



Workforce Performance Committee

CareerSource Tampa Bay

Feb 7, 2024 9:00 AM - 10:00 AM EST

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A. Next Workforce Performance Meeting - May 1, 2024	
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Workforce Performance Committee Minutes

CareerSource Tampa Bay
Nov 1, 2023 at 9:00 AM EDT

Committee Members Attendance

Present:

Members: Meredith Abel, Mitch Allen, Stephanie Brown-Gilmore (remote), Joseph Eletto (remote), John Howell, Jermaine White (remote)

Staff Attendance

Present:

Members: Rich Beynon (remote), Leondra Foster, Michelle Zieziula - Chief Impact Officer, Saleema Bennett, Melissa Carroll, John Flanagan, Chad Kunerth, Anna Munro, Mario Rodriguez, Don Shepherd (remote), Tammy Stahlgren, Doug Tobin (remote), Mrs. . April Torregiante
Others in Attendance: Marcella Blanchett (remote), Nancy Brown (remote), Paul Casebolt, Ted Davis, Bill Farnand, Maritza Morales

I. Call to order, Welcome and Roll Call (Presenters: John Howell)

Chair, John Howell called the meeting to order at 9:00 a.m. There was a quorum present.

II. Public Comments

There were none.

III. Action / Discussion Items

A. Approval of Minutes - August 2, 2023, Workforce Performance Committee Meeting (Presenters: John Howell)

Motion:

To approve the Minutes of the August 2, 2023, Workforce Performance Committee Meeting.

Motion moved by Meredith Abel and motion seconded by Mitchell Allen. Motion carried.

B. Approval of Training Programs (Presenters: Melissa Carroll)

Motion:

To approve Career Tech, Computer Coach, and USF's applications for new training programs.

Motion moved by Mitchell Allen and motion seconded by Meredith Abel. Motion carried.

IV. One Stop Delivery Systems

A. Jobs For Veterans State Grant (JVSG) Presentation Overview (Presenters: Bill Farnand)

CareerSource's team of ten US military veterans provide job search and preparation services to veterans and eligible spouses. They also provide services to veterans with significant barriers to employment, such as low income, unemployment, and service-connected disabilities. CareerSource has put over 200 veterans into jobs throughout Hillsborough County and has won several awards for their work, including the State of Florida DVOP of the Year two years in a row.

B. Provision of Services to Individuals with Varying Abilities (Presenters: April Torregiante)

Highlighted were the provision of services for individuals with disabilities, such as ADA compliance centers, ADA Compliant workstations, and a disability program navigator. They also discussed their efforts to address barriers and provide access and accommodations for individuals with varying abilities. Additionally, they provided an update on their partner development, including new partnerships and an upcoming community resource fair.

V. Information Items

A. One-Stop Operator Update (Presenters: Paul Casebolt)

Highlights

- Added 8 new partners as of July 25, 2023.
- Added one new partner for this program year. Caribbean-American National Development Organization (CANDO).
- The goal for adding new partners in the 2023-24 program year is 8.
- Upcoming Community Resource Fair on Monday, November 6, 2023.
 - 20 partners have confirmed their participation.

B. PY23-24 Strategic Metrics Dashboard Update (Presenters: Chad Kunerth)

A high-level overview of the various sections on the dashboard.

C. REACH Performance Review (Presenters: Chad Kunerth)

The final REACH Grade was an "A" (96% rating). CSTB is working to resolve a couple issues with CareerSource Florida that could result in a higher grade.

VI. Future Business

There was none.

VII. Adjournment

The meeting was adjourned at 9:44 a.m. Minutes submitted by Tammy Stahlgren, Executive Administrative Assistant.

DRAFT



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 year-round. 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.

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 \$5,000.00 per individual.
- Limit training programs to those with a minimum entry level wage rate of \$17.12 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 23-24*.
- 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

Suncoast Career Academy
313 South Lakewood Drive, Brandon, FL 33511

Suncoast Career Academy is applying for the addition of (1) new training 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 23-24 Entry Wage Rate*
Medical Assistant – Diploma	\$245	\$8,900	\$530	\$9,675.00	11 months	N/A – New Program	N/A – New Program	\$13.72

Potential Financial Impact	Board Affiliated
<ul style="list-style-type: none"> Maximum Potential CSTB Financial Impact: For 12 enrollments for the program is: \$60,000 (12 x \$5,000) 	<ul style="list-style-type: none"> Not Applicable

Recommendation: Approval of Suncoast Career Academy's application for new training program.



Action Item

Approval of New Training Provider

Process for New Training Providers

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 \$5,000.00 per individual.
- Limit training programs to those with a minimum entry level wage rate of \$17.12 per hour hour* (based on annual regionally adjusted wage rate)

Customer Choice

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

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Education Institute of Tampa Family
12416 North Nebraska Ave, Tampa, FL 33612

Education Institute of Tampa Family has a Provisional License with the CIE dated 8.16.2023. The Education Institute of Tampa Family self-attested that they will start reporting to FETPIP annually. Staff conducted a site visit on Friday, 12/01/2023.

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 23-24 Entry Wage Rate*
Medical Assistant – Diploma	Included	\$8,500.00	\$50.00	\$8,550.00	10 months	N/A – New Program	N/A – New Program	\$13.72
Medical Records and Health Information Technician - Diploma	Included	\$2,500.00	\$50.00	\$2,550.00	8 months	N/A – New Program	N/A – New Program	\$16.24
Pharmacy Technician - Diploma	Included	\$3,750.00	\$50.00	\$3,800.00	8 months	N/A – New Program	N/A – New Program	\$13.75

\$14,900.00

Potential Financial Impact	Board Affiliated
<ul style="list-style-type: none"> Maximum Potential CSTB Financial Impact: For 12 enrollments for the program is: \$136,200 (12 x \$5,000 = \$60,000) (12 x \$2,550 = \$30,600) (12 x \$3,800 = \$45,600) 	<ul style="list-style-type: none"> Not Applicable

ATA Career Education

7351 Spring Hill Drive, Unit 11, Spring Hill, FL 34606

ATA Career Education was approved on CareerSource Pinellas' ETPL during the Board of Directors Meeting scheduled 9/13/2023. ATA Career Education has a CIE license, License by Means of Accreditation dated 2/1/2023. They applied for the addition of (4) new training 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 23-24 Entry Wage Rate*
Dental Assisting – Diploma	\$1,822	\$15,080	\$850	\$17,752	40 weeks	54%	\$15.00	\$15.87
Medical Assisting – Diploma	\$2,779	\$13,395	\$850	\$17,027	40 weeks	54%	\$13.00	\$13.72

Medical Assisting – Associate of Science	\$4,930	\$21,385	\$1,450	\$27,765	70 weeks	67%	\$13.00	\$13.72
Pre-Licensure Practical Nursing - Diploma	\$2,647	\$30,420	\$2,950	\$36,017	60 weeks	38%	\$24.00	\$18.96

Potential Financial Impact	Board Affiliated
<ul style="list-style-type: none"> Maximum Potential CSTB Financial Impact: For 12 enrollments for the program is: \$240,000 ((4 x \$5,000) x 12) 	<ul style="list-style-type: none"> Not Applicable

Recommendation

Approval of Education Institute of Tampa Family's and ATA Career Education's new training provider application to include the aforementioned training programs.



WIOA AD/DW Program Information

Kiani Bowman – WIOA AD/DW Program Director

What is the WIOA Program?

WIOA is landmark legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.

Services Available Under WIOA

Individualized Career Services

- Career coaching and career exploration
- Development of an individualized employment plan

Training Services

- Occupational Skills Training
- Pre – Apprenticeships and Apprenticeships
- On the Job Training

Follow Up Services

- Job Retention
- Referral to recruiter for job search assistance
- Soft skills development

WIOA Eligibility

- You must be 18 years of age or older.
- You must have a valid Social Security number.
- You are a Hillsborough County resident.
- You meet U.S. Citizenship requirements or hold a Permanent Resident Card in the U.S.
- If you are a male born after 12/31/1959, you must have met Selective Service registration requirements.

Funding
Streams
Under
WIOA

Low Income
Adult

Dislocated
Worker

WIOA Success Story – Crisis Center of Tampa Bay EMT Graduate

Ms. Cancela successfully completed the Registered Apprenticeship Program, passed the EMT license exam and was hired by Crisis Center where she is employed as an EMT; she went from being employed earning \$12.75 per hour to \$ 15.00 per hour. The services provided to her through the WIOA Adult program allowed her to increase her marketability and develop a more stable self-sufficiency.





CareerSource
TAMPA BAY

Kiani Bowman

bowmank@careersourcetb.com

Thank you!!



Provision of Services Individuals with Varying Abilities

Program Highlight – Disability Program Navigator (DPN)

The DPN meets with persons who are currently receiving SSA disability benefits and are interested in returning to work.

During the meeting, the DPN:

- Completes an Initial Assessment form
- Provides information on and referrals to programs and services
- Provides information on the SSA disability benefits and how work affects the benefits
- May refer the person to other agencies for services

Program Highlight – Disability Program Navigator (DPN)

The DPN obtains referrals from several sources:

- CSTB staff members
- Social Security Administration
- Vocational Rehabilitation
- TTW marketing emails
- Word of mouth
- Other agencies
- State and federal directory listings


Program Highlight – Disability Program Navigator (DPN)

The DPN works long-term with customers who are enrolled in the Ticket to Work program and have assigned their ticket to CareerSource Tampa Bay (CSTB).


- An Individual Work Plan is completed with the customer identifying short-term and long-term goals, and steps to take to achieve.
- The long-term goal is always for the individual to be self-sufficient and relinquish the SSA disability benefits.

Resources and Training

Quarterly training for staff is led by the DPN to maintain organizational awareness and provide up to date information on disability supports and issues.

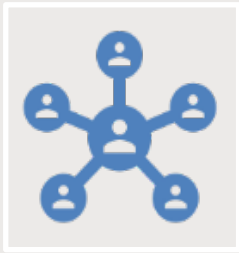


DPN attends program informational sessions to inform individuals of the services available within the Career Centers.

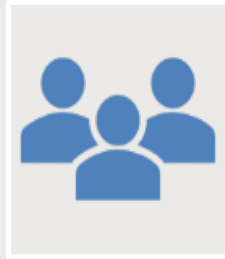


The DPN maintains a network of trusted organizations and agencies to increase awareness of the program in the community and to stay informed of new programs and issues relevant to ability services and laws.

Partnerships and Compliance



Network



Community



Tours



Reimagining CareerSource Tampa Bay's TTW-DPN Program Structure

Relatable DPN from disability community

Increase touch points with customers and create more internal controls by expanding the TTW team

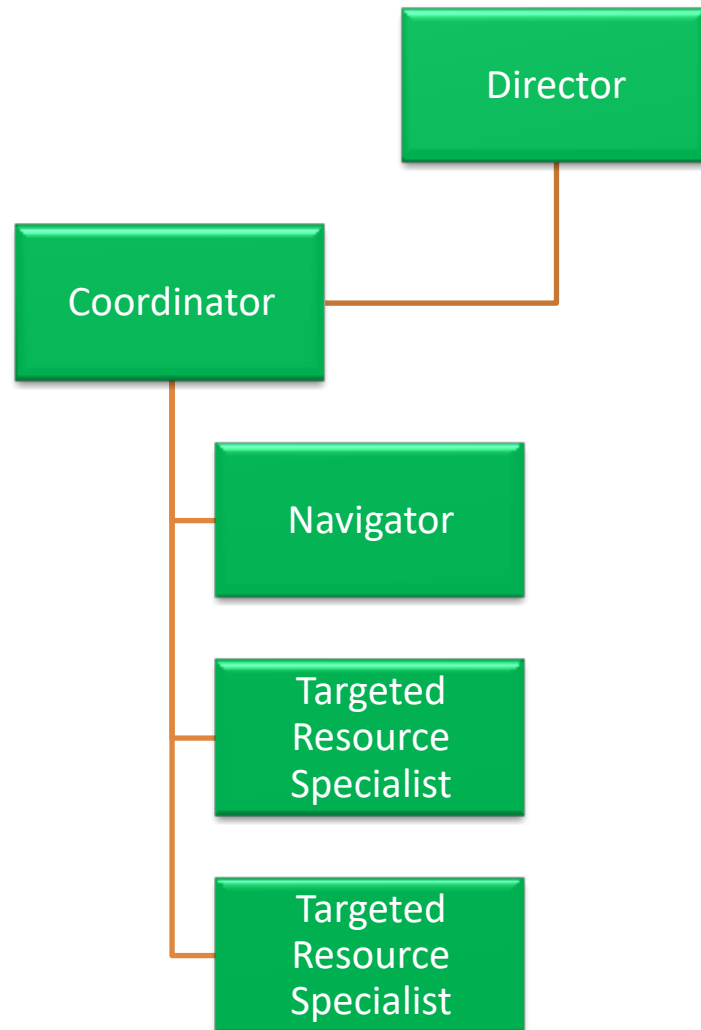
Provide elevated levels of training for staff

Expanded intake structure

Targeted outreach and relationship building

Increased media and marketing campaigns

Team Structure



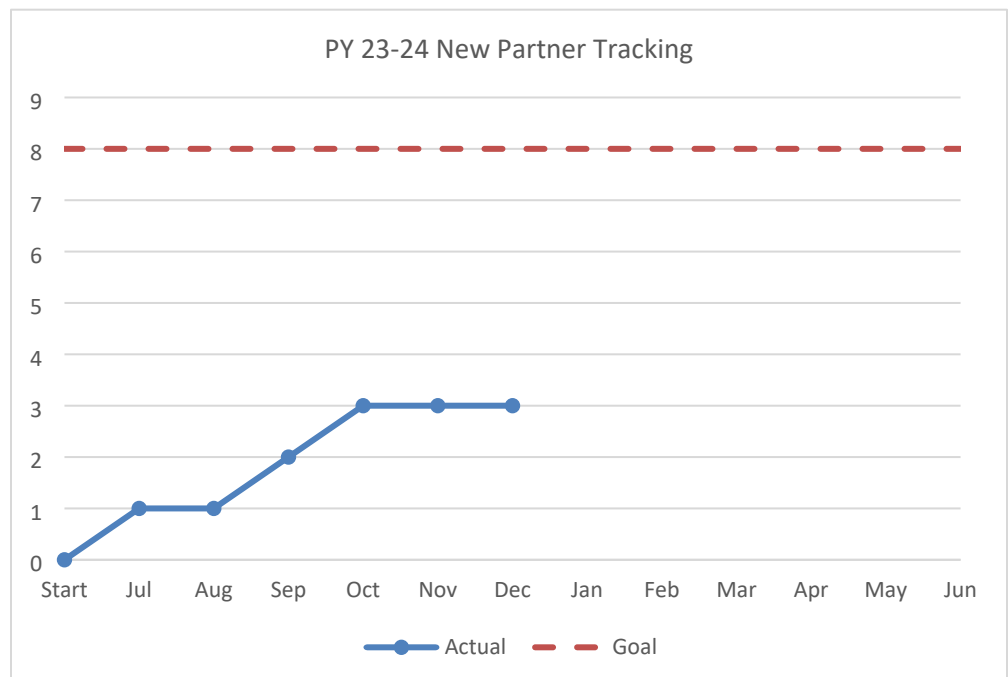


Information Item

Workforce Performance Committee One Stop Operator Report – PY23-24 Partner Development & Programming Wednesday, February 7, 2024

New Partner Goal

Our goal for PY23-24 is to add 8 new partners. As of January 29, 2024, we have added three new partners for the program year.



