

CareerSource Pinellas One Stop Committee Minutes

Date: April 23, 2020 at 9:00 am
Location: *Virtual Zoom Meeting

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

Vivian Amadeo, Jody Armstrong, John Howell, Mark Hunt, Carolyn King (phone), Samuel Kolapo (phone), Dan McGrew.

Members Not in Attendance

Jason Krupp, Dr. Rebecca Sarlo, Debbie Passerini and Tiffany Nozicka.

Staff

Jennifer Brackney, Don Shepherd, April Torregiante, Mary Jo Schmick, Cindy Hockridge.

Action Item 1 – Approval of Minutes

The minutes of February 27, 2020 One Stop Committee meeting were presented for approval.

Motion: Mark Hunt
Second: Jody Armstrong

The minutes were approved as presented. 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.

Specialized Service Highlights: CareerSource Pinellas’s Response to the COVID-19 Crisis:

Following the *March 26th “Safer at Home”* directive from Pinellas County, CareerSource Pinellas has aligned with this directive in keeping South County open by; sanitizing and installing protective shield barriers to facilitate face-to-face meetings, providing markers for social distancing, and providing gloves and mask for employees. We are open to the public at this location, offering limited access and appointments upon request. Other locations continue to offer services virtually and via phone/email.

As of March 27, 2020 CareerSource Pinellas transitioned 40 staff members to teleworking.

To assist DEO with their efforts to process reemployment applications, South County and Gulf to Bay distributed over 1,000 applications and collected over 600. The applications were expedited, at no charge to the individual, thanks to a partnership with FedEx.

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

An average of 10.26 job seekers attended a CSPIN workshop per class. CareerSource Pinellas recently launched virtual Employability Workshops with SPC. The first one is scheduled for Wednesday, April 22nd.

- 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 3,589 were new registrants or customers within the EF system in Quarter 3 of PY 2019-2020.
 - ❖ A total of 470 Veterans were served during Quarter 3 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. Connecticut School of Broadcasting and Building Industry Construction Service International (BICSI) were both approved at the last board meeting. CareerSource Pinellas is keeping in close contact with each training provider to stay informed on what training options are being offered by each location, to ensure every training opportunity is being offered to participants. CSPIN approved list may be viewed online at: <https://www.careersourcepinellas.com/pages/trainingvendor>

Objective 2: Increase enrollments in Apprenticeship and Pre-Apprenticeship programs. 163 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: CareerReady programs are short certification programs with employability skills training leading to an industry certification and transition into manufacturing or trades employment.

Soft Skills Grant:

Employers have identified the need for soft skills training for some applicants, i.e., communication, attention to detail, interpersonal skills and critical thinking.

CareerSource Pinellas partnered with Goodwill Industries - Suncoast, Goodwill and People Empowering & Restoring Communities (PERC) to assist individuals in gaining the soft skills necessary to obtain employment.

In addition to skills training, Goodwill offers a nationally-recognized Customer Service and Sales certification from the National Retail Federation. Similarly, PERC is offering a Manufacturing certification with training provided by The People of Manufacturing (TPOM).

Effective March 25, 2020, Goodwill requested to discontinue their participation in the Career Pathways grant due to closing the Goodwill Workforce Department. CareerSource Pinellas will review the grant perimeters to determine how to best redistribute these resources.

Effective March 23, 2020, PERC suspended all classes. However, PERC is researching virtual options for both the STARS and Manufacturing trainings.

Goal 3 – Effectively Manage Key Workforce Development Performance

Objective 1: Monitoring and analysis of performance reports. Through March 31, 2020, the DEO reporting shows Pinellas with a total of 2,765 placements reported and an average ranking of 12 YTD for program year 2019-2020.

Objective 2: Evaluate the effectiveness of programs/services. 99.17% - CSPIN job seekers were overall satisfied with the Staff that served them for 632 surveyed during Quarter 3.

81.42% - CSPIN workshop attendees were very satisfied with their workshop trainer and content from the 1,624 surveyed during Quarter 3. The overall approval ranking from the customer satisfaction survey resulted in almost 97%.

