



Wednesday, May 23, 2018, 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 – November 15, 2017 One-Stop Committee Page 2
 - 2. RFP Issuance: One Stop Operator Page 6

- III. **Other Administrative Matters**

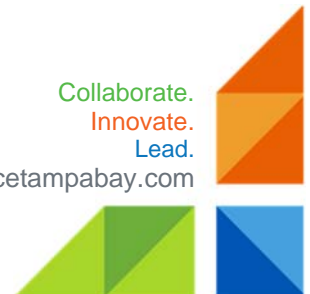
- IV. **Information Items**
 - 1. 2017 - 2018 One-Stop Goals Update J. Dorcy, Page 21
 - 2. Youth Program Update J. Dorcy, Page 27
 - 3. AmeriCorps Youth Services Program Update A. Cobb, Page 28
 - 4. Tech Hire Program Update J. Dorcy, Page 29
 - 5. WIOA and Welfare Transition Programs Update J. Dorcy, Page 30
 - 6. Reports
 - a. Migrant and Seasonal Farmworker (MSFW) J. Dorcy, Page 31
 - b. Monthly Management Report (MMR) J. Dorcy, Page 32
 - c. Center Traffic Flow J. Dorcy, Page 36
 - d. Website Traffic and Social Media J. Dorcy, Page 37
 - 7. Internal Program Monitoring J. Dorcy, Page 38

- V. **Board Members Comment**

- VI. **Public Comment**

- VII. **Adjournment**

Next One-Stop Committee Meeting – August 2018



CareerSource Tampa Bay One-Stop Committee Minutes

Date: November 15, 2017, 9:00 a.m.
Location: 4902 Eisenhower Blvd.

Call to Order

Committee Chair Betsy Irizarry called the meeting to order at 9:00 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, Ryan Buckthorpe for Dr Ginger Clark* Richard Cranker, Mireya Hernandez, Bill Hoffman, John Howell, Betsy Irizarry, Jennifer Kuhn, Dennis McKinney*, Willie Parker Jr.*, Patricia Suarez*, Jacob Walker

Committee Members Not in Attendance

Rebecca Bacon, W. Scott Brooks, Sheryl Brown, Stephanie Brown-Gilmore, Scott Callison, Daniel Cook, Marilyn Craig-Wicktor, Antoinette Hayes-Triplett, Rosanna Matucan-Carson, Paul Orvosh, Angie Steuber, Roy Sweatman

Staff

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

Guest

Ken Jones*

Action Items

Item 1 Approval of One-Stop Committee Meeting Minutes

The minutes of August 21, 2017 One-Stop Committee meeting were presented for approval. There was no further discussion.

Motion: Richard Cranker
Second: Jacob Walker

*The minutes were approved as presented.
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 thru Sept 2017

- **Center Traffic**
 - PY 17 – 18 - QTR 1 - 37,638

- Some Highlights for the first quarter from WTP Program.
- Served close to 1,700 mandatory or transitional customers YTD
- Active caseload is roughly 700-800 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.
- **Employability Skills Workshop**
 - Total: 1,857
- **Online Job Seekers Services YTD 17-18**
 - **Workplace Skills** # Utilized: 347
 - **Future Plans** # Utilized : 35
 - **eCourses** # Utilized: 625
 - **Penn Foster** # Utilized :86
 - **Computer Training:** # Utilized :140
 - **Florida Ready to Work:** # Utilized: 69
 - **JIST Gateway:** # Utilized : 0
 - **Total: 1,302**
- **Employ Florida Services & Activities Summary YTD PY 17-18- Q1**
 - # Served: 42,644
 - # of Services: 138,511
 - # Referrals: 19,236
 - # External Referrals: 10,869
 - # Resumes Posted to third party: 5,576
- **Occupational Skills Training**
 - Totals:
 - # New Enrollments: 123
 - YTD Served: 791
 - Completers: 66
- **Work-Based Training**
 - New Enrollments: 106
 - YTD Served: 151
 - Completers: 74
- **Apprenticeship Enrollments Q1**
 - Ironworkers: # enrolled: 12
 - JATC: # enrolled: 17
 - FRACCA: # enrolled: 21
 - Masonry: # enrolled: 0
 - Central Florida Heat and Frost: # enrolled: 8
 - International Union of Operating Engineers: # enrolled: 7
- **Career-Ready Enrollments YTD**
 - Welding: 17; Soldering:0; Industrial Maintenance: 0; Construction: 9; Mechatronics/Robotics: 12
 - # Enrolled Total: 38
- **Customer Satisfaction Survey Results- Q1**
 - Resource Room: total 743; Rating: 93.4%
 - ○ Employability Skills Workshop: Total 630; Rating: 99.3%

- **AmeriCorps Program Update**
 - No. served: 1,059 (71.4% of goal)
 - Credentials: 96 (13.7% of goal)
 - Placements: 75(11.51% of goal)
 - Since July we have conducted 7 Career Ready Programs classes to include welding, construction, soldering and the launch of our new program Mechatronics/Robotics. Next Mechatronics class is scheduled for November 17th at the Science Center in Pinellas
- Hospitality industry currently trained and certified 183 participants to include youth, Welfare Transition and SNAP customers Adult Education through an MOU
- **Robles Park Village Jobs Plus Initiative April 1, 2017 – March 31, 22021**
 - Total Participants Assessed To Date: 104 (112% To Goal)
 - Total Participants enrolled in Employed Florida (EF) and received CSTB Services To Date :56 (60% to Goal)
 - Total Participants Placed into Unsubsidized Employment To Date:17 (40% to Goal)
- **Tech Hire Program**
 - Total no of participants served: 588 (50% to goal)
 - Total no. of participants enrolled in training: 588 (50% to goal)
 - Total no. of participants completing training: 273(27% to goal)
 - Total No. of unemployed participants who obtained employment:163 (19% to goal)
- **WIOA Program Update**
 - No. of Adult: 963
 - No. of Dislocated Worker: 939
 - No. of Youth: 1,022
- **Welfare Transition Program Update**
 - WTP Applicants: 1,186
 - WTP Mandatory: 467
 - WTP Transitional: 281

