



Wednesday, February 19, 2020 9:00 AM
9215 N. Florida Ave., Ste. 101, Tampa FL

ONE-STOP COMMITTEE Agenda

- I. **Welcome and Roll Call** John Howell, Chair
- II. **Public Comments**
- III. **Action/Discussion Items**
 - 1. Approval of Minutes – November 20, 2019 One Stop Committee Mtg.Page 2
- IV. **Information Items**
 - 1. 2019-2020 One Stop Goals Update Jody Toner, Page 6
 - 2. One Stop Operator Update Dan McGrew, Page 15
 - 3. Performance Dashboard Chad Kunerth, Page 16
 - 4. Internal Performance Dashboard Chad Kunerth, Page 17
 - 5. Summer Job Connection (SJC) 2020 Update Jennifer Wilson, Page 18
 - 6. Employer Satisfaction Survey Chad Kunerth, Page 19
 - 7. DEO Program Monitoring Chad Kunerth, Page 20
 - 8. Internal Program Monitoring Chad Kunerth, Page 26
 - 9. Career Seeker Dress Code Anna Munro, Page 28
 - 10. WIOA Youth Program Update Christina Witt, Page 30
- V. **Board Members Comment**
- VI. **Future Business**
 - Training Vendor Fair
- VII. **Adjournment**

Next Meeting May 20, 2020



CareerSource Tampa Bay One-Stop Committee Minutes

Date: October 20, 2019
Location: 9215 N Florida Ave., Ste. 101, Tampa, FL

Call to Order

Chair Michael Ramsey called the meeting to order at 9:03 a.m. There was a quorum present with the following One-Stop Committee members participating.

Committee Members in Attendance

In Person: Tom Aderhold, Leerone Benjamin, Ryan Buckthorpe (Representative for Ginger Clark), Marcella Blanchett (representative for Mireya Hernandez), John Howell and Michael Ramsey.

By Phone: Richard Cranker.

Committee Members Not in Attendance

Stephanie Brown-Gilmore, Elizabeth Gutierrez, and Paul Orvosh.

Staff

John Flanagan, Juditte Dorcy, Jody Toner, Sheila Doyle, Anna Munro, Christina Witt, Dan Schneckenburger, Chad Kunerth, Jennifer Wilson, Melissa Carroll, Tammy Stahlgren and Hector Huertas.

BOCC Liaison

Kenneth Jones

Others in attendance

Dan McGrew

Public Comments

There were none.

The agenda items are listed in the order of discussion.

▶ [Indicates Committee Action](#)

Action Items

▶ Action Item #1 Approval of Minutes August 21, 2019 One Stop Committee Meeting

- A motion to approve the minutes of August 21, 2019 One Stop Committee meeting minutes was made by:
- Motioned: John Howell
- Seconded: Tom Aderhold
- The motion passed unanimously, no further discussion.

Information Items

1. 2019-2020 One-Stop Strategic Goals Update given by Jody Toner
(Refer to Page 5 -11 of the November 20, 2019 One-Stop Committee Agenda Packet)

Goal 1 is to provide Job Seekers with Expanded Access to Employment and Training. We had 30,210 job seekers come and access services in our career center and in comparison to the prior program year that does represent about a 12% decrease from the prior year same period of time. There are many different factors that contribute to this including the continued low unemployment rate and the number of RA claimants.

2. Continuous Improvement Plan update given by Jody Toner
(Refer to Page 14 of the November 20, 2019 One-Stop Committee Agenda Packet)

John Flanagan had been representing us on the statewide Continuous Improvement Council and has been replaced by Jody Toner in that capacity.

3. Performance Dashboard update given by Chad Kunerth
(Refer to Page 25 of the November 20, 2019 One-Stop Committee Agenda Packet)

There are 841 active cases for adults. New Employers served goal is 750, we currently stand at 201. Dan Schneckenburger shared that Business Services is doing a great job and has identified 165 new employers served in October that are not reflected in the Dashboard.

4. Summer Job Connection update given by Jennifer Wilson
(Refer to Page 26 of the November 20, 2019 One-Stop Committee Agenda Packet)

Jennifer Wilson was introduced as the new full time Summer Job Connection Coordinator. We will be hosting Employer Table Talks in December. This will allow employers to ask questions and get a full understanding of the program.

Key Program dates and Program updates can be found in the Agenda packet.

5. WIOA Youth Program update given by Christina Witt
(Refer to Page 27 of the November 20, 2019 One-Stop Committee Agenda Packet)

Performance for the first quarter, we are projected to serve 1,089, we've served 305 youths, we're at 28% of our goal for this quarter.

One of the things that they look for in each local area is after youth come into their youth program, how often are you touching folks and are you exiting folks appropriately? Under the prior administration our caseload kind of ballooned, and it really wasn't an accurate representation of what we were doing. We cleaned out our records to give the board an accurate representation. We may take a little performance numbers hit this year. What we decided to do was to make sure that we're spending our dollars wisely and we have accurate representations to give to the Board.

To improve in this area, we're incorporating more touch points and offering more services availability to our youth. We've created some new specific workshops that we'll be presenting to keep them engaged, which has always been a challenge within a youth program, but we're trying to think outside of the box and find ways to keep them engaged. Follow-up can be in a bunch of different ways, phone calls to youth is probably passé, but texting and email are used heavily by youth.

