



Wednesday, November 6, 2019, 9:00 AM
9215 N. Florida Ave., Tampa, FL 33612

Workforce Solutions Committee Agenda

I. **Welcome and Roll Call** Michael Ramsey, Chair

II. **Public Comments**

III. **Action/Discussion Items**

- 1. Approval of Minutes – August 7, 2019 Workforce Solutions Committee Mtg..... Page 2
- 2. Approval of Training Vendors..... Jody Toner, Page 7
- 3. Approval of Training Programs..... Jody Toner, Page 10

IV. **Information Items/Programs Update**

- 1. DOL Compliance Review Update Anna Munro, Page 15
- 2. Workforce Solutions Goals Update..... Jody Toner, Page 16
- 3. Performance Dashboard Report..... Chad Kunerth, Page 21
- 4. Summer Job Connection (SJC) 2020 Update Jody Toner, Page 22
- 5. Training Program Updates..... Jody Toner, Page 23
- 6. Training Vendor Outcome Report..... Chad Kunerth, Page 25

V. **Reports – Industry Insights**

- a. Education..... M. Ramsey, Dr. Clark
- b. Economic Development..... Y. Rosario, L. Kimball
- c. Other Industry Sectors..... Committee Members

VI. **Future Business**

Adjournment

Next Workforce Solutions Committee Meeting: February 5, 2020

**CareerSource Tampa Bay
Minutes of Workforce Solutions Committee Meeting**

Date: August 7, 2019.

Location: CareerSource Tampa Bay Office, 9215 N. Florida Ave., Ste. 101, Tampa, FL

Call to Order:

Michael Ramsey called the meeting to order at 9:02 a.m. There was a quorum present with the following Workforce Solutions Committee members participating.

Members in attendance

In person: Michael Ramsey, Robert Coppersmith and Benjamin Hom.

By phone: Michael Bach, Gail Fitzsimmons and Lindsey Kimball.

Michael Bach (via phone), Robert Coppersmith, Gail Fitzsimmons (via phone), Benjamin Hom, Lindsey Kimball (via phone) and Michael Ramsey.

Members not in attendance

Earl Rahnand and Yanina Rosario.

Staff Present

Jody Toner, Shelia Doyle, Doug Tobin, Anna Munro, Christina Witt, Dan Schneckenburger, Tammy Stahlgren, Melissa Carroll and Joe Vitale.

County Liaison

Kenneth Jones

Others Present

Brian Mann - HCC

Public Comments

There were none.

The agenda items are listed in the order of discussion.

- ▶ Indicates Committee Action
- Indicated Action needed

Action/Discussion Items

▶ **Action Item #1 - Approval of Minutes - May 10, 2019**

- A motion to approve the minutes of the May 10, 2019 Workforce Solutions Committee Meeting
 - Motioned: Robert Coppersmith
 - Seconded: Michael Bach
 -
- There was no further discussion. The motion carried.

▶ **Action Item #2 - Regional Targeted Occupations List PY 19-20 Revision.**

Director Anna Munro reviewed the action item and discussion ensued:

There was a robust conversation at the last Board of Directors meeting around what should be included and what should not be included on the TOL.. As the list was reviewed, Dr. Mann talked about the reasons for each occupation. Some are for pathways out of poverty and others are niche markets. There is reasoning behind all of these, most are typically meeting the needs of a small program.

Ms. Toner brought up that the RTO list for our region not only looks at educational opportunities, but it also drives our work-based learning program through on-the-job training and paid work experience opportunities. If we restrict this, we restrict our abilities to enhance the economic development of businesses in the community through those work-based learning placements. She also added this program year we are focused on work-based learning initiatives.

- **A motion to approve a hybrid 2019-20 Regional Demand Occupations for CSTB, comprised of the DEO 2019-20 Regional Demand Occupational List and the additional demand occupations. Staff recommends adding the HCSB and HCC Occupations to the Regions TOL.**
 - Motioned: Robert Coppersmith
 - Seconded: Benjamin Hom
- There was no further discussion. The motion carried.

► **Action Item #3 - Removal of Training Providers.**

Director Munro presented the action item. These two training providers are not meeting the requirements of CSTB, however Ms. Toner said that we do not have any concerns about the continuation of the occupational skills training of the students. The four active CSTB funded students can either continue or transfer to another CSTB approved training vendor if desired.

- **A motion to approve the removal of the Utica College, ATA Career Education, and Truck Driver Institute from the approved training provider list.**
 - Motioned: Michael Bach
 - Seconded: Robert Coppersmith
- There was no further discussion. The motion carried.

Information Items

Workforce Solutions Goals Updates for July 1, 2018 through June 30, 2019 presented by Jody Toner

Goal I: Provide Employers with a Skilled Workforce

- Objective 1: Provide workforce resources to employers.
 - 22 Job Orders
 - 3 EWT and IWT
 - 10 QRT and/or OJT

We are reengineering our design for the Professional Talent of Tampa Bay for PY 19-20. If you are interested in being a guest speaker, or know of anyone, please contact Jody Toner at tonerj@careersourcetampabay.com.

- Objective 2: Identify training opportunities for targeted occupations. (Refer to page 11 of the August 8, 2019 Workforce Solutions Committee Meeting Agenda packet for specific breakdown in numbers.) No discussion occurred.
- Objective 3: Develop Labor Market Information (Refer to page 11 – 13 of the August 8 2019 Workforce Solutions Committee Meeting Agenda packet for specific breakdown in numbers.) No discussion occurred.

The chart below lists the other eight reports that we can generate out of EMSI. These reports are available to any board member or your organization. If you would like to see any of these detailed reports you can contact Chad Kunerth our Director of MIS and Data Services kunerthc@careersourcetb.com or email Jody Toner tonerj@careersourcetb.com.

Data Available from EMSI
Population Trends
Place of Work vs. Place of Residence
Top Companies
Educational Pipeline (# of Graduates by School)
Regional Comparison
Community Indicators (Income, Age, Poverty Commute Time, Remote Workers, Housing Veterans, Family Size, Marriage Count)
Company Talent Profile
Occupation Snapshots (Supply, Availability, High Ranking, Diversity, Unemployment, Legacy Occupations)

Dan Schneckenburger and the Business Services team will be using the Company Talent Profile report as a tool in their community outreach. This will aid the team as they start networking with our employers, which is a key goal of our current program year.

