



**Broward Workforce Development Board
One Stop Services Committee**
Tuesday September 1, 2020
12:30 p.m. – 2:00 p.m.
Zoom Meeting ID: 824 3040 2890
Zoom Password: 984476



Virtual Meeting

Due to COVID - 19, in the interest of keeping our Committee members, staff, and public safe this meeting is being held via Zoom using the link below. Please do not attend in person.

<https://us02web.zoom.us/j/84250836954?pwd=TFZRM2NTbWlpUVFBY05INGcwK0REQT09>

PROTOCOL FOR TELEPHONE/ZOOM MEETING

1. Please state your name when making or seconding a motion. Such as "I move the item, and your name – "Jane Doe". Please also identify yourself when asking a question.
2. Put your phone/microphone on mute when not speaking. Don't forget to take it off when you wish to speak.
3. Votes in the affirmative should be "aye" and in opposition should be "no" (delays in responding sometimes make it difficult to determine the intent of the vote).
4. Please be in a quiet area free of background noise, so we may hear you clearly when you are speaking. When using Zoom, please make sure the background is appropriate or choose one of their virtual backgrounds.
5. If you are calling and must leave the call, please don't put your phone on hold. In some cases, we will get music or recorded messages and we will not be able to conduct business.
6. If you are using your phone for audio, please identify yourself on the screen and state the last 4 digits of the number you are calling from.
7. Please note the chat function has been disabled.

The Committee is reminded of the conflict of interest provisions. In declaring a conflict, please refrain from voting or discussion and declare the following information: 1) your name and 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 whether or not you are able to attend the meeting if you have a conflict with any agenda items.

IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

MEETING AGENDA

SELF-INTRODUCTIONS

APPROVAL OF MINUTES

Approval of the Minutes of the 6/9/20 One Stop Services Committee Meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Minutes of the Meeting

Pages 8 – 13

PRESENTATION

Kimberly Bryant our new Senior Vice President of Operations will be introduced.

NEW BUSINESS

1. One-Stop Center Hours of Operation and Holiday Schedule

The Master Agreement between CSBD and the State Department of Economic Opportunity requires the governing boards' annual approval of the hours of operation and holiday schedule. In the past, we have generally aligned our holidays with the County. Consideration to approve 1) one-stop center hours of operation and 2) the CareerSource Broward holiday schedule, which includes President's Day and an additional Personal Day to align with the County to meet DEO compliance.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT Memo #21 – 20 (OPS)

Page 14

2. New Course and New ITA Provider - Apex Training Center

Consideration to 1) approve Apex Training Center to become an eligible training provider and 2) add HVAC Mechanic Assistant to our ITA list. CSBD reviewed the application for completeness and to ensure that Broward Workforce Development Board (Board) mandated criteria are met for the training program and related occupational title.

RECOMM Approval
ACTION Motion for Approval
EXHIBITS Memo #02 – 20 (OPS)
 ITA Course Summary Spreadsheet

Pages 15 – 17

3. Continued Eligibility for AAA School of Dental Assisting and Florida National University

The Workforce Innovation and Opportunity Act (WIOA) requires eligible training providers submit new applications every two years to remain on the Eligible Training Provider List. Currently AAA School of Dental Assisting and Florida National University, have met the requirements for renewal. CSBD recommends renewal of Continued Eligibility status for 1) AAA School of Dental Assisting for the period 10/28/20 thru 10/27/22 and 2) Florida National University for the period 11/14/20 thru 11/13/22.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT Memo #09 – 20 (OPS)

Pages 18 – 19

4. **One Stop Services (OSS) Committee Strategic Planning Matrix for 2020 Updates**

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

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

Pages 20 – 29

REPORTS

1. **Performance Update on WIOA Youth Program Activities – PY 19-20**

This is to report on CSBD youth providers' program performance through the end of June 2020. Last year, CSBD had 5 OSY program contracts for the delivery of WIOA services to the youth of Broward County. The 2 full service and 3 navigator OSY programs provide services to youth who have barriers to employment and need assistance with career development. Youth have actively participated in program services with some exiting into post-secondary education and unsubsidized employment.

ACTION Review
EXHIBIT Memo #14-20 (OPS)

Pages 30 – 34

2. **Individual Training Account Virtual Enrollment Fair**

CSBD determined new ways to interact with our customers safely in light of the pandemic. On 8/7 we hosted the first Virtual ITA Enrollment Fair using Zoom. Five providers were invited to discuss their short training programs on our ITA list. The five providers included 1) Broward College 2) Atlantic Technical College 3) Sheridan Technical College 4) New Horizons and 5) The Academy of South Florida. One-hundred and fourteen (114) attended the Zoom meeting, which included CSBD staff, training providers, and 103 potential WIOA eligible customers who were interested in learning about short training programs and how to apply to them.

ACTION Review
EXHIBIT Memo #20-20 (OPS)

Page 35

3. Individual Training Account Performance Report

All ITA providers are contractually required to have a minimum 70% training-related placement rate for graduates who complete their programs within 180 days of graduation. CSBD conducted the bi-annual analysis of ITA provider performance in August and found that The PC Professors' Computer Software Applications training program did not meet the required performance measure. As this is an administrative function based on criteria previously approved by the Board, CSBD suspended WIOA customer referrals to that training program until receipt of evidence showing the attainment of a 70% or better graduate training-related placement rate. All other providers met the placement threshold.

ACTION Review
EXHIBIT ITA Performance Report

Pages 36 – 62

4. CSBD Response to Mass Layoffs in Hospitality

In July CareerSource Broward (CSBD) convened a workgroup to develop strategies for assisting hospitality workers laid off or furloughed due to the pandemic. This is an update on the strategies.

ACTION Review
EXHIBIT Memo #02-20 (CBR)

Pages 63 – 65

5. Outreach to Distressed Communities

CareerSource Broward continues to provide outreach to individuals in the distressed communities providing information on our services such as the WIOA scholarship, online employability workshops, and job placement assistance. Since January 2020, 25% of all customers we have helped place into employment are from one of the targeted communities and 19% of customers that we've provided tuition assistance or a work-based training have been from the targeted communities.

ACTION Review
EXHIBIT Targeted Community Infograph

Page 66

6. CSBD's Efforts to Assist SNAP Customers When Participation Waiver Ends

On March 30th, 2020, the Governor directed the Department of Children and Families (DCF) to waive work requirements for the Supplemental Nutrition Assistance Program (SNAP). The waiver is expected to end August 30th, 2020. During the waiver, CSBD has encouraged customers, who are able to virtually volunteer in the program, to take advantage of services such as online/virtual job recruitments and educational fairs, online education, and community resources. CSBD has prepared for the waiver lift to ensure SNAP customers are able to achieve their work requirements without the need to come into the career centers.

ACTION Review
EXHIBIT Memo #24-20 (OPS)

Pages 67 – 68

7. Monthly Performance Report

The state is delayed in providing the data we use for the Monthly Performance Report. Geographic Solutions, which is the software developer of Employ Florida, recently upgraded its servers and they are incompatible with DEO. DEO has informed us that Geographic Solutions is working on a solution and as soon as there is a fix in place they will notify us.

ACTION None
EXHIBIT None

8. Broward County and Florida Unemployment Information

The unemployment rate in Broward County for July 2020 was 13.1% compared to 11.8% in June 2020 and 3.3% in July 2019. The state unemployment rate is 11.5% compared to the national rate of 10.5%. The leisure and hospitality (-28,800 jobs); education and health services (-10,400 jobs); professional and business services (-7,700 jobs); trade, transportation, and utilities (-7,000); construction (-3,900 jobs); government (-3,600 jobs); other services (-3,500 jobs); manufacturing (-2,300 jobs); and information (-2,100 jobs) industries lost jobs over the year. Local labor market information from the DEO dated 8/21/20 is provided for review.

ACTION Discussion
EXHIBIT Broward County Labor Market Information

Pages 69 – 70

MATTERS FROM THE ONE STOP SERVICES COMMITTEE

MATTERS FROM THE FLOOR

MATTERS FROM THE PRESIDENT/CEO

ADJOURNMENT

THE NEXT COMMITTEE MEETING IS SCHEDULED FOR TUESDAY, 12/1/2020 AT 12:30 P.M.



**Broward Workforce Development Board
One Stop Services Committee
Tuesday June 9, 2020
12:30 p.m. – 2:00 p.m.
Zoom Meeting ID: 824 3040 2890
Zoom Password: 984476**

MEETING MINUTES

Due to COVID - 19, in the interest of keeping our committee members, staff, and public safe, this meeting was held via Zoom.

THE COMMITTEE WAS REMINDED OF CONFLICT OF INTEREST PROVISIONS.

Note: All attendees, staff and guests participated via Zoom.

Attendees: Gary Arenson, Ann Deibert, Deborah Forshaw and Gertrudis Perez-Dusek

Staff: Mason Jackson, Carol Hylton, Ron Moffett, Barbara Cevieux, Elisha Westfall, Kristal Taylor, Chris Ruggere and Michell Williams

Guests: Olivia Sarson and Brian Johnson

APPROVAL OF MINUTES

Approval of the Minutes of the 5/5/2020 One Stop Services Committee Meeting.

On a motion by Ann Deibert and seconded by Gary Arenson, the One Stop Services Committee unanimously approved the minutes of the 5/5/2020 meeting.

PRESENTATIONS

Nadine Jackson, One Stop Operator, presented a report of her work with the Workforce Innovation and Opportunity Act (WIOA) Core partners, which included coordination of cross training front line staff, updating CareerSource Broward's (CSBD) website with partner information and work on the required Memorandums of Understanding. As the COVID-19 pandemic unfolded she served in a liaison capacity sharing information with our partners about our staff shift to working remotely and provided them with updated resources such as our Virtual Job Fairs and virtual workshop services available online.

Mr. Chris Ruggere, our Regional Workshop and Training & Development Manager, provided a brief demonstration of how we are using Zoom to deliver our on-line workshops. Chris explained the scope of work in transitioning to the 12 online virtual workshops CSBD is currently providing. The workshops cover a variety of topics crucial for job seekers, including Resume Preparation, Interviewing Skills, Social Networking and Professional Placement Network (PPN).

Gary Arenson thanked Chris for the presentation and asked if the workshops can be accessed at any time? Chris explained the workshops are scheduled for specific dates and times throughout the week as they are live workshops with an instructor. Carol Hylton explained that once the customer attends the workshop we also provide individual appointments to discuss and review their resume.

NEW BUSINESS

1. WIOA State-Level Funds

Consideration to accept \$100,569 in WIOA state-level funds. This is the Region 22 share of funds awarded by the State for WIOA performance under their performance model. These additional funds will be used to build capacity to serve the anticipated increase in dislocated workers who will be coming to our centers for re-employment assistance. CSBD will continue to monitor demand and program expenditures to assure the maximum number of individuals is being served.

Ron Moffett explained we will use the funds to maximize services for dislocated workers due to the number of businesses affected by the pandemic.

