



## **Workforce Performance Committee**

CareerSource Tampa Bay

Aug 3, 2022 9:00 AM - 10:00 AM EDT

### **Table of Contents**

<b>I. Call to order, Welcome and Roll Call</b>	
<b>II. Pledge of Allegiance.....</b>	<b>2</b>
<b>III. Public Comments</b>	
<b>IV. Workforce Performance Committee Membership, Duties and Responsibilities.....</b>	<b>3</b>
<b>V. Action / Discussion Items</b>	
<b>A. Approval of Minutes - May 4, 2022 Workforce Performance Committee Meeting.....</b>	<b>4</b>
<b>B. Approval of New Training Programs.....</b>	<b>9</b>
<b>C. Approval of New Training Provider.....</b>	<b>11</b>
<b>VI. Information Items</b>	
<b>A. REACH Metric Review.....</b>	<b>13</b>
<b>B. Letter Grade Historical Data.....</b>	<b>28</b>
<b>C. One-Stop Operator Update.....</b>	<b>35</b>
<b>D. Special Grants Update.....</b>	<b>40</b>
<b>E. Registered Apprenticeship Programs.....</b>	<b>44</b>
<b>F. Approved Training Providers: Renewal Agreements.....</b>	<b>46</b>
<b>VII. Industry Insights</b>	
<b>VIII. Future Business</b>	
<b>IX. Adjournment</b>	
<b>A. Next Workforce Performance Meeting - November 2, 2022</b>	

# Pledge of Allegiance



**BY-LAWS**  
**Of**  
**Tampa Bay WorkForce Alliance, Inc.**  
**d/b/a CareerSource Tampa Bay**  
A Florida Not-for-Profit Corporation

The provisions of this document constitute the By-Laws which shall be utilized to govern the management and operation of Tampa Bay WorkForce Alliance, Inc. d/b/a CareerSource Tampa Bay, a Florida not-for-profit corporation.

**Section 7.5 – Workforce Performance Committee Membership, Duties and Responsibilities**

The Workforce Performance Committee's general responsibilities shall include, but not be limited to:

- A. Reviewing and recommending for Board approval of the services and programs being delivered to employers and job seekers;
- B. Reviewing and recommending for Board approval of training vendor applications, termination, and other actions pertaining to training vendors;
- C. Reviewing and recommending for Board approval, and maintaining, the Regional Targeted Occupations List.
- D. Reviewing and recommending for Board approval of CSTB's partnerships with economic development organizations and other business associations in accordance with the committee's strategic plan.
- E. Providing assistance with planning and reviewing of operational and other matters relating to the one-stop delivery system;
- F. Providing assistance with planning, operational, and other matters relating to the provision of services to individuals with disabilities;
- G. Reviewing the plans and services of other agencies and one-stop partners relating to improving coordination of services;
- H. Reviewing the enrollment and performance reports of individuals receiving career training and development assistance under WIOA;
- I. Reviewing customer survey feedback to ensure customer input is received and evaluated and where practical made part of the service delivery plan;
- J. Reviewing training vendor reports for performance, compliance and outcomes; and
- K. Reviewing reports of activities related to targeted business sectors.



# Workforce Performance Committee Minutes

CareerSource Tampa Bay  
May 4, 2022 at 9:00 AM EDT

## **Attendance**

### **Members Present (Remote):**

Tom Aderhold, Rick Bennett, Gary Hartfield, John Howell, Robert Blount, III, Steve Morey, Gil Schisler, Jason Woody

### **Members Absent:**

Stephanie Brown-Gilmore, Richard Cranker

### **Staff (Remote):**

Saleema Bennett, Melissa Carroll, Sheila Doyle, John Flanagan, Kay Jefferson, Chad Kunerth, Anna Munro, Don Shepherd, Tammy Stahlgren, Doug Tobin, April Torregiante, Jennifer Wilson, Michelle Zieziula

### **Guests Present (Remote):**

Marcella Blanchett - Division of the Blind, Nancy Brown - Division of the Blind, Nicole Beverley - EDSI, Trevor Stout - EDSI, Maritza Morales - EDSI

### **Board Liaison Present (Remote):**

Ken Jones

- I. Call to order, Welcome and Roll Call (Presenters: Richard Bennett)

Chair Rick Bennett called the meeting to order at 9:00 a.m. There was a quorum present.

- II. Pledge of Allegiance (Presenters: Tom Aderhold)

Tom Aderhold led the Pledge of Allegiance.

- III. Public Comments

There were none.

- IV. Action / Discussion Items

- A. Approval of Minutes - February 2, 2022 Workforce Performance Committee Meeting (Presenters: Richard Bennett)

### **Motion:**

To approve the minutes from February 2, 2022 Workforce Performance Committee Meeting.

Motion moved by Gil Schisler and motion seconded by Tom Aderhold. The motion carried.

- B. Approval of New Training Provider - Net Synergy Virtual Solutions LLC dba LT3 Academy (Presenters: Melissa Carroll)

**Motion:**

To approve LT3 Academy's training provider application and pre-apprenticeship training program.

Motion moved by Gil Schisler and motion seconded by Steve Morey. The motion carried.

- C. Approval of New Training Programs (Presenters: Melissa Carroll)

**Motion:**

To approve FleetForce Truck Driving School, Florida Technical College, Hillsborough County School Board, Hillsborough Community College, New Horizons Computer Learning Center, Southern Technical College, and University of South Florida's applications for new training programs.

Motion moved by Steve Morey and motion seconded by Gil Schisler. The motion carried.

V. Information Items

- A. PY 21-22 Strategic Goals Dashboard Update (Presenters: Chad Kunerth)

High Level overview of the Live Strategic Goals Dashboard was reviewed.

Highlights from Connecting Jobseekers to Careers Pillar:

- System Traffic is up 23% this program year compared to last program year.
- Individuals served was down 3% from last year.
- Job Fairs and IHR's were up 28% from last year.
- Placements are down 29%.
- Business served - Small Businesses Served is at 561 a 40% decrease.
- Work Based Learning is at 128. with a goal of 150.
- OJT is at 71 enrollments this year, with a goal of 100.
- IWT is at 30, with a goal of 100.

Functional full employment is 5% unemployed and we're at 3.2%.

The following discussion ensued:

Regarding not meeting goals, a lot of it is just the lack of foot traffic, people not walking in. It's not for a lack of having job fairs. We're holding two or three job fairs a month for our employers, that's not the issue. We're just not seeing interest from the job seekers to connect to these employers. I think one job fair we had saw 14 people show up.

Is it simply a trend that's either regional or national? While we can't compare ourselves to any anything outside of the state of Florida, we can do a comparison of primary indicators to Miami and Jacksonville and Central Florida. We can provide that for our next meeting, and we can kind of delve into this further.

B. Training Provider Outcome Report: PY21-22 (April 2021-March 2022) (Presenters: Chad Kunerth)

Summary:

39 Programs not meeting any of the criteria.

33 Programs meeting one criteria.

31 Programs meeting two criteria.

15 Programs meeting all three criteria.

The following discussion ensued:

Just to remind everyone that the function of holding providers and programs accountable for performance is moving to DEO.

Discussion:

Are we going to cut off the absolute non-performers? It's really up to the Board to decide. We can bring the recommendation forward, but we've had the moratorium on performance in place. The DEO is taking over control of the approval and removal of programs this coming program year. They probably won't hold them accountable immediately, so they can have a full timeframe for performance review.

The team will investigate through the COO work group to survey the other regions and report back to the committee.

C. Marketing and Public Relations Update (Presenters: Doug Tobin)

High level Marketing and Public Relations and Marketing update was provided.  
No discussion occurred.

D. One-Stop Operator Update (Presenters: Nicole Beverley)

Achievement and Highlights:

Maintain and Develop New Linkages

- 10 new partners have joined CSTB's partner network.
- 30% increase in partners.
- 97 connections were made.
- 35 partner organizations received connections for housing assistance.
- 76 connections were made by CSTB.

E. Policy Updates

Update provided by April Torregiante.

The Migrant Seasonal Farmworker (MSWF) Registration and Agriculture Employer Services and Support Services had minor policy language changes regarding the career source Tampa Bay partner portal switching to the Unite Us platform, which will happen on July 1, 2022.

No discussion occurred

F. Region 15 Quality Assurance Monitoring Review Program Year 21-22

Update provided by April Torregiante. No discussion occurred.

No discussion occurred.

G. Training Program Updates (Presenters: Melissa Carroll)

CareerSource Tampa Bay requires training vendors to submit updated performance costs and data worksheets to report changes within approved training programs. Access Computer Training and Jersey College reported changes to their programs.

No discussion occurred.

H. Registered Apprenticeship Programs (Guests: Melissa Carroll)

Automation Strategy & Performance, LLC. added two registered apprenticeship programs to the CareerSource Tampa Bay ETPL for Apprenticeships.

No discussion occurred.

I. Special Grants Update (Presenters: Saleema Bennett)

High level overview of the Special Grants were provided.

No discussion occurred.

VI. Industry Insights

A. Economic Development (Presenters: Steve Morey)

Tampa Bay EDC formed a Competitiveness Committee to analyze how we compete for jobs in other areas of the country.

Tampa Bay is ranked over 100% compared to any metro area over 450,000 people, which is fantastic, that means Tampa Bay is a great place to live and work. The committee worked with site selection consultants and Tampa came out at 126%. This is important to this committee because this affects the majority of the decisions on where businesses are going to locate.

B. Other industry Sectors

There were none.

VII. Future Business

There was none.

VIII. Adjournment

The meeting adjourned at 10:16 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.





## **Action Item**

### **Approval of Training Programs**

#### **Process for Current Training Providers to Add Additional Programs**

Applications for approval of new training programs for an existing training provider is accepted from January-March (application period). The following must be provided for each training program:

- a) Program Cost & Performance Data Worksheet
- b) A complete course description and new fee schedule; and
- c) A copy of license that includes the course or program being added, if applicable.

A waiver for a new training program addition outside of the application period may be requested and approval will be considered on a case-by-case basis.

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
- ITA Cap: Training customers may receive training assistance under ITA services up to a lifetime cap of \$10,000.00 per individual.
- Limit training programs to those with a minimum entry level wage rate of \$16.25 per hour\* (based on annual regionally adjusted wage rate)

#### **Customer Choice**

WIOA training services must be provided in a manner that maximizes informed consumer choice in selecting an eligible provider. Individuals who are interested in training services are made aware of the full array of training services by CSTB. They are invited to review and research training providers and programs outlined on the CSTB's approved training provider list. Training provider and program selections must fall on CSTB's ETPL to be considered for enrollment through the WIOA program.

#### **Information for Tables Below**

- Average Wage at Placement was provided by the Training Provider
- 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 22-23\*.
- Color legend:

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

## **Hillsborough Community College**

Hillsborough Community College is requesting a waiver for their training programs to be considered outside of the application period for (2) training programs. HCC 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*
Massage Therapy - Certificate	Included	\$5,500.00	\$210.00	\$5,710.00	9-12 months	N/A – New Program	N/A – New Program	\$12.64
Accredited Claims Adjuster and 2-20 General Lines Combo Class - Certificate	Included	\$999.00	Included	\$999.00	8 weeks	N/A – New Program	N/A – New Program	\$26.78

\$6,709.00

Potential Financial Impact	Board Affiliated
<ul style="list-style-type: none"> <li>Maximum Potential CSTB Financial Impact: For 12 enrollments for the 2 programs is: \$80,508.00 (12 x \$6,709)</li> </ul>	<ul style="list-style-type: none"> <li>Dr. Brian Mann</li> </ul> <p>NOTE: At full board meeting this will require related party voting, at which time board member will be required to abstain.</p>

## **University of South Florida, Learning Academy Services**

USF is requesting a waiver for their training programs to be considered outside of the application period for (1) training program. USF submitted a Program Cost and Performance Data Worksheet for the following program:

### **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*
Robotics Process Automation - Certificate	Included	\$3,000.00	Included	\$3,000.00	12 weeks	95%	\$18.00	\$17.17

Potential Financial Impact	Board Affiliated
<ul style="list-style-type: none"> <li>Maximum Potential CSTB Financial Impact: For 12 enrollments for the 2 programs is: \$36,000 (12 x \$3,000)</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>

**Recommendation:** Approval of Hillsborough Community College and University of South Florida's waiver request for the training program additions outside of the application period and application for new training programs.



