

## CareerSource Pinellas One-Stop Committee Minutes

**Date:** August 19, 2021, at 9:00 am

**Location:** \*Virtual Zoom Meeting

### **Call to Order**

Jody Armstrong called the meeting to order at 9:00 am. There was a quorum with the following members participating.

### **Members in Attendance**

Jody Armstrong, John Howell, Mark Hunt, Jason Krupp, Tiffany Nozicka, Dr. Rebecca Sarlo, Patricia Sawyer

### **Members Not in Attendance**

Candida Duff

### **Guest**

Shellonda Rucker

### **Staff**

Jennifer Brackney, April Torregiante, Steven Meier, Kristopher Lucas, Leah Geis

### **Action Item 1 – Approval of Minutes**

The minutes from the June 24, 2021, One-Stop Committee meeting were presented for approval.

Motion: Mark Hunt
Second: Tiffany Nozicka

*The minutes were approved as presented. The motion carried unanimously. There was no further discussion.*

### **Action Item 2 – Policy Approval – WP Administrative Policy 102, Veteran Intake at Career Centers with Local Operating Procedures**

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The revised Wagner-Peyser (WP) Administrative Policy 102 is presented to the LWDB following this new process. There will be more to follow.

Based on the revision and release of WP Administrative Policy 102, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

Highlighted Changes:

- Minimum requirements for establishing an initial intake screening process for transitioning service members, veterans, and eligible spouses at Career Centers.
- Provides a template of the Florida Veteran Initial Intake Form.

- Initiates new service code 159 for Initial Intake Screening – DVOP Services and case note requirements.

**Recommendation**

Approval of WP Administrative Policy 102 - Veteran Intake at Career Centers with Local Operating Procedures (LOPs).

**Discussion:** None

Motion: Patricia Sawyer
Second: Dr. Rebecca Sarlo

*The One-Stop Committee made a motion to approve WP Administrative Policy 102 - Veteran Intake at Career Centers with Local Operating Procedures (LOPs). The motion carried unanimously. There was no further discussion.*

**Action Item 3 – Policy Approval – WIOA Administrative Policy 111, Priority of Service for Veterans and Eligible Spouses with Local Operating Procedures**

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The revised Workforce Innovation and Opportunity Act (WIOA) Administrative Policy 111 is presented to the LWDB following this new process. There will be more to follow.

Based on the release of WIOA Administrative Policy 111, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

Highlighted Changes:

- Minimum requirements for implementing priority of service for veterans and eligible spouses for all U.S. Department of Labor (DOL) funded programs and services.
- Defines covered persons (i.e., veterans and eligible spouses)
- Outlines local requirements, including:
  - Identification of covered persons
  - Application and reporting of priority of service
  - Requirement of notices in career resource centers
- Provides a priority of service training template for use by the Local Veterans Employment Representative (LVER) when conducting required annual training for career center staff.

**Recommendation**

Approval of WIOA Administrative Policy 111 - Priority of Service for Veterans and Eligible Spouses with Local Operating Procedures (LOPs).

**Discussion:** None

Motion: Jason Krupp
Second: Mark Hunt

*The One-Stop Committee made a motion to approve of WIOA Administrative Policy 111 - Priority of Service for Veterans and Eligible Spouses with Local Operating Procedures (LOPs). The motion carried unanimously. There was no further discussion.*

**Action Item 4 – Policy Approval – JVSG Administrative Policy 112, Staffing Requirements with Local Operating Procedures**

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The Jobs for Veterans’ State Grant (JVSG) Administrative Policy 112 is presented to the LWDB following this new process. There will be more to follow.

Based on the release of JVSG Administrative Policy 112, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

**Highlighted Changes:**

- Provides guidance regarding the JVSG and the positions the grant supports.
- Outlines staff supported by JVSG and explains how JVSG staffing designations/levels are determined.
- Specifies process and established timeframes for filling vacant JVSG-funded positions.
- Outlines National Veteran Training Institute (NVTI) requirements for all JVSG-funded staff.

**Recommendation**

Approval of JVSG Administrative Policy 112 – Staffing Requirements with Local Operating Procedures (LOPs).

**Discussion:** None

Motion: Patricia Sawyer
Second: John Howell

*The One-Stop Committee made a motion to approve of JVSG Administrative Policy 112 – Staffing Requirements with Local Operating Procedures (LOPs). The motion carried unanimously. There was no further discussion.*

## Information Items

### Information Item 1 – One Stop Committee Goals Update PY’2020-2021: Period Covering through June 30, 2021

#### Goal I - Develop Robust Partnerships with Employers

**Objective 1:** 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, more 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 knowledge and expertise in the field of workforce development.*

*The strategized plan includes a biweekly “Workforce News” newsletter which contains program updates and success stories. Additionally, CareerSource Pinellas is committed to creating one annual report per year that includes a comprehensive report on the activities throughout the preceding year. The latest Annual Report, completed in September, provides 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 2:** Develop methods that help businesses navigate the workforce system’s services and that connect them with qualified applicants.

#### Employ Florida Job Referrals and Placement Reports

*The Employ Florida (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 on their job order at any time by reviewing their EF job order.*

Period	Service	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
PY’2019 -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
	<b>Total</b>	<b>2431</b>	<b>2279</b>	<b>2219</b>	<b>2032</b>	<b>2123</b>	<b>2283</b>	<b>2495</b>	<b>1951</b>	<b>2409</b>	<b>1579</b>	<b>1516</b>	<b>1516</b>	<b>24,833</b>
	Unique Customers													5,195
PY’2020 -2021	Customer Self Referrals	1653	934	902	670	658	490	494	361	180	415	531	1,714	9,002
	Staff Assisted Referrals	150	132	171	323	120	444	523	478	308	161	240	204	3,254
	<b>Total</b>	<b>1803</b>	<b>1066</b>	<b>1073</b>	<b>993</b>	<b>778</b>	<b>934</b>	<b>1017</b>	<b>839</b>	<b>488</b>	<b>576</b>	<b>771</b>	<b>1,918</b>	<b>12,256</b>
	Unique Customers	502	292	282	250	205	273	274	230	138	193	224	390	3,253

*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
PY'2019-2020	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	2650
	<b>Total</b>	<b>412</b>	<b>369</b>	<b>416</b>	<b>416</b>	<b>220</b>	<b>289</b>	<b>317</b>	<b>268</b>	<b>336</b>	<b>187</b>	<b>145</b>	<b>232</b>	<b>3607</b>
PY'2020-2021	Direct Placements	1	2	1	4	5	5	1	3	0	6	3	8	42
	Staff Entered Obtained Employment	40	31	39	13	17	27	22	36	16	48	27	31	347
	Automated Obtained Employments	199	147	118	139	155	204	186	169	180	178	200	239	2191
	<b>Total</b>	<b>240</b>	<b>180</b>	<b>158</b>	<b>156</b>	<b>235</b>	<b>236</b>	<b>209</b>	<b>208</b>	<b>196</b>	<b>232</b>	<b>230</b>	<b>278</b>	<b>2580</b>

### 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.*

Period	Performance	PWE YTD	OJT YTD	Summer P.A.Y.S. YTD	DWG – COVID 19 YTD	Totals
PY'2019-2020	Total Funding Expended	\$242,224	0	N/A	N/A	<b>\$242,224</b>
	# of Enrollments	8	0	N/A	N/A	<b>8</b>
	# of Completers	6	0	N/A	N/A	<b>6</b>
	# of Employers	4	0	N/A	N/A	<b>4</b>
	Avg Placement Wage	\$10.19	0	N/A	N/A	<b>\$10.19</b>
PY'2020-2021	Total Funding Expended	\$213,702	\$6,134	\$53,263	\$120,695.84	<b>\$393,794.84</b>
	# of Enrollments	9	8	74	41	<b>132</b>
	# of Completers	7	1	74	28	<b>110</b>
	# of Employers	6	4	20	7	<b>37</b>
	Avg Placement Wage	\$12.88	\$12.75	\$12.00	\$13.00	<b>N/A</b>

**Objective 3:** Partner with employers to engage in barrier reduction of those applicants/workers who are work ready and need help with transportation, continuing education, childcare, etc.

