



Wednesday, February 13, 2019, 9:00 AM  
9215 N. Florida Ave., Tampa, FL 33612

## Workforce Solutions Committee Agenda

- I. **Welcome and Introductions** ..... Jeff Serpico, Chair
- II. **Public Comments**
- III. **Action/Discussion Items**
  - 1. Approval of Minutes – October 10, 2018 Workforce Solutions Committee Mtg. .... Page 2
  - 2. Eligible Training Provider Policy .....Anna Munro, Page 5
  - 3. Work Based Training Programs (OJT) Policy ..... Jody Toner, Page 13
    - o CSF Draft Consultation Admin Policies on OJT’s Work Based TRG
- IV. **Information Items/Programs Update**
  - 1. Workforce Solutions Goals Update..... Jody Toner, Page 44
  - 2. Training Vendors Outcome Report..... Chad Kunerth, Page 48
  - 3. Tech Hire..... Michelle Schultz, Page 54
  - 4. Help Wanted On-Line Summary..... Jody Toner, Page 57
  - 5. Professional Mixer ..... Jody Toner, Page 60
- V. **Reports – Industry Insights**
  - a. Education.....M. Ramsey
  - b. Economic Development..... Y. Rosario, L. Kimball
  - c. Other Industry Sectors..... Committee Members
- VI. **Adjournment**

Next Workforce Solutions Committee Meeting: May 8th, 2019

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# CareerSource Tampa Bay

## Minutes of Workforce Solutions Committee Meeting

**Date:** October 8, 2018, 9:00 a.m.

**Location:** CareerSource Tampa Bay Office, 9215 N. Florida Ave., Ste. 101, Tampa, FL

### Call to Order

Committee Chair Jeff Serpico called the meeting to order at 9:00 a.m.

### Members in attendance

Michael Bach, Robert Coppersmith, Gail Fitzsimmons, Shannon Guzman, Benjamin Hom, Kenneth Jones, Lindsey Kimball, Jeff Serpico

### Members not in attendance

Earl Rahn, Yanina Rosario, Michael Ramsey,

### Staff Present

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

**Guests** No special guest in attendance.

**Public Comments** None was made.

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**The agenda items are listed in the order of discussion.**

► Indicates Committee Action

### Action/Discussion Items

#### ► Approval of Minutes: August 8, 2018 Workforce Solutions Committee Meeting

A motion to approve the minutes of August 8, 2018 Workforce Solutions Committee Meeting was made by Robert Coppersmith and seconded by Lindsey Kimball. The motion passed unanimously.

#### ► Approval of Eligible Training Provider Policy

Director Munro presented the research outcomes and reported the best practice on policy and criteria use to approve training providers. A discussion of policy for new training provider programs on the following areas:

- **Criteria:** A max of 12 customer per new provider until performance is established. A motion **to approve** was made by Kenneth Jones and seconded by Michael Bach.
- **Training Duration:** Registered apprenticeship, nursing, vocational tech programs up to two years. A motion **to approve** was made by Kenneth Jones and seconded by Michael Bach.
- **ITA Cap:** ITA Cap will stay the same.
- **Performance Measures:** Training completion rate per program 70%.  
A motion **to approve** was made by Kenneth Jones and seconded by Robert Coppersmith.

These new criteria will not impact existing training providers until renewal of their contract – A provision will be added to grandfather in current provider. Being set in place by July 1, 2019. The motion passed unanimously.

#### ► Approval of revisions for job placement and wage rates

Director Toner and Interim CEO J. Dorcy responded to revisions on the job placement and wage rate. Being set in place by July 1, 2019.

Committee moved to amend the job placement rate target from 80% to 70%. A motion **to approve** was made by Kenneth Jones and seconded by Robert Coppersmith. Motions were passed. One Opposed.

Committee moved to set the wage rate to coincide with the annual assigned regional wage rate. A motion **to approve** was made by Michael Bach and seconded by Kenneth Jones. Motions were passed.

## **Information Items**

### **2017 – 2018 Workforce Solutions Strategic Goals Update**

For Period Covering: July 2018 thru June 2019

#### **Partnership with Tampa Hillsborough EDC**

No. of Job Orders: 9

No. of OJT: 2

#### **Professional Talent of Tampa Bay**

No. of Placements: 21

Ave. Wage: \$29.82

#### **OJT**

Total Funding: \$40,170

No. of Trainees: 21

No. of Employers: 9

Avg. Wage at Placement: \$13.83

#### **PWE**

Total Funding: \$21,560

No. of Trainees: 6

No. of Employers: 5

Avg. Wage at Placement: \$12.08

#### **EWT**

Funding Allocated: \$450K

No. of Applications Received: 13

No. of EWT awards: 0

#### **TampaBayIntern.com**

No. of Employers: 13

No. of Internships: 17

No. of Interns Registered: 77

No. of Placements: 6

#### **Website Traffic**

No. of People Visited Site: 61,670

Returning Visitors: 18%

New Visitors: 82%

#### **Social Media Traffic**

No. of New Twitter Followers: 14

No. of New Facebook Fans: 60

No. of New LinkedIn Followers: 171

No. of New Instagram Followers: 133

No. of Engagements: 4,378

No. of Impressions: 173,000

#### **Training Vendors Outcome Report**

Period covering: July 1, 2018 thru September 30, 2018

No. that exited Training: 34

No. that exited without completing training: 7

No. that exited after completing training: 27

No. of job at the point of training completion: 22

No. that obtained a job whether they completed training or not: 5

No. that obtained a job that was directly related to their training: 5

Training completion rate: 79%

Job placement rate: 15%

Training related to job placement rate: 15%

Average wage at job placement: \$31.58

## **USDOL Tech Hire Partnership Grant Update - Tampa Bay Tech Hire Program**

Period covering: Data reported as of the quarter ending June 0, 018

Total no of participants served: 1065 (91% of goal)

Total participants enrolled in Education/Training: 1065 (91% of goal)

Total no. of participants completing training: 701 (70% of goal)

Total no. of unemployed participants who obtain employment: 187 (22% of goal)

Current provider partner: USF

### **Help Wanted Online Summary**

**In August 2018, the top four online advertised occupations, when compared to a year ago, were:**

Registered Nurses: 894

Software Developers, Applications: 683

Web Developers: 660

Heavy and Tractor-Trailer Truck Drivers: 622

Job Type Distribution: 78% are Full-Time

### **Reports – Industry Insights**

Economic Development by Yanina Rosario, Associate Director, FL Small Business Development Center and Lindsey Kimball, Economic Development Director, Hillsborough County

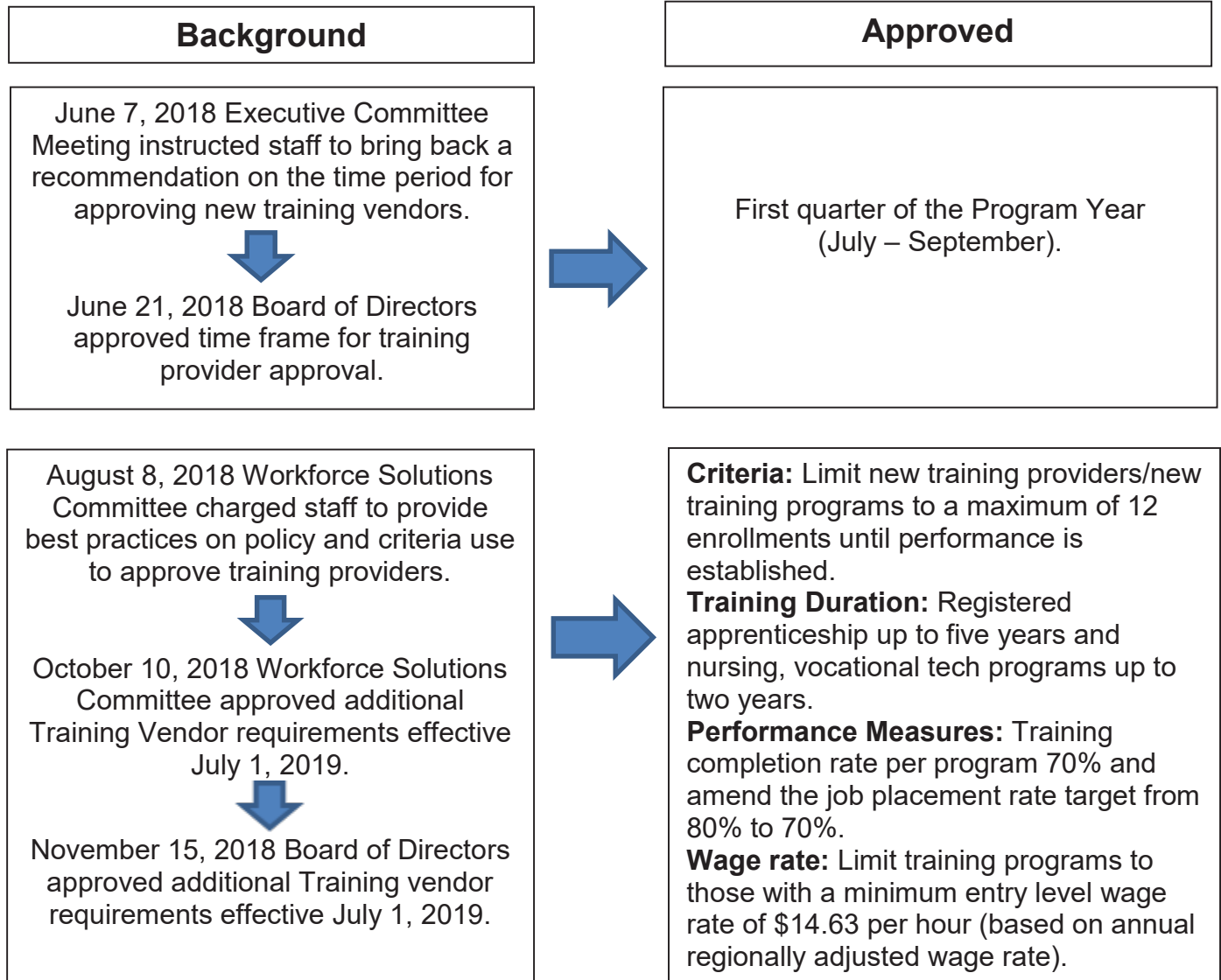
- Attend annual meeting in FDC to network
- Low unemployment rate
- Favorable <https://makeittampabay.com> to attract talent & businesses
- Met with Citi to discuss talent on IT

### **Adjournment**

The meeting was adjourned at approximately 10:35 a.m.



## Action Item #1 Eligible Training Provider Policy



**Recommendation:** Staff is recommending approval of the Training Provider Policy which incorporates the above approved items.



<b>SECTION: PROGRAMS- WIOA &amp; WELFARE TRANSITION</b>	<b>POLICY#019-0001</b>	<b>PAGE: 1 of 7</b>
<b>TITLE: Training Provider Policy</b>		<b>EFFECTIVE DATE: September 2013</b>
<b>REPLACES: Procurement, Approval and Maintenance of Training Providers and Programs</b>		<b>DATED: 09.2013; 06.2017; MM.YYYY</b>

I. Purpose and Application:

To establish CareerSource Tampa Bay (CSTB) process for the initial eligibility and renewal of eligible training providers for the provision Workforce Innovation and Opportunity Act (WIOA) and Welfare Transition (WTP) funded Occupational Skills Training Programs on the annual Hillsborough County list of Targeted Occupations. This policy will serve as guidance for CSTB Administrative and Program staff, Board members, Partners, Approved Training Providers and Service Providers.

Applications for new training vendors are only accepted during the 1<sup>st</sup> quarter of the program year, July-September. Additionally, requests for program additions for an existing approved training provided will only be accepted during this time frame.

II. Background:

The Workforce Innovation and Opportunity Act (WIOA) was implemented in 2014; section 134(d)(4)(D): Title I adult and dislocated worker training services must be acquired through the use of Individual Training Accounts, hereinafter referred to as “Individual Training Accounts” (ITA). ITAs can be used to access training from eligible Training Providers who have been approved by the Board of Directors. Those Training Providers that do not meet the criteria included in this policy can be utilized based on waiver approval by the CEO or his/her designee.

III. Board Oversight:

The Board of CareerSource Tampa Bay is responsible for approving eligible Training Providers of occupational skills training services and related training programs for the region’s targeted occupations. A process for application, contracting, and maintaining a list of Training Providers is outlined below and is consistent with CareerSource Florida Administrative Policy Number 90, WIOA Eligible Training Provider List.

- An “Eligible Training Providers and Programs and Approved Course List” (ETPL) for Region 15 will be maintained and updated throughout the program year. This list will be made available to customers and staff in the CareerSource Tampa Bay American Job Centers on-line at [www.careersourcetampabay.com](http://www.careersourcetampabay.com).

- The Board reserves the right to withhold approval on any program applications deemed incomplete, or on programs considered unsuccessful based on cost, reported completion and outcome rates based on established entry criteria and on-going performance outcomes.
- The Board reserves the right to allow the CEO or designee the right to suspend enrollment and/or terminate any relationship with an approved training institution based on failure to comply with the terms and conditions provided within this policy and/or Training Provider agreement. Suspension of enrollment may also be based on programs considered unsuccessful due to a significant number of students obtaining employment outside of the field of study and/or completion/outcome rates. This information will be presented to the Workforce Solutions Committee or the CareerSource Tampa Bay Executive Committee for final determination and action.

IV. Directive:

1. Training Provider:

In order for a Training Provider to provide such training services, an educational entity must meet the requirements of WIOA section 122, 20 CFR 663.500, et seq. as well as comply with any federal, state or local guidance. Such entities include: postsecondary educational institutions, entities that carry out programs under the National Apprenticeship Act and other organizations that provide training services as defined by WIOA. In order for a Training Provider to be determined eligible to provide training in targeted occupations it will first be established that an institution falls into one of the following two categories:

A. Automatically Eligible Training Providers:

- 1) Post-secondary educational institutions eligible to receive Federal funds under Title IV of the Higher Education Act of 1965 and that provide programs leading to associate degrees, baccalaureate degrees or certificates. This includes accredited universities and community colleges as well as some technical institutes/colleges.
- 2) Entities that carry out programs under the National Apprenticeship Act.

