



Wednesday, August 22, 2018, 9:00 AM

CareerSource Tampa Bay, 4902 Eisenhower Blvd. S., Ste. 250, Tampa, FL

Conference Dial: 1-800-511-7985

Conference Code: 605-9608#

One Stop Committee Agenda

- I. **Welcome and Introductions** Mike Smith, Incoming Chair
- II. **Public Comment**
- III. **Action/Discussion Items**
 - 1. Approval of Minutes – May 23, 2018 One-Stop Committee..... Page 2
 - 2. Lease Agreement: Plant City..... Jody Toner, Page 8
 - 3. One Stop Strategic Goals..... Jody Toner, Page 9
- IV. **Information Items**
 - 1. One Stop Operator Update..... Jody Toner, Page 11
 - 2. IFA Agreements Jody Toner, Page 12
 - 3. 2017 - 2018 One-Stop Goals Update Jody Toner, Page 13
 - a) Common Measures..... Page 19 - 22
 - b) Monthly Management Report (MMR) Page 23
 - c) WIOA Adult, Dislocated Worker & Youth and Welfare Transition Programs Update..... Pages 27 - 28
 - d) Migrant and Seasonal Farmworker (MSFW) Page 29 - 30
 - e) Website Traffic and Social Media..... Page 31
 - 4. Tech Hire Program & Special Grants Update..... Michelle Schultz, Page 32 - 34
 - 5. MOU with Society of St. Vincent DePaul Jody Toner, Page 35
 - 6. Internal Program Monitoring Anna Munro, Page 36
- V. **Board Members Comment**
- VI. **Adjournment**

Next One-Stop Committee Meeting – November 7, 2018



CareerSource Tampa Bay One-Stop Committee Minutes

Date: May 23, 2018, 9:00 a.m.
Location: 4902 Eisenhower Blvd.

Call to Order

Committee Chair Betsy Irizarry called the meeting to order at 9:01 a.m. There was a quorum present with the following One-Stop Committee members participating.

Committee Members in Attendance

*denotes attended via phone

Sheryl Brown, Stephanie Brown-Gilmore, Ryan Buckthorpe for Dr. Ginger Clark, Mireya Hernandez, Emily Paige for John Howell, Kelley Parrish for Rebecca Bacon, Richard Peck, Paul Orvosh*, Roy Sweatman.

Committee Members Not in Attendance

Tom Aderhold, Scott Brooks, Marilyn Craig-Wicktor, Richard Cranker, Antoinette Hayes-Triplett, Betsy Irizarry, Jennifer Kuhn, Dennis McKinney, Rosanna Matucan-Carson, Willie Parker Jr., Patricia Suarez, Jacob Walker.

Staff

Juditte Dorcy, Anna Munro, Phuong Nguyen, Mai Russell, Bridget Scrogam, Jody Toner, Joe Vitale.

BOCC Liaison

Kenneth Jones

Action Items

Item 1 Approval of One-Stop Committee Meeting Minutes

The minutes of November 15, 2017 One-Stop Committee meeting were presented for approval. There was no further discussion.

Motion: Stephanie Brown

Second: Roy Sweatman

The minutes were approved as presented.

The motion carried.

Item 2 RFP: One Stop Operator

Per USDOL's recommendation, the One Stop Operator RFP is being reissued. For the purpose of this RFP, One Stop Operator is defined as an entity that will coordinate the service delivery of participating one-stop partners and service providers.

Scope of Services

- Establish and/or maintain linkages between all one-stop partners designated by CareerSource Tampa Bay to improve communication, referral, service delivery, and tracking of performance of the partners;
- Coordinate and hold at least quarterly meetings with all one-stop partners designated by CareerSource Tampa Bay;
- Assist CareerSource Tampa Bay in the identification of appropriate clauses for all Memorandum of Understanding with all one-stop partners designated by CareerSource Tampa Bay as it relates to sharing of information, reporting of performance and tracking of customers;
- Establish a MOU database to easily track organizational involvement and expiration dates of the MOU;
- Manage CareerSource Tampa Bay's partnership efforts with the State of Florida required partners such as Blind Services;
- Facilitate and encourage participating one-stop partners to use the principles of universal design in their operations to ensure customer access;
- Disclose any potential conflicts of interest arising from the relationship of the One-Stop Operator with particular training service providers or other service providers;
- Establish practices that encourage the One-Stop partners to provide services to individuals with barriers to employment, including individuals with disabilities, who may require longer-term services, such as intensive employment, training, and education services;
- Comply with Federal regulations, and procurement policies, relating to the calculation and use of profits;
- Working with CareerSource Tampa Bay and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the one-stop partners; and
- Manage, track, and oversee CareerSource Tampa Bay's Customer Satisfaction initiatives.

Motion: Stephanie Brown
Second: Richard Peck

The One Stop Committee recommends approval of issuing of the One Stop Operator RFP. The motion carried.

Other Administrative Matters

No items were brought forward for action.

Information Items

2017 – 2018 One Stop Goals Update

Period Covering: July thru March 2018

- **Center Traffic**
 - PY 17 – 18 - QTR 1 - 37,638; QTR 2 – 33,631; QTR 3 – 35,843; YTD – 107,112

- **Veterans**
 - Total No. Served - 10,088
 - Total No Served w/SBE's – 6,881
 - Total No. Referred to Employment – 1,092
 - Total No. Entered Employment - 721
- **Employability Skills Workshop**
 - No. of Attendees Total: 4,972
- **Total three workshops by attendance**
 - Resume Development (730 Attended)
 - Professional Interviewing Skills (575 attended)
 - Surviving a Layoff (488 attended)
- **Online Job Seekers Services YTD 17-18**
 - **Total: 3,713**
- **Employ Florida Services**
- **YTD PY 17-18- Q3**
 - # Served: 10,197
 - # of Services: 1,01,096
 - # Referrals: 12,751
 - # External Referrals: 8,051
 - # Resumes Posted: 5,434
 - YTD Totals: 517,175
- **Occupational Skills Training**
 - Adult/Dislocated Worker - YTD 506; Completers 188
 - Youth - YTD Served 228; Completers 91s
 - Totals - YTD Served: 734; Completers 279
- **Work-Based Training**
 - OJT - YTD Served: 278; Completers: 224
 - PWE - YTD Served: 187; Completers: 162
 - Totals - YTD Served: 485; Completers: 386
- **Apprenticeship Enrollments Thru Q3**
 - Totals: 162
- **Customer Satisfaction Survey Results- Q3**
 - Resource Room - No. of Respondents 232; Rating 95.3%
 - Employability Skills Workshop - No of Respondents 793; Rating 98.1%
 - Welfare Transition Lab – No. of Respondents 11; Rating 90%
- **Youth Program WIOA July – March 2018**
 - # Served – Actual 1, 223; % of Goal 82.4 %
 - Credentials – Actual 254; % of Goal 36.3%
 - Placements – Actual 243 ,% of Goal 37.4%
 - Employment – Actual 239
 - Military – Actual 2
 - Post-secondary outcome – Actual 2
 - Total Placements – YTD 239
 - Average Wag at Placement - \$11,52
- The Career and Resource Fair targeted for young adults ages 18-24 was held on May 12th. Radio personality, Orlando from FM 94.1 joined to help promote the event, There were over

150 in attendance who learned about our programs and services. Over 30 employers registered and participated including Amazon, Tesla, GTE, and JP Morgan. As a result, approximately 70 interviews were scheduled for positions such as Barista, Customer Service, Agent, Warehouse Worker, Cashiers, Accounting Clerks, Resident Aide, Dietary Cooks, and Solar Panel Installer. Employers were pleased with the quality of young adults that attended the event.

