

CareerSource Pinellas One Stop Committee Minutes

Date: February 27, 2020 at 9:00 am
Location: 2312 Gulf to Bay Blvd., Clearwater, FL

Call to Order

Chair John Howell called the meeting to order at 9:01 am. There was a quorum with the following members participating.

Members in Attendance

John Howell, Jody Armstrong (phone), Tiffany Nozicka (phone).

Members Not in Attendance

Mark Hunt, Jason Krupp, Vivian Amadeo, Carolyn King, Samuel Kolapo, Dr. Rebecca Sarlo and Debbie Passerini.

Staff

Don Shepherd, Michelle Moeller, April Torregiante, Mary Jo Schmick, Cindy Hockridge.

Action Item 1 – Approval of Minutes

The minutes of October 24, 2019 One Stop Committee meeting were presented for approval.

Motion: Jody Armstrong
Second: Tiffany Nozicka

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

Action Item 2 – RFQ-Youth Work-Based Training

Request for Quote (RFQ) for work-based training for youth. Work-based training opportunities may include paid experience or internships.

Youth work-based training will serve Pinellas eligible youth who are in school youth, ages 14 to 19 years and/or out of school youth ages 18 to 24 years old. Eligibility may be determined as Workforce Innovation and Opportunity Act (WIOA) Youth and/or Temporary Assistance for Needy Families (TANF).

Recommendation:

Approve issuance of the Request for Quote (RFQ) for Youth Work-Based Training.

Discussion: No further discussion.

Motion: Jody Armstrong
Second: Tiffany Nozicka

The One-Stop Committee made a motion to recommend approval of the RFQ-Youth Work-Based Training. The motion carried unanimously.

Action Item 3 – RFP-Program Monitoring

Request for Proposal (RFP) for a qualified provider to conduct Programmatic Monitoring across CareerSource Pinellas workforce programs, including:

- Welfare Transition Program services (WTP).
- Supplemental Nutrition Assistance Program services (SNAP).
- Workforce Innovation and Opportunity Act services (WIOA) under Youth, Adult and Dislocated Worker.

- Programs under Grant funding through the Department of Labor (DOL) or CareerSource Florida (CSF) awards.
- Wagner Peyser Act (WP) to include job seeker, RESEA, employer services and job order processes.
- Other workforce programs as needed.

Programmatic Monitoring will align with the annual monitoring conducted by Department of Economic Development (DEO). Monitoring procedures will be conducted twice per program year, including the following activities:

- Review of all local programmatic policies and procedures to ensure compliance to the applicable State and Federal guidelines.
- Review general processes for documenting job seeker registration, job seeker services, job seeker referrals and placements.
- Review work-based training agreements with local businesses to ensure compliance to the applicable State and Federal guidelines.
- Review program eligibility, program services and case management practices to ensure compliance to the applicable State and Federal guidelines.
- Conduct other programmatic monitoring as may be needed.

Recommendation:

Approve issuance of the Request for Proposal (RFP) for a provider to conduct Programmatic Monitoring.

Discussion: No further discussion.

Motion: Jody Armstrong
Second: Tiffany Nozicka

The One-Stop Committee made a motion to recommend approval of the RFP-Program Monitoring. The motion carried unanimously.

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.

CareerSource Pinellas has expanded services over the last quarter in Tarpon and in mid-county. Tarpon Spring campus is now co-located and partnering with the SPC Career Hub and Adult GED program. CareerSource Pinellas opened an entirely new center at St. Petersburg College, EpiCenter. This location will allow CareerSource Pinellas to develop a strong partnership with the SPC Workforce Institute. CareerSource Pinellas is exploring two additional community based Point of Service sites to open before summer. CareerSource Pinellas visited both Lealman Community Center and Homeless Empowerment Program (HEP) in early February. Both locations have suitable, possible no cost space allowing job placement services to be offered directly in two communities most in need.

