

**CareerSource Pinellas  
Board of Directors Minutes**

**Date:** Wednesday, September 7, 2022, at 11:45 am.

**Location:** Hybrid meeting – Zoom/EpiCenter, 13805 58<sup>th</sup> St. N., Rooms 1 - 451 & 1 - 453, Clearwater, FL 33760

**Call to Order**

Commissioner René Flowers sat in for the Chair, Scott Thomas, who could not attend the meeting in person and asked Commissioner Flowers to proctor the meeting in his place. Commissioner Flowers called the meeting to order at 11:50 a.m. There was a quorum with the following board members present.

**Board Members in Attendance**

Scott Thomas (Zoom), Barclay Harless, Belinthia Berry (Zoom), Candida Duff (Zoom), Celeste Fernandez (Zoom), Commissioner René Flowers (In person), Kenneth Williams (In person), Dr. Rebecca Sarlo (In person), Jack Geller (Zoom), John Howell (In person), Kevin Knutson (In person), Lisa Cane (Zoom), Mark Hunt (In person), Patricia Sawyer (Zoom), Michelle Radcliffe (Zoom), Michael Jalazo (Zoom)

**Board Members Not in Attendance**

David Fetkenher, Elizabeth Siplin, Glenn Willocks, Ivonne Alvarez, Shawn McDonnell, Zachary White, Angel Barton, Zac Holland

**Board Counsel**

Stephanie Marchman (In person), Patrick Hagan (Zoom), Chris Carmody (Zoom)

**Staff in Attendance**

Steven Meier, Jay Burkey, Mary jo Schmick, Leah Geis, Lysandra Montijo, Raymond Westergard, Amy Leuschke (Zoom)

**Public Comments**

There were no public comments.

**Action Item 1 – Approval of the Minutes – 7.13.22 Board of Directors Meeting**

The minutes of the July 13, 2022, Board of Directors meeting were presented for approval.

**RECOMMENDATION**

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

**Discussion:** None

Motion:	Mark Hunt
Second:	John Howell

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

**Action Item 2 – Employee of the Month Incentive**

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.

**Discussion:** None

Motion:	Not Approved
Second:	Not Approved

*The Board of Directors made a motion for 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. The motion did not pass and will be revisited at a later date to be determined.*

**Action Item 3 – Approval of Copier Vendor Selection**

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:**

<b>Proposer</b>	<b>Overall Score</b>
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

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.

**Discussion:** None

Motion:	Barclay Harless
Second:	Dr. Rebecca Sarlo

*The Board of Directors made a motion for approval to enter into contract negotiations and award a contract for the provision of copiers with Printers Plus for a five-year equipment lease. The motion carried unanimously.*

**Action Item 4 – Approval of Government Relations Contract Renewal (Gray|Robinson)**

**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.

**Discussion:** None

Motion:	Mark Hunt
Second:	Kenneth Williams

*The Board of Directors made a motion for approval to renew the existing contract with Gray|Robinson Government Relations Services for an amount not to exceed \$50,000 through June 30, 2023. The motion carried unanimously.*

**Action Item 5 – WIOA Adult Priority of Service Policy Approval**

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.

**\*The policy was included with this board packet.**

**RECOMMENDATION**

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

**Discussion:** None

Motion:	Barclay Harless
Second:	Dr. Rebecca Sarlo

*The Board of Directors made a motion for approval of the WIOA 22-02 Adult Priority of Service Policy. The motion carried unanimously.*

**Action Item 6 – Incentives for Youth Policy Approval**

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.

**\*The policy was included with this board packet.**

**RECOMMENDATION**

Approval of the Incentive Policy for Youth participants.

**Discussion:** None

Motion:	Dr. Rebecca Sarlo
Second:	Pattye Sawyer

*The Board of Directors made a motion for approval of the Incentive Policy for Youth participants. The motion carried, however the board requested that formal procedures be brought back before the board once they are created.*

**Action Item 7 – Training Provider Approval FleetForce**

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	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.

**Discussion:** None

Motion:	Michael Jalazo
Second:	Barclay Harless

*The Board of Directors made a motion for approval of FleetForce as an Eligible Training Provider. The motion carried unanimously.*

**Action Item 8 – Training Provider Approval Champion**

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.

**Discussion:** None

Motion:	John Howell
Second:	Pattye Sawyer

*The Board of Directors made a motion for 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. The motion carried unanimously.*

**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.
  - 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%.
- **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.

**Discussion:** None

Motion:	Mark Hunt
Second:	Barclay Harless

*The Board of Directors made a motion for approval of the 2022-2024 Local Workforce Development Plan Modification and submission to CareerSource Florida. The motion carried unanimously.*

**Action Item 10 – Approval of RTOL Addition**

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.

**Discussion:** None

Motion:	Mark Hunt
Second:	Dr. Rebecca Sarlo

*The Board of Directors made a motion for 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. 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 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 – Executive Compensation Report**

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.

### **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 Report**

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.

### **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

### **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 – Compensation Review 2022**

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 – Employee Turnover/New Hires**

##### 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 7 – June 30, 2022 Financial Statements**

Reports included in meeting packet.

#### **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

**\*The insurance register was included with this board packet.**

##### **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 – 3<sup>rd</sup> 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)

#### **INFORMATION ITEM 9 – 2021 – 2022 One-Stop Goals Update**

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](http://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%

#### **Remote Workshop Survey**

St. Pete College hosts various workshops for job seekers to attend to develop work readiness skills.

- 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 10 – Reports**

Reports included in packet. – Status of Enrollments, WIOA Primary Indicators and Center Traffic Flow

### **INFORMATION ITEM 11 – 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.

Graphs included in meeting packet.

#### **INFORMATION ITEM 12 – DEO Programmatic Monitoring**

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:

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**

Report included in meeting packet.

#### **INFORMATION ITEM 14 – Training Provider Spending**

Report included in meeting packet.

#### **INFORMATION ITEM 15 – Work-Based Learning Spending**

Report included in meeting packet.

#### **INFORMATION ITEM 16 – Help Wanted Online Report**

Report included in meeting packet.

#### **INFORMATION ITEM 17 – REACH Act Update**

Report included in meeting packet.

#### **INFORMATION ITEM 18 – TAA Program Expiration**

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.

**INFORMATION ITEM 19 – Complaint Report & Findings**

Report included in meeting packet.

**Other Administrative Matters – There were no other administrative matters.**

**Adjournment –** Commissioner René Flowers adjourned the meeting at 1:16pm.