

**CareerSource Pinellas  
Workforce Solutions Committee  
Meeting Minutes**

**Date:** August 19, 2021 – 2:30pm  
**Location:** \*Virtual Zoom Meeting

**Call to Order:**

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

**Members in attendance:**

Mark Hunt, Denise Sanderson, Ivonne Alvarez, Michael Jalazo, Michael Logal, Dr. Rebecca Sarlo, Belinthia Berry, Kevin Knutson

**Members not in attendance:**

Andrea Cianek, Candida Duff, Chris Owens, Glenn Willocks

**Staff Present:**

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

**Public Comments - None**

**Action Items**

**Action Item 1 – Approval of minutes**

The minutes of the June 8, 2021, Workforce Solutions Meeting were presented for approval.

Motion:	Belinthia Berry
Second:	Ivonne Alvarez

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

**Action Item 2 – Renewal of Training Provider ServiceSource FLORIDA Career Institute**

CareerSource Pinellas enters into individual training provider agreements with each approved training provider. These agreements have previously been administered annually with a two-year renewal period contingent upon Workforce Solutions Committee and Board of Directors approval. This process requires a significant amount of staff time. Training providers are also required to:

- Provide the most recent Florida Education & Training Placement Information Program (FETPIP) Reports to include enrollment, completion, retention, employment rates of students.
- Provide the Training Provider Renewal Application.
- Provide Program Cost details (tuition, books, supplies, and testing fees) and a copy of current catalog and schedule or website link with required information.
- Provide a copy of a valid license from the Commission for Independent Education (CIE).
- Provide a current Liability Insurance certificate with CareerSource Pinellas listed.
- Provide a copy of a completed W-9 form.
- Remain in compliance with performance, financial, and other mandated requirements.

Staff monitors training provider performance and presents this information to the Workforce Solutions Committee on a quarterly basis. Training providers that are determined to have performance issues or other issues are brought to the committee and board throughout the year for review and potential removal.

**RECOMMENDATION:**

Approval to enter into a two-year renewal agreement with ServiceSource FLORIDA Career Institute.

**Discussion:** None

Motion:	Michael Logal
Second:	Michael Jalazo

*The Committee made a motion to approve a two-year renewal agreement with ServiceSource FLORIDA Career Institute. The motion carried unanimously. There was no further discussion.*

**Other Administrative Matters:** None

**Information 1: Workforce Solutions Goals Update PY’2020-2021 (Covering through June 30, 2021)**

**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 maximize its current partnership strategies 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	The St. Pete Chamber has been diligent in providing information on incentive packages and other COVID resources for small businesses. A workshop in July provides residents with a guide of how the City of St. Petersburg plans to prioritize its \$45 million portion of funds from the American Rescue Plan Act.
Upper Tampa Bay Chamber	Hosted multiple after-hours events, morning mingles and lunch and learn opportunities; monthly non-profit newsletter.
Central Pinellas Chamber	Economic Chamber Development Committee reporting, Women’s Leadership Committee involvement, community input opportunities, resuming community awards ceremonies, lunch and learn opportunities, COVID and community updates.
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. Petersburg. Staff support initiatives, upcoming Good ‘Burger Awards, continued business expansion.
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, philanthropy opportunities and partner presentations.
Tampa Bay Partnership	Facilitate quarterly meetings for the Workforce Stakeholder Group, feedback from the 2021 Regional Competitiveness Report via survey opportunities, Future Career Academy, working to bridge the gap in preparing graduating Seniors for immediate career path opportunities and meeting the needs of hiring employers.
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 the Make More Manufacturing Summit on Talent Development.
Tampa Bay Tech	Hiring initiative, Autism@Work, to connect the Bay Area’s recent tech graduates with autism spectrum disorder (ASD) to tech roles they can thrive in; reimagining internships, Emerging Tech Leaders Council, which provides professional development, mentorship, and networking opportunities for emerging technologists.

**Objective 2:** Develop and execute a marketing strategy to build awareness with businesses about engagement and 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 the 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 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 who wish 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 the training of existing employees.

**PY’2019-2020**

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
<b>Total:</b>	<b>\$128,618.00</b>	<b>\$262,691.50</b>

**PY’2020-2021**

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
Aero Technical Components, Inc	\$6,525.00	\$7,800
<b>Total:</b>	<b>\$120,024.00</b>	<b>\$185,979.00</b>

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

**PY'2019-2020**

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
<b>Total:</b>	<b>\$1,092,000.00</b>	<b>\$9,718,841.00</b>

**PY'2020-2021**

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
<b>Total:</b>	<b>\$440,475.00</b>	<b>\$2,144,119.60</b>

**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**

**PY'2019-2020**

	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					
<b>Qtr 1</b> <small>(July 1, 2019-Sept. 30, 2019)</small>	32	10%	35.20	97	203.13%	157.60	392.50%	✔
<b>Qtr 2</b> <small>(Oct. 1, 2019-Dec. 31, 2019)</small>	64	10%	70.40	105	64.06%	154.80	141.88%	✔
<b>Qtr 3</b> <small>(Jan. 1, 2020-March 31, 2020)</small>	60	10%	66.00	140	133.33%	217.10	261.83%	✔
<b>Qtr 4</b> <small>(April 1, 2020-Jun 30, 2020)</small>	45	10%	49.50	75	66.67%	93.30	107.33%	✔

**PY'2020-2021**

	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					
<b>Qtr 1</b> <small>(July 1, 2020-Sept. 30, 2020)</small>	97	10%	106.70	60	-38.14%	84.00	-13.40%	○
<b>Qtr 2</b> <small>(Oct. 1, 2020-Dec. 31, 2020)</small>	105	10%	115.50	77	-26.67%	111.20	5.90%	○
<b>Qtr 3</b> <small>(Jan. 1, 2021-March 31, 2021)</small>	140	10%	154.00	130	-7.14%	195.10	39.36%	✔
<b>Qtr 4</b> <small>(April 1, 2021-Jun 30, 2021)</small>	75	10%	82.50	82	9.33%	115.00	53.33%	○

\*Data last updated 07/02/2021

## 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 matches 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
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	2,650
	<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>3,607</b>
PY'2020-2021	Direct Placements	1	2	1	4	5	5	1	3	0	6	3	8	39
	Staff Entered Obtained Employment	40	31	39	13	17	27	22	36	16	48	27	31	347
	Automated Obtained Employments	199	147	118	139	154	202	186	169	180	171	114	133	1,912
	<b>Total</b>	<b>240</b>	<b>180</b>	<b>158</b>	<b>156</b>	<b>176</b>	<b>234</b>	<b>209</b>	<b>208</b>	<b>196</b>	<b>232</b>	<b>230</b>	<b>278</b>	<b>2,497</b>

## 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. Third-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
<b>3rd Party</b>	<b>506</b>	<b>1,290</b>	<b>439</b>	<b>11,185</b>	<b>11,495</b>	<b>1,029</b>	<b>60</b>
Accommodation and Food Services	28	75	0	875	895	87	2
Administrative and Support and Waste Management and Remediation Services	53	102	6	521	534	76	5
Construction	5	1	0	35	35	3	1
Educational Services	2	3	0	12	12	3	1
Finance and Insurance	72	108	4	863	863	102	7
Health Care and Social Assistance	104	281	147	4725	4725	256	10
Information	57	102	0	263	263	51	4
Manufacturing	61	319	182	1931	2149	200	11
Other Services (except Public Administration)	4	11	0	318	318	13	0
Professional, Scientific, and Technical Services	35	84	100	483	523	53	6
Public Administration	1	0	0	1	1	0	1
Real Estate Rental and Leasing	7	34	0	45	45	23	1
Retail Trade	31	23	0	87	87	20	4
Transportation and Warehousing	14	35	0	72	91	24	2
Utilities	5	5	0	46	46	2	0
Wholesale Trade	27	107	0	908	908	116	5
<b>Non 3rd Party</b>	<b>1,571</b>	<b>3,732</b>	<b>13,490</b>	<b>3,768</b>	<b>7,376</b>	<b>989</b>	<b>556</b>
Accommodation and Food Services	71	198	962	156	409	58	36
Administrative and Support and Waste Management and Remediation Services	268	668	1,228	558	1,263	213	86
Agriculture, Forestry, Fishing and Hunting	2	0	0	4	4	0	1
Arts, Entertainment, and Recreation	13	11	355	43	55	9	4
Construction	101	160	1,323	154	203	34	47
Educational Services	36	42	45	38	42	4	10
Finance and Insurance	76	98	1,799	181	232	13	22
Health Care and Social Assistance	218	721	780	435	605	93	68
Information	27	67	167	22	24	14	8
Management of Companies and Enterprises	7	3	0	6	6	1	3
Manufacturing	229	606	3,785	592	692	153	58
Mining	1	4	0	2	2	4	0
Other Services (except Public Administration)	67	276	538	158	202	64	36
Professional, Scientific, and Technical Services	137	287	393	458	2,559	67	55
Public Administration	45	115	92	84	102	23	6
Real Estate Rental and Leasing	48	101	5	310	319	66	20
Retail Trade	96	135	1,207	213	241	54	36
Transportation and Warehousing	41	122	171	100	129	49	22
Utilities	4	3	1	4	4	1	1
Wholesale Trade	57	79	372	194	222	55	18
Unclassified Establishments	27	36	267	56	61	14	19
<b>Grand Total</b>	<b>2,077</b>	<b>5,022</b>	<b>13,929</b>	<b>14,953</b>	<b>18,871</b>	<b>2,018</b>	<b>616</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.

