CareerSource TAMPA BAY

Wednesday, May 6, 2020, 9:00 AM
ZOOM Meeting

Workforce Solutions Committee
Agenda

I. **Welcome and Roll Call** ..... Ben Hom, Chair

II. **Public Comments**

III. **Action/Discussion Items**

1. Approval of Minutes – November 6, 2019 Workforce Solutions Committee Mtg. ..... Page 2
2. Training Vendor Performance Moratorium .....Melissa Carroll, Page 8
3. PY 19-20 Workforce Performance Strategic Goals ..... Jody Toner, Page 9

IV. **Information Items/Programs Update**

1. Workforce Solutions Goals Update..... Juditte Dorcy, Page 12
2. PPT Presentation ..... Jody Toner, Page 18
   RA Claims
   - COVID 19 Key Metrics
   - CSTB Re-Opening Plan
   - CSTB Reemployment Services Strategies
3. Performance Dashboard Report ..... Chad Kunerth, Page 38
4. Training Vendor Outcome Report ..... Chad Kunerth, Page 39

V. **Reports – Industry Insights**

a. Education..... Dr. Clark
b. Economic Development..... Y. Rosario, L. Kimball
c. Other Industry Sectors..... Committee Members

VI. **Future Business**

VII. **Adjournment**

Next Workforce Solutions Committee Meeting: N/A

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Action Item # 1
Workforce Solutions Committee Meeting Minutes
November 6, 2019

CareerSource Tampa Bay
Minutes of Workforce Solutions Committee Meeting

Date: November 6, 2019.
Location: CareerSource Tampa Bay Office, 9215 N. Florida Ave., Ste. 101, Tampa, FL

Call to Order: Michael Ramsey called the meeting to order at 9:00 a.m. There was a quorum present with the following Workforce Solutions Committee members participating.

Members in Attendance
In Person: Robert Coppersmith and Michael Ramsey.

Via Phone: Michael Bach and Yanina Rosario.

Members not in attendance
Benjamin Hom, Lindsey Kimball, and Earl Rahn.

Staff Present
Juditte Dorcy, Doug Tobin, Anna Munro, Chad Kunerth, Christina Witt, Dan Schneckenburger, Tammy Stahlgren, Melissa Carroll and Hector Huertas.

County Liaison
Kenneth Jones

Others Present
James Randolph

Public Comments
There were none.

The agenda items are listed in the order of discussion.
►Indicates Committee Action
□ Indicated Action needed

Action/Discussion Items

► **Action Item #1 - Approval of Minutes – August 7, 2019**

- **A motion to approve the minutes of the August 7, 2019 Workforce Solutions Committee Meeting**
  - Motioned: Robert Coppersmith
  - Seconded: Yanina Rosario
- There was no discussion. The motion carried.

► **Action Item #2 – Approval of Training Vendors**
Director Anna Munro reviewed the action item covering the following training vendors:

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

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established,
- Limit training programs to those with a minimum entry level wage rate of $14.63 per hour (based on annual regionally adjusted wage rate).

Connecticut School of Broadcasting has a license from the Commission for Independent Education. Connecticut of School of Broadcasting will start reporting to the Florida Education and Training Placement Information Program (FETPIP), which is a data collection and consumer reporting system established by Florida Statutes Section 1008.39 to provide follow-up data on former students and program participants who have graduated, exited or completed public education or training.

Knowledge Quest Education Solutions dba Learning Alliance Corporation has a license from the commission for Independent Education. Learning Alliance will start reporting to the FETPIP for the 2018-2019 year.

Manatee Technical College is a post-secondary adult, career and technical education center located in Manatee County.

1. Connecticut School of Broadcasting (ID# 2826)
2. Knowledge Quest Education Solutions dba Learning Alliance Corporation (ID# 5422)
3. Manatee Technical College

- **A motion to approve each of the aforementioned training vendors, as an approved training vendor for LWDB 15.**
  - **Motioned: Robert Coppersmith**
  - **Seconded: Michael Bach**

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

► **Action Item #3 – Approval of Training Programs**
Director Munro presented the action item.

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

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established.

- Limit training programs to those with a minimum entry level wage rate of $14.63 per hour (based on annual regionally adjusted wage rate.

Concorde Career Institute charges $48,486 for their course. CSTB staff noted that students are presented all options to allow them to choose their preference. Current policy does not use a cost basis to restrict the training from being included as an approved training program. The current grant limit per student is $5,000, with the student responsible for the balance of the course fee. Most students will choose the higher cost training program at the private schools because it is an easier entry.

- **There was a motion to split the approval of training programs, into 3 separate motions.**
  The three new proposed motions would be based upon:
  1) **The programs listed in white who meet the minimum wage and minimum completion rate.**

2) **The programs in orange that do not meet the minimum entry level wage rate.**
3) **The programs in salmon that did not meet the completion rate of 70%.**

- **Motioned: Robert Coppersmith**
- **Seconded: Yanina Rosario**

- **The motion carried.**

- **1) A motion to approve all the training programs listed in white, they meet the minimum entry level wage rate and the minimum completion rate:**

  - **Motioned: Robert Coppersmith**
  - **Seconded: Michael Bach**

- **The motion carried.**

- **2) A motion to approve all the training programs listed in orange, they do not meet the minimum entry level wage rate, but do meet the completion rate.**

  - **Motioned: Robert Coppersmith**
  - **There was no second. (There were three nays, Robert Coppersmith, Michael Bach, and Michael Ramsey.)**

- **The motion failed.**

- **3) A motion to approve all the training providers listed in salmon, they meet the completion rate of 65% or above, and they do meet the minimum wage rate.**

  (There was a pre-motion discussion which led to the lowering of the required completion rate from 70% to 65%).

  - **Motioned: Robert Coppersmith**
  - **Seconded: Michael Bach**

- **The motion carried.**

☐ The Committee recommended pulling course names by SOC code. CSTB staff will research average wage rate data to assure the data is correct for all the training programs. CSTB will eliminate the anticipated wage rates and use actual wage rates at placement.

☐ It was recommended that if after reviewing the wage rate data, that CSTB review each program for changes that could include or exclude a program and provide an updated list of approved programs. They will be approved by the WFS Committee, to be presented to the full Board.

Information Items

Information Item # 1 - USDOL/DEO Compliance Review Update by Anna Munro
(Refer to page 15 of the November 6, 2019 Workforce Solutions Committee Agenda Packet)
A full summary of the time line for the compliance review can be found in the agenda packet. The most recent update occurred on October 23, 2019.

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There was no discussion.

Information Item # 2 - Workforce Solutions Strategic Goals Update for July, 2019 through September, 2019. Updated by Juditte Dorcy
(Refer to page 16 of the November 6, 2019 Workforce Solutions Committee Agenda Packet)

Goal I: Provide Employers with a Skilled Workforce

- Objective 1: Provide workforce resources to employers.
  - 12 job Orders
  - 0 EWT and IWT
  - 2 QRT and/or OJT

Currently we are redesigning our Professional Talent of Tampa Bay service delivery flow to better align with the industry.

- Objective 2: Identify training opportunities for targeted occupations.
  (Refer to the Agenda packet for specific breakdown in numbers).
  - Created a Director of Development position to identify appropriate grant opportunities for our region.
  - Currently exploring potential grant opportunities that align with CSTB's vision and mission.

