



Career Center Committee Meeting

College of Central Florida
Enterprise Center, Suite 206
Ocala, FL

<http://careersourceclm.adobeconnect.com/career-center-8-18-2017>

Audio Dial-In: 1-866-848-2216 – after prompt, enter code 5355193397#

August 18, 2017 – 8:30 a.m.

AGENDA

- A. CALL TO ORDER
- B. ROLL CALL
- C. APPROVAL OF MINUTES – February 13, 2017, **pages 3-4**
- D. ACTION ITEMS
 1. Talent Center Software, **pages 5-6**
 2. Alarm Monitoring RFQ, **page 7**
 3. Geosol Greeter Software, **pages 8-9**
- E. DISCUSSION ITEMS
 - Update from One Stop Operator- Thomas P Miller and Associates, **pages 10-11**
 - Chiefland Status
 - Special Grant Update
 - Homeless Veterans
 - YouthBuild
 - 2017-2018 Goals
 - Engage HS Youth
 - Develop transitional services for graduating HS seniors
 - Expand Targeted populations services through grants
 - Improve Employer Satisfaction Surveying for TC and BS teams
 - Review 14th Street Structure to improve services
 - Develop better metrics for Talent Center and Business Services

- Replace TC portal for improved functionality
- Expand services to professionals
- Develop/improve sourcing
- Project Dunnellon
- Sector Strategy Grant
- Marion School Board CDL Grant, Florida Growth Fund

F. STATUS REPORTS

- Talent Pipeline Video Project, **page 12**

G. MATTERS FROM THE FLOOR

H. ADJOURNMENT

**CAREERSOURCE CITRUS LEVY MARION
CAREER CENTER COMMITTEE MEETING**

MINUTES

DATE: February 13, 2017
PLACE: Enterprise Center, Ocala, FL
TIME: 8:30 am

MEMBERS PRESENT

Mark Paugh, CF, Acting Chair
Mark Vianello, MTC
David Benthussen, CCSB
Eddie Sencer, Experience Works
Melinda Jordan, Voc Rehab

Nelson Mathis, IBEW 1205

Amy Meek, United Way
Theresa Flick, Key Training Center
Judy Huios, Ocala Housing Authority
Eddie Sencer
Gloria Bishop

MEMBERS ABSENT

Rachel Riley, Chair

Jorge Martinez, DC&F
Diana Hammond, Taylor College
Patricia Keelean, Mid Florida Community
Services
Debra Stanley, Citrus County School
Board
Darlene Goddard, Consultant
Carol Jones, Levy County School Board

OTHER ATTENDEES

Kathleen Woodring, CSCLM
Dale French, CSCLM
Brenda Chrisman, CSCLM

Rich Feehan, CSCLM
Laura Isaacs, CSCLM

CALL TO ORDER

The meeting was called to order by Mark Paugh, Acting Chair.

ROLL CALL

The roll was called by Laura Isaacs and a quorum declared present.

APPROVAL OF MINUTES

**David Benthussen made a motion to approve the minutes from the 10-18-2016 meeting.
Seconded by Theresa Flick. Motion Carried.**

ACTION ITEMS

The attached action sheet represents the action taken by the committee:

- 1) Approval of MTC's Radiologic Technician Program. Theresa Flick made a motion to approve the program. Dave Pieklik seconded the motion. Motion carried.

DISCUSSION ITEMS

- 1) Chiefland lease. Lease ends in September 2017. New spaces are being explored.
- 2) Youth ITN. Eckerd and ResCare have expressed interest. Responses due March 3.
- 3) One Stop Operator Update. Thomas P. Miller and Associates have expressed interest.
- 4) Performance of Talent Center and Business Development. Rich Feehan presented highlights.
- 5) Talent Center Discussion. Data sharing with College of Central Florida is on discussion and lease renewal is underway.

ADJOURNMENT

There being no further business, the meeting was adjourned.

APPROVED:



RECORD OF ACTION/APPROVAL

TOPIC/ISSUE:

Talent Center Software

BACKGROUND:

Last year when we initiated Talent Center, we tried to reconfigure a “student intern system” that was a product of Atlas to meet our needs. After a year, the functionality that we are seeking is clearly lacking.

Staff are researching staffing industry systems that will more align with our needs, provide more tools that access candidate sourcing sites and move the Talent Center away from a social services design into a “business design.”

We have begun our research by visiting web sites and requesting demos to help us define the core requirements and additional desired features that will enable us to draft an RFP.

Once completed, we propose issuing the RFP and bringing results and recommendations to the Executive Committee.

POINTS OF CONSIDERATION:

The current system does not have the sourcing, resume parsing and other functions that maximize staff efficiency. To grow the services to both businesses and job candidates, we need a more robust, business-driven system.

The ideal plan would be for mid-September issuance of the RFP with a decision in October and implementation before Thanksgiving.

