



CareerSource Tampa Bay Workforce Solutions Committee

Date: October 8, 2025 at 10:00 AM

Location: Meridian One: 4350 W Cypress Street,
Suite 875 Tampa, FL 33607

Zoom Information [Zoom Link](#)

Meeting ID: 826 3658 3376

Passcode: 730221

Dial-in-Number: 1.305.224.1968

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I. Call to order, Welcome and Roll Call

II. Public Comments

Members of the public may raise their virtual hand during the Public Comment portion of the meeting. Members of the public who do so will be acknowledged by the Chair and provided up to three minutes to make public comment.

III. Action Items

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VI. Adjournment

A. Next Workforce Solutions Committee Meeting: January 7, 2026	
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CareerSource Tampa Bay Workforce Solutions

Committee Minutes

CareerSource Tampa Bay

8/12/2025 10:00 AM EDT

@ Meridian One: 4350 W Cypress Street, Suite 875 Tampa, FL 33607

Committee Members

Present:

Members: Robert Blount, III (remote), Warren Brooks, Joseph Eletto (remote), Elizabeth Gutierrez (remote), Mark Hunt (remote), Michael Jalazo (remote), Dr. Brian Mann (remote), Jeremy Robinson (remote), Elizabeth Siplin (remote), Dr. Cynthia Johnson, Esther Sanni (remote)

Absent:

Members: John Howell, April Neumann, Kenneth Williams, Mercedes Young, Kenny Wooton

CSTB Staff Members: Anna Munro, Sheila Doyle, Chad Kunerth, Keidrian Kunkel, Don Shepherd (remote), Tammy Stahlgren

Others Present: Amelia Campbell - Pinellas County, David Chawk - Pinellas County (remote), Belinthia Berry - Board Member

I. Call to order, Welcome and Roll Call (Presenters: Warren Brooks)

Scott Brooks, Chair called the meeting to order at 10:00 a.m. There was a quorum present.

II. Public Comments (Presenters: Warren Brooks)

There were none.

III. Action / Discussion Items

A. Approval of the Minutes - July 9, 2025

Motion:

To approve the minutes of July 9, 2025 Workforce Solutions Committee Meeting minutes.

Motion moved by Mark Hunt and motion seconded by Dr. Cynthia Johnson.

Motion carried.

B. Regional Targeted Occupation List (Presenters: Chad Kunerth)

Eight occupations are recommended for removal due to low training provider availability and low wages.

SOC Code Occupation Title
413011 Advertising Sales Agents
111011 Chief Executives
212011 Clergy
212021 Directors, Religious Activities and Education
119013 Farmers, Ranchers, and Other Agricultural Managers
499044 Millwrights
212099 Religious Workers, All Other

Motion:

To approve the new target occupation list with the specified occupations removed.

Motion moved by Dr. Brian Mann and motion seconded by Dr. Cynthia Johnson.
Motion carried.

IV. Adjournment

The meeting adjourned at 10:21 a.m. Minutes submitted by Tammy Stahlgren, Executive Administrative Assistant.

A. Next Workforce Performance Meeting: October 8, 2025



Action Item

Approval of CSTB Co-Enrollment and Local Monitoring Policies

Information

These policies establish formal guidance to CareerSource Tampa Bay (CSTB) staff and partners in accordance with CareerSource Florida and Florida Department of Commerce standards, as well as applicable state and federal laws, rules, regulations, and policies.

Policy No.	Title	Description
P-05-V1	Co-Enrollment Policy	This policy establishes guidelines for the co-enrollment of participants in multiple programs to leverage resources and provide comprehensive support to participants without duplication of services.
A-14-V1	Local Monitoring Policy	This policy establishes guidelines for monitoring processes that evaluate the services and activities administered by CareerSource Tampa Bay (CSTB) to ensure compliance with applicable state and federal laws, rules, regulations, and policies.

Action

CareerSource Tampa Bay staff recommend approval of the Co-Enrollment and Local Monitoring Policies.



Policy No.:	P-05-V1
Policy Title:	Co-Enrollment Policy

Issue Date:	Upon Approval by the CSTB Board of Directors
Revision Date(s):	N/A
Program Area:	Programs and Services
Subject:	Program Services and Eligibility
Purpose:	This policy establishes guidelines for the co-enrollment of participants in multiple programs to leverage resources and provide comprehensive support to participants without duplication of services.
Distribution:	CSHP Staff, FloridaCommerce Staff and Partner Organizations
Contact:	VP of MIS and Data Services or their designee

Purpose

This policy establishes guidelines for the co-enrollment of participants in multiple programs to leverage resources and provide comprehensive support to participants without duplication of services.

Background

Co-enrollment occurs when an eligible participant is enrolled in more than one workforce program to support and optimize the participant's success. Co-enrolling WIOA participants in multiple core and special grant programs aims to provide comprehensive support by leveraging resources and services from different programs to better meet the needs of individuals seeking employment and training assistance. Co-enrollment allows participants to benefit from the combined strengths of these programs, such as receiving both job training and educational services simultaneously. This integrated approach helps improve employment outcomes and ensures that participants receive a more holistic set of services tailored to their specific needs. Furthermore, co-enrollment necessitates a high level of communication and coordination amongst program staff to maximize effectiveness and avoid the duplication of services.

Consistent with WIOA Section 108 related to local plans and 20 CFR 679.560(2), local plans should describe how the local workforce development board (LWDB) works with entities carrying out core programs to facilitate the development of career pathways and co-enrollment, as appropriate, and must include strategies designed to leverage resources from all partners including partner agencies, for participants who may be eligible for co-enrollment (including youth, individuals with disabilities, trade-certified workers, veteran services, etc.). In these efforts, LWDBs should also be guided by other relevant policies and technical guidance such as the approaches and objectives outlined in [CareerSource Florida Policy 2021.12.09.A.1 – Comprehensive Employment, Education, and Training Strategy](#).

Policy

Co-Enrollment in Multiple Programs

1. Wagner-Peyser Program Services

- a. **All customers over the age of 18** shall be co-enrolled in Wagner-Peyser services as determined by the program and/or youth (ages 18-24) goals.
- b. **In-School Youth** (ISY) through Temporary Assistance to Needy Families (TANF) funding for summer youth will be dependent on the youth's employment goals.

2. Coordination with Welfare Transition Program (WTP) and Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Programs

- a. Where possible and appropriate, SNAP E&T/WT participants should be co-enrolled with WIOA to provide Able-Bodied Adults Without Dependents (ABAWDs) with an opportunity to become competitive in the workforce while receiving services and meeting their hourly work requirements.

3. Coordination with the WIOA Youth Program

- a. Individuals aged 18-24 may be eligible for both the WIOA Youth and Adult programs and can be co-enrolled in the two programs. CSTB staff will coordinate the adult and dislocated worker programs with the youth program to maximize flexibility and service delivery to eligible populations. Determinations regarding the appropriate program for the participant are based on the service needs of the participant and if the participant is career-ready based on an assessment of his/her occupational skills, prior work experience, employability, and the participant's needs.

4. Coordination with Trade Adjustment Assistance (TAA)

- a. Consistent with guidance issued in TEGL 13-21, LWDBs are to continue serving trade-effective workers from groups certified prior to July 1, 2022. These individuals may also be eligible for Dislocated Workers and co-enrollment requires that the WIOA Dislocated Worker program funds a minimum of one service.

5. Coordination with Reemployment Services and Eligibility Assessment (RESEA)

- a. RESEA program participants who are deemed unlikely to return to a previous industry or occupation indicated as declining are also qualified to receive WIOA Dislocated Worker (DW) services.

6. Coordination with Partner Programs

- a. Where appropriate for the individual, staff should also determine the benefit of co-enrollment in the Adult Education and Family Literacy Act and the Vocational Rehabilitation programs.

7. Coordination with Special Grants

- a. Where appropriate for the individual, staff should also determine the benefit of co-enrollment in special grant programs.

For all participants who are co-enrolled in multiple programs, staff must identify and track the funding streams which pay the costs of services provided to individuals who are participating in programs concurrently and ensure no duplication of services.

References

- [CareerSource Florida Administrative Policy Number 116: Trade Adjustment Assistance and Workforce Innovation and Opportunity Act Dislocated Worker Co-enrollment](#)
- [CareerSource Florida Policy 2021.12.09.A.1: Comprehensive Employment, Education, and Training Strategy](#)

- [CareerSource Florida Workforce Policy 127: Adult and Dislocated Worker Program Framework and Design](#)
- [WIOA, Public Law 113-128](#)

History

Date	Action	Description
TBD	Issuance	Initial approval by the CSTB Board of Directors.

Attachments

- [2025-2028 CareerSource Tampa Bay R28 WIOA Regional and Local Workforce Services Plan](#)
- [CSTB P-W-06-V02 Co-Enrollment of Participants Procedure](#)

Other Resources



Policy No.:	A-14-V1
Policy Title:	Local Monitoring Policy

Issue Date:	Upon Approval by the CSTB Board of Directors
Revision Date(s):	N/A
Program Area:	Administration
Subject:	Compliance
Purpose:	This policy establishes guidelines for monitoring processes that evaluate the services and activities administered by CareerSource Tampa Bay (CSTB) to ensure compliance with applicable state and federal laws, rules, regulations, and policies.
Distribution:	CSTB Staff, FloridaCommerce Staff and Partner Organizations
Contact:	VP of MIS and Data Services or their designee

Purpose

This policy establishes guidelines for monitoring processes that evaluate the services and activities administered by CareerSource Tampa Bay (CSTB) to ensure compliance with applicable state and federal laws, rules, regulations, and policies. The local monitoring process also intends to reduce the number of findings across all programs while minimizing systemic issues for files overseen by CSTB Quality Assurance staff during FloridaCommerce monitoring, data validation visits, and third-party independent monitoring events.

Background

Services and activities provided under WIOA must be monitored annually for compliance with WIOA requirements by FloridaCommerce pursuant to Section 185(c), WIOA. FloridaCommerce will monitor the requirements outlined in their policies, as well as the local workforce development board (LWDB) and local operating procedures. LWDBs must establish local monitoring policies and procedures that include, at minimum, the requirements outlined in FloridaCommerce administrative and workforce policies.

Policy Strategy

The CSTB's local monitoring strategy focuses on the following key areas:

- **Commitment to Continuous Improvement:** Remain adaptable to the needs of the organization and different departments.
- **Targeted Mini Monitoring Reviews:** Create specific reviews to identify weaknesses and provide training and improvement opportunities.
- **Comprehensive Staff Training:** Ensure that staff fully understand the tools and scoring mechanisms.
- **Proactive Management Updates:** Keep management informed of trends, issues, and concerns.
- **Showcase Results:** Present findings and recommend plans for continuous improvement.

- **Cross-Training Opportunities:** Offer chances for team members to enhance their knowledge across various areas in Quality Control.
- **CSTB's 95% Accuracy Rating:** Assist the organization in achieving their target accuracy rating of 95%.
- **Timely Reporting:** Provide reports promptly to maintain transparency and accountability.
- **Preparation for Monitoring Visits:** Develop tools and procedures for effective and efficient monitoring visits (i.e., Annual FloridaCommerce Monitoring, Data Validation, OIG, USDOL) utilizing SharePoint, Teams Channel, and implementing Corrective Action Plans, along with reviewing responses.
- **Best Practices Identification:** Recognize effective practices both locally and statewide to improve productivity.

Department Functions

1. Quality Reports

- a. Reports will include results by individual staff members and programs with specific details of individual cases and specific monitoring items distribution.
- b. Reports will be focused on reviews of areas to provide technical training to staff based on the current statewide programmatic tools.
- c. Quality reports will be produced to include all targeted monitoring areas, displaying performance percentages by staff and program.
- d. Data will be analyzed to identify trends and root causes to assist with continuous improvement recommendations by reporting all applicable issues to appropriately identified team members.
- e. Areas of weakness, as identified by third-party monitoring firm, will be reviewed for opportunities of improvement, training, and technical assistance to reduce recurring error rates.

2. Formal Corrective Action Plan Guidance

- a. Program Monitors will coordinate and schedule CAP meetings with the appropriate Program Coordinators, Directors, and management staff to discuss any issues identified in the monitoring.
- b. Program Monitors will provide recommendations and targeted technical assistance to Directors, Supervisors, and their staff to improve deficiencies and meet a 95% accuracy goal. The quality control team will discuss and determine an appropriate timeframe to respond and correct issues identified. Staff will be held accountable to their respective deadlines to ensure CSHP attempts to rectify any points as soon as possible before action can no longer be taken.