*Support services are available to WIOA and WT participants when requested and who demonstrate a need.*

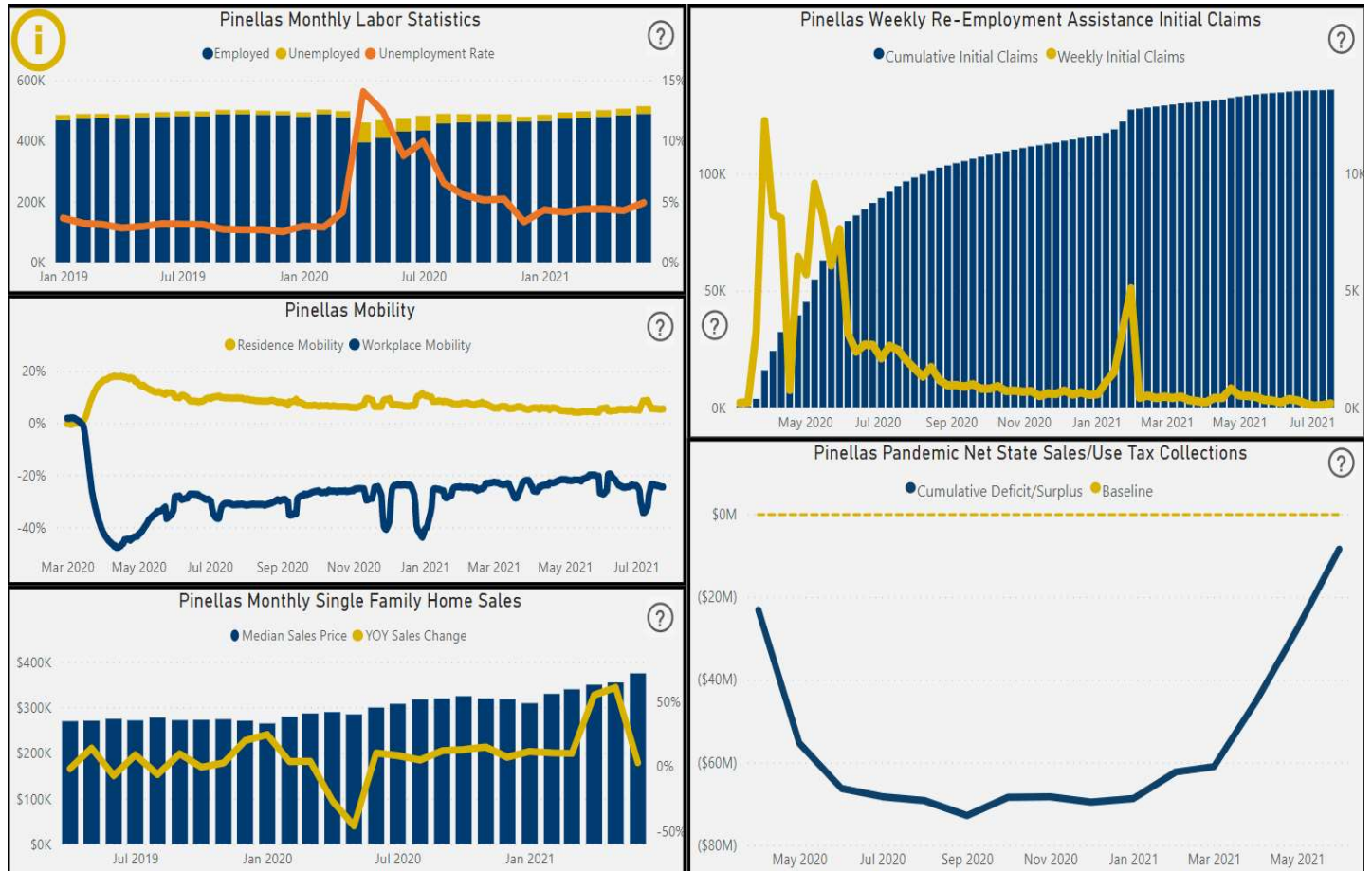
Available supportive services include:

- Childcare (WTP only)
- Transportation
- Tuition and Required Training Related Costs
- GED and/or Penn Foster (High School Diploma)
- Ancillary Services such as uniforms (WTP Only)

## Goal II - Strengthen Partnerships with Organizations that Provide Educational Opportunities

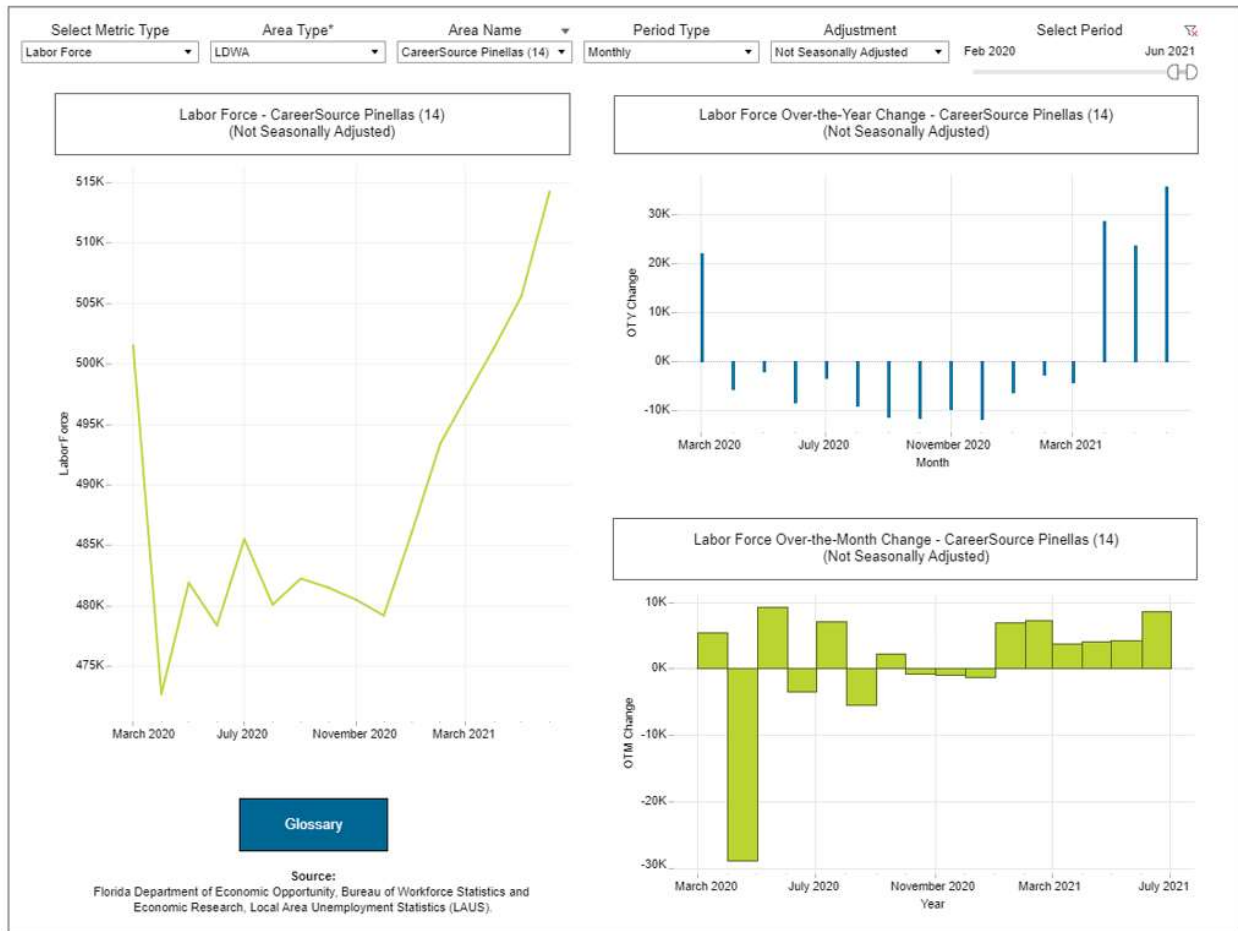
**Objective 1:** Compile all Labor Market Information (LMI) data and information to work together to create *LMI Briefs* that can be used by jobseekers, employers, and other workforce organizations in easy to consume formats.