## **Action Item**

### **Approval of New Training Provider**

#### **Process for New Training Providers**

Applications for new training providers are accepted from January-March (application period). Eligible Training Provider Policy application threshold criteria are as follows:

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- ITA Cap: Training customers may receive training assistance under ITA services up to a lifetime cap of \$10,000.00 per individual.
- Limit training programs to those with a minimum entry level wage rate of \$16.25 per hour hour\* (based on annual regionally adjusted wage rate)

A waiver for a new training provider application outside of the application period may be requested and approval will be considered on a case-by-case basis.

#### **Customer Choice**

WIOA training services must be provided in a manner that maximizes informed consumer choice in selecting an eligible provider. Individuals who are interested in training services are made aware of the full array of training services by CSTB. They are invited to review and research training providers and programs outlined on the CSTB's approved training provider list. Training provider and program selections must fall on CSTB's ETPL to be considered for enrollment through the WIOA program.

#### **Information for Tables Below**

- Average Wage at Placement was provided by the Training Provider
- 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 22-23\*.
- Color legend:

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

**[REMAINDER OF THE PAGE LEFT BLANK]**

## **Livingstone Schools, Inc. dba Florida Trade Academy**

410 S Ware Blvd Suite 1038, Tampa FL 33619

Florida Trade Academy provided a Certificate of Registration, registration date 5/6/2022, from the Florida Department of Education, Division and Adult Education for their pre-apprenticeship programs. Florida Trade Academy self-attested that they will start reporting to FETPIP annually. Staff conducted a site visit on Friday, 7.22.2022.

### **Courses/Certificate/Diploma Programs**

<b>Program – Course # - Type of Degree or Certificate</b>	<b>Books &amp; Supplies</b>	<b>Tuition</b>	<b>Fees</b>	<b>Total Cost</b>	<b>Duration of Training</b>	<b>Completion Rate</b>	<b>Average Wage at Placement</b>	<b>RTOL 22-23 Entry Wage Rate*</b>
Plumbing Level 1 – Pre-apprenticeship	\$750.00	\$7,000.00	\$250.00	\$8,000.00	9 months	N/A – New Program	N/A – New Program	\$14.18
Electrical Level 1 – Pre-apprenticeship	\$750.00	\$7,000.00	\$250.00	\$8,000.00	9 months	N/A – New Program	N/A – New Program	\$20.45
HVACR Level 1 – Pre-apprenticeship Program	\$750.00	\$7,000.00	\$250.00	\$8,000.00	9 months	N/A – New Program	N/A – New Program	\$17.53

- Livingstone School, Inc. originally opened in 2003.
- Each pre-apprentice will work through the NCCER curriculum
- Newly registered FLDOE pre-apprenticeship program first set of classes are scheduled to start September 2022.
- After preliminary coursework is completed, students transition into paid apprenticeships with ABC to complete the full program.

### **Recommendation**

Approval of Florida Trade Academy's waiver request for the training provider application outside of the application period and new training provider application to include the aforementioned pre-apprenticeship training programs.



The Reimagining Education and Career Help Office

# Local Workforce Development Board Draft Letter Grade Formula



# Statutory Authority

Section 14.36(3)(h), *Florida Statutes* – Title IV, Executive Branch; Chapter 14, Governor; Reimagining Education and Career Help Act:

*Develop the criteria for assigning a letter grade for each local workforce development board under s. 445.004. The criteria shall, in part, be based on local workforce development board performance accountability measures and return on investment. The majority of the grade shall be based on the improvement by each local workforce development board in the long-term self-sufficiency of participants through outcome measures such as reduction in long-term public assistance and the percentage of participants whose wages were higher after program completion compared to wages before participation in a program.*



# Project Timeline

## 2021

- **November** – Constituted work group and established bi-weekly meeting cadence
- **December** – Conducted listening session with board representatives & added three board representatives to work group

## 2022

- **January** – Surveyed boards to learn about local performance measures
- **January – April** – Reviewed potential measures and conducted work sessions on formula
- **May 19** – Letter grade items for state board meeting packet due
- **May 23** – CareerSource Florida Virtual Partner Council meeting with LWDBs Executive Directors and CEOs
- **June 2** – Final presentation for board meeting due
- **June 9** – Present letter grade formula and preliminary baseline results to the CareerSource Florida Board of Directors





# Guiding Principles/Measure Development

The REACH Office, with input from the work group, developed ten guiding principles for the development of measures across four categories:

1. Employment Services
2. Training Services
3. Business Services
4. Economic Self-Sufficiency



# Guiding Principle Standards

1. Meet all statutory requirements for the new letter grade system so Floridians can know how well their local boards are performing in the domains of employment, training, and business services.
2. Maintain consistency with existing federal and state accountability mechanisms.
3. Leverage existing measures and data where possible and appropriate.
4. Include valid measures from within the program year wherever appropriate to minimize the time between services provided and the measured outcome.
5. Incentivize improvement—even among high-performing boards.
6. Minimize perverse incentives and unintended consequences.
7. Ensure that boards are not punished for serving customers with the most significant barriers.
8. Assure quality of data through replication and/or systematic technical review.
9. Promote transparency by sharing documentation that describes all data and calculations in the formula.
10. Give boards the opportunity to review draft formulas and provide feedback.



# Draft Measure #1: Employment and Training Services Outcomes – Weight = 20%

Category: Employment and Training Services

- Denominator: The number of federal measures for WIOA and WP programs (18 for 2022 program year)
- Numerator: The number of measures for which the board reached at least 90% of the negotiated local target
- File(s): ETA 9173 Reporting, Floridajobs.org - <http://floridajobs.org/local-workforce-development-board-resources/program-monitoring-and-reports/state-program-reports/common-measures-performance-reports>
- Federal primary indicators for WIOA programs: Adult = 5 measures; Dislocated Worker = 5; Youth = 5; Wagner Peyser = 3; Total = 18 for 2022 program year



# Draft Measure #2: Earning Increase for WIOA Adult, WIOA DW, and WP Participants – Weight = 25%

Category: Employment and Training Services, Self-Sufficiency

- Denominator: EERQ2 Adult, DW, and WP Exiters
- Numerator: Exiters with quarterly earnings two quarters after exit higher than quarterly earnings two quarters prior to participation
- File(s): ETA 9173



# Draft Measure #3: Percent Trained

## Weight = 10%

Category: Training Services

- Denominator: All open participations (SNAP E&T, WT, Adult, Dislocated Workers, Dislocated Workers Grant, Youth, Wagner-Peyser, Trade Adjustment Assistance, WIOA funded grants)
- Numerator: Received training services
- File(s): ETA9173, AD, DW, Youth, WP, DWG, WIOA funded grants; TAPR – TAA; DEO Database Extract - SNAP E&T, WT



# Draft Measure #4: Completion to Funding Ratio

## Weight = 10%

Category: Employment and Training Services

- Denominator: Share of WIOA/WP allocation
- Numerator: Share of WIOA program exiters (EERQ2 Denominator), AD, DW, Youth, WP
- The calculation is capped at 1.00
- File(s): DEO Finance & Accounting, ETA9173 EERQ2 Denominator



# Draft Measure #5: Repeat Business

## Weight = 5%

Category: Business Services

- Denominator: All employer worksites served with core services in the prior three years from the reporting year
- Numerator: Employers from the denominator who received a core service in the most recent year
- Target of 75%: The percentage above will be divided by 0.75 and capped at 1.00
- File(s): DEO Employ Florida Extract





# Draft Measure #6: Business Penetration

## Weight = 5%

Category: Business Services

- Denominator: All active employer worksites in EF
- Numerator: Employers from the denominator who received a core service
- Year-over-year percentage point difference between prior and current year
  - $\geq 10\%$  increase = 100%
  - 6% – 10% increase = 95%
  - 2% – 6% increase = 90%
  - 0% – 2% increase = 80%
  - -2% – 0% decrease = 70%
  - -6% – -2% decrease = 60%
  - -10% – -6% decrease = 55%
  - $\leq -10\%$  decrease = 50%
- File(s): DEO Employ Florida extract





# Draft Measure #7: Reduction in Public Assistance

Weight = 25%

Category: Employment and Training Services, Self-Sufficiency

- Denominator: Number of exiters across all customer groups who received SNAP or TANF cash assistance during period of participation
- Numerator: Number of individuals who were no longer receiving SNAP or TANF in the fourth quarter after exit
- Target: TBD
- File(s): DEO – DCF data match



# Draft Extra Credit Measure: Serving Individuals on Public Assistance

## Bonus of up to five percentage points

Category: Employment and Training Services, Self-Sufficiency

- Denominator: All open participations (SNAP E&T, WT, Adult, Dislocated Workers, Dislocated Workers Grant, Youth, Wagner-Peyser, Trade Adjustment Assistance, WIOA funded grants)
- Numerator: Number of individuals who received SNAP or TANF benefits during their period of participation
- File(s): DEO – DCF data match



# Questions/Comments?

- **Measure 1** (slide 7): Employment and Training Services (WIOA measures)
- **Measure 2** (slide 8): Earning Increase for WIOA Adult, WIOA DW, and WP Participants
- **Measure 3** (slide 9): Percent Trained
- **Measure 4** (slide 10): Completion-to-Funding Ratio
- **Measure 5** (slide 11): Repeat Business
- **Measure 6** (slide 12): Business Penetration
- **Measure 7** (slide 13): Reduction in Public Assistance
- **Extra Credit Measure** (slide 14): Serving Individuals on Public Assistance



Region	Primary Indicators	PI Rank	Work Related Training	WRT Rank	Earnings Increase	EI Rank	Completion to funding	CF Rank	Repeat Business	RB Rank	Business Penetration	BP Rank	Score	Rank
1	0.94	6	0.35	3	0.39	16	0.38	22	0.39	2	1	1	0.44	8
2	0.94	6	0.20	12	0.47	2	0.68	15	0.22	16	0.7	11	0.44	5
3	0.67	20	0.23	6	0.46	3	1.00	1	0.27	9	0.6	19	0.42	15
4	1.00	1	0.10	20	0.44	6	1.00	1	0.25	11	0.8	4	0.48	2
5	0.72	19	0.11	17	0.42	10	0.90	11	0.18	20	0.7	11	0.40	19
6	0.78	16	0.21	8	0.45	5	0.85	13	0.34	4	0.7	11	0.43	9
7	0.56	23	0.11	15	0.45	4	0.64	17	0.32	5	0.55	23	0.35	23
8	1.00	1	0.22	7	0.38	17	0.45	21	0.32	6	0.8	4	0.42	12
9	0.78	16	0.19	9	0.44	7	1.00	1	0.20	17	0.6	19	0.43	11
10	0.94	6	0.30	3	0.44	8	0.38	23	0.25	12	0.8	4	0.42	13
11	0.89	11	0.24	4	0.38	18	0.53	19	0.29	7	0.8	4	0.41	18
12	1.00	1	0.28	3	0.37	20	0.87	12	0.17	21	0.7	11	0.45	4
13	1.00	1	0.06	12	0.40	12	1.00	1	0.42	1	0.95	2	0.48	1
14	0.83	14	0.20	5	0.33	24	1.00	1	0.13	24	0.8	4	0.42	16
15	0.67	20	0.23	3	0.39	14	0.65	16	0.16	22	0.8	4	0.37	21
16	0.89	11	0.11	8	0.39	15	1.00	1	0.26	10	0.7	11	0.44	7
17	0.89	11	0.14	6	0.40	11	1.00	1	0.24	15	0.7	11	0.44	6
18	0.67	20	0.14	5	0.36	22	0.82	14	0.19	18	0.6	19	0.36	22
19	0.78	16	0.12	5	0.43	9	1.00	1	0.36	3	0.6	19	0.43	10
20	0.94	6	0.20	3	0.39	13	0.56	18	0.25	13	0.7	11	0.41	17
21	0.83	14	0.10	4	0.36	21	1.00	1	0.19	19	0.8	4	0.42	14
22	0.94	6	0.43	1	0.34	23	0.30	24	0.15	23	0.7	11	0.39	20
23	0.44	24	0.17	2	0.37	19	1.00	1	0.24	14	0.55	23	0.34	24
24	1.00	1	0.36	1	0.50	1	0.47	20	0.29	8	0.9	3	0.47	3