- **AmeriCorps Program Update**
- **Contract Dates** – The contract with Volunteers Florida began on August 1, 2017 and is projected to end on July 31, 2018
 - **Member Recruitment**
 - Member enrollment goal per contract – 14 full time members, this includes opportunity youth
 - Total No. of applications received 66
 - Total No. of members on boarded 14
 - No. of current members participating 8
 - **AmeriCorps Program Goals**
 - Economically disadvantaged youth will be provided by AmeriCorps members, a minimum of 12 total hours of skill development, (LMI assessment ,EST, and career plan) or until out of school youth enrolls into post-secondary education and becomes employed
 - Numeric Goal - 550 ; YTD 612; % of Goal 111.27%
 - Economically disadvantaged youth that will be placed into jobs or post-secondary education - YTD 612; % of Goal 57.33%)
- **Tech Hire Program**
 - Total no of participants Goal - 1175
 - Total no. of participants enrolled in training To Date: 820
- **WIOA and Welfare Transition Program Update - July – March 2018**
- **Enrollments**
 - WIOA Adult : 1,413
 - WIOA Dislocated Worker: 1,252
 - WIOA Youth: 1,223
 - WTP Applicants: 1,012
 - WTP Mandatory: 287
 - WTP Transitional: 213
- **Monthly Management Report**
- **Welfare Transition**
 - Welfare Entered Employment rate: 38.3% – (640 welfare cases closed due to earned income/wages)
 - Welfare Entered Employment Wage Rate:74.3% (\$10.70 hourly wage at job placement) Ranking – 16th
 - Welfare All Family Participation:43.2% (1,126 welfare families engaged in allowable work activity) Ranking: 7th
 - Welfare Two-Parent Family Participation: (102 welfare families engaged in allowable work activity) Ranking: 3rd.
- **Adult and Dislocated Workers**
 - WIOA Adult Entered Employment Rate: 100% (573 who earned a credential and employed when their case was closed); Ranked 1st.

- WIO Dislocated Worker entered Employment Rate: 100% (666 the # of Dislocated workers in WIOA who were employed when their case was closed); Rated 1st.
- WIOA Adult Employed Worker Outcome Rate: 100% (Enrolled in WIOA Training: 45) Rated: 1st.
- WIOA Adult Wage Rate: 93.3% (Average hourly wage: \$13.43); Ranked: 24th
- WIOA Dislocated Worker Wage Rate: 130.6% (Average wage: \$18.80); Ranked: 9th.
- **WIOA Youth**
 - WIOA In-School Youth Rate: 100% (# of youth In-school and had no HS diploma and who entered employment: 16); Rated 1st.
 - WIOA Out-of-School Youth outcome Rate: 100% (# of Youth who were not in secondary school and who entered employment: 216); Ranked 1st.
 - WIOA Younger Youth Skill Attainment Rate: 100%; (The Younger Youth goals attained during the month: 2); Rated 1st.
 - WIOA Younger Youth Positive outcome Rate: 100%; (The # of Younger Youth with Positive outcomes: 42); Rated 1st.
- **Wagner-Peyser (WP)**
 - WP Entered Employment Rate: 587 % (15,675 identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service); Rated 3rd.
 - WP Entered Employment Rate: 45.2% (1,507 identified as employed when they that are identifies as now employed in Employ FL or found on the Dept. of Revenue's the New Hire report since they last received a service); Rated 3rd.
 - Short Term Veterans Entered Employment Rate: 48.7% (705 veterans identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service). Rated 2nd.
 - WP Job Placement Wage Rate:95.10% (Average wage: \$13.69) Rated 4th
- **Career Center Traffic Flow PY 17-18; Jan-March**
 - Tampa: 27,002
 - Brandon: 5,268
 - Ruskin: 892
 - Career Prep Center: 2,681
 - Total: 35,843
- **Website Traffic July 2017-March 2018**
 - No. of People who Visited Site: 200,294
 - No. of Visits: 341,898
 - No. of Page Views: 1,179,164
 - No. of Returning Visitors: 15%
 - No. of New Visitors: 85%
- **Social Media Traffic – July 2017-March 2018**
 - No. of new Twitter followers: 94
 - No. of new Facebook fans: 246
 - No. of LinkedIn followers: 328
 - No. of Engagements: 7,954
 - No. of Impressions: 1,300,000

Internal Program Monitoring

A schedule of all programmatic, administrative, and fiscal monitoring activities for all programs was provided in the meeting packet.

Public Comments

None was made.

Adjournment

The meeting was adjourned at 10:25 a.m.

DRAFT



Action Item

Lease Agreement: Plant City Career Center

BACKGROUND

CSTB Board of Directors approved the closure of the prior Plant City One-Stop Center facility on June 30, 2017. Previously we were located at Hillsborough Community College (HCC) Plant City campus and leased 8,134 square feet of space for a One-Stop Center on the eastern edge of Hillsborough County. The annual cost of this lease was \$108,019. Since this period in time, job seekers were diverted to the Brandon and/or Career Prep Center offices for services. This has caused a hardship for many of our customers as transportation continues to be one of the prominent employment barriers.

Staff have been working with Hillsborough County Social Services & Real Estate departments for over a year to acquire space to open a satellite One Stop Center to deliver career and employment-related services. A business plan was submitted in December of 2017 to acquire 294 square foot of space at the Hillsborough County Plant City Community Resource Center. The Resource Center is located at 307 North Michigan Avenue, Plant City.

The occupancy fee charged by the County to offset a portion of the operating, administrative and capital improvement costs for us of the premises is \$6.00 per sq. ft. per year and paid at a rate of \$147.00 per month. The annual cost of this space would be \$1,764.00.

This space will allow for three staff to be located onsite to include WP, WIOA, Welfare Transition, SNAP and Veterans services. We will also have a small Resource Room footprint with three computers, kiosk system and multifunctional printer/copier/scanner onsite for job seeker usage.

In August Hillsborough County Social Services granted CSTB access through a flexible meeting space agreement to start delivering onsite Employability Skills Workshops. So far we have conducted two workshops on 8.7.18 and 8.14.18.

RECOMMENDATION:

Staff recommends entering into the license agreement with Hillsborough County for space at the Plant City Community Resource Center.



One Stop Strategic Goals

The strategic goals are being reviewed for update on an annual basis. The following goals were adopted in August 2017.

Goal 1:

Provide Job Seekers with Expanded Access to Employment and Training Services.

Objective 1: Provide a wide range of workforce resources to job seekers.

Strategy

- Support open access to the Resource Room, materials, and maintain qualified staff to meet the needs of local job seekers.
- Promote CareerSource Specialized Programs and Services to all job seekers.

Objective 2: Maximize the use of technology and online services to meet job seeker needs.

Strategy

- Support Employability Skills Workshops for local job seekers in multiple media such as center workshops, ATLAS eCourses and other applications available.
- Improve the effectiveness of partnerships through technology such as electronic referrals, automation of job seeker registration in Employ Florida (EF) and data sharing.
- Research and identify additional resources and services available with the community or other government agencies to adopt within our centers.

Goal 2:

Provide Effective Workforce Programs Aligned with Demand Industry Sectors.

Objective 1: Increase participation in Occupational Skills Training (OST).

Strategy

- Enroll job seekers into training programs that lead to careers in targeted occupations with an emphasis on career pathway opportunities in the following industries:
 - Healthcare
 - Manufacturing
 - Information Technology
 - Financial & Professional Services

- Educate staff and community on the use of Eligibility Training Provider List (ETPL) approved training providers and targeted occupations or training programs under WIOA.

Objective 2: Increase enrollments in Apprenticeship and Pre-Apprenticeship Programs.

Strategy

- Establish an Apprenticeship team to identify additional partnership opportunities and build referrals.
- Promote apprenticeship training and pre-apprenticeship programs to prepare job seekers for career opportunities.

