



# **CSTB Board of Directors Meeting**

CareerSource Tampa Bay

Aug 19, 2021 11:00 AM - 12:30 PM EDT

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## **Consent Agenda Items**

### **Background**

*\*\*The Consent Agenda is intended to allow the WDB to spend its time on more complex items and initiatives. Consent agenda items groups routine business and reports into one agenda item which can be approved in one action, rather than filing motions on each item separately. Board members may ask that an item be removed from the Consent Agenda for individual consideration.*

- A. Approval of May 20, 2021, Board of Director Minutes
- B. Approval of New Training Programs
- C. Approval of New Training Vendor
- D. Audit and Tax Engagement Letter for Fiscal Year Ending June 30, 2021

### **Recommendation:**

To approve the above items on the Consent Agenda as presented.



## **Consent Agenda Item: A**

### **Approval of BOD Minutes – May 20, 2021**

#### **CareerSource Tampa Bay Minutes of the Board of Directors Meeting**

**Date:** May 20, 2021  
**Location:** Zoom Meeting

#### **Call to Order**

Chair Ben Hom called the meeting to order at 11:00 a.m. There was a quorum present with the following Board Members participating.

#### **Board Members in attendance via zoom conference**

Tom Aderhold, Michael Bach, Dr. Vanity Barr-Little, Rick Bennett, Warren Scott Brooks, Stephanie Brown-Gilmore, Sean Butler, Andrea Cichon, Richard Cranker, Constance Daniels, Elizabeth Gutierrez, Nancy Brown representing Mireya Hernandez, Benjamin Hom, John Howell, Robert "Geordie" Hyland, Jim Junecko, Commissioner Kemp, Karen Koundourakis, Lindsey Kimball, Stephen Morey, Don Noble, Richard Padilla, Gil Schisler, Roy Sweatman, Thayne Swenson, Jason Woody, and Sophia West.

#### **Board Members not in attendance**

Felicia Bell, Dr. Ginger Clark, Randall King, Ian Lieberman, Nikita Patel and Ocea Wynn.

#### **Staff Present**

John Flanagan, Jody Toner, Sheila Doyle, Barry Martin, Anna Munro, Christina Witt, Don Shepherd, Chad Kunerth, Doug Tobin, Kay Jefferson, Luna Clarke, Michelle Zieziula, Michelle Schultz, and Tammy Stahlgren.

#### **Board Counsel**

Mary Helen Farris

#### **BOCC Liaison**

Ken Jones

#### **Others**

Mike Lawrence and Roy Vanderford – Community Workforce Advancement  
Shellonda Rucker – Dynamic Workforce Solutions

The items are listed in the order of discussion.

► Indicates Board Action

□ Indicates Action Needed

#### **Pledge of Allegiance**

Don Noble led the Pledge of Allegiance.

#### **Public Comments**

There were none.

#### **► Consent Agenda**

1. Approval of March 18, 2021 Board of Directors Meeting Minutes
2. Approval of April 29, 2021 Special Board of Director Minutes
3. Approval of April 7, 2021 HR Committee Minutes
4. Approval of April 28, 2021 Nominating Committee Minutes
5. Approval of May 10, 2021 Ad Hoc Strategic Planning Committee Minutes

6. 2020 – 2021 Budget Modification No. 4
7. 401(k) Plan RFQ Results
8. Waiver – Approval of Training Program

- A motion to approve all items listed on the Consent Agenda as presented.
  - Motioned: Tom Aderhold
  - Seconded: Sean Butler
- The motion carried.

**Chair's Report** – Report given by Ben Hom.

*(Refer to Pages 28-31 of the May 20, 2021 Board of Directors Agenda Packet for the entire Chair Report)*

**Board Counsel Report** – Report given by Mary Helen Farris.  
Nothing to report to the Board at this time.

**CEO Report** – Report given by John Flanagan, CEO.

#### Transition Update

We have roughly 50 of our employees transitioning on July 1, 2021. We have been working with EDSI to ensure that the transition is seamless and smooth and there are no interruptions to job seeker/employer services.

#### Center Traffic Update

YTD PY 20-21 Center Traffic update below:

- Total of 37,191 customer visits occurred during this time
- Averaging 169 visits per business day
- Tampa represents 80.2% of all traffic; followed by Brandon representing 13%, then CPC at 4.7%, then Ruskin at 1.4% and Plant City at 1%.

We will see the numbers increase exponentially, as the work search requirements, both for reemployment assistance and for TANF and SNAP sunset at the end of May. We are making sure that the facilities are engineered with safety in mind for everybody, as it relates to physical distancing because of COVID-19.

#### Secret Shopper Results Shout Outs

In-Person Survey results increased by 5.6% in April to a score of 76.4%.

Mr. Flanagan gave shout outs to Cindy from our Brandon center and Alma from our Plant City center who both had great results in their Secret Shopper Survey interactions.

#### Events and Happenings

CSTB General Virtual Job Fair on May 13, 2021 was a great success. We had a total of 391 registered job seekers, and collectively job seekers distributed 524 resumes with 111 Employers.

#### Upcoming Conference

- CareerSource Florida - Board and Committee Meetings June 8, 9, 2021.
- National Association of Workforce Board (NAWB) - Forum will be held June 24-26, 2021. There are CSTB staff and a few Board members attending.

#### **Action/Discussion Items**

##### ► **Action Item #1** FY 2021-2022 Planning Budget

*(Refer to Pages 32-38 of the May 20, 2021 Board of Directors Agenda Packet)*

- A motion to approve the PY 2022 Planning Budget in order to provide the budget to Hillsborough BOCC for their approvals and allow for required submission to the State Workforce Board for review.
  - Motioned: Sean Butler
  - Seconded: Don Noble
- The motion carried.

► **Action Item #2** PY 21-22 CSTB Board Officers  
*(Refer to Page 39 of the May 20, 2021 Board of Directors Agenda Packet)*

Sean Butler reviewed the slate of officers and asked if there were any self-nominations from Board members, there were none.

- A motion to approve the slate of officers for Program Year 2021-2022.

Officers	2021 – 2022
Chair	Ben Hom
Vice Chair	Michael Bach
2 <sup>nd</sup> Vice Chair	Commissioner Pat Kemp
Treasurer	Don Noble
Secretary	Sophia West

- Motioned: Gil Schisler
  - Seconded: John Howell
  - The motion carried.
- **Action Item #3** PY 21-22 Schedule of Board and Committee Meetings  
*(Refer to Page 40 of the May 20, 2021 Board of Directors Agenda Packet)*
- A motion to approve the PY 21-22 Schedule of Board and Committee Meetings.
    - Motioned: Don Noble
    - Seconded: Gil Schisler
  - The motion carried.

► **Action Item #4** CSTB BOD 2021-2024 Strategic Plan  
*(Refer to Pages 41-49 of the May 20, 2021 Board of Directors Agenda Packet)*

- A motion to approve the CareerSource Tampa Bay BOD 2021-2024 Strategic Plan.
  - Motioned: Tom Aderhold
  - Seconded: Richard Padilla
- The motion carried.

► **Action Item #5** CSTB BOD Vision & Mission Statements  
*(Refer to Page 50 of the May 20, 2021 Board of Directors Agenda Packet)*

- A motion to approve the CareerSource Tampa Bay Vision Statement as presented & the reworded Mission Statement found below.

- Motioned: Tom Aderhold
- Seconded: Robert "Geordie" Hyland

There was discussion about the mission statement, the mission statement was reworded.

#### Mission

We expand career opportunities for individuals and enable the success of all workers through comprehensive workforce solutions that meet the needs of the community.

#### Vision

Empowering workers to achieve success and driving sustainable, positive change in our community.

- The motion carried.

#### ► **Action Item #6** Interlocal Agreement between Hillsborough County and CSTB (Refer to Pages 51-82 of the May 20, 2021 Board of Directors Agenda Packet)

- A motion to approve the Interlocal Agreement between Hillsborough County and CareerSource Tampa Bay for the 2-year period July 1, 2021 through June 30, 2023, pending final approval by the Chief Elected Official.
  - Motioned: Tom Aderhold
  - Seconded: Jason Woody
- The motion carried.

#### ► **Action Item #7** Waiver – Approval of Training Program - JobWorks (Refer to Pages 83-84 of the May 20, 2021 Board of Directors Agenda Packet)

- A motion to approve training provider JobWorks request for a waiver for the training provider application and training program outside of the application period.
  - Motioned: Karen Koundourakis
  - Seconded: Gil Schisler
- The motion carried.

#### ► **Action Item #8** Related Party Training Services: Concorde Career Institute (Refer to Pages 85-86 of the May 20, 2021 Board of Directors Agenda Packet)

##### Related Party and Transaction

Organization Name	Board Member	Amount not to exceed
Concorde Career Institute	Felicia Bell	\$231,000

- Felicia Bell was identified as having a conflict of interest and was notified prior to the meeting.
- Felicia Bell completed and submitted a Voting Abstention Form.
- Felicia Bell was not present at the meeting.
- A motion to approve the ITA's with Concorde Career Institute, for the period July 1, 2021 through June 30, 2022, contingent upon DEO and CareerSource Florida approval.
  - Motioned: Don Noble
  - Seconded: Stephen Morey
- The motion carried.

#### ► **Action Item #9** Related Party Training Service 7 Hillsborough County Schools

(Refer to Pages 87-88 of the May 20, 2021 Board of Directors Agenda Packet)

Related Party and Transaction

Organization Name	Board Member	Amount not to exceed
Hillsborough County Schools (Levy, Erwin and Brewster)	Warren Scott Brooks	\$330,000

- Warren Scott Brooks was identified as having a conflict of interest and was notified prior to the meeting.
- Warren Scott Brooks completed and submitted a Voting Abstention Form.
- After Warren Scott Brooks verbally abstained, he was placed in a virtual waiting room during discussion and vote.
- A motion to approve the ITA's with Hillsborough County Schools, for the period July 1, 2021 through June 30, 2022, contingent upon DEO and CareerSource Florida approval.
  - Motioned: Robert "Geordie" Hyland
  - Seconded: Gil Schisler
- The motion carried.

► **Action Item #10** Related Party Training Services: Ultimate Medical Academy  
(Refer to Pages 89-90 of the May 20, 2021 Board of Directors Agenda Packet)

Related Party and Transaction

Organization Name	Board Member	Amount not to exceed
Ultimate Medical Academy	Robert "Geordie" Hyland	\$132,000

- Robert "Geordie" Hyland was identified as having a conflict of interest and was notified prior to the meeting.
- Robert "Geordie" Hyland completed and submitted a Voting Abstention Form.
- After Robert "Geordie" Hyland verbally abstained, he was placed in a virtual waiting room during discussion and vote.
- A motion to approve the ITA's with Ultimate Medical Academy, for the period July 1, 2021 through June 30, 2022, contingent upon DEO and CareerSource Florida approval.
  - Motioned: Gil Schisler
  - Seconded: Sophia West
- The motion carried.

► **Action Item #11** Related Party Training Services: Hillsborough Community College  
(Refer to Pages 91-92 of the May 20, 2021 Board of Directors Agenda Packet)

Related Party and Transaction

Organization Name	Board Member	Amount not to exceed
Hillsborough Community College - Ybor	Dr. Ginger Clark	\$264,000

- Dr. Ginger Clark was identified as having a conflict of interest and was notified prior to the meeting.
- Dr. Ginger Clark completed and submitted a Voting Abstention Form.



- Dr. Ginger Clark was not present at the meeting.
- A motion to approve the ITA's with Hillsborough Community College, for the period July 1, 2021 through June 30, 2022, contingent upon DEO and CareerSource Florida approval.
  - Motioned: Warren Scott Brooks
  - Seconded: Robert "Geordie" Hyland
- The motion carried.

► **Action Item #12** Related Party Training Services: HCC Institute for Corporate and Continuing Education  
 (Refer to Pages 93-94 of the May 20, 2021 Board of Directors Agenda Packet)

Related Party

Organization Name	Board Member
Hillsborough Community College - Ybor	Dr. Ginger Clark

Related Party Transaction

Educational Institution	Amount not to exceed
Hillsborough Community College – Institute for Corporate and Continuing Education	\$198,000

- Dr. Ginger Clark was identified as having a conflict of interest and was notified prior to the meeting.
- Dr. Ginger Clark completed and submitted a Voting Abstention Form.
- Dr. Ginger Clark was not present at the meeting.
- A motion to approve the ITA's with Hillsborough Community College – Institute for Corporate and Continuing Education, for the period July 1, 2021 through June 30, 2022, contingent upon DEO and CareerSource Florida approval.
  - Motioned: Warren Scott Brooks
  - Seconded: Gil Schisler
- The motion carried.

► **Action Item #13** Related Party Summer Job Connection PWE: AJI Holdings, dba Fuzzy's Taco Shop  
 (Refer to Pages 95-103 of the May 20, 2021 Board of Directors Agenda Packet)

Related Party and Transaction

Organization Name	Board Member	Amount not to exceed
AJI Holdings dba Fuzzy's Taco Shop	Ian Lieberman	\$37,680

- Ian Lieberman was identified as having a conflict of interest and was notified prior to the meeting.
- Ian Lieberman completed and submitted a Voting Abstention Form.
- Ian Lieberman was not present at the meeting.
- A motion to approve the PWE for Summer Job Connection, for the period June 14, 2021 through August 6, 2021, contingent upon DEO and CareerSource Florida approval.
  - Motioned: John Howell

- Seconded: Gil Schisler
- The motion carried.

► **Action Item #14** Related Party Summer Job Connection PWE: Hillsborough County Schools  
(Refer to Pages 104-111 of the May 20, 2021 Board of Directors Agenda Packet)

Related Party and Transaction

Organization Name	Board Member	Amount not to exceed
Hillsborough County School	Warren Scott Brooks	\$995,380

- Warren Scott Brooks was identified as having a conflict of interest and was notified prior to the meeting.
- Warren Scott Brooks completed and submitted a Voting Abstention Form.
- After Warren Scott Brooks verbally abstained, he was placed in a virtual waiting room during discussion and vote.
- A motion to approve the PWE for Summer Job Connection, for the period June 14, 2021 through August 6, 2021, contingent upon DEO and CareerSource Florida approval.
  - Motioned: Commissioner Kemp
  - Seconded: Robert "Geordie" Hyland
- The motion carried.

► **Action Item #15** Related Party Summer Job Connection PWE: HCC Institute for Corporate and Continuing Education  
(Refer to Pages 112-120 of the May 20, 2021 Board of Directors Agenda Packet)

Related Party and Transaction

Organization Name	Board Member	Amount not to exceed
Hillsborough Community College	Dr. Ginger Clark	\$43,960

- Dr. Ginger Clark was identified as having a conflict of interest and was notified prior to the meeting.
- Dr. Ginger Clark completed and submitted a Voting Abstention Form.
- Dr. Ginger Clark was not present at the meeting.
- A motion to approve the PWE for Summer Job Connection, for the period June 14, 2021 through August 6, 2021, contingent upon DEO and CareerSource Florida approval.
  - Motioned: Commissioner Kemp
  - Seconded: Don Noble
- The motion carried.

► **Action Item #16** Related Party Contract: Enterprising Latinas  
(Refer to Pages 121-127 of the May 20, 2021 Board of Directors Agenda Packet)

The term of the agreement will be from July 1, 2021 through June 30, 2022.

Organization Name	Board Member	Amount not to exceed
Enterprising Latinas Inc.	Elizabeth Gutierrez	\$7,400

- Elizabeth Gutierrez was identified as having a conflict of interest and was notified prior to the meeting.
- Elizabeth Gutierrez completed and submitted a Voting Abstention Form.
- Elizabeth Gutierrez was not present at the meeting.
- A motion to approve the related party contract with Enterprising Latinas, for the period July 1, 2021 through June 30, 2022, contingent upon notification to DEO and CareerSource Florida of the related party agreement.
  - Motioned: Commissioner Kemp
  - Seconded: Don Noble
- The motion carried.

► **Action Item #17** Related Party Contract: Hillsborough Community College – Ybor Campus  
(Refer to Pages 128-137 of the May 20, 2021 Board of Directors Agenda Packet)

The term of the agreement will be from July 1, 2021 through June 30, 2022.

Organization Name	Board Member	Amount not to exceed
Hillsborough Community College - Ybor	Dr. Ginger Clark	\$12,500

- Dr. Ginger Clark was identified as having a conflict of interest and was notified prior to the meeting.
- Dr. Ginger Clark completed and submitted a Voting Abstention Form.
- Dr. Ginger Clark was not present at the meeting.
- A motion to approve the related party contract with Hillsborough Community College for the period July 1, 2021 through June 30, 2022 with notification to DEO and CareerSource Florida of the related party agreement.
  - Motioned: Commissioner Kemp
  - Seconded: Gil Schisler
- The motion carried.

► **Action Item #18** Related Party Contract: Hillsborough County Schools - Learey Technical College  
(Refer to Pages 138-146 of the May 20, 2021 Board of Directors Agenda Packet)

This MOU term will be for the period from July 1, 2021 through June 30, 2022.

Organization Name	Board Member	Amount not to exceed
Hillsborough County Public Schools	Warren Scott Brooks	\$16,400

- Warren Scott Brooks was identified as having a conflict of interest and was notified prior to the meeting.
- Warren Scott Brooks completed and submitted a Voting Abstention Form.
- After Warren Scott Brooks verbally abstained, he was placed in a virtual waiting room during discussion and vote.
- A motion to approve the related party contract for Hillsborough County Public Schools notification to DEO and CareerSource Florida of the related party agreement.
  - Motioned: Gil Schisler
  - Seconded: Commissioner Kemp
- The motion carried.

► **Action Item #19** Related Party Contract: Tampa Hillsborough EDC  
(Refer to Pages 147-163 of the May 20, 2021 Board of Directors Agenda Packet)

The term of this MOU will be from July 1, 2021 through June 30, 2022.

Organization Name	Board Member	Amount not to exceed
The Tampa Bay Economic Development Council	Stephen Morey	\$180,000

- Stephen Morey was identified as having a conflict of interest and was notified prior to the meeting.
- Stephen Morey completed and submitted a Voting Abstention Form.
- After Stephen verbally abstained, he was placed in a virtual waiting room during discussion and vote.
- A motion to approve the related party contract with the Tampa Hillsborough Economic Development Council, contingent upon EDC, DEO, and CareerSource Florida approval.
  - Motioned: John Howell
  - Seconded: Constance Daniels
- The motion carried.

► **Action Item #20** PY20-21 Regional Targeted Occupation List  
(Refer to Pages 164-168 of the May 20, 2021 Board of Directors Agenda Packet)

- A motion to approve the hybrid 2021-22 Regional Demand Occupations List for CSTB comprised of the DEO 2021-22 Regional Demand Occupational List and the additional demand occupations.
  - Motioned: Roy Sweatman
  - Seconded: Gil Schisler
- The motion carried.

**Information Items** – Due to time constraints Information Items were not reviewed or discussed.

Information Item #1 Summer Job Connection update  
(Refer to Pages 169-171 of the May 20, 2021 Board of Directors Agenda Packet)

Information Item # 2 Public Relations and Marketing update given by Doug Tobin  
(Refer to Pages 172-180 of the May 20, 2021 Board of Directors Agenda Packet)  
Youth Branding Update: The Tagline was changed to “Building Tomorrow’s Workforce”

Information Item # 3 Expenditure Reports  
(Refer to Pages 181-184 of the May 20, 2021 Board of Directors Agenda Packet)

Information Item #4 Adjusted Income Level Wage Rates for 2021  
(Refer to Page 185 of the May 20, 2021 Board of Directors Agenda Packet)

Information Item # 5 Performance Dashboard  
(Refer to Page 186 of the May 20, 2021 Board of Directors Agenda Packet)

Information Item #6 CSTB Policy Revision Summary  
(Refer to Page 187 of the May 20, 2021 Board of Directors Agenda Packet)

**Committee Reports -**

Youth Development Committee Meeting update | 12 | led by Tom Aderhold

The Youth Development Committee met on May 19, 2021. Doug Tobin is working with the committee to develop a specialized website for youth. A survey was conducted by Moore Communications for CSTB, results indicate we should call them young adults instead of youth.

We are developing a lot of new tools to support the youth skill talent pipeline initiative through our committee. This year's SJC Youth Summit theme is "Channeling Your Inner Superhero" and the event will be held on Tuesday, June 1<sup>st</sup>, 2021 at the DoubleTree by Hilton, located at 4500 West Cypress Street, Tampa, FL. There are three program tracks for our youth in the county. There will be several cohorts, the entire group of youth will be broken up into manageable socially distanced groups. Mr. Aderhold will be a guest speaker at this event.

We are developing our future workforce and we are rebranding our youth development activities. Our future workforce is very important, and we put a lot of thought and resources into developing our youth and the talent pipeline. They need to succeed in the future to build our future community.

Board members were encouraged to get involved and participate in, or visit the Summer Job Connection Summit.

Workforce Performance Committee Meeting

No Update given

Finance Committee Meeting

No Update given

Human Resource Committee Meeting

No Update given

**Future Business**

No Discussion.

**Adjournment**

The meeting was adjourned at 12:34 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.



## Consent Agenda Item: B Approval of Training Programs

CareerSource Tampa Bay accepts new training vendor applications and program addition applications during the 1st quarter of the program year (July-September).

Current application threshold criteria per the Eligible Training Provider Policy are as follows:

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- Limit training programs to those with a minimum entry level wage rate of \$15.25 per hour\* (based on annual regionally adjusted wage rate)

Does not meet the minimum entry level wage rate

Does not meet completion rate of 70%

### Hillsborough Community College

Hillsborough Community College submitted a Program Cost and Performance Data Worksheet for the following programs:

### Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
CompTIA A+ Certification   Fast Track	Included	\$2,100.00	Included	\$2,100.00	60 hours	79%	\$15.76	\$24.29
Microsoft Data Analyst Associate Certification (ECX- 8048)	Included	\$1,990.00	Included	\$1,990.00	48 hours	80%	\$16.80	\$15.76
CompTIA A+ Certification   Job Readiness Skills	Included	\$2,900.00	Included	\$2,900.00	108 hours	76%	\$15.76	\$24.29
Aircraft Electronics Technician (AET) Certification Program	Included	\$3,155.00	Included	\$3,155.00	12 weeks	N/A – New Program	\$17.00	\$16.75
PCAP: Python Programming Certification	Included	\$1,699.00	Included	\$1,699.00	48 hours	N/A – New Program	\$39.00	\$43.40
CNC Production Specialist (Milling, Programming & Operations)	Included	\$1,995.00	Included	\$1,995.00	8 weeks	N/A – New Program	\$17.52	\$17.52

**Legend:**

- Average Wage at Placement was provided by the Training Vendor
- Entry Wage Rate based on the Standard Occupational Classification (SOC) code for the training program listed on the CSTB Region 15- Regional Targeted Occupation List for PY 21-22\*.

**Concorde Career Institute**

Concorde Career Institute submitted a Program Cost and Performance Data Worksheet for the following programs:

**Courses/Certificate/Diploma Programs**

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Patient Care Assistant	Included	\$3,445.00	Included	\$3,445.00	20 weeks	N/A – New Program	\$13.41	\$11.34
Phlebotomy	Included	\$1,378.00	Included	\$1,378.00	8 weeks	N/A – New Program	\$13.10	\$13.10
Sterile Processing Technician	Included	\$2,067.00	Included	\$2,067.00	12 weeks	N/A – New Program	\$16.18	\$11.53

**Legend:**

- Average Wage at Placement was provided by the Training Vendor
- Entry Wage Rate based on the Standard Occupational Classification (SOC) code for the training program listed on the CSTB Region 15- Regional Targeted Occupation List for PY 21-22\*.

**Recommendation:** Staff is presenting the aforementioned training provider's training program additions to the committee for their review and approval.



## Consent Agenda Item: C Approval of New Training Vendor

Applications for new training providers are only accepted during the 1<sup>st</sup> quarter of the program year, July-September. Current application threshold criteria per the Eligible Training Provider Policy are as follows:

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- Limit training programs to those with a minimum entry level wage rate of \$15.25 per hour hour\* (based on annual regionally adjusted wage rate)

Does not meet the minimum entry level wage rate
Does not meet completion rate of 65%
Does not meet wage rate and completion rate

### **Ana G Mendez University (ID# 2930)** 3655 West Water Ave., Tampa, FL 33614

Ana G Mendez University has a Provisional License with the CIE dated 2.12.2021. Ana G Mendez University self-attested that they will start reporting to FETPIP annually. Staff conducted a site visit on Friday, 5.28.2021.

### Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21- 22 Entry Wage Rate*
Medical Assistant	\$628.00	\$9,000.00	\$0	\$9628.00	12 months	N/A – New Program	\$14.99	\$13.02
Pharmacy Technician	\$458.94	\$10,000.00	\$234	\$10,976.94	12 months	N/A – New Program	\$14.59	\$12.67

- School Opened: 2010
- Total enrollments for Medical Assistant for school year 2020-21: 62
  - *New training program started May 2020*
- Total enrollments for Pharmacy Technician for prior year 2020-21: 15
  - *New training program started August 2020*



**Legend:**

- *Average Wage at Placement was provided by the Training Vendor*
- *Entry Wage Rate based on the Standard Occupational Classification (SOC) code for the training program listed on the CSTB Region 15- Regional Targeted Occupation List for PY 21-22\*.*

**Recommendation:** Staff is presenting the aforementioned training provider's training provider application and training programs to the Board for their review and discussion.



## **Consent Agenda Item: D Audit and Tax Engagement Letter for Fiscal Year Ending June 30, 2021**

### **Background:**

CareerSource Tampa Bay's formal procurement of Audit and Tax Services resulted in the selection of James Moore & Co., P.L. (James Moore) as the CPA firm. James Moore initial one-year contract was for the year ending June 30, 2019. At the discretion and approval of the Finance Committee and contingent upon satisfactory performance evaluation, the contract term has an option to extend for four (4) additional one (1) year periods as follows:

- Option 1: June 30, 2020
- Option 2: June 30, 2021
- Option 3: June 30, 2022
- Option 4: June 30, 2023

### **Results:**

James Moore, CPAs has become a trusted resource for CSTB. They have displayed extensive knowledge of workforce development boards and a firm understanding of the guidelines and requirements surrounding the system, programs and the funding received. In addition, the CPA firm has consistently upheld a high level of responsiveness and have met all required reporting deadlines.

The attached audit and tax engagement letter (engagement letter) describes the CPA's terms and conditions for the year ended June 30, 2021 and represents Option two (2) of the four (4) year options to extend. The form and content are consistent with the prior year.

### **Recommendation:**

The Executive Committee recommends approval to engage James Moore & Co., P.L. to provide audit and tax services for the fiscal year ending June 30, 2021.

May 12, 2021

Tampa Bay Workforce Alliance, Inc.  
d/b/a CareerSource Tampa Bay  
4902 Eisenhower Boulevard, Suite 250  
Tampa, FL 33634

You have requested that we audit the financial statements of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay, which comprise the statement of financial position as of June 30, 2021, and the related statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements. In addition, we will audit the entity's compliance over major federal award programs for the period ended June 30, 2021. We are pleased to confirm our acceptance and our understanding of this audit engagement by means of this letter. Our audit will be conducted with the objective of our expressing an opinion on the financial statements and an opinion on compliance regarding the entity's major federal award programs.

#### **Schedule of Expenditures of Federal Awards**

We will subject the schedule of expenditures of federal awards to the auditing procedures applied in our audit of the financial statements and certain additional procedures, including comparing and reconciling the schedule to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and additional procedures in accordance with auditing standards generally accepted in the United States of America. We intend to provide an opinion on whether the schedule of expenditures of federal awards is presented fairly in all material respects in relation to the financial statements as a whole.

#### **Data Collection Form**

Prior to the completion of our engagement, we will complete the sections of the Data Collection Form that are our responsibility. The form will summarize our audit findings, amounts, and conclusions. It is management's responsibility to submit a reporting package including financial statements, schedule of expenditure of federal awards, summary schedule of prior audit findings, and corrective action plan along with the Data Collection Form to the federal audit clearinghouse. The financial reporting package must be text searchable, unencrypted, and unlocked. Otherwise, the reporting package will not be accepted by the federal audit clearinghouse. We will assist you in the electronic submission and certification. You may request from us copies of our report for you to include with the reporting package submitted to pass-through entities.

The Data Collection Form is required to be submitted within the *earlier* of 30 days after receipt of our auditors' reports or nine months after the end of the audit period, unless specifically waived by a federal cognizant or oversight agency for audits. Data Collection Forms submitted untimely are one of the factors in assessing programs at a higher risk.

121 Executive Circle  
Daytona Beach, FL 32114-1180  
Telephone: 386-257-4100

133 East Indiana Avenue  
DeLand, FL 32724-4329  
Telephone: 386-738-3300

5931 NW 1st Place  
Gainesville, FL 32607-2063  
Telephone: 352-378-1331

2477 Tim Gamble Place, Suite 200  
Tallahassee, FL 32308-4386  
Telephone: 850-386-6184

## **Audit of the Financial Statements**

We will conduct our audit in accordance with auditing standards generally accepted in the United States of America (U.S. GAAS), the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States of America and the audit requirements of Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to error, fraudulent financial reporting, misappropriation of assets, or violations of laws, governmental regulations, grant agreements, or contractual agreements.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements. If appropriate, our procedures will therefore include tests of documentary evidence that support the transactions recorded in the accounts, tests of the physical existence of inventories, and direct confirmation of cash, investments, and certain other assets and liabilities by correspondence with creditors and financial institutions. As part of our audit process, we will request written representations from your attorneys, and they may bill you for responding. At the conclusion of our audit, we will also request certain written representations from you about the financial statements and related matters.

Because of the inherent limitations of an audit, together with the inherent limitations of internal control, an unavoidable risk that some material misstatements or noncompliance (whether caused by errors, fraudulent financial reporting, misappropriation of assets, detected abuse or violations of laws or governmental regulations) may not be detected exists, even though the audit is properly planned and performed in accordance with U.S. GAAS and *Government Auditing Standards* of the Comptroller General of the United States of America. Please note that the determination of abuse is subjective and *Government Auditing Standards* does not require auditors to detect abuse.

In making our risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. However, we will communicate to you in writing concerning any significant deficiencies or material weaknesses in internal control relevant to the audit of the financial statements that we have identified during the audit. Our responsibility as auditors is, of course, limited to the period covered by our audit and does not extend to any other periods.

We will issue a written report upon completion of our audit of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay's financial statements. Our report will be addressed to the board of directors of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay. We cannot provide assurance that an unmodified opinion will be expressed. Circumstances may arise in which it is necessary for us to modify our opinion, add an emphasis-of-matter or other-matter paragraph(s), or withdraw from the engagement.

In accordance with the requirements of *Government Auditing Standards*, we will also issue a written report describing the scope of our testing over internal control over financial reporting and over compliance with laws, regulations, and provisions of grants and contracts, including the results of that testing. However, providing an opinion on internal control and compliance over financial reporting will not be an objective of the audit and, therefore, no such opinion will be expressed.

## **Audit of Major Program Compliance**

Our audit of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay's major federal award program(s) compliance will be conducted in accordance with the requirements of the Single Audit Act, as amended and the Uniform Guidance and will include tests of accounting records, a determination of major programs in accordance with the Uniform Guidance and other procedures we consider necessary to enable us to express such an opinion on major federal award program compliance and to render the required reports. We cannot provide assurance that an unmodified opinion on compliance will be expressed. Circumstances may arise in which it is necessary for us to modify our opinion or withdraw from the engagement.

The Uniform Guidance requires that we also plan and perform the audit to obtain reasonable assurance about whether the entity has complied with applicable laws and regulations and the provisions of contracts and grant agreements applicable to major federal award programs. Our procedures will consist of determining major federal programs and performing the applicable procedures described in the U.S. Office of Management and Budget *OMB Compliance Supplement* for the types of compliance requirements that could have a direct and material effect on each of the entity's major programs. The purpose of those procedures will be to express an opinion on the entity's compliance with requirements applicable to each of its major programs in our report on compliance issued pursuant to the Uniform Guidance.

Also, as required by the Uniform Guidance, we will perform tests of controls to evaluate the effectiveness of the design and operation of controls that we consider relevant to preventing or detecting material noncompliance with compliance requirements applicable to each of the entity's major federal award programs. However, our tests will be less in scope than would be necessary to render an opinion on these controls and, accordingly, no opinion will be expressed in our report.

We will issue a report on compliance that will include an opinion or disclaimer of opinion regarding the entity's major federal award programs and a report on internal controls over compliance that will report any significant deficiencies and material weaknesses identified; however, such report will not express an opinion on internal control.

