



April 21, 2022 - 9:00 A.M.  
13805 58<sup>th</sup> St. N. 1-455  
Clearwater, FL 33760

**Hybrid Meeting**

[\\*Join via Zoom](#) - Meeting ID: 338 034 9468

[Zoom Link](#)

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Phone: +1 646-558-8656

## One-Stop Committee Agenda

- I. **Welcome and Introductions** ..... Jody Armstrong, Chair
- II. **Public Comments**
- III. **Roll Call**
- IV. **Action/Discussion Items**
  - 1. Approval of Minutes – August 19, 2021 Meeting.....Page 1
  - 2. Policy Approval – Youth Services Selection.....Page 26
  - 3. Approval of One Stop Operator.....Page 42
- V. **Information Items**
  - 1. 2021-2022 One-Stop Goals Update.....Page 43
  - 2. Reports
    - a. Status of Enrollments.....Page 46
    - b. WIOA Primary Indicators.....Page 47
    - c. Center Traffic Flow.....Page 48
  - 3. Summer Youth Employment Program (Summer P.A.Y.S.) .....Page 49
  - 4. Get There Faster Grant update.....Page 50
  - 5. Data migration status.....Page 51
- VI. **Discussion - DEO Programmatic Monitoring update**
- VII. **Other Administrative Matters**  
*(Items of urgency not meeting the seven-day guideline for review)*
- VIII. **Committee Members Comments**
- IX. **Adjournment**





**Next One-Stop Committee Meeting – June 23, 2022**

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

*\*If you have a disability and need an accommodation in order to participate in this meeting, please contact the Executive Assistant at 727-608-2551 or [admin@careersourcepinellas.com](mailto:admin@careersourcepinellas.com) at least two business days in advance of the meeting.*





## **ACTION ITEM 1**

### **Approval of Minutes**

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

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

The draft minutes from the August 19, 2021 meeting of the One-Stop Committee have been prepared and are enclosed.

#### **RECOMMENDATION**

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

## 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	\$242,224
	# of Enrollments	8	0	N/A	N/A	8
	# of Completers	6	0	N/A	N/A	6
	# of Employers	4	0	N/A	N/A	4
	Avg Placement Wage	\$10.19	0	N/A	N/A	\$10.19
PY'2020-2021	Total Funding Expended	\$213,702	\$6,134	\$53,263	\$120,695.84	\$393,794.84
	# of Enrollments	9	8	74	41	132
	# of Completers	7	1	74	28	110
	# of Employers	6	4	20	7	37
	Avg Placement Wage	\$12.88	\$12.75	\$12.00	\$13.00	N/A

**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:

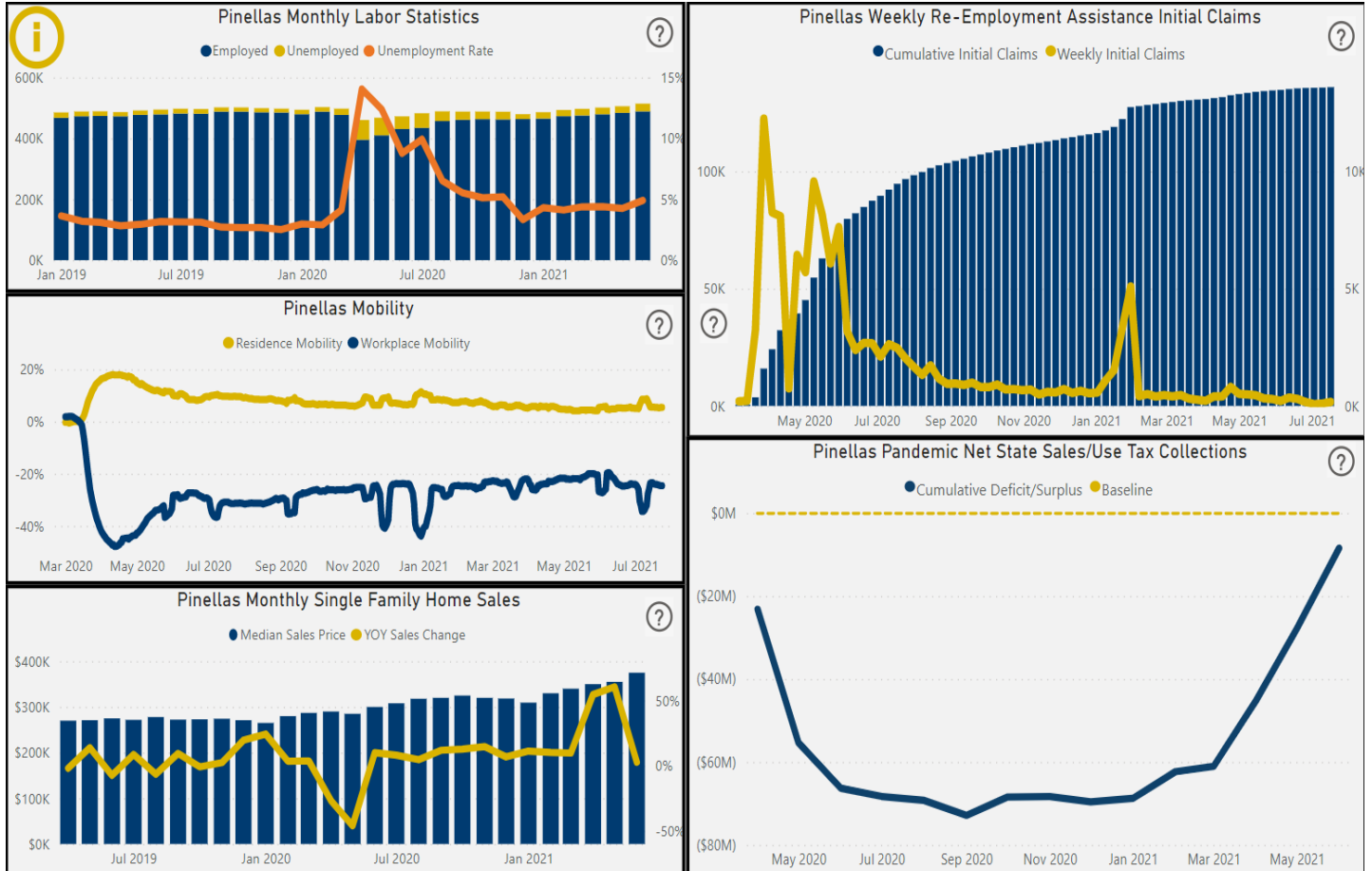
- Childcare (WTP only)
- Transportation
- Tuition and Required Training Related Costs
- GED and/or Penn Foster (High School Diploma)
- Ancillary Services such as uniforms (WTP Only)



## 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.

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

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

**YouthBuild Update**

- 1. 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, has done 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.
- 2. 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.
- 3. 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	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

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

## 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 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 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.