B. Other Public or Private Training Providers:

Entities that do not fall under the above criteria must apply for listing on the ETPL through the CSTB. Note. When a postsecondary educational institution or an entity providing registered apprenticeships offers training services that do not meet the requirements under the criteria listed above (i.e. not degree or certificate-based, or not a registered apprenticeship), they must also apply through CSTB.

C. ~~Out of state~~ **Out of County** Training Providers:

Out-of-state postsecondary institutions that are not operating within ~~the State of Florida~~ **Hillsborough County** and are not required to be licensed by CIE must provide the following information to CSTB if it wishes to do business in this region:

- 1) Performance information for each program for which it seeks approval, AND
- 2) Evidence that the institution (and applicable programs) is accredited by an accreditation agency approved by the United States Department of Education, AND
- 3) Evidence that the institution meets the licensing requirements of its home state, AND
- 4) Evidence that the institution is on its state's ETPL.

In order to provide performance information for its programs, out-of-state providers are required to report their student completion data to FETPIP to the extent feasible under established reporting mechanisms.

2. FETPIP:

Required Data Reporting to the Florida Education & Training Placement Information Program (FETPIP): Florida law requires that educational and workforce Training Providers report student/participant performance data for each of their training programs to FETPIP. Florida school districts, community colleges and state universities report their data directly to FETPIP. Any other institution that wishes to be approved as a LWDB ETPL WIOA Training Provider must become licensed with the Commission of Independent Education (CIE), which coordinates the gathering and analysis of student performance data with FETPIP.

3. Advertising.

CSTB will post the Eligible Training Provider application and approval process on the website.

4. Initial Inclusion:

Criteria for initial inclusion on the local ETPL includes the following:

- A. The Training Provider must submit a Training Provider application which is complete and accurate with all required attachments. Refer to “How to Become A Training Provider” at <http://www.careersourcetampabay.com/pages/vendors>
- B. The Training Provider must agree to report student data for each approved program to the FETPIP in a timely manner. FS 445.004(9)(e).
- C. The Training Provider must agree to refund CSTB any tuition costs, fees, etc., based on the Training Provider's established written policy in the event a CSTB funded student exits. Full refund if student exists prior to add/drop date. Partial refund based on student's attendance in relation to program completion date.
- D. The Training Provider must agree not to offer unlawful remuneration to attract students. FS 445.009(8)(b).
- E. The Training Provider must submit up to date information on tuition, fees, and other charges made for each approved program. WIOA 122(d) & (e).
- F. The Training Provider must agree to engage in price negotiations with CSTB. FS 445.009(8)(b).
- G. The Training Provider must agree to not subcontract the delivery of the training and shall be directly responsible for provision of training.
- H. Unless approved, the Training Provider must agree that it will not approach customers within any CareerSource Tampa Bay facility to solicit enrollment.
- I. The Training Provider shall not be debarred or suspended as a Training Provider thru education programs offered by the U.S. Department of Veterans Affairs.
- J. The Training Provider must have been in business in the State of Florida for at least two years.
- K. The Training Provider may propose only programs that are (1) on the regional targeted occupations list for Hillsborough County, (2) allow the issuance of credentials upon training completion (certificate, degree, diploma) and (3) Wage Rate.
- L. The Training Provider must post all program costs on the institution's website for public view. These costs must clearly define tuition, fees and other associated costs.
- M. The Training Provider must be able to demonstrate fiscal solvency.
- N. The Training Provider must allow a CSTB staff to conduct site visit prior to final approval and meet ADA requirements.
- O. The Training Provider must not submit programs for consideration that directly lead to degrees that require more than 2 years to achieve. Apprenticeship programs are an exception to the 2 year cap and may be up to 5 (five) years.



- P. The Training Provider must agree that the price charged to CareerSource Tampa Bay by the Training Provider shall not be more than that charged to the general public or any other local workforce development board in Florida.
  - Q. The Training Provider must not create programs that target CareerSource Tampa Bay program participants unless requested to do so directly by CareerSource Tampa Bay.
  - R. The Training Provider must agree that all CareerSource Tampa Bay participants will be afforded the same information on financial aid options, scholarship opportunities and educational/tuition discounts.
  - S. The Training Provider must agree to provide Pell Program information, if applicable.
  - T. The Training Provider must agree to track, supply and provide all required performance outcomes to include but not limited to: GPA, progress reports, credentials, certificate of completion to email address: trainingvendor@careersourcetampabay.com. Subject line should include subject matter that is being provided.
5. Training Provider responsibilities.
- CSTB will conduct eligibility reviews to ensure that Training Providers and their programs continue to meet the initial criteria shown above as well as the following criteria for continued inclusion on the local ETPL.
- A. The Training Provider must continue to meet State and local performance standards as outlined in section 7. Performance Standards.
  - B. The Training Provider must report any changes in the acceptance of federal financial aid, cost information, refund practice, etc. to CSTB in a timely manner within five (5) business days.
  - C. The Training Provider must assist in the verification of employment within 180 days from the end of training for enrolled students receiving funding from CSTB by providing this verification of employment information to the email address: trainingvendor@careersourcetampabay.com. Subject line should include, employment verification.
  - D. The Training Provider must report out-of-state employment of students to CareerSource Tampa Bay at email address outlined in item (c) above with all information.
  - E. The Training Provider must maintain all required licensing standards and proper accreditation and inform CareerSource Tampa Bay within 7 business days of any changes.
  - F. The Training Provider must remain in good standing with the requirements outlined in the Training Provider Agreement.
  - G. The Training Provider must maintain compliance according to all federal, state and local performance requirements.
  - H. The Training Provider must supply program completion and placement rates upon demand by CSTB.
  - I. The Training Provider must respond to renewal applications after the initial eligibility period of one (1) full year. A specific due date for completed applications will be included, and applications received after that due date may not be considered. The institution may be immediately suspended from the approved list by administrative staff and this information brought to the appropriate committee of the Board for review and formal action.
6. Targeted Occupations List:
- A. Upon receipt of the annual “Preliminary Targeted Occupations” list for Region 15 provided by the Department of Economic Opportunity, CareerSource Tampa Bay will disseminate the list all CSTB approved Training Providers, to solicit and receive comments as to possible additions or deletions using a prescribed format.

- B. Actions related to the Targeted occupational list will be presented to the Workforce Solutions Committee as an action item.

7. Performance Review.

Certain performance standards are required for inclusion and retention of programs and Training Providers on the CSTB's ETPL. Every year, in preparation for the annual eligibility review of performance data is reviewed. These analyses shall be conducted for all program completers as well as WIOA participants and will include as available:

- Total Exited Training
- Exited without Completing Training
- Exited After Completing Training
- Total Employed
- Total Employed Training Related
- Employed Not Training Related
- Average Wage
- Completion %
- Placement %

The Training Provider understands that CSTB will review and analyze information supplied by the Training Provider and other information available to CSTB to determine if gainful employment within the chosen field of study/program is occurring. Programs with an institution that are identified as being unsuccessful in resulting in employment within the defined occupation/industry may be subject to enrollment suspension.

Upon conclusion of these analyses, and taking into account State and local labor market and demographic data, this region will establish annual performance criteria that Training Provider's and their approved programs must meet to remain on the approved local ETPL. This region's performance standards shall be published on the region's website.

8. Performance Requirements.

In order to maintain continued eligibility, Training providers are required to meet the following performance requirements:

- A. Employment rate. Each program will **maintain a 70% rate of employment** for all students that received CareerSource Tampa Bay funding assistance. This rate will be inclusive of those that did not complete training. Under this requirement both full and part time employment and employment outside the field of training will be considered as a positive outcome.
- B. Completion rate. Each program completion will maintain a **70% completion rate** per training program.
- C. Wage rate. Currently, each training program must meet the minimum entry level wage rate of \$14.63 per hour. Note: This wage rate is adjusted annually by the State based on the Florida Price Index in effect for CSTB.

**Quarterly Performance Notifications**

Each Training Provider will be emailed quarterly CSTB Training Provider Performance Reports in order to track their performance against the above criteria. A warn notice will be provided at the end of the 3<sup>rd</sup> quarter for those training providers who are in danger of not meeting the established annual performance thresholds. Training providers who fail to meet the established annual performance thresholds will be placed on one (1) year.

If WIOA customer is actively enroll, their training services will not be affected by the training program suspension.

9. Addition of New Programs/Agreement Modifications:

The Training Provider shall submit the following if they are requesting new programs be added to their agreements. Requests for program additions for an existing approved training provided will only be accepted during the 1<sup>st</sup> quarter of the program year, July-September.

- A. A complete course description and new fee schedule; and
- B. A copy of license that includes the course or program being added.
- C. **Enrollments are limited to a maximum of 12 until performance is established.**

10. Training Provider or Program Removal:

Programs and/or approved Training Providers will be removed from the local ETPL when:

- A. A Training Provider and/or training program fails to meet accreditation, licensure, and/or required levels of performance.
- B. A Training Provider fails to provide student performance data to FETPIP and/or CIE as required.
- C. A Training Provider is determined to have supplied inaccurate information or to have violated any provision of the Workforce Innovation and Opportunity Act. A provider whose eligibility is terminated under these conditions may be liable to repay all WIOA adult, dislocated worker and youth training funds received during the period of noncompliance.
- D. A Training Provider does not respond to CSTB's request for renewal application.
- E. A Training Provider fails to meet performance thresholds as outlined in section 8.
- F. A Training Provider fails to meet enrollment requirements as outlined in section 12.
- G. A Training Provider fails to meet revenue requirements as outlined in section 13.

11. Program Cancellations:

In the event a training program or class is canceled the Training Provider shall notify CareerSource Tampa Bay ten (10) business days in advance of the date the program will no longer be available.

12. Enrollments:

- 1) The Training Provider shall maintain a 51% non-CareerSource Tampa Bay general public enrollment for each approved program during the contract term. Training Provider's compliance will be evidence by:
  - a. Documentation on a quarterly basis and to final year end, June 30, 2018, supporting enrollment threshold has been met.
  - b. A written letter from a licensed Certified Public Accountant (CPA) firm stating that at the conclusion of the contract term June 30 the Training Provider maintained a 51% non-CareerSource Tampa Bay general public enrollment for each approved program.

13. Revenues:

- 1) No more than 49% of the Training Providers revenues as a whole was received from CareerSource Tampa Bay during the contract term. Training Provider's compliance will be evidenced by:

- a. Documentation on a quarterly basis and to final year-end, June 30, 2018, supporting revenue threshold has been met.
- b. No more than 49% of the Training Provider's revenue as a whole was received from CareerSource Tampa Bay during the contract term.
- c. A written letter from a licensed Certified Public Accountant (CPA) firm stating that at the conclusion of the contract term June 30 no more than 49% of the Training Providers revenues as a whole was received from CareerSource Tampa Bay during the contract term.

#### 14. Monitoring

During the contract term CareerSource Tampa Bay will verify compliance of the enrollment and revenue requirement through on site monitoring. Monitoring may include, but is not limited to:

- observation of classes,
- observation of attendance supported by the Training Providers documentation where applicable,
- inspection of Training Providers student files.
- inspection of financial records

#### Legal Reference:

- WIOA, Sections 122, 134
- WIOA Regulations, 20CFR 663, et seq., Subpart E- Eligible Training Providers
- FL Statutes, Chapter 445- Workforce Innovation
- FAC28-106- Decisions Determining Substantial Interests
- FS Chapter 1005-Nonpublic Postsecondary Education
- FAC6E-Commission for Independent Education
- FS Chapter 1008- Assessment and Accountability
- FAC 6A-10.0341&10.0342-re: Vocational Education Performance
- DEO Policy #FG OSPS-77, "Selection and Retention of Training Providers Under the Workforce Investment Act of 1998 and presently The Workforce Innovation and Opportunity Act - Florida Statutes" issued on May 31, 2013



## Action Item # 2

### Work Based Training Program (OJT) Policy

Background: On-the-Job Training (OJT) is a work-based training program that provides WIOA eligible participants occupational skills essential to the performance of a specific job. OJT addresses critical workforce needs, enhances skills of eligible participants and aids eligible employers in attaining qualified, skilled workforce with competencies needed to meet employer's needs.

OJT is one of the allowable program activities authorized by the Workforce Innovation and Opportunity Act (WIOA) as established in WIOA section 134(c)(3)(D) and the Welfare Transition program (WTP).

Local workforce development boards are required to develop local operating procedures that outline the requirements of WIOA and established state policy criteria. The local operating procedures must further define how the board will implement OJT in the region.

On Wednesday, January 30<sup>th</sup> DEO released CareerSource Florida draft Administrative Policy #009 On-the-Job Training (OJT) and Administrative Policy #TBD on Work-Based Training for local workforce development review and discussion. CSTB submitted comments on both administrative policies to DEO on February 5, 2019.

Attached is the CSTB OJT policy for your review and discussion.

#### **Recommendation:**

Staff is recommending approval of the CareerSource Tampa Bay OJT Policy.



## Policy

<b>SECTION: WIOA, WTP and Business Services</b>	<b>POLICY#018-C0011</b>	<b>PAGE: 1 of 11</b>
<b>TITLE: On-the-Job Training (OJT)</b>		<b>EFFECTIVE DATE: TBD</b>
<b>REPLACES: OJT Policy 2.21.2014</b>		<b>DATED: N/A</b>

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** To provide guidance to CSTB WIOA, WTP and Business Services staff on administering On-the-Job Training program services.

**BACKGROUND:** On-the-Job Training (OJT) is a work-based training that provides WIOA eligible participants occupational skills essential to the performance of a specific job. OJT addresses critical workforce needs, enhances skills of eligible participants and aids eligible employers in attaining qualified, skilled workforce with competencies needed to meet employer’s needs.

OJT is one of the allowable program activities authorized by the Workforce Innovation and Opportunity Act (WIOA) as established in WIOA section 134(c)(3)(D) and the Welfare Transition program (WTP).

