



Wednesday, February 20, 2019, 9:00 AM

9215 N. Florida Ave., Ste. 101, Tampa, FL

Conference Dial: 1-800-511-7985

Conference Code: 605-9608#

One Stop Committee Agenda

I. **Welcome and Introductions**..... Mike Smith, Chair

II. **Public Comment**

III. **Action/Discussion Items**

1. Approval of Minutes – November 7, 2018 One Stop Committee Page 2
2. Career Services Anna Munro / John Flanagan, Page 6
3. Supportive Service and Incentive Policy.....Juditte Dorcy / Jody Toner, Page 7

IV. **Information Items**

1. Junior Achievement of Tampa Bay – STEM TEC 2019 Program Juditte Dorcy, Page 12
2. Summer Youth Employment Program (SYEP)John Flanagan, Page 13
3. Temporary Assistance to Needy Families (TANF) / Funding Eligibility –
Individual Training Accounts (ITAs) Jody Toner, Page 14
4. One Stop Operator Update..... Anna Munro, Page 15
5. Tech Hire Program Michelle Schultz, Page 16
6. HCC CareerREADY Training Anna Munro, Page 19
7. Infrastructure Funding Agreement (IFA) Anna Munro, Page 20
8. 2018 – 2019 One Stop Goals Update..... Jody Toner, Page 21
 - a) WIOA Adult, Dislocated Worker & Youth and Welfare Transition Programs
Update Page 27
 - b) Migrant and Seasonal Farmworker (MSFW)..... Page 29
 - c) Performance Dashboard Page 30
 - d) Monthly Management Report (MMR)..... Page 31
 - e) Primary Indicators or Performance Page 33
 - f) Website Traffic and Social Media Page 35
9. Emsi Economy Overview.....John Flanagan, Page 36
10. Internal Program Monitoring Anna Munro, Page 63
11. Wagner Peyser Demographic..... Jody Toner, Page 64

V. **Board Members Comment**

VI. **Adjournment**

Next One Stop Committee Meeting – May 22, 2019

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CareerSource Tampa Bay One-Stop Committee Minutes

Date: November 7, 2018, 9:02 a.m.
Location: 9215 N Florida Ave., Ste. 101, Tampa, FL

Call to Order

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

Committee Members in Attendance

Tom Aderhold, Leerone Benjamin, Richard Cranker, Randall Hassen, John Howell, Dennis McKinney, Michelle L. for Michael Ramsey, Mike Smith

Committee Members Not in Attendance

Stephanie Brown-Gilmore (via phone), Elizabeth Gutierrez, Antoinette Hayes-Triplett, Mireya Hernandez, April May, Paul Orvosh, Jacob Walker

Staff

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

BOCC Liaison

Kenneth Jones

Public Comments

There was none.

► Indicates Committee Action

Action Items

► Approval of Minutes

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

Information Items

One Stop Operator update

Discussed the new online portal to our One Stop centers where front-line staff and participants can find partners services information through a navigation online function. Also, currently we require mandatory partners to have a presence in our North Florida site. Any required partners are not charged any leasing fees for the use of our facilities, but partners that are not required to be co-located with CareerSource Tampa Bay are charged an appropriate sub-lease rate.

Infrastructure Funding Agreement (IFA)

John Howell advised combining the MOU & IFA.

Lease Agreement: Plant City Career Center

Plant City satellite center is open and has been assigned to Anacelis Collazo as the Plant City manager. The center is offering our standard services for veterans, WIOA, WTP, SNAP and Employability Skills Workshops. The focus of the MSFW program is to target migrant and seasonal farmworker to move to a better paying job through training, certifications, ESOL, or other programs they may qualify.

2018 – 2019 One Stop Goals Strategic Goals Update

Period Covering: July thru September 2018

Center Traffic

- Quater-1: 34,268

Employability Skills Workshop

- No. of Attendees Total: 1,882

Top three workshops by attendance

- Resume Development (183 Attended)
- Modern Day Job Search for Mature Workers (154 attended)
- Navigating Employ Florida (133 attended)

Employ Florida Services & Activities Summary Quater-1

- # Served: 16,652
- # of Services: 66,990
- # Referrals: 9,632
- # External Referrals: 7,644
- # Resume Posted: 4,648
- Totals: 105,566

Occupational Skills Training

- New Enrollments 1st Qtr
- WIOA Adult/Dislocated Worker: No. of Enrollments: 94; YTD Served: 395
- Youth – No. of Enrollments: 14; YTD Served: 116

Totals - Enrollments: 108 YTD: 511

Work-Based Training Qtr. 1

- OJT: 21
- PWE: 6

Total: 27

MMR

Governor's Job Placement Report:

18-19 Placement

- July: 1158
- August: 1222
- September: 1351
- Total: 3,731

Program Update: Snapshot Active Caseload Report 1st QTR July – Sept 2018 Workforce Innovation and Opportunity Act (WIOA)

- Adult: 911
- Dislocated Workers: 617
- WIOA Youth :701
- Total: 2,229

Welfare Transition Program (WTP) No. Served 1st QTR 2018 - 2019

- WTP Applicant: 601
- WTP Mandatory: 507
- WTP Transitional: 214
- Total: 1,322

Monthly Management Report July – September 2018

CSTB: July – September MMR Wage Rates /Ranks

- MMR Wage Rates/Ranks
- WT Wage Rate: \$11.04 Rank: 12
- WIOA AD EE Wage Rate: \$18.25 Rank: 11
- WIOA DW EE Wage Rate: \$24.39 Rank: 5
- WP Job Placement Wage Rate: \$11.02 Rank: 22

Monthly Management Report July – September 2018

CSTB: July – September MMR Wage Rates /Ranks

- Entered Employment
- WT Rate: 28% Rank: 19
- WIOA Adult EE Wage Rate: 100% Rank: 1
- WIOA DW EE Wage Rate: 100% Rank: 1
- Short-Term Veteran EE Rate: 28% Rank: 22
- WP EE Rate: 36% Rank: 20

Website Traffic

July 2017 – June 2018

- No. of people visited: 268,491
- No. of visits: 463,112
- Pageviews: 1,587,580

Social Media Traffic

July 2017 – June 2018

- No. of new Twitter followers: 124
- No. of Facebook fans: 485
- No. of LinkedIn followers: 476
- No. of engagements: 11,500
- No. of impressions: 2,100,000

Tech Hire Program

Month-long Boot-camp: July 1, 2016- June 30, 2020

- Total no of participants enrolled goal 1175 (To date: 1065), (91% of goal)
- Total participants completing education/training 1000 (To date: 701), (70% of goal)

MOU: Society of St. Vincent DePaul 23

October 1, 2017 – September 30, 2018

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

MOU: (THA) - Robles Park Village Job Plus Initiative

April 1, 2017 – March 31, 2021

- Total participants assessed: (year 2 goal 256), (to date: 234), (91% to goal)
- Total participants enrolled in Employ Florida (EF) & received CSTB services 188, (To date: 102), (54% to goal)
- Total participants placed into unsubsidized employment (TBD), (to date 44) (% to goal: TBD)

Internal Program Monitoring

A schedule of all programmatic, administrative, and fiscal monitoring activities for all programs was provided in the meeting packet. Use customized monitoring tools for each program. Will be monitoring in quarter basis internally.

Adjournment: The meeting was adjourned at 10:20 a.m.



Action Item # 2

Career Services

Background:

CareerSource Tampa Bay functions simultaneously in a variety of roles and is committed to ensuring appropriate firewalls are in place as required by 20 CFR Section 679.430. CSTB's role as Director Service Provider and its responsibility to ensure appropriate firewalls are in place, between the provider of services and the provider responsible for oversight, is recommending the procurement of a service provider of WIOA Title I Career Services.

The role of the WIOA Title I Career Services Provider may include, but is not limited, to the following:

- Providing basic career services including but not limited to orientations, initial assessments and referrals to other partners and services.
- Manage the hours of operation for the Career Centers
- Managing the daily operations in coordination with local fiscal agents for the lease, utilities and other property activities in support of the Career Center premises.
- Report to CSTB on operations, performance and continuous improvement recommendations
- Adhere to all applicable federal and state guidance

The types of entities that may be a WIOA Title I Career Services Provider include, but are not limited to:

- The One-Stop Operator
- An institution of higher education
- A community-based, non-profit organization or workforce intermediary
- A private-for-profit entity

Recommendation:

Staff recommends approval to begin the process of formally procuring a service provider for WIOA Title I Career Services.



Action Item # 3

Supportive Service and Incentive Policy

Background: The Workforce Innovation and Opportunity Act (WIOA) and Temporary Assistance to Needy Families (TANF) legislation and guidance provide for the provision of supportive services and milestone-based incentives to participants enrolled in WIOA and TANF funded programs.

WIOA defines the term supportive service to mean services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act.

Supportive services are for eligible individuals, particularly eligible individuals with barriers to employment. Section 133(b) defines funds allocated to the local area for dislocated workers under section 133(b)(2)(B), may be used to provide supportive services to adults and dislocated workers, respectively who are (a) (A) who are participating in programs with activities authorized in paragraph (2) or (3) of subsection (c); and (B) who are unable to obtain such supportive services through other programs providing such services. Section 134(d)(2)(A) of WIOA requires that adults and dislocated workers must be participants to receive supportive services.

20 CFR § 681.640 states that "incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are tied to the goals of the specific program; outlined in writing before the commencement of the program that may provide incentive payments; align with the local program's organizational policies; and are in accordance with the requirements contained in 2 CFR part 200."

Attached for your review and consideration is the CSTB modified Supportive Service and Incentive Policy.

Recommendation:

Staff is recommending approval of the CareerSource Tampa Bay Supportive Service and Incentive Policy.



Policy

SECTION: PROGRAMS	POLICY#018-C0012	PAGE: 1 of 4
TITLE: Supportive Service and Incentive Policy	EFFECTIVE DATE: 8.6.18	
REPLACES: Supportive Service Issuance Programs Desk Guide	DATED: 8.6.18; Revision XXXXXXX	

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To provide guidance on the various support services and incentive options allowed under the requirements of Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Youth and Temporary Assistance to Needy Families (TANF) / Welfare Transition programs.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) and Temporary Assistance to Needy Families (TANF) legislation and guidance provide for the provision of supportive services and milestone-based incentives to participants enrolled in WIOA and TANF funded programs.

WIOA defines the term supportive service to mean services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act.

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Section 129 defines youth services (vii) supportive services and provision of need-based stipends necessary to enable individuals to participate in the program and to assist individuals, for a period not to exceed 12 months after the completion of training, in obtaining or retaining employment, or applying for and transitioning to postsecondary education or training; and follow-up services for not less than 12 months after the completion of participation, as appropriate.

20 CFR § 681.640 states that "incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are tied to the goals of the specific program; outlined in writing before the

commencement of the program that may provide incentive payments; align with the local program's organizational policies; and are in accordance with the requirements contained in 2 CFR part 200."

Chapter 414, F.S., sets forth provisions for receipt of Temporary Cash Assistance (TCA) and requires all individuals who do not meet TCA exemptions to participate in work or alternative plan activities. Chapter 445, F.S., consolidates the state workforce policy direction, oversight, and welfare support functions under one board, CareerSource Florida, Inc., (CSF) and designates the Department of Economic Opportunity (DEO) as the administrative, fiscal, and implementing agency for TCA work activities and supportive services, the Welfare Transition (WT) program.

The Department of Health and Human Services has provided final approval of the Temporary Assistance for Needy Families (TANF) State Plan which authorizes support services assistance. These benefits are designed to deal with a specific crisis situation or episode of need and other service such as child care and transportation, transitional services, job retention, job advancement, and other employment-related services.

PROCEDURE:

Based on individual assessment and available of funds, supportive services (includes incentives and TCA) may be awarded to eligible program participants. Supportive services awards are intended to enable an individual to participate in workforce funded programs and activities and to secure and retain employment. Supportive services are provided on the basis of need as determined by the CSTB Career Counselor working with the participant and may include:

- Transportation including visa cards, gas cards or bus passes
- Clothing including general interview clothing
- Uniforms
- Certification fees
- Tools for occupational skills training or work-related
- Assistance with education-related testing
- Needs-related payments necessary for a career seeker to participate in assigned activities
- Incentives based on defined milestone achievements
- WIOA Youth programs can provide supportive services during post exit follow-up services for up to 12 months after completion of program services.

CSTB program staff must ensure that the participant is in need and eligible for all requested supportive services and that the supportive service is necessary for ongoing participation in the program.

Documentation:

Supportive services are outlined in the customer's programmatic career plan. Customers must be in good standing with the program, in compliance and document that their requested need cannot be met or provided through any other organization or entity. The rationale for providing supportive services must be well documented in the participant's plan, supporting documentation and case notes.

Supportive services are outlined in the customer's programmatic career plan. Customers must be in good standing with the program, in compliance and document that their requested need cannot be

meet or provided through any other organization or entity. Our investment in supportive services will position the customer for optimal success in the program leading to increased training completion, credential attainment and employment rates by removing barriers that customers face.

Opportunities to earn incentives will be outlined in writing and reviewed with the customer to ensure a thorough understanding of program requirements. Supporting documentation of the activities completed or milestones achieved will be documented in the participant's file. Incentives may be issued in the form of visa gift cards.

Incentive payments may be issued to participants for recognition and achievement directly tied to training activities, work-based learning programs (On-the-Job training, Paid Work Experience), or performance related outcomes specified in the customer's individual development plan and are issued in compliance with requirements of 2 CFR Part 200.

Eligibility:

Eligibility for supportive services will be established based on an assessment of need and documented in the participant's individual development plan. To qualify for receipt of supportive services, staff in consultation with the program participant must:

- Qualify and enroll in one or more workforce funded programs operated by CSTB.
- Demonstrate and document a need that will prevent him or her from participating in the program, accepting employment, or retaining employment
- Document that the customer is unable to afford the cost associated with addressing the need;
- Be unable to secure the needed service from another community resource;
- Complete a Statement of Need and eligibility which documents the requested service, need/eligibility along with the prescribed amount

Supportive Service Limitations:

1. CSTB will not provide supportive services retroactively or reimburse for any services previously rendered.
2. Tuition, books and fees for approved training programs are not included as supportive services. These costs are included under the Individual Training account.
3. Supportive Services cap is established as a maximum of \$700 per PY per participant. CSTB Career Counselors will track supportive service amounts per PY to ensure that established caps are not exceeded.
4. The Chief Operations Officer or designee will review supportive services funding levels on a monthly basis to ensure resources are used with the intent of this policy.
5. The Chief Executive Officer may waive the \$700 limit if circumstances warrant it. Authorization to increase the limit above \$700 must be documented in case notes.

Issuance Process:

The CSTB supportive service issuance process consists of two responsible parties: the supportive service **requestor** and the supportive service **issuer**. Staff members are prohibited from acting as both requestor and issuer when dealing with a single program participant. Staff members are prohibited from issuing services to program participants on their caseload. Under no circumstances can a CSTB Career Counselor who is requesting services for a program participant also act as the Career Counselor who issues services to that program participant.

Safeguarding Cards and Internal Controls:

Security protocols for safeguarding CSTB supportive service cards are of paramount concern for our organization. Each of our CSTB offices also has a safe onsite in the manager's office or dedicated safe room where the supportive services are housed overnight and when there are no scheduled appointments. Supportive service **issuers** have access to the safe and their respective supportive service lockbox as every CSTB staff person designated as a supportive service **issuer** is allocated a supportive service lockbox.

Supportive services signed out to the supportive service **issuer** must remain in the lockbox until the time of issuance. When not in use, the lockbox should remain in a safe or a locked drawer or locked overhead compartment. At no point are staff authorized to leave supportive service cards outside of the lockbox (i.e.: placed in desk drawer, left out on desk, etc.). The Programs staff will ensure monthly reconciliation of inventory is reported to the Finance Department.

Internal monitoring is conducted over the issuance and on hand inventory of supportive service cards. The internal monitoring is conducted to ensure issuance of supportive service cards are to eligible participants, properly documented, within established limits, and on hand inventory is appropriately controlled and agrees to card tracker and financial records.

Periodically throughout the Program Year, CSTB may change the issuers to ensure another layer of internal control.

