Workforce Performance Committee
CareerSource Tampa Bay

Nov 2, 2022 9:00 AM - 10:00 AM EDT

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Pledge of Allegiance

[Workforce Performance Committee](#) Minutes

CareerSource Tampa Bay
Aug 3, 2022 at 9:00 AM EDT

Attendance

Members Present (Remote):
Tom Aderhold, Stephanie Brown-Gilmore, John Howell, Gil Schisler

Members Absent:
Steve Morey

Attendance

Members Present (Remote):
Saleema Bennett, Rich Beynon, Melissa Carroll, Sheila Doyle, Kay Jefferson, Chad Kunerth, Anna Munro, Don Shepherd, Tammy Stahlgren, Doug Tobin, April Torregiante, Michelle Zieziula

Guests Present (Remote):
Marcella Blanchett- Division of the Blind, Nicole Beverley - EDSI

Board Liaison Present (Remote):
Ken Jones

I.   Call to order, Welcome and Roll Call (Presenters: Tom Aderhold)

Tom Aderhold filled in as chair. He called the meeting to order at 9:00 a.m. There was a quorum present.

II.   Pledge of Allegiance (Presenters: Tom Aderhold)

Tom Aderhold led the Pledge of Allegiance.

III.   Public Comments

There were none

IV.   Workforce Performance Committee Membership, Duties and Responsibilities (Presenters: Chad Kunerth)

The Workforce Performance general responsibilities and duties of this committee were reviewed.

V.   Action / Discussion Items

A.   Approval of Minutes - May 4, 2022 Workforce Performance Committee Meeting (Presenters: Tom Aderhold)

Motion:
To approve the minutes from May 4, 2022 Workforce Performance Committee Meeting

Motion moved by Gil Schisler and motion seconded by John Howell. The motion carried.

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

Motion:
To approve Hillsborough Community College and University of South Florida's waiver request for the training program additions outside of the application period and application for new training programs

Motion moved by John Howell and motion seconded by Gil Schisler. The motion carried.

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

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

Motion moved by John Howell and motion seconded by Gil Schisler. Motion Carried

VI.   Information Items

A.   REACH Metric Review (Presenters: Chad Kunerth)

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

B.   Letter Grade Historical Data (Presenters: Chad Kunerth)

Briefly reviewed the Letter Grade Historical Data from years 2017-2020.

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

Achievement and Highlights:
Maintain and Develop New Linkages
- 11 new partners have joined CSTB's partner network.
- 30% increase in partners.
- 129 connections were made.
- 52% of Job Seeker rating.
- 73% of employers rated CSTB services as Effective, Very Effective, or Extremely Effective.

D.   Special Grants Update (Presenters: Saleema Bennett)

The following grants were reviewed:
- National Dislocated Worker Grant (NDWG)
- Two- H-1B Job Training Grants (H1B): Tech Quest Apprenticeship (TQA) and TechBoost
- CareerSource Florida (WIOA State Competitive Grant Award) GET THERE FASTER

It was requested to send Tom Aderhold information about this grant that includes the eligibly and criteria and he can assist in promoting it.
- Apprenticeship-to-Career Empowerment (ACE) Program Update

E.   Registered Apprenticeship Programs (Presenters: Melissa Carroll)

All training providers and programs are required to submit information to be considered for "Initial Eligibility" and inclusion on CSTB's ETPL. Registered apprenticeship programs are exempt and automatically eligible to be included on the ETPL. Registered apprenticeship programs are included and maintained on the Eligible Training Providers List (ETPL) as long as the program remains registered and will remain on the ETPL until it is deregistered or until the registered apprenticeship program notifies CSTB in writing that it no longer wants to be included on the ETPL.
The Crisis Center of Tampa Bay, Inc., Net Synergy Virtual Solutions, LLS dba LT3 Academy, and Florida makes all had training programs added to the CareerSource Tampa Bay ETPL list.

The entire list can be found on the CareerSource Tampa Bay Website. https://careersourcetampabay.com/approved-training-vendors-and-targeted-occupations-lists/

    F.   Approved Training Providers: Renewal Agreements (Presenters: Melissa Carroll)

There was no discussion

VII.   Industry Insights

VIII.   Future Business

There was none.

IX.   Adjournment

The meeting adjourned at 10:01 a.m.
Tammy Stahlgren, Administrative Services Coordinator.

Action Item
Approval of Training Programs

Process for Current Training Providers to Add Additional Programs

Applications for approval of new training programs for an existing training provider is accepted from January-March. 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.

Applications for approval of new training programs are accepted from January-March. A waiver for a new training program addition outside of this application period may be requested and approval will be considered on a case-by-case basis.

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

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- ITA Cap: Training customers may receive training assistance under ITA services up to a lifetime cap of $7,500.00 per individual.
- Limit training programs to those with a minimum entry level wage rate of $16.25 per hour* (based on annual regionally adjusted wage rate)

Customer Choice

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

Information for Tables Below

- Average Wage at Placement was provided by the Training Provider
- Entry Wage Rate based on the Standard Occupational Classification (SOC) code for the training program listed on the CSTB Region 15 - Regional Targeted Occupation List for PY 22-23*.
- Color legend:

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

Access Computer Training, LLC

Access Computer Training, LLC is requesting a waiver for their training program to be considered outside of the application period.

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 22-23 Entry Wage Rate*
Information Technology Career Prep	Included	$16,500.00	Included	$16,500.00	7.5 months	N/A – New Program	N/A – New Program	$15.61

Potential Financial Impact	Board Affiliated
• Maximum Potential CSTB Financial Impact: For 12 enrollments for the program is: $90,000 (12 x $7,500)	• Not Applicable NOTE: At full board meeting this will require related party voting, at which time board member will be required to abstain.

Hillsborough Community College

Hillsborough Community College is requesting a waiver for their training program to be considered outside of the application period.

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 22-23 Entry Wage Rate*
Accredited Claims Adjuster and 4-40 Registered Customer Service Professional Combo Class	Included	$999.00	Included	$999.00	8 weeks	N/A – New Program	N/A – New Program	$26.78

Potential Financial Impact	Board Affiliated
• Maximum Potential CSTB Financial Impact: For 12 enrollments for the 1 program is: $11,988.00 (12 x $999.00)	• Dr. Brian Mann NOTE: At full board meeting this will require related party voting, at which time board member will be required to abstain.

Recommendation: Approval of Access Computer Training, LLC and Hillsborough Community College's waiver request for the training program addition outside of the application period and application for new training program.

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.