Partner Development

Our goal for new partners in the 2023-24 program year is 8. Currently, we have added 3 new partners. Additional partner development:

- [Narcotics Overdose Prevention Education \(NOPE\) Hillsborough](#) – One-Stop Operator, Paul Casebolt, recent connected with Cathy Valdes, Chapter President of NOPE Hillsborough. Mr. Casebolt introduced Ms. Valdes to Leondra Foster, WIOA Youth Program Director, about the possibility of narcotic overdose prevention workshops as part of a service through the CSTB WIOA Youth program. Ms. Foster and Ms. Valdes are in contact and Mr. Casebolt will be exploring a larger partnership possibility with Ms. Valdes.
- [Big Brothers Big Sisters of Tampa Bay \(BBBS\)](#) – One-Stop Operator, Paul Casebolt was recently contacted by Ms. Karla Stratton, Big Futures Specialist, with BBBS about



the possibility of someone coming to speak to their youth about programming available through CSTB. Mr. Casebolt connected Ms. Stratton with Leondra Foster, WIOA Youth Program Director, and is pursuing an opportunity to discuss a larger partnership between the two organizations by which CSTB could be connected to adults in need of job search support and BBBS could be connected to at-risk youth in need of mentoring.

- [The NOMORE Foundation](#) – The NOMORE Foundation is “...focused on providing hope and help to orphans and at-risk children in the foster care system, the poverty-stricken, and victims of human trafficking.” Former EDSI Regional Coordinator, Elizabeth Ventura, volunteered with this organization just before her resignation from her position. Knowing that One-Stop Operator, Paul Casebolt, had been looking for an organization working in the human trafficking space, Ms. Ventura if they might be interested in working with us. Florida ranks in the top 3 states for human trafficking and the Tampa area is in the top 25 cities in the country. Mr. Casebolt is working to connect with the organization to explore a partnership that could mutually support our missions.
- [Standard Communities](#) – Development of this partnership continues. Mr. Casebolt recently met with Marilyn Garcia, Resident Coordinator, at the Jackson Heights and Columbus Court locations to talk to residents and see how we can support each other’s efforts in the community.

Partner Engagement

Since the last meeting, we’ve had several excellent opportunities to engage with our partners.

- [Community Resource Fair \(CRF\)](#) – In our last report, the CRF was in the final stages of planning. The event took place on Monday, November 6, 2023. 40 representatives from 27 of our partners were in attendance. 63 customers rotated through the event during the course of the day. Feedback from the partners was overwhelmingly positive for the outreach opportunity and networking with one another. Several partners indicated they would be willing to commit to participating in this event semiannually. We are considering offering it again in May, just before school let’s out for the summer.
- [Coffee & Careers](#) – Hosted in December, this event gave customers an opportunity to get 1:1 consultations on their resumes, professional headshots from our marketing team, and virtual career exploration using the Transfr virtual reality platform. We provided refreshments during the event. One of our new partners, Feeding Tampa Bay, partnered with us to provide the coffee, creamer, and sweeteners.
- [Quarterly Partner Meeting](#) – Our Quarterly Partner Meeting for Q2 of PY 23-24 took place on Thursday, January 25. This meeting featured CSTB’s Director of Programs, Saleema Bennett, as she presented our newly created Career Advancement and Reintegration Education (CARE) program in partnership with Abe Brown Ministries which provides support services and workforce development training to justice-involved individuals in Hillsborough County. The meeting also included updates from Leondra Foster, WIOA Youth Program Director, about the launch of Tampa Bay Summer Hires for 2024 and from Kiani Bowman, WIOA Adult/Dislocated Worker Director, about the upcoming Training Vendor Fair on January 31, 2024.





Information Item

PY23-24 Strategic Metrics Dashboard Update

Here's the link to the live dashboard: [Strategic Goals Live Dashboard Link](#)

Introduction

This document was created to support individual CSTB Strategic PY23-24 Strategic Metrics Dashboard users as they review and interact with the Dashboard tool and seek to better understand the methodology for how metrics are calculated and reported.

Dashboard Data Dictionary

Individuals Served- Count of distinct customers that are assigned to Region 15 and have received a service or activity in WIOA, Generic Programs, WP, TAA, SNAP, or WT with an activity or service actual begin date between 7/1/2023 and 6/30/2024.

WP Enrolled- Count of distinct customers that are assigned to Region 15 and are enrolled in the Wagner-Peyser program with a participation date between 7/1/2023 and 6/30/2024.

Employer Satisfaction- Percentage of employers who select 9 or 10 to the monthly employer survey question "How likely is it that you would recommend CareerSource Tampa Bay Employer Services to a friend or colleague?" minus the percent of employers who select 1 through 6 for the same question.

Placements- Distinct count of customers assigned to Region 15 that had an activity code between 750 and 883 with an actual date between 7/1/2023 and 6/30/2024, a job placement start date in OSST between 7/1/2023 and 6/30/2024 or employment entered on the case closure with a closure date between 7/1/2023 and 6/30/2024.

Business Penetration- Count of distinct employer worksites assigned to Region 15 who receive a service between 7/1/2023 and 6/30/2024.

Repeat Business Percentage- Count of distinct employer worksites assigned to Region 15 who receive a service between 7/1/2023 and 6/30/2024 who received a service from CSTB between 7/1/2020 and 6/30/2023 divided by count of distinct employers worksites assigned to Region 15 who receive a service between 7/1/2023 and 6/30/2024.

Work Experience Enrolled- Count of customers assigned to Region 15 who receive a Work Experience activity with an actual begin date between 7/1/2023 and 6/30/2024.

OJT/Apprenticeship Enrolled- Count of customers assigned to Region 15 who receive an On-the-Job Training or Registered Apprenticeship activity with an actual begin date between 7/1/2023 and 6/30/2024.

New Partners- Count of new partners with CSTB who are registered between 7/1/2023 and 6/30/2024 in the Unite US portal allowing partner to both send referrals to and receive referrals from CSTB.

Services Provided- Count of services, both staff assisted and self-service, provided to customers assigned to Region 15 with an actual date between 7/1/2023 and 6/30/2024.

Completion to Funding- Count of distinct WIOA and WP customers assigned to Region 15 who, between 7/1/2023 and 6/30/2024, have gone 90 days without a service who do not have a currently open activity divided by the distinct count of WIOA and WP customers who have an open activity or a last activity date within 90 days.

WP Entered Employment %- Count of WP Customers assigned to Region 15 who received a placement service and have a WP exit date between 7/1/2023 and 6/30/2024 divided by all WP Customers who have an WP exit between 7/1/2023 and 6/30/2024.

Youth Training Counts- Count of WIOA Youth customers assigned to Region 15 who have an Occupational Skills Training, Apprenticeship, On-the-Job Training or Work Experience activity between 7/1/2023 and 6/30/2024.

Partner Referrals- Count of referrals provided by CSTB to partners within the Unite Us platform between 7/1/2023 and 6/30/2024.

REACH Performance Review

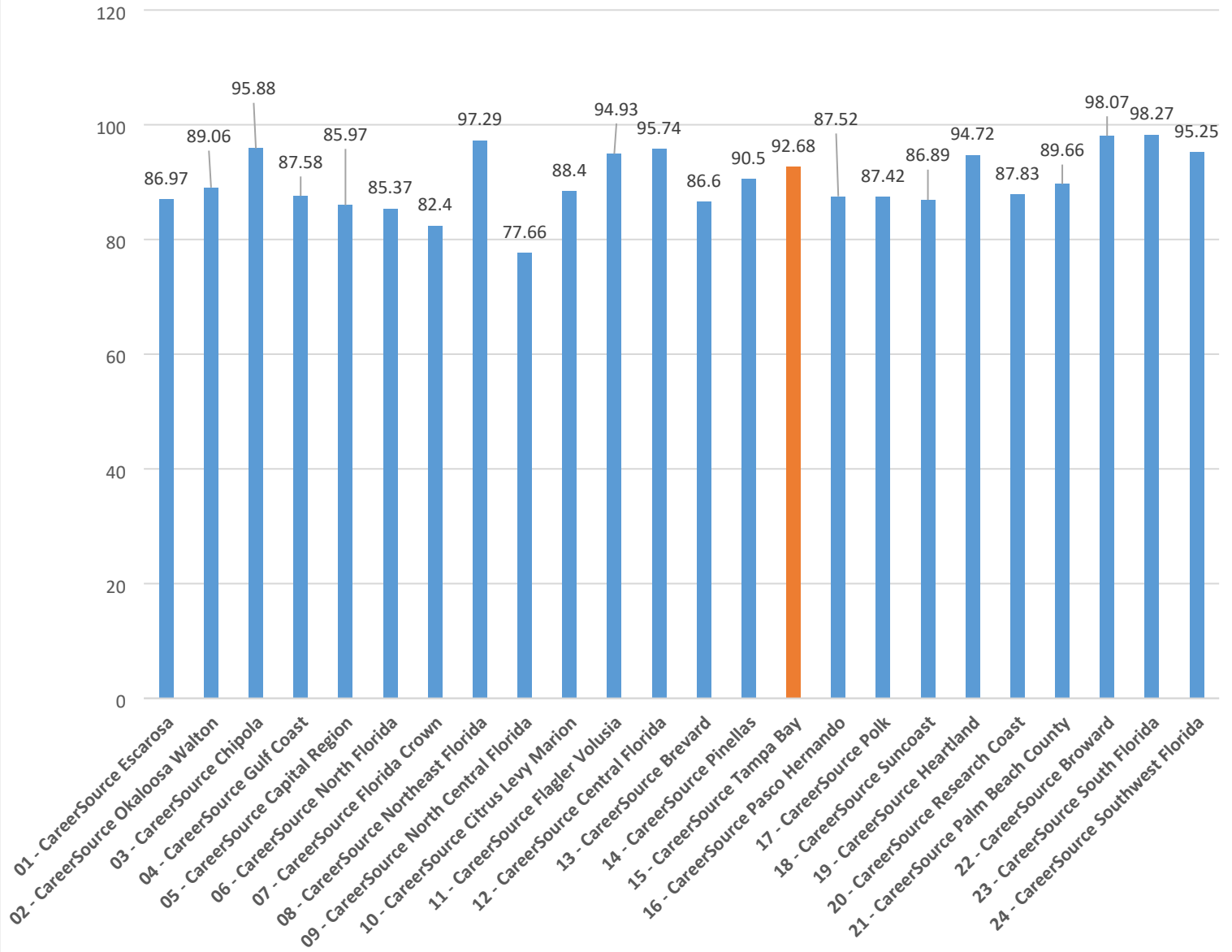
Background: In January 2024, CareerSource Florida Released Program Year 2023-2024 Quarter 1 Letter Grades for all 24 Florida Workforce Regions. Specific performance is reviewed below and is also available at <https://analytics.careersourceflorida.com/LetterGrades>.

Region	Final Score	Letter Grade	Rank
01 - CareerSource Escarosa	86.97	B	18
02 - CareerSource Okaloosa Walton	89.06	B+	12
03 - CareerSource Chipola	95.88	A	4
04 - CareerSource Gulf Coast	87.58	B+	15
05 - CareerSource Capital Region	85.97	B	21
06 - CareerSource North Florida	85.37	B	22
07 - CareerSource Florida Crown	82.4	B-	23
08 - CareerSource Northeast Florida	97.29	A+	3
09 - CareerSource North Central Florida	77.66	C+	24
10 - CareerSource Citrus Levy Marion	88.4	B+	13
11 - CareerSource Flagler Volusia	94.93	A	7
12 - CareerSource Central Florida	95.74	A	5
13 - CareerSource Brevard	86.6	B	20
14 - CareerSource Pinellas	90.5	A-	10
15 - CareerSource Tampa Bay	92.68	A-	9
16 - CareerSource Pasco Hernando	87.52	B+	16
17 - CareerSource Polk	87.42	B+	17
18 - CareerSource Suncoast	86.89	B	19
19 - CareerSource Heartland	94.72	A	8
20 - CareerSource Research Coast	87.83	B+	14
21 - CareerSource Palm Beach County	89.66	B+	11
22 - CareerSource Broward	98.07	A+	2
23 - CareerSource South Florida	98.27	A+	1
24 - CareerSource Southwest Florida	95.25	A	6

