



Broward Workforce Development Board
One Stop Services Committee
Tuesday, January 11, 2022
12:30 p.m. – 2:00 p.m.

Zoom Meeting ID: 827 0366 7790
Zoom Password: 264543
Zoom Call in: +1 646 876 9923

CareerSource Broward Boardroom, 2890 W. Cypress Creek Road, Ft. Lauderdale, FL 33309

This meeting is being held in person. Due to Coronavirus, in the interest of keeping our committee members, staff, and public safe this meeting is also accessible via a Zoom video conference using the link below.

<https://us02web.zoom.us/j/82703667790?pwd=N0dnNFIVR0F5WFVaTlIPcIlhUWIWQT09>

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 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.

MEETING AGENDA

IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

APPROVAL OF MINUTES

Approval of the Minutes of the 11/2/21 One Stop Services Committee Meeting.

RECOMM ACTION EXHIBIT	Approval Motion for Approval Minutes of the 11/2/21 Meeting
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Pages 7 – 12

PRESENTATION

One Stop Operator, Nadine Jackson will provide an update.

NEW BUSINESS

1. Program Year 21-22 Revised Budget

This is our annual update from the preliminary budget presented in May. It is the adjusted budget based upon the final grant awards received by CSBD. The CSBD formula grants for PY 21-22 total \$19,256,235, a slight increase of \$26,539 or 0.14% from the planning numbers presented in May. Dedicated grants total \$5,178,111, an increase of \$1,366,775. Our total available budget (\$19,256,235 + \$5,178,111) is \$24,434,346 for PY 21-22.

RECOMM ACTION EXHIBIT	Approval Motion for Approval Memo #04-21 (FS)
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Pages 13 – 18

2. Addition of New Course for Existing ITA Provider – Florida Atlantic University

Consideration to approve Florida Atlantic University’s application to add its Pharmacy Technician course to the Workforce Innovation and Opportunity Act ITA list. The course submitted offers two training modalities 1) online and self-paced and 2) online and live. CSBD reviewed the application for completeness and to ensure that Board mandated criteria are met for the school, training program, and related occupational title.

RECOMM Approval
ACTION Motion for Approval
EXHIBITS Memo #18-21 (OPS)
 ITA Course Summary Spreadsheet

Pages 19 – 20

3. One Stop Services (OSS) Committee Strategic Planning Matrix Updates

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

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

Pages 21 – 30

4. Community Needs Assessment Survey Results

CareerSource Broward (CSBD), with input from our Committee members, developed and sent out a survey to “hear the voice of the community” so that we could gauge community awareness of CSBD’s services and hear from our residents regarding their workforce needs and interests. This memo highlights the survey results and initiatives to address the results. Over 650 job seekers responded to the survey. 85% indicated that they were familiar with CSBD. Committee members are asked to review and approve the strategies, assist us in prioritizing the initiatives and offer additional suggestions to continue to increase job seeker awareness and participation in CSBD services.

RECOMM Approval
ACTION Discussion to Add Additional Strategies
EXHIBIT Memo #21-21 (OPS)

Pages 31 – 33

REPORTS

1. Get There Faster Veterans and Military Spouses Grant Funds

At the December CSBD governing boards meeting they accepted \$1,096,113 from the Department of Economic Opportunity (DEO) for the Get There Faster Veterans and Military Spouses Grant. This will allow CSBD to provide targeted, in-demand employment opportunities through career training, job placement, and supportive services to military veterans and eligible spouses of active-duty military or veterans facing barriers to employment, with a focus on homeless and disabled veterans. Michelle Dennard, CareerSource Florida President, and Casey Penn, DEO Bureau Chief for One Stop and Program Support attended our Patriots for Paychecks recruitment event on 11/18 and announced the award of the grant. This is a two-year grant and funds are available from 10/1/21 to 9/30/23.

ACTION None
EXHIBIT None

2. Selection of Providers for WIOA In-School Youth Program

At their December meeting the CSBD governing boards approved up to \$500,000 to be divided among 2 providers subject to staff negotiation with 1) the School Board of Broward County (SBBC) and 2) Junior Achievement of South Florida. The majority of the funds are to be awarded to the SBBC because of their WIOA experience and as recommended by the Review Committee which met on 11/16. The Review Committee was comprised of members of the Board and the One Stop Committee. The contracts will be for an initial 18 month period and two (2) renewable one-year terms.

ACTION None
EXHIBIT None

3. Delivery of Out of School Youth Services Through the Career Centers

Our RFP for the career center staffing company was general and allows us to add youth case managers under that procurement. In the spring of 2021, all local areas were advised to exit participants who were not making sufficient progress in their programs. Because of the changes that would have to be made to their program design Broward College recently informed us that they would like to terminate the contract for convenience and regroup in the future to see how we might partner more effectively. To assure we meet OSY expenditure goals CSBD recommended that we provide services to a cohort of OSY through the career centers. This was approved by the governing boards.

ACTION None
EXHIBIT None

4. Women in Tech Seminar

On 12/16, CSBD hosted our first ‘Women in Tech’ seminar. The event featured 3 prominent female leaders from the Information Technology (IT) Industry as well as our Information Technology training providers. The event was held in person and was offered virtually via Zoom. The event introduced the audience to various occupational career pathways in the IT industry. We marketed the event through social media targeting our WTP participants and the distressed communities. Over 100 customers attended and feedback has been overwhelmingly positive. Our team is following up on those who expressed interest in enrolling in training.

ACTION None
EXHIBIT None

5. Request for Quotes for an Economic Study

On 1/3 CSBD released a Request for Quotes for up to \$25,000 of formula funds for an economic study to augment the economic data we get from the State and the Greater Fort Lauderdale Alliance. The information gained will 1) assist us in better localizing our labor market information to guide our resource investment recommendations for our Four-Year Plan 2) help us assess economic conditions in our workforce area 3) assess our workforce capabilities as this is a fundamental driver of local economic development and will help us work with our education partners in identifying training for emerging jobs, thereby expanding the supply of prepared workers 4) answer board member questions, such as occupations seeing the most worker attrition and 5) provide us with information specific to our area, which we often need when we pursue discretionary grants.

ACTION None
EXHIBIT None

6. Monthly Performance Report

The current performance for the month of November is provided. November’s data reflects that within the Big 7 Regions CSBD is in a six-way tie for 1st in WIOA Entered Employment Rate (EER), ranks 1st in Veterans EER, and ranks 2nd in Wagner Peyser and WTP EER, and WTP All Family Participation Rate.

ACTION Review
EXHIBIT Performance Report for November

7. Broward County and Florida Unemployment Information

The unemployment rate in Broward County for November 2021 was 3.8% compared to 4.2% in October 2021 and 5.2% in November 2020. The state unemployment rate is 3.6% compared to the national rate of 3.9%. Out of a labor force of 1,053,694, there were 39,980 unemployed Broward County residents

ACTION
EXHIBITS

Discussion
Broward County Labor Market Information
Florida Employment and Unemployment Press Release 12/17/21

Pages 46 – 51

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, 3/1/22 AT 12:30 P.M.



**Broward Workforce Development Board
One Stop Services Committee
Thursday, November 2, 2021
12:30 p.m. – 2:00 p.m.
Zoom Meeting ID: 856 0682 0109
Zoom Password: 203182
Zoom Call in: 1 646 876 9923**

MEETING MINUTES

CareerSource Broward Boardroom, 2890 W. Cypress Creek Road, Ft. Lauderdale, FL 33309

Due to Coronavirus, in the interest of keeping our board, staff, and public safe this meeting is also being held via a Zoom video conference using the link below.

<https://us02web.zoom.us/j/85606820109?pwd=UU1PUWttcERXL3JVRm9SdjFCcVBiZz09>

THE COMMITTEE WAS REMINDED OF CONFLICT OF INTEREST PROVISIONS.

ATTENDANCE:

One Stop Services Committee Members: Rick Shawbell, Gary Arenson, Ann Deibert, Cassandra Evans, Felipe Pinzon, Marjorie Walters, Cynthia Sheppard, Audrey Ljung and Dawn Liberta.

Staff: Carol Hylton, Ron Moffett, Rochelle Daniels, Kimberly Bryant, Mark Klincewicz, Elisha Westfall and Michell Williams.

Guests: Andree Garnier, Brian Johnson, Christy Bradford, Olivia Sarson and Nardege Laforest.

APPROVAL OF MINUTES

Approval of the Minutes of the 9/9/21 One Stop Services Committee Meeting.

On a motion by Gary Arenson and seconded by Cassandra Evans, the One Stop Services Committee unanimously approved the minutes of the 9/9/21 One Stop Services Committee Meeting.

NEW BUSINESS

1. Proposed One Stop Services (OSS) Committee Meeting Calendar for 2022

Considered approving the OSS Committee's 2022 meeting calendar. The Committee generally meets the first Tuesday of the month. There will be one exception for the September meeting which was moved due to a holiday to Wednesday, 9/7/22. The meetings will be hybrid which means attendees will have the option of attending in person or virtually using Zoom.