Monthly Management Report

- **Welfare Transition**
 - Welfare Entered Employment Rate:39.7%(224 welfare cases closed due to earned income)
 - Welfare Entered Employment Wage Rate:74.6% (\$10.74 hourly wage at job placement)
 - Welfare All Family Participation:42.8% (418 welfare families engaged in allowable work activity)
 - Welfare Two-Parent Family Participation:63.2% (67welfare families engaged in allowable work activity)
- **Adult and Dislocated Workers**
 - WIOA Adult Entered Employment Rate:100% (251 who earned a credential and employed when their case was closed)
 - WIO Dislocated Worker Entered Employment Rate:100% (241 employed dislocated worker)WIOA Adult Employed Worker Outcome Rate:100% (Enrolled in WIOA Training: 23)
 - WIOA Adult Wage Rate: 88.1% (Average hourly wage: \$12.68)
 - WIOA Dislocated Worker Wage Rate: 128.3% (Average wage: \$18.48)
- **WIOA Youth**

- WIOA In-School Youth Outcome Rate: 100% (3 youth with positive outcome)
- WIOA Out-of-School Youth Outcome Rate:100% (71 youth with positive outcome)
- WIOA Younger Youth Skill Attainment Rate: 100% (1 Youth with positive outcome)
- WIOA Younger Youth Positive Outcome Rate:100% (12 youth with positive outcome)
- **Wagner-Peyser (WP)**
 - WP Entered Employment Rate: 57.8 % (5,666 identified as employed in Employ FL or found on the Dept. of Revenue's New Hire report since they last received a service)
 - WP Entered Employment Rate: 41.5% (513 identified as employed when they that are identifies as now employed in Employ FL or found on the Dept. of Revenue's the New Hire report since they last received a service)
 - Short Term Veterans Entered Employment Rate: 46.3% (241 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:106.0% (Average wage: \$15.26)
- **Career Center Traffic Flow PY 17-18; July-Sept.**
 - Tampa: 28,248
 - Brandon: 5,916
 - Ruskin: 1,228
 - Career Prep Center: 2,246
 - Total: 37,638
- **Website Traffic July-Sept. 2017**
 - No. of People who Visited Site: 74,119
 - No. of Visits: 120,236
 - No. of Page Views: 429,686
 - No. of Returning Visitors: 41%
 - No. of New Visitors: 59%
- **Social Media Traffic – July-Sept 2017**
 - No. of new Twitter followers: 36
 - No. of new Facebook fans: 91
 - No. of LinkedIn followers: 96
 - No. of Engagements: 3,495
 - No. of impressions: 449,862

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 9:59 a.m.



Action Item

RFP Issuance: One Stop Operator

Per USDOL's recommendation, the One Stop Operator RFP is being reissued. For the purpose of this RFP, One Stop Operator is defined as an entity that will coordinate the service delivery of participating one-stop partners and service providers.

Scope of Services

- Establish and/or maintain linkages between all one-stop partners designated by CareerSource Tampa Bay to improve communication, referral, service delivery, and tracking of performance of the partners;
- Coordinate and hold at least quarterly meetings with all one-stop partners designated by CareerSource Tampa Bay;
- Assist CareerSource Tampa Bay in the identification of appropriate clauses for all Memorandum of Understanding with all one-stop partners designated by CareerSource Tampa Bay as it relates to sharing of information, reporting of performance and tracking of customers;
- Establish a MOU database to easily track organizational involvement and expiration dates of the MOU;
- Manage CareerSource Tampa Bay's partnership efforts with the State of Florida required partners such as Blind Services;
- Facilitate and encourage participating one-stop partners to use the principles of universal design in their operations to ensure customer access;
- Disclose any potential conflicts of interest arising from the relationship of the One-Stop Operator with particular training service providers or other service providers;
- Establish practices that encourage the One-Stop partners to provide services to individuals with barriers to employment, including individuals with disabilities, who may require longer-term services, such as intensive employment, training, and education services;
- Comply with Federal regulations, and procurement policies, relating to the calculation and use of profits;
- Working with CareerSource Tampa Bay and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the one-stop partners; and
- Manage, track, and oversee CareerSource Tampa Bay's Customer Satisfaction initiatives.

Recommendation

Approve the issuance of the One Stop Operator RFP.



**REQUEST FOR PROPOSAL
One-Stop Operator Services**

**Issued May 23, 2018
RFP #: 18-0428**

DRAFT

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INTRODUCTION

The vision for One-Stop career centers under the Workforce Innovation and Opportunity Act (WIOA) is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement. This vision is the foundation of the One-Stop Operator services being solicited through this Request for Proposal as CareerSource Tampa Bay strives to ensure quality services are delivered in the most efficient and effective way possible, through full integration and coordination of One-Stop career center partners and resources that support seamless service delivery.

Tampa Bay WorkForce Alliance, Inc. d/b/a CareerSource Tampa Bay is requesting Proposals from qualified contractors with the expertise to provide One-Stop Operator services as further specified herein. Parties interested in submitting a quote in response to this RFP should review this entire document, including the key information shown directly below.

