

Executive Committee Agenda

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|--------------------|--|
| 11:00-
11:30 AM | <p>I. Welcome and Roll Call Sean Butler, Chair</p> <p>II. Public Comments</p> <p>III. Approval of Minutes</p> <p>1. March 3, 2020 Executive Committee Minutes Sean Butler, Page 2</p> <p>IV. Chair's Report..... Sean Butler, Page 7</p> <p>V. Board Counsel Report..... Jennie Tarr</p> <p>VI. CEO Report John Flanagan</p> |
| 11:30-
12:00 PM | <p>VII. Action/Discussion Items</p> <p>1. WIOA Youth 5% Exception & 5% Limitation Policy..... Jody Toner, Page 9</p> <p>VIII. Information Items</p> <p>1. Covid-19 Key Metrics Report Chad Kunerth, Page 13</p> <p>2. Performance Dashboard..... Chad Kunerth, Page 14</p> <p>3. R15 DEO Quality Assurance Report
Program Years 2017-18 & 2018-19..... Jody Toner, Page 15</p> <p>4. Summer Job Connection Update..... Jody Toner, Page 21</p> <p>5. Public Relations and Marketing Update Doug Tobin, Page 22</p> |
| 22 | <p>IX. Future Business</p> <p>X. Committee Reports</p> |
| 12:30 PM | <p>XI. Adjournment</p> |

Next Executive Committee Meeting June 18, 2020

CareerSource Tampa Bay Minutes of Executive Committee Meeting

Date: March 3, 2020

Location: Career Source Tampa Bay, 4902 Eisenhower Blvd., Ste. 250, Tampa, FL 33634

Call to Order

Chair Sean Butler called the meeting to order at 12:40 p.m. There was a quorum present with the following Executive Committee members participating:

- In Mr. Butler's opening remarks, he suggested that we go to the CDC website and create a policy/ procedure following CDC recommended best practices, as a preventative measure to reduce risks of spreading the coronavirus at our centers.

Members in Attendance

In Person: Sean Butler, Benjamin Hom, Lindsey Kimball, Commissioner Sandra Murman and Sophia West.

Via phone: Randall King

Not in Attendance: Roy Sweatman

Staff Present

John Flanagan, Juditte Dorcy, Sheila Doyle, Jody Toner (via phone), Anna Munro, Doug Tobin, Christina Witt, Dan Schneckenburger, Chad Kunerth, Jennifer Wilson (via phone), Tammy Stahlgren, and Hector Huertas.

Board Counsel

Jennie Tarr

BOCC Liaison/Representative

Kenneth Jones

Guest

Community Workforce Advancement

- Sharon Perry
- Roy Vanderford

DB Grant Associates

- Doug Cotter, President
- Marlena Sessions, Senior Vice President

Eckerd Youth Alternatives, Inc., d/b/a Eckerd Connects

- Jonathan Zeigler, VP Operations, Workforce Development
- Ellyn Evans, VP Finance
- Ryan Salzer, Senior Director, Program Development & Strategy
- Randall Luecke, CFO

Educational Data Systems, Inc.

- Roe Falcone, Regional Director of Operations
- Andre' Hardy, Program Manager

Kaiser Group, Inc. Dynamic Workforce Solutions

- Paul Dunn, CEO
- Terri Leisten, President
- Dan McGrew, Regional Director

The items are listed in the order of discussion.

► Indicates Committee Action

□ Indicates Action Needed

Public Comments

There were none.

► Approval of Minutes

► December 19, 2019 Executive Committee Meeting Minutes

- A motion to approve the minutes of December 19, 2020 Executive Committee Meeting.
 - Motioned: Sophia West
 - Seconded: Ben Hom
- There was no discussion. The motion carried.

Chairman's Report

(Refer to Page 6 of the March 3, 2020 Executive Committee Agenda Packet for the entire Chair Report)

Key Initiatives/ Events

- CareerSource Tampa Bay is pleased to announce our upcoming 2020 Spring Career Fairs and would like to invite your business to participate as one of our showcase sponsors. The mission of these events is to support and assist employers in our community with their recruitment efforts in the most efficient and cost-effective manner as possible.
 - Professional Mixer Event
Thursday, April 30, 2020 from 5:00 p.m. to 7:00 p.m.
TPepin Hospitality Centre - 4121 N 50th St., Tampa, FL 33610
Professional Mixer contact: Kathy Holmes
P: (813) 397-2069 E: holmesk@careersourcetb.com
 - General Job Fair
Thursday, May 14, 2020 from 10:00 a.m. – 1:00 p.m.
Tampa Center Location: 9215 N. Florida Ave., Suite 101, Tampa, FL 33612
General Job Fair contact: Astrid Mosterd
P: (813) 397-2090 E: mosterda@careersourcetb.com

Board Counsel Report

Jennie Tarr has recently been assisting the Ad Hoc By-Laws committee with Michael Bach and Ken Jones. The committee has done an excellent job in updating your By-Laws from the 2016 current version of what you're operating on, they've been greatly improved.

Upcoming projects that Ms. Tarr will be assisting CSTB with include the amendment to the Director's contract and compensation structure to be consistent with the new provisions that are contained in the By-Laws.

CEO Report

Updates

- Vision 2020 Business and Education Summit. Mr. Flanagan thanked the CSTB planning committee for organizing such a great event.

Attended

- Mayors Conference, January 21, 2020. Mr. Flanagan was appointed to the board of trustees for the Mayor's Workforce Development Council.
- IEDC Leadership Summit, February 9-11, 2020. Mr. Flanagan was able to speak with MSI, Strada Education, and Johnson & Johnson on the changing future of the workforce.

- State Board and Related Meetings, February 18-20, 2020. –The Tallahassee meetings focused on proposed new legislation that is going through committee now.

