

**CareerSource Tampa Bay
Minutes of Workforce Solutions Committee Meeting**

Date: May 10, 2019.

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

Call to Order:

Michael Ramsey called the meeting to order at 9:03 a.m. There was a quorum present with the following Workforce Solutions Committee members participating.

Members in attendance

Michael Bach (via phone), Robert Coppersmith, Benjamin Hom and Michael Ramsey.

Members not in attendance

Gail Fitzsimmons, Kenneth Jones, Earl Rahn, Yanina Rosario and Lindsey Kimball.

Staff Present

John Flanagan, Juditte Dorcy, Anna Munro, Jody Toner, Michelle Schultz, Shelia Doyle, Christina Witt, Chad Kunerth, Tammy Stahlgren, Melissa Carol and Joe Vitale.

Others Present

Danielle Elias

Public Comments:

There were none.

The agenda items are listed in the order of discussion.

- ▶ **Indicates Committee Action**
□ **Indicated Action needed**

CEO Report:

Summer Job Connection:– John reported that there are 624 participants enrolled and 51 employers with 371 jobs to place youth into. Jody and her Summer Job Connection team have done an unbelievable job getting it up and running. Media attention thanks to Doug’s efforts is going in a great direction.

Restructuring: CSTB agency restructuring to align with goals, objectives for 2019-2020 is going according to plan. We are shifting focus away from placement to Business engagement and attraction.

Town Hall Meetings: John has hosted first employee Town Hall Meeting with staff, with a goal of hosting these events quarterly to communicate organization wide changes, discuss performance and boost morale.

Action/Discussion Items

▶ **Action Item 1 –Approval of Minutes**

- **A motion to approve the minutes of February 13, 2019.**
 - Motioned: Robert Coppersmith
 - Seconded: Michael Bach
- There was no further discussion. The motion carried.

▶ **Action Item 2 –Regional Targeted Occupations List PY 19-20**

- **A motion to approve the Regional Targeted Occupations List PY 19-20.**
 - Motioned: Robert Coppersmith
 - Seconded: Michael Bach
- There was no further discussion. The motion carried.

► **Action Item 3 – Eligible Training Provider Policy**

Director Munro presented the action item. One additional add-on needs to be included in the language of the modification to the ETPL policy. If a waiver is provided, the Board will be informed through an “Information Item” at the next Board meeting. (The new provider or program will also be listed on the “Vendor Outcome Report”.)

- A motion to approve the **Eligible Training Provider Policy**.
 - Motioned: Robert Coppersmith
 - Seconded: Michael Bach
- There was no further discussion. The motion carried.

► **Action Item 4 – 2019-2020 Workforce Solutions Strategic Goals**

- In discussion of the Strategic Plan, a suggestion was made to use the Sales Force CRM software to generate actual metrics to track the Employer Customer Satisfaction Rating monthly, and provide that report to the committee quarterly.
- A motion to approve **2019-2020 Workforce Solutions Strategic Goals**.
 - Motioned: Robert Coppersmith
 - Seconded: Michael Bach

Discussion:

There was further discussion about how to identify up and coming skills, Where CSTB can help the community and jobseekers. What we're doing with Goal 1, Objective 3, is using a very robust economic modeling tool named EMSI. There is a new product from them named Business Engage. Staff will be receiving training on the use of this software at the end of this month. We continue to use the other resources we have in the past focus our efforts. The account executives on the Business Services Team will be shifting from a zip code alignment to a job sector alignment.

Other ways in which we are turning up our efforts internally, would include the use of the Dashboard feature, and by our organizational restructuring.

- There was no further discussion. The motion carried.

Information Items / Program Updates:

Workforce Solutions Goals Updates for 2018-2019 presented by Jody Toner

Goal 1: Provide Employers with a Skilled Workforce

- Objective 1: Provide workforce resources to employers.
 - 7 job Orders
 - 1 EWT and/IWT
 - 3 QRT and/or OJT
- Objective 2: Identify training opportunities for targeted occupations.
 - Received a Grant by CareerSource Florida for \$100,000 for Soft Skills Development Training in Hospitality and Customer Service.
- Objective 3: Develop Labor Market Information
 - We have been working closely with John Flanagan (CEO) looking at some data analytics available through EMSI. These reports should be helpful particularly for this committee, having county specific reports prior to going out to meet with employers will be very beneficial to our Business Service team.
 - There will be a report for Job Posting by Analytics by employer.
 - The Board approved the renewal of the Talent Profile Report subscription.
 - Will be setting up staff training for EMSI.

