



June 23, 2022 - 9:00 A.M.  
Hybrid Meeting – EpiCenter  
13805 58<sup>th</sup> St. N.  
Room 1-455  
Clearwater, FL 33760

**Zoom**

\*Join via Zoom – Meeting ID: 338 034 9468

[Zoom Link](#)

\*Dial In via Phone – Meeting ID: 338 034 9468

Phone: +1 646-558-8656

## One-Stop Committee Agenda

**I. Welcome and Introductions** ..... Jody Armstrong, Chair

### II. Public Comment

*Members of the public may raise their virtual hand during the Public Comment portion of the meeting. Members of the public who do so will be acknowledged by the Chair and provided up to three minutes to make public comment.*

### III. Roll Call

### IV. Action/Discussion Items

1. Approval of minutes - April 21, 2022 One-Stop Committee Meeting ..... Page 1
2. Policy Approval – Supportive Services ..... Page 7
3. Updated/Corrected Operating Hours ..... Page 14

### V. Information Items

1. 2021-2022 One-Stop Goals Update..... Page 16
2. Reports
  - a. Status of Enrollments ..... Page 18
  - b. WIOA Primary Indicators ..... Page 19
  - c. Center Traffic Flow ..... Page 20
3. Summer Youth Employment Program Update (Summer P.A.Y.S.)..... Page 21
4. Get There Faster Grant Update..... Page 23

### VI. Other Administrative Matters

*(Items of urgency not meeting the seven-day guideline for review.)*

### VII. Open Discussion

### VIII. Adjournment





**Next One-Stop Committee – August 18, 2022 (9:00 am - 10:00 am)**

*\*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 April 21, 2022 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:** April 21, 2022, at 9:00 am  
**Location:** 13805 58<sup>th</sup> St. N. 1-455, Clearwater, FL 33760

**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, Candida Duff, John Howell, Mark Hunt, Jason Krupp, Tiffany Nozicka, Dr. Rebecca Sarlo, Patricia Sawyer

**Guest**

Shellonda Rucker

**Staff**

Steven Meier, Mary Jo Schmick, Jay Burkey, Kristopher Lucas, Leah Geis

**ACTION ITEM 1 – Approval of Minutes**

The minutes from the August 19, 2021, One-Stop Committee meeting were presented for approval.

Motion: John Howell
Second: Mark Hunt

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

**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.

**Discussion:** None

Motion: Patricia Sawyer
Second: Tiffany Nozicka

*The One-Stop Committee motioned for approval of Policy WIOA-P-120-14- Youth Service Provider Selection. The motion carried unanimously. There was no further discussion.*

**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:

Proposer	Overall Score	First Year Cost
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.

Discussion: None

Motion: John Howell
Second: Dr. Rebecca Sarlo

*The One-Stop Committee motioned for 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. The motion carried unanimously. There was no further discussion.*

**INFORMATION ITEM 1 – One Stop Operator Update**

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.
  - 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.
- 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**

Report included in meeting packet.

#### **INFORMATION ITEM 2b – WIOA Primary Indicators Report – Quarter 2**

Report included in meeting packet.

#### **INFORMATION ITEM 2c – Center Traffic Flow**

Report included in meeting packet.

#### **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 Grand 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 apprentice 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 made a strategic decision, with support from DEO, to transition document management from ATLAS to Employ Florida. The transition was planned with the expectation of having access to all of the documents stored in ATLAS. However, negotiations with Complete Technology Solutions, the proprietor of ATLAS, stalled and access ATLAS ceased on December 31, 2021.

Further negotiations ensued and we entered into an agreement with Complete Technology Solutions to export all of the documents stored in ATLAS from 2014-2021. The MIS team performed data validation on the files exported. Most of the files have been imported and attached to the appropriate Employ Florida record. The transition, however, has resulted in a loss of reporting from the fourth quarter of 2021. All reporting herein will display from January 2022 forward.

**Other Administrative Matters** - None

**Open Discussion** - None

**Adjournment** - Jody Armstrong adjourned the meeting at 9:33am.

DRAFT





## **ACTION ITEM 2**

### **Policy Approval**

### **Training, Supportive Services, and Needs-Related Payments**

CareerSource Pinellas will be updating all policies to ensure Federal and State requirements are up to date. This policy reflects cost of tuition and cost of living increases.