Total Region Score

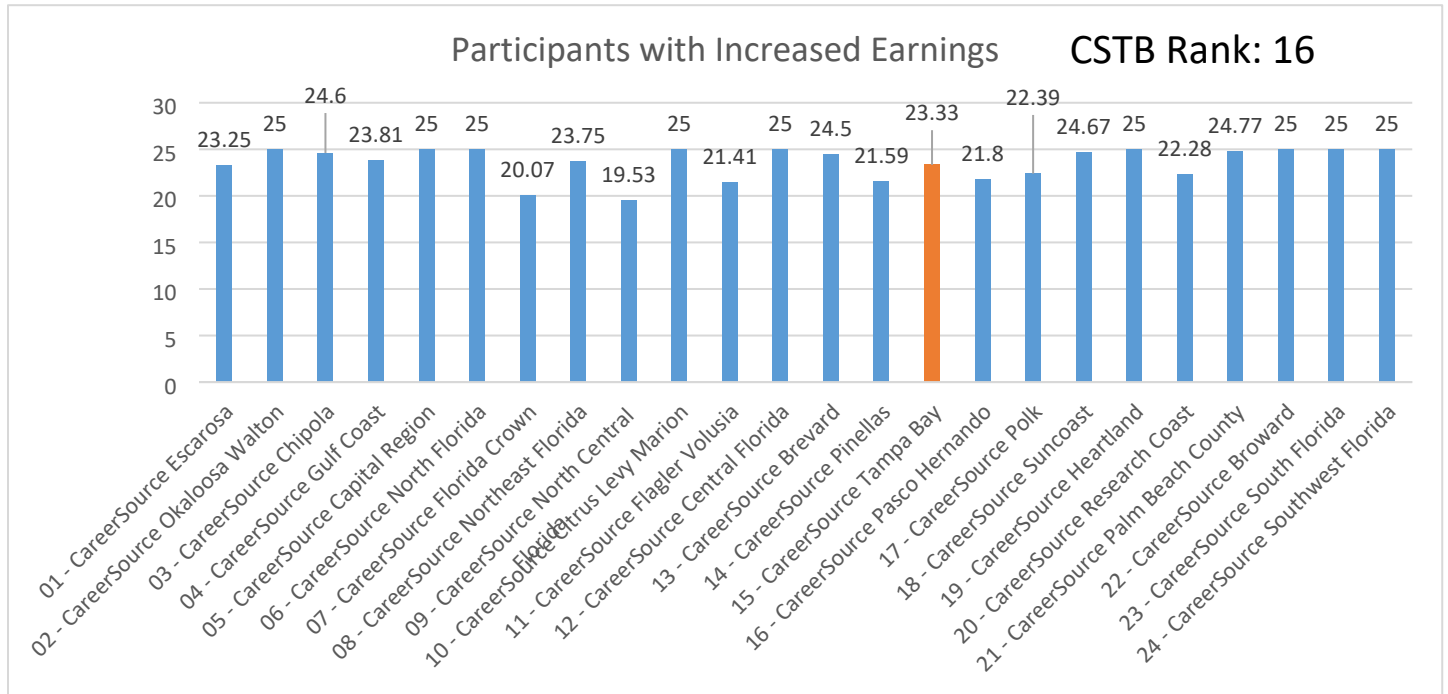
Total Score All Regions

CSTB Rank: 9



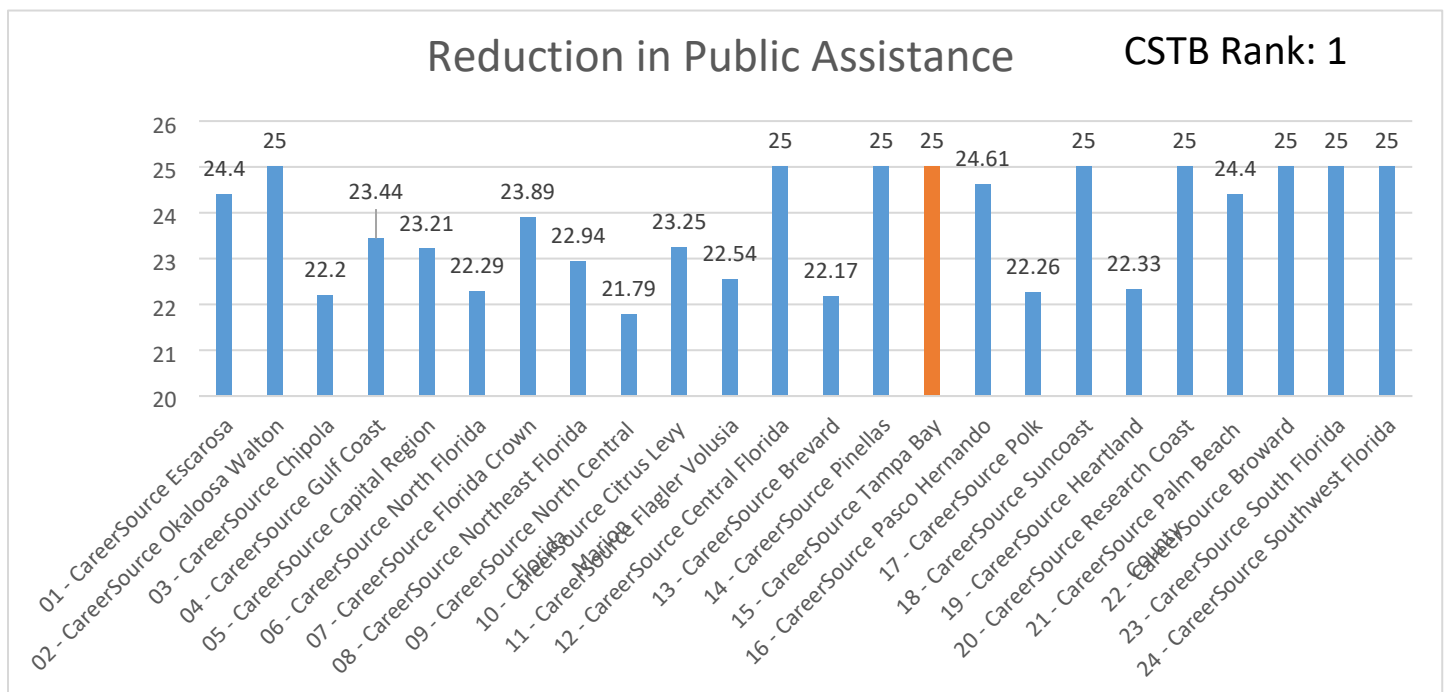
Measure 1- Participants with Increased Earnings

The percentage of participants who earned more in the second quarter after exit than before their engagement with the local workforce development board.



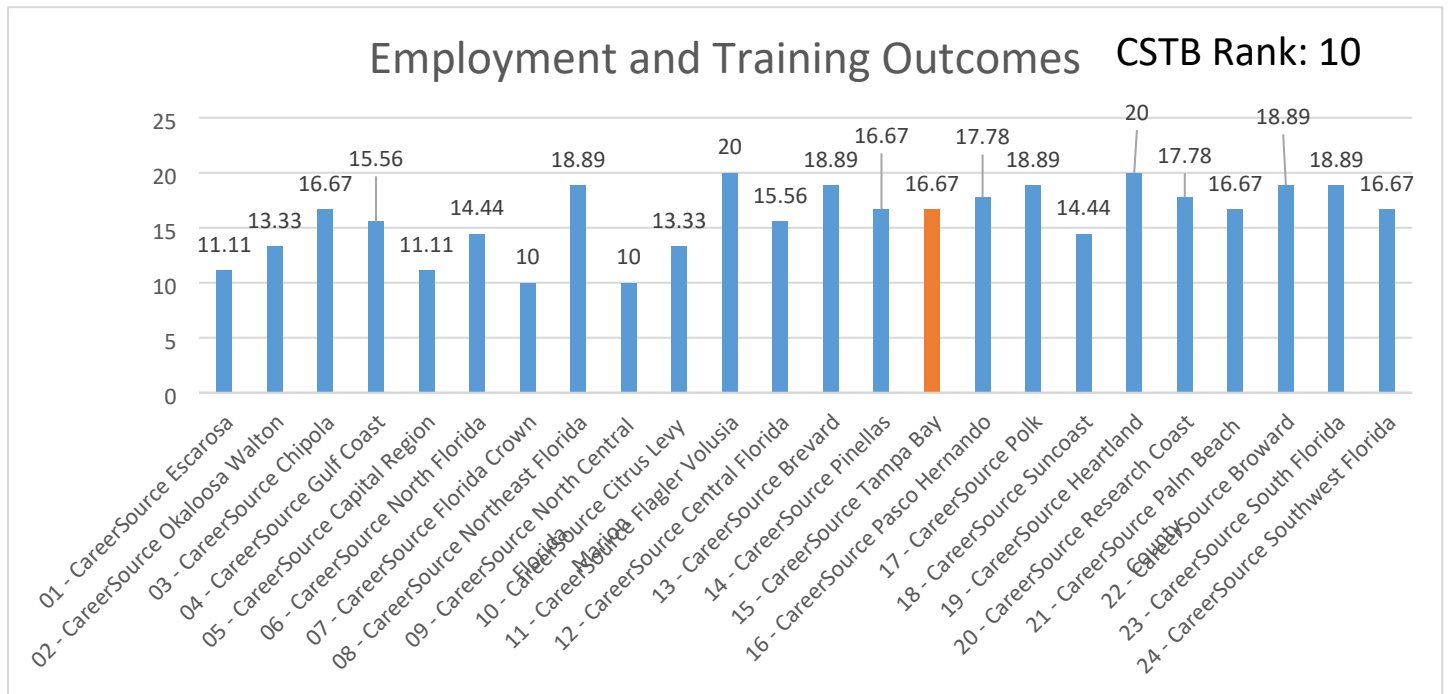
Measure 2 – Reduction in Public Assistance

The percentage of exiters who received SNAP or TANF benefits during their engagement with the local workforce development board who were no longer receiving SNAP or TANF benefits in the fourth quarter after exit.



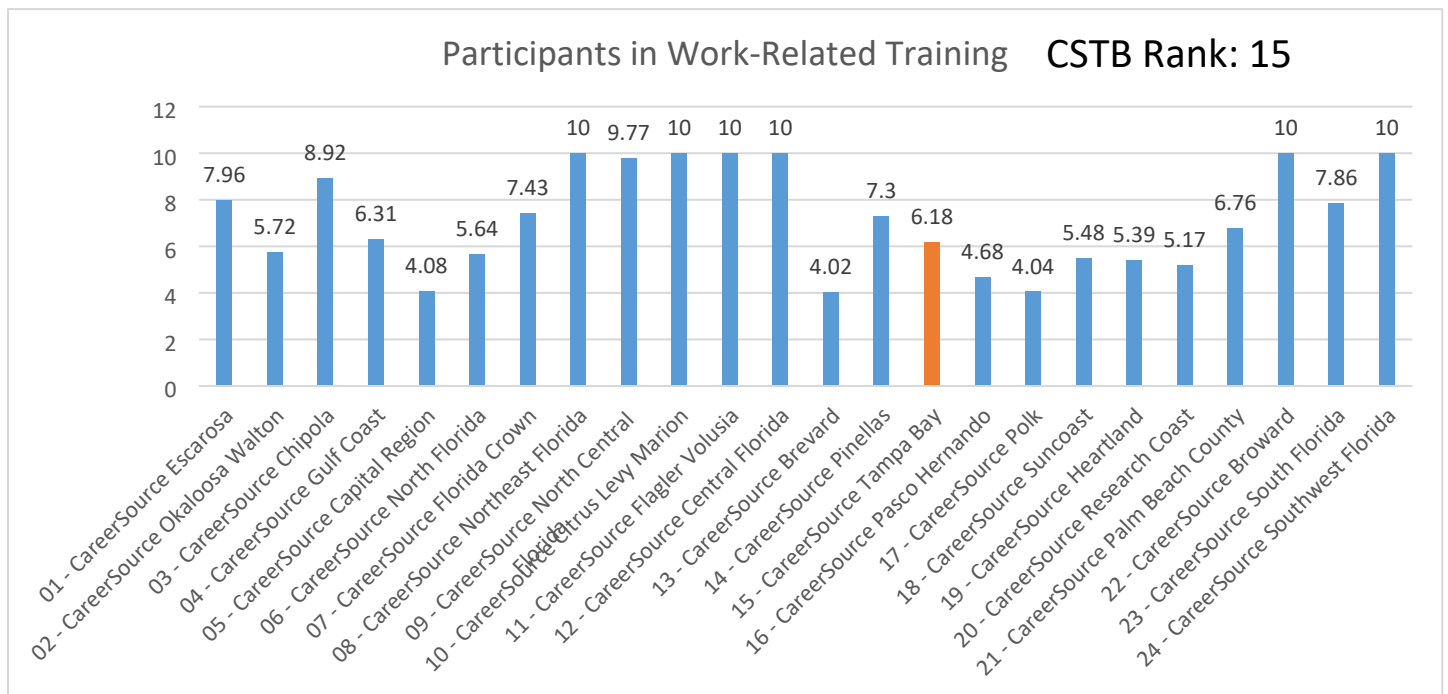
Measure 3 – Employment and Training Outcomes

Comprises the local workforce development board’s existing 18 federal accountability measures.



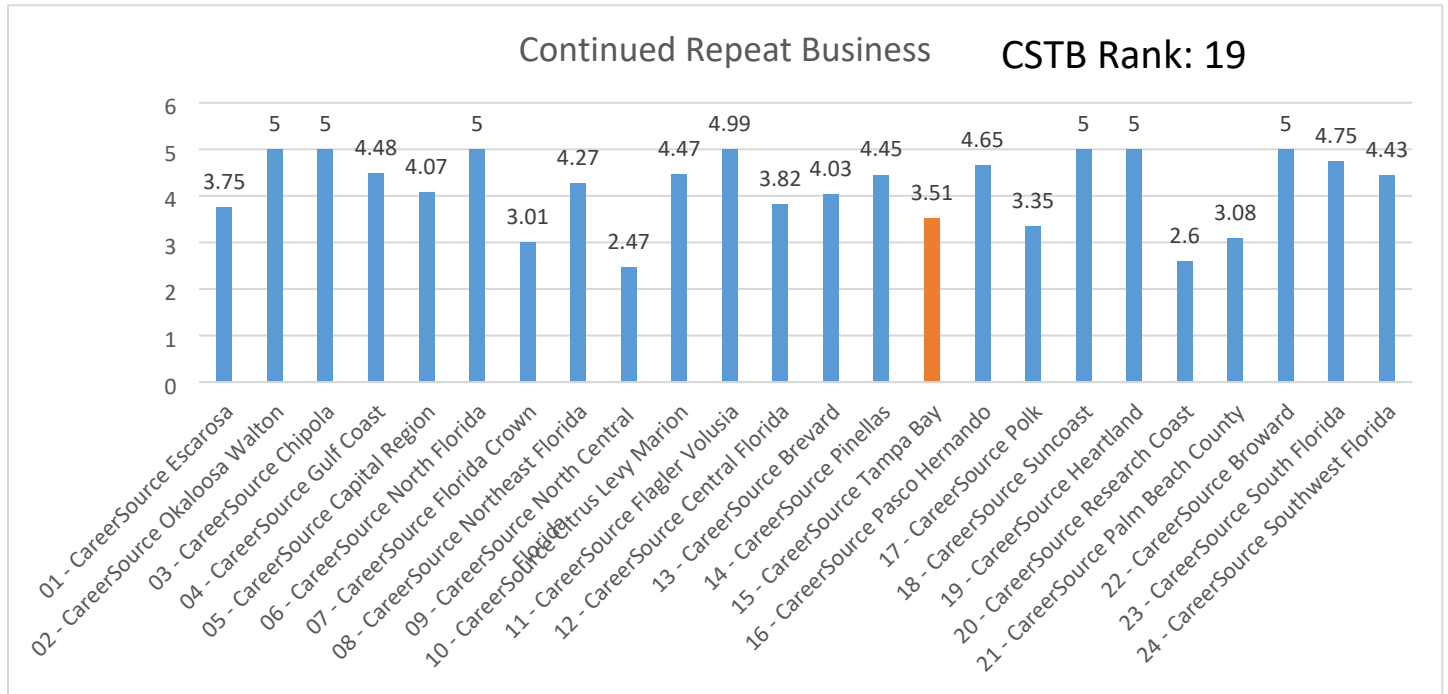
Measure 4 – Participants in Work-Related Training

The percentage of all job seekers who were enrolled in work-related training.