Card Tracker System:

CSTB utilizes a Card Tracker System to record all issuance of supportive services and/or incentives issued to program participants. The system records the customer's signature and documents the transaction, detailed reports are generated out of this system.

Cancellation of Support Services:

This policy and some or all of its categories of support services may be cancelled or changed, in whole or in part, by CSTB at any time without notice, effective immediately, or at any time CSTB determines necessary. Exceptions may be made to this policy by CSTB if it is in the best interest of CSTB or its participants.

Policy Exceptions:

Any exceptions to the above stated policy or any part thereof, must be documented and approved by the CareerSource Tampa Bay CEO or his/her designee for consideration.

Inquiries: Any questions about this policy should be directed to the Chief Operating Officer and/or his designee.



Information Item

Junior Achievement of Tampa Bay, Inc.- STEM TEC 2019 Program

Junior Achievement Summer Career Institute! “Start with the End in Mind”

Overview: A Request for Proposal was issued by CareerSource Tampa Bay on February 9, 2016 for Youth Innovative Services and Junior Achievement of Tampa Bay, Inc. was awarded the contract. The award had the provision for up to three one-year period extensions based on funding and/or approval by the CareerSource Tampa Bay Board.

CareerSource Tampa Bay is in the 3rd and final year of the contract with Junior Achievement to provide STEM TEC services for youth.

This JA Summer Career Institute puts the tools and technology into the hands of students and lets them take the lead in creating new ideas and building their own businesses in a supportive, professional environment. Students will go from idea generation to presentation under the guidance of the facilitators and developers. On the last day, parents and the local community will be invited to attend as the students present their ideas.

Junior Achievement will put the tools and technology into the hands of students age 14-17. Utilizing these tools to create a business plan and marketing plan while developing their work force skills and learning the art of coding. From idea generation to presentation of their App/game prototype and business and marketing plan, under the guidance of the facilitators and developers, students will learn, critical thinking, communication, creativity, collaboration and develop their public speaking skills.

The JA Summer Career Institute will run from 6/3-6/28 M-F from 8:30-3:00 culminating with a competition that teens can showcase what they have learned via the JA Business Plan Competition where projects are judged by local business partners and parents and the community are invited to attend.

- Estimated # of students: 75
- Estimated budget: \$300,000 - \$500,000



Information Item

Summer Youth Employment Program (SYEP)

Overview:

CareerSource Tampa Bay is excited to announce the implementation of a 2019 Summer Youth Employment Program.

Summer Youth Employment Programs provides a planned, structured learning experience that takes place in a workplace for a limited period of time. SYEP work experience may be paid or unpaid, and can include the private for-profit sector, non-profit sector or public sector. SYEP employment opportunities provide youth participants with opportunities for career exploration and skill development, and must include academic and occupational education.

CSTB is looking to partner with a local community based organization or multiple organizations that has exiting ties in the community that already works with disadvantaged youth interested in pursuing summer employment opportunities.

CSTB's target goal is to identify 300 motivated youth that reside in Hillsborough County between the ages of 16-18 that are interested in securing a six week paid summer employment opportunity. Youth will work a maximum of 24 hours per week.

Worksites will include non-profit, private and public sectors and emphasis will be placed on work experience positions in our targeted industries.

Online applications will be developed and opened up for a time limited period for youth and worksites to apply. Applications will be open for a specified period and will be accepted on a first-come, first-served basis contingent upon eligibility criteria being met. Outreach and marketing will begin occurring in early March.

CSTB's summer youth program will leverage TANF funds and target serving TANF purposes:

- Purpose 1 - Assist needy families so that children can be cared for in their own homes.
- Purpose 2 - Reduce the dependency of needy parents by promoting job preparation, work, and marriage.

Tentative Program Dates:

Start Date	6.10.19
End Date	7.19.19



Information Item

Temporary Assistance to Needy Families (TANF) Funding Eligibility – Individual Training Accounts (ITAs)

Overview: Chapter 414, Section 414.045, 414.075, 414.085 and 414.095, F.S. specifies eligibility for TANF Funded Assistance. Florida limits TANF funded benefits and/or services eligibility to families that meet the eligibility standards as outlined in federal and state law. Except as allowed by federal law to be eligible for programs and/or services funded with segregated federal TANF funds or state-funds that are reported as maintenance of effort.

As funding permits CSTB requires WIOA program staff to review TANF eligibility guidelines for all customers identified for educational and work related training. Prior to assigning WIOA AD/DW or Youth as a fund source for occupational skills training/ITA (Individual Training Account), program staff will determine if the applicant meets the TANF eligibility criteria. Many of the WIOA approved training providers offer training programs that last up to two years. In these situations, TANF funding would only be utilized to pay for the first year of training. The customer would be dual enrolled and WIOA funding (AD/DW/Youth) would pay for the training costs in year two. During year one of dual enrollment, TANF funds would cover the ITA costs and WIOA (AD/DW/Youth) funding would provide any supportive service needs.



Information Item

One Stop Operator Update

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

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

Below is a summary of their accomplishments since the last One Stop Committee Meeting:

Maintain Linkages	<ol style="list-style-type: none">1. Populated pages in Partner Portal on behalf of partners.2. Points of Contact designated for each partner agencies and access to partner portal pages provided.3. Agency Connect Form linked to each partner page in the portal.4. Launch date slated for 2/15/19.
MOU	<ol style="list-style-type: none">1. Cataloging MOUs in database Ongoing.
Partner Meeting	<ol style="list-style-type: none">1. Held Q2 Partner Meeting on 12/19/2018 with 15 attendees from 9 partner agencies.<ul style="list-style-type: none">- Vocational Rehabilitation presented during Partner Spotlight.2. Minutes taken and distributed to partners.3. Next meeting scheduled for 03/20/2019 with Dress for Success and Hillsborough County Social Services will present as Partner Spotlight.
Customer Satisfaction Initiatives	<ol style="list-style-type: none">1. Produced requested top line reports for October, November and December.2. Conducted Concierge Customer Service to 14 supervisory staff on 12/4.3. Survey results summary:<ul style="list-style-type: none">- 100% would recommend training to a colleague.- 100% agreed training was in line with mission of CSTB.- 100% felt training was delivered with high quality.- 100% felt activities were relevant and meaningful.4. Toolkit to train next level staff distributed to attendees of training.

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

* Data reported as of the quarter ending 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 – June 30, 2020

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

- SQL
- Java
- Python
- Ruby on Rails
- iOS Bootcamp
- Linux

Network Administration

- 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%



Information Item

Agreement with Hillsborough Community College (HCC) to Provide Training for CareerREADY Programs

At the January 17, 2019 meeting, the Board of Directors approved CSTB to enter into contract negotiations with Hillsborough Community College to provide short-term pre-vocational training in Welding, Soldering and Cabling, and Mechatronics/Robotics at CareerSource Tampa Bay CareerPrep Center located at 2605 N. 43rd Street, Tampa, FL 33605 or at a mutually agreed upon HCC facility. The Agreement was fully executed on February 9, 2019. Classes are anticipated to begin in March.

Information Item

Infrastructure Funding Agreement (IFA)

Workforce Innovation and Opportunity Act (WIOA) reinforces the partnerships and strategies for job centers to provide all job seekers and workers with high quality career, training, and supportive services they need to obtain and maintain good jobs. While businesses benefit by having access to skilled workers and other HR resources, including education and training, to meet their workforce needs. Per WIOA, all One Stop partner programs are required to contribute to the infrastructure costs, as required in 20 CFR 678.700 and 678.760, 34 CFR 361.700 and 361.760, and 34 CFR 463.700 and 463.760. The sharing and allocation of infrastructure costs between one-stop partners is governed by WIOA sec. 121(h).

UPDATE:

CSTB is currently in the process of scheduling meetings with the required partners to address each required partners contribution based on their proportionate use of the One Stop delivery centers and relative benefits received. Below is a listing of CSTB WIOA mandatory partners:

Mandatory Partners	Organization
State Vocational Rehab (VR)	Vocational Rehabilitation
Adult Education and Family Literacy Act	School Board of Hillsborough County
Career and Technical Educational Programs under Carl Perkins	School Board of Hillsborough County
Department of Housing and Urban Development (HUD)	Tampa Housing Authority
Youthbuild	Tampa Housing Authority
National Farmworkers Jobs Programs	Hillsborough County - Farmworker Career Development Program
Senior Community Serve Employment Program (SCSEP)	AARP
Community Services Block Grant	Hillsborough County Social Services
Postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV);	Hillsborough Community College
Hillsborough County Residential Re-Entry Center (HCRRC)	Hillsborough County
Job Corps	Odle Management Group

GOAL 1: PROVIDE JOB SEEKERS WITH EXPANDED ACCESS TO EMPLOYMENT AND TRAINING SERVICES.

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

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

Center Traffic	QTR 1	QTR 2	QTR 3	QTR 4	YTD
	<i>July - Sept</i>	<i>Oct – Dec</i>	<i>Jan - Mar</i>	<i>Apr - June</i>	<i>July - June</i>
2018 - 2019	34,238	29,063			63,301
<i>Prior PY 17-18</i>	38,220	34,059	36,183	34,184	142,646

By Location	PY 18-19	QTR 2 PY 18-19
<i>Tampa</i>	48,593	22,517
<i>Brandon</i>	9,069	4,135
<i>Plant City</i>	110	110
<i>Ruskin</i>	2,220	1,013
<i>Career Prep Center</i>	3,309	1,288
Totals	63,301	29,063

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

Reemployment Services and Eligibility Assessment (RESEA):

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

Reemployment Services and Eligibility Assessment (RESEA): QTR 2: Oct – Dec. 2018				QTR 2: PY1718	
Center	Registered	Attended	% Show Rate	Registered	Attended
<i>Tampa</i>	1,085	833	76.77%	1,159	857
<i>Brandon</i>	900	680	75.56%	937	683
<i>Plant City</i>	10	7	70.00%	N/A	N/A
<i>Ruskin</i>	56	31	55.36%	36	26
<i>Career Prep Center</i>	169	87	51.48%	85	42
Totals	2,220	1,638	73.78%	2,217	1,608

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

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

Employability Skills Workshops Attendees	QTR 1	QTR 2	YTD 18-19	PY1718 QTR 2	Prior PY 17-18
	1,882	1,415	3,056	1,551	6,607

- The top three workshops by attendance:
 - Resume Development (175 attended),
 - Modern Day Job Search for Mature Workers (139 attended), and
 - Surviving a Layoff (96 attended)

Center	Q1	Q2	YTD PY 18-19		PY1718 Q2	Prior PY 17-18	
	# Attendees	# Attendees	# Attendees	% by Location	# Attendees	# Attendees	% by Location
Tampa	1,105	851	1,956	59.33%	1,041	4,018	60.80%
Brandon	642	475	1,117	33.88%	458	2,154	32.60%
Ruskin	105	50	155	4.70%	47	396	6%
Career Prep Center	0	7	7	0.21%	5	39	0.60%
Plant City	30	32	62	1.88%	0	N/A	N/A
Totals	1,882	1,415	3,297	100%	1,551	6,607	100%

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

Categories:	Q1	Q2	YTD 18-19	PY1718 Q2	Prior PY 17-18
	# Utilized	# Utilized	# Utilized	# Utilized	# Utilized
Workplace Skills	459	283	742	460	1,471
Future Plans	11	8	19	11	317
eCourses	1,533	1,266	2799	898	2,791
Penn Foster	17	3	20	7	40
Computer Training	117	90	207	122	506
Florida Ready to Work	89	69	158	71	69
Totals	2,226	1,719	3,945	1,569	5,194

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

Employ Florida Services & Activities Summary					
<i>Categories:</i>	<i>Q1</i>	<i>Q2</i>	<i>YTD 18-19</i>	<i>Q2 17-18</i>	<i>Prior PY 17-18</i>
<i># Served</i>	<i>16,652</i>	<i>15,145</i>	<i>31,797</i>	<i>35,189</i>	<i>77,774</i>
<i># of Services</i>	<i>66,990</i>	<i>61,487</i>	<i>128,477</i>	<i>112,097</i>	<i>435,856</i>
<i># of Staff Assisted Services</i>	<i>25,399</i>	<i>31,652</i>	<i>57,051</i>	<i>69,635</i>	<i>243,296</i>
<i># Referrals</i>	<i>9,632</i>	<i>8,369</i>	<i>18,001</i>	<i>18,572</i>	<i>61,078</i>
<i># External Referrals</i>	<i>7,644</i>	<i>6,240</i>	<i>13,884</i>	<i>8,938</i>	<i>35,852</i>
<i># Resumes Posted</i>	<i>4,648</i>	<i>4,057</i>	<i>8,705</i>	<i>5,019</i>	<i>21,115</i>

GOAL 2: PROVIDE EFFECTIVE WORKFORCE PROGRAMS ALIGNED WITH DEMAND INDUSTRY SECTORS.

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

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

<i>Occupational Skills Training</i>	<i>Q1 # New Enrollments</i>	<i>Q2 # New Enrollments</i>	<i>YTD Served</i>	<i>PY1718 Q2 # New Enrollments</i>	<i>Prior PY 17-18 YTD Served</i>
<i>WIOA Adult/Dislocated Worker</i>	<i>94</i>	<i>213</i>	<i>432</i>	<i>48</i>	<i>576</i>
<i>Youth</i>	<i>14</i>	<i>17</i>	<i>116</i>	<i>114</i>	<i>228</i>
<i>Totals</i>	<i>108</i>	<i>230</i>	<i>548</i>	<i>162</i>	<i>804</i>

- **Funding update:**
 - Funding is available under **WIOA Adult and Dislocated Worker** Program for occupational skills training and apprenticeship programs.
 - Funding is available under **WIOA Youth** for GED, Penn Foster, Microsoft Office Specialist, Hospitality, occupational skills training and career ready training programs.
 - Funding is available under **Welfare Transition Program (WTP)** for GED, Penn Foster, Microsoft Office Specialist, Hospitality and vocational training.

Work-Based Training	Q1 # New Enrollments	Q2 # New Enrollments	YTD Served	PY1718 Q2 # New Enrollments	<i>Prior PY</i>
					<i>17- 18 Served</i>
<i>On-the-Job Training</i>	21	0	49	143	497
<i>Paid Work Experience</i>	6	0	39	72	354
Totals	27	0	88	215	851

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

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

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

Apprenticeship Enrollments	18-19 Q1# New Enrollments	Q2 # New Enrollments	YTD Served	PY1718 Q2	Prior PY 17-18 # Enrolled
<i>Ironworkers</i>	0	0	85	0	118
<i>Tampa Area Joint Apprenticeship and Training Committee (JATC)</i>	1	20	124	1	120
<i>Florida Refrigeration & Air Conditioning Contractors (FRACCA)</i>	0	0	52	1	54
<i>Plumbers and Pipefitters</i>	0	0	47	35	47
<i>Central Florida Heat and Frost</i>	0	0	7	3	7
<i>International Union of Operating Engineers</i>	0	0	10	2	10
Totals	1	20	325	42	356

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

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

Career-Ready Enrollments	WIOA QTR 1	CareerSource Florida Grant QTR1	WIOA QTR 2	CareerSource Florida Grant QTR 2	Prior PY 17-18
<i>Welding</i>	0	9	0	0	74
<i>Soldering</i>	15	0	0	0	21
<i>Construction</i>	4	4	0	0	22
<i>Mechatronics/Robotics</i>	0	0	0	0	33
Totals	19	13	0	0	150

GOAL 3: EFFECTIVELY MANAGE KEY WORKFORCE DEVELOPMENT PERFORMANCE.

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

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

MMR

- Refer to the MMR Report in the packet.

Governor's Job Placement Report:

PY 18-19	Placements	Ranking	Statewide Placements
<i>July</i>	1,158	9	10,973
<i>August</i>	1,222	11	12,656
<i>September</i>	1,351	9	12,922
<i>October</i>	1,358	12	14,407
<i>November</i>	993	13	11,914
<i>December</i>	1,429	5	11,230
QTR 2 Totals	3,780	10 Avg.	37,551
PY1819 Totals	7,511	10 Avg.	74,102
PY1718 QTR 2 Totals	9,590	2 Avg.	58,900
Prior PY 17-18 Totals	30,656	3 Avg.	211,737

Objective 2: Evaluate the effectiveness of programs/services.