## **Management's Responsibilities**

Our audit will be conducted on the basis that management acknowledge and understand that they have responsibility:

1. For the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America;
2. For the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to error;
3. For identifying, in its accounts, all federal awards and state financial assistance received and expended during the period and the federal programs under which they were received, including federal awards and funding increments received prior to December 26, 2014 (if any), and those received in accordance with the Uniform Guidance (generally received after December 26, 2014);
4. For maintaining records that adequately identify the source and application of funds for federally funded activities;
5. For preparing the schedule of expenditures of federal awards (including notes and noncash assistance received) in accordance with the Uniform Guidance requirements;
6. For the design, implementation, and maintenance of internal control over federal awards;

7. For establishing and maintaining effective internal control over federal awards that provides reasonable assurance that the nonfederal entity is managing federal awards in compliance with federal statutes, regulations, and the terms and conditions of the federal awards;
8. For identifying and ensuring that the entity complies with federal statutes, regulations, and the terms and conditions of federal award programs and implementing systems designed to achieve compliance with applicable federal statutes, regulations, and the terms and conditions of federal award programs;
9. For disclosing accurately, currently, and completely the financial results of each federal award in accordance with the requirements of the award;
10. For identifying and providing report copies of previous audits, attestation engagements, or other studies that directly relate to the objectives of the audit, including whether related recommendations have been implemented;
11. For taking prompt action when instances of noncompliance are identified;
12. For addressing the findings and recommendations of auditors, for establishing and maintaining a process to track the status of such findings and recommendations and taking corrective action on reported audit findings from prior periods and preparing a summary schedule of prior audit findings;
13. For following up and taking corrective action on current year audit findings and preparing a corrective action plan for such findings;
14. For submitting the reporting package and data collection form to the appropriate parties;
15. For making the auditor aware of any significant contractor relationships where the contractor is responsible for program compliance;
16. To provide us with:
  - a. Access to all information of which management is aware that is relevant to the preparation and fair presentation of the financial statements, and relevant to federal award programs and state financial assistance projects, such as records, documentation, and other matters;
  - b. Additional information that we may request from management for the purpose of the audit; and
  - c. Unrestricted access to persons within the entity from whom we determine it necessary to obtain audit evidence;
17. For adjusting the financial statements to correct material misstatements and confirming to us in the management representation letter that the effects of any uncorrected misstatements aggregated by us during the current engagement and pertaining to the current year or period(s) under audit are immaterial, both individually and in the aggregate, to the financial statements as a whole;
18. For acceptance of nonattest services, including identifying the proper party to oversee the nonattest work;
19. For maintaining adequate records, selecting and applying accounting principles, and safeguarding assets;
20. For informing us of any known or suspected fraud affecting the entity involving management, employees with significant role in internal control and others where fraud could have a material effect on compliance;
21. For the accuracy and completeness of all information provided;
22. For taking reasonable measures to safeguard protected personally identifiable and other sensitive information;
23. For including the auditor's report in any document containing financial statements that indicates that such financial statements have been audited by the entity's auditor.
24. Additionally, it is management's responsibility to follow up and take corrective action on reported audit findings and to prepare a summary schedule of prior audit findings and a corrective action plan. The summary schedule of prior audit findings should be available for our review on the first day of fieldwork.

With regard to the supplementary information referred to above, you acknowledge and understand your responsibility (a) for the preparation of the supplementary information in accordance with the applicable criteria, (b) to provide us with the appropriate written representations regarding supplementary information, (c) to include our report on the supplementary information in any document that contains the supplementary information and that indicates that we have reported on such supplementary information, and (d) to present the supplementary information with the audited financial statements, or if the supplementary information will not be presented with the audited financial statements, to make the audited financial statements readily available to the intended users of the supplementary information no later than the date of issuance by you of the supplementary information and our report thereon.

As part of our audit process, we will request from management, written confirmation concerning representations made to us in connection with the audit, including your understanding of your responsibilities as defined in this letter to us in your management representation letter.

We will prepare the trial balance for use during the audit. Our preparation of the trial balance will be limited to formatting information into a working trial balance based on management's chart of accounts.

### **Nonattest Services**

We will perform the following nonattest services: Preparation of IRS Form 990, and the Data Collection Form. With respect to any nonattest services we perform, we will not assume management responsibilities on behalf of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay. However, we will provide advice and recommendations to assist management of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay in performing its responsibilities. Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay's management is responsible for (a) making all management decisions and performing all management functions; (b) assigning a competent individual (Anna Munro, CPA and Sheila Doyle, CPA) to oversee the services; (c) evaluating the adequacy of the services performed; (d) evaluating and accepting responsibility for the results of the services performed; and (e) establishing and maintaining internal controls, including monitoring ongoing activities.

Our responsibilities and limitations of the engagement are as follows. We will perform the services in accordance with applicable professional standards. This engagement is limited to the services previously outlined. Our firm, in its sole professional judgment, reserves the right to refuse to do any procedure or take any action that could be construed as making management decisions or assuming management responsibilities, including determining account coding and approving journal entries. Our firm may advise Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay with regard to different matters, but Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay must make all decisions with regard to those matters.

### **Reporting**

We will issue a written report upon completion of our audit of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay's financial statements. Our report will be addressed to the board of directors of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay. We cannot provide assurance that an unmodified opinion will be expressed. Circumstances may arise in which it is necessary for us to modify our opinion, add an emphasis-of-matter or other-matter paragraph(s), or withdraw from the engagement.

### **Engagement Administration, Fees, and Other**

We understand that your employees will prepare all confirmations we request and will locate any documents or support for any other transactions we select for testing.

During the course of the engagement, we may observe opportunities for economy in, or improved controls over, your operations. We will bring such matters to the attention of the appropriate level of management, either orally or in writing.

You agree to inform us of facts that may affect the financial statements of which you may become aware during the period from the date of the auditor's report to the date the financial statements are issued.

Corinne Turcotte is the service leader for the audit services specified in this letter. Her responsibilities include supervising the services performed as part of this engagement and signing or authorizing another qualified firm representative to sign the reports.

Our fees for these services, including expenses, will be \$22,500 plus \$1,500 for the 990 tax return. Our ability to provide services in accordance with our estimated fees depends on the quality, timeliness, and accuracy of Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay's records, and, for example, the number of general ledger adjustments required as a result of our work. We will also need your personnel to be readily available during the engagement to respond in a timely manner to our requests. Lack of preparation, poor records, general ledger adjustments and/or untimely assistance will result in an increase of our fees.

At the conclusion of our audit engagement, we will communicate to those charged with governance the following significant findings from the audit:

- Our view about the qualitative aspects of the entity's significant accounting practices;
- Significant difficulties, if any, encountered during the audit;
- Uncorrected misstatements, other than those we believe are trivial, if any;
- Disagreements with management, if any;
- Other findings or issues, if any, arising from the audit that are, in our professional judgment, significant and relevant to those charged with governance regarding their oversight of the financial reporting process;
- Material, corrected misstatements that were brought to the attention of management as a result of our audit procedures;
- Representations we requested from management;
- Management's consultations with other accountants, if any; and
- Significant issues, if any, arising from the audit that were discussed, or the subject of correspondence, with management.

In accordance with the requirements of *Government Auditing Standards*, we have attached a copy of our latest external peer review report of our firm for your consideration and files.

In accordance with the requirements of the Internal Revenue Service, we will prepare from your records and information you will provide, Internal Revenue Service Form-990—Return of Organizations Exempt from Tax and the required filings for Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay. Should these require an extension, we will notify you as soon as possible. We will not audit or express assurance on these returns and filings.



### Other DEO Audit Engagement Requirements

As a part of our audit, in accordance with the Florida Department of Economic Opportunity, we will also complete the following:

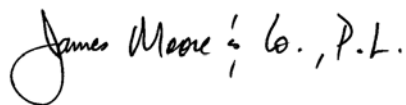
- We will test the Board's reconciliation of the financial records to the Subrecipient Resource Application (SERA) maintained by DEO and include a note to the financial statements confirming whether or not such a reconciliation was performed by the board in a satisfactory manner.
- If applicable, we will test the entity's compliance under federal audit guidelines with federal cash management requirements and to report any material problems. We will also test the entity's compliance under the State of Florida DEO guidelines for cash management.
- We will provide a management letter for any findings not included in the audit report. If a management letter is not present, it will be stated so in the Schedule of Findings and Questioned Costs.
- We will audit all funds overseen, managed, or administered by the Board. This includes funds that are provided to any auxiliary entity over which the Board or Board's leadership exercises any controlling influence, such as a foundation or an association.
- We will state in the Report on Compliance and Internal Control over Compliance Applicable to Each Major Federal Awards Program that the audit was conducted in accordance with the special audit guidance provided by the DEO.

The audit documentation for this engagement is the property of James Moore & Co., P.L. and constitutes confidential information. However, we may be requested to make certain audit documentation available to a grantor or their designee, a state agency providing direct or indirect funding, or the U.S. Government Accountability Office pursuant to authority given to it by law or regulation, or to peer reviewers. If requested, access to such audit documentation will be provided under the supervision of James Moore & Co., P.L. personnel. We will notify you of any such request. Furthermore, upon request, we may provide copies of selected audit documentation to these agencies and regulators. The regulators and agencies may intend, or decide, to distribute the copies or information contained therein to others, including other governmental agencies.

This engagement letter includes the attached James Moore & Co., P.L. Standard Terms and Conditions as Attachment A which is incorporated and made a part of this engagement letter by reference.

We appreciate the opportunity to be of service to you and believe this letter accurately summarizes the significant terms of our engagement. If you have any questions, please let us know. If you agree with the terms of our engagement as described in this letter, please sign the enclosed copy and return it to us.

Respectfully,



JAMES MOORE & CO., P.L.

Tampa Bay Workforce Alliance, Inc.  
d/b/a CareerSource Tampa Bay  
May 12, 2021  
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The services described in the foregoing letter are in accordance with our requirements. The terms described in the letter are acceptable to us and are hereby agreed to.

**TAMPA BAY WORKFORCE  
ALLIANCE, INC. D/B/A  
CAREERSOURCE TAMPA BAY**

By: \_\_\_\_\_

Date: \_\_\_\_\_

## REPORT ON THE FIRM'S SYSTEM OF QUALITY CONTROL

April 23, 2021

To the Members  
James Moore & Co., P.L.  
and the National Peer Review Committee

We have reviewed the system of quality control for the accounting and auditing practice of James Moore & Co., P.L. (the firm) in effect for the year ended October 31, 2020. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and the procedures performed in a System Review as described in the Standards may be found at [www.aicpa.org/prsummary](http://www.aicpa.org/prsummary). The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

### Firm's Responsibility

The firm is responsible for designing a system of quality control and complying with it to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. The firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported in conformity with professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

### Peer Reviewer's Responsibility

Our responsibility is to express an opinion on the design of the system of quality control and the firm's compliance therewith based on our review.

### Required Selections and Considerations

Engagements selected for review included engagements performed under *Government Auditing Standards*, including compliance audits under the Single Audit Act and audits of employee benefit plans.

As a part of our peer review, we considered reviews by regulatory entities as communicated by the firm, if applicable, in determining the nature and extent of our procedures.

### Opinion

In our opinion, the system of quality control for the accounting and auditing practice of James Moore & Co., P.L. in effect for the year ended October 31, 2020, has been suitably designed and complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass*, *pass with deficiency(ies)* or *fail*. James Moore & Co., P.L. has received a peer review rating of *pass*.

*Haddox Reid Eubank Betts PLLC*

**Attachment A**  
**James Moore and Co., P.L.**  
**Standard Terms and Conditions**

The terms and conditions set forth below are incorporated into the engagement letter agreement pursuant to which James Moore & Co., P.L. (“JMCO”, the “Firm”) will provide services to Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay (“Client”).

1. **Management’s Responsibilities** – Management of Client is responsible for establishing and maintaining an effective internal control system. JMCO services may include advice and recommendations which management may or may not adopt. Client’s management shall be fully and solely responsible for applying independent business judgment with respect to the services and work product provided by JMCO, to make implementation decisions, if any, and to determine further courses of action with respect to any matters addressed in any advice, recommendations, services, reports, or other work product or deliveries to Client. Management is responsible for the safeguarding of assets, the proper recording of transactions in the books of accounts, the substantial accuracy of the financial records, and the full and accurate disclosure of all relevant facts affecting the engagement to JMCO. Client should retain all the documents, canceled checks, and other data that form the basis of income and deductions. If the engagement also includes tax services, these records may be necessary to prove the accuracy and completeness of tax returns to a taxing authority. Client has final responsibility for the tax return(s) and; therefore should review the return(s) carefully before signing and filing.
2. **Responsible Person** – Client designates the individual signing the engagement letter (“Representative”) as the individual to whom JMCO should look to provide information, communicate, and answer questions. Client understands that JMCO will rely on the Representative designated above and that decisions by the Representative may be beneficial to some and detrimental to others. JMCO is directed to rely on the Representative for all Client decisions including but not limited to tax treatments, allocation of income and expense items, tax elections and accounting treatments. All communication with the Representative is deemed to be communication with Client.
3. **Advice in Writing** – JMCO only provides advice for Client to rely upon in writing. Casual discussions of tax, accounting or other issues and informal communication are not advice upon which Client can rely. Client agrees that the only advice from JMCO upon which Client may rely is written advice received from JMCO on our letterhead or via e-mail.
4. **Unencrypted E-Mail Use Authorized for Communication** – In connection with this engagement, JMCO may communicate with Client or others via e-mail transmission. As e-mails can be intercepted and read, disclosed, or otherwise used or communicated by an unintended third party, or may not be delivered to each of the parties to whom they are directed and only to such parties, JMCO cannot guarantee or warrant that e-mails from JMCO will be properly delivered and read only by the addressee. Therefore, JMCO specifically disclaims and waives any liability or responsibility whatsoever for interception or unintentional disclosure or communication of e-mail transmissions or for the unauthorized use or failed delivery of e-mails transmitted by JMCO in connection with the performance of this engagement. In that regard, Client agrees that JMCO shall have no liability for any loss or damage to any person or entity resulting from the use of e-mail transmissions, including any consequential, incidental, direct, indirect, or special damages, such as loss of revenues or anticipated profits, or disclosure or communication of confidential or proprietary information. During the term of this engagement Client may elect by notification in writing to JMCO to suspend or terminate the use of e-mail.

5. **Cooperation** – Client agrees to cooperate with JMCO in the performance of JMCO services for the Client, including providing JMCO with reasonable facilities and timely access to Client’s data, information and personnel. Client shall be responsible for the performance of Client’s employees and agents and for the accuracy and completeness of all data and information provided to JMCO for purposes of this engagement. In the event that JMCO is unable to obtain required information on a timely basis JMCO may revise its estimate of fees, alter the services required and/or terminate the engagement.
6. **Independent Contractor** – Client and JMCO are both independent contractors and neither Client nor JMCO are, or shall be considered to be, an agent, distributor or representative of the other. Neither Client nor JMCO shall act or represent itself, directly or by implication, as an agent of the other or in any manner assume or create any obligation on behalf of, or in the name of, the other.
7. **Payment of Invoices** – JMCO will bill Client for professional services, expenses, and out-of-pocket costs on a monthly basis. Payment is due within 30 days of the date on the billing statement. JMCO reserves the right to suspend work or terminate the engagement in the event that payment is not received within 30 days of the date on the billing statement. JMCO may also suspend work or terminate the engagement if information furnished is not satisfactory for JMCO to perform work on a timely basis. JMCO will notify Client if work is suspended or terminated. If JMCO elects to terminate the engagement for nonpayment or for any other reason provided for in this letter, the engagement will be deemed to have been completed for purposes of payment being due from Client. Upon written notification of termination, even if JMCO has not released work product, Client will be obligated to compensate JMCO for all time expended and to reimburse JMCO for all out-of-pocket costs through the date of termination. Suspension of work or termination of the engagement may result in missed deadlines, penalties/interest along with other consequences and Client agrees that suspended work or termination of the engagement shall not entitle Client to recover damages from JMCO. All fees, charges and other amounts payable to JMCO hereunder do not include any sales, use, value added or other applicable taxes, tariffs or duties, payment of which shall be the sole responsibility of Client, excluding any applicable taxes based on JMCO’s net income or taxes arising from the employment or independent contractor relationship between JMCO and JMCO’s personnel. A late payment charge of 1½% per month will be assessed on any balance that remains unpaid after deduction of current payments, credits, and allowances after 90 days from the date of billing. This is an Annual Percentage Rate of 18%.
8. **Confidential & Proprietary Information** – Client and JMCO both acknowledge and agree that all information communicated by one party (the “Disclosing Party”) to the other (the “Receiving Party”) in connection with this engagement shall be received in confidence, shall be used only for purposes of this engagement, and no such confidential information shall be disclosed by the Receiving Party or its agents or personnel without the prior written consent of the other party. Except to the extent otherwise required by applicable law or professional standards, the obligations under this section do not apply to information that: (a) is or becomes generally available to the public other than as a result of disclosure by the Receiving Party, (b) was known to the Receiving Party or had been previously possessed by the Receiving Party without restriction against disclosure at the time of receipt thereof by the Receiving Party, (c) was independently developed by the Receiving Party without violation of this agreement or (d) Client and JMCO agree from time to time to disclose. Each party shall be deemed to have met its nondisclosure obligations under this paragraph as long as it exercises the same level of care to protect the other’s information, except to the extent that applicable law, regulations or professional standards impose a higher requirement. JMCO may retain, subject to the terms of this Paragraph, one copy of Client’s confidential information required for compliance with applicable professional standards or internal policies. If either Client or JMCO receives a subpoena or other validly issued administrative or judicial demand requiring it to disclose the other party’s confidential information, such party shall (if permitted to do so) provide written notice to the other of such demand in order to permit it to seek a protective order. So long as the notifying party gives

notice as provided herein, the notifying party shall be entitled to comply with such demands to the extent permitted by law, subject to any protective order or the like that may have been entered into in the matter. In the event that Client wishes to assert a privilege or Client fails to respond and JMCO asserts the privilege on Client's behalf, Client agrees to pay for all expenses incurred by JMCO in defending the privilege, including, by way of illustration only, JMCO's attorney's fees, court costs, outside adviser's costs, penalties and fines imposed as a result of Client asserting the privilege or Client's direction to JMCO to assert the privilege. JMCO's techniques, judgments, methodology, and practices relating to its engagement practices are agreed by Client and JMCO to constitute proprietary confidential business information in the nature of trade secrets, security measures, systems and procedures which are in the nature of competitive interests which would impair the competitive business of JMCO should the information be released.

9. **Disclosures** – Certain communications involving advice are privileged and not subject to disclosure. By disclosing the contents of those communications to anyone, or by turning over information about those communications to the government, Client, Client's employees or Client's agents may be waiving this privilege. To protect this right to privileged communication, please consult with JMCO or an attorney prior to disclosing any information about JMCO advice. Should Client determine that it is appropriate for JMCO to disclose any potentially privileged communication; Client agrees to provide JMCO with written, advance authority to make that disclosure.
10. **Force Majeure** – Neither Client nor JMCO shall be liable for any delays resulting from circumstances or causes beyond our reasonable control, including, without limitation, fire or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order or requirement of any government agency or authority.
11. **Indemnification** – Client, its officers and directors hereby agrees to indemnify; agrees to pay for the defense (with counsel of JMCO's choosing) of JMCO, (including JMCO's principals, employees and authorized agents) and agrees to hold JMCO harmless from any and all suits, claims, actions, proceedings, liabilities, judgments, losses and costs whatsoever (including but not limited to attorneys' fees and litigation costs) arising in connection with any services performed or products provided by JMCO pursuant to, or under the cover of this engagement letter (Indemnity) as described in this paragraph. This Indemnity relates only to circumstances in which there is a knowing misrepresentation by Client and/or its management relating to this engagement. The foregoing indemnity is intended to apply to the extent not contrary to applicable law. This provision shall survive the termination of this engagement for a period of five years.
12. **Document Retention and Ownership** – The parties agree that JMCO will endeavor to retain documents and records in accordance with the Firm's Record Retention and Destruction Policy. Client agrees that after the specified period of retention expires (typically seven (7) years), documents and records may not be available. However, the related engagement records will not be destroyed regardless of the retention period, if JMCO has knowledge of potential or pending legal action and/or investigation by a regulatory agency, and it has been determined by the Firm that the records in question are relevant to said legal action and/or investigation. If it is determined that the records in question are relevant to the legal action and/or investigation, the Firm will impose a litigation hold on the records thereby suspending the scheduled destruction of the records. As potential or pending legal action or an investigation may not be public knowledge, we request that you inform us of any such legal action or investigation in a timely manner. Likewise, we request that you inform us when all legal action or investigation has been concluded so that the Firm can release the litigation hold and the records related to our engagement can be destroyed in accordance with our Record Retention and Destruction Policy. JMCO does not retain original client records or documents. Records prepared by us specifically for you as part of this engagement (for example, financial statements and other financial reports, tax returns, general ledgers, depreciation schedules, etc.) and other supporting records prepared by JMCO (for example, adjusting entries and related

support, data combining schedules, calculations supporting amounts in tax returns and financial statements, letters, memos and electronic mail, etc.) will remain part of the engagement records. When any records are returned or provided to you, it is your responsibility to retain and protect them for possible future use, including potential examination by any government or regulatory agencies. JMCO owns and retains the rights to JMCO's internal working papers; any information created by JMCO is not the property of Client. In the event that documents are requested by the Representative or any other individual considered by law or regulation to be our client we will furnish the documents readily available in the Client file (which shall not include any obligation on JMCO's part to undertake a search of JMCO's electronic document and email files) to the requesting party.

13. **Hosting of Client Data** – JMCO does not Host, is not the custodian of, and accepts no responsibility for Client financial and non-financial data. Client acknowledges that it has sole responsibility for the storage and preservation of its financial and non-financial data.
14. **Professional Standards** – JMCO will perform this engagement in accordance with the professional standards applicable to the engagement including those standards promulgated by the American Institute of Certified Public Accountants. In the event that issues arise that present a conflict of interest and/or a potential for breach of professional standards it may become necessary to terminate or suspend services of this engagement.
15. **Use of Third Party Providers** – In the normal course of business, JMCO uses the services of third-parties and individual contractors, which are not employees of JMCO. Those services are performed at various levels and in various aspects of JMCO's engagements including bookkeeping, tax return preparation, consulting, audit and other attest services and clerical and data entry functions. It is possible that during the course of the engagement JMCO may utilize such third-party and individual contractor sources. Additionally, the engagement will, of necessity, require JMCO to handle confidential information and JMCO expects third-party service providers and individual contractors to maintain the confidentiality of such information. To be reasonably assured that unauthorized release of confidential client information does not occur, JMCO requires those individuals and third-party service providers to enter into a written agreement to maintain the confidentiality of such information. Client acceptance of this arrangement acknowledges and accepts our handling of confidential Client information including access by third-party and individual service providers.
16. **Limitation of Liability and Actions** – Neither party may assert against the other party any claim in connection with this engagement unless the asserting party has given the other party written notice of the claim within one (1) year after the asserting party first knew or should have known of the facts giving rise to such claim. Notwithstanding anything to the contrary, JMCO's maximum aggregate liability in this engagement (regardless of the nature of the any claim asserted, including contract, statute, any form of negligence, tort, strict liability or otherwise and whether asserted by Client, JMCO or others) shall be limited to twice the sum of the fees paid to JMCO during the term of this engagement. In no event shall JMCO be liable for consequential, incidental, special or punitive loss, damage or expense (including, without limitation, lost profits, opportunity costs, etc.) even if JMCO had been advised of their possible existence. This provision shall survive the termination of this agreement.
17. **Mediation** – Prior to resorting to arbitration or litigation that may arise regarding the meaning, performance or enforcement of this engagement or any prior engagement the parties agree to attempt resolution of any dispute in mediation administered by and conducted under the rules of the American Arbitration Association (AAA) in mediation session(s) in Alachua County, Florida. Unless the parties agree in writing to the contrary, the parties will engage in the mediation process in good faith once a written request to mediate has been given by any party to the engagement. The results of any such mediation shall be binding only upon agreement of each party to be bound. Each party may disclose any facts to the other party or to the mediator that it in good faith considers

reasonably necessary to resolve the dispute. However, all such disclosures shall be deemed in furtherance of settlement efforts and shall not be admissible in any subsequent proceeding against the disclosing party. Except as agreed to in writing by both parties, the mediator shall keep confidential all information disclosed during mediation. The mediator shall not act as a witness for either party in any subsequent proceeding between the parties. The costs of any mediation proceeding shall be shared equally by the participating parties.

**18. Binding Arbitration** – All disputes not resolved by mediation (as described above) arising out of and/or related to the services and/or relationship with JMCO and Client will be resolved through binding arbitration. The parties agree that they are irrevocably voluntarily waiving the right to a trial by jury by entering into this voluntary binding arbitration agreement. The arbitration proceeding shall take place in Alachua County, Florida. The arbitration shall be governed by the provisions of the laws of Florida (except if there is no applicable state law providing for such arbitration, then the Federal Arbitration Act shall apply) and the substantive law of Florida shall be applied without reference to conflicts of law rules. In any arbitration instituted hereunder, the proceedings shall proceed in accordance with the then current Arbitration Rules for Professional Accounting and Related Disputes of the AAA, except that discovery shall be limited to identification of witnesses, exchange of expert reports, deposition of experts only, exchange of documents in the Client file and interrogatories and shall not include any exchange of e-mail or any requirement to produce or search for e-mail. Any Dispute regarding discovery, or the relevance or scope thereof, shall be determined by the Arbitration Panel (as defined below). For amounts in dispute less than One Million Dollars, the arbitration shall be conducted before a single arbitrator appointed as a neutral by the AAA. The single arbitrator shall be both a licensed attorney and a licensed certified public accountant at the time of appointment as the arbitrator. If the amount in dispute is One Million Dollars or more, the arbitration shall be conducted before a panel of three persons, all panel members must be members of the AAA's panel of neutrals with one arbitrator selected by each party (party selection shall be completed within twenty days of receipt of the panel nominees from the AAA or, failing party selection the panel members shall be appointed by the AAA), and the third member of the panel will be selected by the AAA will be licensed as a certified public accountant at the time of appointment to the panel (the "Arbitration Panel"). The party-selected arbitrators shall be treated as neutrals. The Arbitration Panel shall have no authority to award non-monetary or equitable relief, but nothing herein shall be construed as a prohibition against a party from pursuing non-monetary or equitable relief in a state or federal court. The parties also waive the right to punitive damages and the arbitrators shall have no authority to award such damages or any other damages that are not strictly compensatory in nature. In rendering their award the Arbitration Panel shall issue a reasoned award. The Arbitration Panel is directed to award attorneys' fees and costs along with the costs of the arbitration proceeding to the prevailing party as determined by the Arbitration Panel. The confidentiality provisions applicable to mediation shall also apply to arbitration. The award issued by the Arbitration Panel may be confirmed in a judgment by any federal or state court of competent jurisdiction. In no event shall a demand for arbitration be made after the date on which the initiation of the legal or equitable proceeding on the same dispute would be barred by the applicable statute of limitations or statute of repose or this agreement. For the purposes of applying the statute of limitations or repose or this agreement, receipt of a written demand for arbitration by the AAA shall be deemed the initiation of the legal or equitable proceeding based on such dispute.

**19. Employees** – Both Client and JMCO agree that they will not employ any employee of the other within one year of the employee's last day of employment with the other, unless mutually agreed upon in writing. Employment of a former employee within one year of the employee leaving the other party may cause significant economic losses and/or breach of professional standards for JMCO and potential economic loss and/or potential conflicts of interest for Client. If this provision is breached, client will pay 3 months' salary of the employee to JMCO.



20. **Posting and Distribution of Information** – JMCO’s permission is required prior to distribution or posting of JMCO work product. If Client plans to distribute or post online any of JMCO’s work product, a copy of the document, reproduction master or proof will be submitted to JMCO not less than seven days prior to distribution or posting to provide JMCO sufficient time for our reading and approval prior to distribution or posting. If, in our professional judgment, the circumstances require, we may withhold our written consent. Client agrees that prior to posting an electronic copy of any of JMCO’s work product, including but not limited to financial statements and our report(s) thereon, that Client will ensure that there are no differences in content between the electronic version posted and the original signed version provided to management by JMCO. Client agrees to indemnify JMCO, defend using counsel of JMCO’s choosing and hold JMCO harmless from any and all claims that may arise from any differences between electronic and original signed versions of JMCO’s work product.
21. **Assignment** – Neither party may assign any of its rights or obligations under the terms of this engagement without the prior written consent to the other.
22. **Additional Work** – From time to time Client may request that JMCO undertake to complete additional work. In the event that such work is undertaken without a separate written engagement understanding then the terms of this engagement letter shall govern the additional work.
23. **Entire Agreement** – This engagement letter constitutes the entire understanding between the parties regarding the JMCO services and supersedes all prior understandings relating to JMCO services. No amendment, modification, waiver or discharge of the terms of this engagement letter shall be valid unless in writing and signed by authorized representatives of both parties. This understanding has been entered into solely between Client and JMCO, and no third-party beneficiaries are created hereby. In the event any provision(s) of the terms of this document shall be invalidated or otherwise deemed unenforceable, such finding shall not cause the remainder of this document to become unenforceable. The proper venue for all actions involving the relationship between JMCO and Client are the tribunals of principal jurisdiction in Alachua County, Florida. This engagement and the relationship between the parties shall be construed and enforced in accordance with, and governed by Florida law without giving effect to Florida’s choice of law principles. This document may be transmitted in electronic format and shall not be denied legal effect solely because it was formed or transmitted, in whole or in part, by electronic record; however, this document must then remain capable of being retained and accurately reproduced, from time to time, by electronic record by the parties and all other persons or entities required by law. An electronically transmitted signature or acknowledgment will be deemed an acceptable original for purposes of binding the party providing such electronic signature.

## Key Regional Workforce / Demographic Indicators

- In June 2021, the unemployment rate in Hillsborough County was 5.2 percent, 5.5 percentage points lower than last year's rate of 10.7 percent.
- The region's June 2021 unemployment rate was 0.5 percentage points lower than the state rate of 5.7 percent. The labor force was 799,559, up 53, 172 (+7.1) over the year. There were 41,602 unemployed residents in the region.

Unemployment Rates (not seasonally adjusted)	Jun-21	May-21	Jun-20
CareerSource Tampa Bay (Hillsborough County)	5.2%	4.6%	10.7%
Tampa -St-Petersburg-Clearwater MSA	5.2%	4.6%	10.5%
Florida	5.7%	5.0%	11.7%
United States	6.1%	5.5%	11.2%

- The industries gaining in jobs over the year were professional and business services (+25,400 jobs); leisure and hospitality (+22,100 jobs); trade, transportation, and utilities (+11,300 jobs); other services (+4,900 jobs); mining, logging, and construction (+4,400 jobs); financial activities (+3,300 jobs); information (+900 jobs); education and health services (+700 jobs); and manufacturing (+400 jobs).
- The government (-2,200 jobs) industry lost jobs over the year.

## Non-CSTB Board Members Appointed

Non-CSTB Board members can be nominated and elected to the Workforce Performance Committee and Youth Development Committee.

We are excited to announce that Felicia Bell have been appointed to the Youth Development Committee. She has been appointed to serve a 2-year period.

## Events and Happenings

### New Brandon Center – Ribbon Cutting Ceremony



On July 27, 2021, there was an abundance of excitement at the ribbon cutting ceremony for CareerSource Tampa Bay's new Brandon location. We appreciate the support and attendance of Commissioner Pat Kemp, Chair Benjamin Hom and several other board members that were in attendance.

Participants were afforded the opportunity to view the center's customer resource area, two computer labs, administration area, conference room, workstations, and customer waiting area. Many in attendance expressed an eagerness to see the new facility filled with job seekers.

The new site is in the Interstate Corporate Center (ICC), at 6302 E. Dr. Martin Luther King Jr. Blvd., Suite 120, Tampa, FL 33619. The location is conveniently located next to interstate I-4 for easy access for job seekers. CSTB's newest job center has a customer resource area with 60 computer workstations, an administration area with 32 employee workstations, a customer waiting area, a conference room, and two computer labs where customer training and work-search can be conducted.

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## **Vision 2021- Shaping the Future of Work**

We would like to invite you to Vision 2021, the CareerSource Tampa Bay Business and Education Summit.

This year's forum will bring together more than 400 business, education, economic development, and community leaders, and will feature interactive discussions focused on trends shaping the future of work to promote talent growth and retention in the region. Your involvement is essential to gain industry insight on business, workforce challenges, and solutions to make a real impact on the future of workforce development in Tampa Bay and beyond.

In addition to individual registrations, we are offering a limited number of event sponsorships. This is an excellent opportunity to promote the work your organization does for the Tampa Bay community to a diverse audience via sponsorships that offer priority seating, speaking and vendor booth opportunities, and inclusion in event publicity materials and marketing. Multiple sponsorship levels are available - please see the [Vision 2021 event page](#) for details.

### **Event Details**

#### [Vision 2021: Shaping the Future of Work](#)

Friday, October 8, 2021

8:00 AM – 4:00 PM

Tampa Marriott Water Street

We hope you will join us! If you are able to attend, please register [here](#).



## **Florida Department of Economic Opportunity Announces Private Sector Job Growth More Than Doubles Over the Month, Continuing 14 Consecutive Months of Job Growth**

*~ Florida's labor force participation grows by 83,000 ~*

The Florida Department of Economic Opportunity announced Florida has experienced 14 consecutive months of job growth, gaining 69,300 private sector jobs over the month, which is more than double the revised May 2021 private sector employment gain of 34,600 jobs. Florida has gained 907,900 jobs since the height of the pandemic.

For 11 consecutive months, Florida's unemployment rate, currently at 5.0 percent, has remained below the national rate, which is currently at 5.9 percent. The change in Florida's unemployment rate (up 0.1 percentage point from May) reflects the significant increase in the labor force of 83,000 over the month, showing that active job seekers continue to rejoin the workforce with many job opportunities available. Data in the month of June indicates that widespread job availability continues across Florida, with more than 528,000 available jobs posted online throughout the state. Florida's unemployment rate has dramatically lowered over the year, decreasing by 6.6 percentage points.

"Under Governor DeSantis' bold leadership, Florida's economy continues to thrive and grow with fourteen consecutive months of job growth," **said Secretary Dane Eagle of the Florida Department of Economic Opportunity.** "Many job seekers are returning to the workforce, and businesses across the state continue to provide Floridians with opportunities for employment, which bolsters our state's economy."

### **Florida Economic Indicators for June 2021 include:**

- Unemployment rate is 5.0 percent.
- Florida businesses gained 69,300 private sector jobs over the month.
- Labor force was up 83,000 over the month, bringing the June 2021 total up to 10,398,000.
- Florida's private sector employment increased by 378,500, or 5.2 percent, over the year.
- Private sector industries gaining the most jobs over-the-month were:
  - Leisure and Hospitality with 41,500 new jobs
  - Trade, Transportation, and Utilities with 8,000 new jobs
  - Education and Health Services with 5,700 new jobs
  - Financial Activities with 3,400 new jobs
- [Consumer Sentiment Index](#) was 82.7 in June 2021, an increase of 1.5 points compared to the revised May figure of 81.2.



