

**CareerSource Tampa Bay
Workforce Performance Committee Meeting Minutes**

Date: November 4, 2020
Location: ZOOM Meeting

Call to Order

Chair Rick Bennett called the meeting to order at 9:00 a.m. There was a quorum present with the following Workforce Performance Committee members participating. Rick Bennett welcomed newly appointed members: Felicia Bell (Director of Student Affairs, Concord Career Institute), Gil Schisler (Council Member, City of Temple Terrace), Jason Woody (President/CEO, Lions Eye Institute for Transplant & Research, Inc).

Committee Members in Attendance

Tom Aderhold, Felicia Bell, Rick Bennett, Stephanie Brown-Gilmore, Conchita Canty-Jones, Marcella Blanchett (Representative for Mireya Hernandez), John Howell, Steve Morey, and Jason Woody.

Committee Members Not in Attendance

Richard Cranker and Gil Schisler.

Staff

Jody Toner, Anna Munro, Christina Witt, Chad Kunerth, Jennifer Wilson, Anacelis Collazo, Don Shepherd, Doug Tobin, Melissa Carroll, and Tammy Stahlgren.

BOCC Liaison

Ken Jones

Others in attendance

Shellonda Rucker - Dynamic Workforce Solutions, One Stop Operator.

Public Comments

There were none.

The agenda items are listed in the order of discussion.

- ▶ Indicates Committee Action
- Indicates Action Needed

Action Items

▶ **Action Item #1 Approval of Minutes August 5, 2020 Workforce Performance Committee**

(Refer to pages 2-6 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

- A motion to approve the minutes of the August 5, 2020 Workforce Performance committee meeting minutes:
 - Motioned: Tom Aderhold
 - Seconded: John Howell
- The motion passed unanimously.

▶ **Action Item #2 Approval of Training Vendors**

(Refer to pages 7-8 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

- A motion to approve the Aguilas International Technical Institute & Academy for Dental Assistants, as an approved training vender for LWDB 15.

- Motioned: Tom Aderhold
 - Seconded: Jason Woody
- The motion passed unanimously.

► **Action Item #3 Approval of Training Programs**

(Refer to page 9 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

- A motion to approve the program additions submitted by USF, Learning Academy Services for the Tech2Work training program to the list of approved training vendors for LWDB 15.
 - Motioned: Tom Aderhold
 - Seconded: Conchita Canty-Jones
- The motion passed unanimously.

Information Items

Information Item # 1 PY 2020-2021 Workforce Performance Strategic Goals update given by Jody Toner

(Refer to pages 10-20 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

- Discussed center traffic and future impact of increased RA claimants anticipated once Governors waiver ends on 12.5.2020.
- A total of 243 customers participated in CSTB's Employability Skills Workshop in a virtual capacity.
- During this period a total of 92 new occupational skills training enrollments occurred (79 Adult/Dislocated Worker and 13 Youth).
- We also enrolled 7 new participants in WIOA funded Apprenticeship Training (7 Adult/Dislocated Worker).
- A total of 17 WIOA customers participated in Work-Based Learning Training, of which 7 were new enrollments (5 OJT and 2 PWE).
- The Incumbent Worker Training online application launched on September 11, 2020. The PY 20-21 goal is to serve 16 unique employers and our allocated Budget is \$500,000.
- Customer Satisfaction Initiatives: Our YTD Net Promoter Score was 57.5% with a total of 116 surveys completed.

Information Item # 2 One Stop Operator update given by Shellonda Rucker

(Refer to pages 21 & 22 of the August 5, 2020 Workforce Performance Committee Agenda Packet)

A total of 363 connections were made using the CareerSource Tampa Bay Agency Quick Connection Form.

- A total of 9 partner organizations received connections.
- CSTB made 38 connections, primarily for housing and CSTB received 8 referrals, primarily from Job Corps, this year.

A total of 2 new partners were added to the CSTB Partner Portal during the year. There are 25 Partners engaged in the Partner Portal and Agency Connection Form currently.

The last Quarterly Partner meeting was held via zoom on September 16, 2020. There were 38 attendees from 17 partner organizations.

DWFS Conducted a walk-through in the Tampa and Brandon centers on September 15, 2020. The goal was to assess front-end service delivery and assessment of services, including a review of accommodations available for job seekers with disabilities. Overall, the observations were positive. Melissa Carroll and Jody Toner conducted a follow up walk-through on October 20, 2020 to review corrective action plans that had been implemented.

Information Item # 3 Update to Approved Training Providers: Connecticut School of Broadcasting Update given by Melissa Carroll

(Refer to pages 23 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

Dick Robinson Media's Connecticut School of Broadcasting closed their Tampa campus due to their lease expiring and uncertainties of COVID-19 on the company. All classes were moved to the Palm Beach Code of School, also owned by Dick Robinson Media, classes are now on an online platform accessible to anyone. A new training provider agreement was submitted showing the name change, their agreement is through June 30, 2021.