Methodology

Sample Size

Each programmatic monitoring area will be monitored, using Florida Commerce monitoring tools, and a minimum sample size that achieves a confidence level of 95% with a margin of error of 5% over the program year.

Monitoring Sources

The following applications and tools are to be used where applicable:

- Employ Florida (electronic file repository; case management and job order database for WIOA, TAA, and WP)
- OSST (case management database for WT and SNAP)
- FloridaCommerce Monitoring Tools (monitoring and results stored for all programs)
- Card Tracker System (software containing reports for support services issued to participants)
- CSTB Policies and Procedures
- CSTB SharePoint folder
- FLORIDA (DCF Access System)
- FloridaCommerce and CareerSource Florida Administrative Policies

Where applicable, on-site file review and desk audits may occur to provide real-time monitoring results.

Monitoring

State Monitoring

Each Program Year, FloridaCommerce conducts programmatic monitoring at the regional board level. The state monitoring is coordinated and assisted by the QA department. The results from the state monitoring will be used to prioritize areas for increased or decreased local monitoring.

Post-Monitoring and Staff Training

Staff Development Training

Training will be developed and provided as part of the CAP meetings for staff where issues were identified by the QA Team. Additional technical assistance is available through the MIS and Quality Assurance departments by request and may also be recorded for future reference for staff.

Continuous Improvement

Internal Program Monitors will continue to examine our operational flow, performance measurements, staff functions, integrity of monitoring data, and statewide and national trends throughout the PY. The monitoring department may make suggestions of any necessary adjustments to the department plan to ensure operational success and achievement of established goals.

References

- [WIOA, Public Law 113-128](#)

History

Date	Action	Description
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TBD	Issuance	Initial approval by the CSTB Board of Directors.
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Attachments

- [CSTB QC Plan](#)
- [Internal Monitoring and Quality Control Procedure](#)

Other Resources

- N/A

DRAFT



Action Item

Approval of New Training Provider and Programs

Background

Effective July 1, 2024, the initial and continued eligibility application process, previously performed at the local level, changed to a statewide application. New training providers and programs must first be approved on the State ETPL before they can be considered locally. Once a provider is approved at the state level, they may request inclusion on the CareerSource Tampa Bay's (CSTB) ETPL.

The Eligible Training Provider List (ETPL) is the official list of training programs and providers eligible for WIOA funds to train eligible program participants. The ETPL and related eligibility procedures ensure the accountability, quality, and labor-market relevance of training programs that receive WIOA funds. Training Providers on the ETPL must be recognized/ licensed by an appropriate public or private governing body. Non-Public Postsecondary institutions must be licensed by the State Board of Independent Colleges and Universities, State Board of Non-Public Career Education, or Commission for Independent Education (CIE).

WIOA utilizes "informed consumer choice" in the selection of a Provider. A WIOA participant who has been determined eligible for training may select a Provider and program from the ETPL after consultation with an applicable CSTB staff. Unless training funds are not available, participants are issued an Individual Training Account (ITA) voucher for training which may pay in whole or in part for the cost of training depending on current funding levels, local policy, and/or ITA dollar limits. Being listed on the ETPL does not guarantee that students will attend a training providers educational facility or choose their program.

FL Statutes 445.007(6), excerpt:

Consistent with federal and state law, the local workforce development board shall designate all local service providers and may not transfer this authority to a third party. Consistent with the intent of the Workforce Innovation and Opportunity Act, local boards should provide the greatest possible choice of training providers to those who qualify for training services. A local board may not restrict the choice of training providers based upon cost, location, or historical training arrangements. However, a local board may restrict the amount of training resources available to any one client.

ITA and Enrollment for New Programs

- ITA Cap: Lifetime cap up to \$5,000 per individual
- New Programs: Limit enrollments to a maximum of 12 to establish performance

Information

Access Computer Training – Existing Training Provider with New Programs 1537 Dale Mabry Hwy #101, Lutz, FL 33548

Access Computer Training's new training program submissions was approved through the State ETP Portal on November 1, 2024 and May 19, 2025, by the State ETPL Coordinator. Additionally, CSTB staff coordinated with the training provider to secure supplemental documentation, including the school catalog and CIE license, dated 8/1/2024.

Financial Assistance: Access Computer Training is a private institution and does not accept financial aid but will help students with applications for training grants through local workforce development boards as well as internal scholarships offered. For training programs exceeding the local ITA cap of \$5,000, students will not incur any out-of-pocket expenses and Access Computer Training will provide institutional scholarships specifically to cover the portion of the tuition that exceeds the local ITA cap.

Program – Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion/ Employment Rate	Average Wage at Placement
IT Network & Security Professional	\$400.00	\$11,500.00	\$250.00	\$12,150.00	15 weeks	N/A - New Program	N/A - New Program
Comp TIA Pentest+	\$400.00	\$3,500.00	\$250.00	\$4,150.00	4 weeks	N/A - New Program	N/A - New Program
CompTIA Cloud+	\$400.00	\$3,500.00	\$250.00	\$4,150.00	3 weeks	N/A - New Program	N/A - New Program
CompTIA CySA+	\$400.00	\$3,500.00	\$250.00	\$4,150.00	4 weeks	N/A - New Program	N/A - New Program
Cyber Defense & Incident Response Professional	\$400.00	\$10,000.00	\$250.00	\$10,650.00	9 weeks	N/A - New Program	N/A - New Program
Office Administration	\$400.00	\$10,000.00	\$250.00	\$10,650.00	15 weeks	N/A - New Program	N/A - New Program
Scrum Certification Prep	\$400.00	\$995.00	\$250.00	\$1,645.00	2 weeks	N/A - New Program	N/A - New Program
Microsoft Azure AZ900/AZ104 Certification Prep	\$400.00	\$3,300.00	\$250.00	\$3,950.00	2 weeks	N/A - New Program	N/A - New Program
ITIL 4.0 Certification Prep	\$400.00	\$1,895.00	\$250.00	\$2,545.00	1 week	N/A - New Program	N/A - New Program
Project Management Professional Certification (PMP) Prep	\$400.00	\$3,000.00	\$250.00	\$3,650.00	2 weeks	N/A - New Program	N/A - New Program

No performance data is available. The programs are newly introduced at the institution and were recently added to the State ETP Portal.

New Training Programs Occupation & Wage Info:

Employment and wage statistics associated with the training programs outlined above.

Access Computer Training												
EF Related & Selected Occupations per Training Provider				2024 Occupational Employment & Wage Statistics (OEWS)								
	SOC Code	Occupation Title	Local TOL	2024 Employment	Mean	Median	Entry*	Exp**	P10	P25	P75	P90
IT Network & Security Professional	151231	Computer Network Support Specialists	Yes	1,120	37.08	36.57	24.59	43.33	22.25	26.96	44.33	53.45
	151241	Computer Network Architects	Yes	1,360	62.00	62.37	41.77	72.12	38.23	48.70	76.73	81.38
	151252	Software Developers	Yes	14,520	59.35	60.76	37.79	70.13	32.16	46.47	75.94	80.80
Comp TIA Pentest+	113021	Computer and Information Systems Managers	Yes	5,860	82.05	80.04	54.10	96.03	49.23	62.54	97.57	113.53
CompTIA Cloud+	151231	Computer Network Support Specialists	Yes	1,120	37.08	36.57	24.59	43.33	22.25	26.96	44.33	53.45
	151252	Software Developers	Yes	14,520	59.35	60.76	37.79	70.13	32.16	46.47	75.94	80.80
CompTIA CySA+	151211	Computer Systems Analysts	Yes	7,350	53.50	49.10	35.05	62.72	31.00	39.51	62.73	75.56
	151212	Information Security Analysts	Yes	2,770	55.93	50.12	35.66	66.07	35.28	40.07	67.74	81.21
Cyber Defense & Incident Response Professional	151231	Computer Network Support Specialists	Yes	1,120	37.08	36.57	24.59	43.33	22.25	26.96	44.33	53.45
	439061	Office Clerks, General	Yes	26,860	21.94	21.17	15.59	25.11	14.56	17.31	24.81	30.32
Scrum Certification Prep	113021	Computer and Information Systems Managers	Yes	5,860	82.05	80.04	54.10	96.03	49.23	62.54	97.57	113.53
Microsoft Azure AZ900/AZ104 Certification Prep			Yes	1,360	62.00	62.37	41.77	72.12	38.23	48.70	76.73	81.38
	151241	Computer Network Architects										
ITIL 4.0 Certification Prep	113021	Computer and Information Systems Managers	Yes	5,860	82.05	80.04	54.10	96.03	49.23	62.54	97.57	113.53
Project Management Professional Certification (PMP) Prep	131082	Project Management Specialists	Yes	9,980	49.28	46.80	30.43	58.71	27.68	36.15	61.12	77.49
	119199	Managers, All Other	Yes	7,220	55.60	50.03	25.77	70.52	22.79	29.98	73.01	89.83

Program Performance for Access Computer Training Approved Training Programs (Period: 7/1/2024-9/22/2025):

Program	Served	Finished Training	Successfully Completed Training	Successful Completion Rate	Employed	Employment Rate	Avg Wage	Training Related Employment	Training Related Rate	Training Related Wage	Avg Days to Employment	Final Score
Introduction to Bookkeeping *Bookkeeping, Accounting, and Auditing Clerks	3	3	3	100%	1	33.3%	\$ 17.29	1	100%	\$ 17.29	77.0	67.00
Business Application (BAPP) *Computer Systems Analysts	1	1	1	100%	1	100%	\$ 21.50	1	100%	\$ 21.50	102.0	
Business Application (BAPP) *Computer User Support Specialists	1											
Business Application (BAPP) *First-Line Supervisors of Office and Administrative Support Workers	2	2	2	100%	2	100%	\$ 18.65	2	100%	\$ 18.65	101.0	

Training Program Performance - Definitions

Column Heading	Definition
Served	Number of individuals active in the training program during the reporting period.
Finished Training	Number of individuals who completed training either successfully or unsuccessfully during the reporting period.
Successfully Completed Training	Number of individuals who successfully completed training during the reporting period.
Successful Completion Rate	Number of individuals who successfully completed training divided by the number who finished training.
Employed	Number of individuals who finished training and entered employment.
Employment Rate	Number of individuals that have successfully completed training and entered employment divided by number of customers that have successfully completed training.
Avg Wage	Average wage of individuals that have successfully completed training and entered employment
Training Related Employment	Number of individuals who have successfully completed training and found training related employment.
Training Related Rate	Number of individuals that have successfully completed training and found training related employment divided by the number of customers that have successfully completed training and found employment
Training Related Wage	Average wage of individuals that have successfully completed training and entered training related employment
Average Days to Employment	Average number of days after successfully completing training for customers to begin training. Customers who obtain employment prior to the completion of training are not counted in this measure.
Final Score	Score is based on the ranking of the performance metrics with the following weight; 25% completion rate 25% employment rate 5% Training related employment rate 25% average wage rate 5% training related wage rate 15% average days to employment rate. Minimum of 3 exiters to count performance.

South Florida Academy of Air Conditioning – New Training Provider and Programs 4524 Oak Fair Boulevard Suite 110, Tampa, FL 33610

South Florida Academy of Air Conditioning is a new training provider with one new training program submission that was approved through the State ETP Portal on 6/19/2025, by the State ETPL Coordinator. Additionally, CSTB staff coordinated with the training provider to secure supplemental documentation, including the school catalog and CIE license, dated 5/8/2025.

Financial Assistance: South Florida Academy of Air Conditioning is a private institution and does not accept federal financial aid. However, the Academy assists students with applying for training grants through local workforce development boards and offers internal need-based scholarships. For CareerSource Tampa Bay students, the Academy provides need-based scholarships of up to \$2,995, ensuring that between the local ITA cap of \$5,000 and the scholarship, students will have no out-of-pocket tuition costs.

Program – Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion/ Employment Rate	Average Wage at Placement
HVAC: Residential and Light Commercial Technician	Included	\$7,845.00	\$150.00	\$7,995.00	5 weeks	N/A - New Program	N/A - New Program

No performance data is available. This provider and their programs are newly approved on the State ETPL.

New Training Programs Occupation & Wage Info:

Employment and wage statistics associated with the training programs outlined above.

