

One Stop Committee Agenda

- I. **Welcome and Introductions**..... Mike Smith, Chair
- II. **Public Comment**
- III. **Action/Discussion Items**
 - 1. Approval of Minutes – August 22, 2018 One-Stop Committee Page 2
- IV. **Information Items**
 - 1. One Stop Operator Update..... Anna Munro, Page 7
 - 2. Infrastructure Funding Agreements Update..... Anna Munro, Page 8
 - 3. Plant City Career Center Update Anna Munro, Page 9
 - 4. 2018 – 2019 One-Stop Goals Update Jody Toner, Page 10
 - a) WIOA Adult, Dislocated Worker & Youth and Welfare Transition Programs Update..... Page 15
 - b) Monthly Management Report (MMR) Page 16
 - c) Migrant and Seasonal Farmworker (MSFW) Page 18
 - d) Performance Dashboard Page 19
 - e) Website Traffic and Social Media Page 21
 - 5. Tech Hire Program Michelle Schultz, Page 22
 - 6. MOU with Society of St. Vincent DePaul Jody Toner, Page 23
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 - 8. Internal Program Monitoring Anna Munro, Page 25
- V. **Board Members Comment**
- VI. **Adjournment**

Next One-Stop Committee Meeting – February 20, 2019

CareerSource Tampa Bay One-Stop Committee Minutes

Date: August 22, 2018, 9:00 a.m.
Location: 4902 Eisenhower Blvd.

Call to Order

Incoming Chair Mike Smith 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

Tom Aderhold, Leerone Benjamin, Ryan Buckthorpe for Ginger Clark, Richard Cranker, Mireya Hernandez, John Howell, Adriane Sykes for Michael Ramsey, Mike Smith

Committee Members Not in Attendance

Stephanie Brown-Gilmore, Elizabeth Gutierrez, Randall Hassen, Antoinette Hayes-Triplett, Dennis McKinney, Paul Orvosh, Jacob Walker

Staff

Juditte Dorcy, Jody Toner, Anna Munro, Michelle Schultz, Mai Russell, Joe Vitale

BOCC Liaison

Kenneth Jones

Guests

Dan McGrew

Public Comments

There was none.

► Indicates Committee Action

Action Items

► Approval of Minutes

A motion to approve the minutes of August 22, 2018 One Stop Committee meeting minutes was made by Tom Aderhold and seconded by John Howell. The motion carried.

► Lease Agreement: Plant City

Director Toner presented this item for consideration. **A motion to enter into the license agreement with Hillsborough County for space at the Plant City Resource Center** was made by John Howell and seconded by Richard Cranker. The motion carried.

One Stop Strategic Goals

Staff advised the strategic goals are reviewed and updated on an annual basis. There was a consensus to place the process for updates on hold.

One Stop Operator

Director Toner and One Stop service provider, Dan McGrew of Dynamic Works, spoke on the work progress to-date. She added monthly meetings with one stop partners are held on a third Thursday of each month.

Information Items

2017 – 2018 One Stop Goals Update

Period Covering: July thru June 2018

- **Center Traffic**
 - PY 17 – 18: 142,646
- **Veterans**
 - Total No. Served: 12,179
 - Total No Served w/SBE's: 8,186
 - Total No. Referred to Employment: 1,252
 - Total No. Entered Employment: 759
- **Employability Skills Workshop**
 - No. of Attendees Total: 6,607
- **Top three workshops by attendance**
 - Resume Development (903 Attended)
 - Professional Interviewing Skills (647 attended)
 - Navigating Employ Florida (582 attended)
- **Online Job Seeker Services**
 - Workplace Skills: 1,471
 - Future Plans: 317
 - eCourses: 2,791
 - Penn Foster: 40
 - Computer Training: 506
 - Florida ready to Work: 69
- **Occupational Skills Training**
 - Adult/Dislocated Worker: No. of Enrollments: 296; YTD Served: 576
 - Youth – No. of Enrollments: 54; YTD Served: 228
- **Work-Based Training**
 - OJT - YTD Served: 308; Completers: 224
 - PWE - YTD Served: 211; Completers: 162
- **Apprenticeship Enrollments**
 - Totals: 145
- **Customer Satisfaction Survey Results- Q3**
 - Resource Room - No. of Respondents 717; Rating 96.8%
 - Employability Skills Workshop - No of Respondents 1,169; Rating 98.4%
 - Welfare Transition Lab – No. of Respondents 9; Rating 86.7%

Monthly Management Report

- **Welfare Transition**
 - Welfare Entered Employment rate: 36.7% – (781 welfare cases closed due to earned income/wages)

