



September 7, 2022 - 11:45 A.M.
Hybrid Meeting – EpiCenter
13805 58th St. N.
Room 1-451 & 1-453
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

**Board of Directors
Agenda**

I. Welcome and Introductions Scott Thomas, 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. Chair’s Report

V. CEO Report

VI. Action/Discussion Items

- 1. Approval of minutes - July 13, 2022 Board of Directors Meeting Page 1
Compensation Committee
- 2. Employee of the Month Incentive Page 12
Finance Committee
- 3. Approval of Copier Vendor Selection..... Page 13
- 4. Approval for Government Relations Contract Renewal (Gray|Robinson) Page 15
One-Stop Committee
- 5. Priority of Service Policy Approval..... Page 16
- 6. Incentives for Youth Policy Approval Page 22
Workforce Solutions Committee
- 7. Training Provider Approval FleetForce Page 26
- 8. Training Provider Approval Champion..... Page 27
- 9. Local Workforce Development Plan Two-Year Modification Page 28
- 10. Approval of RTOL Addition Page 117



VII. General Counsel Update – Gray|Robinson Page 120

VIII. Information Items

Compensation Committee

- 1. Executive Compensation Report Page 121
- 2. Paycor Transition Page 125
- 3. Employee Engagement Survey Report Page 126
- 4. Other Employee Engagement Items Page 172
- 5. Compensation Review 2022 Page 174
- 6. Employee Turnover/New Hires Page 175

Finance Committee

- 7. June 30, 2022 Financial Statements Page 177
 - a. Statement of Activities: Current Year vs. Prior Year Page 178
 - b. Statement of Activities: Unrestricted Activity Page 181
 - c. Statement of Activities: Current Year vs. Budget Page 183
 - d. Cost Allocation/Expenditure Report for PE 6/30/2022 Page 186
 - e. Pooled Cost Report 6/30/2022 Page 187
 - f. Grant Status Report 6/30/2022 Page 188
- 8. Insurance Update Page 189

One-Stop Committee

- 9. 2021-2022 One-Stop Goals Update Page 190
- 10. Reports
 - a. Status of Enrollments Page 192
 - b. WIOA Primary Indicators Page 193
 - c. Center Traffic Flow Page 196
- 11. Summer Youth Employment Program Update (Summer P.A.Y.S.) Page 197
- 12. DEO Programmatic Monitoring Page 201

Workforce Solutions Committee

- 13. Workforce Solutions Goals Update Page 202
- 14. Training Provider Spending Page 221
- 15. Work-Based Learning Spending Page 222
- 16. Help Wanted Online Report Page 223
- 17. REACH Act Update Page 227
- 18. TAA Program Expiration Page 231
- 19. Complaint Report & Findings Page 232

IX. Other Administrative Matters

X. Open Discussion



XI. Adjournment

Finance Committee – October 26, 2022 (10:00 am - 11:00 am)
Audit Committee – October 26, 2022 (11:00 am – 12:00 pm)
Compensation Committee – October 6, 2022 (11:00 am - 12:00 pm)
Workforce Solutions Committee – October 20, 2022 (2:30 pm - 3:30 pm)
One-Stop Committee – October 20, 2022 (9:00 am - 10:00 am)
Next Board of Directors Meeting – November 16, 2022 (11:45 am - 12:45 pm)

**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 at least two business days in advance of the meeting.*



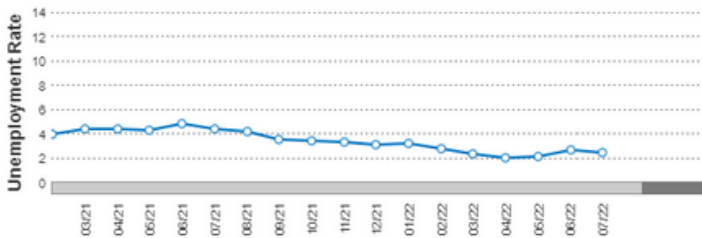
Updates for the Board of CareerSource Pinellas



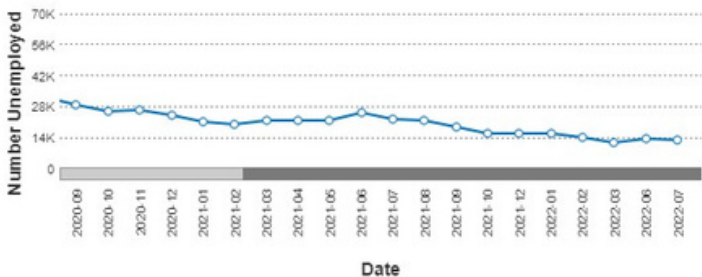
Florida Unemployment: At A Glance

The Pinellas County unemployment rate is 2.5%, which is 0.2% lower than the state unemployment rate of 2.7% and 1% lower than the national unemployment rate of 3.5%. In July, there were 12,952 unemployed residents of Pinellas County.

Unemployment Rate
Pinellas County



Unemployed People
Pinellas County



2022 Hiring Events By the Numbers

Career Fairs	30
Recruiting Events	47
Employers Served (June)	339
Job Seekers (June)	487



CareerSource Pinellas Success Story

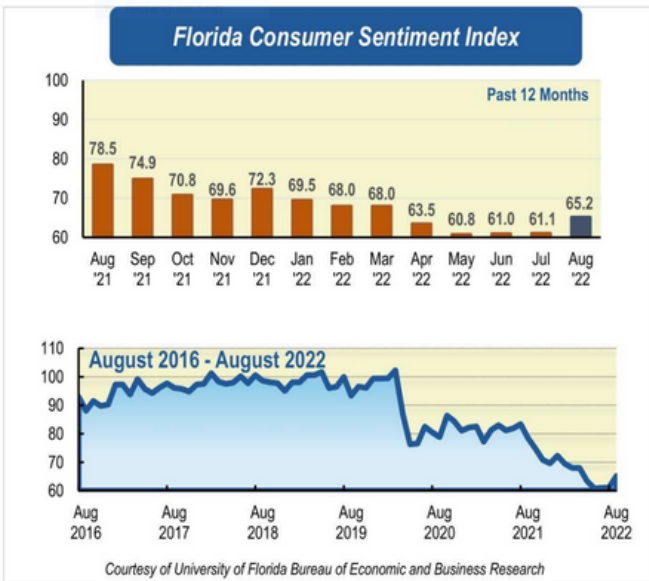
Our team is celebrating Christian Dingal's participation in the Summer P.A.Y.S. program this year! The Family Center on Deafness highlighted Christian's positive experience working at Daddies Donuts and Delites in downtown St. Pete as the program was concluding, and we are grateful for their partnership.

As the Summer P.A.Y.S. program and Paid Work Experience (PWE) merge to create CareerSource P.A.Y.S. this fall, we will continue to forge diverse community partnerships to ensure high school students and young adults of all abilities and from all backgrounds have access to paid work experience that will prepare them for fulfilling careers.



Florida Consumer Sentiment Index

Consumer sentiment among Floridians increased for a second month in a row in August to 65.2. Similarly, national consumer sentiment surged 6.7 points. All five components that make up the index increased.



"People's perceptions of the economy are typically influenced by gas prices, which they see every day while traveling to and from work. Gas prices in Florida have declined consistently since mid-June, not only improving Floridians' perception of the economy but also releasing pressure from their budgets."

REACH Act Implementation Update

The REACH Act (HB 1507) calls for the REACH Office within the Executive Office of the Governor to develop criteria for assigning a letter grade to each local workforce development board and for CareerSource Florida to assign and make public the letter grades annually. The criteria will be based on local board performance accountability measures and return on investment with the majority of the grade based on improvement by each local board in the long-term self-sufficiency of participants.

At the June 9 board meeting, Gov. DeSantis' REACH Act Office presented guiding principles and a proposed formula for calculating those grades. Further information is expected to be presented at the next CareerSource Florida board meeting on Monday, Sept. 12.



Partner Highlight

Ultimate Medical Academy



Our August 4 First Responder Career Fair highlighted the demand for police, firefighters, paramedics, and other employees at first responder agencies throughout the county. Ultimate Medical Academy is helping meet that need by partnering with CareerSource Pinellas and Sunstar Paramedics to offer EMT training right here in Pinellas County.

They have taken the training one step further by partnering with Sunstar Paramedics to offer a work-based apprenticeship program in Pinellas County as well. Approval for the apprenticeship program is still pending with the Florida Department of Education but we are eager to celebrate these much-needed programs as soon as they receive approval.



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 July 13, 2022, Board of Directors meeting have been prepared and are enclosed.

RECOMMENDATION

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

**CareerSource Pinellas
Board of Directors Minutes**

Date: Wednesday, July 13, 2022, at 11:45 am.

Location: Hybrid meeting – Zoom/EpiCenter, 13805 58th St. N. 2-140, Clearwater, FL 33760

Call to Order

Chair Scott Thomas called the meeting to order at 11:45 a.m. There was a quorum with the following board members present.

Board Members in Attendance

Scott Thomas, Celeste Fernandez, Dr. Rebecca Sarlo, Jack Geller, John Howell, Lisa Cane, Mark Hunt, Patricia Sawyer, Elizabeth Siplin, Zachary White, Glenn Willocks, Ivonne Alvarez, Angel Barton, Michelle Radcliffe (logged on at 12:26pm), Zac Holland

Board Members Not in Attendance

Barclay Harless, Kenneth Williams, Commissioner René Flowers, David Fetkenher, Michael Jalazo, Shawn McDonnell, Belinthia Berry, Candida Duff

Board Counsel

Stephanie Marchman

Guests

Rob McNeely

Staff in Attendance

Steven Meier, Jay Burkey, Kris Lucas, Mary Jo Schmick, Leah Geis, Melissa Ehrhardt(Zoom), Kadara Williams, Caroline Kenney, Lysandra Montijo(Zoom)

Public Comments

There were no public comments.

Action Item 1 – Approval of the Minutes – 5.26.22 Board of Directors Meeting

The minutes of the May 26, 2022, Board of Directors meeting were presented for approval.

RECOMMENDATION

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

Discussion: None

Motion:	Jack Geller
Second:	Mark Hunt

The minutes were approved as presented. This motion carried unanimously.

Action Item 2 – Insurance Coverage Counsel Update

At the April 25, 2022, Special Board Meeting, the Board approved Messer Caparello's proposal and conflict waiver so they may serve as insurance coverage counsel in all matters related to a claim for insurance coverage relating to the monetary demand made by the U.S. Department of Labor in March 2022. Messer Caparello were subsequently approved by the Pinellas County Board of County Commissioners at their April 26, meeting. Attorneys James J. Dean and Robert A. McNeely of the law firm Messer Caparello will give an update on their work performed to-date and their recommendation moving forward.

RECOMMENDATION

Approval of Messer Caparello’s proposal and authorization to file suit if they will not pay full amount.

Discussion: None

Motion:	Jack Geller
Second:	Dr. Rebecca Sarlo

The Board of Directors made a motion to approve of Messer Caparello’s proposal and authorization to file suit if they will not pay full amount. The motion carried unanimously.

Action Item 3 – 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

Approval of the WIOA 22-01 Training, Supportive Services and Needs-Related Payments Policy.

Discussion: None

Motion:	Jack Geller
Second:	Mark Hunt

The Board of Directors made a motion to approve of the WIOA 22-01 Training, Supportive Services and Needs-Related Payments Policy. The motion carried unanimously.

Action Item 4 – 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 review and consideration.

RECOMMENDATION

Approval of the revised CareerSource Pinellas Schedule of Operations.

Discussion: None

Motion:	Mark Hunt
Second:	Jack Geller

The Board of Directors made a motion to approve of the revised CareerSource Pinellas Schedule of Operations. The motion carried unanimously.

Action Item 5 – Regional Targeted Occupations List

The Department of Economic Opportunity’s (DEO) Bureau of Labor Market Statistics (LMS) published the 2022-2023 Statewide Demand Occupational Lists on the Department’s website. The Statewide Demand Occupations list identifies the labor market needs of Florida’s business community and encourages job training based on those needs, with emphasis on jobs that are both in high demand and high skill/high wage and is used as a baseline for establishing the local Targeted Occupations List (TOL). The Local Workforce Development Boards (LWDBs) develop and use their TOLs to identify occupations for which eligible adults and dislocated workers may receive training assistance under the Workforce Innovation and Opportunity Act (WIOA).

A TOL must be updated when occupations are deleted or added. Each LWDB must update and publish the updated TOL to its website and submit a link to DEO by June 30, 2022.

Staff reviewed the new 2022-2023 Regional Demand Targeted Occupations List (TOL) for Pinellas County published by the Labor Market Unit with DEO, analyzing the changes from the 2021-2022 TOL previously approved by the board in June 2021.

Lists of potential additions and deletions were drafted with accompanying Labor Market Information to request review and approval to finalize the 2022-2023 TOL.

RECOMMENDATION

Approval to adopt the 2022-2023 Regional Demand Occupations for CareerSource Pinellas.

Discussion: None

Motion:	Jack Geller
Second:	Elizabeth Siplin

The Board of Directors made a motion to approve adoption of the 2022-2023 Regional Demand Occupations for CareerSource Pinellas. The motion carried unanimously.

Action Item 6 – Approval of Training Provider – Galen Nursing

Galen College of Nursing in Tampa is a current, approved training provider for CareerSource Pinellas. The Sarasota Campus is a new off-campus instructional site. They are licensed by Commission for Independent Education by means of accreditation (SACSCOC).

Courses/Certificate/Diploma Programs

Program – Type of Degree or Certificate	Books & Supplies	Tuition & Fees	Total Cost	Duration of Training	Completion Rate	Average Wage at Placement	Retention Rate
BA of Science-Nursing Pre-licensure option	\$3,600	\$72,285	\$75,885	36 months	new	\$33	new
AS Nursing, 2-year option	\$3,050	\$46,970	\$50,020	24 months	new	\$23	new
ADN bridge option	\$2,700	\$35,700	\$38,400	15-18 months	new	\$23	new

- Galen College of Nursing-Sarasota Campus is opening for the Fall term in July 2022

RECOMMENDATION

Approval to add Galen College of Nursing-Sarasota Campus to the CSP Eligible Training Provider List.

Discussion: None

Motion:	Jack Geller
Second:	Angel Barton

The Board of Directors made a motion to approve of adding Galen College of Nursing-Sarasota Campus to the CSP Eligible Training Provider List. The motion carried unanimously.

Action Item 7 – Approved Training Providers: Renewal Agreements

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

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

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

Rasmussen College (Pasco) CIE #3226
Ultimate Medical Academy, (Hillsborough) Online Only CIE #4379

RECOMMENDATION

Approval to recommend to the full Board that CareerSource enter into two year (7/1/22-6/30/24) renewal agreements with Rasmussen College and Ultimate Medical Academy (Hillsborough). These training providers have finished their initial one year term and are in continued eligibility status for review and two year renewal.

Discussion: None

Motion:	Jack Geller
Second:	John Howell
Abstention:	Dr. Rebecca Sarlo

The Board of Directors made a motion for approval to recommend to the full Board that CareerSource enter into two year (7/1/22-6/30/24) renewal agreements with Rasmussen College and Ultimate Medical Academy (Hillsborough). These training providers have finished their initial one year term and are in continued eligibility status for review and two year renewal. The motion carried unanimously.

General Counsel Update – Gray|Robinson

The following is a summary of legal services provided to CareerSource Pinellas since the General Counsel issued her last Legal Services Summary and Litigation Report to the Board of Directors on May 25, 2022:

- Reviewed contracts as to their form and legality, including the Subaward, DecisionWise, EA Compensation Resources, Village MD, Abacode, Tucker Hall, and Securance contracts.

- Reviewed board and One Stop and Workforce Solutions committee agenda packets as to their form and legality; attended board of directors and nominating committee meetings.
- Provided legal advice on displaying public information regarding an Equal Opportunity Officer and notice of non-discrimination to be displayed on the public website.
- Reviewed Cycle 3 plan documents for the 401(k) plan and related trust agreement.
- Provides legal advice with respect to employee discipline.
- Provided legal advice related to board governance related matters, including Board member absences, exit interviews, voting abstentions, proper membership of ad hoc committee in light of leadership change effective July 1, and parliamentary procedure.
- Coordinated with coverage counsel regarding the response to the Department of Labor final determination and possible insurance coverage of the disallowed costs.

Pending litigation report:

There is no known pending litigation against CareerSource Pinellas.

vCIO Update

The following is an update on the 2022 strategic technology objectives for CSP under the direction of the vCIO (Paul Ashe, vCIO, Securance Consulting).

We will continue to center our 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.

2022 IT Updates

- Have successfully transitioned to a new managed service provider, LinkTech
- Continuing end-user security training using KnowBe4 platform
- Transitioned the Intranet to SharePoint Online, in our strategic effort to migrate to the cloud
- Upgraded the WIFI network with a cloud-based solution
- Provided all (2014 – 2021) ATLAS PDF files to CSP

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 – One-Stop 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 has provided work experience for 126 young adults by matching them with summer jobs at local organizations. Participants benefit from work experience, gain workplace skills and best of all, earned \$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 P.A.Y.S. has been extended through the end of August 2022.



*Additional graphs/reports regarding Summer P.A.Y.S. were included in the meeting packet.

INFORMATION ITEM 4 – Workforce Solutions Goals Update

Report included in meeting packet.

INFORMATION ITEM 5 – WIOA Primary Indicators Report

Report included in meeting packet.

INFORMATION ITEM 6 – Training Provider Spending

Report included in meeting packet.

INFORMATION ITEM 7 – Work-Based Learning Spending

Report included in meeting packet.

INFORMATION ITEM 8 – Help Wanted Online Report

Report included in meeting packet.

INFORMATION ITEM 9 – Update on Employee Engagement Activities

Report included in meeting packet.

INFORMATION ITEM 10 – Board Orientation

CareerSource Pinellas has contracted with Taylor, Hall, Miller, Parker, CPAs to provide an online Board Member Orientation module that complies with the Florida Department of Economic Opportunity's requirements. All new Board members are required to complete this orientation upon appointment to the Board. All other Board members should review this on an annual basis. The training is broken down into six chapters:

- Chapter 1: Introduction
- Chapter 2: Budget & Financial Responsibilities
- Chapter 3: Auditing & Monitoring
- Chapter 4: Performance Oversight
- Chapter 5: Transparency & Ethics
- Chapter 6: DEO Agreement

The online module should take a little more than an hour to complete. A certificate is generated once the course is completed and handouts are viewed; there is not a test. Please send completed certificates to Leah Geis at LGeis@careersourcepinellas.com.

Instructions for how to access the Board Member Orientation training were included in the meeting packet.

INFORMATION ITEM 11 – Committee Assignments

Full list of committee assignments was included in the meeting packet.

Adjournment – Scott Thomas requested a motion for adjournment. Jack Geller made the motion and Mark Hunt seconded the motion. The meeting was adjourned at 12:49pm.

APPOINTED OFFICERS (continued)

- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

DISCLOSURE OF LOCAL OFFICER'S INTEREST

I, Dr. Rebecca Sarlo, hereby disclose that on July 13, 2022:

(a) A measure came or will come before my agency which (check one or more)

- inured to my special private gain or loss;
- inured to the special gain or loss of my business associate, _____;
- inured to the special gain or loss of my relative, _____;
- inured to the special gain or loss of Ultimate Medical Academy, by whom I am retained; or
- inured to the special gain or loss of _____, which is the parent subsidiary, or sibling organization or subsidiary of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

Action Item 7 – Approved Training Providers: Renewal Agreements with Rasmussen College and Ultimate Medical Academy

If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

8/18/22
Date Filed


Signature

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.



ACTION ITEM 2

Employee of the Month

Based on feedback we have received from employees regarding incentive programs and based on the latest DOL audit, the decision was made to implement an Employee of the Month program. This was started in June of 2022. Our first two recipients are outlined below. To stay compliant with DOL guidelines, we are asking for committee approval for unrestricted funds to pay for the winner's lunch from a facility of their choosing. This is based on employee feedback and will eliminate the use of cash, gift cards, etc. Other suggestions by the committee for employee incentives are welcome also.

Our first recipient was: Lysandra Montijo MIS Lead Lysandra has been with CareerSource since 2009. Starting as an Account Representative she quickly moved into an Intake Specialist role and from there has been a Career Counselor, Supervisor, and Coordinator. She currently serves as an MIS Lead. Her unwavering dedication to helping people and her invaluable assistance to our recent DEO Monitoring led to her being selected as our June Employee of the Month.

Our Employee of the Month for July is Candi Orsini- Specialist Candi has been with CareerSource since 2016. She is a Specialist in our South County office. Candi's passion for helping other achieve their goals was very evident shortly after she joined the CareerSource team. An accomplished athlete, she participated in the Woman's Rugby World Cup in 1991, 1994, and 1998 and was also an assistant coach for the US Woman's National Rugby team. She was also inducted into the US Rugby Hall of Fame. Candi is also a member of the Screen Actors Guild and her work as a stunt woman can be seen in numerous films such as Cocoon, Police Academy 5, and Cry Baby. We are very fortunate to have this multi-talented individual as part of our team and her dedication to her customers always is above and beyond.

RECOMMENDATION

Approval to use unrestricted funds to provide a recognition lunch for each Employee of the Month recipient in the 2022 – 2023 program year, not to exceed \$150 per lunch.



ACTION ITEM 3

Vendor Selection Copiers

The Board approved the issuance of a Request for Proposal (RFP) for Copiers. CareerSource Pinellas followed standard procurement processes and solicited proposals from qualified and experienced entities to provide Copiers and Services. Each proposal was reviewed by the CareerSource Pinellas review team.

Results of review:

Proposer	Overall Score
Printers Plus, LLC	89.0
DEX Imaging	79.3
Xerox Business Solutions	76.2
Toshiba Business Solutions	70.5
ImageNet Consulting of Tampa, LLC	65.2
Konica Minolta	61.0

Based on overall score, total cost, proximity to CareerSource Pinellas, service commitment, 99.9% uptime, 3-hour onsite response time, training offered, quality references and a designated helpdesk, we recommend contracting with Printer Plus, LLC (Printers Plus) to supply the organization with copier needs. The incumbent firm, DEX Imaging, came in second overall.

Printers Plus was originally Florida Typewriter Exchange in Tampa and is a locally owned, certified Women Owned Business by the City of Tampa. Printers Plus has served Bay Area Businesses for 30 years. Printers Plus is proposing to use eight Kyocera Black and White systems and six Kyocera color systems to meet the organization's needs; the same number currently leased from DEX. Their lease costs are as follows:

- 36-month lease \$2,498.92/month
- 60-month lease \$1,712.33/month



ACTION ITEM 3

Vendor Selection Copiers

(continued)

Per copy costs are \$0.003 for black copies and \$0.042 for color copies. For reference, our current 60-month lease agreement with DEX is \$2,764.59 per month plus \$0.008 for black copies and \$0.0866 for color copies. Savings of over \$1,000 per month would be realized by entering into a 60-month lease in addition to lower costs per copy.

RECOMMENDATION

Approval to enter into contract negotiations and award a contract for the provision of copiers with Printers Plus for a five-year equipment lease.



ACTION ITEM 4

Contract Renewal with Gray|Robinson Governmental Relations Services

BACKGROUND

There has been a considerable amount of legislative activity regarding workforce-related programs and services. Representation prior to and during the upcoming legislative sessions continues to be a priority; especially with the implementation of certain portions of the REACH Act and how they may impact CareerSource Pinellas and our region's unique position. There are four main focus areas of the REACH Act:

- Realignment
- Credentials
- Letter Grades
- 10% Training Holdback

Regarding realignment, CareerSource Florida contracted with Ernst & Young LLP to conduct research and discovery. Initial observations from Phase I were reported to the CareerSource Florida Board of Directors in June 2022. Next steps include a more in-depth evaluation with each of Florida's local workforce development boards, including additional data analysis and engagement with chief local elected officials, local workforce development board members and other leaders, employers, educators, and other stakeholders. Alignment considerations are anticipated to be provided to the CareerSource Florida Board of Directors by the end of the year.

It is critical that CareerSource Pinellas have a voice in this important portion of the REACH Act. Chris Carmody, Gray|Robinson, has substantial experience handling governmental relations matters. Mr. Carmody is the governmental relations partner that has played an instrumental role which helped navigate through the channels, read through each bill to highlight areas of concern, and met with key legislators and staff to represent CareerSource Pinellas. By continuing to work with Mr. Carmody, we will have a voice in the discussions; one that is both focused on CareerSource Pinellas and the region while partnering on behalf of the workforce system in Florida.

Governmental relations is not an allowable activity with grant funds. It is allowable to utilize private/unrestricted funds for this purpose.

RECOMMENDATION

Approval to renew the existing contract with Gray|Robinson Government Relations Services for an amount not to exceed \$50,000 through June 30, 2023.



ACTION ITEM 5

Policy Approval

WIOA Adult Priority of Service


CareerSource Pinellas will be updating all policies to ensure Federal and State requirements are up to date. This policy reflects a change in eligibility for WIOA Adult participants.

Highlighted Changes:

- Replaces current WIOA Eligibility Policy which, based on limited funding in prior years, fully restricts adult eligibility to low-income individuals.
- Allows CareerSource Pinellas leadership or the Board to set and remove further restrictions based on funding, unemployment rates, or other limiting factors as needed, and without prior Board approval.
- Moves procedural and current data (Lower Living Standard Income Level [LLSIL], Unemployment Rate, etc.) details from policy to local operating procedures (LOP) to provide flexibility to make changes as needed.

RECOMMENDATION

Approval of the WIOA 22-02 Adult Priority of Service Policy.

 <p>Policy</p>		<p>Policy Number WIOA 22-02</p>
Title:	Priority of Service	
Program:	Workforce Innovation and Opportunity Act	
Effective:	9/7/2022	

I. PURPOSE AND SCOPE

The purpose of this policy is to provide CareerSource Pinellas (CSP) staff with information and requirements for providing priority of service to eligible Workforce Innovation and Opportunity Act (WIOA) program participants.

II. BACKGROUND

The Workforce Innovation and Opportunity Act requires priority be given to public assistance recipients, other low-income individuals and individuals who are basic skills deficient, when providing individualized career services and training services for adult participants, regardless of funding levels. The U.S. Department of Labor (USDOL) Jobs for Veterans Act (JVA) and the Veterans’ Benefits, Healthcare, and Information Technology Act of 2006 outlines the Priority of Service for WIOA-eligible veterans and eligible spouses. Other eligible individuals may be served only after first serving individuals who meet the established veteran priority of service criteria. Priority of service applies to participants served in the WIOA adult program. This priority of service policy does not apply to participants served in the WIOA dislocated worker or youth programs.

III. AUTHORITY

Public Law 113-128, Workforce Innovation and Opportunity Act, [Sections 3 and 134\(c\)\(3\)\(E\)](#)
 20 Code of Federal Regulations [\(CFR\) 20 CFR 680.600 - 680.660](#); [20 CFR 683.230](#) and [20 CFR Part 1010](#)
[Title 38, United States Code \(U.S.C.\) 4213](#)
[Training and Employment Guidance Letter \(TEGL\) No. 19-16](#) and [TEGL 10-09](#)
[Section 445.004, Florida Statutes](#)
 CareerSource Florida [Priority of Service Policy #105](#)

IV. POLICY

Priority of service means adults who meet the criteria outlined in this administrative policy must be served before other persons for the receipt of individualized career services and training services.

Priority of service individuals must always constitute at least 51 percent of all WIOA enrollees. However, when funds are limited, unemployment rates are high, or other circumstances warrant a change, CareerSource Pinellas leadership or Workforce Development Board may limit enrollment to a higher percentage of priority populations.

WIOA focuses on serving individuals with barriers to employment and ensures access to these services on a priority basis. Staff must give priority for the provision of individualized career and training services in the following sequential order:

1. Recipients of public assistance
2. Low-income individuals
3. Individuals who are basic skills deficient

A. Veteran and Adult Priority of Service

Veterans and eligible spouses receive priority of service for all USDOL-funded job training programs, which include WIOA programs. However, when programs are statutorily required to provide priority for a particular group, such as the WIOA priority for adults, priority must be provided in the order described below.

Staff must ensure veterans and eligible spouses are made aware of their eligibility to priority of service, the full array of workforce programs and services available to them, and any applicable eligibility requirements for those programs and services.

Priority of service must be provided to eligible WIOA adult program participants in the following order:

1. Veterans and eligible spouses who are also recipients of public assistance, are low-income individuals, including those who are underemployed, or are basic skills deficient.
2. Individuals who are not veterans or eligible spouses, but who are included in the groups given WIOA priority selection criteria (public assistance recipients, other low-income individuals including underemployed, or basic skills deficient).
3. All other veterans and eligible spouses who are not low-income, not recipients of public assistance, and not basic skills deficient.

4. Other individuals who do not meet the statutory priority, but who are identified as priority populations established by the Governor and/or the CareerSource Board of Directors.
5. Other individuals who do not meet the statutory priority and who do not meet the Governor's or local workforce development board's discretionary priority, but who do meet the WIOA adult program eligibility requirements.

B. Veterans' Registration in Employ Florida

A veteran's self-registration in the state's management information system, Employ Florida, will automatically record service code 089 - Notification of Veterans Priority of Service. Veterans and individuals who register in Employ Florida, or who are entered in Employ Florida by staff must be advised of their eligibility to priority of service and the code 189 must be entered on the service plan screen by staff. The 089 and 189 service codes are priority of service indicators. Refer to separate Local Operating Procedures.

V. DEFINITIONS

1. **Basic Skills Deficient** – An individual who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family or in society. CSP further defines basic skills deficient as an individual who meets any one of the following indicators:
 - Lacks a high school diploma or equivalent;
 - English reading, writing, or computing skills at or below the eighth-grade level on a generally accepted standardized test;
 - Is enrolled in Title II adult education, including English as a Second language (ESL).

It is expected that basic skills deficiency will be determined using an objective, valid, and reliable assessment, such as the indicators listed above. However, when a formal evaluation is not available or practical, career counselor observations, customer acknowledgement, and documented case notes are acceptable. For example, the career counselor may observe that the adult is experiencing difficulty in reading or filling out an application form or has limited English language skills and may be appropriate for ESL.

However, an individual should not be determined as basic skills deficient merely because he/she lacks soft skills or the occupational skills needed for a particular job.

NOTE: WIOA Title I funds cannot be used for assessment of basic skills

deficiency prior to eligibility determination. Further, if not already a program participant, the use of funds for assessment will constitute enrollment in the program.

2. Eligible Spouse - The spouse of:

- a. Any veteran who died of a service-connected disability;
- b. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - i. Missing in Action;
 - ii. Captured in line of duty by a hostile force; or
 - iii. Forcibly detained or interned in line of duty by a foreign government or power;
- c. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs;
- d. Any veteran who died while a disability was in existence.

3. Low Income – An individual who:

- a. Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP) established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for Temporary Assistance for Needy Families (TANF) program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the Supplemental Security Income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or state or local income-based public assistance;
- b. Is in a family with total family income that does not exceed the poverty line; or 70 percent of the Lower Living Standard Income Level;
- c. Is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2)));
- d. Receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);

- e. Is a foster child for whom state or local government payments are made; or
- f. Is an individual with a disability whose own income meets the income requirement, but who is a member of a family whose income does not meet this income requirement.

4. Public Assistance Recipient – An individual who receives, or in the past six months has received, or is a member of a family that receives or in the past six months has received, assistance through one or more of the following:

- a. Supplemental Nutrition Assistance Program;
- b. Temporary Assistance for Needy Families;
- c. Supplemental Security Income; or
- d. Other state or local income-based assistance.

5. Veteran – An individual who served in the active military, naval, or air service, and was discharged or released under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes (38 U.S.C. 101(2)).

6. Veteran Priority of Service – Veterans and eligible spouses are given priority over non-covered persons for the receipt of employment, training and placement services provided under a qualified job training program. Priority means veterans and eligible spouses are entitled to precedence over non-covered persons for services. This means a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the services instead of or before the non-covered person.

Veterans who receive priority of service must meet all WIOA adult program eligibility requirements. For income-based eligibility determinations, amounts paid while on active duty or paid by the Department of Veterans Affairs (VA) for vocational rehabilitation, disability payments, or related VA-funded programs cannot be considered income for eligibility purposes.

VI. Documentation Requirements

It is beneficial to capture all applicable priority of service categories to reflect efforts in serving those most in need. Such characteristics will likely have a positive impact on future performance negotiations as the statistical adjustment model is implemented. Therefore, all applicable priority of service criteria should be recorded in Employ Florida. The documentation required for each criteria recorded must be maintained in the participant's Employ Florida case file.



ACTION ITEM 6

Incentives for Youth

Incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are tied to the goals of the specific program; outlined in writing before the commencement of the program that may provide incentive payments; align with the local program's organizational policies; and are in accordance with the requirements contained in 2 CFR part 200 (the Uniform Guidance).

CareerSource Pinellas does not and has not had an incentive policy for some time. We are requesting approval to create a policy and local operating procedure to offer incentives to WIOA youth participants who achieve specific milestones outlined in the Policy.

The attached will be incorporated into the youth program as soon as Local Operating Procedures are written to detail the safeguards, tracking and processes to be followed to issue incentives.

RECOMMENDATION

Approval of the Incentive Policy for Youth participants.



Policy

**Policy
Number**
WIOA 22-03

Title:	Youth Incentives
Program:	Workforce Innovation and Opportunity Act
Effective:	9/7/2022

I. PURPOSE AND SCOPE

To communicate the availability and allowability of incentives for WIOA Youth participants.

This policy directs the awarding of incentives and ensures that such incentive payments are tied to the goals of the specific program; mandates that written procedures include clear implementation and tracking processes before the commencement of issuing incentive payments; and communicates the requirement that incentives must be provided in accordance with the requirements contained in 2 CFR part 200 (the Uniform Guidance).

II. BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) allows incentive payments to youth participants for recognition and achievement directly tied to training activities and work experiences.

III. AUTHORITY

- Department of Labor Employment and Training Administration, Workforce Innovation and Opportunity Act; Final Rule [20 CFR 681.640](#)
- Workforce GPS, [Forms of Payments for WIOA Youth Program Participants](#)
- Training and Employment Guidance Letters (TEGL) [21-16](#) and [TEGL 22-19](#).

IV. POLICY

A. Eligibility

Incentive payments may be issued to WIOA Youth participants for recognition and achievement directly tied to training activities, work-based learning and work-based training programs such as on-the-job training (OJT) and paid work experience (PWE), or performance related outcomes specified in the participant's Individual Service Strategy (ISS) and are issued in compliance with requirements of 2 CFR Part 200. To qualify for receipt of incentive payments, staff, in consultation with the program participant must:

- Qualify and enroll in a CareerSource Pinellas WIOA Youth-funded program
- Demonstrate and document the recognition of the participant's achievement or milestone directly tied to training activities;
- Complete a Youth Incentive Form which documents the incentive earned along with the described incentive amount.

B. Incentive Purpose

The purpose of offering an incentive is to induce behavior toward achievement of a specific goal. In order for an incentive to be effective, participants must be aware of the existence of such incentive and understand the terms and standards of its award to improve the likelihood of success and lead to a successful outcome or achievement of grant performance measures.

C. Internal Controls and Safeguards

No incentives will be issued without the guidance of relevant and current procedures in place. Local Operating Procedures (LOP) will outline sufficient safeguards and tracking methods to include an inventory log, periodic reconciliation processes, and safeguards for the receipt, disbursement and maintenance of gift cards or other form of payment.

Required supporting documentation for each award will be as written in the LOP including, but is not limited to, proof of work-based training completion, credential achievement, case management notes, sign in attendance sheets, and invoices.

D. Limitations

Achievements completed prior to WIOA enrollment do not qualify for Youth Incentives. Incentive opportunities must be documented in a signed ISS before the achievement is completed.

All youth incentives must be tied to a corresponding activity or service code in the participant's record in Employ Florida.

E. Allowable Incentives

Career Counselors may provide youth participants with incentive payments for the following milestones.

Attainment of GED/HS diploma	\$200
Attainment of Credential	\$150
Completion of a Work Readiness Curriculum or other educational component of a Paid Work Experience	\$100
Successful completion of Work Experience or On-the- Job Training	\$200
Placed in unsubsidized employment related to WIOA training activities	\$100
Educational Functioning Level	\$100
Measurable Skill Gain	\$50

Incentives may be paid to active youth participants and to exited individuals who are within the 12-month follow-up period.

Note: Supportive services must not be used as incentive payments. Incentive payments are allowable for youth participants only, and unlike supportive services, are only permitted for recognition of achievements directly tied to training activities and work experiences. Supportive services may be available in addition to incentives as needs are outlined in the participant's Individual Service Strategy.



ACTION ITEM 7

Approval of Training Provider B-3-1, LLC dba FleetForce Truck Driving School

4950 Recker Hwy, Winter Haven, FL 33880
5840 26th Street West, Bradenton, FL 34207

FleetForce Truck Driving School is seeking initial provider approval. They are licensed from the Commission for Independent Education.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Tuition & Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	Entered Employment Rate
Class A CDL License Certification	\$7,147.95	\$7,147.95	160 clock hours	89%	\$25	89%
Class B CDL License Certification	\$2,647.95	\$2,647.95	40 clock hours	100%	\$20	98%

- Years in operation: 41 years
- Total enrollments Class A CDL License Certification for prior year: 194
- Total enrollments Class A CDL License Certification at time of application: 275
- Total enrollments Class B CDL License Certification for prior year: 15
- Total enrollments Class B CDL License Certification at time of application: 60

FleetForce Truck Driving School site locations are Winter Haven and Bradenton, FL. They are an approved training provider for CareerSource Bradenton. A diversified portfolio of eligible training providers provides choices / options for CareerSource Pinellas participants in pursuit of their professional / occupational development goals.

RECOMMENDATION

Approval of FleetForce as an Eligible Training Provider.

*Training provider activation / final approval pending successful completion of on-site and financial inspections conducted by CareerSource Pinellas.



ACTION ITEM 8

Approval of Training Provider Champion Truck Driving School

1501 Lake Ave SE, Largo, FL 33771

Champion Truck Driving School is seeking initial provider approval. They have a provisional license from the Commission for Independent Education. Recent Committee discussion allowed for providers to have been in business for one year.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Screening And Physical	Tuition & Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement
Commercial Truck Driver Training – CDL A	\$210	\$4,800	\$5,010	160 hours	94%	\$36

- Years in operation: 6 months
- Total enrollments for prior year: 0
- Total enrollments since March, 2022: 93
- From Sunbiz.org Champion Truck Driving School, Inc. date Filed is 01/19/2021 (date of Incorporation.) The training provider experienced delays beginning operations, but the school is currently actively and successfully enrolling.
- Financial records review appeared solvent but were internally generated.

RECOMMENDATION

Conditional approval of Champion Truck Driving School to be added to the Eligible Training Provider List. Approval to be reviewed July 2023, prior to renewal.

*Training provider activation / final approval also pending successful completion of on-site inspection conducted by CareerSource Pinellas.



ACTION ITEM 9

Local Workforce Development Plan Two-Year Modification

The 2020-2024 Four-Year Local Workforce Development Plan was approved by the Board March 18, 2020. Based on the instructions provided by CareerSource Florida, this two-year modification updates the organizational structure, data and analysis and program and services information provided in the four-year plan.

In addition to Board, partner, and business input, the Local Workforce Development Plan modification will be made available for public comment prior to submission to CareerSource Florida.

Modification Sections:

- **Organizational Structure** includes updates to CareerSource Pinellas, Workforce Development Board, and Board of County Commissioners leadership; Career Centers; One-Stop Operator and Youth service provider.
- **Data and Analysis** was updated with current information.
 - The high-demand sector categories approved by the Board for the four-year plan will remain the same through 2024. They are, Finance & Insurance, Manufacturing, Healthcare & Social Assistance, Construction, and Professional, Scientific & Technical Services. Information Technology is also a focus as it touches every industry and the demand is great. Growing regional industries of Hospitality & Retail, Transportation, Government, and Education will also be targeted.

Rank	NAICS Title	Employment			Percent Growth
		2021	2029	Growth	
1	Utilities	1,037	1,304	267	25.7
2	Accommodation and Food Services	45,339	56,429	11,090	24.5
3	Professional and Technical Services	35,448	43,377	7,929	22.4
4	Arts, Entertainment, and Recreation	8,567	10,193	1,626	19.0
5	Management of Companies and Enterprises	16,205	18,386	2,181	13.5
6	Educational Services	9,492	10,676	1,184	12.5
7	Health Care and Social Assistance	72,616	81,552	8,936	12.3
8	Construction	25,800	28,593	2,793	10.8
9	Administrative and Waste Services	31,731	34,835	3,104	9.8
10	Other Services, Ex. Public Admin	19,515	21,268	1,753	9.0
11	Information	7,229	7,811	582	8.1
12	Real Estate and Rental and Leasing	10,400	11,175	775	7.5
13	Manufacturing	33,048	35,345	2,297	7.0
14	Finance and Insurance	27,312	28,700	1,388	5.1
15	Retail Trade	52,154	54,501	2,347	4.5
16	Transportation and Warehousing	7,722	8,037	315	4.1
17	Wholesale Trade	15,860	16,350	490	3.1
18	Government	45,141	46,010	869	1.9
19	Agriculture, Forestry, Fishing & Hunting	149	147	-2	-1.3

- Our customers' demographics have remained fairly consistent since the last report. Notable gains have been made in educational levels with the number of working-age population having less than a High School Diploma dropping from 10.1% to 8.1%. The poverty rate fell slightly from 12.2% to 11.6% with the youth poverty rate making similar gains dropping from 17.2% to 16%.

Metric	Pinellas County LWDB Region 14
Population	980,259 (2021) – Florida's most densely populated county, and 6 th most populous. Population grew by 19,732 over the last 5 years and is projected to grow by 6,070 over the next 5 years.
Projected Population	+0.6% by 2026; to 986k
Median Age	48.4; 59% of the population are age 18-64
Sex, Race, Ethnicity & Veterans	52% Female; 74% White; 10% Black; 10% Hispanic; 3% Asian; 9.9% Veterans
Median Household Income	\$56.4K
Total # of Jobs & Workforce	492,537 jobs / 503,656 in workforce
Regional Unemployment	2.2% (May 2022) below the state rate of 2.5, down 1.9% from last year; 11,119 unemployed persons
Educational Attainment (25+ year-olds)	Less than H.S. Diploma: 8% H.S. Diploma: 27% Some college: 22% Associate's Degree: 10% Bachelor's degrees or higher: 33%
Poverty Rate	11.6%; Youth Poverty: 16%
Mean Travel Time to work	24.4 minutes mean travel-time
Industry Snapshot – Top Growing Industries. (Top 15 Industry GRP contributors are noted with an *)	37,203 establishments: Accommodation & Food Svc*; Professional, Scientific, & Technical Svcs*; Admin, Support, Waste Mgmt & Remediation Svcs*; Finance & Insurance*; Transportation and Warehousing; Arts, Entertainment, & Recreation; Construction*; Other Services (Except Public Admin)*; Real Estate and Rental and Leasing*
Job Growth	2% job growth (2020-'21); Projected +5% growth or +21,760 jobs through 2024

- **Board Strategic Vision & Goals** remain as approved in the Board’s Strategic Plan.
- **Strategies and Program Services; Description of the Local One-Stop Delivery System; and Coordination of Services** reflect post-pandemic virtual and in-person program services and delivery changes since the Four-Year Plan was written in 2019. Services highlighted include:
 - Basic Career Services
 - Individualized Career Services
 - Follow-Up Services
 - Business Services
 - Veterans Services
 - Key Strategies to Address Skills Gaps – Work-based Learning
 - Youth Connect and the Pinellas Education Foundation (PEF)
- **Performance & Effectiveness** At this time, 2022 and 2023 performance goals have not yet been negotiated with DEO. Once negotiations take place, the goals will be added to the Plan.

RECOMMENDATION

Approval of the 2022-2024 Local Workforce Development Plan Modification and submission to CareerSource Florida.



**Workforce Innovation and Opportunity Act
LOCAL WORKFORCE PLAN
Two-Year Modification
January 1, 2023-December 31, 2024**

Local Workforce Development Area 14

Tel 727-608-1709
Fax 727-524-4350

13805 58th Street North
Clearwater, FL 33760

www.careersourcepinellas.com
smeier@careersourcepinellas.com

Date Submitted: October 1, 2022
Plan Contact: Steven Meier, Interim Chief Executive Officer and CFO

TABLE OF CONTENTS

INTRODUCTION..... 1

KEY DATES ... 3

PUBLIC COMMENT PROCESS..... 3

ORGANIZATIONAL STRUCTURE..... 5

ANALYSIS OF NEED AND AVAILABLE RESOURCES 15

LOCAL WORKFORCE DEVELOPMENT BOARD STRATEGIC VISION & GOALS... 30

DESCRIPTION OF STRATEGIES AND PROGRAM SERVICES 31

DESCRIPTION OF THE LOCAL ONE-STOP DELIVERY SYSTEM 55

COORDINATION OF SERVICES 65

PERFORMANCE & EFFECTIVENESS 79

ATTACHMENTS 82

SIGNATURE PAGE 84

INTRODUCTION

CareerSource Pinellas is the Local Workforce Development Board (LWDB) for Pinellas County. The county is an integral part of the Tampa Bay area economic hub, the fourth largest metro area in the Southeastern United States.

As our leadership staff realigns our teams with WIOA fundamentals, delivering excellent customer service continues to be a priority and remains central to our ongoing strategic plans.

Following the shutdowns of the COVID-19 pandemic, our nation and local region have been benefitting from “full employment,” which economists define as the condition where there are so few workers that companies need to begin making significant changes to attract and keep employees. Increased wages, remote or hybrid work opportunities, alternate schedules, and an increased focus on a work-life balance are the new norms and just some of the ways employers are trying to recruit and retain their workers.

Companies, employees, and especially entry-level workers face a unique set of post-pandemic challenges. CareerSource Pinellas is making the necessary changes to ensure we can help unskilled and under skilled workers become more marketable in this increasingly difficult economy.

As baby-boomer generation workers retire, businesses increasingly struggle to find employees with the skill sets needed to succeed, especially in technology-specific industries such as Finance & Insurance, Manufacturing, Healthcare & Social Assistance, Construction, and Professional, Scientific & Technical Services.

CareerSource Pinellas (CSP) continues to execute an ongoing vision and strategy that further engages our business community and expands resources to fill existing skill gaps through targeted training opportunities. As a result, workers will progress on clearer pathways to more stable, higher-paying jobs, and businesses will connect with a talent pipeline of qualified candidates. In support of this initiative, CareerSource Pinellas is partnering with local employer, community, and education partners to develop programs that more closely align with business needs. A fully staffed and enthusiastic business services team is making significant progress in revitalizing our presence in and value to the local business community.

This WIOA two-year plan modification submitted by CareerSource Pinellas was developed with the Local Workforce Development Board (LWDB) and in partnership with the local chief elected official. The plan modification will be effective January 1, 2023 – December 31, 2024. Florida’s Department of Economic Opportunity (DEO) and WIOA guidelines emphasize the importance of collaboration and transparency in the development and submission of the plan modification.

This plan was developed through an inclusive approach that engaged stakeholders, including education partners, community organizations, staff, and local businesses, to provide insights and feedback. Local elected officials, LWDB members, core program partners, and mandatory One-Stop partners are an integral part of the planning process. The plan addresses the coordination of service delivery with the core programs of Vocational Rehabilitation, Blind Services, and Adult Education. The process for gathering information from stakeholders includes strategic planning sessions, workforce board meetings, and partner engagement and feedback. LWDB-14 has also made the plan publicly available online and in open meetings to ensure transparency.

As required, the LWDB revisits and recalibrates the plan in response to changing economic conditions and workforce needs. The plan modification accommodates current and future needs of the local workforce system, placing an increased emphasis on coordination and collaboration at all levels to ensure a streamlined and positive experience for employers and job seekers, including those with disabilities. The plan includes the best available information for specific service models, as well as a roadmap to enhance the effectiveness of these programs.

LWDB–14’s Plan Modification provides an updated view of the system-wide needs of the local workforce development area (LWDA). It also addresses how the LWDB will foster strategic alignment, improve service integration, and ensure that the workforce system is industry-relevant by responding to the economic needs of the LWDA and matching employers with skilled workers. The plan emphasizes continuous improvement of the local workforce system and focuses on customer service excellence, aligning with business- and market-driven principles.

The dynamic exchange of information across a diverse stakeholder community, and the contributions of those who generously shared their insights and expertise, has empowered our organization to 1) execute WIOA directives, 2) meet our vision of serving individuals who will earn industry-valued, post-secondary degrees or credentials, and 3) expand and support a thriving, regional talent pipeline.

KEY DATES

ON OR BEFORE

Key Dates Sent to Local Boards.....	March 25, 2022
Local Plan Guidelines Issued	May 25, 2022
Local Plan Out for Public Comment	August 24, 2022
Local Plan Approved by Local Board	September 7, 2022
Local Plan Approved by Elected Official.....	September 22, 2022
Local Plan Due.....	October 3, 2022
Local Plan Approved by State Board.....	December, 2022
Local Plan Effective.....	January 1, 2023

PUBLIC COMMENT PROCESS

The responses in this section represent the anticipated public comment process.

Prior to the date on which the local board submits a local plan, the local board shall:

- (1) Make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media (WIOA §108(d)(1)).

Public members may view the Local Workforce Development Plan (LWDP) by visiting CareerSource Pinellas' (CSPIN) website or its administrative offices.

Notices for soliciting public comments were promulgated via multiple avenues as follows:

- CareerSource Pinellas website
- Local newspaper, Tampa Bay Times
- Publicly held CareerSource Pinellas board & committee meetings (See board-meeting minutes regarding approval of plan)
- Publicly held Pinellas County Board of County Commissioners meeting

- (2) Provide a no less than 14-day period and no more than 30-day period for comment on the plan before its submission to CareerSource Florida, Inc., beginning on the date on which the proposed plan is made available, prior to its submission to the Governor (WIOA §108(d)(2)).

The Plan will be posted for public comments effective TBD.

Provide a description of the process used by the board to obtain input and comment by representatives of businesses and labor organizations for the development of the plan (WIOA §108(d)(2)).

The plan addresses strategic alignment, improved service integration, and coordination of service delivery across business, workforce, education, and community stakeholder constituencies. The process for gathering information included discussions, electronic correspondence, data analysis, workforce board meetings, and board and partner presentations. CareerSource Pinellas also posted the plan on its website and solicited local news media for public review and comments. In addition, copies of the plan were made available during publicly held LWDB and Board of County Commissioners meetings, where members of the public attended.

- (3) Describe efforts to coordinate with other workforce partners to obtain input into the development of the plan.

Career Source Pinellas developed the LWDP modification via an inclusive approach to gathering system stakeholder feedback and input. Specifically, LWDB members, core program partners, and required and other One-Stop partners were invited to participate in the strategic planning process with core program providers, including Vocational Rehabilitation and Adult Education.

- (4) Include, as an attachment with the plan to the Governor, any comments expressing disagreement or offering recommendations for continuous improvement, the LWDB's response to those comments, and a copy of the published notice (WIOA §108(d)(3)).

TBD

ORGANIZATIONAL STRUCTURE

(1) Chief Elected Official(s)

- a) Identify the chief elected official(s) by name, title, mailing address, phone number and email address.

Name: The Honorable Commissioner Charlie Justice
Title: 2022 Chairman
Company: Pinellas County Board of County Commissioners
Mailing Address: 315 Court Street, Clearwater, FL 33756
Phone: 727-464-3277
Email: cjustice@pinellascounty.org

- b) Describe how the chief local elected official(s) was involved in the development, review and approval of the local plan.

The Pinellas Board of County Commissioners has representation on the CareerSource Pinellas LWDB. The Board has the opportunity to review drafts of the Plan Modification, discuss, and provide input at Committee and Board meetings. In addition, the Plan Modification will be reviewed and approved by the Chief Elected Official and full Board of County Commissioners prior to submission.

(2) Local Workforce Development Board

- (a) Identify the chairperson of the LWDB by name, title, mailing address, phone number and email address. Identify the business that the chairperson represents.

Scott Thomas, Board Chair
300 Highland Ave.
Largo, FL 33770
(727) 281-6723
scott.thomas@promedica.org
Business: Promedica Senior Care
Title: Regional Human Resources Manager

- (b) If applicable, identify the vice-chairperson of the LWDB by name, title, mailing address, phone number and email address. Identify the business or organization the vice-chairperson represents.

Commissioner René Flowers, Vice Chair
315 Court St.
Clearwater, FL 33756
(727) 464-3614
rflowers@pinellascounty.org
Organization: Pinellas County Board of County Commissioners
Title: Pinellas County Commissioner District 7

- (c) Describe how the LWDB members were involved in the development, review, and approval of the local plan.

The draft Plan Modification will be discussed at the Workforce Solutions Committee meeting on August 18, 2022. Feedback will be provided. The Board will receive a draft of the Plan Modification to review and provide feedback prior to the Board meeting. The Plan is to be voted on by the full Board on September 7, 2022.

- (d) Describe how the LWDB convened local workforce development system stakeholders to assist in the development of the local plan.

In addition to the business, educators, training providers, economic development and community organizations who reviewed and provided input as LWDB members, all partners in the CareerSource Pinellas partner group as well as members of the Pinellas County business community will have the opportunity for input to the Plan Modification.

(3) Local Grant Subrecipient (local fiscal agent or administrative entity)

- (a) Provide the name of the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief local elected official (WIOA § 107(d)(12)(B)(i)(III) and 20 CFR 679.420).

WorkNet Pinellas, Inc., d/b/a CareerSource Pinellas (CSPIN) serves as the fiscal agent through an agreement with the Chief Elected Official.

- (b) Provide the name of the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist the LWDB in carrying out its responsibilities as a board organized under WIOA (20 CFR 679.430). (May be the same as the fiscal agent).

WorkNet Pinellas, Inc., d/b/a CareerSource Pinellas (CSPIN) is incorporated in the state of Florida and has a 501(c)(3) designation from the IRS.

(4) One-Stop Operator and One-Stop Career Centers

- (a) Provide the name of the entity or entities selected through a competitive process to serve as the one-stop operator and the effective date of the current agreement in place between the LWDB and the one-stop operator.

Kaiser Group, Inc., d/b/a Dynamic Workforce Solutions, was selected through a competitive procurement process to serve as the contracted One-Stop Operator.

- (b) Describe the steps taken to ensure a competitive process for selecting the one-stop operator(s) (WIOA § 121(d)(2)(A)).

A Request for Proposal was posted on the CareerSource Pinellas website and sent out to potential bidders on March 2, 2022. In addition, a public notice was posted in the Tampa Bay Times newspaper.

Responses received by the deadline were reviewed and scored based on criteria established in the RFP. The scores were presented to and approved by the One-Stop Committee and then the full Board, allowing for the selection of Dynamic Workforce Solutions as the One-Stop Operator.

- c) If the LWDB serves as the one-stop operator, provide the last date the state board granted approval to the LWDB to serve in this capacity and the approved duration.

N/A

- (d) Describe the roles and responsibilities the LWDB has identified and assigned to the one-stop operator.

The One-Stop Operator will provide the following services:

- i. Assist in the maintaining of linkages among mandatory One-Stop partners;
 - ii. Coordinate quarterly meetings with all designated partners;
 - iii. Assist in the identification of appropriate clauses for all Memorandum of Understanding with all designated One-Stop partners as it relates to sharing of information, reporting of performance and tracking of customers;
 - iv. Assist and encourage One-Stop partners to use the principles of universal design in their operations to ensure customer access;
 - v. Identify practices that encourage designated One-Stop partners to provide services to individuals with barriers to employment; and
 - vi. Manage, track, and oversee customer satisfaction initiatives.
- (e) Provide the location (address) and type of each access point, indicating whether it is a comprehensive center, affiliate site or specialized center, as described in CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements.

Full-Service One-Stop Centers:

CareerSource Pinellas – South County
3420 8th Avenue South, St. Petersburg, FL 33711

CareerSource Pinellas – Gulf to Bay
2312 Gulf-to-Bay Boulevard, Clearwater, FL 33765

Satellite One-Stop Centers:

CareerSource Pinellas – Tarpon Springs
St. Petersburg College Campus
682 E. Klosterman Road, Tarpon Springs, FL 34689

CareerSource Pinellas – Lealman Exchange Career Center
5175 45th Street North, St. Petersburg, FL 33714

- (f) Identify the days and times when each access point is open to customers. Comprehensive career centers must be open to the general public for walk-in service a minimum of eight hours per day during regular business days, Monday through Friday.

All CareerSource Pinellas Centers are open Monday through Friday 8:00 AM to 5:00 PM.

- (g) For each access point, identify how each local area provides customers with access to each required (and any approved optional) one-stop career center partners' programs, services and activities (physical co-location, electronic methods, and/or referrals).

Saint Petersburg (South County) and Clearwater (Gulf to Bay) centers are full One-Stop centers providing resource room access, WIOA (Adult, Dislocated Worker and Youth), Welfare Transition Program (WTP), Temporary Assistance for Needy Families (TANF), Wagner-Peyser (WP), Veteran Services, Supplemental Nutrition Assistance Program (SNAP), Ticket to Work (TTW)-Disability Navigator, Reemployment Services, and Eligibility Assistance (RESEA).

Career Source Pinellas Tarpon Springs and Lealman Exchange locations are One-Stop satellite centers providing resource room access, WIOA (Adult, Dislocated Worker, and Youth), WP, and Veteran Services. The centers also provide quality referrals and internet access to all other services available at full-service One-Stop centers.