#### Highlighted Changes:

- Tuition caps increased from \$5,000/year, \$10,000/lifetime to \$7,500/year, \$15,000/lifetime.
- Supportive services limits increased to match training requirements and more realistically support participant needs.
- DEO's requirements for procedures were removed from the policy and will be constructed in a Local Operations Procedure document.

#### **RECOMMENDATION**

Recommend to the full Board approval of the WIOA 22-01 Training, Supportive Services and Needs-Related Payments Policy



## Policy

**Policy  
Number**  
WIOA 22-01

<b>Title:</b>	Training, Supportive Service and Needs-Related Payments
<b>Program:</b>	Workforce Innovation and Opportunity Act
<b>Effective:</b>	TBD

### I. PURPOSE AND SCOPE

The purpose of this policy is to provide CareerSource Pinellas (CSP) staff with information and requirements for supportive services and needs-related payments to eligible Workforce Innovation and Opportunity Act (WIOA) program participants. This policy also communicates the funding limits for these services, as well as for ITA training activities. Local Operating Procedures to guide the provision of WIOA supportive service and need-related payments are provided in a separate document.

### II. BACKGROUND

A key principle in WIOA is to provide local areas with the authority to make policy and administrative decisions and the flexibility to tailor the public workforce system to the needs of the local community. To ensure maximum flexibility, WIOA regulations allow local areas the discretion to provide the supportive services they deem appropriate, subject to the conditions prescribed by WIOA. This policy requires coordination with other entities to ensure non-duplication of resources and services and establishes the limits on the amount and duration of supportive and training services.

### III. AUTHORITY

Workforce Innovation and Opportunity Act, Public Law (WIOA) Sections [3\(59\)](#); [106\(c\)\(1\)\(F\)](#); [133\(b\)\(2\)\(B\)](#); [133\(b\)\(3\)](#); [134\(c\)\(3\)](#); [134\(d\)\(3\)](#); [134\(d\)\(4\)](#); [134\(c\)\(1\)\(A\)\(ii\)](#); [134\(c\)\(1\)\(A\)\(iii\)](#) 20 Code of Federal Regulations (CFR) Subpart G; [681.570](#); [681.640](#)

Training and Employment Guidance Letter (TEGL) [19-16](#) and [21-16](#)

## IV. POLICY

### A. ITA Training Payment Limits

WIOA offers classroom training and tuition assistance for programs provided by approved training institutions on the Eligible Training Provider List (ETPL). The training program can be up to two years or be the last two years of an extended training program. WIOA contributions for all Individual Training Account (ITA) training cannot exceed \$7,500 per program year, or \$15,000 in a participant's lifetime. The training limit includes all costs of ITA training (tuition, books, uniforms, tools, exam and license fees, etc., as required for the training program).

### B. Supportive Services for Adults, Dislocated Workers and Youth

Supportive services are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA. Services may include, but are not limited to:

- 1) Linkages to community services
- 2) Assistance with transportation
- 3) Assistance with childcare and dependent care
- 4) Assistance with housing
- 5) Needs-related payments, as described in **Section IV.C.** below
- 6) Assistance with educational testing
- 7) Reasonable accommodations for individuals with disabilities
- 8) Legal aid services
- 9) Referrals to health care
- 10) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- 11) Assistance with books, fees, school supplies and other necessary items for students enrolled in postsecondary education classes
- 12) Payments and fees for employment and training-related applications, tests, and certifications.

Supportive services may only be provided to adults, dislocated workers or youth who are participating in career or training services authorized under WIOA sections 129(c)(2) or 134(c)(2)-(3) and who are unable to obtain supportive services through other programs providing such services.

CSP staff must ensure adults and dislocated workers are provided accurate information about the availability of supportive services in the local area, as well as referral to such activities.

Note: Supportive services must not be used as incentive payments. Incentive payments are allowable for youth participants only, and unlike supportive services, are permitted for recognition of achievements directly tied to training activities and work experiences.

## **1. Determination of Need**

As supportive services are not an entitlement, staff must first determine a participant to be in financial need of supportive services before they are provided. Supportive services should be used to address the participant's barriers identified through the initial or objective assessment process. The plan for addressing these barriers, to include the provision of supportive services, must be documented in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS), as appropriate. See Supportive Services Local Operating Procedures for the correct process to determine and document supportive services and needs-related payments.

