CareerSource Florida Board of Directors Meeting
Feb. 13, 2019 | Tallahassee
Welcome and Remarks

Kevin Doyle
Chairman
Mission Moment

Bayne Beecher
Production Control Leader, PGT Industries

Ted Ehrlichman
President and CEO, CareerSource Suncoast
PGT & CareerSource Suncoast
Our Registered Apprenticeship Story

Feb. 13, 2019
COVERING

• About PGT and Short Video
• About Our Registered Apprentice
• How We Got Here Story
• Thank You!
PGT CUSTOM WINDOWS + DOORS

- 35 Years in Business
- Venice, Florida-Based with 2000+ Employees
- Part of the NYSE-Traded PGT Innovations Family
- $490 Million+ Sales
- Short Video

Effortless hurricane protection. Delivering peace of mind to millions.
APPRENTICE
BRENTYN SZALBIRAK

• 22 years old, Venice High School graduate
• Describes himself as a tinkering and creative person
• No one in high school told him such a thing existed
• “He stumbled onto something awesome – something life-changing” in his neighbor’s garage
APPRENTICE
BRENTYN SZALBIRAK

- Suncoast Technical College – Precision Machining Program Graduate
- PGT Tool Room Intern – 2016
- Thrilled to be working at PGT and on a nationally recognized certification
- Above all, “Loves making things, and making things work!”
HOW WE GOT HERE

• PGT’s deep commitment to continuous learning
• Tool Room’s Leader Awareness of “graying-out” of Journeyworkers
• Critical skills needed to maintain a $490M+ operation
• Start of in-house Apprentice for PGT-specific knowledge transfer
• CareerSource Suncoast’s decision to focus Apprentice pilot on Manufacturing intersected with PGT’s effort underway
HOW WE GOT HERE – KEY PLAYERS

• PGT Custom Windows + Doors
  – Susan Roy, Training Specialist
  – Vital resource in documentation of training and compensation requirements

• CareerSource Suncoast – Intermediary Sponsor
  – Anthony Gagliano, Authorizing Agent
  – Doug Warrington, Sponsor Support
  – Brought resources, expertise and did a lot of approval leg work
  – Assisted in draft the official Standards and Agreement
HOW WE GOT HERE – KEY PLAYERS

• U.S. Dept of Labor, Office of Apprenticeship
  – Gerald P. Ghazhi, State Apprenticeship Consultant
  – Process expert and “Program Manager”
  – Provided roadmap to approval

• Florida Department of Education Career and Adult Education
  – Stephen Seville, Apprenticeship Representative, Region 3
  – Richard Norman III, Authorizing Official
HOW WE GOT HERE – BENEFITS

- Quicker Process for PGT
- Standardized Apprenticeship
- Talent Attraction Mechanism
- Approved Apprenticeship Program – Investment that others can benefit from
THANK YOU – PGT TOOL AND DIE TEAM
Consent Agenda

For Consideration

Approve the Consent Agenda as presented, to include any modifications or changes noted by the Board.
President’s Report

Michelle Dennard
President and CEO
2018-2019 Corporate Goals

- Communicate the CareerSource Florida Network Vision
- Leverage Strategic Partnerships
- Emphasize Data-Driven Decisions to Keep Florida’s Workforce System Accountable

**FEDERAL PUBLICATIONS & GUIDANCE; STATE LAWS, RULES & POLICY**
- Public Law 113-128 (WIOA)
- Public Law 104-193 (TANF Block Grants)
- Wagner-Peyser Act of 1933, as amended
- USDOL Employment and Training Administration Final Rule 20 CFR Part 652 et al.
- FL Statutes Ch. 445
THE GOAL

Increase the prosperity of workers and employers; reduce welfare dependency; increase economic self-sufficiency; meet employer needs; and enhance productivity and competitiveness.
2018-2019 Corporate Goals

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Driving Competitiveness and Prosperity Through Florida's Training Grants

Andra Cornelius, CEcD
Senior Vice President, Business & Workforce Development
“When it comes to economic development, talent has already replaced the tax incentive as the number one most important tool in an economic developer’s toolkit.”

Mark Wilson, President & CEO
Florida Chamber of Commerce
What Matters Most: Site Selectors’ Most Important Location Criteria

2018
- Workforce Skills
- Transportation Infrastructure
- Workforce Development

2017
- Workforce Skills
- Transportation Infrastructure
- Utilities

2016
- Workforce Skills
- Incentives
- State and Local Tax Scheme

2015
- Existing Workforce Skills
- Ease of Permitting and Regulatory Procedures
- Transportation Infrastructure

2014
- Transportation Infrastructure
- Ease of Permitting and Regulatory Procedures
- Existing Workforce Skills
FLORIDAFLEX TRAINING GRANT PROGRAMS
What We Do:

For Businesses

The FloridaFlex suite of services and resources available through the statewide CareerSource Florida network helps businesses recruit, hire, retain and train skilled workers.

