

# CareerSource Tampa Bay (CSTB)

## Minutes of Executive Committee Meeting

**Date:** February 21, 2019 - 11:00 a.m.

**Location:** CSTB | North Tampa Center, 9215 N. Florida Ave., Ste. 101, Tampa, FL

### Call to Order

Chair Sean Butler called the meeting to order at 11:01 a.m. There was a quorum present with the following Executive Committee members participating.

### Members in attendance

Sean Butler, Ginger Clark (Via Conf. Call), Randall King, Commissioner Sandra Murman, Roy Sweatman, Mike Smith

### Not in attendance

Sophia West and Jeff Serpico

### Staff Present

John Flanagan, Juditte Dorcy, Sheila Doyle, Anna Munro, Jody Toner, Mimi Tran, Michelle Schultz, Jeanette Morales and Joe Vitale

### Board Counsel

Charley Harris

### BOCC Liaison/Representative

Kenneth Jones

### Guest

Michael Bach

The items are listed in the order of discussion.

▶ **Indicates Committee Action**

### Public Comments

There were none.

### ▶ Approval of Minutes

#### ▶ December 13, 2018 Executive Committee Meeting

- A motion to approve the minutes of December 13, 2018 Executive Committee Meeting was made by Randall King and seconded by Mike Smith.
- The motion passed unanimously.

#### ▶ December 13, 2018 CEO Search Committee Meeting

- A motion to approve the minutes of December 13, 2018 CEO Search Committee Meeting was made by Randall King and seconded by Commissioner Sandra Murman.
- The motion passed unanimously.

#### ▶ December 6, 2018 Finance Committee Meeting

#### ▶ October 8, 2018 Workforce Solutions Committee Meeting

#### ▶ November 7, 2018 One Stop Committee Meeting

- A motion to approve the combined minutes for: December 6, 2018 Finance Committee Meeting; October 8, 2018 Workforce Solution Committee Meeting and the November 7, 2018 One Stop Committee Meeting was made by Randall King and seconded by Commissioner Sandra Murman.
- The motion passed unanimously.

## **Chairman's Report**

The unemployment rate is 3.1 percent. In December 2018, there was an increase in population by 1.3% over the previous year. 23,000 unemployed residents in the region. Leisure and Hospitality Industry continue to outpace the statewide growth followed by Health Services and Finance/Insurance. Declining job growth was noted in Government Services/Information. Net job growth in all industries was up by 1.7 percent.

Commissioner Sandra Murman suggested to renew the practice of releasing the CSTB Board Newsletter containing report on job statistics. It was agreed that making the information readily accessible was a good idea and that the CSTB Newsletter would be a great idea.

## Key Initiatives and events

CSTB will be partnering to increase capacity for summer youth programs throughout Hillsborough County. CSTB hopes to add more than 300 youth jobs through partnerships with the Hillsborough School District, Boys and Girls Clubs of Tampa Bay and the University area CDC.

Professional Mixer scheduled for March 6, 2019 (12 employers participating).

Operational Initiative - CSTB looking at significant Service Delivery changes in the following areas: On-the-Job (OJT) policy, align policy with federal and state guidelines.

Ad Hoc Bylaws Committee - preliminary deliverables were reviewed on "Bylaws" and "Best Practices". Suggested members were Dr. Clark, Michael Bach, Roy Sweatman, Benjamin Hom, and Tom Aderhold. The Ad Hoc Comp Committee - the deliverables were wage analysis, positions - CSTB, organizational chart, market rate, and paid benefits. Committee not yet formed.

## **Board Counsel Report**

Mr. Harris reports the next phase of the investigation process has progressed to staff interviews. There have been a number of past and current employees contacted by the DOL and FBI agencies. The focus seems to be on former employees. A total of eight staff have been contacted and interviewed (six staff from Pinellas and two from Tampa). Currently, we are not aware of any past or current Board Members being contacted.

## **CEO Report**

John Flanagan indicated that we are hiring for key Director positions in WIOA/WTP Programs and Business Services. Additionally we are currently in the process of redesigning the organizational chart as we look at open positions and areas of need.

John Flanagan indicated that one of his core missions is to work across agencies to create one branded and marketable Summer Youth Employment Program in Hillsborough County. He shared his prior experience in Philadelphia where they served 10,000 youth through the Work Ready Philadelphia program.

CSTB is in the process of negotiating infrastructure funding agreements (IFAs), which is a mandate under the Workforce Innovation Opportunity Act with all of the federally defined required partners.