- (h) Pursuant to the CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements, provide the required attestation that at least one comprehensive one-stop center in the local area meets the certification requirements contained therein.

Per CareerSource Florida Administrative Policy for One-Stop Certification, CareerSource Pinellas attests that our full-service One-Stop centers, located at 3420 8th Avenue South, Saint Petersburg, FL, 33711 and 2312 Gulf to Bay Boulevard, Clearwater, FL, 33765, meet the comprehensive One-Stop certification requirements.

[Attestations of certifications for both comprehensive centers are attached here.](#)

- (i) Describe any additional criteria (or higher levels of service coordination than required in CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements) relating to service coordination achieved by the one-stop delivery system, to respond to education/training needs, labor market, economic, and demographic conditions and trends in the local area (WIOA § 121(g)(3)).

CareerSource Pinellas strives to exceed service standards to respond to labor market, economic, and demographic conditions and the needs of our customers in the local area. Continuous improvement initiatives are ongoing, as noted in our strategic vision section.

For basic career services delivery, our comprehensive One-Stop center is physically and programmatically accessible to all customers, including customers with disabilities. We make available accommodations for persons with disabilities and utilize language interpretation for those who do not speak English or are hearing impaired.

Center staff-members are trained to be able to discuss all programs managed by the career centers as well as navigate referral networks for individuals seeking services not available at the centers. At the start of COVID-19 restrictions, we quickly created processes to provide services virtually. Staff continue to hone virtual services to make them as effective for the customer as possible. Although not at pre-COVID levels, the center traffic is picking up as we ensure in-person services are readily available again. Individuals can access the CareerSource Pinellas services in-person, virtually through the LWDA website, and through Employ Florida.

Staff are also discussing colocation models for new access points. Discussions are in progress with Feed Pinellas, Homeless Empowerment Programs (HEP), and other Pinellas County services to make workforce services available at their locations. As staffing allows, providing access to services at these locations will greatly impact the community, especially those who cannot otherwise access workforce services because of travel and technology limitations.

(5) Provider of Workforce Services

- (a) Provide the name of the entity or entities selected to provide workforce services (except training services) within the local one-stop delivery system.

CareerSource Pinellas, including Department of Economic Opportunity (DEO) staff, provide direct services. Youth services are also contracted to the Pinellas Education Foundation, which is an organization that maintains strong partnerships within the Pinellas Schools network.

- (b) Identify and describe what workforce services (except training services) are provided by the selected one-stop operator, if any.

No workforce services are provided by the One-Stop Operator.

- (c) Identify and describe what career services are provided by the designated provider of workforce services (except training services).

Career services managed through direct services include:

- Labor Exchange services provided under Wagner-Peyser staff
- Veteran's Employment program
- WIOA Adult, Dislocated Worker, and Youth services
- Trade Adjustment Assistance (TAA) programs
- Migrant and Seasonal Farm Worker (MSFW Hillsborough)
- TANF programs authorized under Social Security Act Title IV, Part A
- Reemployment Services and Eligibility Assessment (RESEA) providing employment services to DEO's state Unemployment Compensation program

- Information and local navigation assistance to DEO's state Unemployment Compensation program
- SNAP Employment and Training program
- SSA Employment Network and TTW program along with a CareerSource Pinellas sustained Disability Employment Initiative or program

Core programs and services managed through a contract provider of CareerSource Pinellas or partner under MOUs or other collaborative partnerships are:

- CareerSource Pinellas WIOA Youth services
- Title IV program services through the Department of Vocational Rehabilitation
- Offender reentry services through PERC
- Senior Community Service Employment Program
- Adult Education and Literacy programs under Title II; local County Schools Adult Education
- Division of Blind Services
- Housing agency authorities
- TANF program employment and training services to the non-custodian parent through the CareerSource Pinellas NCPEP contract provider

(d) If the LWDB serves as the direct provider of workforce services (except training services), provide the last date the CareerSource Florida Board of Directors granted approval to the LWDB to serve in this capacity and the approved duration.

CareerSource Pinellas provides direct services as approved by CareerSource Florida, on June 4, 2020.

(6) Youth Service Provider

(a) Provide the name of the entity or entities selected to provide youth workforce investment activities (youth program services) and, if the entity was competitively procured, the term through which the entity is contracted to provide these services.

CareerSource Pinellas contracts with The Pinellas Education Foundation (PEF), the Foundation is consistently ranked among some of the top public school education foundations in the United States. The current agreement is for one-year, effective July 1, 2022 through June 30, 2023, with the potential for three, one-year renewals.

CareerSource Pinellas provides direct services, as approved by CareerSource Florida. Youth services are also contracted via our local Youth Provider, the Pinellas Education Foundation, which is an organization that maintains strong partnerships within the Pinellas Schools network.

(b) Describe the steps taken to ensure a competitive process for the selection of the youth service provider(s) in the local area, if the LWDB does not provide these services.

The competitive process begins with a public issuance of the RFP, notification of interested parties, and a legal public notification to ensure as many proposals as possible are received. Proposals are received and reviewed by an internal committee comprised of director-level staff. Submissions are reviewed, and procedures are taken to ensure any responding company is not on the excluded list or that any conflicts of interests exist. Upon evaluation, a tentative selection is made, and the chosen vendor and proposal are presented the Board of Directors for final approval. The contract that is drafted between CareerSource Pinellas and the winning bidder includes all requirements of 2-CFR 200.

- (c) Describe any additional criteria the LWDB has established to ensure providers best positioned to deliver required youth program elements resulting in strong outcomes for youth participants are used, if applicable.

The LWDB program emphasizes collaboration across youth-serving programs and provides an opportunity for advancement of partnerships with other local workforce training organizations serving youth. These collaborative partnerships will ensure a network of opportunities for at-risk youth and create a multiplier effect of successful outcomes for youth, employers, and the broader workforce system.

CareerSource Pinellas youth programs emphasize community involvement and will periodically offer participants an opportunity to volunteer for community development projects. Participation in these projects provides a sense of purpose and transformation for youth participants while it teaches important soft skills, such as teamwork, personal accountability, and problem solving. The work site experience, coupled with earning an industry-recognized certificate, increases opportunities for post-program employment. The program addresses the challenges faced by unemployed, high school dropouts by providing them with an opportunity to gain both the education and occupational skills that will prepare them for good jobs with good wages. In addition, many of these youth, buoyed by their academic success in the youth program, will progress to post-secondary education.

Youth participants will have the opportunity to participate in training and work experience in advanced manufacturing, healthcare, construction trades, information technology, and other occupations that are local, high-growth fields with strong career pathways and industry recognized credentials.

- d) Identify and describe the youth program element(s) provided by each provider.

1) Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies.

Included in the framework design is the ability for enrolled youth to attend GED prep classes and/or obtain a high school diploma. The LWDB has experienced great success with using online high school diploma programs in lieu of GED attainment,

which has become much more difficult to attain. Online high school diploma programs are offered through the One Stop centers, and attendant staff are on hand to assist, tutor and support the youth's success.

CareerSource and Pinellas Education Foundation staff collaborate with our Adult Education partners through a successful partnership and referral process where youth cross-referred between CareerSource youth counselors and Adult Education counselors, as appropriate. CareerSource staff visit Adult Education centers weekly to support the partnership and youth enrollment.

2) Alternative secondary school services, or dropout recovery services, as appropriate.

- Via strong partnerships and referrals, One-Stop centers will refer to Pinellas alternative schools through this established partnership with our Adult Education partners. Additionally, CSPIN youth staff visit local Adult Education centers to help youth understand and access workforce services through the local One-Stop center.
- Pinellas County school staff work with Pinellas youth interested in entering Adult Education programs and refer youth directly to CSPIN youth services, creating a two way referral and education process. Contracted CSPIN staff are colocated at the local Pinellas Technical College campuses, part of the Pinellas County School system, where Adult Education is also available for youth to access concurrent Adult Education and Vocational training.
- CareerSource Pinellas has established MOUs to address general Adult Education partnership frameworks. Via strong collaboration at the frontline service-level, we perform mutual outreach and conduct Adult Education and GED classes throughout the region, e.g., we conduct employability skills training and job search/placement activities at various Adult Education locations.

3) Paid or unpaid work experience that includes components of academic and occupational education. Not less than 20 percent of funds shall be used for this.

- Summer employment opportunities (and other employment opportunities available throughout the school year) The Business Services team engages with employers to list job orders that will provide employment opportunities for youth. These opportunities may range from part-time, temporary summer employment to full-time career opportunities.
- Pre-apprenticeship programs – CareerSource Pinellas has been actively involved in ongoing initiatives related to construction trades, pre-apprenticeship programs for over ten years. Sponsored events include a career fair where employers interview program participants.
- Internships and job shadowing – The LWDB has developed and maintained ongoing activities related to internship programs. We focus primarily on paid internship opportunities; however, employers who are seeking unpaid interns

may list those opportunities as well. Internships for K-12 youth are managed through partner agencies such as Junior Achievement and local education foundations.

- Paid Work Experience (PWE) and On-the-Job Training (OJT) opportunities – aligned with our 20% PWE expenditure targets, we prioritize Paid Work Experience (PWE) opportunities for our youth, who lack work experience. PWE opportunities not only provide pathways to full-time employment and retention but also improve employer partnerships by offsetting initial training costs. Where appropriate, OJT resources may also be used to support ongoing work-based training.

4) Occupational Skills Training (OST). Training programs that lead to recognized postsecondary credentials within in-demand industry sectors or occupations in the local area are prioritized. As outlined in this plan, training and employment activities are sector-focused on Finance & Insurance, Manufacturing, Healthcare & Social Assistance, Construction, and Professional, Scientific & Technical Services. LWDB–14’s targeted occupations list is reflective of this decision. Youth enrolled in our programs will have access to postsecondary training that will lead to industry-recognized credentials.

5) Education pathways offered concurrently with and in the same context as workforce preparation and training activities for a specific occupation or occupational cluster. CareerSource Pinellas has established programs in selected One-Stop centers that will concurrently offer education, technical training, and/or OJT/PWE. In coordination with the occupational needs of local businesses, we will continue to internally evaluate new training opportunities and externally partner with training providers to design additional programs that result in employment in targeted occupations.

6) Leadership development opportunities, which may include community service and peer centered activities that encourage responsibility and other positive social/civic behaviors. As a result of administering YouthBuild programs, CareerSource Pinellas has gained valued experience with community service and peer-centered activities. Insights gained will be actualized into year-round activities. Through partnership with Junior Achievement and the local Job Corp centers, we’ll enhance existing programs through programs already in use.

7) Supportive services that enable an individual to participate in WIOA programs. Supportive services may be made available to all LWDB–14 youth participants in need. Primarily these services consist of transportation, clothing, and employment-related supplies. We have developed relationships with homeless shelters and other community, faith-based, and government-funded programs to provide assistance when applicable. Partners include Goodwill, Dress for Success, county and city governments, transit authorities, and early learning coalitions.

8) Adult mentoring. Mentoring is currently provided to a limited number of customers who are also enrolled in education foundation programs. We will actively recruit mentors from employers who hire through PWE/OJT, AmeriCorps, and our faith- and community-based organization partners.

9) Follow-up services for not less than 12 months after the completion of participation. LWDB–14 policies and procedures require post-exit follow up services for at least once per quarter, and more frequently if determined necessary. Once enrolled, youth participants are assigned to a staff counselor who serves as a mentor and has oversight for seeing the participant through until follow up is completed.

10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, where appropriate. LWDB–14 counselors are responsible for comprehensive career services counseling and identifying the need for additional types of counseling. Individuals in need of counseling for other barriers, e.g., alcohol and drug abuse, are referred to our partner agencies who have more expertise helping customers with specific barriers.

11) Financial literacy education. CareerSource Pinellas staff are trained in financial literacy and also partner with numerous financial institutions, Junior Achievement, the Housing and Education Alliance, and community-based organizations to promote personal financial management education. Workshops will once again (post-COVID) be available at regularly scheduled times at selected One-Stop locations. CareerSource may also provide literacy workshops through online courses in a lab setting or remotely via internet.

12) Entrepreneurial skills training. LWDB–14 is partnering with local government-funded programs to develop user-friendly guides to starting your own business. Partners such as Junior Achievement and chambers of commerce offer programs for referrals.

13) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the region. Services include career awareness, career counseling, and career exploration services. CareerSource Pinellas career counselors have access to labor market information (LMI), including Regional Targeted Occupation Lists, the DOL website, Employ Florida, ONET, BLS, and other private industry resources that provide information about in-demand occupations within strategic industry sectors. Our staff also partner with education foundations to leverage programs designed for career exploration and awareness.

14) Activities that help youth prepare for and transition to post-secondary education and training. All of the activities discussed in our program design prepare youth for transition to postsecondary education and training and/or a career path. Partners such as employers, local school districts, community colleges, private schools, Junior Achievement, education foundations, government-funded programs, and other community- and faith-based organizations provide a system of support for youth to succeed in their careers and their personal lives.

ANALYSIS OF NEED AND AVAILABLE RESOURCES

The local workforce plan must describe strategic planning elements, including:

(1) A regional analysis of:

- (a) Economic conditions including existing and emerging in-demand industry sectors and occupations (20 CFR 679.560(a)(1)(i)); and
- (b) The employment needs of employers in existing and emerging in-demand industry sectors and occupations⁵ (20 CFR 679.560(a)(1)(ii)).

As reported by the State of Florida Department of Economic Opportunity (DEO), the existing and emerging in-demand industries for Pinellas were as follows:

LWDB–14 (Pinellas County); Projected Fastest Growing Industries 2020–2030¹

Rank	NAICS Title	Employment			
		2021	2029	Growth	Percent Growth
1	Utilities	1,037	1,304	267	25.7
2	Accommodation and Food Services	45,339	56,429	11,090	24.5
3	Professional and Technical Services	35,448	43,377	7,929	22.4
4	Arts, Entertainment, and Recreation	8,567	10,193	1,626	19.0
5	Management of Companies and Enterprises	16,205	18,386	2,181	13.5
6	Educational Services	9,492	10,676	1,184	12.5
7	Health Care and Social Assistance	72,616	81,552	8,936	12.3
8	Construction	25,800	28,593	2,793	10.8
9	Administrative and Waste Services	31,731	34,835	3,104	9.8
10	Other Services, Ex. Public Admin	19,515	21,268	1,753	9.0
11	Information	7,229	7,811	582	8.1
12	Real Estate and Rental and Leasing	10,400	11,175	775	7.5
13	Manufacturing	33,048	35,345	2,297	7.0
14	Finance and Insurance	27,312	28,700	1,388	5.1
15	Retail Trade	52,154	54,501	2,347	4.5
16	Transportation and Warehousing	7,722	8,037	315	4.1
17	Wholesale Trade	15,860	16,350	490	3.1
18	Government	45,141	46,010	869	1.9
19	Agriculture, Forestry, Fishing & Hunting	149	147	-2	-1.3

Bright Outlook for Jobs

As the economy continues to prosper, the region is anticipating a bright outlook of increased job creation and business development in the area. Seven-year job growth projections for Pinellas County exceed 10% for many industry sectors, such as Professional/Technical Services and Management.

¹ For more information on specific occupations within these sectors, see the 2022-2023 State of Florida Department of Economic Opportunity (DEO) Regional Demand Occupations List for Adults and Dislocated Workers.

In May 2022 nonagricultural employment in the Tampa-St. Petersburg-Clearwater MSA was 1,455,400, an increase of 68,700 jobs (+5.0 percent) over the year. Industry growth data for the **Tampa-MSA region** compared to the State of Florida were as follows:

Nonagricultural Employment by Industry (not seasonally adjusted)	Tampa-St. Petersburg-Clearwater Metropolitan Statistical Area				Florida			
	May-22	May-21	change	percent change	May-22	May-21	change	percent change
Total Employment	1,455,400	1,386,700	68,700	5.0	9,321,700	8,846,000	475,700	5.4
Mining, Logging, and Construction	87,600	85,600	2,000	2.3	595,300	580,800	14,500	2.5
Manufacturing	70,500	67,700	2,800	4.1	411,900	384,800	27,100	7.0
Trade, Transportation, and Utilities	271,700	256,700	15,000	5.8	1,921,800	1,809,900	111,900	6.2
Wholesale Trade	60,700	56,000	4,700	8.4	382,600	353,400	29,200	8.3
Retail Trade	165,300	158,700	6,600	4.2	1,131,800	1,080,100	51,700	4.8
Transportation, Warehousing, and Utilities	45,700	42,000	3,700	8.8	407,400	376,400	31,000	8.2
Information	28,100	26,100	2,000	7.7	147,100	136,600	10,500	7.7
Financial Activities	135,100	128,200	6,900	5.4	650,100	616,000	34,100	5.5
Professional and Business Services	272,200	259,500	12,700	4.9	1,533,200	1,440,600	92,600	6.4
Education and Health Services	220,900	216,800	4,100	1.9	1,358,100	1,338,000	20,100	1.5
Leisure and Hospitality	170,200	147,900	22,300	15.1	1,238,900	1,107,200	131,700	11.9
Other Services	46,500	44,400	2,100	4.7	352,400	331,600	20,800	6.3
Government	152,600	153,800	-1,200	-0.8	1,112,900	1,100,500	12,400	1.1

Note: In the "Mining, Logging and Construction" category, the **Construction Industry represents 100% of reported growth activity** for that category. Where "Construction" is noted below, we are referring to "Mining and Construction" data sets.

Industry Growth Top-Performers (Tampa-St. Petersburg-Clearwater MSA) Comparing Metro-areas, State-wide (December 2019)

Industry	# of Jobs Added / Growth Rate	Rank
Professional & Business Services	+7,500 / +3.0%	3 rd highest growth region
Financial Activities	+1,300	2 nd highest growth region
Education & Health Services	+5,800	2 nd highest growth region
Construction	+6,700 / +8.6%	Highest & 2 nd fastest growth region
Leisure & Hospitality	+4,400	2 nd highest growth region
Trade, Transportation & Utilities	+2,100	2 nd highest growth region
Manufacturing	+1,700 / +2.6%	2 nd highest growth region & fastest growth region
Other Services	+1,700 / +3.6%	2 nd highest growth region & 3 rd fastest growth region

- A. The employment needs of employers in those industry sectors and occupations (WIOA §108(b)(1)(A)).

Sector Focus – LWDB–14 has identified five in-demand industry sectors²:

NAICS Code	Sector	Average Earnings
52	Finance & Insurance	\$97,522
31,32 & 33	Manufacturing	\$75,522
62	Healthcare & Social Assistance	\$62,590
23	Construction	\$56,701
54	Professional, Scientific & Technical Services	\$75,522

Additional industries and specific occupations considered as important to the region include Hospitality & Retail, Transportation, Government, and Education.

- **In-demand Healthcare and Social Services professions** include Medical Assistants, Nursing Assistants, Pharmacy Technicians, and Registered Nurses.
- **In Manufacturing**, both production and non-production occupation workers are needed, including machinists, maintenance and repair workers, engineers, welders, and production supervisors and managers.
- **Regional projected in-demand and fast-growing occupations in Finance & Insurance** include Analysts, Financial Managers, Accountants, Auditors, Marketing Specialists, and Customer Service Representatives.
- **In the Professional, Scientific & Technical Services space**, Software Applications Developers, Information Security Analysts, and other Analysts top the in-demand occupations list.
- **Top in-demand occupations for the Construction Industry** are Cement Masons and Concrete Finishers, Construction and Building Inspectors, and Architectural and Civil Drafters.

When defining employment needs, employers in in-demand industry sectors often refer to the skills gap, i.e., the discrepancy between skills of workers and skills needed to fill certain jobs. Root causes of talent deficits related to skills gaps, and the degree to which employers experience them, tend to be complex. Most commonly, employers indicated the reasons for the gap include jobseekers' lack of skills (both "hard" and "soft" skills), certifications or training, educational attainment, and/or work experience.

Other employer feedback highlights basic employability issues, e.g., lack of demonstrated work ethic, problems with dependability, and inability to pass a drug test or background check. Manufacturing employers mentioned they have difficulty attracting workers due to negative industry perceptions, e.g., unappealing working conditions or lack of upward career mobility.

² EMSI Q3 2021 Data Set Industry Outlook for Pinellas County

(2) An analysis of the knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations (WIOA § 108(b)(1)(B) and 20 CFR 679.560(a)(2)).

In a recent large-scale and statewide Skills Gap and Job Vacancy Survey³ conducted by CareerSource Florida (CSF) and the Florida Department of Economic Opportunity (DEO), over 39,000 employers responded regarding job vacancies and skills gaps. A more specific regional analysis entitled “Comprehensive Regional Workforce Assessment,”⁴ commissioned by Pinellas County Economic Development, surveyed 57 area employers in Pinellas County. In addition to the above studies, CareerSource Pinellas has conducted employer-stakeholder focus groups that offer direct and actionable insights.

Note: What is evident from our analysis, is the fact that “Information Technology”, in addition to comprising an industry AND an occupational group, is also a hard skill AND a career pathway that spans all industries. Consequently, even though the IT Industry Sector, e.g., software and tech (only) solutions providers, is not a leading industry group in the Tampa Bay area compared to other U.S. regions, it is included in CareerSource Pinellas’ strategic focus as a major targeted group.

DRAFT

³ Skills Gap and Job Vacancy Survey, CareerSource Florida and Florida Department of Economic Opportunity, 2018

⁴ “Comprehensive Regional Workforce Assessment,” by Site Selection Group, commissioned by Pinellas County Economic Development, updated summary report, November 2017.

STATEWIDE SKILLS GAP SURVEY & ANALYSIS

In the CSF/DEO survey analysis, soft and hard skills were categorized as follows:

FIGURE 4: SOFT/ HARD SKILLS GAPS OF JOB APPLICANTS	
Soft Skills	Hard Skills
<p>Reliability and Time Management</p> <ul style="list-style-type: none"> Attendance Meeting Deadlines Dependability <p>Communication</p> <ul style="list-style-type: none"> Interpersonal Reading and Writing Phone Etiquette Customer Service Sales Active Listening Following Directions <p>Leadership</p> <ul style="list-style-type: none"> Management Team Work/ Team Participation Initiative Motivation Entrepreneurial/ Business Ideas <p>Problem-Solving</p> <ul style="list-style-type: none"> Critical Thinking Analytical Research Trouble-Shooting <p>Other Soft Skills</p>	<p>Math</p> <ul style="list-style-type: none"> Arithmetic Accounting/ Bookkeeping Logic Job-Specific Mathematics Requirements <p>Information Technology or Research</p> <ul style="list-style-type: none"> Computer/ Information Technology Usage System-Specific Job Related Research Electrical/ Electronic <p>Workplace</p> <ul style="list-style-type: none"> Tool Use and Selection Safety Skills <p>Other Hard Skills</p>

Source: Skills Gap & Job Vacancy Survey, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics

Statewide, the two industry sectors that reported the largest overall soft skills gaps were Construction (Reliability & Time Management) and Financial, Professional & Business Services (Communication).

Most Critical Reported Soft Skills Gaps by Target Industry

Finance & Insurance	Communication, Leadership
Manufacturing	Communication, Reliability & Time Management
Healthcare & Social Assistance	Communication, Reliability & Time Management
Construction	Reliability & Time Management, Communication
Professional, Scientific & Technical Services	Communication, Reliability & Time Management

PERCENT OF VACANCIES WITH SOFT SKILLS GAPS BY INDUSTRY SUPER SECTOR

Industry	Communication	Reliability and Time Management	Leadership	Problem-Solving	Other	Number of Skills Gaps per Vacancy
<u>Mining and Construction</u>	18.1%	25.5%	17.0%	12.4%	13.8%	0.87
<u>Professional and Business Services</u>	22.8%	21.2%	19.2%	10.9%	8.1%	0.82
Leisure and Hospitality	19.5%	19.6%	16.4%	7.7%	7.0%	0.70
Trade, Transportation, Utilities	19.2%	18.9%	13.9%	7.9%	7.8%	0.68
Other Services	18.0%	19.2%	12.7%	6.2%	10.6%	0.67
<u>Education and Health Services</u>	15.5%	14.9%	13.0%	11.2%	4.7%	0.59
<u>Manufacturing</u>	13.1%	12.9%	12.0%	7.3%	5.8%	0.51
<u>Financial Services</u>	12.2%	8.9%	9.5%	5.5%	4.9%	0.41
<u>Information</u>	7.6%	3.6%	3.9%	3.0%	5.2%	0.23

Source: Skills Gap & Job Vacancy Survey, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics

Most Critical Reported Hard Skills Gaps by Target Industry

Regarding hard skills, Construction employers reported the most skills gaps in Information Technology / Research and Workplace-related skills, followed by manufacturing employers who reported the same hard-skill deficiencies, respectively.

Finance & Insurance	Information Technology (IT) / Research; Workplace Related, and Math
Manufacturing	IT / Research; Workplace Related, and Math
Healthcare & Social Assistance	Workplace Related; IT/Research
Construction	IT / Research; Workplace Related, and Math
Professional, Scientific & Technical Services	IT / Research

PERCENT OF VACANCIES WITH HARD SKILLS GAPS BY INDUSTRY SUPER SECTOR

Industry	Information Technology / Research	Workplace-Related	Math	Other	Number of Skills Gaps per Vacancy
Mining and Construction	15.2%	12.7%	10.4%	6.8%	0.45
Manufacturing	12.9%	8.9%	8.2%	5.2%	0.35
Professional and Business Services	11.6%	6.8%	6.8%	4.2%	0.29
Other Services	11.2%	6.0%	4.6%	5.1%	0.27
Trade, Transportation, Utilities	8.6%	5.6%	6.3%	3.0%	0.23
Education and Health Services	6.8%	8.8%	4.3%	2.3%	0.22
Financial Services	9.1%	2.6%	4.0%	3.0%	0.19
Information	6.3%	2.7%	2.7%	3.3%	0.15
Leisure and Hospitality	4.7%	2.7%	4.9%	1.6%	0.14

Source: Skills Gap & Job Vacancy Survey, Florida Department of Economic Opportunity, Bureau of Labor Market Statistics

PINELLAS COUNTY ECONOMIC DEVELOPMENT REGIONAL ANALYSIS

The Pinellas County regional analysis summarized their labor-market findings as follows:

- More than 50% reported employment growth or the intention to hire more workers in the next two years, putting additional pressure on the regional labor market.
- Overall, there was strong, positive feedback regarding existing workforce quality.
- Amidst retirement concerns, the largest challenge was finding skilled, experienced workers to *maintain* workforce quality.
- Employers generally reported positive opinions about post-secondary educational institutions in the region, although many reported less than optimal interaction with those schools.

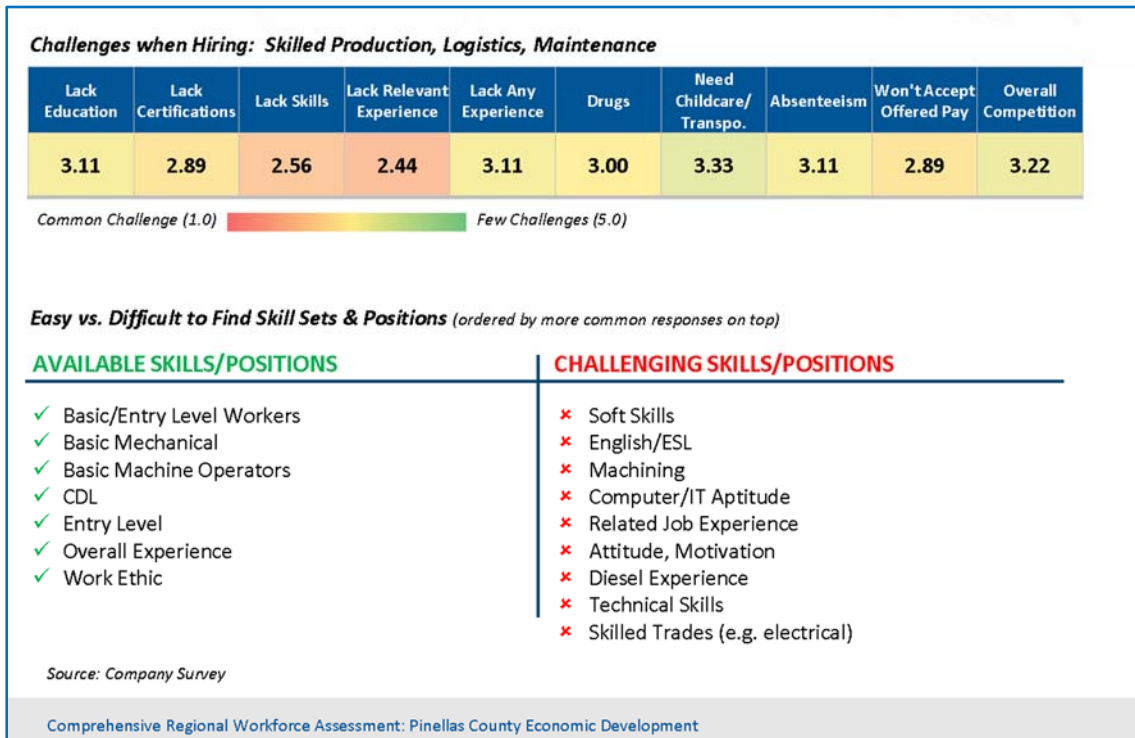
The clusters and associated occupations selected in the study were:



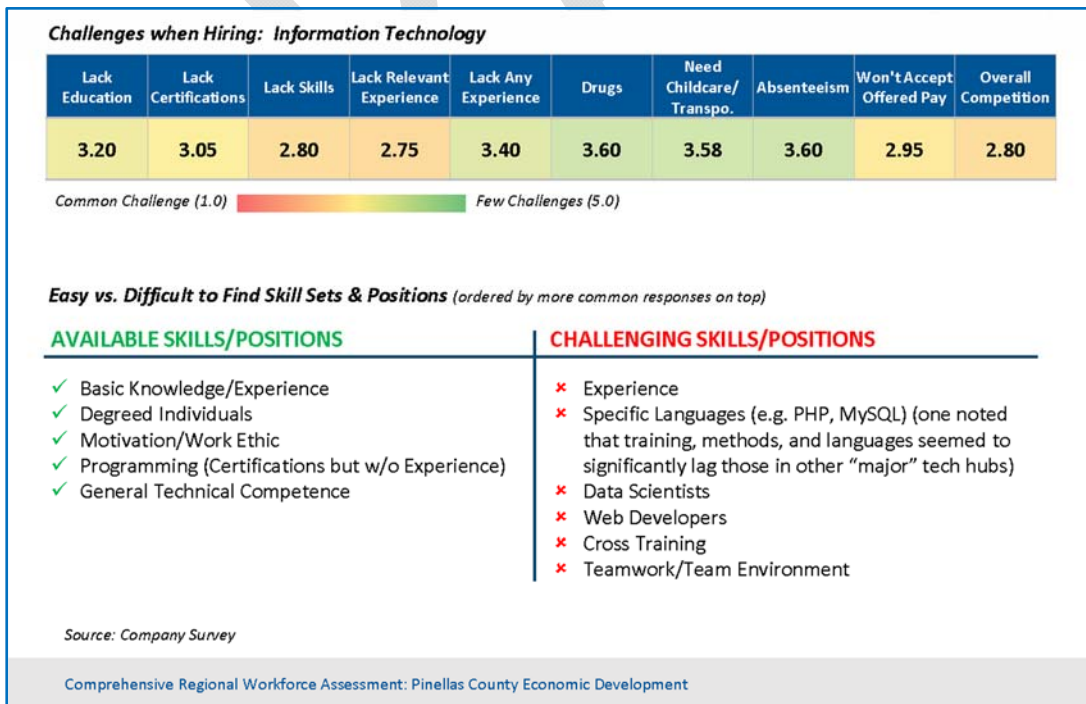
The occupation categories of Engineering and Science represent candidates who typically have a bachelor’s degree, representing the higher-end of the Career Pathway continuum, but the remaining categories of Production (Manufacturing), Information Technology, and Business & Finance are directly in-line with CareerSource Pinellas targeted industries.

The following tables show employer feedback related to Skills Gaps by industry group:

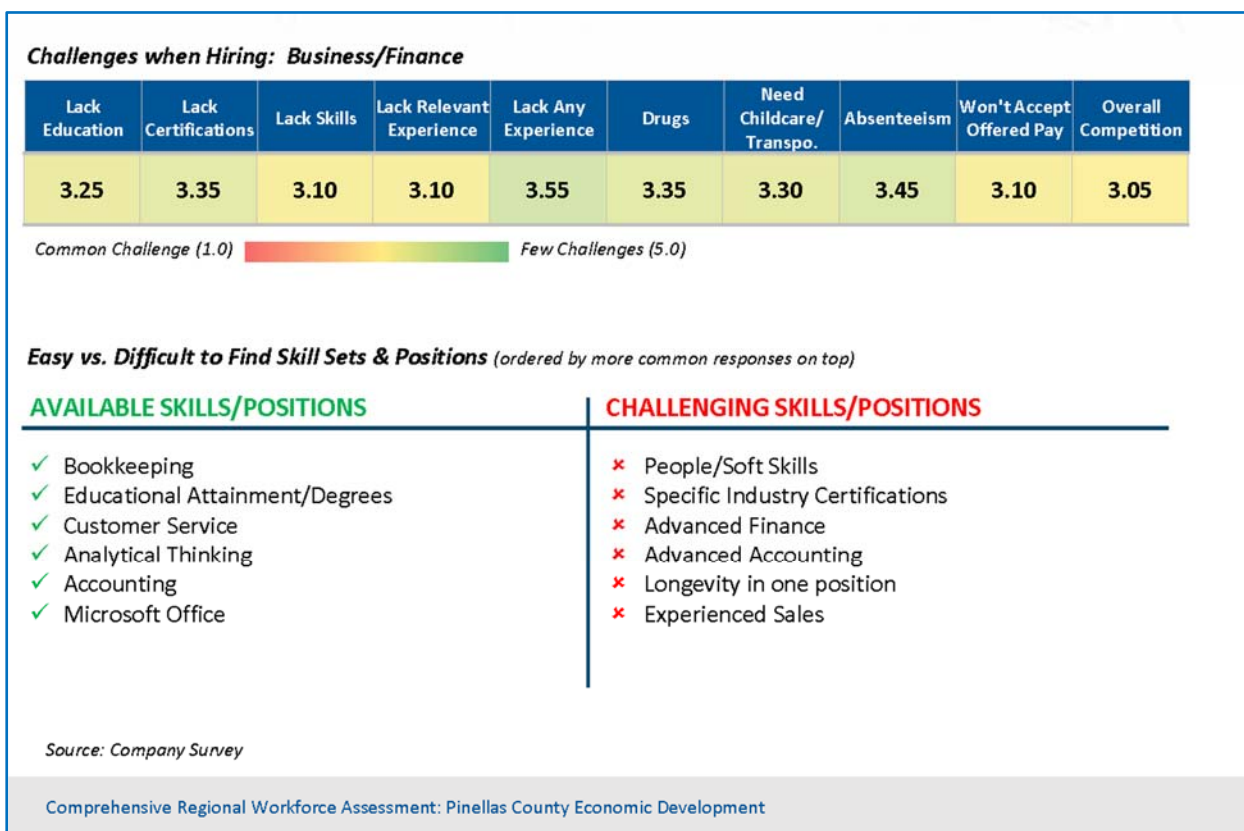
Production (Manufacturing, includes Logistics)



Information Technology



Business & Financial Services



Summary of Skills Gap Analysis

While workplace-specific and hard skills, including math literacy, remain critical for manufacturing, healthcare, and construction industries, information technology skills are also reported in demand across all sectors. General soft business skills for employment success, e.g., Communication (verbal and written English literacy), Reliability & Time Management, Leadership, and Problem Solving are also at the forefront of employer demand.

In addition to the data provided, CareerSource Pinellas will continue to monitor the activities of the Florida Credentials Review Committee. This review is part of the REACH Act. The data from this study will be reviewed to ensure our training activities match the needs of Pinellas County and Florida businesses.

(3) An analysis of the workforce in the local area, including current labor force employment and unemployment data, information on labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment (WIOA § 108(b)(1)(C) and 20 CFR 679.560(a)(3)).

Area Demographics

LWDB-14, Pinellas County, is Florida's most densely populated county, and represents 4.6% of the state's population. Pinellas is forecasted to grow by over 2.08% through 2024. With an average 244 days of sunshine each year and beaches ranked among the best in the U.S.,

Pinellas County drew over 15 million overnight visitors in 2018, representing a positive economic impact of \$8B. The St. Pete/Clearwater area is the leading destination on the Gulf Coast in the U.S., drawing more than 5.7 million overnight visitors in 2021.⁵

Pinellas County Demographics and Labor Market Data At-A-Glance⁶

Metric	Pinellas County LWDB Region 14	Tampa Bay-Clearwater–St. Petersburg MSA
Population	980,259 (2021) – Florida’s most densely populated county, and 6 th most populous. Population grew by 19,732 over the last 5 years and is projected to grow by 6,070 over the next 5 years.	3,292,302 (2021) – 18th largest metro region in the United States. Tampa Bay MSA includes Pinellas, Hillsborough, Pasco & Hernando Counties.
Projected Population	+0.6% by 2026; to 986k	+5% by 2024; to 3.39M
Median Age	48.4; 59% of the population are age 18-64	42.2; 60% of the population are age 18-64
Sex, Race, Ethnicity & Veterans	52% Female; 74% White; 10% Black; 10% Hispanic; 3% Asian; 9.9% Veterans	51% Female; 62% White; 11% Black; 20% Hispanic; 3% Asian; 9.4% Veterans
Median Household Income	\$56.4K	\$57.1K
Total # of Jobs & Workforce	492,537 jobs / 503,656 in workforce	1,590,935 jobs / 1,629,443 in workforce
Regional Unemployment	2.2% (May 2022) below the state rate of 2.5, down 1.9% from last year; 11,119 unemployed persons	2.4% (May 2022), down 1.9% from last year; 38,508 unemployed persons; US Rate: 3.4%
Educational Attainment (25+ year-olds)	Less than H.S. Diploma: 8% H.S. Diploma: 27% Some college: 22% Associate’s Degree: 10% Bachelor’s degrees or higher: 33%	Less than H.S. Diploma: 10% H.S. Diploma: 29% Some college: 20% associate degree: 10% Bachelor’s degrees or higher: 31%
Poverty Rate	11.6%; Youth Poverty: 16%	13.0%; Youth Poverty: 18%
Mean Travel Time to work	24.4 minutes mean travel-time	27.8 minutes mean travel-time
Industry Snapshot – Top Growing Industries. (Top 15 Industry GRP contributors are noted with an *)	37,203 establishments: Accommodation & Food Svc*; Professional, Scientific, & Technical Svcs*; Admin, Support, Waste Mgmt & Remediation Svcs*; Finance &	103,985 establishments: Accommodation & Food Svc*; Professional, Scientific, & Technical Svcs*; Health Care and Social Assistance*; Construction*; Admin,

⁵ St. Petersburg-Clearwater Area Convention and Visitors Bureau

⁶ EMSI Labor Market Analytics Q3 2021 Data Set, Census Reporter, and State of Florida Department of Economic Opportunity – Local Area Employment Statistics and Pinellas County Overview.

	Insurance*; Transportation and Warehousing; Arts, Entertainment, & Recreation; Construction*; Other Services (Except Public Admin)*; Real Estate and Rental and Leasing*	Support, Waste Mgmt & Remediation Svcs*; Finance & Insurance*; Transportation & Warehousing*; Retail Trade*; Other Services (Except Public Admin)*
Job Growth	2% job growth (2020-'21); Projected +5% growth or +21,760 jobs through 2024	3% job growth (2020-'21); Projected +7% growth or +94,679 jobs through 2024

(4) An analysis of the workforce development activities, including education and training, in the local area. This analysis must include the strengths and weaknesses of workforce development activities and the capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (WIOA § 108(b)(1)(D) and (20 CFR 679.560(a)(4))

Pinellas County provides growing and attractive opportunities for companies and their employees to live, work, and thrive. Below is a summary overview:

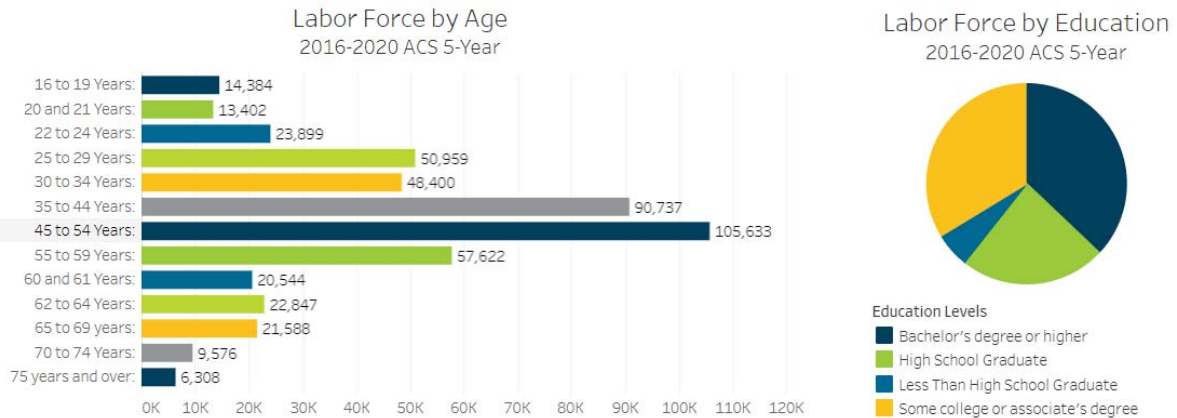
Comparative Employment and Unemployment Data⁷ (Not Seasonally Adjusted)

Area	Mar-2022	Apr-2022	May-2022
LWDB Region-14; Pinellas County	2.4%	2.1%	2.2%
Tampa-St. Petersburg-Clearwater MSA	2.5%	2.3%	2.4%
State of Florida	2.4%	2.4%	2.5%
United States	3.6%	3.6%	3.6%

Unemployment: The unemployment rate in the LWDB-14 was 2.2% in May 2022, representing 11,119 unemployed residents. This rate was 1.9% lower than the region's year-ago rate of 4.1%. LWDB-14's May 2022 unemployment rate was .3% lower than the State of Florida's rate. The Pinellas County labor force was 503,656, up 20,389 (+4.22%) from the prior year.

⁷ Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)

CareerSource Pinellas (14)



Labor Force by Age: In LWDB-14, 52% of workers were between age 30 and 54, 27.7% were age 55 or older, and 20.3% were age 29 or younger. A key regional metric (Age 25–64 Labor Force Participation Rate) provided by a recent Tampa Bay Regional Competitiveness report measures the percentage of the working-age population that are able to work and are actively seeking employment, including both the employed and unemployed. This indicator provides a broad-based view of the availability of labor in a market. As compared to 20 other competitive U.S. regions, the Tampa MSA-region scored lowest at 76.3%, also below the U.S. average of 78.6%⁸

Education Levels: 91.6% of Pinellas County residents have a High School Diploma or Higher. In 2020, it was projected that 41% of jobs in Florida will require an associate degree or higher.⁹ Current data shows 43.0% of Pinellas County workers possess an associate degree or higher. The most common educational attainment level of the workforce participants in Pinellas County, from 25 to 64 years old, was a High School Diploma at 27.2%, followed by a Some College at 21.7%. 8.1% percent of workforce participants have attained less than a high school diploma.¹⁰

Comparatively, the 21.4% metric of those aged 25 to 64 who have attained a bachelor's degree is 1.4% above the national average, but the overall Tampa Bay MSA region scores

⁸ Tampa Bay Partnership Foundation Regional Competitiveness Report (20)

⁹ An Equity Profile of Pinellas County, FL, University of Southern California Dornsife (April 2019)

¹⁰ EMSI Pinellas County Economy Overview, Q3 2021 Data Set

second-to-last for associate and bachelor's degree (or higher) attainment when compared to 19 other competitive U.S. regions.¹¹

Commute Time and Transit Ridership: The mean commute time to work for LWDB–14 is 24.4 minutes, compared to a 27.9-minute average for the state, and the national average of 26.9 minutes.¹² Notable is the fact that 24.6% of workers who reside in Pinellas County commute out of the county to work and 29.9% commute into the county to work. The MSA-region's transit ridership per capita (# of trips taken on public transit) was 9.43, dramatically below the national average of 43.62 and ranked last compared to 19 competitive U.S. regions.¹³

Unemployment Data for Persons with Barriers: For Pinellas County, the unemployment rates are 2.15% for Whites, 6.3% for African Americans, 3.78% for Hispanics, and 2.70% for Asian Americans. The unemployment rate for disabled persons was 12% and 24.5% for persons 55 and older.

Poverty and Underemployment Data: Despite what is considered “full” employment regionally and nationally, the number of persons living at or below the poverty level is 11.6%, which is .2% above the national average and 1.1% below the state average. Youth poverty for Pinellas County is 17.2%, and for the Tampa Bay region, a disturbing 19%.

Using United Way's ALICE acronym measure – “Asset Limited, Income Constrained, and Employed,” 42% of households in Pinellas County live beneath the state's cost of living threshold, up 4% from 2010. The prevalence of contract work and “gig-economy” jobs contribute to worker insecurity. Given the trend, it's clear that **underemployed workers** would benefit from enhanced workforce and training partnerships and initiatives.

¹¹ Tampa Bay Partnership Foundation Regional Competitiveness Report (2020)

¹² Florida DEO—Summary of Employment, Demographics, and Commuting Patterns for Pinellas County

¹³ Tampa Bay Partnership Foundation Regional Competitiveness Report (2020)

LOCAL WORKFORCE DEVELOPMENT BOARD STRATEGIC VISION & GOALS

Local plans describe how LWDBs implement strategies that help Floridians secure good jobs, while providing employers with the skilled workers needed to compete in the global economy. Local strategies must prioritize employment, emphasize education and training, and ensure LWDBs are responsive to Florida employers' demand for qualified workforce talent.

CareerSource Pinellas continuously strives to meet the expectations of CareerSource Florida by:

- Creating simplified access to and providing excellent customer service for Pinellas County's workforce;
- Focusing on continuous improvement, strengthening partnerships to leverage shared resources and eliminate duplication of services;
- Aligning programs and resources to meet local market demand in occupations that lead to self-sustaining jobs; and,
- Implementing data-driven accountability measures and quantifiable outcomes related to training programs, employment and services to Florida businesses.

- (1) Describe the LWDB's strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on primary indicators of performance described in WIOA § 116(b)(2)(A) (20 CFR 679.560(a)(5)).

The vision of CareerSource Pinellas is to enhance lives by making talent the region's key competitive asset.

VALUE PROPOSITION: CareerSource Pinellas provides customized services through a network of partners, allowing customers to get the right skills and talent at the right time.

TAG LINE: Your Talent is Our Passion

CUSTOMERS: Primary *external customers* are jobseekers (emerging, transitioning and incumbent) and businesses.
Primary *internal customers* are our staff and our partners.

KEY ROLE: The LWDB will play a key role in furtherance of our vision and mission:

- We act as a convener of business and industry on behalf of the workforce system.
- We seek to catalyze change in the community to build effective partnerships.
- We strategically invest in program innovation.

Our revitalized workforce system will be characterized by three strategic priorities:

- 1) Strengthen strategic partnerships with business and education to become more responsive to the skills needed of the current and future workplace.
- 2) Expand access and reach into the community.

- 3) Promote change and maintain the viability of CareerSource Pinellas' financial growth, quality delivery system and relevancy to job seekers and businesses.

CareerSource Pinellas Strategic Goals

To accomplish this vision, CareerSource Pinellas has established the following strategic goals:

Strategic Goal 1 Develop Robust Partnerships with Employers

Strategic Goal 2 Strengthen Partnerships with Organizations that Provide Educational Opportunities

Strategic Goal 3 Expand Outreach to Jobseekers

Strategic Goal 4 Build Organizational Capacity, Promote Change and Transformation of CareerSource

- (2) Taking into account the analyses described in (1) through (4) in Section B. Analysis of Need and Available Resources above, describe the local area's strategy to work with entities that carry out the core programs and required partners to align resources available to the local area, to achieve the strategic vision and goals described above (20 CFR 679.560(a)(5)).

One of our overarching goals is to tactically align programs to ensure that employment and training services provided by the core program entities identified by WIOA guidelines (WIOA, WP, Vocational Rehabilitation, and Adult Education) are integrated, coordinated, and complementary.

CareerSource Pinellas is implementing the following initiatives and actions in support of alignment and integration:

- Regularly engage key, core-program staff to review and determine how we can coordinate, improve upon, and complement our service delivery.
- Actively solicit input from our core program organizations, other key partners, and the business community to assist in strategic planning development.
- Convene strategic meetings with the local business community and core program staff to ascertain skills and credentials employers need and, where appropriate, adjust program and training resources accordingly. Conduct periodic gap analyses via employer surveys.
- Encourage Vocational Rehabilitation and Adult Education to co-locate within CareerSource Pinellas centers where possible, resulting in better alignment of resources and costs to achieve the board's strategic vision, goals, and objectives.
- Launch new staff cross-training and awareness initiatives across WIOA-supported programs, as well as other key partner programs.
- Draft and execute updated MOUs with core program entities and other key partners that will document agreed upon strategies that enhance the provision of services to employers, workers, and job seekers. Specific MOU topics include the use and sharing of information, performance outcomes, and cooperative outreach efforts with employers.

- Advocate for, implement, and support an integrated information system at the state and local level that would allow entities that carry out the core programs to streamline coordinated service delivery for joint customers and cross-program referrals.

DESCRIPTION OF STRATEGIES AND PROGRAM SERVICES

The local plan must address how the LWDB coordinates service delivery with core programs of the Division of Vocational Rehabilitation, the Division of Blind Services and the Division of Career and Adult Education, as well as required partners including, but not limited to TANF, SNAP Employment and Training (E&T), Senior Community Service Employment Program, Community Service Block Grant, programs authorized under the state's unemployment insurance laws (referred to as Reemployment Assistance in Florida), programs authorized under section 212 of the Second Chance Act of 2007, and Housing and Urban Development, where available.

- (1) Workforce Development System Description: Describe the local workforce development system, including:
 - (a) All of the programs that are included in the system; and
 - (b) How the LWDB supports the strategy identified in the state plan under 20 CFR 676.105 and works with entities carrying out core programs and other workforce development programs, including programs of study authorized under The Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.) to support service alignment (WIOA § 108(b)(2) and 20 CFR 679.560(b)(1)).
- (2) Adult and Dislocated Worker Employment and Training Activities: Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local area (WIOA §108(b)(7) and 20 CFR 679.560(b)(6)). This must include a description of local policies and procedures for individualized career and training services in the Adult program to give priority to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Basic Career Services

Basic career services will be available to all individuals seeking services in the CareerSource Pinellas One-Stop delivery system, and include the following provisions and services:

- Determinations of whether the individual is eligible to receive assistance from the Adult, Dislocated Worker, or Youth programs; Outreach, intake, and orientation regarding information and other services available through the One-Stop delivery system. Outreach includes identifying candidates through the RESEA program and/or the state's unemployment insurance (UI) database of claimants likely to exhaust benefits;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling;
- Information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA);
- Information on nontraditional employment (as defined in sec.3(37) of WIOA);
- Referrals to and coordination of activities with other programs and services, including those within the One-Stop delivery system and, when appropriate, other regional workforce development programs;

- Workforce and labor market employment statistical information and accurate information relating to local, regional, and national labor markets. Resources provided include local job vacancy listings, information on job skills necessary to secure specific positions, local in-demand occupations and earnings, and opportunities for advancement for those jobs;
- Performance and program cost information regarding eligible providers of training services, by program and type of provider;
- Information about how LWDB-14 is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system;
- Information relating to the availability of supportive services or assistance and appropriate referrals to those services and assistance, including child care, child support, medical or child health assistance available through the state's Medicaid program and Florida's KidCare Program, benefits under SNAP, assistance through the earned income tax credit, housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD), assistance under a state program for TANF, as well as other supportive services and transportation provided through that program;
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- Information and assistance regarding filing claims online under Unemployment Insurance (UI) programs, including meaningful assistance to individuals seeking assistance in filing a claim. Specialized assistance is available through Florida's call center by staff trained in UI claims, filing, and/or the acceptance of information necessary to file a claim.

Individualized Career Services

If a staff-member determines that individualized career services are appropriate for an individual to obtain or retain employment, these services are then made available to the individual through CareerSource Pinellas center resources, center staff or partners. Staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.

These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and DWs, which may include: diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan to identify employment goals, realistic achievement objectives, and an appropriate combination of services for the participant to achieve his or her goals, including the list of and information about eligible training providers (ETP);
- Group and/or individual counseling and mentoring;
- Ongoing career planning, follow-up, support, and documenting customer progress (case management);
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or

training, in some instances pre apprenticeship programs may be considered as short-term prevocational services;

- Internships and work experiences that are linked to careers;
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills. Basic competencies training includes utilizing resources, leveraging information, working with others, understanding systems;
- Financial literacy services;
- Supportive services documented as necessary to allow participation in workforce activities;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

All WIOA Adult and Dislocated Workers (excluding employed workers served in training) customers will receive, at minimum, a comprehensive assessment within 30 days of their attendance at the One-Stop Orientation. This assessment may:

- Be based on formal assessment instruments such as Test of Adult Basic Education (TABE) or other comprehensive assessment systems;
- Identify other barriers to successful employment and retention; and
- Result in recommendations for further services and be the basis for the completion of the Career Plan.

Any customer considered for an Individual Training Account (ITA) or other educational or training services must have their need for such services documented in the assessment process. Assessment updates may be made as the customers' circumstances change, and as new barriers to success are identified. Additionally, an assessment will ensure that ITA or other educational candidates meet Section 134 (c) (3)(A)(I)(cc), which states that an eligible trainee must "have the skills and qualifications to successfully participate in the selected program of training services," in addition to meeting the other eligibility criteria.

Comprehensive assessments of customer needs are usually essential for staff to determine the best recommended services plan. Assessments are especially important for lower-skilled or less-experienced customers, and/or for those seeking to enter a new field due to layoff.

CareerSource Pinellas' objectives include leveraging tools that enhance outreach to job seekers, e.g., promoting use of our web portal, Virtual One-Stop System, and Employ Florida (EF), to increase website traffic. Outreach will be conducted via a variety of approaches, including:

- Social Media and other online media;
- Interactive Voice Response (IVR) telephonic outreach;
- Web-based media within the CareerSource Pinellas One-Stop system or partner agencies;
- Community- and faith-based partner networks;
- Local newspaper, radio and/or television; and/or
- Customer word of mouth or relaying their positive experience or services received through the One-Stop system.

Follow-up Services

Follow-up services are provided as appropriate for participants who are placed in unsubsidized employment for up to 12 months after the first day of employment or program exit, whichever occurs later. A valuable WIOA service, which helps successful, ongoing employment, is the provision of individual counseling about the workplace. Follow-up services do not extend the date of exit in performance reporting.

Veterans Priority of Service:

The Jobs for Veterans Act (JVA), PL 107-288, signed into law on November 7, 2002, requires that there be priority of service for veterans and eligible spouses in any workforce preparation, development, or delivery program or service directly funded in whole or in part, by the USDOL (38 U.S.C. 4215). The Priority of Service regulations, codified at 20 CFR 1010, were issued December 19, 2008, and require qualified job training programs to implement priority of service for veterans and eligible spouses, effective January 19, 2009.

The regulations require that CareerSource Pinellas identify veterans and eligible spouses at the “point of entry,” which can be at the One-Stop Centers or virtual delivery points such as through Employ Florida (EF). Our EDMS system, ATLAS, collects basic demographic information, including veterans’ status on all candidates visiting our CareerSource Pinellas offices.

Notices regarding Veteran Priority of Service are prominently posted in each career center, and center staff have been trained to promptly inform all veterans or eligible spouses of Priority of Service eligibility upon arrival at any center. Staff then educate customers as to the full array of employment, training, and placement services available and outline next steps for access to those programs and/or services.

Priority of Service means the right of veterans and eligible spouses to take precedence over a non-covered person in obtaining all employment and training services. The eligible veterans or covered persons shall receive access to the services or resources earlier in time than the non-covered person, and if the service or resource is limited, the veteran or covered persons receive access to the service or resource instead of or before the non-covered person. Services can range from basic functions of the CareerSource Pinellas System, such as assistance with job search and identification of needed skills, to more customized initiatives such as creating career pathways, with corresponding competency assessments and training opportunities.

Qualifying for Priority of Service does not mean that the veteran or eligible spouse must immediately verify his or her status at the point of entry. If the veteran or eligible spouse is planning to enroll in other programmatic services that require an eligibility determination to be made, then he or she will be asked to provide validation of any required items.

CareerSource Pinellas’ Priority of Service policies and procedures apply to WIOA, Youth, TAA, WP programs, reemployment services, and referrals. Eligible veteran employed workers visiting the One-Stop center may take advantage of WP program services with a priority level of service. Non-veterans and non-eligible spouses who meet the mandatory target criteria must receive the second level of priority. This means that the non-veteran or non-eligible spouse falling within the mandatory class of candidates to be served will receive priority over veterans and eligible spouses who do not meet this mandatory priority standards.

However, Priority of Service does not cover CareerSource Pinellas programs funded through other grants such as the WTP funded through the state's TANF block grant and the SNAP Employment and Training (E&T) program, funded through U.S. Department of Agriculture grants. CareerSource Pinellas relies on the TANF funds received to provide the necessary training assistance to TANF program recipients.