Objective 3: Increase enrollments in short-term Career-Ready programs.

Strategy

- Sustain and expand career-ready programs in targeted occupations.
- Conduct effective outreach strategies through a variety of media to support pre-vocational training.

Goal 3:

Effectively Manage Key Workforce Development Performance.

Objective 1: Manage workforce development performance through monitoring and analysis of performance reports.

Strategy

- Monitor performance measures under local reporting, Monthly Management Report (MMR), Common Measures and Performance Modeling.
- Analyze all programmatic monitoring to include internal, contracted board, DEO or external monitoring such as USDOL.

Objective 2: Evaluate the effectiveness of programs/services.

Strategy

- Complete a demographics and caseload review by program and center location to include asset mapping.
- Utilize a variety of methods to evaluate customer satisfaction and gather feedback for evaluation and continuous process improvement.



Informational Item - One Stop Operator

CareerSource Tampa Bay defines the role of a One-Stop Operator as an entity that coordinates the service delivery of participating one-stop partners and service providers within the Career Centers.

A request for proposals was issued to solicit bids for a One Stop Operator. On June 21st, the Board of Directors approved entering into contract negotiation with Dynamic Works.

Dan McGrew, regional director of Dynamic Works will be providing an update on progress to-date.

- Establish and/or maintain linkages between all one-stop partners designated by CareerSource Tampa Bay to improve communication, referral, service delivery, and tracking of performance of the partners;
- Coordinate and hold at least quarterly meetings with all one-stop partners designated by CareerSource Tampa Bay;
- Assist CareerSource Tampa Bay in the identification of appropriate clauses for all Memorandum of Understanding with all one-stop partners designated by CareerSource Tampa Bay as it relates to sharing of information, reporting of performance and tracking of customers;
- Manage, track, and oversee CareerSource Tampa Bay's Customer Satisfaction initiatives.

Informational Item - Infrastructure Agreements

WIOA reinforces the partnerships and strategies for job centers to provide all job seekers and workers with high quality career, training, and supportive services they need to obtain and maintain good jobs. While businesses benefit by having access to skilled workers and other HR resources, including education and training, to meet their workforce needs.

Per WIOA, all one-stop partner programs are required to contribute to the infrastructure costs, as required in 20 CFR 678.700 and 678.760, 34 CFR 361.700 and 361.760, and 34 CFR 463.700 and 463.760. The sharing and allocation of infrastructure costs between one-stop partners is governed by WIOA sec. 121(h).

Infrastructure costs are defined as non-personnel costs necessary for [career centers] operations, including facility rentals, utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), and technology to facilitate access to the American Job Center (including planning and outreach), and may include costs associated with the common identifier (i.e., American Job Center signage) and supplies, as defined in the Uniform Guidance at 2 CFR 200.94, to support the general operation of the one-stop center.

Below is a listing of CSTB WIOA mandatory partners that have infrastructure funding agreements (IFA's). We are currently in the process of re-evaluating our approach in consultation with DEO. Staff are also researching other allowable best practices statewide and federal level, one of which allows for in-kind contributions to cover the shared costs. CSTB will be developing PY 18-19 Infrastructure Funding Agreements.

Mandatory Partners	Organization	PY 17-18 Shared Cost
State Vocational Rehab (VR)	Vocational Rehabilitation	
Division of Blind Services	Division of Blind Services	
Adult Education and Family Literacy Act & Career and Technical Educational Programs under Carl Perkins	School Board of Hillsborough County	\$1,200
Department of Housing and Urban Development (HUD)	Tampa Housing Authority	\$1,200
National Farmworkers Jobs Programs	Farmworker Career Development Program	\$1,200
Senior Community Serve Employment Program (SCSEP)	AARP	\$1,200
Community Services Block Grant	Hillsborough County Social Services	\$1,200
Job Corps	Odle Management Group	\$1,200



Information Item

2017 – 2018 One Stop Strategic Goals Update

For Period Covering: July thru June 2018

Goal 1: Provide Job Seekers with Expanded Access to Employment and Training Services.

Objective 1: Provide a wide range of workforce resources to job seekers.

- Support open access to the Resource Room, materials, and maintain qualified staff to meet the needs of local job seekers.

<i>Center Traffic</i>	<i>QTR 1</i>	<i>QTR 2</i>	<i>QTR 3</i>	<i>QTR 4</i>	<i>YTD</i>
<i>2016 – 2017</i>	<i>46,080</i>	<i>39,518</i>	<i>40,116</i>	<i>42,052</i>	<i>167,766</i>
<i>2017 – 2018</i>	<i>38,220</i>	<i>34,059</i>	<i>36,183</i>	<i>34,184</i>	<i>142,646</i>

By Location	PY 16-17 Total	PY 17-18 Total
Tampa	<i>114,202</i>	<i>106,851</i>
Brandon	<i>23,931</i>	<i>21,481</i>
Plant City	<i>10,113</i>	<i>NA</i>
Ruskin	<i>5,196</i>	<i>4,021</i>
Career Prep Center	<i>14,324</i>	<i>9,882</i>
Totals	<i>167,766</i>	<i>142,646</i>

- Promote CareerSource Specialized Programs and Services to all job seekers.

<i>Veterans</i>	<i>DVOP*</i>	<i>One Stop</i>	<i>Total</i>
<i># Served</i>	<i>942</i>	<i>11,237</i>	<i>12,179</i>
<i># Served w/SBE's[#]</i>	<i>842</i>	<i>7,344</i>	<i>8,186</i>
<i># Referred to Employment</i>	<i>142</i>	<i>1,110</i>	<i>1,252</i>
<i># Entered Employment</i>	<i>21</i>	<i>738</i>	<i>759</i>

*DVOP: Disabled Veterans Outreach Program

#SBE: Significant Barriers to Employment

Objective 2: Maximize the use of technology and online services to meet job seeker needs.

- Support Employability Skills Workshops for local job seekers in multiple media such as center workshops, ATLAS eCourses and other applications available.
- Improve the effectiveness of partnerships through technology such as electronic referrals, automation of job seeker registration in Employ Florida and data sharing.

Employability Skills Workshop						
<i>No. of Attendees</i>	<i>QTR 1</i>	<i>QTR 2</i>	<i>QTR 3</i>	<i>QTR 4</i>	<i>YTD 17 - 18</i>	<i>PY 16 - 17</i>
		1,856	1,551	1,565	1,635	6,607

- *The top three workshops by attendance:*
 - Resume Development (903 attended),
 - Professional Interviewing Skills (647 attended), and
 - Navigating EmployFlorida (EF- 582 attended)

Employability Skills Workshop by Center						
<i>Center</i>	<i>Q4</i>		<i>YTD PY 17-18</i>		<i>PY 16 - 17</i>	
	<i># Attendees</i>	<i>% by Location</i>	<i># Attendees</i>	<i>% by Location</i>	<i># Attendees</i>	<i>% by Location</i>
<i>Tampa</i>	892	54.6%	4,018	60.8%	6,736	65.3%
<i>Brandon</i>	634	38.7%	2,154	32.6%	2,636	25.5%
<i>Ruskin</i>	104	6.4%	396	6%	456	4.4%
<i>Career Prep Center</i>	5	0.3%	39	0.6%	80	0.8%
<i>Totals</i>	1,635	100%	6,607	100%	10,320	100.0%

Online Job Seeker Services: Assessments, Job and Career Readiness, GED/ESOL Preparation and Computer Skills Training.