## **► Action Item: RFP Issuance: EDMS, Website, & IT Service**

*Refer to Page 15 of the February 21, 2019 Executive Committee Agenda Packet*

John Flanagan introduced the need to develop an RFP for the EDMS, Website, and IT services. CSTB currently has a 5-year contract with CTS ending June 30, 2019.

The following points of discussion ensued:

- The question arose, had we considered providing these services in-house? Chairman Sean Butler pointed out that rapidly advancing technology, and maintaining an up-to-date in-house IT department would be more costly than outsourcing to technology companies.

- Committee felt that an in-house IT Liaison is needed to manage the IT contract and ensure they are accountable for services. Currently the position is not budgeted. This position will be included in next fiscal year's budget.
- Committee also recommended that the 5-year contract be shortened to a 3-year contract period.
- A motion to approve the issuance of a Request for Proposal (RFP) for the provision of EDMS maintenance, website maintenance and IT services was made by Commissioner Sandra Murman and seconded by Sean Butler.
- The motion passed unanimously.

► **Action Item: RFP Issuance: Consulting Services**

*Refer to Page 16 of the February 21, 2019 Executive Committee Agenda Packet*

John Flanagan introduced the need for an RFP for National Workforce Development Consulting service that will provide a detailed look at our current CareerSource Tampa Bay service delivery model. He indicated that this was a previous need and request identified by the CSTB Board of Directors. This firm will provide best practices and recommendations for changes to our Board of Directors. These will be taken into future considerations, with the goal to increase efficiency and transparency. If approved, it would be built into next fiscal year's budget.

- A motion to approve the issuance of a Request for Proposal (RFP) for Consulting Services was made by Commissioner Sandra Murman and seconded by Randall King.
- The motion passed unanimously.

► **Action Item: Support Service and Incentive Policy**

*Refer to Page 17 of the February 21, 2019 Executive Committee Agenda Packet*

Jody Toner introduced the changes made to the Supportive Services and Incentive Policy. Highlights of the changes included the update to procedures, eligibility, limitations and tracking safeguards put in place to ensure that CSTB is in compliance.

The prior One Stop Committee recommended a name change from "VISA", to "Support Services Card" and provided an adjustment on the CEO waiver cap up to \$1,500. They also recommended that anything above this amount would require Board Chair approval. This was included in updated language in the policy presented today, sections highlighted in yellow.

- A motion to approve the Supportive Service and Incentive Policy was made by Commissioner Sandra Murman and seconded by Randall King.
- The motion passed unanimously.

► **Action Item: Career Services**

*Refer to Page 22 of the February 21, 2019 Executive Committee Agenda Packet*

One Stop Committee recommended moving forward with having Career Services be managed by an outside provider. John Flanagan pointed out that this is standard practice across the United States to establish needed firewalls. He advised the committee that CareerSource Tampa Bay will have oversight over the provider.

- A motion to approve the issuance of an RFP for Career Services was made by Randall King and seconded by Commissioner Sandra Murman.
- The motion passed unanimously.

► **Action Item: Training Provider Policy**

*Refer to Page 23 of the February 21, 2019 Executive Committee Agenda Packet*

Anna Munro presented the updated Eligible Training Provider List (ETPL) Policy with additional performance criteria and added performance measures for completion rates and job placement outcomes. On page 25, new language was added for out-of-County / State stipulations on the approval process for training services conducted outside our region. Sean Butler wanted clarification on the language change from "timely manner" to "5 business days", he thought it was too short, but the majority consensus was that it was fine as is.

The following points of discussion ensued:

- Commissioner Sandra Murman wanted to ensure that John Flanagan was up-to-date on the need for these updates to policy. To ensure that we had a quality provider that can provide results and increase outcomes. She pointed out the 70% minimum rate they need to meet.
- Kenneth Jones wanted to point out a few recommended edits to the policy. He advised to change wording on page 29, section 8 (c.) from warn notice to a different term, additionally he indicated that the last sentence of the paragraph looked incomplete and probably should include the word “probation”, so it would read... performance thresholds will be placed on one (1) year probation. Furthermore, he suggested that we should remove the 2018 year from end of fiscal year mentions, so that the policy would become evergreen, and not require frequent adjusting. Lastly, point 14. Monitoring – It indicates “on site monitoring”, maybe other differentiation or procedure needs to be added for out-of-state monitoring since it cannot be supported as stated “on site”.
- A motion to approve the Training Provider Policy was made by Commissioner Sandra Murman and seconded by Roy Sweatman.
- The motion passed unanimously.

