



Wednesday, August 23, 2017, 9:00 AM
 CareerSource Tampa Bay, 4902 Eisenhower Blvd. S., Ste. 250, Tampa, FL
 Conference Dial: 1-800-511-7985
 Conference Code: 605-9608#

One Stop Committee Agenda

- I. **Welcome and Introductions** Betsy Irizarry, Chair
- II. **Action/Discussion Items**
 - 1. Approval of Minutes – May 24, 2017 One-Stop Committee..... Page 2
 - 2. 2017- 2018 One Stop Strategic Plan Page 8
- III. **Other Administrative Matters**
(Items of urgency not meeting the seven-day guideline for review)
- IV. **Information Items**
 - 1. 2016 - 2017 One-Stop Goals Update Edward Peachey, Page 10
 - 2. AmeriCorps Youth Services Program UpdateEdward Peachey
 - 3. Youth Program Update..... Juditte Dorcy, Page 17
 - 4. Tampa Housing Authority: Job Plus InitiativeEdward Peachey
 - 5. Tech Hire Program Update..... Michelle Schultz, Page 18
 - 6. WIOA and Welfare Transition Programs Update..... Edward Peachey, Page 19
 - 7. Reports
 - a. Migrant and Seasonal Farmworker (MSFW) Edward Peachey, Page 20
 - b. Monthly Management Report (MMR) Edward Peachey, Page 21
 - c. Center Traffic Flow..... Edward Peachey, Page 25
 - d. Website Traffic and Social Media..... Edward Peachey, Page 26
 - 8. Internal Program Monitoring Edward Peachey, Page 27
- V. **Board Members Comment**
- VI. **Public Comment**
- VII. **Adjournment**

Next One-Stop Committee Meeting – November 15, 2017



CareerSource Tampa Bay One-Stop Committee Minutes

Date: May 24, 2017, 9:00 a.m.
Location: 4902 Eisenhower Blvd.

Call to Order

Committee Chair Betsy Irizarry called the meeting to order at 9:02 a.m. There was a quorum present with the following One-Stop Committee members participating.

Committee Members in Attendance

*denotes attended via phone

Tom Aderhold*, Sheryl Brown, Stephanie Brown-Gilmore*, Ryan Buckthorpe for Dr. Ginger Clark, Richard Cranker, Bill Hoffman*, John Howell, Betsy Irizarry, Ryan Egg for Rose Leto, Rosanna Matucan-Carson*, Paul Orvosh, Patricia Suarez, Richard Peck, Willie Parker Jr. *, Antoinette Hayes-Triplett*, Roy Sweatman

Committee Members Not in Attendance

W. Scott Brooks, Rebecca Bacon, Scott Callison, Daniel Cook, Marilyn Craig-Wicktor, Mireya Hernandez, Jennifer Kuhn, Maria Mastriano-Nugent

Staff

Alice Cobb, Juditte Dorcy, Edward Peachey, Mai Russell, Michelle Schultz, Michael Bundy

Guest

Kenneth Jones

Action Items

Item 1 Approval of One-Stop Committee Meeting Minutes

The minutes of February 22, 2017 One-Stop Committee meeting were presented for approval. There was no further discussion.

Motion: Sheryl Brown

Second: John Howell

The minutes were approved as presented.

The motion carried.

Action Item 2 Vendor Recommendation: Copier Lease

The Executive Committee approved the issuance of a Request for Proposals from qualified providers printing, copying, scanning and fax solution to replace existing equipment. On April 3rd, CareerSource Pinellas in collaboration with CareerSource Tampa Bay released the Request for Proposal.

The RFP closed on May 1, 2017. Five responses were received. A response from Imaging Experts was submitted past the proposal deadline and was returned unopened. The remaining four responses were reviewed by two CareerSource Pinellas/CareerSource Tampa Bay staff and Complete Technology Solutions Information Technology Projects Director.

The result of the evaluation scoring is below:

Organization	Average Score (100 maximum points)
Dex Imaging	90
Toshiba Business Solutions	80
RICOH	79
Zeno Office Solutions	77

Motion: John Howell
 Second: Richard Cranker

*The One Stop Committee recommended entering into an agreement commencing on October 1, 2017 and terminating December 31, 2018 with an option to extend for up to four (4) additional years, based on performance and funding availability.
 The motion carried.*

Other Administrative Matters

No items were brought forward for action.

Information Items

Request for Extension of Designation as a Direct Provider of Services

Since 2012, CareerSource Tampa Bay has been designated by CareerSource Florida to be a direct provider of services after we submitted an application which was approved by the Board, the Chief Elected Official for our local area and the Governor. Our five year plan that the Board and the Chief Elected Officials signed and submitted to CareerSource Florida in 2016 also included the continuation of our designation as a direct provider of services for our local area. This plan was accepted and approved by CareerSource Florida.

CareerSource Florida and DEO recently sent each local area a memorandum requiring each to again declare its intentions to continue to be a direct provider of services and to submit a completed application for a 3-year extension which must be received by CareerSource Florida by May 31, 2017.

The application for CareerSource Tampa Bay to be designated as a direct provider of services for the period of July 1, 2017 through June 30, 2020 is attached for your review.

On May 4th, the Executive Committee recommended approval of the request to extend the designation of CareerSource Tampa Bay to serve as a direct provider of workforce services through June 30, 2020. A copy of the submission was provided in the meeting packet.

President Peachey added that an infrastructure agreement with mandatory partners is currently being drafted.

