

**CareerSource Pinellas
One-Stop Committee Meeting Minutes**

Date: Thursday, June 23, 2022
Location: Hybrid – In person/Zoom

Call to Order

Jody Armstrong called the meeting to order at 9:00am.

Members in Attendance

Jody Armstrong, Candida Duff, John Howell

Members Not in Attendance

Jason Krupp, Mark Hunt, Pattye Sawyer, Dr. Rebecca Sarlo, Tiffany Nozicka

Guests

Shellonda Rucker

Staff

Steven Meier, Mary Jo Schmick, Kris Lucas, Leah Geis

Public Comments

There were no public comments.

ACTION ITEM 1 – Approval of the Minutes – 4.21.22 One-Stop Committee Meeting

The minutes of the April 21, 2022, One-Stop Committee meeting were presented for approval.

Discussion: None

Motion:	Candida Duff
Second:	Jody Armstrong

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

ACTION ITEM 2 – Policy Approval – Supportive Services

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.

Discussion: None

Motion:	Candida Duff
Second:	Jody Armstrong

The One-Stop Committee members made a motion to bring before the full board, the approval of the WIOA 22-01 Training, Supportive Services and Needs-Related Payments Policy. The motion carried unanimously.

ACTION ITEM 3 – Updated/Corrected Operating Hours

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 was included in the packet for your review and consideration.

RECOMMENDATION

Approval of the revised CareerSource Pinellas Schedule of Operations.

Discussion: None

Motion:	Candida Duff
Second:	Jody Armstrong

The One-Stop Committee members made a motion to approve of the revised CareerSource Pinellas Schedule of Operations. The motion carried unanimously.

INFORMATION ITEM 1 – 2021-2022 One-Stop Goals 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, 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 2nd 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 2 – Reports

2a) Status of enrollments

Report included in meeting packet.

2b) WIOA Primary Indicators

Report included in meeting packet.

2c) Center Traffic Flow

Report included in meeting packet.

INFORMATION ITEM 3 – Summer Youth Employment Program Update (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.

Graph included in meeting packet.

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.

Adjournment – Jody Armstrong adjourned the meeting at 9:28am.