



April 11, 2024 - 9:00 A.M.  
Hybrid Meeting – EpiCenter  
13805 58<sup>th</sup> St. N.  
Room 1-455  
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

## One-Stop Committee Agenda

**I. Welcome and Introductions** .....Mark Hunt, 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. Action/Discussion Items

1. Approval of minutes - February 8, 2024 One-Stop Committee Meeting ..... Page 1

### V. Information Items

1. PY'2023 – 2024 One-Stop Committee Goals ..... Page 4  
2. Performance Indicators ..... Page 6  
3. One-Stop Operator Report ..... Page 7  
4. Key Performance Report ..... Page 11  
5. Marketing Report ..... Page 20

### VI. Insights on Targeted Populations

1. Persons with Disabilities  
2. Veterans  
3. Homeless  
4. Youth  
5. Justice involved  
6. Recovery  
7. Other

### VII. Other Administrative Matters

*(Items of urgency not meeting the seven-day guideline for review.)*

### VIII. Open Discussion



## IX. Adjournment

**Next One-Stop Committee – June 13, 2024 (9:00 am - 10:00 am)**

*\*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](mailto:admin@careersourcepinellas.com) at least two business days in advance of the meeting.*



## **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 February 8, 2024 meeting of the One-Stop Committee have been prepared and are enclosed.

#### **RECOMMENDATION**

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

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

**Date:** February 8, 2024 @ 9:00am

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

**Call to Order**

Chair Mark Hunt called the meeting to order at 9:00am.

**Members in Attendance**

Mark Hunt (Zoom), Dr. Rebecca Sarlo (In-person), John Howell (In-person), Pattye Sawyer (Zoom), Michael Jalazo (Zoom), Tiffany Nozicka (In-person), Jody Armstrong (In-person), Ryan Becker (Zoom), Sandy Traynor (In-person)

**Members Not in Attendance**

Candida Duff, Tony Manatine, Zachary White, Senator Nick DiCeglie

**Staff in Attendance**

Steven Meier (In-person), Jay Burkey (In-person), Leah Geis (In-person), Jason Druding (In-person), Lysandra Montijo (In-person), Michelle Moeller (In-person), Juan Toribio (In-person)

**Guests in Attendance**

Shellonda Rucker – (Zoom)

**Public Comments**

There were no public comments.

**ACTION ITEM 1 – Approval of Minutes**

The minutes of the October 12, 2023, One-Stop Committee meeting were presented for approval.

**RECOMMENDATION**

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

**Discussion:** None

Motion:	Jody Armstrong
Second:	Dr. Rebecca Sarlo

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

**ACTION ITEM 2 – Request to Use Unrestricted Funds**

The owner of Dependable Marketing Solutions (DMS), a contracted OJT site, also owns TR Electric, a non-contracted site. At the beginning of the OJT DMS, the OJT contracted site, experienced financial struggles while TR Electric was financially sound. To support the participant and to continue the OJT the owner switched payment of the participant's payroll to the payroll records of TR Electric, a work site not contracted. The participant completed the training as originally planned; however, the participant was paid via TR Electric, the non-contracted entity.

In speaking with the employer via phone and email, it has been found that the employer made what he felt was the best choice to support the participant and to continue the OJT. The OJT was successful, and the participant is now a full-time employee of Dependable Marketing Solutions.

CSP Staff received guidance from Florida Commerce, and we also sought approval from Florida Commerce to reimburse DMS for the full amount from WIOA funding even with the issues that were present. Florida Commerce considers this a breach of contract as related to the OJT agreement that is in place with DMS, even though there is proof of ownership for both companies under the same business owner.

Due to this unique situation, we are seeking to utilize unrestricted funds in the amount of \$6,600 to reimburse the employer for the full amount stipulated in the OJT contract. Additional funds will be utilized from WIOA in the amount of \$1,020. The total reimbursement to the employer will be \$7,620 if the unrestricted funds usage is approved.

It's important to note that we do not feel that the employer harbored any ill-intent with their actions and only wanted to do what was best for their company and the employee. It's important to note that the employer has not raised any objection to the delays they've experienced, nor have they objected to any of our questions or inquiries throughout this process.

**RECOMMENDATION**

Approval to utilize \$6,600 of unrestricted funding to reimburse TR Electric for the completed OJT.

**Discussion:** Dr. Sarlo made a motion to deny the recommendation and have CareerSource Pinellas speak with TR Electric and have them go to their own accounting department and see what else they may be able to do. Patty Sawyer seconded the motion.

Amended Motion:	Dr. Rebecca Sarlo
Amended Second:	Patty Sawyer

*The One-Stop Committee members made a motion for approval to utilize \$6,600 of unrestricted funding to reimburse TR Electric for the completed OJT. The motion **did not pass** as presented.*

**INFORMATION ITEM 1 – PY’2023 – 2024 One-Stop Committee Goals**

The PY’2023 – 2024 One-Stop Committee Goals were included in the packet for review.

**INFORMATION ITEM 2 – Performance Indicators**

The report was included in the packet for review.

**INFORMATION ITEM 3 – Letter Grades**

The report was included in the packet for review.

**INFORMATION ITEM 4 – One-Stop Operator Report**

The report was included in the packet for review.

**INFORMATION ITEM 5 – Key Performance Report**

The report was included in the packet for review.

**INFORMATION ITEM 6 – Marketing Report**

The report was included in the packet for review.

**Other Administrative Matters – None.**

**Adjournment** – Chair Mark Hunt had to leave the meeting at 10am. John Howell chaired the remainder of the meeting and adjourned the meeting at 10:15am.



## INFORMATION ITEM 1

### One-Stop Committee Goals for PY'2023 – 2024 Through February 29<sup>th</sup>, 2024

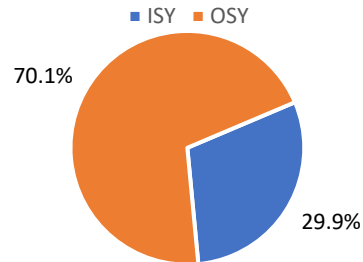
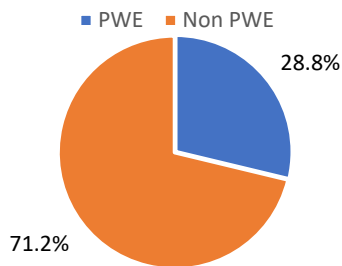
**1. One-stop Delivery system:**

- a. Increase traffic by 20% in career centers, while continuing to offer quality virtual services.
- b. Increase participation in workshops by 20%.
- c. Increase the number of EF participants by 10%

**2. Youth:**

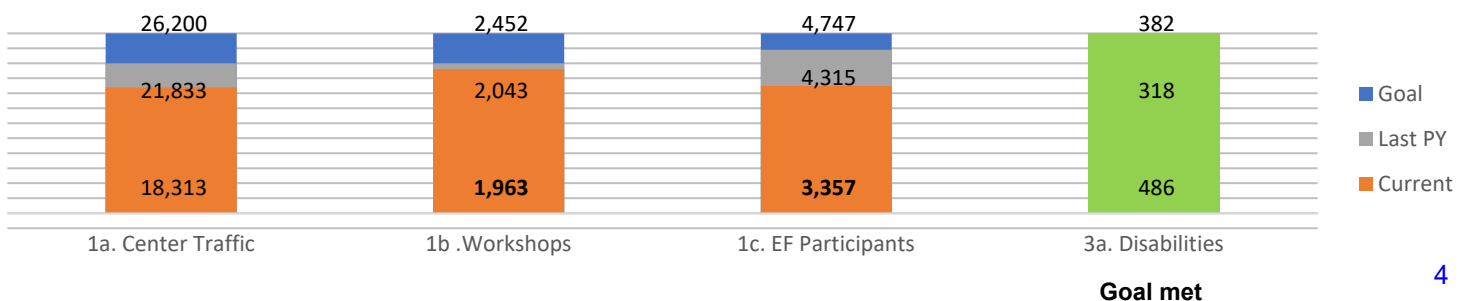
- a. Meet required WIOA metrics of 20% paid work experience and 50% of Out-of-School Youth.
- b. Meet or exceed 90% of negotiated performance goals for Credential Attainment Rate (84.1%) and Measurable Skill Gains (65%). *\*Reported on the WIOA Performance Indicators Page 6*

2a.