Information Item 2- 2016 – 2017 One Stop Strategic Goals Update

Period Covering: July thru March 2017

- **Center Traffic**
 - PY 16 – 17, Quarter III: 40,116
 - The biggest growth in customer flow continues to be the Career Prep Center up 359% when compared to the same time period last year.
- **Reemployment Services and Eligibility Assessment (RESEA) Program**
 - YTD Total:
 - Registered: 1,839
 - Attended: 1,114; Show Rate: (60.58%)
- **Ticket to Work (TTW) Program:**
 - # Served: 58
 - # Employed: 31
 - Average Placement : 11.66
- **National Emergency Grant (NEG) Long Term Unemployed**
 - YTD Total
 - # Served: 179
 - # Employed: 101
 - Average Placement : 18.36
- **Employability Skills Workshop**
 - No. of Attendees QTR 3: 2,220
 - YTD Total: 8,362
 - Workshop job seekers attendance experienced a decrease by 19% during the 3rd QTR when compared to the 3rd QTR of PY 15-16
- **Online Job Seeker Services:**
 - Future Plans: YDT PY 2016-2017
 - # Utilized :300
 - Penn Foster
 - # Utilized: 56
- **Occupational Skills Training**
 - Totals:
 - # New Enrollments: 116
 - YTD Served: 801
 - Completers: 118
 - Pre-Vocational Training Enrollments
 - QTR 2: # Enrolled Total: 10
 - YTD PY 16-17: # Enrolled Total: 73
- **Work-Based Training**
 - **OJT**
 - YTD Served: 374
 - Completers: 132
 - **PWE**
 - YTD Served: 284
 - Completers: 69

- YTD Served: 658:
- Completers: 201
- **Apprenticeship Enrollments**
 - Ironworkers: 72
 - JATC: 20
 - FRACCA: 31
- **Pre-Vocational Training Enrollments**
 - Welding: 107
 - Soldering: 70
 - 3-D: 25
 - Maintenance: 12
 - Construction: 36
 - Production Tech: 13

AmeriCorps Program Update

- No. of economically disadvantaged youth received skill development: 1,377 (197% of goal)
- No. of economically disadvantaged youth received placement services: 1,183 (169% of goal)
- No. of youth placed into jobs or post-secondary: 416 (104% of goal)

Information Item 4 - Youth Program

- No. served: 1,128 (82% of goal)
- Credentials: 303 (22% of goal)
- Placements: 255 (21% of goal)
- Average wage at placement: \$11.32

CareerSource Tampa Bay – The Housing Authority of the City of Tampa (THA) Agreement for Robles Park Village Jobs Plus Initiative

THA, as the lead agency, has been awarded funding from Housing and Urban Development (HUD) for a period of performance April 1, 2017 to March 31, 2021 to support job development, training, employment, supportive services, income incentives, and community support for residents of the Robles Park Village development. Under this initiative, THA seeks a partnership with CareerSource Tampa Bay (CSTB) to deliver employment-related services to unemployed and underemployed residents.

On May 4th, the Executive Committee recommended approval to enter into a four-year agreement with THA to provide partnership services under the Robles Park Village Jobs Plus Initiative.

Tech Hire Program

- Total no of participants served: 189 (16% of goal)
- Total no. of participants enrolled in training: 189 (16% of goal)
- Total no. of participants completing training: 53 (5% of goal)
- Total No. of unemployed participants who obtained employment: 40 (5% of goal)

WIOA Adult and Welfare Transition Programs Update

- No. of Adult: 1,766
- No. of Dislocated Worker: 1,412
- No. of Youth: 1,225

Welfare Transition Program

- WTP Applicants: 7,335
- WTP Mandatory: 2,645
- WTP Transitional: 489

Migrant Seasonal Farmworker Performance Report

Out of eight, two were not met:

- Job Development Contact
- Placed in Long Term Non-AG Job (over 150 days)

Monthly Management Report

- Welfare Entered Employment Rate 42.4% (831 welfare cases closed due to earned income)
- Welfare Entered Employment Wage Rate: 71.9% (\$10.12 hourly wage at job placement)
- Welfare All Family Participation:49.3% (1,796 welfare families engaged in allowable work activity)
- Welfare Two-Parent Family Participation:63.7% (368 welfare families engaged in allowable work activity)
- WIOA Adult Entered Employment Rate: 100% (720 who earned a credential and employed when their case was closed)
- WIO Dislocated Worker Entered Employment Rate: 100% (697 employed dislocated worker)
- WIOA Adult Employed Worker Outcome Rate. 100%. No Enrolled in WIOA Training: 137
- WIOA Adult Wage 126.9% (Average hourly wage: \$16.46)
- WIOA Dislocated Worker Wage Rate: 126.9% (Ave. wage: \$17.87)
- WIOA In-School Youth Outcome Rate100% (72youth with positive outcome)
- WIOA Out-of-School Youth Outcome Rate: 100% (183 youth with positive outcome)
- WIOA Younger Youth Skill Attainment Rate: 100% 86 youth with positive outcome)
- WIOA Younger Youth Positive Outcome Rate:100% (85outh with positive outcome)
- WP Entered Employment Rate: 68.5% (22,551identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service)
- Short Term Veterans Entered Employment Rate: 59.7%% (1,437 veterans identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service)
- WP Job Placement Wage Rate:95% (Average wage: \$13.37)

Career Center Traffic Flow

- Tampa: 84,787
- Brandon: 18,199
- Plant City: 8,053

- Ruskin: 3,874
- Career Prep Center: 10,801

Website Traffic

- No. of People who Visited Site: 210,214
- No. of Visits: 335,596
- No. of Page Views: 1,233,154
- No. of Returning Visitors: 38%
- No. of New Visitors: 62%

Social Media

- No. of new Twitter followers: 505
- No. of new Facebook fans: 877
- No. of Engagements: 13,690
- No. of impressions: 3,085,127

Internal Program Monitoring

A schedule of all programmatic, administrative, and fiscal monitoring activities for all programs was provided in the meeting packet.