KEY INFORMATION

- Questions concerning this RFP must be submitted in writing by email to RFP@careersourcetampabay.com. Deadline for submitting questions is 5:00 p.m. EDT, May 31, 2018. Please reference RFP No. 18-0428 in the subject line. Answers will be posted on the CareerSource Tampa Bay website at http://careersourcetampabay.com/rfps_&_bids as soon as possible after the May 31st deadline.
- Sealed responses to this RFP must be submitted by no later than 2:00 p.m. EDT on June 18, 2018. The outside of the package should be marked "RFP 18-0428" and submitted to:

**CareerSource
One-Stop Operator Services
Attention: Juditte Dorcy
Interim Executive Director
4902 Eisenhower Blvd, Suite 250
Tampa, FL 33634**

- Any response, or portion thereof, received after the submittal deadline will be declared unresponsive and will not be considered.
- The official opening of the responses to this RFP will be held in the conference room at the address shown above on June 18, 2018 at 2:00 p.m. EDT.
- The anticipated effective date of a contract resulting from this RFP will be on or about July 1, 2018. This date is tentative and subject to the identification and selection of a qualified respondent.

A. BACKGROUND OF ORGANIZATION

Tampa Bay WorkForce Alliance, Inc. d/b/a CareerSource Tampa Bay is a 501(c)(3) non-profit organization. The CareerSource Tampa Bay Board is appointed and designated by the Hillsborough County Board of County Commissioners to act as the Hillsborough County Local Area Workforce Board under provisions of the Workforce Innovation and Opportunity Act (WIOA) of 2014. CareerSource Tampa Bay has requested and received certification as the Local Workforce Development Board by CareerSource Florida, Florida's State Workforce Development Board. This public-private partnership supports and promotes economic growth through workforce development. CareerSource Tampa Bay is one (Region 15) of twenty-four local workforce development boards in Florida.

The Board of CareerSource Tampa Bay is comprised of representatives of businesses in Hillsborough County, local educational entities, labor organizations, community-based organizations, economic development agencies, one-stop partners, and other individuals deemed appropriate. Membership composition requirements are reviewed and certified by the Governor of the State of Florida once every two years. Criteria for composition of the Board are set forth in Section 107, Title I of the Federal Workforce Innovation and Opportunity Act (WIOA) of 2014 and the State of Florida's policies. The Board of CareerSource Tampa Bay currently serves as the Administrative and Fiscal Agent for the region.

B. SCOPE OF SERVICE and FUNDING AVAILABLE

1) Scope of Services

CareerSource Tampa Bay is seeking a contractor with the expertise and an established track record for providing services required of a one-stop operator.

For purposes of this RFP, CareerSource Tampa Bay defines the basic role of a One-Stop Operator as an entity that will coordinate the service delivery of participating one-stop partners and service providers within the Career Centers of CareerSource Tampa Bay. This coordination shall, at a minimum, include the following responsibilities:

- Establish and/or maintain linkages between all one-stop partners designated by CareerSource Tampa Bay to improve communication, referral, service delivery, and tracking of performance of the partners;
- Coordinate and hold at least quarterly meetings with all one-stop partners designated by CareerSource Tampa Bay;
- Assist CareerSource Tampa Bay in the identification of appropriate clauses for all Memorandum of Understanding with all one-stop partners designated by CareerSource Tampa Bay as it relates to sharing of information, reporting of performance and tracking of customers;
- Establish a MOU database to easily track organizational involvement and expiration dates of the MOU;
- Manage CareerSource Tampa Bay's partnership efforts with the State of Florida required partners such as Blind Services;
- Facilitate and encourage participating one-stop partners to use the principles of universal design in their operations to ensure customer access;

- Disclose any potential conflicts of interest arising from the relationship of the One-Stop Operator with particular training service providers or other service providers;
- Establish practices that encourage the One-Stop partners to provide services to individuals with barriers to employment, including individuals with disabilities, who may require longer-term services, such as intensive employment, training, and education services;
- Comply with Federal regulations, and procurement policies, relating to the calculation and use of profits;
- Working with CareerSource Tampa Bay and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the one-stop partners; and
- Manage, track, and oversee CareerSource Tampa Bay's Customer Satisfaction initiatives.

CareerSource Tampa Bay has been approved to provide and will continue to provide direct career services as defined by the WIOA, sec.134(c)(2) and shown below. As a result, this RFP's Scope of Services does ***not*** include the One-Stop Operator providing training services or providing any of the following career services or information:

- Eligibility determination
- Outreach, intake, orientation
- Initial assessment of skills and support service needs
- Labor exchange services (job search and placement assistance and career counseling) and services to businesses
- Referrals and coordination with other programs
- Providing Labor Market Information
- Providing performance info and program cost info of training contractors
- Providing performance info on local WDB in regard to accountability measures
- Providing info on the availability of and referral to support services, SNAP, EITC, and TANF
- Providing info and assistance on filing claims for UC
- Providing assistance in establishing eligibility for financial aid for programs not funded through WIOA
- Providing services in order to obtain and retain employment, such as comprehensive assessment, IEP development, group and individual counseling, career planning, short term pre vocational services, internship and WE, work prep, financial literacy, out of area job search, ESOL, etc.
- Providing follow-up services.

CareerSource projects that an entity selected as a One-Stop Operator as a result of this procurement will need to allocate at least 400 hours per year to deliver the services requested in this RFP.

2) Funding Available

CareerSource will make sufficient funding available from various sources to deliver the services requested in this RFP. CareerSource Tampa Bay does not anticipate the necessity of committing funding in excess of \$30,000 - \$40,000 per year. This amount is provided as a planning figure only and does not commit CareerSource Tampa Bay to award a contract for this amount. Funding during the contract period may be adjusted due to changes in funding received.

C. CONTRACTOR QUALIFICATIONS AND REQUIREMENTS

Respondent must meet all of the minimum qualifications outlined below.

- Has provided services similar in nature and complexity for at least two years;
- Has contracted to provide services similar in nature and complexity, with at least one organization within the past three years. Performance of similar services as an employee does not fulfill this requirement; and
- Be licensed to conduct business in the State of Florida.

