



Wednesday, May 20, 2020 9:00 AM
Zoom Meeting

ONE-STOP COMMITTEE Agenda

- I. **Welcome and Roll Call**Tom Aderhold, Chair
- II. **Public Comments**
- III. **Action/Discussion Items**
 - 1. Approval of Minutes – February 19, 2020 One Stop Committee Mtg.Page 2
 - 2. PY 20-21 Workforce Performance Strategic Goals Juditte Dorcy, Page 6
- IV. **Information Items**
 - 1. 2019-2020 One Stop Goals Update Juditte Dorcy, Page 9
 - 2. One Stop Operator Update Dan McGrew, Page 16
 - 3. PPT Presentation Jody Toner, Page 17
 - o RA Claims
 - o COVID 19 Metrics
 - o CSTB Re-Opening Plan
 - o CSTB Re-employment Services Strategies
 - 4. Performance Dashboard Chad Kunerth, Page 54
 - 5. Internal Performance Dashboard Chad Kunerth, Page 55
 - 6. DEO Programmatic Monitoring Chad Kunerth, Page 57
 - 7. WIOA Primary Indicators Chad Kunerth, Page 58
 - 8. THA Agreement for JPI Juditte Dorcy, Page 60
 - 9. Summer Job Connection (SJC) 2020 Update Jennifer Wilson, Page 61
 - 10. WIOA Youth Program Update Christina Witt, Page 62
- V. **Board Members Comment**
- VI. **Future Business**
- VII. **Adjournment**

Next Meeting: The One-Stop Committee sunsets and merges into the newly formed Workforce Performance Committee





Action Item # 1

One Stop Committee Meeting Minutes

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 Schneckenburger, 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 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.

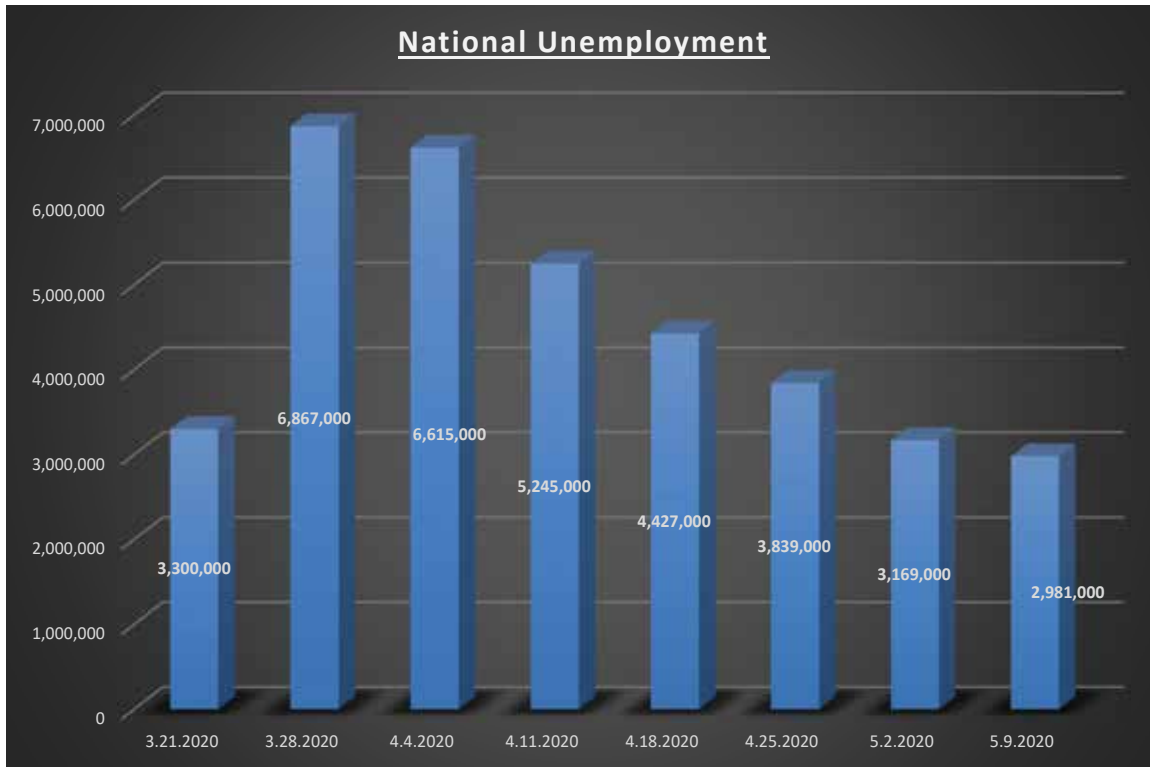


ONE STOP COMMITTEE
MEETING
5.20.2020

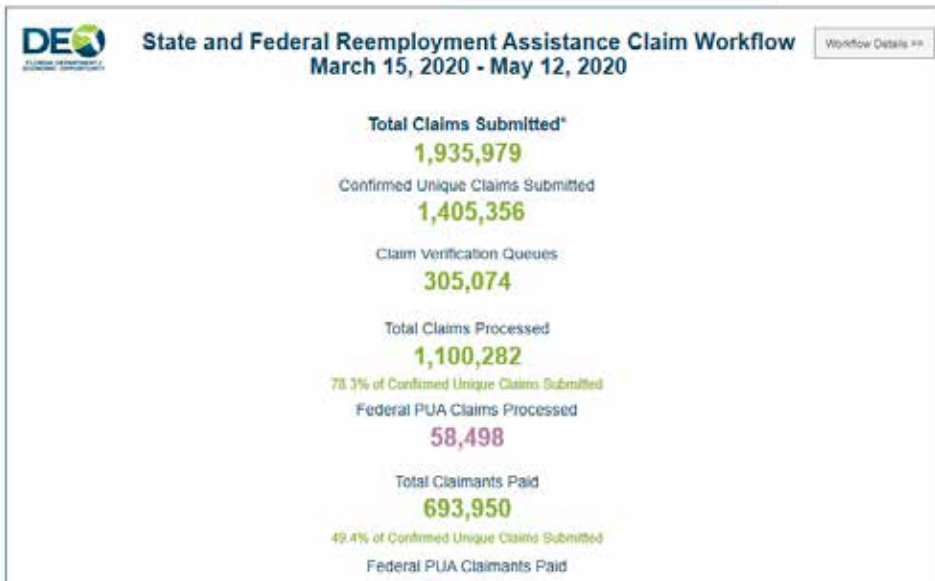


CareerSourceTampaBay.com

National Unemployment Insurance Stats



DEO RA Claims Dashboard



■ 4.20.2020 DEO launched

This includes a new State Reemployment Assistance Claims Dashboard that will be updated daily to reflect the total number of Reemployment Assistance Claims submitted, verified, processed, and paid.

Link: <http://lmsresources.com>



2019 – 2020 One Stop Strategic Goals Update
For Period Covering: January thru March 2020

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 <i>July - Sept</i>	QTR 2 <i>Oct - Dec</i>	QTR 3 <i>Jan - Mar</i>	QTR 4 <i>Apr - June</i>	YTD <i>July - June</i>
2019 - 2020	30,210	24,433	21,665		76,308
Prior PY 18-19	34,238	29,063	29,807	31,635	124,773

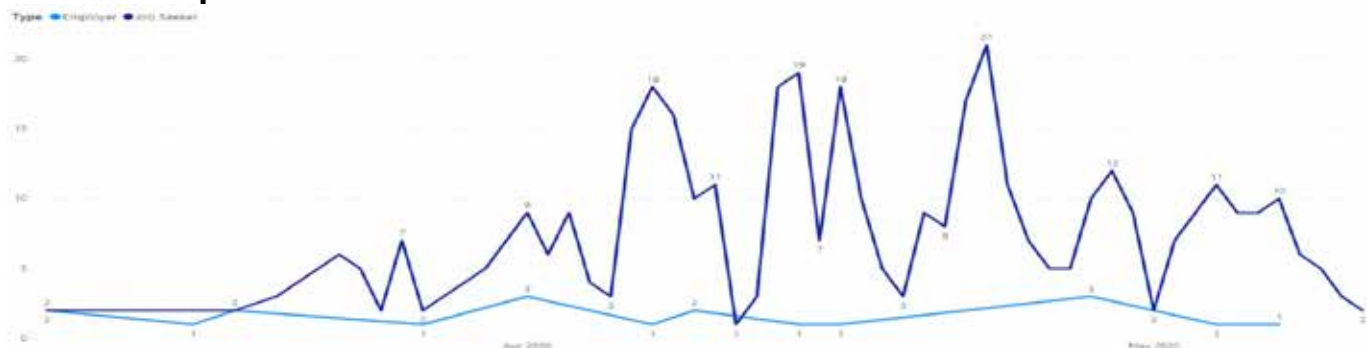
- Note: Due to COVID-19 pandemic all CSTB Offices have been closed since 3/19/2020.

By Location	QTR 3 PY 19-20	QTR 3 PY 18-19
<i>Tampa</i>	16,300	22,922
<i>Brandon</i>	2,980	4,083
<i>Plant City</i>	444	294
<i>Ruskin</i>	892	921
<i>Career Prep Center</i>	1,049	1,587
Totals	21,665	29,807

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

To continue providing services to CSTB customers, a contact center was created to handle inbound calls from customers. Additionally, a web form was created to allow employers and job seekers to ask questions from the CSTB website.

Website Inquiries



Customer Calls



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 3: Jan. – Mar. 2020				QTR 3: PY18-19	
Center	Registered	Attended	% Show Rate	Registered	Attended
Tampa	735	339	46%	500	255
Brandon	343	169	49%	596	301
Plant City	41	25	61%	77	39
Ruskin	40	22	55%	72	38
Career Prep Center	101	51	50%	146	80
Totals	1,260	606	48%	1,391	713

Veteran Services

Category	QTR 3 PY 19-20	YTD PY 19-20	PY 18-19 QTR 3
Veterans Served	904	1,980	999
Veteran Services	1,287	10,357	4,803
Veterans Provided Individualized Career Services	124	293	171
Veterans in Case Management	45	101	46
Placements	68	229	141

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 3 PY 19-20	YTD 19-20	QTR 3 PY 18-19
	1,305	5,450	1,786

- **The top three workshops by attendance:**
 - Modern Day Job Search for Mature Workers (186 attended),
 - Resume Development (173 attended), and
 - Professional Interviewing Skills (117 attended)

Center	QTR 3 PY 19-20	YTD PY 19-20		QTR 3 PY 18-19
	# Attendees	# Attendees	% by Location	# Attendees
Tampa	803	3,378	62.0%	4,225
Brandon	332	1,427	26.2%	2,175
Ruskin	120	445	8.2%	410
Career Prep Center	0	6	0.1%	13
Plant City	50	194	3.6%	282
Totals	1,305	5,450	100%	7,051

Note: Through CSTB partnership with Dynamic Works, we have purchased for April and May unlimited access to their new online employability skills workshops call Virtual Workz Workshops.

