

Career Services Committee Charter

Purpose:

The Career Services Committee reports to the Board of Directors and is responsible for leveraging their leadership and business expertise to assist CareerSource Central Florida (CSCF) in achieving its strategic objectives and overseeing the organization's operations plan. These objectives include identifying and creating strategies that deliver career solutions for Central Florida residents, igniting their potential, and providing businesses with talent solutions that address labor market demands.

Responsibilities:

- **Review and discuss progress towards achieving customer service design, delivery, and satisfaction goals.**
 - **Metric:** Conduct review of customer service design, delivery, and satisfaction goals for each meeting. Provide insights and recommendations based on progress towards annual strategic objectives and key results.
- **Review and discuss progress towards young adult program goals.**
 - **Metric:** Conduct review of defined targets for young adult programs for each meeting. Provide insights and recommendations based on progress towards annual strategic objectives, key results, and investment targets.
- **Review and discuss updates from Education and Industry Consortium.**
 - **Metric:** Conduct review and share consortium updates for each meeting. Provide insights and recommendations based on progress towards required objectives.
- **Review and discuss investments of all non-Florida Commerce, state and federal funded grants and program initiatives, to ensure attainment of sponsored objectives and performance expectations.**
 - **Metric:** Conduct a quarterly review of all named initiatives that are outside traditional Florida Commerce-funded program and services. Provide insights and recommendations based on progress towards required objectives, budget and timelines.
- **Evaluate and recommend providers who offer training scholarships aligned with targeted sectors.**
 - **Metric:** Conduct analysis semi-annually to ensure the training matrix reflects programs that are needed and accessible across the region.
- **Review local performance metrics and discuss to ensure attainment of annual investment and training objectives.**
 - **Metric:** Conduct annual review on training performance/investments. Provide insights and recommendations based on progress towards annual strategic objectives, key results and given budget.
- **Review and recommend the operational budget that supports the Board's annual strategic objectives in delivering programs and services.**
 - **Metric:** Measured annually by 75% of committee members attending and approving the budget during the combined CSC and Finance committee workshop held every May.

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Skills/Expertise:

- Willingness to attend or participate in the majority of Committee meetings.
- Have proven background or working knowledge of targeted high growth industries.
- Prior experience as a board member desired.
- Prior experience in service delivery or oversight of program performance desired.

Structure:

- Membership of the Committee consists of Board members and community subject matter experts; the Board Chair appoints all Committee members.
- The Committee Chair is appointed by the Board Chair and is responsible to report on the Committee activities at the full Board meeting.
- The Career Services Committee meets 5 times a year (4 meetings alone and 1 combined meeting with the Finance committee for an annual program review and budget workshop that typically occur in September, November, February, April and May but subject to change.)
- Agenda and minutes are kept and published on the CareerSource Central Florida website and supplied to committee members via email one week prior to meetings.

Draft Agenda Template:

- Welcome
- Roll Call / Establishment of Quorum
- Public Comment
- Approval of Minutes
- Information / Discussion / Action Items
 - Workforce Operations Review
 - Career/Business Services
 - Young Adult Services
 - Strategic Initiatives Review
 - Sector Strategies
 - Education & Industry Consortium
- Other Business
- Adjournment