



Wednesday, November 15, 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 – August 21, 2017 One-Stop Committee Page 2
- 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 8
 - 2. AmeriCorps Youth Services Program Update Alice Cobb
 - 3. Youth Program Update Juditte Dorcy, Page 16
 - 4. Tampa Housing Authority: Job Plus Initiative Edward Peachey, Page 18
 - 5. Tech Hire Program Update..... Michelle Schultz, Page 19
 - 6. WIOA and Welfare Transition Programs Update Edward Peachey, Page 20
 - 7. Reports
 - a. Migrant and Seasonal Farmworker (MSFW)Edward Peachey
 - 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 – February 21, 2018



**CareerSource Tampa Bay
One-Stop Committee Minutes**

Date: August 23, 2017, 9:00 a.m.
Location: 4902 Eisenhower Blvd.

Call to Order

Committee Chair Betsy Irizarry called the meeting to order at 9:01 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, Rebecca Bacon, Sheryl Brown, Ryan Buckthorpe for Dr. Ginger Clark, Richard Cranker, Antoinette Hayes-Triplett, John Howell, Betsy Irizarry, Rosanna Matucan-Carson*, Dennis McKinney*, Angie Steuber, Patricia Suarez, Roy Sweatman.

Committee Members Not in Attendance

W. Scott Brooks, Stephanie Brown-Gilmore, Scott Callison, Daniel Cook, Marilyn Craig-Wicktor, Mireya Hernandez, Bill Hoffman, Jennifer Kuhn, Paul Orvosh, Willie Parker Jr., Jacob Walker

Staff

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

Guest

Ken Jones*

Chairwoman Irizarry welcomed a new member, Angie Steuber of Fedex.

Action Items

Item 1 Approval of One-Stop Committee Meeting Minutes

The minutes of May 24, 2017 One-Stop Committee meeting were presented for approval. There was no further discussion.

Motion: Tom Aderhold
Second: Sheryl Brown

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

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.

Motion: Tom Aderhold
Second: Richard Cranker

*The One Stop Committee recommended approval of the One Stop Strategic Plan.
The motion carried.*

Other Administrative Matters

No items were brought forward for action.

Information Items

2016 – 2017 One Stop Strategic Goals Update

Period Covering: July 2016 thru June 2017

- **Center Traffic**
 - PY 16 – 17, YTD PY 16-1767,766
 - The biggest growth in customer flow continues to be the Career Prep Center up 359% when compared to the same time period last year.
- **WIOA PY 16-17**
 - Total No. Served : 5,502
 - New Enrolled: 3,440
 - Completed: 3,069
 - Continue WIOA Services in PY 2017-2018: 2,433
- **WIOA Services Totals**
 - Adult OST & Apprenticeship Program: 1,417
 - EWT, OJT or PWE: 1,750
 - Career-Ready Training: 328
 - Re-Employment or Placement: 2,007
- **Employability Skills Workshop**
 - Total: 10,320
- **Employ Florida Services & Activities Summary YTD PY 16-17**
 - # Served: 87,197
 - # of Services: 598,807
 - # Referrals: 79,816
 - # External Referrals: 40,194
 - # Resumes Posted: 22,329
 - Totals: 828,343
- **Occupational Skills Training**
 - Totals:
 - # New Enrollments: 710

- YTD Served: 1,105
- Completers: 443
- **Career-Ready Training Enrollments**
 - Total # AD/DW:195; Youth:79;Earmark: 54;Totals : 328
 - Welding: 133; Soldering: 188; 3_D: 25; Maintenance: 12; Construction: 56; Production Tech: 12
 - YTD PY 16-17: # Enrolled Total: 328
- **Apprenticeship Enrollments**
 - YTD PY 16-17: 129

AmeriCorps Program Update

- A new grant has been awarded. We are in the process of recruiting for seven volunteers.

Youth Program

- No. served: 1,348 (90.8% of goal)
- Credentials: 486 (36.5% of goal)
- Placements: 433(36.1% of goal)
- 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.

