



**Broward Workforce Development Board
One Stop Services Committee**

Tuesday, July 2, 2019

12:30 p.m. – 2:00 p.m.

Call In Number: (888) 585-9008

Passcode: 219-169-288

MEETING AGENDA

2890 West Cypress Creek Road, Main Conference Room, Ft. Lauderdale, FL 33309

The Committee is reminded of conflict of interest provisions. In declaring a conflict please refrain from voting or discussion and declare the following: 1) Your name and (if applicable) position on the Board, 2) the nature of the conflict and 3) who will gain or lose as a result of the conflict. Please also fill out form 8B prior to the meeting.

SELF-INTRODUCTIONS

APPROVAL OF MINUTES

Approval of the Minutes of the 5/7/19 One Stop Services Committee Meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Minutes of the Meeting

Pages 7 – 12

NEW BUSINESS

1. **New Courses For Existing Individual Training Account Provider – Broward College (BC)**

Consideration to approve Broward College’s (BC) application to add its 1) Avionics Certificate program and 2) Supply Chain Management Bachelor’s degree program to the Individual Training Account (ITA) list. CSBD reviewed the applications for completeness and to ensure Board mandated criteria were met for the training programs and related occupational titles. Because Dr. Mildred Coyne is a Board member and is employed by BC State rules require the governing boards approve this item by a 2/3 vote of the established quorum, after a conflict has been declared at the Board meeting.

RECOMM Approval
ACTION Motion for Approval
EXHIBITS Memo #52-18 (OPS)
 ITA Course Summary Spreadsheet

Pages 13 – 15

2. **New Course For Existing ITA Provider – Florida Atlantic University (FAU)**

Consideration to approve Florida Atlantic University’s (FAU) application to add its Project Management Professional (PMP) Exam Preparation course at their Davie Campus to the Customer ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational title.

RECOMM Approval
ACTION Motion for Approval
EXHIBITS Memo #53-18 (OPS)
 ITA Course Summary Spreadsheet

Pages 16 – 18

3. **Addition of New Course for Existing ITA Provider – Concorde Career Institute**

Consideration to approve Concorde Career Institute’s application to add its Pharmacy Technician training program to the ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational title.

RECOMM Approval
ACTION Motion for Approval
EXHIBITS Memo #54-18 (OPS)
ITA Course Summary Spreadsheet

Pages 19 – 20

4. **One Stop Services (OSS) Committee Strategic Planning Matrix for 2019 Updates**

Consideration to review and approve the updates to the OSS Committee Strategic Planning Matrix.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT OSS Committee Strategic Planning Matrix

Pages 21 – 34

REPORTS

1. **Professional Placement Network Project Plan**

The Professional Placement Network (PPN) workshop is all about helping jobseekers become employed in their next right job. We teach the things jobseekers must do, things they must say, things they must prepare, and finally the things they must be to become successful in their job search. The Plan addresses how the content is validated and refreshed.

ACTION Review
EXHIBIT PPN Project Plan

Pages 35 – 37

2. Outreach to Distressed Communities

As you may recall CSBD is increasing awareness of our services in the targeted distressed communities to educate them on our services such as the WIOA scholarship, employability workshops, and job placement assistance. To highlight our deliverables and community involvement efforts we created an info-graph that presents a visual summary of the key achievements of this initiative.

ACTION Review
EXHIBIT Targeted Community Info-graph

Page 38

3. Update on Services to Special Populations

The Workforce Innovation and Opportunity (WIOA) has a focus on helping low-income and disadvantaged populations. CSBD has always targeted special populations to serve in order to assist them in being self-sufficient. This memo provides an update to the One-Stop Services Committee on CSBDs commitment to serving Special Populations.

ACTION Review
EXHIBIT Memo #12-18 (QA)

Pages 39 – 41

4. Motivational Interviewing Techniques for Staff

Last fall we brought in a workforce development and human services consulting firm to teach staff customer focused approaches, evidence based motivational interviewing techniques and ways to improve engagement and participation. This is an update on how since then we continue to improve and implement change in this area to better engage customers as we assist them with employment services.

ACTION Review
EXHIBIT None

5. Update on the Selection of the One-Stop Operator

At the 5/7/19 committee meeting we let you know that our One Stop Operator Amy Evancho submitted her resignation. WIOA requires local boards to competitively procure the Operator and we posted a Request for Quotes on our Website on June 13th. We also placed advertisements in the Sun Sentinel, Daily Business Review and Westside Gazette. Responses are due at 12 pm on 7/15 and a rating committee comprised of Committee and Board members will rate the proposals. We anticipate bringing a recommendation to the Committee at the 9/4/19 meeting.

ACTION None
EXHIBIT None

6. Monthly Performance Report

The current performance for the month of May is provided. This month's data reflects that within the Big 7 Regions CSBD ranks 2nd in Veterans EER, and in WTP All Family Participation Rate and ranks 3rd in WTP Two Parent Participation Rate, WTP EER and Wagner Peyser EER

ACTION Review
EXHIBIT Performance Report for May

Pages 42 – 53

7. Broward County and Florida Unemployment Information

The unemployment rate in Broward County for May 2019 was 3.0% compared to 2.8% in April 2019 and 3.2% in May 2018. The state unemployment rate is 3.1% compared to the national rate of 3.4%. The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the 3rd highest annual job growth compared to all the metro areas in the state in professional and business services (+6,000 jobs), education and health services (+4,100 jobs) and other services (+1,000 jobs). In the Ft. Lauderdale-Pompano Beach-Deerfield Beach metropolitan division nonagricultural employment increased by 1.3% over the year. Local labor market information from the DEO Employment and Unemployment Press Release dated 6/21/19 is provided for review. Slight uptick from last month is probably related to schools, colleges and universities summer closing and the end of tourist season.

ACTION Discussion
EXHIBITS Broward County Labor Market Information
 Florida Employment and Unemployment Press Release 6/21/19

Pages 54 – 63

MATTERS FROM THE ONE STOP SERVICES COMMITTEE

MATTERS FROM THE FLOOR

MATTERS FROM THE PRESIDENT/CEO

ADJOURNMENT

THE NEXT COMMITTEE MEETING IS SCHEDULED FOR WEDNESDAY, 9/4/2019 AT 12:30 P.M.



**Broward Workforce Development Board
One Stop Services Committee**
Tuesday, May 7, 2019, 10:30 a.m. – 12:00 p.m.
CareerSource Broward, Main Conference Room
2890 W. Cypress Creek Rd.
Ft. Lauderdale, FL 33309

MEETING MINUTES

THE COMMITTEE WAS REMINDED OF CONFLICT OF INTEREST PROVISIONS.

SELF-INTRODUCTIONS

ATTENDEES: Gary Arenson, Ann Deibert, Deborah Forshaw, Marjorie Walters, Audrey Ljung, Cassandra Evans (phone) and Christine Frederick (phone)

STAFF: Mason Jackson, Ron Moffett, Carol Hylton, Christine Azor, Rochelle Daniels and Valencia Spells Anderson

APPROVAL OF MINUTES

Approval of the Minutes of the 4/16/19 One Stop Services Committee Meeting.

On a motion by Deborah Forshaw and seconded by Ann Deibert the One Stop Services Committee unanimously approved the minutes of the 4/16/19 meeting.

NEW BUSINESS

1. Work Experience Contract with Jewish Adoption and Foster Care Options (JAFCO)

Consideration to approve a Workforce Innovation and Opportunity Act (WIOA) work experience contract with JAFCO for Program Year (PY) 19-20. While we do not know the exact number of work experience customers JAFCO will take, we do not anticipate the non-financial contract amount will exceed \$24,000. As Ron Moffett, Senior Vice President of Operations is related to JAFCO's site director, this recommendation will require a 2/3 vote of the Board members present with an established quorum at the Board meeting.

Gary Arenson reminded the committee of the 2/3 vote requirement at the board meeting due to a conflict. Deborah Forshaw asked who would be participating in this program. Ron Moffett informed the committee it is a WIOA adult and dislocated worker work experience site. He also stated that it is a CSC Summer Youth Employment site.

On a motion by Deborah Forshaw and seconded by Ann Deibert the One Stop Services Committee unanimously approved a work experience contract with JAFCO for PY 19-20.

2. Work Experience Contract with Early Learning Coalition, Inc. (ELC)

Consideration to approve a WIOA youth work experience contract with the ELC for PY 19-20. While we do not know the exact number of work experience customers ELC will take, we do not anticipate the non-financial contract amount will exceed \$24,000. Because Mason Jackson, President/CEO of CSBD serves on the ELC Board, this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at the Board meeting.

Ron informed the Committee that this is a WIOA youth program contract with ELC. Gary Arenson reminded the committee of the 2/3 vote requirement at the board meeting due to the conflict. Deborah Forshaw commented that this is a good organization.

On a motion by Ann Deibert and seconded by Deborah Forshaw the One Stop Services Committee unanimously approved a WIOA youth work experience contract with ELC for PY 19-20.

3. Work Experience Contract with Broward Education Foundation (BEF)

Consideration to approve a WIOA youth work experience contract with the BEF for PY 19-20. While we do not know the exact number of work experience customers BEF will take, we do not anticipate the non-financial contract amount will exceed \$24,000. Because Frank Horkey, a member of the Broward Workforce Development Board (Board) is also the Chair of the Board of Directors for the BEF this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at the Board meeting.

On a motion by Deborah Forshaw and seconded by Ann Deibert the One Stop Services Committee unanimously approved a WIOA youth work experience contract with the BEF for PY 19-20.

4. Acceptance of Additional Welfare Transition Program (WTP) Funds

Consideration to accept an additional \$226,037 in WTP funds. These funds will be used to help Welfare Transition customers gain and/or retain employment through assistance with 1) job skills training 2) job search 3) support services and 4) for youth at-risk of needing welfare services in the future who could benefit from summer employment.

Ron explained to the committee that these funds need to be expended by 7/31/19 instead of the usual program year end date of 6/30/19.

On a motion by Deborah Forshaw and seconded by Ann Deibert the One Stop Services Committee unanimously approved acceptance of an additional \$226,037 in WTP funds.

5. Acceptance of Additional Reemployment Services and Eligibility Assessment Funds

Consideration to accept \$181,758 in Reemployment Services and Eligibility Assessment (RESA) funds for program year (PY) 18-19. The Department of Labor was delayed in releasing funds needed to run the program from January 2019 thru June 2019. The funds allowed us to continue providing the newly unemployed with mandatory career center services. With the additional funding the total amount received by CSBD for RESEA is \$580,897.

Mason Jackson explained to the committee that these funds are reimbursement for funds already expended. Ron further explained CSBD began receiving these funds in January for this federally mandated program for customers that are newly unemployed and expected to exceed their unemployment benefits.

On a motion by Ann Deibert and seconded by Deborah Forshaw the One Stop Services Committee unanimously approved acceptance of \$181,758 in RESA funds for PY 18-19.

6. Acceptance of Additional Summer Youth Employment Program (SYEP) Funds

Consideration to accept funding for the Summer Youth Employment Program (SYEP) to serve additional youth from 1) The City of Fort Lauderdale (COF) \$190,000 2) The City of Pembroke Pines (CPP) \$21,406 and 3) Bank of America (BOA) \$32,861 for a total of \$244,267. The SYEP program will provide each participant 3-days of employability skills training and an 8 week meaningful summer work experience for economically disadvantaged Broward County youth ages 16-18.

Cassandra Evans asked for a breakdown of the number of youth to be served with these funds. Ron Moffett explained that COF will serve 65 youth, CPP will serve 7 youth and BOA will serve 11 youth for a total of 83 additional youth that will be served in the summer with the use of these funds. Gary Arenson asked if this is Bank of America's first year in the program to which Ron responded it is their third year. Deborah Forshaw asked if there are also WTP dollars going towards this as well. Ron stated yes. Deborah Forshaw asked if these were the final amounts for this year's SYEP. Carol Hylton stated yes and that she is not aware of any additional funding. Mason stated the only potential additional funding will be the amount of WTP funding.

On a motion by Ann Deibert and seconded by Deborah Forshaw the One Stop Services Committee unanimously approved to accept funding for the Summer Youth Employment Program to serve additional youth from 1) The City of Fort Lauderdale \$190,000 2) The City of Pembroke Pines \$21,406 and 3) Bank of America \$32,861 for a total of \$244,267.

7. **PY 2019 – 2020 Preliminary Budget**

Consideration to approve the PY 2019-20 preliminary budget. The Preliminary Budget being presented reflects a minimal decrease of 0.35% in formula and carryforward funds. The total amount of formula and carryforward that we project to be available in PY 19-20 is \$21,156,456 as compared to \$21,230,997 actual in PY 18-19. The budget continues to emphasize investments in customer training and getting unemployed people back to work and, aligns with WIOA and achieving Board strategic initiatives and key business results.

Carol Hylton presented the preliminary budget to the committee. Ms. Hylton noted that WIOA formula funds were reduced 17%, however a supplemental allocation is expected and we have sufficient carryforward to mitigate the effects of the impact. Carol reviewed the dedicated grants for PY 19-20 and went over the various budget categories and provided detail on the items included in each category.

Audrey Ljung asked how long we have had the Deluca Foundation funding. Carol stated it was just recently received for the Start Up Now program. Audrey asked about the eligibility for the program. Mason Jackson informed the committee that the focus of the Deluca Foundation funds is the disadvantaged population.

Gary inquired about what determines the carryover. Mason explained unexpended WIOA funds can be carried forward into the next program year. No carryforward is allowed for TANF funds.

Deborah Forshaw questioned whether the decrease in WIOA funding was a trend with the current administration. Mason stated that WIOA will likely decrease due to the low unemployment rate and funding will be put into other workforce development programs.

On a motion by Cassandra Evans and seconded by Marjorie Walters the One Stop Services Committee unanimously approved the PY 19-20 preliminary budget.

8. **Region 22 Targeted Occupations List (TOL) for Program Year (PY) 19-20**

Consideration to approve the TOL for PY 19-20. We sent the preliminary TOL for PY 19-20 provided by the state to local education and business stakeholders to get input and gather additional relevant labor market data. We also held a publicly noticed meeting to review the occupational changes to region 22's TOL and gather additional information. CSBD recommends 1) retaining 20 occupations proposed by the State for removal 2) adding 12 new occupations.