We are creating some mechanisms that make it a little bit easier by accessing technology. It's extremely difficult to tie down the success rate of a particular youth.

We're working with Geographic Solutions, they're the architects of Employ Florida to create intelligent alerts. In addition, Chad's been working with CTS and the Summer Job Connection team will pilot, a new SMS text messaging functionality.

We're the first region to pilot this and we're doing it for Summer Job Connection. We're creating some branching logic to automate things that will then be automatically uploaded into our EDMS, ATLAS system.

6. One Stop Operator update given by Dan McGrew
(Refer to Page 28 of the November 20, 2019 One-Stop Committee Agenda Packet)

Mr. Dan McGrew, OSO provided the one stop operator update. We have added 2 new partners since our last meeting. We held one of our largest partner meetings on September 18th with 30 attendees from 13 partner agencies. We had Job Corps and Hillsborough County Schools present during the partner spotlight. After these meetings, there was an uptick of people connecting with Job Corps directly or sending connection/referral forms Corps. We saw a 73% increase in usage of the One Stop Partner Portal connection/referral form over the prior three months.

Sample language that can be used for all the partners at the partner meeting is available outlining what the expectations of the partners and CSTB.

In October John Flanagan, Jody Toner and Juditte Dorcy visited Career Source Capital Region to assess different service delivery models and how Career centers operate throughout the state.

7. USDOL H-1B Job Training Grant – Tampa Bay TechHire Program update by Christina Witt
(Refer to Page 29 of the August 21, 2019 One-Stop Committee Agenda Packet)

We exceeded our goals in Outcome Measure serving to date 1,357 participants.

Quarterly outcome measures exceeded our goals in 3 of 6 categories, and very close on a 4th. Unemployed obtaining employment and incumbent worker advanced to new position, are expected to improve next quarter.

We still have a lot of people in training, so we expect to be close to our goal by the end of the grant.

8. Internal Program Monitoring update given by Jody Toner
Refer to Page 30 of the November 20, 2019 One-Stop Committee Agenda Packet)

This report outlines our internal program monitoring plan for programming. This function shifted to the MIS department last year. We have two full-time program monitors that analyze every required element under workforce development, conducting internal program monitoring utilizing the department of economic opportunity.

We're venturing into new programmatic areas like the OJT program. We want to make sure we're providing relevant real time data to our Program Directors to identify any systemic issues.

These reports are available to any of the board members if you'd like to see them. We switched our model from Excel base to an Access database, so we're now able to drill down to individual questions by staff and get an overall accuracy score for each staff member and the overall program areas within the organization.

9. Public Relations and Marketing Update given by Doug Tobin
(Refer to Page 31 of the November 20, 2019 One-Stop Committee Agenda Packet)

- CareerSource Marketing team has hired a new Marketing Specialist, Shedlyn Joseph. During October 2019 CSTB launched our new website.
- November 4, 2019 CSTB marketing sent out the first electronic newsletter to the leadership team, Board members and all staff. This will continue on a regular basis.
- 2019-20 Marketing Campaigns can be found in the Agenda packet.

Board Members Comments

Building Updates: North Florida building is receiving some much-needed updates and refreshers to the building.

We have two of our new partner additions to co-locate: Dress for Success, and CDC. both of whom serve those job seekers that don't have a professional wardrobe. They also have a great leadership and speaker series that their participants go through.

Summer Job Connection: John Flanagan touched on using technology previously, a platform to automate time and attendance called Career Edge will be utilized again this summer. There will be one platform for both youth and employers participating in the Summer Job Connection. Youth will be able to upload the required documentation for eligibility, and they'll be required to do some online modules well before the summit.

Employers will have resumes before the summit, kids will go through a mock interviewing series, some in-person sessions. We will be doing some financial literacy – the kids will have to have established bank accounts, if they don't - we have some partnerships established with local banks that will be on site. Our intake sessions will be automated and be online. Best practice models capture the essence of automating things and making it more efficient with applications their mobile phone.

Future Business

1. Business and Education Summit- February 28, 2020
No discussion.

Adjournment

The meeting was adjourned at 10:32 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.



Information Item # 1

2019 – 2020 One Stop Strategic Goals Update

For Period Covering: October thru December 2019

Goal 1: Provide Job Seekers with Expanded Access to Employment and Training Services.

Objective 1: Provide a wide range of workforce resources to job seekers.

- Support open access to the Resource Room, materials, and maintain qualified staff to meet the needs of local job seekers.

<i>Center Traffic</i>	<i>QTR 1</i> <i>July - Sept</i>	<i>QTR 2</i> <i>Oct - Dec</i>	<i>QTR 3</i> <i>Jan - Mar</i>	<i>QTR 4</i> <i>Apr - June</i>	<i>YTD</i> <i>July - June</i>
2019 - 2020	30,210	24,433			54,643
<i>Prior PY 18-19</i>	34,238	29,063	29,807	31,952	125,060

<i>By Location</i>	<i>QTR 2 PY 19-20</i>	<i>QTR 2 PY 18-19</i>
<i>Tampa</i>	18,463	22,517
<i>Brandon</i>	3,232	4,135
<i>Plant City</i>	382	110
<i>Ruskin</i>	1,020	1,013
<i>Career Prep Center</i>	1,336	1,288
Totals	24,433	29,063

- Promote CareerSource Specialized Programs and Services to all job seekers.