WIOA Priority:

CareerSource Pinellas adheres to the requirements for adult employment and training activities outlined in WIOA section 133 (b), as priority of service, regardless of funding levels. Priority is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career services. Priority of Service status is established at the time of eligibility determination for WIOA Title I Adult Registrants and does not change during the period of participation. Section 134 (c) requires that an eligible trainee must have the skills and qualifications to successfully participate in the selected program of training services in addition to meeting the other eligibility criteria.

The Priority Service designation does not apply to the Dislocated Worker population.

CareerSource Pinellas has notified our core program entities, partner agencies, staff, and the general public through social media of the WIOA Priority of Service requirements. All CareerSource Pinellas staff have been trained on the Veterans Priority of Service and WIOA Priority of Service requirements. CareerSource Pinellas conducts recruitment from our SNAP E&T, Welfare Transition Program (WTP, WP) program registrants and Adult Education partners to provide career services to this targeted population.

The information needed to evaluate and determine a customer's Priority of Service is collected on the initial WIOA programmatic pre-screening tools utilized by case management staff. Customers are not required to validate these items until an eligibility determination is made.

Participants who are not in a Priority of Service category, but who are actively enrolled in a career or training service, shall be allowed to complete the activity. Non-Priority Service participants are not expected to give up their place to an individual who is in a Priority of Service category and just starting a career and/or training service.

(3) Training Services: Describe how training services outlined in WIOA section 134 are provided, including:

(a) A description of the process and criteria for issuing ITAs, including a description of any ITA limitations established by the LWDB and a description of any exceptions to the use of ITAs;

LDWB-14 manages the ITA system effectively and efficiently to ensure that the participants' needs are met whenever possible through the issuance of training voucher. Training vendors and programs are approved by the board for inclusion on the eligible training provider list (ETPL) and Regional Targeted Occupations List (RTOL).

Since the board may have limited funds for ITA vouchers, ITA vouchers will be capped at \$7,500 per eligible customer per program year, and a total participant lifetime cap of \$15,000. Exceptions to this policy will be considered on a case-by-case basis and must

be submitted to the CEO or his/her designee for review and consideration prior to issuance of an ITA exceeding this threshold.

ITA vouchers will be written to cover actual costs, or up to the amount of the ITA cap, whichever is less. This ITA voucher cap does not include support service payments that are based on need, attainment of specified performance benchmarks and availability of funds, but does include all items that are part of the ITA such as books, tools, uniforms, etc. Vouchers and budgets are managed, and records retained through the Microix accounting system.

(b) If contracts for training services are used, how the use of such contracts are coordinated with the use of ITAs;

Training services will be provided pursuant to a contract for services, in lieu of an ITA, if such services are OJT, PWE, provided by an employer, or customized training, or CareerSource Pinellas determines that there is a training services program of demonstrated effectiveness offered in the local area by a community-based organization or another private organization to serve special participant populations that face multiple barriers to employment.

(c) How the LWDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (WIOA §108(b)(19) and 20 CFR 679.560(b)(18)).

LWDB-14 strives to keep a robust ETPL. For the in-demand occupational training in Pinellas County, we seek and accept providers locally, in the surrounding areas, and online options to ensure availability of training. We have an ongoing solicitation on our website inviting providers to apply throughout the program year. We are working to ensure our processes are as streamlined as possible within the requirements of the program guidance.

Although training selection is customer choice-driven, staff-members review available training programs with customers and discuss total costs. If a customer selects a training program above the ITA cap they must be able to demonstrate how they will be able to cover the remaining balance of training before an ITA will be considered. All customers are required to apply for the other financial aid resources, including the Pell Grant.

(d) How the LWDB ensures training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate (WIOA §134(c)(3)(G)(iii)). Include strategic or other policies that align training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations (WIOA §134(d)(1)(A)(ix)(II)(aa)).

The ITA funding policy allows customers to participate in entry-level training; it also encourages our customers to participate in training that may result in a higher skill or higher wage occupations. Occupational Skills Training (OST) provided by CareerSource Pinellas is directly linked to an in-demand industry sector or occupation on the Regional Targeted Occupations List (RTOL). The region's list includes occupations recommended by DEO and additional occupations approved by the LWDB after consultation with local business and organizations.

The CareerSource Pinellas Board has implemented procedures to direct all DW and Adult WIOA ITA dollars to occupations listed on the Priority Training RTOL which is largely comprised of occupations in our targeted industry sectors:

- Finance and Insurance
- Manufacturing
- Healthcare and Social Assistance
- Construction
- Professional, Scientific and Technical Services

Classroom training for WIOA Youth and the WTP will also follow the expanded RTOL.

ITA vouchers will be limited to training programs that lead to a recognized post-secondary credential aligned with in-demand industry sectors or occupations.

CareerSource Pinellas will continue to include Registered Apprenticeship programs on our ETP list for the Adult and DW programs as long as they remain registered and achieve the minimum standard of performance outcomes.

The agreement between the board and the approved training provider does not guarantee any referrals, set aside any ITA or training vouchers, or budget any funds whatsoever for the approved training programs offered by the training provider. All decisions regarding the issuance of a training voucher will be made on a case-by-case basis by the board's staff and/or its contractors by taking into consideration the information available, assessed needs of the potential trainee, geographical location of the training, residence of the potential trainee, and any additional costs of the training to the trainee.

Potential trainees requesting specific training from a pre-selected school will be given the board's Approved Training Vendor list which outlines all providers who provide the same type of training. The potential trainee is instructed to research each school before making a final decision. The decision to issue a training voucher to any Approved Training Provider is at the sole discretion of CareerSource Pinellas and/or its designated contractors.

CareerSource Pinellas case management staff determine a customer's need for WIOA-funded training services following completion of an interview, evaluation or assessment, and career planning based on the following criteria:

The training candidate:

- Is unable or unlikely to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through standard career services.
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
- Has selected a training program or training services that are directly linked to the demand occupations that will lead to employment opportunities in the local area.
- Has the needed skills and qualifications to participate successfully in the selected training program.
- Does not currently possess skills in a demand occupation.

- Has limited skills in the chosen training program that will significantly reduce employment opportunities.

(e) How the LWDB incorporates/includes work-based training activities in the local area's service delivery model.

With particular focus on high-demand sectors, CareerSource Pinellas leverages work-based learning resources to address the skills needs of local employers and to close skill gaps of locally employed, under-employed, and unemployed customers.

Strategies include providing access to Paid Work Experience (PWE) and On-the-Job Training (OJT) resources, especially when they are leveraged to support in-demand career-pathway, pre-apprenticeship, or apprenticeship programs.

With current workforce shortages, work-based learning will be a focus for the area. PWE and OJT helps local employers with the cost of training new, under-skilled staff as well as helping those with barriers to employment learn skills, become more marketable and earn self-sustaining wages.

(4) Youth Workforce Investment Activities: Describe and assess the type and availability of youth workforce investment activities (services) in the local area, including activities for youth who are individuals with disabilities. The description and assessment must:

(a) Identify successful models of such youth workforce investment activities (WIOA §108(b)(9) and 20 CFR 679.560(b)(8)).

There are numerous workforce activities throughout the region that focus on youth, including faith-based, community-based, education-based, and government-funded programs. Pinellas County is also home to a Job Corps Center located in St. Petersburg. YouthBuild programs are ongoing in Pinellas and Hillsborough Counties. Job Corps and YouthBuild actively recruit students with disabilities and have resources to provide accommodations, as needed. LWDB-14 also contracts with the Youth Connect program under the Pinellas Education Foundation. Youth Connect provides Pinellas youth, ages 14–24, opportunities for, and access to, a variety of workforce investment activities that encompass all 14 WIOA youth elements.

The Job Corps Center:

Job Corps offers a comprehensive array of career development services to at-risk young women and men, ages 16 to 24, to prepare them for successful careers. Job Corps takes a holistic career development approach which integrates teaching academic, vocational, and employability skills with social competency training via a combination of classroom, practical, and work-based learning experiences. The program prepares youth for stable, long-term, and high-paying jobs.

The Job Corps design includes the following features:

- A defined set of core competencies in academic, vocational, information technology, employability, and independent living skills which represent the fundamental skills students need to secure and maintain employment;
- Standardized systems for financial reporting, data collection, student benefits and accountability; and

- Nationally established performance outcomes, goals, and quality expectations.

The Job Corps design is based on principles of quality services and individualized instruction to meet the needs of each student. Training approaches and methods of implementation vary to allow tailoring of service components and delivery methods, effectively use resources, and meet individual student and employer needs.

The Pinellas County Job Corps center is a residential facility with the capacity to serve 300 students at any given time.

Youth Connect and the Pinellas Education Foundation:

The Pinellas Education Foundation (PEF), affiliated with Pinellas County Schools, has a vision for youth workforce development: “Our vision is that every student will be prepared for life after high school, whether the choice is to attend college, to enter the workforce, or to obtain technical training.” The Foundation is consistently ranked among some of the top public school education foundations in the United States.

Additionally, PEF partnerships within the community positively impact Youth Connect services. As the contracted Youth provider under board procurement, PEF Youth Connect staff offer Pinellas youth access to training services towards high school or GED attainment, shorter term certifications, or an up to 2-year degree program at a board-approved local training provider.

Youth Connect also provides or connects youth to needed supports to begin and complete their chosen career path under the 14 WIOA youth workforce activities, with the ultimate goal of gainful employment at a self-sufficient wage. Operating within the Pinellas Technical College campus, and in collaboration with Pinellas County Schools’ Adult Education network, Youth Connect counselors empower local youth to set a career path, develop a plan to navigate their chosen career path, access needed supports, participate in training, and obtain counseling and mentorship to achieve their plan goals.

(b) Include the local area’s design framework for the local youth program and how the 14 program elements required in 20 CFR 681.460 are made available within that framework (WIOA § 129(c)(1)).

LWDB-14’s Youth Program is a community-based alternative education program that provides job training and educational opportunities for at-risk youth ages 16 to 24. Youth learn basic education skills while participating in an approved Adult Education that leads to a General Education Diploma (GED) or a High School diploma. An alternative Penn Foster program also supports a High School diploma and/or technical skills attainment, while participating in vocational training programs of up to 24 months.

Youth may split their time between basic skills and vocational training. Activities include earning their GED or high school diploma, attaining a post-secondary degree or industry recognized certification, learning to be community leaders, and/or preparing for further college or employment. LWDB-14’s program includes significant support systems, such as mentoring, follow-up education, employment, and personal counseling services, and participation in community service and civic engagement.

Our youth program aligns with USDOL's goals of preparing workers for good jobs and assuring the attainment of the skills and knowledge that ensure workers succeed in a knowledge-based economy. The program supports the attainment of in-demand, flexible, and stackable credentials. LWDB-14's program specifically targets at-risk youth that are current or former high school dropouts with the greatest challenges to finding good jobs. The program is designed as a holistic approach to provide technical training, educational training, employability (soft) skills, and social skills. Youth will participate in a continuum of services designed to permanently remove their "at-risk" label and set them on their chosen career pathway.

Adhering to this design will ensure a program that can be effectively measured by any or all five of the WIOA youth performance measures which are: 1) Education or Employment Rate – 2nd Quarter After Exit; 2) Education or Employment Rate – 4th Quarter After Exit; 3) Median Earnings; 4) Credential Attainment; and 5) Measurable Skill Gains.

Eligible youth, as defined by WIOA, will be assessed by career counselors upon entering into the LWDB program. Youth will be required to take a TABE test to determine their academic level. In addition to use of formal and informal assessment tools, the counselor will review academic and occupational skills levels and service needs through discussions with the youth, and review of past work history. Service needs will be determined through one-on-one interaction with the counselor, and an individual service strategy (ISS) will be developed for the youth as a customized career pathway guide.

CareerSource Pinellas' Youth Program is designed to help youth access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The LWDB's program supports these efforts through significant academic, occupational skills training (OSS), and leadership development for youth ages 16-24. This is accomplished by re-engaging them in innovative alternative education programs that provide individualized and project-based instruction as they work towards earning either a high school diploma or state-recognized equivalent and industry-recognized credentials for in-demand industries.

Our youth program emphasizes work-based learning and other workforce services for employers. Through project-based and contextualized learning, all programs make explicit links between what is being learned at the worksite and classroom learning. The program focuses on out-of-school youth, which is the priority population of the WIOA program.

The LWDB program emphasizes collaboration across youth-serving programs and provides an opportunity for advancement of partnerships with other local workforce training organizations serving youth. These collaborative partnerships will ensure a network of opportunities for at-risk youth and create a multiplier effect of successful outcomes for youth, employers, and the broader workforce system.

CareerSource Pinellas youth programs emphasize community involvement and will periodically offer participants an opportunity to volunteer for community development projects. Participation in these projects provides a sense of purpose and transformation for youth participants while it teaches important soft skills, such as teamwork, personal accountability, and problem solving. The work site experience, coupled with earning an industry-recognized certificate, increases opportunities for post-program employment.

The program addresses the challenges faced by unemployed, high school dropouts by providing them with an opportunity to gain both the education and occupational skills that will prepare them for good jobs with good wages. In addition, many of these youth, buoyed by their academic success in the youth program, will progress to post-secondary education.

Youth participants will have the opportunity to participate in training and work experience in advanced manufacturing fields, as well as with other in-demand industries. These occupations include healthcare, construction trades, information technology, and other occupations that are local, high-growth fields with strong career pathways and industry recognized credentials.

Registered Apprenticeships are a key workforce preparation strategy to provide youth with successful outcomes for education, training, and ultimately unsubsidized employment. CareerSource Pinellas has strong linkages with Registered Apprenticeship opportunities and is also active in pre-apprenticeship initiatives. LWDB-14's program will prioritize work-based learning. We offer work experience and skills training in coordination with pre-apprenticeship and Registered Apprenticeship programs. Youth who participate in programs that link to a Registered Apprenticeship program have the ability to earn higher wages.

CareerSource Pinellas staff work closely with employers and Registered Apprenticeship programs to strengthen local apprenticeship opportunities for at-risk young people, promote self-sufficiency for youth, and connect employers to previously untapped talent resources.

- 1) Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies.
 - Included in the framework design is the ability for enrolled youth to attend GED prep classes and/or obtain a high school diploma. The LWDB has experienced great success with using online high school diploma programs in lieu of GED attainment, which has become much more difficult to attain. Online high school diploma programs are offered through the One Stop centers, and attendant staff are on hand to assist, tutor and support the youth's success.
 - We collaborate with our Adult Education partners through a successful partnership and referral process where youth cross-referred between CareerSource youth counselors and Adult Education counselors, as appropriate. CareerSource staff visit Adult Education centers weekly to support the partnership and youth enrollment. CareerSource has lab instructors within the Job Smart labs to support tutoring and youth progress. Tutoring and mentoring will also be provided via instructors, online vendors, volunteers, and interns.

- 2) Alternative secondary school services, or dropout recovery services, as appropriate.
 - Via strong partnerships and referrals, One-Stop centers will refer to Pinellas alternative schools through this established partnership with our Adult Education partners. Additionally, CSPIN youth staff visit local Adult Education centers to help youth understand and access workforce services through the local One-Stop center.
 - Pinellas County school staff work with Pinellas youth interested in entering Adult Education programs and refer youth directly to CSPIN youth services, creating a

two-way referral and education process. Contracted CSPIN staff are collocated at the local Pinellas Technical College campuses, part of the Pinellas County School system, where Adult Education is also available for youth to access concurrent Adult Education and Vocational training.

- CareerSource Pinellas has established MOUs to address general Adult Education partnership frameworks. Via strong collaboration at the frontline service-level, we perform mutual outreach and conduct Adult Education and GED classes throughout the region, e.g., we conduct employability skills training and job search/placement activities at various Adult Education locations.
- 3) Paid or unpaid work experience that has a component of academic and occupational education. Not less than 20 percent of funds shall be used for this.
- Summer employment opportunities (and other employment opportunities available throughout the school year) – Each year during the month of May, in partnership with surrounding LWDB's, we conduct a virtual job fair for youth. The Business Services team engages with employers to list job orders that will provide employment opportunities for youth. These opportunities may range from part-time, temporary summer employment to full-time career opportunities.
 - Pre-apprenticeship programs: CareerSource Pinellas has been actively involved in ongoing initiatives related to construction trades, pre-apprenticeship programs for over ten years. Sponsored events include a career fair where employers interview program participants.
 - Internships and job shadowing: The LWDB has developed and maintained ongoing activities related to internship programs. We focus primarily on paid internship opportunities; however, employers who are seeking unpaid interns may list those opportunities on our site as well. Internships for K-12 youth are managed through partner agencies such as Junior Achievement and local education foundations.
 - Paid Work Experience (PWE) and On-the-Job Training (OJT) opportunities: Aligned with our 20% PWE expenditure targets, we prioritize Paid Work Experience (PWE) opportunities for our youth, who lack work experience. PWE opportunities not only provide pathways to full-time employment and retention but also improve employer partnerships by offsetting initial training costs. Where appropriate, OJT resources may also be used to support ongoing work-based training.
- 4) Occupational Skills Training (OST): Training programs that lead to recognized postsecondary credentials within in-demand industry sectors or occupations in the local area are prioritized.

As outlined in this plan, training and employment activities are sector-focused on Finance & Insurance, Manufacturing, Healthcare & Social Assistance, Construction, and Professional, Scientific & Technical Services. LWDB-14's targeted occupations list is reflective of this decision. Youth enrolled in our programs will have access to postsecondary training that will lead to industry-recognized credentials. CareerSource Pinellas has an approved training list of over 40 training providers.

- 5) Education pathways offered concurrently with and in the same context as workforce preparation and training activities for a specific occupation or occupational cluster.

CareerSource Pinellas has established programs in selected One-Stop centers that will concurrently offer education, technical training, and/or OJT/PWE. In coordination with the occupational needs of local businesses, we will continue to internally evaluate new training opportunities and externally partner with training providers to design additional programs that result in employment in targeted occupations.

- 6) Leadership development opportunities, which may include community service and peer centered activities that encourage responsibility and other positive social/civic behaviors.

As a result of administering YouthBuild programs in prior years, CareerSource Pinellas has gained valued experience with community service and peer-centered activities. Insights gained will be actualized into our upcoming year-round activities. Through partnership with Junior Achievement and the local Job Corp centers, we'll enhance existing programs through programs already in use.

- 7) Supportive services that enable an individual to participate in WIOA programs: Supportive services may be made available to all LWDB-14 youth participants. Primarily these services consist of transportation, clothing, and employment-related supplies. We have developed relationships with homeless shelters and other community, faith-based, and government-funded programs to provide assistance when available.
- 8) Adult mentoring: Mentoring is currently provided to a limited number of customers who are also enrolled in education foundation programs. We will actively recruit mentors from employers who hire through PWE/OJT, AmeriCorps, and our faith- and community-based organization partners.
- 9) Follow-up services for not less than 12 months after the completion of participation. LWDB-14 policies and procedures require post-exit follow up services for at least once per quarter, and more frequently if determined necessary. Once enrolled, youth participants are assigned to a staff counselor who serves as a mentor and has oversight for seeing the participant through until follow up is completed.
- 10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, where appropriate. LWDB-14 counselors are responsible for comprehensive career services counseling and identifying the need for additional types of counseling. Individuals in need of counseling for other barriers, e.g., alcohol and drug abuse, are referred to our partner agencies who have more expertise helping customers with specific barriers.
- 11) Financial literacy education: CareerSource Pinellas staff are trained in financial literacy and also partner with numerous financial institutions, Junior Achievement, the Housing and Education Alliance, and community-based organizations to promote personal financial management education. Workshops are available at regularly scheduled times at selected One-Stop locations. CareerSource may also provide literacy workshops through online courses within the Atlas document management system in a lab setting or remotely via internet.
- 12) Entrepreneurial skills training: LWDB-14 is partnering with local government-funded programs to develop user friendly guides to starting your own business. Resources available to CareerSource Pinellas are noted in the Microenterprise/Entrepreneurship

section above. Partners such as Junior Achievement and chambers of commerce offer programs for referrals.

- 13) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the region. Services include career awareness, career counseling, and career exploration services. CareerSource Pinellas career counselors have expertise to access labor market information (LMI), including Regional Targeted Occupation Lists, the DOL website, Employ Florida, ONET, BLS, and other private industry resources that provide information about in-demand occupations within strategic industry sectors. Our staff also partners with education foundations to leverage programs designed for career exploration and awareness.
- 14) Activities that help youth prepare for and transition to post-secondary education and training. All of the activities discussed in our program design prepare youth for transition to postsecondary education and training and/or a career path. Partners such as employers, local school districts, community colleges, private schools, Junior Achievement, education foundations, government-funded programs, and other community- and faith-based organizations provide a system of support for youth to succeed in their careers and their personal lives.

(c) Describe the LWDB's policy regarding how the local area will determine when an individual meets the definition of basic skills deficient contained in CareerSource Florida Administrative Policy 095 – WIOA Youth Program Eligibility.

Basic Skills Deficient – An individual who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family or in society. LWDB-14 further defines basic skills deficient as an individual who meets any one of the following indicators:

- Lacks a high school diploma or equivalent;
- English reading, writing, or computing skills at or below the eighth-grade level on a generally accepted standardized test;
- Is enrolled in Title II adult education, including English as a Second Language (ESL).

It is expected that basic skills deficiency will be determined using an objective, valid, and reliable assessment, such as the indicators listed above. However, when a formal evaluation is not available or practical, career counselor observations, customer acknowledgement, and documented case notes are acceptable. For example, the career counselor may observe that the adult is experiencing difficulty in reading or filling out an application form or has poor English language skills and may be appropriate for ESL.

However, an individual should not be determined as basic skills deficient merely because he/she lacks soft skills or the occupational skills needed for a particular job.

(d) Define the term “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society” and

describe how the LWDB defines whether a youth is unable to demonstrate these skills sufficiently to function on the job, in their family, or in society and what assessment instruments are used to make this determination (20 CFR 681.290).

CareerSource Pinellas defines youth who are unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or society as eligible. Our primary assessment tool is the Test of Adult Basic Education (TABE), and it determines if individuals are unable to read or write at a ninth-grade level. Reasonable accommodations are made to ensure that youth with disabilities can participate in the assessment process.

Individuals who score below a ninth-grade level are referred to adult basic education programs or to our One-Stop education labs for assistance in areas of need. CareerSource Pinellas career counselors assess an individual's verbal, written, and computer skills during the WIOA pre-screening, suitability, application, and enrollment processes. Career counselors will also discuss other barriers to employment that require support services or additional counseling from partner agencies.

Career counselors are well equipped to assess the youth and develop an appropriate strategy to best serve the individual. The strategy may not include enrollment into LWDB-14's youth program, if it's not in the individual's best interest.

(e) Define the term "requires additional assistance to complete an educational program or to obtain or retain employment" and describe the circumstance(s) or other criteria the LWDB will use to qualify a youth under this eligibility barrier (20 CFR 681.300).

Youth who are low-income and meet one of the following criteria require additional assistance and are eligible for WIOA:

A youth candidate who:

- Is assessed at two or more years behind in reading, math or science from their current grade level;
- Is unable to complete a resume, lacks interviewing skills, is unaware of the local job market or has other lack of preparedness to seek employment;
- Is a member of a dysfunctional family as documented by career counselor;
- Is enrolled in a drop-out prevention program;
- Is enrolled in a GED program or alternate school placement;
- Indicates evidence of alcohol or substance abuse;
- Has frequently moved between schools;
- Has a GPA below 3.0;
- Is unable to secure adequate child care on a continuous basis, disrupting attendance at school, work or activity leading to employment or post-secondary;
- Has completed an educational program, but lacks the appropriate license for that occupation;
- Is unemployed or underemployed, per WIOA guidelines for self-sufficiency, and lacks significant or positive work history;
- Has consistently worked within the last six months and needs job-seeking skills;
- Has limited or no English proficiency;

- Has low grades – failing two or more basic skill areas including math, reading or science;
- Has parents or siblings who have dropped out of school;
- Resides in subsidized housing or an empowerment zone;
- Has been retained (or held back) one or more times in school during the last five years;
- Has had school discipline problems, i.e., a pattern of formal or informal disciplinary action(s) for inappropriate behavior in school or school function during the current or previous school year;
- Has transportation barriers or a daily trip route requiring two or more transfers or a total commute time in excess of one hour;
- Is a lesbian, gay, bisexual, transgendered, or questioning youth; or
- Has evidence of truancy or excessive absences – has exceeded school attendance standards and has been named a truant.

(5) Self-Sufficiency Definition: Under WIOA § 134(c)(3)(A) training services may be made available to employed and unemployed adults and dislocated workers who need training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. Describe the definition of “self-sufficiency” used by your local area for:

- (a) Adults (distinguish if there are different definitions for unemployed individuals or employed workers); and
- (b) Dislocated Workers (WIOA § 134(c)(3)(A)(xii)).

If self-sufficiency is defined differently for other programs or populations served in the local area, describe the definition of “self-sufficiency” used for those programs as well. NOTE: if the local area utilizes a self-sufficiency definition that exceeds 250% of the Lower Living Standard Income Level (LLSIL) or LLSIL wage rate, the description must include the rationale/methodology used by the local area to determine the local area’s self-sufficiency standard.

Self-sufficiency for adults is defined as a wage that is at or above 250% of the Lower Living Standard Income Level (LLSIL). The self-sufficiency wage is based on full-time employment, which is an individual working 40 hours per week, 52 weeks/year and/or the equivalent annualized salary or earnings. If the self-sufficiency wage level is above 250% of the LLSIL and above the average wage in this region, CareerSource Pinellas will include justification in the individual’s file that demonstrates the requirement to provide for the individual and his/her household.

“Self-sufficiency” for Dislocated Workers is defined as having employment, to include 1099 consulting, self-employed, and employed individuals, with a wage or annualized salary or earnings that is at least 80 percent of the Dislocated Worker’s pre-layoff wage or annualized salary or earnings but in no event less than the employed adult self-sufficiency wage. This definition of self-sufficiency does not apply when serving an individual who will lose their job without training that is considered integral to job retention and the employer’s talent pool.

(6) Supportive Services and Needs-Related Payments: Describe the types of supportive services offered in the local area to include any applicable limits and levels. The supportive services offered by the LWDB in the local area must align with the supportive services outlined in CareerSource Florida Administrative Policy 109 – Supportive Services and Needs-Related Payments.

Supportive 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
- 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 workrelated 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.

The following limits apply to Welfare Transition and WIOA participants:

Category	Type of Supportive Service	Supportive Services Limit	Method of Payment
Transportation	Transportation, mileage reimbursement	\$100 max per month	Reloadable Visa Cards
Emergency	To fit the unique need of the participant/ situation	Request must be approved by CEO or designee	
	Uniforms	As required, in writing, for curriculum and included in ITA, or up to \$200 as needed for OJT,	Direct Payment to Vendor

Training and Employment Related Needs		apprenticeship, etc.	
	Tools	As required, in writing, for curriculum and included in ITA, or up to \$500 as needed for apprenticeship or OJT, etc.	Direct Payment to Vendor
	Books, fees, supplies, and other items required for training	As required, in writing, for training and included in ITA	Direct Payment to Vendor
	Training related testing, fees, applications, certifications, etc.	As required, in writing, for training and included in ITA	Direct Payment to Vendor

(7) Individuals with Disabilities: Describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part 38.

CareerSource Pinellas will continuously improve services to individuals with disabilities and other protected groups via close collaboration with partners, resulting in improved access to high-quality workforce services and job-seeker preparedness for competitive integrated employment.

CareerSource Pinellas plans to accomplish this goal by implementing the following service strategies and objectives:

- Bring together core program entities' staff, key partner staff and the business community to integrate services, "blend" and "braid" funds, and leverage resources across multiple service delivery systems to improve services to individuals with disabilities and other protected groups;
- Create systemic change in service delivery design and relevant programs by establishing partnerships, processes, policies, alternate assessments, and programs that better connect education, training, workforce, and supportive services to improve employment outcomes of individuals with disabilities and other protected groups in existing career pathways programs;
- Promote more active engagement with the business sector to identify the skills and support those workers with disabilities and other protected groups need and to better communicate these needs to the core programs' staff, other key partners, education and training providers, job seekers, and state decision-makers;
- Continue to provide physical and programmatic accessibility to employment and training services for individuals with disabilities. Our full-service One-Stop centers, as well as our Tarpon Springs facility provide access to computer equipment that is fully ADA compliant for people with disabilities.
- Work with our core program partner, Vocational Rehabilitation, to provide youth with disabilities extensive pre-employment transition services so they can successfully obtain competitive integrated employment;
- Improve the employment outcomes of individuals with disabilities and other protected groups who are unemployed, underemployed, or receiving Social Security disability benefits. We will refine and expand services available through our local centers and connect these customers to existing successful career pathways programs;
- Provide more and diversified job-driven training opportunities for individuals with disabilities and other protected groups, including work-based training approaches such as OJT, apprenticeships, and paid work experience (PWE); and
- Increase credential attainment for individuals with disabilities and other protected groups. Credentials include high school diplomas, industry-recognized certificates, and two- and four-year postsecondary degrees that enable these individuals to compete for employment along a career pathway in targeted industries and other high-demand/emerging occupations.

(8) Linkage with Unemployment Insurance (referred to as Reemployment Assistance in Florida) programs: Describe strategies and services used in the local area to strengthen linkages between the one-stop delivery system and the Reemployment Assistance program (WIOA § 134(d)(1)(A)(vi)(III) and 20 CFR 679.560(b)(3)(iv)).

Dedicated DEO staff in the LWDA provide Reemployment assistance in navigating the system and answering questions about claims.

Reemployment Services and Eligibility Assessment (RESEA) program provides re-employment services to pre-selected UC claimants that are most likely to exhaust their unemployment benefits. To facilitate this goal, RESEA program services begin with an orientation followed by a one-on-one review with a RESEA Specialist who will review the individual's work registration and the facilitation of an initial assessment. Discussion of the assessment requires joint effort between staff and the individual to create an employment development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the individual to achieve their employment goals. The plan will further engage them into a more effective and

productive job search. Services provided to the individual will range from the assignment of a mandatory workshop, the identifying of barriers, such as skills gaps, updating and/or support with resume development, referrals to training, community partners, along with other supportive services. Customers receive relevant labor market information and learn about helpful web sites which could enrich their job searching efforts. An evaluation of their work history is then conducted, and potential job matches are identified for job referrals. RESEA sessions concludes with the individuals knowing that continued career counseling and follow up will be provided. Staff provides their direct contact information to the individual, so they have an ongoing network of support in their job search efforts.

Through the RESEA program, selected Reemployment claimants receive the following services:

- Orientation to the information and other services available that covers:

Basic Career Services/Resource Room

- Informed on core services and resource room use.
 - Job search and referral services
 - Salary and labor market information
 - Employability Skills Training workshops
 - Reemployment Assistance filing information
 - Informed of www.careersourcepinellas.com to keep up with upcoming hiring events and job fairs at CareerSource Pinellas center locations
 - Professional Networking/Career Networking Group
 - Informed candidate of available Veteran and Military Family services
 - Disability Program Navigator
 - Welfare Transition Program (WTP)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Informed on WIOA program/ WIOA Youth Program
 - Discussed importance of creating resume and posting on EF
 - Career Tools and Resources
 - How to do job search on EF
 - How to do Labor Market Information
 - Tobacco Free Florida
- Initial assessment (completed with candidate): A one-on-one interview with a career center job counselor that provides an initial analysis of the claimant's strengths, weaknesses, barriers, employment history, education, etc.
 - EDP (Employment Development Plan): A thorough, complete plan of action for the claimant that incorporates information gathered from the initial assessment and LMI to determine what the next step should be in finding employment or recommending training. The EDP sets out specific steps for the claimant to follow upon leaving the career center.
 - Specific Labor Market Information (LMI): An analysis of the labor market that is unique to the claimant's desired occupation and location, experiences, and skills. The aim is for the claimant to recognize trends in his/her desired occupation and determine whether it is worth pursuing based on growth or decline in that area, or if it would be better to seek training for another field with a better occupational outlook.
 - Work Search Activities: Claimants are referred to any additional activities relevant to the results of their initial assessments such as counseling, resume writing, job search workshop, and referrals to education and/or training.

Referrals/coordination of activities with other one-stop resources and partners Community Partners are made to ensure the claimant can overcome barriers and work towards reemployment.

(9) Highest Quality of Services to Veterans and Covered Persons: Describe the LWDB's strategies and policies for providing veterans and covered persons with the highest quality of service at every phase of services offered. Policies must be implemented to ensure eligible veterans and covered persons are aware of their entitlement to priority of service, the full array of programs and services available to them, and applicable eligibility requirements for those programs and/or services.

Veterans Priority of Service:

The Jobs for Veterans Act (JVA), PL 107-288, signed into law on November 7, 2002, requires that there be priority of service for veterans and eligible spouses in any workforce preparation, development, or delivery program or service directly funded in whole or in part, by the USDOL (38 U.S.C. 4215). The Priority of Service regulations require qualified job training programs to implement priority of service for veterans and eligible spouses, effective January 19, 2009.

The regulations require that CareerSource Pinellas identify veterans and eligible spouses at the "point of entry," which can be at the One-Stop Centers or virtual delivery points such as through Employ Florida (EF).

Notices regarding Veteran Priority of Service are prominently posted in each career center, and center staff have been trained to promptly inform all veterans and eligible spouses of Priority of Service eligibility upon arrival at any center. Staff then educate customers as to the full array of employment, training, and placement services available and outline next steps for access to those programs and/or services. Priority of Service means the right of veterans and eligible spouses to take precedence over a non-covered person in obtaining all employment and training services. The eligible veterans or covered persons shall receive access to the services or resources earlier in time than the non-covered person, and if the service or resource is limited, the veteran or covered persons receive access to the service or resource instead of or before the non-covered person.

Services can range from basic functions of the CareerSource Pinellas System, such as assistance with job search and identification of needed skills, to more customized initiatives such as creating career pathways, with corresponding competency assessments and training opportunities. Qualifying for Priority of Service does not mean that the veteran or eligible spouse must immediately verify his or her status at the point of entry. If the veteran or eligible spouse is planning to enroll in other program services that require an eligibility determination to be made, then he or she will be asked to provide validation of any required items.

CareerSource Pinellas' Priority of Service policies and procedures apply to WIOA Adult, Dislocated Worker and Youth services, Wagner-Peyser reemployment services, and referrals. Eligible veteran employed workers visiting the One-Stop center may take advantage of WP program services with a priority level of service. Non-veterans and non-eligible spouses who meet the mandatory target criteria must receive the second level of priority. This means that the non-veteran or non-eligible spouse falling within the mandatory class of candidates to be served will receive priority over veterans and eligible spouses who do not meet this mandatory priority standards. Priority of Service does not cover CareerSource Pinellas programs funded through other grants such as the WTP funded through the state's TANF block grant and the SNAP Employment and Training (E&T) program, funded through U.S. Department of Agriculture grants.

(10) Entities Carrying Out Core Programs: Describe how the LWDB works with entities carrying out core programs to:

- (a) Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;
- (b) Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and
- (c) Improve access to activities leading to a recognized postsecondary credential (including a portable and stackable credential that is an industry-recognized certificate or certification) (WIOA § 108(b)(3) and 20 CFR 679.560(b)(2)(iii) to include credentials contained on Florida's Master Credentials List.

Core programs are outlined in the next section, Description of the One-Stop System, below.

In addition to providing core programs in our one-stop system, CareerSource Pinellas' strategic focus and comprehensive plan include:

Cross-training of career-advisors and staff to better address the needs of job seekers with barriers to employment. Our services design supports the development of individual career pathways and co-enrollment, as appropriate, in core programs, resulting in improved access and services leading to recognized postsecondary credentials.

Collaborating with job seekers to design a career pathway strategy that results in employment. Career pathway strategies that include portable and stackable training solutions offer a practical and customer-centered approach to workforce development because they structure intentional connections among workers, employers, and service providers, and they build in flexibility with off- and on-ramps.

Engaging business partners with a clear value stream, assisting them with training and recruitment. Alignment of educational opportunities that lead to industry-recognized qualifications, skills, and academic credentials helps bring workers and employers into the training system on the front end. The process engages businesses and transforms them from "customers" into "partners or co-investors" in the workforce system.

Fostering a culture of cooperation and partnership within a complex workforce system. Network-wide goals' alignment is essential within CareerSource Pinellas' rich partner ecosystem. We will continue to eliminate duplication, increase transparency, and improve customer experience. We know that optimizing the use of technology for information sharing is part of the solution.

In addition to the programs and services provided in our Centers and in the local workforce system, and the strategic planning goals, the LWDB includes active representative members from workforce and related agencies as well as business partners to ensure CSPIN planning and goals are inclusive of all stakeholder services and needs.

(11) Employer Engagement: Describe strategies and services used in the local area to:

(a) Facilitate engagement of employers in workforce development, including small employers and employers in in-demand industry sectors and occupations; and

CareerSource Pinellas has a specialized team of Business Services staff who engage with and serve employers in the region. Business Service Representatives perform outreach with an emphasis on our target industries. The sector-focused approach also ensures that small businesses are served. The Business Services team works closely with Veteran services staff to provide the most comprehensive and highest quality of service for employers. We establish a single point of contact assigned to each employer to ensure streamlined and uniform service delivery.

CareerSource Pinellas Business Services staff regularly and actively participate as members of the local community's chamber, economic development, and business/industry associations, and attend associated events. We participate, for example, in a Defense Contractors' Roundtable as well as a regional manufacturers' council. Our team's active engagement ensures our delivery systems are ever-responsive to the needs of local-area business.

(b) Support a local workforce development system that meets the needs of businesses in the local area. Such strategies and services may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers. These initiatives must support the strategies described above.

CareerSource Pinellas sector strategies are founded on a shared regional vision. Board members, business, and education partners support demand-driven strategies by providing ongoing, valuable insights regarding the local economy and community. Business stakeholders contribute first-hand knowledge of the current employment needs in their industry.

Stakeholder feedback is essential to calibrating our workforce network with the most up to date information and helps our job-seeking customers to compete and succeed. Employers take the lead role in all workforce committees. Committees include Finance, Audit, One-Stop, Workforce Solutions, and Compensation.

LWDB-14 ensures that our sector strategies result in strategic alignment of our service delivery and training initiatives. We will continue to develop sector partnerships within various industries and regularly collaborate with employers in direct relationships and via local business associations and events.

Business Services team members cultivate new employers meeting onsite for the purpose of securing job orders and developing job opportunities for specific individuals, inclusive of veterans. Our representatives provide employers with helpful employer packets containing brochures and program information, e.g., job order posting instructions, training programs, and other WIOA training resources. The Business Service Team reviews options for employer self-service through the Employ Florida system and/or works directly with the employer to develop and post a job description and opening. All employers are

carefully managed through their assigned sector representative to develop and expand the business relationship.

Once a relationship is established, services are customized to meet the needs of the employer. Services offered include:

- Access to a database of thousands of professionals
- Assessments and testing
- Business and economic demographics
- Business seminars
- Career fairs
- Easy and convenient job postings
- Employee training grants
- Featured employer partnership
- Grants for new and expanding businesses
- Labor Market Information
- Recruiting
- OJT grants
- Internship and candidate matching
- PWE program
- Networking
- On-site interviews
- Pre-screening candidates for available positions
- Professional outsourcing services
- Specialized recruitment events

Each year, CareerSource Pinellas LWDB Workforce Solutions Committee will continue to align and develop new goals to be adopted as part of the established local goals to support a workforce development system that meets the needs of businesses in the local area.

The region will continue agreements with local county Economic Development Councils (EDCs) for the provision of referrals of new employers to the workforce system, promotion of workforce services at workshops, and EDC training. We also share information regarding Incumbent Worker Training and Quick Response Training (Florida Flex) resources.

Another strategy used to facilitate engagement of employers, including small business and in-demand industry sectors, is active involvement and membership with many of the region's business associations and chambers of commerce.

We have adopted five objectives for our sector strategies directly from the state-level sector strategy self-assessment checklist as developed by USDOL:

1. Shared vision and goals,
2. Industry data and analysis tools,
3. Training and capacity building,
4. Awareness and industry outreach, and
5. Administrative and legislative policy

Finally, by identifying and tracking common performance measures around the implementation of those policies and work plans, sector partnerships can assess effectiveness and identify if ongoing alignment issues must be addressed.

(12) Enhancing Apprenticeships: Describe how the LWDB enhances the use of apprenticeships to support the local economy. Describe how the LWDB works with industry representatives and local businesses to develop registered apprenticeships, in collaboration with apprenticeship training representatives from the Florida Department of Education and other partners. Describe how job seekers are made aware of apprenticeship opportunities.

CareerSource Pinellas is committed to promoting Registered Apprenticeship opportunities as a career pathway for job seekers and as a job-driven strategy for employers and industries. Resources are made available to support participants of apprenticeship programs in the form of ITAs, OJT contracts for new hires, supportive services to include training materials such as books and tools, and IWT funds for companies that carry out programs under the National Apprenticeship Act.

CareerSource Pinellas works with the Florida DoE Division of Career and Adult Education and the regional apprentice training representative to assist in the expansion of apprenticeship programs based on employer demand in the region. The coordination with ETPs, employers, joint apprenticeship training programs, work-based learning, such as On-the-Job Training/Paid Work Experience, and local educational institutions at the secondary and post-secondary levels provide support to these programs to meet industry demand and align with local workforce initiatives. Additionally, apprenticeship programs are promoted to employers as a solution to the challenges of finding workers with the skills required to fill essential positions.

Local apprenticeship programs are promoted to job seekers as a work-based learning career pathway in our centers through partner organizations co-located in our centers, the organization website, flyers, resource rooms, and career development planning with center staff and career counselors. IVR outreach calls are an additional resource to target recruitment efforts for openings in specific programs. CareerSource Pinellas also assists apprenticeship programs with the placement of apprentices not currently engaged with a participating employer by providing referrals of job seekers to employers seeking an apprentice.

Apprenticeship Expansion Grant

CareerSource Pinellas obtained funding through CareerSource Florida for an Apprenticeship Expansion grant, where, via a web-based Apprenticeship portal, we promote the importance and benefits of creating and participating in apprenticeship programs. We will partner with existing apprenticeship program-providers to help expand their programs through awareness campaigns that result in increased and partially funded enrollment.

DESCRIPTION OF THE LOCAL ONE-STOP DELIVERY SYSTEM

(1) General System Description: Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners (WIOA §108(b)(6)).

(a) Describe how required WIOA partners contribute to the LWDB's planning and implementation efforts. If any core or required partner is not involved, explain the reason.

All of the required WIOA partners are included in CareerSource Pinellas' One-Stop delivery system. The unified system of One-Stop centers provides direct and comprehensive employment services and connects customers to work-related training and education. Our services also help businesses find skilled workers and access other supports, including education and training for their current workforce. LWDB–14 directly manages or has oversight for a wide range of core programs. For services that we do not offer directly, we maintain strong, robust, and sustained partnerships with core program providers, and we retain oversight for coordinated service delivery and accountability.

The six core WIOA programs are outlined below:

- WIOA Title I (Adult, DW and Youth formula programs) administered by Department of Labor (DOL)
- Title II – Adult Education and Literacy programs administered by the DoE
- Title III – WP employment services administered by DOL; and
- Title IV – Rehabilitation Act of 1973 programs administered by DoE.

WIOA Title I	Youth Employment & Training	WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
	Adult Employment & Training	WIOA Adult program services include career services, training services, and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills-deficient.
	Dislocated Worker (DW) Employment & Training	WIOA DW program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) UC/UI benefits.
WIOA Title II	Basic Education for Adults	Adult Education and Literacy services include integrated education and training, workplace preparation, family literacy, integrated English language literacy, and civics education.
WIOA Title III	Wagner Peyser Employment Services	Wagner Peyser Employment Services, often referred to as basic labor exchange services, provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff-assisted job orders.
WIOA Title IV	WIOA Title IV	Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed.

	Vocational Rehabilitation	<p>The priority is competitive, full-time employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate.</p> <p>Services focus both on helping high school students plan as they prepare for transition to work, and delivery of a range of individualized adult services.</p>
--	---------------------------	---

(b) Identify any optional/additional partners included in the local one-stop delivery system.

In addition to the core programs, for individuals with multiple needs to access the services, the following partner programs provide access through the One-Stops and are outlined:

Programs	Contributions/Roles/Resources
Career and Technical Education (Perkins)	WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
Community Services Block Grant	<p>Planning and coordination of services as appropriate for grant.</p> <ul style="list-style-type: none"> • Colocation of staff onsite at the One-Stop Career Center. • Colocation of One-Stop Career Center staff. • Training services provided through community block grants and limited supportive services. • Job placement assistance. • Sharing of information regarding CareerSource Pinellas programs and services in their offices via collateral materials, flyers, and contact information.
HUD Employment and Training Programs	<ul style="list-style-type: none"> • Board and planning representation. • Workforce Services Agreement and coordination of referral between entities. • Colocation of staff onsite at the One-Stop Career Centers. • Financial literacy workshops and seminars. • Individual counseling services on home buying, credit repair, etc. • Job placement assistance. • Sharing of information regarding CareerSource Pinellas programs and services in their offices via collateral materials, flyers, and contact information.

<p>Job Corps</p>	<ul style="list-style-type: none"> • Board and planning representation. • Workforce Services Agreement and coordination of referral between entities. • Colocation of staff onsite at the One-Stop Career Center. • Adult Education and Occupational Skills Training. • Job placement assistance. • Sharing of information regarding CareerSource Pinellas programs and services in their offices via collateral materials, flyers, and contact information.
<p>Local Veterans Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP)</p>	<p>CareerSource provides direct services as approved by CareerSource Florida (CSF).</p>
<p>National Farmworker Jobs Program</p>	<ul style="list-style-type: none"> • Planning and coordination of services. • Co-location of staff onsite at the One-Stop Career Centers. • Training services provided and limited supportive services. • Job placement assistance. • Sharing of CareerSource Pinellas programs and services in their offices via collateral materials, flyers, and contact information.
<p>Senior Community Service Employment Program</p>	<ul style="list-style-type: none"> • Planning and coordination of services. • Co-location of staff onsite at the One-Stop Career Centers. Job placement assistance. • Sharing of CareerSource Pinellas programs and services in their offices via collateral materials, flyers, and contact information.
<p>Temporary Assistance for Needy Families (TANF)</p>	<ul style="list-style-type: none"> • CareerSource Pinellas provides direct services as approved by CSF.
<p>RESEA</p>	<p>CareerSource information and local navigation, and employment planning assistance to selected Reemployment Assistance claimants likely to exhaust benefits.</p>
<p>Unemployment (UI) Compensation</p>	<p>CareerSource information and local navigation assistance to DEO's centralized State Unemployment Compensation program.</p>

CareerSource Pinellas manages several optional workforce programs through its centers and staff, which include:

- TANF program employment and training services to the non-custodial parent through the CareerSource Pinellas Non-Custodial Parent Employment Program (NCPEP) contract provider;
- Supplemental Nutrition Assistance Program (SNAP) Employment and Training program; and
- Social Security Administration (SSA) Employment Network and Ticket to Work (TTW) program along with a CareerSource Pinellas sustained Disability Employment Initiative or program.

CareerSource Pinellas continually seeks out opportunities within the region to develop Memorandums of Agreement (MOAs) with partner organizations, including community-based, faith-based, and/or non-profit organizations, as well as employment, education, and training programs that align with our vision mission and strategic goals.

(2) *Customer Access: Describe actions taken by the LWDB to promote maximum integration of service delivery through the one-stop delivery system for both business customers and job seekers.*

CareerSource Pinellas, its partner programs, and entities that are jointly responsible for workforce and economic development, educational, and other workforce programs currently collaborate to create a seamless, customer-focused One-Stop delivery system that integrates service delivery across all programs and enhances access to the programs' services.

As discussed throughout the Plan, our integrated workforce delivery system includes, as required by WIOA, six core programs (Title I Adult, DW, and Youth programs; Title II Adult Education and Literacy programs; Title III WP program; and Title IV Vocational Rehabilitation program), as well as other required and optional partners, such as TANF, identified in WIOA.

CareerSource Pinellas has established policies that support integration of services for the region's career centers resulting in a customer-centered service delivery system. Job seeker and employer databases are shared across our partner network and where possible, via web portals, and our career centers serve as a centralized hub for integrated access to information and services.

Career center policies are clearly delineated and referenced in the MOUs and MOAs. They outline an appropriate combination and integration of services that are either offered directly or through referrals to partner programs at every career center. Our ongoing goal is to deliver a unified customer service experience at our career centers for all One-Stop partner programs. Intake, assessments, referrals, case management, and data systems are also integrated between partners where possible. Where systems are currently not fully integrated, we are collaborating with partners to identify solutions.

In line with our goals, we will continue to improve and/or implement the following initiatives and actions within our career centers:

- Staff engagement – Convene initial and periodic meetings of the core programs’ key staff to discuss and determine how we can best coordinate and complement our service delivery so that job seekers acquire the skills and credentials that meet employers’ needs.
- Business Engagement – Further engage the business community to ascertain the skills and credentials employers need. All core programs’ key staff will be invited to participate in these strategic meetings and work with CareerSource Pinellas to determine what changes, if any, are needed based on this input from local employers.
- Gap Analysis – Conduct periodic gap analyses through surveys and discussions with the business community to identify the skills and credentials employers in key industry sectors currently need in the short term and will need in the long term. All core program key staff will be invited to participate in the discussions with local employers, review the final draft of the analysis of the survey results, disseminate the final report, and work with CareerSource Pinellas to determine what changes, if any, are needed based on this input from local employers in targeted industry sectors.
- Making key partners and services available at our centers, either through co-location, physical or electronic informational brochures and/or referrals. CareerSource Pinellas will also continue to invite Vocational Rehabilitation and Adult Education to collocate within CareerSource Pinellas centers whenever possible and feasible and explore aligning of resources and cost arrangements where and when practical to achieve the board’s strategic vision, goals and objectives
- Expanded Funding Resources – Enlist state and local organizations responsible for core programs and other key partner programs to dedicate funding for infrastructure and other shared costs if co-location space is available and joint programming is a possibility.
- Improved Staff Training – Develop new strategies to support and encourage staff training and awareness across programs supported under WIOA as well as other key partner organizations to increase the quality and expand the accessibility of services that job seekers and employers receive.
- Strategic Partner Agreements – Draft updated MOUs with core program organizations and other key partners that will document agreed-upon strategies to enhance the provision of services to employers, workers and job seekers, such as use and sharing of information, performance outcomes, and cooperative outreach efforts with employers.
- Center Certification – Follow state guidance for our centers to become certified and maintain that certification to ensure continuous improvement, access to services (including virtual access), and integrated service delivery for job seekers and employers.
- Promotion of our Regional Brand, CareerSource Pinellas – Continue to leverage Florida’s common identifier (CareerSource) and branding standards so that job seekers and employers that need qualified workers can easily find our local centers.
- Improved and Integrated Customer Service – Collaborate with the state and local organizations responsible for core programs to improve customer service and program management by exploring and possibly implementing integrated intake, case management, and reporting systems.
- Sector Partnership Focus – Promote the use of industry and sector partnerships to address the workforce needs of multiple employers within an industry.
- Support for Work-based Learning Initiatives – Budget allowable funds for demonstrated effective work-based strategies that meet employers’ workforce needs, including On-the-Job Training (OJT), Apprenticeships, and Paid Work Experience (PWE), and partner with employers to leverage appropriate work-based learning resources.
- Youth Program Improvements – Engage and encourage Job Corps to report on the youth program’s common performance measures to increase alignment between the programs.

CareerSource Pinellas will partner with Job Corps to establish community networks with employers to improve services to and outcomes for participants.

- Support for Registered Apprenticeship Partners – Include registered apprenticeship programs on our Eligible Training Provider (ETP) list for Adult and Dislocated Worker programs as long as participants remain registered and achieve minimum standards for performance outcomes. Include a representative of a registered apprenticeship program as a member of the board, ensuring that a key employer voice contributes to strategic planning activities for the workforce system.

(a) Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners, comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b)(6)(C)).

LWDB–Region 14’s career centers and partners provide job seekers, including individuals with barriers to employment, such as individuals with disabilities, with the skills and credentials necessary to secure and advance in employment with family-sustaining wages.

CareerSource Pinellas promotes accessibility for all job seekers to our career centers and program services and is fully compliant with accessibility requirements for individuals with disabilities within our centers whenever possible. Career centers in our local area assist job seekers with disabilities in all programs, and our region has annually assessed physical and programmatic accessibility. Enhanced access includes, but is not limited to, ensuring assistive technology and materials are in place, and front-line staff members are trained in the use of this technology.

CareerSource Pinellas has adopted a policy on reasonable accommodation, which has been distributed to all career center staff, training providers, and partner agencies. The policy provides guidance on the processes and procedures to follow, should a job seeker request, or appear to need, an accommodation. In addition, we have a staff member with extensive training and expertise in serving individuals with disabilities, previously our disability navigator, who is our local resource for any issue that arises.

As with any program delivery or activity, CareerSource Pinellas seeks input from stakeholders, e.g., local independent living centers and board members, regarding reasonable accommodation, and we incorporate that input into policy and/or procedures whenever possible and allowable.

Additionally, CareerSource recently convened a diversity workgroup made up of LWDA staff. The purpose of the group is to explore new and effective ways to ensure that all staff and customers are better understood and treated with respect and dignity.

(b) Describe how entities within the one-stop delivery system use principles of universal design in their operation.

CareerSource Pinellas and partner agencies that are jointly responsible for workforce and economic development, education, and other workforce programs already collaborate to create a seamless, customer-focused One-Stop delivery system that integrates service delivery across all programs and enhances access to the programs' services.

In addition, CareerSource Pinellas and its partners located within the career centers ascribe to the principles of universal design of the facility, materials, service delivery and technology whenever and wherever possible and practical, including the following seven core principles:

- 1) Equitable Use – the design is useful for people with diverse abilities.
 - a. The same means of use is provided for all users: identical whenever possible; equivalent when not.
 - b. We avoid segregating or stigmatizing any users.
 - c. Provisions for privacy, security, and safety are made equally available to all users.
- 2) Flexibility in Use – the design accommodates a wide range of individual preferences and abilities.
 - a. We provide choice in methods of use.
 - b. We provide adaptability to the user's pace.
 - c. Simple and Intuitive Use – use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
 - d. We eliminate unnecessary complexity.
 - e. We strive always to meet user expectations.
 - f. We accommodate a wide range of literacy and language skills.
- 3) Perceptible Information – the design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
 - a. We use different modes (pictorial, verbal, written) for redundant presentation of essential information.
 - b. We maximize "legibility" of essential information.
 - c. We make it easy to give instructions or directions.
- 4) Tolerance for Error – the design minimizes hazards and the adverse consequences of accidental or unintended actions.
 - a. We arrange facility furniture, equipment, and walkways to minimize hazards. Hazardous elements are eliminated, isolated, or shielded.
 - b. We provide fail-safe features.
- 5) Low Physical Effort – the design can be used efficiently and comfortably and with a minimum of fatigue. The design:
 - a. Uses reasonable operating forces.
 - b. Minimizes repetitive actions.
 - c. Minimizes sustained physical effort.
- 6) Size and Space for Approach and Use – appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.
 - a. We always attempt to provide a clear line of sight to important elements for any seated or standing user.
 - b. We ensure that reach-access for all components is comfortable for any seated or standing user.
 - c. We provide adequate space for the use of assistive devices or personal assistance.

(c) Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b)(6)(B)).

LWDB-14 facilitates access to services through our website and One-Stop facilities located throughout the county. One-Stops are strategically located to provide convenient physical access to job seekers and employers, in close proximity to public transit.

CareerSource Pinellas produces e-courses and user-friendly online forms for job seekers, program applicants, participants, and employers to access from external locations.

Online services include, but are not limited to, program orientation, workshop registration, applications for training services, e-Signature capability for forms required by law for participation, e-courses for topics like employability skills training and job search assistance, virtual job fairs, and basic job exchange activities through Employ Florida.

(3) Integration of Services: Describe how one-stop career centers implemented and transitioned to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by one-stop career center partners (WIOA §108(b)(21)).

CareerSource Pinellas advocates and supports an integrated information system at the state and local level that enables entities who carry out core programs to better coordinate service delivery for mutual customers and cross-program referrals. We will continuously work with state and local organizations to improve customer services and program management by planning and implementing integrated intake, case management, and reporting systems.

We have established policies that address the integration of services for our career centers. Relevant policies that are referenced in our MOUs and MOAs reflect an appropriate combination of direct or partner-referred services. Customers experience a unified experience at our centers for all One-Stop partner programs, supported by common registration where possible. Formal and informal assessments evaluating basic skills, career interests, and aptitudes are shared with partner programs to avoid duplication and redundancy.

Whenever possible, our intake, case management, and data systems are also integrated between shared programs. Where systems are not fully integrated, collaboration is ongoing between CareerSource Pinellas and partners to promote this integration. With the implementation of the REACH Act underway, we look forward to working with the state entities to assist with the creation of a new portal to share intake and data among all related programs.

CareerSource Pinellas utilizes the Employ Florida system, which supports programs and manages all of our Career Center traffic and participant records. When Customers enter our Career Centers, they sign in through the Employ Florida kiosk system located in our lobbies and choose the assistance they need. Veterans and program participants are identified by this system and programmatic staff receive automated alert notifications. Career Center traffic reports are shared with all of our CareerSource Pinellas staff, One-Stop Committee members, and core partner programs.