**3. Provision of Services to individuals with Disabilities:**

- a. Increase services to individuals with disabilities by 20%.



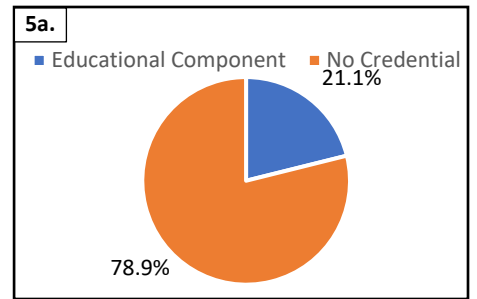
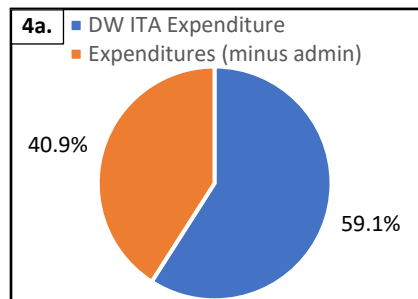
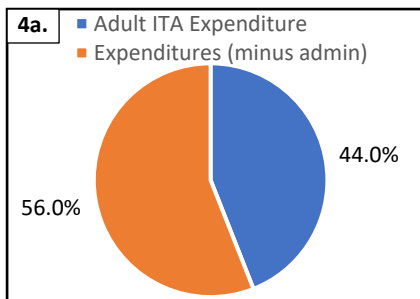


## INFORMATION ITEM 1 (cont.)

### One-Stop Committee Goals for PY'2023 – 2024

**4. Training of Individuals under the Workforce Innovative Opportunity Act:**

- a. Meet required WIOA metrics of 35% for Individual Training Account (ITA) expenditures for both WIOA Adult and WIOA Dislocated Workers.
- b. Meet or exceed 90% of negotiated performance goals for Credential Attainment Rate (87%) and Measurable Skill Gains (65%) for WIOA Adults. *\*Reported on the WIOA Performance Indicators Page 6*
- c. Meet or exceed 90% of negotiated performance goals for Credential Attainment Rate (86.5%) and Measurable Skill Gains (65%) for WIOA Dislocated Workers *\*Reported on the WIOA Performance Indicators Page 6*
- d. Increase the number of job placements for WIOA participants by 10%.

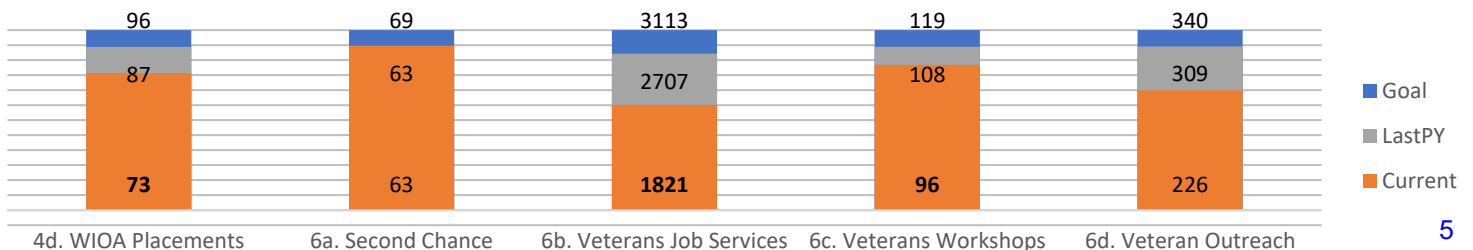


**5. Welfare Transition Customers:**

- a. Ensure at least 5% of Welfare Transition customers successfully complete at least one Florida Ready to Work credential.
- b. Co-enroll 5% of Welfare Transition customers into WIOA Title II and Title IV programs.

**6. Services and Programs delivered to recognized target groups:**

- a. Increase the number of Second Chance employers by 10%.
- b. Increase the number of assisted job services to veterans by 15%.
- c. Increase the number of veterans participating in workshops by 10%.
- d. Increase the number of employer outreach for veterans by 10%.





## INFORMATION ITEM 2

Measures	PY2022-2023 2nd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q2	PY2022-2023 3rd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q3	PY2022-2023 4th Quarter Performance	PY2022-2023 % of Performance Goal Met For Q4	PY2022-2023 Performance Goals	PY2023-2024 1st Quarter Performance	PY2023-2024 % of Performance Goal Met For Q1	PY2023-2024 2n Quarter Performance	PY2023-2024 % of Performance Goal Met For Q2	PY2023-2024 Performance Goals
<b>Adults:</b>												
Employed 2nd Qtr After Exit	75.80	82.39	80.10	87.07	82.90	90.11	92.00	86.90	94.46	86.90	94.46	92.00
Median Wage 2nd Quarter After Exit	\$10,619.00	98.87	\$10,506	97.82	\$9,755	90.83	\$10,740	\$10,190	94.88	\$10,121	94.24	\$10,740
Employed 4th Qtr After Exit	75.40	83.59	82.80	91.80	83.60	92.68	90.20	82.80	91.80	87.60	97.12	90.20
Credential Attainment Rate	67.10	77.13	67.20	77.24	63.90	73.45	87.00	63.40	72.87	80.30	92.30	87.00
Measurable Skill Gains	56.60	87.08	56.30	86.62	65.10	100.15	65.00	72.60	106.76	69.80	102.65	68.00
<b>Dislocated Workers:</b>												
Employed 2nd Qtr After Exit	71.80	8159.09%	73.20	83.18	80.50	91.48	88.00	79.80	90.68	84.90	96.48	88.00
Median Wage 2nd Quarter After Exit	\$11,667.00	124.53	\$11,667	124.53	\$12,574	134.20	\$9,369	\$15,000	160.10	\$12,629	134.80	\$9,369
Employed 4th Qtr After Exit	77.20	91.69	79.30	94.18	76.80	91.21	84.20	72.90	86.58	83.70	99.41	84.20
Credential Attainment Rate	86.90	100.46	87.30	100.92	82.50	95.38	86.50	77.90	90.06	72.30	83.58	86.50
Measurable Skill Gains	39.20	60.31	39.80	61.23	55.60	85.54	65.00	61.00	89.71	66.70	98.09	68.00
<b>Youth:</b>												
Employed 2nd Qtr After Exit	81.00	97.01	82.20	98.44	88.60	106.11	83.50	87.60	104.91	86.30	103.35	83.50
Median Wage 2nd Quarter After Exit	\$4,965	105.68	\$5,282	112.42	\$6,019	128.12	\$4,698	\$6,100	129.84	\$5,981	127.31	\$4,698
Employed 4th Qtr After Exit	77.00	95.06	82.00	101.23	82.60	101.98	81.00	82.20	101.48	91.90	113.46	81.00
Credential Attainment Rate	80.30	95.48	81.50	96.91	80.70	95.96	84.10	82.50	98.10	84.30	100.24	84.10
Measurable Skill Gains	50.70	78.00	52.60	80.92	74.80	115.08	65.00	67.10	98.68	54.10	79.56	68.00
<b>Wagner Peyser:</b>												
Employed 2nd Qtr After Exit	60.20	95.25	65.60	103.80	65.60	103.80	63.20	66.80	105.70	67.50	106.80	63.20
Median Wage 2nd Quarter After Exit	\$6,808.00	104.50	\$7,421	113.91	\$7,552	115.92	\$6,515	\$8,162	125.27	\$8,551	131.25	\$6,515
Employed 4th Qtr After Exit	61.40	97.15	66.40	105.06	67.20	106.33	63.20	68.30	108.07	68.00	107.59	63.20

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)



# ONE STOP OPERATOR REPORT



Informational Item  
April 11, 2024




## Maintain Linkages

Since 2018 Dynamic Workforce Solutions, Inc. (DWFS), has the privilege of being the contracted One Stop Operator (OSO) service provider for CareerSource Pinellas. The OSO has a responsibility to maintain an updated list of partners, identify opportunities for cross-training of services, leveraging of resources, through partner referrals.

<b>Number of Required Partners</b>	<b>20</b>
<b>Number of Community-Based Partners</b>	<b>27</b>
<b>Number of New Partners this Program Year</b>	<b>2</b>
<b>Total Number of Partners</b>	<b>49</b>

## Partner Referrals

Crosswalk Partner Portal, is a closed network that allows partner agencies to send and receive referrals and provide a personal hand-off of shared customers with the goal to increase responsiveness to meet customer immediate needs.