Reemployment Services and Eligibility Assessment (RESEA):

- The goal of this program is to provide UI claimants early access to services that can help them get back into the workforce faster.

Reemployment Services and Eligibility Assessment (RESEA): QTR 2: Oct. – Dec. 2019				QTR 2: PY18-19	
<i>Center</i>	<i>Registered</i>	<i>Attended</i>	<i>% Show Rate</i>	<i>Registered</i>	<i>Attended</i>
Tampa	866	397	45.84%	1,085	833
Brandon	470	205	43.62%	900	680

Plant City	53	23	43.40%	10	7
Ruskin	61	26	42.62%	56	31
Career Prep Center	130	65	50.00%	169	87
Totals	1,580	716	45.32%	2,220	1,638

Veteran Services

Category	QTR 2 PY 19-20	YTD PY 19-20	PY 18-19 QTR 2
<i>Veterans Served</i>	771	1,312	961
<i>Veteran Services</i>	3,276	7,117	4,431
<i>Veterans Provided Individualized Career Services</i>	88	118	123
<i>Veterans in Case Management</i>	30	68	15
<i>Placements</i>	55	161	203

Objective 2: Maximize the use of technology and online services to meet job seeker needs.

- Support Employability Skills Workshops for local job seekers in multiple media such as center workshops, ATLAS eCourses and other applications available.
- Improve the effectiveness of partnerships through technology such as electronic referrals, automation of job seeker registration in Employ Florida and data sharing.

Employability Skills Workshops Attendees	QTR 2 PY 19-20	YTD 19-20	QTR 2 PY 18-19
	1,877	4,145	1,469

- *The top three workshops by attendance:*
 - Resume Development (270 attended),
 - Modern Day Job Search for Mature Workers (179 attended), and
 - Surviving a Layoff (176 attended)
 -

Center	QTR 2 PY 19-20	YTD PY 19-20		QTR PY 18-19
	# Attendees	# Attendees	% by Location	# Attendees
<i>Tampa</i>	1,155	2,575	62.1%	851
<i>Brandon</i>	526	1,095	26.4%	475
<i>Ruskin</i>	130	325	7.8%	50
<i>Career Prep Center</i>	0	6	0.1%	4

<i>Plant City</i>	66	144	3.5%	89
Totals	1,877	4,145	100%	1,469

Online Job Seeker Services: Assessments, Job and Career Readiness, GED/ESOL Preparation and Computer Skills Training.			
<i>Categories:</i>	<i>QTR 2 PY 19-20</i>	<i>YTD 19-20</i>	<i>QTR 2 PY 18-19</i>
	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>
<i>Workplace Skills</i>	277	560	283
<i>Future Plans</i>	0	2	8
<i>eCourses</i>	0	0	1,266
<i>Penn Foster</i>	4	16	3
<i>Computer Training</i>	112	232	90
<i>Florida Ready to Work</i>	78	142	69
Totals	471	952	1,719

- Research and identify additional resources and services available with the community or other government agencies to adopt within our centers.

Employ Florida Services & Activities Summary			
<i>Categories:</i>	<i>QTR 2 PY 19-20</i>	<i>YTD 19-20</i>	<i>QTR 2 PY 18-19</i>
<i># Served</i>	8,518	17,621	15,145
<i># of Services</i>	41,669	85,703	61,487
<i># of Staff Assisted Services</i>	16,761	35,601	31,652
<i># Referrals</i>	9,888	21,609	8,369
<i># External Referrals</i>	3,691	8,602	6,240
<i># Resumes Posted</i>	3,421	7,572	4,057

Goal 2: Provide Effective Workforce Programs Aligned with Demand Industry Sectors.

Objective 1: Increase participation in Occupational Skills Training (OST).

- Enroll job seekers into training programs that lead to careers in targeted occupations with an emphasis on career ladder opportunities in the following industries:
 - Healthcare & Life Sciences

- Manufacturing & Logistics
- Information Technology
- Financial & Professional Services
- Hospitality, Retail & Tourism
- Transportation & Trades

Occupational Skills Training	QTR 2 # New Enrollments	QTR 2 PY 18-19 # New Enrollments
<i>WIOA Adult/Dislocated Worker</i>	54	213
<i>Youth</i>	46	17
Totals	100	230

- Funding update:

- Effective 1.16.2020 funding is on hold under **WIOA Adult program only** for occupational skills training. WIOA Adult funding is still available for apprenticeship programs.
- Funding is available under **WIOA Dislocated Worker** program for occupational skills training and apprenticeship programs.
- Funding is available under **WIOA Youth** for GED, Penn Foster, Microsoft Office Specialist, Hospitality, occupational skills training programs.
- Funding is available under **Welfare Transition Program (WTP)** for GED, Penn Foster, Microsoft Office Specialist, Hospitality and vocational training.

Work-Based Training	QTR 2 PY 19-20 # New Enrollments	QTR 2 PY 18-19 # New Enrollments
<i>On-the-Job Training</i>	5	0
<i>Paid Work Experience</i>	31	0
Totals	36	0

- Educate staff and community on the use of *Eligible Training Provider List* and targeted occupations or training programs under WIOA.