Online Job Seeker Services: Assessments, Job and Career Readiness, GED/ESOL Preparation and Computer Skills Training.			
Categories:	QTR 3 PY 19-20	YTD 19-20	QTR 3 PY 18-19
	# Utilized	# Utilized	# Utilized
Workplace Skills	248	808	293
Future Plans	1	3	1
eCourses	0	0	963
Penn Foster	5	21	5
Computer Training	51	283	57

<i>Florida Ready to Work</i>	48	190	47
Totals	353	1,305	1,312

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

<i>Employ Florida Services & Activities Summary</i>			
<i>Categories:</i>	<i>QTR 3 PY 19-20</i>	<i>YTD 19-20</i>	<i>QTR 3 PY 18-19</i>
<i># Served</i>	14,713	32,334	13,515
<i># of Services</i>	46,371	132,074	58,274
<i># of Staff Assisted Services</i>	17,433	53,034	26,133
<i># Referrals</i>	9,490	31,099	10,049
<i># External Referrals</i>	7,308	15,910	5,679
<i># Resumes Posted</i>	7,494	15,066	4,536

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 / Life Science
 - Manufacturing / Logistics
 - Information Technology
 - Financial & Professional Services
 - Hospitality / Tourism
 - Transportation / Trades

<i>Occupational Skills Training</i>	<i>QTR 3 # New Enrollments</i>	<i>QTR 3 PY 18-19 # New Enrollments</i>
<i>WIOA Adult/Dislocated Worker</i>	163	165
<i>Youth</i>	25	8
Totals	188	174

- Funding update:
 - WIOA Adult/DW/Youth funding reopened on 3/11/2020, however due to the pandemic and staff teleworking prescreening and enrollments stopped on

3/24/2020 and prescreening reopened on 5/1/2020. We have developed a way to move forward with virtual enrollments.

- 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	QTR 3 PY 19-20 # New Enrollments	QTR 3 PY 18-19 # New Enrollments
<i>On-the-Job Training</i>	6	0
<i>Paid Work Experience</i>	0	0
Totals	6	0

- 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	QTR 3 PY 19-20 # New Enrollments	YTD PY 19-20 # Enrollments	QTR 3 PY 18-19 # New Enrollments
<i>Ironworkers</i>	10	10	5
<i>Tampa Area Joint Apprenticeship and Training Committee (JATC)</i>	26	60	0
Totals	36	70	5

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 3	CareerSource Florida Grant QTR 3	WIOA YTD	CareerSource Florida Grant YTD

<i>Welding</i>	<i>8</i>	<i>0</i>	<i>19</i>	<i>0</i>
<i>Soldering</i>	<i>4</i>	<i>0</i>	<i>21</i>	<i>0</i>
<i>Mechatronics/ Robotics</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>6</i>
Totals	12	0	40	6

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.

Governor’s Job Placement Report:

<i>PY 19-20</i>	<i>Placements</i>	<i>Ranking</i>	<i>Statewide Placements</i>
<i>January</i>	<i>440</i>	<i>14</i>	<i>7,419</i>
<i>February</i>	<i>395</i>	<i>17</i>	<i>6,543</i>
<i>March</i>	<i>651</i>	<i>13</i>	<i>7,901</i>
<i>QTR 3 Totals</i>	<i>1,486</i>	<i>15 Avg</i>	<i>21,863</i>
<i>PY 19-20 Totals</i>	<i>4,432</i>	<i>15 Avg</i>	<i>68,277</i>
<i>PY 18-19 QTR 3 Totals</i>	<i>2,605</i>	<i>12 Avg</i>	<i>32,325</i>

- Statewide YTD Placements is 68,277; R15 CSTB contributes 6.49% to the Statewide YTD
- Our regional performance of 1,486 placements is comparative to other metro LWDB’s

<i>R12 – Central Florida</i>	<i>R21 – Palm Beach County</i>	<i>R22 - Broward</i>
<i>1,653</i>	<i>2,396</i>	<i>1,043</i>

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	Q3		YTD 19-20	
	<i>No. of Respondents</i>	<i>Rating</i>	<i>No. of Respondents</i>	<i>Rating</i>
<i>Resource Room</i>	323	95.8%	700	96.9%
<i>Employability Skills Workshops</i>	525	97.6%	1673	89.8%
Totals	848	96.7%	2,373	93.4%

Net Promoter Scores

Net Promoter Score, or NPS, measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.

NPC Scores

Period	Region	Tampa	CPC	Brandon	Plant City	Ruskin
July 2019	41%	42%	13%	43%	60%	60%
August 2019	33%	23%	22%	55%	100%	50%
September 2019	38%	32%	70%	48%	50%	91%
QTR 1 PY 19-20	38%	33%	29%	49%	71%	67%
October 2019	38%	35%	40%	34%	43%	75%
November 2019	36%	38%	-33%	37%	100%	13%
December 2019	18%	13%	-20%	38%	67%	56%
QTR 2 PY 19-20	31%	29%	-4%	36%	70%	48%
January 2020	41%	42%	44%	43%	-33%	36%
February 2020	51%	42%	63%	58%	100%	100%
March 2020	35%	34%	100%	45%	0%	0%
QTR 3 PY 19-20	37%	42%	69%	45%	22%	45%
YTD PY 19-20	35%	37%	31%	44%	59%	57%

Employer Survey Results

Beginning in February 2020, CSTB will begin conducting a monthly Employer Customer Satisfaction Survey to employers who were provided services by CSTB through Employ Florida. Employer services range from provision of information to job order related services to work based learning agreements. Development of a satisfaction survey for employers is crucial in identifying CSTB Business Services team's services effectiveness in meeting the workforce needs of Hillsborough County employers.

The survey tool was created as result of consulting with our One Stop Operator and looking at several other best practices utilized in various workforce development boards.

We are reporting out on the overall level of effectiveness in meeting employer needs.

Customer Satisfaction Survey Results	Feb - March	
	<i>No. of Respondents</i>	<i>Rating</i>
<i>Employer Survey</i>	32	75%



Informational Item # 2

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. Partner Portal and Agency Connection Form received 52 connections in February, March, and April with 3 total partners utilizing the tool. 2. 3 additional partners added since last meeting to include Hearts Over Habits, Hillsborough Community College, and Enterprising Latinas (still awaiting partner approval).
MOU	<ol style="list-style-type: none"> 1. No updates
Partner Meeting	<ol style="list-style-type: none"> 1. Held Q3 Partner Meeting on 04/01/2020 via GoToMeeting with 33 attendees from 23 partner agencies. <ol style="list-style-type: none"> 1. Abe Brown Ministries presented Partner Spotlight 2. Minutes developed and distributed 3. Next meeting scheduled for 06/17/2020 via GoToMeeting.
Universal Design/Barriers to Employment	<ol style="list-style-type: none"> 1. Virtual Workshops made available to Tampa community in April and May. 40 individuals attended workshops in April. Total of 110 attendance records recorded.
Customer Satisfaction Initiatives	<ol style="list-style-type: none"> 1. Produced requested top line reports for February, March, and April. 2. Net Promoter Survey successfully distributed to 5,608 customers who visited career centers in January, February, and March. 492 responses received for 8.8% response rate and a 43% net promoter score. 3. Planned March 25 debrief of NPS surveys will be rescheduled to incorporate Q1-Q3 data. 4. Q2 analysis of NPS Survey completed and submitted. 5. NPS Survey revised to address remote services and survey individuals who received a service in system rather than visited a career center. Survey sent out on 5/6. 6. Employer Survey launched in January. 568 employers surveyed with 49 responses through March.



Information Item # 3

CSTB Re-employment Services Strategies

Overview:

The COVID-19 pandemic has thrown the U.S. and the Tampa Bay area into an unprecedented lockdown which has a huge impact on the local economy impacting our business community and our vital industries such as agriculture, tourism, and hospitality industries.

Over the past five weeks CareerSource Tampa Bay's leadership team has been working diligently to create real-time innovative reemployment solutions to meet our job seeker needs, and customized solutions for business needs. We want to ensure that CSTB is ready to provide a system of resources and training to meet current demands into the future.

The attached Power Point presentation highlights some of our newest recruitment materials, programs and services. These resources are highlighted on our website, featured in our CSTB COVID-19 Toolkit and shared with training providers, partners and key stakeholders.