Tech Hire Program

- Total no of participants served: 270 (23% to goal)
- Total no. of participants enrolled in training: 270 (23% to goal)
- Total no. of participants completing training: 122(12% to goal)
- Total No. of unemployed participants who obtained employment:80 (9% to goal)

WIOA Program Update

- No. of Adult: 2,539
- No. of Dislocated Worker: 1,615
- No. of Youth: 1,348

Welfare Transition Program Update

- WTP Applicants: 7,680
- WTP Mandatory: 3,488
- WTP Transitional: 732

Reports

Migrant Seasonal Farmworker Performance

Out of eight two, were not met:

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

Monthly Management Report

Welfare Transition

- Welfare Entered Employment Rate: 42.2% (1,083 welfare cases closed due to earned income)
- Welfare Entered Employment Wage Rate: 72.5% (\$10.21 hourly wage at job placement)
- Welfare All Family Participation: 48.6% (2,377 welfare families engaged in allowable work activity)
- Welfare Two-Parent Family Participation: 68.2% (527 welfare families engaged in allowable work activity)

Adult and Dislocated Workers

- WIOA Adult Entered Employment Rate: 100% (787 who earned a credential and employed when their case was closed)
- WIO Dislocated Worker Entered Employment Rate: 100% (782 employed dislocated worker)
- WIOA Adult Employed Worker Outcome Rate. 100%. No. Enrolled in WIOA Training: 834
- WIOA Adult Wage 120.0% (Average hourly wage: \$16.90)
- WIOA Dislocated Worker Wage Rate: 126.2% (Ave. wage: \$17.77)

WIOA Youth

- WIOA In-School Youth Outcome Rate 100% (89 youth with positive outcome)
- WIOA Out-of-School Youth Outcome Rate: 100% (296 youth with positive outcome)
- WIOA Younger Youth Skill Attainment Rate: 100 (99 youth with positive outcome)
- WIOA Younger Youth Positive Outcome Rate: 100% (119 youth with positive outcome)

Wagner-Peyser (WP)

- WP Entered Employment Rate: 68.8 % (30,037 identified 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% (1,191 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: 93.8 (Average wage: \$13.20)

Career Center Traffic Flow

- Tampa: 114,202
- Brandon: 23,931
- Plant City: 10,113
- Ruskin: 5,196
- Career Prep Center: 14,324
- Total: 167,766

Website Traffic

- No. of People who Visited Site: 292,944
- No. of Visits: 474,816
- No. of Page Views: 1,727,121
- No. of Returning Visitors: 39%
- No. of New Visitors: 61%

Social Media

- No. of new Twitter followers: 630
- No. of new Facebook fans: 1,214
- No. of Engagements: 17,051
- No. of impressions: 5,242,320

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 10:05 a.m.

DRAFT



Information Item

2017 – 2018 One Stop Strategic Goals Update

For Period Covering: July thru Sept 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.

Center Traffic	QTR 1	QTR 2	QTR 3	QTR 4	YTD
2016 – 2017	46,080	39,518	40,116	42,052	167,766
2017 – 2018	37,638				37,638

- Promote CareerSource Specialized Programs and Services to all job seekers.

We wanted to highlight our Welfare Education and Training (WTP) programs during this quarter's One Stop report. The Welfare Transition Program is a mandatory participation program. The Department of Children and Families (DCF) determines the customer mandatory and refers customer to CareerSource for participation.

For each program, the applicant for benefits applies with the Department of Children and Families through My ACCESS or the DCF online portal. The applicant will be required to complete certain steps and submission of documentation as part of completing their application with DCF.