- Objective 4: Develop a Regional Targeted Occupations List:
(Refer to page 11 of the August 8 2019 Workforce Solutions Committee Meeting Agenda packet for specific breakdown in numbers)

Goal II: Develop Effective Employer Based Workforce Programs.

- Objective 1: Increase participation in the On-the-Job Training (OJT) and Paid Work Experience (PWE) Programs.
 - PWE shifted back to a traditional model, where CSTB is the employer of record.
 - Business Services shifted to business engagement and attraction. Our new staffing structure which added Sector Strategists and Business Liaisons has been fully implemented.
 - CSTB's On-the-Job Training Policy, and Paid Work Experience Policy have been approved by the Board, and local procedures for staff were developed. We have created a new Work-Based-Learning Coordinator position to oversee the WIOA program coordination. Dan Schneckenburger's team will develop the contract. The new Work-Based Learning Coordinator and the team will handle any eligibility review, placement, and any finalization of the training plan. They will make sure we are using the skill gap analysis, and ensure we are meeting the DOL and DEO's requirements.
 - Dan Schneckenburger gave an update in the Business Services Department. The staffing structure with the Sector Strategist and Business Liaison has been fully implemented. Dan distributed the new Business Services Brochure that was designed by the marketing department. They are using this new brochure when outreaching to businesses. CSTB joined the two largest Hillsborough area Chambers of Commerce, the South Tampa Chamber and The Greater Tampa Chamber each asked for the new brochure to place in their new member packets. That will allow us to reach 300 businesses in a few months.
- Objective 2: Encourage Employer involvement in the Local Employed Training (EWT) and Incumbent Worker Training (IWT) programs.
 - EWT program has reached its' sunset and ceased. Our focus during PY 19-20 will be on the local Incumbent Worker Training Program which will be administered by the Business Services Department.
 - CSTB BOD policies for EWT and IWT were approved and local procedures for staff are being developed.
- Objective 3: Connect employers with the Florida Flex Program administered by CareerSource Florida.
- Objective 4: Encourage employer participation in the internship and apprenticeship programs.
 - 984 employers, 132 internships, 4133 interns registered, and have placed 0. We need to work on placement.

Goal III: Effectively Market and Brand Services and Programs.

- Develop innovative strategies and outreach materials to market various programs.
 - Website trending down this quarter from 17% to 15%, but we do anticipate that number increasing over the next year.
 - New CSTB website launching soon.
 - Redesigning our marketing materials.
 - Revamping social Media Platforms.
 - The Marketing plan was approved for next year and will be seeing a lot of marketing campaigns throughout the year to get our name out into the community. We are starting

with Business Services Sector.

Workforce Development Consultant Update

(Refer to page 18 of the August 7, 2019 Workforce Solutions Committee Agenda Packet)

- One Stop tour has been pushed back to August 27, 2019.
- Board of County Commissioners meeting scheduled for August 7, 2019 has been postponed.

Training Program Updates

(Refer to page 19 of the August 7, 2019 Workforce Solutions Committee Agenda Packet)

CSTB requires training vendors to submit updated performance data and cost worksheets, to report changes within an approved training program.

Training Vendors Outcome Report

(Refer to pages 21-23 of the August 7, 2019 Workforce Solutions Committee Agenda Packet)

No additional discussion occurred.

Adjusted Income Level Wage Rates for 2019

(Refer to page 19 of the August 7, 2019 Workforce Solutions committee Agenda Packet)

The DEO MMR PY 19-20 for CSTB wage rate for placements is \$15.00 per hour (based on a family size of three). This represents a significant increase over the prior PY, which was \$14.63 per hour based on a family of three. See comparison chart to other LWDB's and STW DEO Rates

CareerSource Northeast Florida – Region 8	\$15.00
CareerSource Central Florida- Region 12	\$14.91
CareerSource Palm Beach County – Region 21	\$15.65
CareerSource Broward – Region 22	\$15.24
CareerSource South Florida – Region 23	\$15.18
CareerSource Southwest Florida – Region 24	\$15.33
STW DEO	\$14.90

After reviewing other LWDB's rates, CSTB is recommending keeping our rate at \$14.63.

Summer Job Connection

Summer Job connection program has ended. It was a huge success. All BOD members are invited to attend our Program End Celebration scheduled for August 30, 2019.

Performance Dashboard Report

Reviewed by Jody Toner in real time. See pg. 21 of the Workforce Solutions Committee Agenda packet. We are looking at new employee penetration. Our goal for this year is to increase to 752 new businesses, total businesses served will be 2,000. Another new goal that we are adding is Basic Career Services. We can now serve individuals walking into our career services programs that may need a little more individualized job placement assistance. They will be eligible under our WIOA guidelines, and receive individual career counseling. The goal for this initiative is 800.

Reports – Industry Insights

Education

Mr. Ramsey reported last week there was a meeting held to discuss the Business and Education Summit that CSTB is hosting in February 2020. Mike Ramsey, John Flanagan, and Dr. Mann met to make sure that HCC and Hillsborough schools are heavily involved in the Summit aligning our business partners that are supporting our programs with CSTB so we can all come together to create a hub where businesses have an opportunity to demonstrate or present what their needs are so we can show them what our programs are, so we can better align them with the needs.

Economic Development

Lindsey Kimball gave a brief update reporting that they are seeing a lot of activity around logistics and last mile distribution, fueling construction of speculative warehouse operations. Financial services continues to be a very hot prospect area as is working with folks on redevelopment, especially in the North Airport Area.

Other Industry Sectors

CSTB is adding three in-house recruiters to our groups in the area of Hospitality and Tourism. Aramark is looking to hire 300 workers, with their growth through new contracts with USF. Expecting more jobs as Super Bowl 2021 approaches. Hillsborough Public Schools has the largest collection of culinary training programs in the state of Florida.

Future Business

Staff In-Service Training & Year End Awards Celebration –August 16, 2019. We will be closing our center for the first time, to be able to bring all of our staff together at once. Awards will be presented.

Ken Lawson DEO visit – August 2, 2019.

Business and Education Summit – February 28, 2019-Save the date.

Adjournment

The meeting was adjourned at approximately 9:55 a.m.

Minutes submitted by Tammy Stahlgren – Administrative Services Coordinator.



