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## Broward Workforce Development Board One Stop Services Committee

Tuesday, August 1, 2023

12:30 p.m. – 2:00 p.m.

Zoom Meeting ID: 882 9910 5340

Zoom Password: 452004

Zoom Call in: 1-646-876-9923

CareerSource Broward Central One Stop Center, 2550 West Oakland Park Blvd; Ft Lauderdale, FL 33311

This meeting is being held in person. This meeting is also accessible via a Zoom video conference using the link below.

<https://us02web.zoom.us/j/88299105340?pwd=NUpVcmpETEprTGptVjdUdUY2TkphQT09>

### 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. Telephone users must press \*6 to mute or unmute yourself.
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 four 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.**

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## MEETING AGENDA

### IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

### APPROVAL OF MINUTES

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

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	Minutes of the 6/6 Meeting

Pages 7 – 12

### NEW BUSINESS

#### 1. One Stop Services (OSS) Committee Strategic Planning Matrix PY 23/24

On 6/22, the Board approved the report from the planning session on the strategic goals and objectives for PY 23/24. Staff distributed the report amongst Board committees. Each committee tracks progress on achieving the deliverables in the form of a strategic planning matrix. The proposed PY 23/24 matrix is presented for your review. Consideration to 1) approve the matrix and 2) assign CSBD staff to develop the next steps and benchmarks and bring updates to the committee.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	OSS Committee Strategic Planning Matrix

Pages 13 – 20

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## 2. Addition of New Training Provider Universal Technical Institute

Consideration to approve Universal Technical Institute as an Eligible Training Provider and add 1) Automotive & Diesel Technology II 2) Diesel Technology II 3) Automotive Technology II and 4) Welding Technology II to the Workforce Innovation and Opportunity Act Individual Training Account List. As the committee members are aware pursuant to state law, CSBD cannot exclude programs because of their cost, and pursuant to federal law, CSBD cannot interfere with “customer choice” in the selection of training programs and providers. Staff reviewed the application for completeness and to ensure that Board-mandated criteria are met for the school, training programs, and the related occupational titles.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBITS</b>	Memo #02 – 23 (OPS) ITA Course Summary Spreadsheet

**Pages 21 – 23**

## 3. Addition of New Courses for Existing Training Provider Hollywood Career Institute

Consideration to add three (3) courses from current Eligible Training Provider Hollywood Career Institute: 1) Massage Therapy 2) Hemodialysis Tech and 3) Medical Assistant with Basic X-Ray to the WIOA Individual Training Account List. These programs provide opportunities to train for careers in the healthcare industry and are in high demand. CSBD reviewed the applications for completeness and to ensure that Board-mandated criteria have been met for the training programs and related occupational titles.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBITS</b>	Memo #03-23 (OPS) ITA Course Summary Spreadsheet

**Pages 24 – 26**

## REPORTS

### 1. Presentation to the Committee

One-Stop Operator (OSO), Nadine Jackson will provide an update on her activities for the past year. The OSO coordinates the service delivery of required one-stop partners and career center staff.

<b>ACTION</b>	None
<b>EXHIBIT</b>	None

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## 2. Update on the Single Mothers Grant

The Single Mothers grant is a two-year grant focused on assisting up to 100 single mothers with a child under 4 years old. As of July 2023, we have enrolled 62 women in the program. We have partnered with the Early Learning and Healthy Start Coalitions to market the program. CSBD provides job search support, career training, and resource referrals to remove barriers including education, housing, and food security. In addition, we have added a financial assistance component by partnering with Locality Bank to provide bi-monthly financial workshops. For those parents who could benefit from additional support, we partner with Consolidated Credit to provide one-on-one financial coaching. CSBD is also finalizing Work Experience contracts with Broward Health as its 31 locations, flexible work schedules, benefits, and career paths are an excellent fit for our customers.

<b>ACTION</b>	None
<b>EXHIBIT</b>	None

## 3. Update on Partnership with FAU for Entrepreneurial Training

CSBD has partnered with FAU and the Small Business Development Center to bring entrepreneurial learning and development opportunities to veterans interested in starting new businesses to achieve financial independence. This course is funded through the Get There Faster grant and is specifically designed for Veterans. In addition to classroom and online training, veterans also receive mentorship from successful entrepreneurs who provide direct guidance in applying for government contracts and grants. Six (6) veterans completed the first cohort and all 6 have started their own businesses in areas such as manufacturing, medical services, and food service.

<b>ACTION</b>	None
<b>EXHIBIT</b>	None

## 4. 2023 Tech Talent Fest Event

CSBD is participating in the South Florida Tech Hub “2023 Tech Talent Fest” on 8/30 at Florida Atlantic University in Boca Raton. South Florida Tech Hub is the local association representing employers and professionals across a wide range of industry verticals. The Tech Talent Fest is an industry job fair focusing on recruitment among occupations in artificial intelligence, cloud computing, cybersecurity, and more. CSBD’s technology industry intermediary will present our services, including how employers can unlock our funding for work-based training and scholarship opportunities for individuals seeking industry certifications. We will also have a booth to exhibit our services.

<b>ACTION</b>	None
<b>EXHIBIT</b>	None

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## 5. Monthly Performance Report

The current performance for the month of June is provided. The data reflects that within the Big 7 Regions, CSBD is in a four-way tie for 1<sup>st</sup> in WIOA Entered Employment Rate (EER), 1<sup>st</sup> in Veterans EER, 1<sup>st</sup> in Welfare Transition EER, All Family participation rate and Two-parent participation rate and ranks 2<sup>nd</sup> in Wagner Peyser EER.

<b>ACTION</b>	None
<b>EXHIBIT</b>	Performance Report for June

**Pages 27 – 38**

## 6. Broward County and Florida Unemployment Information

The unemployment rate in Broward County was 2.9 percent in June 2023. This rate was 0.1 percentage points lower than the region's year-ago rate. In June 2023, Broward County's unemployment rate was 0.1 percentage points lower than the State's rate. Out of a labor force of 1,096,242 up 27,411 (+2.6 percent) over the year, there were 32,092 unemployed Broward County residents. The state has advised us they have discontinued the Questions and Answers attachment to their monthly data release.

<b>ACTION</b>	Discussion
<b>EXHIBIT</b>	Broward County Labor Market Information

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## 7. Broward County Economic and Workforce Dashboard

To further the efforts set forth by the Economic and Labor Market Analysis of Broward County, CareerSource Broward has created a dashboard allowing website visitors to review the current and historical economic and workforce status of Broward County. The dashboard is a value-added resource allowing businesses and those looking to move to Broward the ability to make data-informed decisions.

<b>ACTION</b>	None
<b>EXHIBIT</b>	<a href="#">CareerSource Broward Dashboard</a>

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**MATTERS FROM THE ONE STOP SERVICES COMMITTEE CHAIR**

**MATTERS FROM THE ONE STOP SERVICES COMMITTEE**

**MATTERS FROM THE FLOOR**

**MATTERS FROM THE PRESIDENT/CEO**

**ADJOURNMENT**

<p><b>THE NEXT COMMITTEE MEETING IS SCHEDULED FOR TUESDAY, 9/26/23 AT 12:30 P.M.</b></p>
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**Broward Workforce Development Board  
One Stop Services Committee  
Tuesday, June 6, 2023  
12:30 p.m. – 2:00 p.m.  
Zoom Meeting ID: 879 9185 6079  
Zoom Password: 768744  
Zoom Call in: 1 646 876 9923**

## **MEETING MINUTES**

**CareerSource Broward Board Conference Room, 2890 W. Cypress Creek Road, Ft. Lauderdale, FL 33309**

**This meeting was held in person. This meeting was also accessible via a Zoom video conference using the link below.**

**<https://us02web.zoom.us/j/87991856079?pwd=OG9BbHV4NEdnMjIHQ2VRR3dScVpPd09>**

**THE COMMITTEE WAS REMINDED OF CONFLICT OF INTEREST PROVISIONS.**

### **ATTENDANCE:**

**One Stop Services Committee Members:** Kareen Torres, Marjorie Walters, Audrey Ljung, Cynthia Sheppard, and Rick Shawbell who chaired the meeting.

**Staff:** Ron Moffett, Rochelle Daniels, Mark Klinecicz, Kimberly Bryant, Christine Azor, Kaminnie Kangal and Michell Williams.

**Guests:** None

### **APPROVAL OF MINUTES**

Approval of the Minutes of the 5/2 meeting.

**On a motion by Rick Shawbell and seconded by Kareen Torres, the One Stop Services Committee unanimously approved the minutes of the 5/2 meeting.**

### **NEW BUSINESS**

#### **1. Memorandums of Understanding (MOU) Between CSBD and the One-Stop Partners**

Considered the approval of the new MOUs with our legislative One-Stop partners. Pursuant to the Workforce Innovation and Opportunity Act, the governing boards are required to enter into MOUs for the coordination of services to participants, which may be technological through the one-stop career system. Our new MOU includes CrossWalk for cross referrals and a one-stop strategic plan. The partners must also support the infrastructure and operating costs of the one-stop proportionate to their use, as a part of the MOU. The legislative core partners requiring an MOU are 1) The School Board of Broward County 2) Broward College 3) Vocational Rehabilitation 4) Broward County 5) AARP and 6) OIC of South Florida. Because Board members Cynthia Gaber, Tara Williams, and Dr. Smiley are employed by one-stop

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partners, this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting.