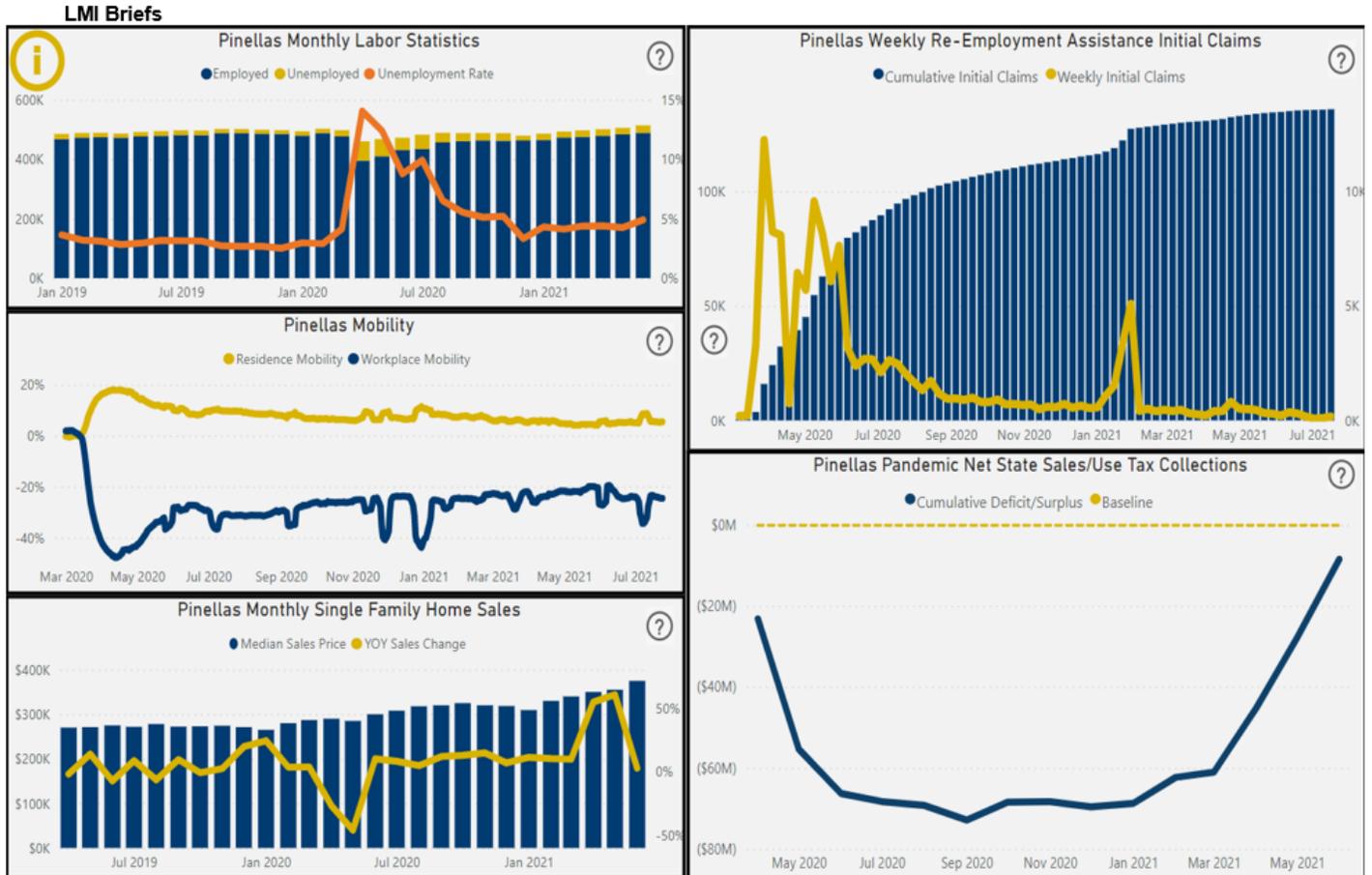
Period	Performance	PWE YTD	OJT YTD	Summer P.A.Y.S. YTD	DWG – COVID 19 YTD	Totals
<b>PY'2019-2020</b>	Total Funding Expended	\$242,224	0	N/A	N/A	<b>\$242,224</b>
	# of Enrollments	8	0	N/A	N/A	<b>8</b>
	# of Completers	6	0	N/A	N/A	<b>6</b>
	# of Employers	4	0	N/A	N/A	<b>4</b>
	Avg Placement Wage	\$10.19	0	N/A	N/A	<b>\$10.19</b>
<b>PY'2020-2021</b>	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 5:** Inventory best and promising practice approaches for working with and engaging businesses and scale up.

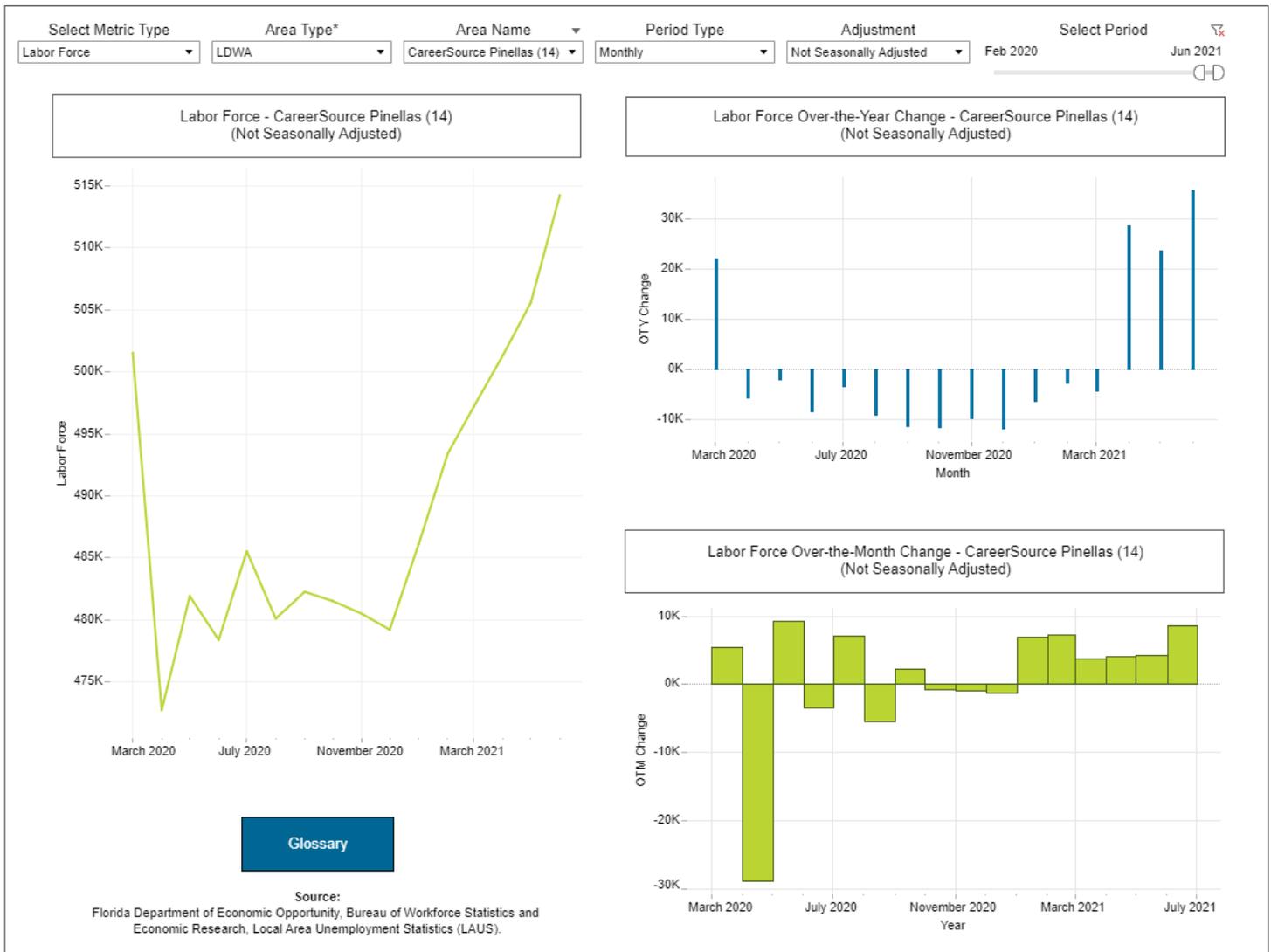
- *Creating opportunities to work with third-party agencies.*
- *Increasing outreach to reinforce and grow current business relationships and partnerships.*
- *Increased engagement with local groups and associations and maximizing opportunities to partner on events and initiatives.*
- *Expanding virtual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



\*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 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'2021-2022 on June 14, 2021. This item is approved annually 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 the link under Business Services: <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/workforce-innovation-and-opportunity-act/>. 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	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 Apprentices 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.