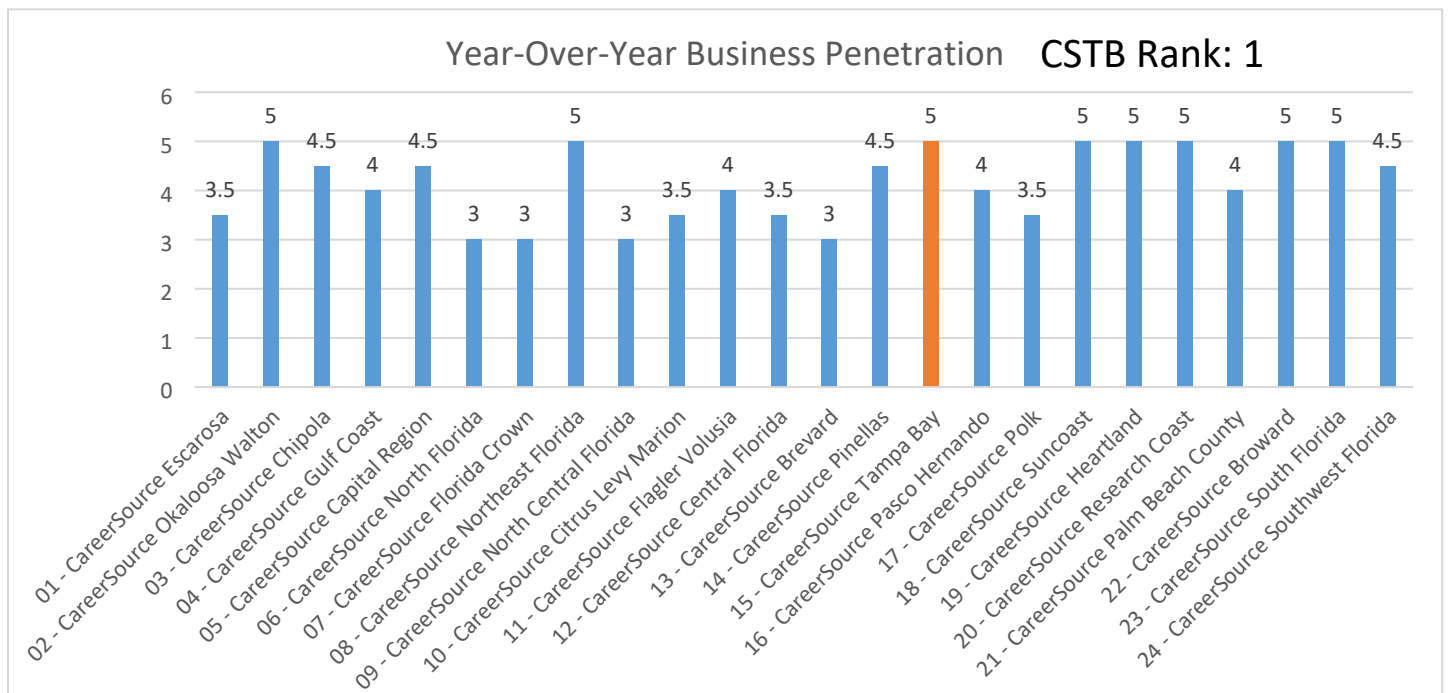
Measure 5- Continued Repeat Business

Percentage of employers served in prior three years that continued to be served in the current program year.



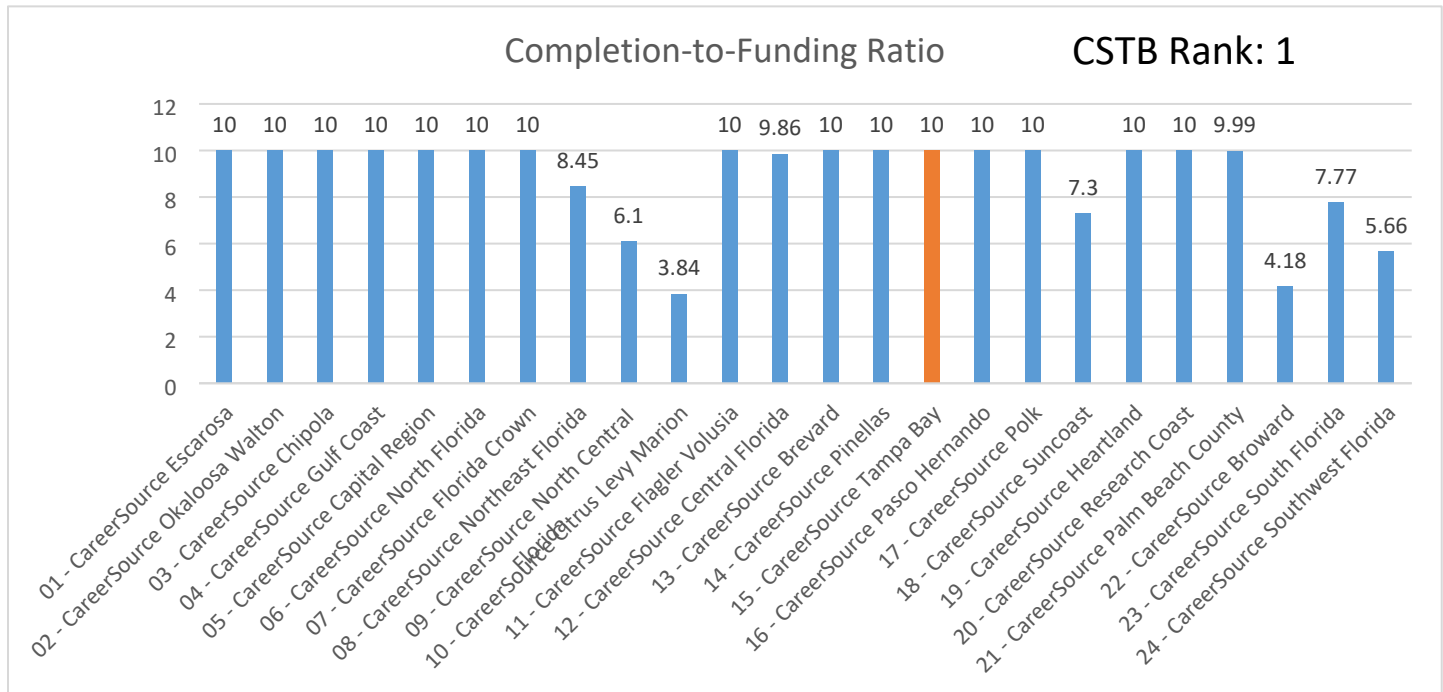
Measure 6 - Year-Over-Year Business Penetration

Compares the percentage of employers served this year to the total number of active employers assigned to CSTB in Employ Florida to the percentage served in the prior year.



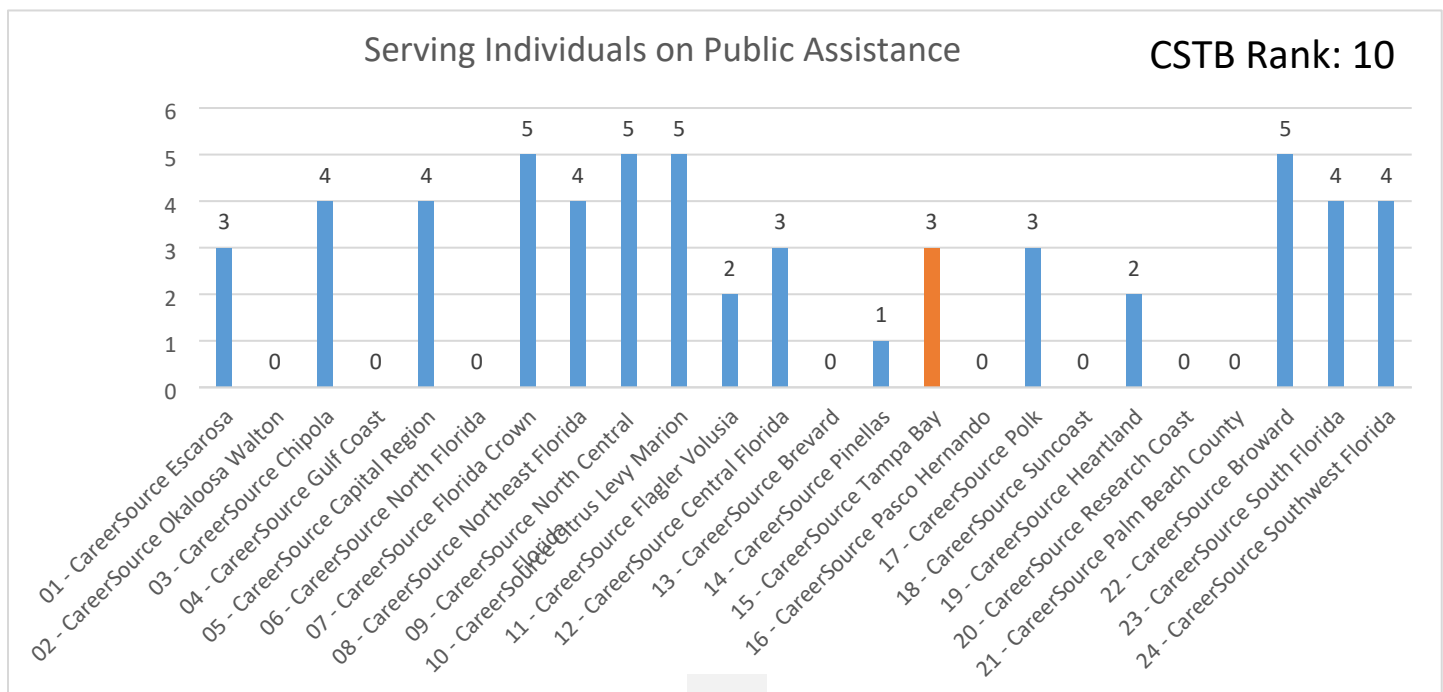
Measure 7 – Completion-to-Funding Ratio

Compares a local workforce development board's share of statewide WIOA and Wagner-Peyser exiters with the local workforce development board's share of statewide funding allocations.



Extra Credit Measure - Serving Individuals on Public Assistance

Awards up to five percentage points toward the total grade based on the percentage of customers receiving SNAP or TANF benefits.



CareerSource Tampa Bay Metric Data

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met ¹ (%)	Weighted Performance ² (%)
Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	4,130	8,853	46.65	-	50.00	93.30	23.33
Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	2,968	5,894	50.36	-	50.00	100.00	25.00
Employment and Training Outcomes	Employment and Training Services	0.20	15	18	83.33	-	100.00	83.33	16.67
Participants in Work-Related Training	Training Services	0.10	1,908	12,361	15.44	-	25.00	61.76	6.18
Continued Repeat Business	Business Services	0.05	1,162	4,728	24.58	-	35.00	70.23	3.51
Year-Over-Year Business Penetration	Business Services	0.05	-	-	-	5.19	100.00	100.00	5.00
PY 2022-2023 Business Penetration		-	1,854	29,633	6.26	-	-	-	-
PY 2023-2024 Business Penetration		-	3,428	29,939	11.45	-	-	-	-
Completion-to-Funding Ratio	Employment and Training Services	0.10	11.27	7.22	100.00	-	100.00	100.00	10.00
Exiters: Local Board (N) / Statewide (D)		-	9,344	82,880	11.27	-	-	-	-
Budget: Local Board (N) /		-	\$9,987,525	\$138,314,587	7.22	-	-	-	-

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met ¹ (%)	Weighted Performance ² (%)
Statewide (D)									
Extra Credit: Serving Individuals on Public Assistance	Employment and Training Services, Self-Sufficiency	Up to 0.05 points	6,452	12,851	50.21	-	-	-	3.00
	TOTAL		92.68						



Information Item

WIOA Primary Indicators of Performance: PY 2324

July 1st /2023 - September 30th /2023

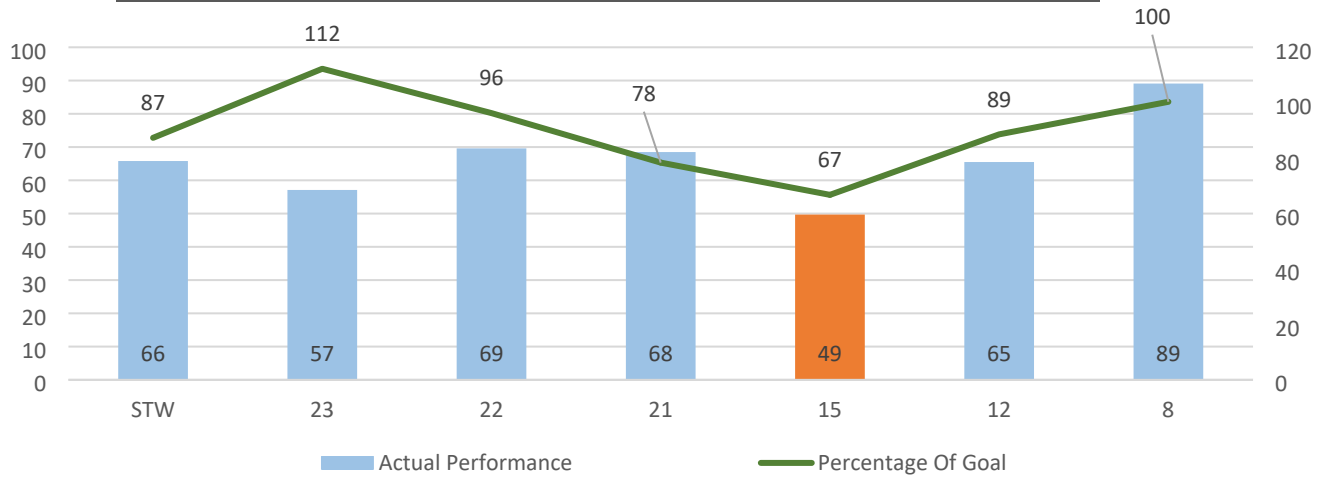
LWDB 15

Measures	PY2022-2023 4th Quarter Performance	PY2022-2023 % of Performance Goal Met for Q4	PY2022- 2023 Perform ance Goals	PY2023-2024 1st Quarter Performance	PY2023- 2024 % of Performan ce Goal Met for Q1	PY2023-2024 Performance Goals
Adults:						
Employed 2nd Qtr After Exit	77.50	94.05	82.40	77.50	94.05	82.40
Median Wage 2nd Quarter After Exit	\$7,028	82.68	\$8,500	\$7,045	82.88	\$8,500
Employed 4th Qtr After Exit	76.80	99.74	77.00	77.10	96.38	80.00
Credential Attainment Rate	50.40	77.54	65.00	49.40	66.76	74.00
Measurable Skill Gains	85.20	116.39	73.20	88.70	121.17	73.20
Dislocated Workers:						
Employed 2nd Qtr After Exit	75.90	91.56	82.90	77.10	93.00	82.90
Median Wage 2nd Quarter After Exit	\$9,641	95.22	\$10,125	\$10,043	99.19	\$10,125
Employed 4th Qtr After Exit	76.40	93.40	81.80	76.90	94.01	81.80
Credential Attainment Rate	53.60	76.57	70.00	50.80	60.48	84.00
Measurable Skill Gains	92.60	119.64	77.40	93.20	120.41	77.40
Youth:						
Employed 2nd Qtr After Exit	80.80	103.72	77.90	81.60	104.75	77.90
Median Wage 2nd Quarter After Exit	\$4,384	93.12	\$4,708	\$4,281	90.93	\$4,708
Employed 4th Qtr After Exit	78.00	106.85	73.00	78.50	104.67	75.00
Credential Attainment Rate	55.10	110.20	50.00	58.50	97.50	60.00
Measurable Skill Gains	61.50	221.22	27.80	52.20	187.77	27.80
Wagner Peyser:						
Employed 2nd Qtr After Exit	68.10	105.26	64.70	68.80	106.34	64.70
Median Wage 2nd Quarter After Exit	\$7,120	108.02	\$6,591	\$7,131	108.19	\$6,591
Employed 4th Qtr After Exit	68.60	108.03	63.50	68.40	107.72	63.50
Not Met (less than 90% of negotiated)						
Met (90-100% of negotiated)						
Exceeded (greater than 100% of negotiated)						