For the WTP customer, one of these requirements is the Workforce Work Registration done with CareerSource. As an applicant for cash assistance, the WTP applicant is determined to be mandatory to the Welfare Transition Program and referred by the DCF eligibility specialist to CareerSource to complete work registration and complete CareerSource applicant screening and activities to prepare for participation. Once DCF open the family's cash assistance and other benefits, then a formal career planning is held with their WTP career counselor. The career plan becomes the guide for services, work activities and program requirements with the goal to move the family

from welfare to work. A WTP participant may opt from the following allowable activities to complete their 35 weekly hours:

- *Job Search*
- *Job Readiness Training*
- *Community Service Work Experience*
- *Vocational Training*
- *Employment*
- *Employment related Training leading to Employment (Secondary)*
- *Job Skills Training (Secondary)*
- *ESOL or GED (Secondary)*

The Welfare Transition program will fund an Individual Training account or ITA as the WIOA program does with scholarships up to \$5000 per year or \$10,000 lifetime cap to assist with up to a 2-year training program. The WT customer is also referred to Career Ready training for short track certifications. MOS and Hospitality certification programs are a priority for the Welfare Transition participant. Last year, we assisted close to 225 WTP participants' access training services.

Supported services and child care referrals to the local Early Learning Coalition are supports available to the WTP participant to assist them in their participation. An added benefit for the WTP participant is transitional services allowed to help the transition from welfare to work. A transitional customer is able to access up to 2-years of childcare, ancillary support services and transportation for up to 6 months after cash assistance ends. DCF will also provide transitional Medicaid for up to 1-year after the closing of their cash.

The WTP participant must complete their hours and submit documentation to maintain their benefits. If a participant becomes non-compliant, the WTP career counselor must begin non-compliance or Sanction programs under state law and DEO guidance. The first step is to send a notice of non-compliance to alert the participant that they have missed an appointment or submission of hours. If a participant responds and submits or provides good cause, then the non-compliance is closed and ended. If the participant fails to respond or take action then the next level of non-compliance is taken with a penalty request sent to DCF to terminate benefits. Sanction levels have varying penalties. Once a penalty is served, then the participant is able to return to renew participation.

Career counselors provide job placement assistance as well as WTP participants are referred to the resource room, employer's job order listings, on sites and job fairs. On-the-Job training is also available to the WTP participant.

Some highlights for the first quarter from the WTP program:

- *Served close to 1,700 mandatory or transitional customers YTD*
- *Active caseload is roughly 700 to 800 participants*

- 355 placements have been reported with 224 placements closing cash assistance at about 40% rate with an average wage of \$10.74.
- 155 sanction closures have been seen and 126 sanction re-engagements
- Close to 450 participants are meeting their participation rate hours.

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 and data sharing.

Employability Skills Workshop						
<i>No. of Attendees</i>	<i>QTR 1</i>	<i>QTR 2</i>	<i>QTR 3</i>	<i>QTR 4</i>	<i>YTD 17 - 18</i>	<i>PY 16 - 17</i>
		1,857				1,857

- *The most popular workshops were: Resume Development, Professional Interviewing Skills, and Surviving a Layoff.*

Employability Skills Workshop by Center						
<i>Center</i>	<i>Q1</i>		<i>YTD PY 17-18</i>		<i>PY 16 - 17</i>	
	<i># Attendees</i>	<i>% by Location</i>	<i># Attendees</i>	<i>% by Location</i>	<i># Attendees</i>	<i>% by Location</i>
<i>Tampa</i>	1,159	62.41%	1,159	62.41%	6,736	65.3%
<i>Brandon</i>	541	29.13%	541	29.13%	2,636	25.5%
<i>Plant City (closed)</i>	0	0	0	0	412	4.0%
<i>Ruskin</i>	147	7.92%	147	7.92%	456	4.4%
<i>Career Prep Center</i>	10	0.54%	10	0.54%	80	0.8%
<i>Totals</i>	1,857	100.0%	1,857	100.0%	10,320	100.0%

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

Categories:	Q1	YTD 17 - 18	PY 16 - 17
	<i># Utilized</i>	<i># Utilized</i>	<i># Utilized</i>
<i>Workplace Skills</i>	347	347	608
<i>Future Plans</i>	35	35	571
<i>eCourses</i>	625	625	3,111
<i>Penn Foster</i>	86	86	74
<i>Computer Training</i>	140	140	169
<i>Florida Ready to Work</i>	69	69	152

<i>JIST Gateway</i>	0	0	80
Totals	1,302	1,302	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

