

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

Date: February 19, 2020
Location: 9215 N. Florida Ave., Ste. 101, Tampa, FL 33612

Call to Order

Chair John Howell called the meeting to order at 9:00 a.m. There was a quorum present with the following One-Stop Committee members participating.

Committee Members in Attendance

In Person: Marcella Blanchett (representative for Mireya Hernandez), Elizabeth Gutierrez, John Howell, and Paul Orvosh.

By Phone: Tom Aderhold, Ryan Buckthorpe (representative for Ginger Clark), Richard Cranker.

Committee Members Not in Attendance

Leerone Benjamin, and Stephanie Brown-Gilmore.

Staff

Jody Toner, Anna Munro, Christina Witt, Dan Schneckeburger, Chad Kunerth, Jennifer Wilson, Melissa Carroll, Tammy Stahlgren and Hector Huertas.

BOCC Liaison

Kenneth Jones

Others in attendance

Dan McGrew of Dynamic Workforce Solutions

Public Comments

There were none.

The agenda items are listed in the order of discussion.

▶ Indicates Committee Action

□ Indicates Action Needed

Action Items

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

- A motion to approve the minutes of the November 21, 2019 One Stop Committee meeting minutes was made by:
 - Motioned: Tom Aderhold
 - Seconded: Paul Orvosh
- The motion passed unanimously.

Information Items

1. 2019-2020 One-Stop Strategic Goals Update given by Chad Kunerth
(Refer to Page 6 -14 of the February 19, 2020 One-Stop Committee Agenda Packet)

This report covers program year 2019-20, 2nd quarter. Mr. Kunerth covered some highlights. Center traffic is down across the board in our region, this is also a statewide trend in the AJC offices. This is consistent with the previous year's 2nd quarter.

- On page 7, Veteran Services - it was recommended we check why the Veterans case management numbers went up.

Effectively managing key workforce development performance is goal #2. The Governor's Job Placement Report was used to do an analysis of entered employments/placements for the region. We are seeing a decline in the number of placements, but we are seeing this decline across the state as well. You can see that based on the comparison to other local metro regional workforce development boards such as: Region 12 in Central Florida, Region 21 in Palm Beach and Region 22 in Broward.

Customer satisfaction survey results, these the customers complete online in the Resource Room, after attending employability skills workshop or accessing services. Overall level of job seeker satisfaction for the 2nd quarter was 96.3%; with 740 customers completing the survey. Our Net Promoter score for this period was 31%.

2. One Stop Operator update given by Dan McGrew
(Refer to Page 15 of the February 19, 2020 One-Stop Committee Agenda Packet)

Partner Portal and Agency Connect Form received 36 connections in the period November through January, with 6 total partners utilizing the tool. We added 3 additional partners since the last meeting which were: Eckerd Connects, Pearlana's Activity Center, and HCC. The Agency Quick Connection Form was redesigned to improve accessibility for individuals with visual impairments with the assistance of DVR.

We are still in the process of drafting procedures for MOU creation.

The last partner meeting was held on December 18, 2019, with 30 attendees from 22 partner agencies. Our next meeting was scheduled in March, but due to the school spring break we pushed it out to April 1st.

Customer Satisfaction surveys were distributed to 5,238 customers who visited the career center and we have received 496 responses for a 9.5% rate.

3. Performance Dashboard update given by Chad Kunerth
(Refer to Page 16 of the February 19, 2020 One-Stop Committee Agenda Packet)

We have 1,364 active cases in WIOA. New Employers Served goal is 750, we currently stand at 549, and are on target to achieve this goal. Wagner Peyser Median Wage Rate is low, as a direct result of the number of Migrant Seasonal Farm Workers placed in our region.

4. Internal Performance Dashboard update given by Chad Kunerth
(Refer to Page 4 of the February 19, 2020 One-Stop Committee Agenda Packet)

This internal performance dashboard is a result of a recommendation from our September Board retreat where we received feedback about what measures the Board wanted to see. We've incorporated a lot of those requested measures and added some additional ones that our leadership team suggested as well. The top dashboard on the report is related to job seekers. The top row of the report provides the average days to employment, the number served, and number of placements. The middle row is how many customers completed the training, and then how many were placed. The bottom chart is separated out by youth. We are looking at the same measures, how many are enrolled, how many complete the training, and how many get placed. This doesn't place the organization wide Performance Dashboard Report.

5. Summer Job Connection update given by Jennifer Wilson
(Refer to Page 18 of the February 19, 2020 One-Stop Committee Agenda Packet)

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

6. Employer Satisfaction Survey update given by Chad Kunerth
(Refer to Page 19 of the February 19, 2020 One-Stop Committee Agenda Packet)

The new Employer Satisfaction Survey went out this month. We will share results at the next meeting.

7. R15 DEO Quality Assurance Report - Program Years 2017-18 and 2018-19, update given by Chad Kunerth
(Refer to Page 20-25 of the February 19, 2020 One-Stop Committee Agenda Packet)

CSTB CAP was submitted on 12/17/19. DEO reviewed the CAP and requested additional information including a review of all open cases for WT, all active WP participants, and all open Job Orders. A call with DEO on 1/27/20, resulted in a revised review of this request to include a substantial review with a documented plan on corrected issues. The additional information requested was provided on 2/4/20 and we are currently awaiting their response.

Additionally, DEO is scheduled to conduct our PY 19-20 onsite programmatic monitoring review during the week of 4/27/20-5/1/20.

8. Internal Program Monitoring update given by Chad Kunerth
(Refer to Page 26 of the February 19, 2020 One-Stop Committee Agenda Packet)

This report outlines our internal 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 DEO guidance. We're venturing into new programmatic areas like the OJT program and local IWT 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. We switched our reports from an Excel database 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 all program areas within the organization.

9. Career Seeker Dress Code update given by Anna Munro
(Refer to Page 28 of the February 19, 2020 One-Stop Committee Agenda Packet)

We discussed the new Dress code and the implementation of this new policy which becomes effective April 6, 2020. The new dress code will be enforced at all locations. There was a discussion and the committee asked for an update on any customer issues experienced as a result of the implementation of this new policy.

10. WIOA Youth Program update given by Christina Witt
(Refer to Page 30 of the February 19, 2020 One-Stop Committee Agenda Packet)

Christina Witt, Programs Director provided an update on performance during the 2nd Quarter we planned to serve 1,089, we've served 365 youth, we're at 33.52% of our goal for the quarter. We have several youth still in training, so we are looking for our numbers to go up when we close out the cases.

We have two upcoming events:

- Youth Campaign - where we are encouraging people to take advantage of our ITA/training scholarship opportunities.
- Paid Work Experience Cohort - will be kicking off again in March. We have also opened up opportunities for on the job training for our youth participants, so we are confident we'll be seeing these numbers increase in the future.

Board Members Comments

None

Future Business

1. A Training Vendor Fair will be held for all approved Training Vendors which will be open to the public. Date to be announced in the spring and more details to come.
2. Business and Education Summit is scheduled for February 28, 2020. The event has been sold out.

Adjournment

The meeting was adjourned at 9:52 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.