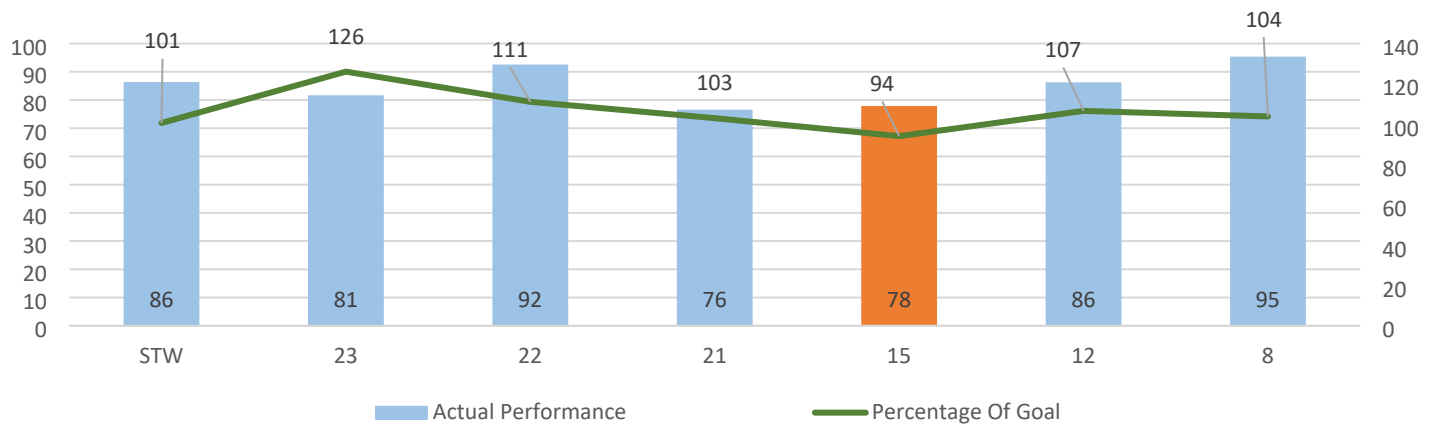
Statewide

Measures	PY2022-2023 4th Quarter Performance	PY2022-2023 % of Performance Goal Met for Q4	PY2022-2023 Performance Goals	PY2023-2024 1st Quarter Performance	PY2023-2024 % of Performance Goal Met for Q1	PY2023-2024 Performance Goals
Adults:						
Employed 2nd Qtr After Exit	85.90	100.47	85.50	86.00	100.58	85.50
Median Wage 2nd Quarter After Exit	\$9,620	114.37	\$8,411	\$9,727	115.65	\$8,411
Employed 4th Qtr After Exit	66.20	82.03	80.70	66.20	82.03	80.70
Credential Attainment Rate	66.00	94.29	70.00	65.50	87.33	75.00
Measurable Skill Gains	82.40	142.07	58.00	74.70	124.50	60.00
Dislocated Workers:						
Employed 2nd Qtr After Exit	83.30	98.00	85.00	84.20	99.06	85.00
Median Wage 2nd Quarter After Exit	\$10,053	99.60	\$10,093	\$10,400	103.04	\$10,093
Employed 4th Qtr After Exit	74.20	98.93	75.00	73.80	92.02	80.20
Credential Attainment Rate	76.00	91.90	82.70	73.70	89.12	82.70
Measurable Skill Gains	80.20	133.67	60.00	75.10	125.17	60.00
Youth:						
Employed 2nd Qtr After Exit	81.10	99.63	81.40	80.60	99.02	81.40
Median Wage 2nd Quarter After Exit	\$4,567	118.19	\$3,864	\$4,481	115.97	\$3,864
Employed 4th Qtr After Exit	72.50	93.43	77.60	72.50	93.43	77.60
Credential Attainment Rate	61.40	87.71	70.00	62.50	78.13	80.00
Measurable Skill Gains	77.50	140.91	55.00	69.90	116.50	60.00
Wagner Peyser:						
Employed 2nd Qtr After Exit	68.40	105.23	65.00	69.30	106.62	65.00
Median Wage 2nd Quarter After Exit	\$7,053	124.63	\$5,659	\$7,267	128.41	\$5,659
Employed 4th Qtr After Exit	65.80	108.76	60.50	66.70	103.89	64.20
Not Met (less than 90% of negotiated)						
Met (90-100% of negotiated)						
Exceeded (greater than 100% of negotiated)						

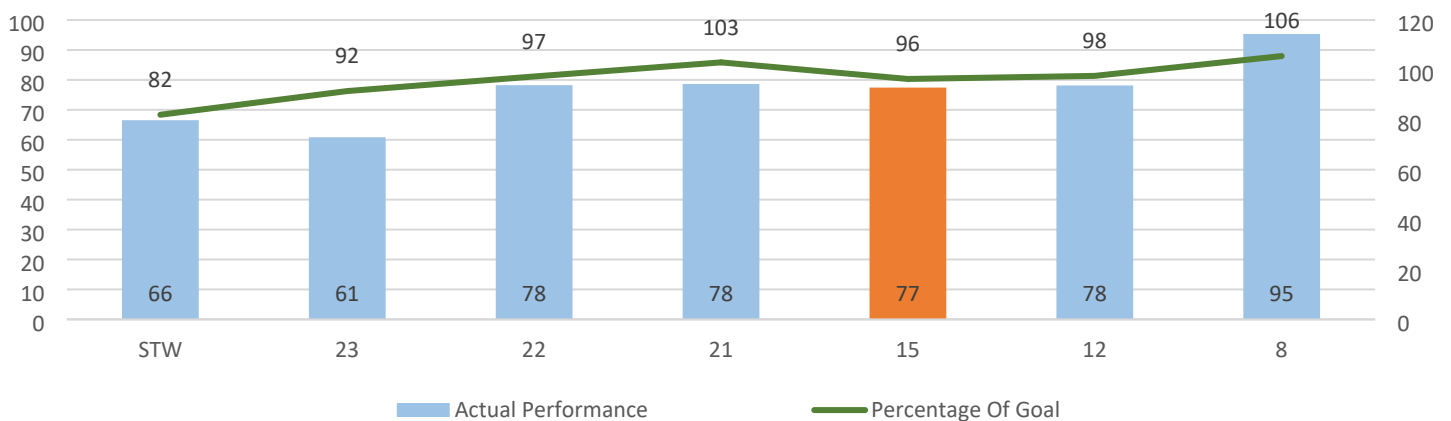
Adult Credential Attainment Rate % of Goal and Actual Performance



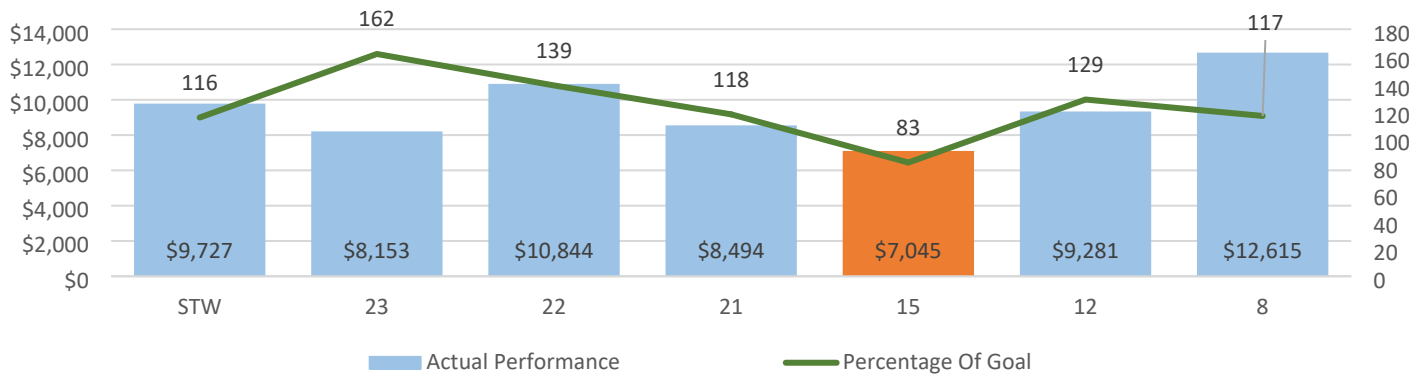
Adult Employed 2 QTR After Exit % of Goal and Actual Performance



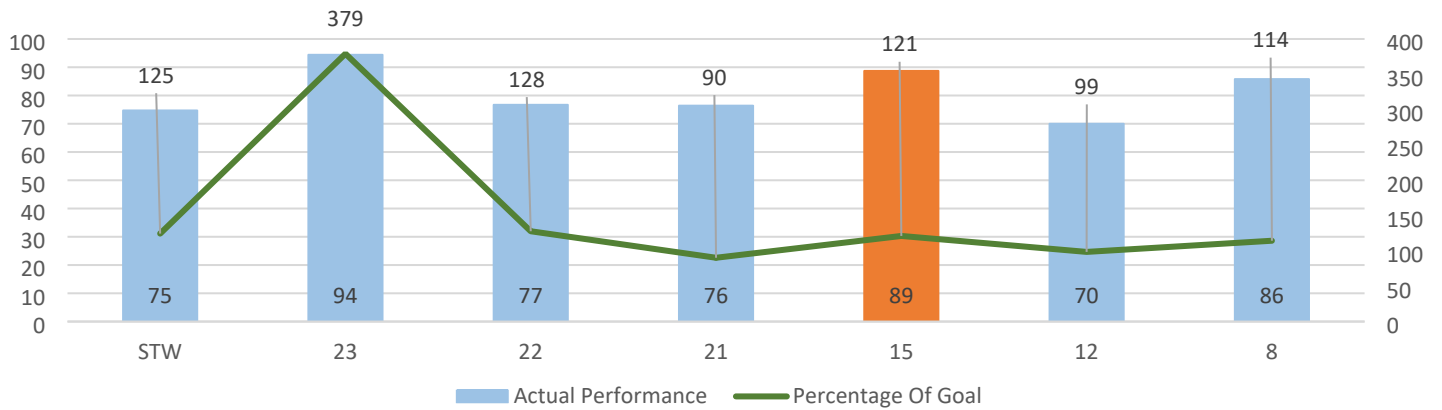
Adult Employed 4th QTR After Exit % of Goal and Actual Performance



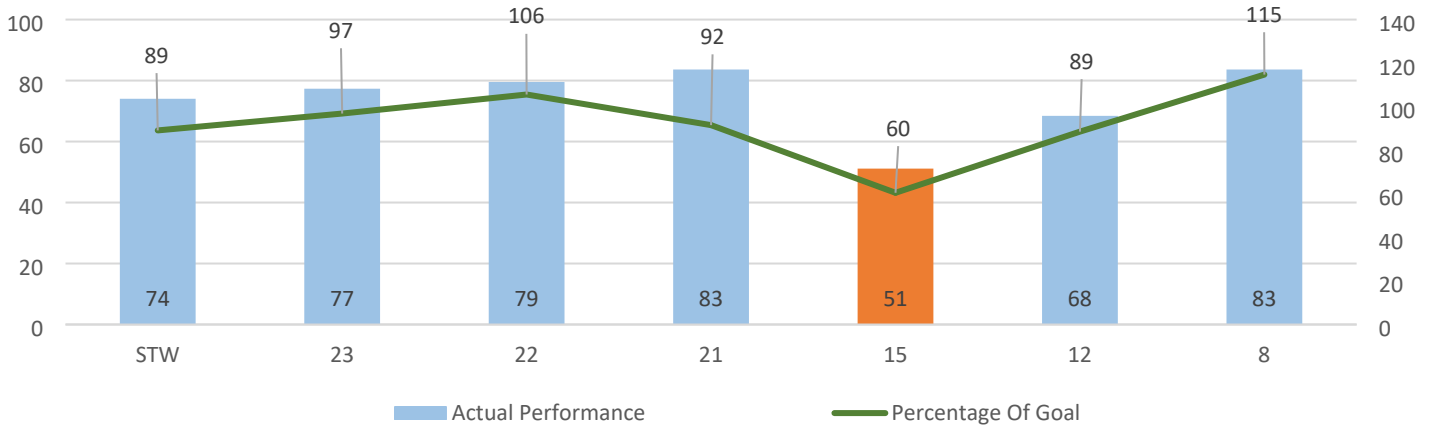
Adult Median Wage 2nd QTR After Exit % of Goal and Actual Performance