Information Item 2–Youth Programs Update

To date we have served 370 youth. 109 of those youth have obtained credentials and 108 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 ended on February 16, 2020 and will be required to go through close out. Close-out must be completed by May 15, 2020. 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. The YouthBuild wing at Clearview Adult Education Center was completed in February and the class began to use the facility. The building includes office space, a classroom and construction trades training space.

Quarter 3 Successes:

- One GED was earned this quarter (three for year one).
- 6 NCCER Core Construction Certifications were awarded (16 for year one).
- Partnerships have yielded great workshop, field trip, and community service activities for the students. Some highlights include:
 - The Clearview Adult Education Center YouthBuild facility is complete and the program is moving in this week.
 - Microsoft Institute:
 - Job Shadowing, Productivity Hacks, and Business Start-Up
 - Army, Navy and Marine recruiters
 - Family Resources – Healthy Relationships
 - GTE Financial Literacy
 - Keep Pinellas Beautiful and Sea Turtle Trackers Beach Clean-Ups

- The class began work on Habitat for Humanity worksites and got real-world practice of the skills taught in class. It was a great learning experience and the students enjoyed the opportunity.

COVID-19 Effect:

The program was on track for a mid-April graduation for the first year students. However, March 13th was the last attended day of the program. The worksites were shut down to all volunteers. In addition, all leadership and community activities were cancelled, and all Pinellas County Schools were closed.

Efforts are being made to keep current students engaged, but a lack of technology and internet access for the students is hindering progress. Opportunities to supply laptops are being explored.

Plans for the new class that was to begin in late April are on hold until September.

Information 3–Reports

A. Status of Enrollments – Snapshot report – Number of caseloads as of 03/31/2020

WIOA Adults: 485
Dislocated worker: 334
WIOA Youth: 256
Total: 1,075

WT Applicant : 537
WT Mandatory : 157
WT Transitional : 101
Total: 795

SNAP
Career Counselor: 103
Automation: 558
Total: 661

WIOA continues to grow. Welfare and SNAP are both currently on waivers for participation. Still engaging customers and numbers will continue to grow as new cases are opening in both programs.

B. Monthly Management Report (02/29/2020)

- Welfare Entered Employment Rate: 37.1%, ranked 5th in the state.
- Welfare Entered Employment Wage Rate: 79.2%, ranked 4th in the state.
- Welfare All Family Participation Rate: 43.4%, ranked 4th in the state.
- Welfare Two-Parent Family Participation Rate: 44%, ranked 6th in the state.
- SNAP Employment Rate: 12.9%, ranked 2nd in the state.
- WIOA Adult Entered Employment Rate: 100%, ranked 1st in the state.
- WIOA Adult Wage Rate: 148.8% of goal, ranked 3rd in the state.
- WIOA Dislocated Worker Entered Employment Rate: 98.3%, ranked 15th in the state.
- WIOA Dislocated Worker Wage Rate: 183.9% of goal, ranked 2nd in the state.
- WIOA In-School Youth Outcome Rate: 50%, ranked 12th in state.
- WIOA Out-Of-School Youth Outcome Rate: 89.7%, ranked 18th in the state.
- WIOA Younger Youth (14-18 years old) Positive Outcome Rate: 88.9%, ranked 17th in the state
- Wagner-Peyser (WP) Entered Employment Rate: 39.9%, ranked 8th in the state.
- WP Entered Employment Rate (those already employed at time of first service): 37.8%, ranked 5th in the state.
- Short Term Veterans Entered Employment Rate: 38.8%, ranked 5th in the state.
- WP Job Placement Wage Rate: 88.8% of goal, ranked 12th in the state.

WTP as well as WIOA and WT continue to hold strong. Wagner-Peyser is heavily skewed with the spike of unemployment numbers. We look for our denominator to increase over the next 3-6 months. We will be exploring options to address the needs of the new targeted population as that will be a big change as we move into the next program year.

C. 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.

DEO will begin PY 2020-2021 goal negotiations around May 2020.

D. Center Traffic

Last program year total traffic by location (PY July 1, 2018 – June 30, 2019) thru Quarter 3 March 2020: Gulf to Bay – 6,381 St. Petersburg – 8,318 Tarpon Springs – 652 Tyrone – 3,166 YTD – 59,354.