Upcoming Conferences

- NAWB Conference, March 21-24, 2020
- WDC Board Meeting, in Spokane, WA
- NAWDP Conference, May 4-6, 2020
- Opportunity (Youth) Summit, for the San Diego Workforce Partnership. Mr. Flanagan was asked to attend and talk about our Summer Job Connection program and particularly our blended funding model. We're getting a lot of interest in our program from around the country. Mr. Flanagan currently has not confirmed his availability to attend this summit.
- We are working with Wheels of Success, they're still talking about renting space in our North Florida location.
- Office Space - Sheila Doyle and Mr. Flanagan met with Michael Griffin, Senior Vice President of Savills. We are looking at options for our administrative offices to downsize because we don't need all of the space we currently have. We are looking at reducing our footprint to about 5000-6000, square feet, that could potentially save us about \$40,000 a year just on our admin office lease expense. This lease expires on June 30, 2021.

We are also looking for a new location for our Brandon office, we are considering possibly downsize that location as well.

Our lease for CPC space expires next year and we're not going to renew it. We are currently working on a sub-lease agreement with Hillsborough Community College for CDC. HCC needs to increase their welding capacity and we have an 18 bay welding training center that they're going to use. HCC and CDC will use our build out space for some of their construction and trades for the apprenticeship program. The goal is to move some of those costs off our books until that lease expires.

We're going to start looking at some other areas in East Tampa where we may want to put a satellite office. Partnering with community agencies may allow us to be a little more flexible in how we deliver services.

► **Action Item #1: Approval of the Draft By-Laws**

(Refer to Page 12 of the March 3, 2020 Executive Committee Agenda Packet)

Mr. Bach chair of the Ad Hoc By-Laws committee gave an overview of the process that the committee used to create the new revised draft By-Laws. **The Committee took into consideration factors affecting Board and committee active participation. This included the number of Board/Committee meetings, the frequency of the meetings, and number of committees served on by members. The combination of these factors might lead to Board/ Committee fatigue, which affects quorum percentages.**

- A motion to approve and recommend the Draft By-Laws to the CSTB Board of Directors for their review and vote.
 - Motioned: Michael Bach
 - Seconded: Lindsey Kimball
- **The motion carried.**

► **Action Item #2: RFP 20-0225 STEM Services - Provider Selection**

(Refer to Page 32 of the March 3, 2020 Executive Committee Agenda Packet)

- A motion to approve entering into contract negotiations with Hillsborough County Public Schools.
 - Motioned: Commissioner Sandra Murman

- **Seconded: Sophia West**

- **There was no discussion. The motion carried.**

► **Action Item #3: RFP 20-0195 Workforce Services - Provider Selection**

(Refer to Page 33 of the March 3, 2020 Executive Committee Agenda Packet)

Sharon Parry and Roy Vanderford of CWA Consultants provided a 10-minute overview of the RFP Provider Selection process. The proposals have already been reviewed and evaluated by an independent consultant. The top four (4) respondents attended today's meeting to provide the Executive Committee a presentation of the service component(s) for which they have submitted a proposal, followed by a question and answer period.

- DB Grant Associates, Inc.
- Eckard Youth Alternatives, Inc., dba-Eckard Connects
- Educational Data Systems, Inc., dba-EDSI
- Kaiser Group, Inc., dba-Dynamic Workforce Solutions

Discussion ensued:

Following the presentations, each committee member was asked for their thoughts about the providers. The consultants had not advised with specificity about the process and procedures for this oral interview portion and the selection process and the committee members were unclear about the processes

After discussion regarding the need for uniformity in the process and procedures for selection, Jennie Tarr, legal counsel, advised that moving forward today could result in a challenge to the award and that a vote should not take place today, pending further review. Additionally, there was discussion that a process for conducting the oral interview portion and the selection process should be established.

The Chair tabled this Action Item.

John Flanagan recommended that this committee reconvene as soon as possible. Mr. Flanagan suggested that we cannot wait to make a decision until the end of May due to the transition timeline to implement services on July 1st.

Information Items- The committee had a chance to review Information Items #1 – #7 prior to the meeting. Due to time constraints the information items were not reviewed individually but the chair asked if there were any questions or concerns. The chair added Information Item #8

Information Item #1 WIOA Primary Indicators of Performance PY 19-20: QTR2

(Refer to Page 34 of the March 3, 2020 Executive Committee Agenda Packet)

Information Item #2 Job Order Analysis

(Refer to Page 36 of the March 3, 2020 Executive Committee Agenda Packet)

Information Item #3 Continuous Improvement Performance Initiative PY 19-20: QTR1

(Refer to Page 37 of the March 3, 2020 Executive Committee Agenda Packet)

Information Item #4 Performance Dashboard

(Refer to Page 39 of the March 3, 2020 Executive Committee Agenda Packet)

Information Item #5 Summer Job Connection

(Refer to Page 40 of the March 3, 2020 Executive Committee Agenda Packet)

Information Item #6 R15 DEO Quality Assurance Report, Program Years 2017-18 & 2018-19

(Refer to Page 41 of the March 3, 2020 Executive Committee Agenda Packet)

Information Item #7 Internal Performance Dashboard

(Refer to Page 47 of the March 3, 2020 Executive Committee Agenda Packet)

Information Item ##8 Ad Hoc Committee

Mr. Butler added this Information Item. He asked volunteers to form an Ad-hoc Committee to review the CEO compensation structure and make a recommendation. The following committee members were assigned: Ben Hom, Sophia West, and Michael Bach.(Chair)Sean Butler will participate but not as a committee member. Ken Jones and Jennie Tarr were also assigned.

- ☐ **Schedule a meeting ASAP**

Future Business

Training Vendor Fair

Committee Reports

Audit Committee Meeting update given by Sophia West

Audit Committee met on March 3, 2020. The committee reviewed and approved the annual financial statement for the fiscal year to 2019. The full report coming will be presented the full Board of Directors meeting for final approval.

One Stop Committee Meeting

No update given.

Adjournment

The meeting was adjourned at approximately 3:38 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.