D. GENERAL CONDITIONS

1) Response Due Date and Time

Each proposer is required to submit its response to this RFP no later than 2:00 p.m. EDT on June 18, 2018. The delivery of the response is solely and strictly the responsibility of the respondent. Responses received after 2:00 p.m. EDT on June 18, 2018 will be considered unresponsive.

Only a fully responsive RFP will be considered. All conditions set forth in this RFP must be followed to be considered fully responsive. All responses must be manually and duly signed by an authorized corporate officer, principal, or partner (as applicable).

2) Response Content

Should your firm be interested in providing these one-stop operator services as described in the Scope of Services section within this RFP, please prepare a response to this RFP and include the following information in your response in the order presented below.

- a) Cover letter that includes a statement that the firm understands the scope of the services sought and a statement guaranteeing the price for the term of the contract. This cover letter must be signed by an individual with the authority to bind the firm to the response presented.
- b) Table of Contents
- c) Scope of Services. In this section respondent should explain its proposed approach to providing one-stop operator services.
- d) Appendix A – Organization Information
- e) Appendix B - Qualification and Requirements
- f) Appendix C – References
- g) License Information. Provide a copy of your State of Florida business license.
- h) Budget Information. Provide a total cost for the delivery of the services described in the Scope of Services section of this RFP as well as budget detail by line item. A for-profit entity submitting a proposal must present any proposed profit in a separately identifiable budget line item. Profit must be negotiated separately from costs to ensure it is fair and reasonable and is based on the contractor's efforts and risks in achieving the intended results.
- i) Other Information. Please include any additional information not already requested that your firm considers essential to your response. If there is no additional information to include, state, "There is no additional information our firm wishes to present."

3) RFP Timeline

Solicitation Action	Date
Issue RFP	May 23, 2018
Question & answer period	May 23, 2018 through 5:00 p.m. EDT, May 31, 2018
Responses to RFP Due	June 18, 2018
Evaluation of Responses	Begins on or about June 18, 2018 and will continue until completed
Negotiation with most qualified contractor responding	After review and approval by the Boards or one of the Committees
Contract begins	On or about July 1, 2018.

4) Who can submit a response

Any private-for-profit corporation, not-for-profit corporation, local education agency (with the exception of elementary or secondary schools), a governmental unit, or public agency properly organized in accordance with State and Federal law and in business for at least 3 years may submit a response. Minority and women-owned and operated businesses are encouraged to submit a response.

Responses will not be reviewed if (1) the respondent has been disbarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the respondent's previous contract(s) with CareerSource Tampa Bay have been terminated for cause; (3) the respondent has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or (4) the respondent's name appears on the convicted contractor list.

5) Response Format

Each response should be prepared simply and economically, providing a clear and concise presentation of the information requested in this RFP in the order requested. Elaborate or expensive bindings, colored displays, and promotional materials are neither necessary nor encouraged unless they are provided as examples of your firm's expertise.

CareerSource Tampa Bay will not return responses, binders or exhibits. All responses become the property of CareerSource Tampa Bay and, in accordance with TEG 15-16, information contained in the proposals submitted by responders will be maintained in a manner that is confidential, to avoid the use of the information by another responder to their advantage and to prevent collusive bidding.

Each firm submitting a response to this RFP agrees that the preparation of all materials and all presentations are at the respondent's sole cost and expense, and CareerSource Tampa Bay shall not, under any circumstances, be responsible for any costs or expenses incurred by a respondent.

The respondent should follow the instructions in this RFP in order to be considered fully responsive. Submissions should be concise and easily understood.

Responses should be submitted on 8 ½" X 11" paper, a minimum of 12-point font size and single-spaced. Text should be presented single-sided on each separate page. The response shall not exceed 15 pages in length, excluding required appendixes.

Do not respond to any questions in this RFP by referencing material presented elsewhere. The response provided immediately after the restatement of the question shall be considered complete and stands on its own merits. A response of "*will comply*" or "*see above*" or similar statement shall be considered unresponsive. Failure to respond to any section of this RFP may result in disqualification of the proposal.

Submissions must include:

- 1 signed paper original and 5 paper copies of the entire original response delivered to One-Stop Operator Services, Attention: Juditte Dorcy, Interim Executive Director, CareerSource Tampa Bay, 4902 Eisenhower Blvd., Suite 250, Tampa, FL 33634. The original should be stamped or marked "Original" on the front. No email or facsimile copies will be accepted.
- The response must be submitted in a sealed package with RFP # 18-0428 prominently displayed on the front or top of package.
- 1 flash drive on which the response is saved must be included in the sealed package. Please format the text in a Word document. PDF submissions will be considered non-responsive.

6) Improper Business Relationships / Conflict of Interest

In connection with this RFP, each respondent shall ensure that no improper, unethical, or illegal relationships or conflicts of interest exist between or among the respondent, CareerSource Tampa Bay, and any other party(ies) to this RFP. The respondent is responsible for disclosing at the point of response submission any such relationships. CareerSource Tampa Bay reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not, and to decide whether or not respondent disqualification and/or cancellation of contract shall result. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to CareerSource Tampa Bay.

7) Questions

All questions of this RFP document must be submitted in writing and received by CareerSource Tampa Bay by the due date shown under "RFP Time Line"; see contact information for questions on the front page of this RFP. CareerSource Tampa Bay will make a good-faith effort to prepare a written response to each question or request for clarification as soon as possible after the deadline. Any resultant interpretation or clarification response, if issued, will be added to the CareerSource Tampa Bay website.

E. Contract Term and Conditions

This RFP and the evaluation and selection process shall in no way be deemed to create a binding contract or agreement of any kind between CareerSource Tampa Bay and any respondent. All legal rights and obligations between the successful respondent, if any, and CareerSource Tampa Bay will come into existence only when a contract is fully executed by both parties, and the legal rights and obligations of each party shall at that time be only those rights and obligations which are set forth in the contract and any other document specifically referenced in that contract.