On-the-Job Training is defined as training by an employer that is provided to a paid participant while engaged in productive work in a job that:

- (a) Provides knowledge or skills essential to the full adequate performance of the job;
- b) Is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, except as provided in WIOA Section 134(c)(3)(H), (see note below) for the extraordinary costs of providing the training and additional supervision related to the training; and
- (c) Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

OJT is conducted by public, private not-for-profit and private for-profit businesses. It occurs while an individual is engaged in productive work learning the skills and information necessary for full and adequate performance on the job.

The two unique features of the OJT program are:

1. The individual begins training as a new employee.
2. The individual receives training at the workplace, under appropriate supervision, thus acquiring occupational skills and knowledge in an “on-the-job” training environment.

An OJT agreement is appropriate for businesses who have difficulty filling their skilled labor force needs with qualified, experienced workers, or who want to upgrade their current workforce. Businesses may use an OJT in these instances by training eligible WIOA or WTP customers. Reimbursement is provided to the business to pay for the extraordinary costs of such training because these costs exceed the expenses normally incurred in training individuals normally hired for the position.

Despite the benefits to businesses who participate as an OJT business, the focus of the OJT program is on the individual. OJT is designed to provide an opportunity for WIOA/WTP eligible individuals to receive the training necessary to acquire skills and knowledge that will enable them to maintain unsubsidized employment and/or job advancement.

#### **PROCEDURE:**

The OJT Program is sponsored and administered by CareerSource Tampa Bay (CSTB) Business Services department. The service is designed to assist businesses with the training and employment needs of their workforce meeting specific guidelines so that the business and employee can maintain a competitive edge in the marketplace. OJT is eligible to businesses that meet the eligibility criteria in this policy that hire a WIOA/WTP eligible participant from Hillsborough County.

#### **Participant Eligibility**

On-the-Job Training (OJT) may be provided to eligible WIOA Adult, Dislocated Worker or Youth participants who are assessed and found to be in need of and suitable for training services in order to obtain or retain employment that leads to self-sufficiency. The participants must demonstrate a need for training as recorded on the Career Plan. OJT may also be provided to eligible Welfare Transition program participants who are deemed appropriate candidates for consideration.

Suitability is established when an OJT opportunity aligns with a customer’s existing skill set or educational background and the customer is deemed to have the core competencies to be successful in the position and likely to attend and complete all training based on current needs and barriers.

Employers will have the final selection authority for individuals to be hired. All participants must meet certain WIOA eligibility criteria before training can begin. Only those individuals who meet the eligibility requirements for individual career services, who have received an assessment and for whom a career plan has been developed may be considered for OJT.

Consideration should be given to the skill requirements of the occupation, academic and occupational skill level of the participant, prior work experience, and the participant's Career Plan. The results of objective assessment, as documented on the individual's Career Plan, must indicate that the participant is in need of, and can benefit from, the activity of OJT. The Career Plan and application must capture the past work history of the applicant from the official file, assess the test results, capture additional information from the applicant about past work experience, volunteer experience, and identify strengths and weaknesses of the applicant. The OJT Training Outline must include documentation as to the new skills to be acquired during training and how skill gap deficiencies will be overcome with the training.

There are occasions when a WIOA/WTP participant may participate in multiple OJT Agreements if the first Agreement should fail at no fault of the applicant. The provisions outlined below should apply:

1. The new Agreement with a different business is for upgraded skills or a different position but related to the first position in terms of career path and skills.
2. The approved training hours for the second OJT agreement will be re-evaluated based on the training received in the first OJT agreement (commensurate with experience learned in the previous OJT agreement).
3. No applicants shall participate in more than two (2) OJT agreements unless plant closures or layoffs occur that are out of the control of the applicant and occur in progression. Any additional agreements must be approved by the CEO, COO or designee.

## **Business Eligibility**

The hiring and training may begin after the OJT Work-Based Training Onsite Assessment form has been completed and the OJT Employer Agreement has been signed by all the parties. The Business Services Account Executive completes these documents with the employer.

The participant becomes an employee of the company on the day the OJT begins. Staff should give careful consideration when selecting a suitable employer for OJT. General business practices in terms of working conditions (safety, health), the availability of health benefits, sustainable wage structure, turnover rates, adequate staff and equipment to carry out the training, and whether the employer is in compliance with federal, state and local laws are factors to consider while completing the OJT Work-Based Training Onsite Assessment form.

When considering an employer to participate as an OJT worksite, staff should carefully review and determine the nature of the employment to ensure the employment is on-going and not temporary, probationary or intermittent employment.

Prior to entering into an agreement for OJT services with a business, the CSTB Business Services staff shall ensure that the business is eligible.



Businesses that meet the following criteria are considered eligible and may, subject to available funding, enter into an OJT agreement:

1. Physical company is located in Hillsborough County;
2. Business must legally have operated at current location for at least 120 days.
3. Hold valid business tax receipt (formally an occupational license) and/or zoning permit; (google search and printout included)
4. Active business as verified by Florida Department of State Division of Corporations ([www.sunbiz.org](http://www.sunbiz.org)) and provide W-9.
5. Hasn't experienced any layoffs in the past six months verified by DEO WARN site (<http://www.floridajobs.org/office-directory/division-of-workforce-services/workforce-programs/reemployment-and-emergency-assistance-coordination-team-react/warn-notices>)
6. Maintains Workers Compensation Insurance (if applicable);
7. OJT position requested is on the R15 Targeted Occupation List (TOL).
8. Must develop a detailed OJT Training Plan Outline that identifies the specific occupation, job specific skills that will be learned and estimated time required for each skill.
9. Agrees to routine monitoring and communication with the CSTB Business Services Staff regarding the progress of the program participant relating to the OJT Training Plan, progress reports, midpoint in training and completion of the OJT to capture measurable skills gained during participation.
10. Commit to hiring and retaining customers who successfully complete their training program.

### **Demand for Occupation in Labor Market**

OJT must be for training in occupations that are in demand in the local area and listed on the regional Targeted Occupational List (TOL). OJTs that occur in small businesses where the OJT training covers a relatively broad range of functions that draw from several occupations are generally considered as a unique occupation for labor market demand purposes. With these unique occupations, the fact that an opening exists for the occupation at the business presupposes the existence of a demand for the occupation. Any OJTs for positions not on the TOL must be approved by the CEO, COO or designee.

### **Occupation Eligibility**

All OJTs must be for occupations that are in demand in the local area and are appropriate for the program. Occupations not suitable for OJT:

- Less than part-time
- Principle source of income is tips, commissions or piecework;
- Intermittent or seasonal in nature;
- Shown as in decline on the Hillsborough County Demand/Decline List.

## **PROHIBITIONS**

1. Participants shall not be employed to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship (except with respect to the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship, in a case in which the organization operating the facility is part of a program or activity providing services to participants).

2. OJT agreements shall not be written for part-time employment. Proof of full-time employment shall be established and documented by the business. Whether the participant is categorized as full-time shall be verified by the CSTB Business Services staff. CSTB Business Services staff may submit a written request to the CSTB CEO or designee for an exception to this rule prior to execution of an OJT agreement.

4. The CSTB shall not enter into agreement with a business who has previously exhibited a pattern of failing to provide OJT participants with continued long-term employment with wages, benefits, and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work.

5. No officer, employee, agent, or representative of the Business or CSTB may charge a participant a fee for the placement or referral of such individuals in or to a training funded under an OJT agreement or amendments thereof.

6. A participant in a program or activity authorized under title I of WIOA must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee (as of the date of the participation).

7. An OJT funded agreement must not impair existing contracts for services or collective bargaining agreements. When a program or activity authorized under Title I of WIOA would be inconsistent with a collective bargaining agreement, the appropriate labor organization and employer must provide written concurrence before the agreement is initiated.

8. An OJT participant may not be employed in or assigned to a job if: a. Any other individual is on layoff from the same or any substantially equivalent job; b. The employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy so created with the OJT participant; or c. The job is created in a promotional line that infringes in any way on the promotional opportunities of currently employed workers.

9. OJT funds shall not be used for any political activity, lobbying of federal, state or local legislators, or to promote or oppose unionization.

10. OJT funds may not be used to directly or indirectly assist, promote or deter union organizing.

11. OJT participants shall not be placed in a home-based business.

12. OJT funds shall not be used to encourage or induce a business, or part of a business, to relocate from any location in the United States, if the relocation results in any employee losing his or her job at the original location.

### Duration and Rationale of OJT Training

An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which training is being provided. Traditionally, OJT is limited to a maximum of six (6) months or 1,040 hours. The length of the training, which will be determined by CSTB Business Services staff, should take into consideration the amount of time required for a participant to become proficient in the occupation for which training is being provided (skill requirements of the occupation, the academic and/or occupational skill level of the participant, and prior work experience). The length of the OJT will be documented in the OJT contract with the employer and the participant's individual career plan.

The rationale for the length of the training should take into consideration the following:

1. amount of time required for a participant to become proficient in the occupation for which training is being provided
2. skill gaps that exist
3. skill requirements of the occupation
4. the academic and/or occupational skill level of the participant
5. prior work experience of the participant
6. barriers to employment
7. any disability and need for reasonable accommodations; and,
8. the availability of programmatic funding.

Staff will also consider results attained from assessments as well as referencing additional materials such as O\*Net (<https://www.onetonline.org/find/>) which list a Specific Vocational Preparation (SVP) Code. SVP Codes should be used as the baseline for duration determination. The baseline hours listed should not prohibit on-the-job training agreement durations and may be adjusted depending on the individual's skills gap. The chart below is to be used as a baseline reference.

SVP Code	Level Time Explanation	Estimated Hours
1	Short demonstration only	160
2	Anything beyond short demonstration up to and including 1 month	240

<b>SKILLS</b>	3	Over 1 month up to and including 3 months	320	<b>GAP</b>
	4	Over 3 months and including 6 months	500	
	5	Over 6 months and including 1 year	640	
	6	Over 1 year up to and including 2 years	800	
	7	Over 2 years up to and including 4 years	960	
	8	Over 4 years up to 10 years	1040	

## **ANALYSIS / OJT TRAINING PLAN DEVELOPMENT**

Following the execution of the OJT Employer Agreement, an individualized OJT Training Plan must be developed for the acquisition of skills that the trainee does not already possess. The plan is a formal and written program of a structured job training, which will provide participants with an orderly combination of instruction in observable, and measurable job-ready skills, general employment competencies and occupational skills that will enable the participant to work towards self-sufficiency.

An analysis of the trainee’s prior work history, transferrable work skills and the job skills gained must be compared to the job skills/job description the employer requires in the OJT occupation. The resulting gap in skills will be the basis for the development of the OJT Training Plan. Each skill description should be concise and the individual tasks should be measurable and observable. The specific types and sources of information used to identify the scope of the skills gap must be included in the participant’s case file.

### **OJT Contract Requirements**

CSTB’s OJT contract meets all of the requirements outlined in the CareerSource Florida Administrative Policy – OJT.

### **Reimbursement:**

Participating businesses will receive a fifty percent (50%) reimbursement for eligible OJT participants. In accordance with CareerSource Florida Administrative Policy on OJT LWDB’s may increase the reimbursement rate for OJT up to 75% for OJT contracts when the following factors have been evaluated:

1. The characteristics of the participants;
2. The size of the employer, with an emphasis on small businesses; and
3. The quality of employer- provided training and advancement opportunities, e.g. the OJT contract is for an in-demand occupation that leads to an industry-recognized credential.

A 75% reimbursement rate will be established when a business enters into an OJT agreement where the employer has 50 or less employees.

All training assistance awards are based on eligibility and available funding as well as:

- agree to enter into an OJT Agreement;
- agree to provide on-the-job skills training for the new employee(s) selected, and
- agree to retain the employees(s) upon successful completion of training.

### **Conflict of Interest**

1. The CSTB will not favor a referral from and/or to a member of the CSTB over another business in the community. OJT placements shall be made based upon what will be most beneficial to the participant.

2. The CSTB CEO/COO shall be notified whenever the OJT Agreement is connected to a CSTB member or employee.

3. CSTB are prohibited from recommending an agreement or making OJT referrals to businesses who are members of their immediate family or members of families of other CSTB staff.

4. The contracted OJT business shall not hire a participant who is a relative (member of the family) of the business. Relative is defined as: father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister. (Section 112.3135, Florida Statutes).

### **Reverse Referrals**

In very limited circumstances OJT initiated through “reverse referral” may be permitted. Reverse referral occurs when an individual is referred to CSTB from a prospective employer (under either formal or informal agreement) for assessment as to whether the individual meets the employer’s hiring requirements for a specific position. Development of an OJT for an individual referred by the employer may be permitted only when:

1. the individual progresses through the intake process as with any other CSTB customer and meets all WIOA eligibility and suitability requirements;
2. the completed individual career plan indicates training is necessary for the individual to perform the work associated with the position for which the employer has an opening;
3. justification for WIOA training services outlines OJT is most appropriate, needed and identifies participant skill gap analysis;
4. the employer meets all the eligibility criteria outlined in this policy; and
5. the employer has not made hiring decision prior to individual referral to CSTB (If so, OJT cannot occur)
6. the employer provides assurance that the individual has not previously been employed by the employer in the same or similar position.

A reverse referral is when the business has identified someone they would like to hire but the individual has demonstrated skills deficiency related to the position's requirements. A business may refer a job applicant to CSTB for potential OJT enrollment. In the case of reverse referrals, the candidate must schedule an eligibility determination and assessment appointment with CSTB and must be eligible for WIOA as a dislocated worker or adult. CSTB must utilize normal eligibility assessment and enrollment procedures. Participant's eligibility must be determined prior to employment; no pre-hires or period of employment prior to the execution of an OJT agreement and participant training plan are acceptable.

## **Trainee Skill Evaluation**

On a monthly basis, the trainee's acquisition of the required occupational skills on the Training Plan will be evaluated by the employer/supervisor using the OJT Training Monthly Progress Report. This is an opportunity for the employer/supervisor and the trainee to interact and review the skills progress made during the review period. The OJT Training Monthly Progress Report will also be used at the conclusion of training to document the mastery of the required skills

The trainee's progress under an OJT contract will be formally monitored by the CSTB Business Services staff on a monthly basis during participation in the OJT program. Periodic communication with the OJT employer/supervisor and the trainee during the training period is required to insure the successful completion of the training.