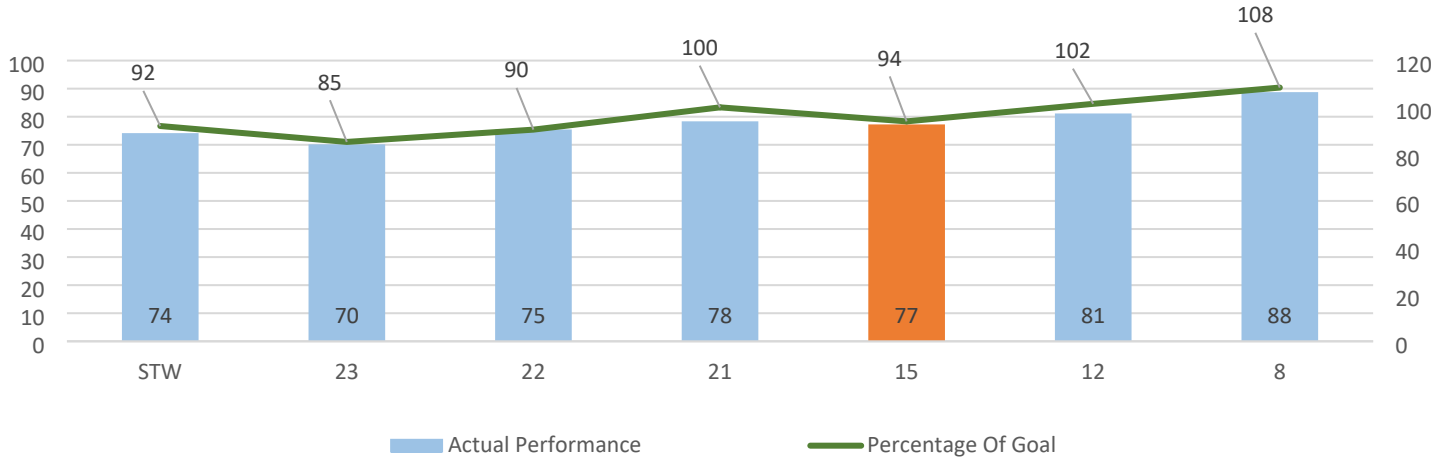
Adult Measurable Skills Gains and Actual Performance



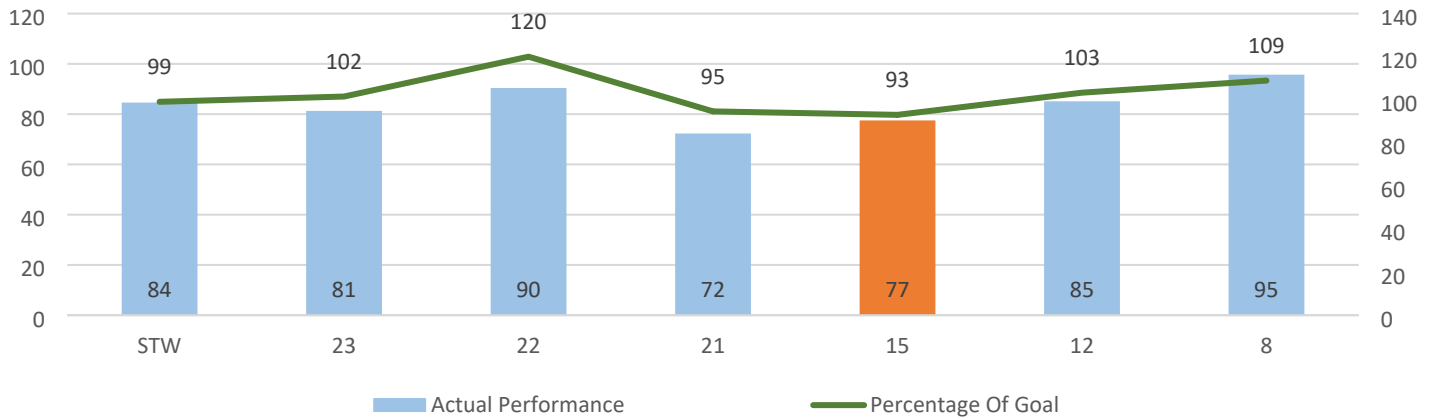
DW Credential Attainment Rate % of Goal and Actual Performance



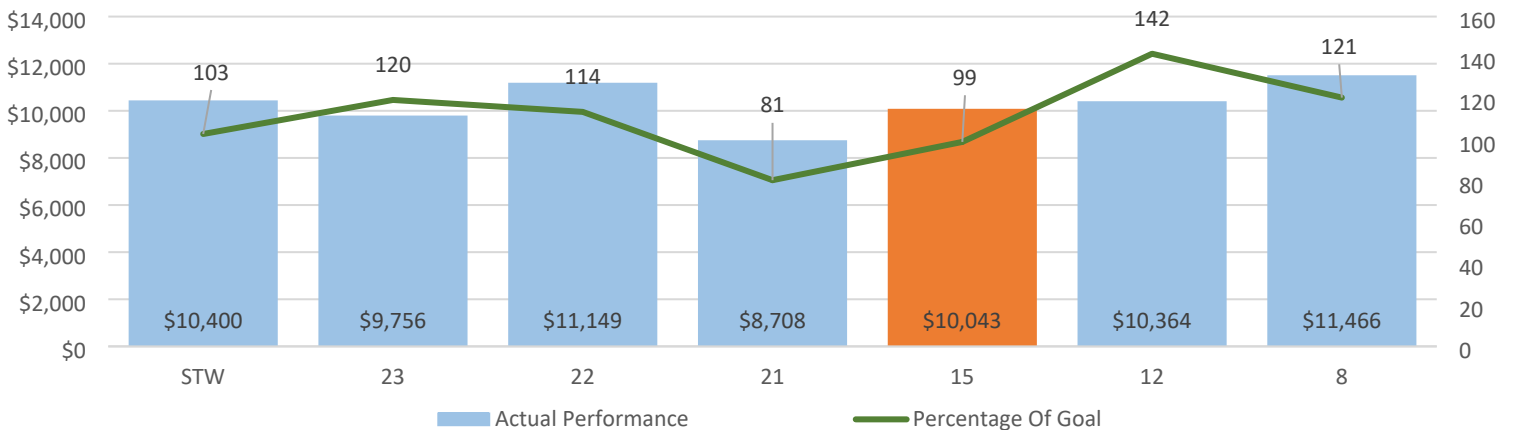
DW Employed 4th QTR After Exit % of Goal and Actual Performance



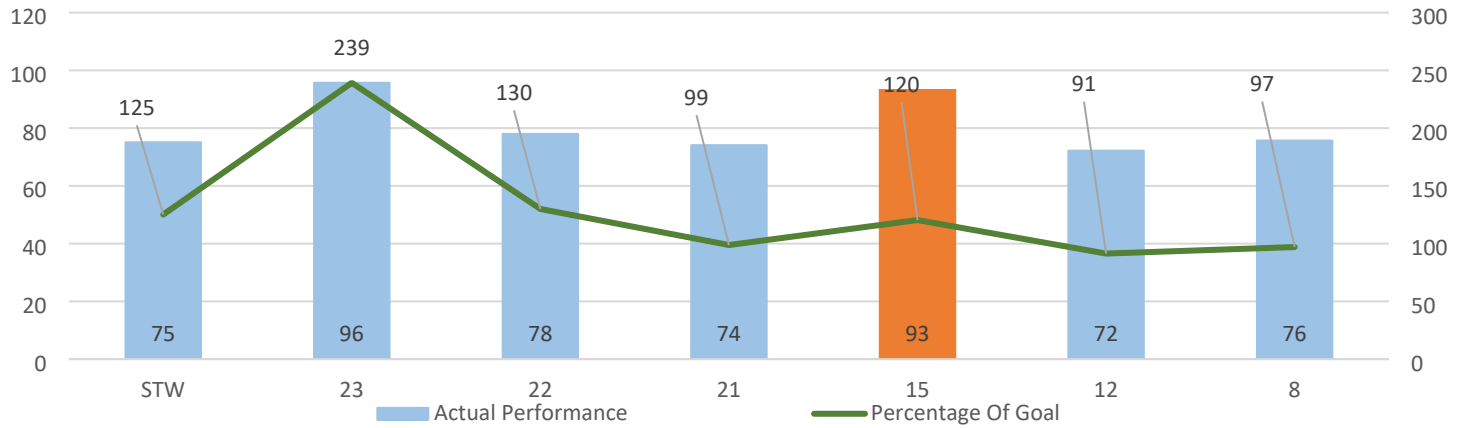
DW Employed 2nd QTR After Exit % of Goal and Actual Performance



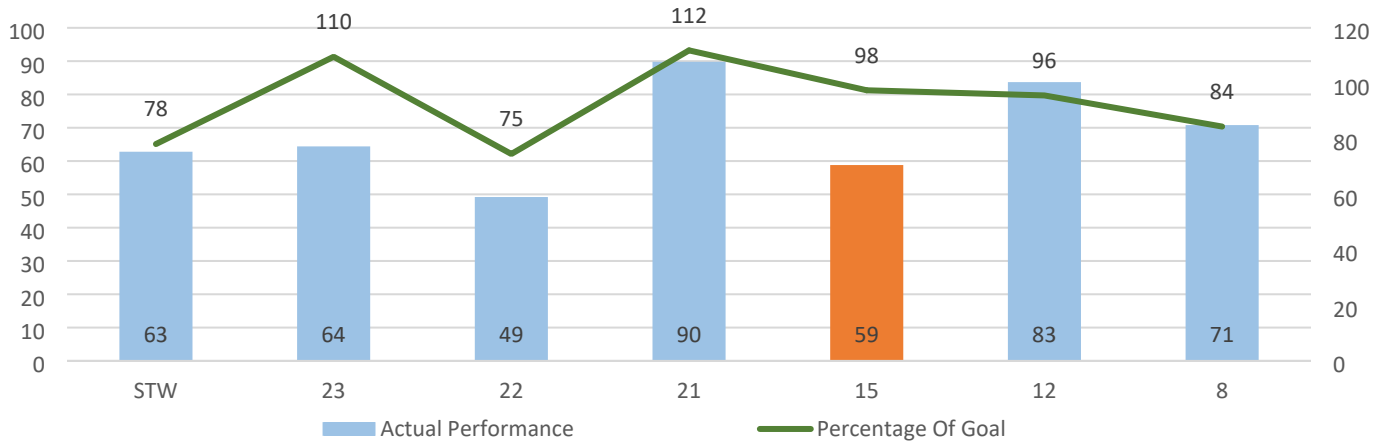
DW Median Wage 2nd QTR After Exit % of Goal and Actual Performance



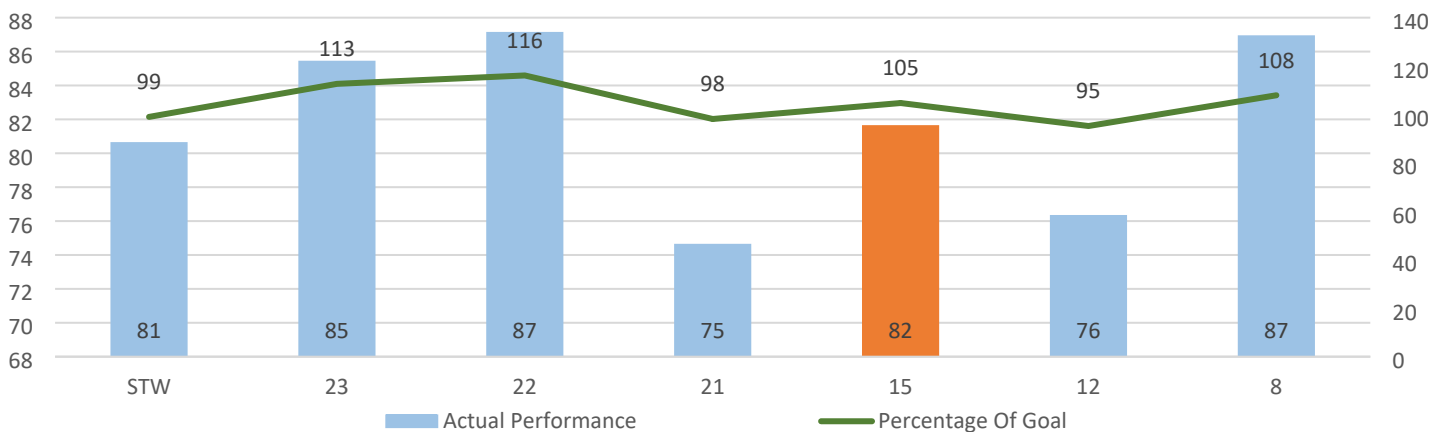
DW Measurable Skills Gains and Actual Performance



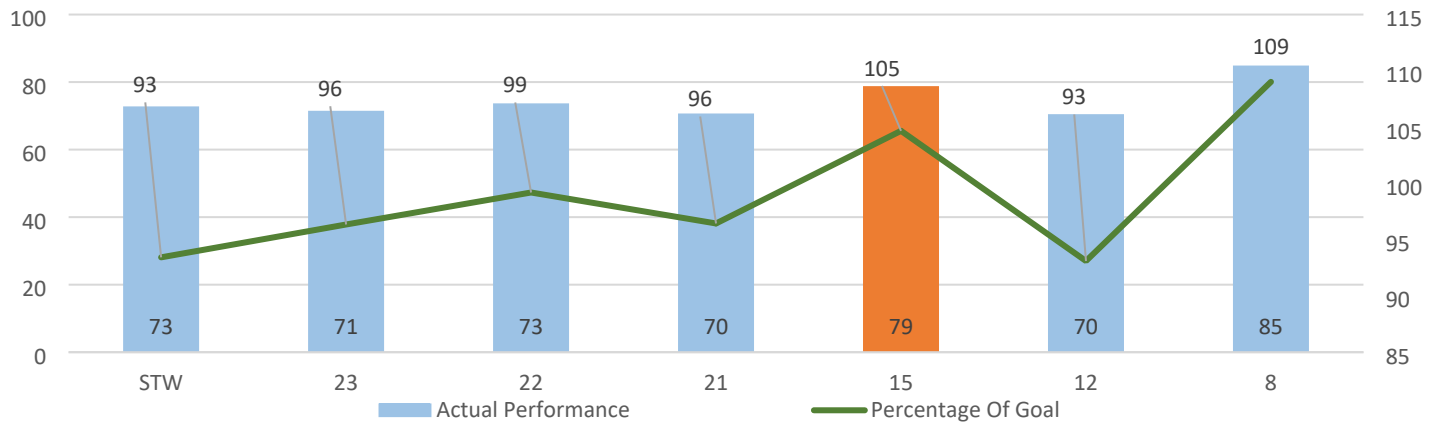
Youth Credential Attainment % of Goal and Actual Performance