 <b>Total Referrals</b> Referrals Sent and Received <b>24</b> <a href="#">Export to Excel</a>	 <b>Sent Referrals</b> Total Referrals Sent <b>15</b>	 <b>Received Referrals</b> Total Referrals Received <b>11</b>
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Agency Received From	Service Location	# Received
Boley Centers, Inc.	Pinellas	2
CareerSource Pinellas	Pinellas	2
Department of Juvenile Justice	Pinellas	2
Housing Authority of the City of St. Petersburg	Pinellas	5

Agency Sent To	Service Location	# Sent
CareerSource Pinellas	Pinellas	2
Division of Blind Services	Pinellas	1
Dress for Success Tampa Bay	Pinellas	7
Homeless Leadership Alliance of Pinellas	Pinellas	1
Housing Authority of the City of St. Petersburg	Pinellas	2
Operation PAR, Inc	Pinellas	2

## Customer Experience

[Net Promoter Score®](#), or NPS®, measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.

*How likely is it that you would recommend CareerSource Pinellas to a friend or colleague?*

**CareerSource Pinellas has an NPS Target of 47.** The customers receiving in-person and virtual services are offered the opportunity to share their experience within 15 days after the close of the month of service. **February 2024 NPS Score was 38 and YTD is 51.**

### COMBINED NPS SCORES

Period	NPS Score						Target
	Region	G2B	Tarpon	Lealman	St. Pete	Virtual	
<b>JUL</b>	61%	67%	67%	100%	50%	40%	47%
<b>AUG</b>	49%	37%	75%	80%	57%	0%	47%
<b>SEP</b>	58%	53%	20%	82%	68%	60%	47%
<b>OCT</b>	60%	56%	100%	50%	52%	67%	47%
<b>NOV</b>	40%	32%	75%	75%	35%	50%	47%
<b>DEC</b>	46%	60%	33%	100%	43%	17%	47%
<b>JAN</b>	54%	55%	100%	67%	55%	0%	47%
<b>FEB</b>	38%	46%	0%	33%	26%	0%	47%
<b>PY</b>	51%	50%	55%	76%	49%	31%	47%

- There is an expectation of an average 15% survey response rate, and the region is achieving a 17% response rate for the year.

Month	Total Invitations Sent	Total Surveys Completed	Response Rate
JUL	310	39	13%
AUG	374	77	21%
SEP	435	85	20%
OCT	425	71	17%
NOV	360	60	17%
DEC	316	51	16%
JAN	403	62	15%
FEB	348	58	17%
PY	2971	503	17%

## Workshops

- St. Pete College hosts remote workshops and CareerSource Pinellas program staff offer in-person workshops at AJC locations Gulf 2 Bay and St. Petersburg Career Centers to support and prepare career seekers for employment opportunities.
- March 2024 results

Career Source Pinellas – Region 14						
Remote Workshop Satisfaction						
Workshop Survey - 2023/2024 3rd Quarter (01/01-03/31)						
Which Workshop did you attend?						
Month	January 2024		February 2024		March 2024	
Answer Options	Percent	Count	Percent	Count	Percent	Count
How to Get Hired: Tips on Researching Employers	0.00%	0	0.00%	0	0.00%	0
Cleaning Up Your Online Presence	0.00%	0	0.00%	0	0.00%	0
LinkedIn	0.00%	0	0.00%	0	50.00%	1
Interview Preparation	25.00%	1	0.00%	0	0.00%	0
Professional Etiquette: How to Make a First Impression	0.00%	0	25.00%	1	0.00%	0
Branding the Professional YOU	0.00%	0	0.00%	0	0.00%	0
Resume	50.00%	2	25.00%	1	50.00%	1
How to Navigate the Employ Florida Website	0.00%	0	0.00%	0	0.00%	0
Professional Networking Group	0.00%	0	0.00%	0	0.00%	0
Career Networking Group	0.00%	0	0.00%	0	0.00%	0
Other	25.00%	1	50.00%	2	0.00%	0
<b>Total Monthly</b>		<b>4</b>		<b>4</b>		<b>2</b>
<b>(Quarterly) Answered Question</b>						<b>10</b>
<b>(Quarterly) Skipped Question</b>						<b>1</b>
<b>YTD Total Answered</b>						<b>25</b>

Overall, how satisfied were you with the workshop?						
Month	January 2024		February 2024		March 2024	
Answer Options	Percent	Count	Percent	Count	Percent	Count
5 - Very Satisfied	100.00%	5	100.00%	4	100.00%	2
4 - Satisfied	0.00%	0	0.00%	0	0.00%	0
3 - Neither Satisfied <u>or</u> Dissatisfied	0.00%	0	0.00%	0	0.00%	0
2 - Dissatisfied	0.00%	0	0.00%	0	0.00%	0
1 - Very Dissatisfied	0.00%	0	0.00%	0	0.00%	0
<b>Total Monthly</b>		<b>5</b>		<b>4</b>		<b>2</b>
<b>Weighted Average Monthly</b>		<b>5.00</b>		<b>5.00</b>		<b>5.00</b>
<i>(Quarterly) Answered Question</i>						<b>11</b>
<i>(Quarterly) Skipped Question</i>						<b>0</b>
<i>(Quarterly) Weighted Average</i>						<b>5.00</b>
YTD Total Answered						<b>27</b>
YTD Weighted Average						<b>4.93</b>

Career Source Pinellas – Region 14 Live Workshop Satisfaction						
Workshop Survey - 2023/2024 3 <sup>rd</sup> Quarter (01/01-03/31)						
Which Workshop did you attend?						
Month	January 2024		February 2024		March 2024	
Answer Options	Percent	Count	Percent	Count	Percent	Count
How to Navigate Employ Florida	0.00%	0	0.00%	0	0.00%	0
Basic Computer Literacy	14.29%	1	0.00%	0	0.00%	0
Overcoming Barriers	28.57%	2	16.67%	1	0.00%	0
Get Hired - Resume and Interviewing Tips (Gulf to Bay)	51.14%	4	83.33%	5	100.00%	1
Other	0.00%	0	0.00%	0	0.00%	0
<b>Total Monthly</b>		<b>7</b>		<b>6</b>		<b>1</b>
<i>(Quarterly) Answered Question</i>						<b>14</b>
<i>(Quarterly) Skipped Question</i>						<b>2</b>
YTD Total Answered						<b>66</b>

Overall, how satisfied were you with the workshop?						
Month	January 2024		February 2024		March 2024	
Answer Options	Percent	Count	Percent	Count	Percent	Count
5 - Very Satisfied	100.00%	7	83.33%	5	100.00%	1
4 - Satisfied	0.00%	0	16.67%	1	0.00%	0
3 - Neither Satisfied <u>or</u> Dissatisfied	0.00%	0	0.00%	0	0.00%	0
2 - Dissatisfied	0.00%	0	0.00%	0	0.00%	0
1 - Very Dissatisfied	0.00%	0	0.00%	0	0.00%	0
<b>Total Monthly</b>		<b>7</b>		<b>6</b>		<b>1</b>
<b>Weighted Average Monthly</b>		<b>5.00</b>		<b>4.83</b>		<b>5.00</b>
<i>(Quarterly) Answered Question</i>						<b>14</b>
<i>(Quarterly) Skipped Question</i>						<b>2</b>
<i>(Quarterly) Weighted Average</i>						<b>4.93</b>
YTD Total Answered						<b>67</b>
YTD Weighted Average						<b>4.79</b>

## Staff Training

Customer Service Training is planned to take place in April. This will include the online DWFS Customer Service training on extreme customer service and option for live customer service training in small groups for CSP leadership team.