## State and Federal Reemployment Assistance Claim Workflow March 15, 2020 - August 1, 2021

Select a green number on the left side to see more details about that section.

### SUBMISSION METHOD

<b>Total Claims Received</b> <b>7,017,519</b> Confirmed Unique Claims Received <b>5,879,856</b> Unique Claimants <b>3,311,090</b>	Claims Filed Through Connect <b>3,585,735</b>	Claims Filed Through Paper & Mobile Friendly Site <b>3,431,784</b>	Paper Applications Entered by State Employees <b>262,490</b>
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Individuals may have submitted an application through multiple methods. The Total Claims may include duplicate or triplicate claim counts. These numbers may fluctuate as duplicates or incomplete claims are identified and removed.

### CLAIM VERIFICATION QUEUES

<b>Claim Verification Queues</b> <b>59,373</b>	Identity <b>6,258</b>	Out of State Claims <b>836</b>	Fraud Detection <b>48,933</b>	Employer and Wage <b>3,098</b>
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A claim may be in the queue for one or more of these processes at any given time, causing the sum of all categories to be greater than the "Claim Verification" total. The Claims Verification Queue excludes claims with no claimant activity in CONNECT for more than 90 days.

### MONETARY ELIGIBILITY STATUS

<b>Total Claims Processed**</b> <b>5,596,608</b> 99.0% of Confirmed Unique Claims Submitted Total Eligible Claims Processed <b>2,507,142</b>	Eligible for State Reemployment Assistance <b>1,235,900</b>	Eligible for Federal Pandemic Emergency Unemployment Compensation <b>918,918</b>	Eligible for Federal Pandemic Unemployment Assistance <b>905,089</b>	Ineligible for State and/or Federal Reemployment Assistance* <b>710,794</b>
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Claims by status will not sum to Claims Processed. \*Individuals determined to be ineligible for State Reemployment Assistance may be eligible for other benefits under the C.A.R.E.S. Act, such as Federal Pandemic Unemployment Assistance. \*\* Individuals that have transitioned between programs are included only once in Total Eligible Claims Processed.

### SOURCE OF FUNDING

<b>Total Claimants Paid</b> <b>2,408,111</b> 96.1% of Eligible Claimants Paid Federal PUA Claimants Paid <b>877,028</b> Federal PEUC Claimants Paid <b>902,942</b>	State Reemployment Assistance (RA) <b>\$6,861,427,008</b>	Federal Pandemic Emergency Unemployment Compensation (FPEUC) <b>\$2,375,495,425</b>	Federal Pandemic Unemployment Assistance (FPUA) <b>\$3,074,571,965</b>	Federal Pandemic Unemployment Compensation (FPUC)/ Lost Wage Assistance (LWA) <b>\$18,858,159,951</b>
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**\$31,169,654,349 Paid to Claimants**



Per the U.S. Bureau of Labor Statistics, payroll employment rose by 850,000 in June, and the unemployment rate was little changed at 5.9 percent. Notable gains occurred in leisure and hospitality, public and private education, professional and business services, retail trade, and other services.

# Chair's Report

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In July, nonfarm payroll employment rose by 943,000, and the unemployment rate declined by 0.5 percent. Notable job gains occurred in leisure and hospitality, in local government education, and in professional and business services.

Read the following excerpts from: <https://blog.dol.gov/2021/08/06/5-numbers-from-julys-jobs-report>

- Over the past three months, the economy has added an average of 832,000 jobs per month – the fastest growth since August 2020.
- The unemployment rate dropped 0.5 percentage points in July.
- We have reached an important milestone in our steady recovery of the jobs we lost in March and April 2020: We have recovered 75% of jobs.
- Despite the fact that the number of unemployed people fell by 782,000 to 8.7 million in July, long-term unemployment is still far too high. More than 3 million people have been out of work for at least 27 weeks, with 2.5 million of those out of work for 52 weeks or more.



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## Updates

### Welcome

Dr. Byron C. Clayton recently joined CareerSource Tampa Bay as their Chief of Community and Talent Development. Most recently, he was the CEO of Tampa Bay Works, utilizing the nationally acclaimed Talent Pipeline Management methodology to help healthcare and manufacturing organizations address their hard-to-fill and high-turnover positions. For the previous 20 years, Dr. Clayton served as the CEO or president of leading nonprofit and private sector companies in Ohio, Louisiana and Pennsylvania. He specializes in leveraging technology and workforce innovation to help companies, sectors and regions create and fill the jobs of the future. Byron and his wife Yvette relocated to the Tampa Bay area in October 2019. They are the proud parents of four, grandparents of six, and great-grandparents of two.

**Gary Hartfield**, CEO/Owner of Serenity Village, Inc. and **Dr. Brian Mann**, Associate Vice President, Associate Science Program, Hillsborough Community College. joined the Board on July 1, 2021

### Thank you

A special recognition plaque was made for Dr. Ginger Clark, Mireya Hernandez, Felicia Bell, and Nikita Patel for our appreciation of your leadership and commitment while serving on the CareerSource Tampa Bay Board. Their last day on the Board was June 30, 2021.

### American Rescue Plan Funding

Hillsborough County is in the process of reviewing an agreement to direct \$20 million in American Rescue Plan (ARP) funding to CareerSource Tampa Bay to cover services provided from October 1, 2021 through September 23, 2023. The County is reviewing the use of ARP funds and related guidelines and requirements. Once the agreement has been finalized, CSTB will convene a special meeting to review and approve the agreement.

### Financial Disclosures Reminder

This is just a reminder that as a member of the CareerSource Tampa Bay Board of Directors you're required to file an annual Financial Disclosure Form 1 with the Hillsborough County Supervisor of Elections Office by **July 1, 2021**. After your submission, if you would like to check if your Form 1 was received, you may do so by visiting the Florida Commission on Ethics website at:

<http://public.ethics.state.fl.us/search.cfm>

### CSTB Board Retreat

We are excited to hold an in-person Board Retreat. It is scheduled for September 28, 2021, from 1:00 p.m. – 4:00 p.m. We are in the process of creating a survey to get the board's input on what materials or topics you would like to learn about at the retreat.

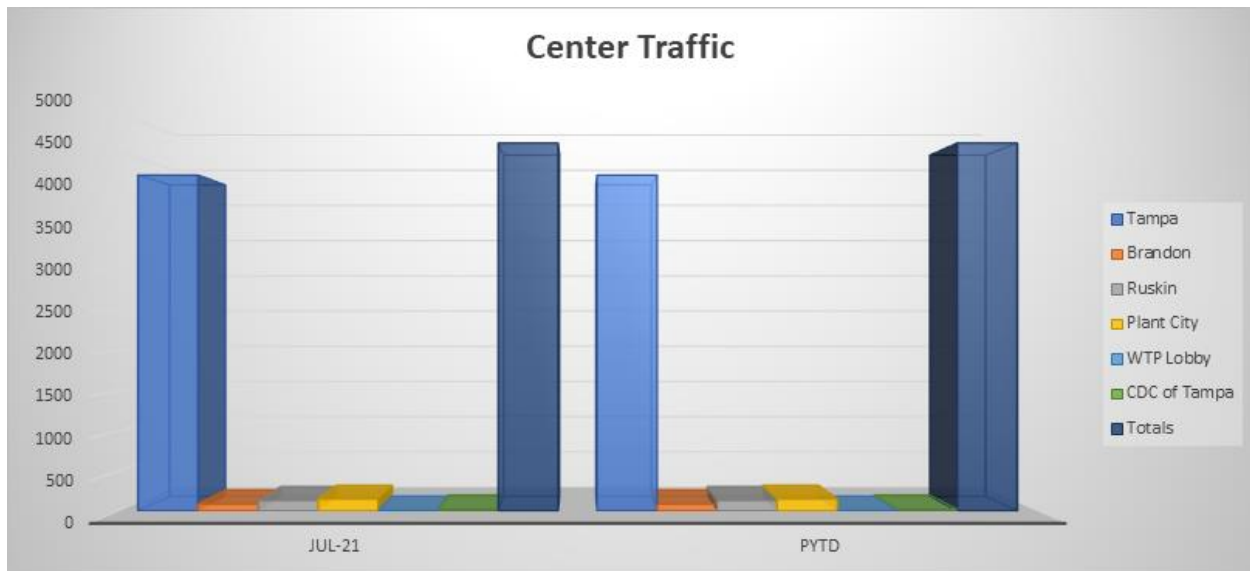


## Center Traffic Update

A July 2021 Center Traffic update below:

- Total of 4,600 unduplicated customer visits occurred this month.
  - Main reasons for customers visits:
    - Resource Center
    - Re-employment Assistance
- Averaging 209 visits per business day
- Tampa represents 91.3% of all traffic.

By Location	Jul-21
Tampa	4200
Brandon	87
Ruskin	134
Plant City	152
WTP Lobby	6
CDC of Tampa	21
Totals	4600



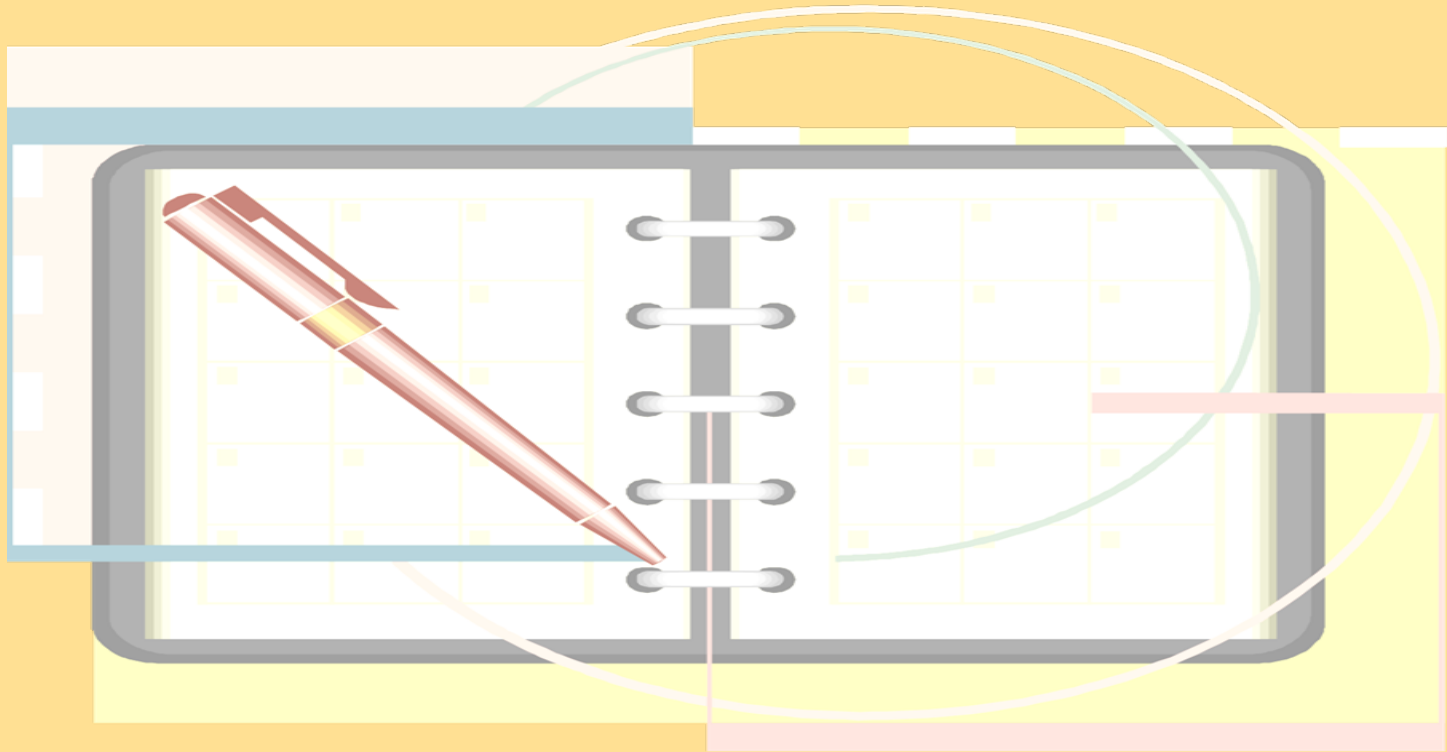
## Events and Happenings

- Thaddeus Bullard aka Titus O'Neal will be our keynote speaker for the Vision 2021 Summit
- August 30, 2021, we will open a satellite location at the Bullard Family Foundation Prosperity Center. We will provide CSTB services, workshops, and recruiting events .

## Upcoming Conferences

- US Conference of Mayors – August 31<sup>st</sup>- September 4<sup>th</sup>. <https://www.usmayors.org/meetings/>
- Workforce Professional Development Summit – September 12-15<sup>th</sup>.  
<http://workforcesummit.org/>
- Benchmarking Conference – Tampa Bay Chambers - October 24 -26<sup>th</sup>.  
<https://www.tampabaychamber.com/events/2021/10/24/policy-advocacy/benchmarking-visit-san-antonio/>

# THE SUNSHINE LAW & PUBLIC RECORDS LAW



## **CareerSource Tampa Bay Training** **AUGUST 19, 2021**

Mary Helen Farris, Deputy County Attorney/General Counsel  
*Hillsborough County Attorney's Office*



# SUNSHINE LAW

# WHAT IS THE SUNSHINE LAW?

**Florida's Government in the Sunshine Law, s. 286.011, F.S., commonly referred to as the Sunshine Law, provides a right of access to governmental proceedings of public boards or commissions at both the state and local levels.**

# **WHEN DOES THE SUNSHINE LAW BEGIN TO APPLY?**



**UPON ELECTION OR APPOINTMENT**

# WHEN IS A MEETING SUBJECT TO THE SUNSHINE LAW?

**APPLIES TO ANY GATHERING OF TWO OR MORE MEMBERS OF THE SAME BOARD TO DISCUSS SOME MATTER WHICH WILL FORESEEABLY COME BEFORE THAT BOARD FOR ACTION.**

**DOES NOT REQUIRE A QUORUM**

**ANY GATHERING, FORMAL OR CASUAL**

**APPLICABLE TO DISCUSSIONS, DELIBERATIONS AND FORMAL ACTION TAKEN BY A PUBLIC BOARD**



# WHAT DOES THE SUNSHINE LAW REQUIRE?

**There are three basic requirements of the Sunshine Law:**

- (1) meetings must be open to the public; and
- (2) reasonable notice of such meetings must be given; and
- (3) minutes of the meetings must be taken and promptly recorded.



# WHAT DO BOARD MEMBERS NEED TO KNOW ABOUT CERTAIN TYPES OF COMMUNICATION AND COMPLIANCE WITH THE SUNSHINE LAW?

- ❖ PHONE CALLS

- ❖ LETTERS THAT GO BACK AND FORTH BETWEEN MEMBERS OF THE SAME BOARD PRIOR TO MEETINGS

- ❖ SIDEBARS DURING MEETINGS

- ❖ DISCUSSIONS BETWEEN BOARD MEMBER AND NON BOARD MEMBER WHEN NON MEMBER IS BEING USED AS A LIAISON

- ❖ SOCIAL GATHERINGS

- ❖ CHANCE GATHERINGS



# PENALTIES FOR VIOLATIONS

## 1. Criminal Penalties

Any member of a board or commission or of any state agency or authority of a county, municipal corporation, or political subdivision who knowingly violates the Sunshine Law is guilty of a misdemeanor of the second degree, Section 286.011(3)(b), Florida Statutes.

## 2. Attorney's Fees

Reasonable attorney's fees will be assessed against a board or commission found to have violated section 286.011, Florida Statutes. Such fees may be assessed against the individual members of the board except in those cases where the board sought, and took, the advice of its attorney, such fees may not be assessed against the individual members of the board.

# PENALTIES FOR VIOLATIONS

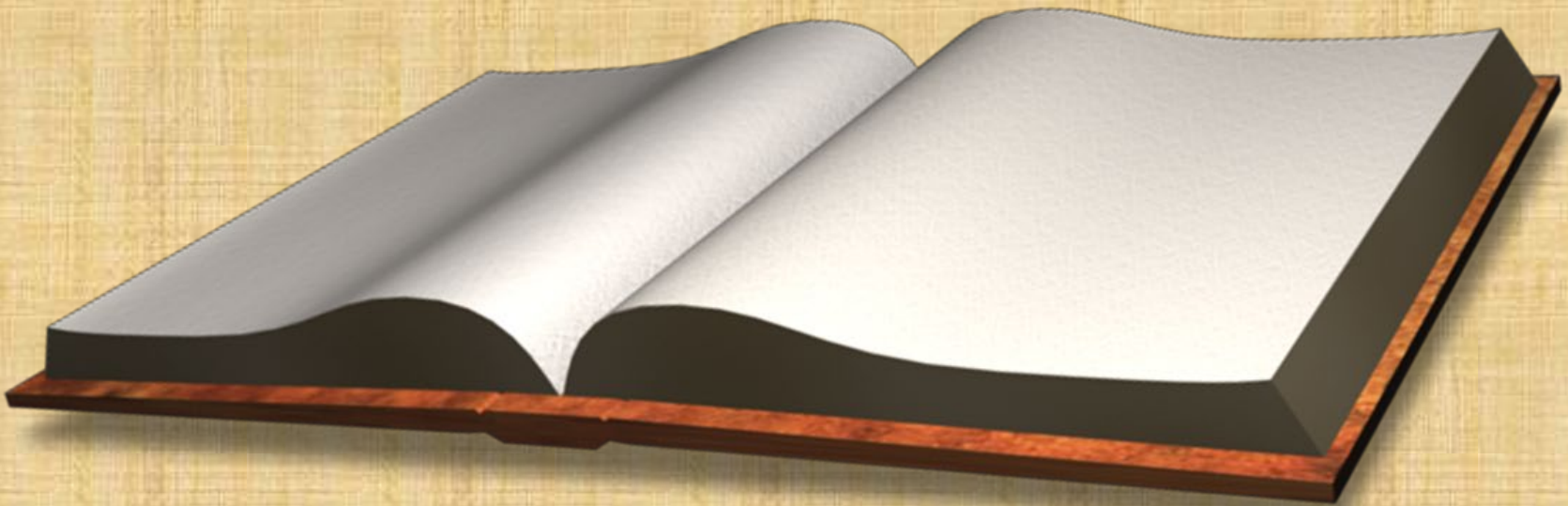
## 3. Validity of action taken in violation of the Sunshine Law and subsequent corrective action

“Therefore where officials have violated section 286.011, the official action is void ab initio.” *Sarasota Citizens for Responsible Government v. City of Sarasota*, 48 So. 3d 755, 762 (Fla. 2010). *And see, Town of Palm Beach v. Gradison*, 296 So. 2d 473 (Fla. 1974); *Blackford v. School Board of Orange County*, 375 So. 2d 578 (Fla. 5<sup>th</sup> DCA 1979) (resolutions made during meetings held in violation of section 286.011, Florida Statutes, had to be re-examined and re-discussed in open public meetings.)

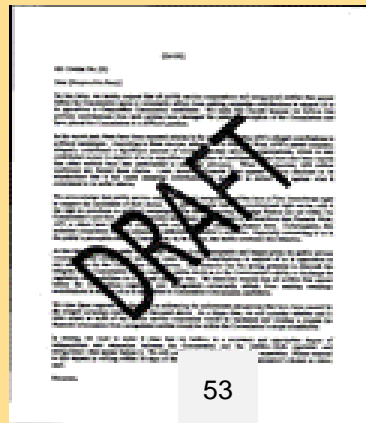
Where, however, a public board or commission does not merely perfunctorily ratify or ceremoniously accept at a later open meeting those decisions which were made at an earlier secret meeting but rather takes “independent final action in the sunshine,” the decision of the board or commission will not be disturbed.



# PUBLIC RECORDS LAW



# WHAT IS A PUBLIC RECORD IN THIS AGE OF TECHNOLOGY?



# WHAT DOES THE TERM PUBLIC RECORD MEAN?

## WHAT MATERIALS ARE PUBLIC RECORDS?

Section 119.011(12), Florida Statutes, defines “public records” to include:

- All documents, papers, letter, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means or transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.





# WHAT DOES THE TERM PUBLIC RECORD MEAN? *cont'd*

- The Florida Supreme Court has interpreted this definition to encompass all materials made or received by an agency in connection with official business which are used to perpetuate, communicate or formalize knowledge. *Shevin v. Byron, Harless, Chaffer, Reid and Associates, Inc.*, 379 So. 2d 633, 640 (Fla. 1980).
- “The form of the record is irrelevant; the material issue is whether the record is made or received by the public agency in connection with the transaction or official business.” Op. Att’y Gen. Fla. 04-33 (2004).
- Accordingly, any agency document, however prepared, if circulated for review, comment or information, is a public record regardless of whether it is an official expression of policy or marked “preliminary” or “working draft” or similar label. Examples of such materials would include interoffice memoranda, preliminary drafts of agency rules or proposals which have been submitted for review to anyone within or outside the agency, and working drafts or reports which have been furnished to a supervisor for review or approval.
- In each of these cases, the fact that the records are part of a preliminary process does not detract from their essential character as public records. See, *Booksmart Enterprises, Inc. v. Barnes & Noble College Bookstores, Inc.* 718 So. 2d 227, 229 (Fla. 3d DCA 1998).

# WHAT DO BOARD MEMBERS NEED TO KNOW ABOUT CERTAIN TYPES OF COMMUNICATIONS AND COMPLIANCE WITH THE PUBLIC RECORDS LAW?

## **TEXT MESSAGES**

Text messages sent to and from personal cell phones regarding CareerSource Tampa Bay business are public record and must be archived.

## **PERSONAL NOTES**

Similarly, so-called “personal notes” can constitute public records if they are intended to communicate, perpetuate or formalize knowledge of some type. For example, in *Miami Herald Media Company v. Sarnoff*, 971 So. 2d 915 (Fla. 3d DCA 2007), the court held that a memorandum prepared by a city commissioner after a meeting with a former city official, summarizing details of what was said and containing alleged factual information about possible criminal activity, was a public record subject to disclosure.

## **WRITTEN COMMUNICATIONS DURING BOARD MEETINGS**

The passing of documents or notes during a board meeting can be public record.

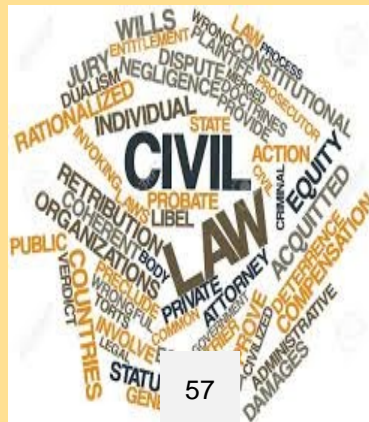


# PENALTIES FOR NON-COMPLIANCE

A. Criminal Penalties

B. Civil Action

C. Attorney's Fees



A yellow sticky note is placed on a light blue textured surface. The note has the words "Thank you!!" written in brown ink in a cursive style, followed by three dots. A black pen with two white diagonal stripes is positioned to the right of the note. Another yellow sticky note is partially visible underneath the first one.

Thank  
you!!  
...



## **Action Item # A**

### **CareerSource Tampa Bay Policies**

CareerSource Tampa Bay (CSTB) Policy development team continues its work to develop and enhance administrative policies that guide the accountability and transparency of Region 15 workforce development system. These policies are intended to operationalize the workforce board's plan and vision while establishing a consistent service delivery standard within the region.

The following administrative policies are recommended for approval:

#### **Common Exit – New Policy**

This policy was developed in response to DEO's new Administrative Policy – Common Exit that was created in response to the United States Department of Labor's (USDOL) recent comprehensive review to provide additional guidance to the CSTB workforce development board related to:

- The requirement for program exits to occur when a participant has not received any Workforce Innovation and Opportunity Act (WIOA) or partner-funded services for 90 consecutive calendar days, has no planned gap in services, and is not scheduled for future services.
- Ensuring that exits will not be prolonged by extending service dates or opening new services unless it is demonstrated and documented that the participant has unmet needs and is actively being served.
- Procedural guidance for the creation, transfer and exit of program participants in a manner that preserves data integrity and ensures a more efficient integrated service delivery system.

#### **Limited English Proficient Services – New Policy**

This policy was developed in response to DEO's new DEO Sub-Grantee Agreement that requires the board to establish a policy and procedure for providing free language services to customers that have a limited ability to read and /or speak the English language.

- Identifies LEP Persons and Their Language, defines Department of Economic Opportunity (DEO) identified the two language needs for Florida as Spanish and Creole.
- CareerSource Tampa Bay One Stop Operator will conduct a regular review of the language access needs of our jobseeker population, and monitor the implementation of the LEP policy, as necessary.
- CSTB requirement for each center to display the Interpretative Services flyer that notifies the customer to ask for assistance when in need of interpretative services, which contains 22 unique languages within the flyer. The flyer can be located here: [interpretive-services.pdf \(floridajobs.org\)](http://interpretive-services.pdf (floridajobs.org)).

### **Rapid Response Program Administration – New Policy**

This policy was developed in response to DEO's new Administrative Policy – Rapid Response Program Administration to ensure that Florida job seekers and businesses receive a standard consistent quality of service when layoff events occur. The policy provides guidance to CSTB workforce development board related to:

- Establishing a framework to design and implement a local business engagement strategy and articulates the role of layoff aversion within effective Rapid Response systems.
- The minimum Rapid Response requirements and activities mandated by WIOA.
- The events which require Rapid Response activities and services.
- Reporting requirements for Employ Florida (EF) for employers and affected workers.
- Connection to coordinated programs and services to include WIOA Dislocated Worker, Short-Time Compensation, Incumbent Worker Training, Trade Adjustment Assistance and Layoff Aversion Activities.

### **For CONSIDERATION:**

**Approve the following CareerSource Tampa Bay Board Policies:**

- **Common Exit**
- **Limited English Proficient Services**
- **Rapid Response**



## Policy

<b>SECTION: WIOA, Wagner Peyser, TAA</b>	<b>POLICY#021-C0115</b>	<b>PAGE: 1 of 6</b>
<b>TITLE: Common Exit</b>	<b>EFFECTIVE DATE: TBD</b>	
<b>REPLACES: N/A</b>	<b>DATED: N/A</b>	

### DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

**PURPOSE:** To provide guidance on the minimum requirements and procedural process associated with the common exit of program participants in EmployFlorida (EF), state system of record, for the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP) and Trade Adjustment Assistance (TAA) programs.

**BACKGROUND:** The Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators, aligns performance-related definitions, ensures comparable data collection, and integrates performance reporting requirements to assess the effectiveness in achieving positive outcomes for individuals served by the workforce development system.

Common exit is intended to ensure a more efficient and effective integrated service delivery system, track the coordination of services, and align performance reporting. An individual who is participating in any program covered by the common exit policy will not exit (and be counted in performance) until the individual is no longer being served by any program to which is applicable.

Common exit is applicable to the following programs:

- a) WIOA Title I – Adult/Dislocated Worker, Youth
  - a. National Dislocated Worker Grant (NDWG)
- b) WIOA Title III – Wagner Peyser (WP)
  - a. Jobs for Veterans’ State Grant (JVSG)
  - b. Migrant and Seasonal Farmworkers (MSFW)
- c) Trade Adjustment Assistance

CSTB’s Common Exit Policy meets all the requirements outlined in the CareerSource Florida Administrative Policy #115 Common Exit dated June 9, 2021.

### POLICY:

Program performance measures, including four (4) of the six (6) WIOA Primary Indicators of Performance, as defined in CSTB Negotiated Local Level of Performance Requirements Policy #020-

C0063 and TEGL 10-16, Change 1, are associated with the participant's exit; therefore, accurate documentation and reporting of exit dates, as well as the services which impact the participant's exit, is critical.

- A. Reportable Individual** – Reportable individuals register in EF and may access self-service system functionalities and receive information-only services or activities. Reportable individuals are tracked and reported in performance reports but do not impact program performance and may not be used to impose sanctions. Reportable individuals are not considered participants in a program, so they do not exit and are instead closed as never enrolled. The date of closure for reporting purposes is determined as follows:
- Individual does not become a participant.
  - Individual is served with only self-service and/or information-only services.
  - 90 days elapsed since being identified as a reportable individual, and the individual has not received additional self-service or information-only services or activity during the 90-day time frame.

Once the above criteria(s) have been met, the date of closure is applied retroactively to the last day of receipt of self-service and/or information-only services or activities. This methodology is used to ensure reportable individuals do not remain in the system indefinitely.

- B. Participant** – A reportable individual becomes a participant when he/she has met program enrollment requirements for eligibility and received a staff-assisted participating service. The participant date is the date the individual received the first participating service (and is enrolled in the appropriate program). Participating services that establish or extend participation are identified in the [Employ Florida Service Code Guide](#).

*Note: WIOA Youth are not considered participants until they have received the following:*

- Objective assessment.*
  - Individual Service Strategy (ISS); and*
  - At least one of the 14 Youth Program Elements as described in 20 CFR Part 681.460.*
- C. Extending Participation** - Every recorded participating service provided to a participant, establishes a new exit date and extends participation for 90 days. Self-service, information-only services or activities, and follow-up services do not delay, postpone, or affect the date of exit. The management of participant services includes regular, direct contact with the participant on all aspects of their workforce development needs.

Direct contact is considered to have occurred when the CSTB staff member, vendor or service provider and the participant have exchanged information, or the participant has agreed to the service being provided by staff member. Staff should ensure that direct contact is made at a minimum of every 30 days with the participant to maintain the highest level of individual service. Determined on an individual basis and/or by local operating procedures, more frequent contact may be required. Indirect contact attempts, such as sending workshop flyers or job leads by mail or email or leaving telephone messages without receiving a response, do not constitute direct contact for the purpose of providing a service or keeping an activity open.

Acceptable forms of direct contact include:

- in-person or remote contacts



- Mail
- Telephone
- Email; or
- Other documented means of contact.

Contact should result in a participating service being provided to the participant. Contact where the participant does not engage will not be considered direct and must not result in a participating service being recorded in EF.

An offer to provide a service or a scheduled appointment to provide a service must only be entered as a case note or non-participating service.

**D. Participant Transfer** - Participants may relocate from one LWDB to another and continue to receive workforce services without interruption. For WIOA Title I and TAA participants. DEO One-Stop and Program Support is responsible for approving the transfer of cases from one LWDB to another in EF.

Prior to the transfer of WIOA Title I or TAA participants in EF, authorized representatives from both LWDBs must agree to the transfer in writing via email. Copies of the emails must be retained in the participants case file receiving LWDBs should ensure they have received any participant files (TAA or WIOA) or documents stored outside of EF prior to the agreement of transfer.

Once the case is transferred, the receiving LWDB will be responsible for ensuring the case file is in good standing and bear responsibility for monitoring issues following the date of accepted transfer. Additionally, they must accept responsibility for the outcomes and performance associated with that participant. The coordination will include, but not be limited to:

- a) Confirmation of reason for transfer to another LWDB (e.g., relocation, customer request);
- b) Email dialogue between LWDBs where customer is enrolled and receiving LWDB prior to transfer;
- c) Review of the participant's case file by the transferring LWDB prior to transfer;
- d) Review of the participant's case file by the receiving LWDB prior to approving transfer;
- e) Discussion and resolution of any identified issues between LWDBs;
- f) If applicable, requesting guidance from DEO via email at [WIOA@deo.myflorida.com](mailto:WIOA@deo.myflorida.com) for customers files and EF services that are not in good standing and cannot be resolved between LWDBs.

NOTE: LWDBs may not decline to accept transferring customers without consulting DEO.

To complete a WIOA Title I or TAA participant transfer, the transferring LWDB must close all open EF activities and plans, and submit the following to [PRA@deo.myflorida.com](mailto:PRA@deo.myflorida.com):

- The LWDB and office the participant is being transferred from;
- The LWDB, office and staff member the participant is being transferred to;
- Documentation of the agreed upon transfer from both LWDBs (email); and
- The participant's State ID and Employ Florida Program Application ID.

WP cases do not require transfer, however before providing staff-assisted services, staff must update the participant's Employ Florida Wagner-Peyser Program Application and individual registration to their respective LWDB. NOTE: If staff are making changes to the EF registration, they must follow the CSTB Jobseeker Registration Policy #019-C0017.

**E. Case Closure** – When staff have determined a participant no longer requires services because he/she has entered employment or education, become disabled, or otherwise incapable of working, or the participant voluntarily opts out of service, the participant's case should be formally closed in EF. This will immediately stop the addition of any other program services and prompt staff to gather any employment data. CSTB has established guidelines requiring case closure if a participant has not received a service in the past 90 days and no successful contact has occurred.

Case closure is a case management feature of EF and should not be confused with a participant exit, which is federally defined and structured. The decision to close the case should be documented accordingly by CSTB staff, vendors, and service providers in case notes. While a participant's case may be closed because the participant entered employment or education, the participant may not be ready for exit and follow-up services. Ideally, each participant should remain a program participant long enough to be stable in a job or post-secondary education.

Prior to closing a participant's case, staff must:

- a) Ensure the Individual Employment Plan/ Service Strategy (IEP/SS) Plan has been closed out;
- b) Ensure all service have been closed;
- c) Enter any credential(s) earned during the program, including the type, verification and credential date to the Closure Information tab or Credential Section.
- d) Make sure any Measurable Skill Gains attained during the program have been added to the participant's Measurable Skill Gains (MSG) ribbon or, individuals below postsecondary education level literacy/ numeracy gains or to the Educational Functioning Level for MSG ribbon; and
- e) Make sure that all supportive service activities have been entered/documented; and
- f) Add any unsubsidized or On-the-Job Training (OJT) employment entered during the program or at closure to the Add Employment ribbon.
  - *Note: Case closures may be deleted for participants who request or demonstrate a need for continued services if the participant has not exited. For participants who have exited, the case closure may not be deleted if 90 days has lapsed, and a new program application in Employ Florida will be required for the participant. This is a CSTB RSO function managed by our MIS Department.*

**F. Follow-Up Services** - For WIOA Adult and Dislocated Worker programs, follow-up services may begin immediately following placement into unsubsidized employment if no future services (other than follow-up services) are scheduled or expected. For the WIOA Youth program, follow-up services may begin immediately following the last date of service if no future services (other than follow-up services) are scheduled or expected.