Action Item # 2

Approval of Training Vendors

Current application threshold criteria per the Eligible Training Provider Policy are as follows:

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- Limit training programs to those with a minimum entry level wage rate of \$14.63 per hour hour* (based on annual regionally adjusted wage rate)

Connecticut School of Broadcasting (ID# 2826)

3901 Coconut Palm Drive Suite 105, Tampa, FL 33619

Connecticut School of Broadcasting has a license from the Commission for Independent Education. Connecticut School of Broadcasting will start reporting to FETPIP. Staff conducted a site visit on Tuesday, 10.08.2019.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement
Intro to Mobile Application Design & Development	\$0	\$3,940	\$50	\$3,990	8 weeks (days)/16 weeks (nights)	N/A – New Program	Anticipated \$26.24/ \$26.06 entry wage**
Intro to Web Design & Development	\$0	\$4,940	\$50	\$4,990	8 weeks (days)/16 weeks (nights)	N/A – New Program	Anticipated \$18-30/ \$20.74 entry wage**
Social Media Marketing	\$0	\$3,940	\$50	\$3,990	8 weeks (days)/16 weeks (nights)	N/A – New Program	Anticipated \$18.00/ \$19.33 entry wage**
Radio & Television Broadcasting Program	\$0	\$13,840	\$50	\$13,990	8 weeks (days)/16 weeks (nights)	100%	Anticipated \$12-30.00 / \$16.04 entry wage**

**Per the regional targeted occupation list Audio and Video Equipment Technicians entry wage rate in 2017 was \$16.04 and for Producers and Directors the entry wage rate was \$30.65/hr. Average wage rate for programs was obtained from the Regional Targeted Occupation list for the 2019-20 PY.

- School Opened: 2002
- Total Cost, Completion Rates and Average Wage at Placement for the program are comparable to other private schools that offer the same type of training.
- Total enrollments for Radio & Television Broadcasting Program for prior year: 32

**Knowledge Quest Education Solutions dba
Learning Alliance Corporation (ID# 5422)
5910-B Breckenridge Parkway, Tampa, FL 33610**

Learning Alliance Corporation has a license from the Commission for Independent Education. Learning Alliance Corporation will start reporting to FETPIP for the 2018-19 year. Staff conducted a site visit on Friday, 10.04.2019.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Fees	Completion Rate	Average Wage At Placement
Broadband Digital Installer	Included	\$10,000	\$0	\$10,000	15 weeks	\$0	100%	\$18.00
Business Information Systems	Included	\$3,500	\$0	\$3,500	15 weeks	\$0	100%	\$15.00
Lean Supply Chain Optimization	Included	\$7,500	\$0	\$7,500	15 weeks	\$0	N/A – New Program	Anticipated \$15 / \$18.81 entry wage**
Project Business Controller	Included	\$7,500	\$0	\$7,500	15 weeks	\$0	N/A – New Program	Anticipated \$15/ \$20.27 entry wage**

**Average wage rate for programs was obtained from the Regional Targeted Occupation list for the 2019-20 PY

- School Opened: 2002
- Total Cost, Completion Rates, and Average Wage at Placement for the program are comparable to other schools that offer similar training.
- Total enrollments for Broadband Digital Installer Program for prior year: 55
- Total enrollments for Business Information Systems Program for prior year: 27

**Manatee Technical College
6305 State Rd 70 East, Bradenton, FL 34203**

Manatee Technical College is a School District of Manatee County post-secondary school. Staff conducted a site visit on 8/13/2019. Manatee Technical College currently reports to FETPIP.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement
Welding Technology	\$984	\$4746	\$50	\$5780	10 – 11 months	100%	Anticipated Hourly Wage \$18.00**

**The Welding Program is a continuous high enrollment, max placement, and jobs can pay significantly higher entry—wage than other trades based on skills, for example, \$23 hour has been the entry wage for TIG Welders, \$18 per hour is the entry wage for pipe welders, and \$15 per hour for basic MIG welders still in training. Per the Regional Targeted Occupations List the 2017 entry wage for a welder is \$19.35/hour.

- School Opened: 1963
- Total enrollments in program for prior year: 32
- Total Cost, Completion Rates and Average Wage at Placement for the program are comparable to other schools that offer similar training.

Recommendation: Staff recommends approval of the aforementioned training vendors as an approved training vendor for LWDB 15.



Action Item # 3 Approval of Training Programs

CareerSource Tampa Bay accepts new training vendor applications and program addition applications during the 1st quarter of the program year (July-September).

Current application threshold criteria per the Eligible Training Provider Policy are as follows:

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- Limit training programs to those with a minimum entry level wage rate of \$14.63 per hour* (based on annual regionally adjusted wage rate)

Does not meet the minimum entry level wage rate
Does not meet completion rate of 70%

Altierus Career College

Altierus Career College submitted Program Cost and Performance Data Worksheets for the following programs:

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement
Computer Information Technology	Included	\$15,100	\$0	\$15,100	48 weeks	N/A – New Program	Anticipated \$15.21 /\$14.92 entry wage**
Dental Assistant	Included	\$15,100	\$0	\$15,100	37 weeks	N/A – New Program	Anticipated \$14.04/ \$13.81 entry wage**
Industrial Electrical Technician	Included	\$15,100	\$0	\$15,100	36 weeks	N/A – New Program	Anticipated \$14.44 /\$15.47 entry wage**
Massage Therapy	Included	\$12,875	\$0	\$12,875	36 weeks	N/A – New Program	Anticipated \$12.66 / \$12.66 entry wage**
Medical Billing and Coding	Included	\$14,650	\$0	\$14,650	33 weeks	N/A – New Program	Anticipated \$13.17/\$13.95 entry wage**
Nursing	Included	\$34,560	\$0	\$34,560	24 month	N/A – New Program	Anticipated \$24.31/ \$25.86 entry wage**
Refrigeration Technician	Included	\$15,100	\$0	\$15,100	36 weeks	N/A – New Program	Anticipated \$14.57 / \$14.05 entry wage**

Surgical Technology	Included	\$31,360	\$0	\$31,360	24 month	N/A – New Program	Anticipated \$24.31 / \$16.25 entry wage**
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**Average wage rate for program was obtained from the Regional Targeted Occupation list for the 2019-20 PY.