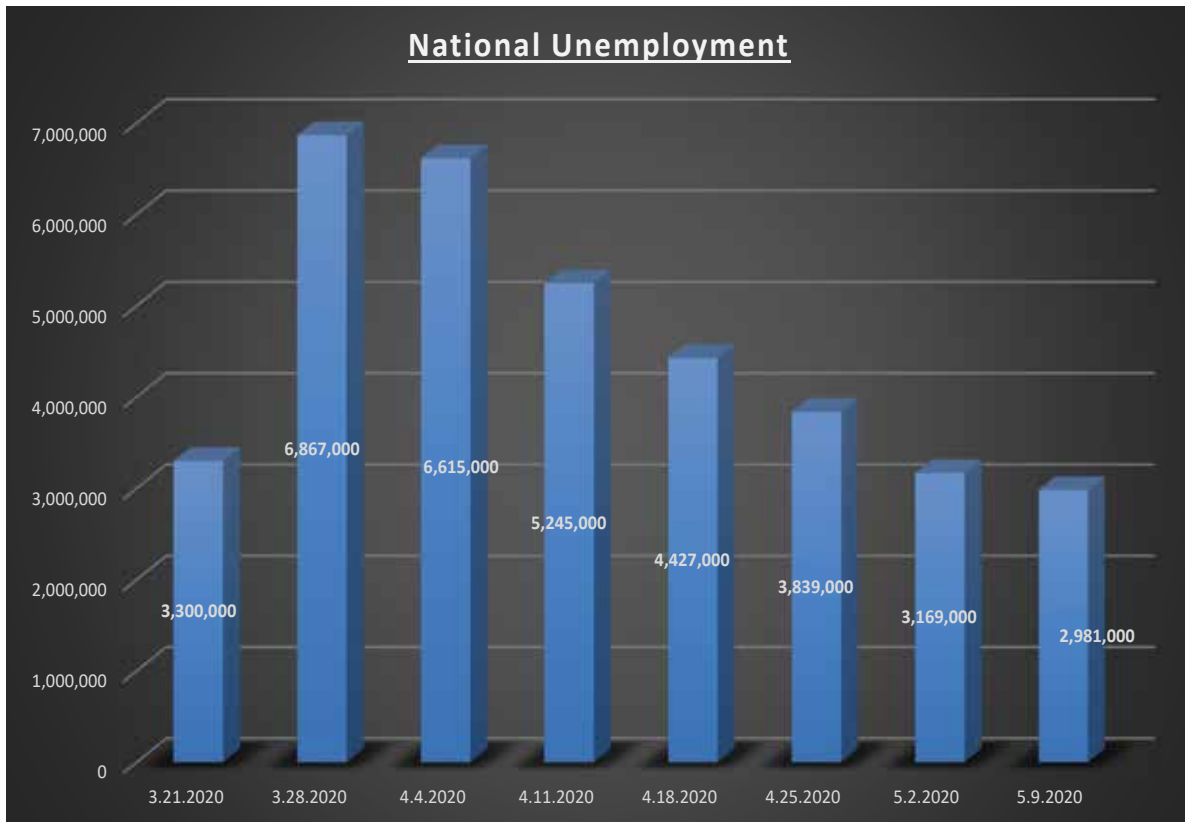
ONE STOP COMMITTEE
MEETING
5.20.2020



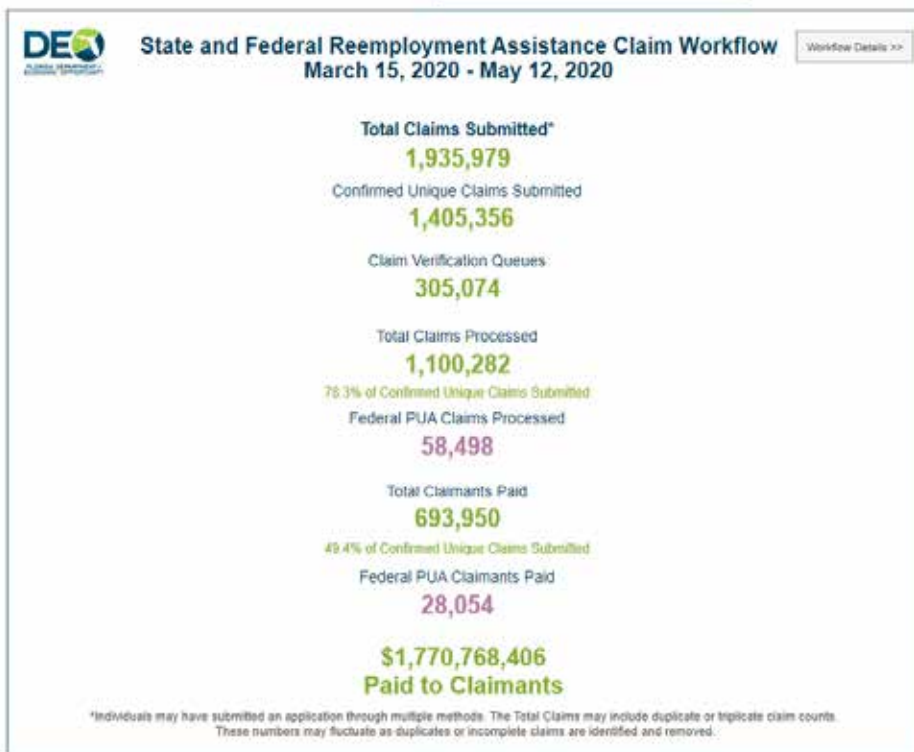
CareerSourceTampaBay.com



National Unemployment Insurance Stats



DEO RA Claims Dashboard



■ 4.20.2020 DEO launched

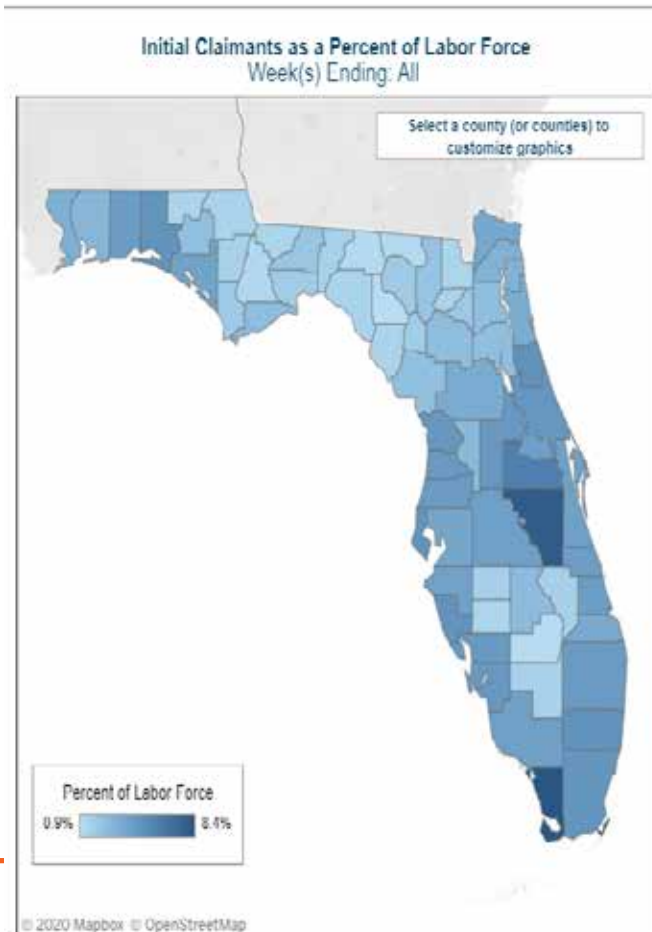
This includes a new State Reemployment Assistance Claims Dashboard that will be updated daily to reflect the total number of Reemployment Assistance Claims submitted, verified, processed, and paid.

Link: <http://lmsresources.abormarketinfo.com/covid19/index.html>

RA Claimants by County



COVID-19 Related Reemployment Assistance Claimants by County



- 4.23.2020 DEO launched unveiled new county and industry-specific data on the [Reemployment Assistance \(RA\) Claims Dashboard](#).
- DEO will update this information weekly, but will continue updating the dashboard daily with the total number of Reemployment Assistance claims submitted, verified, processed and paid.
- Link: http://lmsresources.labormarketinfo.com/covid19/initial_claims.html

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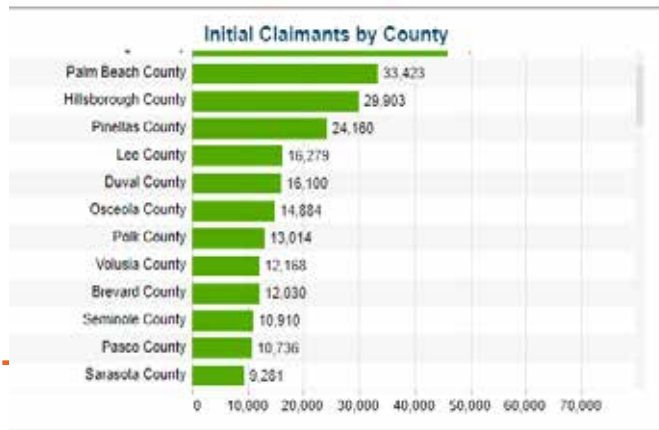
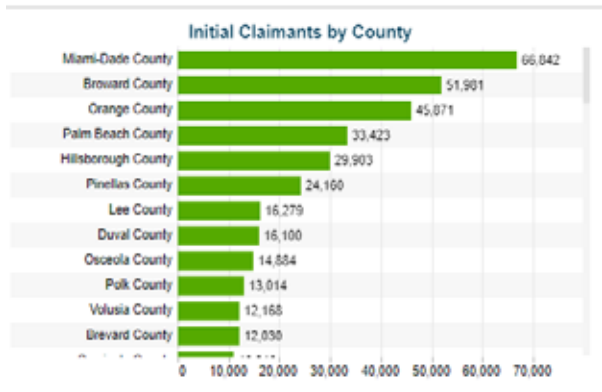
5/19/2020