STAFF RECOMMENDATIONS:

Request approval to draft and RFP and process the selection through the Executive committee.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

TOPIC/ISSUE:

Chiefland alarm monitoring Request for Quotes (RFQ)

BACKGROUND:

With the upcoming move of the Chiefland office it was determined we should re-procure alarm monitoring services for that office since it has been several years since we have done so, and the system will need to be moved and reactivated.

POINTS OF CONSIDERATION:

As part of the procurement we will have the option to source the selected provider for our other offices if it proves to be financially beneficial. We will need a service provider in place prior to our installation of property into the Chiefland site which is estimated to be around the end of September, 2017.

STAFF RECOMMENDATIONS:

Approve the release of the RFQ and selection of a provider for alarm monitoring services.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

VOS Greeter / Office Traffic Request

TOPIC/ISSUE:

Approval to purchase Geographic Solutions (GeoSol), VosGreeter tracking software module to replace our current Atlas/Kiosk software.

BACKGROUND:

CareerSource CLM has been utilizing Complete Technology Solutions (CTS), Atlas/ Kiosk software for over 7 years. The software is currently being used in all of our career centers to register career seekers coming into the centers, track returning visits, track individual and office activity. The software captures several required demographic information items, in addition to providing reports on center activity.

Since the software has been in development for many years, numerous and continuous updates on the software has created systematic problems in the career centers. The career centers have experienced numerous "down times" of the Atlas/Kiosk due to software updates and technical issues that affect our ability to capture data on career seekers coming into the centers.

POINTS OF CONSIDERATION:

At present, the Atlas/Kiosk software functionally works and provides us basic information on career seekers; however newer technology developed by GeoSol provides a more efficient and stable product to support daily operations.

GeoSol, who also is our statewide vendor for Employ Florida (EF), has created a module called **VOS/Greeter**, that also captures information on career seekers initial registration, demographics, purpose and activity in our career centers; however the VOS/Greeter module functionality allows for this information to be transferred immediately into EF - where our current Atlas/Kiosk requires staff to data enter this information in EF daily.

The VOS/Greeter module also offers additional features to create an "off-site" location to serve as a registration tool for career fairs, events, and workshops utilizing their technology on a laptop. At present, we are forced to use a manual sign in sheet and data enter all information on attendees at off-site events.

In a few months, the VOS/Greeter will be launching an additional feature that will allow for off-site locations to utilize a scan function for pre-registration of events and will support and expedite attendance and registrations at the events.

This VOS/Greeter module will streamline efficiency of staff and data entry into EF, as well as streamline career seekers registrations at all events.

The cost of an initial setup, training and installation of the software subscription is **\$14,950**, which includes all future updates, with an annual subscription renewal.

STAFF RECOMMENDATIONS:

Approve the purchase of the VOS/Greeter Module from GeoSol to replace Atlas/Kiosk with continued annual renewals.

COMMITTEE ACTION:

BOARD ACTION:

Initial Observations and Opportunities

Communication opportunities

- While the processes and procedures to seem relatively consistent across the centers, there is an opportunity to increase communication among center managers to provide a better network for support, sharing best practices, and addressing challenges.
- The feedback loop between jobseeker services staff and business services staff could be strengthened to promote consistent information and more collaboration across all staff. We understand that there are some changes happening among business services staff, so once those take effect it will be important to all staff are aware of the new structure and services that are available.

Customer Flow opportunities

- We recognize that each center has different needs and customer volume, so while overall concepts of customer flow should be consistent, some processes do need to be customized to meet the individual needs of each center.
- There were varying responses to the usefulness of the Career Success Guide, with the offices in Citrus and Levy having greater success in its implementation, likely due in part to the lower customer traffic. The size of the document seems to be overwhelming for a customer who first walks in the door, especially if there is not staff available right away to walk through it with them one on one. There could be opportunities to break up the packet to ensure that only the steps absolutely necessary for the first visit are included to make it less daunting. We also recommend making it more in line with the Board's visual brand so it feels less like a form and more like a helpful flyer.
- Staff indicated that it often takes a week or more to see a JRC after a customer's initial visit. There's an opportunity to look at ways to adjust the process to make sure that customers can meet with a staff member even for something small immediately so that they feel engaged and are more likely to come back for their scheduled appointment. This is also true for those customers who come in and need some assistance immediately (e.g. have an interview tomorrow and need a resume), yet staff can't provide assistance to them until they complete the Career Success Guide and schedule an appointment. There is an opportunity to determine a set of mid-level services so that customers don't just have the option of "all or nothing". On the business side, there was some concern that the majority of customers do not fall into CSCLM's targeted industries, though the majority of staff resources are assigned to those targeted industries.
- We'd like to understand the business services team processes more, but upon initial observation heard a challenge on connecting businesses with services, especially if they are not in one of the Board's targeted sectors. While we understand the importance of targeted industries, there may be opportunities to discuss how the approach to businesses can differ between targeted sectors

and all other businesses. We should look into how to align services and staff to ensure we're able to serve the majority of business customers with something, whether sector or non-sector.

