



April 13, 2021, 2:30 P.M.

Virtual Zoom Meeting

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**Workforce Solutions Committee
Agenda**

- I. **Welcome and Introductions** Mark Hunt, Chair
- II. **Public Comments**
- III. **Action/Discussion Items**
 - 1. Approval of Minutes – February 9, 2021 WFS Meeting.....Page 1
 - 2. Related Party Contracts for PY’ 2021-2022 Page 26
 - 3. Addition of New Courses - Access Computer Training..... Page 28
 - 4. Addition of New Courses - Concorde Career Institute..... Page 29
- IV. **Other Administrative Matters**
(Items of urgency not meeting the seven-day guideline for review)
- V. **Information Items**
 - 1. Workforce Solutions Goals Update Page 31
 - 2. WIOA Primary Indicators Report..... Page 49
 - 3. Training Providers Performance Report..... Page 50
 - 4. Training Providers Spending..... Page 59
 - 5. Work-Based Learning Spending..... Page 60
 - 6. Help Wanted Online Report..... Page 61
 - 7. Update to Approved Training Provider - Connecticut School of Broadcasting..... Page 66
- VI. **Industry Insights**
 - a. Education Committee Members
 - b. Economic Development Committee Members
 - c. Healthcare..... Committee Members
 - d. Other Industry Sector..... Committee Members
- VII. **Committee Members Comments**
- VIII. **Adjournment**

Next Workforce Solutions Committee Meeting – June 8, 2021

**All parties are advised that if you decide to appeal any decision made by the Board with respect to any matter considered at the meeting or hearing, you will need a record of the proceedings, and that, for such purpose, you may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.*

**If you have a disability and need an accommodation to participate in this meeting, please contact Julia Bergen at 727-608-2551 or jbergen@careersourcepinellas.com at least two business days in advance of the meeting.*





ACTION ITEM 1

Approval of Minutes

In accordance with Article VII, Section 1(H), of the approved WorkNet Pinellas By-Laws: Minutes shall be kept of all Board and Committee meetings. Minutes shall be reviewed and approved at the next CareerSource Pinellas Board or Committee meeting as appropriate.

The official minutes of meetings of the Board and Committees of the Board are public record and shall be open to inspection by the public. They shall be kept on file by the Board Secretary at the administrative office of CareerSource Pinellas as the record of the official actions of the Board of Directors.

The draft minutes from the February 9, 2021 Workforce Solutions Committee meeting have been prepared and are enclosed.

RECOMMENDATION:

Approval of the draft minutes, to include any amendments necessary.

**CareerSource Pinellas
Workforce Solutions Committee
Meeting Minutes**

Date: February 9 @ 2:30pm
Location: *Virtual Zoom Meeting

Call to Order:

Committee Chair Mark Hunt called the meeting to order at 2:30 pm. There was a quorum present with the following committee members participating.

Members in attendance:

Andrea Cianek, Denise Sanderson, Glenn Willocks, Ivonne Alvarez, Mark Hunt, Michael Logal, Mike Meidel, Michael Ramsey, Rebecca Sarlo

Members not in attendance:

Candida Duff, Chris Owens, Michael Jalazo

Staff Present:

Jennifer Brackney, April Torregiante, Michelle Moeller, Kristopher Lucas, Julia Bergen

Guests: None

Public Comments - None

Action/Discussion Items

Action Item 1 – Approval of minutes

The minutes of the October 13, 2020 Workforce Solutions Meeting were presented for approval.

Motion: Denise Sanderson
Second: Michael Logal

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

Action Item 2 – Approval of Training Vendor – Keiser University

Keiser University is a non-profit university under the Independent Colleges and Universities of Florida, under the Department of Education and is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools (SACS). Keiser University also reports to FETPIP. Staff conducted a site visit on July 7, 2020. Below is the list of Courses & Diploma Programs:

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition & Fees	Total Cost	Duration of Training	Completion Rate 19/20	Completion Rate 18/19	Average Wage at Placement	Retention Rate
Associate of Science – Information Technology	\$5,000	\$53,370	\$58,370	60 credit hours	7%	33%	\$18.00	64%
Associate of Science – Medical Assisting	\$5,000	\$51,826	\$56,826	60.5 credit hours	22%	60%	\$13.57	54%
Associate of Science – Nursing (RN)	\$6,000	\$64,724	\$70,724	72 credit hours	30%	58%	\$24.45	70%
Associate of Arts – Criminal Justice	\$5,000	\$49,106	\$54,109	60 credit hours	N/A	20%	N/A	N/A
Associate of Arts – Health Administration	\$5,000	\$51,720	\$56,720	60 credit hours	9%	33%	\$13.00	48%
Associate of Science – Surgical Technology	\$5,000	\$53,978	\$58,978	74 credit hours	22%	68%	\$20.27	78%

- Campus opened: 5 years
- Total enrollments for prior year: 48
- Due to COVID-19, completion rates for the last full academic year were lower than usual, as many students took a leave of absence from training to take care of children or family members. The previous academic year completion rates for PY 18/19 are also provided for reference.

Recommendation: Approval of Keiser University as an approved training vendor for LWDB 14.

Discussion: Mark Hunt, Michael Logal, and Dr. Rebecca Sarlo expressed concerns that none of the program offerings had a completion rate over 70%.

Mark made a recommendation to only accept the Medical Assisting and Surgical Technology programs which had completion rates greater than 60%. The Committee will continue to monitor the performance of Keiser and the performance of clients referred to any of these programs. If the completion rates do not improve to 70% or greater in 2021, Keiser University will be removed from the list.

Motion: Mike Meidel
Second: Michael Logal

The Committee made a motion to approve only the Medical Assisting and Surgical Technology programs on a probationary basis. The programs will need to improve the completion rates to above 70% in 2021 or they will be removed from the list. The motion carried unanimously.

Action Item 3 – Renewal and Addition of Training Provider – Access Computer Training

CareerSource Pinellas is required to conduct “continued eligibility” reviews every two (2) years to ensure that providers and their programs continue to meet the applicable requirements, per Policy 90 for Eligible Training Providers.

All institutions that meet the requirements are sent an agreement, which they are required to sign and return along with relevant documentation to confirm that the continuing eligibility criteria is met.

Four institutions were reviewed and approved for removal by the Workforce Solutions Committee for non-response on October 13, 2020 and the Board of Directors on November 18, 2020. Of the four (4) that were removed from the list, Access Computer Training has since responded and requested to be processed for renewal. This is allowable under continued eligibility status, per Policy 90.

Recommendation: Approval to renew the training provider agreement with Access Computer Training and return them to the approved training provider list for LWDB-14.

Discussion: Mark Hunt asked if we have data on CSPIN clients or students. April Torregiante responded that if we have clients enrolled, the information is located in the Training Provider Performance report. Currently, we do not have individuals enrolled at Access Computer Training.

Motion: Michael Ramsey
Second: Mike Meidel

The Committee made a motion to approve the renewal and addition of training provider, Access Computer Training. The motion carried unanimously.

Other Administrative Matters: None

Information Items

Information 1: Workforce Solutions Strategic Plan Goals Update (Covering through December 31, 2020)

Goal I - Develop Robust Partnerships with Employers

Objective 1: Utilize and partner with existing business groups that convene with employers regularly to understand immediate and future needs.

CareerSource Pinellas attracts partnerships through membership with local chambers and business associations. CareerSource Pinellas continues to strategize ways to maximize its current partnerships with business groups, as well as reaching out to other organizations for potential partnerships. We are working with the following chambers or organizations.

Business Group Partner's Updates

<i>Business Groups</i>	<i>Updates</i>
St. Petersburg Chamber	Created the launch of a new platform, Source St. Pete, designed to connect those in need to local vendors that provide resources to safely operate, return to the workplace and enjoy St. Pete's amenities. Hosted the Grow Smarter Summit 2020 to bring together representatives from the public, private and nonprofit sectors to share updates on their COVID-19 response and how the St. Pete community worked together to ensure equity focus.
Upper Tampa Bay Chamber	Hosted multiple after-hours events, morning mingles and lunch and learn opportunities; monthly non-profit newsletter, conducted the Eighth Annual Manufacturing Awards, where CareerSource Pinellas' Director April Torregiante led the evening's invocation.
Central Pinellas Chamber	Economic Chamber Development Committee reporting, Women's Leadership Committee involvement, community input opportunities, participated in the Holiday Follies fundraiser for WLC's educational scholarship program.
St. Petersburg Area Econ. Development Corporation	Updates and connections with local businesses for job creation, new project announcements. Coordinated information exchange for multiple new companies considering moves to St. Pete.
Recruiter Networking Group	Consistent engagement with talent acquisition managers and corporate recruiters in Tampa Bay, referrals, job postings and advice in the field. Virtual workshops, after-hours meet ups, holiday philanthropy opportunities and partner presentations.
Tampa Bay Partnership	Creation of the Equity Dividend Report, Racial Sentiment Survey and Regional Equity Report examining racial inequities within Tampa Bay, their <u>impact</u> and the perceptions of residents on issues of race, racism and racial equity.
BAMA (Bay Area Manufacturing Association)	Release of monthly <u>TechTalk</u> newsletter, facilitation of Manufacturing Expo Committee meeting where discussion led to a decision to postpone the Manufacturing Expo event to Manufacturing Month in September or October of 2021.
Tampa Bay Tech	New member of Tampa Bay Tech, a technology hub representing employers and employees in the technology sector, encouraging tech opportunities and growth of the tech talent pipeline.

Objective 2: Develop and execute a marketing strategy to build awareness with businesses about how to engage and the services available.

To maximize impact and ROI, CareerSource Pinellas developed a new website which is faster, easier to navigate, and more user-friendly. The marketing department also re-strategized their efforts to put emphasis on easily accessible content and collateral to provide customers and partners with the most accurate, up-to-date information, and share about the knowledge and expertise in the field of workforce development.

The strategized plan includes biweekly "Workforce News" that contains program updates and success stories. Additionally, CareerSource Pinellas has committed to creating one annual report per year containing a comprehensive report on the activities throughout the preceding year. The latest Annual Report, completed in September, provided board members extensive information about the latest programs and financial performance of CareerSource Pinellas.

Additionally, social media efforts have been overhauled, providing authentic content to reach customers and community partners. Paid and proactive social media campaigns have been advantageous in allowing us to boost our views and designate posts to include events, networking groups, workshops, and interview tips.

Lastly, we have partnered with Tucker Hall, a public relations firm to assist with strategic communications, and amplify our voice in the Tampa Bay area.

Objective 3: Increase services to incumbent workers and underemployed workers.

Incumbent Worker and Quick Response Training Reports

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). CareerSource Pinellas works with local businesses seeking to enhance the professional skills of their existing employees by continuing to educate, direct, and assist interested employers in applying for CareerSource Florida Flex Training Grants through Incumbent Worker Training (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.

PY2019-2020

Company	Amt. Granted	Amt. Requested
BioDerm Inc.	\$5,125.00	\$5,125.00
Englander Englander Enterprises Inc.	\$6,927.00	\$18,307.50
Exaxol Chemical Corp	\$11,250.00	\$11,250.00
Geographic Solutions, Inc.	\$27,945.00	\$62,245.00
Ignite Chiropractic & Wellness	\$15,292.00	\$0.00
PowerTown Line Construction LLC	\$31,179.00	\$113,264.00
Sign-Age of Tampa bay, Inc.	\$10,500.00	\$26,250.00
Salvo Technologies Inc	\$20,400.00	\$26,250.00
Total:	\$128,618.00	\$262,691.50

PY2020-2021

Company	Amt. Granted	Amt. Requested
Custom Manufacturing and Engineering	\$68,405.00	\$127,098.00
The Empowerment Networks, Inc	\$3,500.00	\$9,000.00
Centrate! Services International	\$7,013.00	\$7,500.00
Ayanna Plastics & Engineering Inc	\$34,581.00	\$34,581.00
Total:	\$113,499.00	\$178,179.00

QRT: New businesses or those relocating to or expanding in Florida may be eligible for grant dollars to help pay for training new employees.

PY2019-2020

Company	Amt. Granted	Amt. Requested
Power Design, Inc.	\$724,500.00	\$4,216,746.00
PowerTown Line Construction, LLC	\$367,500.00	\$5,502,095.00
Total:	\$1,092,000.00	\$9,718,841.00

PY2020-2021

Company	Amt. Granted	Amt. Requested
180 by Two, LLC	\$69,300.00	\$125,307.60
Power Design, Inc.	\$371,175.00	\$2,018,812.00
Total:	\$440,475.00	\$2,144,119.60

Objective 4: Develop methods that help businesses navigate the workforce system’s services and that connect them with qualified applicants.

Continuous Improvement Performance Initiative

The Continuous Improvement Performance (CIP) Initiative was designed and developed to provide additional measures specifically aligned with WIOA and the goals and strategies of the State of Florida to increase and achieve targeted performance. The CIP Initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments in up to five board-selected industry sectors. Those three key metrics are: Employment Rate 1st Quarter after Exit, Participant Training Rate and Business Penetration. Performance is measured on a quarterly basis and is compared to performance from the same quarter in the previous year. Boards receive funding awards for each metric for which the improvement/performance target is met each quarter.

Business Penetration Report

PY2019-2020

	Quarterly Year-Over-Year Goal			Current-Year Performance				Target Met?
	Business Penetration Baseline	Applied to Current-Year Business Penetration + Additional Credit		Business Penetration	Improvement without Additional Credit	Business Penetration + Additional Credit	Improvement with Additional Credit	
		Improvement Target	Performance Target					
Qtr 1 <small>(July 1, 2019-Sept. 30, 2019)</small>	32	10%	35.20	97	203.13%	157.60	392.50%	✓
Qtr 2 <small>(Oct. 1, 2019-Dec. 31, 2019)</small>	64	10%	70.40	105	64.06%	154.80	141.88%	✓
Qtr 3 <small>(Jan. 1, 2020-March 31, 2020)</small>	60	10%	66.00	140	133.33%	217.10	261.83%	✓
Qtr 4 <small>(April 1, 2020-Jun 30, 2020)</small>	45	10%	49.50	75	66.67%	93.30	107.33%	✓

PY2020-2021

	Quarterly Year-Over-Year Goal			Current-Year Performance				Target Met?
	Business Penetration Baseline	Applied to Current-Year Business Penetration + Additional Credit		Business Penetration	Improvement without Additional Credit	Business Penetration + Additional Credit	Improvement with Additional Credit	
		Improvement Target	Performance Target					
Qtr 1 <small>(July 1, 2020-Sept. 30, 2020)</small>	97	10%	106.70	60	-38.14%	84.00	-13.40%	○
Qtr 2 <small>(Oct. 1, 2020-Dec. 31, 2020)</small>	105	10%	115.50	62	-40.95%	89.30	-14.95%	○
Qtr 3 <small>(Jan. 1, 2021-March 31, 2021)</small>	140	10%	154.00	0	0.00%	0.00	0.00%	○
Qtr 4 <small>(April 1, 2021-Jun 30, 2021)</small>	75	10%	82.50	0	0.00%	0.00	0.00%	○

*Data last updated 12/16/20

EmployFlorida Job Referrals and Placement Reports

The EmployFlorida (EF) system allows for customer self-referrals and staff-assisted referrals to open job orders. Each customer in EF must have a full background entered and a staff completed Personal Individual Record Layout (PIRL) before a staff-assisted referral can be entered. The staff then match the job requirement to the customer's skills to ensure a quality referral is being made. Employers can review both types of referrals at any time by reviewing their EF job order.

Period	Service	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY2019-2020	Customer Self-Referrals	1812	1777	1745	1553	1709	1976	2079	1515	2232	1533	1464	1434	20,829
	Staff-Assisted Referrals	619	502	474	479	414	307	416	436	177	46	52	82	4,004
	Total	2431	2279	2219	2032	2123	2283	2495	1951	2409	1579	1516	1516	24,833
	Unique Customers													5,195
PY2020-2021	Customer Self Referrals	1653	934	902	670	658	490							5,307
	Staff Assisted Referrals	150	132	171	323	120	444							1,340
	Total	1803	1066	1073	993	778	934							6,647
	Unique Customers	502	292	282	250	205	273							1,550

When a job placement is made, it is recorded one of three ways in the EF system: as a Direct Placement, an Automated Obtained Employment, or a Staff Entered Obtained Employment. These can be obtained through directly working with the customer, referring them to an open job that they qualify for, and by obtaining the information from a newly employed participant through automated or staff entered methods.

Period	Service	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY2019-2020	Direct Placements	13	16	12	7	5	6	1	2	1	1	1	0	65
	Staff Entered Obtained Employment	86	91	105	69	95	86	79	78	59	15	30	99	892
	Automated Obtained Employments	313	262	299	340	120	197	237	188	276	171	114	133	2,650
	Total	412	369	416	416	220	289	317	268	336	187	145	232	3,607
PY2020-2021	Direct Placements	1	2	1	4	5	5							18
	Staff Entered Obtained Employment	40	31	39	13	17	27							167
	Automated Obtained Employments	199	147	118	139	155	204							962
	Total	240	180	158	156	177	236							1,147

NAICS Job Order Report

As Technicians process and enter incoming job orders, we can see below, as grouped by NAICS code, the number of employers, staff provided services, job orders obtained, job openings and newly registered employers. 3rd party job agents are defined as agencies, organizations or individuals recruiting candidates for employment opportunities on behalf of another employer. Job orders posted by employers or third-party agents in EF must be reviewed and verified by Technicians within two business days of posting into the system. The information below reflects real time data on the date the report was pulled.

NAICS	Employers	Staff Services	Employer Services	Job Orders	Job Openings	CSPIN Referrals	Newly Registered Employers
3rd Party	381	636	250	5,237	5,362	349	14
Accommodation and Food Services	18	18	0	133	153	9	0
Administrative and Support and Waste Management and Remediation Services	48	43	1	252	252	22	0
Educational Services	2	2	0	5	5	2	0
Finance and Insurance	52	53	4	430	430	33	3
Health Care and Social Assistance	89	163	77	2740	2740	122	3
Information	49	74	0	124	124	29	0
Manufacturing	46	156	120	810	896	53	4
Other Services (except Public Administration)	4	3	0	146	146	4	0
Professional, Scientific, and Technical Services	25	40	48	197	197	20	4
Real Estate Rental and Leasing	6	22	0	23	23	8	0
Retail Trade	17	15	0	29	29	11	0
Transportation and Warehousing	9	19	0	28	47	12	0
Utilities	6	4	0	12	12	1	0
Wholesale Trade	10	24	0	308	308	23	0
Non 3rd Party	1,034	1,689	4,038	1,746	4,512	340	212
Accommodation and Food Services	53	88	130	52	227	14	22
Administrative and Support and Waste Management and Remediation Services	162	274	356	226	553	77	37
Agriculture, Forestry, Fishing and Hunting	1	0	0	1	1	0	0
Arts, Entertainment, and Recreation	7	5	146	10	20	3	0
Construction	74	87	574	97	138	12	18
Educational Services	26	27	33	21	21	3	6
Finance and Insurance	57	45	470	88	91	2	6
Health Care and Social Assistance	118	314	72	224	349	38	11
Information	23	32	5	11	13	9	5
Manufacturing	157	263	998	314	344	53	23
Mining	2	4	0	2	2	4	0
Other Services (except Public Administration)	36	178	269	77	83	34	13
Professional, Scientific, and Technical Services	86	120	182	197	2,213	5	21
Public Administration	31	51	4	46	46	11	1
Real Estate Rental and Leasing	42	32	5	177	186	17	9
Retail Trade	69	69	607	89	110	30	15
Transportation and Warehousing	29	39	101	32	33	11	9
Utilities	1	0	0	3	3	0	0
Wholesale Trade	42	39	59	73	73	11	3
Unclassified Establishments	18	22	27	6	6	6	13
Grand Total	1,415	2,325	4,288	6,983	9,874	689	226

Work-based Learning Reports

Paid Work Experience is a career preparation program intended to introduce young workers to a business environment, with a focus on skill development in high demand occupations. Employers may utilize the **OJT** program to effectively mitigate the upfront training costs associated with hiring new employees.