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

Customer Satisfaction Survey Results	Q2		YTD 18-19		Prior PY 17-18 Q2	
	<i>No. of Respondents</i>	<i>Rating</i>	<i>No. of Respondents</i>	<i>Rating</i>	<i>Total</i>	<i>Rating</i>
<i>Resource Room</i>	<i>277</i>	<i>95.4%</i>	<i>756</i>	<i>96.4%</i>	<i>188</i>	<i>95.3%</i>
<i>Employability Skills Workshops</i>	<i>982</i>	<i>98.4%</i>	<i>2,196</i>	<i>90.9%</i>	<i>539</i>	<i>98.4%</i>
<i>Welfare Transition Lab</i>	<i>13</i>	<i>88.9%</i>	<i>36</i>	<i>87.0%</i>	<i>0</i>	<i>89.1%</i>
<i>Totals</i>	<i>1,272</i>	<i>97.6%</i>	<i>2,988</i>	<i>92.3%</i>	<i>727</i>	<i>98.1%</i>



Programs Update: Snapshot Active Caseload Report July – December 2018

Workforce Innovation and Opportunity Act (WIOA)

	2018 – 2019	2017-2018 July – June 2018
ADULT	753	1,755
DISLOCATED WORKER	579	1,409
YOUTH	570	1,177
Total	1,902	4,341

Note: Active caseload at the end of the Quarter

Welfare Transition Program (WTP) Served

	2018 – 2019	2017-2018 July – June 2018
WTP Applicant	701	9,029
WTP Mandatory	846	2,744
WTP Transitional	265	613
Total	1,812	12,386

Note: Active caseload at the end of the Quarter



Workforce Innovation and Opportunity Act Youth Program

Reporting Period: July – Dec. 2018				Reporting Period: PY 2017 - 2018		
Performance Category	PY 18-19			PY 17-18		
	Planned	Actual	% of Goal	Planned	Actual	% of Goal
<i># Served</i>	1,484	679	45.8%	1,484	1,177	79.31%
<i>Credentials</i>	700	56	8.0%	700	308	44.00%
<i>Positive Outcomes</i>	650	52	8.0%	650	290	44.62%
Employment		46			273	
Military		1			3	
Post-Secondary Outcome		5			14	

Youth Employment: July to Sept 2018	
Total Placements YTD	46
Average Wage at Placement	\$11.39



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

Period: 7/1/18 – 12/31/18

		Actual Number Accomplished for Total MSFWs	Actual Percent Accomplished for Total MSFWs	Target Number Required (based on Non-MSFW served or Federal Perf)	Actual Number Accomplished for All Non-MSFW Applicants	Percent Required (based on Non- MSFW served or Federal Perf)	Met Requirement (Yes or No)
No#	Reporting Element	Actual Number	Actual Percentage	Required Number	Actual Number	Required Percentage	Met Requirement
F. MIC Performance Indicators							
I. Equity Ratio Indicators							
1	Total Active Applications	1,367			26,076		
4	Referred to Employment	2,369	173.30 %	262	4,998	19.17 %	YES
28	Referred to Support Services	0	0.00 %	0	1	0.00 %	NO
29	Received Staff Assisted Services	1,215	88.88 %	760	14,502	55.61 %	YES
2	Complete Applications	132			12,607		
24	Job Development Contact	0	0.00 %	0	16	0.13 %	NO
26	Career Guidance	92	69.70 %	17	1,648	13.07 %	YES
II. Minimum Service Level Indicators							
7	Placed in Jobs	1,131	82.74 %	581	213	42.50 %	YES
23	\$0.50 Over Minimum Wage of \$7.25	1,124	82.22 %	191	193	14.00 %	YES
15	Placed in Long Term Non-AG Job (over 150 days)	0	0.00 %	41	150	3.00 %	NO

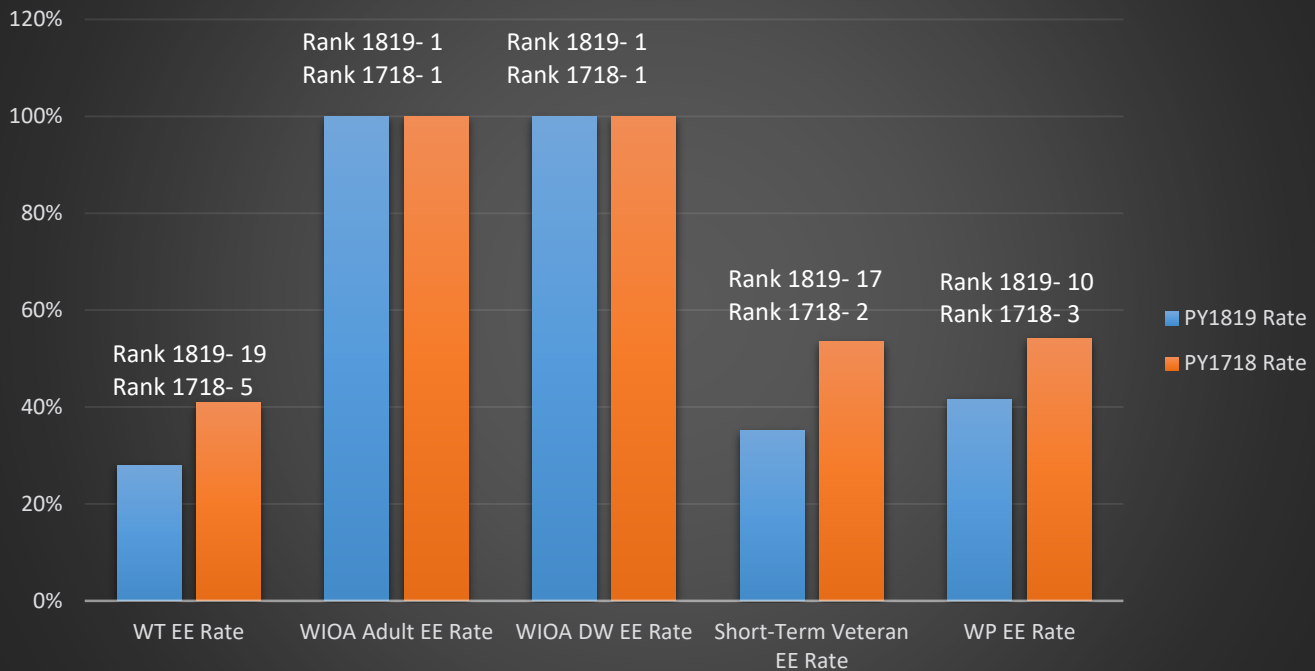
CSTB Performance Dashboard 12.31.18

Active			PY 18-19 Totals			
Adult	OST	OJT	Employers Served		Individuals Served	
887	717	23	696		24,287	
DW	Apprenticeship		Returning Employers	Returning %	Staff Assisted	Self Assisted
599	322		427	61.35%	7,497	16,790
Youth	Work Experience		Direct Placements	Job Orders	Individuals Employed	WP Average Wage
664	33		1391	710	7,483	\$9.23
WIOA AD			WIOA DW		WIOA Youth	
Adult EE	Adult Non-EE		DW EE	DW Non-EE	Youth Closed Positive	Youth Closed Non-Positive
149	0		174	0	50	0
Adult EE Rate			DW EE Rate		Youth PO Rate	
100 %			100 %		100 %	
Adult Average Wage	Adult Median Wage		DW Average Wage	DW Median Wage	Youth Average Wage	Youth Median Wage
\$16.97	\$15.61		\$22.16	\$16.00	\$11.85	\$10.00

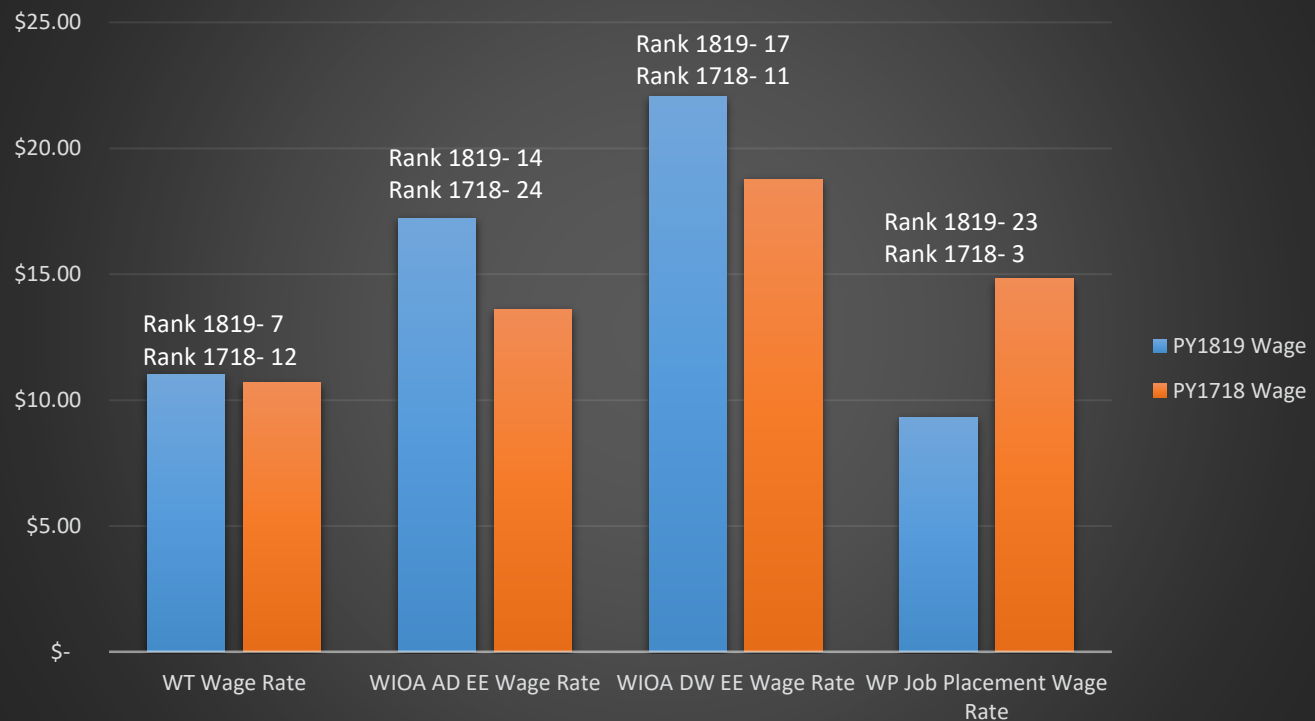
Source: Employ Florida/OSST

Last Updated
12/31/2018

CSTB: December MMR Rates/Ranks

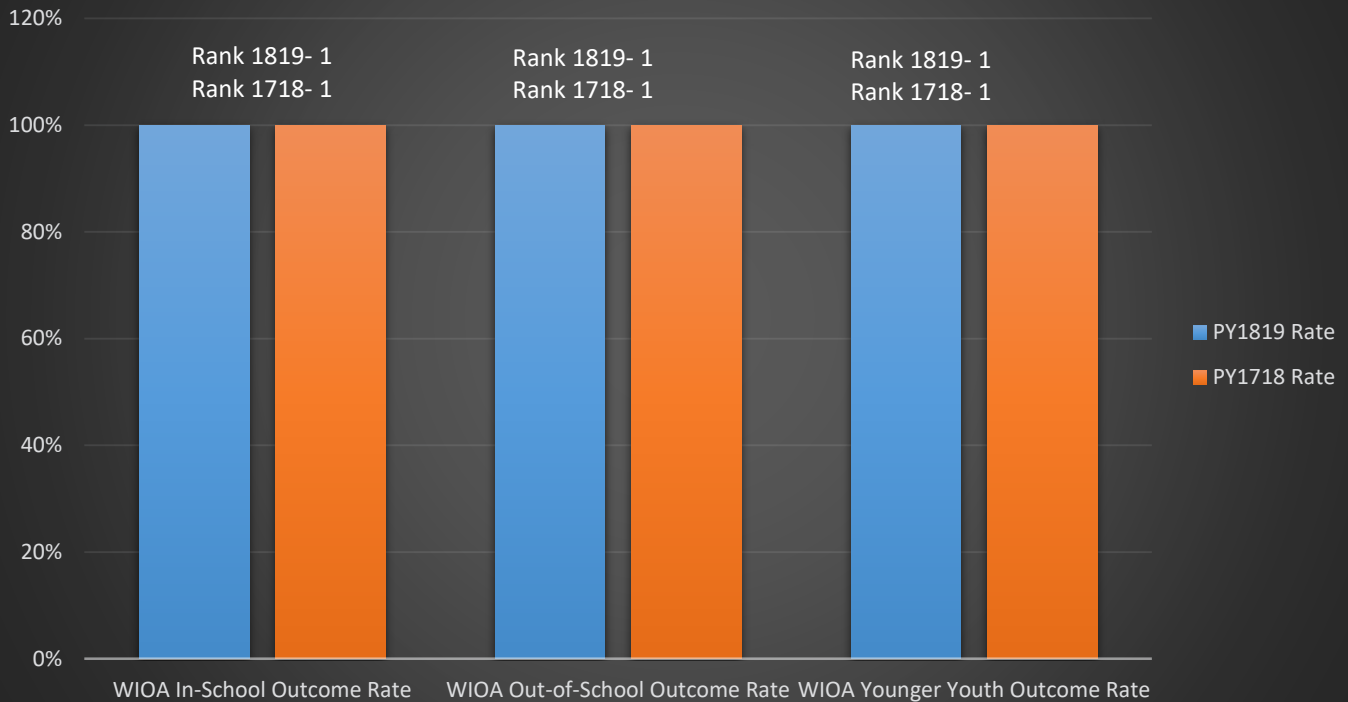


CSTB: MMR December Wage Rates/Ranks

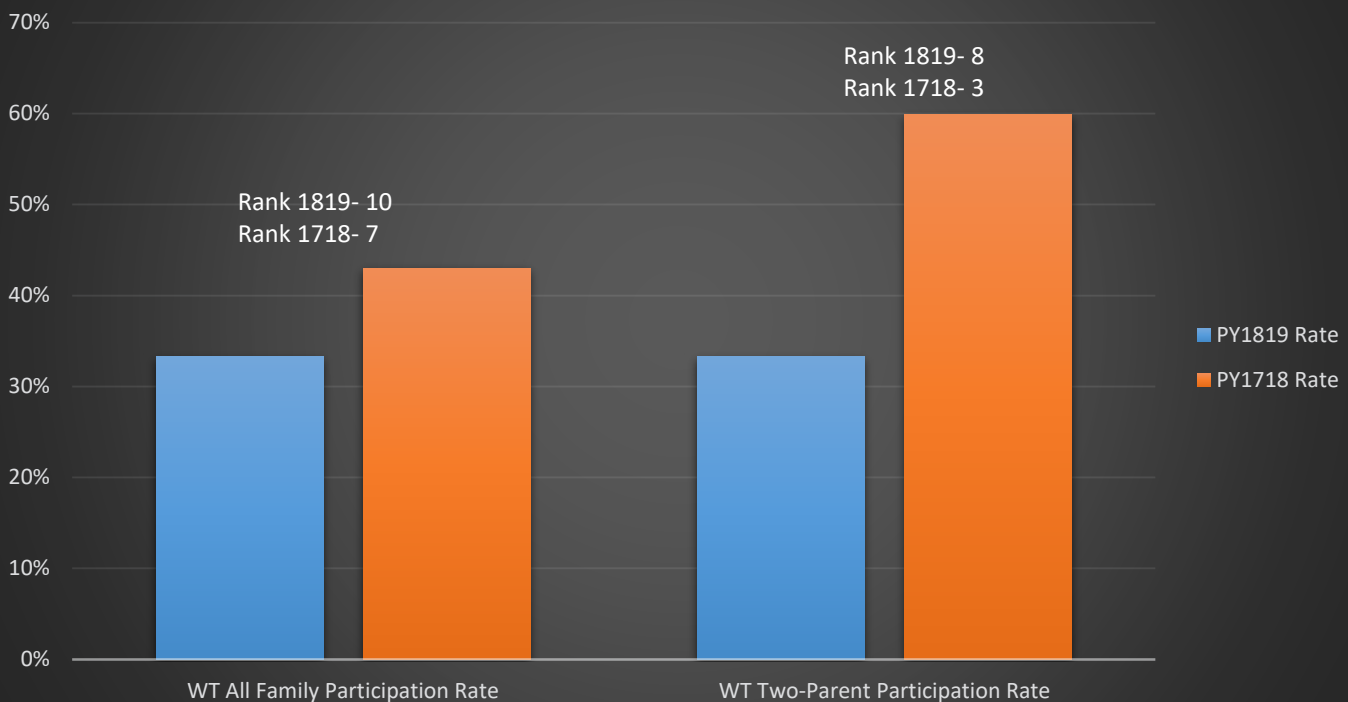


Source: DEO Monthly Management Report July-September 2018, <http://www.floridajobs.org/local-workforce-development-board-resources/program-monitoring-and-reports/state-program-reports/monthly-management-reports>