Information Item

REACH Preliminary Performance Review

Background: On October 17th, 2022, CareerSource Florida Released Program 2021-2022 Baseline 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
01 - CareerSource Escarosa	89.62%	B+
02 - CareerSource Okaloosa Walton	81.43%	B-
03 - CareerSource Chipola	92.29%	A-
04 - CareerSource Gulf Coast	83.55%	B
05 - CareerSource Capital Region	86.41%	B
06 - CareerSource North Florida	93.86%	A
07 - CareerSource Florida Crown	90.21%	A-
08 - CareerSource Northeast Florida	94.41%	A
09 - CareerSource North Central Florida	85.57%	B
10 - CareerSource Citrus Levy Marion	90.82%	A-
11 - CareerSource Flagler Volusia	89.62%	B+
12 - CareerSource Central Florida	93.76%	A
13 - CareerSource Brevard	91.71%	A-
14 - CareerSource Pinellas	87.98%	B+
15 - CareerSource Tampa Bay	90.09%	A-
16 - CareerSource Pasco Hernando	80.54%	B-
17 - CareerSource Polk	91.47%	A-
18 - CareerSource Suncoast	79.50%	C+
19 - CareerSource Heartland	92.36%	A-
20 - CareerSource Research Coast	90.40%	A-
21 - CareerSource Palm Beach County	87.47%	B+
22 - CareerSource Broward	90.88%	A-
23 - CareerSource South Florida	91.82%	A-
24 - CareerSource Southwest Florida	88.57%	B+

Final Scores

Final Score All Regions
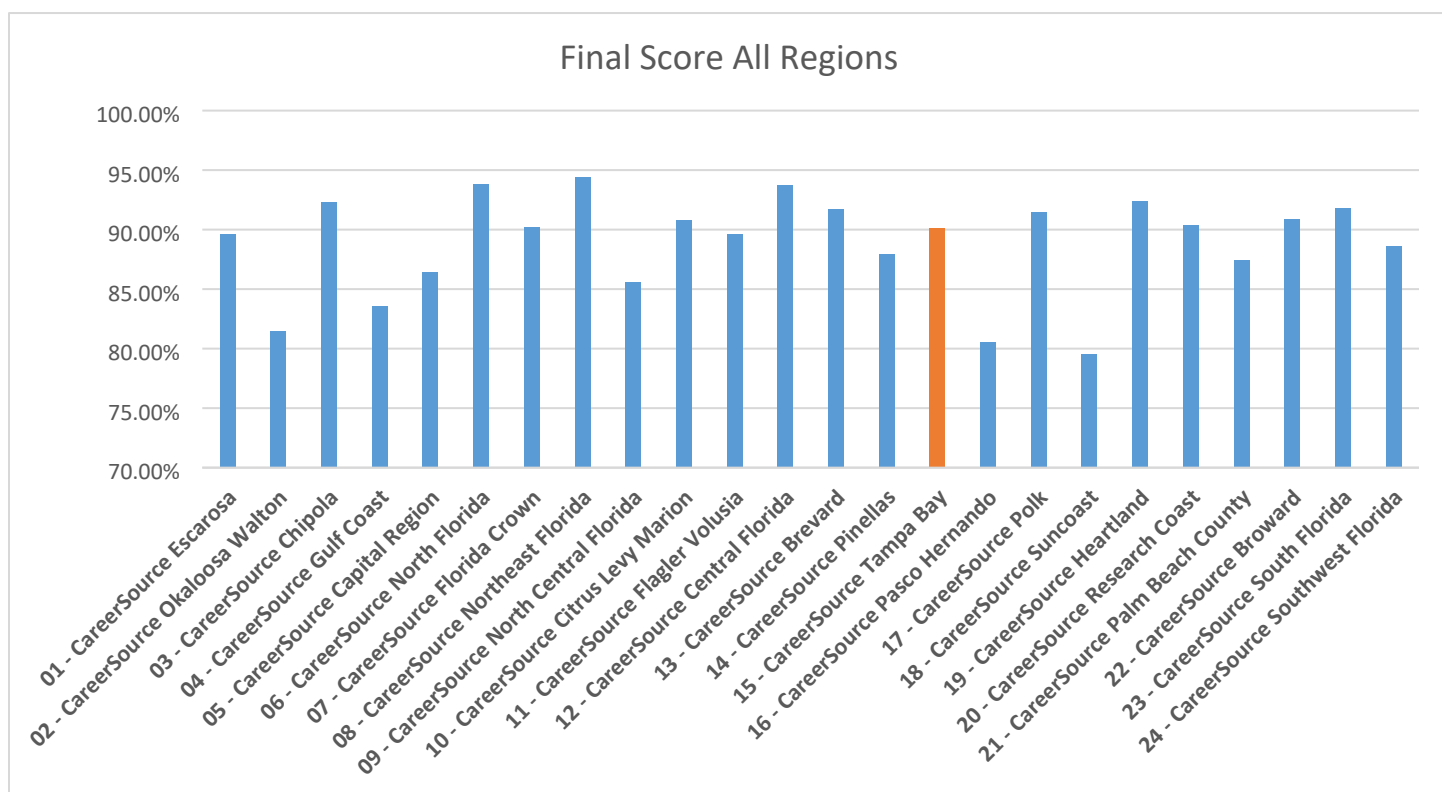
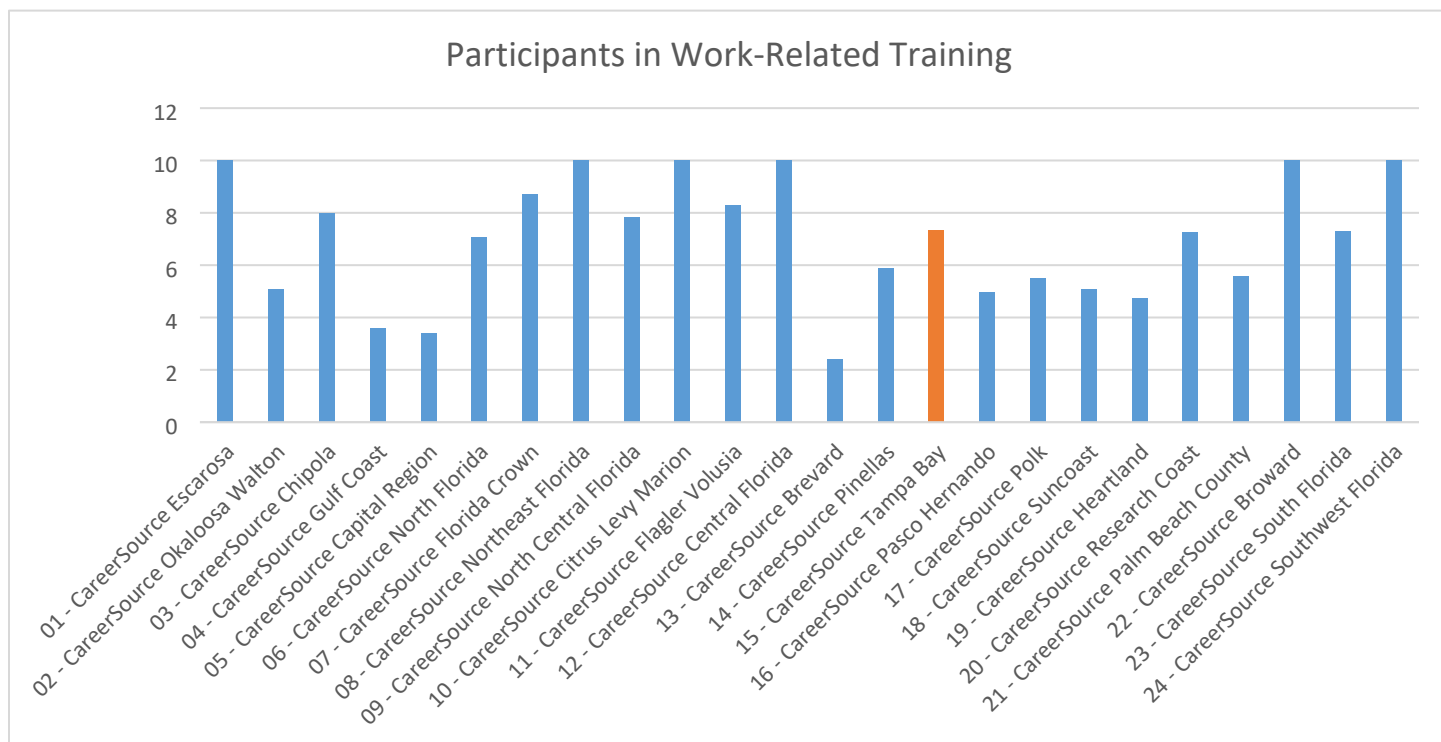## Measure 1- Employment and Training Outcomes