South Florida Academy of Air Conditioning												
EF Related & Selected Occupations per Training Provider				2024 Occupational Employment & Wage Statistics (OEWS)								
Program	SOC Code	Occupation Title	Local TOL	2024 Employment	Mean	Median	Entry*	Exp**	P10	P25	P75	P90
HVAC: Residential and Light Commercial Technician	499021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Yes	5,640	25.87	24.04	19.74	28.93	18.52	21.66	29.41	34.22

Recommendation

Staff recommend approval of the existing provider, Access Computer Training's, new training programs and South Florida Academy of Air Conditioning's application as a new provider and new training program for inclusion on CSTB's ETPL.



Information Item

WIOA Primary Indicators of Performance: PY 2425 Q4

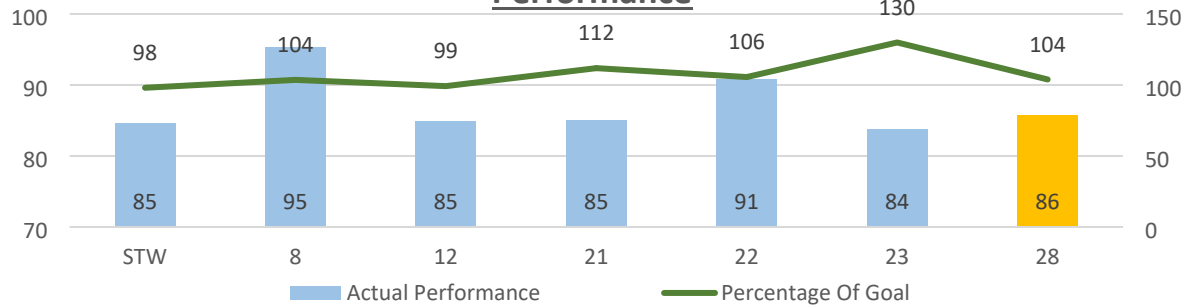
July 1st, 2024 – June 30th, 2025

Measures	PY2024-2025 4 th Q4 Quarter Performance	PY2024-2025 % of Performance Goal Met For Q4	PY2425 Performance Goals
Adults:			
Employed 2nd Qtr After Exit	82.7	100.24	82.5
Median Wage 2nd Quarter After Exit	\$9,075.0	106.87	\$8,492
Employed 4th Qtr After Exit	85.5	104.78	81.6
Credential Attainment Rate	76.4	92.05	83
Measurable Skill Gains	76.9	126.27	60.9
Dislocated Workers:			
Employed 2nd Qtr After Exit	77.9	93.97	82.9
Median Wage 2nd Quarter After Exit	\$9,260.0	83.24	\$11,125
Employed 4th Qtr After Exit	85.8	106.32	80.7
Credential Attainment Rate	79.8	95.57	83.5
Measurable Skill Gains	85.2	100.71	84.6
Youth:			
Employed 2nd Qtr After Exit	79.2	99.75	79.4
Median Wage 2nd Quarter After Exit	\$5,528.5	135.94	\$4,067
Employed 4th Qtr After Exit	83.2	103.48	80.4
Credential Attainment Rate	75.6	120.57	62.7
Measurable Skill Gains	71	120.34	59
Wagner Peyser:			
Employed 2nd Qtr After Exit	66.8	102.14	65.4
Median Wage 2nd Quarter After Exit	\$8,006.5	113.01	\$7,085
Employed 4th Qtr After Exit	68.4	111.22	61.5
Not Met (less than 90% of negotiated)			
Met (90-100% of negotiated)			
Exceeded (greater than 100% of negotiated)			

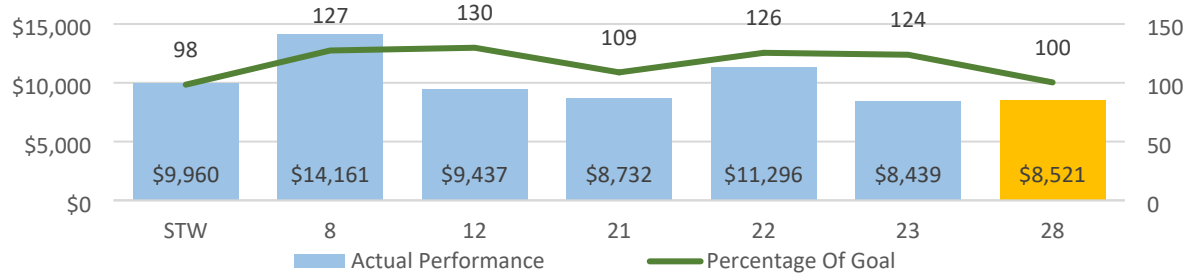
Statewide

Measures	PY2024-2025 4th Quarter Performance	PY2024-2025 % of Performance Goal Met For Q4	PY2024-2025 Performance Goals
Adults:			
Employed 2nd Qtr After Exit	84.6	98.03	86.30
Median Wage 2nd Quarter After Exit	\$9,959.5	98.41	\$10,120
Employed 4th Qtr After Exit	83.5	113.61	73.50
Credential Attainment Rate	80.1	106.52	75.20
Measurable Skill Gains	86.5	113.82	76.00
Dislocated Workers:			
Employed 2nd Qtr After Exit	83.9	98.71	85.00
Median Wage 2nd Quarter After Exit	\$11,040.0	104.40	\$10,575
Employed 4th Qtr After Exit	83.7	104.36	80.20
Credential Attainment Rate	83.3	100.73	82.70
Measurable Skill Gains	88.1	128.43	68.60
Youth:			
Employed 2nd Qtr After Exit	78.1	95.95	81.40
Median Wage 2nd Quarter After Exit	\$4,962.0	108.86	\$4,558
Employed 4th Qtr After Exit	77.2	98.72	78.20
Credential Attainment Rate	72.6	98.91	73.40
Measurable Skill Gains	82.2	120.88	68.00
Wagner Peyser:			
Employed 2nd Qtr After Exit	66.3	97.21	68.20
Median Wage 2nd Quarter After Exit	\$7,740.0	104.31	\$7,420
Employed 4th Qtr After Exit	67.2	102.13	65.80
Not Met (less than 90% of negotiated)			
Met (90-100% of negotiated)			
Exceeded (greater than 100% of negotiated)			

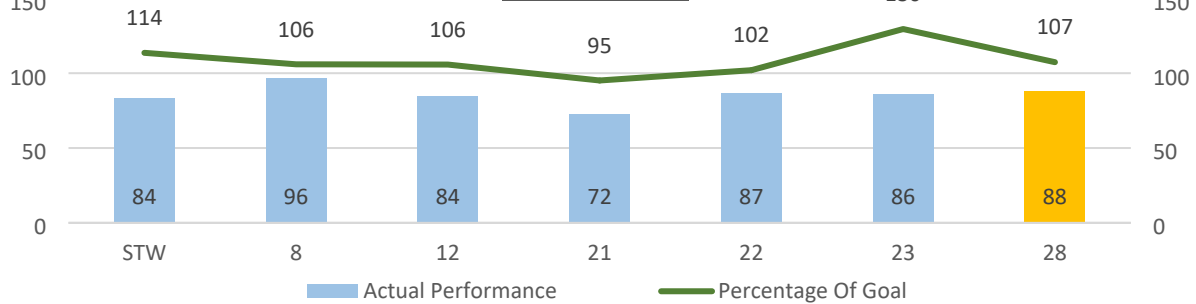
Adult Employed 2 QTR After Exit % of Goal and Actual Performance



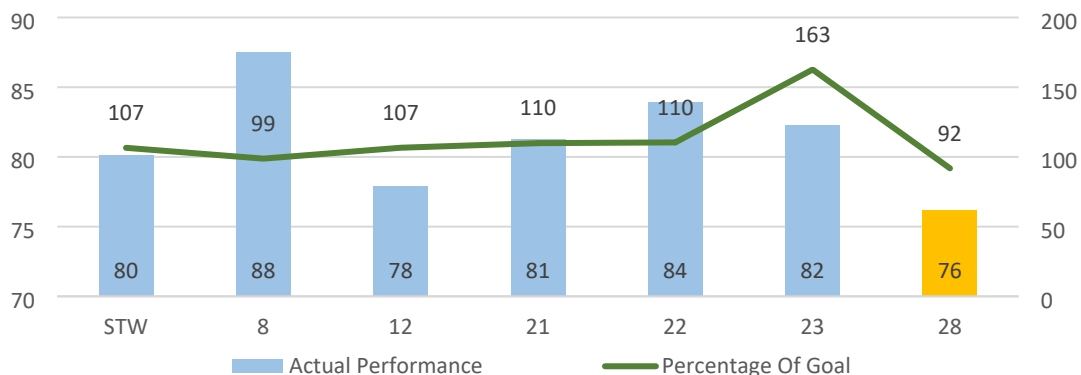
Adult Median Wage 2nd QTR After Exit % of Goal and Actual Performance



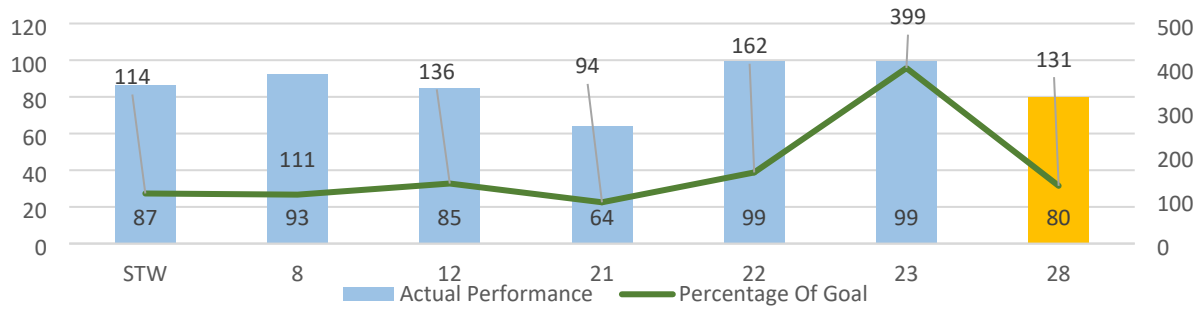
Adult Employed 4th QTR After Exit % of Goal and Actual Performance



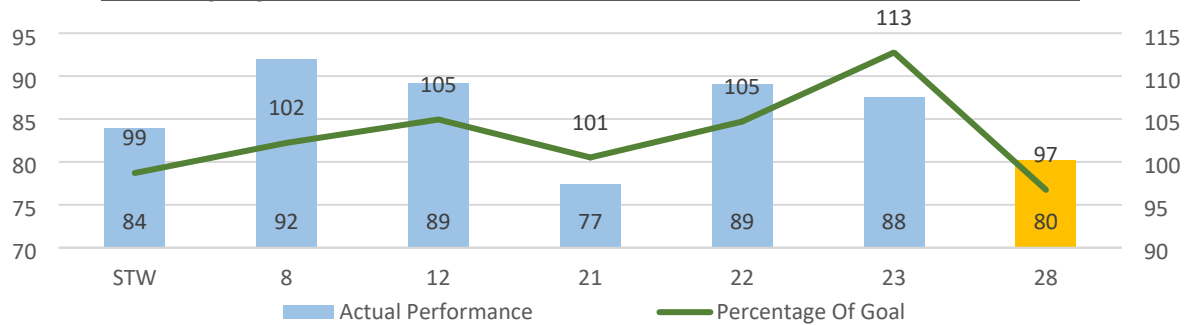
Adult Credential Attainment Rate % of Goal and Actual Performance



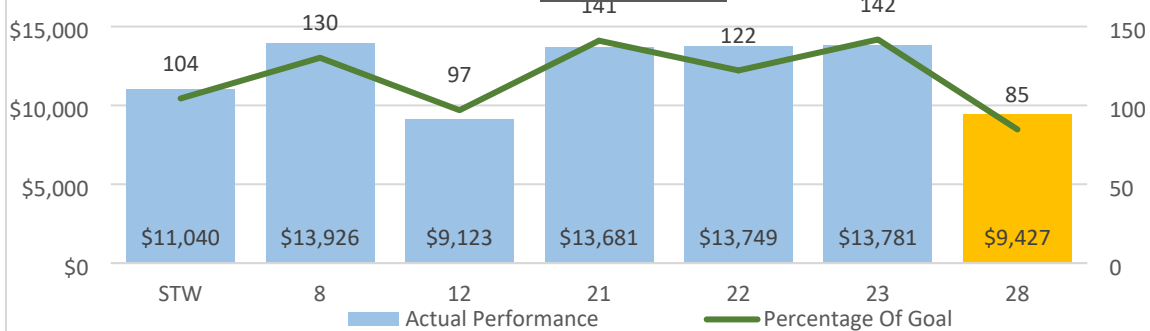
Adult Measurable Skills Gain % of Goal and Actual Performance