Objective 2: Increase enrollments in Apprenticeship and Pre-Apprenticeship Programs.

- Establish an Apprenticeship team to identify additional partnership opportunities and build referrals.
- Promote apprenticeship training and pre-apprenticeship programs to prepare job seekers for career opportunities.

Apprenticeship Enrollments	QTR 2 PY 19-20 # New Enrollments	YTD PY 19-20 # Enrollments	QTR 2 PY 18-19 # New Enrollments
<i>Ironworkers</i>	0	0	0
<i>Tampa Area Joint Apprenticeship and Training Committee (JATC)</i>	4	34	20
Totals	4	34	20

Objective 3: Increase enrollments in short-term Career-Ready programs.

- Sustain and expand pre-vocational training programs in targeted occupations.
- Conduct effective outreach strategies through a variety of media to support pre-vocational training.

Career-Ready Enrollments	WIOA QTR 2	CareerSource Florida Grant QTR 2	WIOA YTD	CareerSource Florida Grant YTD
<i>Welding</i>	0	0	11	0
<i>Soldering</i>	0	0	17	0
<i>Mechatronics/Robotics</i>	0	0	0	6
Totals	0	0	28	6

Goal 3: Effectively Manage Key Workforce Development Performance.

Objective 1: Manage workforce development performance through monitoring and analysis of performance reports.

- Monitor performance measures under local reporting, Monthly Management Report (MMR), Common Measures and Performance Modeling.
- Analyze all programmatic monitoring to include internal, contracted board, DEO or external monitoring such as USDOL.

Governor's Job Placement Report:

PY 19-20	Placements	Ranking	Statewide Placements
<i>October</i>	554	17	9,831
<i>November</i>	365	16	6,391
<i>December</i>	669	8	6,807
QTR 2 Totals	1,588	14 Avg	23,029

<i>PY 19-20 Totals</i>	2,946	15 Avg	46,414
<i>PY 18-19 QTR 2 Totals</i>	3,780	10 Avg	37,551

- Statewide YTD Placements is 46,414 and CSTB R15 contributes to 6.34% of the statewide placements.
- Our regional performance of 2,946 placements is comparative to other metro LWDB's

<i>R12 - Central Florida</i>	<i>R21 - Palm Beach County</i>	<i>R22 - Broward</i>
2,731	4,853	2,109

Objective 2: Evaluate the effectiveness of programs/services.

- Complete a demographics and caseload review by program and center location to include asset mapping.
- Utilize a variety of methods to evaluate customer satisfaction and gather feedback for evaluation and continuous process improvement.

<i>Customer Satisfaction Survey Results</i>	<i>Q2</i>		<i>YTD 19-20</i>	
	<i>No. of Respondents</i>	<i>Rating</i>	<i>No. of Respondents</i>	<i>Rating</i>
<i>Resource Room</i>	178	97.8%	1,355	96.3%
<i>Employability Skills Workshops</i>	562	94.9%	377	96.3%
<i>Totals</i>	740	96.3%	1,732	96.3%

Net Promoter Scores

Net Promoter Score, or NPS, measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.

NPC Scores

Period	Region	Tampa	CPC	Brandon	Plant City	Ruskin
July 2019	41%	42%	13%	43%	60%	60%
August 2019	33%	23%	22%	55%	100%	50%
September 2019	38%	32%	70%	48%	50%	91%
QTR 1 PY 19-20	38%	33%	29%	49%	71%	67%
October 2019	38%	35%	40%	34%	43%	75%
November 2019	36%	38%	-33%	37%	100%	13%
December 2019	18%	13%	-20%	38%	67%	56%
QTR 2 PY 19-20	31%	29%	-4%	36%	70%	48%
YTD PY 19-20	35%	32%	22%	44%	65%	59%

Marketing Update

Effectively Market and Brand Services and Programs

Website Traffic

Period	Page Views	Unique Page Views	Website Users	Average Time on Page	Bounce Rate	Sessions
Prior PY 18-19	1,227,655	861,540	203,861	1:34	54.8%	372,264
Q2 18-19	289,626	205,943	51,447	3:35	56.01%	91,972
Q2 PY 19-20	119,987	79,584	16,362	4:17	47.63%	27,601
PY 19-20	387,264	265,390	60,308	3:35	51.37%	105,015

Source: Google Analytics

Social Media Traffic

Period	Social Media Impressions	Social Media Engagements	# of Social Media Followers	# of New Social Media Followers	Social Media Clicks	Total Messages/ Posts
Prior PY 18-19	321,810	8,425	5,943	1,450	N/A	N/A
Q1 PY 19-20	787,170	5,224	6,666	475	3,572	305
Q2 PY 19-20	101,467	3,597	6,962	480	1,775	433
PY 19-20	888,637	8,616	6,962	955	5,347	738

Source: Sprout Social

Public Relations

Period	# of Press Releases	# of Media Inquiries	Earned Media Impressions	Earned Media Dollar Figure	# of Positive Stories	# of Negative Stories Published
Prior PY 18-19	6	9	269,724	\$10,317	22	4
Q2 PY 19-20	9	7	861,681	\$56,996	38	0
PY 19-20	17	12	1,024,969	\$71,106	57	3

Marketing Campaigns

December 2019

- Tampa Bay Business Journal:
 - 2019-2020 Book of Lists - Full Page Ad (Largest Tampa Bay Employers)
 - Published December 27, 2019
 - Outreach: Business Sectors

Customer Satisfaction Survey

- ❖ Everyone there had been extremely helpful. I'm impressed all of the staff.