## **Modifications**

Modifications to the OJT contract and OJT Work Based Training Plan Outline may be needed. The Business Services staff would be required to submit a CSTB Agreement Modification OJT Agreement and specify the purpose of the modification, total training hours and maximum reimbursement. This requires the CSTB CEO or designee signature approval before any agreement modifications can be fully executed.

## **Invoicing and Payment**

Business Service Account Executive will track the completion of OJT positions and work directly with employers to ensure that required OJT reimbursement forms and supporting documentation is submitted timely for processing.

Employers will be required to complete Attachment II – Individual OJT Reimbursement Form. The form identifies the employer name, # of weeks, hours and total reimbursement amount being requested. The form along with supporting documentation is submitted to [OJTinvoice@careersourcetampabay.com](mailto:OJTinvoice@careersourcetampabay.com) or fax to 855.484.6949. Supporting documentation includes the following:

1. Payroll Documents shall include paystubs showing pay period dates, pay date, type of hours worked, rate of pay, deductions, etc.
2. Timesheet Detail for only the FIRST and Last week worked of the OJT/PWE Training Period.
3. W9 Form for employers receiving OJT Reimbursement.

The Account Executive will notify the Finance Department and submit completed OJT Reimbursement forms for processing.

## Monitoring

Monitoring and evaluation of the program plays a critical role in insuring that the goals of the OJT are achieved. The on-site monitoring is essential and must include documenting information received directly from the OJT trainee and should capture the trainee’s supervisor’s perspective about how the training is progressing. In addition to this, the monitoring should examine the process of compliance with the OJT Agreement, training plan, the regulations, payment of wages, and the maintenance of records and working conditions in keeping with Federal requirements.

Any Agreement deviations noted should be dealt with promptly, either with a corrective action plan or by suspension or termination of the agreement if serious violations have occurred. All visits to the business should be documented in the business EF account file and electronic file. The entry should identify when the visit was made, what was observed, who was interviewed, a synopsis of the content of the conversation, and any items of concern that need to be addressed.

Additional programmatic monitoring will be conducted throughout the PY by our internal Program Monitor under the direction of our Director Policy, Performance and MIS. Financial monitoring will be handled by our Director of Fiscal Compliance.

## Performance

**A.** All businesses must be deemed eligible to participate in the OJT program. The eligibility status will be determined by CSTB Business Service Account Executive Onsite Assessment as well as outcome and retention performance from previous OJT Agreements.

**B.** CSTB will monitor OJT Agreements for performance. Businesses are expected to maintain a specific OJT completion rate and a retention ratio as defined herein. Businesses who do not meet these performance measures will be suspended from additional OJT opportunities for a period of (6) months.

1. ***OJT Completion and Retention - WIOA:*** at least 80% of OJTs executed must be successful (to completion) in order for businesses to continue to participate in the OJT program. This means the entire OJT period is completed and the trainee is retained after the training period.
2. ***OJT Completion and Retention - WTP:*** at least 60% of OJTs executed must be successful (to completion) in order for the business to continue to participate in the OJT program. This means the entire OJT period is completed and the trainee is retained after the training period.
3. Exceptions to the OJT completion rate may be made for a trainee’s release involving mitigating circumstances that may result in a “neutral termination.” Mitigating

circumstances may include circumstances such as the OJT trainee resigns for higher wage employment; death of OJT trainee; or extreme circumstances out of the business's control. Neutral terminations will not be considered in determination of retention ratio and must be clearly documented and approved.

4. Retention is measured on OJT agreements based on completion dates within the previous twelve (12) months. Failure to meet performance standards may result in a business's suspension from the OJT program.
5. A suspended business may be considered for additional OJT's in one of two ways (whichever occurs first):
  - a. After six (6) months from exit date of most recent unsuccessful OJT or non-retained OJT trainee, OR
  - b. Business demonstrates a willingness to allow CSTB to screen and place candidates to non-OJT jobs, and those hires result in a positive retention at the end of six (6) months from hire date.

### **Authorized Signatories**

- The Chief Executive Officer, Chief Operating Officer and designee are hereby authorized to execute OJT Agreements.
- If necessary during the OJT process, CSTB will accept electronically submitted scanned or faxed documents with signatures of the representatives that have legal authority to contract and bind the respective organization in their capacity as a signatory official.

**INQUIRIES:** Any questions about this desk guide should be directed to the Chief Operating Officer.





**POLICY  
NUMBER  
009**

## **Administrative Policy**

<b>Title:</b>	On-the-Job Training (OJT)
<b>Program:</b>	Workforce Innovation and Opportunity Act (WIOA)
<b>Effective:</b>	TBD

### **I. PURPOSE AND SCOPE**

The purpose of this policy is to provide the Workforce Innovation and Opportunity Act (WIOA) On-the-Job Training (OJT) Program requirements to Local Workforce Development Boards (LWDBs).

### **II. BACKGROUND**

WIOA offers several work-based training strategies for WIOA-eligible participants. OJT is a proven, evidence-based strategy that provides reimbursements to employers for the costs associated with skills upgrading and loss of production for the training of newly-hired employees.

OJT target populations include adult and dislocated workers, presently unemployed and underemployed workers, as well as youth. Individuals must meet WIOA eligibility criteria to participate in OJT programs.

### **III. AUTHORITY**

[Workforce Innovation and Opportunity Act \(WIOA\) Public Law 113-128](#)

Code of Federal Regulations (CFR), [Title 20 Part 680.700 - 680.840; 683.400; 683.410](#)

Training and Employment Guidance Letter [\(TEGL\) 19-16](#)

[2 CFR Appendix II to Part 200, Contract Provisions for Non-Federal Entity Contracts Under Federal Awards](#)

#### IV. POLICIES AND PROCEDURES

OJT is a work-based training that provides WIOA-eligible participants occupational skills training essential to the performance of a specific job. OJT provides reimbursement to the employer for up to 50% of the participant's wage rate for the costs of training and supervision related to training. LWDBs are encouraged to use this training method to address critical workforce needs, enhance skills of eligible participants and to aid eligible employers in attaining a qualified, skilled workforce with competencies needed to meet the employer's needs.

LWDBs may increase the reimbursement rate for OJT up to 75% for OJT contracts when the following factors have been evaluated:

1. the characteristics of the participants;
2. the size of the employer, with an emphasis on small businesses; and
3. the quality of employer-provided training and advancement opportunities, e.g. the OJT contract is for an in-demand occupation that leads to an industry-recognized credential.

LWDBs must develop local operating procedures that incorporate the requirements of this policy and further define how it will implement OJT in the local area.

##### A. Eligibility

An individual who meets WIOA eligibility may be considered for OJT when the eligibility requirements for the WIOA adult, dislocated worker or youth programs have been met, and the participant has been determined to be in need of training services.

1. An ISY individual must be:
  - a. attending school, including secondary or postsecondary school;
  - b. between the ages of 14 and 21 at the time of enrollment;
  - c. low-income; and
  - d. meets one or more of the following barriers:
    - i. basic skills deficient;
    - ii. an English language learner;
    - iii. an offender;
    - iv. a homeless individual, a homeless child or youth, or a runaway;
    - v. an individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
    - vi. an individual who is pregnant or parenting;
    - vii. an individual with a disability; or
    - viii. an individual who needs additional assistance to complete an educational program or to secure or hold employment.

2. An OSY individual must:

- a. not be attending school;
- b. be between the ages of 16 to 24 at the time of enrollment; and
- c. meet one or more of the following barriers:
  - i. not attending any school (as defined under State law);
  - ii. not younger than age 16 or older than age 24 at time of enrollment; and
  - iii. one or more of the following barriers:
    1. a school dropout;
    2. a youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;
    3. a recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and
    4. is either basic skills deficient or an English language learner;
    5. an offender;
    6. a homeless individual, a homeless child or youth, or a runaway;
    7. an individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
    8. an individual who is pregnant or parenting;
    9. an individual with a disability; or
    10. a low-income individual who requires additional assistance to enter or complete an educational program, or to secure or hold employment.

3. Adults and Dislocated Workers must be:

- a. a U.S. citizen or authorized to work in U.S.;
- b. registered with Selective Service, adult males 18 or older;
- c. age 18 or over; and/or
- d. a worker whom has lost their job through no fault of their own.

4. Individual Service Strategy (ISS)/Individual Employment Plan (IEP)

Once determined eligible for services, the individual will be assessed and an individual service strategy (ISS) or individual employment plan (IEP) must be developed. The details of the OJT assignment must be incorporated into the ISS and/or IEP, and must include the participants details regarding the OJT assignment, as appropriate. When enrolling a participant in OJT, LWDB staff must consider:

- a. the skill requirements of the occupation;
- b. the academic and occupational skill level of the participant; and/or
- c. prior work experience; and

- d. the participant's service strategy.

## **B. Employed Workers**

LWDBs must develop Local Operating Procedures (LOP) that govern and establish criteria, and eligibility for employed workers to participate in OJT. The LOP must define the criteria used to determine when an employed worker is eligible for OJT. OJT contracts may be written for eligible employed workers when:

1. the employee is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment, as determined by the LWDB policy;
2. the OJT relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes identified by the LWDB in the local operating procedures;
3. there is a contract for the OJT with and employer or registered apprenticeship program sponsor in the public, private non-profit or private sector.

## **C. Occupation Eligibility**

The LWDB must ensure that participants are placed in OJT for occupations that are in demand in the local area and are appropriate for the program. Occupations that are not suitable for OJT are occupations that are:

1. based on commission<sup>1</sup>;
2. seasonal in nature; or
3. less than part-time.

## **D. Duration of OJT**

LWDBs must ensure that the OJT contracts are procured in accordance with federal, state and local procurement policies and shall not exceed a 12-month period. In developing the local area's OJT strategy, the LWDB should use a readily available occupational information source, such as O\*NET, or any other occupation classification model used to determine the appropriate duration of trainings. The duration of OJT for each participant must be based on the participant's assessment results, including but not limited to the participant's background, skills, and barriers to employment. The length for the OJT must be included in the OJT contract with the employer and the participant's individual service strategy (ISS) or individual employment plan (IEP). LWDBs must describe how it will define the duration of OJT in the LOPs.

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<sup>1</sup>Salary based on sales and not an hourly wage.

### **E. OJT Training Plan**

The OJT plan is a formal document detailing the structured job training and must provide participants with a combination of instruction in observable, and measurable job-ready skills, general employment competencies and occupational skills. OJT may be combined with customized training, if appropriate. LWDBs must ensure that each OJT plan is developed based on the participants ISS and/or IEP, and the occupation the participant has selected.

### **F. OJT Contract Requirements**

LWDBs must ensure that all OJT is provided under a written contract with an employer or registered apprenticeship program sponsor in the public, private non-profit or the private sector. Employers that provide OJT to WIOA eligible participants are exempt from the Eligible Training Provider List (ETPL) requirements. In developing the OJT contract, LWDBs must ensure:

1. the OJT contract includes an explanation of how participants will be provided a structured training opportunity. All training services shall be provided in a manner that maximizes consumer choice.
2. OJT participants are compensated at the same wage rates, including periodic increases, as trainees or employees who are in similar occupations by the same employer and who have similar training, experience, and skills. Wage rates must be in accordance with applicable law.
3. that they do not provide or extend OJT contracts to employers who have previously exhibited a pattern of ineffectiveness in providing OJT participants with continued, long-term employment.
4. OJT contracts are signed and dated by a representative from the LWDB, the employer and the OJT participant.
5. OJT contracts include related requirements specific to the state and local areas and related to OJTs funded through other federal programs.
6. OJT contracts include any applicable provisions required by federal statutes and executive orders listed, including Equal Opportunity, Davis Bacon Act and other provisions outlined in 2 CFR part 200, Appendix II.
7. OJT contracts include employer responsibilities and required assurances that the employer will provide to the participant during and following the OJT.

8. no participant is placed in an OJT where a member of that person's immediate family is directly supervised by or directly supervises the participant. Family<sup>2</sup> means two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:
  - a. a married couple and dependent children;
  - b. a parent or guardian and dependent children; or
  - c. a married couple.
  
9. that they verify that employees were not laid off at the previous location because of the relocation from another area of the United States if:
  - a. an employer is an established or new business; or
  - b. the employer has operated at the current location less than 120 days and relocated from another area in the U.S.

#### **G. Individual Training Accounts (ITAs) and Training Contracts**

LWDBs must ensure that training services, as deemed appropriate, are provided through either a training contract or Individual Training Account (ITA), or a combination of both.

#### **H. Payments to Employers, Wages and Participant Hours**

Payments to employers for OJT must comply with federal regulations and state guidelines, and in accordance with the specific WIOA program guidelines. OJT payments are compensation for the employers' "extraordinary costs" associated with training participants and potentially lower productivity of the participants while in OJT.

The LWDB must ensure that participant wages are equal to those similarly employed by the employer. The LWDB must communicate to the employer the expectation that the participant will continue working after the OJT contract ends and will receive compensation, and benefits that are commensurate with their job performance and in alignment with other workers.

The LWDB must ensure WIOA funds are not utilized to pay for the following:

1. holidays;
2. sick leave;
3. vacation;
4. overtime hours;

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<sup>2</sup> 20 CFR 675.300

5. fringe benefits; and/or
6. work performed outside the OJT contract.

The LWDB must retain records for each OJT employer and OJT participant for a minimum of five years. Any calculation of hours worked or timesheets recording wages and/or benefits by the participant must also be recorded in Employ Florida and the participant case file. Records regarding the OJT assignment may be requested by DEO for monitoring purposes.

### **I. Reverse Referral**

Under certain circumstances OJT initiated through “reverse referral” may be permitted. Reverse referral occurs when an individual is referred to the career center from a prospective employer (under either formal or informal agreement) for assessment as to whether the individual meets the employer’s hiring requirements for a specific position. Development of an OJT for an individual referred by the employer may be permitted only when:

1. the individual progresses through the intake process as with any other career center customer and meets all requirements for eligibility as specified in this policy;
2. the completed case plan indicates training is necessary for the individual to perform the work associated with the position for which the employer has an opening;
3. the employer meets all the eligibility requirements under this policy; and
4. the employer provides assurance that the individual has not previously been employed by the employer in the same or similar position.