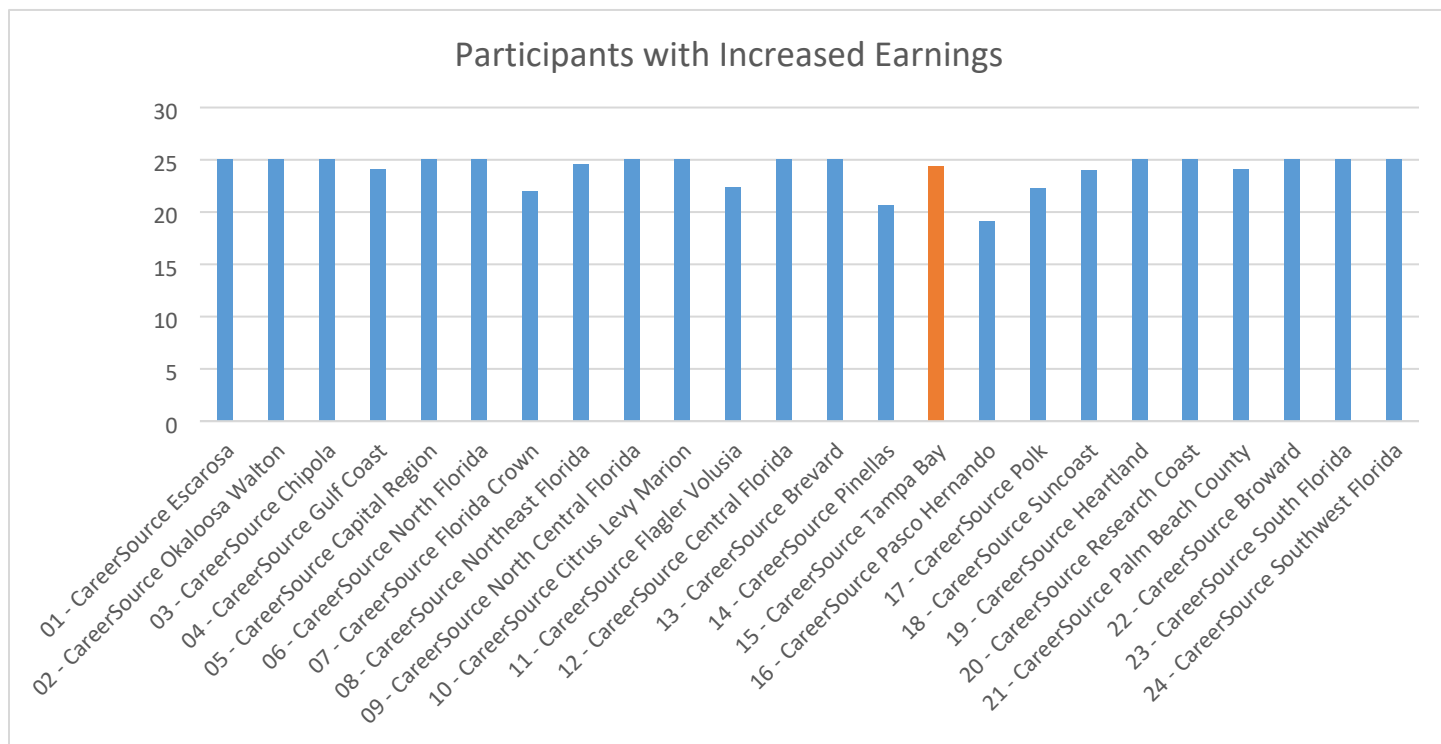Comprises the local workforce development board's existing 18 federal accountability measures.

Employment and Training Outcomes
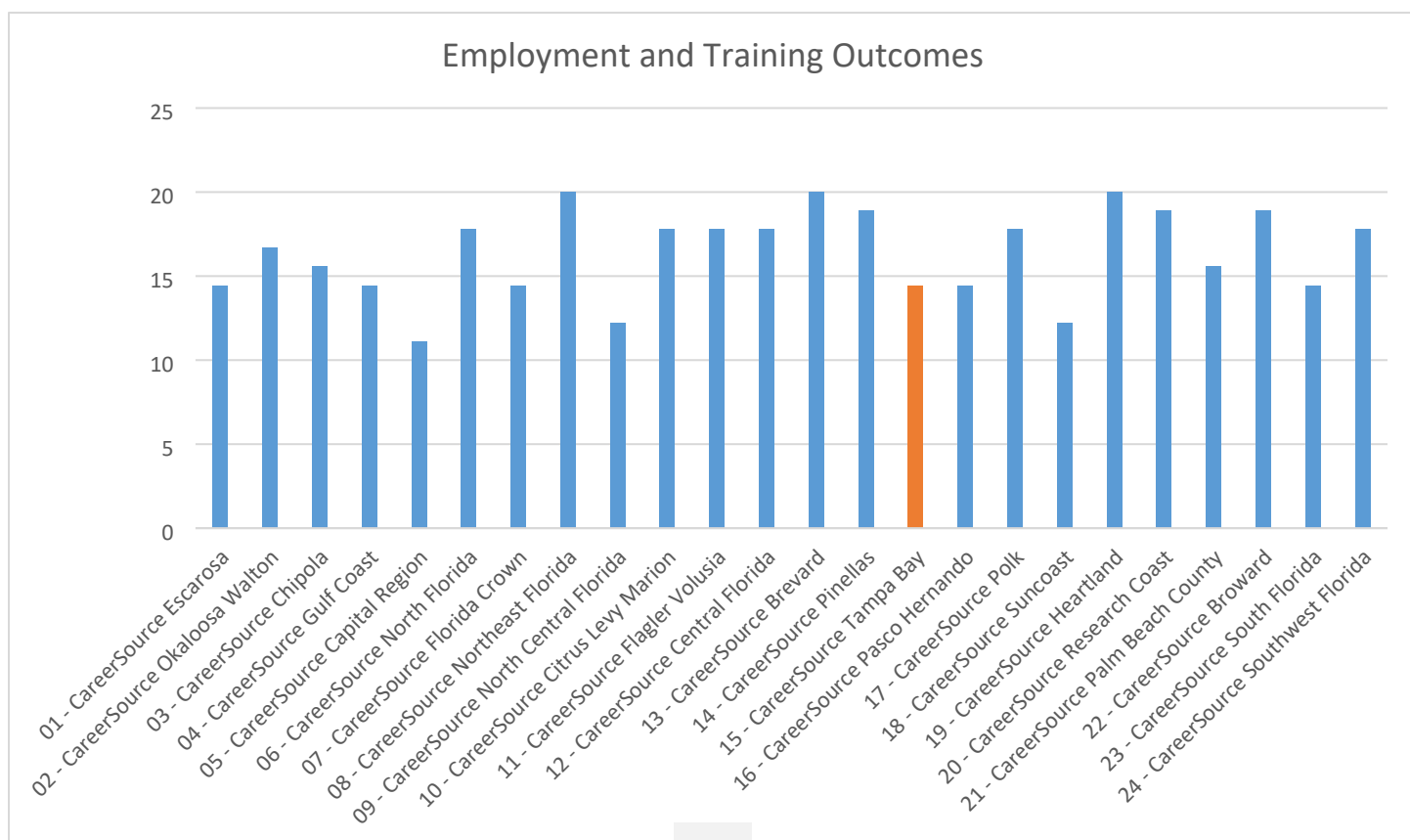
Measure 2 - Participants in Work-Related Training

The percentage of all job seekers who received work-related training.