Follow-up services do not cause the exit date to change, delay exit or trigger re-enrollment in the program. LWDBs must provide and document WIOA follow-up services in EF unless the participant refuses services. If a participant refuses follow-up services, staff must document the refusal with a case note in EF .

*Note: Follow-up services are not required for TAA or WP participants, or any WIOA Title I participant exited due to a global exclusion.*

**G. Exits** – Individuals who are a participant in more than one program covered under the common exit policy will have a single common exit date. The participant's exit occurs when he/she has:

- a) Not received services for at least 90 calendar days from any program to which the common exit policy applies; and



- b) No future services scheduled, except for self-service, information-only activities, or follow-up services.

The participant's exit date cannot be determined until 90 days have lapsed since the participant last received a recordable service and no services are scheduled for the future. The exit date is applied retroactively to the last service date. There are two types of exits.

## 1. System (Soft) Exit

Occurs automatically after participants receive no staff-assisted services for 90 days in either WIOA Title I, WP, or TAA programs. Exit will occur automatically based on actual or projected end dates of reported participating services/ activities. For WIOA and TAA, case notes should support the last date of staff-assisted services provided with activity end dates that accurately reflect the actual last service provided.

In some cases, WIOA and/or TAA activities may be completed but the participant continues to receive WP services, which will extend program exit. Exit is often triggered by completion of training, successful transition into employment, or loss of contact. The completion of training and successful transition into employment must be documented in services with corresponding activity end dates. However, if the participant is not engaged in open WIOA activities, loss of contact must only be documented in a case note.

## 2. Manual (Hard) Exit

Are not allowed unless the participant falls into one of the WIOA Title I global exclusion scenarios. Otherwise, participants must be soft exited from the system to be closed out after 90 days of receiving no staff- assisted services.

Participants may be excluded from the WIOA Primary Indicators of Performance Measures, at the time of closure, for any of the following global exclusions that precludes the participant from entering employment or participating in services:

- a) **Institutionalized:** The participant exits the program because he/ she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant.
- b) **Health/ Medical:** The participant exits the program because of a medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
  - a. If a participant is exited due to a global exclusion and it is due to a medical reason or disability, staff must collect information in a separate file and not disclose in case notes the details pertaining to the reason for exit. The exclusionary/ neutral exit reasons that could disclose medical or disability-related information are:
    - i. Health/ medical issues; and
    - ii. Residing in an institution or facility providing 24-hour support, such as prison or hospital.
- c) **Deceased:** The participant is deceased.
- d) **Reservist called to Active Duty:** The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty or at least 90 days.
- e) **Foster Care (WIOA Youth Only):** The participant is in the foster care system, as defined in 45 CFR 1355.20(a) and exits the program because the participant has

moved from the local workforce development area as part of such a program or system.

LWDB staff should submit requests to create a manual closure through global exclusion in writing to the Program Director or an individual designated by LWDB as the approving authority for global exclusions. Staff must state the reason for the request and provide the name and EF state ID number of the participant in order to receive approval from the approving authority to create a closure and exclusion.

If the approval to create the closure and exclusion is granted, then the requesting staff member is solely responsible for ensuring that all the necessary and required documentation has been secured and uploaded to CSTB EDMS system (ATLAS) for verification purposes.

## **H. Mismanagement of Exits**

The participant's exit must not be prolonged by staff extending service dates, removing exits, or opening new services unless it is demonstrated and documented in EF that the participant has unmet needs and is actively being served. Additionally, Employ Florida service codes that are not training or work experience services must be future dated to extend participation.

Attempts to re-engage a participant do not constitute a participating service for the purpose of providing a service or keeping an activity open. These contacts must instead be documented by case notes or by the appropriate non-participating service. Prolonging exit due to the inability to contact a participant is inappropriate.

The following actions do not constitute a service nor direct contact with a participant for the purpose of extending participation:

- a) Leaving voicemail messages for the participant;
- b) Speaking with relatives of the participant who are not the participant's guardians(s);
- c) Scheduled services or an offer to provide services;
- d) Sending flyers, letters or postcards;
- e) Speaking with the participant's parole officer;
- f) Casual, unscheduled conversations with the participant in public;
- g) Having the participant bring in time sheets and/or attendance records for payment without providing meaningful guidance, service or conducting a review of the participant's IEP; and
- h) Contacts to obtain employment status, educational progress, need for additional services or income support payments without providing meaningful guidance, service or conducting a review of the participant's IEP.

## **Monitoring**

CSTB will conduct programmatic monitoring throughout the program year through our internal Program Monitor(s) under the direction of our Chief Policy & Performance Officer. This will include a formal review of services and closures to ensure compliance with federal, state, and local policies and procedures.

## **References**

- CareerSource Florida Administrative Policy #115 Common Exit: [adminpol115\\_wioa-wp-taa\\_commonexit---final-06092021.pdf \(floridajobs.org\)](#)
- 20 Code of Federal Regulations (CFR) Part 677: [Electronic Code of Federal Regulations \(eCFR\)](#)

- TEGL 10-16, Change 1: [TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 10-16, Change 1, Employment & Training Administration \(ETA\) - U.S. Department of Labor \(doleta.gov\)](#)
- TEGL 14-18: [TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 14-18, Employment & Training Administration \(ETA\) - U.S. Department of Labor \(doleta.gov\)](#)
- TEGL 19-16: [TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 19-16, Employment & Training Administration \(ETA\) - U.S. Department of Labor \(doleta.gov\)](#)
- TEGL 21-16: [TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 21-16, Employment & Training Administration \(ETA\) - U.S. Department of Labor \(doleta.gov\)](#)

**INQUIRIES:** Any questions about policy should be directed to the Chief Policy & Performance Officer, Director of MIS & Data Services and/or their designee.



## Policy

<b>SECTION: CSTB</b>	<b>POLICY#021-C0107</b>	<b>PAGE: 1 of 3</b>
<b>TITLE: Limited English Proficient Services</b>	<b>EFFECTIVE DATE: TBD</b>	
<b>REPLACES: N/A</b>	<b>DATED: N/A</b>	

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** To provide guidance to the CareerSource Tampa Bay's (CSTB) staff, partners, and contractors regarding the obligation to provide language assistance to Limited English Proficient (LEP) persons.

**BACKGROUND:** An LEP person is a person who, due to national origin, has no ability or limited ability to read, write, speak, or understand English to the extent that he or she cannot have meaningful access to a provider's services and might be entitled to language assistance with respect to a particular type of benefit, service, or encounter. Examples of populations likely to include LEP individuals who are served by LWDB includes, but are not limited to:

- Unemployed, underemployed WIOA Adults, Dislocated Workers, Welfare Transition and Supplemental Nutritional Program individuals seeking reemployment assistance (RA) benefits, job search assistance, job training services, or job placement services;
- Youth seeking summer employment, career counseling, or job readiness assessment assistance; or
- Migrant and seasonal farm workers seeking placement or information regarding protections afforded to them.

CSTB has a responsibility to assure nondiscrimination in service delivery to persons who are Limited English Proficient.

### **POLICY:**

CareerSource Tampa Bay will take responsible steps to ensure that persons with LEP have meaningful access and equal opportunity to participate in CSTB services, activities, programs, and other benefits. The policy of CSTB is to ensure meaningful communication with LEP customers involving their participation in CSTB services. The policy also provides for communication of information contained in vital documents, including but not limited to, program applications, consent forms, complaint/grievance forms, rights and responsibilities, etc.

All interpretations, translators and other aids needs shall be provided without cost to the customer being serviced, and their families will be informed of the availability of such assistance. Language assistance will be provided through use of competent Region 15 bilingual staff, hand-held translators, Google Translator, contracts or formal arrangements with local organizations providing interpretations or translation services, or technology and telephonic interpretation services. If a specific dialect is presented with a need for translating services that cannot be addressed by the hand-held translators or bilingual staff, then a purchase order will need to be submitted to the Finance department to procure the service.

Below are key websites that allow for translation of language, but are not limited to the following:

- CareerSource Tampa Bay: [www.careersourcetb.com](http://www.careersourcetb.com)
- EmployFlorida: [www.employflorida.com](http://www.employflorida.com)
- Google Translate: <https://translate.google.com/>

In addition, each CSTB center displays Interpretative Services flyer that notifies the customer to ask for assistance when in need of interpretative services, which contains 22 unique languages within the flyer. The flyer can be located here: [interpretive-services.pdf \(floridajobs.org\)](http://interpretive-services.pdf (floridajobs.org)).

**Identifying LEP Persons and Their Language:** The Department of Economic Opportunity (DEO) conducts a statewide review of language needs on a routine basis. Currently DEO has identified the two language needs for Florida as Spanish and Creole. CareerSource Tampa Bay One Stop Operator will conduct a regular review of the language access needs of our jobseeker population, and monitor the implementation of the LEP policy, as necessary.

CareerSource Tampa Bay will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or “I speak cards,” available online at [www.lep.gov](http://www.lep.gov))

CareerSource Tampa Bay is responsible for:

- (a) Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff;
- (b) Contacting the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available to interpret.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by staff. Such an offer and the response will be documented in the person’s file in EmployFlorida and/or OSST. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services, including the use of bilingual staff, will be provided to the LEP person.

CareerSource Tampa Bay will not use children or other customers to interpret information, to ensure confidentiality of information and accurate communication.

### **Providing Written Translations:**

- (a) When translation of vital documents is needed, each department in CSTB will submit documents for translation into frequently encountered languages. Original documents being submitted for translation will be in final, approved form with updated and accurate information.

- (b) CSTB will provide translation of other CSTB marketing materials in coordination with the Marketing Department, if needed.

**Providing Notice to LEP Persons:** CSTB will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages ELP persons will understand. At a minimum, notices and signs (Equal Opportunity is the Law, Grievance Form) will be posted and provided in intake areas and other points of entry, including but not limited to the resource room, front desk, etc.

**Monitoring Language Needs and Implementation:** On an ongoing basis, CSTB will assess changes in demographics, types of services or other needs that may require reevaluation of LEP services. In addition, CSTB will provide a pay increase for identified bilingual staff members.

## **References**

- Resources for Assisting Individuals with Limited English Proficiency:  
<https://floridajobs.org/office-directory/office-for-civil-rights/about-our-services/resources-for-assisting-individuals-with-limited-english-proficiency>

**INQUIRIES:** Any questions about this policy should be directed to the CEO, Chief Policy & Performance Officer, and/or their designee.



## POLICY

<b>SECTION: Career Services, Business Services and WIOA</b>	<b>POLICY# 021-C0116</b>	<b>PAGE: 1 of 11</b>
<b>TITLE: Rapid Response Program Services &amp; Activities</b>	<b>EFFECTIVE DATE: TBD</b>	
<b>REPLACES: N/A</b>	<b>DATED: N/A</b>	

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** This policy provides guidance to the CareerSource Tampa Bay Region 15 staff, partners and contractors in providing Rapid Response activities and services to employers and workers who have been affected by lay-offs, plant closures, and down-sizing.

**BACKGROUND:** WIOA requires states to implement statewide Rapid Response activities to assist employers and impacted workers as quickly as possible following the announcement of a permanent closure, layoff, or natural or other disaster resulting in a mass job dislocation.

The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, or responding to layoffs and dislocations; in addition to preventing or minimizing their impacts on workers, businesses, and communities. Rapid reemployment is a central tenant of Rapid Response and is accomplished by helping affected workers quickly transition to reemployment, minimizing the duration of unemployment, or averting layoffs whenever possible.

CSTB's Rapid Response Policy meets all the requirements outlined in the CareerSource Florida Administrative Policy #114 Rapid Response Program Administration dated June 9, 2021.

### **POLICY:**

Rapid Response provides customer-focused services to both dislocated workers and employers, ensuring immediate access to services for affected workers to expedite reentry into the workforce. WIOA legislation requires Rapid Response and early intervention assistance be provided to workers to avert or minimize the economic disruption of a mass job dislocation event.

CSTB works in partnership with DEO to provide quality Rapid Response activities. A successful Rapid Response system includes:

- Information and direct reemployment services for workers;
- Solutions to address the needs of businesses in transition, provided across the business lifecycle (expansion and contraction), including business engagement and layoff aversion strategies;

- Facilitating connections, networks and partners to provide assistance to dislocated workers and their families such as home heating assistance, legal aid, and financial advice; and
- Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.

## PROCEDURE:

### Rapid Response Event Classifications

The classification of a Rapid Response event is without regard to industry, size of the employer, number of workers potentially affected or the time between notification and layoff date.

There are four types of Rapid Response events:

Event Type	Description
<a href="#"><u>Worker Adjustment and Retraining Notification (WARN)</u></a>	<p>Any employer that provides written notice of a mass layoff or closure with intent to meet the federal WARN requirements.</p> <ul style="list-style-type: none"> <li>• <b>Worker Adjustment and Retraining Notification (WARN) Act:</b> A federal act that helps ensure advance notice in cases of qualified plant closings and mass layoffs per 20 CFR Part 639.</li> <li>• <b>Mass Layoff:</b> Layoffs affecting 50 or more workers or layoffs when a WARN notice has been filed, regardless of the number of workers affected by the layoff announced.</li> </ul>
<b>Non-WARN</b>	Any employer experiencing a mass layoff or closure, even if it is not subject to the federal WARN requirements.
<a href="#"><u>Trade Adjustment Assistance (TAA)</u></a>	<p>Any employer for which a TAA petition has been filed with the U.S. Department of Labor (USDOL).</p> <ul style="list-style-type: none"> <li>• <b>Petition:</b> A request submitted to USDOL to certify an employer as adversely impacted by global trade or competition</li> <li>• <b>Trade-Affected Worker:</b> An individual who has been totally or partially separated from employment in a firm or subdivision of a firm that has been certified under TAA.</li> <li>• <b>Local TAA Coordinator:</b> A merit-staff employee designated by the LWDB to determine TAA eligibility and to provide TAA case management and employment services with the goal of leading participants to suitable employment.</li> </ul>
<b>Natural Disasters</b>	Any employer experiencing a mass layoff or closure due to natural or force majeure disasters.

Rapid Response activities assist areas that experience employer closures, mass layoffs, disaster mass job dislocations, or TAA petition filings that precipitate substantial increases in the number of unemployed individuals. Rapid Response services and activities shall be provided to all employers that experience a mass layoff or closure regardless of how the LWDB was notified or became aware of the event.



DEO provides LWDBs notification of filed TAA petitions and WARN notices via e-mail to the LWDB's Rapid Response Coordinator and other designated recipients as assigned by the LWDB. LWDBs may add individuals to the Rapid Response event distribution list by submitting an e-mail with the requested recipient's name and e-mail to [WARN@deo.myflorida.com](mailto:WARN@deo.myflorida.com).

## **Worker Adjustment and Retraining Notification Administration**

The [WARN](#) Act of 1988 requires employers, in certain circumstances, to provide advance notification of layoffs and plant closings in order to provide workers with enough time to seek other employment or retraining opportunities. Employers covered under the WARN Act submit WARN notices to the State Rapid Response Coordinator sixty (60) days in advance of plant closings and/or mass layoffs.

LWDBs may assist employers that meet the criteria set forth in the WARN Act of 1988 and required in [20 CFR Part 639](#), with filing WARN notices by providing the procedures and instructions available in the [Employer's Guide to Advance Notice of Closings and Layoffs](#). WARN filing assistance must be documented in the employer's Employ Florida service plan with employer service code E47 WARN Notice Assistance.

Upon receipt of a WARN notice, DEO shall provide notification via e-mail to the LWDBs where the layoffs are to occur. DEO shall provide a copy of the WARN notice and any known separation details in a notification e-mail to the LWDB within two (2) business days of receipt. If a WARN notice is incomplete, DEO will provide the known details to the LWDBs in the form of an advanced, partial layoff notification.

A summary of all WARN information is available from the DEO public website at [www.floridajobs.org](http://www.floridajobs.org). The State Rapid Response Program Office is responsible for updating the list and keeping it current within three (3) business days of receiving a WARN notice. The online WARN Summary Report includes:

- Company name and address;
- Total number of affected workers;
- The affected employer's industry;
- WARN notification date;
- Layoff dates; and
- A copy of the WARN notice.

DEO is responsible for inputting WARN information in the state's online labor exchange and case management system, Employ Florida, within two (2) business days of receipt.

## **Non-WARN Events**

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To serve businesses that are not covered by the WARN Act or a TAA petition, CSTB actively works with local business services teams to identify potential Rapid Response events in Hillsborough County. Local economic development resources, local Small Business Development Center (SBDC) network offices, and other resource may identify potential Rapid Response events in our region and directly connect with the CSTB business services team and CSTB Rapid Response Coordinators.

CSTB can also enter non-WARN Rapid Response events by following the instructions provided in the DEO EmployFlorida Administration User Guide.

## Trade Adjustment Assistance Petition Filings

The Trade Act of 1974 established the [Trade Adjustment Assistance for Workers Program](#), referred to herein as the TAA Program, to assist workers who have been laid off or whose jobs have been threatened because of foreign trade or competition (trade-affected workers). To establish eligibility, a group of two workers (or their representative) must file a petition with USDOL. Upon receipt of the petition, USDOL investigates to verify the role of foreign trade or competition in the workers' job losses, reduction in hours or reduction in wages.

In accordance with WIOA, the filing of a TAA petition requires LWDBs to deliver rapid response services to the affected workers. All TAA Rapid Response are coordinated in our region through a team approach involving the business services team, CSTB Rapid Response Coordinator and TAA Coordinator.

TAA petitions filed with USDOL are provided to the State Rapid Response Coordinator by the [USDOL Office of Trade Adjustment Assistance](#) (OTAA). The State Rapid Response Program Office shall provide a copy of the TAA Petition and any known separation details in a notification e-mail to the LWDB responsible for the service area of the employer within two (2) business days of receipt.

## Natural and Other Disasters

CSTB Rapid Response Coordinator is responsible for responding to natural disasters and this requires coordination with the DEO State Rapid Response Coordinator and other local government divisions and organizations to provide Rapid Response services to natural disaster-affected workers. Disasters include: flooding, hurricanes, freezes, wildfires, heat waves, drought, shelter-in-place orders, evacuations, and health crises. Exceptions to recognized disasters are sudden geological processes, tornadoes, hailstorms, and mass criminal or terrorist events.

Workers separated due to natural or force major disasters must be screened for the eligibility requirements included in the WIOA Dislocated Workers program, per [WIOA § 3 \(15\)\(C\)](#), "unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters." Depending on the nature of disaster, USDOL may release National Dislocated Worker Grant funds. If National Dislocated Worker Grant funds are awarded in this region, CSTB would adhere to our National Dislocated Worker Grant Policy # 020-C0077.

## Local Rapid Response Teams

CSTB is responsible for the day-to-day coordination of Rapid Response services to businesses and workers that are experiencing layoffs or closures in Hillsborough County. CSTB is required to designate a full-time Local Rapid Response Coordinator as the primary point of contact for Rapid Response services. The CSTB Rapid Response Coordinator is responsible for:

- a) Communicating with DEO and the State Rapid Response Coordinator;
- b) Serving as lead contact for affected employers and dislocated workers;
- c) Leading the CSTB Rapid Response team; and
- d) Coordinating any events that occur in our region; and
- e) Ensuring Rapid Response activities are documented in Employ Florida.

The Rapid Response Coordinator (RCC) is tasked with facilitating Rapid Response activities and ensuring that our approach is consistent and coordinated across the region. They will act as the primary point of contact for employers to ensure consistency, efficiency, and accountability and will

determine employer needs. RRC will be responsible for swiftly coordinating a response from start to finish by working with employers, CSTB Rapid Response team, and local community partners to ensure an effective, efficient and flexible response.

One of the key functions in delivering an effective Rapid Response strategy at the earliest stage in the process is to focus discussions on talent transfer. Effective strategies may include, but are not limited to, offering customized outplacement services, onsite workshops on CSTB Programs and Services, customized employability skills workshops onsite or virtually (Resume Writing, Interviewing, etc.), conducting specialized hiring events for the affected workers and earlier identification of grant funds and training opportunities through WIOA funds, special grant funds, etc..

The LWDB's Rapid Response team is comprised of individuals who provide information, resources and services to assist affected employers and workers. The team may include, but is not limited to:

- a) Local TAA Coordinators;
- b) Business Services Sector Strategist;
- c) WIOA Career Coaches;
- d) Supplemental Nutrition Assistance Program (SNAP) Career Coaches;
- e) Temporary Assistance for Needy Families (TANF) Career Coaches; and/or
- f) Local Veteran Employment Representatives (LVER) staff; and/or
- g) Other entities where appropriate: Department of Children and Families (DCF) case managers; and/or Division of Vocational Rehabilitation (DVR) Business Outreach Specialists.

**Note:** *Disabled Veteran Outreach Program (DVOP) specialists funded through the Jobs for Veterans State Grant may participate in Rapid Response events only when it has been predetermined that the dislocated workers include veterans who may be eligible for DVOP services as described in [Administrative Policy 102: Veterans Initial Intake Process at Career Centers](#).*

## Rapid Response Services

As part of the LWDB's Rapid Response service delivery system and pursuant to [20 C.F.R. 682.330](#), the following services must be made available, as needed, to affected employers and workers:

- a) Immediate and on-site contact with the employer, representatives of the affected workers which includes an assessment of and a plan to address:
  - i. Layoff plans and schedules of the employer;
  - ii. Background and probable assistance required for the affected workers;
  - iii. Reemployment prospects for workers; and
  - iv. Available resources to meet the short- and long-term assistance needs of the affected workers.
  - v. Investigation of possible trade-impact.
- b) The provision of information about and access to [Reemployment Assistance](#) (RA) benefits and programs, such as Short-Time Compensation (STC), comprehensive career center services, and employment and training activities, including information on the TAA program, Pell Grants, the GI Bill, and other resources.
- c) The delivery of other available services and resources including workshops, classes and job fairs to support reemployment efforts of affected workers;
- d) The provision of emergency assistance adapted to the mass layoff;
- e) Delivery of services to worker groups for whom a petition for TAA has been filed; and
- f) The provision of limited, additional assistance to local areas that experience Rapid Response

events when such events exceed the capacity of the local area to respond with existing resources.

The list above identifies the minimum services that must be provided under Rapid Response services. WIOA requires local areas to conduct layoff aversion activities. Discretion as to the specific and customized services offered per Rapid Response event is determined by the Rapid Response Coordinator, layoff aversion strategies and activities should be applicable to each layoff situation. Pursuant to [20 C.F.R.682.340](#), LWDBs may devise Rapid Response strategies or conduct activities that are intended to minimize the negative impacts of dislocation on workers, businesses and communities to ensure rapid reemployment for workers affected by Rapid Response events.

### **Dislocated Worker Program**

The Rapid Response Program is a prelude to the WIOA Dislocated Worker Program. The WIOA Dislocated Worker Program provides transitional services designed to assist in the early stages of a layoff. These services are offered in recognition that Dislocated Workers have various levels of need. Some workers only require minimal assistance to successfully return to the workforce, while others may need more.

CSTB will promote WIOA Dislocated Worker program services during Rapid Response sessions. The Rapid Response Coordinator and team will ensure that impacted workers understand the full array of WIOA program services available to include: assessments, comprehensive career planning services, individualized career services, occupational skills and work-based learning training opportunities.

### **Initial Contact**

Once the Rapid Response event has been identified, the CSTB Rapid Response Coordinator will establish contact with the employer and act as the single point of contact for arranging and scheduling all Rapid Response activities. Upon determination of a Rapid Response event, the CSTB Rapid Response Coordinator must contact the affected employer within two (2) business days to discuss the following:

- a) The employer's schedule for the layoff;
- b) The types of services the employer would be interested in hosting on-site or remotely;
- c) General information on the skills and abilities of the affected workers;
- d) The spaces where employee meetings or other services may take place, including virtual accommodations and other accommodations for individuals with disabilities;
- e) The spaces where employees may safely meet to receive services following a natural disaster; and,
- f) The duration of Rapid Response assistance to workers, and the ability for workers to receive services during regular work hours.

CSTB Rapid Response Coordinator will notify the CSTB Rapid Response team via email of the initial contact and plan of coordinated services.

In addition, the RRC, in collaboration with other relevant partners, will:

- Schedule and conduct orientation(s), as necessary and have attendees complete sign-in sheets;

- Provide and collect information on interest in re-employment services available through WIOA programs;
- Explain available services and programs to ensure the best available services are provided to the Dislocated Workers and promote services accessible through the America's Job Center of CareerSource Tampa Bay; and
- Collect all contact information and rosters for future use and scheduling of one-on-one or group Intake/Eligibility sessions for WIOA services.

## Layoff Aversion

Layoff aversion consists of strategies and activities to prevent or minimize the duration of unemployment resulting from layoffs. An effective layoff aversion system allows states and local areas to play an active role in shaping and maintaining a competitive, resilient regional workforce. WIOA requires states and local areas to include layoff aversion as an integral component of rapid response.

A sound layoff aversion infrastructure should include early warning systems, and can include close communication with employer representatives, industry groups, organized labor, and/or assessment of labor market trends and economic data to assess the health of businesses.

Locally driven layoff aversion strategies and activities are a required component of Rapid Response. Layoff aversion strategy helps employers retain a skilled workforce and/or provides workers rapid transition to new employment. Layoff aversion is a central component of a high-performing business engagement strategy, requiring a shared responsibility among numerous partners at the state, regional and local levels.

CSTB will determine which strategies and activities are applicable in each situation. CSTB Rapid Response Coordinator has the flexibility to ensure program design responds to our local workforce challenges and layoff aversion strategies are customized.

Layoff aversion strategies include, but are not limited to:

- a) Establishing linkages with economic development activities at the federal, state and local levels, including federal Department of Commerce programs and available state and local business retention and expansion activities;
- b) Ongoing engagement, partnership and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to affected workers in obtaining reemployment as soon as possible;
- c) Developing, funding and managing Incumbent Worker Training (IWT) programs or other worker upskilling approaches as part of a layoff aversion strategy or activity;
- d) Connecting businesses and workers to short-term, on-the-job, or customized training programs and apprenticeships before or after layoff to help facilitate rapid reemployment;
- e) Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer;
- f) Partnering or contracting with business-focused organizations to assess risks to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered;

- g) Assisting employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs and options for at-risk firms, and the delivery of services to address these needs;
- h) Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs;
- i) Connecting companies to state Short-Time Compensation or other programs designed to prevent layoffs or to quickly reemploy dislocated workers, employer loan programs for employee skill upgrading; and other federal, state and local resources as necessary to address other business needs;
- j) Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses;
- k) Coordinate with local government divisions, organizations and local non-profit organizations, to plan for and respond to natural and other disasters; and

CSTB may devise other activities or strategies intended to minimize the negative impacts of dislocation on workers, businesses, and communities.

### **Incumbent Worker Training**

The Incumbent Worker Training (IWT) program provides reimbursement grants to businesses that pay for preapproved, direct, training-related costs to upgrade the skills of their current employees. The IWT program is used to help avert potential layoffs of employees or to increase the skill levels of employees so they may be promoted within the company and create backfill opportunities for the employers.

When appropriate, Business Services staff will provide IWT program information and resources to employers during meetings, interviews and other engagements. CSTB administers the IWP Program in accordance with our established Incumbent Worker Training Policy # 018-C0015.

### **Short-Time Compensation Program**

The provision of information and access to RA benefits and programs, such as [Short-Time Compensation](#) (STC) are required activities under Rapid Response. The STC Program is a voluntary employer program designed to help employers maintain their staff by reducing the weekly working hours during temporary slowdowns instead of temporarily laying off workers.

Employers that wish to participate in the STC Program must apply online to be a part of the program before being able to offer it to their workforce. To apply for the STC Program, employers must apply through the DEO [website](#). [Chapter 443, Section 1116](#) of the Florida Statutes outlines information on the STC Program, online application process, affected employees and required documentation.

### **Reporting Requirements**

CSTB Rapid Response Coordinators are required to document their initial contact, visits and services in the EmployFlorida system. In the Employers service plan, CSTB staff will enter E42: Rapid Response/Dislocated Workers Assistance service code. If an Employer declines or refuses Rapid Response services, the CSTB staff will enter detailed case notes in the employer's record. Supporting evidence of the employer's refusal or declining of services must be retained for source documentation.

When feasible, affected employees should be registered in the EmployFlorida, state's online labor

exchange and case management system. Rapid response activities provided to affected employee's must be reported in the affected employee's Employ Florida, Wagner-Peyser, TAA or WIOA program application(s), as applicable dependent upon which application is active at the time of service delivery.

## Monitoring

CSTB will conduct programmatic monitoring throughout the program year through our internal Program Monitor(s) under the direction of our Chief Policy & Performance Officer. This will include a formal review of Rapid Response services conducted in the region, Employer and EF service codes, case notes. Reviews will also include any impacted staff that opted to enroll Wagner-Peyser, TAA or WIOA program application(s), as applicable and would include all required data element reviews to ensure compliance with federal, state, and local policies and procedures.

## References:

- [Public Law 113-128, Section 134\(c\)\(2\)](#)
- [20 Code of Federal Regulations \(CFR\), Part 639](#)
- [20 Code of Federal Regulations \(CFR\), Part 682](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-16](#)
- [Chapter 443, Section 1116](#)

**INQUIRIES:** Any questions about policy should be directed to the Chief of Policy & Performance, Director of Business Services and/or their designee.





**Action Item: B**  
**Related Party Contract**  
**McKibbon Hospitality (Hyatt House Tampa Airport Westshore)**

**Background**

Local Workforce Development Boards (LWDBs) are required to comply with all requirements of Section 445.007, Florida Statutes, prior to contracting with a board member, with an organization represented by its own board member, or with any entity where a board member has any relationship with the contracting vendor. This section mandates all LWDBs, entering a contract, including contract renewal or extension, with an organization or individual represented on the Board, must meet the following requirements:

- a) Approve the contract by a two-thirds (2/3<sup>rd</sup>) vote of the Board, when a quorum has been established;
- b) Board members who could benefit financially from the transaction or who have any relationship with the contracting vendor must disclose any such conflicts prior to the board vote on the contract;
- c) Board members who could benefit financially from the transaction or board members who have any relationship with the contracting vendor must abstain from voting on the contracts; and
- d) Prior to entering such contracts, contracts \$10,000 or higher require Florida Department of Economic Opportunity (DEO) and CareerSource Florida approval. Contracts less than \$10,000 do not require approval but notification.

Prior to entering into any Related Party Contract with any Related Party, the proposed Related Party Contract must be brought before the Board for consideration and approval. The Board shall ensure that: (i) the Board member or employee with the conflict removes himself or herself from the room prior to any discussions at any meeting, including subcommittee meetings, involving the contract; (ii) the Board member or employee with the conflict is not physically present during the voting; and (iii) the Board member with the conflict abstains from any vote regarding the Related Party Contract.

All related party contracts approved on or after July 1, 2021 must be published on CSTB's website within 10 days after approval by the board or DEO, whichever is later, and remain published for at least one year after termination of the contract.

**Information**

CareerSource Tampa Bay previously entered into an agreement with McKibbon Hospitality, to conduct its Summer Job Connection (SJC) Leadership Academy training program at the Hyatt House Hotel. The Leadership Academy allowed young adults ages 16-24 to participate in an interactive, immersive training program designed to encourage responsibility, build confidence, enhance employability, and build on social behavior to prepare youth for the workforce and ready for leadership roles



The event lasted from June 14<sup>th</sup> through July 23<sup>rd</sup> and catered to 16 participants, 14 of which successfully completed.

To commemorate the successful completion of the program, CSTB will host an End of Program Celebration on August 27<sup>th</sup>, 2021 at the Hyatt House Tampa Airport Westshore.

Organization Name	Board Member	Amount not to exceed
McKibbon Hospitality (Hyatt House Tampa Airport Westshore)	Benjamin Hom	\$2,740.40

## Recommendation

Approval to procure Hyatt House as the venue and accommodations to host the End of Program Celebration for the 2021 Summer Youth Leadership Academy for an amount not to exceed \$2,740.40.

Notification of which will be sent to DEO and CareerSource Florida.



## AGREEMENT

<b>Name:</b> John Flanagan <b>Phone:</b> 813-397-2024 <b>Email:</b> flanaganj@careersourcetb.com	<b>Hotel Name:</b> Hyatt House Tampa Airport Westshore <b>Hotel Number:</b> 813-207-9500 <b>Hotel Address:</b> 5308 Avion Park Drive Tampa, FL 33607
<b>Company Name:</b> CareerSource Tampa Bay <b>Address:</b> 9215 N. Florida Ave., Suite 101 Tampa, FL 33612 <b>Event:</b> CareerSource Tampa Bay Leadership Academy	<b>Catering Sales Manager:</b> Maria Thornal <b>Phone:</b> 813-465-5306 <b>Email:</b> tampawestshoreSCM@mckibbon.com

### FUNCTION SPACE and FOOD AND BEVERAGE

DATE	START	END	FUNCTION	ROOM	SETUP	ATTD	RENTAL FEE
Friday, August 27 <sup>th</sup> , 2021	4:00 PM	6:00 PM	Reception	Skyway Ballroom	Theatre Style	100	\$500

**CATERING MINIMUM:** The Hyatt House Tampa Airport Westshore has a catering food and beverage minimum requirement of **\$1,500**. The requirement will need to be met regardless of the guaranteed number of attendees and must be met prior to service charge. Should your total banquet food and beverage dollars drop below the minimum, the remaining difference will be assessed as room rental and subject to service charge.