Initial Claimants by County & Industry

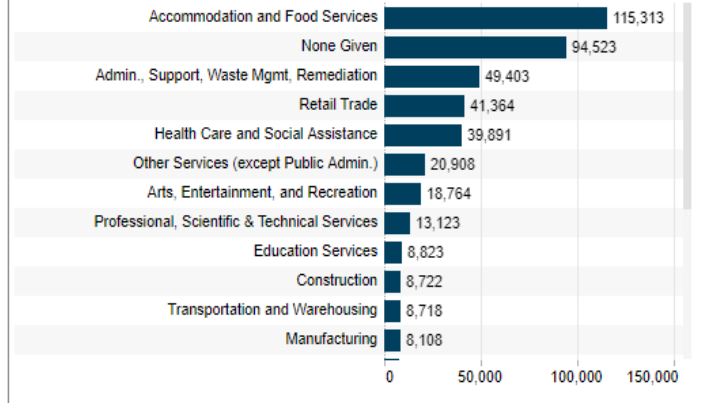


COVID-19 Related Initial Claimants

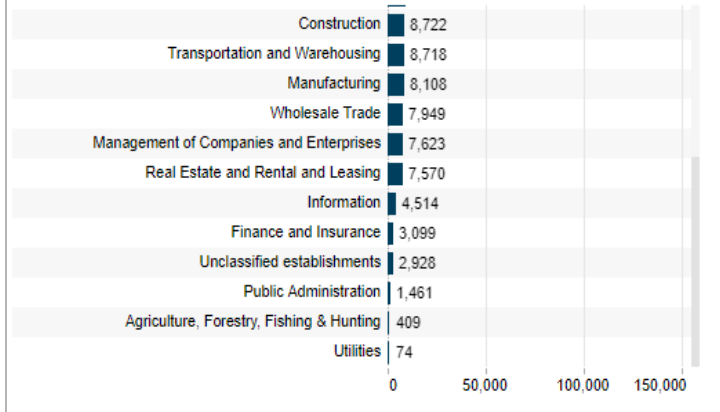
463,309



Initial Claimants by Industry



Initial Claimants by Industry

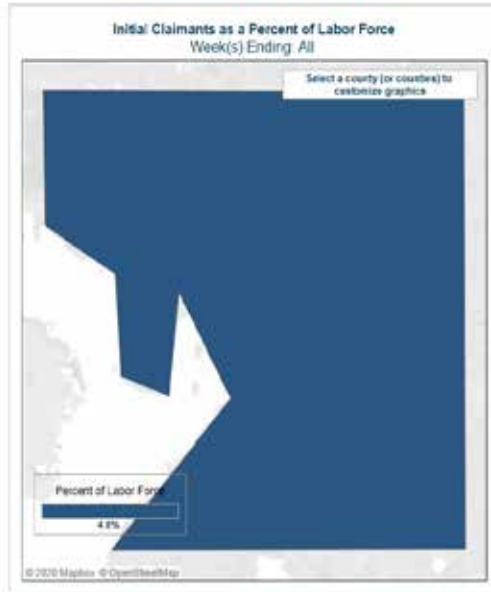


RA Claimants: Hillsborough County



COVID-19 Related Reemployment Assistance Claimants by County

Choose Week(s) by Ending Date: (All) | Choose a County: Hillsborough

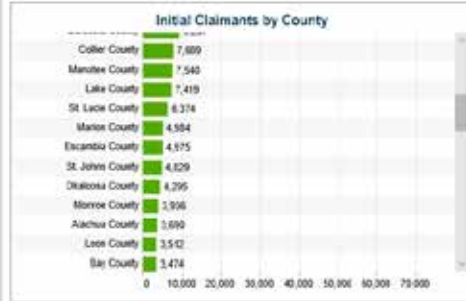


Note: Initial claimant counts on this dashboard represent preliminary estimates of initial Reemployment Assistance applications for the week they were submitted. These estimates are subject to revision. Additionally, all claimants data are screened for confidentiality to protect the identity of Florida citizens and businesses. This may include individuals claiming Reemployment Assistance for reasons other than COVID-19 related closures.

Median Base Period Wage represents the last four out of the most recent five calendar quarters worked before filing a claim.

COVID-19 Related Initial Claimants

29,903



• **NOTE: Data only available through 4.4.2020**



Re-Opening Plan: Phase 1

CSTB Re-Opening Plan

Rethink Refocus Results



Phase 1: Limited Operations

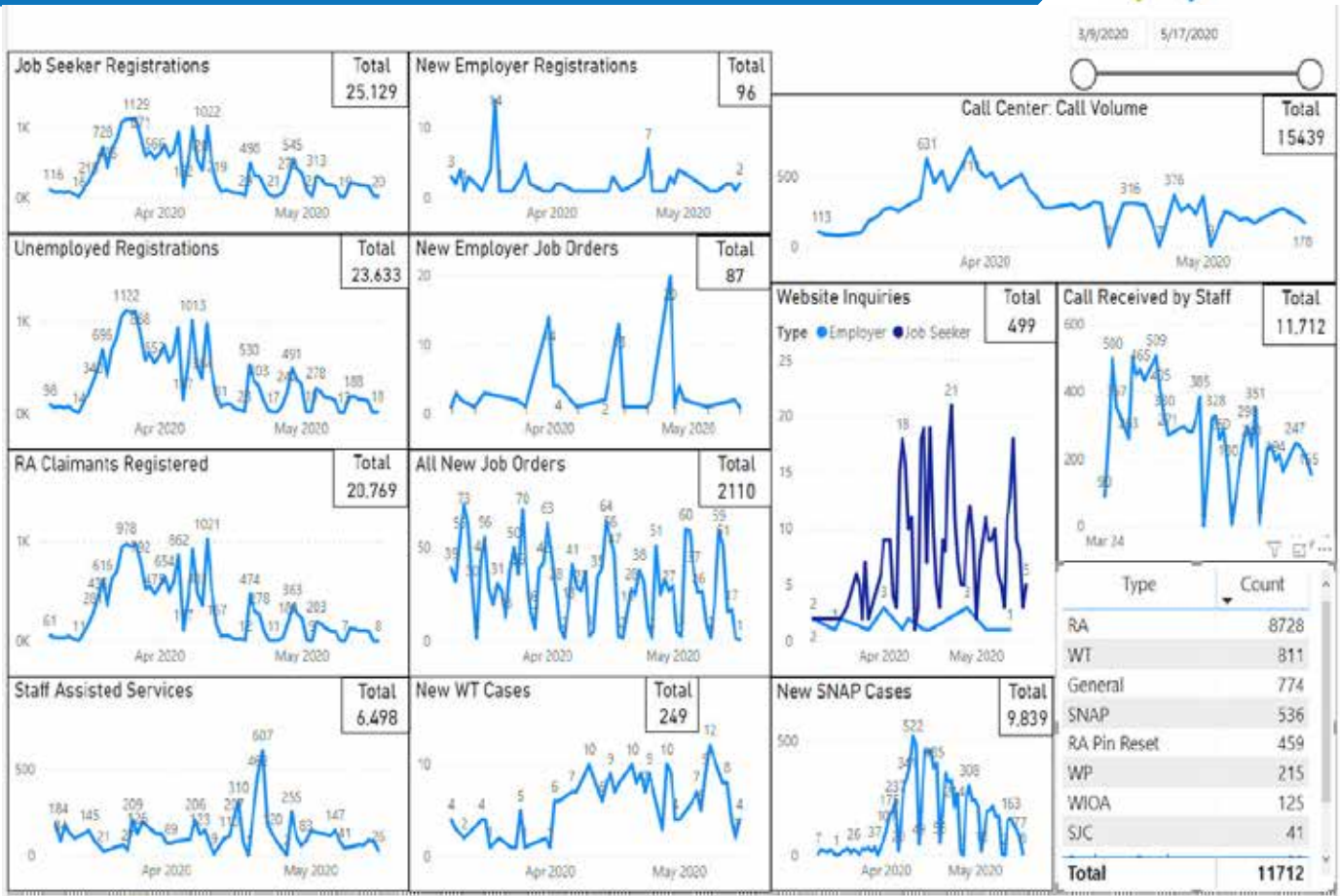
Phase I – Limited Operations: Basic Career Services Only

1. **Dates:** Tuesday, May 19th
2. **Duration:** Estimated 2 months
3. **Locations:** CSTB Tampa N. Florida
4. **Operating Hours:** Normal hours M-F 8 a.m. – 5 p.m.
5. **Capacity:** Limit customer capacity to maximum 40% during this phase to restrict the # accessing services per location in the RR areas.
6. **Services:** Limited to RA Claim Assistance, Job Search in Resource Room and in the future individual appointments for RA Claim Assistance entry through PEGA DEO system, once they allow LWDB's to assist with direct entry.
7. **Time Limits:** 1 hour duration time limit normal services and 1.5-hour duration – Individual appt for PEGA).
8. **Staffing Pattern:** Evaluating staffing needs from Career Services team and other departments to meet customer demands.
9. **Facility Re-engineer/Redesign:** Installation of plexiglass shields for front, security and Resource Room desks, spacing workstations, purchasing new materials, installing new signage, etc. Customer flow changes with one main entrance and one exit to the facility.
10. **PPE:** Masks, gloves, sanitizer, aerosol Lysol, equipment have been purchased. Customers will be required to sanitize their hands upon entry in the CSTB centers. All CSTB staff will be required to wear masks.
11. **Cleaning Services:** Deep cleaning of the CSTB facility prior to reopening.
12. **Security:** Increased presence of existing security staff throughout new zones.
13. **Marketing:** Press Release will go out 1 week prior to re-opening the CSTB centers.
14. **Telework:** All other staff continue with current telework schedules currently.
15. **Town Hall:** An all staff meeting has scheduled for May 4th @ 1 p.m.



COVID-19 Key Metric Report

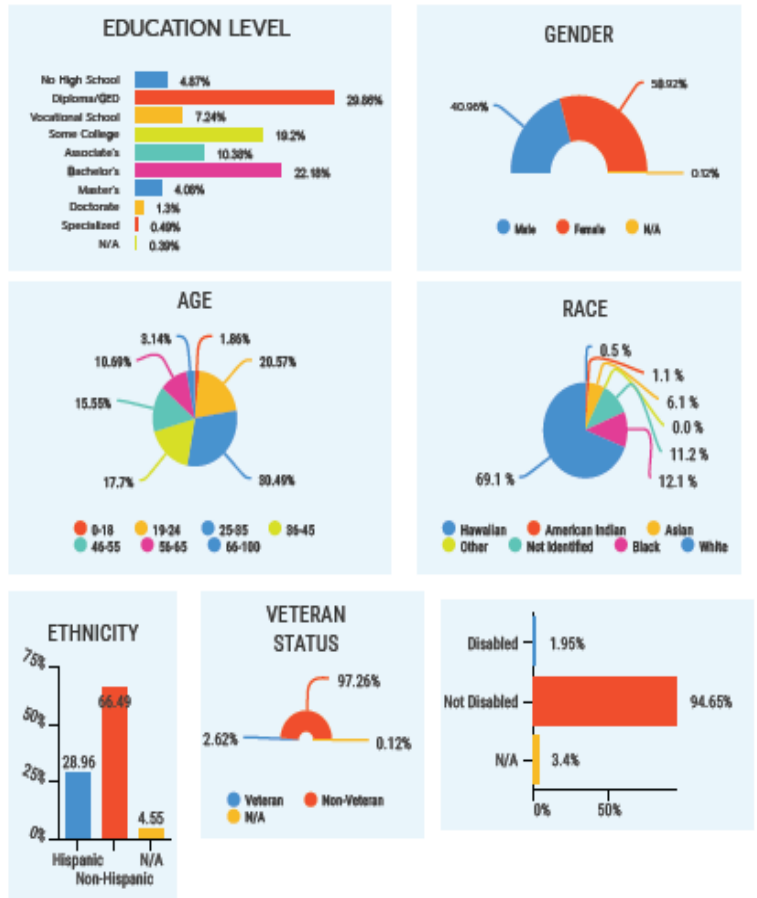
COVID-19 Key Metrics Report 5.18.2020





RA Demographic Infographic

Report Period: March 9, 2020 through April 30, 2020



Data Source: Employ Florida
New Employ Florida registrants, RA claimants self-reported from Employ Florida.