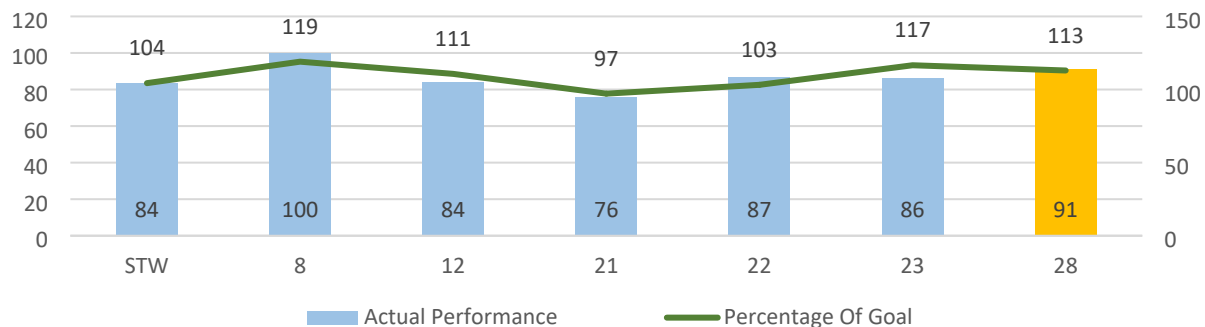
DW Employed 2nd QTR After Exit % of Goal and Actual Performance



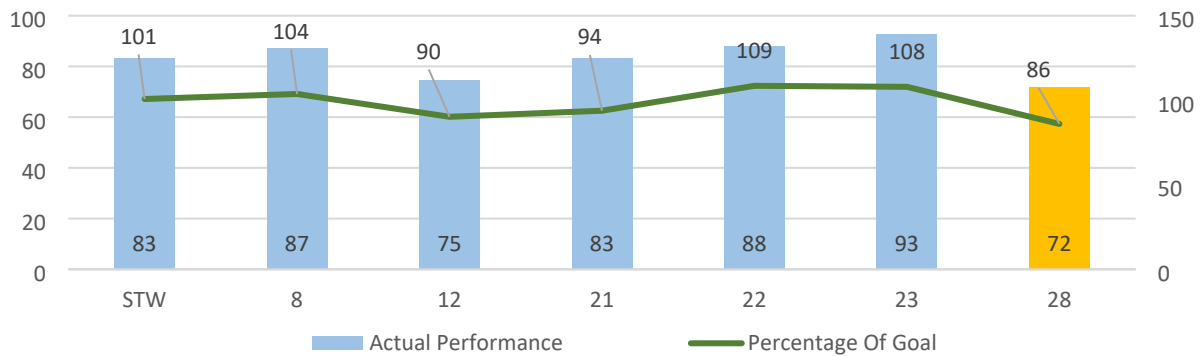
DW Median Wage 2nd QTR After Exit % of Goal and Actual Performance



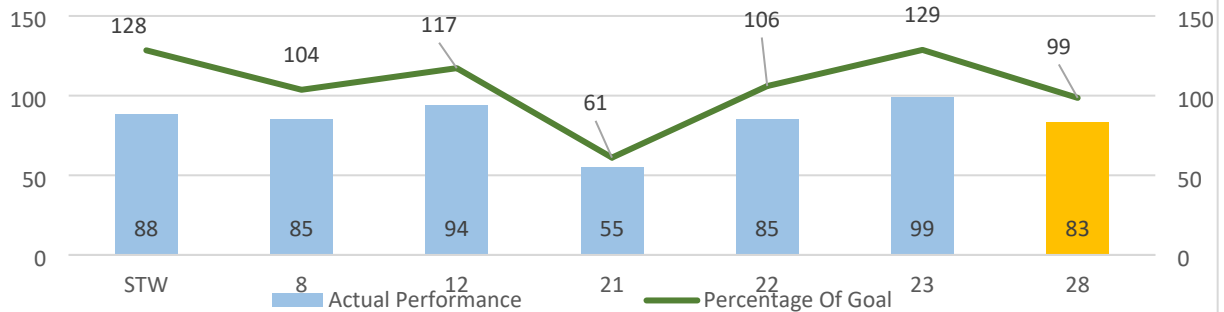
DW Employed 4th QTR After Exit % of Goal and Actual Performance



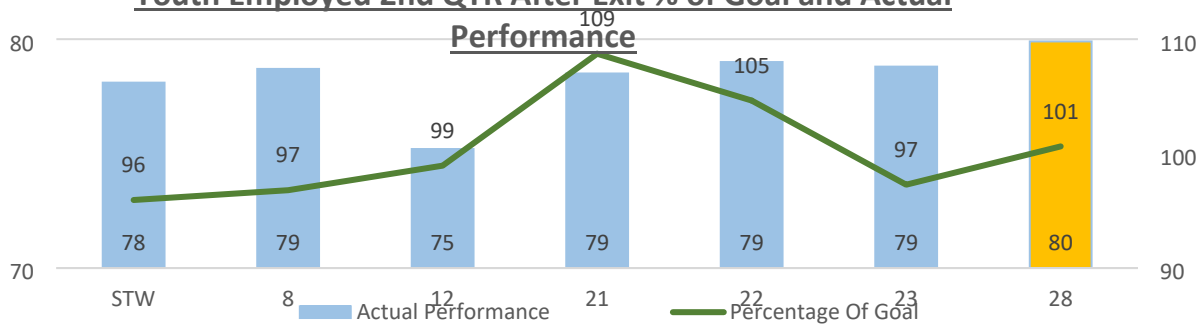
DW Credential Attainment Rate % of Goal and Actual Performance



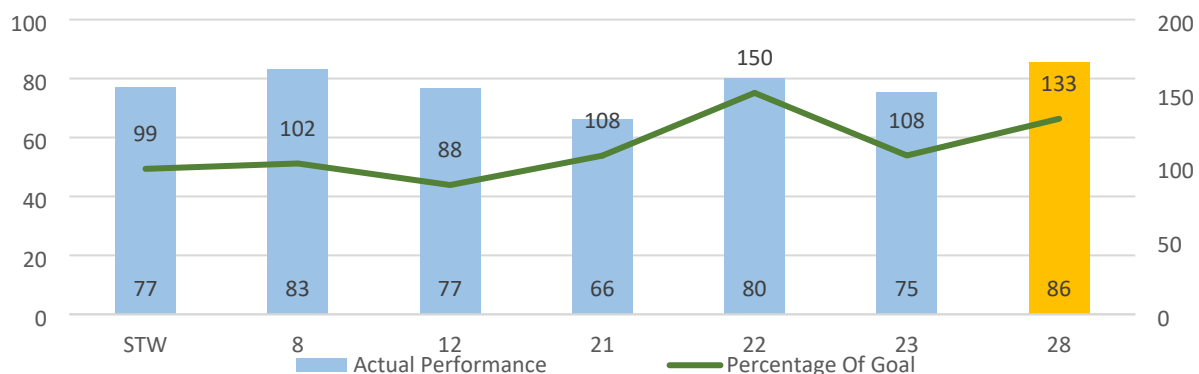
DW Measurable Skills Gain % of Goal and Actual Performance



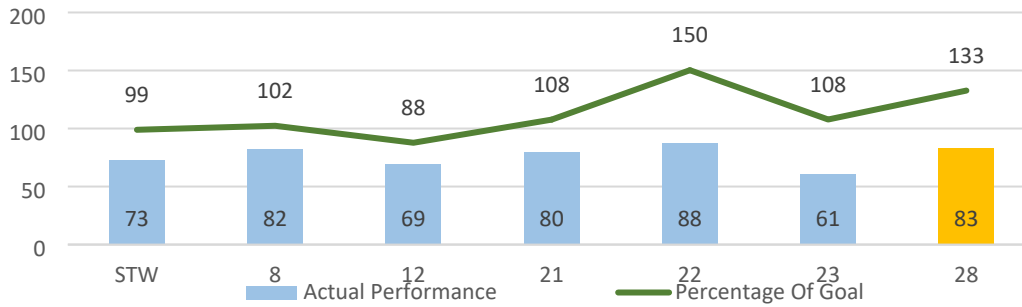
Youth Employed 2nd QTR After Exit % of Goal and Actual Performance



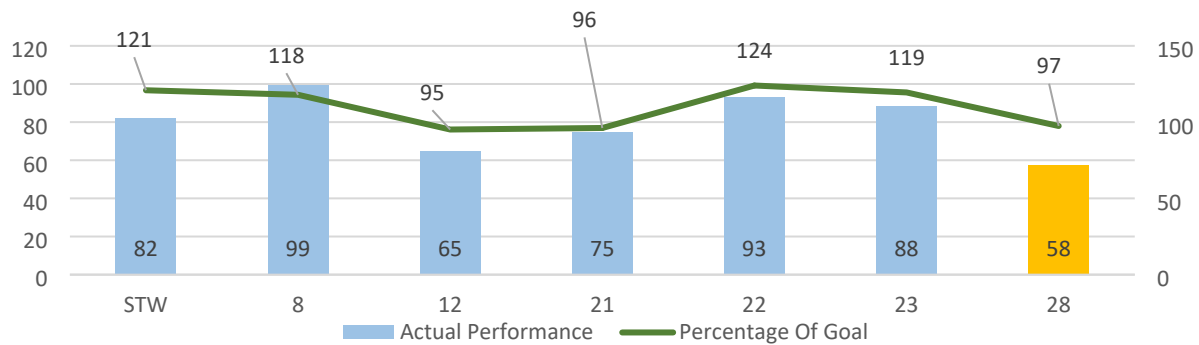
Youth Employed 4th QTR After Exit % of Goal and Actual Performance



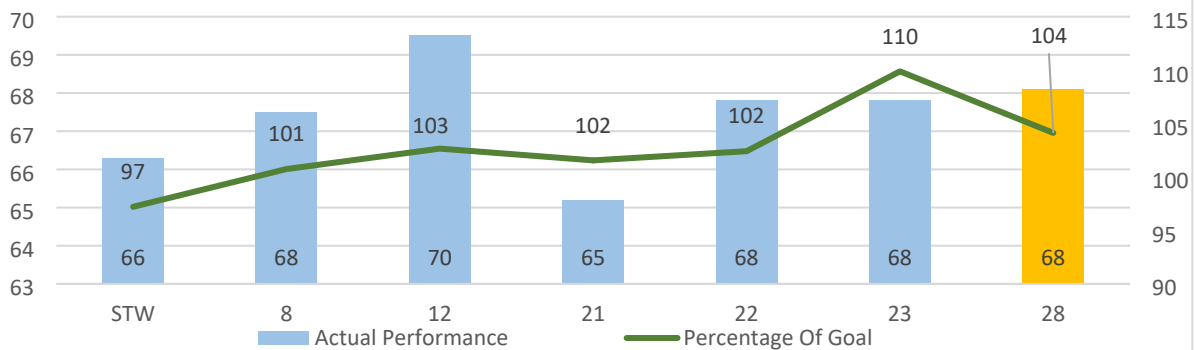
Youth Credential Attainment % of Goal and Actual Performance



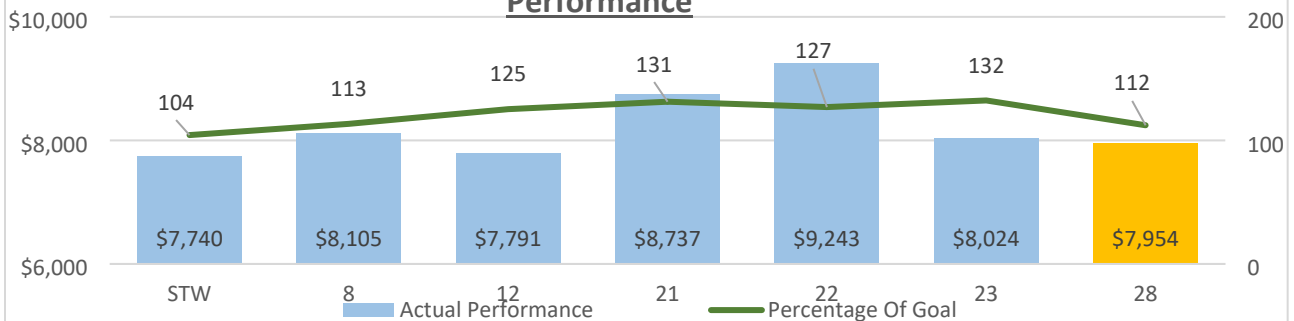
Youth Measurable Skills Gain % of Goal and Actual Performance