- Welfare Entered Employment Wage Rate:74.2% (\$10.69 hourly wage at job placement)
- Welfare All Family Participation:42.9% (1,387 welfare families engaged in allowable work activity)
- Welfare Two-Parent Family Participation: 56.3% (111 welfare families engaged in allowable work activity)
- **Adult and Dislocated Workers**
 - WIOA Adult Entered Employment Rate: 96.8% (607 who earned a credential and employed when their case was closed);
 - WIO Dislocated Worker entered Employment Rate: 97.2% (740 the # of Dislocated workers in WIOA who were employed when their case was closed)
 - WIOA Adult Employed Worker Outcome Rate: 95.6% (Enrolled in WIOA Training: 65)
 - WIOA Adult Wage Rate: 100.1% (Average hourly wage: \$14.42)
 - WIOA Dislocated Worker Wage Rate: 129.3% (Average wage: \$18.62)
- **WIOA Youth**
 - WIOA In-School Youth Rate: 91.4% (# of youth In-school and had no HS diploma and who entered employment:32)
 - WIOA Out-of-School Youth outcome Rate: 96.2% (# of Youth who were not in secondary school and who entered employment: 252)
 - WIOA Younger Youth Skill Attainment Rate: 100%; (The Younger Youth goals attained during the month: 2)
 - WIOA Younger Youth Positive outcome Rate: 88.2%; (The # of Younger Youth with Positive outcomes: 60)
- **Wagner-Peyser (WP)**
 - WP Entered Employment Rate: 56.2% (19,571 identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service)
 - WP Entered Employment Rate: 44.2% (1,985 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: 39.2% (973 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:93% (Average wage: \$13.39)

WIOA and Welfare Transition Program

- WIOA Adult: 1,755
- WIOA Dislocated Worker: 1,409
- WIOA Youth: 1,177
- WTP Applicants: 9,029
- WTP Mandatory: 2,744
- WTP Transitional: 613

Youth Program

- # Served: 1,177 (79.31% of goal)
- Credentials: 308 (44% of goal)
- Placements: 290 (44.62% of goal)
- Average Wage at placement: \$11.60

Migrant Seasonal Farmworker

Out of eight measures, one was not met: Placed in Long Term non-agriculture jobs

Website Traffic

No. of people visited: 268,491

No. of visits: 463,112

Pageviews: 1,587,580

Social Media Traffic

No. of new Twitter followers: 124

No. of Facebook fans: 485

No. of LinkedIn followers: 476

No. of engagements: 11,500

No. of impressions: 2,100,000

Tech Hire Program

- Total no of participants enrolled: 946 (81% of goal)
- Total participants completing education: 566 (57% of goal)

CareerSource Florida Grants

Construction

No served: 196 (70% of goal)

No completed training: 99 (35% of goal)

No placed into employment: 188 (67% of goal)

CareerREADY

No served: 32 (14% of goal)

No completed training: 27 (12% of goal)

No placed into employment: 8 (4% of goal)

IT Training

No served: 38 (41% of goal)

No completed training: 15 (19% of goal)

No placed into employment: 5 (6% of goal)

MOU: Society of St. Vincent DePaul

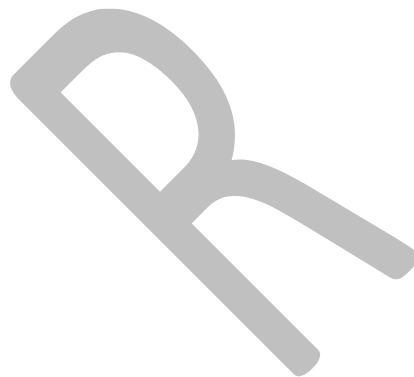
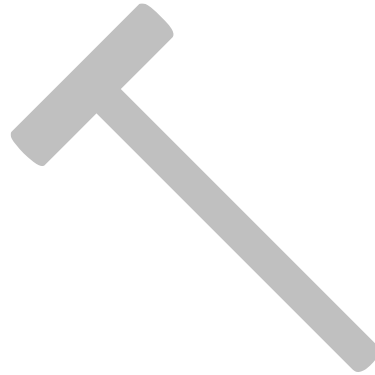
- 36 referrals were received from SVdPSP Career Managers, of which 81% received CSTB services
- 29 candidates were registered in EmployFlorida
- 17 candidates received job leads/job referrals and job search assistance
- 10 candidates secured unsubsidized employment

Internal Program Monitoring

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

Adjournment

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





Informational Item - One Stop Operator Update

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 manages our One Stop Operator contract.

Below is a summary of their accomplishments to-date:

Maintain Linkages	<ol style="list-style-type: none"> 1. Reviewed partner portal with CTS and made recommendations for usability improvements - development in progress. 2. Began to populate portal with partner information on behalf of partners. 3. Developed prototype Agency Connect Form and shared with partners at partner meeting.
MOU	<ol style="list-style-type: none"> 1. Cataloging MOUs in database. Currently able to generate excel report showing effective dates and deliverables.
Partner Meeting	<ol style="list-style-type: none"> 1. Held first partner meeting on 9/19 with 15 attendees from 9 partner agencies. 2. Minutes taken and distributed to partners. 3. Next meeting scheduled for 12/19 and will include agenda item for select partners to educate group on services and outcomes.
Universal Design/Barriers to Employment	<ol style="list-style-type: none"> 1. Conducted center visits 10/25 to assess customer intake and provision of services to individuals with barriers to employment. 2. Met with disability navigator in Tampa to assess current accommodations and capture recommendations. Further assessed during center visits.
Customer Satisfaction Initiatives	<ol style="list-style-type: none"> 1. Produced requested top line reports for August and September along with Q1 summary. Key additions include: <ol style="list-style-type: none"> a. Provided results by location and by instructor. b. Color coded comments to identify comments from dissatisfied customers. c. Provided response rate by #of total visitors by center. 2. Enrolled all CSTB center staff into online Extreme Customer Service course as of 11/1. 3. Developing Concierge Customer Service training scheduled to be delivered 12/4 to managers and select front-line staff.