- Objective 4: Develop a Regional Targeted Occupations List:
 - We'll be bringing this list back for consideration and review. Timeline May - June. This will have looked at how to shift our focus to New Business Engagement impact our employers and educational partners. The list fluctuates every year as we have programs that drop off and new ones were added.

John Flanagan gave this update: John, Craig Richard from EDC, and also Steve Morey discussed plans to shift the focus to reflect our overall strategy, to align our goals in the area of New Business Engagement. We will focus heavily on new registrants and new postings on Employ Florida. This will be a key metric of how we judge the performance of our contract with EDC. We want to provide the most results for the community and the businesses. We want to make sure we are utilizing the Services that we share (with EDC) in the most efficient way. We will work with the overall goal being: getting employers to post jobs in Employ Florida. This is going to drive most of our training opportunities, products, and services that we have. There will be a MOU coming soon for his sign off.

We recently filled the second spot, and now have two people working in that area.

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
 - USDOL guidance has caused CSTB to re-align policy and processes, which may limit OJT numbers for the next year or so.
 - Added 7 Employers for PWE.
- Objective 2: Encourage Employer involvement in the Local Employed (EWT) and Incumbent Worker Training (IWT) programs
 - EWT will be sunseting soon and IWT will be the sole focus after July 1, 2019.
 - 3rd Quarter received 3 new EWT awards
- Objective 3: Connect employers with the Florida Flex Program administered by CareerSource Florida
- Objective 4: Encourage employer participation in the internship and apprenticeship programs.
 - 984 employers, 132 internships, 4133 interns registered, and have placed 0. We need to work on placement.

Goal III: Effectively Market and Brand Services and Programs.

- Develop innovative strategies and outreach materials to market various programs.
 - Website trending down this quarter from 17% to 15%.
 - Social Media Traffic is trending up in all categories.
 - Question: Are there any more staff vacancies on the Business Team? We are still looking to still hire a Director of Business Services position.

Training Vendors Outcome Report presented by Chad Kunerth

CSTB provides WIOA funding training services with a focus on successful completion of demand-driven industry certifications and training programs. This is a new report as requested. Reporting real time data of exit numbers only, doesn't include enrollment. The Training Providers have received a snapshot of their numbers so they know where they stand. As of the 3rd quarter, 15 training vendors meet all three criteria, 49 meet two, and 16 meet only one criteria. The three criteria are: 70% Placement, 70% Completion, and an Avg. Wage of \$14.63.

Summer Job Connection

Staff has grown from 4 to 26, now the program is fully staffed. We received 672 youth applications, 51 employer applications, and 371 available positions. About 650 youth will be served, we've only turned away 33 individuals (some due to exceeded age). Date has been set for June 4, at the DoubleTree Hilton.

Performance Dashboard Report

Reviewed by Jody Toner in real time. See pg. 21 of the Workforce Solutions Committee Agenda packet. On trend and on point in our efforts, we just need to try to work on getting the wages higher.

Reports – Industry Insights

Education

(Michael Ramsey). House Bill FL - H7071 is packed with workforce training initiatives that will greatly benefit our community. Key item for us in the Bill is preapprenticeship & apprenticeship training programs, secondary and postsecondary workforce education and creation of FLAG program, and creation of the SAIL to 60 Initiative.

Economic Development

Health of economy has us in somewhat of a boon in the regular sectors which are strong in the region. EDC has about 91 projects going on nationally and internationally to attract business to Tampa.

Other Industry Sectors

No updates.

Future Business

Business and Education Summit - February 2020. The keynotes, industry sectors, breakouts and logistics are being worked on. Juditte Dorcy will be the lead for this initiative.

Adjournment

The meeting was adjourned at approximately 10:18 a.m.

Minutes submitted by Tammy Stahlgren – Administrative Services Coordinator.