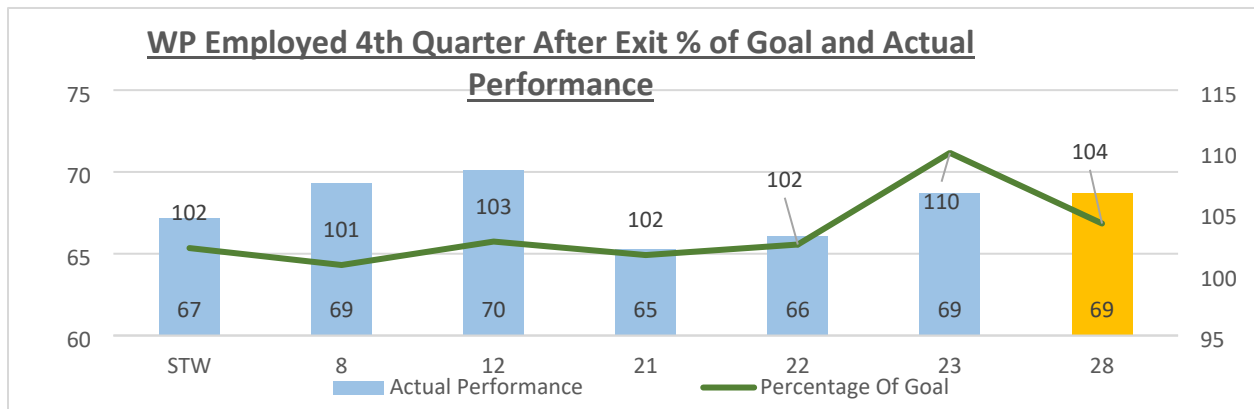


WP Employed 2nd QTR After Exit % of Goal and Actual Performance



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





STW – Statewide

Region 8- CareerSource North Florida

Region 12- CareerSource Central Florida

Region 21- CareerSource Palm Beach

Region 22- CareerSource Broward

Region 23- CareerSource South Florida

Region 28- CareerSource Hillsborough Pinellas



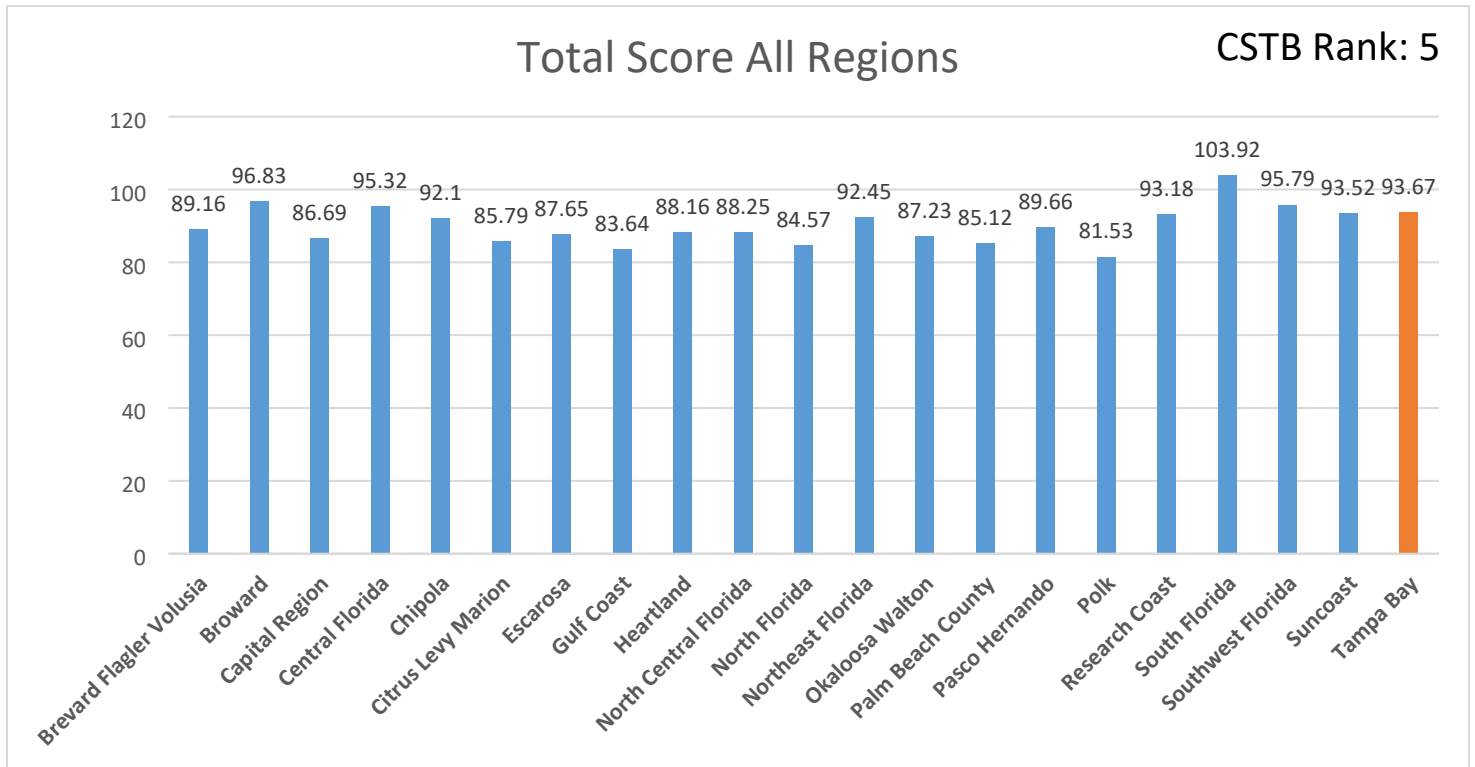
Information Item

REACH Performance Review

Background: CareerSource Florida Released Program Year 2024-2025 Quarter 3 Letter Grades for all 21 Florida Workforce Regions. Specific performance is reviewed below and is also available at <https://analytics.careersourceflorida.com/LetterGrades>.

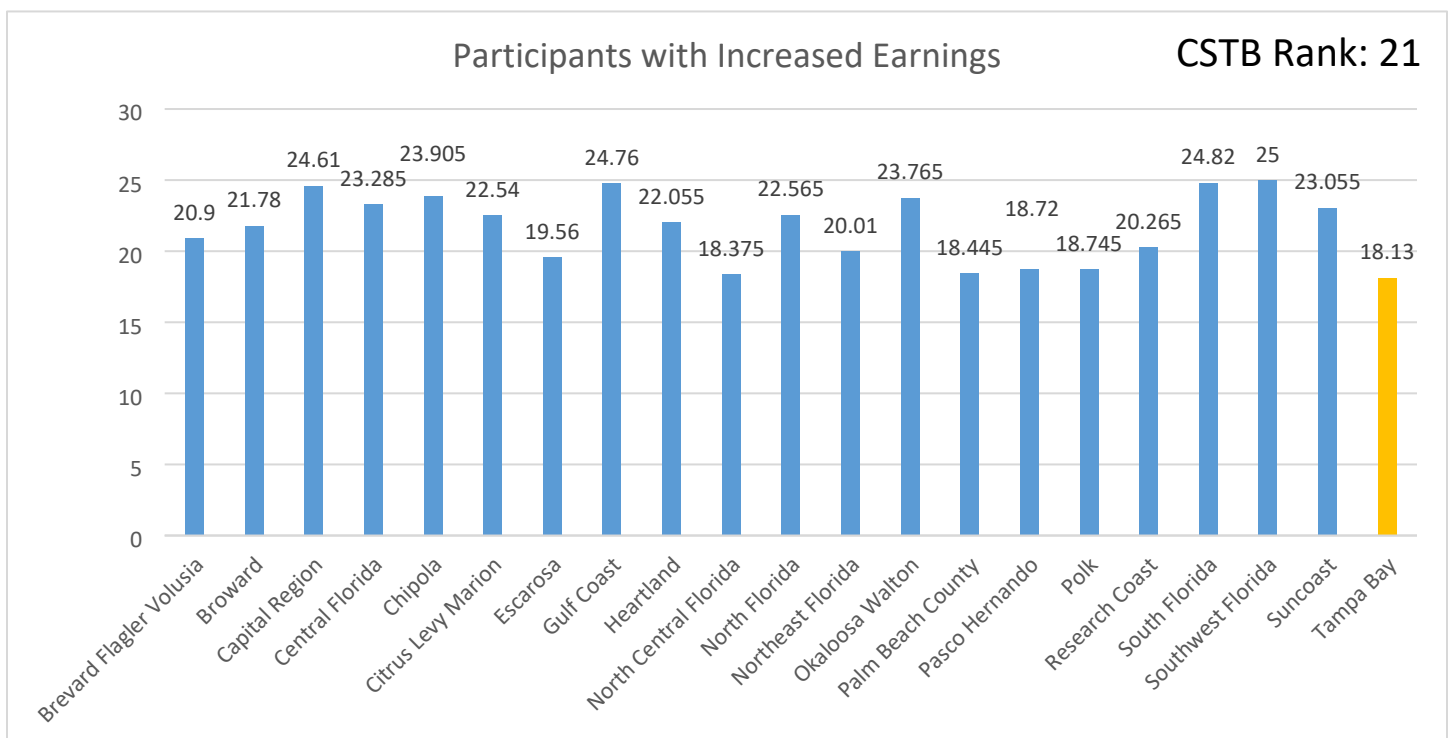
Region Name	Final Score	Letter Grade
CareerSource Brevard Flagler Volusia	89.16	B+
Careersource Broward	96.83	A
CareerSource Capital Region	86.69	B+
CareerSource Central Florida	95.32	A
CareerSource Chipola	92.1	A-
CareerSource Citrus Levy Marion	85.79	B
CareerSource Escarosa	87.65	B
CareerSource Gulf Coast	83.64	B
CareerSource Heartland	88.16	B+
CareerSource North Central Florida	88.25	B+
CareerSource North Florida	84.57	B
CareerSource Northeast Florida	92.45	A-
CareerSource Okaloosa Walton	87.23	B+
CareerSource Palm Beach County	85.12	B
CareerSource Pasco Hernando	89.66	B+
CareerSource Polk	81.53	B-
CareerSource Research Coast	93.18	A
Careersource South Florida	103.92	A+
CareerSource Southwest Florida	95.79	A
CareerSource Suncoast	93.52	A
CareerSource Tampa Bay	93.67	A