Paid Work Experience (PWE)

Period	Performance	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY2019-2020	Total Funding Expended													\$242,224
	# of Enrollments	0	0	1	0	0	0	0	0	0	0	1	6	8
	# of Completers	0	0	1	0	0	0	0	0	0	0	0	6	6
	# of Employers	0	0	1	0	0	0	0	0	0	0	1	2	4
	Avg Placement Wage													\$10.19
PY2020-2021	Total Funding Expended													\$37,057
	# of Enrollments	3	0	1	0	0	0							4
	# of Completers	0	0	2	1	1	0							4
	# of Unique Employers	2	0	0	0	0	0							2
	Avg Placement Wage													\$11.75

On the Job Training (OJT)

Period	Performance	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY2019-2020	Total Funding Expended													\$ 0
	# of Enrollments	0	0	0	0	0	0	0	0	0	0	0	0	0
	# of Completers	0	0	0	0	0	0	0	0	0	0	0	0	0
	# of Employers	0	0	0	0	0	0	0	0	0	0	0	0	0
	Avg Placement Wage													0
PY2020-2021	Total Funding Expended													\$ 0
	# of Enrollments	0	1	0	0	0	1	2						4
	# of Completers	0	0	0	0	1	0	0						1
	# of Unique Employers	0	1	0	0	0	2	0						3
	Avg Placement Wage													\$12.75

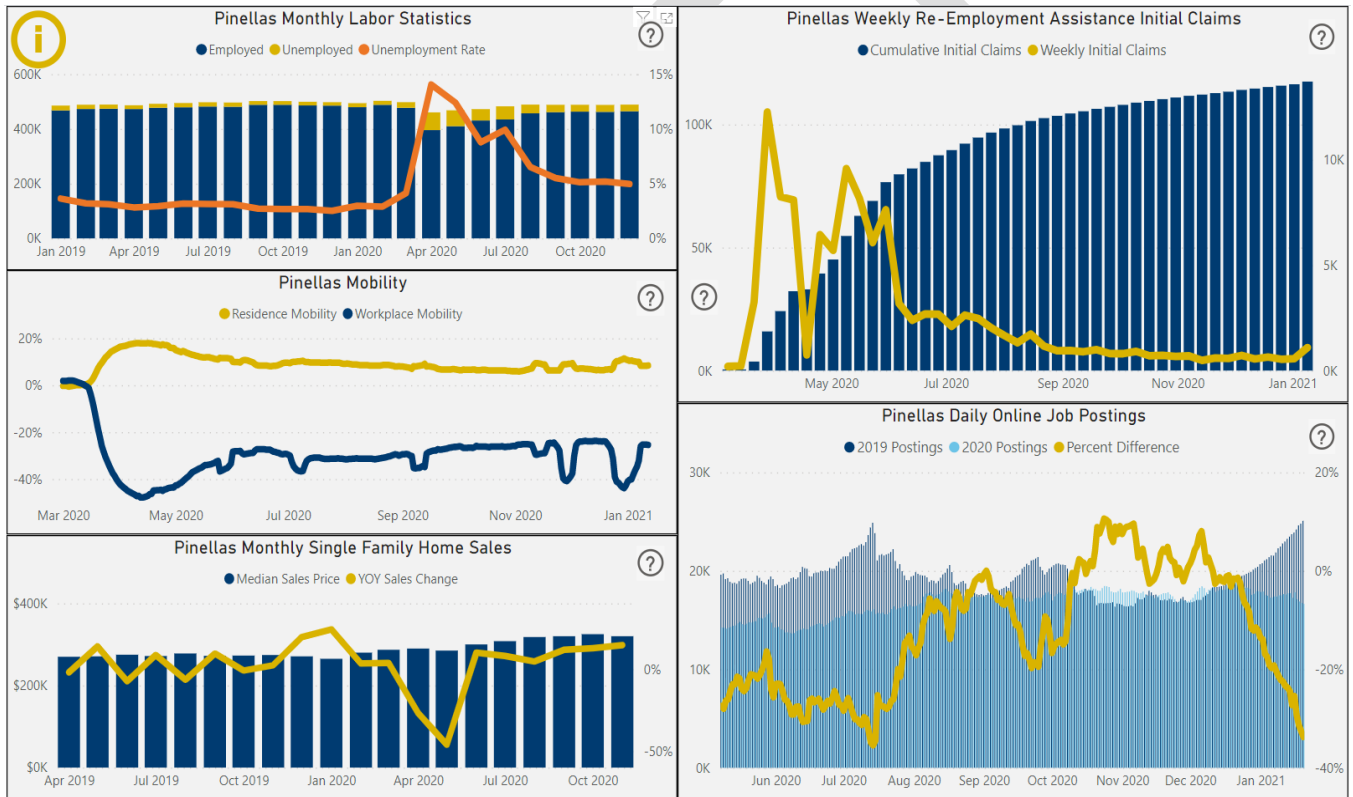
Objective 5: Inventory best practices for working with and engaging businesses and scale up.

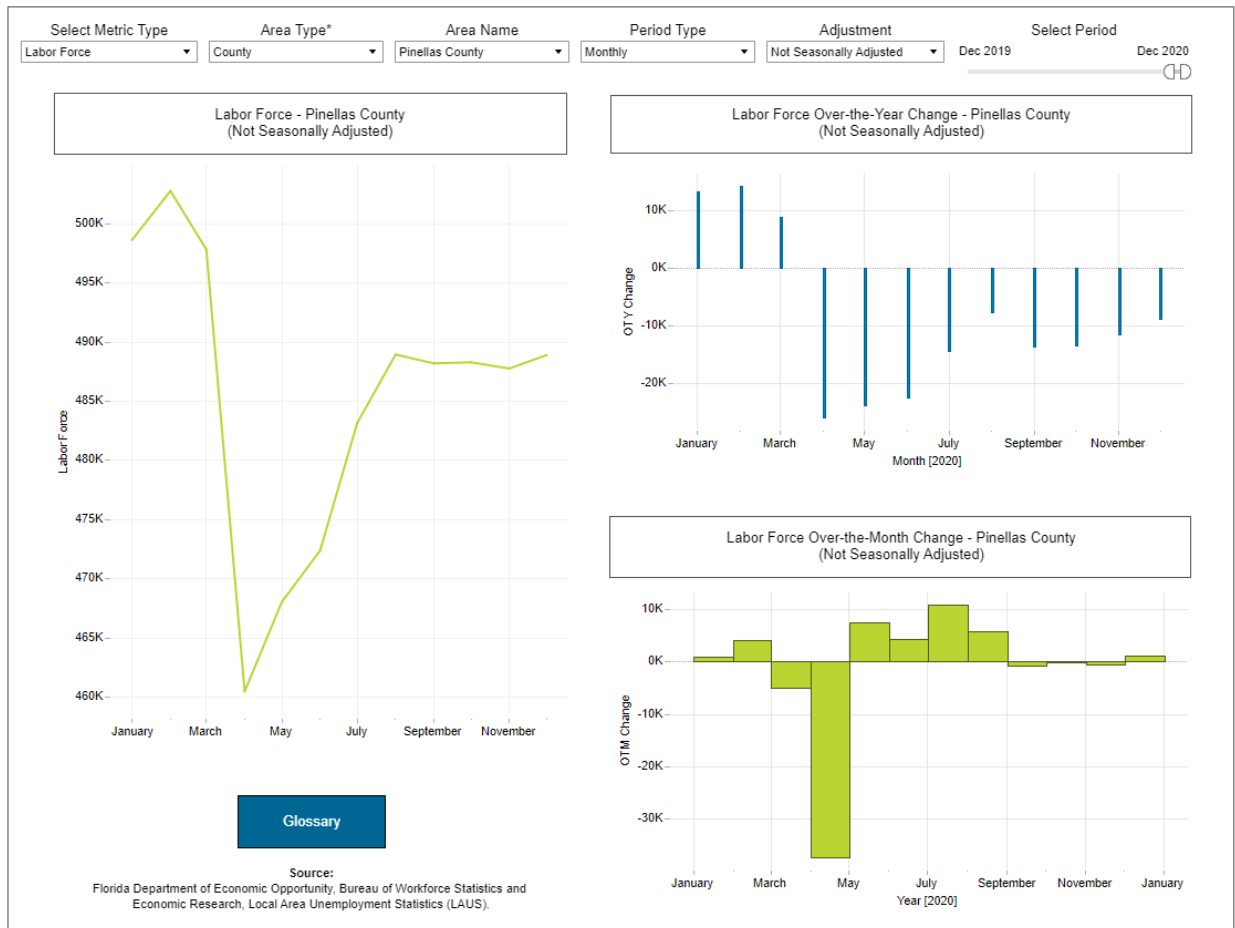
- *Creating opportunities to work with third-party agencies.*
- *Increasing outreach to reinforce and grow current business relationships and partnerships.*
- *Increased engagement with local groups and associations and maximizing opportunities to partner on events and initiatives.*
- *Expanding virtual service offerings to businesses and job seekers.*

Goal II - Strengthen Partnerships with Organizations that Provide Educational Opportunities

Objective 1: Compile all Labor Market Information (LMI) data and information to work together to create *LMI Briefs* that can be used by jobseekers, employers, and other workforce organizations in easy to consume formats.

LMI Briefs





Overview of the CareerSource Pinellas Region Not Seasonally Adjusted December 18, 2020

- The unemployment rate in the CareerSource Pinellas region (Pinellas County) was 5.4 percent in November 2020. This rate was 2.7 percentage points higher than the region's year rate a year ago of 2.7 percent. The region's November 2020 unemployment rate was 0.9 percentage point lower than the state rate of 6.3 percent. The labor force was 490,623, down 8,633 (-1.7) over the year. There were 26,665 unemployed residents in the region.
- In November 2020, nonagricultural employment in the Tampa-St. Petersburg-Clearwater MSA was 1,352,600, a decrease of 56,400 jobs (-4.0 percent) over the year.
- The other services (+2.3 percent) and manufacturing (+0.7 percent) industries grew faster in the metro area than statewide over the year.
- The Tampa-St. Petersburg-Clearwater MSA had the highest annual job growth compared to all the metro areas in the state in other services (+1,100 jobs) in November 2020.
- The Tampa-St. Petersburg-Clearwater MSA had the second fastest annual job growth rate compared to all metro areas in the state in other services (+2.3 percent) in November 2020.
- The industries gaining jobs over the year were other services (+1,100 jobs) and manufacturing (+500 jobs).
- The leisure and hospitality (-27,500 jobs); professional business services (-9,000 jobs); education and health services (-6,900 jobs); trade, transportation, and utilities (-6,400 jobs); mining, logging, and construction (-5,400 jobs); information (-1,400 jobs); government (-1,100 jobs); and financial activities (-300 jobs) industries lost jobs over the year.

Objective 2: Convene with employers to identify skill needs and align education providers' offerings to current and future skill needs.

The current Regional Targeted Occupations List (RTOL) list was approved by the Board for PY 2020-2021. This item is approved annually in May of any given year and adopted for the subsequent program year. Training areas within the RTOL include occupations identified as critical to the five targeted industry sectors: Healthcare, Manufacturing, Information Technology, Construction, and Financial and Professional Services. CareerSource Pinellas follows DEO Guidance to remain compliant and has an approved policy for processing training vendors. The approved list is currently available on the CSPIN website via following link, under general resources: <https://careersourcepinellas.com/employers/how-to-become-a-training-provider/>

The targeted training opportunities are outlined in the Regional Targeted Occupations List. The approved Regional Targeted Occupations List is located on the CSPIN website at: <https://careersourcepinellas.com/employers/how-to-become-a-training-provider/>

Objective 3: Provide easy to use 'Career Maps' for jobseekers to use so they know where to go for education/training to obtain necessary credentials and next steps on a career path.

The current Approved Training Provider List (ATPL) outlines educational options for job seekers and is located at <https://careersourcepinellas.com/job-seekers/wioa/>. Data provided on this list is continuously updated and subject to change.

Objective 4: Ensure that there is a Talent Pipeline that connects business service staff between CareerSource and educational institutions.

Programs:	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD PY 20-21	YTD PY 19-20
													# Total Served	# Total Served
JATC	62	62	67	59	58	58							64	73
RACCA	27	27	27	30	30	30							30	36
Central Florida Heat and Frost	1	1	1	2	2	2							2	4
International Union of Engineers	2	2	2	2	2	2							2	11
Ironworkers	2	2	2	2	2	2							2	5
Plumbers and Pipefitters	36	36	36	42	42	42							43	45
LWDB Totals	130	130	135	137	136	136							143	183

CSF 2019 Apprenticeship Expansion Grant: \$100,000

This grant targets expanding apprenticeship opportunities in the Tampa Bay region, specifically Pinellas County. The grant will fund the development of a centralized Apprenticeship Portal to increase awareness and knowledge of local apprenticeship programs. It will also expand apprenticeship by funding 82 enrollments into an apprenticeship, providing supported services and assisting with On-the-Job Training for an employer sponsor. CareerSource Pinellas has submitted a request for extension of this grant through December 2021. A modification was also requested to extend the scope of the grant beyond the Construction industry to include Manufacturing, Finance/Professional, IT and Healthcare industries.

CSF 2020 Apprenticeship Navigator Grant: \$75,000

CareerSource Pinellas was awarded the Apprenticeship Navigator grant in December 2020. This grant will support staff engaged in apprenticeship navigator functions that are intended to develop and/or expand viable apprenticeship programs to meet local talent needs of employers in targeted industries. The grant has allowed CareerSource Pinellas to add a Coordinator to focus on apprenticeship and other work-based learning initiatives. They will highlight the value of talent pipeline development while helping to de-mystify apprenticeships and encouraging business participation, as well as coordinate the forward progress of the Apprenticeship Expansion grant. The CSF Apprenticeship Navigator grant will continue through December 31, 2021, in line with the requested extension of the Apprenticeship Expansion grant.

Goal III - Expand Outreach to Jobseekers

Objective 1: Target outreach efforts based on areas of opportunity.

Recruitment Events

Previously, In-House Recruitment (IHR) Events were held weekly in the Career Resource Centers to bring local businesses and career seekers together to discuss opportunities. As CareerSource Pinellas moves to a more virtual reality, the IHR's have been renamed Virtual Recruitment Events (VRE) and are now being held virtually to continue supporting local businesses by providing opportunities to facilitate meaningful connections.

NEW Virtual Recruitment Events – former In-House Recruitments Events

Period	Performance	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY 2019-2020	# IHR Events	17	18	13	10	4	8	10	14	0	0	0	0	94
	# IHR Job seekers	141	214	137	92	10	53	106	85	0	0	0	0	838
PY 2020-2021	# VR Events	0	1	3	3	0	4							11
	# VR Job seekers	0	4	0	6	0	12							22

Networking Groups

The Professional and Career Networking Groups provide professional and entry-level job seekers the ability to connect and interact with their peers as well as a dedicated Business Services Representative. 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, that improves the employers' visibility to a diverse talent pool.

Professional and Career Networking Groups

Period	Performance	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY 2019-2020	Attendees	172	196	112	94	61	88	159	74	54	53	133	140	1,336
	Placements	10	15	25	13	13	16	16	16	23	8	10	21	186
	Average Wage \$	31.08	22.61	17.95	27.19	0	28.00	21.90	32.10	13.10	20.00	34.62	23.55	\$22.68
PY 2020-2021	Attendees	122	260	166	156	104	82							890
	Placements	1	5	9	1	1	1							18
	Average Wage \$	25.00	15.00	33.62	9.25	9.25	10.50							\$17.10

Career Fairs

It is CareerSource Pinellas' mission to support local businesses and community partners, by providing opportunities to connect job seekers with employers. These events provide businesses the opportunity to meet and consider qualified job seekers for open positions. As we move into a new landscape, these connection events will occur via virtual platforms.

PY2019-2020

Date	Type	Employers	Job Seekers
7/23/19	Professional Career Fair	5	106
8/14/19	Hospitality & Customer Service Career Fair	29	179
9/26/19	Pinellas Intern Fair	10	63
10/23/19	Manufacturing Career Fair	18	74
11/13/19	Veteran/General Career Fair	52	98
1/30/2020	New Year, New You Career Fair	25	75
2/20/20	Hospitality and Customer Svc Career Fair	15	20
3/26-4/1/20	Virtual Career Fair	24	55
6/10/20	Tampa Bay Tech Virtual Job Fair	12	155
Total		190	825

PY2020-2021

Date	Type	Employers	Job Seekers
9/15/2020	Fall Virtual Career Fair	12	104
10/28/20	Tampa Bay Tech Career Fair	1	5
11/10/20	Paychecks for Patriots Career Fair	19	21
11/17/20	PinellasWorks Virtual Career Fair	9	28
11/18/20	PinellasWorks Drive-Thru Career Fair	1	8
11/19/20	PinellasWorks Drive-Thru Career Fair	1	3
12/3/20	PinellasWorks Drive-Thru Career Fair	1	5
12/8/20	Birchwood Drive-Thru Career Fair	1	3
12/10/20	Pinellas Works Drive-Thru Career Fair	1	4
1/19/21	BrightStar of South Pinellas Drive-Thru Career Fair	1	4
Total		47	185

Objective 2: Expand the virtual delivery of service system currently in place.

CareerSource Pinellas utilizes a wide range of tools and tactics to help raise awareness and encourage use of services and programs. The outreach strategy includes an emphasis on digital sources, as well as television, radio, and print advertising to reach customers. Each message is developed to reflect a call to action to job seekers seeking to advance in their careers and employers encouraging them to visit careersourcepinellas.com. A suite of social media platforms is utilized to complement other outreach efforts aimed at informing and engaging job seekers, workers, and businesses.

Website Traffic

Website Traffic		Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
Period	Performance													
PY 2019-2020	# of People Visited Site	7,227	6,718	4,737	5,805	3,966	3,734	5,837	4,569	6,338	6,514	4,668	4,925	65,038
	# of Visits	11,272	10,810	7,276	8,683	5,654	5,384	10,174	7,266	8,908	8,882	6,654	7,598	98,561
	Page Views	28,355	26,487	17,278	22,356	14,341	13,582	24,743	18,256	20,106	18,644	16,132	19,079	239,359
	Returning Visitors	23.8%	27%	26.3%	23.1%	23.5%	22.8%	24.7%	25.7%	20.8%	18.9%	21.7%	24.2%	23.5%
	New Visitors	76.2%	73%	73.7%	76.9%	76.5%	77.2%	75.3%	74.3%	79.2%	81.1%	78.3%	75.8%	76.5%
PY 2020-2021	# of People Visited Site	4,285	3,438	3,237	3,789	5,020	3,803							23,572
	# of Visits	6,802	5,591	5,384	6,143	7,984	6,258							38,162
	Page Views	16,900	14,687	13,399	16,263	17,214	15,719							94,182
	Returning Visitors	25%	25.1%	25.6%	23.9%	22.9%	25.4%							24.65%
	New Visitors	75%	74.9%	74.4%	76.1%	77.1%	74.6%							75.35%

Social Media Traffic

Social Media Traffic		Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
Period	Performance													
PY 2019-2020	# of New Twitter Followers	0	5	4	-3	0	1	-2	-1	-6	13	18	-1	12
	# of New Facebook Fans	58	71	22	15	24	-6	9	5	214	43	17	13	485
	# of New LinkedIn Followers	78	99	49	56	39	29	32	24	29	53	56	52	596
	# of Engagements	5,287	5,218	7,101	3,544	2,832	480	405	264	9,032	750	624	590	36,127
	# of Impressions	176,700	138,800	247,800	119,100	106,500	10,200	13,201	8,185	522,371	15,404	15,315	23,028	1,397,602
PY 2020-2021	# of New Twitter Followers	5	6	10	9	6	7							43
	# of New Facebook Fans	1	-3	1	13	14	13							39
	# of New LinkedIn Followers	26	19	27	19	50	26							167
	# of Engagements	526	577	646	357	435	517							3,058
	# of Impressions	22,068	15,081	13,288	8,253	28,528	58,476							136,914

Objective 3: Conduct analysis of existing asset mapping to identify local community-based organizations and resource assets that might assist with outreach and service delivery.

Asset Mapping Project

Pinellas County has numerous resources to help job seekers. As we expand upon the project of mapping our community assets and resources, we will update the information below to coincide with the data obtained.

Industry Asset Map Reports have been finalized and posted to the Pinellas website via link below:
<https://careersourcepinellas.com/industry-asset-maps-2/>

Partner Portal

CareerSource Pinellas, along with the One Stop Operator, has created and implemented a Partner Portal as a quick access tool to identify partners and connect customers to needed resources. The Partner Portal is a growing database of local partner profiles, providing a brief introduction of the organization, initial application info, basic program eligibility criteria, point of contact, locations, and preferred method of referral. This portal allows interaction between organizations to facilitate efficient and timely service delivery.

Objective 4: Conduct a gap analysis through engagement with priority customers and key stakeholders to assess what services may be missing and/or what changes are needed in how services are delivered to ensure participation.

CareerSource Pinellas conducted a gap analysis with local employers via the Strategic Planning process. The data collected provides valuable information for service assessment and participation. We are reviewing this information in light of recent economic changes.

Objective 5: Support individuals to gain employment through a system of wrap around services that is responsive to their diverse experience and needs.

*Please see **Information Item 2**, Monthly Management Report, for the most updated employment rates and participation results for Welfare Transition, SNAP WIOA programs and Wagner-Peyser (WP) services.*

Objective 6: Develop a Regional Targeted Occupations List.

The current RTOL list was approved by the Board for PY 2020-2021. This item is approved annually in May of any given year and adopted for the subsequent program year. Training areas within the Regional Targeted Occupations List (RTOL) include occupations identified as critical to the four targeted industry sectors: Healthcare, Manufacturing, Information Technology, and Financial and Professional Services. CareerSource Pinellas follows DEO Guidance to remain compliant and has an approved policy for processing training vendors. The approved list is currently available on the CSP website via following link, under general resources: <https://careersourcepinellas.com/employers/how-to-become-a-training-provider/>

Goal IV - Build Organizational Capacity; Promote Change and Transformation of CareerSource Pinellas

Objective 1: Present a positive message of the organization to include updates on what is currently being done and what will be done based on the strategic plan.

By expanding the Leadership team to include a Director of Business and Talent Development, CareerSource Pinellas is continuing to reach for new heights in the facilitation, innovation, and creation of meaningful connections for job seekers and businesses. With sustained focus on targeted marketing campaigns and increased public relations, CareerSource Pinellas continues to present the organization's mission, in line with the Strategic Plan.

Objective 2: Create talking points for use by board members and staff as part of the awareness campaign.

CareerSource Pinellas has partnered with Tucker Hall, Public Relations Firm to assist with strategic communications, and to amplify our voice in the Tampa Bay area.

Objective 3: Continue to improve and enhance the technology infrastructure both internally for staff to be more efficient and for communication among the system's partners and to increase user friendly access for customers.

CIO Technology Report

CareerSource Pinellas will continue to center the focus around these principles:

Cybersecurity: Ensure the environment is protected from cyber-attacks and risks.