- ❖ Emmy Colon was extremely helpful with providing resources and information to further assist me in job seeking.

- ❖ Kristin Winn was very encouraging when she offered to help me in my job search. I believe Kristin genuinely cares about the individuals she is helping. She was polite, sensitive, and full of information regarding sources to find work. I appreciate the time she spent with me and appreciate what Career Source Tampa Bay is doing for job seekers. Thank you.

- ❖ Brandi Hernandez was very professional and listened with empathy. She had good communication and was able to sign me up for a Workshop Modern Day job search for mature workers. I enjoyed speaking with her and felt very comfortable.

- ❖ Eric Green was amazing he went above and beyond to help. This was my first time every applying and he never was aggravated and very patient.

- ❖ Kirsten Winn was very professional in my meeting with her at the Brandon location. She made sure that I had a clear understanding of what the center could help me with in my job search; I look forward to my next appointment with her. Everyone from Mr. Julius and Cindy & Luna and the security guard are always asking if anyone needs any help with computers, copy machine, etc.

- ❖ Indihra Chambers. She gave me motivation and necessary feedback for me to identify weak points I could improve in my job search process.

- ❖ Mrs. Alma B. Cruet is an excellent staff. She always help me when I came to Careers Sources. She always helps above and beyond. I give her credit for this.

- ❖ Ms. Rachel E. was a great help today at the Plant City Office. She assisted me with Employ Florida along with proving me the proper information for the WIOA program.

- ❖ Camellia is a great asset to CareerSource Tampa Bay and did an exceptional job.
- ❖ Yes, I would like to recognize Kristin Winn for her exceptional services. She did more than I expected. She is very understanding and knowledgeable in approaching the needs of others.
- ❖ Helena Ocasio Ms. Ocasio spent significant time working with me and my resume and cover letter. She asked questions to get to know me, where I am in my job search efforts, my background and my goals. She assisted me in making substantial initial improvements to my resume and cover letter. In addition, she registered me for a resume class which was also immensely helpful. As a direct result i was able to apply for a great position and had an interview just 2 days later. The interview went well and I look forward to hearing back from the company next week with an offer. I have not been unemployed for the last 25 years and I am well out of date on my job search skills. She is a credit to your organization and a true professional.

Employability Skills Training Survey

- ❖ Mr. Julius gave an exceptional presentation, was very informative and kept the class engaged and interested.
- ❖ Mark was very personable and relatable. His teaching method allowed the class to open up and feel comfortable asking questions.
- ❖ Mr. Julius Collie was a fantastic instructor. He gets everyone involved and makes what would be a boring class fun and interesting.
- ❖ Julius show slides of presentation and spoke very well. I understand him very good. Thank you Julius.
- ❖ Mark did an excellent job and covered many topics that were not on the agenda. Mark included all of us in the discussions.



Information Item # 2

One Stop Operator Update

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

A request for proposals was issued to solicit bids for a One Stop Operator. On June 21st, the Board of Directors approved entering into contract negotiation with Dynamic Works. Dan McGrew, Regional Director of Dynamic Works manages our One Stop Operator contract.

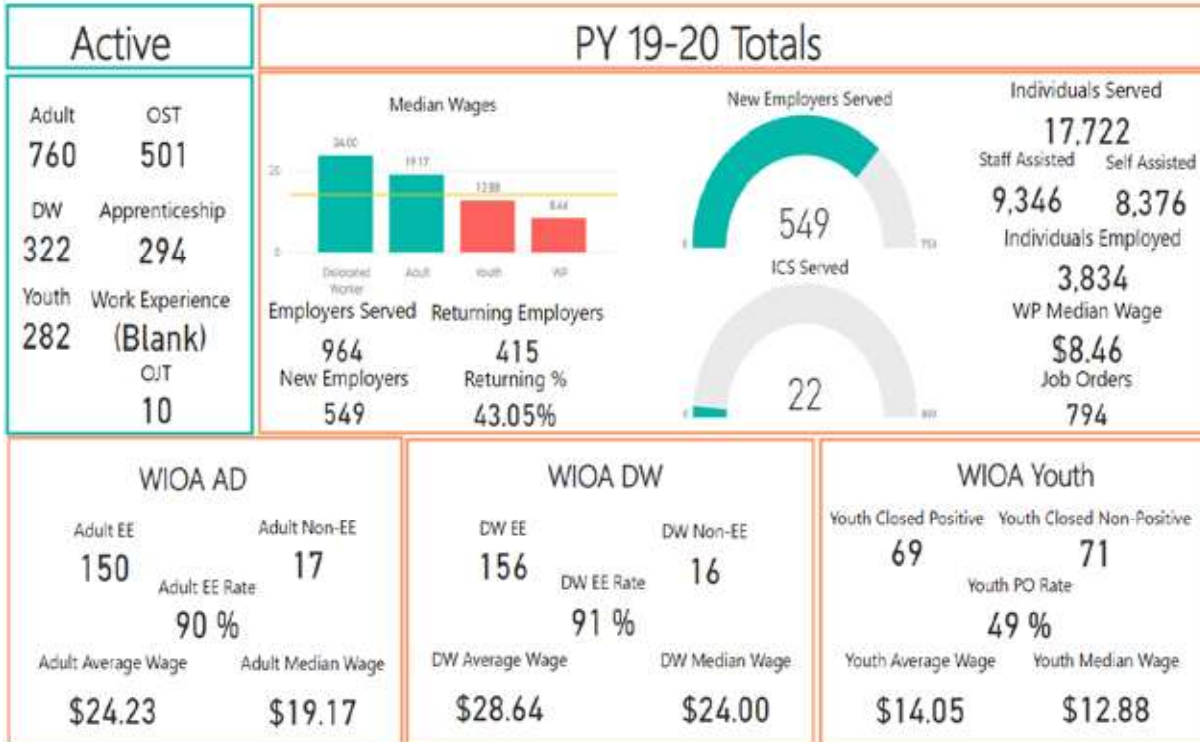
Below is a summary of their accomplishments since the last One Stop Committee Meeting:

Maintain Linkages	<ol style="list-style-type: none"> 1. Partner Portal and Agency Connection Form received 36 connections in November December, and January with 6 total partners utilizing the tool 2. 3 additional partners added since last meeting to include Eckerd Connects, Pearlana's Activity Center, and HCC. 3. Redesigned Agency Quick Connection Form to improve accessibility for individuals with visual impairments.
MOU	<ol style="list-style-type: none"> 1. MOU creation procedure created and in review.
Partner Meeting	<ol style="list-style-type: none"> 1. Held Q2 Partner Meeting on 12/18/2019 with 30 attendees from 22 partner agencies. <ul style="list-style-type: none"> - Pearlana's Activity Center presented at Partner Spotlight 2. Minutes in progress 3. Next meeting scheduled for 04/01/2020. Note – rescheduled due to spring break for schools.
Universal Design/Barriers to Employment	<ol style="list-style-type: none"> 1. No Updates.
Customer Satisfaction Initiatives	<ol style="list-style-type: none"> 1. Produced requested top line reports for November, December, and January. 2. Net Promoter Survey successfully distributed to 5,238 customers who visited career centers in October, November, and December. 496 responses received for 9.5% response rate. 3. Q1 analysis of NPS Survey completed and submitted. Debrief meeting scheduled for March 25 and will include Q2 analysis.



Information Item # 3

CSTB Performance Dashboard 2.3.2020



Source: Employ Florida/DSST

Last Updated
2/3/2020



Information Item # 4 CSTB Internal Performance Dashboard

Job Seekers



Youth





Information Item # 5 Summer Job Connection (SJC) 2020 Update

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

Key Program Dates:

- December 13 – 19, 2019 – Employer Table Talks
- January 6, 2020 – Program Application Launches for Youth & Employers
- January 27, 2020 – Youth Registration/Intake Sessions Begin & Employer Worksite Screenings
- 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

Program Updates:

- **1.6.2020** – SJC Press Kickoff Press Conference hosted at N. Florida
- **SJC Portfolio** - 2020 theme is Channeling Your Inner Superhero

Applications as of 2.13.2020:

- Over 1,000 Youth applications received
- Over 77 Employer applications received
- 757 positions requested

Hillsborough County Areas:	Population %	Enrollment Goals
Southshore:	9%	135
Brandon/Riverview:	23%	345
Plant City:	6%	90
Tampa:	62%	930
		1,500

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



Information Item # 6

Employer Satisfaction Survey

Background: Beginning in February 2020, CSTB will begin conducting a monthly Employer Customer Satisfaction Survey to employers who were provided services by CSTB through Employ Florida. Employer services range from provision of information to job order related services to work based learning agreements. Development of a satisfaction survey for employers is crucial in identifying CSTB Business Services team's services effectiveness in meeting the workforce needs of Hillsborough County employers.

The survey tool was created as result of consulting with our One Stop Operator and looking at several other best practices utilized in various workforce development boards. Outlined below is a sample of the questions contained in our online Employer Survey.

Reporting:

The MIS Department will pull a detailed Employ Florida report of active primary employer contacts for employers that received a service listed on the Employer Service Matrix during the previous month will be pulled by the 5th of the current month. Employers who have requested not to be surveyed and employers who have already completed the CSTB Employer survey during the PY will be removed from the list. This will establish the baseline pool of Employers to survey on a monthly basis.

Continuous Improvement:

The Monthly Employer Customer Satisfaction Reports will provide CSTB with qualitative analysis that allows for a review of regional/center details to identify trends. The Senior Leadership team will review the results on a monthly basis from an adaptive analysis approach. Additionally, the Workforce Solutions Committee and One Stop Committee will review these results on a quarterly basis.

Sample Survey Questions:

- Overall, how effective has the CareerSource Tampa Bay staff been in providing you the services you need?
- How often do you use CareerSource Tampa Bay's services?
- The level of professionalism of the CareerSource Tampa Bay staff is....
- Do you plan to utilize business related services in the future?
- Were you provided with details about the training services (On-the-Job training, Paid Work Experience training or Incumbent Worker Training) available to you as an employer?
- In the past 3 months, how many people has your business hired as a result of working with CareerSource Tampa Bay?
- Would you consider CareerSource Tampa Bay as one of your top 3 resources for recruiting qualified candidates?
- What can CareerSource Tampa Bay do to help you meet your workforce needs?