### LMI Briefs



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





### Overview of the CareerSource Pinellas Region Not Seasonally Adjusted July 16, 2021

- The unemployment rate in the CareerSource Pinellas region (Pinellas County) was 4.9 percent in June 2021. This rate was 5.4 percentage points lower than the region's year ago rate of 10.3 percent. The region's June 2021 unemployment rate was 0.8 percentage points lower than the state rate of 5.7 percent. The labor force was 514,187, up 35,823 (+7.5) over the year. There were 25,207 unemployed residents in the region.
- In June 2021, nonagricultural employment in the Tampa-St. Petersburg-Clearwater MSA was 1,380,700, an increase of 71,200 jobs (+5.4 percent) over the year.
- The leisure and hospitality (+17.3 percent); other services (+11.4 percent); professional and business services (+10.5 percent); mining, logging, and construction (+5.3 percent); and trade, transportation, and utilities (+4.6 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 professional and business services (+25,400 jobs); trade, transportation, and utilities (+11,300 jobs); and mining, logging, and construction (+4,400 jobs) in June 2021.

- The Tampa-St. Petersburg-Clearwater MSA had the second highest annual job growth compared to all the metro areas in the state in leisure and hospitality (+22,100 jobs) and information (+900 jobs) in June 2021.
- The Tampa-St. Petersburg-Clearwater MSA had the third highest annual job growth compared to all the metro areas in the state in other services (+4,900 jobs) in June 2021.
- The industries gaining in jobs over the year were professional and business services (+25,400 jobs); leisure and hospitality (+22,100 jobs); trade, transportation, and utilities (+11,300 jobs); other services (+4,900 jobs); mining, logging, and construction (+4,400 jobs); financial activities (+3,300 jobs); information (+900 jobs); education and health services (+700 jobs); and manufacturing (+400 jobs).
- The government (-2,200 jobs) industry 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 recently approved by the Board for PY'2020-2021. This item is approved annually and adopted for the subsequent program year and was presented at the Workforce Solutions Committee meeting earlier this month. Training areas within the RTOL include occupations identified as critical to the five targeted industry sectors: Healthcare, Manufacturing, Information Technology, Financial and Professional Services, and Construction. CareerSource Pinellas follows DEO Guidance to remain compliant and has an approved policy for processing training vendors. Approved list is currently available on the CSP website via the link under general resources: <https://careersourcepinellas.com/job-seekers/wioa/>*

*The targeted training opportunities are outlined in the Regional Targeted Occupations List. The approved Regional Targeted Occupation List is located on the CSPIN website at: <https://careersourcepinellas.com/job-seekers/wioa/>*

**Objective 3:** Provide easy to use 'Career Maps' for jobseekers to use to know where to go for education/training to obtain necessary credentials, as well as know the next steps on a career path.

*The current Eligible Training Provider List (ETPL) 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 services 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	52	43	43	43	60	73
RACCA	27	27	27	30	30	30	30	30	26	6	5	5	12	36
Central Florida Heat and Frost	1	1	1	2	2	2	2	2	1	1	1	1	2	4
International Union of Engineers	2	2	2	2	2	2	2	2	2	2	2	2	2	11
Ironworkers	2	2	2	2	2	2	2	2	2	2	2	2	2	5
Plumbers and Pipefitters	36	36	36	42	42	42	42	42	42	23	20	20	43	45
<b>LWDB Totals</b>	<b>130</b>	<b>130</b>	<b>135</b>	<b>137</b>	<b>136</b>	<b>136</b>	<b>133</b>	<b>133</b>	<b>125</b>	<b>77</b>	<b>73</b>	<b>73</b>	<b>111</b>	<b>183</b>

*30 Apprentice Activities were closed back prior to the beginning of the PY; PY total has been corrected to reflect the true total served during the year.*



**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.

PY'19-20 Occupational Skills Training				
Reporting Period: Quarter 4 through June 30, 2020 YTD				
	YTD # New Enrollments	# Enrolled in Training	Completers	YTD Served
AD/DW	541	502	303	832
Youth	187	161	61	235
LWDB Totals	728	663	364	1,036

PY'20-21 Occupational Skills Training				
Reporting Period: Quarter 4 through June 30, 2021 YTD				
	YTD # New Enrollments	# Enrolled in Training	Completers	YTD Served
AD/DW	311	541	289	885
Youth	153	268	168	339
LWDB Totals	464	809	457	1,224

**YouthBuild Update**

- Enrollment/Engagement:** Under the direction of staff, 22 students have been enrolled into YouthBuild throughout 2021. This year, YouthBuild has seen seven GED attainments with five more anticipated to come soon. NCCER training and certification will be wrapping up this month. Marlon Ramgeet, Construction Instructor, did a fantastic job creating a positive, engaging learning environment where students spend time in class and with hands-on projects including workbenches, an outdoor library, and even a scaled-down house.
- Grant Progress:** The YouthBuild program will be extending through the end of 2021 and entering follow-up phase for the 2022 year. Focus has shifted to employment, apprenticeship, or post-secondary education placement. To address this area, employer engagement has increased with weekly visits to various industries such as construction, ironworkers, manufacturing, distribution, and more.
- Program Success:** Jacob Parrish entered the YouthBuild program this year where he earned his GED, participated in hands-on construction training, received job skills training, financial literacy classes, and more. Before YouthBuild, he struggled in school to stay focused and after working a hybrid model of classroom and hands-on lessons, he found a passion for working with his hands. While learning under Instructor, Marlon Ramgeet, and being exposed to employers from different trades, Jacob made the decision to pursue a career as an ironworker. He is currently enrolled in an apprenticeship program with Ironworkers Local 397 and is loving every minute of it.