PY2021

LWDB	PY 2017			PY 2018			PY 2019	
	# of primary indicators met >= 90%	# of primary indicators	Rate	# of primary indicators met >= 90%	# of primary indicators	Rate	# of primary indicators met >= 90%	# of primary indicators
1	10	11	90.9%	12	14	85.7%	13	14
2	10	11	90.9%	10	14	71.4%	11	14
3	10	11	90.9%	14	14	100.0%	14	14
4	10	11	90.9%	11	14	78.6%	14	14
5	10	11	90.9%	12	14	85.7%	11	14
6	10	11	90.9%	12	14	85.7%	13	14
7	10	11	90.9%	11	14	78.6%	11	14
8	11	11	100.0%	13	14	92.9%	13	14
9	10	11	90.9%	14	14	100.0%	11	14
10	10	11	90.9%	14	14	100.0%	14	14
11	9	11	81.8%	13	14	92.9%	11	14
12	11	11	100.0%	12	14	85.7%	13	14
13	11	11	100.0%	14	14	100.0%	14	14
14	11	11	100.0%	14	14	100.0%	14	14
15	11	11	100.0%	13	14	92.9%	12	14
16	11	11	100.0%	14	14	100.0%	14	14
17	11	11	100.0%	14	14	100.0%	13	14
18	11	11	100.0%	12	14	85.7%	13	14
19	8	11	72.7%	12	14	85.7%	12	14
20	11	11	100.0%	14	14	100.0%	13	14
21	11	11	100.0%	13	14	92.9%	13	14
22	11	11	100.0%	13	14	92.9%	14	14
23	8	11	72.7%	10	14	71.4%	8	14
24	11	11	100.0%	14	14	100.0%	13	14

Source: <https://www.floridajobs.org/local-workforce-development-board-resources/program-monitoring>

Source: <https://www.floridajobs.org/local-workforce-development-board-resources/program-monitoring>

LWDB	PY 2017			PY 2018			PY 2019			PY 2020		
	Received training related services (see tab 'Percent trained Codes')	SNAP E&T, WT, Adult, DW, NDWG, Youth, WP and WIOA funded grant Participants (No TAA) 07/2017-06/2018	Rate	Received training related services (see tab 'Percent trained Codes')	SNAP E&T, WT, Adult, DW, NDWG, Youth, WP and WIOA funded grant Participants (No TAA) 07/2018-06/2019	Rate	Received training related services (see tab 'Percent trained Codes')	SNAP E&T, WT, Adult, DW, NDWG, Youth, WP, TAA and WIOA funded grant Participants 07/2019-06/2020	Rate	Received training related services (see tab 'Percent trained Codes')	SNAP E&T, WT, Adult, DW, NDWG, Youth, WP, TAA and WIOA funded grant Participants 07/2020-06/2021	Rate
1	985	7,261	13.6%	814	5,879	13.8%	1,100	3,642	30.2%	626	1,766	35.4%
2	320	3,811	8.4%	339	3,301	10.3%	275	2,120	13.0%	190	974	19.5%
3	433	3,880	11.2%	355	2,842	12.5%	335	2,402	13.9%	242	1,037	23.3%
4	556	6,418	8.7%	357	5,019	7.1%	331	3,295	10.0%	211	2,192	9.6%
5	940	5,806	16.2%	863	6,111	14.1%	591	4,430	13.3%	377	3,390	11.1%
6	427	4,225	10.1%	339	3,515	9.6%	270	2,309	11.7%	191	917	20.8%
7	536	4,308	12.4%	365	3,527	10.3%	204	3,262	6.3%	98	862	11.4%
8	2,871	17,843	16.1%	2,335	15,554	15.0%	1,870	12,046	15.5%	1,654	7,445	22.2%
9	1,677	13,971	12.0%	1,151	11,728	9.8%	872	4,134	21.1%	499	2,683	18.6%
10	1,016	9,580	10.6%	811	6,046	13.4%	994	4,046	24.6%	540	1,825	29.6%
11	1,779	11,349	15.7%	1,165	6,519	17.9%	1,025	4,749	21.6%	610	2,522	24.2%
12	7,839	33,121	23.7%	6,356	21,559	29.5%	5,141	20,161	25.5%	4,432	15,634	28.3%
13	1,179	22,590	5.2%	1,256	12,984	9.7%	855	12,567	6.8%	442	7,423	6.0%
14	4,530	35,097	12.9%	3,040	17,883	17.0%	2,202	9,164	24.0%	1,552	7,944	19.5%
15	5,945	55,579	10.7%	4,409	24,511	18.0%	3,176	14,605	21.7%	2,199	9,713	22.6%
16	2,297	23,659	9.7%	2,052	18,922	10.8%	1,743	15,801	11.0%	1,136	10,663	10.7%
17	2,053	11,935	17.2%	1,703	8,956	19.0%	1,209	6,890	17.5%	984	6,959	14.1%
18	914	7,604	12.0%	848	4,542	18.7%	682	4,115	16.6%	443	3,097	14.3%
19	521	4,529	11.5%	437	4,061	10.8%	389	3,146	12.4%	293	2,395	12.2%
20	926	7,918	11.7%	900	6,546	13.7%	783	4,912	15.9%	552	2,720	20.3%
21	2,017	24,178	8.3%	2,008	19,510	10.3%	2,222	18,568	12.0%	1,517	14,577	10.4%
22	5,225	18,913	27.6%	4,293	14,840	28.9%	3,876	10,682	36.3%	2,904	6,800	42.7%
23	10,007	77,403	12.9%	9,220	53,542	17.2%	9,200	55,278	16.6%	8,631	49,730	17.4%
24	3,263	14,450	22.6%	2,399	11,394	21.1%	2,089	8,873	23.5%	1,292	3,599	35.9%

LWDB	PY 2018					PY 2019					PY 2020				
	Numerator - 04/2018 - 03/2019 WIOA Adult, DW, Youth and WP Exits	% Share	Denominator-PY 18 Funding (WIOA Adult, Supplemental WIOA Adult, WIOA DW, Supplemental WIOA DW, WIOA Youth, WP)	% Share	RATE	Numerator - 04/2019 - 03/2020 WIOA Adult, DW, Youth and WP Exits	% Share	Denominator-PY 19 Funding (WIOA Adult, Supplemental WIOA Adult, WIOA DW, Supplemental WIOA DW, WIOA Youth, WP, RESEA, VETS)	% Share	RATE	Numerator - 04/2020 - 03/2021 WIOA Adult, DW, Youth and WP Exits	% Share	Denominator-PY 20 Funding (WIOA Adult, Supplemental WIOA Adult, WIOA DW, Supplemental WIOA DW, WIOA Youth, WP, RESEA, VETS)	% Share	RATE
1	5,113	2.3%	\$3,614,970	2.3%	101.6%	2,645	1.6%	\$3,658,210	2.3%	69.4%	946	0.9%	\$3,821,491	2.4%	38.0%
2	3,062	1.4%	\$1,395,578	0.9%	157.6%	2,185	1.3%	\$1,539,357	1.0%	136.3%	712	0.7%	\$1,602,955	1.0%	68.2%
3	2,455	1.1%	\$1,120,814	0.7%	157.4%	1,966	1.2%	\$1,113,022	0.7%	169.6%	709	0.7%	\$1,045,353	0.7%	104.1%
4	5,009	2.2%	\$1,619,153	1.0%	222.3%	2,849	1.7%	\$2,059,000	1.3%	132.9%	1,531	1.5%	\$2,181,915	1.4%	107.7%
5	5,179	2.3%	\$3,994,906	2.5%	93.1%	4,226	2.5%	\$3,977,851	2.5%	102.0%	2,476	2.4%	\$4,201,955	2.6%	90.5%
6	3,568	1.6%	\$1,191,346	0.7%	215.2%	2,563	1.5%	\$1,063,600	0.7%	231.4%	572	0.5%	\$1,034,303	0.6%	84.9%
7	2,695	1.2%	\$988,670	0.6%	195.8%	2,770	1.7%	\$1,108,213	0.7%	240.0%	533	0.5%	\$1,281,029	0.8%	63.9%
8	9,421	4.2%	\$11,911,080	7.4%	56.8%	7,739	4.7%	\$11,417,330	7.1%	65.1%	3,638	3.5%	\$12,432,770	7.8%	44.9%
9	10,552	4.7%	\$2,776,732	1.7%	273.0%	3,528	2.1%	\$2,813,783	1.8%	120.4%	1,976	1.9%	\$3,004,784	1.9%	101.0%
10	4,955	2.2%	\$4,404,701	2.8%	80.8%	3,075	1.8%	\$4,510,223	2.8%	65.5%	1,171	1.1%	\$4,744,219	3.0%	37.9%
11	4,232	1.9%	\$4,920,623	3.1%	61.8%	3,695	2.2%	\$4,583,420	2.9%	77.4%	1,580	1.5%	\$4,569,556	2.9%	53.1%
12	14,047	6.3%	\$18,177,290	11.3%	55.5%	13,531	8.1%	\$17,305,107	10.8%	75.1%	9,809	9.4%	\$17,268,855	10.8%	87.2%
13	11,176	5.0%	\$3,905,167	2.4%	205.6%	11,265	6.8%	\$4,366,225	2.7%	247.7%	7,078	6.8%	\$4,476,476	2.8%	242.8%
14	17,890	8.0%	\$6,151,730	3.8%	208.9%	8,251	5.0%	\$6,246,927	3.9%	126.8%	5,415	5.2%	\$6,082,329	3.8%	136.7%
15	25,655	11.5%	\$10,851,824	6.8%	169.8%	10,556	6.3%	\$11,472,922	7.2%	88.3%	5,376	5.2%	\$12,645,736	7.9%	65.3%
16	6,652	3.0%	\$5,111,483	3.2%	93.5%	8,657	5.2%	\$5,291,185	3.3%	157.1%	9,130	8.8%	\$5,413,658	3.4%	258.9%
17	7,299	3.3%	\$5,750,078	3.6%	91.2%	5,256	3.2%	\$5,979,937	3.7%	84.4%	4,820	4.6%	\$6,335,083	4.0%	116.8%
18	3,419	1.5%	\$4,273,746	2.7%	57.5%	3,419	2.1%	\$4,262,275	2.7%	77.0%	2,413	2.3%	\$4,495,918	2.8%	82.4%
19	3,603	1.6%	\$2,085,025	1.3%	124.1%	3,040	1.8%	\$1,889,614	1.2%	154.5%	1,695	1.6%	\$2,173,743	1.4%	119.7%
20	5,700	2.6%	\$4,834,639	3.0%	84.7%	4,751	2.9%	\$4,913,067	3.1%	92.9%	1,673	1.6%	\$4,596,110	2.9%	55.9%
21	16,836	7.6%	\$11,230,536	7.0%	107.7%	17,930	10.8%	\$11,155,646	7.0%	154.3%	12,347	11.8%	\$10,908,148	6.8%	173.8%
22	9,966	4.5%	\$14,316,709	8.9%	50.0%	6,912	4.2%	\$13,593,320	8.5%	48.8%	2,649	2.5%	\$13,397,753	8.4%	30.4%
23	34,243	15.4%	\$26,172,226	16.3%	94.0%	27,999	16.8%	\$27,335,782	17.1%	98.4%	23,375	22.4%	\$23,778,610	14.9%	150.9%
24	10,204	4.6%	\$9,360,618	5.8%	78.3%	7,530	4.5%	\$8,063,305	5.0%	89.7%	2,635	2.5%	\$8,590,701	5.4%	47.1%
	222,931		\$160,159,644			166,338		\$159,719,321			104,259		\$160,083,450		

