



Workforce Performance Committee Meeting

CareerSource Tampa Bay

Nov 3, 2021 9:00 AM - 10:00 AM EDT

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Pledge of Allegiance



**CareerSource Tampa Bay
Workforce Performance Committee Meeting Minutes**

Date: August 4, 2021
Location: ZOOM Meeting

Call to Order

Chair Rick Bennett called the meeting to order at 9:02 a.m. There was a quorum present with the following Workforce Performance members participating. Gary Hartfield, CEO/Owner of Serenity Village Inc. was welcomed to the committee. He was appointed to the Board on July 1, 2021.

Workforce Performance Committee Members in Attendance

Tom Aderhold, Rick Bennett, Stephanie Brown-Gilmore, Richard Cranker, Gary Hartfield, and Jason Woody.

Workforce Performance Committee Members Not in Attendance

John Howell, Steve Morey, and Gil Schisler.

Staff

John Flanagan, Anna Munro, Dr. Byron Clayton, Michelle Schultz, Chad Kunerth, Jennifer Wilson, Kay Jefferson, Don Shepherd, Doug Tobin, and Tammy Stahlgren.

BOCC Liaison

Ken Jones.

Others in attendance

Nicole Beverley, Trevor Stout, and Tere Formilus.

Public Comments

There were none.

The agenda items are listed in the order of discussion.

- ▶ Indicates Committee Action
- Indicates Action Needed

Action Items

▶ **Action Item #1 Approval of Minutes – May 5, 2021, Workforce Performance and Special Youth Development Meeting**

(Refer to pages 2-5 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

- A motion to approve the May 5, 2021, Workforce Performance and Special Youth Development Meeting minutes.
 - Motioned: Tom Aderhold
 - Seconded: Jason Woody
- The motion passed unanimously.

▶ **Action Item #2 Approval of Training Programs**

(Refer to pages 6-7 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

- A motion to approve new training programs (Hillsborough Community College and Concorde Career Institute).

- Motioned: Tom Aderhold
- Seconded: Stephanie Brown-Gilmore

- The motion passed unanimously.

The following discussion ensued

The “average wage at placement” and “entry wage” are below the threshold. These wage rates are based on an average, and if the training enrollees go through the Concorde course they probably will be hired at a higher wage. We limit new training programs to 12 enrollees until performance is established.

▶ **Action Item #3 Waiver - Approval of Training Vendor**

(Refer to pages 8-9 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

- A Motion to approve a new training vendor (Ana G. Mendez University).
 - Motioned: Tom Aderhold
 - Seconded: Richard Cranker
- The motion passed unanimously.

▶ **Action Item #4 Waiver - Approval of Training Provider Performance Moratorium**

(Refer to pages 10-11 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

DEO has notified us that they are establishing their own thresholds for training providers. They are currently working on guidance and procedural documentation. CSTB will provide this guidance to the Board once it is finalized.

- A Motion to table this action item until we get more guidance from DEO.
 - Tom Aderhold
 - Jason Woody
- The motion passed unanimously.

Information Items

Information Item # 1 PY 2020-2021 Workforce Performance Strategic Goals update given by Chad Kunerth

(Refer to pages 12-22 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

Year To Date Numbers were not available in the packet but were reviewed at the meeting.

Objective 5: Host employer focused and sponsored events-based trends and interests.

In-House Recruitments		
Reporting Period: Q4 PY 2021		
Activities	Q4	YTD
# of IHR’s and Job Fairs	3	5
# of Employers Participating	44	46
# of Job Seekers Participating	41	59
Virtual Job Fairs		

Reporting Period: Q4 PY 2021		
Activities	Q4	YTD
# of VJF's and Job Fairs	3	14
# of Employers Participating	176	452
# of Job Seekers Participating	653	3,698

No discussion occurred.

Information Item # 2 One Stop Operator update given by Nicole Beverley
(Refer to pages 23-24 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

Highlights

- 566 Connections were made using the CareerSource Tampa Bay Agency Quick Connection Form, 149 new connections made May 2021 through June 2021.
- Quarterly Partner meeting held via Zoom on 6/16/2021, next meeting is 9/15/2021.
- Secret Shopper Report for June 2021 – 77% satisfaction for in-person customer experience and 70% satisfaction for the telephone customer experience.
- Welcome Center added.

No discussion occurred.

Information Item # 3 Training Program update given by Chad Kunerth
(Refer to page 25 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

No discussion occurred.

Information Item # 4 Approved Training Providers: Renewal Agreements given by Chad Kunerth
(Refer to page 26 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

Information Item # 5 Training Program Subsequent Eligibility Criteria given by Chad Kunerth
(Refer to pages 27-28 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

No discussion occurred.

Information Item # 6 Training Vendor Outcome Report PY 20-21 given by Chad Kunerth
(Refer to pages 29-31 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

No discussion occurred.

Information Item # 7 Summer Job Connection 2021 update given by Jennifer Wilson
(Refer to page 32 of the August 4, 2021, Workforce Performance Committee Agenda Packet)

No discussion occurred.

Reports- Industry Insights

Economic Development Insight
 No update provided.

Educational Partners
 No update provided.

Other Industry Sectors

No update provided.

Future Business

Vision 2021 Summit – Shaping the Future of Workforce is scheduled for October 8, 2021.

Others News

New Brandon Center Opened. Ribbon Cutting Ceremony, great location and strategic move.

Dr. Byron Clayton, Chief of Community & Talent Development joined CareerSource Tampa Bay on Monday, August 2, 2021.

Skills Gap Analysis is being conducted.

Adjournment

The meeting was adjourned at 10:12 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.

DRAFT



Action Item Approval of New Training Vendor

Applications for new training providers are only accepted during the 1st quarter of the program year, July-September. 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
- Limit training programs to those with a minimum entry level wage rate of \$15.25 per hour hour* (based on annual regionally adjusted wage rate)

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

CNA Training & Testing Center dba Career Training Institute (ID# 6049)

808B Oakfield Drive, Brandon, FL 33511

Career Training Institute has an Annual License with the CIE dated 9.13.2021. Career Training Institute self-attested that they will start reporting to FETPIP annually. Staff conducted a site visit on Friday, 9.17.2021.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Home Health Aide - Diploma	Included	\$449.00	\$155.00	\$604.00	3 weeks	100%	\$15.25	\$10.00

- School Opened: 2017
- Total enrollments for Home Health Aide for school year 2020-21: 120

Legend:

- Average Wage at Placement was provided by the Training Vendor
- 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 21-22*.