On a motion by Ann Deibert and seconded by Gertrudis Perez-Dusek, the One Stop Services Committee unanimously approved the acceptance of \$100,569 in WIOA State-Level Funds.

2. Acceptance of Bank of America Charitable Foundation Funds for Start-Up Now

Consideration to accept a grant award of \$10,000 from the Bank of America Charitable Foundation for the Start-Up Now Program. In April 2017, the Board approved for CSBD to seek financial support for Start-Up Now. CSBD completed the Bank of America grant application in February and has been awarded \$10,000 in private, non-programmatic funding. These funds will be used to cover 2020 – 2021 program year costs, such as grant writing, tuition for non-WIOA applicants and food for program events.

Ron Moffett explained we previously had a grant for our Start-Up Now and when the grant ended the Board approved CSBD to find additional financial assistance. We applied for the grant back in February and recently we were informed of the award.

On a motion by Deborah Forshaw and seconded by Ann Deibert, the One Stop Services Committee unanimously approved the acceptance of \$10,000 from Bank of America Charitable Foundation for Start-Up Now.

3. **Region 22 Targeted Occupations List (TOL) for Program Year (PY) 20-21**

Consideration to approve the TOL for PY 20-21. We sent the preliminary TOL for PY 20-21 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 21 occupations proposed by the State for removal and 2) adding 7 new occupations.

Ron Moffett shared that this is one of the most important things brought to the committee annually. Ron indicated the Department of Economic Opportunity was delayed in sending the TOL list to us due to COVID-19. Ron reviewed the process CSBD uses to analyze the list, which included a public meeting to gather feedback from the community and stakeholders. This year's meeting was held via Zoom and it was well attended with over 30 participants, including Board Chair Dr. Lisa Knowles and Board member Bob Swindell.

Mason Jackson explained we go out into the community to validate these numbers, we ask our economic development partners, key industry business leaders, and educators if this is what they see on the horizon. When we send this list to the board it reflects a collective Broward County view of the TOL.

On a motion by Ann Deibert and seconded by Deborah Forshaw, the One Stop Services Committee unanimously approved the Region 22 Targeted Occupations List (TOL) for Program Year (PY) 20-21.

4. **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) 20-21. While we do not know the exact number of Work Experience (WEX) customers JAFCO will take, we do not anticipate the non-financial contract amount will exceed \$24,000. Because Ron Moffett, Senior Vice President of Operations, is related to JAFCO's site director, a 2/3 vote of the Board members present at a Board meeting with an established quorum will be required.

Mason Jackson explained our contracts with JAFCO have been very effective and they have been good about offering participants full-time employment after the WEX program.

On a motion by Gertrudis Perez-Dusek and seconded by Deborah Forshaw, the One Stop Services Committee unanimously approved the Work Experience Contract with Jewish Adoption and Foster Care Options (JAFCO).

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

Consideration to approve a WIOA youth Work Experience contract with the ELC for PY 20-21. 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 Jr., President/CEO of CSBD, serves on the ELC Board, a 2/3 vote of the Board members present at a Board meeting with an established quorum will be required.

Ron Moffett informed the committee this has been a long-standing worksite agreement with the Early Learning Coalition, Inc. (ELC), for WIOA youth.

On a motion by Deborah Forshaw and seconded by Gertrudis Perez-Dusek, the One Stop Services Committee unanimously approved the Work Experience Contract with Early Learning Coalition, Inc. (ELC).

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

Consideration to approve a WIOA youth Work Experience contract with the BEF for PY 20-21. 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, a 2/3 vote of the Board members present at a Board meeting with an established quorum will be required.

Ron Moffett let the committee know this a WIOA youth worksite and youth have benefited from interning at the site.

On a motion by Deborah Forshaw and seconded by Gertrudis Perez-Dusek the One Stop Services Committee unanimously approved the Work Experience Contract with Broward Education Foundation (BEF).

7. Continued Eligibility for Miami-Dade College

Consideration to approve Miami-Dade College's Continued Eligibility for the next two-year period 7/1/20 thru 6/30/22. The Workforce Innovation and Opportunity Act (WIOA) require Eligible Training Providers (ETPs) to submit new applications every two years to remain on the Eligible Training Provider List (ETPL). Miami-Dade College has met the ETP application renewal requirements.

Ron Moffett explained Miami-Dade College was delayed submitting their application as their office closed due to COVID-19. He shared that we have about 10 customers in their nursing program.

On a motion by Gertrudis Perez-Dusek and seconded by Deborah Forshaw, the One Stop Services Committee unanimously approved the Continued Eligibility for Miami-Dade College.

REPORTS

1. Update on Re-Opening the Three One Stop Career Centers and Admin Office

This memo provides an update on the re-opening of CareerSource Broward's (CSBD) administrative office and its three one stop career centers. In preparation to re-open the centers, CSBD developed a detailed project plan. We executed that plan and successfully re-opened each of the three centers to staff and customers on 6/1.

Ron Moffett went over the various actions we took to reopen the centers to ensure safety, security and PPE training to our staff. Ron and Carol visited the centers to ensure social distancing and PPE was available during the preparations to reopen. He indicated that we are cleaning our centers constantly to provide a safe environment for staff and customers.

2. City Furniture Regional Recruitment with CareerSource Orlando & SW Florida

City Furniture has over ninety (90) sales associate vacancies in five areas of the state. With record unemployment in Florida, CareerSource Broward recognizes this as an opportunity to connect City Furniture to many unemployed workers around the state at one time, saving them time and energy. We are taking the lead in partnering with other CareerSource boards in the state to hold a regional recruitment in our virtual job fair platform to assist City Furniture with filling these vacancies.

Ron Moffett indicated they have a number of vacancies throughout the state that needed to be filled. We will be conducting a virtual job fair in coordination with other regions.

3. At-A-Glance Guide to Re-Employment Assistance

As a result of COVID-19, there are many types of assistance available to those whose employment has been affected by the virus. This is an at-a-glance guide to 1) Florida's reemployment assistance 2) the assistance available under The Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020 and 3) Disaster Unemployment Assistance.

Gary Arenson asked where the guide is posted. Ron Moffett explained the guide was put together for our Committee and we will make sure it's provided to Nadine Jackson and posted on our website to share with our community partners and customers. Mason Jackson explained you can find some portions of it on the DEO website, but not the complete guide.

4. Monthly Performance Report

The current performance for the month of April 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), is in a two-way tie for 1st in WTP EER, ranks 1st in Veterans EER, ranks 2nd in WP EER and WTP All Family Participation Rate and is in a six-way tie for 2nd in WTP Two-Parent Participation Rate.

Ron Moffett indicated that we are actively reaching out and engaging customers; however, there is a waiver in place so participation is not mandatory.

5. Broward County and Florida Unemployment Information

The unemployment rate in Broward County was 14.5 percent in April 2020 compared to 4.2% in March. This rate was 11.7% higher than the region's year-ago rate of 2.8 percent. Unemployment cases in Florida now number more than 1.8 million. As of the week ending May 23rd, 163,797 Broward County residents have applied for re-employment assistance. Nearly every day we receive WARN notices issued from the state for businesses in Broward County that have had to close due to COVID-19.

Gary Arenson stated there must be an error in the statistic that shows only a 3% increase from the previous month. Mason Jackson explained the official numbers are taken in the middle of the month and it's not a cumulative figure. The unemployment numbers are way underestimated and Broward County is at least 20%.

MATTERS FROM THE ONE STOP SERVICES COMMITTEE:

Gary Arenson shared that his business communication is actually better using Zoom. Ann Deibert expressed optimism that one of the changes from this pandemic is a new way of delivering services using Zoom. Mason Jackson shared that CSBD is also using Right Signature for handling documents that need to be routed and signed and that the new process using this tool has been successful.

MATTERS FROM THE FLOOR: NONE**MATTERS FROM THE PRESIDENT/CEO:**

Mason Jackson discussed that we have staff divided into two teams with staggered schedules at the centers and here at the corporate office. While customers are permitted to come in, we are taking temperatures, asking the required questions and restricting the flow and appointments. We are discussing with DEO on slowly opening the centers while still providing services online.

Carol Hylton stated we are seeing primarily customers who want access to the resource room to file unemployment claims and the customers are using their cell phones to access other services remotely. If customers are coming in, we are doing social distancing in our resource rooms.

ADJOURNMENT 1:40 P.M.**THE NEXT COMMITTEE MEETING IS SCHEDULED FOR TUESDAY, 9/1/2020 AT 12:30 P.M.**

Memorandum #21 – 20 (OPS)

To: One Stop Services Committee
From: Ron Moffett, Executive Vice President
Subject: Center Hours of Operation and Holiday Schedule
Date: July 31, 2020

SUMMARY

The Master Agreement (MA) between CareerSource Broward (CSBD) and the Florida Department of Economic Opportunity requires the governing boards’ annual approval of the hours of operation and holiday schedule. In the past, we have generally aligned our holidays with the County. Consideration to approve 1) one-stop center hours of operation and 2) the CSBD holiday schedule, which include President’s Day and an additional Personal Day to align with the County to meet DEO compliance.

BACKGROUND

At CSBD, holidays and hours of operation are matters we have always brought to the governing boards’ for approval. After the schedules have been approved, we only come to you when there is a change. DEO is now requiring annual approval for these items.

DISCUSSION

The One-Stop Centers – Hours of Operation

The One-Stop Hours are: M-TH 8:00 a.m. – 6:00 p.m. & FRI 8:00 a.m. - 5:00 p.m. We are seeking approval of our center hours to satisfy the state MA requirement.

The Broward County Holiday Schedule

The state requires us to align our holidays with a federal, state or county authority. We have always aligned with the County. Many years ago the County merged the two Presidents’ days into one Presidents’ Day Holiday and added a second personal day. In accordance with the MA requirement, we are requesting approval to align with the County by adding President’s Day and another personal day.

The Broward County Holiday Schedule		
New Year's Day	Independence Day	Day After Thanksgiving
Martin Luther King, Jr. Day	Labor Day	Christmas Day
Presidents' Day	Veterans Day	2 Personal days (regular employees)
Memorial Day	Thanksgiving Day	

RECOMMENDATION

Approval of 1) The One-Stop Centers hours of operation and 2) alignment of the CSBD holidays with Broward County’s Holiday schedule.

Memorandum #02-20 (OPS)

To: One Stop Services Committee
From: Ron Moffett, Executive Vice President
Subject: New Course for New ITA Provider- Apex Training Center
Date: August 24, 2020

SUMMARY

Consideration to 1) approve Apex Training Center to become an eligible training provider and 2) add HVAC Mechanic Assistant to our ITA list. CSBD reviewed the application for completeness and to ensure that Broward Workforce Development Board (Board) mandated criteria are met for the training program and related occupational title.

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 (FETPIP). All of our current ITA training providers meet these criteria.

DISCUSSION

Apex Training Center (ATC) has been in Miami since 2008, and provides training and employability skills in the growing field of HVAC technology.