- 1. Technology Architecture: Begin to leverage the benefits and value of cloud computing.*
- 2. Financial Responsibility: Make technology recommendations that are fiscally responsible.*

3. *Operation Responsibility: Streamline the technologies in the environment to reduce the day-to-day management.*

2020 IT Accomplishments

1. *Procured, provisioned, and distributed 75 new laptop computers*
2. *Migrated ATLAS, Email (O365) and anti-virus to the cloud*
3. *Reduced monthly network monitoring cost by 40%*

2021 IT Strategic Goals

1. *Install new and improved firewalls*
2. *Procure and install new network switches*
3. *Continue cloud migration by moving file services*
4. *Proactively work with CSP business leaders to provide IT solutions*

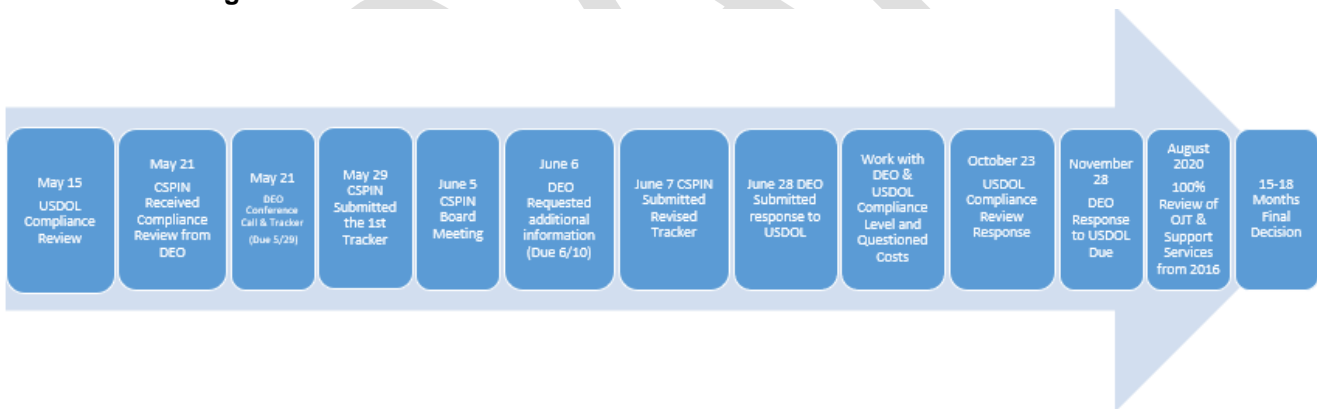
Objective 4: Ensure compliance and work with/train staff on the new ways of doing business that is in compliance while reducing the burden on customers through streamlined compliant processes.

As a recipient of federal awards, CareerSource Pinellas is responsible for administering 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.

DEO Monitoring

DEO’s Annual Programmatic Monitoring for LWDB 14 is currently scheduled for April 12-16, 2021.

USDOL Monitoring Timeline



Internal Monitoring

Please see information item 3, Wagner-Peyser (WP) Business services internal program monitoring schedule.

Objective 5: Develop methods to regularly listen to customers to test new processes before implementing them permanently.

Customer Satisfaction Survey

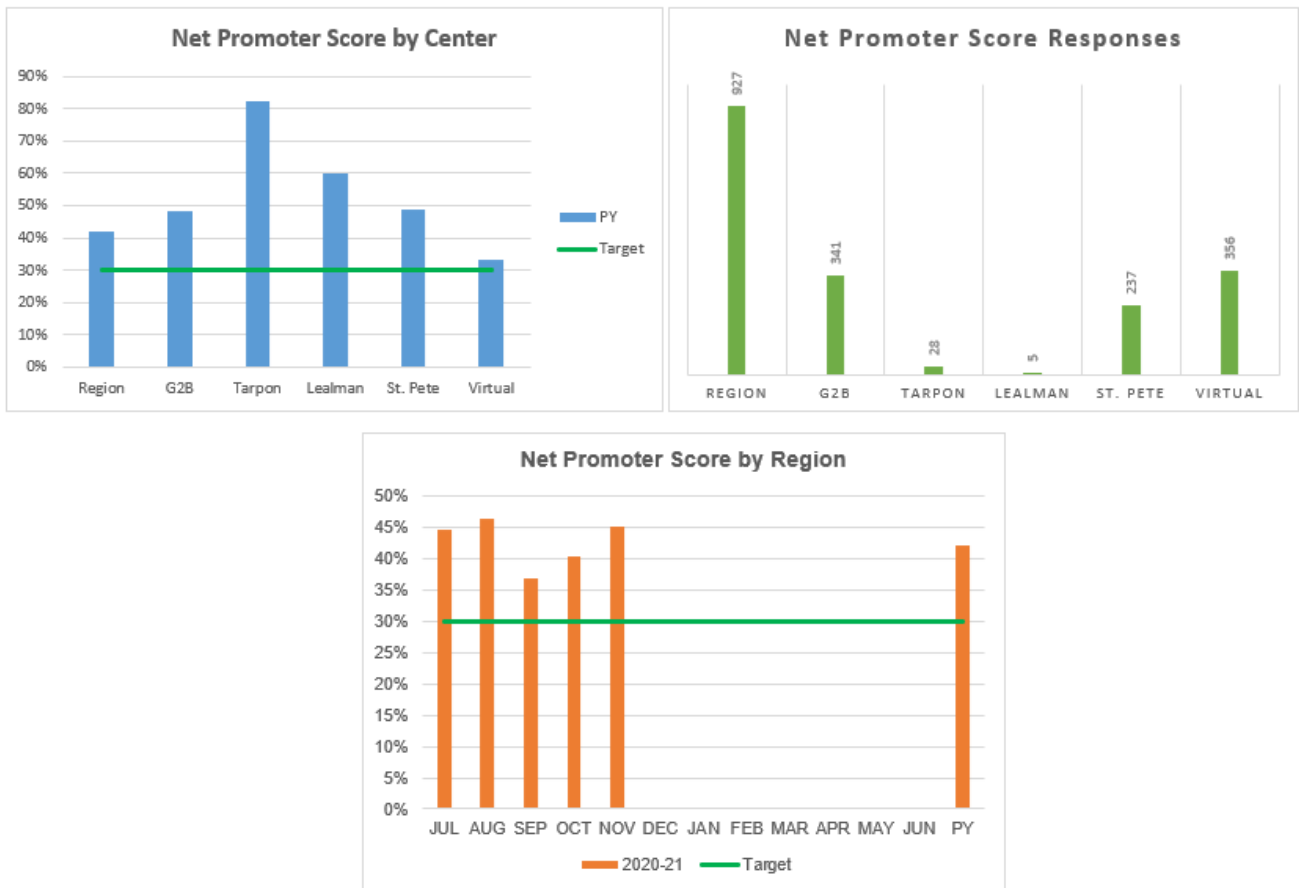
The Customer Satisfaction Survey has historically measured a customer’s satisfaction with the services received in the Career Resource Centers and has been obtained via web links on the Career Resource Center computers and via email. As we transition to a more virtual based service delivery, and to gather more robust feedback from a larger number of customers, CareerSource Pinellas is transitioning to a Net Promoter survey used more frequently by businesses and is the core measurement for customer experience management

worldwide. This style of survey measures customer loyalty and likelihood of referral and assigns a net promoter score that indicates how many of your customers are promoting your services.

Previous Format

Period		Q1		Q2		Q3		Q4		PY	
PY 2020-2021	Location	Total	Rating	Total	Rating	Total	Rating	Total	Rating	Total	Rating
	Career Resource Center	99	100.00%	39	98.71%	0	-	0	-	138	99.63%
	Remote Services	25	100.00%	14	100.00%	0	-	0	-	39	100.00%
	Employability Skills Training	194	96.91%	120	95.36%	0	-	0	-	314	96.33%
	Combined	318	98.11%	173	96.49%	0	-	0	-	491	97.62%

New Format



The overall Net Promoter score rose to 42%, which is 12% higher than the goal of 30%. The most frequent comment from both promoters and detractors was regarding staff interaction. For PY 20-21, a total of 8,387 invitations were sent and 927 surveys were completed for an average response rate of 11%.

WIOA Primary Indicator Report

Jennifer Brackney presented the WIOA Primary Indicator report. The first quarter results provide a partial picture. As of the first quarter, CareerSource Pinellas is meeting and exceeding most of the measures. However, there are a few areas highlighted in yellow which means some of the measures were not met: Employed 2nd Quarter After Exit and Employed 4th Quarter After Exit.

The second quarter will be the first quarter which will show the full impact of COVID and how that will look as we move forward with the performance measures.

WIOA Primary Indicator Report

LWDB 14

Measures	PY2019-2020 4th Quarter	PY 2019-2020 % of	PY 2019-2020 Performance	PY2020-2021 1st Quarter	PY2020-2021 % of	PY2020-2021 Performance
Adults:						
Employed 2nd Qtr After Exit	91.90	103.03	89.20	91.90	102.11	90.00
Median Wage 2nd Quarter After Exit	\$11,146	162.72	\$6,850	\$11,083	158.33	\$7,000
Employed 4th Qtr After Exit	91.70	107.25	85.50	91.60	107.13	85.50
Credential Attainment Rate	96.20	148.00	65.00	96.00	137.14	70.00
Measurable Skill Gains				68.10	144.89	47.00
Dislocated Workers:						
Employed 2nd Qtr After Exit	83.20	92.24	90.20	78.40	87.11	90.00
Median Wage 2nd Quarter After Exit	\$8,422	122.95	\$6,850	\$8,646	123.51	\$7,000
Employed 4th Qtr After Exit	85.60	100.47	85.20	84.00	98.59	85.20
Credential Attainment Rate	89.50	131.23	68.20	89.20	127.43	70.00
Measurable Skill Gains				78.80	163.40	47.00
Youth:						
Employed 2nd Qtr After Exit	91.10	107.81	84.50	92.50	109.47	84.50
Median Wage 2nd Quarter After Exit				\$5,847	182.72	\$3,200
Employed 4th Qtr After Exit	86.00	108.59	79.20	84.70	108.59	78.00
Credential Attainment Rate	88.50	102.55	86.30	81.60	94.55	86.30
Measurable Skill Gains				62.70	133.40	47.00
Wagner Peyser:						
Employed 2nd Qtr After Exit	65.90	99.55	66.20	60.90	91.99	66.20
Median Wage 2nd Quarter After Exit	\$5,841	120.43	\$4,850	\$5,878	113.56	\$5,000
Employed 4th Qtr After Exit	61.30	95.48	64.20	57.50	89.56	64.20

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)

Training Provider Performance Report

April Torregiante presented the Training Provider Performance report. This report shows the performance by training provider and by the program within each training report.

Information Item 4 - Training Provider Performance
PY20-21 - thru 12/31/20

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	# of job placements that occurred this PY but training ended prior to beginning of PY	Average Wage at Job Placement
Bittech Learning Centers, Inc	2	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	2	
Center for Technology Training	11	4	0	4	1	3	3	1	100.0%	75.0%	25.0%	5	\$17.23
Central Florida Heat and Frost Insulators J.A.C. (RA)	4	2	2	0	0	0	0	0	0.0%		0.0%	0	
Computer Coach IT training solutions	62	28	0	28	6	22	22	16	100.0%	78.6%	57.1%	3	\$31.11
Concorde Institute	0	0	0	0	0	0	0	0				2	
Florida Technical College (Formerly LaSalle)	0	0	0	0	0	0	0	0				2	
Galen Health Institute, Inc.	79	32	1	31	3	28	28	26	96.9%	90.3%	81.3%	18	\$23.68
International Union of Operating Engineers (RA)	9	7	7	0	0	0	7	7	0.0%		100.0%	1	\$24.70
Ironworkers (RA)	5	3	3	0	0	0	3	3	0.0%		100.0%	0	\$19.04
Jersey College (The Center for Allied Health and Nursing)	8	0	0	0	0	0	0	0				0	
National Aviation Academy	46	18	0	18	6	12	12	11	100.0%	66.7%	61.1%	6	\$21.72
New Horizons Computer Learning Center of Tampa Bay	150	65	0	65	19	46	46	34	100.0%	70.8%	52.3%	26	\$42.60
Pinellas County Schools	54	22	1	21	9	12	12	10	95.5%	57.1%	45.5%	6	\$17.16
Plumbers and Pipefitters and HVAC, local union 123 (RA)	45	2	2	0	0	0	0	0	0.0%		0.0%	0	
Rasmussen	2	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$28.80
Refrigeration & Air Conditioning Contractors (RACCA) (RA)	38	6	6	0	0	0	6	6	0.0%		100.0%	3	\$23.80
Roadmaster Driver's School, Inc.	4	4	0	4	1	3	3	3	100.0%	75.0%	75.0%	1	\$17.07
RV Training Center, Inc.	4	3	0	3	0	3	3	2	100.0%	100.0%	66.7%	0	\$18.25
St. Petersburg College	154	92	17	75	25	50	61	34	81.5%	66.7%	37.0%	30	\$22.60
Tampa Area Electrical JATC (partnership between IBEW and NECA)	72	14	0	14	0	14	14	14	100.0%	100.0%	100.0%	1	\$25.16
Tampa Truck Driving School	2	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	2	\$15.88
Ultimate Medical Academy, Inc.	12	4	1	3	0	3	3	3	75.0%	100.0%	75.0%	1	\$13.74
University of South Florida	19	9	1	8	1	7	8	6	88.9%	87.5%	66.7%	5	\$32.44
Region Total	782	319	41	278	72	206	234	179	87.1%	74.1%	56.1%	114	\$27.33

The 3-Year lookback shows trends with each of the training providers.

Training Provider Performance thru 12/31/20

3 Year - PY17/18 - PY20/21 - thru 12/31/2020

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	Average Wage at Job Placement
PY18/19	562	228	25	203	18	185	200	126	89.0%	91.1%	55.3%	\$21.90
PY19/20	782	319	41	278	72	206	234	179	87.1%	74.1%	56.1%	\$27.33
PY20/21	355	87	2	85	45	40	40	33	97.7%	47.1%	37.9%	\$25.02
Region Total	1699	634	68	566	135	431	474	338	89.3%	76.1%	53.3%	\$24.84
Access Computer Training	0	0	0	0	0	0	0	0				
American Red Cross	0	0	0	0	0	0	0	0				
AmSkills Manufacturing Training and Apprenticeships	0	0	0	0	0	0	0	0				
Bittech Learning Centers, Inc	10	10	0	10	2	8	8	4	100.0%	80.0%	40.0%	\$12.25
PY18/19	8	8	0	8	0	8	8	4	100.0%	100.0%	50.0%	\$12.25
PY19/20	2	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	
PY20/21	0	1	0	1	0	0	0	0	100.0%	0.0%	0.0%	
Center for Technology Training	27	13	1	12	1	11	11	4	92.3%	91.7%	30.8%	\$17.31
PY18/19	10	8	0	8	0	8	8	3	100.0%	100.0%	37.5%	\$17.35
PY19/20	11	4	0	4	1	3	3	1	100.0%	75.0%	25.0%	\$17.23
PY20/21	6	1	1	0	0	0	0	0	0.0%		0.0%	
Central Florida Heat and Frost Insulators J.A.C. (RA)	10	2	2	0	0	0	0	0	0.0%		0.0%	
PY18/19	4	0	0	0	0	0	0	0				
PY19/20	4	2	2	0	0	0	0	0	0.0%		0.0%	
PY20/21	2	0	0	0	0	0	0	0				
Computer Coach IT training solutions	98	42	0	42	13	29	29	23	100.0%	69.0%	54.8%	\$28.60
PY18/19	13	3	0	3	0	3	3	3	100.0%	100.0%	100.0%	\$19.02
PY19/20	62	28	0	28	6	22	22	16	100.0%	78.6%	57.1%	\$31.11
PY20/21	23	11	0	11	7	4	4	4	100.0%	36.4%	36.4%	\$22.02
Concorde Institute	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$18.00
PY18/19	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$18.00
PY19/20	0	0	0	0	0	0	0	0				
PY20/21	0	0	0	0	0	0	0	0				
Florida School of Traditional Midwifery	0	0	0	0	0	0	0	0				
PY20/21	0	0	0	0	0	0	0	0				
Florida Technical College (Formerly LaSalle)	2	3	0	3	0	3	3	3	100.0%	100.0%	100.0%	\$34.33
PY18/19	2	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	\$39.49
PY19/20	0	0	0	0	0	0	0	0				
PY20/21	0	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$24.03
Galen Health Institute, Inc.	176	79	6	73	14	59	62	54	92.4%	80.8%	68.4%	\$23.28

Training Provider Spending Cap

Steven Meier presented the Training Provider Spending Cap report. Through December 2020, the total amount spent is \$1.25 million for 350 participants for an average cost of \$3,589.

CareerSource Pinellas
Training Provider Spending
For the period July 1, 2020 - December 31, 2020

Training Provider	Customer Training	Approved Spending (if required)	Remaining	# of Participants	Avg/ Per Part
American Manufacturing Skills Initiative (AmSkills)	-			-	
BizTech Learning Centers, Inc., (Pinellas)	-			-	
Building Industry Construction Service International (BICSI)	-			-	
Center for Technology Training	29,960			8	3,745
Central Florida Heat and Frost Insulators J.A.C. (RA)	-			-	
Computer Coach IT Training Solutions	253,430			47	5,392
Concorde Career Institute, (Hillsborough)	-			-	
Galen College of Nursing, (Pinellas)	138,037			46	3,001
IEC- Independent Electrical Contractors, FAAC	-			-	
International Union of Operating Engineers (RA)	-			-	
Ironworkers (RA)	-			-	
JATC - Tampa Area Electrical JATC, (Hillsborough), FAAC (RA)	9,898			11	900
Jersey College, (Hillsborough)	17,683			6	2,947
Keiser University	13,650			3	4,550
Masonry (RA)	-			-	
National Aviation Academy	93,701			24	3,904
New Horizon Computer Learning Center, (Hillsborough)	429,814			83	5,178
Pinellas Ex-Offender Re-Entry Coalition *	4,800	50,000	45,200	12	400
Pinellas Technical Education Centers *	32,886	300,000	267,114	27	1,218
Plumbers and Pipefitters and HVAC, local union 123 (RA) *	-	50,000	50,000	-	
R.V. Training Center	5,000			1	5,000
Rasmussen College	7,365			1	7,365
Refrigeration & Air Conditioning Contractors (RACCA) (RA)	-			-	
Roadmaster Drivers School, Inc., (Hillsborough)	5,000			1	5,000
Schiller International University, (Pinellas)	-			-	
Southern Technical Institute, Pinellas Park, (Pinellas)	424			1	424
St. Petersburg College *	53,478	700,000	646,522	40	1,337
Tampa Truck Driving School, Inc.	5,000			1	5,000
Ultimate Medical Academy (Pinellas) *	130,265	250,000	119,735	27	4,825
University of South Florida / Innovative Education, SACS	25,589			10	2,559
Webster University	7,740			1	7,740
Total	\$ 1,255,981			350	\$ 3,589

* Contracts required two-third board approval.

Note: Amounts above represent disbursements made to training providers during time period.

Work-Based Learning Spending

Steven Meier presented the Work-Based Learning Spending report. The total spending thru December 31, 2020 is \$102,328. Most of the work-based learning spending is associated with Pinellas Works, which is the CARES funding grant through Pinellas county. There have been 37 participants in this program with an average cost of \$2,766 per participant.

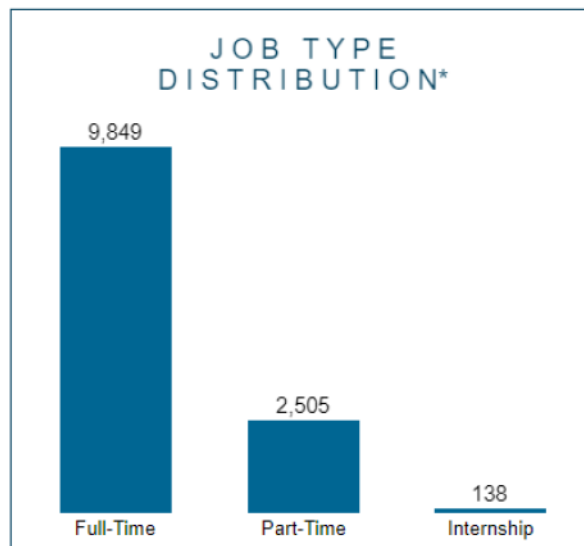
**CareerSource Pinellas
Work-based Learning Spending
For the period July 1, 2020 - December 31, 2020**

OJT Provider	Work-based Learning Spending	Approved Spending (if required)	Remaining	# of Participants	Avg./ Per Part	Prior Year Spending
Allen's Plumbing, Inc.						360
Bert Smith Oldsmobile, Inc.						2,230
Catalyst QLM LLC	\$ 44,404			16	\$ 2,775	-
Celebrity Kids of Pinellas	\$ 3,967			1	\$ 3,967	-
Cloud Guru LLC dba Marketopia						1,740
Construction Resources Group, Inc.						2,720
Hospice of Florida Suncoast						3,556
Manpower	\$ 31,375			10	\$ 3,138	-
Pinellas County School Board	\$ 4,200			5	\$ 840	-
RK3 LLC	\$ 327			1	\$ 327	
The Bernd Group						3,000
TSE Industries, Inc.	\$ 18,055			4	\$ 4,514	-
Total	\$ 102,328			37	\$ 2,766	\$ 13,606

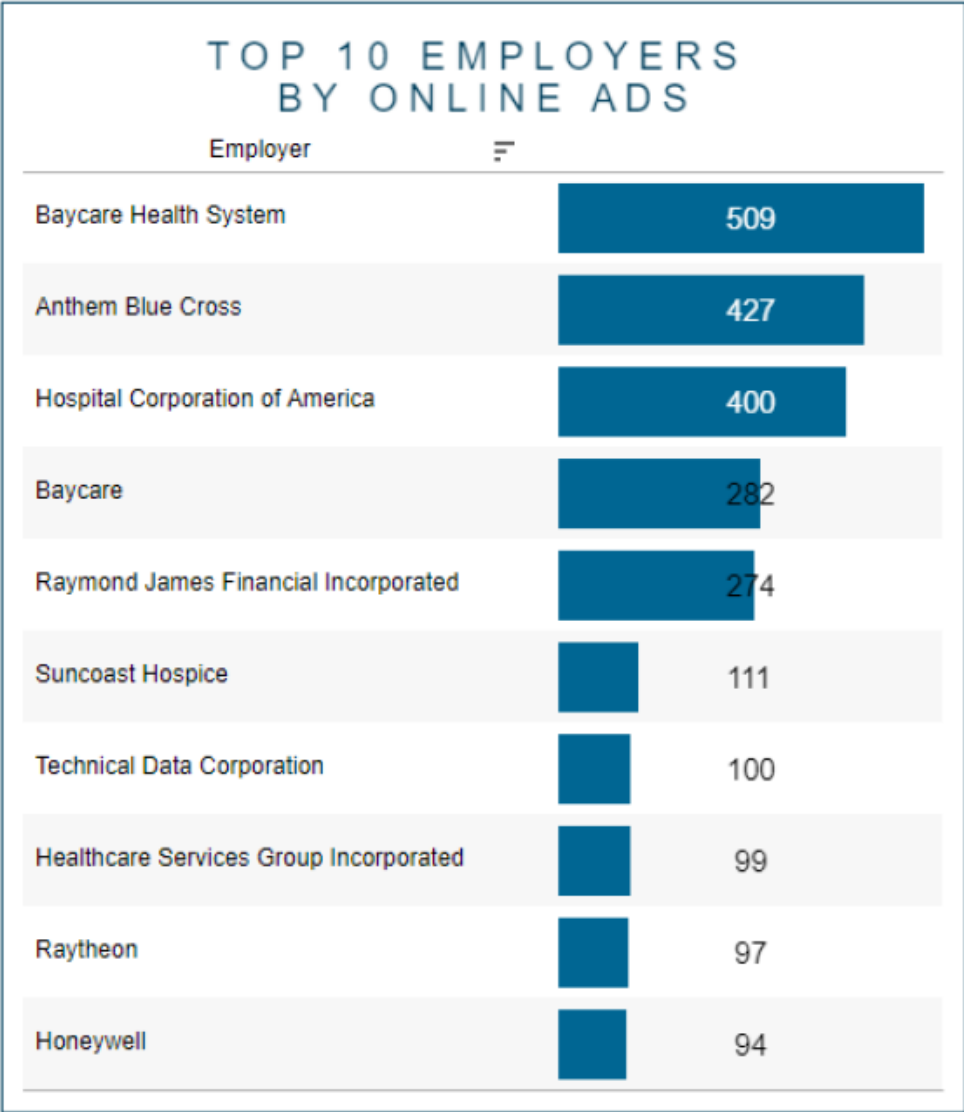
Help Wanted Online

April Torregiante presented the Help Wanted Online report. This section shows a snapshot of total online ads placed during each month. While there has been a decrease in online ads, the majority of online ads are for full-time job opportunities.