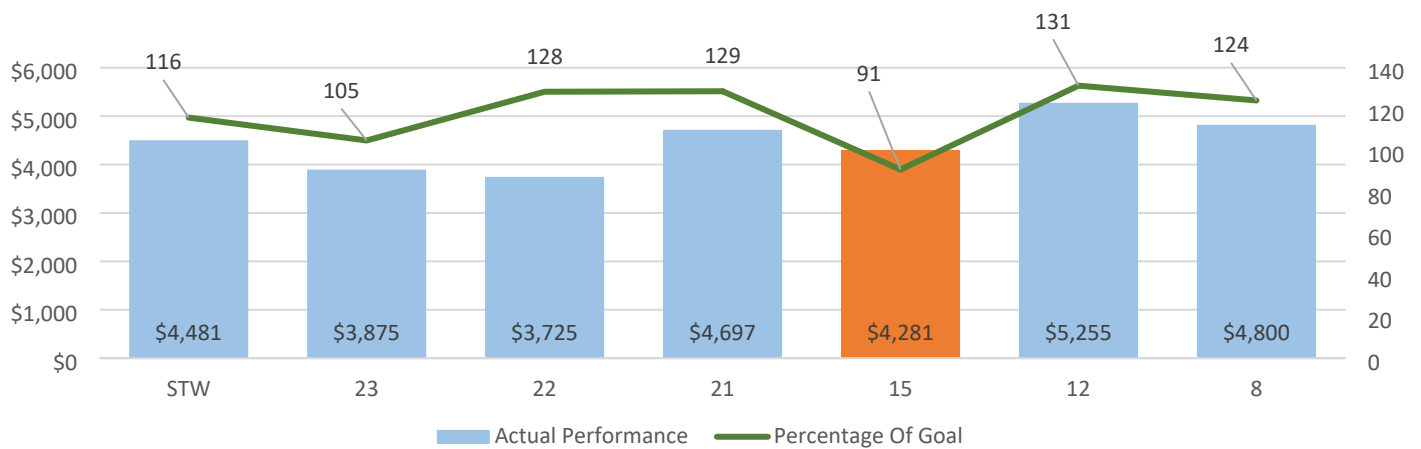
Youth Employed 2nd QTR After Exit % of Goal and Actual Performance



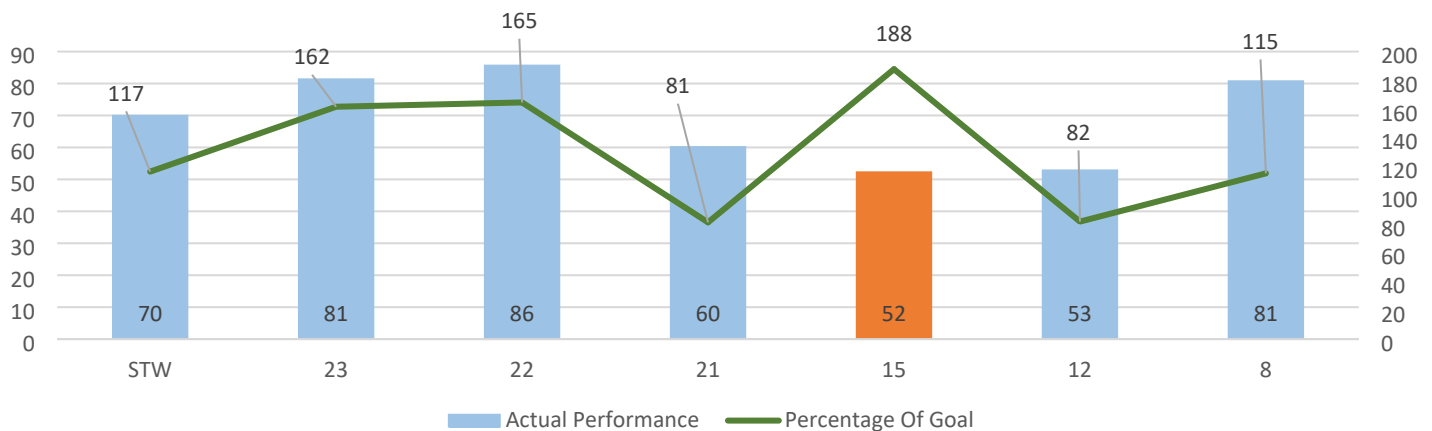
Youth Employed 4th QTR After Exit % of Goal and Actual Performance



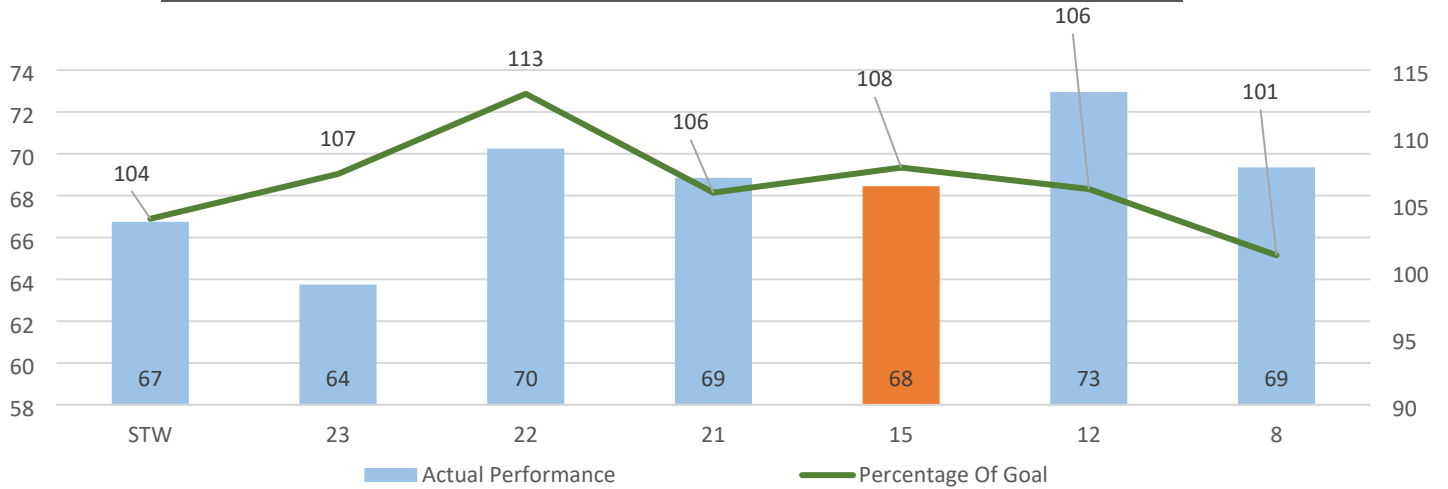
Youth Median Wage 2nd Quarter After % of Goal and Actual Performance



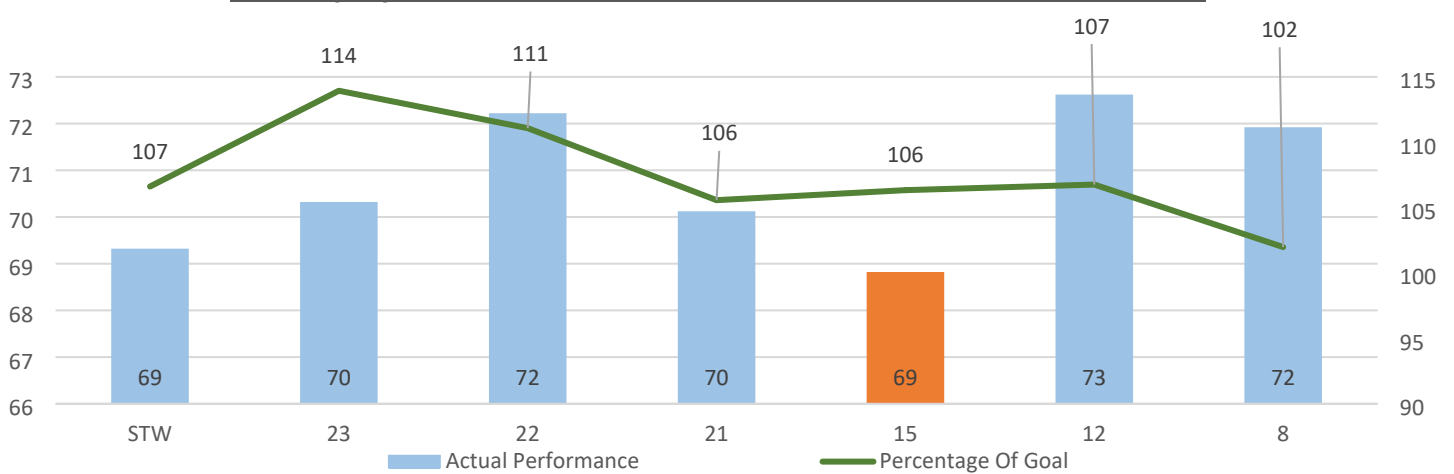
Youth Measurable Skills Gains and Actual Performance



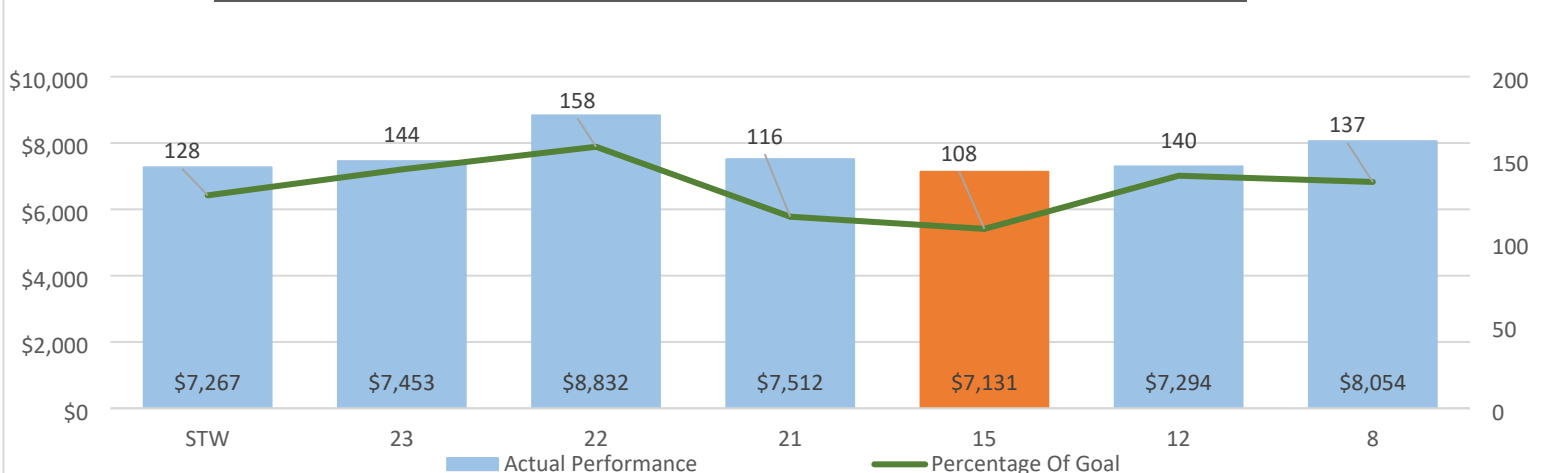
WP Employed 4th Quarter After Exit % of Goal and Actual Performance



WP Employed 2nd QTR After Exit % of Goal and Actual Performance



WP Median Wage 2nd QTR After Exit % of Goal and Actual Performance





Training Vendor Outcome Report: PY2324 (July 1st, 2023-December 31st, 2023)

Provider Name	Program Name	Active	Total Completed	Total Unsuccessfully Completed	Totals Successfully Completed	Total Employed Training Related	Employed Not Training Related	Average Wage*	Completion %**	Placement %**
Academy of Applied Technology dba Applied Technology Academy	Project Management and Six Sigma Professional		2		2		1	\$ 15.00	100%	50.00%
Access Computer Training	A+ Certification Prep (A+CERT)		1		1			N/A	100%	0.00%
Access Computer Training	Network+ Certification Prep (NET+CERT)		1		1			N/A	100%	0.00%
Access Computer Training	Security+ Certification Prep (SEC+Cert)	2	1		1			N/A	100%	0.00%
Aguilas International Technical Institute	Medical Assistant	1	1		1	1		\$ 18.00	100%	100.00%
Aguilas International Technical Institute	Pharmacy Technician	1	1		1			N/A	100%	0.00%
Brewster Technical Center-Vs	Web Development		1	1				N/A	0%	N/A
Center For Technology Training	Ethical Hacker & Forensics		1		1			N/A	100%	0.00%
Center For Technology Training	Microsoft Database Technologies		1	1			1	\$ 18.00	0%	N/A
Center For Technology Training	Microsoft Network Administration	2	2		2	1	1	\$ 20.74	100%	100.00%
Center For Technology Training	Project Management/ Business Application Specialist		1		1			N/A	100%	0.00%
Center For Technology Training	Webmaster Foundation	1	1		1			N/A	100%	0.00%
Champion Truck Driving School Inc.	CDL Truck Driving		2		2			N/A	100%	0.00%
Computer Coach Training Center	Business Office Specialist		1		1		1	\$ 16.50	100%	100.00%
Computer Coach Training Center	Project Management Specialist		1		1		1	\$ 16.50	100%	100.00%
Computer Coach Training Center	Cyber Security Specialist	18	12		12			N/A	100%	0.00%
Computer Coach Training Center	Digital Marketing Specialist	14	8	1	7	1	3	\$ 19.33	88%	57.14%
DATS of Florida, Inc.	Dental Assistant Expanded Duties	1	1		1	1		\$ 20.00	100%	100.00%
Finlay Institute of Nursing	Phlebotomy Technician		1		1	1		\$ 22.00	100%	100.00%
Galen College Of Nursing	Assoc Degree in Nursing Program, LPN/LVN to ADN Bridge	2	2	2			2	\$ 16.42	0%	N/A
Galen College Of Nursing	Baccalaureate Degree in Nursing Program, Prelicensure Option		1	1		1		\$ 17.98	0%	N/A
Hillsborough Community College	Aircraft Electronics Technician (AET) Certification Program		1	1				N/A	0%	N/A
Hillsborough Community College	Business Administration - Entrepreneurship	2	1		1			N/A	100%	0.00%
Hillsborough Community College	Commercial Vehicle Driving (Heavy and Tractor-Trailer Truck Drivers)	5	1		1		5	\$ 16.54	100%	500.00%
Hillsborough Community College	EKG Technician		1		1			N/A	100%	0.00%
Hillsborough Community College	Internet Services Technology Web Designer/Web Developer	1	1		1			N/A	100%	0.00%
Hillsborough Community College	Phlebotomy		1		1	1		\$ 16.00	100%	100.00%
Hillsborough Community College	Security D License		3		3	1		\$ 13.80	100%	33.33%
Hillsborough Community College	Security G License		1		1			N/A	100%	0.00%