CSTB NEW *REEMPLOYMENT* *SERVICES STRATEGIES*



CareerSourceTampaBay.com



Business Services

CareerSourceTampaBay.com

15 | 5/19/2020

COVID-19 Toolkit: Business Resources and Job Seeker Resources



Business Resources:	
State Resources	<ul style="list-style-type: none"> COVID-19 toolkits, including: <ul style="list-style-type: none"> "General Prevention" flyer "Stop the Spread of Germs" flyer "Florida's Response to Emerging Infectious Disease" flyer Frequently Asked Questions Guidance for businesses Current travel advisories CareerSource Florida COVID-19 Disaster Recovery Programs
Families First Coronavirus Response Act (FFCRA)	<p>The Families First Coronavirus Response Act (FFCRA) will take effect on April 1, 2020. FFCRA will help the United States combat and defeat COVID-19 by giving all American business with fewer than 500 employees funds to provide employees with paid leave, either for the employee's own health needs or to care for family members. The legislation will ensure that workers are not forced to choose between their psychics and the public health measures needed to combat the virus while at the same time reimbursing businesses.</p> <p>Guidance can be found here:</p> <ul style="list-style-type: none"> Fact Sheet for Employees Fact Sheet for Employers Questions and Answers Families First Coronavirus Response Act: Employee Paid Leave Rights - English <ul style="list-style-type: none"> Spanish PDF Families First Coronavirus Response Act: Employer Paid Leave Requirements -English <ul style="list-style-type: none"> Spanish PDF <p><u>Wage Guidance:</u> The Wage and Hour Division has issued three opinion letters providing compliance assistance regarding the recent final rule that updated regular rate requirements for overtime pay.</p> <p><u>Supporting Homeless Veterans:</u> Approximately \$22 million in Homeless Veterans' Reintegration Program grants will provide services to reintegrate homeless veterans into meaningful employment.</p> <p>Updated 04/16/20 at 2:00 P.M. 2/17/21</p>

- Outlines and details Federal, State, and County resources that currently available to Business's and Job Seeker's
- Consistently updated with new information
- English and Spanish versions available
- Link:
 - [English](#)
 - [Spanish](#)

Business FAQ

The COVID-19 AID, RELIEF AND ECONOMIC SECURITY (CARES) ACT provides funding for multiple programs and traditional Small Business Administration Loans, including the ones listed below. More information can be found at [FloridaBusiness.com/COVID-19-DEQs-Business-Resources-FAQ](https://floridabusiness.com/COVID-19-DEQs-Business-Resources-FAQ), and [Florida Chamber of Commerce COVID-19 Resource Center](https://www.fcc.com/COVID-19-Resource-Center).

Small Business Administration (SBA) Economic Injury Disaster Loans (EIDL)

- If you have suffered substantial economic injury and are one of the following types of businesses located in a declared disaster area, you may be:
 - Small business
 - Small agricultural cooperative
 - Most private nonprofit organizations
- EIDL assistance is only available to small businesses when SBA determines they are unable to obtain credit elsewhere.
- The loan amount is based on your actual economic injury and your company's financial needs, and can provide up to \$2 million to help meet financial obligations and operating expenses that could have been met had the disaster not occurred.
- The interest rate will not exceed 4% per year.
- The term of the loan will not exceed 30 years.
- The repayment term will be determined by your ability to repay the loan.
- You can contact the SBA disaster customer service center via phone 1-800-659-2955, email disastercustomerservice@sba.gov for more information and apply at <https://disasterloan.sba.gov/ica/5.onApplication/StartApplication>.

Small Business Administration (SBA) Debt Relief Program

- The SBA Debt Relief program will provide a reprieve to small businesses as they overcome the challenges created by this health crisis. Under this program the SBA will pay the principal and interest of new 7(a) loans issued prior to September 27, 2020. The SBA will also pay the principal and interest of current 7(a) loans for a period of six (6) months.
- You can contact the SBA via phone 1-800-659-2955 or by email at DisasterCustomerService@tsba.gov for more information or visit <https://www.sba.gov/funding-programs/loans/coronavirus-relief-options/sba-debt-relief>.

Paycheck Protection Program

- A new program within the SBA that provides a paycheck protection for small employers, self-employed individuals and "gig economy" workers. This funding helps prevent workers from losing their jobs and small

Updated 04.23.2020 @ 9 a.m. 1

- Outlines in detail assistance programs that are currently available to business owners, depending on eligibility criteria.
- Live document with links embedded for quick access to resources by the reader.
- Link: [Business FAQ](#)

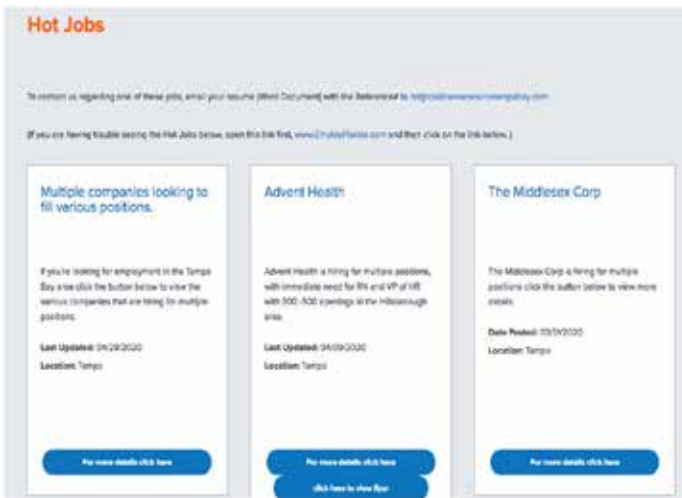
“What’s working with Tampa Bay!”



- Launched official CSTB podcast
- Allows CSTB to provide more information directly to job seekers and business leaders in Tampa Bay and Hillsborough County
- Podcast listeners are able to subscribe to the program on *Google Podcasts* and *Apple Podcasts*
- Link: [What's working with Tampa Bay!](#)



Hot Jobs




- CEO modified local Hot Jobs criteria to post all employers who are currently hiring on our websites main page.
- This includes national and local companies.
- Link: [Hot Jobs](#)

Town Hall for businesses on restarting the economy



PRESS RELEASE
April 21, 2020
Media Contact: Doug Tobin
TobinD@CareerSourceTampaBay.com
(813) 397-2054



CareerSource Tampa Bay to hold Town Hall for businesses on restarting the economy

TAMPA, FL – CareerSource Tampa Bay (CSTB) plans to hold a virtual town hall meeting to explore the challenges and initiatives for restarting the Tampa economy. The meeting will also focus on some of the frequently asked questions coming into the CSTB contact center.

Where do we go from here? What challenges do we face as we restart the economy? All these questions and more will be addressed Thursday April 23, 2020 from 3 to 4 p.m. in a virtual Town Hall meeting for local businesses put on by CareerSource Tampa Bay.

The COVID-19 pandemic has thrown the U.S. and the Tampa Bay area into an unprecedented lockdown which has a huge impact on the local economy impacting our business community and our vital industries such as agriculture, tourism, and hospitality industries.

CSTB CEO, John Flanagan was recently appointed to the Hillsborough Economic Recovery Task Force. He will lead the Re-Employment Team with Dr. Ken Atwater, President of Hillsborough Community College.

"CareerSource Tampa Bay will work diligently with the business community, educators and community action agencies," said CSTB CEO John Flanagan. "We want to ensure that we, as a county and city, are ready to answer market demand for talent, post COVID19 epidemic, and provide a system of resources and training to ensure a skilled and ready labor force."

CSTB Business Services Director, Dan Schneckeburger will co-host the Town Hall.

"Our Business services team has been very active contacting employers and providing them information and resources to cope with the Covid 19 shutdowns," said Dan Schneckeburger, Director of Business Services for CSTB. "This meeting will bring experts in workforce development, economic development, and small business assistance for our continuing outreach effort."

Any business that has an interest in participating can email their request to marketing@CareersourceTB.com. The call is limited to the first 300 requests.

About CareerSource Tampa Bay
CareerSource Tampa Bay programs and initiatives are fully supported by the U.S. Departments of Labor, Health and Human Services, and Agriculture as part of awards totaling \$19,293,411.

CareerSource Tampa Bay works with businesses and candidates to leverage their training, retraining, and competitive opportunities in the workforce. Career Source Tampa Bay provided 240,269 services to 36,960 active Wagner-Peyser individuals during program year 2018-2019. CareerSource Tampa Bay, with our five career centers is the single largest source of job candidates in the region from entry-level to executive-level candidates.

- CSTB held a virtual town hall meeting on April 23, 2020 to explore the challenges and initiatives for restarting the Tampa economy.
- CSTB CEO hosted, and Business Services Director co-hosted
- Speakers:
 - CSTB CEO
 - Steve Morey, EDC
 - Eileen Rodriguez, SBDC
- Link: [Town Hall for businesses on restarting the economy](#)

■ Virtual Job Fair- Regular

- Implementing new fully integrated Virtual Services workforce development platform in our region.
- CareerEDGE & Dynamic Works
- CSTB project team is currently in the design phase
- Targeted kick off date: June

Virtual Job Fair- Hillsborough County Public Libraries



- Joint effort between Hillsborough County Public Libraries and CSTB
- Host a combination of Employability Skills workshops expo format and a virtual job fair on a monthly basis
 - Goal: Engage 10-15 employers per session with up to 250 potential job seekers
- Target Kickoff Date: June



