



# **Youth Development Committee Meeting**

CareerSource Tampa Bay

Nov 9, 2022 9:00 AM - 10:00 AM EST

## **Table of Contents**

### **I. Call to order, Welcome and Roll Call**

### **II. Pledge of Allegiance .....2**

### **III. Public Comments**

### **IV. Action / Discussion Items**

#### **A. Approval of Minutes - August 10, 2022 Youth Development Committee Meeting.....3**

### **V. Information Items**

#### **A. Tampa Bay Summer Hires Update.....6**

#### **B. Apprenticeship-to-Career Empowerment (ACE) Program Update.....14**

#### **C. Public Relations/Marketing (Youth Committee) Update.....17**

#### **D. School Board Collaboration Update.....22**

#### **E. PY22-23 Strategic Metrics Dashboard Update.....24**

### **VI. Future Business**

### **VII. Adjournment**

#### **A. Next Youth Development Committee Meeting - February 8, 2023**

# Pledge of Allegiance





# Youth Development Committee Meeting

## Minutes

CareerSource Tampa Bay  
Aug 10, 2022 at 2:00 PM EDT

### Attendance

#### Members Present (Remote):

Tom Aderhold, Warren Brooks, John Howell, Jim Junecko, Dr. Brian Mann, Ocea Wynn

### Attendance

#### Members Present (Remote):

Saleema Bennett, Conchita Canty-Jones, Dr. Byron Clayton, Sheila Doyle, Leondra Foster, Anna Munro, Don Shepherd, Tammy Stahlgren, Doug Tobin, April Torregiante

#### Guests Present (Remote):

Leerone Benjamin, Nicole Beverley - EDSI

- I. Call to order, Welcome and Roll Call (Presenters: Dr. Brian Mann)

Chair Dr. Brian Mann called the meeting to order at 2:00 p.m. There was a quorum present.

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

Tom Aderhold led the Pledge of Allegiance.

- III. Public Comments

There were none.

- IV. Youth Development Committee Membership, Duties and Responsibilities (Presenters: Dr. Brian Mann)

The Youth Development Committee general responsibilities and duties of this committee were reviewed.

- V. Action / Discussion Items

- A. Approval of Minutes - May 18, 2022 Youth Development Committee Meeting (Presenters: Dr. Brian Mann)

**Motion:**

To approve the minutes of the May 18, 2022 Youth Development Committee Meeting.

Motion moved by Jim Junecko and motion seconded by John Howell. The motion carried.

VI. Information Items

A. Tampa Bay Summer Hires Update (Presenters: April Torregiante)

Leondra Foster has been appointed Interim Director of Tampa Bay Hires/Summer Hires program.

Highlights from the Tampa Bay Summer Hires:

- Hundreds of young adults spent their summer working in Hillsborough County businesses.
- 126 Businesses applied.
- 96 Hillsborough County Employers participated.
- 811 positions were available for PWE placement.
- \$549,334 of incentives and wages were paid during this reporting period.

B. Apprenticeship-to-Career Empowerment (ACE) Program Update (Presenters: April Torregiante)

Apprenticeship-to-Career Empowerment Program (ACE 2.0) runs from April 2022 - September 2022 with classes and worksite assignments concluding at the end of August 2022. A summary of the program was provided.

C. REACH Metric Review (Presenters: April Torregiante)

The committee reviewed the PowerPoint of Local Workforce Development Board (LWDB) including the draft Letter Grade Formula, Project Timeline, Guiding Principles/Measure Development, Guiding Principle Standards and draft Measures.

D. School Board Collaboration Update (Presenters: Dr. Byron Clayton)

Dr. Byron Clayton provided highlights of priority projects that Director of Student Engagement, Ms. Canty-Jones is currently focused on:

- 1) Hillsborough County Targeted Industry Sector Workforce Training and Placement Program
- 2) Data Sharing with HCPS
- 3) HCPS engagement
- 4) Targeting out of school youth
- 5) Department of Juvenile Justice (DJJ) engagement

VII. Future Business

There was none.

VIII. Adjournment

The meeting was adjourned at 2:55 p.m.  
Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.



## **Information Item**

### **Tampa Bay Hires Update**

Please see the follow page for update.

---

2022



tampa bay  hires

# PROGRAM UPDATES

# MESSAGE FROM OUR TEAM



## Building Leaders

The Tampa Bay Hires Team is excited for all that is to come.

The team is committed to achieving program goals through collaborating and connecting with youth on their level.

Tampa Bay Hires is moving in a new direction and is working to rebuild trust with stakeholders through taking an action oriented, customer centered approach to serving our community with the goal of Collaborating with, Connecting to, and Changing the trajectory of every youth who comes through our center!





# Celebrating Success

Tampa Bay Hires has had significant success this quarter and celebrated that milestone by hosting a graduation ceremony in coordination with the Welfare Transition Program.