## **2. Limits to the Amount or Duration of Supportive Services**

Limits established by the Local Workforce Development Board on the provision of supportive services.

All supportive services required for ITAs (including books, exams, applications, certifications, uniforms, and tools) count in the training limit of \$7,500 per year and \$15,000 per lifetime. Transportation, emergency support, needs-related payments, and other types of supportive service that are not required for the training program, do not count in the training limit.

The following limits apply to Welfare Transition and WIOA participants:

<b>Category</b>	<b>Type of Supportive Service</b>	<b>Supportive Services Limit</b>	<b>Method of Payment</b>
<b>Transportation</b>	Transportation, mileage reimbursement	<ul style="list-style-type: none"> <li>• \$100 max per month</li> </ul>	Reloadable Visa Cards
<b>Emergency</b>	To fit the unique need of the participant/situation	<ul style="list-style-type: none"> <li>• Request must be approved by CEO or designee</li> </ul>	
<b>Training and Employment Related Needs</b>	Uniforms	<ul style="list-style-type: none"> <li>• As required, in writing, for curriculum and included in ITA, or up to \$200 as needed for OJT, apprenticeship, etc.</li> </ul>	Direct Payment to Vendor
	Tools	<ul style="list-style-type: none"> <li>• As required, in writing, for curriculum and included in ITA, or up to \$500 as needed for apprenticeship or OJT, etc.</li> </ul>	Direct Payment to Vendor
	Books, fees, supplies, and other items required for training	<ul style="list-style-type: none"> <li>• As required, in writing, for training and included in ITA</li> </ul>	Direct Payment to Vendor
	Training related testing, fees, applications, certifications, etc.	<ul style="list-style-type: none"> <li>• As required, in writing, for training and included in ITA</li> </ul>	Direct Payment to Vendor

## C. Needs-Related Payments

Needs-related payments are a supportive service that provides financial assistance to participants to enable their participation in training. Unlike other supportive services, LWDB 14 may only provide needs-related payments to eligible WIOA participants who are enrolled in training or accepted in a training program that will begin within 30 calendar days.

### 1. Eligibility for Adults, Dislocated Workers and Out-of-School Youth (OSY)

To receive needs-related payments, adults and OSY (ages 18-24) must:

- a) Be unemployed;
- b) Not qualify for, or have ceased qualifying for, Reemployment Assistance (RA) benefits; and
- c) Be enrolled in training services authorized under WIOA sec. 134(c)(3).

To receive needs-related payments, dislocated workers must be unemployed, and:

- a) Have ceased to qualify for RA benefits or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) program; and
- b) Be enrolled in training services authorized under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the eighth week after the worker is informed that a short-term layoff will exceed six months; or
- c) Be unemployed, deemed ineligible for RA benefits or TRA under the TAA program, and be enrolled in training services authorized under WIOA sec. 134(c)(3).

\*All needs-related payments must be approved by the CEO or designee.

### 2. Payment Levels

- a) For Adults and OSY, the LWDB established the payment level of needs-related payments not to exceed \$275 per week. For statewide projects, the payment level must be established by the State Workforce Development Board.
- b) For dislocated workers, the payment level of needs-related payments must not exceed the greater of:
  - i. The applicable weekly level of RA benefits for participants who were eligible for RA benefits, or
  - ii. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation because of the<sup>12</sup> qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income.

Note: Waivers to training, supportive services, and the option to provide emergency or needs-related payments may be requested on a case-by-case basis. A waiver must be approved by the CEO or designee with record of waiver retained within the participant's Employ Florida record.

## **V. RESOURCES**

- Workforce GPS – Youth Connections, Community Resources, Supportive Services
- CareerSource Florida Supportive Service and Needs-Related Payment Policy 109

Staff must follow their program's Local Operating Procedures when providing any supportive service.

DRAFT



## **ACTION ITEM 3**

### **Corrected Schedule of Operations**

The schedule of operations included in the May 26 Board of Directors Meeting packet was inaccurate. It stated Tarpon Springs was operating on Tuesdays and Thursdays from 8:00am to 4:30pm. It has been updated to Monday through Friday from 8:00am to 5:00pm.