Recommendation: Staff is presenting the aforementioned training provider’s training provider application and training programs to the Board for their review and discussion.



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

Ultimate Medical Academy (ID# 1606) 1255 Cleveland Street, Clearwater, FL 33755

Ultimate Medical Academy has a License by Means of Accreditation with the CIE dated 8.1.2021. Ultimate Medical Academy currently reports to FETPIP annually. Staff conducted a site visit on Tuesday, 9/14/2021.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Nursing Assistant - Diploma	Included	\$1,750.00	\$0	\$1,750.00	8 weeks	90%	\$12.73	\$11.13

- School Opened: 1994
 - Total enrollments for Nursing Assistant - Diploma for prior year 2020-21: 40

Legend:

- Average Wage at Placement was provided by the Training Vendor
- 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 21-22*.

Recommendation: Staff is presenting the aforementioned training provider’s training provider application and training programs to the Board for their review and discussion.



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

Academy of Applied Technology, LLC dba Applied Technology Academy (ID# 1606)

1992 Lewis Turner Blvd. Suite 131, Fort Walton Beach, Florida 32547

Academy of Applied Technology, LLC has a Provisional License with the CIE dated 11.12.2020. Academy of Applied Technology, LLC currently reports to FETPIP annually. The training programs submitted for consideration are Distance Learning (Online) programs.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Secure Infrastructure Specialist – Diploma	Included	\$10,335.00	\$0	\$10,335.00	Daytime - 3 weeks Evening - 6 weeks	N/A – New Program	\$24.00	\$15.76
Computer Networking Professional – Diploma	Included	\$10,335.00	\$0	\$10,335.00	Daytime - 3 weeks Evening - 6 weeks	N/A – New Program	\$32.00	\$26.86
Computer Network Security Professional – Diploma	Included	\$10,335.00	\$0	\$10,335.00	Daytime - 3 weeks Evening - 6 weeks	N/A – New Program	\$42.00	\$26.86

Cybersecurity Professional – Diploma	Included	\$13,830.00	\$0	\$13,830.00	Daytime - 4 weeks Evening - 8 weeks	N/A – New Program	\$40.00	\$26.86
Advanced Cybersecurity Professional – Diploma	Included	\$7,340.00	\$0	\$7,340.00	Daytime - 2 weeks Evening - 4 weeks	N/A – New Program	\$42.00	\$43.30
Project Management and Six Sigma Professional – Diploma	Included	\$10,335.00	\$0	\$10,335.00	Daytime - 3 weeks Evening - 6 weeks	N/A – New Program	\$31.00	\$17.13
Networking Security and Cloud Technology Professional – Diploma	Included	\$17,825.00	\$0	\$17,825.00	Daytime - 5 weeks Evening - 10 weeks	N/A – New Program	\$42.00	\$25.96
Linux Network Professional – Diploma – Diploma	Included	\$6,840	\$0	\$6,840	Daytime - 2 weeks Evening - 4 weeks	N/A – New Program	\$30.26	\$25.96
Python Programming Professional – Diploma	Included	\$6,840	\$0	\$6,840	Daytime - 2 weeks Evening - 4 weeks	N/A – New Program	\$24.50	\$31.13
Cisco Certified Network Administrator – Diploma	Included	\$3,845	\$0	\$3,845	Daytime - 1 week Evening - 2 weeks	N/A – New Program	\$25.00	\$25.96
Cisco Certified Network Enterprise Professional – Diploma	Included	\$7,340	\$0	\$7,340	Daytime - 2 weeks Evening - 4 weeks	N/A – New Program	\$33.65	\$36.87
Microsoft Modern Desktop Administrator Associate – Diploma	Included	\$6,840	\$0	\$6,840	Daytime - 2 weeks Evening - 4 weeks	N/A – New Program	\$25.00	\$15.76
Microsoft 365 and Azure Security Administrator Associate – Diploma	Included	\$6,840	\$0	\$6,840	Daytime - 2 weeks Evening - 4 weeks	N/A – New Program	\$30.77	\$43.30
Microsoft Enterprise Administrator Expert – Diploma	Included	\$6,840	\$0	\$6,840.00	Daytime - 2 weeks Evening - 4 weeks	N/A – New Program	\$31.25	\$43.30
ITIL Foundation – Diploma	Included	\$3,345	\$0	\$3,345.00	Daytime - 1 week Evening - 2 weeks	N/A – New Program	\$31.25	\$17.13

- School Opened: 08/03/2019
- All of the programs submitted are new programs for Applied Technology Academy. We have historically been a contract training company serving the DoD, Florida National Guard and various corporations with individual IT, cybersecurity, and project management courses. The majority of these programs consist of 2 to 4 courses that we have extensive historical success

delivering, but they are delivered as standalone courses, not bundled in programs. We have created these "bundled" programs of our stand-alone courses to serve the workforce development needs in the state of Florida as a new outreach and initiative for our company.

Legend:

- *Average Wage at Placement was provided by the Training Vendor*
- *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 21-22*.*

Recommendation: Staff is presenting the aforementioned training provider's training provider application and training programs to the Board for their review and discussion.



Action Item Approval of New Training Vendor

Applications for new training providers are only accepted during the 1st quarter of the program year, July-September. Current application threshold criteria per the Eligible Training Provider Policy are as follows:

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- Limit training programs to those with a minimum entry level wage rate of \$15.25 per hour hour* (based on annual regionally adjusted wage rate)

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

Suncoast Career Academy, Inc. (ID# 6044)

313 S. Lakewood Drive, Brandon, FL 33511

Suncoast Career Academy, Inc. has an Annual License with the CIE dated 6.1.2021. Suncoast Career Academy, Inc. currently reports to FETPIP annually. Staff conducted a site visit on Friday, 10.1.2021.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Entry-level Dental Assistant	\$190.00	\$3,500.00	\$100 Registration Fee	\$3,790.00	5 months	97.6%	\$16.00	\$15.17
Entry-level (Registered) Pharmacy Technician	\$150.00	\$2,950.00	\$100 Registration Fee and \$105 Processing Fee by DOH	\$3,305.00	5 months	N/A – New Program	\$17.00	\$12.67

- School Opened: 6/8/2018
 - Total enrollments for Entry-level Dental Assistant for prior year 2020-21: 26

- Entry-level (Registered) Pharmacy Technician: The first course began January 26, 2021. Graduation is October 18, 2021.