# KEY PERFORMANCE RESULTS (KPR)



**4,986**

Individuals Assisted



**1,384**

Exited with Employment



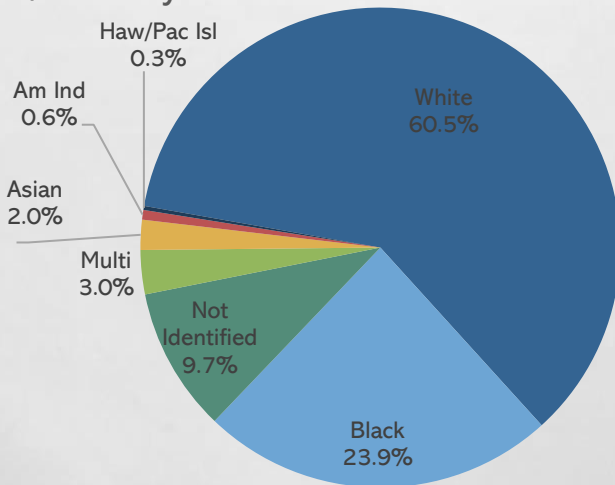
**\$17.13**

Average Wage

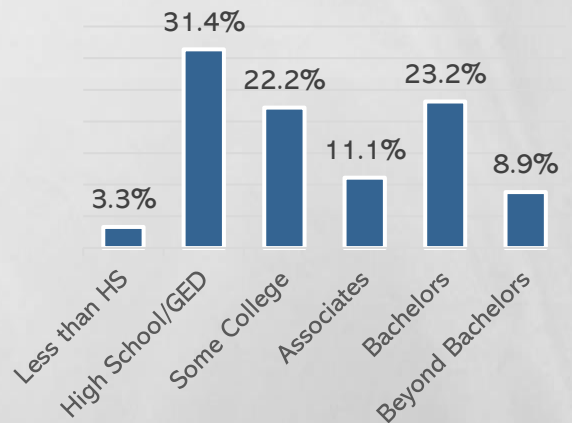
	PY23/24 (thru Feb)		PY22/23		PY21/22	
	Individuals Assisted	Exited with Employment	Individuals Assisted	Exited with Employment	Individuals Assisted	Exited with Employment
Wagner-Peyser	3,357	1,126	4,315	1,576	5,395	1,823
WIOA	868	73	650	87	613	196
Special Grants	133	8	73	4	76	15
Welfare Transition	554	74	474	96	634	146
SNAP	745	103	603	117	876	162

## Program Year 2023-2024

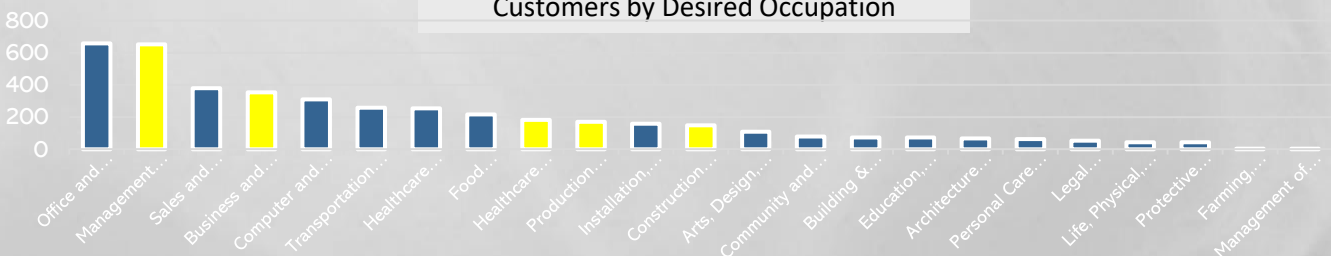
Current Customers by Race/Ethnicity



Current Customers By Education level



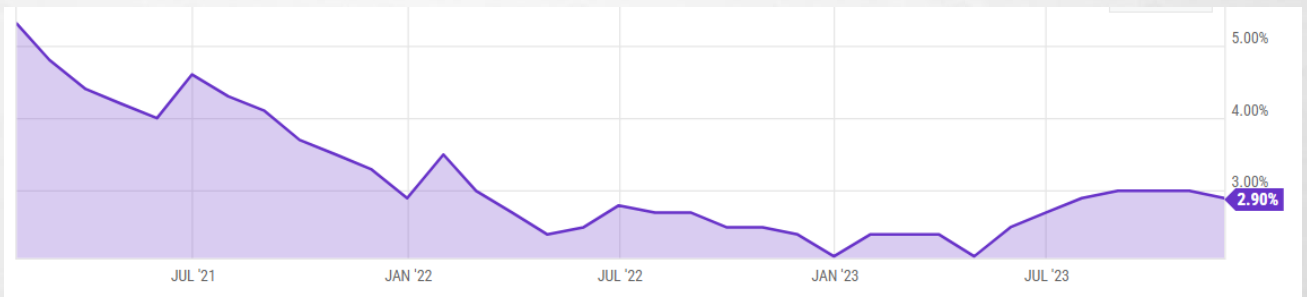
Customers by Desired Occupation



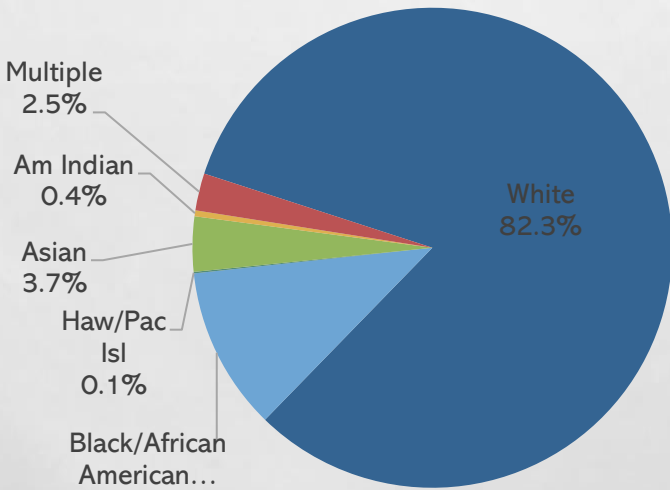
# PINELLAS COUNTY OVERVIEW/SUMMARY

**2.90%**  
Pinellas County  
Unemployment Rate

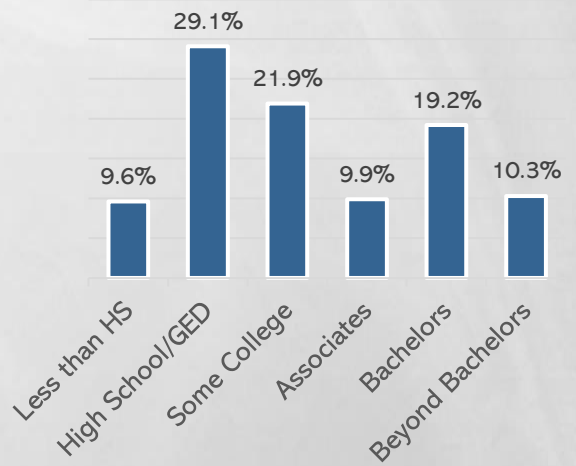
Pinellas County Unemployment Rate Jan 2021 – Nov 2023