TOTAL ONLINE ADS						
December 2020	November 2020	December 2019	Over the Month Change	Over the Month Percent Change	Over the Year Change	Over the Year Percent Change
20,922	21,198	22,955	-276	-1.3%	-2,033	-8.9%



The majority of the top 10 employers by online ads are healthcare providers.



Below is a list of the Top 15 Advertised Occupations. Registered Nurses is the top occupation advertised which is in line with the top 10 employer list, the majority of which are healthcare providers.

TOP 15 ADVERTISED OCCUPATIONS

Occupation	F	Over the Month Change	Over the Month Percent Change	Over the Year Change	Over the Year Percent Change	December 2020	November 2020	December 2019
Registered Nurses		64	7.4%	192	26.2%	926	862	734
Retail Salespersons		0	0.0%	-192	-20.4%	750	750	942
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products		-32	-4.8%	-74	-10.4%	636	606	710
Customer Service Representatives		-51	-7.8%	14	2.3%	624	675	910
Maintenance and Repair Workers, General		-9	-2.4%	27	7.9%	368	377	341
Combined Food Preparation and Serving Workers, Including Fast Food		3	0.8%	-53	-12.9%	359	356	412
Nursing Assistants		-5	-1.4%	26	8.3%	340	345	314
First-Line Supervisors of Retail Sales Workers		-64	-16.3%	-127	-27.9%	329	392	455
Managers, All Other		20	6.8%	-54	-14.7%	314	294	368
Licensed Practical and Licensed Vocational Nurses		-31	-9.2%	97	46.6%	305	336	208
Medical Assistants		-6	-2.0%	109	60.6%	289	295	180
Medical and Health Services Managers		-8	-2.8%	59	26.5%	282	290	223
Security Guards		-54	-16.1%	44	18.6%	281	336	237
Waiters and Waitresses		9	3.3%	7	2.6%	278	269	271
Laborers and Freight, Stock, and Material Movers, Hand		4	1.5%	110	67.9%	272	266	162

Below is a snapshot of online ads statewide, broken down by the Top 15 Counties and Top 15 Cities. Pinellas County is currently in the middle.

MOST ONLINE ADS

TOP 15 COUNTIES			TOP 15 CITIES			
Counties	December 2020	December 2019	Cities	December 2020	December 2019	Percent Change
Miami-Dade	49,416	50,287	Miami	37,346	38,453	-2.9%
Hillsborough	37,426	41,426	Tampa	30,191	36,153	-16.5%
Broward	32,802	31,932	Jacksonville	27,467	29,153	-5.8%
Orange	31,591	36,212	Orlando	26,255	34,279	-23.4%
Duval	27,775	29,420	Fort Lauderdale	16,317	16,502	-1.1%
Palm Beach	25,290	18,026	West Palm Beach	10,217	7,272	40.5%
Pinellas	20,922	22,955	Hollywood	8,132	7,538	6.5%
Lee	11,609	8,718	Saint Petersburg	7,876	11,516	-31.6%
Sarasota	7,914	2,671	Fort Myers	7,001	4,786	46.3%
Brevard	7,868	7,841	Tallahassee	6,917	5,348	29.3%
Polk	7,760	5,374	Clearwater	6,017	5,267	14.2%
Seminole	7,697	5,532	Boca Raton	5,979	4,535	31.8%
Leon	6,924	5,357	Sarasota	5,724	2,026	182.5%
Collier	5,398	2,813	Pompano Beach	5,098	4,371	16.6%
Manatee	5,326	3,869	Naples	4,974	2,468	101.5%

Lastly, below is the list of the Top 15 required certifications. Driver's license is the top requirement with the other top certifications listed are part of the healthcare field.

TOP 15 CERTIFICATIONS BY ONLINE ADS*		
Rank	Occupation	Online Ads
1	Driver's License	54,009
2	Registered Nurse	14,909
3	Basic Life Saving (BLS)	9,981
4	First Aid Cpr Aed	7,637
5	Advanced Cardiac Life Support (ACLS) Certification	7,280
6	Security Clearance	4,267
7	Basic Cardiac Life Support Certification	4,202
8	Licensed Practical Nurse (LPN)	3,759
9	Certified Nursing Assistant	3,560
10	American Heart Association Certification	2,696
11	CDL Class A	2,463
12	Certified Medical Assistant	2,403
13	Certified Public Accountant (CPA)	2,312
14	Project Management Certification	1,772
15	Home Health Aide	1,760

Note: *Only All Occupations available, STEM Occupation not available.

Industry Insights

- **Education**

Dr. Rebecca Sarlo commented that the work we do is very important as it helps people transition from retail positions to higher paying careers.

Mark Hunt spoke on behalf of Pinellas County Schools and the Pinellas County Technical College. Both schools are starting pre-apprenticeship programs for construction and manufacturing. The Tampa Bay Manufacturers Association is in the process of submitting their apprenticeship program to the state for approval and when approved, will go through Dixie Collins High School.

There is also an electrical program being offered through the Independent Electrical Contractors and Associated Builders and Contractors at Jacobson Technical High School. Once the state approves, pre-apprenticeship programs for general construction, through Associated Builders & Contractors will be offered at Jacobson Technical, St. Petersburg, and Dunedin high schools.

The schools are also addressing the need for healthcare workers by starting a Certified Nursing Assistant (CNA) pilot program at Jacobson Technical High School. The program starts in the junior year and once students become seniors, they will continue with Pinellas Technical College to complete the courses to become an LPN. Upon graduation, students will be a Licensed Practical Nurse with CNA certification. Upon graduation, students can enroll into a Registered Nurse or other degree programs at St. Petersburg College or the Ultimate Medical Academy.

- **Economic Development**

Mike Meidel is pleased with the data on the unemployment numbers. Year over year, the targeted industries of Financial Services, Professional Services and Manufacturing had a gain in employment over the last year, even factoring in COVID. The industries that were hardest hit by COVID are the tourism, hospitality, and retail industries.

Mike Meidel announced that they opened a 60-day window for people to apply for the Penny for Pinellas funds to create new office and industrial space. There are currently 11 applicants in the pre-app stages. Currently, the vacancy rate for industrial space is 3%.

- **Healthcare**

No Update

Public Comments – None

Committee Member Comments

Michael Logal commented on the record-breaking year within the employment staffing industry. However, he sees a deep need for training employees who are not used to working from home and addressing the equipment needs associated with remote work.

Adjournment

The meeting was adjourned at approximately 3:57 pm.



ACTION ITEM 2

Related Party Contracts for PY' 2021-2022

Local Workforce Development Boards (LWDBs) are required to comply with all requirements of FL Statute Section 445.007 prior to contracting with a board member, with an organization represented by its own board member, or with any entity where a board member has any relationship with the contracting vendor. This section mandates that all LWDBs entering into a contract with an organization or individual represented on the Board, must meet the following requirements:

- a) Approve the contract by a two-thirds ($2/3^{\text{rd}}$) vote of the Board when a quorum has been established.
- b) Board members who could benefit financially from the transaction or who have any relationship with the contracting vendor must disclose any such conflicts prior to the board vote on the contract.
- c) Board members who could benefit financially from the transaction or board members who have any relationship with the contracting vendor must abstain from voting on the contracts; and
- d) Such contracts must be submitted to the Florida Department of Economic Opportunity and CareerSource Florida for review.

CareerSource Pinellas offers several programs to assist in training and maintaining a highly skilled workforce. These programs include:

- **On the Job Training program (OJT)** assists companies find, interview, and hire the right person for their job vacancies. The OJT program provides a unique opportunity for employers to train the new employee to their processes and standards. The skills learned are directly relevant to the work the employee will perform. Employers who hire new, full-time workers under OJT receive reimbursement of 50% of the candidate's hourly wage or salary for up to 10-weeks of employment if the individual meets certain eligibility criteria.
- **Paid Work Experience (PWE)** is a CareerSource Pinellas program that works with local employers to place individuals who are just entering the workforce or others who are re-entering the job market into a position at their company. After placing them at the company, CareerSource Pinellas employs and pays them for 30 days. CareerSource Pinellas also covers all unemployment taxes and workers comp during this "trial" period.
- **Incumbent Worker Training (IWT)** program is designed to increase the current skills of employers' existing staff with training grants (each year for each company that submits a successful application). IWT is a great way for employers to invest in the professional development of their employees and provide them the opportunity to acquire industry

recognized certifications that can be instrumental in moving the business forward. The employer chooses the training program and instructor and CareerSource Pinellas helps with the cost of training. This program is designed to promote business retention while contributing to the overall economic growth in the area.

- **Grant Training** is defined as services not offered by CareerSource Pinellas that must be performed by educational institutions as outlined in the proposal and award.
- **Leases** with various institutions and organizations are necessary to cost effectively deliver services within the community.
- **Individual Training Accounts (ITAs)** are provided to program-specific eligible individuals to receive funding for educational programs for the institution selected. CareerSource Pinellas identifies and maintains a list of qualified training institutions which provide occupational training in skill areas of sustained labor market demand or growth.
- **Contracts** with various institutions and organizations are necessary to cost effectively deliver services within the community.

A listing of related party contracts requiring two-third board approval is below.

Action Item	Company	Board Member	OJT/PWE (not to exceed)	IWT (not to exceed)	Leases (not to exceed)	Grant Training (not to exceed)	ITA (not to exceed)	Contracts
A	Ultimate Medical Academy	Rebecca Sarlo					\$250K	
B	St. Petersburg College	Michael Ramsey			\$160K		\$700K	\$125K
C	Pinellas County Schools	Mark Hunt			\$130K		\$300K	
D	Florida Pipe Trades	Russell Leggette					\$50K	
E	Pinellas Ex-Offender Re-Entry Coalition	Michael Jalazo				\$50K		
F	AppleOne	Michael Logal				\$300K		

Note: For the record, Board Members listed must verbally abstain from the vote related to their respective organization.

RECOMMENDATION:

Approval of the PY’ 2021-2022 related party contracts by a two-thirds (2/3rd) vote.



ACTION ITEM 3

Addition of New Courses

Access Computer Training (ID# 5237)

1537 Dale Mabry Highway, Suite 101, Lutz, FL 33548

Access Computer Training, an existing training vendor, has submitted a request to add new programs to the CareerSource Pinellas list of approved programs for receipt of Individual Training Accounts (ITAs). The programs listed below have been approved by the Commission of Independent Education (CIE), have been reviewed, and meet all applicable requirements.

The programs provide High Skill High Wage employment opportunities within the Information Technology (IT) industry and align with the goal of the Local Workforce Plan to maximize employment and work opportunities for targeted populations.

New Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement
Security+ Certification Prep (SEC+CERT)	\$750	\$1,795	\$0	\$2,545	42 clock hours	N/A	\$19.24 anticipated
Network+ Certification Prep (NET+CERT)	\$734	\$1,811	\$0	\$2,545	42 clock hours	N/A	\$19.24 anticipated
A+ Certification Prep (A+CERT)	\$1,044	\$3,501	\$0	\$4,545	84 clock hours	N/A	\$19.24 anticipated

NOTE: As these are all newly added programs, there is no outcome data to report at this time.

RECOMMENDATION:

Approval to add new IT programs for Access Computer Training.



ACTION ITEM 4

Addition of New Courses

Concorde Career Institute – Tampa Campus (ID# 333)

4202 West Spruce Street, Tampa, FL 33607

Concorde Career Institute has submitted a request to add new programs to the CareerSource Pinellas list of approved programs for receipt of Individual Training Accounts (ITAs). The programs listed below have been approved by the Commission of Independent Education (CIE), have been reviewed, and meet all applicable requirements.

These programs provide an entry level or career laddering opportunity within the healthcare industry and aligns with the goal of the Local Workforce Plan to maximize employment and work opportunities for targeted populations.

New Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement
Phlebotomy Technician	\$0	\$1,378	\$0	\$1,378	152 clock hours	N/A	\$16.39 anticipated
Patient Care Assistant	\$0	\$3,445	\$0	\$3,445	336 clock hours	N/A	\$13.68 anticipated
Pharmacy Technician Continuing Education: IV/Sterile Compounding	\$0	\$689	\$0	\$689	40 clock hours	N/A	\$15.18 anticipated
Pharmacy Technician Continuing Education: Non-sterile Compounding	\$0	\$689	\$0	\$689	40 clock hours	N/A	\$15.18 anticipated

NOTE: As these are all newly added programs, there is no outcome data to report at this time.

RECOMMENDATION:

Approval to add new healthcare programs for existing training vendor, Concorde Career Institute.



INFORMATION ITEM 1

Workforce Solutions Goals Update PY 2020-2021: Period Covering thru December 31, 2020

Goal I - Develop Robust Partnerships with Employers

Objective 1: Utilize and partner with existing business groups that convene employers regularly to understand immediate and future needs.

CareerSource Pinellas attracts partnerships through membership with local chambers and business associations. CareerSource Pinellas continues to strategize ways to maximize its current partnerships with business groups, as well as reaching out to other organizations for potential partnerships. We are working with the following chambers or organizations.

Business Group Partner’s Updates

<i>Business Groups</i>	<i>Updates</i>
St. Petersburg Chamber	Working to expand their new platform, Source St. Pete, designed to connect those in need to local vendors that provide resources to safely operate, return to the workplace and enjoy St. Pete’s amenities. Hosting the Hospitality Forum virtually on April 6 th , which will convene community leadership and hospitality industry leadership to discuss the concerns facing the local hospitality industry.
Upper Tampa Bay Chamber	Hosted multiple after-hours events, morning mingles and lunch and learn opportunities; monthly non-profit newsletter, gearing up for Oldsmar Days and Nights event April 23-25.
Central Pinellas Chamber	Economic Chamber Development Committee reporting, Women’s Leadership Committee involvement, community input opportunities, creation of ChamberCARES, a community outreach initiative of the Chamber the Education Foundation to foster active engagement of business members in support of local causes, programs, and services.
St. Petersburg Area Econ. Development Corporation	Updates and connections with local businesses for job creation, new project announcements. Coordinated information exchange for multiple new companies considering moves to St. Pete. In collaboration with the St. Pete Chamber, Become St. Pete is a new economic development initiative to attract and maintain new talent to the area.
Recruiter Networking Group	Consistent engagement with talent acquisition managers and corporate recruiters in Tampa Bay, referrals, job postings and advice in the field. Virtual workshops, after-hours meet ups, holiday philanthropy opportunities and partner presentations.
Tampa Bay Partnership	Facilitate quarterly meetings for the Workforce Stakeholder Group, creation of Upskill Tampa Bay, to help COVID-displaced workers find new career paths, Hire for Potential is introduced as a project to inform employers of the business case for hiring high-potential local residents with funding from Florida Blue, and ongoing efforts on the Manufacturing and Healthcare Collaboratives.
BAMA (Bay Area Manufacturing Association)	Multiple roundtable events discussing important topics and strategies in the manufacturing community, leadership in manufacturing events, meetings, facility tours and an upcoming networking fundraiser in April.
Tampa Bay Tech	Hosted virtual event, “Behind the Innovation. AWS is How”, a series exploring how companies drive innovation, held the Annual Virtual Tampa Cyber Security Summit to discuss cyber security threats facing local executives and how to protect your business.

Objective 2: Develop and execute a marketing strategy to build awareness with businesses about how to engage and the services available.

CareerSource Pinellas developed a new website that is faster, easier to navigate, user-friendly, and will maximize impact and ROI. The marketing department re-strategized their efforts to put emphasis on easily accessible content and collateral to provide customers and partners with the most accurate, up-to date information, and share about the knowledge and expertise in the field of workforce development.

The strategized plan includes biweekly “Workforce News” which contains program updates and success stories. Additionally, CareerSource Pinellas is committed to creating one annual report per year containing a comprehensive report on the activities throughout the preceding year. The latest Annual Report, completed in September, provided board members extensive information about the latest programs and financial performance of CareerSource Pinellas.

Additionally, social media efforts have been overhauled, providing authentic content to reach customers and community partners. Paid and proactive social media campaigns have been advantageous in allowing us to boost our views and designate posts to include events, networking groups, workshops, and interview tips.

Lastly, we have partnered with Tucker Hall, Public Relations Firm to assist with strategic communications, and amplify our voice in the Tampa Bay area.

Objective 3: Increase services to incumbent workers and underemployed workers.

Incumbent Worker and Quick Response Training Reports

FloridaFlex is administered by CareerSource Florida and offers businesses in Florida, or relocating to Florida, an 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). CareerSource Pinellas works with local businesses seeking to enhance the professional skills of their existing employees by continuing to educate, direct and assist interested employers in applying for CareerSource Florida Flex Training Grants through Incumbent Worker Training (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.

PY2019-2020

Company	Amt. Granted	Amt. Requested
BioDerm Inc.	\$5,125.00	\$5,125.00
Englander Englander Enterprises Inc.	\$6,927.00	\$18,307.50
Exaxol Chemical Corp	\$11,250.00	\$11,250.00
Geographic Solutions, Inc.	\$27,945.00	\$62,245.00
Ignite Chiropractic & Wellness	\$15,292.00	\$0.00
PowerTown Line Construction LLC	\$31,179.00	\$113,264.00
Sign-Age of Tampa bay, Inc.	\$10,500.00	\$26,250.00
Salvo Technologies Inc	\$20,400.00	\$26,250.00
Total:	\$128,618.00	\$262,691.50

PY2020-2021

Company	Amt. Granted	Amt. Requested
Custom Manufacturing and Engineering	\$68,405.00	\$127,098.00
The Empowerment Networks, Inc	\$3,500.00	\$9,000.00
Centratel Services International	\$7,013.00	\$7,500.00
Ayanna Plastics & Engineering Inc	\$34,581.00	\$34,581.00
Total:	\$113,499.00	\$178,179.00

***QRT:** New businesses or those relocating to or expanding in Florida may be eligible for grant dollars to help pay for training new employees.*

PY2019-2020

Company	Amt. Granted	Amt. Requested
Power Design, Inc.	\$724,500.00	\$4,216,746.00
Powertown Line Construction, LLC	\$367,500.00	\$5,502,095.00
Total:	\$1,092,000.00	\$9,718,841.00

PY2020-2021

Company	Amt. Granted	Amt. Requested
180 by Two, LLC	\$69,300.00	\$125,307.60
Power Design, Inc.	\$371,175.00	\$2,018,812.00
Total:	\$440,475.00	\$2,144,119.60

Objective 4: Develop methods that help businesses navigate the workforce system’s services and that connect them with qualified applicants.

Continuous Improvement Performance Initiative

The Continuous Improvement Performance (CIP) Initiative was designed and developed to provide additional measures specifically aligned with WIOA and the goals and strategies of the State of Florida to increase and achieve targeted performance. The CIP Initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments in up to five board-selected industry sectors: Employment Rate 1st Quarter after Exit, Participant Training Rate and Business Penetration. Performance is measured on a quarterly basis and is compared to performance from the same quarter in the previous year. Boards receive funding awards for each metric for which the improvement/performance target is met each quarter.

Business Penetration Report

PY2019-2020

Quarterly Year-Over-Year Goal

	Business Penetration Baseline	Applied to Current-Year Business Penetration + Additional Credit	
		Improvement Target	Performance Target
Qtr 1 <small>(July 1, 2019-Sept. 30, 2019)</small>	32	10%	35.20
Qtr 2 <small>(Oct. 1, 2019-Dec. 31, 2019)</small>	64	10%	70.40
Qtr 3 <small>(Jan. 1, 2020-March 31, 2020)</small>	60	10%	66.00
Qtr 4 <small>(April 1, 2020-Jun 30, 2020)</small>	45	10%	49.50

Current-Year Performance

Business Penetration	Improvement without Additional Credit	Business Penetration + Additional Credit	Improvement with Additional Credit
97	203.13%	157.60	392.50%
105	64.06%	154.80	141.88%
140	133.33%	217.10	261.83%
75	66.67%	93.30	107.33%

Target Met?