Ms. Daniels explained that WIOA requires local Boards and Local Councils of Elected Officials to enter into an MOU with every Legislative One-Stop partner. We have MOUs in place, but they must be renewed every three years. Ms. Daniels stated that some slight changes had been made to the MOUs to bring our One-Stop partners further along in cross referrals, exchanging or sharing information, and coordinating to make the process more seamless for the customers needing the services.

Ms. Daniels added that our One-Stop Operator, Nadine Jackson implemented the Crosswalk software that allows organizations to enter their referrals to CSBD. CSBD can also enter referrals to other organizations. The partners using the new software are pleased and implementation is making a difference to clients and our partners.

Ms. Ljung asked about how the partners support the infrastructure and operating cost for the One-Stop. Ms. Daniels replied that we use a mall approach for partners which co-locate. The partners have a lease for their space and their share of the common space. Our other partners have opted for a technological connection and pay for a web presence and have assigned staff always available for co enrollment and cross referral.

**On a motion by Rick Shawbell and seconded by Audrey Ljung, the One Stop Services Committee unanimously approved the MOU between CSBD and the One-Stop Partners.**

## **2. Accept National Dislocated Worker Grant Funds**

Considered the acceptance of \$1,000,000 in National Dislocated Worker Grant funds from the Department of Economic Opportunity. This award is aimed to provide temporary jobs to assist with humanitarian aid, clean-up, and restoration activities to the local areas affected by the recent flooding that occurred in April.

Ms. Bryant explained that this consideration was to accept \$1,000,000 in National Dislocated Worker Grant funds awarded to Broward County due to the flooding in April. These funds would serve local businesses to assist with repairs and job seekers who may have lost their jobs due to company closures caused by the flooding. We are using the Business Disaster Assessment results that the DEO completed with employers in Broward County.

**On a motion by Rick Shawbell and seconded by Audrey Ljung, the One-Stop Services Committee unanimously approved the acceptance of \$1,000,000 in National Dislocated Worker Grant funds from the Department of Economic Opportunity.**

## **3. Integrative Staffing Group Contract Renewal PY 23/24**

Considered the renewal of the Integrative Staffing Group, Inc. (ISG) contract for PY 23/24. ISG staffs our one-stop career centers. They have met all of our financial and personnel requests and worked to keep benefit and insurance costs contained. Their fees remained the same as last year at \$85 per employee per pay period for a total fee of approximately \$181,220 based on our projected staffing level. This was the first of three one-year renewal terms under the current procurement. CSBD was very pleased with their performance.



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Mr. Moffett shared that ISG was the employer that staffed our One-Stop Career Centers during PY 22/23. Their cost would remain the same as last year at \$85 per employee per pay period. They have been responsive to all requests over the past year and implemented electronic timekeeping. Mr. Moffett stated CSBD was happy with ISG and recommended renewing ISG's contract for PY 23/24.

**On a motion by Rick Shawbell and seconded by Kareen Torres, the One-Stop Services Committee unanimously approved renewing the Integrative Staffing Group, Inc. contract for PY 23/24.**

#### **4. One-Stop Operator Contract Renewal**

Considered the renewal of the contract with Workforce Guidance Associates, LLC. (WGA) and increased the roles and responsibilities from part-time to full-time to encompass additional duties. This included supervising the community liaison, assisting with grant acquisition, and overseeing some discretionary grants in addition to the OSO duties. This would save us money by utilizing WGA already under contract with us. The contract would be increased from \$65,000 to \$110,000, subject to negotiation, to cover wages and benefits. This was the first of two renewals under the current procurement. The cost would stay the same through the next renewal.

Ms. Daniels identified Ms. Nadine Jackson as our assigned one-stop operator. Ms. Daniels stated Ms. Jackson has been called upon many times this year to assist and had been gracious about giving her time when needed. Ms. Daniels shared that Ms. Jackson has been with the organization for several years and she does a great job, the community likes her, and she also manages the Community Liaison. She has been extremely impactful in expanding our reach to all the cities in our county.

**On a motion by Rick Shawbell and seconded by Audrey Ljung, the One-Stop Services Committee unanimously approved 1) the contract renewal with Workforce Guidance Associates, LLC and 2) increasing the contract up to \$110,000 for the additional roles and responsibilities and moving to full-time.**

#### **5. PY 23/24 Preliminary Budget**

The Program Year (PY) 23/24 Preliminary Budget reflected an overall decrease of 8.6% or (\$1,801,836) in formula funds. The decrease in formula funds is due to an overall reduction in State allocations. The total amount of PY 23/24 formula and carry forward that we projected to be available was \$19,264,993 compared to \$21,066,829 actual in PY 22/23. The budget continues to emphasize investments in customer training and getting the unemployed back to work, and it aligns with WIOA and achieving Board strategic initiatives and key business results. CSBD recommended the acceptance and approval of the preliminary PY 23/24 budget.

Mr. Moffett explained that we recently received our planning allocations from the State. Overall, we project an 8.6% decrease in available formula funding. As most committee members know, formula allocations are based on local factors in relation to other states and other areas within our State, such as unemployment, poverty rates, long-term unemployment, and mass lay-off data. Broward's unemployment rate and other applicable factors were lower than many other regions impacting our allocations.

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Mr. Moffett explained that CSBD had done a few things to absorb the reduction in the allocations, such as allowing temporary positions to end, managing the vacancy fill rate, and budgeting for less for upgrades such as furnishings and refreshing of equipment and facility-related costs. Mr. Moffett reviewed the tables and categories in the preliminary budget for the total amount of formula and carry forward projected for PY 23/24, and the factors taken into consideration in constructing the budget.

Ms. Ljung asked for more details about the reduction in the youth budget allocation. Mr. Moffett replied because of the tight labor market, youth in our programs are not as interested in occupational training as they used to be; they know they can go directly to work and want to work. Many of our youth are older, are part of our GED program, and already have part-time jobs. After a review, we realized we could reduce some of the budget allocated for WEX because it would not be expensed.

Ms. Ljung suggested looking at providing youth with mental health services. Ms. Daniels responded that we recognize that mental health is an issue and referral for support services including mental health services is one of the 14 elements under WIOA. We also have Making Strides here to connect with our mental health providers in the community through the One-Stops to make referrals. Each of our youth providers know that as they prepare an Individual Service Strategy for the youth that if the youth requires mental health services, they can refer them to Henderson Behavioral Clinic or one of our other partners in the community.

**On a motion by Rick Shawbell and seconded by Audrey Ljung, the One-Stop Services Committee unanimously approved the Preliminary Budget for PY 23/24.**

## **REPORTS**

### **1. Update on Outreach Contracts with Urban League and Hispanic Unity**

Stemming from a recommendation made by the One Stop Services Committee, CSBD entered into outreach agreements with Hispanic Unity of Florida (HUF) and the Urban League of Broward County (ULBC) to expand awareness and engagement. The agreements provided opportunities for CSBD to share detailed information about the range of job seeker services individuals could access. We also partnered on our recent Learn. Work. Win. Training and Job Fair that over 200 customers attended. CSBD shared the video of the Learn. Work. Win Training and Job Fair held at the Urban League of Broward County.

### **2. Community Outreach Liaison**

To increase awareness of the job seeker and employer services, CSBD provides, we hired a Community Outreach Liaison (COL) to conduct outreach with community providers, municipalities, schools, and other organizations. The COL conducts outreach throughout Broward County, emphasizing the communities with the highest unemployment rates.

Ms. Bryant explained that our Community Outreach Liaison, Carlisle Anderson, has been working closely with Nadine Jackson to bring awareness to the community about CSBD services. Ms. Ljung added that she had seen Mr. Anderson at the Children Services Council of Broward County, and she was very impressed by his presentation.

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### **3. CSBD Marketing Strategy – Geofencing**

Geofencing allows us to advertise specific messages to potential customers within a particular geographic area. In support of their success, CSBD plans to reach out to attendees at large graduation ceremonies using geofencing, representing nearly 40 graduations throughout our community. Our messaging would remind them of the fantastic services provided at the centers. We aim to increase traffic from these populations at the centers, as many new and proud graduates plan to enter the workforce. Our goals are to put these graduating classes, and their families, on the road to financial independence and professional career pathways.

Ms. Bryant stated that we were strategically targeting 40 graduation ceremonies within a particular geographic area. Our messaging will remind them of the services we provide at our centers to assist them in finding employment in their fields.

### **4. Monthly Performance Report**

The current performance for the month of April was provided. The data reflected that within the Big 7 Regions, CSBD was in a four-way tie for 1<sup>st</sup> in WIOA Entered Employment Rate (EER), WTP All Family and Two Parent participation rate, and ranked 2<sup>nd</sup> in Wagner Peyser EER.

Ms. Bryant reviewed the Performance Report for April.