Job Seeker Services

CareerSourceTampaBay.com

23 | 5/19/2020

Coronavirus FAQ



CAREERSOURCE TAMPA BAY'S FREQUENTLY ASKED QUESTIONS Additional Information for Users Access			
#	TOPIC	QUESTION	RESPONSE
FOR INTERNAL, INTERNAL/EXTERNAL AND EXTERNAL USE ONLY			LAST UPDATED ON APRIL 15, 2020
GENERAL: INTERNAL/EXTERNAL		Where can I listen to CareerSource Tampa Bay podcasts?	https://www.careersourcetampabay.com/press/careersource-tampabay-podcasts/ . You can also search what's working with Tampa Bay on Apple and Google podcasts.
GENERAL: INTERNAL/EXTERNAL		Which FedEx locations in Hillsborough County can I pick up an unemployment (Reemployment) application?	FedEx is offering free printing and mailing options for Reemployment Assistance paper applications at over 100 store/units across the state. You can access the list of location here: https://local.fedex.com/en-us/fl/tampa/
FOR INTERNAL, INTERNAL/EXTERNAL AND EXTERNAL USE ONLY			LAST UPDATED ON APRIL 15, 2020
GENERAL: INTERNAL/EXTERNAL		Which libraries can I go to and pick up a printed version of the unemployment or Reemployment Assistance Benefits application?	Currently there are two libraries in Hillsborough County where customers can pick up printed copies of the unemployment application. These are: Ian Kinnison Platt Regional Library located at 3010 S. Manhattan Avenue in Tampa 33611 and Jimmie B. Kneel Library 2702 W. Beiers Avenue in Tampa 33618. You can pick up applications between the hours of 9:30 a.m. to 5 p.m. Use this link for the press release: https://bit.ly/2z0e9dA .
GENERAL: INTERNAL/EXTERNAL		I need help setting a password with CONNECT (Unemployment) and Employ Florida.	See attached link for a guide: https://www.careersourcetampabay.com/wp-content/uploads/2020/04/CF_CONNECT_Password-Reset-Guide-1000.pdf
FOR INTERNAL, INTERNAL/EXTERNAL AND EXTERNAL USE ONLY			LAST UPDATED ON APRIL 15, 2020
GENERAL: INTERNAL/EXTERNAL		What are the hours I can reach CSTB's Customer Service line?	See press Release: https://bit.ly/2z0e9dA Our CSTB Contact Center representatives will now be available six days a week, Monday through Saturday from 9 a.m. to 11 p.m. Customers can connect to a CSTB staff member via CSTB Customer Service line at (813) 930-1400 or online via the Contact Us section of the website at http://www.careersourcetampabay.com/Contact-Us/

U:\Administration\Marketing\Corona Virus File

FAQ COVID-19 VIRA | UPDATED ON 04.07.2020 @ 4:30 P.M.

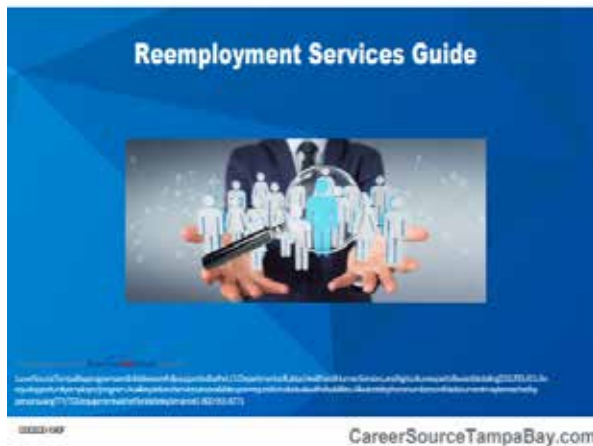
- Outlines frequently asked questions
- Consistently updated with new information and removal of outdated information
- Link: [Coronavirus FAQ](#)

A Guide to Reemployment Services Guide



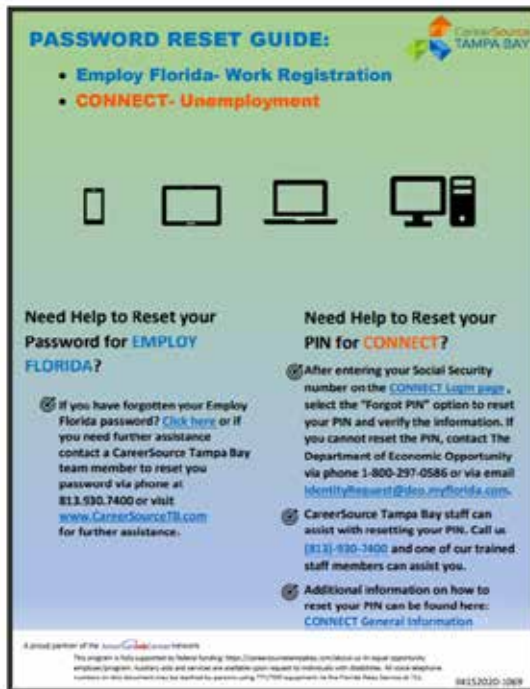
- Created in partnership with Hillsborough County
- English and Spanish versions available
- Live document with links embedded for quick access to resources by reader
- Link:
 - [English](#)
 - [Spanish](#)

Reemployment Services Packet



- Resource packet the outlines all services CSTB has available to jobseekers, currently such as:
 - Job Shop Guides,
 - LMI,
 - Training Resources,
 - Job Shop Guides online,
 - English/Spanish
 - EMSI reports,
 - And many more!
- Live document with links embedded for quick access to resources by the reader.
- Link: [Reemployment Services Packet](#)

Password Reset Guide: EF & CONNECT



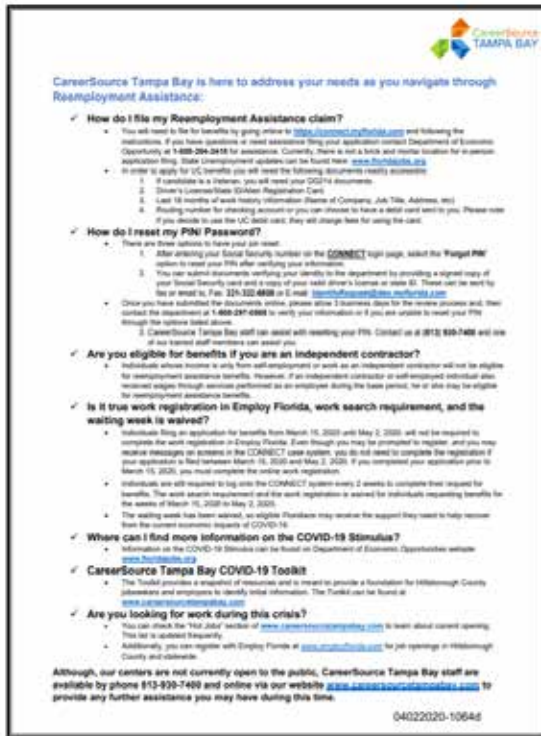
- Provides information on how you can reset your password for Employ Florida and reset your PIN for CONNECT
- Live document with links embedded for quick access to resources by the reader
- Link: [Password Reset Guide: EF & CONNECT](#)

Reemployment Assistance Applications Fact Sheet



- Outlines the different application methods
- Provides detailed information on how to access and where to mail to
- Live document with links embedded for quick access to resources for the reader
- Link: [Reemployment Assistance Applications Fact Sheet](#)

Reemployment Assistance Quick Reference Sheet



- 1 page reference sheet to assistance customers navigating their way through Reemployment Assistance process
- Live document with links embedded for quick access to resources by the reader
- Link: [Reemployment Assistance Quick Reference Sheet](#)

RA Tutorial Video Series



Reemployment Assistance Tutorial - Part 2: Info You Will Need & Your Responsibilities



Reemployment Assistance Tutorial - Part 3: Filing the Claim

- Link: [Reemployment Assistance Tutorial: Part 1 Basic Facts](#)
- Link: [RA Tutorial Part 2: Info You Will Need and Your Responsibilities](#)
- Link: [Reemployment Assistance Tutorial Part 3: Filing the Claim](#)

New Online Employability Skills Training



The flyer features a dark background with a glowing lightbulb. The main text reads 'NEW ONLINE EMPLOYABILITY SKILLS TRAINING' in large, bold, light blue letters. Below this, it says 'Workshops available to you at No COST!' and 'Visit CareerSource Tampa Bay's website today to get registered.' The flyer includes the CareerSource Tampa Bay logo and the Dynamic Works logo. It provides instructions on how to register for a workshop and lists several popular topics available for training.

NEW ONLINE EMPLOYABILITY SKILLS TRAINING

Workshops available to you at No COST!
Visit CareerSource Tampa Bay's website today to get registered.

Click here to access the [Workshop Calendar](#)
To register for a workshop:

1. Click on the topic of your choice to view the registration link.
2. Click on the registration link and enter your information.
3. An email will be sent to confirm registration and will provide the link to join the meeting.

Popular Topics available:

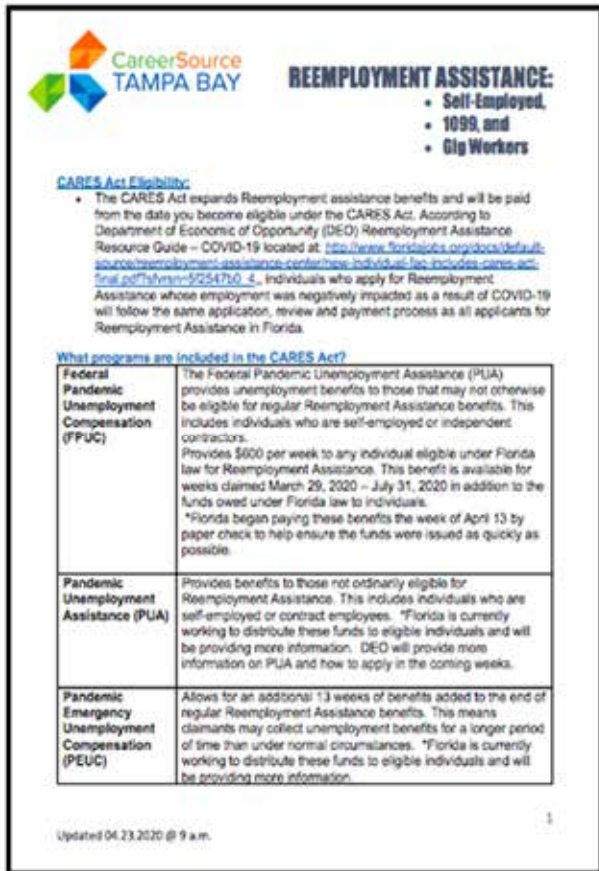
- RESUME READY
- SUCCESSFUL INTERVIEWING
- W2, 19, WHAT IS IT?
- I NEED TO KNOW THE RULES
- NICE TO MEET YOU, NOT!
- WHAT DO YOU MEAN I LOOK MAD?
- TIME MANAGEMENT, I DON'T HAVE TIME FOR THAT!
- I GOT THE JOB!
- WHAT TO WEAR
- JUMP START YOUR JOB SEARCH
- PLUS, MANY MORE!