ATC has a 70% training-related placement rate according to the placement data submitted for the HVAC Mechanic Assistant program. The provider does not currently submit data to FETPIP but understands and commits to submitting FETPIP data going forward. Whereas ATC will be a new provider, they will be under initial eligibility status with CSBD and we will also limit enrollment of customers to 10 in the training program until performance can be established for our customers.

ATC is licensed by the State's Department of Education, Commission for Independent Education for their HVAC Mechanic Assistant Program. They offer an industry recognized Environmental Protection Agency license, which is the same credential offered by CSBD's existing eligible provider - South Florida Academy of AC.

This training course prepares students for jobs in the Heating, Air Conditioning, and Refrigeration Mechanics and Installers occupation, which is on the current Targeted Occupations List (TOL), paying entry wages between \$15.78 – \$21.79 per hour.

As of 8/24/20, using tools such as JOBS EQ and Employ Florida, CSBD was able to validate that within the past ninety days there have been at least 25 job openings in these occupations in Broward County. As we do with all new applicants and new campuses, CSBD conducted an on-site review of ATC's training facilities. Our review verified the location, equipment, classrooms and school amenities.

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 related occupational title and recommends ATC and its HVAC Mechanic Assistant training program be added to the ITA list.

RECOMMENDATION

Approve 1) Apex Training Center to become an eligible training provider and 2) add HVAC Mechanic Assistant to our ITA list.

Attachment to OPS Memo #02-20
ITA Course Summary Spreadsheet

School Name / Location	Accreditation / State Agency Approval	Is School Enrolled in Florida Education and Training Placement Information Program?	FL DOE License	Course Title	Type of credential offered	Length of Program	Entry Wage	Course Offering	Tuition Cost	Supply costs (Books, Tools, Uniforms, etc.)	Certification Costs	Program Total Costs
APEX Training Center	Commision for Independent Education	N	Y	HVAC Mechanic Assistant	Environmental Protection Agency HVAC 608 License	500 clock hours	\$15.78	100% Classroom	\$7,550.00	\$500.00	\$0.00	\$8,050.00

Memorandum #09-20 (OPS)

To: One Stop Services Committee

From: Ron Moffett, Executive Vice President

Subject: Continued Eligibility for AAA School of Dental Assisting and Florida National University

Date: July 13, 2020

SUMMARY

The Workforce Innovation and Opportunity Act (WIOA) requires eligible training providers (ETP) submit new applications every two years to remain on the ETP List (ETPL). Current ETPs, AAA School of Dental Assisting and Florida National University, have met the ETP application renewal requirements. CSBD recommends renewal of Continued Eligibility status for 1) AAA School of Dental Assisting for the next two-year period beginning 10/28/20 thru 10/27/22 and 2) Florida National University for the next two-year period beginning 11/14/20 thru 11/13/22.

BACKGROUND

In 2014, WIOA changed the way in which schools could continue on the ETPL by requiring a recertification of their eligibility to receive participant individual training account (ITA) funds, every two (2) years. All schools on our ETPL must reapply to be on the ETPL 3 months before their eligibility expires. The intent is for local areas to review the performance of the providers. Locally we have policies in place to do this in addition to the statutory requirements.

As the eligibility period for AAA School of Dental Assisting and Florida National University is expiring in October and November, they were required to submit their continued eligibility applications by 7/28/20 and 8/14/20, respectively.

DISCUSSION

The information required by the state for continued eligibility is information we have required from our providers for many years. This includes:

1. Verification of licensure, accreditation or other State authorization to provide training programs.
2. Issuance of an industry recognized credential.
3. Whether the credential can be stacked with other credentials as part of a sequence to move an individual along a career pathway or up a career ladder,

4. Information on cost, attendance, tuition and fees, for participants.
5. A description of how the provider will ensure access to training services programs, including serving individuals who are employed and individuals with barriers to employment and through the use of technology (if applicable); and,
6. Reporting to the Florida Education and Training Placement Information Program (FETPIP), which includes data on enrollment, graduation rates and employment.

To ensure there was no disruption in referrals, we developed a streamlined application form and sent it along with instructions to both of these training providers with the deadline for filing.

Current ETPs 1) AAA School of Dental Assisting and 2) Florida National University submitted their renewal applications timely and each included all the mandated criteria.

CSBD is recommending for approval for 1) AAA School of Dental Assisting for the next two-year period 10/28/20 thru 10/27/22 and 2) Florida National University for the next two-year period 11/14/20 thru 11/13/22.

The courses offered have already been approved by the CSBD governing boards and continue on the list as long as:

- a. The programs continue to be on the State and local ETPL
- b. The courses continue to be on the targeted occupation in-demand list; and,
- c. Their performance meets our local policy and contract provisions.

RECOMMENDATION

Approve the continued eligibility status for 1) AAA School of Dental Assisting for the next two-year period 10/28/20 thru 10/27/22 and 2) Florida National University for the next two-year period 11/14/20 thru 11/13/22.

BROWARD WORKFORCE DEVELOPMENT BOARD



ONE-STOP SERVICES COMMITTEE

Strategic Planning Matrix for 2020

Dr. Lisa Knowles,
Board Chair

Gary Arenson,
OSSC Chair

Carol Hylton,
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, including 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	Due Dates	Comments
<p>1.0 Research the industries and occupations that are likely to be impacted by the use of emerging artificial intelligence (AI), Information Technology and Green jobs.</p>	<p>1.0.1 Conduct a literature review of the research that has been published on the impact of artificial intelligence to industries and occupations.</p> <p>1.0.2 Educate our training providers on industries and occupations that are prone to AI and environmentally friendly jobs to ensure they are incorporating emerging AI and green technology into their curriculum.</p> <p>1.0.3 Conduct a review of the Information Technology (IT) and environmentally-friendly “green” jobs on our Individual training Account (ITA) list to ensure we are providing training opportunities to prepare our customers for emerging technologies and occupations.</p> <p>1.0.4 Work with employers that will be impacted by AI and emerging green technology to offer our services such as IWT to retain workers, and minimize layoffs.</p>	<p>A minimum of 5 research papers are reviewed on the industries and jobs that will likely be affected by AI and compile findings that can be shared with our training providers.</p> <p>Staff will provide findings to our eligible training providers so they can use the information to incorporate emerging and green technologies into their curriculums.</p> <p>A review is conducted of our Targeted Occupation and ITA list to identify IT and green jobs and the information is provided to the One Stop Services Committee and our governing boards.</p> <p>Intermediaries and Business development Specialists will share our results with employers that are eligible for IWT training to assist them in retraining their staff.</p>	<p>8/2020</p> <p>9/2020</p> <p>9/2020</p> <p>9/2020</p>	<p>On Target: The following research papers were reviewed by staff. Findings are being compiled and we are on target to share the information during the month of September.</p> <ol style="list-style-type: none"> Muro, Mark, Robert Maxim, and Jacob Whiton. 2019. “Automation and Artificial Intelligence: How Machines Are Affecting People and Places.” Washington. Brookings Institution. Webb, Michael. 2019. “The Impact of Artificial Intelligence on the Labor Market.” Stanford University Working Paper. Agrawal, Ajay, Joshua S. Gans, and Avi Goldfarb. 2019. “Artificial Intelligence: The Ambiguous Labor Market Impact of Automating Prediction.” Working Paper 25619. National Bureau of Economic Research. Brynjolfsson, Erik, Tom Mitchell, and Daniel Rock. 2018. “Economic Consequences of Artificial Intelligence and Robotics: What Can Machines Learn and What Does It Mean for Occupations and the Economy?” AEA Papers and Proceedings (108): 43-47. Muro, Mark, Robert Maxim, and Jacob Whiton. 2019. “What Jobs are Affected by AI?” Washington. Brookings Institution. <p>Staff completed a review of the TOL and ITA lists and information on IT and green occupations and training on our list which was provided to our governing boards and is being shared with our training providers and employers on an on-going basis.</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 #1:

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

Objective	Next Steps	Benchmark / Performance Measures	Due Dates	Comments
<p>1.1 Consider new technology (e.g., on-line workshops and virtual job fairs) for jobseekers to use in their job search efforts especially those living in the distressed communities or those affected by COVID-19.</p>	<p>1.1.0 Contact 5 other Workforce Boards to conduct research on new tools and techniques (e.g., tools, apps, virtual job fairs) that can/should be used by job seekers.</p> <p>1.1.1 Update appropriate workshops to assist jobseekers with using the latest tools, platforms and technology.</p>	<p>A minimum of 5 other workforce boards are contacted.</p> <p>New information is incorporated in our workshop curriculum and workshop instructor guides, and visuals are updated and put into operation</p>	<p>6/2020</p> <p>8/2020</p>	<p>Completed: CSBD contacted 5 other Boards and also conducted a review of all the Virtual tools/workshops/resources being used by the other 23 Boards. The information was compiled and put into a table. We found we have the most comprehensive assortment of job seeker tools.</p> <p>CSBD paid for one of our workshops facilitators to become a Nationally Certified Online Profile Expert. We updated our workshops to provide job seekers state of the art techniques to update their online profiles on LinkedIn. etc.</p> <p>In response to COVID-19, we created new workshop curriculum to prepare job seekers with the best strategies for:</p> <ul style="list-style-type: none"> • Conducting job search, • Virtual Networking, • Attending virtual job fairs and • Participating in “Zoom” interviews. <p>We then moved our professional workshops online to deliver the new content and are also translating them into Spanish (with the assistance of Josie Bacallao and Hispanic Unity) and also into French/Creole versions for job seekers.</p>

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Objective	Next Steps	Benchmark / Performance Measures	Due Dates	Comments
<p>1.1 Consider new technology (e.g., online workshops and virtual job fairs) for jobseekers to use in their job search efforts, especially those living in the distressed communities or those affected by COVID-19. (Continued)</p>	<p>1.1.2 Develop Informational materials promoting the new tools and techniques and make them available to job seekers.</p>	<p>Informational materials are developed and made available to job seekers.</p>	<p>8/2020</p>	<p>Completed: CSBD created new marketing materials and utilizes electronic flyers, e-blasts, media releases in English, Spanish and Creole.</p> <p>In an effort to address the needs of hospitality workers whose employment has been impacted by the COVID-19 pandemic, we convened a group of Board members and education providers to pilot strategic employment-related initiatives the for the hospitality industry and launched a new Help for Hospitality Workers webpage. Jobseekers will find information and resources, such as:</p> <ul style="list-style-type: none"> • An overview of CSBD's services • Exclusive days/times reserved for impacted hospitality workers to receive assistance at our three career centers • A dedicated helpline where individuals can receive one-on-one assistance with their résumé, interviews, job searching with LinkedIn or navigating Employ Florida • Online professional workshops, including résumé preparation, telephone and video interview skills and more • Information about our scholarship program of up to \$12,000 per person for in-demand career training • Information to help individuals navigate Employ Florida, the state's online job board • Information about our COVID-19 Dislocated Worker Program, designed to provide temporary employment opportunities to workers laid off due to the pandemic and, • Information on how to apply for reemployment financial assistance. <p>Based upon the success of this initiative and feedback, we are working on a plan of action to develop similar employment-related initiatives for other business and industries affected by COVID-19.</p>