Last week, we saw more than 220,000 new claims into the Florida CONNECT system (unemployment system). In region 15 (Hillsborough County), that equated to an estimated 10,000 Reemployment Assistance (RA) claims in the Unemployment Compensation (UC) system, with more than 10,083 new registrants in Employ Florida. These are both record numbers for the county and the state for weekly claims increases. We anticipate that number to increase for the upcoming report, as dislocations and furloughs are becoming more common. With the passing of the CARES act, there are relief measures in place to assist in layoff aversion for the business community, especially the small business community. Please see the link below for comprehensive information on the CARES Act:

<https://www.workforce.com/news/cares-act-offers-tax-workforce-relief-for-businesses-and-employees>

CARES Act Summary

On March 27, 2020, President signed into law the CARES Act, which includes the Relief for Workers Affected by Coronavirus Act set out in Title II, Subtitle A. Section 2102 of the CARES Act creates a new temporary federal program called Pandemic Unemployment Assistance (PUA) that in general provides up to 39 weeks of unemployment benefits, and provides funding to states for the administration of the program. Individuals receiving PUA benefits may also receive the \$600 weekly benefit amount (WBA) under the Federal Pandemic Unemployment Compensation (FPUC) program if they are eligible for such compensation for the week claimed.

The CARES Act was designed to mitigate the economic effects of the COVID-19 pandemic in a variety of ways. The CARES Act includes a provision of temporary benefits for individuals who have exhausted their entitlement to regular unemployment compensation (UC) as well as coverage for individuals who are not eligible for regular UC (such as individuals who are self-employed or who have limited recent work history). These individuals may also include certain gig economy workers, clergy and those working for religious organizations who are not covered by regular unemployment compensation, and other workers who may not be covered by the regular UC program under some state laws

Unemployment Soars in States Hit Hard by Coronavirus

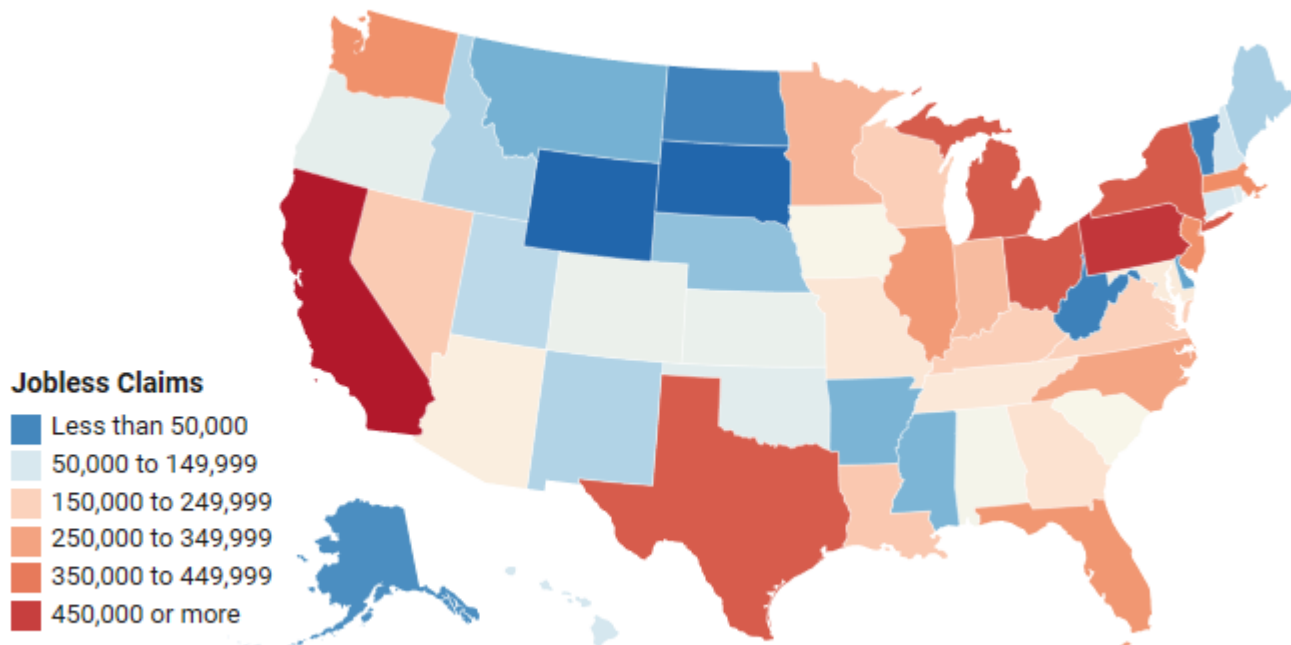
Excerpt from an online article published by U.S. News 4.3.2020

ROUGHLY 10 MILLION Americans filed initial [unemployment claims](#) in the past two weeks – a record total that some analysts believe doesn't truly capture the severity of America's coronavirus-induced economic crisis.

Perhaps unsurprisingly, the states that lead the country in unemployment spikes are mostly the same high-population states that have seen the largest number of coronavirus diagnoses to date. More than 1 million Californians filed initial claims last week and the week prior. More than 446,000 New Yorkers did the same, according to data from the [Labor Department](#) and the [Economic Policy Institute](#).

Initial Unemployment Claims by State

Claims filed between March 15 and March 28



Map: Andrew Soergel for USN&WR • Source: [EPI](#), [Labor Department](#) • [Get the data](#) • Created with [Datawrapper](#)



Action Item # 1

WIOA Youth 5% Exception and 5% Limitation Policy

Background: As described in WIOA 20 CFR § 681.250(c), WIOA allows a low-income exception where 5 % of WIOA youth may be participants who ordinarily would be required to be low income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria.

A program must calculate the 5 % based on the percentage of newly enrolled youth in the local area's WIOA youth program in a given program year who would ordinarily be required to meet the low-income criteria. The 5 % low-income exception under WIOA is calculated based on the 5 percent of youth enrolled in a given program year who would ordinarily be required to meet the low-income criteria.

This is an elective category meaning that this category does not have to be utilized if it is not necessary. If CSTB elects to place participants in this category based on eligibility, not more than 5% may qualify under the low- income exception.

Calculation of the limitation is done on a per Program Year basis (July 1 – June 30th). The methodology only considers new ISY enrollments that are realized by CSTB in a given program year.

Attached is the WIOA Youth 5% Exception and 5% Limitation policy for your review and consideration.

Recommendation: CSTB staff is recommending approval of the CareerSource Tampa Bay WIOA 5% Exception and 5% Limitation Policy.



