



Board of Directors

CareerSource Tampa Bay

Nov 10, 2022 9:00 AM - 10:30 AM EST

Table of Contents

- I. Call to Order, Welcome, and Roll Call**
- II. Pledge of Allegiance3**
- III. Public Comments**
- IV. Consent Agenda.....4**
 - A. Approval of Minutes - August 18, 2022 Board of Directors Meeting.....5**
 - B. Approval of Minutes - September 1, 2022 Special Board of Directors.....11**
 - C. 2022 - 2023 Budget Modification No. 1..... 13**
 - D. 2022 - 2023 Budget Modification No. 2.....17**
 - E. Approval of New Training Programs.....20**
 - F. 2023 Health Plan Renewal and Pricing22**
- V. Chair's Report.....29**
- VI. Board Counsel Report**
- VII. CEO Report.....31**
- VIII. Action/Discussion Items**
 - A. Related Party – HCC – Addition of New Training Program.....38**
- IX. Presentation -Sunshine Laws and Conflict of Interest Policy.....40**
- X. Presentation - PY 22-23 Monthly Report.....80**
- XI. Information Items**
 - A. REACH Preliminary Performance Review.....111**
 - B. PY 22-23 Strategic Goals Dashboard Update.....117**
 - C. R15 DEO Quality Assurance Report Programmatic and Financial Compliance Monitoring Review Program Years 2021-2022.....119**
 - D. Marketing and Public Relations Update.....121**
 - E. One-Stop Operator Update.....125**
 - F. Tampa Bay Hires Update.....127**
 - G. Special Grants Update.....135**

H. 401k Plan Audit Plan Year Ending 12/31/2021 and 5500 Filing.....	141
I. CareerSource Tampa Bay Policy Updates.....	143
J. Agency Reserve Fund.....	144
K. Expenditure Reports for the Period Ending September 30, 2022.....	145
XII. Committee Reports	
A. Career Pathways Committee	
B. Workforce Performance Committee	
C. Youth Development Committee	
XIII. Future Business	
A. Board of Directors Retreat	
XIV. Adjournment	

Pledge of Allegiance





Consent Agenda Items

Background

***The Consent Agenda is intended to allow the WDB to spend its time on more complex items and initiatives. Consent agenda items groups routine business and reports into one agenda item which can be approved in one action, rather than filing motions on each item separately. Board members may ask that an item be removed from the Consent Agenda for individual consideration.*

- A. Approval of Minutes - August 18, 2022, Board of Directors Meeting
- B. Approval of Minutes - September 1, 2022, Special Board of Directors Meeting
- C. 2022-2023 Budget Modification No. 1
- D. 2022 - 2023 Budget Modification No. 2
- E. Approval of New Training Programs
- F. 2023 Health Plan Renewal and Pricing

Recommendation:

To approve the above items on the Consent Agenda as presented.



Board of Directors Minutes

CareerSource Tampa Bay
Aug 18, 2022 at 9:00 AM EDT

Attendance

Members Present:

Sean Butler, Graham Hadley, John Howell, Julie Renderos, Thayne Swenson

Members Present (Remote):

Tom Aderhold, Michael Bach, Warren Brooks, Stephanie Brown-Gilmore, Andrea Cichon, Elizabeth Gutierrez, Jim Junecko, Dr. Brian Mann, Steve Morey, Donald Noble, Ocea Wynn, Audrey Ziegler

Members Absent:

Gary Hartfield, Benjamin Hom, Geordie Hyland, Robert Blount, III, Commissioner Gwen Myers, Gil Schisler

Attendance

Staff Present:

Saleema Bennett, Rich Beynon, Melissa Carroll, Luna Clarke, Dr. Byron Clayton, John Flanagan, Anna Munro, Brandon Pham, Tammy Stahlgren, Doug Tobin, April Torregiante

Staff Present (Remote):

Kay Jefferson, Chad Kunerth, Barry Martin, Dolores Martinez, Michelle Schultz, Don Shepherd, Michelle Zieziula

Guests Present:

Elizabeth Ventura - EDSI, Nicole Beverley - EDSI, Trevor Stout - EDSI

Guests Present (Remote):

Dustin Lester -Lightcast, Collin Perciball- Lightcast

Board Counsel Present (Remote):

Mary Helen Farris

Board Liaison Present (Remote):

Ken Jones

- I. Call to Order, Welcome, and Roll Call (Presenters: Sean Butler)
Chair Butler called the meeting to order at 9:00 a.m. There was a quorum present.
- II. Pledge of Allegiance (Presenters: Donald Noble)
Don Noble led the Pledge of Allegiance.

III. Public Comments (Presenters: Sean Butler)

There was none.

IV. Consent Agenda (Presenters: Sean Butler)

- A. Approval of Minutes - May 19, 2022 Board of Directors Meeting
- B. Approval of Minutes - June 27, 2022 Special Board of Directors Meeting
- C. 2021 - 2022 Budget Modification No. 4
- D. Approval of New Training Programs
- E. Approval of New Training Provider

Motion:

To approve the Consent Agenda as presented.

Motion moved by Michael Bach and motion seconded by Tom Aderhold. Motion carried.

V. Chair's Report (Presenters: Sean Butler)

Chair Butler reviewed the Chair's report from the agenda packet. He recommended conducting a refresher training on Sunshine Laws.

VI. Board Counsel Report (Presenters: Mary Helen Farris)

Nothing new to report at this time.

VII. CEO Report (Presenters: John Flanagan)

Mr. Flanagan gave a brief update on Legislation Highlights, Program Operations, Department Highlights and Events and Happenings. The complete CEO report can be found in the agenda packet. The investigation with the United States Department of Labor (USDOL) has been officially closed.

VIII. Action/Discussion Items

- A. Apprenticeship-to-Career Empowerment (ACE) Program (Presenters: Anna Munro)

Motion:

To approve the attached contract for services from October 1, 2022 through September 30, 2023 funded by the County and CareerSource Tampa Bay in an amount up to \$755,000 and up to \$1,092,000.

Motion moved by Tom Aderhold and motion seconded by Michael Bach. Motion carried.

B. Multi-Function Device – Request for Proposal (Presenters: Melissa Carroll)

Motion:

To approve Staff's recommendation that approval be granted to interview and negotiate with the top two evaluated proposers, and upon successful negotiations, entering into a contract with either Applied Innovation or Toshiba Business Solutions."

Motion moved by Julie Renderos and motion seconded by Thayne Swenson.
Motion carried.

C. Related Party - Ultimate Medical Academy - Approval of Training Programs (Presenters: Luna Clarke)

Related Party Training Program:

Ultimate Medical Academy continuing/new training programs, amount not to exceed \$42,000.00.

- Geordie Hyland was identified as having a conflict of interest and was notified prior to the meeting.
- Geordie Hyland has completed and submitted a Voting Abstention Form.
- Geordie Hyland was not present at the meeting.

Motion:

To approve Ultimate Medical Academy's waiver request for the training program additions outside of the application period and application for new training programs, through June 30, 2023, contingent upon DEO and CareerSource Florida approval.

Motion moved by John Howell and motion seconded by Graham Hadley. Motion carried.

D. Related Party – HCC – Addition of New Training Program (Presenters: Luna Clarke)

Related Party ITA Agreement:

Hillsborough Community College, amount not to exceed \$80,508.00.

- Dr. Brian Mann was identified as having a conflict of interest and was notified prior to the meeting.

- Dr. Brian Mann has completed and submitted a Voting Abstention Form.
- Dr. Brian Mann verbally abstained.
- Once Dr. Brian Mann verbally abstained he was placed into a virtual waiting room during discussion and vote.

Motion:

To approve through June 30, 2023, Hillsborough Community College’s new training program additions, contingent upon DEO and CareerSource Florida approval.

Motion moved by John Howell and motion seconded by Julie Renderos. Motion carried.

IX. Presentation - 2021 - 2022 Program Year in Review (Presenters: Trevor Stout)

Highlights from the presentation:

- 1,795 Employers Served.
- 8,056 WP Enrollments and 2,284 Placements.
- Partner Network Increased by 30%.
- Revamped the Resource Room.
- Shared 4 success stories.

X. Presentation - Final Report: Workforce Development Asset Mapping for Hillsborough County (Presenters: Collin Perciballi, Senior Consult Community / Emsi Burning Glass)

Highlights

- EMSI /Burning Glass is now Lightcast.

Recommendations from the report:

- Educate and train employers about hidden workers.
- Monitor high-growth areas for changes in asset demand.
- Align language support assets with high migrant/immigrant populations.
- Address disability service gaps.
- Extend employment services to cover entire company and opportunity zones.
- Bring special focus to university areas.
- Utilize Senior Centers for assisting elderly workforce entry.

XI. Information Items

A. Training Vendor Outcome Report: PY21-22 (Presenters: Chad Kunerth)

There was no discussion.

- B. REACH Metrics Review (Presenters: Chad Kunerth)
Highlights were reviewed from the PowerPoint of Local Workforce Development Board Draft Letter Grade Formula, Project Timeline, Guiding Principles/Measure Development, Guiding Principle Standards and Draft Measures.
- C. Letter Grade Historical Data (Presenters: Chad Kunerth)
Briefly reviewed the Letter Grade Historical Data from years 2017-2020.
- D. Strategic Goals Dashboard Update
There was no discussion.
- E. Tampa Bay Hires Update (Presenters: April Torregiante)
Leondra Foster has been appointed as the 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 available for PWE placement.
 - \$549,334 Combined total of incentives and wages paid during this reporting period.
- F. 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.
 - Apprenticeship-to-Career Empowerment (ACE) Program update.

G. Marketing and Public Relations Update (Presenters: Doug Tobin)

Highlights of Marketing and Public Relations for Program Year 2021-2022 were reviewed. The detailed 32 page report can be found in the agenda packet. A request was made to track and report on traffic numbers for the new website.

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

Highlights (7.1.2021 to 6.30.2022)

- 11 new partners have joined CSTB's partner network.
- 30% increase in partners.
- 129 connections were made.
- 52% of job seekers rated CSTB's helpfulness as very valuable to extremely valuable.
- Net Promoter score 48%. exceeded targeted goal each month by almost 30%.
- 73% of employers rated CSTB services as Effective, very effective, or extremely effective.
- Nicole Beverley's last day as the One Stop operator is August 18, 2022.

XII. Committee Reports

Due to time constraints, the committee reports were not reviewed.

- A. Career Pathways Committee
- B. Workforce Performance Committee
- C. Youth Development Committee

XIII. Future Business

- Special Board of Directors meeting - September 1, 2022 @ 9:00 a.m.
- Board Retreat will be scheduled for a date in October. This will be an all day event.

XIV. Adjournment

The meeting adjourned at 10:37 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.



Special Board of Directors Meeting Minutes

CareerSource Tampa Bay
Sep 1, 2022 at 9:00 AM EDT

Attendance

Members Present (Remote):

Tom Aderhold, Michael Bach, Warren Brooks, Sean Butler, Gary Hartfield, Benjamin Hom, John Howell, Dr. Brian Mann, Steve Morey, Commissioner Gwen Myers, Donald Noble, Julie Renderos, Gil Schisler, Audrey Ziegler

Members Absent:

Stephanie Brown-Gilmore, Andrea Cichon, Elizabeth Gutierrez, Graham Hadley, Geordie Hyland, Robert Blount, III, Jim Junecko, Thayne Swenson, Ocea Wynn

Attendance

Staff Present (Remote):

Saleema Bennett, Sheila Doyle, John Flanagan, Kay Jefferson, Chad Kunerth, Anna Munro, Don Shepherd, Doug Tobin, April Torregiante, Michelle Zieziula

Board Counsel Present (Remote):

Mary Helen Farris

- I. Call to order, Welcome and Roll Call (Presenters: Sean Butler)

Chair Butler called the meeting to order at 9:01 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. Action item/Discussion items

- A. Local Workforce Services Plan Modification Update 2023 – 2024

Presenter: Anna Munro

Commissioner Gwen Myers abstained from the vote and discussion.

Motion:

To approve the 2023-2024 Local Workforce Services Plan Modification Update.

Motion moved by Gil Schisler and motion seconded by Michael Bach. The motion carried. There we no discussion.

V. Adjournment

The meeting was adjourned at 9:11 a.m.

Minutes submitted by Tammy Stahlgren, Administrative Services Coordinator.

DRAFT



Consent Agenda Item PY 2022-2023 Budget Modification No. 1

Information:

Total budgeted revenue has increased from \$22,718,926 to \$26,061,197 for an overall increase of \$3,342,271. This is due to the following:

Workforce Innovation & Opportunity Act Programs:

Increase in WIOA Adult of \$227,562

Increase in WIOA Youth of \$327,333

Increase in WIOA Dislocated Worker of \$239,360

Decrease in WIOA Rapid Response of \$6,129

Increase in WIOA Get There Faster – Military Program of \$942,852

Employment Services

Increase in Wagner Peyser of \$44,182

Increase in Veterans Programs of \$25,000

Increase in SNAP of \$95,194

Increase in Trade Adjustment Act of \$102,166

Increase in Military Family of \$177,503

Welfare Transition Program:

Increase in Welfare Transition of \$297,173

Direct Grants and Special Projects:

Increase in Re-employment & Eligibility Assessment of \$55,417

Decrease in NDWG – COVID 19 of \$120,364

Increase in Hillsborough County ACE Program of \$723,341

Increase in Hillsborough County Sector Strategies Program of \$73,859

New award – United Way Suncoast - TBSH for \$86,667

New award – United Way Suncoast – Youth Research Project for \$50,000

Increase in Foundation for Caring of \$1,155

Additionally, there was an increase in expenditures of \$3,338,877.

Recommendation

Approval of the adjustment to the revenue budget and resultant modification to the expenditure budget.

**CareerSource Tampa Bay
PY 2022-2023 Revenue Budget
Modification #1**

Program/Award	Approved Budget	Modification No. 1	Modified Budget
WIOA Adult	4,825,000	227,562	5,052,562
WIOA Youth	3,328,000	327,333	3,655,333
WIOA Dislocated Worker	2,745,250	239,360	2,984,610
WIOA Rapid Response	160,000	(6,129)	153,871
WIOA Supplemental	-	-	-
WIOA Performance Incentives	-	-	-
WIOA Get There Faster - Military Program	1,500,000	942,852	2,442,852
Subtotal WIOA	12,558,250	1,730,978	14,289,228
Wagner Peyser	1,650,000	44,182	1,694,182
Veterans Programs	170,000	25,000	195,000
SNAP	581,250	95,194	676,444
Trade Adjustment Act	250,000	102,166	352,166
Military Family	98,434	177,503	275,937
Subtotal Employment Services	2,749,684	444,045	3,193,729
Welfare Transition Program	5,180,492	297,173	5,477,665
Subtotal WTP	5,180,492	297,173	5,477,665
Reemployment & Eligibility Assessment (RESEA)	485,000	55,417	540,417
NDWG - COVID 19	450,000	(120,364)	329,636
Hillsborough County - ACE	272,500	723,341	995,841
Hillsborough County - Sector Strategies	457,000	73,859	530,859
Tech Quest Apprenticeship (TQA)	95,000	-	95,000
Tech Boost	462,000	-	462,000
United Way Suncoast - TBSH	-	86,667	86,667
United Way Suncoast - Youth Research Project	-	50,000	50,000
Foundation of Caring	9,000	1,155	10,155
Subtotal Grants and Special Projects	2,230,500	870,075	3,100,575
Total Combined	22,718,926	3,342,271	26,061,197

CareerSource Tampa Bay
Planning Budget - Modification #1
Fiscal Year 2023 (July 2022-June 2023)

	Workforce Innovation & Opportunity Act	Employment Services Programs	Welfare Transition Programs	Direct Grants & Special Projects	Adjusted Budget FY 2022-2023	Prior Approved Budget FY 2022-2023	Modification #1
Revenue:							
Fiscal Year 2023 New Allocations	6,248,285	2,438,018	4,380,492	1,709,917	14,776,712	13,195,426	1,581,286
Carryforward from Prior Year Allocations	8,040,943	755,711	1,097,173	1,390,658	11,284,485	9,523,500	1,760,985
Total Revenue	14,289,228	3,193,729	5,477,665	3,100,575	26,061,197	22,718,926	3,342,271
Expenditures:							
Program Services - Allocated Costs:							
Business Services	720,319	-	214,681	-	935,000	990,000	(55,000)
Case Management	2,518,087	640,045	1,644,154	33,918	4,836,204	4,439,072	397,132
Career Services	349,796	-	59,394	-	409,190	397,013	12,177
One Stop Operating/Facilities Costs	224,733	1,242,232	412,826	120,209	2,000,000	1,840,000	160,000
Technology	138,834	297,207	134,168	99,791	670,000	550,000	120,000
Community Outreach	74,465	146,784	61,924	36,827	320,000	320,000	-
Program Staff Training & Professional Development	7,019	27,478	10,321	5,182	50,000	50,000	-
Subtotal - Program Services Allocated	4,033,253	2,353,746	2,537,468	295,927	9,220,394	8,586,085	634,309
Program Services - Direct Costs:							
Participant & Work Based Learning	5,391,500	285,000	1,655,000	1,361,250	8,692,750	6,265,250	2,427,500
Direct Grants & Special Projects - Salaries & Benefits	-	-	-	611,557	611,557	494,883	116,674
Subrecipient Contracts	3,328,004	57,600	602,666	440,000	4,428,270	4,317,876	110,394
DEO Staff Travel	-	35,000	-	-	35,000	35,000	-
Subtotal - Program Services Direct	8,719,504	377,600	2,257,666	2,412,807	13,767,577	11,113,009	2,654,568
Total Program Service Costs:	12,752,757	2,731,346	4,795,134	2,708,734	22,987,971	19,699,094	3,288,877
Indirect Costs							
Indirect Costs	1,459,904	424,854	659,693	355,549	2,900,000	2,850,000	50,000
Total Indirect Costs	1,459,904	424,854	659,693	355,549	2,900,000	2,850,000	50,000
Total Expenditures	14,212,661	3,156,200	5,454,827	3,064,283	25,887,971	22,549,094	3,338,877
Unobligated Balance	76,567	37,529	22,838	36,292	173,226	169,832	3,394



Consent Agenda Item PY 2022-2023 Budget Modification No. 2

Information:

Total budgeted revenue has increased from \$26,061,197 to \$26,354,459 for an overall increase of \$293,262. This is due to the following:

Employment Services

Increase in Wagner Peyser of \$185,750

New award for WP – Apprenticeship Navigator - \$62,500

Direct Grants and Special Projects:

Increase in Re-employment & Eligibility Assessment of \$45,000

Increase in Foundation for Caring of \$12

Additionally, there was an increase in expenditures of \$293,192.

Recommendation

The Finance Committee is recommending approval of the adjustment to the revenue budget and resultant modification to the expenditure budget.

**CareerSource Tampa Bay
PY 2022-2023 Revenue Budget
Modification #2**

Program/Award	Approved Budget	Modification No. 2	Modified Budget
WIOA Adult	5,052,562	-	5,052,562
WIOA Youth	3,655,333	-	3,655,333
WIOA Dislocated Worker	2,984,610	-	2,984,610
WIOA Rapid Response	153,871	-	153,871
WIOA Get There Faster - Military Program	2,442,852	-	2,442,852
Subtotal WIOA	14,289,228	-	14,289,228
Wagner Peyser	1,694,182	185,750	1,879,932
WP - Apprenticeship Navigator	-	62,500	62,500
Veterans Programs	195,000	-	195,000
SNAP	676,444	-	676,444
Trade Adjustment Act	352,166	-	352,166
Military Family	275,937	-	275,937
Subtotal Employment Services	3,193,729	248,250	3,441,979
Welfare Transition Program	5,477,665	-	5,477,665
Subtotal WTP	5,477,665	-	5,477,665
Reemployment & Eligibility Assessment (RESEA)	540,417	45,000	585,417
NDWG - COVID 19	329,636	-	329,636
Hillsborough County - ACE	995,841	-	995,841
Hillsborough County - Sector Strategies	530,859	-	530,859
Tech Quest Apprenticeship (TQA)	95,000	-	95,000
Tech Boost	462,000	-	462,000
United Way Suncoast - TBSH	86,667	-	86,667
United Way Suncoast - Youth Research Project	50,000	-	50,000
Foundation of Caring	10,155	12	10,167
Subtotal Grants and Special Projects	3,100,575	45,012	3,145,587
Total Combined	26,061,197	293,262	26,354,459

CareerSource Tampa Bay
Planning Budget - Modification #2
Fiscal Year 2023 (July 2022-June 2023)

	Workforce Innovation & Opportunity Act	Employment Services Programs	Welfare Transition Programs	Direct Grants & Special Projects	Adjusted Budget FY 2022-2023	Prior Approved Budget FY 2022-2023	Modification #2
Revenue:							
Fiscal Year 2023 New Allocations	6,248,285	2,500,518	4,380,492	1,754,917	14,884,212	14,776,712	107,500
Carryforward from Prior Year Allocations	8,040,943	941,461	1,097,173	1,390,670	11,470,247	11,284,485	185,762
Total Revenue	14,289,228	3,441,979	5,477,665	3,145,587	26,354,459	26,061,197	293,262
Expenditures:							
Program Services - Allocated Costs:							
Business Services	742,860	-	192,140	-	935,000	935,000	-
Case Management	2,470,147	584,210	1,537,158	32,881	4,624,396	4,836,204	(211,808)
Career Services	349,796	-	59,394	-	409,190	409,190	-
One Stop Operating/Facilities Costs	91,244	1,357,638	394,148	156,970	2,000,000	2,000,000	-
Technology	21,493	418,604	128,098	101,805	670,000	670,000	-
Community Outreach	32,515	190,607	59,122	37,756	320,000	320,000	-
Program Staff Training & Professional Development	1,653	33,181	9,854	5,312	50,000	50,000	-
Subtotal - Program Services Allocated	3,709,708	2,584,240	2,379,914	334,724	9,008,586	9,220,394	(211,808)
Program Services - Direct Costs:							
Participant & Work Based Learning	5,776,500	285,000	1,835,000	1,361,250	9,257,750	8,692,750	565,000
Direct Grants & Special Projects - Salaries & Benefits	-	-	-	611,557	611,557	611,557	-
Subrecipient Contracts	3,287,804	55,200	585,266	440,000	4,368,270	4,428,270	(60,000)
DEO Staff Travel	-	35,000	-	-	35,000	35,000	-
Subtotal - Program Services Direct	9,064,304	375,200	2,420,266	2,412,807	14,272,577	13,767,577	505,000
Total Program Service Costs:	12,774,012	2,959,440	4,800,180	2,747,531	23,281,163	22,987,971	293,192
Indirect Costs							
Indirect Costs	1,442,047	452,575	650,638	354,740	2,900,000	2,900,000	-
Total Indirect Costs	1,442,047	452,575	650,638	354,740	2,900,000	2,900,000	-
Total Expenditures	14,216,059	3,412,015	5,450,818	3,102,271	26,181,163	25,887,971	293,192
Unobligated Balance	73,169	29,964	26,847	43,316	173,296	173,226	70



Consent Agenda 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
<ul style="list-style-type: none"> Maximum Potential CSTB Financial Impact: For 12 enrollments for the program is: \$90,000 (12 x \$7,500) 	<ul style="list-style-type: none"> Not Applicable <p>NOTE: At full board meeting this will require related party voting, at which time board member will be required to abstain.</p>

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
<ul style="list-style-type: none"> Maximum Potential CSTB Financial Impact: For 12 enrollments for the 1 program is: \$11,988.00 (12 x \$999.00) 	<ul style="list-style-type: none"> Dr. Brian Mann <p>NOTE: At full board meeting this will require related party voting, at which time board member will be required to abstain.</p>

Recommendation: The Workforce Performance Committee recommends 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.



Consent Agenda Item 2023 Health Plan Renewal and Pricing

Background

Annually CareerSource Tampa Bay in conjunction with its Insurance Broker, HUB International undergoes a health plan renewal and review process where we receive renewal proposals from existing vendors to determine rates and levels of service for the upcoming health plan year (calendar year). Based upon this information we have options. We can accept the current proposals, negotiate rates with current vendors, redesign plan services, or rebid some or all of our health plans. If you recall, for plan year 2021 we redesigned our health plan from a medical stipend to a traditional health plan offering increased products and services and conducted a full market bid which resulted in cost savings to CSTB of over \$1.3M. We used some of those savings to increase our 401k ER Match. In 2021 we selected the following vendors for the following health benefits:

CIGNA – Medical, Dental and Vision plans – existing vendor.

Mutual of Omaha – Basic Life, Short-Term and Long-Term Disability Insurance, Voluntary Life Insurance, and Employee Assistance Program - New vendor.

MEDCOM – Flexible Spending Account (FSA), Health Savings Account (HSA) and Cobra Services – New Vendor.

Colonial Life - Voluntary Accident, Cancer, Critical Illness and Medical Gap Ins. – existing vendor.

2023 Plan Renewal:

- **CIGNA – Medical, Dental and Vision:**
 - **Medical – final negotiated rate increase of 7%.**
 - Pleased with vendor – provides excellent customer service to ER and EEs. Employees pleased with medical health plans.
 - Initial medical renewal proposed was 16% with a 9% no-shop option. CSTB running at an 87% loss ratio given rolling 12 month look back from May 2021 – April 2022, however running better in the current year. High claims – one in excess of \$130k and on-going and 3 over \$50k but not expected to reach \$100k.
 - John Flanagan, President and CEO; Sheila Doyle, CFO and Barry Martin, HR Director met to determine if we could absorb 100% of the increase which based on current enrollment would calculate to an additional \$60k or split the increase 50/50 between the employer and employee resulting in a cost increase to CSTB of \$30k. Due to budget forecasts it was determined to take the 50/50 split approach to manage budget and to establish a process where increase health costs increases in the future may have to be shared between the employer and employee. We will continue to foster employee education on consumer health spending and how those choices can assist in managing our health care expenditures.



Medical Rates

	A	B	C	D	E	F	G	H	I
1	Cigna Medical Plan	Current Enrollment Sept. Billing	2021 Monthly Medical Plan Cost	2022 Monthly Medical Plan Cost	2023 Monthly Medical Plan Cost - 7% Inc	2023 Monthly Medical Plan Inc. at 7%	50% Share Additional Monthly Premium	Annual Cost Increase if ER covers 50% of Increase	Annual 2023 Total Cost if ER Covers 50% Increase
2	Base HSA								
3	EE Only	16	\$592.34	\$592.34	\$633.80	\$41.46	\$20.73	\$3,980.16	\$117,709.44
4	EE&Child(ren)	4	\$1,119.53	\$1,119.53	\$1,197.93	\$78.40	\$39.20	\$1,881.60	\$52,932.00
5	EE+Spouse	2	\$1,415.11	\$1,415.11	\$1,514.21	\$99.10	\$49.55	\$1,189.20	\$31,755.36
6	Family	1	\$1,791.25	\$1,791.25	\$1,916.69	\$125.44	\$62.72	\$752.64	\$20,098.20
7		23						\$7,803.60	\$222,495.00
8	Base PPO								
9	EE Only	19	\$692.84	\$692.84	\$741.34	\$48.50	\$24.25	\$5,529.00	\$163,496.52
10	EE&Child(ren)	4	\$1,309.45	\$1,309.45	\$1,401.09	\$91.64	\$45.82	\$2,199.36	\$61,909.92
11	EE+Spouse	1	\$1,655.18	\$1,655.18	\$1,771.01	\$115.83	\$57.92	\$694.98	\$18,570.90
12	Family	2	\$2,095.13	\$2,095.13	\$2,241.75	\$146.62	\$73.31	\$1,759.44	\$47,014.08
13		26						\$10,182.78	\$290,991.42
14	Buy Up PPO								
15	EE Only	18	\$787.28	\$787.28	\$842.39	\$55.11	\$30.88	\$6,670.08	\$154,887.12
16	EE&Child(ren)		\$1,487.96	\$1,487.96	\$1,592.19	\$104.23	\$58.42	\$0.00	\$0.00
17	EE+Spouse	1	\$1,880.82	\$1,880.82	\$2,012.58	\$131.76	\$73.84	\$886.08	\$18,570.96
18	Family	4	\$2,380.74	\$2,380.74	\$2,547.51	\$166.77	\$93.47	\$4,486.56	\$94,028.16
19		23						\$12,042.72	\$267,486.24
20									
21	Total:	72						\$30,029.10	\$780,972.66

	A	B	C	D	E	F	G
1	Cigna Medical Plan	Current Enrollment Sept. Billing	2022 EE Monthly Contribution	2023 EE Monthly Contribution	Additional EE Monthly Contr 2023	2023 ER Monthly Contribution	2023 Monthly Medical Plan Cost
2	Base HSA						
3	EE Only	16	\$0.00	\$20.73	\$20.73	\$613.07	\$633.80
4	EE&Child(ren)	4	\$55.98	\$95.18	\$39.20	\$1,102.75	\$1,197.93
5	EE+Spouse	2	\$141.52	\$191.07	\$49.55	\$1,323.14	\$1,514.21
6	Family	1	\$179.12	\$241.84	\$62.72	\$1,674.85	\$1,916.69
7		23					
8	Base PPO						
9	EE Only	19	\$0.00	\$24.25	\$24.25	\$717.09	\$741.34
10	EE&Child(ren)	4	\$65.48	\$111.30	\$45.82	\$1,289.79	\$1,401.09
11	EE+Spouse	1	\$165.52	\$223.44	\$57.92	\$1,547.58	\$1,771.01
12	Family	2	\$209.52	\$282.83	\$73.31	\$1,958.92	\$2,241.75
13		26					
14	Buy Up PPO						
15	EE Only	18	\$94.44	\$125.32	\$30.88	\$717.07	\$842.39
16	EE&Child(ren)		\$243.98	\$302.40	\$58.42	\$1,289.79	\$1,592.19
17	EE+Spouse	1	\$391.16	\$465.00	\$73.84	\$1,547.58	\$2,012.58
18	Family	4	\$495.12	\$588.59	\$93.47	\$1,958.92	\$2,547.51
19		23					
20	Total:	72					



- **Dental – rate increase of 5%**
- CIGNA proposed a 5% renewal increase or a 7% increase with a 2-year guarantee based on claims experience. We opted to take the one-year renewal and can negotiate or bid plans next year.
- Like we did for the medical plan, we did opt to spit the premium increase 50/50 between the employer and employee.