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Objective	Next Steps	Benchmark / Performance Measures	Due Dates	Comments
<p>1.1 Consider new technology (e.g., online workshops and virtual job fairs) for jobseekers to use in their job search efforts, especially those living in the distressed communities or those affected by COVID-19. (Continued)</p>	<p>1.1.3 Research and procure Virtual Job Fair software and conduct a minimum of 3 Virtual Job Fairs.</p>	<p>Virtual Job Fair software is researched, software is procured and a minimum of 3 Virtual Job Fairs are hosted by CSBD.</p>	<p>4/2020</p>	<p>Completed: Procured Virtual Job Fair software and conducted a total of six virtual job fairs. A total of 80 employers participated and the events were well attended by job seekers.</p> <p>CSBD also held our first ever Virtual ITA Provider Fair on 8/7/2020 as a way to showcase our training providers and their occupational training programs available to job seekers.</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 #2:

Maintain our Role as Workforce Development Leaders Through Advocacy by the Board, Collaboration, Providing Information and Intelligence to Stakeholders with Feedback from the Community.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>2.0 Explore ways to partner with community organizations to share best practices.</p>	<p>2.0.1 Enter into an MOU regarding the delivery and coordination of statutory one-stop partner programs through the one-stop career system with all WIOA Core partners.</p> <p>2.0.2 Meet with a minimum of three (3) Community Based Organizations to gather information on their services and the processes they use.</p>	<p>Meetings are scheduled and held with all WIOA core partners and MOU's are drafted and executed.</p> <p>Meetings are held with Community Based Organizations and information on their services and the processes they use are gathered and shared with CSBD center staff.</p>	<p>7/2020</p> <p>7/2020</p> <p>8/2020</p>	<p>Completed: CSBD's One Stop Operator met with and entered into MOU's with:</p> <ul style="list-style-type: none"> • The School Board of Broward County (Literacy and Carl Perkins Partners) • Broward College • The Board of Broward County Commissioners • Vocational Rehabilitation • AARP, Title V Older Worker Programs • OIC of South Florida (Second Chance Act and Youth Build) • Meetings were held with these Community Based Organizations: <ol style="list-style-type: none"> 1. Broward County Family Success 2. AARP 3. Vocational Rehabilitation 4. Early Learning Coalition 5. 211 Broward 6. United Way 7. Urban League of Broward County 8. YMCA and 9. Hispanic Unity <p>As a result:</p> <ul style="list-style-type: none"> • Broward County's Family Success trained the one stop staff. • We updated the Family Success emergency services eligibility guide and made available online for Success Coaches to assist referring customers with mortgage or rent, assistance with FPL/water bills, etc. • Assisted with recruitment efforts for OIC's Project Lift • Facilitated OIC's job placement staff with training on Employ Florida and how to access CSB's weekly hot jobs listing • Coordinated with OIC's HR director to partner for on-site mass recruitment • Trained community organization staff on WIOA eligibility. . 26

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 #2:

Maintain our Role as Workforce Development Leaders Through Advocacy by the Board, Collaboration, Providing Information and Intelligence to Stakeholders with Feedback from the Community.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>2.0 Explore ways to partner with community organizations to share best practices. (Continued)</p>	<p>2.0.3 The OSO will schedule and hold a virtual “Community Town Hall” to dialogue and share best practices with community partners.</p>	<p>A minimum of one Community Town Hall meeting is held.</p> <p>The list of best practices is posted to our website and our social media platforms are used to promote it as a resource for community organizations.</p>	<p>On-going</p>	<p>In Process: In response to COVID-19, we shifted the Town Hall venue to a more robust on-going best practice sharing model. As a result, our One Stop Operator was directed on an on-going basis to:</p> <ul style="list-style-type: none"> • Disseminate information to all one stop partners and community organizations about DEO’s Reemployment Assistance including paper applications and changes to work requirements. • Contact partners and community organizations to inform them of CSBD’s virtual services, any center updates and virtual job fairs. • Clarify their’ understanding of what CSBD staff could and could not do as it relates to countless unemployment concerns by laid off/dislocated customers. • Talking to staff at other regional workforce boards about virtual services, and reopening plans/timeframes. • Keep partners and community agencies, such as United Way, Early Learning Coalition and 211-Broward informed of daily updates from DEO and CSBD. • Disseminate our re-opening project plan and staff and customer safety plans to community partners. • Inform partners of our COVID-19 response and resource page on our website as a resource for community agencies.

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 #2:

Maintain our Role as Workforce Development Leaders Through Advocacy by the Board, Collaboration, Providing Information and Intelligence to Stakeholders with Feedback from the Community.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
2.1 Consider ways to identify other community resources, through the one-stop operator; for example, workforce housing and transportation	2.1.1 OSO conducts a review to identify the availability of other community resources that will remove barriers to employment for our job-seekers.	The review of employment-related resources available in the community is completed.	8/2020	<p>Completed: We conducted a review of employment related resources and found, in addition to 211, the Broward Connections Guidebook provides a comprehensive list of the support services in Broward County. “Connections” provides a tool that empowers those to be informed about resources and opportunities available to them to support job readiness and employment. The resources are comprehensive and range from:</p> <ul style="list-style-type: none"> • Housing, • Financial assistance, • Transportation assistance, • Mental health • Services for Veterans • Hotlines, • Medical services, • Older adult services • Children Services, including a childcare directory, • And, many other available resources. <p>“Connections” is also a resource to connect providers for collaboration and social service referrals to meet the needs of job seekers with barriers to employment. While it is available in print because the resource information in Broward changes rapidly we provided a link to their website which is updated frequently so staff and job seekers have the most accurate, real-time information.</p> <p>We trained staff on the tool and provided the link to our One Stop Operator so she can share with our partners who may not be aware of this resource.</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 #3:
Encourage Job Seekers to Choose CSBD for Comprehensive Employment, Education and Training Services, and to Connect them to the Workforce System Using the State Job Bank.**

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
3.0 Explore ways to enhance / expand messages sent out via social media, and mainstream media.	3.0.1 Develop a pocket card of job seeker services	A pocket card of CSBD services is developed and provided to Board and committee members so they have information to promote our services.	8/2020	Completed: CSBD created a pocket card of CSBD services for Board and committee members and will distribute them in September.
	3.0.2 Our Communications Senior Manager will collaborate with his counterparts around the state and develop recommendations to expand messages to send out via social media, and mainstream media	A minimum of 5 workforce boards are contacted	8/2020	CSBD's Senior Communications Manager collaborated and consulted with CareerSource Florida's Communications Consortium Group (represents all 24 local workforce boards).
		A minimum of one new strategy / campaign is developed to expand messages sent out via social media, and mainstream media.	8/2020	<ul style="list-style-type: none"> • Expanded targeted messaging was created and finalized by the consortium group (with guidance from DEO) and distributed to each workforce board for use. • “Help Is Here” campaign messaging has been and will continue to be implemented on CSBD’s social media platforms and traditional media outlets, including radio, print and advertising.
	3.0.3 Develop a multi-media campaign to promote the features and benefits of using Employ Florida.	CareerSource Florida is engaged using the statewide communication director group and additional or improved ways to promote Employ Florida are developed.	8/2020	<ul style="list-style-type: none"> • Communications created a targeted campaign to promote Employ Florida. Details regarding the advertising campaign include: <ul style="list-style-type: none"> ○ Radio advertising on WEDR 99 JAMZ (job seekers) ○ Print ads in the South Florida Times (job seekers) ○ Digital ads placement utilizing the South Florida Business Journal’s online platform (employers)

Memorandum #14 – 20 (OPS)

To: One Stop Services Committee
From: Ron Moffett, Executive Vice President
Subject: WIOA Youth Performance for program year (PY) 19 – 20
Date: August 28, 2020

SUMMARY

CareerSource Broward (CSBD), funds five (5) Out-of-School Youth (OSY) programs. The OSY receive education and employability skills training through case management and career pathway planning. The PY 19 – 20 program performance is provided in this report.

BACKGROUND

CSBD funded 2 full service and 3 navigator OSY programs that provide support to youth who have barriers to education and employment. The performance for the providers follows under discussion.

DISCUSSION

Through case management, referrals to WIOA funded services, career pathway planning, employability skills training, and paid internships each program serves youth between the ages of 17 to 24. Generally, youth providers have met their performance targets. Provider staff continues to work with youth carried forward from previous program years to ensure their success in the program.

In program year 19-20 the USDOL added measureable skills gain (MSG) to the measures. It was considered a baseline year for gathering data. We have been told that the measure will not count towards our performance for PY 19 - 20. However because of the USDOL methodology of using “rolling quarters” in their calculation there may be some youth who are included in the PY 20- 21 calculation. We are working with our providers to make sure that all youth who meet the measure this year are properly recorded in the state’s data base so that we and our providers receive credit for youth who are progressing.

The Broward County School Board OSY GED PROGRAM (HS DROP OUTS)			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
Enroll 135 youth May over-enroll up to 195 youth.	6/30/20	203 youth were enrolled in the program.	Of the 203 youth: <ul style="list-style-type: none"> • 57 new youth were enrolled in PY 19-20. • 146 youth were carried forward.
80% of youth enrolled in GED must achieve an MSG.	6/30/20	Not Met - Of the 203 OSY <ul style="list-style-type: none"> • 131 were enrolled in GED. • 54 of the 131 OSY in training or 41% received an MSG. • 77 youth remain in training and working towards achieving a gain. 	77 youth are attending GED or waiting for schools to re-open so they can take their test. <u>Of 77 youth who were carried forward:</u> <ul style="list-style-type: none"> • 35 obtained their GED but have not moved on to post-secondary or found employment. • 42 are not responding to their case managers.
75% of youth enrolled must complete their GED and obtain their high school credential.	6/30/20	Not Met - Of the 131 youth enrolled in GED training 54 of 131 or 41% of the youth have obtained their GED.	77 youth are still in training and working towards their credentials. Most of these youth were on target to achieve their GED but could not take their GED test because of the School closures in the last quarter of PY 19-20.
90% of youth enrolled shall exit the program into military, post-secondary education or unsubsidized employment.	6/30/20	100% – 43 of 43 of youth who exited were employed or enrolled in post-secondary education.	This measure is based on youth as they exit the program. We are working with the SBBC to develop a corrective action plan to address the 159 youth still active: <ul style="list-style-type: none"> • Who have received their GED but are not moving to employment or post-secondary school because of COVID-19. • Youth who are disengaged and have not received their GED and need to return to the program. • Note: there was 1 youth who was exited as a neutral – which will not impact the performance measure in accordance with the rules.