<i>Categories:</i>	Q1	YTD 17 - 18	PY 16-17
<i># Served</i>	42,644	42,644	87,197
<i># of Services</i>	138,511	138,511	598,807
<i># Referrals</i>	19,236	19,236	79,816
<i># External Referrals</i>	10,869	10,869	40,194
<i># Resumes Posted</i>	5,576	5,576	22,329
Totals	216,836	216,836	828,343

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

Occupational Skills Training

	<i># New Enrollments</i>	<i>YTD Served</i>	<i>Completers</i>	<i>PY 16 – 17 YTD Served</i>
<i>Adult/Dislocated Worker</i>	72	436	45	837
<i>Youth</i>	51	232	21	268
Totals	123	791	66	1,105

- *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	PY 16 – 17 YTD Served
OJT	68	87	46	497
PWE	37	64	28	354
Totals	105	151	74	851

- 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

36 current approved providers are available for selection

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>	Q1	YTD PY 16-17
	<i>#Enrolled</i>	<i># Enrolled</i>
<i>Ironworkers</i>	12	69
<i>Tampa Area Joint Apprenticeship and Training Committee (JATC)</i>	17	29
<i>Florida Refrigeration & Air Conditioning Contractors (FRACCA)</i>	21	31
<i>Masonry</i>	0	0
<i>Central Florida Heat and Frost</i>	8	0
<i>International Union of Operating Engineers</i>	7	0
<i>Totals</i>	65	129

- *PY2017-2018 continues to show an increase in partnership with local apprenticeship programs as a priority initiative under WIOA. Staff continue to meet with and broaden apprenticeship programs with the addition of 3 new programs this program year.*

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

Career-Ready Enrollments					
<i>Programs</i>	<i>AD/DW</i>	<i>Youth</i>	<i>Earmark</i>	<i>YTD</i>	<i>PY 16 - 17</i>
<i>Welding</i>	<i>7</i>	<i>10</i>	<i>0</i>	<i>17</i>	<i>133</i>
<i>Soldering</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>188</i>
<i>Industrial Maintenance</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>12</i>
<i>Construction</i>	<i>6</i>	<i>3</i>	<i>0</i>	<i>9</i>	<i>56</i>
<i>Mechatronics/Robotics</i>	<i>0</i>	<i>0</i>	<i>12</i>	<i>12</i>	<i>0</i>
Totals	13	13	12	38	428

A new initiative has been under the menu of CareerReady programs. CareerReady programs are short certification programs with employability skills training leading to an industry certification and transition into manufacturing or trades employment. The new Mechatronics/Earmark is an 8-week program with 4 modules and ability to earn 4 stackable industry certifications for a job into today's advance manufacturing.

Mechatronics Robotics - Provides students with a knowledge in electronics, mechanics, and computer programs offering both theory and practical skills needed to design and maintain mechatronic systems. Instruction will include applied experience in:

- Mechanical (2 weeks)
- Electrical (2 weeks)
- Automation (2 weeks)
- Programmable Logic Control (2 weeks)

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 17/18	Placements	Composite Score	Ranking	Statewide Placements
July	2,961	174.25%	2	23,168
August	3,624	216.85%	1	23,936
September	3,169	212.97%	2	20,022
Totals	9,754	201.36%	1.7	67,126

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
Totals	10,990	203.04%	2.3	82,196

- Placement under the Governor's Daily Placement report is starting strong during the first quarter of PY2017-2018. Tampa has seen 9,754 placements YTD with an average ranking of 1.7.
- During the program year to date, overall state placement activity dropped 18.3% over the quarter 1 of PY2016-2017. Hillsborough dropped 11.2% during same quarter.