	A	B	C	D	E	F	G	H
1	Dental Plan	Current Enrollment Sept. Billing	2021 Monthly Dental Plan Cost	2022 Monthly Dental Plan Cost - 2.5% Inc.	2023 Monthly Dental Plan Cost - 5% Inc.	2023 Monthly Dental Plan Inc. at 5%	50% Share Additional Monthly Premium	Annual 2023 Total Cost if ER Covers 50% Increase
2	Dental Base PPO							
3	EE Only	23	\$25.04	\$25.66	\$26.95	\$1.29	\$0.65	\$7,258.80
4	EE&Child(ren)	4	\$50.07	\$51.32	\$53.89	\$2.57	\$1.28	\$2,402.21
5	EE+Spouse	4	\$56.03	\$57.43	\$60.30	\$2.87	\$1.44	\$2,549.83
6	Family	4	\$82.27	\$84.33	\$88.55	\$4.22	\$2.11	\$3,743.83
7		35						\$15,954.67
8	Dental Buy Up							
9	EE Only	22	\$35.04	\$35.92	\$37.72	\$1.80	\$1.16	\$6,942.14
10	EE&Child(ren)	8	\$75.01	\$76.89	\$80.73	\$3.84	\$2.54	\$4,805.23
11	EE+Spouse	3	\$78.40	\$80.36	\$84.38	\$4.02	\$2.58	\$1,912.32
12	Family	4	\$122.51	\$125.57	\$131.85	\$6.28	\$4.17	\$3,744.00
13		37						\$17,403.70
14		72						\$33,358.37
15							Additional ER Cost	\$745.81

	A	B	C	D	E	F	G	H
1	Dental Plan	Current Enrollment Sept. Billing	2022 EE Monthly Contr.	2023 EE Monthly Contr.	Additional EE Monthly Contr 2023	2023 ER Monthly Contr	2023 Monthly Dental Plan Cost	Annual 2023 Total Cost if ER Covers 50% Increase
2	Dental Base PPO							
3	EE Only	23	\$0.00	\$0.65	\$0.65	\$26.30	\$26.95	\$7,258.80
4	EE&Child(ren)	4	\$2.56	\$3.84	\$1.28	\$50.05	\$53.89	\$2,402.21
5	EE+Spouse	4	\$5.74	\$7.18	\$1.44	\$53.12	\$60.30	\$2,549.83
6	Family	4	\$8.44	\$10.55	\$2.11	\$78.00	\$88.55	\$3,743.83
7		35						\$15,954.67
8	Dental Buy Up							
9	EE Only	22	\$10.26	\$11.42	\$1.16	\$26.30	\$37.72	\$6,942.14
10	EE&Child(ren)	8	\$28.14	\$30.68	\$2.54	\$50.05	\$80.73	\$4,805.23
11	EE+Spouse	3	\$28.68	\$31.26	\$2.58	\$53.12	\$84.38	\$1,912.32
12	Family	4	\$49.68	\$53.85	\$4.17	\$78.00	\$131.85	\$3,744.00
13		37						\$17,403.70



- Vision – 0% rate guarantee from prior year, no increase.

	A	B	C	D	E	F
1	Vision Plan	Current Enrollment Sept. Billing	2021 Monthly Vision Plan Cost	2022 Monthly Vision Plan Cost - 3% Inc	2023 Monthly Vision Plan Cost - 0% Inc	Annual 2023 Total ER Cost
2						
3	EE Only	47	\$7.94	\$8.18	\$8.18	\$4,613.52
4	EE&Child(ren)	7	\$16.12	\$16.60	\$16.60	\$1,325.52
5	EE+Spouse	7	\$15.27	\$15.73	\$15.73	\$1,190.28
6	Family	11	\$24.68	\$25.42	\$25.42	\$3,022.80
7		72				\$10,152.12

****See attached Rate Sheet comparing 2022 vs. 2023 Semi-monthly rates for Medical, Dental, Vision Insurance.**

- **Mutual of Omaha** – Basic Life, Short-Term and Long-Term Disability Insurance, Voluntary Life Insurance, and Employee Assistance Program
 - Mutual of Omaha proposed a no cost increase for all products.
 - We are pleased with this vendor and have established a single point of contact.
- **MEDCOM** - Flexible Spending Account (FSA), Health Savings Account (HSA) and Cobra Services
 - Current provider portal systems, reports and service are not optimum, so we went out to bid and have selected a new provider OCA. The cost savings is minimal but the employer portal and reporting and how they process Cobra is much improved over the current provider.

Medcom					
Pricing	Per Participant	Monthly Minimum	Initial Notice	Current Enrollment	Monthly Cost
FSA	\$4.50	\$50.00		4	\$50.00
HSA	\$3.95	\$50.00		24	\$94.80
COBRA	\$0.65	\$50.00	\$3.00		\$50.00
Total Monthly Cost:					\$194.80

OCA					
Pricing	Per Participant	Monthly Minimum	Initial Notice	Current Enrollment	Monthly Cost
FSA	\$5.50	\$50.00		4	\$50.00
HSA	\$2.95	\$0.00		24	\$70.80
COBRA	\$0.75	\$30.00	\$3.00		\$30.00
Total Monthly Cost:					\$150.80



- Colonial Life - Voluntary Accident, Cancer, Critical Illness and Medical Gap Insurance
- Colonial Life has proposed a no cost increase.

Recommendation

The Human Resource Committee recommends:

- (1) The health plan offerings, monthly rate premiums and ER and EE funding levels for all plan offerings as recommended by CSTB staff for the 2023 Plan Year. It is further approved that CSTB will switch from Medcom to OCA to provide FSA, HSA and Cobra products and administration.

RATES

2022 vs 2023 EMPLOYEE CONTRIBUTIONS

January 1, 2023- December 31, 2023



Your contributions toward the cost of medical, dental and vision coverage are automatically deducted from your paycheck before taxes.

MEDICAL COVERAGE

Coverage Tier	Employee Contribution (Semi-Monthly)					
	Base HDHP	2023	Base PPO	2023	Buy-Up PPO	2023
Employee Only	\$ 0.00	\$ 10.37	\$ 0.00	\$ 12.13	\$ 47.22	\$ 62.66
Employee + Spouse/RDP	\$70.76	\$ 95.54	\$ 82.76	\$111.72	\$195.58	\$232.50
Employee + Child(ren)	\$27.99	\$ 47.59	\$ 32.74	\$ 55.65	\$121.99	\$151.20
Family	\$89.56	\$120.92	\$104.76	\$141.37	\$247.56	\$294.30

DENTAL COVERAGE

Coverage Tier	Employee Contribution (Semi-Monthly)			
	Base	2023	Buy-Up	2023
Employee Only	\$0.00	\$ 0.33	\$5.13	\$ 5.71
Employee + Spouse/RDP	\$2.87	\$ 3.59	\$14.34	\$15.63
Employee + Child(ren)	\$1.28	\$ 1.92	\$14.07	\$15.34
Family	\$4.22	\$ 5.28	\$24.84	\$26.93

VISION COVERAGE

Coverage Tier	Employee Contribution (Semi-Monthly)	
	Vision Plan A	No Change for 2023
Employee Only	\$0.00	
Employee + Spouse/RDP	\$0.78	
Employee + Child(ren)	\$0.41	
Family	\$1.26	

Registered Domestic Partner (RDP) Contributions: Your contributions to cover an RDP are the same as those to cover a legal spouse. However, because of Internal Revenue Code (IRC) restrictions, in most cases, the fair market value of your RDP's or RDP's children's (if they are not federal tax dependents) healthcare coverage will be taxable to you as imputed income. This value is determined by the amount that CareerSource Tampa Bay pays in premium for RDP coverage. This amount raises your taxable gross income. Also, the payroll deductions to cover an RDP must be taken on an after-tax basis.

SUPPLEMENTAL LIFE/AD&D

Deductions for supplemental Life/AD&D are taken from your paycheck after taxes. Rates are available online during enrollment.

Coverage Tier	Employee Contribution (Semi-Monthly)			
	Supplemental Life and AD&D			
	Minimum Benefit	Maximum Benefit	Increments	Guarantee Issue
Employee Only	\$10,000	5X Annual Salary up to \$300,000	\$10,000	5X Annual Salary up to \$100,000
Spouse	\$5,000	\$50,000	\$5,000	\$50,000
Dependent Child	\$10,000	\$10,000	\$10,000	\$10,000

WORKSITE – ADDITIONAL BENEFITS Rates are available online during enrollment.

BENEFIT PLAN	Employee Contribution (Semi-Monthly)				
	Issue Age	Employee Only	Employee + Spouse	Employee + Children	Two-Parent Family
Colonial Life Benefits					
Accident	17-80	\$8.62	\$13.84	\$15.80	\$20.95
Cancer (Level 3) with Specified Disease Benefit <i>\$5,000 Initial Diagnosis Benefit</i>	17-75	\$13.45	\$26.90	\$13.93	\$27.38
Medical Bridge – total available benefit \$3,900/yr.	17-49	\$15.15	\$27.60	\$23.64	\$36.08
	50-59	\$20.12	\$39.62	\$28.62	\$48.11
\$2,000 Hospital Confinement Benefit \$500/\$1,000 Outpatient Surgery - \$1,500 Calendar Max	60-64	\$26.34	\$53.98	\$34.83	\$62.48
\$250 Outpatient Diagnostic Tests \$150 Emergency Room Benefit	65-99	\$34.35	\$70.90	\$42.84	\$79.40
Critical Illness 1.0 (heart attack, stroke, coma, blindness, major Organ failure, permanent paralysis, and others)	25-29	\$2.12	\$2.65	\$2.20	\$3.30
	30-34	\$2.80	\$4.20	\$2.88	\$4.35
	35-39	\$3.92	\$5.94	\$4.08	\$5.42
\$ 15,000 Lump Sum Benefit (Non-Tobacco) Rates	40-44	\$5.50	\$8.18	\$5.58	\$7.68
	45-49	\$7.38	\$11.18	\$7.53	\$10.68
Other Benefit Levels and Tobacco Rates are Available	50-54	\$9.85	\$15.08	\$9.92	\$14.65
	55-59	\$12.40	\$19.20	\$12.48	\$18.70
	60-64	\$15.55	\$24.22	\$15.63	\$23.73
	65-70	\$18.85	\$28.50	\$19.00	\$28.00

Key Regional Workforce / Demographic Indicators

The unemployment rate in the CareerSource Tampa Bay region (Hillsborough County) was 2.5 percent in September 2022. This rate was 1.2 percentage points lower than the region's year ago rate of 3.7 percent. The region's September 2022 unemployment rate was 0.1 percentage point lower than the state rate of 2.6 percent. The labor force was 814,062, up 35,725 (+4.6 percent) over the year. There were 20,056 unemployed residents in the region.

The industries gaining in jobs over the year were:

Leisure and Hospitality	+18,100 jobs
Trade, Transportation, and Utilities	+15,400 jobs
Education and Health Services	+13,400 jobs
Financial Activities	+6,500 jobs
Other Services	+4,700 jobs
Professional and Business Services	+4,600 jobs
Manufacturing	+2,500 jobs
Mining, Logging, and Construction	+1,400 jobs
Information	+1000 jobs

industry lost jobs over the year were:

Government	-500 jobs
------------	-----------

Unemployment Rates (not seasonally adjusted)			
	Sep-22	Aug-22	Sep-21
CareerSource Tampa Bay (Hillsborough County)	2.5%	2.7%	3.7%
Tampa-St. Petersburg-Clearwater MSA	2.5%	2.7%	3.7%
Florida	2.6%	2.8%	4.0%
United States	3.3%	3.8%	4.6%

Nonagricultural Employment by Industry (not seasonally adjusted)	Tampa-St. Petersburg-Clearwater Metropolitan Statistical Area				Florida			
	Sep-22	Sep-21	change	percent change	Sep-22	Sep-21	change	percent change
Total Employment	1,476,300	1,409,200	67,100	4.8	9,463,700	8,979,300	484,400	5.4
Mining, Logging, and Construction	87,900	86,500	1,400	1.6	606,600	582,600	24,000	4.1
Manufacturing	71,700	69,200	2,500	3.6	416,800	389,300	27,500	7.1
Trade, Transportation, and Utilities	275,300	259,900	15,400	5.9	1,930,500	1,836,500	94,000	5.1
Wholesale Trade	62,000	56,700	5,300	9.3	382,900	356,800	26,100	7.3
Retail Trade	167,400	159,900	7,500	4.7	1,135,300	1,091,100	44,200	4.1
Transportation, Warehousing, and Utilities	45,900	43,300	2,600	6.0	412,300	388,600	23,700	6.1
Information	28,700	27,700	1,000	3.6	150,800	141,600	9,200	6.5
Financial Activities	136,100	129,600	6,500	5.0	665,000	627,300	37,700	6.0
Professional and Business Services	274,700	270,100	4,600	1.7	1,541,300	1,476,600	64,700	4.4
Education and Health Services	229,900	216,500	13,400	6.2	1,419,300	1,338,000	81,300	6.1
Leisure and Hospitality	169,800	151,700	18,100	11.9	1,253,900	1,145,200	108,700	9.5
Other Services	49,600	44,900	4,700	10.5	365,300	334,400	30,900	9.2
Government	152,600	153,100	-500	-0.3	1,114,200	1,107,800	6,400	0.6

Population	2021	2020	change	percent change
CareerSource Tampa Bay (Hillsborough County)	1,497,957	1,476,431	21,526	1.5
Florida	21,781,128	21,569,932	211,196	1.0

Average Annual Wage	2021	2020	change	percent change
CareerSource Tampa Bay (Hillsborough County)	\$64,674	\$60,935	\$3,739	6.1
Florida	\$60,299	\$55,840	\$4,459	8.0

Management Operation(s)

I am pleased to announce that Leondra Foster has been promoted to the Director of Youth Programs in the Youth Department. Leondra has been working in the Career Center system since 2012 and prior to this promotion she had been serving as Interim Youth Director.

Physical Plant

Ad Hoc Committee on System Redesign met on November 1, 2022, to begin research on Comprehensive One Stop location.

Legislative Highlights

Reach Implementation continues. A series of in person and virtual roundtables were conducted in October for board members, employers, education partners, staff and elected officials to give feedback, and develop an understanding of DEO/CareerSource FL implementation schedule and strategy.

One additional round table is scheduled for CSTB Executive committee members on 11/16. The session will be virtual.

Another part of the REACH act, board letter grades, focusing on a mix of local and state performance indicators that measures effectiveness for Career Seekers and Employers, has been moving forward at a brisk pace. Initial grades were released on October 18. The CSTB region scored a 90.9% overall, grading to an A-. This puts the region in the top ½ of performing boards in FL. These grades are considered “baseline” grades and will be used to benchmark future years.

Business Development Highlights:

Partnership with United Way Suncoast on identifying youth success measures in currently in Phase I. Dr Clayton and his team are completing worldwide research and creating the initial parameters.

An employer survey will be distributed to local employers through our Chambers and Constant Contact to identify local workforce needs, from a workforce development approach, as well as to identify any potential opportunities for enhanced services, mainly in fractional HR/Finance.

Program Operation(s)

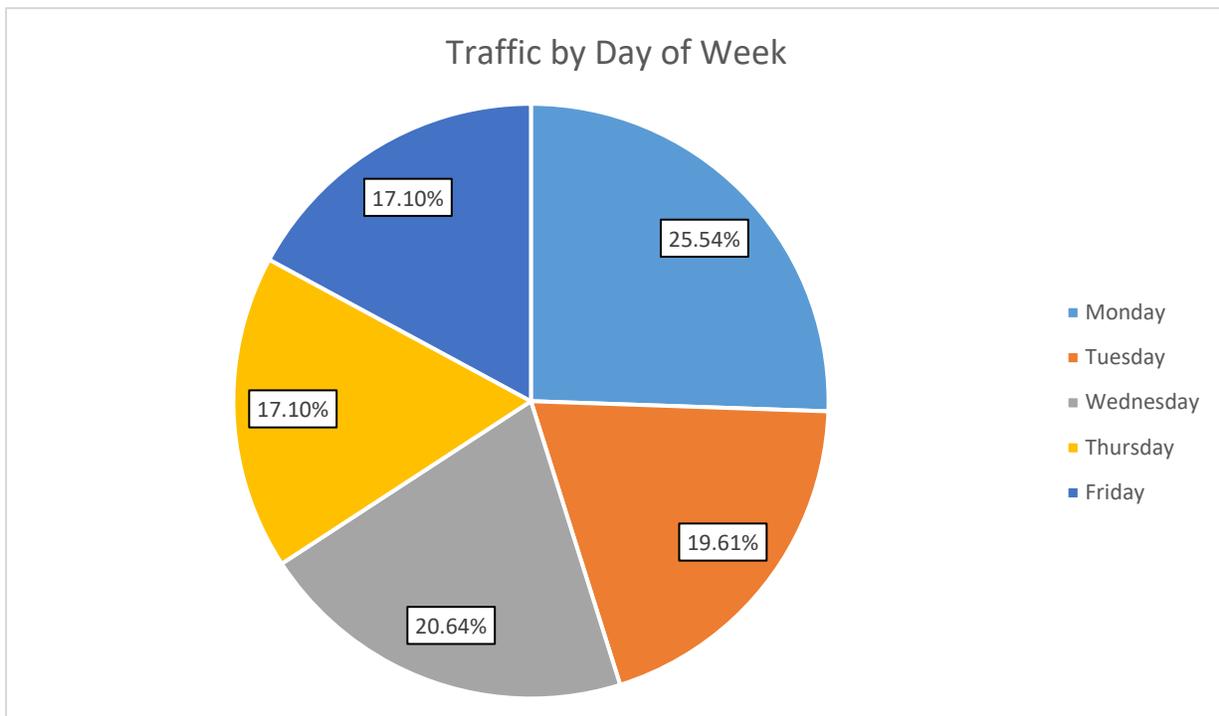
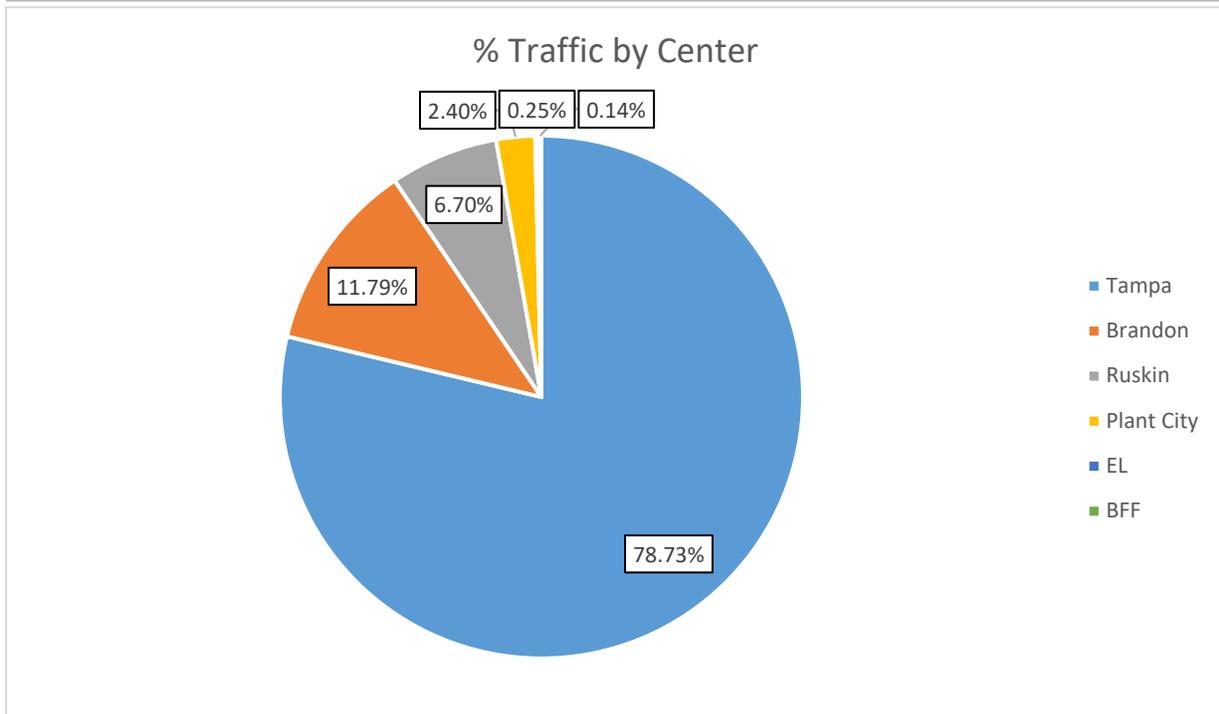
Center Traffic Update

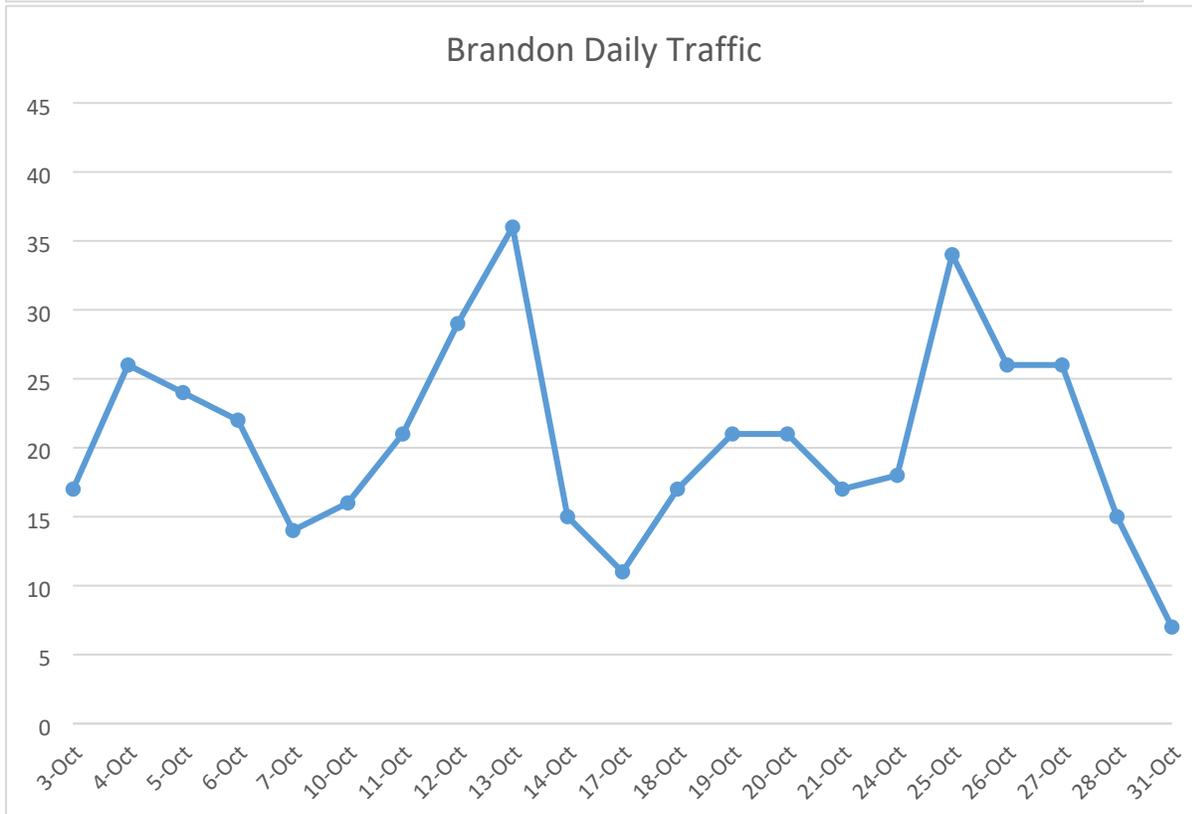
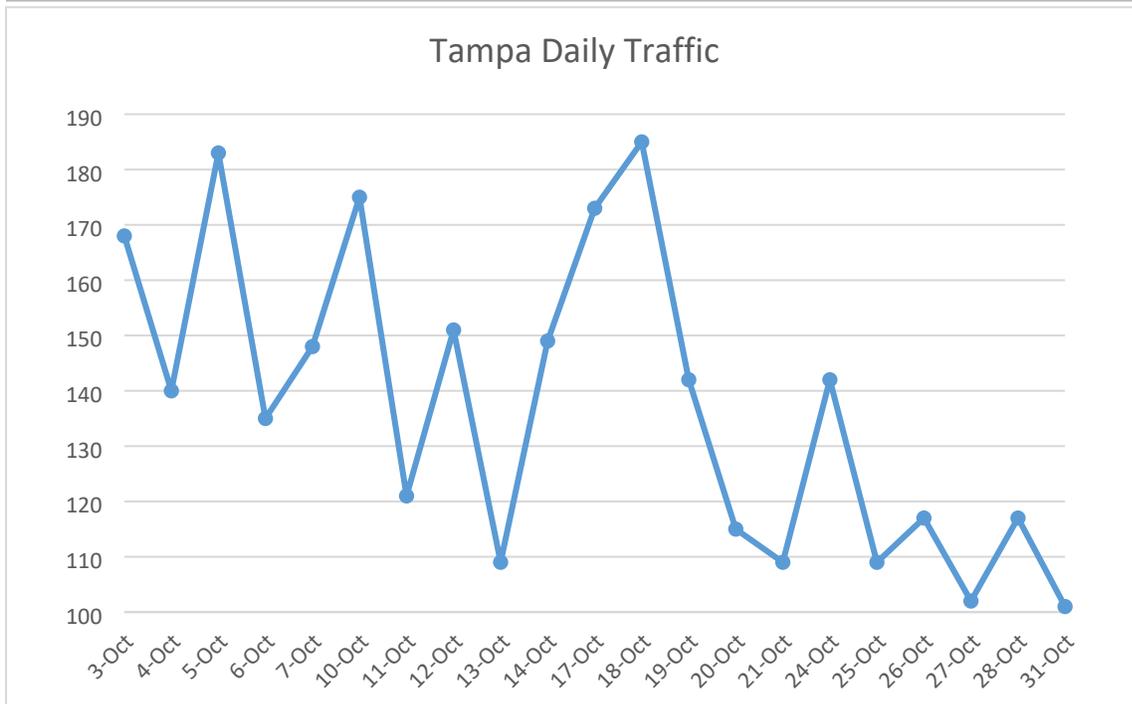
October 2022 Resource Room Traffic Update (October 3 - October 31, 2022)