Please contact Caleb Weeks for more information on the YouthBuild program:  
[cweeks@careersourcepinellas.com](mailto:cweeks@careersourcepinellas.com)

### Goal III - Expand Outreach to Jobseekers

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

#### Career Pathways – Soft Skills Grant Overview

*CareerSource Pinellas is partnering with People Empowering & Restoring Communities (PERC) to assist in filling employer needs. PERC offers training in four-week essential skills and STARS in combination with manufacturing training provided by The People of Manufacturing (TPOM). As of November 2020, both virtual and in-person classes are being offered. CareerSource Pinellas was awarded a no cost extension, allowing the program to continue through September 30, 2021.*

Reporting Period: Grant to Date through June 30, 2021			
Training Provider	Training Program	Certification Goals	Total Certifications Obtained
Perc	STARS Essential Skills	100	114
	Manufacturing	100	106
Goodwill	Job Connection Essential Skills	100	20
	Customer Service	50	13

#### Dislocated Worker Grant (DWG) – Pinellas Gives Back & Pinellas Training to Work

*CareerSource Pinellas connects job seekers impacted by COVID-19 with local non-profits, temporary, paid employment (Pinellas Gives Back) and/or paid, short-term training (Pinellas Training to Work) options.*

*DWG is for job seekers affected by COVID-19 and are interested in enrolling in short-term training or earning money while giving back to your community.*

*Local non-profits who have additional staff needs due to COVID-19 may apply to be a worksite. There will be no cost to the worksite once approved.*

#### 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 continues with a virtual platform, 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	8	5	6	38
	# VR Job seekers	0	4	0	6	0	12	0	0	13	20	10	35	120

## 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, improving an 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	144	147	143	183	1,720
	Placements	1	5	9	1	1	1	1	1	3	5	0	0	28
	Average Wage \$	25.00	15.00	33.62	9.25	9.25	10.50	28.00	15.00	27.42	15.00	0	0	\$18.12

## 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.

### PY'2019-2020

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
<b>Total</b>		<b>190</b>	<b>825</b>

### PY'2020-2021

Date	Type	Employers	Job Seekers
9/15/2020	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
2/18/21	Congressman Bilirakis Veteran Employment Fair	46	37
06/23/21	St. Petersburg Downtown Job Fair	43	250
<b>Total</b>		<b>131</b>	<b>448</b>

**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 resources, 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 by 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.

Many of the workshops are offered virtually via a contract with St. Petersburg College.

PY'19-20: Employability Workshop Attendance					
# Attendees	QTR 1	QTR 2	QTR 3	QTR 4	YTD
	2,232	1,985	1,831	316	6,364
PY'20-21: Employability Workshop Attendance					
# Attendees	QTR 1	QTR 2	QTR 3	QTR 4	YTD
	315	322	553	1,296	2,486

## 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	<b>65,038</b>
	# 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	<b>98,561</b>
	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	<b>239,359</b>
	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%	<b>23.5%</b>
	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%	<b>76.5%</b>
PY'2020-2021	# of People Visited Site	4,285	3,438	3,237	3,789	5,020	3,803	3,635	4,989	4,544	4,442	7,784	6,199	<b>55,165</b>
	# of Visits	6,802	5,591	5,384	6,143	7,984	6,258	6,125	9,793	6,929	7,020	10,995	10,762	<b>89,786</b>
	Page Views	16,900	14,687	13,399	16,263	17,214	15,719	16,233	19,536	17,106	16,913	21,834	27,043	<b>212,847</b>
	Returning Visitors	25%	25.1%	25.6%	23.9%	22.9%	25.4%	23.7%	31.2%	20.3%	22.5%	16.7%	25.6%	<b>24%</b>
	New Visitors	75%	74.9%	74.4%	76.1%	77.1%	74.6%	76.3%	68.8%	79.7%	77.5%	83.3%	74.4%	<b>76%</b>

## 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	<b>12</b>
	# of New Facebook Fans	58	71	22	15	24	-6	9	5	214	43	17	13	<b>485</b>
	# of New LinkedIn Followers	78	99	49	56	39	29	32	24	29	53	56	52	<b>596</b>
	# of Engagements	5,287	5,218	7,101	3,544	2,832	480	405	264	9,032	750	624	590	<b>36,127</b>
	# 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	<b>1,397,602</b>
PY'2020-2021	# of New Twitter Followers	5	6	10	9	6	7	1	5	3	6	5	3	<b>66</b>
	# of New Facebook Fans	1	-3	1	13	14	13	12	16	7	19	12	2	<b>107</b>
	# of New LinkedIn Followers	26	19	27	19	50	26	17	55	6	7	73	21	<b>346</b>
	# of Engagements	526	577	646	357	435	517	449	405	533	1,243	735	444	<b>6,867</b>
	# of Impressions	22,068	15,081	13,288	8,253	28,528	58,476	13,207	9,520	62,477	61,787	21,880	9,761	<b>324,326</b>



## Virtual Courses

Virtual Courses						
Categories:	Q1	Q2	Q3	Q4	YTD PY'20-21	YTD PY'19-20
	# Utilized	# Utilized	# Utilized	# Utilized	YTD Utilized	YTD Utilized
Florida Ready to Work	25	2	2	5	<b>34</b>	<b>73</b>
<u>eCourses</u>	43	89	54	252	<b>438</b>	<b>775</b>
Penn Foster	14	13	14	11	<b>52</b>	<b>38</b>
LWDB Totals	82	104	70	268	<b>524</b>	<b>886</b>

**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.

### Partner Portal

*CareerSource Pinellas, along with the One-Stop Operator, has created and implemented a Partner Portal as a quick access tool to identify partner agencies and connect customers to needed resources. The Partner Portal is a growing database of local partner agency 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:** Expand connections to the priority populations (e.g., underemployed) through the library system, faith-based organizations, community-based organizations, and other places where individuals not normally served by the workforce system feel welcome.

### Full-Service and Satellite Center Updates

*The St. Petersburg and Gulf to Bay centers are open to the public. Activity waivers for all programs were ended effective June 1, 2021.*

*The Satellite Center at the Lealman Exchange opened to the public December 1, 2020. This centrally located Career Resource Center has computers and resources available.*

*The Tarpon Springs center is open on Tuesdays and Thursdays.*

**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 2c**, Full Center Traffic report*

WIOA Activity Summary					
Reporting Period: Quarter 4 through June 30, 2021 YTD					
	Open Enrollment	Open with Training	Closures	Follow Up	Total
Adult	552	191	244	384	<b>789</b>
Dislocated Worker	475	128	253	332	<b>648</b>
TAA	43	6	20	48	<b>76</b>
Youth	402	87	231	283	<b>541</b>
Totals	1,472	412	748	1,047	<b>2,054</b>

Please see **Information Item 2b**, WIOA Primary Indicators, through PY'20-21 Quarter 3.

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

**Objective 1:** 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.

### **vCIO 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. Operational Responsibility: Streamline the technologies in the environment to reduce the day-to-day management.*

### 2021 IT Accomplishments

- Successfully implemented Microsoft O365 (Microsoft Cloud)*
- Successfully deployed 75 new laptops*
- Successfully deployed 2 upgraded SonicWall Firewalls*
- Successfully implemented Multi-Factor Authentication*
- Successfully implemented upgraded high-speed network switches at two of four locations*
- Successfully rewired and cleaned up the Gulf to Bay network closet*
- Began project to migrate Active Directory to Microsoft Azure (Microsoft Cloud)*
- Began project to migrate network directories to Microsoft SharePoint (Microsoft Cloud)*
- Began project to migrate employee home drives to Microsoft OneDrive (Microsoft Cloud)*
- Renegotiated Abacode contract to reduce cost by \$24,000 over a three-year period*

### 2021 IT Strategic Goal Updates

- Successfully either completed or in the process of completing all 2021 Strategic Goals – GREAT ACCOMPLISHMENT*

**Objective 2:** 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 yearly programmatic monitoring for LWDB 14 was completed April 12-16, 2021.*

*DEO issued a preliminary report. CareerSource Pinellas returned the 10-day response, which DEO has accepted.*



## 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 CareerSource Pinellas to ensure operational alignment and performance excellence while constantly improving.*

**Objective 3:** Develop methods to regularly listen to customers to test new processes before implementing them permanently.