Informational Item – Infrastructure Funding Agreement (IFA)

Workforce Innovation and Opportunity Act (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. The sharing of these costs can be in the form of cash or non-cash contributions.

We are currently in the process of revising the 18/19 IFAs by replacing a partner’s cash contribution with non-cash/in-kind contributions. Each Partner’s contribution will vary based on the Partner’s proportionate use of the one-stop delivery centers and relative benefits received. Non-cash contributions are expenditures incurred by one-stop partners on behalf of the onestop center and goods or services contributed by a partner program and used by the one-stop center. The value of non-cash contributions must be consistent with 2 CFR 200.306 and reconciled on a regular basis (i.e., monthly or quarterly) to ensure they are fairly evaluated and meet the partners’ proportionate share.

Below is a listing of CSTB WIOA mandatory partners:

Mandatory Partners	Organization
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
Department of Housing and Urban Development (HUD)	Tampa Housing Authority
National Farmworkers Jobs Programs	Farmworker Career Development Program
Senior Community Serve Employment Program (SCSEP)	AARP
Community Services Block Grant	Hillsborough County Social Services



Informational 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.

On 10.18.18 the Executive Committee approved entering into the license agreement with Hillsborough County for space at the Plant City Community Resource Center. CSTB plans to have staff onsite starting 11.5.18.



2018 – 2019 One Stop Strategic Goals Update
For Period Covering: July thru September 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 July - Sept</i>	<i>QTR 2 Oct - Dec</i>	<i>QTR 3 Jan - Mar</i>	<i>QTR 4 Apr - June</i>	<i>YTD July - June</i>
<i>2018 - 2019</i>	<i>34,268</i>				<i>34,268</i>
<i>Prior PY 17 - 18</i>	<i>38,220</i>	<i>34,059</i>	<i>36,183</i>	<i>34,184</i>	<i>142,646</i>

<i>By Location</i>	<i>PY 18-19</i>
<i>Tampa</i>	<i>26,076</i>
<i>Brandon</i>	<i>4,934</i>
<i>Plant City</i>	<i>30</i>
<i>Ruskin</i>	<i>1207</i>
<i>Career Prep Center</i>	<i>2021</i>
<i>Totals</i>	<i>34,268</i>

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

Reemployment Services and Eligibility Assessment (RESEA):

- The goal of this program is to provide UI claimants early access to services that can help them get back into the workforce faster.

Reemployment Services and Eligibility Assessment (RESEA):			
QTR 1: July – Sept. 2018			
<i>Center</i>	<i>Registered</i>	<i>Attended</i>	<i>% Show Rate</i>
<i>Tampa</i>	<i>1,205</i>	<i>903</i>	<i>74.9%</i>
<i>Brandon</i>	<i>1,211</i>	<i>905</i>	<i>74.7%</i>
<i>Plant City</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>Ruskin</i>	<i>84</i>	<i>51</i>	<i>60.7%</i>
<i>Career Prep Center</i>	<i>155</i>	<i>75</i>	<i>48.4%</i>
<i>Totals</i>	<i>2,655</i>	<i>1,934</i>	<i>72.8%</i>

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 Workshops Attendees	QTR 1	QTR 2	QTR 3	QTR 4	YTD 18-19	Prior PY 17-18
	1,882				1,882	6,607

- *The top three workshops by attendance:*
 - Resume Development (183 attended),
 - Modern Day Job Search for Mature Workers (154 attended), and
 - Navigating EmployFlorida (133 attended)

Center	Q1	YTD PY 18-19		Prior PY 17-18	
	<i># Attendees</i>	<i># Attendees</i>	<i>% by Location</i>	<i># Attendees</i>	<i>% by Location</i>
Tampa	1,105	1,105	58.7%	4,018	60.8%
Brandon	642	642	34.1%	2,154	32.6%
Ruskin	105	105	5.6%	396	6%
Career Prep Center	0	0	0	39	0.6%
Plant City	30	30	1.6%	N/A	N/A
Totals	1,882	1,882	100%	6,607	100%

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

Categories:	Q1	Q2	Q3	Q4	YTD 18-19	Prior PY 17-18
	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>
Workplace Skills	459				459	1,471
Future Plans	11				11	317
eCourses	1,533				1,533	2,791
Penn Foster	17				17	40
Computer Training	117				117	506
Florida Ready to Work	89				89	69
Totals	2,226				2,226	5,194

- 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 18 - 19</i>	<i>Prior PY 17-18</i>
<i># Served</i>	<i>16,652</i>				<i>16,652</i>	<i>77,774</i>
<i># of Services</i>	<i>66,990</i>				<i>66,990</i>	<i>435,856</i>
<i># Referrals</i>	<i>9,632</i>				<i>9,632</i>	<i>61,078</i>
<i># External Referrals</i>	<i>7,644</i>				<i>7,644</i>	<i>35,852</i>
<i># Resumes Posted</i>	<i>4,648</i>				<i>4,648</i>	<i>21,115</i>
<i>Totals</i>	<i>105,476</i>				<i>105,476</i>	<i>631,675</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