POLICY

SECTION: WIOA Youth	POLICY# 019-C0050	PAGE: 1 of 3
TITLE: WIOA Youth 5% Exception and 5% Limitation	EFFECTIVE DATE: TBD	
REPLACES: N/A	DATED: N/A	

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To provide guidance to staff on the WIOA Youth definitions surrounding 5% exception and 5% limitations for In-School (ISY) and Out-of-School (OSY) WIOA Youth funding when determining WIOA Youth eligibility.

BACKGROUND: To be eligible for WIOA youth program, individuals must meet one or more conditions listed in WIOA Section 129(a)(1)(B)(iii) for OSY and (a)(1)(C)(iv) for ISY. Refer to CSTB POLICY WIOA Title 1 Programs Eligibility Criteria #019-C0035 for WIOA Youth eligibility criteria for ISY and OSY and CSTB POLICY Youth Requiring Additional Services #019-C0031.

Training Employment Guidance Letter (TEGL) 8-15 Second Title 1 WIOA Youth Program Transition Guidance outlines 5% Limitation and 5% Low Income Exception requirements.

POLICY:

As described in WIOA 20 CFR § 681.250(c), WIOA allows a low-income exception where 5 % of WIOA youth may be participants who ordinarily would be required to be low income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria.

A program must calculate the 5 % based on the percentage of newly enrolled youth in the local area's WIOA youth program in a given program year who would ordinarily be required to meet the low-income criteria. The 5 % low-income exception under WIOA is calculated based on the 5 percent of youth enrolled in a given program year who would ordinarily be required to meet the low-income criteria.

This is an elective category meaning that this category does not have to be utilized if it is not necessary. If CSTB elects to place participants in this category based on eligibility, not more than 5% may qualify under the low- income exception.

CSTB Policy # 019-C0031 – Youth Requiring Additional Assistance outlines the CSTB definition of acceptable criteria in our region. This policy provided maximum flexibility in capturing additional barriers that youth in our region face. In addition, CareerSource Tampa Bay's Local Workforce Development Board will follow established WIOA Youth 5% Eligibility and Limitation criteria guidelines as provided in TEGL 08-15.

PROCEDURE:

5% Exceptions- WIOA Sec. 129(a)(3) defines all in-school youth and the following two categories of out-of-school youth as "covered individuals."

- A recipient of a secondary school diploma or its recognized equivalent who is a low income individual and is either basic skills deficient or an English language learner;
- A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

No more than five percent (5%) of youth served in a local area may be "covered individuals" who are not low income (WIOA Sec.129 (a)(3)(A)(iii)).

All ISY must be low-income with the exception that up to five percent (5%) of ISY youth who meet all the other eligibility requirements need to be low-income. The up to five percent (5%) is calculated based on all newly enrolled youth who would ordinarily be required to meet the low-income criteria in a given program year.

For OSY, only those youth who are the recipient of a secondary school diploma or its recognized equivalent and are either basic skills deficient or an English language learner and youth who require additional assistance to enter or complete an educational program or to secure or hold employment must be low-income. Because not all OSY are required to be low-income, the 5% low income exception under WIOA is calculated based on the 5% of youth enrolled in a given program year who would ordinarily be required to meet the low-income criteria (20 CFR 681.250).

To exercise the WIOA Youth 5% Exception this will require the CEO or their designee's approval. This would be documented in EmployFlorida case notes and in the WIOA application/intake packet so it is clear for the MIS team to process the initial enrollment.

5% Limitations- No more than five percent of the in-school youth served in a local area may be "an individual who requires additional assistance to complete an educational program or to secure or hold employment" (WIOA Sec. 129(a)(3)(B)). WIOA Sec. 129(a)(3)(B) states that in each local area, not more than 5% of the ISY assisted may be eligible based on paragraph (1)(C)(iv)(VII), which refers to the barrier for an ISY who requires additional assistance to complete an educational program or to secure or hold employment. CSTB must ensure that in a given program year, not more than 5% of ISY enrolled in the program year are determined WIOA eligible only based on the "additional assistance" criterion.

Calculation of the limitation is done on a per Program Year basis (July 1 – June 30th). The methodology only considers new ISY enrollments that are realized by CSTB in a given program year.

- Note: The 5% limitation restriction only applies to ISY.

EF Tracking

Both the 5% Exception and 5% Limitation are tracked based on activities and coding in EmployFlorida. In addition, CSTB should establish local internal controls to ensure that these thresholds are not exceeded. CSTB can generate reports to identify the total # enrolled in each category. DEO also conducts annual programmatic monitoring and one of the areas they review is WIOA Youth and in particular they review for both the 5% exception and 5% limitation criteria.

Waivers

Presently there are no approved waivers through USDOL to either of these requirements.

References:

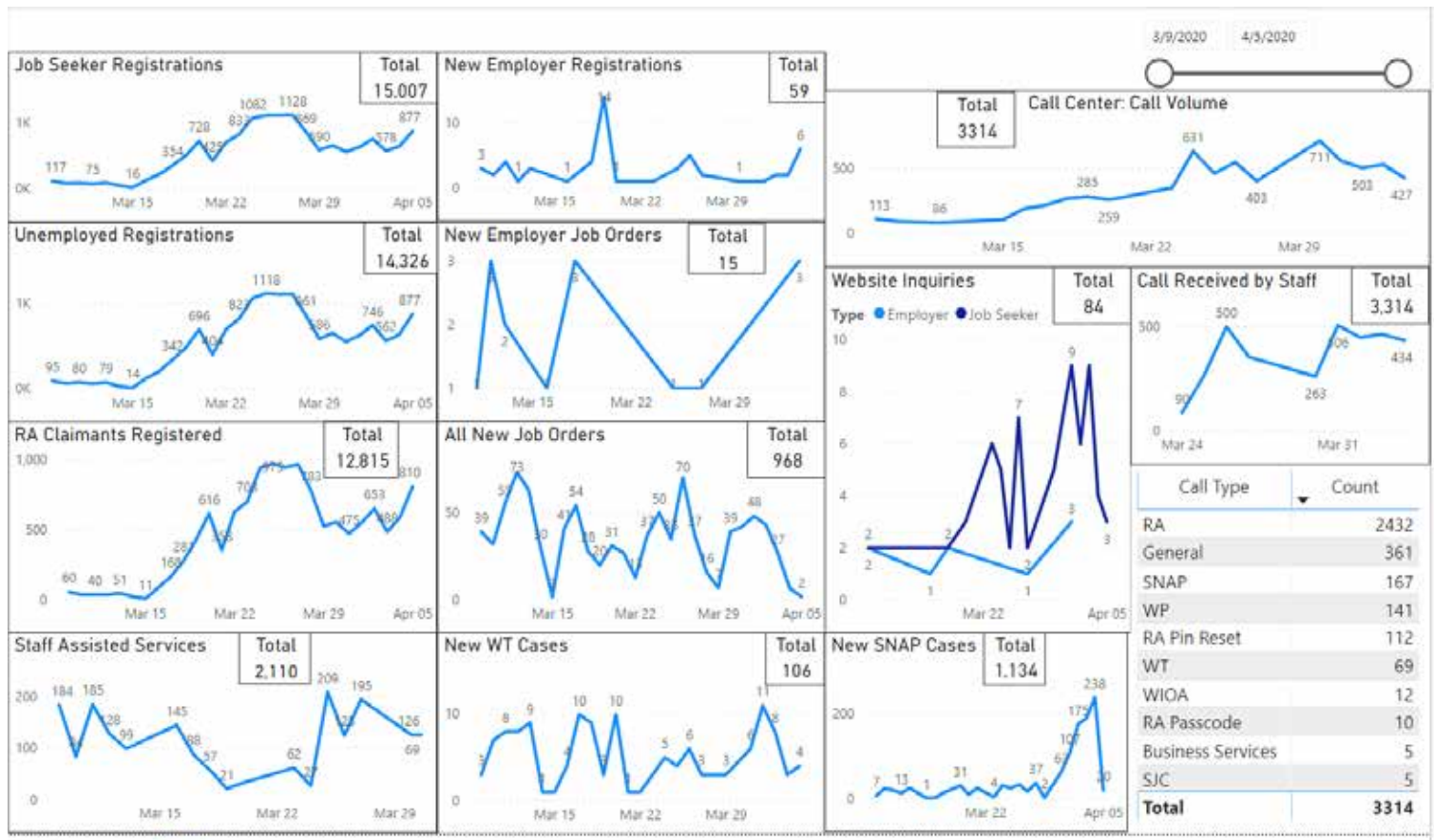
- WIOA Public Law 113-128 Section 129(a):
<https://www.govinfo.gov/content/pkg/PLAW-113publ128/psf/PLAW-113publ128.pdf>
- TEGL 08-15 Second title 1 WIOA Youth Program Transition Guidance:
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_08-15.pdf
- TEGL 19-16 WIOA Operating Guidance:
https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3851
- TEGL 23-14 WIOA Operating Guidance:
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_23-14.pdf
- CSTB POLICY # 019-C0035 WIOA Title 1 Programs Eligibility Criteria:
<https://local.careersourcetampabay.com/wp-content/uploads/2019/12/Policy-WIOA-Title-1-Eligibility-Criteria.pdf>
- CSTB POLICY # 019-C0031: Youth Requiring Additional Assistance
<file:///U:/Career%20Services/2019%20Policies%20and%20Procedures/Policy%20-%20Youth%20Requiring%20additional%20assistance/Policy%20Youth%20Requiring%20Additional%20Assistance%20Revision%209%202019.pdf>

INQUIRIES: Any questions about this procedure should be directed to the Chief Operating Officer, Director of Youth program, or their designee.



Information Item # 1

Covid-19 Key Metrics Report 4-6-2020



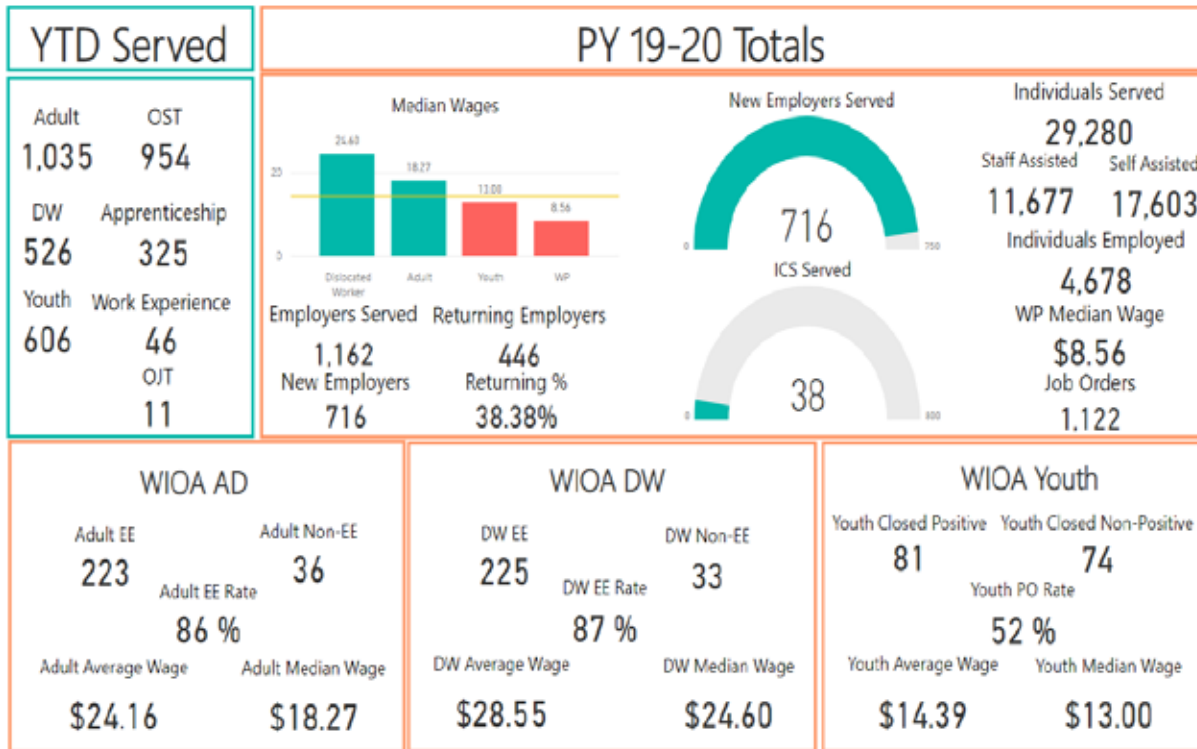
Comparing 3/29-4/4 to 3/22-3/28

- 414% increase in New SNAP Cases
- 72% increase in Calls Received by Staff
- 91% increase in Website Inquiries
- 60% increase in New WT Cases