Legend:

- *Average Wage at Placement was provided by the Training Vendor*
- *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 21-22*.*

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

Tampa Medical College, previously
Medical Prep Institute of Tampa Bay (ID# 3965)
 5701 E Hillsborough Avenue, Suite 2409, Tampa, FL 33610

Tampa Medical Prep has a Provisional License with the CIE dated 3.30.2021. Tampa Medical Prep self-attested that they will start reporting to FETPIP annually. Staff conducted a site visit on Friday, 10.8.2021.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Associate of Science in Nursing	\$1,000	\$20,000.16	\$50 Application Fee, \$50 Background Check, Estimated \$1,150 NCLEX	\$22,250.16	15 months	86.83%	\$33.39	\$24.33
Practical Nursing – Diploma	\$1,000	\$11,312.00	\$50 Application, \$50 Background	\$12,412.00	46 weeks	100%	\$18.72	\$18.72

- School Opened: 04/01/2008
 - Total enrollments for Associate of Science in Nursing for prior year 2020-21: 129
 - Total enrollments for Practical Nursing - Diploma for prior year 2020-21: 0

Legend:

- *Average Wage at Placement was provided by the Training Vendor*
- *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 21-22*.*

Recommendation: Staff is presenting the aforementioned training provider's training provider application and training programs to the Board for their review and discussion.



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- Limit training programs to those with a minimum entry level wage rate of \$15.25 per hour hour* (based on annual regionally adjusted wage rate)

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

Herzing University (ID# 7647) 3632 Queen Palm Drive, Tampa, FL 33619

Herzing University has a License by means of Accreditation with the CIE dated 12.1.2020. Herzing University self-attested that they will start reporting to FETPIP annually. Staff conducted a site visit on Tuesday, 9/28/2021.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Associate of Science in Nursing	Included	\$49,320.00	\$6,090.00	\$55,410.00	96 weeks	N/A – New Program	\$31.27	\$24.33
Diploma in Practical Nursing	Included	\$17,730.00	\$1,845.00	\$19,575.00	48 weeks	N/A – New Program	\$21.76	\$18.72

- Number of Years in Business: 26
- Opened Tampa location 01/11/2021

Legend:

- Average Wage at Placement was provided by the Training Vendor
- 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 21-22*.

Recommendation: Staff is presenting the aforementioned training provider's training provider application and training programs to the Board for their review and discussion.



Action Item Approval of Training Program

CareerSource Tampa Bay accepts new training vendor applications and program addition applications during the 1st quarter of the program year (July-September).

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
- Limit training programs to those with a minimum entry level wage rate of \$15.25 per hour* (based on annual regionally adjusted wage rate)

Does not meet the minimum entry level wage rate
Does not meet completion rate of 70%

Hillsborough Community College

Hillsborough Community College submitted a Program Cost and Performance Data Worksheet for the following programs:

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Certified In Logistics, Transportation and Distribution (CLTD) Training	Included	\$2,100.00	Not Included	\$2,100.00	36 hours	N/A – New Program	\$20.00	\$26.13
CompTIA Network+	Included	\$2,100.00	Included	\$2,100.00	63 hours	75%	\$24.29	\$26.21
Microsoft Azure Fundamentals Certification	Included	\$ 995.00	Included	\$ 995.00	20 hours	N/A – New Program	\$19.67	\$26.86
IT Project Management	\$3,000.00	\$6,263.40	\$0	\$9,263.40	2 years	N/A – New Program	\$22.96	\$24.29

Legend:

- Average Wage at Placement was provided by the Training Vendor
- 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 21-22*.

Hillsborough Technical Colleges

Hillsborough Technical Colleges submitted a Program Cost and Performance Data Worksheet for the following programs:

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Fundamentals Food Service Skills – Erwin Technical College	\$137.89	\$1,752.00	\$194.00	\$2,072.00	600 hours	N/A – New Program	\$10-\$15	\$10.45
Automotive Service Technology 1 – Erwin Technical College	\$4,171.52	\$3,066.00	\$212.00	\$7,766.00	1050 hours	N/A – New Program	\$15-\$22	\$12.55

Legend:

- Average Wage at Placement was provided by the Training Vendor
- 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 21-22*.

Concorde Career Institute

Concorde Career Institute submitted a Program Cost and Performance Data Worksheet for the following programs:

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	RTOL 21-22 Entry Wage Rate*
Dental Hygiene – A.A.S. Degree	\$6,114.00	\$63,543.00	\$0	\$69,657.00	70 weeks	N/A – New Program	N/A – New Program	\$31.35

Legend:

- Average Wage at Placement was provided by the Training Vendor
- 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 21-22*.

Recommendation: Staff is presenting the aforementioned training provider’s training program additions to the committee for their review and approval.

Information Item- One Stop Operator Update 9.30.2021

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

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

Below is a summary of their achievements during the time period of July 1 - September 30, 2021:

Maintain & Develop New Linkages



5 new partners have joined CSTB's partner network

1. Habitat for Humanity of Hillsborough County
2. Fifth Third Bank - Financial Wellness Program
3. Success 4 Kids & Families
4. The Centre for Women
5. Blanket Tampa Bay



Total connections received from portal portal:

23 connections were made

Including:

9 partner organizations received connections



18 connections were made by CSTB

Net Promoter (Job Seeker) Results:

Time Period: July 1 - August 31, 2021

- 1,805 total surveys were sent out with 153 responses received for an average rate of 8%
- Regional NPS (**41%**) scores have exceeded target every month of the 30% goal:
 - July Regional NPS score: **39%**
 - August Regional NPS score: **42%**

55%

of Job Seekers

rated ease of access to be very easy!

Employer Results:

- 589 total surveys were sent out with **37 responses** received for an average rate of 6.3%.
- **41%** of employers listed CSTB as a top 3 resource for recruiting qualified candidates for this program year.
- **57%** of employers rated CSTB services as Effective, Very Effective, or Extremely Effective.
- **88%** of employers rated the CSTB staff as Extremely Professional to Professional.



Information Item

Strategic Goals Data Dictionary

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

Introduction

This document was created to support individual CSTB Strategic Plan 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. Of note, below terminology focuses on quantifiable data metrics. Any outcomes that require a final document or study to establish a baseline, are not included in the detail below. They are instead referred to as "Projects" in the dashboard and are considered a yes or no for meeting the goal. No additional methodology is required.

Summary Page and Indicator Icon Methodology

Each CSTB Priority is identified on the summary page of the dashboard.

Below are the current CSTB Priorities.