Ron explained to the committee that the TOL is a comprehensive list of in demand occupations and governs the provision of WIOA funded training programs being offered to individuals needing training assistance. He stated that the TOL is sent out to community leaders and our eligible training providers for their review and input. The input requested is 1) are there occupations on the list that should not be and 2) are there occupations that are not on the list that should be. Once the TOL is approved by the Board it becomes final. The Board may approve changes and add new occupations to the TOL throughout the year and CSBD is required to submit quarterly updates to the State whether or not changes have occurred.

On a motion by Audrey Ljung and seconded by Marjorie Walters the One Stop Services Committee unanimously approved the TOL for PY 19-20 1) retaining 20 occupations proposed by the State for removal 2) adding 12 new occupations.

REPORTS

1. Monthly Performance Report

The current performance for the month of March is provided. This month's data reflects that within the Big 7 Regions CSBD is in a four-way tie for 1st in WIOA Entered Employment Rate (EER), ranks 1st in WP and Vets EER and ranks 2nd in WTP All Family Participation Rate and 3rd in WTP Two Parent Participation Rate.

Gary Arenson asked if there is anything we can learn from other regions to improve our WTP Two Parent Participation Rate performance. Mason explained that the number of families in that category is so small that every case counts toward performance and even one family who fails participation can really affect our performance. Ron Moffett indicated that there is more involved in the measure and that somethings are out of our control like sanctions requested by the Department of Revenue which is what happened in March. Ron mentioned that we do periodically research what other regions are doing and implement those practices that show the most promise.

2. Broward County and Florida Unemployment Information

The unemployment rate in Broward County for March 2019 was 3.1% compared to 3.3% in February 2019 and 3.5% in March 2018. The state unemployment rate is 3.3% compared to the national rate of 3.9%. The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the highest annual job growth compared to all the metro areas in the state in other services (+1,900 jobs) and second highest in financial activities (+2,300 jobs). In the Ft. Lauderdale-Pompano Beach-Deerfield Beach metropolitan division nonagricultural employment increased by 1.5% over the year. Local labor market information from the DEO Employment and Unemployment Press Release dated 4/19 is provided for review.

MATTERS FROM THE ONE STOP SERVICES COMMITTEE

The committee viewed a video of the ribbon cutting session for the administrative office. Audrey Ljung told the committee how beautiful the CSBD administrative building is and asked if a bigger sign can be put out front that is more visible and/or closer to the street. Mason explained that this is a permitting issue which will be looked into. Gary Arenson also commented on the beautiful building, wonderful artwork and energy of the staff.

MATTERS FROM THE FLOOR

NONE

MATTERS FROM THE PRESIDENT/CEO

Mason Jackson informed the committee that the state legislative session was over and of the 1,600 bills filed approximately 174 were passed. Mason stated that the Sadowski act was raided such that 215 million went to affordable housing while 125 million was taken and of that amount 92% or 115 million went to the panhandle for hurricane repairs. Mason informed the committee that several beneficial bills were passed including 1) sweeping workforce development legislation 2) financial literacy training 3) requiring of a career/education planning course in middle school with emphasis on entrepreneurial training and soft skills training, and the Sail to 60 initiative with a goal to get 60% of the population to have a post-secondary degree.

Mason also stated DOE is establishing the 'last mile' initiative which will pay for up to 12 credits to complete bachelor degree programs which is in line with CSBDs new initiative to add bachelor's degree programs to our ITA list. Mason stated a bill was revised to encourage schools to include college and career decision day to place emphasis on celebrating those going into careers or trades in the same manner college sports scholarships are celebrated. Mason informed the committee that on April 13 he and members from various chambers and Broward College met with parents regarding alternatives to college which was well received. The committee viewed the video that was played at that occasion.

ADJOURNMENT 1:56 P.M.

THE NEXT COMMITTEE MEETING IS SCHEDULED FOR TUESDAY, 7/2/19 AT 12:30 P.M.

Memorandum #52 – 18 (OPS)

To: One Stop Services Committee

From: Ron Moffett, Senior Vice President of Operations

Subject: Addition of New Courses for Existing ITA Provider – Broward College

Date: June 17, 2019

SUMMARY

Consideration to approve Broward College's (BC) applications to add their 1) Avionics Certificate program and 2) Supply Chain Management Bachelor's degree program to the ITA list. CSBD reviewed the applications for completeness and to ensure that Broward Workforce Development Board (Board) mandated criteria are met for the training programs and related occupational titles. Because Dr. Mildred Coyne is a Board member and is employed by BC State rules require the governing boards approve this item by a 2/3 vote of the established quorum, after a conflict has been declared at the Board meeting.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. Additionally, all occupational training must prepare students for in demand occupations appearing on the Targeted Occupations List (TOL) and meet the Board's established minimum evaluation criteria. This includes but is not limited to licensure, accreditation, and issuance of an industry recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP¹). All of our current ITA training providers meet these criteria.

Training enrollments into Bachelor degree programs require the eligible participant to be at or within 24 months of program completion as approved at the 4/25 Board meeting.

DISCUSSION

BC, an approved CSBD Eligible Training Provider, submitted applications to add their 1) Avionics certificate and 2) Supply Chain Management Bachelor degree program to the ITA list. BC is accredited by the Southern Association of Colleges and Schools, which is an entity, approved by the U.S. Department of Education, and submits data reports to FETPIP.

1. Avionics Certificate Program

This is a newly offered program at Broward College and prepares students with the proficiency to install, inspect, test, adjust, or repair avionics equipment. All classes

¹ A data collection system that obtains data such as completion rates on former students and program participants.

(100%) under this program are only offered in the classroom. There is no online component. This High Skill / High Wage occupational title is a new addition to our local TOL and pays entry level wages of \$19.60 per hour in Broward County.

2. Supply Chain Management Bachelors Degree Program

This program encompasses the planning and management of all activities involved in sourcing and procurement, cash conversion, and all logistics management. This High Skill / High Wage occupation pays entry wages of \$30.41 per hour. Students enrolled in this program take 50% of the courses in the classroom complemented by practicum and internship opportunities and the remaining 50% online with instructor led facilitation.

A cross-functional CSBD review team comprised of staff from Finance, Operations, Management Information Systems and Quality Assurance evaluated the applications. The committee has determined that all Board mandated criteria have been met for the training programs and related occupational titles. Because Dr. Mildred Coyne is a Board member and is employed by BC State rules require the governing boards approve this item by a 2/3 vote of the established quorum, after a conflict has been declared at the Board meeting.

RECOMMENDATION

Approve the addition of Broward College's 1) Avionics Certificate program and 2) Supply Chain Management Bachelor's degree programs to the ITA list.

**ITA Course Summary Spreadsheet
Attachment to OPS Memo #52-18**

School Name / Location	Accreditation / State Agency Approval	Is School Enrolled in FETPIP?	FL DOE License	Course Title	Type of credential offered	Length of Program	Course Offering	Tuition cost	Other costs (Books, Tools, Supplies, Uniforms, etc.)	Certification Costs	Program Total Costs
Broward College (South Campus)		Y	Y	Avionics	Certificate	10 months	100% Classroom	\$4,043.90	\$400.00	\$200.00	\$4,643.90
Broward College (South Campus)	Southern Association of Colleges and Schools	Y	Y	Supply Chain Management	Bachelors of Applied Science	4 years. CSBD customers must be within 24 months of program completion	Students take 50% of the courses in a classroom and 50% online with instructor led facilitation	\$7718.83 (Bachelor's Degree program costs are for the last 24 months of program)	\$2,716.07	\$750.00	\$11,184.90

Memorandum #53 – 18 (OPS)

To: One Stop Services Committee

From: Ron Moffett, Senior Vice President of Operations

Subject: Addition of New Course for Existing ITA Provider – Florida Atlantic University

Date: June 25, 2019

SUMMARY

Florida Atlantic University (FAU), an existing Individual Training Account (ITA) provider, has submitted an application to Career Source Broward (CSBD) to add its Project Management Professional (PMP) Exam Preparation course at their Davie Campus to the ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational titles. CSBD recommends approval of the addition of this program to the ITA List.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. Additionally, all occupational training must prepare students for in demand occupations appearing on the Targeted Occupations List (TOL) and meet the Board established minimum evaluation criteria. This includes but is not limited to licensure, accreditation, and issuance of an industry recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP¹). All of our current ITA training providers meet these criteria.

DISCUSSION

FAU's PMP Exam Preparation course offered at its main campus in Boca Raton is already on our ITA list. FAU recently expanded this course offering to their Davie campus and filed an application to add this course at their Davie Campus to the ITA list. FAU is accredited by the Southern Association of Colleges and Schools (SACS), which is an entity, approved by the U.S. Department of Education, and submits data reports to FETPIP. This program provides a comprehensive in-depth review of project management to prepare students for taking the PMP certification exam.

¹ A data collection system that obtains data such as completion rates on former students and program participants.

Students enrolled in this course have two options for taking the classes 1) 100% in the classroom or 2) up to 100% of coursework can be completed online with instructor-led facilitation.

A cross-functional CSBD review team comprised of staff from Finance, Operations, Management Information Systems and Quality Assurance evaluated the applications. The committee has determined that all Board mandated criteria have been met for the training program and related occupational titles.

RECOMMENDATION

Approve the addition of FAU's Project Management Professional (PMP) Exam Preparation Course at the Davie Campus to the ITA list.

**ITA Course Summary Spreadsheet
Attachment to OPS Memo #53-18**

School Name / Location	Accreditation / State Agency Approval	Is School Enrolled in FETPIP?	FL DOE License	Course Title		Course(s) Online and / or Classroom (100% Online, 100% Classroom)	Program Length	Type of credential offered	Tuition cost	Other costs (Books, Tools, Supplies, Uniforms, etc.)	Certification / Examination Costs	Program Total Costs
FAU (Davie Campus)	Southern Association of Colleges and Schools	Y	Y	Project Management Professional (PMP) Exam Prep Course		There are two options: 1) All courses can be taken in the Classroom or 2) up to 100% of coursework can be completed online with instructor-led facilitation	5 Days	Certificate	\$2,850.00	Included in Tuition costs	\$350/\$555	\$3,405.00

Memorandum #54 – 18 (OPS)

To: One Stop Services Committee

From: Ron Moffett, Senior Vice President of Operations

Subject: Addition of New Course for Existing ITA Provider – Concorde Career Institute

Date: June 21, 2019

SUMMARY

Concorde Career Institute (Concorde), an existing Individual Training Account (ITA) provider, has submitted an application to Career Source Broward (CSBD) to add its Pharmacy Technician training program to the Customer ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational title. CSBD recommends approval of the addition of this program to the ITA List.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. Additionally, all occupational training must prepare students for in demand occupations appearing on the Targeted Occupations List (TOL) and meet the Board established minimum evaluation criteria. This includes but is not limited to licensure, accreditation, and issuance of an industry recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP¹). All of our current ITA training providers meet these criteria.

DISCUSSION

Concorde Career Institute has been an existing training provider with CareerSource Broward since 2013. Concorde submits data reports to FETPIP and is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC), an accreditation entity recognized by the U.S. Department of Education. The Pharmacy Technician program prepares students to sit for the national Pharmacy Technician Certification Examination (PTCE) for employment in an entry-level position. Entry wage rates for Pharmacy Technicians are \$14.00 per hour locally and students enrolled in this course have two options for taking the classes 1) 100% in the classroom or 2) up to 57% of required soft skills coursework can be completed online with teacher-led facilitation.

A cross-functional CSBD review team comprised of staff from Finance, Operations, Management Information Systems and Quality Assurance evaluated the application. The committee has determined that all Board mandated criteria have been met for the training program and recommends the addition of this course to the ITA list.

RECOMMENDATION

Approve the addition of Concorde's Pharmacy Technician program to the ITA list.

¹ A data collection system that obtains data such as completion rates on former students and program participants.

**ITA Course Summary Spreadsheet
Attachment to OPS Memo #54-18**

School Name / Location	Accreditation / State Agency Approval	Is School Enrolled in FETPIP?	FL DOE License	Program Title	Length of Program	Type of credential offered	Tuition cost	Other costs (Books, Tools, Supplies, Uniforms, etc.)	Certification Costs	Total Program Cost
Concorde Career Institute	Accrediting Commission of Career Schools and Colleges (ACCSC)	Y	Y	Pharmacy Technician	6 months	Diploma	\$13,800.00	Included in Tuition cost	Exam Costs are included in Tuition Cost	\$13,800.00

BROWARD WORKFORCE DEVELOPMENT BOARD



ONE-STOP SERVICES COMMITTEE

Strategic Planning Matrix for 2019

Dr. Lisa Knowles,
BWDB Chair

Gary Arenson,
OSSC Chair
Gina Alexis, Co-Chair

Mason Jackson,
President/CEO

CareerSource Broward Mission:

To provide innovative solutions through the professional delivery of quality services, which consistently and effectively meet workforce needs.

CareerSource Broward Vision:

To be the premier workforce agency facilitating better jobs and providing quality workers that enhances the quality of life and builds a sustainable economy for Broward County.

One Stop Services Committee Goal:

To maximize employment and training opportunities for all Job Seekers, to include youth and those with multi-faceted barriers.