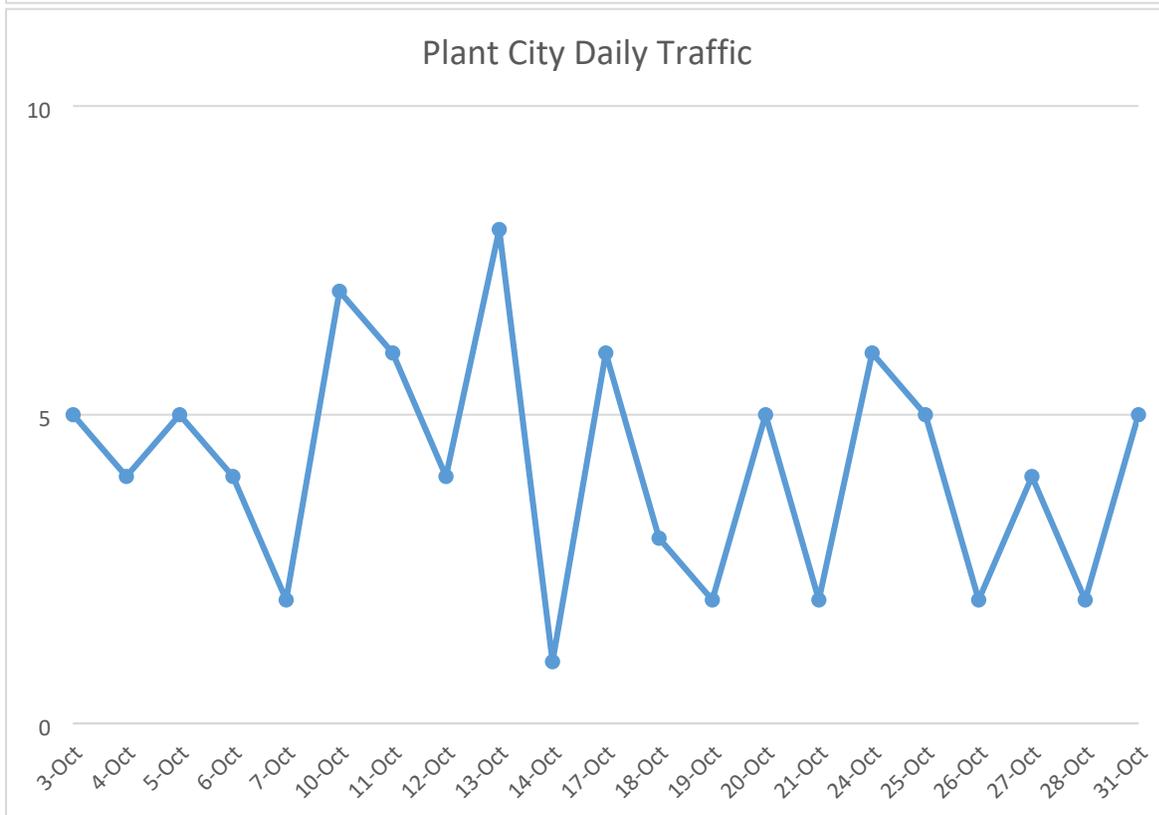
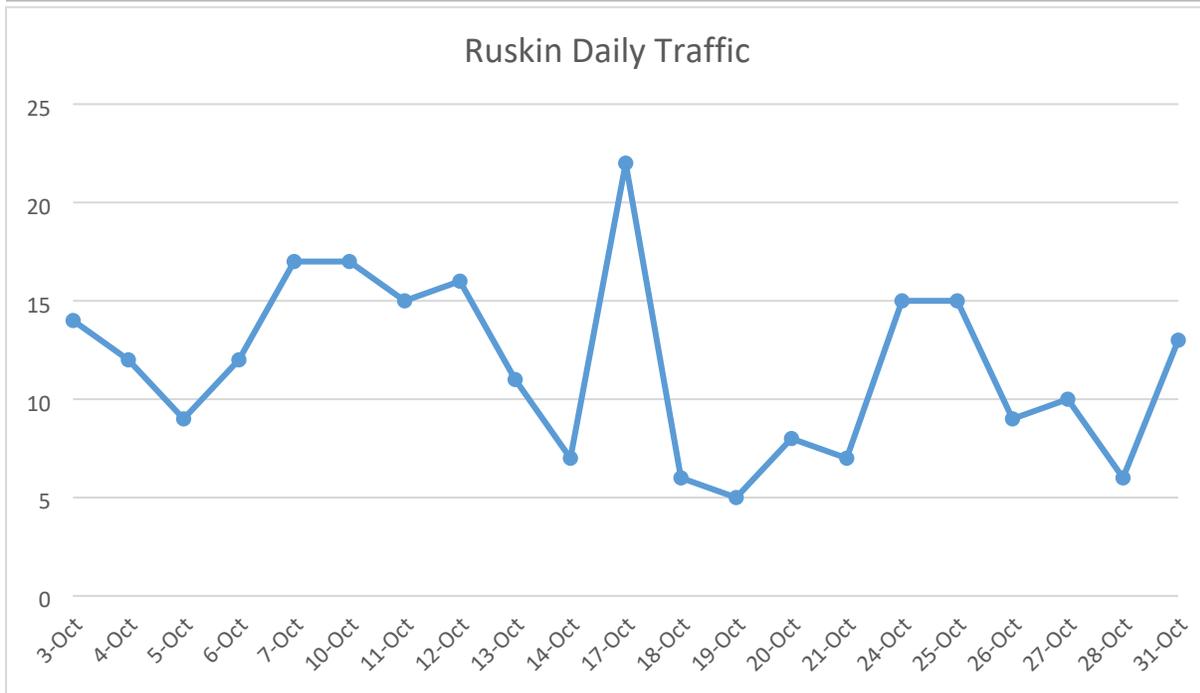
- A total of 3,672 customers visited Career Source Tampa Bay centers during the month of October 2022. This represents a change of +24.2% from September 2022 and a change of -20.1% compared to October 2021.
- The Tampa Center saw the highest percentage of the total traffic:
 - Tampa – 78.7%
 - Brandon – 11.8%
 - Ruskin – 6.7%
 - Plant City – 2.4%
 - Enterprising Latinas – 0.3%
 - Bullard Family Foundation – 0.1%
- Across all centers, we averaged 175 customers per day.
 - Tampa averaged 138 customers per day
 - Brandon averaged 21 customers per day
 - Ruskin averaged 12 customers per day
 - Plant City averaged 4 customers per day.
 - Enterprising Latinas¹ averaged 1 customer per day.
 - Bullard Family Foundation² averaged 2 customer per day.
- October 2022 contained 21 business days. We saw the highest volume of customers on Wednesdays. The days of week rank as follows:
 - Wednesday (total customers, 758; average customers, 190)
 - Monday (total customers, 938; average customers, 188)
 - Tuesday (total customers, 720; average customers, 180)
 - Thursday (total customers, 628; average customers, 157)
 - Friday (total customers, 628; average customers, 157)
- Currently, VOS greeter is up and running at N. Florida. VOS Greeters have been deployed at all outlying offices and scheduled to be operational 11/07/2022.
- YTD - A total of 14,397 customers visited Career Source Tampa Bay centers during current PY 22-23. This represents a change of -34.5% from YTD PY 21-22.
- YTD CSTB percentage of the total traffic:
 - Tampa – 79.4%
 - Brandon – 12.%
 - Ruskin – 6%
 - Plant City – 2%
 - Enterprising Latinas – 0.4%
 - Bullard Family Foundation – 0.1%

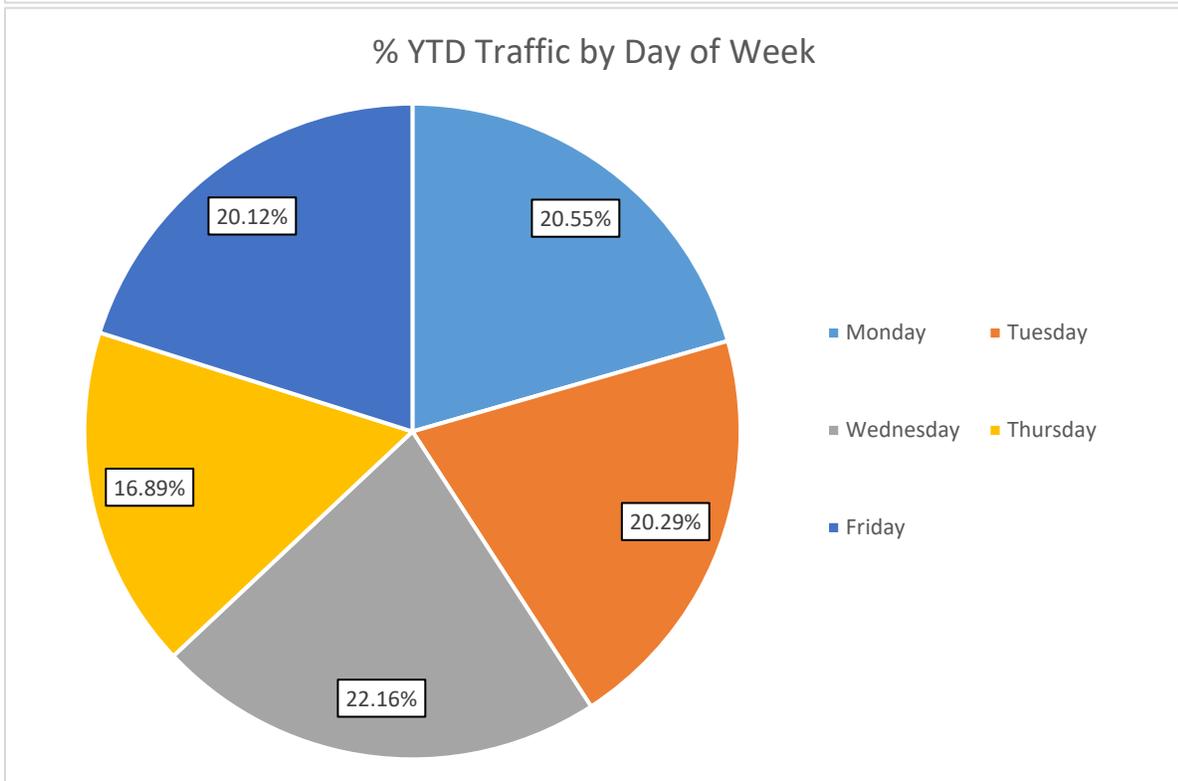
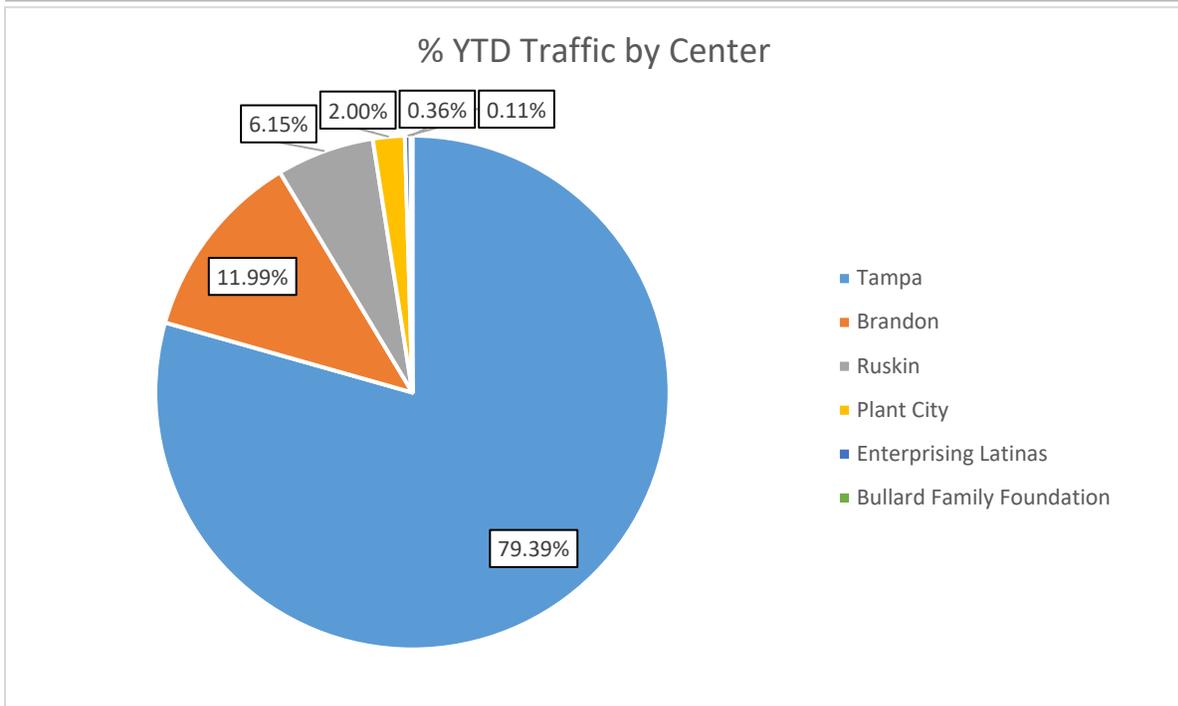
¹ As an MOU site, we maintain a presence at Enterprising Latinas on 2 days per week.

² As an MOU site, we maintain a presence at Bullard Family Foundation on 2 days per week.

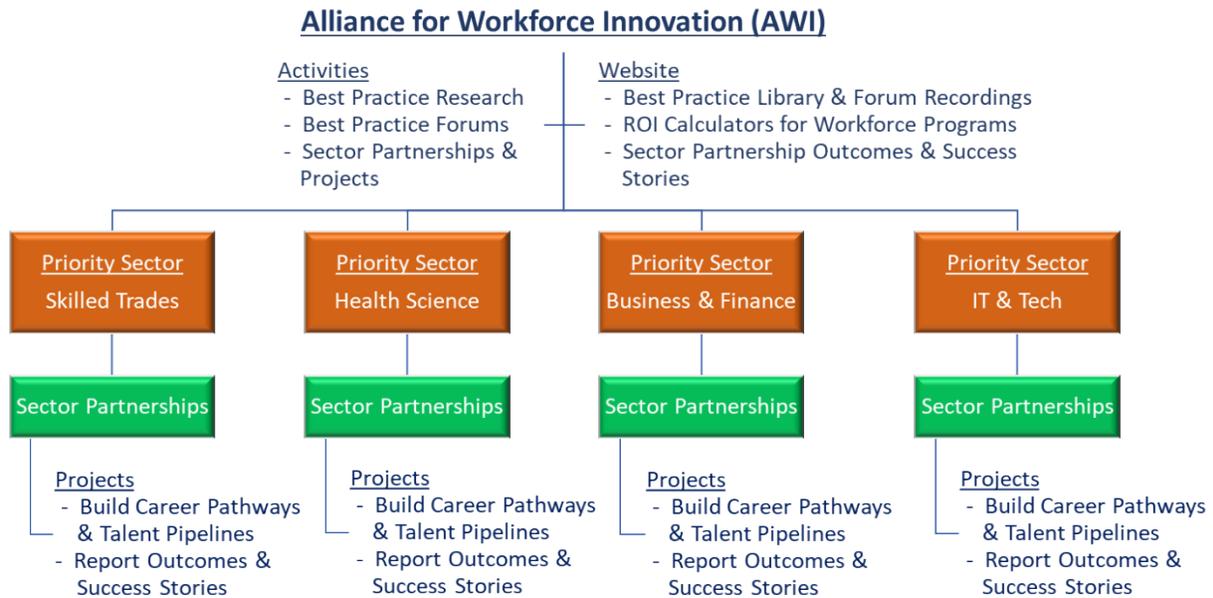








Department Highlight – Sector Strategies:



Upcoming Conferences

- The CAEL Conference – November 15th - 18th 2022, Chicago, IL
- NAWDP Youth Symposium - November 14th – 16th 2022, Charlotte NC. There will be three members from the Youth Team attending this event.



Action Item

Related Party – HCC – Addition of New Training Program

Background

Related Party

Local Workforce Development Boards (LWDBs) are required to comply with all requirements of Section 445.007, Florida Statutes, prior to contracting with a board member, with an organization represented by its own board member, or with any entity where a board member has any relationship with the contracting vendor. This section mandates all LWDBs, entering a contract, including contract renewal or extension, with an organization or individual represented on the Board, must meet the following requirements:

- a) Approve the contract by a two-thirds (2/3rd) vote of the Board, when a quorum has been established;
- b) Board members who could benefit financially from the transaction or who have any relationship with the contracting vendor must disclose any such conflicts prior to the board vote on the contract;
- c) Board members who could benefit financially from the transaction or board members who have any relationship with the contracting vendor must abstain from voting on the contracts; and
- d) Prior to entering such contracts, contracts \$10,000 or higher require Florida Department of Economic Opportunity (DEO) and CareerSource Florida approval. Contracts less than \$10,000 do not require approval but notification.

Prior to entering into a Related Party Contract, the proposed Related Party Contract must be brought before the Board for consideration and approval. The Board shall ensure that: (i) the Board member or employee with the conflict removes himself or herself from the room prior to any discussions at any meeting, including subcommittee meetings, involving the contract; (ii) the Board member or employee with the conflict is not physically present during the voting; (iii) the Board member with the conflict abstains from any vote regarding the Related Party Contract and (iv) the Board member with the conflict completes the required forms: (1) Contract Information Form and (2) Disclosure and Certification of Conflict of Interest in a Contract.

All related party contracts approved on or after July 1, 2021, must be published on CSTB's website within 10 days after approval by the board or DEO, whichever is later, and remain published for at least one year after termination of the contract.

Training Provider and Programs

The Workforce Innovation and Opportunity Act (WIOA) implemented in 2014 provides for training services using Individual Training Accounts (ITA). ITAs can be used to access training from eligible Training Providers who have been approved by the Board of Directors to provide training services and related training programs in occupations that are listed on CSTB's targeted occupations list. Approved Training Providers and Programs are maintained on CSTB's website <https://www.careersourcetampabay.com/about-us/become-a-training-provider/>

Process for Current Training Providers to Add Additional Programs

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

Training Programs

New training programs that have met certain requirements with an existing Training Provider, require Workforce Performance Committee (Committee) and Board of Directors (Board) approval. Certain performance and accreditation requirements must be maintained for continued inclusion and retention on CSTB's list of approved training providers and programs. However, Committee and Board approval are not required unless a related party is involved. Existing training programs with a related party are required to follow the above related party procedures.

Information

Hillsborough Community College (HCC) is an approved Training Provider with CSTB, through June 30, 2023. The new training program below was presented and approved at the November 2nd 2022, Workforce Performance Committee meeting.

Related Party

Organization Name	Board Member
Hillsborough Community College	Dr. Brian Mann

New Training Program

HCC is introducing 1 new training program to their roster:

- Accredited Claims Adjuster and 4-40 Registered Customer Service Professional Combo Class: (Cost: \$999.00)

Type	Amount Not to Exceed
New Training Programs ITA	\$11,988.00

The monetary "not-to-exceed" threshold has been estimated based on the following:

- New Training Program ITAs: 12 enrollments (new training programs are limited to a maximum of 12 enrollments) multiplied by the total cost of the program (\$999.00).

Recommendation:

Approval through June 30, 2023, of Hillsborough Community College's new training program additions, contingent upon DEO and CareerSource Florida approval.

GOVERNMENT IN THE SUNSHINE LAW



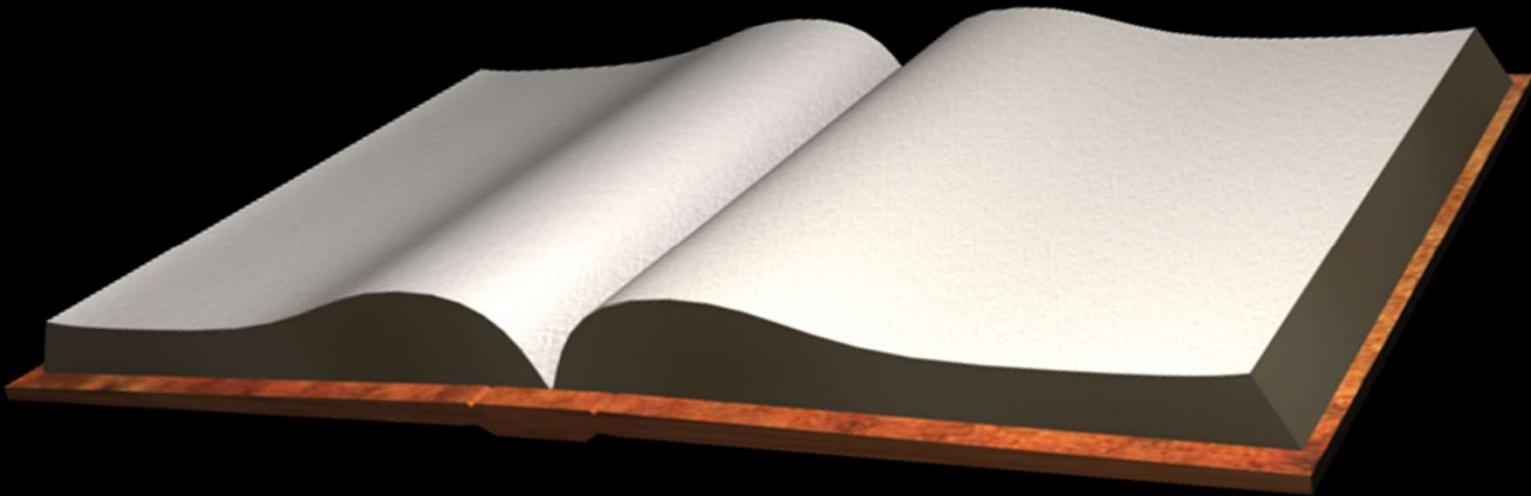
Sunshine Law & The Ethics Code
DeBora Cromartie-Mincey
Hillsborough County
Sr. Assistant County Attorney

WHAT IS THE SUNSHINE LAW?

ALL MEETINGS OF ANY BOARD OR COMMISSION OF ANY STATE AGENCY OR AUTHORITY OR OF ANY AGENCY OR AUTHORITY OF ANY COUNTY, MUNICIPAL CORPORATION, OR POLITICAL SUBDIVISION... AT WHICH OFFICIAL ACTS ARE TO BE TAKEN ARE... PUBLIC MEETINGS... AT ALL TIMES, AND NO... FORMAL ACTION SHALL BE... TAKEN OR MADE UNLESS TAKEN AT SUCH MEETING. THE BOARD OR COMMISSION MUST PROVIDE REASONABLE NOTICE OF ALL SUCH MEETINGS.

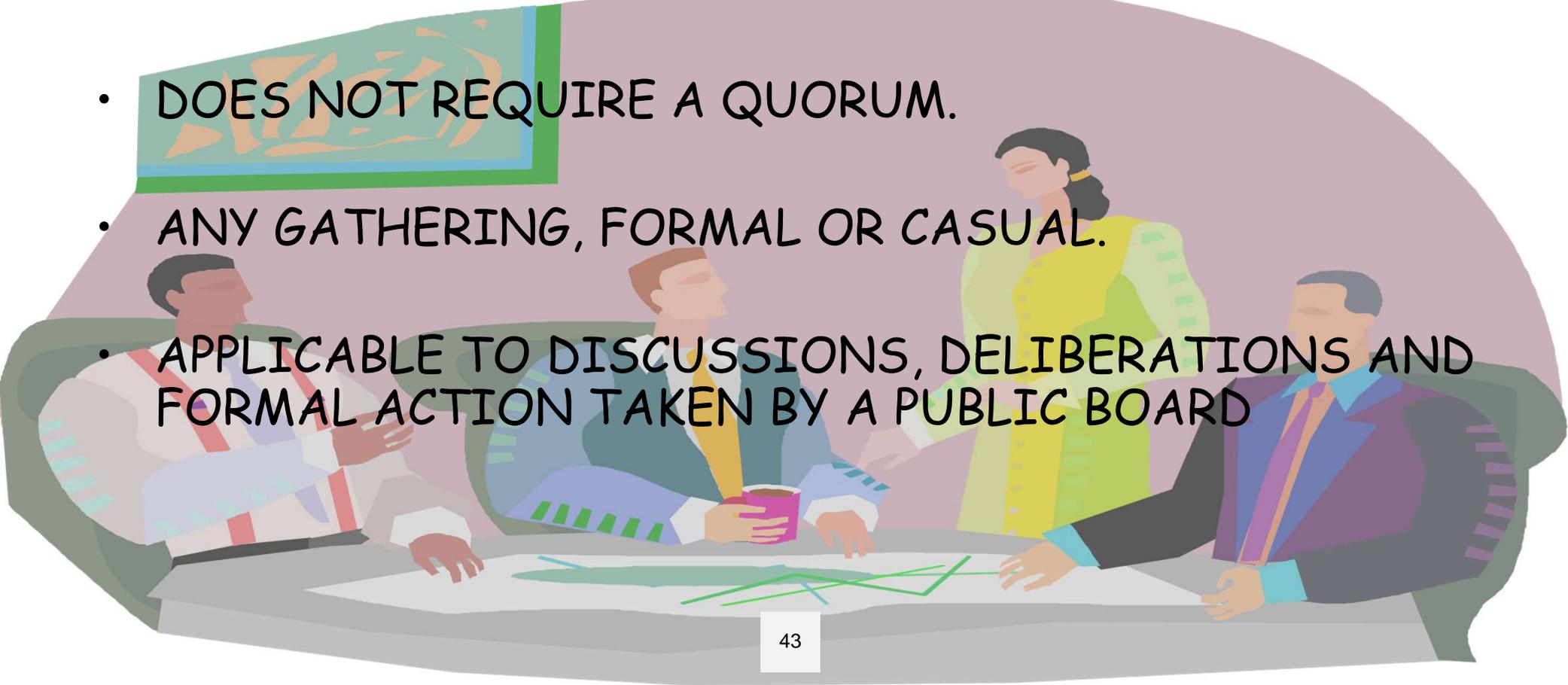
WHAT IS ITS AUTHORITY?

- THE FLORIDA CONSTITUTION,
ARTICLE I, SECTION 24
- FLORIDA SUNSHINE LAW - CHAPTER 286
FLORIDA STATUTES.



WHAT IS A MEETING SUBJECT TO THE SUNSHINE LAW?

- ANY GATHERING OF TWO OR MORE MEMBERS OF THE SAME BOARD OR COMMISSION TO DISCUSS SOME MATTER ON WHICH FORESEEABLE ACTION WILL BE TAKEN BY THE PUBLIC BOARD OR COMMISSION.
- DOES NOT REQUIRE A QUORUM.
- ANY GATHERING, FORMAL OR CASUAL.
- APPLICABLE TO DISCUSSIONS, DELIBERATIONS AND FORMAL ACTION TAKEN BY A PUBLIC BOARD



WHAT IS THE SCOPE OF THE SUNSHINE LAW?

1. MEETINGS ON STATE AND LOCAL LEVELS MUST BE OPEN TO THE PUBLIC
2. REASONABLE NOTICE MUST BE GIVEN
3. MINUTES MUST BE TAKEN



THIS INCLUDES:

- PUBLIC COLLEGIAL BODIES, PER FLORIDA CONSTITUTION
- ELECTED OR APPOINTED BOARDS OR COMMISSIONS
- PUBLIC OFFICERS OR STAFF ACTING WITH DELEGATED AUTHORITY
- NOTE: FEDERAL AGENCIES OPERATING WITHIN STATE ARE NOT SUBJECT TO SUNSHINE LAW



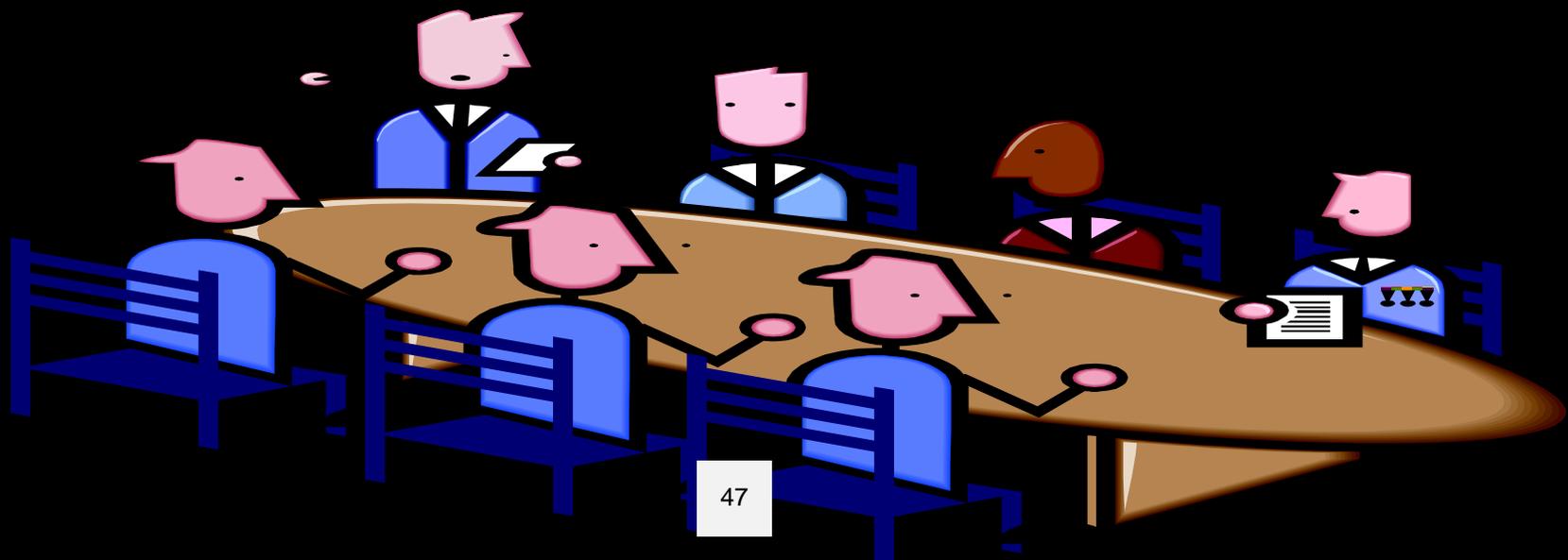
WHEN ARE BOARDS SUBJECT TO THE SUNSHINE LAW?

- ANY GROUP THAT HELPS NARROW THE ISSUE FOR THE SUNSHINE-REQUIRED BOARD OR COMMISSION
- SUBJECT EVEN THOUGH RECOMMENDATIONS ARE NOT BINDING
- PRIVATE ENTITIES SUBJECT WHEN CREATED BY OR DELEGATED FUNCTION OF PUBLIC AGENCY
- STAFF "STANDING IN SHOES" OF PUBLIC OFFICIALS
- *IT IS THE NATURE OF THE ACT PERFORMED NOT THE MAKEUP OF THE COMMITTEE*



WHEN BOARDS ARE NOT SUBJECT TO THE SUNSHINE LAW

- ESTABLISHED FOR FACT FINDING ONLY
- MERELY INFORMATIONAL



WHAT ELSE IS SUBJECT TO THE SUNSHINE LAW?



- PHONE CALLS
- LETTERS THAT GO BACK AND FORTH BETWEEN MEMBERS OF THE SAME BOARD PRIOR TO MEETINGS
- DISCUSSIONS OF A SINGLE MEMBER DELEGATED BOARD AUTHORITY
- DISCUSSIONS BETWEEN BOARD MEMBER AND NON BOARD MEMBER WHEN NON MEMBER IS BEING USED AS A LIAISON



MEETINGS THAT ARE NOT EXEMPT

- INVESTIGATIONS
- MEETINGS TO DISCIPLINE STAFF
- MEETINGS TO HANDLE PERSONNEL ISSUES
- REAL ESTATE NEGOTIATIONS
- QUASI-JUDICIAL HEARINGS

WHEN DOES THE SUNSHINE LAW BEGIN TO APPLY?

- **UPON ELECTION OR APPOINTMENT**

HOW ABOUT MEMBERS OF DIFFERENT BOARDS?

- Let's say you have a member of City Council and a County Commissioner - they do not have any Sunshine obligation for discussions between themselves.
- BUT, if both are members of another group (Example: a Regional Planning Council), then they have a Sunshine obligation for those sorts of issues.

HOW ABOUT EX-OFFICIO MEMBERS?

- EX-OFFICIO MEMBERS ARE SUBJECT TO THE SAME REQUIREMENTS AS VOTING MEMBERS.



HOW ABOUT SOCIAL EVENTS?

- MEMBERS CAN STILL GO TO DINNER OR PARTIES.
- MEMBERS CAN'T TALK ABOUT BUSINESS COMING BEFORE THE BOARD.

HOW ABOUT A BUS TRIP OR A TOUR?

- **SOME BOARDS WISH TO REVIEW PROPERTY, SEE A SITE, ETC. THIS IS NOT A SUNSHINE PROBLEM IF THERE IS NO DISCUSSION OF ISSUES COMING BEFORE THE BOARD.**

NOTICE

- REASONABLE NOTICE REQUIRED.
- WHAT IS “REASONABLE?”
- AT LEAST 24 HOUR NOTICE NEEDED FOR SPECIAL OR EMERGENCY MEETINGS
- KEEP IN MIND THAT THERE MAY BE OTHER NOTICE REQUIREMENTS IMPOSED BY STATUTES, CODES OR ORDINANCES

DOES THE SUNSHINE LAW REQUIRE THAT AN AGENDA BE WRITTEN?

- NO
- NOT PROHIBITED FROM ADDING TOPICS TO AGENDA, AND TAKING FORMAL ACTION ON THEM; BUT SHOULD POSTPONE FORMAL ACTION ON ANY ADDED ITEMS THAT ARE CONTROVERSIAL.
- NOT REQUIRED TO CONSIDER ONLY ITEMS ON A PUBLISHED AGENDA
- UP TO BODY TO DECIDE FLOW OF AGENDA
- OK FOR BOARD TO ESTABLISH PROCEDURES

CAN WE MEET IN A PRIVATE CLUB?