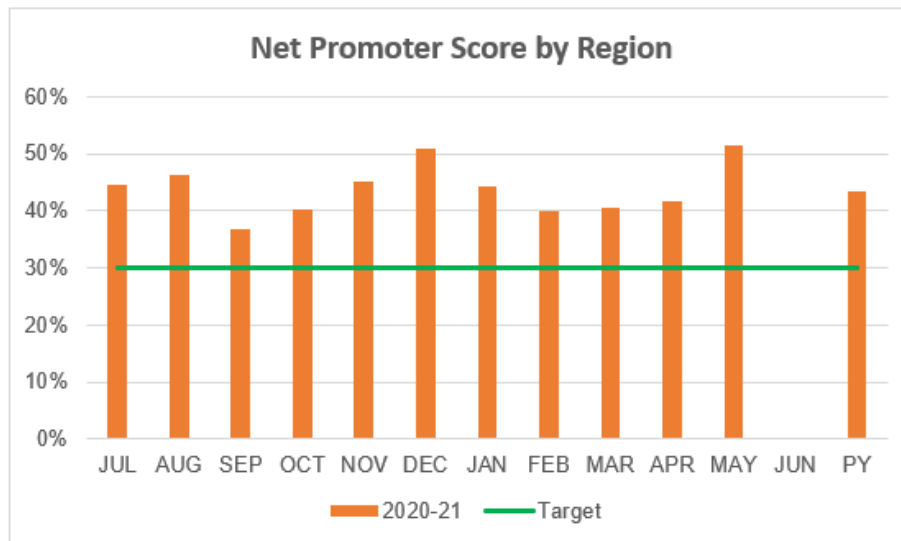
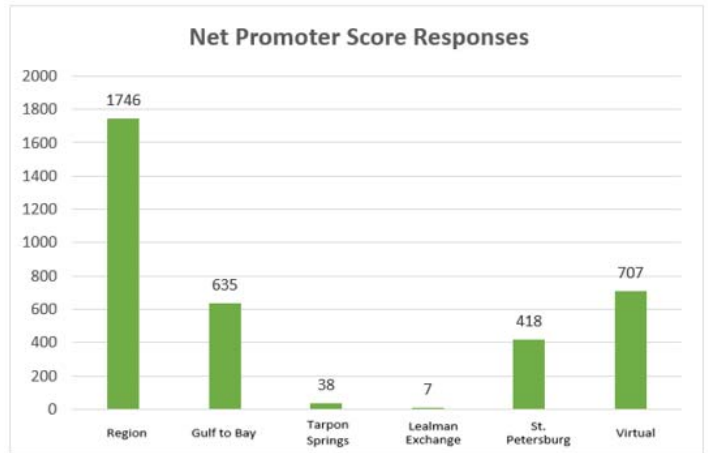
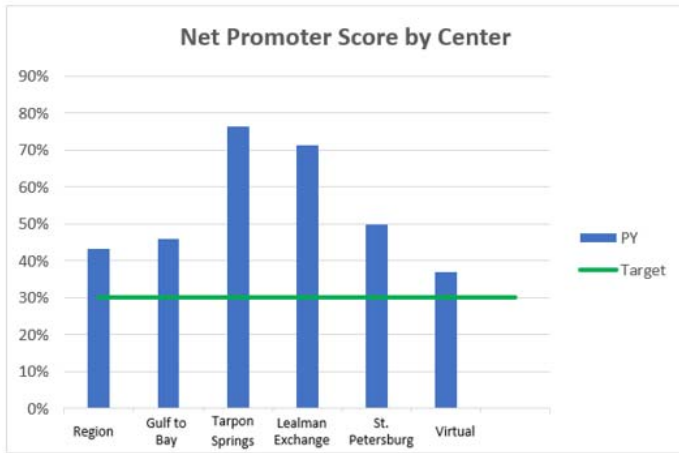
### Customer Satisfaction Survey

*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	PY2020-2021 1st Quarter Performance	PY2020-2021 % of Performance Goal Met For Q1	PY2020-2021 2nd Quarter Performance	PY2020-2021 % of Performance Goal Met For Q2	PY2020-2021 3rd Quarter Performance	PY2020-2021 % of Performance Goal Met For Q3	PY2020-2021 4th Quarter Performance	PY2020-2021 % of Performance Goal Met For Q4	PY2020-2021 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 Peyster:</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

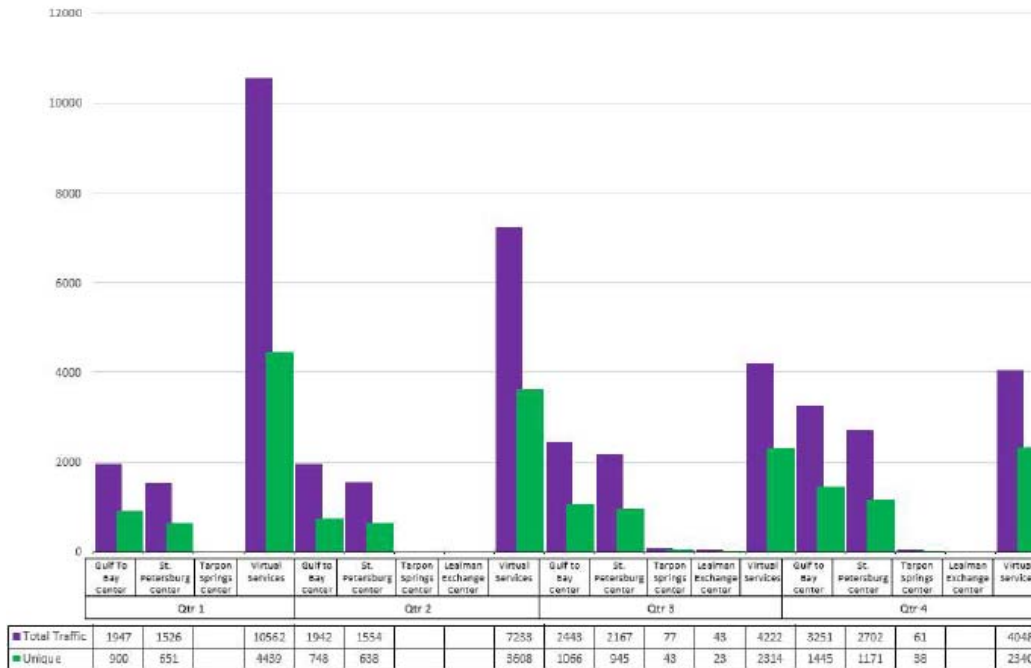
Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

## 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 that we used to only use the Tarpon Springs office 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 has active pages.
- b. Partner Member list was created and maintained throughout the year with 25 partners engaged.
- c. One new partnership established, with 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 7 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 8 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. 10 MOA's pending update.
- b. MOU's are executed by CareerSource Pinellas staff.
- c. A total of 8 MOU's executed. 9 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 1796 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	Pinellas	Website Traffic
Number Served	272	Number Served	858	Number of Visitors	20,369	Total # of Visits	89,786
Entered Employment	85	Closed due to income	507	Number of Visits	43,778	Returning	24.0%
Average Wage	\$11.69	Average Wage	\$13.60			New	76.0%

## 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](#).

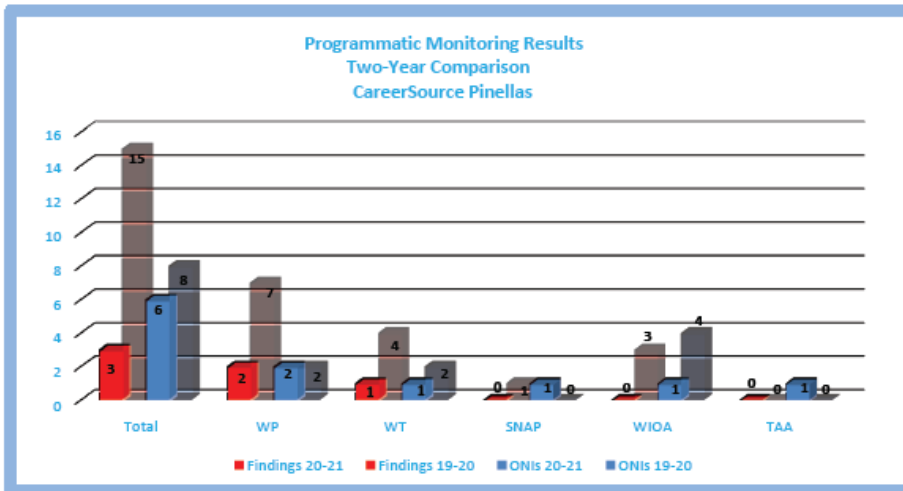
As a result of the monitoring, there were no WIOA Findings. Overall, Findings were reduced from five in PY'19-20 to three in PY'20-21. Other noncompliance issues were further reduced from eight in PY'19-20 to six in PY'20-21. CareerSource Pinellas will continue to use DEO feedback and recommendations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

Florida Department of Economic Opportunity | Caldwell Building | 107 E. Madison Street | Tallahassee, FL 32399  
850.245.7105 | [www.FloridaJobs.org](http://www.FloridaJobs.org)  
[www.twitter.com/FLDEO](https://www.twitter.com/FLDEO) | [www.facebook.com/FLDEO](https://www.facebook.com/FLDEO)

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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.