LWDB	PY 2017				PY 2018				PY 2019				PY 2020			
	Exiters with quarterly earnings two quarters after exit higher than quarterly earnings two quarters prior to participation	Adult and DW Exiters <i>(no WP)</i> 07/2016-06/2017	Rate		Exiters with quarterly earnings two quarters after exit higher than quarterly earnings two quarters prior to participation	Adult, DW, and WP Exiters 07/2017-06/2018	Rate		Exiters with quarterly earnings two quarters after exit higher than quarterly earnings two quarters prior to participation	Adult, DW, and WP Exiters 07/2018-06/2019	Rate		Exiters with quarterly earnings two quarters after exit higher than quarterly earnings two quarters prior to participation	Adult, DW, and WP Exiters 07/2019-06/2020	Rate	
1	130	156	83.3	0.8	2,395	5,565	43.0	0.4	1,819	4,219	43.1	0.4	848	2,193	38.7	
2	67	90	74.4	0.7	1,497	3,163	47.3	0.5	1,342	2,819	47.6	0.5	821	1,750	46.9	
3	46	57	80.7	0.8	1,565	3,308	47.3	0.5	1,056	2,086	50.6	0.5	810	1,777	45.6	
4	132	168	78.6	0.8	2,388	5,350	44.6	0.4	1,903	4,197	45.3	0.5	1,104	2,496	44.2	
5	69	94	73.4	0.7	2,015	4,437	45.4	0.5	2,446	5,039	48.5	0.5	1,530	3,629	42.2	
6	57	70	81.4	0.8	2,011	3,958	50.8	0.5	1,586	3,170	50.0	0.5	914	2,051	44.6	
7	29	32	90.6	0.9	1,517	3,076	49.3	0.5	1,087	2,411	45.1	0.5	1,078	2,383	45.2	
8	823	964	85.4	0.9	3,901	9,184	42.5	0.4	4,007	8,914	45.0	0.4	2,368	6,203	38.2	
9	91	110	82.7	0.8	2,839	5,495	51.7	0.5	4,756	10,501	45.3	0.5	1,258	2,846	44.2	
10	84	105	80.0	0.8	3,386	7,314	46.3	0.5	2,031	4,120	49.3	0.5	1,080	2,466	43.8	
11	320	444	72.1	0.7	3,564	8,741	40.8	0.4	1,563	3,880	40.3	0.4	1,214	3,216	37.7	
12	1,239	1,723	71.9	0.7	10,580	21,863	48.4	0.5	5,701	12,944	44.0	0.4	4,792	13,127	36.5	
13	142	194	73.2	0.7	8,869	20,797	42.6	0.4	4,897	10,921	44.8	0.4	4,445	11,211	39.6	
14	1,799	2,701	66.6	0.7	11,211	26,017	43.1	0.4	5,502	13,864	39.7	0.4	2,141	6,567	32.6	
15	1,643	2,379	69.1	0.7	18,578	43,770	42.4	0.4	7,846	18,480	42.5	0.4	3,573	9,113	39.2	
16	459	659	69.7	0.7	4,395	10,409	42.2	0.4	3,304	7,566	43.7	0.4	3,174	8,125	39.1	
17	241	320	75.3	0.8	4,082	9,262	44.1	0.4	2,902	6,500	44.6	0.4	1,816	4,528	40.1	
18	238	298	79.9	0.8	2,627	6,312	41.6	0.4	1,379	3,334	41.4	0.4	1,158	3,254	35.6	
19	25	50	50.0	0.5	1,851	3,733	49.6	0.5	1,655	3,364	49.2	0.5	1,106	2,595	42.6	
20	230	309	74.4	0.7	2,762	6,358	43.4	0.4	2,310	5,375	43.0	0.4	1,550	3,946	39.3	
21	187	285	65.6	0.7	8,542	21,510	39.7	0.4	6,400	16,844	38.0	0.4	5,943	16,440	36.1	
22	431	674	63.9	0.6	5,012	12,574	39.9	0.4	3,760	9,274	40.5	0.4	1,876	5,471	34.3	
23	2,490	3,888	64.0	0.6	24,538	56,451	43.5	0.4	13,720	30,717	44.7	0.4	9,319	25,278	36.9	
24	414	503	82.3	0.8	5,981	11,304	52.9	0.5	4,756	8,913	53.4	0.5	3,274	6,565	49.9	



LWDB	PY 2018				PY 2019				PY 2020			
	Numerator- Worksites from the denominator who received a core service in the most recent year 07/2018- 06/2019	Denominator - worksites served with core services in the prior three years from the reporting year 07/2015- 06/2018	RATE		Numerator- Worksites from the denominator who received a core service in the most recent year 07/2019- 06/2020	Denominator - worksites served with core services in the prior three years from the reporting year 07/2016-06/2019	RATE		Numerator- Worksites from the denominator who received a core service in the most recent year 07/2020- 06/2021	Denominator - worksites served with core services in the prior three years from the reporting year 07/2017-06/2020	RATE	
1	904	3,105	29.1	0.3	1,149	3,368	34.1	0.341	1,536	3,898	39.4	
2	815	2,795	29.2	0.3	870	3,141	27.7	0.277	694	3,113	22.3	
3	435	1,727	25.2	0.3	397	1,471	27.0	0.270	341	1,260	27.1	
4	771	3,910	19.7	0.2	688	2,971	23.2	0.232	656	2,616	25.1	
5	746	3,416	21.8	0.2	624	3,155	19.8	0.198	499	2,751	18.1	
6	446	1,491	29.9	0.3	477	1,411	33.8	0.338	416	1,220	34.1	
7	354	1,051	33.7	0.3	452	1,114	40.6	0.406	384	1,209	31.8	
8	1,281	6,457	19.8	0.2	1,708	6,125	27.9	0.279	1,923	6,086	31.6	
9	1,541	3,104	49.6	0.5	1,094	3,731	29.3	0.293	752	3,778	19.9	
10	918	3,719	24.7	0.2	876	3,635	24.1	0.241	824	3,293	25.0	
11	804	3,404	23.6	0.2	787	3,069	25.6	0.256	779	2,661	29.3	
12	3,104	17,336	17.9	0.2	3,178	17,540	18.1	0.181	2,381	14,175	16.8	
13	2,307	5,790	39.8	0.4	2,128	6,255	34.0	0.340	2,734	6,482	42.2	
14	583	6,150	9.5	0.1	530	5,130	10.3	0.103	476	3,787	12.6	
15	1,091	11,515	9.5	0.1	899	7,396	12.2	0.122	958	5,987	16.0	
16	1,021	4,987	20.5	0.2	1,082	4,335	25.0	0.250	1,024	3,906	26.2	
17	1,046	4,320	24.2	0.2	1,097	4,307	25.5	0.255	921	3,819	24.1	
18	646	3,894	16.6	0.2	950	3,649	26.0	0.260	727	3,762	19.3	
19	1,306	3,219	40.6	0.4	1,483	3,401	43.6	0.436	1,223	3,373	36.3	
20	680	2,962	23.0	0.2	901	3,066	29.4	0.294	743	3,019	24.6	
21	1,051	5,795	18.1	0.2	1,011	5,764	17.5	0.175	1,007	5,297	19.0	
22	4,015	20,846	19.3	0.2	3,128	19,313	16.2	0.162	2,332	15,443	15.1	
23	11,589	43,184	26.8	0.3	13,601	38,465	35.4	0.354	9,225	37,851	24.4	
24	725	4,072	17.8	0.2	715	3,629	19.7	0.197	1,026	3,579	28.7	

LWDB	PY18Q4				PY19Q4				PY20Q4			
	Worksites from the denominator who received a core service 07/2018-06/2019	All active employer worksites in EF	Rate	Year over year change	Worksites from the denominator who received a core service 07/2019-06/2020	All active employer worksites in EF	Rate	Year over year change	Worksites from the denominator who received a core service 07/2020-06/2021	All active employer worksites in EF	Rate	Year over year change
1	1,848	9,932	18.6	1.5	2,206	9,932	22.2	3.6	3,141	9,932	31.6	9.4
2	1,664	9,470	17.6	1.3	1,423	9,470	15.0	-2.5	1,258	9,470	13.3	-1.7
3	721	2,962	24.3	0.3	558	2,962	18.8	-5.5	469	2,962	15.8	-3.0
4	1,303	9,369	13.9	-1.9	1,058	9,369	11.3	-2.6	1,106	9,369	11.8	0.5
5	1,272	8,966	14.2	-6.2	906	8,966	10.1	-4.1	799	8,966	8.9	-1.2
6	677	2,736	24.7	1.0	637	2,736	23.3	-1.5	625	2,736	22.8	-0.4
7	605	2,519	24.0	-0.8	708	2,519	28.1	4.1	503	2,519	20.0	-8.1
8	3,052	25,584	11.9	1.6	3,045	25,584	11.9	0.0	3,387	25,584	13.2	1.3
9	2,495	8,742	28.5	4.8	1,601	8,742	18.3	-10.2	1,184	8,742	13.5	-4.8
10	1,574	10,571	14.9	-2.3	1,327	10,571	12.6	-2.3	1,341	10,571	12.7	0.1
11	1,329	11,789	11.3	-2.3	1,203	11,789	10.2	-1.1	1,305	11,789	11.1	0.9
12	6,043	45,406	13.3	-5.0	5,204	45,406	11.5	-1.8	4,324	45,406	9.5	-1.9
13	3,587	15,100	23.8	0.5	3,119	15,100	20.7	-3.1	4,487	15,100	29.7	9.1
14	1,382	25,051	5.5	-3.8	1,032	25,051	4.1	-1.4	1,140	25,051	4.6	0.4
15	2,244	29,163	7.7	-3.5	2,057	29,163	7.1	-0.6	2,258	29,163	7.7	0.7
16	1,813	16,363	11.1	-0.5	1,880	16,363	11.5	0.4	1,824	16,363	11.1	-0.3
17	1,962	11,517	17.0	-1.3	1,716	11,517	14.9	-2.1	1,515	11,517	13.2	-1.7
18	1,367	13,429	10.2	-2.7	1,996	13,429	14.9	4.7	1,538	13,429	11.5	-3.4
19	2,100	6,157	34.1	4.4	1,873	6,157	30.4	-3.7	1,626	6,157	26.4	-4.0
20	1,462	12,056	12.1	0.6	1,551	12,056	12.9	0.7	1,509	12,056	12.5	-0.3
21	2,294	27,694	8.3	-1.8	1,964	27,694	7.1	-1.2	2,265	27,694	8.2	1.1
22	7,137	47,334	15.1	-3.1	5,325	47,334	11.2	-3.8	4,918	47,334	10.4	-0.9
23	17,293	74,997	23.1	-1.7	20,966	74,997	28.0	4.9	13,863	74,997	18.5	-9.5
24	1,401	20,703	6.8	-1.5	1,407	20,703	6.8	0.0	1,833	20,703	8.9	2.1

# Information Item- One Stop Operator Update 08.03.2022

CareerSource Tampa Bay defined the role of a One-Stop Operator as an entity that coordinates the service delivery of participating one-stop partners and service providers within the Career Centers.

EDSI, Inc. has been our One-Stop Operator for the past 3 months. Nicole Beverley, One-Stop Operator of EDSI, Inc. manages our One-Stop Operator contract.

Below is a summary of their achievements during the time period of July 1 - June 30, 2022:

## Maintain & Develop New Linkages



**11** new partners have joined CSTB's partner network

1. Habitat for Humanity of Hillsborough County
2. Fifth Third Bank - Financial Wellness Program
3. Success 4 Kids & Families
4. The Centre for Women
5. Blanket Tampa Bay
6. Positive Spin
7. Hope Florida - A Pathway for Prosperity
8. University Area CDC
9. Tampa Bay Community Network
10. Bay Area Community Resource Center
11. The Grow Group

**30%**  
increase of  
partners in  
network



Total connections received from portal portal:

**129**  
connections were made



**Launched the Unite Us Referral Platform within the partner network**



**Launching monthly mandatory partner meetings to foster meaningful partnerships.**

Time Period: May 2022

## Net Promoter (Job Seeker) Results:

- 6,281 total surveys were sent out with 848 responses received for an average response rate of 14%.
- Regional NPS (**48%**) scores have exceeded target almost each month of the 30% goal.

**52%**

of Job Seekers rated received help from CSTB in attaining new employment to be very valuable to extremely valuable.