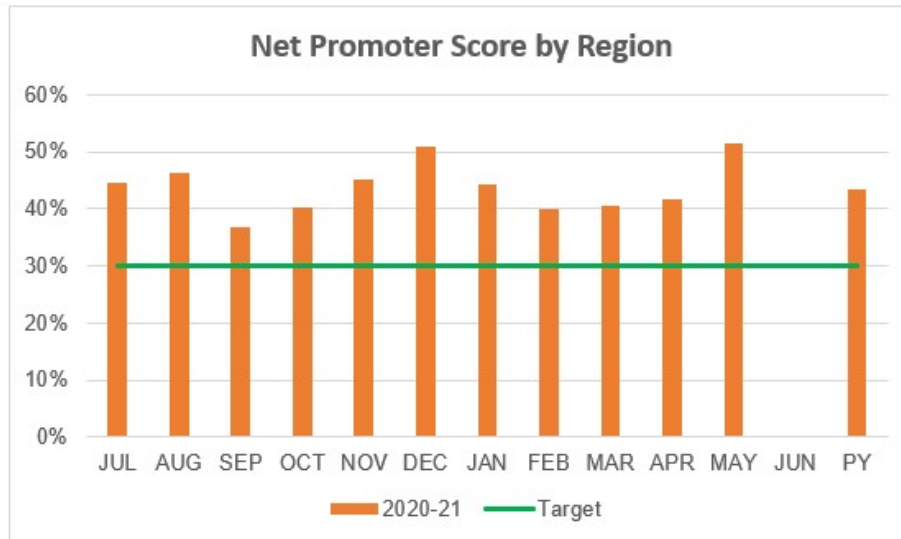
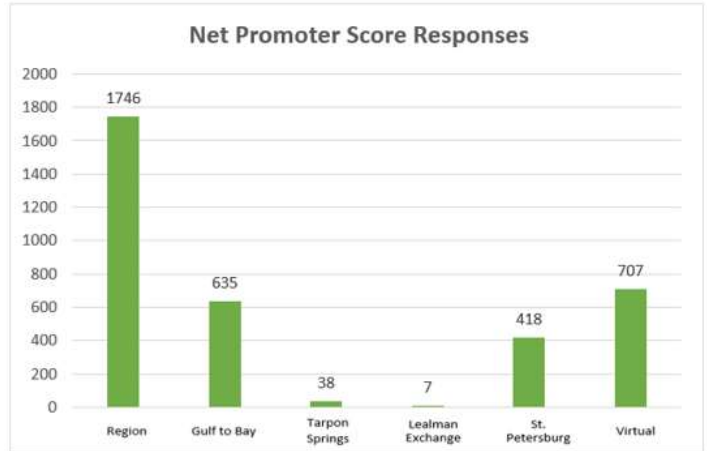
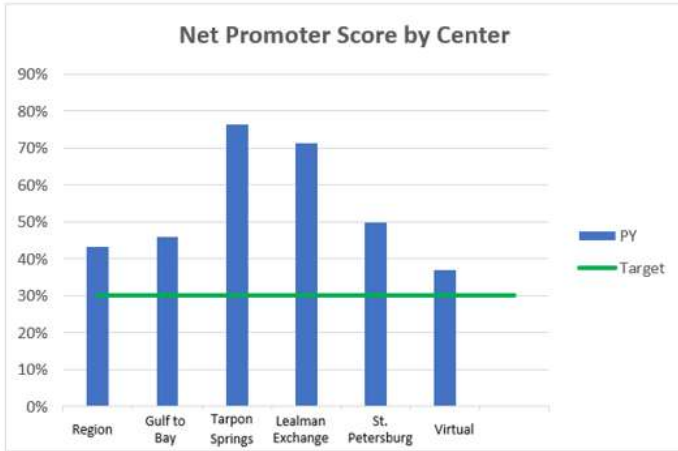
## Customer Satisfaction Survey

*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 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.*

## Original Customer Satisfaction Survey

Period		Q1		Q2		Q3		Q4		PY	
PY'2020-2021	Location	Total	Rating	Total	Rating	Total	Rating	Total	Rating	Total	Rating
	Career Resource Center	72	100.00%	39	98.71%	26	100.00%	5	77.78%	169	94.12%
	Remote Services	16	100.00%	14	100.00%	8	100.00%	0	-	47	100.00%
	Employability Skills Training	140	96.40%	120	95.36%	113	95.74%	187	97.33%	614	96.34%
	<b>Combined</b>	<b>228</b>	<b>97.79%</b>	<b>173</b>	<b>96.49%</b>	<b>147</b>	<b>96.72%</b>	<b>192</b>	<b>87.55%</b>	<b>830</b>	<b>96.82%</b>

## Net Promotor Customer Satisfaction Survey



The overall Net Promoter score is steady at 43%, which is 13% higher than the goal of 30%. Approximately 95% of respondents heard about CareerSource Pinellas through the website, a friend or family member, and other methods not listed. For PY'20-21, a total of 16,234 invitations were sent and 1,796 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 87.5%.

## Information Item 2A – Snapshot of Caseload Report

### Workforce Innovation and Opportunity Act

WIOA	No. of cases as of 06/30/19	No. of cases as of 09/30/19	No. of cases as of 12/31/19	No. of cases as of 3/31/20	No. of cases as of 6/30/20	No. of cases as of 9/30/20	No. of cases as of 12/31/20	No. of cases as of 03/31/21	No. of cases as of 06/30/21
Adult	572	478	540	485	452	426	398	397	304
Dislocated Worker	345	307	335	334	360	351	319	301	219
Youth	215	204	252	256	265	292	265	257	167
<b>Total</b>	<b>1,132</b>	<b>989</b>	<b>1,127</b>	<b>1,075</b>	<b>1,077</b>	<b>1,069</b>	<b>982</b>	<b>955</b>	<b>690</b>

### Welfare Transition

WT	No. of cases as of 06/30/19	No. of cases as of 09/30/19	No. of cases as of 12/31/19	No. of cases as of 3/31/20	No. of cases as of 6/30/20	No. of cases as of 09/30/20	No. of cases as of 12/31/20	No. of cases as of 03/31/21	No. of cases as of 06/30/21
WT Applicant	572	478	540	485	452	261	264	293	342
WT Mandatory	345	307	335	334	360	585	561	486	187
WT Transitional	215	204	252	256	265	104	92	82	43
<b>Total</b>	<b>1,132</b>	<b>989</b>	<b>1,127</b>	<b>1,075</b>	<b>1,077</b>	<b>950</b>	<b>917</b>	<b>861</b>	<b>572</b>

### Supplemental Nutrition Assistance Program

SNAP	No. of cases as of 06/30/19	No. of cases as of 09/30/19	No. of cases as of 12/31/19	No. of cases as of 03/31/20	No. of cases as of 06/30/20	No. of cases as of 09/30/20	No. of cases as of 12/31/20	No. of cases as of 03/31/21	No. of cases as of 06/30/21
Career Counselor	205	186	118	103	174	56	22	10	55
Automation	403	633	374	558	8,973	7,158	6,087	4,061	747
<b>Total</b>	<b>608</b>	<b>819</b>	<b>492</b>	<b>661</b>	<b>9,147</b>	<b>7,214</b>	<b>6,109</b>	<b>4,071</b>	<b>802</b>