LWDBs must develop local operating procedures to govern the process of reverse referrals.

### **J. General Restrictions and Guidelines**

LWDBs must establish LOPs which outline how OJT will be operated in their local area. Funds provided for any type of work experiences may not be used to directly or indirectly aid in filling a specific job that is vacant due to the current employee being on strike, engaged in a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.

WIOA funds provided to employers for OJT must not be used to directly or indirectly assist, promote or deter union organizing.

### **K. OJT and Registered Apprenticeships**

LWDBs are encouraged to partner with registered apprenticeship programs and may

enter into a contract with a registered apprenticeship program; however, the duration of the OJT contract must be designed around the length of the registered apprenticeship. The OJT contract must comply with the requirements of the Work-Based Learning and this Administrative Policy.

#### L. State and Local Monitoring

Services and activities provided under WIOA must be monitored annually for compliance with WIOA requirements by the DEO. DEO will monitor the requirements outlined in this policy and local operating procedures. LWDBs must establish local monitoring policies and procedures that include, at minimum:

1. the roles of the employer, participant and LWDB staff;
2. local monitoring procedures of OJT employers and worksites to ensure that all parties are and remain in compliance; and
3. validation of skills and competency attainment for participants.

LWDBs must ensure participating employers agree to cooperate with monitoring efforts by the state and/or LWDB and adhere to all other applicable local, state and federal rules and regulations.

#### V. DEFINITIONS

1. **Employed Worker:** An employed worker is an individual who is currently working, but who has been determined by the LWDB, pursuant to local operating procedures, to need services to maintain employment or secure self-sufficient employment.
2. **Individual Employment Plan (IEP):** an individualized career service, under WIOA sec. 134(c)(2)(A)(xii)(II), that is developed jointly with an eligible participant and career planner. The plan is an ongoing strategy to identify employment goals, achievement objectives and an appropriate combination of services for the participant to achieve the employment goals.
3. **Individual Service Strategy (ISS):** A plan of action developed jointly by the participant and case manager that includes short- and long-term goals and a planned series of action steps to achieve them. It incorporates steps taken to identify career pathways that include education and employment goals, based in part on career planning and the results of the objective assessment. It includes the process a jobseeker will take to achieve educational and/or occupational goals, and includes a summary of the jobseeker's strengths, barriers, services needed and/or provided, and educational and employment goals.
4. **Occupational Skills Training:** Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing



actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.

5. **Registered Apprenticeship:** A registered apprenticeship is a national training system that combines paid learning on-the-job and related technical and theoretical instruction in a skilled occupation. An apprenticeable occupation is one which is specified by industry and which must:
  - a. involve skills that are customarily learned in a practical way through a structured, systematic program of on-the-job supervised learning;
  - b. be clearly identified and commonly recognized throughout an industry;
  - c. involve the progressive attainment of manual, mechanical or technical skills and knowledge which, in accordance with the industry standard for the occupation, would require the completion of at least 2,000 hours of on-the-job learning to attain; and
  - d. require related instruction to supplement the on-the-job learning.
6. **Work Experience:** A work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector.

## VI. REVISION HISTORY

AWI FG 00-009, On-the-Job Training, dated May 30, 2000  
LET Communiqué BJT 90-135, dated July 10, 1990  
BJT 91-149 dated March 8, 1991  
BJT 92-129 dated December 10, 1991  
DIR JTPA/OJT Contract Procedures dated December 18, 1986

## VII. ATTACHMENT

Florida State Wage Information



**POLICY  
NUMBER TBD**

## **Administrative Policy**

<b>Title:</b>	<b>Work-Based Training</b>
<b>Program:</b>	Workforce Innovation and Opportunity Act
<b>Effective:</b>	

### **I. PURPOSE AND SCOPE**

The purpose of this policy is to provide Local Workforce Development Boards (LWDBs) with the requirements for implementing work-based training programs for jobseekers.

### **II. BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) brings together in strategic coordination the core programs of the federal investment in skill development to support training and work experience for jobseekers through work-based training. Work-based training is coordinated by LWDBs through collaboration with local employers who receive subsidies for participants entering work-based training. Work-based training activities include: Customized Training, Incumbent Worker Training (IWT), On-The-Job Training (OJT), Registered Apprenticeship, Transitional Jobs, Work Experience and Internships.

### **III. AUTHORITY**

[WIOA, Pub. L. 113-128, Sections 3, 122, 134 and 148\(a\)\(1\)](#)

[Executive Order 13801](#), "Expanding Apprenticeships in America," June 15, 2017

20 Code of Federal Regulations (CFR) [680.190](#); 20 CFR [680.470](#); 20 CFR [680.700](#);

20 CFR [680.760](#); 20 CFR [680.800](#); 20 CFR [680.830](#); 20 CFR [680.840](#)

20 CFR [681.480](#); 20 CFR [681.600](#)

Training and Employment Guidance Letter ([TEGL 13-16](#)) and [TEGL 19-16](#)

Training and Employment Notice [3-18](#)

Florida Statutes, Sections [446.011](#) and [446.092](#)

Florida Administrative Code, Chapter [6A-23.001](#)

#### IV. POLICIES AND PROCEDURE

Work-based training provides WIOA-eligible participants an opportunity to engage in work experiences where they develop employability skills, acquire job-specific knowledge and gain work experience in an area that helps prepare them for self-sufficient employment. LWDBs must ensure that work-based training is only offered for occupations that are in demand in the local area. LWDBs must develop a service strategy for each participant. A service strategy is a document created jointly by the participant and case manager, and is based on career planning and the results of the objective assessment. The service strategy includes a summary of the jobseeker's strengths, barriers, services needed, education goals, employment goals, and services provided. It also includes short- and long-term goals and a planned series of action steps to achieve them. When selecting work-based training for a participant, the case manager must include the following in the service strategy:

1. A determination that a work-based training activity is appropriate to meet the participant's needs;
2. The specific work-based training most appropriate for the participant based on an assessment of the participant's needs, skill set, and other characteristics necessary to determine the best activity for the participant;
3. The specific goals of the work-based training activity, by identifying the purpose of the activity and outcomes expected;
4. The employer with whom the activity will be done and other information relevant to the work-based training activities;
5. Responsibilities of the LWDB, employer and participant; and
6. Other activities necessary to support the work-based training activity.

When LWDBs place participants in work-based training, they must develop an agreement with the training worksite. The worksite agreement must include a job description and/or training outline, contact information for the supervisor, record-keeping and payroll information, as well as information about monitoring and records retention as applicable. When a staffing agency is involved in work-based learning, the agreement must include the worksite employer and the staffing agency.

In addition to the requirements for specific work-based training described in this administrative policy, the LWDB must ensure compliance with relevant WIOA requirements and restrictions.

Support services are available for Adult, Dislocated Worker and Youth participants. LWDBs may provide support services to participants when it is necessary to enable individuals to participate in services, and must be tied to a specific service. Support service needs are identified through the assessment process and outlined in the service strategy.

## A. Types of Work-Based Training

Work-based training includes: Customized Training, Incumbent Worker Training (IWT), On-The-Job Training (OJT), Registered Apprenticeship, Transitional Jobs, Work Experiences and Internships.

1. **Customized Training** is training designed to meet the specific requirements of an employer or group of employers, with the commitment that the employer(s) hire an individual upon successful completion of the training. The target population for customized training includes adults and dislocated workers. LWDBs must require the employer to pay for a significant portion of the cost of training.
2. **Incumbent Worker Training (IWT)** is training designed to meet the needs of an employer or group of employers to retain a skilled workforce or avert layoffs, and increases both participants' and companies' competitiveness. Employers must meet local eligibility criteria to receive IWT funds.

LWDBs must work with employers to identify skill gaps in their workers so that the LWDB can effectively engage the workers in training that gives them the knowledge needed to perform effectively. The LWDBs must ensure the training provided to workers will make the workers more competitive and will increase the competitiveness of the employer. The LWDBs must determine an employer's eligibility for participating in IWT based on the following factors which help to evaluate whether training would increase the competitiveness of the employees and/or employers:

- a. The characteristics of the individuals in the program (e.g. "individuals with barriers to employment" (WIOA section 3(24));
- b. The relationship of the training to the competitiveness of the individual and employer;
- c. Other factors the state or local boards may determine appropriate, which may include, but are not limited to:
  - i. The number of employees participating in the training;
  - ii. The employees' advancement opportunities, along with wages and benefits (both pre- and post-training earnings);
  - iii. The existence of other training and advancement opportunities provided by the employer;
  - iv. Credentials and skills gained as a result of the training;
  - v. Layoffs averted as a result of the training;
  - vi. Utilization as part of a larger sector and/or career pathway strategy; and
  - vii. Employer size.

For an employer to receive IWT funds, LWDBs must ensure that individuals receiving training:

- a. Are employed;
- b. Meet the Fair Labor Standards Act requirements for an employer-employee relationship; and
- c. Have an established employment history with the employer for 6 months or more (which may include time spent as a temporary or contract worker performing work for the employer receiving IWT funds).

Participants in IWT are not required to meet WIOA eligibility criteria or priority of service unless they are also enrolled as a participant in the WIOA adult or dislocated worker program. However, LWDBs must record participant demographic information in Employ Florida because this information must be reported to the United States Department of Labor.

LWDBs may use up to 20 percent of their adult and dislocated worker funds to provide for the federal share of the cost of providing IWT. LWDBs may not use IWT funds for administrative activities.

3. **On-the-Job Training** is training conducted by an employer that is provided to a paid participant while engaged in productive work in a job that:
  - a. Provides knowledge or skills essential to the full and adequate performance of the job;
  - b. Is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant. LWDBs may increase the wage reimbursement level above 50 percent up to 75 percent for the extraordinary costs of providing the training and additional supervision related to the training; however, factors used when deciding to make the increase must be documented in the employer file, and include the following:
    - i. The characteristics of the participants, taking into consideration whether they are individuals with barriers to employment;
    - ii. The size of the employer, with an emphasis on small businesses;
    - iii. The quality of employer-provided training and advancement opportunities (for example, if the OJT contract is for an in-demand occupation and will lead to an industry-recognized credential); and
    - iv. Other factors the LWDB may determine appropriate (for example, the number of employees participating in the training, the wage and benefit levels of the employees, and the relation of the training to the competitiveness of the participant).
  - c. Is limited in duration, as appropriate to the occupation for which the participant is being trained, and taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate:

LWDBs must enter into an OJT contract for each participant assigned to an employer for the activity. Additionally, the LWDB may enter into a contract with a registered apprenticeship program; however, the duration of the OJT contract must be designed around the length of the registered apprenticeship. The OJT contract must comply with the requirements of this administrative policy.

In very limited circumstances, OJT initiated through reverse referral may be permitted. Reverse referral occurs when an individual is referred to the career center from a prospective employer (under either formal or informal agreement) for assessment as to whether the individual meets the employer's hiring requirements for a specific position. Development of an OJT for an individual referred by the employer may be permitted only when:

- a. The individual progresses through the intake process as would any other career center customer and meets all requirements for eligibility as specified in this policy;
- b. The completed case plan indicates training is necessary for the individual to perform the work associated with the position for which the employer has an opening;
- c. The employer meets all eligibility requirements under this policy; and
- d. The employer provides assurance that the individual has not previously been employed by the employer in the same or similar position.

OJT is most appropriate for adults and dislocated workers in need of new employer-based skills, and individuals with barriers to employment including, but not limited to, unemployed workers, underemployed workers, and out-of-school-youth.

Please click here for [Administrative Policy 009](#), On-The-Job Training.

4. **Pre-Apprenticeship Programs** provide instruction and/or training to increase math, literacy, and other vocational and pre-vocational skills needed to gain entry into a Registered Apprenticeship program. A pre-apprenticeship program must have at least one registered apprenticeship partner and must include:
  - a. Training and curriculum that aligns with the skill needs of employers in the economy of the state or region;
  - b. Access to educational and career counseling, and other supportive services;
  - c. Hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options and exploring how skills acquired through coursework can be applied to a future career;
  - d. Opportunities to attain at least one industry-recognized credential; and
  - e. A partnership with one or more registered apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship into a registered apprenticeship program.

Pre-apprenticeships that include an academic and occupational education component may be used to meet the 20% youth work experience requirement.

Pre-apprenticeship program providers who offer occupational skills training do not have the same automatic Eligible Training Provider (ETP) status under WIOA as registered apprenticeship programs. LWDBs must ensure these programs go through the same selection process and performance reporting requirements as all other training providers and comply with Administrative Policy [090 - WIOA Eligible Training Provider List](#). When a pre-apprenticeship offers activities that are considered career services (pre-vocational, soft skills), it is not considered to be a training activity.

The pre-apprenticeship program is most appropriate for youth and adults with barriers to employment who are identified as needing certain skills or credentials to successfully enter and complete a registered apprenticeship program. Pre-apprenticeship is also appropriate for dislocated workers transitioning to new industries or occupations in need of new skills, and other eligible individuals identified by case managers as likely to succeed and who have an interest in registered apprenticeship programs.

5. **Registered Apprenticeship** is an apprenticeship program registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.). It is available to youth age 16 and over, adults and dislocated workers, veterans in receipt of the GI Bill, unemployed workers, underemployed workers, and incumbent workers.

Registered apprenticeship is an employer-driven, “learn while you earn” model that combines OJT with job-related instruction in curricula tied to the attainment of industry-recognized skills standards. The OJT must be under the supervision of a skilled worker. LWDBs are encouraged to partner with the registered apprenticeship programs and use registered apprenticeship opportunities as part of a career pathway for job seekers and as part of a job-driven strategy for employers and industries.

Registered apprenticeship programs are to be included and maintained on the Eligible Training Providers List (ETPL) as long as the corresponding program remains registered, unless the registered apprenticeship program notifies the Department of Economic Opportunity (DEO) in writing that it no longer wants to be included on the ETPL.

Prior to enrolling a participant into a registered apprenticeship activity, the LWDB must ensure that the registered apprenticeship includes the work component (on-the-job training) and the job-related instruction. An individual training account (ITA) may be developed for a participant to receive registered apprenticeship training.

LWDBs may also fund registered apprenticeships through customized training, OJT, and IWT.