Categories:	Q1	Q2	Q3	Q4	YTD 17 - 18	PY 16 - 17
	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>
<i>Workplace Skills</i>	347	374	401	349	1,471	608
<i>Future Plans</i>	35	15	10	257	317	571
<i>eCourses</i>	625	453	956	757	2,791	3,111
<i>Penn Foster</i>	7	8	14	11	40	74
<i>Computer Training</i>	140	122	137	107	506	169
<i>Florida Ready to Work</i> <small>(Ended October 31, 2017)</small>	69	NA	NA	NA	69	152
Totals	1,223	972	1,518	1,481	5,194	4,765

- Research and identify additional resources and services available with the community or other government agencies to adopt within our centers.

Employ Florida Services & Activities Summary

<i>Categories:</i>	<i>Q1</i>	<i>Q2</i>	<i>Q3</i>	<i>Q4</i>	<i>YTD 17 - 18</i>	<i>PY 16-17</i>
<i># Served</i>	<i>42,644</i>	<i>17,888</i>	<i>10,197</i>	<i>7,045</i>	<i>77,774</i>	<i>87,197</i>
<i># of Services</i>	<i>138,511</i>	<i>112,359</i>	<i>101,096</i>	<i>83,890</i>	<i>435,856</i>	<i>598,807</i>
<i># Referrals</i>	<i>19,236</i>	<i>18,572</i>	<i>12,751</i>	<i>10,519</i>	<i>61,078</i>	<i>79,816</i>
<i># External Referrals</i>	<i>10,869</i>	<i>8,938</i>	<i>8,051</i>	<i>7,994</i>	<i>35,852</i>	<i>40,194</i>
<i># Resumes Posted</i>	<i>5,576</i>	<i>5,053</i>	<i>5,434</i>	<i>5,052</i>	<i>21,115</i>	<i>22,329</i>
<i>Totals</i>	<i>216,836</i>	<i>162,810</i>	<i>137,529</i>	<i>114,500</i>	<i>631,675</i>	<i>828,343</i>

Goal 2: Provide Effective Workforce Programs Aligned with Demand Industry Sectors.

Objective 1: Increase participation in Occupational Skills Training (OST).

- Enroll job seekers into training programs that lead to careers in targeted occupations with an emphasis on career ladder opportunities in the following industries:
 - Healthcare
 - Manufacturing
 - Information Technology
 - Financial & Professional Services

Occupational Skills Training

Period: July 2017 thru June 2018

	<i># New Enrollments</i>	<i>YTD Served</i>	<i>PY 16 – 17 YTD Served</i>
<i>Adult/Dislocated Worker</i>	<i>296</i>	<i>576</i>	<i>837</i>
<i>Youth</i>	<i>54</i>	<i>228</i>	<i>268</i>
<i>Totals</i>	<i>350</i>	<i>804</i>	<i>1,105</i>

- Funding update:
 - Funding is available under **WIOA Adult and Dislocated Worker** Program for occupational skills training and apprenticeship programs.
 - Funding is available under **WIOA Youth** for short-term, career ready training programs offered at the Career Prep Center.

Work-Based Training

Period: July 2017 thru June 2018

	# New Enrollments	YTD Served	Completers	PY 16 – 17 YTD Served
<i>On-the-Job Training</i>	266	308	224	497
<i>Paid Work Experience</i>	179	211	162	354
Totals	445	519	386	851

- Educate staff and community on the use of *Eligible Training Provider List* and targeted occupations or training programs under WIOA.

CSTB Approved Training Providers List is accessible at:

<https://www.careersourcetampabay.com/files/public/Training%20Vendors/CSTB%20Training%20Providers%2005-18.pdf>

Objective 2: Increase enrollments in Apprenticeship and Pre-Apprenticeship Programs.

- Establish an Apprenticeship team to identify additional partnership opportunities and build referrals.
- Promote apprenticeship training and pre-apprenticeship programs to prepare job seekers for career opportunities.

Apprenticeship New Enrollments

Period: July 2017 thru June 2018

<i>Categories:</i>	17-18	YTD PY 16-17
	# New Enrolled	# Enrolled
<i>Ironworkers</i>	25	69
<i>Tampa Area Joint Apprenticeship and Training Committee (JATC)</i>	34	29
<i>Florida Refrigeration & Air Conditioning Contractors (FRACCA)</i>	23	31
<i>Plumbers and Pipefitters</i>	48	0
<i>Central Florida Heat and Frost</i>	5	0
<i>International Union of Operating Engineers</i>	10	0
Totals	145	129

Objective 3: Increase enrollments in short-term Career-Ready programs.

- Sustain and expand pre-vocational training programs in targeted occupations.

- Conduct effective outreach strategies through a variety of media to support pre-vocational training.

Career-Ready Enrollments					
Period: July 2017 thru June 2018					
<i>Programs</i>	<i>WIOA</i>	<i>Robotics</i>	<i>CareerSource Florida Grant</i>	<i>PY17-18 YTD</i>	<i>PY 16 - 17</i>
<i>Welding</i>	<i>56</i>	<i>0</i>	<i>18</i>	<i>74</i>	<i>133</i>
<i>Soldering</i>	<i>0</i>	<i>7</i>	<i>14</i>	<i>21</i>	<i>188</i>
<i>Industrial Maintenance</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>12</i>
<i>Construction</i>	<i>13</i>	<i>0</i>	<i>9</i>	<i>22</i>	<i>56</i>
<i>Mechatronics/Robotics</i>	<i>1</i>	<i>32</i>	<i>0</i>	<i>33</i>	<i>0</i>
<i>Totals</i>	<i>70</i>	<i>39</i>	<i>41</i>	<i>150</i>	<i>428</i>

Goal 3: Effectively Manage Key Workforce Development Performance.

Objective 1: Manage workforce development performance through monitoring and analysis of performance reports.

- Monitor performance measures under local reporting, Monthly Management Report (MMR), Common Measures and Performance Modeling.
- Analyze all programmatic monitoring to include internal, contracted board, DEO or external monitoring such as USDOL.

MMR

- *Refer to the MMR Report in the packet.*

Common Measures

- *Refer to the Common Measures in the packet.*

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Governor's Job Placement Report

CareerSource Tampa Bay				
PY 17/18	Placements	Composite Score	Ranking	Statewide Placements
July	2,961	174.25%	2	23,168
August	3,624	216.85%	1	23,936
September	3,169	212.97%	2	20,022
October	3,443	199.42%	1	23,082
November	3,187	246.29%	2	16,990
December	2,960	215.81%	2	18,828
January	2,702	228.10%	1	16,048
February	1,366	177.33%	5	10,716
March	2,307	182.27%	5	17,880
April	1,786	177.43%	4	13,771
May	1,745	176.90%	5	13,565
June	1,406	154.32%	9	13,731
Totals	30,656	196.83%	3.3	211,737

Objective 2: Evaluate the effectiveness of programs/services.

- Complete a demographics and caseload review by program and center location to include asset mapping.
- Utilize a variety of methods to evaluate customer satisfaction and gather feedback for evaluation and continuous process improvement.