<i>Occupational Skills Training</i>	<i>Q1 # New Enrollments</i>	<i>YTD Served</i>	<i>Prior PY 17-18 YTD Served</i>
<i>WIOA Adult/Dislocated Worker</i>	<i>94</i>	<i>395</i>	<i>576</i>
<i>Youth</i>	<i>14</i>	<i>116</i>	<i>228</i>
<i>Totals</i>	<i>108</i>	<i>511</i>	<i>804</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 GED, Penn Foster, Microsoft Office Specialist, Hospitality, occupational skills training and career ready training programs.
 - Funding is available under **Welfare Transition Program (WTP)** for GED, Penn Foster, Microsoft Office Specialist, Hospitality and vocational training.

Work-Based Training	Q1 # New Enrollments	YTD Served	<i>Prior PY 17- 18 Served</i>
<i>On-the-Job Training</i>	<i>21</i>	<i>49</i>	<i>497</i>
<i>Paid Work Experience</i>	<i>6</i>	<i>39</i>	<i>354</i>
Totals	27	88	851

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

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 Enrollments	<i>18-19 Q1# New Enrollments</i>	<i>YTD Served</i>	<i>Prior PY 17-18 # Enrolled</i>
<i>Ironworkers</i>	<i>0</i>	<i>85</i>	<i>118</i>
<i>Tampa Area Joint Apprenticeship and Training Committee (JATC)</i>	<i>1</i>	<i>104</i>	<i>120</i>
<i>Florida Refrigeration & Air Conditioning Contractors (FRACCA)</i>	<i>0</i>	<i>52</i>	<i>54</i>
<i>Plumbers and Pipefitters</i>	<i>0</i>	<i>47</i>	<i>47</i>
<i>Central Florida Heat and Frost</i>	<i>0</i>	<i>7</i>	<i>7</i>
<i>International Union of Operating Engineers</i>	<i>0</i>	<i>10</i>	<i>10</i>
Totals	1	305	356

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	<i>WIOA</i>	<i>CareerSource Florida Grant</i>	<i>PY18-19 YTD</i>	<i>Prior PY 17-18</i>
<i>Welding</i>	<i>0</i>	<i>9</i>	<i>9</i>	<i>74</i>
<i>Soldering</i>	<i>15</i>	<i>0</i>	<i>15</i>	<i>21</i>
<i>Construction</i>	<i>4</i>	<i>4</i>	<i>8</i>	<i>22</i>
<i>Mechatronics/Robotics</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>33</i>
Totals	19	13	32	150

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.

Governor’s Job Placement Report:

<i>PY 18-19</i>	<i>Placements</i>	<i>Ranking</i>	<i>Statewide Placements</i>
<i>July</i>	<i>1,158</i>	<i>9</i>	<i>10,973</i>
<i>August</i>	<i>1,222</i>	<i>11</i>	<i>12,656</i>
<i>September</i>	<i>1,351</i>	<i>9</i>	<i>12,922</i>
<i>Prior PY 17-18 Totals</i>	<i>30,656</i>	<i>3.3</i>	<i>211,737</i>

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	<i>Q1</i>		<i>YTD 18-19</i>		<i>Prior PY 17-18</i>	
	<i>No. of Respondents</i>	<i>Rating</i>	<i>No. of Respondents</i>	<i>Rating</i>	<i>Total</i>	<i>Rating</i>
<i>Resource Room</i>	<i>479</i>	<i>97.0%</i>	<i>479</i>	<i>97.0%</i>	<i>1,233</i>	<i>95.3%</i>
<i>Employability Skills Workshops</i>	<i>1,214</i>	<i>98.1%</i>	<i>1,214</i>	<i>98.1%</i>	<i>3,131</i>	<i>98.4%</i>
<i>Welfare Transition Lab</i>	<i>23</i>	<i>89.7%</i>	<i>23</i>	<i>89.7%</i>	<i>37</i>	<i>89.1%</i>
Totals	1,716	94.9%	1,716	94.9%	4,401	94.3%



Programs Update: Snapshot Active Caseload Report 1st QTR July – Sept 2018

Workforce Innovation and Opportunity Act (WIOA)

	2018 – 2019 1 st QTR	2017-2018 July – June 2018
ADULT	911	1,755
DISLOCATED WORKER	617	1,409
YOUTH	701	1,177
Total	2,229	4,341

