNECTED LABOR MARKET

CareerSource Central Florida + CareerSource Brevard Flagler Volusia

2027–2028

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PURPOSE

Why a regional plan — and why now

SHARED ECONOMY

Customers and employers cross county lines

The eight-county area functions as a connected labor market. Commuting, hiring, education and industry supply chains do not stop at local-board boundaries.

SHARED RESPONSE

Alignment improves reach and consistency

The plan creates a common direction for sectors, employer engagement, service access, training, supportive services and performance improvement.

STATE DIRECTION

Regional coordination is an implementation requirement

The plan translates state priorities into regional actions while preserving each board’s governance, policies, resources and local delivery decisions.

The goal is coordinated execution not a merger of the two workforce boards.

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REGIONAL FOOTPRINT

The planning region at a glance

2
PARTICIPATING LWDBS

8
COUNTIES

~4.4M
RESIDENTS

CareerSource Central Florida

Orange • Osceola • Seminole • Lake • Sumter

CareerSource Brevard Flagler Volusia

Brevard • Flagler • Volusia

A single regional strategy can connect inland growth centers, the Orlando economy and the Space Coast talent ecosystem.

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PLAN ARCHITECTURE

What is in the plan

A

Economy & labor market

Industries, occupations, workforce gaps, education assets and changing conditions

B

Service delivery & customer experience

Common standards, access, referrals, supportive services and employer coordination

C

Operations & system efficiency

Shared staffing, administrative practices, technology, data and cost-sharing opportunities

D

Performance, employers & apprenticeship

Outcomes, sector partnerships, business services, MCL alignment and pipeline targets

LOCAL ADDENDUM

Keep board-specific detail local

- Governance and local policies
- Career center network
- Program partner roles
- Local performance and corrective action
- Board-specific budgets and approvals

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SHARED STRATEGY

What the boards will align regionally

01

Customer access

Shared service expectations, referrals, accessibility and technology-enabled access

02

Employer services

Coordinated outreach, sector intelligence, retention and market penetration

03

Training pathways

MCL-aligned credentials, work-based learning, apprenticeship and supportive services

04

System operations

Common metrics, data definitions, joint tools and targeted administrative efficiencies

Regional consistency where it adds value; local flexibility where customers and communities require it.

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ECONOMIC STRATEGY

Priority sectors and talent pipelines

LEAD SHARED SECTOR

Aerospace & aviation

A natural bridge between Orlando's aviation, simulation and defense base and the Space Coast's aerospace launch and manufacturing ecosystem.

Advanced manufacturing
Semiconductors • precision production

Construction & utilities
Skilled trades • infrastructure

Healthcare & life sciences
Clinical • technical • allied health

Information technology
Cybersecurity • digital skills

Transportation & logistics
Distribution • mobility • supply chain

Regional actions: employer convenings • validated skill needs • training alignment • shared pipelines

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TALENT STRATEGY

Apprenticeship becomes the first shared operating model

902

combined cumulative apprentice target by 2030

CSCF: 676

CSBFV: 226

1. **Two shared Apprenticeship Navigators**
   CSCF-employed positions serving all eight counties
2. **One coordinated employer-facing model**
   Joint sector priorities, referrals and program development
3. **Annual targets through 2030**
   Year-by-year milestones tied to the cumulative board targets
4. **Quarterly regional review**
   Monitor outreach, registrations, enrollments, completion and WIOA support

This model is also the region’s first concrete shared-cost and shared-staffing implementation.

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IMPLEMENTATION

First-year roadmap: build the regional operating rhythm

Q1

Confirm baselines

Common definitions, inventories and annual targets

→

Q2

Launch shared work

Sector convenings, navigator activity and service alignment

→

Q3

Test the experience

Customer feedback, access review and process improvements

→

Q4

Review and reset

Performance analysis, lessons learned and next-year actions

Deliverables include: shared metrics • two regional sector convenings • service-access baseline • technology and contract inventory • quarterly performance review

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COMMITTEE ACTION

What we need from the Career Services Committee

Review the plan through the customer-service lens.

CLICK HERE TO REVIEW CENTRAL EAST FLORIDA REGIONAL WORKFORCE PLAN

01	**Validate the direction**	Does the regional approach strengthen access, consistency and outcomes without reducing needed local flexibility?
02	**Confirm the priorities**	Are service alignment, sector pipelines, apprenticeship and shared measurement the right first-year focus?
03	**Identify critical clarifications**	What must be more specific before the plan advances to the next approval step?

Requested outcome: committee feedback and a recommendation to advance the regional plan.