- Objective 3: Develop Labor Market Information
  (Refer to page 16 of the November 6, 2019Workforce Solutions Committee Meeting Agenda)
  - IT Skills Gap Analysis Report: tampabaygapanalysis.com/it.html
  - Manufacturing Skills Gap Analysis Report: tampabaygapanalaysis.com/manufacturing.html.
  - Financial & Shared Services Skills Gap analysis Report: tampabaygapanalysis.com/finance.html.

  No discussion occurred.

- Objective 4: Develop a Regional Targeted Occupation List.
  2019-2020 RTOL List: https://www.careersourcetampaybay.com/wp-content/uploads/2019/10/R15-LT-Program-Year-2019-20 Revised 9.24.19-1.pdf

Goal II: Develop Effective Employer Based Workforce Programs.
(Refer to page 17-18 of the November 6, 2019 Workforce Solutions Committee Agenda Packet)

- Objective 1: Increase participation in the On-the-Job Training (OJT) and Paid Work Experience (PWE) Programs.
  - On November 5, 2019 we had our second cohort for Paid Work Experience, we had 33 youths participate and 7 employers. We did 28 placements yesterday and for those who did not receive placement we are working with employers for placements. This event was a huge success. 29 new PWE enrollments.

- Objective 2: Encourage Employer involvement in the Local Employed Training (EWT) and Incumbent Worker Training (IWT) programs.
  We are finalizing our IWT procedures, online application, intake packet and IWT Agreement and launch is scheduled for mid-November. We have several employers interested in this program.

- Objective 3: Connect employers with the Florida Flex Program administered by CareerSource Florida.

- Objective 4: Encourage employer participation in the internship and apprenticeship programs.
  Summer Job Connection 2020 Update
  - Goal to serve 1,500 Youth ages 16-24.
  - Paid Work Experience program earing $11 per hour, working maximin 24 hours per week and working 6 weeks.

Goal III: Effectively Market and Brand Services and Programs.
(Refer to page 20 of the November 6, 2019 Workforce Solutions Committee Agenda Packet)

- Develop innovative strategies and outreach materials to market various programs.

Information Item # 3 Performance Dashboard Report by Chad Kunerth
(Refer to page 21 of the November 6, 2019 Workforce Solutions Committee Agenda Packet)
Highlights given:

WIOA Adult	56 Exits
WIOA Adult	Average Wage $18.32
WIOA Adult	Median Wage was $17.13
WIOA DW	58 Exits
WIOA DW	Average Wage $28.42
WIOA DW	Median Wage $24.30
WIOA Youth	23 Exits
WIOA Youth	Average Wage $15.34
WIOA Youth	Median Wage $12.95

Information Item # 4 Summer Job Connection (SJC) 2020 Update by Juditte Dorcy and Jennifer Wilson
(Refer to page 22 of the November 6, 2019 Workforce Solutions Committee Agenda Packet)
Jennifer Wilson was introduced as the new Summer Job Connection Coordinator.
Goal to serve 1,500. We expanded the Youth ages 16-24.
Paid Work Experience program earing $11 per hour, working maximin 24 hours per week and working 6 weeks.
January 6, 2020 Program application launches for Youth and employers.
June 8-15, 2020 Youth Summit Events
June 15-July 24, 2020 SCJ Career Special conduct onsite bi-weekly monitoring.
July 24, 20202 participants last day of work.

Information Item # 5 Training Program Updates by Anna Munro
(Refer to page 23 of the November 6, 2019 Workforce Solutions committee Agenda Packet)
Altierus Career College reported changes to their programs. See Information Item for specific changes. CSTB requires training vendors to submit updated performance costs and data worksheets to report changes within approved training programs.

Information Item # 6 Training Vendors Outcome Report by Chad Kunerth
(Refer to page 25 of the November 6, 2019 Workforce Solutions Committee Agenda Packet)
This report represents Quarter 1. This report covers completers for that period. It is still early to receive all the placement numbers so this is why you see a lot of 0's on the report. Once a person completes training, they have 180 days for placement to count as performance. There is a lot of placement data to come.
29 programs that are meeting 1 criterion, 10 Programs that are meeting 2 criteria, 6 programs meeting 3 of the criteria and 12 programs are not meeting any of the criteria's.
Criteria means 70% Placement, 70% completion rate and average wage at her above $14.63.
No additional discussion occurred.

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Reports – Industry Insights

Education
Mr. Ramsey reported that HCC and the school district is working with Leak College access network on a couple different challenges one of them being Soft Skills. We are trying to come up with a standard set of essential importability skills also called soft skills when people don't like use that term anymore. Programs come to kind of make sure that you know the students that are exiting our technical training programs have those essential skills as well because the technical skills can get them employed, they'll soft skills keep them employed, so we're really, you know, really dominant to do an inventory of what we offer at each of our perspectives institutions and trying to match that with what industry is saying is the most prevalent that they're seeing shortcomings in at this time so excited about that work we're also working with the Tampa Bay partnership.

Economic Development
No updates given

Other Industry Sectors
Paycheck for Patriots Job Fair for Veterans is scheduled for November 7, 2019. We have 35 employers signed up to attend. This event has been promoted extensively by the Marketing department so we are expecting a great turnout. USAA Cisco and Spectrum sponsored this event.

CSTB is working with Big Ben Power Plant. They are going to convert their last coal powered turbine at Bib Ben to natural gas. This customer is looking to hire 1,000 people to perform this task. We will be involving TECO, they have safety video's that their employers will have to review either on their own or potentially

Future Business

Adjournment
The meeting was adjourned at approximately 9:55 a.m.

Minutes submitted by Tammy Stahlgren – Administrative Services Coordinator.

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Action Item # 2

Training Provider Performance Thresholds

Per WIOA Section 122(b)(3), a Local Board, through local policy, may establish additional criteria and required information for program eligibility within its Local Area. This may include setting required levels of performance as criteria for training providers (and their programs) to become or remain eligible to provide training services programs in that Local Board's particular Local Area.

On October 10, 2018, the Workforce Solutions Committee approved the additional Training Provider requirements effective July 1, 2019. On November 15, 2018 the Board of Directors approved the additional Training Provider requirements effective July 1, 2019. CareerSource Tampa Bay added the following training provider performance requirements in order to maintain continued eligibility:

a) **Employment Rate**. Each program will maintain a 70% rate of employment for all students that received CSTB funding assistance. This rate will be inclusive of those that did not complete training. Under this requirement both full and part time employment and employment outside the field of training will be considered as a positive outcome. Employment rate is measured by those who gain jobs within 180 days of the completion of training.

b) **Completion rate**. Each program completion will maintain a 65% completion rate per training program.

c) **Wage Rate**. Currently, each training program must meet the minimum entry level wage rate in effect for the applicable period. This wage rate is adjusted annually by the State based on the Florida Price Index in effect for CSTB or otherwise established by CSTB Board of Directors.

Training providers who fail to meet the established annual performance thresholds for individual training programs will be placed on one (1) year probation.

Recommendation:

Staff is recommending a moratorium on the Training Provider Performance Thresholds due to the current COVID-19 pandemic and national unemployment crisis. We are recommending that we continue to track the performance but not recommend removal of any Training Provider for failure to meet given the current circumstance and the uncertainty for how long the unemployment rate may continue to increase.

Action Item # 3

2020 – 2021 Workforce Performance Committee Goals

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

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

- Identify virtual services platform to promote robust services to job seekers and employers.
- Explore options to implement a multi-channel contact center as an enhanced communication strategy to handle inbound calls, text messaging and web chat services.
- Support Employability Skills Workshops and virtual workshops for job seekers in multiple media.
- Improve the effectiveness of partnerships through technology, such as electronic referrals through the One Stop Partner Portal.