Information Item # 2

CSTB Performance Dashboard 4-6-2020



Source: Employ Florida/OSST

Last Updated
4/6/2020

March Dashboard Analysis

- 969 Served in PY1920 in Occupational Skills Training (11 Started OST in March)
- 325 Served in PY1920 in Registered Apprenticeship (29 Started Apprenticeship in March)
- 606 Youth Served in PY1920 (97 Youth Enrolled in March)
- 46 Served in PY1920 in Work Experience (0 Started WE in March)
- 7,959 Individuals Served (5,759 more than the monthly average for previous months of the PY)
- 426 Individuals Employed (42 less than the monthly average for previous months of the PY)
- 100 Employers Served (17 less than the monthly average for previous months of the PY)
- 88 New Employers Served (19 more than the monthly average for previous months of the PY)
- Note: Individuals Served/Employed and Employers Served are counted in the month of their first service/employment of the PY
- 191 Job Orders Entered (14 less than previous months of PY)
- 18 WIOA Adults closed with employment. Median wage now at \$19.00 (No change over previous months of PY)
- 23 WIOA Dislocated Workers closed with employment. Median wage now at \$24.00 (No change over previous months of PY)
- 9 WIOA Youth closed with a Positive Outcome. Median wage now at \$12.98 (\$.02 decrease over previous months of PY)



Information Item # 3

R15 DEO Quality Assurance Report

Program Years 2017-18 and 2018-19

Overview:

On 11.12.19 Department of Economic Opportunity (DEO) provided us with the LWDB 15 Monitoring Report Transmittal Letter for PY 18-19. This included the DEO Quality Assurance Report dealing with the outcome of PY 2018-2019 and PY 2017-2018 of CSTB's workforce programs and operations. The report covered a two- year period and 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 CSTRB 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.)

In addition, due to reoccurring issues CSTB must also include with the CAP an overall plan of action that addresses how the board plans to improve overall management operations including the methodology and process for process for accomplishing compliance and a timeline to show when the issues will be resolved.

Below is summary of table of monitoring results:

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

2018-2019 Monitoring Results					
Workforce Program	Issues	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issues	Current Year Other Noncompliance Issues

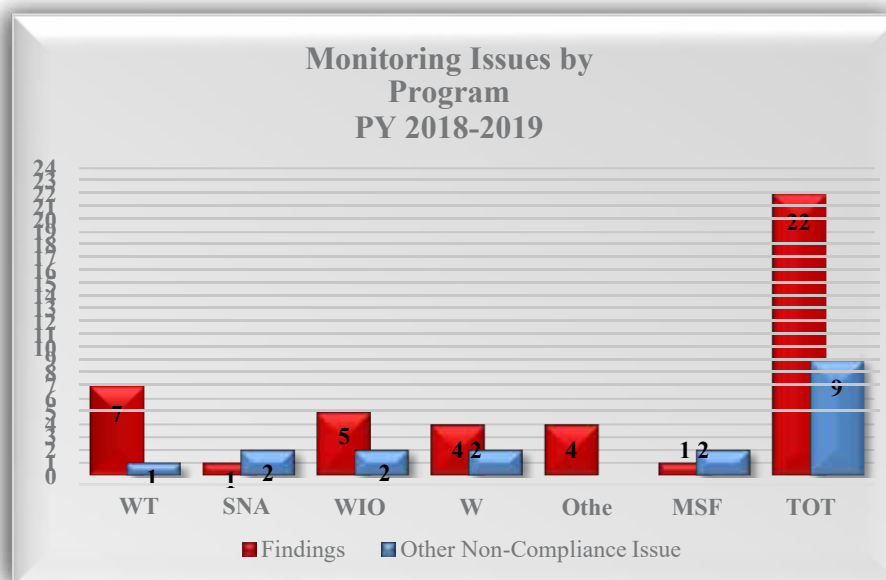
WT	The following issues were identified in the Initial Assessment and Individual Responsibility Plan (IRP) process: <ul style="list-style-type: none"> • An IRP was missing from a participant case file. • An initial assessment was not completed. • Several IRPs did not include all required elements. • Several participants were assigned to more than 40 hours per week in work activities. • A participant was assigned to the Job Search and Job Readiness Assistance activity for more than four consecutive weeks. 	Y	Y		
	Documentation to support job participation rate (JPR) hours was not retained in a participant case file.	Y	Y		
	Several participants were assigned to more worksite hours than the benefit calculation allows.	N	Y		
	A safety plan was not developed for a victim of domestic violence. Additionally, neither the IRP or Alternative Requirement Plan included the required safety plan elements.	N	Y		
	A medical deferral was entered in the One-Stop Service Tracking (OSST) system without documentation to verify the deferral.	N	Y		
	The following issues were identified in the pre-penalty and sanction process: <ul style="list-style-type: none"> • No evidence of an attempt to orally contact and/or counsel several participants. • A participant was not allowed three working days to provide good cause for a second failure within 30 days. Additionally, the Notice of Failure to Demonstrate Satisfactory Compliance form was missing in a couple of case files. • A participant was not notified of what (s)he was required to do prior to initiating the pre-penalty. • There were delays in requesting several penalties and sanctions. 	Y	Y		
	There was no documentation in a participant case file to verify employment and/or the employment documentation maintained in the files did not match the information recorded in OSST.	Y	Y		
	A couple of participant case files were missing a signed and dated Opportunities & Obligations form.			N	Y

