

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

Date: February 3, 2021
Location: ZOOM Meeting

Call to Order

Chair Rick Bennett called the meeting to order at 9:01 a.m. There was a quorum present with the following Workforce Performance Committee members participating.

Committee Members in Attendance

Tom Aderhold, Felicia Bell, Rick Bennett, Marcella Blanchett (Representative for Mireya Hernandez), John Howell, Steve Morey, and Jason Woody.

Committee Members Not in Attendance

Stephanie Brown-Gilmore, Richard Cranker and Gil Schisler.

Staff

Jody Toner, Anna Munro, Michelle Zieziula, Christina Witt, Chad Kunerth, Jennifer Wilson, Nicole Beverley, Don Shepherd, Doug Tobin, Melissa Carroll, and Tammy Stahlgren.

BOCC Liaison

Ken Jones.

Others in attendance

Shellonda Rucker - Dynamic Workforce Solutions, One Stop Operator.
Paul Dunn - Dynamic Workforce Solutions, One Stop Operator.
Nancy Brown - Division of Blind Services.

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 of the November 4, 2021 Workforce Performance Committee**

(Refer to pages 2-6 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

- A motion to approve the minutes of the November 4, 2021 Workforce Performance committee meeting minutes.
 - Motioned: Tom Aderhold
 - Seconded: John Howell
- The motion passed unanimously.

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

(Refer to page 7 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

- A motion to approve training provider Access Computer Training, LLC's request for a waiver for a new training program addition, outside of the application period.
 - Motioned: Jason Woods
 - Seconded: Tom Aderhold
- The motion passed unanimously.

▶ **Action Item #3 Approval of Training Vendors**

(Refer to page 8 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

- A Motion to approve training provider Florida Career College's request for a waiver for the training provider application and training program, outside of the application period.
 - Motioned: Steve Morey
 - Seconded: Tom Aderhold
- The motion passed unanimously.

▶ **Action Item #4 Migrant and Seasonal Farmworker Outreach Program Years 2020-2024**

(Refer to page 9 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

- A motion to approve the 2020-2024 Migrant and Seasonal Farmworker (MSFW) Outreach Plan.
 - Motioned: Tom Aderhold
 - Seconded: John Howell
- The motion passed unanimously.

Information Items

Information Item # 1 PY 2020-2021 Workforce Performance Strategic Goals update given by Chad Kunerth, Christina Witt, and Doug Tobin

(Refer to pages 20-29 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

- Discussed the decrease in center traffic because of the work search requirement being waived. Once the Governor's waiver ends, we anticipate the RA claimants to increase.

January 2021 Center Traffic update below:

- Total of 3,501 customers visits occurred during this time
- This represents an increase of 4.9% from prior month
- Averaging 184 visits per business day
- Tampa represents 80.5% of all traffic followed by Brandon representing 12.28%, CPC at 3.68%, Ruskin at 2.03% and Plant City at 1.46%

YTD PY 20-21 Center Traffic update below:

- Total of 23,923 customer visits occurred during this time
- Averaging 164 visits per business day

- Tampa represents 80.6% of all traffic; followed by Brandon representing 12.9%, CPC at 4.7%, Ruskin at .9% and Plant City at 0.6%
- A total of 301 customers have participated in CSTB's Employability Skills Workshop in a virtual capacity within this program year period July 2020 – December 2020.
- During this period a total of 116 new occupational skills training enrollments occurred, 108 Adult/ Dislocated Worker and 8 Youth.
- We also enrolled 16 new participants in WIOA funded Apprenticeship Training, 241 Adult/Dislocated Worker.
- A total of 8 WIOA customers participated in Work-Based Learning Training, of which 5 were OJT and 3 PWE.
- A total of 1,052 new Job Seeker referrals to internal Job Orders. In addition, a total of 5,032 new internal job orders were created, and 710 new employers posted a job order.
- In-House Recruitments and Job Fairs were 2, number of Employers Participating 9, and number of Job Seekers Participating 80.
- Virtual Job Fairs were 5. CSTB began in-person Job Fairs

Performance Dashboard and Marketing overview were discussed.