Kim Bryant reviewed the OSS Committee's 2022 meeting schedule. Gary Arenson asked about the status of Board members joining the various the committee meetings. Carol Hylton explained all Board members have joined a committee and Dawn Liberta has elected to join One Stop Services Committee.

On a motion by Cassandra Evans and seconded by Ann Deibert, the One Stop Services Committee unanimously approved the proposed 2022 One Stop Services Committee Meeting Calendar.

2. One Stop Services (OSS) Committee Strategic Planning Matrix Updates

Reviewed and approved the updates to the OSS Committee Strategic Planning Matrix.

Kim Bryant reviewed the matrix with the Committee. She highlighted the progress made on the various objectives. Audrey Ljung asked what basic skills the CASAS assessment tests for and Kim responded reading, math and language. Carol explained we will use the CASAS assessment for youth prior to enrolling them into training in order to ensure they can be successful in their course of study.

On a motion by Dawn Liberta and seconded by Cassandra Evans, the One Stop Services Committee unanimously approved the updates to the One Stop Services Committee Strategic Planning Matrix.

3. Add New Training Program for Existing Provider FVI School of Nursing & Technology

Considered adding existing eligible training provider FVI School of Nursing & Technology's Nursing Assistant course to the Individual Training Account (ITA) list for Welfare Transition Program (WTP) & WIOA out of school youth participants. CSBD reviewed the application for completeness and ensured that Board mandated criteria are met for this school, the training program and related occupational title.

Kim Bryant explained we have several programs on the ITA list that are open only to WTP for referrals since the entry wage does not meet performance for WIOA adult customers. The board recently approved expanding referrals to these programs to WIOA out of school youth.

Dawn Liberta stated this is an excellent idea.

On a motion by Gary Arenson and seconded by Dawn Liberta, the One Stop Services Committee unanimously approved adding the Nursing Assistant course for existing provider FVI School of Nursing & Technology to the ITA List for WTP and WIOA out of school participants.

4. Add New Training Providers Galen College of Nursing and Florida Career College

CSBD received applications from two new schools to become Eligible Training Providers and add a total of ten (10) programs to the ITA list. Considered approving 1) Galen College of

Nursing and add three (3) training courses and 2) Florida Career College and add seven (7) courses to the ITA list.

Kim Bryant stated that these two (2) schools have submitted applications to become Eligible Training Providers and she went over the various courses being offered. She noted to the committee that the Bachelor of Science program being offered at Galen College of Nursing is a four year program we can provide a scholarship for two years.

With respect to Florida Career College one of the courses will be open to referrals only from our WTP and WIOA youth population as the wage does not meet WIOA adult performance.

Cassandra Evans asked about the minimum wage, stating she thought it was \$13 an hour. Kim explained the minimum wage in Florida is now at \$10 an hour and will increase annually over the next few years. All of the programs recommended to be added to the ITA list are above the current minimum wage.

On a motion by Cassandra Evans and seconded by Ann Deibert, the One Stop Services Committee unanimously approved adding 1) Galen College of Nursing and three (3) training courses and 2) Florida Career College and seven (7) courses to the ITA list.

REPORTS

1. Performance Update on WIOA Out-of-School Youth (OSY) Providers

Reviewed the report on CSBD youth providers' program performance through the end of September, 2021. CSBD has 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.

Rochelle Daniels explained moving into this program year recruitment has been slow due to the pandemic and caseloads are low mostly due to the strategic exits at the end of the last program year. She reminded the committee this was based upon a recommendation by the state that we exit youth that were either disengaged or not making progress as well as expected.

We are meeting with providers every two weeks and requested that they give us a plan for improving enrollment into WIOA and we are hoping by January we will see an increase in the numbers. The School Board has hired a person who is working on recruitment for our two largest programs 1) the School Board's GED program and 2) Broward College's post-secondary program.

2. WIOA In-School Youth Program – Request for Quotes (RFQ)

The RFQ for the In-school Youth Program previously approved by the OSS Committee and Board is due back on 11/10. Members of the OSS Committee will review, rate and recommend the provider(s) to be funded. As there is not an OSS Committee meeting in November, the recommendation will go directly to the Board at the December meeting.

Rochelle Daniels stated we released an RFQ for a small in school youth program. We are planning on having a rating committee review these proposals in November and making a recommendation to the governing boards so that contracts are in place by January.

3. Summer Youth Employment Program 2022

The Summer Youth Employment team has started work on the 2022 summer program. The program will begin on 6/13/22. We have started recruiting additional private sector employers to provide meaningful employment experiences that are aligned to the youth's interests. We have provided a link to the flyer below so you can send to colleagues who may be interested in hosting youth next summer. In addition, a "save the date" flyer announcing the upcoming application period for youth will be released to the community later this month.

Carol Hylton stated we are seeking additional private employers for the summer to get them onboard now and get their contracts completed so we can match the youth according to their interests. The save the date flyer for SYEP will come out soon and will send it to you so that you are aware and can share it.

4. Community Needs Assessment Survey Update

The Community Needs assessment survey was sent to representatives from various social service agencies and faith based organizations from the communities most in need in Broward County and to customers in Employ Florida. For those that have already completed the survey and indicated they wanted assistance with their job search staff has begun to contact them. Once the survey is complete, we will review the data, develop a strategic plan and bring it back to the Committee for review. To reach as many people as possible we cast a wide net as the committee requested to reach out to community based organizations and their customers.

The outcome of the survey will be provided at the next OSS Committee meeting.

5. CSBD Selected to Participate in Department of Labor Pilot Program

CareerSource Broward has been selected as one of three workforce boards in the nation to participate in a Department of Labor pilot program. The purpose of the pilot is to demonstrate collaboration between the workforce development system and the financial services industry to inform future policy development and technical assistance. We will be working on strategies to build capacity within the workforce system to leverage Community Reinvestment Act efforts through bank investment in disability employment for low-income individuals.

Kim Bryant explained that we are now in the process of recruiting bank representatives to participate in the program.

Audrey Ljung asked if credit unions can be included and if so recommended We Financial. Carol stated yes, if the credit union has CRA funds and we would look into We Financial.

6. CareerSource Broward's 2021 "Paychecks for Patriots" Veterans Hiring Fair

CareerSource Broward is planning the 9th annual "Paychecks for Patriots" Veterans Hiring Fair on 11/18. Paychecks for Patriots is an annual statewide campaign to raise awareness of and drive attendance to hiring fairs primarily for military veterans and their families. To date, 32

employers have confirmed attendance for the event. The job fair will be held at the Tamarac Community Center and it starts at 10 am.

Ron Moffett stated we have over 40 employers confirmed and we are in the process now of reaching out to our veteran job seekers. He highlighted that we will also provide our resume café onsite if customers need to make any adjustments to their resumes. Our chair, Rick Shawbell, Mission United and South Plantation High School's JROTC will be in attendance. We will make sure to send the flyer out to the committee members.

7. Renewal of MOU Between CSBD and the Urban League of Palm Beach County

Considered renewal of the Memorandum of Understanding with the Urban League of Palm Beach County (ULPBC) as required under the Workforce Innovation and Opportunity Act. ULPBC became a mandatory one-stop partner when they were awarded a Title V Senior Community Services Employment Program discretionary grant by the US Department of Labor. Approved at the 10/11 Executive Committee and 10/28 Board meeting.

Rochelle Daniels stated the MOU is a continuation of the one we entered into last year.

Audrey Ljung asked why Palm Beach as opposed to the Broward County Urban League and Carol explained Palm Beach is the organization who received the grant. Rochelle explained that CSBD is not involved in selecting the organization who will provide these services.

8. Monthly Performance Report

September's data reflected that within the Big 7 Regions CSBD was in a four-way tie for 1st in WIOA Entered Employment Rate (EER), ranked 1st in all three WTP measures - EER, Two Parent and All Family Participation Rate and, ranked 2nd in Wagner Peyser and Veterans EER.

Kim reviewed September's performance report with the Committee.

9. Broward County and Florida Unemployment Information

The unemployment rate in Broward County for September 2021 was 4.4%, .5% lower from the August rate of 4.9% and compared to 7.7% in September 2020. The state unemployment rate is 4.9% compared to the national rate of 4.8%. In September 2021 nonagricultural employment in the Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division was 827,800, an increase of 31,300 jobs (+3.9 %) over the year.

Carol explained Broward was 2nd highest in annual job growth compared to all metro areas in the state in construction. In hospitality and leisure we were the 2nd fastest in the state.

Felipe Pinzon asked if the hospitality industry was still having issues finding employees and have we seen an increase in wages and salary for this industry's employees. Carol stated yes, there is still a shortage and different hotels are using different strategies to attract talent. We created a task force that met with industry leaders and one thing that came out it was to move away from virtual recruiting and have more hands-on recruitment. In addition, some hotels increased their wages and others provided hiring or retention bonuses.