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

**BWDB/CareerSource Broward Strategic Goal #1:
Improve the Sustainability of the Workforce System through Increased Funding, Efficiency, Technology, and Relevancy.**

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
<p>1.1 Consider ways to use various types of technology so jobseekers (including jobs seekers from special populations) can assess 1) their interests, likes and dislikes to better match themselves to occupations and 2) learn soft skills.</p>	<p>Research 1) software assessment tools that assist customers with identifying careers that meet their interests and 2) soft skill assessments that job seekers can use to improve soft skills.</p>	<p>A minimum of three tools are researched and recommendations are made.</p>	<p>7/2019</p>	<p>On Target: CSBD has identified and is researching 4 skill assessment tools 1) Florida Skills Assessment 2) Metrix 3) eSkills and 4) LinkedIn Learning. We have implemented</p> <ol style="list-style-type: none"> 1. The Florida Skills Assessment (FSA) tool and eSkills. The FSA has 6 component assessments (3 Core and 3 Career Exploration) that take an average of 45 minutes to complete all sections. A Career Plan automatically generates based on the assessment results and it generates potential careers that match the customer's self-assessment results and is user friendly. 2. The eSkill assessments offer a wide variety of customizable tests to determine proficiency in a vast array of skill sets. We use eSkills for 1) assessing candidates to determine proficiency for our open positions 2) providing job ready customers a "prove it" portfolio of their skills to increase their employability and 3) employers with job orders who want us to screen candidates before making referrals.

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

BWDB/CareerSource Broward Strategic Goal #1:

Improve the Sustainability of the Workforce System through Increased Funding, Efficiency, Technology, and Relevancy.

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments														
<p>1.2 Consider how we can better teach jobseekers to use technology in their job search efforts.</p>	<p>1.2.1 Interview local HR directors from targeted industries to gather information that can be used.</p> <p>1.2.2 At a minimum research a) Monster b) CareerBuilder and c) LinkedIn to assess the extent to which our workshops and PPN is consistent with the trends we see on these platforms.</p> <p>1.2.3 Sign up for / apply to any groups or advice pages on these platforms.</p> <p>1.2.4 Conduct a search on relevant employment-related sites and create a list of the internet resources available.</p> <p>1.2.5 Where applicable subscribe to blogs / websites.</p>	<p>Conduct a minimum of 6 interviews per quarter - 2 per month. Review and outcomes are documented.</p> <p>A minimum of three big job platforms are accessed and researched at least on a quarterly basis as evidenced by a written report with observations and recommendations</p> <p>Research is conducted at a minimum on a quarterly basis as evidenced by the creation of a list of sites and subscriptions.</p> <p>At a minimum on a monthly basis complete a report of findings and observations.</p> <p>As appropriate update PPN and workshop materials and provide training to staff.</p>	<p>8/2019</p>	<p>On Target: CSBD has</p> <ol style="list-style-type: none"> 1. Developed a project plan and the action steps are being executed to accomplish the Benchmarks and Performance Measures. 2. Interviewed 4 local HR Directors from Targeted Industries. 3. Reviewed the following online articles / whitepapers <ol style="list-style-type: none"> a. How to Explain a Gap Year on Your Resume b. Soft skills to help your Career Hit the Big Time c. 15 New Recruiting Trends You Should Implement in 2019 d. How to Use Failure to your Advantage 4. Researched and/or created accounts on the following web sites. <table border="0" style="width: 100%;"> <tr> <td>1. SHRM</td> <td>8. Monster</td> </tr> <tr> <td>2. Glassdoor</td> <td>9. ZipJob</td> </tr> <tr> <td>3. LinkedIn</td> <td>10. ZipRecruiter</td> </tr> <tr> <td>4. Career Builder</td> <td>11. Ladders</td> </tr> <tr> <td>5. Indeed</td> <td>12. Job.com</td> </tr> <tr> <td>6. Wall Street Journal</td> <td>13. Robert Half</td> </tr> <tr> <td>7. TalentLyft</td> <td></td> </tr> </table> 	1. SHRM	8. Monster	2. Glassdoor	9. ZipJob	3. LinkedIn	10. ZipRecruiter	4. Career Builder	11. Ladders	5. Indeed	12. Job.com	6. Wall Street Journal	13. Robert Half	7. TalentLyft	
1. SHRM	8. Monster																	
2. Glassdoor	9. ZipJob																	
3. LinkedIn	10. ZipRecruiter																	
4. Career Builder	11. Ladders																	
5. Indeed	12. Job.com																	
6. Wall Street Journal	13. Robert Half																	
7. TalentLyft																		

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

BWDB/CareerSource Broward Strategic Goal #1:

Improve the Sustainability of the Workforce System through Increased Funding, Efficiency, Technology, and Relevancy.

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
<p>1.3 Examine ways to assist in prescreening, such as literacy and competency assessments.</p>	<p>1.3.1 Conduct research on literacy and competency assessments.</p>	<p>A minimum of three assessments are researched.</p>	<p>7/2019</p>	<p>On Target: CSBD researched four literacy and competency assessment tools 1) TABE 2) Florida Ready to Work (FRTW) and 3) Wonderlic and 4) eSkills.</p> <p>We have implemented TABE 11 &12 and FRTW and eSkills in all three centers. We use TABE 11 and 12 to assess customers who are interested in attending a school that requires TABE for enrollment (e.g. Atlantic Technical College).</p> <p>FRTW has 3 Core Modules (Math, Reading, & Locating). Like TABE Assessments must be proctored. A Certificate is provided for scores over 3 on each assessment. It includes Soft Skills Assessments/Trainings and a certificate as well.</p> <p>The eSkill assessments offer a wide variety of customizable tests to determine proficiency in a vast array of skill sets. We use eSkills for 1) assessing candidates to determine proficiency for our open positions 2) providing job ready customers a "prove it" portfolio of their skills to increase their employability and 3) employers with job orders who want us to screen candidates before making referrals.</p>

STATE STRATEGIC GOAL: Lead the Nation in Global Competitiveness by Promoting Florida’s Innovation, Pro-business Climate and Opportunity.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

BWDB/CareerSource Broward Strategic Goal #2:

Maintain Our Roles as Workforce Development Leaders Through Advocacy By the Board, Collaboration and Providing Data to Inform the Community.

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
<p>2.1 Coordinate efforts through cross training to ensure that each partner knows what services the core and required partners provide including the Children’s Services Council’s Family Strengthening Program and other nonprofit providers.</p>	<p>2.1.1 Reach out to core and required partners including the Children’s Services Council’s Family Strengthening Program and other nonprofit providers.</p>	<p>Meetings and trainings are held</p>	<p>8/19</p>	<p>On Target: Meetings with partners (both individually and as a group) to discuss common services offered have been held. Action items to increase awareness of services and areas to reduce duplication are identified and follow-up is conducted.</p> <p>Core and required partners including Vocational Rehabilitation, Wagner Peyser, and the Senior Community Service Program (AARP) have been presenting at Center meetings and cross-training staff to strengthen knowledge between programs.</p> <p>In process of scheduling meetings and trainings with Children’s Services Council’s Family Strengthening Program, and other non-profit providers.</p>
<p>2.2 Make the Career Pathways created by Broward County Public Schools available on our Website to create more awareness.</p>	<p>2.2.1 Add the Career Pathways information from Broward County Public School to our website</p>	<p>Information is posted to our website.</p>	<p>8/19</p>	<p>On Target: CSBD’s website is currently going through a major redesign. The new website is expected to go live in July and these additional career lattices developed by Broward County Public Schools will be added as a career visioning resource for job seekers.</p>

STATE STRATEGIC GOAL: Lead the Nation in Global Competitiveness by Promoting Florida's Innovation, Pro-business Climate and Opportunity.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

**BWDB/CareerSource Broward Strategic Goal #2:
Maintain Our Roles as Workforce Development Leaders Through Advocacy By the Board, Collaboration and Providing Data to Inform the Community.**

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
<p>2.3 Consider ways to share information about in-demand occupations with the 1) partners and with 2) youth in our programs.</p>	<p>2.3.1 Develop strategies and implement additional ways to share information about in-demand occupations with the 1) partners and with 2) youth in our programs.</p>	<p>Evidence that information about in-demand occupations with the 1) partners and with 2) youth in our programs is shared..</p>	<p>8/19</p>	<p>On Target:</p> <ol style="list-style-type: none"> 1. CSBD has posted career pathway information supplied by Broward College and DEO to our website. We are in the process of adding the Career Pathways information from Broward County Public School to our website 2. CSBD posted all available apprenticeship programs in Broward County to our website. 3. CSBD imbedded links to career exploration information to each program on the ITA list so customers can get a realistic preview of the occupations in-demand. 4. We are currently evaluating a Virtual Career System. This new web portal is designed to guide career seekers through their job search process, connect employers with talent and services, and introduce young adults to career possibilities.

STATE STRATEGIC GOAL: Lead the Nation in Quality of Life and Quality Places by Providing Safe, Healthy and Resilient Communities.				
SIX PILLARS: Talent Supply and Education and Innovation and Economic Development				
BWDB/CareerSource Broward Strategic Goal #3: Encourage Employers, Jobseekers and Job Creators to Choose the One-Stop for Services.				
Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
3.1 Consider expanding services to include Life Coaches or job shadowing.				Comment: These elements are already incorporated in our Youth Provider Contracts
3.2 Explore the feasibility of conducting tours to employers.	Contact employer's and schedule tours.	Employers are contacted, and a minimum of 5 tours are held with employers with high demand jobs.	07/2019	On Target: In addition to the on-going staff tours at employer sites for OJT, WEX, WISE and our SYEP CSBD has contacted and toured the following employers each with mass hiring needs to network and build relationships: <ul style="list-style-type: none"> 1. Amazon's distribution facility 2. Hard Rock Casino and Resort 3. City Furniture

STATE STRATEGIC GOAL: Lead the Nation in Quality of Life and Quality Places by Providing Safe, Healthy and Resilient Communities.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

**BWDB/CareerSource Broward Strategic Goal #3:
Encourage Employers, Jobseekers and Job Creators to Choose the One-Stop for Services.**

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
<p>3.3 Consider ways to increase work-based learning (like OJT, work experience, incumbent worker training, internships and apprenticeships).</p>	<p>3.3.1 Identify additional social media advertising strategies</p> <p>3.3.2 Increase outreach to distress communities</p>	<p>A minimum of 3 new strategies are researched</p>	<p>7/2019</p>	<p>On Target: CSBD’s website is currently going through a major redesign. One feature is the ability for users to easily share news articles and content across multiple social media platforms. The new website is expected to go live in July.</p> <p>CSBD posted all available apprenticeship programs in Broward County to our website.</p> <p>CSBD partnered with the Broward County Public Schools and was awarded a grant to fund an in-school youth pre-apprenticeship program.</p> <p>CSBD partnered with Broward College and was awarded a grant to fund Florida’s first Information Technology apprenticeship program.</p> <p>(CSBD) is increasing awareness of our services in the targeted distressed communities to educate them on our services such as the WIOA scholarship, employability workshops, and job placement assistance. This year to date, we have provided outreach to over 80 organizations consisting of businesses, churches, homeowner’s associations, libraries, and community centers. Also, we’ve conducted several presentations and the outreach has been well received in the community.</p>

STATE STRATEGIC GOAL: Lead the Nation in Quality of Life and Quality Places by Providing Safe, Healthy and Resilient Communities.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

**BWDB/CareerSource Broward Strategic Goal #3:
Encourage Employers, Jobseekers and Job Creators to Choose the One-Stop for Services.**

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
<p>3.4 CSBD to educate millennials on what it means to be self-employed and be the catalyst to refer customers to agencies currently providing entrepreneurship training. Explore possibly partnering with the county's Small Business Administration (SBA) on this initiative.</p>	<p>Develop ways to promote our Start Up Now entrepreneurship training</p>	<p>A minimum of 5 outreach methods are used to promote Start Up Now</p>		<p>On Target: We promote Start-Up Now</p> <ol style="list-style-type: none"> 1. Throughout our Career Centers; 2. Via social media accounts advertising, 3. Holding information sessions, 4. Through mail blasts, 5. At start-up events, conferences and meetups; and, 6. Through AERO – the Alliance for Entrepreneur Resource Organizations. <p>One of the goals is to refer individuals to each other's programs to get individuals into the best program for them. Current members include:</p> <ul style="list-style-type: none"> • Broward SCORE • Innovation Hub @ Broward College • Broward County Library/Creation Station Business • Broward County Office of Economic and Small Business Development • Career Source Broward/Start-Up Now • City of Fort Lauderdale (ECI) • City of Hollywood (CMED) • FSU/The Jim Moran Institute for Global Entrepreneurship • Greater Fort Lauderdale Alliance • Hispanic Unity of Florida • Small Business Development Center (business loans guaranteed by SBA) • Urban League of Broward County (business loans guaranteed by SBA)

STATE STRATEGIC GOAL: Lead the Nation in Quality of Life in Quality Places by Providing Safe, Healthy and Resilient Communities.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

**BWDB/ CareerSource Broward Strategic Goal #4:
Aligned Broward Services to Maximize Employment and Training Opportunities for Targeted Populations.**

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
4.1 Work with partners to identify ways to better meet the needs of English language learners.	4.1.1 Research the top elements / themes necessary to ELL success	Research is conducted	9/19	<p>On Target: CSBD’s Senior Vice President of Operations sits on the English Plus Stakeholder Convening Group formed by Hispanic Unity. The group is using a human centered design process and has identified the top elements / themes necessary to ELL success. Thus far the group has identified:</p> <ol style="list-style-type: none"> 1. Mentors 2. Engagement 3. Education 4. Informal “safe spaces” to practice 5. Use of technology and 6. Meeting ELL / immigrant families where they are.
4.2 Explore tools available to better assess individual needs of targeted populations.	4.2.1 Research assessment tools. 4.2.2 Develop a referral process that partners can use to refer special populations to the center.	Research is conducted. Referral process is implemented.	8/19	<p>On Target: CSBD researched and implemented additional assessment tools articulated in Objective 1.1 and 1.3. In addition CSBD developed an assessment tool for the homeless population that was used by partnering agencies to address the encampment in Fort Lauderdale. CSBD has also developed referral processes for</p> <ol style="list-style-type: none"> 1. House of Hope and 2. Mission United

STATE STRATEGIC GOAL: Lead the Nation in Quality of Life in Quality Places by Providing Safe, Healthy and Resilient Communities.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

**BWDB/ CareerSource Broward Strategic Goal #4:
Aligned Broward Services to Maximize Employment and Training Opportunities for Targeted Populations.**

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
<p>4.3 Identify key resources in the community that can assist barriered customers and share resources with CSBD staff.</p>	<p>Research community partners who provide services to barriered individuals and compile a list of services offered. Develop a method of organizing the information. Disseminate list of community partners and services to CSBD Staff.</p>	<p>List of community partners and services offered is completed. Method of organizing the information is developed. Information has been disseminated to CSBD Staff.</p>	<p>08/2019</p>	<p>On Target: Community partners including Broward First call for help 211, the United Way, the early Learning Coalition, Broward County Family Success Centers and Children's Services Council already have lists of community partners and the services they provide. CSBD added links to these agencies to our staff intranet site. We provided training to center staff on how to locate and navigate these sites for customers who may need additional assistance.</p>
<p>4.4 Consider expanding financial literacy training beyond one-stop customers, if feasible.</p>	<p>Identify venues to provide financial literacy workshops outside of the three centers.</p>	<p>Venues are identified and financial literacy workshops are conducted</p>	<p>9/19</p>	<p>On Target: In addition to delivering our Money Management Workshop in the One stops we:</p> <ol style="list-style-type: none"> 1. Incorporated the workshop into our pre-placement employment training for youth with disabilities transitioning out of the school system. 2. Conducted the workshop in the targeted distressed communities to educate them on financial literacy. More offerings are being scheduled. 3. We created a resource map to identify additional resources available in the community that we then provided to our Success Coaches and outreach staff to share with customers and the community. 4. CSBD also gives developed a list of financial literacy apps that allows the user to learn, set and model their financial goals. These apps are accessible on mobile devices.