The term of this contract shall be from a period commencing on or about July 1, 2018 and terminating June 30, 2019 with an option to extend for up to three (3) additional one-year periods based on

performance, business needs and funding availability. Invoices must be submitted on a monthly basis by the 10th of the month following the month of service.

No third party contracts or subcontracts will be allowed unless specifically approved in writing by CareerSource Tampa Bay.

F. Subrecipient vs Contractor

In accordance with USDOL TEGL 15-16 issued January 17, 2017, Any entity selected to provide the requested one-stop operator services, including for-profits, nonprofits, educational organizations, and State or Local governments shall be considered a subrecipient when acting as a One-Stop Operator and therefore must comply with 2 CFR 200, including any requirements identified by the USDOL under 2 CFR part 2900. A summary of the Uniform Administrative Guidance requirements along with links to the above referenced Code of Federal Regulations (CFRs) can be found on the USDOL website at this [link](#).

G. Evaluation and Selection

The evaluation of each response to this RFP will be based on the proposer's overall expertise and track record in delivering the services requested in this RFP and proposed price. Consideration will be given to the entity's integrity, compliance with public policy (Uniform Guidance), record of past performance, and financial and technical resources. See breakdown of selection criteria below

The selection committee will review and score each proposal deemed responsive, place the responses in rank order, and present the results along with their recommendation to the appropriate committee of the CareerSource Tampa Bay Board for review. A final selection will be made by the Board or a designated committee of the Board, contingent upon successful contract negotiations. Upon selection of the most qualified respondent, CareerSource Tampa Bay staff will begin negotiations in order to secure a contract at a level of compensation that CareerSource Tampa Bay determines is fair, competitive and reasonable. Should CareerSource Tampa Bay be unable to negotiate a satisfactory contract with the respondent considered to be most qualified at a price CareerSource Tampa Bay determines to be fair, competitive and reasonable, negotiations with that respondent will be formally terminated. CareerSource Tampa Bay shall then undertake negotiations with the next most qualified respondent, re-solicit for the services, identify an operator and develop a contract under a sole source method consistent with 2 CFR 200.320(f) or postpone/cancel the RFP as determined by the Executive Committee of the Board.

Final award of a contract will be contingent upon:

- identification of a respondent qualified and capable of successfully providing the services sought by CareerSource Tampa Bay in this RFP and performing under the terms and conditions of the this procurement and the resulting contract;
- successful negotiation of a contract at a price CareerSource Tampa Bay determines to be fair, competitive and reasonable; and
- availability of sufficient funding.

Criteria for Selection

CRITERIA	WEIGHT FACTOR
Requirements a. The response was received by the due date and time. b. The response was presented in the required format, all questions in this RFP answered, an original and the correct number of copies provided and a flash drive provided on which the response was saved.	MANDATORY
Experience of contractor and key staff that would be involved in delivering these one-stop operator services as described in this RFP.	50 Points
Cost Reasonableness - The contractor's budget information reflects reasonable costs for the staff and services as detailed in the Scope of Service.	50 Points
TOTAL SCORE	100 Points

Appeal Procedure

From the date and time of selection/notice of intent to award, any contractor has 72 hours (3 business days) in which to file a written appeal/protest with the Interim Executive Director at the address included within this RFP. Any appeal(s)/protest(s) will be heard by individuals selected by the Executive Committee of CareerSource Tampa Bay. The decision of this ad hoc committee is final.

H. Conditions of this RFP - Reserved Rights

The issuance of this RFP constitutes only an invitation to present a response. All information provided by CareerSource Tampa Bay in this RFP is offered in good faith; CareerSource Tampa Bay makes no certification that any item is without error. CareerSource Tampa Bay is not responsible or liable for any use of the information or for any claims attempted to be asserted there from.

The rights reserved by CareerSource Tampa Bay, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CareerSource Tampa Bay, include, without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- To accept or reject any or all responses, to re-advertise this RFP, to postpone or cancel this process and to change or modify the time line at any time.
- Disqualify any respondent that submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Disqualify any respondent who demonstrates less than full understanding of this RFP in its entirety.
- Waive any defect, technicality or irregularity in any response received.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the response submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete.
- Determine whether the respondent has the necessary experience, including seeking and evaluating independent information on any respondent.

- Consider any information submitted that is not requested by CareerSource Tampa Bay in a response as supplemental information and not subject to evaluation by the proposal review team or Board.
- Accept or reject in part or entirely the contractor's pricing. CareerSource Tampa Bay prohibits the changing of pricing and/or revenue responses after the RFP closing date and time except through the negotiation process.
- End contract negotiations if acceptable progress, as determined by the Executive Committee, is not being made within a reasonable time frame.
- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, and (b) to manage funding.
- Request additional services. If the respondent is to be engaged to perform any additional services, the scope and fee will be negotiated in a separate contract to be awarded as a result of this solicitation. Such contracts, including provisions for additional fees, are valid only if approved in writing by both the respondent and CareerSource Tampa Bay.