## **ACTION ITEM 2**

### **Policy Approval- WIOA-P-120-14 Youth Service Provider Selection**

Title I of WIOA outlines a broad youth vision that supports an integrated service delivery system and provides a framework through which states and local areas can leverage other Federal, state, local, and philanthropic resources to support in-school youth (ISY) and out-of-school youth (OSY). Title I of WIOA affirms the Department of Labor's (DOL) commitment to providing high-quality services for youth, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, such as pre-apprenticeships or internships, for in-demand industries and occupations, and culminating with employment, enrollment in postsecondary education, or a Registered Apprenticeship.

This policy provides Local Workforce Development Board 14 (LWDB-14) the criteria for awarding grants and contracts for youth workforce services under the Workforce Innovation and Opportunity Act (WIOA). Additionally, this policy outlines procurement requirements that govern the youth service provider selection process.

LWDB-14 is encouraged to award grants or contracts to youth service providers when local areas have access to experienced and effective youth service providers.

#### **RECOMMENDATION**

Approval of Policy WIOA-P-120-14- Youth Service Provider Selection.

 <p style="text-align: center;"><b>Administrative Policy with Local Operating Procedures</b></p>		<p><b>POLICY NUMBER</b> <b>WIOA-P-120-14</b></p>
<b>Title:</b>	Youth Service Provider Selection	
<b>Program:</b>	Workforce Innovation and Opportunity Act	
<b>Effective:</b>	<b>To be approved at May Board of Directors Meeting</b>	

### I. PURPOSE AND SCOPE

The purpose of this policy is to provide Local Workforce Development Board 14 (LWDB-14) with the criteria for awarding grants and contracts for youth workforce services under the Workforce Innovation and Opportunity Act (WIOA). Additionally, this policy outlines procurement requirements that govern the youth service provider selection process.

### II. BACKGROUND

One of the responsibilities of LWDB-14 is to select providers of youth workforce services through competitive grants or contracts. LWDB-14 has the option of directly providing some or all youth workforce services rather than awarding grants or contracts for these services. LWDB-14 is encouraged to award grants or contracts to youth service providers when local areas have access to experienced and effective youth service providers.

### III. AUTHORITY

Workforce Innovation and Opportunity Act of 2014, [Public Law 113-128](#), Section 123

2 Code of Federal Regulations (CFR) Parts [200](#) and [2900](#)

[20 CFR 681.400](#)

[48 CFR 2.1](#)

[Training and Employment Guidance Letter \(TEGL\) No. 21-16](#), Third WIOA Title I Youth Formula Program Guidance

[Chapter 287](#), Florida Statutes

Sections [445.003](#) and [445.007\(9\)](#), Florida Statutes

[Chapter 60A-1](#), Florida Administrative Code

[2020-2024 Florida Workforce Innovation and Opportunity Act Unified Plan](#)

## **IV. POLICIES AND PROCEDURES**

### **A. Determination to Directly Provide Youth Services or Procure a Youth Service Provider**

When LWDB-14 chooses to award grants or contracts for youth workforce services must do so through a competitive procurement process as required by WIOA Section 123 and the criteria established in this policy. Competition is expected to improve the delivery of efficient and effective youth workforce services. Though LWDB-14 has flexibility in determining which WIOA youth services to procure, LWDB-14 is expected to contract with youth service providers for the program elements youth service providers are best positioned to offer. The intent of this flexibility is to allow LWDB-14 to directly provide WIOA youth program elements they can most efficiently and cost-effectively provide, such as labor market and employment information, and framework services including assessment, intake, supportive services, and follow-up services.

If LWDB-14 chose to directly provide youth workforce services, situations may arise where a single entity serves multiple roles, such as fiscal agent, service provider, and/or one-stop operator. Please refer to [Administrative Policy 110 – Local Workforce Development Area and Board Governance](#) for guidance on serving multiple functions.

### **B. Criteria for Youth Service Provider Selection**

When LWDB-14 awards grants or contracts to youth service providers, they must do so in accordance with the following criteria that demonstrate the ability of the provider(s) to:

- (1) Effectively provide the youth services sought by LWDB-14; specifically, the execution of the 14 youth program elements.
- (2) Coordinate services with other community organizations, vendors, or LWDB-14.
- (3) Provide services at a reasonable cost<sup>1</sup> and provide an accurate project budget.

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<sup>1</sup> Costs that LWDBs may want to consider in the proposed budget narrative include: program staff wages and fringe benefits, travel, supplies, materials, training costs, work experience wages, stipends, and incentives. Leveraged costs and indirect costs should be requested.

- (4) Demonstrate an understanding of the WIOA program statutory and regulatory requirements, and any other federal, state, and local policies impacting youth program operations.
- (5) Identify partners the provider will work with to help youth achieve successful outcomes.<sup>2</sup>
- (6) Offer or provide access to a continuum of services that allow participants to obtain a General Education Development or high school diploma, enroll into post-secondary education, and obtain employment within their chosen career paths, as applicable.
- (7) Utilize career pathways and sector strategy models with a structured sequence of activities, as well as multiple entry and exit points that provide adequate supportive services, as applicable.
- (8) Meet or exceed performance indicators that will be used to measure the success of the youth served by the program, and the minimum standards and targets set by LWDB-14 to ensure LWDB-14 indicators of performance negotiated with the state for the youth program are met.
- (9) Meet established reporting requirements.
- (10) Demonstrate past performance providing youth services, if applicable.
- (11) Demonstrate strong community and business linkages to ensure the ability to develop work-based learning opportunities and meet the skill and training needs for the state's talent pipeline.

Further, LWDB-14 must ensure the provider has been in business for at least six months prior to submitting a bid or response to provide services and has a current business license or proof of active compliance with the Secretary of State Corporations Division. LWDB-14 must also ensure the provider has not been found at fault in criminal, civil, or administrative proceedings related to its performance as a training provider or educational institution, and they must disclose any pending criminal, civil, or administrative proceeding as either a defendant or a respondent.

Further, LWDB-14 may establish additional criteria to ensure they use providers best positioned to deliver required program elements resulting in strong outcomes for youth participants. If LWDB-14 establishes additional criteria, it must describe such criteria in its WIOA four-year local plan.

### **C. Phases of the Competitive Procurement Process**

Formal competitive processes may include several phases and steps, which may take place concurrently with other activities. The following phases and steps are designed

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<sup>2</sup> LWDBs are not required to procure all 14 program elements through a competitive process; therefore, the Request for Proposals might allow vendors to propose to collaborate with other organizations to leverage available resources in the community.



to ensure the competitive procurement process is open and transparent: (1) planning, (2) release and evaluation, (3) negotiation and selection, (4) implementation, and (5) closeout.