### **5. Broward County and Florida Unemployment Information**

The unemployment rate in Broward County was 2.3 percent in April 2023. This rate was 0.4 percentage points lower than the region's year-ago rate. In April 2023, Broward County's unemployment rate was the same as the State's rate. Out of a labor force of 1,083,332, up 28,204 (+2.7 percent) over the year, 24,633 Broward County residents were unemployed.

Ms. Bryant reviewed the Broward County and Florida Unemployment Information with the committee.

**MATTERS FROM THE ONE STOP SERVICES COMMITTEE CHAIR:** None

**MATTERS FROM THE ONE STOP SERVICES COMMITTEE:** None

**MATTERS FROM THE FLOOR:** None

**MATTERS FROM THE PRESIDENT/CEO:**

Mr. Moffett shared that Ms. Hylton and Dr. Knowles were attending the Florida Workforce Development Association Meeting and the CareerSource Florida Committee and Board meetings in Tallahassee. Mr. Moffett shared that as a result of House Bill 5 DEO will be changing their name to the Department of Commerce. House Bill 5 also eliminated Enterprise Florida as a stand-alone entity and that going forward it will be incorporated into the DOC.

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Mr. Moffett mentioned that the governor approved the realignment that CareerSource Florida voted on for reducing workforce boards from 24 to 21. Although Broward was not affected, they want us to move forward on exploring ways to provide regional services across the South Florida. We were asked to pair with CareerSource South Florida (Miami-Dade and Monroe Counties) on regional initiatives.

CSBD has time to work on these initiatives because realignment has to take precedence, and Miami was one of the regions affected by removing Monroe County and realigning that county with Fort Myers. We would be looking at ways to provide regional-type initiatives, whether it's recruitment fairs or Paycheck for Patriots. Since our Board is forward-looking, these questions were a part of our recent Board planning session in April. The recommendations will be used to develop our PY 23/24 Matrices that are distributed to the various committees to work on throughout the year.

Mr. Moffett reported that we had over 1,000 youth enrolled in our Summer Youth Employment Program. Youth will begin their three-day employability skills orientation soon and then begin their eight-week work experience. Mr. Moffett thanked the Children Services Council for their support and generous funding.

**ADJOURNMENT 1:29 p.m.**

**THE NEXT ONE STOP SERVICES COMMITTEE MEETING IS SCHEDULED FOR TUESDAY, 8/1/23, AT 12:30 p.m.**



# BROWARD WORKFORCE DEVELOPMENT BOARD

## **ONE-STOP SERVICES COMMITTEE**

Strategic Planning Matrix for PY 23/24

Heiko Dobrikow,  
Board Chair

Rick Shawbell,  
OSSC Chair

Carol Hylton,  
President/CEO



**Building For  
Our Future**

The Next 50  
Years <sup>13</sup>

**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 those with multi-faceted barriers.

**STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.****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
2.0 Assess the feasibility of holding biannual, tri-county meetings with CS South Florida and CS Palm Beach to discuss collaborating on regional events such as youth education and job fairs.				

**STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.****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 Explore the pros and cons of collaborating with CareerSource South Florida and Palm Beach County on items that all local areas need such as advertising, media buys, and participant assessment tools to determine whether cost savings could be realized.				



**STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.****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
2.2 Expand social media outreach to include opportunities to share CSBD success stories and information on careers and career ladders.				

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

**CareerSource Broward Strategic Goal #5:**

**To Align Broward County Community Services (Social Services and Education) to Maximize Employment and Work Opportunities for Targeted Populations (Veterans, Youth, Individuals with Disabilities, Older Workers, and Ex-offenders).**

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
5.0 Explore working with organizations serving legal immigrants with credential evaluation services that are skilled, educated, licensed, or certified in their country of origin to create a talent pipeline.				

**STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.****CareerSource Broward Strategic Goal #5:****To Align Broward County Community Services (Social Services and Education) to Maximize Employment and Work Opportunities for Targeted Populations (Veterans, Youth, Individuals with Disabilities, Older Workers, and Ex-offenders.**

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
5.1 Research Able Trust and, if feasible, develop strategies to partner with them to serve individuals with disabilities.				
5.2 Consider ways to increase awareness with organizations serving targeted populations (legal immigrants, youth, the disabled, and senior citizens) and introduce them to the services available through the one-stop centers.				

**STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.****CareerSource Broward Strategic Goal #5:****To Align Broward County Community Services (Social Services and Education) to Maximize Employment and Work Opportunities for Targeted Populations (Veterans, Youth, Individuals with Disabilities, Older Workers, and Ex-offenders).**

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
5.3 Research the best engagement and customer service practices used by organizations working with the targeted populations to improve our ability to serve customers.				

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**Memorandum #02-23 (OPS)**

**To:** One Stop Services Committee

**From:** Carol Hylton, President/CEO

**Subject:** Add New Eligible Training Provider and Courses for Universal Technical Institute

**Date:** July 13, 2023

**SUMMARY**

Consideration to approve Universal Technical Institute as an Eligible Training Provider and add 1) Automotive & Diesel Technology II 2) Diesel Technology II 3) Automotive Technology II and 4) Welding Technology II to the Workforce Innovation and Opportunity Act (WIOA) Individual Training Account (ITA) List. Per state law, CSBD cannot take cost into consideration when reviewing the programs. While the law requires that participants have customer choice in the selection of training programs, CSBD success coaches advise participants regarding all alternatives as a component of customer choice. Staff reviewed the application for completeness and to ensure that Board-mandated criteria are met for the school, training programs and the related occupational titles.

**BACKGROUND**

WIOA requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. The ITA can only be used at schools on the State list of Eligible Training Providers (ETP) and for programs in-demand occupations appearing on the Targeted Occupations List (TOL). Two critical criteria over which CSBD has no control are:

1. The inclusion of programs that are expensive when compared to the same courses which may be available at public institutions. This is because the Florida State Statutes governing WIOA at 445.007 (6) state: that a "local workforce development board may not restrict the choice of training providers based upon cost, location, or historical training arrangements."
2. An individual's ability to select a course of study even though they will incur debt because WIOA states we must give participants the full list of available courses along with cost and performance information. While the law requires that participants have customer choice in the selection of training programs, CSBD success coaches advise participants regarding all alternatives as a component of customer choice.

Additionally, all occupational training must meet the Broward Workforce Development Board's established minimum evaluation criteria. This includes but is not limited to licensure, accreditation, issuance of an industry-recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP). All of our current eligible training providers meet these criteria.

## DISCUSSION

Universal Technical Institute has been operating in Miramar since March 2021 and provides training in the automotive, mechanical, and welding industries. They are licensed by the Commission on Independent Education and accredited by the Accrediting Commission of Career Schools and Colleges, an entity recognized by the US Dept of Education. The provider does not currently submit reports to FETPIP but understands and commits to submitting FETPIP data going forward.

The courses submitted will prepare participants for employment in the following demand occupations as shown in the chart below.

**Eligible Training Provider and Courses to Be Added to the WIOA ITA List**

<b>Training Provider</b>	<b>Occupational Training Program</b>	<b>Occupation</b>	<b>Entry Wage</b>
Universal Technical Institute	Automotive & Diesel Technology II	Bus and Truck Mechanics and Diesel Engine Specialists	\$18.05
	Diesel Technology II		
	Automotive Technology II	Automotive Service Technicians and Mechanics	\$13.71
	Welding Technology II	Welders, Cutters, Solderers, and Brazers	\$15.15

Staff has conducted an on-site review of the school and a cross-functional CSBD review committee comprised of staff from Operations, Quality Assurance, and our appropriate intermediary reviewed the application and programs. The committee has determined that all Board-mandated criteria have been met for the school, training programs, and related occupational titles. Using Jobs EQ<sup>1</sup> and Employ Florida, CSBD was able to validate that within the past 90 days, there have been 25 or more job openings in Broward County in each of the demand occupations listed above.

As a new training provider, Universal Technical Institute will be under initial eligibility status with CSBD, and we will limit enrollment of customers to 10 in each of the training programs until performance can be established for our customers.

## RECOMMENDATIONS

Approve Universal Technical Institute as an eligible training provider and add 1) Automotive & Diesel Technology II 2) Diesel Technology II 3) Automotive Technology II and 4) Welding Technology II to the Workforce Innovation and Opportunity Act Individual Training Account List.

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<sup>1</sup> JobsEQ is a software tool that provides data on local workforce and employers including demographics, occupations, wages, and certifications.

## ITA Course Summary Spreadsheet Attachment to Memo #02-23 (OPS)

School Name / Location	License / State Agency Approval	DOE Accreditation	Course Title	Type of Credential Offered	Program Length	Clock Hours	Entry Wage	Course Offering (Virtual/ Classroom/ Blended)	Class Size (Max)	Prerequisites	Tuition and Fees	Other Costs (Books, Uniforms, Supplies, Cert./Lic. Exams)	Program Total Costs
<b>Universal Technical Institute</b>	YES	YES	Welding Technology II	Diploma	36 weeks	900	\$15.15	Blended	52	HS Diploma / Equivalent, Background Check	\$22,695.00	\$350.00	\$22,695.00
	YES	YES	Diesel Technology II	Diploma	45 weeks	1202.5	\$18.05	Blended	39	HS Diploma / Equivalent, Background Check	\$37,695.00	\$420.00	\$37,695.00
	YES	YES	Automotive Technology II	AS	51 weeks	1380	\$13.71	Blended	222	HS Diploma / Equivalent, Background Check	\$41,145.00	\$420.00	\$41,145.00
	YES	YES	Automotive & Diesel Technology II	AS	75 weeks	2033	\$18.05	Blended	29	HS Diploma / Equivalent, Background Check	\$52,445.00	\$420.00	\$52,445.00

\*Blended = Training is offered both online and in the classroom.