CSTB: December MMR Youth Rates/Ranks



CSTB: October MMR WT Participation Rates/Ranks



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

WIOA Primary Indicators of Performance

- Region 15 PY 18-19 1st QTR Update

Measures	PY2017-2018 4th Quarter Performance	PY 2017-2018 % of Performance Goal Met For Q4	PY 2017-2018 Performance Goals	PY2018-2019 1st Quarter Performance	PY 2018-2019 % of Performance Goal Met For Q1	PY 2018-2019 Performance Goals
Adults:						
Employed 2nd Qtr After Exit	93.90	105.51	89.00	92.90	103.22	90.00
Median Wage 2nd Quarter After Exit	\$8,663	110.36	\$7,850	\$8,414	122.83	\$6,850
Employed 4th Qtr After Exit	90.90	106.94	85.00	90.10	108.55	83.00
Credential Attainment Rate				86.50	139.52	62.00
Dislocated Workers:						
Employed 2nd Qtr After Exit	92.80	111.81	83.00	92.90	110.60	84.00
Median Wage 2nd Quarter After Exit	\$7,512	109.66	\$6,850	\$7,723	112.74	\$6,850
Employed 4th Qtr After Exit	89.20	112.91	79.00	89.40	113.16	79.00
Credential Attainment Rate				87.90	129.26	68.00
Youth:						
Employed 2nd Qtr After Exit	88.70	116.71	76.00	85.80	114.40	75.00
Employed 4th Qtr After Exit	91.70	132.90	69.00	86.20	124.93	69.00
Credential Attainment Rate				84.00	111.70	75.20
Wagner Peyser:						
Employed 2nd Qtr After Exit	68.30	106.72	64.00	66.90	98.38	68.00
Median Wage 2nd Quarter After Exit	\$5,980	123.30	\$4,850	\$5,961	122.91	\$4,850
Employed 4th Qtr After Exit	68.80	104.24	66.00	68.30	105.08	65.00
Not Met (less than 90% of negotiated)						
Met (90-100% of negotiated)						
Exceeded (greater than 100% of negotiated)						

WIOA Primary Indicators of Performance

- STW DEO PY 18-19 1st QTR Update

Measures	PY2017-2018 4th Quarter Performance	PY 2017-2018 % of Performance Goal Met For Q4	PY 2017-2018 Performance Goals	PY2018-2019 1st Quarter Performance	PY 2018-2019 % of Performance Goal Met For Q1	PY 2018-2019 Performance Goals
Adults:						
Employed 2nd Qtr After Exit	88.40	99.33	89.00	88.70	104.35	85.00
Median Wage 2nd Quarter After Exit	\$7,605	96.88	\$7,850	\$7,800	113.87	\$6,850
Employed 4th Qtr After Exit	84.40	99.29	85.00	84.50	102.42	82.50
Credential Attainment Rate				84.10	135.65	62.00
Dislocated Workers:						
Employed 2nd Qtr After Exit	88.70	106.87	83.00	89.10	107.35	83.00
Median Wage 2nd Quarter After Exit	\$7,912	115.50	\$6,850	\$7,968	116.32	\$6,850
Employed 4th Qtr After Exit	87.50	110.76	79.00	86.80	109.87	79.00
Credential Attainment Rate				83.40	122.65	68.00
Youth:						
Employed 2nd Qtr After Exit	83.00	109.21	76.00	82.70	110.27	75.00
Employed 4th Qtr After Exit	83.10	120.43	69.00	81.00	117.39	69.00
Credential Attainment Rate				86.30	114.76	75.20
Wagner Peyser:						
Employed 2nd Qtr After Exit	66.50	103.91	64.00	65.80	106.13	62.00
Median Wage 2nd Quarter After Exit	\$5,270	108.66	\$4,850	\$5,294	109.15	\$4,850
Employed 4th Qtr After Exit	67.20	101.82	66.00	67.00	104.69	64.00
Not Met (less than 90% of negotiated)						
Met (90-100% of negotiated)						
Exceeded (greater than 100% of negotiated)						



Information Item Website Traffic and Social Media Report

Website Traffic

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

Source: Google Analytics

Social Media Traffic

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

Source: Sprout Social



Hillsborough County, FL

CareerSource Tampa Bay



5100 W Kennedy Blvd, Suite 300
Tampa, Florida 33609

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Business Characteristics	16.
Workforce Characteristics	18.
Educational Pipeline	25.

Economy Overview

1,432,897

Population (2018)

Population **grew by 138,062** over the last 5 years and is projected to **grow by 100,577** over the next 5 years.

742,602

Jobs (2018)

Jobs **grew by 81,658** over the last 5 years and are projected to **grow by 43,616** over the next 5 years.

\$53.7K

Median Household Income (2017)

Median household income is **\$3.9K below** the national median household income of \$57.7K.

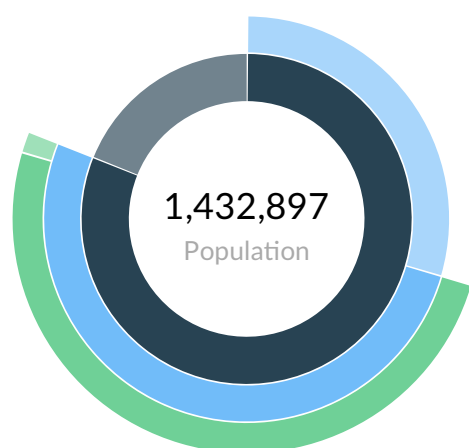
Takeaways

- As of 2018 the region's population **increased by 10.7%** since 2013, growing by 138,062. Population is expected to **increase by 7.0%** between 2018 and 2023, adding 100,577.
- From 2013 to 2018, jobs **increased by 12.4%** in Hillsborough County, FL from 660,945 to **742,602**. This change **outpaced the national growth rate of 7.8% by 4.6%**. As the number of jobs increased, the **labor force participation rate decreased from 64.3% to 63.6% between 2013 and 2018**.
- Concerning educational attainment, **19.6% of Hillsborough County, FL residents possess a Bachelor's Degree** (1.0% above the national average), and **9.3% hold an Associate's Degree** (1.3% above the national average).
- The top three industries in 2018 are Restaurants and Other Eating Places, Education and Hospitals (Local Government), and General Medical and Surgical Hospitals.

	Population (2018)	Labor Force (2018)	Jobs (2018)	Cost of Living	GRP	Imports	Exports
Region	1,432,897	738,072	742,602	105.5	\$90.37B	\$58.97B	\$79.10B
State	21,296,813	10,261,849	9,564,760	101.5	\$1.00T	\$678.66B	\$657.96B

Economy Overview - Cont.

2018 Labor Force Breakdown



	Population
● Total Working Age Population	1,160,546
● Not in Labor Force (15+)	422,474
● Labor Force	738,072
● Employed	716,878
● Unemployed	21,194
● Under 15	272,351

Educational Attainment

Concerning educational attainment, **19.6% of Hillsborough County, FL residents possess a Bachelor's Degree** (1.0% above the national average), and **9.3% hold an Associate's Degree** (1.3% above the national average).

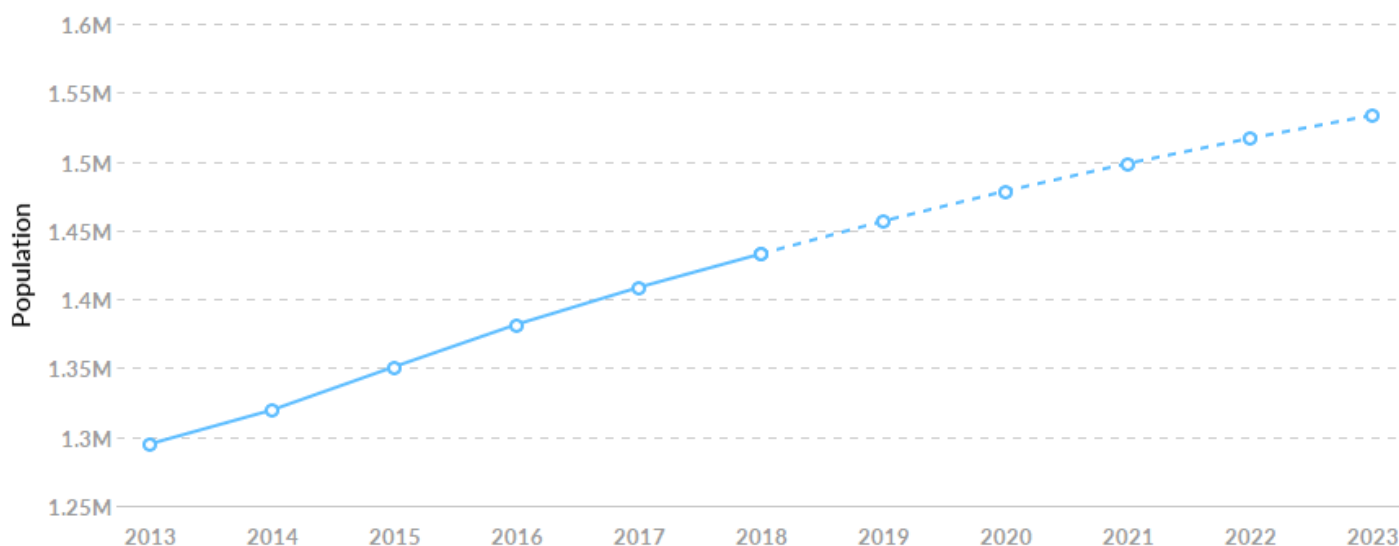


	% of Population	Population
● Less Than 9th Grade	6.3%	61,227
● 9th Grade to 12th Grade	6.8%	66,893
● High School Diploma	27.6%	270,109
● Some College	19.1%	186,857
● Associate's Degree	9.3%	91,256
● Bachelor's Degree	19.6%	191,959
● Graduate Degree and Higher	11.3%	110,341

Historic & Projected Trends

Population Trends

As of 2018 the region's population **increased by 10.7%** since 2013, growing by 138,062. Population is expected to **increase by 7.0%** between 2018 and 2023, adding 100,577.

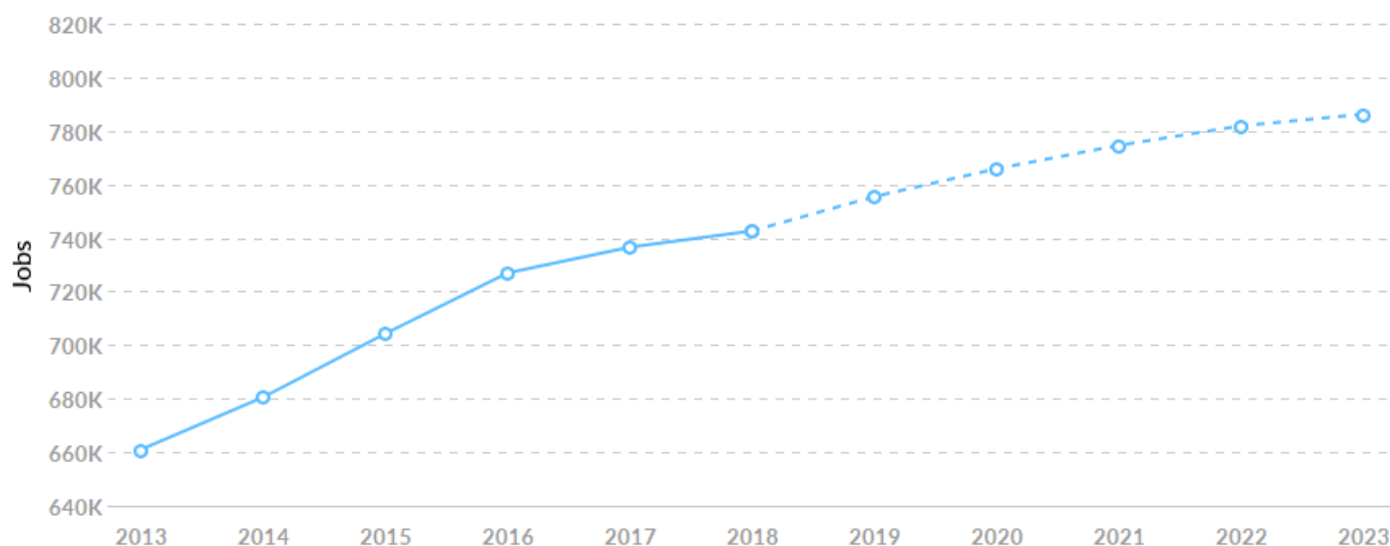


Timeframe	Population
2013	1,294,835
2014	1,319,517
2015	1,350,912
2016	1,381,636
2017	1,408,576
2018	1,432,897
2019	1,456,682
2020	1,478,517
2021	1,498,516
2022	1,516,799
2023	1,533,475

Historic & Projected Trends - Cont.

Job Trends

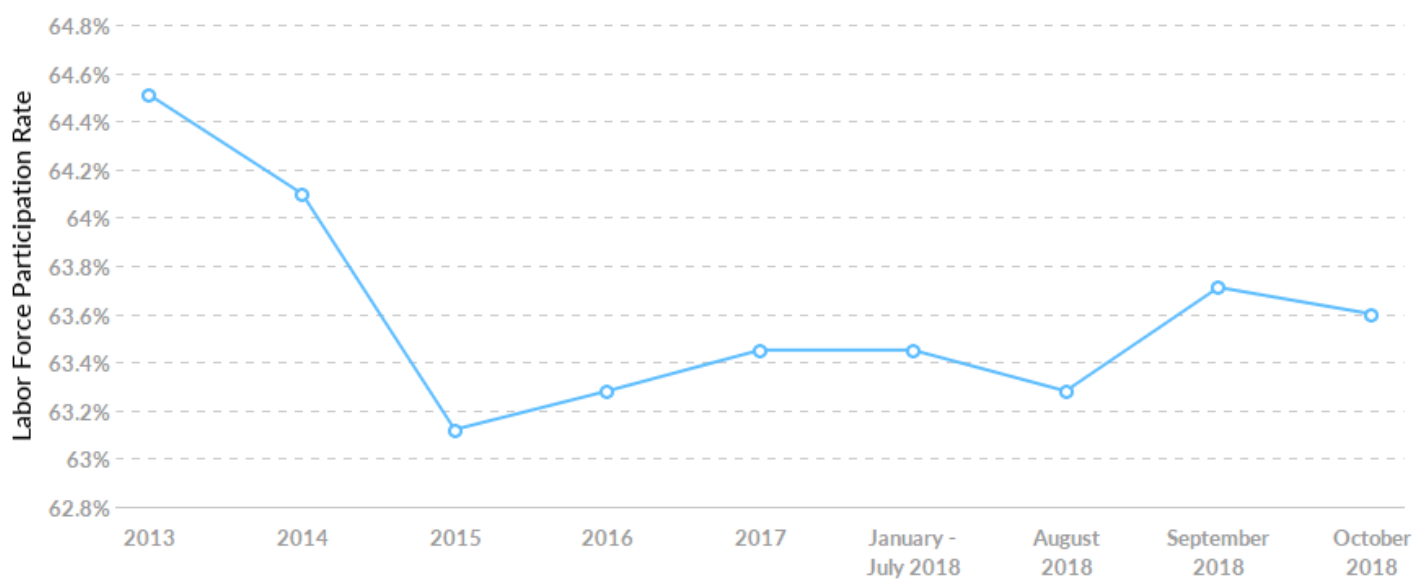
From 2013 to 2018, jobs increased by **12.4%** in Hillsborough County, FL from 660,945 to **742,602**. This change **outpaced the national growth rate of 7.8% by 4.6%**.