Information Item # 4 – Training Vendor Outcome Report PY 20-21 Update given by Chad Kunerth

(Refer to pages 24-28 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

This report is from last program year PY 20-21. We use three criteria to gauge success for this program: wage rate at \$15.25 or above, completion rate of 65% or above, and placement rate of 70% or above.

- 47 programs are meeting one of the criteria
- 29 programs are meeting two of the criteria
- 11 programs are meeting all three of the criteria
- 23 of those did not meet any of the established criteria

Currently there is a moratorium in place on removing providers based on poor performance, due to COVID-19. We continue to monitor relative provider performance on a quarterly basis.

Information Item # 5 R3 Rapid Recovery Response Update given by Don Shepherd

(Refer to page 29 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

CareerSource Tampa Bay (CSTB) kicked off the Rapid Response Recovery (R3) program that will help Hillsborough County job seekers with occupational skills training and help businesses find skilled labor. The R3 program is funded through the Federal CARES Act with funding released by the Hillsborough Board of County Commissioners. The goal is to sign up 2,100 job seekers to participate in Short-Term Training, On-the-Job Training or Paid Work Experience.

The Hillsborough BBOC requested a recent budget reduction to the R3 program, reducing overall funding from \$25 million to \$15 million in an effort to continue to support other R3 programming in Hillsborough County.

On October 7, 2020 The Board of County Commissioners approved a new service for R3. Financial Assistance has been added to the R3 program which will offer job seekers financial support while in training or to support their return to work.

We currently have 3,300 job seekers that have successfully completed the application and 248 employers who have completed applications and roughly 971 positions have been defined by those employers.

Information Item # 6 Reopening Expanded Services

(Refer to page 31 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

No discussion.

Information Item # 7 Tech Hire Update

(Refer to page 32 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

No discussion.

Information Item # 8 Emerging Initiatives – Foundational Skills

(Refer to page 33 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

No discussion.

Information Item # 9 National Dislocated Worker Grant

(Refer to page 34 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

No discussion.

Information Item # 10 Virtual Services Metrix Learning System Update given by Christina Witt

(Refer to page 35 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

CareerSource Tampa Bay continues to expand our virtual services platform, we are excited to announce the launch of the Metrix Learning online e-course platform. Metrix Learning® is a comprehensive platform that delivers career exploration tools, career pathways, job search tools, assessments, and online skill training. Job seekers will have the ability to virtually register, update job skills via e-learning courses, track their progress (e.g. course completions, hours, skill badges, etc.) and explore careers.

Below are the links to access the system through the CareerSource Tampa Bay Website.

- CSTB Web Page : <https://www.careersourcetampabay.com/SkillUpWorkingSolutions>
- Registration Page: <http://careersourcetb.skillupamerica.org/>

Information Item # 11 JPI Update given by Anacelis Collazo

(Refer to page 36 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

The total number of participants assessed was 300 and we are exceeding this goal and are currently at 103%; Total number of participants enrolled into Employ Florida and received CSTB services were 146, we are at 61% and total participants placed into unsubsidized employment 148, and we are at 62%.

Information Item # 12 Summer Job Connection Update given by Jennifer Wilson

(Refer to pages 37 of the November 4, 2020 Workforce Performance Committee Agenda Packet)

There was an overview of Tentative Key SJC Dates. January 4, 2021 Online Application Launches.

Report- Industry Insights

Economic Development Insight given by Steve Morey

- EDC focuses their outreach to targeted industries. We work with competitive project companies that can do what they're doing here or anywhere in the country, and we're trying to make the case for why they should be here.
 - We worked on 20 projects last year involving 2620 new jobs, which was above where we were last year. The biggest bulk of those jobs came from financial and professional services.
 - Citi Group sought to hire 700 more people, most of them in their IT department with an average wage of \$85,000. They've already hired 500 people for those jobs.
 - Fisher Investments essentially established a regional headquarters here in in Tampa for their East Coast operations. They're ramping up 600 people.
 - Penny Mac, which according to fundinghero.com is a top five mortgage loan company, is hiring 400 plus people.
 - Those are big numbers for us in the financial and professional services areas, which is our bread and butter in the area.
 - We had 247 new jobs in information technology, which is still strong, although we do have some concerns about that because of COVID-19 still affecting hiring.
 - We're going to be working on some other tech areas here in Tampa because statistics indicate in our assets match up with these areas and they're growth areas with high paid jobs. These areas include cyber security, financial tech, health tech, cancer solutions, and supply chain management solutions.
 - One of the biggest challenges we're going to be facing is tracking and measuring hiring since this whole virtual workforce trend has been accelerated. How do we keep metrics if a company in New York says, I don't care where you live anymore, and we get x number that live in or moved to Florida?
- The Chair requested the next meeting to be an hour and half to allow more time for Industry Updates.

Future Business

None.

Adjournment

The meeting was adjourned at 10:00 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.