## Information Item 2B – WIOA Primary Indicators Report – Quarter 4

Measures	PY*2020-2021 1st Quarter Performance	PY*2020-2021 % of Performance Goal Met For Q1	PY*2020-2021 2nd Quarter Performance	PY*2020-2021 % of Performance Goal Met For Q2	PY*2020-2021 3rd Quarter Performance	PY*2020-2021 % of Performance Goal Met For Q3	PY*2020-2021 4th Quarter Performance	PY*2020-2021 % of Performance Goal Met For Q4	PY*2020-2021 Performance Goals
<b>Adults:</b>									
Employed 2nd Qtr After Exit	91.90	102.11	91.30	101.44	90.80	100.89	94.50	105.00	90.00
Median Wage 2nd Quarter After Exit	\$11,083	158.33	\$10,770	153.86	\$10,518	150.26	\$11,970	171.00	\$7,000
Employed 4th Qtr After Exit	91.60	107.13	88.70	103.74	88.50	103.51	87.50	102.34	85.50
Credential Attainment Rate	96.00	137.14	97.20	138.86	96.00	137.14	95.50	136.43	70.00
Measurable Skill Gains	68.10	144.89	63.70	135.53	65.40	139.15	76.60	162.98	47.00
<b>Dislocated Workers:</b>									
Employed 2nd Qtr After Exit	78.40	87.11	78.10	86.78	76.60	85.11	90.10	100.11	90.00
Median Wage 2nd Quarter After Exit	\$8,646	123.51	\$9,093	129.90	\$9,572	136.74	\$10,846	154.94	\$7,000
Employed 4th Qtr After Exit	84.00	98.59	77.00	90.38	72.90	85.56	72.90	85.56	85.20
Credential Attainment Rate	89.20	127.43	85.20	121.71	86.40	123.43	87.60	125.14	70.00
Measurable Skill Gains	76.80	163.40	68.90	146.60	83.80	178.30	88.70	188.72	47.00
<b>Youth:</b>									
Employed 2nd Qtr After Exit	92.50	109.47	91.40	108.17	90.80	107.46	89.80	106.27	84.50
Median Wage 2nd Quarter After Exit	\$5,847	182.72	\$5,241	163.78	\$5,184	162.00	\$4,739	148.09	\$3,200
Employed 4th Qtr After Exit	84.70	108.59	86.20	110.51	87.40	112.05	86.00	110.26	78.00
Credential Attainment Rate	81.60	94.55	84.30	97.68	83.40	96.64	76.00	88.06	86.30
Measurable Skill Gains	62.70	133.40	56.20	119.57	59.00	125.53	80.30	170.85	47.00
<b>Wagner Peyser:</b>									
Employed 2nd Qtr After Exit	60.90	91.99	66.00	99.70	62.20	93.96	59.50	89.88	66.20
Median Wage 2nd Quarter After Exit	\$5,678	113.56	\$5,776	115.52	\$5,704	114.08	\$5,651	113.02	\$5,000
Employed 4th Qtr After Exit	57.50	89.56	64.30	100.16	61.80	96.26	61.20	95.33	64.20

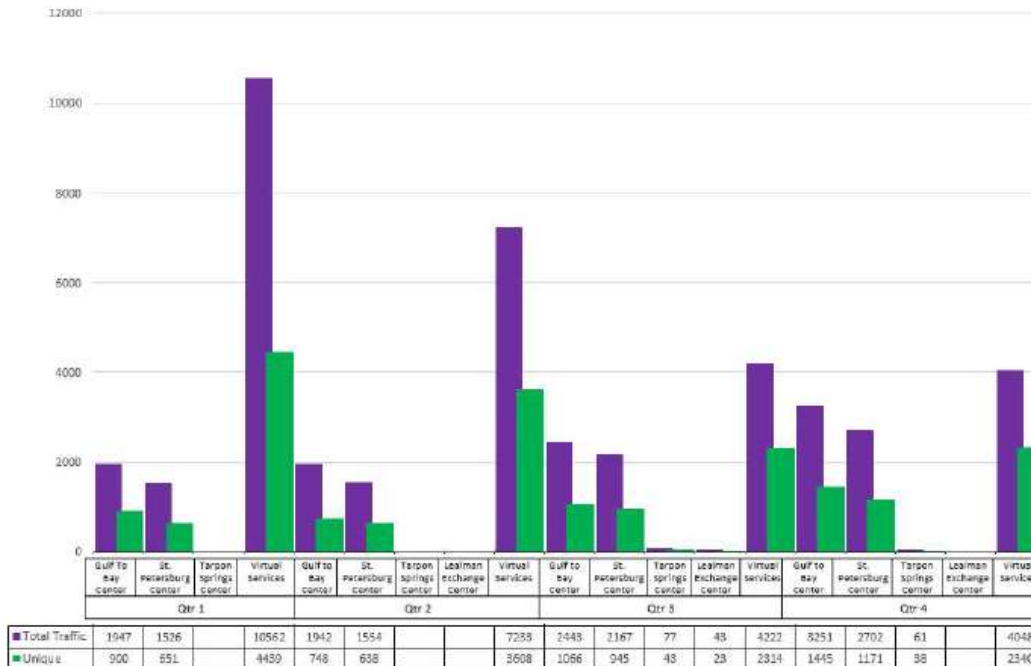
Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

## Information Item 2C – Center Traffic Flow



### INFORMATION ITEM 2c

#### Center Traffic Flow



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

Current program year total traffic by location (PY July 1, 2020 – June 30, 2021) thru Quarter 4 Jun 2021:  
**Gulf to Bay – 9,583; St. Petersburg – 7,949; Tarpon Springs – 138; Lealman Exchange – 43;**  
**Virtual – 26,065; YTD 43,778**

#### Highlights:

- ❖ CareerSource Pinellas remained open, all centers offering services both virtually as well as in person.

**Discussion:** Jody Armstrong asked what the limitations were for the Tarpon Springs location. Kristopher Lucas answered we previously used the Tarpon Springs office only on Tuesdays and Thursdays. Effective August 18, 2021, we have a minimum of three staff members working full-time at the Tarpon Springs Center.

### Information Item 3 – One-Stop Operator Update – August 19, 2021

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

## **1. Maintain Linkages**

- a. CSPIN Partner Portal launched in November 2019. A total of 22 partners have active pages.
- b. Partner Member list was created and maintained throughout the year with 25 partners engaged.
- c. One new partnership established, the Homeless Leadership Alliance of Pinellas, Inc. (HLA of Pinellas), in June.

## **2. Coordinate Quarterly Meetings**

- a. Four quarterly partner meetings held during the year with strong partner engagement and new addition of Partner Spotlight:
  - i. August 20, 2020 – 16 attendees from seven partners; Partner Spotlight-Pinellas Ex-Offender Reentry Coalition (PERC) and ServiceSource
  - ii. October 22, 2020 – 23 attendees from 11 Partners; Partner Spotlight - Pinellas Job Corps.
  - iii. February 18, 2021 – 20 attendees from eight partners; Partner Spotlight - Pinellas Opportunity Council and Thrive by Five Pinellas.
  - iv. April 22, 2021 – 22 attendees from 12 partners; Partner Spotlights-Leap-Tampa Bay and CareerSource Pinellas Summer P.A.Y.S
  - v. June 24, 2021 – 25 attendees with 11 partners; Partner Spotlights- Gulf Coast Legal Services, Inc., and Pinellas Housing Authority.

## **3. Memoranda of Understanding/Memoranda of Agreement**

- a. A total of five MOA's executed; ten MOA's pending update.
- b. MOU's are executed by CareerSource Pinellas staff.
- c. A total of eight MOU's executed; nine additional MOU's pending execution.

## **4. Universal Design/Barriers to Employment**

- a. Centers are easily accessible via public transit.
- b. ADA equipment is accessible and staff are able to assist career seekers with special needs.
- c. Translation services are available to career seekers with English as a second language.

## **5. Strategic Plan**

- a. Plan is up-to-date and services observed at the Centers are in alignment with the plan.
- b. No changes recommended.

## **6. Customer Satisfaction Initiatives**

- a. Three surveys were administered to CSPIN customers in the below categories. The results below are from July 1-June 30, 2021, with an average satisfaction rating of 96.90% and a total of 781 respondents.
  - i. **Career Resource Centers** – There have been 169 survey respondents with an average satisfaction rating of 94.12%.
  - ii. **Remote Services** – There have been 47 survey respondents with an average satisfaction rating of 100%.
  - iii. **Employability Skills Training** – There have been 614 survey respondents with an average satisfaction rating of 96.34%.
    1. Professional Networking Group shows the highest response rate with 259 respondents.