1. Connecting Job Seekers to Careers
2. Future Workforce
3. Community Awareness
4. System Redesign
5. Revenue Diversification

Under each pillar on the summary page, is every goal associated with that pillar. Next to each goal is a red triangle, yellow circle, and green triangle. A red triangle indicates that this goal has not been started or met. A yellow circle indicates that this goal has been started but all the objectives have not been met. A green triangle indicates that all the metrics associated with this metric have been successfully completed to-date.

Each metric associated with goals are on the individual priority pages and have their own individual indicator icon.

System Traffic- The total number of customer check in's through the front-desk kiosk system between 7/1/2021 and 6/30/2022.

Virtual Services Served- Distinct count of customers assigned to Region 15 who have received a self-directed service between 7/1/2021 and 6/30/2022 who have not received a staff assisted service between 7/1/2021 and 6/30/2022.

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 7/01/2021 and 06/30/2022.

Workshop Attendance- Total count of attendance to CSTB Employability Skills Workshops between 7/1/2021 and 6/30/2022. Workshops counted in this measure are Job Search, Leadership, Computer Skills, Social Networking, Interview Skills, Soft Skills, and Financial Management.

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.

Job Fairs and In-House Recruitments- Count of distinct employers who receive a Provided Mass Recruitment Services or Provided Job Fair Services between 7/1/2021 and 6/30/2022 recorded by CSTB staff.

Placements- Distinct count of customers assigned to Region 15 that had an activity code between 750 and 883 with an actual date between 7/1/2021 and 6/30/2022, a job placement start date in OSST between 7/1/2021 and 6/30/2022 or employment entered on the case closure with a closure date between 7/1/2021 and 6/30/2022.

Small Business Served- Count of distinct employers assigned to Region 15 who receive a service between 7/1/2021 and 6/30/2022 who also list their employer size in their employer account on Employ Florida at 50 or less.

Employers Served- Count of distinct employers assigned to Region 15 who receive a service between 7/1/2021 and 6/30/2022 who also list their employer size in their employer account on Employ Florida at 50 or less.

Value Added Services- Count of customers assigned to Region 15 who receive an On-The-Job or an Incumbent Worker Training activity with an actual begin date between 7/1/2021 and 6/30/2022.

Work Experience Enrolled- Count of customers assigned to Region 15 who receive a Work Experience activity with an actual begin date between 7/1/2021 and 6/30/2022.

OJT Enrolled- Count of customers assigned to Region 15 who receive an On-the-Job activity with an actual begin date between 7/1/2021 and 6/30/2022.

IWT Enrolled- Count of customers assigned to Region 15 who receive an Incumbent Worker Training activity with an actual begin date between 7/1/2021 and 6/30/2022.

Apprenticeship Enrolled- Count of customers assigned to Region 15 who receive an Apprenticeship activity with an actual begin date between 7/1/2021 and 6/30/2022.

Work Based Learning Employers- Count of distinct employers assigned to Region 15 who have a Work Based Learning contract signed with CSTB and have a customer assigned to them with an actual start date of either an On-the-Job Training, Paid Work Experience, or Incumbent Worker Training between 7/1/2021 and 6/30/2022.

Information Item

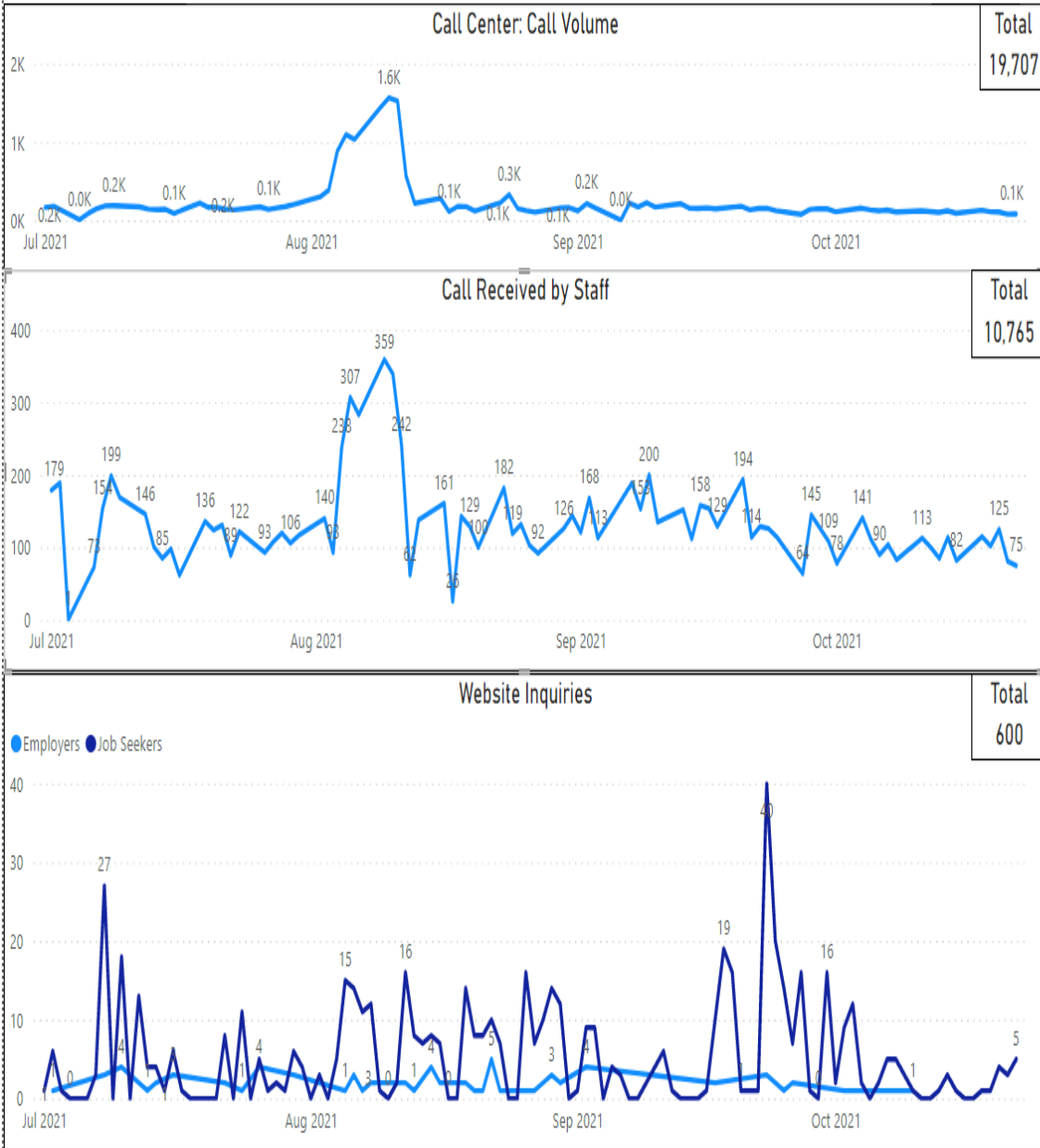
Contact Center Dashboard Review

Here's the link to the live dashboard: [Contact Center Dashboard Link](#)