Tampa Bay Hires has utilized Penn Foster for the last 7 years but has strategically worked to centralize the service to create a more streamlined process for clients to be able to achieve their goal of a High School Diploma.

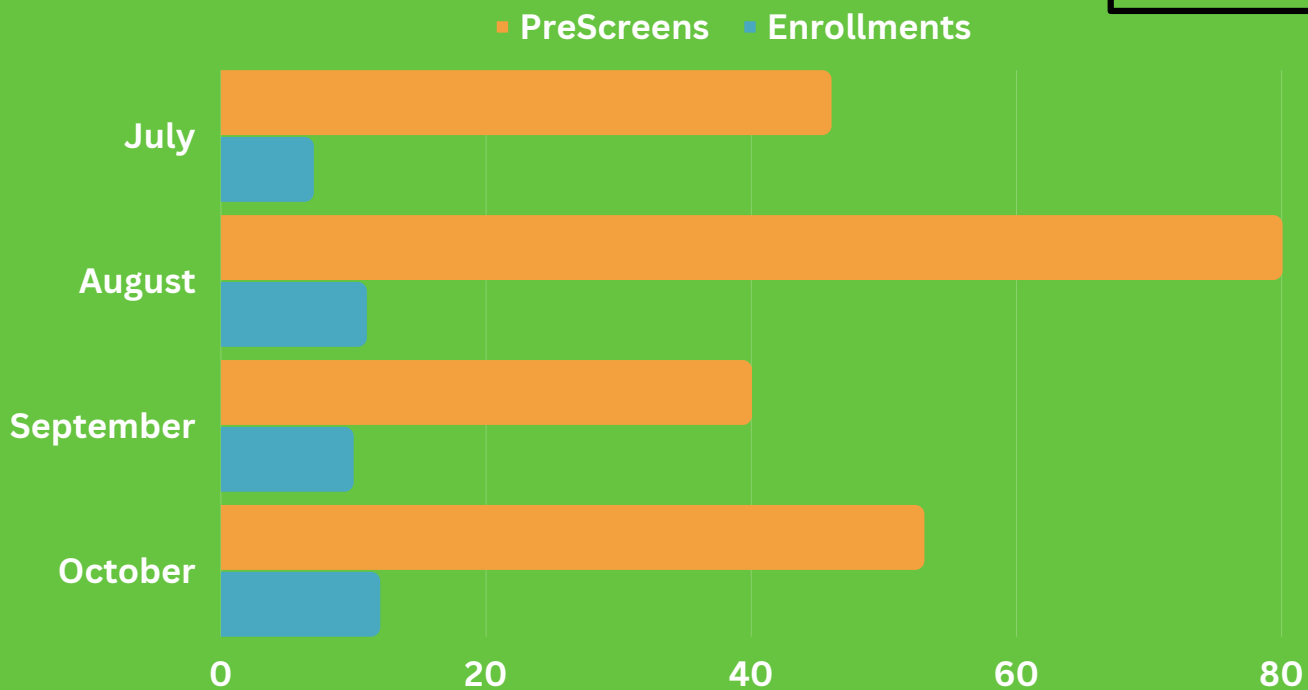
This program year we have enrolled 14 students and have had 6 graduates.



**TBH YEAR AROUND**

# TBH YEAR AROUND

There youth department has had in total of 257 prescreens with 40 total enrollments to date.