Employ Florida also has an online customer satisfaction survey that captures overall satisfaction with services offered, quality of services, and staff interaction. In addition, Employ Florida identifies the specific program, service, or partner program that has been accessed by the customer. Quarterly reports are analyzed to benchmark our survey responses, and the data are

leveraged for ongoing continuous improvement. These reports are made available to CareerSource Pinellas staff, One-Stop Committee members, and core partner programs.

The Employ Florida system is our centralized database for programmatic records retention. Customers participating in WIOA, Welfare Transition, TAA, and SNAP Education & Training (E&T) programs are able to scan documents using the EF document upload system. All programmatic forms are stored electronically in this paperless environment.

The online orientation contains detailed information on the following topics: Priority of Service, Eligibility and Suitability, Program Responsibilities and Obligations, Steps to Apply, Grievance Process, State and Local Points of Contact, and an assessment. Customers are advised of the required documentation to substantiate WIOA and WTP programmatic eligibility for Adult and Dislocated Worker programs. This online process ensures message consistency, streamlines the intake and eligibility determination, reduces staff-time, and can be accessed off-site, including from partner locations.

At CareerSource Pinellas centers, customers access DEO's online orientation and automation for SNAP and WTP. The DEO orientation reviews program opportunities and obligations, explains DCF exemptions, and if a participant qualifies, how to obtain services. The DEO provided online orientation generates several automated codes in the program's customer tracking systems.

(4) Sub-grants and Contracts: Describe the competitive process used by the LWDB to award sub-grants and contracts in the local area for WIOA-funded activities (WIOA §108(b)(16)).

LWDB–Region 14 has established procurement policies and procedures in compliance with federal and state laws and regulations, including guidance provided by 2-CFR-200 (Uniform Guidance). These policies and procedures are audited by independent Certified Public Accountants in the conduct of our annual, single audit and are monitored by state staff during their administrative monitoring processes.

All sub-grants and contracts will be procured, per policy, via CareerSource Pinellas' formal procurement processes such as Request for Proposal (RFP) or Invitation to Negotiate (ITN).

The competitive process begins with a public issuance of the RFP, notification to interested parties, and a legal public notification in order to ensure as many proposals as possible are received. Proposals are received and reviewed by an internal committee comprised of director-level staff. Submissions are reviewed, and procedures are taken to ensure any responding company is not on the excluded list or that any conflicts of interests exist. Upon evaluation, a tentative recommended selection is made, and the chosen vendor and proposal are presented to the Board of Directors for final approval. The contract that is drafted between CareerSource Pinellas and the winning bidder includes all requirements of 2-CFR 200.

(5) Service Provider Continuous Improvement: Describe how the LWDB will ensure the continuous improvement of eligible providers through the system and that such providers will meet the employment needs of local employers, workers and job seekers (WIOA §108(b)(6)(A) and 20 CFR 679.560(5)(i)).

CareerSource Pinellas uses a number of methods to monitor and track the services of eligible service providers, including contracted services providers and providers on the ETP list, to

monitor and evaluate continuous improvement to ensure they meet the needs of local employers, workers and job seekers.

The following chart provides a summary of techniques used to determine the effectiveness of the training delivered by eligible service providers to prepare participants to enter in high demand industries. This information also helps us to determine the type of training and support needed and ensures training providers are preparing participants to enter into careers in high demand industries.

Role	Description of Activities
CareerSource Pinellas Staff	Track placement, wage data and industries where participants who participate in training and become employed; Request employer feedback regarding job readiness of participants who were enrolled in WIOA-funded training; Report feedback regarding the provider performance to the LWDB; Review the local area occupations in-demand list annually, and more frequently if necessary, to respond to changes in the economy; and Maintain information and report to the LWDB regarding employment outcomes, post-training, and any other relevant changes regarding training providers.
WIOA Service Providers (Adult, Dislocated Workers, and Internal and Contracted Youth)	Receive technical assistance and training on a continuous basis to maintain current skills needed to support participants.
Management/Leadership Team	Provides quarterly progress reports on service providers' enrollment, outcomes, and expenditures and makes recommendation for areas in need of improvement; Reviews results of customer surveys to ensure that participant needs are being met; reviews any negative comments with the service providers; regularly meets with contract provider to ensure on track to meet goals; and Addresses any issues with service providers.

COORDINATION OF SERVICES

(1) Coordination of Programs/Partners: Describe how services are coordinated across programs/partners in the one-stop career centers, including Vocational Rehabilitation, TANF, SNAP E&T, and Adult Education and Literacy activities. Specify how the local area coordinates with these programs to prevent duplication of activities and improve services to customers.

CareerSource Pinellas has established strong, robust, and sustained partnerships with core program providers whose performance is under the direct oversight of CareerSource Pinellas

and the One-Stop system. Coordination is managed within a direct line of supervision with coordinated service delivery and accountability.

Core Programs managed through CareerSource Pinellas direct services include:

- Labor Exchange services provided under WP staff
- Veteran's Employment programs
- WIOA Adult, Dislocated Worker, and Youth services
- Trade Adjustment Assistance Act (TAA) programs
- TANF programs authorized under Social Security Act Title IV, Part A
- RESEA, providing employment services in support of DEO's state Unemployment Compensation program
- Information and local navigation assistance to DEO's state Unemployment Compensation program.

Core programs and services that are managed through a contract provider of CareerSource Pinellas or partner under MOUs include:

- WIOA youth services
- Title IV program services through the Department of Vocational Rehabilitation
- Offender reentry services through the Pinellas County Ex-Offender Re-entry Coalition
- Senior Community Service Employment program

- Adult Education and Literacy programs under Title II, local County Schools Adult and Education
- Career and postsecondary technical education programs under Carl D. Perkins Career and Technical Education Act of 2006 through multiple training partners and apprenticeship programs
- Division of Blind Services
- St. Petersburg Housing Authority
- Job Corps
- Pinellas Opportunity Council

Other branded CareerSource Pinellas workforce employment and training programs managed through direct services, or an approved contracted provider, include:

- TANF program employment and training services to the non-custodian parent through the CareerSource Pinellas Non-Custodial Parent Employment and Training Program (NCPEP contract provider)
- SNAP Employment and Training program
- Social Security Administration (SSA) Employment Network and TTW program along with a sustained Disability Employment Initiative or program
- Internship programs

Once determined that individualized career services are appropriate for an individual to obtain or retain employment, services are made available to the individual through CareerSource Pinellas center resources, center staff, or partners.

CareerSource Pinellas frontline staff are highly familiar with the functions, basic eligibility requirements, and the services of each program. Staff actively assist customers to access appropriate programs and services and make knowledgeable referrals to partner programs as needed and within the authorized scope of the program.

When appropriate, CareerSource Pinellas staff and our partners organize and integrate services by function rather than by specific program. The CareerSource Pinellas team strives to coordinate staff and partner communications, capacity building, and training efforts. Service integration focuses on serving all customers, including targeted populations, seamlessly by providing a full range of services staffed by cross-trained teams fluent with the purpose, scope, and requirements of each program.

Coordination and minimized duplication of services are accomplished via use of the state-wide Employ Florida (EF) system, which tracks labor exchange data for all job seeker services, employer services, education and training services under WIOA, TAA, Veterans, RESEA, Migrant and Seasonal Farmworker (MSFW), and all CareerSource Pinellas programs. Where statutory guidelines permit, CareerSource Pinellas and partner staff maintain and monitor delivery of individualized career services in the Employ Florida system.

Programs such as TANF, SNAP E&T, and NCPEP are tracked in an alternate state management information system, e.g., the One-Stop Service Tracking System (OSST) system. Data exchange interfaces help maintain coordination across programs as well as agencies. Center staff also have access to multiple systems in instances where dual entry is still necessary. CareerSource Pinellas staff are currently part of the team assisting to migrate OSST data to EF. When complete, this will help to facilitate co-enrollment and ensure eligibility information is accessible and WIOA and WTP services can be seamless for the customer.

Service coordination and quality are continuously maintained and improved through ongoing staff training, and where appropriate, cross-training across all our locations.

Cross-training promotes a holistic understanding of each program, provides opportunities for staff to share expertise, improves support for all staff, and results in better customer service. Cross-training also ensures staff are aware of how their contribution positively impacts seamless delivery of individualized services, and how their function supports the overarching vision of the board.

(2) Coordination with Economic Development Activities: Describe the strategies and services that are used in the local area to better coordinate workforce development programs and economic development (20 CFR 679.560(b)(3)(iii)). Include an examination of how the LWDB will coordinate local workforce investment activities with local economic development activities that are carried out in the local area and how the LWDB will promote entrepreneurial skills training and microenterprise services (WIOA §108(b)(5) and 20 CFR 679.550(b)(4)).

CareerSource Pinellas recognizes the importance of coordinating workforce and economic development activities that positively contribute to long-term economic growth. Economic development leaders have always had a seat on the LWDB and the Workforce Solutions Committee to provide input and participate in workforce planning efforts. Examples of coordinated efforts include the following situations:

- CareerSource Pinellas has agreements with local Economic Development Councils

(EDCs) for the provision of referrals of new employers to the workforce system, promotion of workforce services at workshops, EDC training, Employed Worker Training, and Rapid Response/REACT (Reemployment Emergency Assistance and Coordination Team) services. These agreements will continue to be refined on an annual basis. The partnerships with the local EDC, including the area's Small Business Development Centers and other county-funded programs will enhance the promotion of entrepreneurial training and microenterprise services.

- CareerSource Pinellas will continue to participate in the Florida Economic Development Council and local chambers of commerce as part of our efforts to remain abreast of emerging industries, emerging jobs, and the workforce needed to fill new and future jobs.
- CareerSource Pinellas works directly with business associations to identify the workforce needs of the businesses, job seekers and workers in the local area. Our active, regular participation in business association events to discuss business needs and employer satisfaction with our network ensures LWDB-14 has insider feedback from an economic development perspective.

(3) Coordination with Rapid Response: Describe how the LWDB coordinates workforce investment activities carried out in the local area with statewide rapid response and layoff aversion activities (WIOA §108(b)(8) and 20 CFR 679.560(b)(7). The description must include how the LWDB implements the requirements in CareerSource Florida Strategic Policy 2021.06.09.A.2. – Rapid Response and Layoff Aversion System and CareerSource Florida Administrative Policy 114 – Rapid Response Program Administration.

Rapid Response promotes economic recovery and vitality by developing ongoing, comprehensive approaches to identifying, planning for, or responding to layoffs and preventing or minimizing the impacts of layoffs on workers, businesses, and communities.

Acting as a Business Development Representative the local Rapid Response Coordinator has worked to develop a local community integration strategy that includes layoff aversion monitoring utilizing data and intelligence gathered. This will engage proactive measures to identify indicators of potential economic transition and training needs in growing industry sectors or expanding businesses.

Upon Receipt of a WARN notice, DEO shall provide notification via email to the LWDBs where the layoffs are to occur. DEO shall provide a copy of the WARN and any known details in a notification e-mail within 2 days of receipt. If incomplete, more details will follow.

The online WARN summary report includes:

- a) Company name and address
- b) Total number of affected workers
- c) The affected employer's industry
- d) WARN notification date
- e) Layoff dates
- f) A copy of the WARN notice.

After Receipt of a WARN the RWB's Rapid Response Coordinator will:

1. Notify the Rapid Response team members of the dislocation event within 2 business days of receipt.

2. Contact the employer in order to verify WARN information and craft an action plan.
 - a. Lessen impact
 - b. Identify affected workers
 - c. Evaluate skill sets of affected staff
 - d. Determine any Trade Impacts
 - Confirm the layoff is/is not due to foreign Trade
 - If yes, offer to assist in filing a Trade Act Petition
 - e. Evaluate other impacted companies
 - f. Schedule Rapid Response session for the affected workers.

A full time Local Rapid response coordinator is the primary point of contact. They are responsible for:

1. Communicating with DEO and State Rapid Response Coordinator
2. Serves as lead contact for affected employers and dislocated workers
3. Leading the LWDB's Rapid Response Team
4. Ensuring Rapid Response activities are reported accurately and timely in Employ Florida (EF)

The Rapid Response team is comprised of individuals that provide information, resources, and service to assist affected employers and worker.

The team may include, but is not limited to:

- Business Services Representatives
- Local TAA Coordinators
- Department of Children and Families (DCF) case managers
- Division of Vocational Rehabilitation (DVR) Business Outreach Specialists
- WIOA Case Managers
- Supplemental Nutrition Assistance (SNAP) staff
- Temporary Assistance for Needy Families (TANF) staff
- Local Veteran Employment Representatives (LVER)

Goals of this team:

- Specially designed layoff plan and schedule created in partnership with employer and their representatives.
- Full assessment of needs
 - Workshops
 - Classes
 - Job fairs
 - Support of reemployment assistance
- Reemployment prospects
 - Short Term Compensation
 - Employment and training activities
 - Pell Grants
 - GI Bill
- Resources to meet needs of the affected workers
- Investigation of potential trade impact.
 - If TAA, employ TAA protocols and programs

(4) Industry Partnerships: Describe how the LWDB identifies and collaborates with existing key industry partners in the local area. Describe how the LWDB coordinates and invests in partnership infrastructure

where key industry partnerships are not yet developed (WIOA §108(b)(4)A)). The local area must describe how the following elements are incorporated into its local strategy and operational sector strategy policy:

A. Describe how selected industries or sectors are selected based on, and driven by, high-quality data (cite data source used):

A principal economic development goal of the region is to build long-term economic vitality via attracting and retaining employers who offer jobs that pay above-average wages in targeted industries. Sector-focused strategies are based on and driven by high-quality data provided by the Florida DOE, Bureau of Labor Statistics, EMSI, and local employers. Using labor market information and the data found in the Data and Analysis section of this Plan, CareerSource selected the five sectors on which to focus our services.

B. Describe how sector strategies are founded on a shared/regional vision;

CareerSource Pinellas sector strategies are founded on a shared regional vision. Board members, business, and education partners support demand-driven strategies by providing ongoing, valuable insights regarding the local economy and community. Business stakeholders contribute first-hand knowledge of the current employment needs in their industry.

Stakeholder feedback is essential to calibrating our workforce network with the most up to date information and helps our job-seeking customers to compete and succeed. Employers take the lead role in all workforce committees. Committees include Finance, Audit, One-Stop, Workforce Solutions, and Compensation. Each chairperson for the above-mentioned committees are community employers.

C. Describe how the local area ensures that the sector strategies are driven by industry;

The local area ensures that sector strategies are driven by industry through strong collaboration with Pinellas County Economic Development, Pinellas County Chamber of Commerce, and the Florida High Tech Corridor.

Per the Data and Analysis Section, a recent large-scale and statewide Skills Gap and Job Vacancy Survey was conducted by CSF/DEO, along with a more specific regional analysis conducted by Pinellas County Economic Development. Both analyses identified skill sets on a more granular/sector level, where hiring managers must make decisions. Our current training initiatives align well to address the findings, but our training and partnership infrastructure will be continuously evaluated to address needs identified by employers.

D. Describe how the local area ensures that sector strategies lead to strategic alignment of service delivery systems;

LWDB-14 ensures that our sector strategies result in strategic alignment of our service delivery and training initiatives. We will continue to develop sector partnerships within various industries and regularly collaborate with employers in direct relationships and via local business associations and events.

CareerSource Pinellas Business Services staff regularly and actively participate as members of the local community's chamber, economic development, and

business/industry associations, and attend associated events. We participate, for example, in a Defense Contractors' Roundtable as well as a regional manufacturers' council. Our team's active engagement ensures our delivery systems are ever-responsive to the needs of local-area business.

CareerSource Pinellas has hosted the high-profile "Business & Education Summit" over a 10-year period, and we look forward to convening our partners to relaunch the successful event in line with our strategic plan. The summit brings together business and educational leaders to focus on specific industry needs.

Focusing on the five targeted sectors of Finance & Insurance, Manufacturing, Healthcare & Social Assistance, Construction, and Professional, Scientific & Technical Services, this event allows top business and educational leaders within each industry the opportunity to provide input and expand on the information collected throughout the year.

Labor Market Information (LMI) is presented in separate breakout sessions. From the breakout sessions, LMI and survey information are included in a yearly summary report that measures Key Performance Indicators (KPIs) and is used as a baseline to monitor trends for the Tampa MSA region. The report has served as a valuable tool for the region's local boards, and we plan to generate an equivalent resource going forward.

E. Describe how the local area transforms services delivered to job seekers/workers and employers through sector strategies: and

LWDB-14 forges sector partnerships for the targeted industry sectors as part of the sector strategy approach. These partnerships are led by businesses within a critical industry cluster, working collaboratively with education and training, economic development, labor, and community organizations.

Sector Strategies Grants

Initiatives with which we have participated are Sector Strategies Grants, which are focused on manufacturing, customer service, and hospitality occupations. Currently, CareerSource Pinellas is working with local colleges, a regional manufacturing council, and manufacturing businesses to identify training candidates, provide training, and place participants into relevant employment.

Apprenticeship Expansion Grant

CareerSource Pinellas obtained funding through CareerSource Florida for an Apprenticeship Expansion grant, where, via the creation of an Apprenticeship web portal, we will educate the community on the benefits of creating and participating in apprenticeship programs.

We will work with current apprenticeship programs to expanding awareness of their programs, leading to increased and partially funded enrollment.

Regional Industry Asset Maps

With a focus on the targeted sectors of Finance & Insurance, Manufacturing, Healthcare & Social Assistance, Construction, and Professional, Scientific & Technical Services, CareerSource Pinellas launched an online workforce solution tool which displays an at-a-glance geographical map of resources categorized by sector. The map includes employer, education program, and CareerSource center location information, as well as other relevant regional data. The asset map is available on our website as an ongoing resource for employers who are looking for talent, our customers, and the public.

Sector-Focused Surveys

In coordination with employers, industry groups, economic development stakeholders, and education partners, we conducted industry sector surveys and drafted follow-up reports to identify and quantify current and future employer-skills demand. The research included focus groups, interviews, and skill-set surveys, and we analyzed skill sets on the granular level at which hiring managers must make decisions. In addition to quantifying skill-set gaps, recommendations were developed and are being implemented to address the gaps.

Armed with more in-depth knowledge, we are now in the process of aligning work-based learning grant initiatives for adults and youth, e.g., Paid Work Experience (PWE), Incumbent Worker Training (IWT), OJT, apprenticeship, and internship programs with the talent-pipeline needs of targeted industry sectors.

F. Describe how the local area measures, improves, and sustains sector strategies.

Sector partnerships are the vehicles through which industry members voice their critical human resource needs and where customized regional solutions for workers and businesses are formed. CareerSource Pinellas measures, improves, and sustains sector strategies by assessing short-term and long-term employment rates, earnings, fastest growing industries, and training program effectiveness in serving employers.

The sector strategies approach strengthens the participating businesses, the industries involved, and the workforce by shifting workforce development from a supply-driven to a demand-driven approach to meeting business needs. Sector strategies are industry focused, demand-driven approaches to build a skilled workforce that meets regional business needs, now and into the future.

We have developed five objectives under this goal directly from the state-level sector strategy self-assessment checklist as developed by USDOL:

- Shared vision & goals
- Industry data & analysis tools
- Training & capacity building
- Awareness & industry outreach
- Administrative & legislative policy

Finally, by identifying and tracking common performance measures around the implementation of those policies and work plans, sector partnerships can assess effectiveness and, also, identify if ongoing alignment issues must be addressed.

(5) Coordination with Relevant Secondary and Postsecondary Educations: Describe how the LWDB coordinates relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services (WIOA §108(b)(10) and 20 CFR 679.560(b)(9)).

While the workforce system's core functions remain focused on employment, WIOA's legislative intent was to impact state policy so that workforce and postsecondary systems would collaborate to provide more access to postsecondary credentials.

CareerSource Pinellas has an extensive history of alignment between our programs and public secondary and postsecondary institutions, particularly with community colleges and technical training institutions. One of our one-stop centers and our administrative offices are located within a local college, and another center is located on the property of a local Technical college. We continue the collaborative work with local secondary and postsecondary education programs to fully implement the strategic intent of WIOA.

Examples of coordinated strategies with educational providers include, but are not limited to, the following:

CareerSource Pinellas center staff:

- Maintain an ongoing referral process with secondary and postsecondary education providers that leverages WIOA funds for students that are entering training or already actively enrolled. Through our coordination of services, we can evaluate and assess our customers' need for financial assistance through an Individual Training Account (ITA). Where appropriate, we also provide wrap-around supportive services and employment assistance to candidates who have already covered their training expenses.
- Perform an analysis of each customer's financial status and financial aid options, and where appropriate, supplement Pell Grants with WIOA funds for training that leads to certification or credentialing.
- Collaborate closely with local educational providers to optimize access to WIOA programs and services. Collateral outreach materials are placed strategically and shared at approved training providers, as well as other locations, e.g., Adult Education centers, community-based sites, and faith-based organizations throughout the county.
- Regularly communicate with educational partners to ensure clarity regarding WIOA programmatic eligibility/suitability requirements, the application process, and ongoing availability of funds.
- Appoint a staff-member point-of-contact for each training provider, ensuring timely and effective communication.
- Conduct WIOA information sessions. The events facilitate an enhanced referral process for staff and training providers.
- Coordinate onsite pre-screening and recruitment events and actively participate in education providers' orientations, job fairs, college nights, and more, to engage directly with new or active students, discuss available services, and promote the benefits of participating in WIOA.
- Provide job seekers with immediate access to discuss education and workforce

needs with a WIOA trained counselor.

- Review career pathway options with customers and encourage utilization of online assessments to help clarify career-direction. Additionally, our staff provides onsite assessment, eligibility determination, case management, ITAs, and supportive services throughout a customer's training period.

The board fulfills core duties of an effective planning and leadership body responsible for oversight of workforce systems and funds, but it also serves as a hub for the workforce system to share best practices. Additional collaborative best practices include:

- **Drafting and executing sector strategies** that are informed by current Labor Market Information (LMI), economic data, career pathways, Reemployment Assistance (RA) resources, and competency models to help drive skill-based initiatives.
- **Creating career pathways that lead to industry-recognized credentials, encourage work-based learning, and use state-of-the-art technology** to accelerate learning and promote college and career success.
- **Continuous training and equipping of Career Center staff** with the knowledge, skills, and motivation to provide superior service to job seekers.
- **Cross-training center staff to increase staff capacity, expertise, and efficiency.** Staff from differing programs are equipped to understand every program and to share their expertise about the needs of specific populations.
- **Conducting annual training-provider meetings** that address relevant WIOA eligibility criteria changes, service delivery best practices, and an overview of all workforce programs and services.
- **Sponsoring an annual training-provider fair**, open to the public, which gives educational partners an expanded opportunity to promote their programs and services to job seekers and CareerSource Pinellas staff.
- **Enlisting educational partners to participate in our monthly job fairs** to showcase their available training programs that are on the Targeted Occupations List (TOL).
- Serving on **postsecondary educational advisory boards.**
- **Leveraging opportunities for ongoing data sharing** to maximize performance outcomes under WIOA.

(6) Coordination of Transportation and Other Supportive Services: Describe how the LWDB coordinates WIOA Title I workforce investment activities with the provision of transportation assistance, including public transportation, and other appropriate supportive services in the local area (WIOA §108(b)(11) and 20 CFR 679.560(b)(10)).

CareerSource Pinellas utilizes approved systems to manage its coordination and delivery of transportation services and other supported services. Through the state management information systems, Employ Florida (EF) and One-Stop Service Tracking (OSST), needs assessment, program issuance of transportation services, and other supported services are managed and documented. Additionally, the fiscal accounting system MICROIX and web-based portal, Rapid! track services, customer receipt of services, and issuance history.

Electronic participant records are maintained within Employ Florida, giving global access to center staff and supporting coordination across programs and locations.

CareerSource Pinellas has developed and maintains operational policies and procedures to regulate and monitor issuance, coordination of transportation, and other supportive services. The Supportive Services Policy was recently updated and approved in July, 2022. A participant budget is created and maintained per allowable levels of services for non-transportation services and tracked annually. Developed procedures include monthly and/or quarterly reviews of program issuances, and guidelines for use of resources to manage overall service delivery and coordination.

CareerSource Pinellas program supervisors actively participate in the region's Metropolitan Planning Organization's Transportation Disadvantaged Coordinating Board, ensuring that workforce development representation is present to address the needs and issues facing our customers. Our participation also enables us to provide input on budget issues facing public transportation needs in our community as well as service delivery.

Additionally, our leadership participates in the multi-county Tampa Bay Area Regional Transit Authority (TBARTA) Transit Management Committee in collaboration with Pinellas, Pasco, Hillsborough, Hernando, and Manatee Metropolitan Planning Organizations (MPOs), transit providers such as PSTA and HART and other key stakeholders to address the needs of interregional transportation planning and services. Engagement with TBARTA affords the LWDB a broader scope and input on planning of regional transportation projects and budget priorities to address needs for regional transit as they relate to impacting employment access.

(7) Coordination of Wagner-Peyser Services: Describe plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C 49 et seq.) services and other services provided in the local area through the one-stop delivery system (WIOA §108(b)(12) and 20 CFR 679.560(b)(11)).

CareerSource Pinellas, in partnership with Florida's DEO, provides employment services through the One-Stop system under the Wagner-Peyser (WP) Act. Funding for state employees is provided through DEO, as well as oversight of human resources and policy guidance in the delivery of WP employment services. CareerSource Pinellas management directly hires and fires under approval of the DEO and develops and trains state employees. Our management supervises all day-to-day functions and delivery of WP services across our One-Stop centers, in tandem with all other programs and services.

Local state employees play a pivotal role in our overall CareerSource Pinellas organization. They are central to service delivery, including basic, individualized, and labor-exchange services, particularly for those individuals with barriers to employment as defined in WIOA sec.3 (24). DEO employees work together with center staff to provide and maintain seamless service delivery. All DEO staff identify as CareerSource Pinellas staff and take pride in the overall delivery of high-quality, customer-focused services.

CareerSource Pinellas has developed and maintained operational policies and procedures for the delivery of programs and program services to include WP employment services under the WP Act. Staff training, development, and supervision is seamless across board, partner, and state staff.

All CareerSource Pinellas staff, including DEO staff, manage and track delivery of services through a single integrated state management system, Employ Florida (EF), which captures staff-assisted, self-services through the labor exchange. CareerSource Pinellas also utilizes EF as their central document management system, to support accurate record retention, promote the coordination of services, and reduce the duplication of services.

(8) Coordination of Adult Education and Literacy: Describe how the LWDB coordinates WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II. This description must include how the LWDB carries out the review of local applications submitted under Title II WIOA § 108(b)(10), consistent with WIOA sections 107(d)(11)(A) and (B)(i) and WIOA § 232 (20 CFR 679.560(b)(12)).

LWDB-14 supports Adult Education initiatives set forth by the WIOA requirements established in Title II, that include:

- Assisting adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency.
- Assisting adults who are parents or family members to obtain the education and skills that: are necessary to becoming full partners in the educational development of their children and leads to sustainable improvements in the economic opportunities for their family.
- Assisting adults in attaining a secondary school diploma and in the transition to postsecondary education and training, through career pathways.
- Assisting refugees and other individuals who are English language learners in improving their reading, writing, speaking, and comprehension skills in English, Mathematics skills; and acquiring an understanding of the American system of government, individual freedom, and the responsibilities of citizenship.

CareerSource Pinellas fosters ongoing and impactful relationships with virtually all accredited Adult Education providers in our region, and currently refers clients to Adult Education for literacy, diploma attainment, General Equivalency Diploma (GED) preparation, and ESOL programs, as appropriate.

The Department of Adult and Community Education (DACE) facilitates educational services that provide basic literacy and adult general education services to address the goals and objectives of both state and national priorities. DACE commits its material resources and professional staff to maintain the partnership between all One-Stop centers and the district's Title II Adult Education Program.

In support of our strategic goal to align workforce development programs, we continue to work collaboratively with the Adult Education community and online education provider Penn Foster to implement WIOA objectives and credentials. Our customers have direct access to Penn Foster course work and can take exams at either of our full-service One-Stop centers.

Outlined below are additional, tactical WIOA-oriented Adult Education services provided by the workforce development system and One-Stop Career Centers:

- Printed information about the educational services available
- Assistance to participants in obtaining available financial aid information and make appropriate referral
- Referrals for GED preparation and testing
- Information on nontraditional career opportunities
- Information on youth and adult apprenticeship programs
- Job shadowing opportunities through School-to-Careers
- Information on special events focusing on career exploration
- Information from One-Stop staff on educational and training opportunities

(9) Reduction of Welfare Dependency: Describe how the local board coordinates workforce investment activities to reduce welfare dependency, particularly how services are delivered to TANF/Welfare Transition and Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) participants, to help individuals become self-sufficient. This description must include strategies and services that will be used in the local area to support co-enrollment of Welfare Transition and SNAP E&T participants into other workforce development programs. 20 CFR 675.100(h) and 20 CFR 680.620

With the goal of reducing welfare dependency, LWDB-14 coordinates workforce investment activities to equip workers, including TANF and SNAP recipients, with vocational skills and the ability to not only obtain, but retain employment, while earning a living wage.

The above objective is supported within our network via services delivery, e.g., needs and barriers assessment, career exploration assistance, educational attainment, credentialing, follow-up services, skills training for in-demand occupations that can lead to employment, job search, job readiness training, and other WIOA and TAA services.

Our ongoing services enhance alignment and local market responsiveness of workforce, welfare, education, and economic development systems. The efforts result in improved service integration that reduces welfare dependency and increases opportunities for self-sufficiency, access to higher-skilled and living-wage careers, and lifelong learning opportunities. We believe these strategies, along with accountability, empower individuals to achieve self-sufficiency.

The Florida Legislature and U.S. Department of Agriculture Food and Nutrition Service have mandated that the SNAP E&T program requires mandatory participation by each Able-Bodied Adult without Dependents (ABAWD) as determined by the state's Department of Children and Families (DCF).

When an individual applies for or is receiving Food Assistance benefits, formerly known as food stamps, DCF reviews the applicant provided information and determines if the applicant is ABAWD, meaning continuance of the applicant's Food Assistance benefits is contingent upon participation in the local CareerSource or American Jobs center for employment and training activities. In Pinellas County, CareerSource Pinellas provides comprehensive services and oversees completion of an ABAWD's mandatory hours. An

ABAWD must complete 80 hours per month in their allowable SNAP MN activity. A total of 20 hours per week is recommended.

A similar flow has been established for Temporary Assistance for Needy Families (TANF), where DCF determines eligibility for TANF families and refers “mandatory” candidates to the local one-stop center to participate in activities that will lead to self-sufficiency.

SNAP and TANF Career Counselors meet with mandatory customers to assess their needs, barriers, skills, education level, and work history. Both SNAP and TANF Career Counselors develop an Employment Plan or an Individual Responsibility plan with customers to guide the customers towards their goals. Using coaching, mentoring, motivational interviewing, and listening to personal choices, intervention strategies are designed to help families secure skills, education, and employment within a targeted sector area where appropriate. CareerSource utilizes direct services to address needs and barriers that can be handled in house and referrals to partnering agencies to assist with needs that CareerSource does not directly assist with, such as housing.

CareerSource Pinellas is partnering with local DCF staff on the Hope Florida: Pathways to Prosperity initiative. The goal of this initiative is to provide a support system of partnering community agencies, private sector partners, and faith-based organizations for those on public benefits, children aging out of foster care, pregnant mothers with substance abuse disorders, and families who need assistance. Through the program, customers can identify their unique and immediate barriers to prosperity, develop long term-goals, and map out a strategic plan to reduce welfare dependency. DCF and CareerSource Pinellas are working together to achieve this goal by building collaborative partner relationships, creating better, two-way communication channels, better leveraging the pipeline of customers for key needed services, and ensuring that current customers have access to all available services.

PERFORMANCE & EFFECTIVENESS

The local workforce plan must include:

(1) The local levels of performance negotiated with the Governor and CLEO(s) with WIOA section 116(c), to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B, and the one-stop delivery system in the local area. (WIOA §108(b)(17) and 20 CFR 679.560(16)(b))

Program Years 2020 and 2021 performance goals are:

PY 2020 & PY 2021 Performance Goals
Local Workforce Development Board (LWDB): 14

Measures	PY 2020 Performance Goals	PY 2021 Performance Goals
Adults:		
Employed 2nd Qtr After Exit	90.0%	90.0%
Employed 4th Qtr After Exit	85.5%	85.5%
Median Wage 2nd Quarter After Exit	\$7,000	\$7,200
Credential Attainment Rate	70.0%	72.0%
Measurable Skill Gains	47.0%	49.0%
Dislocated Workers:		
Employed 2nd Qtr After Exit	90.0%	90.0%
Employed 4th Qtr After Exit	85.2%	85.2%
Median Wage 2nd Quarter After Exit	\$7,000	\$7,100
Credential Attainment Rate	70.0%	70.0%
Measurable Skill Gains	47.0%	49.0%
Youth:		
Education and Employed 2nd Qtr After Exit	84.5%	84.5%
Education and Employed 4th Qtr After Exit	78.0%	78.0%
Median Wage 2nd Quarter After Exit	\$3,200	\$3,200
Credential Attainment Rate	86.3%	86.3%
Measurable Skill Gains	47.0%	49.0%
Wagner-Peyser:		
Employed 2nd Qtr After Exit	66.2%	65.0%
Employed 4th Qtr After Exit	64.2%	64.2%
Median Wage 2nd Quarter After Exit	\$5,000	\$5,000

Program Years 2022-2024 were negotiated with DEO in August of 2022 and are as follows:

LWDB 14 CareerSource Pinellas WIOA Performance Measures	PY2022 Negotiated Performance Levels	PY2023 Negotiated Performance Levels
Adults:		
Employed 2nd Qtr. After Exit	92.0%	92.0%
Employed 4th Qtr. After Exit	90.2%	90.2%
Median Wage 2nd Quarter After Exit	\$10,740	\$10,740
Credential Attainment Rate	87.0%	87.0%
Measurable Skill Gains	65.0%	68.0%
Dislocated Workers:		
Employed 2nd Qtr. After Exit	88.0%	88.0%
Employed 4th Qtr. After Exit	84.2%	84.2%
Median Wage 2nd Quarter After Exit	\$9,369	\$9,369
Credential Attainment Rate	86.5%	86.5%
Measurable Skill Gains	65.0%	68.0%
Youth:		
Employed 2nd Qtr. After Exit	83.5%	83.5%
Employed 4th Qtr. After Exit	81.0%	81.0%
Median Wage 2nd Quarter After Exit	\$4,698	\$4,698
Credential Attainment Rate	84.1%	84.1%
Measurable Skill Gains	65.0%	68.0%
Wagner-Peyser:		
Employed 2nd Qtr. After Exit	63.2%	63.2%
Employed 4th Qtr. After Exit	63.2%	63.2%
Median Wage 2nd Quarter After Exit	\$6,515	\$6,515

- (3) Describe the actions the local board will take toward becoming or remaining a highperforming board, consistent with the factors developed by the state board pursuant to section 101(d)(6) of WIOA. (3) Describe how the LWDB considered feedback from one-stop career center customers when evaluating the effectiveness of its one-stop career centers.

CareerSource Pinellas will continue its practices and processes that have, to date, resulted in a high-performing board that is business-needs driven, market-responsive, results-oriented, and integrated with other workforce development system partners. Our board fosters customer service excellence, seeks continuous improvement, and demonstrates value by enhancing employment opportunities for all individuals.

Policies, best-practices, and processes that define our high-performing board and the way it conducts business include, but are not limited to, the following:

The CareerSource Pinellas Board:

- Debates strategic alternatives and realigns strategies based on changing conditions.
- Monitors implementation of strategic initiatives and measures performance.
- Continuously evaluates its budget, resource allocations, cost-sharing, and expenditures.
- Focuses on performance, results, and other measures of success.
- Adheres to an agenda that includes financial, strategic, governance, operational, and other key workforce metrics that provide the structural framework for the board's oversight.
- Solicits and considers input from the community and customers.
- Maintains a governance structure and framework that is responsive to its stakeholders.
- Leads with clarity regarding its role, responsibilities, and focus.
- Practices pro-active governance, especially related to board member recruitment and reappointment.
- Oversees the quality of leadership and management.
- Adheres to a board leadership succession plan consistent with CareerSource Pinellas By-laws.
- Communicates effectively with stakeholders regarding the organization's achievements and plans.

The board's focused and deliberate policies, practices, and processes result in successful execution of our collective local strategic plan and initiatives.

ATTACHMENTS

Please provide a link to the local board's website showing the attachments described below or upload attachments in a searchable PDF file with the local plan:

A. Executed interlocal agreement that defines how parties carry out roles and responsibilities of the chief local elected official (if the local area includes more than one unit of general local government in accordance with WIOA § 107(c)(1)(B) .

[Click Here to View Interlocal Agreement](#)

B. Executed agreement between the chief local elected official(s) and the local workforce development board.

[Click Here to View Interlocal Agreement](#)

C. Evidence of designation of the fiscal agent by the chief local elected official(s), if other than the chief local elected official.

[Click Here to View Interlocal Agreement](#)

D. Current bylaws established by the chief local elected official to address criteria contained in 20 CFR 679.310(g) and CareerSource Florida Administrative Policy 110 – Local Workforce Development Area and Board Governance.

[Click Here to View By-Laws](#)

E. Current board member roster, meeting minutes for the local plan agenda item, discussions about the plan, and the board's vote on the local plan.

[Click Here to View Current Board Roster](#)

F. Agreements describing how any single entity selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator, or direct provider of career services, will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest. Also attach copies of any processes and procedures that clearly detail a) how functions are sufficiently separated; b) descriptions of the steps the local area has taken to mitigate risks that could lead to impropriety; c) firewalls (physical, technological, policies, etc.) created to ensure such risks are mitigated; and d) oversight and monitoring procedures.

N/A

G. Executed Memoranda of Understanding for all one-stop partners (Section III(b)(2) of the State of Florida WIOA Unified Plan).

[Click Here to View MOUs](#)

H. Executed Infrastructure Funding Agreements with all applicable WIOA required partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan).

[Click Here to View IFAs](#)

I. Executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to all services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA section 107(d)(11)(B) between the LWDB or other local entities described in WIOA section 107(d)(11)(C) of the Rehabilitation Act of 1973 (29 U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.

LWDB-14 does not have any cooperative agreements in place currently. Operational and provision of services with partners are detailed in MOU/IFA agreements or service provider contracts.

J. A description of the process used by the LWDB to obtain input and comment by representatives of business and labor organizations for the development of the plan. This attachment must include any comments submitted during the public comment period that represent disagreement with the local plan (WIOA § 108(d)).

SIGNATURE PAGE

Steven Meier
Interim CEO and CFO
CareerSource Pinellas

Date

Scott Thomas
Board Chair
CareerSource Pinellas

Date

Charlie Justice
2022 Chair
Pinellas County Board of County Commissioners

Date



ACTION ITEM 10

Addition to Regional Targeted Occupations List (RTOL)

The 2022-23 RTOL was approved by the Board in June, 2022. SOC Codes **493021 Automotive Body and Related Repairers**, **435031 Public Safety Telecommunicators**, and **252021 Elementary School Teachers, Except Special Education** were not included on the list this year solely based on data showing low number of job openings and/or low starting wages in Pinellas County.

Youth Connect, CareerSource Pinellas' Youth Service Provider, has requested that Automotive Body and Related Repairers be reinstated to the RTOL. They have participants ready to attend the occupational skills training, and a long-standing relationship with local car dealers that take students for paid work experience and for full-time employment.

St. Petersburg College staff reviewed the list and has requested that Elementary School Teachers and Public Safety Telecommunicators be added to the RTOL due to severe shortages in these occupations.

RECOMMENDATION

Approval to add **493021 Automotive Body and Related Repairers**, **435031 Public Safety Telecommunicators**, and **252021 Elementary School Teachers, Except Special Education** to the 2022-23 RTOL.



2022-23 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 14 - Pinellas County

Selection Criteria:

- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 80 annual openings and positive growth
- 3 Mean Wage of \$15.13/hour and Entry Wage of \$12.31/hour
- 4 High Skill/High Wage (HSHW) Occupations:
Mean Wage of \$23.73/hour and Entry Wage of \$15.13/hour

SOC Code†	HSHW††	Occupational Title‡	2020 Hourly Wage				FLDOE Training Code	In EFI Targeted Industry?	Data Source†††
			Annual Percent Growth	Annual Openings	Mean	Entry			
132011	HSHW	Accountants and Auditors	1.59	8,177	36.04	21.46	5	Yes	R
113010	HSHW	Administrative Services and Facilities Managers	1.86	1,634	45.03	24.82	5	Yes	R
493011	HSHW	Aircraft Mechanics and Service Technicians	2.86	1,509	32.76	19.73	3	Yes	S
119041		Architectural and Engineering Managers	4.10	15	73.25	76.43			S
274011		Audio and Video Equipment Technicians	3.63	932	24.00	14.18	4	No	S
493023		Automotive Service Technicians and Mechanics	1.02	4,922	21.09	12.71	3	No	R
433031		Bookkeeping, Accounting, and Auditing Clerks	0.52	11,538	20.36	13.81	4	Yes	R
493031	HSHW	Bus and Truck Mechanics and Diesel Engine Specialists	1.63	1,356	24.01	16.64	3	Yes	S
152051		Business Intelligence Analysts	NR	NR	48.52	52.24			S
131199	HSHW	Business Operations Specialists, All Other	NR	NR	35.90	38.10		NR	S
131020	HSHW	Buyers and Purchasing Agents	0.33	2,324	31.36	18.98	4	Yes	R
535021	HSHW	Captains, Mates, and Pilots of Water Vessels	1.96	532	39.00	14.77	3	Yes	S
435011		Cargo and Freight Agents	1.63	826	21.40	14.08	3	Yes	S
472031		Carpenters	1.29	6,614	20.22	14.57	3	No	R
472051		Cement Masons and Concrete Finishers	1.06	1,579	19.14	14.26	3	No	S
351011		Chefs and Head Cooks	2.90	1,880	26.59	15.31	3	No	R
172051		Civil Engineers	8.20	25	42.33	45.91			S
131031	HSHW	Claims Adjusters, Examiners, and Investigators	0.34	2,054	31.58	20.20	3	Yes	R
532012	HSHW	Commercial Pilots	2.00	538	60.80	24.50	3	Yes	S
131141	HSHW	Compensation, Benefits, and Job Analysis Specialists	1.94	688	27.61	18.52	4	Yes	S
131041	HSHW	Compliance Officers	1.48	2,245	33.00	17.49	3	Yes	R
113021	HSHW	Computer and Information Systems Managers	2.57	2,128	70.47	43.03	5	Yes	R
151231	HSHW	Computer Network Support Specialists	1.66	834	31.77	18.35	3	Yes	S
151299	HSHW	Computer Occupations, All Other	1.64	1,186	38.03	19.27	3	Yes	S
151211	HSHW	Computer Systems Analysts	2.13	2,676	42.29	25.33	4	Yes	R
151232		Computer User Support Specialists	2.13	4,313	24.89	15.43	3	Yes	R
474011	HSHW	Construction and Building Inspectors	1.25	1,208	29.39	18.84	3	Yes	S
119021	HSHW	Construction Managers	2.10	3,342	50.70	28.86	4	No	R
131051	HSHW	Cost Estimators	1.10	1,318	31.39	19.39	4	No	S
151245	HSHW	Database Administrators and Architects	2.38	725	46.29	26.88	4	Yes	S
319091		Dental Assistants	1.51	2,649	19.80	15.22	3	Yes	R
291292		Dental hygienists	11.20	16	37.41	39.12			S
292032	HSHW	Diagnostic Medical Sonographers	19.00	7	37.38	38.79			S
173023	HSHW	Electrical and Electronic Engineering Technologists and Technicians	1.78	731	28.99	17.65	4	Yes	S
472111		Electricians	1.91	5,609	22.06	15.51	3	No	R
292042		Emergency Medical Technicians	NR	NR	17.05	17.64			S
132051	HSHW	Financial Analysts	NR	NR	44.03	49.53		NR	S
132098	HSHW	Financial and Investment Analysts, Financial Risk Specialists, and Financial Specialists, All Other	1.86	2,229	36.70	20.72	3	Yes	R
113031	HSHW	Financial Managers	2.77	3,444	65.55	33.81	5	Yes	R
332011	HSHW	Firefighters	1.13	1,618	25.35	15.95	3	No	S
371012		First-Line Superv. Landscaping & Groundskeeping Workers	2.37	1,754	23.97	15.45	3	No	S
471011	HSHW	First-Line Superv. of Construction and Extraction Workers	1.60	5,670	30.37	19.97	4	No	R
491011	HSHW	First-Line Superv. of Mechanics, Installers, and Repairers	1.62	3,138	30.83	19.59	3	No	R
431011	HSHW	First-Line Superv. of Office and Admin. Support Workers	0.84	11,717	28.26	17.81	4	Yes	R
511011	HSHW	First-Line Superv. of Production and Operating Workers	1.42	2,722	29.36	18.69	3	Yes	R
411012	HSHW	First-Line Supervisors of Non-Retail Sales Workers	0.40	2,343	40.97	22.70	4	No	R
391098		First-Line Supervisors of Personal Service and Entertainment and Recreation Workers, Except Gambling Se	2.62	1,992	22.64	14.38	3	No	S
411011		First-Line Supervisors of Retail Sales Workers	0.88	10,637	22.76	14.22	3	No	R
531047	HSHW	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Super	1.75	2,868	27.03	16.93	3	Yes	R
531047		First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Super	5.80	62	26.37	28.16			S
119051		Food Service Managers	1.81	3,364	28.03	17.18	4	No	S
111021	HSHW	General and Operations Managers	1.92	14,755	51.80	23.11	4	Yes	R
271024		Graphic Designers	1.43	1,759	24.81	15.68	4	Yes	R
292099		Health Technologists and Technicians, All Other	NR	NR	21.98	23.67			S
319099		Healthcare Support Workers, All Other	10.50	14	18.14	19.56			S
499021		Heating, A.C., and Refrigeration Mechanics and Installers	1.48	3,701	21.85	15.26	3	No	R
533032		Heavy and Tractor-Trailer Truck Drivers	1.34	12,116	20.74	13.91	3	No	S
113121		Human Resources Managers	9.20	15	60.69	65.67			S
131071	HSHW	Human Resources Specialists	1.74	4,239	29.54	18.50	5	Yes	R
172112	HSHW	Industrial Engineers	2.74	1,028	41.55	27.82	5	Yes	R
499041		Industrial Machinery Mechanics	2.37	1,585	24.71	16.39	3	Yes	S
113051		Industrial Production Managers	5.30	14	49.59	56.62			S
537051		Industrial Truck and Tractor Operators	1.22	3,260	18.48	13.27	3	Yes	R
151212	HSHW	Information Security Analysts	4.93	883	45.77	27.75	3	Yes	S
413021		Insurance Sales Agents	1.49	5,427	29.60	15.06	3	Yes	R
252012		Kindergarten Teacher	8.10	NR	NR	NR	5		S
292061		Licensed Practical and Licensed Vocational Nurses	1.72	4,214	22.45	18.33	3	Yes	R
132072	HSHW	Loan Officers	0.85	1,394	36.61	17.13	4	Yes	S
119081	HSHW	Lodging Managers	1.97	543	31.72	17.69	4	No	S
514041		Machinists	1.71	1,100	20.93	14.51	3	Yes	R
499071		Maintenance and Repair Workers, General	8.10	152	20.76	21.60			S
131111	HSHW	Management Analysts	2.47	7,009	40.46	20.29	5	Yes	R
119199	HSHW	Managers, All Other	NR	NR	59.93	62.36		NR	S
131161	HSHW	Market Research Analysts and Marketing Specialists	3.46	5,811	29.84	15.98	5	Yes	R

112021	HSHW	Marketing Managers	2.23	1,343	64.06	32.18	5	Yes	R
172141		Mechanical Engineers	7.00	20	45.82	46.64			S
292010		Medical and Clinical Laboratory Technologists and Technicians	1.67	1,607	25.47	15.07	4	Yes	R
119111	HSHW	Medical and Health Services Managers	NR	NR	48.72	57.61	5	Yes	R
319092		Medical Assistants	3.14	8,736	16.74	13.51	3	Yes	S
292098		Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	1.70	2,227	21.04	14.20	3	Yes	R
292072		Medical Records Specialists	NR	NR	22.43	23.23			S
436013		Medical Secretaries	10.60	75	18.01	19.11			S
131121	HSHW	Meeting, Convention, and Event Planners	2.56	1,018	24.20	14.10	4	No	S
252022		Middle School Teacher	7.50	NR	NR	NR	5		S
119121		Natural Sciences Managers	5.80	6	66.30	75.05			S
151244	HSHW	Network and Computer Systems Administrators	1.76	1,513	39.71	25.41	4	Yes	R
311131		Nursing Assistants	8.30	187	14.57	15.99			S
472073		Operating Engineers/Construction Equipment Operators	1.32	2,593	20.44	14.77	3	No	R
472141		Painters, Construction and Maintenance	1.40	3,131	18.12	13.79	3	No	R
232011		Paralegals and Legal Assistants	1.95	3,937	25.10	16.95	3	Yes	R
132052	HSHW	Personal Financial Advisors	1.88	1,837	49.46	17.41	5	No	R
119198	HSHW	Personal Service Managers, All Other; Entertainment and Recreation Managers, Except Gambling; and Man	1.06	4,905	49.14	26.79	5	No	R
372021		Pest Control Workers	1.90	1,535	18.85	13.32	3	No	S
292052		Pharmacy Technicians	4.00	32	17.66	18.25			S
319097		Phlebotomists	2.86	1,116	16.68	13.36	3	Yes	S
312021	HSHW	Physical Therapist Assistants	3.82	1,121	30.28	21.23	4	Yes	S
472152		Plumbers, Pipefitters, and Steamfitters	1.49	3,412	21.92	15.59	3	No	R
333051	HSHW	Police and Sheriff's Patrol Officers	1.10	3,295	30.13	20.83	3	No	R
251199	HSHW	Postsecondary Teachers, All Other	1.12	1,956	26.86	13.69	4	No	S
252011		Preschool Teacher	18.40	NR	NR	NR	4		S
131198	HSHW	Project Management Specialists and Business Operations Specialists, All Other	1.88	10,076	35.31	18.03	4	Yes	R
119141	HSHW	Property, Real Estate & Community Association Managers	1.34	3,134	29.99	17.14	4	No	R
292053		Psychiatric Technicians	12.80	NR	17.58	18.27	5		S
273031	HSHW	Public Relations Specialists	2.06	1,437	28.04	16.55	5	Yes	R
113061		Purchasing Managers	6.10	6	61.13	64.71			S
292034	HSHW	Radiologic Technologists	1.71	1,023	27.69	19.63	3	Yes	S
419021		Real Estate Brokers	1.65	754	32.12	14.88	3	No	S
419022	HSHW	Real Estate Sales Agents	1.63	4,521	29.39	11.93	3	No	R
291141	HSHW	Registered Nurses	1.54	12,883	33.42	25.51	4	Yes	R
291126	HSHW	Respiratory Therapists	2.92	685	28.91	24.43	4	Yes	S
112022	HSHW	Sales Managers	1.92	2,636	64.65	30.50	5	Yes	R
414011	HSHW	Sales Representatives, Wholesale & Mfg, Tech. & Sci. Prod.	1.49	2,439	44.18	18.61	3	Yes	R
414012		Sales Representatives, Wholesale and Manufacturing, Other	1.19	9,272	31.64	14.78	3	Yes	R
252031		Secondary School Teacher	7.80	NR	NR	NR	5		S
436014		Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	-7.60	195	18.21	19.75			S
413031	HSHW	Securities and Financial Services Sales Agents	1.44	3,268	37.35	18.33	5	No	R
492098		Security and Fire Alarm Systems Installers	1.99	785	21.74	15.08	3	No	S
151256	HSHW	Software Developers and Software Quality Assurance Analysts and Testers	3.86	7,095	48.10	28.91	5	Yes	R
211018		Substance Abuse, Behavioral Disorder, and Mental Health Counselors	2.87	2,006	22.10	14.68	5	Yes	R
292055		Surgical Technologists	1.70	782	22.46	16.39	3	Yes	S
492022	HSHW	Telecommunications Equipment Installers and Repairers	1.04	2,280	27.56	18.44	3	No	R
433071		Tellers	-16.90	NR	17.46	16.79			S
472044		Tile and Marble Setters	2.53	771	18.88	14.33	3	No	S
113131		Training and Development Managers	10.70	4	57.76	61.92			S
131151		Training and Development Specialists	2.02	2,403	29.14	15.75	5	Yes	R
113071	HSHW	Transportation, Storage, and Distribution Managers	8.30	12	47.22	50.76			NR
151257	HSHW	Web Developers and Digital Interface Designers	2.35	803	32.55	18.24	3	Yes	S
514121		Welders, Cutters, Solderers, and Brazers	1.68	1,746	21.04	15.19	3	Yes	R

†SOC Code and Occupational Title refer to Standard Occupational Classification codes and titles.

††HSHW = High Skill/High Wage.

†††Data Source:

R = Meets regional wage and openings criteria based on state Labor Market Statistics employer survey data. Regional data are shown.

S = Meets statewide wage and openings criteria based on state Labor Market Statistics employer survey data. Statewide data are shown.

NR = Not releasable.

EFI - Enterprise Florida, Inc.

Approved by the CareerSource Pinellas WDB Workforce Solutions Committee 6/23/22 Pending Board Approval 7/13/22

Stephanie M. Marchman
Attorney at Law
352-376-6400

STEPHANIE.MARCHMAN@GRAY-ROBINSON.COM

MEMORANDUM

TO: CareerSource Pinellas Board of Directors
FROM: Stephanie Marchman, CareerSource Pinellas General Counsel
DATE: August 31, 2022
SUBJECT: Legal Services Summary and Litigation Report

The following is a summary of legal services provided to CareerSource Pinellas since the General Counsel issued her last Legal Services Summary and Litigation Report to the Board of Directors at its meeting on July 13, 2022:

- Attorney Patrick Hagen independently investigated a whistleblower complaint filed by a former employee. As of August 31, 2022, the investigation is ongoing.
- Reviewed Board of Directors, One Stop Committee, Ad Hoc Search Committee, Workforce Solutions Committee, and Finance Committee agenda packets as to their form and legality; attended Board of Directors and Ad Hoc Search Committee meetings.
- Reviewed contracts as to their form and legality, including the Subaward Agreement with the Kaiser Group, Addendum to vendor Agreement template, Metrix Learning Services Agreement, and EA Compensation Resources Agreement.
- Coordinated with coverage counsel regarding the response to the Department of Labor final determination and possible insurance coverage of the disallowed costs.
- Provided legal advice related to employee relations matters.
- Assisted outside counsel with response to former employee's demand letter.

Pending litigation report:

There is no known pending litigation against CareerSource Pinellas.



INFORMATION ITEM 1

2022 Executive Compensation

Per Florida Statutes 445.007 (13):

Each local workforce development board shall annually, within 30 days after the end of the fiscal year, disclose to the department, in a manner determined by the department, the amount and nature of compensation paid to all executives, officers, directors, trustees, key employees, and the highest compensated employees, as defined for purposes of the Internal Revenue Service Form 990, Return of Organization Exempt from Income Tax, including salary, bonuses, present value of vested benefits including but not limited to retirement, accrued leave and paid time off, cashed-in leave, cash equivalents, severance pay, pension plan accruals and contributions, deferred compensation, real property gifts, and any other liability owed to such persons. The disclosure must be accompanied by a written declaration, as provided for under s. 92.525(2), from the chief financial officer, or his or her designee, that he or she has read the foregoing document and the facts stated in it are true. Such information must also be published on the local board's website, or the department's website if the local board does not maintain a website, for a period of 3 years after it is first published.

The form for 2021-2022 was completed, certified, submitted to DEO and posted to the organization's website prior to the due date of July 30, 2022. The certified form is attached for the Committee's reference.