Report Date: Final

Reemployment Challenge - Engagement Rate Report
Excludes RA Claimants Who Returned to the Same Employer

Rank	LWDA	Total RA Claimants (10/1/2016 - 12/31/2016)	Total RA Claimants Placed	Total RA Claimants Engaged	Engagement Rate
1	14	1,743	1,274	1,190	93.41%
2	15	2,912	2,166	2,003	92.47%
Statewide Totals		36,772	23,987	18,402	76.72%

Reemployment Challenge - Placement Rate Report
Excludes RA Claimants Who Returned to the Same Employer

Rank	LWDA	Total RA Claimants (10/1/2016 - 12/31/2016)	Total RA Claimants Placed	Placement Rate
2	15	2,912	2,166	74.38%
3	14	1,743	1,274	73.09%
Statewide Totals		36,772	23,987	65.23%

- DEO and the Governor's office presented the top awards for the Governor's RA Challenge targeted ready placement of UC claimant to reduce the duration of unemployment compensation and move the laid off worker back to reemployment. CareerSource final standings were strong in two indicators:
 - Tampa Bay ranked #2 in RA Placement rate at 74.38% and
 - Tampa Bay also ranked #2 in RA Engagement Rate with a rate of 92.47%
- Incentive Awards were presented to the top performers.

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						
<i>Category</i>	<i>Q1</i>		<i>YTD 17 - 18</i>		<i>PY 16-17</i>	
	<i>Total</i>	<i>Rating</i>	<i>Total</i>	<i>Rating</i>	<i>Total</i>	<i>Rating</i>
<i>Resource Room</i>	743	93.4%	743	93.4%	1,267	96.8%
<i>Employability Skills Workshops</i>	630	99.3%	630	99.3%	4,115	95.8%
<i>Totals</i>	1,373	96.4%	1,373	96.4%	5,382	96.3%



Youth Program Workforce Innovation and Opportunity Act

Reporting Period: July – September 2017				Reporting Period: PY 2015-2016		
Performance Category	PY 17-18			PY 16-17		
	Planned	Actual	% of Goal	Planned	Actual	% of Goal
<i># Served</i>	1,484	1059	71.4%	1,484	1,348	90.8%
<i>Credentials</i>	700	96	13.7%	1,330	486	36.5%
<i>Placements</i>	650	75	11.5%	1,200	433	36.1%
Employment		75			397	
Military		0			1	
Post-Secondary Outcome		0			35	

Youth Employment: July to September 2017	
Total Placements YTD	75
Average Wage at Placement	\$11.06

- Our Career Prep Center has kick off the new program year off to a great start! Since July we have conducted 7 Career Ready Program classes to include welding, construction soldering and the launch of our new class Mechatronics/Robotics. The 8 week Mechatronics/Robotics program started in September with the enrollment of 12 students and all completed the class last week. 5 of the 12 completers have gained employment with 4 more pending interviews. We are excited to see the interest that this program has generated and we have employers such as Amazon, Chromalloy, Mosaic, and many more who are eager to connect with the students coming out of this program for job opportunities and/or apprenticeships. Students coming out of this class will have learned fundamentals of Mechanical, Electrical, PLC and Robotics. Next Mechatronics class is scheduled for November 17th at the Science Center in Pinellas.
- Through the Career READY Programs offered at CPC and the Science Center we are able to offer the choice of continued educations through our WIOA program for those eligible and employment opportunities through companies hiring in these fields. Companies that have taken an interest in our career ready programs are Tampa Tank, Reliable Welding, Tampa Ship, Kimball Electronics, Mettler Toledo, Sypris Electronics, Nesco Resources, Automation Personnel Staffing, Evergreen packaging and more.
- The Hospitality industry is an industry of dynamic growth potential with more than 200 industry careers available in a number of different disciplines. Over the next eight years, it is estimated that the hospitality industry will add 3.3 million jobs. So with that bit of info we have

currently trained and certified 183 participants to include youth, Welfare transition and SNAP customers. We are currently working on recruitment with the Hilton, Hard Rock, Double Tree, Time Customer Service, Verizon Call Center, One Touch, Convergys, Cognizant, and more to place our completers.

- 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 program. The goal is to assist 45 customers gain employment by December and we are currently 7 away from meeting the goal. Our outreach staff has engaged over 100 GED enrolled students since July 2017 through the School District.