- YES, BUT ONLY IF MEMBERS OF THE PUBLIC CAN ATTEND FOR FREE AND THERE IS NO “CHILLING EFFECT” UPON PUBLIC’S WILLINGNESS OR DESIRE TO ATTEND
- ADVANCED NOTICE AND REASONABLE OPPORTUNITY TO ATTEND
- CANNOT HOLD MEETINGS OUTSIDE BOUNDARIES

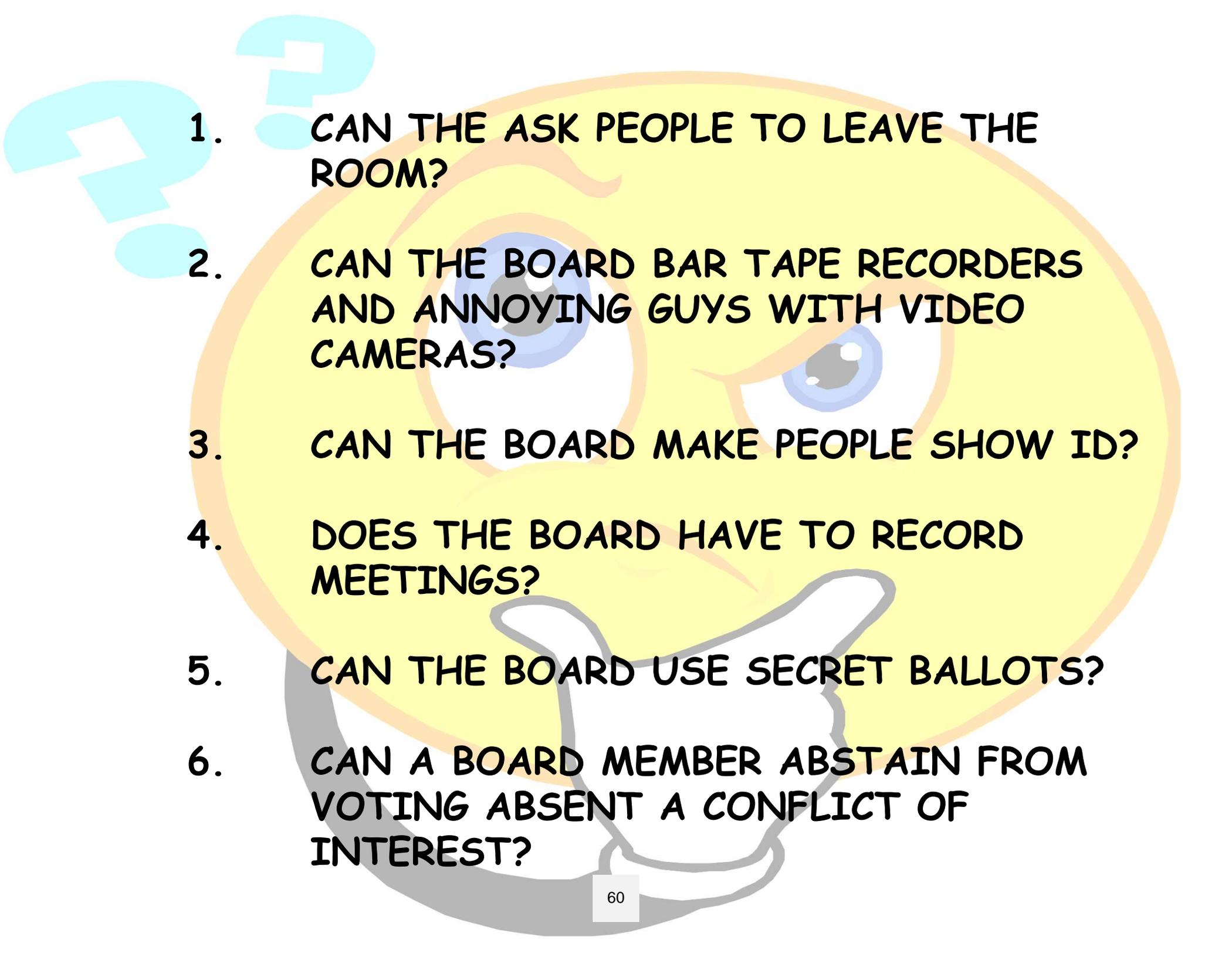
PUBLIC'S RIGHT TO PARTICIPATE

- PUBLIC BOARD MAY IMPOSE RULES TO ENSURE ORDERLY CONDUCT AND TIME LIMITS
- RULES MUST NOT UNREASONABLY RESTRICT RIGHT OF ACCESS
- MAKE SURE RESTRICTIONS CONSTITUTE REASONABLE TIME, PLACE AND MANNER REGULATIONS
- NO RIGHT TO SPEAK ON ALL ISSUES PRIOR TO FORMAL ACTION



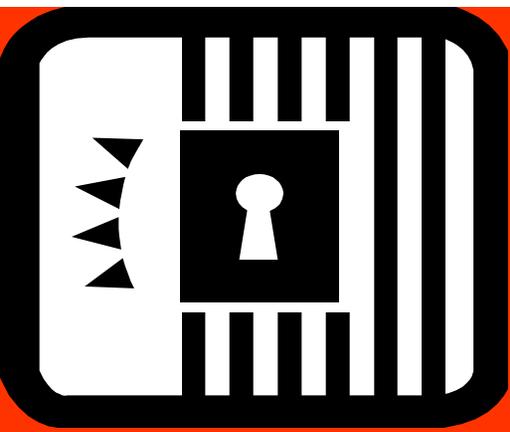


QUESTIONS WITH SHORT ANSWERS

- 
1. CAN THE ASK PEOPLE TO LEAVE THE ROOM?
 2. CAN THE BOARD BAR TAPE RECORDERS AND ANNOYING GUYS WITH VIDEO CAMERAS?
 3. CAN THE BOARD MAKE PEOPLE SHOW ID?
 4. DOES THE BOARD HAVE TO RECORD MEETINGS?
 5. CAN THE BOARD USE SECRET BALLOTS?
 6. CAN A BOARD MEMBER ABSTAIN FROM VOTING ABSENT A CONFLICT OF INTEREST?

• NO





JAIL/FINE

- *KNOWINGLY VIOLATING THE SUNSHINE LAW IS A MISDEMEANOR OF THE SECOND DEGREE.*
- UP TO A \$500 FINE
- MEMBERS OF ADVISORY COUNCILS AS WELL AS ELECTED/ APPOINTED BOARD MEMBERS



REMOVAL FROM OFFICE

- THE PUBLIC OFFICER CAN BE REMOVED BY THE GOVERNOR FOR ANY MISDEMEANOR ARISING DIRECTLY OUT OF HIS OR HER OFFICIAL DUTIES.



ATTORNEY'S FEES

- AGAINST BOARD
- AGAINST INDIVIDUAL MEMBERS
UNLESS SOUGHT AND TOOK ADVICE
OF ATTORNEY



CIVIL LIABILITY

- THE PUBLIC BOARD OR COUNCIL CAN BE SUED FOR INJUNCTIVE OR DECLARATORY RELIEF.



MORE MEETINGS!

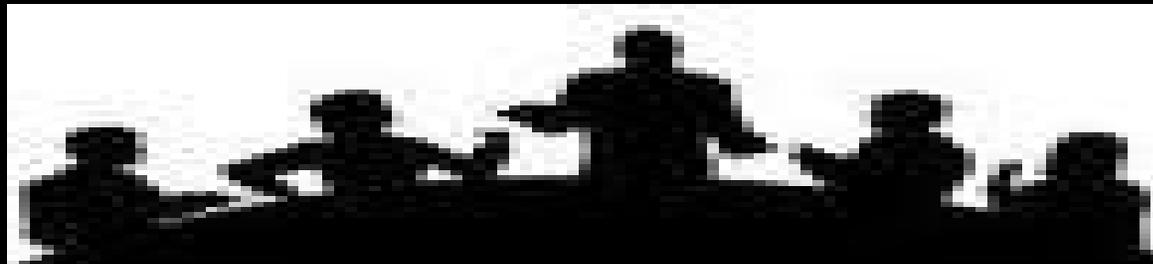
- ACTIONS TAKEN IN VIOLATION OF LAW ARE VOID.



THE ETHICS CODE

WHAT IS A PUBLIC OFFICER?

- A “Public Officer” is defined in F.S. 112.313(1) to hold office in any agency, including any person serving on an advisory body.



SOLICITATION OR ACCEPTANCE OF GIFTS



- No public officer, employee of an agency, local government attorney, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, local government attorney, or candidate would be influenced thereby.

- Therefore, under Section 112.313(2), Florida Statutes, you may not solicit or accept a financial gift which is based upon any understanding that your official action or judgment would be influenced.



- This provision places the burden upon a public officer to exercise reasonable care in determining whether a particular payment or thing of value has been given with the intent to influence his or her official action. Assuming the donor is in a position to be benefited by the officer's action, the officer should weigh the value of the thing received against the ostensible purpose for its having been given. The larger its value, the more difficult it should be to justify its having been given for any reason except to influence, assuming that there is some official action on the part of the recipient anticipated in the future which would affect the donor or some other specific person or entity related to the donor.



DOING BUSINESS WITH ONE'S AGENCY.-



- No employee of an agency acting in his or her official capacity as a purchasing agent, or public officer acting in his or her official capacity, shall either directly or indirectly purchase, rent, or lease any realty, goods, or services for his or her own agency from any business entity of which the officer or employee or the officer's or employee's spouse or child is an officer, partner, director, or proprietor or in which such officer or employee or the officer's or employee's spouse or child, or any combination of them, has a material interest. Nor shall a public officer or employee, acting in a private capacity, rent, lease, or sell any realty, goods, or services to the officer's or employee's own agency, if he or she is a state officer or employee, or to any political subdivision or any agency thereof, if he or she is serving as an officer or employee of that political subdivision.

UNAUTHORIZED COMPENSATION.-

- No public officer, employee of an agency, or local government attorney or his or her spouse or minor child shall, at any time, accept any compensation, payment, or thing of value when such public officer, employee, or local government attorney knows, or, with the exercise of reasonable care, should know, that it was given to influence a vote or other action in which the officer, employee, or local government attorney was expected to participate in his or her official capacity.



MISUSE OF PUBLIC POSITION.-

- No public officer, employee of an agency, or local government attorney shall corruptly use or attempt to use his or her official position or any property or resource which may be within his or her trust, or perform his or her official duties, to secure a special privilege, benefit, or exemption for himself, herself, or others. This section shall not be construed to conflict with s. 104.31.



- 'Corruptly' means done with a wrongful intent and for the purpose of obtaining, or compensating or receiving compensation for, any benefit resulting from some act or omission of a public servant which is inconsistent with the proper performance of his public duties.

CONFLICTING EMPLOYMENT OR CONTRACTUAL RELATIONSHIP.-

- (a) No public officer or employee of an agency shall have or hold any employment or contractual relationship with any business entity or any agency which is subject to the regulation of, or is doing business with, an agency of which he or she is an officer or employee, excluding those organizations and their officers who, when acting in their official capacity, enter into or negotiate a collective bargaining contract with the state or any municipality, county, or other political subdivision of the state; nor shall an officer or employee of an agency have or hold any employment or contractual relationship that will create a continuing or frequently recurring conflict between his or her private interests and the performance of his or her public duties or that would impede the full and faithful discharge of his or her public duties.



- (b) This subsection shall not prohibit a public officer or employee from practicing in a particular profession or occupation when such practice by persons holding such public office or employment is required or permitted by law or ordinance.



DISCLOSURE OR USE OF CERTAIN INFORMATION.-

- A current or former public officer, employee of an agency, or local government attorney may not disclose or use information not available to members of the general public and gained by reason of his or her official position, except for information relating exclusively to governmental practices, for his or her personal gain or benefit or for the personal gain or benefit of any other person or business entity.



- Section 112.313(8) prohibits you from using any information for your personal gain which is gained through your official position or developed as part of your responsibilities as the Postal Coordinator for the County and which is not available to members of the general public.
- Section 112.313(8) prohibits a public employee from taking unfair advantage of his position in order to benefit himself or others through the use of information gained by virtue of his public position



VOTING CONFLICTS OF INTEREST



- A voting conflict arises when the official is called upon to vote on:

Any measure which would inure to the officer's special private gain or loss; which he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained; or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer....

**"That's
all
folks!"**





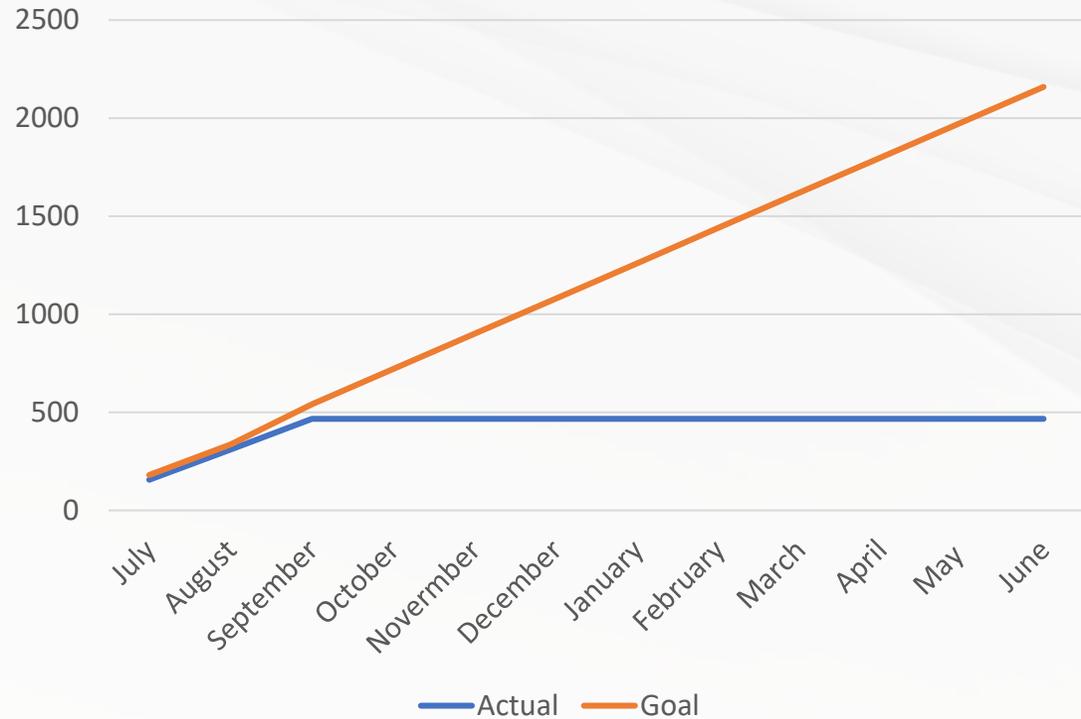
EDSI Monthly Report



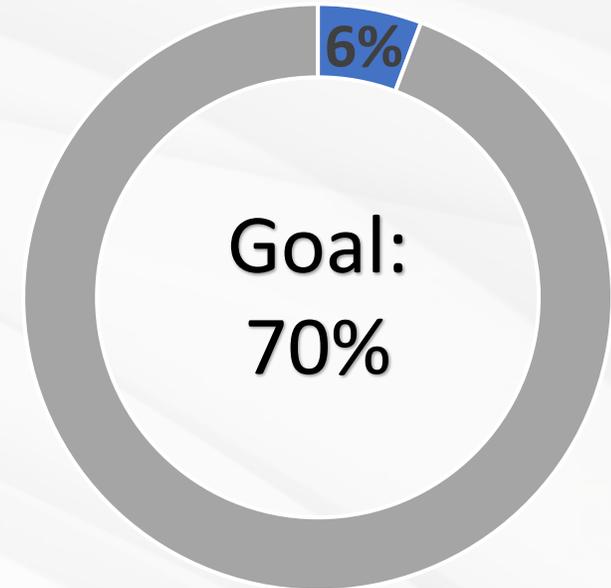


Business Services

Business Penetration



Repeat Business



During the first quarter our Business Services team has been actively working with employers. To date we are slightly behind the goal for business penetration and repeat businesses served. We have less than 50 employers behind our target for business penetration. For repeat businesses served; to date we should be at 15%. To catch up on both of these metrics we will be focusing on serving repeat businesses from the previous 3 program years.

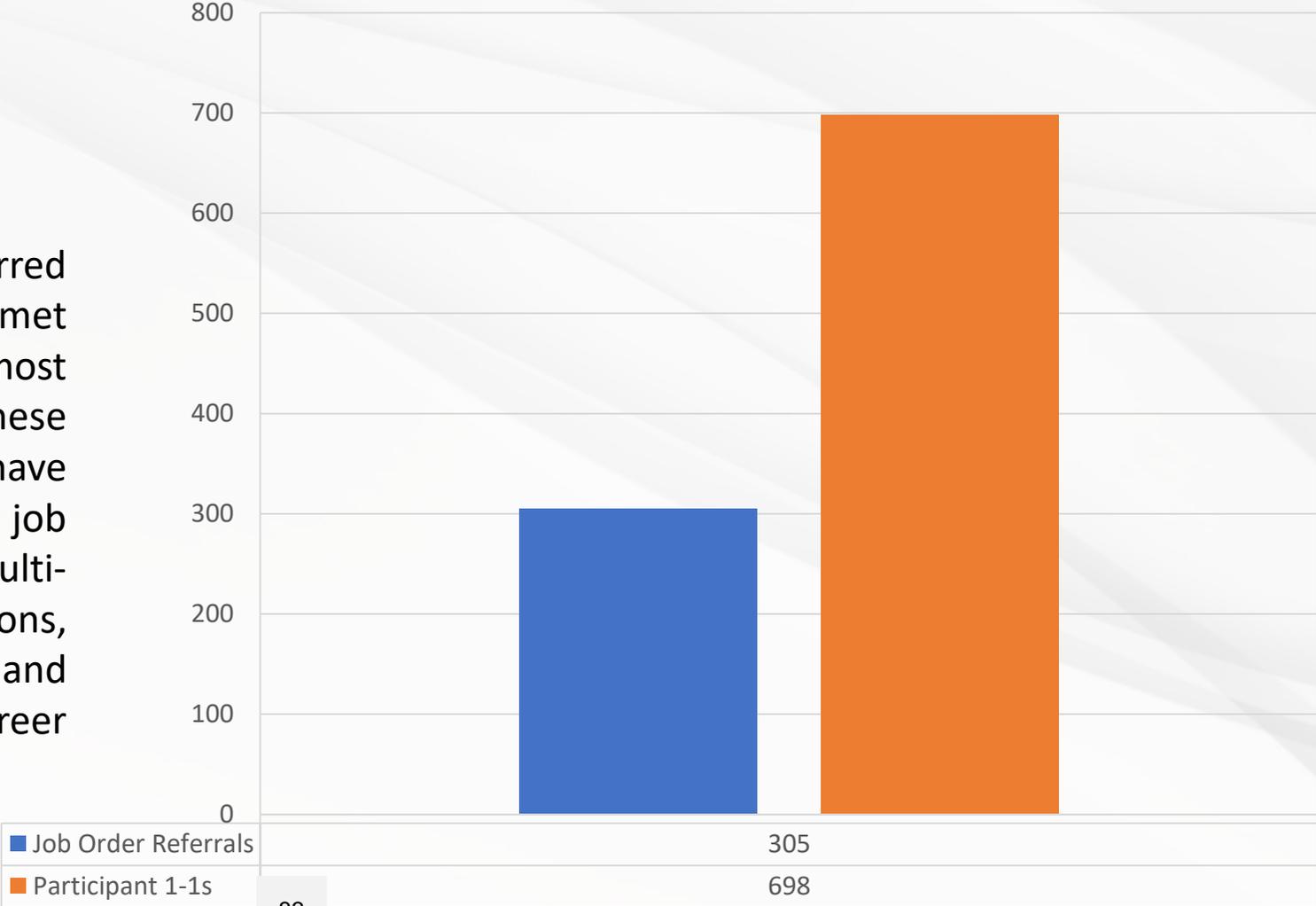
Employers
Served

Resumes & 1-on-1 Support

Recruiter Job Order Referrals: 305

1-on-1 Appointments: 698

To date, our recruiters have referred individuals to over 300 job orders and met with over 700 career seekers. The most exciting metric not represented in these graphs is the number of resumes we have assisted. We recently began hosting job fair prep sessions prior to all multi-employer job fairs. During these sessions, we are assisting with resume updates and discuss how to work a job fair with career seekers.



Job Fair & Employer Events

July Recruitment Event

- 27 Job Seeker Attendees
- 28 Employers Represented

Amazon Hiring Events

- 26 Job Seeker Attendees
 - 5 Events

September Recruitment Events

- 130 Job Seeker Attendees
- 25 Employers Represented

OJT Info Session

- 12 Employers Represented

OJT Program

New OJT Master Agreements:

- 7

New OJT's:

- 31

Unique Employers:

- 4

Average Contract Amount:

- \$6,211.13

Average Training Offered (Hours):

- 734

Average Wage:

- \$14.90

Executed Contracts

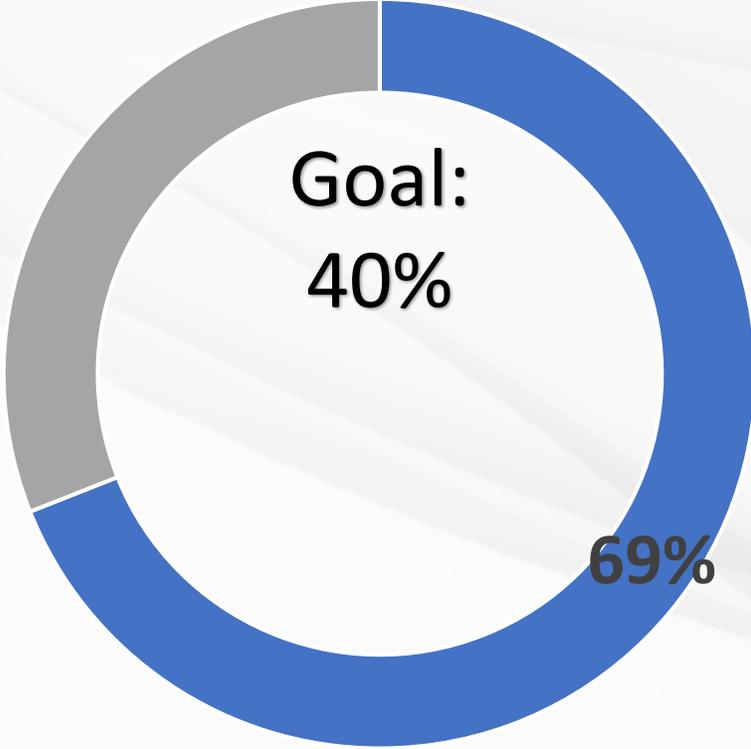
Employer Name	Funding Stream	Start Date	Trainees	Wage Per Hour
All South Underground	WIOA Adult, WIOA DW	7/15,	1	\$19.00
The Crisis Center	WIOA Adult, WIOA DW, WIOA Youth	8/12, 8/17	16	\$14.00
Net Synergy	WIOA Adult, WIOA DW	7/1, 8/31, 9/2	11	\$15.00
Precision Build Solutions	WIOA Adult, WIOA DW	8/31	3	\$18.00

Employer Experience

Please note there is a 1-month delay in reporting of employer experience. So far this year employer satisfaction is 29% higher than our goal of 40%.

There were 13 responses to the survey. Of these responses employers stated that there is a lack of qualified candidates, and that the website (EmployFlorida) is not user friendly. While we can not make the website more user friendly, we will continue to educate our employer partners on how to best use EmployFlorida. Furthermore, the economy has made it very difficult to source qualified candidates, but we are working to use resources such as monster.com to source more qualified candidates.

Employer Satisfaction



WARN Notices

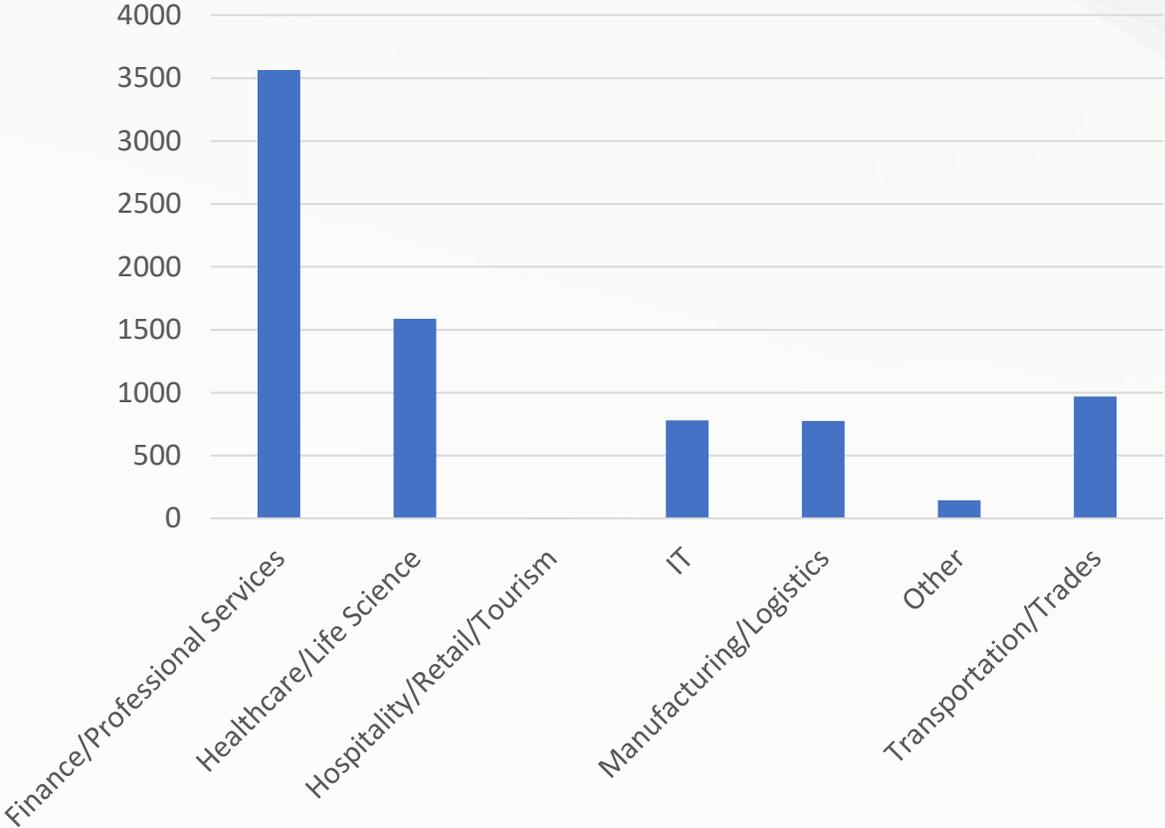
This month WARN notices were received from the following employers and were able to provide services to all employers in a timely manner, meeting the contractual goal.

Employer	Outcome
CapTail	This the second WARN Notice for this company this program year. Employer contacted on 09/08/2022 and two Rapid Response sessions were set virtually for 09/14/2022 for the employees.
Double Tree	60 Individuals attended rapid response events and are now scheduling workshops
Shriners Healthcare for Children- Florida	This is the second WARN Notice for this program year. Employer contacted both by phone and email on 09/08/2022. No response for service request.
BayFirst Financial Residential Mortgage Division	Employer contacted on 10/04/2022 both via telephone and email; no response as of to-date.

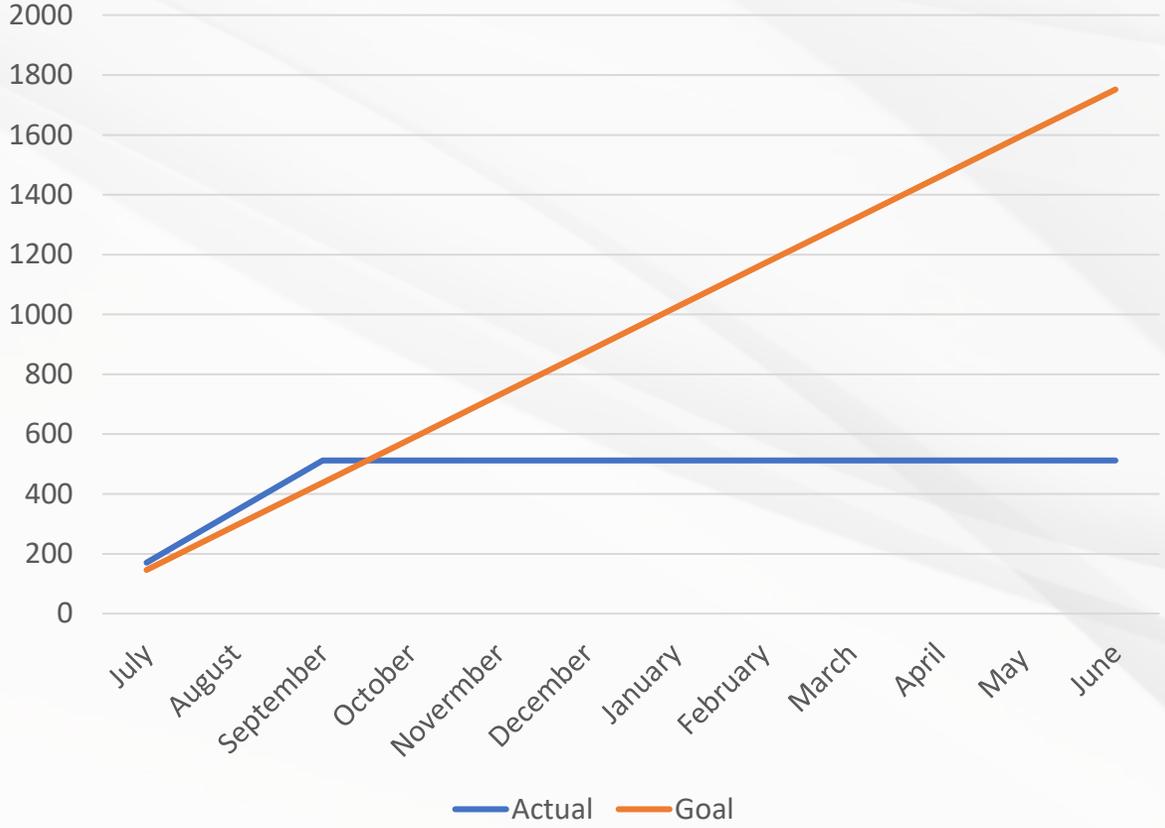
Job Order Unit

Our Job Order Unit continues to do an outstanding job of keeping up with the job orders in the Employ Florida system. During the months of July, August, and September 141 new employers registered in EF. Many of these new employers had registered in the system specifically for job posting and to search for candidates.