CSTB Contact Center Dashboard

7/1/2021

10/24/2021



Type	Count
Business Services	397
General	1888
R3	1
RA	4448
RA Pin Reset	1371
SJC	170
SNAP	820
WIOA	1242
WP	5
WT	423
Total	10765

Staff Answered	Count
Cathy Beale	6101
Xiomara Medina	4410
E. Kelly	254
Total	10765

Average Talk Time (Minutes)
1.44



Information Item

Public Relations/Marketing Report (1st Quarter)

CSTB Workforce Performance Committee

Updated September 30, 2021

Strategic Goals

Establish a comprehensive marketing and communications plan to support current programs, projects, and events.

- **Action Item:** Establish and update the marketing and communication plan during PY 21-22.
 - **Status:** Marketing is updating the existing marketing and communication plan. Ongoing. The first step we are taking is to hire a marketing/pr firm to assist with strategy. We are in the final stages of a contract with Vistra Communications. Vistra will assist the VP of Marketing/Public Relations in developing a strategic marketing/outreach plan for the program year 2021-22.

Refine brand perception and increase brand visibility.

- **Action Item:** Develop innovative strategies and outreach materials to market various programs and increase the effectiveness of advertising, inclusive of website, social media, and earned media statistics.
 - **Status:** Marketing produces a *Quarterly Marketing Report* that includes all of the action items. See report below.

Improve understanding of our work and relevance to businesses and the greater community.

- **Action Items:**
 - **Annual Community Survey**
 - **Status:** Marketing is currently working on the language for the community survey. The last community survey was completed by the Marketing Department in 2019. The 2021 survey will focus on businesses partners and job seekers.
 - **Earned Media Report**
 - **Status:** See 1st Quarter Marketing Report (below)
 - **Public Relations Development**
 - **Status:** Marketing continues to update the existing Public Relations Communications and Outreach Plan to find ways of reaching our target audiences: Partners, Businesses, and Job Seekers.

- **Website Analytics**
 - **Status:** Key website analytics is included in the quarterly marketing report. (See *Marketing Report* below)
- **Customer Survey (Kiosks)**
 - **Status:** In July 2021, marketing, working closely with Special Projects, is surveying visitors to our One-Stop location for outreach information as part of our kiosk survey. See the latest results below.

Quarterly Marketing Report

Below you will find *Key Performance Indicators* done quarterly by the Marketing/Public Relations Department. We measure the primary outreach efforts of social media, website, and media outreach via an Earned Media Report.

WEBSITE USAGE:

Total Website Page Views	205,315
Website Users	31,675
Average Session Duration	3:54
Pages per session	3.32
Bounce Rate	47.77%
Sessions	61,822

TOP 10 WEB PAGES		
Page Views (<i>July 1, 2021 to September 30, 2022</i>)		
Main page	36,348	17.70%
Job Seekers <i>Career Training & Development</i>	7,776	3.79%
Job Seekers <i>WIOA</i>	7,402	3.61%
Job Seekers <i>Job Search / Employability Skills Training</i>	5,073	2.47%
Job Seekers <i>Job Search</i>	4,764	2.32%
Job Fairs	4,708	2.29%
ECourses	2,870	1.40%
Vision 2021	2,622	1.28%
Ace	2,404	1.17%
Job Seekers <i>Assistance Programs</i>	1,950	(0.95%)

SOCIAL MEDIA:

Due to a global shutdown of Facebook and their social media products, there was a loss of data for our first quarter social media sites. Some data that we have includes a 14.35% increase in the number of followers across all social media platforms going from 8,034 followers in the 1st Quarter of 2020-21 to 9,187 followers in the 1st Quarter of 21-22.

PUBLIC RELATIONS

Number of Press Releases	11
Reporter Inquiries	6
Positive Viewers/Reach	330,802
Positive Stories Published	9
Earned Media dollar figure	\$19,527

2021 Community Survey

The Marketing/Public Relations team completed the last community survey in the fall of 2019. The 2020 report was not done due to the pandemic. We plan to execute the Community survey using many of the same questions in the fall of 2021. The survey will be posted on the CSTB website, social media pages and done via an email blast. Below are links to questions that we asked during the last community survey. The CSTB Leadership Team will be surveyed to see if the questions need updating.

1. Employer survey <https://www.surveymonkey.com/r/WCXTB29>
2. Job Seeker Survey Questions <https://www.surveymonkey.com/r/W2TDK6T>

Customer Survey (Kiosks)

The following questions are being asked of all CSTB customers who sign in on the kiosks when they enter one of the Customer Service Centers. Below is the report for the 1st Quarter of 2020-21. *(Not final as data trails 30 days)*

How did you hear about CSTB?	
Other <i>Other comments top responses:</i> <ul style="list-style-type: none">• <i>Unemployment</i>• <i>Walk-in or word of mouth</i>• <i>Referral from another agency</i>	54.7%
Referral from another Agency	32.0%
Digital Marketing (computer/phone)	8.3%
Social Media	7.2%
Television	2.3%
Print Media (Newspaper, Magazines)	1.1%
Billboards	.9%
Radio	0%

Program Support:

Programs:

- ACE Program Marketing is supporting the program by developing flyers, webs updates, and press releases.
- Relaunch the *Professional Networking Group*

Event Planning:

The CSTB Marketing/Public Relations team fully supports event planning. Support includes help with planning, website support, event software management, producing marketing collateral, videos, and emceeing. Among the events we supported during Q1 include:

- July 2021 - Ribbon Cutting Ceremony (New Brandon Location)
- August 2021 - Summer Job Connection (Youth Summit)
- August 2021 - Summer Job Connection (End of Program Event)
- Vision 2022 - Planning for the event on January 10, 2022
- Job Fairs & Virtual Job Fairs

Advertising/Outreach:

- Print: We are currently making advertising spend in the *Tampa Bay Business Journal* and *Tampa Bay Business Wealth* targeting businesses and business leaders. We will be targeting job seekers in the next three quarters. We are in the process of developing an outreach plan for fiscal year 21-22.