Information Item # 7

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

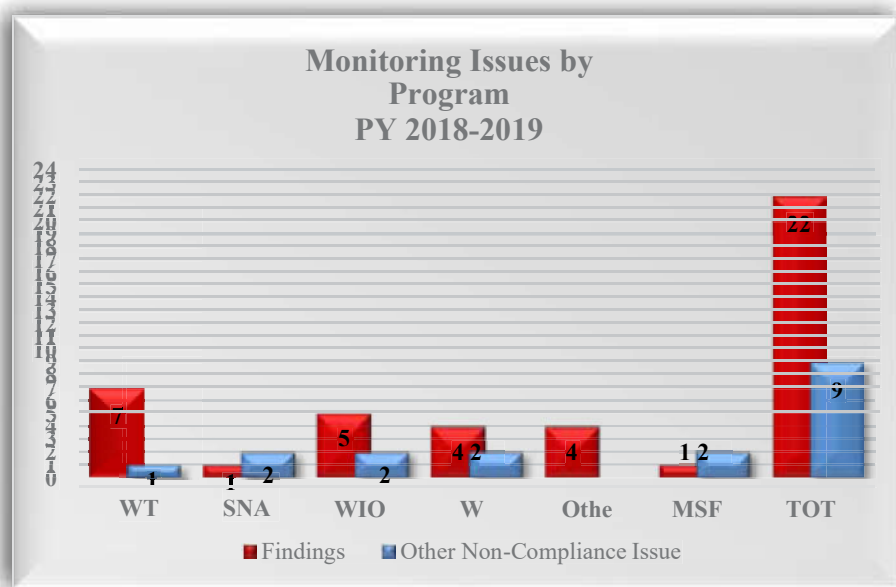
WT	<p>The following issues were identified in the Initial Assessment and Individual Responsibility Plan (IRP) process:</p> <ul style="list-style-type: none"> • An IRP was missing from a participant case file. • An initial assessment was not completed. • Several IRPs did not include all required elements. • 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		
	<p>The following issues were identified in the pre-penalty and sanction process:</p> <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 and we are currently 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.



Information Item # 8 Internal Program Monitoring

PY	Period Monitored	Schedule	Program	Status
19 & 20	3/30/2019 - 7/05/2019	07/12/19	Welfare Transition (including Lutheran Services)	Completed
19 & 20	Continuously	N/A	* On-the-Job-Training (OJT)	Continuously
19 & 20	4/13/2019 - 8/16/2019	08/15/19	SNAP	Completed
19 & 20	4/20/2019 - 8/30/2019	09/01/19	Wagner Peyser (Vet, RESEA, MSFW, Job Orders)	Completed
19 & 20	5/4/2019 - 9/13/2019	09/15/19	WIOA DW & AD (OST & Job Search)	Completed/Transposing to Access
19 & 20	5/25/2019 - 9/27/2019	10/07/19	* Paid Work Experience (PWE) -WIOA Youth	Completed
19 & 20	5/18/2019 - 9/27/2019	10/07/19	WIOA Youth	Completed
2019	4/1/2019 - 7/31/2019	10/14/19	JA Stem Tech	Completed
2019	4/1/2019 - 7/31/2019	10/14/19	* Summer Job Connection (SJC) - Summer Youth Emp. Program TANF/Hillsborough BOCC	SJC Track 1- Completed SJC Track 2- Completed
19 & 20	7/6/2019 - 10/11/2019	10/15/19	Welfare Transition	Completed
19 & 20	8/17/2019 - 10/25/2019	11/01/19	SNAP	Completed/Transposing
19 & 20	8/31/2019 - 11/08/2019	11/11/19	Wagner Peyser (Veteran)	Completed
19 & 20	9/14/2019 - 11/29/2019	11/15/19	WIOA Individual Career Services (ICS)	Completed
19 & 20	12/2019		Americans with Disabilities Act	Starting February
19 & 20	12/2019		One Stop Credentialing	Starting February
19 & 20	9/14/2019 - 11/29/2019	12/01/19	WIOA DW & AD (OST & Job Search)	Completed
19 & 20	9/28/2019 - 12/06/2019	12/10/19	* Paid Work Experience (PWE) -WIOA Youth	Completed
19 & 20	9/28/2019 - 12/13/2019	12/16/19	Tech Hire	Completed
19 & 20	TBD	01/06/20	* Incumbent Work Training (IWT)	N/A
19 & 20	12/1/2019 - 1/31/2020	01/15/20	Welfare Transition (DEO custom Review)	Completed
19 & 20	10/12/2019 - 01/10/2020	01/15/20	WTP - Lutheran Services	In Progress
19 & 20	10/26/2019 - 1/24/2020	01/29/20	SNAP	In Progress