GOAL 2: PROVIDE A SKILLED WORKFORCE BY DELIVERRING EFFECTIVE WORKFORCE TRAINING 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 laddering opportunities in the following industries CSTB targeted industries:
  - Healthcare
  - Manufacturing
  - Information Technology
  - Financial & Professional Services
  - Trades/Construction
  - Hospitality

Objective 2: Identify training opportunities for targeted industries.

Objective 3: On an annual basis, develop a Regional Targeted Occupations List comprised of LMI, key input from board member's, employers, training institutions and stakeholders to meet organizational needs.

Objective 4: Increase enrollments in Apprenticeship and Pre-Apprenticeship Programs through Department of Education and Industry recognized models.

- 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.

GOAL 3: DEVELOP & DELIVER EFFECTIVE EMPLOYER BASED WORKFORCE PROGRAMS.

Objective 1: Increase participation in the On the Job Training (OJT) and Paid Work Experience (PWE) programs.

Objective 2: Encourage employer involvement in the Local Incumbent Worker Training (IWT) programs.

Objective 3: Encourage employer participation in the Industry Registered Apprenticeship Programs (IRAPs).

Objective 4: Provide workforce resources to employers.

Objective 5: Host employer focused, and sponsored events based on trends and interest.

GOAL 4: EFFECTIVELY MANAGE KEY WORKFORCE DEVELOPMENT PERFORMANCE.

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

- Monitor local key performance measures as defined by the CSTB Board of Directors through the Performance Dashboard Report.
- Routinely review and analyze the internal Performance Watch Reports by Departments.
- Review CareerSource Florida's established Continuous Improvement Performance (CIP) Initiative.
- Analyze federal level WIOA Primary Indicators of Performance on a quarterly basis and benchmark against other metro LWDB's.

- Analyze all programmatic monitoring to include internal, contracted board, DEO or external monitoring such as USDOL.

Objective 2: Evaluate the effectiveness of programs/services.

- Utilize a variety of methods to evaluate customer satisfaction for employers and job seekers and gather feedback for evaluation and continuous process improvement.
- Review and analyze approved training program performance quarterly to ensure customer success and quality training program opportunities.
- Analyze Wagner Peyser customer demographics on a bi-annual basis to include: age, ethnicity, educational levels, special populations, etc.

Objective 3**:** Generate unrestricted funds for the region through programs such as: Department of Health Tobacco Free Florida and Ticket-to Work Program.

GOAL 5: EFFECTIVELY MARKET AND BRAND SERVICES AND PROGRAMS

Objective 1: Develop effective strategies and outreach materials to market various programs.

CareerSource TAMPA BAY

2019 - 2020 Workforce Solutions Strategic Goals Update

For Period Covering: January thru March 2020

Goal I

Provide Employers with a Skilled Workforce

Objective 1 Provide workforce resources to employers.

CareerSource Tampa Bay partners with Tampa Hillsborough Economic Development Corp. to assist in the facilitation of new employer relationships. There is a formal agreement in place with benchmarks that align with informing employers of the services offered.

Activities	*Jan. – Mar. 2019*	***Jan. – Mar. 2020***
No. of Job Orders	*7*	*10*
No. of EWT and/or IWT	*1*	*1*
No. of QRT and/or OJT	*3*	*1*

Professional Talent of Tampa (PTT) Bay:

The Professional Talent of Tampa Bay networking group provides professional level job seekers the ability to connect and interact with their peers. During these sessions, a dedicated Business Services staff member provides job referral, leads and placement assistance. In addition, candidates are provided access to additional training to make them more marketable to hiring employers. Guest employers may also be featured during the weekly meetings, which improve the employers' visibility to a diverse talent pool.

Date	***Workshop Title***	***No. of Attendees***
1/8/2020	LinkedIn and Social Media	9
1/15/2020	Resume Development	5
1/22/2020	Brand Development/Interview Etiquette	28
1/29/2020	Interviewing for Success	49
2/5/2020	A Conversation About the Importance of Soft Skills and Overcoming the Ageism Factor in The Job Search Process	41
2/12/2020	Salary Negotiation	29
2/19/2020	Putting it All Together	25
2/26/2020	Leveraging LinkedIn and other Social Media in the job search process	23
3/4/2020	Resume Development	23

3/11/2020	Building and Leveraging your Personal Brand for Jobseekers	20

Service delivery enhancements include:

- *4-6 weeks cycles of participation*
- *Alternating host locations*
- *Expanded criteria as this is now open to new college graduates*
- *Income criteria has been increased to reflect Hillsborough County avg. income*
- *No longer 1 day for orientation and 1 day for PTT sessions. Orientation is now 30 minutes in the beginning and session follow thereafter from 10:30am-12:30pm*

In-House Recruitment:

- *CSTB holds IHR/ mini job fairs every two weeks since the first quarter of the PY in order to maximize attendance and reduce the need for staff and facility resources.*
-

Activities	***Jan. – Mar. 2020***
# of IHR's	*6*
# of Employers Participating	*52*
# of Job Seekers Participating	*455*

Job Fairs:

- *CSTB participated in the variety of job fairs throughout the PY.*

Jan. – Mar. 2020 Activities	***# of Employers***	***# of Job Seekers***
3.2.2020 Veterans Job Fair at James Haley VA Center	*41*	*225*
IEC Job Fair	*14*	*74*

Consortiums:

- *Information Technology Consortium scheduled for March 11th was rescheduled for June 11th.*

Objective 2 Identify training opportunities for targeted occupations.

Awarded By	***Award Amount***	***Award Funds to be Applied***
CareerSource Florida	*$391,545*	*CareerREADY (Manufacturing and Construction)*

Objective 3 Develop Labor Market Information.

- *IT Skills Gap Analysis Report: tampabaygapanalysis.com/it.html*
- *Manufacturing Skills Gap Analysis Report: tampabaygapanalysis.com/manufacturing.html*
- *Financial & Shared Services Skills Gap Analysis Report: tampabaygapanalysis.com/finance.html*
- *EMSI TOL Occupation Snapshots: Intranet for staff usage*

- *EMSI Covid-19 LMI Data:* https://www.economicmodeling.com/covid-19-resources/

Objective 4 Develop a Regional Targeted Occupations List.

- *Training areas included within the Regional Targeted Occupations List (RTOL) include occupations identified as critical to the targeted industry sectors. Each year the RTOL is updated. CSTB should receive instructions from DEO later this month.*

- *2019–2020 RTOL List* https://www.careersourcetampabay.com/wp-content/uploads/2019/11/R15-LTOL-Program-Year-2019-20_Revised-11062019.pdf

Goal II

Develop Effective Employer Based Workforce Programs

Objective 1 Increase participation in the On the Job Training (OJT) and Paid Work Experience (PWE) programs.

Employers may utilize the OJT program to offset costs associated with hiring and training new employees. The program provides an opportunity for individuals who already possess some job-related skills.