Public Comments

None was made.

Adjournment

The meeting was adjourned at 9:54 a.m.



Action Item 2

2017 - 2018 Proposed One Stop Strategic Plan

Goal 1:

Provide Job Seekers with Expanded Access to Employment and Training Services.

Objective 1: Provide a wide range of workforce resources to job seekers.

Strategy

- Support open access to the Resource Room, materials, and maintain qualified staff to meet the needs of local job seekers.
- Promote CareerSource Specialized Programs and Services to all job seekers.

Objective 2: Maximize the use of technology and online services to meet job seeker needs.

Strategy

- Support Employability Skills Workshops for local job seekers in multiple media such as center workshops, ATLAS eCourses and other applications available.
- Improve the effectiveness of partnerships through technology such as electronic referrals, automation of job seeker registration in Employ Florida (EF) and data sharing.
- Research and identify additional resources and services available with the community or other government agencies to adopt within our centers.

Goal 2:

Provide Effective Workforce Programs Aligned with Demand Industry Sectors.

Objective 1: Increase participation in Occupational Skills Training (OST).

Strategy

- Enroll job seekers into training programs that lead to careers in targeted occupations with an emphasis on career pathway opportunities in the following industries:
 - Healthcare
 - Manufacturing
 - Information Technology
 - Financial & Professional Services

- Educate staff and community on the use of Eligibility Training Provider List (ETPL) approved training providers and targeted occupations or training programs under WIOA.

Objective 2: Increase enrollments in Apprenticeship and Pre-Apprenticeship Programs.

Strategy

- Establish an Apprenticeship team to identify additional partnership opportunities and build referrals.
- Promote apprenticeship training and pre-apprenticeship programs to prepare job seekers for career opportunities.

Objective 3: Increase enrollments in short-term Career-Ready programs.

Strategy

- Sustain and expand career-ready programs in targeted occupations.
- Conduct effective outreach strategies through a variety of media to support pre-vocational training.

Goal 3:

Effectively Manage Key Workforce Development Performance.

Objective 1: Manage workforce development performance through monitoring and analysis of performance reports.

Strategy

- Monitor performance measures under local reporting, Monthly Management Report (MMR), Common Measures and Performance Modeling.
- Analyze all programmatic monitoring to include internal, contracted board, DEO or external monitoring such as USDOL.

Objective 2: Evaluate the effectiveness of programs/services.

Strategy

- Complete a demographics and caseload review by program and center location to include asset mapping.
- Utilize a variety of methods to evaluate customer satisfaction and gather feedback for evaluation and continuous process improvement.

Recommendation

Staff is recommending approval of the 2017 - 2018 One Stop Strategic Plan.



Information Item 2

2016 – 2017 One Stop Strategic Goals Update

For Period Covering: July thru June 2017

Goal 1: Provide Job Seekers with Expanded Access to Employment and Training Services.

Objective 1: Provide a wide range of workforce resources to job seekers.

- Support open access to the Resource Room, materials, and maintain qualified staff to meet the needs of local job seekers.

<i>Center Traffic</i>	<i>QTR 1</i>	<i>QTR 2</i>	<i>QTR 3</i>	<i>QTR 4</i>	<i>YTD PY 16-17</i>
<i>PY 16 – 17</i>	<i>46,080</i>	<i>39,518</i>	<i>40,116</i>	<i>42,052</i>	<i>167,766</i>
<i>PY 15 – 16</i>	<i>38,863</i>	<i>35,885</i>	<i>39,933</i>	<i>44,223</i>	<i>158,904</i>

- *Center traffic Year End numbers look strong! Job seekers visits jumped 5.6% in PY 16-17 compared to PY 15-16 during one of our lowest Unemployment periods. Job seekers continue to access services in today's job market.*
- *Quarter 4 did see a decline in job seeker traffic of 4.9%.*
- *The biggest growth in customer flow continues to be the Career Prep Center up 359% when compared to the same time period last year.*
- Promote CareerSource Specialized Programs and Services to all job seekers.

<i>WIOA</i>	<i>No. Served PY 16 - 17</i>	<i>New Enrolled PY 16 - 17</i>	<i>Completed in PY2016- 2017</i>	<i>Continue WIOA Services in PY2017-2018</i>
<i>Adult</i>	<i>2,539</i>	<i>1,880</i>	<i>1,780</i>	<i>745</i>
<i>Dislocated Worker</i>	<i>1,615</i>	<i>876</i>	<i>809</i>	<i>936</i>
<i>Youth Services</i>	<i>1,348</i>	<i>684</i>	<i>480</i>	<i>752</i>
<i>Total</i>	<i>5,502</i>	<i>3,440</i>	<i>3,069</i>	<i>2,433</i>

WIOA Services	OST and Apprenticeship Training	EWT, OJT or PWE Services	Career-Ready Training	ReEmployment or Placement Services
Adult	660	899	153	827
Dislocated Worker	389	497	96	633
Youth Services	368	354	79	547
Total	1,417	1,750	328	2,007

Objective 2: Maximize the use of technology and online services to meet job seeker needs.