Information Item # 2 WP Demographics update given by Nicole Beverley

(Refer to page 23 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

During the period of July to December 2020 there was a decrease throughout the demographic categories when compared to the PY 19-20 WP Demographic.

- Decrease of 1,666 Veteran identified participants served.
- Decrease of 1,093 customers identified as having a disability served.
- Every category of education level experienced a decrease in percentage served, however bachelor degreed demographic experienced the highest decrease of 7.79%.

CSTB saw an increase in services provided to the following demographics:

- Race/ Ethnicity:
 - Black – increase of 3.83%
 - Hispanic – increase of 4.61%
 - Asian – increase of 0.05%
 - American Indian – increase of 0.18%
 - Not Identified – increase of 1.38%
- Age Group:
 - Increase of 3.2% was reflected in the age group of 19-24 served during this period.

Information Item # 3 Heat Map Analysis Update given by Chad Kunerth

(Refer to page 32 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

- The two zip codes on the heat map with light shading are 33688 - Greater Carrollwood and 33595 - Valrico. There was a request to pull some additional data to see why there was a lack of need in those areas.

Information Item # 4 One Stop Operator & Secret Shopper update given by Shellonda Rucker
(Refer to pages 33-50 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

A total of 394 connections were made using the CareerSource Tampa Bay Agency Quick Connection Form. There were 80 new connections made from July 2020 through December 31, 2020.

- A total of 13 partner organizations received connections.
- 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 December 16, 2020. There were 30 attendees from 10 partner organizations.
- We have seen a decrease in the number of organizations participating. We will be providing Partner Portal retraining for all partners and CSTB staff.

Secret Shopper Update

In person Survey Results increased 9.25% in December. December Score: 91.00% and November Score 81.75%.

Telephone Survey Results increased 19.2% in December. December Score: 71.00% and November Score 51.80%.

Information Item # 5 Approved Training Providers: The National Business Institute of Florida, Inc. update given by Melissa Carroll

(Refer to pages 51 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

No discussion.

Information Item # 6 WIOA Primary Indicators update given by Chad Kunerth

(Refer to pages 52-57 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

- Exceeding in 8 Metrics
- Meeting in 6 Metrics
- Not Meeting in 4 Metrics
 - WIOA Adult 4th QTR after Exit- Close to 90% meeting at 88.10%
 - WIOA DW 2nd QTR after Exit- Also close to goal at 85.88%
 - WIOA Youth Credential Attainment- 70% of goal
 - WIOA Youth Measurable Skill Gain- 54.51% of goal

Information Item # 7 Training Vendor Outcome Report PY 20-21 update given by Chad Kunerth

(Refer to pages 58-62 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

This report is from last program year PY 20-21, January 2020-December 2020. 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.

- 42 programs are meeting one of the criteria
- 20 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

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

- To present a broader perspective of training participants and outcomes, is it possible to include in future reports, 1) the total # of people in training at the beginning of the year, and 2) a “total row” underneath the last training vendor that would add totals for each column?

Information Item # 8 Summer Job Connection update given by Jennifer Wilson

(Refer to pages 63-64 of the February 3, 2021 Workforce Performance Committee Agenda Packet)

There was an overview of Key SJC Dates and the three program tracks were explained. Any board members wishing to participate in the program were encouraged to reach out to Jennifer Wilson.

Reports- Industry Insights

Economic Development Insight given by Steve Morey

Site Selections made 5 predictions for 2021:

- 1) Renewed Activity in Site Selection -Significant upswing in consultants predicting companies will move forward with projects.
- 2) Hybrid is the new normal – Virtual Community Visits, Desktop Analysis, Technology Use.
- 3) Cautious optimism on FDI – 83% of consultants predict FDI to the U.S. will grow and stabilize
- 4) Workforce Challenges, Yet New Opportunities – Skilled Labor Shortages, New Talent Pools Via remote work, Temporary Surplus of Lower Skilled Labor.
- 5) Supply Chain Shakeup will continue- Reshoring/nearshoring, Regionalization of supply chain, Inventory stockpiling, Decentralization/diversification of facilities, and Management of last-mile demand. Visit: www.siteselectorsguild.com to learn more.

Future Business

None.

Adjournment

The meeting was adjourned at 10:16 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.