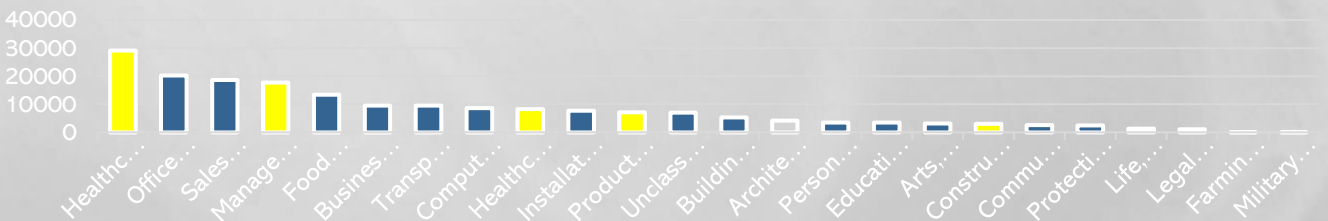
## Residents by Race/Ethnicity



## Residents By Education



## Job Openings by Occupation



# WAGNER-PEYSER



1,257

Staff Assisted who  
Obtained Employment



839

Job Referrals provided  
to Participants



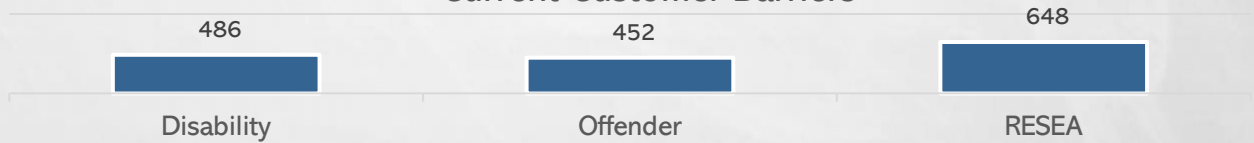
12,175

Staff Assisted Services to  
Participants

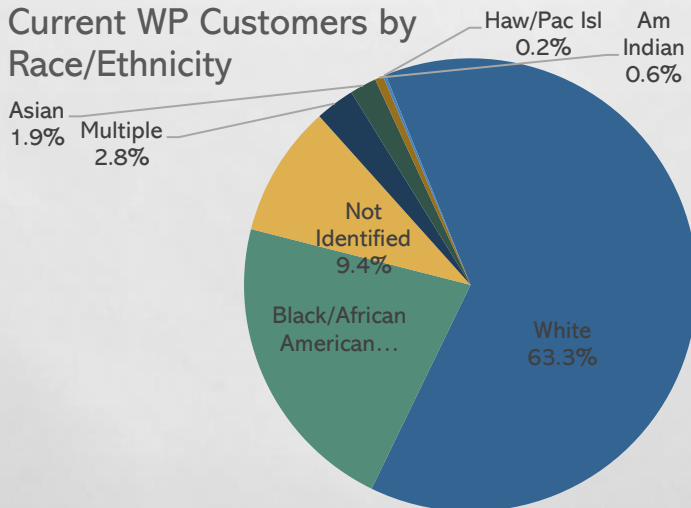
	PY23/24 (thru Feb)		PY22/23		PY21/22	
	Individuals Assisted	# EF Codes Entered	Individuals Assisted	# EF Codes Entered	Individuals Assisted	# EF Codes Entered
Employment	3,357	1,257	4,315	1,576	5,395	1,823
Job Referrals	282	839	949	3,051	1,425	5,257
Service	3,077	12,175	4,092	21,996	5,270	28,052

## Program Year 2023-2024

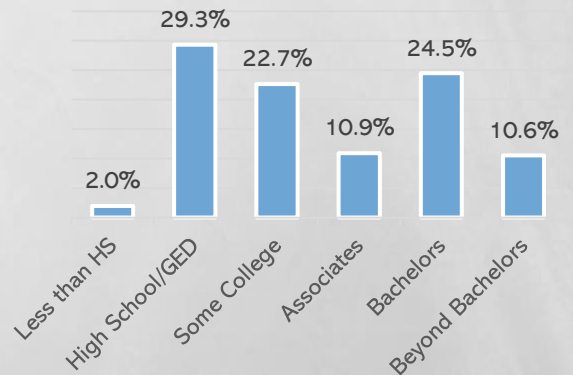
### Current Customer Barriers



### Current WP Customers by Race/Ethnicity



### Current WP Customers By Education level



Measure	PY21/22	PY22/23	PY23/24 (Q2)	Current Goal
Employed 2 <sup>nd</sup> Qtr After Exit	59.6%	65.6%	67.5%	63.2%
Median Wage 2 <sup>nd</sup> Qtr After Exit	\$6,686	\$7,552	\$8,551	\$6,515
Employed 4 <sup>th</sup> Qtr After Exit	60.4%	67.2%	68.0%	63.2%

# WIOA ADULT



479

Individuals Assisted



40

Exited with Employment



\$22.68

Average Wage

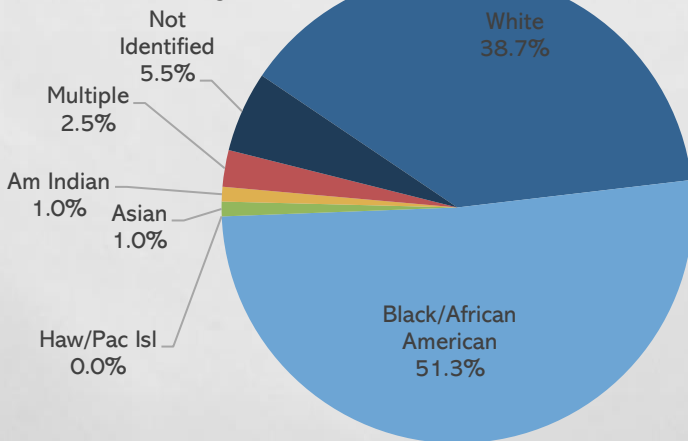
	PY23/24 (thru Feb)		PY22/23		PY21/22	
	Individuals Assisted	Exited with employment	Individuals Assisted	Exited with employment	Individuals Assisted	Exited with employment
Adult	479	40	585	56	696	39

## Program Year 2023-2024

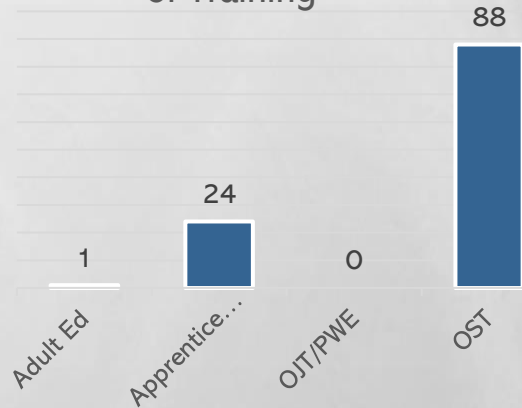
### Current WIOA Adult Barriers



### Current WIOA Adult customers by Race/Ethnicity



### WIOA Adult customers Currently enrolled by Type of Training



Measure	PY21/22	PY22/23	PY23/24 (Q2)	Current Goal
Employed 2 <sup>nd</sup> Qtr After Exit	82.6%	82.9%	86.9%	92.0%
Median Wage 2 <sup>nd</sup> Qtr After Exit	\$11,068	\$9,755	\$10,121	\$10,740
Employed 4th Qtr After Exit	92.9%	83.6%	87.6%	90.2%
Credential Attainment Rate	86.9%	63.9%	80.3%	87.0%
Measurable Skill Gains	66.2%	65.1%	69.8%	65.0%



# WIOA DISLOCATED WORKER



117

Individuals Assisted



16

Exited with Employment



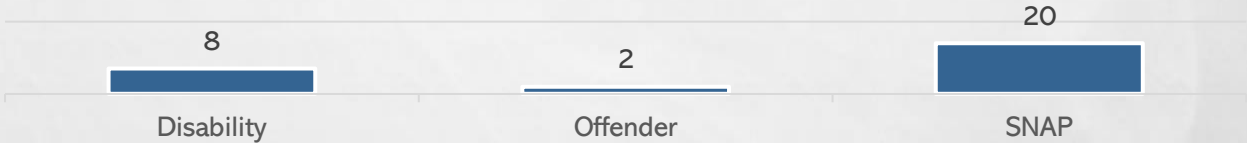
\$32.04

Average Wage

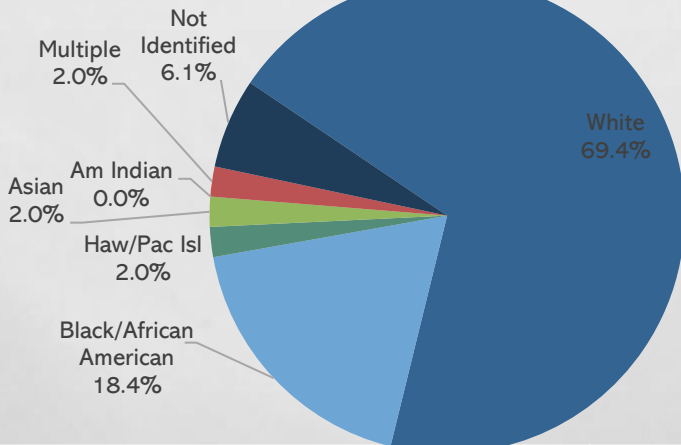
	PY23/24 (thru Feb)		PY22/23		PY21/22	
	Individuals Assisted	Exited with employment	Individuals Assisted	Exited with employment	Individuals Assisted	Exited with employment
DW	117	16	213	32	515	63