**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 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	<b>94</b>
	# IHR Job seekers	141	214	137	92	10	53	106	85	0	0	0	0	<b>838</b>
PY'2020-2021	# VR/Drive Thru Events	0	1	3	3	3	4	1	0	4	8	5	6	<b>38</b>
	# VR Job seekers	0	4	0	6	16	12	4	0	13	20	10	35	<b>120</b>

**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 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	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 may also occur via virtual platforms.*

### PY'2019-2020

Date	Type	Employers	Job Seekers
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
<b>Total</b>		<b>190</b>	<b>825</b>

### PY'2020-2021

Date	Type	Employers	Job Seekers
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
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 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 who wish to advance in their careers and employers encouraging them to visit [careersourcepinellas.com](http://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	4,544	4,442	7,784	6,199	55,165
	# 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	89,786
	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	212,847
	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%	24%
	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%	76%

## 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	3	6	5	3	66
	# of New Facebook Fans			1	-3	1	13	14	13	12	16	7	19	12	2	107
	# of New LinkedIn Followers			26	19	27	19	50	26	17	55	6	7	73	21	346
	# of Engagements			526	577	646	357	435	517	449	405	533	1,243	735	444	6,867
	# 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	324,326

**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 the 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 Indicator 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'2021-2022 on June 14, 2021. This item is approved annually and adopted for the subsequent program year. Training areas included within the Regional Targeted Occupations List (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 the link under Business Services: <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.

#### **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 2 of 4 locations
- Successfully re-wired 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 3-year period

### 2021 IT Strategic Goal Updates

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

**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 yearly programmatic monitoring for CareerSource Pinellas 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 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.

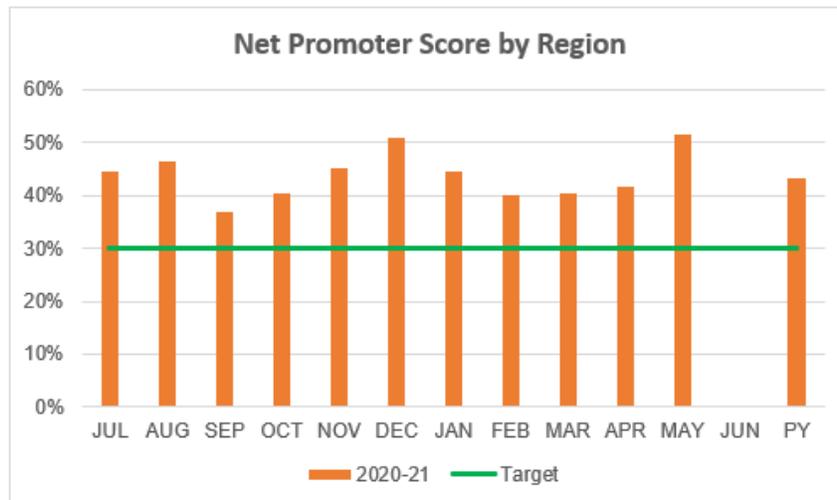
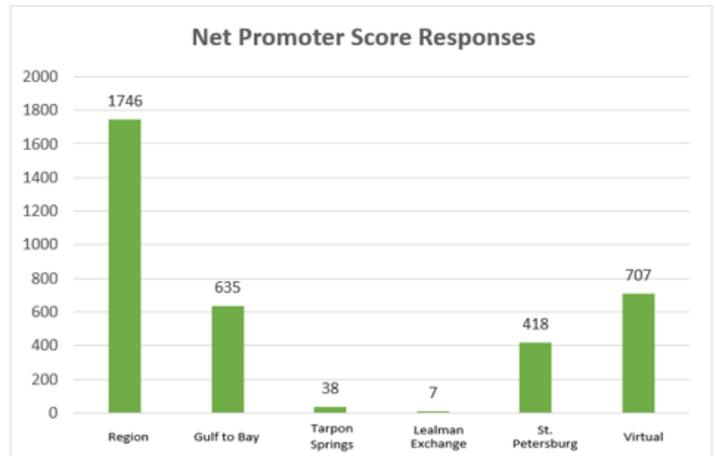
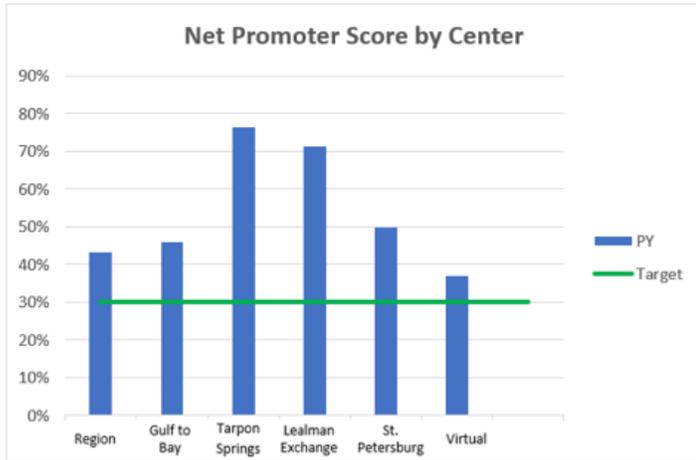
### **Customer Satisfaction Survey**

*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 weblinks 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.*

**Previous Format**

Period	Location	Q1		Q2		Q3		Q4		PY	
		Total	Rating								
PY'2020-2021	Career Resource Center	99	100.00%	39	98.71%	26	100.00%	5	77.78%	169	94.12%
	Remote Services	25	100.00%	14	100.00%	8	100.00%	0	-	47	100.00%
	Employability Skills Training	194	96.91%	120	95.36%	113	95.74%	187	97.33%	614	96.34%
	<b>Combined</b>	<b>318</b>	<b>98.11%</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>

**New Format**



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 2 – 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)

**Discussion:** Our goal is to meet and exceed performance measures. However, in light of the recent impact of COVID on employment, we are seeing an impact on performance. We are not meeting two performance measures relating to employment. This is due to COVID as well as changes made to DEO policies that change the ability to extend a participant's roll in any given program. Individuals showing on this report exited the program in June of 2020. These performance indicators are lagging indicators, which means the individuals show in the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit.

As we move forward, focusing on performance is even more important, because DEO has made policy changes that impact how staff can extend participation. Because of the policy change, staff are required to close files that previously could have remained open while they helped them find employment. Now there is a timeline in place that limits the amount of time given to find employment while in one of our programs. This policy change will certainly have an impact on performance next year.

We have done everything we can to impact this performance. What it will come down to is a statistical adjustment. A statistical adjustment looks at the barriers of the individuals who exited the program back in June and how that might have affected performance. DEO will also look at how COVID may have affected performance. We will not have our final performance until September 15<sup>th</sup>.

### Information Item 3 - 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 3 Training Provider Performance PY20/21 through 06/30/2021

For program year 2020-2021, CareerSource Pinellas training providers have met training completion rates with an average of 86 percent. All providers with participant enrollments, with the exception of Registered Apprenticeship programs, are exceeding the required 60% minimum performance criteria for training completion. About 80 percent of participants have obtained employment with just over 55 percent being training related. The average wage at job placement is just over \$25.00.

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
Academy for Dental Assistants	1	0	0	0	0	0	0	0				0	
Access Computer Training	0	0	0	0	0	0	0	0				0	
AmSkills Manufacturing Training and Apprenticeships	0	0	0	0	0	0	0	0				0	
Birtech Learning Centers, Inc	0	0	0	0	0	0	0	0				3	
Center for Technology Training	6	4	1	3	0	3	3	2	75.0%	100.0%	50.0%	6	\$24.75
Central Florida Heat and Frost Insulators J.A.C. (RA)	2	2	2	0	0	0	1	0	0.0%	0.0%	0.0%	2	\$27.89
Computer Coach IT training solutions	55	30	0	30	7	23	23	18	100.0%	76.7%	60.0%	20	\$30.18
Concorde Institute	1	0	0	0	0	0	0	0				0	
Florida Technical College	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	3	\$24.03
Galen Health Institute, Inc.	65	32	2	30	6	24	25	23	93.8%	80.0%	71.9%	25	\$21.68
IEC- Independent Electrical Contractors	0	0	0	0	0	0	0	0				0	
International Union of Operating Engineers (RA)	2	2	2	0	0	0	2	1	0.0%	0.0%	50.0%	0	\$51.57
Ironworkers (RA)	2	2	2	0	0	0	1	1	0.0%	0.0%	50.0%	0	\$31.96
Jersey College	14	3	0	3	0	3	3	2	100.0%	100.0%	66.7%	1	\$23.89
Keiser University	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$25.00
Masonry (RA)	0	0	0	0	0	0	0	0				0	
National Aviation Academy	38	25	0	25	10	15	15	10	100.0%	60.0%	40.0%	19	\$19.12
New Horizons Computer Learning Center of Tampa Bay	116	70	0	70	8	62	62	38	100.0%	88.6%	54.3%	73	\$33.59
Palm Beach Code School	0	0	0	0	0	0	0	0				0	
Pinellas County Schools	51	29	5	24	6	18	21	14	82.8%	75.0%	48.3%	26	\$15.79
Plumbers and Pipefitters and HVAC, local union 123 (RA)	33	33	12	21	9	12	15	15	63.6%	57.1%	45.5%	14	\$29.64
Rasmussen University	1	0	0	0	0	0	0	0				0	
Refrigeration & Air Conditioning Contractors (RACCA) (I	12	12	6	6	3	3	6	5	50.0%	50.0%	41.7%	19	\$21.86
Roadmaster Driver's School, Inc.	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	3	\$18.00
RV Training Center, Inc.	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	3	\$30.00
Schiller International University	0	0	0	0	0	0	0	0				0	
ServiceSource Florida Career Institute	0	0	0	0	0	0	0	0				0	
Southern Technical Institute	3	0	0	0	0	0	0	0				1	
St. Petersburg College	98	48	12	36	9	27	31	19	75.0%	75.0%	39.6%	88	\$18.41
Tampa Area Electrical JATC (partnership between IBEW	59	16	2	14	1	13	13	12	87.5%	92.9%	75.0%	12	\$25.80
Tampa Truck Driving School	8	6	0	6	0	6	6	6	100.0%	100.0%	100.0%	0	\$19.57
Ultimate Medical Academy, Inc.	14	10	1	9	0	9	10	9	90.0%	100.0%	90.0%	2	\$15.43
University of South Florida	18	11	1	10	2	8	9	8	90.9%	80.0%	72.7%	11	\$24.10
Grand Total	603	339	48	291	61	230	250	187	85.8%	79.0%	55.2%	331	\$25.25