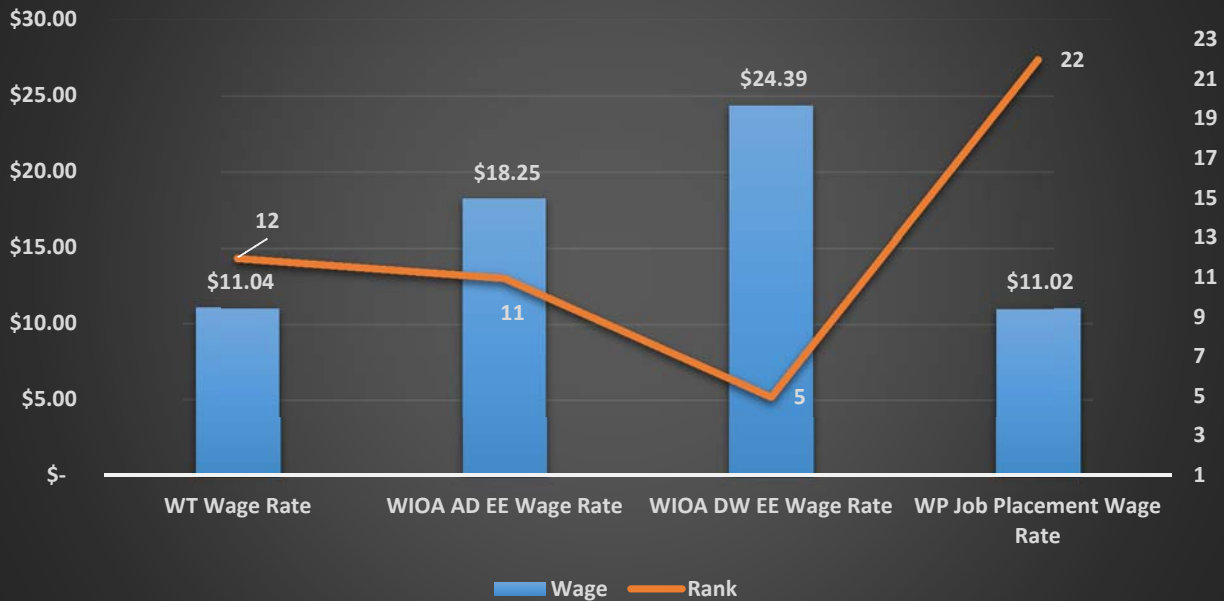
Note: Active caseload at the end of the Quarter

Welfare Transition Program (WTP) No. Served

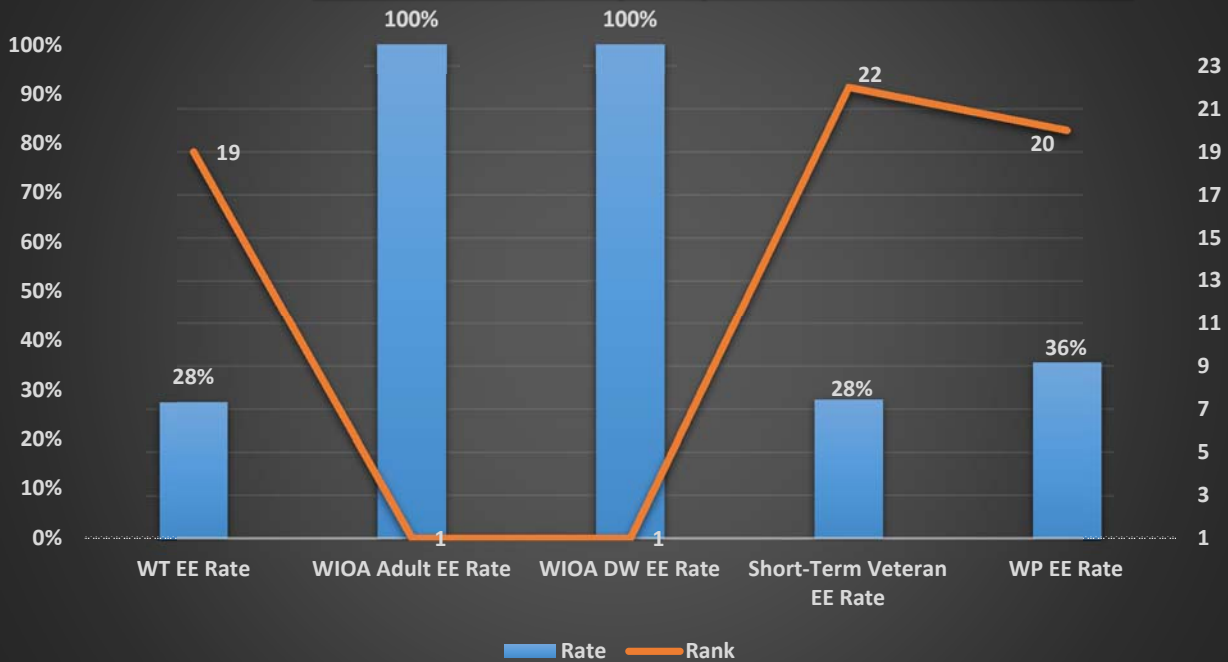
	2018 – 2019 1 st QTR	2017-2018 July – June 2018
WTP Applicant	601	9,029
WTP Mandatory	507	2,744
WTP Transitional	214	613
Total	1,322	12,386