Timeframe	Jobs
2013	660,945
2014	680,502
2015	704,252
2016	726,913
2017	736,532
2018	742,602
2019	755,418
2020	765,833
2021	774,562
2022	781,847
2023	786,218

Historic & Projected Trends - Cont.

Labor Force Participation Rate Trends

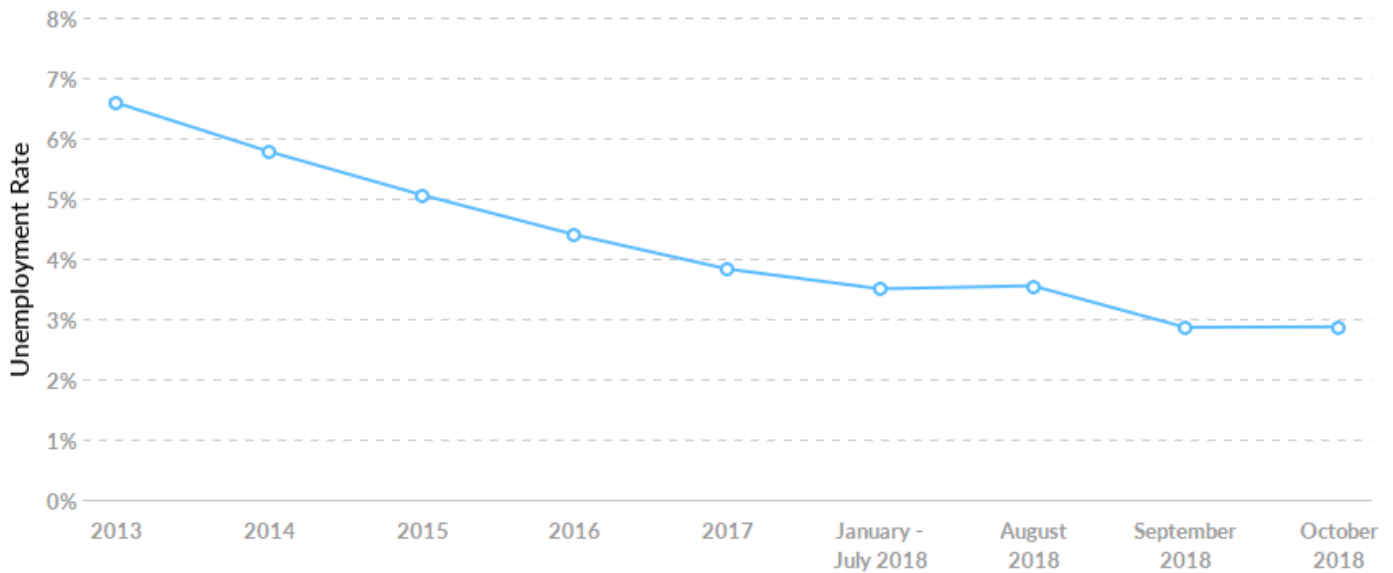


Timeframe	Labor Force Participation Rate
2013	64.51%
2014	64.10%
2015	63.12%
2016	63.28%
2017	63.45%
January - July 2018	63.45%
August 2018	63.28%
September 2018	63.71%
October 2018	63.60%

Historic & Projected Trends - Cont.

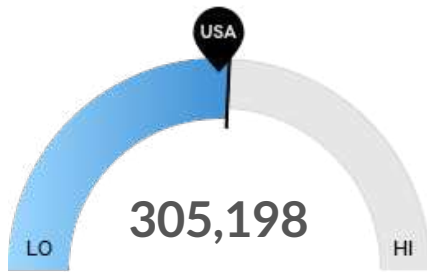
Unemployment Rate Trends

Hillsborough County, FL had an October 2018 unemployment rate of 2.87%, **decreasing from 6.59%** 5 years before.



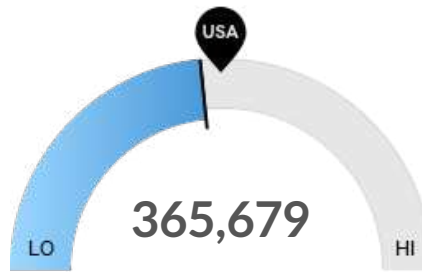
Timeframe	Unemployment Rate
2013	6.59%
2014	5.78%
2015	5.06%
2016	4.40%
2017	3.83%
January - July 2018	3.50%
August 2018	3.55%
September 2018	2.86%
October 2018	2.87%

Population Characteristics



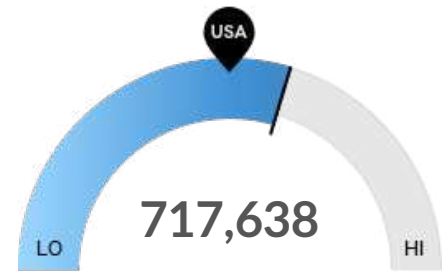
Millennials

Hillsborough County, FL has 305,198 millennials (ages 20-34). The national average for an area this size is 291,737.



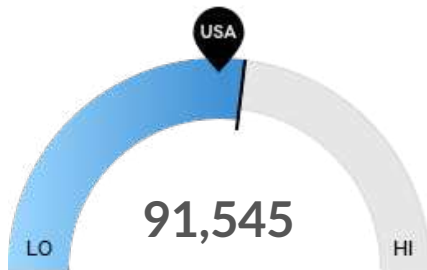
Retiring Soon

Retirement risk is about average in Hillsborough County, FL. The national average for an area this size is 401,550 people 55 or older, while there are 365,679 here.



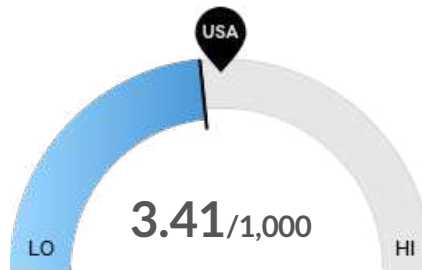
Racial Diversity

Racial diversity is high in Hillsborough County, FL. The national average for an area this size is 553,174 racially diverse people, while there are 717,638 here.



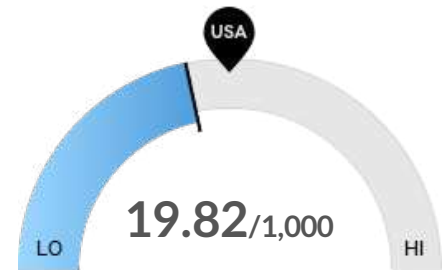
Veterans

Hillsborough County, FL has 91,545 veterans. The national average for an area this size is 81,903.



Violent Crime

Hillsborough County, FL has 3.41 violent crimes per 1,000 people. The national rate is 3.75 per 1,000 people.



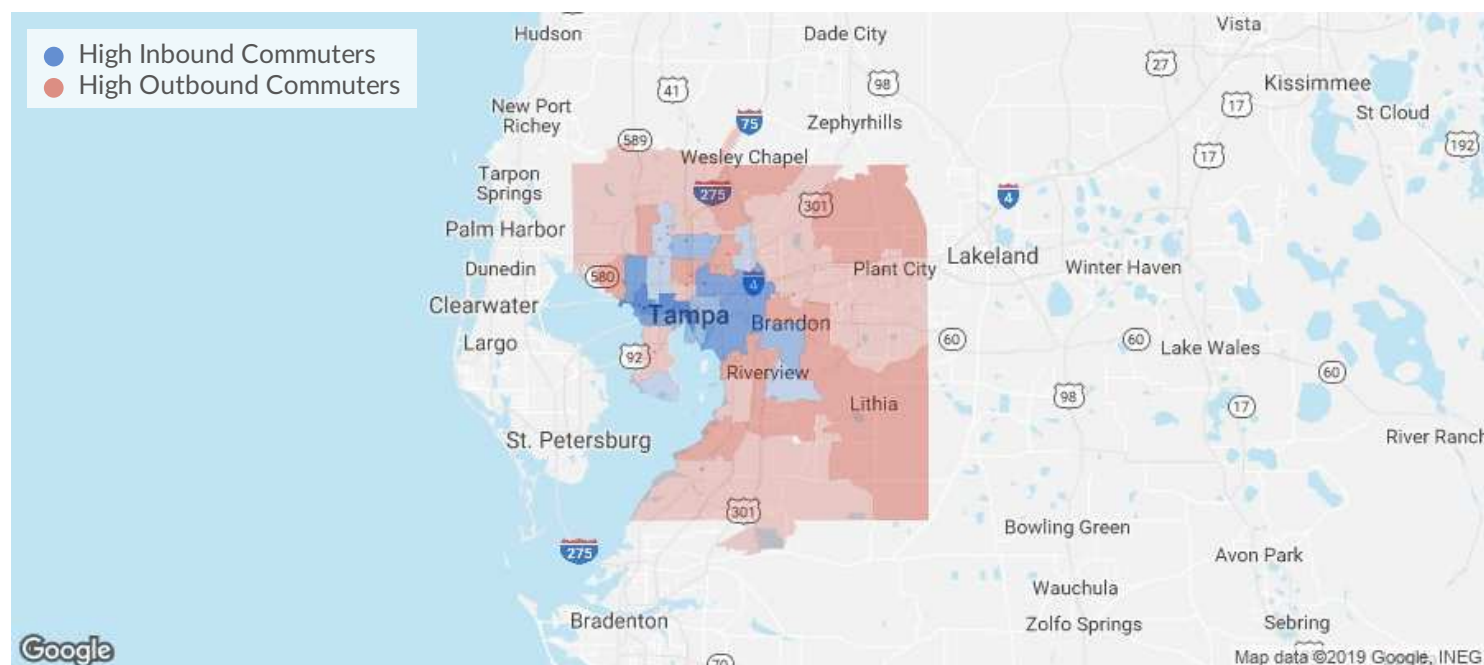
Property Crime

Hillsborough County, FL has 19.82 property crimes per 1,000 people. The national rate is 24.21 per 1,000 people.

Population Characteristics - Cont.

Place of Work vs Place of Residence

Understanding where talent in Hillsborough County, FL currently works compared to where talent lives can help you optimize site decisions. For example, the #1 ranked ZIP for employment ranks #20 for resident workers. The top ZIP for resident workers is 33647.



Where Talent Works

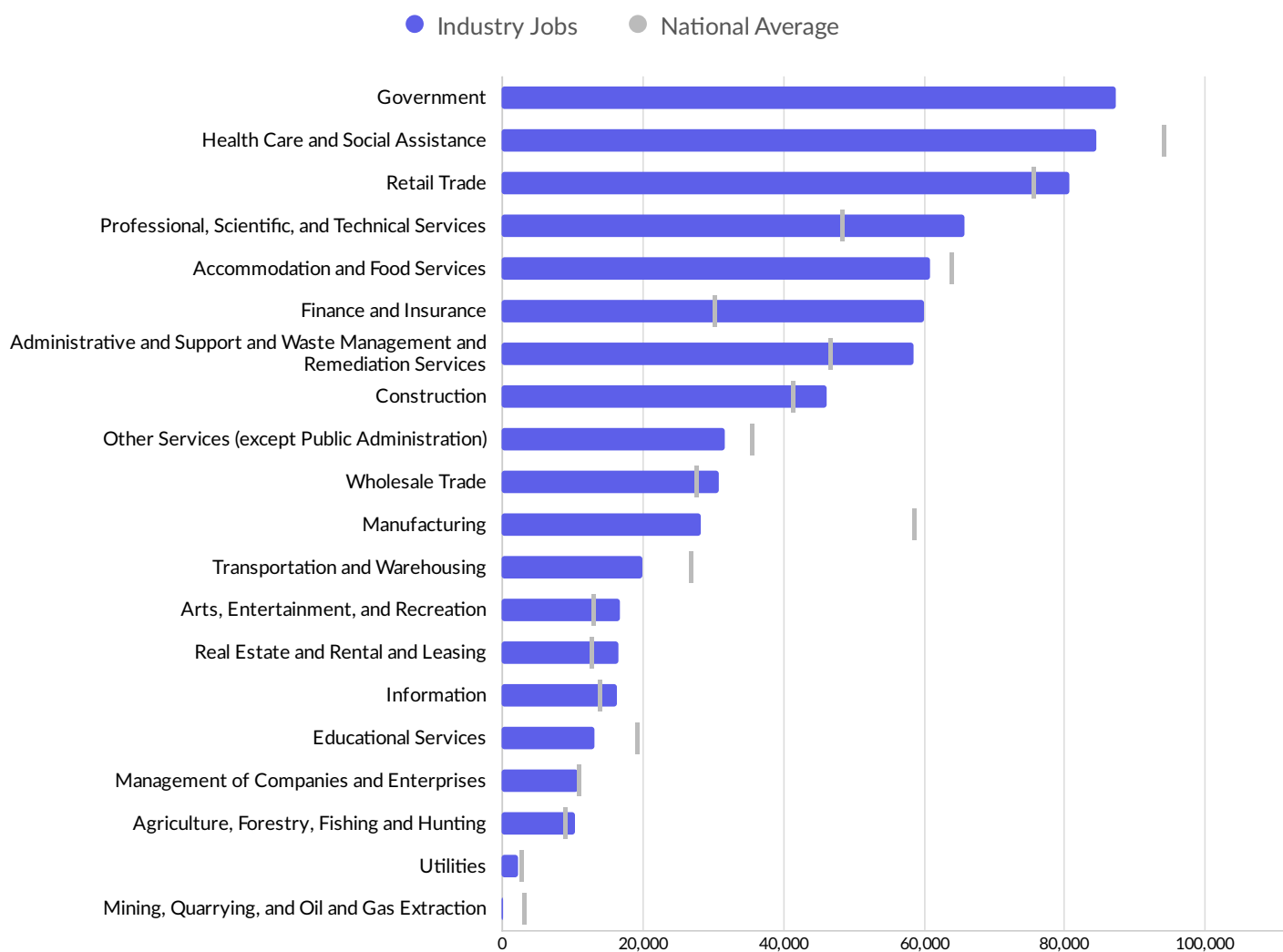
ZIP	Name	2018 Employment
33607	Tampa, FL (in Hillsboro...	67,450
33602	Tampa, FL (in Hillsboro...	60,612
33619	Tampa, FL (in Hillsboro...	51,920
33634	Tampa, FL (in Hillsboro...	43,962
33612	Tampa, FL (in Hillsboro...	34,352

Where Talent Lives

ZIP	Name	2018 Workers
33647	Tampa, FL (in Hillsboro...	27,588
33511	Brandon, FL (in Hillsbo...	25,928
33578	Riverview, FL (in Hillsb...	21,761
33614	Tampa, FL (in Hillsboro...	21,463
33615	Tampa, FL (in Hillsboro...	21,378