Caseload Size  
= 91



Youth  
Employments = 10



Average Wage Rate  
= \$14.50

Potential Enrollments:  
52



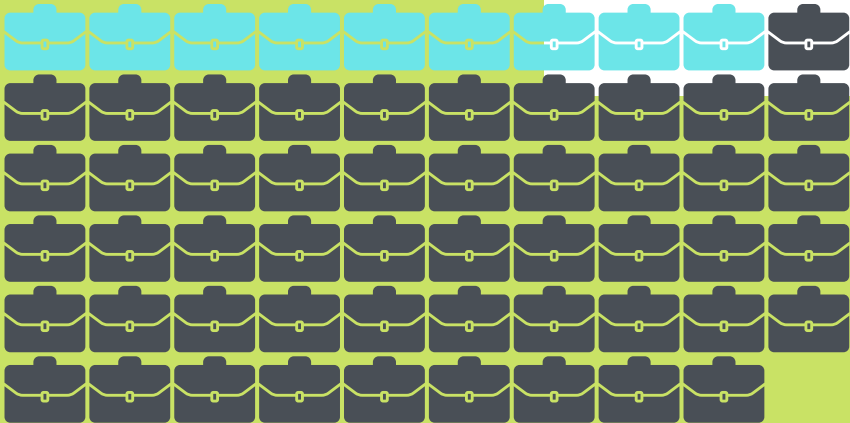
# ITA UPDATE

Total Budget: \$ 208, 500  
Total Projected Spending: \$91, 724



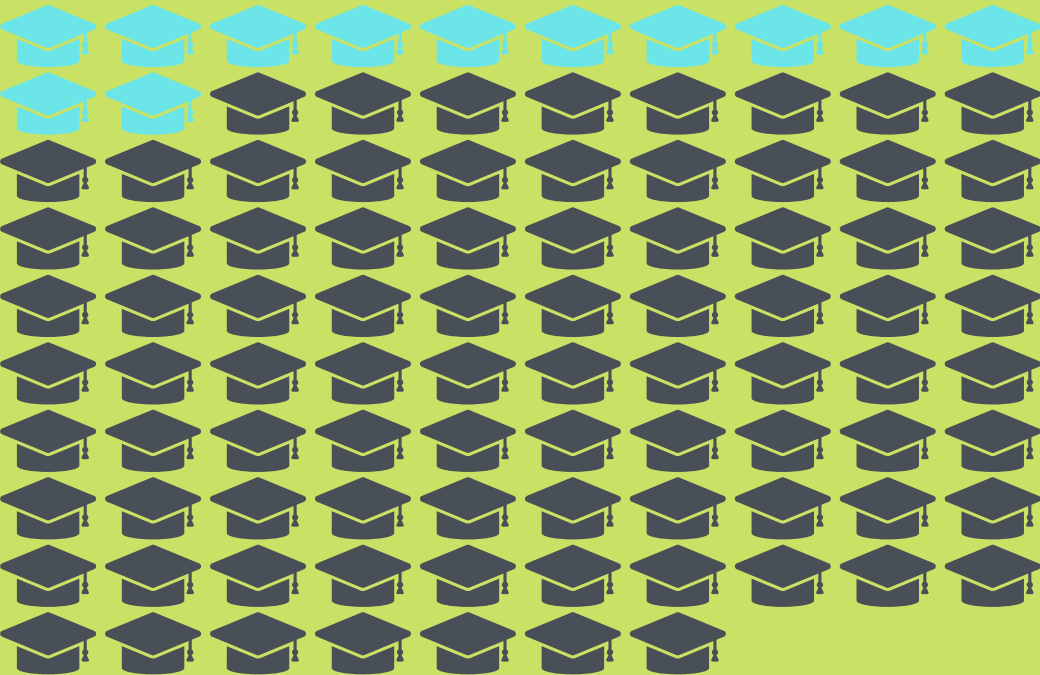
# WORK BASED LEARNING

TOTAL BUDGET: \$170,000  
PROJECTED: \$25, 920



# PENN FOSTER

TOTAL BUDGET: \$40,000  
PROJECTED: \$8,800



# Growing Our Reach

## United Way Reporting

Individuals and households served for this United Way Suncoast supported program

	July 1 - Sept 30	Oct 1 - Dec 31	Jan 1 - March 31	April 1 - June 30	Annual Total
# of unduplicated individuals served	653	0	0	0	653
Above ALICE (>\$26,000)					
Within ALICE (\$13,590 - \$26,000)					
Below ALICE (<\$13,590)					
Unknown					
# of households served	653	0	0	0	653
Above ALICE (>\$75,000)					
Within ALICE (\$25,000 - \$75,000)					
Below ALICE (<\$25,000)					
Unknown					

Tampa Bay Hires has incorporated 5 different workshops to assist you with developing the soft skills and employability skills to find and maintain successful employment outcomes and better meet the United Way Metrics.

# and % of Individuals earning certificates or higher education degrees

	RFP Projection Year 1	Jul 1 - Sep 30	Oct 1 - Dec 31	Jan 1 - March 31	April 1 - June 30	Annual Total
Projected		150	0	0	225	375
# Achieved	500	235				235
% of Quarter Total	0	156.67	0	0	0	62.67
% of Annual Total	133.33	62.67	0	0	0	62.67

# and % of Individuals placed in jobs or promoted/given a raise

	RFP Projection Year 1	Jul 1 - Sep 30	Oct 1 - Dec 31	Jan 1 - March 31	April 1 - June 30	Annual Total
Projected		0	0	0	300	300
# Achieved	300	266				266
% of Quarter Total	0	0	0	0	0	88.67
% of Annual Total	100	88.67	0	0	0	88.67

