

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

Date: November 20, 2019  
Location: 9215 N Florida Ave., Ste. 101, Tampa, FL

**Call to Order**

Chair Michael Ramsey called the meeting to order at 9:03 a.m. There was a quorum present with the following One-Stop Committee members participating.

**Committee Members in Attendance**

**In Person:** Tom Aderhold, Leerone Benjamin, Ryan Buckthorpe (Representative for Ginger Clark), Marcella Blanchett (representative for Mireya Hernandez), John Howell and Michael Ramsey.

**By Phone:** Richard Cranker.

**Committee Members Not in Attendance**

Stephanie Brown-Gilmore, Elizabeth Gutierrez, and Paul Orvosh.

**Staff**

John Flanagan, Juditte Dorcy, Jody Toner, Sheila Doyle, Anna Munro, Christina Witt, Dan Schneckenburger, Chad Kunerth, Jennifer Wilson, Melissa Carroll, Tammy Stahlgren and Hector Huertas.

**BOCC Liaison**

Kenneth Jones

**Others in attendance**

Dan McGrew

**Public Comments**

There were none.

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

▶ [Indicates Committee Action](#)

**Action Items**

▶ **Action Item #1 Approval of Minutes August 21, 2019 One Stop Committee Meeting**

- [A motion to approve the minutes of August 21, 2019 One Stop Committee meeting minutes was made by:](#)
  
- [Motioned: John Howell](#)
- [Seconded: Tom Aderhold](#)
  
- [The motion passed unanimously, no further discussion.](#)

## Information Items

1. 2019-2020 One-Stop Strategic Goals Update given by Jody Toner  
(Refer to Page 5 -11 of the November 20, 2019 One-Stop Committee Agenda Packet)

Goal 1 is to provide Job Seekers with Expanded Access to Employment and Training. We had 30,210 job seekers come and access services in our career center and in comparison to the prior program year that does represent about a 12% decrease from the prior year same period of time. There are many different factors that contribute to this including the continued low unemployment rate and the number of RA claimants.

2. Continuous Improvement Plan update given by Jody Toner  
(Refer to Page 14 of the November 20, 2019 One-Stop Committee Agenda Packet)

John Flanagan had been representing us on the statewide Continuous Improvement Council and has been replaced by Jody Toner in that capacity.

3. Performance Dashboard update given by Chad Kunerth  
(Refer to Page 25 of the November 20, 2019 One-Stop Committee Agenda Packet)

There are 841 active cases for adults. New Employers served goal is 750, we currently stand at 201. Dan Schneckenburger shared that Business Services is doing a great job and has identified 165 new employers served in October that are not reflected in the Dashboard.

4. Summer Job Connection update given by Jennifer Wilson  
(Refer to Page 26 of the November 20, 2019 One-Stop Committee Agenda Packet)

Jennifer Wilson was introduced as the new full time Summer Job Connection Coordinator. We will be hosting Employer Table Talks in December. This will allow employers to ask questions and get a full understanding of the program.

Key Program dates and Program updates can be found in the Agenda packet.

5. WIOA Youth Program update given by Christina Witt  
(Refer to Page 27 of the November 20, 2019 One-Stop Committee Agenda Packet)

Performance for the first quarter, we are projected to serve 1,089, we've served 305 youths, we're at 28% of our goal for this quarter.

One of the things that they look for in each local area is after youth come into their youth program, how often are you touching folks and are you exiting folks appropriately? Under the prior administration our caseload kind of ballooned, and it really wasn't an accurate representation of what we were doing. We cleaned out our records to give the board an accurate representation. We may take a little performance numbers hit this year. What we decided to do was to make sure that we're spending our dollars wisely and we have accurate representations to give to the Board.

To improve in this area, we're incorporating more touch points and offering more services availability to our youth. We've created some new specific workshops that we'll be presenting to keep them engaged, which has always been a challenge within a youth program, but we're trying to think outside of the box and find ways to keep them engaged. Follow-up can be in a

bunch of different ways, phone calls to youth is probably passé, but texting and email are used heavily by youth.