#### **D. Procurement Standards and Requirements**

LWDB-14 must award youth service provider grants and contracts in accordance with the procurement standards found in the Uniform Guidance at 2 CFR parts 200 and 2900, in addition to applicable state and local procurement requirements. For the acquisition of property or services required under a federal award or subaward, LWDB-14 must use documented procurement procedures, consistent with state and local laws and regulations and the standards outlined in 2 CFR 200.318 and further prescribed below.

General procurement requirements under WIOA must also be followed as part of the competitive process. The requirements must be consistent with Uniform Guidance and include the following.

##### **1. Written Policies and Procedures**

LWDB-14 must establish written policies and procedures that describe the competitive process for selecting youth service providers and the manner in which the LWDB-14 will address the settlement of all contractual and administrative issues, such as protests, appeals, and disputes. LWDB-14 documented procurement procedures must conform to the procurement standards identified in 20 CFR 200.317 through 200.327. Written policies and procedures must allow for sufficient time for all phases of the procurement process to be carried out in a manner that does not unduly restrict competition. The policies and procedures must also outline a timetable to ensure the selection of youth service providers through a competitive process is conducted at a specified frequency.

##### **2. Appropriate Methods of Competitive Procurement**

LWDB-14 is required to use one of the following methods of procurement:

- (1) Sealed Bids, such as an invitation for bids (IFB), pursuant to the requirements outlined in 2 CFR 200.320(b)(1).
- (2) Proposals, such as a request for proposals (RFP), pursuant to the requirements outlined in 2 CFR 200.320(b)(2).

##### **3. Full and Open Competition**

LWDB-14 must conduct full and open competitions for all procurement transactions.

Pre-qualified lists of potential bidders or offerors must be current, include enough qualified sources to ensure open and free competition, and must not preclude bidders and offerors from qualifying during the solicitation period.



Restricting competition is not allowed. Activities that may be considered to be restrictive of full and open competition include, but are not limited to:

- (1) Placing unreasonable requirements on firms for them to qualify to do business.
- (2) Requiring unnecessary experience and excessive bonding.
- (3) Non-competitive pricing practices between firms or between affiliated companies.
- (4) Non-competitive contracts to consultants that are on retainer contracts.
- (5) Organizational conflicts of interest.
- (6) Specifying only a “brand name” product instead of allowing “an equal” product to be offered and describing the performance or other relevant requirements of the procurement.
- (7) Any arbitrary action in the procurement process.

#### **4. Simplified Acquisition Threshold**

Procurements that exceed the simplified acquisition threshold (currently set at up to \$250,000 by 48 CFR 2.1) cannot use the small purchase procedures. LWDB-14 is responsible for determining an appropriate simplified acquisition threshold based on internal controls, an evaluation of risk, and its documented procurement procedures. Such procurements must not exceed \$250,000.<sup>3</sup> If small purchase procedures are used, price or rate quotations must be obtained from an adequate number of qualified sources, as determined appropriate by LWDB-14.<sup>4</sup>

#### **5. Cost and Price Analysis**

When performing a competitive procurement, LWDB-14 must ensure the proposed costs of the youth service provider are allowable, meaning they are reasonable, necessary, and allocable. Before awarding funds to a subrecipient or vendor, LWDB-14 must perform a cost or price analysis to determine the reasonableness of individual cost elements and/or the overall price. Price analysis should be used to verify that the overall price offered is fair and reasonable.<sup>5</sup>

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<sup>3</sup> 2 CFR 200.320(b)

<sup>4</sup> 2 CFR 200.320(a)(2)

<sup>5</sup> 2 CFR 200.324

LWDB-14 must negotiate profit as a separate element of the price for each contract in which there is no price competition and, in all cases, where cost analysis is performed. To establish a fair and reasonable profit, consideration must be given to the complexity of the work to be performed, the risk borne by the contractor, the contractor's investment, the amount of subcontracting, the quality of its record of past performance, and industry profit rates in the surrounding geographical area for similar work.

Costs or prices based on estimated costs for contracts under the federal award are allowable only to the extent that costs incurred or cost estimates included in negotiated prices would be allowable for LWDB-14 in accordance with cost principles defined in 2 CFR subpart E. LWDB-14 may also reference their own cost principles that comply with the federal cost principles.

Additionally, cost realism analyses must be performed on cost-reimbursement contracts to determine the probable cost of performance for each bidder or offeror.

## **6. Standards of Conduct**

LWDB-14 must have written standards of conduct that require fairness, objectivity, ethical standards, and other related standards of conduct during all phases of the procurement process. Written standards of conduct must address:

- (1) Mitigating apparent or real conflicts of interest. Conflicts of interest arise when the employee, officer or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated has a financial or other interest or a tangible personal benefit from a firm considered for a contract.
- (2) Disclosure of any real or apparent conflict of interest, whether individual, or organizational. Written standards of conduct must identify the process for recusal of individuals or organizations that are members of LWDB-14 who disclose a real or apparent conflict of interest.
- (3) A description of the firewalls and internal controls to mitigate conflict of interest in circumstances including, but not limited to, situations where an entity acts in more than one role in the one-stop delivery system or performs more than one function in the procurement process, as well as situations where the LWDB-14 uses a sole source selection.
- (4) Confidentiality of information contained in the proposals submitted for consideration.
- (5) Not allowing any entity that develops or drafts specifications, requirements, statements of work, IFBs or RFPs, or evaluates proposals, to compete under the procurement.

## **7. Transparency and Responsibility**

The procurement process must be conducted with transparency and responsibility from

the planning phase to the closeout phase. Information about the selection and certification of youth service providers must be made available to the public on a regular basis through electronic means and open meetings, as specified in rule and statute. This provides an avenue for public comment and participation in the process. Information must also be made available to state auditors and federal reviewers.

When selecting an entity as a youth service provider, LWDB-14 must consider the entity's integrity, compliance with public policy, record of past performance, and other factors that demonstrate transparency and responsibility. LWDB-14 must also ensure that a potential provider is not debarred, suspended, or otherwise excluded from or ineligible to participate in federal assistance programs or activities.

### **E. Non-Competitive Procurement of Youth Service Providers (Sole Source)**

Where LWDB-14 determines there are an insufficient number of eligible youth providers in the local area, such as a rural area, LWDB-14 may award grants or contracts on a sole source basis. LWDB-14 must follow the criteria outlined in 20 CFR 681.400(b)(4) and 2 CFR 200.320(c) to award sole source grants or contracts for youth services when one of the following occurs:

- (1) Services are available only from a single source.
- (2) The public exigency or emergency for the service will not permit a delay resulting from publicizing a competitive solicitation.
- (3) The United States Department of Labor or DEO expressly authorizes a non-competitive procurement in response to a written request from LWDB-14.
- (4) After solicitation of a number of sources, competition is determined to be inadequate, whether for reasons of number or quality of proposals/bids.

If LWDB-14 uses the sole source selection must prepare and maintain written documentation describing the entire process of making the selection.

### **F. Contracting with Small and Minority Businesses, Women's Business Enterprises, and Labor Surplus Firms**

LWDB-14 must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible, as further prescribed in 2 CFR 200.321(a).

### **G. Youth Service Provider Selection**

Any response received to publicized requests for proposals from bidders or offerors must be considered to the maximum extent practical. LWDB-14 must have a written method for conducting technical evaluations of the proposals received and making selections. Contracts must be awarded to the responsible bidder or offeror whose proposal is most advantageous to LWDB-14, with price and other factors considered.