## Exciting New Workshops

### tampa bay hires November 2022

Monday	Tuesday	Wednesday	Thursday	Friday
31 Linked Up on LinkedIn 10:00 AM to 12:00 PM (In-person Only) Designing Your Career Blueprint 10 AM to 12 PM	1 Linked Up on LinkedIn 10:00 AM to 12:00 PM (In-person Only) Designing Your Career Blueprint 10 AM to 12 PM	2 Résumé Clinic Appts: 9:30 AM to 12:30 PM (In-person Only) Computer Basics 2:30 PM to 4:30 PM	3 Seven Steps to Exploring Your Career 11AM to 12 PM (Virtual) Adulting is Hard! Let's Talk About It 5 PM to 7 PM (Virtual)	4 Creating Your Vision Board 11 AM to 12 PM (In-Person Event) Reader 2 Leader Sip & Chat 3 PM to 4 PM (Virtual)
7 Seven Habits of Highly Effective People 10 AM to 12 PM (Virtual)	8 Entrepreneurship Part I 10 AM to 12 PM (In-person) (In-Person Event) Time Management Boot Camp 4 PM to 5 PM (Virtual)	9 Mock Interview Clinic Appts: 10 AM to 1 PM (In-person Only) Computer Basics 2:30 PM to 4:30 PM	10 Banking, Budgeting & Savings 101 2 PM to 3 PM (Virtual) Professional Communication 5 PM to 6 PM (Virtual)	11 Entrepreneurship Part II 10 AM to 12 PM (In-Person Event) Reader 2 Leader Sip & Chat 3 PM to 4 PM (Virtual)
14 1-HOUR MENTORING SESSIONS 10 AM to 2 PM (Virtual) BY APPOINTMENT ONLY	15 Entrepreneurship Part III 10 AM to 12 PM (In-Person Event) Crafting a Job Winning Cover Letter 3 PM to 4 PM (Virtual)	16 Résumé Clinic Appts: 9:30 AM to 12:30 PM (In-person Only) All About Tampa Bay Hires: Ask Me Anything 3 PM to 4 PM (Virtual)	17 Getting Your Job Search Started 10: 00 AM to 11:00 AM (Virtual) A Guide to Understanding FAFSA 2 PM to 3 PM (Virtual)	18 Entrepreneurship Part IV 10 AM to 12 PM (In-Person Event) Reader 2 Leader Sip & Chat 3 PM to 4 PM (Virtual)
21 My Personality & Work 10 AM to 12 PM (Virtual)	22 Entrepreneurship Part V & VI 10 AM to 3 PM (In-Person Event)	23 NO WORKSHOP	24 CLOSED FOR THANKSGIVING	25 CLOSED FOR THANKSGIVING
28 1-HOUR MENTORING SESSIONS 10 AM to 2 PM (Virtual) BY APPOINTMENT ONLY	29 Mock Interview Clinic Appts: 10 AM to 1 PM (In-person Only)	30 Linked Up on LinkedIn 3 PM to 5 PM (In-person Only)	1	2




Due to increased demand, we have created a new way for our clients to connect to us via LinkTree . This has streamlined our outreach process and provided a new way for youth to access our services.



**@tampabayhires**

Provides Career Guidance & Training Opportunities for Young Adults ages 16-24

Linktree / Sep 6



**@tampabayhires**

Provides Career Guidance & Training Opportunities for Young Adults ages 16-24

Website

Application & Pre-screen

Virtual Services

Free Workshops

Job Search

Approved Training Vendors & Targeted Occupations

QUESTIONS



**Leondra Foster**

WIOA Youth Program Director  
*Tampa Bay Hires*



 fosterle@careersourcetb.com

 +1 813 419 5313



13

in

SAVE CONTACT



## **Information Item**

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

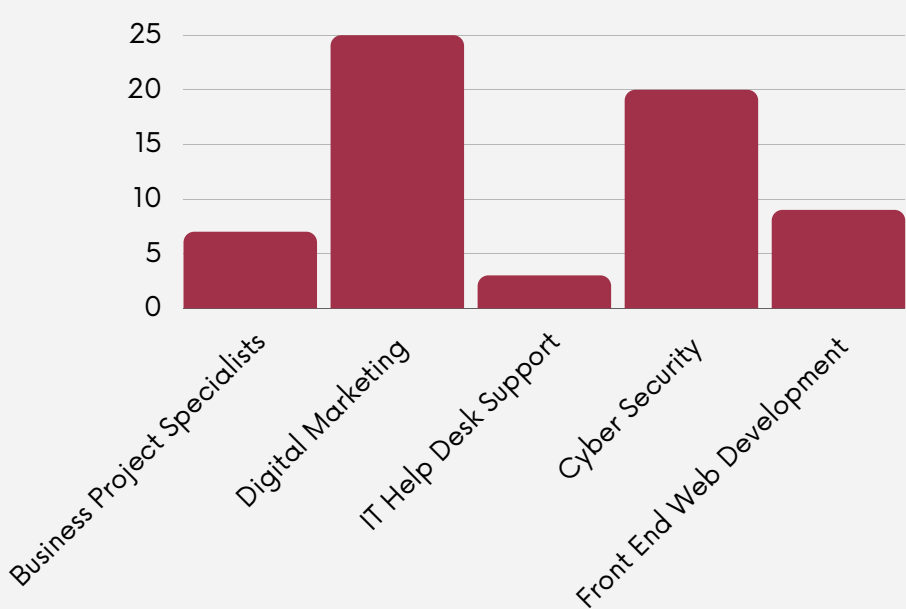
Please see the follow page for update.