EXHIBIT E
TOTAL COMPENSATION OF EXECUTIVE LEADERSHIP AND OTHER SPECIFIED EMPLOYEES
(Subsection 445.007(13), Florida Statutes, and Executive Order 20-44)

Entity Name: **WorkNet Pinellas, Inc. dba CareerSource Pinellas**

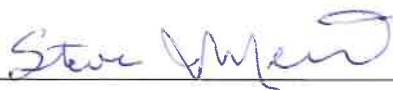
Employee Name	Jennifer Brackney	Steven Meier	Kristopher Lucas	April Torregiante	Jacqueline Heyward	Jay Burkey
Title	CEO	Interim CEO & CFO	COO	Program Director	HR Director	HR Director
Salary	\$123,342.55	\$141,228.43	\$123,079.91	\$52,125.65	\$56,923.20	\$27,692.33
Bonuses	9,315.04	0.00	0.00	0.00	0.00	0.00
Cashed-In Leave	31,651.16	0.00	0.00	12,187.17	2,414.79	0.00
Cash Equivalents	0.00	0.00	0.00	0.00	0.00	0.00
Cash Equivalents Description						0.00
Severance Pay	21,747.14	0.00	0.00	0.00	0.00	0.00
Retirement Benefits (Pension Plan Accruals and Contributions)	9,722.12	7,690.38	6,782.93	3,582.52	0.00	0.00
Employer-Paid Insurance Benefits	9,700.24	14,268.90	14,050.32	8,066.29	6,912.22	2,313.98
Deferred Compensation	0.00	0.00	0.00	0.00	0.00	0.00
Real Property Gifts	0.00	0.00	0.00	0.00	0.00	0.00
Real Property Gifts Description						
Other Payouts	0.00	0.00	0.00	0.00	0.00	0.00
Other Payouts Description						
Total Compensation	\$205,478.25	\$163,187.71	\$143,913.16	\$75,961.63	\$66,250.21	\$30,006.31
Present Value of Vested Benefits including, but not limited to, Retirement, Accrual Leave and Paid Time Off	0.00	\$23,833.43	\$5,575.89	0.00	0.00	\$2,165.54
Percentage of Total Compensation from Federal or State Funds	100%	100%	100%	100%	100%	100%

TOTAL COMPENSATION OF EXECUTIVE LEADERSHIP AND OTHER SPECIFIED EMPLOYEES
 (Subsection 445.007(13), Florida Statutes, and Executive Order 20-44)

Entity Name: **WorkNet Pinellas, Inc. dba CareerSource Pinellas**

Employee Name	Lisa Galish	Mary jo Schmick	Michelle Moeller			
Title	Finance Director	Program Director	Program Director			
Salary	\$23,750.02	\$19,250.00	\$5,406.51			
Bonuses	0.00	0.00	0.00			
Cashed-In Leave	0.00	0.00	8,251.24			
Cash Equivalents	0.00	0.00	0.00			
Cash Equivalents Description						
Severance Pay	0.00	0.00	0.00			
Retirement Benefits (Pension Plan Accruals and Contributions)	0.00	0.00	735.31			
Employer-Paid Insurance Benefits	2,312.36	1,048.34	1,151.85			
Deferred Compensation	0.00	0.00	0.00			
Real Property Gifts	0.00	0.00	0.00			
Real Property Gifts Description						
Other Payouts	0.00	0.00	0.00			
Other Payouts Description						
Total Compensation	\$26,062.38	\$20,298.34	\$15,544.91			
Present Value of Vested Benefits including, but not limited to, Retirement, Accrual Leave and Paid Time Off	\$1,904.11	\$1,945.13	0.00			
Percentage of Total Compensation from Federal or State Funds	100%	100%	100%			

Under penalties of perjury, I declare that I have read the foregoing schedule of Total Compensation of Executive Leadership and Other Specified Employees and that the facts stated in it are true.



Signature

Steven Meier

Printed Name

Interim CEO and Chief Financial Officer

Title

Definitions:

Executive Leadership: Chief executive officer/executive director of the board and those reporting directly to that position.

Cash Equivalents: Gift cards, vouchers, tickets, or other items of monetary value.

Other payouts: Cell phone allowances, tuition, gym memberships, car allowances, etc.

Employer-Paid Insurance Benefits: Amount of insurance paid by the employer for health, vision, life, dental, disability, etc. (does not include taxes such as FICA, reemployment, etc.)

Present Value of Vested Benefits including, but not limited to, Retirement, Accrual Leave and Paid Time Off: Current discounted value of any vested benefit available to the employee at fiscal year end.



INFORMATION ITEM 2

Paycor Transition

Effective October 1, 2022, CareerSource Pinellas will be transitioning from our current Human Resources and Payroll system, ADP, to Paycor. We have had numerous challenges with ADP, some of which are outlined below.

- Payroll requires a lot of manual processes
- ADP requires same information to be entered into multiple screens; easy to miss some required screens
- ADP is not intuitive and not user friendly
- Benefit system not integrated with providers or insurance broker
- Customer service is not adequate for our needs

With the transition to Paycor we will have all our systems, Human Resources, Payroll, Benefits Administration and Talent Management on one platform that is more robust and dynamic. Some of the features of the new system are as follows:

- Will be fully integrated with our insurance broker and benefit carriers
- Organizational charts will be generated
- Annual review process will be fully contained within Paycor

The last expected payroll using ADP will be processed with a pay date of 09/30/2022. Currently Jay Burkey, HR Director, is working with Paycor and their implementation team to facilitate the transfer of data needed. Staff will receive more information, training and access to the Paycor platform closer to the implementation date.



INFORMATION ITEM 3

Employee Engagement Survey

The employee engagement survey was approved by the board at the March 16, 2022, meeting to assess employees' perceptions and alignment with organizational values and practices; Measure employees' commitment, motivation, sense of purpose, and passion for their work and the organization. Considerations of the Employee Engagement Survey are:

- Ensure best practices are followed to determine actionable results
- Ensure confidentiality to the extent allowed by Florida Public Records Law
- Use results to impact overall recommendations for enhancing work culture

The Request for Quote was sent out on March 22, 2022, with responses due April 13, 2022. The organization retained DecisionWise to conduct our survey. The survey, sent to all employees hired before June 1, 2022, opened on July 11, 2022, and closed on July 25, 2022. The survey contained 51 multiple choice questions broken out into 4 categories. In addition, there were two open-ended questions that asked for employees feedback on changes over the last six months and one that allowed the employees to comment on anything that they wanted.

The organization had an 86% participation rate. The final results are included for review. Management will schedule all-employee meetings to go over the results of the survey and will work with a cross-section of employees to develop recommendations to improve the culture of the organization.

decisionwise



Chase Warnick
Consultant



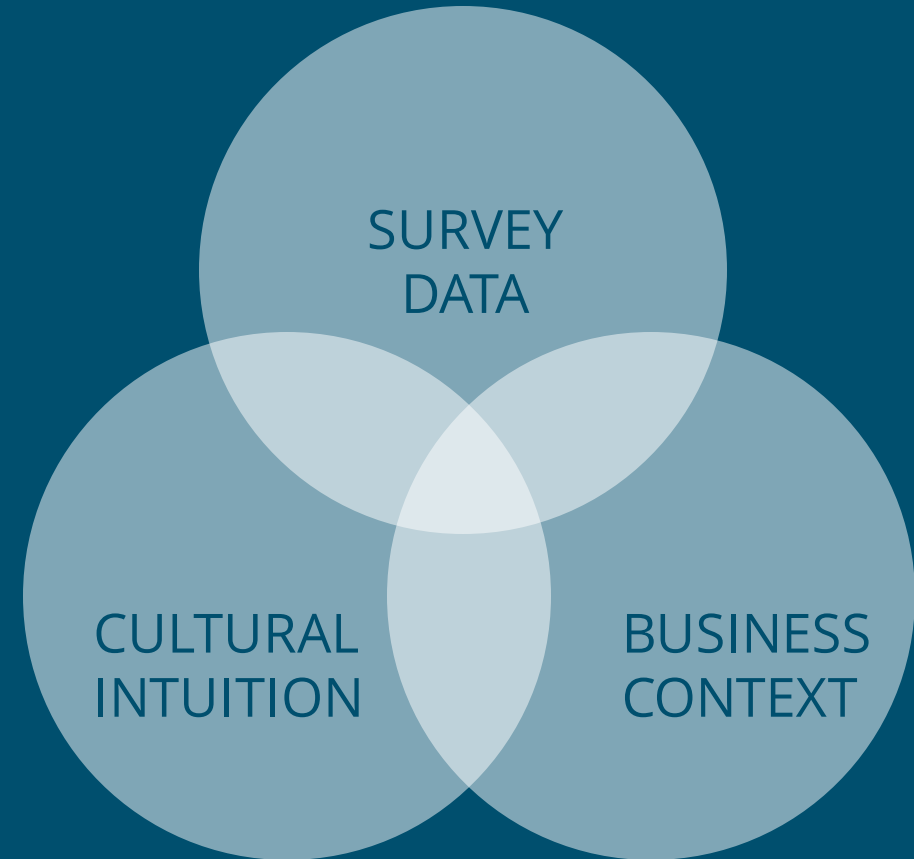
Kayla Weddington
Project Manager

CareerSource Pinellas

2022 Employee Survey Results

Agenda

1. Overall, Demographics, Highs, and Lows
2. Engagement and Attrition
3. Strengths, Opportunities, and Preliminary Recommendations
4. Next steps discussion



The Engagement Experience



Engagement

Hearts, Spirits, Minds, and Hands

Transformational

Satisfaction

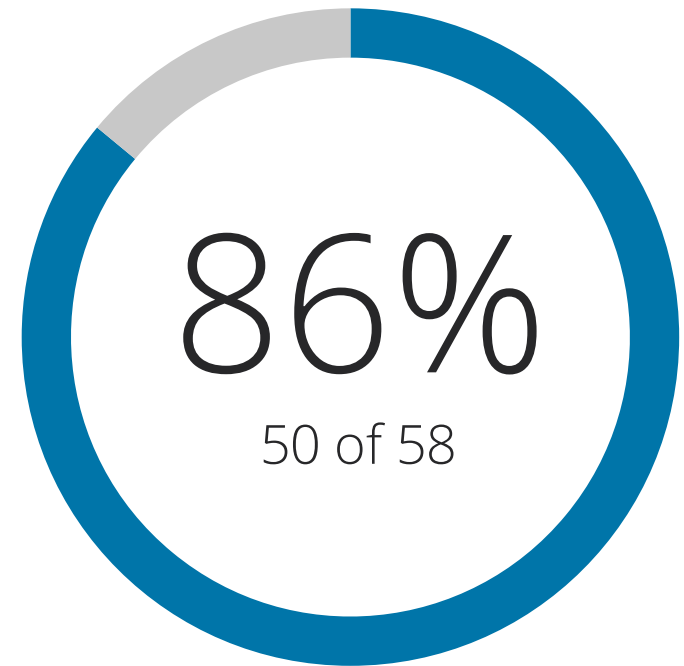
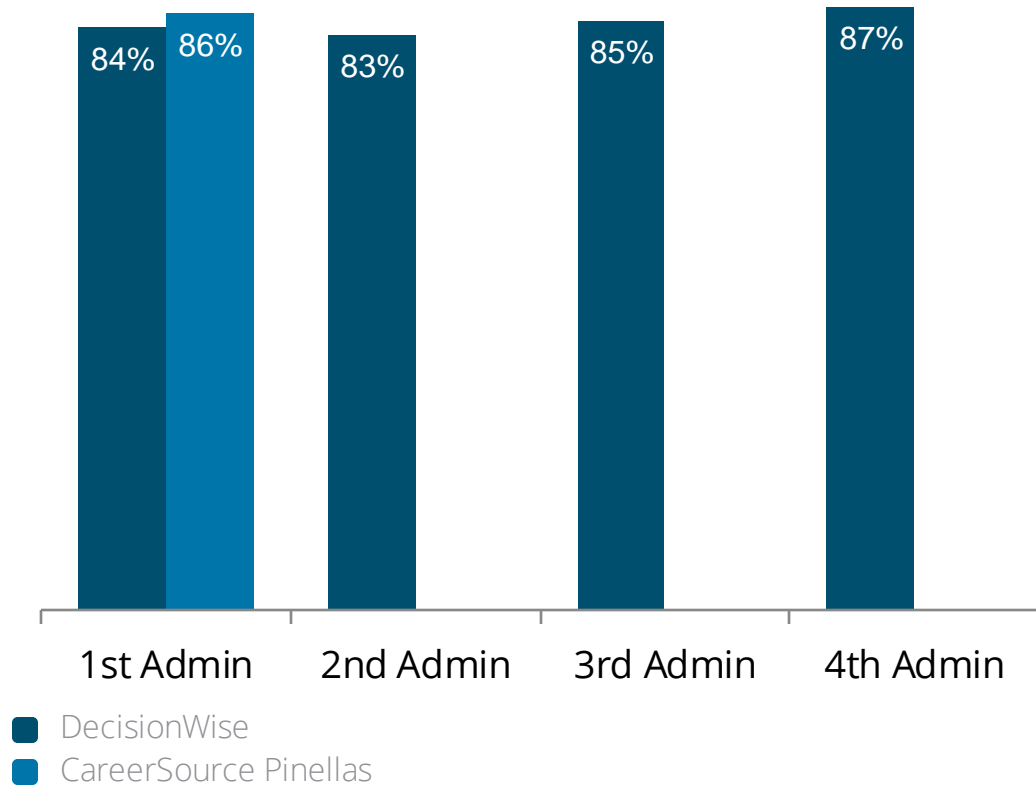
Contractual

Transactional

ENGAGEMENT **MAGIC**[®]



Participation Benchmark

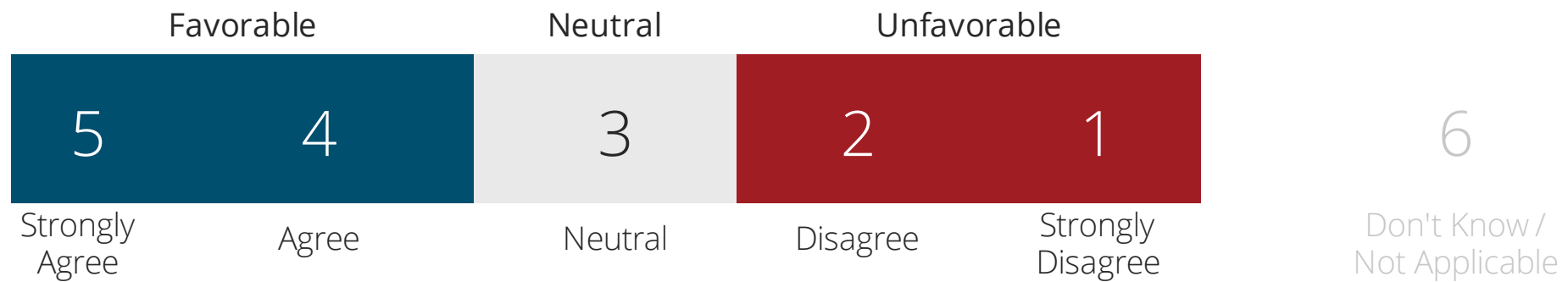


Survey Administered Jul 11 - Jul 25, 2022

Overall Results

Score Calculation Format

Favorable scores are calculated by combining the 4s and 5s



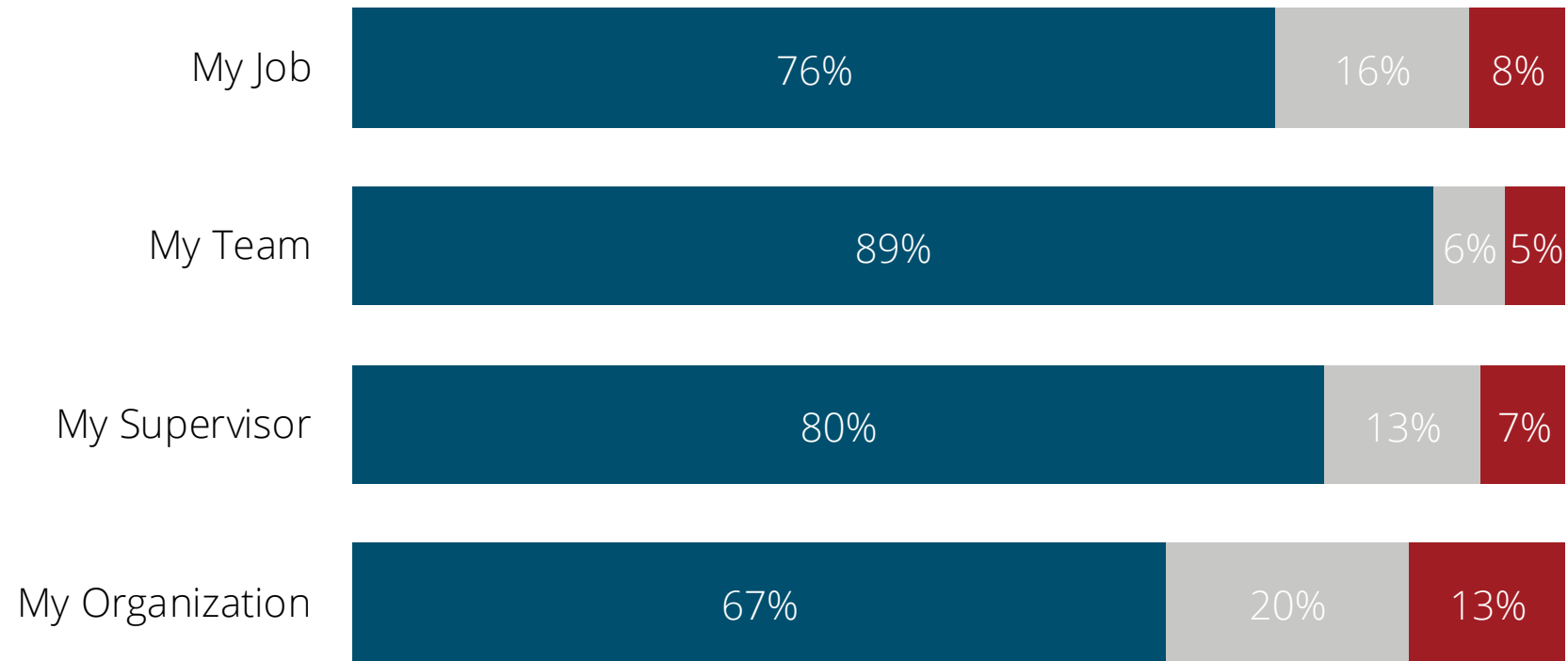
2022 Overall Score






Favorable 
Neutral 
Unfavorable 

134

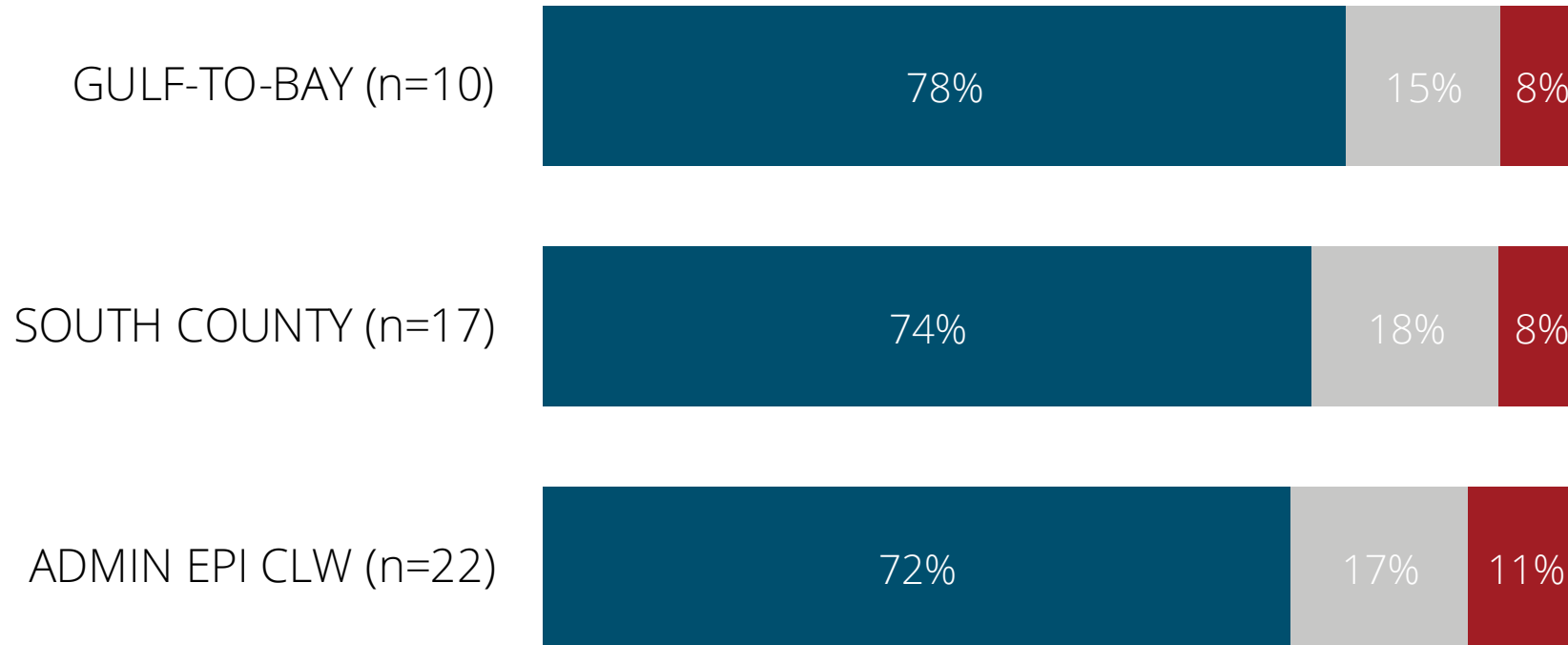
Dimension Summary





Favorable 
Neutral 
Unfavorable 

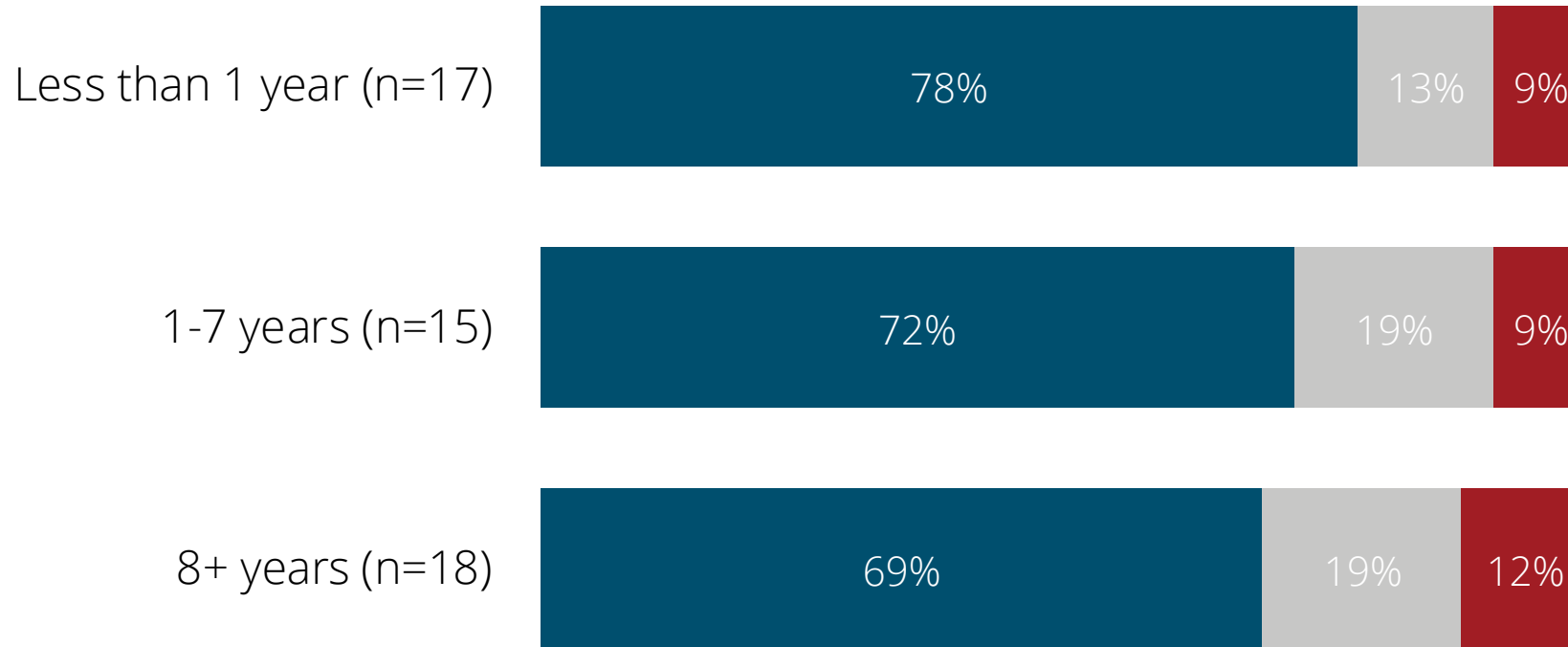


Overall Score by Location



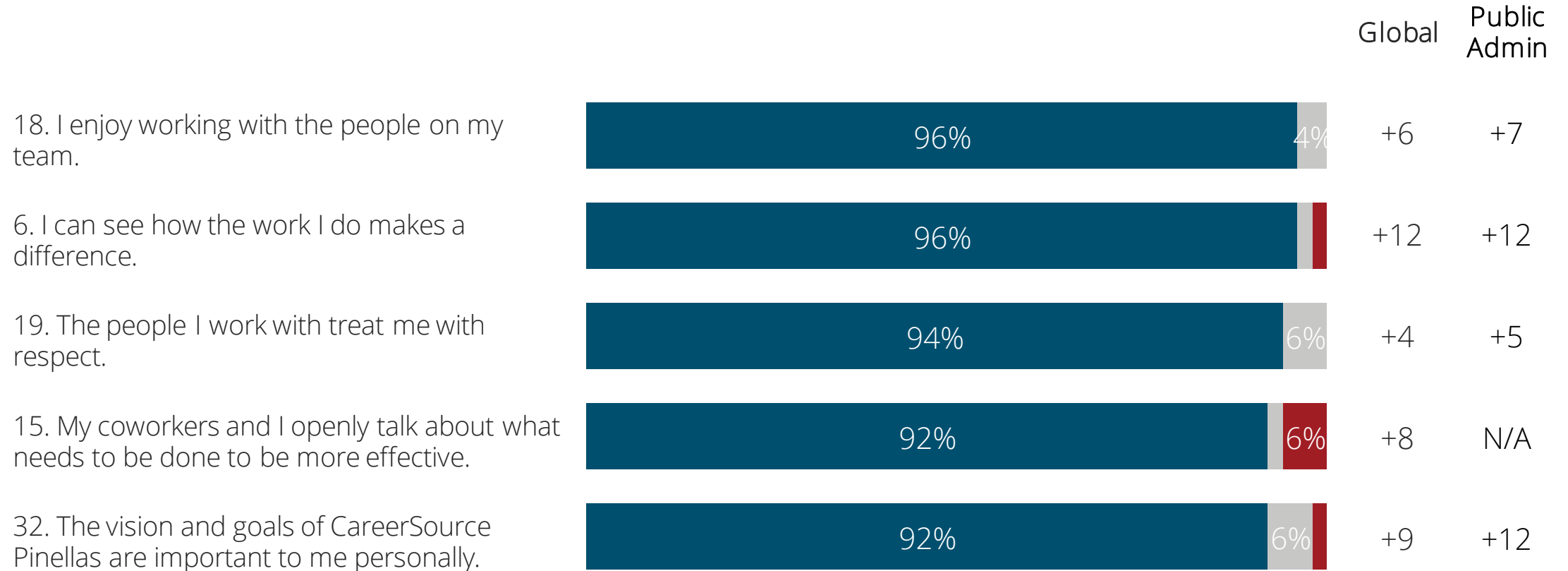
Favorable 
Neutral 
Unfavorable 

Overall Score by Tenure Group



Favorable 
Neutral 
Unfavorable 

Highest Scores



Favorable ■
 Neutral ■
 Unfavorable ■



Lowest Scores

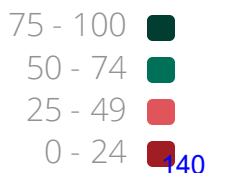
			Global	Public Admin	
29. I feel my compensation is competitive compared to the industry.	33%	22%	45%	-18	N/A
40. CareerSource Pinellas communicates well with all employees about what is going on.	39%	27%	35%	-20	-5
30. I am satisfied with the benefits I receive.	48%	28%	24%	-23	N/A
39. We work effectively across departments and functions.	49%	22%	29%	-7	-7
2. I have received the training I need to do my job well.	50%	38%	12%	-25	-26



Global Benchmark: Highest Percentiles

Below are the highest percentile scores for CSPIN Overall when compared to the Global Benchmark:

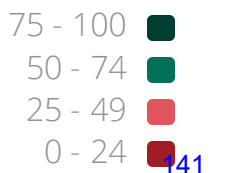
Survey Item	CSPIN Overall	Global	Delta Δ	Percentile
6. I can see how the work I do makes a difference.	96%	84%	+12	98 th
15. My coworkers and I openly talk about what needs to be done to be more effective.	92%	84%	+8	97 th
18. I enjoy working with the people on my team.	96%	90%	+6	93 rd
7. My job provides me with a sense of meaning and purpose.	90%	77%	+13	91 st
13. Overall, I love my job.	86%	76%	+10	88 th



Global Benchmark: Lowest Percentiles

Below are the lowest percentile scores for CSPIN Overall when compared to the Global Benchmark:

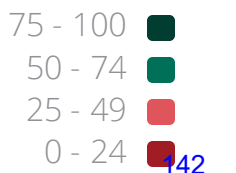
Survey Item	CSPIN Overall	Global	Delta Δ	Percentile
2. I have received the training I need to do my job well.	50%	75%	-25	5 th
30. I am satisfied with the benefits I receive.	48%	71%	-23	9 th
42. I feel that I can share my ideas and opinions without fear of negative consequences.	62%	77%	-15	11 th
40. CareerSource Pinellas communicates well with all employees about what is going on.	39%	59%	-20	12 th
1. I have the tools and resources I need to do my job well.	66%	77%	-11	15 th



Public Administration Benchmark: Highest Percentiles

Below are the highest percentile scores for CSPIN Overall when compared to the Public Administration Benchmark:

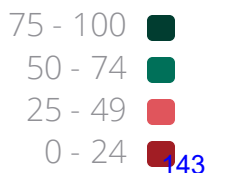
Survey Item	CSPIN Overall	Public Administration	Delta Δ	Percentile
11. I find enjoyment in the job that I perform.	88%	81%	+7	98 th
7. My job provides me with a sense of meaning and purpose.	90%	77%	+13	97 th
13. Overall, I love my job.	86%	72%	+14	97 th
41. Senior Leaders know what is going on at CareerSource Pinellas.	61%	49%	+12	96 th
18. I enjoy working with the people on my team.	96%	89%	+7	92 nd



Public Administration Benchmark: Lowest Percentiles

Below are the lowest percentile scores for CSPIN Overall when compared to the Public Administration Benchmark:

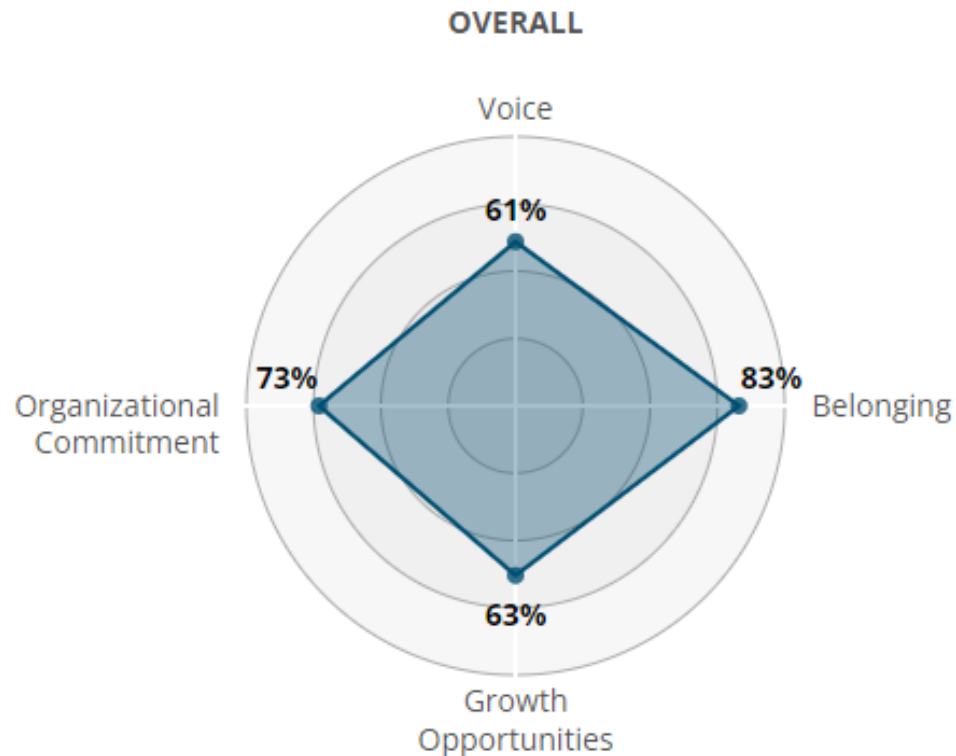
Survey Item	CSPIN Overall	Public Administration	Delta Δ	Percentile
2. I have received the training I need to do my job well.	50%	76%	-26	14 th
40. CareerSource Pinellas communicates well with all employees about what is going on.	39%	44%	-5	28 th
39. We work effectively across departments and functions.	49%	56%	-7	30 th
21. My supervisor gives me ongoing feedback about my performance.	68%	70%	-2	31 st
28. I am satisfied with the opportunities for my own professional growth at CareerSource Pinellas.	52%	59%	-7	32 nd



Diversity, Equity, Inclusion (DEI)

Diversity, Equity, and Inclusion (DEI)

Four constructs used to better understand and improve DEI



Voice: Employees feel their thoughts and opinions are heard and reasonably considered in organizational decisions.



Growth opportunities: Employees feel they have opportunities and resources to develop and grow in the organization.

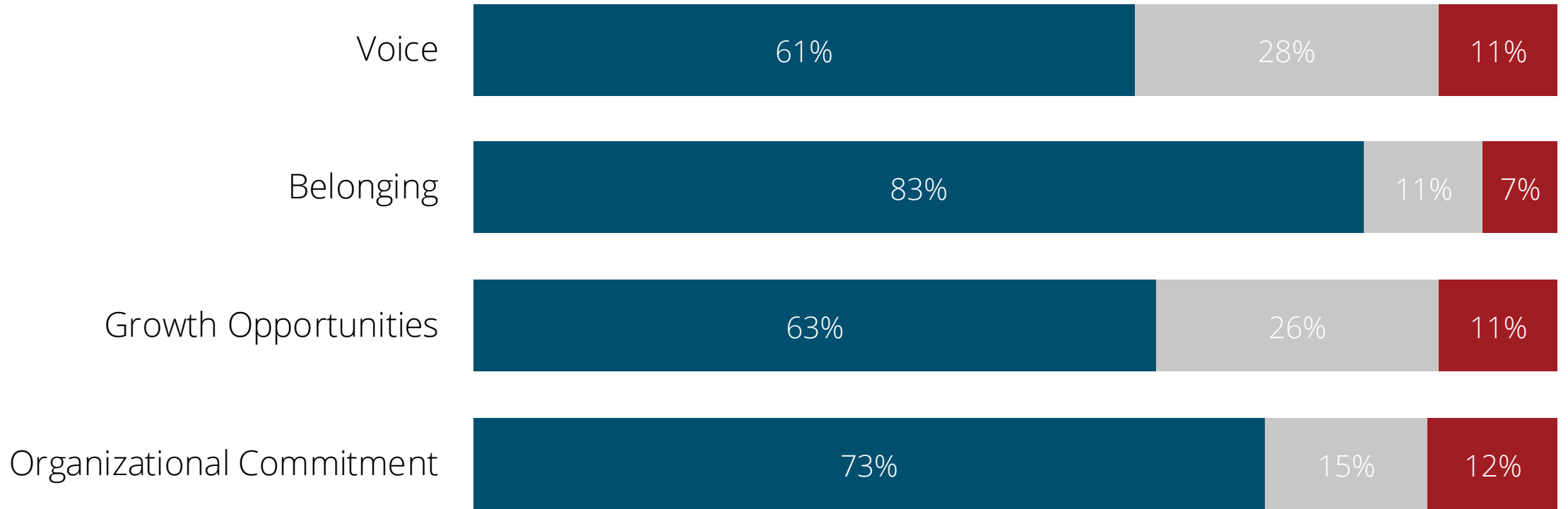


Belonging: Employees feel accepted, comfortable, and connected within the organization's culture.



Organizational commitment: Employees feel the organization champions and sponsors diversity, equity, and inclusion.

Construct Favorability Scores

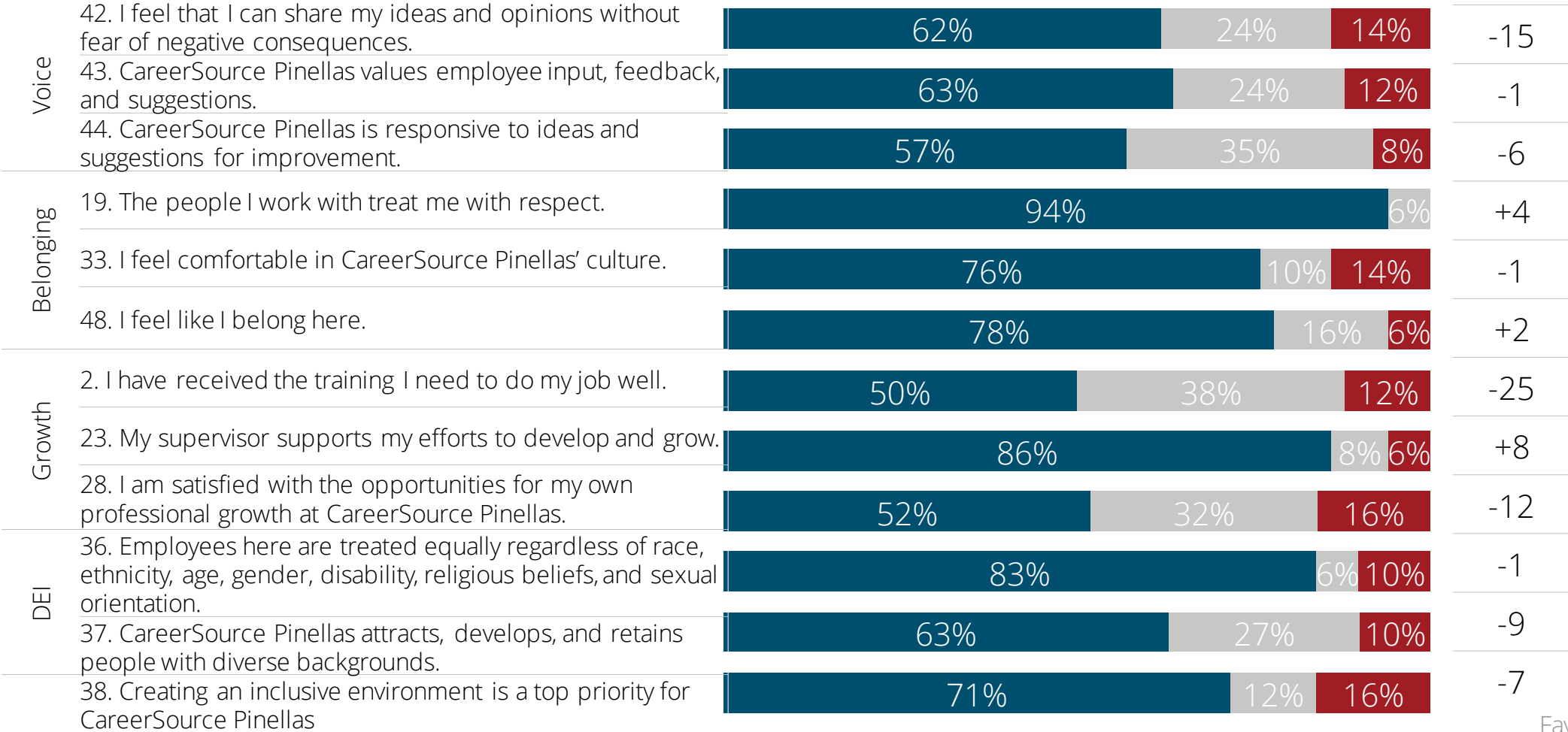


Favorable 
Neutral 
Unfavorable 



DEI Construct Item Results

Global

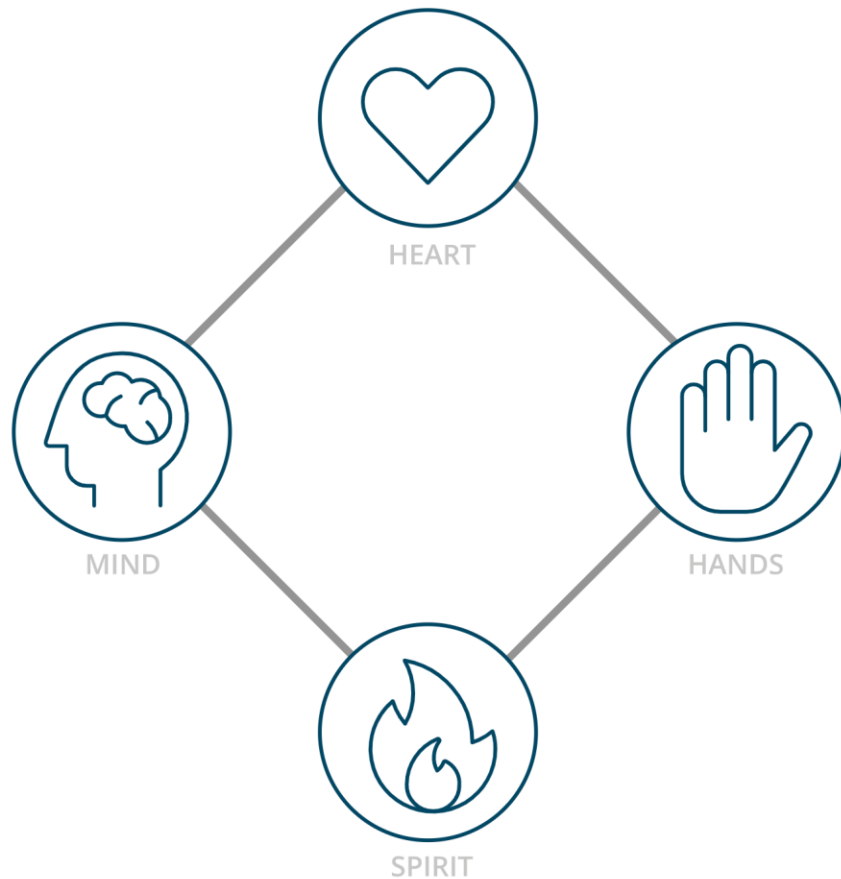


Favorable ■
 Neutral ■
 Unfavorable ■



Engagement Analysis

Engagement Anchor Questions



9. Most days, I look forward to my work.

10. My job is fulfilling and challenging.

11. I find enjoyment in the job that I perform.

12. Time passes quickly during my workday.

13. Overall, I love my job.

Engagement Index

86%

Overall Engagement

16%

Fully Engaged

This highly-motivated group of employees is characterized by strong discretionary effort, organizational pride, and innovation.

(n=8)

70%

Key Contributor

This satisfied group of employees can be considered the "strong and steady" population heavily represented in most organizations.

(n=35)

12%

Opportunity Group

This highly neutral group is on the fence with regard to the company. This group represents an opportunity to increase engagement.

(n=6)

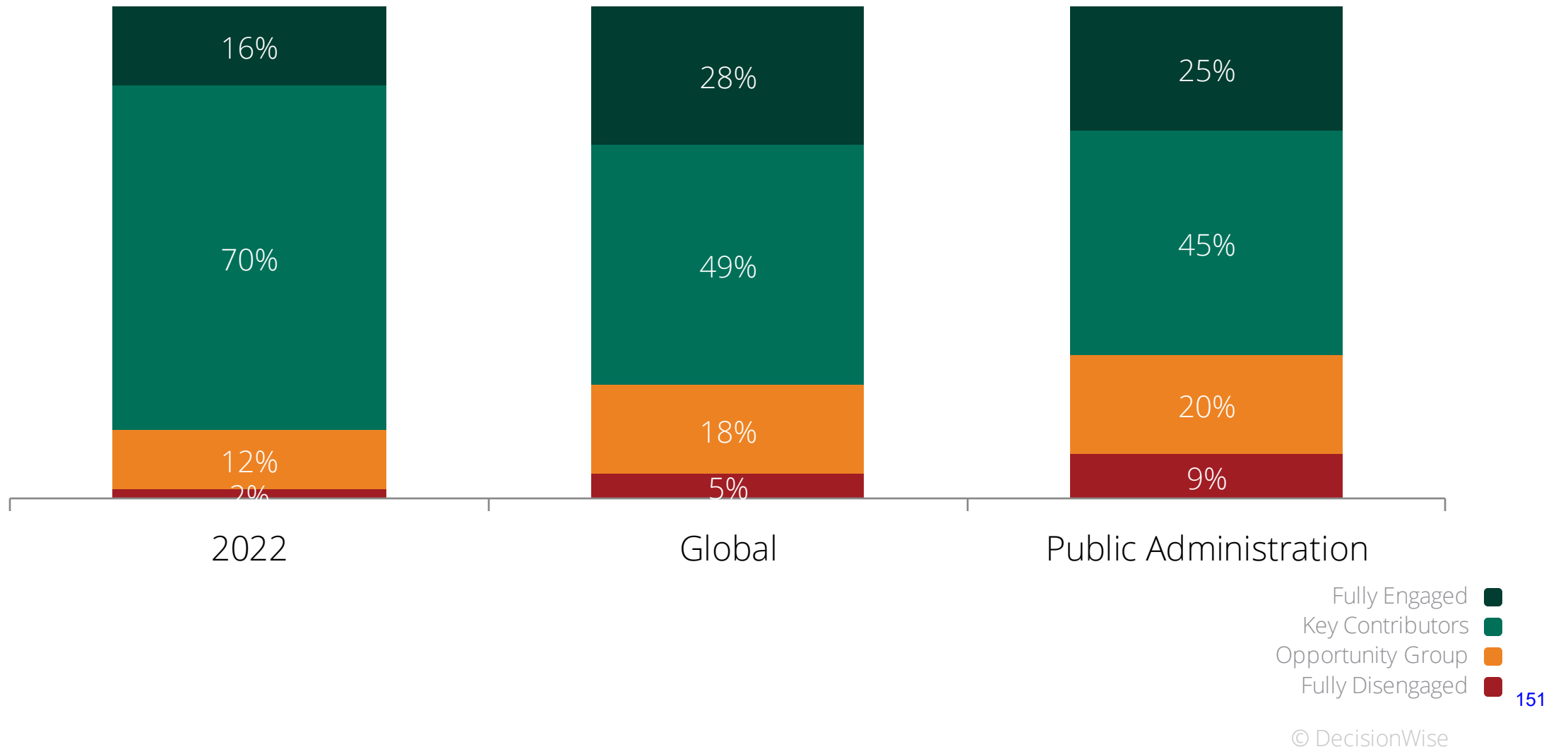
2%

Fully Disengaged

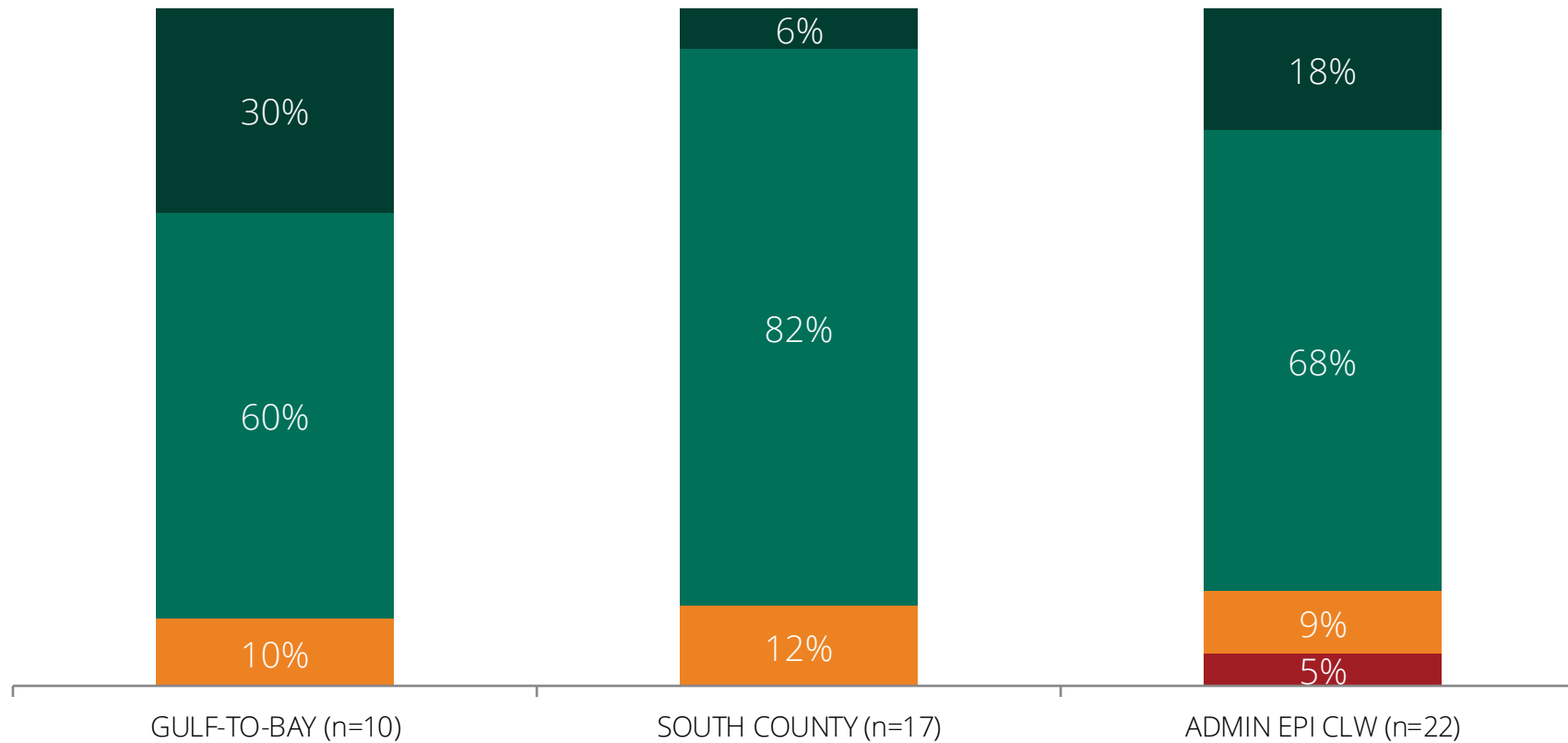
This group is generally bored and frustrated with work, speaks poorly about leaders, and blames others.

(n=1)

Engagement Index Comparison



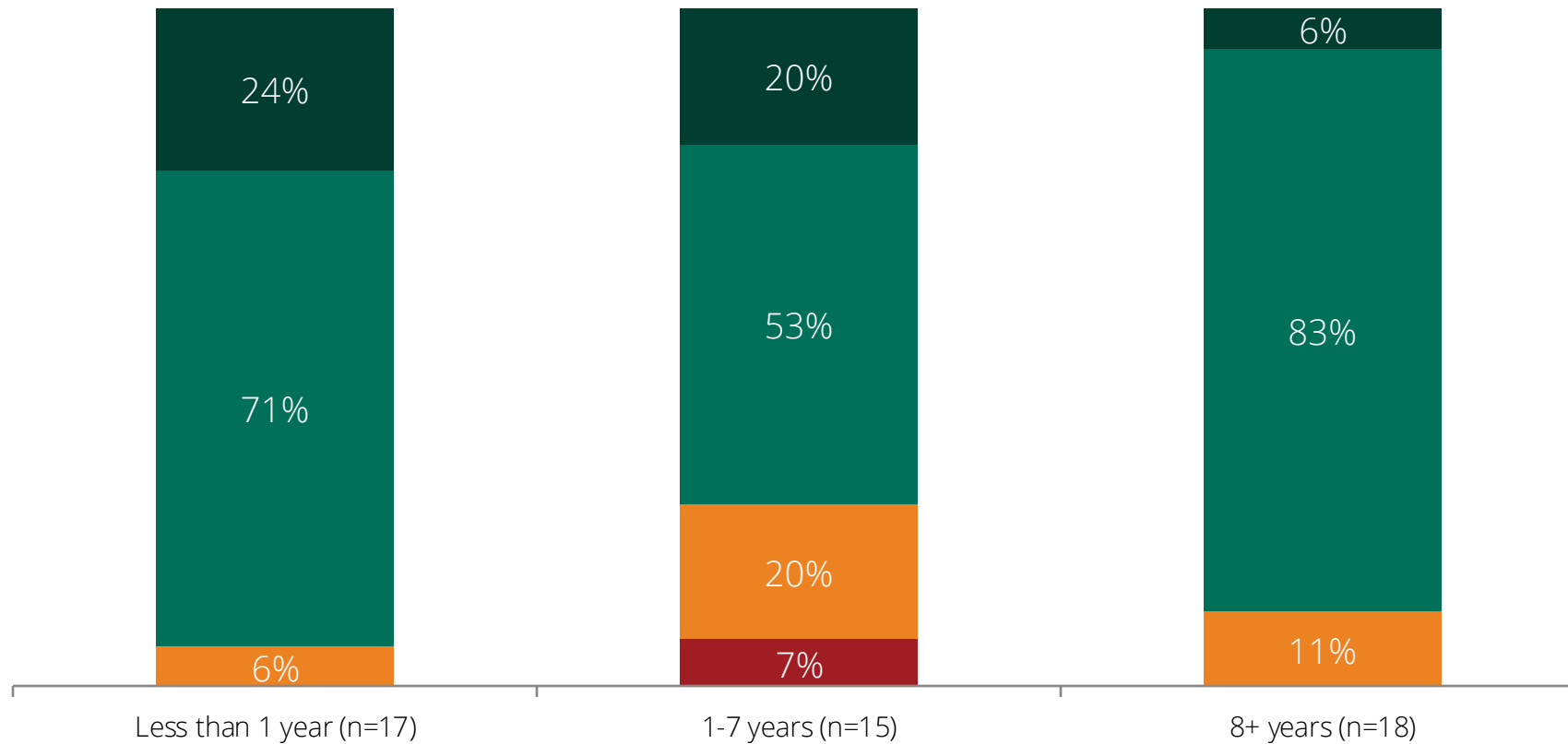
Engagement Index by Location



Fully Engaged ■
Key Contributors ■
Opportunity Group ■
Fully Disengaged ■



Engagement Index by Tenure Group



Fully Engaged
Key Contributors
Opportunity Group
Fully Disengaged



Fully Engaged Perceptions

16%

Fully Engaged

(n=8)

Positive Perceptions

7. My job provides me with a sense of meaning and purpose.	100%
6. I can see how the work I do makes a difference.	88%
8. My work gives me opportunities to learn and grow.	88%
23. My supervisor supports my efforts to develop and grow.	88%
24. I trust my supervisor.	88%

*This is the percentage of people in the Fully Engaged Group who answered Strongly Agree

Negative Perceptions

29. I feel my compensation is competitive compared to the industry.	14%
3. The amount of work I am expected to do is reasonable.	13%
30. I am satisfied with the benefits I receive.	13%
39. We work effectively across departments and functions.	13%
40. CareerSource Pinellas communicates well with all employees about what is going on.	13%

*This is the percentage of people in the Fully Engaged Group who answered Disagree or Strongly Disagree

Opportunity Group Perceptions

12%

Opportunity Group

(n=6)

Positive Perceptions

22. My supervisor regularly recognizes my efforts and contributions. 67%

23. My supervisor supports my efforts to develop and grow. 67%

25. My supervisor cares about me. 67%

20. My supervisor communicates important information to the team. 50%

21. My supervisor gives me ongoing feedback about my performance. 50%

*This is the percentage of people in the Opportunity Group who answered Strongly Agree

Negative Perceptions

40. CareerSource Pinellas communicates well with all employees about what is going on. 60%

27. There are opportunities for my own advancement at CareerSource Pinellas. 50%

29. I feel my compensation is competitive compared to the industry. 50%

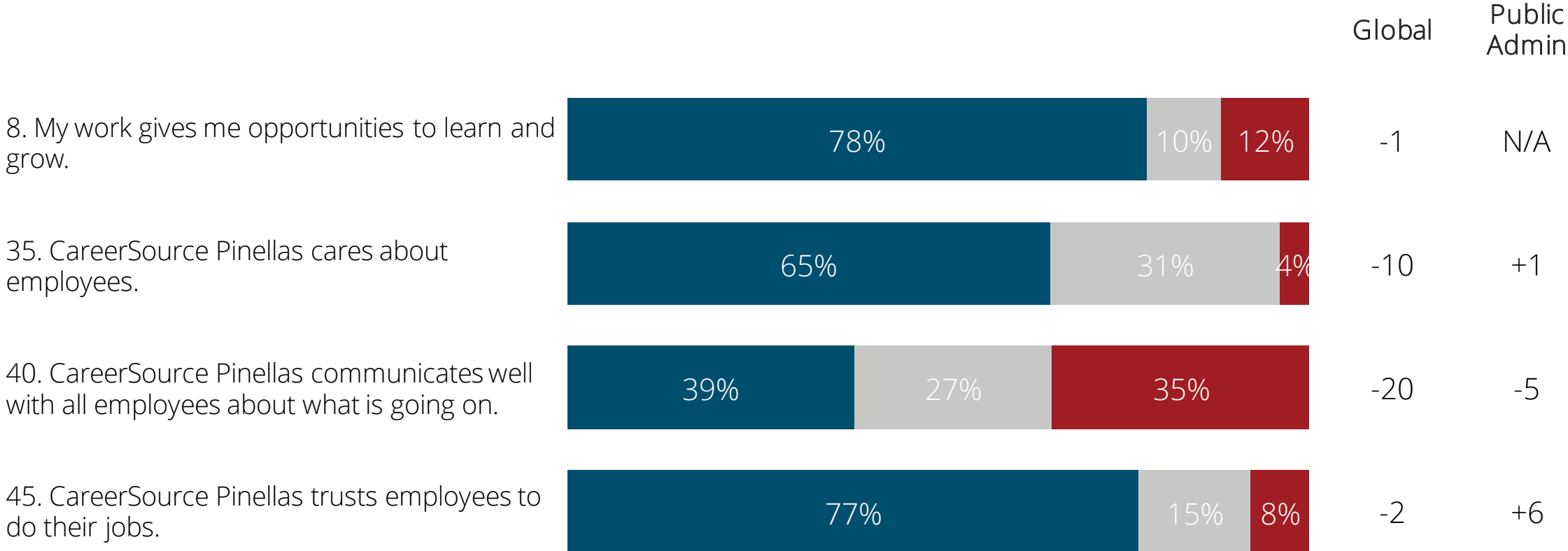
39. We work effectively across departments and functions. 50%

1. I have the tools and resources I need to do my job well. 33%

*This is the percentage of people in the Opportunity Group who answered Disagree or Strongly Disagree

Statistical Analysis

Drivers of Engagement – Favorability



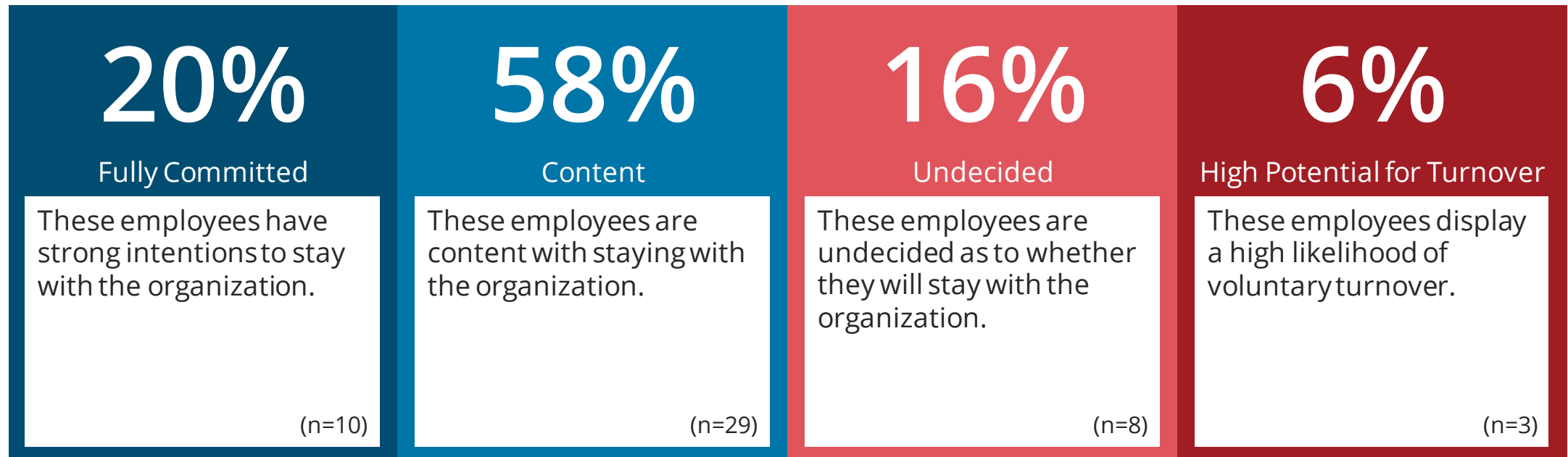
Favorable ■
 Neutral ■
 Unfavorable ■

The four items listed are the items most correlated to the Engagement Score.