## Employer Results:

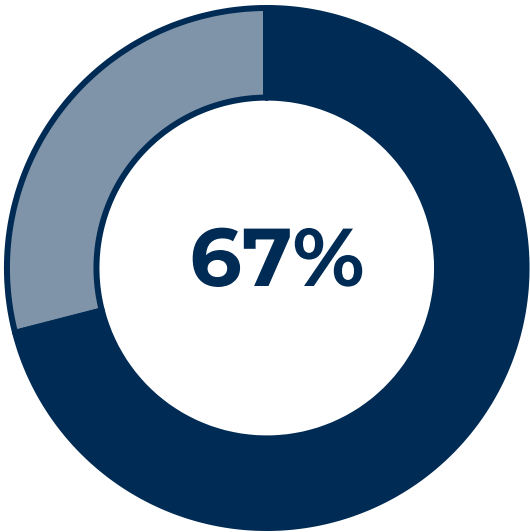
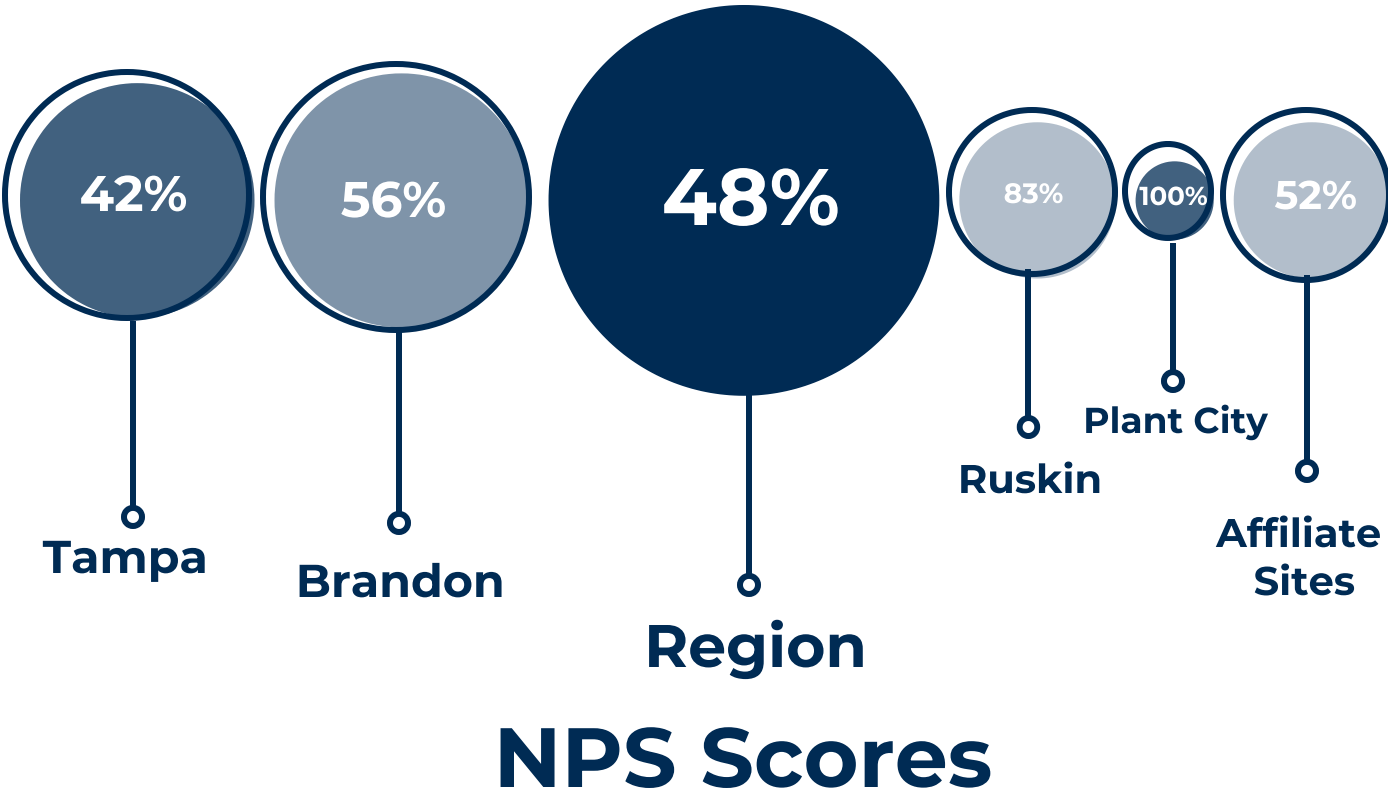
- 1,878 total surveys were sent out with **146 responses** received for an average rate of 7.8%.
- **46%** of employers listed CSTB as a top 3 resource for recruiting qualified candidate for this program year.
- **73%** of employers rated CSTB services as Effective, Very Effective, or Extremely Effective.
- **45%** of employers rated the CSTB staff as Extremely Professional to Professional.

# May 2022

## CUSTOMER SATISFACTION SURVEY

The customer satisfaction is measured using Net Promotor Score (NPS). NPS is a customer loyalty and satisfaction measurement taken from asking customers how likely they are to recommend your product or service to others on a scale of 0-10. It is an indicator of customer experience, customer satisfaction, and brand loyalty.

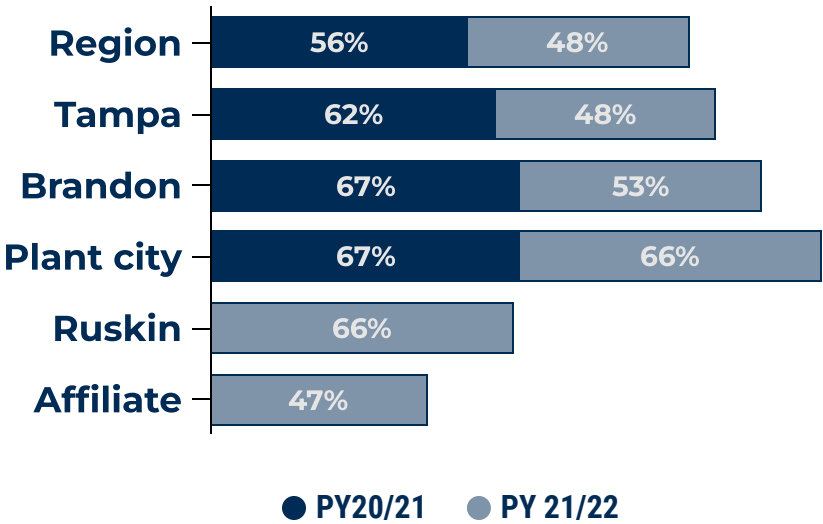
This survey reflects customers that received services from CSTB during the month of May 2022. YTD (year to date) timeframe is July 2022 - May 2022.



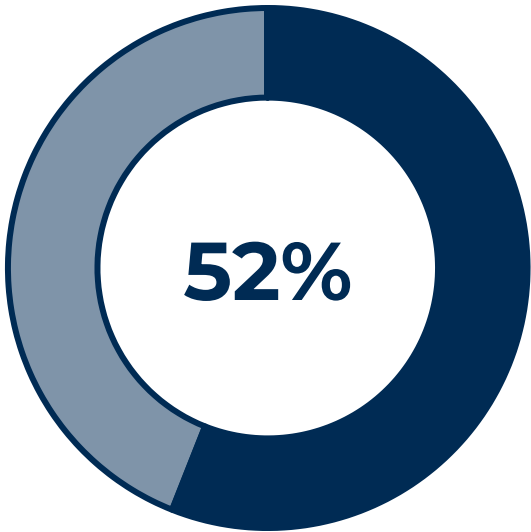
of respondents received services from the Tampa Center. YTD 70% of respondents received services from the Tampa center.

A total of 132 responses collected from the 725 survey invites sent out, which reflects a 18% response rate. YTD a total of 6,281 survey invites sent out with 848 responses yielding a 14% response rate. The region's current YTD NPS Score is 48% that reflects "Great" on the scale. This is 18% higher than the regional NPS score goal of 30%.

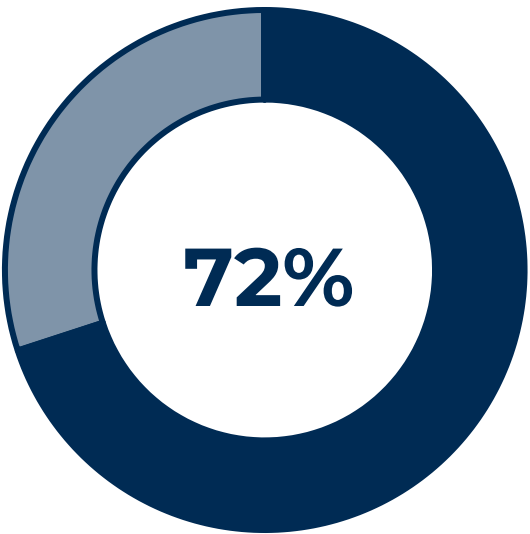
### NPS Program Year Comparison



PY 20/21 reflects the timeframe of July 2020 - June 2021.



of respondents rated the resource received in helping them attain new employment to be very valuable to extremely valuable (YTD 62%).



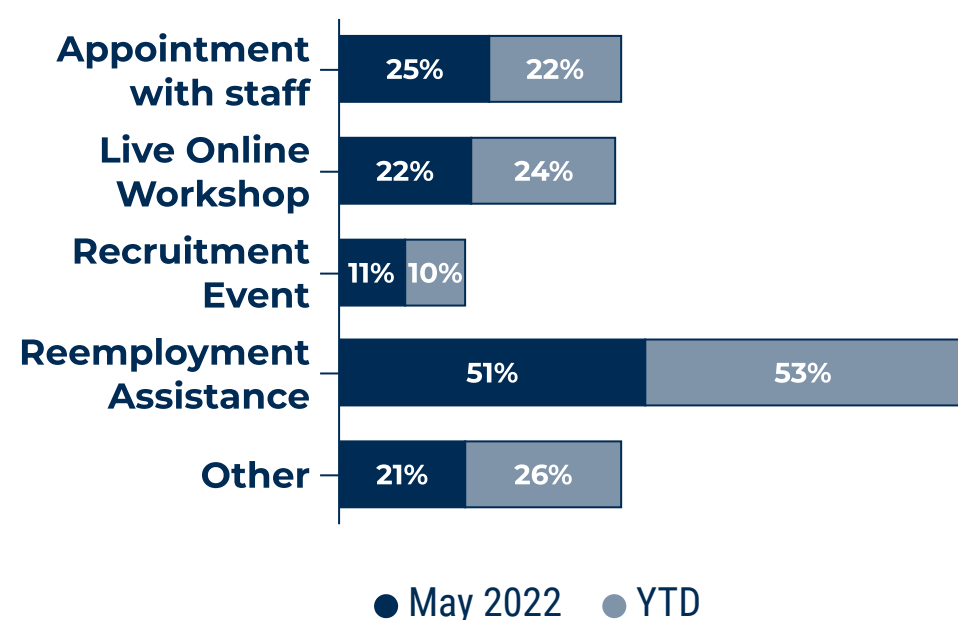
of respondents received assistance through the Welcome Center. Also, 66% of these customers found the resource(s) and information received through the Welcome Center to be very valuable to extremely valuable.



Without the WIOA program I would never have been able to go to school and learn a trade. Because of the program I have a job where I can take care of myself and be proud of. I went from almost being homeless to working for TGH! I'm full of hope for the future and I can never say thank you enough.