Youth Rebranding & Website Build:

- CSTB Marketing worked closely with the **CSTB Youth Leadership Team** on rebranding and developing a new Youth & Summer Job Connection website. The website was completed in October 2021.

New Youth Name: Tampa Bay Hires

New Summer Job Connection Name: Tampa Bay Summer Hires

Tagline: Hire Now. A Higher Tomorrow

Job Fairs: Marketing supported the following Job Fairs

- Bay Area Manufacturers Association (BAMA) in-person hiring event October 14, 2021
- National ITEN WIRED Job Fair October 27, 2021
- MacDill AFB virtual hiring event October 29, 2021
- EDSI (Educational Data Systems, Inc.) in-person hiring event October 13, 2021
- Amazon in-person hiring events September/October 2021
- CRH Companies (Manufacturing in-person hiring event) August 2, 2021
- Senator Janet Cruz Job Fair July 28, 2021
- SONOCO Job Fair, Plant City, July 27, 2021



Information Item

Updated CSTB Policies

Programmatic policies are administered by the CSTB Chief Policy and Performance Officer (CPPO). The CPPO and his/her designee reviews all relevant USDOL ETA Training Employment Guidance letter and Training Employment Notices to determine if there is a need for a policy or policy revision.

When a need for a new or revised policy occurs, the CareerSource Florida Strategic Policy and Performance Team and DEO’s Division of Workforce services Bureau of One Stop and Program Support receive the policy assignment. Administrative policies are issued from DEO, while strategic policies are issued from CareerSource Florida. Both types are reviewed by the CareerSource Florida Policy Development Workgroup to ensure that they align with the key characteristics of the Policy Development Framework prior to dispersing to Florida’s 24 LWDBs. LWDBs are responsible for adapting the issued policy to a local level within their region.

Modification of a policy could include but is not limited to minor revisions or major changes at federal, state or local level. Policy updates are minor revisions needed to preexisting policies that do not affect the intent or objective of the policy, which may include:

- Clarify points outlined in the initial policy
- Restructure the initial information in the policy for a better flow, description, or explanation
- Corrections to existing definitions, punctuation, spelling, or agency titles
- Addition of new definitions
- Incorporating attachments to assist in policy statements or clarification

As policy modifications are made as indicated above, CSTB staff have authority to make required changes and disperse to management and staff.

Outlined below are the existing CSTB Board approved policies that have been modified during Quarter 2 (October 1, 2020 through December 31, 2020):

Policy Title	Policy #	Revision Date	Language Update/ Addition
On-the-Job Training	018-C0011	10.15.2021	<p>“A skills gap analysis will be conducted using Skilldex to determine the areas OJT candidates need training in. OJT funds should not be used for orientation of standard operating procedures of the employer.”</p> <p>“Submitting Job Order Form to the Job Order Unit OJT positions must be posted in Employ Florida in order to source candidates for OJT opportunities. Job Order Form will be submitted to Joborders@careersourcetb.com and will be entered in Employ Florida within 24 hours of receipt by the CSTB Job Order Unit.”</p>

CSTB Paid Work Experience	019-C0016	10.01.2021	“Work experience trainees will be paid minimum an hourly wage rate of \$13.00 per hour.”
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All CSTB policies can be viewed in full on the CSTB website (<https://www.careersourcetampabay.com/reports-and-publications/>) located under the “Reports and Publications section under “About Us”



Information Item

CSTB PY 21-22: Internal Program Monitoring Update

Overview:

Each Program Year, CSTB Internal Program Monitoring Department develops a formal QC Monitoring Plan along with the annual QC Monitoring Schedule. The annual schedule evaluates all CSTB programs through comprehensive monitoring to ensure compliance against federal, state, rules and regulations and locally developed policies/procedures. For each programmatic area of review a structured report is provided documenting results and meetings are held with applicable program staff (Directors, Coordinators and Leads) to discuss and review results. Program Staff are then required to develop a Corrective Action Plan (CAP) to resolve identified issues of Findings and Other Non-Compliant Issues identified.

The Program Monitoring Department reviews the CAP to ensure that required elements are addressed sufficiently and where necessary follow-up monitoring may occur to ensure required action has been taken to rectify corrections/updates.

Below is a summary table of monitoring areas completed or in-progress as of 10/27/2021.

Period Monitored	Scheduled to Start	Program	Status	Total Cases Monitored
4/6/21 – 7/6/2021	7/19/2021	WIOA AD/DW (OST/RA all questions)	Completed	40
	7/23/2021	WIOA AD/DW (Follow up services/Quarterly Follow ups - All Activities)	Completed	60
4/6/2021 – 7/6/2021	7/13/2021	WIOA AD/DW Contract Specific Questions – IWT/PWE/OJT/CT activities)	Completed	5
5/17/21 – 7/19/2021	7/20/2021	WIOA Youth (All activities)	Completed	7
	7/28/2021	WIOA Youth (Credentialing/follow ups/follow up services)	Completed	20
2/3/21 – 8/4/2021	8/7/2021	WP (RESEA)	Completed	48
2/18/21 – 8/1/2021	8/12/2021	WP (MSFW)	Completed	50
2/18/21 – 8/1/2021	8/26/2021	WP (Job Development)	Completed	3
2/18/21 – 8/1/2021	8/20/2021	WP (Veterans 128's and 129's) – Codes removed	Completed	20



Information Item

R15 DEO Quality Assurance Report Program Years 2020-2021

Programmatic Compliance Monitoring Review

Overview: The Department of Economic Opportunity (DEO) must perform annual monitoring of its subrecipient workforce entities as required by federal and state laws, rules, regulations and applicable DEO guidance. A joint programmatic and financial monitoring review of CareerSource Tampa Bay's (the "LWDB") workforce programs was conducted by DEO's Bureau of One-Stop and Program Support (OSPS) and Bureau of Financial Monitoring and Accountability (FMA) staff. The monitoring activities included assessing the LWDB's program operations, management practices, system protocols, internal controls, financial record keeping and reporting to determine if the LWDB operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contracts or agreement terms. For the review period of January 1, 2020 – March 30, 2021, the monitoring was conducted via a desk review to test participant case file records and financial activities and transactions.

Local operating procedures (LOP), program services and activities, local plans and reports, as well as financial management practices, record keeping, safeguards and reporting were reviewed to determine if appropriate processes, procedures and controls were in place and properly implemented. The review revealed that the LWDB has the systems in place to perform the broad management, operational, and financial functions required to operate workforce programs.