Note: Active caseload at the end of the Quarter

CSTB: July-September MMR Wage Rates/Ranks

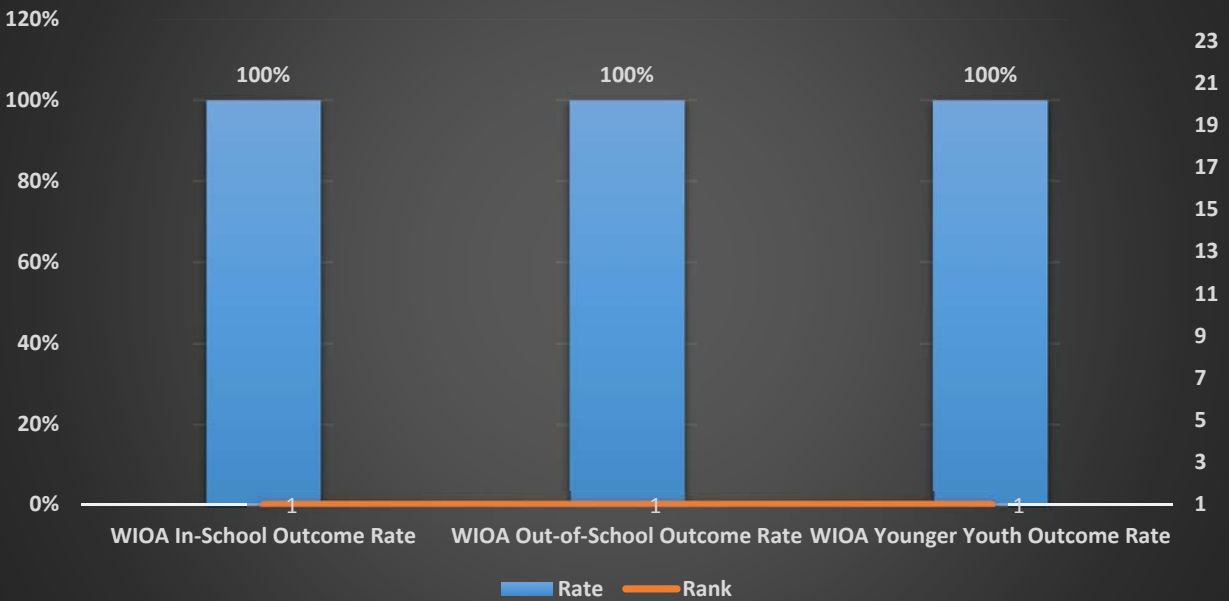


CSTB: MMR July-September Rates/Ranks

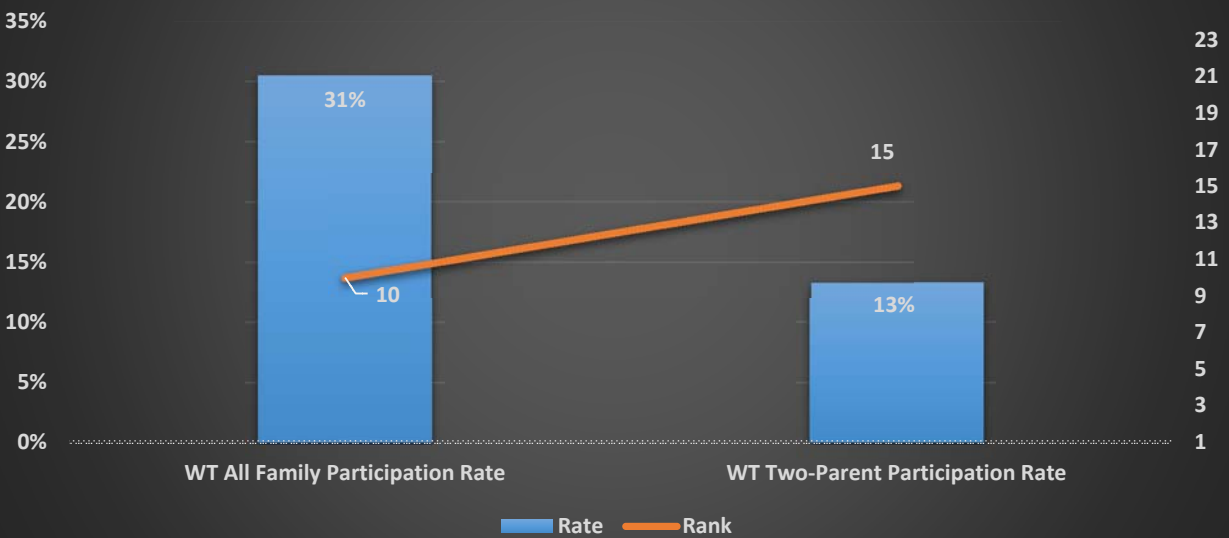


Source: DEO Monthly Management Report July-September 2018, <http://www.floridajobs.org/local-workforce-development-board-resources/program-monitoring-and-reports/state-program-reports/monthly-management-reports>

CSTB: September MMR Youth Rates/Ranks



CSTB: September MMR WT Participation Rates/Ranks



Source: DEO Monthly Management Report July-September 2018, <http://www.floridajobs.org/local-workforce-development-board-resources/program-monitoring-and-reports/state-program-reports/monthly-management-reports>



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

Period: 7/1/18 – 9/30/18

		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	473			17,958		
4	Referred to Employment	750	158.56 %	76	2,886	16.07 %	YES
28	Referred to Support Services	0	0.00 %	0	1	0.01 %	NO
29	Received Staff Assisted Services	406	85.84 %	287	10,899	60.69 %	YES
2	Complete Applications	60			8,843		
24	Job Development Contact	0	0.00 %	0	6	0.07 %	NO
26	Career Guidance	31	51.67 %	6	949	10.73 %	YES
II. Minimum Service Level Indicators							
7	Placed in Jobs	209	44.19 %	201	133	42.50 %	YES
23	\$0.50 Over Minimum Wage of \$7.25	209	44.19 %	66	116	14.00 %	YES
15	Placed in Long Term Non-AG Job (over 150 days)	0	0.00 %	14	93	3.00 %	NO