Attrition Analysis

Attrition Index



Attrition Questions

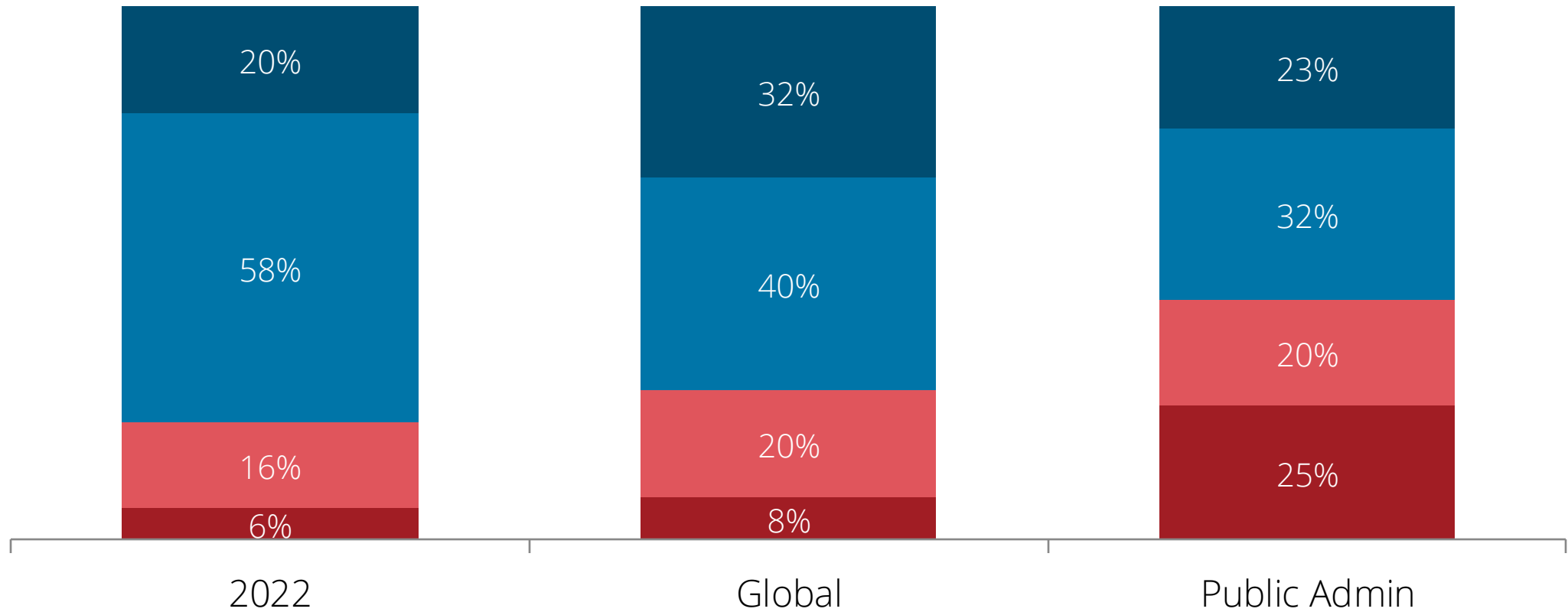
46. I am confident that senior leaders will lead CareerSource Pinellas to future success.

47. I am confident that CareerSource Pinellas has a successful future.

50. I would choose to remain with CareerSource Pinellas, even if a job with similar pay and benefits were available elsewhere.

51. I would recommend CareerSource Pinellas as a great place to work.

Attrition Index Trend



Fully Committed
Content
Undecided
High Potential for Turnover



Key Findings

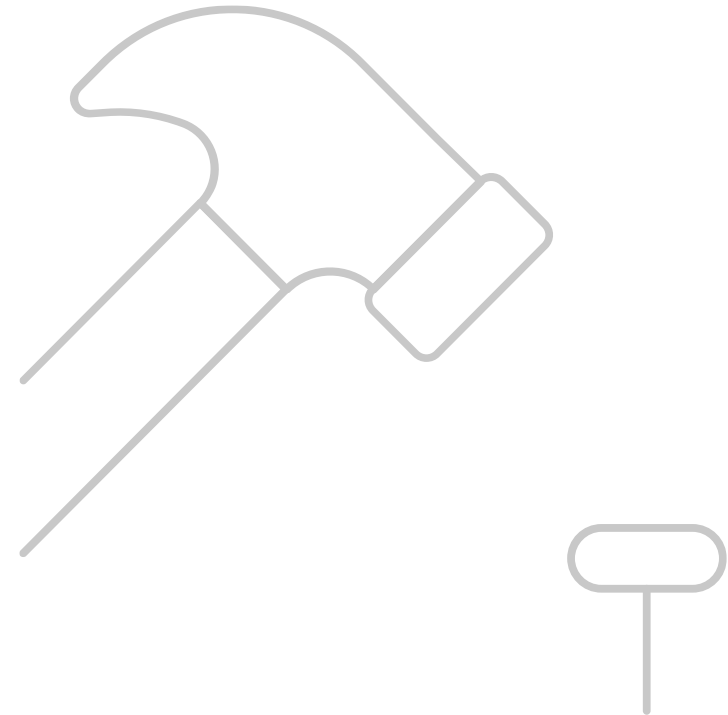
Strength: Meaning

- Item 7, “My job provides me with a sense of meaning and purpose” (90% favorable) is +13 compared to the Global Benchmark
- Item 7 is the top Positive Perception of the *Fully Engaged* employees
- Item 32, “The vision and goals of the organization are important to me personally” (92% favorable)



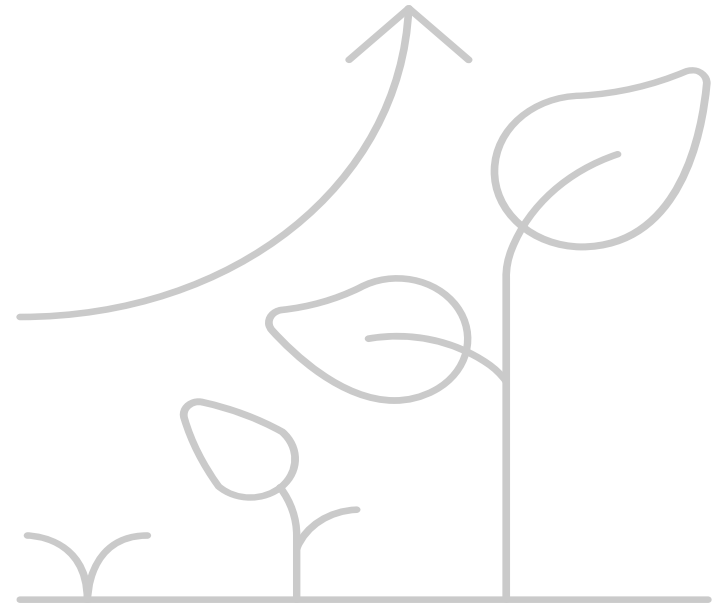
Strengths: Impact

- Item 6, “I can see how the work I do makes a difference” (96% favorable) is +12 compared to the Global Benchmark (98th percentile)
- Item 6 is also a top Positive Perception for the *Fully Engaged* and *Key Contributor* employees



Opportunity: Training and Growth

- Item 2, “I have the training I need to do my job well” (50% favorable) is -25 compared to the Global Benchmark
- Item 28, “I am satisfied with the opportunities for my own professional growth at CareerSource Pinellas (52% favorable)
- Item 8, “My work gives me opportunities to learn and grow (78% favorable) is a Driver of Engagement at CareerSource Pinellas. Continuing to help employees learn and grow will have a positive impact on engagement!



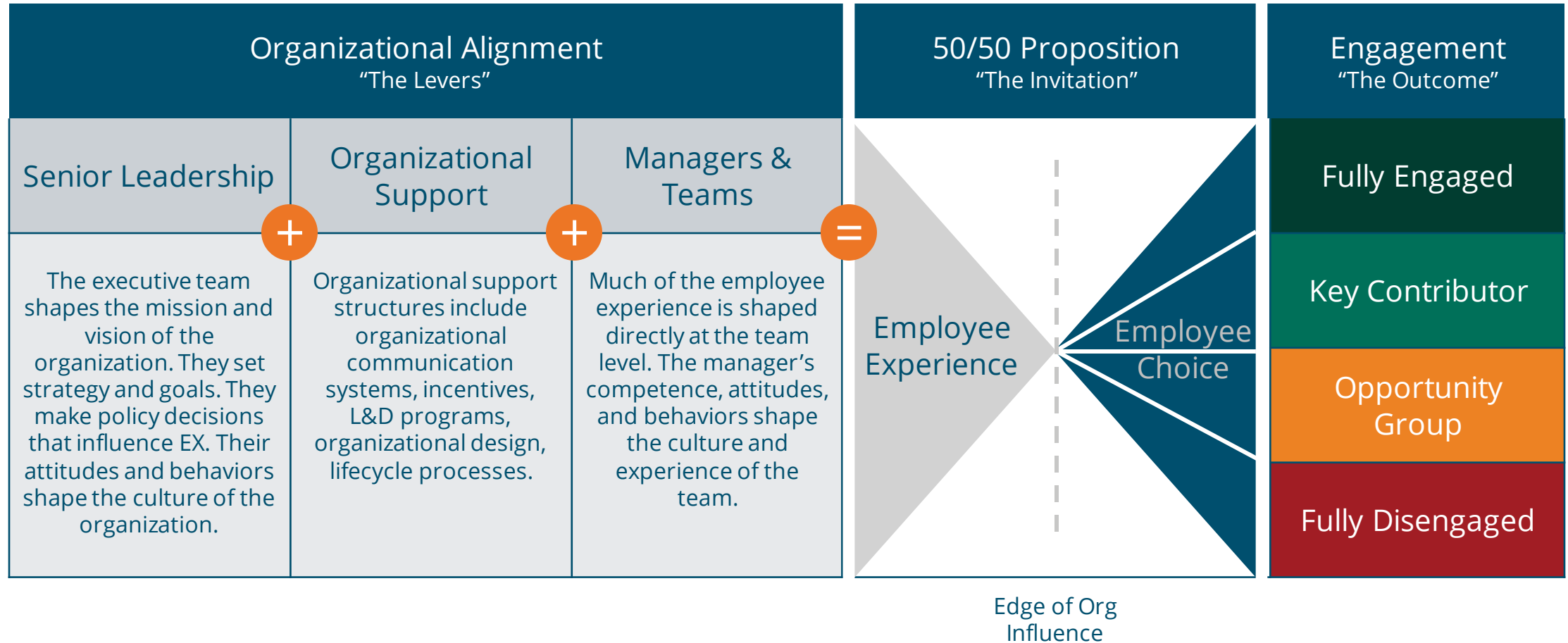
Opportunity: Satisfaction

- Less favorable responses around compensation and benefits (33% favorable and 48% favorable)
- Item 40, "CareerSource Pinellas communicates well with all employees about what is going on" (39% favorable) is -20 compared to the Global Benchmark and the top Negative Perception of the *Opportunity Group* employees
- Item 1, "I have the tools and resources I need to do my job well" (66% favorable) is -11 compared to the Global Benchmark



Next Steps

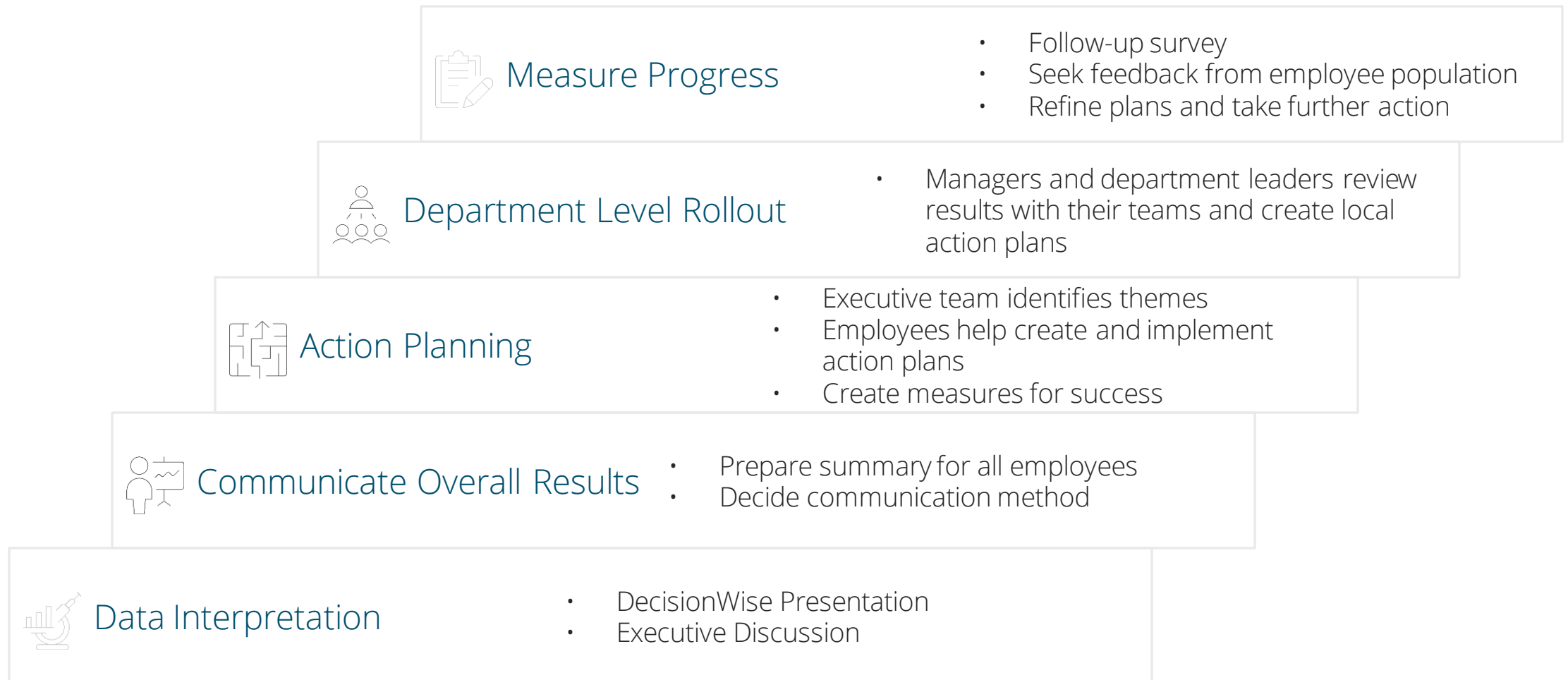
Cultivating Employee Engagement



Turning Feedback into Results

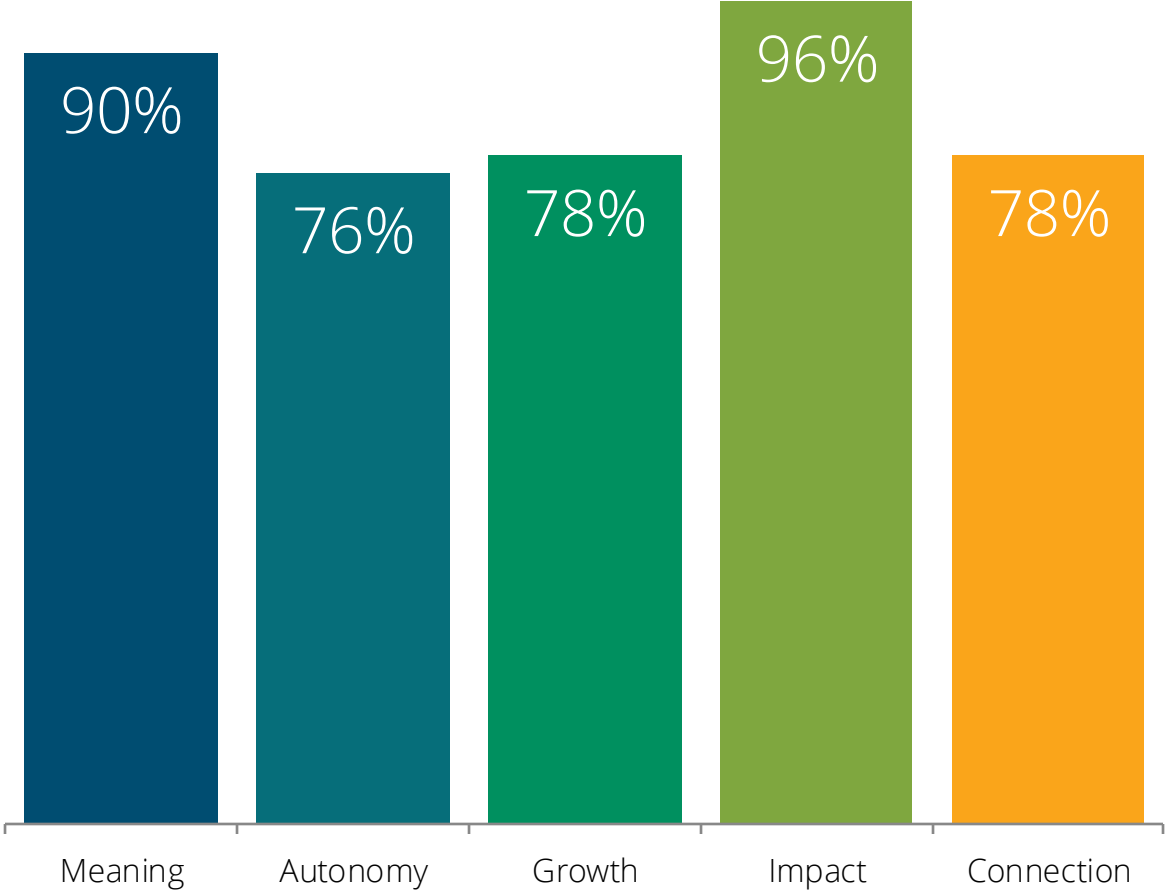


Next Steps



Appendix

ENGAGEMENT MAGIC[®]





INFORMATION ITEM 4

Other Employee Engagement Items

At the Special Meeting of the Board of Directors on December 15, 2021, the board unanimously approved to refer Section IV of the Whistleblower Report related to organizational culture and employee engagement to the Compensation Committee for further review and recommended action, if any. One of HR Director's, Jay Burkey, main focuses has been the implementation of tactics to improve organizational culture and employee engagement.

Employee Engagement Committee

Employee driven committee to come up with ideas to engage employees and to improve morale for all employees. First meeting was May 11, 2022; meetings are being held monthly. Some of the items that have been suggested and implemented:

- Member of Employee Engagement Committee participates in weekly Leadership Team meeting to bring concerns/observations to Leadership. Rotated on a monthly basis.
- Recommended Employee of the Month award
- Quarterly Leadership meetings to address the direction of the organization
- Updated training for all roles
- Cross training
- Mentoring program for new employees

Diversity Committee

Committee to foster inclusivity in the workplace. Purpose is to educate and embrace our employees' differences and unique challenges to make our workplace inclusive for all. First meeting was held in June 2022; meetings are being held monthly. Some of the items that have been suggested and have been or will be implemented:

- Monthly newsletter that will combine Employee Engagement and Diversity
- Training will be implemented focusing on different diversity topics such as cultural groups, sensitivity training, and other topics as requested by committee
- Diversity bulletin boards will be implemented at all centers for a chance for employees to spotlight where they are from, etc. Will be a great icebreaker for new employees as they on-board



INFORMATION ITEM 4

Other Employee Engagement Items (continued)

Performance Evaluation Process and Metrics

Align performance metrics with the primary indicators with DEO and USDOL to ensure employee accountability and enhanced service delivery to reach operational objectives.

- Review current process
- Develop metrics, process, and performance tools
- Will be evaluated in conjunction with Annual 360 Performance Review process
- Will be technology-based and integrated with Paycor. Will eliminate Excel spreadsheet format.
- Performance goals will be measurable and clearly defined

Will be implemented in next few months.



INFORMATION ITEM 5

2022 Compensation Review

In February 2019, hrEdge Consulting was retained by CareerSource Pinellas to conduct a Compensation Review. The review was designed to focus on salary range equity externally, as well as internal structure of position titles. As discussed at the October 7, 2021, Compensation Committee meeting and the November 17, 2021, Board meeting, CareerSource Pinellas would issue a Request for Quotes (RFQ) from various third-party HR practitioners to conduct an updated Compensation Review.

The RFQ was issued at the beginning of March with the deadline to submit proposals by March 25. CareerSource Pinellas received proposals from four qualified vendors, one of which was hrEdge. Compensation Resources was recommended and approved by the Board at the May 26, 2022, Board Meeting.

We are working with Compensation Resources to supply them all requested information. Any recommendations, if any, will be implemented effective January 1 at the latest.

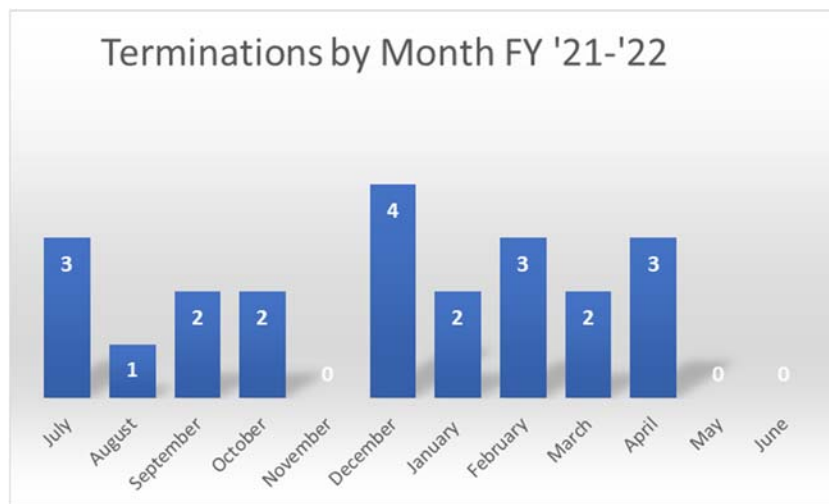


INFORMATION ITEM 6

Staffing and Turnover Report for FY 2021-2022

Terminations

For our fiscal year we had 22 terminations. Out of those terminations, 2 were due to layoff, one was due to the employee passing away, the rest were due to resignation. Fourteen of the 22 terminations (64%) happened from December of 2021 through April of 2022.



Hiring however has seen an increase since March and that trend continued in our last quarter. From July of 2021 through February of 2022 there were 7 new hires. Starting in March and continuing through the end of June 2022, there were 15 new hires accounting for 69% of all employees hired in FY 2021-2022. Out of the 15 new hires that were brought in, 4 of them were previous employees that returned.



INFORMATION ITEM 6
Staffing and Turnover Report for FY 2021-2022
(continued)





INFORMATION ITEM 7

June 30, 2022 Financial Statements

1. June 30, 2022 Financial Statements.....	Page x
a. Statement of Activities: Current Year vs. Prior Year.....	Page x
b. Statement of Activities: Unrestricted Activity	Page xx
c. Statement of Activities: Current Year vs. Budget.....	Page xx
d. Cost Allocation/Expenditure Report for PE 6/30/2022.....	Page xx
e. Pooled Cost Report 6/30/2022	Page xx
f. Grant Status Report 6/30/2022	Page xx

CareerSource Pinellas
Statement of Revenues and Expenditures
From 7/1/2021 Through 6/30/2022
(In Whole Numbers)

		<u>Actual 2021-2022</u>	<u>Actual 2020-2021</u>	<u>Variance</u>
Revenue				
Operating Revenue				
Grant Revenue				
Grant Revenue - Federal	3000	7,501,208	8,075,590	(574,382)
Grant Revenue - Local	3002	0	227,372	(227,372)
Total Grant Revenue		7,501,208	8,302,962	(801,754)
Contributions				
Corporate Revenue	3100	3,525	7,538	(4,013)
Sponsorship Revenue	3101	1,000	0	1,000
Donations	3102	1,000	0	1,000
Total Contributions		5,525	7,538	(2,013)
Program Revenue				
Ticket to Work Revenue	3103	82,552	109,259	(26,707)
Program Income	3502	0	1,290	(1,290)
Total Program Revenue		82,552	110,549	(27,997)
Investment Income				
Interest/Dividends	3200	7,772	14,090	(6,319)
Total Investment Income		7,772	14,090	(6,319)
Other Income				
Other Revenues	3300	263	691	(429)
Total Other Income		263	691	(429)
Total Operating Revenue		7,597,320	8,435,830	(838,511)
Total Revenue		7,597,320	8,435,830	(838,511)

Expenditures

Personnel Expenses				
Salary Expense	5000	2,558,365	2,740,401	182,036
Salary Expense - Benefit Stipend	5005	498,589	598,815	100,226
Payroll Taxes	5050	239,296	246,689	7,393
Fringe Benefits (ER Paid)	5060	27,822	36,905	9,083
Retirement	5090	131,556	146,695	15,139
Total Personnel Expenses		3,455,628	3,769,505	313,877
Program Expenses				
Operating Supplies	5303	0	873	873
Food and Beverages	5310	1,999	787	(1,212)
Communications	5500	91,746	95,528	3,782
Outreach/Marketing	5520	37,078	16,745	(20,334)
Service Provider Contract	8000	415,005	498,623	83,617
One-Stop Operator	8100	37,300	17,531	(19,769)
Internal Monitoring	8200	47,270	34,133	(13,138)
OJT	8300	265,112	59,396	(205,715)
Paid Work Experience	8320	21,061	20,125	(936)
DWG Work Experience	8325	215,780	155,498	(60,282)
Workforce Services	8335	57,200	54,400	(2,800)
Youth Stipends	8340	8,826	31,611	22,785
Other Customer Support Services	8341	31,178	34,414	3,237
Customer Training	8342	1,157,588	1,876,719	719,131
Customer Supportive Services	8343	59	3,575	3,516
Licensures	8344	0	(220)	(220)
Training Related Material	8345	51,828	92,446	40,618
Fees/exams/certifications	8346	28,355	34,861	6,507
Total Program Expenses		2,467,384	3,027,044	559,660
Professional Fees				

CareerSource Pinellas
Statement of Revenues and Expenditures
From 7/1/2021 Through 6/30/2022
(In Whole Numbers)

		<u>Actual 2021-2022</u>	<u>Actual 2020-2021</u>	<u>Variance</u>
Accounting/Audit Fees	5100	45,943	31,188	(14,756)
Legal Fees	5101	147,262	49,898	(97,364)
Professional Service	5104	79,107	37,874	(41,232)
Legal (Lobbying)	5105	35,245	15,270	(19,975)
Contract Labor	5170	227,318	130,885	(96,434)
Contract IT Services	5171	331,758	331,373	(386)
Cybersecurity - IT	5172	40,788	40,791	3
Total Professional Fees		<u>907,422</u>	<u>637,279</u>	<u>(270,143)</u>
Supplies				
Office Supplies	5302	15,463	41,358	25,895
Postage/Shipping	5307	2,682	2,158	(524)
Document Shredding	5308	1,141	875	(266)
Total Supplies		<u>19,286</u>	<u>44,391</u>	<u>25,105</u>
Insurance				
Insurance - Commercial Property	5400	7,450	5,370	(2,080)
Insurance - General Liability	5401	88,265	55,619	(32,646)
Insurance - Workers Comp	5403	33,384	30,618	(2,766)
Insurance - Auto	5404	7,607	6,673	(934)
Total Insurance		<u>136,707</u>	<u>98,281</u>	<u>(38,426)</u>
Occupancy				
Office Rent/Lease	5200	254,856	260,597	5,741
Other Leases	5201	2,840	7,880	5,040
Utilities	5202	32,139	35,414	3,275
Repairs & Maintenan	5203	18,715	24,941	6,226
Security	5204	22,215	467	(21,748)
Janitorial Expense	5205	43,867	43,878	11
Pest Control	5206	2,409	2,321	(88)
Total Occupancy		<u>377,041</u>	<u>375,497</u>	<u>(1,543)</u>
Office Equipment				
Equipment Rent/Lease	5300	36,829	38,543	1,714
Copy Machine Usage/Maintenance	5301	9,629	8,492	(1,137)
Comp	5304	103,814	105,145	1,332
Software/License/Maintenance				
Equipment < \$5,000	5305	7,189	157,958	150,769
Total Office Equipment		<u>157,460</u>	<u>310,138</u>	<u>152,678</u>
Travel and Meetings				
Travel - Mileage	5540	7,049	3,499	(3,550)
Travel - Out of Town	5541	13,235	0	(13,235)
Meetings/Conferences	5560	7,680	4,651	(3,029)
Total Travel and Meetings		<u>27,964</u>	<u>8,150</u>	<u>(19,814)</u>
Licenses, Dues and Other Fees				
Staff Training/Education	5052	48,446	11,435	(37,011)
Other Employee expenses	5055	(976)	3,455	4,431
Recruitment	5095	8,460	1,851	(6,609)
Payroll Processing Fees	5103	7,914	8,066	152
License/Dues & Other Fees	5581	30,805	30,407	(398)
401k Administrative Fees	5583	2,250	6,123	3,873
HRIS Administrative Fees	5584	5,205	5,109	(96)
Total Licenses, Dues and Other Fees		<u>102,105</u>	<u>66,445</u>	<u>(35,660)</u>
Amortization and Depreciation				
Depreciation Expense	5901	22,769	25,677	2,908
Total Amortization and Depreciation		<u>22,769</u>	<u>25,677</u>	<u>2,908</u>
Miscellaneous				

CareerSource Pinellas
Statement of Revenues and Expenditures
From 7/1/2021 Through 6/30/2022
(In Whole Numbers)

	<u>Actual 2021-2022</u>	<u>Actual 2020-2021</u>	<u>Variance</u>
Bank Fees	5102 875	1,122	247
Other Expense	5700 (6,526)	4,422	10,949
Vehicle Expenses	5701 230	941	711
Penalties\Disallowed Expenses	5710 1,862,990	341	(1,862,649)
Total Miscellaneous	<u>1,857,569</u>	<u>6,826</u>	<u>(1,850,742)</u>
Total Expenditures	<u>9,531,334</u>	<u>8,369,235</u>	<u>(1,162,099)</u>
Net Revenue over (under) Expenditures	<u>(1,934,014)</u>	<u>66,596</u>	<u>(2,000,610)</u>

CareerSource Pinellas
Statement of Revenues and Expenditures - Unrestricted Activity
From 7/1/2021 Through 6/30/2022
(In Whole Numbers)

		<u>Actual 2021-2022</u>	<u>Actual 2020-2021</u>	<u>Variance</u>
Revenue				
Operating Revenue				
Contributions				
Corporate Revenue	3100	3,525	7,538	(4,013)
Sponsorship Revenue	3101	1,000	0	1,000
Donations	3102	<u>1,000</u>	<u>0</u>	<u>1,000</u>
Total Contributions		5,525	7,538	(2,013)
Program Revenue				
Ticket to Work Revenue	3103	<u>82,552</u>	<u>109,259</u>	<u>(26,707)</u>
Total Program Revenue		82,552	109,259	(26,707)
Investment Income				
Interest/Dividends	3200	<u>7,772</u>	<u>14,090</u>	<u>(6,319)</u>
Total Investment Income		7,772	14,090	(6,319)
Other Income				
Other Revenues	3300	<u>263</u>	<u>691</u>	<u>(429)</u>
Total Other Income		<u>263</u>	<u>691</u>	<u>(429)</u>
Total Operating Revenue		<u>96,111</u>	<u>131,578</u>	<u>(35,467)</u>
Total Revenue		<u>96,111</u>	<u>131,578</u>	<u>(35,467)</u>
Expenditures				
Personnel Expenses				
Payroll Taxes	5050	<u>0</u>	<u>111</u>	<u>111</u>
Total Personnel Expenses		0	111	111
Program Expenses				
Food and Beverages	5310	1,999	787	(1,212)
Communications	5500	1,430	(237)	(1,667)
DWG Work Experience	8325	0	896	896
Other Customer Support Services	8341	1,074	376	(698)
Customer Training	8342	<u>9,600</u>	<u>0</u>	<u>(9,600)</u>
Total Program Expenses		14,103	1,823	(12,281)
Professional Fees				
Legal Fees	5101	28,528	620	(27,908)
Legal (Lobbying)	5105	<u>35,245</u>	<u>15,270</u>	<u>(19,975)</u>
Total Professional Fees		63,773	15,890	(47,883)
Supplies				
Office Supplies	5302	331	736	405
Postage/Shipping	5307	<u>27</u>	<u>0</u>	<u>(27)</u>
Total Supplies		358	736	378
Occupancy				
Other Leases	5201	<u>2,840</u>	<u>7,880</u>	<u>5,040</u>
Total Occupancy		2,840	7,880	5,040
Licenses, Dues and Other Fees				
Other Employee expenses	5055	(976)	3,300	4,276
License/Dues & Other Fees	5581	<u>4,479</u>	<u>177</u>	<u>(4,302)</u>
Total Licenses, Dues and Other Fees		3,503	3,477	(26)
Amortization and Depreciation				
Depreciation Expense	5901	<u>18,154</u>	<u>20,642</u>	<u>2,489</u>
Total Amortization and Depreciation		18,154	20,642	2,489
Miscellaneous				
Bank Fees	5102	758	182	(575)
Other Expense	5700	1,048	5,716	4,667
Penalties\Disallowed Expenses	5710	<u>1,862,990</u>	<u>341</u>	<u>(1,862,649)</u>
Total Miscellaneous		1,864,796	6,239	(1,858,557)

CareerSource Pinellas
Statement of Revenues and Expenditures - Unrestricted Activity
From 7/1/2021 Through 6/30/2022
(In Whole Numbers)

	<u>Actual 2021-2022</u>	<u>Actual 2020-2021</u>	<u>Variance</u>
Allocations			
Board Cost Pool Allocation	9800 62,112	7,849	(54,263)
Indirect Program Cost Pool Allocation	9807 487	337	(150)
Total Allocations	<u>62,599</u>	<u>8,186</u>	<u>(54,413)</u>
Total Expenditures	<u>2,030,126</u>	<u>64,982</u>	<u>(1,965,143)</u>
Net Revenue over (under) Expenditures	<u>(1,934,014)</u>	<u>66,596</u>	<u>(2,000,610)</u>

CareerSource Pinellas
Statement of Revenues and Expenditures
From 7/1/2021 Through 6/30/2022
(In Whole Numbers)

		Actual YTD	Approved Budget Mod 3	Variance
Revenue				
Operating Revenue				
Grant Revenue				
Grant Revenue - Federal	3000	7,501,208	9,453,760	(1,952,552)
Total Grant Revenue		7,501,208	9,453,760	(1,952,552)
Contributions				
Corporate Revenue	3100	3,525	4,000	(475)
Sponsorship Revenue	3101	1,000	3,000	(2,000)
Donations	3102	1,000	1,000	0
Total Contributions		5,525	8,000	(2,475)
Program Revenue				
Ticket to Work Revenue	3103	82,552	88,000	(5,448)
Total Program Revenue		82,552	88,000	(5,448)
Investment Income				
Interest/Dividends	3200	7,772	9,000	(1,228)
Total Investment Income		7,772	9,000	(1,228)
Other Income				
Other Revenues	3300	263	0	263
Total Other Income		263	0	263
Total Operating Revenue		7,597,320	9,558,760	(1,961,440)
Total Revenue		7,597,320	9,558,760	(1,961,440)
Expenditures				
Personnel Expenses				
Salary Expense	5000	2,558,365	2,782,169	223,804
Salary Expense - Benefit Stipend	5005	498,589	610,098	111,509
Payroll Taxes	5050	239,296	277,103	37,807
Fringe Benefits (ER Paid)	5060	27,822	40,428	12,606
Retirement	5090	131,556	146,147	14,591
Total Personnel Expenses		3,455,628	3,855,945	400,317
Program Expenses				
Operating Supplies	5303	0	1,750	1,750
Food and Beverages	5310	1,999	2,200	201
Communications	5500	91,746	97,944	6,198
Outreach/Marketing	5520	37,078	55,650	18,572
Service Provider Contract	8000	415,005	475,000	59,995
One-Stop Operator	8100	37,300	42,000	4,700
Internal Monitoring	8200	47,270	50,000	2,730
OJT	8300	265,112	511,312	246,200
Paid Work Experience	8320	21,061	90,000	68,939
DWG Work Experience	8325	215,780	215,897	117
Apprenticeships	8330	0	50,000	50,000
Workforce Services	8335	57,200	67,200	10,000
Youth Stipends	8340	8,826	38,061	29,235
Other Customer Support Services	8341	31,178	24,120	(7,058)
Customer Training	8342	1,157,588	2,004,617	847,029
Customer Supportive Services	8343	59	20,175	20,116
Training Related Material	8345	51,828	111,840	60,012
Fees/exams/certifications	8346	28,355	40,540	12,185
Total Program Expenses		2,467,384	3,898,306	1,430,922
Professional Fees				
Accounting/Audit Fees	5100	45,943	36,145	(9,798)
Legal Fees	5101	147,262	164,750	17,488
Professional Service	5104	79,107	71,942	(7,165)

CareerSource Pinellas
Statement of Revenues and Expenditures
From 7/1/2021 Through 6/30/2022
(In Whole Numbers)

		Actual YTD	Approved Budget Mod 3	Variance
Legal (Lobbying)	5105	35,245	45,000	9,755
Contract Labor	5170	227,318	254,443	27,125
Contract IT Services	5171	331,758	320,600	(11,158)
Cybersecurity - IT	5172	40,788	41,643	855
Total Professional Fees		907,422	934,523	27,101
Supplies				
Office Supplies	5302	15,463	19,840	4,377
Postage/Shipping	5307	2,682	6,240	3,558
Document Shredding	5308	1,141	950	(191)
Total Supplies		19,286	27,030	7,744
Insurance				
Insurance - Commercial Property	5400	7,450	5,300	(2,150)
Insurance - General Liability	5401	88,265	69,087	(19,178)
Insurance - Workers Comp	5403	33,384	54,211	20,827
Insurance - Auto	5404	7,607	7,600	(7)
Total Insurance		136,707	136,198	(509)
Occupancy				
Office Rent/Lease	5200	254,856	257,397	2,541
Other Leases	5201	2,840	9,000	6,160
Utilities	5202	32,139	33,100	961
Repairs & Maintenan	5203	18,715	20,310	1,595
Security	5204	22,215	22,468	253
Janitorial Expense	5205	43,867	44,310	443
Pest Control	5206	2,409	2,316	(93)
Total Occupancy		377,041	388,901	11,861
Office Equipment				
Equipment Rent/Lease	5300	36,829	36,396	(433)
Copy Machine Usage/Maintenance	5301	9,629	9,660	31
Comp	5304	103,814	98,327	(5,487)
Software/License/Maintenance				
Equipment < \$5,000	5305	7,189	22,000	14,811
Total Office Equipment		157,460	166,383	8,923
Travel and Meetings				
Travel - Mileage	5540	7,049	17,180	10,131
Travel - Out of Town	5541	13,235	19,200	5,965
Meetings/Conferences	5560	7,680	6,600	(1,080)
Total Travel and Meetings		27,964	42,980	15,016
Licenses, Dues and Other Fees				
Staff Training/Education	5052	48,446	28,375	(20,071)
Other Employee expenses	5055	(976)	0	976
Recruitment	5095	8,460	26,000	17,540
Payroll Processing Fees	5103	7,914	9,530	1,616
License/Dues & Other Fees	5581	30,805	48,584	17,779
FSA Administrative Expenses	5582	0	600	600
401k Administrative Fees	5583	2,250	5,400	3,150
HRIS Administrative Fees	5584	5,205	5,400	195
Total Licenses, Dues and Other Fees		102,105	123,889	21,784
Amortization and Depreciation				
Depreciation Expense	5901	22,769	22,769	0
Total Amortization and Depreciation		22,769	22,769	0
Miscellaneous				
Bank Fees	5102	875	480	(395)
Other Expense	5700	(6,526)	0	6,526
Vehicle Expenses	5701	230	2,330	2,100

CareerSource Pinellas
Statement of Revenues and Expenditures
From 7/1/2021 Through 6/30/2022
(In Whole Numbers)

		Actual YTD	Approved Budget Mod 3	Variance
Penalties\Disallowed Expenses	5710	1,862,990	1,863,000	10
Total Miscellaneous		1,857,569	1,865,810	8,241
Total Expenditures		9,531,334	11,462,734	1,931,400
Net Revenue over (under) Expenditures		<u>(1,934,014)</u>	<u>(1,903,974)</u>	<u>(30,040)</u>



CareerSource Pinellas
Cost Allocation/Expenditure Report
For the Twelve Months Ended June 30, 2022

	WIOA	Employment Services	WTP	SNAP	TAA	Total Direct Grants and Spec Projects	Total
Original 2021-2022 Planning Budget	4,978,096	1,138,000	2,153,714	280,000	186,000	384,975	9,120,785
Approved Budget Modification #1	(63,936)	102,000	531,574	-	-	(124,000)	445,638
Approved Budget Modification #2	-	100,000	-	-	-	25,000	125,000
Approved Budget Modification #3	48,312	(110,000)			(115,000)	1,947,998	1,771,310
Approved 2021-2022 Planning Budget	4,962,472	1,230,000	2,685,288	280,000	71,000	2,233,973	11,462,734
Expenditures to Date:							
Pooled Costs							
Administrative	386,877	146,262	295,388	43,747	4,543	85,399	962,216
MIS\Technology	15,405	100,768	44,377	1,042	3,708	-	165,300
Outreach and Marketing	10,686	52,289	28,598	976	1,602	-	94,151
Staff Training and Development	1,662	9,960	5,391	-	537	-	17,550
One-Stop Cost Pool	32,177	162,954	86,380	2,292	2,884	-	286,687
Program Management	228,021	121,005	324,470	43,473	2	-	716,971
Business Services	391,920	41,793	245,434	-	-	-	679,147
Indirect Program	23,166	7,747	17,376	1,776	170	2,388	52,623
Total Pooled Costs	1,089,914	642,778	1,047,414	93,306	13,446	87,787	2,974,645
	30%	59%	47%	33%	32%	4%	31%
Direct Costs							
Personnel Expenses	543,634	176,179	708,946	151,711	28	114,587	1,695,085
Service Provider Contracts	409,641	-	5,364	-	-	-	415,005
Workbased Learning Initiatives	276,003	-	225,849	-	-	100	501,952
Training and Support Services	1,203,721	38,588	19,969	3,585	25,546	24,416	1,315,825
Other Direct Operating Costs	151,444	238,458	198,243	32,613	3,660	2,004,406	2,628,822
Total Direct Costs	2,584,443	453,225	1,158,371	187,909	29,234	2,143,509	6,556,689
	70%	41%	53%	67%	68%	96%	69%
Total Costs	3,674,357	1,096,003	2,205,785	281,215	42,680	2,231,296	9,531,334
Unexpended Budget Balance	1,288,115	133,997	479,503	(1,215)	28,320	2,677	1,931,399
Percentage of Budget Expended	74.0%	89.1%	82.1%	100.4%	60.1%	99.9%	83.2%



CareerSource Pinellas
Pooled Cost Expenditure Report
For the Twelve Months Ended June 30, 2022

Expenditure	Admin	MIS/Tech Cost Pool	Outreach & Marketing Cost Pool	Staff Training Cost Pool	One-Stop Cost Pool	Case Mgmt Cost Pool	Business Services Cost Pool	Program Indirect	Total
Salary Expense	486,759	-	-	-	-	405,503	420,983	35,257	1,348,502
Salary Expense - Benefit Stipend	43,211	-	-	-	-	82,640	86,627	2,560	215,038
Payroll Taxes	39,509	-	-	-	-	36,020	41,175	1,348	118,052
Fringe Benefits (ER Paid)	4,564	-	-	-	-	5,872	7,500	-	17,936
Retirement	17,567	-	-	-	-	20,579	21,109	1,761	61,016
Total Salary and Benefits	591,610	-	-	-	-	550,614	577,394	40,926	1,760,544
Office Rent/Lease	36,776	-	-	-	100,920	30,255	39,796	2,405	210,152
Contract Labor	36,353	120,650	-	-	-	13,613	-	3,221	173,837
Legal Fees	118,734	-	-	-	-	-	-	-	118,734
Professional Service	8,363	-	62,362	-	5,194	-	-	137	76,056
Contract IT Services	8,965	5,410	-	-	-	40,669	8,423	972	64,439
Insurance - General Liability	29,103	213	-	-	-	15,959	15,508	1,896	62,679
Internal Monitoring	28,713	-	-	-	-	18,558	-	-	47,271
Accounting/Audit Fees	45,943	-	-	-	-	-	-	-	45,943
Janitorial Expense	-	-	-	-	43,867	-	-	-	43,867
Communications	7,031	480	-	-	18,804	7,314	7,141	561	41,331
One-Stop Operator	-	-	-	-	37,300	-	-	-	37,300
Utilities	-	-	-	-	32,139	-	-	-	32,139
Equipment Rent/Lease	1,526	-	-	-	24,095	1,387	1,581	116	28,705
Comp Software/License/Maintenance	8,215	13,856	1,387	-	-	3,123	300	578	27,459
License/Dues & Other Fees	2,072	-	11,225	-	-	819	12,026	169	26,311
Staff Training/Education	5,846	-	-	17,550	-	900	-	-	24,296
Outreach/Marketing	292	312	19,178	-	312	-	1,442	-	21,536
Cybersecurity - IT	-	20,438	-	-	-	-	-	-	20,438
Workforce Services	-	-	-	-	-	19,067	-	-	19,067
Insurance - Workers Comp	6,023	-	-	-	-	5,148	6,147	388	17,706
Office Supplies	2,411	180	-	-	4,027	974	1,208	90	8,890
Copy Machine Usage/Maintenance	1,253	-	-	-	4,573	1,166	1,328	99	8,419
Recruitment	7,281	-	-	-	-	307	434	-	8,022
Payroll Processing Fees	7,435	-	-	-	-	-	-	479	7,914
Equipment < \$5,000	1,664	3,760	-	-	1,530	-	-	235	7,189
Travel - Out of Town	3,469	-	-	-	-	2,123	1,326	-	6,918
Insurance - Commercial Property	153	-	-	-	6,197	106	163	10	6,629
Meetings/Conferences	1,825	-	-	-	-	3,015	1,290	-	6,130
HRIS Administrative Fees	4,866	-	-	-	-	-	-	339	5,205
Travel - Mileage	280	-	-	-	-	490	3,428	-	4,198
Postage/Shipping	160	-	-	-	2,154	120	146	-	2,580
Pest Control	-	-	-	-	2,409	-	-	-	2,409
401k Administrative Fees	2,250	-	-	-	-	-	-	-	2,250
Repairs & Maintenananc	-	-	-	-	1,765	424	-	-	2,189
Document Shredding	61	-	-	-	935	50	68	-	1,114
Insurance - Auto	-	-	-	-	-	634	-	-	634
Security	-	-	-	-	467	-	-	-	467
Other Customer Support Services	-	-	-	-	-	140	-	-	140
Bank Fees	118	-	-	-	-	-	-	-	118
Other/Rounding	(6,575)	1	(1)	-	(1)	(4)	(2)	2	(6,580)
	962,216	165,300	94,151	17,550	286,687	716,971	679,147	52,623	2,974,645

CareerSource Pinellas Grant Status Report														2021-2022 Fiscal Year					
7/17/2022														100% through the Fiscal year as of 6/30/2022					
														Total Grant					
														As of 7/15/22					
MIP Fund #	Year	NFA ID	Program Name	Start Date	End Date	NFA Award	Cash Drawn 7/15/2022	Funds Available	LTD Expenditures 6/30/2022	Unexpended Funds	Obligations	% Funds Spent	Time % of Grant	2021/2022 Budget Mod 3	2021/2022 Spending	Unexpended Funds	Percentage Spent FY		
Workforce Innovation & Opportunity Act																			
0305/0405	2020	39068	WIOA Youth 2020	4/1/2020	6/30/2022	901,274	901,274	-	901,274	-		100%	100%	1,050,000	898,572	151,428	86%		
0306/0406	2021	40063	WIOA Youth 2021	4/1/2021	6/30/2023	1,187,924	-	1,187,924	-	1,187,924	541,450								
0105	2020	39249	WIOA - Adult - 2020-2022	7/1/2020	6/30/2022	1,154,776	1,154,776	-	1,154,776	-		100%	100%	1,350,000	338,707	495,018	63%		
0106	2021	40174	WIOA - Adult - 2021-2023	7/1/2021	6/30/2023	1,461,575	608,587	852,988	516,276	945,299	92,777				516,276				
0205	2020	39225	WIOA - Dislocated Worker - 2020-2022	7/1/2020	6/30/2022	1,757,157	1,757,157	-	1,757,157	-		100%	100%	1,700,000	1,166,787	533,213	69%		
0206	2021	40198	WIOA - Dislocated Worker - 2021-2023	7/1/2021	6/30/2023	1,412,136	-	1,412,136	-	1,412,136	161,695								
0523	2019	39725	Apprenticeship Expansion - 2019	4/1/2019	3/31/2022	87,250	87,250	-	87,250	-		100%	100%	87,016	87,016	(0)	100%		
0525	2019	39572	Apprenticeship Navigator	12/3/2020	12/31/2021	69,649	69,649	-	69,649	-		100%	100%	53,143	53,143	0	100%		
0544	2019	39524	WIOA Soft Skills	4/1/2019	9/30/2021	40,500	37,550	26,250	36,463	4,037		90%	100%	14,444	10,767	3,677	75%		
0250	2019	38893	COVID-19 2019	4/13/2020	3/31/2022	565,385	565,385	-	565,385	-		100%	100%	299,251	299,251	(0)	100%		
0550	2021	40354	Rapid Response	7/1/2021	6/30/2023	115,710	87,750	27,960	80,930	34,780		70%	50%	85,710	80,930	4,780	94%		
0555	2020	40919	Get There Faster Low Inc. Returning Adult Learners	10/1/2021	9/30/2023	750,000	-	750,000	-	750,000		0%	38%	100,000	-	100,000	0%		
0604	2019	39310	SFY 19-20 Performance Incentives - 2019	7/1/2020	9/30/2021	64,468	64,468	-	64,468	-		100%	100%	64,468	64,468	-	100%		
0605	2019	39334	SFY 19-20 Performance Incentives - 2019	7/1/2020	6/20/2022	158,440	158,440	-	158,440	-		100%	100%	158,440	158,440	-	100%		
						9,726,244	5,492,286	4,257,258	5,392,068	4,334,176				4,962,472	3,674,357	1,288,115	74%		
Employment Services																			
1406	2020	39562	Local Veterans -2020-2021	10/1/2020	2/28/2022	34,495	34,495	-	32,905	1,590		95%	100%	33,000	19,481	7,003	79%		
1407	2021	41075	Local Veterans - 2021-2022	10/1/2021	12/31/2023	11,438	7,240	4,198	6,516	4,922		57%	33%		6,516				
1306	2020	39542	Disabled Veterans -2020-2021	10/1/2020	2/28/2022	171,618	139,475	32,143	133,527	38,091		78%	100%	120,000	77,244	18,148	85%		
1307	2021	41054	Disabled Veterans -2021-2022	10/1/2021	12/31/2023	49,919	26,398	23,521	24,609	25,310		49%	33%		24,609				
1105	2020	39201	Wagner Peyser - 2020-2021	7/1/2020	9/30/2021	661,076	661,076	-	661,076	-		100%	100%	650,000	176,593	95,065	85%		
1106	2021	40437	Wagner Peyser - 2021-2022	7/1/2021	9/30/2022	751,210	415,500	335,710	378,341	372,869		50%	80%		378,341				
0530	2020	39915	Recovery Navigator Project 2021-2020	5/6/2021	6/30/2023	260,870	93,750	167,120	82,781	178,089		32%	54%	67,000	82,781	(15,781)	124%		
0255	2020	40697	One-Stop Security 2020	7/1/2021	6/30/2022	50,000	50,000	-	50,000	-		100%	100%	25,000	50,000	(25,000)	200%		
3106	2020	38962	RESEA -2020-2021	1/1/2020	12/31/2021	406,288	406,288	-	406,288	-		100%	100%	335,000	97,902	54,562	84%		
3107	2021	40009	RESEA 2021-2022	1/1/2021	9/30/2022	364,632	190,250	174,382	182,536	182,096		50%	86%		182,536				
						2,761,546	2,024,473	562,691	1,958,579	620,871				1,230,000	1,096,003	133,997	89%		
Supplemental Nutrition Assistance Program																			
1506	2020	39476	Supplemental Nutrition Assistance Prog - SNAP 2020	10/1/2020	9/30/2021	307,069	307,069	-	307,069	-		100%	100%	-	71,514				
1520	2021	41335	2021 Supplemental SNAP	7/1/2021	9/30/2022	252,900	61,500	191,400	40,944	211,956				40,944					
1507	2021	40547	Supplemental Nutrition Assistance Prog - SNAP 2021	10/1/2021	9/30/2022	168,757	168,757	-	168,757	-		100%	75%	-	168,757				
						728,726	537,326	191,400	516,770	211,956				280,000	281,215	(1,215)	100%		
Welfare Transition																			
2608	2020	39405	Welfare Transition Prog - Oct - Jun 2021	10/1/2020	8/15/2021	1,899,605	1,899,605	-	1,899,605	-		100%	100%		531,574				
2609	2021	40124	Welfare Transition Prog - July - Sept 2021	7/1/2021	11/30/2021	528,217	528,217	-	528,217	-		100%	100%	-	528,217				
2610	2021	40736	Welfare Transition Prog -Oct - June 2022	10/1/2021	8/31/2022	1,625,497	1,184,212	441,285	1,145,994	479,503		71%	82%		1,145,994				
						4,053,319	3,612,034	441,285	3,573,816	479,503				2,685,288	2,205,785	479,503	82%		
Trade Adjustment Assistance																			
2005	2020	39496	Trade Adj Assistance - Training 2020	10/1/2020	9/30/2021	209,894	77,621	132,273	74,541	135,353		36%	100%	45,000	958		56%		
2006	2021	40790	Trade Adj Assistance - Training 2021	10/1/2021	9/30/2022	132,273	28,555	103,718	24,467	107,806		18%	75%		24,467				
2105	2020	39359	Trade Adj Assistance - Case Management 2020	10/1/2020	9/30/2021	66,150	37,050	29,100	36,032	30,118		54%	100%	26,000	7,296		66%		
2106	2021	40791	Trade Adj Assistance - Case Management 2021	10/1/2021	9/30/2022	30,118	9,718	20,400	9,959	20,160		33%	75%		9,959				
						438,435	143,226	265,091	135,039	273,277				71,000	42,680	28,320	60%		
Direct Services																			
6102	2019		USDOL Youthbuild 2019	2/1/2019	5/31/2022	1,100,000	865,660	234,340	877,579	222,421		80%	100%	225,000	201,170	23,830	89%		
8000			Corporate\Unrestricted			-	-	-	-	-				2,008,974	2,030,126	(21,152)	101%		
						1,100,000	865,660	234,340	877,579	222,420.85				2,233,974	2,231,296	2,678	918%		
						18,808,270	12,675,004	5,952,066	12,453,851	6,142,205				11,462,734	9,531,334	1,931,400	83%		
														Category		9,531,333.84		Check total	
MIP Fund #	Year	NFA ID	Program Name	Start Date	End Date	NFA Award	LTD Expend 6/30/2022	LTD Admin	LTD Expend Less Admin	Category	Amount	Percentage	Goal						
0305/0405	2019	38112	WIOA Youth 2019	4/1/2020	6/30/2022	\$ 901,274	\$ 901,274	\$ 190,831	\$ 710,443	PWE	147,986	20.8%	20%						
						\$ 901,274	\$ 901,274	\$ 190,831	\$ 710,443	OSY	648,070	91.2%	75%						
0105	2020	39249	WIOA - Adult - 2020-2022	7/1/2020	6/30/2022	\$ 1,154,776	\$ 1,154,776	\$ 10,301	\$ 1,144,475	ITA State	766,070	66.9%	30%						
0106			WIOA - Adult - 2021-2023	7/1/2021	6/30/2023	\$ 1,461,575	\$ 516,276	\$ 112,530	\$ 403,746	ITA State	286,232	70.9%	30%						
0205	2020	39225	WIOA - Dislocated Worker - 2020-2022	7/1/2020	6/30/2022	1,757,157	1,757,157	\$ 180,189	\$ 1,576,968	ITA State	971,478	61.6%	30%						



INFORMATION ITEM 8

Insurance Update

Hub International, the organization’s Insurance Broker, obtained coverage business insurance renewals effective July 1, 2022.