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Appendix A – Organization Information

One-Stop Operator Services

RFP No. 18-0428

Company /Organization Name:			
Mailing Address:			
City:		State:	ZIP:
Physical location:			
City:		State:	ZIP:
Name of Company Owner:			
Contact Person:		Title:	
Phone:		Ext.	Fax:
Email Address:		Website Address:	
Date Firm was Established:	Years in Business:	Total # Full-time Employees at this location:	
Legal Structure of Business:	<input type="checkbox"/> Sole Proprietor	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation
	<input type="checkbox"/> Non-profit	<input type="checkbox"/> Other(please indicate)	
Employer's Federal ID #:	Unemployment Comp ID #:		
Dunn and Bradstreet. #:	Primary NAICS and or (SIC) Code:		
Is your company current on all State of Florida tax obligations?	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	
Is your company licensed by the State of Florida?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Does your company / organization have an approved indirect cost rate?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Description of your business, product(s) and/or service(s):			
<p>Authorized Signature: Execution hereof is certification that the undersigned has read and understands the terms and conditions of the RFP, and that the undersigned's principal is fully bound and committed.</p>			

Appendix B – Company Qualifications

One-Stop Operator Services

RFP No. 18-0428 Respondent must meet all of the minimum qualifications outlined below. Please answer each question and initial by your answer.

- Has your company provided services similar in nature and complexity as those requested in this RFP for at least two years? Yes No Initial: _____
- Has your company contracted to provide services similar in nature and complexity as those requested in this RFP with at least one organization within the past three years? Performance of similar services as an employee does not fulfill this requirement. Yes No Initial: _____
- Does your company or one of your collaborative partners have subsidiaries, a parent organization, or other affiliates? Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Is your company or one of your collaborative partners presently debarred or suspended or otherwise determined to be ineligible to receive funds by a government agency? Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Has your company had a previous contract(s) with CareerSource Tampa Bay, and/or Tampa Bay Workforce Alliance terminated for cause? Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Has your company complied with all official orders to repay disallowed costs incurred during your company's delivery of programs or services? Yes No Initial: _____ If no, provide a full explanation on a separate sheet of paper.
- Does your company's name appear on any convicted contractor list? Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Has your company had a contract terminated for default in the last five years? Termination for default is defined as notice to stop performance, delivered to respondent due to respondent's non-performance or poor performance and the issue of performance was either not litigated due to inaction on the part of respondent; or litigated and determined that respondent was in default. Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Has your company or any of your collaborative partners declared bankruptcy and/or had any assets attached by any court in the last three (3) years?

Yes No Initial: ____ If yes, provide a full explanation on a separate sheet of paper.

- Is your company financially solvent? Yes No Initial: ____ If no, provide a full explanation on a separate sheet of paper.

DRAFT

Appendix C – Company References

One-Stop Operator Services

RFP No. 18-0428

Respondent must include a list of references that can speak to the respondent's prior experience and past performance in delivering similar services. Reference names and contact information should be included. CareerSource Tampa Bay reserves the right to contact any person(s) or organization(s) who is familiar with the work of respondent to document the qualifications and successful experiences of respondent, as well as to solicit character references.

DRAFT



Information Item

2017 – 2018 One Stop Strategic Goals Update

For Period Covering: July thru March 2018

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</i>
<i>2016 – 2017</i>	<i>46,080</i>	<i>39,518</i>	<i>40,116</i>	<i>42,052</i>	<i>167,766</i>
<i>2017 – 2018</i>	<i>37,638</i>	<i>33,631</i>	<i>35,843</i>		<i>107,112</i>

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

<i>Veterans</i>	<i>DVOP*</i>	<i>One Stop</i>	<i>Total</i>
<i># Served</i>	<i>751</i>	<i>9,337</i>	<i>10,088</i>
<i># Served w/SBE's#</i>	<i>751</i>	<i>6,130</i>	<i>6,881</i>
<i># Referred to Employment</i>	<i>120</i>	<i>972</i>	<i>1,092</i>
<i># Entered Employment</i>	<i>17</i>	<i>704</i>	<i>721</i>

*DVOP: Disabled Veterans Outreach Program

#SBE: Significant Barriers to Employment

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.

<i>Employability Skills Workshop</i>						
<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>
	<i>1,856</i>	<i>1,551</i>	<i>1,565</i>		<i>4,972</i>	<i>10,320</i>

- The top three workshops by attendance:
 - Resume Development (730 attended),
 - Professional Interviewing Skills (575 attended), and
 - Surviving a Layoff (448 attended).

Employability Skills Workshop by Center

Center	Q3		YTD PY 17-18		PY 16 - 17	
	# Attendees	% by Location	# Attendees	% by Location	# Attendees	% by Location
Tampa	927	59.2%	3,126	62.9%	6,736	65.3%
Brandon	521	33.3%	1,520	30.6%	2,636	25.5%
Ruskin	98	6.3%	292	5.9%	456	4.4%
Career Prep Center	19	1.2%	34	0.7%	80	0.8%
Totals	1,565	100%	4,972	100%	10,320	100.0%

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

Categories:	Q1	Q2	Q3	Q4	YTD 17 - 18	PY 16 - 17
	# Utilized	# Utilized	# Utilized	# Utilized	# Utilized	# Utilized
Workplace Skills	347	374	401		1,122	608
Future Plans	35	15	10		60	571
eCourses	625	453	956		2,034	3,111
Penn Foster	7	8	14		29	74
Computer Training	140	122	137		399	169
Florida Ready to Work (Ended October 31, 2017)	69	NA	NA	NA	69	152
Totals	1,223	972	1,518		3,713	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:	Q1	Q2	Q3	Q4	YTD 17 - 18	PY 16- 17
# Served	42,644	17,888	10,197		70,729	87,197
# of Services	138,511	112,359	101,096		351,966	598,807
# Referrals	19,236	18,572	12,751		50,559	79,816
# External Referrals	10,869	8,938	8,051		27,858	40,194
# Resumes Posted	5,576	5,053	5,434		16,063	22,329
Totals	216,836	162,810	137,529		517,175	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				
Period: July 2017 thru March 2018				
	<i># New Enrollments</i>	<i>YTD Served</i>	<i>Completers</i>	<i>PY 16 – 17 YTD Served</i>
<i>Adult/Dislocated Worker</i>	226	506	188	837
<i>Youth</i>	54	228	91	268
<i>Totals</i>	280	734	279	1,105

- Funding update:
 - Funding is available under **WIOA Dislocated Worker** Program for regular occupational skills training, licensure and apprenticeship programs.
 - Funding is available under **WIOA Youth** for short-term, career ready training programs offered at the Career Prep Center.