If LWDB-14 has an established standing youth committee, it may assign the committee the function of selecting youth service providers. LWDB-14, or their standing youth committee, must select youth service providers best positioned to provide the required youth program elements.

## **H. Legally Binding Agreement**

Once LWDB-14 has competitively selected a youth service provider, LWDB-14 and the youth service provider must execute a legally binding agreement. At a minimum, the agreement must include the following elements:

- (1) *Statement of Work (SOW)*. The SOW specifies:
  - (a) the period of performance or the start and end date of the contract.
  - (b) the services to be performed, including measurable performance goals to be delivered under the agreement.
- (2) *Authorized Officials and Purpose*. Authorized officials are persons authorized to enter into legally binding agreements and must be on record as the signatory official. Signatures of the authorized persons must be a part of the written agreement.
- (3) *Additional Terms and Conditions*. Funding agreements must include standard terms and conditions that are required by either the federal agency, state law, or local policies. The agreement must identify that youth service providers are sub-recipients of federal funds.

## **I. Recordkeeping**

LWDB-14 must maintain sufficient records to detail the history of procurement in accordance with 2 CFR 200.318(i) and 2 CFR 200.333. These records must include, but are not limited to, the following:

1. All proposals/bids received.
2. Ratings of all proposals/bids received.
3. Rationale for the method of procurement.
4. Selection of agreement or contract type.
5. Selection or rejection of proposals/bids.
6. Appeals and disputes.
7. Basis for the agreement price.

When LWDB-14 makes the selection for sole source, it must prepare and maintain written documentation of the entire sole source selection process. The documentation should provide evidence the review was performed by an impartial entity or organization and verify that firewalls were in place during the review of the proposals.

## **J. Conflict of Interest**

Recognizing that membership of LWDBs is comprised of key providers and leaders from the business, workforce and education communities, and other community-based organizations, WIOA allows LWDB-14 to contract with members of LWDB-14 and standing committees for the provision of WIOA-funded services if there are processes in place to prevent or cure a conflict of interest.

When an actual or potential conflict of interest exists between LWDB-14 and any local board member, employee of the local board, a relative of a local board member, or employee of the local board, or an organization or individual represented by or employing a local board member, the criteria and procedures set forth in the Grantee- Subgrantee Agreement executed between DEO and all LWDBs, and any related administrative policies upon issuance, must be followed.

## **K. Local Operating Procedures**

Local operating procedures (LOPs) guide how LWDB-14 operationalize policies related to the selection of youth providers. Each LWDB must develop LOPs, consistent with this policy as well as federal and state requirements that:

1. Establish the competitive procurement process that will be used to select youth service providers when LWDB-14 will not provide all or some youth activities.
2. Define what would constitute an insufficient number of eligible youth providers for a sole source procurement.

## **L. State and Local Monitoring**

DEO will monitor the requirements outlined in this policy and LOPs. Additionally, LWDB-14 must establish local monitoring policies and procedures that include, at a minimum

1. Roles of the youth service provider and LWDB-14 staff; and
2. Local monitoring procedures for implementation of this policy.

When LWDB-14 is the youth service provider, there is an inherent conflict of interest due to LWDB-14 being unable to effectively monitor itself. In this circumstance, an outside organization or entity must conduct the monitoring and report the results to the Chief Local Elected Official.

## **V. DEFINITIONS**

**Competitive Procurement** – Also referred to as “competitive solicitation” means the process of requesting and receiving two or more sealed bids, proposals, or replies submitted by responsive vendors (bidders or offerors) in accordance with the terms of a competitive process, regardless of the method of procurement.

**Cost Analysis** – The review and evaluation of any separate cost elements and profit or fee in an offeror’s or contractor’s proposal, as needed to determine a fair and reasonable price or to determine cost realism, and the application of judgment to determine how well the proposed costs represent what the cost of the contract should be, assuming reasonable economy and efficiency.

**Cost Realism Analysis** – The process of independently reviewing and evaluating specific elements of each offeror’s proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed, reflect a clear understanding of the requirements, and are consistent with the unique methods of performance and materials described in the offeror’s technical proposal.

**Firewall** – In this context, a firewall consists of documented procedures and security measures, physical and electronic, designed to maintain a competitive environment that prevents conflicts of interest and ensures that internal processes are transparent, fair, and unbiased.

**Proposals** – A procurement method in which either a fixed price or cost reimbursement type of contract is awarded. Proposals are generally used when conditions are not appropriate for the use of sealed bids.

**Sealed Bid** – A procurement method in which bids are publicly solicited and a firm fixed-price contract (lump sum or unit price) is awarded to the responsible bidder whose bid, conforming with all material terms and conditions of the invitation for bids, is the lowest in price.

**Simplified Acquisition Threshold** – The dollar amount below which a non-federal entity may purchase property or services using small purchase methods/procedures.

**Sole Source** – Also referred to as “exceptional purchase.” Any purchase of commodities or contractual services excepted by law or rule from the requirements for competitive solicitation, including, but not limited to, purchases from a single source; purchases upon receipt of less than two responsive bids, proposals, or replies; purchases made by an agency after receiving approval from the department, from a contract procured, pursuant to s. 287.057(1), or by another agency; and purchases made without advertisement in the manner required under s. 287.042(3)(b).

## **VI. ATTACHMENTS**

[WorkforceGPS: Building Quality Request for Proposals \(RFPs\) for WIOA Youth Program Services Brief](#)

[WorkforceGPS: Contracting Strategies that Facilitate Serving Youth in Need](#)

# Building Quality Requests for Proposals for WIOA Youth Program Services

Have you ever wondered what to include in your Workforce Innovation and Opportunity Act (WIOA) Youth program request for proposals (RFPs)? This brief will help. The WIOA Youth program provides a great deal of flexibility in designing programs and services. The RFP serves as a strategic tool that helps state and local workforce development boards (WDB) realize its vision for youth service delivery. This brief includes links to RFPs from across the country that you may consider when developing an RFP to procure WIOA Youth program services.

## Background

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Title I of WIOA allocates formula funds to states and outlying areas to provide local workforce areas resources to deliver comprehensive youth services to eligible youth. These services assist out-of-school youth (OSY) and in-school youth (ISY) with one or more barriers to employment in preparing for postsecondary education and employment opportunities, attaining educational and/or skills training credentials, and securing employment with career/promotional opportunities. Funds are used to develop WIOA youth programs to improve the long-term job prospects of young people giving them basic educational, occupational, and citizenship skills. For an overview of the WIOA Youth formula-funded programs and policies, check out the [WIOA Youth Program Reference Tool](#).

Local workforce development boards (WDBs) have responsibility for oversight of WIOA Youth programs. One of the responsibilities of local WDBs or a designated youth committee includes selection of WIOA youth providers through competitive grants or contracts. Competition is expected to improve the delivery of efficient, effective youth workforce services. When a local WDB awards grants or contracts to youth service providers to carry out youth workforce investment activities, it must identify youth service providers based on criteria established in the State Plan and take into consideration the ability of the provider to meet performance accountability measures based on the primary indicators of performance for youth programs. Consistent with 20 CFR § 681.400, a local WDB may determine that the grant recipient or designated fiscal agent may “provide directly some or all of the youth workforce investment activities.” Additional information on competitive procurement can be found in [TEGL 21-16](#).