**The Housing Authority of the City of Tampa (THA) Agreement
for Robles Park Village Jobs Plus Initiative**
April 1, 2017 – March 31, 2021

Information

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.

A Memorandum of Agreement (MOA) was created for the purpose of providing services with the following terms:

- CSTB will provide employment-related services to residents, to include skills assessments, training and employment services; and business development services for employers.
- CSTB will assign a .80 FTE Career Counselor on-site to assist residents and facilitate supportive services.
- Compensation for services from THA to CSTB will total \$148,725 over the four-year grant period.
- CST will commit an estimated \$48,400 of in-kind services to include Recruiter assistance, On-the-Job Training (OJT) and Paid Work Experience (PWE) funds to eligible 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.

THA plans to accomplish the following goals by March 31, 2021:

- 75% of enrolled Jobs Plus Participants will be employed.
- 70% of employed Jobs Plus Participants will retain employment for, a minimum one year.
- 65% of Jobs Plus participants employed for one year will increase income at a rate of \$1,200 per year.

Performance Report Period: 6.19.17 through 11.3.17

Outcome Measures		Year 1 Goal	To Date:	% to Goal
1	Total Participants Assessed	93	104	112%
2	Total Participants Enrolled in Employ Florida (EF) and Received CSTB Services	93	56	60%
3	Total Participants Placed into Unsubsidized Employment	46	17	40%

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	433	44%
1b	Other Populations: Incumbent Workers (17%)	Subtotal:	195	155	79%
Total Participants Served:			1175	588	50%
Targets for All Participants:					
2	Total Participants Enrolled in Education/Training Activities	Total:	1175	588	50%
3	Total Participants Completing Education/Training Activities	Total:	1000	273	27%
4	Total Participants Who Complete Education/Training Activities and Received a Degree or Other Credential	Total:	1000	143	14%
5	Total Number of Unemployed Participants Who Obtain Employment	Total:	860	163	19%
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: Snapshot Report

Workforce Innovation and Opportunity Act (WIOA)

	2016 – 2017 July – September 2016	2017-2018 July – September 2017
ADULT	1,154	963
DISLOCATED WORKER	995	939
YOUTH	829	1,022
Total	2,978	2,924

Note: Open caseload at the end of the Quarter

Welfare Transition Program (WTP)

	2016 – 2017 July – September 2016	2017-2018 July – September 2017
WTP Applicant	1,226	1,186
WTP Mandatory	655	467
WTP Transitional	321	281
Total	2,202	1,934

Note: Open caseload at the end of the Quarter



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 7/1/2016 – 6/30/2017	YTD R15 7/1/2017 – 9/30/2017	YTD STW 7/1/2017 – 9/30/2017
1,083	224	2,488
2,567	564	6782
42.2%	39.7%	36.7%
3rd	8th	

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

\$10.21	\$10.74	\$10.46
\$14.08	\$14.40	\$14.24
72.5%	74.6%	73.5%
17th	8th	

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

2,377	418	5,400
4,793	977	15,309
48.6%	42.8%	35.3%
5th	6th	

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

527	67	431
773	106	1,065
68.2%	63.2%	40.5%
2nd	4th	

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 7/1/2016 – 6/30/2017	YTD R15 7/1/2017 – 9/30/2017	YTD STW 7/1/2017 – 9/30/2017
787	251	854
787	251	873
100%	100%	97.8%
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**

782	241	653
782	241	658
100%	100%	99.2%
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**

834	23	553
834	23	701
100%	100%	78.9%
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**

\$16.90	\$12.68	\$17.01
\$14.08	\$14.40	\$14.24
120.0%	88.1%	119.5%
17th	24th	

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**

\$17.77	\$18.48	\$19.07
\$14.08	\$14.40	\$14.24
126.2%	128.3%	133.9%
15th	8th	

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.

YTD R15 7/1/2016 – 6/30/2017	YTD R15 7/1/2017 – 9/30/2017	YTD STW 7/1/2017 – 9/30/2017
89	3	289
89	3	306
100%	100%	94.4%
1st	1st	

**Performance (A÷B)
Ranking**

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.

