

## **CareerSource Tampa Bay One-Stop Committee Minutes**

Date: May 22, 2019  
Location: 9215 N Florida Ave., Ste. 101, Tampa, FL

### **Call to Order**

Chair Mike Ramsey 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, Stephanie Brown-Gilmore (via phone), Ryan Buckthorpe attending for Ginger Clark, Sandra Brown attending for Mireya Hernandez, and Michael Ramsey.

### **Committee Members Not in Attendance**

Richard Cranker, Elizabeth Gutierrez, Randall Hasson, April May, Michael Smith, John Howell, and Paul Orvosh (via phone)

### **Staff**

John Flanagan, Jody Toner, Anna Munro, Christina Witt, and Melissa Carroll (via phone)

### **BOCC Liaison**

None

### **Other in attendance**

Dan McCrew

### **Welcome and Introductions**

CEO John Flanagan announced that the Florida Department of Economic Opportunity (DEO) released to CareerSource Tampa Bay (CSTB) the U.S. Department of Labor (U.S. DOL) Employment and Training Administration's "Compliance Review of CareerSource Tampa Bay and CareerSource Pinellas" (Review) dated May 15, 2019.

Over the last 18 months, the CSTB Board of Directors, CSTB staff and Hillsborough County staff, worked diligently and proactively to move the organization forward, to take any and all corrective measures, and to resolve the cost-related findings.

CSTB will work with DEO to craft a comprehensive corrective action plan to be delivered to the U.S. DOL within the 45-day timeframe. Indeed, many corrective actions have already occurred as noted within the Review including:

- Establishment of a new separate entity, new organizational structure and new CEO
- Hillsborough Board of County Commission (BOCC) reconstituted new board for CSTB
- Several revised policies and procedures including stricter monitoring procedures for support services cards, enhanced anti-nepotism policy, stricter standards for Eligible Training Providers and establishment of salary caps
- Extensive staff training on the Employ Florida labor exchange system
- Reissued the One-Stop Operator RFP
- Established an anonymous employee reporting hotline for personnel and ethics concerns

The U.S. DOL and the DEO will continue to have CSTB's full cooperation in bringing closure to this investigation. Of utmost importance to all involved is that Hillsborough County's workforce system fulfills its mission with honesty, accountability and transparency.

### Committee Discussion on Report

One finding in particular pertained to the One Stop Committee, Item # 12 – which had several requirements of corrective action which must be addressed for compliance.

- To re-procure the One Stop Operator, to expand the scope, to increase dollar amount of the contract, and to ensure that the RFP was open for a longer duration to see if that attracted different bidders.
- CSTB was timely in their response to these requirements, the RFP was re-bid with the additional parameters as requested and did receive new bidders. As a result, a new One Stop Operator was selected, and that firm is Dynamic Workforce Services.
- This selection made it through the Executive Committee and the full Board of Directors, and the new Operator has been in place now for several months.

### Additional suggestions and questions

- Create an Oversight Ad Hoc Committee to help staff and the Board through the process.
- Inquiry- What is the length of time we have to make the additional changes, and what changes have we made specifically for DOL? Can we get a timeline for that, and a specific dollar amount that Hillsborough County is responsible for, so that we (CSTB) can figure out what we are going to be responsible for?

### Response from the CEO

As of right now, Hillsborough County's portion of that is \$9.8 million, the other numbers are available through the DEO if you would like them. If any Board members want to help to out, certainly that help is welcome, it would give Board members a glimpse into the operational functions that they don't normally get. However, this process will likely stretch on for a good year as we drill down into transactions, it's going to be a huge amount of work. Many of the requirements will be addressed in the 45 day window given by DOL. The DOL placed ALL expenditures for Workforce into question, thus the very large number, however we will be able to provide documentation that will mitigate those liabilities greatly we expect.

### **Public Comments**

There were none.

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

▶ Indicates Committee Action

□ Action Needed

### **Action Items**

#### ▶ Action Item #1 Approval of Minutes February 20, 2019 One Stop Committee Meeting

- A motion to approve the minutes of February 20, 2019 One Stop Committee meeting minutes was made by:
- Motioned: Tom Aderhold
- Seconded: Leerone Benjamin
- The motion carried, no further discussion.

#### ▶ Action Item #2 PY 2019-2020 One Stop Strategic Goals

Director Jody Toner presented a review of the updated goals for FY 2019 – 2020. Refer to page 7 of the One-Stop Committee Agenda changes to the goals were highlighted in red.