## Program Year 2023-2024

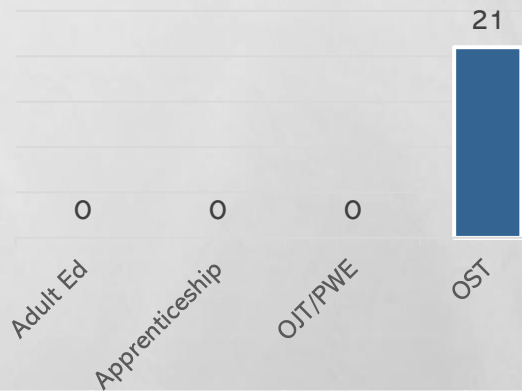
### Current WIOA DW Barriers



### Current WIOA DW customers by Race/Ethnicity



### WIOA DW customers Currently enrolled by Type of Training



Measure	PY21/22	PY22/23	PY23/24 (Q2)	Current Goal
Employed 2 <sup>nd</sup> Qtr After Exit	80.3%	80.5%	84.9%	88.0%
Median Wage 2 <sup>nd</sup> Qtr After Exit	\$12,112	\$12,574	\$12,629	\$9,369
Employed 4 <sup>th</sup> Qtr After Exit	87.5%	76.8%	83.7%	84.2%
Credential Attainment Rate	93.3%	82.5%	72.3%	86.5%
Measurable Skill Gains	57.5%	55.6%	66.7%	65.0%

# WIOA YOUTH



272

Individuals Assisted



87.9%

Out-of-School Youth



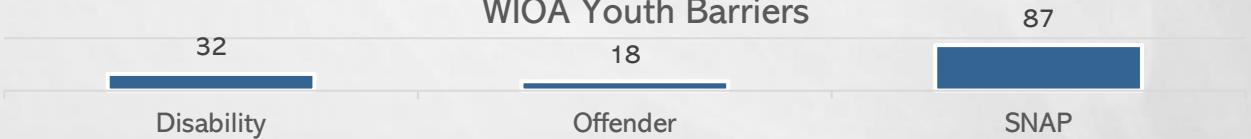
\$16.12

Average Wage

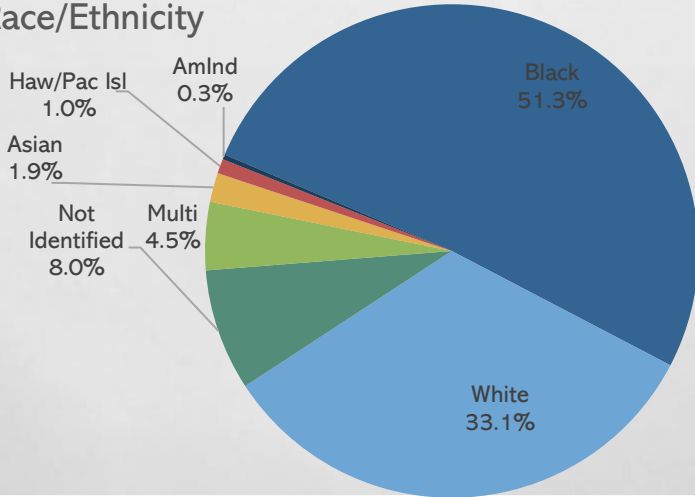
	PY23/24 (thru Feb)		PY22/23		PY21/22	
	Individuals Assisted	Exited with employment	Individuals Assisted	Exited with employment	Individuals Assisted	Exited with employment
PEF	108	12	167	17	333	68
WIOA Youth	129	5	107	2	109	6
SailFuture	35	0	--	--	--	--

## Program Year 2023-2024

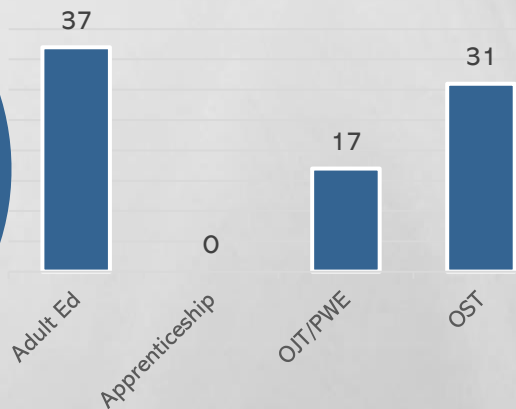
### WIOA Youth Barriers



### Current WIOA Youth customers by Race/Ethnicity



### WIOA Youth customers Currently Enrolled by Type of Training



Measure	PY21/22	PY22/23	PY23/24 (Q2)	Current Goal
Employed 2 <sup>nd</sup> Qtr After Exit	83.5%	86.6%	86.3%	83.5%
Median Wage 2 <sup>nd</sup> Qtr After Exit	\$4,726	\$6,019	\$5,981	\$4,698
Employed 4th Qtr After Exit	86.0%	82.6%	91.9%	81.0%
Credential Attainment Rate	82.9%	80.7%	84.3%	84.1%
Measurable Skill Gains	69.2%	74.8%	54.1%	65.0%

# SNAP

(SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM)



**745**

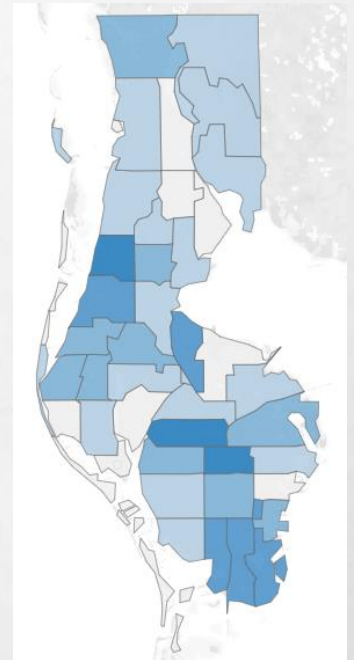
Individuals Assisted



**\$13.83**

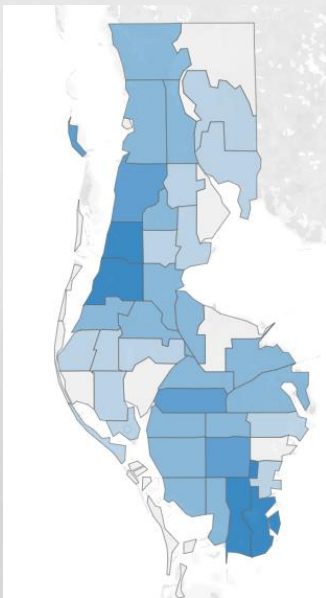
Average Wage

	PY23/24 (thru Feb)		PY22/23		PY21/22	
	Individuals Assisted	Employed	Individuals Assisted	Employed	Individuals Assisted	Employed
<b>SNAP</b>	650	103	603	112	876	171
<b>Employment Ranking in the state</b>	1 <sup>st</sup> Place in the state		4 <sup>th</sup> Place in the state		2 <sup>nd</sup> Place in the state	



SNAP Recipient Density

Poverty Density



# WELFARE TRANSITION



**554**

Individuals Assisted



**\$16.59**

Average Wage

	PY23/24 (thru Feb)		PY22/23		PY21/22	
	Individuals Assisted	Employed	Individuals Assisted	Employed	Individuals Assisted	Employed
<b>WT</b>	554	74	474	129	634	158

\* Darker shades indicate higher population.

Map data courtesy of Florida Chamber of Commerce <https://www.flchamber.com/floridagapmap/>

# VETERAN



524

Individuals Assisted



96

Employments



226

Outreach Activities



34

Vet Specific Workshop  
Attendance

CareerSource Pinellas offers innovative veteran services to help the those who have served this country thrive in meaningful careers. Veteran services include career exploration, skills training, referral services and more!

To help veterans succeed in their job search, CareerSource Pinellas partners with local employers to expand employment opportunities for military men, women and their spouses. Local Veteran services staff meet directly with over 17 community partners, businesses, VA medical centers, community-based organizations and reserve guard units to create new employment opportunities for veterans in need.