BROWARD COLLEGE – GET REAL PROGRAM			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
Enroll 120 youth into post-secondary training May enroll up to 163 youth	6/30/20	123 youth are enrolled in the program	Of the 123 youth: <ul style="list-style-type: none"> • 39 youth were enrolled in PY 19-20. • 84 youth were carried forward from previous program years. • 80 were enrolled in occupational training. • 43 youth carried forward were not in training.
90% of youth enrolled in training must achieve an MSG	6/30/20	Exceeded – Of the 123 youth: <ul style="list-style-type: none"> • 76 of 80 or 95% achieved an MSG. • 43 were <u>not</u> enrolled in BC training 	Of the 43 youth not in training who were carried forward: <ul style="list-style-type: none"> • 35 completed training and have not moved on to post-secondary or found employment. Staff continues to work with the youth to ensure they exit the program positively. • 8 did not complete training and are disengaged.
90% of the youth must attain the credential associated with their program of study.	6/30/20	Of the 80 youth enrolled in occupational training: <p>39 of 39 or 100% of the youth received a credential.</p>	Of the 39 youth who received a credential. <ul style="list-style-type: none"> • 19 received an AS degree. • 20 received an occupational certificate or a specialized diploma in their program of study.
90% of the youth enrolled shall be exited into the military, post-secondary education and unsubsidized employment.	6/30/20	11 of 11 or 100% of youth who exited secured employment or went on to post-secondary education.	This measure is based on youth as they exit the program. <p>We are working with BC to develop a corrective action plan to address:</p> <ul style="list-style-type: none"> • Increasing the number of exits • Strategies to place the 39 youth who have completed their credentials into post-secondary education or employment. • Note: there was 1 youth who was exited as a neutral and will not impact performance in accordance with the rules.

THE FLITE CENTER			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
Enroll 25 youth into the program with the ability to enroll up to 40 youth.	6/30/20	Met – 30 youth were enrolled	Of the 30 youth: <ul style="list-style-type: none"> • 21 new youth were enrolled in PY 19-20 • 9 youth were carry forward
75% of youth enrolled in GED preparation must complete their GED and obtain their credentials	6/30/20	Exceeded – 2 of 2 or 100% of the youth enrolled in GED obtained their credential.	As a result of obtaining their GED, both youth have successfully enrolled in post-secondary coursework.
90% of youth enrolled shall be exited into military, post-secondary education and unsubsidized employment.	6/30/20	Exceeded – 16 of 16 or 100% of youth who exited have gone on to employment or post-secondary education.	This measure is based on youth as they exit the program. Of the youth who exited and have gone on to employment, 2 of the youth have received a salary increase based on their outstanding work performance. Note: there was 1 youth who was exited as a neutral and will not impact performance in accordance with the rules.

HANDY – THE LIFE PROGRAM			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
Enroll 25 youth into the program with the ability to enroll up to 40 youth.	6/30/20	Met – 31 youth were enrolled	Of the 31 youth: <ul style="list-style-type: none"> • 19 new youth were enrolled in PY 19-20. • 12 youth were carried forward
90% of youth enrolled into training leading to a degree or credential must achieve a measurable skills gain.	6/30/20	Exceeded – 2 of 2 or 100% of the youth enrolled in post-secondary training achieved a measurable skills gain.	<ul style="list-style-type: none"> • One youth successful received a gain and continues to pursue her education. • One youth received a satisfactory or better report card and is meeting academic standards.
75% of youth enrolled in an ITA scholarship must obtain their credential.	6/30/20	Met – Of the two youth enrolled in an ITA: <ul style="list-style-type: none"> • One youth obtained their credential. • One youth's program duration exceeds the end of the program year. 	<ul style="list-style-type: none"> • The one youth who obtained their credential secured a full-time job in her program of study. • As for the second youth, the youth is doing well and will be carried forward to next program year.

HANDY – THE LIFE PROGRAM			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
90% of youth enrolled shall be exited into military, post-secondary education and unsubsidized employment.	6/30/20	Exceeded – 12 of 12 or 100% of youth entered employment.	<p>This measure is based on youth as they exit the program.</p> <ul style="list-style-type: none"> • Of the 12 youth who exited into employment two of the youth received a promotion and salary increase, where one of the promotions was to supervisory position. • Note: there were 4 youth who was exited as a neutral and will not impact performance in accordance with the rules.

CENTER FOR INDEPENDENT LIVING BROWARD - JOBS FOR YOUTH PROGRAM			
Contract Deliverables	Due Date	Current Performance	CSBD Comment
Enroll 12 youth into the program with the ability to enroll up to 15 youth.	6/30/20	Met – 12 youth were enrolled	<p>All 12 youth were enrolled in PY 19-20.</p> <ul style="list-style-type: none"> • All 12 youth completed a job readiness training to learn employment skills. • 5 youth were assigned to a work experience activity. • 3 youth were on track to be placed in work experience but as result of COVID-19, the process was delayed. • 4 youth completed a virtual online training for financial planning.
90 % of youth enrolled shall be exited into military, post-secondary education and unsubsidized employment.	6/30/20	There have been no exits from the program.	<ul style="list-style-type: none"> • One (1) youth has secured employment and staff is awaiting employment verification to exit the youth positively. • Due to COVID – 19, CILB experienced difficulties with the placement of youth into unsubsidized employment. • CILB will continue to work with the youth and assist them with meeting their employment goals.

RECOMMENDATION

None – information only.

Memorandum #20 – 20 (OPS)

To: One Stop Services Committee

From: Ron Moffett, Executive Vice President

Subject: Individual Training Account (ITA) Virtual Enrollment Fair

Date: August 18, 2020

SUMMARY

The effects of Covid-19 affected how CSBD interacts with customers. CSBD determined new ways to interact with our customers safely in light of the pandemic. On 8/7, we hosted the first Virtual ITA Enrollment Fair using Zoom. Five providers were invited to discuss their short training programs on our ITA list. The five providers included 1) Broward College 2) Atlantic Technical College 3) Sheridan Technical College 4) New Horizons and 5) The Academy of South Florida. One-hundred and fourteen (114) attended the Zoom meeting, which included CSBD staff, training providers, and 103 potential Workforce Innovation and Opportunity Act (WIOA) eligible customers who were interested in learning about short training programs and how to apply to them.

BACKGROUND

When Governor DeSantis issued Executive Order 20-52 that declared Florida a state of emergency, CSBD had to determine new and innovative ways to interact and serve our customers using safe means. In the past, we hosted ITA enrollment fairs in the career centers. With Fall semester registration approaching, we innovated and used Zoom to host an online interactive ITA enrollment fair.

DISCUSSION

CSBD hosted a virtual ITA enrollment fair that offered an interactive opportunity allowing training providers to connect and engage with our WIOA customers who want to acquire new skills and advance their careers.

Interactive virtual experiences enable Zoom meeting attendees to access support in a comfortable manner and break down barriers that some individuals face, such as transportation or lack of childcare. CSBD marketed the enrollment fair to distressed communities and focused on training programs that take less than 6 months to complete, as rapid credentialing can help those who lost their jobs, due to COVID-19, earn a new credential quickly.

Success Coaches followed up with those customers who attended to determine eligibility after the Zoom meeting. All training providers reported they enjoyed the virtual event and that it's a fun way to share their short-term programs with the public. CSBD will continue to host Virtual ITA Fairs and help those seeking to advance their career and learn new skills quickly through our ITA program so they can get back to work.

RECOMMENDATION

None, for information only.



ITA Vendor Performance Report

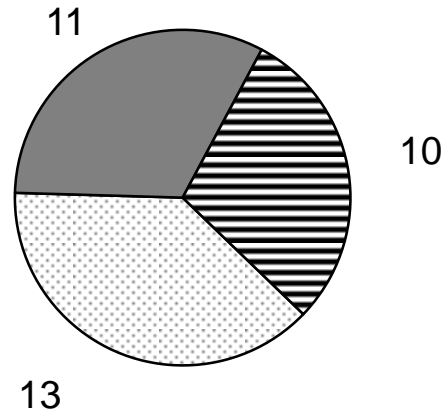
Note: All data contained in this report is current through June 30th, 2020, with subsequent adjustments by the vendor-providers, for students graduating from ITA programs between July 1st, 2018 and June 30th, 2020. This report is subject to periodic updates as more students graduate from their programs and seek or obtain employment, and as data is further shared by the vendor-providers.

Definitions of Terms used in this Report

Successful Completion	The sum total of all students who have completed the program successfully, without failing or dropping out.
Awaiting Placement	The sum total of all students who have completed the program successfully and as of the run-date of this report, remain within the 180 day window to be placed, and have not yet been placed in a training related job. Note: Students who are within the 180-day window, but who have already been placed in a training related job, do not count in this number. Students placed in a non-training-related job but who are still within the 180 day window do count here, as there is still time for the provider to place them in a training related field.
Placed	The sum total of all students who, either while still within training, or within the 180 day window following training, were placed in a training-related job. A score of 'Pending' in this column means that no students have currently graduated and reached the end of the 180-day window for placement, or been placed early.
Not Placed	The sum total of all students who have exceeded the 180-day window, and were not placed in a training-related job.
Place %	The percentage of all placed students over the sum total of placed and not-placed students.
	<p><i>It is important to note that only those programs which have reached 10 total students in the placed and not-placed categories -- i.e., those which have had at least 10 students graduate successfully and then count towards the denominator of the placement percentage measure -- will be at risk for retention or temporary cancellation.</i></p> <p><i>Furthermore, a program will not show on this report if it is not currently on the ITA Training Program list or has no successful completers/graduates as of the date of the running of this report.</i></p>

Note: This is not the same as our overall Performance Report. This report looks carefully at the 180-day requirement for placement credit for the ITA Vendor and whether a placement is related to the training received. We continue to work with customers after 180 days and they may be placed in a training-related job, which accounts for the difference between this report and our overall performance report.