Current program year total traffic by location (PY July 1, 2019 – June 30, 2020) thru Quarter 3 March 2020: Gulf to Bay – 5,836 St. Petersburg – 7,460 Tarpon Springs –212 Tyrone – 0 EpiCenter – 1142 YTD – 48,592.

Highlights:

- ❖ Traffic in Quarter 3 PY19-20 dropped 11.4% in comparison to Quarter 3 for PY2018-2019. Quarter 3 saw a 4.9% decrease over the previous quarter, Quarter 2, Oct to Dec 2019.
- ❖ Currently the South County center is the only center offering Resource Room usage, by appointment. Since services have moved to virtual platforms, the means to track traffic has adjusted.

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 – 03/31/2020	48,931	75,427	185,504	24.2%	75.8%

Social Media Timeframe	# of New Twitter Followers	# of New Facebook Fans	# of New LinkedIn Followers	# of Engagements	# of Impressions
07/01/19 – 03/31/2020	-2	412	435	34,163	1,343,857

F. Customer Services Update

CareerSource Pinellas has been tracking the COVID-19 pandemic and its effect on our economy and local workforce. This novel virus has rapidly changed our economic landscape and how we as an organization work to provide services to our employers and job seekers.

We've changed our operating procedures to prioritize our efforts in supporting the distribution and collection of Reemployment Assistance applications; answering phone calls and responding to emails to resolve issues related to applying for Reemployment Assistance; continuing to offer public access at the South County Career Resource Center for those who need us most; and ensuring the continuity of programs to businesses and individuals through a virtual platform. Through these efforts, and more, we're providing a vital service to people in this region, who are depending on us.

We have distributed over 1,000 paper applications, collected and mailed over 600 applications at no cost to our customers through a partnership with FedEx, and have deployed 14 staff members from the Career Resource Centers to answering over 4000 telephone calls per week.

Individuals applying for reemployment assistance are also utilizing and registering in the Employ Florida (EF) job search, a state customer tracking system. To assist participants with the registration, posting resumes and general job seeking questions in EF, seven staff members have aided in resolving over 900 inquiries.

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 now has 12 partners with active pages.
 - b. COVID-19 Partner Survey sent to partners to provide updates to services provided during current environment. Pages updated with new information as received.
2. Coordinate Quarterly Meetings
 - a. Partner meeting held on 02/27/2020 with 14 attendees from 10 partner organizations. Minutes and handouts distributed to members.
 - i. Pinellas Technical College presented during Partner Spotlight.
 - b. Next meeting scheduled for 04/23/2020 and delivered via Zoom.
3. Memoranda of Understanding
 - a. No update.
4. Universal Design/Barriers to Employment
 - a. No update.
5. Strategic Plan
 - a. Attended CSPIN Board Meetings on 03/18/2020.
6. Customer Satisfaction Initiatives
 - a. Provided monthly analysis of CSPIN customer service and employability skills training surveys for February and March.
7. Internal Monitoring
 - a. Monitoring report for December reviewed with CSPIN program leads and responses reviewed. Additional samples for Youth Build, Employments, and Paid Work Experience received and currently in review.

Public Comments – There were none.

Members Comments –

Ms. Brackney updates:

- The Board of County Commissioners met on April 21st and approved the Local Workforce Development Plan. The goals approved as part of the 2020-2024 Strategic Plan was included in the Local Workforce Development Plan. The Plan will be submitted to DEO.
- The Program vs. Expenditure Report was presented as a handout. It provides a brief breakdown of the program costs and activities, program enrollment and placement and performance.
- A DEO Monitoring Timeline was presented from July 1, 2016-May 30, 2020 and a One Stop Operator Monitoring Timeline from December, 2019-June, 2020.

Pinellas County Schools provided an update of the annual STEM Career Education projects. Five schools participated this year. The presentation highlights the students, teachers, and the successful implementation of the STEM project. These presentations are a highlight of the One-Stop Committee each year.

It was agreed by the committee members to schedule a June One Stop meeting.

Adjournment

The meeting was adjourned at 9:42 a.m.