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

An average of 10.1 job seekers attended a CSPIN workshop per class. Most Frequently attended workshops are Computers Skills, Resumes that Work and Professional Interviewing Skills. LWDB 14 continues to review USDOL TEGl and Guidance updates on available online resources and services. Staff is currently evaluating new application and services to continue to build a diverse range of job seeker resources available thru our local one center or online

- Workplace Skills for the 21st Century – online work readiness, soft skills training and a variety of educational or prep courses to assist the job seeker in their job search and re-employment.

- Future Plans – online assessment and career planning application thru partnership with the Pinellas Education foundation.
 - Atlas E-Courses – internally developed online courses for work readiness, soft skills and job seeking training to assist the job seeker in their job search and re-employment.
 - Penn Foster – nationally-recognized online application for self-paced education to obtain a high school diploma.
 - CSPIN Computer Training – center computer classes to assist job seeker access online services to include job seeking and resume development. Classes are offered in English and Spanish.
- ❖ A total of 1,723 were new registrants or customers within the EF system in Quarter 2 of PY 2019-2020.
 - ❖ A total of 440 Veterans were served during Quarter 2 of PY 2019-2020.

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

Objective 1: Increase participation in Occupational Skills Training (OST). There are currently 35 training providers that are approved by the local Workforce Solutions committee and available for customer selection of a Targeted Occupation or high demand occupation. There are 338 adults enrolled in WIOA so far this year. Connecticut School of Broadcasting and BICSI Learning Academy both submitted all required documentation to be added to the Targeted Occupation List. Both were approved by the Work Force Solutions committee February 11, 2020.

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.
 Certification Training: Under a CareerSource Florida grant award and in partnership with CareerSource Tampa Bay, we have launched short track IT CareerReady certification programs that run 4 to 8 weeks.

Soft Skills Grant: Under a CareerSource Florida grant CareerSource Pinellas has partnered with Goodwill Industries - Suncoast, (GW) and People Empowering & Restoring Communities (PERC) to assist in filling these employer needs. PERC and GW are offering essential skills training in a 4-week format, highlighting several of the needed essential skills. In combination with those much needed skills, GW offers a nationally recognized Customer Service and Sales certification from the National Retail Federation. Similarly, PERC is offering a much needed manufacturing certification with training provided by The People of Manufacturing (TPOM).

Goal 3 – Effectively Manage Key Workforce Development Performance

Objective 1: Monitoring and analysis of performance reports. Through December 2019, the DEO reporting shows Pinellas with a total of 1,911 placements reported and an average ranking of 12 YTD for program year 2019-2020.

Objective 2: Evaluate the effectiveness of programs/services. 100% - CSPIN job seekers were overall satisfied with the Staff that served them for 595 surveyed during Quarter 2.
 79% - CSPIN workshop attendees were very satisfied with their workshop trainer and content from the 1,592 surveyed during Quarter 2. The overall approval ranking from the customer satisfaction survey resulted in almost 97%.

Information Item 2–Youth Programs Update

To date we have served 319 youth. 67 of those youth have obtained credentials and 68 have gone onto employment.

CareerSource was awarded a **YouthBuild grant** thru the DOL for \$1.1 million in late October 2016. The grant award supports a 3-year period with years 1 and 2 with active training.

The 2016 YouthBuild grant ends on February 16, 2020 and will move into the 60-day grant close out. One last Quarterly Performance report will be required for the January to March 2020 period due on May 15, 2020 as part of closeout.

Program Milestones grant-to-date are:

- 64 youth have received NCCER CORE Construction Certification
- 61 youth have received Green Environment LEED Craft Certification
- 32 youth have received a GED / High School Diploma.