Customer Satisfaction Survey Results

Category	Q4		YTD 17 - 18		PY 16-17	
	No. of Respondents	Rating	No. of Respondents	Rating	Total	Rating
Resource Room	717	96.8%	1,233	95.3%	1,267	96.8%
Employability Skills Workshops	1,169	98.4%	3,131	98.4%	4,115	95.8%
Welfare Transition Lab	9	86.7%	37	89.1%	666	88.8%
Totals	1,895	94%	4,401	94.3%	6,048	93.8%



Information Item

2018 – 2019 Performance Metrics

Enclosed is this region's primary indicators for performance negotiations for Program Years (PY) 2018 – 2019 & 2019 – 2020. The spreadsheet also includes:

- Definitions
- A five-year average of performance (PY 2011 – 2012 through PY 2015 – 2016)
- Proposed performance levels for PY 2018 – 2019 and PY 2019 – 2020
- PY 2017 – 2018 – Quarter 4* year-to-date

* Program/Fiscal Year Period: July 1st – June 30th

- Quarter 1: July – September
- Quarter 2: October – December
- Quarter 3: January – March
- Quarter 4: April – June

Six Primary Indicators of Performance	Funding Impact	Definition
Employment Rate - 2nd Quarter After Exit	Adult (AD) Dislocated Workers (DW) Wagner Peyser (WP)	The percentage of participants who are in <u>unsubsidized employment</u> during the <u>second quarter after exit from</u> the program.
Employment Rate - 4th Quarter After Exit	AD DW WP	The percentage of participants who are in <u>unsubsidized employment</u> during the <u>fourth quarter after exit</u> from the program.
Youth Education and Employment Rate - 2nd Quarter After Exit	Youth	For Title I Youth, the indicator is the percentage of participants <u>in education or training activities, or in unsubsidized employment</u> during the <u>second quarter after exit.</u>

Youth Education and Employment Rate - 4th Quarter After Exit	Youth	For Title I Youth, the percentage of program participants who are <u>in education or training activities, or in unsubsidized employment</u> , during the <u>fourth quarter after exit</u> from the program.
Median Earnings - 2nd Quarter After Exit	AD DW WP	The <u>median earnings of participants</u> who are in unsubsidized employment during the <u>second quarter after exit</u> from the program.
Credential Attainment – Within a year after exit	AD DW Youth	<p>The percentage of those participants <u>enrolled in an education or training program</u> (excluding those in on-the-job training (OJT) and customized training) <u>who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program.</u></p> <ul style="list-style-type: none"> • A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.

Proposed 2018 - 2019 Performance Measures
 CareerSource Tampa Bay
 Programs: Workforce Innovation Opportunity Act and Wagner Peyser

* Five year average is based on historic WIA data with WIOA indicators applied.

WIOA Measures	Performance PY 2011-2012	Performance PY 2012-2013	Performance PY 2013 -2014	Performance PY 2014 -2015	Performance PY 2015-2016	* Performance 5-Year Average (PY 2011-15)	Performance PY 2017 Q3	Negotiated PY 2018-2019 Statewide	Negotiated PY 2019-2020 Statewide	Proposed Level PY 2018-19 LWDB	Proposed Level PY 2019-20 LWDB
Adults:											
Employment Rate (2nd Qtr after Exit)	84.8%	87.2%	92.1%	94.7%	89.0%	90.4%	91.6%	85.0%	85.2%	90.0%	90.2%
Employment Rate (4th Qtr after Exit)	67.2%	76.5%	83.6%	88.7%	89.5%	83.3%	92.5%	82.5%	83.0%	83.0%	83.5%
Median Earnings (2nd Qtr after Exit)	\$7,736	\$8,854	\$9,463	\$10,450	\$10,148	\$9,330	\$7,034	\$6,850	\$6,850	\$6,850	\$6,850
Credential Attainment Rate	78.7%	90.1%	94.2%	97.7%	97.6%	93.8%	85.7%	62.0%	65.0%	62.0%	65.0%
Dislocated Workers:											
Employment Rate (2nd Qtr after Exit)	81.5%	81.2%	79.7%	87.1%	88.3%	84.3%	92.9%	83.0%	83.0%	84.0%	84.2%
Employment Rate (4th Qtr after Exit)	67.7%	77.2%	73.4%	80.0%	81.2%	74.9%	90.4%	79.0%	79.0%	79.0%	92.2%
Median Earnings (2nd Qtr after Exit)	\$6,756	\$6,876	\$7,949	\$7,738	\$7,865	\$7,437	\$7,541	\$6,850	\$6,850	\$6,850	\$6,850
Credential Attainment Rate	69.2%	68.5%	80.4%	35.4%	48.0%	57.0%	84.2%	68.0%	68.0%	68.0%	68.2%
Youth:											
Employment Rate (2nd Qtr after Exit)	54.0%	45.3%	61.2%	82.5%	75.8%	60.9%	87.7%	75.0%	75.5%	75.0%	75.5%
Employment Rate (4th Qtr after Exit)	53.4%	51.1%	49.1%	74.6%	75.9%	57.6%		69.0%	69.0%	69.0%	69.2%
Credential Attainment Rate	75.3%	36.2%	48.7%	55.0%	60.4%	55.5%		75.2%	75.5%	75.2%	75.5%
Wagner-Peyser:											
Employment Rate (2nd Qtr after Exit)		63.9%	70.5%	73.8%	65.5%	68.2%	69.2%	62.0%	62.0%	68.0%	68.2%
Employment Rate (4th Qtr after Exit)		56.2%	65.7%	68.9%	66.6%	65.1%	67.5%	64.0%	64.2%	65.0%	65.2%
Median Earnings (2nd Qtr after Exit)		\$4,612	\$5,230	\$5,348	\$5,587	\$5,194	\$5,820	\$4,850	\$4,850	\$4,850	\$4,850



2017 – 2018 Common Measures

Annual Common Measure Performance has been released by the Department of Economic Opportunity (DEO) for all local workforce development areas (LWDAs) for PY2017-2018. There will often be a 6 to 9 months lag in Common Measure reporting due to longitudinal wage record data used in long term reporting.

In fourth quarter period, CareerSource Tampa Bay exceeded all 10 indicators.

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

Measures	2017-18 Goals	1 st Qtr. (% of Goal met)	2 nd Qtr. (% of Goal met)	3 rd Qtr. (% of Goal met)	4 th Qtr. (% of Goal met)	2016-17 Goals (% of Goal met)
Adults						
Employed 2nd Qtr. After Exit	89%	93.24% (104.76%)	92% (103.37%)	91.6% (102.92%)	93.90% (105.51%)	86%
Median Wage 2nd Qtr. After Exit	\$7,850	\$6,074 (77.38%)	\$6,786 (86.45%)	\$7,034 (89.61%)	\$8,663 (110.36%)	\$7,550
Employed 4 th Qtr. After Exit	85%	NA	NA	92.50 (108.82%)	90.90 (106.94%)	
Dislocated Workers						
Employed 2nd Qtr. After Exit	83%	94.15% (113.43%)	93.50% (112.65%)	92.90 (111.93%)	92.80 (111.81%)	80%
Median Wage 2nd Qtr. After Exit	\$6,850	\$7,334 (107.07%)	\$7,326 (106.95%)	\$7,541 (110.09%)	\$7,512 (109.66%)	\$6,550
Employed 4 th Qtr. After Exit	79%	NA	NA	90.40 (114.43%)	89.20 (112.91%)	
Youth						
Employed 2nd Qtr. After Exit	76%	78.95% (103.88%)	89.60% (117.89%)	87.70 (115.39%)	88.70 (116.71%)	73%
Wagner-Peyser						
Employed 2nd Qtr. After Exit	64%	68.64% (107.25%)	66.22% (103.47%)	69.20 (108.13%)	68.30 (106.72%)	61%
Median Wage 2nd Qtr. After Exit	\$4,850	\$5,984 (123.38%)	\$6,812 (140.45%)	\$5,820 (120%)	\$5,980 (123.30%)	\$4,550
Employed 4 th Qtr. After Exit	66%	NA	NA	67.50 (102.27%)	68.80 (104.24%)	

Source: DEO



Monthly Management Report

Welfare Transition

(Results are for only those individuals determined by DCF to be work eligible and referred to the workforce board by DCF)

Welfare Entered Employment Rate

- A. Welfare cases closed due to earned income/wages.
- B. Welfare cases closed for all reasons (i.e., earned income, sanction, etc.).