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INFORMATION (AGENDA ITEM 5B 1)

BOARDABLE DEMO

GO TO NEXT SLIDE AFTER BOARDABLE DEMO

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INFORMATION (AGENDA ITEM 5B 2)

Operations Results

PY 2026–2027: 1st Quarter

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WORKFORCE OPERATIONS

Target Goal: 25%

WORKFORCE OPERATIONS

Explore	Engage	Experience	Employment	Average Wage
16,290	7,047	563	880	$20.81
54% OF 30K GOAL	35% OF 20K GOAL	19% OF 3K GOAL	22% OF 4K GOAL	$2.81 ABOVE $18 GOAL

Date Range: 07/01/2026 – 10/05/2026 (As Of This PY)
Data Source: Data Warehouse(EF&OSST), CareerEdge - LUO (as of 09/30/2026), Check-in Form

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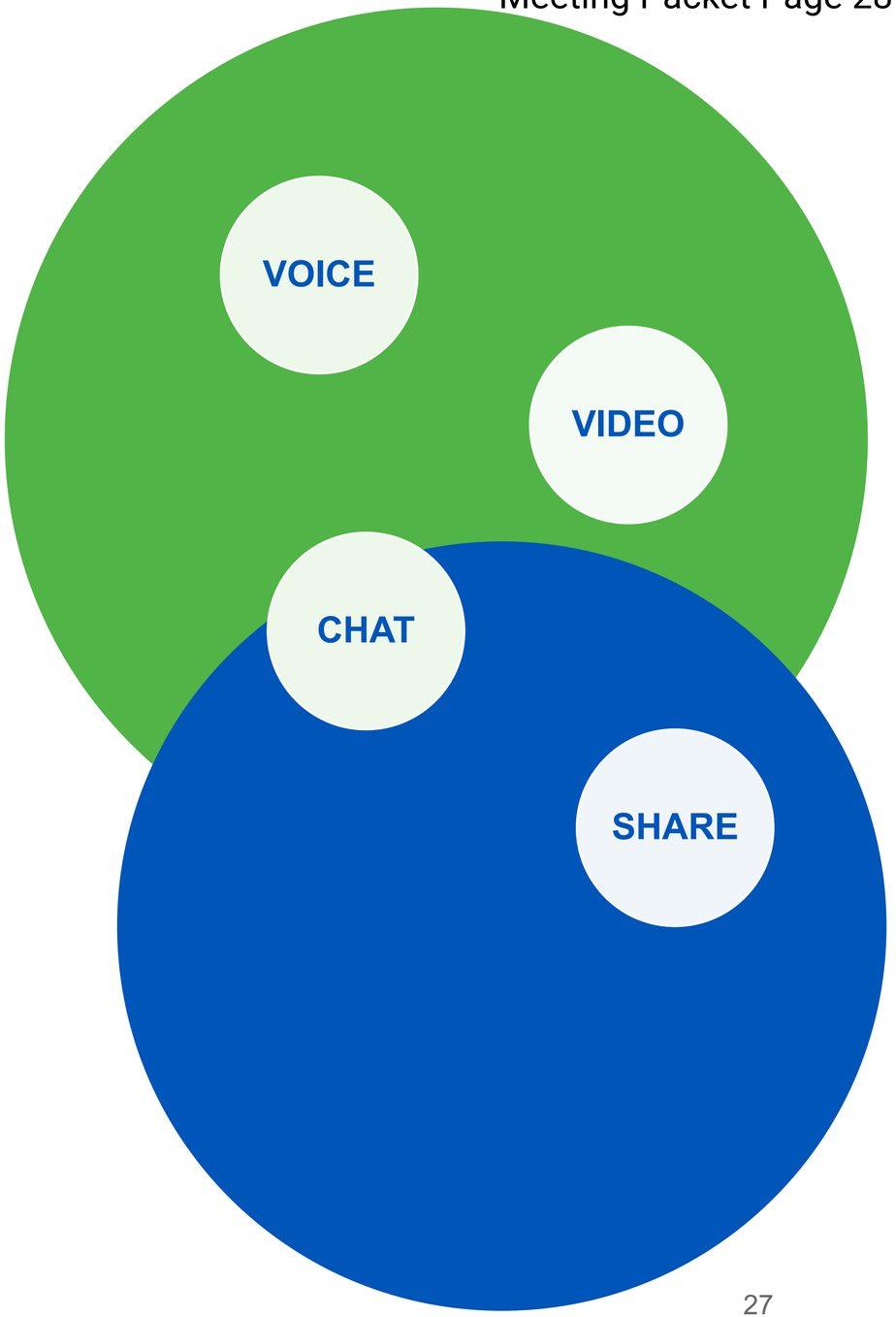
INFORMATION (AGENDA ITEM 5B 3)

Technology-Enabled Access Virtual Services Updates

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Virtual Services

From a contact center to an integrated digital customer experience



Career Services Committee

CareerSource Central Florida

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VIRTUAL SERVICES

Where we started

Separate tools supported different parts of the virtual service journey.