Performance Goals: Baseline is being established for a large portion of the new YB WIOA measures and tracking is in place to assist with QA and reporting of these new measures. The WIOA indicators are as follows with performance thru Q4 included:

- Quarter 2 Entered Employment –67% (Program to Date Y2019 Q2).
- Quarter 2 Median Earnings - \$2,349.57 (PY2017), \$2,383.01 (PY2018).
- Measurable Skills Gains – 82% (PY2017), 42% (PY2018).
- Credential Attainment Rate at 1-Year Exit – 85% (Program to Date PY2019 Q2).
- High School Diploma/GED Credential Attainment Rate at 1-Year Exit – 43% (Program to Date PY2019 Q2).
- Occupational Skills Credential Attainment Rate at 1-Year Exit – 81% (Program to Date PY2019 Q2).
- Quarter 4 Entered Employment – 60% (Program to Date PY2019 Q2).

YouthBuild Grant: The 2019 **YouthBuild grant** from DOL for \$1.1 million was awarded in February 2019. The grant award supports a 3-year period with years one and two for active GED and construction skills training and the third year for participant follow-up. Currently, the grant is nearing the end of the first year, and planning and outreach has begun for the second year cohorts to start in May, 2020.

Year-One Challenges:

Outreach, retention, and worksites have had significant challenges in the first year.

- A total of 21 students starting enrolled.
- Of the 21, 11 remain active in the program.
- Grant modification process and approval time has made the availability of accessible worksites difficult. Habitat for Humanity is an excellent partner, but the rate at which they complete projects far exceeds the speed of a DOL grant modification process.

Year-One Successes:

- Two GEDs have been obtained.
- 10 NCCER Core Construction Certifications were awarded to date.
- 20 participants received their OSHA card.
- Partnerships have yielded great workshop, field trip, and community service activities for the students. Some highlights include:
 - Junior Achievement's Finance Park field trip
 - Beach Clean-ups with the Sea Turtle Trackers and Keep Pinellas Beautiful
 - Family Resources' Healthy Relationships Workshops
 - Microsoft Job Shadowing and Business Start-Up Workshops
 - Supervisor of Elections field trip
- The Clearview Adult Education Center YouthBuild facility is complete and the program is moving in this week.

Increased outreach activities are taking place now for the second year. Orientations start this week and continue until Mental Toughness Week in mid-April. The next cohort begins May 4th. A third grant modification request will be submitted to update worksite availability. Other worksite options will be sought for the second year students.

Information 3–Reports

A. Status of Enrollments – Snapshot report – Number of caseloads as of 12/31/2019

WIOA Adults: 540
Dislocated worker: 335
WIOA Youth: 252
Total: 1,127

WT Applicant : 823
WT Mandatory : 184
WT Transitional : 186
Total: 1,193

SNAP
Career Counselor: 118
Automation: 374
Total: 492

Moving into the third quarter, we have already seen a decrease in our Welfare Transition SNAP which is very typical for this time of year, while WIOA continues to grow.

B. Monthly Management Report (12/31/2019)

- Welfare Entered Employment Rate: 38.9%, ranked 5th in the state.
- Welfare Entered Employment Wage Rate: 79.1%, ranked 4th in the state.
- Welfare All Family Participation Rate: 43.5%, ranked 4th in the state.
- Welfare Two-Parent Family Participation Rate: 48.7%, ranked 5th in the state.
- SNAP Employment Rate: 12.4%, ranked 2nd in the state.
- WIOA Adult Entered Employment Rate: 100%, ranked 1st in the state.
- WIOA Adult Wage Rate: 146.9% of goal, ranked 1st in the state.
- WIOA Dislocated Worker Entered Employment Rate: 100%, ranked 1st in the state.
- WIOA Dislocated Worker Wage Rate: 189.4% of goal, ranked 4th in the state.
- WIOA In-School Youth Outcome Rate: 100.0%, ranked 1st in state.
- 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: 41.0%, ranked 7th in the state.
- WP Entered Employment Rate (those already employed at time of first service): 39.6%, ranked 5th in the state.
- Short Term Veterans Entered Employment Rate: 38.9%, ranked 5th in the state.
- WP Job Placement Wage Rate: 88.0% of goal, ranked 13th in the state.