- Support Employability Skills Workshops for local job seekers in multiple media such as center workshops, ATLAS eCourses and other applications available.
- Improve the effectiveness of partnerships through technology such as electronic referrals, automation of job seeker registration in Employ Florida Marketplace (EFM) and data sharing.

Employability Skills Workshop						
No. of Attendees	QTR 1	QTR 2	QTR 3	QTR 4	YTD PY 16-17	PY 15-16
	3,397	2,745	2,220	1,958	10,320	10,945

Employability Skills Workshop by Center						
Center	Q4		YTD PY 16-17		PY 15-16	
	# Attendees	% by Location	# Attendees	% by Location	# Attendees	% by Location
Tampa	1,337	68.3%	6,736	65.3%	7,086	64.7%
Brandon	420	21.5%	2,636	25.5%	3,064	28.0%
Plant City	74	3.8%	412	4.0%	471	4.3%
Ruskin	116	5.9%	456	4.4%	250	2.3%
Career Prep Center	11	0.6%	80	0.8%	74	0.7%
Totals	1,958	100.0%	10,320	100.0%	10,945	100.0%

- Year End Workshop attendance ended the year with a slight drop of 5.7% but online workshops have also been broadened the CSTBA customer. QTR 4 saw a decrease of 11.8% but tends to be the slower time of the year.
- Year End tracking shows the most popular workshops for PY2016-2017 are: 1st) Professional Interviewing skills (897), 2nd) Resume Development (785), 3rd) Basic Computers (649).

Online Job Seeker Services: Assessments, Job and Career Readiness, GED/ESOL Preparation and Computer Skills Training.

Categories:	Q4	YTD PY 16-17
	# Utilized	# Utilized
<i>Workplace Skills</i>	133	608
<i>Future Plans</i>	171	571
<i>eCourses</i>	715	3,111
<i>Penn Foster</i>	18	74
<i>Computer Training</i>	20	169
<i>Florida Ready to Work</i>	42	152
<i>JIST Gateway</i>	0	80
Totals	1,099	4,765

- Research and identify additional resources and services available with the community or other government agencies to adopt within our centers.

Employ Florida Services & Activities Summary

Categories:	Q4	YTD PY 16-17
<i># Served</i>	<i>8,272</i>	<i>87,197</i>
<i># of Services</i>	<i>101,855</i>	<i>598,807</i>
<i># Referrals</i>	<i>12,823</i>	<i>79,816</i>
<i># External Referrals</i>	<i>7,213</i>	<i>40,194</i>
<i># Resumes Posted</i>	<i>3,876</i>	<i>22,329</i>
Totals	134,039	828,343

- *Year End Employ Florida MIS numbers are out. CareerSource served just under 90,000 job seekers with online job bank and reemployment services during the Program Year with close to 600,000 services provided and recorded of over 120,000 were referrals to job orders.*

Consumer Financial Protection Bureau Counseling

- *Since June 2015, we were one of 5 LWDB's in Florida that was selected for the CFPB Financial Coach onsite. There are 60 Financial Coaches in the nation located at various AJC's. This program provides individual financial coaching and counseling services to post 9/11 veterans.*
- *LWDB continues to review USDOL TEGE and Guidance updates on available online resources and services.*

Goal 2: Provide Effective Workforce Programs Aligned with Demand Industry Sectors.

Objective 1: Increase participation in Occupational Skills Training (OST).

- Enroll job seekers into training programs that lead to careers in targeted occupations with an emphasis on career ladder opportunities in the following industries:
 - Healthcare
 - Manufacturing
 - Information Technology
 - Financial & Professional Services
- Conduct effective outreach strategies through a variety of media.

Occupational Skills Training			
	# New Enrollments	YTD Served	Completers
<i>Adult/Dislocated Worker</i>	515	837	363
<i>Youth</i>	195	268	80
Totals	710	1,105	443

- *Funding update: We currently have funding available in the WIOA Dislocated Worker Program for regular occupational skills training, licensure and apprenticeship programs. The WIOA Youth program has funding available for short-term pre-vocational training programs offered through the CareerPrep Center.*

Work-Based Training			
	# New Enrollments	YTD Served	Completers
OJT	392	497	396
PWE	338	354	294
Totals	730	851	690

- Educate staff and community on the use of ETPL approved training providers and targeted occupations or training programs under WIOA.

CSTB Approved List is accessible at:

https://www.careersourcetampabay.com/files/public/WAD16-254_LIC%20TOL%2016-17.pdf

Objective 2: Increase enrollments in Apprenticeship and Pre-Apprenticeship Programs.

- Establish an Apprenticeship team to identify additional partnership opportunities and build referrals.

- Promote apprenticeship training and pre-apprenticeship programs to prepare job seekers for career opportunities.

Apprenticeship Enrollments	
<i>Categories:</i>	<i>YTD PY 16-17 # Enrolled</i>
<i>Ironworkers</i>	<i>69</i>
<i>Tampa Area Joint Apprenticeship and Training Committee (JATC)</i>	<i>29</i>
<i>Florida Refrigeration & Air Conditioning Contractors (FRACCA)</i>	<i>31</i>
<i>Masonry</i>	<i>0</i>
Totals	129

- *PY2016-2017 saw an increase in partnership with local apprenticeship programs as a priority initiative under WIOA. A total of 211 apprentices were served with 129 newly enrolled during the program year.*

Objective 3: Increase enrollments in short-term Pre-Vocational Training programs.