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

**BWDB/ CareerSource Broward Strategic Goal #5:
Enhance the Effectiveness of the out of School Youth Program.**

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
5.1 Explore the value of creating a webinar series for youth providers in the community about CSBD services.	Conduct research on ways to expand knowledge of CSBD's services	Research is conducted and a minimum of three new methods of outreach are implemented, if feasible.	9/19	<p>On Target:</p> <ol style="list-style-type: none"> 1. CSBD's website is currently going through a major redesign. One feature is the addition of more videos showcasing the many employment-related services we provide. The new website is expected to go live in July. 2. CSBD increased its marketing campaign and advertised with: <ol style="list-style-type: none"> a. Radio ads b. Billboards and c. In movie theaters. 3. CSBD released a request for proposals for our out of school program and this year in addition to the Broward County Schools, Broward College, FLITE and HANDY we are contracting with the Center for Independent living to provide services to youth with disabilities.
5.2 How we can inform the youth about career pathways, career lattices, registered apprenticeships, entrepreneurship, stackable credentials, etc.				<p>On Target: Please reference Objective 2.3</p>

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

SIX PILLARS: Talent Supply and Education and Innovation and Economic Development

**BWDB/ CareerSource Broward Strategic Goal #5:
Enhance the Effectiveness of the out of School Youth Program.**

Objective	Next Steps	Benchmark / Performance Measures	Anticipated Due Date	Comments
5.3 Consider how to partner with The School Board of Broward County to change the mindset of parents that college isn't the only pathway and that's okay.	Consider developing ways to meet with parents to place emphasis on celebrating those going into careers or trades in the same manner college sports scholarships are celebrated.	Meetings with parents are held.	7/19	On Target: On 4/13 Mason Jackson in partnership with members from various chambers and Broward College met with parents regarding alternatives to college which was well received. A video was presented that compared and contrasted the high costs of completing a post-secondary degree versus a shorter term certificate programs and in apprenticeships where youth can earn while they learn.

Objective / Task(s)	Champions & Execution Team	Next Steps	Benchmark / Performance Measures	Anticipated Due Date
<p>1.0 Interview one HR Director each month in targeted industries or industries where we frequently place people.</p>	<p>Susan Leventhal & Sandra Riddles</p>	<p>1.1 Contact Tony Ash for a list of targeted industries and the CSBD intermediaries and BDS staff assigned to these industries.</p>	<p>Tony Ash is contacted and a list is obtained of targeted industries and the CSBD intermediaries and BDS staff assigned to these industries.</p>	<p>5/30</p>
		<p>1.2 Develop a calendar /proposed schedule for appointments so that each PPN workshop facilitator can interview a minimum of one HR director per month for a twelve months for a total of 24 interviews.</p>	<p>CSBD intermediaries and / or BDS staff provide a list of HR Directors for companies in these industry sectors.</p>	<p>6/15</p>
		<p>1.3 Develop the interview format and template such that at a minimum the HR director's perspective either validates what we are doing or we learn how a) interviewing b) on-boarding and c) applicant on-boarding is evolving or changing. Address the overarching question: "How do we know what we are teaching job seekers is the right information"?</p>	<p>Calendar /schedule is developed and a minimum of 6 HR Directors are contacted quarterly to schedule appointments.</p>	<p>6/15</p>
		<p>1.4 Conduct a minimum of 6 interviews per quarter - 2 per month.</p> <p>1.5 Within one business day of the meeting a thank you email is sent.</p> <p>1.6 Within two business days review and finalize notes obtained from the interview.</p> <p>1.7 Periodically review structured interview and modify based on experience gained.</p>	<p>Interview format / Template is developed and approved for use.</p> <p>Report issued on each visit. Two reports per month. Thank you email is issued.</p> <p>An email is sent to the CBR contact to let them know the meeting with the HR director took place and close the loop.</p> <p>Monthly review of structured interview questions. Review and outcome are documented</p>	<p>6/30 – 9/30</p> <p>Monthly</p>

Objective / Task(s)	Champions & Execution Team	Next Steps	Benchmark / Performance Measures	Anticipated Due Date
2.0 Research big job platforms	Susan Leventhal & Sandra Riddles	<p>2.1 At a minimum research a) Monster b) CareerBuilder and c) LinkedIn to assess the extent to which our workshops and PPN is consistent with the trends we see on these platforms.</p> <p>2.2 Sign up for / apply to any groups or advice pages on these platforms.</p>	A minimum of three big job platforms are accessed and researched at least on a quarterly basis as evidenced by a written report with observations and recommendations to the VP of Quality Assurance. The report is due by the tenth day of the month following the quarter.	<p>7/10/19</p> <p>10/10</p> <p>1/10/20</p> <p>4/10</p>
3.0 Research SHRM, CEO Blogs, and relevant subject blogs	Susan Leventhal & Sandra Riddles	<p>3.1 Conduct a search on relevant employment-related sites and create a list of the internet resources available.</p> <p>3.2 Where applicable subscribe to blogs / websites.</p>	<p>Research is conducted at a minimum on a quarterly basis as evidenced by the creation of a list of sites and subscriptions which can be produced upon request.</p> <p>At a minimum on a monthly basis complete a report of findings and observations and send to the VP of Quality Assurance.</p> <p>As appropriate update PPN and workshop materials and provide training to staff.</p>	<p>6/30/19</p> <p>9/30</p> <p>12/31</p> <p>3/31/20</p>
4.0 Meet monthly to a) compare notes b) update PPN and workshop handouts and c) train workshop staff and QATC's on new approaches.	Susan Leventhal & Sandra Riddles, Workshop Facilitators (including Job Club), QATCs and CBR	4.1 Using Outlook develop a calendar for monthly meetings.	Monthly meetings are calendared and held as scheduled. A report is issued even if no changes are required.	Monthly meetings
		4.2 Develop a process for vetting ideas and for review and approval of updates / changes to workshop materials.	A process for vetting and uniformly updating workshop materials is developed and a tracker is implemented.	7/15
		4.3 Train staff and operationalize.	Staff training is scheduled and held and updates are put into production.	On-going
		4.4 Promote / sell / blog strategies as promotional material to share our expertise with local employers	Promotional materials, Tips and Techniques are developed and materials used to educate and engage employers are refreshed / updated and given to the intermediaries and BDSs for use.	On-going

Objective / Task(s)	Champions & Execution Team	Next Steps	Benchmark / Performance Measures	Anticipated Due Date
5.0 Submit a bi-annual report that at a minimum a) provides an executive summary b) discusses trends and lessons learned and c) articulates the changes we've made to our materials and workshops over the last six months.	Susan Leventhal & Sandra Riddles	5.1 Report format and template are developed and approved.	Reports are drafted and submitted 5 days in advance of due date to Mason for Ron, Michael Bateman and Carol to review.	7/24 & 1/24
		5.2 Time (month and day) of the report is established and outlook and the "contract Tracker" is updated.	Bi-annual reports are submitted to Mason.	7/31 & 1/31
6.0 Develop a system to make sure objective / tasks 1 – 5 are being completed.	Ron Moffett and Michael Bateman	6.1 A monitoring tool is developed and implemented.	A monitoring tool is developed, added to the QA monitoring database and is being used.	7/15
		6.2 A procedure with a step action table is developed and approved.	A signed procedure exists and is posted to the intranet and relevant staff has acknowledged they have reviewed and understand their responsibilities.	8/1

CareerSource Broward (CSBD) Targeted Community Outreach: Bringing awareness and bridging the gap in the zip codes of 33023, 33069, 33311, 33313, 33319, and 33309.

Program Year 2018-2019

JOBS

Since July 2018, 18% (535) of all placements made by CSBD have been for individuals from the targeted zip codes.

YOUR NAME YOUR ADDRESS HERE	DATE	1001
PAY TO THE ORDER OF	\$	
		DOLLARS
FOR		
	12345678	



TRAINING

Since July 2018, 20% (122) of all individuals receiving a WIOA scholarship or enrolled into a work-based training were from the targeted zip codes.

PROMOTIONS

Placed billboard advertisement for the WIOA scholarship in the targeted communities.



Ran scholarship commercials in movie theaters located in or near the targeted communities.



Since December 2018, hand delivered marketing flyers to over 103 organizations consisting of businesses, churches, homeowner's associations, libraries, and community centers.



DIGITAL OUTREACH

Social media posts on the scholarship program placed on Facebook and Twitter.



CAREER SUCCESS WORKSHOPS

Since May 2019, held 4 job readiness workshops in the targeted communities. Additional workshops are being scheduled.



PRESENTATIONS

Since January 2019, conducted over 18 presentations in the targeted communities to educate the residents on the CSBD employment, career training services and programs.



STRATEGIC MEETINGS

Since January 2019, met with over 35 local churches, businesses, libraries, and community centers to discuss ways to assist job seekers in the targeted communities.



A proud partner of the
AmericanJobCenter
network

Find us on:



Memorandum #12 – 18 (QA)

To: One Stop Services Committee
From: Mason Jackson, President/CEO
Subject: Update on Special Populations
Date: June 26, 2019

SUMMARY

This is to update the One-Stop Services Committee on CareerSource Broward's (CSBD) involvement with Special Populations. As our local economy is seeing historically low unemployment, the rate of unemployment is not even across all demographics. CSBD has initiated and deployed several re-employment strategies targeted to assisting individuals who remain on the outside of the economic recovery. In general, these job seekers need more intensive and different re-employment services since their barriers (such as justice involvement, lack of education, lack of a solid work history, low skills and discrimination) differ from other groups within the workforce.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) has a focus on helping low-income and disadvantaged populations. CSBD has always targeted special populations to serve in order to assist them in being self-sufficient.

DISCUSSION

CSBD continues to be active in many initiatives with the special populations in Broward County, statewide and nationally.

Ex-Offenders

The Broward County Reentry Coalition (BCRC), which is chaired by CSBD staff, functions as a collaborative groups of government, non-profit organizations, social service agencies, businesses, citizens and faith-based partners who are committed to reducing recidivism among ex-offenders returning to Broward County. This past year the BCRC's Employment Subcommittee held its first annual Employer Summit. The purpose of the event was to increase employers' knowledge of opportunities and benefits of hiring ex-offenders. The event was attended by over 40 employers, community organizations, Broward Sherriff's Office staff and Department of Correction's staff. CSBD staff presented on the Federal Bonding Program and the Work Opportunity Tax Credit (WOTC). The Federal Bonding Program provides no cost fidelity bonds for returning citizens and other hard-to-place applicants who face barriers to employment. CSBD uses the Federal Bonding Program on a regular basis. In fact, we used it more than any other workforce board in the state. The WOTC is a Federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment.

The BCRC is currently conducting strategic planning sessions to work on their matrices for the next year. They have adopted the matrix format that CSBD uses. There is a Strategic Planning Committee driving this effort and four (4) committees addressing the barriers an ex-offender faces contributing to recidivism; 1) Housing, 2) Employment, 3) Sex-Offender, 4) Substance Abuse, Mental Health and Medical and 5) Strategic Planning. The goal is to complete the matrices by the end of July.

Disabled Individuals

CSBD has a Disability Specialist in each of the centers to assist employers, staff and customers with any technology needs using the assistive technology, resources in the community or to schedule an interpreter for a customer. CSBD has various assistive technologies to assist a variety of customer needs, such as screen readers, screen magnifiers, Job Access With Speech (JAWS) software, bigger keyboards, a specialized mouse, etc. Staff is trained on an annual basis on disability etiquette and serving customers with disabilities.

CSBD continues to be an Employment Network (EN) with the Social Security Administration. An EN is an entity that enters into an agreement with the Social Security Administration (SSA) to either provide or coordinate the delivery of services to Social Security disability beneficiaries in the Ticket to Work (TTW) Program. The TTW Program is implemented throughout the country. The goals of the TTW Program is to; 1) assist customers with disabilities find employment, 2) move them toward self-sufficiency and 3) help them leave the roles Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI). CSBD is the number one Workforce EN in the country based on earned revenue.

The Social Security Administration's TTW Program invited CSBD staff to participate in an Employment Summit, which focused on five (5) areas; 1) Increasing TTW Program Participation, 2) Improving Supports and Services, 3) Increasing Employment Entry, 4) Increasing Employment Retention and 5) Increasing Transition to Self-Sufficiency. CSBD was the only workforce board invited to the table.

CSBD continues to be a vendor for Vocational Rehabilitation (VR) in three (3) areas; 1) Partnership Plus, 2) Pre-Employment Training for Youth with Disabilities aging out of the school system and 3) Work Incentive Planning Assistance. Partnership Plus is a program where VR closes a case successfully, due to employment, and an EN offers continuing support services that can help the customer remain employed or advance their career. Pre-Employment Training for Youth is workplace readiness training services. Work Incentive Planning Assistance is a program designed to counsel disability beneficiaries about how working will affect their benefits and the work incentives available to them. CSBD staff is currently researching whether or not we can be a vendor for VR in other areas.