Job Orders by Sector



Staff Entered Job Orders



Employer Success Story

I would like to send out my gratitude to Career Source Tampa Bay Center for providing excellent customer service and opportunities for those looking for employment. From the moment I stepped in, I was greeted with smiles and caring people. They helped me fix my resume and invited me to a job fair where I was able to meet different companies looking for employees. I was blown away and I felt I had many options which gave me hope that I would find a great company to work for. SSP America stood out to me in many ways and I approached the table ready to show my new resume. After a short amount of time, I was hired!. Thank you so much for offering this kind of service to the community. I hope others that are looking for a job have a similar experience to mine.



Employer Quotes

01

“Awesome event!! Looking forward to future fairs & Learning more!”



02

“The CSTB staff made sure time sheets were on time and monitoring visits done weekly.”



03

“Very professional, well run event. I look forward to participating on future events.”



04

“Jonathan came by our facility and clearly explained the programs and how Career Source can help me, help my staff become more valuable employees.”



05

“Chris bailey, April, Kathy Holmes, Don Shepherd, Leondra- All went above and beyond to make sure we had everything for an upcoming class start which meant we all worked late nights through the early mornings. They made it happen please recognize these superb employees!”

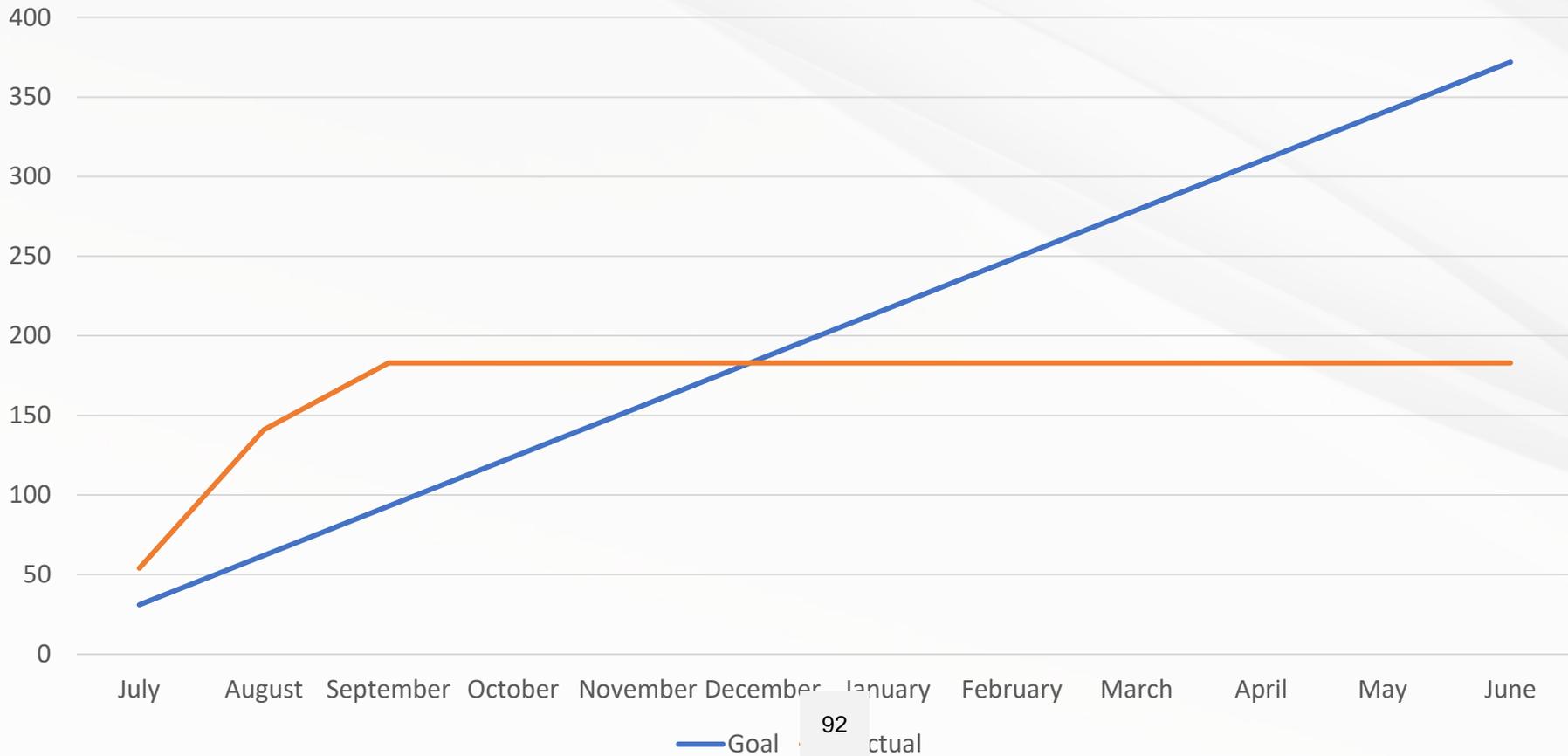




WIOA AD/DW

WIOA Enrollments

During July, August, and September there were 183 WIOA enrollments. With a very low unemployment rate for the county, we continue to struggle to find DW enrollments. This quarter, we established a report of UC claimants registered in EmployFlorida. We will be using this report as an outreach list for Recruiters to outreach and try to fill OJT positions. For the individuals on this list, not interested in OJT their recruiter will refer them to the Career Clarity pod and assist with their job search.



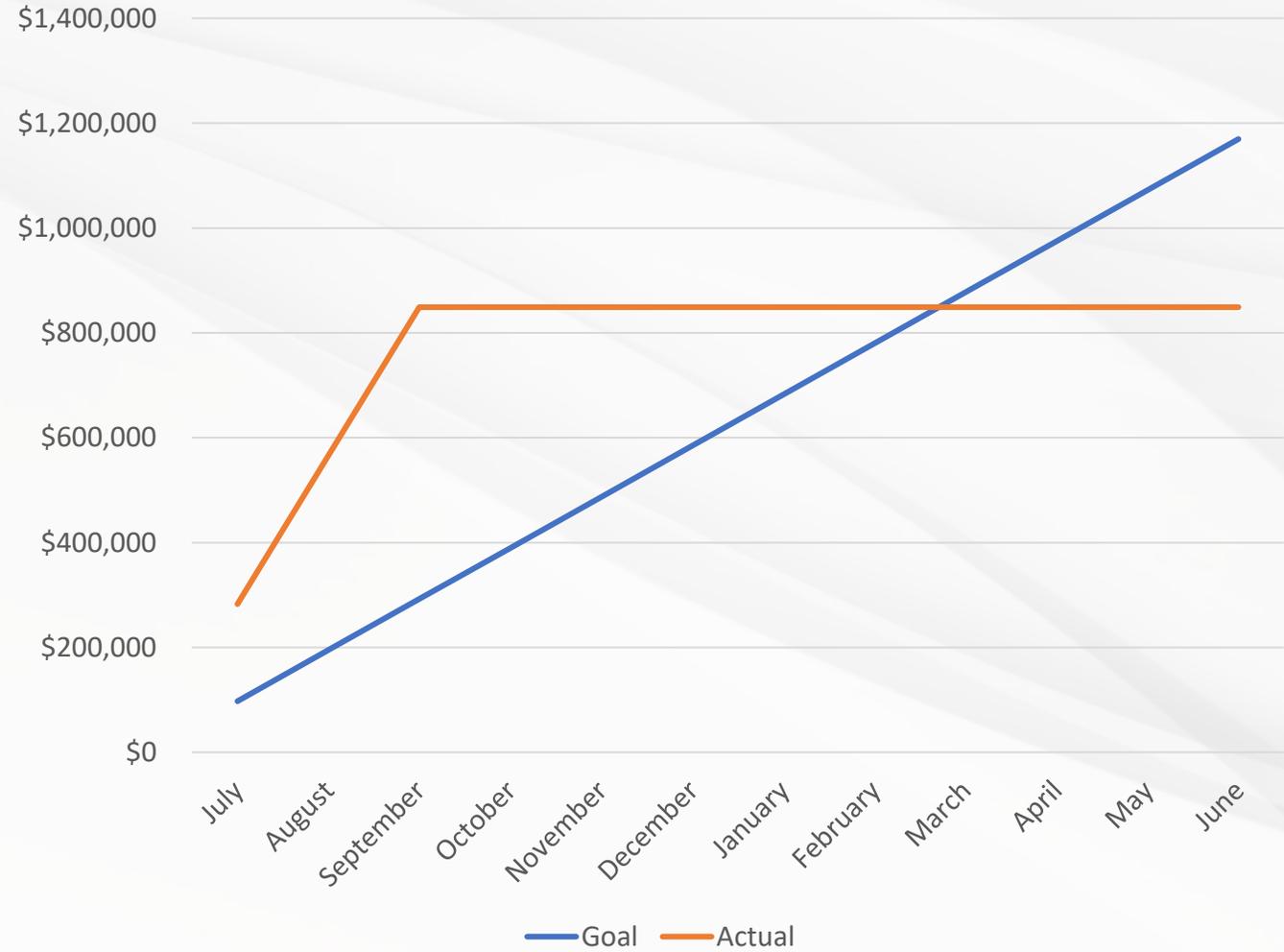
Training Expenditures/ITA Starts

During July, August, and September we expended \$848,841 of ITA funds. We have a projected ITA pipeline of \$236,000.

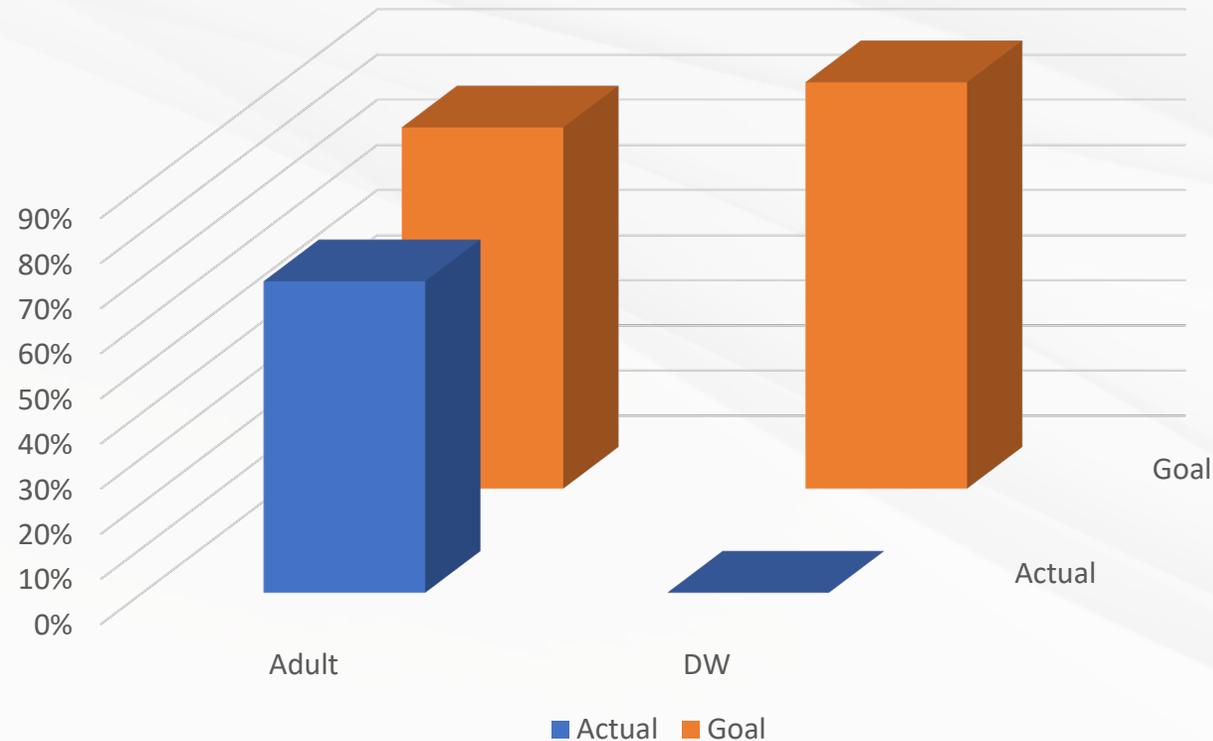
We continue to see the following trainings to be the most popular amongst WIOA clientele.

- CDL
- Nursing
- Cyber Security

We recently received a budget. With the pipeline and the obligated funds, we are over budget by \$31,000 in ITAs. Our team is working through de-obligations with the anticipation that we will free up enough monies to cover the overage. We are currently working on messaging to pause the WIOA OST enrollments.



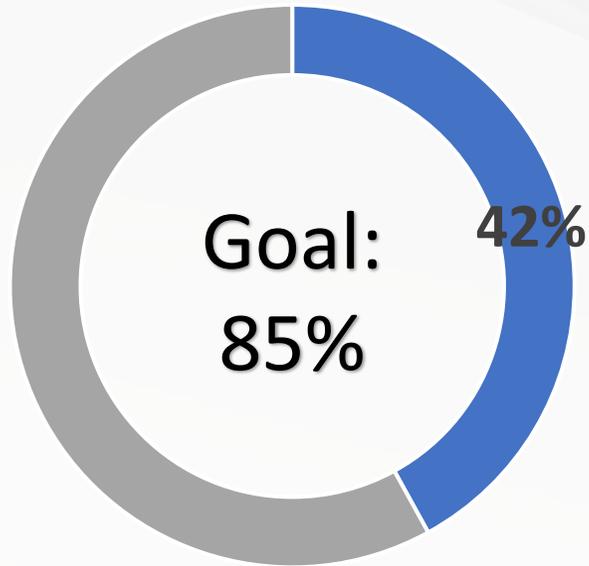
WIOA Entered Employment Rate



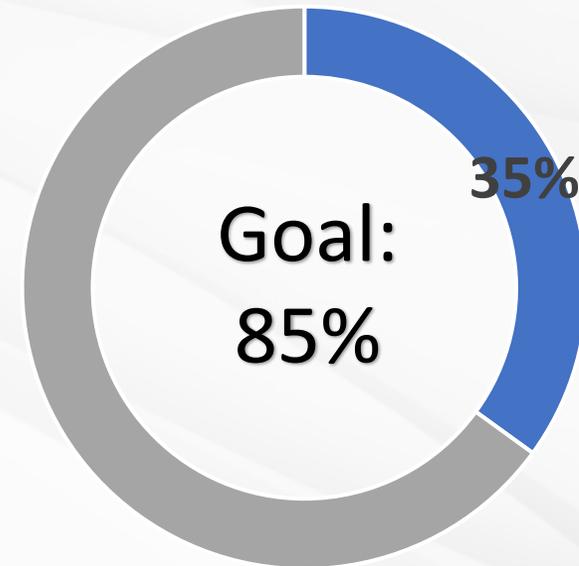
Our Adult entered employment rate is 69% and our Dislocated Worker entered employment rate is 0%. We are closely monitoring our WIOA caseload to watch for cases that can be exited monthly based on their performance. Presently, we are developing a plan with Don Spephard to identify all WIOA cases that could be potentially exited with employment information. Additionally, we are changing our WIOA focus to placement and employment. This will increase both our DW and ⁹⁴ It EER.

Credential Attainment Rate

Dislocated Worker



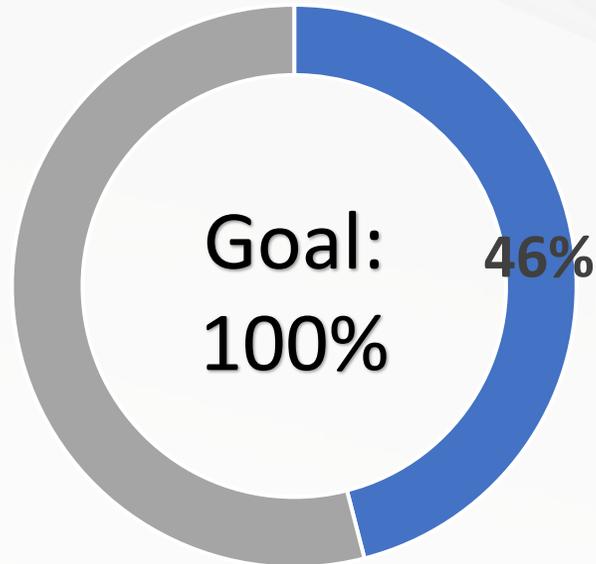
Adult



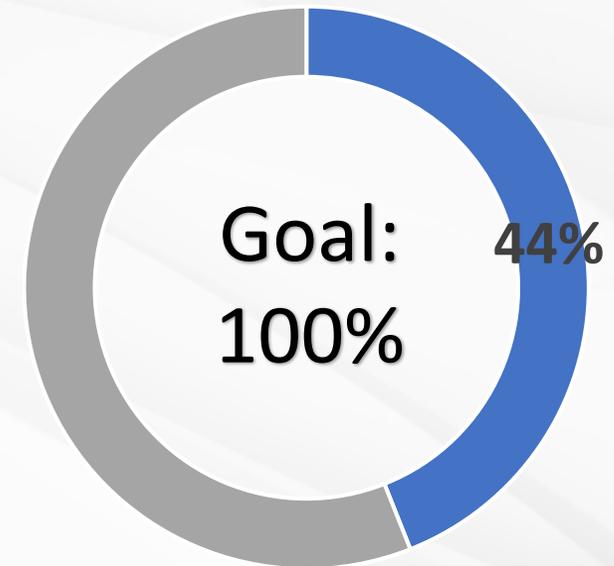
Our credential attainment rate is lower than we would like. This is partially due to the lower number of WIOA ITAs closing in July, August, and September. We are currently formulating a plan to increase the credential attainment rate.

Measurables Skills Gain Rate

Dislocated Worker



Adult



According to DEO guidelines, every participant in a training activity must have an MSG each program year. We are currently reporting very low MSGs as very few participants have reached a training milestone that would result in an MSG this program year.

WIOA Success Story

First to thanks WIOA .Especial thanks to Manuela and Dionne for helping me first get into the program and then support me trough the process until I I completed the program. Sage Truck Driving School was the right choice to start new a new career.

The great stuff at school helped a lot too. Without them this would not be possible. By completing the program and getting my CDL class A license my new career is about to start. I hope that program will get new funds and be able to help a lot of people in the future, the same way that helped me.



Customer Quotes

01

“The young lady was very respectful . Didn't make me feel bad that I needed help. She was very nice and willing to help. Very professional”



03

“Thank you for all you do!”
“My career advisor is awesome!”



02

“All of the given tools and excellent staff members were/are awesomely helpful and friendly. It's made this transition a bit more bearable. Thanks!”



04

“With out the WIOA program I would never have been able to go to school and learn a trade. Because of the program I have a job we're I can take care of myself and be proud of. I went from almost being homeless to working for TGH! I'm full of hope for the future and I can never say thank you enough.”





Career Services

Community Services/Outreach Events

Our Community Workforce Connectors have continued to support outreach at Bullard Family Foundation and Enterprising Latinas. In addition, one of our CWCs was able to attend a networking event with the Latino Coalition of Tampa Bay to share more information about CareerSource service. We are currently working with the CWCs to identify areas to outreach to. Currently, we are working to get connected in the following areas:

- Community Centers
- Library System
- Community Events
- WIOA Training Providers

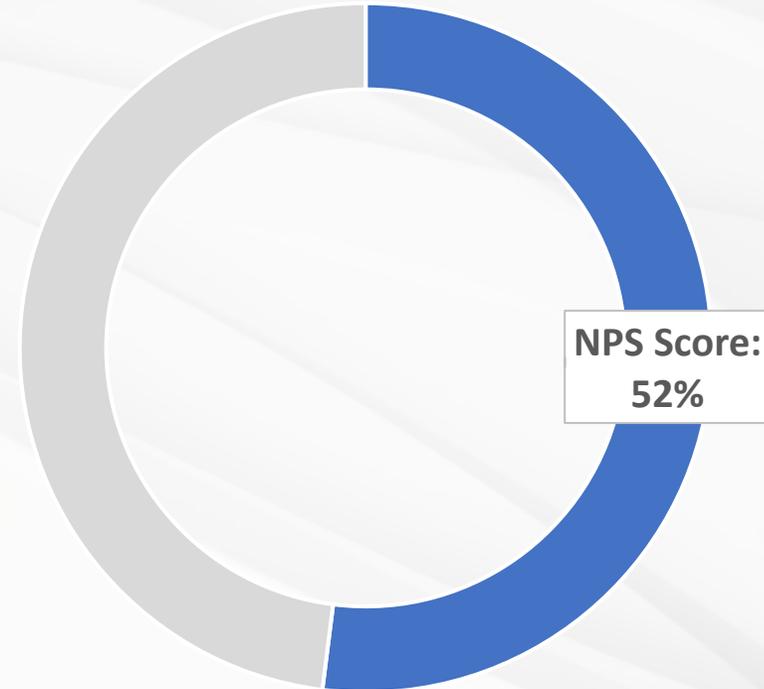
Customer Experience



The goal for Customer Satisfaction is a 38.5% NPS rating. For June, we obtained a 52% NPS, 13.5% higher than the contractual goal.



Many customers reported a “High Value” in the services they received, as well as having positive staff interactions.



Regional NPS Goal: 38.5%

- *13.5% higher than regional goal.*
- *52 NPS = Great*

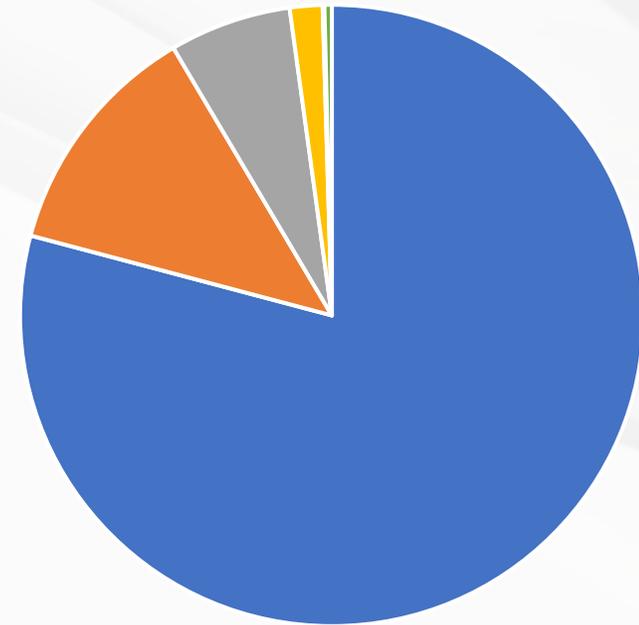
Center Foot Traffic

During July, August, and September we saw 11,204 individuals come through the center doors. We continue to see the greatest amount of Foot Traffic at the Tampa Center and the lowest volume of foot traffic at the Bullard Family Foundation.

We are working with Marketing to create a quarterly newsletter as well as a monthly marketing plan to increase foot traffic.

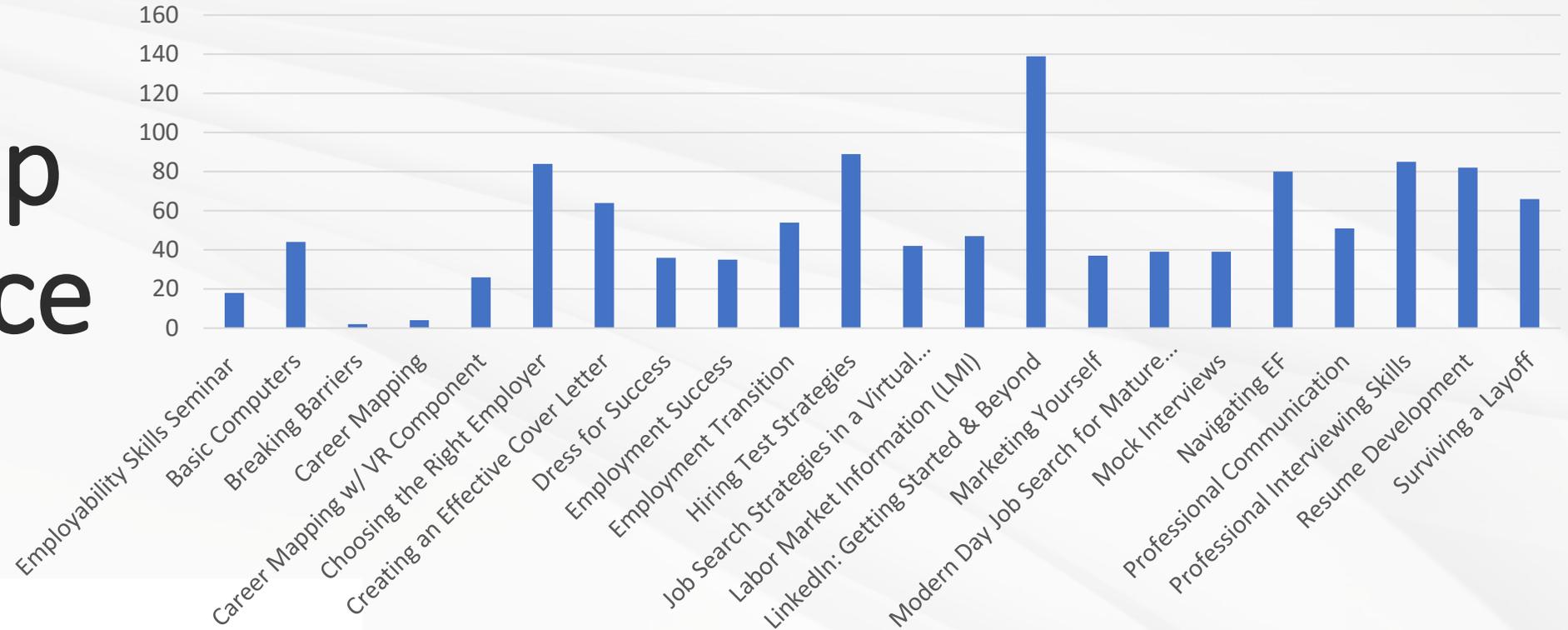
	July	August	September	Total
Tampa	3266	3269	2332	8867
Brandon	506	504	376	1386
Ruskin	253	260	195	708
Plant City	69	74	47	190
BFF	1	4	5	10
Enterprising Latinas	16	21	6	43
All Centers	4111	4132	2961	11204

Foot Traffic

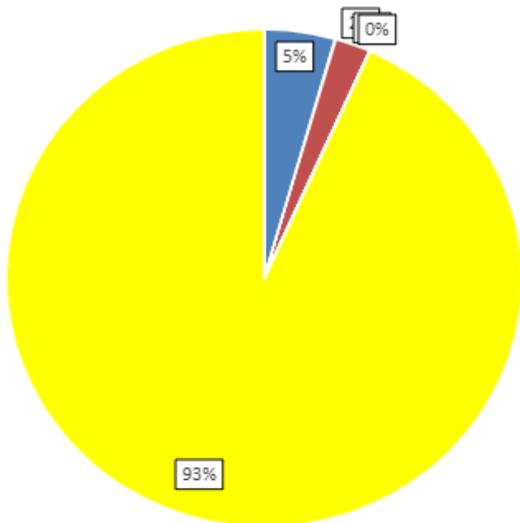


■ Tampa ■ Brandon ■ Ruskin ■ Plant City ■ BFF ■ Enterprising Latinas

Workshop Attendance



EST Workshop Traffic



- Tampa
- Brandon
- Ruskin
- Plant City
- Virtual

We continue to see the highest volume workshop attendance virtually. To date, 735 of the 1163 workshop attendees have attended virtual sessions. Furthermore, it is interesting to note the following workshops are our most popular and have greatest number of attendees.

- LinkedIn: Getting Started & Beyond
- Choosing the right employer
- Professional Interview Skills

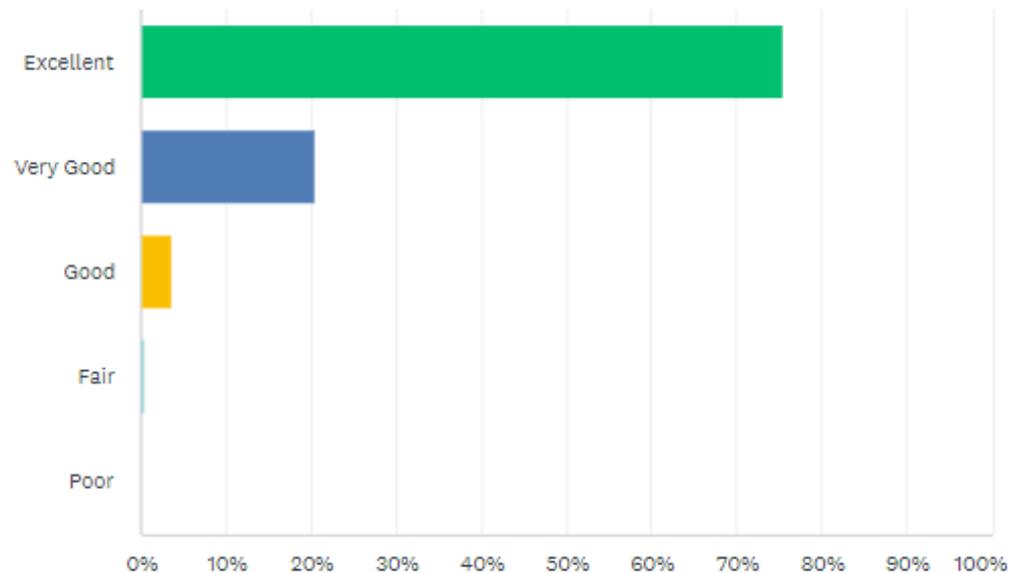
Upon analyzing this data, we would like to explore the opportunity to utilize asynchronous workshops. To increase the ease of virtual workshop attendance and reach a larger target audience.