MATTERS FROM THE ONE STOP SERVICES COMMITTEE

Cassandra requested that the calendar invites for the 2022 OSSC schedule be sent out to the Committee members.

MATTERS FROM THE FLOOR:

None

MATTERS FROM THE PRESIDENT/CEO:

Carol informed the Committee that the Board recently approved CSBD to request a waiver from the U.S. Department of Labor to increase our OJT wage reimbursement from 75% to 90%. The waiver would apply to employers doing business in an opportunity zone or distressed community and for employers willing to hire and train participants that reside in the targeted areas. This will incentivize employers to hire jobseekers from the distressed communities.

Rick Shawbell responded that should help quite a bit and if this will help someone get hired, we're doing the right thing.

ADJOURNMENT 1:12 P.M.

THE NEXT COMMITTEE MEETING IS SCHEDULED FOR TUESDAY, 1/4/2022 AT 12:30 P.M.

Memorandum #04 – 21 (FS)

To: One Stop Services Committee
From: Carol Hylton, President/CEO
Subject: Program Year 21-22 Revised Budget
Date: January 7, 2022

SUMMARY

This is our annual update from the preliminary budget presented in May. It is the adjusted budget based upon the final grant awards received by CareerSource Broward (CSBD). The CSBD formula grants for Program Year (PY) 21-22 total \$19,256,235, a slight increase of \$26,539 or 0.14% from the planning numbers presented in May. Dedicated grants total \$5,178,111, an increase of \$1,366,775. Our total available budget (\$19,256,235 + \$5,178,111) is \$24,434,346 for PY 21-22.

BACKGROUND

We present our annual budget to the Broward Workforce Development Board, Inc. (BWDB) and the CSBD Council of Elected Officials (Council) in the spring based upon planning numbers received from the state prior to the beginning of the new program year. An adjusted budget based upon the actual grant awards is brought back to the CSBD governing boards in mid-year for final approval.

The budget presentation does not include the General Fund which is reported separately. The Budget Summary presented on the last page does not include dedicated grants in the total of funds available because those grants may only be spent for the specific purposes outlined in those grants. Table 1 details the dedicated grants.

This update follows the same format used when the budget was presented in May as developed and approved by the CSBD governing boards over the course of many years.

CSBD adheres to the guiding principles below in creating the budget:

1. Maintaining the administrative cap at 9%. The statutory limit for administration is 10%.
2. Spending at least 30% of the WIOA Adult and DW funds on training per State statute.¹
3. Assuring consistent Success Coach to participant ratios.

DISCUSSION

Table 1 lists our dedicated grants to present a full picture to the governing boards of the funds allocated or awarded to CSBD. They are presented separate from our formula grants and are not included in the Budget Summary presented on the last page because we are unable to plan or predict whether they will be awarded each year. The Dedicated Grants Table has been updated to reflect actual grants received for PY 21-22.

¹ In June 2021 CareerSource Florida granted us an unsolicited sliding scale waiver from 50% to 30% for PY 21-22.

Table 1: Dedicated Grants – PY 21-22 Awards

Grant / Program	Description	Amount PY 21-22
Children’s Services Council (CSC) ²	Summer Youth Employment Program (SYEP)	\$ 2,772,408
City of Fort Lauderdale	SYEP	190,000
City of Dania Beach ³	SYEP	50,000
Bank of America	SYEP	TBD
National Emergency ⁴	COVID 19	817,716
Reemployment Services and Eligibility Assessment (RESEA) ⁵	Reemployment assistance and assessments	824,158
Trade Adjustment Assistance (TAA)	Workers who become unemployed due to impact of international trade	68,065
Apprenticeship Expansion	Marine Industry Apprenticeship	84,888
Apprenticeship Navigator	Navigator will identify and develop Registered Apprenticeship programs	42,042
Get There Faster Veteran and Military Grant ⁶	Veterans Grant	328,834
	Total	\$ 5,178,111

Table 2 shows the preliminary PY 21-22 budget compared to the actual budget and includes all available formula funds and carry forward.

Table 2: Preliminary vs. Actual Budget PY 21-22

Preliminary PY 21-22 Budget	Actual PY 21-22 Budget	Change from Preliminary to Actual Budget
\$19,229,696	\$19,256,235	\$26,539

² Awarded an increase of \$827,831 to cover the increase to the minimum wage and additional youth.

³ This is a new grant for the SYEP for 2022.

⁴ COVID grant is funded from 4/13/20 through 3/31/2022 for a total of \$1,762,946. This is the remaining amount that is budgeted to be expended this program year.

⁵ RESEA received an additional \$206,169 which is included in the amount listed above.

⁶ This is the new Veteran’s grant. It is funded through 9/30/23 for a total of \$1,096,113. For PY 21-22 we have budgeted \$328,834 for the balance of the year.

Table 3 depicts the variance in the separate funding streams from the preliminary budget to the PY 21-22 actual budget.

Table 3: Variance from Preliminary to Actual Budget by Funding Stream

Funding Stream	Preliminary PY 21-22 Budget	Actual PY 21-22 Budget	Variance
Wagner Peyser (WP)	\$ 1,184,089	\$ 1,285,213	\$ 101,124
Workforce Innovation and Opportunity Act (WIOA Adult / Dislocated Worker)	8,837,918	8,694,379	(143,539)
WIOA - Youth	4,425,206	4,489,507	64,301
Welfare Transition Program (WTP)	4,103,360	4,151,897	48,537
Supplemental Nutrition Assistance Program Employment and Training (SNAP ET)	343,495	343,495	
Veterans (DVOP/LVER)	335,628	291,743	(43,885)
Totals*	\$ 19,229,696	\$ 19,256,235	\$ 26,539

*rounding difference

The adjustments to the PY 21-22 Budget categories are described below followed by an overall budget summary.

Program Support Staff Category

Preliminary		Actual		Change from Preliminary to Actual Budget Available	
PY 21-22 Budget	% of Total Budget	PY 21-22 Budget	% of Total Budget		
\$5,667,301	29%	\$5,842,849	30%	\$175,548	1%

This category includes all staff salaries and benefits other than the CSBD administrative and state Wagner-Peyser staff.

1. CSBD Program Managers, Management Information Systems and Quality Assurance staff.
2. The EmpHire contract for the three one-stop centers. The contract includes salaries, mandatory benefits, insurance, 401K and health costs at 24% for the staff.

The budget was adjusted to accommodate the recent across the board salary increases approved by the governing boards beginning January 1, 2022.

Facilities and Related Costs Category

Preliminary		Actual		Change	
PY 21-22 Budget	% of Total Budget	PY 21-22 Budget	% of Total Budget	from Preliminary to Actual Budget Available	
\$2,669,863	14%	\$2,669,863	14%	-	0%

This category is for rent of the three one stop centers, supplies, assessments, equipment rental (copiers), telephones and information technology, high-speed lines, monitoring fees, employer/customer outreach and various insurance to cover the agency and boards.

Contracts Category

Preliminary		Actual		Change	
PY 21-22 Budget	% of Total Budget	PY 21-22 Budget	% of Total Budget	from Preliminary to Actual Budget Available	
\$1,624,044	9%	\$1,618,546	9%	(\$5,498)	0%

This category includes the following: WIOA out of school youth, WTP and One Stop Operator contracted services:

1. The School Board of Broward County
2. HANDY Navigator
3. FLITE Navigator
4. Center for Independent Living
5. Job Club motivational speakers
6. One Stop Operator

There is no change to the overall percentage of budget in the total projected in this category, even though the Broward College is no longer a youth provider. This is because we are entering into an agreement for in school youth and for services to WTP non- custodial parents and ex-offender parents.

Training Category

Preliminary		Actual		Change	
PY 21-22 Budget	% of Total Budget	PY 21-22 Budget	% of Total Budget	from Preliminary to Actual Budget Available	
\$6,758,890	35%	\$6,708,890	35%	(\$50,000)	0%

This category includes OJT employer reimbursements, Work Experience, Individual Training Accounts, Customized and Incumbent Worker Training. We decreased the budget slightly as we have experienced an increase in the number of individuals seeking direct job placement and have received dedicated grants for occupational training that we will spend before formula funds which can be carried forward.

Participant Support Services Category

Preliminary		Actual		Change	
PY 21-22 Budget	% of Total Budget	PY 21-22 Budget	% of Total Budget	from Preliminary to Actual Budget Available	
\$760,759	4%	\$671,406	3%	(\$89,353)	(1%)

This category funds participant support costs for gas cards, clothing vouchers, bus passes, and participant performance incentives for WIOA Adult, DW and Youth, and WTP. As the caseloads are still lower than usual we decreased the funds budgeted for this category.