OJT	*Jan. – Mar. 2019*	***Jan. – Mar. 2020***
Total Funding	*N/A*	*$40,250*
# of Trainees	*N/A*	*6*
# of Employers	*N/A*	*1*
Avg. Wage at Placement	*N/A*	*$14.00*

Paid Work Experience *is a career preparation program intended to expose young workers to a business environment, with a focus on skill development in high demand occupations. Employers will have the opportunity to connect with and employ motivated, fresh talent at no cost to the company.*

PWE	*Jan. – Mar. 2019*	***Jan. – Mar. 2020***
Total Funding	*0*	*0*
# of Trainees	*0*	*0*
# of Employers	*7*	*0*
Avg. Wage at Placement	*0*	*0*

- *A PWE cohort was scheduled for March but was postponed due to Covid-19.*

Objective 2 Encourage employer involvement in the Local Employed (EWT) and Incumbent Worker Training (IWT) programs.

The EWT/IWT program is designed for businesses who seek to enhance the professional skills of existing employees. The program increases workforce availability and skills to support targeted industry sectors and apprenticeship programs. This strategy will promote business retention and contribute to the overall economic growth within the region.

IWT/EWT	Jan. – Mar. 2019	Jan. – Mar. 2020
Funding Allocated:	$450,000	$350,000
No. of Applications Received:	1	10
No. of IWT/EWT Awards:	3	10
No. of Trainees:	0	103
Amt. Approved for Funding:	$38,187	$266,107.25
Expected Employer Contribution:	$78,787	$135,500.65

Note: All Jan-March 2020 data is from IWT exclusively

Objective 3 Connect employers with the Florida Flex Program administered by CareerSource Florida.

FloridaFlex is administered by CareerSource Florida and offers businesses in Florida, or relocating to Florida, a completely integrated talent support solution to help them compete and grow with programs such as the Incumbent Worker Training Program (IWT) and Quick Response Training (QRT).

***IWT:** For-profit, small- to mid-sized businesses in Florida may be eligible for grant dollars to help pay for training existing employees. Funding through CareerSource Florida has been exhausted for this 19-20 Program Year.*

Company	Amt. Requested
N/A	N/A
Total	**N/A**

Objective 4 Encourage employer participation in the internship and apprenticeship programs.

Summer Job Connection:
The CSTB SJC program will provide part-time paid work experience for up to 1,500 eligible Hillsborough County youth ages 16-24. Candidates will participate in a Summer Job Connection Youth Summit, gain employability skills and if hired by an employer, secure a six-week paid work experience opportunity in a targeted industry. Youth will be paid $11.00 per hour working up to 24 hours per week. This program will assist youth with career exploration, provide exposure to the working world, and expand knowledge of essential skills through online and specialized workshops.

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

Applications:

- Over 1,550 Youth applications received
- Employer applications received totaling 829 positions

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.
-

Employer Survey Results

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.

We are reporting out on the overall level of effectiveness in meeting employer needs.

Customer Satisfaction Survey Results	*Feb - March*	
	No. of Respondents	*Rating*
Employer Survey	*32*	*75%*

Goal III

Effectively Market and Brand Services and Programs

Objective 1 Develop innovative strategies and outreach materials to market various programs.

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.

Earned Media: Amount of free publicity typically generated from press releases.

Information Item # 2
CSTB Reemployment Services Strategies

Overview:

The COVID-19 pandemic has thrown the U.S. and the Tampa Bay area into an unprecedented lockdown which has a huge impact on the local economy impacting our business community and our vital industries such as agriculture, tourism, and hospitality industries.

Over the past five weeks CareerSource Tampa Bay's leadership team has been working diligently to create real-time innovative reemployment solutions to meet our job seeker needs, and customized solutions for business needs. We want to ensure that CSTB is ready to provide a system of resources and training to meet current demands into the future.

The attached Power Point presentation highlights some of our newest recruitment materials, programs and services. These resources are highlighted on our website, featured in our CSTB COVID-19 Toolkit and shared with training providers, partners and key stakeholders.

Reemployment Assistance

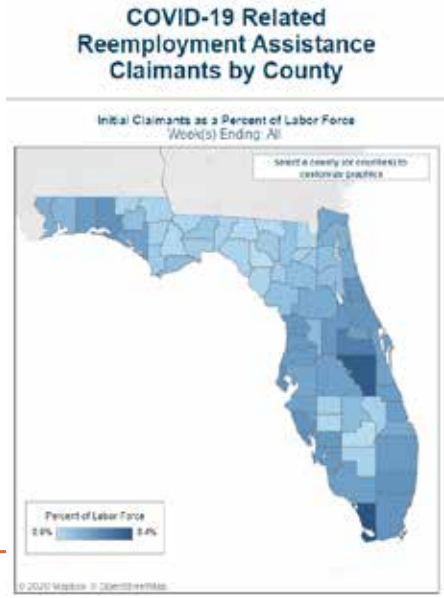
3

DEO RA Claims Dashboard

- 4.20.2020 DEO launched
- This includes a new State Reemployment Assistance Claims Dashboard that will be updated daily to reflect the total number of Reemployment Assistance Claims submitted, verified, processed, and paid.
- Link: http://lmsresources.labormarketinfo.com/covid19/index.html

4

RA Claimants by County



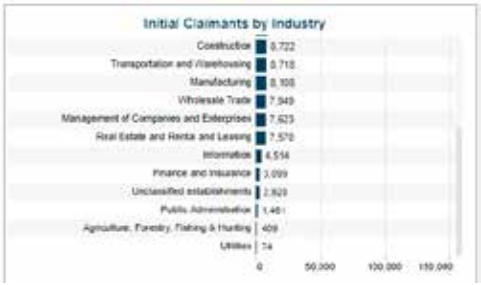
- 4.23.2020 DEO launched unveiled new county and industry-specific data on the Reemployment Assistance (RA) Claims Dashboard.
- DEO will update this information weekly, but will continue updating the dashboard daily with the total number of Reemployment Assistance claims submitted, verified, processed and paid.
- Link: http://lmsresources.labormarketinfo.com/covid19/initial_claims.html

5

Initial Claimants by County

6

Initial Claimants by Industry



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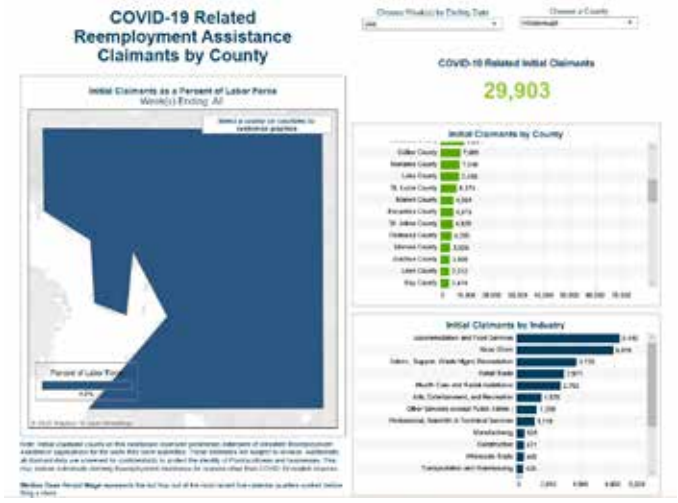
RA Claimants: Hillsborough County