- Expiring Premium - \$144,978
- 2022-2023 Premium - \$118,080

See attached policy register for additional information for 2022-2023 insurance coverages premiums.

	Premiums			Budget	
	2021-2022	2022-2023	Variance	2021-2022	Variance
Commercial Property	7,052	6,727	324	6,900	173
Commercial Package	37,598	37,221	377	37,000	(221)
Commercial Umbrella	11,550	13,093	(1,543)	12,300	(793)
Commercial Crime	5,268	5,268	-	5,268	-
Mgmt Liability	5,216	5,216	-	5,216	-
Cyber	28,455	16,761	11,694	31,000	14,239
Auto	7,607	8,064	(457)	8,400	336
Workers' Comp	42,231	25,729	16,502	57,543	31,814
	\$ 144,977	\$ 118,080	\$ 26,897	\$ 163,627	\$ 45,547

Highlights

- Property – incumbent quoted only; 6% increase
- Package – incumbent quoted only; 8.5% decrease
- Umbrella – incumbent quoted only; 15.4% increase
- Crime and Management Liability – 3rd annual installment of three-year policy
- Cyber – moved from Houston Casualty to Trisura Specialty; \$1 million limit
- Auto – incumbent quoted only; 6% increase
- Workers’ Comp – Technology Ins. Co. – more competitive dividend plan than incumbent (FCCI)

Description	Expiring	Renewal	Percentage of Change
Total Estimated Annual Payroll	\$3,652,255	\$3,000,000	-17.9%
Rate	1.62	1.50	-7.4%
Experience Modification Factor	.79	.62	-21.5%
Premium	\$42,231	\$25,729	-39.1%



INFORMATION ITEM 9 One-Stop Operator Report August 18, 2022

The One-Stop Operator is dedicated to coordinating between Career Center partners, service providers and serves both employers and job seekers.



Maintain Linkages

DWFS has the One-Stop Operator has a responsibility to maintain an up-to-date list of partners, and coordinate opportunities for cross-training of services, and leveraging of resources, through partner referrals.

Number of Required Partners	9
Number of Community-Based Partners	25
Number of New Partners this Program Year	2
Total Number of Partners	36

New Partner Update:

CSPIN welcomes our two newest partners added to the Partner Forum this quarter.

- Dress for Success of Tampa Bay (DSTB)
- ARM Institute

Partner Referrals:

CSPIN continues its use of the Crosswalk Partner Referral system (www.crosswalkrs.com) to connect partner agencies for referrals for community-based services.

- There are 11 agencies signed up that can send and receive referrals.

- The OSO will be scheduling one-on-one appointments through MS Bookings to support registrations.
- 0 referrals have been sent and 0 referrals received to date.

Satisfaction Surveys

Customer Experience Survey

Net promoter score (NPS) is a widely used market research metric that typically takes the form of a single survey question asking respondents to rate the likelihood that they would recommend CareerSource Pinellas to a friend or colleague.

- CSPIN exceeded the target score for last program year.
- The survey response rate exceeded expectations by 4%

	Q1		Q2		Q3		Q4		PY21-22		Targeted
	Total	Rating	Total	Rating	Total	Rating	Total	Rating	Total	Rating	Rating
Customer Experience											
Promoters	N/A	N/A	145		117		112		374		
Passives	N/A	N/A	41		32		27		100		
Detractors	N/A	N/A	52		33		31		116		
NPS Score	N/A	N/A	238	39	182	47	170	48	590	44	40
Invitations Sent	N/A	N/A	1701		1457		1209		4367		
Response Rate	N/A	N/A	238	14.00%	185	13.00%	175	14.00%	598	14.00%	10.00%

Remote Workshop Survey

St. Pete College hosts various workshops for job seekers to attend to develop work readiness skills.

Please choose the title of the workshop you attended from the drop down menu below.

Answer Choices	Responses	
How to Get Hired: Tips on Researching Employers	0.00%	0
Cleaning Up Your Online Presence	13.33%	2
LinkedIn	6.67%	1
Interview Preparation	0.00%	0
Professional Etiquette: How to Make a First Impression	6.67%	1
Branding the Professional YOU	13.33%	2
Resume	6.67%	1
How to Navigate the Employ Florida Website	0.00%	0
Professional Networking Group	20.00%	3
Career Networking Group	13.33%	2
Other (please specify)	20.00%	3
Answered		15

- Overall satisfaction with the workshop attended was 4.8 out of 5.
- 100% of respondents were likely to attend another workshop.

Staff Training

CareerSource Pinellas staff completed Extreme Customer Service in July.



INFORMATION ITEM 10a Snapshot of Caseload Report

Workforce Innovation and Opportunity Act

	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	No. of cases as of 06/30/22
Adult	397	304	222	203	261	302
Dislocated Worker	301	219	181	155	151	158
Youth	257	167	120	112	149	160
Total	955	690	523	470	561	620

Welfare Transition

	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	No. of cases as of 06/30/22
WT Applicant	293	342	375	390	437	319
WT Mandatory	486	187	146	108	103	187
WT Transitional	82	43	38	30	18	20
Total	861	572	559	528	558	526

Supplemental Nutrition Assistance Program

	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	No. of cases as of 06/30/22
Career Counselor	10	55	94	104	107	84
Automation	4061	747	599	329	323	318
Total	4071	802	693	433	430	402



INFORMATION ITEM 10b WIOA Primary Indicators – Q4

Measures	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 4th Quarter Performance	PY2021-2022 % of Performance Goal Met For Q4	PY2021-2022 Performance Goals
Adults:									
Employed 2nd Qtr After Exit	94.00	104.44	93.50	103.89	92.70	103.00	82.60	91.78	90.00
Median Wage 2nd Quarter After Exit	\$11,075	153.82	\$10,683	148.38	\$10,787	149.82	\$11,068	153.72	\$7,200
Employed 4th Qtr After Exit	87.30	102.11	93.20	109.01	92.00	107.60	92.90	108.65	85.50
Credential Attainment Rate	95.30	132.36	87.70	121.81	87.20	121.11	86.90	120.69	72.00
Measurable Skill Gains	67.10	136.94	63.00	128.57	54.60	111.43	66.20	135.10	49.00
Dislocated Workers:									
Employed 2nd Qtr After Exit	91.30	101.44	89.70	99.67	90.90	101.00	80.30	89.22	90.00
Median Wage 2nd Quarter After Exit	\$11,463	161.45	\$11,350	159.86	\$12,147	171.08	\$12,112	170.59	\$7,100
Employed 4th Qtr After Exit	71.60	84.04	86.00	100.94	86.60	101.64	87.50	102.70	85.20
Credential Attainment Rate	88.60	126.57	93.70	133.86	93.20	133.14	93.30	133.29	70.00
Measurable Skill Gains	80.30	163.88	62.70	127.96	60.20	122.86	57.50	117.35	49.00
Youth:									
Employed 2nd Qtr After Exit	91.70	108.52	90.10	106.63	91.00	107.69	83.50	98.82	84.50
Median Wage 2nd Quarter After Exit	\$4,472	139.75	\$4,615	144.22	\$4,761	148.78	\$4,726	147.69	\$3,200
Employed 4th Qtr After Exit	88.40	113.33	88.40	113.33	86.00	110.26	86.00	110.26	78.00
Credential Attainment Rate	88.90	103.01	78.60	91.08	76.80	88.99	82.90	96.06	86.30
Measurable Skill Gains	65.10	132.86	55.60	113.47	50.90	103.88	69.20	141.22	49.00
Wagner Peyser:									
Employed 2nd Qtr After Exit	56.40	86.77	55.40	85.23	57.30	88.15	59.60	91.69	65.00
Median Wage 2nd Quarter After Exit	\$5,610	112.20	\$6,179	123.58	\$6,304	126.08	\$6,686	133.72	\$5,000
Employed 4th Qtr After Exit	58.30	90.81	57.60	89.72	57.40	89.41	60.40	94.08	64.20

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



WIOA Performance Indicators 2021-2022 Comparative Performance

Board	Region	Not met	Met	Exceed	Rank	2nd Year Not Met
Northeast Florida	LWDB08	0	3	15	1	0
Brevard	LWDB13	0	4	14	2	0
Heartland	LWDB19	0	4	14	2	0
Broward	LWDB22	1	4	13	4	0
Pinellas	LWDB14	1	5	12	5	0
Research Coast	LWDB20	1	6	11	6	1
Citrus Levy Marion	LWDB10	2	3	13	7	1
Flagler Volusia	LWDB11	2	4	12	8	1
Central Florida	LWDB12	2	4	12	8	0
Polk	LWDB17	2	4	12	8	0
North Florida	LWDB06	2	7	9	11	0
Southwest Florida	LWDB24	2	7	9	11	0
Okaloosa Walton	LWDB02	3	5	10	13	1
Palm Beach County	LWDB21	3	5	10	13	2
Chipola	LWDB03	4	3	11	15	2
Florida Crown	LWDB07	5	0	13	16	0
Gulf Coast	LWDB04	5	2	11	17	0
Pasco Hernando	LWDB16	5	4	9	18	2
South Florida	LWDB23	5	4	9	18	4
Escarosa	LWDB01	5	6	7	20	0
Tampa Bay	LWDB15	5	7	6	21	4
Suncoast	LWDB18	7	3	8	22	3
North Central	LWDB09	7	5	6	23	2
Capital Region	LWDB05	8	5	5	24	2

Statewide	2	4	12
------------------	----------	----------	-----------



WIOA Primary Indicators – All FL

PY2021 Q4	Statewid	LWDB 01	LWDB 02	LWDB 03	LWDB 04	LWDB 05	LWDB 06	LWDB 07	LWDB 08	LWDB 09	LWDB 10	LWDB 11	LWDB 12	LWDB 13	LWDB 14	LWDB 15	LWDB 16	LWDB 17	LWDB 18	LWDB 19	LWDB 20	LWDB 21	LWDB 22	LWDB 23	LWDB 24
Adults:																									
Employed 2nd Qtr After Exit	66.1	86.5	89.9	82.5	93.0	68.4	92.3	84.0	97.5	64.7	84.5	79.3	76.1	83.5	82.6	77.4	77.6	86.6	90.0	86.5	91.8	74.9	80.1	59.9	84.2
Median Wage 2nd Qtr After Exit	\$7,800	\$9,194	\$7,800	\$8,209	\$12,397	\$6,365	\$8,403	\$9,269	\$12,970	\$8,359	\$9,024	\$9,770	\$8,921	\$8,927	\$11,068	\$10,297	\$9,296	\$9,262	\$12,636	\$9,892	\$12,545	\$7,754	\$9,433	\$7,022	\$8,024
Employed 4th Qtr After Exit	81.8	91.1	97.0	90.5	95.0	77.6	82.8	100.0	97.5	80.6	92.9	84.2	80.4	92.6	92.9	77.0	88.3	86.8	90.3	83.7	92.8	56.5	90.2	51.0	81.5
Credential Attainment Rate	80.3	83.9	92.3	100.0	100.0	95.1	85.9	90.0	95.2	80.4	81.9	69.6	71.0	82.9	86.9	72.6	94.4	72.3	71.4	97.6	93.4	73.5	87.0	50.0	76.2
Measurable Skill Gains	79.4	45.6	92.5	92.7	99.0	41.7	100.0	93.3	92.8	35.8	91.3	93.3	73.5	75.0	66.2	72.2	74.2	71.1	71.1	87.5	100.0	89.8	87.3	94.1	74.5
Dislocated Workers:																									
Employed 2nd Qtr After Exit	73.6	80.0	100.0	87.5	66.7	75.0	100.0	100.0	86.7	45.5	60.0	74.5	81.7	93.9	80.3	79.1	73.3	84.0	71.6	100.0	78.6	78.1	73.3	68.6	80.9
Median Wage 2nd Qtr After Exit	\$9,838	\$7,418	\$10,405	\$7,574	\$11,581	\$9,495	\$11,685	\$9,969	\$14,182	\$6,414	\$11,700	\$8,840	\$8,997	\$10,006	\$12,112	\$10,431	\$10,644	\$9,214	\$9,615	\$7,242	\$10,109	\$10,760	\$11,389	\$9,416	\$8,474
Employed 4th Qtr After Exit	84.2	71.4	100.0	0.0	100.0	100.0	85.7	100.0	80.0	75.0	100.0	82.1	84.6	86.3	87.5	83.1	81.3	91.4	85.7	100.0	100.0	65.9	89.3	80.0	88.1
Credential Attainment Rate	85.1	71.4	100.0	0.0	100.0	0.0	83.3	100.0	86.7	100.0	100.0	100.0	90.9	89.3	93.3	80.4	94.7	78.3	18.8	100.0	100.0	82.7	88.1	100.0	83.8
Measurable Skill Gains	76.9	52.9	80.0	100.0	100.0	0.0	100.0	100.0	85.2	37.5	66.7	90.6	72.6	79.3	57.5	70.0	61.4	73.6	80.6	100.0	100.0	92.6	94.2	89.9	80.5
Youth:																									
Employed 2nd Qtr After Exit	74.1	73.3	54.1	74.0	70.8	68.6	72.9	67.6	86.0	69.4	81.9	93.8	69.1	80.2	83.5	73.1	68.0	69.5	62.5	78.4	76.9	77.1	73.8	73.2	84.8
Median Wage 2nd Qtr After Exit	\$5,013	\$4,628	\$3,108	\$4,623	\$3,236	\$3,737	\$2,934	\$3,702	\$4,470	\$4,051	\$4,277	\$3,783	\$5,169	\$4,423	\$4,726	\$5,379	\$3,418	\$3,390	\$7,625	\$4,401	\$3,349	\$3,976	\$4,592	\$5,532	\$5,277
Employed 4th Qtr After Exit	80.8	74.5	75.0	83.8	100.0	67.7	66.7	88.9	84.4	79.2	77.4	90.8	78.5	85.7	86.0	69.1	75.0	68.6	75.0	88.0	82.2	71.8	87.8	100.0	87.6
Credential Attainment Rate	83.2	62.5	80.0	48.6	75.0	84.0	61.6	86.1	92.4	84.1	98.8	98.8	92.6	73.9	82.9	43.1	100.0	66.7	77.8	100.0	100.0	82.8	71.9	50.0	73.6
Measurable Skill Gains	69.5	62.9	33.3	60.8	75.0	21.2	86.2	68.6	92.9	0.0	96.0	86.1	63.4	75.0	69.2	49.9	68.1	47.8	66.7	91.3	96.6	77.6	91.1	67.3	70.0
Wagner Peyser:																									
Employed 2nd Qtr After Exit	62.0	65.4	66.5	68.5	59.5	66.7	72.0	57.9	64.4	67.1	70.5	60.8	67.7	63.8	59.6	64.5	51.6	61.0	62.5	69.4	65.0	63.1	69.3	59.5	72.3
Median Wage 2nd Qtr After Exit	\$6,698	\$6,368	\$7,713	\$5,656	\$6,494	\$4,894	\$6,135	\$4,985	\$7,107	\$6,668	\$5,895	\$6,664	\$6,950	\$6,152	\$6,686	\$7,186	\$6,344	\$5,591	\$6,930	\$6,080	\$6,936	\$6,540	\$8,511	\$6,927	\$6,828
Employed 4th Qtr After Exit	62.1	67.9	65.1	63.5	63.1	66.2	64.6	57.7	66.9	68.7	66.8	62.0	64.1	63.0	60.4	66.8	53.5	66.6	62.6	64.6	64.2	61.2	62.0	58.0	66.1

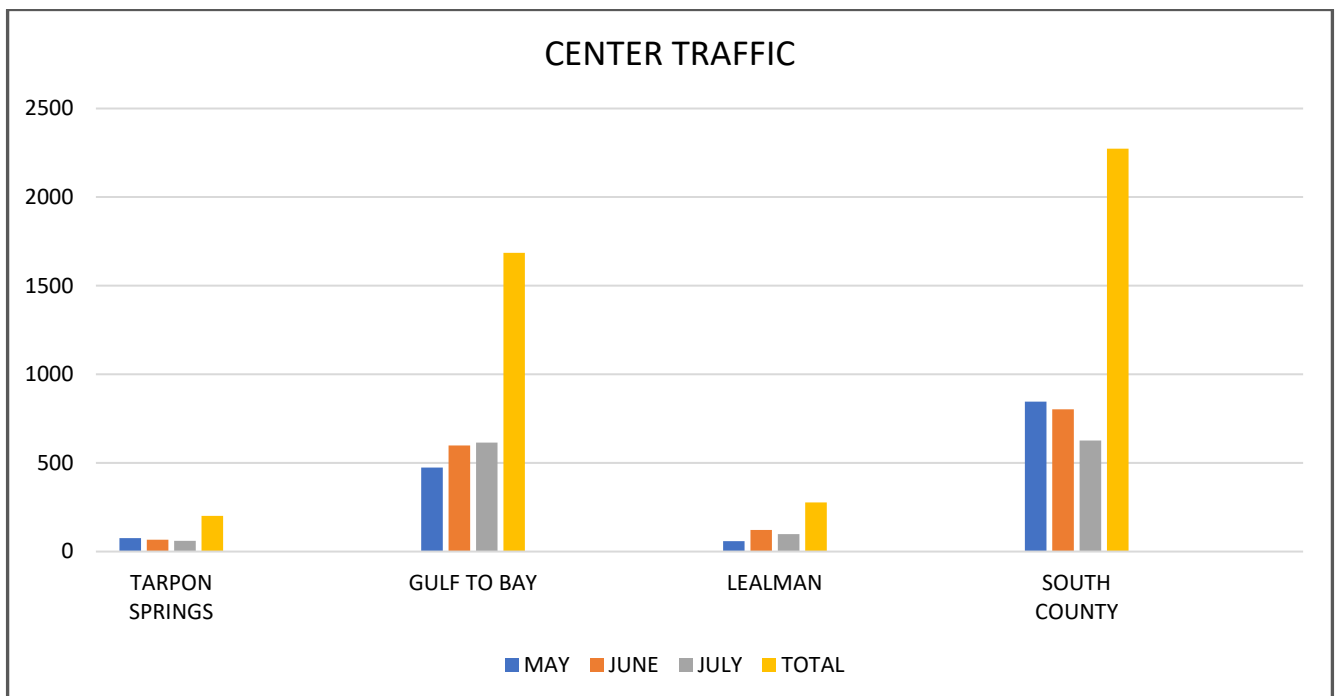
Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of)



INFORMATION ITEM 10c Center Traffic Flow

Previous 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. Due to a system outage from 06/29 to 7/11 center visitor tracking was impacted and report may be partially inaccurate.

	TARPON SPRINGS	GULF TO BAY	LEALMAN	SOUTH COUNTY
MAY	75	473	58	845
JUNE	66	598	121	802
JULY	60	614	98	626
TOTAL	201	1685	277	2273





INFORMATION ITEM 11

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 has provided work experience for 126 young adults by matching them with summer jobs at local organizations. Participants benefit from work experience, gain workplace skills and best of all, earned \$12/hr.

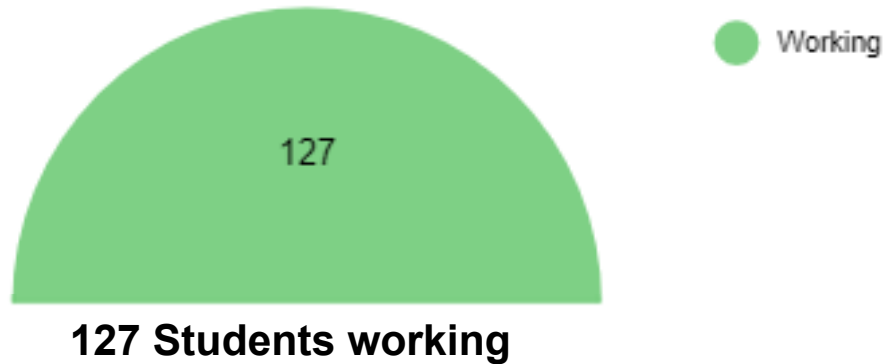
In partnership with Pinellas County Schools, Junior Achievement and Bank of America, CareerSource Pinellas has committed \$425,000 to support Summer P.A.Y.S.

Summer P.A.Y.S. has been extended through the end of August 2022.



Summer P.A.Y.S. 2022

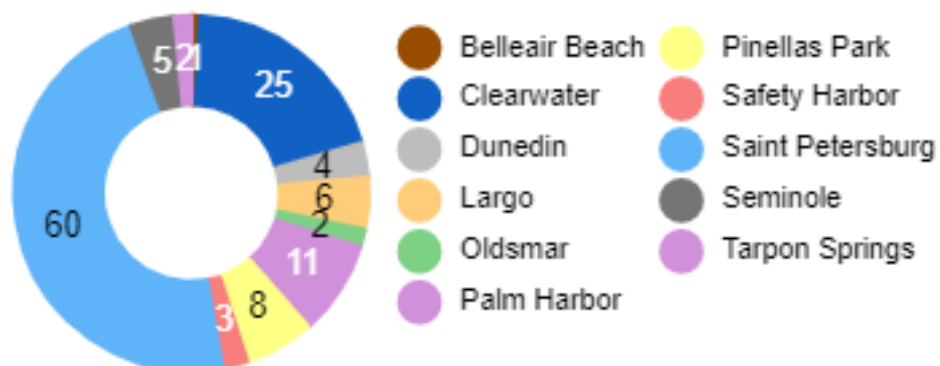
Student Placement Goal: 125



Student Applications

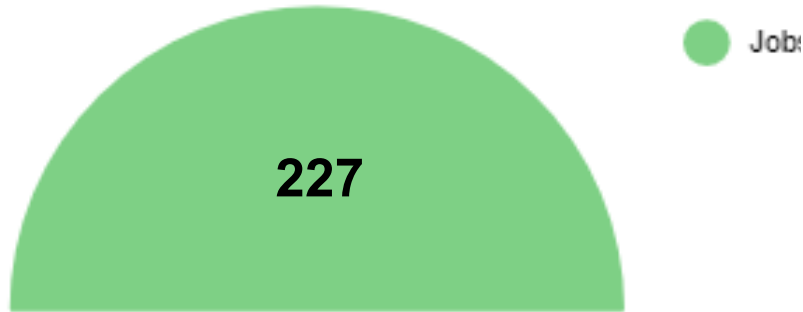
Total	301
Enrolled	127
Working	127
In Progress	0
Not Participating	174

Students by City



Summer P.A.Y.S. 2022

Employers Enrollment Goal: 200 Jobs



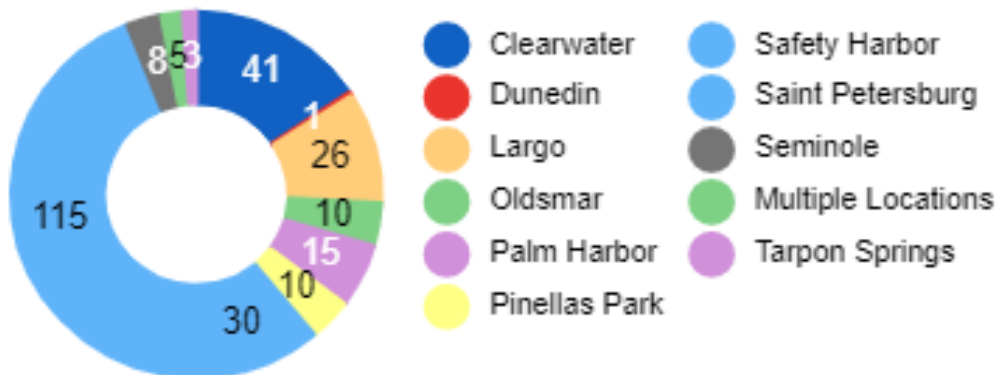
Employers Applications

61

Employers Participating

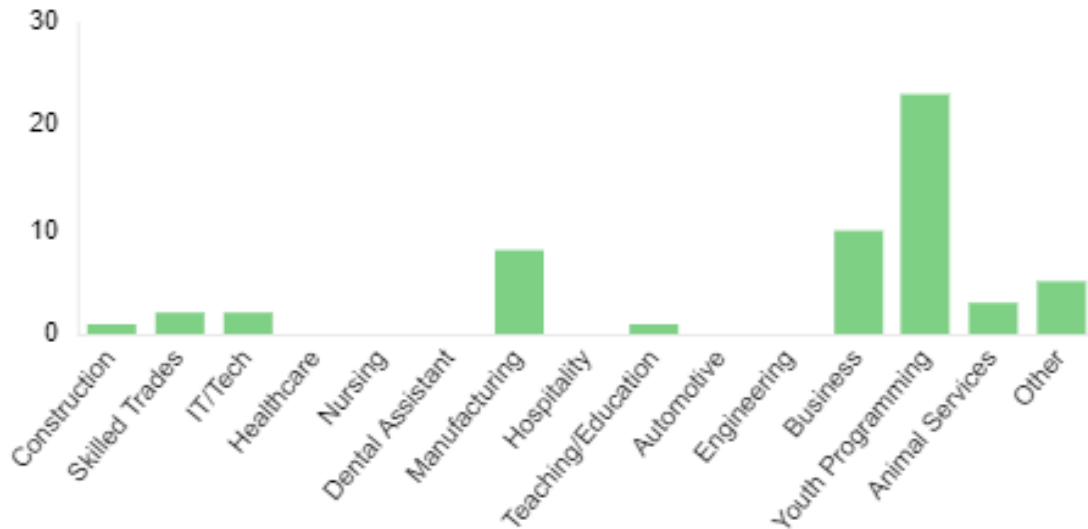
35

Jobs by City

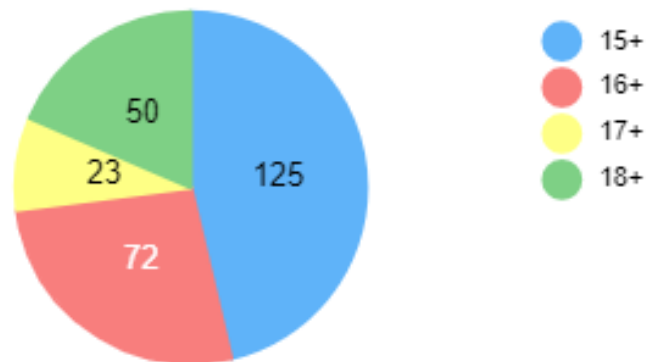


Summer P.A.Y.S. 2022

Industries Represented



Jobs by Age





INFORMATION ITEM 12

Department of Economic Opportunity (DEO) Annual Monitoring Preliminary Report

The Department of Economic Opportunity (DEO) is required by federal and state law to monitor its subrecipient workforce entities annually. To accomplish this, a joint programmatic and financial monitoring review of CareerSource Pinellas was conducted by DEO's Bureau of One-Stop and Program Support (OSPS) and Bureau of Financial Monitoring and Accountability (FMA) staff.

The monitoring activities included assessing program operations, management practices, system protocols, internal controls, financial record keeping and reporting to determine if the LWDB operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contracts or agreement terms. Monitoring also included sample testing of randomly selected participant case file records from each of the workforce programs reviewed.

Programmatic and financial management issues identified in the report are generally categorized as Findings, Other Noncompliance Issues (ONI), and Observations based on a scale of high, medium and low risk probabilities.

The DEO completed their review May 18 – 20, 2022. The preliminary results of each of the workforce programs are summarized as follows:

Workforce Program	Total Case Files Reviewed	Current Year Finding	Current Year ONI	Observation
WT	18	4	1	0
TANF Summer Youth	4	0	0	0
SNAP	17	1	2	0
WIOA AD/DW	23	6	1	1
WIOA Youth	12	3	2	1
WIOA Special Projects	8	4	1	0
TAA	4	0	2	0
WP	50	7	3	1

CSPIN has submitted supporting documents to the DEO in response to the preliminary report. Staff have been reviewing and conducting staff trainings on the areas identified to eliminate future monitoring issues. The final report from DEO is still pending.



INFORMATION ITEM 13

Workforce Solutions Goals Update PY'2021-2022: Period Covering through Q3

Goal I - Develop Robust Partnerships with Employers

Objective 1: Utilize and partner with existing business groups that convene employers regularly to understand immediate and future needs.

CareerSource Pinellas attracts partnerships through membership with local chambers and business associations. CareerSource Pinellas continues to maximize its current partnership strategies with business groups, as well as reaching out to other organizations for potential partnerships. We are working with the following chambers or organizations.

Business Group Partner's Updates

<i>Business Groups</i>	<i>Updates</i>
St. Petersburg Chamber	The St Pete Chamber is wrapping up their summer initiatives as back to school season begins. Multiple fundraisers remain on the upcoming calendar of events. The chamber is dedicated to serving the community through outreach, events and awareness of all that Set Pete has to offer. They were a contributing partner of this year's Summer PAYS youth employment program and will continue to support our youth PAYS programs into our first Cohort this summer.
Upper Tampa Bay Chamber	Hosted multiple after-hours events, morning mingles and lunch networking opportunities, the monthly non-profit newsletter.
Central Pinellas Chamber	Economic chamber Development Committee and Women's Leadership Committee involvement, community input opportunities. CareerSource Pinellas is the host for the upcoming Coffee and Networking event on August 25th.
St. Petersburg Area Econ. Development Corporation	The St. Pete EDC Promotes economic prosperity by marketing St. Pete as a world-class business and career location, generating and closing leads for new operations, and working with prospects and existing businesses to retain and create more high-quality jobs. St. Pete EDC will continue to engage with new and existing businesses and connect them with CareerSource Pinellas for a full-service experience.
Recruiter Networking Group	Business Services continues to re-energize this partnership by attending monthly meetings and sharing referrals. On August 18th we are cohosting an evening LinkedIn Local Tampa Bay in the Epicenter.
Tampa Bay Beaches Chamber	BSU supervisor attended the Madeira Beach and Treasure Island Business meetings to discuss with community leaders how to enhance and advance our new partnership.
BAMA (Bay Area Manufacturing Association)	CSPIN staff was onboard to welcome their new incoming Board of Directors for the 2022-2023 season.
Tampa Bay Tech	We continue to actively work with Tampa Bay Tech, researching ways to continue enhancing existing Tech programming across the county.
Greater Seminole Chamber of Commerce	CareerSource Pinellas has recently joined this Chamber. BSU Supervisor has had a one on one with their Executive Director to explore opportunities for partnership. Networking events are currently scheduled for BSU team.

Objective 2: Develop and execute a marketing strategy to build awareness with businesses about engagement and services available.

Leadership continues to work with Tucker Hall to update and/or redesign all collateral, in order to provide all teams with accurate information to our customers and partners. Strides have been made updating old collateral and standardizing event marketing to create effective 'plug and play' formats to ensure powerful marketing coverage.

Recent Tucker Hall coverage includes multiple articles and one featured online news item around the August 4th Job Fair.

Objective 3: Increase services to incumbent workers and underemployed workers.

Incumbent Worker and Quick Response Training Reports

FloridaFlex is administered by CareerSource Florida and offers businesses in Florida, or relocating to Florida, an integrated talent support solution to help them compete and grow with programs such as the Incumbent Worker Training Program (IWT) and Quick Response Training (QRT). CareerSource Pinellas works with local businesses who wish to enhance the professional skills of their existing employees by continuing to educate, direct and assist interested employers in applying for CareerSource Florida Flex Training Grants through Incumbent Worker Training (IWT) and Quick Response Training (QRT).

***Businesses seeking IWT and QRT funding are currently required to apply through the state.*

Objective 4: Develop methods that help businesses navigate the workforce system's services and that connect them with qualified applicants.

Continuous Improvement Performance Initiative

The Continuous Improvement Performance (CIP) Initiative was designed and developed to provide additional measures specifically aligned with WIOA and the goals and strategies of the State of Florida to increase and achieve targeted performance. The CIP Initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments in up to five board-selected industry sectors: Employment Rate 1st Quarter after Exit, Participant Training Rate and Business Penetration. Performance is measured on a quarterly basis and is compared to performance from the same quarter in the previous year. Boards receive funding awards for each metric for which the improvement/performance target is met each quarter.

Business Penetration Report

PY'2020-2021

Quarterly Year-Over-Year Goal

Current-Year Performance

	Business Penetration Baseline	Applied to Current-Year Business Penetration + Additional Credit		Business Penetration	Improvement without Additional Credit	Business Penetration + Additional Credit	Improvement with Additional Credit	Target Met?
		Improvement Target	Performance Target					
Qtr 1 (July 1, 2020-Sept. 30, 2020)	97	10%	106.70	60	-38.14%	84.00	-13.40%	<input type="radio"/>
Qtr 2 (Oct. 1, 2020-Dec. 31, 2020)	105	10%	115.50	77	-26.67%	111.20	5.90%	<input type="radio"/>
Qtr 3 (Jan. 1, 2021-March 31, 2021)	140	10%	154.00	130	-7.14%	195.10	39.36%	<input checked="" type="radio"/>
Qtr 4 (April 1, 2021-Jun 30, 2021)	75	10%	82.50	82	9.33%	115.00	53.33%	<input checked="" type="radio"/>

PY'2021-2022

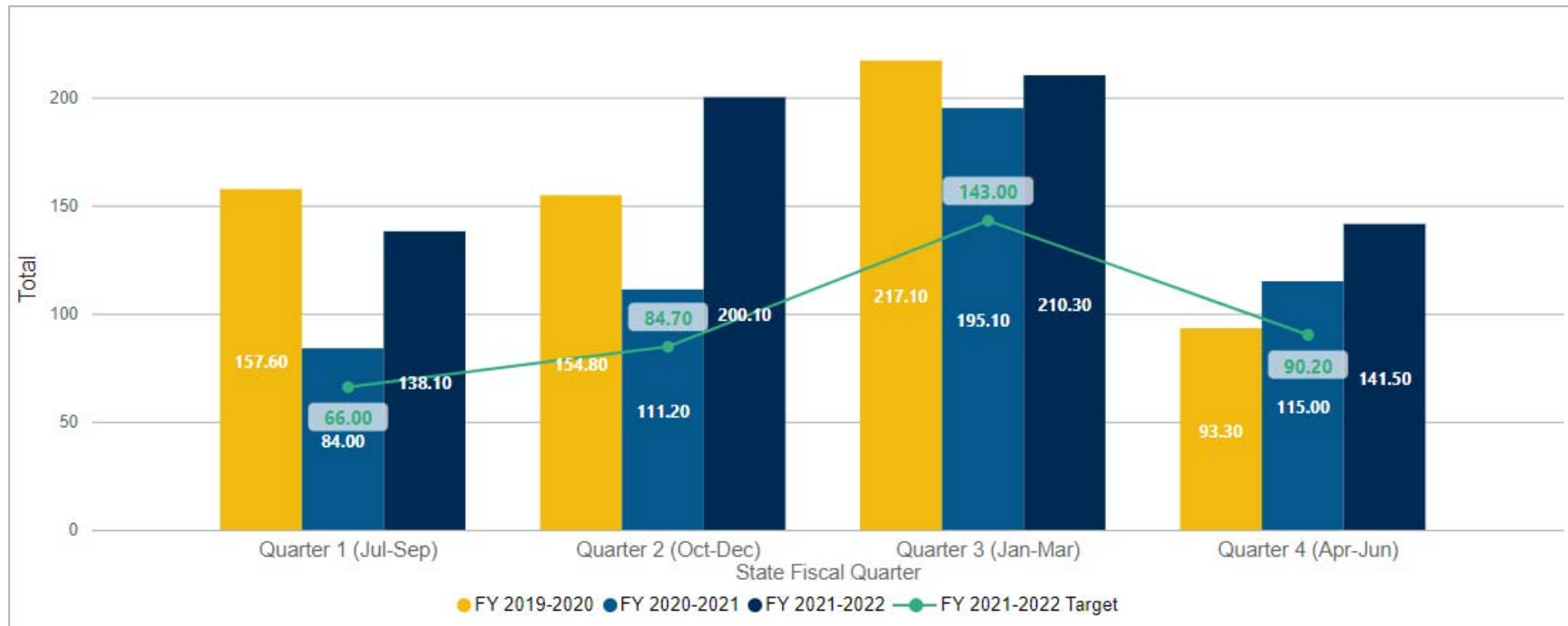
Quarterly Year-Over-Year Goal

Current-Year Performance

	Business Penetration Baseline	Applied to Current-Year Business Penetration + Additional Credit		Business Penetration	Improvement without Additional Credit	Business Penetration + Additional Credit	Improvement with Additional Credit	Target Met?
		Improvement Target	Performance Target					
Qtr 1 (July 1, 2021-Sept. 30, 2021)	60	10%	66.00	103	71.67%	138.10	130.17%	<input checked="" type="radio"/>
Qtr 2 (Oct. 1, 2021-Dec. 31, 2021)	77	10%	84.70	132	71.43%	200.10	159.87%	<input checked="" type="radio"/>
Qtr 3 (Jan. 1, 2022-March 31, 2022)	130	10%	143.00	108	-16.92%	210.30	61.77%	<input checked="" type="radio"/>
Qtr 4 (April 1, 2022-Jun 30, 2022)	82	10%	90.20	111	35.37%	184.80	125.37%	<input type="radio"/>

CareerSource Pinellas: Business Penetration

Business Penetration + Additional Credit, Year Over Year



Note: The improvement target for each quarter is 10% over the Business Penetration from the same quarter in the previous year.

EmployFlorida Job Referrals and Placement Reports

The EmployFlorida (EF) system allows for customer self-referrals and staff-assisted referrals to open job orders. Each customer in EF must have a full background entered and a staff completed Personal Individual Record Layout (PIRL) before a staff-assisted referral can be entered. The staff then matches the job requirement to the customer's skills to ensure a quality referral is being made. Employers can review both types of referrals at any time by reviewing their EF job order.

Period	Service	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY'2020-2021	Customer Self-Referrals	1,653	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
	Total	1,803	1,066	1,073	993	778	934	1,017	839	488	576	771	1,918	12,256
	Unique customers	502	292	282	250	205	273	274	230	138	193	224	390	
PY'2021-2022	Customer Self-Referrals	2,629	1,838	1,404	1,315	1,226	848	975	754	891	1,050	864	706	14,500
	Staff-Assisted Referrals	205	197	181	222	154	129	201	260	220	209	65	59	2,102
	Total	2,834	2,035	1,585	1,537	1,380	977	1,176	1,014	1,111	1,259	929	765	16,602
	Unique customers	466	366	396	373	306	271	296	289	278	265	190	203	

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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY'2020-2021	Direct Placements	1	2	1	4	5	5	1	3	-	6	3	8	39
	Staff Entered Obtained Employment	40	31	39	13	17	27	22	36	16	48	27	31	347
	Automated Obtained Employment	199	147	118	139	154	202	186	169	180	171	114	133	1,912
	Total	240	180	158	156	176	234	209	208	196	225	144	172	2,298
PY'2021-2022	Direct Placements	-	1	4	1	2	1	-	8	3	2	1	-	23
	Staff Entered Obtained Employment	24	50	30	42	74	99	52	39	35	37	29	20	531
	Automated Obtained Employment	199	73	-	136	131	299	156	86	118	88	122	127	1,542
	Total	223	124	34	179	207	399	208	94	121	90	122	147	2,096

NAICS	Job Orders	Job Openings	CSPIN Referrals	Newly Registered Employers
3rd Party	14,896	15,039	951	2
Accommodation and Food Services	567	581	62	0
Administrative and Support and Waste Management and Remediation Services	595	600	53	0
Construction	110	110	0	0
Educational Services	56	58	3	0
Finance and Insurance	15	15	3	0
Health Care and Social Assistance	1128	1128	82	0
Information	6565	6565	307	0
Manufacturing	423	423	39	0
Other Services (except Public Administration)	2453	2574	139	1
Professional, Scientific, and Technical Services	246	246	12	1
Real Estate Rental and Leasing	791	792	47	0
Retail Trade	52	52	13	0
Transportation and Warehousing	170	170	29	0
Utilities	109	109	33	0
Wholesale Trade	244	244	5	0
Non 3rd Party	4,356	8,248	787	337
Accommodation and Food Services	173	404	56	26
Administrative and Support and Waste Management and Remediation Services	383	968	90	21
Agriculture, Forestry, Fishing and Hunting	13	35	0	5
Arts, Entertainment, and Recreation	44	75	9	2
Construction	132	170	42	28
Educational Services	90	122	14	10
Finance and Insurance	186	214	20	17
Health Care and Social Assistance	495	949	64	55
Information	38	60	6	7
Management of Companies and Enterprises	9	9	1	3
Manufacturing	704	822	114	37
Other Services (except Public Administration)	198	223	61	20
Professional, Scientific, and Technical Services	702	913	51	27
Public Administration	207	2,235	30	6
Real Estate Rental and Leasing	344	353	92	13
Retail Trade	338	354	43	19
Transportation and Warehousing	96	108	36	6
Utilities	6	6	7	4
Wholesale Trade	148	177	45	13
Unclassified Establishments	50	51	6	18
Grand Total	19,252	23,287	1,738	339

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.

		PWE	OJT	Summer P.A.Y.S.	DWG – COVID 19	
Period	Performance	YTD	YTD	YTD	YTD	Totals
PY'2020-2021	Total Funding Expended	\$21,3702	\$6,134	\$53,236	\$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	\$10.19	\$12.75	\$12.00	\$13.00	\$10.19
PY'2021-2022 Q4	Total Funding Expended	\$94,224	\$7,878	\$16,631	\$22,0754	\$499,168
	# of Enrollments	4	14	103	6	107
	# of Completers	4	14	66	6	90
	# of Employers	20	20	21	7	37
	Avg Placement Wage	\$12.88	\$12.75	\$12.00	\$13.00	N/A

Objective 5:

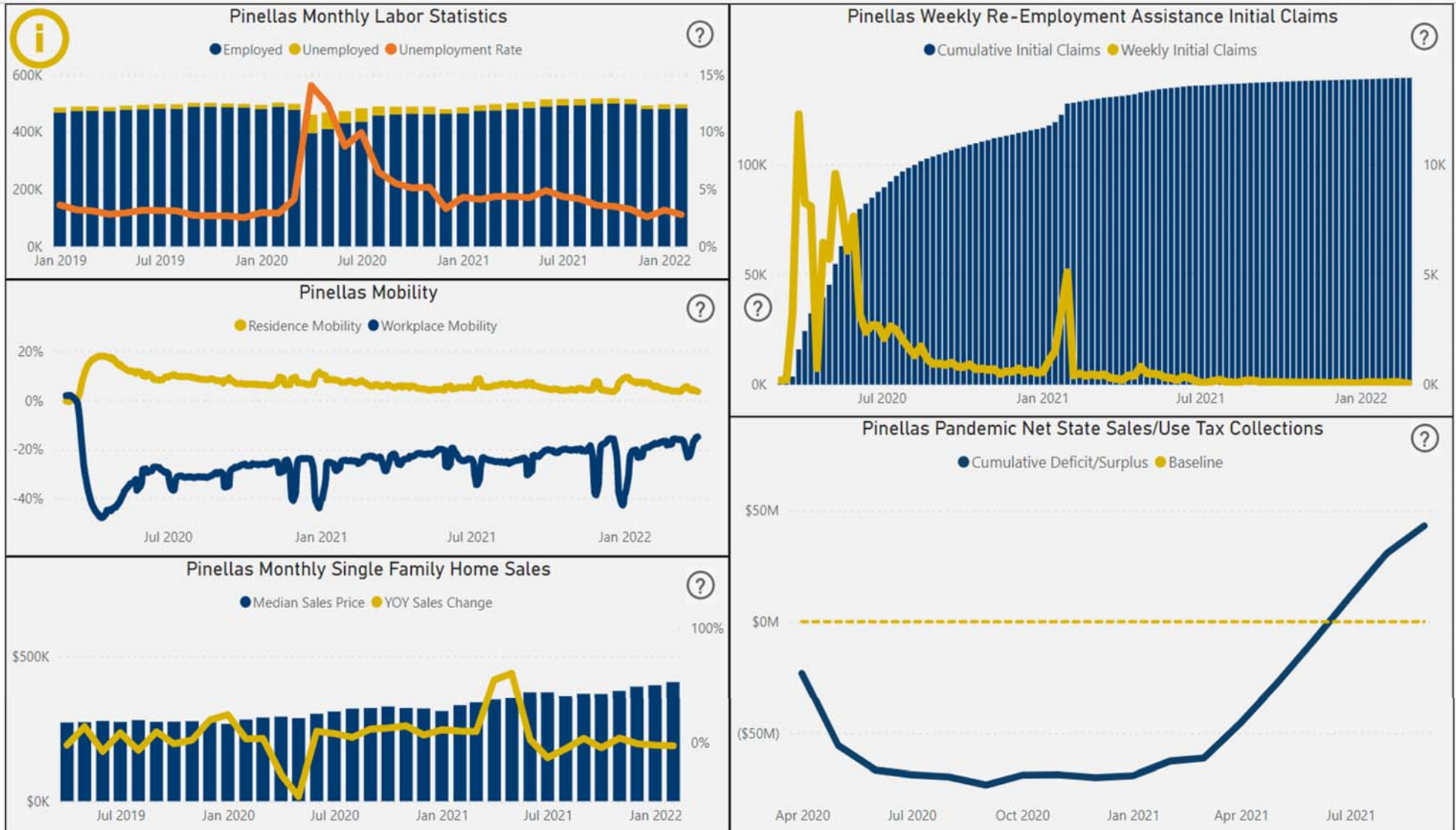
Inventory best and promising practice approaches for working with and engaging businesses and scale up.

- *Increasing outreach to reinforce and grow current business relationships and partnerships.*
- *Joining new networking groups to maximize presence across Pinellas County.*
- *Increased engagement with local groups and associations and maximizing opportunities to partner on events and initiatives.*
- *Expanding service offerings to businesses and job seekers.*
- *Return to in person events.*

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.

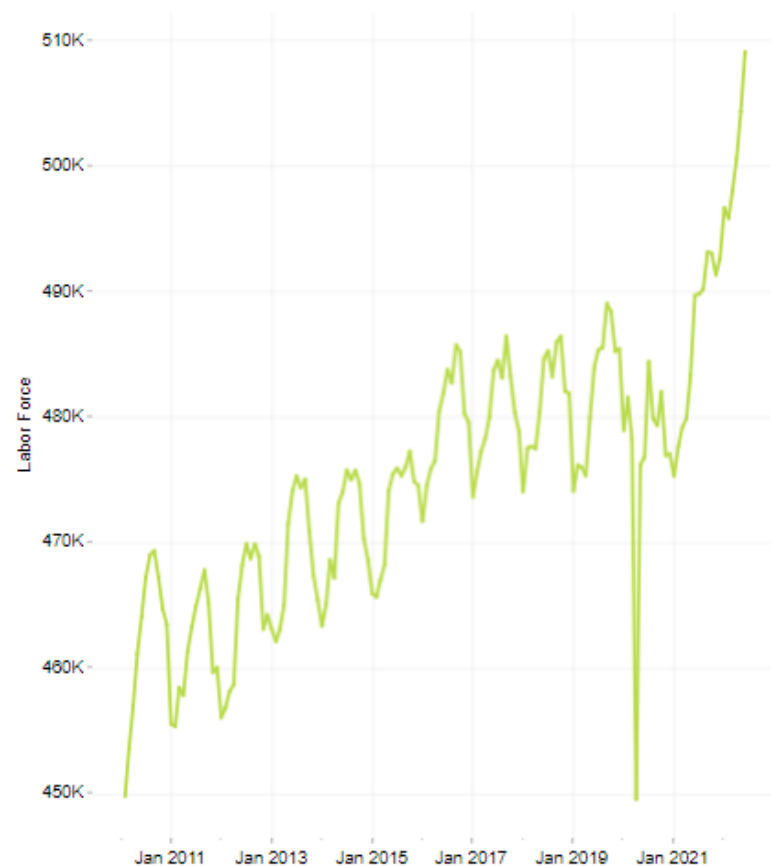
LMI Briefs



*Produced by the Tampa Bay Partnership as part of the State of the Region initiative

Select Metric Type: Labor Force
 Area Type*: LDWA
 Area Name: CareerSource Pinellas (14)
 Period Type: Monthly
 Adjustment: Not Seasonally Adjusted
 Select Period: Jan 2010 to Jun 2022

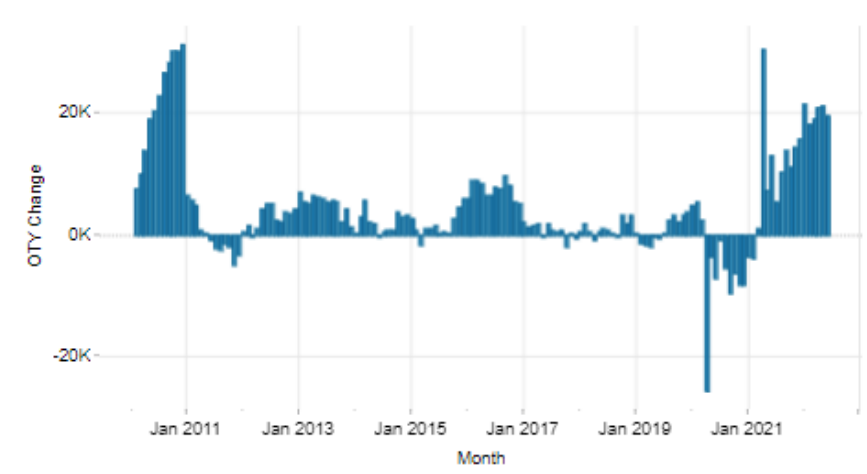
Labor Force - CareerSource Pinellas (14)
(Not Seasonally Adjusted)



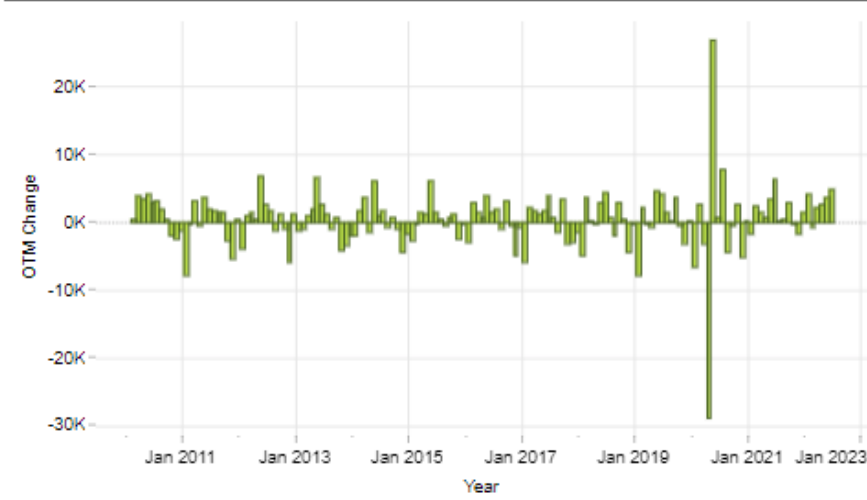
[Glossary](#)

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research, Local Area Unemployment Statistics (LAUS).

Labor Force Over-the-Year Change - CareerSource Pinellas (14)
(Not Seasonally Adjusted)



Labor Force Over-the-Month Change - CareerSource Pinellas (14)
(Not Seasonally Adjusted)



**Overview of the CareerSource Pinellas Region
Not Seasonally Adjusted
April 2022**

- The unemployment rate in the CareerSource Pinellas region (Pinellas County) was 2.7 percent in June 2022. This rate was 1.8 percentage points lower than the region's year ago rate of 4.5 percent. The region's June 2022 unemployment rate was 0.2 percentage point lower than the state rate of 2.9 percent. The labor force was 508,971, up 19,375 (+4.0 percent) over the year. There were 13,716 unemployed residents in the region.
- In June 2022 nonagricultural employment in the Tampa-St. Petersburg-Clearwater MSA was 1,450,900, an increase of 66,700 jobs (+4.8 percent) over the year.
- The leisure and hospitality (+12.8 percent), other services (+8.9 percent) and information (+7.7 percent) industries grew as fast or 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 financial activities (+7,000 jobs) and information (+1,900 jobs) in June 2022.
- The Tampa-St. Petersburg-Clearwater MSA had the second highest annual job growth compared to all the metro areas in the state in the leisure and hospitality (+19,300 jobs) and manufacturing (4,500) industries in June 2022.
- The Tampa-St. Petersburg-Clearwater MSA tied for the second highest annual job growth compared to all the metro areas in the state in other services (+8.9 percent)
- The Tampa-St. Petersburg-Clearwater MSA had the third highest annual job growth compared to all the metro areas in the state in trade, transportation, and utilities (+15,500 jobs).
- The industries gaining in jobs over the year were leisure and hospitality (+19,300 jobs); trade, transportation, and utilities (+15,500 jobs); professional and business services (+10,600 jobs); financial activities (+7,000 jobs); manufacturing (+4,500 jobs); other services (+4,000 jobs); education and health services (+3,400 jobs); information (+1,900 jobs); and mining, logging, and construction (+1,400 jobs).
- The government (-900 jobs) industry lost jobs over the year.

Objective 2: Convene employers to identify skill needs and align education providers' offerings to current and future skill needs.

The current Regional Targeted Occupations List (RTOL) list was approved by the Board for PY'2021-2022 on June 14, 2021. This item is approved annually and adopted for the subsequent program year. Training areas within the RTOL include occupations identified as critical to the five targeted industry sectors: Healthcare, Manufacturing, Information Technology, Construction, and Financial and Professional Services. CareerSource Pinellas follows DEO Guidance to remain compliant and has an approved policy for processing training vendors. Approved list is currently available on the CSPIN website via the link under Business Services: [ATPL-21-22-CSPIN-Rev-6.22.21.pdf \(careersourcepinellas.com\)](https://www.careersourcepinellas.com/ATPL-21-22-CSPIN-Rev-6.22.21.pdf)

The targeted training opportunities are outlined in the Regional Targeted Occupations List. The approved Regional Targeted Occupations List is located on the CSPIN website at: [ATPL-21-22-CSPIN-Rev-6.22.21.pdf \(careersourcepinellas.com\)](https://www.careersourcepinellas.com/ATPL-21-22-CSPIN-Rev-6.22.21.pdf)

Objective 3: Provide easy to use 'career maps' for jobseekers to use to both know where to go for education/training to obtain necessary credentials and next steps on a career path.

The current Approved Training Provider List (ETPL) outlines educational options for job seekers and is located at [ATPL-21-22-CSPIN-Rev-6.22.21.pdf \(careersourcepinellas.com\)](https://www.careersourcepinellas.com/ATPL-21-22-CSPIN-Rev-6.22.21.pdf). Data provided on this list is continuously updated and subject to change.

Objective 4: Ensure that there is a Talent Pipeline that connects business service staff between CareerSource and educational institutions.
***Apprenticeship reports run calendar year as opposed to program year*

CareerSource Pinellas Quarterly Report

NFA 037918: Apprenticeship Expansion 2019 – Workforce Apprenticeship

Quarter Ending 03/31/2022

Cumulative: Activity for Year to Date 02/01/2019 – 03/31/2022

Objective	Activities	Timeframe	Deliverables	Cumulative Update	% of Goal
Outreach and Participant Identification	Identify and screen eligible participants	02/2019-03/31/2022	82 participants	129 participants	n/a
Addressing Needs of Participants	Supported Services to aid with Apprenticeship Training or On-the-Job Training	02/2019-03/31/2022	62 participants	0 participants	0%
Training and Certification	Apprenticeship Training, or On-the-Job Training and certification as applicable	02/2019-03/31/2022	20 Participants	0 Participants	0%
Placement	Sponsorship into an Apprenticeship program with accompanying placement into employment.	02/2019-03/31/2022	72 participants	10 participants	14%

Summary of Project Progress

To conclude the Grant, Apprenticeship Navigator participated in the expansion of a new registered pre-apprenticeship and apprenticeship program by placing the first eight (8) pre-apprentices at LT3 Academy/NetSVS IT Apprenticeship. The pre-apprentices will ultimately be able to enroll in the corresponding registered apprenticeship program upon successful completion. Pre-apprentices were identified from WIOA candidates who were recruited internally from staff caseloads, hiring events, career centers, and from Employ Florida. CSP provided its grant support to partially fund their Related Technical Instruction tuition expenses. In line with expansion of another Registered Apprenticeship Program sponsored by St. Petersburg College, CSP was also able to fund OJT Wage Reimbursement to apprentices recruited and hired for the Geographic Solutions Apprenticeship.