Workforce Program	Issues	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issues	Current Year Other Noncompliance Issues
WT Totals		4	7	0	1
SNAP E&T	Several participants were not assigned to 80 hours per month in SNAP activities. Also, one participant was assigned to more than 120 hours when employment was combined with another component.	Y	Y		
	A couple of participants were assigned to more than 39 Job Search/Job Search Training hours for the month.			N	Y
	Several participants did not have their initial appointment status (code 590) ended timely in OSST			N	Y
	Two case files were missing documentation to support the dispersal of food stamp reimbursements.	Y	N/A		
SNAP E&T Totals		2	1	0	2
WIOA ADULT/DW	Several participant case files were missing employment verification documentation to support the employment activity recorded in Employ Florida.			Y	N/A
	Several participant files lacked sufficient participant eligibility documentation.	Y	N/A		
	The job titles on several on-the-job training agreements did not match the occupations listed on the participants' Individual Employment Plans or in case notes.			Y	N/A
WIOA Youth	Required components of Work Experience (WE) activities: <ul style="list-style-type: none"> A participant started a WE activity before the WE agreement was signed. Two participant files were missing documentation of wages paid and timesheets to support the participants' engagement in the WE activity. Several participants were placed in a WE activity without being provided the mandatory academic components. 	Y	Y		
WIOA Youth, Adult/DW, and Special Projects	In many instances, credential attainments recorded in Employ Florida did not meet the definition of an industry-recognized certificate or certification.	Y	Y		
	Quarterly follow-ups for several participants were not conducted by the due dates indicated in the follow-up table in Employ Florida.			Y	Y
	A couple of participants were enrolled in a training program with a service provider that is not on the state or local eligible training provider list.	N	Y		
	A couple of participants were co-enrolled in programs with duplicative services provided from multiple funding sources.	Y	Y		
	In many instances, measurable skills gains were not recorded in Employ Florida for the applicable program year in which the participants were enrolled in an educational or training program.			N	Y
	A support service activity documented in a participant's case file did not match the support service activity entered in Employ Florida.			Y	N/A

Workforce Program	Issues	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issues	Current Year Other Noncompliance Issues
WIOA Youth, Adult/DW, and Special Projects	Several participant files were missing documentation to verify that follow-up services were offered.			Y	N/A
	The activity "Actual Begin Date" in recorded in Employ for several participants precedes the system generated "Create Date" by more than 15 days after the activity began.			Y	N/A
	In several instances, the Individual Training Account costs were not recorded in the Training Enrollment Cost table in Employ Florida.			Y	N/A
WIOA, WT and SNAP Common Issue	Grievance/Complaint and Equal Employment Opportunity (EEO) forms were missing from several participant case files.	Y	Y		
WIOA Totals		5	5	7	2
Wagner-Peyser (WP)	The registration, participation, and recording of placements of multiple job seekers were not in compliance with DEO guidance. Problems included but not limited to no job seeker engagement when participation was recorded, misleading individual information recorded in Employ Florida, and invalid recording of placements for participants.	Y	Y		
	A few job seeker placements had several issues including missing case notes or duplication of obtained employments.	Y	Y		
	A job order did not meet the terms of use posting rules for Employ Florida.	N	Y		
	A job order with a wage rate listed below the minimum wage did not have case notes documenting the job met Florida minimum wage rate requirements.	N	Y		
	A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency".			N	Y
	There was no documentation in several case files to support a reportable service had been provided to allow extended participation beyond the required 90 days.	Y	N/A		
	A job development job order did not have the 123-service code recorded for the job seeker.			Y	N/A
	A counseling service code was recorded in Employ Florida for a job seeker, but the documentation did not meet the definition of a counseling service.			Y	N/A
Reemployment Services and Eligibility Assessment (RESEA)	The Red Flag Drop-off Report showed that a few participants were not managed by staff within the required time frame.			N	Y
RESEA and WP Common Issue	Several Employability Development Plans recorded in Employ Florida did not contain all required information.			Y	N/A
WP/RESEA Totals		3	4	3	2

Workforce Program	Issues	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issues	Current Year Other Noncompliance Issues
Complaint System	A complaint log was missing required elements indicating resolution of complaint and complaint status. Additionally, follow-up was not conducted for a migrant and seasonal farmworker (MSFW) complaint.	N	Y		
Credentialing	Labor market publications and resources were not accessible to users and several computers were inoperable and missing links to required resources.	N	Y		
Management Information Systems (MIS)	A staff member's access to OSST had not been revoked following separation from the LWDB.	N	Y		
	Multiple staff were either missing background screenings or the screenings were conducted after the hire dates. Additionally, completed confidentiality forms and security agreements were not completed for a couple of staff members.	N	Y		
Other Totals		0	4	0	0
MSFW	All required equity ratio indicators and minimum service level indicators were not met for the review period.			Y	Y
	Three MSFW job seekers were not properly identified as seasonal or migrant farmworkers.	N	Y		
	Two agricultural job orders were missing required information such as specific days and hours to work and a description of job duties.			N	Y
MSFW Totals		0	1	1	2
Results-All Programs		14	22	11	9

Note: N/A in the above chart denotes issue was applicable during the PY 2017-18 review but not during the PY 2018-19 review. Additionally, the following graph represents an analysis of issues identified only during PY 2018-19



CSTB CAP was submitted on 12/17/19. DEO reviewed the CAP and requested additional information including a review of all open cases for WT, all active WP participants, and all open Job Orders. A call with DEO on 1/27/20, resulted in a revised review of this request to include a substantial review with a documented plan on corrected issues. The additional information requested was provided on 2/4/20.

DEO requested another revised CAP addressing additional information on Finding #15.18 -WP Job Order Placements and Obtained Employments and Finding #15.19 Job Order Requirements. This was submitted to DEO on 4.7.2020 and we are awaiting their response.

Additionally, DEO is scheduled to conduct our PY 19-20 onsite programmatic monitoring review during the week of 4/27/20-5/1/20. Due to the impacts of COVID-19 in our region, we've requested to reschedule the upcoming DEO Annual Programmatic Monitoring visit.



