

CareerSource Pinellas One Stop Committee Minutes

Date: October 24, 2019 at 9:00 am
Location: EpiCenter – 13805 58th Street N., Clearwater

Call to Order

Mark Hunt, committee member, filled in for Chair John Howell and called the meeting to order at 9:00am. There was a quorum with the following members participating.

Members in Attendance

Jody Armstrong, Mark Hunt, Jason Krupp, Karen Simone on behalf of Tiffany Nozicka (phone), and Debbie Passerini (phone).

Members Not in Attendance

Vivian Amadeo, John Howell, Carolyn King, Jason Krupp, Samuel Kolapo, and Dr. Rebecca Sarlo

Staff

Don Shepherd, Michelle Moeller, April Torregiante, Luna Clarke, and Carlows Ellis

Guest

Dan McGrew- Kaiser Group

Action Item 1 – Approval of Minutes

The minutes of August 22nd, 2019 One Stop Committee meeting were presented for approval.

Motion: Jody Armstrong
Second: Debbie Passerini

The minutes were approved as presented. The motion carried unanimously.

Other Action Items

None

Other Administrative Matters

None

Information Item 1 – One Stop Goals Update 2019–2020

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

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

There has been high demand for WIOA with a weekly average of 42 attendees at South County and Gulf to Bay locations. In the first quarter, 150 new WIOA customers were deemed eligible, completed career planning, and were enrolled into approved training.

Youth (ages 18-24, not currently enrolled in training) continues to be the primary focus with the goal of 100–200 Youth customers this fiscal year. Multiple community outreach initiatives, including partnerships with SPC and Galen, are in process and were outlined per agenda.

Objective 2: Maximize use of technology and online services to meet job seeker needs. The effort continues from the prior fiscal year, with similar positive results, e.g., over 2000 attendees at employability workshops in the first quarter.

Goal 2 – Provide Effective Workforce Programs Aligned with Demand Industry Sectors

Objective 1: Increase participation in Occupational Skills Training (OST). Currently, 33 approved training providers and 444 OST enrollments YTD.

Objective 2: Increase enrollments in Apprenticeship and Pre-Apprenticeship programs. 159 LWDP Apprentice enrollments to-date, compared to a total of 183 in PY '18 (for the year).

Objective 3: Increase enrollments in short-term Pre-Vocational Training programs. With the closing of the CareerReady grant, a new CareerSource Florida Pathways Partnership for Soft Skills grant is being launched in partnership with Goodwill and PERC. Certifications will be offered in manufacturing, customer service, and hospitality. Recruitment is in process.

Goal 3 – Effectively Manage Key Workforce Development Performance

No changes for goal 3; Objective 1: Monitoring and analysis of performance reports. Objective 2: Continues to focus on customer satisfaction; almost 3,000 surveys completed to-date with average scores of 95% or above.

Information Item 2–Youth Programs Update

There is a high priority to outreach and enroll youth with WIOA ITA training funds. Served 235 youth-to-date (1st qtr tends to be a little slower because fewer training programs are completed during this timeframe), with 24 credentials to-date, 25 into employment or other favorable outcome, and 23 placements, with an average wage of \$11.63.

Tampa Bay YouthBuild-2016 grant is in year 3. So far, all DOL requirements for the 2016 grant have been met. Focus is on retention and moving on to post-secondary goals, and the grant is set to finish in 2020. Youthbuild-2019 is getting started. Enrolled 13 young adults after 2-week mental toughness training. Second mental-toughness training with goal of bump-up of enrollment scheduled for the week before Thanksgiving.

Information 3–Reports

A. Status of Enrollments – Snapshot report – Number of caseloads as of 09/30/2019

WIOA Adults: 478
Dislocated worker: 307
WIOA Youth: 204
Total: 989

WT Applicant : 913
WT Mandatory : 247
WT Transitional : 179
Total: 1,339

SNAP
Career Counselor: 186
Automation: 633
Total: 819

This year Supplemental Nutrition Assistance Program (SNAP) enrollment metrics (with history) will be included (see above). There is room for growth in enrollments. Welfare Transition and SNAP are referral programs from Department of Children and Families, but there is currently active growth in WIOA enrollment. For WIOA, the program year typically ends in several exits, but enrollment is now rebuilding as expected.

B. Monthly Management Report (08/31/2019)

- Welfare Entered Employment Rate: 40.8%, ranked 5th in the state
- Welfare Entered Employment Wage Rate: 78.7%, ranked 4th in the state
- Welfare All Family Participation Rate: 49.2%, ranked 3rd in the state
- Welfare Two-Parent Family Participation Rate: 50.0%, ranked 6th in the state
- SNAP Employment Rate: 10.6%, ranked 5th in the state
- WIOA Adult Entered Employment Rate: 100%, ranked 1st in the state
- WIOA Adult Wage Rate: 154% of goal, ranked 2nd in the state
- WIOA Dislocated Worker Entered Employment Rate: 100%, ranked 1st in the state
- WIOA Dislocated Worker Wage Rate: 209% of goal, ranked 1st in the state
- WIOA In-School Youth Outcome Rate: N/A
- WIOA Out-Of-School Youth Outcome Rate: 100%, ranked 1st in the state

- WIOA Younger Youth (14-18 years old) Positive Outcome Rate: 100%, ranked 1st in the state
- Wagner Peyser (WP) Entered Employment Rate: 45.4%, ranked 8th in the state
- WP Entered Employment Rate (those already employed at time of first service): 46.8%, ranked 2nd in the state
- Short Term Veterans Entered Employment Rate: 41.1%, ranked 6th in the state
- WP Job Placement Wage Rate: 87.2% of goal, ranked 14th in the state

The metrics reflect no significant changes between enrollment and participant numbers in the new quarter compared to last the PY year, and ranking continues to score in the top 10 out of 24, state-wide.