1 Five9

Call queuing

Contact-center platform used by the Virtual Services Center.

2 Recursive

Co-browsing

Supported screen-viewing and virtual assistance.

3 Zoom

Virtual appointments

Used for video conferencing, screen sharing and file sharing.

Key takeaway: CSCF already had a multi-channel virtual service model, but the experience was distributed across platforms.

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VIRTUAL SERVICES

Why explore Zoom Contact Center?

The May 2026 demo highlighted an opportunity to bring more capabilities together.

1

More integrated

Team feedback highlighted the value of having functionality in one place.

2

Immediate channels

Video and outbound text were called out as benefits from the start.

3

Intuitive experience

Demo participants described the platform as intuitive and helpful.

4

Capacity to grow

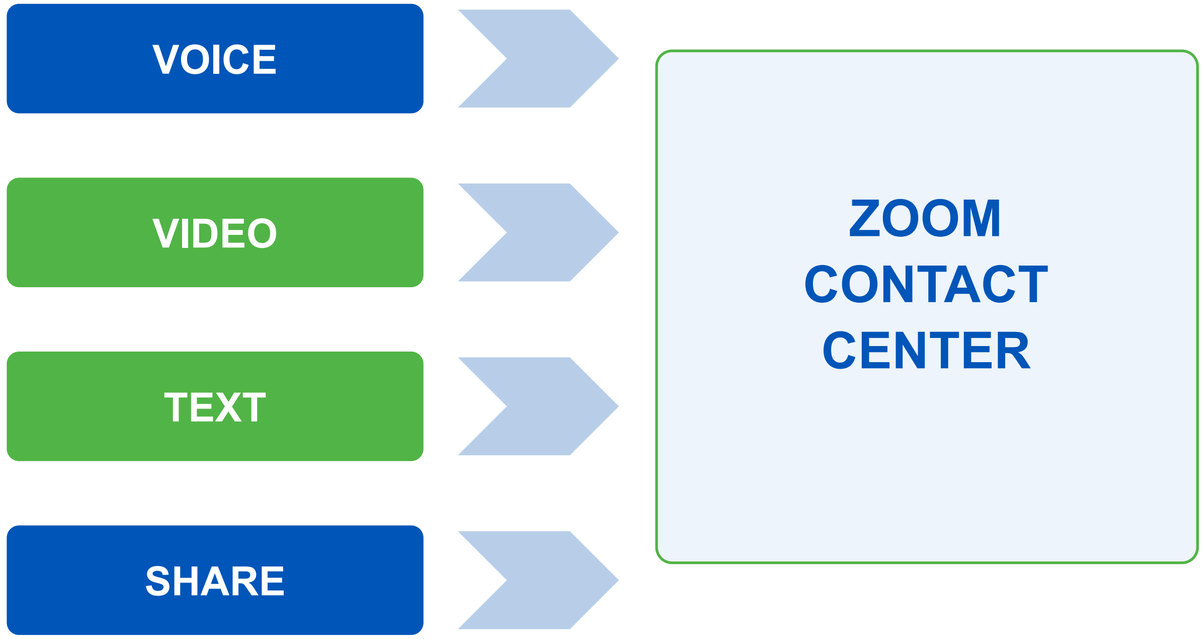
The platform was viewed as robust, with room for CSCF to grow into it.

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VIRTUAL SERVICES

The emerging business case

The strongest initial case combined service integration, efficiency potential and cost comparability.



Preliminary cost signal

Initial quotes were described as the same cost as Five9 if some items were rearranged.

Efficiency potential

Demo feedback emphasized the value of placing multiple functions in one environment.

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VIRTUAL SERVICES

What this means for CSCF

A technology decision in service of broader digital access.

Strategic framing

Expand access. Strengthen responsiveness. Create a more connected virtual experience.

This aligns with CSCF's earlier "Digital Access Expansion" framing for virtual scheduling and service-delivery improvements.

Committee discussion

1. **Which customer access improvements matter most?**
2. **Which staff workflows should be simplified first?**
3. **What measures should define a successful transition?**

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AGENDA ITEM 5C

DISCUSSION

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TECHNOLOGY FOR DEEPER ENGAGEMENT

7,047

customers engaged

35% of the annual Engage goal
Ahead of first-quarter pace

A more connected virtual experience

Potential to connect voice, video, text, chat and screen sharing

CLOSING DISCUSSION

How can technology deepen engagement beyond the number of customer contacts?

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From Access to Engagement

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UPCOMING CAREER SVS COMMITTEE MEETINGS:

December 1, 2026, 3:00 p.m. to 4:30 p.m.
at
CSCF Admin Office
390 N. Orange Ave., Suite 700, Orlando, FL 32801

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ADJOURNMENT





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