#### INFORMATION ITEM 3 Training Provider Performance PY20/21 through 06/30/2021

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
Academy for Dental Assistants	1	0	0	0	0	0	0	0				0	
Access Computer Training	0	0	0	0	0	0	0	0				0	
AmSkills Manufacturing Training and Apprenticeships	0	0	0	0	0	0	0	0				0	
Birtech Learning Centers, Inc	0	0	0	0	0	0	0	0				3	
Center for Technology Training	6	4	1	3	0	3	3	2	75.0%	100.0%	50.0%	6	\$24.75
Computer and Information Systems Managers	0	0	0	0	0	0	0	0				3	
General and Operations Managers	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$31.25
Management Analysts	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$33.00
NULL	4	2	1	1	0	1	1	0	50.0%	100.0%	0.0%	3	\$10.00
Central Florida Heat and Frost Insulators J.A.C. (RA)	2	2	2	0	0	0	1	0	0.0%	0.0%	0.0%	2	\$27.89
Construction and Related Workers, All Other	2	2	2	0	0	0	1	0	0.0%	0.0%	0.0%	2	\$27.89
Computer Coach IT training solutions	55	30	0	30	7	23	23	18	100.0%	76.7%	60.0%	20	\$30.18
Administrative Services Managers	1	0	0	0	0	0	0	0				0	
Business Operations Specialists, All Other	2	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	2	\$37.64
Computer and Information Systems Managers	7	7	0	7	3	4	4	4	100.0%	57.1%	57.1%	7	\$33.05
Financial Managers, Branch or Department	0	0	0	0	0	0	0	0				1	
General and Operations Managers	5	5	0	5	1	4	4	3	100.0%	80.0%	60.0%	3	\$26.87
Management Analysts	8	4	0	4	2	2	2	2	100.0%	50.0%	50.0%	0	\$44.30
NULL	23	9	0	9	1	8	8	6	100.0%	88.9%	66.7%	6	\$26.43
Employment, Recruitment, and Placement Specialists	5	4	0	4	0	4	4	3	100.0%	100.0%	75.0%	1	\$29.21
Managers, All Other	4	0	0	0	0	0	0	0				0	
Concorde Institute	1	0	0	0	0	0	0	0				0	
Surgical Technologists	1	1	0	0	0	0	0	0				0	
Florida Technical College	1	1	0	1	0	0	1	1	100.0%	100.0%	100.0%	3	\$24.03
Computer and Information Systems Managers	0	0	0	0	0	0	0	0				1	
NULL	0	0	0	0	0	0	0	0				2	
Managers, All Other	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$24.03
Galen Health Institute, Inc.	65	32	2	30	6	24	25	23	93.8%	80.0%	71.9%	25	\$21.68
Licensed Practical and Licensed Vocational Nurses	10.5	8	1	7	1	6	7	6	87.5%	85.7%	75.0%	10	\$17.21
NULL	54.5	24	1	23	5	18	18	17	95.8%	78.3%	70.8%	15	\$23.42
IEC- Independent Electrical Contractors	0	0	0	0	0	0	0	0				0	
International Union of Operating Engineers (RA)	2	2	2	0	0	0	2	1	0.0%	0.0%	50.0%	0	\$51.57
Operating Engineers and Other Construction Equipment	2	2	2	0	0	0	2	1	0.0%	0.0%	50.0%	0	\$51.57
Ironworkers (RA)	2	2	2	0	0	0	1	1	0.0%	0.0%	50.0%	0	\$31.96
Structural Iron and Steel Workers	2	2	2	0	0	0	1	1	0.0%	0.0%	50.0%	0	\$31.96
Jersey College	14	3	0	3	0	3	3	2	100.0%	100.0%	66.7%	1	\$23.89
Licensed Practical and Licensed Vocational Nurses	3	0	0	0	0	0	0	0				1	
NULL	11	3	0	3	0	3	3	2	100.0%	100.0%	66.7%	0	\$23.89
Keiser University	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$25.00
NULL	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$25.00
Masonry (RA)	0	0	0	0	0	0	0	0				0	
National Aviation Academy	38	25	0	25	10	15	15	10	100.0%	60.0%	40.0%	19	\$19.12
Aircraft Mechanics and Service Technicians	38	25	0	25	10	15	15	10	100.0%	60.0%	40.0%	19	\$19.12
New Horizons Computer Learning Center of Tampa Bay	116	70	0	70	8	62	62	38	100.0%	88.6%	54.3%	73	\$33.59
Administrative Services Managers	3	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	0	\$13.59

INFORMATION ITEM 3  
Training Provider Performance  
PY'20/21 through 06/30/2021

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
Bookkeeping, Accounting, and Auditing Clerks	1	0	0	0	0	0	0	0				1	
Business Operations Specialists, All Other	2	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	1	\$55.00
Computer and Information Systems Managers	18	18	0	18	2	16	16	14	100.0%	88.9%	77.8%	23	\$38.72
Construction Managers	0	0	0	0	0	0	0	0				1	
Financial Analysts	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$22.60
General and Operations Managers	7	7	0	7	0	7	7	6	100.0%	100.0%	85.7%	6	\$39.08
Management Analysts	39	19	0	19	2	17	17	11	100.0%	89.5%	57.9%	14	\$38.02
NULL	41	22	0	22	4	18	18	6	100.0%	81.8%	27.3%	27	\$24.55
Executive Secretaries and Administrative Assistants	1	0	0	0	0	0	0	0				0	
Employment, Recruitment, and Placement Specialists	1	0	0	0	0	0	0	0				0	
First-Line Supervisors/Managers of Office and Administrative Services Workers, All Other	1	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	0	\$10.00
Managers, All Other	1	0	0	0	0	0	0	0				0	
Palm Beach Code School	0	0	0	0	0	0	0	0				0	
Pinellas County Schools	51	29	5	24	6	18	21	14	82.8%	75.0%	48.3%	26	\$15.79
Accountants	0	0	0	0	0	0	0	0				1	
Accountants and Auditors	0	0	0	0	0	0	0	0				2	
Automotive Service Technicians and Mechanics	3	1	1	1	0	0	1	0	0.0%		0.0%	0	\$12.75
Bookkeeping, Accounting, and Auditing Clerks	3	0	0	0	0	0	0	0				1	
Bus and Truck Mechanics and Diesel Engine Specialists	3	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	0	\$22.43
Chefs and Head Cooks	0	0	0	0	0	0	0	0				1	
Construction Managers	1	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	0	\$15.00
Electricians	1	1	1	1	0	0	0	0	0.0%		0.0%	0	
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	4	3	0	3	1	2	2	2	100.0%	66.7%	66.7%	2	\$11.71
Interior Designers	0	0	0	0	0	0	0	0				1	
Licensed Practical and Licensed Vocational Nurses	20	11	2	9	2	7	8	6	81.8%	77.8%	54.5%	9	\$17.99
Machinists	0	0	0	0	0	0	0	0				2	
Medical and Clinical Laboratory Technologists	1	0	0	0	0	0	0	0				0	
Medical Records and Health Information Technicians	0	0	0	0	0	0	0	0				2	
Medical Secretaries	2	2	1	1	0	1	2	2	50.0%	100.0%	100.0%	1	\$11.50
NULL	3	3	0	3	2	1	1	0	100.0%	33.3%	0.0%	2	\$15.00
Surgical Technologists	2	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$15.00
Welders, Cutters, Solderers, and Brazers	0	0	0	0	0	0	0	0				0.5	
Truck Drivers, Heavy and Tractor-Trailer	3	3	0	3	0	3	3	3	100.0%	100.0%	100.0%	1.5	\$15.64
Architectural and Civil Drafters	1	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	0	\$14.25
Environmental Engineering Technicians	2	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	0	\$14.25
Plumbers, Pipefitters, and Steamfitters	1	0	0	0	0	0	0	0				0	
Plumbers and Pipefitters and HVAC, local union 123 (RA)	33	33	12	21	9	12	15	15	63.6%	57.1%	45.5%	14	\$29.64
Heating and Air Conditioning Mechanics and Installers	14	14	6	8	1	7	10	10	57.1%	87.5%	71.4%	6	\$29.58
Helpers—Pipefitters, Plumbers, Pipefitters, and Steamfitters	1	1	1	0	0	0	0	0	0.0%		0.0%	0	
Plumbers	18	18	5	13	8	5	5	5	72.2%	38.5%	27.8%	8	\$29.78
Rasmussen University	1	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) (RA)	12	12	6	6	3	3	6	5	50.0%	50.0%	41.7%	19	\$21.86
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	12	12	6	6	3	3	6	5	50.0%	50.0%	41.7%	19	\$21.86
Roadmaster Driver's School, Inc.	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	3	\$18.00
Truck Drivers, Heavy and Tractor-Trailer	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	3	\$18.00