Concorde Career Institute

Concorde Career Institute submitted Program Cost and Performance Data Worksheets for the following programs:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement
Surgical Technology	\$1,318	\$32,473	\$100	\$33,891	60 weeks	79%	\$18.72
Diagnostic Medical Sonography	\$1,536	\$46,850	\$100	\$48,486	80 weeks	N/A – New Program	Anticipated \$18.75 / \$24.58 entry wage**

**Average wage rate for program was obtained from the Regional Targeted Occupation list for the 2019-20 PY.

Florida Technical College

Florida Technical College submitted Program Cost and Performance Data Worksheets for the following programs to be added and/or removed based on the way the individual programs are listed in the school catalog:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement
LaSalle Advanced Security & Professional (ISC2 CSIP) Exam Preparation	Included	\$2,350	\$150	\$2,500	2-6 months	50%	Anticipated \$39.49 / \$47.06 entry wage**
LaSalle Business Analyst Professional Exam Preparation	Included	\$3,350	\$150	\$3,500	90 hours	N/A – No enrollments	Anticipated \$23.89**
LaSalle Cisco Wireless Specialist Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hour	67%	\$24.58
LaSalle CompTIA Security+ Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hours	69%	Anticipated \$39.49 / \$47.06 entry wage**
LaSalle Internet Marketing Strategies Exam Preparation	Included	\$3,350	\$150	\$3,500	122 hours	NA – No enrolled students	Anticipated \$19.33 / \$19.33 entry wage**
LaSalle Linux Networking Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hours	NA – No enrolled students	Anticipated \$39.49 / \$47.06 entry wage**

LaSalle Six Sigma Exam Preparation	Included	\$2,350	\$150	\$2,500	80 hours	100%	\$26.49
LaSalle CompTIA Network+ Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hours	82%	\$24.58
LaSalle Ethical Hacker (CEH) Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hours	60%	Anticipated \$39.49
LaSalle ITIL Exam Preparation	Included	\$1,350	\$150	\$1,500	27 hours	67%	Anticipated \$39.49

****Average wage rate for program was obtained from the Regional Targeted Occupation list for the 2019-20 PY.

To be removed from current ETPL as programs were initially listed stacked programs and/or no longer offered by vendor:

- Business Analyst Professional w/SQL Database
- Cisco Specialist
- Help Desk
- LaSalle Routing and Switching Specialist
- LaSalle SQL Server Specialist
- LaSalle Programming Professional
- LaSalle Microsoft Office/Web Design
- LaSalle Project Management w/ Six Sigma
- LaSalle Human Resources/Microsoft Office
- LAN/WAN Networking Specialist

Hillsborough Community College

Hillsborough Community College submitted Program Cost and Performance Data Worksheets for the following programs:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement
Accounting Technology – Financial Option	\$3,000	\$6,263.40	\$0	\$9263.40	2 years	100%	\$21.68
Accounting Technology – Tax Option	\$3,000	\$6,263.40	\$0	\$9263.40	2 years	N/A – New Program	Anticipated \$21.68 / \$21.10 entry wage**
Business Administration – Entrepreneurship	\$3,000	\$6,263.40	\$0	\$9263.40	2 years	N/A – New Program	Anticipated \$18.84 / \$20.27 entry wage**
Radiography	\$3,150	\$8,038.03	\$0	\$11,438.03	22 months	100%	\$18.75
Respiratory Care	\$2,904	\$7,933.64	\$0	\$11,227.64	22 months	100%	\$22.61
Diagnostic Medical Sonography	\$2,500	\$8,038.03	\$725	\$11,263.03	2 years	100%	\$24.58

Veterinary Technology	\$1,741	\$7,620.47	\$370	\$9731.47	2 years	100%	\$12.04 per RTOL
Paramedic	\$900	\$4,735	\$105	\$5,740	2 years	100%	\$11.39 / \$11.39 entry wage**
Automotive Collision Technology Technician	\$75	\$3,685.21	\$4,174	\$7,934.21	18 months	100%	\$12.46 / \$12.19 entry wage**
Welding Technology	\$0	\$6,150	\$75	\$6,225	12 months	100%	\$13.46 / \$13.01 entry wage**
Correctional Officer	\$270	\$1,795	\$270	\$2,765	6 months	100%	\$17.61
Florida Law Enforcement Academy	\$700	\$4,810	\$270	\$5,780	12 months	100%	\$20.18
Cybersecurity	\$3,000	\$6,263	\$0	\$9,263.40	2 years	N/A – New Program	Anticipated \$24.61 / \$30.69 entry wage**
IT Project Management	\$3,000	\$6,263.40	\$0	\$9,263.40	2 years	N/A – New Program	Anticipated \$24.58 / \$25.16 entry wage**
Excel Certification	\$0	\$580	\$0	\$580	21 hours	100%	\$17.64
Project Management Professional	\$0	\$2,300	Included	\$2,300	39 hours	90%	\$23.89
Python Programming	\$0	\$1,995	\$0	\$1,995	1 month	N/A – New Program	Anticipated \$19.79 / \$20.74 entry wage**
Data Science Using SQL, Excel, Access and Power BI	\$0	\$900	\$0	\$900	24 hours	N/A – New Program	Anticipated \$23.89 / \$22.59 entry wage**
Web Development	\$0	\$900	\$0	\$900	35 hours	100%	\$19.79

**Average wage rate for program was obtained from the Regional Targeted Occupation list for the 2019-20 PY.

Southern Technical College – Tampa Location

Southern Technical College submitted Program Cost and Performance Data Worksheets for the following programs at the Tampa campus:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement
Diagnostic Medical Sonography – A.S.	Included	\$42,630	\$0	\$42,630	24 months	100%	\$24.58
Electrical Technology	Included	\$15,995	\$0	\$15,995	10 months	N/A – New Program	\$15.47 entry wage**
Medical Assistant	Included	\$17,995	\$0	\$17,995	10 months	100%	\$12.42 / \$15.36 entry wage**
Medical Laboratory Technician – A.S.	Included	\$36,865	\$0	\$36,865	24 months	100%	\$19.00
Network Engineering and Administration – A.S.	Included	\$34,560	\$0	\$34,560	24 months	100%	\$14.40 / \$25.16 entry wage**
Surgical Technician – A.A.S	Included	\$39,936	\$0	\$39,936	24 months	N/A – New Program	\$16.25 entry wage**

**Average wage rate for program was obtained from the Regional Targeted Occupation list for the 2019-20 PY.

Recommendation: Staff recommends approval for the above program additions for the aforementioned approved training vendors for LWDB 15.