- Through CSTB partnership with Dynamic Works, we have purchased for April and May unlimited access to their new online employability skills workshops called *Virtual Workz Workshops*
 - Topics available:
 - Resume Ready,
 - Successful Interviewing,
 - W2, 19, What is it?,
 - I Need To Know The Rules,
 - Nice To Meet You, Not!,
 - What Do You Mean I Look Mad?,
 - I Got The Job!,
 - And many more!
- Live document with links embedded into document for quick access to training courses by the reader.

Contact Center Team



- Hours of Operation:
Monday-Friday
8 A.M. to 5
P.M.



CareerSource TAMPA BAY

REEMPLOYMENT ASSISTANCE:

- Self-Employed,
- 1099, and
- Gig Workers

CARES Act Eligibility:

- The CARES Act expands Reemployment assistance benefits and will be paid from the date you become eligible under the CARES Act. According to Department of Economic Opportunity (DEO) Reemployment Assistance Resource Guide – COVID-19 located at: http://www.floridajobs.org/docs/default-source/reemployment-assistance-center/new-individual-fee-includes-care-act-final.pdf?sfvrsn=5254710_4, individuals who apply for Reemployment Assistance whose employment was negatively impacted as a result of COVID-19 will follow the same application, review and payment process as all applicants for Reemployment Assistance in Florida.

What programs are included in the CARES Act?

Federal Pandemic Unemployment Compensation (FPUC)	The Federal Pandemic Unemployment Assistance (PUA) provides unemployment benefits to those that may not otherwise be eligible for regular Reemployment Assistance benefits. This includes individuals who are self-employed or independent contractors. Provides \$600 per week to any individual eligible under Florida law for Reemployment Assistance. This benefit is available for weeks claimed March 29, 2020 – July 31, 2020 in addition to the funds owed under Florida law to individuals. *Florida began paying these benefits the week of April 13 by paper check to help ensure the funds were issued as quickly as possible.
Pandemic Unemployment Assistance (PUA)	Provides benefits to those not ordinarily eligible for Reemployment Assistance. This includes individuals who are self-employed or contract employees. *Florida is currently working to distribute these funds to eligible individuals and will be providing more information. DEO will provide more information on PUA and how to apply in the coming weeks.
Pandemic Emergency Unemployment Compensation (PEUC)	Allows for an additional 13 weeks of benefits added to the end of regular Reemployment Assistance benefits. This means claimants may collect unemployment benefits for a longer period of time than under normal circumstances. *Florida is currently working to distribute these funds to eligible individuals and will be providing more information.

Updated 04.23.2020 @ 9 a.m.

- Outlines in detail assistance programs that are currently available to individuals who are classified as Self-Employed, 1099, and/or Gig Workers.
- Live document with links embedded for quick access to resources by the reader.
- Link: [Reemployment Assistance: Self-Employed, 1099, and Gig Workers FAQ](#)

PPT Virtual Workshops with Recruiters Network Group Tampa Bay (RNG)



Press Release



FOR IMMEDIATE RELEASE

April 25, 2020

Media Contact: Doug Tobin

TobinD@CareerSourceTampaBay.com / (813) 397-2054

Training offered to help workers prepare for Virtual World

—Recruiters Network of Tampa Bay and CareerSource Tampa Bay to Partner—

TAMPA, FL—CareerSource Tampa Bay (CSTB) and the Recruiters Network Group Tampa Bay (RNG) are partnering to assist job seekers looking for work in the virtual world.

CSTB and RNG will be holding virtual interviewing workshops in May, 2020 through the *Professional Talent of Tampa Bay* program. Interested participants can learn more about the program by emailing professionaltalent@careersourcetb.com. Include your name, address, email address and phone number to register.

"We are seeing more employers interview virtually and job seekers need to be prepared for this new reality," said John Flanagan, CEO with CareerSource Tampa Bay. "We expect to see virtual interviewing increase even more now that face to face interaction can be limited in Covid-19 hiring."

Some TIPS on interviewing virtually that will be addressed in the *Interviewing Virtually* workshops include:

- Make sure you are dressed professionally for the virtual interview
- Have a professional background, make sure it is clean, not cluttered
- Interact with the interviewers, ask questions, look directly into the camera when addressing the interviewer
- Prepare your device well in advance. Get familiar with the platform in which you will be interviewed well before the interview
- Make sure you have a good WIFI connection, keep other people in the home off their devices while you are interviewing, you don't want everyone in the house streaming videos while you are interviewing for a job
- Prepare for the interview like an in-person interview, have questions prepared to show you are interested in the job and did your research in advance

The Recruiters Network Group is a nonprofit group of more than 400 corporate recruiters in the Tampa Bay area that offers career opportunities and solutions to support local economic growth.

"This is a perfect example of how our two groups have been working to partner together to help connect job seekers with employers," said Laura Sehres, President of Recruiter

- CSTB and Recruiters Networking Group (RNG) are partnering to assist job seekers looking for work in the virtual world
- CSTB and RNG will be holding virtual interviewing workshops in May 2020 through the PTT program
- Link: [CSTB Virtual Interviewing Workshops news article](#)

Virtual Services: CareerEDGE



User Friendly

Versatile Platform to Fit any Customer Base

Full Customization



20+ Job Seeker Modules

- Universal Customer: Kickoff Date – End of May
- WIOA AD/DW: Online Application & Enrollment – June
- WIOA Youth: Online Application – June

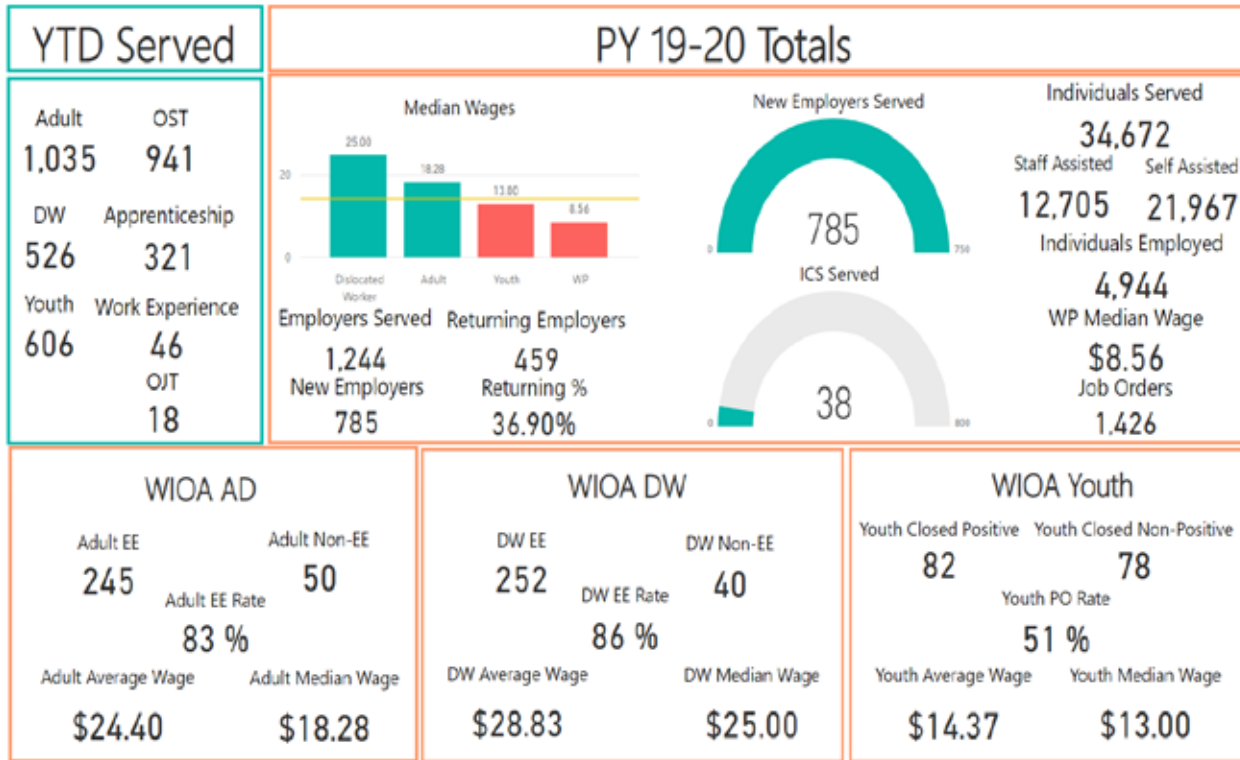
Track Participant Progress in Real-Time



THANK YOU!