Workshop Survey Data & Feedback

How likely are you to recommend the workshop to family and friends?



How would you rate the workshop?



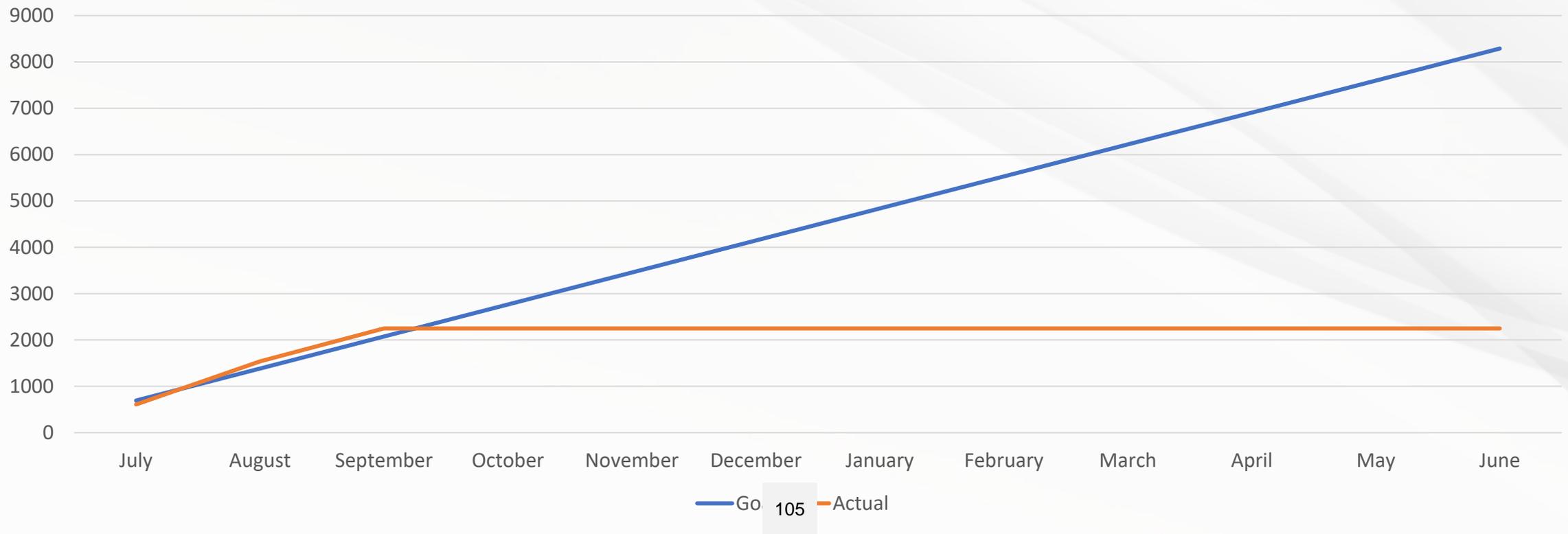
Feedback from our customers

- Plethora of information that can assist newly unemployed job seekers who may not have high-value skills and may be struggling financially
- Positive instructor and a lively presentation
- Roberto goes above and beyond for us to understand and answer any questions
- The presenter, Allison was very engaging and kept the workshop interesting. Also, very valuable info provided
- Good cross-section of people from different backgrounds sharing experiences/asking questions. The Instructor had excellent energy and created an atmosphere of positivity
- Great insight and positive perspectives on aging in the marketplace and how to navigate this effectively

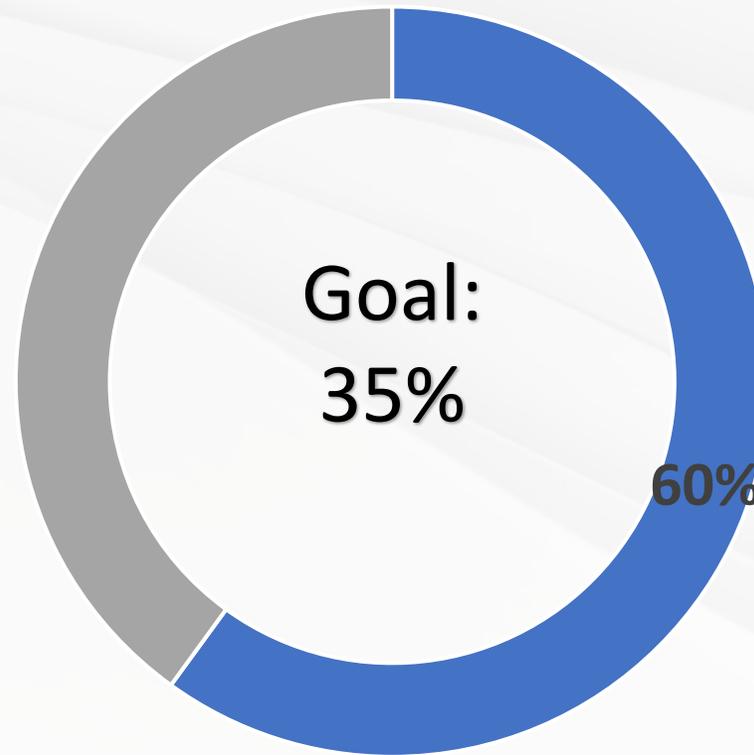
Wagner-Peyser Enrollment

During July, August, and September we have been trending very close to our enrollment targets. Hitting the monthly target at the end of August and exceeding the year-to-date goal in September. We are currently working on a quarterly newsletter for jobseekers that will both increase WP engagement and help to drive WP enrollments.

Additionally, we are identifying community locations for our Community Workforce Connectors to visit and spread the word about CareerSource services.

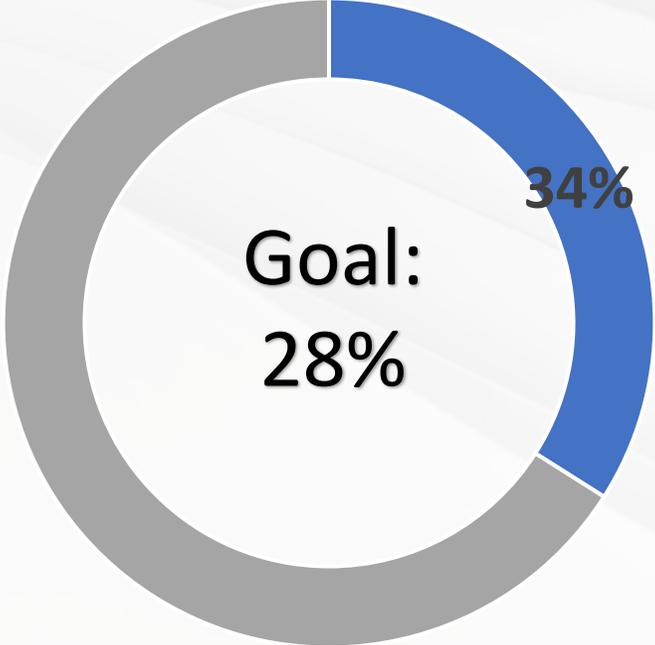


Wagner-Peyser Entered Employment Rate



We are exceeding the Wagner Peyser Entered Employment rate metric. This program year we have been focusing on providing quality services to Wagner Peyser participants. In addition, we have also been running “soon to exit” reports monthly to follow up with WP participants and ensure they find employment before exiting the program.

RESEA Entered Employment Rate



We are exceeding the RESEA Entered Employment rate metric. This program year, we have been focusing on having RESEA recruiters follow up with RESEA participants and enter their employment updates into EmployFlorida instead of waiting for DEO to update their employment status in the system. By changing the staff focus to employment, we have increased the employment rate!

Meet 90% of WIOA Primary Indicators

Wagner Peyser:								
Employed 2nd Qtr After Exit	59.50	91.54	58.80	90.46	59.60	91.69	62.00	95.38
Median Wage 2nd Qtr After Exit	\$5,578	109.37	\$6,006	117.76	\$6,416	125.80	\$6,698	131.33
Employed 4th Qtr After Exit	60.50	94.24	59.90	93.30	60.40	94.08	62.10	96.73

The WIOA primary indicators are a lagging measure. We do not have any data on which of the primary indicators we have met this program year. However, we did meet all Wagner-Peyser primary indicators during PY 21/22, as indicated in the chart above.

In addition, We are pending the results from the monitoring that wrapped up last week. The results will be included in next month's report.

Career Services Success Story

Amy Graham

After the RESEA registration process on October 3rd, Natasha explained that signing up for a workshop could count as 5 job searches towards the weekly RESEA goal. Having struggled to meet the workshop goal due lack of quality job opportunities in her field Amy decided to go for it.

She attended the Mock Interview workshop and learned a lot of great tips and tricks. She has worked in HR and interviewed herself, so the questions presented, and the process of mock interviewing was not new to her. However, Roberto was able to give her some great insight with some excellent responses that were specific to my situation.

At 55 with an MS degree Amy wondered if she would learn anything...In her words, "WOW you gave me some great insight. Thank you so much!"

Maria Velez

Ms. Velez lost her position working in customer service and was looking for a new position continuing in customer service. Ms. Velez has a high school diploma and experience working with customers and with many types of office equipment.

After meeting with Eva Lundi RESEA Recruiter, Ms. Velez was referred to Modern Day Job Search for the Mature Worker, as well as CareerEDGE and O*Net. Ms. Velez was also provided with labor market information and advice regarding the use of EmployFlorida for resume creation and job searching.

On July 11th, Ms. Velez was offered a position with WIPRO. Ms. Velez is currently working full-time as a Customer Service Representative, earning a wage of \$15.00 per hour. Ms. Velez is now gaining valuable experience working in the field that she enjoys. We celebrate her success!

Customer Quotes

01

"I was looking for work and the system kept shutting down. Zoraida was a sweetheart and assisted me, explaining all the steps I needed to complete. I was able to finish what I started with her patience and assistance. Thank God for her!"



03

"Thank you so much for your help; I would not have been able to do this on my own."



02

"I've been coming here with my friend who is doing a job search. She was stuck so we called on Zoraida. She explained how to use the computer, how to update my friend's resume, and other information we needed on how to check email. I really appreciate Zoraida helping my friend."



04

"The ladies at the front desk made me feel so good about what I was wearing and Ms. Zoraida gave me some really helpful advice for calming myself down before my interview. From the front to the back, you made feel good and have the confidence I needed for my interview!"



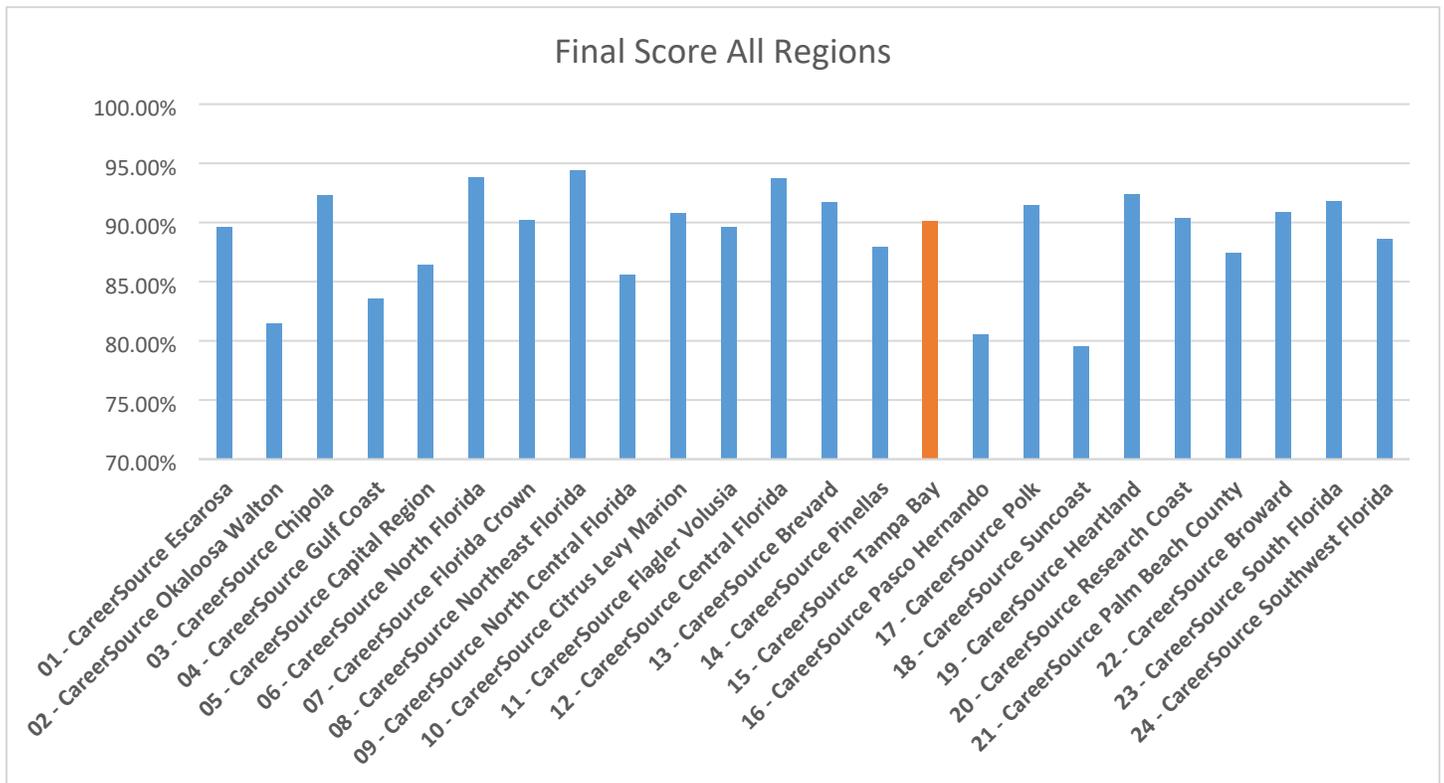


REACH Preliminary Performance Review

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



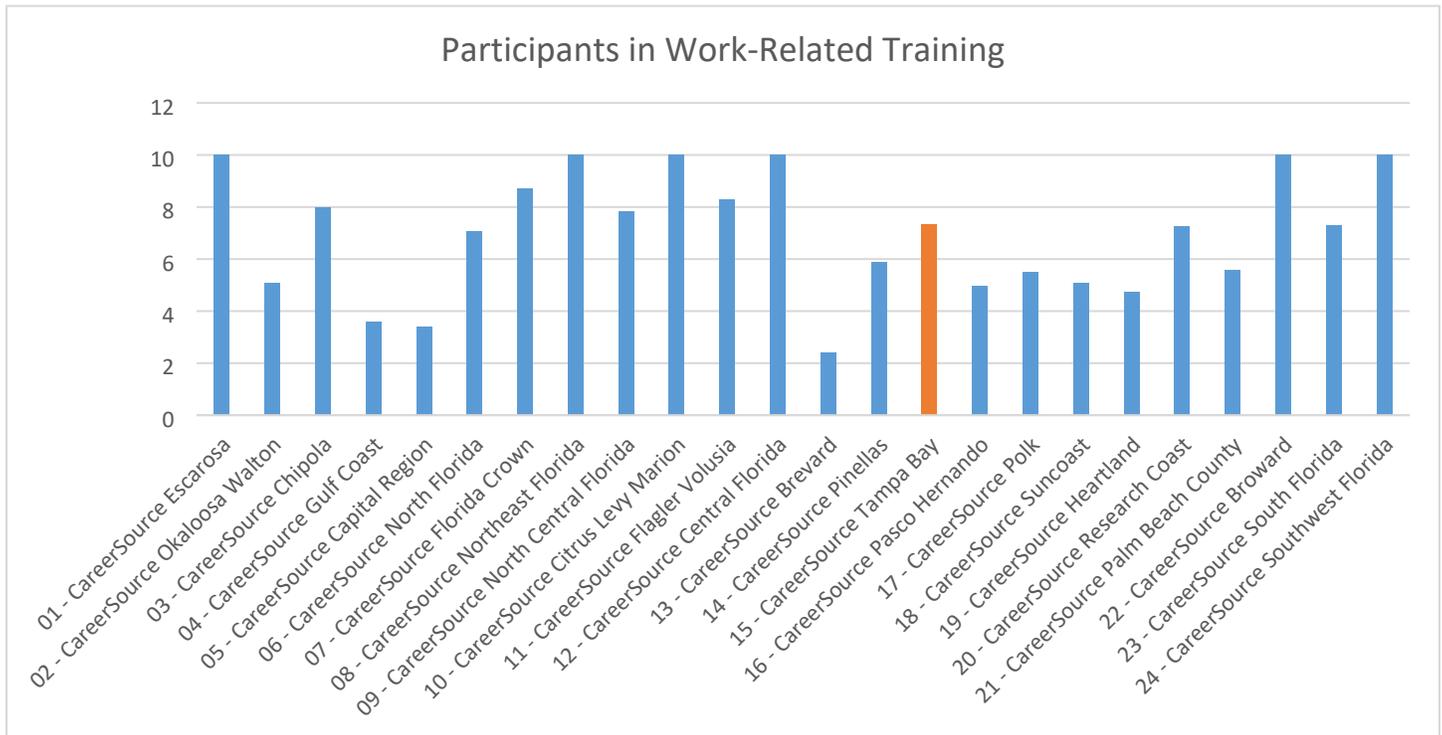
Measure 1- Employment and Training Outcomes

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



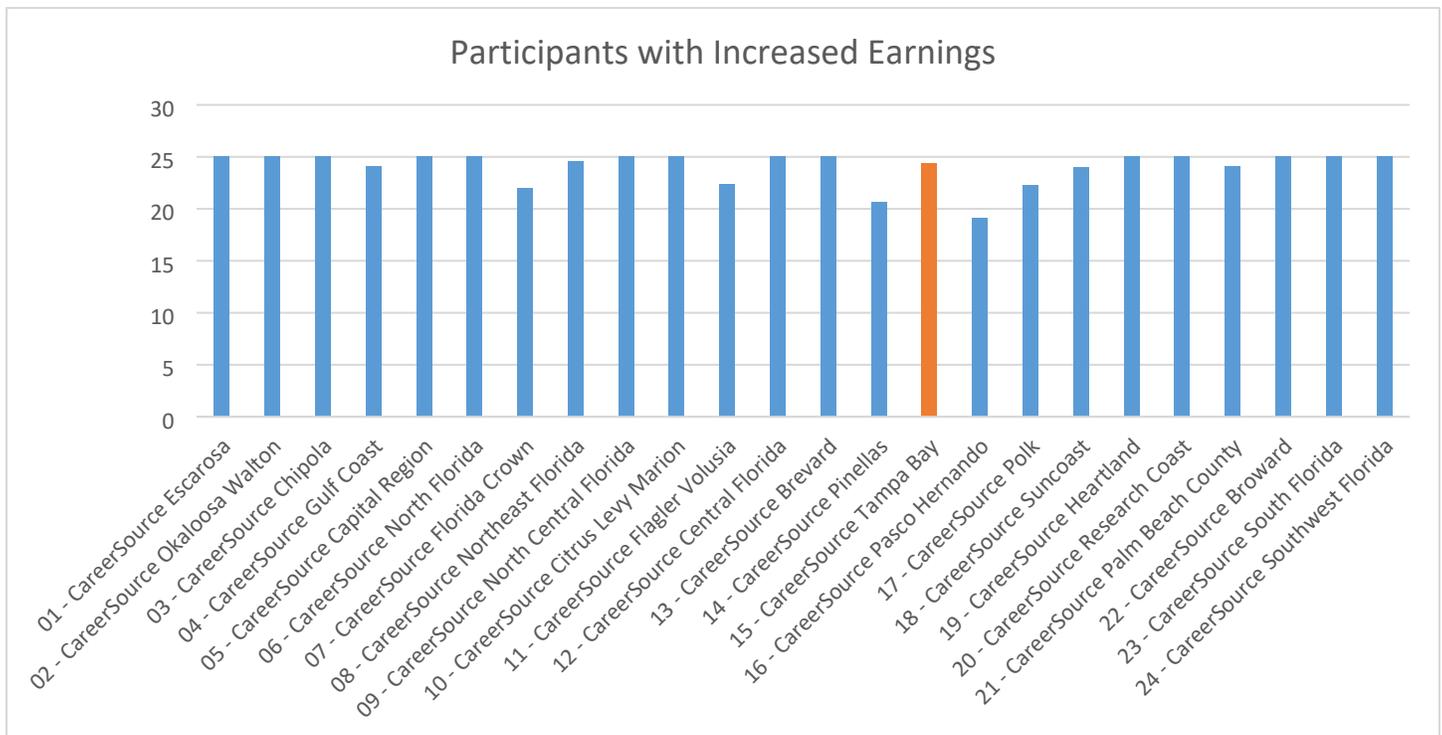
Measure 2 - Participants in Work-Related Training

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



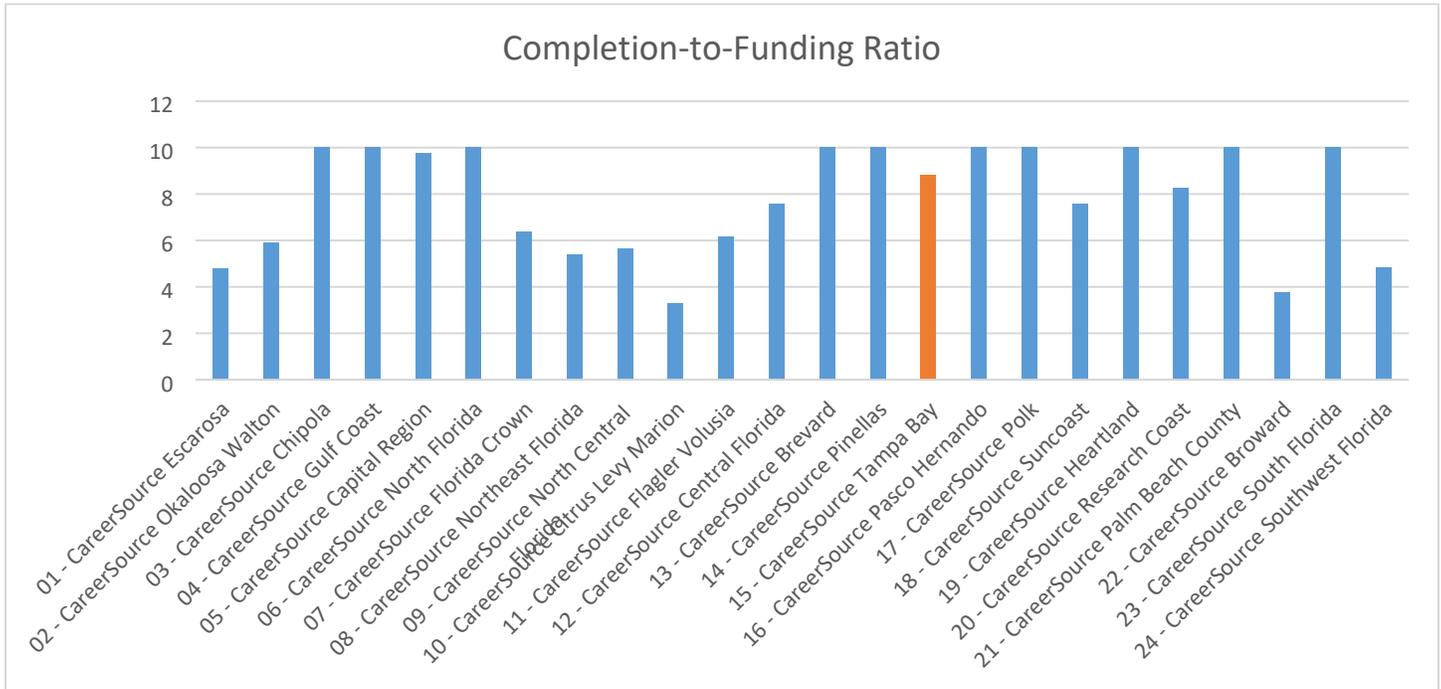
Measure 3 - Participants with Increased Earnings

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



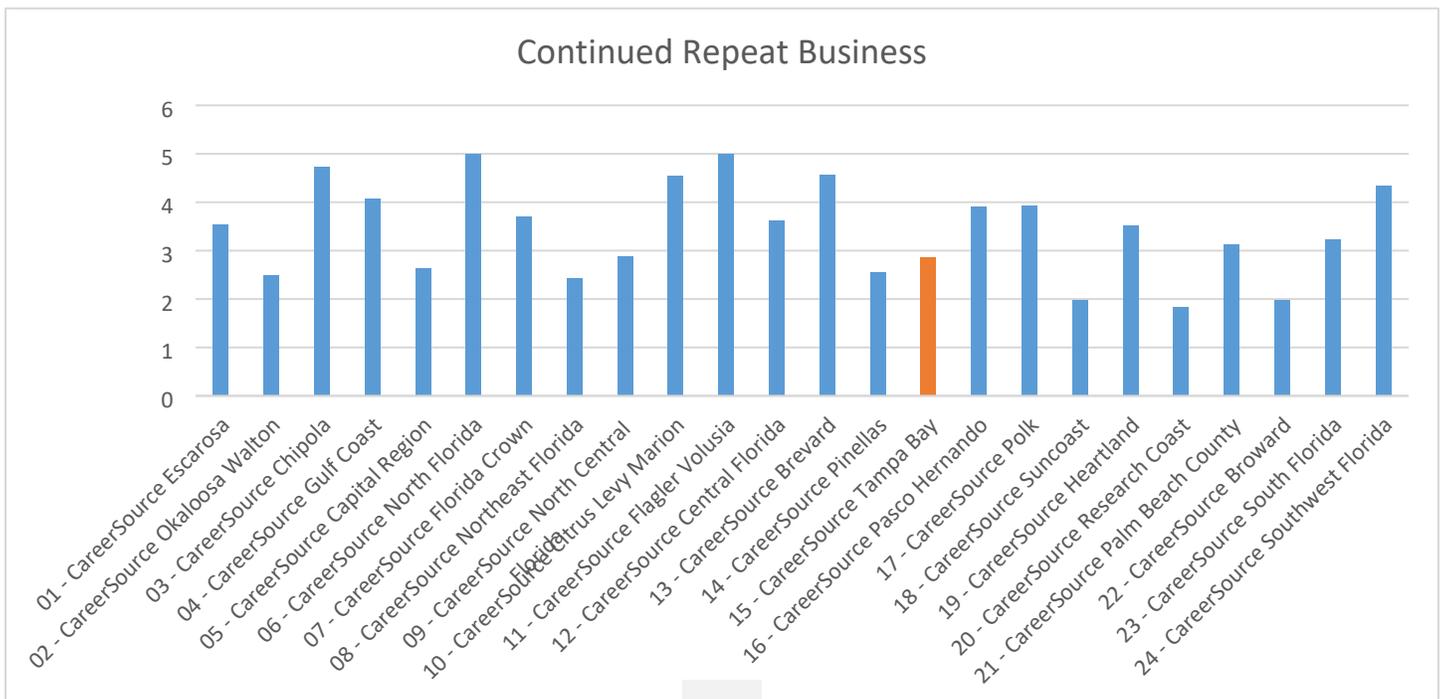
Measure 4 - Completion to Funding Ratio

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.