Administrative Category

Preliminary		Actual		Change	
PY 21-22 Budget	% of Total Budget	PY 21-22 Budget	% of Total Budget	from Preliminary to Actual Budget Available	
\$1,748,838	9%	\$1,744,680	9%	(\$4,158)	0%

Our administrative costs are at the 9% allowed per the governing boards. Administration includes both personnel and non-personnel costs for administrative and oversight functions related to the grants. The law allows us to spend 10% of the grants on administration.

Budget Summary

Budget Category	Preliminary		Actual		Change in Actual Funds Available from the Preliminary Budget	
	PY 21-22 Budget	% of Total Budget	PY 21-22 Budget	% of Total Budget		
Program Support Staff	\$ 5,667,301	29%	\$ 5,842,849	30%	\$ 175,548	
Facilities and Related Costs	2,669,863	14%	2,669,863	14%	0	
Contracts	1,624,044	9%	1,618,546	9%	(5,498)	
Training	6,758,890	35%	6,708,890	35%	(50,000)	
Participant Support Services	760,759	4%	671,406	3%	(89,353)	
Administrative Costs	1,748,838	9%	1,744,680	9%	(4,158)	
TOTAL *	\$ 19,229,696	100%	\$ 19,256,235	100%	\$ 26,539	0.14%

*rounding difference

The budget is in alignment with the current conditions of the local labor market and supports the Board's goal to maximize employment and training opportunities for targeted populations.

Total available formula funding for PY 21-22 is \$19,256,235 with the addition of the \$5,178,111 in dedicated grants our budget total is \$24,434,346.

RECOMMENDATION

That the changes as indicated in this memo from the preliminary to actual PY 21-22 budget be approved.

Memorandum #18 – 21 (OPS)

To: One Stop Services Committee

From: Carol Hylton, President/CEO

Subject: Addition of New Course for Existing Eligible Training Provider Florida Atlantic University

Date: January 6, 2021

SUMMARY

Consideration to approve Florida Atlantic University's Pharmacy Technician course to the Workforce Innovation and Opportunity Act (WIOA) ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria are met for the school, training program and related occupational title.

BACKGROUND

The Board established minimum evaluation criteria to include but 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 eligible training providers meet these criteria.

DISCUSSION

Florida Atlantic University (FAU), a current eligible training provider, is accredited by the Southern Association of Colleges and Schools, Commission on Colleges, which is an entity recognized by the US DOE and they submit data reports to FETPIP. The course submitted offers two training modalities 1) online and self-paced and 2) online and live. This course prepares students to become a Pharmacy Technician with an entry wage of \$12.66 per hour. CSBD will limit enrollment of customers to 10 in each of the two training modalities (the training program) until performance can be established for our customers.

As of 12/17/21, using tools such as JOBS EQ and Employ Florida, CSBD was able to validate that within the past 90 days there have been at least 25 job openings for this occupation in Broward County.

A cross-functional CSBD review team comprised of staff from Operations, Quality Assurance, and the Medical Industry Business Services Manager evaluated the application. The committee has determined that all Board mandated criteria have been met for the training program and related occupational title.

RECOMMENDATION

Approve adding Florida Atlantic University's Pharmacy Technician course to the WIOA ITA list.

**ITA Course Summary Spreadsheet
Attachment to Memo# 18-21**

School Name / Location	Accreditation / State Agency Approval	FL DOE License	Course Title	Type of Credential Offered	Program Length	Credit/Clock hours	Entry Wage	Course Offering	Class Size	Prerequisites	Tuition Costs	Books, Tools, Uniforms, etc.	Certification/ License Costs	Program Total Costs
Florida Atlantic University	Southern Association of Colleges and Schools, Commission on Colleges	N/A	Pharmacy Technician: Self-paced online	Pharmacy Technician Certification	Self-Paced (Maximum of 12 months)	330 clock hours	\$12.66	Online & Externship	25	HS Diploma, Background Check & Drug Screen	\$1,319.25	\$141	\$165.00	\$1,625.25
			Pharmacy Technician: Live, online	Pharmacy Technician Certification	11 weeks	248 clock hours	\$12.66	Online & Externship	25	HS Diploma, Background Check & Drug Screen	\$1,529.00	\$141	\$165.00	\$1,835.00

BROWARD WORKFORCE DEVELOPMENT BOARD



ONE-STOP SERVICES COMMITTEE

Strategic Planning Matrix for PY 21-22

Frank Horkey,
Board Chair

Rick Shawbell,
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

Board/CareerSource Broward Strategic Goal #2:

Maintain Our Roles 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 Develop additional meaningful outreach and recruitment strategies to engage customers from the zip codes representing our most economically disadvantaged customers. Inform them of job training opportunities that will prepare the customers to be competitive in the labor market. Also, explore additional ways to outreach to youth who are not employed and not in school.</p>	<p>2.0.1 Develop a survey to assess the needs of these communities and to gather research on how best to reach and engage customers including out of school youth.</p> <p>2.0.2 Bring the survey to the One Stop committee for their review and feedback.</p> <p>2.0.3 Conduct the survey</p> <p>2.0.4 Based upon the results of the survey strategic plans are developed to increase CSBD's impact in the distressed communities.</p> <p>2.0.5 Engage with municipalities in the distressed zip codes to share information during community events such as school supply giveaways and resource fairs to outreach to economically disadvantaged customers and youth who are not employed and not in school.</p>	<p>Using Qualtrics, a survey is developed.</p> <p>Survey is brought to the One Stop Services Committee for review and input at their September meeting.</p> <p>Survey is sent out.</p> <p>The results are reviewed and strategic plans are created and action steps are implemented.</p> <p>Schedule and hold a minimum of 5 meetings and/or participate in community events with municipalities in the distressed communities.</p>	<p>Mar 2022</p>	<p>In Process:</p> <ol style="list-style-type: none"> Using Qualtrics, a draft survey was developed. The draft survey was brought to the One Stop Committee in Sept and their input was incorporated into the survey. Survey was sent out in Oct. The Survey results have been tabulated, strategies have been identified and we are beginning to implement action steps. We are currently in the hiring process for our Community Outreach Liaison. The new hire will schedule and hold a minimum of 5 meetings with key stakeholders such as leaders in places of worship, libraries, municipalities and community organizations focused on expanding CSBD's brand in distressed communities. We recently started services to a cohort of OSY through the career centers and are outreaching to youth who are not employed and not in school.

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Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>2.1 Explore ways to partner with the Hispanic, Caribbean and Haitian communities in outreach to customers.</p>	<p>2.1.1 Research and identify media outlets for the Haitian, Hispanic and Caribbean communities in Broward County that will allow public service announcements.</p> <p>2.1.2 Produce targeted communication in Creole and Spanish.</p> <p>2.1.3 Participate in Hispanic Unity outreach events and share CSBD info such as job fairs and training opportunities in Spanish.</p>	<p>Research is conducted and media outlets for the Haitian, Hispanic and Caribbean community are identified.</p> <p>Public Service Announcements will be completed and on air.</p> <p>Flyers and social media posts are created and made available in English, Spanish, and Creole and disseminated to community & partner organizations.</p> <p>CSBD participates in a minimum of 3 community events with Hispanic Unity and other community agencies that serve these populations.</p>	<p>Feb 2022</p>	<p>In Process:</p> <ol style="list-style-type: none"> 1. To develop outreach strategies to the Haitian community, a meeting was held with leadership at the Haitian Chamber of Commerce. They provided recommendations to advertise using radio and TV streaming services. 2. Radio advertising scripts are being developed and we plan to begin in late Jan. 3. A meeting was held with management staff at Hispanic Unity about strengthening our partnership as part of our outreach to the Hispanic community. We discussed the possibility of conducting joint job fairs and workshops. They were very receptive to this initiative. As their leadership is going through a transition at this time, we will revisit when it works best for both parties.

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

Board/CareerSource Broward Strategic Goal #2:

Maintain Our Roles 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>2.2 Review the Eligible Training Provider List for inclusion of training programs that will provide the skills needed to help customers be competitive for new and emerging jobs in the local labor market.</p>	<p>2.2.1 Program Manager will review current ITA list and conduct research using JobsEQ, our labor market tool, and also meet with our industry intermediaries to seek out additional programs or changes that are needed to the ITA list.</p> <p>2.2.2 Use information presented during industry forums and share “skills-gap” information provided by employers to encourage training institutions to adjust or expand their curriculum.</p>	<p>Skills gap information from the intermediaries and industry forum will be shared with eligible training providers.</p>	<p>Sept 2021</p>	<p>Completed: We encouraged eligible training providers to review their curriculum and training programs using data collected from the CSBD industry forums on what employers in Broward County have stated are skills gaps they are noticing when hiring new employees.</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

**Board/CareerSource Broward Strategic Goal #4:
Encourage Job Seekers to Choose CSBD for Comprehensive Employment, Education and Training Services, and to Connect them to the Workforce System Using the State’s Job Bank.**

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>4.0 Research the feasibility of convening occupational sector information workshops for interested job seekers and youth to assist them with adapting to the post-COVID environment.</p>	<p>4.0.1 Research the feasibility of convening occupational sector information workshops for interested job seekers and youth is conducted.</p> <p>4.0.2 Share resources with contracted youth providers to add to their employability skills curriculum.</p>	<p>The findings from the research are used to develop additional workshops.</p> <p>The findings from the research will be shared with youth providers.</p>	<p>April 2022</p>	<p>In Process:</p> <ol style="list-style-type: none"> 1. On 12/16, CSBD convened the Women in Technology Seminar. Labor market information shows that the Information Technology sector is approximately 75% male. The seminar exposed female job seekers to options they may not have considered the IT field. 3 guest speakers who are leaders in the IT community spoke about their experiences and why they chose IT. IT Training providers spoke about their programs and CSBD staff were on hand to discuss scholarship eligibility. Over 100 women attended online and we are following up with those who expressed interested in occupational training. 2. Based on the research conducted (that included the other big regions), CSBD is offering the most up to date job search information across all industries. CSBD’s industry Intermediaries and workshop facilitators have determined that there is not enough difference in pre & post COVID job search to warrant a specific workshop for this.