- 6. Industry-Recognized Apprenticeship (IRAP)** is an apprenticeship program that includes a paid work component and an educational or instructional component, wherein an individual obtains workplace relevant knowledge and skills. An IRAP is developed, delivered and administered by third parties, which may include, trade and industry groups, companies, non-profit organizations, educational institutions, unions and joint labor-management organizations. IRAPs are certified as a high-quality program by a third-party certifier that has received a favorable determination from the United States Department of Labor.

Unlike registered apprenticeships, IRAP participants cannot be considered apprentices for the purpose of meeting the Davis-Bacon Act wage requirements. The purpose of IRAP is to create an additional pathway to encourage expansion of apprenticeships beyond those industries where apprenticeships are already effective and substantially widespread. An IRAP may choose to become a Registered Apprenticeship program as long as it meets the standards and requirements in 29 CFR part 29. To receive WIOA training funds or an ITA, an IRAP sponsor will need to follow the process outlined in the ETPL policy. IRAPs are not automatically included on the ETPL.

- 7. Transitional Jobs** are subsidized, time-limited, paid work experience in the public, private, or nonprofit sectors for individuals with barriers to employment who are chronically unemployed or have inconsistent work history. These jobs are designed to enable individuals to establish a work history, demonstrate success in the workplace, and develop the skills that lead to unsubsidized employment.

Target populations include adults and dislocated workers with barriers to employment who are chronically unemployed or have an inconsistent work history. Potential target groups may include the long-term unemployed, ex-offenders, individuals who are currently receiving or have exhausted TANF benefits, and individuals with disabilities.

LWDBs may use up to 10 percent of their combined total of adult and dislocated worker funds to provide transitional jobs to individuals.

- 8. Work experiences and internships** are planned, structured, learning experiences that take place in a workplace for a limited period. Work experience and internships may be paid or unpaid, as appropriate and consistent with other laws, such as the FLSA. A work experience and internship may be in the private for-profit sector, the non-profit sector, or the public sector.



Work experiences and internships must include academic, occupational and educational components. The educational component may occur concurrently or sequentially with the work experience.

For youth, work experiences may also include:

- a. Pre-apprenticeship programs;
- b. Summer employment and other employment activities available throughout the school year;
- c. Internships and job shadowing; and
- d. On-the-job training.

LWDBs must ensure that an employer does not use the WIOA work experience or internship activity to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike or involved in a labor dispute that may lead to a strike.

Work experiences and internships are most appropriate for youth and adults with limited to no employment experience, dislocated workers needing exposure to new industries/occupations, unemployed workers, underemployed workers, and long-term unemployed workers.

## B. Work-Based Training Employ Florida Service Codes

Each work-based training activity is assigned a unique service code in Employ Florida service codes a listed in the chart below. The LWDB must assign the appropriate code to each individual engaged in a work-based training activity. The details of the work-based activity must be included in the service strategy.

WIOA Work-Based Training Activities	Employ Florida Service Codes
Customized Training	304
Incumbent Worker Training	316
On-The-Job Training	301
Pre-Apprenticeship - Adults and Dislocated Workers	247
Pre-Apprenticeship - Youth	423
Registered Apprenticeship - Adults and Dislocated Workers	329
Registered Apprenticeship - Youth	424
Wagner Peyser (WP) Enrolled in Apprenticeship Training	314
Trade Program (TAA) Apprenticeship Training	338
Transitional Jobs	306
Work Experience and Internships	219

### C. Local Operating Procedures (LOPs)

LOPs help local areas further define and clarify how programs will be operated locally and are unique to each LWDB. Each LWDB must develop LOPs to address the use of work-based training activities, as appropriate. This may include allowable activities that conform to WIOA, but are not defined or captured in this administrative policy. Additionally, each LWDB must develop LOPs as outlined below.

1. For customized training, LWDBs must describe in the LOPs how the local area defines the employer's significant portion of the cost of training, taking into account the size of the employer and any other factors the LWDB determines are appropriate, including:
  - a. The number of employees participating in training;
  - b. Wage and benefit levels of those employees;
  - c. Relation of the training to the competitiveness of a participant; and
  - d. Other employer-provided training and advancement opportunities.
2. LWDBs must define local eligibility criteria for IWT in their LOPs.
3. LWDBs must describe in their local operating plans how they will meet the non-federal share of cost for IWT. Employers are required to pay for a significant cost of the training for those individuals in incumbent worker training. This can be done through cash payments and fairly evaluated in-kind contributions. The minimum amount of employer share in the IWT depends on the size of the employer and may not be less than:
  - a. 10 percent of the cost, for employers with 50 or fewer employees;
  - b. 25 percent of the cost, for employers with between 51 to 100 employees; and
  - c. 50 percent of the cost, for employers with more than 100 employees.
4. LWDBs utilizing transitional jobs must include in their local operating procedures:
  - a. Provisions on the amount of reimbursement (up to 100%);
  - b. Limits on the duration of the jobs;
  - c. The supportive services to be offered; and
  - d. Policies for defining and identifying individuals who are "chronically unemployed" or "have an inconsistent work history."

### D. State and Local Monitoring

Services and activities provided under WIOA must be monitored annually for compliance with WIOA requirements by DEO. DEO will monitor the requirements outlined in this policy and local operating procedures. Additionally, LWDBs must establish local monitoring policies and procedures that include, at minimum:

1. Roles of the employer, participant, and LWDB staff;
2. Local monitoring procedures of work-based training employers and worksites to ensure that all parties are, and remain in, compliance, including worksite visits and interviews of participants and supervisors by individuals who are not responsible for the management of the worksite agreement or the case management of participants at the worksite; and
3. Validation of skills and competency attainment for participants.

LWDBs must ensure participating employers agree to cooperate with monitoring efforts by the state and/or LWDB and adhere to all other applicable local, state and federal rules and regulations.

DRAFT



## 2018 - 2019 Workforce Solutions Strategic Goals Update

### For Period Covering: October thru December 2018

#### Goal I

Provide Employers with a Skilled Workforce

Objective 1 Provide workforce resources to employers.

*CareerSource Tampa Bay partners with Tampa Hillsborough Economic Development Corp. to assist in the facilitation of new employer relationships. There is a formal agreement in place with benchmarks that align with informing employers of the services offered.*

<b>Activities</b>	<i>Oct. 2017 – Dec. 2017</i>	<b>Oct. – Dec. 2018</b>
<i>No. of Job Orders</i>	8	6
<i>No. of EWT and/or IWT</i>	0	2
<i>No. of QRT and/or OJT</i>	10	5

*The Professional Talent of Tampa Bay networking group provides professional level job seekers the ability to connect and interact with their peers. During these sessions, a dedicated Business Services staff member provides job referral, leads and placement assistance. In addition, candidates are provided access to additional training to make them more marketable to hiring employers. Guest employers may also be featured during the weekly meetings, which improve the employers' visibility to a diverse talent pool.*

<b>Activities</b>	<i>Oct. 2017 – Dec. 2017</i>	<b>Oct. – Dec. 2018</b>
<i>No. of Placements</i>		0
<i>Ave. Wage</i>		\$0.00

Objective 2 Identify training opportunities for targeted occupations.

<b>Awarded By</b>	<b>Award Amount</b>	<b>Award Funds to be Applied</b>
CareerSource Florida	\$100,000	Soft Skills Development Training – Hospitality and Customer Service

Objective 3 Develop Labor Market Information.

*IT Skills Gap Analysis Report: [tampabaygapanalysis.com/it.html](http://tampabaygapanalysis.com/it.html)*

*Manufacturing Skills Gap Analysis Report: [tampabaygapanalysis.com/manufacturing.html](http://tampabaygapanalysis.com/manufacturing.html)*

*Financial & Shared Services Skills Gap Analysis Report: [tampabaygapanalysis.com/finance.html](http://tampabaygapanalysis.com/finance.html)*

Objective 4 Develop a Regional Targeted Occupations List.

*Training areas included within the Regional Targeted Occupations List (RTOL) include occupations identified as critical to the four targeted industry sectors: Healthcare, Manufacturing, Information Technology, and Financial and Shared Services.*

2018 – 2019 RTOL List <https://careersourcetampabay.com/pages/wioa>

## Goal II

### Develop Effective Employer Based Workforce Programs

Objective 1 Increase participation in the On the Job Training (OJT) and Paid Work Experience (PWE) programs.

*Employers may utilize the OJT program to offset costs associated with hiring and training new employees. The program provides an opportunity for individuals who already possess some job-related skills.*

<b>OJT</b>	Oct. 2017 – Dec. 2017	Oct. – Dec. 2018
Total Funding	\$366,654.60	\$1,200.00
# of Trainees	159	0
# of Employers	28	7
Avg. Wage at Placement	\$12.12	\$0.00

***Paid Work Experience** is a career preparation program intended to expose young workers to a business environment, with a focus on skill development in high demand occupations. Employers will have the opportunity to connect with and employ motivated, fresh talent at no cost to the company.*

<b>PWE</b>	Oct. 2017 – Dec. 2017	Oct. – Dec. 2018
Total Funding	\$138,586.00	\$0.00
# of Trainees	49	0
# of Employers	12	7
Avg. Wage at Placement	\$10.96	\$0.00

Objective 2 Encourage employer involvement in the Local Employed (EWT) and Incumbent Worker Training (IWT) programs.

*The EWT/IWT program is designed for businesses who seek to enhance the professional skills of existing employees. The program increases workforce availability and skills to support targeted industry sectors and apprenticeship programs. This strategy will promote business retention and contribute to the overall economic growth within the region.*

<b>EWT</b>	<b>Oct. 2017 – Dec. 2017</b>	<b>Oct. – Dec. 2018</b>
<i>Funding Allocated:</i>	\$400,000.00	\$450,000.00
<i>No. of applications received:</i>	3	1
<i>No. of EWT awards:</i>	2	3
<i>No. of Trainees:</i>	19	58
<i>Amt. approved for funding:</i>	\$32,644.50	\$38,187.00
<i>Expected Employer Contribution:</i>	\$66,922.86	\$78,787.00

Objective 3 Connect employers with the Florida Flex Program administered by CareerSource Florida.

*FloridaFlex is administered by CareerSource Florida and offers businesses in Florida, or relocating to Florida, a completely integrated talent support solution to help them compete and grow with programs such as the Incumbent Worker Training Program (IWT) and Quick Response Training (QRT).*

*IWT: For-profit, small- to mid-sized businesses in Florida may be eligible for grant dollars to help pay for training existing employees.*

<b>Company</b>	<b>Amt. Requested</b>
<i>Quest Diagnostics</i>	\$200,000
<i>Overseas Shipholding</i>	\$48,328
<i>Advanced Airfoil</i>	\$113,475
<b>Total</b>	<b>\$361,803</b>

Objective 4 Encourage employer participation in the internship and apprenticeship programs.

*TampaBayIntern.com provides an exclusive and unique opportunity for employers to connect with current students and recent graduates seeking employment opportunities. Once connected to TampaBayIntern staff, employers can count on our staff to recruit and refer candidates for their open positions.*

<b>Period</b>	<b>No. of Employers</b>	<b>No. of Internships</b>	<b>No. of Interns Registered</b>	<b>No. of Placements</b>
<i>Oct. 2017 – Dec. 2017</i>				
<b>Oct. – Dec. 2018</b>	<b>984</b>	<b>132</b>	<b>4133</b>	<b>0</b>

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## Goal III

### Effectively Market and Brand Services and Programs

Objective 1 Develop innovative strategies and outreach materials to market various programs.

#### Website Traffic

<i>Timeframe</i>	<i># of People Visited Site</i>	<i># of Visits</i>	<i>Pageviews</i>	<i>Returning Visitors</i>	<i>New Visitors</i>
<i>July – Dec 2018</i>	<i>109,938</i>	<i>202,190</i>	<i>651,751</i>	<i>17%</i>	<i>83%</i>
<i>2018 – 2019</i>	<i>268,491</i>	<i>463,112</i>	<i>1,587,580</i>	<i>15%</i>	<i>85%</i>

Source: Google Analytics

#### Social Media Traffic

<i>Month</i>	<i># of New Twitter Followers</i>	<i># of New Facebook Fans</i>	<i># of New LinkedIn Followers</i>	<i># of New Instagram Followers</i>	<i># of Engagements</i>	<i># of Impressions</i>
<i>July – Dec 2018</i>	<i>20</i>	<i>114</i>	<i>209</i>	<i>152</i>	<i>5,223</i>	<i>272,242</i>
<i>2017 – 2018</i>	<i>138</i>	<i>477</i>	<i>473</i>	<i>82</i>	<i>11,942</i>	<i>2,204,771</i>

Source: Sprout Social



## Training Vendors Outcome Report

Period covering: July 2018 thru December 2018

CareerSource Tampa Bay provides WIOA funded training services with a focus on successful completion of demand-driven industry certifications and training programs.