Information Item # 4

Summer Job Connection (SJC) 2020 Update

2020 Goal: Serve 1,500 youth & targeting 300 businesses

Key Program Dates:

- June 8 - June 12, 2020 – Youth Summit Events – Locations TBD
- June 15, 2020 – Participants first day of work
- June 15 – July 24, 2020 - SJC Career Specialist conduct onsite bi-weekly monitoring
- July 24, 2020 – Participants last day of work

Application Stats as of 4.1.2020:

- Over 1,550 Youth applications received
- Over 119 Employer applications received w/ 826 positions requested

Program Updates:

- 3.31.2020 – We hit capacity so the 2020 SJC Youth Application officially closed.
- We are presently still accepting applications for Hillsborough county businesses.
- Surveying SJC Employers that have already applied to gauge their interest and ability to participate in the program given our current economic crisis.
- With the uncertainty of a reopen date and the impact to local businesses, we are exploring options with the SJC leadership team to reevaluate our model moving from a traditional PWE to career exploration.
- We are fully committed to ensure that the youth, that have already been enrolled in the SJC 2020 program state systems (WIOA and TANF), will receive a program. Flexibility and innovation in our design are key to our success.

Learning Today, Leading Tomorrow...One Summer Can Change your Future – We are making connections that matter!



Information Item # 5

Public Relations/Marketing Update

(Updated March 30, 2020)

OVERVIEW: *January:* Marketing team supported Business Services with marketing campaign and production of Vision 2020. *February:* Vision 2020 was sold out two weeks before the event and the program was successfully executed. *March:* The Marketing/Public Relations Department worked to support the organization's effort helping citizens adversely impacted by coronavirus COVID 19. We revamped the main CSTB webpage, working closely with programs to provide updates for businesses and individuals. Some actions included:

- Printing 5,000 English, 5,000 Spanish and 1,000 Creole flyers and making them available at all five CSTB centers working with Customer Service and Facilities
- Worked closely with Business Services to ramp up HOT JOBS section
- Updated CSTB COVID 19 Job Resource Tool Kit with Policy and Performance team.
- Developed and maintained CSTB FAQ page
- Worked closely with MIS, Customer Service and vendor CTS to revamp website email. We can now more closely track emails coming into CSTB.
- Updated the website with Reemployment Assistance help
- Promoted online and via the website Florida Reemployment Assistance paper applications, new mobile device and promoted CSTB customer service assistance online and via phone.
- Media calls: Worked closely with media, we've seen an increase in reporter questions.
- Kept partners updated with latest FAQ's
- Produced January-February March-April Electronic Newsletters
- Launched Podcast

MARKETING CAMPAIGNS:

The following marketing campaigns have been put on hold temporarily due to coronavirus COVID 19.

March - 2020

- Mini Job Fair on March 25
- Tech Hire (Goal sign up 50 people)
- Summer Job Connection: Employer engagement and registration

April – 2020

- April 30: Professional Mixer
- Professional Talent of Tampa Bay Campaign (Awareness of this campaign and get people to participate in the program) <https://www.careersourcetampabay.com/job-seekers/job-search/professional-talent>

May – 2020

- Promote Job Fair on May 14, 2020

June – 2020

- Industry Consortiums (Healthcare/Life Sciences) June 12, 2020 promote via digital marketing

The following marketing campaigns are being expanded to highlight our services to people adversely impacted by COVID-19.

April – 2020

- Podcast promotion on social media
- Top Workplaces in Tampa Bay Sponsorship

- Ad placement in Tampa Bay Times, email blasts, social media tbt and Tampabay.com
- April-June: Campaign to bring awareness to CSTB to get people who need assistance looking for jobs and help businesses connect with job seekers. Goal to increase traffic to CSTB website.
 - Digital Marketing
 - Social Media

May – 2020

- Statewide Funded Marketing Campaign:
 - Using final amount, about \$5,000 to promote Business Services in May via Moore Communications via digital marketing.

CSTB MARKETING/PUBLIC RELATIONS DASHBOARD				
(UPDATED 03/31/2020)				
	PY 18-19	Q1 PY 19-20	Q1/Q2 PY 19-20	Q1/Q2/Q3 PY 19-20
Total Website Page Views	861,540	185,806	387,264	471,322
Website Users	203,861	45,062	60,308	78,960
Average Time on page	1:34	1:21	3:35	3:42
Pages per session			3.69	3.73
Bounce Rate	54:08	52.71%	51.37%	50.22
Sessions	372,264	77,414	105,015	126,199
Social Media Impressions	321,810	787,170	888,637	1,743,675
Social Media Engagements	8,425	5,224	10,300	18,816
Total Followers	5,943	7,206	7,746	8,207
Total Net Follower Growth	1,450	466	1004	1,478
Social Media Clicks	0	3,572	5,347	11,395
Total messages/posts	0	305	738	1094
Number of Press Releases	6	8	21	35
Number of "Reporter Inquiries	9	5	7	29
Earned media/ Viewership/Reach	269,724	163,288	861,681	2,586,762
Earned media dollar figure (net)	\$10,317	\$11,810	\$50,436	\$172,193
Negative media dollar figure (net)				-\$6,560
Number of positive stories published	22	6	38	106
Number of Negative stories published	4	0	3	3

DEFINITIONS:

Page Views is the total number of pages viewed. Repeated views of a single page are counted.

Unique Page Views is the number of sessions during which the specified page was viewed at least once. A unique page view is counted for each *page URL + page Title* combination.

Bounce Rate: A *bounce* is a single-page session on your site. In Analytics, a bounce is calculated specifically as a session that triggers only a single request to the Analytics server, such as when a user opens a single page on your site and then exits without triggering any other requests to the Analytics server during that session. Bounce rate is single-page sessions divided by all sessions, or the percentage of all sessions on your site in which users viewed only a single page and triggered only a single request to the Analytics server.



CareerSource Tampa Bay
4902 Eisenhower Blvd., Suite 250 | Tampa, FL 33634
CareerSourceTampaBay.com

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