PY 18-19 Performance Dashboard

Active			PY 18-19 Totals			
Adult 852	OST 571	OJT 39	Employers Served 607		Individuals Served 19,014	
DW 553	Apprenticeship 305		Returning Employers 380	Returning % 62.60%	Staff Assisted 5,527	Self Assisted 13,487
Youth 691	Work Experience 34		Direct Placements 407		Individuals Employed 5,188	WP Average Wage \$10.77
WIOA AD Adult EE 101 Adult Non-EE 0 Adult EE Rate 100 % Adult Average Wage \$18.19 Adult Median Wage \$16.50			WIOA DW DW EE 98 DW Non-EE 0 DW EE Rate 100 % DW Average Wage \$23.62 DW Median Wage \$18.71		WIOA Youth Youth Closed Positive 25 Youth Closed Non-Positive 0 Youth PO Rate 100 % Youth Average Wage \$11.18 Youth Median Wage \$10.00	

Source: Employ Florida

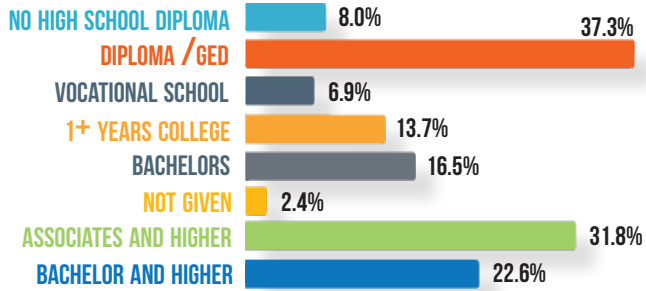
Last Updated
10/24/2018

WAGNER PEYSER DEMOGRAPHIC

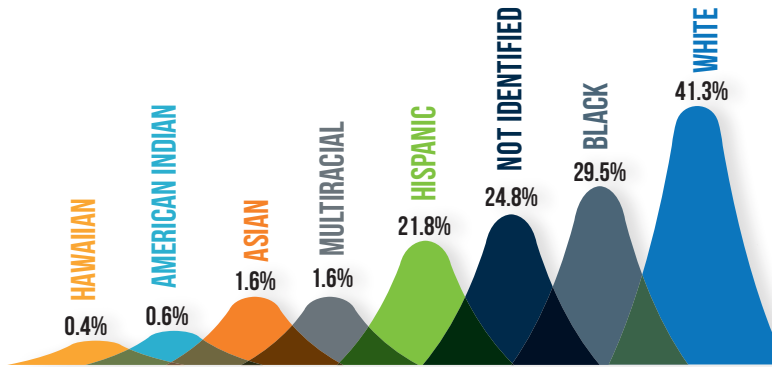
Program Year 2017 - 2018

The Wagner-Peyser Act provides universal access of employment services to both job seekers and employers. Such services include, but not limited to: job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings.

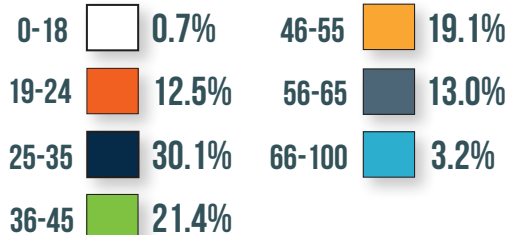
EDUCATION LEVEL



ETHNICITY



AGE GROUP



TYPES OF SERVICES PROVIDED

JOB PLACEMENTS	19,571
JOB REFERRALS	61,678
RESUMES POSTED	21,115
TOTAL SERVICES	435,856

CUSTOMER SEGMENTS

SERVED	79,145
VETS	12,179
DISABILITY	4,383

Source: EmployFlorida



**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	813	83%
1b	Other Populations: Incumbent Workers (17%)	Subtotal:	195	252	129%
Total Participants Served:			1175	1065	91%
Targets for All Participants:					
2	Total Participants Enrolled in Education/Training Activities	Total:	1175	1065	91%
3	Total Participants Completing Education/Training Activities	Total:	1000	701	70%
4	Total Participants Who Complete Education/Training Activities and Received a Degree or Other Credential	Total:	1000	696	70%
5	Total Number of Unemployed Participants Who Obtain Employment	Total:	860	187	22%
6	Total Number of Incumbent Worker Participants that Advanced to a New Position	Total:	195	20	10%
7	Median Earnings	Total:	\$20.00/hr	*	*

* Data reported as of the quarter ending June 30, 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>.