### Performance Outcome Descriptions:

Column Name	Description
Total Exited Training	The total # of all WIOA customers who exited training since the beginning of the current program year.
Exited without Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year <u>without completing training</u> .
Exited After Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year <u>after completing training</u> .
Total Employed	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment after exiting training</u> .
Total Employed Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment that is related to training after exiting training</u> .
Employed Not Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment that is not related to training after exiting training</u> .
Average Wage	The average of wages for all WIOA customers that exited training since the beginning of the current program year <u>with employment after exiting training</u> .
Completion %	Exited After Completing Training divided by Total Exited Training
Placement %	Total Employed divided by Exited After Completing Training



# Training Vendors Outcome Report

Provider Name	Program Name	Total Exited Training	Exited without Completing Training	Exited after Completing Training	Total Employed	Total Employed Training Related	Employed Not Training Related	Average Wage*	Completion %**	Placement %**
Ata Career Education	Pre-Licensure Practical Nursing	1	0	1	0	0	0	N/A	100%	0.00%
<b>Ata Career Education Total</b>		1	0	1	0	0	0	N/A	100%	0.00%
Brewster Technical Center	Pharmacy Technician	1	0	1	1	1	0	\$10.00	100%	100.00%
<b>Brewster Technical Center Total</b>		1	0	1	1	1	0	\$10.00	100%	100.00%
Career Tech	Commercial Truck Driver Training	1	0	1	1	1	0	\$17.00	100%	100.00%
<b>Career Tech Total</b>		1	0	1	1	1	0	\$17.00	100%	100.00%
Center For Technology Training	Microsoft Network Administration	2	1	1	0	0	0	N/A	50%	0.00%
Center For Technology Training	Network Support Services Cross-Training	3	0	3	1	1	0	\$16.75	100%	33.33%
Center For Technology Training	Project Management	3	0	3	1	0	1	\$17.00	100%	33.33%
Center For Technology Training	Web/internet/intranet Technologyross Training	1	1	0	0	0	0	N/A	0%	N/A
<b>Center For Technology Training Total</b>		9	2	7	2	1	1	\$16.88	78%	28.57%
Computer Coach Training Center	Computer User Support Specialist	1	0	0	0	0	0	N/A	0%	N/A
Computer Coach Training Center	Project Management Specialist / Service Management	1	0	0	0	0	0	N/A	0%	N/A
<b>Computer Coach Training Center Total</b>		2	0	0	0	0	0	N/A	0%	N/A
Concorde Career Institute	Medical Assistant	1	0	1	0	0	0	N/A	100%	0.00%
Concorde Career Institute	Respiratory Care Therapy/therapist.	2	1	1	0	0	0	N/A	50%	0.00%
<b>Concorde Career Institute Total</b>		3	1	2	0	0	0	N/A	67%	0.00%
Dats Of Florida, Inc. - Temple Terrace	Entry Level Dental Assistant	1	0	1	1	0	1	\$8.50	100%	100.00%
<b>Dats Of Florida, Inc. - Temple Terrace Total</b>		1	0	1	1	0	1	N/A	100%	100.00%
Erwin Technical Center	Applied Welding Technologies	2	0	2	0	0	0	N/A	100%	0.00%
Erwin Technical Center	Automotive Service Technology	4	0	4	4	4	0	\$10.46	100%	100.00%

## Training Vendors Outcome Report

Provider Name	Program Name	Total Exited Training	Exited without Completing Training	Exited after Completing Training	Total Employed	Total Employed Training Related	Employed Not Training Related	Average Wage*	Completion %**	Placement %**
Erwin Technical Center	Building Construction Technologies	1	0	1	0	0	0	N/A	100%	0.00%
Erwin Technical Center	Electricity	1	0	1	0	0	0	N/A	100%	0.00%
Erwin Technical Center	Practical Nursing	5	2	3	0	0	0	N/A	60%	0.00%
<b>Erwin Technical Center Total</b>		13	2	11	4	4	0	\$10.46	85%	36.36%
Galen College Of Nursing	Nursings	2	0	2	0	0	0	N/A	100%	0.00%
Galen College Of Nursing	Practical Nursing	3	0	3	0	0	0	N/A	100%	0.00%
<b>Galen College Of Nursing Total</b>		5	0	5	0	0	0	N/A	100%	0.00%
Hillsborough Community College	Accounting Technology	2	1	1	1	0	1	\$10.75	50%	100.00%
Hillsborough Community College	Accredited Claims Adjuster	1	0	1	0	0	0	N/A	100%	0.00%
Hillsborough Community College	Business Administration	1	0	1	0	0	0	N/A	100%	0.00%
Hillsborough Community College	Computer Engineering Tech	2	1	0	1	0	1	\$9.00	0%	N/A
Hillsborough Community College	Criminal Justice Technology	1	0	1	1	0	1	\$12.00	100%	100.00%
Hillsborough Community College	Digital/multimedia Technology	1	1	0	0	0	0	N/A	0%	N/A
Hillsborough Community College	Elementary Education Teacher	4	2	1	1	0	1	\$15.00	25%	100.00%
Hillsborough Community College	Health Technologists and Technicians, All Other	1	0	1	1	0	1	\$18.64	100%	100.00%
Hillsborough Community College	Human Services	2	2	0	0	0	0	N/A	0%	N/A
Hillsborough Community College	Liberal Arts	3	2	1	1	0	1	\$9.00	33%	100.00%
Hillsborough Community College	Medical Inf Coder/biller	1	1	0	0	0	0	N/A	0%	N/A
Hillsborough Community College	Multimedia Production	1	1	0	0	0	0	N/A	0%	N/A
Hillsborough Community College	NURSING	2	1	1	0	0	0	N/A	50%	0.00%
Hillsborough Community College	Nursing Aides and Orderlies	2	2	0	0	0	0	N/A	0%	N/A
Hillsborough Community College	Paralegal Studies (legal Asst)	2	0	2	2	1	1	\$21.06	100%	100.00%
Hillsborough Community College	Patient Care Tech	1	1	0	0	0	0	N/A	0%	N/A

# Training Vendors Outcome Report

Provider Name	Program Name	Total Exited Training	Exited without Completing Training	Exited after Completing Training	Total Employed	Total Employed Training Related	Employed Not Training Related	Average Wage*	Completion %**	Placement %**
Hillsborough Community College	Phlebotomy	1	0	1	0	0	0	N/A	100%	0.00%
Hillsborough Community College	Truck Driver - CDL A	6	0	5	1	1	0	\$12.09	83%	20.00%
<b>Hillsborough Community College Total</b>		34	15	16	9	2	7	\$14.29	47%	56.25%
Jersey College	Practical Nursing	3	0	3	2	2	0	\$19.50	100%	66.67%
Jersey College	Professional Nursings	2	1	1	0	0	0	N/A	50%	0.00%
<b>Jersey College Total</b>		5	1	4	2	2	0	\$19.50	80%	50.00%
Keiser University	Nursings	1	0	1	0	0	0	N/A	100%	0.00%
<b>Keiser University Total</b>		1	0	1	0	0	0	N/A	100%	0.00%
Lasalle Computer Learning Center	Bookkeeping - Accounting & Computing Technology	1	0	1	1	1	0	\$15.62	100%	100.00%
Lasalle Computer Learning Center	LAN/WAN Networking Specialist	1	0	1	0	0	0	N/A	100%	0.00%
Lasalle Computer Learning Center	Network Support Services Cross-Training	1	0	1	1	0	1	\$10.90	100%	100.00%
<b>Lasalle Computer Learning Center Total</b>		3	0	3	2	1	1	\$13.26	100%	66.67%
Learey Technical Center	Fire Fighter	1	1	0	1	1	0	\$10.75	0%	N/A
<b>Learey Technical Center Total</b>		1	1	0	1	1	0	\$10.75	0%	N/A
National Aviation Academy	Aircraft Powerplant Mechanicsp	3	0	3	2	2	0	\$18.86	100%	66.67%
National Aviation Academy	Aircraft Powerplant Mechanics	3	0	3	1	1	0	\$25.96	100%	33.33%
<b>National Aviation Academy Total</b>		6	0	6	3	3	0	\$21.23	100%	50.00%
New Horizons Computer Learning Center Of Gulf Coast	Business Operations Specialists	1	0	1	0	0	0	N/A	100%	0.00%
New Horizons Computer Learning Center Of Gulf Coast	Computer Hardware Engineer	2	0	2	2	1	1	\$12.00	100%	100.00%
New Horizons Computer Learning Center Of Gulf Coast	Computer Information Systems Manager	3	0	3	1	1	0	\$55.00	100%	33.33%
New Horizons Computer Learning Center Of Gulf Coast	Database Administrator	2	0	2	1	1	0	\$12.00	100%	50.00%

# Training Vendors Outcome Report

Provider Name	Program Name	Total Exited Training	Exited without Completing Training	Exited after Completing Training	Total Employed	Total Employed Training Related	Employed Not Training Related	Average Wage*	Completion %**	Placement %**
New Horizons Computer Learning Center Of Gulf Coast	Human Resources, Labor Relations, & Training Specialists	1	1	0	0	0	0	N/A	0%	N/A
New Horizons Computer Learning Center Of Gulf Coast	Management Analyst	1	0	1	1	1	0	\$64.90	100%	100.00%
New Horizons Computer Learning Center Of Gulf Coast	Network Administrator	1	0	0	0	0	0	N/A	0%	N/A
New Horizons Computer Learning Center Of Gulf Coast	Network Support Services Cross-Training	8	0	8	2	2	0	\$29.65	100%	25.00%
New Horizons Computer Learning Center Of Gulf Coast	Network Support Services	3	0	3	3	2	1	\$34.38	100%	100.00%
New Horizons Computer Learning Center Of Gulf Coast	Preparation For Project Management Professional (pmp) Certification	7	0	7	4	2	2	\$53.53	100%	57.14%
<b>New Horizons Computer Learning Center Of Gulf Coast Total</b>		29	1	27	14	10	4	\$38.03	93%	51.85%
Roadmaster Drivers School, Inc.	Commercial Truck Driver	5	2	3	1	1	0	\$28.60	60%	33.33%
<b>Roadmaster Drivers School, Inc. Total</b>		5	2	3	1	1	0	\$28.60	60%	33.33%
SULLIVAN & COGLIANO TRAINING CENTERS, INC.	Office Professional	1	1	0	0	0	0	N/A	0%	N/A
<b>SULLIVAN &amp; COGLIANO TRAINING CENTERS, INC. Total</b>		1	1	0	0	0	0	N/A	0%	N/A
Tampa Truck Driving School	CDL A - Truck Driver Training	5	2	3	1	1	0	\$18.64	60%	33.33%
Tampa Truck Driving School	CDL A - Truck Driver Training	4	1	3	2	2	0	\$15.55	75%	66.67%
<b>Tampa Truck Driving School Total</b>		9	3	6	3	3	0	\$16.58	67%	50.00%
Ultimate Medical Academy	Medical Billing And Coding	1	0	1	0	0	0	N/A	100%	0.00%
Ultimate Medical Academy	Medical Administrative/Executive As	1	0	0	0	0	0	N/A	0%	N/A
<b>Ultimate Medical Academy Total</b>		2	0	1	0	0	0	N/A	50%	0.00%
University Of South Florida	Human Resources	1	0	1	1	1	0	\$15.00	100%	100.00%
University Of South Florida	Legal Assistant/Paralegal	2	0	2	2	2	0	\$15.25	100%	100.00%

# Training Vendors Outcome Report

Provider Name	Program Name	Total Exited Training	Exited without Completing Training	Exited after Completing Training	Total Employed	Total Employed Training Related	Employed Not Training Related	Average Wage*	Completion %**	Placement %**
<b>University Of South Florida Total</b>		3	0	3	3	3	0	\$15.17	100%	100.00%

\*Average wage at or above \$14.63 or where data is not available are highlighted green. Average wage below \$14.63 are highlighted yellow.

\*\*Completion and Placement Rates at or above 70% or where data is not available are highlighted green. Average wage below 70% are highlighted yellow.

## 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.

The performance outcomes summary to date is indicated below. Additional completions and employment outcomes are projected upon anticipated system exits.

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	872	89%
1b	Other Populations: Incumbent Workers (17%)	Subtotal:	195	275	141%
<b>Total Participants Served:</b>			<b>1175</b>	1147	98%
<b>Targets for All Participants:</b>					
2	<b>Total Participants Enrolled in Education/Training Activities</b>	<b>Total:</b>	<b>1175</b>	1147	98%
3	<b>Total Participants Completing Education/Training Activities</b>	<b>Total:</b>	<b>1000</b>	228*	23%
4	<b>Total Participants Who Complete Education/Training Activities and Received a Degree or Other Credential</b>	<b>Total:</b>	<b>1000</b>	226*	23%
5	<b>Total Number of Unemployed Participants Who Obtain Employment</b>	<b>Total:</b>	<b>860</b>	204	24%
6	<b>Total Number of Incumbent Worker Participants that Advanced to a New Position</b>	<b>Total:</b>	<b>195</b>	20	10%
7	<b>Median Earnings</b>	<b>Total:</b>	<b>\$20.00/hr</b>	*	*

\* Data reported as of the quarter ending September 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>.

# CareerSource Tampa Bay – CareerSource Florida Grants Summary

Quarter Ending 12/31/2018

## Community Based Training – Construction

**Performance Period:** July 1, 2017-June 30, 2019

**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 7/1/17-6/30/19	Performance to Date	Percentage to Goal
Total Number of Participants Served	230	205	89%
Total Number of Participants who Completed Training	230	96	42%
Total Number of Participants Placed or Retained Employment	230	198	86%

## Sector Strategies – CareerREADY

**Performance Period:** September 1, 2017 – February 28, 2019 (extension to June 30, 2019 is pending)

**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 9/1/17-6/30/20	Performance to Date	Percentage to Goal
Total Number of Participants Served	228	43	19%
Total Number of Participants who Completed Training	228	37	16%
Total Number of Participants Placed or Retained Employment	205	30	15%

## Sector Strategies – IT Training

**Performance Period:** July 1, 2017-June 30, 2019

**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 7/1/17-6/30/19	Performance to Date	Percentage to Goal
Total Number of Participants Served	80	33	41%
Total Number of Participants who Completed Training	80	23	29%
Total Number of Participants Placed or Retained Employment	80	8	10%





## Help Wanted Online™ Summary

### INFORMATION

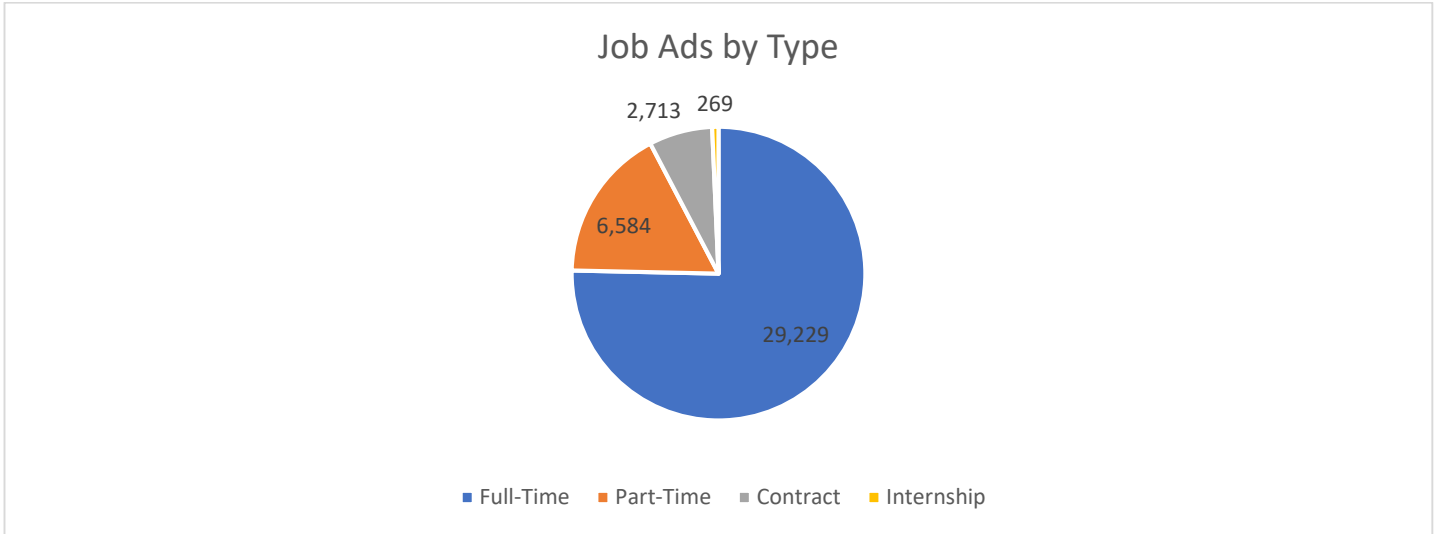
The Help Wanted OnLine™ report provides summary of available ads and new ads by occupations and employers for Hillsborough County.