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

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Board/CareerSource Broward Strategic Goal #5:

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

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>5.0 Explore the feasibility of placing a CSBD representative at Broward County High Schools to provide information to graduating seniors to get young adults into the workforce and help move them to a self-sufficient wage through education.</p>	<p>5.0.1 CSBD is funding a Recruiter / Guidance Counselor who will be employed by the School Board of Broward County to refer youth to the WIOA Youth Program for occupational skills training at Broward College and the GED program.</p>	<p>Recruiter/Guidance Counselor will be hired and assisting youth.</p>	<p>Oct 2021</p>	<p>Completed: The SBBC hired the Recruiter / Guidance Counselor and they have identified youth for her to target for referral to the WIOA Youth Program.</p>
<p>5.1 Have youth provide testimonials and consider placing these on TikTok or other social media sites that the youth use to increase our brand visibility. Review ways to have the testimonials incorporate a pride in accomplishment, such as being able to care for their family, buy a car, or similar successes.</p>	<p>5.1.1 Assess the feasibility of using TikTok to expand CSBDs digital outreach campaigns.</p> <p>5.1.2 Work and develop the process with WIOA Youth providers to identify youth success stories and how to better coordinate release on social media.</p> <p>5.1.3 CSBD Communications team to provide training to youth providers on how to prep youth and record testimonials.</p> <p>5.1.4 Share testimonials and success stories on CSBD and Youth provider social media accounts.</p>	<p>Feasibility conducted regarding adding TikTok to CSBD’s Marketing Plan.</p> <p>Process created for monthly submissions to CSBD.</p> <p>CSBD Communications Department will provide training to Youth providers on how to prep the youth’s storylines, and the correct way to capture video testimonials and success stories.</p> <p>There is a 10% increase in youth testimonials that are shared on CSBD</p>	<p>Feb 2022</p>	<p>In Process:</p> <p>CSBD has reviewed TikTok and determined not to move forward at this time. This social media platform requires video content to be created consistently and we do not have the capacity to execute it. We found that only 2 other regions are using TikTok and their pages have not been updated for some time. We will continue to promote CSBD endeavors using Facebook, Linked In, Instagram and Twitter.</p> <p>CSBD has scheduled a meeting with the youth provider staff to discuss the submittal of youth testimonials / success stories to be promoted via social media.</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

**Board/CareerSource Broward Strategic Goal #5:
To Align Broward County Community Services (Social Services and Education) to Maximize Employment and Work Opportunities for Targeted Populations (Veteran, Youth, Older Workers, Individuals with Disabilities and Ex-Offenders).**

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>5.2 Explore the feasibility of funding internships for in-school juniors and/or seniors. Such as additional strategies to expand career exploration activities for youth. Make soft skills a part of career exploration for youth.</p>	<p>5.2.1 Consider adding a small in school program that will target work experience for seniors to assist in exploring their occupational interests, teach soft skills and motivate them to complete school.</p>	<p>With the approval of the governing boards, CSBD will have an in-school youth work experience program to provide up to 100 high school seniors with employability skills and a work experience related to their career interests.</p>	<p>Nov 2021</p>	<p>Completed:</p> <p>The Board approved the In-School Youth providers at the 12/9 meeting. We are in contract negotiations with the Broward County School Board and Junior Achievement of South Florida to provide ISY services to include paid work experience for high school seniors.</p>
<p>5.3 Develop additional strategies to provide a warm welcome for youth requesting virtual services or coming into the career centers referred from the annual “My Next Move” campaign.</p>	<p>5.3.1 For the youth who require additional information after the Annual My Next Move Campaign which occurs in the Spring of 2022:</p> <ul style="list-style-type: none"> a) Develop a script for front desk staff to engage the young adult population. b) Develop a summary sheet / flyer to give youth an overview of the services offered. c) Identify youth ambassadors who will meet with the youth the same day they visit the center to provide guidance in navigating the Center and our services. <p>5.3.2 For youth requesting services virtually, develop a portal via the CSBD website for youth to request assistance and receive follow-up from a CSBD staff member.</p>	<p>A script is developed and staff is trained in its proper use so they can welcome youth in a manner suitable to youth customers.</p> <p>Youth ambassadors are identified and are assisting youth who come to the centers.</p>	<p>Feb 2022</p>	<p>In Process:</p> <ol style="list-style-type: none"> 1. Sign-in kiosks in our one stop centers have been updated to automatically alert staff when a youth or young adult signs in. 2. Youth Ambassadors have been identified in each of the one stop centers and will greet and guide youth who enter the centers. 3. Staff have been provided with talking points to highlight the services offered through the WIOA youth program.

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**Board/CareerSource Broward Strategic Goal #5:
To Align Broward County Community Services (Social Services and Education) to Maximize Employment and Work Opportunities for Targeted Populations (Veteran, Youth, Older Workers, Individuals with Disabilities and Ex-Offenders).**

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
5.4 Consider the creation of a campaign to inspire youth, such as “My Career is Going Here.”	5.4.1 QA will conduct a focus group of youth (WIOA Youth / SYEP) on what’s the best way to engage them. 5.4.2 Review the focus groups’ input and develop an action plan in accordance with the top ideas.	The virtual focus group talking points and questions will be finalized and implemented. The results analyzed and incorporated into CSBD’s Marketing and Communication Plan.	Feb 2022	In Process: 1. Due to COVID, instead of convening a focus group, we will pivot to a survey. This will work best for customers with varying schedules and their feedback can be provided at their convenience. 2. We have begun developing the questions for the survey.
5.5 Consider streamlining the program application through utilization of technology.	5.5.1 Review the WIOA Intake process to identify places where technology can be used to make the process more efficient.	WIOA Application process will be updated and streamlined.	Oct 2021	Completed: The WIOA Program Manager convened a focus group to evaluate the enrollment process. The process was streamlined to include online, fillable forms and new assessment tools such as the CASAS basic skills assessment.

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**Board/CareerSource Broward Strategic Goal #5:
To Align Broward County Community Services (Social Services and Education) to Maximize Employment and Work Opportunities for Targeted Populations (Veteran, Youth, Older Workers, Individuals with Disabilities and Ex-Offenders).**

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>5.6 Work with leveraging relationships with other youth organizations to successfully get young adults into the workforce.</p>	<p>5.6.1 Target organizations such as: Boys and Girls Clubs, ChildNet, YW/MCA, and Kids in Distress and develop a referral process for young adults to be referred to the one stop centers for job search assistance.</p>	<p>Referral process will be in place with youth centered organizations.</p>	<p>Feb 2022</p>	<p>In Process: Our One Stop Operator has been reaching out to various youth organizations and following up to ensure they are aware of our new youth services in the centers. CSBD’s Communications department is in the process of developing a marketing campaign to youth ages 18-23. This will be done through email blasts, text messaging, and social media marketing.</p>
<p>5.7 Research the effectiveness of social media influencers as a component of our outreach strategies, if feasible.</p>	<p>5.7.1 Research the various ways an influencer could assist CSBD to extend our reach to targeted audiences.</p>	<p>A final decision will made regarding the feasibility of using an influencer.</p>	<p>March 2022</p>	<p>In Process: The CSBD Communications Department has created a shortlist of 6 LinkedIn Social Media Influencers to target. These individuals have a large following in South Florida / Broward County and produce content that is in alignment with our line of business. We are currently assessing the cost with each of these individuals.</p>

Memorandum #21-21 (OPS)

To: One Stop Services Committee
From: Carol Hylton, President/CEO
Subject: Community Needs Assessment Survey Results
Date: January 5, 2022

SUMMARY

CareerSource Broward (CSBD), with input from our Committee members, developed and sent out a survey to “hear the voice of the community” so that we could gauge community awareness of CSBD’s services and hear from our residents regarding their workforce needs and interests. This memo highlights the survey results and initiatives to address the results. Over 650 job seekers responded to the survey. 85% indicated that they were familiar with CSBD. Committee members are asked to review and approve the strategies, assist us in prioritizing the initiatives and offer additional suggestions to continue to increase job seeker awareness and participation in CSBD services.