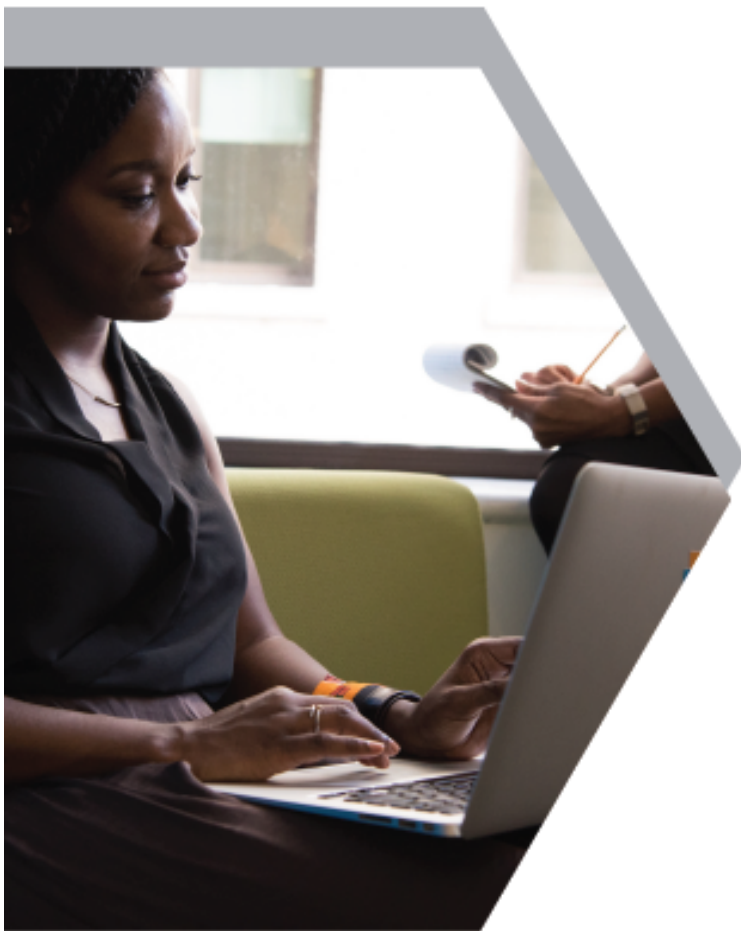
The revised schedule of operations is included for your review and consideration.

#### **RECOMMENDATION**

Approval of the revised CareerSource Pinellas Schedule of Operations.



# Career Resource Centers



## Clearwater

2312 Gulf to Bay Blvd.  
Clearwater, FL. 33765  
Monday- Friday, 8 am - 5 pm  
(727) 608-2408

## St. Petersburg

3420 8th Avenue South  
St. Petersburg, FL. 33711  
Monday- Friday, 8 am - 5 pm  
(727) 524-4344

## Lealman Exchange

5175 45th Avenue North  
St. Petersburg, FL. 33714  
Monday- Friday, 8 am - 5 pm  
(727) 871-2344

## Tarpon Springs

682 E. Klosterman Rd.  
Tarpon Springs, FL. 34689  
Monday- Friday, 8 am - 5 pm  
(727) 608-2513

Career Resource Centers will be closed on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day



## **INFORMATION ITEM 1**

### **One-Stop Operator Update**

### **June 23, 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, is now active using the Crosswalk system.
- b. Three partner agencies have signed up; however, we are actively pursuing all agency partners in signing up for Crosswalk.
- c. A review of the system will be provided at the June Partner meeting.

#### **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 with the Early Learning Coalition of Pinellas as the Partner Spotlight.
  - v. June 23, 2022 - Partner meeting is scheduled.

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

- a. A total of seven MOA's executed. 8 MOA's pending renewal.
- b. Chief Operating Officer will provide the OSO access to the MOU and MOA data files in SharePoint to begin more formal management in July.
- c. 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.