- Sustain and expand pre-vocational training programs in targeted occupations.
- Conduct effective outreach strategies through a variety of media to support pre-vocational training.

Pre-Vocational Training Enrollments				
<i>Programs</i>	<i>AD/DW</i>	<i>Youth</i>	<i>Earmark</i>	<i>Totals</i>
<i>Welding</i>	<i>69</i>	<i>45</i>	<i>19</i>	<i>133</i>
<i>Soldering</i>	<i>51</i>	<i>12</i>	<i>25</i>	<i>188</i>
<i>3-D</i>	<i>22</i>	<i>0</i>	<i>3</i>	<i>25</i>
<i>Maintenance</i>	<i>8</i>	<i>2</i>	<i>2</i>	<i>12</i>
<i>Construction</i>	<i>36</i>	<i>20</i>	<i>0</i>	<i>56</i>
<i>Production Tech</i>	<i>9</i>	<i>0</i>	<i>5</i>	<i>14</i>
Totals	195	79	54	328

Goal 3: Effectively Manage Key Workforce Development Performance.

Objective 1: Manage workforce development performance through monitoring and analysis of performance reports.

- Monitor performance measures under local reporting, Monthly Management Report (MMR), Common Measures and Performance Modeling.
- Analyze all programmatic monitoring to include internal, contracted board, DEO or external monitoring such as USDOL.

CareerSource Tampa Bay				
PY 16/17	Placements	Composite Score	Ranking	Statewide Placements
July	3,068	143.52%	5	31,340
August	3,958	284.47%	1	18,732
September	3,964	181.14%	1	32,124
October	4,270	160.24%	1	37,868
November	4,130	153.23%	2	38,961
December	3,510	167.86%	1	30,084
January	4,022	177.76%	1	31,898
February	3,812	184.92%	1	29,574
March	3,978	220.27%	1	26,844
April	2,810	217.52%	1	19,033
May	4,248	201.71%	1	28,671
June	3,230	191.46%	2	22,977
Total YTD	45,000	190.34%	1.5	348,106

PY 15/16	Placements	Composite Score	Ranking	Statewide Placements
July	3,515	141.30%	4	36,624
August	4,389	159.27%	2	37,968
September	4,579	159.52%	1	40,569
October	3,722	149.31%	2	34,874
November	4,049	155.73%	2	37,095
December	4,776	173.72%	2	37,932
January	3,273	161.36%	2	28,843
February	3,591	146.63%	4	34,977
March	3,821	141.56%	4	39,029
April	3,316	139.99%	4	35,386
May	3,445	152.27%	3	33,589
June	3,078	144.27%	6	31,841
Total YTD	45,554	152.08%	3.0	428,727

- PY16-17 Tampa Bay saw less overall placement activity as did other LWDBs within Florida.
- During the program year, Tampa Bay lead the way in monthly placement activity for first place ranking in nine out of 12 months.

LWDA	Total RA Claimants (10/1/2016 - 12/31/2016)	Total RA Claimants Placed	Total RA Claimants Engaged	Engagement Rate	Total Days-to-Employment	Average Days-to-Employment
15	2,850	2,039	1,803	88.43%	170,328	94.47

- During PY2016-2017, Tampa Bay ranked #2 in RA Placement rate at 71.54% and also ranked #2 in RA Engagement Rate with a rate of 88.43%
- Final numbers will be reported by DEO around the October timeframe with incentives issued at that time.

MMR

- Reference the MMR Report in the packet.

DOL Common Measures

- Reference the DOL Common Measures Report provided as a handout.

Objective 2: Evaluate the effectiveness of programs/services.

- Complete a demographics and caseload review by program and center location to include asset mapping.
- Utilize a variety of methods to evaluate customer satisfaction and gather feedback for evaluation and continuous process improvement.

Customer Satisfaction Survey Results

Category	Q4		YTD PY 16-17		PY 15-16	
	Total	Rating	Total	Rating	Total	Rating
Resource Room	152	96.3%	1,267	96.8%	1,112	90.0%
Employability Skills Workshops	839	95.8%	4,115	95.8%	1,782	91.0%
Totals	991	98.2%	5,382	96.3%	2,894	90.5%



Information Item
Youth Program
Workforce Innovation and Opportunity Act

Reporting Period: July – June 2017				Reporting Period: PY 2015-2016		
Performance Category	PY 16-17			PY 15-16		
	Planned	Actual	% of Goal	Planned	Actual	% of Goal
<i># Served</i>	1,484	1,348	90.8%	944	918	97%
<i>Credentials</i>	1,330	486	36.5%	552	354	64%
<i>Placements</i>	1,200	433	36.1%	736	214	29%
Employment		397				
Military		1				
Post-Secondary Outcome		35				

Youth Employment: July to June 2017	
Total Placements YTD	397
Average Wage at Placement	\$11.22

CareerSource Tampa Bay youth department offers services and resources to engage youth so they can successfully complete education and training programs to gain employment.

- This program year, 1,348 young adults have been served, including 230 young adults who have been enrolled into post-secondary training. 486 of those young adults served have earned a credential and 433 are employed or with positive outcome.
- Outreach was conducted to over 116 community partners this program year to include community based organizations, faith based organizations, local high schools through the school district and training vendors offering post-secondary scholarship assistance and info on Career Ready Program.
- CSTB assisted 76 youth with their GED and 22 received GED diploma.
- CareerSource Tampa Bay partners with the Adult Education through an MOU with the School District of Hillsborough County to provide employability skills training and job search assistance to those enrolled in the Adult Education program. This program year we have placed 90 enrolled students into unsubsidized employment.