Mandatory programs as well as WIOA continue to hold 5th place or better in our state. Wagner-Peyser slightly lower, as we continue to adjust with DEO newly added requirements and a lower number of overall job seekers.

C. Florida Workforce Measures

WIOA Primary Performance Indicators have been released by the Department of Economic Opportunity (DEO) for all Local Workforce Development Areas (LWDAs) for PY2018-2019 thru Quarter 4 or thru June 30, 2019 under WIOA Reporting standards.

CareerSource Pinellas is exceeding 13 indicators (over 100% of goal) and meeting one indicator (over 90%) as published by the DEO thru Quarter 1 PY2019-2020. There are a total of 14 Primary Performance indicators with Measurable Skills gains not reported to date.

For Program Year 2018-2019, DEO and all Local Workforce Boards have completed negotiations. Goals for the next two program years, PY2018-2019 and PY2019-2020 are also included below.

D. Center Traffic

Last program year total traffic by location (PY July 1, 2018 – June 30, 2019) thru Quarter 2 December 2019: Gulf to Bay – 5,966 St. Petersburg – 8,878 Tarpon Springs – 512 Tyrone – 4,111 YTD – 40,837.

Current program year total traffic by location (PY July 1, 2019 – June 30, 2020) thru Quarter 2 December 2019: Gulf to Bay – 6,496 St. Petersburg – 8,673 Tarpon Springs –58 Tyrone – 615 EpiCenter – 17 YTD – 34,787.

Highlights:

- Traffic in Quarter 2 PY19-20 dropped 22.9% in comparison to Quarter 2 for PY2018-2019. Quarter 2 saw a 19.5% decrease over the previous quarter, Quarter 1, Jul to Sep 2019. Unemployment remains at an all-time low at 3.3%.
- During Quarter 2, the South County center continues to be the most visited center across Pinellas with 54.7% of overall visitor traffic. Gulf to Bay center is second at 41.0% and the Tyrone center was 3rd at 3.9% 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 – 12/31/19	32,187	49,079	122,399	24.4%	75.6%

Social Media Timeframe	# of New Twitter Followers	# of New Facebook Fans	# of New LinkedIn Followers	# of Engagements	# of Impressions
07/01/19 – 12/31/19	7	184	350	24,462	799,100

Information Item 4: All Programs Monitoring Schedule

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. In response to DEO and DOL audits, we’ve expanded monitoring to not only tracking externally but we are also doing detailed internally for WP, WP Business and all of our programs. A listing of programs was provided for External Monitoring, WP Internal Program monitoring, WP Business Services Program Monitoring, Internal Program Monitoring: WT, SNAP & WIOA

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. CSPIN Partner Portal launched on 11/11/2019 with 8 total partners. Awaiting page approval from 12 partners.
2. Coordinate Quarterly Meetings
 - a. Partner meeting held on 10/24/2019 with 14 partners and 16 attendees. Minutes and handouts distributed to members.
 - i. Vocational Rehabilitation presented during Partner Spotlight.
 - b. Next meeting scheduled for 02/27/2020
3. Memoranda of Understanding
 - a. Awaiting March board meeting for finalization of MOU/IFA with mandatory partners.
4. Universal Design/Barriers to Employment
 - a. Summary of center visits conducted in October drafted and submitted.
5. Strategic Plan

- a. Attended CSPIN Board Meetings on 11/20/2019 and 01/15/2020.
- 6. Customer Satisfaction Initiatives
 - a. Provided monthly analysis of CSPIN customer service and employability skills training surveys for October, November, December and January.
 - b. Extreme Customer Service and Extreme Customer Service Transformation online courses deployed to CSPIN staff.
- 7. Internal Monitoring
 - a. Scheduled internal monitoring for December completed with 185 files reviewed and report submitted for review

Public Comments – There were none.

Members Comments –

Jody Armstrong expressed her concern about the low member attendance and hopes that participation increases in the future.

Adjournment

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