On 9.22.21 Department of Economic Opportunity (DEO) provided CSTB with the LWDB 15 Monitoring Report Transmittal Letter for PY 20-21. This included the DEO Quality Assurance Report dealing with the outcome of PY 2020-2021 of CSTB's workforce programs, operations and financial activities.

Programmatic Monitoring

The report includes issues (Findings, Other Non-Compliance Issues, General Comments and Observations) for all workforce development funded programs.

Each Finding and Other Non-Compliance Issue requires CSTB to develop a formal Corrective Action Plan (CAP) that addresses how CSTB will correct the findings and non-compliance issue. Findings are instances where noncompliance with requirements contained in federal or

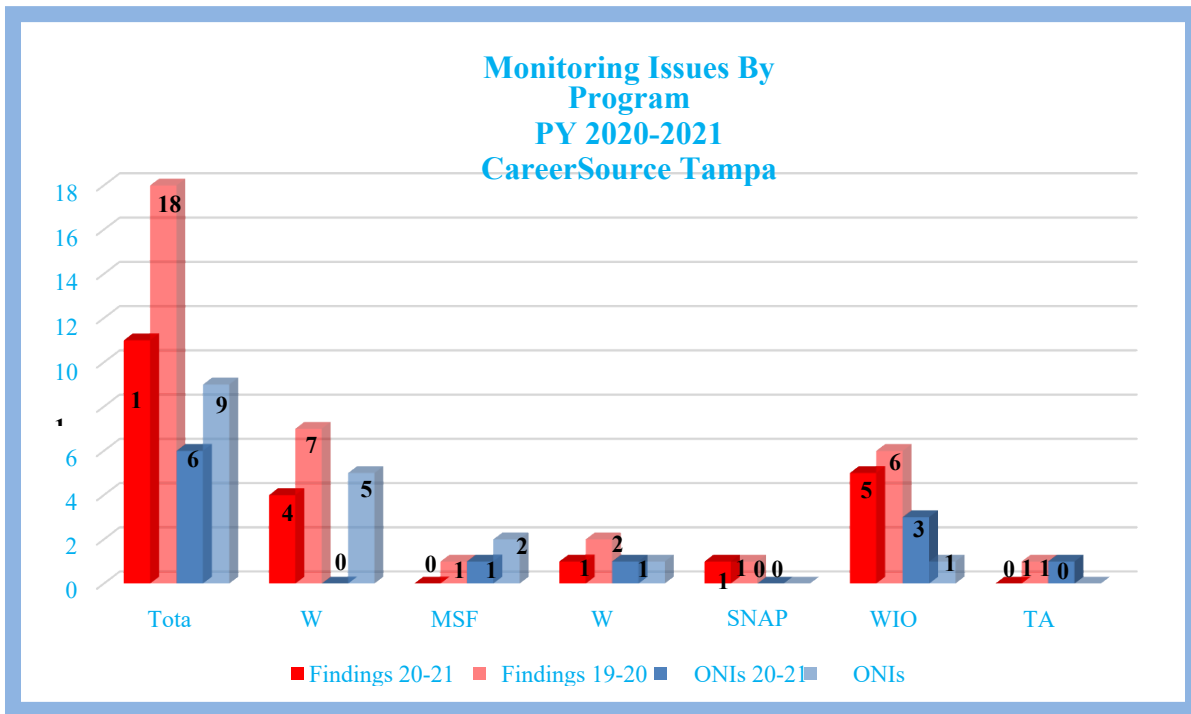
state law, rules or regulations, administrative codes, state guidance or other documents are found and are considered higher risk issues that could impact the integrity of the program operations and/or result in questioned costs. Other Non-Compliance Issues are general non-compliance conditions considered lower risk findings but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.). The CAP is due to DEO by 10/27/2021.

Below is summary table of monitoring results:

N=No Y=Yes N/A=Not Applicable

2020-21 Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
WT	Transitional services and activities were not ended timely in OSST for several participants.			Y	Y
	Documentation was not retained in a participant's case file to verify the support services provided to a SYEP participant.	N	Y		
WT Totals		0	1	1	1
SNAP E&T					
	Several participants were either assigned to less than the required 80 hours in work activities, assigned to more than 120 hours per month in work activities in combination with employment, or case files were missing documentation to support all JPR hours entered in OSST.	Y	Y		
SNAP E&T Totals		1	1	0	0
WIOA Adult/DW					
	Documentation to support the OJT activity for several participants was either missing or not entered correctly.	N	Y		
	The income determination type recorded in Employ Florida did not match the supporting documentation maintained in a participant's case file.			N	Y
Youth	The required academic and occupational components of the work experience activity were not documented in a participant's case file.	Y	Y		
Special Projects					
	Individualized career services were not documented in a few participant case files.	N	Y		
	Documentation was missing in one participant's case file to support the employment verification information recorded in Employ Florida.	N	Y		
	One participant case file did not contain documentation to support that quarterly follow-ups were conducted.	Y	Y		
WIOA Common Issue	Measurable skills gains (MSG) for several participants were not recorded in Employ Florida. Additionally, the MSG attainment type was not retained in the participant's case file.			Y	Y
	The supportive services type recorded in Employ Florida for several participants did not match the documentation maintained in the participant case files.			Y	Y
WIOA Totals		2	5	2	3
TAA					
	Training benchmarks were not reviewed and/or documented every 60 days as required.			Y	Y
TAA Totals		0	0	1	1
WP					
	Permission to create Employ Florida registrations and referrals to job orders were not documented for multiple job seekers. Also, multiple job seeker applications were incomplete.	Y	Y		
	A few services recorded in Employ Florida did not meet the definition of a service or were inadequately documented.	N	Y		
	A new employer account was not verified within the required two business days.	N	Y		
RESEA	Multiple work search activities were not developed, assigned, and documented.	N	Y		

WP Totals		1	4	0	0
MSFW	The Brandon significant office did not meet the equity ratio indicators and minimum service level indicators during the review period. Additionally, no outreach activities were being conducted at the Plant City significant office (Note: The Plant City issue is listed as an observation in the report, but corrective action must be taken).			Y	Y
MSFW Totals		0	0	1	1
Results-All Programs		4	11	5	6



The CSTB Corrective Action Plan (CAP) for Program Years 2020-2021 was submitted to DEO on 10.27.2021.

DEO will conduct the next monitoring review in Program Year 2021-2022 from 4/11/21 to 4/15/21. The following pages of this information item contain the full programmatic report from DEO.