CSBD staff presented a soft-skills workshop to youth with disabilities at this year's Family Café event in Orlando, a state-wide event that had approximately 10,000 participants. There were over 30 youth that attended the workshop. CSBD staff also manned the table with three (3) other workforce boards, Department of Economic Opportunity and CareerSource Florida to explain to people how the Local Workforce Development Boards can assist people with disabilities with their education and employment needs.

The Children's Services Council Special Needs Advisory Coalition is being revamped based on the recommendations of a county-wide study they commissioned, which looked at the needs of Broward County's special needs community. Based on the study, it was determined to change the subcommittees from being aged focused to be globally focused. The following are the names of the newly formed committees; 1) Education and Awareness, 2) Program Support & Parent Advocacy 3) Policy & System and 4) Information Sharing. Currently, the newly formed committees are also conducting strategic planning sessions to complete their matrices for the

upcoming year. The Committees have adopted the matrix format that CSBD uses. CSBD staff Chairs the Policy & System Committee and was instrumental in the strategic planning sessions.

Veterans and Disabled Veterans

CSBD Veterans Employment and Training Services (VETS) staff continually collaborates with local organizations such as the United Way's Mission United, the Vet Centers, and other community partners to provide assistance to those who have served our country. Our Disabled Veteran Outreach Program Specialists (DVOPs) goal is to conduct outreaches into the community to find the veterans in need and provide them with Individualized Career Services to help them become job ready and connect them with employment opportunities. This allows us to work with community partners to provide the veteran with necessary resources such as housing, food, clothing, and financial assistance. Through intensive, holistic services, DVOP staff is trained to assist veteran jobseekers overcome situations ranging from civilian workplace reintegration to homelessness and prior incarceration. Our Local Veteran Employment Representatives (LVER) build relationships with local employers to: 1) Open doors for veterans, especially in the hidden job market, 2) Promote awareness and appreciation of the unique traits and qualities veterans can bring to a business, and 3) Create employment opportunities where none existed by showing employers the value veterans bring to the organization.

Older Workers and English Language Learners (ELL)

Based on the findings of the current research, CSBD has initiated and deployed several employment strategies targeted to assisting jobseekers who remain on the outside of the economic recovery. Through work redesign initiatives we reduced the case load within Wagner Peyser and shifted our resources to be able to deliver increased career services to those most in need such as older workers and English language learners (ELL). When an older or ELL job seeker meets with a Wagner Peyser Placement Specialist, they are now receiving a full initial assessment to better understand the customer's occupational goals, existing skills and work readiness, and to determine if any barriers to employment exist. Once completed, staff determine appropriate service levels needed to overcome these barriers and make referrals to employment, training or community resources as required. In addition to help provide services to ELL with have contracted with an interpreter services company to provide translation services

Core and required partners including the Senior Community Service Program (AARP) have been presenting at Center meetings and cross-training staff to strengthen knowledge between programs CSBD also continues to connect older job seekers with meaningful employment. By providing a small subsidy for the employer during work experience, CSBD is connecting employers to a viable workforce that they may have been skeptical about and previously overlooked. In effect, work experience serves as a "probationary" period that is leading to hiring and retention. Our work experience to hire rate is more than 70%.

CSBD's Senior Vice President of Operations sits on the English Plus Stakeholder Convening Group formed by Hispanic Unity. The group is using a human centered design process and has identified 1) Mentors 2) Engagement 3) Education 4) Informal "safe spaces" to practice 5) Using technology and 6) Meeting ELL / immigrant families where they are as the top elements / themes necessary to ELL success.

As CSBD strives to achieve our mission of consistently and effectively meeting workforce needs, we recognize the need to serve and assist our local special populations. We continue to adapt and innovate new ways to assist those job seekers slow to feel the benefits of the economic recovery.

RECOMMENDATION

None. For informational purposes only.



Performance Report

**Month-to-Month Rolling 12 Month Period &
Program Year-to-Date as of May 2019**

Entered Employment Rate Trending Summary across all Big Seven Regions

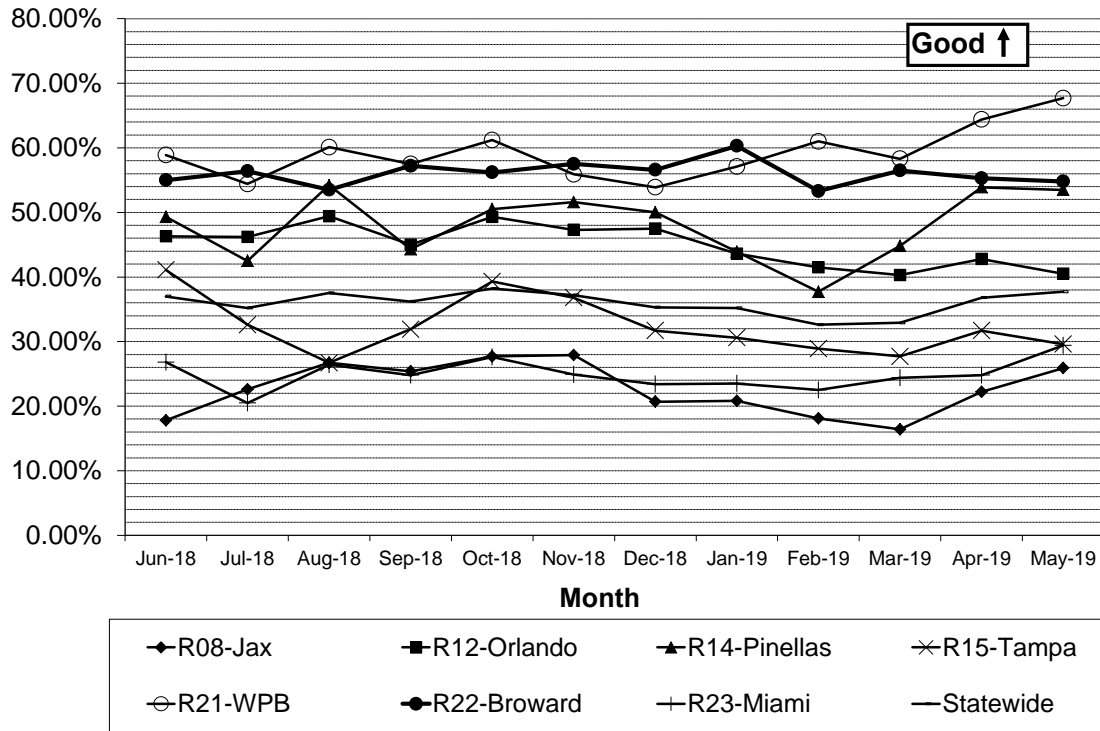
	WTP		Wagner-Peyser		Veterans		WIOA Adult/DW	
Region 8 - Jacksonville	30.70%	↑	45.40%	↓	40.50%	↓	98.90%	↑
Region 12 - Orlando	40.40%	↓	38.10%	—	40.60%	↓	97.10%	↑
Region 14 - Pinellas	40.30%	↑	39.20%	↑	37.60%	↑	100.00%	—
Region 15 - Tampa	26.90%	↑	40.00%	—	34.70%	↓	58.10%	↑
Region 21 - WPB	41.00%	—	38.60%	—	38.40%	↓	74.10%	↑
Region 22 - Broward	50.30%	↓ -0.40%	42.80%	↑ 0.40%	45.40%	↓ -0.10%	99.60%	↓ -0.40%
Region 23 - Miami	29.90%	↑	45.60%	↓	32.50%	↓	21.00%	↑
Statewide	34.40%	↑	41.40%	↑	38.20%	↑	80.60%	↑

Note: Arrows indicate direction of change since previous month's figures. Flat line indicates no change.

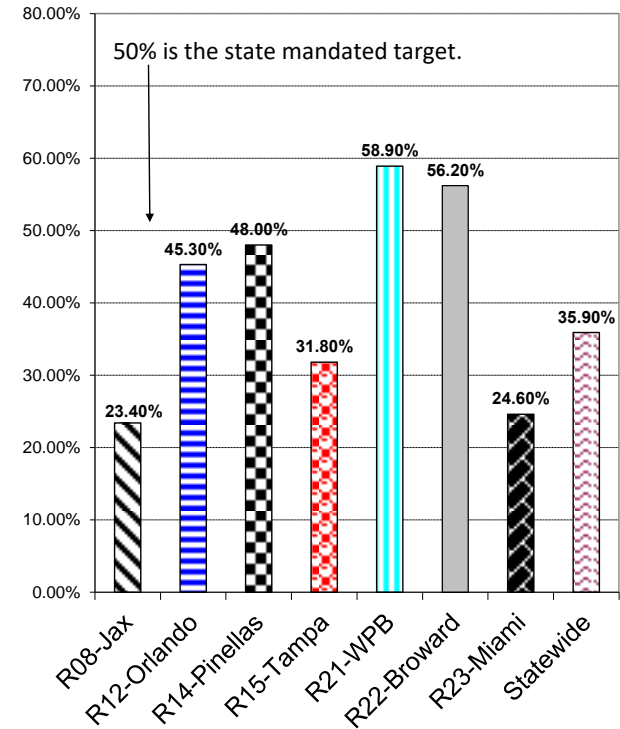
Legend / Abbreviation Key	WTP	Welfare-Transition Program	DW	Dislocated Worker
	WIOA	Workforce Innovation and Opportunity Act		

Welfare Transition Program (WTP) All-Family Participation Data for the Big 7 Regions

Month-to-Month Participation Rate for Rolling 12 Month Period

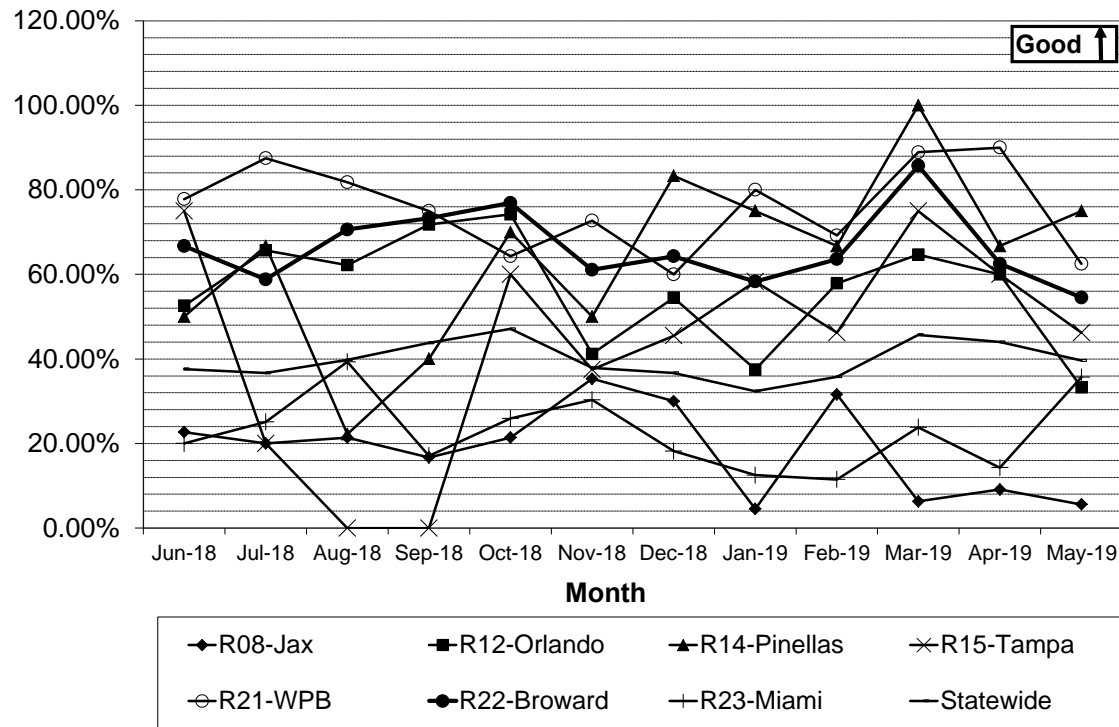


Program Year-to-Date (YTD) Participation Rate as of May 2019

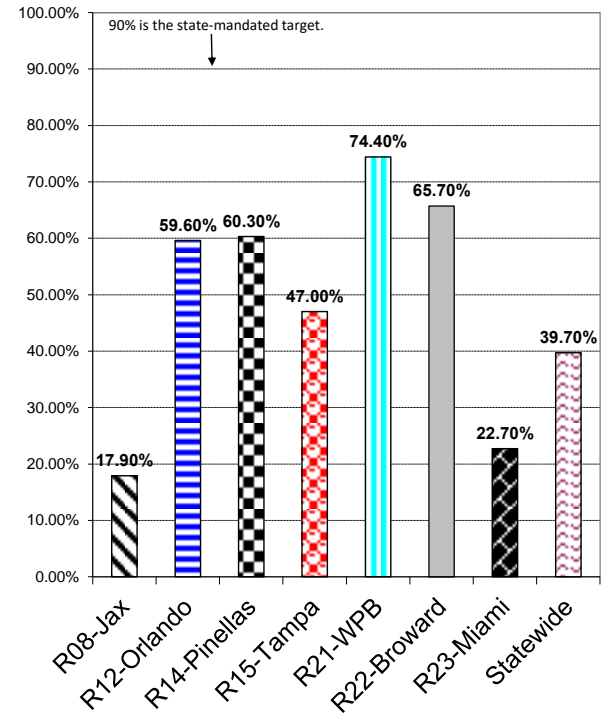


Welfare Transition Program (WTP) Two-Parent Family Participation Data for the Big 7 Regions