Work-Based Training				
Period: July 2017 thru March 2018				
	<i># New Enrollments</i>	<i>YTD Served</i>	<i>Completers</i>	<i>PY 16 – 17 YTD Served</i>
<i>OJT</i>	259	278	224	497
<i>PWE</i>	173	187	162	354
<i>Totals</i>	432	465	386	851

- Educate staff and community on the use of *Eligible Training Provider List* and targeted occupations or training programs under WIOA.

CSTB Approved Training Providers List is accessible at:

<https://www.careersourcetampabay.com/files/public/Training%20Vendors/CSTB%20Training%20Providers%2005-18.pdf>

45 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		
Period: July 2017 thru March 2018		
Categories:	Thru Q3	YTD PY 16-17
	#Enrolled	# Enrolled
<i>Ironworkers</i>	26	69
<i>Tampa Area Joint Apprenticeship and Training Committee (JATC)</i>	50	29
<i>Florida Refrigeration & Air Conditioning Contractors (FRACCA)</i>	23	31
<i>Plumbers and Pipefitters</i>	47	0
<i>Central Florida Heat and Frost</i>	6	0
<i>International Union of Operating Engineers</i>	10	0
Totals	162	129

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					
Period: July 2017 thru March 2018					
Programs	WIOA	Robotics	CareerSource Florida Grant	PY17-18 YTD	PY 16 - 17
<i>Welding</i>	56	1	12	69	133
<i>Soldering</i>	0	6	7	13	188
<i>Industrial Maintenance</i>	0	0	0	N/A	12
<i>Construction</i>	13	0	2	15	56
<i>Mechatronics/Robotics</i>	1	22	0	23	0
Totals	70	29	21	120	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:

- a. Mechanical (2 weeks)
- b. Electrical (2 weeks)
- c. Automation (2 weeks)
- d. 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.

MMR

- *Reference the MMR Report in the packet.*

DOL Common Measures

- *Provided as a handout*

Governor's Job Placement Report

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
October	3,443	199.42%	1	23,082
November	3,187	246.29%	2	16,990
December	2,960	215.81%	2	18,828
January	2,702	228.10%	1	16,048
February	1,366	177.33%	5	10,716
March	2,307	182.27%	5	17,880
April	1,786	177.43%	4	13,771
Totals	27,505	203.07%	2.5	184,441

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>Q3</i>		<i>YTD 17 - 18</i>		<i>PY 16-17</i>	
	<i>No. of Respondents</i>	<i>Rating</i>	<i>No. of Respondents</i>	<i>Rating</i>	<i>Total</i>	<i>Rating</i>
<i>Resource Room</i>	232	95.3%	516	94.7%	1,267	96.8%
<i>Employability Skills Workshops</i>	793	98.1%	1,962	98.4%	4,115	95.8%
<i>Welfare Transition Lab</i>	11	90%	28	90.3%	666	88.8%
<i>Totals</i>	1,036		2,506		6,048	



Youth Program Workforce Innovation and Opportunity Act

Reporting Period: July – March 2018				Reporting Period: PY 2016 - 2017		
Performance Category	PY 17-18			PY 16-17		
	Planned	Actual	% of Goal	Planned	Actual	% of Goal
<i># Served</i>	1,484	1,223	82.4%	1,484	1,348	90.8%
<i>Credentials</i>	700	254	36.3%	1,330	486	36.5%
<i>Placements</i>	650	243	37.4%	1,200	433	36.1%
Employment		239			397	
Military		2			1	
Post-Secondary Outcome		2			35	

Youth Employment: July to March 2018	
Total Placements YTD	239
Average Wage at Placement	\$11.52

- The Career and Resource Fair targeted for young adults ages 18 – 24 was held on May 12th. Radio personality, Orlando from FM 94.1 joined to help promote the event. There were over 150 in attendance who learned about our programs and services. Over 30 employers registered and participated including Amazon, Tesla, GTE, and JP Morgan. As a result, approximately 70 interviews were scheduled for positions such as Barista, Customer Service Agent, Warehouse Worker, Cashiers, Accounting Clerks, Resident Aide, Dietary Cooks, and Solar Panel Installer. Employers were pleased with the quality of young adults that attended the event.
- Through the Career READY Programs offered at CPC and the Science Center we are able to offer the choice of continued educations through WIOA program. Companies that have taken an interest in the 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.

Most recently, one of our students, Andres Irizarry, from the Mechatronics class at CPC was hired at Tesla as a Maintenance Tech earning \$21.50 hourly.

- Funding for training (Individual Training Account) for Youth is available. Staff has been working with community partners for outreach.

AmeriCorps Program Update



Contract Dates:

The contract with Volunteer Florida began on August 1, 2017 and is projected to end on July 31, 2018.

Member Recruitment:

Member enrollment goal per contract	14 full time members, this includes opportunity youth
Total number of applications received	66
Total number of members on boarded	14
Number of current members participating	8

AmeriCorps Program Goals

Updated as of 5/11/18

AmeriCorps Program Goal Description	Numeric Goal	Mid-Year (As of 1/31/18)	% of Goal	YTD (As of 5/11/18)	% of Goal
Economically disadvantaged youth will be provided by AmeriCorps members, a minimum of 12 total hours of skill development services (LMI, assessment, EST, and career plan) or until out of school youth enrolls into post-secondary education or becomes employed.	550	229	41.64 %	612	111.27%
Economically disadvantaged youth that will be placed into jobs or post-secondary	300	114	38%	172	57.33%

*Book Drive - Activity scheduled for June 27th, 2018.