We are creating some mechanisms that make it a little bit easier by accessing technology. It's extremely difficult to tie down the success rate of a particular youth. We're working with Geographic Solutions, they're the architects of Employ Florida to create intelligent alerts. In addition, Chad's been working with CTS and the Summer Job Connection team will pilot, a new SMS text messaging functionality.

We're the first region to pilot this and we're doing it for Summer Job Connection. We're creating some branching logic to automate things that will then be automatically uploaded into our EDMS, ATLAS system.

6. One Stop Operator update given by Dan McGrew  
(Refer to Page 28 of the November 20, 2019 One-Stop Committee Agenda Packet)

Mr. Dan McGrew, OSO provided the one stop operator update. We have added 2 new partners since our last meeting. We held one of our largest partner meetings on September 18<sup>th</sup> with 30 attendees from 13 partner agencies. We had Job Corps and Hillsborough County Schools present during the partner spotlight. After these meetings, there was an uptick of people connecting with Job Corps directly or sending connection/referral forms Corps. We saw a 73% increase in usage of the One Stop Partner Portal connection/referral form over the prior three months.

Sample language that can be used for all the partners at the partner meeting is available outlining what the expectations of the partners and CSTB.

In October John Flanagan, Jody Toner and Juditte Dorcy visited Career Source Capital Region to assess different service delivery models and how Career centers operate throughout the state.

7. USDOL H-1B Job Training Grant – Tampa Bay TechHire Program update by Christina Witt  
(Refer to Page 29 of the August 21, 2019 One-Stop Committee Agenda Packet)

We exceeded our goals in Outcome Measure serving to date 1,357 participants.

Quarterly outcome measures exceeded our goals in 3 of 6 categories, and very close on a 4<sup>th</sup>. Unemployed obtaining employment and incumbent worker advanced to new position, are expected to improve next quarter.

We still have a lot of people in training, so we expect to be close to our goal by the end of the grant.

8. Internal Program Monitoring update given by Jody Toner  
(Refer to Page 30 of the November 20, 2019 One-Stop Committee Agenda Packet)

This report outlines our internal program monitoring plan for programming. This function shifted to the MIS department last year. We have two full-time program monitors that analyze every required element under workforce development, conducting internal program monitoring utilizing the department of economic opportunity.

We're venturing into new programmatic areas like the OJT program. We want to make sure we're providing relevant real time data to our Program Directors to identify any systemic issues.

These reports are available to any of the board members if you'd like to see them. We switched our model from Excel base to an Access database, so we're now able to drill down to individual questions by staff and get an overall accuracy score for each staff member and the overall program areas within the organization.

9. Public Relations and Marketing Update given by Doug Tobin  
(Refer to Page 31 of the November 20, 2019 One-Stop Committee Agenda Packet)

- CareerSource Marketing team has hired a new Marketing Specialist, Shedlyn Joseph. During October 2019 CSTB launched our new website.
- November 4, 2019 CSTB marketing sent out the first electronic newsletter to the leadership team, Board members and all staff. This will continue on a regular basis.
- 2019-20 Marketing Campaigns can be found in the Agenda packet.

### **Board Members Comments**

Building Updates: North Florida building is receiving some much-needed updates and refreshers to the building.

We have two of our new partner additions to co-locate: Dress for Success, and CDC. both of whom serve those job seekers that don't have a professional wardrobe. They also have a great leadership and speaker series that their participants go through.

Summer Job Connection: John Flanagan touched on using technology previously, a platform to automate time and attendance called Career Edge will be utilized again this summer. There will be one platform for both youth and employers participating in the Summer Job Connection. Youth will be able to upload the required documentation for eligibility, and they'll be required to do some online modules well before the summit.

Employers will have resumes before the summit, kids will go through a mock interviewing series, some in-person sessions. We will be doing some financial literacy – the kids will have to have established bank accounts, if they don't - we have some partnerships established with local banks that will be on site. Our intake sessions will be automated and be online. Best practice models capture the essence of automating things and making it more efficient with applications their mobile phone.

### **Future Business**

1. Business and Education Summit- February 28, 2020  
No discussion.

### **Adjournment**

The meeting was adjourned at 10:32 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.