### KEY ELEMENTS OF A QUALITY RFP

When developing an RFP, it is important to ensure vendors have a clear picture of the vision, program design, program activities and services, and anticipated outcomes. While there is no perfect template or outline for an RFP, there are key elements found in most quality RFPs. These include:



- **Vision:** A high-quality RFP lays out a clear vision for youth services that aligns with the strategic vision and goals identified in the WIOA state and local plans. It provides the local WDB the opportunity to implement the workforce development, education, and training goals laid out in the plans. The RFP also reflects how the WDB expects investments around workforce and education to connect youth to locally available career pathways. It articulates the youth population(s) to target, the partnerships to develop and/or strengthen, and the desired participant outcomes.
- **Program Design:** The program design describes how the vision will operate. This section clarifies how assessments, individual service strategies, the 14 program elements, and career pathways opportunities will be delivered and how those services fit into the overall local area strategy. The RFP should clarify if it is seeking a vendor(s) to provide the full array of WIOA Youth program services or only some of the services. If the RFP is only procuring some of the services, it should describe the coordination of services with other community organizations, vendors, or the local WDB. It also explains the local WDB's expectations around delivering objective assessments and developing individual service strategies for participants.
- **Scope of Services:** The scope of services articulates exactly what activities and program elements will be procured through the RFP.
- **Budget:** The RFP should solicit sufficient details to determine the accuracy and reasonableness of the vendor's cost projections. The budget narrative should outline estimated costs that align with the proposed program design, services, and activities. Costs that local WDBs may want to consider in the proposed budget narrative include: program staff wages and fringe benefits; travel; supplies; materials; training costs; work experience wages; stipends; and incentives. Leveraged costs and indirect costs should be requested.
- **Policy:** A quality RFP incorporates program and policy expectations and ensures vendors understand the WIOA Youth program statutory and regulatory requirements, and any other Federal, state, and local policies impacting youth program operations.
- **Partnerships:** Building on the RFP's vision, this section describes the strategies for leveraging resources and the expectations around vendor partnerships. It should request vendors to identify partners they will work with to help youth achieve successful outcomes. Local WDBs are not required to procure all 14 program elements through a competitive process; therefore, the RFP might allow vendors to propose to collaborate with other organizations in order to leverage available resources in the community.
- **Performance Outcomes and Reporting:** Another important aspect of the RFP is clarifying the required youth performance measures. Local WDBs are required to negotiate performance levels for these measures with the state. In order to meet those negotiated levels, the RFP should incorporate performance indicators that will be used to measure the success of the youth served by the program, set minimum standards and targets for those measures, and outline expectations for reporting on those indicators.



- **Evaluation, Audit and Fiscal Reporting and Monitoring:** The RFP should clarify the expectations around evaluation of program activities, audits, fiscal reporting, and any other minimum standards included in the contract so vendors know up front what activities are involved if selected. It should also lay out how the local WDB will monitor the vendor, and that it may include on-site reviews, interviews with staff, and formal evaluations of compliance.
- **Terms and Conditions:** The RFP should make terms and conditions concise. Vendors need to understand all the terms and conditions that apply to the use of WIOA funds.

## Examples of RFPs

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To view examples of state and local WDB RFPs, [click here](#). These samples represent different approaches for acquiring WIOA Youth program providers and services. ***(DISCLAIMER) The proposals listed are intended for informational purposes only. DOL does not endorse any of the RFP samples provided in this technical assistance resource.***

# Contracting Strategies that Facilitate Serving Youth in Need

*The Workforce Innovation and Opportunity Act (WIOA) youth program allows local areas to choose whether to contract out some or all of the required program activities. To develop thoughtful, clear, and articulate contracts, consider these five strategies.*

## Categories of Contracting Strategies:

### Employing Multi-Year and Option-Year Contracting

Most local areas use multi-year or option-year contracts to procure their youth workforce services; however, there are some local boards that still issue one-year contracts. Short-term contracts discourage youth programs from working with out-of-school youth and youth with basic skills deficiencies who may need additional time and assistance to reach education and employment outcomes. Local workforce boards should consider replacing one-year contracts with multi-year and option-year contracts in order to extend services to youth most in need.

Additionally, follow-up services, which are required to be offered for at least 12 months from date of exit, become more difficult to provide if the contract is in effect for only 1 year. Also, a change of contractor from year to year disrupts the continuity of youth service provision.

### Basing Goals on Youth Served and Outcomes

In some cases, contracts require service providers to enroll a specified number of participants. This requirement leads local programs to focus more on enrolling youth rather than providing the appropriate mix of services that lead to achieving participant and program goals. The Employment and Training Administration (ETA) encourages local boards and providers to track participation on the basis of youth served and outcomes achieved and not solely on the number enrolled.

Contracts sometimes also mandate a specific number of exits in the performance period. This practice could lead to the premature exit of participants prior to their completion of all of the services needed. For example, in Program Years 2017 and 2018, 4,728 and 2,468 WIOA youth participants, respectively, were exited on June 30, suggesting that local areas were exiting youth because the program year ended (and possibly contracts were tied to program year timing) and not because youth had accomplished the goals outlined in their Individual Service Strategy (ISS).

## Using Interim Progress Benchmark and WIOA Youth Measures to Assess Provider Performance

WIOA requires the competitive selection of providers for youth workforce activities to be based, in part, on consideration of the ability of the providers to meet performance accountability measures. However, most youth performance outcomes are long-term and measured after participants exit the program, i.e. six months or more after their exit. Youth service providers may not be able to serve all youth in the short timeframe of the one-year contract and also achieve performance outcome targets.

To address this challenge, contracts may include interim progress benchmarks in addition to the WIOA youth core indicators of performance. Measurable skill gains is the only performance measure that is also an interim benchmark. The measurable skill gains indicator is used to measure progress of participants enrolled in education or training, such as apprenticeship or occupational skills training, towards attainment of a credential or employment. For information on performance measures and what counts as measurable skill gains, see TEGL 10-16, Change 1 at [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=3255](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3255).

Additional short-term outputs to consider are participation in program elements that directly result in increased outcomes, successful completion of work experience, and follow-up services received. These measures can help track progress of program participants and assess providers' performance.

## Creating Positive Incentives for Serving Youth Most in Need

Serving disconnected and out-of-school youth can be hard and may take additional resources and time to help them achieve their goals. States and local boards may follow these strategies to create positive incentives for serving hard to serve participants in their direct service contracts:

- ▶ Include clear statements of intent to serve youth from the targeted groups;
- ▶ Use rating criteria in the request for proposals process to ensure applicants articulate how they intend to serve youth most in need;
- ▶ Use WIOA set aside funds for statewide activities to issue request for proposals to fund special projects designed to serve youth most in need; and
- ▶ Establish incentives for local boards to implement hybrid cost reimbursement or pay-for-performance contract strategies for delivery of youth services.

## Creating Partnerships and Leveraging Resources

Another contracting strategy that furthers the goal of serving youth most in need and achieves positive outcomes is developing broad partnerships at the state and local levels to leverage resources for comprehensive youth services. WIOA requires states and local areas to develop and coordinate partnerships with local entities and supportive services agencies for strengthened service delivery. One example is a contract that requires the leveraging of WIOA Title I youth program funds with WIOA Title II adult education program funds to create career pathways opportunities that provide basic skills remediation as well as workforce preparation and occupational skills training.



## **ACTION ITEM 3**

### **Approval of One Stop Operator**

Under The Workforce Innovation and Opportunity Act (WIOA), one-stop operators are required to be selected through a competitive process. As detailed in TEGL 15-16, local boards must reissue a competitive operator selection process at least every four years under WIOA. Competition is intended to promote the efficiency and effectiveness of one-stop operators by providing a mechanism for local boards to regularly examine performance and costs against original expectations.

The Board approved the issuance of a Request for Proposal (RFP) for a qualified One-Stop-Operator. CareerSource Pinellas followed standard procurement processes and solicited proposals from qualified and experienced One-Stop-Operators. Each proposal was reviewed by the CareerSource Pinellas review team.