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**Memorandum #03-23 (OPS)**

**To:** One Stop Services Committee

**From:** Carol Hylton, President/CEO

**Subject:** Addition of New Courses for Existing Training Provider Hollywood Career Institute

**Date:** July 24, 2023

**SUMMARY**

Consideration to add three (3) courses from current Eligible Training Provider Hollywood Career Institute: 1) Massage Therapy 2) Hemodialysis Tech and 3) Medical Assistant with Basic X-Ray to the WIOA Individual Training Account List. These programs provide opportunities to train for careers in the healthcare industry and are in high demand. CSBD reviewed the applications for completeness and to ensure that Board-mandated criteria have been met for the training programs and related occupational titles.

**BACKGROUND**

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, issuance of an industry-recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP). All of our current eligible training providers meet these criteria.

**DISCUSSION**

HCI, an approved CSBD-eligible training provider, is licensed by the Commission on Independent Education (CIE). Their accreditation is from the US Dept of Education-approved Council on Occupational Education. HCI also submits data reports to FETPIP.

HCI has applied to add three (3) programs 1) Massage Therapy 2) Hemodialysis Tech and 3) Medical Assistant with Basic X-Ray to our WIOA ITA List. These programs provide opportunities to train for careers in the healthcare industry. Specifically, the courses submitted will prepare participants for employment in the following in-demand occupations as shown in the chart on the next page.



### **Eligible Training Provider and Courses to be Added to the WIOA ITA List**

Training Provider	Training Program	TOL Occupation	Entry Wage
Hollywood Career Institute	Massage Therapy	Massage Therapists	\$13.97
	Hemodialysis Tech	Health Technologist/Technician – All Others	\$15.30
	Medical Assistant with Basic X-Ray	Medical Assistants	\$14.87

A CSBD review committee comprised of staff from Operations, Quality Assurance, and our appropriate intermediary reviewed the application and programs. The committee has determined that all Board-mandated criteria have been met for the school, training programs, and related occupational titles. Using Jobs EQ and Employ Florida, CSBD was able to validate that within the past 90 days, there have been 25 or more job openings in Broward County in each of the demand occupations listed above.

As these are new courses on our ITA list, we will limit enrollment to ten (10) customers per program until performance can be established.

### **RECOMMENDATION**

Approve the application from current Eligible Training Provider Hollywood Career Institute to add 1) Massage Therapy 2) Hemodialysis Tech and 3) Medical Assistant with Basic X-Ray to the WIOA Individual Training Account List.

**ITA Course Summary Spreadsheet  
Attachment to Memo #03-23 (OPS)**

School Name / Location	License / State Agency Approval	DOE Accreditation	Course Title	Type of Credential Offered	Program Length	Clock Hours	Entry Wage	Course Offering (Virtual/ Classroom/ Blended)	Class Size (Max)	Pre-requisites	Tuition and Fees	Other Costs (Books, Uniforms, Supplies, Cert./Lic. Exams)	Program Total Costs
<b>Hollywood Career Institute</b>	YES	YES	Massage Therapy	Diploma	26 weeks	600	\$13.97	Blended	20	HS Diploma	\$11,350.00	\$650.00	\$11,350.00
	YES	YES	Hemodialysis Tech	Diploma	26 weeks	600	\$15.30	Blended	20	HS Diploma	\$8,550.00	\$945.00	\$8,550.00
	YES	YES	Medical Assistant with Basic X-Ray	Diploma	52 weeks	1300	\$14.87	Blended	20	HS Diploma	\$12,550.00	\$875.00	\$12,550.00

\*Blended = Training is offered both online and in the classroom.



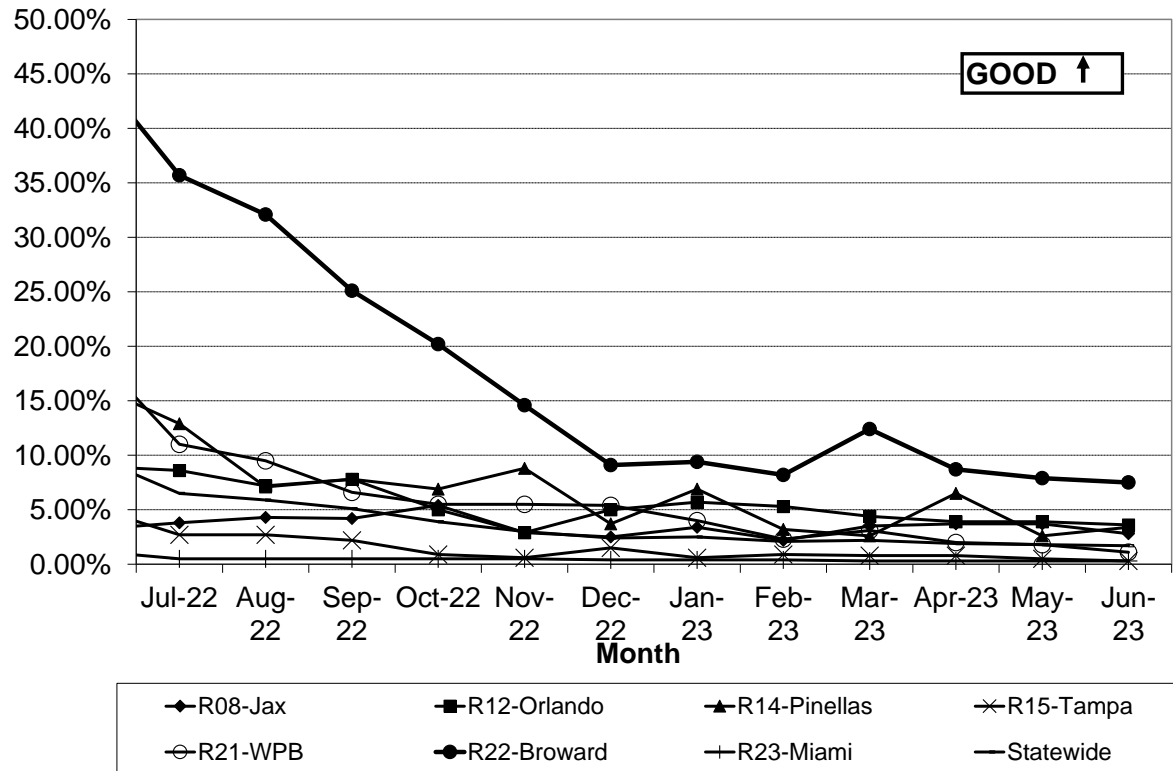
# **Performance Report**

**Performance Report July 2022 to June 2023**

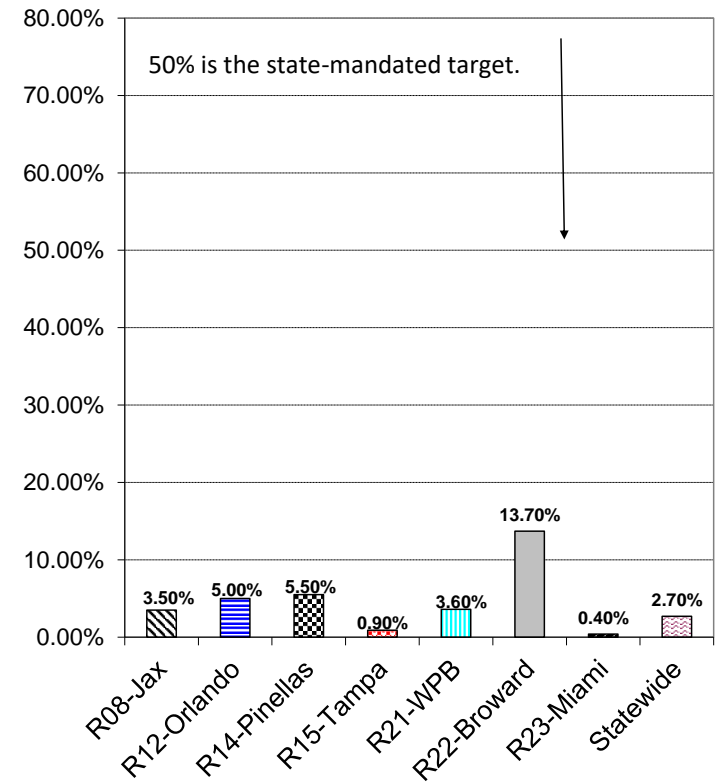
Entered Employment Rate for the Month June 2023 across all Big Seven Regions								
	WTP		Wagner-Peyser		Veterans		WIOA Adult/DW	
Region 8 - Jacksonville	16.70%	↓	31.80%	↓	30.20%	↑	99.80%	↑
Region 12 - Orlando	23.50%	↑	44.80%	↑	30.20%	↓	88.20%	↓
Region 14 - Pinellas	22.40%	↓	42.40%	↑	46.90%	↓	75.00%	↑
Region 15 - Tampa	22.80%	↑	32.70%	↓	36.40%	↓	100.00%	—
Region 21 - WPB	18.80%	↓	43.90%	↑	57.70%	↑	100.00%	↑
Region 22 - Broward	26.80%	—	52.10%	↓	65.50%	↑	100.00%	—
Region 23 - Miami	21.10%	↑	59.80%	↑	30.80%	↓	100.00%	—
Statewide	22.40%	↑	41.80%	↑	44.80%	↑	94.20%	↑
Note: Arrows indicate direction of change since previous month's figures. Flat line indicates no change.								
Legend / Abbreviation Key		WTP	Welfare-Transition Program			DW	Dislocated Worker	
		WIOA	Workforce Innovation and Opportunity Act					