INFORMATION ITEM 3  
Training Provider Performance  
PY'20/21 through 06/30/2021

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
RV Training Center, Inc.	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	3	\$30.00
Recreational Vehicle Service Technicians	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	3	\$30.00
Schiller International University	0	0	0	0	0	0	0	0				0	
ServiceSource Florida Career Institute	0	0	0	0	0	0	0	0				0	
Southern Technical Institute	3	0	0	0	0	0	0	0				1	
St. Petersburg College	98	48	12	36	9	27	31	19	75.0%	75.0%	39.6%	88	\$18.41
Accountants	1	0	0	0	0	0	0	0				0	
Administrative Services Managers	0	0	0	0	0	0	0	0				1	
Audio and Video Equipment Technicians	1	0	0	0	0	0	0	0				1	
Business Operations Specialists, All Other	3	2	0	2	2	0	0	0	100.0%	0.0%	0.0%	2	
Computer and Information Systems Managers	2	2	0	2	0	2	2	1	100.0%	100.0%	50.0%	8	\$22.83
Construction and Building Inspectors	0	0	0	0	0	0	0	0				1	
Construction Managers	1	1	1	0	0	0	0	0	0.0%		0.0%	0	
Dental Hygienists	2	0	0	0	0	0	0	0				4	
Electricians	4	4	3	1	0	1	1	1	25.0%	100.0%	25.0%	0	\$18.00
Elementary School Teachers, Except Special Education	1	0	0	0	0	0	0	0				0	
Food Service Managers	0	0	0	0	0	0	0	0				1	
General and Operations Managers	2	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	7	\$12.16
Graphic Designers	4	0	0	0	0	0	0	0				0	
Health Technologists and Technicians, All Other	1	0	0	0	0	0	0	0				0	
Marketing Managers	0	0	0	0	0	0	0	0				2	
Medical and Clinical Laboratory Technicians	7	7	0	7	0	7	7	5	100.0%	100.0%	71.4%	4	\$14.93
Medical and Clinical Laboratory Technologists	1	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	1	
Medical and Health Services Managers	4	3	0	3	1	2	2	2	100.0%	66.7%	66.7%	2	\$16.98
Medical Assistants	16	8	2	6	1	5	5	4	75.0%	83.3%	50.0%	1	\$15.20
Medical Records and Health Information Technicians	2	1	1	0	0	0	0	0	0.0%		0.0%	0	
NULL	38	12	3	9	2	7	9	4	75.0%	77.8%	33.3%	46	\$24.24
Paralegals and Legal Assistants	0	0	0	0	0	0	0	0				3	
Physical Therapist Assistants	0	0	0	0	0	0	0	0				2	
Sustainability Specialists	0	0	0	0	0	0	0	0				1	
Employment, Recruitment, and Placement Specialists	1	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	0	
Secondary School Teachers, Except Special and Vocational Education	0	0	0	0	0	0	0	0				1	
Electrical Engineering Technicians	2	2	0	2	1	1	1	1	100.0%	50.0%	50.0%	0	\$18.00
Forensic Science Technicians	1	1	1	0	0	0	0	1	0.0%		0.0%	0	\$14.25
Telecommunications Equipment Installers and Repairers	2	2	1	1	0	1	2	1	50.0%	100.0%	50.0%	0	\$15.00
Mechanical Drafters	1	0	0	0	0	0	0	0				0	
Financial Managers	1	0	0	0	0	0	0	0				0	
Tampa Area Electrical IATC (partnership between IBEW and NECA)	59	16	2	14	1	13	13	12	87.5%	92.9%	75.0%	12	\$25.80
Electricians	59	16	2	14	1	13	13	12	87.5%	92.9%	75.0%	12	\$25.80
Tampa Truck Driving School	8	6	0	6	0	6	6	6	100.0%	100.0%	100.0%	0	\$19.57
Truck Drivers, Heavy and Tractor-Trailer	8	6	0	6	0	6	6	6	100.0%	100.0%	100.0%	0	\$19.57
Ultimate Medical Academy, Inc.	14	10	1	9	0	9	10	9	90.0%	100.0%	90.0%	2	\$15.43
Dental Assistants	3	3	1	2	0	2	3	2	66.7%	100.0%	66.7%	0	\$18.33
Health Technologists and Technicians, All Other	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	1	\$15.00
Medical and Clinical Laboratory Technicians	2	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	0	\$14.75
Medical and Clinical Laboratory Technologists	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$14.50

INFORMATION ITEM 3  
Training Provider Performance  
PY'20/21 through 06/30/2021

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 Assistants	3	0	0	0	0	0	0	0				0	
Medical Records and Health Information Technicians	3	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	1	\$13.00
Medical Secretaries	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$14.25
University of South Florida	18	11	1	10	2	8	9	8	90.9%	80.0%	72.7%	11	\$24.10
Accountants	1	0	0	0	0	0	0	0				0	
Business Operations Specialists, All Other	1	0	0	0	0	0	0	0				0	
Industrial Engineering Technologists	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$40.38
Management Analysts	0	0	0	0	0	0	0	0				1	
Medical and Health Services Managers	0	0	0	0	0	0	0	0				2	
NULL	2	2	0	2	1	1	1	1	100.0%	50.0%	50.0%	2	\$15.48
Paralegals and Legal Assistants	3	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$20.00
Employment, Recruitment, and Placement Specialists	9	6	1	5	1	4	5	4	83.3%	80.0%	66.7%	6	\$23.20
Managers, All Other	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	0	\$25.00
<b>Grand Total</b>	<b>603</b>	<b>339</b>	<b>48</b>	<b>291</b>	<b>61</b>	<b>230</b>	<b>250</b>	<b>187</b>	<b>85.8%</b>	<b>79.0%</b>	<b>55.2%</b>	<b>331</b>	<b>\$25.25</b>

INFORMATION ITEM 3  
Training Provider Performance through 6/30/21  
3 Year - PY'18/19 - PY'20/21 through 6/30/21

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	558	251	36	215	21	194	219	138	85.7%	90.2%	55.0%	\$21.96
PY19/20	747	385	59	326	46	280	330	231	84.7%	85.9%	60.0%	\$26.22
PY20/21	603	339	48	291	61	230	250	187	85.8%	79.0%	55.2%	\$25.25
<b>Region Total</b>	<b>1908</b>	<b>975</b>	<b>143</b>	<b>832</b>	<b>128</b>	<b>704</b>	<b>799</b>	<b>556</b>	<b>85.3%</b>	<b>84.6%</b>	<b>57.0%</b>	<b>\$24.75</b>
Academy for Dental Assistants	1	0	0	0	0	0	0	0				
Access Computer Training	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	9	9	0	9	1	8	8	4	100.0%	88.9%	44.4%	\$12.25
PY18/19	8	8	0	8	0	8	8	4	100.0%	100.0%	50.0%	\$12.25
PY19/20	1	1	0	1	1	0	0	0	100.0%	0.0%	0.0%	
PY20/21	0	0	0	0	0	0	0	0				
Center for Technology Training	27	18	1	17	2	15	15	7	94.4%	88.2%	38.9%	\$20.71
PY18/19	10	8	0	8	0	8	8	3	100.0%	100.0%	37.5%	\$17.35
PY19/20	11	6	0	6	2	4	4	2	100.0%	66.7%	33.3%	\$24.42
PY20/21	6	4	1	3	0	3	3	2	75.0%	100.0%	50.0%	\$24.75
Central Florida Heat and Frost Insulators J.A.C. (RA)	10	4	4	0	0	0	1	0	0.0%		0.0%	\$27.89
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	2	0	0	0	0	1	0	0.0%		0.0%	\$27.89
Computer Coach IT training solutions	129	65	0	65	11	54	54	39	100.0%	83.1%	60.0%	\$29.98
PY18/19	13	3	0	3	0	3	3	3	100.0%	100.0%	100.0%	\$19.02
PY19/20	61	32	0	32	4	28	28	18	100.0%	87.5%	56.3%	\$30.98
PY20/21	55	30	0	30	7	23	23	18	100.0%	76.7%	60.0%	\$30.18
Concorde Institute	2	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	1	0	0	0	0	0	0	0				
Florida Technical College	3	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	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$24.03
Galen Health Institute, Inc.	210	102	11	91	11	80	86	75	89.2%	87.9%	73.5%	\$22.60
PY18/19	67	36	6	30	2	28	33	26	83.3%	93.3%	72.2%	\$22.37
PY19/20	78	34	3	31	3	28	28	26	91.2%	90.3%	76.5%	\$23.68
PY20/21	65	32	2	30	6	24	25	23	93.8%	80.0%	71.9%	\$21.68
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	10	10	0	0	0	10	9	0.0%		90.0%	\$30.41
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	2	2	0	0	0	2	1	0.0%		50.0%	\$51.57
Ironworkers (RA)	12	5	5	0	0	0	4	4	0.0%		80.0%	\$22.27
PY18/19	5	0	0	0	0	0	0	0				
PY19/20	5	3	3	0	0	0	3	3	0.0%		100.0%	\$19.04
PY20/21	2	2	2	0	0	0	1	1	0.0%		50.0%	\$31.96
Jersey College	24	4	1	3	0	3	4	2	75.0%	100.0%	50.0%	\$21.42
PY18/19	2	0	0	0	0	0	0	0				

INFORMATION ITEM 3  
Training Provider Performance through 6/30/21  
3 Year - PY18/19 - PY20/21 through 6/30/21