Total Region Score



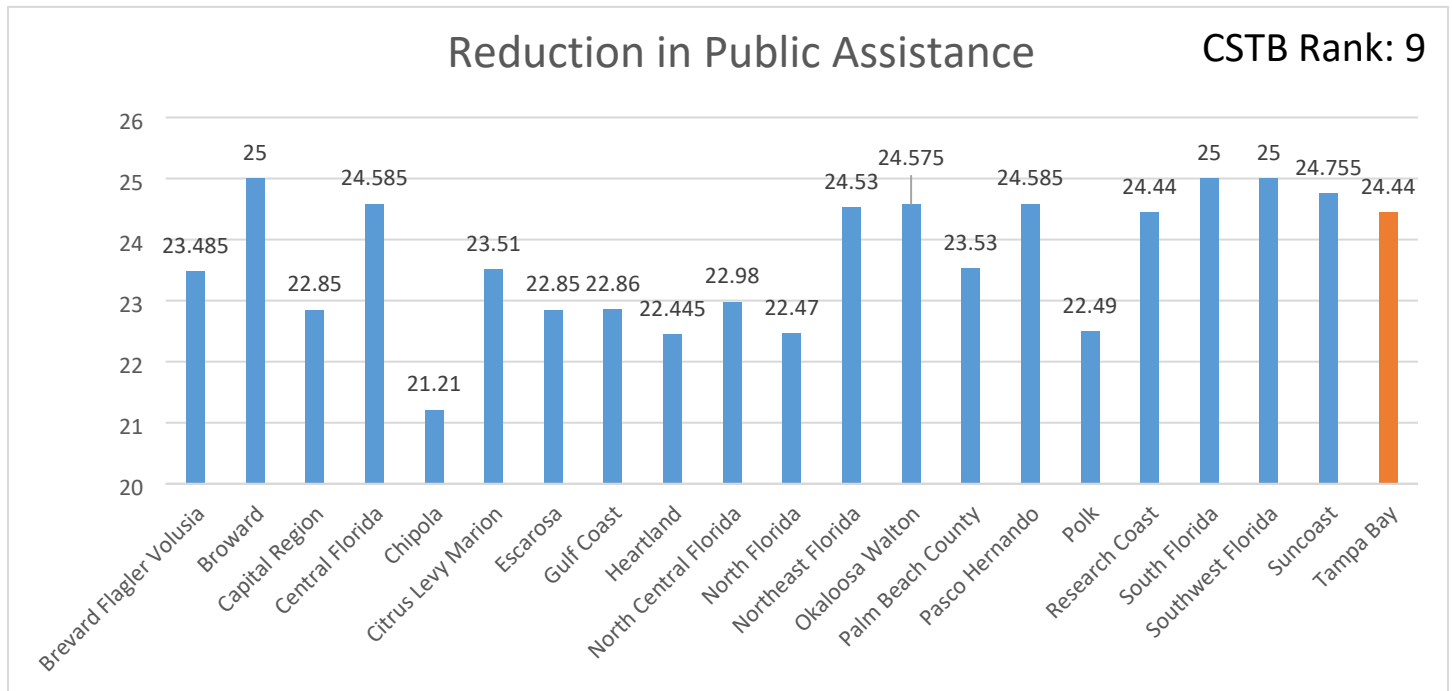
Measure 1- Participants with Increased Earnings

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



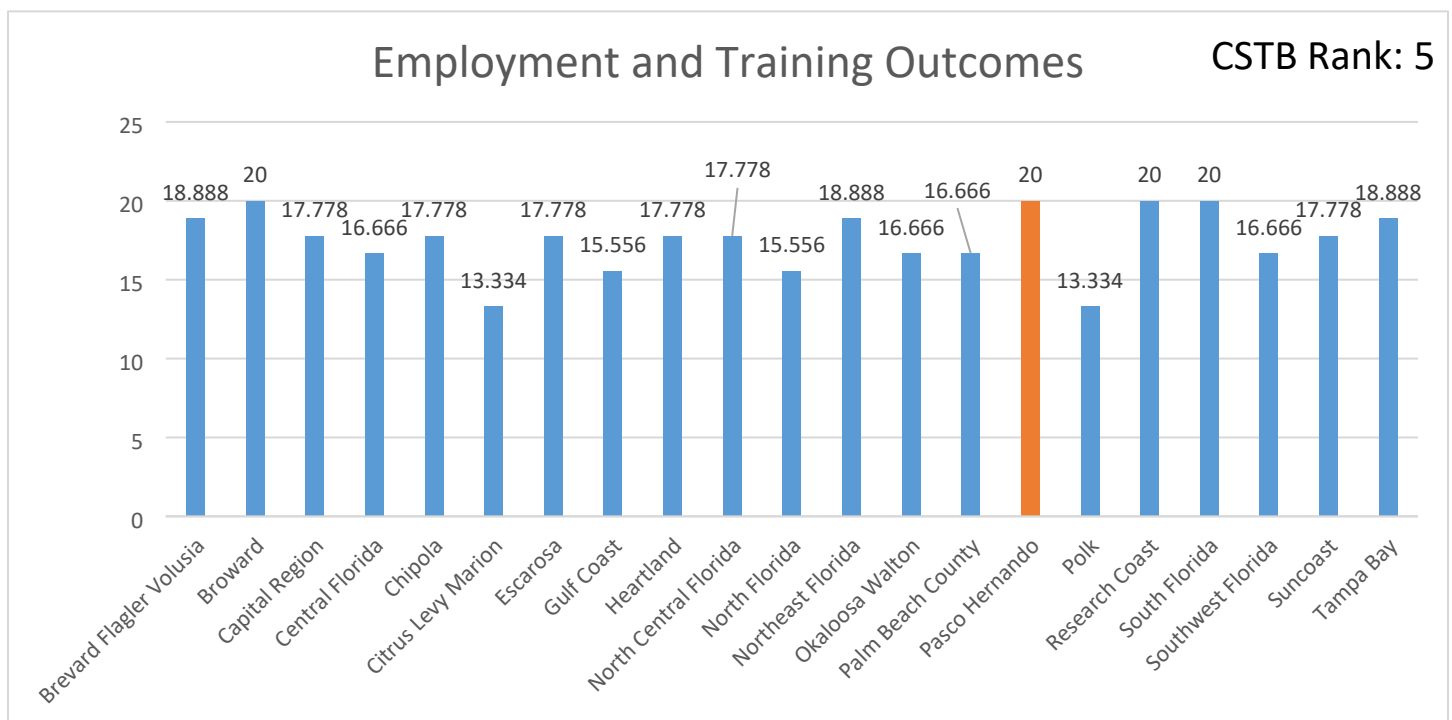
Measure 2 – Reduction in Public Assistance

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.



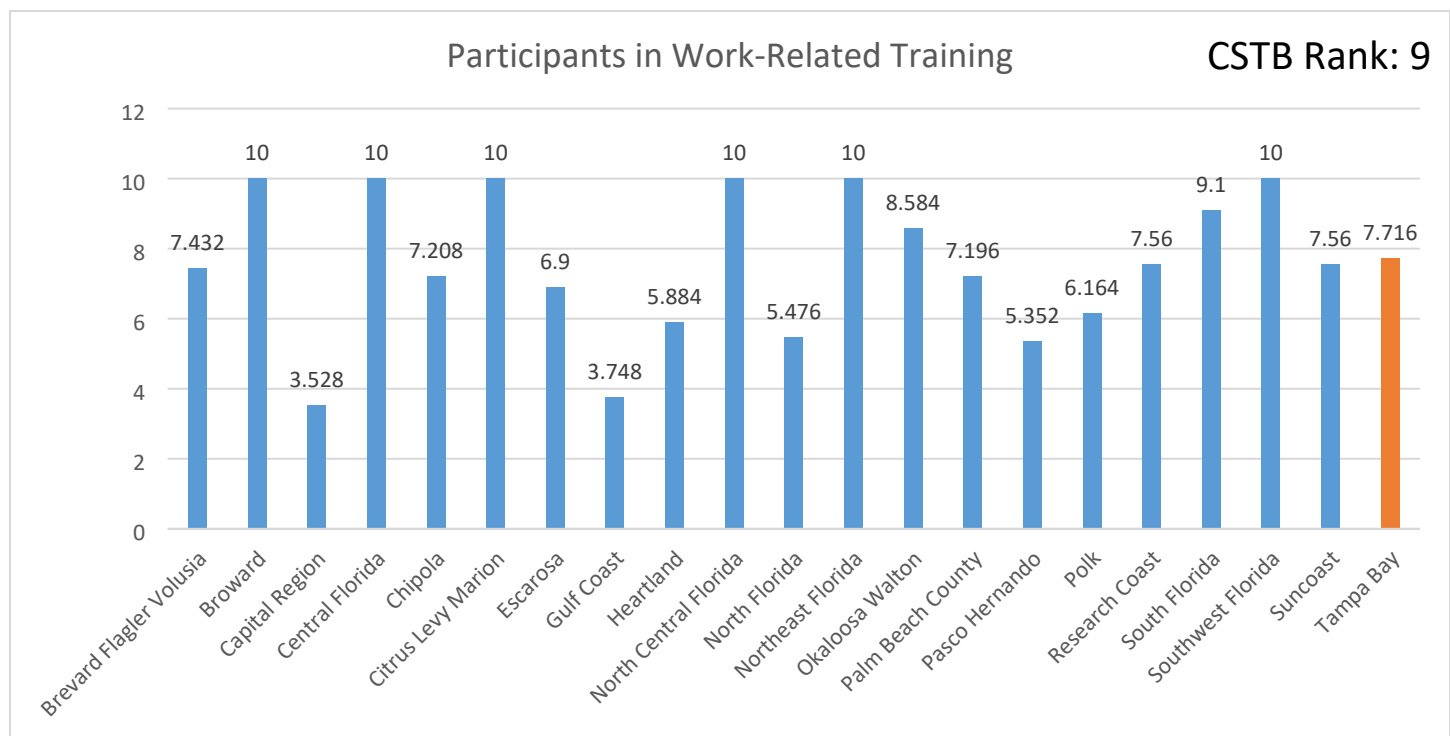
Measure 3 – Employment and Training Outcomes

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



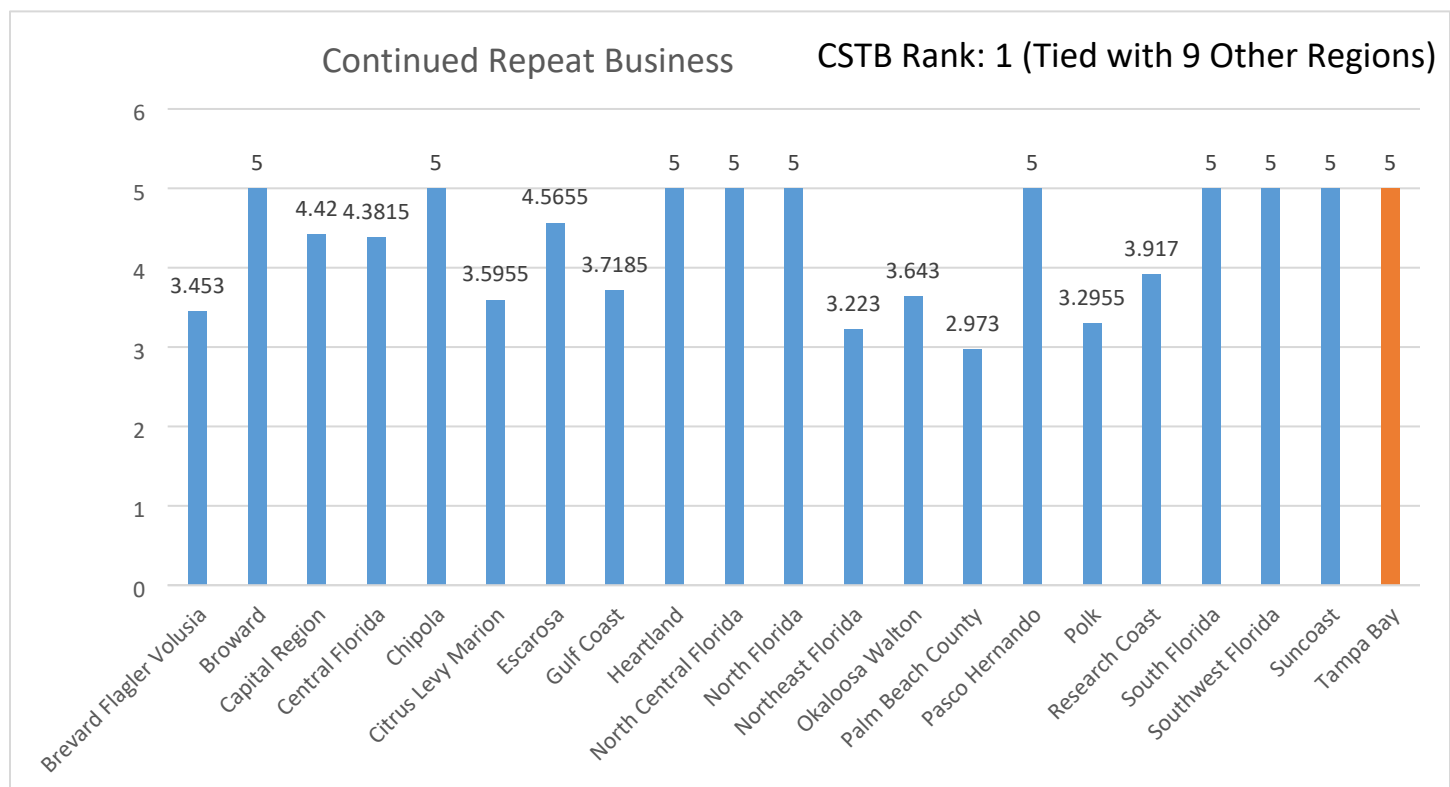
Measure 4 – Participants in Work-Related Training