USDOL H-1B Job Training Grant - Tampa Bay TechHire Program

July 1, 2016 – June 30, 2020

The Tampa Bay TechHire program is funded with a nearly \$3.8 million grant awarded to CareerSource Tampa Bay by the U.S. Department of Labor. Consistent with the White House TechHire Initiative launched in 2015, this grant is one of 39 programs nationwide that will focus on providing workers the skills for a pathway to the middle class while supplying employers with the skilled technology workers needed to grow and expand. Over 1,000 unemployed and underemployed young adults ages 17-29 with barriers to training and employment and front-line incumbent workers will receive accelerated skills training, certifications, and work experience to obtain employment or advance along career pathways leading to high-demand, middle to high skill jobs in the IT and healthcare industries.

Training programs include fast-track IT industry certifications such as CompTIA A+, CompTIA Security+, and Java Programming. Healthcare training programs include Medical Clinical Laboratory Technician/Technologist, Phlebotomy, and Registered Nursing. Training will be provided by Hillsborough Community College, Hillsborough County School District - Workforce and Continuing Education, St. Petersburg College, and the University of South Florida. Additional partners include BayCare Health System, IBM, Tampa Innovation Alliance, and Tampa Bay Technology Forum.

Outcome Measure			Goal	To Date:	% to Goal
1a	Target Population: Youth and Young Adults with Barriers to Training and Employment (ages 17-29) (83%)	Subtotal:	980	216	22%
1b	Other Populations: Incumbent Workers (17%)	Subtotal:	195	54	28%
Total Participants Served:			1,175	270	23%
Targets for All Participants:					
2	Total Participants Enrolled in Education/Training Activities	Total:	1,175	270	23%
3	Total Participants Completing Education/Training Activities	Total:	1,000	122	12%
4	Total Participants Who Complete Education/Training Activities and Received a Degree or Other Credential	Total:	1,000	122	12%
5	Total Number of Unemployed Participants Who Obtain Employment	Total:	860	80	9%
6	Total Number of Incumbent Worker Participants that Advanced to a New Position	Total:	195	0	0%
7	Median Earnings	Total:	\$20.00/hr	TBD	TBD

TechHire Community Designation

In November 2016, Tampa Bay was selected by the White House to join a national network of TechHire Communities. More than 250 employers are involved in this initiative through their partnerships with Tampa Innovation Alliance and Tampa Bay Technology Forum. Now managed by the nonprofit Opportunity@Work in partnership with the U.S. Department of Education, TechHire Communities encompass big cities and small towns to share the goal to connect 100,000 people to tech jobs by 2020.

In May 2017, CareerSource Tampa Bay and CareerSource Pinellas received grant funding from CareerSource Florida to build on this initiative. TechHire Community Coordinators will support the development of micro-communities and conduct outreach to bring together current and new employer, education, and economic development partners to create advisory groups under the spectrum of Tampa Bay TechHire. Goals of this initiative include engaging non-traditional students and workers, reducing the skills gap for tech jobs, and in effect reducing the reliance on H-1B visas for technology workers

For additional information regarding TechHire Communities nationwide, visit:

<https://obamawhitehouse.archives.gov/issues/technology/techhire> and <https://techhire.org/#section-communities>.



Programs Update

Workforce Innovation and Opportunity Act (WIOA)

	2016 – 2017 July – Jun 2017	2015-2106 July – June 2016
ADULT	2,539	2,546
DISLOCATED WORKER	1,615	1,939
YOUTH	1,348	926
Total	5,502	5,411

Welfare Transition Program (WTP)

	2016 – 2017 July – Jun 2017	2015-2106 Jul – Jun 2016
WTP Applicant	7,680	7,091
WTP Mandatory	3,488	1,233
WTP Transitional	732	575
Total	11,900	8,899



**Information Item
Migrant Seasonal Farm Worker
MIC (Migrant Indicators of Compliance) Performance Report**

Period: 7/1/16 – 6/30/17

		Actual Number Accomplished for Total MSFWs	Actual Percent Accomplished for Total MSFWs	Target Number Required (based on Non-MSFW served or Federal Perf)	Actual Number Accomplished for All Non-MSFW Applicants	Percent Required (based on Non- MSFW served or Federal Perf)	Met Requirement (Yes or No)
No#	Reporting Element	Actual Number	Actual Percentage	Required Number	Actual Number	Required Percentage	Met Requirement
F. MIC Performance Indicators							
I. Equity Ratio Indicators							
1	Total Active Applications	3,697			55,651		
4	Referred to Employment	3,210	86.83 %	1,450	21,833	39.23 %	YES
28	Referred to Support Services	3,090	83.58 %	9	128	0.23 %	YES
29	Received Staff Assisted Services	3,544	95.86 %	3,217	48,424	87.01 %	YES
2	Complete Applications	379			16,217		
24	Job Development Contact	11	2.90 %	12	522	3.22 %	NO
26	Career Guidance	273	72.03 %	28	1,210	7.46 %	YES
II. Minimum Service Level Indicators							
7	Placed in Jobs	3,224	87.21 %	1,571	12,854	42.50 %	YES
23	\$0.50 Over Minimum Wage of \$7.25	3,055	82.63 %	518	12,497	14.00 %	YES
15	Placed in Long Term Non-AG Job (over 150 days)	10	0.27 %	111	10,636	3.00 %	NO



Monthly Management Report

Welfare Transition

(Results are for only those individuals determined by DCF to be work eligible and referred to the workforce board by DCF)

Welfare Entered Employment Rate

- A. Welfare cases closed due to earned income/wages.
- B. Welfare cases closed for all reasons (i.e., earned income, sanction, etc.).