Jersey College	Practical Nursing-Cd4		1		1	1		\$ 27.00	100%	100.00%
Jersey College	Professional Nursing-As	3	1	1				N/A	0%	N/A
Knowledge Quest Solutions Inc dba Learning Alliance Corp	Broadband Fiber Digital Installer		1		1			\$ 16.00	100%	0.00%
LT3 Academy (Net Synergy)	Uptown Preapprenticeship for Technology & Innovation		9		9	2	2	\$ 19.61	100%	44.44%
My IT Future Institute	CompTIA Network+		2		2			N/A	100%	0.00%
My IT Future Institute	Microsoft Certified Azure Administrator Associate		1		1			N/A	100%	0.00%
My IT Future Institute	Preparation for CompTIA A+		3		3			N/A	100%	0.00%
My IT Future Institute	Preparation for CompTIA Cloud+ Certification		1		1			N/A	100%	0.00%
My IT Future Institute	Preparation for CompTIA Security+		2		2			N/A	100%	0.00%
My IT Future Institute	Preparation for Cyber Security IT Professional		5	2	3			N/A	60%	0.00%
My IT Future Institute	Preparation for Information Technology Infrastructure Library ITIL		1		1			N/A	100%	0.00%
My IT Future Institute	Preparation For Project Management Professional PMP		1		1			N/A	100%	0.00%
National Aviation Academy	Aviation Maintenance Technology	7	1	1				N/A	0%	N/A
Rasmussen College	Professional Nursing AS	5	1					\$ 16.00	0%	N/A
Roadmaster Drivers School, Inc.	Commercial Truck Driver Training		4	1	3	3		\$ 50.72	75%	100.00%
Suncoast Career Academy	Entry-level Dental Assistant		2	1	1	1	1	\$ 18.00	50%	200.00%
Tampa Truck Driving School	Class A CDL Training	23	6		6	4		\$ 23.00	100%	66.67%
Tampa Vocational Institute	Introduction To Green Construction		9	1	8		2	\$ 14.00	89%	25.00%
Ultimate Medical Academy	Phlebotomy Technician-Cd4		7	2	5	3	2	\$ 16.75	71%	100.00%
University Of South Florida-Main Campus	HR Management Certificate		2	2			1	\$ 13.00	0%	N/A
University Of South Florida-Main Campus	Lean Six Sigma Green Belt Certification		1		1		1	\$ 64.90	100%	100.00%
University Of South Florida-Main Campus	Paralegal Certificate	4	1	1			1	\$ 15.00	0%	N/A
University Of South Florida-Main Campus	Project Management Certificate	1	1		1		1	\$ 64.90	100%	100.00%

*Average wage at or above \$17.12 are highlighted green. Average wage below \$17.12 are highlighted yellow.

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



The Economic Value of CareerSource Tampa Bay

Executive Summary



About

Lightcast is the world's leading authority on job skills, workforce talent, and labor market dynamics, providing expertise that empowers businesses, education providers, and governments to find the skills and talent they need and enabling workers to unlock new career opportunities. Headquartered in Boston, Massachusetts, and Moscow, Idaho, Lightcast is active in more than 30 countries and has offices in the United Kingdom, Italy, New Zealand, and India. The company is backed by global private equity leader KKR.

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Acknowledgements

Lightcast gratefully acknowledges the excellent support of the staff at CareerSource Tampa Bay in making this study possible. Special thanks go to John Flanagan, Executive Director of CareerSource Tampa Bay for approving this study, as well as Chad Kunerth, VP MIS and Data Services as well as Sheila Doyle, Chief Financial Officer, who assisted in providing the necessary information so this study could be conducted.

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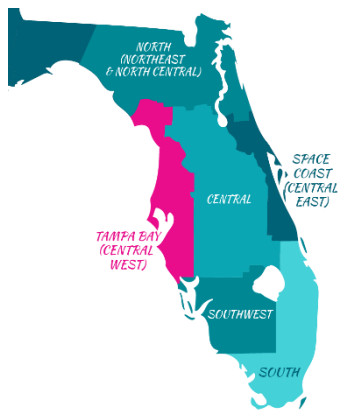
Executive Summary





This executive summary looks to highlight the results of CareerSource Tampa Bay in terms of impacts to the region's economy and the benefits generated by the organization for the region's taxpayers. This executive summary will look at two specific services: ACE and Business Services, looking to analyze the post program earnings and benefits obtained by the participants. This impact will be analyzed in the Hillsborough County, the region served by CSTB.

Profile of CSTB and the Regional Economy



Understanding the demographic composition of the region and the barriers participants face can help understand outcomes and results for those the board serves. The region served by CSTB is mostly composed of a White population, representing 54.4% of the total population. They are followed by Hispanic or Latinos and Black and African Americans, which together represent 39.3% of the region's population.

The biggest populational group served by the board is Black or African American participants, representing on average 65% of all participants served by the board. They are followed by Hispanic participants, representing approximately 25% of the population served by the board.

The table below provides insight on the demographic breakdown and educational attainment of participants in both program years for each specific program, as well as the total number of participants served.

This executive summary provides insight on CareerSource Tampa Bay's regional impacts and benefits generated to taxpayers.

Table 1: Participant Demographics and Educational Breakdown for Non-WIOA programs

	Participant Information	ACE	Business Services
	Participants	114	503
Demographics	% Black/African American	68%	58%
	% Hispanic/Latino	26%	25%
	%White	2%	22%
	%Other	3%	6%
Educational Level	%Less than HS/GED	5%	35%
	%HS Diploma/GED	75%	50%
	%Some College	9%	6%
	% Associate's degree	6%	4%
	% Bachelor's Degree	5%	4%

Source: CareerSource Tampa Bay

Simultaneously, results are affected by a plethora of factors, amongst them barriers participants might experience. CareerSource Tampa Bay serves participants that experience a variety of barriers, from homeless participants to offenders. The table below provides details on the barriers served participants experienced by participants of both programs.

Table 2: Participant Barriers for Non-WIOA Programs

Barriers	ACE	Business Services
# Pregnant or Single Parent	10	28
# Deficient in Basic Literacy Skills	23	183
# Ex-offenders	8	31
# Mental or Physically Disabled	23	95
# Veterans	0	17
# Homeless, Runaway or Foster Child	5	16
# School Dropout	5	35

Source: CareerSource Tampa Bay

Economic Impact Studies

Economic Impact Studies measure the impact on the regional economy and workforce and calculate the programs return on investment for participants, the organization and society as a whole. Lightcast’s model provides insights on the return on investment of CSTB programs and the additional tax revenue generated by those participants returning to the workforce.

Within the model, different variables are taken into account to measure the impact of the programs, ranging from pre and post program earnings, unemployment benefits, sales or income tax, educational levels, behavioral data to measure government savings (i.e. smoking habits, obesity, alcohol consumption, crime rates) and other data points relevant in order to analyze the impacts generated by the CSTB programs.

Investment Analysis

Investment analysis is the practice of comparing the costs and benefits of an investment to determine whether it is profitable or not. This study considers Tampa Bay as an investment from the perspective of the region’s taxpayers.

That benefit can be analyzed from 2 lenses: the existence of the organization itself- once the employees supported by the organization spend in the region, impacting several industries and creating a ripple effect throughout the community- and the impact of the programs themselves. The impact created by the organization from both programs generated approximately **\$4 million** for PY 2022, supporting a total of **343 jobs**.

We also analyze the impact and returns on the programs themselves. Tampa Bay’s programs are fully supported via federal government funding that is passed through the State of Florida. Each program served by Tampa Bay receives different levels of funding. The table below breaks down the funding received for each of the programs analyzed.

Table 3: Funding per Program

ACE Funding	Business Services Funding
\$359,438	\$2,370,667

Source CareerSource Tampa Bay

As a result of Tampa Bay’s programs, participants received the training and support they need to become gainfully employed, reenter the workforce and leave unemployment benefits, and/or to increase their earnings. As participants earn more, the region’s economy- and consequently Florida’s economy- experienced increased tax revenues and public sector savings.

For PY 2022, the overall benefit-cost ratio for the programs was positive, coming to **2.82** for ACE and **2.95** for Business Services. This indicates that there was a positive return on investment in the programs offered by CSTB and, consequently, a positive impact on the health of the local economy through those participants. The table below summarizes the results for both analyzed CSTB programs.

Table 4: Benefit-Cost Ratio for Non-WIOA programs

ACE Benefit-Cost Ratio	Business Services Benefit Cost Ratio
2.82	2.95

Source: Lightcast Impact Model

The benefit-cost ratios provide insight on the positive returns on investment for the programs offered by CareerSource Tampa Bay. However, it is important to understand those values in monetary terms and the net cash flow generated by those programs to the region.

For both programs, taxpayers are rewarded with positive benefit-cost ratios, although those returns do not occur until after the first program year for both ACE and Business Services. During the first year, the costs of the program outweigh the taxpayer benefits, leading to a negative net cash flow. From the second year forward, the net cash flow becomes positive. Table 5 below provides a breakdown of benefits, costs and net cash flow over a 10-analyzed period.

Table 5: Projected Benefits and Costs for Non-WIOA Programs, Taxpayer Perspective Breakdown per Dollar Spent

ACE				Business Services		
Year	Benefits	Costs	NCF	Benefits	Costs	NCF
0	<\$0.1	\$0.4	-\$0.3	\$0.7	\$2.4	-\$1.7
1	\$0.1	\$0.0	\$0.1	\$0.8	\$0.0	\$0.8
2	\$0.1	\$0.0	\$0.1	\$0.8	\$0.0	\$0.8
3	\$0.1	\$0.0	\$0.1	\$0.8	\$0.0	\$0.8
4	\$0.1	\$0.0	\$0.1	\$0.8	\$0.0	\$0.8
5	\$0.1	\$0.0	\$0.1	\$0.7	\$0.0	\$0.7
6	\$0.1	\$0.0	\$0.1	\$0.7	\$0.0	\$0.7
7	\$0.1	\$0.0	\$0.1	\$0.7	\$0.0	\$0.7
8	<\$0.1	\$0.0	<\$0.1	\$0.7	\$0.0	\$0.7
9	<\$0.1	\$0.0	<\$0.1	\$0.7	\$0.0	\$0.7
Net Present Value	\$1.01	\$0.36	\$0.65	\$6.98	\$2.37	\$4.61
Benefit Cost Ratio			2.82			2.95

Source: Lightcast Impact Model

For the ACE programs, the benefit-cost ratio was **2.82**, as could be seen in the previous table. In monetary terms, this means that of the \$1 million generated in benefits to taxpayers and after the approximately \$0.4 million in costs are covered, the region is left with **\$0.7 million** during a 10- year analyzed period.

The same logic applies for Business Services. The benefit-cost ratio for this program was 2.95. In monetary terms, this indicates that of the approximately \$7 million generated in benefits to taxpayers and after the

costs of the program, which totaled \$2.37 million, are covered, the region is left with **\$4.61 million** during a 10-year analyzed period.

Table 6: Projected Benefits and Costs for Non-WIOA Programs, Taxpayer Perspective per Dollar Spent

		Benefit to Taxpayers	Program Funding	Net Cash Flow
ACE	Present Value	\$1.01	\$0.36	\$0.65
	Benefit Cost Ratio			2.8
Business Services	Present-Value	\$7	\$2.37	\$4.6
	Benefit-Cost Ratio			2.95

Source: Lightcast Impact Model

Participant Outcomes

Participant outcomes can be measured in a number of ways, the most common of them being the actual increase in earnings the participants experienced after going through the training programs and finding employment. It is important to point out that the calculation of pre-program wages depends highly on unemployment benefit information, since many participants are unemployed before the program.

Thus, to quantify participant outcomes, two data points are mainly used: the increase in earnings for those participants as well as the employment of those workers that were unemployed prior to the. The values provided below for the increase in hourly earnings refer to the weighted average for the aggregate programs.

Table 7: Adjusted Increased Earnings per Program

		Non-WIOA
ACE	Hourly Increased Earnings	\$12.12
	Annual Increased Earnings	\$22,055
Business Services	Hourly Increased Earnings	\$17.93
	Annual Increased Earnings	\$32,625

Source: Lightcast Impact Model

Government Savings

In addition to the creation of higher regional tax revenues, training is statistically associated with a variety of lifestyle changes that generate social savings, otherwise known as external or incidental benefits of training. These represent avoided costs to the government that would have otherwise been drawn from public resources had the training not been provided by CareerSource Tampa Bay.

The table below presents the value of all benefits to taxpayers for both the ACE and the Business Services programs. The first row shows the added tax revenues created in the region from participant higher earnings. A breakdown in government savings, broken down by health, crime and welfare/unemployment-related savings is shown next and finally, the sum of the added income and the savings provides the total taxpayer benefits.

Table 8: Government Savings for Non-WIOA Programs

	ACE	Business Services
Added Tax Revenue	\$1,012	\$6,663
Government Savings		
Health Related Savings	\$0	-\$161
Crime Related Savings	\$0	\$471
Welfare/Unemployment Related Savings	\$0.33	\$11
Total Government Savings	\$0.33	\$321
Total Taxpayer Benefits	\$1,012	\$6,984

Source: Lightcast Impact Model

In conclusion, both programs for CSTB present positive benefit-cost ratios, serving around 518 participants overall. This translates into \$1.82 return per dollar spent for the ACE program and \$1.95 return per dollar spent on Business Services for taxpayers. Overall, the programs generate an increase of \$22 thousand and \$33 thousand for ACE and Business Services respectively. Finally, the total taxpayer benefits for these programs, including added tax revenue and government savings, come to \$1.012 million for ACE and \$6.984 million for Business Services.

While CareerSource Tampa Bay's value to both the Tampa Bay area and Florida is larger than simply its economic impact in monetary values, understanding the dollars and cents value is an important asset to understanding the organization's value as a whole.

The programs supported by CSTB are important in the sense that they create a ripple effect throughout the economy and the state that would have otherwise not occurred in the same proportion as it did. The better placement of these workers in the workforce leads to higher wages which in turn leads to consumption and an improvement of the overall economy, thus bringing even more value to CareerSource Tampa Bay.

NOTES:



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