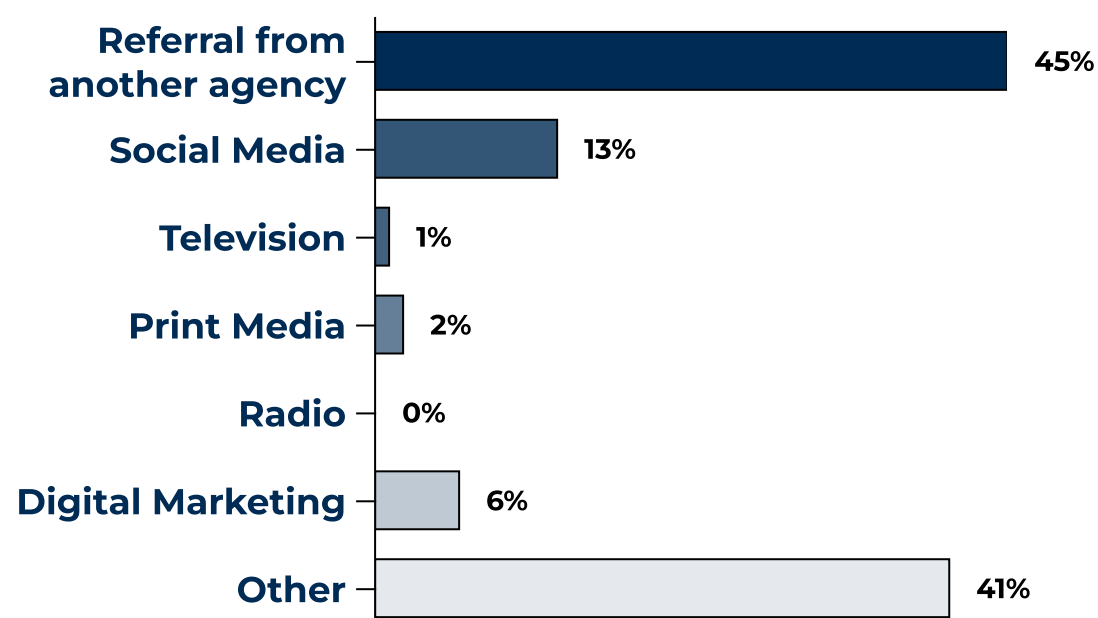
-Tampa Customer Testimonial

## How did you hear about CSTB?



### Other services:

- Access WIOA
- Mandatory program requirements
- Resource Room
- General services(i.e. identifying career objectives, workshop calendar, etc.)



### Other avenues:

- Past experience
- Walk-In
- Word of mouth
- Reemployment Assistance/ UC
- Mandatory program referral
- Previous employee
- Driving past the building
- Training Provider
- EmployFlorida.com
- DCF

## Positive Feedback:

**"Keep up the excellent work  
CareerSource Tampa Bay!!"**

**"Very good! I learned a lot."**

**"Staff is excellent."**

**"Thank you so much for all the helpful information"**

**"Everyone at the new office in Brandon/Tampa were extremely helpful each time I had gone in or on the phone."**

**"I just want to thank each and every worker from the Brandon building, they are truly a team focused to help citizens on their path to success."**

**"Career source and the WIOA didn't just change my life but saved it! Everyone was always kind and respectful always finding a way to help me. I would always suggest career source to anyone who needs help. I will always be grateful. Thank you for my new life ❤️ "**

**"It a peaceful place that has so many resources to help on the transition of making a future and convert yourself into someone more prepared. The staff at Brandon is simply amazing. Front desk Mr. Al is wonderful and efficient, understanding and all the staff has the patience needed with people struggling with different situations."**

**"Ms. Pamela Reynolds, Thank you very much for all that you do."**

**"Yes, keep up the good service you are giving to the people that are in need of getting assistance in getting themselves in the workforce."**

**"Excellent career  
training/workforce information  
centers "**

**"CareerSource has been very helpful with everything I have asked of them. "**

**"I like the individual attention and training in specific areas also the information given to us regarding every job fair out there."**





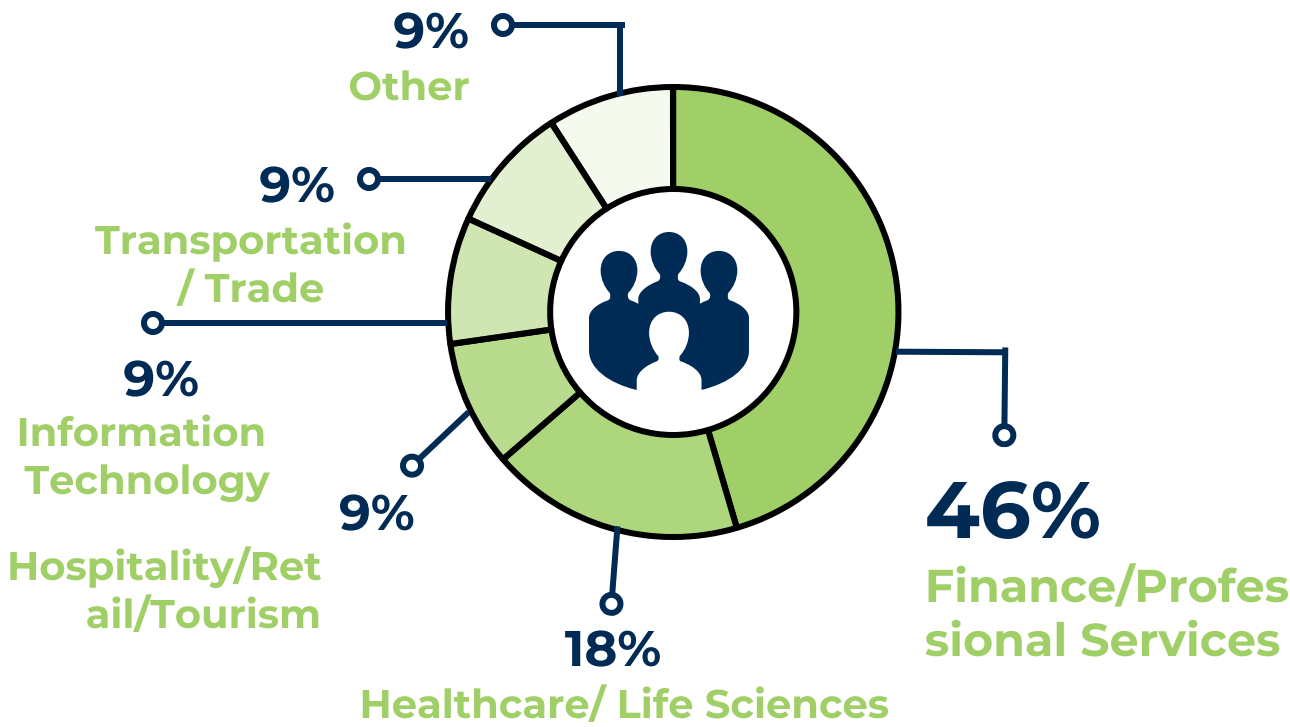
# May 2022

## EMPLOYER SURVEY

The Employer Survey provides key insights on employer's views of the organization and service delivered. This survey reflects employers that were served during the month of May 2022.

YTD Timeframe: July 2021 - May 2022

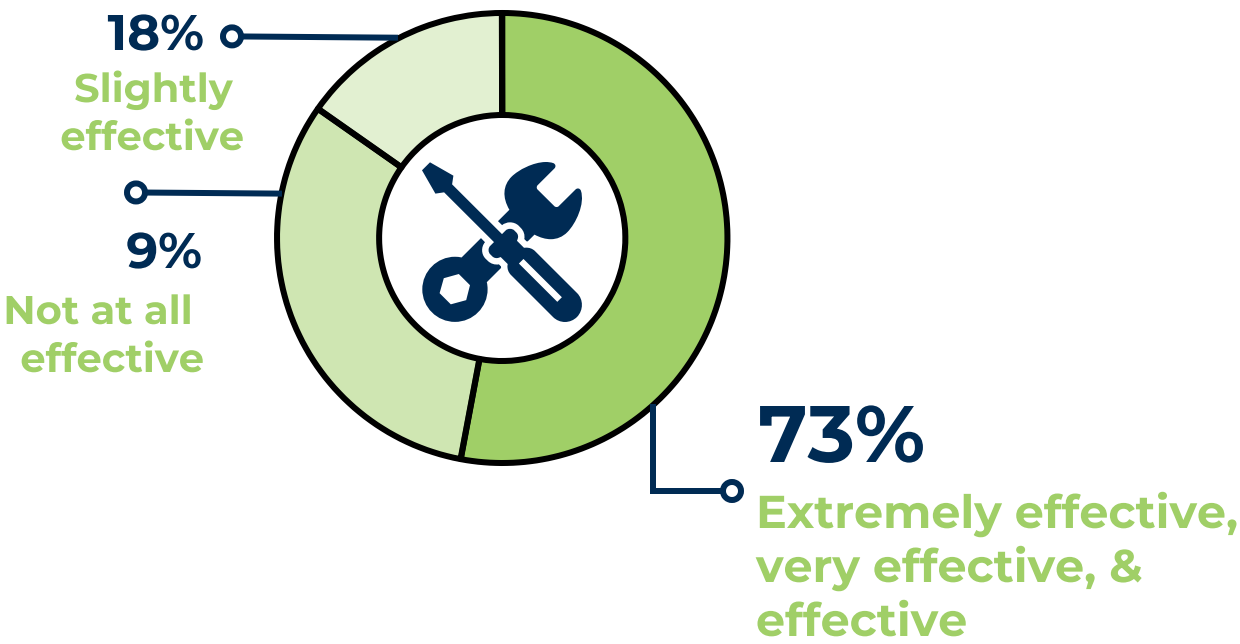
### Breakdown of Sectors represented in survey results.



A total of 11 responses were collected from the 149 invites sent out, which reflects a 7.4% response rate.

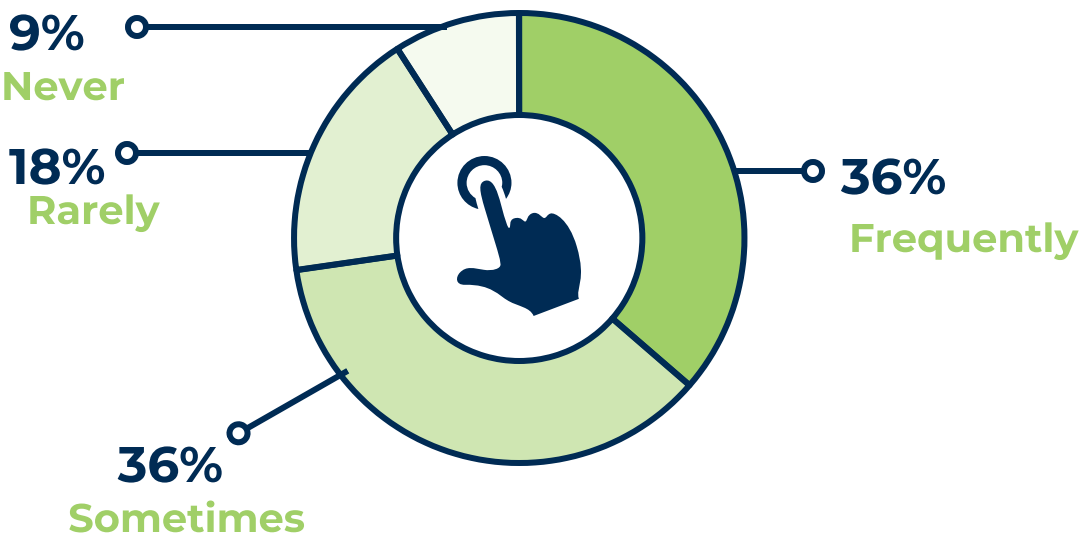
YTD (year to date) a total of 146 responses have been collected from the 1,878 invites sent out seeking feedback, yielding a 7.8% response rate.

### How effective has the CSTB staff been in providing you the services you need?



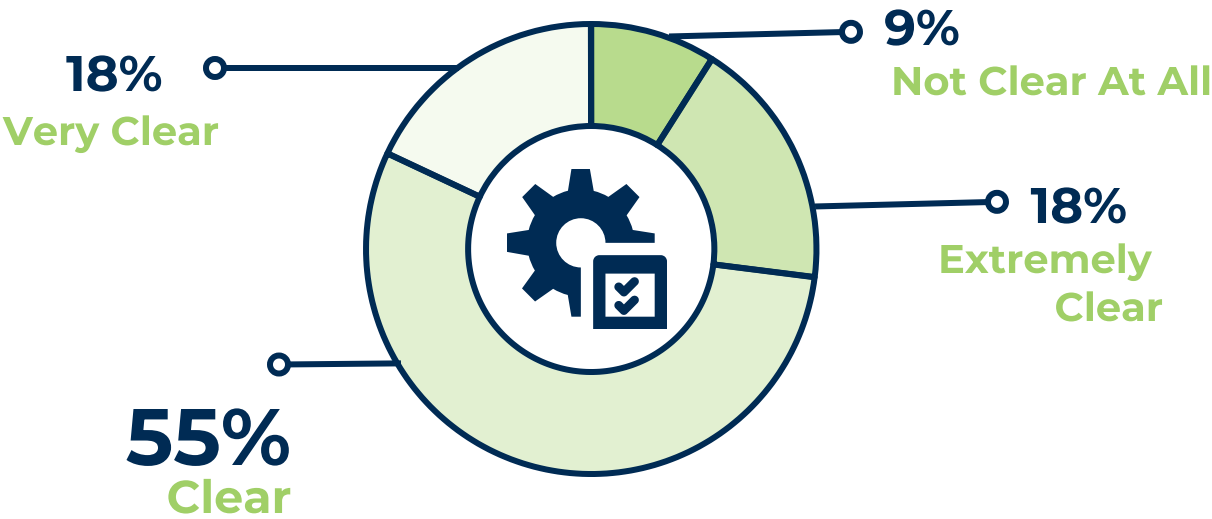
Employer provided feedback expressing difficulty with contacting referrals received through Employ Florida. YTD employer satisfaction is 54%.