Information Item Training Program Updates

Information

CareerSource Tampa Bay requires training vendors to submit updated performance costs and data worksheets to report changes within approved training programs.

Altierus Career College reported changes for the following programs:

Program Name	Original Total Cost	Updated Total Cost	% change	Explanation
Pharmacy Technician	\$14,700.00	\$14,850.00	1%	Added technology to the classroom materials and OSHA certification.
Medical Assistant	\$17,200.00	\$17,750.00	3%	Added technology and OSHA certification.

Galen College of Nursing reported changes for the following programs:

Program Name	Original Total Cost	Updated Total Cost	% change	Explanation
Baccalaureate Degree in Nursing (BSN) Program, Prelicensure Option	\$70,950.00	\$72,655.00	2%	Due to increased cost of education, the clinical fees have been adjusted.
Associate Degree in Nursing (Two-Year Option)	\$46,635.00	\$47,685.00	2%	Due to increased cost of education, the clinical fees have been adjusted.
Associate Degree in Nursing (Nursing LPN/LVN to ADN Bridge Option)	\$35,395.00	\$35,815.00	1%	Due to increased cost of education, the clinical fees have been adjusted.

Hillsborough County School Board (Technical Colleges) reported changes for the following programs:

Program Name	Original Total Cost	Updated Total Cost	% change	Explanation
Veterinary Assisting (Aparicio-Levy Technical College)	\$2,700.00	\$2,900.00	7%	Tuition increased from 2.78 to 2.92 per clock hour. Increase in textbook and supplies costs. Decrease in costs for industry certification test.
Firefighter (Aparicio-Levy Technical College)	\$2,900.00	\$3,150.00	9%	State framework changed the Firefighter program from 398 to 492 clock hours, and tuition increased from 2.78 to 2.92 per clock hour.
Computer Systems & Information Technology (Aparicio-Levy Technical College)	\$3,700.00	\$3,900.00	5%	Tuition increased from 2.78 to 2.92 per clock hour. Slight increases in books/supplies and testing fees.
Cosmetology (Erwin Technical College)	\$4,800.00	\$5,467.00	14%	Increase in Tuition rate by state.
Computer Systems and Information Technology (Erwin Technical College)	\$4,769.00	\$4,586.00	-4%	Error with initial reporting.
Automotive Services Technology (Erwin Technical College)	\$14,927.00	\$15,035.00	1%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Accounting Operations (Erwin Technical College)	\$4,180.82	\$4,048.00	-3%	Adjustment to initial reporting
Carpentry (Erwin Technical College)	\$5,682.00	\$4,689.00	-17%	Adjustment to initial reporting

Surgical Technology (Erwin Technical College)	\$5,002.00	\$5,118.00	2%	Increase in tuition from \$2.78 to \$2.92 per clock hours and Adjustment in initial reporting for exam fee.
Practical Nursing (Erwin Technical College)	\$5924.00	\$6,345.00	7%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Plumbing (Erwin Technical College)	\$4,413.00	\$4,842.00	10%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Medical Clinical Laboratory Technician (Erwin Technical College)	\$6,086.00	\$6,144.00	1%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Medical Coder/Biller – ATD (Erwin Technical College)	\$5,378.00	\$5,788.00	8%	Increase in tuition from \$2.78 to \$2.92 per clock hours and adjustment to initial exam fee
Medical Assisting (Erwin Technical College)	\$4,825.00	\$5,473.00	13%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Massage Therapy (Erwin Technical College)	\$3,342.00	\$3,799.00	14%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Electricity (Erwin Technical College)	\$5,008.00	\$5,676.00	13%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Drafting (Erwin Technical College)	\$5,480.00	\$5,367.00	-2%	Adjustment to initial reporting on training program costs.
Barbering (Erwin Technical College)	\$4,545.00	\$3,797.00	-16%	1200 hrs program is daggered by DOE and now we have 900 hrs Barbering program

Professional Culinary Arts & Hospitality (Erwin Technical College)	\$4,915.34	\$5,037.00	2%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Welding Technology (Erwin Technical College)	\$4,293.87	\$4,516.00	5%	Increase in tuition from \$2.78 to \$2.92 per clock hours and adjustment to initial reporting
Solar Photovoltaic System Design, Installation and Maintenance – Entry Level (Erwin Technical College)	\$3,675.83	\$3,473.00	-6%	Adjustment to initial reporting.
Air Conditioning, Refrigeration, and Heating Technology (Erwin Technical College)	\$5,552.21	\$5,804.00	5%	Increase in tuition from \$2.78 to \$2.92 per clock hours
Phlebotomy (Erwin Technical College)	\$1,073.25	\$1,039.00	-3%	Adjustment to initial reporting.

Hillsborough Community College (HCC) reported changes for the following programs:

Program Name	Original Total Cost	Updated Total Cost	% change	Explanation
Microsoft Office Specialist Excel Certification	\$580.00	\$699.00	21%	We added a practice exam book for the MOS Certification exam.

Requested removal of the following programs as they are no longer offered:

- Data Science through SQL, Access, SQL and PowerBI
- CompTIA A+ Certification - Replaced by the CompTIA A+ Certification Fast Track and the CompTIA A+ Certification Job Readiness Skills training programs.
 - The program replacements were approved by the CSTB Board August 19, 2021.
- Introduction to Python Programming - Replaced by MTA Python Programming, currently an approved training program on the ETPL

- Intermediate Python Programming - Replaced by PCAP Python Programming Certification

Updates to current approved training programs:

- MCSA: BI Reporting Certification is now MS Data Analyst Associate as Microsoft changed the title.

Access Computer Training LLC reported changes for the following programs:

Program Name	Original Total Cost	Updated Total Cost	% change	Explanation
Microsoft Advanced Office (ADVOFF)	\$1,500.00	\$2,500.00	67%	Program hours changed from 24 hours to 32 hours, added materials and access to these programs with their own MS365 accounts (we provide access) to be able to use these programs live in real time
Microsoft Office Fundamentals (MSFund)	\$1,440.00	\$1,500.00	4%	Added materials.

University of South Florida (USF) reported changes for the following programs:

Program Name	Original Total Cost	Updated Total Cost	% change	Explanation
HR Management Certificate	\$ 4,950.00	\$5,054.00	2%	We are now using SHRM Essentials class as the first course new students need to take. The cost of the SHRM Essentials class is \$599 due to the fact it includes the SHRM Learning System and students receive physical materials that are shipped to their homes. We feel this class gives a stronger foundation to students just entering the HR field.



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