# DISABILITY NAVIGATOR



871

Individuals in  
System



486

Individuals  
Assisted by  
Staff



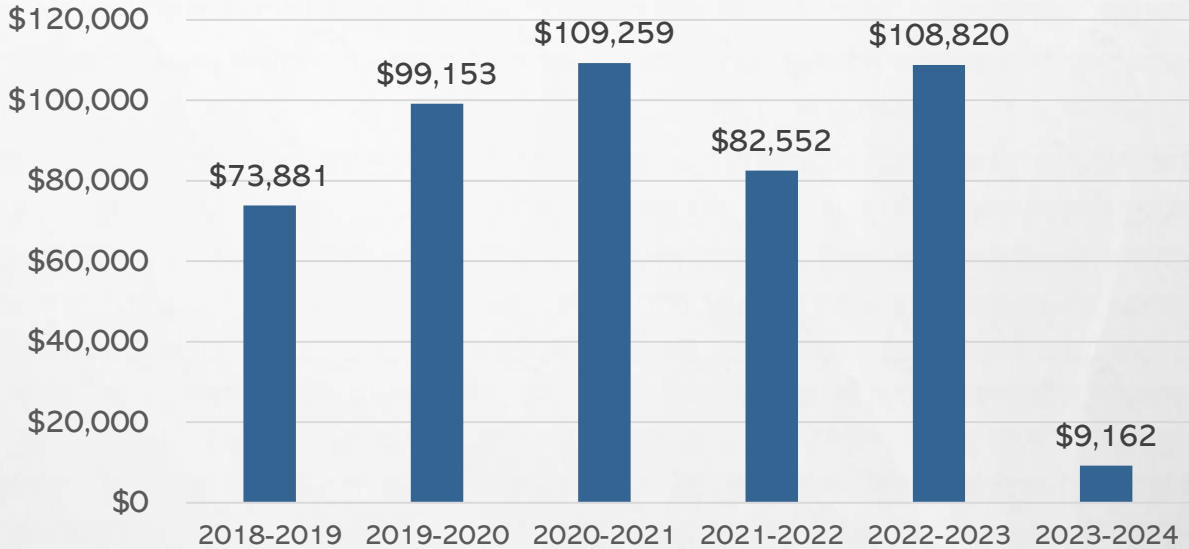
74

Working with  
Disability  
Navigator Staff

Social Security's Ticket to Work (TTW) program, assists individuals ages 18-64 who receive disability benefits, SSDI (Social Security Disability Insurance) and/or SSI (Supplemental Security Income).

It's a free and voluntary program that supports career development for those that want to work. The purpose of this program is to offer support that one would need to increase both their ability to work, increase their earnings and reduce their reliance on cash benefits. TTW offers resources for improving employability skills and increasing career opportunities to those who are interested in working toward full time employment and being self-sufficient.

# TICKET TO WORK REVENUE



# SPECIAL GRANTS

## GET THERE FASTER



**111**

Participants  
Enrolled



**77**

Credentials



**69%**

Of Enrollments  
have obtained  
a Credential



**51**

Employments

The Get There Faster Grant launched in October 2021. Low-Income Returning Adult Learners provides adults and youth seeking education and training the opportunity to earn industry-recognized cloud computing or other IT related credentials of value identified by the Florida Department of Education (FDOE). This grant has been extended through June 2024.

At-Risk Floridians (Added July 2023)- Provides adults and youth who are justice connected or in recovery from substance use seeking education and training the opportunity to earn industry-recognized credentials within the fields of Construction, Manufacturing, Healthcare, and Hospitality. The projected closing date is June 2024.

# Marketing & Social media

One stop  
committee



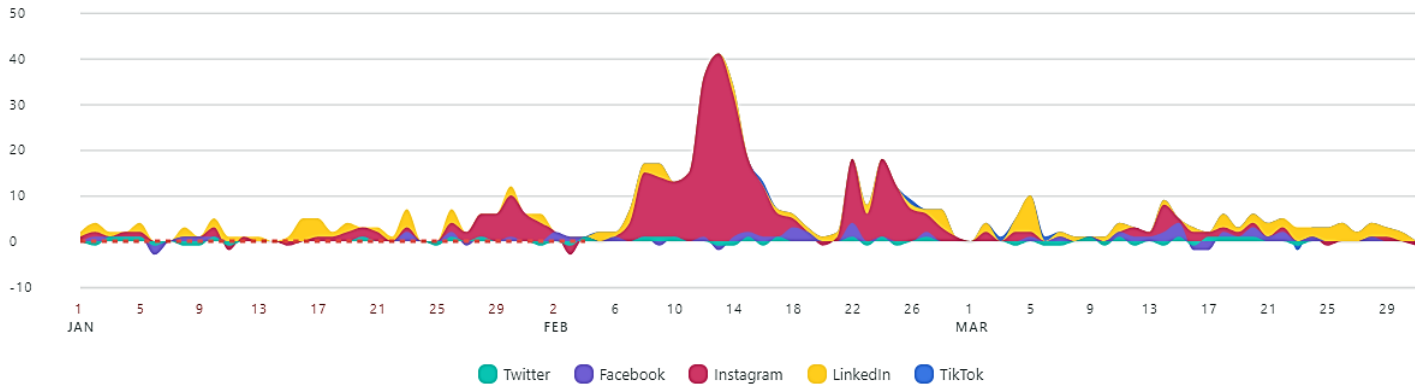
APRIL 11<sup>TH</sup>  
2024



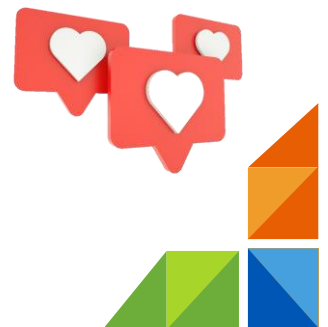
# SOCIAL MEDIA PERFORMANCE SUMMARY

PERIOD (JAN 01 2024- MARCH 31 2024)  
VS (JAN 01 2023- MARCH 31 2023)

## AUDIENCE GROWTH



Total Audience	10,352
Total Net Audience Growth	485
Twitter Net Follower Growth	2
Facebook Net Follower Growth	34
Instagram Net Follower Growth	330
LinkedIn Net Follower Growth	116
TikTok Net Follower Growth	3



Due to a reporting problem with Facebook and Instagram, some data is incomplete. There's a data migration scheduled for April 19<sup>th</sup> to resolve this issue.

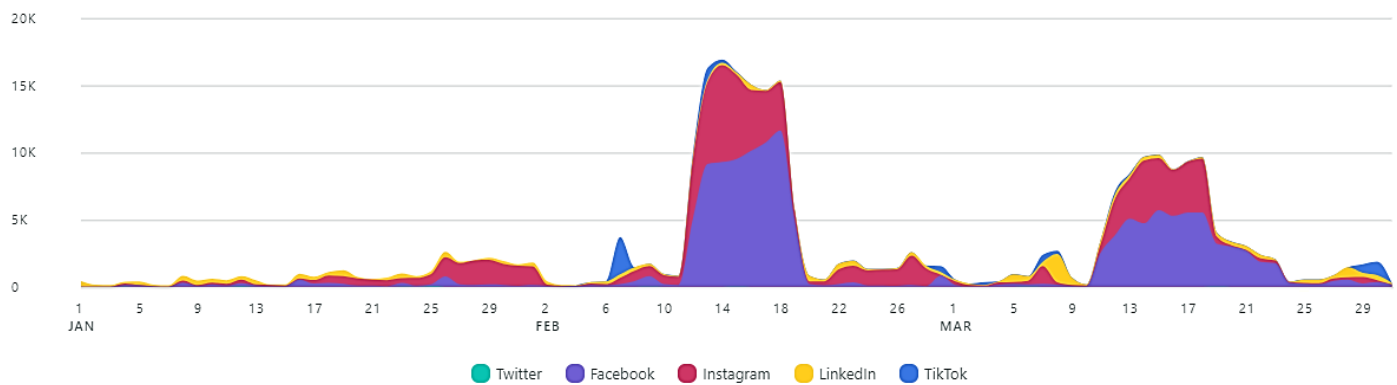


# SOCIAL MEDIA PERFORMANCE SUMMARY

PERIOD (JAN 01 2024- MARCH 31 2024)  
VS (JAN 01 2023- MARCH 31 2023)

## IMPRESSIONS

Impressions, by Day



<b>Total Impressions</b> ⚠️	<b>261,888</b>
Twitter Impressions	633
Facebook Impressions	134,019
Instagram Impressions ⚠️	97,720
LinkedIn Impressions	21,536
TikTok Impressions	7,980



Due to a reporting problem with Facebook and Instagram, some data is incomplete. There's a data migration scheduled for April 19<sup>th</sup> to resolve this issue.