**BILLING:** A non-refundable deposit equal to 25% of the contracted value (**\$500**) is due with this signed contract. Final payment is due 3 business days prior to event start date via credit card or purchase order.

#### TOTAL CONTRACTED AMOUNT:

Description:	Units:	Rate:	Extended Total
Skyway Ballroom (3,450 sq. ft.)	1	\$500.00	\$500.00
Screen/Projector/Podium/(1) Wireless Microphone	1	\$0.00	\$0.00
Hors D'oeuvres (priced per piece   recommended amount is 7 pieces per person)	420	\$3.50	\$1,470.00
Self-Serve Water Station (complimentary)	1	\$0.00	\$0.00
Iced Tea (priced per gallon)	3	\$40.00	\$120.00
Lemonade (priced per gallon)	3	\$40.00	\$120.00
		24% Service Charge	\$530.40
		8.5% Tax	TAX EXEMPT
		<b>Deposit Paid</b>	<b>\$0.00</b>
		<b>Total:</b>	<b>\$2,740.40</b>

**TAX & GRATUITY:** To ensure the superior service of the Hyatt House Tampa Airport Westshore, 24% gratuity will be added to all food, beverage, room rental and audiovisual costs. CareerSource Tampa Bay is tax exempt.

**GUARANTEE:** In order to provide for all attendees, a guaranteed count will be needed 72-business hours in advance of the function. After this point, the guarantee may not be decreased. Charges will be based on the guarantee number or the actual number served, whichever is greater. If a guaranteed count is not provided by the 72-business hour deadline, Residence Inn by Marriott Tampa/Westshore will use the contracted guarantee and prepare accordingly.

**FOOD & BEVERAGE:** Because of market fluctuations, all prices are subject to change. Should our prices increase, written notification will be given. Outside food and beverage is prohibited and Hyatt House Tampa Airport Westshore does not permit the removal of any foods provided by the hotel. If non-approved food & beverage is brought onsite, a \$150 fee will be assessed (subject to service charge and current sales tax).

**BOXES:** Hyatt House Tampa Airport Westshore will gladly receive the supplies necessary for any function. The shipment of such material will be accepted no sooner than 3 days prior to the function.

**SIGNAGE & BANNERS:** Signs and banners are not permitted in the hotel lobby. In an effort to maintain appearances, the attachment of these items to function walls, floors, ceilings or curtains is also prohibited. Should these restrictions be of concern, please discuss them with your Catering Manager.

**IMPOSSIBILITY:** The performance of this Agreement is subject to termination without liability upon the occurrence of any circumstance beyond the control of either party – such as acts of God, war, acts of terrorism, government regulations, disaster, strikes, civil disorder, or curtailment of transportation facilities – to the extent that such circumstance makes it illegal or impossible for the Hotel to provide, or for groups in general to use, the Hotel facilities. The ability to terminate this Agreement without liability pursuant to this paragraph is conditioned upon delivery of written notice to the other party setting forth the basis for such termination as soon as reasonably practical - but in no event longer than ten (10) days - after learning of such basis.

**HYATT HONORS MEETING PLANNER POINTS:** To earn points, please fill in the designated member's Hyatt Honors membership number in the blank provided below 30 days prior to the start of the event or Hyatt Honors points will be forfeited. Hyatt Honors points will not be retroactively credited for previously booked and/or held meetings.

**QUALIFIED MEETING:** A meeting of ten (10) or more paid guest rooms on at least one night of the event or any qualified catered/banqueting events, booked and held at Residence Inn by Marriott Tampa/Westshore.

**EARNING SCHEDULE:** Planner will earn one (1) Hyatt Honors points for every \$1 USD spent on negotiated group guest room rates for Qualified Meetings and other Qualified Meeting charges, exclusive of associated taxes, gratuities, service fees, set-up fees, any outside vendor/supplier charges, and any attendee incidentals or other expenses.

**QUALIFIED MEETING CHARGES:** Attendee negotiated guest room rates within the guest room block, meeting food and beverages, and meeting room rental.

Hyatt Honors points will be credited to Meeting Planner's member account within 6-8 weeks after the qualifying meeting has been held and paid for in accordance with this Agreement. Planner does not need to attend the meeting or event to take advantage of the Hyatt Honors Rewards program. The Hyatt Honor's Rewards program's full Terms and Conditions apply and may be viewed at <https://www.Hyatt.com/en/Hyatt-honors/>

World of Hyatt Rewards Member's Name: \_\_\_\_\_

Membership Number: \_\_\_\_\_

**CATERING CANCELLATIONS:** Hyatt House Tampa Airport Westshore is holding the aforementioned space for the exclusive use by your group. Should the entire or partial program cancel, the Hotel will collect as liquidated damages, fees according to the following schedule:

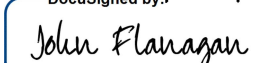
Cancellation Prior Total Estimated Revenue	
0 - 14 days	100% (\$67,140)
15 - 21 days	75% (\$50,355)
22 - 30 days	50% (\$33,570)
31+ days	25% (\$16,785)

**ACCEPTANCE:** Space will be confirmed on a definite basis with the return of your signed agreement by **Thursday, August 5<sup>th</sup>, 2021**. Failure to do so will result in function space being released and contract void.

The sleeping rooms, function space and food and beverage functions listed above will be considered definite commitments upon signing of this agreement by both parties and will be subject to all terms and conditions set forth on the reverse side. Faxed signatures will be accepted. The persons signing below agree that they are authorized representatives of the above indicated group and hotel who have authority to enter this contract. This agreement and the terms and conditions on the reverse side may not be changed or amended unless done so in writing and signed by both parties.

  
 Maria Thornal, Catering Sales Manager  
 Hyatt House Tampa Airport Westshore

8/2/21  
 Date:

  
 John Flanagan  
 CEO of CareerSource Tampa Bay

8/2/2021  
 Date:



**Action Item: C**  
**Related Party Contract**  
**Hillsborough County Public School and Ana G. Mendez University**

**Background**

Local Workforce Development Boards (LWDBs) are required to comply with all requirements of Section 445.007, Florida Statutes, prior to contracting with a board member, with an organization represented by its own board member, or with any entity where a board member has any relationship with the contracting vendor. This section mandates all LWDBs, entering a contract, including contract renewal or extension, with an organization or individual represented on the Board, must meet the following requirements:

- a) Approve the contract by a two-thirds (2/3<sup>rd</sup>) vote of the Board, when a quorum has been established;
- b) Board members who could benefit financially from the transaction or who have any relationship with the contracting vendor must disclose any such conflicts prior to the board vote on the contract;
- c) Board members who could benefit financially from the transaction or board members who have any relationship with the contracting vendor must abstain from voting on the contracts; and
- d) Prior to entering such contracts, contracts \$10,000 or higher require Florida Department of Economic Opportunity (DEO) and CareerSource Florida approval. Contracts less than \$10,000 do not require approval but notification.

Prior to entering into any Related Party Contract with any Related Party, the proposed Related Party Contract must be brought before the Board for consideration and approval. The Board shall ensure that: (i) the Board member or employee with the conflict removes himself or herself from the room prior to any discussions at any meeting, including subcommittee meetings, involving the contract; (ii) the Board member or employee with the conflict is not physically present during the voting; and (iii) the Board member with the conflict abstains from any vote regarding the Related Party Contract.

All related party contracts approved on or after July 1, 2021 must be published on CSTB's website within 10 days after approval by the board or DEO, whichever is later, and remain published for at least one year after termination of the contract.

**Information**

CSTB wishes to enter into a Memorandum of Understanding (MOU) with Hillsborough County Public Schools (HCPS) and Ana G. Mendez University (UAGM) to coordinate activities such as workforce training, employment and economic development efforts between the two organizations, as part of an effective "One-Stop" delivery system. This will enable HCPS, UAGM and CSTB to integrate the current

service delivery system, resulting in a seamless and comprehensive array of education, human services, job training, and other workforce development services to residents of Hillsborough County.

Organization Name	Board Member	Amount not to exceed
Hillsborough County Public Schools	Warren Scott Brooks	\$1,500

## Recommendation

Approval of the attached related party contract with HCPS with notification to DEO and CareerSource Florida.



**MEMORANDUM OF UNDERSTANDING BETWEEN  
CAREERSOURCE TAMPA BAY,  
HILLSBOROUGH COUNTY PUBLIC SCHOOLS and ANA G. MENDEZ  
UNIVERSITY  
MOU #2021-300-010**

**I. PARTIES**

This Memorandum of Understanding ("MOU") is entered into between Tampa Bay Workforce Alliance, Inc., doing business as CareerSource Tampa Bay, hereinafter referred to as "CSTB", a Florida not-for-profit corporation, in its capacity as the administrative entity for Region 15 Workforce Board, The Hillsborough County Public Schools (HCPS) and Ana G. Mendez University (UAGM), each in their capacities as educational institutions, and hereafter jointly referred to as the "Providers".

**II. PURPOSE**

The Workforce Innovation and Opportunity Act (WIOA) of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-Stop system assures coordination between the activities authorized in and linked to this Act.

Additionally, the reauthorization of the federal Workforce Innovation and Opportunity Act in 2014 included for the first time a requirement that states provide Integrated Education and Training (IET) services. IET is defined as adult education and literacy activities, workforce preparation activities and workforce training each of sufficient intensity and quality, based on the most rigorous research available, especially with respect to improving reading, writing, mathematics and English proficiency of eligible individuals, occurs simultaneously and uses occupationally relevant instructional materials. The IET program is organized to function cooperatively with a single set of learning outcomes. (34 CFR §463.37)

This project has been initiated by the partnership between the Providers to allow rapid credentialing through IET Programs in Medical Assisting and Pharmacy Technician. The purpose of this project is to open alternative career pathways to adult learners who currently are not qualified to enter a technical college due to various limitations. In this IET Program, adult learners will be able to advance their English language and basic skills, while working towards technical skills credential at the same time.

The parties to this document agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

### III. PROJECT GOALS

The overarching goals of this project are:

**Goal 1:** Build a cohort of up to 50 adult students (up to 25 in each career technical program) who will be co-enrolled in both adult education and Career Technical Education (CTE) program.

**Goal 2:** Out of the cohort of up to 50 students, achieve a 75% student completion in both adult education and CTE programs within a period of no more than 1 year (12 months).

**Goal 3:** Out of the 75% adults completing the program, achieve 75% credential attainment (certification) within a period of no more than 1 year (12 months).

**Goal 4:** Out of the 75% adults obtaining a career credential, achieve 75% employment within a period of no more than 3 months after exiting the program.

### IV. PROVISION OF SERVICES

#### A. Statement of Work

1. Eligible Providers students shall be enrolled only in the approved training course(s) and only for the designated period of time specified on the student's Individual Training Account Voucher. At no time can the Providers allow the student to switch programs or to extend their training at CSTB's cost, without written approval via the issuance of an updated Training Voucher from CSTB.
2. The tuition charged shall be based on the current Eligible Training Provider List (ETPL) published tuition rates or CSTB written approval of a different rate.
3. CSTB cannot pay other fees that are not specified in this Agreement or on the Individual Training Account Voucher unless prior written approval is provided. Neither the Providers nor the student are authorized to enroll the student into additional training courses or programs without prior written approval of CSTB staff and the issuance of an amended or new training voucher.
4. The Providers shall provide the course(s) as specified in their application to become a CSTB Eligible Training Provider. Any changes in the Program Descriptions shall be submitted to CSTB in the same manner as outlined in the Eligible Training Provider policy. The Providers shall notify CSTB in writing of any changes in the approved Program Descriptions prior to the enrollment of any individual referred by CSTB staff.
5. The Providers understand that this Agreement does not guarantee any referrals, set aside any training vouchers, or budget any funds whatsoever for the approved training programs. All decisions regarding issuance of a training voucher will be made on a case-by-case basis by CSTB, taking into consideration the information available, including the assessed needs of the potential trainee, geographical location of the training and residence of the potential trainee, and any additional costs.
6. CSTB students shall be eligible for program completion in accordance with the same standards as the general student population of the Provider.
7. CSTB will require program completion and credential attainment documentation, including student transcripts, completion certifications and industry certifications as applicable, in addition to status and attendance updates regarding student progress or termination/drop from the program. This information will be provided to CSTB staff on a monthly basis or within five (5) days of the student's completion or termination/drop from the training program.

8. The contact for this information shall be:

- Hillsborough County Public Schools:
  - Josalyn Michelle Loango, Director. 5410 N. 20<sup>th</sup> Street, Tampa, FL, 33610. Email: [Josalyn.loango@hcps.net](mailto:Josalyn.loango@hcps.net): General Contact and Oversight
- Ana G. Mendez University:
  - Suheily Martinez, Campus Director. 3655 W. Waters Avenue, Tampa, FL, 33614. Email: [Sumartinez@uagm.edu](mailto:Sumartinez@uagm.edu): General Contact and Oversight

**B. CSTB's responsibilities:**

1. Provide two (2) CSTB staff co-located HCPS and UAGM. The total estimated annual for the two (2) CSTB staff totals \$3,000.
  - a. HCPS: One (1) staff for 52 hours over 12 months or .03 FTE at \$1,500.
  - b. UAGM: One (1) staff for 52 hours over 12 months or .03 FTE at \$1,500.
- c. Assess the Eligibility and Suitability of Adult Basic Education (ABE) Students for WIOA program services.
- d. Assist with tuition assistance with HCPS - English to Speakers of Other Languages (ESOL) and General Educational Development (GED) classes.
- e. Assist Providers enrolled candidates with assistance in completing a full registration in Employ Florida (EF).
- f. Provide information on interest and aptitude assessments available to Providers' candidates.
- g. Promote CSTB online services to job seekers.
- h. Conduct onsite assessments as needed and as requested by Providers.
- i. Provide individual career planning and educate candidates on the full array of CSTB programs and services.
- j. Share information with HCPS and UAGM staff on CSTB programs and services, such as WIOA programs services that are available and upcoming In-House Recruitment events and Job Fairs.
- k. Refer candidates to CSTB satellite offices for enhanced ongoing services.
- l. Promote referrals to WIOA basic career services and training services and process referrals from Providers' organizations for potential enrollment into WIOA program services that are available.
- m. Consider dual enrollments between Providers and CSTB where appropriate.
- n. Abide by all policies, rules, procedures, to include Florida Statutes, policies, and local operating procedures.
- o. Ensure timely data sharing with Providers regarding performance outcome data for co-enrolled candidates.
- p. Provide a variety of statistical reports to track the success of the partnership.
- q. Participate in Providers' onsite events, based on calendar of events schedule.
- r. Once students are enrolled and attending the IET Program, all stakeholders are committed to eliminating barriers to participation and ensuring successful completion. Career pathways counseling will be available for students who are interested in the program to ensure that it is the right program for them, resolve barriers to participation and discuss employment possibilities upon completion.
- s. Review MOU annually and solicit feedback from the Providers regarding improvements, changes and/or additions.



**C. HCPS's responsibilities:**

1. Promote WIOA services to ABE students.
2. Provide space, as needed, for one (1) CSTB WIOA staff to conduct pre-screening and WIOA enrollments of Provider students on site, for 52 hours over the course of 12 months or .03 FTE. The estimated annual value for CSTB staff totals \$1,500.
3. Provide English to Speakers of Other Languages (ESOL) and General Educational Development (GED) courses to WIOA enrolled students, with the intent to move to UAGM designated programs.
4. Provide CSTB specific employment information on CSTB and Provider shared students.
5. Provide enrollment letters, tuition costs, Student Grade reports, transcripts, certificates of completion, credentials, etc.
6. Respond timely to requests from CSTB management team.
7. Joint planning between Adult Education and Bilingual CTE. Adult education and CTE faculty will have joint planning time to ensure full alignment of instructions and review student performance data.
8. Concurrent instruction in Adult Education and Bilingual CTE. Students that will be admitted in this program will be concurrently enrolled in both adult education and CTE classes. As a condition for program funding, students will have to maintain attendance and performance in both programs.
9. All project stakeholders will conduct outreach and recruit suitable adult student candidates for either IET Programs which will officially start in August 2021.
10. Once students are enrolled and attending the IET Program, all stakeholders are committed to eliminating barriers to participation and ensuring successful completion. Career pathways counseling will be available for students who are interested in the program to ensure if this is the right program for them, resolve barriers to participation and discuss employment possibilities upon completion.

**D. UAGM's responsibilities:**

1. Promote WIOA services to their students.
2. Provide space, as needed, for one (1) CSTB WIOA staff to conduct pre-screening and WIOA enrollments of Provider students on site, for 52 hours over the course of 12 months or .03 FTE. The estimated annual value for CSTB staff totals \$1,500.
3. Provide Medical Assistant or Pharmacy Technician program courses as submitted in Providers' Eligible Training Provider's application to WIOA enrolled GED/ESOL students. A contextualized curriculum for adult education will be developed to support the bilingual CTE program. Adult education content standards are specifically re-ordered and aligned to complement the bilingual CTE standards.
4. Provide CSTB specific employment information on CSTB and Provider shared students.
5. Provide enrollment letters, tuition costs, Student Grade reports, transcripts, certificates of completion, credentials, etc. Tuition costs/rates shall be honored as indicated in the approved Eligible Training Provider List.
6. Respond timely to requests from CSTB management team.
7. Joint planning between Adult Education and Bilingual CTE. Adult education and CTE faculty will have joint planning time to ensure full alignment of instruction and review student performance data.
8. Concurrent Instruction in Adult Education and Bilingual CTE. Students that will be admitted in this program will be concurrently enrolled in both adult education and CTE

classes. As a condition for program funding, students will have to maintain attendance and performance in both programs.

9. All project stakeholders will conduct outreach and recruit suitable adult student candidates for either IET Programs which will officially start in August 2021.
10. Once students are enrolled and attending the IET Program, all stakeholders are committed to eliminating barriers to participation and ensuring successful completion. Career pathways counseling will be available for students who are interested in the program to ensure if this is the right program for them, resolve barriers to participation and discuss employment possibilities upon completion.

#### **E. Payment and Delivery**

1. Tuition payments will be considered only for those individuals referred to the Providers by CSTB and evidenced by a valid CSTB Individual Training Voucher. Tuition or other payments will be made to the Providers only for those individuals enrolled in and receiving training.
2. The Providers shall forward to CSTB an original, signed and Individual Training Account Voucher and written invoice for this tuition/fee at the time a student begins training and becomes eligible for invoicing. This invoice is payable to the Provider upon receipt in accordance with payment procedures listed below.
3. Providers shall, in conformity with the general refund policies of Providers, refund to CSTB such tuition/fees, which are paid by CSTB for individuals who enroll in and begin training but drop out of courses. Refund payment shall never be made to the student for funds received by the Providers from CSTB under this agreement.
4. The Providers agrees that CSTB shall not incur financial liability for students enrolled prior to receipt of a voucher which bears the signature of authorized personnel working on behalf of CSTB and is embossed with the CSTB seal.
5. CSTB will make all payments for authorized enrollments prior to the termination of this Agreement.
6. The Tuition charged shall be based on the tuition costs submitted with the Training Provider's Application, less any applicable discounts for these courses. Any changes in the Training Provider's tuition and fees must be submitted in writing with justification to CSTB for approval. Changes must be reviewed and accepted by CSTB prior to implementation.
7. Any changes in the Providers' tuition and fees must be submitted in writing with justification to CSTB for approval. Changes must be reviewed and accepted by CSTB prior to implementation. Submit changes to Don Shepherd, Senior Programs Director at [shepherdd@careersourcetb.com](mailto:shepherdd@careersourcetb.com).
8. As part of the Eligible Training Provider application process the Providers previously supplied CSTB with a copy of their written policies concerning refunds, cancellations, and withdrawals. These policies must be applied to CSTB students the same as they would apply to any other student. The Providers shall, in conformity with the general refund policies of the Providers, refund such tuition, books and fees that are paid by CSTB for individuals who enroll in and begin training but drop out of courses or training. The Providers agrees not to accept a voucher that was transferred to any other student.

## **F. Records**

1. The Providers shall take any and all necessary steps to ensure the confidentiality of personal information including name, Social Security Number, Social Security benefit data, date of birth, official State or government issued driver's license or identification number, alien registration number, government passport number, employer or taxpayer identification number, home address, phone number, and medical information of each trainee receiving a CSTB Training Voucher. This information is considered confidential and all applicable confidentiality policies and laws shall apply. The Providers shall also have in place an official process for investigating and reporting lost or stolen confidential information. Any infraction of the Federal Privacy Act related to the lost or stolen confidential information should immediately be reported to CSTB.
2. At any time during normal business hours and as often as CSTB, the State of Florida, Department of Economic Opportunity, Comptroller General of the United States, or their designated representative may deem necessary, the Providers shall make available all such books, documents, papers, records (including computer records) which are directly pertinent to payments made by CSTB to the Providers under this agreement for examination, audit, or for the making of excerpts or copies of such records. This provision shall also include timely and reasonable access to the Providers' personnel for the purpose of interviews and discussions related to such documents.

## **IV. NOTICES**

Any and all notices, demands, consents, approvals or other communication which is required or may be given under this Agreement shall be in writing and shall be deemed to have been duly given if transmitted by hand-delivery with receipt thereof by a nationally recognized overnight delivery service, or by certified mail posted prior to the expiration date for such notice, return receipt requested and first-class postage prepaid, to the following addresses:

### **If to CSTB:**

CSTB  
4902 Eisenhower Blvd. Suite 250  
Tampa, FL, 33634  
Attention: John Flanagan, CEO

### **If to Providers:**

Hillsborough County Public Schools  
5410 N. 20th St.,  
Tampa, FL, 33610  
Attention: Josalyn Michelle Loango, Director

Ana G. Mendez University  
3655 W. Waters Avenue  
Tampa, FL, 33614  
Attention: Suheily Martinez, Campus Director

or to such other address as a party may have specified in writing to the other party using the procedures contained in this Article. Notices sent (i) via hand delivery shall be deemed delivered when received; (ii) via overnight delivery by a nationally recognized overnight delivery service shall be deemed delivered on the next business day after deposit with such service; and (iii) via

certified mail shall be deemed delivered on the date of receipt.

## **V. FISCAL NON-FUNDING CLAUSE**

This MOU will be federally funded under the WIOA AD/DW and WIOA Youth programs. This MOU is subject to funding availability. In the event funding to this MOU is reduced, unavailable, or are subsequently determined not to be eligible to fund this MOU, including, but not limited to, federal or state funds, CSTB shall notify the Providers of such occurrence, and CSTB may terminate this MOU, without penalty or expense to CSTB, upon no less than twenty-hours (24) hours written notice to the Providers.

## **VI. PROVISIONS REGARDING ACCESS TO RECORDS**

The Providers will comply with public records law (Chapter 119 Florida Statutes) and agrees to:

- i. Keep and maintain public records required by CSTB to perform the services.
- ii. Upon request from CSTB, provide CSTB with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 Florida Statutes or as otherwise provided by law.
- iii. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Agreement term and following completion of the MOU if the Providers do not transfer the records to CSTB.
- iv. Upon completion of the Agreement, transfer at no cost to CSTB, all public records in possession of CSTB or keep and maintain public records required by CSTB to perform the service. If the Providers transfer public records to CSTB upon completion of the MOU, the Providers shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements.
- v. If the Providers keeps and maintains public records upon completion of the Contract, the Providers shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to CSTB, upon request from CSTB, in a format that is compatible with the information technology systems of CSTB.

Failure of the Providers to comply with Chapter 119, Florida Statutes, and/or the provisions set forth above, where applicable, shall be grounds for immediate unilateral termination of this MOU by CSTB.

## **VII. INDEMNIFICATION**

To the extent not otherwise limited by applicable law, each party shall indemnify, hold harmless, and defend the other and its respective agents and employees (all of the foregoing shall hereinafter collectively be referred to as the "Indemnified Parties") from and against any and all liabilities, losses, claims, damages, demands, expenses or actions, either at law or in equity, including court costs and attorneys' fees on account of personal injury, property damage, loss of monies, or other loss, allegedly caused or incurred as a result of any negligent, wrongful, or intentional act or omission, fraud, defalcation, or breach of any provision or covenant of this Agreement or applicable law by either party, its agents, subcontractors, assigns, heirs, and employees during performance under this Agreement. The extent of this indemnification shall

not be limited in any way as to the amount or types of damages or compensation or benefits payable by or for any of the Indemnified Parties on account of any insurance limits, workers' compensation acts, disability benefit acts, or other employee benefit acts. Nothing herein shall be construed to extend any party's liability beyond that provided for in Section 768.28, Florida Statutes, if applicable. These provisions shall survive the expiration or termination of this Agreement.

#### **VIII. TERM**

This agreement is effective as provided for in **Section XIV. Signatures** and will remain in effect for one (1) year thereafter. This agreement may be renewed at the written approval of both parties. This MOU may be terminated for convenience at any time by either party upon thirty (30) days written notice.

#### **IX. AMENDMENTS**

Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties to this Agreement.

#### **X. MERGER**

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations or covenants not herein expressed shall be binding upon the parties.

#### **XI. GOVERNANCE**

The accountability and responsibility for One-Stop Career Center System's organizational activity and accomplishments will rest with CSTB and the local Chief Elected Officials (CEOs), i.e., the Board of County Commissioners, Hillsborough County. Pursuant to the Workforce Innovation Act (WIOA), Sec. 121(a)(3), the local Board in partnership with the CEOs shall conduct oversight with respect to the One-Stop delivery system.

#### **XII. STEVENS AMENDMENT**

When issuing press releases, statements, requests for proposals, bid solicitation, and other documents describing project or programs funded in whole or in part with Federal money, all awardees receiving Federal funds, shall clearly state (1) the percentage of the total costs of the program or project which will be financed with Federal money and (2) the dollar amount of Federal funds for the project or program.

#### **XIII. SPONSORED BY CAREERSOURCE TAMPA BAY AND STATE OF FLORIDA, DEPARTMENT OF ECONOMIC OPPORTUNITY**

Any nongovernmental organization which sponsors a program financed, in whole or in part, with funds provided by the Florida Department of Economic Opportunity will, in publicizing, advertising, or describing the sponsorship of the program, state: "Sponsored by CareerSource Tampa Bay and the State of Florida, Department of Economic Opportunity." If the sponsorship reference is in written form, the words "State of Florida, Department of Economic Opportunity" will appear in the same size letters or type as the name of the entity.

#### **XIV. SIGNATURES**

The individuals signing have the authority to commit their respective organization to the terms of this MOU. The parties have executed this Agreement as of the last date set forth below, by their respective signatures:

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Addison G. Davis  
Superintendent  
**Hillsborough County Public Schools**

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Date

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Dr. Gino Natalichio  
Chancellor  
**Ana G. Mendez University**

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Date

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Benjamin Hom  
Board Chair  
**Tampa Bay Workforce Alliance, Inc.**  
**DBA CareerSource Tampa Bay**

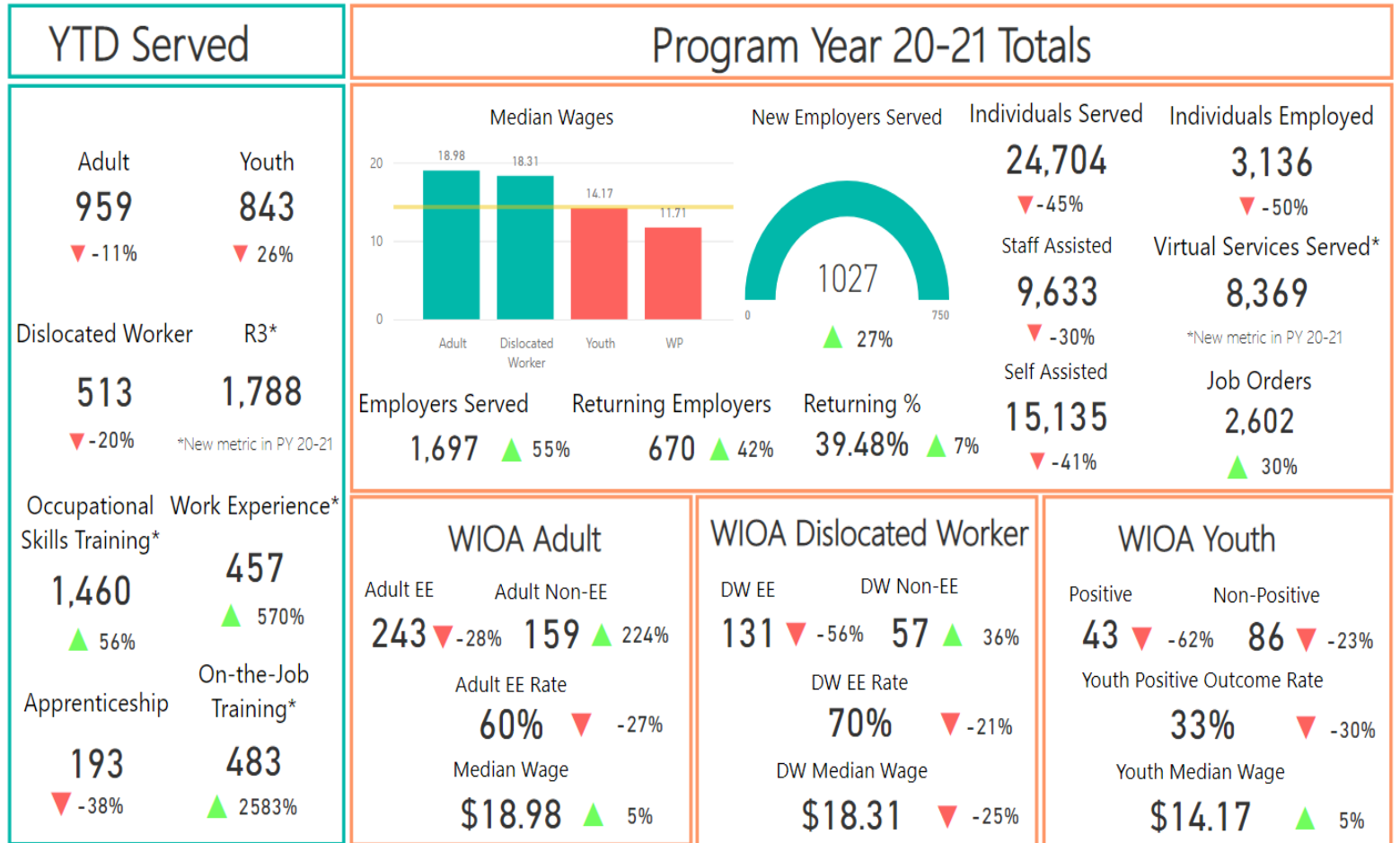
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Date



## Information Item: A

### 1. CSTB Performance Dashboard PY 20-21



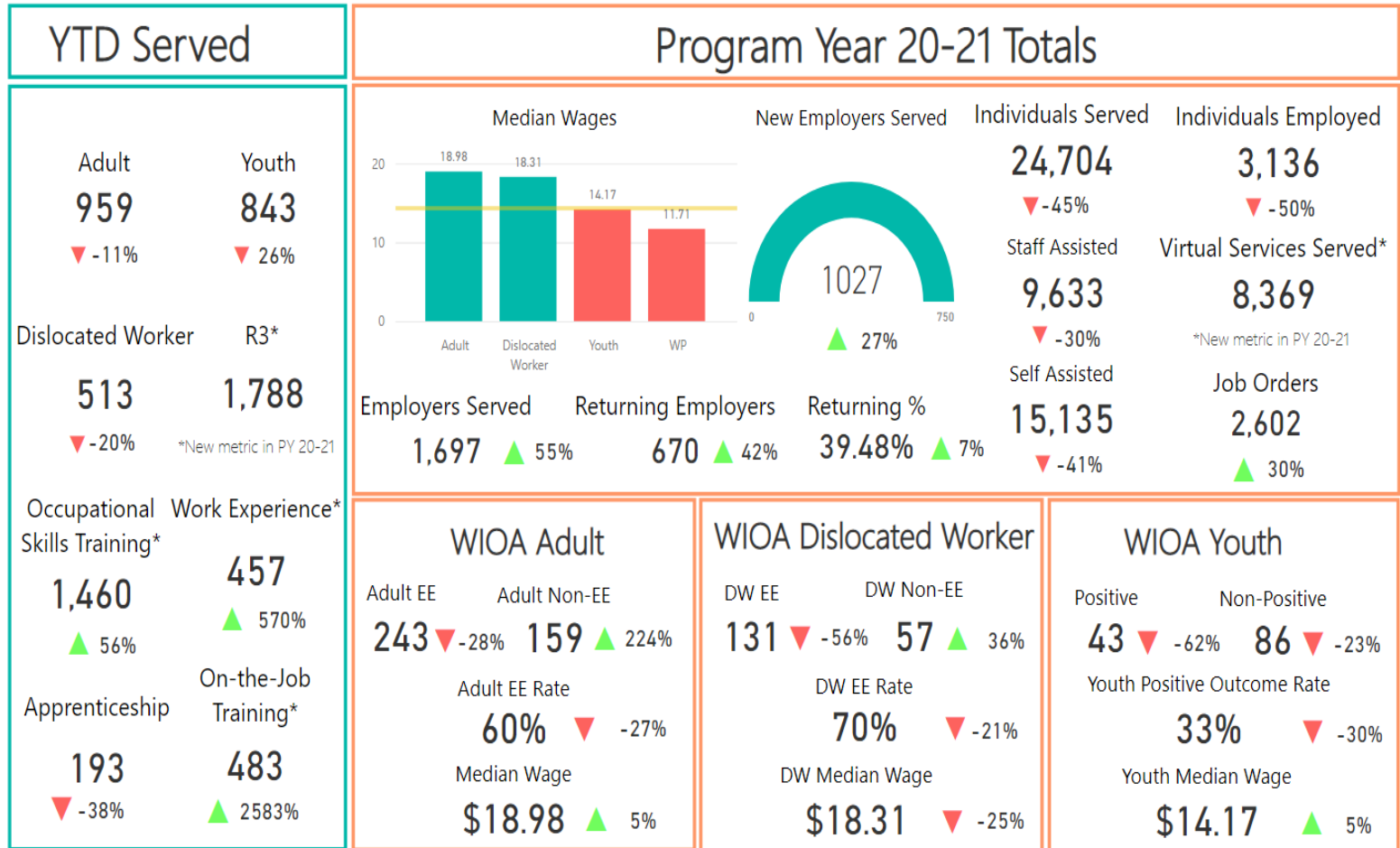
\* PY 20-21 Occupational Skills Training, Work Experience and On-the-Job Training include training participants of the Rapid Response and Recovery Program (R3).  
 Source: Employ Florida/OSST

Last Updated  
 7/1/2021



## Information Item: A

### 2. CSTB Performance Dashboard PY 21-22 Through 8-11-2021



\* PY 20-21 Occupational Skills Training, Work Experience and On-the-Job Training include training participants of the Rapid Response and Recovery Program (R3).  
 Source: Employ Florida/OSST

Last Updated  
 7/1/2021



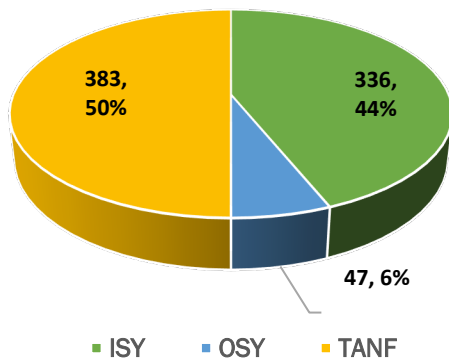


## Information Item: B Summer Job Connection (SJC) 2021 Update

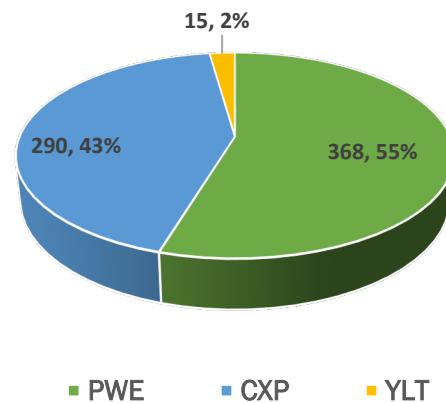
### Overview:

- SJC Youth applications received – **2,487**
- SJC Employer applications received – **142**
  - **Positions** - 1,050

Total SJC Enrollments



Total SJC Participants



- **SJC Program Experience Guest Speakers**
  - Worksite Employer
  - Youth
- **Conducted weekly Zoom Lunch & Learns “A Day in the Life” the following participated:**
  - Computer Coach
  - Concorde Career Institute
  - Hillsborough County Public Schools
  - YMCA
  - Ultimate Medical Academy
- **SJC Newsletter** - <https://venngage.net/pl/wemmVecv5dE>
- **SJC Year End Celebration Awards Ceremony**
  - Friday, August 27, 2021 from 5-7 pm @ Hyatt House Airport
- **SJC 2022 Preliminary planning underway – January 2022**
- **SJC Program Highlight videos**
  - [Summer Job Connection 2021 Leadership Program - Bishoi Bagheri](#)
  - [Superintendent Addison Davis](#)

# SJC SUPER HERO HEADQUARTER UPDATES

Bi-weekly Newsletter | Issue Three (Week 5 & 6)



## MISSION STATUS: COMPLETE!

Congratulations on reaching the last few weeks of the Summer Job Connection 2021 program! We hope that participating in the program has helped you develop your skills and expanded your knowledge of the world of work! Look out for important information about the last weeks that will come from your Career Coaches.

