

**CareerSource Pinellas
One-Stop Committee Minutes**

Date: April 21, 2022, at 9:00 am
Location: 13805 58th 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 2nd 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.