

Statewide Email

DATE SENT: September 20, 2021

FROM: Henry Mack, Chancellor, Division of Career and Adult Education

TO: District Career and Technical Education Directors
District Technical College Directors
Florida College System Workforce Administrators

Via: Chancellor2@fldoe.org

SUBJECT: FW: FL DEO Feasibility Study Survey

Colleagues:

As you may recall, House Bill 1507 established the *Reimagining Education and Career Help Act* to address the evolving needs of Florida's economy by increasing the level of collaboration and cooperation among state businesses and education communities. It also aims at improving access to workforce training while building a more integrated workforce and education system for Florida.

As part of the implementation to achieve these aims, the Department of Education is working with partners at the Department of Economic Opportunity and KPMG to assess the various systems Florida College System institutions and school district technical colleges use to manage the student lifecycle at their institutions (i.e. admissions, enrollment, financial aid, academic supports and student advising solutions, etc.). For the purposes of the survey, the term "case management system" is utilized.

KPMG is interested in understanding the landscape of systems institutions utilize asking institutions to complete this brief survey (forwarded below). You may preview the survey questions in the attachment, as the survey must be completed in a single session. We ask for one response per institution; please designate a primary point of contact to collect all information to account for solutions utilized by multiple institutional divisions/departments at your institution. Lastly, please provide a timely response **no later than September 27, 2021.**

Best,

Henry



FL DEO Feasibility Study Survey

In 2021, the Florida Legislature passed House Bill 1507. The goal of this legislation is to provide Floridians a more coordinated government effort to help them train for and obtain a career of their choice. As detailed in media coverage at the bill signing, its practical effect will be the creation of a “more efficient pipeline from the classroom to the workplace.”

KPMG has been reviewing current workforce partner systems from both a functional and technical perspective. Our objective is to develop an understanding of the current capabilities of the various technology solutions being utilized across the state. Among other things, we are investigating how case management information (referrals, student enrollment, education records, workforce training, and academic support) is collected and shared to identify opportunities, which could enhance the alignment of services provided to Floridians. This survey is intended to provide us with a better understanding of the current state of case management within Florida’s workforce development system.

In the survey, we use the term “**case management system**” to describe the collection of software solutions that is used to track, coordinate, and manage information regarding such things as a student’s education status, career-counseling activities, attended trainings, and job placements. Case management systems could include:

- Customer relationship management (CRM) software, which manages information regarding a student’s relationships and interactions
- Enterprise resource planning (ERP) software, which manages financial and transactional data
- Student information system (SIS) software, which manages student-specific data (e.g., enrollment, transcripts, GPA).

The following terms are used to describe the types of software solutions that are generally employed to support case management:

- **Commercial off-the-shelf (COTS) software:** Ready-made software that is commercially available for purchase or license.
- **Up-to-date system:** Custom software or hardware that satisfies current functional or technological needs.
- **Legacy system:** Outdated software or hardware that is still in use. The system

may still serve its original purpose, but it might now be difficult to update or integrate.

- **Homegrown solution:** Custom solution, built by an in-house IT team. The “homegrown solution” category is reserved for those solutions that are difficult to maintain, lack up-to-date functionality, or fail to satisfy current user expectations. Some homegrown solutions are built using Microsoft Excel spreadsheets or relational databases in Microsoft Access.

*If the system meets current needs, it should be included in the “up-to-date system” category.



Thank you for taking the time to complete this short survey.



Chad Poppell
Managing Director, Advisory
Health & Government Solutions

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Respectfully,

Jamie Demonbreun (he/him/his)

Senior Associate | Advisory Services

KPMG LLP | 303 Peachtree Street, Suite 2000 | Atlanta, GA 30308

Mobile: 615.414.7973

jdemonbreun@kpmg.com

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