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	665	68%
1b	Other Populations: Incumbent Workers (17%)	Subtotal:	195	155	79%
Total Participants Served:			1175	820	70%
Targets for All Participants:					
2	Total Participants Enrolled in Education/Training Activities	Total:	1175	820	70%
3	Total Participants Completing Education/Training Activities	Total:	1000	355	36%
4	Total Participants Who Complete Education/Training Activities and Received a Degree or Other Credential	Total:	1000	78	8%
5	Total Number of Unemployed Participants Who Obtain Employment	Total:	860	86	10%
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>.



Enrollments

Workforce Innovation and Opportunity Act (WIOA)

	2017-2018 July – March 2018	2016 – 2017
ADULT	1,413	1,780
DISLOCATED WORKER	1,252	1,407
YOUTH	1,223	1,183
Total	3,888	4,370

Note: Open caseload at the end of the Quarter

Welfare Transition Program (WTP)

	2017-2018 July – March 2018	2016 – 2017
WTP Applicant	1,012	1,238
WTP Mandatory	287	602
WTP Transitional	213	328
Total	1,512	2,168

Note: Open caseload at the end of the Quarter



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

Period: 7/1/17 – 3/31/18

		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	2,223			75,577		
4	Referred to Employment	1,914	86.10 %	597	20,281	26.83 %	YES
28	Referred to Support Services	1,786	80.34 %	5	160	0.21 %	YES
29	Received Staff Assisted Services	2,030	91.32 %	1,615	54,897	72.64 %	YES
2	Complete Applications	256			28,179		
24	Job Development Contact	4	1.56 %	4	471	1.67 %	NO
26	Career Guidance	159	62.11 %	27	2,930	10.40 %	YES
II. Minimum Service Level Indicators							
7	Placed in Jobs	1,754	78.90 %	945	9,283	42.50 %	YES
23	\$0.50 Over Minimum Wage of \$7.25	1,751	78.77 %	311	9,160	14.00 %	YES
15	Placed in Long Term Non-AG Job (over 150 days)	11	0.49 %	67	8,034	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 7/1/2016 – 6/30/2017	YTD R15 7/1/2017– 3/31/2018	YTD STW 7/1/2017 – 3/31/2018
1,083	640	7,680
2,567	1,671	21,295
42.2%	38.3%	36.1%
3rd	5th	

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	\$10.70	\$10.61
\$14.08	\$14.40	\$14.24
72.5%	74.3%	74.5%
17th	16th	

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	1,126	15,824
4,793	2,606	44,134
48.6%	43.2%	35.9%
5th	7th	

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	102	1,089
773	178	2,813
68.2%	57.3%	38.7%
2nd	3rd	

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.

YTD R15 7/1/2016 – 6/30/2017	YTD R15 7/1/2017– 3/31/2018	YTD STW 7/1/2017- 3/31/2018
787	573	2,791
787	573	3,721
100%	100%	75%
1st	1st	

**Performance (A÷B)
Ranking**

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.

782	666	1,907
782	666	2,044
100%	100%	93.3%
1st	1st	

**Performance (A÷B)
Ranking**

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.

834	45	1,895
834	45	2,517
100%	100%	75.3%
1st	1st	

**Performance (A÷B)
Ranking**

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.

\$16.90	\$13.43	\$16.88
\$14.08	\$14.40	\$14.24
120.0%	93.3%	118.5%
17th	24th	

**Performance (A÷B)
Ranking**

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.

\$17.77	\$18.80	\$19.44
\$14.08	\$14.40	\$14.24
126.2%	130.6%	136.5%
15th	9th	

**Performance (A÷B)
Ranking**

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– 3/31/2018	YTD STW 7/1/2017– 3/31/2018
89	16	439
89	16	458
100%	100%	95.9%
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	216	2,000
296	216	2,113
100%	100%	94.7%
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	2	376
99	2	406
100%	100%	92.6%
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	42	410
119	42	460
100%	100%	89.1%
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– 3/31/2018	YTD STW 7/1/2017- 3/31/2018
30,037	15,675	105,772
43,663	26,720	283,746
68.8%	58.7%	37.3%
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	1,507	17,893
5,437	3,333	52,166
57.4%	45.2%	34.3%
3rd	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.

1,191	705	5,983
1,996	1,447	17,099
59.7%	48.7%	35.0%
3rd	2nd	

**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	\$13.69	\$12.52
\$14.08	\$14.40	\$14.24
93.8%	95.1%	87.9%
7th	4th	

**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	25,604	27,002		80,854
Brandon	23,931	5,916	4,937	5,268		16,121
Plant City	10,113	NA	NA	NA		NA
Ruskin	5,196	1,228	902	892		3,022
Career Prep Center	14,324	2,246	2,188	2,681		7,115
Totals	167,766	37,638	33,631	35,843		107,112

Monthly Average by Center:

Tampa- 9,001 Brandon- 1,756 Ruskin- 297 CPC- 894

Percentage of Traffic by Center:

Tampa- 75% Brandon- 15% Ruskin- 2% CPC- 7%



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

Website Traffic

Timeframe	# of People Visited Site	# of Visits	Pageviews	Returning Visitors	New Visitors
<i>July 2016 – June 2017</i>	292,658	474,816	1,727,121	14%	86%
<i>July 2017 – March 2018</i>	200,294	341,898	1,179,164	15%	85%

Source: Google Analytics

Social Media Traffic

Month	# of New Twitter Followers	# of New Facebook Fans	# of New LinkedIn Followers	# of Engagements	# of Impressions
<i>July 2016 – June 2017</i>	630	1,214	401	17,100	5,200,000
<i>July 2017 – March 2018</i>	94	246	328	7,954	1,300,000

Source: Sprout Social



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