Information Item # 1

USDOL/ DEO Compliance Review

Background: CareerSource Tampa Bay received the U.S. Department of Labor Employment and Training Administration (USDOL/ETA) Compliance Review of CareerSource Tampa Bay (CSTB) and Career Source Pinellas (CSPIN) on May 16, 2019. In response to the USDOL/ETA Compliance Review Report, the DEO issued a formal corrective action plan (CAP) on June 28, 2019. The CAP formally responds to each of the findings and questioned costs. In addition, the CAP includes corrective actions of DEO, CSTB and CSPIN that have already been taken or are in progress. USDOL/ETA in a report dated October 14, 2019 provided a response to DEO's CAP.

Outlined below is a summary timeline:

- 5.21.19 – CareerSource Tampa Bay participated in an initial call with DEO.
- 5.22.19- CareerSource Tampa Bay conducted a conference call with DEO, senior leadership team and Hillsborough County Liaison to discuss scope of the required preliminary corrective action plan and initial timeline.
- CareerSource Tampa Bay conducted several internal key senior leadership meetings to review and analyze the entire report, findings, required action, proactive steps, current action steps, completed action steps, status of each item and actual or anticipated completion dates.
- CareerSource Tampa Bay CEO worked closely with Hillsborough County Liaison to obtain responses for findings warranting their input on corrective action.
- 5.24.19- CareerSource Tampa Bay submitted the initial draft corrective action response- LWDB 15 USDOL Compliance Review Response to DEO.
- 5.30.19 – CareerSource Tampa Bay updated the matrix and uploaded documentation to DEO SharePoint.
- CareerSource Tampa Bay has responded and continues to respond to clarifying questions that DEO leadership staff have presented over the past few weeks. As necessary our corrective action response- LWDB 15 USDOL Compliance Review Response has been updated to reflect our position and supporting documentation uploaded to DEO SharePoint.
- 6.28.19 – DEO issued formal corrective action plan to USDOL/ETA in response to the USDOL/ETA Compliance Review Report issued on May 15, 2019. Certain actions noted in this CAP will require revisions to CSTB By-laws and will be addressed by the CSTB Ad Hoc By-laws Committee in conjunction with Hillsborough County Board of County Commissioners to ensure compliance.
- 10.23.19 – CareerSource Tampa Bay received notification of USDOL/ETA's response dated October 14, 2019 to the DEO. The USDOL/ETA report is in response to DEO's formal corrective action plan. USDOL/ETA deemed the documentation provided and corrective actions taken to date to be insufficient to fully address the required actions in the findings. As a result, all findings and questioned costs remain unresolved. Formal response to USDOL/ETA report is due by November 28th.
- 10.30.19 – CareerSource Tampa Bay had a conference call with DEO and CareerSource Pinellas to discuss the USDOL/ETA report. CareerSource Tampa Bay has been requested to provide any documents readily available to resolve or update the USDOL findings by November 12, 2019.



Information Item # 2

2019 - 2020 Workforce Solutions Strategic Goals Update

For Period Covering: July thru September 2019

Goal I

Provide Employers with a Skilled Workforce

Objective 1 Provide workforce resources to employers.

CareerSource Tampa Bay partners with Tampa Hillsborough Economic Development Corp. to assist in the facilitation of new employer relationships. There is a formal agreement in place with benchmarks that align with informing employers of the services offered.

Activities	<i>Prior PY 18-19</i>	Q1 PY 19-20
<i>No. of Job Orders</i>	22	12
<i>No. of EWT and/or IWT</i>	3	0
<i>No. of QRT and/or OJT</i>	10	2

The Professional Talent of Tampa Bay networking group provides professional level job seekers the ability to connect and interact with their peers. During these sessions, a dedicated Business Services staff member provides job referral, leads and placement assistance. In addition, candidates are provided access to additional training to make them more marketable to hiring employers. Guest employers may also be featured during the weekly meetings, which improve the employers' visibility to a diverse talent pool.

Activities	<i>Prior PY 18-19</i>	Q1 PY 19-20
<i>No. of Placements</i>	47	0
<i>Ave. Wage</i>	\$30.77	0

- *Currently redesigning our Professional Talent of Tampa Bay service delivery flow to better align with industry needs*

Objective 2 Identify training opportunities for targeted occupations.

- *Created a Director of Development position to identify appropriate grant opportunities for our region*
- *Currently exploring potential grant opportunities that align with CSTB's vision and mission*

Objective 3 Develop Labor Market Information.

- *IT Skills Gap Analysis Report: tampabaygapanalysis.com/it.html*
- *Manufacturing Skills Gap Analysis Report: tampabaygapanalysis.com/manufacturing.html*
- *Financial & Shared Services Skills Gap Analysis Report: tampabaygapanalysis.com/finance.html*

Objective 4 Develop a Regional Targeted Occupations List.

Training areas included within the Regional Targeted Occupations List (RTOL) include occupations identified as critical to the four targeted industry sectors: Healthcare, Manufacturing, Information Technology, and Financial and Shared Services.

- *2019 – 2020 RTOL List: https://www.careersourcetampabay.com/wp-content/uploads/2019/10/R15-LTOL-Program-Year-2019-20_Revised-9.24.2019-1.pdf*

Goal II

Develop Effective Employer Based Workforce Programs

Objective 1 Increase participation in the On the Job Training (OJT) and Paid Work Experience (PWE) programs.

Employers may utilize the OJT program to offset costs associated with hiring and training new employees. The program provides an opportunity for individuals who already possess some job-related skills.