- *NOTE: Data only available through 4.4.2020*

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Re-Opening Plan: Phase 1

9

CSTB Re-Opening Plan

Rethink Refocus Results

Phase I – Limited Operations: Basic Career Services Only

1. **Dates:** Tuesday, May 12th
2. **Duration:** Estimated 2 months
3. **Locations:** CSTB Tampa N. Florida, CSTB Ruskin and CSTB Plant City
4. **Operating Hours:** Normal hours M-F 8 a.m. – 5 p.m.
5. **Capacity:** Limit customer capacity to maximum 40% during this phase to restrict the # accessing services per location in the RR areas.
6. **Services:** Limited to RA Claim Assistance, Job Search in Resource Room and in the future individual appointments for RA Claim Assistance entry through PEGA DEO system, once they allow LWDB's to assist with direct entry.
7. **Time Limits:** 1 hour duration time limit normal services and 1.5-hour duration – individual appt for PEGA).
8. **Staffing Pattern:** Evaluating staffing needs from Career Services team and other departments to meet customer demands.
9. **Facility Re-engineer/Redesign:** Installation of plexiglass shields for front, security and Resource Room desks, spacing workstations, purchasing new materials, installing new signage, etc. Customer flow changes with one main entrance and one exit to the facility.
10. **PPE:** Masks, gloves, sanitizer, aerosol Lysol, equipment have been purchased. Customers will be required to sanitize their hands upon entry in the CSTB centers. All CSTB staff will be required to wear masks.
11. **Cleaning Services:** Deep cleaning of the CSTB facility prior to reopening.
12. **Security:** Increased presence of existing security staff throughout new zones.
13. **Marketing:** Press Release will go out 1 week prior to re-opening the CSTB centers.
14. **Telework:** All other staff continue with current telework schedules currently.
15. **Town Hall:** An all staff meeting has scheduled for May 4th @ 1 p.m.

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Phase 1: Limited Operations

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COVID-19 Key Metric Report

CareerSourceTampaBay.com 11 4/30/2020

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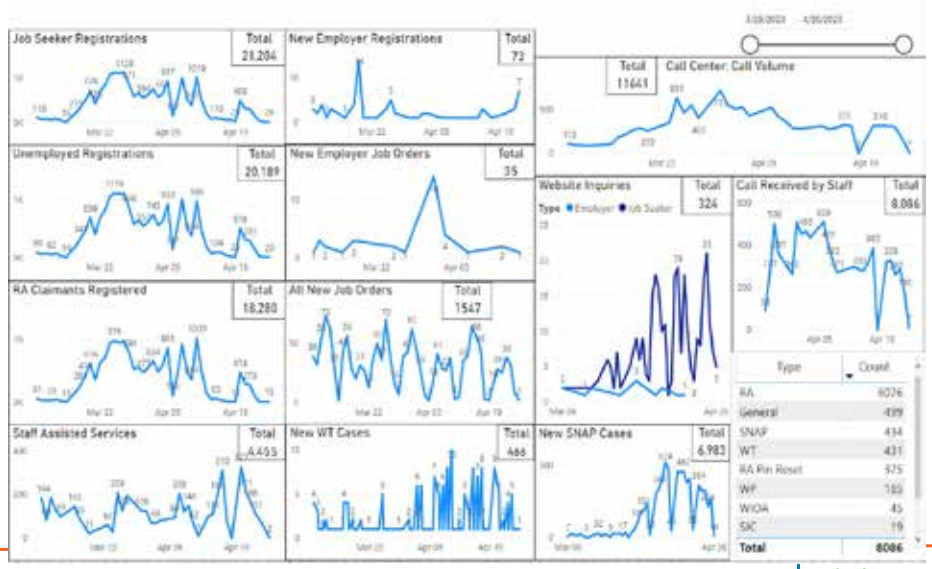
COVID-19 Key Metrics Report 4.27.2020



CareerSourceTampaBay.com 12 4/30/2020

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TAMPA BAY
CSTB NEW
REEMPLOYMENT
SERVICES STRATEGIES
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Business Services
CareerSourceTampaBay.com
14
4/30/2020

14

COVID-19 Toolkit: Business Resources and Job Seeker Resources

- Outlines and details Federal, State, and County resources that currently available to Business's and Job Seeker's
- Consistently updated with new information
- English and Spanish versions available
- Link:
  - English
  - Spanish

15

Business FAQ

- Outlines in detail assistance programs that are currently available to business owners, depending on eligibility criteria.
- Live document with links embedded for quick access to resources by the reader.
- Link: Business FAQ

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"What's working with Tampa Bay!"

- Launched official CSTB podcast
- Allows CSTB to provide more information directly to job seekers and business leaders in Tampa Bay and Hillsborough County
- Podcast listeners are able to subscribe to the program on *Google Podcasts* and *Apple Podcasts*
- Link: *What's working with Tampa Bay!*

Hot Jobs

- CEO modified local Hot Jobs criteria to post all employers who are currently hiring on our websites main page.
- This includes national and local companies.
- Link: Hot Jobs

Town Hall for businesses on restarting the economy

PRESS RELEASE

CareerSource Tampa Bay to hold Town Hall for businesses on restarting the economy

- CSTB held a virtual town hall meeting on April 23,2020 to explore the challenges and initiatives for restarting the Tampa economy.
- CSTB CEO hosted, and Business Services Director co-hosted
- Speakers:
  - CSTB CEO
  - Steve Morey, EDC
  - Eileen Rodriguez, SBDC
- Link: Town Hall for businesses on restarting the economy

Virtual Job Fair-Regular

- Virtual Job Fair- Regular
  - Implementing new fully integrated Virtual Services workforce development platform in our region.
  - CareerEDGE
  - CSTB project team is currently in the design phase
  - Targeted kick off date: May 2020

Virtual Job Fair- Hillsborough County Public Libraries

- Joint effort between Hillsborough County Public Libraries and CSTB
- Host a combination of Employability Skills workshops expo format and a virtual job fair on a monthly basis
  - Goal: Engage 10-15 employers per session with up to 250 potential job seekers
- Target Kickoff Date: May 22, 2020

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Job Seeker Services

22

Coronavirus FAQ

- Outlines frequently asked questions
- Consistently updated with new information and removal of outdated information
- Link: Coronavirus FAQ

23

A Guide to Reemployment Services Guide

- Created in partnership with Hillsborough County
- English and Spanish versions available
- Live document with links embedded for quick access to resources by reader
- Link:
  - English
  - Spanish

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Reemployment Services Packet

- Resource packet the outlines all services CSTB has available to jobseekers, currently such as:
  - Job Shop Guides,
  - LMI,
  - Training Resources,
  - Job Shop Guides online,
    - English/Spanish
  - EMSI reports,
  - And many more!
- Live document with links embedded for quick access to resources by the reader.
- Link: Reemployment Services Packet

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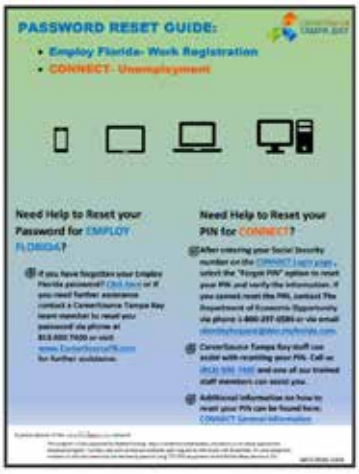
Password Reset Guide: EF & CONNECT



- Provides information on how you can reset your password for Employ Florida and reset your PIN for CONNECT
- Live document with links embedded for quick access to resources by the reader
- Link: Password Reset Guide: EF & CONNECT

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Reemployment Assistance Applications Fact Sheet

- Outlines the different application methods
- Provides detailed information on how to access and where to mail to
- Live document with links embedded for quick access to resources for the reader
- Link: Reemployment Assistance Applications Fact Sheet