Apprenticeship Navigator worked with a web design company to facilitate CSP's new Apprenticeship Portal website, which now provides electronic information to local prospective apprentices to research, apply, and enroll in registered apprenticeship and pre-apprenticeship programs within the sector strategy areas of IT, Healthcare, Professional/Financial, Manufacturing and Construction, among others. With the ultimate objective of apprenticeship expansion, the new website additionally functions as a resource for existing Registered Apprenticeship Programs to promote newly posted apprenticeship opportunities, and it functions as a medium to inform external organizations how to start registered apprenticeship programs.

Apprenticeship Navigator also continued focusing on making key contacts and introductions, identifying eligible and suitable prospects, while identifying and increasing outreach and expansion of local pre-apprenticeships and apprenticeships in the five sector strategy areas of IT, Healthcare, Professional/Financial, Manufacturing and Construction through the grant extension period to March 2022. Sectors and programs were identified using the current Regional Demand Occupations list.

Additional targeted activities were performed this quarter to assist Registered Apprenticeship and Pre-Apprenticeship programs in identifying/recruiting candidates, as well as obligating grant funding for RTI tuition costs, OJT wages, and other supported service costs. CSP participated in the development and expansion of *future* Registered Apprenticeships and Pre-Apprenticeships through consultative meetings, presentations, and referrals to FLDOE for the following training providers and employers:

Training Providers

1. Equus (Pharmaceutical Tech)
2. School of EMS (Paramedic, EMT)
3. Precision Builds (Construction)

Employers

1. GE Aviation (Service Technician)
2. Impact Social Ventures (Construction, Culinary, Maritime)
3. Tampa Yacht Manufacturing (Manufacturing)
4. City of Pinellas Park (Manufacturing)
5. Sunstar Paramedic (Healthcare)
6. Pinellas County Government (Utilities, Stormwater)
7. Pinellas County Urban League (Renewable Energy)
8. Reggie's Roofing (Construction)
9. Krauss HVAC (Construction)

Participated in the development and expansion of *existing* Registered Apprenticeships and Pre-Apprenticeships through consultative meetings, WIOA eligibility screening, candidate interviews, and future funding obligations for RTI/OJT to training providers and employers, respectively:

Training Providers

1. Uptown Pre-Apprenticeship for Technology & Innovation/NetSVS (IT)
2. Learning Alliance (Manufacturing)
3. Independent Electrical Contractors FWCC GNJ (Construction)
4. Pinellas Technical College (Construction, Machining, Childcare, Bldg Maint, Composites/Mfg, Automotive)
5. Trumont (Home Health Aide, RN, Healthcare Pre-Apprenticeship)
6. FNGLA/University of Florida Extension (Farmworkers Pre-Apprenticeship and local employers)

Employers

1. Digital Operations Factory (IT)
2. APG Electric (Electrician)
3. Hammer Haag Steel (Manufacturing)
4. FKQ Marketing (Manufacturing)
5. Specialty Fabrication (Manufacturing)
6. HIT Promotional Products (Manufacturing)
7. Pharmerica (Pharmaceutical Technician)
8. National Molding Medical Products (Manufacturing)
9. H&S Swansons (Manufacturing)
10. MGM Electric (Electrician)
11. D'Andrea Electric (Construction)
12. Tri-Area Electric (Electrician)

Activity for Quarter 1: 01/01/2022 – 03/31/2022

Objective	Activities	Timeframe	Deliverables	Quarter Update
Outreach and Participant Identification	Identify and screen eligible participants	01/01/2022-03/31/2022	82 participants	73 participants
Addressing Needs of Participants	Supported Services to aid with Apprenticeship Training or On-the-Job Training	01/01/2022-03/31/2022	62 participants	0 participants
Training and Certification	Apprenticeship Training, or On-the-Job Training and certification as applicable	01/01/2022-03/31/2022	20 Participants	0 Participants
Placement	Sponsorship into an Apprenticeship program with accompanying placement into employment.	01/01/2022-03/31/2022	72 participants	8 participants

Expenditures to Date for CareerSource Pinellas

Region	Budget	Expenditure to Date	% Expended
R14	\$ 100,000.00	80,244	80.2%

Background

CSF 2019 Apprenticeship Expansion grant: \$100,000

This grant targeted expanding apprenticeship opportunities in the Tampa Bay region, targeting Pinellas County. The grant funded the development of a centralized Apprenticeship Portal to increase awareness and knowledge of local apprenticeship programs. It will also expand apprenticeship by funding 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 was extended through March 31, 2022.

Goal III - Expand Outreach to Jobseekers

Objective 1: Target outreach efforts based on areas of opportunity.

Recruitment Events

Previously, In-House Recruitment (IHR) Events are held weekly in the Career Resource Centers to bring local businesses and career seekers together to discuss opportunities. As CareerSource Pinellas moves to a more virtual platform, the IHR's have been renamed Virtual Recruitment Events (VRE) and are now being held virtually to continue supporting local businesses by providing opportunities to facilitate meaningful connections.

NEW Virtual / Drive Thru Recruitment Events – Former In-House Recruitments Events

Period	Performance	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY'2020-2021	# VR/Drive Thru	0	1	3	3	3	4	1	0	0	0	0	0	
	# VR Job seekers	0	4	0	6	16	12	4	0	0	0	0	0	
PY'2021-2022	# IHR	7	5	5	5	5	2	5	8					
	# IHR Job seekers	17	5	6	12	14	8	2	11					

Networking Groups

The Professional and Career Networking Groups provide professional and entry-level job seekers the ability to connect and interact with their peers as well as a dedicated Business Services Representative. In addition, candidates are provided access to additional training to make them more marketable to hiring employers. Guest employers may also be featured during the weekly meetings improving the employers' visibility to a diverse talent pool.

Professional and Career Networking Groups

Period	Performance	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
PY'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
	Avg 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
PY'2021-2022	Attendees	116	108	121	85	92	124	113	68	61	75	73	84	1,120
	Placements	0	0	0	0	0	0	0	0	0	0	0	0	0

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 navigate a post-COVID landscape, some connection events occur via virtual platforms.

PY'2021-2022 Q4

Date	Type	Employers	Job Seekers
3/30/22	Job Corps Job Fair	15	45
4/6/22	SPC Job Fair – Business and Admin	28	87
4/11/22	Tampa Bay Times Job Fair	75	350
4/28/22	MacDill AFB Job Fair	60	223
5/21/22	Upper Tampa Bay Chamber	21	35
5/24/22	Keiser University Job Fair	17	65
5/26/22	CSPin Resource Fair	30	55
6/8/22	CSPin Job Fair @ Lealman Exchange	29	79
6/14/22	Summer Splash Innisbrook Resort	55	72
Total		330	1,011

PY'2020-2021

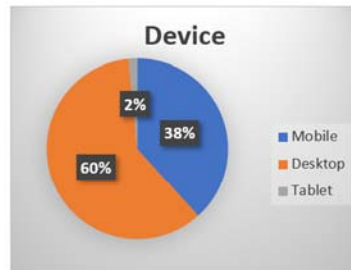
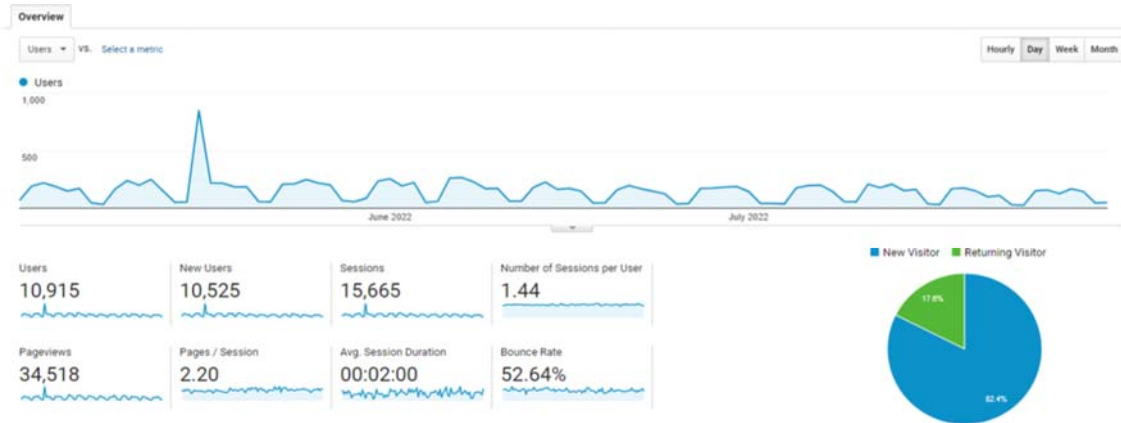
Date	Type	Employers	Job Seekers
09/15/20	Fall Virtual Career Fair	13	107
10/28/20	Tampa Bay Tech Career Fair	1	5
11/10/20	Paychecks for Patriots Career Fair	19	21
11/17/20	PinellasWorks Virtual Career Fair	9	28
02/18/21	Congressman Bilirakis Veteran Employment Fair	46	37
06/23/21	St. Petersburg Downtown Job Fair	43	250
Total		131	448

Objective 2: Expand the virtual delivery of service system currently in place.

CareerSource Pinellas utilizes a range of tools and tactics to help raise awareness and encourage use of services and programs. The outreach strategy includes an emphasis on digital sources, as well as television, radio, and print advertising to reach customer. Each message is developed to reflect a call to action to job seekers who wish to advance in their careers and employers encouraging them to visit careersourcepinellas.com. A suite of social media platforms is utilized to complement other outreach efforts aimed at informing and engaging job seekers, workers, and businesses.



May 1 – July 31, Website Visits

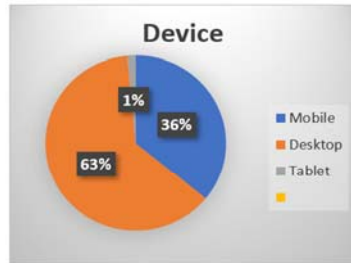


May User Details

Page	Pageviews	% Pageviews
1. /	4,731	38.23%
2. /professional-skills-workshops/	1,382	11.17%
3. /youth/summer-pays/	917	7.41%
4. /contact/	707	5.71%
5. /wioa/	481	3.89%
6. /career-services/	373	3.01%
7. /hiring-events/	357	2.89%
8. /youth/	310	2.51%
9. /events/job-fair-and-career-expo/	249	2.01%
10. /overview/	214	1.73%

[view full report](#)

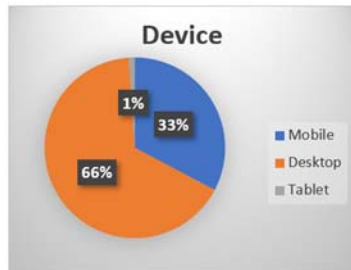




June User Details

Page	Pageviews	% Pageviews
1. /	3,720	30.38%
2. /professional-skills-workshops/	1,524	12.45%
3. /contact/	804	6.57%
4. /wioa/	563	4.60%
5. /hiring-events/	432	3.53%
6. /career-services/	416	3.40%
7. /events/job-fair-and-career-expo/	407	3.32%
8. /networking-events/	390	3.19%
9. /youth/summer-pays/	289	2.36%
10. /overview/	240	1.96%

[view full report](#)



July User Details

Page	Pageviews	% Pageviews
1. /	3,180	32.12%
2. /professional-skills-workshops/	1,085	10.96%
3. /contact/	648	6.54%
4. /wioa/	450	4.54%
5. /hiring-events/	406	4.10%
6. /career-services/	357	3.61%
7. /events/first-responder-hiring-event/	280	2.83%
8. /networking-events/	261	2.64%
9. /overview/	210	2.12%
10. /contracting-and-grants/	159	1.61%

[view full report](#)



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.

Focus on service

CareerSource Pinellas is in the process of increasing foot traffic to all centers, with a focus on Lealman Exchange. Additional staffing and a planned June hiring event are currently underway to put focus on this center.

Business Services teammates continue to reenergize relationships across all sectors as COVID impacts continue to abate, adding new partnerships and memberships to Chambers of Commerce, community groups and sector specific support organizations.

Objective 4: Conduct a gap analysis through engagement with priority customers and key stakeholders to assess what services may be missing and/or what changes are needed in how services are delivered to ensure participation.

CareerSource Pinellas continues to assess customer feedback through one-on-one touch base conversations, while onsite kiosks are in service transition. This up chain reporting keeps strategic planning in front of mind in order to meet and exceed expectations. New kiosks are in process of being installed and will be in use by end of April 2022.

Objective 5: Support individuals to gain employment through a system of wrap around services that is responsive to their diverse experience and needs.

*Please see **Information Item 2**, WIOA Primary Indicator Report, for the most updated employment rates and participation results for Welfare Transition, SNAP, WIOA programs and Wagner-Peyser (WP) services.*

Objective 6: Develop a Regional Targeted Occupations List.

The current RTOL list was approved by the Board for PY'2021-2022 on June 14, 2021. This item is approved annually and adopted for the subsequent program year. Training areas included within the Regional Targeted Occupations List (RTOL) include occupations identified as critical to the five targeted industry sectors: Healthcare, Manufacturing, Information Technology, Construction, and Financial and Professional Services. CareerSource Pinellas follows DEO Guidance to remain compliant and has an approved policy for processing training vendors. The approved list is currently available on the CSPIN website via the link under Business Services: [ATPL-21-22-CSPIN-Rev-6.22.21.pdf \(careersourcepinellas.com\)](#)

Goal IV - Build Organizational Capacity; Promote Change and Transformation of CareerSource Pinellas

Objective 1: Present a positive message of the organization to include all that is currently being done and what will be done based on the strategic plan.

By continuing strategic leadership expansion, CareerSource Pinellas has begun to grow the organization, to include multiple director level roles, to resume pre-COVID operations.

Objective 2: Update talking points for use by board members and staff as part of the awareness campaign.

Tucker Hall, Public Relations Firm, is actively working to assist with strategic communications and to amplify our voice in the Tampa Bay area.

Objective 3: Continue to improve and enhance the technology infrastructure both internally for staff to be more efficient and for communication among the system's partners and to increase user friendly access for customers.

vCIO Technology Report

The following is an update on the 2022 strategic technology objectives for CSP under the direction of the vCIO (Paul Ashe, vCIO, Securance Consulting).

We will continue to center our 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.

2022 IT Updates

- Have successfully transitioned to a new managed service provider, LinkTech
- Continuing end-user security training using KnowBe4 platform
- Completed migrating data, from the CTS provided ATLAS solution, to Employ Florida
- Continuing the build of a new website and process improvements

Objective 4: Ensure compliance and work with/train staff on the new ways of doing business that are in compliance while reducing the burden on customers through streamlined compliant processes.

As a recipient of federal awards, CareerSource Pinellas is responsible for administering the awards in accordance with applicable laws, regulations, provisions, and policies. Programmatic, administrative, and fiscal monitoring is conducted to ensure the organization is fulfilling those requirements.

DEO Monitoring

DEO's yearly programmatic monitoring took place the week of May 16-20, 2022. We provided responses within the 10-day timeframe for the preliminary findings but have not yet received the final report. Our contract monitoring with THMP was the week of August 1-5, 2022

Objective 5: Develop methods to regularly listen to customers to test new processes before implementing them permanently.

Customer Satisfaction Survey

The Customer Satisfaction Survey has historically measured a customer's satisfaction with the services received in the Career Resource Centers and has been obtained via weblinks on the Career Resource Center computers and via email. CareerSource Pinellas is in process of transitioning to a 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.

There is a gap in service this quarter as we transition to a more virtual based service delivery and gather more robust feedback from a larger number of customers.



INFORMATION ITEM 14
CareerSource Pinellas
Training Provider Spending
For the period July 1, 2021 - June 30, 2021

Training Provider	Customer Training	Approved Spending (if required)	Remaining	# of Participants	Avg/ Per Part
Academy for Dental Assistants, (Pinellas)	3,085			2	1,543
Access Computer Training, (Hillsborough)	5,000			1	5,000
American Manufacturing Skills Initiative (AmSkills)					
BizTech Learning Centers, Inc., (Pinellas)					
Center for Technology Training	20,000			4	5,000
Central Florida Heat and Frost Insulators J.A.C. (RA)					
Computer Coach IT Training Solutions	75,900			16	4,744
Concorde Career Institute, (Hillsborough)	5,000			1	5,000
Connecticut School of Broadcasting, (Hillsborough)					
Florida Technical College					
Galen College of Nursing, (Pinellas)	151,263			41	3,689
Gold Coast Professional Schools					
Hillsborough Community College	5,000			1	5,000
IEC- Independent Electrical Contractors, FAAC					
International Union of Operating Engineers (RA)					
Ironworkers (RA)					
JATC - Tampa Area Electrical JATC, (Hillsborough), FAAC (RA)	34,494			33	1,045
Jersey College, (Hillsborough)	39,318			11	3,574
Keiser University	2,500			1	2,500
Masonry (RA)					
National Aviation Academy	122,497			28	4,375
Net Synergy Virtual Solutions LLC	50,000			10	5,000
New Horizon Computer Learning Center, (Hillsborough)	319,605			62	5,155
Pinellas Ex-Offender Re-Entry Coalition *	2,760	50,000	47,240	6	460
Pinellas Technical Education Centers *	66,961	300,000	233,039	29	2,309
Plumbers and Pipefitters and HVAC, local union 123 (RA) *		50,000	50,000		
R.V. Training Center	4,796			1	4,796
Rasmussen College	25,649			4	6,412
Refrigeration & Air Conditioning Contractors (RACCA) (RA)					
Roadmaster Drivers School, Inc., (Hillsborough)					
Schiller International University, (Pinellas)					
Southern Technical Institute, Pinellas Park, (Pinellas)	13,317			11	1,211
St. Petersburg College *	105,714	700,000	594,286	46	2,298
Superior Aviation Gate					
Tampa Truck Driving School, Inc.	55,000			11	5,000
Ultimate Medical Academy (Pinellas) *	80,316	250,000	169,685	15	5,354
Ultimate Medical Academy (Online)					
University of South Florida / Innovative Education, SACS	25,701			8	3,213
Veritas Nursing Academy					
Webster University					
Total	\$ 1,210,790			340	\$ 3,561

Prior Year for Same Period	\$ 2,213,879	610	\$ 3,629
Variance	\$ (1,003,089)	(270)	\$ (68)

RELATED PARTY CONTRACTS (with multiple components)

	Spending	Amount	Remaining	Component
Pinellas Technical Education Centers *	66,961	300,000	233,039	Training (ITA)
	124,031	130,000	5,969	Leases
	190,992	430,000	239,008	
St. Petersburg College *	105,714	700,000	594,286	Training (ITA)
	118,830	160,000	160,000	Leases
	57,200	125,000	67,800	Contracts
	281,743	985,000	822,086	

* Contracts required two-third board approval.

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



INFORMATION ITEM 15
CareerSource Pinellas
Work-based Learning Spending
For the period July 1, 2021 - June 30, 2022

OJT Provider	Work-based Learning Spending	Approved Spending (if required)	Remaining	# of Participants	Avg./ Per Part	Prior Year Spending
Bert Smith Oldsmobile, Inc.	\$ -					2,993
Catalyst QLM LLC	\$ 224,018			11	\$ 20,365	57,650
Celebrity Kids of Pinellas	\$ -					3,967
Coolgear, Inc.	\$ -					777
HHC Holdings LLC	\$ 1,711			1	\$ 1,711	
Manpower	\$ 251,943			168	\$ 1,500	53,263
Mechanical A/C Designs LLC	\$ 11,845			3	\$ 3,948	646
Orbit Motors dba Express Oil Change	\$ -					2,353
Pinellas County School Board	\$ -					4,200
Precision Shaft Technologies	\$ -					11,761
RK3 LLC	\$ -					327
Veterans Metal LLC dba DHS	\$ 5,291			2	\$ 2,645	-
Total	\$ 494,809			185	\$ 2,675	\$ 137,937



INFORMATION ITEM 16

Help Wanted Online Report



FLORIDA ONLINE JOB DEMAND TOOL
Local Workforce Development Areas

Select Area

CareerSource Pinellas (14) ▼

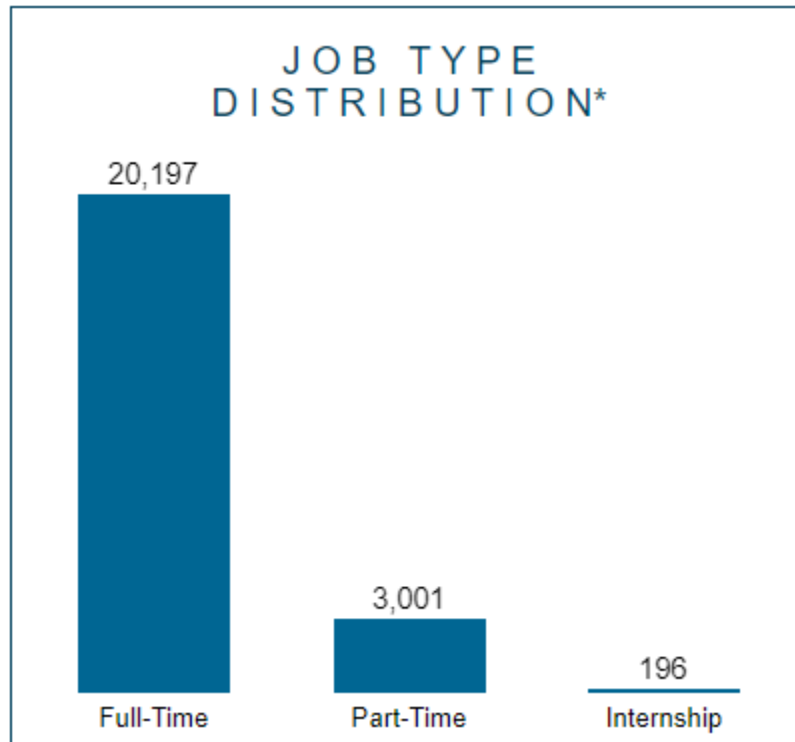
Select Category

All Occupations ▼

TOTAL ONLINE ADS

June 2022	May 2022	June 2021	Over the Month Change	Over the Month Percent Change	Over the Year Change	Over the Year Percent Change
36,366	30,659	32,291	5,707	18.6%	4,075	12.6%

JOB TYPE DISTRIBUTION*

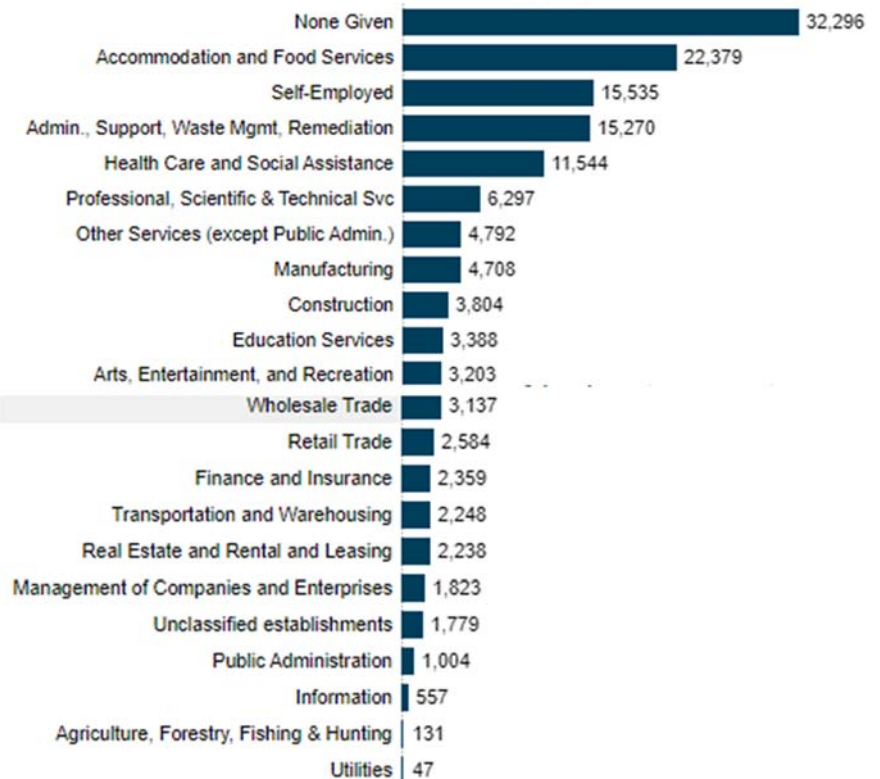


TOP 10 EMPLOYERS BY ONLINE ADS

Employer	#
TATA Consultancy Services	680
USAA	555
Hospital Corporation of America	516
Baycare Health System	512
Raymond James Financial Incorporated	490
Anthem Blue Cross	420
Accenture	310
Raytheon	210
Great Clips	198
Honeywell	187

*Note: Total advertisements in this table may not equal the previously reported total due to overlapping or unspecified categories. Internships are only available in the All Occupations category.

Initial Claimants By Industry Pinellas County(ies)



Note: Initial claimant counts on this dashboard represent preliminary estimates of intrastate Reemployment Assistance applications for the week they were submitted. These estimates are subject to revision. Additionally, all claimant data are screened for confidentiality to protect the identity of Florida citizens and businesses. This may include individuals claiming Reemployment Assistance for reasons other than COVID-19 related closures.

http://lmsresources.labormarketinfo.com/covid19/initial_claims.html

TOP 15 ADVERTISED OCCUPATIONS

Occupation	≡	Over the Month Change	Over the Month Percent Change	Over the Year Change	Over the Year Percent Change		
Registered Nurses		85	6.4%	-45	-3.1%	June 2022	1,406
	May 2022					1,321	
	June 2021					1,451	
Customer Service Representatives		203	17.9%	412	44.5%	June 2022	1,338
	May 2022					1,135	
	June 2021					926	
Retail Salespersons		135	16.2%	6	0.6%	June 2022	969
	May 2022					834	
	June 2021					963	
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products		152	22.9%	-135	-14.2%	June 2022	817
	May 2022					665	
	June 2021					952	
Combined Food Preparation and Serving Workers, Including Fast Food		83	15.7%	85	16.2%	June 2022	611
	May 2022					528	
	June 2021					526	
First-Line Supervisors of Retail Sales Workers		83	16.4%	121	25.9%	June 2022	588
	May 2022					505	
	June 2021					467	
Heavy and Tractor-Trailer Truck Drivers		107	22.9%	298	108.0%	June 2022	574
	May 2022					467	
	June 2021					276	
Food Service Managers		99	22.9%	64	13.7%	June 2022	532
	May 2022					433	
	June 2021					527	
Managers, All Other		52	10.9%	78	17.4%	May 2022	475
	June 2021					449	
	June 2022					512	
Waiters and Waitresses		63	14.0%	49	10.6%	May 2022	449
	June 2021					463	
	June 2022					483	
Nursing Assistants		65	15.6%	-13	-2.6%	May 2022	418
	June 2021					496	
	June 2022					480	
Software Developers, Applications		87	22.1%	203	73.3%	May 2022	393
	June 2021					277	
	June 2022					455	
Medical and Health Services Managers		46	11.2%	113	33.0%	May 2022	409
	June 2021					342	
	June 2022					454	
Licensed Practical and Licensed Vocational Nurses		53	13.2%	57	14.4%	May 2022	401
	June 2021					397	
	June 2022					449	
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive		86	23.7%	69	18.2%	May 2022	363
	June 2021					380	
	June 2022					449	

0 200 400 600 800 1000 1200 1400 1600
Online Ads

STATEWIDE

MOST ONLINE ADS

TOP 15 COUNTIES

TOP 15 CITIES

Counties	June 2022	June 2021	Top 15 Cities With the Most Online Ads	June 2022	June 2021
Miami-Dade	77,099	76,371	Miami	23,521	20,411
Hillsborough	67,795	55,331	Tampa	22,859	16,075
Orange	64,390	48,708	Orlando	22,055	13,745
Broward	55,610	54,763	Jacksonville	16,249	13,354
Palm Beach	44,423	38,870	Fort Lauderdale	10,936	9,516
Duval	42,101	38,449	West Palm Beach	6,826	5,194
Pinellas	36,564	32,291	Saint Petersburg	4,995	4,592
Lee	21,063	16,965	Fort Myers	4,438	3,585
Brevard	20,014	12,707	Hollywood	4,420	4,430
Polk	13,880	10,453	Tallahassee	4,139	4,028
Sarasota	11,671	11,453	Boca Raton	3,710	3,228
Alachua	11,407	9,403	Melbourne	3,319	2,417
Leon	11,130	11,542	Gainesville	3,293	3,068
Seminole	11,111	10,135	Clearwater	3,211	2,934
Pasco	9,666	7,916	Pompano Beach	2,771	3,159

TOP 15 CERTIFICATIONS BY ONLINE ADS*

Rank	Occupation	Online Ads
1	Driver's License	85,026
2	Registered Nurse	24,840
3	Basic Life Saving (BLS)	16,478
4	First Aid Cpr Aed	12,766
5	Advanced Cardiac Life Support (ACLS) Certification	12,236
6	Basic Cardiac Life Support Certification	8,811
7	Security Clearance	8,007
8	Licensed Practical Nurse (LPN)	6,891
9	CDL Class A	6,021
10	Certified Registered Nurse Practitioner	5,517
11	Certified Public Accountant (CPA)	4,563
12	Certified Nursing Assistant	4,517
13	Project Management Certification	4,183
14	American Heart Association Certification	3,412
15	Certified Teacher	3,015



INFORMATION ITEM 17

REACH ACT IMPLEMENTATION

Florida's 2021 Reimagining Education and Career Help Act, known as the REACH Act, is a comprehensive blueprint for enhancing access, alignment, and accountability across the state's workforce development system. Implementation of the REACH Act is a priority of the CareerSource Florida Board of Directors. Signed into law by Governor Ron DeSantis, the REACH Act positions Florida to help people with barriers to education and employment become self-sufficient through enhanced access to good jobs and career pathways that offer economic opportunity.

- **Realignment** - Establishes the Office of Reimagining Education and Career Help (REACH) in the Executive Office of the Governor to facilitate coordination and alignment of entities responsible for the state's workforce development system.
 - **Current Status** – CareerSource Florida contracted with EY (Ernst & Young LLP) to conduct research and discovery. Initial observations from Phase I were reported to the CareerSource Florida Board of Directors in June 2022. Next steps, in collaboration with the Governor's REACH Office, include a more in-depth evaluation with each of Florida's local workforce development boards, including additional data analysis and engagement with chief local elected officials, local workforce development board members and other leaders, employers, educators, and other stakeholders. Alignment considerations are anticipated to be provided to the CareerSource Florida Board of Directors by the end of the year.
- **Credentials Review Committee** - Requires the CareerSource Florida Board to appoint a Credentials Review Committee to identify degree and nondegree credentials of value for approval by the state workforce development board and inclusion on a Master Credentials List to be provided to the State Board of Education.
 - **Current Status** – June 27, 2022 Committee Meeting. Previously shared presentation with Board.

<https://careersourceflorida.com/wp-content/uploads/2022/06/2022-06-27-CRC-Presentation.pdf>



INFORMATION ITEM 17

REACH ACT IMPLEMENTATION

- Survey Part-One Results
 - Businesses are struggling to Recruit
 - Businesses are struggling to Find Talent
 - Florida's Workforce is Changing but Recruiting is still Business as usual
- Survey Part-Two Addresses
 - Desired skills and education level for applicants
 - Internships and apprenticeship opportunities
 - Availability of employer-led training and work-based training
- Survey Part-Two Goals
 - Exploring pain points: sources of difficulty in the recruitment process
 - Assessing workforce needs for training.
 - Gauging awareness of available employee training programs.
 -
- Where We're Going
 - Engage employers on credentials of value.
 - Engage employers to enhance education and skills training partnerships with tech centers, colleges, and universities to upskill incumbent workers (or those to be laid off).
 - Increased awareness of current state and federal support initiatives available to upskill incumbent workers.
- August 11 Update - The Credentials Review Committee workgroups are moving forward with defining critical elements of the Framework of Quality that will be used to evaluate credentials for Florida's Master Credentials List. Once the Labor Market Estimating Conference convenes to produce statewide data on wages, demand and supply, specific criteria for the Framework will be drafted for the committee's approval. When approved, the Framework of Quality will be used to evaluate credentials for inclusion on the Master Credentials List, which is anticipated to be released in early 2023.



INFORMATION ITEM 17

REACH ACT IMPLEMENTATION

- **Letter Grades** - Requires the assignment of a letter grade for local workforce development boards based on criteria including performance accountability measures, return on investment and improvement of the long-term self-sufficiency of participants.

Status

Letter grades will be calculated based on local workforce development board performance on seven distinct measures in the areas of employment and training services, self-sufficiency, and business services. Initial data for each measure was shared with local workforce development boards after the June CareerSource Florida Board of Directors Meeting, and feedback received resulted in revisions to the calculations.

The REACH Office-led Letter Grade Workgroup that includes representatives from CareerSource Florida, local workforce development boards, the Department of Economic Opportunity and the Department of Education met again in July to review the latest metrics. Once the final data for the 2021-2022 program year is available, baseline grades for the year will be calculated and made available via the CareerSource Florida Analytics website.

- **10% Training Provider Holdback** - Requires the Department of Economic Opportunity, with input from the state workforce development board and others, to establish WIOA eligible training provider criteria focused on participant outcomes. The REACH Act requires training services provided through Individual Training Accounts (ITA) to be performance-based, with successful job placement resulting in a final payment of at least 10 percent (Section 445.009(8)(3), Florida Statutes (F.S.)).
 - **Current Status**
 - The Florida Department of Economic Opportunity (DEO), CareerSource Florida, and the Florida Department of Education (DOE), with guidance from the REACH Office, launched an implementation workgroup with a diverse group of stakeholders.
 - The workgroup will move quickly to identify and finalize a list of any training services and expenditure types for which the 10 percent final (performance based) payment requirement can be applied.



INFORMATION ITEM 17

REACH ACT IMPLEMENTATION

- The workgroup will also establish an implementation schedule for this requirement.
- By October 1, 2022, LWDBs must begin updating training provider applications, revising (or establishing) training provider agreements, and/or updating ITA templates, as appropriate, to include the requirement to withhold a final payment of at least 10 percent until participants are successfully placed.
- LWDBs must also begin revising local operating procedures governing the payment of ITAs to ensure local processes are established to effectively implement and track this requirement.



INFORMATION ITEM 18

Trade Adjustment Assistance (TAA)

The TAA Program is a federal entitlement program that assists U.S. workers who lose their jobs or are threatened with job loss as a result of foreign trade. The TAA Program, established by the Trade Act of 1974, has been amended eleven times over the past 48 years.

The authorization of appropriations for the TAA Program expired June 30, 2022. Termination provisions will take effect beginning on July 1, 2022.

States are still required to continue serving trade-affected workers from worker groups certified prior to that date subject to the limitations below.

LWDBs must continue after June 30, 2022, to determine individual worker eligibility and provide benefits and services for workers covered under certified petitions. In order to be entitled to TAA benefits and services on and after July 1, 2022, a worker must:

- (1) be covered by a petition filed and determined to be certified on or before June 30, 2022;
- (2) be an “adversely affected worker” as defined in 20 CFR 618.110, who because of lack of work in adversely affected employment has been totally or partially separated from such employment on or before June 30, 2022; and
- (3) meet or continue to meet the individual eligibility requirements for TAA benefits and services.

The sun-setting of the TAA program will not have a negative impact in Pinellas County at this time. There have not been any new petitions in the past year and there are only four active TAA participants. Although there may be trade-related layoffs in the future, anyone who would have been eligible for TAA can be served as a WIOA Dislocated Worker.

850-577-5477

PATRICK.HAGEN@GRAY-ROBINSON.COM

August 31, 2022

Scott Thomas
Board Chair
WorkNet Pinellas, Inc.,
dba CareerSource Pinellas

Re: August 12, 2022 Whistleblower Complaint by former CareerSource Pinellas Employee¹

I. INTRODUCTION

On August 12, 2022, Complainant emailed Scott Thomas (Board Chair) and me² a whistleblower complaint (“Complaint”) alleging “retaliation, targeting, harassment, and wrongful termination” by Steven Meier (Interim Chief Executive Officer (“CEO”) and Chief Financial Officer (“CFO”)).

This investigation is being conducted under CareerSource Pinellas’s current Whistle-Blower Policy (found starting on page 54 of the Employee Handbook). That Policy provides that an individual is obligated to report “any misconduct, improper or unethical activities, or violation of any law, rule, regulation, internal control or policy” in writing to the Board Chair if the allegation concerns the CEO. The Board Chair “determine[s] the appropriate investigation and action to be taken after reviewing the written complaint” and may “request[] the assistance of another internal or outside investigator.” CareerSource Pinellas retained the undersigned counsel to investigate the Complaint.³ This report is the final product of that investigation.

II. INVESTIGATIVE PROCESS

The undersigned counsel reviewed the following materials as part of this investigation:

1. The Complaint;

¹ CareerSource Pinellas’s Whistle-Blower Policy requires that Complainant be afforded confidentiality “[d]uring an active investigation of the complaint.” *See* Employee Handbook at p. 55. Complainant has shared their name in various communications with current personnel at CareerSource Pinellas. However, as this report may be shared in a public meeting of the Board of Directors who may not know their identity and given the public nature of that meeting, their name has been withheld in an abundance of caution. Herein, the individual will be referred to as “Complainant.”

² I am CareerSource Pinellas’s interim, designated Equal Opportunity (EO) Officer. *See* <https://careersourcepinellas.com/contact/>.

³ While I am the interim, designated EO Officer, I am not an “employee” of CareerSource Pinellas. *See* Employee Handbook at p. 7.

Scott Thomas, Chair
August 31, 2022
Page 2

2. CareerSource Pinellas’s Employee Handbook and Whistle-Blower Policy;
3. Multiple Emails about the Subject Matter of the Complaint;
4. Employee Disciplinary Action Notice;
5. CareerSource Pinellas’s Organizational Chart;
6. CareerSource Pinellas’s Job Descriptions;
7. CareerSource Pinellas’s Website (<https://careersourcepinellas.com/>);
8. CareerSource Pinellas’s Equal Opportunity, Discrimination, Harassment, Retaliation and Related Conduct Policy;
9. CareerSource Pinellas’s Code of Conduct; and
10. Complainant’s Termination of Employment Letter.

The following individuals were interviewed as part of the investigation (listed in alphabetical order):

1. Amy Leuschke, Business Developer;
2. Complainant;
3. Frank Molloy, Lead, Management Information Systems (“MIS”);
4. Jay Burkey, Director of Human Resources;
5. Juan Toribio, Workforce Supervisor;
6. Mary Jo Schmick, Director of Policy and Compliance;
7. Melissa Ehrhardt, Supervisor, Recovery Navigator;
8. Ryan Whitesides, former Business Services Coordinator/Apprenticeship Navigator; and
9. Steven Meier, Interim CEO and CFO.

(Hereinafter referred to as “Interviewee(s)” if not specifically named.)

III. ASSESSMENT OF INTERVIEWEES’ CREDIBILITY

The interviewees were found to be credible, albeit biased. The interviewees discussed their opinions on this Complaint and CareerSource Pinellas’s current and former directors and officers.

IV. FACTUAL FINDINGS

The Complaint raises multiple issues; each is addressed in turn.

A. Check Issued in Error to a Workforce Partner

Complainant alleges they “questioned some of the practices within [the] finance department” in 2021 when Mr. Meier was the CFO of CareerSource Pinellas, not the CEO. Specifically, Complainant was made aware of an invoice for approximately \$10,000 to be paid to a workforce partner. Complainant alleges, “[T]he participants for whom the invoice was for were not eligible for [Workforce Innovation and Opportunity Act (WIOA)] funds.” Complainant alleges that the participants were not deemed “eligible” before a check was issued. An Interviewee said the issue was that CareerSource Pinellas did not know which WIOA grant the workforce partner was supposed to be in. Mr. Meier stated it was the Programs team’s responsibility, not the Finance team’s, to determine eligibility. Irrespective of whose responsibility it was, a stop payment was ordered and the issue was resolved.

Scott Thomas, Chair
August 31, 2022
Page 3

B. Investigation of Job Referrals and Subsequent Confrontation between Mr. Meier and Complainant

This allegation also concerns an incident in January 2022, when Mr. Meier was solely the CFO of CareerSource Pinellas. Mr. Meier investigated whether certain participants were fraudulently referred to jobs. Mr. Meier provided that information to Complainant and requested a quick turnaround on the issue. Complainant “took the information . . . and investigated [further], finding that no wrong was done.” Complainant emailed Mr. Meier to advise they would “not be able to meet that deadline,” that there was no problem, and described his research with the words, “my investigation.” Soon after, (Complainant claims that) Mr. Meier “entered [Complainant’s] office abruptly,” “closed the door firmly,” and “said loudly, but [did] not yell[],” that this was Mr. Meier’s investigation. Mr. Meier describes the incident as a “heated discussion.” Complainant described Mr. Meier as “physically close,” “within two feet.” Mr. Meier disputes how close they were. But Mr. Meier admits he “got a little too annoyed and angry.” Interviewees heard the door slam and “a lot of yelling,” but did not see the exchange.

Complainant emailed their concerns about the interaction to the former Human Resources Director (“HR”). She described the interaction as the “Steve v. [Complainant] issue.” Complainant advised HR that Complainant told Mr. Meier they would provide a report about the job referrals to HR and the former CEO, not Mr. Meier; and Complainant described their interaction with Mr. Meier in January 2022.

C. Comments About Complainant

Complainant alleges that Mr. Meier made “disparaging comments about [them] . . . questioning [their] intelligence, insulting [them] and making comments about [them] not being employed too much longer.” Complainant bases these allegations on conversations Mr. Meier had with others in the office.

As to Mr. Meier “questioning [Complainant’s] intelligence” Mr. Meier confirmed he did not believe Complainant was qualified for their position. He expressed concerns that Complainant “lacked the expertise needed to perform in the role,” and that “[i]t was not a good . . . fit.” Mr. Meier states he may have made comments about Complainant to Jay Burkey and Mary Jo Schmick, but not “disparaging” or “insulting” comments. Complainant perceives comments about his lack of workforce experience as “disparaging,” “questioning [their] intelligence,” and “insulting,” because they are “highly educated” and “have 20+ years in many things related to the operations of an organization.”

Mr. Meier appeared to not respect Complainant because they did not “pull[] [their] weight” or “take ownership” of their work. “It was a constant battle” between them—Interviewees echoed that sentiment. Complainant appeared to not respect Mr. Meier either. For example, they said in an email to Mr. Meier, “I will follow your lead, but you also have to show leadership.” Interviewees said there was “tension” between Mr. Meier and Complainant; “you could feel [it].” There was a “power struggle” and “a lot of drama.” Complainant and Mr. Meier “were never on the same page.” In the end, whether it was “personal” or “just different ways of operating,” one Interviewee described it best as a “personality conflict.”

As to comments about Complainant “not being employed too much longer,” Complainant alleges that when Mr. Meier interviewed Ms. Schmick, Mr. Meier asked how Ms. Schmick would handle any conflicts with Complainant and stated she would report to Mr. Meier—and that Complainant “wouldn’t be around for long.” Complainant alleges Mr. Meier expressed similar sentiments about Complainant to other

Scott Thomas, Chair
August 31, 2022
Page 4

employees. Ms. Schmick confirmed that she asked if the job would report to Complainant. Mr. Meier confirmed that, as the Director of Policy and Compliance, Ms. Schmick would not report to Complainant, but he does not remember any other questions about Complainant in the interview. And Mr. Meier said he did not make any comment that Complainant “wouldn’t be around for long.” An Interviewee said they heard Mr. Meier ask questions about Complainant in the interview, but not that Complainant “wouldn’t be around for long.” No other Interviewees heard that comment.

D. Employee Disciplinary Action Notice

On May 12, 2022, Mr. Meier and Mr. Burkey presented Complainant with an Employee Disciplinary Action Notice about four issues: (1) waiver of the approved vendor requirement; (2) delay and inaccuracy of committee packets; (3) delay of renewals for training providers; and (4) lack of communication about Complainant’s schedule. Complainant alleges that the “entire write up” was “knowingly false and without any prior discussion.” Complainant claims they asked Mr. Burkey about issues in the Employee Disciplinary Action Notice and that Mr. Burkey responded, “I’m the deaf guy, so I’m definitely not the one you want keeping record of what was said,” and that Mr. Burkey has made similar comments before. Mr. Burkey stated that, if he made that comment, it was not to avoid the conversation but because he is, in fact, deaf, and may not have heard certain comments Complainant asked about.

Although these four issues were raised on May 12, 2022, Complainant was not provided the Employee Disciplinary Action Notice, and no formal disciplinary action was taken, because Mr. Meier and Mr. Burkey thought it was a “very constructive conversation” with Complainant. Each is addressed below.

1. Waiver of the Approved Vendor Requirement

On May 6, 2022, a CareerSource Pinellas employee was asked to add a company to the vendor directory so that they could process vouchers for two students of that company “scheduled to start on Monday.” The company was not an approved vendor, but a waiver was in place. The issue was forwarded to Mr. Meier. He asked Complainant, “Who approved the waiver?” Complainant responded that the waiver was approved “at the end of last year.” In the interviews, Complainant said that the former CEO approved the waiver, but another employee did not take action on documentation for it. Mr. Meier raised concerns that “[i]t could not have been last year as you indicated because [the company’s] application indicated [it] only went into business in March . . . of this year.” Complainant replied, “The [company] has a school in Texas as well.” Complainant advised the company that “[CareerSource Pinellas] can approve two people as long as . . . [the paperwork is] completed.” Ms. Schmick advised Mr. Meier and Complainant: “Our Plan has no provision for this”; “this provider is not established”; and “there has been no site visit.” Thus, CareerSource Pinellas could not charge it to a grant. Because there was no provision for a waiver, CareerSource Pinellas incurred close to \$10,000 in disallowed costs “charged to ‘unrestricted.’”

2. Delay and Inaccuracy of Committee Packets

Mr. Meier said that the One-Stop and Workforce Solutions Committee packets were not completed timely—that Complainant did not meet Mr. Meier’s deadlines and “showed no sense of urgency to get them done.” Mr. Meier also claims those packets “contained errors and lacked important information.” The packets were not finalized until “more than a week after [Mr. Meier] requested [them] to be completed.”

Scott Thomas, Chair
August 31, 2022
Page 5

In June 2022, Mr. Meier addressed the “misunderstanding regarding responsibilities for Committee packets” and advised Complainant that they were responsible for the contents of the packets, and was expected to review the packets before they are forwarded to the employee responsible for consolidating the packets. The issue was the confusion about “what ‘putting together’ a packet is versus ‘formatting’ a packet.” Ultimately, they reached an understanding that Complainant would “be responsible for the completed products of the . . . packets as well as the delivery of the content.”

3. Delay of Renewals for Training Providers

Mr. Meier stated that Complainant should have reviewed the renewals for CareerSource Pinellas’s training providers prior to the committee meetings. Instead, the action item that was presented requested approval of the providers subject to satisfactory review and receipt of information required for the renewals. Mr. Meier stated that “a new hire . . . took ownership of this process to ensure that this was performed even though it was the responsibility of [Complainant].”

4. Lack of Communication about Complainant’s Schedule

The last concern on the Employee Disciplinary Action Notice was about a lack of communication about Complainant’s schedule. Namely, the concern was that “[Complainant] disappears for extended periods of time, spends a great deal of time at the career centers, comes in late and leaves early; very seldom communicating to his direct supervisor or the leadership team where he is.” Mr. Meier emailed Complainant: “I don’t know where you are, you aren’t [at work] and I cannot access your calendar.” Complainant responded, “I work out of 4 calendars, and I am unsure of how to share them all.” Complainant said that they would visit the career centers to “meet with supervisors,” for “personal growth and development,” to see “how centers are managed,” to review performance, and to pursue initiatives. And that they were out of the office for “meetings with other business entities, to set up programs.” Mr. Burkey said that Complainant “started to let [Mr. Meier] know where [Complainant] was,” but did not share the calendars.

E. Termination of Finance Employee

In July 2022, Complainant tried to contact the former Director of Finance. Complainant asked Mr. Burkey where she was. Complainant claims that Mr. Burkey “made the gesture of cutting his throat” and said she was terminated. Mr. Burkey denies making that gesture. Complainant asked Mr. Meier why she was terminated, and he responded that that she was not taking finance duties off his plate fast enough. Complainant thinks the former Director of Finance was terminated “because she was working with [Complainant] . . . to improve [CareerSource Pinellas’s] financial insight and oversight.” Complainant was “asking for financial data” and “wanted to know [CareerSource Pinellas’s] total obligations.” Mr. Burkey confirmed that she was terminated because of job performance. Mr. Meier said, she “had trouble seeing the big picture.” Complainant also wanted to be involved in termination decisions. Mr. Burkey advised that Complainant was not involved because the former Director of Finance did not report to Complainant.

F. Termination of Complainant

On August 2, 2022, Mr. Meier and Mr. Burkey met with Complainant in the conference room and presented Complainant with a termination of employment letter. An Interviewee said Complainant’s

Scott Thomas, Chair
August 31, 2022
Page 6

termination was “unexpected.” When Complainant asked Mr. Meier the reason for their termination, Mr. Meier said, more or less, that “Florida is an at-will state” and that their employment could be terminated with or without cause. The termination of employment letter confirmed the same: “[Y]ou are an at-will employee”; “[t]his means your employment can be terminated with or without cause and with or without notice.” Mr. Meier repeated that phrase when Complainant continued to ask for a reason. Mr. Burkey stated that, “[i]f we gave [Complainant] specifics, it would [have been] debated.” He later helped Complainant pack their office and carry boxes to their vehicle.

V. ANALYSIS

A. *Whether Steven Meier’s actions constitute improper activity per the Whistle-Blower Policy.*

CareerSource Pinellas “expects all individuals, including directors, officers, employees, staff, volunteers, contractors, interns, vendors or others, to act in accordance with all applicable laws, rules, regulations, ethical rules and Company policies at all times and to assist in ensuring that the Company conducts its business and affairs accordingly.” *See* Employee Handbook at p. 54 (emphasis added). “Intentional and unintentional violations of laws, regulations, rules, internal controls, policies and procedures may occur and may constitute improper activities as defined within this policy.” *Id.*

Complainant alleges that Mr. Meier “retaliate[ed], target[ed], [and] harass[ed]” him. CareerSource Pinellas’s Equal Opportunity, Discrimination, Harassment, Retaliation and Related Conduct Policy provides:

CareerSource Pinellas is an equal employment opportunity employer and does not discriminate against any person because of *race, color, religion, sex, pregnancy, national origin, disability, military or veteran status, age, marital status, genetic information, sexual orientation, gender identity or any other characteristic protected by law* (referred to as “protected status”) and does not tolerate any such discrimination by or against its employees or clients utilizing CareerSource Pinellas services, programs and activities. This policy governs all aspects of employment, including . . . working conditions . . . [and] discipline [or] termination

Id. at p. 9 (emphasis added). CareerSource Pinellas “will not tolerate inappropriate behavior” against its employees based on a protected characteristic. *Id.* Inappropriate behavior includes “making insulting or derogatory comments based on a protected characteristic, frequent teasing regarding a protected characteristic or any other behavior based on the protected characteristic of another may create an intimidating, hostile, or offensive working or service environment.” *Id.* at p. 10. “Another type of discrimination occurs when an individual is subject to harassment in the work environment . . . because of a protected characteristic. *Id.* at p. 9 (emphasis added).

Here, Complainant does not allege, nor do they appear to have, a “protected status” or any “protected characteristic.” Thus, the Equal Opportunity, Discrimination, Harassment, Retaliation and Related Conduct Policy is not applicable to Complainant.

CareerSource Pinellas’s Code of Conduct lists offenses that do not require a protected status or protected characteristic: “If an employee is not considerate of others and does not observe reasonable rules

Scott Thomas, Chair
August 31, 2022
Page 7

of conduct, disciplinary action may be taken” *Id.* at p. 42. CareerSource Pinellas considers the following offenses “to be serious enough to result in discipline”: “Any threatening, intimidating, . . . harassing, bullying, violent, rude, discourteous or unprofessional behavior . . . which adversely affects the Company’s services, operations, property, reputation or goodwill” *Id.* at pp. 42–43. While Complainant contends that Mr. Meier’s actions rose to that level, there is no evidence of such offenses. Mr. Meier and Complainant each described how they felt *the other individual* was “rude,” “discourteous,” or “unprofessional.” But there is no once instance where Mr. Meier’s actions resulted in discipline, or should, because of such behavior. Rather, there appears to be an overarching “personality conflict” or lack of respect for each other.

As for “retaliation,” CareerSource Pinellas has established an administrative process for employees who allege that they have been subjected to retaliation in violation of law or the Whistle-Blower Policy. *Id.* at p. 54. The employee must first make a complaint under the Whistle-Blower Policy. If the employee believes they have been retaliated against in response to the complaint, they “must make a written complaint to the Company’s Human Resources Department” “[w]ithin sixty (60) days of the alleged retaliatory action.” *Id.* at pp. 55–56. Here, Complainant did not make any other “complaint” under the Whistle-Blower Policy. If Complainant’s emails with concerns to (or about) Mr. Meier are considered “complaint(s),” then they would have had to make a written complaint to the human resources department within sixty days of the alleged retaliatory action. Based on the evidence and interviews, it does not appear that Complainant’s termination was based on his “complaint(s).” Instead, Complainant uses the word, “retaliation” in an informal fashion. Thus, there was no “retaliation” under the Whistle-Blower Policy or the law.

B. Whether Steven Meier’s actions constitute improper activity per the Whistle-Blower Policy.

Besides the allegations of “retaliation, targeting, [and] harassment,” each of Complainant’s concerns about how Mr. Meier handled the check issued in error to a workforce partner, *see* part “IV., A.,” the investigation of job referrals, *see* part “IV., B.,” and the termination of the finance employee, *see* part “IV., E.,” are addressed in the “Factual Findings” section. None of Mr. Meier’s actions in the listed concerns appear to be an “offense[] . . . serious enough to result in discipline,” or a violation of policies contained in the Employee Handbook. *See id.* at pp. 42–43.

C. Whether Complainant was wrongfully terminated.

CareerSource Pinellas’s Employee Handbook Acknowledgment provides: “I understand that my employment relationship with the Company is ‘at-will’ and is based upon the mutual consent of the Company and myself. Accordingly, I agree that the Company or I may terminate the employment relationship at any time and for any reason, with or without prior notice or discipline.” *See id.* at p. 61. *See also id.* at p. 6 (“[T]he right to terminate the employment relationship at will at any time is retained by both the employee and CareerSource Pinellas.”); 8 (“It is our policy that all employees are employees ‘at-will.’ This means . . . CareerSource Pinellas may terminate the employment of any employee at any time for any reason, with or without notice and with or without cause, at its sole will.”); 42 (“employment at will status whereby CareerSource Pinellas may decide in its sole discretion to terminate employment of an employee at any time or for any reason, without notice and without any proven violation”).

Mr. Meier and Mr. Burkey are correct that Complainant’s employment was “at-will,” and Complainant does not dispute that fact. When asked for the reasons for Complainant’s termination, Mr.

Scott Thomas, Chair
August 31, 2022
Page 8

Meier and Mr. Burkey did not point to one particular issue. Rather, the fundamental concerns could be summarized as two of CareerSource Pinellas’s “offenses, which [it] consider[s] to be serious enough to result in discipline, up to, and including termination of employment”: (1) “[i]nsubordination, including improper conduct toward a supervisor” and (2) “[u]nsatisfactory job performance of any kind.” *Id.* at p. 61. Mr. Meier kept a list of emails and interactions with Complainant that he perceived to be insubordinate and unsatisfactory job performance. Many of those issues were not raised in the Complaint, and thus, not addressed here. Either way, whether Mr. Meier’s concerns were warranted, CareerSource Pinellas did, in fact, have the discretion to terminate Complainant’s “at-will” employment “at any time” and “for any reason not prohibited by law.” Because Complainant does not allege, nor do they appear to have, a “protected status” or any “protected characteristic,” and because other described conduct does not rise to the level of an offense “serious enough to result in discipline,” Complainant was not wrongfully terminated.

VI. CONCLUSION

Unsubstantiated. There has been no improper activity per the Employee Handbook, the Whistle-Blower Policy, or the law.

Sincerely,

/s/ Patrick M. Hagen
PATRICK M. HAGEN
Florida Bar No.: 1010241
patrick.hagen@gray-robinson.com
GRAYROBINSON, P.A.
301 South Bronough Street, Suite 600
Tallahassee, Florida 32301
Telephone: (850) 577-5477
Facsimile: (850) 577-3311

PMH