**Performance (A÷B)
Ranking**

YTD R15 7/1/2015 – 6/30/2016	YTD R15 7/1/2016 – 6/30/2017	YTD STW 7/1/2016 – 6/30/2017
1,019	1,083	11,840
2,530	2,567	33,157
40.3%	42.2%	35.7%
2nd	3rd	

Welfare Entered Employment Wage Rate

- A. Average hourly wage at job placement for welfare clients.
- B. Regionally adjusted federal low income guideline for family of 3.

**Performance (A÷B)
Ranking**

\$10.09	\$10.21	\$10.21
\$13.99	\$14.08	\$13.94
72.2%	72.5%	73.2%
12th	17th	

Welfare All Family Participation

- A. # of welfare families who are engaged in an allowable work activity.
- B. # of families receiving welfare that have a work eligible adult.

**Performance (A÷B)
Ranking**

2,802	2,377	29,986
5,141	4,793	71,208
54.5%	48.6%	42.1%
4th	5th	

Welfare Two-Parent Family Participation

- A. # of welfare families with 2 parents who are engaged in an allowable work activity.
- B. # of welfare families with 2 parents that have an adult determined to be work eligible.

**Performance (A÷B)
Ranking**

556	527	2,676
774	773	5,449
71.8%	68.2%	49.1%
2nd	2nd	

Workforce Innovation & Opportunity Act (WIOA)

Adults and Dislocated Workers

WIOA Adult Entered Employment Rate

- A. The # of adults enrolled in WIOA who earned a credential and were employed when their case was closed.
- B. The # of unemployed adults enrolled in WIOA and whose case has been closed.

**Performance (A÷B)
Ranking**

YTD R15 7/1/2015 – 6/30/2016	YTD R15 7/1/2016 – 6/30/2017	YTD STW 7/1/2016 – 6/30/2017
1,067	787	6,841
1,067	787	7,203
100%	100%	95.0%
1st	1st	

WIOA Dislocated Worker Entered Employment Rate

- A. The # of dislocated workers enrolled in WIOA who were employed when their case was closed.
- B. The # of dislocated workers enrolled in WIOA and whose case has been closed.

**Performance (A÷B)
Ranking**

947	782	2,844
947	782	2,902
100%	100%	98.0%
1st	1st	

WIOA Adult Employed Worker Outcome Rate – those who received training

- A. The # of adults enrolled in WIOA training services who received credential and were employed when their case was closed.
- B. The # of employed adults enrolled in WIOA training services and whose case has been closed.

**Performance (A÷B)
Ranking**

997	834	4,186
997	834	4,811
100%	100%	87.0%
1st	1st	

WIOA Adult Wage Rate

- A. The average wage at job placement of those adults enrolled in WIOA.
- B. Regionally adjusted federal low income guideline for family of 3.

**Performance (A÷B)
Ranking**

\$16.48	\$16.90	\$16.10
\$13.99	\$14.08	\$13.94
117.8%	120.0%	115.5%
16th	17th	

WIOA Dislocated Worker Wage Rate

- A. The average wage at job placement of dislocated workers enrolled in WIOA.
- B. Regionally adjusted federal low income guideline for family of 3.

**Performance (A÷B)
Ranking**

\$17.44	\$17.77	\$18.46
\$13.99	\$14.08	\$13.94
124.7%	126.2%	132.4%
13th	15th	

Workforce Innovation & Opportunity Act (WIOA)

Youth

WIOA In-School Youth Outcome Rate

- A. The # of youth who were enrolled in secondary school and had no high school diploma when they enrolled in WIOA and who entered employment, the military, apprenticeship, post-secondary education or received a diploma.
- B. The # of youth who were enrolled in secondary school and had no high school diploma when enrolled in WIOA whose case has since been closed.

Performance (A÷B)
Ranking

YTD R15 7/1/2015 – 6/30/2016	YTD R15 7/1/2016 – 6/30/2017	YTD STW 7/1/2016 – 6/30/2017
91	89	659
91	89	678
100%	100%	97.2%
1st	1st	

WIOA Out-of-School Youth Outcome Rate

- A. The # of youth who were not enrolled in secondary school when they enrolled in WIOA and who entered employment, the military, apprenticeship, post-secondary education or received a diploma.
- B. The # of youth who were not enrolled in secondary school when they enrolled in WIOA whose case has since been closed.

Performance (A÷B)
Ranking

122	296	2,876
123	296	3,029
99.2%	100%	94.9%
7th	1st	

WIOA Younger Youth (14-18 years old) Skill Attainment Rate

- A. The # WIOA younger youth goals that were attained during the month.
- B. The # of younger youth goals to be attained at closure, goals not due, and basic skills deficient goals not set.

Performance (A÷B)
Ranking

203	99	1,859
204	99	2,082
99.5%	100%	89.3%
5th	1st	

WIOA Younger Youth (14-18 years old) Positive Outcome Rate

- A. The # of younger youth with positive outcomes (entered employment, military, apprenticeship, post-secondary education or received a diploma.)
- B. The # of younger youth whose case has since been closed.