19 & 20	11/9/2019 - 02/7/2020	02/11/20	Wagner Peyser (Job Orders & RESEA)	Completed
19 & 20	11/30/2020 - 02/21/2020	02/26/20	WIOA DW & AD (OST & Job Search)	In Progress
19 & 20	11/30/2020 - 02/21/2020	02/26/20	WIOA DW & AD - Registered Apprenticeships	
19 & 20	12/07/2019 - 03/13/2020	03/18/20	WIOA Youth	
19 & 20	—	03/27/20	TAA <i>(Frequency of monitoring subject to change based on program activity)</i>	
19 & 20	8/31/2019 - 03/27/2020	04/01/20	Wagner Peyser (MSFW)	
19 & 20	1/11/2020 - 04/10/2020	04/15/20	Welfare Transition	
19 & 20	TBD	04/29/19	* Incumbent Work Training (IWT)	
19 & 20	2/8/2020 - 5/1/2020	05/06/20	Wagner Peyser (Veteran)	
19 & 20	2/22/2020 - 05/15/2020	05/20/20	WIOA Individual Career Services (ICS)	
19 & 20	1/25/2020 - 04/24/2020	06/01/19	SNAP	
19 & 20	12/8/2020 - 05/29/2020	06/01/20	WIOA Youth	
19 & 20	3/7/2020 - 6/5/2020	06/10/20	Tech Hire	
19 & 20	June-19	07/01/19	Support Services: On-site and Desk Reviews	Completed
19 & 20	July-19	08/01/19	Support Services: On-site and Desk Reviews	Completed
2020	August-19	09/01/19	Support Services: On-site and Desk Reviews	Completed
2020	September-19	10/02/19	Support Services: On-site and Desk Reviews	Completed
2020	October-19	11/01/19	Support Services: On-site and Desk Reviews	Completed
2020	November-19	12/04/19	Support Services: On-site and Desk Reviews	Completed
2020	December-19	01/02/20	Support Services: On-site and Desk Reviews	Completed
2020	January-20	02/01/20	Support Services: On-site and Desk Reviews	Completed
2020	February-20	03/01/20	Support Services: On-site and Desk Reviews	In Progress
2020	March-20	04/02/20	Support Services: On-site and Desk Reviews	
2020	April-20	05/01/20	Support Services: On-site and Desk Reviews	
2020	May-20	06/01/20	Support Services: On-site and Desk Reviews	
2020	June-20	07/02/20	Support Services: On-site and Desk Reviews	
2020	TBD	TBD	* Special Grants	



Information Item # 9

Career Center Dress Code

CSTB's mission is to prepare job seekers for employment while maintaining a professional environment at the career centers. Effective April 6th, 2020 a dress code will be enforced at all of our locations. For those customers that need assistance acquiring acceptable attire they will be referred to community-based organizations such as Dress for Success and CDC Men's Closet.

Our new marketing materials can be found on the next page.



Career Seeker Dress Code

When competing in today’s job market – first impressions are important. Dress, grooming and personal appearance plays a major role in obtaining your desired interview and building professionalism, regardless of your occupation.

At CareerSource Tampa Bay, **our goal is to ensure that we prepare you for employment** while maintaining a professional environment at the Career Centers. You are encouraged to dress appropriately in order to be referred to an interview the same day, if possible.

ACCEPTABLE

- Business casual slacks/long pants, blue/black jeans and dress capri pants.
- Collared shirts, polo shirts, dress shirts, plain T-shirts (with/without pockets, tucked in at the waist), sleeveless shirts, shell tops and peek-a-boo blouses. Must cover the top of the shoulder, midriff, chest and back.
- Sweaters, cardigans, blazers and sport coats.
- Appropriate length dresses, sleeveless dresses and skirts (No more than 2 inches above the knee).
- Business casual or other professional-wear shoes (loafers or boots for men and open-toed shoes and dress sandals for women are acceptable).

UNACCEPTABLE

- Pants that sag, are too low-rise, too tight or too baggy.
- Jeans that are dirty and/or have holes.
- Shorts, cotton or nylon sweatpants, athletic attire, stretch pants or leggings and stirrups.
- Shirts with writing or logos, see-through tops, halter tops, tank tops, tube tops, tops with spaghetti straps and midriff/cleavage baring shirts/blouses.
- Short skirts, shorts, beach dresses, halter dresses, spaghetti strap dresses and dresses above mid-thigh.
- Flip flops, thong sandals, bedroom slippers, athletic slides and house shoes.
- Sunglasses, hair bonnets, shower caps, hair scarves or hats (Head coverings required for religious purposes or to honor cultural traditions are allowed).

If you need help obtaining acceptable attire, please speak with a CareerSource Tampa Bay staff person. If you choose not to comply with this dress code, you will not be able to access services and will be asked to leave.



Information Item # 11
Workforce Innovation and Opportunity Act
Youth Program
PY 19-20 QTR 2

Reporting Period: PY 19-20 July – December 2019				Reporting Period: PY 2018 - 2019		
Performance Category	PY 19-20			PY 18-19		
	Planned	Actual	% of Goal	Planned	Actual	% of Goal
<i># Served</i>	1,089	365	33.52%	1,484	873	58.83%
<i>Credentials</i>	980	30	3.06%	700	110	15.71%
<i>Positive Outcomes</i>	882	58	6.58%	650	168	25.85%
Employment		55			159	
Military		0			2	
Post-Secondary Outcome		3			7	

Youth Employment: July to December 2019	
Total Placements YTD	55
Average Wage at Placement	\$13.66



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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.

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