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

**Month-to-Month Participation Rate from July 2022 to June 2023**

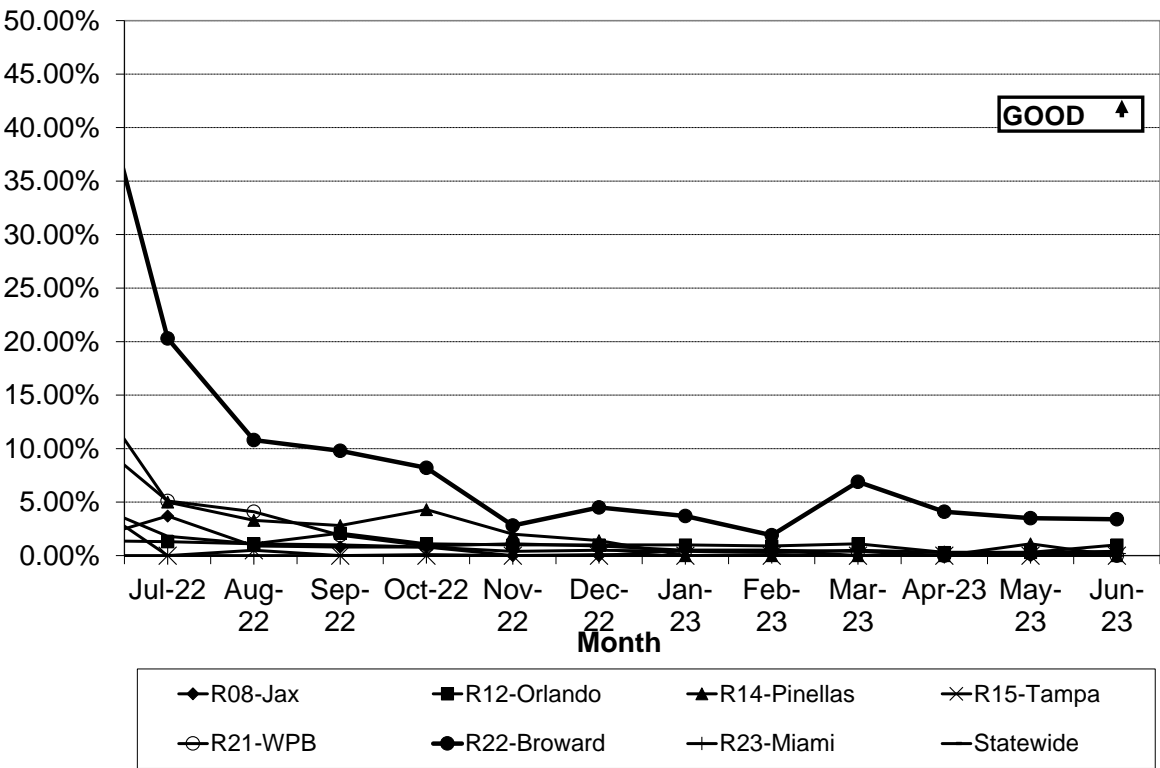


**Program Year-to-Date (YTD)  
Participation Rate as of June 2023**

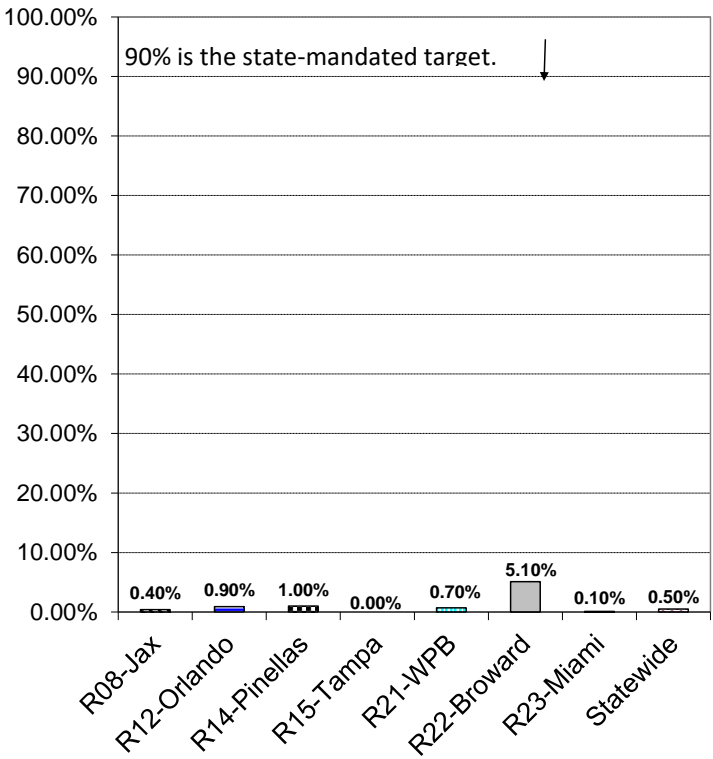


# **Welfare Transition Program (WTP) Two-Parent Family Participation Data for the Big 7 Regions**

Month-to-Month Participation Rate from July 2022 to June 2023

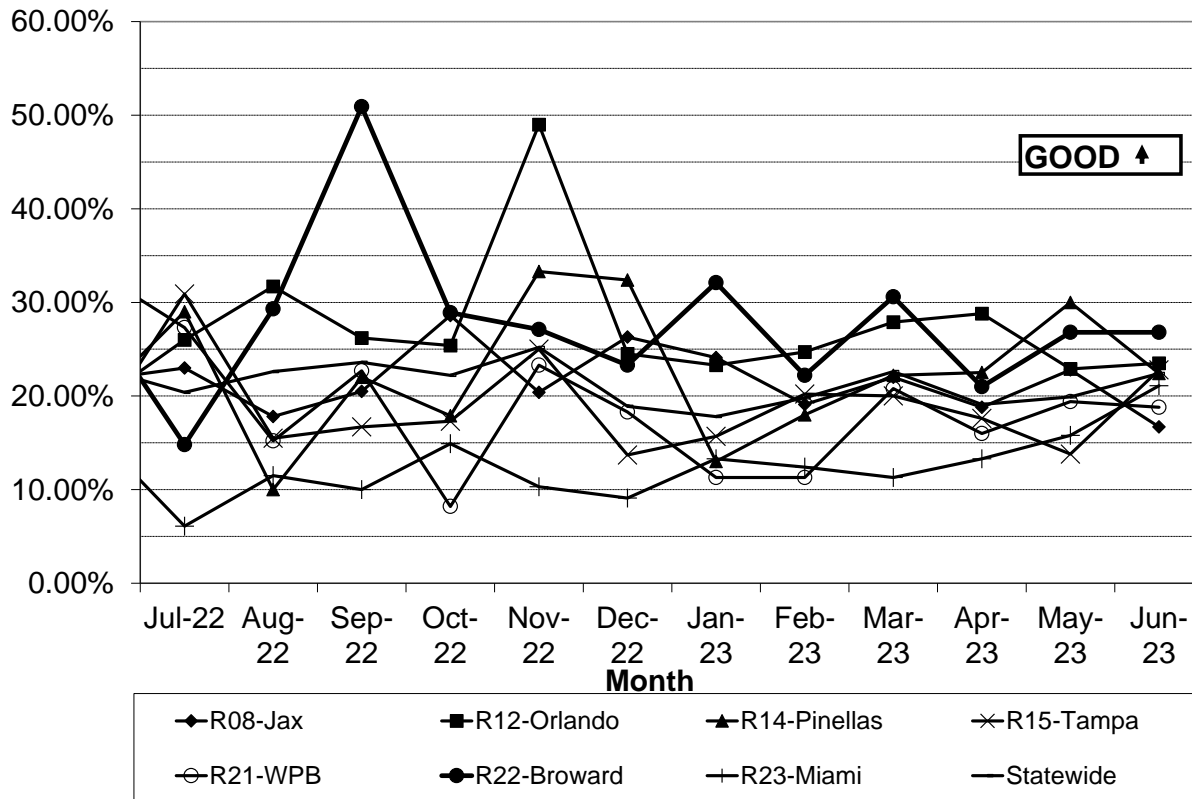


**Program Year-to-Date (YTD) Participation Rate as of June 2023**

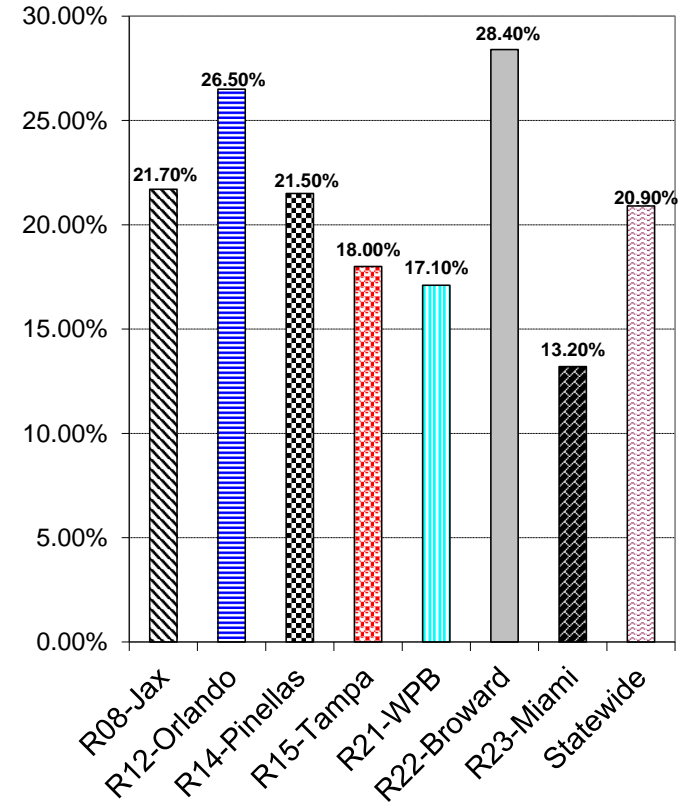


## Welfare Transition Program (WTP) Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month Entered Employment Rate from July 2022 to June 2023



**Program Year-to-Date (YTD) EE Rate as of June 2023**



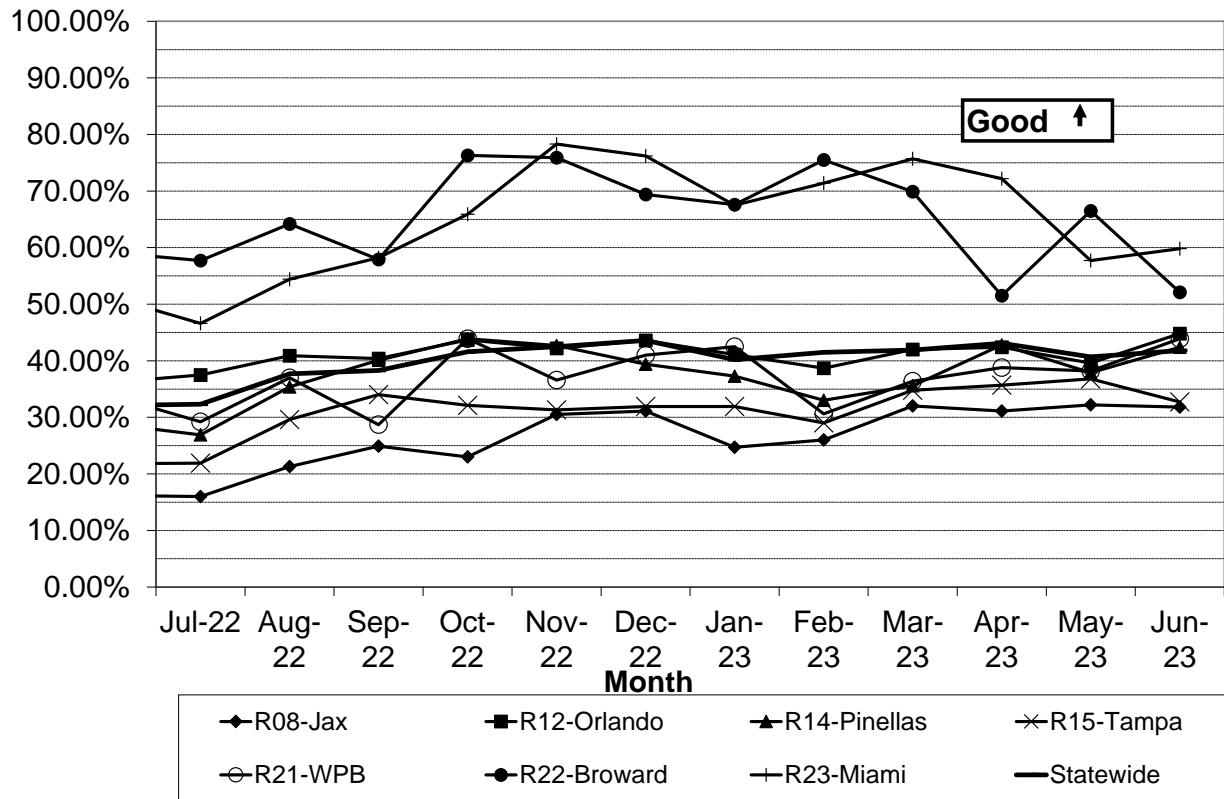
## Analysis of Welfare Transition Program (WTP) Performance

<b>WTP Program Performance At-A-Glance</b>	<b>Measure</b>	<b>Goal</b>	<b>Month (June)</b>	<b>PYTD</b>
	All Family Participation	50%	7.5%	13.7%
	Two-Parent Family Participation	90%	3.4%	5.1%
	Entered Employment Rate (EER)	39%	26.8%	28.4%
<b>Current Situation and Performance Summary</b>	<p>In relation to the Big 7 Regions:</p> <p>All Family Participation Rate CSBD ranks 1<sup>st</sup> in performance for the month and ranks 1<sup>st</sup> for Program Year 22/23</p> <p>Two-Parent Participation Rate CSBD ranks 1<sup>st</sup> in performance for the month and ranks 1<sup>st</sup> for Program Year 22/23</p> <p>Entered Employment Rate CSBD ranks 1<sup>st</sup> in performance for the month and ranks 1<sup>st</sup> for Program Year 22/23.</p>			