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	8	1	1	0	0	0	1	0	0.0%		0.0%	\$14.00
PY20/21	14	3	0	3	0	3	3	2	100.0%	100.0%	66.7%	\$23.89
Keiser University	2	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$25.00
PY19/20	1	0	0	0	0	0	0	0				
PY20/21	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$25.00
Masonry (RA)	0	0	0	0	0	0	0	0				
PY20/21	0	0	0	0	0	0	0	0				
National Aviation Academy	104	57	0	57	15	42	42	29	100.0%	73.7%	50.9%	\$19.64
PY18/19	20	11	0	11	1	10	10	6	100.0%	90.9%	54.5%	\$19.49
PY19/20	46	21	0	21	4	17	17	13	100.0%	81.0%	61.9%	\$20.20
PY20/21	38	25	0	25	10	15	15	10	100.0%	60.0%	40.0%	\$19.12
New Horizons Computer Learning Center of Tampa Bay	340	199	2	197	21	176	178	113	99.0%	89.3%	56.8%	\$34.76
PY18/19	76	44	2	42	1	41	43	22	95.5%	97.6%	50.0%	\$30.94
PY19/20	148	85	0	85	12	73	73	53	100.0%	85.9%	62.4%	\$37.99
PY20/21	116	70	0	70	8	62	62	38	100.0%	88.6%	54.3%	\$33.59
Palm Beach Code School	0	0	0	0	0	0	0	0				
Pinellas County Schools	147	79	8	71	13	58	62	42	89.9%	81.7%	53.2%	\$15.97
PY18/19	45	24	2	22	3	19	20	13	91.7%	86.4%	54.2%	\$16.91
PY19/20	51	26	1	25	4	21	21	15	96.2%	84.0%	57.7%	\$15.27
PY20/21	51	29	5	24	6	18	21	14	82.8%	75.0%	48.3%	\$15.79
Plumbers and Pipefitters and HVAC, local union 123 (RA)	118	47	16	31	13	18	25	22	66.0%	58.1%	46.8%	\$28.55
PY18/19	47	9	2	7	3	4	6	4	77.8%	57.1%	44.4%	\$26.97
PY19/20	38	5	2	3	1	2	4	3	60.0%	66.7%	60.0%	\$26.80
PY20/21	33	33	12	21	9	12	15	15	63.6%	57.1%	45.5%	\$29.64
Rasmussen University	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)	81	40	22	18	7	11	29	25	45.0%	61.1%	62.5%	\$22.52
PY18/19	41	13	5	8	2	6	11	9	61.5%	75.0%	69.2%	\$22.63
PY19/20	28	15	11	4	2	2	12	11	26.7%	50.0%	73.3%	\$23.68
PY20/21	12	12	6	6	3	3	6	5	50.0%	50.0%	41.7%	\$21.86
Roadmaster Driver's School, Inc.	7	7	0	7	0	7	7	6	100.0%	100.0%	85.7%	\$16.99
PY18/19	2	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	\$16.50
PY19/20	4	4	0	4	0	4	4	3	100.0%	100.0%	75.0%	\$16.99
PY20/21	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$18.00
RV Training Center, Inc.	7	6	1	5	0	5	5	4	83.3%	100.0%	66.7%	\$20.55
PY18/19	2	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$18.00
PY19/20	4	4	1	3	0	3	3	2	75.0%	100.0%	50.0%	\$18.25
PY20/21	1	1	0	1	0	1	1	1	100.0%	100.0%	100.0%	\$30.00
Schiller International University	0	0	0	0	0	0	0	0				
ServiceSource Florida Career Institute	0	0	0	0	0	0	0	0				
Southern Technical Institute	4	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	\$15.00
PY18/19	1	1	0	1	0	1	1	0	100.0%	100.0%	0.0%	\$15.00
PY20/21	3	0	0	0	0	0	0	0				
St. Petersburg College	358	212	47	165	29	136	171	89	77.8%	82.4%	42.0%	\$19.91
PY18/19	113	63	11	52	9	43	51	26	82.5%	82.7%	41.3%	\$17.81

INFORMATION ITEM 3  
Training Provider Performance through 6/30/21  
3 Year - PY18/19 - PY20/21 through 6/30/21

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	147	101	24	77	11	66	89	44	76.2%	85.7%	43.6%	\$21.63
PY20/21	98	48	12	36	9	27	31	19	75.0%	75.0%	39.6%	\$18.41
Tampa Area Electrical JATC (partnership between IBEW)	199	46	8	38	2	36	37	32	82.6%	94.7%	69.6%	\$24.39
PY18/19	71	10	5	5	0	5	5	4	50.0%	100.0%	40.0%	\$25.59
PY19/20	69	20	1	19	1	18	19	16	95.0%	94.7%	80.0%	\$23.12
PY20/21	59	16	2	14	1	13	13	12	87.5%	92.9%	75.0%	\$25.80
Tampa Truck Driving School	14	12	0	12	0	12	12	11	100.0%	100.0%	91.7%	\$18.08
PY18/19	4	4	0	4	0	4	4	3	100.0%	100.0%	75.0%	\$16.94
PY19/20	2	2	0	2	0	2	2	2	100.0%	100.0%	100.0%	\$15.88
PY20/21	8	6	0	6	0	6	6	6	100.0%	100.0%	100.0%	\$19.57
Ultimate Medical Academy, Inc.	30	16	2	14	0	14	16	15	87.5%	100.0%	93.8%	\$14.74
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	4	4	75.0%	100.0%	100.0%	\$12.68
PY20/21	14	10	1	9	0	9	10	9	90.0%	100.0%	90.0%	\$15.43
University of South Florida	45	30	5	25	3	22	26	22	83.3%	88.0%	73.3%	\$29.21
PY18/19	9	8	2	6	0	6	7	6	75.0%	100.0%	75.0%	\$26.90
PY19/20	18	11	2	9	1	8	10	8	81.8%	88.9%	72.7%	\$35.44
PY20/21	18	11	1	10	2	8	9	8	90.9%	80.0%	72.7%	\$24.10

## Information Item 4 – Training Provider Spending

April Torregiante presented the Training Provider Spending report. This report shows through the end of June 2021. \$2.214 million was spent on 610 participants at an average cost of \$3,629 per participant.



### INFORMATION ITEM 4 CareerSource Pinellas Training Provider Spending For the period July 1, 2020 - June 30, 2021

Training Provider	Customer Training	Approved Spending (if required)	Remaining	# of Participants	Avg/ Per Part
Academy for Dental Assistants, (Pinellas)	5,215			2	2,608
Access Computer Training, (Hillsborough)	-			-	
American Manufacturing Skills Initiative (AmSkills)	-			-	
BizTech Learning Centers, Inc., ( Pinellas)	-			-	
Center for Technology Training	34,455			9	3,828
Central Florida Heat and Frost Insulators J.A.C. (RA)	-			-	
Computer Coach IT Training Solutions	333,855			63	5,299
Concorde Career Institute, (Hillsborough)	5,000			1	5,000
Connecticut School of Broadcasting, (Hillsborough)	-			-	
Florida Technical College	5,000			1	5,000
Galen College of Nursing, (Pinellas)	212,107			60	3,535
Gold Coast Professional Schools	379			1	379
Hillsborough Community College	10,000			2	5,000
IEC- Independent Electrical Contractors, FAAC	-			-	
International Union of Operating Engineers (RA)	-			-	
Ironworkers (RA)	-			-	
JATC - Tampa Area Electrical JATC, (Hillsborough), FAAC (RA)	44,977			42	1,071
Jersey College, ( Hillsborough)	40,810			10	4,081
Keiser University	24,624			5	4,925
Masonry (RA)	-			-	
National Aviation Academy	158,640			31	5,117
New Horizon Computer Learning Center, (Hillsborough)	689,109			134	5,143
Pinellas Ex-Offender Re-Entry Coalition *	17,680	50,000	32,320	40	442
Pinellas Technical Education Centers *	78,125	300,000	223,875	41	1,857
Plumbers and Pipefitters and HVAC, local union 123 (RA) *	-	50,000	50,000	-	
R.V. Training Center	10,000			2	5,000
Rasmussen College	14,650			1	14,650
Refrigeration & Air Conditioning Contractors (RACCA) (RA)	-			-	
Roadmaster Drivers School, Inc., (Hillsborough)	10,000			2	5,000
Schiller International University, (Pinellas)	-			-	
Southern Technical Institute, Pinellas Park, (Pinellas)	4,614			4	1,154
St. Petersburg College *	209,007	700,000	490,993	95	2,200
Superior Aviation Gate	3,500			1	3,500
Tampa Truck Driving School, Inc.	40,000			8	5,000
Ultimate Medical Academy (Pinellas) *	191,093	250,000	58,907	35	5,460
Ultimate Medical Academy (Online)	8,800	-		2	4,400
University of South Florida / Innovative Education, SACS	59,275			18	3,283
Veritas Nursing Academy	250			1	250
Webster University	9,929			1	9,929
<b>Total</b>	<b>\$ 2,213,879</b>			<b>610</b>	<b>\$ 3,629</b>

#### RELATED PARTY CONTRACTS (with multiple components)

	Spending	Amount	Remaining	Component
Pinellas Technical Education Centers *	78,125	300,000	223,875	Training (ITA)
	124,031	130,000	5,969	Leases
	4,200	30,000	25,800	OJT/PWE
	<b>204,356</b>	<b>460,000</b>	<b>255,644</b>	
St. Petersburg College *	209,007	700,000	490,993	Training (ITA)
	120,784	130,000	10,000	Leases
	54,400	125,000	70,600	Contracts
	<b>384,191</b>	<b>955,000</b>	<b>721,593</b>	

\* Contracts required two-third board approval.