MISSION  
ACCOMPLISHED!

## Summer's almost over, so what's next for you?

If you will be out of school this fall, CSTB has a young adult program that runs year-round. Reach out to your Career Coach or visit [www.CareerSourceTB.com/job-seekers/young-talent-tampa-bay/](http://www.CareerSourceTB.com/job-seekers/young-talent-tampa-bay/) for more information on how to sign up.

## A look back at some PWE Participants at their first day of work!



## CONGRATS TO RECENT GRADS!

Shout out to all recent SJC High School graduates! If you recently graduated from high school, let us know. We want to recognize you.



## END OF PROGRAM CELEBRATION AWARDS

As Summer Job Connection comes to an end, we would like to acknowledge all those who supported the program and take a moment to allow you to nominate and acknowledge outstanding Young Adults that have shined this summer. Please take the time out to complete the **nomination survey**. This year's award categories are as follows:

### Employer Award Categories

- Excellence
- Above and Beyond
- Worksite Hero
- Making the Difference

### Young Adult Award Categories

- Shining Star
- Beacon of Hope
- SJC Leadership
- Worksite Hero/Shero

Share your summer accomplishments and photos using hashtag **#SJC2021** and stay connected with what's happening throughout the summer.

Summer Job Connection 2021 Newsletter | Week 3 & 4

Click the icons to stay connected!





## Information Item: C Training Vendors Outcome Report

Period covering June 2020 thru July 2021

CareerSource Tampa Bay provides WIOA funded training services with a focus on successful completion of demand-driven industry certifications and training programs.

### Performance Outcome Descriptions:

Metric	Description
Total Exited Training	The total # of all WIOA customers who exited training since the beginning of the current program year.
Exited without Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year <u>without completing training</u> .
Exited After Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year <u>after completing training</u> .
Total Employed	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment after exiting training</u> .
Total Employed Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment that is related to training after exiting training</u> .
Employed Not Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment that is not related to training after exiting training</u> .
Average Wage	The average of wages for all WIOA customers that exited training since the beginning of the current program year <u>with employment after exiting training</u> .
Completion %	Exited After Completing Training divided by Total Exited Training
Placement %	Total Employed divided by Exited After Completing Training



## Training Vendor Outcome Report: PY20 21 (June 2020-July 2021)

Provider Name	Program Name	Active	Total Exited Training	Exited without Completing Training	Exited After Completing Training	Total Employed Training Related	Employed Not Training Related	Average Wage	Completion %**	Placement %**
Aguilas International Technical Institute	Medical Assistant	4	1	1				N/A	0%	N/A
Altierus Career College	Heating, Ventilation and Air Conditioning (HVAC) Technician	2	1		1			N/A	100%	0%
Aparicio-Levy Technical Center	Firefighting	1	1					N/A	0%	N/A
Armenia Pharmacy Solutions School	Pharmacy Tech Training	2	1		1	1		\$ 16.00	100%	100%
Career Tech	Commercial Truck Driver Training-Cd4	1	2		2	1		\$ 39.98	100%	50%
CareerSource Tampa Bay Center	Microsoft Office Specialist (MOS)	2	3	2		1	1	\$ 12.87	0%	N/A
Center For Technology Training	Project Management	2	5	1	4	1	2	\$ 20.96	80%	75%
Center For Technology Training	Web Design Professional	5	2	2			1	\$ 11.00	0%	N/A
Computer Coach Training Center	Business Office Specialist	1	1		1			N/A	100%	0%
Computer Coach Training Center	Cloud Integration Specialist	5	2		2		2	\$ 39.79	100%	100%
Computer Coach Training Center	Cyber Security Specialist	3	1		1			N/A	100%	0%
Computer Coach Training Center	Data Specialist	1	2		2	1	1	\$ 30.56	100%	100%
Computer Coach Training Center	Digital Marketing Specialist	1	2		2			N/A	100%	0%
Computer Coach Training Center	Front-End Web Developer	1	1		1			N/A	100%	0%
Computer Coach Training Center	IT Security	2	3		3	2		\$ 21.37	100%	67%
Computer Coach Training Center	IT Service Management	1	1		1			N/A	100%	0%
Computer Coach Training Center	Project Management Specialist / Service Management	2	4		4			N/A	100%	0%
Concorde Career Institute	Dental Assistant-Cd4	2	1		1	1		\$ 15.00	100%	100%
Erwin Technical Center	Practical Nursing	3	4	1	3	1	1	\$ 19.69	75%	67%
FleetForce Truck Driving School	Commercial Truck Operator	1	1		1			N/A	100%	0%
Florida Career College	Dental Assistant	12	2		2			N/A	100%	0%
Florida Career College	Heating, Ventilation, and Air Conditioning	17	6		6			N/A	100%	0%
Florida Career College	Medical Assistant Technician	22	4		4			N/A	100%	0%
Florida Career College	Medical Front Office and Billing	8	4		4			N/A	100%	0%
Florida Career College	Patient Care Technician Diploma	2	1		1			N/A	100%	0%
Galen College Of Nursing	Nursing-As	6	11	4	6	4	1	\$ 21.80	55%	83%
Galen College Of Nursing	Practical Nursing	1	2		2	1		\$ 28.15	100%	50%
Hillsborough Community College	Accounting Technology	1	1					N/A	0%	N/A
Hillsborough Community College	Business Administration-A	1	2		2			N/A	100%	0%
Hillsborough Community College	Clinical Medical Assistant	9	4	1	3	2		\$ 14.52	75%	67%
Hillsborough Community College	Commercial Vehicle Driving (Heavy and Tractor-Trailer Truck Drivers)	18	10	1	8	2		\$ 18.81	80%	25%
Hillsborough Community College	Welding	2	1		1	1		\$ 18.00	100%	100%
Jersey College	Practical Nursing-Cd4	4	5	1	4	4		\$ 22.64	80%	100%
Jersey College	Professional Nursing	8	8	5	3			N/A	38%	0%
Jersey College	Professional Nursing-As	2	9	3	6	3		\$ 24.01	67%	50%



National Aviation Academy	Aircraft Mechanics and Service Technicians	1	1					N/A	0%	N/A
National Aviation Academy	Aircraft Powerplant Mechanics-App	1	2		2		1	\$ 14.08	100%	50%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Information Systems Manager	1	2		2	1		\$ 57.70	100%	50%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Support Specialist	1	2	1	1			N/A	50%	0%
New Horizons Computer Learning Center Of Gulf Coast Flori	Microsoft Office Specialist MOS	1	1	1			1	\$ 18.07	0%	N/A
New Horizons Computer Learning Center	Preparation for CompTIA A+	1	11	4	6		1	\$ 14.00	55%	17%
New Horizons Computer Learning Center Of Gulf Coast Flori	Preparation for CompTIA Network+	1	6		6	1		\$ 17.50	100%	17%
New Horizons Computer Learning Center Of Gulf Coast Flori	Preparation for CompTIA Security+	1	4		4	1		\$ 17.50	100%	25%
New Horizons Computer Learning Center Of Gulf Coast Flori	Preparation For Project Management Professional (pmp) Certification-Cd4	1	14	3	11	4	1	\$ 70.41	79%	45%
Pinellas Technical College (PTec) - Clearwater	Cosmetology	1	1		1			N/A	100%	0%
Roadmaster Drivers School, Inc.	Commercial Truck Driver	1	12	3	9	4		\$ 13.12	75%	44%
Tampa Truck Driving School	CDL A - Truck Driver Training	10	42		42	9		\$ 16.49	100%	21%
Tampa Vocational Institute	Call Center/Customer Service	2	1		1			N/A	100%	0%
University Of South Florida-Main Campus-Un	HR Management Certificate	8	2		2	1		\$ 18.92	100%	50%
University Of South Florida-Main Campus-Un	Legal Assistant/Paralegal	1	4	2	2		2	\$ 19.85	50%	100%
University Of South Florida-Main Campus-Un	Paralegal Certificate	9	2	1	1			N/A	50%	0%
University Of South Florida-Main Campus-Un	SHRM Certified Professional or SHRM Senior Certified Professional Certification	1	2		2	1		\$ 18.00	100%	50%
<b>Totals</b>		197	218	37	174	48	15			

\*Average wage at or above \$15.25 or where data is not available are highlighted green. Average wage below \$15.25 are highlighted yellow.

\*\*Completion Rates at or above 65% and Placement Rates at or above 70% are highlighted green.

Note: Participants who exited training after completion have 180 days from completion to be counted as placed. Currently there is a moratorium on removing providers based on performance due to COVID-19.



## Information Item: D

# Public Relations/Marketing End of Program Year Report

Updated June 30, 2021

### PUBLIC RELATIONS/MARKETING DASHBOARD OVERVIEW:

In looking at the dashboard figures (see CSTB Marketing/PR Dashboard below), we compared PY 20-21 to PY 19-20. The Marketing/Public Relations team saw positive outcomes in all but five areas of the dashboard tracking. While we saw a decrease in the number of positive stories published from the previous fiscal year, we still saw 227 positive stories published about CSTB in the past fiscal year.

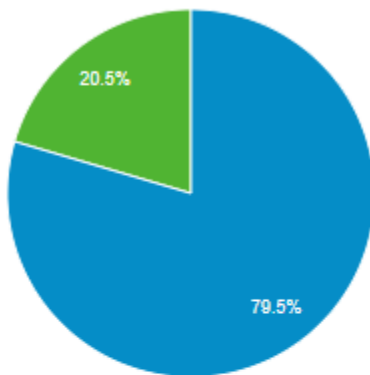
**WEBSITE:** Recapping the key performance indicators (KPI's) for the CareerSource Tampa Bay (CSTB) main website, we continue to see positive growth on our website **page views**. There was a 51.76% increase in page views to the (CSTB) website, a total of 1,235,155 website page views in PY 20-21 compared to 813,888 in PY 19-20. We also saw more **website users** to the CSTB website with 211,315 users, a 53.58% increase from a year ago. There was a significant increase of sessions for the website going from 277,431 in PY 19-20 to 415,648 this past year (PY 20-21).

We continue to see about the same number of new visitors vs. returning visitors with 79.5% of new visitors to our website with 20.5% returning visitors.

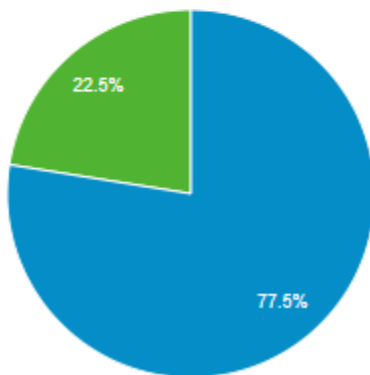
1	<b>CSTB MARKETING/PUBLIC RELATIONS DASHBOARD</b>				
2	<b>(UPDATED 07/01/2021)</b>				
3		PY 18-19	PY 19-20	PY 20-21	Difference from PY 19-20 to 20-21
4	<b>Total Website Page Views</b>	861,540	813,888	1,235,155	51.76%
5	Website Users	203,861	137,590	211,315	53.58%
6	Average Session Duration	1:34	3:18	2:57	-10.61%
7	Pages per session		2.93	2.97	1.37%
8	Bounce Rate	54:08	59.54%	55.59%	-6.63%
9	Sessions	372,264	277,431	415,648	49.82%
10	<b>Social Media Impressions</b>	<b>321,810</b>	<b>3,004,377</b>	<b>4,267,090</b>	<b>42.03%</b>
11	Social Media Engagements	8,425	45,252	66,061	45.98%
12	Total Followers	5,943	7,671	8,947	16.63%
13	Total Net Follower Growth	1,450	2,150	1,328	44.50%
14	Social Media Clicks	0	21,427	30,963	44.50%
15	Total messages/posts	0	1,582	1,365	-13.72%
16	<b>Number of Press Releases</b>	<b>6</b>	<b>56</b>	<b>77</b>	<b>37.50%</b>
17	Number of "Reporter Inquiries"	9	69	164	137.68%
18	Positive Sent. (NET) Viewers/Reach	269,724	6,558,297	6,675,522	1.79%
19	Number of positive stories published	22	251	227	-9.56%
20	Positive Earned media dollar figure	\$10,317	\$415,559	\$445,719	7.26%
21	Negative media dollar figure		-39,084	-10,000	-74.41%
22	Negative Sentiment Viewers/Reach		350,761	1,500,000	327.64%
23	Number of Negative stories published	4	12	2	-83.33%
24	Neutral Stories			32	n/a
25	Neutral Story dollar figure			\$74,232	n/a
26	Neutral Story Viewers/Reach			957,991	n/a
27	<b>Marketing Support Requests/Tasks</b>				
28	<b>Total Tasks/Requests</b>	<b>0</b>	<b>605</b>	<b>1,982</b>	<b>n/a</b>
29		PY 18-19	PY 19-20	PY 20-21	

■ New Visitor ■ Returning Visitor

Jul 1, 2020 - Jun 30, 2021



Jul 1, 2019 - Jun 30, 2020



Users % Users

## INTERNAL COMMUNICATIONS

The Marketing Director worked closely with Human Resources Director Barry Martin and Chief Impact Officer Michelle Zieziula on a process for internal communications. This effort was led by CEO John Flanagan to improve internal communications process.

Some of the areas included:

- Building a new intranet website launched in June
  - This will connect internal and external employees to CareerSource Tampa Bay
  - The current intranet could not be accessed from home or outside the network
- Developed quarterly internal newsletters (May 14, 2021, the first newsletter was sent out).
- Improved communications with the Executive Leadership Team, middle management and directors.
- Held quarterly Town Hall meetings with the CEO
- Identified opportunities to make employees feel a part of the team
- Internal Communications Process for new ideas/programs.

**SOCIAL MEDIA:** CSTB continues to see healthy increases in social media, with **online engagements** at 66,061 in the past year, nearly a 46% increase from a year ago. We also saw an increase in **social media impressions** or the total amount of people who could potentially see our posts going from 4.2 million in PY 20-21 from 3 million impressions in PY 19-20.

We saw a 16.63% increase in **followers** across all of the CSTB social media pages. We also saw a significant increase in the number of people **clicking** on to our social media posts. We went from 21,427 clicks in PY 19-20 to 30,963 in PY 20-21 a 44.5% year-over-year increase. This can be attributed to more interesting content where people clicked to get more information.

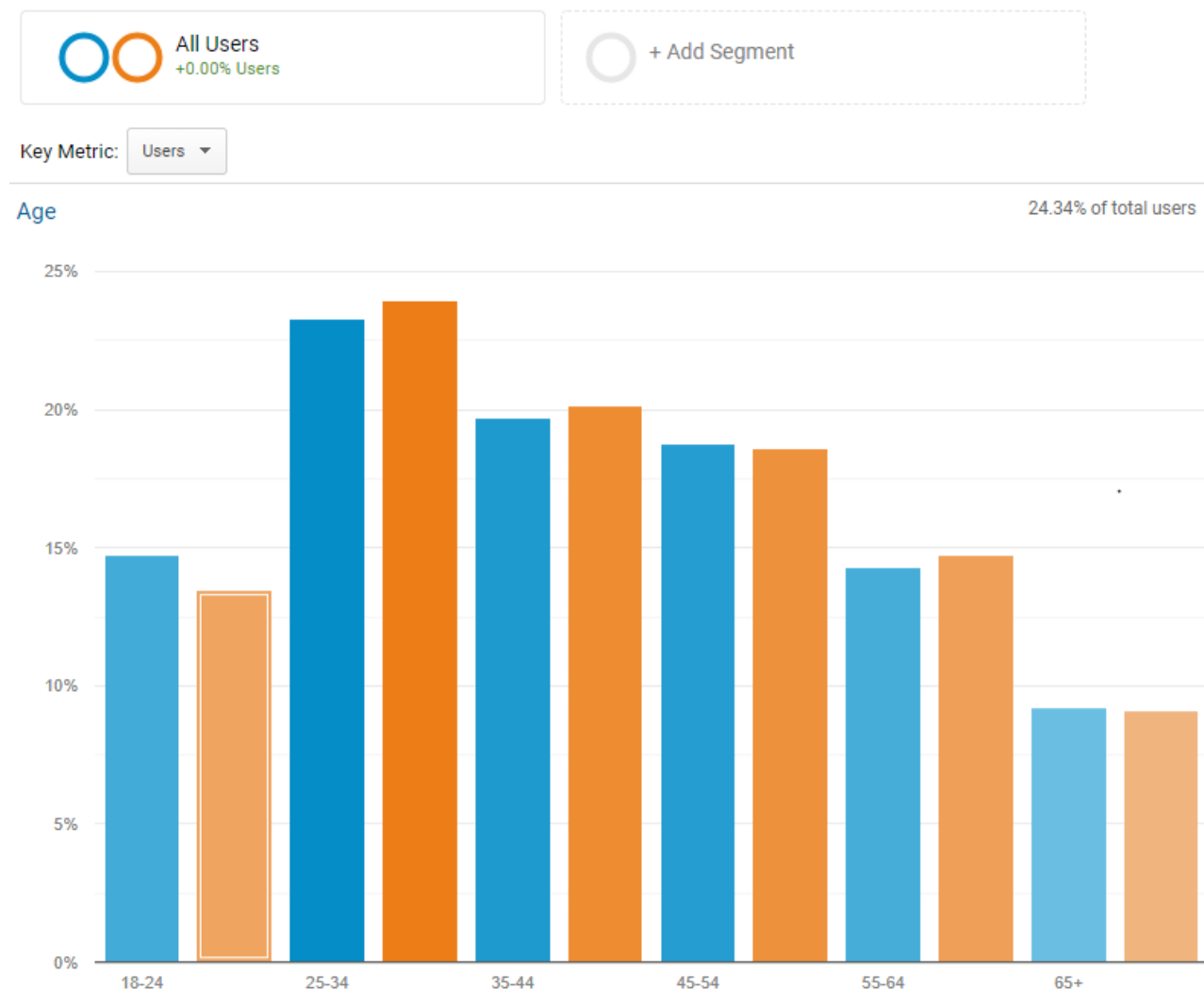
**EARNED MEDIA:** We continue to see positive increases in **earned media** or free publicity from our public relations efforts, where we saw favorable increases in all categories. The public relations efforts resulted in a reach of 6.675 million potential viewers/readers, a 1.79% increase from a year ago.

We saw a 37.5 percent increase in total **press releases** for the organization going from 77 in PY 20-21 from 56 the previous year. This is the result of greater cooperation between the marketing and programs in promoting events and programs.

More **reporters** are contacting CSTB for stories. We saw 164 reporter inquiries in PY 20-21, up 137.68% from a year ago.

The negative stories published in the past year were a result of the press covering changes in the Florida State Workforce System. This was not a result of any new actions but rather stories that brought up actions from a previous administration. Even with negative stories included, CSTB saw a **net positive in media coverage** with an earned media dollar figure of \$445,719 in PY 20-21, the highest in three years.

## AGE OF WEBSITE USERS



Blue indicates PY 20-21, and Orange indicate PY 19-20

**PROGRAM SUPPORT:** Marketing continues to track the amount of support we provide the organization with 1,982 individual marketing tasks in the last program year. We average around 450 requests a quarter, and this includes both internal marketing/PR support and direct support for the CSTB programs. Marketing also produced an annual report for the program year 2019-2020. <https://online.flippingbook.com/view/608267074/>

Public Relations published a quarterly CSTB newsletter and email updates about the organization. We distributed the newsletter via email to staff, partners, Board members, and in 2021 we updated our Local Elected Officials email list to include mayors' offices and our legislative delegation. The newsletter was also available on the CSTB website. In the next year, we plan on updating our Hillsborough County Partners list for outreach.



## TOP CSTB WEB PAGES (PY 20-21)

Page ?	Pageviews ?	Unique Pageviews ?	Avg. Time on Page ?	Entrances ?	Bounce Rate ?
	1,235,155 % of Total: 100.00% (1,235,155)	821,989 % of Total: 100.00% (821,989)	00:01:30 Avg for View: 00:01:30 (0.00%)	415,118 % of Total: 100.00% (415,118)	55.59% Avg for View: 55.59% (0.00%)
1. /	245,914 (19.91%)	176,696 (21.50%)	00:01:14	161,502 (38.91%)	52.06%
2. /summer-job-connection/	54,398 (4.40%)	43,675 (5.31%)	00:01:26	39,444 (9.50%)	63.82%
3. /users/login	53,494 (4.33%)	25,626 (3.12%)	00:00:24	17,575 (4.23%)	14.54%
4. /jobfair	45,800 (3.71%)	32,237 (3.92%)	00:02:44	25,498 (6.14%)	69.02%
5. /users/dashboard/normal	32,376 (2.62%)	12,099 (1.47%)	00:00:29	174 (0.04%)	9.20%
6. /job-seekers/career-training-and-development/	30,173 (2.44%)	19,664 (2.39%)	00:00:52	3,514 (0.85%)	36.98%
7. /cares-act/	29,550 (2.39%)	21,098 (2.57%)	00:03:31	13,876 (3.34%)	70.39%
8. /admin/users/dashboard	28,632 (2.32%)	17,028 (2.07%)	00:02:23	6,322 (1.52%)	24.89%
9. /job-seekers/job-search/	27,516 (2.23%)	21,974 (2.67%)	00:02:46	6,668 (1.61%)	71.01%
10. /pages/rr_homepage/	27,058 (2.19%)	20,648 (2.51%)	00:04:14	19,615 (4.73%)	75.54%
11. /job-seekers/wioa/	25,942 (2.10%)	20,732 (2.52%)	00:05:48	11,602 (2.79%)	61.30%
12. /information-for-youth/	23,612 (1.91%)	17,565 (2.14%)	00:03:05	3,869 (0.93%)	78.83%
13. /users/dashboard	23,404 (1.89%)	6,374 (0.78%)	00:00:26	201 (0.05%)	5.50%
14. /ecourses/media/9	22,266 (1.80%)	8,045 (0.98%)	00:00:14	31 (0.01%)	3.23%
15. /job-seekers/	19,894 (1.61%)	14,660 (1.78%)	00:00:49	2,719 (0.65%)	49.23%
16. /admin	17,319 (1.40%)	14,045 (1.71%)	00:01:01	11,702 (2.82%)	20.58%
17. /users/registration	16,257 (1.32%)	7,695 (0.94%)	00:01:00	2,700 (0.65%)	4.22%
18. /programs/enrollment/42	11,783 (0.95%)	2,827 (0.34%)	00:00:20	170 (0.04%)	11.18%
19. /contact-us/	10,311 (0.83%)	8,580 (1.04%)	00:02:04	2,861 (0.69%)	53.41%
20. /events/	9,308 (0.75%)	6,827 (0.83%)	00:00:58	667 (0.16%)	54.35%
21. /programs/enrollment/9	8,897 (0.72%)	2,417 (0.29%)	00:00:11	19 (0.00%)	0.00%

### EVENT PLANNING:

The CSTB Marketing/Public Relations team fully supports event planning. This includes help with planning, website support, event software management, producing marketing collateral, videos, and emceeing. Among the events we supported and continue to support:

- Summer Job Connection (Youth Summit)
- Summer Job Connection (End of Program Event)
- Ribbon Cutting Ceremony (New Brandon Location)
- Vision 2021
- Vision 2020
- Town Hall Events
- Job Fairs & Virtual Job Fairs

## **ADVERTISING CAMPAIGNS UPDATE:**

**General Branding Awareness Campaign:** Each year, marketing is allocated with monies to promote all CSTB services. This campaign will be mainly measured by website usage due to COVID-19. Other indicators that will be reviewed include a survey of customers and the number of customers utilizing the CSTB physical locations.

- **Radio Outreach.** CSTB utilized two radio groups, *IHeart Media* and *Beasley media*. IHEART Media utilized their on-air talent and recorded ads to talk about *How Talent Met Opportunity* in their lives, how they got their first jobs.
  - WXTB-98 - Rock  
<https://www.youtube.com/watch?v=ry300hUlbfk&list=PLfrTLAiPPxqvD10qRUYy9PdeKcdjcsjxA&index=7>
  - WBTP 95.7 The Beat - Urban <https://www.youtube.com/watch?v=QTHXvj-OOOnw&list=PLfrTLAiPPxqvD10qRUYy9PdeKcdjcsjxA&index=4>
  - WFUS 103.5 Country [https://www.youtube.com/watch?v=Z\\_ow-GV1Lq0&list=PLfrTLAiPPxqvD10qRUYy9PdeKcdjcsjxA&index=3](https://www.youtube.com/watch?v=Z_ow-GV1Lq0&list=PLfrTLAiPPxqvD10qRUYy9PdeKcdjcsjxA&index=3)
  - 93.3 FLZ Hip Hop  
<https://www.youtube.com/watch?v=HHZ0NemNW4w&list=PLfrTLAiPPxqvD10qRUYy9PdeKcdjcsjxA&index=5>
  - WDAE Sports - News/sports  
<https://www.youtube.com/watch?v=GRWdy0CB4aE&list=PLfrTLAiPPxqvD10qRUYy9PdeKcdjcsjxA&index=6>
  - Additional funding was available in a Phase 2 marketing plan which allowed us to outreach the Hispanic audience using 92.5 Maxima a top-rated Hispanic radio station in Hillsborough County.
- **Digital Outreach**
  - **Tampa Free Press**, CSTB sponsored their main news page during May and June.
  - We utilized **Actuate Media** to assist with our digital marketing efforts. The ads directed people directly to the CSTB website or Summer Job Connection website.
    - Here are the results of that campaign using Digital Retargeting Ads, Digital Targeted Display and Digital Social Media Ads that ran in Program Year 20-21.
      - Google Display Ads:
        - 15.55 million impressions, 55,425 clicks, Click through Rate .38%
      - Facebook Ads Overview:
        - 1.38 million Impressions, 16,172 clicks, Click Through Rate 1.18%  
9,558 results, 118,000 reach
      - Google Search Campaigns Overview
        - 22,202 impressions, 1,533 clicks, 6.90% CTR, Average CPC \$5.57  
\$8,546
- **Television Paid Outreach**
  - CareerSource Tampa Bay appeared on **ABC 28's Morning Blend** twice, once in January and again in May 2021. CEO John Flanagan appeared on the show and talked about various programs CSTB was promoting.
  - We also advertised with targeted television ads (OTT) with **Fox 13**, **CBS Channel 10**, and **Bay News 9**. This targeted non-traditional television users in Hillsborough County.
    - **Fox 13** generated 308,992 impressions, 111,797 unique impressions
    - **Link to television ad:**  
<https://www.youtube.com/watch?v=WSLGsCujwyI&list=PLfrTLAiPPxqvD10qRUYy9PdeKcdjcsjxA>

- **Print Outreach**
  - CSTB continues to work closely with the **Tampa Bay Business Journal** by sponsoring a Workforce column in the newspaper. This will continue in 2021.
  - We have also started promoting CSTB in the **Tampa Bay Times** in May-June 2021.
  - A full-page ad will go out this summer from the Parent's Guide published by the Hillsborough County School District via the **Tampa Bay Times**.

**Program Marketing & Lead Generation Campaigns:** The CSTB Marketing team works closely with CSTB programs to generate leads and promote the program via public relations. We develop marketing plans to help departments achieve their goals. While marketing can help, it should also be supported by programs with staff support, outreach support, and staff's ability to answer questions to bring in customers. The following is the breakdown of program and lead generation marketing efforts so far this program year:

- CARES Act (Marketing, Outreach, Lead Generation (\$30,124)
- Tobacco Free Florida (marketing supported with collaterals, flyers, pop up banners (\$1,000)
- Vision 2021: Marketing is working with a planning committee to plan an event for October 2021.
- R3 (CARES ACT)
  - Marketing completed support in December 2020 for the *Rapid Response Recovery R3* Hillsborough Board of County Commissioner's COVID-19 Job Training and Placement Relief Program. A marketing budget of \$30,000 was spent on lead generation to support the program's goals.
  - Program Statistics:
    - A total of 329,290 emails sent to Hillsborough job seekers email through R3 outreach.
    - A total of 13,300 job seeker outreach calls were completed.
    - A total of 19,460 employers were contacted via email through R3 outreach.
    - A total of 5,858 employer outreach calls were completed.
- TechHire.
  - Marketing generated 204 leads for individuals interested in Healthcare and IT with a budget of \$9,562. We are using social media marketing for this campaign.
- Job Fairs/Program Lead Generation
  - Marketing produced email campaigns to support career fairs and program support like the R3 program and Summer Job Connection. We utilized our databases that included people who've registered in Employ Florida to notify citizens of programs and job fairs.
- CareerSource Florida
  - Youth/Summer Job Connection:
    - Marketing used state COOP funds (\$48,000) to develop a campaign and logo for these programs. Marketing will work with the statewide vendor for this effort, Moore Communications, which should be completed by September 2021.
    - Marketing will also help develop a new website for the Youth program, which should be completed by September 2021.

## YOUTH REBRANDING & WEBSITE BUILD:

CSTB Marketing continues to work closely with the **CSTB Youth Leadership Team** on rebranding and developing a new Youth & Summer Job Connection website. Moore Communications and the Branding committee adopted the following:

**Proposed Youth Name:** Tampa Bay Hires

**Proposed Summer Job Connection Name:** Tampa Bay Summer Hires

**Tagline:** Hire Now. A Higher Tomorrow

The rebranding effort included market research conducted by Moore Communications, internal polling of staff, internal polling of Leadership Team, and final name selection by the Committee. Moore Communications presented how we came up with the name at the May 2021 Youth Development Committee meeting.

The statewide vendor, Moore Communications, provided the Marketing team with a new logo and theme. We anticipate completing the Youth website by September 15, 2021.

### Original Timeline for Rebranding/Research/Logo

#### TIMELINE

Task	Start	End
<b>Onboarding</b>		
Internal Kickoff	01/08/2021	01/12/2021
Discovery Regroup	01/12/2021	01/21/2021
Strategic Brief Delivery	01/21/2021	01/27/2021
<b>Youth Research</b>		
Moore to deliver protocol	01/25/2021	01/28/2021
CSTB to deliver youth contacts	01/28/2021	01/29/2021
Moore to conduct interviews	02/01/2021	02/12/2021
Moore to deliver findings	02/12/2021	02/19/2021
<b>Brand Development</b>		
Name Convention	02/19/2021	03/06/2021
Brand Architecture	03/06/2021	03/21/2021
Verbal Identity	03/21/2021	04/16/2021
Visual Identity	03/21/2021	04/16/2021
<b>Content Development</b>		
One Pagers	04/19/2021	5/15/2021
Presentations	04/19/2021	5/15/2021
<b>Wrap-Up</b>		
Reporting	05/15/2021	06/05/2021

### Updated Timeline for Website Build

February 15: Finalize Quotes (need 1 more)  
February 19: Award Contract to build website  
February 10-19: Work with program on language needed for website  
February 10-19: Work with program on website layout 6-8 pages  
February 10-28: Identify photos to be included in new website  
May 12: Vendor to start building website  
**August 15: Add visual logo/theme to website from Moore**  
**September 15: Expected website completion**

## MARKETING CAMPAIGNS:

CSTB Marketing supported the Youth program with two major marketing campaigns in the last program year. The campaigns support the Youth program with a Tuition Assistance Campaign and the Summer Job Connection.