# APPRENTICESHIP TO CAREER EMPOWERMENT 2.0

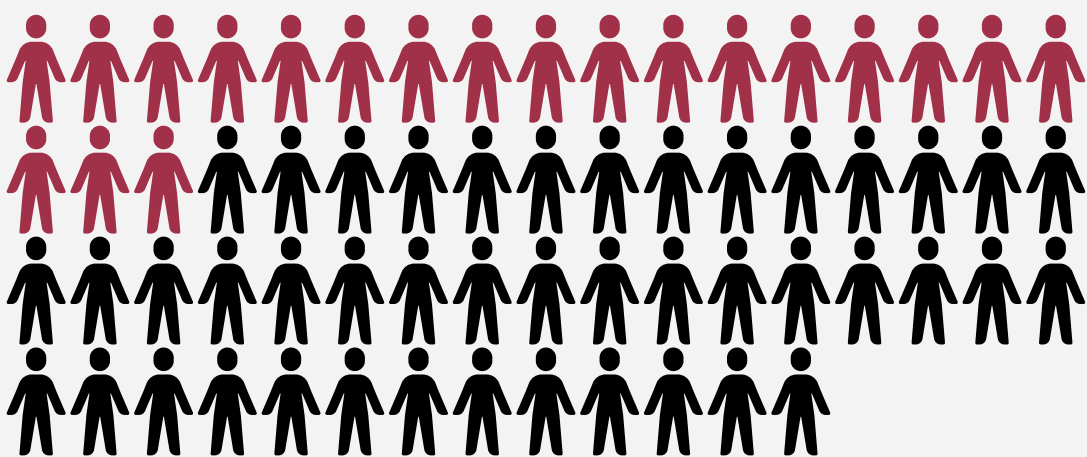
## ACE UPDATES

64 Participants seated in ACE 2.0  
52 Participants successfully completed training  
57 Measurable Skills gained (or student progress)  
20 Completers have gone to work with an average wage of \$16.26  
209 Certificates attained

## ACE PARTICIPANT INFORMATION



## COMPLETERS PLACED



## EMPLOYER PARTNERS

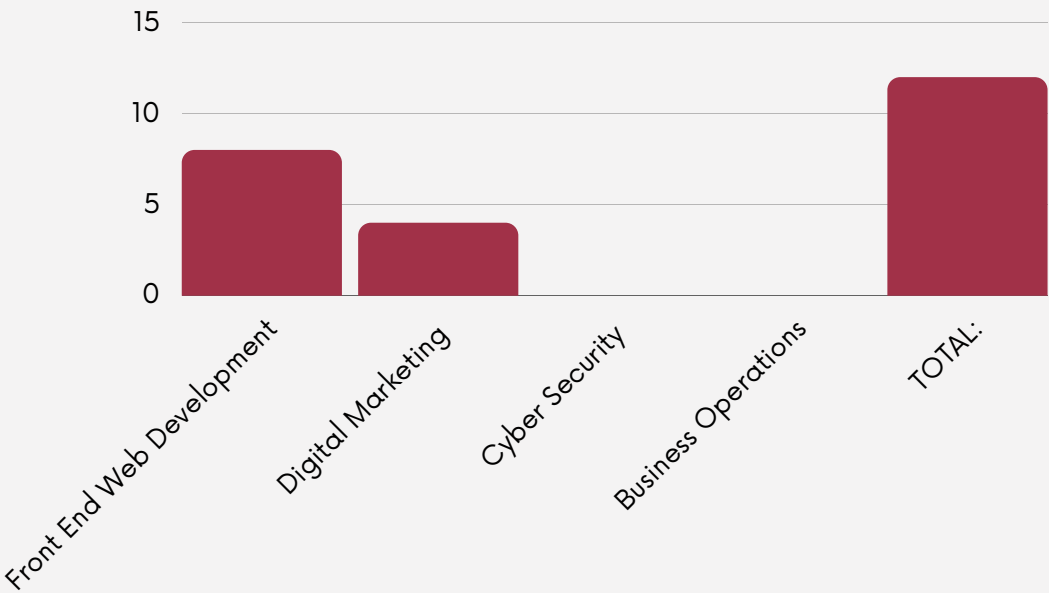
27 Virtual  
Bay Area Manufacturing Association (BAMA)  
Bay Care  
CareerSource Tampa Bay  
Cyberlicious  
Computer Coach  
Imperium Data Networks  
Katpro Technologies  
LexDock  
Netwolves  
PeopleGuru  
Prymel Elements  
On Point IT Solutions  
Community Business Solutions, LLC  
Ferguson Legal, PLLC  
Admissions Untangled  
GSE Solutions  
Franklin Templeton  
Corporation to Develop Communities of Tampa, Inc.  
Harbor Dish  
No Limit Technology  
Riverview Chamber of Commerce  
Ministry Event Marketing  
Moffitt Cancer Center  
PMI JCM Realty Group  
Virtual Consulting, LLC  
Visions of Destiny  
BayCare  
Spathe Systems  
Coca Cola Florida  
BCNM, LLC  
EnotaryLog  
Positive Spin, Inc.  
Ref 15 c