Help Wanted OnLine™ summary is a measure of real-time labor demand captured through online job ads. Since the online ads are a direct indication of hiring intent by employers, they serve as a measure of labor demand.

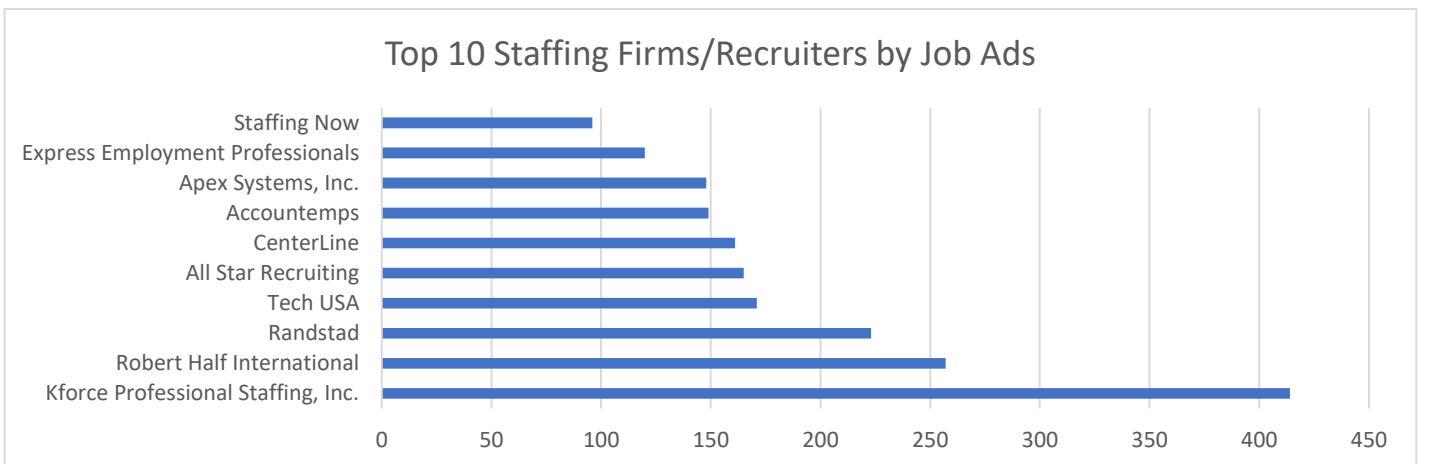
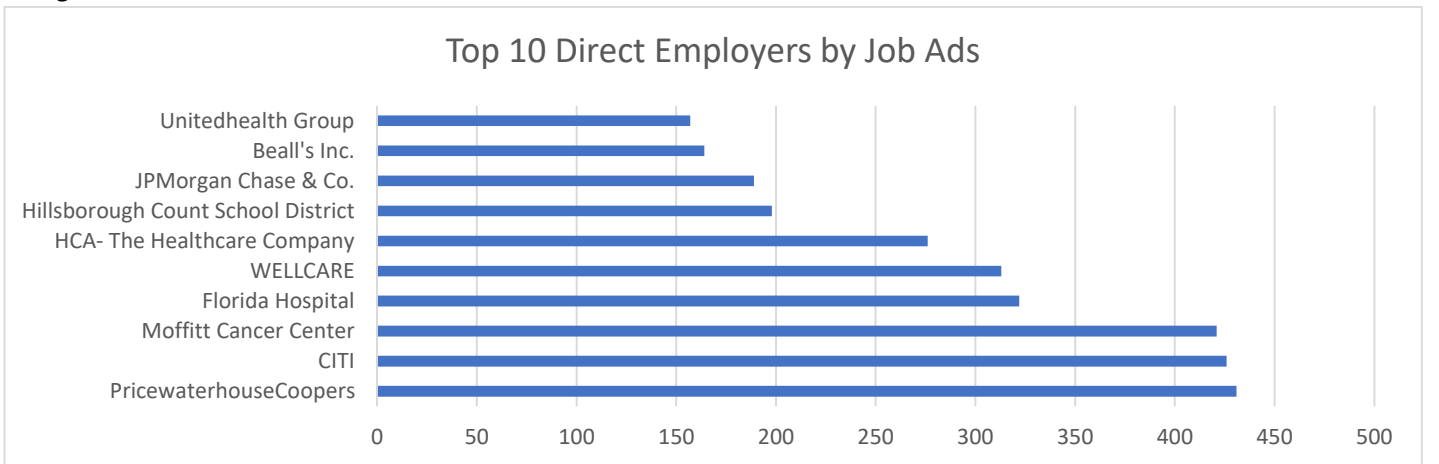
The summaries for new ads show new postings during the month of December 2018. Any openings that were posted prior to that month are not shown. This gives you the best picture of what is new on the market.

## Help Wanted Online December 2018

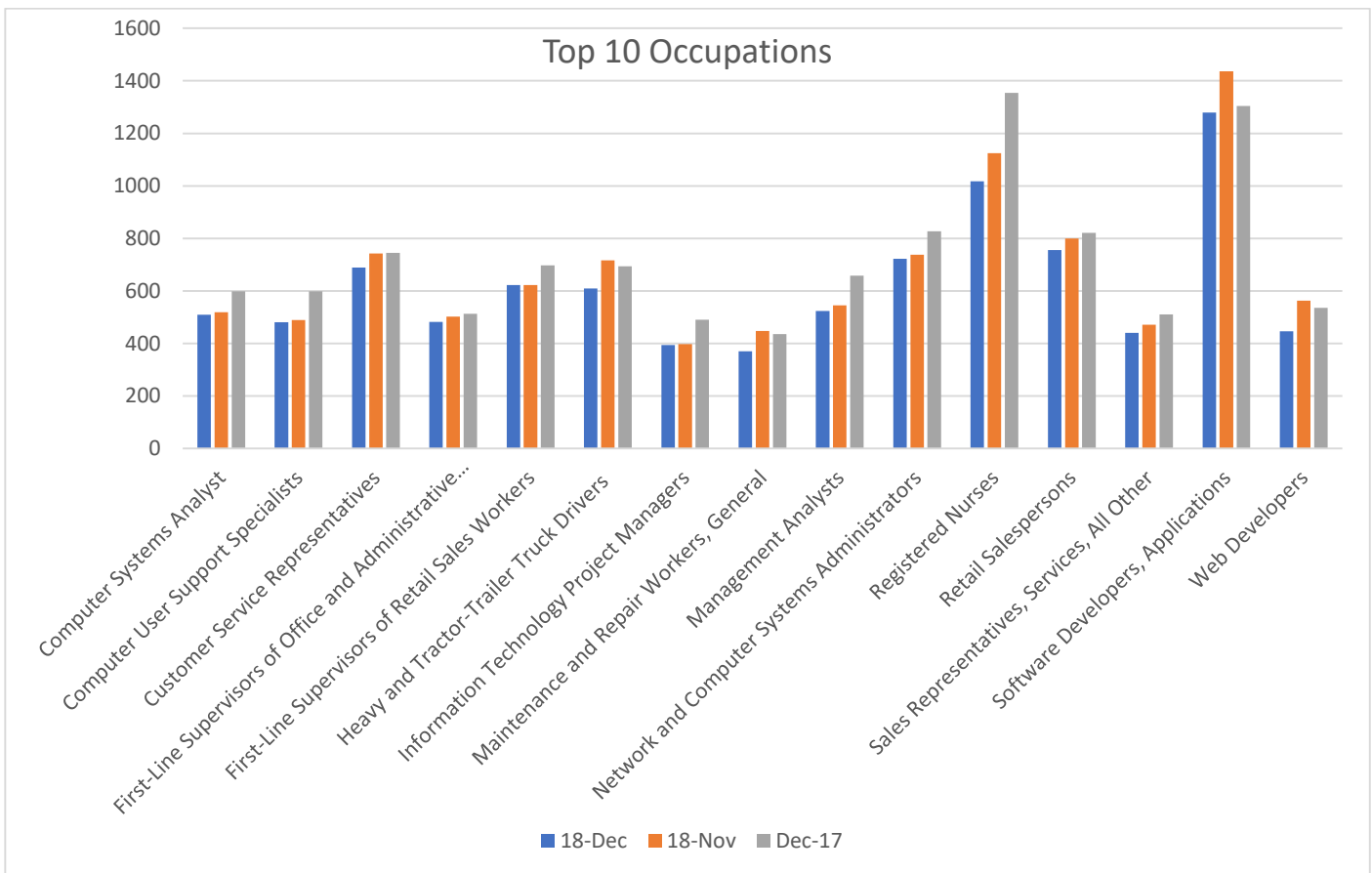
Total Online Job Ads						
Dec-18	Nov-18	Dec-17	Over the Month Change	Over the Month Percent Change	Over the Year Change	Over the Year Percent Change
30,955	33,166	35,992	-2,211	-6.70%	-5,037	-14.00%



Note: Total advertisements in this graph may not equal the previously reported total due to overlapping or unspecified categories.



## Help Wanted Online December 2018



Occupation	Over the Month Change	Over the Month Percent Change	Over the Year Change	Over the Year Percent Change
Computer Systems Analyst	-10	-1.90%	-90	-15.00%
Computer User Support Specialists	-8	-1.60%	-77	-13.80%
Customer Service Representatives	-53	-7.10%	-56	-7.50%
First-Line Supervisors of Office and Administrative Support Workers	-20	-4.00%	-31	-6.00%
First-Line Supervisors of Retail Sales Workers	0	0.00%	-75	-10.80%
Heavy and Tractor-Trailer Truck Drivers	-107	-14.90%	-85	-12.20%
Information Technology Project Managers	-3	-0.80%	-96	-19.60%
Maintenance and Repair Workers, General	-77	-17.20%	-66	-15.10%
Management Analysts	-21	-3.90%	-134	-20.40%
Network and Computer Systems Administrators	-16	-2.20%	-105	-12.70%
Registered Nurses	-108	-9.60%	-337	-24.90%
Retail Salespersons	-44	-5.50%	-65	-7.90%
Sales Representatives, Services, All Other	-31	-6.60%	-70	-13.70%
Software Developers, Applications	-157	-10.90%	-25	-1.90%
Web Developers	-117	-20.80%	-90	-16.80%



## **2019 Professional Mixer**

### **INFORMATION**

The 2019 Professional Mixer is the first of three career fairs we are hosting between the months of March through May. The Professional Mixer is an exclusive event where candidates attending are pre-screened for the type of jobs available by employers participating. The mission of these events is to support and assist employers in our community with their recruitment efforts and professionals seeking employment.

This year's Professional Mixer will be held on Wednesday, March 6<sup>th</sup>, 2019 between 5:00 pm - 7:00 pm at T'Pepin Hospitality Centre - 4121 N. 50<sup>th</sup> St., Tampa, FL 33610.

The unique aspect of the Professional Mixer is that all employers are required to have at least three positions with a starting annual salary of \$40,000 or more. Attendance is by invitation only.



# 2019 PROFESSIONAL MIXER

*We invite you  
to be part of the  
experience!*

WEDNESDAY  
**MARCH 6<sup>TH</sup>**  
5:00 PM - 7:00 PM

T'PEPIN HOSPITALITY CENTRE  
4121 N 50TH ST., TAMPA, FL 33610

## HOW TO PARTICIPATE

To participate you must have a minimum of three open positions. All positions must be a minimum annual salary of \$40,000 or more.

## TO REGISTER

Space is limited to 12 employers to maintain a network environment.

For information or to registration, please contact:

**Maria Suarez, Program Coordinator**  
**P:** (813) 930-7513  
**E:** [suarezm@careersourcetampabay.com](mailto:suarezm@careersourcetampabay.com)

## SPONSORSHIPS AVAILABLE

CareerSource Tampa Bay is hosting an exclusive evening full of great business connections and networking. The Professional Mixer is an tremendous opportunity for local businesses who are actively seeking talented professionals to join their team.

The 2019 Professional Mixer is the first of three career fairs being held between the months of March through May. The unique aspect of the Professional Mixer is that candidates attending are pre-screened to meet minimum qualifications for the type of jobs available by employers.

***It's an opportunity you do not want to miss.***



**COLLABORATE. INNOVATE. LEAD.**

[CareerSourceTampaBay.com](http://CareerSourceTampaBay.com)

A proud partner of the **AmericanJobCenter** network

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.



## **Industry Insights**

The Workforce Solutions Committee focuses on monitoring trends in workforce, education, and economic development. Using this information, the committee will promote the identification and analysis of market demands, the outcome of which is expected to enhance the region's global competitiveness in the area of workforce resources. To this end, committee members are encouraged to share some insights from their respective industry.