- i. Request was made to Division of Blind services and the Family Center on Deafness 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 Lealman location to observe customer service and engagement in April 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 334 survey respondents between July 2021 - May 2022, with an average satisfaction rating of 4.77 on a scale of 5.
  - 1. 96.24% (333 customers) responded they were satisfied or very satisfied.
  - 2. “Other various” Workshop topics was the most attended at a 34.13%.
  - 3. Professional Networking Group shows the 2<sup>nd</sup> highest attended workshop topic, with 25.75%
- b. **Net Promoter Survey (NPS)**
  - i. 499 out of 3605 (14% response rate) NPS surveys have been completed between October 2021 - April 2022.
  - ii. NPS score is an average of 43% out of a target of 40%.
  - iii. 88.89% of customers felt staff were very friendly to extremely friendly.
  - iv. 55.4% of customers heard about us from our website and 31.1% from other sources, while 10.8% heard from a friend or relative.
  - v. 54.0% of customers primary reason to access services was for Re-employment assistance.
  - vi. Many customers also accessed live and online appointments with staff and Workforce programs comprised a combined 56.4%
  - vii. Customers largest frustration was feeling the system was antiquated and it is hard to obtain employment from the job postings.
  - viii. Positive customer feedback includes statements as noted below:
    - 1. *“Glen Alexander is amazing and will get you to where you need to be. He goes above and beyond to help you exceed and get back on his feet you can tell he really has a heart for this!”*
    - 2. *Very understanding with employment needs, family dynamics, educational level.*
    - 3. *Very Resourceful for Employment.*



## INFORMATION ITEM 2a

### Status of Enrollments

<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	No. of cases as of 03/31/22
Adult	485	452	426	398	397	304	222	203	222
Dislocated Worker	334	360	351	319	301	219	181	155	181
Youth	256	265	292	265	257	167	120	112	120
<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>523</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	No. of cases as of 03/31/22
WT Applicant	485	452	261	264	293	342	375	390	437
WT Mandatory	334	360	585	561	486	187	146	108	103
WT Transitional	256	265	104	92	82	43	38	30	18
<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>558</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	No. of cases as of 03/31/22
Career Counselor	103	174	56	22	10	55	94	104	107
Automation	558	8973	7158	6087	4061	747	599	329	323
<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>	<b>430</b>



## INFORMATION ITEM 2b WIOA Primary Indicators

LWDB 14										
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 3rd Quarter Performance	PY2021-2022 % of Performance Goal Met For Q3	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	92.70	103.00	90.00
Median Wage 2nd Quarter After Exit	\$11,970	171.00	\$7,000	\$11,075	153.82	\$10,683	148.38	\$10,787	149.82	\$7,200
Employed 4th Qtr After Exit	87.50	102.34	85.50	87.30	102.11	93.20	109.01	92.00	107.60	85.50
Credential Attainment Rate	95.50	136.43	70.00	95.30	132.36	87.70	121.81	87.20	121.11	72.00
Measurable Skill Gains	76.60	162.98	47.00	67.10	136.94	63.00	128.57	54.60	111.43	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	90.90	101.00	90.00
Median Wage 2nd Quarter After Exit	\$10,846	154.94	\$7,000	\$11,463	161.45	\$11,350	159.86	\$12,147	171.08	\$7,100
Employed 4th Qtr After Exit	72.90	85.56	85.20	71.60	84.04	86.00	100.94	86.60	101.64	85.20
Credential Attainment Rate	87.60	125.14	70.00	88.60	126.57	93.70	133.86	93.20	133.14	70.00
Measurable Skill Gains	88.70	188.72	47.00	80.30	163.88	62.70	127.96	60.20	122.86	49.00
<b>Youth:</b>										
Employed 2nd Qtr After Exit	89.80	106.27	84.50	91.70	108.52	90.10	106.63	91.00	107.69	84.50
Median Wage 2nd Quarter After Exit	\$4,739	148.09	\$3,200	\$4,472	139.75	\$4,615	144.22	\$4,761	148.78	\$3,200
Employed 4th Qtr After Exit	86.00	110.26	78.00	88.40	113.33	88.40	113.33	86.00	110.26	78.00
Credential Attainment Rate	76.00	88.06	86.30	88.90	103.01	78.60	91.08	76.80	88.99	86.30
Measurable Skill Gains	80.30	170.85	47.00	65.10	132.86	55.60	113.47	50.90	103.88	49.00
<b>Wagner Peysers:</b>										
Employed 2nd Qtr After Exit	59.50	89.88	66.20	56.40	86.77	55.40	85.23	57.30	88.15	65.00
Median Wage 2nd Quarter After Exit	\$5,651	113.02	\$5,000	\$5,610	112.20	\$6,179	123.58	\$6,304	126.08	\$5,000
Employed 4th Qtr After Exit	61.20	95.33	64.20	58.30	90.81	57.60	89.72	57.40	89.41	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