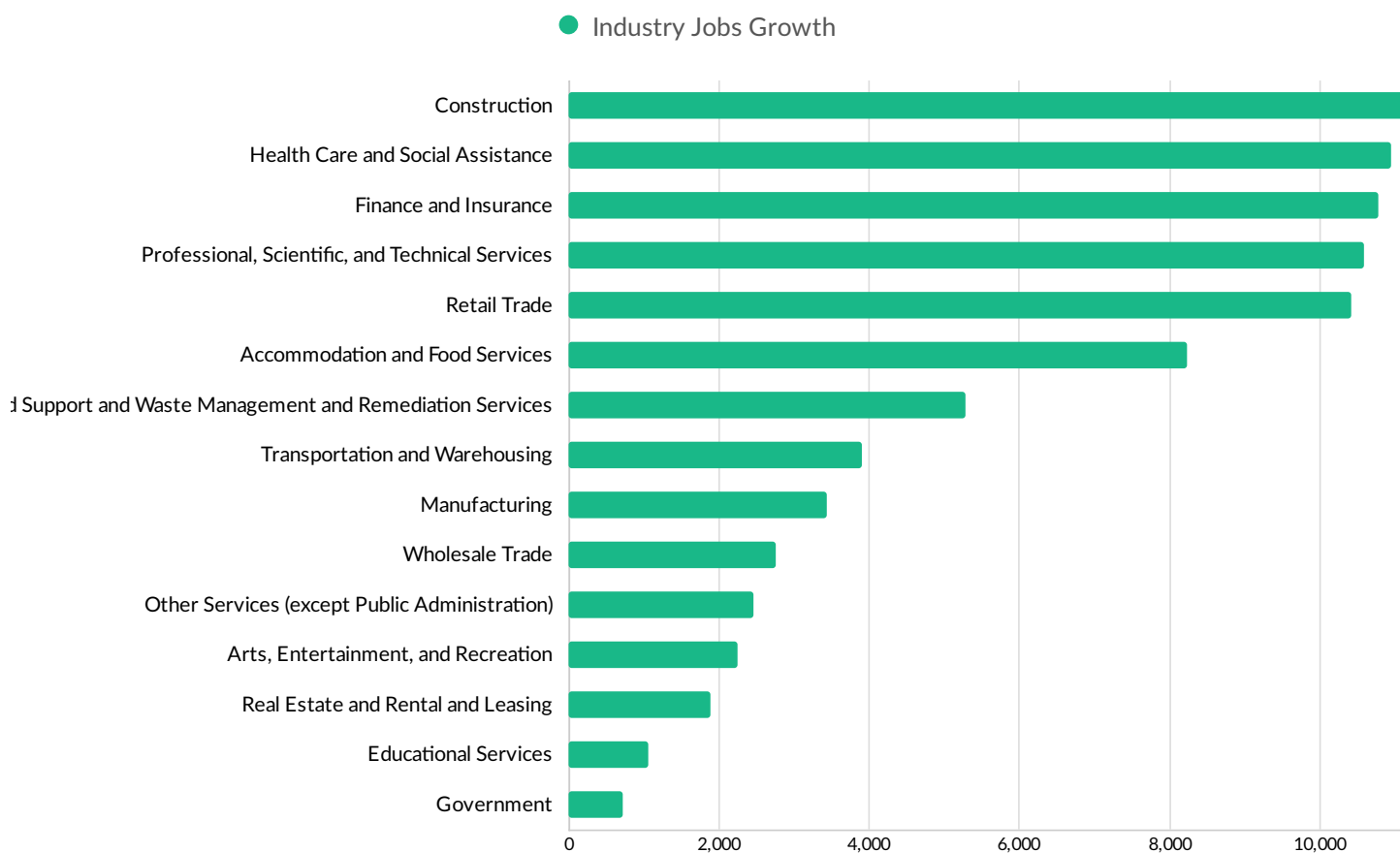
Industry Characteristics

Largest Industries



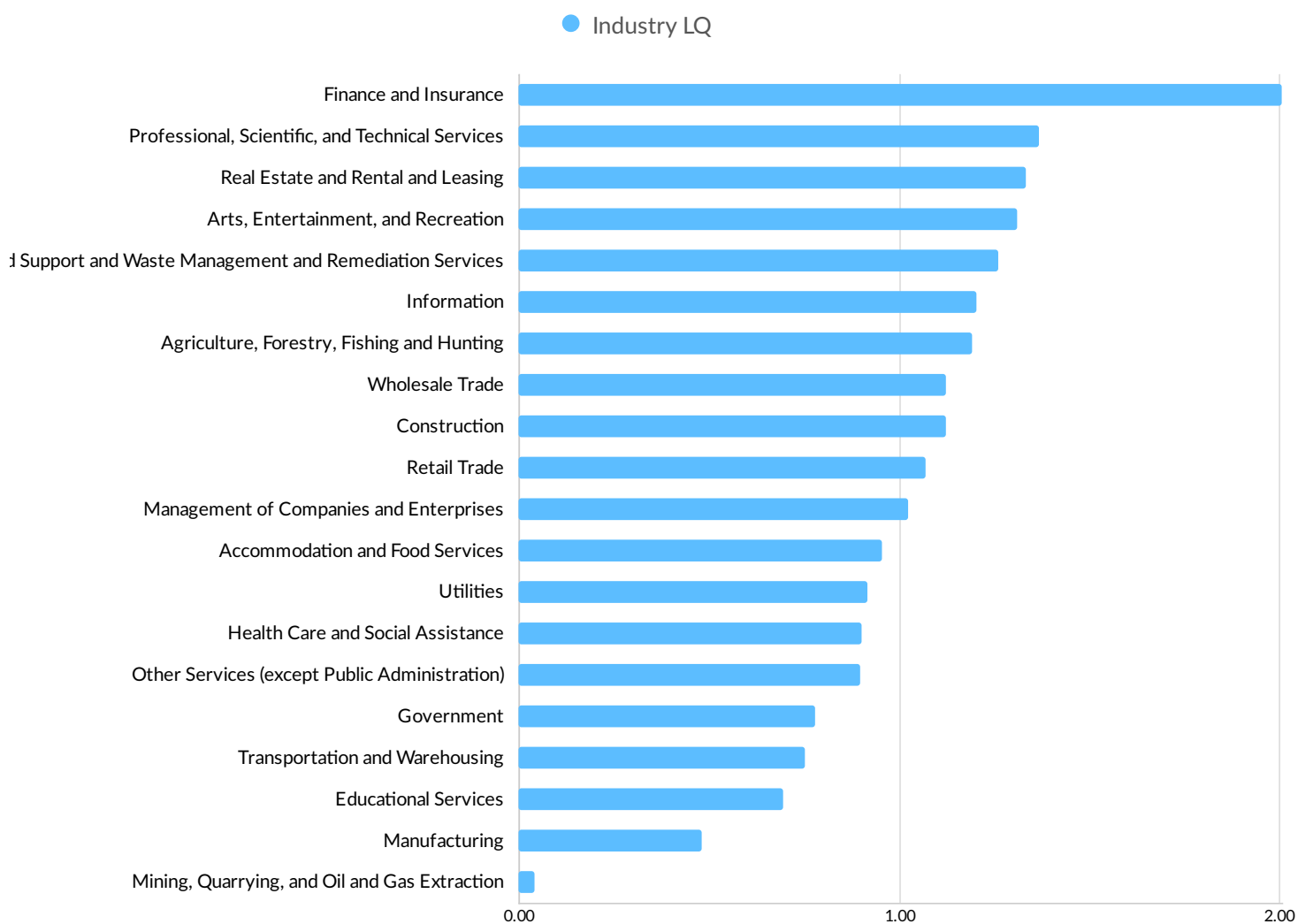
Industry Characteristics - Cont.

Top Growing Industries



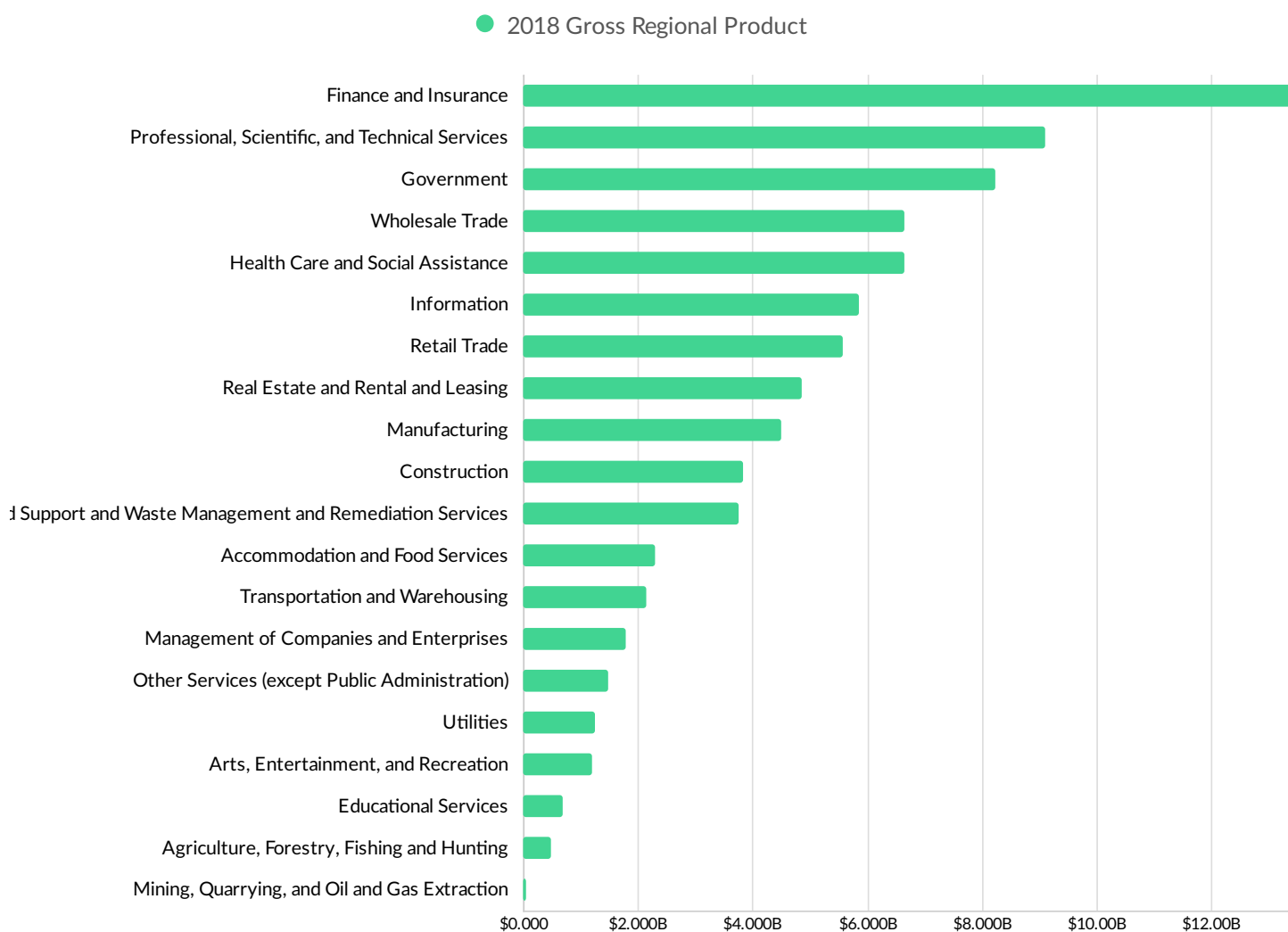
Industry Characteristics - Cont.

Top Industry LQ



Industry Characteristics - Cont.

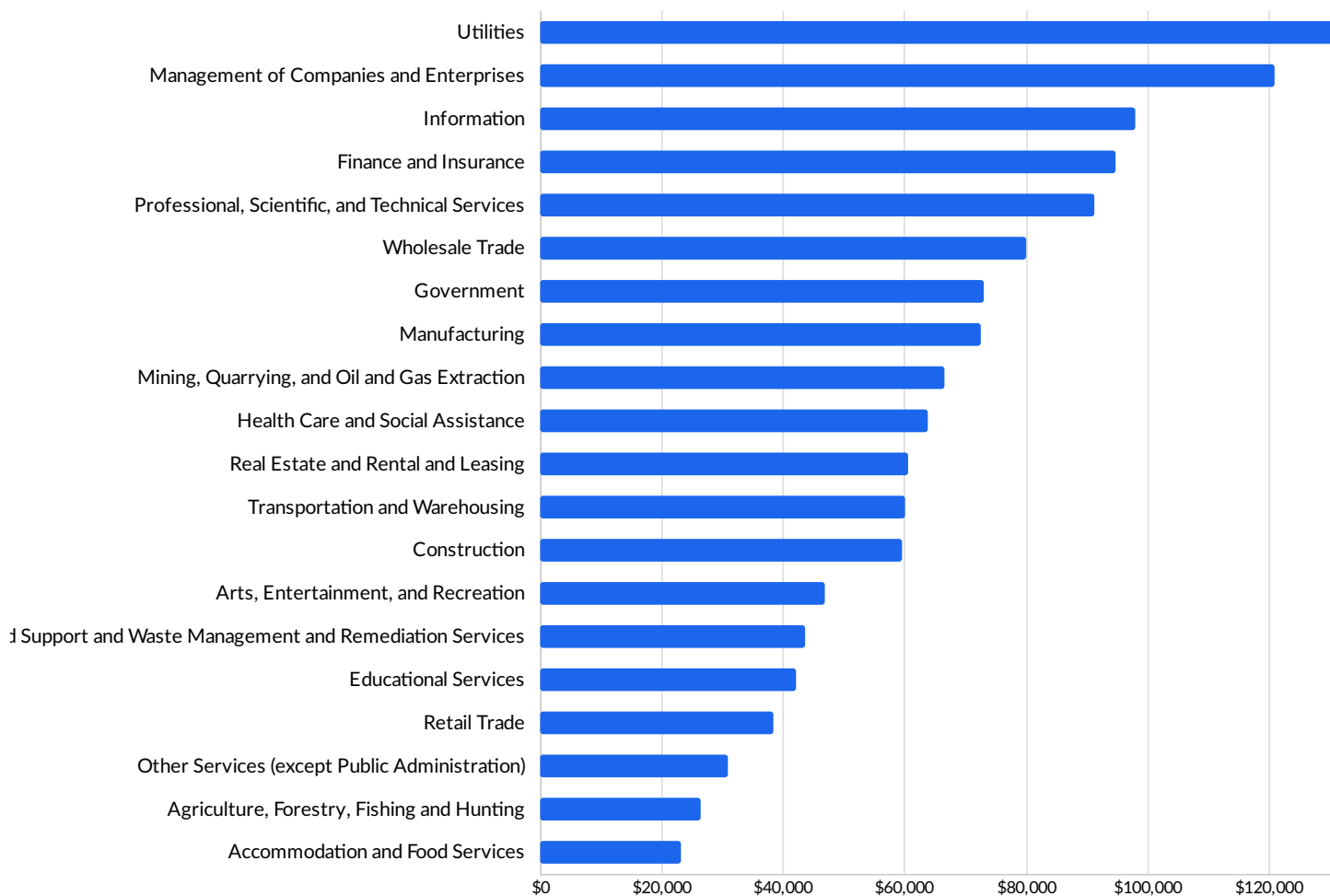
Top Industry GRP



Industry Characteristics - Cont.

Top Industry Earnings

● 2018 Earnings Per Worker



Industry Characteristics - Cont.

Industry	2013 Jobs	2018 Jobs	Change in Jobs	% Change in Jobs	2018 LQ	2018 Earnings Per Worker	2018 GRP
Government	86,679	87,394	715	+1%	0.78	\$73,188	\$8.23B
Health Care and Social Assistance	73,541	84,508	10,967	+15%	0.90	\$64,012	\$6.64B
Retail Trade	70,247	80,681	10,434	+15%	1.07	\$38,312	\$5.58B
Professional, Scientific, and Technical Services	55,264	65,864	10,600	+19%	1.37	\$91,321	\$9.11B
Accommodation and Food Services	52,743	60,979	8,236	+16%	0.96	\$23,202	\$2.29B
Finance and Insurance	49,292	60,085	10,793	+22%	2.01	\$94,797	\$13.42B
Administrative and Support and Waste Management and Remediation Services	53,243	58,543	5,300	+10%	1.26	\$43,757	\$3.75B
Construction	35,030	46,184	11,154	+32%	1.12	\$59,651	\$3.84B
Other Services (except Public Administration)	29,295	31,769	2,474	+8%	0.90	\$31,030	\$1.48B
Wholesale Trade	28,180	30,932	2,752	+10%	1.12	\$80,094	\$6.65B
Manufacturing	24,809	28,257	3,448	+14%	0.48	\$72,723	\$4.50B
Transportation and Warehousing	16,092	20,006	3,914	+24%	0.75	\$60,170	\$2.14B
Arts, Entertainment, and Recreation	14,591	16,852	2,261	+15%	1.31	\$46,932	\$1.20B
Real Estate and Rental and Leasing	14,820	16,711	1,891	+13%	1.33	\$60,704	\$4.86B
Information	16,976	16,430	-546	-3%	1.20	\$98,189	\$5.86B
Educational Services	12,161	13,215	1,054	+9%	0.69	\$42,281	\$698.72M
Management of Companies and Enterprises	10,915	10,832	-83	-1%	1.02	\$121,034	\$1.79B
Agriculture, Forestry, Fishing and Hunting	14,025	10,442	-3,583	-26%	1.19	\$26,487	\$479.79M
Utilities	2,642	2,349	-293	-11%	0.92	\$131,030	\$1.24B

Industry Characteristics - Cont.