BACKGROUND

One of the objectives from the One Stop Services Committee’s matrix is to “develop additional meaningful outreach and recruitment strategies to engage customers...” In order to “hear the voices of the community,” the committee recommended that a survey assessing the community’s needs and interests would help us determine the best strategies for outreach to the community to engage more residents who could benefit from our career center services.

DISCUSSION

In October 2021, CSBD conducted an email survey that was sent to Broward County residents to measure brand awareness and community needs. Over 650 people responded to the survey.

Survey Results: CSBD Awareness

1. 85% of the respondents heard of CSBD because they have used our services, through ‘word of mouth,’ internet searches, or from other government agencies.
2. The services they were most aware of were: job search assistance, interview and resume help, career counseling, and reemployment assistance.
3. The survey indicated that we could benefit from additional media outreach to the community promoting 1) our individual training accounts which is our tuition assistance, 2) our services to veterans, and 3) outreaching to individuals with a disability.

To respond to the survey results we plan to:

1. Create a digital advertising campaign to increase awareness of CareerSource Broward Center services with a focus on the distressed communities, veterans, and the disabled.
2. Continue to partner with the community organizations that assisted us in distributing the survey to share information with their customers in the three areas, of tuition assistance, veterans' services, and outreach to the disabled community.
3. Work with the municipalities in the distressed areas of our community to be represented at community events to distribute collaterals, connect and talk to prospective customers about our services.
4. Continue our partnership with Prosperity Broward.
5. Promoting our new veterans' grant which provides funds for staff who will target veterans with barriers to employment and will join with organizations serving that population to leverage available services.

Survey Results: Job Seekers - Jobs

1. 79% of the respondents reported that they were looking for work.
2. 64% want a better job.
3. The jobs identified in the survey as most sought after were 1) customer service 2) medical 3) social services 4) retail sales 5) finance and 6) IT.

To respond to the survey results we plan to:

1. Conduct targeted recruitment events with employers in industries most sought after by survey respondents.
2. Add onsite recruitment fairs to our roster in the areas of customer service, medical, and social services positions.
3. Direct our Business outreach team including our intermediary staff to expand job listings, work experience, and OJT opportunities in finance and IT.

Survey Results: Job Seekers - Training

1. 63% of the respondents stated they are interested in more training to get a job.
2. Respondents cited a desire for virtual/online short-term programs of between 1 to 6 months.
3. 87% of the respondents reported that they had computer access.
4. 93% of the respondents stated they have internet access, through a laptop or their phone.
5. 79% of the respondents stated experience with Microsoft Office software.

6. 24% stated the biggest challenge is that the jobs available to them are low wage jobs and they do not earn enough to support themselves or their families.

To respond to the survey results we plan to:

1. Reach out to our education and training institutions to encourage the addition of short term training programs with a career ladder or for jobs paying self-sufficient wages.
2. Educate and promote to job seekers on industry career pathways and lattices for in-demand occupations.
3. Counsel customers to take advantage of our cTORQ workshops to help them identify their transferable skills to add to their resumes and training options to increase their earning power.
4. Provide in person or online access to free Microsoft Office software training as a part of our menu of services.
5. Outreach to the 226 respondents, who requested additional information on services.
6. Invite community partners to our Apprenticeship Forum scheduled for the spring.
7. Schedule Training Fairs to highlight short-term online training programs.
8. Budgeting to provide customers with increased availability to technology and the internet especially those who currently only have phone access and would like training.

Survey Results: Our Career Centers

1. 56% of the respondents have not visited our Career Centers.
2. 65% state our career centers are easy to visit.

To respond to the survey results we plan to:

1. Increase in-person center open house events when the pandemic subsides.
2. Plan online events and workshops.
3. Continue in-person job search workshops.

RECOMMENDATION

- 1) Review and approve the strategies, 2) assist us in prioritizing the initiatives, and 3) offer additional suggestions to continue to increase job seeker awareness and participation in CSBD services.



Performance Report

Performance Report – July to November 2021

Entered Employment Rate for the Month of November 2021 across all Big Seven Regions

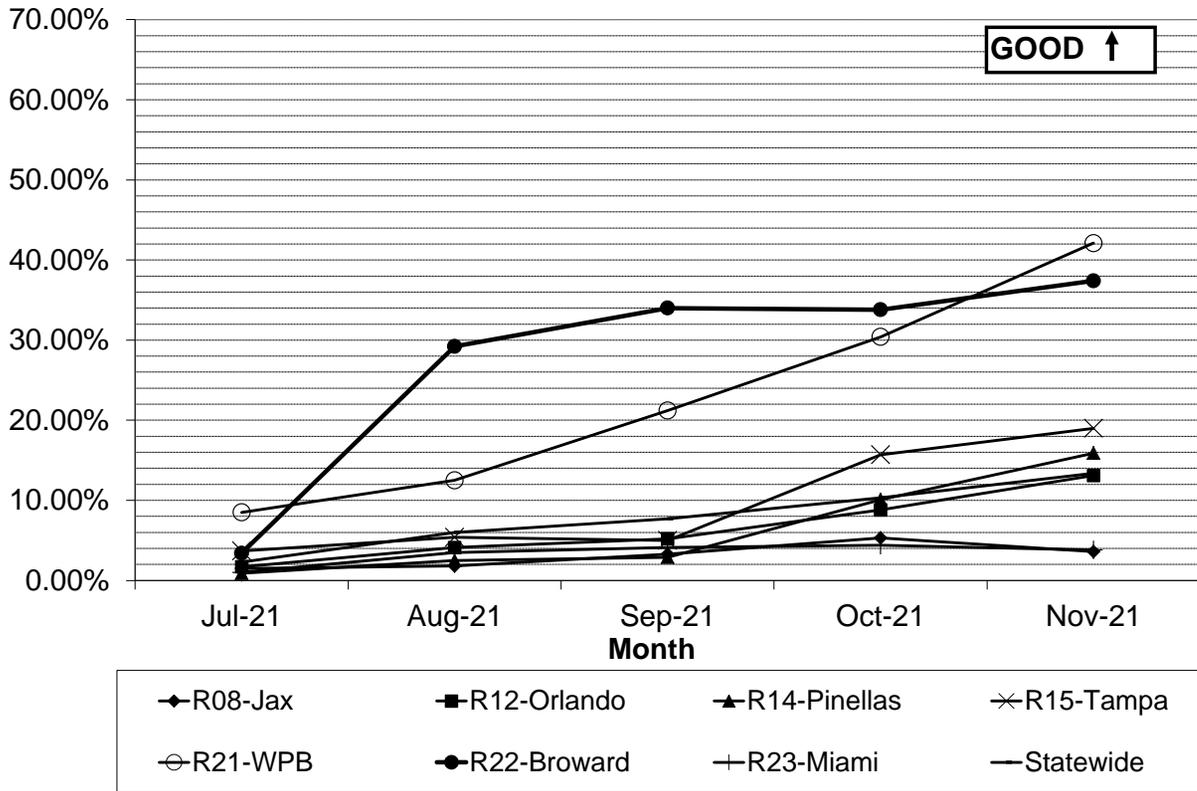
	WTP		Wagner-Peyser		Veterans		WIOA Adult/DW	
Region 8 - Jacksonville	22.60%	↑	11.50%	↑	18.20%	↑	100.00%	—
Region 12 - Orlando	17.50%	↓	30.60%	↑	24.60%	↓	100.00%	—
Region 14 - Pinellas	22.10%	↑	29.90%	↑	42.50%	↑	100.00%	—
Region 15 - Tampa	27.30%	↑	12.10%	↑	21.60%	↑	100.00%	—
Region 21 - WPB	23.10%	↑	31.70%	↑	15.70%	↓	100.00%	—
Region 22 - Broward	25.40%	↓	35.00%	↑	45.50%	↑	100.00%	—
Region 23 - Miami	14.40%	↓	51.50%	↑	29.40%	↓	0.00%	—
Statewide	20.10%	↓	27.90%	↑	31.10%	↑	95.10%	↑

