Career Services Committee Meeting
October 28, 2026
2pm

Join: https://teams.microsoft.com/meet/221554545843651?p=Vg1thq8s1tP6Z8hCMT
Meeting ID: 221 554 545 843 651
Passcode: ug6C6yS7

Agenda

Public Comment

Meeting Minutes

Strategic Plan Update

Open Forum

Adjournment

I. Call to Order

II. Public Comment

III. Approval of September 3, 2026 Meeting Minutes

IV. Strategic Plan Update

V. Open Forum

VI. Adjournment

Public Comment…

CareerSource Southwest Florida
Special Career Services Committee
Meeting Minutes
September 3, 2026
2pm

Members Present
Keitha Daniels-Chair
Jennifer Thayer-Virtual

Members Absent
Drummond Camel
Bill Diamond
Cynthia Gulsby

Staff Present
Thais Kuoman-Staff Liaison
Peg Elmore
Silvana Koharian
Rebecca Sandholdt
Lyntoria Thomas

I. CALL TO ORDER
The meeting was called to order by Chair Keitha Daniels at 2:00 p.m. Lyntoria Thomas confirmed quorum was met.

II. PUBLIC COMMENT- None

III. APPROVAL OF JULY 22, 2026 MEETING MINUTES

Jennifer Thayer made a motion to approve the July 22, 2026 meeting minutes; Keitha Daniels seconded; the motion was unanimously approved.

IV. FEDERAL AND STATE STRATEGIC GOALS
There was a recap discussion on the federal and state's five pillar strategic goals. The committee discussed how the current strategic goals align with CareerSource Southwest Florida's performance measures. The committee agreed the existing strategic plan goal of engagement of individuals with barriers and priority populations should be revised to focus on employment outcomes. The committee determined this change would better align with established indicators of performance and would place greater emphasis on the ultimate employment outcomes.

V. CAREERSOURCE SOUTHWEST FLORIDA STRATEGIC PLAN
The committee agreed the existing strategic plan goal of engagement of individuals with barriers and priority populations should be revised to focus on employment outcomes. The committee determined this change would better align with established indicators of performance and would place greater emphasis on the ultimate employment outcomes.

The committee determined to focus on employment rates that will provide a clear measure if CareerSource Southwest Florida's services are providing individuals with barriers to obtain employment and strengthen the alignment of the strategic goals and workforce performance outcomes. Staff will incorporate the revised measures into the strategic plan and determine appropriate performance targets and baseline data for monitoring and reporting to the Career Services Committee.

Jennifer Thayer made a motion to change the word engagement to employment, to decrease the employment of persons with disabilities from five percent to two percent, to change justice-involved individuals to individuals with low incomes; Keitha Daniels seconded; the motion was unanimously passed.

VI. OPEN FORUM
Upcoming Events & Meetings
- Annual Awards Luncheon 9/23/26 at 1130am - 1pm
- October 28, 2026, at 2pm
- January 27, 2027 at 2pm
- April 28, 2027 at 2pm

VII. ADJOURNMENT- The meeting was adjourned at 3:09pm.

DRAFT

Today’s Focus

COMPLETED

Strategic Plan Revision

- Employment outcomes replace engagement measures
- 2% targets established
- Dashboard format developed

TODAY

Pillar Strategy Focus

- Understand assigned responsibilities
- Select a manageable priority
- Define what staff should bring back

The Five Pillars Are a Progression

I

Industry-Driven

Expand pre-apprenticeship pathways to apprenticeship, OJT, and work-based learning.

II

Worker Mobility

- Increase industry-recognized credentials
- Expand work-based learning opportunities
- Address barriers to participation

III

Integrated Systems

- Strengthen coordination among workforce partners
- Align employer and sector strategies to reduce duplication

IV

Accountability

- Monitor performance and drive improvement
- Maximize outcomes and return on investment
- Improve customer service, efficiency, and program outcomes

V

Flexibility & Innovation

- Expand virtual services and digital access
- Evaluate innovative technology and workforce solutions

Pillar IV: Accountability

OCTOBER FOCUS

1 Review

Current employment outcome results and priority-population trends.

2 Interpret

Identify where results are below target and what questions the Committee wants answered.

3 Report Back

Staff develops operational improvement actions and reports progress and outcomes.

How We Will Monitor Objective 2

1

Establish Baseline

Use validated employment outcome data for each population.