2. Career Networking Group is second with 126 respondents.
- b. Net Promoter Survey (NPS) - Through May 2021, there have been 1,796 respondents to the survey out of 16,234 (11.0%) response rate. Our target response rate is 10.0%.
- i. Average NPS score is 43%; annual target is at least 30% each month.
  - ii. Tarpon Springs and Lealman Exchange are the highest rated centers with an NPS score respectively of 76% and 71%.
  - iii. Positive Customer comments include:
    1. *I liked how the rep checked in regularly and helped me when had to set up resume etc. even if I had questions with my unemployment, he was always willing to help.*
    2. *Based on all the outstanding assistance I have received. I recommend a friend and veteran reach out for assistance and provided contact information.*
    3. *A useful resource for those seeking employment, self-improvement, networking, learning, and guidance.*
- c. “Extreme Customer Service Training” was completed by all CareerSource Pinellas staff.
- d. Partner Portal Referral system training was delayed until August 24<sup>th</sup> due to system repairs.

#### Information Item 4 – Program vs. Expenditure Review – July through June 30, 2021



#### CareerSource Pinellas July through June 30, 2021

	WIOA Adult (AD)		WIOA Dislocated Worker (DW)		Total WIOA Adult and Dislocated Worker	
Participants Served		787		646		1,433
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 254,127	\$ 322.91	\$ 227,101	\$ 351.55	\$ 481,228	\$ 335.82
Personnel Costs (DEO)	-	-	-	-	\$ -	-
Service Provider	-	-	-	-	\$ -	-
Training and Supportive Services	675,094	857.81	873,309	1,351.87	\$ 1,548,403	1,080.53
Other Direct Costs	28,042	35.63	27,392	42.40	\$ 55,434	38.68
Pooled Costs	372,016	472.70	406,472	629.21	\$ 778,488	543.26
<b>TOTAL</b>	<b>\$ 1,329,279</b>	<b>\$ 1,689.05</b>	<b>\$ 1,534,274</b>	<b>\$ 2,375.04</b>	<b>\$ 2,863,553</b>	<b>\$ 1,998.29</b>
	<i>Includes \$273,258 of Supplemental and \$32,234 of Incentive Funds</i>		<i>Includes \$64,468 of Incentive Funds</i>			
	WIOA Youth		Youth Connect - WIOA Youth		Total WIOA Youth	
Participants Served		123		417		540
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 129,853	\$ 1,055.72	\$ -	\$ -	\$ 129,853	\$ 240.47
Personnel Costs (PEF)	-	-	229,442	550.22	-	-
Service Provider (PEF)	-	-	-	-	493,231	913.39
Training and Supportive Services	126,565	1,028.98	217,785	522.27	126,565	234.38
Other Direct Costs	16,731	136.02	3,847	9.23	16,731	30.98
Pooled Costs	159,971	1,300.58	42,157	101.10	159,971	296.24
<b>TOTAL</b>	<b>\$ 433,120</b>	<b>\$ 3,521.30</b>	<b>\$ 493,231</b>	<b>\$ 1,182.81</b>	<b>\$ 926,351</b>	<b>\$ 1,715.46</b>





**CareerSource Pinellas  
July through June 30, 2021**

	RESEA		Wagner Peyser		Veteran Services	
Participants Served		4,436		16,265		1,065
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 188,543	\$ 42.50	\$ 36,675	\$ 2.25	\$ 7,837	\$ 7.36
Personnel Costs (DEO)	-	-	524,009	-	319,154	299.68
Service Provider	-	-	-	-	-	-
Training and Supportive Services	18,133	4.09	25,346	1.56	-	-
Other Direct Costs	3,311	0.75	79,742	4.90	26,978	25.33
Pooled Costs	142,151	32.04	529,914	32.58	95,571	89.74
<b>TOTAL</b>	<b>\$ 352,138</b>	<b>\$ 79.38</b>	<b>\$ 1,195,686</b>	<b>\$ 73.51</b>	<b>\$ 449,540</b>	<b>\$ 422.10</b>
	Total Employment Services		Supplemental Nutrition Assistance Program		Welfare Transition	
Participants Served		21,766		272		858
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 233,055	\$ 10.71	\$ 223,351	\$ 821.14	\$ 860,776	\$ 1,003.24
Personnel Costs (DEO)	843,163	-	-	-	-	-
Service Provider	-	-	-	-	5,391	6.28
Training and Supportive Services	43,479	2.00	1,221	4.49	115,041	134.08
Other Direct Costs	110,031	5.06	15,127	55.61	150,126	174.97
Pooled Costs	767,636	35.27	108,238	397.93	911,573	1,062.44
<b>TOTAL</b>	<b>\$ 1,997,364</b>	<b>\$ 91.77</b>	<b>\$ 347,937</b>	<b>\$ 1,279.18</b>	<b>\$ 2,042,907</b>	<b>\$ 2,381.01</b>



**CareerSource Pinellas  
July through June 30, 2021**

	Trade Adjustment Assistance (TAA)		Soft Skills		COVID Dislocated Worker	
Participants Served		76		161		24
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 7,849	\$ 103.28	\$ 10,538	\$ 65.45	\$ 41,573	\$ 1,732.21
Personnel Costs (DEO)	85,908	-	-	-	-	-
Service Provider	-	-	-	-	-	-
Training and Supportive Services	87,295	1,148.62	17,735	110.16	182,799	7,616.63
Other Direct Costs	2,544	33.47	-	-	4,646	193.58
Pooled Costs	24,961	328.43	6,601	41.00	36,003	1,500.13
<b>TOTAL</b>	<b>\$ 208,557</b>	<b>\$ 2,744.17</b>	<b>\$ 34,874</b>	<b>\$ 216.61</b>	<b>\$ 265,021</b>	<b>\$ 11,042.54</b>
	Apprenticeship		Youthbuild			
Participants Served		-		23		
	Total	\$/Participant	Total	\$/Participant		
Personnel Costs (CSP)	\$ 2,432	\$ -	\$ 154,150	\$ 6,702.17		
Personnel Costs (DEO)	-	-	-	-		
Service Provider	-	-	-	-		
Training and Supportive Services	-	-	31,284	1,360.17		
Other Direct Costs	-	-	32,473	1,411.87		
Pooled Costs	1,865	-	33,988	1,477.74		
<b>TOTAL</b>	<b>\$ 4,297</b>	<b>\$ -</b>	<b>\$ 251,895</b>	<b>\$ 10,951.96</b>		

Workforce Innovation and Opportunity Act						Trade Adjustment Assistance (TAA)		Soft Skills	
PINELLAS	AD	DW	Youth	Youth Connect	Total	PINELLAS		PINELLAS	
Number Served	767	646	123	417	1,912	Number Served	76	Number Served	161
Case Closures w/ Employment	205	256	39	158	658	Case Closures w/ Employment	4	Case Closures w/ Employment	8
Average Wage	\$21.02	\$28.65	\$14.38	\$12.43	\$21.53	Average Wage	\$14.75	Average Wage	\$10.05

Covid Dislocated Worker		Apprenticeship		YouthBuild	
PINELLAS		PINELLAS		PINELLAS	
Number Served	24	Number Served	0	Number Served	23
Case Closures w/ Employment	2	Case Closures w/ Employment	0	Placements	0
Average Wage	\$14.32	Average Wage	\$0.00	Average Wage	\$0.00