Participants in Work-Related Training

Measure 3 - Participants with Increased Earnings

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


Participants with Increased Earnings

Measure 4 - 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.
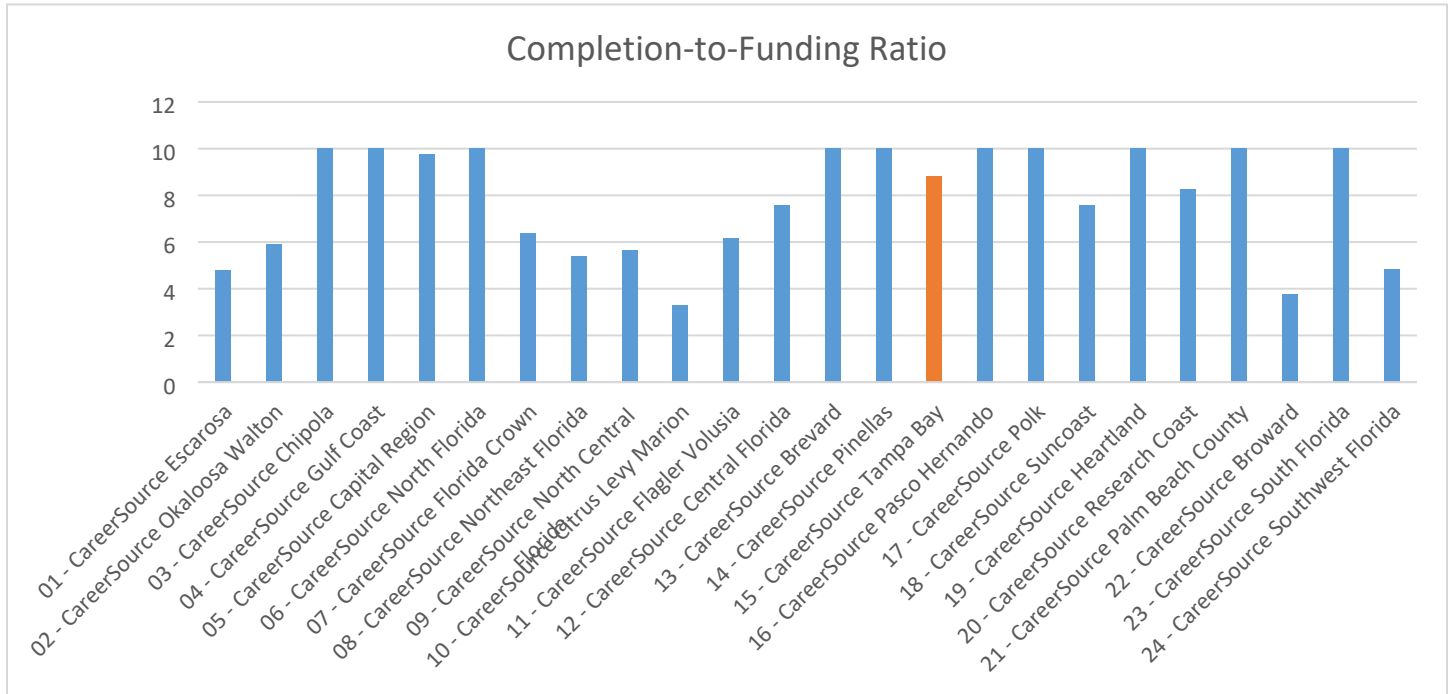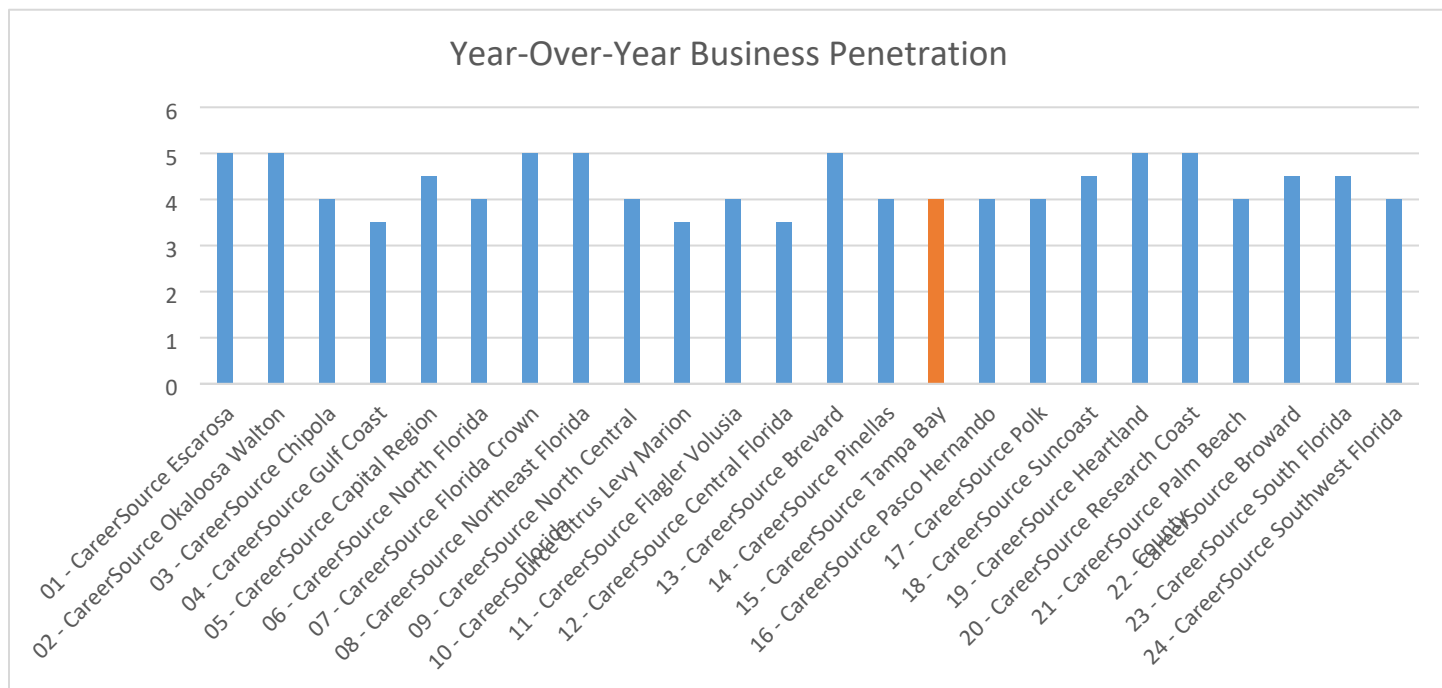