• Quick Response Training Grant Program (state funded)
• Incumbent Worker Training Grant Program (federally funded)
A LONG HISTORY OF DEVELOPING A SKILLED WORKFORCE

Quick Response Training
• Created in 1993
• Served more than 600 businesses
• Trained at least 139,463 workers
• Awarded nearly $160 million in grants

Incumbent Worker Training
• Created in 1999
• Served more than 2,600 businesses
• Trained at least 166,000 workers
• Awarded nearly $68 million in grants
CONTINUOUS IMPROVEMENT: A CAREER SOURCE FLORIDA VALUE

National Association of Industry Specific Training Directors Conference
• Established to encourage and promote the effectiveness of industry-specific training programs
• Attendees share best practices, learn about other states' training programs and discuss different job training approaches and programs
STATE–TO–STATE COMPARISON

<table>
<thead>
<tr>
<th></th>
<th>FLORIDA</th>
<th>TEXAS</th>
<th>ALABAMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Businesses apply for funding</td>
<td>$9M</td>
<td>$24M</td>
<td>$54M</td>
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<tr>
<td>Applicants must be a public community college, technical college or 501(c)(3)</td>
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<td>Businesses apply for training services</td>
<td></td>
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<tr>
<td>Business Choice</td>
<td>State College System</td>
<td></td>
<td>State College System</td>
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<tr>
<td>Grant Award up to $500,000</td>
<td>Grant Award up to $500,000</td>
<td>Courses offered depend on company needs</td>
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Training Grants

Let us help fund your employee training.

Your business relies on a strong, skilled team of employees to be successful. The CareerSource Florida network is committed to cultivating and growing talent for businesses in Florida, and we do so through nationally recognized, flexible training grants that strengthen businesses across many industries. CareerSource Florida’s customized, business-driven grant programs help Florida companies of all sizes compete and grow by keeping employees at the top of their game.

QUICK RESPONSE TRAINING
for New or Expanding Businesses

INCUMBENT WORKER TRAINING
for Existing Employees
QUICK RESPONSE TRAINING

• To be eligible, businesses must:
  o Produce an exportable good or service in a qualified targeted industry;
  o Create new, full-time, high-quality jobs with 125% of average county or state wage; and
  o Require customized skills training which is not available at the local level.

• Employers receive reimbursement after training has been completed.
  o Covered costs can include instructors, curriculum, textbooks, manuals and other associated expenses.
• Provides grants for continuing education and training of current employees at existing Florida businesses
• Reimburses businesses for pre-approved training costs
• Eligible training includes customer service, sales and other soft skills as well as technical skills to operate new equipment or software
• Higher reimbursement rates are available to businesses with 50 or fewer employees and/or in distressed rural or urban areas
FLORIDA’S Quick Response Training Projects
FY July 1993-June 2018

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<th>PROJECTS</th>
<th># of COUNTIES</th>
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<td>6</td>
</tr>
<tr>
<td>100+</td>
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</tr>
<tr>
<td>200+</td>
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FLORIDA’S
Incumbent Worker Training Projects
FY July 2000-June 2018

PROJECTS # of COUNTIES
0 9
1-10 28
11-20 5
21-30 5
30+ 1
100+ 3
200+ 4
LEAD SOURCE OF REFERRALS

- Incumbent Worker Training
  - Consultant – 40%
  - Another Business/Word of Mouth – 12%
  - Paid Outreach/Website – 8%

- Quick Response Training
  - Consultant – 35%
  - Enterprise Florida – 17%
  - Economic Development Organizations/Paid Outreach/Website – 12%
SUCCESS STORIES:
TRAINING GRANT PROGRAMS
QUICK RESPONSE TRAINING SUCCESS STORY

- ActivEngage: Provides live chat services for customers of automotive businesses
  - QRT grant supported new and ongoing training for employees to uphold its mission of providing world-class customer service

ActivEngage
“We are handling conversations on behalf of other companies, and we want to make sure that the standard of communication, our methodology and the way we communicate are handled in a very specific way that’s familiar for the consumer.”

“It would be impossible for us to be able to accomplish that, with so many people, if we didn’t have ongoing, diligent training.”

– Ted Rubin, Co-Founder and President of ActivEngage
Hilomast managers had a big goal for their small company in Debary, Florida: To produce the most reliable telescopic mast and equipment on the market.

- IWT grant provided training resources to help improve internal auditing processes
- Grant enabled Hilomast to train its employees in the skills needed to obtain a rigorous international certification that gives the company credibility worldwide
“The opportunity that CareerSource Florida provides is amazing especially for a small business like Hilomast.”

– Bruce Sousa, General Manager

“CareerSource Florida helped us obtain the grant and they helped us maintain the grant. Obtaining that certification is not easy. For a small business, it’s something to really be proud of.”