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



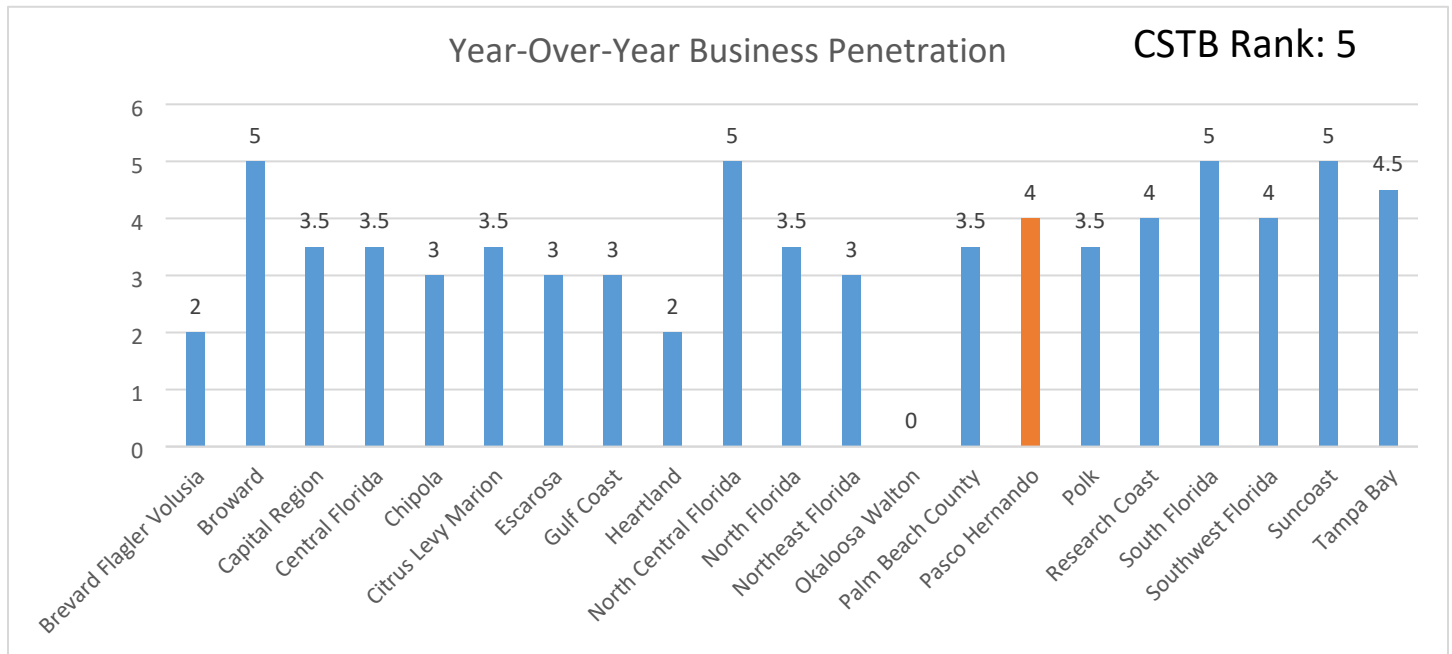
Measure 5- Continued Repeat Business

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



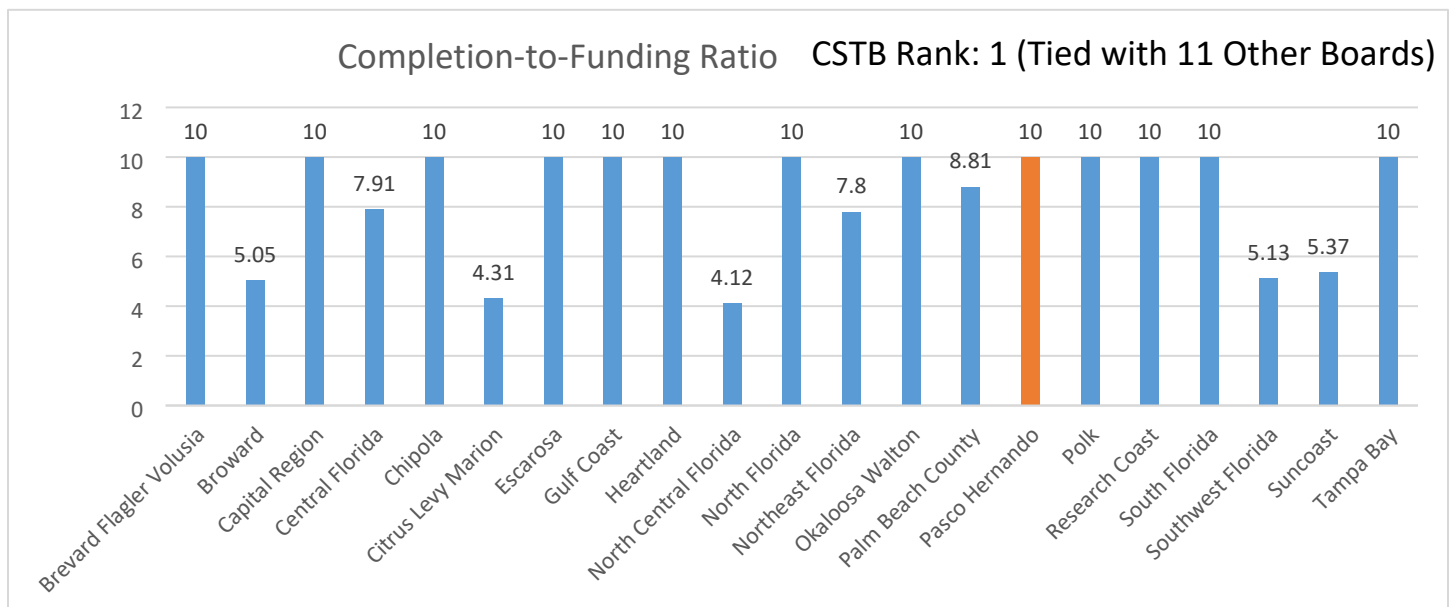
Measure 6 - Year-Over-Year Business Penetration

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.



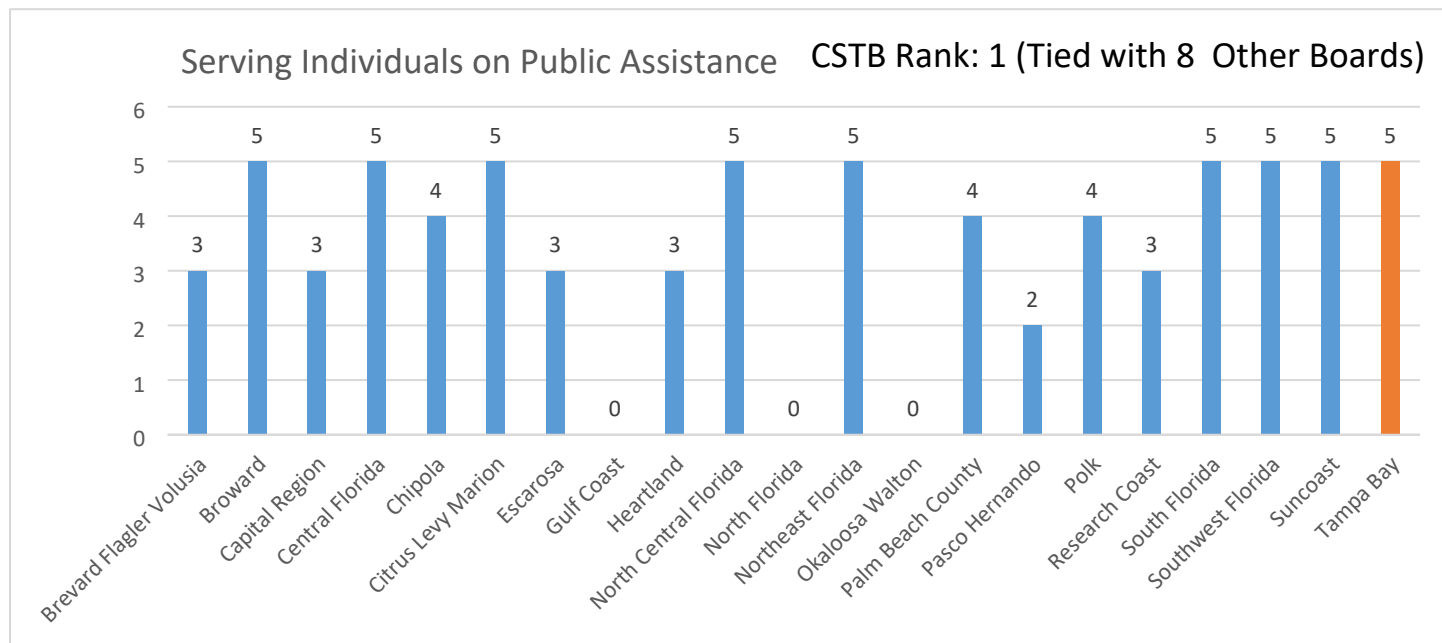
Measure 7 – Completion-to-Funding Ratio

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 Individual Metric Data

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met ¹ (%)	Weighted Performance ² (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	4,895	13,499	36.26	-	50.00	72.52	18.1300
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	4,274	8,744	48.88	-	50.00	97.76	24.4400
3. Employment and Training Outcomes	Employment and Training Services	0.20	17	18	94.44	-	100.00	94.44	18.8880
4. Participants in Work-Related Training	Training Services	0.10	3,446	17,866	19.29	-	25.00	77.16	7.7160
5. Continued Repeat Business	Business Services	0.05	3,703	9,908	37.37	-	35.00	100.00	5.0000
6. Year-Over-Year Business Penetration	Business Services	0.05	-	-	-	2.70	100.00	90.00	4.5000
PY 2023-2024 Business Penetration		-	5,802	56,040	10.35	-	-	-	-
PY 2024-2025 Business Penetration		-	7,475	57,276	13.05	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.10	14.90	11.17	100.00	-	100.00	100.00	10.0000
Exiters: Local Board (N) / Statewide (D)		-	10,883	73,024	14.90	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$16,032,214	\$143,584,399	11.17	-	-	-	-
Extra Credit: Serving Individuals on Public Assistance	Employment and Training Services, Self-Sufficiency	Up to 0.05 points	10,837.50	18,966	57.14	-	-	-	5
								TOTAL	93.67



Information Item

Training Provider and Program Scorecard Update

Background: CareerSource Tampa Bay (CSTB) has begun the process of developing a Training Provider Scorecard to help assist customers interested in Individual Training Accounts (ITA) make an informed decision when selecting a training provider and program and to establish performance thresholds for providers. Performance measures available to be included on the scorecard are Completion %, Employment %, Training Related Employment %, Average Wage, Average Training Related Employment Wage and Average Days to Employment.

Report Link:

<https://app.powerbi.com/view?r=eyJrIjoibjYwMjUyODUtYjEzNi00NWVlLWlxOWUtNmE3MWUyYWVkZTE5IiwidCI6IjFmYzg0OGYyLTNjNmEtNDE0MC05OWE4LWJjNDI0NTViNmM1OCIsImMiOiJ9>

Progress Update: The Training Provider and Program Scorecard was discussed at the annual Training Provider meeting. Training Providers that attended the training are aware of the implantation of this scorecard to assist staff and customers select a training provider and program.

A meeting was held with program management to review the scorecard on August 12th. From this meeting, the scorecard was modified that included removing individual metric rankings and a single scoring model was selected. The scoring model selected consists of the following weights.

- Completion Rate 25%
- Employment Rate 25%
- Average Wage Rate 25%
- Average Days to Employment 15%
- Training Related Employment Rate 5%
- Training Related Wage Rate 5%

Staff training was conducted on September 12th. The training included a detailed overview of the scorecard with several scenarios reviewed. The scorecard will be used going forward to help assist customers in making an informed decision when selecting a training provider and program.

