

CareerSource Pinellas One Stop Committee Minutes

Date: August 20, 2020 at 9:00 am
Location: *Virtual Zoom Meeting

Call to Order

Filling in for Chair John Howell, Mark Hunt called the meeting to order at 9:01 am. There was a quorum with the following members participating.

Members in Attendance

Jody Armstrong, Mark Hunt, Jason Krupp, Samuel Kolapo, Tiffany Nozicka.

Members Not in Attendance

Candida Duff, John Howell, Dr. Rebecca Sarlo and Pattye Sawyer

Guest

Dan McGrew

Staff

Jennifer Brackney, Michelle Moeller, Mary Jo Schmick, Cindy Hockridge.

Action Item 1 – Approval of Minutes

The minutes of April 23, 2020 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 – 2020-2024 Strategic Plan

In the request of the Board of Directors, a Strategic Planning Committee was formed to develop a comprehensive strategic plan that will help to sustain growth and provide direction to the organization over the next three years.

The committee comprised of 20 members, consisting of Board Members, Partners and CareerSource Pinellas staff members and was facilitated by Lori Strumpf of Strumpf & Associates.

The Committee held four Strategic Planning sessions: January 17, January 29, February 7 and February 25.

In addition, five Focus Groups were held: Board Members, Partners, Employers, Employees and Job Seekers.

The four strategic goals were approved by the Board on March 18, 2020. The One-Stop Committee is now charged with finalizing key strategies and indicators for presentation to the Board.

RECOMMENDATION:

Approval of the 2020-2024 Strategic Plan including key strategies and key indicators that impact One-Stop Committee.

Discussion: No discussion

Motion: Jody Armstrong

Second: Tiffany Nozicka

The One-Stop Committee made a motion to recommend approval of the 2020-2024 Strategic Plan including key strategies and key indicators that impact One-Stop Committee. The motion carried unanimously.

Action Item 3 – RFP-YouthBuild Construction Services

As the Tampa Bay YouthBuild program gears up for its next cohort to begin in October, there will be new staff and a new way of operating the program. In addition to changing the daily operations to meet COVID-19 safety requirements, the introduction of technology and potential virtual services will significantly change the day-to-day operations of the program.

During the first year of the 2018 grant award, CareerSource Pinellas (CSP) hired instructors to teach the National Center for Construction Education and Research curriculum to the YouthBuild students. To best serve the requirements of the grant, the recommendation is to contract construction to a vendor. By outsourcing the construction services, CareerSource Pinellas staff can concentrate efforts on the other aspects of the program, such as leadership and career development.

Recommendation:

Approval to post the RFP and solicit proposals for a provider to be responsible for the YouthBuild construction services, to include: instruction and certification in a nationally-recognized curriculum; job, apprenticeship or post-secondary placements; and worksite procurement and management.

Discussion: Mr. Hunt asked what the outlook is on recruiting students for the next class. Ms. Schmick said it is a concern. It is difficult to recruit students for this group, especially under the circumstances. CareerSource is concentrating their efforts on how to handle the outreach and recruitment. Out of the 30 projected students for the first year, CareerSource had 21 students and shooting for that number again for the next class.

Motion: Jody Armstrong

Second: Tiffany Nozicka

The One-Stop Committee made a motion to recommend approval to post the RFP and solicit proposals for a provider to be responsible for the YouthBuild construction services, to include: instruction and certification in a nationally-recognized curriculum; job, apprenticeship or post-secondary placements; and worksite procurement and management. 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.

- 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 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 attended virtual workshops were Employ Florida, Resume Workshop, Interview Preparation, and LinkedIn

- 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 9,590 were new registrants or customers within the EF system in Quarter 4 of PY 2019-2020.
 - ❖ A total of 444 Veterans were served during Quarter 4 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 37 training providers that are approved by the local Workforce Solutions committee and available for customer selection of a Targeted Occupation or high demand occupation. ServiceSource Florida Career Institute and Academy of Dental Assistance are two new training providers that were both just approved in the most recent Workforce Solutions committee.

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. 174 LWDP Apprentice YTD, 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. CareerSource Florida Sector IT grant ended 03-31-2020, however the WIOA and WTP team continues to offer these in demand occupational trainings options to eligible participants.

Soft Skills Grant:

The STARS Program is made possible through the CareerSource Florida grant. CareerSource Pinellas is partnering with People Empowering & Restoring Communities (PERC) to assist in filling these employer needs.

PERC offers training in a 4-week essential skills, STARS in combination with Manufacturing training provided by The People of Manufacturing (TPOM).

PERC launched the first virtual STARS and Manufacturing class in July with a second scheduled for August 25, 2020.