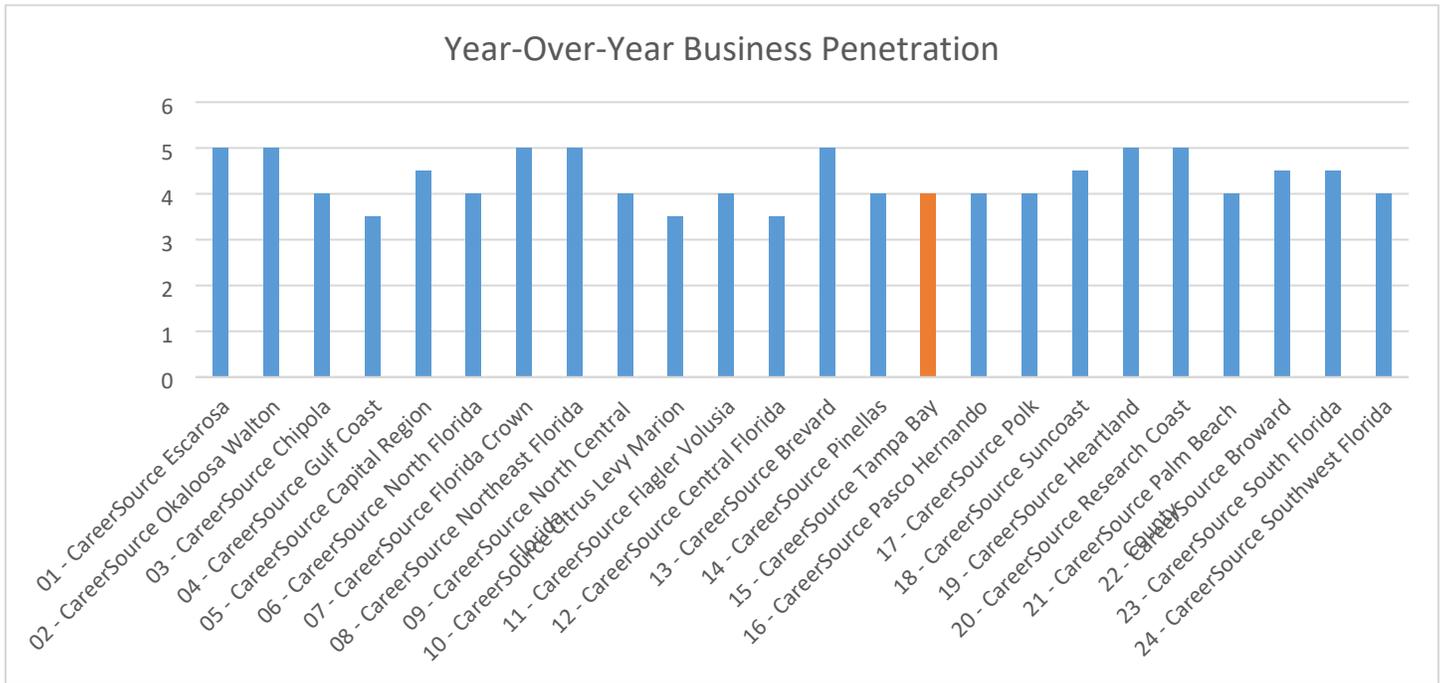
Measure 5- Continued Repeat Business

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



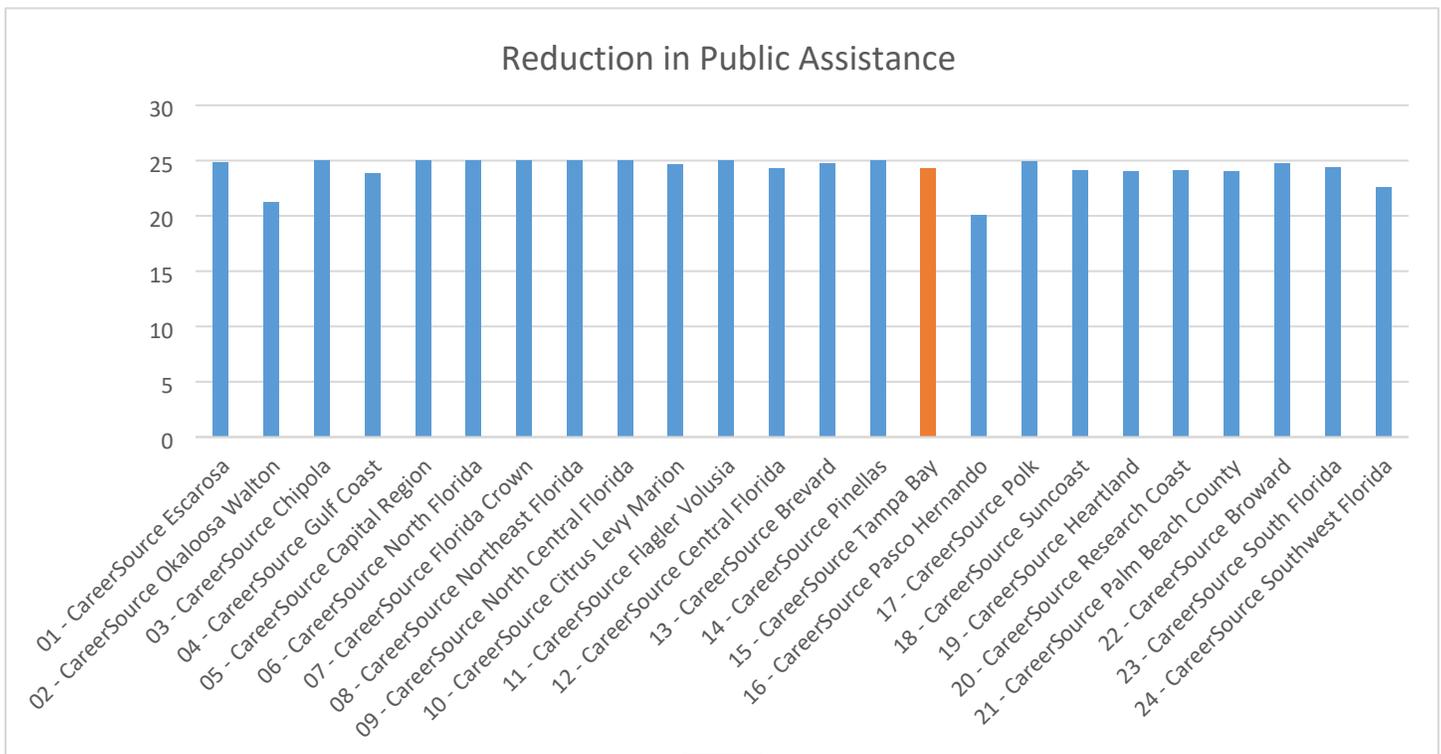
Measure 6 - Year-Over-Year Business Penetration

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



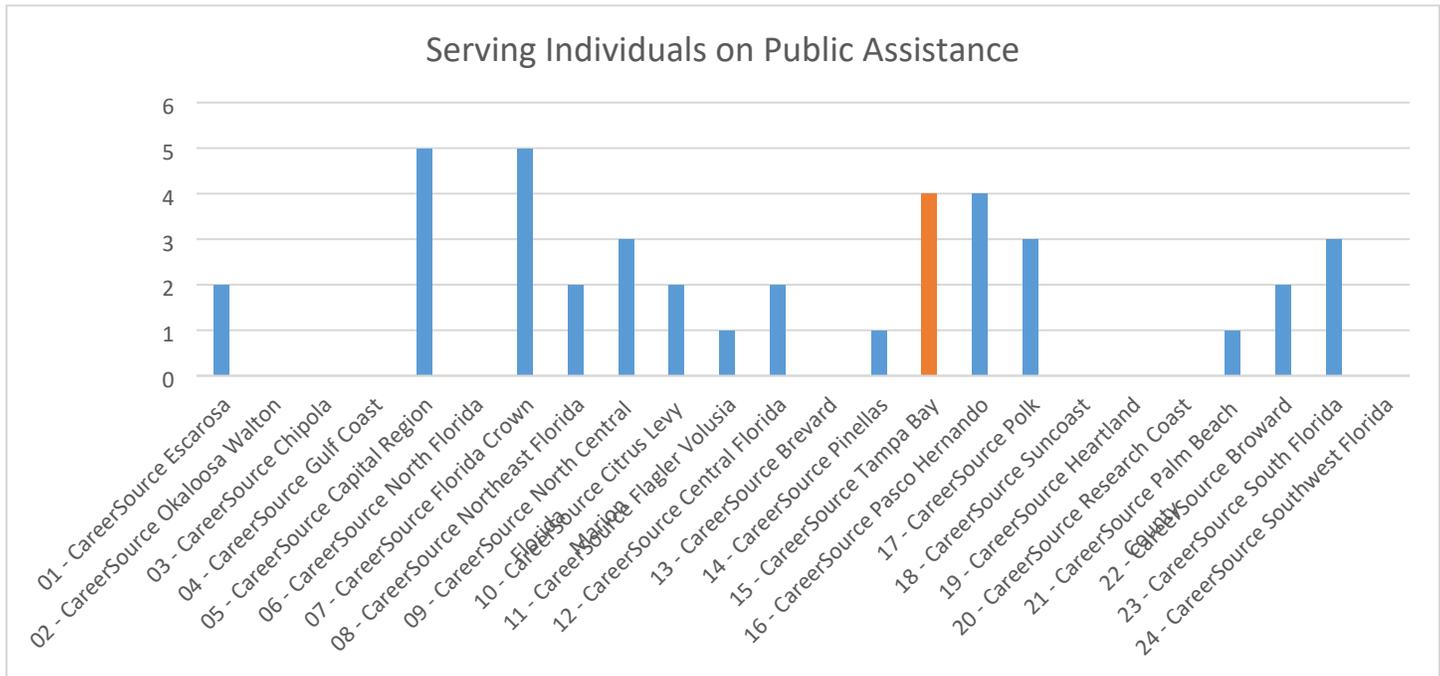
Measure 7 - Reduction in Public Assistance

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.



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

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

R15 DEO Quality Assurance Report Programmatic and Financial Compliance Monitoring Review Program Years 2021-2022

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 April 1st, 2021 – December 31st, 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 10/26/2022 Department of Economic Opportunity (DEO) provided CSTB with the LWDB 15 Monitoring Report Transmittal Letter for PY 21-22. This included the DEO Quality Assurance Report dealing with the outcome of PY 2021-2022 of CSTB's workforce programs, operations, and financial activities.

Financial Monitoring

FMA performed financial monitoring procedures based on the elements described in the PY2021-2022 Financial Monitoring Tool. The procedures included an examination of CSTB's accounting records, internal controls, and supporting documentation which included, but was not limited to, a review of cash management, general ledger, cost allocations, payroll, personnel activity report (PAR) testing and disbursement testing. There were no findings identified during the financial monitoring review period of April 1, 2021 to December 31, 2021; however one issue of noncompliance has been identified pertaining to certain agreements not including certain required contract provisions.

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 11/23/2022.

Below is summary table of monitoring results:

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

PY 2021-22 Programmatic Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
SNAP E&T	A participant was not assigned to the required 80 hours in work activities.	Y	Y		
	A couple of participants did not have a sanction requested when warranted for failure to attend their initial appointment.	N	Y		
	The initial appointment 590-status code for a couple of participants did not end within two business days of completion of the appointment or "No show."			N	Y
SNAP E&T Totals		1	2	0	1
WIOA Adult	Documentation of an open position with an on-the-job (OJT) employer and the corresponding referral were missing for several participants. Additionally, the OJT activity was not identified on a participant's Individual Employment Plan (IEP) or the IEP was not recorded in Employ Florida.	N	Y		
	No coordination of effort for tracking a participant's co-enrollment in programs with multiple funding streams.	Y	Y		
WIOA Youth	Documentation of an Individual Service Strategy (ISS) was missing from a participant's case file.	N	Y		
	File documentation used to support a participant's credential attainment did not match what was recorded in Employ Florida.			N	Y
	In one instance, the employment information recorded in Employ Florida during quarterly follow-ups did not match documentation maintained in the participant's case file.			N	Y
WIOA Common Issues	Documentation of Measurable skills gains (MSG) was missing or was not recorded in Employ Florida for several participants.			Y	Y
WIOA Totals		1	3	1	3
TAA	Transportation costs were not included in the total cost of approved training. Additionally, other expenditures recorded in Employ Florida did not match documentation maintained in participant case files.	N	Y		
	The required training application and supporting documentation were not recorded in Employ Florida.	N	Y		
TAA Totals		0	2	0	0
WP	A staff-assisted referral to a job order was missing documentation to support permission to refer the job seeker to the job order.	Y	Y		
	A new employer account was not reviewed and verified within two business days.	Y	Y		
	A few participant case notes were delayed in being entered in Employ Florida up to six months or more after the services were provided.	N	Y		
	A job seeker with a manually obtained employment did not have a reportable service recorded in Employ Florida within 180 days prior to the job start date.			N	Y
WP/RESEA Common Issue	A few assessments and EDPs were not documented or did not contain all required information.	Y	Y		
RESEA	The Red Flag Drop-Off Report contained a few participants who was not managed by staff within 90 days.			N	Y
	A RESEA Responsibility Statement Form was missing appropriate signatures.			Y	Y
WP Totals		3	4	1	3
JVSG	The Objective Assessment Summary Wizard was not utilized in a couple of instances. Additionally, two IEPs did not follow the required S.M.A.R.T. principles when creating goals and objectives.			N	Y
JVSG Totals		0	0	0	1
MSFW	The Brandon and Plant City significant career centers did not meet the required Equity Ratio Indicators and Minimum Service Level Indicators.			Y	Y
	Quality contacts and Outreach contact goals for MSFWs were not met.	N	Y		
MSFW Totals		0	1	1	1
Demographics	The LWDB's Kiosk system used to collect demographic information does not advise participants that the information collected is confidential, voluntary, and will only be used in accordance with the law.			N	Y
	Several LWDB board members had not filed a financial disclosure statement for the review period.			N	Y
Other Totals		0	0	0	2
Results All Programs		5	12	3	11



Information Item
Public Relations/Marketing Report (1st Quarter)
CSTB Board of Directors
Updated October 31, 2022

Marketing Support Overview:

Strategic Planning

- ✓ **Strategic Plan:** Finalized Strategic Goals for Year 1 that were assigned to marketing and gave to Chad Kunerth, Vice President of MIS and Data Services to incorporate in the Strategic Plan for the Board. Reviewing Action Items for Year 2.
 - Establish a comprehensive marketing and communications plan to support current programs, projects, and events.
 - Refine brand perception and increase brand visibility.
 - Improve understanding of our work and relevance to businesses and the greater community.

Marketing/Public Relations:

- ✓ **CSTB Website:** Launched new website on June 30, 2022. Marketing has taken over updating the website on a daily basis with Power On marketing in support.
- ✓ **A Video Production Room** is now active at the North Florida location for a video studio. Facilities provided marketing with an additional room for storage. This allows Marketing to have a larger presence at North Florida. Marketing has two desks for staff at North Florida, and the VP of Marketing will utilize the ELT suite when needed. This will also allow marketing to be more efficient in our video production effort.
- ✓ **Florida Association of Workforce Boards** meeting in Orlando, September 2022
 - Marketing Manager Carla Ortiz spoke on a multi-cultural panel talking about diversity. She spoke from personal experience.
 - VP Marketing, Doug Tobin, attended all 3 days of the conference.
 - Marketing Team met with statewide Communications Consortium
- ✓ **Marketing Outreach:**
 - Working with Outreach Teams on updating PowerPoints Staff Support
- ✓ **Brand Ambassador Training**
 - Held on October 25 @ 2-3 p.m. Tampa Board Room about 15 managers turned out.
 - Next training will be held on how to represent CSTB by using tools such as an Outreach PowerPoint and Flyers.

Program Support:

- ✓ **Summer Hires End & ACE End of Program Event.** Marketing worked closely with Outreach Team/Kay Jefferson and Maria Suarez on this event which was held on August 23, 2022. The event ran smoothly and photos from the event were posted on the CSTB Facebook page.
- ✓ **Marketing Team supported Young Talent program for Penn Foster graduation on October 26, 2022.**
 - Designed & printed programs, set up, sound system, pictures and videos.
 - Posted to social media, did 2-minute overview video, took pictures
 - Bay News 9 showed up and did a nice story on the graduation.
 - [youtube.com/watch?v=jEKBXSYmhCw](https://www.youtube.com/watch?v=jEKBXSYmhCw)
- ✓ **Signage for Career Clarity Pod 22-0423**
 - Carla Pagan worked extra to make this happen with short notice. Great team effort looks great. Committee is working to make the final touches including more paint and lettering on the walls for the official opening on December 6, 2022.
- ✓ **Welcome Videos for Career Source TB**
 - Shedlyn Joseph completed the first version of the welcome videos. We will be updating the video in the future to include our partners and the career clarity pod. <https://www.youtube.com/watch?v=pYcE5YamUo4>
 - Marketing will update video with information about partners in the North Florida Center & Career Clarity Pod.
- ✓ **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.

Event Planning:

- ✓ The Marketing/Public Relations team fully supported event planning for the organization. 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 Only)
 - 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
- 12.08.2022 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)

Advertising/Outreach:

- ✓ **General Outreach Campaign:** Marketing is finalizing the advertising with our RFP for the program year. Marketing has a 30% reduction in our outreach budget for this PY 22/23. With this taken into effect, marketing will have to be extremely focused on objectives for this program year.

During PY 21/22, marketing heavily promoted CSTB in the Hillsborough County market using television, radio, streaming, digital marketing, Google search ads.

This year’s plan, PY 22/23 will focus on outreach that will allow us to cross promote our paid efforts via our owned platforms (social media, website, direct messaging) to give us a bigger return for public relations effort. The social media goals will be to increase followers. We currently have more than 10,000 followers across all social media platforms. The other goal will be to utilize digital marketing to increase users to our CSTB website.

The VP of Marketing will be presenting a formal marketing plan in the next quarterly report. We are currently working with marketing companies on an Outreach RFP.

Quarterly Marketing Report

Below you will find *Key Performance Indicators compiled* quarterly by the CSTB Marketing/Public Relations Department. The Department measures the primary outreach efforts of social media, website, and media outreach via an Earned Media Report. The following information is for 1st Quarter of Program Year 2022-2023 from July 1, 2022, to September 30.

WEBSITE USAGE:

Total Website Page Views 24,003
 Website Users 5,243
 Average Session Duration 2:12
 Pages per session 3.20
 Bounce Rate 54.23%
 Sessions 7,501

(Vendor reports Google Analytics 7/1 to 10/31 corrupted. Working to fix issue)

TOP CSTB WEB PAGES

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

SOCIAL MEDIA:

Impressions 170,778
 Engagements 4,494
 Total Followers 10,442
 Total Net Follower Growth 210
 Clicks 2,561
 Total Messages/Posts 88

PUBLIC RELATIONS

20
 Number of Press Releases
 Reporter Inquiries 32
 Positive Viewers/Reach 648,555
 Positive Stories Published 31
 Earned Media dollar figure \$36,135



**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 center¹ at which services were rendered, the NPS for:

- Tampa was 61

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

- Brandon was 83
- Plant City was 100²
- Ruskin was 0³

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.

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.



Information Item

Tampa Bay Summer 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.

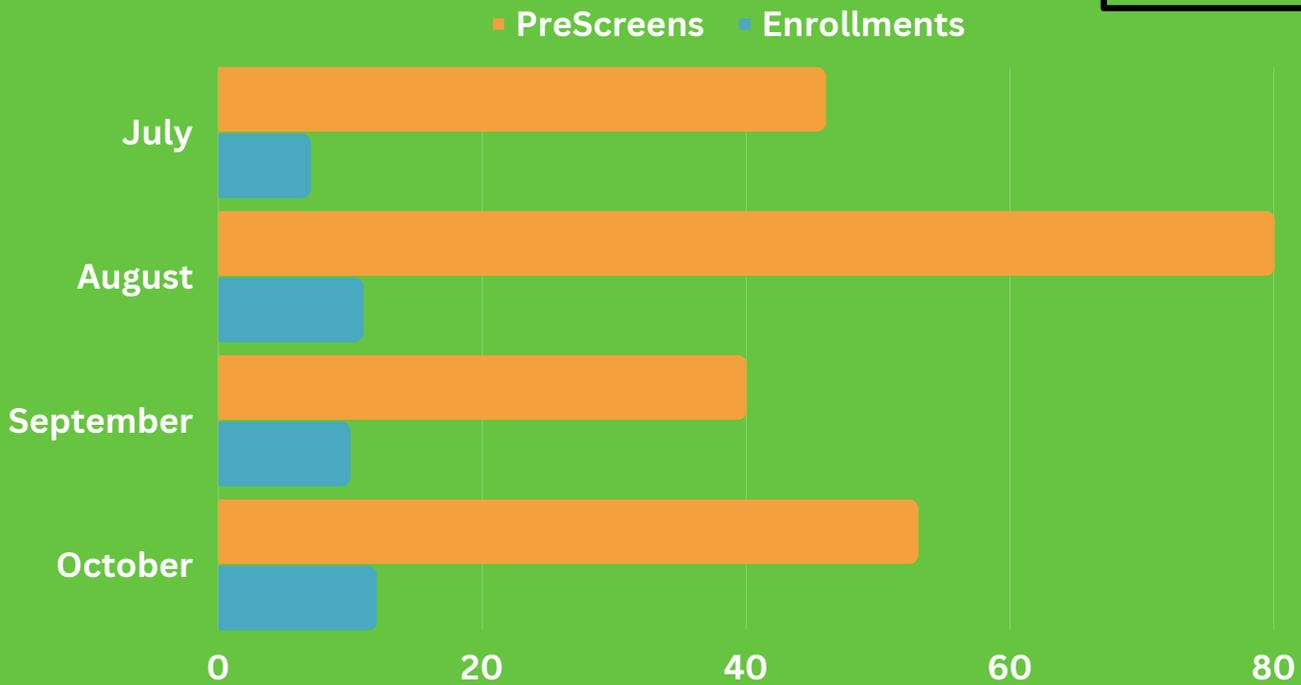
This program year we have enrolled 14 students and have had 6 graduates.



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:

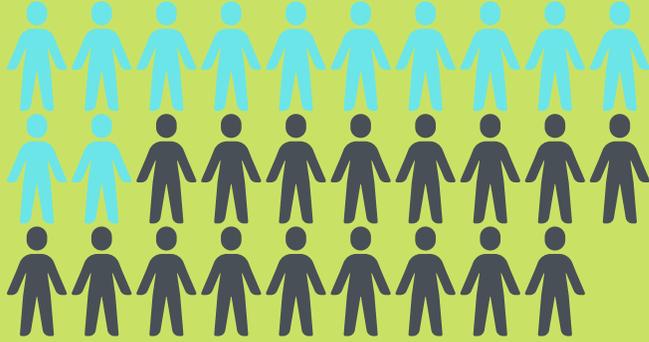
52



ITA UPDATE

Total Budget: \$ 208, 500

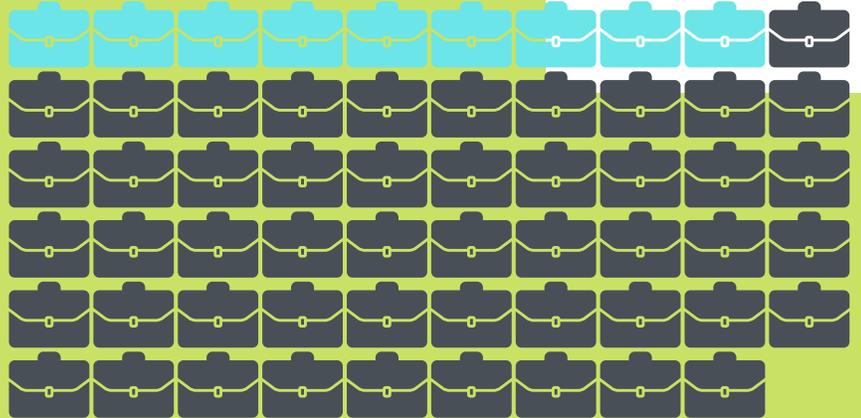
Total Projected Spending: \$91, 724



WORK BASED LEARNING

TOTAL BUDGET: \$170,000

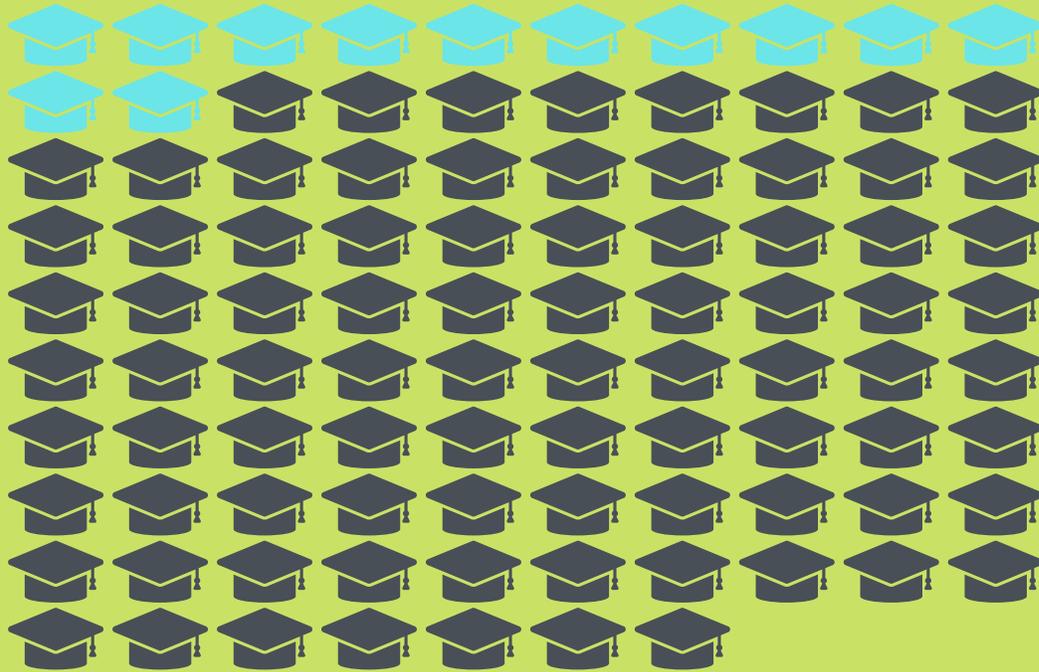
PROJECTED: \$25, 920



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	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 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

CareerSource TAMPA BAY

fosterle@careersourcetb.com
+1 813 419 5313

134
in

SAVE CONTACT





Information Item

Special Grants Update

See following pages for the updates

TECHBOOST

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

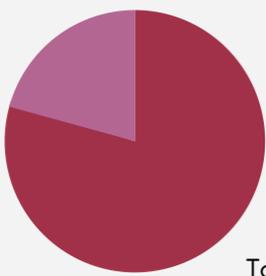
TOTAL ENROLLMENTS

Since the Grant Launch, the team has enrolled 24 individuals.

BUDGET OBLIGATION GRAPH

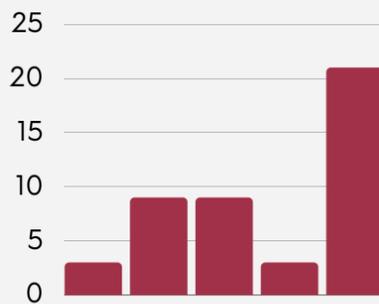
TECHBOOST GRANT - MAX \$5,000

Obligated Amount:
\$101,380

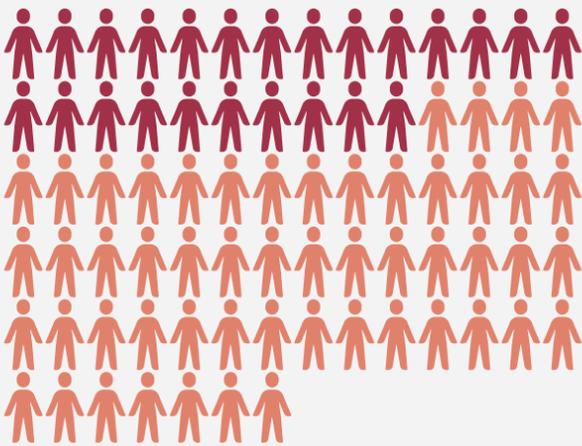


Currently we have obligated 26.2% of the year budget.

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.

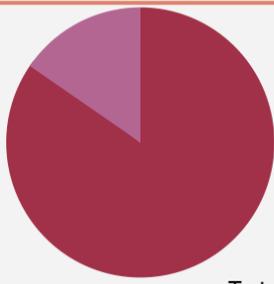
TOTAL ENROLLMENTS

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

BUDGET OBLIGATION GRAPH

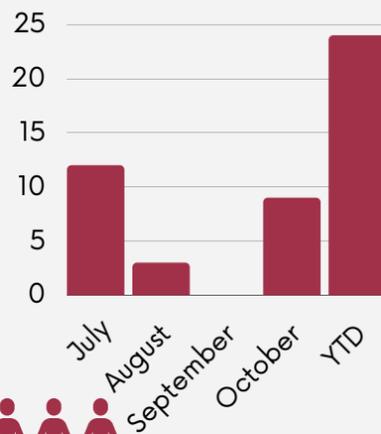
Obligated Amount:
\$14,400

TQA GRANT - MAX \$600

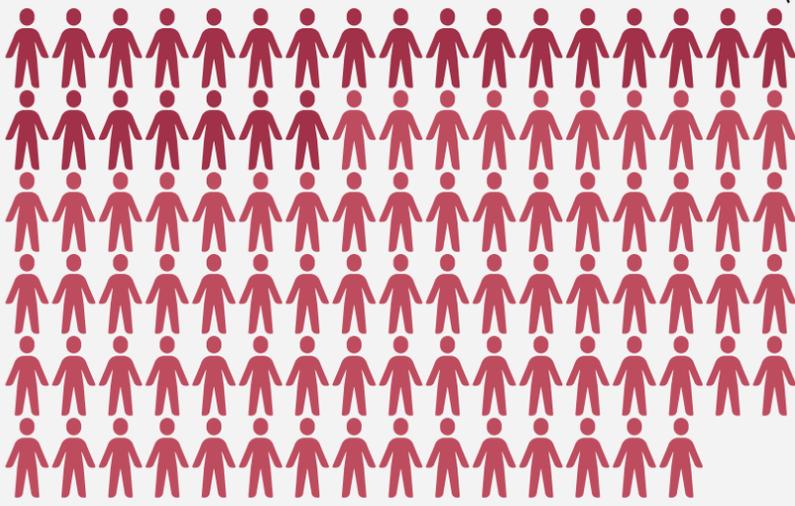


Currently we have obligated 18.2% of the year budget.

Total Budget \$79,000



This graph represents individuals Served.



TQA
INDIVIDUALS
SERVED

NATIONAL DISLOCATED WORKER GRANT

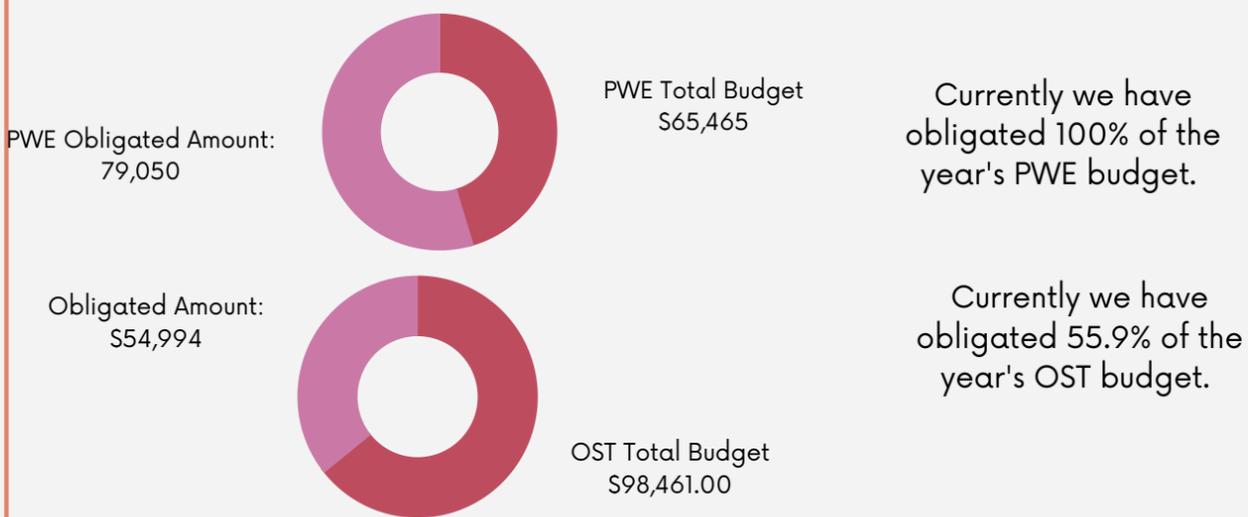
This NDWG grant target assisting Hillsborough residents that have been impacted by covid to be placed in temporary employment or receive occupational skills training.