ITA Report Card for *Atlantic Technical College* Program Performance

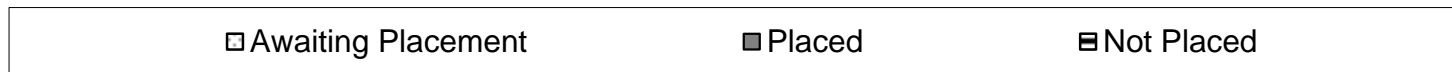
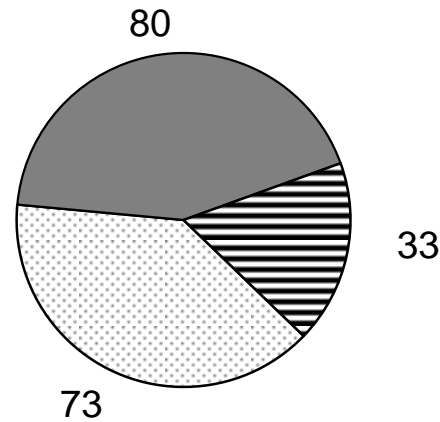


<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Accounting Operations	2	1	1	0	100%
Air Conditioning, Refrigeration And Heating Technology	5	0	3	2	60%
Commercial Foods And Culinary Arts	3	1	0	2	0%
Database Application Development & Programming	3	1	0	2	0%
Dental Assisting Technology And Management	1	0	1	0	100%

Performance Breakdown by Program

Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Electricity	1	0	1	0	100%
Medical Administrative Specialist	3	2	0	1	0%
Medical Assisting	1	0	0	1	0%
Medical Coder/Biller	1	0	1	0	100%
Practical Nursing	10	6	2	2	50%
Web Development	1	1	0	0	N/A
Welding Technology	3	1	2	0	100%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	34	13	11	10	

ITA Report Card for *Broward College* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Accounting and Related Services, OT	1	0	1	0	100%
Accounting Applications	1	0	1	0	100%
Accounting Technology	3	2	0	1	0%
Accounting Technology Management	1	0	1	0	100%
Aircraft Airframe Mechanics	3	0	0	3	0%
Business Administration	12	7	2	3	40%
Comp TIA certification	1	1	0	0	N/A
Computer Information Technology	3	2	0	1	0%
					40

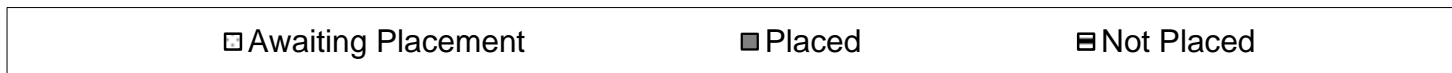
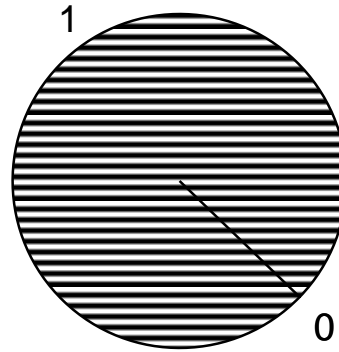
Performance Breakdown by Program

Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Computer Programming & Analysis	1	0	0	1	0%
Computer Systems Analysis/Analyst	1	1	0	0	N/A
Computer Systems Specialist	3	3	0	0	N/A
Criminal Justice Emphasis	8	5	1	2	33%
Dental Assisting	5	2	2	1	67%

Performance Breakdown by Program

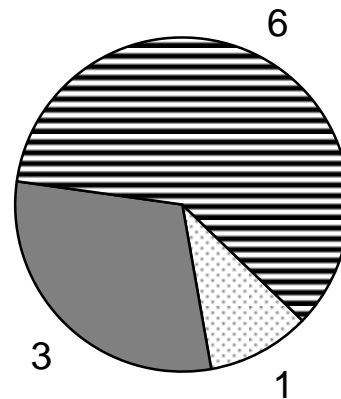
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Dental Hygiene	6	0	4	2	67%
Engineering Technology	2	2	0	0	N/A
Florida 3	1	0	0	1	0%
Graphic Design Technology	6	3	2	1	67%
Health Information and Informatics Technology	4	2	0	2	0%
Information Technology Support Analyst	1	0	0	1	0%
Medical Assisting	2	0	1	1	50%
Network Enterprise Administration (MCSE)	2	0	0	2	0%
Network Server Administration MCSA	1	0	1	0	100%
Nursing	92	31	57	4	93%
Office Administration	3	2	0	1	0%
Paralegal Studies (Legal Asst)	6	1	4	1	80%
Pharmacy Technician	2	1	1	0	100%
Physical Therapist Assistant	4	1	0	3	0%
Physical Therapy Technician/Assistant	2	2	0	0	N/A
Radiation Therapy	2	0	2	0	100%
Radiography	2	1	0	1	0%
Real Estate Commission I	1	0	0	1	0%
Registered Nursing/Registered Nurse	1	1	0	0	N/A
Respiratory Care	2	2	0	0	N/A
Vision Care Technology/Opticianry	1	1	0	0	N/A
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	186	73	80	33	

ITA Report Card for *City College* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Medical Office Administration	1	0	0	0	N/A
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	1	0	0	1	

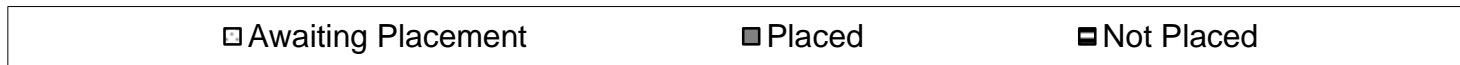
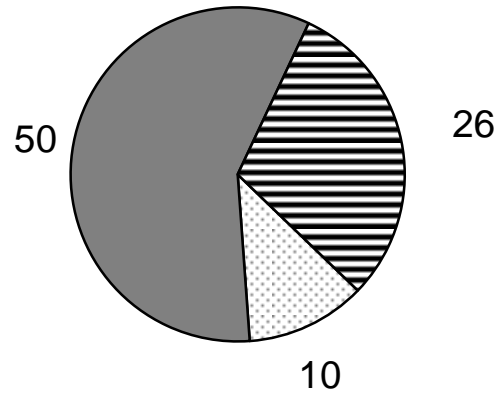
ITA Report Card for *Concorde Career Institute* Program Performance



Performance Breakdown by Program

Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Dental Assistant	1	0	0	1	0%
Medical Assistant.	1	1	0	0	N/A
Medical Office Administration	1	0	0	1	0%
Pharmacy Technician	1	0	0	1	0%
Physical Therapist Assistant	2	0	1	1	50%
Physical Therapy Assistant	1	0	0	1	0%
Respiratory Therapy	3	0	2	1	67%
Totals	10	1	3	6	

ITA Report Card for *Florida Atlantic University* Program Performance

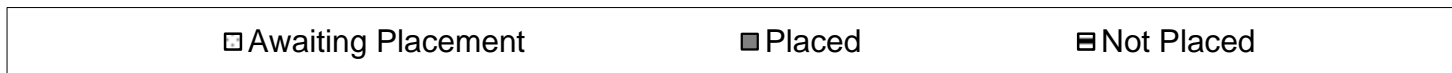
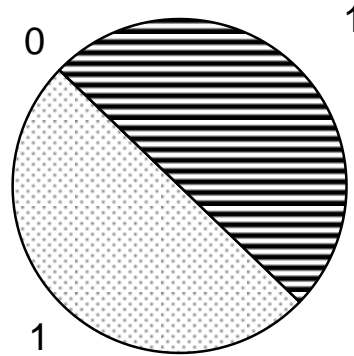


Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Certified Internal Auditor	1	0	0	1	0%
Certified Professional in Supply Mgmt	1	0	0	1	0%
Executive Certificate in Project Management	6	2	0	4	0%
Executive Certificate in Project Management + Six Sigma Green Belt	49	5	40	4	91%
Intro to Project Management	2	0	0	2	0%
PMP Prep	3	0	0	3	0%
PMP Prep 35 Hrs + Six Sigma Green Belt	1	0	1	0	100%
Sales and Marketing Management	1	0	0	1	0%
Six Sigma Black Belt	3	0	1	2	33%

Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Six Sigma Green + Black Belt	14	3	8	3	73%

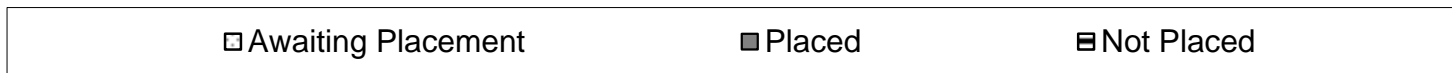
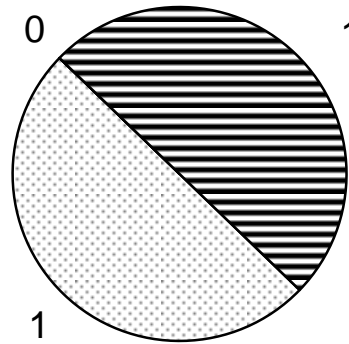
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Six Sigma Green Belt	4	0	0	4	0%
The Executive Certificate in Project Management	1	0	0	1	0%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	86	10	50	26	

ITA Report Card for *International College of Health Science* Program Performance



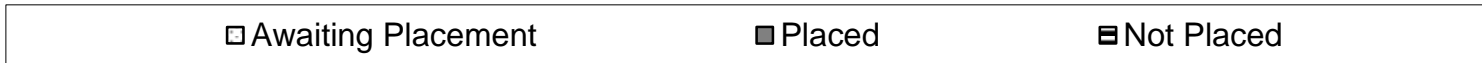
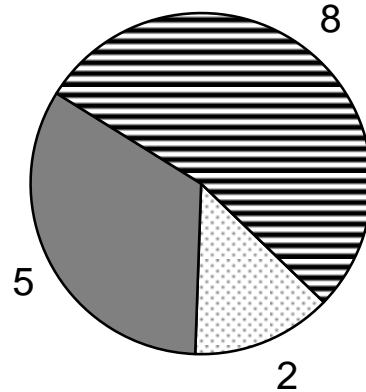
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Nursing	2	1	0	1	0%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	2	1	0	1	

ITA Report Card for *International Institute for Health Care Professionals* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Practical Nursing	2	1	0	1	0%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
	Totals	2	1	0	1

ITA Report Card for *McFatter Technical College* Program Performance



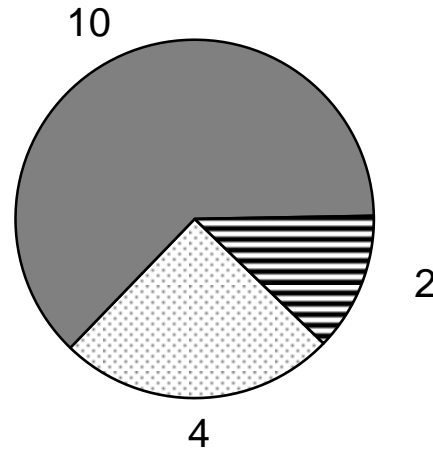
Performance Breakdown by Program

Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Accounting Operations	1	0	1	0	100%
Applied Cyber Security	1	0	0	1	0%
Applied Welding Technologies	2	0	2	0	100%
Drafting	1	0	0	1	0%
Medical Assisting	1	0	1	0	100%
Network Support Services(Blended Classroom/Online)	1	1	0	0	N/A
Pharmacy Technician	1	0	1	0	100%
Printing & Graphic Arts	2	0	0	2	0%
Television Production	2	0	0	2	0%
Web Development	3	1	0	2	0%

Performance Breakdown by Program

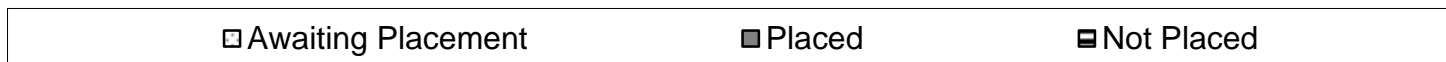
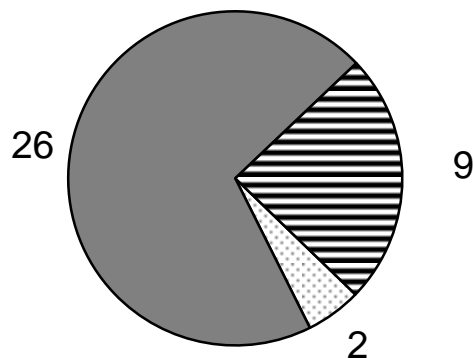
Program Name	Successful Completion Successful Completion	Awaiting Placement Awaiting Placement	Placed Placed	Not Placed Not Placed	Place %
Totals	15	2	5	8	