CareerSource Pinellas in partnership with PERC enrolled 5 new participants for the July class and look forward to working with PERC on the re-launch of this grant.

Goal 3 – Effectively Manage Key Workforce Development Performance

Objective 1: Monitoring and analysis of performance reports. Through March 30, 2020, the DEO reporting shows Pinellas with a total of 2,928 placements reported and an average ranking of 12.1 YTD for program year 2019-2020. DEO has not been able to update the Daily Governor's Placement Report since April 2020 due to technical difficulty.

Objective 2: Evaluate the effectiveness of programs/services. 97.61% - CSPIN job seekers were overall satisfied with the Staff that served them for 74 surveyed during Quarter 4.
 94.73% - CSPIN workshop attendees were very satisfied with their workshop trainer and content from the 128 surveyed during Quarter 4. All of Q4 workshop attendees attended virtually.

Information Item 2–Youth Programs Update

To date we have served 405 youth. 196 of those youth have obtained credentials and 145 have gone onto employment.

CareerSource was awarded a YouthBuild grant thru the DOL for \$1.1 million in February 2019. The grant award supports a 3-year period with years 1 and 2 with active training.

The instructors were able to support Youth Build efforts by making plexiglass shields for the staff and Career Centers. The first instructions and methods were recorded, and we plan to include this in the curriculum as we move forward.

As a result of Covid-19, the Youth Build Program was required to close due to the location on Pinellas County Schools' campus. This impacted the student's ability to participate in the academic and hands-on component of the program. The coordinator and instructors made efforts to continue to engage participants via remote and virtual activities. However, many students declined to fully engage. We are making efforts to reach out to these students and offer follow-up services.

As requested in Action Item 3, we intend to procure a provider for the construction services for the remainder of the grant period. If approved, the new cohort should be able to start by October, 2020.

Information 3–Reports

A. Status of Enrollments – Snapshot report – Number of caseloads as of 06/30/2020

WIOA Adults: 452
Dislocated worker: 360
WIOA Youth: 265
Total: 1,077

WT Applicant : 287
WT Mandatory : 717
WT Transitional : 117
Total: 1,121

SNAP
Career Counselor: 174
Automation: 8,973
Total: 9,147

B. Monthly Management Report (04/30/2020)

- Welfare Entered Employment Rate: 38.5%, ranked 8th in the state.
- Welfare Entered Employment Wage Rate: 80.9%, ranked 3rd in the state.
- Welfare All Family Participation Rate: 28.1%, ranked 4th in the state.
- Welfare Two-Parent Family Participation Rate: 15.6%, ranked 6th in the state.
- SNAP Employment Rate: 12.5%, ranked 2nd in the state.
- WIOA Adult Entered Employment Rate: 100%, ranked 1st in the state.
- WIOA Adult Wage Rate: 147.9% of goal, ranked 2nd in the state.
- WIOA Dislocated Worker Entered Employment Rate: 98.6%, ranked 11th in the state.
- WIOA Dislocated Worker Wage Rate: 187.4% of goal, ranked 2nd in the state.
- WIOA In-School Youth Outcome Rate: 100%, ranked 1st in state.
- WIOA Out-Of-School Youth Outcome Rate: 96.9%, ranked 13th in the state.
- WIOA Younger Youth (14-18 years old) Positive Outcome Rate: 96.8%, ranked 15th in the state
- Wagner-Peyser (WP) Entered Employment Rate: 38.4%, ranked 9th in the state.
- WP Entered Employment Rate (those already employed at time of first service): 37.5%, ranked 6th in the state.
- Short Term Veterans Entered Employment Rate: 38.3%, ranked 5th in the state.
- WP Job Placement Wage Rate: 89.2% of goal, ranked 10th in the state.

- C. WIOA Primary Performance Indicators** have been released by the Department of Economic Opportunity (DEO) for all Local Workforce Development Areas (LWDAs) for PY2019-2020 thru Quarter 3 or thru March 31st, 2020 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 thru Quarter 3 PY2019-2020. There are a total of 14 Primary Performance indicators with Measurable Skills gains not reported to date.

DEO and CareerSource Pinellas negotiated PY 2020-2021 and PY 2021-2022 Primary Indicators. There are 4 new Primary Indicators; Youth Median Wage and Measureable Skills Gains.

D. Center Traffic

Last program year total traffic by location (PY July 1, 2018 – June 30, 2019) thru Quarter 4 June 2020: Gulf to Bay – 25,179 St. Petersburg – 34,605 Tarpon Springs – 2,545 Tyrone – 14,583 YTD – 76,912.