Measure 5- Continued Repeat Business

Definition: Percentage of employers served in prior three years that continued to be served in the current program year.
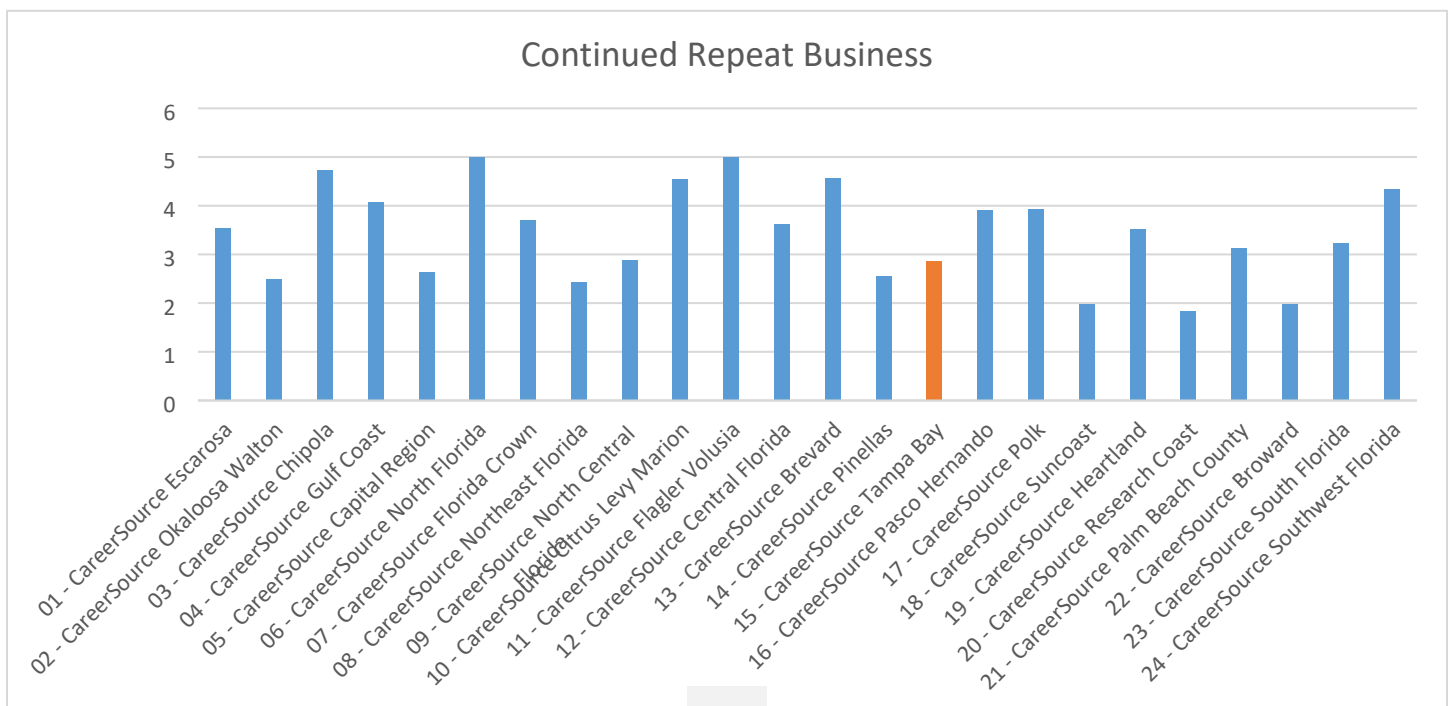
Measure 6 - Year-Over-Year Business Penetration

Definition- Compares the percentage of employers served in the current year to the percentage served in the prior year.


Year-Over-Year Business Penetration

Measure 7 - Reduction in Public Assistance

Definition- 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.

Reduction in Public Assistance
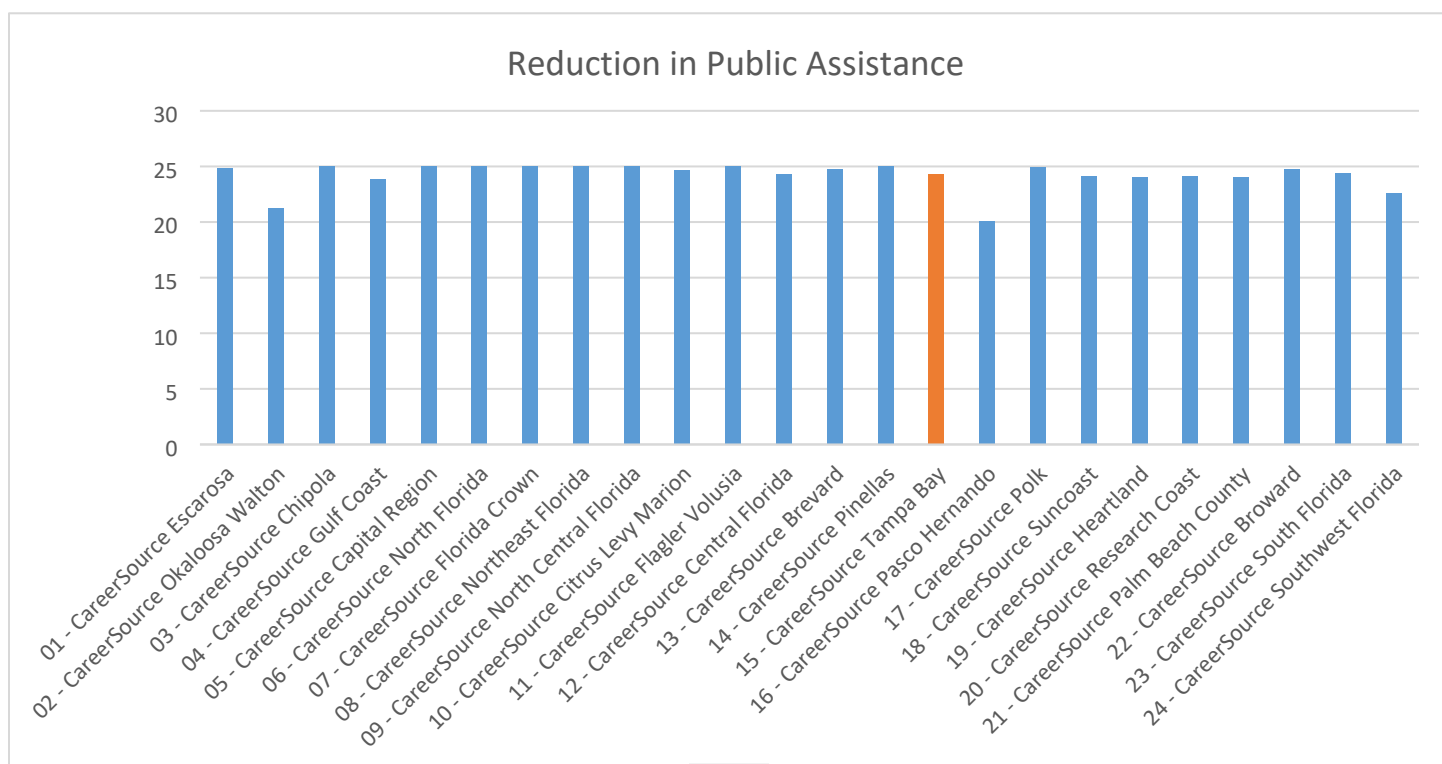
Extra Credit Measure - Serving Individuals on Public Assistance