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

## Information Item 5 – Work-Based Learning Spending

April Torregiante presented the Work-based Learning Spending report through the end of June 2021. Approximately \$138K was spent on 99 individuals for an average cost of \$1,393 per participant.



**INFORMATION ITEM 5**  
**CareerSource Pinellas**  
**Work-based Learning Spending**  
**For the period July 1, 2020 - June 30, 2021**

OJT Provider	Work-based Learning Spending	Approved Spending (if required)	Remaining	# of Participants	Avg./ Per Part	Prior Year Spending
Allen's Plumbing, Inc.						380
Bert Smith Oldsmobile, Inc.	\$ 2,993			1	\$ 2,993	2,230
Catalyst QLM LLC	\$ 57,650			11	\$ 5,241	-
Celebrity Kids of Pinellas	\$ 3,967			1	\$ 3,967	-
Cloud Guru LLC dba Marketopia						1,740
Coolgear, Inc.	\$ 777			1	\$ 777	
Construction Resources Group, Inc.						2,720
Hospice of Florida Suncoast						3,556
Manpower	\$ 53,283			74	\$ 720	-
Mechanical A/C Designs LLC	\$ 646			1	\$ 646	
Orbit Motors dba Express Oil Change & Tire	\$ 2,353			1	\$ 2,353	-
Pinellas County School Board	\$ 4,200			5	\$ 840	-
Precision Shaft Technologies	\$ 11,781			3	\$ 3,920	-
RK3 LLC	\$ 327			1	\$ 327	
The Bernd Group						3,000
<b>Total</b>	<b>\$ 137,937</b>			<b>99</b>	<b>\$ 1,393</b>	<b>\$ 13,606</b>

## Information Item 6 – Help Wanted Online Report

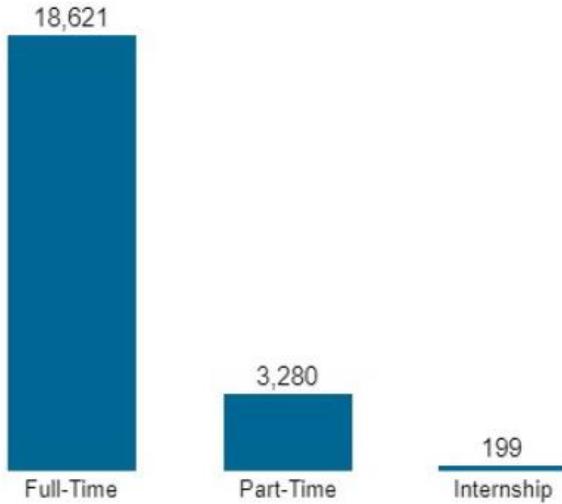


Select Area  
 CareerSource Pinellas (14) ▼

Select Category  
 All Occupations ▼

TOTAL ONLINE ADS						
June 2021	May 2021	June 2020	Over the Month Change	Over the Month Percent Change	Over the Year Change	Over the Year Percent Change
32,341	32,221	15,691	120	0.4%	16,650	106.1%

### JOB TYPE DISTRIBUTION\*

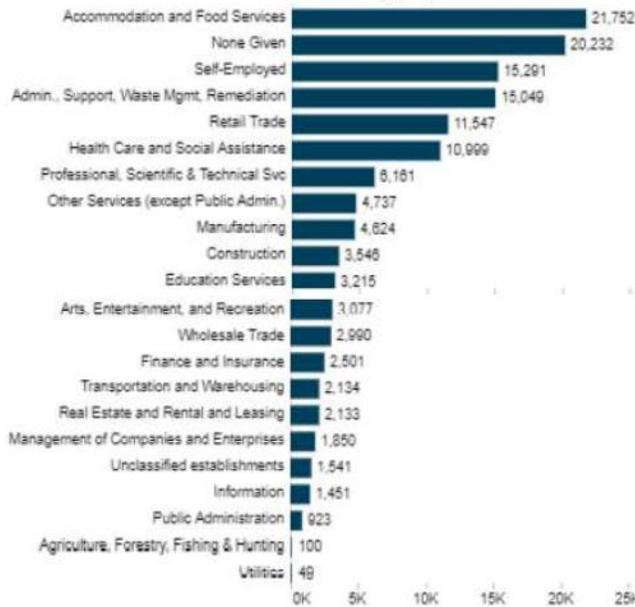


### TOP 10 EMPLOYERS BY ONLINE ADS

Employer	Count
Baycare Health System	862
Hospital Corporation of America	485
Raymond James Financial Incorporated	284
Accenture	249
Anthem Blue Cross	249
USAA	164
Allied Universal	158
Amazon	153
Technical Data Corporation	144
Adventhealth	139

\*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.

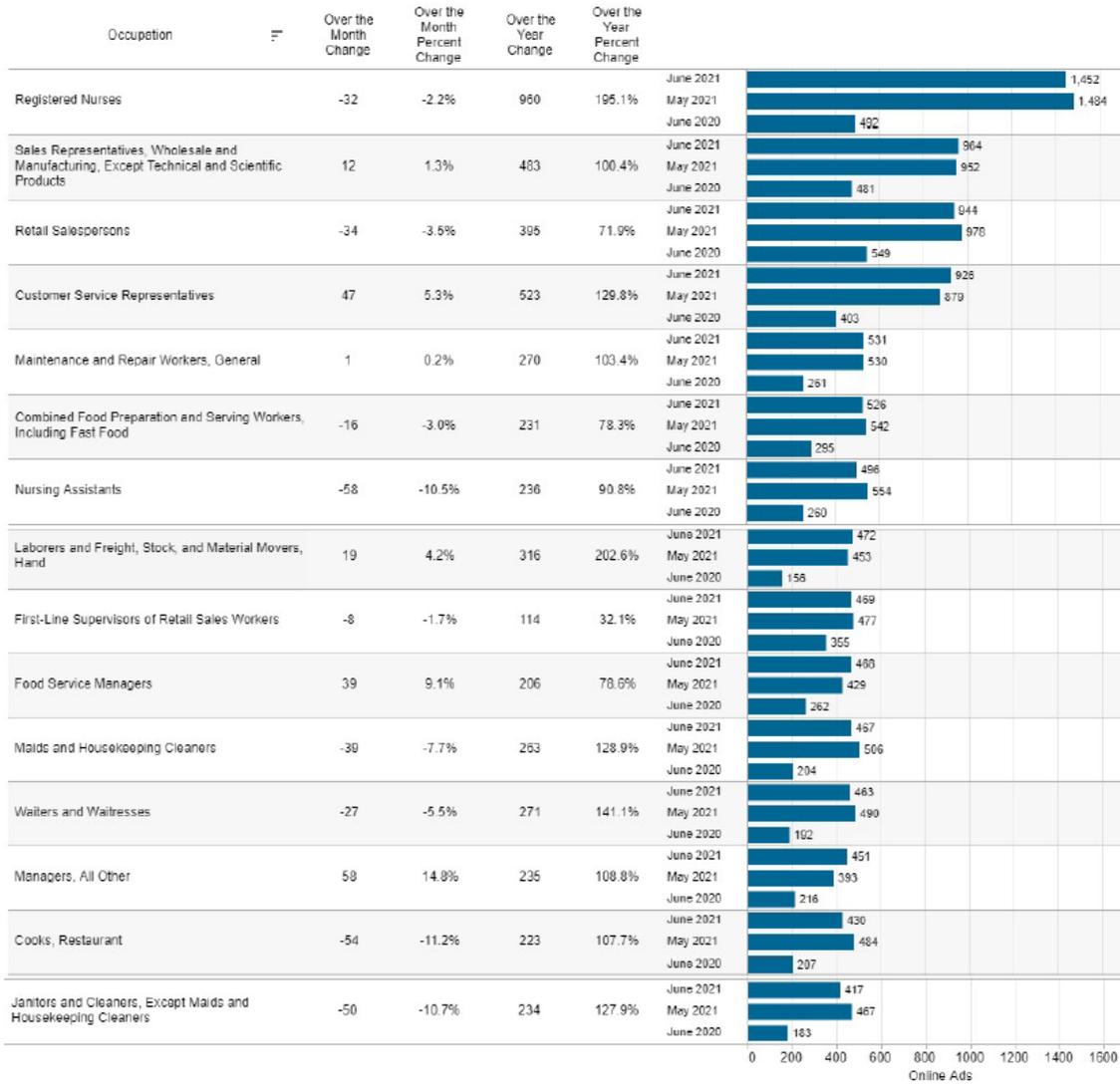
### Initial Claimants By Industry Pinellas County(ies)



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](http://lmsresources.labormarketinfo.com/covid19/initial_claims.html)