Month-to-Month Participation Rate for Rolling 12 Month Period

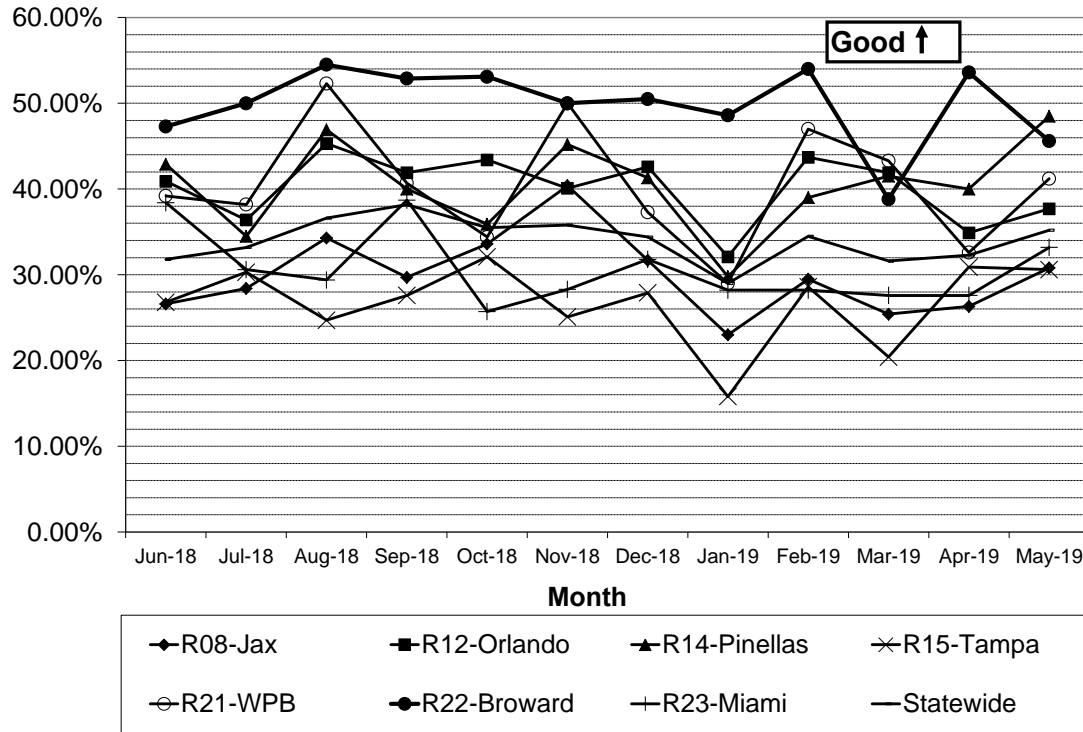


Program Year-to-Date (YTD) Participation Rate as of May 2019

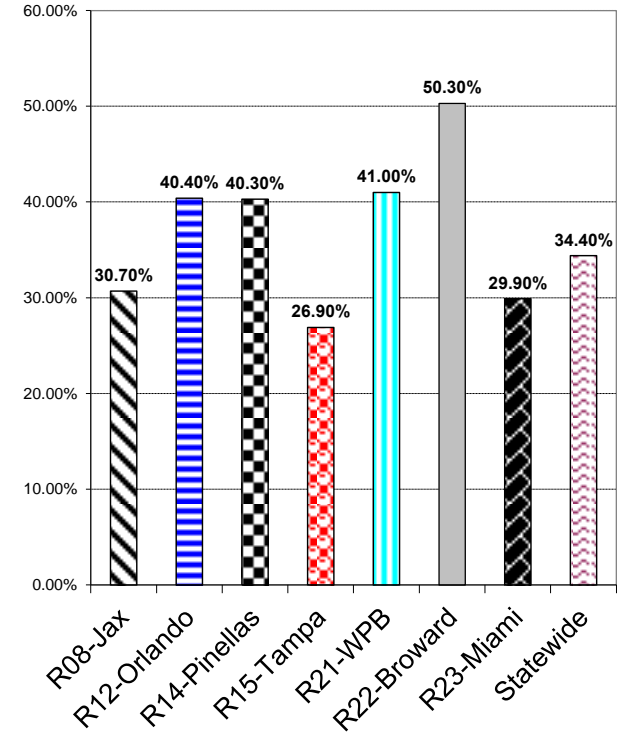


Welfare Transition Program (WTP) Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May 2019

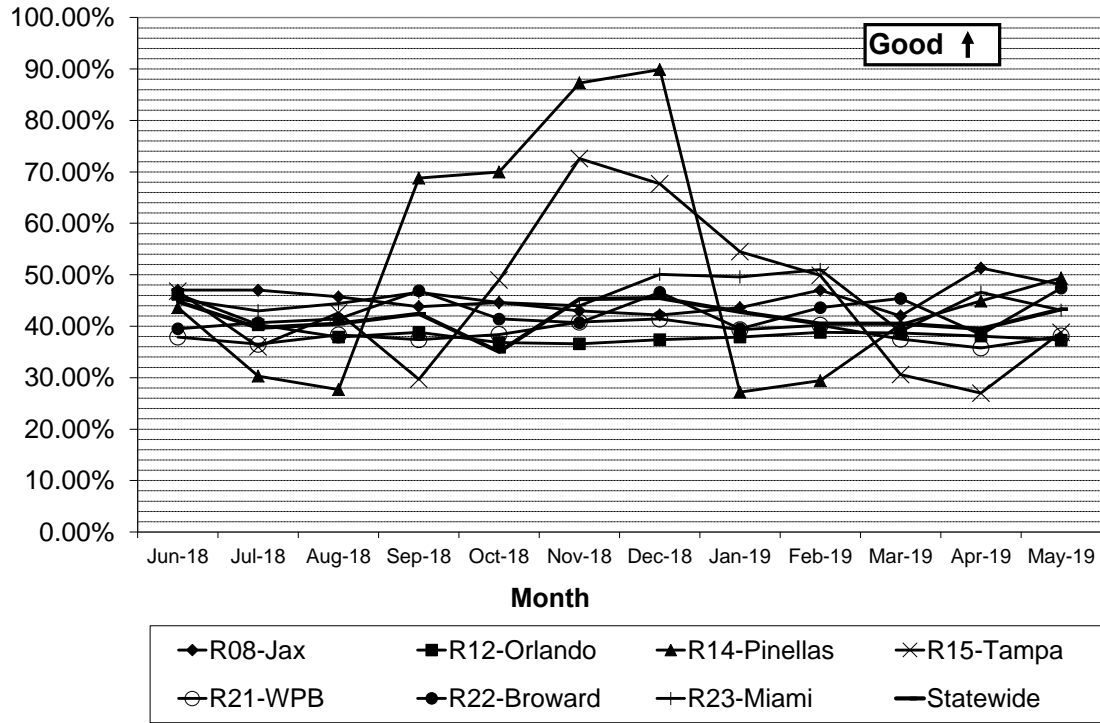


Analysis of Welfare Transition Program (WTP) Performance

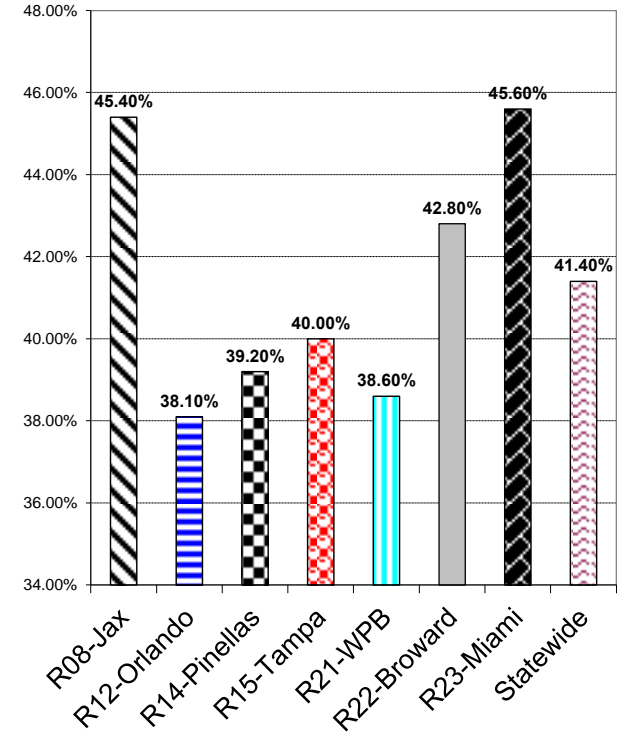
	Measure	Goal	Month (May)	PYTD
WTP Program Performance At-A-Glance	All Family Participation	50%	54.8%	56.2%
	Two-Parent Family Participation	90%	54.5%	65.7%
	Entered Employment Rate (EER)	39%	45.6%	50.3%
Current Situation and Performance Summary	<p>In relation to the Big 7 Regions:</p> <p><u>All Family Participation Rate</u> CSBD ranks 2nd in performance for the month and ranks 2nd Program Year-To-Date.</p> <p><u>Two Parent Participation Rate</u> CSBD ranks 3rd in performance for the month and ranks 2nd Program Year-To-Date.</p> <p><u>Entered Employment Rate</u> CSBD ranks 2nd place in performance for the month and ranks 1st Program Year-To-Date.</p> <p>The Entered Employment Rate (EER) is calculated by cases closed due to employment divided by the number of overall case closures during the month.</p>			
Strategies and Action Steps	<p>To increase performance in all measures, we researched and compiled information on cases that negatively impacted our region. The cause was traced to referral errors made by the Department of Children and Families (DCF). Case's that are not properly referred to us and not under our control still count in our performance.</p> <ul style="list-style-type: none"> • We discussed the situation with DCF and provided the specific cases so we could identify the root cause. • We have implemented a process whereby DCF will send us a monthly report that identifies customers that will impact our performance so we can ensure all the referrals are complete and appropriate. This will increase our performance. 			

Wagner-Peyser (WP) Program Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May 2019

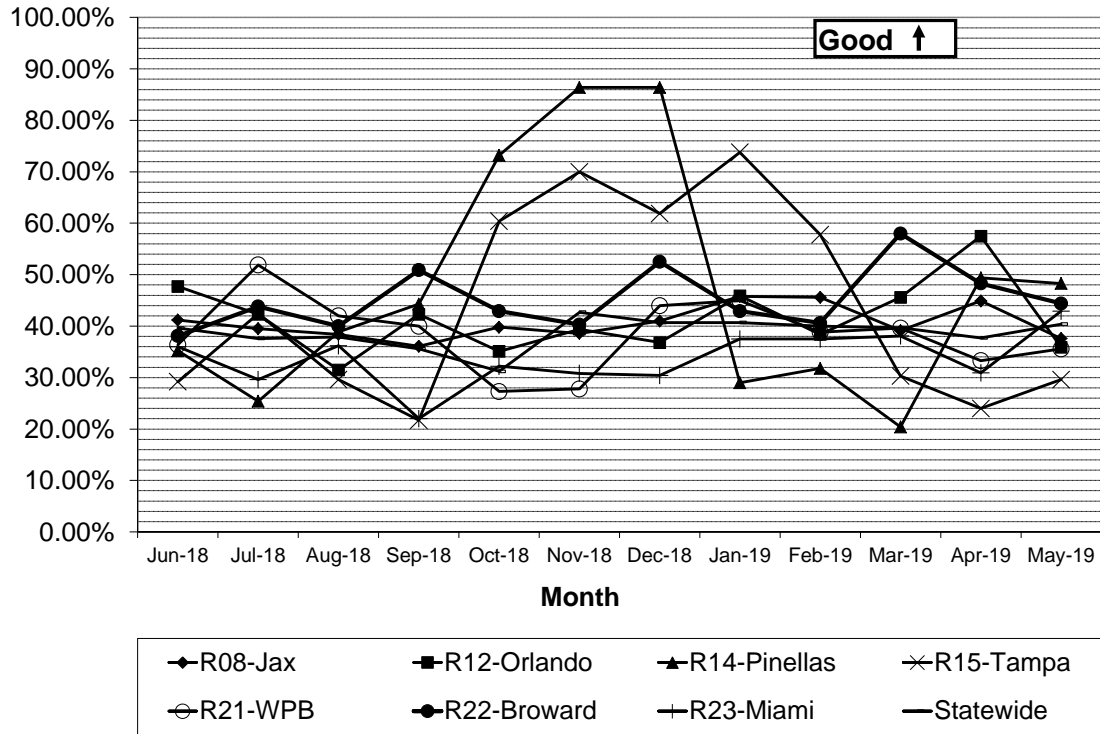


Analysis of Wagner-Peyser (WP) Performance

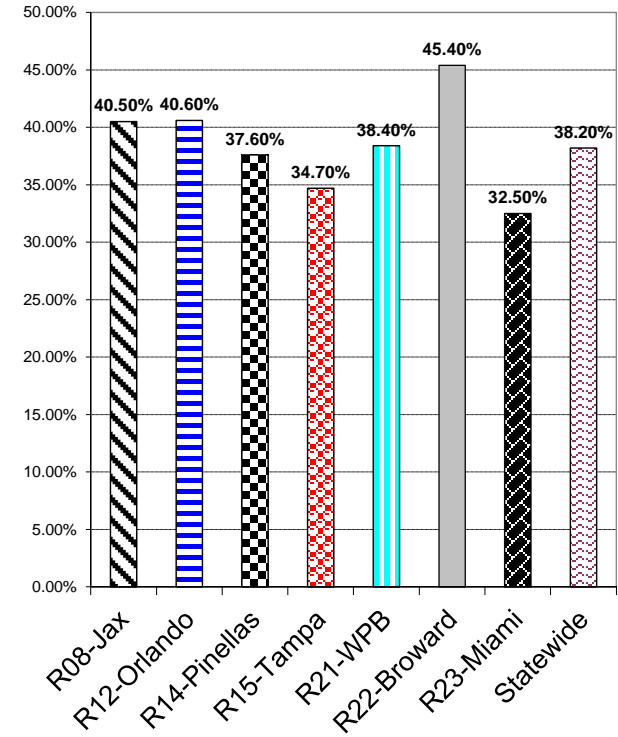
WP Program Performance At-A-Glance	Measure	Performance*	
		Month (May)	PYTD
	Entered Employment Rate	47.4%	42.8%
<p><i>*Please note: The performance detail is based on the Monthly Management Report (MMR). Due to lagging data, our true YTD rate may adjust slightly at the end of the program year.</i></p>			
Current Situation and Performance Summary	<p><u>Since the beginning of this program year (July):</u></p> <ul style="list-style-type: none"> • 3,245 WP Customers entered Employment • 17,854 WP customers received CSBD employment services • 107,485 Reportable WP employment services have been provided to customers 		
Strategies and Action Steps	<p>We conducted a deeper drill-down on the more barriered special populations customers we are seeing and found a significant number have mental health and substance abuse disorders. To ensure our staff is better able to spot and assess these customers we scheduled staff to attend a mental health first aid course. This course is directed to front line staff and teaches effective methods on how to identify, understand and respond to signs of mental illness and substance use disorders. This training will give staff the skills they need to provide initial support and help connect them to the appropriate care. Redirecting these customers who are not job ready will allow our staff more time to spend with other barriered customers who are job ready and who require more services beyond staff assisted services to open jobs.</p>		