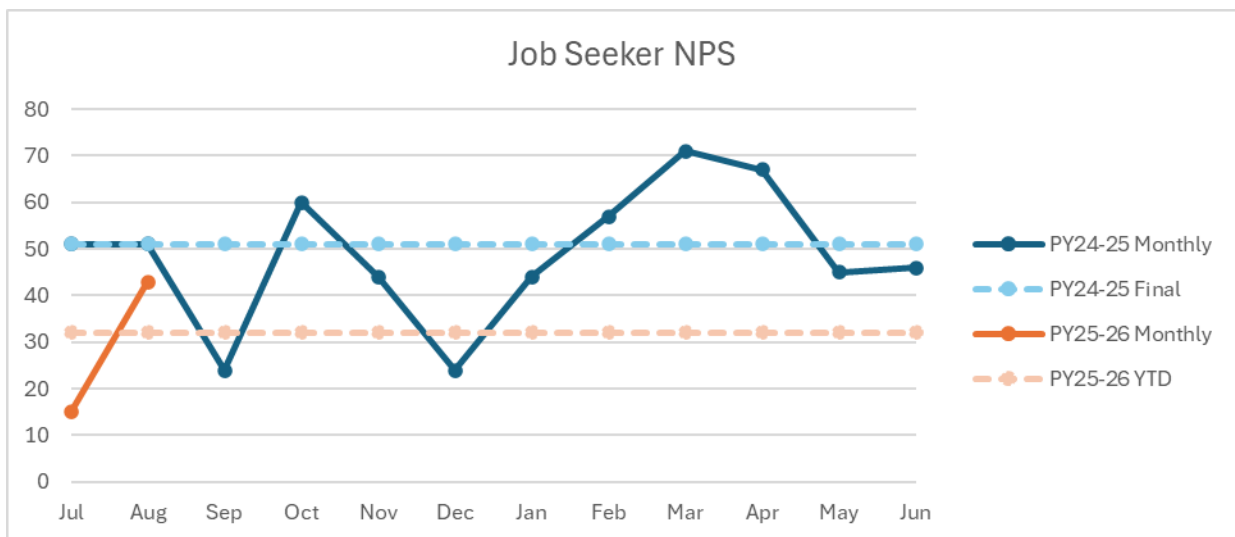


One-Stop Operator (EDSI) PY25-26 Q1 Report

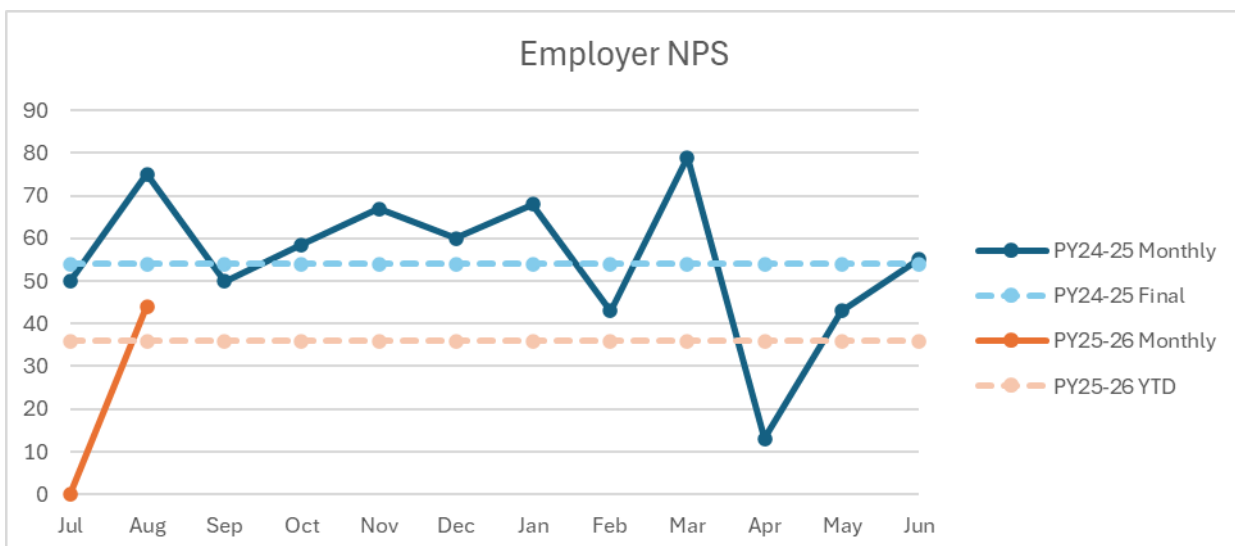
Net Promoter Score

CareerSource Tampa Bay uses [Net Promoter Score \(NPS\)](#) to track customer satisfaction across Job Seekers, Employers, and Employability Skills Training (EST) workshops. NPS is a loyalty and satisfaction measurement taken by asking customers how likely they are to recommend your product or service to others on a scale of 1-10, then scored on a continuum of -100 to 100. It indicates customer experience, customer satisfaction, and brand loyalty. Job Seeker and Employer data is gathered using a survey tool on Microsoft Forms distributed via Constant Contact (this creates a lag in the data). EST Workshop responses are collected at the close of each workshop.

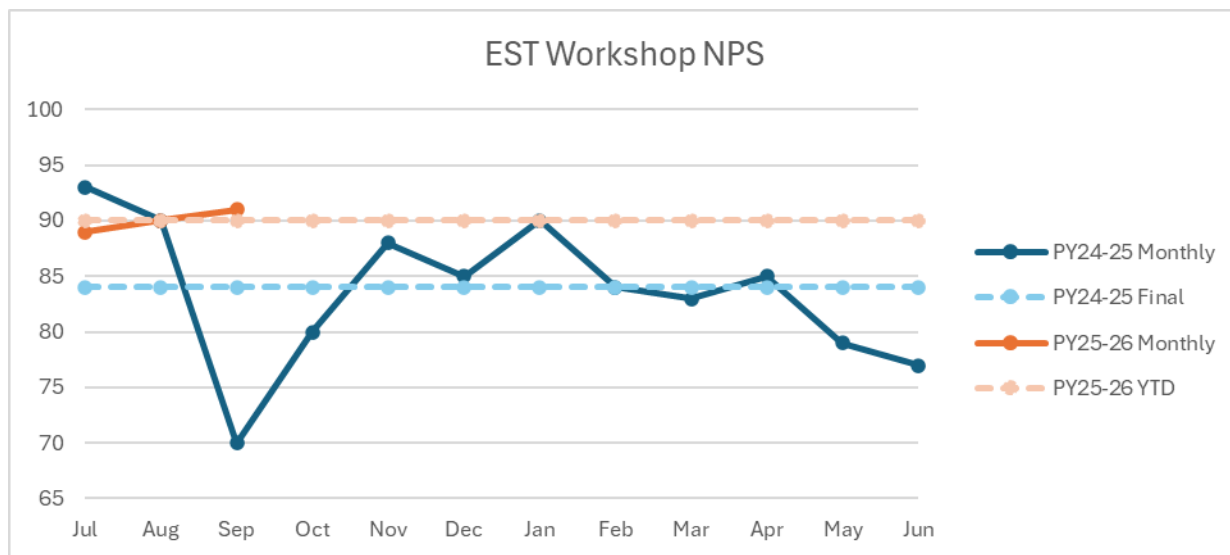
Job Seeker NPS (PY25-26 Jul-Aug YTD = 32)



Employer NPS (PY25-26 Jul-Aug YTD = 36)



EST Workshop NPS (PY25-26 Jul-Sep YTD = 90)



Partners

The One-Stop Operator has been tasked with a goal to increase the number of active One-Stop Partners by **10%** in each county for PY 25-26.

County	PY25-26 Start	PY25-26 New	PY25-26 Total	Δ%	Total
Hillsborough	64	3	67	5%	Increase
Pinellas	39	4	43	10%	7%

New partners signed in PY25-26 include:

- Eckerd Connects (Hillsborough) – Providing workforce development support to parents of children enrolled in Eckerd Connects operated Head Start programs
- Your Path Back, Inc. (Hillsborough) – New non-profit targeting support to the second chance population seeking partner to support workforce development activities for their participants
- Deam Builder’s Mission, Inc. (Hillsborough) – Serves homeless population in Sulphur Springs area of Tampa (near Tampa Center); seeking partner to support workforce development initiatives
- Ready for Life, Inc. (Pinellas) – Serves youth aging out of foster system with transition support; has been referring participants informally for some time
- Our Children Have Rights (Pinellas) – Serves families navigating the family court system to educate on various requirements of child support and co-parenting plans; has been referring participants to informally to CareerSource Pinellas for some time
- Life from Inside Out (Pinellas) – Serves the second chance population to create a smooth transition and re-entry into the workforce
- Mind the Gap Together, Inc. (Pinellas) – Serves a variety of nonprofit organizations to assist with “minding the gap” between people and the support systems they need to thrive

Referrals

The One-Stop Operator has been tasked with a goal to increase the number of referrals between CareerSource Tampa Bay and its One-Stop Partners by **15%** for PY25-26.

	PY24-25	PY25-26	Δ%
Q1	35	45	29%



Information Item

Recruitment Events and Job Fairs

Over the past two weeks, CareerSource Tampa Bay's Business Services team has hosted multiple In-House Recruitment Events (IHR) and Job Fairs since July 1 which have been instrumental in connecting talent with opportunity across the Region. During these events, employers, community partners, and job seekers are provided with the opportunity to connect with one another for the benefit of all involved.

IHR's are hosted either at a CSTB Center or at the employer's location and are typically hosted on Wednesdays. Recently, we've instituted a new marketing approach and have deemed the events **"CareerSource Connections: Your Next Move Starts Here."**

The following criteria apply to IHR Events:

- Must feature at least 5 unique positions or 1 position with at least 5 openings
- All positions featured must pay a minimum of \$15/hr
- Offer interviews to attendees on the spot
- Provide feedback on the results of the events, to include any Direct Hires, if applicable

During the past 2 weeks alone, staff have served 4 employers via IHR's and over 200 candidates attended, with 111 candidates attending an IHR for Coca Cola at our Brandon Center.

In addition to our robust IHR offerings, CareerSource Tampa Bay has also hosted multiple Job Fairs in the past few weeks to include our 2nd Chance Job Fair at our Tampa Center and our Career Connect Fall Job Fair at the SPC EpiCenter. During these events, over 40 employers and community partners were served in addition to over 400 job seekers attending.

If interested in participating in an IHR or upcoming Job Fair, please connect with Jason Druding, Director of Business Services for more information.

Upcoming Events:

- Paychecks for Patriots Veterans Resource Fair
 - Wednesday, October 29th at our Tampa Center
- Paychecks for Patriots Veterans Job Fair
 - Wednesday, November 5th at our Tampa Center
- Paychecks for Patriots Veterans Job Fair
 - Wednesday, November 19th at the SPC EpiCenter

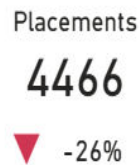


Discussion Item

Future Reporting

Program Year 23-24 Strategic Metrics Dashboard

Provide access to employment services and training programs, including federal, state, and privately funded initiatives.



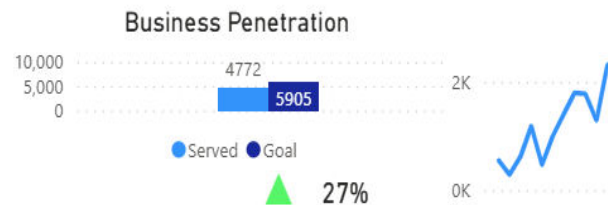
Provide access to employment resources, including virtual services, resource rooms, employability skills, and specialized resources and workshops.



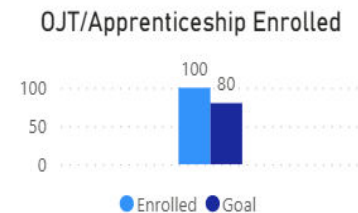
Deliver recruitment and training services to local businesses that demonstrate measurable impact.



Provide employers the resources to support long-term investments in recruiting, training, and retaining workers.

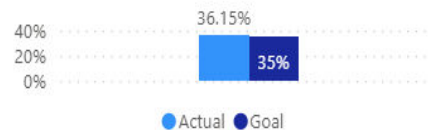


Offer work-based learning programs, including OJT, PWE, and Apprenticeships.

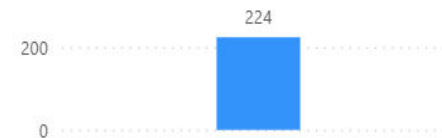


Increase occupational skills and work based learning opportunities for youth.

Repeat Business



Youth Training Counts



Meet program-based targets and defined performance metrics.

[Meet or exceed annually defined WIOA Primary Indicators of Performance.](#)

Create ecosystems that support strategic alliances that braid funding and resources through organizational partnerships.



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