Reemployment Assistance Quick Reference Sheet

- 1 page reference sheet to assistance customers navigating their way through Reemployment Assistance process
- Live document with links embedded for quick access to resources by the reader
- Link: Reemployment Assistance Quick Reference Sheet

RA Tutorial Part 1: Basic Facts

- Reemployment Assistance video tutorial 1 out of 3 covering the following information:
  - Essential Understandings
  - Common Questions
  - Additional Assistance
- Link: Reemployment Assistance Tutorial: Part 1 Basic Facts

RA Tutorial Part 2: Info You Will Need & Your Responsibilities

Reemployment Assistance Tutorial - Part 2: Info You Will Need & Your Responsibilities

- Reemployment Assistance video tutorial 2 out of 3 covering the following information:
  - Review the information your need
  - Your responsibilities
- Link: RA Tutorial Part 2: Info You Will Need and Your Responsibilities

RA Tutorial Part 3: Filing the Claim

Reemployment Assistance Tutorial - Part 3: Filing the Claim

- Reemployment Assistance video tutorial 3 out of 3 covering the following information:
  - Review the process of filing a claim
- Link: Reemployment Assistance Tutorial Part 3: Filing the Claim

New Online Employability Skills Training

- Through CSTB partnership with Dynamic Works, we have purchased for April and May unlimited access to their new online employability skills workshops called *Virtual Workz Workshops*
  - Topics available:
    - Resume Ready,
    - Successful Interviewing,
    - W2, 19, What is it?,
    - I Need To Know The Rules,
    - Nice To Meet You, Not!,
    - What Do You Mean I Look Mad?,
    - I Got The Job!,
    - And many more!
- Live document with links embedded into document for quick access to training courses by the reader.

Contact Center Expanded Hours

- New Expanded Hours of Operation: Monday-Saturday 7 A.M. to 11 P.M.
- Effective Date: Monday, 4.13.2020
- Piloting for one month duration

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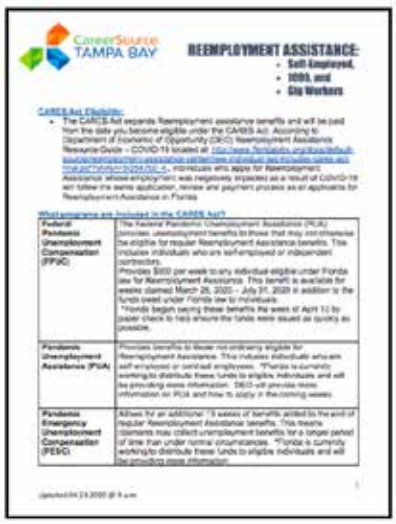
Self-Employed, 1099, & Gig Workers FAQ


REEMPLOYMENT ASSISTANCE:
- Self-Employed,
- 1099, and
- Gig Workers

- Outlines in detail assistance programs that are currently available to individuals who are classified as Self-Employed, 1099, and/or Gig Workers.
- Live document with links embedded for quick access to resources by the reader.
- Link: Reemployment Assistance: Self-Employed, 1099, and Gig Workers FAQ

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U.S. Representative Kathy Castor TeleTown Hall

- CSTB CEO participant in Representative Castor's Teletown Hall on April 21, 2020
  - Topic of conversation: Social service resources available

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Hillsborough County Commissioner Sandy Murman :Resource Video

- Released on April 3,2020 and discussed the various resources available to persons unemployed & Small Business
- Link: Message from Hillsborough County Commissioner Sandy Murman and CSTB's John Flanagan

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PPT Virtual Workshops with Recruiters Network Group Tampa Bay (RNG)

Press Release

FOR IMMEDIATE RELEASE

- CSTB and Recruiters Networking Group (RNG) are partnering to assist job seekers looking for work in the virtual world
- CSTB and RNG will be holding virtual interviewing workshops in May 2020 through the PTT program
- Link: CSTB Virtual Interviewing Workshops news article

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Virtual Services: CareerEDGE

User Friendly

Versatile Platform to Fit any Customer Base

Full Customization

20+ Job Seeker Modules

- Universal Customer: Kickoff Date – End of May
- WIOA AD/DW: Online Application & Enrollment – June
- WIOA Youth: Online Application – June

Track Participant Progress in Real-Time

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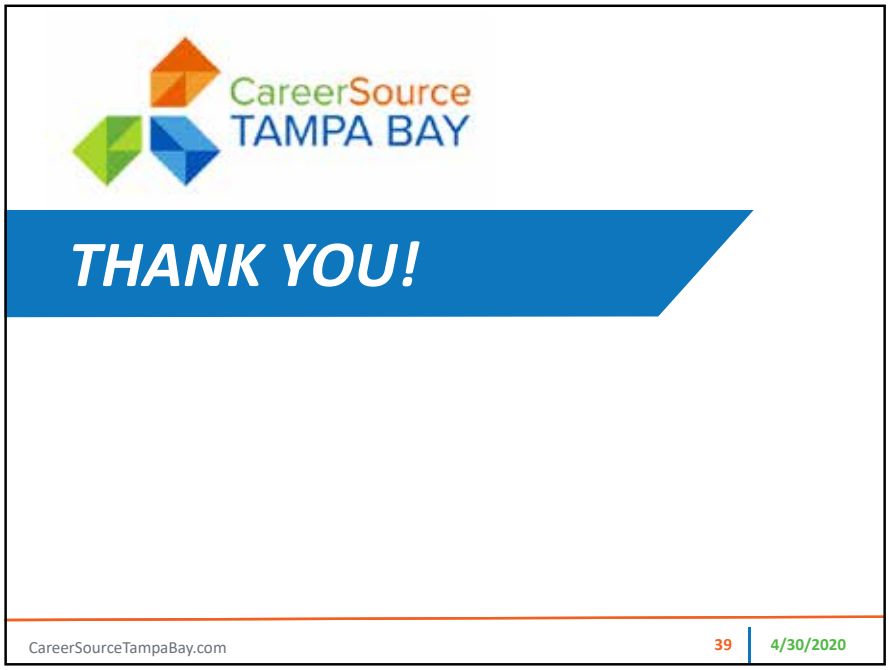
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THANK YOU!
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39
4/30/2020