# APPRENTICESHIP TO CAREER EMPOWERMENT - YEAR ROUND

## ACE UPDATES

12 Participants have started ACE in October - the kickoff to our Year Round ACE Program!  
We are currently enrolling for our November Cybersecurity and December Business Operations Classes.

## ACE PARTICIPANT INFORMATION



## ACE ENROLLMENTS



## EMPLOYER PARTNERS

Computer Coach  
JJ Taylor Companies, Inc.  
KatPro Technology, Inc.  
LexDock  
Ministry Event Marketing  
On Point IT Solutions  
Paragon Cyber Solutions  
PeopleGuru  
Positive Spin, Inc.  
VG IT Services





## **Information Item**

### **Public Relations/Marketing (Youth Committee)**

Updated: November 2, 2022

The following is an update of the **CareerSource Tampa Bay's (CSTB) Marketing & Public Relations Department's** support of the **CSTB Tampa Bay Hires** and **Tampa Bay Summer Hires** programs for program year 2022/2023.

#### **Marketing/Public Relations:**

- ✓ A **Video Production Room** is now active at the North Florida location for a video studio. This will allow the marketing team to do YouTube Interviews and social media posts using green screen technology. The marketing team also used the studio to take pictures of recent Penn Foster Young Adult graduates in October 2022.



- ✓ **Marketing Outreach:**  
Marketing is working with Outreach Teams on updating PowerPoints for staff for presentations to Businesses and Job Seekers.

#### **Staff Support**

- ✓ **Brand Ambassador Training**  
Held on October 25 at 2-3 p.m. in the Tampa Board Room at North Florida. 15 managers turned out for the training which focused on how marketing can help support programs.

## Program Support:

- ✓ **Summer Hires & ACE End of Program Event.** Marketing worked closely on this event with the Outreach Team/Kay Jefferson and Maria Suarez. The event was held on the HCC Ybor City Campus on August 23, 2022. The event ran smoothly and photos from the event were posted on the CSTB Facebook page. Commissioner Gwen Myers attended the event.



- ✓ **Marketing Team supported Young Talent program for Penn Foster graduation on October 26, 2022.** Marketing designed & printed programs, set up of event, sound system, took pictures and videos. Posted pictures of the event to social media. Working on a 2-minute overview video that will be posted to social media. Bay News 9 showed up and did a nice story on the graduation.



See Bay News 9's Story by click this link:  
[youtube.com/watch?v=jEKBXSYmhCw](https://youtube.com/watch?v=jEKBXSYmhCw)

- ✓ **Signage for Career Clarity Pod 22-0423** Marketing Manager, Carla Pagan worked extra to make this happen with short notice. Great team effort looks great. The committee is working to make the final touches including more paint and lettering on the walls for the official opening on December 6, 2022.

✓ **Orientation Videos for Career Source TB**

Marketing Specialist, Shedlyn Joseph completed the first version of the welcome orientation video. Marketing will be updating the video in the future to include our partners who work in North Florida. The following is a link to the Orientation video:

<https://www.youtube.com/watch?v=pYcE5YamUo4>

✓ **Career Edge**

Marketing wrote language for Virtual Website from the Business Services brochure and website. Also produced welcome videos for the upcoming Virtual Career Center.

✓ **Young Adult Event Planning & Press Releases:**

The Marketing/Public Relations team fully supported event planning for the youth team and programs. Support included help with planning, website support, event software management, producing marketing collateral, videos, and emceeing. Among the events we supported during the first half of the year included promoting the following events and programs via press releases:

- 08.05.2022 CSTB to host hiring event for Bolay Fresh Bold Kitchen
- 08.16.2022 United Way Community Investment Funding
- 08.16.2022 CareerSource Tampa Bay Hosts Multiple In-Person Information Sessions for Amazon
- 09.22.2022 Job News Job Fair, Steinbrenner Field
- 09.09.2022 CareerSource Tampa Bay Hosts Recruitment Event on 9/20/2022
- 09.15.2022 Professional Networking Group of Tampa Bay (PNG) meets
- 09.20.2022 General Hiring Event North Florida
- 09.21.2022 Amazon Information Session North Florida
- 09.26.2022 CSTB Offices to close due to Hurricane Ian
- 10.05.2022 Tampa Center Amazon Information Session
- 10.06.2022 Veterans Training Academy for Road and Bridge Construction
- 10.07.2022 ACE Program Fall Classes
- 10.11.2022 Career Clarity Pod to Open for Board Tour (Internal Communication)
- 10.13.2022 Hiring Event for Multiple Industries (10/18)
- 10.18.2022 Tampa Center Job Fair 11 am – 2 pm
- 10.18.2022 Professional Networking Group meeting on 10/20/22
- 10.18.2022 CSTB to host Virtual Youth Career Fair
- 10.17.2022 In-Person Information Sessions for Employment at Amazon
- 10.21.2022 Penn Foster Graduation

**Upcoming Events Nov/Dec**

- 11.02.2022 Tampa Center Veteran Resource Fair, 10:00am-1:00pm
- 11.08.2022 Tampa Center All Staff Thanksgiving Luncheon, 12pm-4pm
- 11.09.2022 Paychecks for Patriots Veterans Job Fair, 10:00am-1:00pm Al Lopez Park
- 11.17.2022 10am-11am Tampa Center PNG Meeting
- 12.06.2022 Tampa Center Career Clarity Pod  
(Open to public release/event 11 to 3 p.m.)

- 12.13.2022 Tampa Center, Job Fair, 11am - 2pm
- 12.15.2022 Tampa Center, PNG Meeting, 10am-11am
- 01.09.2023 Board Retreat, HCC All Day
- April 2023 Opportunity Summit 2023 (Event Planning Committee to meet and finalize date, location, agenda)

#### TOP CSTB WEB PAGES

Page Views (July 1, 2022, to September 30, 2022)	Page Views	Percent of Total Page View
<b>Main page</b>	<b>5,123</b>	<b>21.34%</b>
<b>Events</b> <i>Career Training &amp; Development</i>	<b>1,592</b>	<b>6.63%</b>
<b>Tampa Bay Hires</b> <i>WIOA</i>	<b>1,446</b>	<b>6.02%</b>
<b>Tampa Bay Summer Hires</b>	<b>1,173</b>	<b>4.89%</b>
<b>E-Courses/media</b> <i>Job Search / Employability Skills Training</i>	<b>764</b>	<b>3.18%</b>
<b>Programs/Enrollment</b>	<b>358</b>	<b>1.49%</b>
<b>Contact us</b>	<b>284</b>	<b>1.18%</b>
<b>Employer-Information</b>	<b>261</b>	<b>1.09%</b>
<b>Program/Responses/Upload Documents</b>	<b>251</b>	<b>1.05%</b>







#### YOUTH SOCIAL MEDIA:







Marketing continues to provide support for the youth program by updating the social media pages for Tampa Bay Hires/Tampa Bay Summer Hires. The youth social media pages can be found at the top of the [www.TampaBayHires.com/summer](http://www.TampaBayHires.com/summer) web page. and includes a separate Facebook, Twitter, YouTube, Instagram, and LinkedIn. In January 2022 a Tik Tok was developed content is being made by the Outreach Team. Tik Tok is a social media platform very popular with youth especially in our 16-24 target demographic.

Tampa Bay Hires & Tampa Bay Summer Hires social media pages	
Impressions	2,867
Engagements	135
Total Followers	290
Total Net Follower Growth	20
Clicks	7
Total Messages/Posts	88
Video Views	1,221

**Top Performing Social Media Posts included posts targeting young adults.**



 <b>CareerSource Tampa Bay</b> Fri 10/28/2022 11:36 am EDT	 <b>CareerSource Tampa Bay</b> Fri 7/29/2022 12:34 pm EDT	 <b>CareerSource Tampa Bay</b> Tue 7/19/2022 11:32 am EDT
<p>CONGRATULATIONS to our 2022 Penn Foster High School graduates! We wish you the best on the rest of your journeys! Thes...</p> 	<p>Congratulations to Saleema A. Bennett (Qureshi), MBA CSTB Director of Programs, on being selected as a Mentor for the...</p> 	<p>@TheBullardFamilyFoundation – 2022 Big Backpack Build event took place on Saturday 7/16 at the Amalie Arena in Downtown...</p> 
<b>Total Engagements</b> 395	<b>Total Engagements</b> 290	<b>Total Engagements</b> 225
Reactions 65	Reactions 118	Reactions 51
Comments 5	Comments 34	Comments 4
Shares 3	Shares 1	Shares 1
Post Clicks (All) 322	Post Clicks (All) 137	Post Clicks (All) 169
...	...	...