Current program year total traffic by location (PY July 1, 2019 – June 30, 2020) thru Quarter 4 June 2020: Gulf to Bay – 22,723 St. Petersburg – 24,426 Tarpon Springs – 856 Tyrone – 2,729 EpiCenter – 315 YTD – 50,734.

Highlights:

- ❖ During Quarter 4, CareerSource Pinellas remained open, the South County and Gulf to Bay offered services virtually as well by appointment.

E. Website Traffic and Social Media: PY 19-20, through 06/30/2020

Website Traffic Timeframe	# of People Visited Site	# of Visits	Page views	Returning Visitors	New Visitors
07/01/19 – 06/30/2020	65,038	98,561	239,359	23.5%	76.5%

Social Media Timeframe	# of New Twitter Followers	# of New Facebook Fans	# of New LinkedIn Followers	# of Engagements	# of Impressions
07/01/19 – 06/30/2020	12	485	596	36,127	1,397,602

F. Tracking Customer Service

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.

The Career Centers are still assisting customers with filing for Re-employment, claiming weeks and assisting with the Connect system. However, CareerSource Pinellas is gradually transitioning staff from answering inbound calls regarding Re-employment claims to focusing on assisting job seekers.

All programs that typically have a job search or activity requirement are still on waivers. Current waivers are scheduled to end September 5, 2020.

CareerSource Pinellas has successfully enrolled over 500 participants in the Employ Florida (EF) and offered over 800 services resulting in 175 placements during July.

Gulf to Bay and the St. Petersburg Career Centers are both open to the public by appointment

Information Item 4: All Programs Monitoring Schedule

DEO Programmatic Monitoring: In January 2018, the Department of Economic Opportunity (DEO) completed the on-site PY'17 Programmatic Monitoring Review for the period of 7/1/2016-9/30/17, and

in June 2019, completed the on-site PY'18 Program Monitoring Review for the period of 10/1/2017–3/31/2019.

Because of the impending audits and/or compliance reviews by the United States Department of Labor (USDOL) Employment and Training Administration (ETA), issuance of DEO's programmatic monitoring report was held in abeyance pending completion of USDOL's review. The USDOL compliance report detailing the results of the USDOL review was issued on May 15, 2019.

In December 2019, DEO issued the Final Report for the monitoring conducted for the period of 7/1/2016 – 3/31/2019 spanning a total of 2 years and 8 months. The final report included 20 Findings and 9 Other Non-compliance issues. CareerSource Pinellas responded by submitting a Corrective Action Plan (CAP), in February 2020, within the required 30 days. The Corrective Action Plan included over 30 exhibits and/or attachments, a request for DEO technical assistance and guidance, as well as DEO approval of policies that would guide program planning and procedures. To date CareerSource Pinellas has not received a response to the Corrective Action Plan.

The DEO on-site PY'19 programmatic Monitoring Review was scheduled for May 11, 2020 through Tuesday May 19, 2020 for the period of 4/1/2019 through 3/31/2020.

The completed review, preliminary results and comments were submitted to DEO on June 4, 2020. We are waiting for the final report from DEO.

OSO Internal Monitoring: The One Stop Operator conducted an internal monitoring review in December 2019 for the period of 1/1/2019-11/30/2019. The monitoring outlined several areas for review. There were a few questions concerning the interpretation of policy. Based on these questions, CareerSource Pinellas and the One-Stop Operator met to review process and procedures. As a result of this meeting, the One-Stop Operator agreed to work with CareerSource Pinellas to update and review policy, procedures and to assist with updating desk guides. The One-Stop Operator resubmitted the monitoring review report in April 2020. CareerSource Pinellas is in the process of reviewing and working with the OSO monitor. CareerSource Pinellas expects to have a final OSO monitoring report prior to August 30, 2020.

Information Item 5: One Stop Operator Update

Below is a summary of work completed under the One Stop Operator Contract in the 2020-21 program year:

1. Maintain Linkages
 - a. CSPIN Partner Portal launched in November 2019. 16 total partners have active pages.
 - b. Partner Portal training activity created to assist partners in training staff on the new resource.
 - c. Partner Member list created and maintained throughout the year with total of 22 partners included at year end.
 - d. In response to COVID-19, distributed Partner Survey to gather updated information on services and update respective portal pages.