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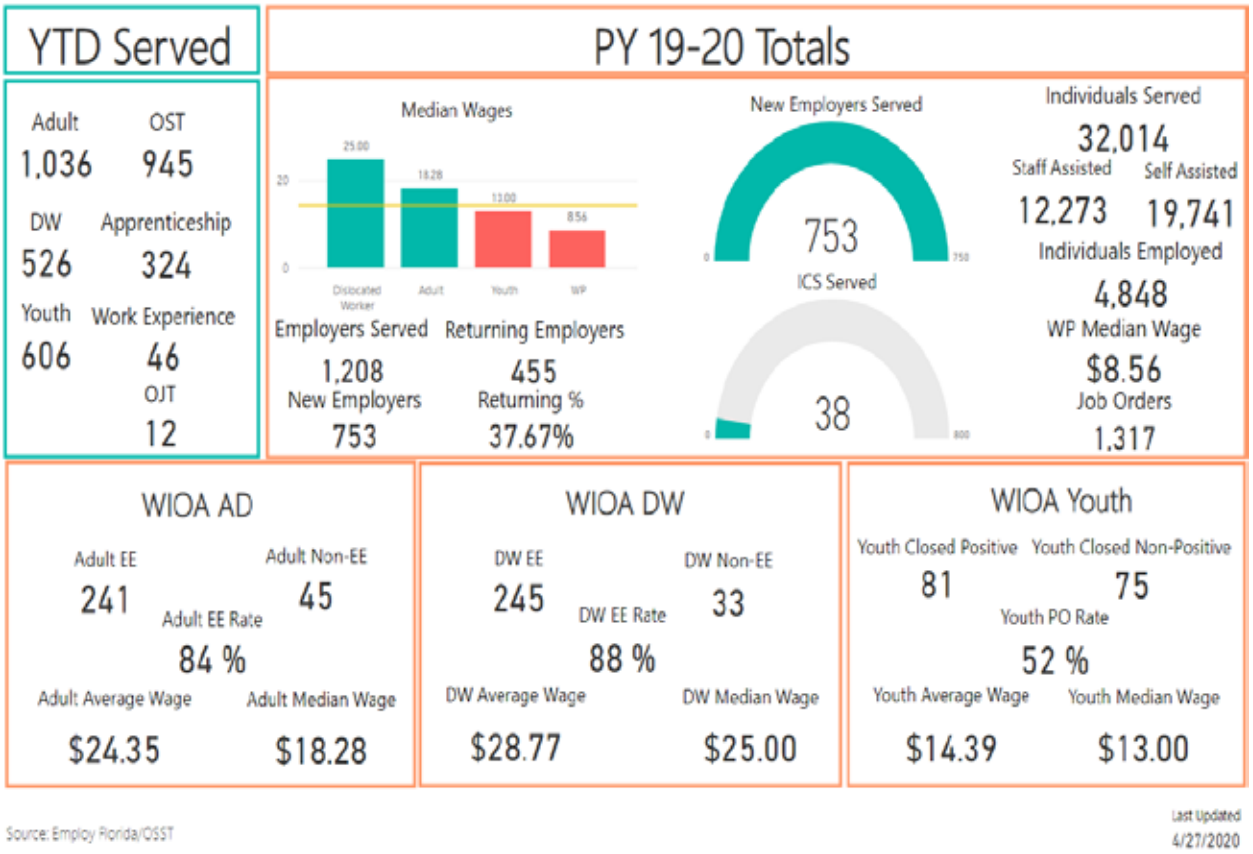
Information Item # 3
CSTB Performance Dashboard 4-27-2020



CareerSource TAMPA BAY

Information Item # 4
Training Vendors Outcome Report

Period covering July 2019 thru March 2020

CareerSource Tampa Bay provides WIOA funded training services with a focus on successful completion of demand-driven industry certifications and training programs.

Performance Outcome Descriptions:

Column Name	Description
Total Exited Training	The total # of all WIOA customers who exited training since the beginning of the current program year.
Exited without Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year without completing training.
Exited After Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year after completing training.
Total Employed	The total # of all WIOA customers that exited training since the beginning of the current program year with employment after exiting training.
Total Employed Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year with employment that is related to training after exiting training.
Employed Not Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year with employment that is not related to training after exiting training.
Average Wage	The average of wages for all WIOA customers that exited training since the beginning of the current program year with employment after exiting training.
Completion %	Exited After Completing Training divided by Total Exited Training
Placement %	Total Employed divided by Exited After Completing Training

Training Vendor Outcome Report: PY19 20 Q1-Q3 (July 2019-March 2020)									
Provider Name	Program Name	Total Exited Training	Exited after Completing Training	Exited without Completing Training	Total Employed Training Related	Employed Not Training Related	Average Wage*	Completion %**	Placement %**
Alterius Career College	Massage Therapy	1	1				N/A	100%	0%
Alterius Career College	Medical Billing and Coding	1	1				N/A	100%	0%
Aparicio-Levy Technical Center	Emergency Medical Technician	2	1	1			N/A	50%	0%
Ata Career Education	Pre-Licensure Practical Nursing	1		1			N/A	0%	N/A
Brewster Technical Center	Practical Nursing	2	2		1		$19.50	100%	50%
Brewster Technical Center	Web Development	2	2				N/A	100%	0%
Center For Technology Training	Cisco Certified Network Associate (CCNA)	3	3				N/A	100%	0%
Center For Technology Training	Ethical Hacker & Forensics	1	1			1	$19.00	100%	100%
Center For Technology Training	iOS/A+	5	4	1		1	$15.56	80%	25%
Center For Technology Training	MCSA SQL	1	1		1		$29.00	100%	100%
Center For Technology Training	Microsoft Database Technologies	4	1	3	1	2	$27.05	25%	300%
Center For Technology Training	Microsoft Network Administration	9	4	5	1	2	$26.38	44%	75%
Center For Technology Training	Network Administration	3	3		3		$30.57	100%	100%
Center For Technology Training	Network Support Services Cross-Training	3	1	2		1	$17.79	33%	100%
Center For Technology Training	Project Management	5	1	4			N/A	20%	0%
Center For Technology Training	Web Design Professional	1		1		1	$19.23	0%	N/A
Center For Technology Training	Web Foundations/Java	1	1				N/A	100%	0%
Computer Coach Training Center	Business Office Specialist	1		1	1		$20.00	0%	N/A
Computer Coach Training Center	Business Operations Specialist	7	5	2		3	$15.33	71%	60%
Computer Coach Training Center	C# Programming	2	2		1	1	$21.35	100%	100%
Computer Coach Training Center	Cloud Integration Specialist	2	1	1	1	1	$37.61	50%	200%
Computer Coach Training Center	Computer Support CyberSecurity Specialist	2		2		2	$26.59	0%	N/A
Computer Coach Training Center	Computer User Support Specialist	5	3	2	1	1	$18.24	60%	67%
Computer Coach Training Center	Data Specialist	1	1				N/A	100%	0%
Computer Coach Training Center	IT Security	3	2	1	1	1	$27.12	67%	100%
Computer Coach Training Center	Network and Computer System Administrator	6	4	2	1		$17.00	67%	25%
Computer Coach Training Center	Project Management Specialist / Service Management	13	3	10	4	6	$31.61	23%	333%
Computer Coach Training Center	Software Developers, Applications	3	1	2		2	$14.74	33%	200%
Computer Coach Training Center	Web Development	2		2		2	$49.81	0%	N/A
Concorde Career Institute	Medical Assistant	1	1		1		$13.79	100%	100%
Concorde Career Institute	Medical Office Administration	1	1				N/A	100%	0%
Concorde Career Institute	Pharmacy Technician	1		1		1	$16.80	0%	N/A