### How often do you use CSTB's services?



YTD 37% of employers frequently use CSTB's services.

### How clear is your understanding of the services that CSTB offers

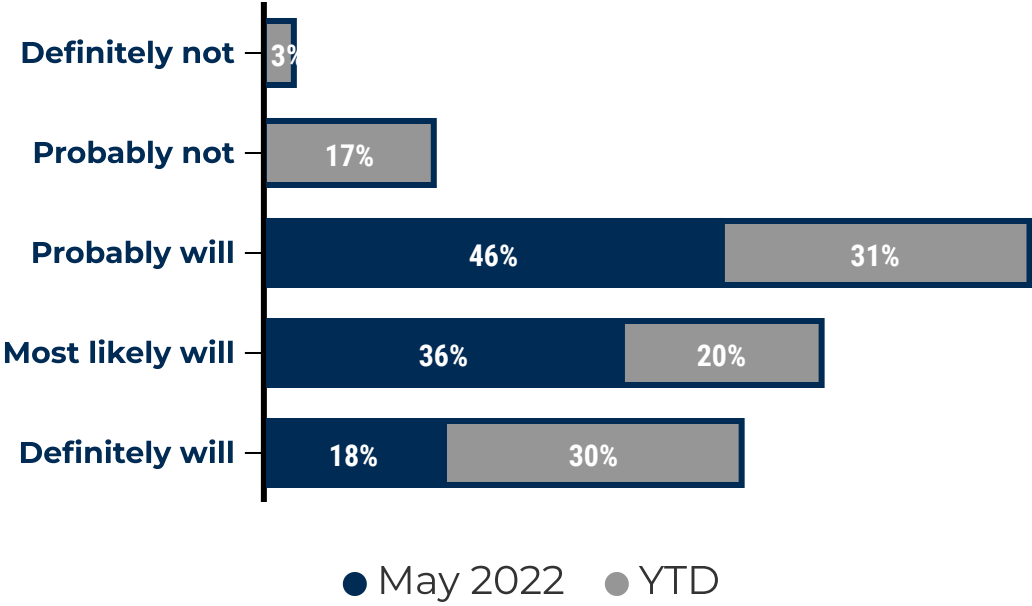


YTD 41% of respondents rated the level of understanding to be extremely clear to very clear.

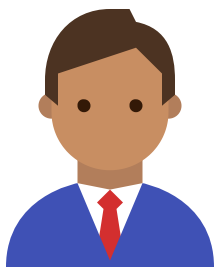
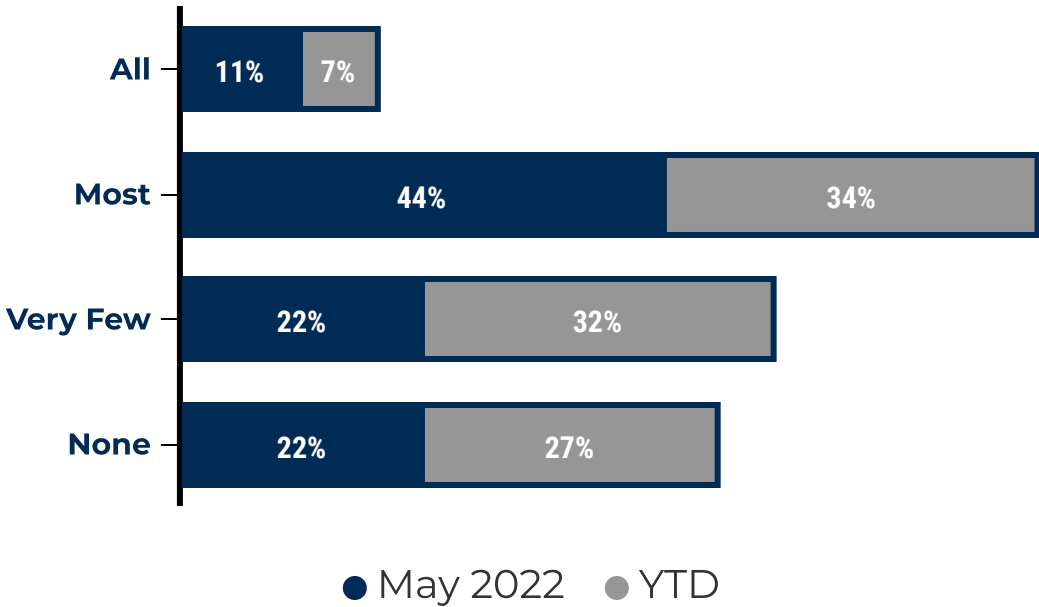
# 45%

OF RESPONDENTS RATED THE **LEVEL OF PROFESSIONALISM** OF CSTB STAFF AS EXTREMELY PROFESSIONAL TO VERY PROFESSIONAL

**Planning to utilize business related services in the future?**



**How many of the referred candidates met your company's minimum qualifications to be considered for employment?**



**46%**



indicated that they consider CSTB as one of their top 3 resources for recruiting qualified candidates



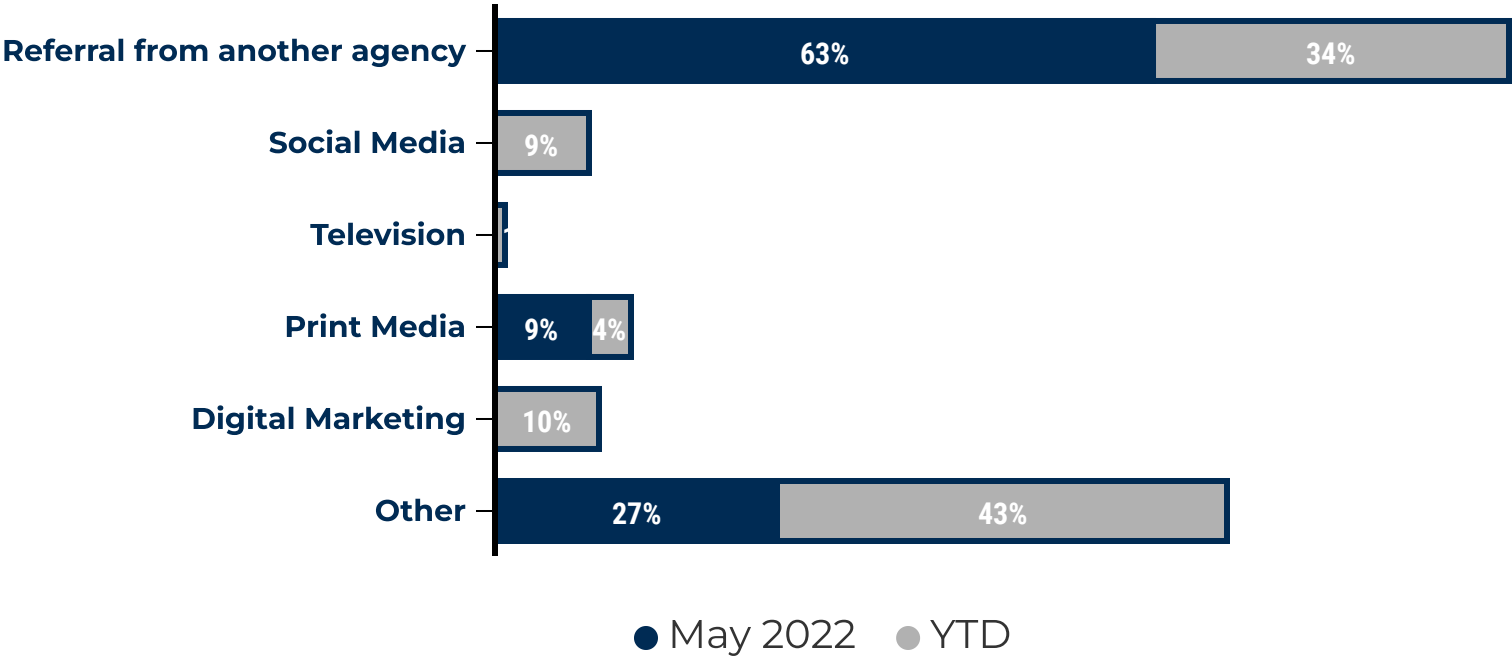
**78%**



indicated the quality of candidates referred to their job openings to be excellent, great & good

YTD 66% indicated quality of candidates to be excellent, great, & good.

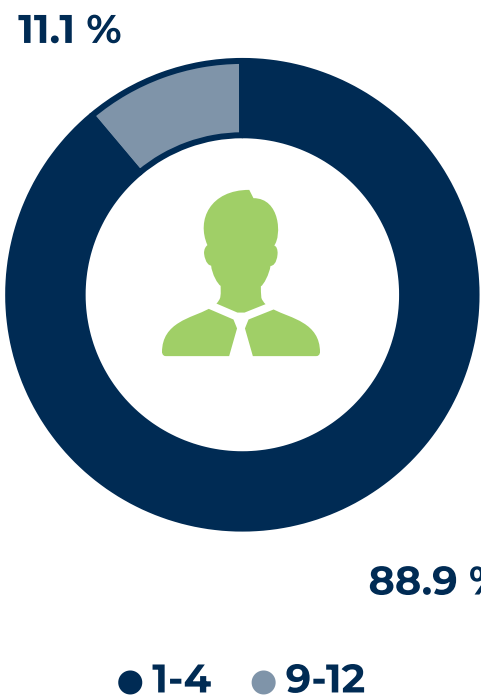
**How did you hear about CSTB?**



Other sources identified were:

- Prior experience of utilizing services
- CareerSource of Central Florida
- Current user of the site

**How many people has your business hired as a result of working with CSTB?**



YTD 92% of employers hired between 1-4 people has a result of working with CSTB.



**50%**



indicated CSTB staff always return their voicemail & email timely

YTD 55% indicated CSTB staff always return their voicemail & email in a timely manner.



## Information Item

### CareerSource Tampa Bay

### Special Grants

#### **National Dislocated Worker Grant (NDWG): COVID-19 Disaster Relief Employment**

This NDWG grant targets assisting Hillsborough residents that have been impacted by COVID and meet the defined eligibility criteria to be placed into temporary employment within positions defined by the DOL as directed related to disaster recovery. COVID-19 has affected Hillsborough County residents through job loss and decreased income.

Recently, we have received an extension to operate the grant in our area. With the recent DEO grant extension approval, CSTB has two components available for jobseekers:

- Added component is occupational skills or upskilling an eligible NDWG participant to return to work. The traditional Special Grants team will manage the occupational skills training following our WIOA guidelines to a targeted 47 Covid impacted under the NDWG grant.
- Primary component under the NDWG is disaster relief or recovery temporary part-time employment providing Covid impacted the opportunity to earn wages working for a local non-profit agency and get back into the workforce through the NDWG Paid Work Experience program.

Grant activities are:

- Relaunch of program to inform the community and non-profit organizations of the extension
- 69 total Hillsborough job seekers served under the NDWG grant to date.
- In PY 22-23 10 job seekers placed in temporary part-time employment making \$15.50/hour for 25 hours a week for 12 weeks. In total, 43 job seekers served under this portion of the grant.
- In PY 22 -23, 2 job seekers have begun their occupational skills training, in total. 11 job seekers have been serviced under this portion of the grant.