Information Item

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

October 1, 2017 – September 30, 2018

Overview: Since October 1, 2017 CareerSource Tampa Bay has entered into a subgrant agreement with Society of St. Vincent DePaul South Pinellas Inc.(SVdPSP). The contract is set expires annually on September 30th. The subgrant agreement was excuted again for the current year which began on 10.1.18 and will expire on 9.30.19. Designated CSTB/CSP staff are co-located onsite at the St Vincent DePaul offices one day 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 Employability Skills Workshops to assist with employment needs.
- Referral to CSTB In-House Recruitment events and job fairs through the program year.
- 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:

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



Information Item

CareerSource Tampa Bay – The Housing Authority of the City of Tampa (THA) Agreement for Robles Park Village Jobs Plus Initiative

April 1, 2017 – March 31, 2021

Information

THA, as the lead agency, has been awarded funding from Housing and Urban Development (HUD) for a period of performance April 1, 2017 to March 31, 2021 to support job development, training, employment, supportive services, income incentives, and community support for residents of the Robles Park Village development. Under this initiative, THA seeks a partnership with CareerSource Tampa Bay (CSTB) to deliver employment-related services to unemployed and underemployed residents.

A Memorandum of Agreement (MOA) was created for the purpose of providing services with the following terms:

- CSTB will provide employment-related services to residents, to include skills assessments, training and employment services; and business development services for employers.
- CSTB will assign a .80 FTE Career Counselor on-site to assist residents and facilitate supportive services.
- Compensation for services from THA to CSTB will total \$148,725 over the four-year grant period.
- CST will commit an estimated \$48,400 of in-kind services to include Recruiter assistance, On-the-Job Training (OJT) and Paid Work Experience (PWE) funds to eligible residents.

On May 4th, the Executive Committee recommended approval to enter into a four-year agreement with THA to provide partnership services under the Robles Park Village Jobs Plus Initiative.

THA plans to accomplish the following goals by March 31, 2021:

- 75% of enrolled Jobs Plus Participants will be employed.
- 70% of employed Jobs Plus Participants will retain employment for, a minimum one year.
- 65% of Jobs Plus participants employed for one year will increase income at a rate of \$1,200 per year.

Performance Report Period: 04.01.2018 through 03.31.2019

Outcome Measures		Year 2 Goal	To Date:	% to Goal
1	Total Participants Assessed	256	234	91%
2	Total Participants Enrolled in Employ Florida (EF) and Received CSTB Services	188	102	54%
3	Total Participants Placed into Unsubsidized Employment	TBD	44	TBD



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:

Program Year	Schedule	Monitored thru		Program
2018	08/01/18	2018	7	STEM
18 & 19	10/18/18	2018	10	Welfare Transition (including Lutheran)
18 & 19	10/25/18	2018	10	SNAP
18 & 19	11/05/18	2018	11	Wagner Peyser (Vet, EUC, RESA, MSFW, Job Orders)
18 & 19	11/12/18	2018	11	WIOA DW & AD (include OJT, EWT & PWE)
18 & 19	11/26/18	2018	11	WIOA Youth
2018	12/06/18	2018	12	Americans with Disabilities Act
2019	12/13/18	2018	12	Welfare Transition (including Lutheran)
2019	12/20/18	2018	12	SNAP
2019	01/07/19	2019	1	Wagner Peyser (Vet, EUC, RESA, MSFW, Job Orders)
2019	01/14/19	2019	1	WIOA DW & AD (include OJT & EWT)
2019	01/24/19	2019	1	WIOA Youth
2019	02/01/18	2019	2	Employer satisfaction survey
2019	02/11/19	2019	2	Welfare Transition (including Lutheran)
2019	02/19/19	2019	2	SNAP
2019	02/27/19	2019	2	Wagner Peyser (Vet, EUC, RESA, MSFW, Job Orders)
2019	03/06/19	2019	3	WIOA DW & AD (include OJT & EWT)
2019	03/18/19	2019	3	WIOA Youth
18 & 19	03/27/19	2019	3	TAA <i>(Frequency of monitoring subject to change based on program activity)</i>
2019	04/01/19	2019	4	One Stop Credentialing
2019	04/05/19	2019	3	Welfare Transition (including Lutheran)
2019	04/15/19	2019	4	SNAP (Mandatory Program)
2019	04/24/19	2019	4	Wagner Peyser (Vet, EUC, RESA, MSFW, Job Orders)
2019	05/06/19	2019	5	WIOA DW & AD (include OJT & EWT)
2019	05/20/19	2019	5	WIOA Youth
2018	08/01/18	2018	7	Support Services: On-site and Desk Reviews
2018	09/01/18	2018	8	Support Services: On-site and Desk Reviews
2018	10/02/18	2018	9	Support Services: On-site and Desk Reviews
2018	11/01/18	2018	10	Support Services: On-site and Desk Reviews
2018	12/04/18	2018	11	Support Services: On-site and Desk Reviews
2018	01/02/19	2018	12	Support Services: On-site and Desk Reviews
2018	02/01/19	2019	1	Support Services: On-site and Desk Reviews
2018	03/01/19	2019	2	Support Services: On-site and Desk Reviews
2018	04/02/19	2019	3	Support Services: On-site and Desk Reviews
2018	05/01/19	2019	4	Support Services: On-site and Desk Reviews
2018	06/01/19	2019	5	Support Services: On-site and Desk Reviews
2018	07/02/19	2019	6	Support Services: On-site and Desk Reviews

Please direct inquiries to Anna Munro, Director of Audits. Tel: 813-397-2064