OJT	<i>Prior PY 18-19</i>	Q1 PY 19-20
<i>Total Funding</i>	\$40,170.00	0
<i># of Trainees</i>	21	0
<i># of Employers</i>	18	10 Contracts Fully Executed
<i>Avg. Wage at Placement</i>	\$13.83	N/A

***Paid Work Experience** is a career preparation program intended to expose young workers to a business environment, with a focus on skill development in high demand occupations. Employers will have the opportunity to connect with and employ motivated, fresh talent at no cost to the company.*

PWE	<i>Prior PY 18-19</i>	Q1 PY 19-20
<i>Total Funding</i>	\$21,560.00	\$8,721.52
<i># of Trainees</i>	7	10
<i># of Employers</i>	5	5
<i>Avg. Wage at Placement</i>	\$12.08	N/A

- *Ongoing coordination between Business Services and Programs – Work Based Learning team continues to occur to ensure OJT and PWE policy and procedure compliance*

- To date a total of 15 contracts have been executed between OJT and PWE and continued interest is expressed by local employers
- PWE program was launched through a cohort based model with two start dates (September and November) as the bulk of emphasis will be placed on the Summer Job Connection 2020 program

Objective 2 Encourage employer involvement in the Local Employed (EWT) and Incumbent Worker Training (IWT) programs.

The EWT/IWT program is designed for businesses who seek to enhance the professional skills of existing employees. The program increases workforce availability and skills to support targeted industry sectors and apprenticeship programs. This strategy will promote business retention and contribute to the overall economic growth within the region.

IWT	Prior PY 18-19	Q1 PY 19-20
<i>Funding Allocated:</i>	\$450,000.00	N/A
<i>No. of applications received:</i>	13	N/A
<i>No. of IWT awards:</i>	0	N/A
<i>No. of Trainees:</i>	424	N/A
<i>Amt. approved for funding:</i>	0	N/A
<i>Expected Employer Contribution:</i>	\$34,042,954.00	N/A

- Requested CareerSource Florida to conduct Incumbent Worker Training for our business services team
- We are finalizing our IWT procedures, online application, intake packet and IWT Agreement and launch is scheduled for mid-November
- Several employer have indicated an interest in this program

Objective 3 Connect employers with the Florida Flex Program administered by CareerSource Florida.

FloridaFlex is administered by CareerSource Florida and offers businesses in Florida, or relocating to Florida, a completely integrated talent support solution to help them compete and grow with programs such as the Incumbent Worker Training Program (IWT) and Quick Response Training (QRT).

IWT: For-profit, small- to mid-sized businesses in Florida may be eligible for grant dollars to help pay for training existing employees.

Company	Amt. Requested
N/A	N/A
Total	N/A

- To date EDC has not had any employers apply for FloridaFlex CSF programs including ITW and QRT during Q1 (July –Sept.)

Objective 4 Encourage employer participation in the internship and apprenticeship programs.

TampaBayIntern.com provides an exclusive and unique opportunity for employers to connect with current students and recent graduates seeking employment opportunities. Once connected to

TampaBayIntern staff, employers can count on our staff to recruit and refer candidates for their open positions.

Period	No. of Employers	No. of Internships	No. of Interns Registered
<i>Prior PY 18-19</i>	28	20	254
Q1 PY 19-20	0	0	56

Summer Job Connection 2020:

- Goal: Serve 1, 500 Youth ages 16-24
- Paid Work Experience program earning \$11 per hour, working max. 24 hours per week and working 6 weeks

Key Program Dates:

- December 13 – 19, 2019 – Employer Table Talks
- January 6, 2020– Program Application Launched for Youth & Employers
- January 27, 2020– Youth Registration/Intake Sessions Began & Employer Worksite Screenings
- June 8 - June 12, 2020 – Youth Summit Events – Locations TBD
- June 15, 2020 – Participants first day of work
- June 15 – July 24, 2020 - SJC Career Specialist conduct onsite bi-weekly monitoring
- July 24, 2020 – Participants last day of work

Goal III

Effectively Market and Brand Services and Programs

Objective 1 Develop innovative strategies and outreach materials to market various programs.

Website Traffic

Timeframe	Page Views	Unique Page Views	Website Users	Average Time on Page	Bounce Rate	Sessions
<i>Prior PY 18-19</i>	1,227,655	861,540	203,861	1:34	54.8%	372,264
Q1 PY 18-19	362,125	252,632	67,670	1:39	53.9%	110,218
Q1 PY 19-20	267,277	185,806	45,062	1:21	52.7%	77,414

Source: Google Analytics

Social Media Traffic

Month	Social Media Impressions	Social Media Engagements	# of Social Media Followers	# of New Social Media Followers	Social Media Clicks	Total Messages/Po sts

<i>Prior PY 18-19</i>	321,810	8,425	5,943	1,450	N/A	N/A
Q1 PY 18-19	106,000	3,597	N/A	394	N/A	N/A
Q1 PY 19-20	787,170	5,224	6,666	475	3,572	305