Employer Partners and Worksite Opportunities:

- |                           |      |                               |      |
|---------------------------|------|-------------------------------|------|
| • Feeding Tampa Bay       | = 2  | • United Food Bank Plant City | = 2  |
| • Metropolitan Ministries | = 16 | • Total current openings      | = 22 |
| • CSTB                    | = 2  |                               |      |

#### **Two H-1B Job Training Grants (H1B): Tech Quest Apprenticeship (TQA) and TechBoost**

NEW! CSTB has partnered with Clark University as the grant lead and several other Local Workforce Development Boards under two (2) H-1B grant initiatives seeking to broaden talent development with the Information Technology (IT) Industry.

**TQA:** The first H-1B grant is the Tech Quest Apprenticeship expansion grant called TQA which targets to assist IT and IT-related apprenticeships and pre-apprenticeship programs in development, expansion and active enrollment. Training must be in occupations and industries for which employers are currently using H-1B visas to hire foreign



talent. Targeted participants must be 17 years of age or older who are currently not in school and unemployed, underemployed, or incumbent worker. Participants may be co-enrolled with WIOA program. An average of \$600 occupational training assistance may be provided under the grant award of \$79,000.

CSTB will use the grant funds to assist with cost of training for apprentice and pre-apprentice participants. The ACE program is targeted to make use of TQA funds to broaden training resources.

TQA Grant activities are:

- 50 total Hillsborough job seekers served under the TQA grant to date.
- Since PY 222 – 23, 7 new job seekers enrolled.
- All grant participants dually enrolled into WIOA formula funds to cover full training costs.

**TechBoost:** The second H-1B grant is TechBoost, which seeks to build public-private partnership of education, workforce, employers, and other stakeholders to leverage grant funds with existing resources to increase Information Technology (IT) and IT-related industry sector-based credentials and work-based training. As with TQA, training must be in occupations and industries for which employers are currently using H-1B visas to hire foreign talent. Targeted participants must be 17 years of age or older who are currently not in school and unemployed or underemployed. TechBoost training assistance may not exceed an average of \$5,000 per participant under the grant award of \$387,000. Participants may be co-enrolled with WIOA program.

Grant Activities: Planning and Rollout

- Grants Career Coach position has been filled and Cyndi Perez started on July 11, 2022.
- Company Grant Launch was Thursday, 21, 2022; Press Release was released on July 21, 2022. Staff is continuously working with CSTB Marketing department to promote the grant in the community.
- Since the Grants Career Coach has started, we enrolled 2 job seekers in the program.

### **CareerSource Florida (WIOA State Competitive Grant Award): GET THERE FASTER**

CareerSource Tampa Bay (CSTB), in collaboration with CareerSource Polk (CSP), submitted a proposal to CareerSource Florida under their WIOA competitive grant solicitation. CSTB received notification in early December that CareerSource Florida funded their proposal and in fact issued a Notice of Funding Availability (NFA) to both CareerSource Tampa Bay and CareerSource Polk. CSTB was awarded \$3,089,416.00 for a 2-year grant period. In fact, CSTB was awarded close to \$½ million above the requested amount to assist with pilot program development and services.

The CareerSource team proposed to expand current training and resources to address regional need for veteran, transitioning service member, and military spouse employment training, employment and support programs. Incorporating accelerated training models that provide a pathway to high-demand positions in the IT and aviation sectors, this initiative will aid in crucial talent development to address the unique needs of the military community and relocation or transition to civilian life. The opportunities provided through this program will increase economic self-sufficiency of veterans and their families while meeting the needs of employers and enhancing the productivity and competitiveness of the regional economy. Furthermore, CSTB will establish a Veteran Services Advisory Network partnership model to engage community partners and align regional efforts to support veteran employment initiatives and development of a Veterans Ecosystem.

The anticipated number served by this initiative is 250, with expected sustainability of the program through integration with existing and planned veteran services initiatives.

Key Elements of the grant will be:



## Targeted Training and Employment Initiatives

- **Occupational Skills Training and Work-Based Learning**, including short-term certifications, work-based learning, and direct placement services in the aviation and IT sectors.
  - Accelerated IT industry certification training
  - Troops to Technicians - FAA certification training and work-based learning
- **Outreach, Recruitment, and Inter-Agency Coordination** - Targeted engagement with veteran-serving organizations, tracking the number of MOUs and documented service coordination activities.
- **Employer Engagement** - Maintain a database of veteran-friendly employers supporting the network, identifying, and tracking the number of documented employers committed to hiring eligible participants from the program.

## Veteran Ecosystem Development

- **Community Asset Mapping** – Analysis of existing veteran-supporting organizations and services, as well as workforce and wrap-around support programs.
- **Career Pathways** – Development of a data-based pathways and occupational cluster system framework related to specific skills of veterans, starting with IT, aviation and defense-related sectors.
- **Veteran Services Advisory Network** – Development of a working group of regional stakeholders to strengthen and expand existing partnerships to aggregate resources, align strategies and programs, and develop a shared vision for veteran services in the community.

## Grant Activities to date:

- Program Coordinator and Career Coach resigned and moved on to career ladder positions.
- Marketing Campaign has successfully been launched
- Staff have attended the below events to create awareness and promote the “Get There Faster” Grant
  - MacDill Quarterly Job Fair
  - Tampa Aquarium Military Appreciation Event
  - Transitioning and Military Appreciation Network Event
  - Tampa Military Community Hiring Event
  - Janet Cruz Job Fair
- 84 Prescreens received with intakes completed.
  - 4 Veterans job seekers was serviced with OST Training
  - 1 Veteran started an IT Apprenticeship (OST & OJT)
  - 1 Veteran job seeker was placed in a Troops to Technician OJT with PEMCO earning wages of \$23.00/HR.
    - Total Allocated toward assisting Veterans is \$59,726.25
  - 9 pending starts with August/September
  -

## Apprenticeship-to-Career Empowerment (ACE) Program Update

**Young adults can EARN as they LEARN and start a new career while they do!**

The ACE Program was created so that the youth of Hillsborough County have the resources to connect to a career ladder with future, self-sustaining wages, employment security and the training to succeed in industries

with high-demand occupations such as IT, Health Care, and Manufacturing. These opportunities serve as meaningful work experiences with local employers and will result in industry-recognized certifications and a pathway for a brighter future. ACE participants attend classroom 2 days and worksite 3 days during their week. Year 2 has begun April 01 – September 2022 with classes and worksite ending the end of August 2022.

- Cyber Security Cohort 1 – 04/19
- Digital Marketing Specialist Cohort3 – 04/25
- Front End Development – 05/19
- Techworks – IT Help Desk – 6/21
- Cyber Security Cohort 2 – 6/17
- Digital Marketing Cohort 2 – 7/7
- Digital Marketing Cohort 3 – 7/21
- Business Project Specialists Cohort 1 -7/7

### **Served to Date:**

- 64 participants seated to date
- 60 participants remain active
- 25 employers active in ACE with contracts or contracts in process
- CSTB is currently working with young adults who completed the ACE pilot and the completers from ACE 2.0 program to work on employability skills, update resumes, coach for interviews and employment leads and assist with placement into their selected field.



## Information Item

### Registered Apprenticeship Programs

All training providers and programs are required to submit information to be considered for “Initial Eligibility” and inclusion on CSTB’s ETPL. Registered apprenticeship programs are exempt and automatically eligible to be included on the ETPL. Registered apprenticeship programs are included and maintained on the Eligible Training Providers List (ETPL) as long as the program remains registered and will remain on the ETPL until it is deregistered or until the registered apprenticeship program notifies CSTB in writing that it no longer wants to be included on the ETPL.

CSTB does validate FL Department of Education Approval Letter and certification for the registered apprenticeship program prior to adding the apprenticeship program to CSTB’s ETPL. The following registered apprenticeship programs have been added:

#### **The Crisis Center of Tampa Bay, Inc.**

The training portion of the apprenticeship program is completed in a classroom setting and the OJT portion will be completed with the participating employer, TransCare Medical Transport, Inc.

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Breakdown of Hours
Emergency Medical Technician	Included	\$4,000.00	Included	\$4,000.00	12-15 months	320 RTI hours / 2064 OJT hours

**[REMAINDER OF THE PAGE LEFT BLANK]**

### **Net Synergy Virtual Solutions, LLC dba LT3 Academy**

The organization's pre-apprenticeship Program is included on CSTB's ETPL. Related to the registered apprenticeship program, the training portion is completed via classroom or online learning and the OJT portion will be completed with the participating employer.

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Breakdown of Hours
Software/ Application Developer	Included	\$13,500.00	Included	\$13,500.00	1 year+	150 RTI hours / 2080-2480 OJT hrs

### **FloridaMakes**

The training portion of the apprenticeship programs is completed in a classroom setting and the OJT portion will be completed with the participating employers, Southern Manufacturing Technologies, Inc. and Knight's Arament Company.

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Breakdown of Hours
FloridaMakes Advanced Manufacturing Apprentice GNJ	N/A	\$1,062.00	\$500.00	\$1,562.00	12 months	200 RTI hour / 2000 OJT hours



## Information Item

# Approved Training Providers: Renewal Agreements

### Background and Information

CareerSource Tampa Bay enters into a formal training provider agreement (the Agreement) with each of our approved training providers on the Eligible Training Provider List (ETPL). The Agreement requires the training provider to complete the “Initial Eligibility” period of at least one year and submit applications for “Continued Eligibility” every two years to maintain their eligibility as an approved training provider.

For continued eligibility, the training provider is required to provide the below, meet certain eligibility requirements and return a signed renewal agreement with relevant documentation to confirm that the continuing eligibility criteria is met.

- Provide most recent Florida Education & Training Placement Information Program (FETPIP) Reports to include enrollment, completion, retention, employment rates of students.
- Provide Training Provider Renewal Application.
- Provide Program Cost details (tuition, books, supplies and testing fees) and a copy of current catalog and schedule or website link with required information.
- Provide a copy of a valid license from the Commission for Independent Education (CIE), as applicable
- Provide current Liability Insurance with CareerSource Tampa Bay listed.
- Provide a copy of completed W-9 form.
- Remain in compliance with performance, financial and other mandated requirements.

The following CSTB approved training providers met the requirements for continued eligibility and have a renewal agreement for the two-year period of 7/1/2022 thru 6/30/2024:

2022 Training Provider Renewals
Access Computer Training
Aguilas International Technical Institute
Career Tech LLC
Center for Technology Training (CTT)
Computer Coach IT Training Solutions
Concord Career Institute
DATS of Florida Inc

FleetForce Truck Driving School	
Florida Career College	
Florida Technical College	
Galen School of Nursing	
Hillsborough Community College	
Hillsborough County School Board – Technical Colleges	Levy Technical Center
	Brewster Technical Center
	Erwin Technical Center
Jersey College	
JobWorks	
National Aviation Academy	
New Horizons Computer Learning Center of Gulf Coast FL	
Rasmussen College, Inc	
Roadmaster Drivers School Inc	
Southern Technical College	
Tampa Truck Driving School	
Tampa Vocational Institute	
University of South Florida Board	

The following training providers were removed effective 6/30/2022:

- **Altierus Career College (the College)** – The College campuses including the Tampa, FL location will be closed. The College will cease enrollment immediately and will not start any new students in programs after April 11, 2022. For current students, the College is committed to executing a teach-out that allows all students to graduate, as scheduled, from their programs and will provide career placement services for all graduates.
- **Ana G. Mendez University (AMU)** – AMU is in the process of transitional changes and will not to renew the training provider agreement.
- **Armenia Pharmacy Solutions School (the School)** – The School failed to complete the required training provider renewal forms by the established deadline. CSTB currently has 1 student enrolled in their pharmacy program.
- **BizTech Career Center (BizTech)** – BizTech moved their campus to New Port Richey and will not renew the training provider agreement resulting in CSTB being outside their market area. CSTB currently does not have any participants enrolled at BizTech Career Centers.
- **RV Tech Training Center (the Center)** – The Center failed to complete the required training provider renewal forms by the established deadline. CSTB currently does not have any participants enrolled at RV Tech Training Center.



CareerSource Tampa Bay  
4902 Eisenhower Blvd., Suite 250 | Tampa, FL 33634  
[CareerSourceTampaBay.com](http://CareerSourceTampaBay.com)

Copyright © CareerSource Tampa Bay. All Rights Reserved.

CareerSource Tampa Bay is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

A proud partner of the American  JobCenter network