**Performance (A+B)
Ranking**

YTD R15 7/1/2016 – 6/30/2017	YTD R15 7/1/2017– 6/30/2018	YTD STW 7/1/2017 – 6/30/2018
1,083	780	9,983
2,567	2,128	27,548
42.2%	36.7%	36.2%
3rd	8th	

Welfare Entered Employment Wage Rate

- A. Average hourly wage at job placement for welfare clients.
- B. Regionally adjusted federal low income guideline for family of 3.

**Performance (A+B)
Ranking**

\$10.21	\$10.69	\$10.65
\$14.08	\$14.40	\$14.24
72.5%	74.2%	74.8%
17th	16th	

Welfare All Family Participation

- A. # of welfare families who are engaged in an allowable work activity.
- B. # of families receiving welfare that have a work eligible adult.

**Performance (A+B)
Ranking**

2,377	1,387	20,342
4,793	3,236	55,797
48.6%	42.9%	36.5%
5th	7th	

Welfare Two-Parent Family Participation

- A. # of welfare families with 2 parents who are engaged in an allowable work activity.
- B. # of welfare families with 2 parents that have an adult determined to be work eligible.

**Performance (A+B)
Ranking**

527	111	1,304
773	197	3,364
68.2%	56.3%	38.8%
2nd	3rd	

Workforce Innovation & Opportunity Act (WIOA) Adults and Dislocated Workers

WIOA Adult Entered Employment Rate

- A. The # of adults enrolled in WIOA who earned a credential and were employed when their case was closed.
B. The # of unemployed adults enrolled in WIOA and whose case has been closed.

**Performance (A÷B)
Ranking**

YTD R15 7/1/2016 – 6/30/2017	YTD R15 7/1/2017– 6/30/2018	YTD STW 7/1/2017- 6/30/2018
787	607	3,633
787	627	4,735
100%	96.8%	76.7%
1st	10th	

WIOA Dislocated Worker Entered Employment Rate

- A. The # of dislocated workers enrolled in WIOA who were employed when their case was closed.
B. The # of dislocated workers enrolled in WIOA and whose case has been closed.

**Performance (A÷B)
Ranking**

782	740	2,329
782	761	2,531
100%	97.2%	92.0%
1st	15th	

WIOA Adult Employed Worker Outcome Rate – those who received training

- A. The # of adults enrolled in WIOA training services who received credential and were employed when their case was closed.
B. The # of employed adults enrolled in WIOA training services and whose case has been closed.

**Performance (A÷B)
Ranking**

834	65	2,549
834	68	3,365
100%	95.6%	75.8%
1st	5th	

WIOA Adult Wage Rate

- A. The average wage at job placement of those adults enrolled in WIOA.
B. Regionally adjusted federal low income guideline for family of 3.

**Performance (A÷B)
Ranking**

\$16.90	\$14.42	\$17.25
\$14.08	\$14.40	\$14.24
120.0%	100.1%	121.1%
17th	8th	

WIOA Dislocated Worker Wage Rate

- A. The average wage at job placement of dislocated workers enrolled in WIOA.
B. Regionally adjusted federal low income guideline for family of 3.

**Performance (A÷B)
Ranking**

\$17.77	\$18.62	\$19.33
\$14.08	\$14.40	\$14.24
126.2%	129.3%	135.7%
15th	13th	

Workforce Innovation & Opportunity Act (WIOA) Youth

WIOA In-School Youth Outcome Rate

- A. The # of youth who were enrolled in secondary school and had no high school diploma when they enrolled in WIOA and who entered employment, the military, apprenticeship, post-secondary education or received a diploma.
- B. The # of youth who were enrolled in secondary school and had no high school diploma when enrolled in WIOA whose case has since been closed.

YTD R15 7/1/2016 – 6/30/2017	YTD R15 7/1/2017– 6/30/2018	YTD STW 7/1/2017– 6/30/2018
89	32	610
89	35	668
100%	91.4%	91.3%
1st	15th	

**Performance (A÷B)
Ranking**

WIOA Out-of-School Youth Outcome Rate

- A. The # of youth who were not enrolled in secondary school when they enrolled in WIOA and who entered employment, the military, apprenticeship, post-secondary education or received a diploma.
- B. The # of youth who were not enrolled in secondary school when they enrolled in WIOA whose case has since been closed.

296	252	2,868
296	262	3,154
100%	96.2%	90.9%
1st	15th	

**Performance (A÷B)
Ranking**

WIOA Younger Youth (14-18 years old) Skill Attainment Rate

- A. The # WIOA younger youth goals that were attained during the month.
- B. The # of younger youth goals to be attained at closure, goals not due, and basic skills deficient goals not set.

99	2	437
99	2	513
100%	100%	85.2%
1st	1st	

**Performance (A÷B)
Ranking**

WIOA Younger Youth (14-18 years old) Positive Outcome Rate

- A. The # of younger youth with positive outcomes (entered employment, military, apprenticeship, post-secondary education or received a diploma.)
- B. The # of younger youth whose case has since been closed.

119	60	1,523
119	68	1,664
100%	88.2%	91.5%
1st	19th	

**Performance (A÷B)
Ranking**

Wagner-Peyser (WP)

WP Entered Employment Rate (for those unemployed at time of first service)

- A. The # of individuals identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service.
- B. The # of job seekers who have not received a WP reportable service in 90 days and were unemployed when they first started receiving services.

YTD R15 7/1/2016 – 6/30/2017	YTD R15 7/1/2017– 6/30/2018	YTD STW 7/1/2017- 6/30/2018
30,037	19,571	130,409
43,663	34,832	340,410
68.8%	56.2%	38.3%
3rd	3rd	

**Performance (A÷B)
Ranking**

WP Entered Employment Rate (for those already employed at time of first service)

- A. The # of individuals employed when they first received a service that are identified as now employed in Employ FL or found on the Dept. of Revenue's the New Hire report since they last received a service.
- B. The # of job seekers who have not received a WP reportable service in 90 days and were employed when they first started receiving services.

3,119	1,985	22,301
5,437	4,487	63,295
57.4%	44.2%	35.2%
3rd	4th	

**Performance (A÷B)
Ranking**

Short Term Veterans Entered Employment Rate

- A. The # of veterans who were unemployed when they first received a service who are identified as now employed in Employ FL or found on the Dept. of Revenue's the New Hire report since they last received a service.
- B. The # of veterans who have not received a WP reportable service in 90 days and were unemployed when they first started receiving services.

1,191	973	7,700
1,996	2,482	22,353
59.7%	39.2%	34.4%
3rd	5th	

**Performance (A÷B)
Ranking**

WP Job Placement Wage Rate

- A. The average wage of job openings' placements.
- B. Regionally adjusted federal low income guideline for family of 3.

\$13.20	\$13.39	\$12.31
\$14.08	\$14.40	\$14.24
93.8%	93.0%	86.4%
7th	6th	

**Performance (A÷B)
Ranking**



Workforce Innovation and Opportunity Act (WIOA)

	2016 – 2017 July – June 2017	2017-2018 July – June 2018
ADULT	2,539	1,755
DISLOCATED WORKER	1,615	1,409
YOUTH	1,348	1,177
Total	5,502	4,341

Note: Open caseload at the end of the Quarter

Welfare Transition Program (WTP)

	2016 – 2017 July – June 2017	2017-2018 July – June 2018
WTP Applicant	7,680	9,029
WTP Mandatory	3,488	2,744
WTP Transitional	732	613
Total	11,900	12,386

Note: Open caseload at the end of the Quarter



Youth Program Workforce Innovation and Opportunity Act

Reporting Period: July – June 2018				Reporting Period: PY 2016 - 2017		
Performance Category	PY 17-18			PY 16-17		
	Planned	Actual	% of Goal	Planned	Actual	% of Goal
<i># Served</i>	1,484	1,177	79.31%	1,484	1,348	90.80%
<i>Credentials</i>	700	308	44.00%	1,330	486	36.50%
<i>Placements</i>	650	290	44.62%	1,200	433	36.10%
Employment		273			397	
Military		3			1	
Post-Secondary Outcome		14			35	

Youth Employment: July to June 2018	
Total Placements YTD	273
Average Wage at Placement	\$11.60

CareerSource Tampa Bay participated in August 4, 2018 Back to School Bash



In an effort to increase awareness of CareerSource Tampa Bay’s programs and services, on August 4th, staff participated in the *Back to School Bash*, hosted by WWE Superstar Titus O’Neil. This was a free event for all Hillsborough County K-12 students, parents, and guardians. Approximately over 10,000 attended. In addition to getting access to a variety of supportive services, each child may receive free immunization, eye exams, school supplies, and other fun activities to engage both students and parents.