Employment Services					Pinellas		Employer Services	
PINELLAS	RESEA	VETS	Employment Services	Total	Pinellas	Employer Services	Pinellas	Website Traffic
Number Served	4,436	1,065	16,265	21,766	Employers Served	2,077	Total # of Visits	89,786
Exits w/ Employment	734	135	572	1441	Job Orders Posted	13,512	Returning	24.0%
Average Wage	\$13.24	\$16.09	\$14.61	\$14.05	Referrals to Job Orders	13,208	New	76.0%

Supplemental Nutrition Assistance Program		Welfare Transition Program		Pinellas One Stop Center Traffic	
PINELLAS		PINELLAS		Pinellas	One Stop Center
Number Served	272	Number Served	858	Number of Visitors	20,369
Entered Employment	85	Closed due to income	507	Number of Visits	43,778
Average Wage	\$11.69	Average Wage	\$13.60		

## Information Item 5 – Programmatic Monitoring Results Summary

The Department of Economic Opportunity (DEO) must perform annual monitoring of its subrecipient workforce entities as required by federal and state laws, rules, regulations, and applicable DEO guidance. To accomplish DEO's monitoring goal, a joint programmatic and financial monitoring review of CareerSource Pinellas' ("LWDB 14") workforce programs was conducted by DEO's Bureau of One-Stop and Program Support (OSPS) and Bureau of Financial Monitoring and Accountability (FMA) staff.

Programmatic and financial management issues identified in the report are generally categorized as Findings, Issues of Noncompliance, and Observations based on a scale of high, medium and low risk probabilities. High, medium, and low risk factors are used to separate those issues that present more of a threat to program operations than others including issues that may potentially impact the fiscal integrity or delivery of services within program operations.

In accordance with [Administrative Policy 104 – Sanctions for Local Workforce Development Boards' Failure to Meet Federal and State Standards](#), as subrecipients of authorized funds administered by DEO, LWDB 14 is accountable for failing to correct performance, programmatic and financial deficiencies found during compliance monitoring reviews.

Correcting and eliminating deficiencies maintains credibility in the administration of workforce programs, reduces risk of compliance findings, and reduces the potential for questioned and/or disallowed costs which could lead to recapture of funds by the United States Department of Labor (USDOL) or other federal or state agencies. For additional programmatic and financial monitoring information and resources, click here: [Monitoring Overview](#).

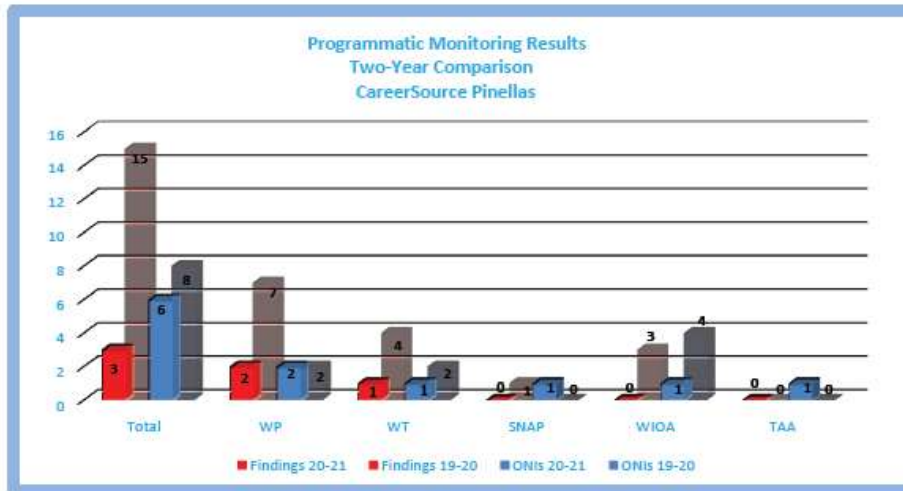
As a result of the monitoring, there were no WIOA Findings. Overall, Findings were reduced from five in PY'19-20 to three in PY'20-21. Other noncompliance issues were further reduced from eight in PY'19-20 to six in PY'20-21. CareerSource Pinellas will continue to use DEO feedback and recommendations alongside the results of internal monitoring to eliminate findings and other noncompliance issues in the future.

The results of each of the LWDB 14's workforce programs are summarized in the following charts by program and category.

PROGRAMMATIC MONITORING RESULTS SUMMARY

N=No, Y=Yes, N/A=Not Applicable.

2020-21 Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
WT	A safety plan was missing and the Individual Responsibility Plan (IRP) did not include safety plan elements for a victim of domestic violence.	Y	Y	0	0
	Employment documentation in a participant file did not match information recorded in OSST.	0	0	Y	Y
<b>WT Totals</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
SNAP E&T	A participant was assigned to more than the required 39 hours in job search.	0	0	N	Y
		0	0	0	1
<b>SNAP E&amp;T Totals</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
WIOA Common Issue	Measurable skills gains were not recorded in Employ Florida for several participants.	0	0	Y	Y
		0	0	1	1
<b>WIOA Totals</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
TAA	Training benchmarks were not reviewed and/or documented every 60 days as required. Additionally, training expenditures recorded in Employ Florida under the TAA Application (TRA Payment View) link did not match the invoices in a participant file.	0	0	N	Y
		0	0	0	1
<b>TAA Totals</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
WP	A job order with a wage rate listed below the minimum wage did not have a case note documenting staff's verification that the employer will pay at least Florida's minimum wage rate.	Y	Y	0	0
	Permission not documented to create Employ Florida registrations and referrals for a few participants. Additionally, several participant applications were incomplete.	Y	Y	0	0
	A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency".	0	0	Y	Y
RESEA	Several participants not being managed within 90 days and appears on the "Red Flag Drop-Off" report.	0	0	N	Y
<b>WP Totals</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>
<b>Results-All Programs</b>		<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>



SUMMARY TABLE OF FINANCIAL MONITORING RESULTS

2020-21 Financial Monitoring Results				
Category	Repeat of Prior Year	Reference(s)		
Prior Year Corrective Action Follow-Up	None	No prior year Findings or Issues of Noncompliance.		
Category	Findings	Issues of Non-Compliance	Observations	Technical Assistance Provided
Contracting/Contract Monitoring - (omitted Equal Employment Opportunity provision in contract).			1	
Purchasing/Procurement - (incomplete Stevens Amendment statement regarding dollar amount).				1
Purchasing/Procurement - (omitted documentation of Debarred/suspended party in contract).				1
Subawarding/Subrecipient Monitoring - (omitted Environmental Tobacco Smoke provision in contract).				1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>

July 21, 2021


Ms. Jennifer Brackney, CEO  
CareerSource Pinellas  
EpiCenter  
13805 58<sup>th</sup> Street North, Suite 2-140  
Clearwater, Florida 33760

Dear Ms. Brackney:

The Department of Economic Opportunity would like to thank you and CareerSource Pinellas staff for your participation and cooperation in the Program Year (PY) 2020-2021 quality assurance review of your workforce programs. Your Corrective Action Plan for resolving the findings and other noncompliance issues identified in the report has been accepted. Consequently, this correspondence closes the PY 2020-2021 quality assurance review process.

Should you have any questions or require additional information, please contact Ken Williams at (850) 245-7457 or via email at [Kenneth.Williams@deo.myflorida.com](mailto:Kenneth.Williams@deo.myflorida.com).

Sincerely,



Charles Williams, Workforce Administrator  
Bureau of One-Stop and Program Support

CW/omb

cc: Michelle Dennard  
Andrew Collins  
Casey Penn  
Ken Williams

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850.245.7105 | [www.FloridaJobs.org](http://www.FloridaJobs.org)  
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## Handouts

WIOA Exit Strategy Communication - DEO

## Other Administrative Matters

None

## Open Discussion

None

## Adjournment

Jody Armstrong adjourned the meeting at 9:33am.