2. Coordinate Quarterly Meetings
 - a. Four quarterly partner meetings held during the year with strong partner engagement and new addition of Partner Spotlight:
 - i. August 23, 2019 – 11 attendees from 7 partners; no Partner Spotlight
 - ii. October 24, 2019 – 16 attendees from 13 partners; Partner Spotlight – Vocational Rehabilitation

- iii. February 27, 2020 – 14 attendees from 9 partners; Partner Spotlight – Pinellas Technical College
 - iv. April 23, 2020 (Zoom) – 17 attendees from 14 partners; Partner Spotlight – Homeless Empowerment Project
- 3. Memoranda of Understanding
 - a. MOUs with mandatory partners updated during program year.
- 4. Universal Design/Barriers to Employment
 - a. Center visits conducted in October 2019 to assess current accessibility of services. Summary and recommendations provided.
- 5. Strategic Plan
 - a. Met with CSPIN leadership to showcase different service delivery models in the DWFS network.
 - b. Center visits conducted in October 2019 to assess current service delivery against CSPIN vision of service. Summary of visits and recommendations provided.
- 6. Customer Satisfaction Initiatives
 - a. Provided monthly analysis of both Customer Service and Employability Skills Training surveys.
 - b. In response to COVID-19, developed new remote services survey for Customer Service and Employability Skills Trainings and successfully deployed in April.
 - c. Dynamic Works online customer service training distributed to all CSPIN staff in December 2019. Total of 75 staff successfully demonstrated competency from training.
- 7. Internal Monitoring
 - a. December Monitoring Summary – 196 files from 13 programs monitored and final report submitted.
 - b. June Monitoring Summary – 170 files from 9 programs monitored and final report submitted.

Information Item 6: Program vs. Expenditure Review

July through June 2020

CareerSource Pinellas Analysis through June 30, 2020						
	Workforce Innovation and Opportunity Act		Welfare Transition Program		Trade Adjustment Assistance	
Participants Served	1,630		1,132		58	
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 676,711	\$ 415.16	\$ 1,254,522	\$ 1,108.23	\$ 10,199	\$ 175.84
Personnel Costs (DEO)	-	-	-	-	85,378	1,472.03
Service Provider	501,055	307.40	(4,757)	(4.20)	-	-
Training and Supportive Services	2,692,160	1,651.63	168,515	148.86	91,046	1,569.76
Other Direct Costs	39,610	24.30	43,356	38.30	14	0.24
Pooled Costs	1,251,080	767.53	784,599	693.11	34,349	592.22
TOTAL	\$ 5,160,616	\$ 3,166.02	\$ 2,246,235	\$ 1,984.31	\$ 220,986	\$ 3,810.10
	Supplemental Nutrition Assistance Program		Employment Services		Total	
Participants Served	2,722		26,942		32,484	
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 180,049	\$ 66.15	\$ 240,996	\$ 8.94	\$ 2,362,477	\$ 72.73
Personnel Costs (DEO)	-	-	606,168	22.50	\$ 691,546	21.29
Service Provider	-	-	-	-	\$ 496,298	15.28
Training and Supportive Services	4,932	1.81	9,813	0.36	\$ 2,966,466	91.32
Other Direct Costs	1,817	0.67	9,743	0.36	\$ 94,540	2.91
Pooled Costs	147,507	54.19	906,053	33.63	\$ 3,123,588	96.16
TOTAL	\$ 334,305	\$ 122.82	\$ 1,772,773	\$ 65.80	\$ 9,734,915	\$ 299.68

Workforce Innovation and Opportunity Act					Welfare Transition Program		Trade Adjustment Assistance	
PINELLAS	AD	DW	Youth	Total	PINELLAS		PINELLAS	
Number Served	679	546	405	1,630	Number Served	1,132	Number Served	58
Placements	210	163	135	508	Placements	348	Placements	9
Average Wage	\$22.04	\$27.72	\$11.73	\$21.12	Average Wage	\$12.03	Average Wage	\$18.18

Supplemental Nutrition Assistance Program		Employment Services				
PINELLAS		PINELLAS	RESEA	VETS	Employment Services	Total
Number Served	2,722	Number Served	2,012	1,306	23,624	26,942
Placements	255	Placements	1,426	306	1,282	3,014
Average Wage	\$10.67	Average Wage	\$15.69	\$17.49	\$13.26	\$14.84

Pinellas	One Stop Center Traffic	Pinellas	Website Traffic	Pinellas	Employer Services
Number of Visitors	19,831	Total # of Visits	98,561	Employers Served	1,303
Number of Visits	50,734	Returning	23.5%	Job Orders Posted	11,420
		New	76.5%	Referrals to Job Orders	10,302

Public Comments – There were none.

Members Comments –

Jason Krupp gave an update from St. Petersburg College. They just received their award letter for the Governor’s Emergency Education Relief Fund. They have \$2.2M for short term training programs and \$700K designated for scholarships and equipment that will be purchased to launch new programs. The goal is to provide 750 students with short-term training assisting them in re-entering the workforce.

Adjournment

The meeting was adjourned at 9:47 a.m.