Migrant Seasonal Farm Worker (MSFW) MSFW Outreach Program

July 2017 - June 2018

Overview: The MSFW program is an outreach and employment program for migrant and seasonal farmworkers in accordance with 20 CFR 653. A full-time year-round outreach worker conducts outreach activities in order to accomplish the maximum penetration into the farmworker population. CSTB is one of 11 local workforce development boards in Florida designated as a significant region. We have a full time MSFW Outreach DEO staff on our team who provides specialized services to this population onsite at the farms throughout Hillsborough County.

MSFW Services: CSTB provides the following for MSFW candidates:

- Information on types of jobs
- Assistance with registration in Employ Florida
- Job leads and referrals
- Information about other community-based and faith-based organizations serving MSFWs
- Complaint resolution
- Information about farmworkers rights that are protected by state and federal laws
- Outreach at work areas, housing, or other community areas
- Promote Workforce Innovation Opportunity Act (WIOA) program training opportunities
- Referrals to supportive services

Farms: We are participating with a total of 17 active farms in Hillsborough County. The farms include: Artesian Farms, BBS Farms, Diehl & Lee Farms, DiMare, EW Simmons Farms, Frank Diehl Farms, JayMar Farms, Jay Mar Produce, Pepper Berry Farms, Russell Farms, Santa Sweets Farms, Santa Sweet Packing, Sizemore Farms, Sun City Tree Farms and Tomato Thyme Corp.

Hillsborough County Crops: During PY 17-18 the local farms harvested the following crops: Tomatoes, Strawberries, Melons, Peaches, Squash and Sweet & Hot peppers.

Performance Results: The United States Department of Labor, Employment and Training Administration (ETA) established equity and minimum service level standards for Migrant and Seasonal Farmworkers (MSFWs), which must be met by states. The Department of Economic Opportunity provides the local workforce development board with goals on each of these metrics.

• **Migrant Indicators of Compliance Statewide Report (MIC):**

- a. Equity Ratio Indicators all five were met or exceeded
 - b. Minimum Service Level Indicators 2 out of 3 were met
- 3,924 MSFW candidates were contacted during outreach
 - 1,291 new MSFW candidates were registered in EmployFlorida
 - 2,659 candidates received job leads/job referrals and job search assistance through mass recruitments and outreach activities
 - 2,393 or 90% of MSFW candidates were placed on jobs



Migrant Seasonal Farm Worker MIC (Migrant Indicators of Compliance) Performance Report

Period: 7/1/17 – 6/30/18

		Actual Number Accomplished for Total MSFWs	Actual Percent Accomplished for Total MSFWs	Target Number Required (based on Non-MSFW served or Federal Perf)	Actual Number Accomplished for All Non-MSFW Applicants	Percent Required (based on Non-MSFW served or Federal Perf)	Met Requirement (Yes or No)
No#	Reporting Element	Actual Number	Actual Percentage	Required Number	Actual Number	Required Percentage	Met Requirement
F. MIC Performance Indicators							
I. Equity Ratio Indicators							
1	Total Active Applications	2,754			83,925		
4	Referred to Employment	2,657	96.48 %	735	22,409	26.70 %	YES
28	Referred to Support Services	2,017	73.24 %	5	166	0.20 %	YES
29	Received Staff Assisted Services	2,526	91.72 %	1,933	58,898	70.18 %	YES
2	Complete Applications	292			30,147		
24	Job Development Contact	5	1.71 %	4	384	1.27 %	YES
26	Career Guidance	180	61.64 %	32	3,282	10.89 %	YES
II. Minimum Service Level Indicators							
7	Placed in Jobs	2,347	85.22 %	1,170	9,423	42.50 %	YES
23	\$0.50 Over Minimum Wage of \$7.25	2,339	84.93 %	386	9,298	14.00 %	YES
15	Placed in Long Term Non-AG Job (over 150 days)	11	0.40 %	83	8,133	3.00 %	NO



Information Item
Website Traffic and Social Media Report

Website Traffic

Timeframe	# of People Visited Site	# of Visits	Pageviews	Returning Visitors	New Visitors
<i>July 2016 – June 2017</i>	292,658	474,816	1,727,121	14%	86%
<i>July 2017 – June 2018</i>	268,491	463,112	1,587,580	15%	85%

Source: Google Analytics

Social Media Traffic

Month	# of New Twitter Followers	# of New Facebook Fans	# of New LinkedIn Followers	# of Engagements	# of Impressions
<i>July 2016 – June 2017</i>	630	1,214	401	17,100	5,200,000
<i>July 2017 – June 2018</i>	124	485	476	11,500	2,100,000

Source: Sprout Social

USDOL H-1B Job Training Grant - Tampa Bay TechHire Program

July 1, 2016 – June 30, 2020

The Tampa Bay TechHire program is funded with a nearly \$3.8 million grant awarded to CareerSource Tampa Bay by the U.S. Department of Labor. Consistent with the White House TechHire Initiative launched in 2015, this grant is one of 39 programs nationwide that will focus on providing workers the skills for a pathway to the middle class while supplying employers with the skilled technology workers needed to grow and expand. Over 1,000 unemployed and underemployed young adults ages 17-29 with barriers to training and employment and front-line incumbent workers will receive accelerated skills training, certifications, and work experience to obtain employment or advance along career pathways leading to high-demand, middle to high skill jobs in the IT and healthcare industries.

Training programs include fast-track IT industry certifications such as CompTIA A+, CompTIA Security+, and Java Programming. Healthcare training programs include Medical Clinical Laboratory Technician/Technologist, Phlebotomy, and Registered Nursing. Training is provided by education partners such as Hillsborough Community College, Hillsborough County School District - Workforce and Continuing Education, St. Petersburg College, and the University of South Florida. Additional partners include BayCare Health System, IBM, Tampa Innovation Alliance, and Tampa Bay Technology Forum.

Outcome Measure			Goal	To Date:	% to Goal
1a	Target Population: Youth and Young Adults with Barriers to Training and Employment (ages 17-29) (83%)	Subtotal:	980	768	78%
1b	Other Populations: Incumbent Workers (17%)	Subtotal:	195	178	91%
Total Participants Served:			1175	946	81%
Targets for All Participants:					
2	Total Participants Enrolled in Education/Training Activities	Total:	1175	946	81%
3	Total Participants Completing Education/Training Activities	Total:	1000	566	57%
4	Total Participants Who Complete Education/Training Activities and Received a Degree or Other Credential	Total:	1000	528	53%
5	Total Number of Unemployed Participants Who Obtain Employment	Total:	860	148	17%
6	Total Number of Incumbent Worker Participants that Advanced to a New Position	Total:	195	2	1%
7	Median Earnings	Total:	\$20.00/hr		

* Data reported as of the quarter ending March 31, 2018.