Industry	2013 Jobs	2018 Jobs	Change in Jobs	% Change in Jobs	2018 LQ	2018 Earnings Per Worker	2018 GRP
Mining, Quarrying, and Oil and Gas Extraction	302	126	-176	-58%	0.04	\$66,518	\$44.21M

Business Characteristics

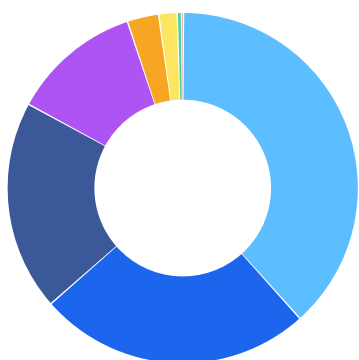
134,058 Companies Employ Your Workers

Online profiles for your workers mention 134,058 companies as employers, with the top 10 appearing below. In the last 12 months, 19,731 companies in Hillsborough County, FL posted job postings, with the top 10 appearing below.

Top Companies	Profiles	Top Companies Posting	Unique Postings
University of South Florida	6,009 	Oracle Corporation	3,502 
School District of Hillsborough...	3,424 	Citigroup Inc.	2,928 
Verizon Communications Inc.	2,991 	Kforce Inc.	2,727 
Citigroup Inc.	2,964 	Anthem, Inc.	2,190 
JPMorgan Chase & Co.	2,849 	HCA Holdings, Inc.	1,806 
The Tampa General Hospital Fo...	2,623 	JPMorgan Chase & Co.	1,766 
Moffitt Cancer Center	2,369 	Baycare Home Care, Inc.	1,765 
Wellcare Health Plans, Inc.	2,226 	Adventist Health System	1,688 
Baycare Home Care, Inc.	2,190 	Pricewaterhousecoopers LLP	1,683 
Pricewaterhousecoopers LLP	2,038 	Wellcare Health Plans, Inc.	1,647 

Business Characteristics - Cont.

Business Size

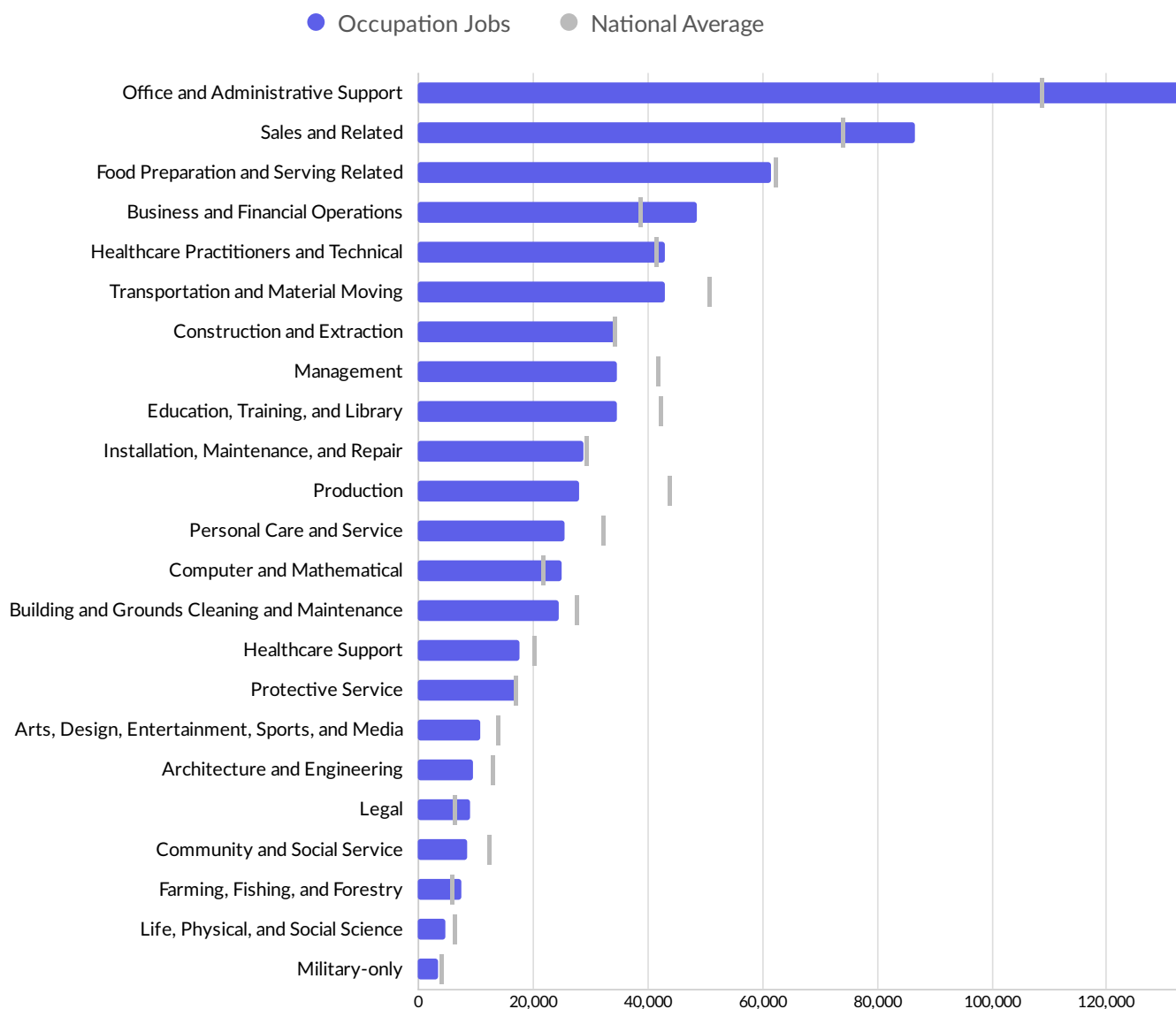


	Percentage	Business Count
1 to 4 employees	38.3%	18,325
5 to 9 employees	25.2%	12,058
10 to 19 employees	19.4%	9,280
20 to 49 employees	12.0%	5,733
50 to 99 employees	2.9%	1,391
100 to 249 employees	1.7%	810
250 to 499 employees	0.4%	189
500+ employees	0.2%	87

**Business Data by DatabaseUSA.com is third-party data provided by Emsi to its customers as a convenience, and Emsi does not endorse or warrant its accuracy or consistency with other published Emsi data. In most cases, the Business Count will not match total companies with profiles on the summary tab.*

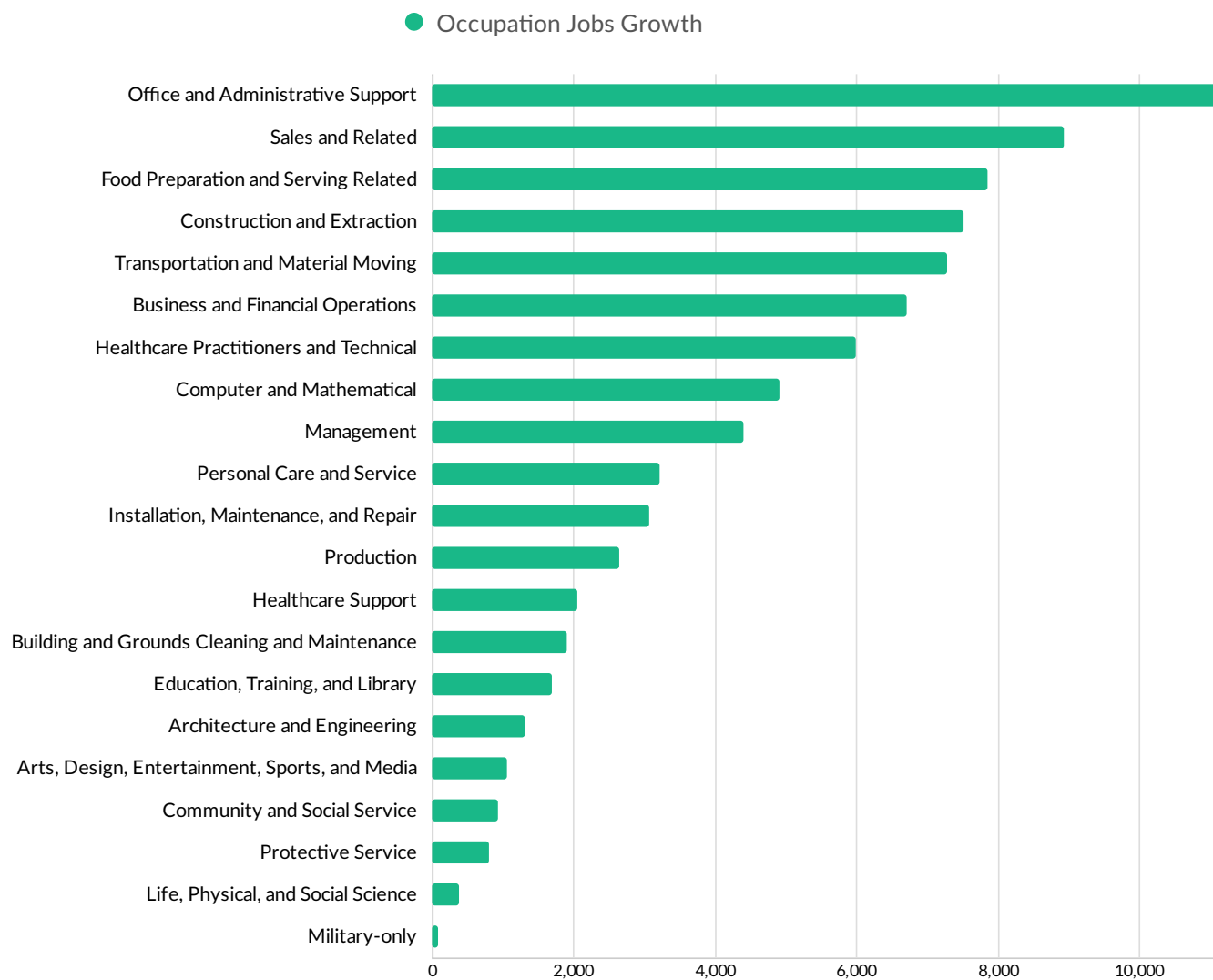
Workforce Characteristics

Largest Occupations



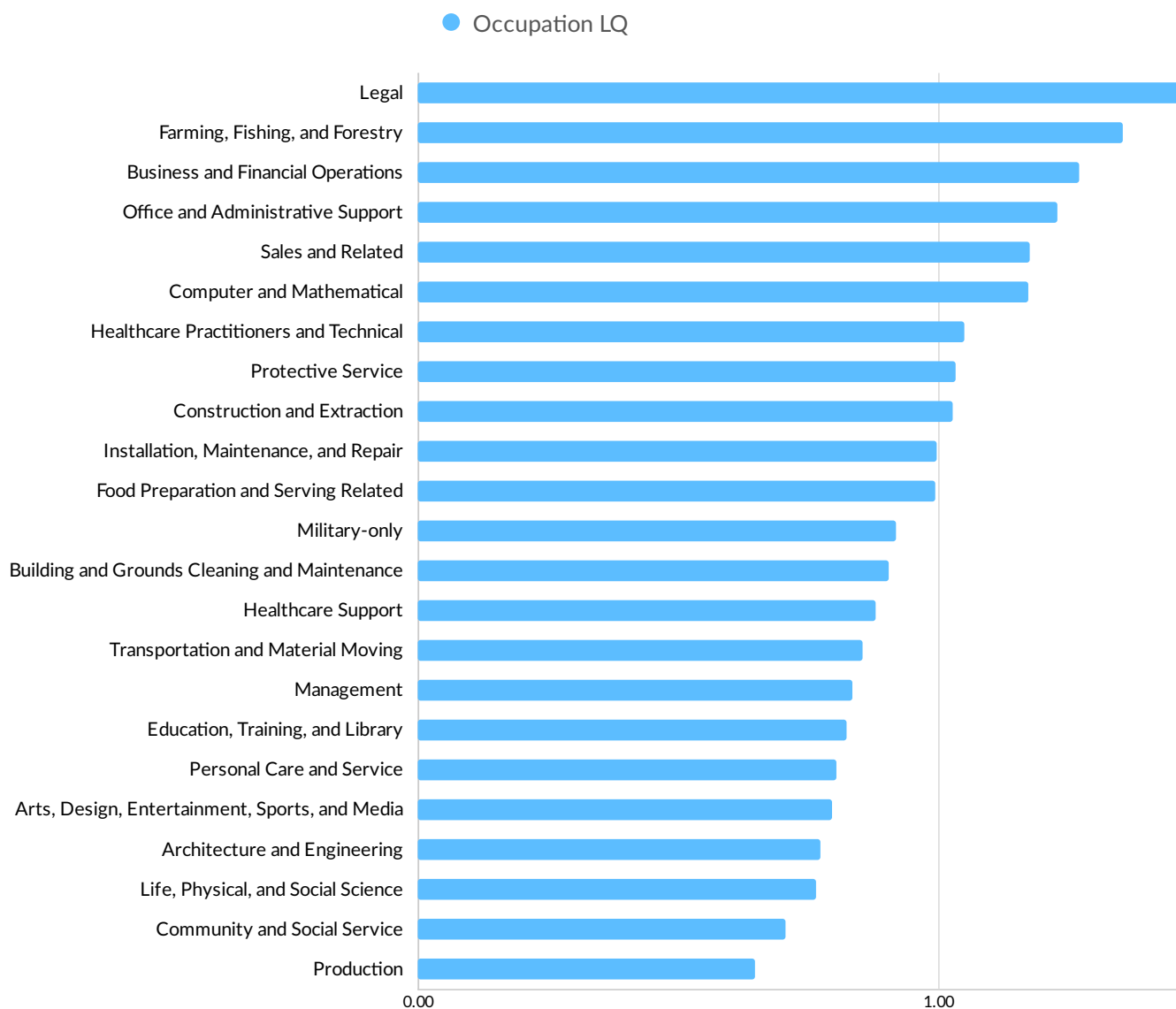
Workforce Characteristics - Cont.