Performance (A÷B)
Ranking

105	119	1,457
106	119	1,503
99.1%	100%	96.9%
9th	1st	

Wagner-Peyser (WP)

WP Entered Employment Rate (for those unemployed at time of first service)

- A. The # of individuals identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service.
- B. The # of job seekers who have not received a WP reportable service in 90 days and were unemployed when they first started receiving services.

YTD R15 7/1/2015 – 6/30/2016	YTD R15 7/1/2016 – 6/30/2017	YTD STW 7/1/2016 – 6/30/2017
32,391	30,037	214,806
52,989	43,663	478,621
61.1%	68.8%	44.9%
4th	3rd	

**Performance (A÷B)
Ranking**

WP Entered Employment Rate (for those already employed at time of first service)

- A. The # of individuals employed when they first received a service that are identified as now employed in Employ FL or found on the Dept. of Revenue's the New Hire report since they last received a service.
- B. The # of job seekers who have not received a WP reportable service in 90 days and were employed when they first started receiving services.

3,491	3,119	35,328
5,699	5,437	100,901
61.3%	57.4%	35.0%
2nd	3rd	

**Performance (A÷B)
Ranking**

Short Term Veterans Entered Employment Rate

- A. The # of veterans who were unemployed when they first received a service who are identified as now employed in Employ FL or found on the Dept. of Revenue's the New Hire report since they last received a service.
- B. The # of veterans who have not received a WP reportable service in 90 days and were unemployed when they first started receiving services.

1,353	1,191	10,892
2,274	1,996	27,172
59.5%	59.7%	40.1%
4th	3rd	

**Performance (A÷B)
Ranking**

WP Job Placement Wage Rate

- A. The average wage of job openings' placements.
- B. Regionally adjusted federal low income guideline for family of 3.

\$12.56	\$13.20	\$12.47
\$13.99	\$14.08	\$13.94
89.8%	93.8%	89.5%
4th	7th	

**Performance (A÷B)
Ranking**



Information Item Center Traffic

Location	PY 15/16	PY 16/17	PY 16/17	PY 16/17	PY 16/17	PY 16/17
	YTD Total	July - Sept	Oct - Dec	Jan - March	April - June	YTD Total
Tampa	107,906	31,247	26,827	26,713	29,415	114,202
Brandon	23,555	7,062	5,456	5,681	5,732	23,931
Plant City	12,345	3,205	2,416	2,432	2,060	10,113
Ruskin	5,419	1,408	1,214	1,252	1,322	5,196
Career Prep Center	7,247	3,158	3,605	4,038	3,523	14,324
Totals	156,472	46,080	39,518	40,116	42,052	167,766

Monthly Average by Center: (April 2017 – June 2017):

Tampa- 9,805 Brandon- 1,911 Plant City- 687 Ruskin- 441 CPC- 1,174

Percentage of Traffic by Center: (April 2017 – June 2017):

Tampa- 70% Brandon- 14% Plant City- 5% Ruskin- 3% CPC- 8%



**Information Item
Website Traffic and Social Media Report**

Website Traffic

<i>Timeframe</i>	<i># of People Visited Site</i>	<i># of Visits</i>	<i>Pageviews</i>	<i>Returning Visitors</i>	<i>New Visitors</i>
<i>July – June 2016</i>	253,709	393,634	1,604,375	36%	63%
<i>July – June 2017</i>	292,944	474,816	1,727,121	39%	61%

Social Media Traffic

<i>Month</i>	<i># of New Twitter Followers</i>	<i># of New Facebook Fans</i>	<i># of Engagements</i>	<i># of Impressions</i>
<i>July – June 2016</i>	317	1,355	5,400	1,200,000
<i>July – June 2017</i>	630	1,214	17,051	5,242,320



Internal Program Monitoring

As a recipient of federal awards, this Organization 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. Programs subject to internal monitoring:

FYE	Schedule	Monitored thru		Program	Status
		Year	Month		
16 & 17	08/15/16	2016	7	STEM	Issued
16 & 17	09/12/16	2016	9	Wagner Peyser (Vet, EUC, RESA, MSFW, Job Orders)	Issued
16 & 17	09/19/16	2016	9	SNAP (Mandatory Program)	Issued
16 & 17	10/19/16	2016	10	WIOA DW & AD (include OJT & EWT)	Issued
16 & 17	11/08/16	2016	11	WIOA Youth	Issued
2017	11/23/16	2016	11	Welfare Transition (including Lutheran)	Issued
2017	12/06/16	2016	12	Americans with Disabilities Act	Issued
2017	01/09/17	2017	1	Wagner Peyser Customer satisfaction survey	Issued
2017	01/23/17	2017	1	Intensive Services Customer Satisfaction Survey	Issued
2017	02/13/17	2017	2	Employer Satisfaction Survey	Issued
2017	02/27/17	2017	2	TAA	Issued
2017	03/13/17	2017	3	SNAP (Mandatory Program)	Issued
2017	03/22/17	2017	3	Wagner Peyser (Vet, EUC, REA, MSFW, Job Orders)	Issued
2017	04/17/17	2017	4	WIOA DW & AD (include OJT & EWT)	Issued
2017	05/01/17	2017	4	WIOA Youth	In-Progress
2017	05/10/17	2017	5	Career Center Credentialing	In-Progress
2017	05/15/17	2017	5	Welfare Transition (including Lutheran)	Not Started

Please direct inquiries to Anna Munro, Finance Director. Tel: 813-397-2064