Partner opportunities

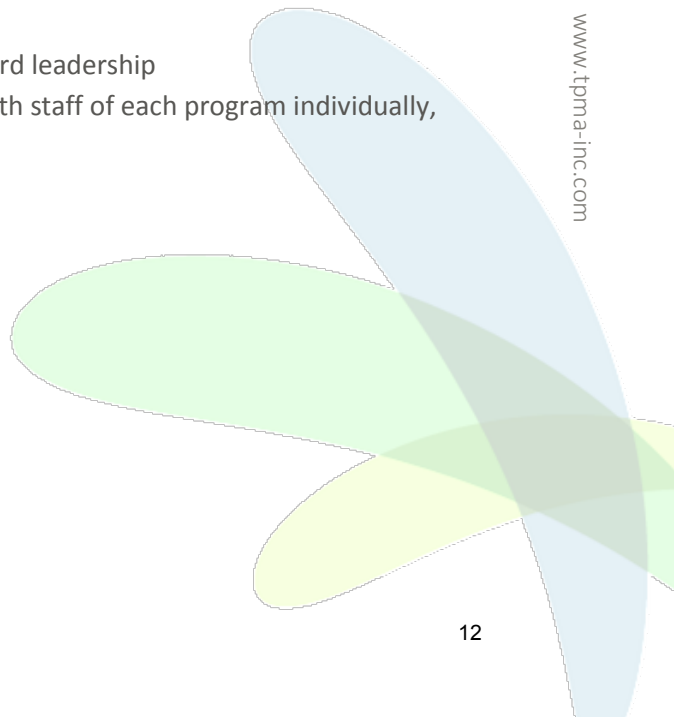
- Knowledge of the resources that are available and other partners that exist in the community could be strengthened. Staff mentioned that the catalogues of programs and partners that are currently in existence are helpful, but they can always be improved by adding additional partners with: a clear point of contact for each organization; overview of services and resources availability; and basic eligibility requirements.
- Many staff felt that they can easily refer to other partners, both internally at the centers and externally, but these referrals are often informal or soft handoffs and are not documented. Adding a form or other documentation to the referral process may help improve consistency and appropriateness of referrals and could in the long-run provide valuable information about the benefits partners are getting from working together.

Internal organization opportunities

- There is a need to clarify functional reporting structures to ensure that the centers can be run as a cohesive unit, regardless of which program the staff members are working for. Especially in Chiefland and Lecanto, it is important that staff functionally report to the Center Managers and the Center Managers are included in communication even if the Program Managers are located in Ocala.
- Because staff are employed by specific programs, it's difficult to create internal pathways that allow advancement within the center. There's an opportunity to look into best practices for cross training staff so that they can learn about all areas of the centers and advance their careers in more than just their individual program.

Next Steps

- In Progress: Working on recommendations for cost-sharing
- In Progress: Formatting sample for Career Success Guide
- Visit September 11-13 – Agenda:
 - Discuss cost sharing recommendations with Board leadership
 - One full day at the 14th Street office, meeting with staff of each program individually, and observing in the center



**CAREERSOURCE CLM
CAREER AWARENESS –
TALENT PIPELINE VIDEO
PROJECT 2016 - 2017**



Company Videos (29)*

American Panel - M	American Panel (2) - M	A & N - L
Artemis Plastics - M	B-Scada - C	Capris Furniture - M
Cardinal Glass -M	CHAMPS Software, Inc. - C	ClosetMaid - M
Conimar Group - M	Country Meats - M	Dimension Works-M
Duke Energy - C	EurekaZone M	GML Industries-M
Hale Product-M	Ocala Tractor -M	Paradox Intellectual Properties-L
Phoenix Wood Products-M	Pro Poly of America-M	R + L Global Logistics-M
Scorpion Racing Products -M	SECO Energy -M	Simar Industries-M
SPX Flow-M	Stevenson Dental Technology-C	Think Technologies -M
TJM Promotions-M	Winco Manufacturing-M	

****Expected completion of highlighted videos week of Aug. 15, 2017***

Videos can be found at CareerSource CLM’s YouTube Channel and Facebook Videos. Analytics as of 7/31/17 are for the first 19 videos:

- 37,947 Views (Facebook organic + targeted: 33,122 YouTube: 4,825)
- Views 219.8 hours – the equivalent of watching 24-hours a day for slightly more than nine straight days or three hours a day, seven days a week for nearly 2.5 months (Facebook: 163 hours YouTube: 56.8 hours)
- Additional Video Engagement: 1,198 (Likes, Comments and Shares)