ITA Report Card for *Miami-Dade College* Program Performance



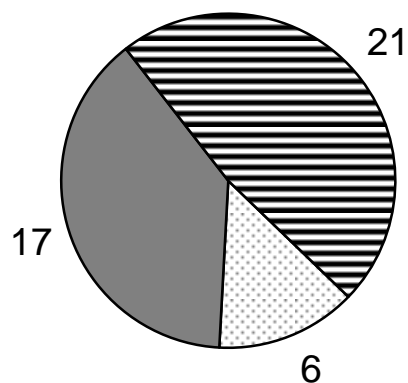
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Medical Laboratory Technician	1	0	1	0	100%
Nursing	10	4	6	0	100%
Nursing Accelerated Option (AS)	1	0	1	0	100%
Registered Nursing	4	0	2	2	50%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	16	4	10	2	

ITA Report Card for *New Horizons Computer Learning Centers* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Cisco Certified Network Associate (CCNA) Preparatory	2	0	2	0	100%
Help Desk	25	0	18	7	72%
Networking Professional	10	2	6	2	75%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	37	2	26	9	

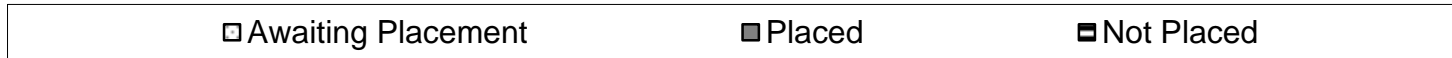
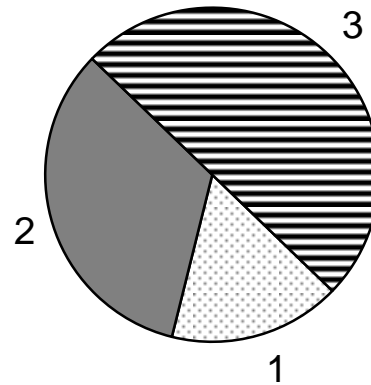
ITA Report Card for *The PC Professor* Program Performance



Performance Breakdown by Program

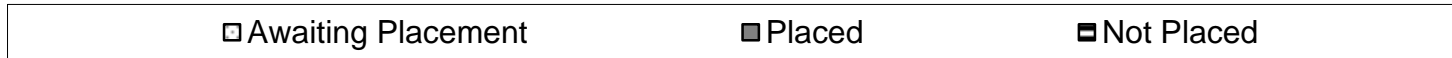
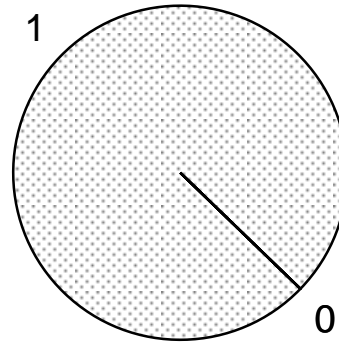
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Cisco Certified Network Administrator (CCNA)	2	0	1	1	50%
Computer Repair (A+/N+) 2	8	2	1	5	17%
Computer Software Applications	13	1	7	5	58%
MCDBA (Microsoft Certified Database Administrator)	6	0	4	2	67%
MCP	2	0	1	1	50%
MCSA	7	3	1	3	25%
MCSD (Microsoft Certified Solutions Developer)	2	0	1	1	50%
Webmaster	4	0	1	3	25%
Totals	44	6	17	21	

ITA Report Card for *Private Investigator Training Institute* Program Performance



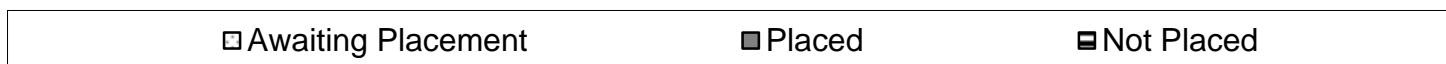
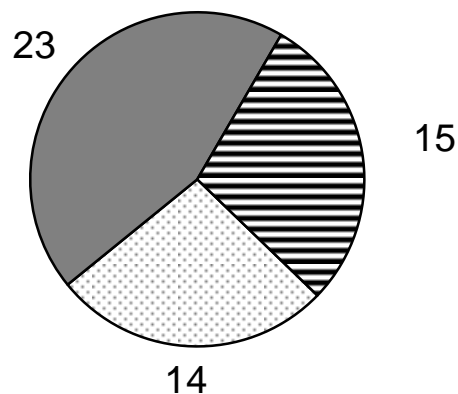
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Professional Investigator	6	1	2	3	40%
Totals	6	1	2	3	

ITA Report Card for *Ruby's Academy for Health Occupations* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Practical Nursing	1	1	0	0	N/A
	Successful Completion	Awaiting Placement	Placed	Not Placed	
	Totals	1	1	0	0

ITA Report Card for *Sheridan Technical College* Program Performance



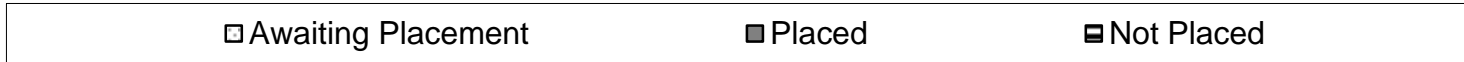
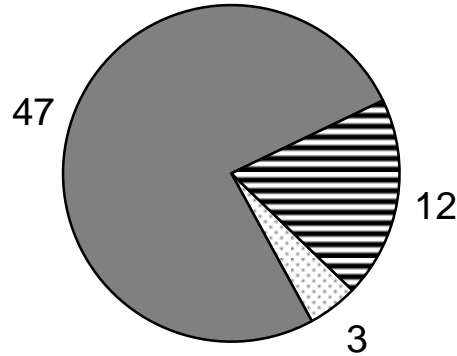
Performance Breakdown by Program

Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Air Conditioning, Refrigeration And Heating Technology	9	3	4	2	67%
Automotive Service Technology	3	0	1	2	33%
Carpentry	1	0	0	1	0%
Commercial Foods And Culinary Arts	3	0	2	1	67%
Commercial Vehicle Driving	14	2	11	1	92%
Legal Administrative Specialist	1	1	0	0	N/A
Massage Therapy	1	0	1	0	100%
Network Systems Administration	2	1	0	1	0%
Practical Nursing	12	5	4	3	57%

Performance Breakdown by Program

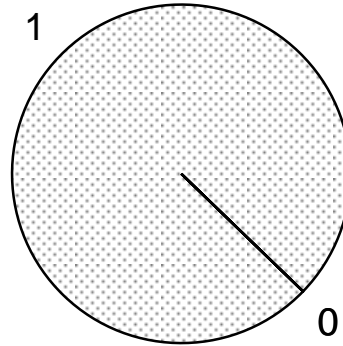
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Surgical Technology	1	0	0	1	0%
Web Development (Online)	5	2	0	3	0%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	52	14	23	15	

ITA Report Card for *South Florida Academy of Air Conditioning* Program Performance



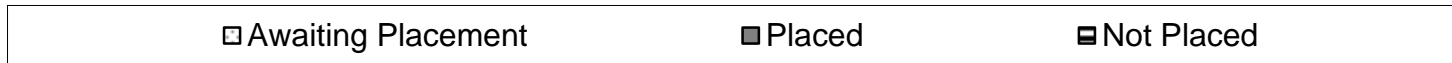
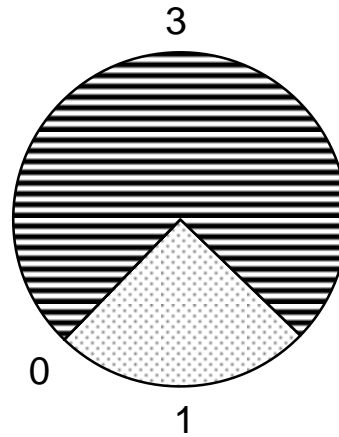
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
HVAC Technician	30	0	23	7	77%
HVAC: Residential and Light Commercial Technician	32	3	24	5	83%
Totals	62	3	47	12	

ITA Report Card for *Southeastern College* Program Performance



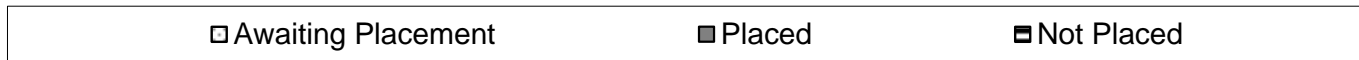
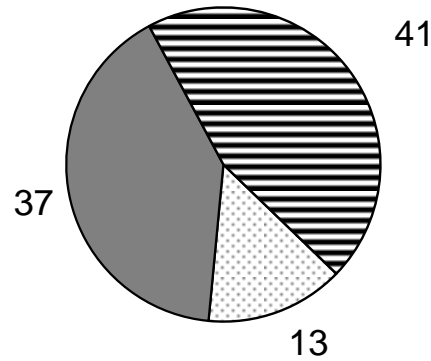
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Registered Nurse Bridge Program	1	1	0	0	N/A
	Successful Completion	Awaiting Placement	Placed	Not Placed	
	Totals	1	1	0	0

ITA Report Card for *Sullivan & Cogliano* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
CCNA A+/ Network + AAL	2	0	0	2	0%
Office Professional	2	1	0	1	0%
Totals	4	1	0	3	

ITA Report Card for *The Academy of South Florida* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Application Architect Professional_Diploma	3	3	0	0	N/A
Application Architect Program	66	7	26	33	44%
Information Technology Professional_Diploma	2	0	0	2	0%
Project Manager Professional (Security+, Project+, and PMP)	10	2	6	2	75%
Virtualization Professional_Diploma	4	0	2	2	50%
Webmaster	6	1	3	2	60%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
Totals	91	13	37	41	

Memorandum #02 – 20 (CBR)

To: Employer Services

From: Carol Hylton, President/CEO

Subject: CSBD Response to Mass Layoffs in Hospitality

Date: August 24, 2020

SUMMARY

Last month, CareerSource Broward (CSBD) convened a workgroup to develop strategies for assisting hospitality workers laid off or furloughed due to the pandemic. This is an update on the strategies.

BACKGROUND

In response to the mass layoffs in the hospitality industry as a result of the coronavirus pandemic, CSBD in collaboration with partners in the industry and education developed strategies to help the impacted workers.