**Tuition Assistance Campaign:** Two press releases were sent out promoting the Tuition Assistance program. The initial release was sent out on February 9, 2021, that emphasized up to \$10,000 in tuition assistance is available. A second press release was sent out on April 9, 2021, when the scholarship totals were increased to \$15,000. The releases promoted that CareerSource Tampa Bay (CSTB) has \$4.6 million available to assist Hillsborough County youth and adults with Tuition assistance scholarships to begin post-secondary training at local schools.

Marketing took pictures for a scholarship signing day at Florida Career College and posted the pictures on social media:



Scholarships are awarded up to \$5,000 and can increase to \$15,000 if training is in a two-year healthcare program. Tuition assistance was awarded in the following in-demand industries:

- Healthcare
- Information Technology
- Manufacturing and Trades
- Professional Services
- Retail and Hospitality

Marketing also promoted the Tuition Assistance program in print ads and in radio advertising.

#### **Summer Job Connection (SJC) Marketing Campaign:**

Marketing continues to promote the Summer Job Connection (SJC) via our social media pages. We also mentioned the program in a May 2021 appearance on the Morning Blend, a local information tv show on the ABC Television Station in Tampa. Marketing also did the following:

- Incorporated language about SJC in radio advertising
- Digital/Social Media Marketing targeting 16-24-year-old youth in Hillsborough County. This effort drove additional web traffic to the Summer Job Connection Webpage.
  - Display Campaigns (Facebook) 104,487 impressions resulting in 1,253 clicks to our website
  - Google Ads 136,283 impressions resulting in 491 clicks to our website
- In January 2021, an advertisement ran in the Tampa Bay Times for Summer Job Connection. (see below)
- Two ads ran in the Tampa Bay Business Journal on January 29 and February 5, 2021.

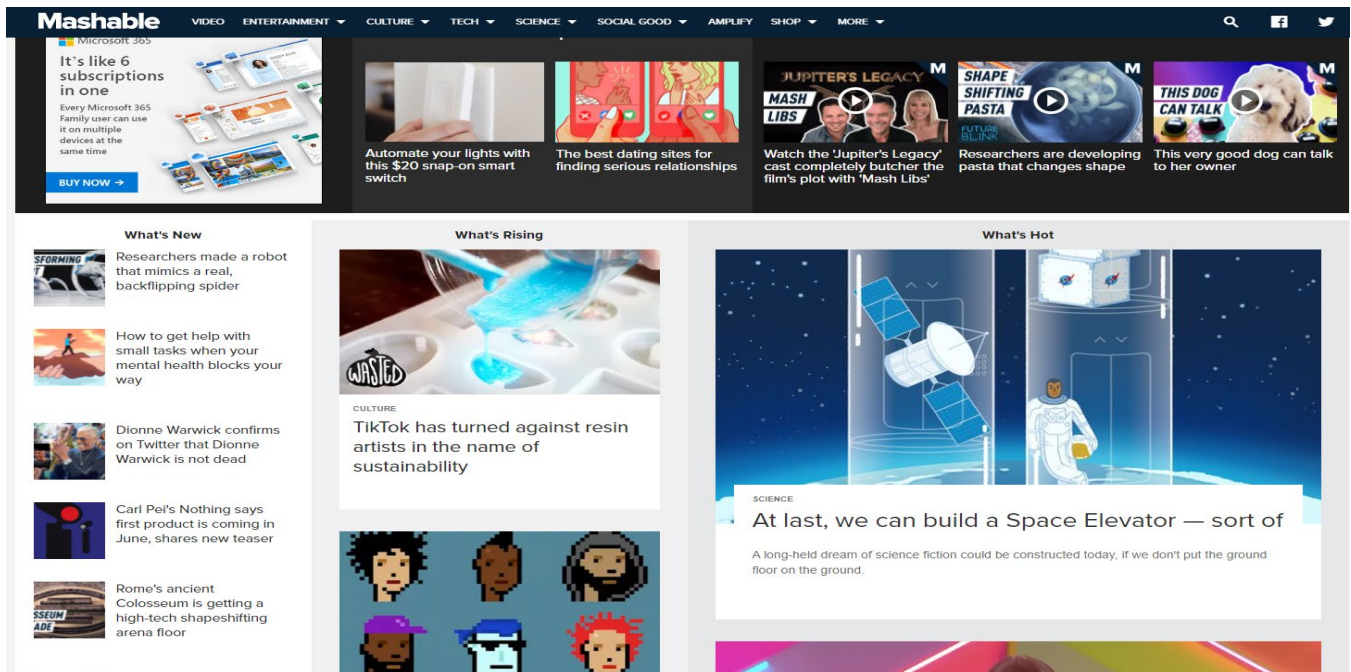
- Marketing did an additional push in February, including digital advertising with the Tampa Bay Business Journal, Digital/Social Media Marketing. Marketing also worked with the SJC program to develop a final



email marketing push to Businesses and Youth 16-24 in February. The effort resulted in more than 15,000 page views on March 30, 2021, one of the largest one-day views on the CSTB website.

- As of April 2021, there were 2,460 youth applicants for the Summer Job Connection with 109 Employer Applications. Which was the initial goal for the marketing campaign.
- Web traffic to Summer Job Connection webpage from January 1, 2021, to May 12, 2021, resulted in 48,643 page views. The SJC webpage is the second most popular webpage for CareerSource Tampa Bay.
- Marketing held weekly production meetings with SJC Leadership to help with the production of videos, newsletters, and marketing materials.

Below is an example of the design template to build the new Youth webpage. The website will have a more visual look to attract youth. It will also feature more videos, sliding pictures, and a message board.



Example of a print add that promoted Summer Job Connection 2021.








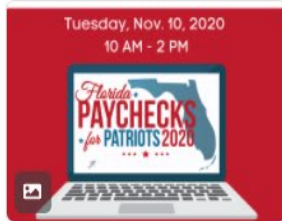














#### Digital Marketing Ads for the Summer Job Connection:






















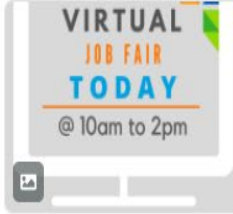






## TOP SOCIAL MEDIA: POST PERFORMANCE (TOP IMPRESSIONS) July 1, 2020, to June 30, 2021


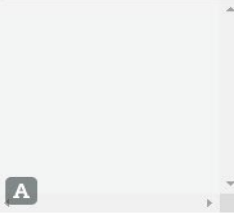






















 <p>CareerSource Tampa Bay Mon 8/17/2020 9:00 am EDT</p> <p>CSTB Rapid Response Recovery program C will be signing up 2,100 job seekers to participate in short-term On-the-Job Training...</p>  <p>Impressions 5,460</p>	 <p>CareerSource Tampa Bay Thu 12/10/2020 6:00 pm EST</p> <p>CareerSource Tampa Bay (CSTB) will be hosting a Virtual Hiring Event in conjunction with James A. Haley Veteran's...</p>  <p>Impressions 4,691</p>	 <p>CareerSource Tampa Bay Wed 12/2/2020 12:00 pm EST</p> <p>Are you 18 years of age or older? Have you experienced a loss of income recently due to Covid-19 or any other economic changes?</p>  <p>Impressions 4,541</p>	 <p>CareerSource Tampa Bay Mon 11/9/2020 2:30 pm EST</p> <p>The eighth annual #PaychecksforPatriots event is TOMORROW! We are committed to helping our Florida veterans find a new career after...</p>  <p>Impressions 4,264</p>	 <p>CareerSource Tampa Bay Thu 4/1/2021 2:00 pm EDT</p> <p>Looking for services in the community to help with your employment and education need to attend our Virtual Community Resource Fair...</p>  <p>Impressions 3,953</p>
 <p>CareerSource Tampa Bay Tue 5/11/2021 1:13 pm EDT</p> <p>CSTB is hosting our Annual General #JobFair virtually this year Thursday, May 13th! Register for the event at...</p>  <p>Impressions 3,758</p>	 <p>@CareerSourceTB Tue 5/11/2021 1:09 pm EDT</p> <p>CSTB is hosting our Annual General #JobFair virtually this year! Register for the event at <a href="https://CareerSourceTB.com/JobFair">CareerSourceTB.com/JobFair</a>!</p>  <p>Impressions 3,650</p>	 <p>@CareerSourceTB Tue 4/27/2021 8:38 am EDT</p> <p>CSTB will host a virtual job fair on April 28, 2021, for jobs in the construction industry. The job fair will happen from 4 PM to 6...</p>  <p>Impressions 3,573</p>	 <p>@CareerSourceTB Tue 7/14/2020 1:00 pm EDT</p> <p>The CSTB Rapid Response Recovery program (R3) program will help Job Seekers and employers recover from...</p>  <p>Impressions 3,408</p>	 <p>@CareerSourceTB Thu 11/5/2020 1:00 pm EST</p> <p>Calling all #FLVeterans! Paychecks for Patriots is your chance to connect with employers who value your skill set. Learn...</p>  <p>Impressions 3,395</p>



# TOP SOCIAL MEDIA: POST PERFORMANCE (TOP COMMENTS) July 1, 2020, to June 30, 2021


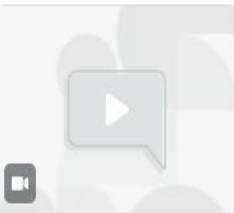

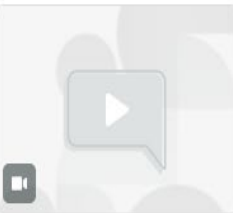





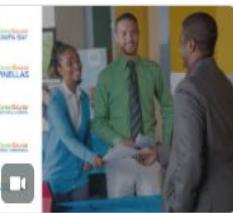













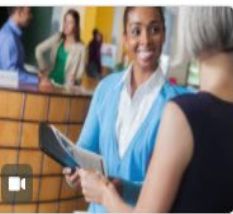
<p> CareerSource Tampa Bay Thu 8/27/2020 6:00 am EDT</p> <p>CSTB is teaming up with Hillsborough County Libraries to hold a Virtual Job Fair on Tuesday, September 1, 2020. More...</p>  <p>Comments 29</p>	<p> CareerSource Tampa Bay Fri 7/24/2020 9:46 am EDT</p> <p>Looking for a job? Take a look at jobs hiring in the Tampa Bay area as of 07/21/2020 via our HOT JOBS page...</p>  <p>Comments 25</p>	<p> CareerSource Tampa Bay Fri 8/14/2020 5:00 pm EDT</p> <p>CareerSource Tampa Bay is offering several training programs to job seekers interested in the healthcare industry. Fast-track bootcamp...</p>  <p>Comments 11</p>	<p> CareerSource Tampa Bay Mon 9/14/2020 6:00 am EDT</p> <p>Join us live every Monday at 10:00 a.m. Sept. 9-Sept. 18 to review job descriptions and help you apply for...</p>  <p>Comments 10</p>	<p> CareerSource Tampa Bay Thu 10/15/2020 10:00 am EDT</p> <p>VetCor is looking to fill a dozen positions at its Tampa Headquarters. VetCor has enrolled in Hillsborough County's Rapid...</p>  <p>Comments 7</p>	<p> CareerSource Tampa Bay Tue 5/11/2021 1:13 pm EDT</p> <p>CSTB is hosting our Annual General #JobFair virtually this year Thursday, May 13th! Register for the event at...</p>  <p>Comments 6</p>
<p> CareerSource Tampa Bay Sat 3/20/2021 10:00 am EDT</p> <p>Help us welcome our new Business Services Director, Kay Jefferson! Kay has over 15 years of business development...</p>  <p>Comments 6</p>	<p> CareerSource Tampa Bay Wed 1/6/2021 8:00 am EST</p> <p>Are you a Hillsborough County Business? We want you to mentor, guide, and train the workforce of tomorrow while we cover their wages? Sign up...</p>  <p>Comments 6</p>	<p> CareerSource Tampa Bay Fri 7/24/2020 3:49 pm EDT</p> <p>CSTB has more than \$500,000 dollars to assist recent grads and youth go back-to-school begin a career using Paid Work Experience...</p>  <p>Comments 6</p>	<p> CareerSource Tampa Bay Tue 9/1/2020 5:00 am EDT</p> <p>See you at 10 for the Virtual Job Fair! Best of luck! Register for the event here: <a href="http://www.careersourcetb.com/JobFair...">http://www.careersourcetb.com/JobFair...</a></p>  <p>Comments 5</p>	<p> CareerSource Tampa Bay Wed 12/16/2020 12:15 pm EST</p> <p>CSTB is hosting an IN-PERSON JOB FAIR on TOMORROW from 10 a.m. to 1 p.m.! Employers will be hiring for Tampa Bay's...</p>  <p>Comments 4</p>	<p> careersourcetampabay Sun 3/28/2021 8:00 am EDT</p> <p>NEW PODCAST JUST DROPPED talking about services on CSTB's What's Working in Tampa Bay. Listen on Apple or Google podcasts or at...</p>  <p>Comments 3</p>

# SOCIAL MEDIA PERFORMANCE (Top Reactions) July 1, 2020, to June 30, 2021

<p> CareerSource Tampa Bay Thu 10/8/2020 4:03 pm EDT</p> <p></p> <p><b>Total Engagements</b> 340</p> <p><b>Reactions</b> 39</p> <p><b>Comments</b> 2</p> <p><b>Shares</b> 0</p> <p><b>Post Link Clicks</b> 299</p> <p>***</p>	<p> CareerSource Tampa Bay Fri 6/25/2021 11:02 am EDT</p> <p>The #CSTB leadership team and Board members are in Washington DC this week attending the National Association of...</p> <p></p> <p><b>Total Engagements</b> 228</p> <p><b>Reactions</b> 11</p> <p><b>Comments</b> 0</p> <p><b>Shares</b> 1</p> <p><b>Post Link Clicks</b> 216</p> <p>***</p>	<p> CareerSource Tampa Bay Tue 5/11/2021 1:13 pm EDT</p> <p>CSTB is hosting our Annual General #JobFair virtually this year Thursday, May 13th! Register for the event at...</p> <p></p> <p><b>Total Engagements</b> 176</p> <p><b>Reactions</b> 12</p> <p><b>Comments</b> 6</p> <p><b>Shares</b> 18</p> <p><b>Post Link Clicks</b> 35</p> <p><b>Other Post Clicks</b> 105</p> <p>***</p>	<p> CareerSource Tampa Bay Thu 12/10/2020 6:00 pm EST</p> <p>CareerSource Tampa Bay (CSTB) will be hosting a Virtual Hiring Event in conjunction with James A. Haley Vetera...</p> <p></p> <p><b>Total Engagements</b> 147</p> <p><b>Reactions</b> 25</p> <p><b>Comments</b> 3</p> <p><b>Shares</b> 41</p> <p><b>Post Link Clicks</b> 30</p> <p><b>Other Post Clicks</b> 48</p> <p>***</p>	<p> CareerSource Tampa Bay Sat 3/20/2021 10:00 am EDT</p> <p>Help us welcome our new Business Services Director, Kay Jefferson! Kay has over 15 years of business development...</p> <p></p> <p><b>Total Engagements</b> 140</p> <p><b>Reactions</b> 60</p> <p><b>Comments</b> 6</p> <p><b>Shares</b> 1</p> <p><b>Post Link Clicks</b> 73</p> <p>***</p>	<p> CareerSource Tampa Bay Mon 8/17/2020 9:00 am EDT</p> <p>CSTB Rapid Response Recovery program ( will be signing up 2,100 job seekers to participate in short-term On-the-Job Train</p> <p></p> <p><b>Total Engagements</b> 135</p> <p><b>Reactions</b> 27</p> <p><b>Comments</b> 0</p> <p><b>Shares</b> 14</p> <p><b>Post Link Clicks</b> 28</p> <p><b>Other Post Clicks</b> 66</p> <p>***</p>
<p> CareerSource Tampa Bay Wed 12/2/2020 12:00 pm EST</p> <p>Are you 18 years of age or older? Have you experienced a loss of income recently due Covid-19 or any other economic changes?</p> <p></p> <p><b>Total Engagements</b> 133</p> <p><b>Reactions</b> 31</p> <p><b>Comments</b> 0</p> <p><b>Shares</b> 32</p> <p><b>Post Link Clicks</b> 51</p> <p><b>Other Post Clicks</b> 19</p> <p>***</p>	<p> CareerSource Tampa Bay Wed 6/9/2021 10:00 am EDT</p> <p>CSTB is excited to work with Senator Janet Cruz to host the State Senator Janet Cruz's 2021 #JobFair on July 28!...</p> <p></p> <p><b>Total Engagements</b> 95</p> <p><b>Reactions</b> 25</p> <p><b>Comments</b> 1</p> <p><b>Shares</b> 9</p> <p><b>Post Link Clicks</b> 60</p> <p>***</p>	<p> CareerSource Tampa Bay Mon 11/9/2020 2:30 pm EST</p> <p>The eighth annual #PaychecksforPatriots is TOMORROW! We are committed to help our Florida veterans find a new career after</p> <p></p> <p><b>Total Engagements</b> 92</p> <p><b>Reactions</b> 22</p> <p><b>Comments</b> 1</p> <p><b>Shares</b> 13</p> <p><b>Post Link Clicks</b> 17</p> <p><b>Other Post Clicks</b> 39</p> <p>***</p>	<p> CareerSource Tampa Bay Thu 1/14/2021 1:00 pm EST</p> <p>MacDill Air Force Base will be holding a virtual job fair on Thursday, January 21, 2021 at 10 a.m. There are 2000 job...</p> <p></p> <p><b>Total Engagements</b> 86</p> <p><b>Reactions</b> 20</p> <p><b>Comments</b> 1</p> <p><b>Shares</b> 9</p> <p><b>Post Link Clicks</b> 56</p> <p>***</p>	<p> CareerSource Tampa Bay Tue 4/27/2021 8:37 am EDT</p> <p>CSTB will host a virtual job fair on April 28, 2021, for jobs in the construction industry. The job fair will happen from 4...</p> <p></p> <p><b>Total Engagements</b> 84</p> <p><b>Reactions</b> 37</p> <p><b>Comments</b> 2</p> <p><b>Shares</b> 28</p> <p><b>Post Link Clicks</b> 3</p> <p><b>Other Post Clicks</b> 14</p> <p>***</p>	<p> @CareerSourceTB Sat 9/19/2020 11:00 am EDT</p> <p>Commissioner Sandy Murman, @TampaHillsLib, CSTB are hosting a Virtual Job Fair on October 8, 2020 from...</p> <p></p> <p><b>Total Engagements</b> 76</p> <p><b>Likes</b> 2</p> <p><b>Comments</b> 0</p> <p><b>Shares</b> 4</p> <p><b>Post Link Clicks</b> 14</p> <p><b>Other Post Clicks</b> 56</p> <p><b>Other Engagements</b> 0</p> <p>***</p>



## SOCIAL MEDIA PERFORMANCE (TOP VIDEO VIEWS) July 1, 2020, to June 30, 2021

<p> CareerSource Tampa Bay Sat 8/8/2020 8:00 am EDT</p> <p>CSTB has more than \$500,000 dollars to assist recent grads and youth go back-to-school or begin a career using Paid Work Experience...</p>  <p>Video Views 89</p>	<p> CareerSource Tampa Bay Fri 3/5/2021 7:00 am EST</p> <p>New podcast episode out now! Visit <a href="https://lnkd.in/g8nNuPk">https://lnkd.in/g8nNuPk</a> to listen or click on one of the links below! E15: Summer...</p>  <p>Video Views 76</p>	<p> careersourcetampabay Thu 6/24/2021 3:23 pm EDT</p> <p>#CSTB is one of five counties taking part in a multi-county virtual hiring event at 8 a.m. p.m. on Wednesday, June 30, 2021. Register on...</p>  <p>Video Views 61</p>	<p> careersourcetampabay Thu 5/6/2021 5:01 pm EDT</p> <p>Meet Quewana Morris a future Computer Scientist graduate. Quewana mentions that she chose to be a part of the...</p>  <p>Video Views 39</p>	<p> @CareerSourceTB Mon 6/28/2021 12:00 pm EDT</p> <p>#VirtualJobfair event happening on Wednesday, June 30th for multiple counties! Register on...</p>  <p>Video Views 37</p>	<p> CareerSource Tampa Bay Sun 5/9/2021 10:01 am EDT</p> <p>Meet Kathleen Ramos, a very bright young individual who has participated in the #SummerJobConnection program...</p>  <p>Video Views 33</p>
<p> careersourcetampabay Thu 2/4/2021 10:40 am EST</p> <p>Our employability skills workshop calendar for this month is up on our website! Sign up for one of our FREE employment skills...</p>  <p>Video Views 30</p>	<p> careersourcetampabay Mon 6/28/2021 10:00 am EDT</p> <p>#VirtualJobfair event happening on Wednesday, June 30th from 8 AM to 5 PM for multiple counties! Register on...</p>  <p>Video Views 29</p>	<p> careersourcetampabay Mon 5/3/2021 8:01 am EDT</p> <p>Meet Celeste Grier, a very diverse young adult with many skills and talents. Celeste chose to be a part of the Summer Job...</p>  <p>Video Views 29</p>	<p> CareerSource Tampa Bay Mon 5/3/2021 8:00 am EDT</p> <p>Meet Celeste Grier, a very diverse young adult with many skills and talents. Celeste chose to be a part of the Summer Job...</p>  <p>Video Views 29</p>	<p> CareerSource Tampa Bay Sat 8/8/2020 8:00 am EDT</p> <p>CSTB has more than \$500,000 dollars to assist recent grads and youth go back-to-school or begin a career using Paid Work Experience...</p>  <p>Video Views 27</p>	<p> @CareerSourceTB Thu 6/24/2021 3:25 pm EDT</p> <p>#CSTB is one of five counties taking part in a multi-county virtual hiring event at 8 a.m. to 5 p.m. on Wednesday, June 30...</p>  <p>Video Views 24</p>

## BILLBOARD CAMPAIGNS

The digital billboard campaign included advertising on 29 display billboards in the Hillsborough County area. The campaign ran from February 8, 2021, to May 2, 2021. The campaign produced 25.6 million impressions.

We also did a mobile targeting that reached out to unemployed job seekers who drove passed a billboard or drove by a CareerSource Tampa Bay Center. That campaign had 1,002,052 impressions and had 2,869 clicks with a CTR of .29%.



# RADIO SCRIPTS

VOICE DIRECTION

Welcoming, informative

ANNOUNCER

Job seekers in Hillsborough County have an ally on their side - It's Career Source Tampa Bay, where "Talent Meets Opportunity!" Our virtual job fairs connect employers with potential new hires of every skill level and offer advice, assistance, and practical resources, including resume building, job searching, effective interview strategies, and more. Career Source Tampa Bay's dedicated support network helps open doors of opportunity for you, offering every candidate more than typical job matching.

If you're 16-24 years old, living in Hillsborough County and looking for a summer job now's the time to go to [CareerSourceTampaBay.com](http://CareerSourceTampaBay.com) and sign up. They're paying \$12 an hour for a six-week summer internship program. Or if you're a Hillsborough County business they'll pay for your summer intern.

If you already have a career or want to get started back in the workforce, [CareerSource Tampa Bay.com](http://CareerSourceTampaBay.com) holds virtual job fairs every month. Their website is a great place to start. They also publish a list of Hot Jobs with Employers looking for top talent.

Our consultants' partner with local businesses to strengthen workforces and improve Tampa Bay's talent pipeline.

CareerSource Tampa Bay offers hope during today's challenging and competitive job market. If you need access to a computer or help finding a job, they have 5 full-service centers in Hillsborough County located in Tampa, Brandon, Ruskin & Plant City.

If you're looking for a fresh start, new job opportunities, training, and real-world job market knowledge visit [Career Source Tampa Bay dot com](http://CareerSourceTampaBay.com).

Career Source Tampa Bay dot com. "Where Talent Meets Opportunity."



## SCRIPTS

**(Run after 5.13.21 @ 1 p.m.)**

VOICE DIRECTION

Welcoming, informative

ANNOUNCER

Do you remember that first job you had? All of us do.

Hi this is \_\_\_\_\_ from \_\_\_\_\_.

For me that first job was \_\_\_\_\_ and it was a (Describe: Hard, fun, challenging, tough) job! But also, very rewarding. It gave me hope and inspiration.

Whether you're looking for that first job or a change in careers. Whether you're just starting in the job market or you've been working for decades, CareerSource Tampa Bay can help.

At CareerSource Tampa Bay, they like to say that it's a place where TALENT, like yours, meets OPPORTUNITY.

Their Job Fairs connect employers with potential new hires of every skill level and offer advice, assistance, and practical resources, including resume building, job searching, effective interview strategies, and more.

If you already have a career or want to get started back in the workforce, CareerSource Tampa Bay holds virtual job fairs every month. CareerSource Tampa Bay.com is a great place to start. They also publish a list of Hot Jobs with Employers looking for top talent.

Need help paying for education? CareerSource Tampa Bay can help connect you with the training, education, and while funding lasts they have \$15,000 in scholarships that can get you back into the workforce.

Their consultants' partner with Hillsborough County businesses to strengthen workforces and improve Tampa Bay's talent pipeline.

CareerSource Tampa Bay.com offers hope during today's challenging and competitive job market. If you need access to a computer or help finding a job, they have five service centers in Hillsborough County located in Tampa, Brandon, Ruskin & Plant City.

If you're looking for a fresh start, new job opportunities, training, and real-world job market knowledge visit Career Source Tampa Bay dot com.

Career Source Tampa Bay dot com. "Where Talent Meets Opportunity."

## MARKETING & PR DEFINITIONS:

**Page Views** is the total number of pages viewed. Repeated views of a single page are counted.

**Unique Page Views** is the number of sessions during which the specified page was viewed at least once. A unique page view is counted for each *page URL + page Title* combination.

**Bounce Rate**: A *bounce* is a single-page session on your site. In Analytics, a bounce is calculated specifically as a session that triggers only a single request to the Analytics server, such as when a user opens a single page on your site and then exits without triggering any other requests to the Analytics server during that session. Bounce rate is single-page sessions divided by all sessions or the percentage of all sessions on your site in which users viewed only a single page and triggered only a single request to the Analytics server.

As a rule of thumb, a bounce rate in the range of 26 to 40 percent is excellent. 41 to 55 percent is roughly average. 56 to 70 percent is higher than average but may not be cause for alarm depending on the website.

**Earned Media**: Amount of free publicity typically generated from press releases.

**Engagement**: Social media engagement measures the public shares, likes, and comments for online social media efforts. Engagement has historically been a common metric for evaluating social media performance but doesn't necessarily translate to sales.

**Follower**: A follow represents a user who chooses to see all of another user's posts in their content feed. ... Twitter, Instagram and Facebook all have a form of news feed that delivers content to their user.

**Clicks and Click-Through Rate**. The number of users who clicked through a link to your social media page or website/services compared to the amount of people who viewed the content it was a part of. ... Why it's important: The number of times a user sees your content will affect how they feel towards it.

**Sessions**: A session is the period of time a user is actively engaged with your website, app, etc.

**Impressions**: The number of times that your content was displayed to users on a device, tv, phone, website

## Information Item: E

### WIOA Primary Indicators of Performance: PY 2021 July 20-June 21

LWDB 15

Measures	PY2020-2021 3rd Quarter Performance	PY2020- 2021 % of Performance Goal Met For Q3	PY2020-2021 4th Quarter Performance	PY2020-2021 % of Performance Goal Met For Q4	PY2020-2021 Performance Goals
<b>Adults:</b>					
Employed 2nd Qtr After Exit	86.70	101.40	77.40	90.53	85.50
Median Wage 2nd Quarter After Exit	\$10,594	116.42	\$10,138	111.41	\$9,100
Employed 4th Qtr After Exit	76.50	87.93	75.80	87.13	87.00
Credential Attainment Rate	77.00	90.59	74.90	88.12	85.00
Measurable Skill Gains	68.80	114.67	73.60	122.67	60.00
<b>Dislocated Workers:</b>					
Employed 2nd Qtr After Exit	83.10	97.76	83.00	97.65	85.00
Median Wage 2nd Quarter After Exit	\$13,000	138.30	\$13,599	144.67	\$9,400
Employed 4th Qtr After Exit	71.90	82.64	68.90	79.20	87.00
Credential Attainment Rate	86.50	123.57	85.70	122.43	70.00
Measurable Skill Gains	67.30	87.97	68.90	90.07	76.50
<b>Youth:</b>					
Employed 2nd Qtr After Exit	75.70	95.82	71.40	90.38	79.00
Median Wage 2nd Quarter After Exit	\$5,527	117.60	\$5,898	125.49	\$4,700
Employed 4th Qtr After Exit	73.60	88.67	71.20	85.78	83.00
Credential Attainment Rate	49.30	56.67	45.10	51.84	87.00
Measurable Skill Gains	19.80	39.60	14.40	28.80	50.00
<b>Wagner Peyser:</b>					
Employed 2nd Qtr After Exit	68.50	100.44	65.80	96.48	68.20
Median Wage 2nd Quarter After Exit	\$5,992	103.31	\$6,112	105.38	\$5,800
Employed 4th Qtr After Exit	66.70	101.06	65.40	99.09	66.00

**Not Met (less than 90% of negotiated)**

**Met (90-100% of negotiated)**

**Exceeded (greater than 100% of negotiated)**

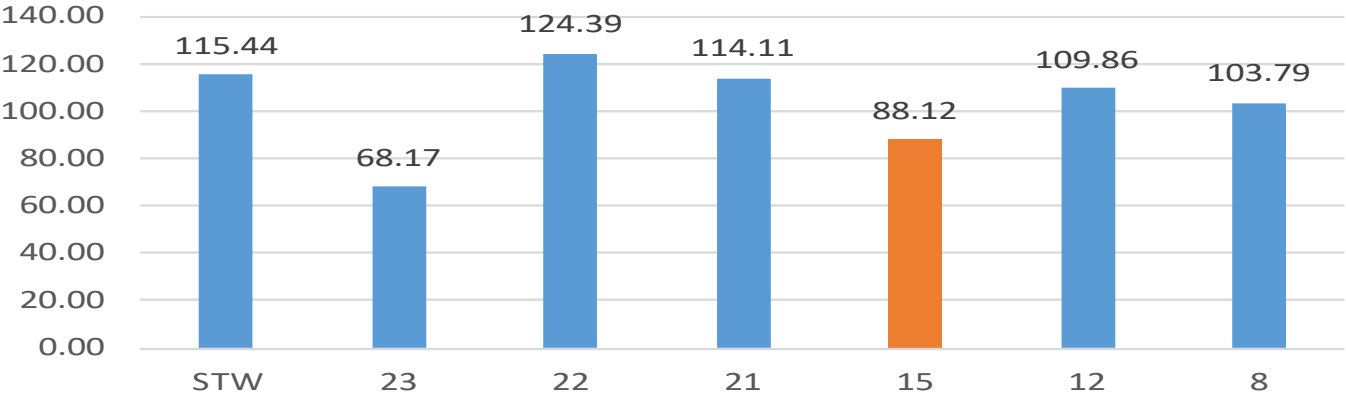


## Statewide

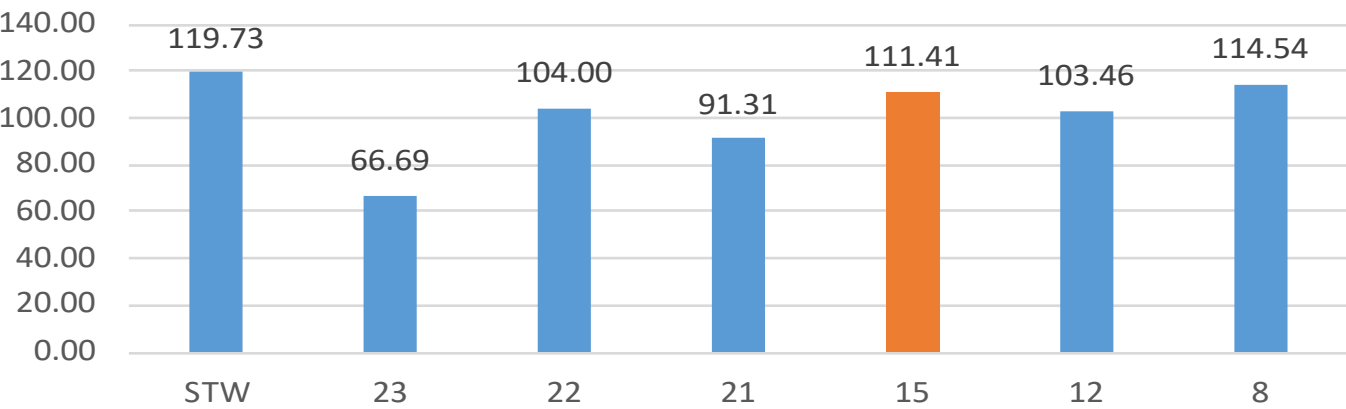
Measures	PY2020-2021 3 <sup>rd</sup> Quarter Performance	PY2020-2021 % of Performance Goal Met For Q3	PY2020-2021 4 <sup>th</sup> Quarter Performance	PY2020-2021 % of Performance Goal Met For Q4	PY2020-2021 Performance Goals
<b>Adults:</b>					
Employed 2nd Qtr After Exit	86.50	101.17	84.50	98.83	85.50
Median Wage 2nd Quarter After Exit	\$8,386	119.80	\$8,381	119.73	\$7,000
Employed 4th Qtr After Exit	83.10	98.93	82.80	98.57	84.00
Credential Attainment Rate	76.50	112.50	78.50	115.44	68.00
Measurable Skill Gains	66.30	141.06	80.70	171.70	47.00
<b>Dislocated Workers:</b>					
Employed 2nd Qtr After Exit	82.30	96.82	83.90	98.71	85.00
Median Wage 2nd Quarter After Exit	\$9,889	141.27	\$10,666	152.37	\$7,000
Employed 4th Qtr After Exit	78.30	99.11	76.60	96.96	79.00
Credential Attainment Rate	80.10	114.43	82.50	117.86	70.00
Measurable Skill Gains	66.00	140.43	83.20	177.02	47.00
<b>Youth:</b>					
Employed 2nd Qtr After Exit	79.90	101.14	79.50	100.63	79.00
Median Wage 2nd Quarter After Exit	\$3,760	117.50	\$3,900	121.88	\$3,200
Employed 4th Qtr After Exit	77.70	106.44	76.60	104.93	73.00
Credential Attainment Rate	82.10	107.32	80.50	105.23	76.50
Measurable Skill Gains	47.70	104.84	53.00	116.48	45.50
<b>Wagner Peyser:</b>					
Employed 2nd Qtr After Exit	64.60	99.38	62.30	95.85	65.00
Median Wage 2nd Quarter After Exit	\$5,448	108.96	\$5,510	110.20	\$5,000
Employed 4th Qtr After Exit	64.50	100.47	62.20	96.88	64.20
<b>Not Met (less than 90% of negotiated)</b>					
<b>Met (90-100% of negotiated)</b>					
<b>Exceeded (greater than 100% of negotiated)</b>					

