DRAFT
Career Services Committee Meeting

Monday, October 26, 2026, 3:00pm

MINUTES

MEMBERS PRESENT: Andrew Albu, Casey Ferguson, Molly Kostenbauder, Jorge Martinez, Dorea Mays, Carla McKnight, Paula Mooney, Chris Pascal, Jonathan Schaefer and Richard Watford

STAFF PRESENT: Gina Ronokarijo, Tadar Muhammad, Melanie Markes, Janee Olds, Earnest Alston, Candace Burns, Vince Bruno, and Kaz Kasal

Agenda Item	Topic	**Action Item** / *Follow Up Item*
1	**Welcome** • Mr. Albu, Committee Chair, called the meeting to order at 3:00 p.m. • Mr. Albu welcomed Jorge Martinez, ESS Director for the Central Region at the Florida Department of Children and Families, who will serve as a non-board committee member on the Career Services Committee.	
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 8/6/26 Career Services Committee meeting (attachment).	**Mr. Watford made a motion to approve the minutes from the 8/6/26 Career Services Committee meeting. Dr. Kostenbauder seconded; motion passed unanimously.**
5	**Information / Discussion / Action Items** <u>Action Item:</u> Reviewed "Central East Florida Regional Workforce Plan" (attachment): • The State asked boards to partner with others that share economic and commuter patterns. • The goals are efficiency for employers, training providers and job seekers, while keeping local flexibility. Regional planning is a state requirement. • The plan covers 8 counties: 5 with CSCF (Orange, Osceola, Seminole, Lake, Sumter), and 3 Brevard/Flagler/Volusia. Also includes a local addendum specific to CSCF covering governance, local policies, program partners and performance/corrective action. • CSCF and CareerSource Brevard Flagler Volusia's target sectors are closely aligned. • Four areas of regionalization: 1. Customer access and technology. 2. Employer engagement and outreach.	**Mr. Watford made a motion to approve moving forward to Board the "Central East Florida Regional Workforce Plan" to Consortium and CSCF Board for final approval. Mr. Schaefer seconded; motion passed unanimously.**

3. Sector-based training and sector intelligence, including alignment with the master credential list.
4. Systems operations and joint tools, including joint procurement (IT, HR, benefits) for better pricing.

- Apprenticeship Target:
  - The state's 2030 goal is 902 cumulative new apprenticeships across the 8 counties.
  - Two shared Apprenticeship Navigators will be CSCF-employees covering the 8 counties.
  - Yearly goals will be recalibrated against the 2030 target.
- Reviewed first year roadmap which will include quarterly performance reviews.

Information:

Boardable Demo:

- Ms. Markes, Director of Business Intelligence, demonstrated Boardable, a centralized digital platform that provides Board Members with individual accounts to access meeting packets, goals, and assigned tasks. During the demonstration, Ms. Markes shared her screen and guided Board Members through the login process, navigation of the platform and accessing their information.

  Feedback:
  - Include non-meeting events in the Boardable calendar

Operations Results – 1st Quarter of PY 2026-2027

- Reviewed Workforce Operations' 1st quarter results for PY 26-27

Technology-Enabled Access – Updates on Virtual Services

- Reviewed the virtual service journey from call center support to more virtual interaction with a Zoom platform to include screen/file sharing and virtual, video conference appointments.
- The goal is to move from a call center "agent" model to a career services "consultant" model, so that people get the same service virtually as in the centers. This will help expand access and create a more connected virtual experience.
- Volume is about 400–500 calls a day, up from roughly 100–150 three years ago.
- People needing in-person help are directed to a physical location.

Interactive Discussion

- What makes a customer meaningfully engaged – not simply contacted?

  Committee Feedback:
  - Outcome and action
  - Understood

	– Conversion – Feel heard – Listening well – Anticipatory – See progress – Follow up – Experience – Predictive – Show me the money • Which virtual capability has the greatest potential to strengthen customer engagement? Committee Feedback is prioritized starting with 1 as the greatest potential: 1. Chat 2. Video appointments 3. Text communication 4. Screen sharing or co-browsing 5. Voice assistance • Where could an integrated, virtual-services experience make the greatest difference? Committee Feedback resulted with three-way tie for greatest difference: – Reducing customer wait time – Completing applications or required steps – Improving communication and follow-up Below came in second: – Making initial contact easier • Which measures would best demonstrate that virtual services are improving engagement? Rank your top priorities. Committee Feedback prioritized starting with 1 as the best measure: 1. Employment outcomes following virtual service 2. Response time 3. Movement from Explore to Engage 4. Customer satisfaction 5. First-contact resolution	
	Other Business None offered.	
7	**Adjournment** Meeting adjourned at 4:31 p.m.	

Respectfully submitted,

Kaz Kasal
Executive Board Coordinator