2

Track Quarterly

Monitor employment rates by program and priority population.

3

Identify Gaps

Review barriers, referral follow-through, employer alignment, and supportive-service needs.

4

Report & Adjust

Return to the Committee with progress, findings, and recommended strategies.

Reporting principle: Use mature, validated outcome data and clearly distinguish preliminary follow-up results from final performance.

Strategic Plan Update – PY 2026–2027

Committee-approved shift: measure whether services lead to employment — not only engagement or enrollment.

Individuals with Barriers	Individuals with Disabilities	Individuals with Low Income
Increase employment rate by 2%	**Increase employment rate by 2%**	**Increase employment rate by 2%**
Outcome-focused measure	*Outcome-focused measure*	*Outcome-focused measure*

Why the change? Better aligns the strategic goal with established Indicators of Performance and places greater emphasis on the ultimate employment outcome.

Objective 2: Employment Outcomes

Increase the employment rate of individuals facing barriers to employment by 2%.

Program	PY24-25	PY25-26	Goal (+2%)	% of Goal Met
WIOA	84.34%	73.32%	86.03%	85.23%
Wagner-Peyser	40.73%	43.19%	41.54%	103.97%

Key Takeaway

Wagner-Peyser exceeded the target. WIOA remains below target and will require continued monitoring and employment-focused strategies.

Objective 2: Priority Populations

Increase the employment rate of individuals facing low-income and disability-related barriers to employment by 2%.

Individuals with Disabilities

Program	PY24-25	PY25-26	Goal (+2%)	% of Goal Met
WIOA	85.71%	61.54%	87.42%	70.40%
Wagner-Peyser	57.28%	35.38%	58.43%	60.55%

Individuals with Low Income

Program	PY24-25	PY25-26	Goal (+2%)	% of Goal Met
WIOA	83.93%	73.20%	85.61%	85.50%
Wagner-Peyser	57.77%	47.67%	58.93%	80.89%

Key Takeaway: Both priority populations remain below target, indicating a need for focused employer engagement, supportive services, and follow-up.

Clarify the Roles

COMMITTEE

- Review trends and ask questions
- Select focused priorities
- Recommend or request follow-up
- Monitor progress and outcomes

STAFF

- Diagnose operational causes
- Develop and implement action steps
- Track measures and milestones
- Report progress to the Committee

Pillar II: Worker Mobility

DECISION: choose one manageable barrier focus

ONE BARRIER

Transportation
Childcare
Housing
Language
Digital access

ONE AREA OR POPULATION

A defined geography or customer group where the problem is visible and measurable

ONE INITIAL STEP

Identify a partner, information need, or practical solution to explore

Selection criteria: impact • manageable scope • partner opportunity • measurable progress

Pillar I: Industry-Driven Strategies

Healthcare | Construction | Manufacturing | Transportation / Logistics

Committee question

How can Career Services improve customer and partner awareness of apprenticeship, pre-apprenticeship, OJT, and work-based learning?

October output

Identify outreach gaps and recommend one or two promotion approaches for staff follow-up.

Important boundary

Do not choose priority occupations before the assigned industry and education groups complete their work.

Pillar III: Integrated Systems

DISCUSSION: where can alignment reduce duplication or strengthen access?

1 Spot

Identify an overlapping service, unmet need, or community initiative.

2 Connect

Name a partner or initiative CareerSource should learn more about.

3 Bring Back

Request a future partner presentation or staff coordination update.

Pillar V: Flexibility & Innovation

Online appointment scheduling

Virtual appointments

Automated reminders

Remote access locations

Decision requested: Should Communications develop a coordinated strategy to promote available virtual services and recommend utilization measures?

Decisions Requested Today

Pillar IV	Accept the dashboard as the recurring accountability format.
Pillar II	Select one barrier and define the initial area or population.
Pillar III	Identify one partnership or coordination opportunity.
Pillar V	Decide whether to request a virtual-services marketing strategy.

Upcoming Meetings

January 27, 2027 at 2pm
April 28, 2027 at 2pm

Open Forum…

Adjourned…

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All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.
CareerSource Southwest Florida is the direct service provider for various workforce programs which are fully supported by the U.S. Department of Labor, Health and Human Services, and Agriculture as part of awards totaling $15.3 million. All statements, press releases, requests for proposals, bid solicitations, public statements, social media, toolkits, resource guides, website, and visual presentations are fully funded with federal money.