Definition: Awards up to five percentage points toward the total grade based on the percentage of customers receiving SNAP or TANF benefits.
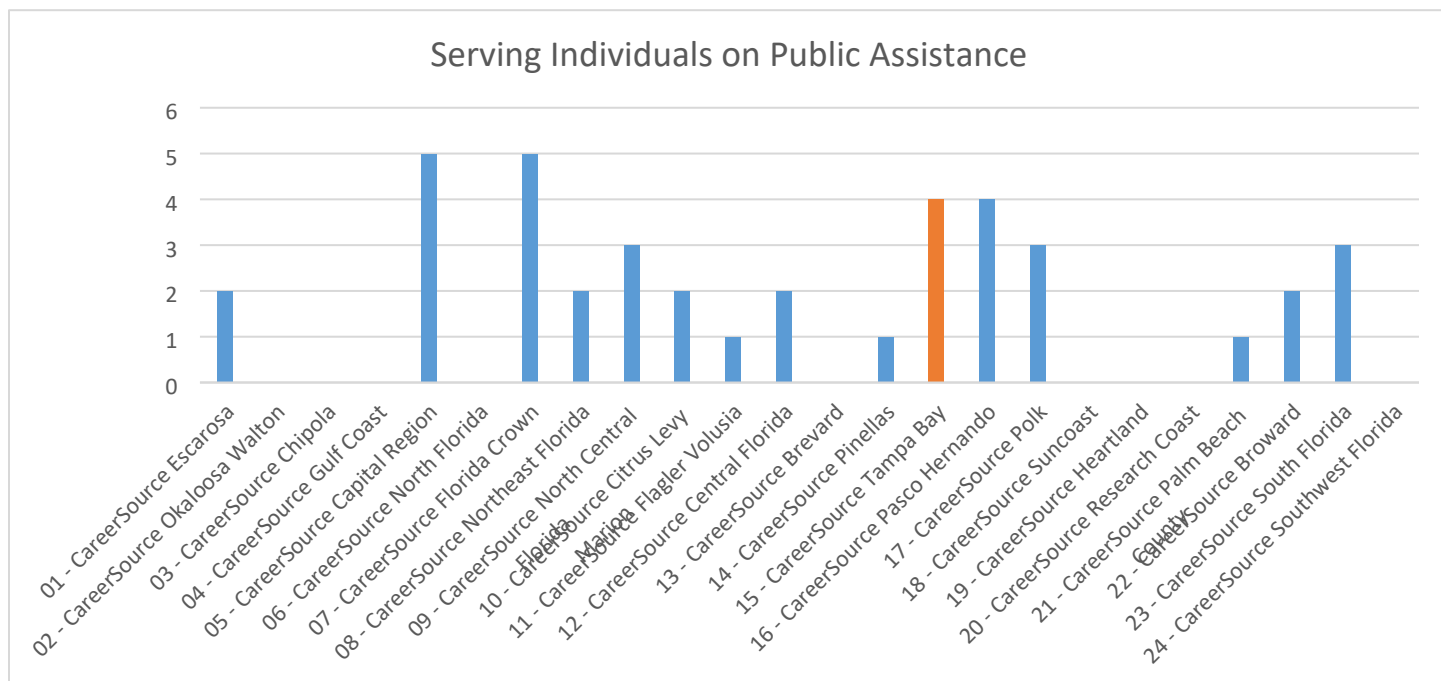
CareerSource Tampa Bay Metric Data

Metric	Weight	Numerator	Denominator	Rate (%)	YOY Rate (%)	Target (%)	Target Met (%)	Weighted Performance
Participants with Increased Earnings	0.25	2,500	5,707	43.81	-	45	97.36	**24.34**
Reduction in Public Assistance	0.25	3,692	5,848	63.13	-	65	97.12	**24.28**
Employment and Training Outcomes	0.2	13	18	72.22	-	100	72.22	**14.44**
Participants in Work-Related Training	0.1	2,161	11,774	18.35	-	25	73.4	**7.34**
Continued Repeat Business	0.05	1,017	5,076	20.04	-	35	57.26	**2.86**
Year-Over-Year Business Penetration	0.05	-	-	-	0.62	100	80	**4**
PY 2020-2021 Business Penetration	-	1,928	29,367	6.57	-	-	-	-
PY 2021-2022 Business Penetration	-	2,016	28,030	7.19	-	-	-	-
Completion-to-Funding Ratio	0.1	6.33	7.17	88.28	-	100	88.28	**8.83**
Exiters: Local Board (N) / Statewide (D)	-	7,707	121,838	6.33	-	-	-	-
Budget: Local Board (N) / Statewide (D)	-	$11,555,302	$161,148,818	7.17	-	-	-	-
Extra Credit: Serving Individuals on Public Assistance	Up to 0.05 points	4,041	8,671	46.6	-	-	-	**4**

Information Item – One Stop Operator
Update 10.24.2022

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

Educational Data Systems, Inc. (EDSI) has been our One-Stop Operator since July of 2021. Nicole Beverley was hired to manage the OSO contract on behalf of EDSI. Beverley resigned her position as OSO in August of 2022. Career Services Coordinator, Paul Casebolt, was promoted to the OSO position and began working as such on September 19, 2022 while providing one to two days per week of support in his previous role while a reorganization plan for Career Services was being approved and implemented. Casebolt will be fully transitioned to his role as the OSO for CSTB on October 31, 2022.

Casebolt has 20 years of professional experience, spanning higher education, nonprofit, and workforce development including the oversight of a $250,000 workforce development grant with a previous organization. Throughout his prior work experience, Casebolt has often served in roles requiring partnership and community building. He also brings a wealth of knowledge, skills, and abilities to CSTB, including team building, event coordination, interview and resume coaching, marketing strategies, relationship development, nonprofit administration, and teaching.

Casebolt holds a Bachelor of Arts in Corporate & Organization Communication and a Master of Public Administration, both from Western Kentucky University. Additionally, he is ABD on a Doctor of Public Administration with a concentration in Educational Leadership from Valdosta State University. He also volunteers at the Humane Society of Tampa Bay as a Level 2 Dog Companion. In 2021, he organized a fundraiser and volunteer activity for CSTB employees in partnership with Wreaths Across America.

August 2022 Customer Satisfaction Survey

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

The following results reflect feedback from customers receiving services from CSTB during the month of August 2022. The survey was distributed to 665 customers. 398 (60%) of customers opened the survey invitation. Of those, 86 (22%) clicked through to the survey and, of those, 56 (65%) completed the survey. All participants who took the survey completed it in its entirety (no partial completions).

55% of respondents received services at the Tampa Center.

The NPS for the entire region was 52. When broken down by the center[1] at which services were rendered, the NPS for:
- Tampa was 61
- Brandon was 83

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[1] No submissions were received from participants receiving services at our affiliate sites at Enterprising Latinas and the Bullard Family Foundation's Prosperity Center.

- Plant City was 100[2]
- Ruskin was 0[3]

66% of all respondents rated the resource received in helping them attain new employment to be very valuable or extremely valuable. Services received include appointments with staff (29%), attended an in-person or online workshop (29%), attended an orientation (20%), attended a job fair/hiring event (13%), visited the resource room (18%), and 24% attended for some other reason with open-ended responses focusing on WIOA, WTP, ID.me assistance, "employment," and "letter of recommendation." Additionally, it was the first time visiting CSTB for 27% of respondents.

We continue to find our customers from a wide variety of sources. 33% were referred from another agency, 13% found us through social media, 2% through television ads, 2% through print media (e.g., newspaper, magazines), 6% through digital marketing (on their computers or phones), and 55% from other sources including walk-ins, DEO, past experiences with the organization, DCF, RESEA, and word of mouth referrals from friends and family members.

August 2022 Employer Survey

The Employer Survey provides key insights on employers' views of the organization and services delivered. These results reflect feedback from employers served during the month of August 2022.

Employer partners indicate they have positive interactions with CSTB staff. 72% of respondents found CSTB staff to be either "very effective" or "extremely effective" in providing needed services. 57% found CSTB staff to be either "extremely professional" or "very professional". 71% of respondents felt CSTB staff responses to voicemail and email were timely either "most of the time" or "always."

Regarding the candidates being referred, 43% of employers felt the candidates coming from CSTB met most of the minimum qualifications for hiring. 57% felt the quality of candidates referred were "good," "great," or "excellent." Of those employers who indicated they had hired CSTB-referred candidates in the last 3 months, 80% hired between one and four candidates while 20% hired 13 or more candidates with 71% of all respondents indicate that they consider CSTB to be in their top 3 resources for recruiting qualified talent.