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

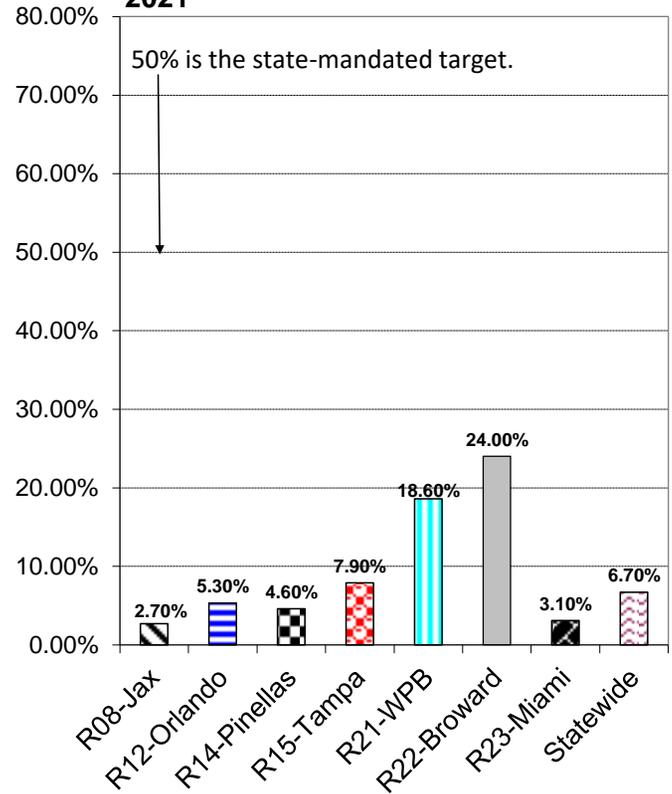
Legend / Abbreviation Key		WTP	Welfare-Transition Program		DW	Dislocated Worker	
		WIOA	Workforce Innovation and Opportunity Act				

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

Month-to-Month Participation Rate from July 2021 to November 2021

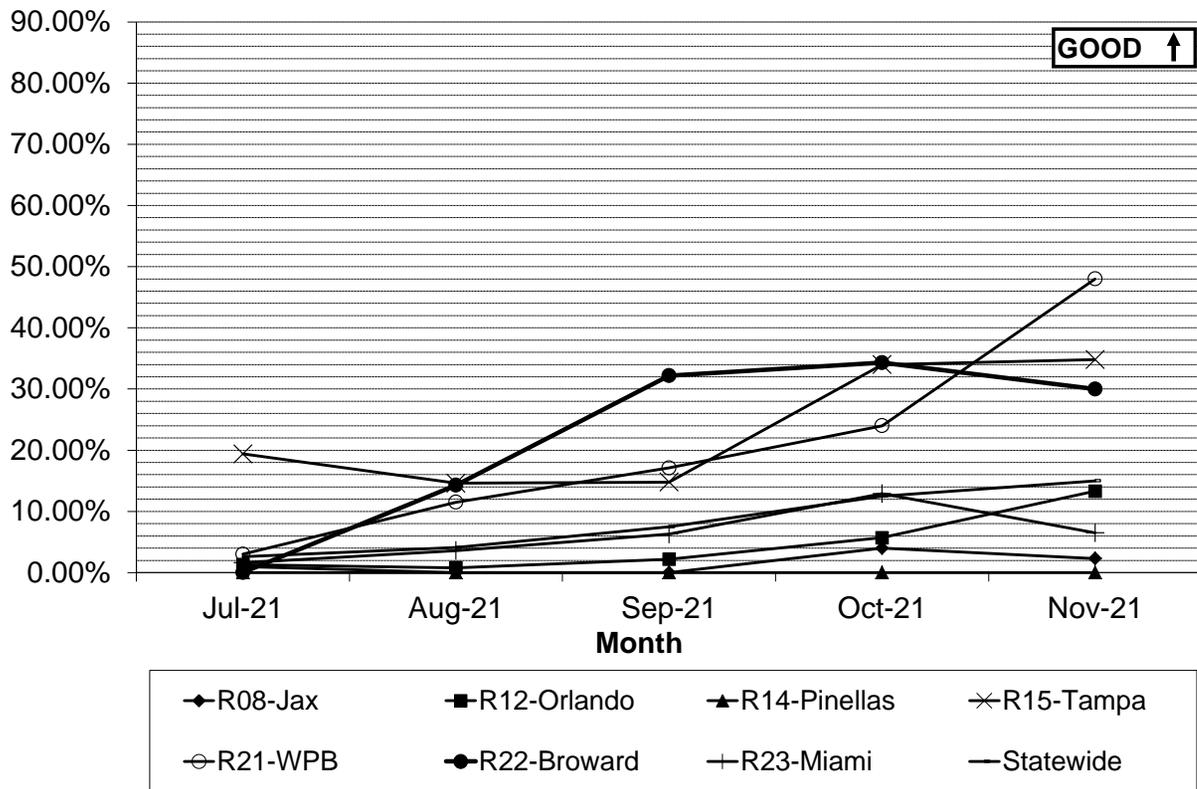


Program Year-to-Date (YTD) Participation Rate as of November 2021

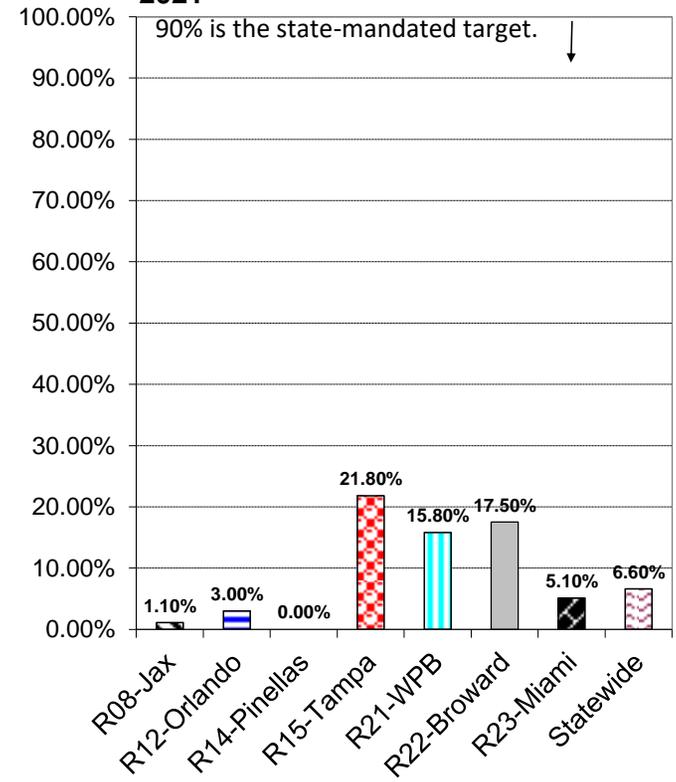


Welfare Transition Program (WTP) Two-Parent Family Participation Data for the Big 7 Regions