<b>Strategies and Action Steps</b>	<p>As can be seen in the previous charts the entire state is impacted by the number of refugees that are not able to work at this time.</p> <p>To increase performance, we are taking the following steps:</p> <ul style="list-style-type: none"> <li>As a result of CSBD elevating our concern regarding the refugee population's impact on participation rates, a statewide task force has been formed with staff from CareerSource Florida, FloridaCommerce, the Department of Children and Families, and workforce boards across the state, including CSBD. Their charge is to develop and recommend solutions to increase participation rates. Initial analysis has been focused on 1) DCF's proper coding and 2) alternative community services that can be offered to assist refugees as they await work permits.</li> <li>An analysis of the WT population shows that a significant number of customers are interested in jobs in customer service, retail, and security. The CSBD Business Services team engaged employers for recruitment events in the one-stop centers with employers such as Walmart, Terminal Security Solutions, Conrad Hotels, and Momentum Solar. The WTP Job Club facilitators worked with the customers to ensure they had outstanding resumes to take with them to the recruitment events.</li> </ul>			

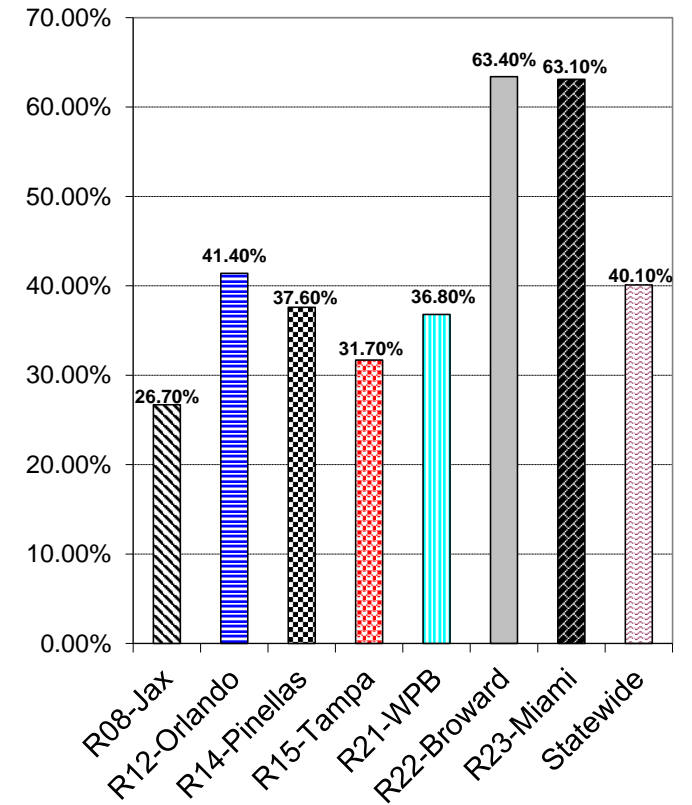


## Wagner-Peyser (WP) Program Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month Entered Employment Rate from July 2022 to June 2023