PY2020-2021

Quarterly Year-Over-Year Goal

	Business Penetration Baseline	Applied to Current-Year Business Penetration + Additional Credit	
		Improvement Target	Performance Target
Qtr 1 <small>(July 1, 2020-Sept. 30, 2020)</small>	97	10%	106.70
Qtr 2 <small>(Oct. 1, 2020-Dec. 31, 2020)</small>	105	10%	115.50
Qtr 3 <small>(Jan. 1, 2021-March 31, 2021)</small>	140	10%	154.00
Qtr 4 <small>(April 1, 2021-Jun 30, 2021)</small>	75	10%	82.50

Current-Year Performance

Business Penetration	Improvement without Additional Credit	Business Penetration + Additional Credit	Improvement with Additional Credit
60	-38.14%	84.00	-13.40%
77	-26.67%	111.20	5.90%
77	-45.00%	110.00	-21.43%
0	0.00%	0.00	0.00%

Target Met?



*Data last updated 02/23/2021

EmployFlorida Job Referrals and Placement Reports

The EmployFlorida (EF) system allows for customer self-referrals and staff assisted referrals to open job orders. Each customer in EF must have a full background entered and a staff completed Personal Individual Record Layout (PIRL) before a staff assisted referral can be entered. The staff then match the job requirement to the customer's skills to ensure a quality referral is being made. Employers can review both types of referrals at any time by reviewing their EF job order.

Period	Service	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY2019-2020	Customer Self-Referrals	1812	1777	1745	1553	1709	1976	2079	1515	2232	1533	1464	1434	20,829
	Staff-Assisted Referrals	619	502	474	479	414	307	416	436	177	46	52	82	4,004
	Total	2431	2279	2219	2032	2123	2283	2495	1951	2409	1579	1516	1516	24,833
	Unique Customers													5,195
PY2020-2021	Customer Self Referrals	1653	934	902	670	658	490	494	361					6,162
	Staff Assisted Referrals	150	132	171	323	120	444	523	478					2,341
	Total	1803	1066	1073	993	778	934	1017	839					8,503
	Unique Customers	502	292	282	250	205	273	274	230					2,308

When a job placement is made, it is recorded one of three ways in the EF system: as a Direct Placement, an Automated Obtained Employment, or a Staff Entered Obtained Employment. These can be obtained through directly working with the customer, referring them to an open job that they qualify for, and by obtaining the information from a newly employed participant through automated or staff entered methods.

Period	Service	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY2019-2020	Direct Placements	13	16	12	7	5	6	1	2	1	1	1	0	65
	Staff Entered Obtained Employment	86	91	105	69	95	86	79	78	59	15	30	99	892
	Automated Obtained Employments	313	262	299	340	120	197	237	188	276	171	114	133	2,650
	Total	412	369	416	416	220	289	317	268	336	187	145	232	3,607
PY2020-2021	Direct Placements	1	2	1	4	5	5	1	3					22
	Staff Entered Obtained Employment	40	31	39	13	17	27	22	36					241
	Automated Obtained Employments	199	147	118	139	154	202	186	169					1,414
	Total	240	180	158	156	176	234	209	208					1,677

NAICS Job Order Report

As Technicians process and enter incoming job orders, we can see below, as grouped by NAICS code, the number of employers, staff provided services, job orders obtained, job openings and newly registered employers. 3rd party job agents are defined as agencies, organizations or individuals recruiting candidates for employment opportunities on behalf of another employer. Job orders posted by employers or third-party agents in EF must be reviewed and verified by Technicians within two business days of posting into the system. The information below reflects real time data on the date the report was pulled.

NAICS	Employers	Staff Services	Employer Services	Job Orders	Job Openings	CSPIN Referrals	Newly Registered Employers
3rd Party	439	825	306	6,700	6,903	617	17
Accommodation and Food Services	18	23	0	199	219	27	0
Administrative and Support and Waste Management and Remediation Services	51	60	6	342	348	52	0
Construction	5	1	0	28	28	2	0
Educational Services	3	3	0	6	6	3	0
Finance and Insurance	62	69	4	583	583	67	4
Health Care and Social Assistance	93	194	77	3193	3193	176	3
Information	56	83	0	182	182	37	0
Manufacturing	47	198	120	1081	1212	103	4
Other Services (except Public Administration)	4	4	0	190	190	8	0
Professional, Scientific, and Technical Services	37	58	99	267	294	33	6
Real Estate Rental and Leasing	8	30	0	26	26	16	0
Retail Trade	19	17	0	38	38	12	0
Transportation and Warehousing	9	28	0	34	53	19	0
Utilities	6	4	0	22	22	1	0
Wholesale Trade	21	53	0	509	509	61	0
Non 3rd Party	1,358	2,467	5,500	2,774	5,633	641	324
Accommodation and Food Services	76	122	166	467	651	48	31
Administrative and Support and Waste Management and Remediation Services	217	375	545	340	681	137	51
Agriculture, Forestry, Fishing and Hunting	1	0	0	1	1	0	0
Arts, Entertainment, and Recreation	12	5	155	20	30	5	3
Construction	90	122	713	96	137	20	26
Educational Services	30	29	50	25	25	3	6
Finance and Insurance	63	62	574	106	113	10	9
Health Care and Social Assistance	172	488	218	303	437	76	31
Information	26	52	5	13	15	13	6
Management of Companies and Enterprises	4	1	0	3	3	0	0
Manufacturing	204	430	1,421	438	471	89	37
Mining	2	4	0	2	2	4	0
Other Services (except Public Administration)	51	205	281	98	104	40	21
Professional, Scientific, and Technical Services	115	178	220	280	2,334	38	30
Public Administration	40	86	4	58	58	15	5
Real Estate Rental and Leasing	45	57	5	218	227	36	11
Retail Trade	91	99	774	128	152	43	20
Transportation and Warehousing	42	78	120	67	73	26	15
Utilities	2	0	0	4	4	1	0
Wholesale Trade	53	43	219	96	100	31	8
Unclassified Establishments	22	31	30	11	15	6	14
Grand Total	1,797	3,292	5,806	9,474	12,536	1,258	341

Work-based Learning Reports

Paid Work Experience is a career preparation program intended to introduce young workers to a business environment, with a focus on skill development in high demand occupations. Employers may utilize the **OJT** program to effectively mitigate the upfront training costs associated with hiring new employees.

Paid Work Experience (PWE)

Period	Performance	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY2019-2020	Total Funding Expended													\$242,224
	# of Enrollments	0	0	1	0	0	0	0	0	0	0	1	6	8
	# of Completers	0	0	1	0	0	0	0	0	0	0	0	6	6
	# of Employers	0	0	1	0	0	0	0	0	0	0	1	2	4
	Avg Placement Wage													\$10.19
PY2020-2021	Total Funding Expended													\$8,494
	# of Enrollments	3	0	1	0	0	0	0	2	2				8
	# of Completers	0	0	2	1	1	0	0	0	0				4
	# of Unique Employers	2	0	0	0	0	0	0	2	1				5
	Avg Placement Wage													\$12.00

On the Job Training (OJT)

Period	Performance	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY2019-2020	Total Funding Expended													\$ 0
	# of Enrollments	0	0	0	0	0	0	0	0	0	0	0	0	0
	# of Completers	0	0	0	0	0	0	0	0	0	0	0	0	0
	# of Employers	0	0	0	0	0	0	0	0	0	0	0	0	0
	Avg Placement Wage													0
PY2020-2021	Total Funding Expended													\$2,584
	# of Enrollments	0	1	0	0	0	1	2	0	0				4
	# of Completers	0	0	0	0	1	0	0	0	0				1
	# of Unique Employers	0	1	0	0	0	2	0	0	0				3
	Avg Placement Wage													\$12.75

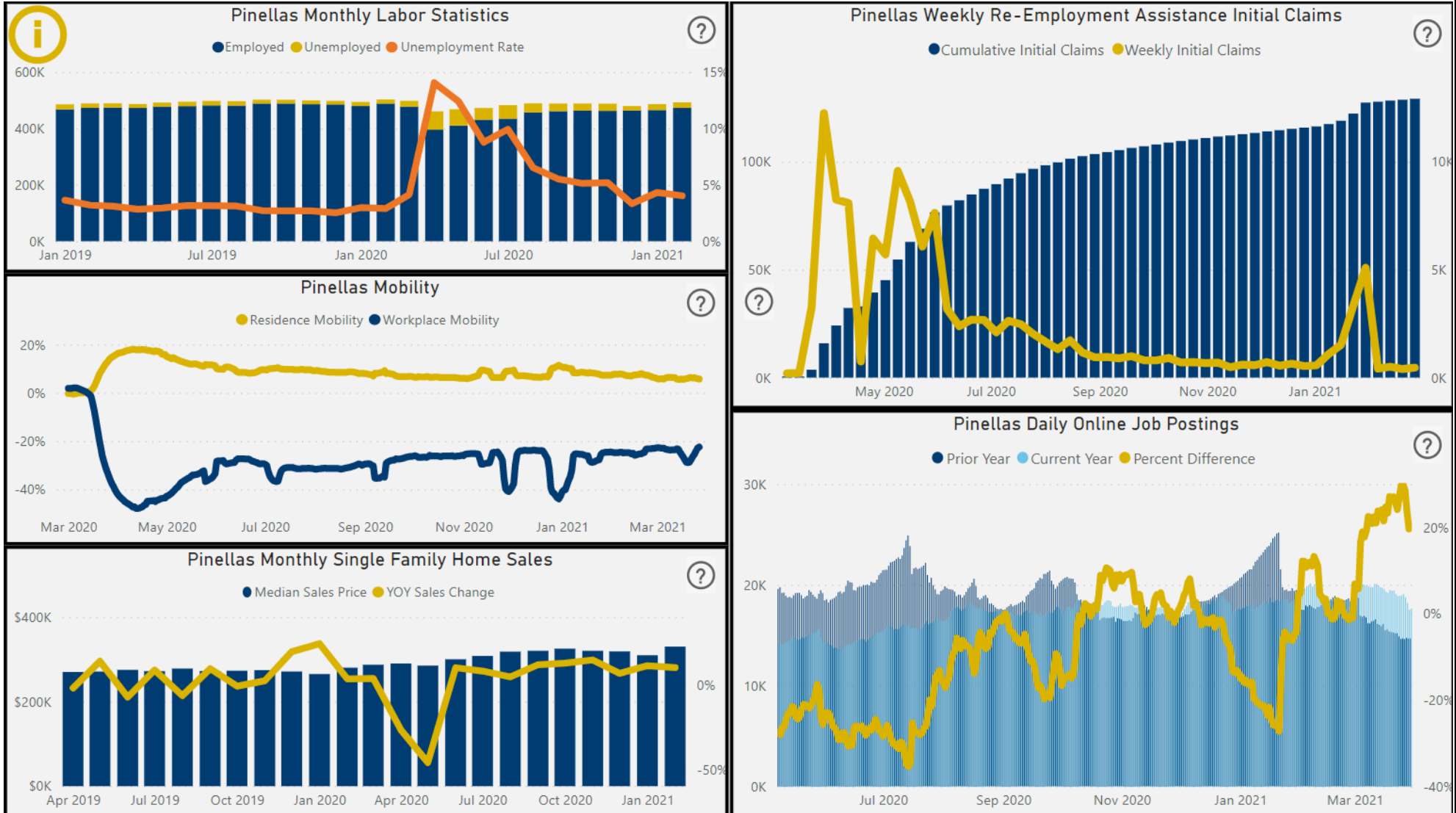
Objective 5: Inventory best and promising practice approaches for working with and engaging businesses and scale up.

- *Creating opportunities to work with third-party agencies.*
- *Increasing outreach to reinforce and grow current business relationships and partnerships.*
- *Increased engagement with local groups and associations and maximizing opportunities to partner on events and initiatives.*
- *Expanding virtual service offerings to businesses and job seekers.*

Goal II - Strengthen Partnerships with Organizations that Provide Educational Opportunities

Objective 1: Compile all Labor Market Information (LMI) data and information to work together to create *LMI Briefs* that can be used by jobseekers, employers, and other workforce organizations in easy to consume formats.

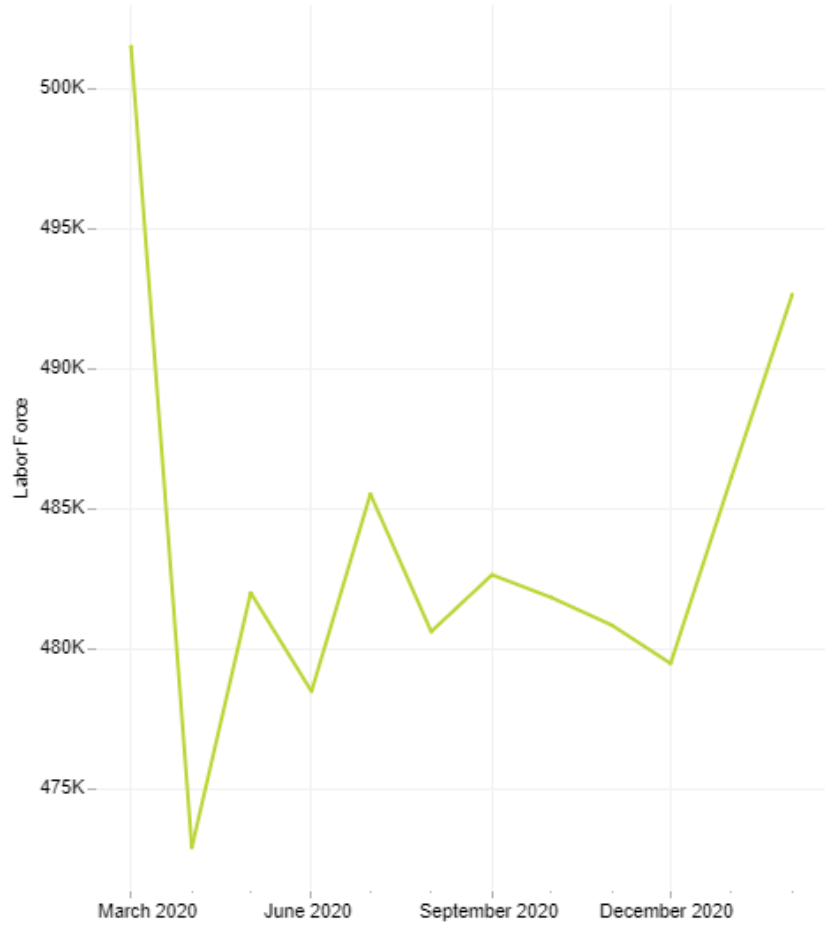
LMI Briefs



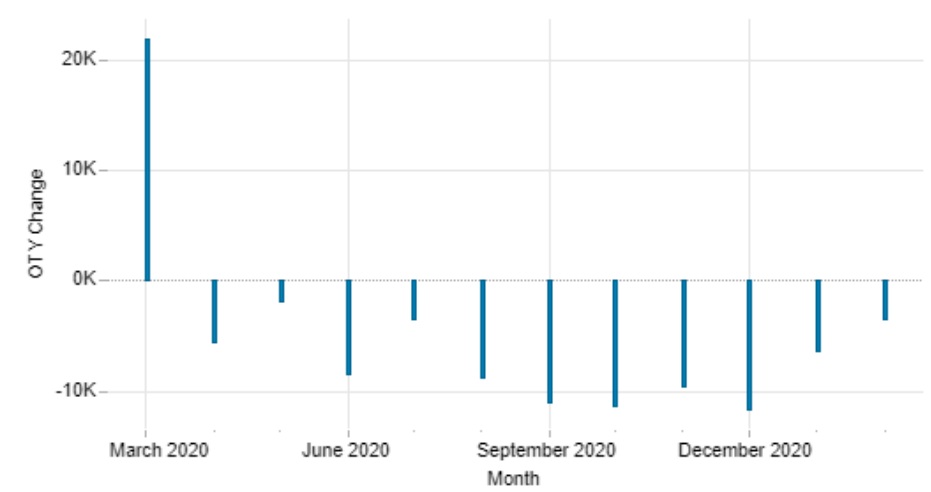
*Produced by the Tampa Bay Partnership as part of the State of the Region initiative

Select Metric Type: Labor Force | Area Type*: LDWA | Area Name: CareerSource Pinellas (14) | Period Type: Monthly | Adjustment: Not Seasonally Adjusted | Select Period: Feb 2020 - Feb 2021

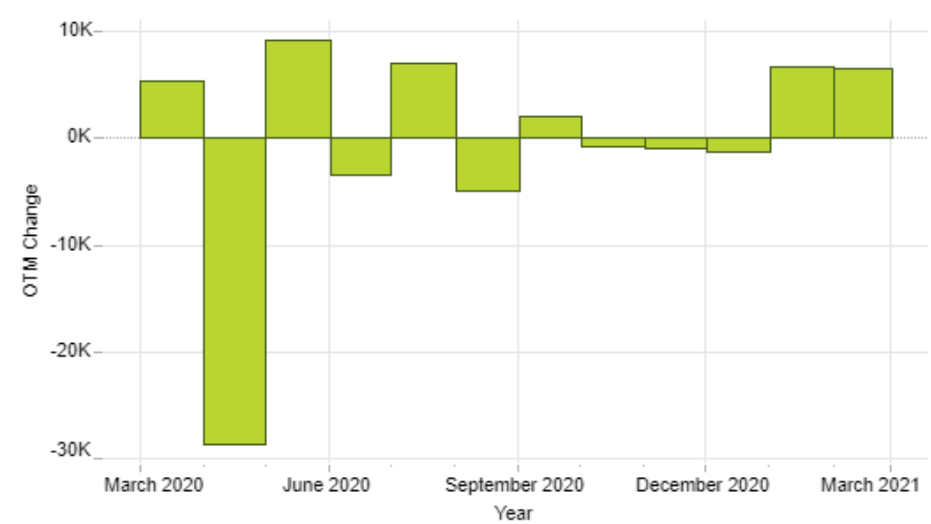
Labor Force - CareerSource Pinellas (14)
(Not Seasonally Adjusted)



Labor Force Over-the-Year Change - CareerSource Pinellas (14)
(Not Seasonally Adjusted)



Labor Force Over-the-Month Change - CareerSource Pinellas (14)
(Not Seasonally Adjusted)



[Glossary](#)

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research, Local Area Unemployment Statistics (LAUS).

**Overview of the CareerSource Pinellas Region
Not Seasonally Adjusted
March 26, 2021**

- The unemployment rate in the CareerSource Pinellas region (Pinellas County) was 4.0 percent in February 2021. This rate was 0.9 percentage point higher than the region's year ago rate of 3.1 percent. The region's February 2021 unemployment rate was 1.0 percentage point lower than the state rate of 5.0 percent. The labor force was 492,611, down 3,473 (-0.7) over the year. There were 19,884 unemployed residents in the region.
- In February 2021 nonagricultural employment in the Tampa-St. Petersburg-Clearwater MSA was 1,367,500, a decrease of 43,600 jobs (-3.1 percent) over the year.
- The financial activities (+1.8 percent); professional and business services (+0.9 percent); and mining, logging, and construction (+0.5 percent) industries grew faster in the metro area than statewide over the year.
- The Tampa-St. Petersburg-Clearwater MSA had the highest annual job growth compared to all the metro areas in the state in financial activities (+2,300 jobs) and professional and business services (+2,300 jobs) in February 2021.
- The industries gaining in jobs over the year were financial activities (+2,300 jobs); professional and business services (+2,300 jobs); and mining, logging, and construction (+400 jobs).
- The leisure and hospitality (-27,700 jobs); education and health services (-8,200 jobs); government (-6,200 jobs); other services (-2,000 jobs); manufacturing (-1,900 jobs); trade, transportation, and utilities (-1,400 jobs); and information (-1,200 jobs) industries lost jobs over the year.

Objective 2: Convene employers to identify skill needs and align education providers' offerings to current and future skill needs.

The current Regional Targeted Occupations List (RTOL) list was approved by the Board for PY 2020-2021. This item is approved annually in May of any given year and adopted for the subsequent program year. Training areas within the RTOL include occupations identified as critical to the five targeted industry sectors: Healthcare, Manufacturing, Information Technology, Construction, and Financial and Professional Services. CareerSource Pinellas follows DEO Guidance to remain compliant and has an approved policy for processing training vendors. Approved list is currently available on the CSPIN website via following link, under general resources: <https://careersourcepinellas.com/employers/how-to-become-a-training-provider/>

The targeted training opportunities are outlined in the Regional Targeted Occupations List. The approved Regional Targeted Occupations List is located on the CSPIN website at: <https://careersourcepinellas.com/employers/how-to-become-a-training-provider/>

Objective 3: Provide easy to use ‘career maps’ for jobseekers to use to both know where to go for education/training to obtain necessary credentials and next steps on a career path.

The current Approved Training Provider List (ATPL) outlines educational options for job seekers and is located at <https://careersourcepinellas.com/job-seekers/wioa/>. Data provided on this list is continuously updated and subject to change.

Objective 4: Ensure that there is a Talent Pipeline that connects business service staff between CareerSource and educational institutions.