– Rick Stickney, Special Projects Manager
Office of Program Policy Analysis and Government Accountability and Office of Economic Demographic Research

- As required by Section 288.0001, F.S., the Office of Program Policy Analysis and Government Accountability (OPPAGA) and the Office of Economic and Demographic Research (EDR) are required to provide a detailed analysis of state economic development programs.
- OPPAGA must evaluate each program for effectiveness and value to the state’s taxpayers and include recommendations for consideration by the Governor and Legislature.

REQUIRED STATUTORY ANALYSIS EVERY THREE YEARS
QUICK RESPONSE TRAINING

Analysis Highlights

- 96% of companies surveyed reported the program had a positive impact on their business
- 83% reported employee productivity improved or greatly improved
- 33% reported the grant played a role in the decision to expand or establish in Florida
- 63% reported an increase in employment growth and 14-18% increase in wages
- 81% of QRT trainees still employed in Florida
INCUMBENT WORKER TRAINING

Analysis Highlights

• 91% of companies surveyed reported the grant had a positive impact on their business
• 25% reported they gained new business, contracts or sales increased due to the grant
• An average of 26% increase in employment growth and an 18% average increase in wage growth – even higher than the statewide averages (12% and 9%)
• 82% of the trainees still employed in Florida
Questions
Action Item 1: Apprenticeship Policy

Mary Lazor
Vice President, Strategic Policy & Performance
• The Workforce Innovation and Opportunity Act requires that states incorporate Sector Strategies and Career Pathways, including apprenticeships in their Unified State Plans

• Apprenticeships combine rigorous, high-quality education and on-the-job training, as well as other services
Chapter 445.004(6)(b), Florida Statutes gives CareerSource Florida authority to “...[Establish] policy direction for a funding system that provides incentives to improve the outcomes of career education, registered apprenticeship, and work-based learning programs and that focuses resources on occupations related to new or emerging industries that add greatly to the value of the state’s economy.”
Apprenticeship Policy

- U.S. Department of Labor State Apprenticeship Expansion Grant
- Apprenticeship Catalyst Workgroups
- Apprenticeship Summit
- Apprenticeship Strategic Policy Workgroup
Apprenticeship Strategic Policy Workgroup

Broad-based stakeholder input:

- Florida Department of Education Office of Apprenticeship
- Florida Department of Economic Opportunity
- CareerSource Florida
- Florida Division of Blind Services
- Florida Division of Vocational Rehabilitation
- Local Workforce Development Boards
- The Florida College System
Apprenticeship Strategic Policy


• Included in Workforce Innovation and Opportunity Act Statewide Unified Plan Two-Year Modification 2018-2020
Aligned with:

- President’s Executive Order 13801
- U.S. Department of Labor Guidance
- Governor’s Executive Order 19-31
- U.S. Department of Labor Desk Aid Guide: Using Workforce Funds to Support Apprenticeship
Action Item 1

For Consideration

Action Item 2: Career and Professional Education Act 2019-2020
Industry Certifications

Warren Davis
Policy Analyst
Career and Professional Education Act

- Became law in 2007 and gained national recognition
- Helps attract, expand and retain targeted, high-value industries and sustain a strong, knowledge-based economy
- Coordinated with relevant and appropriate industries to prepare students for further education or employment
• CareerSource Florida Board makes recommendations to the Florida Department of Education on industry certifications for secondary students

• For students who earn these certifications, school districts are awarded additional Full-time Equivalent funding
CAPE: District Participation and Funding

Total Estimated Funds (in millions)

Year | Estimated Funds
--- | ---
2008-09 | $0.6
2009-10 | $1.3
2010-11 | $4.1
2011-12 | $10.3
2012-13 | $12.1
2013-14 | $26.0
2014-15 | $38.3
2015-16 | $36.1
2016-17 | $50.8
2017-18 | $64.6
2018-19 | $77.1

Number of Participating Districts

- 2008-09: 19
- 2009-10: 38
- 2010-11: 51
- 2011-12: 60
- 2012-13: 61
- 2013-14: 66
- 2014-15: 67
- 2015-16: 66
- 2016-17: 67
- 2017-18: 67
- 2018-19: 64
Total Industry Certifications Since 2007 – 716,573
Action Item 2

For Consideration

- Approve recommendations of 22 newly submitted certifications.
- Authorize removal of five outdated or obsolete certifications.
- Authorize the CareerSource Florida professional team, in collaboration with Department of Education staff, to revise approved certifications due to certifying entities making changes; upgrading existing products; releasing newer versions; or changes that relate to eligibility of certification requirements.
Open Discussion | Public Comments
Closing Remarks

Kevin Doyle
Chairman
Upcoming Meetings

- **Executive Committee Meeting**
  *April 9 – Orlando*

- **Board of Directors and Related Meetings**
  *May 22-23 – Palm Coast*