Information Item # 4 CSTB Performance Dashboard 5-11-2020



Source: Employ Florida/CSST

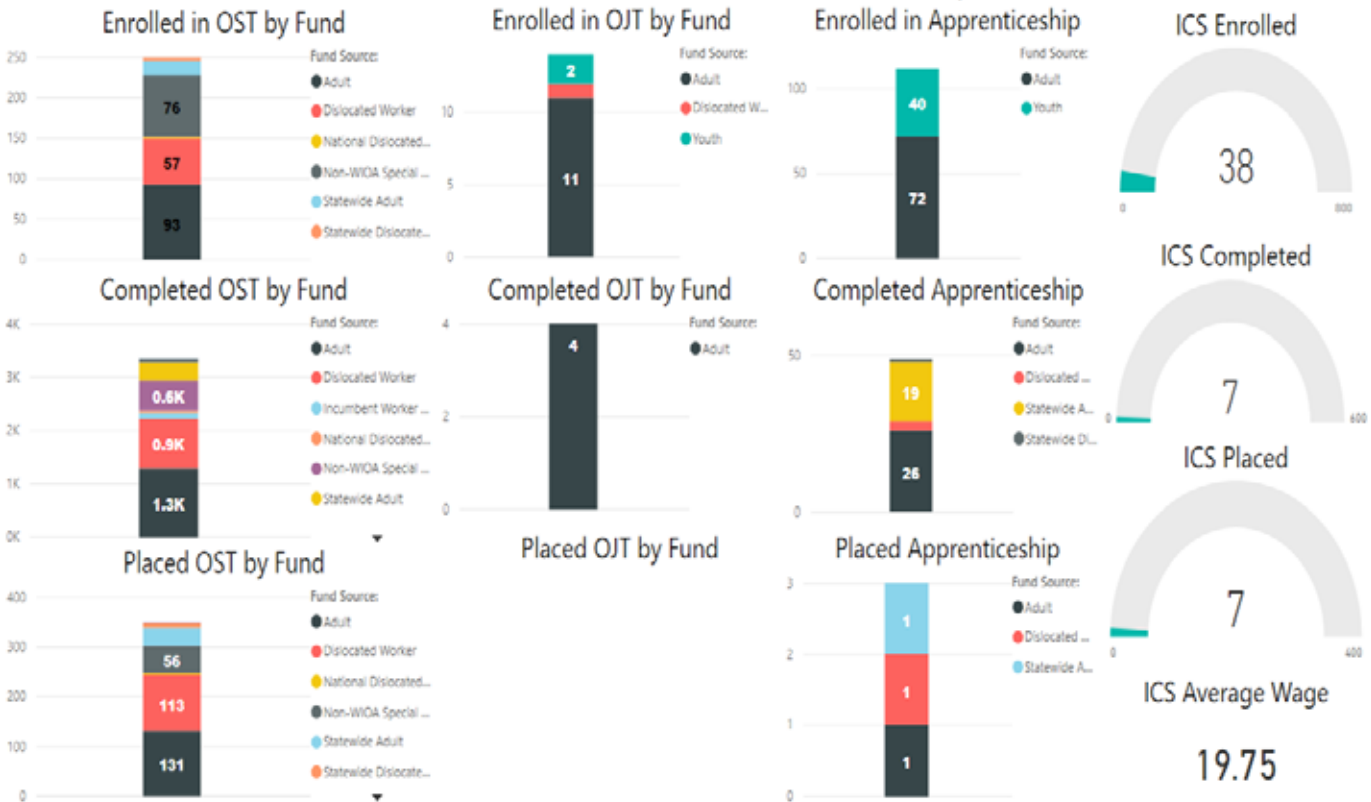
Last Updated
5/11/2020



Information Item # 5 CSTB Internal Performance Dashboard July 1st, 2019-April 12th, 2020

Job Seekers

Avg. Days to Employment	All Served	All Placements	SNAP Served	WT Served	Vets Served	TAA Served	MSFW Served	MSFW Placed	WP Served	WIOA Served
108.89	35,045	6,551	1,979	2,719	2,391	4	1,402	878	31,938	1,709



Youth





Information Item # 6 DEO Programmatic Monitoring Visit

Overview:

Department of Economic Opportunity (DEO) staff conducted programmatic monitoring review from 5/4/2020 to 5/14/2020.

Each Program Year, DEO conducts a programmatic quality assurance review of Career Source Tampa Bay’s workforce services programs. Programs included in this review are Welfare Transition (WT), Supplemental Nutrition Assistance Program (SNAP), Trade Adjustment Act (TAA), Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP), Migrant and Seasonal Farmworkers (MSFW) and any Special Projects that were operational during the review period. The review period for this DEO monitoring is January 1st, 2019 through December 31st, 2019.

Included in this monitoring, is a review of both participant program related files and any related policies governing the related programs.

The sample size for this monitoring is 277 which includes 246 participants and 31 Job Orders (25 regular and 6 Agriculture Job Orders).

CSTB: PY 19-20 DEO Monitoring Sample			
Program	Totals	Breakdown	Sample
WIOA	75	AD/DW	32
		Youth	18
		Special Projects	25
SNAP	45	SNAP	45
TAA	6	TAA	6
WTP	55	WTP	50
		Summer Youth	5
WP	96	Jobseekers	27
		RESEA	8
		WP Placements	20
		MSFW	10
		Agriculture Job Orders	6
		Job Orders	25
		Total	277

Concluding the monitoring visit, DEO will provide an overview of any findings and other non-compliant issues that should be addressed by CSTB. A formal monitoring report is normally received within a 15-day period following the visit.



Information Item # 7
WIOA Primary Indicators of Performance:
PY 19-20 Q3 Jan-Mar.

LWDB 15

Measures	PY 2019-2020 3rd Quarter Performance	PY 2019-2020 % of Performance Goal Met for Q3	PY 2018-2019 3rd Quarter Performance	PY 2019-2020 Performance Goals
Adults:				
Employed 2nd Qtr After Exit	76.30	84.59	90.80	90.20
Median Wage 2nd Quarter After Exit	\$8,832	128.93	\$8,414	\$6,850
Employed 4th Qtr After Exit	84.70	101.44	90.20	83.50
Credential Attainment Rate	88.90	136.77	92.30	65.00
Dislocated Workers:				
Employed 2nd Qtr After Exit	71.50	84.92	91.60	84.20
Median Wage 2nd Quarter After Exit	\$8,912	130.10	\$7,871	\$6,850
Employed 4th Qtr After Exit	85.50	107.95	87.50	79.20
Credential Attainment Rate	91.00	133.43	88.90	68.20
Youth:				
Employed 2nd Qtr After Exit	75.80	100.40	82.60	75.50
Employed 4th Qtr After Exit	81.40	117.63	83.20	69.20
Credential Attainment Rate	84.90	112.45	83.80	75.50
Wagner Peyser:				
Employed 2nd Qtr After Exit	64.20	94.13	63.80	68.20
Median Wage 2nd Quarter After Exit	\$5,912	121.90	\$5,892	\$4,850
Employed 4th Qtr After Exit	63.00	96.63	64.10	65.20

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

Statewide

Measures	PY 2019-2020 3rd Quarter Performance	PY 2019-2020 % of Performance Goal Met for Q3	PY2018-2019 3rd Quarter Performance	PY 2019-2020 Performance Goals
Adults:				
Employed 2nd Qtr After Exit	85.80	100.70	87.00	85.20
Median Wage 2nd Quarter After Exit	\$8,406	122.72	\$8,319	\$6,850
Employed 4th Qtr After Exit	84.60	101.93	85.90	83.00
Credential Attainment Rate	80.80	124.31	85.00	65.00
Dislocated Workers:				
Employed 2nd Qtr After Exit	84.30	101.57	88.70	83.00
Median Wage 2nd Quarter After Exit	\$8,665	126.50	\$8,102	\$6,850
Employed 4th Qtr After Exit	86.50	109.49	85.90	79.00
Credential Attainment Rate	81.80	120.29	82.70	68.00
Youth:				
Employed 2nd Qtr After Exit	79.80	105.70	83.50	75.50
Employed 4th Qtr After Exit	79.70	115.51	80.10	69.00
Credential Attainment Rate	77.90	103.18	81.20	75.50
Wagner Peyser:				
Employed 2nd Qtr After Exit	67.60	109.03	64.40	62.00
Median Wage 2nd Quarter After Exit	\$5,414	111.63	\$5,362	\$4,850
Employed 4th Qtr After Exit	66.60	103.74	63.90	64.20



Information Item # 8

CareerSource Tampa Bay – The Housing Authority of the City of Tampa (THA) Agreement for Robles Park Village Jobs Plus Initiative

April 1, 2017 – March 31, 2021

Information

THA, as the lead agency, has been awarded funding from Housing and Urban Development (HUD) for a period of performance April 1, 2017 to March 31, 2021 to support job development, training, employment, supportive services, income incentives, and community support for residents of the Robles Park Village development. Under this initiative, THA seeks a partnership with CareerSource Tampa Bay (CSTB) to deliver employment-related services to unemployed and underemployed residents.

A Memorandum of Agreement (MOA) was created for the purpose of providing services with the following terms: CSTB will provide employment-related services to residents, to include skills assessments, training and employment services; and business development services for employers.

- CSTB will assign a .80 FTE Career Counselor on-site to assist residents and facilitate supportive services.
- Compensation for services from THA to CSTB will total \$148,725 over the four-year grant period.
- CST will commit an estimated \$48,400 of in-kind services to include Recruiter assistance, On-the-Job Training (OJT) and Paid Work Experience (PWE) funds to eligible residents.

On May 4th, the Executive Committee recommended approval to enter into a four-year agreement with THA to provide partnership services under the Robles Park Village Jobs Plus Initiative.

THA plans to accomplish the following goals by March 31, 2021:

- 75% of enrolled Jobs Plus Participants will be employed.
- 70% of employed Jobs Plus Participants will retain employment for, a minimum one year.
- 65% of Jobs Plus participants employed for one year will increase income at a rate of \$1,200 per year.

Performance Report Period: 04.01.2019 through 03.31.2020

Outcome Measures		Year 3 Goal	To Date:	% to Goal
1	Total Participants Assessed	279	289	69%
2	Total Participants Enrolled in Employ Florida (EF) and Received CSTB Services	233	127	55%
3	Total Participants Placed into Unsubsidized Employment	TBD	139	58%

- 421 number of work able Adults (Target goal for 4 years is 421; it is possible to reduce to 300 due to move outs and relocation)
- No goal set by HUD for total participants placed in unsubsidized employment; (139 to date are employed of the 289-total enrolled in the program)



Information Item # 9 Summer Job Connection (SJC) 2020 Update

2020 Goal: Serve 1,500 youth & targeting 300 businesses

Key Program Dates:

- June 8 - June 12, 2020 – Youth Summit Events – Locations TBD
- June 15, 2020 – Participants first day of program
- June 15 – July 10, 2020- SJC Career Specialist conduct weekly monitoring via Zoom
- July 24, 2020 – Participants last day of program

Applications as of 4.1.2020:

- Over 1,550 Youth applications – Closed Application 3.30.2020
- Over 119 Employer applications received
- 826 positions requested

Program Updates:

- Youth will be offered a Hybrid option for Summer – Career Exploration & Fall Paid Work Experience Cohort
 - Four week blended model Career Exploration component
 - Beginning June 15th thru July 10th
 - Youth receive an incentive for milestone completion
- Fall Internship Dates: October - November
 - Duration: 8 weeks
 - Rate of Pay: \$11.00 per hour;
 - Hours Max Per Week: 20 hours per week

Learning Today, Leading Tomorrow...One Summer Can Change your Future – We are making connections that matter!



Information Item # 10
Workforce Innovation and Opportunity Act
Youth Program
PY 19-20 QTR 3

Reporting Period: PY 19-20 July –March 2020				Reporting Period: PY 2018 - 2019		
Performance Category	PY 19-20			PY 18-19		
	Planned	Actual	% of Goal	Planned	Actual	% of Goal
<i># Served</i>	1,089	571	52.43%	1,484	873	58.83%
<i>Credentials</i>	980	46	4.69%	700	110	15.71%
<i>Positive Outcomes</i>	882	80	9.07%	650	168	25.85%
Employment		77			159	
Military		0			2	
Post-Secondary Outcome		3			7	

Youth Employment: July to March 2020	
Total Placements YTD	77
Average Wage at Placement	\$14.37



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