Programs:	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD PY 20-21	YTD PY 19-20
													# Total Served	# Total Served
JATC	62	62	67	59	58	58	55	55					63	73
RACCA	27	27	27	30	30	30	30	30					30	36
Central Florida Heat and Frost	1	1	1	2	2	2	2	2					2	4
International Union of Engineers	2	2	2	2	2	2	2	2					2	11
Ironworkers	2	2	2	2	2	2	2	2					2	5
Plumbers and Pipefitters	36	36	36	42	42	42	42	42					43	45
LWDB Totals	130	130	135	137	136	136	133	133					142	183

CSF 2019 Apprenticeship Expansion grant: \$100,000

This grant will target expanding apprenticeship opportunities in the Tampa Bay region, targeting Pinellas County. The grant will fund the development of a centralized Apprenticeship Portal to increase awareness and knowledge of local apprenticeship programs. It will also expand apprenticeship by funding 82 enrollments into an apprenticeship, providing supported services and assisting with On-the-Job Training for an employer sponsor. The CSF 2019 Apprenticeship Expansion grant request was approved and has been extended through March 31, 2022. The grant’s industry scope has also been expanded beyond to construction to include in demand industries.

CSF 2020 Apprenticeship Navigator grant: \$75,000

CareerSource Pinellas was awarded the Apprenticeship Navigator grant in December 2020. This grant will support staff engaged in apprenticeship navigator functions that are intended to develop and/ or expand viable apprenticeship programs to meet local talent needs of employers in targeted industries. The grant has allowed CareerSource Pinellas to welcome a Coordinator to focus on apprenticeship and other work-based learning initiatives and will highlight the value of talent pipeline development. This will help to de-mystify apprenticeships, encourage business participation, and coordinate the forward progress of the Apprenticeship Expansion grant. The CSF Apprenticeship Navigator grant will continue through December 31, 2021, in line with the Apprenticeship Expansion grant.

Goal III - Expand Outreach to Jobseekers

Objective 1: Target outreach efforts based on areas of opportunity.

Recruitment Events

Previously, In-House Recruitment (IHR) Events were held weekly in the Career Resource Centers to bring local businesses and career seekers together to discuss opportunities. As CareerSource Pinellas moves to a more virtual reality, the IHR's have been renamed Virtual Recruitment Events (VRE) and are now being held virtually to continue supporting local businesses by providing opportunities to facilitate meaningful connections.

NEW Virtual / Drive Thru Recruitment Events – Former In-House Recruitments Events

Period	Performance	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY 2019-2020	# IHR Events	17	18	13	10	4	8	10	14	0	0	0	0	94
	# IHR Job seekers	141	214	137	92	10	53	106	85	0	0	0	0	838
PY 2020-2021	# VR/Drive Thru Events	0	1	3	3	3	4	1	0	4				19
	# VR Job seekers	0	4	0	6	16	12	4	0	13				55

Networking Groups

The Professional and Career Networking Groups provide professional and entry-level job seekers the ability to connect and interact with their peers as well as a dedicated Business Services Representative. 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, that improves the employers' visibility to a diverse talent pool.

Professional and Career Networking Groups

Period	Performance	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY 2019-2020	Attendees	172	196	112	94	61	88	159	74	54	53	133	140	1,336
	Placements	10	15	25	13	13	16	16	16	23	8	10	21	186
	Average Wage \$	31.08	22.61	17.95	27.19	0	28.00	21.90	32.10	13.10	20.00	34.62	23.55	\$22.68
PY 2020-2021	Attendees	122	260	166	156	104	82	104	109					1,103
	Placements	1	5	9	1	1	1	1	1					20
	Average Wage \$	25.00	15.00	33.62	9.25	9.25	10.50	28.00	15.00					\$18.20

Career Fairs

It is CareerSource Pinellas' mission to support local businesses and community partners, by providing opportunities to connect job seekers with employers. These events provide businesses the opportunity to meet and consider qualified job seekers for open positions. As we move into a new landscape, these connection events may also occur via virtual platforms.

PY2019-2020

<i>Date</i>	<i>Type</i>	<i>Employers</i>	<i>Job Seekers</i>
07/23/19	Professional Career Fair	5	106
08/14/19	Hospitality & Customer Service Career Fair	29	179
09/26/19	Pinellas Intern Fair	10	63
10/23/19	Manufacturing Career Fair	18	74
11/13/19	Veteran/General Career Fair	52	98
01/30/2020	New Year, New You Career Fair	25	75
02/20/20	Hospitality and Customer Svc Career Fair	15	20
03/26-4/1/20	Virtual Career Fair	24	55
06/10/20	Tampa Bay Tech Virtual Job Fair	12	155
Total		190	825

PY2020-2021

<i>Date</i>	<i>Type</i>	<i>Employers</i>	<i>Job Seekers</i>
09/15/20	Fall Virtual Career Fair	13	107
10/28/20	Tampa Bay Tech Career Fair	1	5
11/10/20	Paychecks for Patriots Career Fair	19	21
11/17/20	PinellasWorks Virtual Career Fair	9	28
02/18/21	Congressman Bilirakis Veteran Employment Fair	46	37
Total		88	198

Objective 2: Expand the virtual delivery of service system currently in place.

CareerSource Pinellas utilizes a range of tools and tactics to help raise awareness and encourage use of services and programs. The outreach strategy includes an emphasis on digital sources, as well as television, radio, and print advertising to reach customer. Each message is developed to reflect a call to action to job seekers seeking to advance in their careers and employers encouraging them to visit careersourcepinellas.com. A suite of social media platforms is utilized to complement other outreach efforts aimed at informing and engaging job seekers, workers, and businesses.

Website Traffic

Website Traffic														
Period	Performance	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY 2019-2020	# of People Visited Site	7,227	6,718	4,737	5,805	3,966	3,734	5,837	4,569	6,338	6,514	4,668	4,925	65,038
	# of Visits	11,272	10,810	7,276	8,683	5,654	5,384	10,174	7,266	8,908	8,882	6,654	7,598	98,561
	Page Views	28,355	26,487	17,278	22,356	14,341	13,582	24,743	18,256	20,106	18,644	16,132	19,079	239,359
	Returning Visitors	23.8%	27%	26.3%	23.1%	23.5%	22.8%	24.7%	25.7%	20.8%	18.9%	21.7%	24.2%	23.5%
	New Visitors	76.2%	73%	73.7%	76.9%	76.5%	77.2%	75.3%	74.3%	79.2%	81.1%	78.3%	75.8%	76.5%
PY 2020-2021	# of People Visited Site	4,285	3,438	3,237	3,789	5,020	3,803	3,635	4,989					32,196
	# of Visits	6,802	5,591	5,384	6,143	7,984	6,258	6,125	9,793					54,080
	Page Views	16,900	14,687	13,399	16,263	17,214	15,719	16,233	19,536					129,897
	Returning Visitors	25%	25.1%	25.6%	23.9%	22.9%	25.4%	23.7%	31.2%					24.65%
	New Visitors	75%	74.9%	74.4%	76.1%	77.1%	74.6%	76.3%	68.8%					75.35%

Social Media Traffic

Social Media Traffic														
Period	Performance	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY 2019-2020	# of New Twitter Followers	0	5	4	-3	0	1	-2	-1	-6	13	18	-1	12
	# of New Facebook Fans	58	71	22	15	24	-6	9	5	214	43	17	13	485
	# of New LinkedIn Followers	78	99	49	56	39	29	32	24	29	53	56	52	596
	# of Engagements	5,287	5,218	7,101	3,544	2,832	480	405	264	9,032	750	624	590	36,127
	# of Impressions	176,700	138,800	247,800	119,100	106,500	10,200	13,201	9,185	522,371	15,404	15,315	23,026	1,397,602
PY 2020-2021	# of New Twitter Followers	5	6	10	9	6	7	1	5					49
	# of New Facebook Fans	1	-3	1	13	14	13	12	16					39
	# of New LinkedIn Followers	26	19	27	19	50	26	17	55					222
	# of Engagements	526	577	646	357	435	517	449	405					3,912
	# of Impressions	22,068	15,081	13,288	8,253	28,528	58,476	13,207	9,520					159,641

Objective 3: Conduct analysis of existing asset mapping to identify local community-based organizations and resource assets that might assist with outreach and service delivery.

Asset Mapping Project

Pinellas County has numerous resources to help job seekers. As we expand upon the project of mapping our community assets and resources, we will update the information below to coincide with the data obtained.

Industry Asset Map Reports have been finalized and posted to the Pinellas website via link below:

<https://careersourcepinellas.com/industry-asset-maps-2/>

Partner Portal

CareerSource Pinellas, along with the One Stop Operator, has created and implemented a Partner Portal as a quick access tool to identify partners and connect customers to needed resources. The Partner Portal is a growing database of local partner profiles, providing a brief introduction of the organization, initial application info, basic program eligibility criteria, point of contact, locations, and preferred method of referral. This portal allows interaction between organizations to facilitate efficient and timely service delivery.

Objective 4: Conduct a gap analysis through engagement with priority customers and key stakeholders to assess what services may be missing and/or what changes are needed in how services are delivered to ensure participation.

CareerSource Pinellas conducted a gap analysis with local employers via the Strategic Planning process. The data collected provided valuable information for service assessment and participation. We are reviewing this information in light of recent economic changes.

Objective 5: Support individuals to gain employment through a system of wrap around services that is responsive to their diverse experience and needs.

*Please see **Information Item 2**, WIOA Primary Indicators Report, for the most updated employment rates and participation results for Welfare Transition, SNAP, WIOA programs and Wagner-Peyser (WP) services.*

Objective 6: Develop a Regional Targeted Occupations List.

The current RTOL list was approved by the Board for PY 2020-2021. This item is approved annually in May of any given year and adopted for the subsequent program year. Training areas included within the Regional Targeted Occupations List (RTOL) include occupations identified as critical to the four targeted industry sectors: Healthcare, Manufacturing, Information Technology, and Financial and Professional Services. CareerSource Pinellas follows DEO Guidance to remain compliant and has an approved policy for processing training vendors. The approved list is currently available on the CSP website via following link, under general resources: <https://careersourcepinellas.com/employers/how-to-become-a-training-provider/>

Goal IV - Build Organizational Capacity; Promote Change and Transformation of CareerSource Pinellas

Objective 1: Present a positive message of the organization to include all that is currently being done and what will be done based on the strategic plan.

By expanding the Leadership team to include a Director of Business and Talent Development, CareerSource Pinellas is continuing to reach for new heights in the facilitation, innovation, and creation of meaningful connections for job seekers and businesses. With sustained focus on targeted marketing campaigns and increased public relations, CareerSource Pinellas continues to present the organization's mission, in line with the Strategic Plan.

Objective 2: Create talking points for use by board members and staff as part of the awareness campaign.

CareerSource Pinellas has partnered with Tucker Hall, Public Relations Firm to assist with strategic communications, and to amplify our voice in the Tampa Bay area.

Objective 3: Continue to improve and enhance the technology infrastructure both internally for staff to be more efficient and for communication among the system's partners and to increase user friendly access for customers.

CIO Technology Report

CareerSource Pinellas will continue to center the focus around these principles:

- 1. Cybersecurity: Ensure the environment is protected from cyber-attacks and risks.*
- 2. Technology Architecture: Begin to leverage the benefits and value of cloud computing.*
- 3. Financial Responsibility: Make technology recommendations that are fiscally responsible.*
- 4. Operation Responsibility: Streamline the technologies in the environment to reduce the day-to-day management.*

2020 IT Accomplishments

- Procured, provisioned, and distributed 75 new laptop computers*
- Migrated ATLAS, Email (O365) and anti-virus to the cloud*
- Reduced monthly network monitoring cost by 40%*

2021 IT Strategic Goals

- Install new and improved firewalls*
- Procure and install new network switches*
- Continue cloud migration by moving file services*
- Proactively work with CSP business leaders to provide IT solutions*

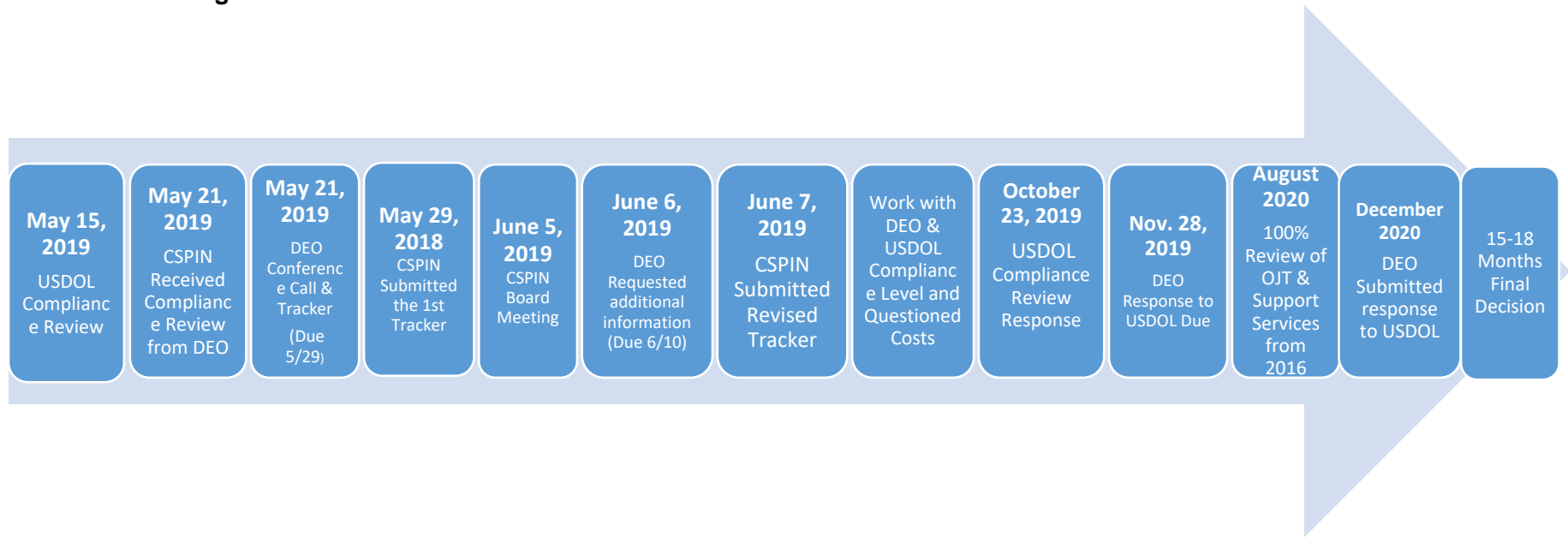
Objective 4: Ensure compliance and work with/train staff on the new ways of doing business that are in compliance while reducing the burden on customers through streamlined compliant processes.

As a recipient of federal awards, CareerSource Pinellas 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.

DEO Monitoring

DEO's Annual Programmatic Monitoring for LWDB 14 is currently scheduled for April 12-16, 2021.

USDOL Monitoring Timeline



Internal Monitoring

CareerSource Pinellas recently completed the first internal monitoring with the guidance of Tucker-Hall-Miller-Parker, P.A (THMP). THMP is a firm of independent CPAs founded in 1993 and based in Orlando, Florida. This strategic partnership allows CSP to ensure operational alignment and performance excellence while constantly improving.

Objective 5: Develop methods to regularly listen to customers to test new processes before implementing them permanently.

Customer Satisfaction Survey

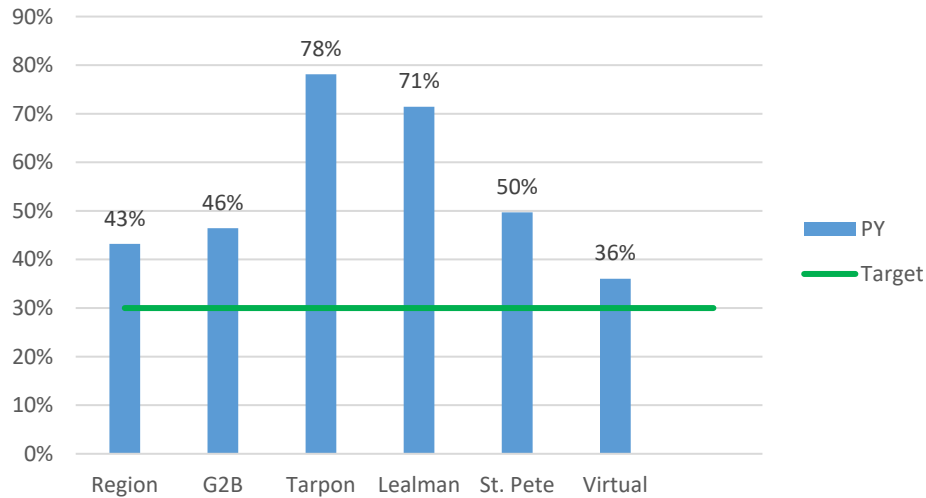
The Customer Satisfaction Survey has historically measured a customer's satisfaction with the services received in the Career Resource Centers and has been obtained via web links on the Career Resource Center computers and via email. As we transition to a more virtual based service delivery, and to gather more robust feedback from a larger number of customers, CareerSource Pinellas is transitioning to a Net Promoter survey used more frequently by businesses and is the core measurement for customer experience management worldwide. This style of survey measures customer loyalty and likelihood of referral and assigns a net promoter score that indicates how many of your customers are promoting your services.

Previous Format

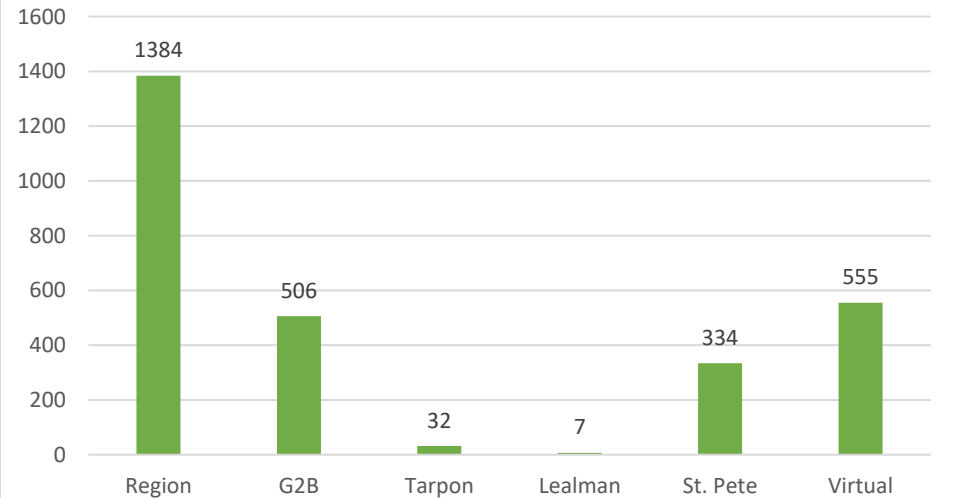
Period		Q1		Q2		Q3		Q4		PY	
PY 2020-2021	Location	Total	Rating	Total	Rating	Total	Rating	Total	Rating	Total	Rating
	Career Resource Center	99	100.00%	39	98.71%	0	-	0	-	164	99.36%
	Remote Services	25	100.00%	14	100.00%	0	-	0	-	45	100.00%
	Employability Skills Training	194	96.91%	120	95.36%	0	-	0	-	388	96.14%
	Combined	318	98.11%	173	96.49%	0	-	0	-	597	97.30%

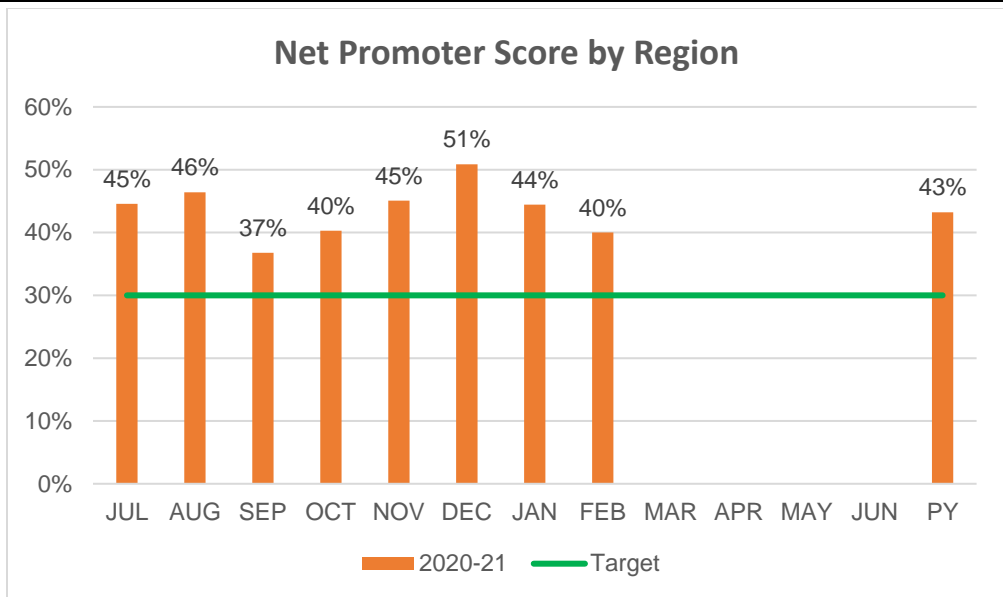
New Format

Net Promoter Score by Center



Net Promoter Score Responses





The overall Net Promoter score is steady at 43%, which is 13% higher than the goal of 30%. The most frequent comment from both promoters and detractors was about staff interaction. For PY 20-21, a total of 12,464 invitations were sent and 1,418 surveys were completed for an average response rate of 11%. The most common services accessed by respondents were Reemployment Assistance and Workforce Program Services (Job Search/WIOA/WTP/SNAP), with a combined total of 88.33%.