Results of the Review:

<b>Proposer</b>	<b>Overall Score</b>	<b>First Year Cost</b>
Gulf Coast Jewish Family Services	76.2	\$24,007
Hightower Workforce Initiatives LLC	76.4	\$56,600
The Kaiser Group (DE), LLC, dba Dynamic Workforce Solutions	93.0	\$45,000

Based on overall score, experience as a One-Stop-Operator and previous experience as One-Stop Operator of CareerSource Pinellas for the last four years, we recommend contracting with The Kaiser Group (DE), LLC, dba Dynamic Workforce Solutions.

#### **RECOMMENDATION**

Approval to enter into contract negotiations and award a contract for the provision of One-Stop-Operator Services with The Kaiser Group (DE), LLC, dba Dynamic Workforce Solutions for a one-year term commencing July 1, 2022, with up to three one-year renewals.



## **INFORMATION ITEM 1**

### **One Stop Operator Update**

#### **April 21, 2022**

Below is a summary of work completed under the One Stop Operator Contract in the 2021-2022 program year:

#### **1. Maintain Linkages**

- a. CSPIN Partner Portal operated by ATLAS is no longer active.
- b. A new partner referral system, Crosswalk was introduced to the Partners in February 2022.
- c. Two partner agencies have signed up for the service.
- d. There are 25 active partner agencies of CareerSource Pinellas.

#### **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 19, 2021- Partner meeting rescheduled to October
  - ii. October 21, 2021- Partner meeting scheduled with Dynamic Workforce Solutions as the Partner Spotlight.
  - iii. February 17, 2022- Partner meeting with Pinellas Technical College as the Partner Spotlight.
  - iv. April 21, 2022- Partner meeting scheduled at 10:30 am.

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

- a. A total of seven MOA's executed. 8 MOA's pending renewal.
- b. MOU's are executed by CS Pinellas staff.

#### **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.



## **INFORMATION ITEM 1**

### **One Stop Operator Update**

**April 21, 2022**  
**(continued)**

- i. Request was made to Division of Blind services to meet with Career Center staff to ensure training on use of assistive technology in all centers.
- c. Translation services are available to career seekers with English as a second language.
- d. OSO conducted a center visit at the St. Petersburg location to observe customer service and engagement in January 2022.

#### **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. **Remote Employability Skills Workshops** – There have been 316 survey respondents between July 2021-March 2022, with an average satisfaction rating of 4.79 on a scale of 5.
  - 1. 96.41% responded they were satisfied or very satisfied.
  - 2. “Other various” Workshop topics was the most attended at a 51.97%.
  - 3. Professional Networking Group shows the 2<sup>nd</sup> highest attended workshop topic, with 42.43%
  - 4. There was a 29% decline in workshop attendees from the 1Q to 2Q 2021. The average number of workshop attendees remained steady in the 3Q with 52 attendees and the satisfaction score increasing to 4.81 for the quarter.





**INFORMATION ITEM 1**  
**One Stop Operator Update**  
**April 21, 2022**  
**(continued)**

**b. Net Promoter Survey (NPS)**

- i. 360 out of 2640 (14% response rate) NPS surveys have been completed between October 2021-February 2022.
- ii. NPS score is an average of 41% out of a target of 40%.
- iii. Gulf to Bay, Lealman and St. Petersburg Centers customer service ratings have improved over last program year.
- iv. 88.89% of customers felt staff were very friendly to extremely friendly.
- v. 44.5% of customers heard about us from our website and 38.1% from other sources, while 16.6% heard from a friend or relative.
- vi. Re-employment assistance is the primary reason (56.87%) to access services in the Centers; however once customers access services they are engaged with other services such as appointments with WIOA/TANF/SNAP program staff, attendance at live and on-line workshops.
- vii. Customers largest frustration is with the unemployment application and claim system, and the difficulty of navigating Employ Florida.
- viii. Customer Feedback includes statements as noted below:
  1. *“Just great customer service.”*
  2. *“I would tell anyone that needs guidance for applying for work don’t miss out on the opportunity for help.”*
  3. *“The representative I spoke with was very helpful and took his time assisting me with questions on my job search.”*



## INFORMATION ITEM 2a Snapshot of Caseload Report

<b>Workforce Innovation and Opportunity Act</b>								
<b>WIOA</b>	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	No. of cases as of 09/30/21	No. of cases as of 12/31/21
Adult	485	452	426	398	397	304	222	203
Dislocated Worker	334	360	351	319	301	219	181	155
Youth	256	265	292	265	257	167	120	112
<b>Total</b>	<b>1075</b>	<b>1077</b>	<b>1069</b>	<b>982</b>	<b>955</b>	<b>690</b>	<b>523</b>	<b>470</b>
<b>Welfare Transition</b>								
<b>WT</b>	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	No. of cases as of 09/30/21	No. of cases as of 12/31/21
WT Applicant	485	452	261	264	293	342	375	390
WT Mandatory	334	360	585	561	486	187	146	108
WT Transitional	256	265	104	92	82	43	38	30
<b>Total</b>	<b>1075</b>	<b>1077</b>	<b>950</b>	<b>917</b>	<b>861</b>	<b>572</b>	<b>559</b>	<b>528</b>
<b>Supplemental Nutrition Assistance Program</b>								
<b>SNAP</b>	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	No. of cases as of 09/30/21	No. of cases as of 12/31/21
Career Counselor	103	174	56	22	10	55	94	104
Automation	558	8973	7158	6087	4061	747	599	329
<b>Total</b>	<b>661</b>	<b>9147</b>	<b>7214</b>	<b>6109</b>	<b>4071</b>	<b>802</b>	<b>693</b>	<b>433</b>