Regional Comparison

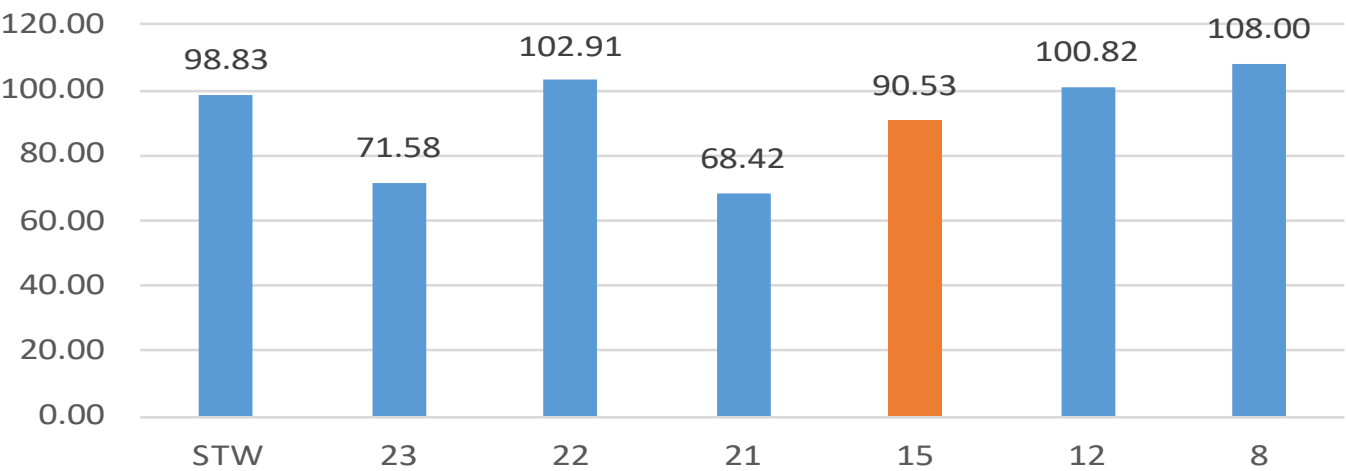
Adult Credential Attainment Rate % of Goal



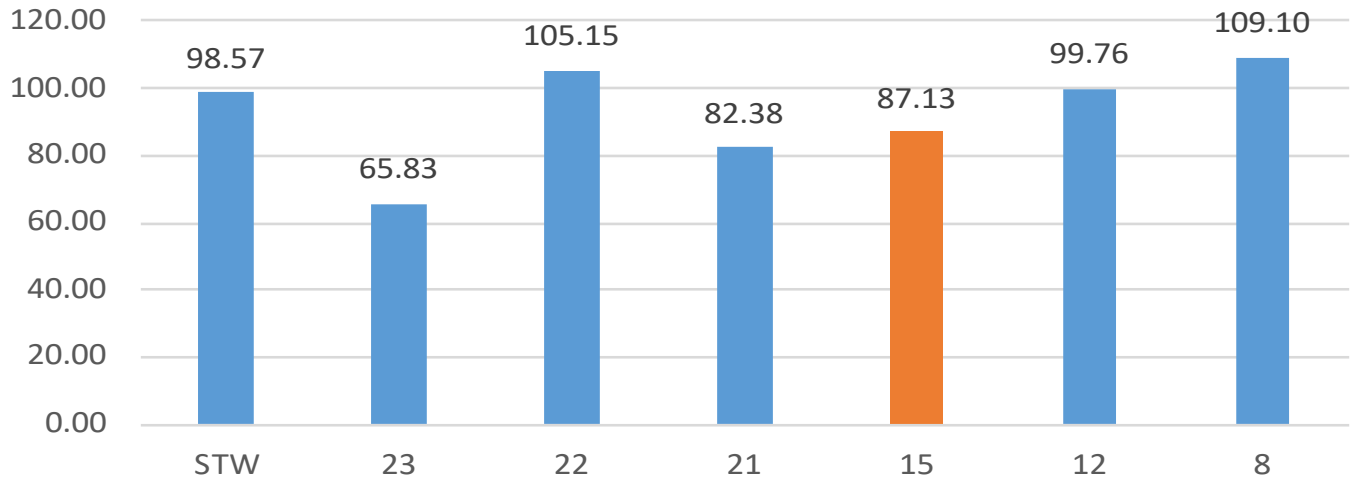
Adult Median Wage 2nd QTR After Exit % of Goal



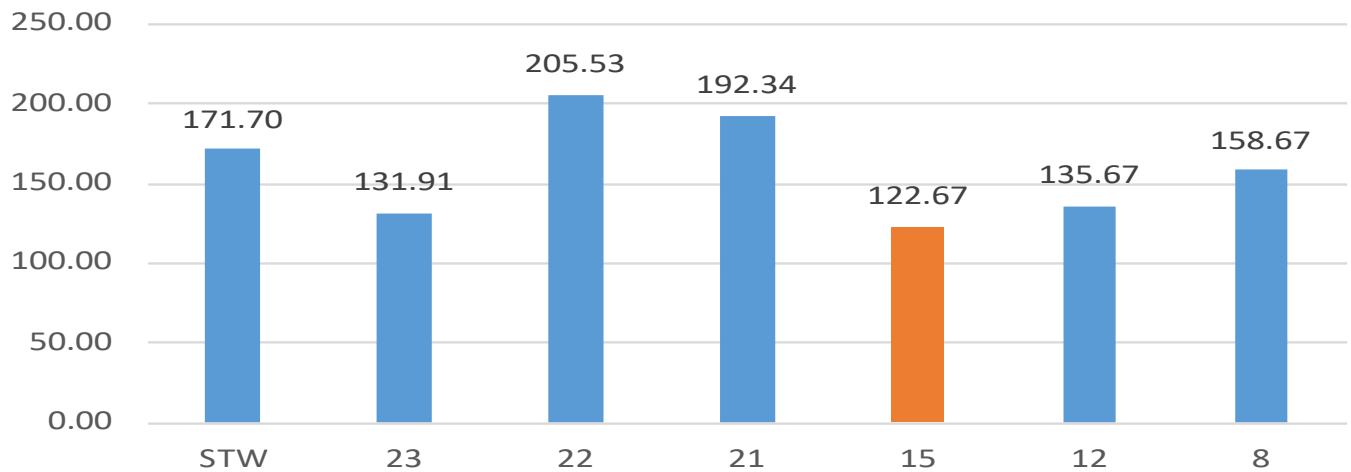
Adult Employed 2 QTR After Exit % of Goal



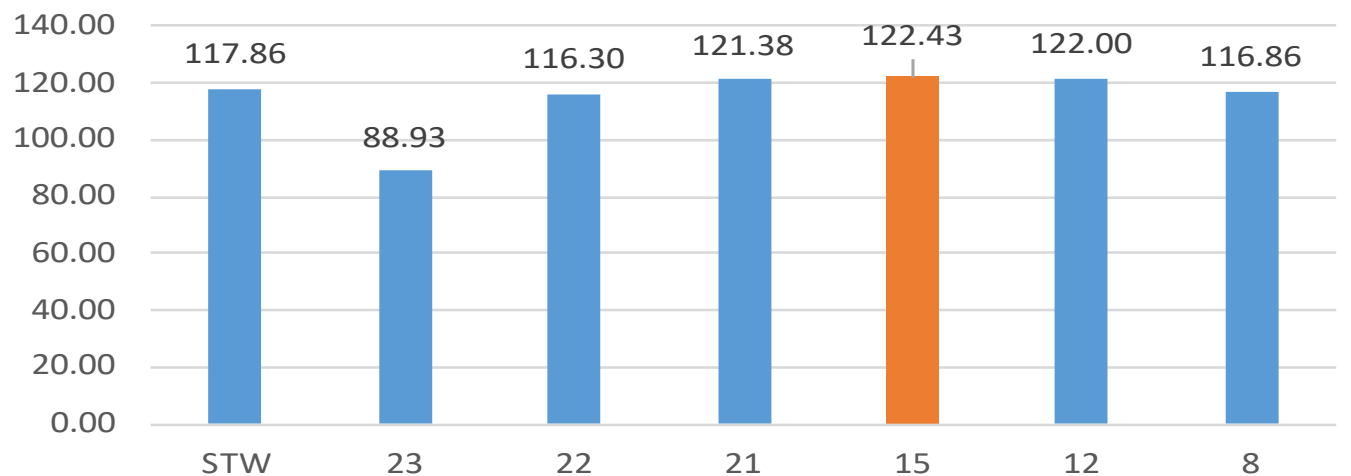
### Adult Employed 4th QTR After Exit % of Goal



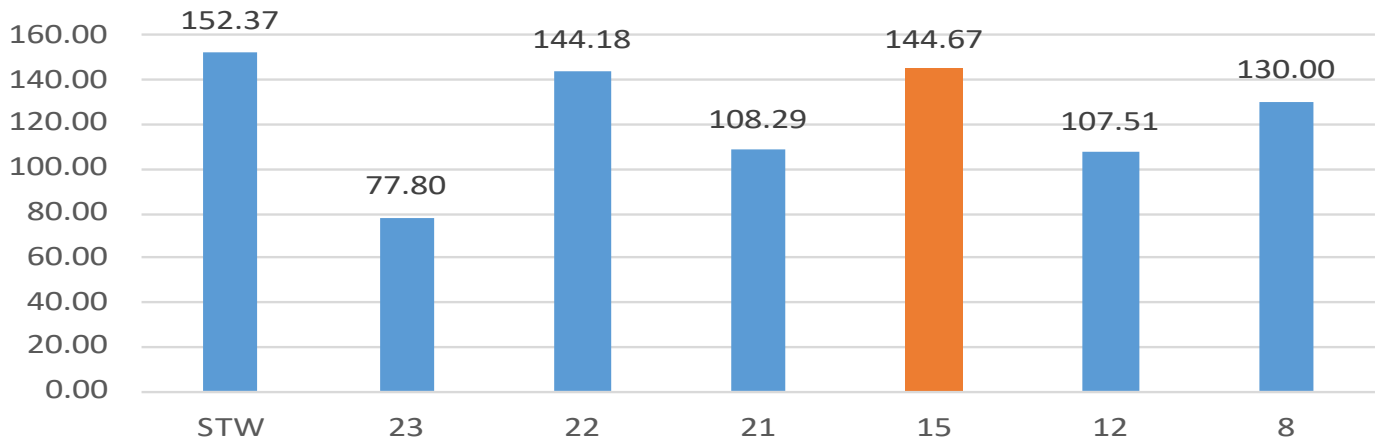
### Adult Measurable Skills Gains



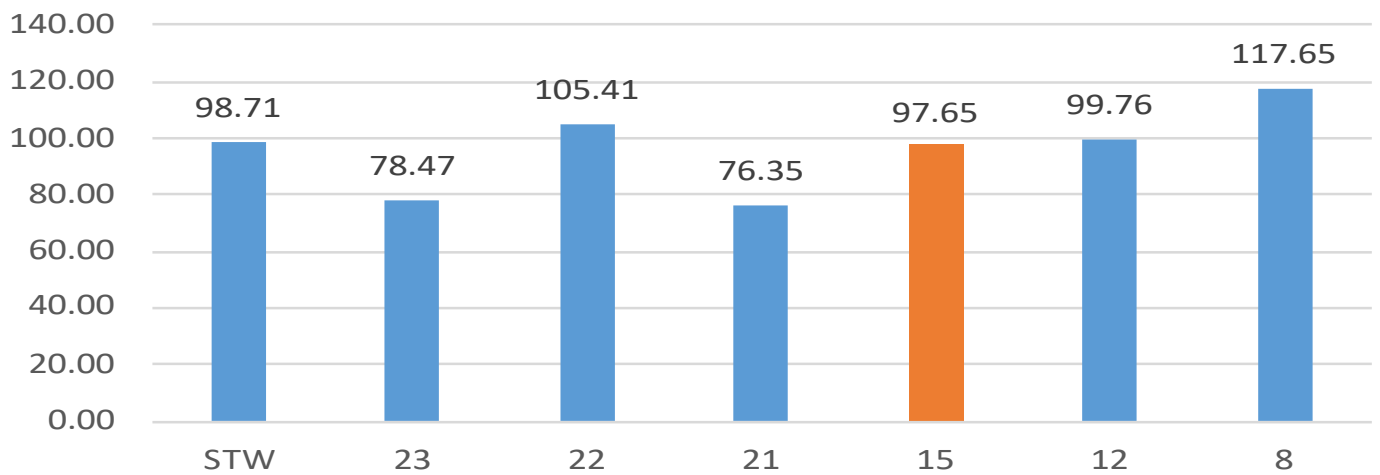
### DW Credential Attainment Rate % of Goal



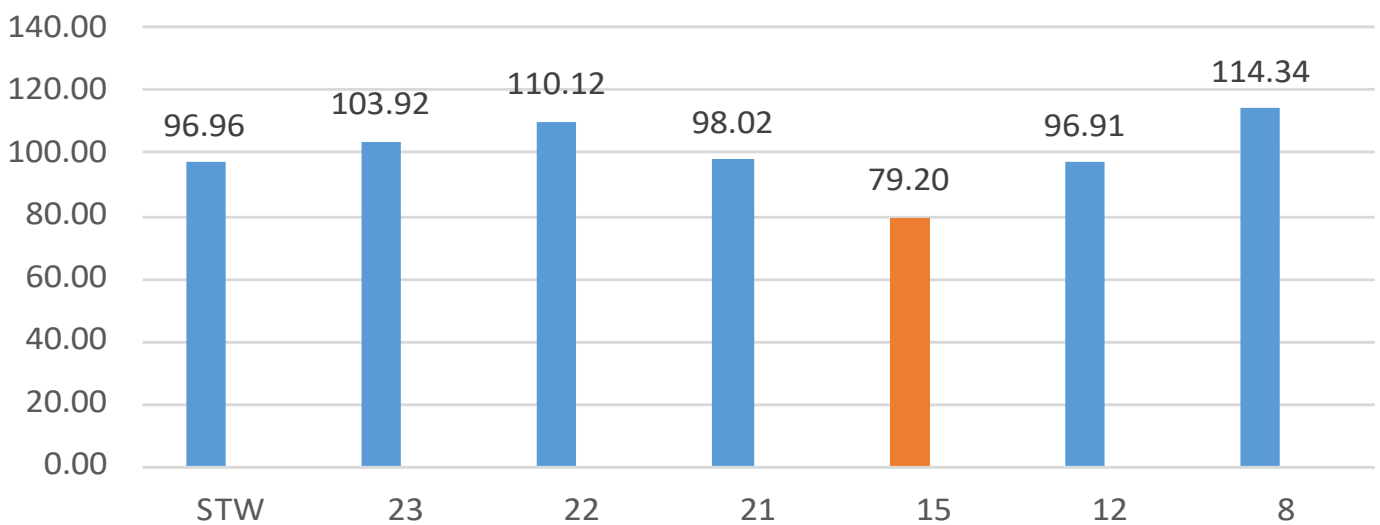
### DW Median Wage 2nd QTR After Exit % of Goal



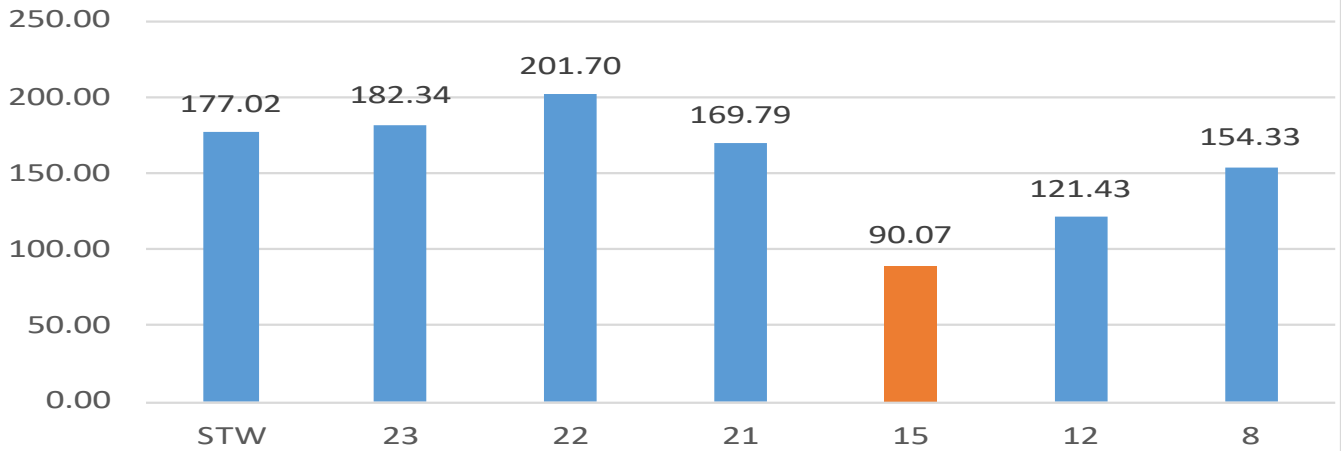
### DW Employed 2nd QTR After Exit % of Goal



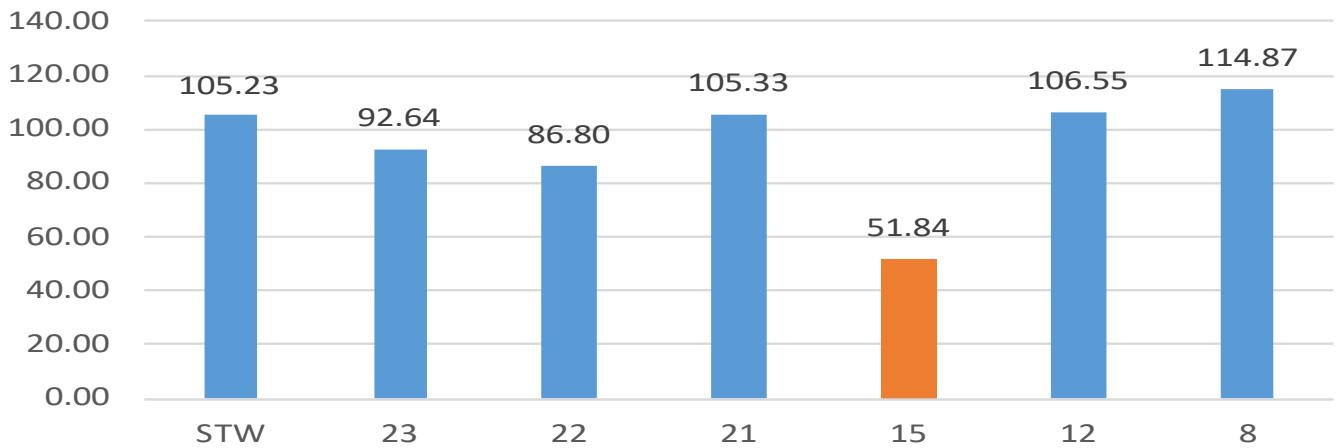
### DW Employed 4th QTR After Exit % of Goal



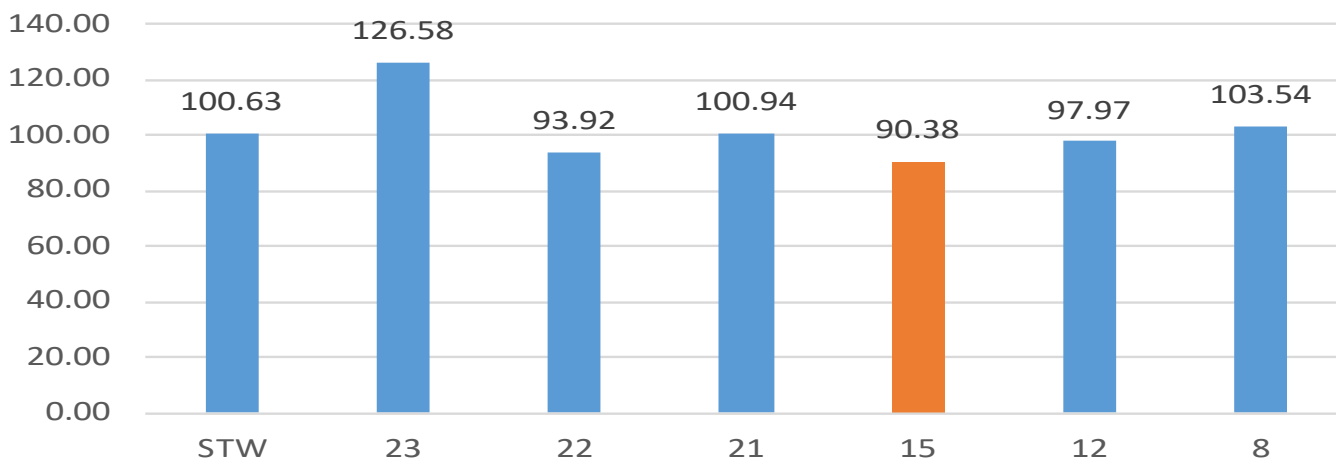
### DW Measurable Skills Gains



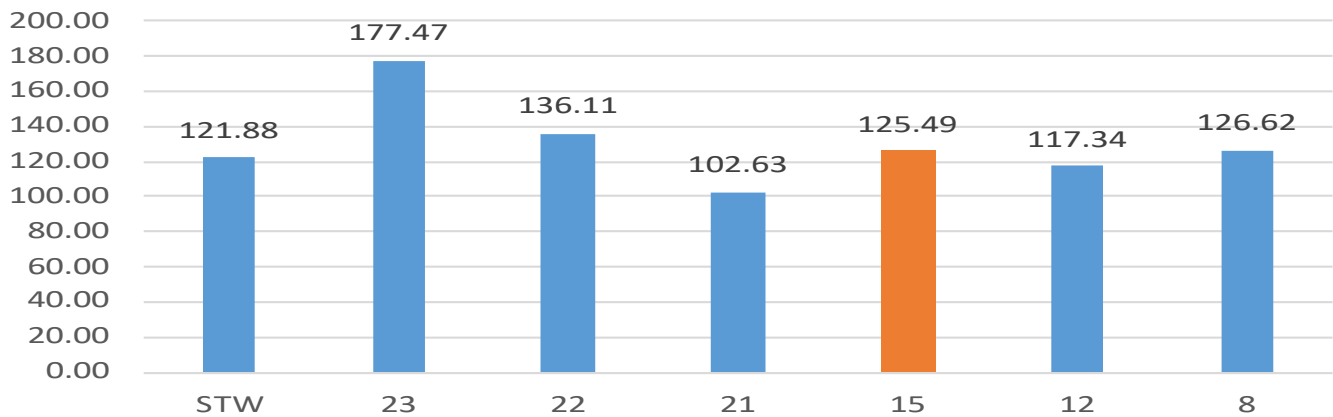
### Youth Credential Attainment % of Goal



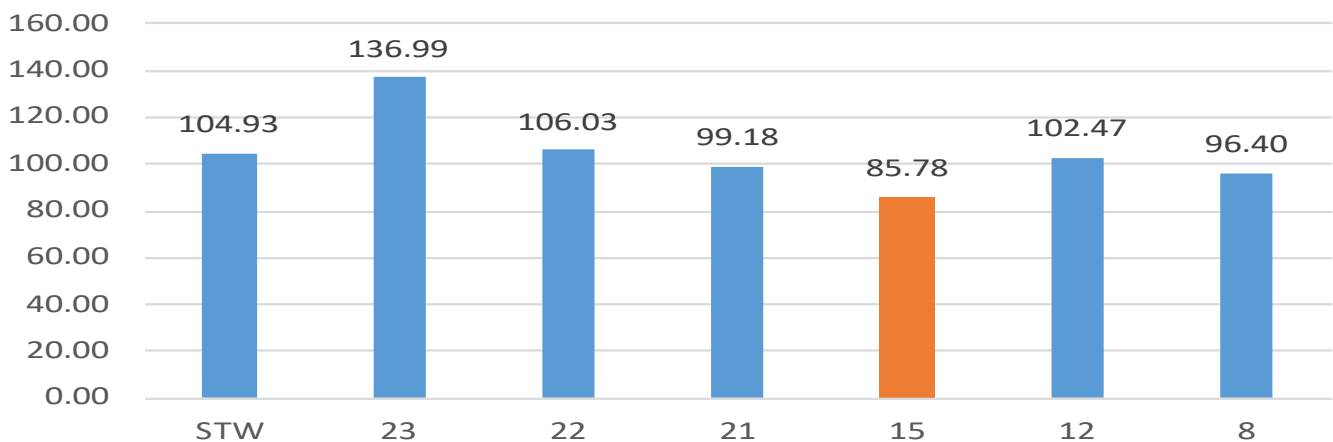
### Youth Employed 2nd QTR After Exit % of Goal



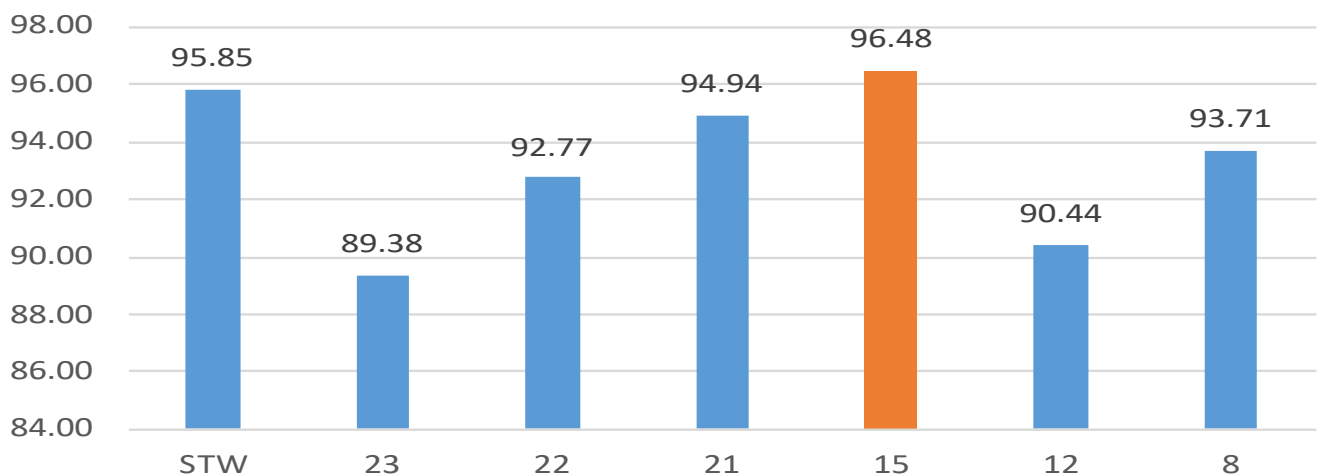
### Youth Median Wage 2nd Quarter After % of Goal



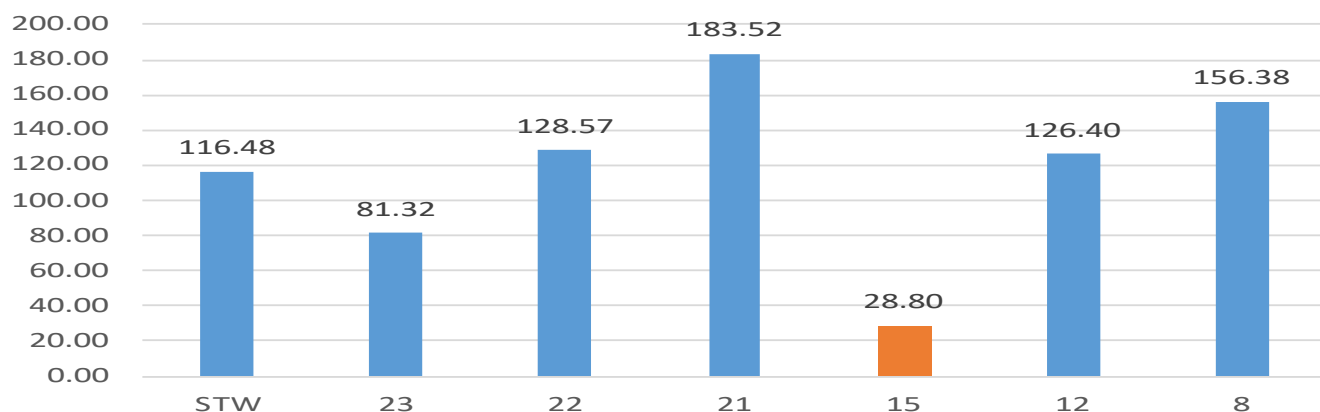
### Youth Employed 4th QTR After Exit % of Goal



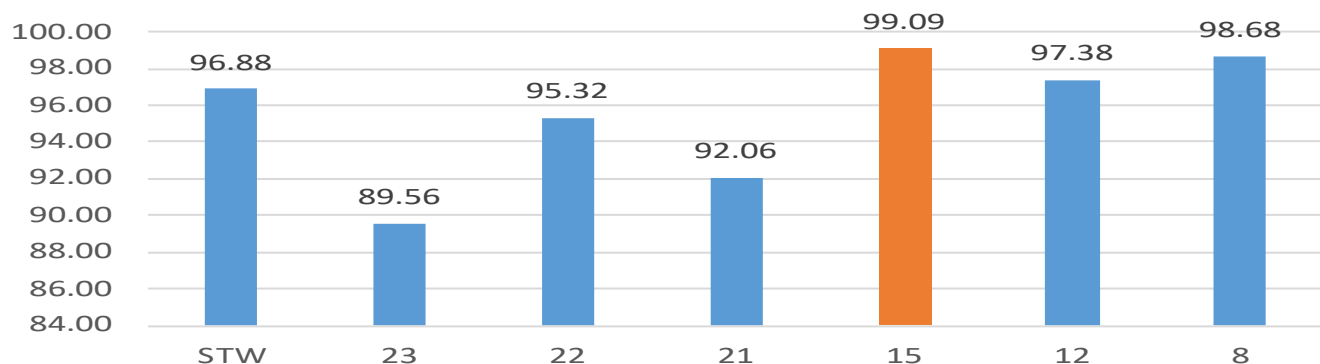
### WP Employed 2nd QTR After Exit % of Goal



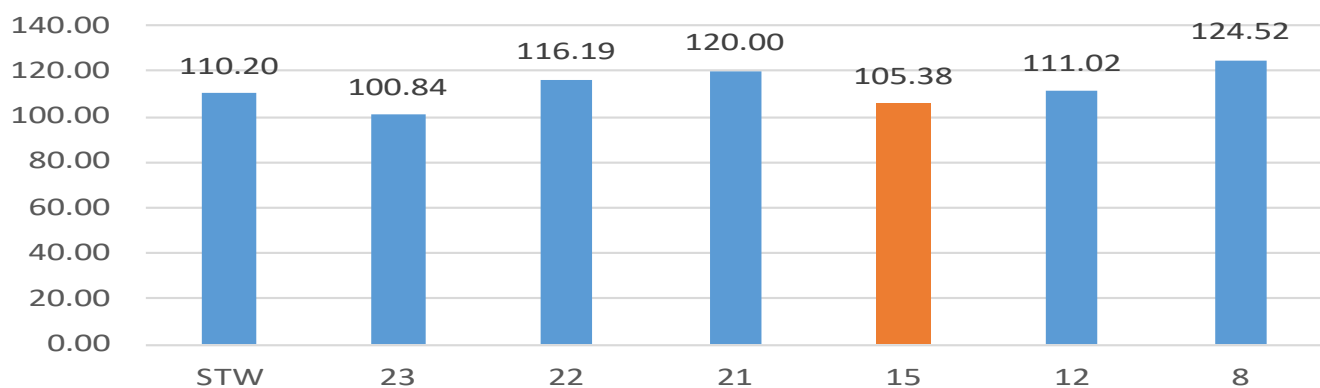
### Youth Measurable Skills Gains



### WP Employed 4th Quarter After Exit % of Goal



### WP Median Wage 2nd QTR After Exit % of Goal



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**Region 12 CareerSource Central Florida**

**Region 21- CareerSource Palm Beach**

**Region 22- CareerSource Broward**

**Region 23- CareerSource South Florida**



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