Program Year-to-Date (YTD) EE Rate as of June 2023

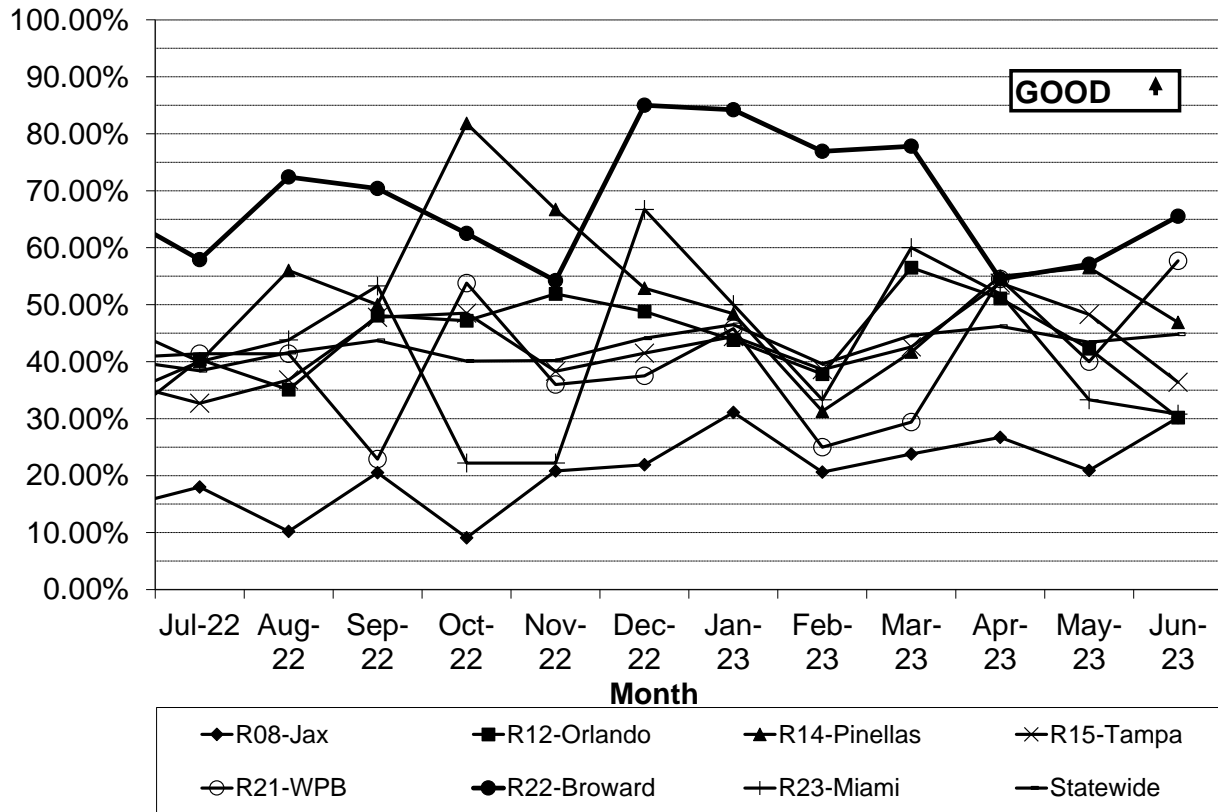


## Analysis of Wagner-Peyser (WP) Performance

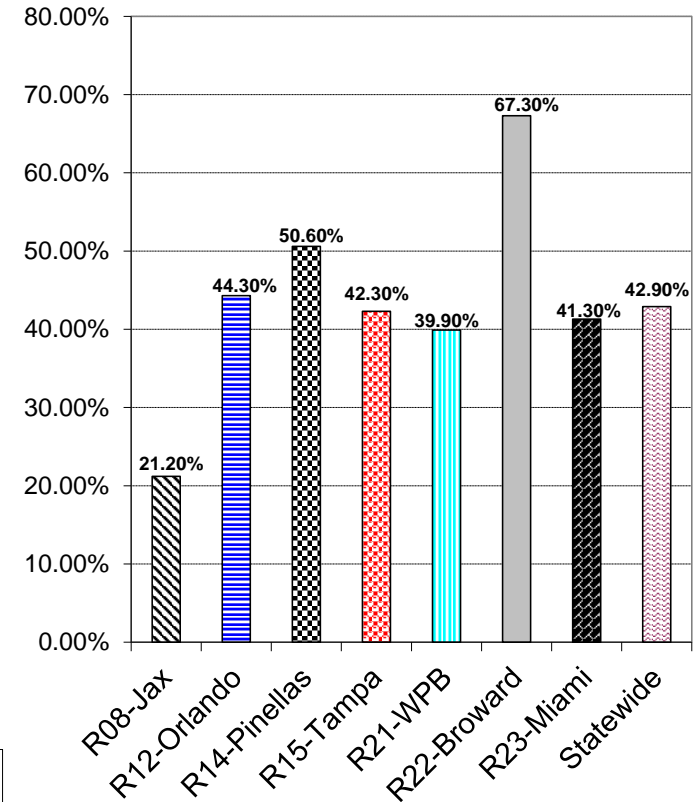
WP Program Performance At-A-Glance	<u>Measure</u>	Performance*	
		Month (June)	PYTD
	Entered Employment Rate (EER)	52.1%	63.4%
	*Please note: The performance detail is based on the Monthly Management Report (MMR). Due to lagging data, our true YTD rate will adjust at the end of the program year.		
<b>Current Situation and Performance Summary</b>	<p>In relation to the Big 7 Regions:</p> <p>CSBD ranks 2<sup>nd</sup> for the month and ranks 1<sup>st</sup> for Program Year 22/23 in Entered Employment Rate.</p>		
<b>Strategies and Action Steps</b>	<p>To increase the number of job seekers engaged with us and improve our Entered Employment Rate, we have implemented the following strategies:</p> <ul style="list-style-type: none"> <li>• We have refreshed our outreach and Brand awareness initiative. With assistance from Goodman PR, CSBD developed eye-catching signage that we displayed on area 1) billboards 2) buses and 3) tri-rail trains. The welcoming content encourages potential customers to visit our one-stop centers and register on the Employ Florida website. Making more job seekers aware of our workshops, resources, referral, and placement services will positively impact our EER.</li> <li>• We are preparing for the Hospitality Industry's peak season starting in the fall. We are in the early phases of planning a Hospitality centered job fair hiring event that will connect employers and job seekers looking to work in that industry for permanent or seasonal work.</li> </ul>		