► **Action Item: Work-Based Training Program: On-the-Job (OJT) Policy**

*Refer to Page 31 of the February 21, 2019 Executive Committee Agenda Packet*

Jody Toner presented that the policy was created to establish OJT processes and procedures. CSTB conducted extensive research by reviewing draft policies, statewide and national, Local Workforce Development Board best practices. The OJT program was established to ensure the benefit to the program participant. For an employer to participate, they need to meet the business eligibility criteria. We added additional language on monitoring. The reverse referral is clearly dictated and employers cannot refer a candidate they already plan on hiring, instead they need to refer them for OJT to be considered for enrollment into WIOA eligibility before the determination of hire. Employer will also need to meet level of performance outcomes for the WIOA, WTP and OJT programs to continue to participate.

The following points of discussion ensued;

- Randall King was concerned with “layoff” wording on page 35, bullet 5, that some businesses such as apprenticeship may lose opportunities, when they typically train for a certain amount of time and are let go, so they can be picked up by another employer. John Flanagan, indicated that clear communication will be shared with employer to ensure understanding so we do not have any surprises.
- A motion to approve the Work-Based Training: On-the-Job Training Policy was made by Commissioner Sandra Murman and seconded by Randall King.
- The motion passed unanimously.

**Information Items**

Junior Achievement of Tampa Bay - STEM TEC 2019 Program - RFP issued by CSTB on February 9, 2016. The contract was awarded to Youth Innovative Services and Junior Achievement of Tampa Bay, Inc. The award had the provision for up to three one-year period extensions with the approval by CSTB. The summer Career Institute will run from 6/3-6/28, with an estimate of 150 participating students.

Summer Youth Employment Program (SYEP) - CSTB is excited to announce the implementation of a 2019 Summer Youth Program. CSTB is looking to partner with local community-based organizations or organizations that have existing ties in the community. Target goal is to identify 300 motivated youths that reside in Hillsborough County ages 16-18. CSTB will leverage TANF funds and target serving TANF purposes.

Temporary Assistance to Needy Families (TANF)/funding Eligibility-Individual Training Accounts

Explanation that temporary assistance to needy families requires families to meet eligibility standards outlined in federal and state law to be eligible for TANF funded benefits and/or services. WIOA program staff will determine if applicants meet TANF eligibility criteria before assigning WIOA AD/DW or Youth as a fund source for occupational skills training/ITA. In the event of a 2-year training program, customer

would be dual enrolled with TANF funds paying for year one and WIOA funds (AD/DW/Youth) paying for training costs in year two.

#### Performance Report

- Emsi Economy Overview - CSTB purchased Emsi analytic software. Additional information available on <https://economicmodeling.com>, about this labor market data software. This software will provide CSTB with strategic data analytics that will allow us to anticipate predicted growth in population, labor and workforce agency requirements for the future.
- Performance Dashboard - Dashboard overview of active and PY 18-19 totals as well as WIOA AD, WIOA DW, and WIOA Youth metrics was provided.
- Primary Indicators of Performance - Region 15 PY 18-19 1<sup>st</sup> QTR Update was provided – we exceeded negotiated performance in 13 of 14 measures. Met negotiated performance in 1 measure.

Wagner Peyser Demographic – Updated WP Demographics infographic was provided for period of July 1, 2018 – December 31, 2018. Comments made regarding educational levels of job seekers and the need to encourage employers to help pay for continuing education of their workers.

#### **Committee Reports**

##### One Stop Committee

The Committee met on February 20, 2019

##### Audit & Finance Committee

The Committee met on February 28, 2019

##### Workforce Solutions Committee

The Committee met on February 13, 2019. Reviewed two Action Items, the Eligible Training Provider and Work-based training provider policy for OJT.

Goal update: Professional Talent of Tampa Bay, 21 candidates placed with an average salary of \$29.82 an hour. 16 employer agreements and 21 served in OJTs and we are looking for those numbers to go up once we get the policy and procedures aligned to make sure we are doing everything that needs to be done.

Professional Mixer - March 6, 2019 by invitation only, 13 employers participating.

#### **Future Business**

- We need to build a relationship with all our educational partners, to find jobs once you have graduated, not exclusive to a degree individual. Commissioner Sandra Murman referenced an article in the December Tampa Bay Times Business Section.
- Roy S. referenced the Tampa Bay Partnership Healthcare and Manufacturing initiatives.
- Dr. Ginger Clark mentioned that we need a true strategic workforce plan from a systems based approach model.

#### **Adjournment**

The meeting was adjourned at approximately 12:26 p.m.