A motion to approve the PY 2019-2020 One Stop Strategic Goals was made by:

- Motioned: Leerone Benjamin
- Seconded: Tom Aderhold
- The motion carried, no further discussion.

The following points of discussion ensued:

### **Information Items**

#### **Information Item 1**

##### Summer Job Connection (SJC) Update

Director Jody Toner gave an update on the Summer Job Connection. The Summit is scheduled for June 4, 2019 at Double Tree Hilton. We have received 892 Youth Applications, 84 Employer Applications and have 502

positions. We plan to award 75 scholarships to youths who are interested in post-secondary education. We are already seeing positive developments including employers requesting 2-week extensions, and some employers inquiring about hiring the youths after the completion of the program.

- Tom Aderhold requested any information regarding youth who had expressed interest in STEM occupations/education.

### **Information Item 2**

#### One Stop Operator Update - Presented by Anna Munro

CSTB 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 Career Centers

- The portal went live on February 15, 2019.
- Partner Portal Referrals are broken out by service and by agency, details on page 11.
- There was a discussion about the lack of referrals and whether the partners and CSTB staff have been trained on the Partner Portal sufficiently. The feeling is that all the partners see the value in working cooperatively/collaboratively, but the challenge will be to get them all to adopt the technology into the everyday performance of their jobs at their agency. We are still in the implementation phase.
- There was a request for a large screen demonstration of the Partner Portal at the next meeting.

### **Information Item 3**

#### One Stop Goals - Strategic Goals Update for 2018 - 2019

*Period Covering: July thru March 2019*

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.

Center Traffic, By Location breakouts and Reemployment Services and Eligibility Assessment data is available in the One Stop Committee Agenda, 5/22/19, pages 12-13.

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

Employability Skills Workshops Attendees totals and by center breakouts, Online Job Seeker Services, and Employ Florida Services and Activities summary are on pages 13-14.

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

- Objective 1: Increase participation in Occupational Skills Training.

Occupational Skills Training for WIOA Adult/Dislocated Worker, and Youth enrollments & Work Based Training enrollments data broken out on pages 14-15.

- No new enrollments, we are looking at our internal processes to ensure they are correct and confirming with DEO and DOL.
- We have over 16 OJT agreements signed this year.

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

Apprenticeship Enrollments with breakouts for each apprenticeship program are on page 16.

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

Career-Ready Enrollments by skill/trade are broken out by WIOA and CareerSource Florida Grant on page 16.

Goal 3: Effectively Manage Key Workforce Development Performance.

- Objective 1: Manage workforce development performance through monitoring and analysis of performance reports. Placements QTR 3: 2,605, Governor's Job Placement Report Ranking-12<sup>th</sup>.
- Objective 2: Evaluate the effectiveness of program/services.

Customer Satisfaction Survey Results are on pg.17. The overall rating is 87.6% for Q3.

Programs Update: Snapshot Active Caseload Report-July-March 2019 on pages 18-19.

- WIOA Total: 2,620, WTP Total: 2,152.
- Workforce Youth and Opportunity Act Youth Program, Average wage at placement was \$12.08.
- Migrant and Seasonal Farmworker, MIC (Migrant Indicators of Compliance) Performance Report on page 20. We have progress in hitting all five indicators.
- Performance Dashboard for 5/10/19, on page 21
- Removed 730 negative exits removed for not meeting requirements, and there were 673 positive exits.
- CSTB currently has about 1% penetration into the employer marketplace in Hillsborough County, and we need to get that increased dramatically and quickly.  
All the services revolve around employer participation.

Website Traffic and Social Media – Public Relations / Marketing Update on pages 22-23.

Marketing Campaigns:

Summer Job Connection – winding down, a great success.

Tech Hire – Campaign end date was June 30, but we found some funding to continue it until September.

- Tom Aderhold stated that he could come up with a defense contractor list to be used in marketing, to the Tech Hire target audience.

Website Traffic

July 2019 – March 2019

- No. of people visited: 147,834
- No. of visits: 270,280
- Page views: 897,907

Social Media Traffic

July 2019 – March 2019

- No. of new Twitter followers: 18
- No. of Facebook fans: 0
- No. of LinkedIn followers: 644
- No. of engagements: 6,051
- No. of impressions: 246,945

We are telling an effective story through Marketing/PR.

**Information Item 4**

Internal Program Monitoring

Complete list of the programs we are monitoring. These are real time reviews. This table is on page 24.

**Adjournment:** The meeting was adjourned at 10:31a.m.

Minutes Prepared by Tammy Stahlgren, Administrative Services Coordinator.