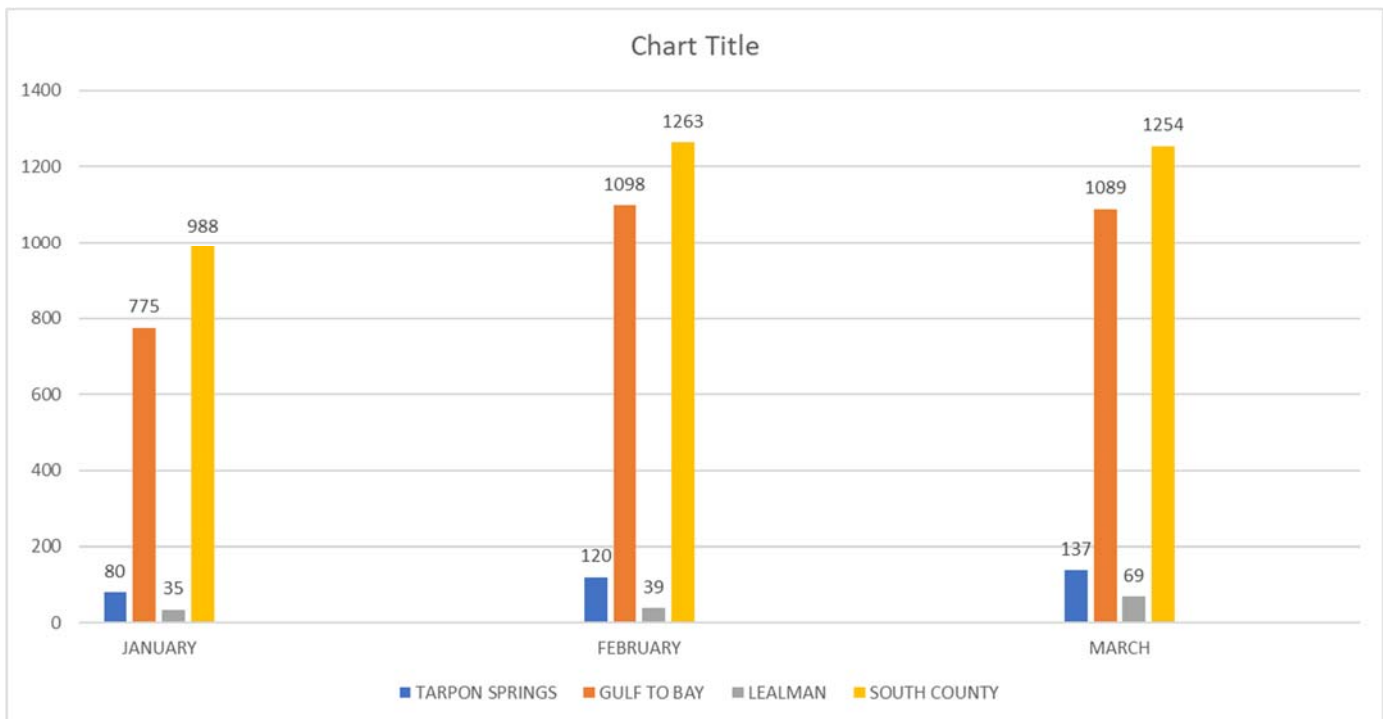


## INFORMATION ITEM 2b - WIOA Primary Indicators Report- Quarter 2

Measures	PY2020-2021 4th Quarter Performance	PY2020-2021 % of Performance Goal Met For Q4	PY2020-2021 Performance Goals	PY2021-2022 1st Quarter Performance	PY2021-2022 % of Performance Goal Met For Q1	PY2021-2022 2nd Quarter Performance	PY2021-2022 % of Performance Goal Met For Q2	PY2021-2022 Performance Goals
<b>Adults:</b>								
Employed 2nd Qtr After Exit	94.50	105.00	90.00	94.00	104.44	93.50	103.89	90.00
Median Wage 2nd Quarter After Exit	\$11,970	171.00	\$7,000	\$11,075	153.82	\$10,683	148.38	\$7,200
Employed 4th Qtr After Exit	87.50	102.34	85.50	87.30	102.11	93.20	109.01	85.50
Credential Attainment Rate	95.50	136.43	70.00	95.30	132.36	87.70	121.81	72.00
Measurable Skill Gains	76.60	162.98	47.00	67.10	136.94	63.00	128.57	49.00
<b>Dislocated Workers:</b>								
Employed 2nd Qtr After Exit	90.10	100.11	90.00	91.30	101.44	89.70	99.67	90.00
Median Wage 2nd Quarter After Exit	\$10,846	154.94	\$7,000	\$11,463	161.45	\$11,350	159.86	\$7,100
Employed 4th Qtr After Exit	72.90	85.56	85.20	71.60	84.04	86.00	100.94	85.20
Credential Attainment Rate	87.60	125.14	70.00	88.60	126.57	93.70	133.86	70.00
Measurable Skill Gains	88.70	188.72	47.00	80.30	163.88	62.70	127.96	49.00
<b>Youth:</b>								
Employed 2nd Qtr After Exit	89.80	106.27	84.50	91.70	108.52	90.10	106.63	84.50
Median Wage 2nd Quarter After Exit	\$4,739	148.09	\$3,200	\$4,472	139.75	\$4,615	144.22	\$3,200
Employed 4th Qtr After Exit	86.00	110.26	78.00	88.40	113.33	88.40	113.33	78.00
Credential Attainment Rate	76.00	88.06	86.30	88.90	103.01	78.60	91.08	86.30
Measurable Skill Gains	80.30	170.85	47.00	65.10	132.86	55.60	113.47	49.00
<b>Wagner Peyser:</b>								
Employed 2nd Qtr After Exit	59.50	89.88	66.20	56.40	86.77	55.40	85.23	65.00
Median Wage 2nd Quarter After Exit	\$5,651	113.02	\$5,000	\$5,610	112.20	\$6,179	123.58	\$5,000
Employed 4th Qtr After Exit	61.20	95.33	64.20	58.30	90.81	57.60	89.72	64.20
<b>Not Met (less than 90% of negotiated)</b>								
<b>Met (90-100% of negotiated)</b>								
<b>Exceeded (greater than 100% of negotiated)</b>								



## INFORMATION ITEM 2c Center Traffic Flow



	TARPON SPRINGS	GULF TO BAY	LEALMAN	SOUTH COUNTY
JANUARY	80	775	35	988
FEBRUARY	120	1098	39	1263
MARCH	137	1089	69	1254
<b>TOTAL</b>	<b>337</b>	<b>2962</b>	<b>143</b>	<b>3505</b>

Current program year total traffic data by location (PY July 1, 2021 – June 30, 2022) has been impacted by the loss of Atlas. Data from July 1 2021-December 2021 is either incomplete or unavailable



## **INFORMATION ITEM 3**

### **Summer Youth Employment Program (Summer P.A.Y.S.)**

CareerSource Pinellas recognizes and supports the importance of developing the workforce of tomorrow. With the introduction of the Summer P.A.Y.S. Program, local Pinellas County employers will make available employment opportunities to eligible students (Ages 16-19).

The CareerSource Pinellas Summer P.A.Y.S. Program will provide work experience for 150 young adults by matching them with summer jobs at local organizations. Participants will benefit from work experience, gain workplace skills and best of all, earn \$12/hr.

In partnership with Pinellas County Schools, Junior Achievement and Bank of America, CareerSource Pinellas has committed \$425,000 to support Summer P.A.Y.S.



## **INFORMATION ITEM 4**

### **Get There Faster Grant Update**

The Department of Economic Opportunity issued a grant award on January 25, 2022, to CareerSource Pinellas for \$750,000 for the period October 1, 2021 to September 30, 2023, for Get There Faster Low-Income Returning Adult Learners grant. The purpose of the award is to provide adults and youth seeking education and training the opportunity to earn industry recognized cloud computing or other information technology (IT) related credentials of value identified by the Florida Department of Education (DOE). Through partnerships enabled among Florida's technical colleges, state colleges, and/or local workforce development boards, low-income returning adult learners and youth who reside in high poverty Florida zip codes are to be prioritized for support to participate in an available post-secondary degree or non-degree training program or a registered apprenticeship program.

Funds will be used for such training as Amazon Web Services, CompTIA, Microsoft, and other IT certification programs and will cover the cost of certifications. Participants should also receive career services, such as job placement activities, soft-skills services and referrals to community partners for wrap-around services, as well as supportive services aimed at increasing their likelihood of securing employment in high-demand jobs for the future that provide self-sustaining wages.

**Partners Identified:** St. Petersburg College, Net Synergy Solutions

**Activities-to-date:** Developed strategic partnership and programs to allow rapid credentialing in high demand tech, medical, and manufacturing sectors. Short-term apprenticeship programs have also been created to build further value in participants looking to enter these high demand areas with immediate potential for growth and sustainability.

**Number to be Served:** 135





## **INFORMATION ITEM 5**

### **Data Migration Status**

CareerSource Pinellas transitions from the ATLAS data management system to Employ Florida in January 2022. The transition was planned with the expectation of having access to previous stored data in the ATLAS system. However, the parent company of ALTAS ended CareerSource Pinellas access upon termination of their contract.

The transition of data began in mid-January and is now complete as of 04/12/2022. However, the transition has caused loss of reporting from the last quarter of calendar year 2021. All reporting herein will display from January 2022 forward.