Regarding use of services, 29% of respondents said they use CSTB services "frequently" while 71% said they use the services "sometimes." Employers indicate a cogent understanding of the services available with 43% feeling their understanding is "clear," 29% are "very clear," and 14% are "extremely clear." No respondents indicated they were "not clear at all" on services offered. 57% of respondents indicated they will definitely use CSTB services in the future while 43% indicate they will probably use our services in the future.

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[2] Only one submission was received from participants receiving services at the Plant City Center.
[3] Only two submissions were received from participants receiving services at the Ruskin Center.

TECHBOOST

Tech Boost grant is utlized to increase Information Technology (IT) and IT-Related industry sector baed credentials and work-based training
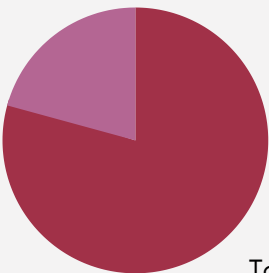
TOTAL ENROLLMENTS

Since the Grant Launch, the team has enrolled 24 individuals.
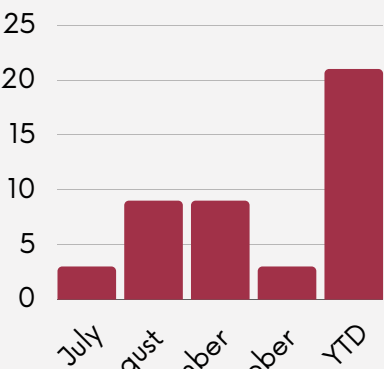
BUDGET OBLIGATION GRAPH

TECHBOOST GRANT - MAX $5,000

Obligated Amount: $101,380

Currently we have obligated 26.2% of the year budget.

Total Budget $387,000

This graph represents individuals Served.

TECHBOOST INDIVIDUALS SERVED

TECH QUEST APPRENTICESHIP

TQA grant targets IT and IT-Related apprenticeships and pre-apprenticeship programs in development, expansion and active enrollment.

TOTAL ENROLLMENTS

In PY 22 - 23, we have enrolled 24 individuals.
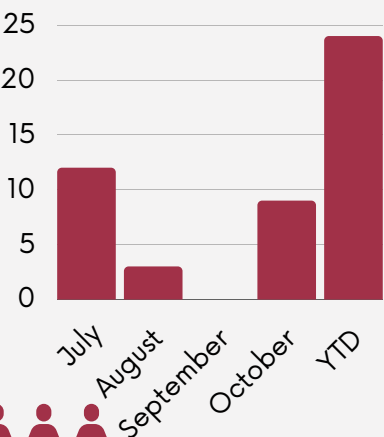
BUDGET OBLIGATION GRAPH

Obligated Amount: $14,400

TQA GRANT - MAX S600
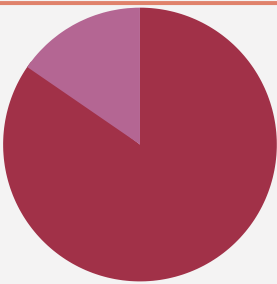
Currently we have obligated 18.2% of the year budget.

Total Budget S79,000

This graph represents individuals Served.

July August September October YTD

TQA INDIVIDUALS SERVED

NATIONAL DISLOCATED WORKER GRANT

This NDWG grant target assisting Hillsborough residents that have been impacted by covid to be placed in temporary employment or receive occupational skills training.
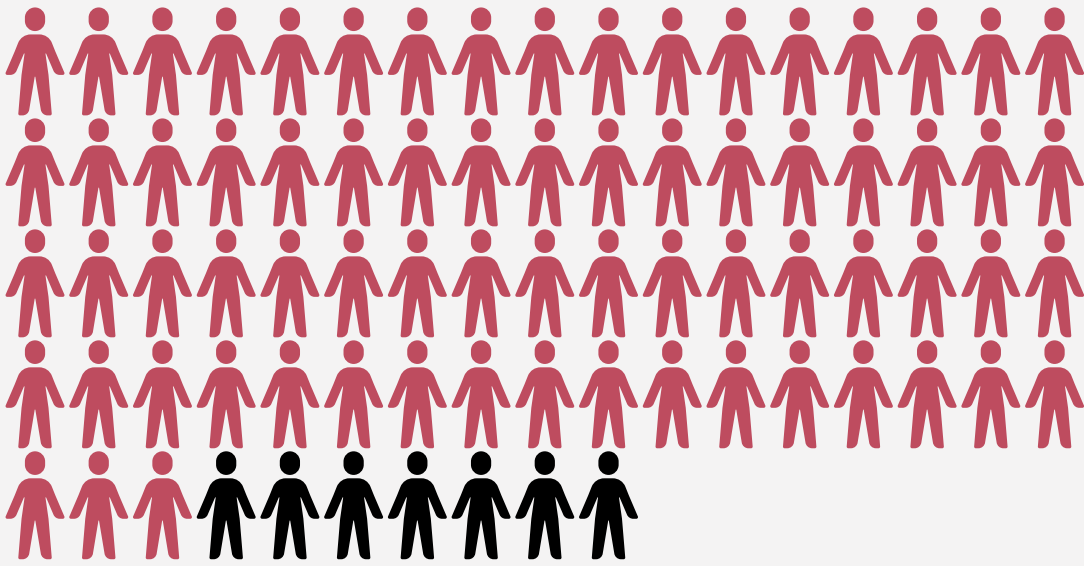
TOTAL ENROLLMENTS

PY22.23:
PWE - Total Enrollments 20
OST - Total Enrollments 4
Total Served: 24

Grant TD:
PWE - Total Enrollments 58
OST - Total Enrollments 13
Total Served: 71

BUDGET OBLIGATION GRAPH

PWE Obligated Amount: 79,050

PWE Total Budget $65,465

Currently we have obligated 100% of the year's PWE budget.

Obligated Amount: $54,994

OST Total Budget $98,461.00

Currently we have obligated 55.9% of the year's OST budget.
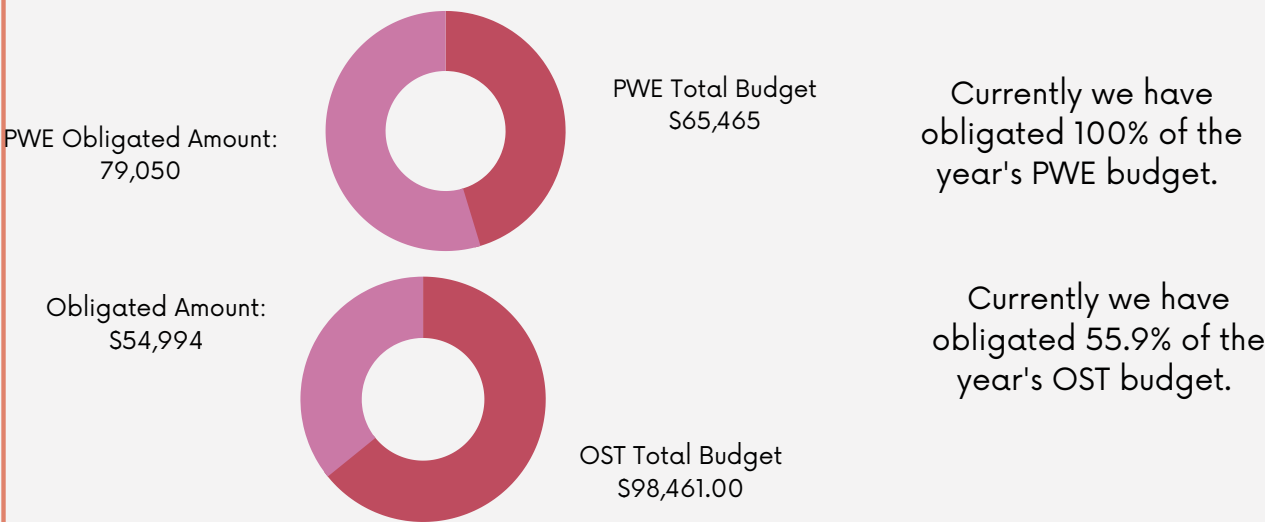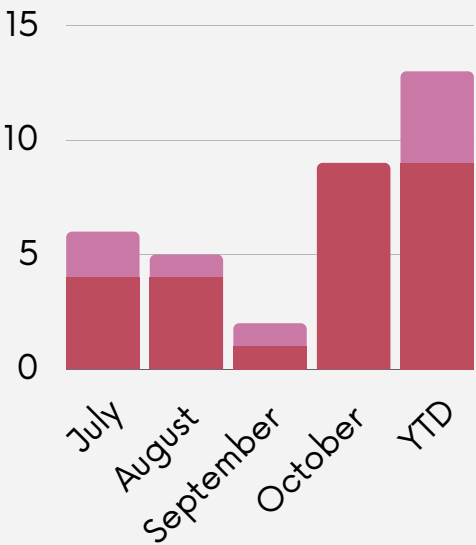
NDWG Individuals Served