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

	TARPON SPRINGS	GULF TO BAY	LEALMAN	SOUTH COUNTY
<b>MARCH</b>	<b>137</b>	<b>1089</b>	<b>69</b>	<b>1247</b>
<b>APRIL</b>	<b>111</b>	<b>646</b>	<b>68</b>	<b>969</b>
<b>MAY</b>	<b>75</b>	<b>473</b>	<b>58</b>	<b>845</b>
<b>TOTAL</b>	<b>323</b>	<b>2208</b>	<b>195</b>	<b>3061</b>



## **INFORMATION ITEM 3**

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

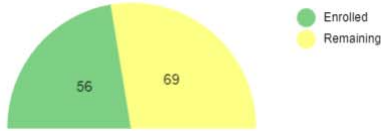
CareerSource Pinellas recognizes and supports the importance of developing the workforce of tomorrow. With the introduction of the Summer P.A.Y.S. Program, local Pinellas County employers will make available employment opportunities to eligible students (Ages 16-19).

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.

# Summer Pays 2022

## Student Enrollment Goal: 125



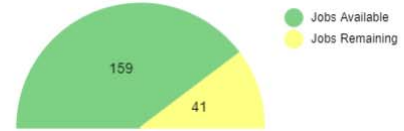
### Student Applications

<b>Total</b>	<b>250</b>
Enrolled	56
In Progress	116
Not Participating	78

## Students by City



## Employer Enrollment Goal: 200 Jobs



### Employer Applications

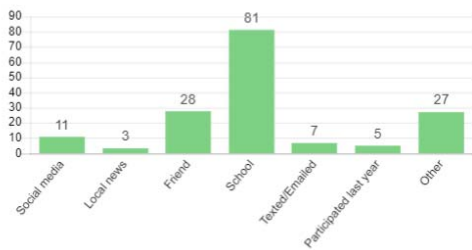
<b>Total</b>	<b>58</b>
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## Jobs by City

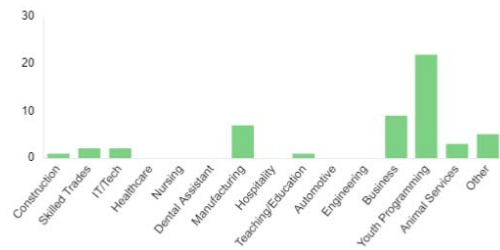


# Summer Pays 2022

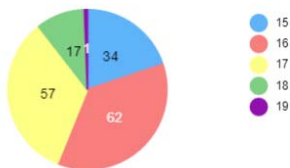
## Marketing



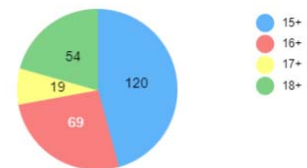
## Industries Represented



## Students by Age



## Jobs by Age







## **INFORMATION ITEM 4**

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

The Department of Economic Opportunity has approved a grant award for your local workforce development board. These funds will be available for cash draws under the Subrecipient Enterprise Resource Application (SERA) Program Year and Program Title/Project in SERA described on page one of this notice. Expenditures utilizing these funds must be consistent with the Grantee/Subgrantee Agreement executed between the Board and the Department of Economic Opportunity (DEO) and in compliance with the Board's approved plan and all federal and state rules, regulations, policies and grant conditions applicable to the grant program described on page one. The indirect cost rate or indirect cost method for this subaward, whether federal or non-federal, will be the federally recognized indirect cost rate negotiated between the Board and the federal government or, if no such rate exists, either a rate negotiated between DEO and the Board, or if optionally elected by the Board, the de minimis rate or the cost allocation method.

CareerSource Pinellas has been awarded \$750,000 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 postsecondary degree or non-degree training program or a registered apprenticeship program.

Recruiting is scheduled to begin late June for July Enrollments.