Veterans' Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May 2019

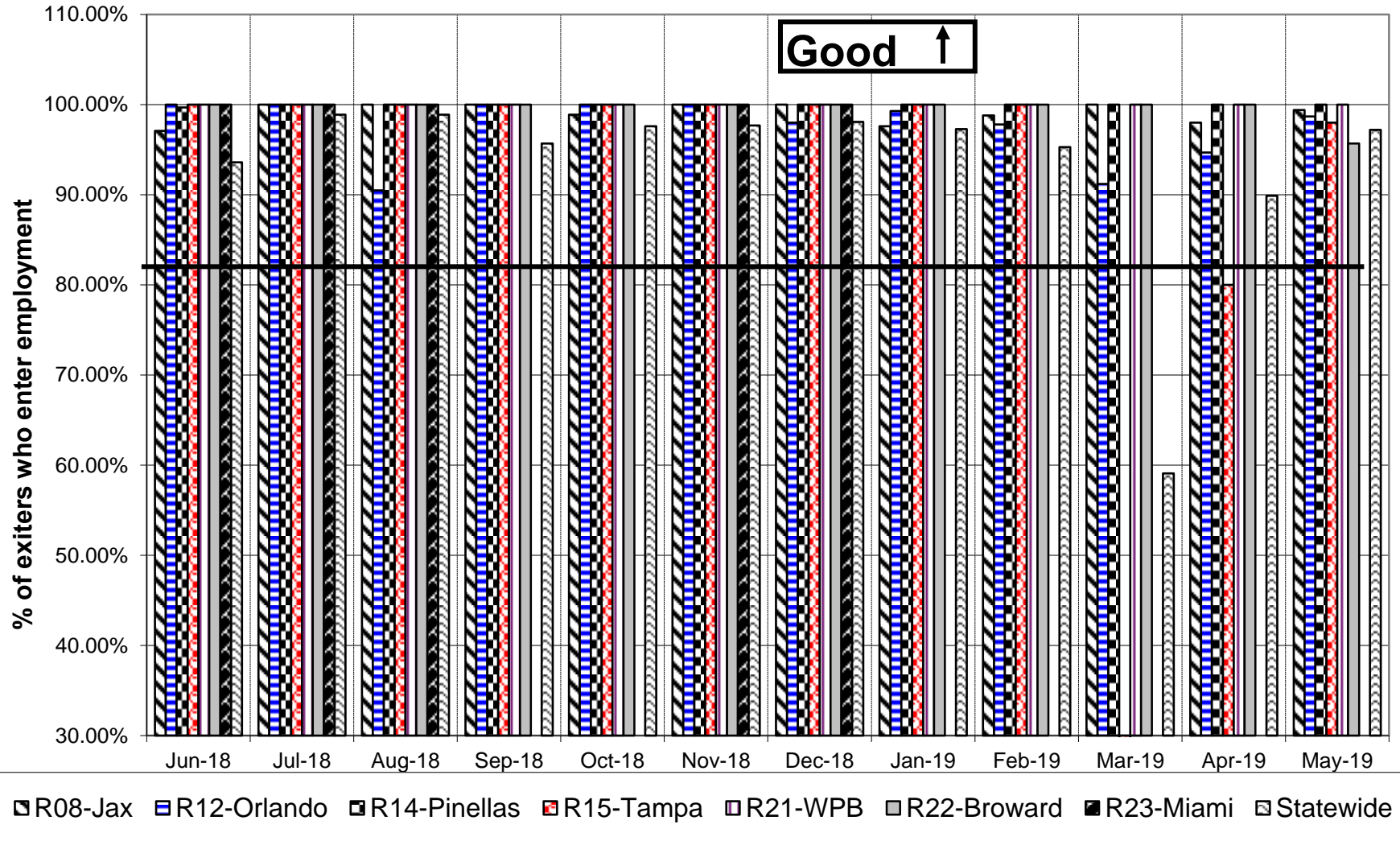


Analysis of Veterans' Performance

Veterans' Program Performance At-A-Glance	Measure	Performance	
		Month (May)	PYTD
	Entered Employment Rate	44.4%	45.4%
Current Situation and Performance Summary	<p>In relation to the Big 7 Regions, CSBD ranks 2nd in performance for the month and 1st for Program Year-To-Date.</p> <p><u>Since the beginning of this program year:</u></p> <ul style="list-style-type: none"> • 307 Veterans placed in employment • 1,345 Veteran customers actively utilized CSBD employment services • 13,384 reportable Veteran employment services have been provided to Veteran customers (<i>including job referrals, résumé assistance, career planning, etc.</i>) 		
Strategies and Action Steps	<p>CSBD is actively involved in the newly developed Veteran's Stakeholders Meetings founded by the Vet Centers. The Veteran's Stakeholder Meetings are comprised of community leaders and organizations such as Congresswoman Debbie Wasserman Schultz, the VA, and Broward college. The goal is to collaborate to assist veterans to re-acclimate to civilian life by focusing on employment, education, healthcare, and family well-being. CSBD has been instrumental in providing veteran and employment-related data to frame the discussion and shape the referral process. In addition, this committee partnership will provide multiple services to Vets to remove barriers and will increase the number of Veterans getting jobs.</p>		

Comparison of the Workforce Innovation and Opportunity Act (WIOA) Entered Employment Rate for Adult & Dislocated Workers across the 7 largest Regions in Florida for the Rolling 12 Month Period

.Note: Data presented as bar graph due to strong overlap of all regions in the near-100% range



Analysis of Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Performance

WIOA Program Performance At-A-Glance	Measure	Goal	Performance	
			Month (May)	PYTD
	Entered Employment Rate	100%	96%	99.6%
Current Situation and Performance Summary	<p>In relation to the Big-7 Regions:</p> <p>CSBD ranks 6th in performance for the month and ranks 2nd Program Year-To-Date.</p> <p>Note: Our dip in performance was due to one case closure that was for a medical reason and should not have counted in our performance. We have notified DEO and while they are updating the closure in the system however they will not be issuing a new monthly management report.</p> <p><u>Since the beginning of the program year July, 2018:</u></p> <ul style="list-style-type: none"> • 523 WIOA customers entered employment • Average Wage Rate is \$24.36 for Dislocated Workers & \$21.18 for Adults • CSBD has enrolled 453 customers into WIOA-funded training <p><i>Note: While our rate is high we want to continue enrolling customers into basic and individualized services to increase the number special populations' customers receiving WIOA training related services to assist with increasing their employment and wage rates.</i></p>			
Strategies and Action Steps	<p>We know that reconnecting unemployed customers to work through our Work Experience (WEX) program works. To increase the number of customers in our Work Experience Program (WEX) we took the following action:</p> <ul style="list-style-type: none"> • We reviewed the job descriptions of open WEX positions at our contracted sites and compiled a list of the Occupational Information Network (O*NET) codes associated with the available jobs. We used these codes in Employ Florida to target specific customers with open accounts that have expressed interest in similar occupations. We sent them an e-blast to make them aware of these opportunities. This initiative increased customer awareness of these opportunities and resulted in a significant increase of WEX enrollments from April to May. 			

**Overview of the CareerSource Broward Region
Not Seasonally Adjusted
June 21, 2019**

- The unemployment rate in the CareerSource Broward region (Broward County) was 3.0 percent in May 2019. This rate was 0.2 percentage point lower than the region's year ago rate of 3.2 percent. The region's May 2019 unemployment rate was 0.1 percentage point lower than the state rate of 3.1 percent. The labor force was 1,041,716, up 3,186 (+0.3) over the year. There were 30,819 unemployed residents in the region.
- In May 2019 nonagricultural employment in the Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division was 864,200, an increase of 11,200 jobs (+1.3 percent) over the year.
- The professional and business services (+4.0 percent); education and health services (+3.7 percent); and other services (+2.6 percent) industries grew faster in the metro area than statewide over the year.
- The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the third highest annual job growth compared to all the metro areas in the state in professional and business services (+6,000 jobs); education and health services (+4,100 jobs); and other services (+1,000 jobs) in May 2019.
- The industries gaining in jobs over the year were: professional and business services (+6,000 jobs); education and health services (+4,100 jobs); financial activities (+1,100 jobs); other services (+1,000 jobs); manufacturing (+700 jobs); construction (+200 jobs); and trade, transportation, and utilities (+100 jobs).
- The leisure and hospitality (-1,500 jobs) and government (-500 jobs) industries lost jobs over the year.
- The information industry was unchanged over the year.

Note: All data are subject to revision.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research.

Unemployment Rates (not seasonally adjusted)	May-19	Apr-19	May-18
CareerSource Broward (Broward County)	3.0%	2.8%	3.2%
Florida	3.1%	2.9%	3.4%
United States	3.4%	3.3%	3.6%

Nonagricultural Employment by Industry (not seasonally adjusted)	Ft. Lauderdale-Pompano Beach-Deerfield Beach Metropolitan Division				Florida			
	May-19	May-18	change	percent change	May-19	May-18	change	percent change
	Total Employment	864,200	853,000	11,200	1.3	8,982,900	8,773,600	209,300
Mining and Logging	NA	NA	NA	NA	6,000	5,700	300	5.3
Construction	48,300	48,100	200	0.4	559,700	538,100	21,600	4.0
Manufacturing	28,500	27,800	700	2.5	383,000	370,500	12,500	3.4
Trade, Transportation, and Utilities	190,800	190,700	100	0.1	1,786,200	1,767,300	18,900	1.1
Wholesale Trade	48,800	49,300	-500	-1.0	348,600	345,300	3,300	1.0
Retail Trade	111,100	111,000	100	0.1	1,126,800	1,123,200	3,600	0.3
Transportation, Warehousing, and Utiliti	30,900	30,400	500	1.6	310,800	298,800	12,000	4.0
Information	20,100	20,100	0	0.0	136,600	139,300	-2,700	-1.9
Financial Activities	62,100	61,000	1,100	1.8	593,100	573,300	19,800	3.5
Professional and Business Services	157,400	151,400	6,000	4.0	1,401,100	1,357,600	43,500	3.2
Education and Health Services	115,500	111,400	4,100	3.7	1,344,800	1,301,400	43,400	3.3
Leisure and Hospitality	95,500	97,000	-1,500	-1.5	1,280,600	1,240,500	40,100	3.2
Other Services	39,400	38,400	1,000	2.6	361,500	354,800	6,700	1.9
Government	106,500	107,000	-500	-0.5	1,130,300	1,125,100	5,200	0.5

Population	2018	2017	change	percent change
CareerSource Broward (Broward County)	1,935,878	1,917,122	18,756	1.0
Florida	21,299,325	20,976,812	322,513	1.5

Average Annual Wage	2018	2017	change	percent change
CareerSource Broward (Broward County)	\$52,929	\$51,259	\$1,670	3.3
Florida	\$50,090	\$48,460	\$1,630	3.4

Note: All data are subject to revision.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research.

Questions and Answers
Florida Department of Economic Opportunity
Employment and Unemployment Data Release
May 2019
(Released June 21, 2019)

1. What are the current Florida labor statistics and what changes were there over the month and over the year?

Unemployment Rates

1. Florida's seasonally adjusted unemployment rate for May 2019 was 3.4 percent. This represented 353,000 jobless out of a labor force of 10,331,000.
2. Florida's unemployment rate was down 0.3 percentage point from the May 2018 rate of 3.7 percent. As of May 2019, Florida's unemployment rate has declined or held steady over the year for 104 consecutive months.
3. Florida's May 2019 unemployment rate was down 0.1 percentage point from the revised April 2019 rate.
4. Note that the number unemployed is not the same as the number of individuals receiving Reemployment Assistance (RA) benefits. The definition of unemployed is those that are without a job, but actively seeking work. A person seeking work is considered unemployed even if they never held a job before. Collecting RA is not a requirement for being counted as unemployed.

Job Counts

5. Total nonagricultural employment in Florida was 8,961,300 in May 2019, a gain of 214,500 jobs over the year (+2.5 percent). In May 2019, private-sector employment was 7,844,500, a gain of 208,700 jobs over the year (+2.7 percent).
6. Florida's over-the-year job growth rate has been positive every month since August 2010, with the exception of September 2017, when Florida lost jobs due to the hurricane. Prior to August 2010, the state had been losing jobs for over three years and reached a low point of -7.0 percent in March 2009.
7. Total nonagricultural employment increased by 17,000 jobs (+0.2 percent) over the month. Florida's private-sector jobs increased by 16,000 jobs over the month (+0.2 percent).

2. How do Florida's labor statistics compare to the nation?

1. Florida's May 2019 unemployment rate of 3.4 percent was 0.2 percentage point below the national rate of 3.6 percent.
2. Florida's May 2019 private-sector over-the-year rate of job growth was +2.7 percent, which was 0.9 percentage point above the national job growth rate of +1.8 percent. With the exception of September 2017, Florida's private sector over-the-year job growth rate has exceeded the Nation's since April 2012.