TOTAL ENROLLMENTS

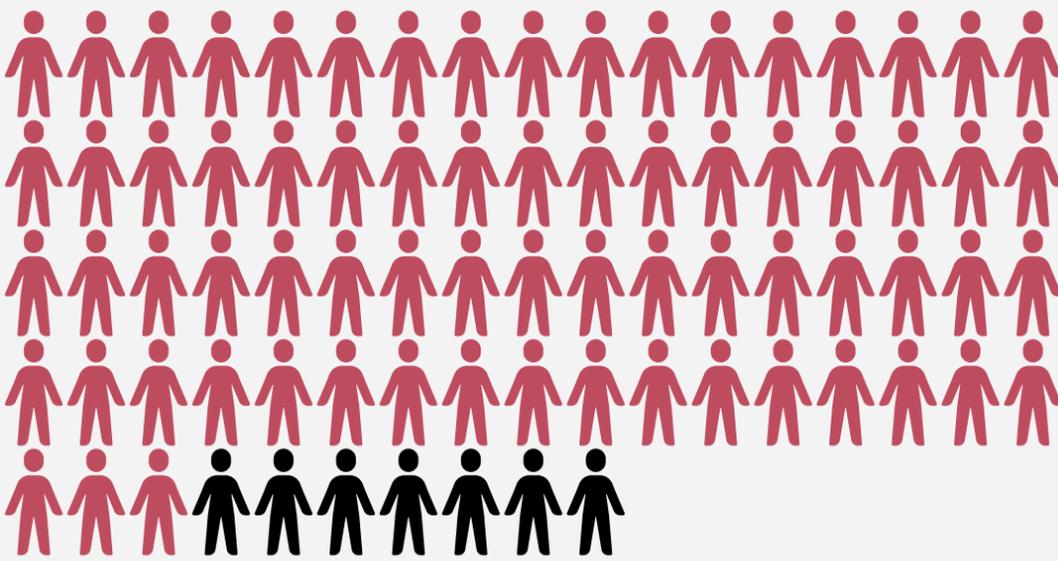
PY22.23:
PWE - Total Enrollments 20
OST - Total Enrollments 4
Total Served: 24

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

BUDGET OBLIGATION GRAPH



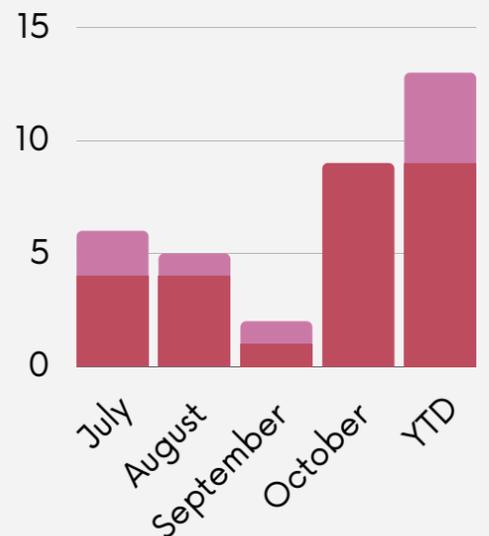
NDWG Individuals Served



This graph represents individuals Served this PY.

EMPLOYER PARTNERS

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



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

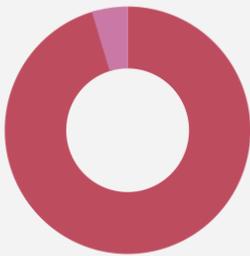
PY22.23:

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

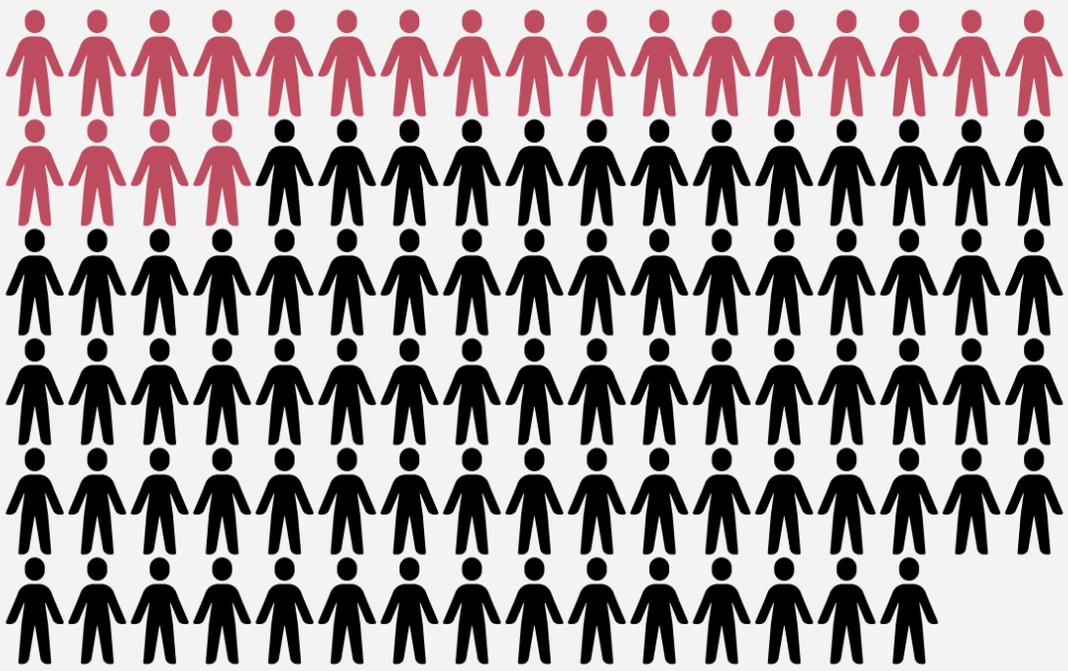
Obligated Amount:
 \$153,220



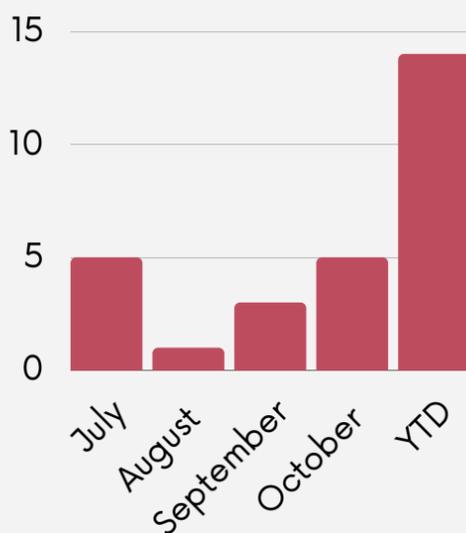
Total Budget
 \$3,100,000

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.

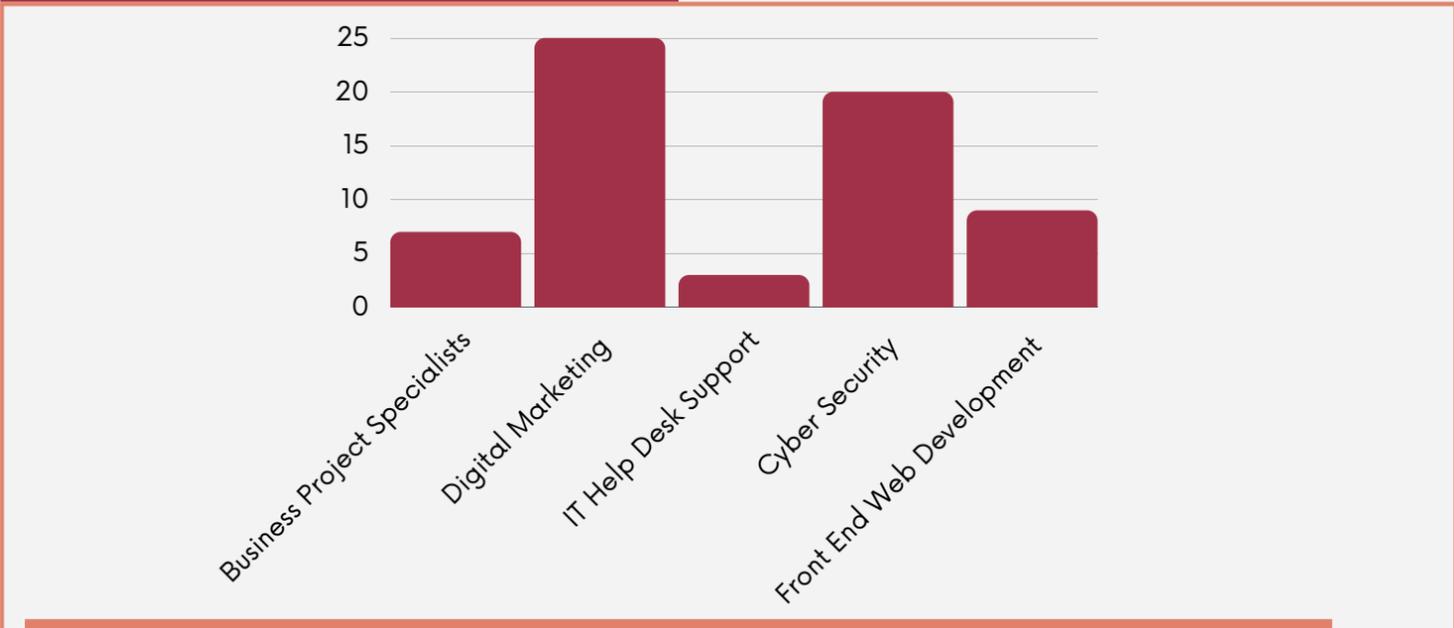


APPRENTICESHIP TO CAREER EMPOWERMENT

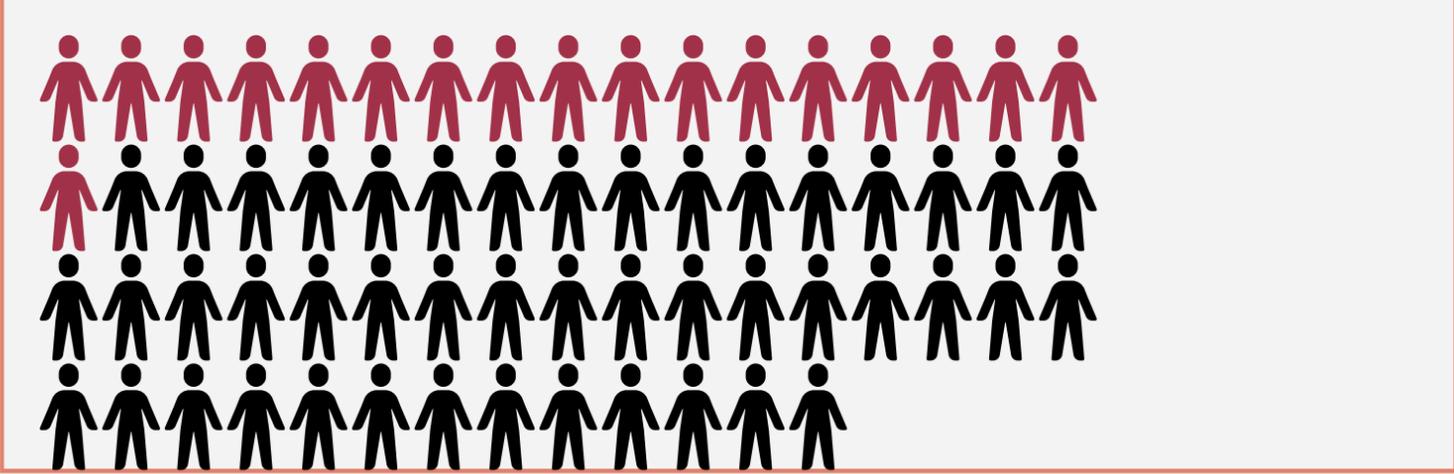
ACE UPDATES

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.



Information Item

401k Plan Audit Plan Year Ending 12/31/2021 and 5500 Filing

Background

Audit Requirement

Effective September 1, 2018, the Tampa Bay Workforce Alliance, Inc. 401k Plan (TBWA 401k Plan), a defined contribution retirement plan, was established. The requirement for a 401k audit is triggered by the number of eligible participants at the beginning of a plan year. Due to the number of eligible participants exceeding 120 on January 1, 2020, the audit requirement has been met for the December 31, 2020 plan year and must be audited by a qualified independent public accountant. The audit report must be attached to the Annual Report of the Employee Benefit Plan (Form 5500) and filed by July 31st unless the filing deadline is extended to October 15th with the IRS and Department of Labor. Once an audit has occurred, the 401k plan must be audited every year until the eligible participant number at the beginning of the plan year drops below 100. For the plan year 2021, the number of participants at the beginning of the plan year totaled 153. Thus, the requirement for an audit is met.

Changes to 2021 401k Audit due to Statement on Auditing Standards (SAS) 136

The purpose of this new standard is to improve auditor performance, enhance the quality of employee benefit plans, and increase the communicative value and transparency of the auditor's report for ERISA plan financial statements. The impact for the plan's management/sponsors and auditors is summarized below, in addition to key audit report changes.

Plan Management/Sponsor Responsibilities:

- Maintain a current plan instrument (including all plan amendments).
- Ensure the plan is being administered in conformity with the plan's provisions.
- Determine whether an ERISA Section 103(a)(3)(C) audit is permissible.
- Assess if the entity issuing the certification is a qualified institution under ERISA Section 103(a)(3)(C).
- Determine whether the investment certification meets the ERISA requirement, and the certified investment information is appropriately measured, presented, and disclosed.
- Provide the auditor with a substantially completed draft Form 5500 prior to the dating of the auditor's report.

Auditor Responsibilities:

- Perform risk assessment procedures related to the plan instrument, tax status, prohibited transactions, and respond to identified risks.
- Evaluate management's assessment of whether the institution issuing the investment certification is qualified.
- Identify which investment information is certified.
- Perform audit procedures on the financial statement information not covered by the certification.
- Communicate reportable findings to those charged with governance, including:
 - Instances of noncompliance or suspected noncompliance with laws or regulations;
 - Significant or relevant findings relating to management's financial reporting process;
 - Deficiencies in internal control.

Audit Report Changes:

- These audits will no longer be referred to as a "limited scope audit," but are now referred to as an "ERISA Section 103(a)(3)(C) audit."
- These audits will no longer be considered as having a scope limitation, and the auditor will follow new performance and reporting requirements.
- The auditor will no longer issue a disclaimer of opinion, but instead will issue an ERISA-Section 103(a)(3)(C) auditor's report in accordance with AU-C Section 703 that contains a two-pronged opinion that is based on the audit and on the procedures performed relating to the certified investment information.
- The audit report provides an opinion on whether the amounts and disclosures in the financial statements not covered by the certification are presented fairly, in all material respects, in accordance with the applicable financial reporting framework, and an opinion on whether the certified investment information in the financial statements agrees to or is derived from, in all material respects, the certification.

Audit and 5500 Filing

Auditors' opinion in the 2021 Financial Statement section

- the amounts and disclosures in the 2021 financial statements, other than those agreed to or derived from the certified investment information, are presented fairly, in all material respects, in accordance with accounting principles generally accepted in the United States of America.
- the information in the accompanying 2021 financial statements related to assets held by and certified to by a qualified institution agrees to, or is derived from, in all material respects, the information prepared and certified by an institution that management determined meets the requirements of ERISA Section 103(a)(3)(C).

Form 5500 Filing

The audit for the December 31, 2021 401k plan year has been completed and filed with the Form 5500 by the extended filing deadline date, October 17th.



Information Item # Updated CSTB Policies

Programmatic policies are administered by the CSTB Vice President of Policy and Programs. The Vice President 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 (Oct 1, 2022 – Dec 30, 2022):

Policy Title	Policy #	Revision Date	Language Update/ Addition
Eligible Training Provider	019-C0001	11.04.2022	<ul style="list-style-type: none"> • Amended to reflect the change in ITA from \$10,000 to \$7,500 with the caveat, any budget established as of October 15th will be grandfathered at the \$10,000 cap. • Removed window to apply.

All CSTB policies can be viewed in full on the CSTB website (<https://careersourcetampabay.com/reports-publications/policies/>) located under the “Reports and Publications section under “Who We Are”.



Information Item

Community Foundation of Tampa Bay Agency Reserve Fund

BACKGROUND

In March 2021 the CSTB board of directors approved the establishment of an Agency Reserve fund with the Community Foundation of Tampa Bay. The fund was created with the goal of increasing funding available to serve youth in the community who are not eligible under our current funding sources. The sole purpose of the fund is to further Youth initiatives, including but not limited to, providing Youth scholarships. This fund allows for the acceptance of donations, as well as, acting as an investment vehicle for local grants received with the ability to generate investment income that can in turn be used for the same purpose, permitted this is allowable under the specific granting agency.

CSTB used unrestricted funds to meet the minimum requirement to open the Agency Reserve fund of \$25,000. These funds are to remain intact unless there is a business need to pull back to the organization for operations. They will also be used to cover any administrative fees or unrealized losses of the fund if they occur. Any future donations and earnings will be used for Youth initiatives. Withdrawals from the fund can be initiated up to four times per year and must be approved by 3/4 of the Board.

In February 2022, CSTB deposited grant funds totaling \$73,320 received for the 2022 Tampa Bay Summer Hires program from the United Way Suncoast (\$55,000) and Florida Medical Clinic Foundation for Caring (\$18,320) into CSTB’s Agency Reserve fund. This was done with the intention of growing these funds to potentially assist more youth participating in the Tampa Bay Summer Hires program during 2022. Unfortunately, the fund experienced a loss due to current market conditions during that time.

CSTB does not intend to pull any money out of the Fund at this time in hopes that the market will correct in whole or in part. If at any time it becomes a financial hardship to the organization this may have to be revisited. The loss, if any, would be taken out of the unrestricted balance held in the fund and would not impact the original grant funds received.

Community Foundation of Tampa Bay Agency Reserve Fund Activity					
Statement Date	9/30/2021	12/31/2021	3/31/2022	6/30/2022	
Beginning Balance	-	24,667.49	25,259.97	97,413.08	
					Totals
Contributions	25,000.00	-	73,320.00	-	98,320.00
Dividends & Interest	113.81	204.83	66.96	347.33	732.93
Net Investment Earnings/(Loss)	(404.47)	449.84	(1,172.16)	(8,354.31)	(9,481.10)
Administrative Fee	(41.85)	(62.19)	(61.69)	(237.38)	(403.11)
Net Activity	24,667.49	592.48	72,153.11	(8,244.36)	89,168.72
Ending Balance	24,667.49	25,259.97	97,413.08	89,168.72	



Information Item

Expenditure Reports for Period Ending September 30, 2022.

CareerSource Tampa Bay
Grant Award to Actual Expenditures
FY 2022-2023

Program Description	Award Begin Date	Award End Date	Award Amount	FY 22-23 Budget	FY 22-23 Expenditures YTD	FY 22-23 Remaining Budget	FY 22-23 Expenditure Rate	Overall Expenditure Rate Expected	Overall Expenditure Rate Actual	
Workforce Innovation Opportunity Act										
WIOA - Adult PY2021	7/1/21	6/30/23	2,518,175	4,014,303	1,657,779	2,356,524	41%	63%	41%	
WIOA - Adult PY2022	7/1/22	6/30/24	2,422,824	1,938,259	-	1,938,259	0%	12%	0%	
WIOA - Dislocated Worker PY2021	7/1/21	6/30/23	2,341,733	990,693	489,789	500,904	49%	63%	73%	
WIOA - Dislocated Worker PY2022	7/1/22	6/30/24	2,617,396	1,093,917	-	1,093,917	0%	12%	0%	
WIOA - Youth PY2021	4/1/21	6/30/23	2,704,652	1,439,223	761,308	677,915	53%	67%	75%	
WIOA - Youth PY2022	4/1/22	6/30/24	2,607,188	2,216,109	-	2,216,109	0%	22%	0%	
WIOA - Rapid Response	7/1/21	6/30/23	263,236	153,871	34,474	119,397	22%	63%	55%	
WIOA - Get There Faster (Veterans & Military Spouses)	10/1/21	9/30/23	3,089,416	2,442,852	151,542	2,291,310	6%	50%	10%	
Total Workforce Innovation Opportunity Act				14,289,228	3,094,892	11,194,336	22%			
Employment Services										
Wagner Peyser PY2021	7/1/21	9/30/22	1,689,490	284,101	284,101	(0)	100%	100%	100%	
Wagner Peyser PY2022	7/1/22	9/30/23	1,595,831	1,595,831	225,836	1,369,995	14%	20%	14%	
WP - Apprenticeship Navigator	7/1/22	6/30/23	62,500	62,500	1,818	60,682	3%	25%	3%	
DVOP PY2021	10/1/21	12/31/23	180,000	146,250	31,104	115,146	21%	44%	17%	
LVER PY 2021	10/1/21	12/31/23	60,000	48,750	8,503	40,247	17%	44%	14%	
SNAP Supplemental	10/1/21	9/30/22	369,155	245,194	215,463	29,731	88%	100%	92%	
Supplemental Nutrition Assistance Program PY2023	10/1/22	9/30/23	575,000	431,250	-	431,250	0%	0%	0%	
TAA Training PY2021	10/1/21	9/30/22	310,000	261,524	3,920	257,604	1%	100%	17%	
TAA Case Management/Admin PY2021	10/1/21	9/30/22	119,376	90,642	12,394	78,248	14%	100%	34%	
Military Family	7/1/22	6/30/23	275,937	275,937	26,520	249,417	10%	25%	10%	
Total Employment Services				3,441,979	809,659	2,632,320	24%			
Welfare Transition										
Welfare Transition Program PY2022 Oct-June	10/1/21	8/31/22	3,254,428	1,097,173	1,097,173	0	100%	100%	100%	
Welfare Transition Program PY2023 July-Sept	7/1/22	11/30/22	1,091,805	1,091,805	226,744	865,061	21%	60%	21%	
Welfare Transition Program PY2023 Oct-June	10/1/22	6/30/23	3,288,687	3,288,687	-	3,288,687	0%	0%	0%	
Total Welfare Transition				5,477,665	1,323,917	4,153,748	24%			
Direct Grants & Special Projects										
RESEA Transition PY2021	1/1/21	12/31/22	676,773	135,417	135,417	0	100%	87%	100%	
RESEA Transition PY2022	1/1/23	12/31/23	600,000	450,000	-	450,000	0%	0%	0%	
NEG - COVID 19	4/13/20	3/31/23	843,937	329,636	127,470	202,166	39%	83%	76%	
Hills County - ACE 2.0	4/1/22	9/30/22	545,000	429,591	153,343	276,248	36%	100%	49%	
Hills County - ACE 3.0	10/1/22	9/30/23	755,000	566,249	-	566,249	0%	0%	0%	
Hills County - Targeted Industry Sector Workforce Prog	10/1/21	9/30/23	1,000,000	530,859	79,648	451,211	15%	50%	30%	
Tech Quest Apprenticeship	7/1/22	6/30/23	95,000	95,000	15,207	79,793	16%	25%	16%	
Tech Boost	7/1/21	6/30/23	462,000	462,000	84,542	377,458	18%	63%	18%	
Foundation for Caring	7/1/21	12/31/22	18,320	10,167	10,167	0	100%	83%	100%	
United Way Suncoast - TBSH	7/1/22	6/30/23	86,667	86,667	42,560	44,107	49%	25%	49%	
United Way Suncoast - Youth Research Project	7/1/22	12/31/23	75,000	50,000	13,448	36,552	27%	17%	18%	
Total Direct Grants & Special Projects				3,145,587	661,802	2,483,785	21%			
				Totals	\$ 26,354,459	5,890,270	20,464,189	22%		

Discussion:

- Grants passed through DEO that have an end date of 9/30/2022 have either been fully expended or any remaining amounts are anticipated to roll forward to the next award issuance.
- The Welfare Transition Program PY2023 July-September award has been extended to 11/30/2022
- The RESEA Transition program PY2022 grant has been extended to 12/31/2022. Additional funds are forthcoming.

**CareerSource Tampa Bay
Expenditure Report
For Period Ending September 30,2022**

Funding Sources

Total WIOA	Total Emp Services	Total WTP	Total Direct Grants and Special Proj	Total All
------------	--------------------	-----------	--------------------------------------	-----------

Current Year Budgeted Revenues:

Carryforward Funds from FY 2022	8,540,942	941,461	1,097,173	1,635,670	12,215,246
FY 2023 Award	7,647,408	2,689,268	4,380,492	2,118,667	16,835,835
Total Funds available	16,188,350	3,630,729	5,477,665	3,754,337	29,051,081
Interfund transfer	-	-	-	-	-
Less: Planned Carryforward for FY 2024	(1,899,122)	(188,750)	-	(608,750)	(2,696,622)
Total Available Funds Budgeted	14,289,228	3,441,979	5,477,665	3,145,587	26,354,459

Expenditures to Date:

Pooled Costs:

Case Management	442,349	124,043	246,719	30,354	843,466
Business Services	151,144	11,040	63,128	-	225,311
Career Services	21,871	5,531	6,581	2,589	36,573
Indirect Costs	280,784	95,036	135,197	67,350	578,367
One Stop Operating	76,147	309,091	15,900	-	401,139
Technology	12,145	70,790	2,576	-	85,511
Community Outreach	23,345	55,069	3,040	-	81,454
Staff Training & Development	-	-	-	-	-
Total Pooled Costs:	1,007,785	670,600	473,142	100,293	2,251,820

Direct Costs:

Service Provider Contracts	819,692	38,746	67,701	132,823	1,058,962
Participant & Worked Based Learning Costs	1,253,331	3,920	700,356	313,054	2,270,662
Program Staff Direct	-	-	-	91,644	91,644
DEO (Jointly managed staff) travel	-	2,285	-	-	2,285
Other Operating Costs	14,084	94,107	82,719	23,987	214,897
Total Direct Costs:	2,087,107	139,059	850,776	561,508	3,638,450

Total Expenditures to Date

3,094,892	809,659	1,323,917	661,802	5,890,270
-----------	---------	-----------	---------	-----------

Unexpended Balance

11,194,336	2,632,320	4,153,748	2,483,786	20,464,189
------------	-----------	-----------	-----------	------------

% of Budget Expended

22%	24%	24%	21%	22%
-----	-----	-----	-----	-----

**CareerSource Tampa Bay
Pooled Cost Expenditure Detail
For Period Ending September 30, 2022**

	Case Management	Business Services	Career Services	Indirect Costs	One Stop Operating	Technology	Community Outreach	Staff Training & Dev	Total
Total Pooled Cost Budgets	4,624,396	935,000	409,190	2,900,000	2,000,000	670,000	320,000	50,000	11,908,586
Expenditures:									
Salaries & Benefits	799,934	191,238	36,486	482,489	34,627	-	-	-	1,544,775
Accounting/Audit Fees	-	-	-	3,848	-	-	-	-	3,848
Legal Fees	-	-	-	-	-	-	-	-	-
Bank Fees	110	-	-	1,772	-	-	-	-	1,882
Payroll Processing Fees	-	-	-	11,643	-	-	-	-	11,643
Professional Fees	26,762	2,476	-	-	-	-	-	-	29,238
Contract Labor	-	-	-	-	-	1,800	-	-	1,800
Contract IT Svcs	-	-	-	7,696	-	71,029	-	-	78,726
Office Rent / Lease	12,430	22,034	-	21,742	281,878	-	-	-	338,084
Utilities	-	-	-	-	2,953	-	-	-	2,953
Repairs & Maintenance	160	283	-	1,909	4,966	-	-	-	7,319
Security	-	-	-	-	16,795	-	-	-	16,795
Janitorial Services	-	-	-	-	3,220	-	-	-	3,220
Pest Control	-	-	-	-	120	-	-	-	120
Equipment Rental	526	869	-	1,383	10,108	-	-	-	12,886
Copy machine usage / maintenance	418	608	-	817	7,244	-	-	-	9,087
Office Supplies	456	589	-	960	4,307	-	-	-	6,312
Operating Supplies	13	23	-	1,457	2,552	159	320	-	4,524
Computer Software License / Maint	-	-	-	-	675	7,513	3,970	-	12,158
Equipment <5000	-	-	-	31,377	9,329	5,009	-	-	45,715
Equipment >5000	-	-	-	-	-	-	-	-	-
Postage / Shipping	92	117	-	265	610	-	-	-	1,084
Document Shredding	77	137	-	135	1,053	-	-	-	1,403
Insurance Com Property	-	-	-	-	-	-	-	-	-
Insurance General Liability	-	-	-	-	-	-	-	-	-
Insurance D&O	-	-	-	-	-	-	-	-	-
Telecommunication	1,742	3,515	87	3,394	20,702	-	-	-	29,441
Outreach / Marketing	-	-	-	-	-	-	77,164	-	77,164
Travel - Mileage	244	-	-	78	-	-	-	-	323
Travel - Out of town	322	904	-	999	-	-	-	-	2,226
Meetings & Conferences	-	180	-	1,327	-	-	-	-	1,507
License/Dues/Other Fees	179	2,336	-	5,074	-	-	-	-	7,589
Total Expenditures to Date	843,466	225,311	36,573	578,367	401,139	85,511	81,454	-	2,251,820
Unexpended Balance	3,780,930	709,689	372,617	2,321,633	1,598,861	584,489	238,546	50,000	9,656,766
% of Budget Expended	18%	24%	9%	20%	20%	13%	25%	0%	19%
Salaries & Benefits as a % of total	95%	85%	100%	83%	9%	0%	0%	0%	0%
Operating costs as a % of total	5%	15%	0%	17%	91%	100%	100%	0%	0%



CareerSource Tampa Bay
4350 West Cypress Street Suite 875 | Tampa, FL 33875
CareerSourceTampaBay.com

Copyright © CareerSource Tampa Bay. All Rights Reserved.

CareerSource Tampa Bay is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

A proud partner of the American  network



CareerSource Tampa Bay
4350 West Cypress Street Suite 875 | Tampa, FL 33875
CareerSourceTampaBay.com

Copyright © CareerSource Tampa Bay. All Rights Reserved.

CareerSource Tampa Bay is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

A proud partner of the American  JobCenter network