C. Florida Workforce Measures

WIOA Primary Performance Indicators have recently been released by the Department of Economic Opportunity (DEO) for all Local Workforce Development Areas (LWDAs) for PY2018-2019 thru Quarter 4, or through June 30th, 2019 under WIOA Reporting standards. CareerSource Pinellas is exceeding 12 indicators (over 100% of goal) and meeting two indicators (over 90%) as published by the DEO through Quarter 4, PY2018-2019. For Program Year 2018-2019, DEO and all Local Workforce Boards have completed negotiations for goals for the next two program years. Goals are not substantially different for PY '19-'18, compared to the previous year.

In May of 2020, the workforce measures will need to be re-negotiated and will include input from the Workforce Solutions Committee and the One Stop Committee. The recommendations will then be presented to the full board of directors for approval in the June of 2020 timeframe.

D. Center Traffic

Current program year total traffic by location (PY July 1, 2019 – June 30, 2020) thru Quarter 1, September 2019:

Gulf to Bay – 7,122; St. Petersburg – 9,109; Tarpon Springs – 583; Tyrone – 2,224; **YTD** – 18,928. New to this year’s reporting is a “unique customer” metric to measure how many individuals (vs. total # of visits) are frequenting the centers. Unique Customer data for Quarter 1, September 2019: Gulf to Bay – 2,766; St. Petersburg – 3,167, Tyrone – 835, and Tarpon Springs – 242. Last program year averaged 2.9 visits per customer.

Center Traffic Highlights:

- ❖ Traffic in Quarter 1 PY19-20 dropped 12.9% in comparison to Quarter 1 for PY2018-2019. Quarter 1 saw a 7.2% increase over the previous quarter, Quarter 4, Apr to Jun 2019. Unemployment remains at an all-time low at 3.3/3.4%.
- ❖ During Quarter 1, the South County center continues to be the most visited center across Pinellas, with 48.1% of overall visitor traffic. Gulf to Bay center is second at 37.6%, and the Tyrone center was 3rd at 11.2% of CSPIN traffic.

E. Website Traffic and Social Media: PY 18-19, through 06/30/2019

Website Traffic Timeframe	# of People Visited Site	# of Visits	Page views	Returning Visitors	New Visitors
07/01/19 – 09/30/19	18,682	29,358	296,958	25.6%	74.4%

Social Media Timeframe	# of New Twitter Followers	# of New Facebook Fans	# of New LinkedIn Followers	# of Engagements	# of Impressions
07/01/19 – 09/30/19	9	151	226	17,606	563,300

Information Item 4: Internal Program Monitoring

As a recipient of federal awards, this Organization is responsible for administering the awards in accordance with applicable laws, regulations, provisions, and policies. Programmatic, administrative and fiscal monitoring is conducted to ensure the Organization is fulfilling those requirements. A listing of programs subject to internal monitoring was provided.

Information Item 5: One Stop Operator Update

Below is a summary of work completed under the One Stop Operator Contract since the last One Stop Committee meeting:

1. Maintain Linkages
 - a. CTS Partner Portal (a central repository of services and information for all partners) is scheduled for official launch, Monday, November 11.
2. Coordinate Quarterly Meetings
 - a. A partner meetings were scheduled and hosted August 22nd, 2019 – 11 attendees, and 7 partners
3. Memoranda of Understanding
 - a. No work completed.
4. Universal Design/Barriers to Employment
 - a. Center visits conducted on 10/15 to assess potential improvements in services delivery. Summary draft and recommendations in progress.
5. Strategic Plan
 - a. Attended CSPIN Board Meeting on 9/18 to provide update on One Stop Operator deliverables.
6. Customer Satisfaction Initiatives
 - a. Provided monthly analysis of CSPIN customer service and employability skills training surveys for August and September.
7. Internal Monitoring
 - a. No work completed.

Information Item 6: Work Number Renewal

The Work Number is an online service supported by Equifax. Agencies such as the Department of Children and Families, Social Security Administration, multiple Local Workforce Boards, and other social service agencies use The Work Number for verification of employment.

Use of the Work Number allows CSPIN staff to:

1. Obtain verified employment information from employers who will not complete an Employer-verification form or verify employment information over the phone.
2. Determine Program eligibility, determine and issue services in a time-efficient manner. Retention confirmation.
3. Provides clear and accurate information for audit trails

Contract and Invoice Details: Due date: November 3, 2019

Billing: \$1,775 per month; Total Cost: \$21,300

Duration: 1 year; Allotment: Unlimited searches; 1500 verifications

Public Comments – There were none.

Members Comments –

1. There is an upcoming Apprenticeship Fair at Pinellas Technical College in Clearwater in collaboration with CareerSource Pinellas, November 14, 6pm–7:30pm. Focus: IT, Construction & Manufacturing sectors.
2. Pinellas County Schools is sponsoring an upcoming Summer Career Acceleration program for high school-aged students, and the program should work in collaboration with the CareerSource Pinellas youth program. Sponsorship opportunities are welcomed.

Adjournment

The meeting was adjourned at 9:25 a.m.

Motion: Jody Armstrong
Second: Debbie Passerini