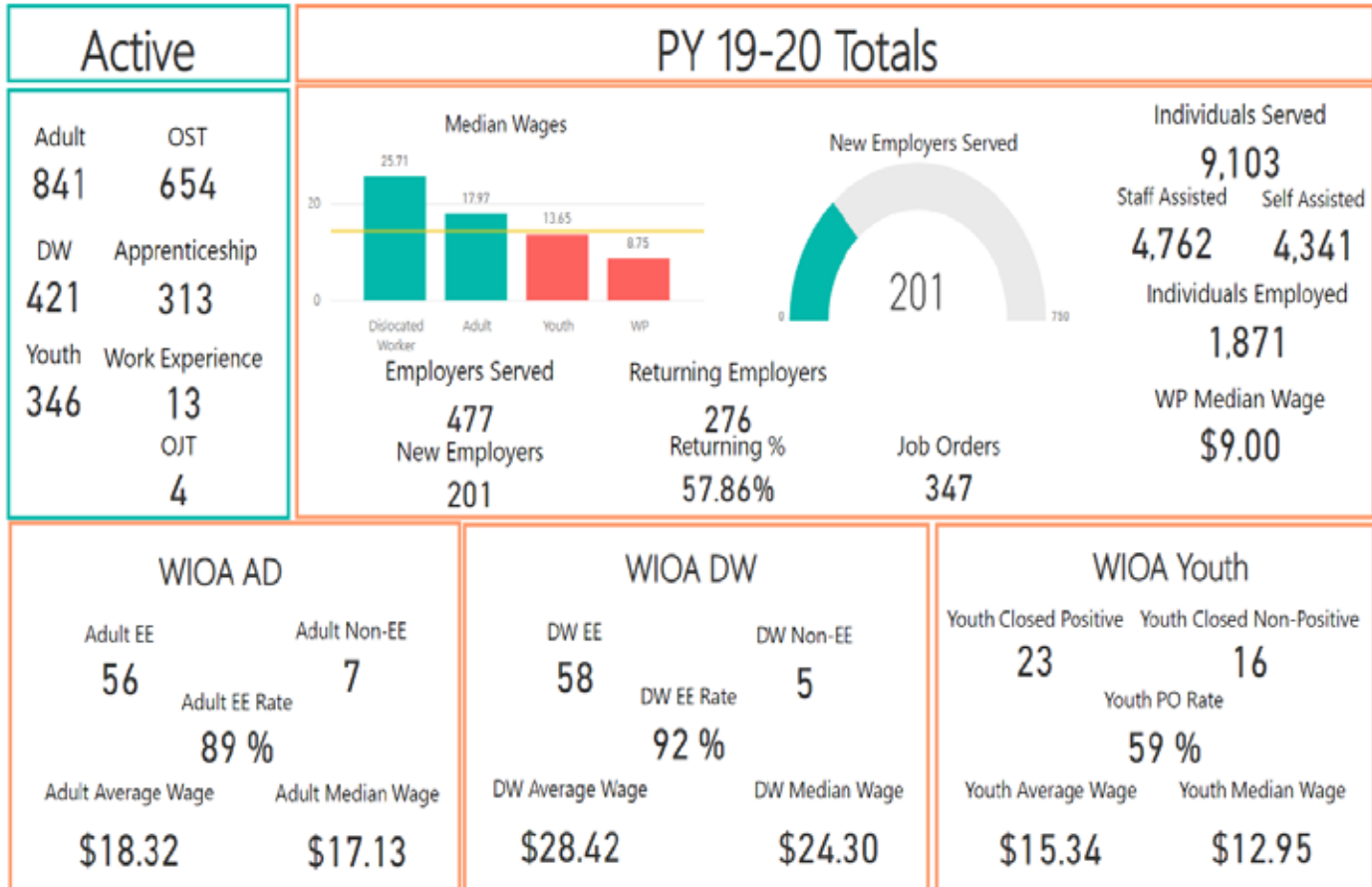
Source: Sprout Social

Public Relations

Month	# of Press Releases	# of Media Inquiries	Earned Media Impressions	Earned Media Dollar Figure	# of Positive Stories Published	# of Negative Stories Published
<i>Prior PY 18-19</i>	6	9	269,724	\$10,317	22	4
Q1 PY 19-20	8	0	163,288	\$11,810	6	0



Information Item # 3 CSTB Performance Dashboard 10.1.19



Source: Employ Florida/OSST

Last Updated
10/1/2019



Information Item # 4

Summer Job Connection (SJC) 2020 Update

Key Program Dates:

- December 13 – 19, 2019 – Employer Table Talks
- January 6, 2020– Program Application Launched for Youth & Employers
- January 27, 2020– Youth Registration/Intake Sessions Began & Employer Worksite Screenings
- June 8 - June 12, 2020 – Youth Summit Events – Locations TBD
- June 15, 2020 – Participants first day of work
- June 15 – July 24, 2020 - SJC Career Specialist conduct onsite bi-weekly monitoring
- July 24, 2020 – Participants last day of work

Program Updates:

- **10.8.19** – Hired our year round **SJC Program Coordinator**, Jennifer Wilson
- **10.21.19** – **SJC Program End Awards Celebration** -Recognized outstanding employer champions, key partners and youth
- **11.19 & 11.20** -**Staff FAQs** – SJC team conducting informational sessions for staff
- **SJC Portfolio** - 2020 theme is Channeling Your Inner Superhero
- **Goal: Serve 1,500 youth**

Hillsborough County Areas:	Population %	Enrollment Goals
Southshore:	9%	135
Brandon/Riverview:	23%	345
Plant City:	6%	90
Tampa:	62%	930
		1,500

- **Outreach & Partner meetings ongoing**
- **Save the Date:** 1.6.2020 online application launches

Learning Today, Leading Tomorrow...

One Summer Can Change your Future – We are making connections that matter!



Information Item # 5

Training Program Updates

Information

CareerSource Tampa Bay requires training vendors to submit updated performance costs and data worksheets to report changes within approved training programs.

Altierus Career College reported changes for the following programs:

Program Name	Original Total Cost	Updated Total Cost	% change	Explanation
Electrical Construction Technician	\$12,751.00	\$15,100.00	18%	To increase responsiveness to student needs and remain competitive, the College continues to transition some of its diploma programs from an on-campus five-days a week classroom and laboratory teaching modality to a blended learning modality that incorporates weekly virtual instruction along with three days each week of on-campus laboratory instruction. As part of their tuition, students receive an iPad, with an iPad keyboard, that is loaded with courseware in lieu of textbooks.
Pharmacy Technician	\$13,423.00	\$14,650.00	9%	
Medical Assistant	\$16,150.00	\$16,650.00	3%	
Heating, Ventilation, and Air Conditioning (HVAC) Technician	\$13,462.00	\$15,100.00	12%	

Ultimate Medical Academy reported changes for the following programs:

Program Name	Original Total Cost	Updated Total Cost	% change	Explanation
Health Science - Pharmacy Technician	\$ 26,445.00	\$ 27,675.00	5%	UMA had a tuition increase from \$430 to \$450 per credit hour causing an increase in the total cost of the program.
Medical Office and Billing Specialist	\$ 16,340.00	\$ 17,100.00	5%	
Medical Administrative Assistant	\$ 16,340.00	\$ 17,100.00	5%	
Medical Billing and Coding AS	\$ 27,090.00	\$ 28,350.00	5%	
Medical Billing and Coding	\$ 16,770.00	\$ 17,550.00	5%	
Health Science - Medical Administrative Assistant	\$ 10,320.00	\$ 10,800.00	5%	
Health Science - Medical Office and Billing Specialist	\$ 10,320.00	\$ 10,800.00	5%	



Information Item # 6

Training Vendors Outcome Report

Period covering: July 2019 thru September 2019

CareerSource Tampa Bay provides WIOA funded training services with a focus on successful completion of demand-driven industry certifications and training programs.