TechHire Community Designation

In November 2016, Tampa Bay was selected by the White House to join a national network of TechHire Communities. More than 250 employers are involved in this initiative through their partnerships with Tampa Innovation Alliance and Tampa Bay Technology Forum. Now managed by the nonprofit Opportunity@Work in partnership with the U.S. Department of Education, TechHire Communities encompass big cities and small towns to share the goal to connect 100,000 people to tech jobs by 2020.

For additional information regarding TechHire Communities nationwide, visit:

<https://obamawhitehouse.archives.gov/issues/technology/techhire> and <https://techhire.org/#section-communities>.

CareerSource Tampa Bay – CareerSource Florida Grants Summary

Quarter Ending 6/30/2018

Community Based Training – Construction

Performance Period: July 1, 2017-December 31, 2018

Total Grant Award: \$147,125

Number Served: 281

Summary: Expanding current resources to meet the growing demand for skilled construction and manufacturing industry workers, this initiative will aid in much needed talent development to address skills gaps through the advancement of apprenticeship and pre-vocational training opportunities, industry-recognized certifications, and work experience to local workers.

Training Programs:

1. Construction Trades
2. Apprenticeship Programs

Targeted Occupations:

1. Construction Laborers
2. Carpenters; Electricians; Welders; Plumbers and Pipefitters; Cement Masons; Heating, Air-Conditioning and Refrigeration Mechanics and Installers, and Other Skilled Trades Workers

Measure	Projected Performance 7/1/17-12/31/18	Performance to Date	Percentage to Goal
Total Number of Participants Served	281	196	70%
Total Number of Participants who Completed Training	281	99	35%
Total Number of Participants Placed or Retained Employment	281	188	67%

Sector Strategies – CareerREADY

Performance Period: September 1, 2017 – February 28, 2019

Total Grant Award: \$391,545

Number Served: 228

Summary: The CareerREADY short-term pre-vocational, training programs encompassed in this initiative will provide innovative training strategies that lead to industry-recognized credentials and in-demand well-paying jobs in the construction and manufacturing industries.

Training Programs:

1. Construction
2. Welding
3. Soldering & Cabling

Targeted Occupations:

1. Construction Laborers; Carpenters; Electricians; Welders; Plumbers and Pipefitters; Cement Masons; Heating, Air-Conditioning and Refrigeration Mechanics and Installers, and Other Skilled Trades Workers
2. Welders, Cutters, Solderers, and Brazers
3. Solderers (Electronic), Solder Assemblers, Soldering Technicians

Measure	Projected Performance 9/1/17-2/28/19	Performance to Date	Percentage to Goal
Total Number of Participants Served	228	32	14%
Total Number of Participants who Completed Training	228	27	12%
Total Number of Participants Placed or Retained Employment	205	8	4%

Sector Strategies – IT Training

Performance Period: July 1, 2017-December 31, 2018

Total Grant Award: \$396,495

Number Served: 80

Summary: IT training programs that are agile, customized, competency-based, and open-ended are essential to provide organizations with employees that possess the necessary skills to meet rapidly advancing industries. The training programs encompassed in this initiative are based on in demand skills identified by local employers and validated by local labor market data.

Training Programs:

Mobile and Web Development

1. SQL
2. Java
3. Python
4. Ruby on Rails
5. iOS Bootcamp
6. Linux

Network Administration

7. CCNA

Targeted Occupations:

1. Computer Programmer
2. Software Developer, Applications
3. Web Developer
4. Network and Computer Systems Administrator

Measure	Projected Performance 7/1/17-12/31/18	Performance to Date	Percentage to Goal
Total Number of Participants Served	80	33	41%
Total Number of Participants who Completed Training	80	15	19%
Total Number of Participants Placed or Retained Employment	80	5	6%



Information Item
CareerSource Tampa Bay – Society of St. Vincent DePaul South Pinellas Inc.
(SVdPSP)
Support Services for Families, including Veterans

October 1, 2017 – September 30, 2018

Overview: On October 1, 2017 CareerSource Tampa Bay entered into a subgrant agreement with Society of St. Vincent DePaul South Pinellas Inc.(SVdPSP). The contract is set to expire on September 30, 2018. Designated CSTB/CSP staff are co-located onsite at the St Vincent DePaul offices two days per week and provide labor exchange services to SVdPSP customers, including, Veterans and other eligible family members served through the SVdPSP SSVF Program in Pinellas and Hillsborough County.

Services: CSTB onsite programs and services may include the following:

- Registration in EmployFlorida (EF), statewide labor exchange data base.
- Screening and assessment of the customer’s work history, current job skills, training, education, and barriers to employment as it relates to employment goals.
- Career and job counseling for those customers who are undecided or unable to state their employment goal, and as appropriate.
- Provision of labor market information (LMI) on demand occupational areas, jobs and employers in this area.
- Assists in the development of a career plan to achieve the customer’s employment goals.
- Information and referral for Veteran programs and services including DVOP individualized case management and Priority of Service.
- Information and referral to Workforce Innovation and Opportunity Act (WIOA) program and services including occupational skills training, CAREER READY/pre-vocational training, on-the-job training and work experience training.
- Assistance with preparing a resume, job search, job interviewing, and job skills development, as appropriate and in accordance with employment goals.
- Encourage referral to CSTB/CSP Employability Skills Workshops to assist with employment needs.
- Assistance in tailoring skills and abilities to the job market.
- Referral to CSTB/CSP In-House Recruitment events and job fairs through the program year.
- Provide information on CSTB/CSP special grant funded programs and initiatives.
- Other employment related services determined necessary for the clients success in achieving his/her employment goals.

Compensation: Eligible costs include salary and benefits, mileage reimbursement for travel incurred in the course of providing eligible services at no greater cost than the approved federal rate per mile, and administrative costs. The current budget is:

Direct Service:	\$11,025.00
Administrative Cost:	\$662.00
Total Cost:	\$11,687.00

Performance Results:

- 36 referrals were received from SVdPSP Career Managers, of which 81% received CSTB services
- 29 candidates were registered in EmployFlorida
- 17 candidates received job leads/job referrals and job search assistance
- 10 candidates secured unsubsidized employment



Internal Program Monitoring

As a recipient of federal awards, this Organization is responsible for administering the awards in accordance with applicable laws, regulations, provisions, and policies. Programmatic, administrative and fiscal monitoring are conducted to ensure the Organization is fulfilling those requirements.

Programs subject to internal monitoring are listed below:

FYE	Schedule	Monitored thru		Program	Status
		Year	Month		
17 & 18	09/14/17	2017	9	STEM	Issued
17 & 18	11/14/17	2017	11	Wagner Peyser (Vet, EUC, RESA, MSFW, Job Orders)	Issued
17 & 18	09/25/17	2017	9	SNAP (Mandatory Program)	Issued
17 & 18	12/04/17	2017	12	WIOA DW & AD (include OJT & EWT)	Issued
17 & 18	12/26/17	2017	12	WIOA Youth	Issued
17 & 18	11/20/17	2017	11	Welfare Transition (including Lutheran)	Issued
17 & 18	02/05/18	2018	2	TAA	Issued
2018	02/21/18	2018	2	SNAP (Mandatory Program)	Issued
2018	04/23/18	2018	4	Wagner Peyser (Vet, EUC, REA, MSFW, Job Orders)	Issued
2018	05/07/18	2018	5	WIOA DW & AD (include OJT & EWT)	Issued
2018	05/29/18	2018	5	WIOA Youth	Issued
2017	11/01/17	2017	11	One Stop Credentialing	Issued
2018	05/07/18	2018	5	Welfare Transition include Lutheran	Issued
17 & 18	weekly	2017 & 2018	Began 8/15/17 weekly thereafter	TechHire	On-going (weekly)
2017	7/18/2017	2017	7	Manufacturing Grant	Issued

Please direct inquiries to Anna Munro, finance director. Tel: 813-397-2064