 <b>tampabayhires</b> Tue 7/26/2022 10:07 am EDT	 <b>tampabayhires</b> Fri 9/9/2022 11:29 am EDT	 <b>@TampaBayHires</b> Tue 8/2/2022 9:12 am EDT
<p>"What are you willing to sacrifice for your dreams" -Hugh Campbell, an entrepreneur and one of the many talented speakers wh...</p> 	<p>Did you know that Tampa Bay Hires has free workshops? Click the link in the bio to learn more. #careersourcetampabay #jobseekers...</p> 	<p>Our marketing team got the chance to visit a few interns at Bay Discount Pharmacy, and see what day to day life consisted of. On to...</p> 
<b>Total Engagements</b> 18	<b>Total Engagements</b> 17	<b>Total Engagements</b> 11
Likes 13	Likes 8	Likes 4
Comments 2	Comments 1	@Replies 0
Shares 0	Shares 8	Retweets 1
Saves 3	Saves 0	Post Link Clicks —
...	...	Other Post Clicks 6
...	...	Other Engagements 0
...	...	...



## **Information Item**

### **HCPS School Board and Leadership Update**

Dr. Byron Clayton, SVP and Chief of Sector Partnerships and Conchita Canty-Jones, Director of Student Engagement, have been meeting with HCPS school board members and leadership to identify services to help connect more HCPS students to career development opportunities.

Since the last Youth Development Committee meeting, they have met with:

- ☐ Addison Davis – HCPS Superintendent
- ☐ Michael McAuley – HCPS Chief of Staff (2 meetings)
- ☐ Dr. Thomas Weeks – HCPS Chief Information Officer
- ☐ Nadia Combs – School Board chair
- ☐ Henry “Shake” Washington – School Board Member
- ☐ Lynn Grey – School Board Member
- ☐ Jessica Vaughn – School Board Member

As a result of these and previous meetings, John Flanagan conducted a presentation on CSTB programs and services to the HCPS school board in their September 6<sup>th</sup> workshop. These meetings have resulted in discussion on the following key topics:

- ☐ Data sharing agreement – In the final stages per Dr. Thomas Weeks.
- ☐ Quality jobs for the Summer Hires program – Member Vaughn offered assist with HR meeting. Awaiting CSTB Quality Jobs Framework.
- ☐ Career Pathways Workshops – Michael McAuley follow-up scheduled for 11/3 and meeting with HCPS leadership scheduled for 11/8.

- ❑ High schools to pilot workshops – Member Washington is highly interested in piloting workshops in District 5.
- ❑ Annual HCC workshop for HCPS counselors on 11/3 – Dr. Clayton will present the Career Pathways Portal and Paul Casebolt, One-Stop Operator, will present career exploration via the TransferVR virtual reality platform.



## Information Item

# PY22-23 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 PY22-23 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 7/1/2022 and 06/30/2023.

**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 7/1/2022 and 06/30/2023.

**Employer Satisfaction**- Percentage of employers who select effective or higher to the monthly employer survey question "How effective has the CSTB staff been in providing you the services you need?" between 7/1/2021 and 6/30/2022.

**Placements**- Distinct count of customers assigned to Region 15 that had an activity code between 750 and 883 with an actual date between 7/1/2022 and 6/30/2023, a job placement start date in OSST between 7/1/2022 and 6/30/2023 or employment entered on the case closure with a closure date between 7/1/2022 and 6/30/2023.

**Business Penetration**- Count of distinct employers assigned to Region 15 who receive a service between 7/1/2022 and 6/30/2023.

**Repeat Business Percentage**- Count of distinct employers assigned to Region 15 who receive a service between 7/1/2022 and 6/30/2023 who received a service from CSTB between 7/1/2019 and 6/30/2022 divided by count of distinct employers assigned to Region 15 who receive a service between 7/1/2022 and 6/30/2023

**Work Experience Enrolled**- Count of customers assigned to Region 15 who receive a Work Experience activity with an actual begin date between 7/1/2022 and 6/30/2023.

**OJT/Apprenticeship Enrolled**- Count of customers assigned to Region 15 who receive an On-the-Job or Registered Apprenticeship activity with an actual begin date between 7/1/2022 and 6/30/2023.

**New Partners**- Count of new partners with CSTB who are registered in 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 7/1/2022 and 6/30/2023.

**Completion to Funding-** Count of distinct WIOA and WP customers assigned to Region 15 who, between 7/1/2022 and 6/30/2023, 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 between 7/1/2022 and 6/30/2023 divided by all WP Customers who have an active WP enrollment between 7/1/2022 and 6/30/2023.

**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 7/1/2022 and 6/30/2023.

**Partner Referrals-** Count of referrals provided by CSTB to partners within the Unite Us platform between 7/1/2022 and 6/30/2023.