Performance Outcome Descriptions:

Column Name	Description
Total Exited Training	The total # of all WIOA customers who exited training since the beginning of the current program year.
Exited without Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year <u>without completing training</u> .
Exited After Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year <u>after completing training</u> .
Total Employed	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment after exiting training</u> .
Total Employed Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment that is related to training after exiting training</u> .
Employed Not Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment that is not related to training after exiting training</u> .
Average Wage	The average of wages for all WIOA customers that exited training since the beginning of the current program year <u>with employment after exiting training</u> .
Completion %	Exited After Completing Training divided by Total Exited Training
Placement %	Total Employed divided by Exited After Completing Training

Training Vendor Outcome Report: PY1920 Q1 (July 2019-September 2019)

Provider Name	Program Name	Total Exited Training	Exited after Completing Training	Exited without Completing Training	Total Employed Training Related	Employed Not Training Related	Average Wage*	Completion %**	Placement %**
Aparicio-Levy Technical Center	Emergency Medical Technician	2	1	1			N/A	50%	0%
Brewster Technical Center	Web Development	1	1				N/A	100%	0%
Center For Technology Training	iOS/A+	2	2				N/A	100%	0%
Center For Technology Training	Microsoft Database Technologies	1	1				N/A	100%	0%
Center For Technology Training	Microsoft Network Administration	1	1				N/A	100%	0%
Center For Technology Training	Network Administration	3	3		3		\$30.57	100%	100%
Center For Technology Training	Network Support Services Cross-Training	1	1			1	\$17.79	100%	100%
Center For Technology Training	Project Management	1	1				N/A	100%	0%
Computer Coach Training Center	Business Operations Specialist	6	4	2		1	\$12.50	67%	25%
Computer Coach Training Center	C# Programming	2	2				N/A	100%	0%
Computer Coach Training Center	Computer User Support Specialist	5	4	1	1		\$23.07	80%	25%
Computer Coach Training Center	IT Security	1	1			1	\$30.00	100%	100%
Computer Coach Training Center	Network and Computer System Administrator	5	5				N/A	100%	0%
Computer Coach Training Center	Project Management Specialist/Service Management	4	2	2		1	\$24.00	50%	50%
Concorde Career Institute	Medical Assistant	1	1				N/A	100%	0%
Concorde Career Institute-Tampa	Dental Assisting/Assistant	1	1				N/A	100%	0%
Concorde Career Institute-Tampa	Medical/Clinical Assistant	1	1				N/A	100%	0%
Concorde Career Institute-Tampa	Respiratory Therapy - Polk	1	1				N/A	100%	0%
Erwin Technical Center	Nails Specialty	2	1	1			N/A	50%	0%
Erwin Technical Center	Phlebotomy	1	1				N/A	100%	0%
Erwin Technical Center	Practical Nursing	1	1				N/A	100%	0%
Galen College Of Nursing	Nursing-As	1	1				N/A	100%	0%
Hillsborough Community College	Accredited Claims Adjuster	1	1	1		1	\$20.00	100%	100%
Hillsborough Community College	CompTIA A+ Certification	1	1				N/A	100%	0%
Hillsborough Community College	Computer Information Administr	2	1	1			N/A	50%	0%
Hillsborough Community College	Dental Assisting	1	1				N/A	100%	0%
Hillsborough Community College	Liberal Arts	2	1	1			N/A	50%	0%
Hillsborough Community College	Mechatronics and Robotics	9	8	1			N/A	89%	0%
Hillsborough Community College	Medical Assistant	4	4		3		\$14.75	100%	75%
Hillsborough Community College	Opticianry	2	1	1			N/A	50%	0%
Hillsborough Community College	Paralegal Studies (Legal Asst)	2	1	1			N/A	50%	0%
Hillsborough Community College	Patient Care Tech	2	2				N/A	100%	0%
Hillsborough Community College	Respiratory Care	2	1	1			N/A	50%	0%
Hillsborough Community College	Soldering	10	10		1	1	\$12.38	100%	20%
Hillsborough Community College	Truck Driver - CDL A	3	3		1		\$19.00	100%	33%
Hillsborough Community College	Welding	15	14	1	3	1	\$12.75	93%	29%
Jersey College	Practical Nursing	2	2				N/A	100%	0%

Jersey College	Professional Nursing	1	1		1		\$28.05	100%	100%
Jersey College	Professional Nursing-As	2	2		1		\$25.12	100%	50%
Learey Technical Center	Fire Fighter	2	1	1			N/A	50%	0%
Manatee Technical College	Automotive Collision Technology Technician	1	1				N/A	100%	0%
National Aviation Academy	Aircraft Powerplant Mechanics	4	4		1		\$28.00	100%	25%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Hardware Engineer	1	1				N/A	100%	0%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Information Systems Manager	8	7	1	3		\$34.48	88%	43%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Support Specialist	3	3			2	\$15.54	100%	67%
New Horizons Computer Learning Center Of Gulf Coast Flori	Computer Systems Analysts	1	1				N/A	100%	0%
New Horizons Computer Learning Center Of Gulf Coast Flori	Database Administrator	6	5	1	1	1	\$38.22	83%	40%
New Horizons Computer Learning Center Of Gulf Coast Flori	Executive Secretaries and Executive Admin Assistants	3	2	1			N/A	67%	0%
New Horizons Computer Learning Center Of Gulf Coast Flori	Network & Computer Systems Administrator	3	3		1		\$40.00	100%	33%
New Horizons Computer Learning Center Of Gulf Coast Flori	Network Administrator	3	3			1	\$17.19	100%	33%
New Horizons Computer Learning Center Of Gulf Coast Flori	Preparation For Project Management Professional (PMP) Certification	1	1				N/A	100%	0%
Rasmussen College	Nursing	2	1	1			N/A	50%	0%
Roadmaster Drivers School, Inc.	Commercial Truck Driver	3	2	1			N/A	67%	0%
Tampa Truck Driving School	CDL A - Truck Driver Training	5	5		2	1	\$13.98	100%	60%
Ultimate Medical Academy	Medical Billing And Coding	1	1				N/A	100%	0%
University Of South Florida	Legal Assistant/Paralegal	2	2				N/A	100%	0%
University Of South Florida-Main Campus	Technology Project Management	4	4		1		\$28.85	100%	25%

*Average wage at or above \$14.63 or where data is not available are highlighted green. Average wage below \$14.63 are highlighted yellow.

**Completion and Placement Rates at or above 70% or where data is not available are highlighted green. Average wage below 70% are highlighted yellow.

Note: Participants who exited training after completion have 180 days from completion to be counted as placed.



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