INFORMATION ITEM 2

WIOA Primary Indicators Report - Quarter 2

Measures	PY2019-2020 4th Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q4	PY 2019-2020 Performance Goals	PY2020-2021 1st Quarter Performance	PY2020-2021 % of Performance Goal Met For Q1	PY2020-2021 2nd Quarter Performance	PY2020-2021 % of Performance Goal Met For Q2	PY2020-2021 Performance Goals
Measurable Skill Gains				68.10	144.89	63.70	135.53	47.00
Dislocated Workers:								
Employed 2nd Qtr After Exit	83.20	92.24	90.20	78.40	87.11	78.10	86.78	90.00
Median Wage 2nd Quarter After Exit	\$8,422	122.95	\$6,850	\$8,646	123.51	\$9,093	129.90	\$7,000
Employed 4th Qtr After Exit	85.60	100.47	85.20	84.00	98.59	77.00	90.38	85.20
Credential Attainment Rate	89.50	131.23	68.20	89.20	127.43	85.20	121.71	70.00
Measurable Skill Gains				76.80	163.40	68.90	146.60	47.00
Youth:								
Employed 2nd Qtr After Exit	91.10	107.81	84.50	92.50	109.47	91.40	108.17	84.50
Median Wage 2nd Quarter After Exit				\$5,847	182.72	\$5,241	163.78	\$3,200
Employed 4th Qtr After Exit	86.00	108.59	79.20	84.70	108.59	86.20	110.51	78.00
Credential Attainment Rate	88.50	102.55	86.30	81.60	94.55	84.30	97.68	86.30
Measurable Skill Gains				62.70	133.40	56.20	119.57	47.00
Wagner Peyser:								
Employed 2nd Qtr After Exit	65.90	99.55	66.20	60.90	91.99	66.00	99.70	66.20
Median Wage 2nd Quarter After Exit	\$5,841	120.43	\$4,850	\$5,678	113.56	\$5,776	115.52	\$5,000
Employed 4th Qtr After Exit	61.30	95.48	64.20	57.50	89.56	64.30	100.16	64.20
Not Met (less than 90% of negotiated)								
Met (90-100% of negotiated)								
Exceeded (greater than 100% of negotiated)								



INFORMATION ITEM 3

Training Providers Performance Report

Period covering: PY 2020- 2021 Thru December 31, 2020

CareerSource Pinellas provides funded training services with a focus on successful completion of demand-driven industry qualifications and training programs.

By Training Providers.....	Page 51
By Program within each Training Providers.....	Page 52
Three Year-Period Update.....	Page 56

Information Item 3
Training Provider Performance
PY20/21 - thru 12/31/2020

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Placement Rate	# of job placements that occurred this PY but training ended prior to beginning of PY	Average Wage at Job Placement
Access Computer Training	0	0	0	0	0	0	0	0				0	
American Red Cross	0	0	0	0	0	0	0	0				0	
AmSkills Manufacturing Training and Apprenticeships	0	0	0	0	0	0	0	0				0	
Biztech Learning Centers, Inc	0	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	1	
Center for Technology Training	6	1	1	0	0	0	0	0	0.0%			2	
Central Florida Heat and Frost Insulators I.A.C. (RA)	2	0	0	0	0	0	0	0				0	
Computer Coach IT training solutions	23	11	0	11	7	4	4	4	100.0%	36.4%	36.4%	10	\$22.02
Concorde Institute	0	0	0	0	0	0	0	0				0	
Florida School of Traditional Midwifery	0	0	0	0	0	0	0	0				0	
Florida Technical College (Formerly LaSalle)	0	1	0	1	1	0	1	1	100.0%	100.0%	100.0%	1	\$24.03
Galen Health Institute, Inc.	30	12	0	12	9	3	3	3	100.0%	25.0%	25.0%	13	\$26.02
IEC- Independent Electrical Contractors	0	0	0	0	0	0	0	0				0	
International Union of Operating Engineers (RA)	2	0	0	0	0	0	0	0				0	
Ironworkers (RA)	2	0	0	0	0	0	0	0				0	
Jersey College (The Center for Allied Health and Nursing Learning Alliance Corp.	8	0	0	0	0	0	0	0				0	
Masonry (RA)	0	0	0	0	0	0	0	0				0	
National Aviation Academy	20	6	0	6	4	2	2	2	100.0%	33.3%	33.3%	9	\$22.07
New Horizons Computer Learning Center of Tampa Bay	56	21	0	21	7	14	14	10	100.0%	66.7%	47.6%	26	\$34.16
Pinellas County Schools	22	8	0	8	6	2	2	2	100.0%	25.0%	25.0%	7	\$19.13
Plumbers and Pipefitters and HVAC, local union 123 (RA)	43	0	0	0	0	0	0	0				0	
Rasmussen	1	0	0	0	0	0	0	0				0	
Refrigeration & Air Conditioning Contractors (RACCA) (R)	32	0	0	0	0	0	0	0				0	
Roadmaster Driver's School, Inc.	0	0	0	0	0	0	0	0				0	
RV Training Center, Inc.	1	0	0	0	0	0	0	0				1	
Southern Technical Institute (Florida Medical Prep)	0	0	0	0	0	0	0	0				2	
St. Petersburg College	39	17	1	16	6	10	10	7	94.1%	62.5%	41.2%	34	\$17.64
Tampa Area Electrical JATC (partnership between IBEW	57	1	0	1	1	1	1	1	100.0%	100.0%	100.0%	4	\$25.00
Tampa Truck Driving School	0	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$19.25
Ultimate Medical Academy, Inc.	5	3	0	3	1	2	2	2	100.0%	66.7%	66.7%	1	\$14.63
University of South Florida	6	4	0	4	4	0	0	0	100.0%	0.0%	0.0%	6	\$25.02
Grand Total	355	87	2	85	45	40	40	33	97.7%	47.1%	37.9%	118	

Information Item 3
Training Provider Performance
PY20/21 - thru 12/31/2020

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	# of job placements that occurred this PY but prior to beginning of PY	Average Wage at Job Placement
Access Computer Training	0	0	0	0	0	0	0	0				0	
American Red Cross	0	0	0	0	0	0	0	0				0	
AmSkills Manufacturing Training and Apprenticeships	0	0	0	0	0	0	0	0				0	
Biztech Learning Centers, Inc	0	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	1	
Bookkeeping, Accounting, and Auditing Clerks	0	0	0	0	0	0	0	0				1	
Medical Secretaries	0	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	0	
Center for Technology Training	6	1	1	0	0	0	0	0	0.0%	0.0%	0.0%	2	
Computer and Information Systems Managers	0	0	0	0	0	0	0	0				2	
General and Operations Managers	1	0	0	0	0	0	0	0				2	
Management Analysts	1	0	0	0	0	0	0	0				0	
NULL	4	1	1	0	0	0	0	0	0.0%		0.0%	0	
#N/A	0	0	0	0	0	0	0	0				0	
Central Florida Heat and Frost Insulators J.A.C. (RA)	2	0	0	0	0	0	0	0				0	
Construction and Related Workers, All Other	2	0	0	0	0	0	0	0				0	
#N/A	0	0	0	0	0	0	0	0				0	
Computer Coach IT training solutions	23	11	0	11	7	4	4	4	100.0%	36.4%	36.4%	10	\$22.02
Business Operations Specialists, All Other	3	0	0	0	0	0	0	0				0	
Computer and Information Systems Managers	6	1	0	1	1	0	1	1	100.0%	100.0%	100.0%	6	\$20.00
Financial Managers, Branch or Department	1	0	0	0	0	0	0	0				0	
General and Operations Managers	4	2	0	2	1	1	1	1	100.0%	50.0%	50.0%	1	\$21.12
Management Analysts	1	2	0	2	2	0	0	0	100.0%	0.0%	0.0%	0	
NULL	7	2	0	2	1	1	1	1	100.0%	50.0%	50.0%	3	\$16.36
Employment, Recruitment, and Placement Specialists	1	4	0	4	3	1	1	1	100.0%	25.0%	25.0%	0	\$30.59
Concorde Institute	0	0	0	0	0	0	0	0				0	
Florida School of Traditional Midwifery	0	0	0	0	0	0	0	0				0	
Florida Technical College (Formerly LaSalle)	0	1	0	1	1	0	1	1	100.0%	100.0%	100.0%	1	\$24.03
Galen Health Institute, Inc.	30	12	0	12	9	3	3	3	100.0%	25.0%	25.0%	13	\$26.02
Licensed Practical and Licensed Vocational Nurses	2	4	0	4	4	0	0	0	100.0%	0.0%	0.0%	7	
NULL	28	8	0	8	5	3	3	3	100.0%	37.5%	37.5%	6	\$26.02
IEC- Independent Electrical Contractors	0	0	0	0	0	0	0	0				0	
International Union of Operating Engineers (RA)	2	0	0	0	0	0	0	0				0	
Operating Engineers and Other Construction Equipment	2	0	0	0	0	0	0	0				0	
#N/A	0	0	0	0	0	0	0	0				0	

Information Item 3
Training Provider Performance
PY20/21 - thru 12/31/2020

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	# of job placements that occurred this PY but training ended prior to beginning of PY	Average Wage at Job Placement
Ironworkers (RA)	2	0	0	0	0	0	0	0				0	
Structural Iron and Steel Workers	2	0	0	0	0	0	0	0				0	
#N/A	0	0	0	0	0	0	0	0				0	
Jersey College (The Center for Allied Health and Nursing)	8	0	0	0	0	0	0	0				0	
Licensed Practical and Licensed Vocational Nurses	1	0	0	0	0	0	0	0				0	
NULL	7	0	0	0	0	0	0	0				0	
#N/A	0	0	0	0	0	0	0	0				0	
Learning Alliance Corp.	0	0	0	0	0	0	0	0				0	
Masonry (RA)	0	0	0	0	0	0	0	0				0	
National Aviation Academy	20	6	0	6	4	2	2	2	100.0%	33.3%	33.3%	9	\$22.07
Aircraft Mechanics and Service Technicians	20	6	0	6	4	2	2	2	100.0%	33.3%	33.3%	9	\$22.07
New Horizons Computer Learning Center of Tampa Bay	56	21	0	21	7	14	14	10	100.0%	66.7%	47.6%	26	\$34.16
Administrative Services Managers	1	0	0	0	0	0	0	0				0	
Bookkeeping, Accounting, and Auditing Clerks	1	0	0	0	0	0	0	0				0	
Business Operations Specialists, All Other	0	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	1	\$55.00
Computer and Information Systems Managers	14	8	0	8	1	7	7	6	100.0%	87.5%	75.0%	12	\$39.82
Financial Analysts	1	0	0	0	0	0	0	0				0	
General and Operations Managers	7	2	0	2	1	1	1	0	100.0%	50.0%	0.0%	0	\$17.00
Management Analysts	13	6	0	6	4	2	2	2	100.0%	33.3%	33.3%	5	\$22.33
NULL	17	4	0	4	1	3	3	2	100.0%	75.0%	50.0%	8	\$27.58
Employment, Recruitment, and Placement Specialists	1	0	0	0	0	0	0	0				0	
First-Line Supervisors/Managers of Office and Adminis	1	0	0	0	0	0	0	0				0	
Pinellas County Schools	22	8	0	8	6	2	2	2	100.0%	25.0%	25.0%	7	\$19.13
Automotive Service Technicians and Mechanics	1	0	0	0	0	0	0	0				0	
Bookkeeping, Accounting, and Auditing Clerks	0	0	0	0	0	0	0	0				0	
Bus and Truck Mechanics and Diesel Engine Specialists	1	0	0	0	0	0	0	0				0	
Chefs and Head Cooks	0	0	0	0	0	0	0	0				0	
Construction Managers	0	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	0	
Heating, Air Conditioning, and Refrigeration Mechanics	2	0	0	0	0	0	0	0				0	
Licensed Practical and Licensed Vocational Nurses	9	4	0	4	4	0	0	0	100.0%	0.0%	0.0%	1	
Machinists	2	0	0	0	0	0	0	0	100.0%	0.0%	0.0%	3	
Medical Records and Health Information Technicians	1	0	0	0	0	0	0	0				0	
Medical Secretaries	2	0	0	0	0	0	0	0				1	

**Information Item 3
Training Provider Performance
PY20/21 - thru 12/31/2020**

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	# of job placements that occurred this PY but training ended prior to beginning of PY	Average Wage at Job Placement
NULL	2	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	0	
Surgical Technologists	0	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$15.00
Welders, Cutters, Solderers, and Brazers	1	0	0	0	0	0	0	0				0	
Truck Drivers, Heavy and Tractor-Trailer	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	1	\$23.25
Environmental Engineering Technicians	0	0	0	0	0	0	0	0				0	
Plumbers and Pipefitters and HVAC, local union 123 (RA	43	0	0	0	0	0	0	0				0	
Heating and Air Conditioning Mechanics and Installers	18	0	0	0	0	0	0	0				0	
Helpers--Pipefitters, Plumbers, Pipefitters, and Steamf	1	0	0	0	0	0	0	0				0	
Plumbers	24	0	0	0	0	0	0	0				0	
#N/A	0	0	0	0	0	0	0	0				0	
Rasmussen	1	0	0	0	0	0	0	0				0	
#N/A	0	0	0	0	0	0	0	0				0	
Child Care Workers	1	0	0	0	0	0	0	0				0	
Refrigeration & Air Conditioning Contractors (RACCA) (R	32	0	0	0	0	0	0	0				0	
Heating, Air Conditioning, and Refrigeration Mechanic	32	0	0	0	0	0	0	0				0	
#N/A	0	0	0	0	0	0	0	0				0	
Roadmaster Driver's School, Inc.	0	0	0	0	0	0	0	0				0	
RV Training Center, Inc.	1	0	0	0	0	0	0	0				1	
Recreational Vehicle Service Technicians	1	0	0	0	0	0	0	0				2	
Southern Technical Institute (Florida Medical Prep	0	0	0	0	0	0	0	0				1	
St. Petersburg College	39	17	1	16	6	10	10	7	94.1%	62.5%	41.2%	34	\$17.64
Accountants	1	0	0	0	0	0	0	0				0	
Administrative Services Managers	1	0	0	0	0	0	0	0				0	
Business Operations Specialists, All Other	2	0	0	0	0	0	0	0				0	
Computer and Information Systems Managers	2	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	1	
Construction and Building Inspectors	0	0	0	0	0	0	0	0				2	\$24.03
Construction Managers	1	0	0	0	0	0	0	0				0	
Dental Hygienists	0	0	0	0	0	0	0	0				0	
Elementary School Teachers, Except Special Education	1	0	0	0	0	0	0	0				4	
General and Operations Managers	2	0	0	0	0	0	0	0				0	
Graphic Designers	2	0	0	0	0	0	0	0				3	
Health Technologists and Technicians, All Other	1	0	0	0	0	0	0	0				0	
Medical and Clinical Laboratory Technicians	1	6	0	6	3	3	3	2	100.0%	50.0%	33.3%	0	\$13.67

Information Item 3
Training Provider Performance
PY20/21 - thru 12/31/2020

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	# of job placements that occurred this PY but training ended prior to beginning of PY	Average Wage at Job Placement
Medical and Clinical Laboratory Technologists	1	0	0	0	0	0	0	0				0	
Medical and Health Services Managers	1	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	2	\$16.98
Medical Assistants	0	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	0	\$14.63
Medical Records and Health Information Technicians	0	1	0	1	0	0	0	0	0.0%		0.0%	0	
NULL	19	5	0	5	3	2	2	1	100.0%	40.0%	20.0%	21	\$24.10
Paralegals and Legal Assistants	0	0	0	0	0	0	0	0				0	
Physical Therapist Assistants	1	0	0	0	0	0	0	0				0	
Employment, Recruitment, and Placement Specialists	1	0	0	0	0	0	0	0				0	
Insurance Sales Agents	1	0	0	0	0	0	0	0				0	
Secondary School Teachers, Except Special and Vocatic	1	0	0	0	0	0	0	0				0	
Tampa Area Electrical JATC (partnership between BEW	57	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	4	\$25.00
Electricians	57	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	4	\$25.00
Tampa Truck Driving School	0	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$19.25
#N/A	0	0	0	0	0	0	0	0				0	
Truck Drivers, Heavy and Tractor-Trailer	0	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$19.25
Ultimate Medical Academy, Inc.	5	3	0	3	1	2	2	2	100.0%	66.7%	66.7%	1	\$14.63
Dental Assistants	0	2	0	2	1	1	1	1	100.0%	50.0%	50.0%	0	\$15.00
Health Technologists and Technicians, All Other	1	0	0	0	0	0	0	0				0	
Medical and Clinical Laboratory Technicians	2	0	0	0	0	0	0	0				0	
Medical and Clinical Laboratory Technologists	1	0	0	0	0	0	0	0				0	
Medical Records and Health Information Technicians	1	0	0	0	0	0	0	0				0	
Medical Secretaries	0	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$14.25
University of South Florida	6	4	0	4	4	0	0	0	100.0%	0.0%	0.0%	6	
Management Analysts	1	0	0	0	0	0	0	0				0	
Medical and Health Services Managers	1	0	0	0	0	0	0	0				0	
NULL	2	0	0	0	0	0	0	0				0	
Paralegals and Legal Assistants	0	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	0	
Employment, Recruitment, and Placement Specialists	2	2	0	2	2	0	0	0	100.0%	0.0%	0.0%	6	
Managers, All Other	0	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	0	
Grand Total	355	87	2	85	45	40	40	33	97.7%	47.1%	37.9%	118	\$25.02

Information Item 3

Training Provider Performance thru 12/31/20
3 Year - PY17/18 - PY20/21 - thru 12/31/20

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	Average Wage at Job Placement
PY18/19	562	228	25	203	18	185	200	126	89.0%	91.1%	55.3%	\$21.90
PY19/20	782	319	41	278	72	206	234	179	87.1%	74.1%	56.1%	\$27.33
PY20/21	355	87	2	85	45	40	40	33	97.7%	47.1%	37.9%	\$25.02
Region Total	1699	634	68	566	135	431	474	338	89.3%	76.1%	53.3%	\$24.84
Access Computer Training	0	0	0	0	0	0	0	0				
American Red Cross	0	0	0	0	0	0	0	0				
AmSkills Manufacturing Training and Apprenticeships	0	0	0	0	0	0	0	0				
Biztech Learning Centers, Inc	10	10	0	10	2	8	8	4	100.0%	80.0%	40.0%	\$12.25
PY18/19	8	8	0	8	0	8	8	4	100.0%	100.0%	50.0%	\$12.25
PY19/20	2	2	1	1	1	0	0	0	100.0%	0.0%	0.0%	
PY20/21	0	1	0	1	0	0	0	0	100.0%	0.0%	0.0%	
Center for Technology Training	27	13	1	12	1	11	11	4	92.3%	91.7%	30.8%	\$17.31
PY18/19	10	8	0	8	0	8	8	3	100.0%	100.0%	37.5%	\$17.35
PY19/20	11	4	0	4	1	3	3	1	100.0%	75.0%	25.0%	\$17.23
PY20/21	6	1	1	0	0	0	0	0	0.0%		0.0%	
Central Florida Heat and Frost Insulators J.A.C. (RA)	10	2	2	0	0	0	0	0	0.0%		0.0%	
PY18/19	4	0	0	0	0	0	0	0				
PY19/20	4	2	2	0	0	0	0	0	0.0%		0.0%	
PY20/21	2	0	0	0	0	0	0	0				
Computer Coach IT training solutions	98	42	0	42	13	29	29	23	100.0%	69.0%	54.8%	\$28.60
PY18/19	13	3	0	3	0	3	3	3	100.0%	100.0%	100.0%	\$19.02
PY19/20	62	28	0	28	6	22	22	16	100.0%	78.6%	57.1%	\$31.11
PY20/21	23	11	0	11	7	4	4	4	100.0%	36.4%	36.4%	\$22.02
Concorde Institute	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$18.00
PY18/19	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$18.00
PY19/20	0	0	0	0	0	0	0	0				
PY20/21	0	0	0	0	0	0	0	0				
Florida School of Traditional Midwifery	0	0	0	0	0	0	0	0				
PY18/19	0	0	0	0	0	0	0	0				
PY20/21	0	0	0	0	0	0	0	0				
Florida Technical College (Formerly LaSalle)	2	3	0	3	0	3	3	3	100.0%	100.0%	100.0%	\$34.33
PY18/19	2	2	2	0	0	2	2	2	100.0%	100.0%	100.0%	\$39.49
PY19/20	0	0	0	0	0	0	0	0				
PY20/21	0	1	1	0	0	1	1	1	100.0%	100.0%	100.0%	\$24.03
Galen Health Institute, Inc.	176	79	6	73	14	59	62	54	92.4%	80.8%	68.4%	\$23.28
PY18/19	67	35	5	30	2	28	31	25	85.7%	93.3%	71.4%	\$22.66
PY19/20	79	32	1	31	3	28	28	26	96.9%	90.3%	81.3%	\$23.68
PY20/21	30	12	0	12	9	3	3	3	100.0%	25.0%	25.0%	\$26.02
IEC- Independent Electrical Contractors	0	0	0	0	0	0	0	0				
PY20/21	0	0	0	0	0	0	0	0				
International Union of Operating Engineers (RA)	21	8	8	0	0	0	8	8	0.0%		100.0%	\$25.12
PY18/19	10	1	1	0	0	0	1	1	0.0%		100.0%	\$28.00
PY19/20	9	7	7	0	0	0	7	7	0.0%		100.0%	\$24.70
PY20/21	2	0	0	0	0	0	0	0				
Ironworkers (RA)	12	3	3	0	0	0	3	3	0.0%		100.0%	\$19.04
PY18/19	5	0	0	0	0	0	0	0				

Information Item 3
 Training Provider Performance thru 12/31/20
 3 Year - PY17/18 - PY20/21 - thru 12/31/20