### TOP 15 ADVERTISED OCCUPATIONS



### STATEWIDE

MOST ONLINE ADS						
TOP 15 COUNTIES			TOP 15 CITIES			
Counties	June 2021	June 2020	Cities	June 2021	June 2020	Percent Change
Miami-Dade	76,779	33,933	Miami	57,789	26,656	116.8%
Hillsborough	55,518	30,606	Tampa	45,250	25,762	75.6%
Broward	54,852	19,410	Orlando	40,581	19,878	104.2%
Orange	48,936	22,995	Jacksonville	37,987	21,838	73.9%
Duval	38,910	22,087	Fort Lauderdale	26,982	10,051	168.5%
Palm Beach	38,891	12,112	West Palm Beach	14,396	4,725	204.7%
Pinellas	32,341	15,691	Saint Petersburg	12,893	6,406	101.3%
Lee	16,985	5,580	Tallahassee	12,049	3,349	259.8%
Brevard	12,754	5,584	Hollywood	12,030	4,751	153.2%
Leon	12,060	3,351	Fort Myers	10,489	3,390	209.4%
Sarasota	11,455	4,023	Boca Raton	9,277	2,776	234.2%
Polk	10,467	4,470	Pompano Beach	8,691	2,737	217.5%
Seminole	10,139	4,168	Clearwater	8,539	4,042	111.3%
Alachua	9,452	3,154	Gainesville	8,502	2,847	198.6%
Volusia	7,925	2,901	Sarasota	7,606	2,882	163.9%

### STATEWIDE

TOP 15 CERTIFICATIONS BY ONLINE ADS*		
Rank	Occupation	Online Ads
1	Driver's License	86,687
2	Registered Nurse	23,872
3	Basic Life Saving (BLS)	15,817
4	First Aid Cpr Aed	13,512
5	Advanced Cardiac Life Support (ACLS) Certification	10,768
6	Basic Cardiac Life Support Certification	7,911
7	Licensed Practical Nurse (LPN)	6,045
8	Security Clearance	4,872
9	Certified Nursing Assistant	4,833
10	CDL Class A	4,606
11	Certified Medical Assistant	3,956
12	American Heart Association Certification	3,259
13	Home Health Aide	2,598
14	Project Management Certification	2,453

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

**Information Item 7 - DEO MEMORANDUM Reimagining Education and Career Help Act (House Bill 1507) and Eligible Training Provider Eligibility**

The Reimagining Education and Career Help (REACH) Act has been signed into law and is effective July 1, 2021. The REACH Act requires the Department of Economic Opportunity (DEO) to set performance standards for training providers for inclusion on the state’s Eligible Training Provider List (ETPL). This includes consulting with the Department of Education to set minimum performance standards for programs eligible for enrollment by individuals participating in WIOA for program year PY’2021-2022 and adopting rules to implement the requirements of initial and subsequent eligibility criteria for PY’2022-2023.

Beginning PY’2021-2022, existing programs on the state and local ETPLs must meet the minimum performance criteria provided in the attached memorandum for all three measures to be approved for subsequent (continued) eligibility to remain on the state and local ETPL(s).

CareerSource Pinellas will continue to track training provider performance and will adjust the PY’2021-2022 Training Provider Performance Report to include the specified measures for completion, earnings, and employment. Training providers who do not meet the required minimum criteria will be subject to the DEO and CareerSource Pinellas ETPL policy regarding review and removal as an approved training provider.

Ron DeSantis  
GOVERNOR



Dane Eagle  
SECRETARY

**MEMORANDUM**

**DATE:** July 26, 2021  
**TO:** Local Workforce Development Board Executive Directors  
**FROM:** Casey Penn, Bureau Chief, Bureau of One-Stop and Program Support  
**SUBJECT:** Reimagining Education and Career Help Act (House Bill 1507) and Eligible Training Provider Eligibility

The Reimagining Education and Career Help (REACH) Act, has been signed into law and is effective July 1, 2021. The REACH Act requires the Department of Economic Opportunity to set performance standards for training providers for inclusion on the state’s Eligible Training Provider List (ETPL). This includes consulting with the Department of Education to set minimum performance standards for programs eligible for enrollment by individuals participating in WIOA for program year (PY) 2021-2022 and adopting rules to implement the requirements of initial and subsequent eligibility criteria for PY 2022-2023. Rulemaking for initial and subsequent eligibility will be based on input from the state board, local workforce development boards, the Department of Education, and other stakeholders for the Workforce Innovation Opportunity Act (WIOA).

Beginning PY 2021-2022, existing programs on the state and local ETPLs must meet the minimum performance criteria below for all three measures to be approved for subsequent (continued) eligibility to remain on the state and local ETPL(s). A program must have at a minimum 5 participants to determine if they performed successfully, training programs with fewer than 5 participants will remain on the ETPL until there is sufficient data to determine performance outcomes. Local workforce development boards can adopt more stringent performance criteria for programs. However, programs meeting the minimum criteria below may remain on the state ETPL.

**Subsequent (Continued) Eligibility Criteria**

For PY 2021-2022, the minimum criteria a program must achieve for completion, earnings, and employment rates of eligible participants are as follows:

Measures	Definitions	Performance
Completion Rate	The percentage of participants who successfully complete the education or training activity when an outcome is recorded in <b>Employ Florida</b> .	60%

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Reimagining Education and Career Help Act (House Bill 1507) and Eligible Training Provider Eligibility  
 July 26, 2021  
 Page 2 of 2

<b>Median Earnings - 2nd Quarter After Exit</b>	The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.	\$4,498
<b>Employment Rate - 4th Quarter After Exit</b>	The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program. For youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment.	70%

**Methodology**

The methodology used in establishing performance criteria evaluated individuals served and outcomes reported in the WIOA primary indicators of performance measures for program years 2018-19 and 2019-20 by provider and program of study. The REACH Act requires that eligibility criteria established by DEO for PY 2021-2022 would not remove greater than 20 percent of providers, the criteria established above falls within this threshold.

Should you have any questions or require additional information, please contact Charles Williams at (850) 245-7424 or via email at [Charles.Williams@deo.myflorida.com](mailto:Charles.Williams@deo.myflorida.com).

cc: Charles Williams  
 Steven Gustafson  
 Keantha Moore

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**Discussion:** Mark Hunt asked if anything would be affected directly because some elements relate directly to CareerSource Florida. Jennifer Brackney responded saying she does not believe it will change anything. There is a REACH department now to oversee implementation which is one difference, but she believes CareerSource Florida will still have a policy focus as far as it relates to all the local workforce development boards.

## **Industry Insights**

### **Education**

Mark Hunt stated the technical school had high enrollment which is unusual when there are an abundance of employment opportunities available. They are expanding hours for some of their programs and are also adding some sessions. The Optometric Assistant Program starts in January 2022. There will be greater involvement with high school students and dual enrollment to engage them in post-secondary activities that will lead to a career certificate and on to SPC College for a degree if they so choose. Dual Enrollment has increased greatly over the last two years. There were 150 enrollments two years ago, now there are close to 400 enrollments. There is an intense need currently for bus drivers for Pinellas County Schools. There are about 74 vacancies as of now.

Belinthia Berry stated that SPC started classes this week. They have in-person learning, as well as online and live online classes currently. SPC has started doing some brainstorming on how they will ensure their students acquire jobs after completion of any program or degree as they address recent House Bill 1507. SPC has rolled out their five-year strategic plan that will be innovative to their future, working closely with different industries and businesses to strengthen relationships.

### **Economic Development**

Denise Sanderson with the City of Clearwater stated the city will be taking a program to the City Council soon to request a change in the procurement process, so procurement is done through small business enterprises. There will be a six month ramp up for the program before implementation. It will most likely mirror the similar Pinellas County program. It will be up for council consideration in mid-September.

Kevin Knutson has been the interim director for economic development. There will be a meet and greet for the six finalists running for Director of Economic Development on August 25<sup>th</sup> from 2:30 – 4pm at the SPC EpiCenter. There will be a box there where you will be able to write out your opinions anonymously and place them in the box. Kevin Knutson stated any individual is free to call or email him with any opinions about any of the candidates. There is a panel of local government leaders and others who will help interview the candidates. Large cities in Pinellas County are currently working together on some A.R.P.A.(American Rescue Plan Act) related programming that is in very early stages. Kevin Knutson is currently managing A.R.P.A. for the county. The economic development council hired a program manager from outside who was a former lawyer, as well as an engineer. They are also going to hire a finance manager for A.R.P.A. specifically as well. They are about to embark on a major project to change the way we've done economic development across the county, to get more collaboration between all the cities and chambers and other groups involved. Another focus will be recruitment in the hospitality industry, as that industry is still down 25%. There are opportunities through the department of commerce for workforce solutions grants. The council will be exploring and talking to partners about possibly going in on a joint application to receive moneys to establish programs in the county that will support workforce development and improve infrastructure. There is a meeting setup later in the month to get the ball rolling and check the status of applications for these grants. Michael Jalazo asked if the county is still developing a process for A.R.P.A. or are they still open to unsolicited proposals/ideas to get the ball rolling? Kevin Knutson stated the county is still in the process of trying to figure out what the rules and guidelines of the act are. The county was informed this week that there will be evidence-based rules that will have to be followed. There has not been any public engagement on this, but there should be in the next couple of weeks.

### **Healthcare/Education**

Dr. Rebecca Sarlo stated UMA has a new partnership with BayCare. UMA is training nursing assistants for BayCare in Pinellas and Hillsborough counties. They cannot produce graduates fast enough, so they are rethinking their delivery. Some MAs may only need certain skills to get into a position, and they can learn other skills later if need be. Schools want to start thinking collaboratively. For instance, how do UMAs programs fit into another school's programs? If they do not, one school could add on programs that would complement the

other school programs. The goal is to create a network of educators that are connected to the needs of the employers. It is also critical to design a network that can serve populations of students who are traditionally underserved or who have particular challenges.

**Committee Member Comments**

None

**Adjournment**

Mark Hunt asked if there was anything other issues to bring to the table or if there were any questions. No one had any further comments or questions. Mark Hunt adjourned the meeting at 3:13pm.