296	71	619
296	71	645
100%	100%	96.0%
1st	1st	

**Performance (A÷B)
Ranking**

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.

99	1	325
99	1	321
100%	100%	101.2%
1st	1st	

**Performance (A÷B)
Ranking**

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.

119	12	480
119	12	506
100%	100%	94.9%
1st	1st	

**Performance (A÷B)
Ranking**

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 7/1/2016 – 6/30/2017	YTD R15 7/1/2017 – 9/30/2017	YTD STW 7/1/2017 – 9/30/2017
30,037	5,666	43,825
43,663	9,803	129,214
68.8%	57.8%	33.9%
3rd	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.

3,119	513	7,099
5,437	1,237	22,678
57.4%	41.5%	31.3%
3rd	5th	

**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.

1,191	241	2,511
1,996	520	7,222
59.7%	46.3%	34.8%
3rd	4th	

**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.

\$13.20	\$15.26	\$13.56
\$14.08	\$14.40	\$14.24
93.8%	106.0%	95.2%
7th	3rd	

**Performance (A÷B)
Ranking**



Information Item Center Traffic

Location	PY 16-17	PY 17-18	PY 17-18	PY 17-18	PY 17-18	PY 17-18
	YTD Total	July - Sept	Oct - Dec	Jan - March	April - June	YTD Total
Tampa	114,202	28,248				28,248
Brandon	23,931	5,916				5,916
Plant City	10,113	NA				NA
Ruskin	5,196	1,228				1,228
Career Prep Center	14,324	2,246				2,246
Totals	167,766	37,638				37,638

Monthly Average by Center:

Tampa- 9,416 Brandon- 1,972 Ruskin- 409 CPC- 749

Percentage of Traffic by Center:

Tampa- 75% Brandon- 16% Ruskin- 3% CPC- 6%



**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 – Sept 2016</i>	71,538	107,702	475,677	36%	64%
<i>July – Sept 2017</i>	74,119	120,236	429,686	41%	59%

Social Media Traffic

<i>Month</i>	<i># of New Twitter Followers</i>	<i># of New Facebook Fans</i>	<i># of New LinkedIn Followers</i>	<i># of Engagements</i>	<i># of Impressions</i>
<i>July – Sept 2016</i>	222	98	117	3,192	826,763
<i>July – Sept 2017</i>	36	91	96	3,495	449,862



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 are conducted to ensure the Organization is fulfilling those requirements.

Programs subject to internal monitoring are listed below:

FYE	Schedule	Monitored thru		Program	Status
		Year	Month		
17 & 18	09/14/17	2017	9	STEM	In-progress
17 & 18	11/14/17	2017	11	Wagner Peyser (Vet, EUC, RESA, MSFW, Job Orders)	Not Started
17 & 18	09/25/17	2017	9	SNAP (Mandatory Program)	In-progress
17 & 18	12/04/17	2017	12	WIOA DW & AD (include OJT & EWT)	Not Started
17 & 18	12/26/17	2017	12	WIOA Youth	Not Started
17 & 18	11/20/17	2017	11	Welfare Transition (including Lutheran)	Issued
17 & 18	02/05/18	2018	2	TAA	Not Started
2018	02/08/18	2018	2	SNAP (Mandatory Program)	Not Started
2018	04/23/18	2018	4	Wagner Peyser (Vet, EUC, REA, MSFW, Job Orders)	Not Started
2018	05/07/18	2018	5	WIOA DW & AD (include OJT & EWT)	Not Started
2018	05/29/18	2018	5	WIOA Youth	Not Started
2017	11/01/17	2017	11	One Stop Credentialing	In-progress
2018	05/07/18	2018	5	Welfare Transition include Lutheran	Not Started
17 & 18	weekly	2017 & 2018	Began 8/15/17 weekly thereafter	TechHire	On-going (weekly)
2017	7/18/2017	2017	7	Manufacturing Grant	In-progress

Please direct inquiries to Anna Munro, finance director. Tel: 813-397-2064