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

**Month-to-Month Entered Employment Rate from July 2022 to June 2023**



**Program Year-to-Date (YTD) EE Rate as of June 2023**

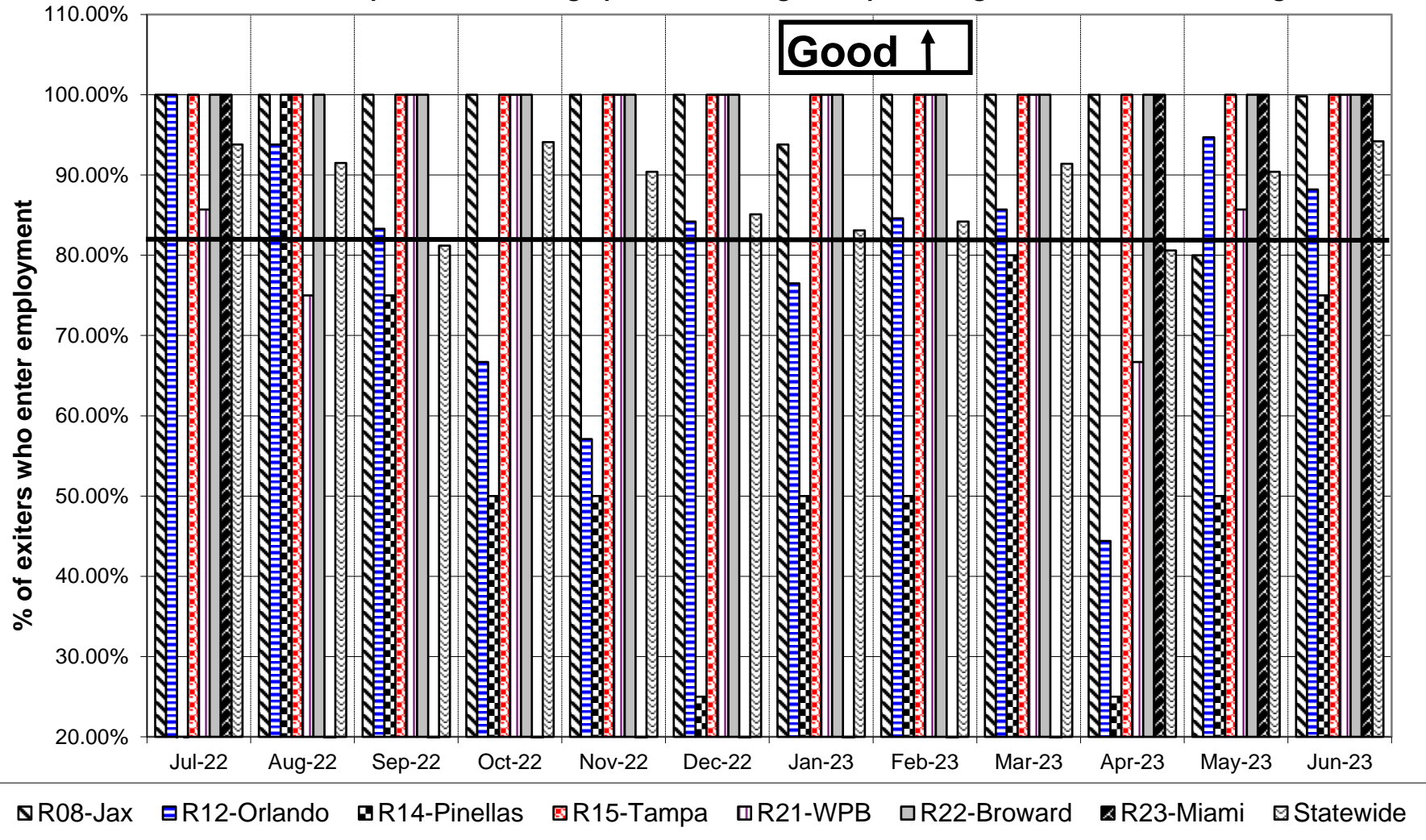


## Analysis of Veterans' Performance

Veterans Program Performance At- A-Glance	<u>Measure</u>	Performance*	
		Month (June)	PYTD
	Entered Employment Rate (EER)	65.5%	67.3%
<i>*Please note: The performance detail is based on the Monthly Management Report (MMR).</i>			
<b>Current Situation and Performance Summary</b>	<p>In relation to the Big 7 Regions:</p> <p>CSBD ranks 1<sup>st</sup> for the month and 1<sup>st</sup> for Program Year 22/23 in Veteran's Entered Employment Rate.</p>		
<b>Strategies and Action Steps</b>	<p>To increase our EER the following strategies were implemented:</p> <ul style="list-style-type: none"> <li>CareerSource Broward staff have been engaging community partners who serve Veterans who are 1) disadvantaged 2) who are in need of workforce services and 3) who can benefit from individualized job placement assistance. Our team has created a direct pipeline to the Veteran community to be their workforce agency of choice by taking the lead and actively participating on the boards of Mission United's Combined Arms program, the Vet Center Advisory Board, the Broward Sheriff's Reentry Coalition, the VA, and other local agencies. Our presence on these boards ensures that veteran job seekers get the coordinated services they need in order to get and maintain employment.</li> <li>To build on our successful first cohort of the Get There Faster Entrepreneurial training program in conjunction with FAU, we are recruiting Veterans for the 2<sup>nd</sup> cohort. Veterans who have or are interested in starting their own businesses learn the various aspects of being a business owner and how to apply for federal contracts.</li> </ul>		

# Comparison of the Workforce Innovation and Opportunity Act (WIOA) Entered Employment Rate for Adult & Dislocated Workers across the 7 largest Regions in Florida from July 2022 to June 2023

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



## Analysis of Workforce Innovation and Opportunity Act Adult and Dislocated Worker Performance

WIOA Program Performance At- A-Glance	<u>Measure</u>	Performance	
		Month (June)	PYTD
	Entered Employment Rate	100%	89.6%
<b>Current Situation and Performance Summary</b>	<p>During PY 22/23, CSBD assisted 617 Adult and Dislocated Worker (DW) customers in obtaining employment or accessing training opportunities. This includes traditional classroom training and work-based training via internships, apprenticeships, and On-the-Job Training.</p> <p>195 students graduated; 156 customers were placed on jobs. (NOTE: Some customers remain in training as their programs are up to 2 years long.)</p> <p>CSBD ranked 1<sup>st</sup> in Adult and 2<sup>nd</sup> in Dislocated Worker in the Entered Employment Wage Rate, with an average placement wage of \$23 and \$27.51, respectively.</p>		
<b>Strategies and Action Steps</b>	<p>To increase WIOA work-based training enrollments, we implemented the following strategies:</p> <ul style="list-style-type: none"> <li>CSBD met with our partners at Florida Atlantic University's Career Services Department to expand upon our internship program. We reviewed the guidelines and discussed the variety of host sites we have available. We discussed the next steps and marketing of the program as well as comprehensive training for their team members. They were very excited about informing their Broward student population about paid internships and are also interested in becoming a worksite as well.</li> <li>CSBD is partnering with Broward County and their University Student Practicum Program (USPP). This planned internship program through Broward County's Human Services Department will provide students with meaningful learning experiences within Human Services agencies in Broward County. The USPP is designed to develop understanding for students in various majors, including Social Work, Counseling, Psychology, and more. Broward County and CSBD are collaborating to offer this Paid internship opportunity to USPP students. The internship trains the students on direct services for targeted populations, programs, organizational cultures, and management systems as they begin their careers in Social Work/Services.</li> </ul>		

**Overview of the CareerSource Broward Region**  
**Not Seasonally Adjusted**  
**July 21, 2023**

- The unemployment rate in the CareerSource Broward region (Broward County) was 2.9 percent in June 2023. This rate was 0.1 percentage point lower than the region's year ago rate of 3.0 percent. The region's June 2023 unemployment rate was 0.1 percentage point lower than the state rate of 3.0 percent. The labor force was 1,096,242, up 27,411 (+2.6 percent) over the year. There were 32,092 unemployed residents in the region.

**Fort Lauderdale-Pompano Beach-Deerfield Beach Metro Division**

- In June 2023, nonagricultural employment in the Fort Lauderdale-Pompano Beach-Deerfield Beach MD was 893,200, an increase of 18,500 jobs (+2.1 percent) over the year.
- The Other Services (+3.0 percent) industry grew faster in the metro area than statewide over the year.
- The Fort Lauderdale-Pompano Beach-Deerfield Beach MD had the third highest annual job growth compared to all the metro areas in the state in the Financial Activities (+1,600 jobs) industry.
- The industries gaining jobs over the year were Trade, Transportation, and Utilities (+6,500 jobs); Education and Health Services (+4,600 jobs); Professional and Business Services (+4,500 jobs); Leisure and Hospitality (+2,900 jobs); Financial Activities (+1,600 jobs); Other Services (+1,000 jobs); and Manufacturing (+100 jobs).
- The industries losing jobs over the year were Construction (-2,200 jobs); Government (-300 jobs); and Information (-200 jobs).

Note: All data are subject to revision.

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

<b>Unemployment Rates</b>			
<b>(not seasonally adjusted)</b>	<b>Jun-23</b>	<b>May-23</b>	<b>Jun-22</b>
CareerSource Broward (Broward County)	2.9%	2.6%	3.0%
Florida	3.0%	2.7%	3.1%
United States	3.8%	3.4%	3.8%

<b>Nonagricultural Employment by Industry</b> <b>(not seasonally adjusted)</b>	<b>Ft. Lauderdale-Pompano Beach-Deerfield Beach Metropolitan Division</b>				<b>Florida</b>			
	<b>Jun-23</b>	<b>Jun-22</b>	<b>change</b>	<b>percent change</b>	<b>Jun-23</b>	<b>Jun-22</b>	<b>change</b>	<b>percent change</b>
Total Employment	893,200	874,700	18,500	2.1	9,632,100	9,282,800	349,300	3.8
Mining and Logging	#N/A	#N/A	#N/A	#N/A	5,900	5,600	300	5.4
Construction	46,600	48,800	-2,200	-4.5	611,600	602,200	9,400	1.6
Manufacturing	30,400	30,300	100	0.3	421,900	408,600	13,300	3.3
Trade, Transportation, and Utilities	206,200	199,700	6,500	3.3	1,967,400	1,902,300	65,100	3.4
Wholesale Trade	54,100	52,300	1,800	3.4	392,400	375,400	17,000	4.5
Retail Trade	108,000	107,300	700	0.7	1,141,900	1,114,000	27,900	2.5
Transportation, Warehousing, and Utilities	44,100	40,100	4,000	10.0	433,100	412,900	20,200	4.9
Information	20,000	20,200	-200	-1.0	156,200	155,300	900	0.6
Financial Activities	73,200	71,600	1,600	2.2	679,000	663,000	16,000	2.4
Professional and Business Services	172,400	167,900	4,500	2.7	1,626,200	1,572,900	53,300	3.4
Education and Health Services	117,100	112,500	4,600	4.1	1,456,700	1,370,400	86,300	6.3
Leisure and Hospitality	96,500	93,600	2,900	3.1	1,311,900	1,243,200	68,700	5.5
Other Services	34,600	33,600	1,000	3.0	349,800	341,000	8,800	2.6
Government	96,100	96,400	-300	-0.3	1,045,500	1,018,300	27,200	2.7

<b>Population</b>	<b>2022</b>	<b>2021</b>	<b>change</b>	<b>percent change</b>
CareerSource Broward (Broward County)	1,947,026	1,935,729	11,297	0.6
Florida	22,244,823	21,828,069	416,754	1.9

<b>Average Annual Wage</b>	<b>2022</b>	<b>2021</b>	<b>change</b>	<b>percent change</b>
CareerSource Broward (Broward County)	\$66,749	\$63,542	\$3,207	5.0
Florida	\$63,811	\$60,299	\$3,512	5.8

Note: All data are subject to revision.

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