3. How has Florida's economy performed since the last peak of Florida's economic activity?

1. Florida's unemployment rate was 3.1 percent in March 2006 (the lowest unemployment rate in more than thirty years). The state's unemployment rate peaked at 11.3 percent in January 2010 and has since improved to 3.4 percent in May 2019.
2. Florida's private-sector over-the-year job growth rate peaked in September 2005 at +5.7 percent, declined to -8.0 percent in March and April 2009, and is at +2.7 percent in May 2019.
3. Florida's private-sector employment surpassed the prerecession peak employment level (6,934,400 in March 2007) in March 2015 with 6,936,600 jobs.
4. Total nonagricultural employment in Florida reached a peak employment level of 8,055,600 jobs in March 2007. In January 2010, Florida reached a low point, down 925,300 jobs (-11.5 percent) from the peak. As of May 2019, Florida employment was 8,961,300 jobs, 905,700 jobs (+11.2 percent) above the previous peak.
5. Construction lost more jobs in the recent recession than any other industry. Construction employment peaked in April 2006 with 691,700 jobs and dropped to 334,000 jobs in June 2011, losing 357,700 jobs or 51.7 percent. Construction employment has risen to 565,600 jobs as of May 2019, an increase of 231,600 jobs (+69.3 percent) from the low point.
6. Florida's labor demand, measured by online advertised vacancies, reached a pre-recession peak of 256,976 in January 2006. Labor demand declined by 45.4 percent during the recession and bottomed out in April 2009 at 140,283 ads. As of May 2019, labor demand has increased by 149,434 openings (+106.5 percent) from the low point for a total of 289,717.
7. In May 2019, there were 353,000 unemployed Floridians and 289,717 advertised job openings in the state (Help Wanted OnLine), a ratio of 1.2 job seekers to every advertised job. This is a great improvement from the high ratio of 6.7 job seekers for every advertised opening reached in May and June of 2009. The lowest pre-recession ratio was 1.1 job seekers to every advertised job, in December 2005 and January 2006.

4. How does seasonality affect labor statistics statewide and by local area?

- Monthly employment and unemployment rates at the state and local levels may have sharp fluctuations due to seasonal events that follow a somewhat regular pattern each year. Seasonal events include tourism, agricultural harvests, holidays, and the opening and closings of schools. The effects these events have on labor statistics can be eliminated through seasonal adjustment, a statistical technique that smooths the seasonal impacts and makes it easier to observe underlying trends. Seasonally adjusted unemployment rate estimates are available for Florida on a monthly basis, and metropolitan areas on a lagged basis, but are not available for all counties. Seasonally adjusted nonagricultural employment is available for Florida by industry and for selected metro areas at the total level only. Because seasonally adjusted numbers are not uniformly available, an over-the-year comparison for metro area labor statistics is therefore preferable to an over-the-month comparison.
- Industries with seasonal declines in employment in Florida in May 2018 included public and private universities/colleges and tourism. Agriculture was trending down in much of the state. Most public elementary and secondary schools were still in session in May.

5. What are the signs of improvement in Florida's economic conditions?

- Florida's unemployment rate declined by 0.1 percentage point over the month in May 2019.
- Florida's unemployment rate declined by 0.3 percentage point over the year in May 2019.
- The current unemployment rate is down 7.9 percentage points from the last recession peak rate of 11.3 percent reached in January 2010.
- With the exception of September 2017, Florida has gained jobs over the year since August 2010 (105 of the past 106 months).
- With the exception of September 2017, Florida's annual job growth rate has exceeded the Nation's since April 2012 (85 of the past 86 months).
- In May 2019, 23 of the 24 metro areas in the state had over-the-year job gains.

6. What are the categories of unemployed individuals?

“Job losers” are those on layoff or termination seeking work; “job leavers” are those that voluntarily leave a job and then seek work; “re-entrants” are those that left the labor force and have rejoined to seek work; and “new entrants” are those that enter the labor market for the first time seeking work. A decreasing percentage of job losers as compared to the other categories can be interpreted as a sign of an improving economy.

National – Monthly

- Unemployed persons by reason for unemployment (as a percent of total unemployed), May 2019 for the United States (seasonally adjusted):
 - Job losers 44.9% (down from 46.8% a year ago)
 - Job leavers 13.5% (down from 13.7% a year ago)
 - Reentrants 31.5% (up from 30.3% a year ago)
 - New entrants 10.1% (up from 9.2% a year ago)

Florida – 12-Month Moving Average

- Unemployed persons by reason for unemployment (as a percent of total unemployed), 12-month average ending May 2019 for Florida (not seasonally adjusted):
 - Job losers 42.3% (down from 47.5% a year ago)
 - Job leavers 16.6% (up from 12.3% a year ago)
 - Reentrants 31.2% (up from 28.3% a year ago)
 - New entrants 10.0% (down from 11.9% a year ago)

7. What are the unemployment rates based on education levels?

- Unemployment rates by educational attainment, May 2019 for the United States (seasonally adjusted, labor force members aged 25 and older):
 - Less than a high school diploma 5.4%
 - High school graduates, no college 3.5%
 - Some college or associate degree 2.8%
 - Bachelor’s degree and higher 2.1%
- Unemployment rates by educational attainment, 12-month average ending May 2019 for Florida (not seasonally adjusted, labor force members aged 25 and older):
 - Less than a high school diploma 4.4%
 - High school graduates, no college 3.0%
 - Some college or associate degree 3.4%
 - Bachelor’s degree and higher 1.9%

8. What was the duration of unemployment in Florida?

Note: This includes all the unemployed/job seekers, not just the number of people receiving Reemployment Assistance benefits.

- Duration of unemployment for Florida (12-month average ending May 2019):

Duration	Unemployed	
	Percent of Total	
Total:	100	
Less than 5 weeks	33.7	(up from 30.3 a year ago)
5 to 14 weeks	27.3	(down from 27.9 a year ago)
15 to 26 weeks	13.3	(down from 15.0 a year ago)
27 to 51 weeks	8.6	(up from 7.9 a year ago)
52 weeks (1 year) and over	17.1	(down from 19.0 a year ago)
Average weeks of unemployment:	25.7	(down from 28.8 weeks a year ago)

(Long-term unemployed (27 weeks and over) is the sum of 8.6 and 17.1, which is 25.7 percent, down 1.2 percentage points from a year ago.)

9. What was the full-time and part-time status of the employed?

National-Monthly

- Full-time and part-time status of the employed (as a percent of total employed), May 2019 for the United States (seasonally adjusted):
 - Full-time 82.7% (down from 82.8% a year ago)
 - Voluntary part-time 13.6% (unchanged from a year ago)
 - Part-time for economic reasons 2.8% (down from 3.2% a year ago)
 - Part-time but not at work 0.9% (up from 0.5% a year ago)

Florida – 12-month Moving Average

- Full-time and part-time status for the employed (as a percent of total employed), 12-month average ending May 2019 for Florida (not seasonally adjusted):
 - Full-time 84.4% (up from 82.9% a year ago)
 - Voluntary part-time 12.4% (down from 12.8% a year ago)
 - Part-time for economic reasons 2.5% (down from 3.1% a year ago)

10. What were the top jobs in demand according to The Conference Board, Help-Wanted OnLine data series?

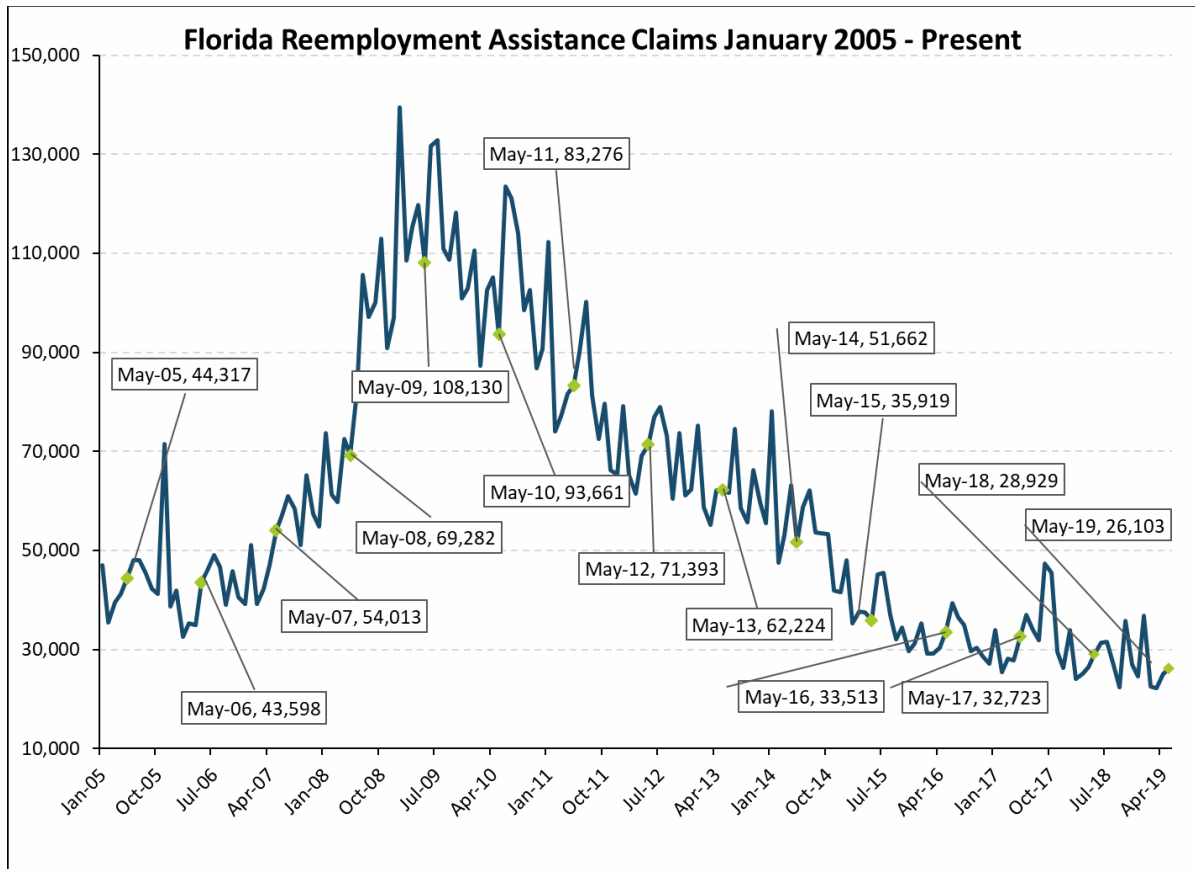
- Florida job postings compiled by the Help Wanted OnLine data series totaled 289,717 job ads (seasonally adjusted) in May 2019. May job demand represented a decrease of 9,704 job ads (-3.2 percent) over the year from the 299,421 job ads in May 2018. Job ads in Florida increased over the month by 8,264 ads (2.9 percent). Nationally, demand increased by 35,123 job ads (0.7 percent) over the year and increased by 137,110 ads (2.6 percent) in May compared to the previous month.

Top 20 Advertised Occupations for Florida, Not Seasonally Adjusted	Online Ads	Online Ads May-2018
Registered Nurses	17,84	20,10
Retail Salespersons	12,31	11,68
First-Line Supervisors of Retail Sales Workers	11,56	10,95
Customer Service Representatives	9,140	8,140
Software Developers, Applications	7,550	6,084
First-Line Supervisors of Office and Administrative Support Workers	5,675	5,810
First-Line Supervisors of Food Preparation and Serving Workers	5,665	5,206
Heavy and Tractor-Trailer Truck Drivers	5,296	6,784
Maintenance and Repair Workers, General	4,901	5,230
Network and Computer Systems Administrators	4,230	3,557
Cooks, Restaurant	3,961	4,123
Combined Food Preparation and Serving Workers, Including Fast Food	3,879	3,463
Computer User Support Specialists	3,745	3,683
Nursing Assistants	3,593	3,727
Sales Representatives, Services, All Other	3,568	3,892
Stock Clerks, Sales Floor	3,524	3,188
Accountants	3,306	3,264
Security Guards	3,251	3,220
Cashiers	3,093	4,154
Secretaries and Administrative Assistants, Except Legal, Medical	3,027	3,260

Source: The Conference Board, Help Wanted OnLine, prepared by the Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research.

11. What is Florida's current level of initial claims for Reemployment Assistance (RA)?

- Florida had 26,103 initial claims for RA in May 2019. This was a decrease of 9.8 percent from the previous year.



Source: Florida Department of Economic Opportunity, Reemployment Assistance Program.

12. What are the annual Florida unemployment rates by age, gender, and race; and Veterans unemployment rates?

Latest Unemployment Rates by Age, Gender, and Race

- Florida 2018 annual average unemployment rates from the U.S. Department of Labor, Bureau of Labor Statistics, Current Population Survey:
 - Unemployment rates by age:
 - 16 to 19 years 13.2 percent
 - 20 to 24 years 6.8 percent
 - 25 to 34 years 3.7 percent
 - 35 to 44 years 2.2 percent
 - 45 to 54 years 3.0 percent
 - 55 to 64 years 2.9 percent
 - 65 years and over 3.1 percent
 - Unemployment rates by gender:
 - Male 3.3 percent
 - Female 3.9 percent
 - Unemployment rates by race and ethnicity:
 - White 3.0 percent
 - Black 6.2 percent
 - Hispanic 3.5 percent

Latest Florida and U.S. Veterans Unemployment Rates, 2018 – Current Population Survey (CPS)

- Florida’s unemployment rate for Veterans (2.7 percent) was lower than the national rate (3.5 percent), and lower than the rate for nonveterans (3.5 percent).

Florida and the United States Employment Status by Veteran Status Universe: Civilian non-institutionalized population 18 years and over 2018 CPS Annual Averages, Not Seasonally Adjusted		
	Veterans	Nonveterans
FLORIDA		
Total population, 18 years and over	1,405,000	15,337,000
In labor force	622,000	9,542,000
Employed	606,000	9,205,000
Unemployed	17,000	337,000
Unemployment rate	2.7%	3.5%
U.S.		
Total population, 18 years and over	19,201,000	229,673,000
In labor force	9,453,000	150,489,000
Employed	9,127,000	144,797,000
Unemployed	326,000	5,693,000
Unemployment rate	3.5%	3.8%

Source: U.S. Bureau of Labor Statistics, Current Population Survey, 2018.