

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

Date: Thursday, April 20, 2023, at 9:00am

Location: Hybrid meeting – Zoom/EpiCenter, 13805 58th St. N., Room 1 - 455, Clearwater, FL 33760

Call to Order

Chair Dr. Rebecca Sarlo called the meeting to order at 9:00am

Members in Attendance

Dr. Rebecca Sarlo (In person), Mark Hunt (Zoom), Tiffany Nozicka (In person), Jason Krupp (Zoom)

Members Not in Attendance

Candida Duff, Patricia Sawyer, John Howell

Staff in Attendance

Steven Meier (In person), Jay Burkey (Zoom), Mary jo Schmick (In person), Leah Geis (In person), Jason Druding (In person), Lysandra Montijo (In person), Caroline Kenney (Zoom)

Guests in Attendance

Shellonda Rucker – (In person)

Public Comments

There were no public comments.

Action Item 1 – Approval of Minutes

The minutes of the August 18, 2022, One-Stop Committee meeting were presented for approval.

RECOMMENDATION

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

Discussion: None

Motion:	Mark Hunt
Second:	Tiffany Nozicka

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

Action Item 2 – MOU/IFA ARM Institute

The Workforce Innovation and Opportunity Act of 2014 relies heavily on the One-Stop delivery system to coordinate resources, prevent duplication, and ensure effective and efficient delivery of workforce services in Pinellas County. This Memorandum of Understanding (MOU) establishes joint processes and procedures that enable Partner integration into the One-Stop Delivery System, resulting in a seamless and comprehensive array of education, human services, job training, and other workforce development services to persons with disabilities in Pinellas County.

The Infrastructure Funding Agreement (IFA) establishes a financial plan, including terms and conditions to fund the services and operating costs of the One-Stop customer delivery system. All parties to this IFA agreement understand that joint funding is a necessary foundation for an integrated service delivery system.

The ARM Institute has a US Department of Labor National Dislocated Worker Grant to promote robotics through virtual reality and training. Their grant requires a MOU/IFA with the local board.

RECOMMENDATION

Approval of the MOU/IFA with the ARM Institute for the NDWG grant.

Discussion: None

Motion:	Tiffany Nozicka
Second:	Jason Krupp
Nay:	Mark Hunt

The One-Stop Committee members made a motion for approval of the MOU/IFA with the ARM Institute for the NDWG grant, with edits (Numbers 6 & 8 of number III-Provision of Services had the same info, so one of those needs to be taken out and the MOU will be back dated to June 2022). The motion passed with one opposition (Mark Hunt).

Action Item 3 – Contract Award for Youth Services

The Board approved the issuance of a Request for Proposal (RFP) for Youth Workforce Services at the November 16, 2022, Board of Directors meeting. The RFP was issued on March 14, 2023, via email to qualified providers. In addition, the RFP was posted on the CareerSource Pinellas website and a public notice ad was placed in the Tampa Bay Times. CareerSource Pinellas followed standard procurement processes, followed Administrative Policy for Youth Service Provider Selection (Policy Number WIOA-P-120-14) and solicited proposals from qualified and experienced entities to provide Youth Services. CareerSource Pinellas received two proposals from qualified providers. As a result, staff surveyed email recipients of the RFP to solicit feedback whether they received the RFP, whether they are a provider of Youth Services and reasons for not pursuing submission of a proposal.

Results of review:

Proposer	Overall Score
SailFuture	83.2
Pinellas Education Foundation	73.4

Based on overall score, ability to provide services, innovative and creative ways to provide youth services and past experience with CareerSource Pinellas, staff is recommending entering into contract negotiations with Sail Future to provide WIOA Youth Services for the period July 1, 2023, through June 30, 2024, with an option to renew annually for up to three (3) additional years, based on performance, organizational strategy and funding availability.

RECOMMENDATION

Approval to enter into contract negotiations and award a contract for the provision of Youth Services with SailFuture for the period July 1, 2023 through June 30, 2024, with an option to renew annually for up to three (3) additional years.

Discussion: None

Motion:	Mark Hunt
Second:	Tiffany Nozicka

The One-Stop Committee members made a motion for approval to enter into contract negotiations and award a contract for the provision of Youth Services with SailFuture for the period July 1, 2023 through June 30, 2024, with an option to renew annually for up to three (3) additional years. The motion carried unanimously.

Action Item 4 – Updated Schedule of Operations

As part of the Grantee-Subgrantee Agreement, DEO requires the Board to adopt a schedule of operations for the upcoming state fiscal year.

“Such schedule of operations shall include, but is not limited to, daily hours of operation of one-stop operators, and a holiday closure schedule which adopts either the federal, state, or appropriate county holiday schedule. If the Board has a career center that is affiliated with a college or university, the college or university schedule may be adopted for those centers.”

The proposed schedule must be posted on the website and the Board must approve any deviations from the schedule, except in emergency or reasonably unforeseeable circumstances.

Update shows closure for lunch from noon to 1:00 PM daily at the Lealman Exchange and Tarpon Springs satellite locations due to limited staff at those sites. Hours will be posted at each location.

RECOMMENDATION

Approval of the CareerSource Pinellas Schedule of Operations.

Discussion: None

Motion:	Mark Hunt
Second:	Jason Krupp

The One-Stop Committee members made a motion for approval of the CareerSource Pinellas Schedule of Operations. The motion carried unanimously.

INFORMATION ITEM 1 – WIOA Primary Indicators

The report was included in the packet for review.

INFORMATION ITEM 2 – Letter Grades

The report was included in the packet for review.

INFORMATION ITEM 3 – One-Stop Operator 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. Numbers of required partners 9, number of community-based partners 25, number of new partners this program year 3, current total number of partners 37. CSPIN is in developing a partnership with Year Up Tampa Bay and Alpha House Pinellas to join the Partner Forum.

Partner Referrals

CSPIN continues its use of the Crosswalk Partner Referral systems (www.crosswalkrs.com) to connect partner agencies for referrals for community-based services.

- There are 19 agencies signed up that can send and receive referrals.
- 8 referrals have been sent and 4 referrals received to date, only test referrals.

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.

- The February 2023 NPS score was 60%, with Tarpon Springs has a 78%, Lealman has a 69% rating, St. Pete has a rating of 59%, Gulf to Bay has a rating of 42%, and virtual services has a rating of 38%.

- YTD average is 47% exceeding the target of 40%.
- 98% of customers felt staff was friendly to extremely friendly.
- CSPIN has a 10% survey response rate target, and our customers are responding at an average of 17.4%.

Pinellas Remote Workshops

St. Pete College hosts various workshops virtual workshops for job seekers. This program year to date there has been 23 survey respondents.

- Overall satisfaction with the workshop attended was 4.85 out of 5.
- 96% of respondents were likely to attend another workshop.

CareerSource Pinellas is now offering in-person workshops, at the Gulf to Bay and St. Petersburg.

Staff Training

CareerSource Pinellas Customer Service- Empathy is a Positive Emotion- Live, Virtual webinar is scheduled for 4/27/23 at 10 am.

INFORMATION ITEM 4 – The Demographic Drought

The article was included in the packet.

INFORMATION ITEM 5 – Veterans Quarterly Manager’s Report

The report was included in the packet for review.

Other Administrative Matters – There were no other administrative matters.

Adjournment – The chair, Dr. Rebecca Sarlo, asked for a motion to adjourn. Mark Hunt made a motion to adjourn, and Tiffany Nozicka seconded the motion. The meeting was adjourned at 9:51am.