## SOCIAL MEDIA PERFORMANCE SUMMARY

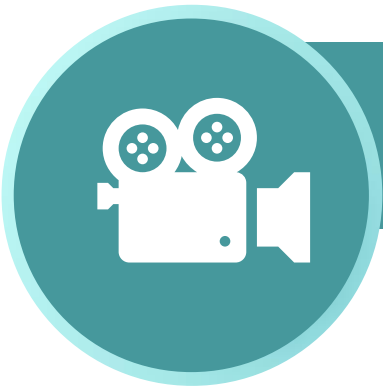
PERIOD (JAN 01 2024- MARCH 31 2024)  
VS (JAN 01 2023- MARCH 31 2023)

### MESSAGES RECEIVED

<u>Total Received Messages</u>	201
<u>Twitter Received Messages</u>	26
<u>Facebook Received Messages</u>	80
<u>Instagram Received Messages</u>	55
<u>LinkedIn Received Comments</u>	40
<u>TikTok Received Messages</u>	0



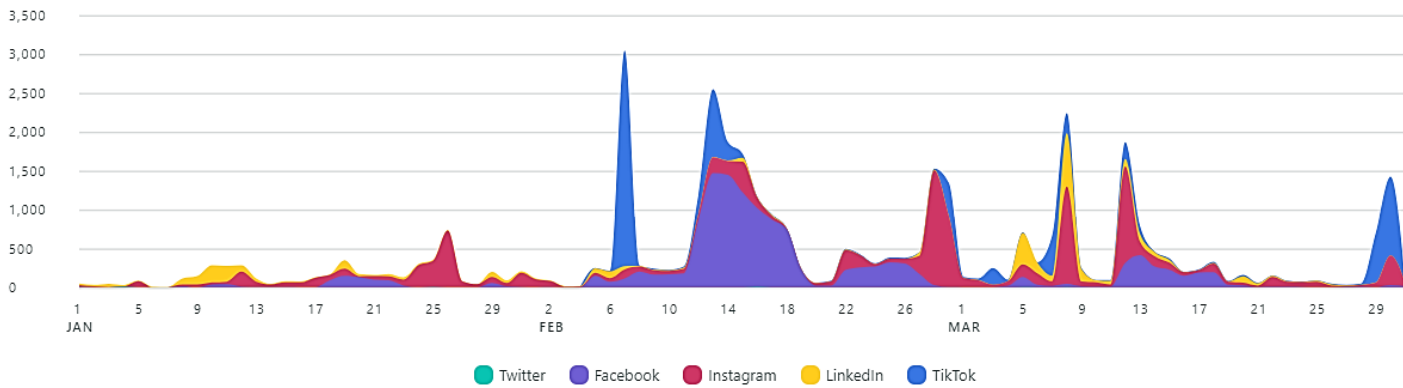
Due to a reporting problem with Facebook and Instagram, some data is incomplete. There's a data migration scheduled for April 19<sup>th</sup> to resolve this issue.



# SOCIAL MEDIA PERFORMANCE SUMMARY

**PERIOD (JAN 01 2024- MARCH 31 2024)  
VS (JAN 01 2023- MARCH 31 2023)**

## VIDEO VIEWS



<b>Video Views</b>	<b>37,748</b>
Twitter Video Views	50
Facebook Video Views	13,448
Instagram Post Video Views	12,557
LinkedIn Video Views	3,713
TikTok Video Views	7,980



Due to a reporting problem with Facebook and Instagram, some data is incomplete. There's a data migration scheduled for April 19<sup>th</sup> to resolve this issue.



# SECOND CHANCE JOB FAIR HIGHLIGHTS

WEDNESDAY, FEBRUARY 21<sup>ST</sup>





# HIRING PERSONS WITH DISABILITY ROUNDTABLE

WEDNESDAY, MARCH 27<sup>TH</sup>





## EARNED MEDIA AND MENTIONS

**JULY 1, 2023 – MARCH 31, 2024**

- [“CareerSource hosts job fair”](#) TBNWeekly.com, July 20, 2023
- [“Regional partnerships are a proven approach for addressing healthcare talent needs”](#) Florida Trend, July 25, 2023
- [“CareerSource Pinellas Board Adds Four New Members”](#) Modern Globe, August 8, 2023
- [“4 join CareerSource board”](#) TBNWeekly.com, August 9, 2023
- [“New partnership helps at-risk teens navigate life”](#) THE ST. PETE CATALYST, August 9, 2023
- [“CareerSource Pinellas taps SailFuture for youth services programming”](#) Florida Politics, August 10, 2023
- [“Students get job training at Pinellas academy”](#) FOX 13 News.com, August 10, 2023
- [“CareerSource Pinellas, SailFuture Academy offering high schoolers job training and hands-on experiences”](#) FOX 13 News.com
- [“CareerSource Pinellas taps SailFuture for youth services programming”](#) Florida Politics, August 10, 2023
- [“CareerSource, SailFuture come together for Pinellas youth program”](#) Tampa Bay Business Journal, August 11, 2023
- [“Appointments to CareerSource Pinellas board”](#) Florida Trend, August 16, 2023
- [“SailFuture to lead youth career services”](#) TBNWeekly.com, August 17, 2023
- [“Finding Jobs for “Missing and Hidden” Workers”](#) Modern Globe, September 5, 2023
- [“Power Lessons”](#) Florida Trend, September 19, 2023
- [“Workforce development is key to shared prosperity”](#) THE ST. PETE CATALYST, September 20, 2023
- [“CareerSource Pinellas Employee Receives Statewide Award”](#) Modern Globe, September 20, 2023
- [“Find second chances at recovery expo”](#) TBNWeekly.com, September 22, 2023
- [“Florida's minimum wage increase not keeping up with inflation”](#) Central Florida News 13, September 27, 2023
- [“Florida's minimum wage increase not keeping up with inflation”](#) Tampa - Spectrum News, September 27, 2023
- [“Florida minimum wage increase not keeping up with inflation”](#) Tampa - Spectrum News, September 27, 2023
- [“Pinellas organizations promote recovery awareness at St. Petersburg job fair”](#) WUSF Public Media, October 2, 2023
- [“CareerSource Pinellas Appoints Jeremy Robinson to Board”](#) Modern Globe, October 19, 2023
- [“Column: Workforce development changes on the horizon for Tampa Bay region”](#) TB Business Journal, October 20, 2023
- [“Hospitality veteran appointed to CareerSource Pinellas Board”](#) TBNWeekly.com, October 26, 2023
- [“Tampa Bay EDCs prioritize workforce development”](#) Tampa Bay Business Journal, November 3, 2023



## EARNED MEDIA AND MENTIONS

**JULY 1, 2023 – MARCH 31, 2024**

- [“These are the strongest job sectors in Pinellas”](#) THE ST. PETE CATALYST, November 4, 2023
- [“Pinellas and Hillsborough establish joint workforce consortium”](#) THE ST. PETE CATALYST, November 16, 2023
- [“CareerSource Tampa and CareerSource Pinellas to Combine”](#) Modern Globe, November 17, 2023
- [“Pinellas and Hillsborough Counties Approve Combining Workforce Boards”](#) Tampa Bay News Wire, November 18, 2023
- [“Counties reach workforce agreement”](#) TBNWeekly.com, November 24, 2023
- [“Counties reach workforce agreement”](#) Suncoast News, November 28, 2023
- [“CareerSource wins national award for veteran recruitment”](#) THE ST. PETE CATALYST, November 28, 2023
- [“Pinellas, Hillsborough officials establish joint workforce agency”](#) THE ST. PETE CATALYST, December 6, 2023
- [“Sunburn — The morning read of what’s hot in Florida politics — 12.7.23”](#) Florida Politics, December 7, 2023
- [“Sunburn — The morning read of what’s hot in Florida politics — 12.8.23”](#) Florida Politics, December 8, 2023
- [“Recruitment for Tampa Bay's new workforce development CEO commences”](#) Tampa Bay Business Journal
- [“Learn About Tampa Bay Job Resources with CareerSource Pinellas”](#) Modern Globe, January 8, 2024
- [“CareerSource Pinellas relaunches professional networking groups”](#) THE ST. PETE CATALYST, January 11, 2024
- [“How to seal or expunge your record workshop”](#) Weekly Challenger, February 10, 2024
- [“FOX 13 – Pinellas County Expungement Workshop”](#) WTVT, February 19, 2024
- [“News Channel 8 - Career Legal Workshop”](#) WFLA, February 20, 2024
- [“Pinellas County P.A.Y.S. Program Helps Students Prepare for a Variety of Careers — ModernGlobe”](#) Modern Globe, March 13, 2024
- [“Teen summer employment program targets new demographic”](#) THE ST. PETE CATALYST, March 14, 2024
- [“CareerSource Pinellas renews focus, expands programming”](#) THE ST. PETE CATALYST, March 15, 2024