Concorde Career Institute-Tampa	Dental Assisting/assistant.	2	1	1	1		$17.31	50%	100%
Concorde Career Institute-Tampa	Medical/clinical Assistant.	3	3		1		$16.00	100%	33%
Concorde Career Institute-Tampa	Respiratory Therapy - Polk	1	1				N/A	100%	0%
DATS of Florida, Inc.	Dental Assistant Expanded Duties	1	1				N/A	100%	0%
DATS of Florida, Inc.	Entry Level Dental Assistant	1		1			N/A	0%	N/A
Erwin Technical Center	Air Conditioning, Refrigeration And Heating Technology	1	1				N/A	100%	0%
Erwin Technical Center	Applied Welding Technologies	0					N/A	N/A	N/A
Erwin Technical Center	Medical Assisting	2	2		2		$13.50	100%	100%
Erwin Technical Center	Phlebotomy	1	1			1	$13.27	100%	100%
Erwin Technical Center	Practical Nursing	6	2	4		1	$10.00	33%	50%
Erwin Technical Center	Surgical Technology	2	1	1			N/A	50%	0%
Erwin Technical Center	Welding	2	2			1	$15.25	100%	50%
Florida Technical College	Application Development/Database Administration	1		1			N/A	0%	N/A
Florida Technical College	Computer Systems Analyst	1		1			N/A	0%	N/A
Florida Technical College	IT Project Management	1		1		1	$25.00	0%	N/A
Florida Technical College	Microsoft Database Administrator Exam Preparation	1		1			N/A	0%	N/A
Florida Technical College	Microsoft Programming/Web Development Exam Preparation	1		1		1	$28.47	0%	N/A
Florida Technical College	Networking Specialist	1		1		1	$44.23	0%	N/A
Galen College Of Nursing	Nursing	9	8	1	4	1	$22.42	89%	63%
Galen College Of Nursing	Practical Nursing	1	1				N/A	100%	0%
Hillsborough Community College	Accredited Claims Adjuster	2		2		1	$20.00	0%	N/A
Hillsborough Community College	Beginning in English 1 & 2	2	1	1		1	$15.00	50%	100%
Hillsborough Community College	Business Administration-A	2		2			N/A	0%	N/A
Hillsborough Community College	CompTIA A+ Certification	1	1		1		$15.00	100%	100%
Hillsborough Community College	Computer Information Administr-A	2		2			N/A	0%	N/A
Hillsborough Community College	Dental Assisting	1	1			1	$12.00	100%	100%
Hillsborough Community College	Elementary Education Teacher	1		1			N/A	0%	N/A
Hillsborough Community College	Emergency Med Servssoc Deg-A	1		1		1	$14.00	0%	N/A
Hillsborough Community College	Java 8SE (OCAJ) Certification (ECX-8085)	1		1			$35.69	0%	N/A
Hillsborough Community College	Liberal Arts	1		1			N/A	0%	N/A
Hillsborough Community College	Mechatronics and Robotics	15	14	1		3	$29.82	93%	21%
Hillsborough Community College	Medical Assistant	6	6		4		$14.35	100%	67%
Hillsborough Community College	Networking Services Technology-A	1		1			N/A	0%	N/A
Hillsborough Community College	NURSING	5	3	2	2	2	$15.00	60%	133%
Hillsborough Community College	Opticianry	1		1	1		$17.31	0%	N/A
Hillsborough Community College	Paralegal Studies (legal Asst)-A	2	1	1	1		$18.23	50%	100%

Hillsborough Community College	Patient Care Tech	4	2	2	1	2	$14.66	50%	150%
Hillsborough Community College	Respiratory Care-A	1		1			N/A	0%	N/A
Hillsborough Community College	Soldering & Cabling	22	20	2	6	7	$14.16	91%	65%
Hillsborough Community College	Truck Driver - CDL A	7	6	1	2	1	$18.39	86%	50%
Hillsborough Community College	Welding	31	22	9	5	4	$13.73	71%	41%
Jersey College	Practical Nursing	12	9	3	4	2	$19.00	75%	67%
Jersey College	Professional Nursing	2	2		1		$28.05	100%	50%
Jersey College	Professional Nursing	11	6	5	5		$27.06	55%	83%
Learey Technical Center	Fire Fighter	1		1			N/A	0%	N/A
Manatee Technical College	Automotive Collision Technology Technician	1	1		1		$17.00	100%	100%
National Aviation Academy	Aircraft Powerplant Mechanics-Ap	8	7	1	5		$22.99	88%	71%
National Aviation Academy	Aircraft Powerplant Mechanics	1	1		1		$18.00	100%	100%
New Horizons Computer Learning Center Of Gulf Coast Flori	Bookkeeping, Accounting, and Auditing Clerks	1	1				N/A	100%	0%
New Horizons Computer Learning Center Of Gulf Coast Flori	Business Operations Specialists	1	1			1	$12.00	100%	100%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Hardware Engineer	2	1	1		1	$43.12	50%	100%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Information Systems Manager	17	9	8	7	4	$33.41	53%	122%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Support Specialist	14	10	4		6	$18.85	71%	60%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Systems Analysts	1	1				N/A	100%	0%
New Horizons Computer Learning Center Of Gulf Coast Flori	Database Administrator	9	7	2	3	3	$33.06	78%	86%
New Horizons Computer Learning Center Of Gulf Coast Flori	Executive Secretaries and Executive Admin Assistants	9	4	5	2	3	$16.20	44%	125%
New Horizons Computer Learning Center Of Gulf Coast Flori	Human Resources, Labor Relations, & Training Specialists	3		3	2		$31.42	0%	N/A
New Horizons Computer Learning Center Of Gulf Coast Flori	Management Analyst	3	2	1		1	$62.50	67%	50%
New Horizons Computer Learning Center Of Gulf Coast Flori	Network & Computer Systems Administrator	9	5	4	2	3	$25.34	56%	100%
New Horizons Computer Learning Center Of Gulf Coast Flori	Network Administrator	13	8	5	1	6	$17.47	62%	88%
New Horizons Computer Learning Center Of Gulf Coast Flori	Network Support Services	1		1	1		$40.00	0%	N/A
New Horizons Computer Learning Center Of Gulf Coast Flori	Preparation for Certified Information Security Systems ProfessionalISSP	1	1				N/A	100%	0%

New Horizons Computer Learning Center Of Gulf Coast Flori	Preparation for CompTIA Network+	1		1	1		$17.00	0%	N/A
New Horizons Computer Learning Center Of Gulf Coast Flori	Preparation For Project Management Professional (pmp) Certification	7	3	4	2	1	$38.81	43%	100%
Pinellas Technical College (PTec) - Clearwater	Computer Systems Technology 1	1		1			N/A	0%	N/A
Ptec - St Petersburg	Commercial Class B Driving	1	1		1		$17.88	100%	100%
Ptec - St Petersburg	Practical Nursing	1	1			1	$16.89	100%	100%
Ramussen College - cs	Health Information Technology	1		1			N/A	0%	N/A
Rasmussen College	Nursing	3	1	2	1	1	$23.95	33%	200%
Roadmaster Drivers School, Inc.	Commercial Truck Driver	1		1			N/A	0%	N/A
Southern Technical College, Brandon	Medical Assisting	1	1		1		$12.00	100%	100%
Southern Technical College, Brandon	PCT - Patient Care Technician	1		1			N/A	0%	N/A
Southern Technical College, Tampa	Medical Assistant	1	1		1		$15.00	100%	100%
Tampa Truck Driving School	CDL A - Truck Driver Training	19	18	1	7	1	$17.87	95%	44%
Tampa Truck Driving School	CDL A - Truck Driver Training	1	1		1		$16.00	100%	100%
Ultimate Medical Academy	Health Sciences	1		1			N/A	0%	N/A
Ultimate Medical Academy	Medical Billing And Coding	1	1		1		$11.20	100%	100%
University Of South Florida-Main Campus	Human Resources	3	2	1		2	$14.80	67%	100%
University Of South Florida-Main Campus	Legal Assistant/Paralegal	3	3				N/A	100%	0%
University Of South Florida-Main Campus	Technology Project Management	6	6		1	3	$27.08	100%	67%

*Average wage at or above $14.63 or where data is not availble are highlighted green. Average wage below $14.63 are highlighed yellow.
**Completion Rates at or above 65% and Placement Rates at or above 70% are highlighted green.
Note: Participants who exited training after completion have 180 days from completion to be counted as placed.

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