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	Average Wage at Job Placement
PY19/20	5	3	3	0	0	0	0	3	0.0%		100.0%	\$19.04
PY20/21	2	0	0	0	0	0	0	0				
Jersey College (The Center for Allied Health and Nursing)	18	0	0	0	0	0	0	0				
PY18/19	2	0	0	0	0	0	0	0				
PY19/20	8	0	0	0	0	0	0	0				
PY20/21	8	0	0	0	0	0	0	0				
Learning Alliance Corp.	0	0	0	0	0	0	0	0				
PY20/21	0	0	0	0	0	0	0	0				
Masonry (RA)	0	0	0	0	0	0	0	0				
PY20/21	0	0	0	0	0	0	0	0				
National Aviation Academy	86	35	0	35	11	24	24	19	100.0%	68.6%	54.3%	\$20.82
PY18/19	20	11	0	11	1	10	10	6	100.0%	90.9%	54.5%	\$19.49
PY19/20	46	18	0	18	6	12	12	11	100.0%	66.7%	61.1%	\$21.72
PY20/21	20	6	0	6	4	2	2	2	100.0%	33.3%	33.3%	\$22.07
New Horizons Computer Learning Center of Tampa Bay	284	131	1	130	29	101	102	66	99.2%	77.7%	50.4%	\$36.81
PY18/19	78	45	1	44	3	41	42	22	97.8%	93.2%	48.9%	\$31.35
PY19/20	150	65	0	65	19	46	46	34	100.0%	70.8%	52.3%	\$42.60
PY20/21	56	21	0	21	7	14	14	10	100.0%	66.7%	47.6%	\$34.16
Pinellas County Schools	121	52	3	49	17	32	33	25	94.2%	65.3%	48.1%	\$17.16
PY18/19	45	22	2	20	2	18	19	13	90.9%	90.0%	59.1%	\$16.94
PY19/20	54	22	1	21	9	12	12	10	95.5%	57.1%	45.5%	\$17.16
PY20/21	22	8	0	8	6	2	2	2	100.0%	25.0%	25.0%	\$19.13
Plumbers and Pipefitters and HVAC, local union 123 (RA)	135	4	2	2	2	0	0	0	50.0%	0.0%	0.0%	
PY18/19	47	2	0	2	2	0	0	0	100.0%	0.0%	0.0%	
PY19/20	45	2	2	0	0	0	0	0	0.0%			
PY20/21	43	0	0	0	0	0	0	0				
Rasmussen	4	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$28.80
PY18/19	1	0	0	0	0	0	0	0				
PY19/20	2	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$28.80
PY20/21	1	0	0	0	0	0	0	0				
Refrigeration & Air Conditioning Contractors (RACCA) (RA)	111	9	7	2	0	2	8	8	22.2%	100.0%	88.9%	\$22.29
PY18/19	41	3	1	2	0	2	2	2	66.7%	100.0%	66.7%	\$17.75
PY19/20	38	6	6	0	0	0	6	6	0.0%		100.0%	\$23.80
PY20/21	32	0	0	0	0	0	0	0				
Roadmaster Driver's School, Inc.	6	6	0	0	1	5	5	5	100.0%	83.3%	83.3%	\$16.84
PY18/19	2	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	\$16.50
PY19/20	4	4	0	4	1	3	3	3	100.0%	75.0%	75.0%	\$17.07
PY20/21	0	0	0	0	0	0	0	0				
RV Training Center, Inc.	7	4	0	4	0	4	4	4	100.0%	100.0%	75.0%	\$18.19
PY18/19	2	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$18.00
PY19/20	4	3	0	3	0	3	3	2	100.0%	100.0%	66.7%	\$18.25
PY20/21	1	0	0	0	0	0	0	0				
Southern Technical Institute (Florida Medical Prep)	1	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	\$15.00

Information Item 3
 Training Provider Performance thru 12/31/20
 3 Year - PY17/18 - PY20/21 - thru 12/31/20

Provider	Enrolled	# that Exited Training	Exited Without Completing Training	Exited after Completing Training	No job at the point of training completion	Had a job at the point of training completion	# that obtained a job whether they completed training or not	Obtained a job that was directly related to their training	Training Completion Rate	Job Placement Rate	Training Related Job Placement Rate	Average Wage at Job Placement
PY18/19	1	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	\$15.00
PY20/21	0	0	0	0	0	0	0	0				
St. Petersburg College	306	169	28	141	38	103	122	67	83.4%	73.0%	39.6%	\$20.19
PY18/19	113	60	10	50	7	43	51	26	83.3%	86.0%	43.3%	\$17.81
PY19/20	154	92	17	75	25	50	61	34	81.5%	66.7%	37.0%	\$22.60
PY20/21	39	17	1	16	6	10	10	7	94.1%	62.5%	41.2%	\$17.64
Tampa Area Electrical JATC (partnership between IBEW and NECA)	200	23	3	20	0	20	20	19	87.0%	100.0%	82.6%	\$25.26
PY18/19	71	8	3	5	0	5	5	4	62.5%	100.0%	50.0%	\$25.59
PY19/20	72	14	0	14	0	14	14	14	100.0%	100.0%	100.0%	\$25.16
PY20/21	57	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$25.00
Tampa Truck Driving School	7	8	0	8	1	7	7	6	100.0%	87.5%	75.0%	\$16.97
PY18/19	5	5	0	5	1	4	4	3	100.0%	80.0%	60.0%	\$16.94
PY19/20	2	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	\$15.88
PY20/21	0	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$19.25
Ultimate Medical Academy, Inc.	21	9	1	8	1	7	7	7	88.9%	87.5%	77.8%	\$14.49
PY18/19	4	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	\$15.47
PY19/20	12	4	1	3	0	3	3	3	75.0%	100.0%	75.0%	\$13.74
PY20/21	0	0	0	0	0	0	0	0				
PY18/19	5	3	0	3	1	2	2	2	100.0%	66.7%	66.7%	\$14.63
PY19/20	10	8	2	6	0	6	7	6	85.7%	72.2%	57.1%	\$29.85
PY20/21	19	9	1	8	1	7	8	6	88.9%	87.5%	66.7%	\$26.90
PY18/19	6	4	0	4	4	0	0	0	100.0%	0.0%	0.0%	



INFORMATION ITEM 4
CareerSource Pinellas
Training Provider Spending
For the period July 1, 2020 - February 28, 2021

Training Provider	Customer Training	Approved Spending (if required)	Remaining	# of Participants	Avg/ Per Part
American Manufacturing Skills Initiative (AmSkills)	-			-	
BizTech Learning Centers, Inc., (Pinellas)	-			-	
Building Industry Construction Service International (BICSI)	-			-	
Center for Technology Training	29,960			8	3,745
Central Florida Heat and Frost Insulators J.A.C. (RA)	-			-	
Computer Coach IT Training Solutions	288,855			55	5,252
Concorde Career Institute, (Hillsborough)	2,500			1	2,500
Florida Technical College	5,000			1	5,000
Galen College of Nursing, (Pinellas)	165,275			52	3,178
Hillsborough Community College	5,000			1	5,000
IEC- Independent Electrical Contractors, FAAC	-			-	
International Union of Operating Engineers (RA)	-			-	
Ironworkers (RA)	-			-	
JATC - Tampa Area Electrical JATC, (Hillsborough), FAAC (RA)	37,425			41	913
Jersey College, (Hillsborough)	26,120			8	3,265
Keiser University	17,856			4	4,464
Masonry (RA)	-			-	
National Aviation Academy	117,609			28	4,200
New Horizon Computer Learning Center, (Hillsborough)	509,814			99	5,150
Pinellas Ex-Offender Re-Entry Coalition *	7,100	50,000	42,900	17	418
Pinellas Technical Education Centers *	58,868	300,000	241,132	36	1,635
Plumbers and Pipefitters and HVAC, local union 123 (RA) *	-	50,000	50,000	-	
R.V. Training Center	5,000			1	5,000
Rasmussen College	7,365			1	7,365
Refrigeration & Air Conditioning Contractors (RACCA) (RA)	-			-	
Roadmaster Drivers School, Inc., (Hillsborough)	5,000			1	5,000
Schiller International University, (Pinellas)	-			-	
Southern Technical Institute, Pinellas Park, (Pinellas)	424			1	424
St. Petersburg College *	87,458	700,000	612,542	56	1,562
Tampa Truck Driving School, Inc.	20,000			4	5,000
Ultimate Medical Academy (Pinellas) *	160,170	250,000	89,830	31	5,167
Ultimate Medical Academy (Online)	8,800	-		2	4,400
University of South Florida / Innovative Education, SACS	40,465			13	3,113
Webster University	9,929			1	9,929
Total	\$ 1,615,993			462	\$ 3,498

RELATED PARTY CONTRACTS (with multiple components)

	Spending	Amount	Remaining	Component
Pinellas Technical Education Centers *	58,868	300,000	241,132	Training (ITA)
	82,687	130,000	47,313	Leases
	4,200	30,000	25,800	OJT/PWE
	145,755	460,000	314,245	
St. Petersburg College *	87,458	700,000	612,542	Training (ITA)
	80,145	130,000	160,000	Leases
	25,600	125,000	99,400	Contracts
	193,202	955,000	871,942	

* Contracts required two-third board approval.

Note: Amounts above represent disbursements made to training providers during time period.



INFORMATION ITEM 5
CareerSource Pinellas
Work-based Learning Spending
For the period July 1, 2020 - February 28, 2021

OJT Provider	Work-based Learning Spending	Approved Spending (if required)	Remaining	# of Participants	Avg./ Per Part	Prior Year Spending
Allen's Plumbing, Inc.						360
Bert Smith Oldsmobile, Inc.						2,230
Catalyst QLM LLC	\$ 47,019			17	\$ 2,766	-
Celebrity Kids of Pinellas	\$ 3,967			1	\$ 3,967	-
Cloud Guru LLC dba Marketopia						1,740
Construction Resources Group, Inc.						2,720
Hospice of Florida Suncoast						3,556
Manpower	\$ 31,375			10	\$ 3,138	-
Orbit Motors dba Express Oil Change & Tire	\$ 2,353			1	\$ 2,353	-
Pinellas County School Board	\$ 4,200			5	\$ 840	-
Precision Shaft Technologies	\$ 232			1	\$ 232	-
RK3 LLC	\$ 327			1	\$ 327	
The Bernd Group						3,000
TSE Industries, Inc.	\$ 18,055			4	\$ 4,514	-
Total	\$ 107,527			40	\$ 2,688	\$ 13,606



INFORMATION ITEM 6

Help Wanted Online Report



FLORIDA ONLINE JOB DEMAND TOOL

Local Workforce Development Areas

Select Area

CareerSource Pinellas (14)

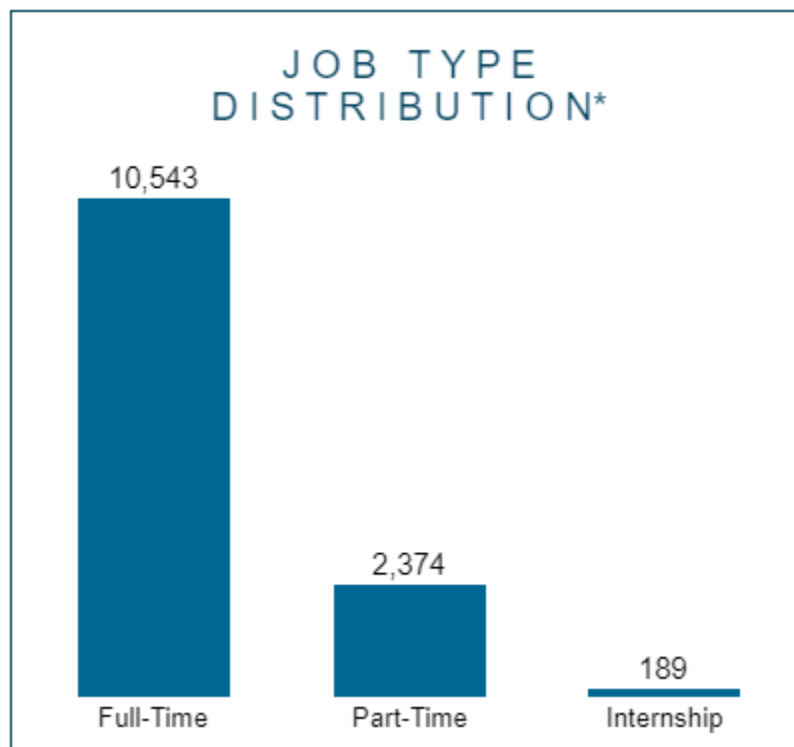
Select Category

All Occupations

TOTAL ONLINE ADS

February 2021	January 2021	February 2020	Over the Month Change	Over the Month Percent Change	Over the Year Change	Over the Year Percent Change
22,320	21,637	22,212	683	3.2%	108	0.5%

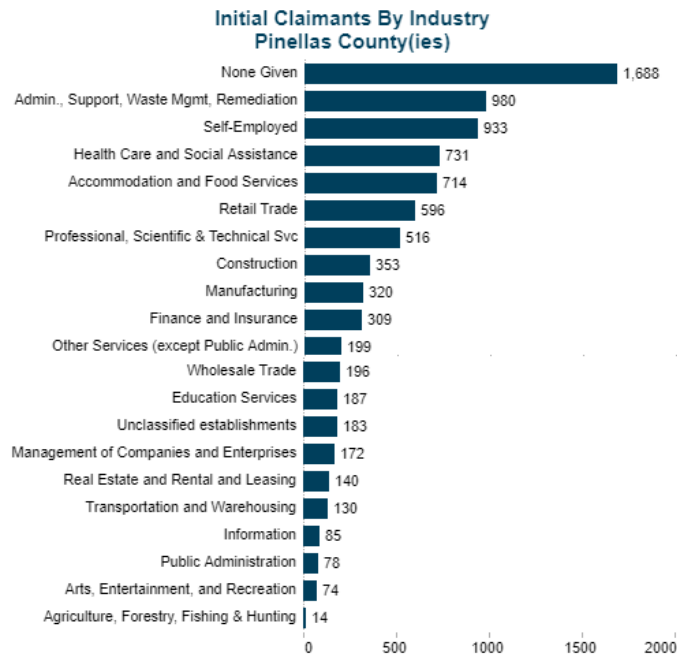
JOB TYPE DISTRIBUTION*



TOP 10 EMPLOYERS BY ONLINE ADS

Employer	#
Baycare Health System	479
Anthem Blue Cross	469
Hospital Corporation of America	440
Raymond James Financial Incorporated	334
Baycare	314
Technical Data Corporation	145
Allied Universal	123
Suncoast Hospice	108
Honeywell	96
Department of Veterans Affairs	94

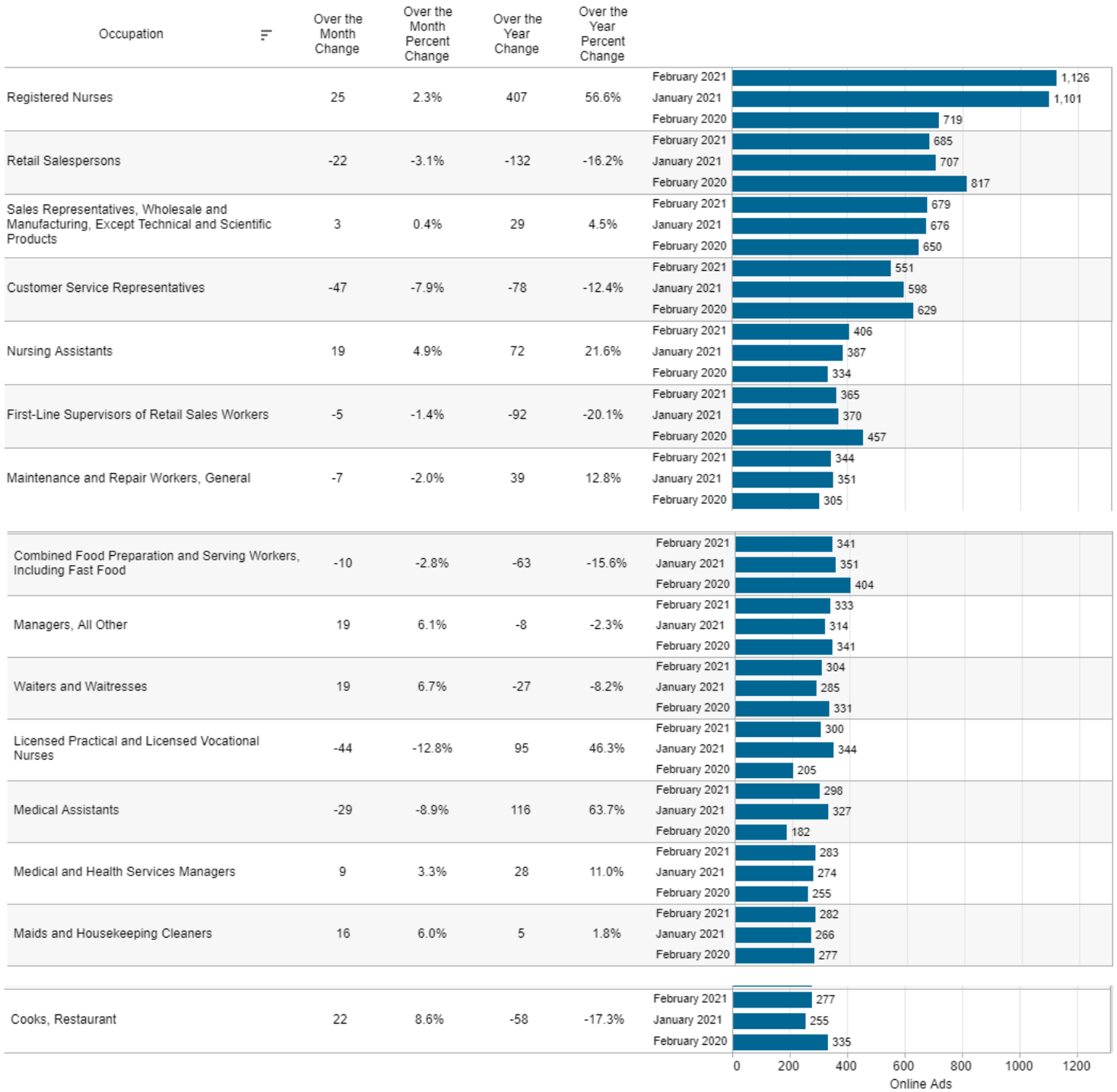
*Note: Total advertisements in this table may not equal the previously reported total due to overlapping or unspecified categories. Internships are only available in the All Occupations category.



Note: Initial claimant counts on this dashboard represent preliminary estimates of intrastate Reemployment Assistance applications for the week they were submitted. These estimates are subject to revision. Additionally, all claimant data are screened for confidentiality to protect the identity of Florida citizens and businesses. This may include individuals claiming Reemployment Assistance for reasons other than COVID-19 related closures.

http://lmsresources.labormarketinfo.com/covid19/initial_claims.html

TOP 15 ADVERTISED OCCUPATIONS



STATEWIDE

MOST ONLINE ADS

TOP 15 COUNTIES

Counties	February 2021	February 2020
Miami-Dade	51,955	51,440
Hillsborough	39,325	40,117
Broward	34,292	31,607
Orange	32,857	39,170
Duval	30,419	28,513
Palm Beach	25,636	18,979
Pinellas	22,320	22,212
Lee	11,724	8,491
Brevard	8,475	7,178
Sarasota	8,332	2,976
Polk	7,974	5,219
Seminole	7,640	5,785
Leon	7,361	4,941
Manatee	5,823	4,050
Volusia	5,714	3,031

TOP 15 CITIES

Cities	February 2021	February 2020	Percent Change
Miami	38,878	39,653	-2.0%
Tampa	31,905	34,543	-7.6%
Jacksonville	29,885	28,198	6.0%
Orlando	27,055	34,943	-22.6%
Fort Lauderdale	17,096	16,527	3.4%
West Palm Beach	10,109	6,993	44.6%
Saint Petersburg	8,539	10,429	-18.1%
Hollywood	8,118	7,131	13.8%
Tallahassee	7,352	4,935	49.0%
Fort Myers	7,100	4,938	43.8%
Clearwater	6,275	5,170	21.4%
Boca Raton	5,872	5,143	14.2%
Sarasota	5,807	2,206	163.2%
Pompano Beach	5,197	4,874	6.6%
Bradenton	4,979	3,338	49.2%

STATEWIDE

TOP 15 CERTIFICATIONS BY ONLINE ADS*

Rank	Occupation	Online Ads
1	Driver's License	58,839
2	Registered Nurse	17,872
3	Basic Life Saving (BLS)	11,988
4	First Aid Cpr Aed	9,110
5	Advanced Cardiac Life Support (ACLS) Certification	8,778
6	Basic Cardiac Life Support Certification	5,122
7	Security Clearance	4,493
8	Licensed Practical Nurse (LPN)	4,349
9	Certified Nursing Assistant	4,020
10	CDL Class A	3,267
11	American Heart Association Certification	2,925
12	Certified Medical Assistant	2,778
13	Certified Public Accountant (CPA)	2,392
14	Home Health Aide	2,085
15	Project Management Certification	1,875

Note: *Only All Occupations available, STEM Occupation not available.



INFORMATION ITEM 7

Update to Approved Training Provider Connecticut School of Broadcasting

Connecticut School of Broadcasting’s parent company is Dick Robinson Media, which offers training at multiple campuses in Florida. The Tampa location was closed due to an expiring lease and COVID-19 uncertainties. Palm Beach Code School, also owned by Dick Robinson Media, moved all classes to an online platform, making their training programs remotely accessible to anyone with computer access. The following training programs that were approved and offered by Connecticut School of Broadcasting are offered by Palm Beach Code School:

Approved Training Programs for Palm Beach Code School

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition & Fees	Total Cost	Moved to Online Platform
Intro to Mobile Application Design & Development	Included	\$4,650	\$4,650	✓
Intro to Web Design & Development	Included	\$4,990	\$4,990	✓
Social Media Marketing Specialist	Included	\$4,650	\$4,650	✓

The training provider submitted supporting documentation which includes Sunbiz information, W9, Certificate of Liability Insurance, along with the Commission of Independent Education (CIE) licensure, approval data information, and the request to remain on the CareerSource Pinellas ETPL. These documents reflect the correlation of Dick Robinson Media Inc, Connecticut School of Broadcasting, and Palm Beach Code School.

A new training provider agreement was executed to reflect the change in the institution’s name and will continue for an initial one-year period. The training provider will then be required to renew their training provider application and agreement for continued eligibility.