Top Growing Occupations



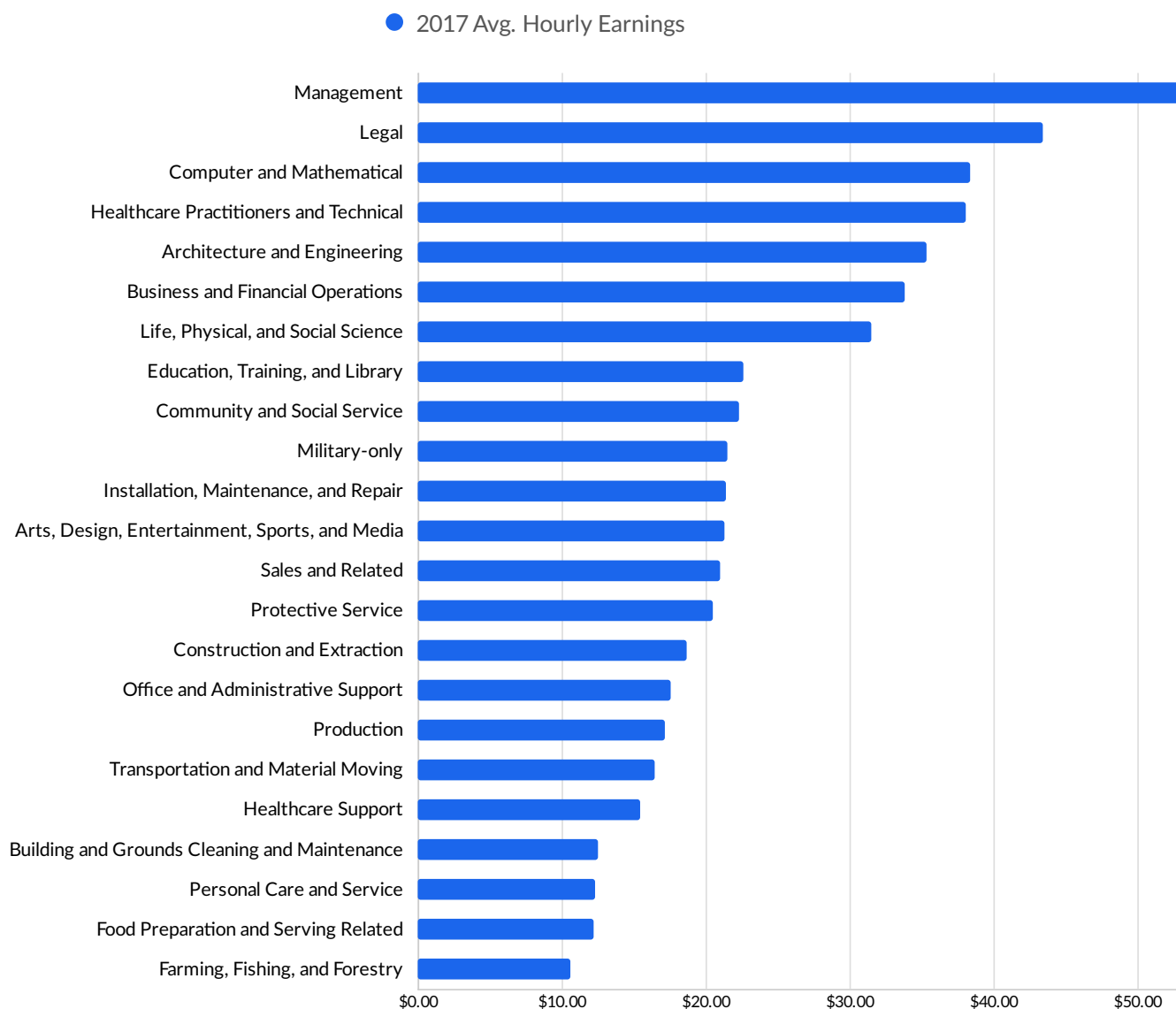
Workforce Characteristics - Cont.

Top Occupation LQ



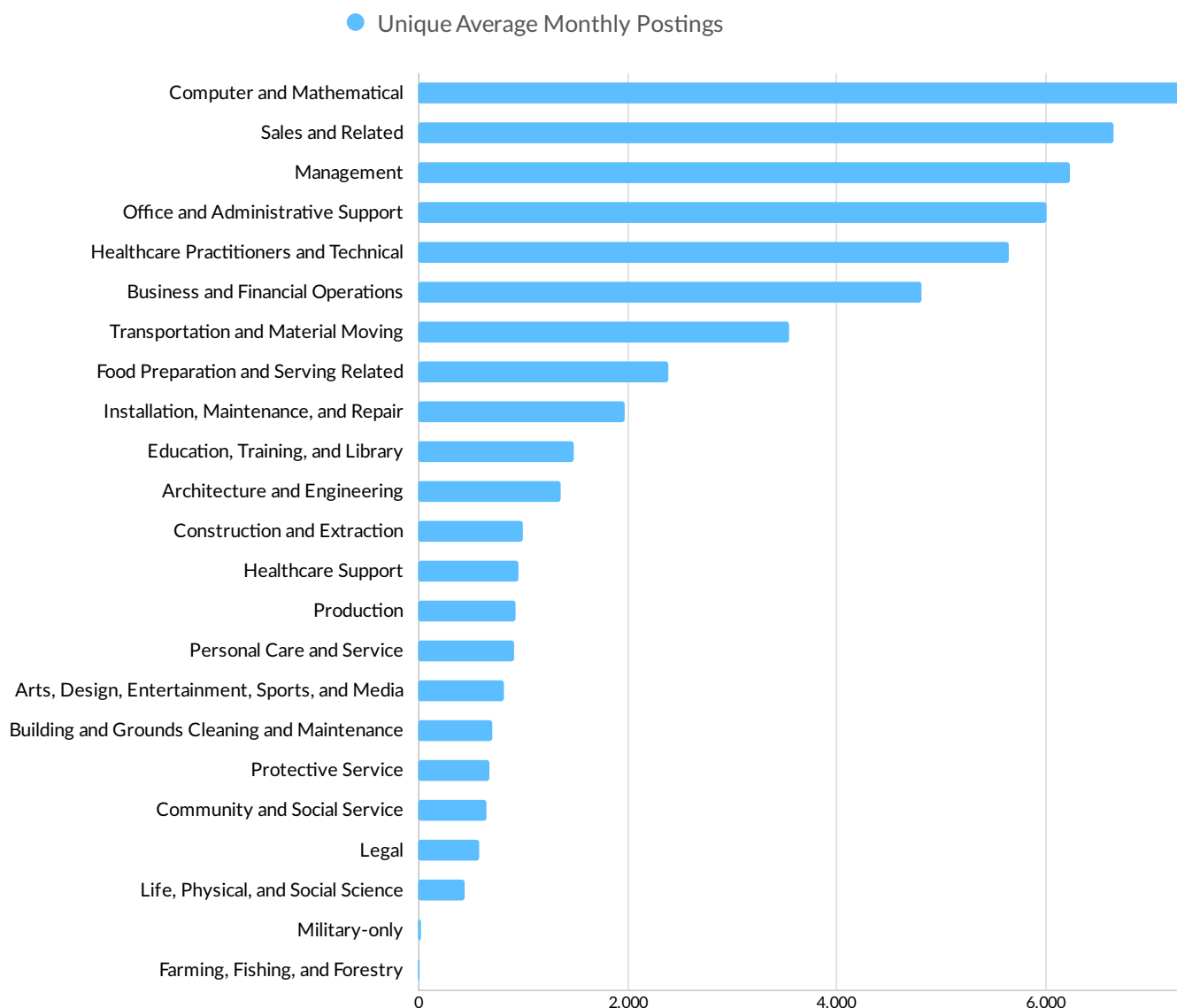
Workforce Characteristics - Cont.

Top Occupation Earnings



Workforce Characteristics - Cont.

Top Posted Occupations



Workforce Characteristics - Cont.

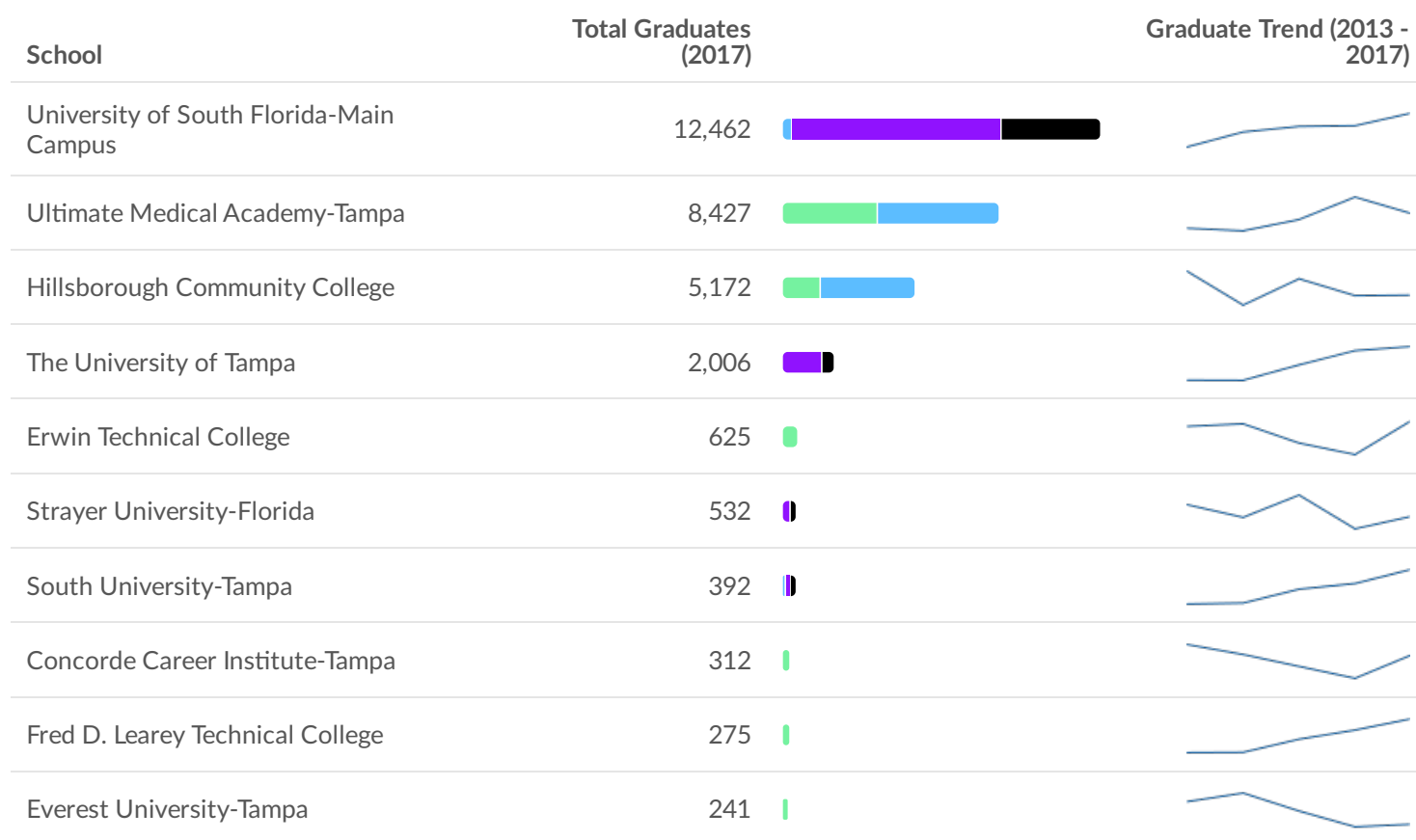
Occupation	2013 Jobs	2018 Jobs	Change in Jobs	% Change in Jobs	2018 LQ	2017 Avg. Hourly Earnings	Feb 2018 - Jan 2019 Unique Average Monthly Postings
Office and Administrative Support	121,951	133,072	11,121	+9%	1.23	\$17.54	6,018
Sales and Related	77,769	86,710	8,941	+11%	1.17	\$20.96	6,662
Food Preparation and Serving Related	53,823	61,686	7,863	+15%	0.99	\$12.26	2,397
Business and Financial Operations	42,047	48,758	6,711	+16%	1.27	\$33.77	4,825
Healthcare Practitioners and Technical	37,200	43,198	5,998	+16%	1.05	\$38.04	5,657
Transportation and Material Moving	35,897	43,193	7,296	+20%	0.85	\$16.40	3,557
Construction and Extraction	27,325	34,844	7,519	+28%	1.03	\$18.66	1,009
Management	30,404	34,800	4,396	+14%	0.84	\$52.98	6,242
Education, Training, and Library	32,998	34,702	1,704	+5%	0.82	\$22.57	1,492
Installation, Maintenance, and Repair	25,902	28,963	3,061	+12%	1.00	\$21.42	1,972
Production	25,554	28,206	2,652	+10%	0.65	\$17.15	937
Personal Care and Service	22,384	25,613	3,229	+14%	0.80	\$12.27	913
Computer and Mathematical	20,206	25,124	4,918	+24%	1.17	\$38.37	7,311
Building and Grounds Cleaning and Maintenance	22,741	24,656	1,915	+8%	0.90	\$12.53	714
Healthcare Support	15,685	17,731	2,046	+13%	0.88	\$15.40	959
Protective Service	16,379	17,193	814	+5%	1.03	\$20.48	678

Workforce Characteristics - Cont.

Occupation	2013 Jobs	2018 Jobs	Change in Jobs	% Change in Jobs	2018 LQ	2017 Avg. Hourly Earnings	Feb 2018 - Jan 2019 Unique Average Monthly Postings
Arts, Design, Entertainment, Sports, and Media	9,848	10,916	1,068	+11%	0.79	\$21.25	824
Architecture and Engineering	8,420	9,731	1,311	+16%	0.77	\$35.29	1,361
Legal	9,267	9,007	-260	-3%	1.47	\$43.40	581
Community and Social Service	7,725	8,649	924	+12%	0.71	\$22.29	657
Farming, Fishing, and Forestry	9,640	7,611	-2,029	-21%	1.35	\$10.55	19
Life, Physical, and Social Science	4,325	4,700	375	+9%	0.77	\$31.50	443
Military-only	3,455	3,536	81	+2%	0.92	\$21.53	26

Educational Pipeline

In 2017, there were 31,861 graduates in Hillsborough County, FL. This pipeline has shrunk by 1% over the last 5 years. The highest share of these graduates come from Liberal Arts and Sciences/Liberal Studies, Medical Insurance Specialist/Medical Biller, and Medical Administrative/Executive Assistant and Medical Secretary.



● Certificate
 ● Associate's
 ● Bachelor's
 ● Master's or Higher

Internal Program Monitoring

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

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

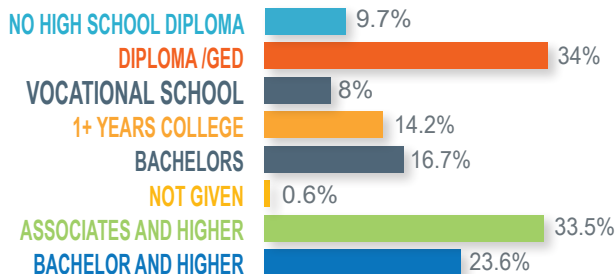
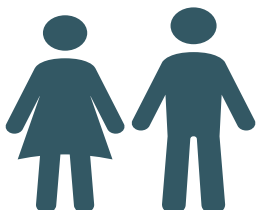
WAGNER PEYSER DEMOGRAPHIC

Program Year 2018 - 2019

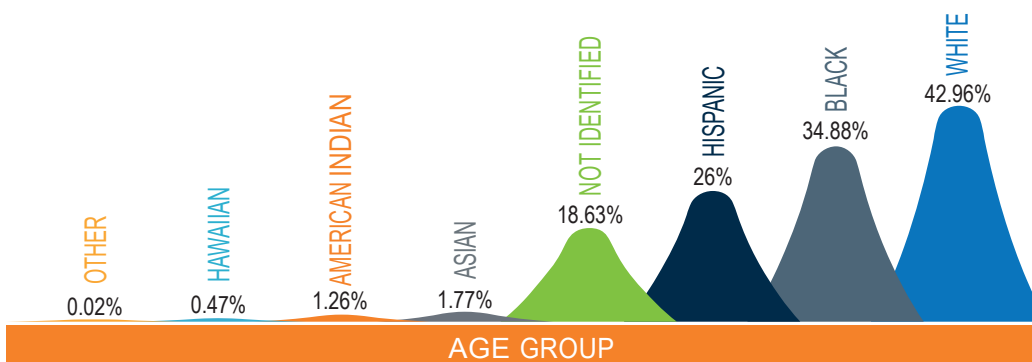
(July - December)

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

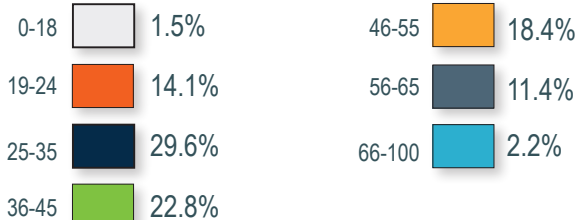
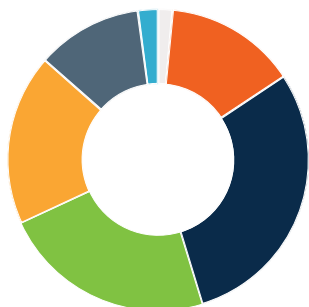
EDUCATION LEVEL



RACE / ETHNICITY



AGE GROUP



TYPES OF SERVICES PROVIDED

JOB PLACEMENTS	7,526
JOB REFERRALS	31,885
RESUMES POSTED	8,681
TOTAL SERVICES	128,380

CUSTOMER SEGMENTS

SERVED	22,890
VETS	1,558
DISABILITY	1,258

Source: EmployFlorida