DISCUSSION

Below is an update on the strategies:

Strategies to Assist Hospitality Workers

	Strategy	Responsible Entity	Status
1.	Develop a resource packet for the hospitality workers and post on the CSBD website. The packet will include information on virtual job readiness workshops, filing for reemployment assistance, jobs available through the Temporary Worker Disaster Relief Grant, how to use Employ Florida (EF) to search for jobs and all our occupational training scholarships, on the job training, and apprenticeship opportunities.	CSBD	<p>Completed</p> <p>The digital resource packet is available on CSBD's website at www.helpforhospitalityworkers.com. Information is available in English, Spanish, and Haitian Creole.</p>

	Strategy	Responsible Entity	Status
2.	Distribute the digital packet and the web page link to community partners.	CSBD	<p>Completed</p> <p>CSBD notified community partners such as Hispanic Unity, the Florida Restaurant and Lodging Association (FRLA)-Broward Chapter, School Board of Broward, and Broward College of the new web page with the digital resources.</p>
3.	Schedule rapid response presentations via Zoom for impacted workers to educate them on CSBD services and training opportunities.	CSBD	<p>Completed</p> <p>Held three rapid response sessions. These rapid response presentations will be ongoing weekly and the schedule is posted online at www.helpforhospitalityworkers.com.</p>
4.	Schedule dedicated days/times in the career centers so hospitality workers can come in and use the computer labs to register in Employ Florida (EF) to conduct job searches, and get resume assistance. Registration in EF will ensure they are visible to all employers.	CSBD	<p>Completed</p> <p>The following days/times have been reserved in each career center:</p> <p><u>North</u> Thursdays – 2 p.m. to 5 p.m. Fridays – 9 a.m. to noon</p> <p><u>Central</u> Tuesdays – 8:30 a.m. to 11:30 a.m. Thursdays – 1:30 p.m. to 4:30 p.m.</p> <p><u>South</u> Wednesdays – 2 p.m. to 5 p.m. Thursdays – 9 a.m. to noon</p> <p>An announcement of the reserved days and times was sent to our industry partner, FRLA-Broward, to share with impacted hospitality workers.</p> <p>The reserved days and times are also posted on our website. To date, 184 hospitality workers have visited a career center since this was launched.</p>
5.	Translate the informational packets into Spanish and Creole.	Hispanic Unity & CSBD	<p>In progress</p> <p>Hispanic Unity has been very helpful in assisting with translating materials such as flyers and guides in Spanish. Materials are also being translated to Creole/French. These materials are being added to our website as they are finalized.</p>

	Strategy	Responsible Entity	Status
6.	Schedule a targeted job fair for the impacted hospitality workers.	CSBD	<p>Completed</p> <p>The virtual job fair was held on 7/30, which 48% of the attending job seekers received an offer on the spot or were scheduled for a second interview.</p> <p>A link to a calendar with upcoming recruitment events has been added to the web page arranged for the impacted hospitality workers.</p>

RECOMMENDATION

None. For information purposes only

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

January 2020 – August 2020

JOBS

185 customers placed in jobs are from the targeted zip codes. This is 25% of all customers placed. (846 customers placed in jobs from the start of the initiative)

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



TRAINING

77 customers from the targeted zip codes received a WIOA scholarship or enrolled in work-based training in industries/occupations such as healthcare, information technology, HVAC and more. This is 19% of all customers that received a scholarship or work-based training. (282 customers received a scholarship or work-based training since the start of the initiative)

PRESENTATIONS AND OUTREACH

285 customers from the targeted communities have attended CSBD presentations.

Placed print and digital advertisements in various media outlets to promote the Help Is Here campaign to workers who have been impacted by the COVID-19 pandemic.



DIGITAL OUTREACH

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



CAREER SUCCESS WORKSHOPS

457 customers from the targeted communities attended our face-to-face and/or virtual job readiness workshops that focused on topics such as resume preparation, telephone interview skills, video interview skills, essential job search tips and more.

TESTIMONIAL

“After attending CareerSource Broward’s presentation I feel more motivated than ever. I will continue to seek guidance from CareerSource Broward on scholarship opportunities, as well as improving my computer and leadership skills.”

- Evelyn M.

Attendee, CareerSource Broward’s Virtual Presentation



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Memorandum #24 – 20 (OPS)

To: One Stop Services Committee
From: Ron Moffett, Executive Vice President
Subject: CSBD's Efforts to Assist SNAP Customers When Participation Waiver Ends
Date: August 28, 2020

SUMMARY

On March 30th, 2020 The Governor directed the Department of Children and Families (DCF) to waive work requirements for the Supplemental Nutrition Assistance Program (SNAP). The waiver is expected to end August 30th, 2020. During the waiver, CareerSource Broward (CSBD) has encouraged customers, who are able to virtually volunteer in the program, to take advantage of services such as online/virtual job recruitments & educational fairs, online education, and community resources. CSBD has prepared for the waiver lift to ensure SNAP customers are able to achieve their work requirements without the need to come into the career centers.

BACKGROUND

According to data from the DCF, the agency responsible for administering SNAP in the state, there was a 62% increase in Broward residents enrolled in SNAP from March to July. Statewide, Florida has added over a million new SNAP recipients since the start of the pandemic. No other state has recorded a higher increase.

Since March, DCF has waived the requirement that SNAP applicants be employed or searching for work, and it has automatically extended food stamp users' "recertification," allowing recipients to continue receiving benefits. This waiver is expected to end August 30th, 2020.

DISCUSSION

During the waiver, CSBD has encouraged customers, who are able to virtually volunteer in the program, to take advantage of services such as online/virtual job recruitments & educational fairs, online education, and community resources. CSBD has also used this time to proactively prepare for the waiver lift to ensure SNAP customers are able to access our services more easily and with greater efficiency to allow them to achieve their work requirements and maintain their benefits without the need to come into the career centers.

The waiver lifts for September will reinstate the following mandatory activities for SNAP customers:

- The requirement to complete the automated Work Registration process
- The requirement for them to contact us and set appointments with the career center staff for orientation, intake, & follow-ups
- The requirement for them to participate in countable activities (e.g. job search and education) for 80 hours per month

Not meeting any of these requirements will result in penalties being imposed that will affect their benefits.

CSBD has prepared for the waiver lift by implementing more virtual services for our customers so they can comply with SNAP requirements listed above.

The following is what we have updated in order to effectively assist customers through our career centers:

- CSBD created a new on-line SNAP Orientation that is available 24/7.
- CSBD transitioned staff to conducting weekly intake sessions with customers via zoom.
- All SNAP forms were converted using our Right Signature tool which allows customers to electronically sign required documents using their cell phone or computer.
- Customers who are not employed, or in vocational training, can now participate in online countable activities (e.g. online job search and online education through Metrix Learning) to meet the 80 hour work requirement. Metrix is a comprehensive career pathway and online training platform that customers can access 24/7 from any computer with internet.
- CSBD now provides customers the option to send documents to CSBD via the following:
 - Email
 - Fax
 - Text messages to staff cell phones
 - MyTess application in One Stop Service Tracking (OSST) system
 - Employ Florida
- CSBD is conducting our customer's follow-up appointments either via zoom meeting or conference call with the Success Coach.
- CSBD made all of our professional workshops available on-line and will continue to encourage customers to attend all of CSBD's online job and educational fairs.
- Food Stamp Reimbursements, for any travel the customers may occur for job search, will be requested in the OSST system so DCF can add the \$25 benefit to the customers EBT card.

With all of these virtual services in place, we are confident that SNAP customers will be able to successfully complete work registration and activities; receive services, as well keeping virtual communication and engagement with CSBD staff to assist with getting them back to work.

RECOMMENDATION

None for information only.

**Overview of the CareerSource Broward Region
Not Seasonally Adjusted
August 21, 2020**

- The unemployment rate in the CareerSource Broward region (Broward County) was 13.1 percent in July 2020. This rate was 9.8 percentage point higher than the region's year ago rate of 3.3 percent. The labor force was 1,016,525, down 30,174 (-2.9) over the year. There were 133,366 unemployed residents in the region.
- In July 2020 nonagricultural employment in the Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division was 784,300, a decrease of 69,300 jobs (-8.1 percent) over the year.
- The leisure and hospitality (-28,800 jobs); education and health services (-10,400 jobs); professional and business services (-7,700 jobs); trade, transportation, and utilities (-7,000); construction (-3,900 jobs); government (-3,600 jobs); other services (-3,500 jobs); manufacturing (-2,300 jobs); and information (-2,100 jobs) industries lost jobs over the year.
- The financial activities 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)	Jul-20	Jun-20	Jul-19
CareerSource Broward (Broward County)	13.1%	11.8%	3.3%
Florida	11.5%	10.5%	3.4%
United States	10.5%	11.2%	4.0%

Nonagricultural Employment by Industry (not seasonally adjusted)	Ft. Lauderdale-Pompano Beach-Deerfield Beach Metropolitan Division				Florida			
	Jul-20	Jul-19	change	percent change	Jul-20	Jul-19	change	percent change
	Total Employment	784,300	853,600	-69,300	-8.1	8,347,400	8,821,700	-474,300
Mining and Logging	NA	NA	NA	NA	5,400	5,700	-300	-5.3
Construction	46,000	49,900	-3,900	-7.8	567,000	565,900	1,100	0.2
Manufacturing	26,700	29,000	-2,300	-7.9	373,500	384,500	-11,000	-2.9
Trade, Transportation, and Utilities	187,100	194,100	-7,000	-3.6	1,730,000	1,787,500	-57,500	-3.2
Wholesale Trade	50,100	51,300	-1,200	-2.3	340,400	353,000	-12,600	-3.6
Retail Trade	105,300	110,000	-4,700	-4.3	1,057,800	1,096,300	-38,500	-3.5
Transportation, Warehousing, and Utiliti	31,700	32,800	-1,100	-3.4	331,800	338,200	-6,400	-1.9
Information	17,900	20,000	-2,100	-10.5	126,900	138,500	-11,600	-8.4
Financial Activities	64,600	64,600	0	0.0	583,600	591,900	-8,300	-1.4
Professional and Business Services	144,800	152,500	-7,700	-5.0	1,311,800	1,391,100	-79,300	-5.7
Education and Health Services	99,700	110,100	-10,400	-9.4	1,295,300	1,318,500	-23,200	-1.8
Leisure and Hospitality	67,400	96,200	-28,800	-29.9	1,004,600	1,245,700	-241,100	-19.4
Other Services	33,700	37,200	-3,500	-9.4	320,600	353,300	-32,700	-9.3
Government	96,300	99,900	-3,600	-3.6	1,028,700	1,039,100	-10,400	-1.0

Population	2019	2018	change	percent change
CareerSource Broward (Broward County)	1,935,878	1,917,122	18,756	1.0
Florida	21,477,737	21,244,317	233,420	1.1

Average Annual Wage	2019	2018	change	percent change
CareerSource Broward (Broward County)	\$54,643	\$52,974	\$1,669	3.2
Florida	\$51,761	\$50,092	\$1,669	3.3

Note: All data are subject to revision.

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