This graph represents individuals Served this PY.

EMPLOYER PARTNERS

Metropolitan Ministries
Feeding Tampa Bay
CareerSource Tampa Bay
United Food Bank of Plant City

15

10

5

0

July   August   September   October   YTD

GET THERE FASTER - VETERAN & MILITARY SPOUSE GRANT

The GTF grant is expanding current training and resource to address regional needs for Veterans, Transitioning Service Members and Military Spouses by providing employment training, employment and support programs.
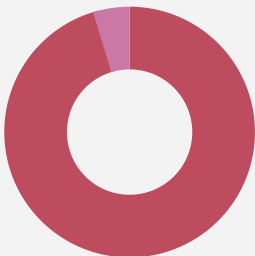
TOTAL ENROLLMENTS

PY22.23:
OJT – Total Enrollments 2
OST – Total Enrollments 17
IT Pre/Apprenticeship
Enrollment: 2
Total Served: 21

Veteran/Spouse Count:
Veterans: 21
Spouses: 0

BUDGET OBLIGATION GRAPH
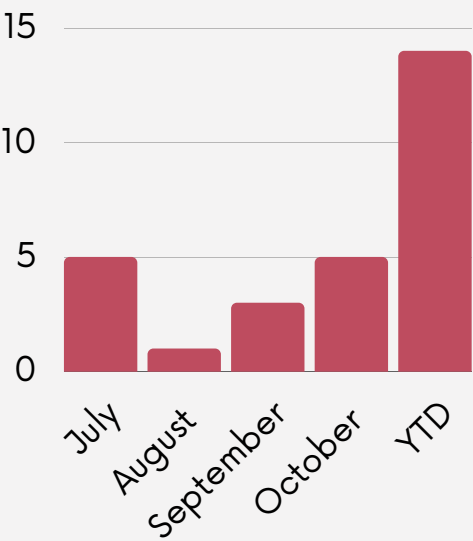
Obligated Amount:
$153,220

Total Budget
$3,100,000

We are #3 in the state in regards to enrollments, when compared to other regions who received the grant.

GTF Veterans & Spouses Served

This graph represents individuals Served this PY.

# APPRENTICESHIP TO CAREER EMPOWERMENT

ACE UPDATES

We have begun promoting ACE again, On October 19, we resumed ACE with Front End Development Class with 8 participants.
On 10/27, we will begin our Digital Marketing class.
64 Participants seated in ACE 2.0
52 Participants successfully completed training
57 Measurable Skills gained (or student progress)
18 Completers have gone to work with an average wage of $16.22
209 Certificates attained

ACE PARTICIPANT INFORMATION
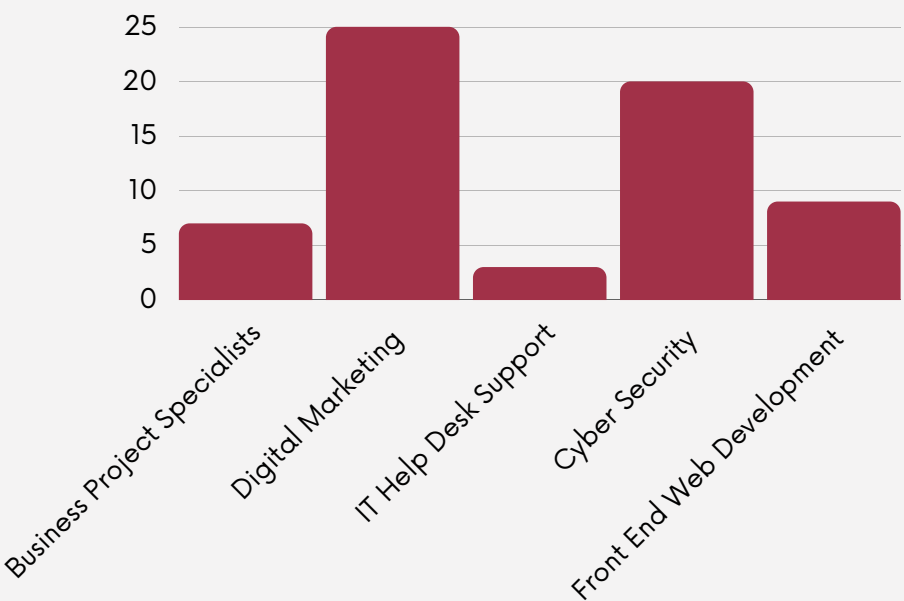
COMPLETERS PLACED
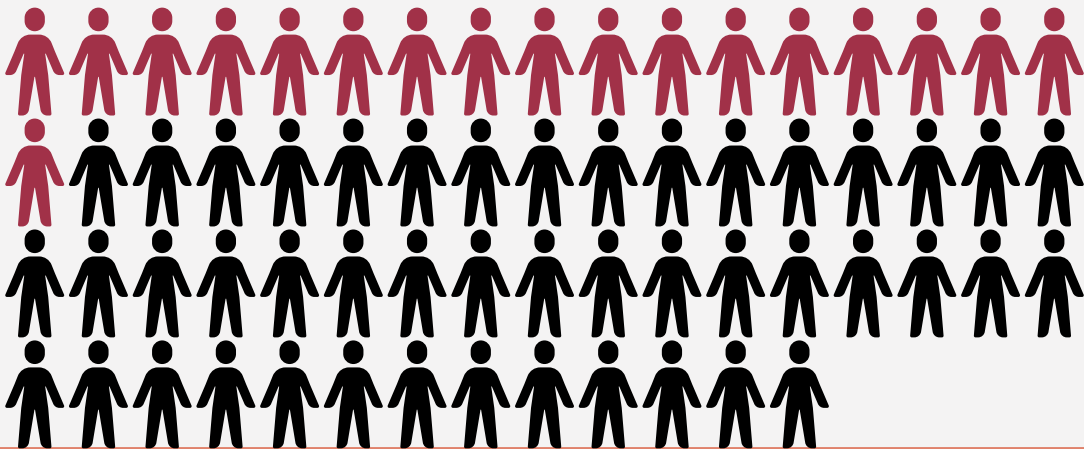
EMPLOYER PARTNERS

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.
Refabric
JJ Taylor Distributing, Inc.