Month-to-Month Participation Rate from July 2021 to November 2021

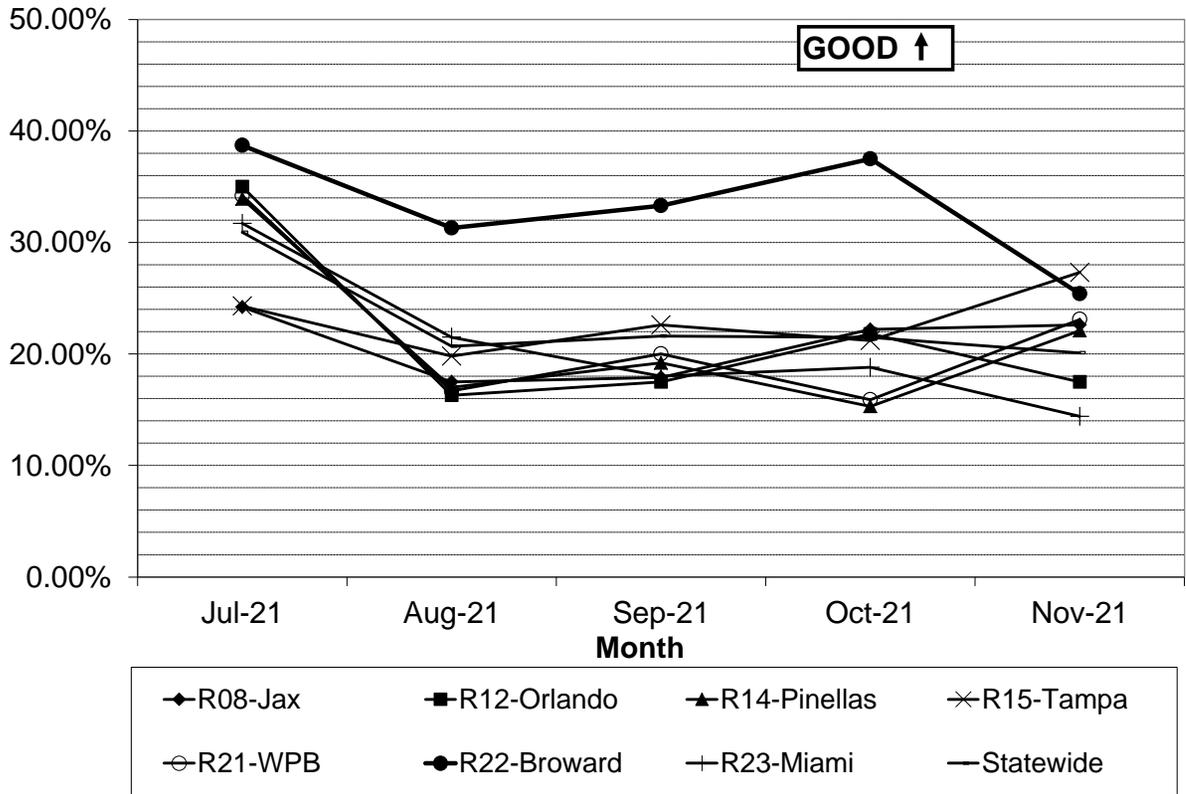


Program Year-to-Date (YTD) Participation Rate as of November 2021

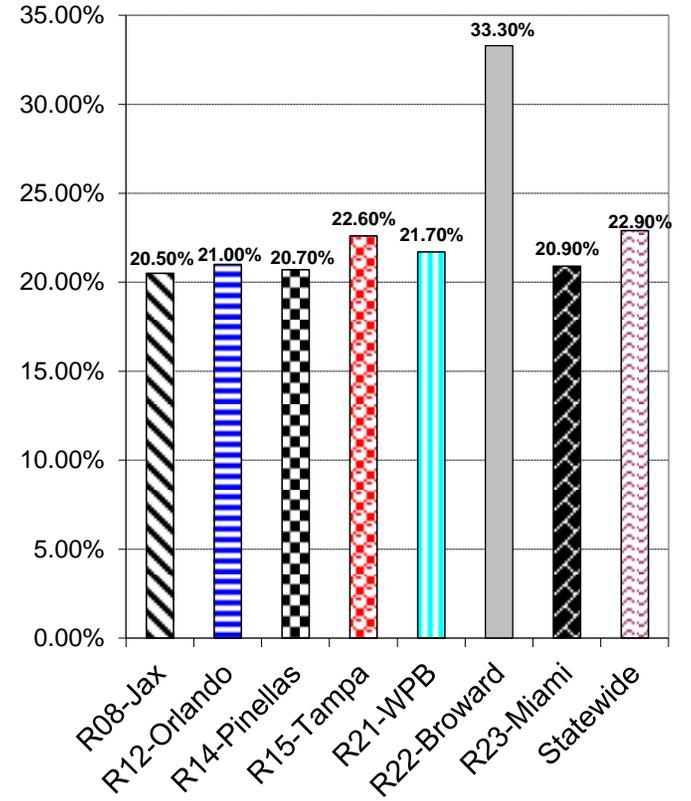


Welfare Transition Program (WTP) Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month Participation Rate from July 2021 to November 2021



Program Year-to-Date (YTD) EE Rate as of November 2021

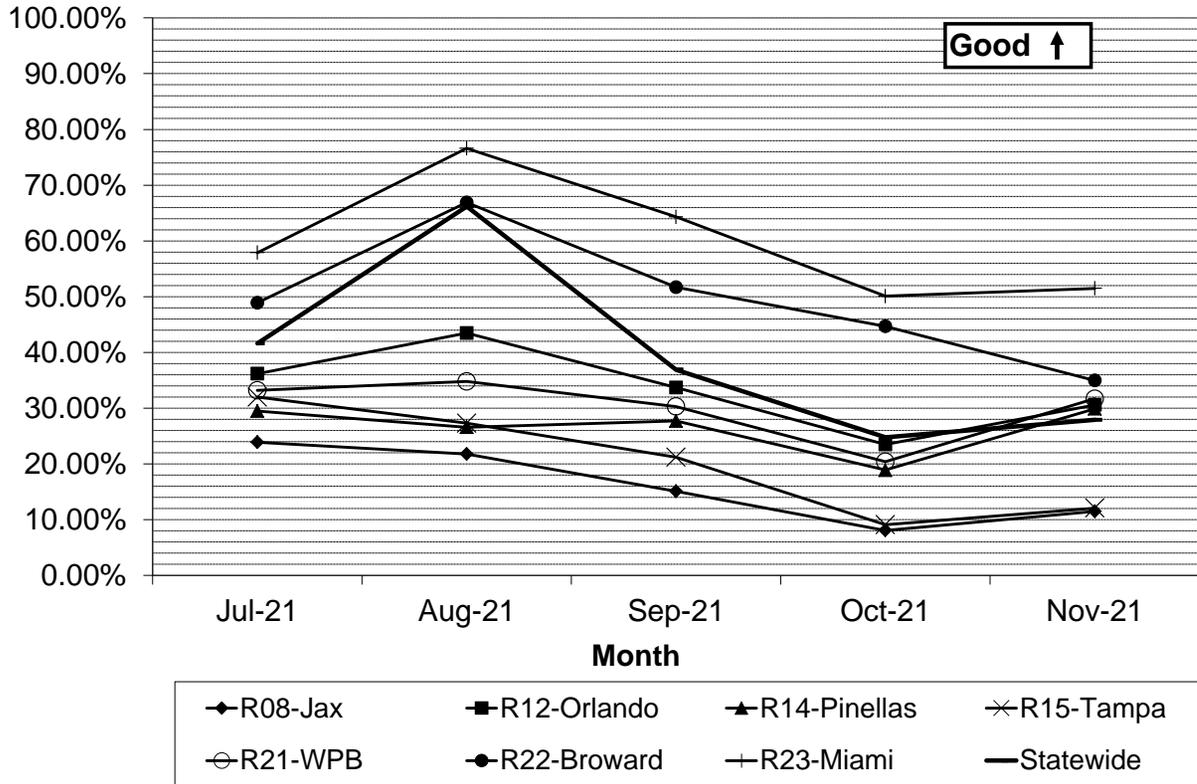


Analysis of Welfare Transition Program (WTP) Performance

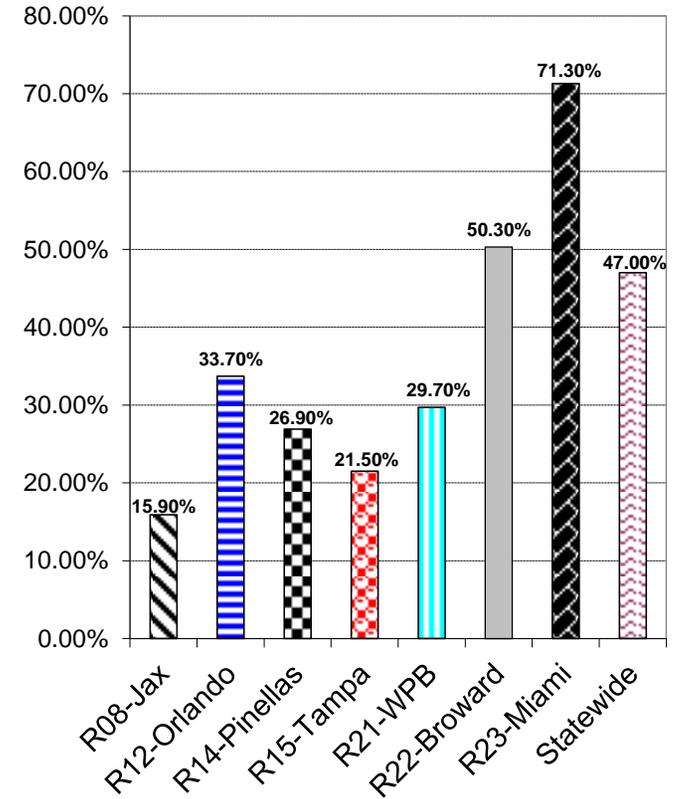
WTP Program Performance At-A-Glance	Measure	Goal	Month (November)	PYTD
	All Family Participation	50%	37.4%	24.0%
	Two-Parent Family Participation	90%	30.0%	17.5%
	Entered Employment Rate (EER)	39%	25.4%	33.3%
Current Situation and Performance Summary	<p>In relation to the Big 7 Regions:</p> <p>All Family Participation Rate CSBD ranks 2nd in performance for the month and ranks 1st Program Year-To-Date.</p> <p>Two Parent Participation Rate CSBD ranks 3rd in performance for the month and ranks 2nd Program Year-To-Date.</p> <p>Entered Employment Rate CSBD ranks 1st place in performance for the month and ranks 1st Program Year-To-Date.</p>			
Strategies and Action Steps	<p>To increase performance we have implemented the following strategies:</p> <ul style="list-style-type: none"> • Although we are operating using a hybrid model for WTP with both in-person and virtual participation options, CSBD is shifting to more in-person case management in order to improve customer participation by building a rapport between the WTP Success Coaches and the customers they serve. This is very important to promoting positive participation in the program's activities and services. • We have conducted a drill down analysis and have identified training needs at one of our career centers. We will be conducting cross training and job shadowing to include senior, high performing staff from other centers to help build and bring others where they need to be. • We have identified a system issue with the manner in which cases are transferred from DCF to CSBD and have engaged our DCF liaison to discuss and rectify the issue. 			

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

Month-to-Month Participation Rate from July 2021 to November 2021



Program Year-to-Date (YTD) EE Rate as of November 2021

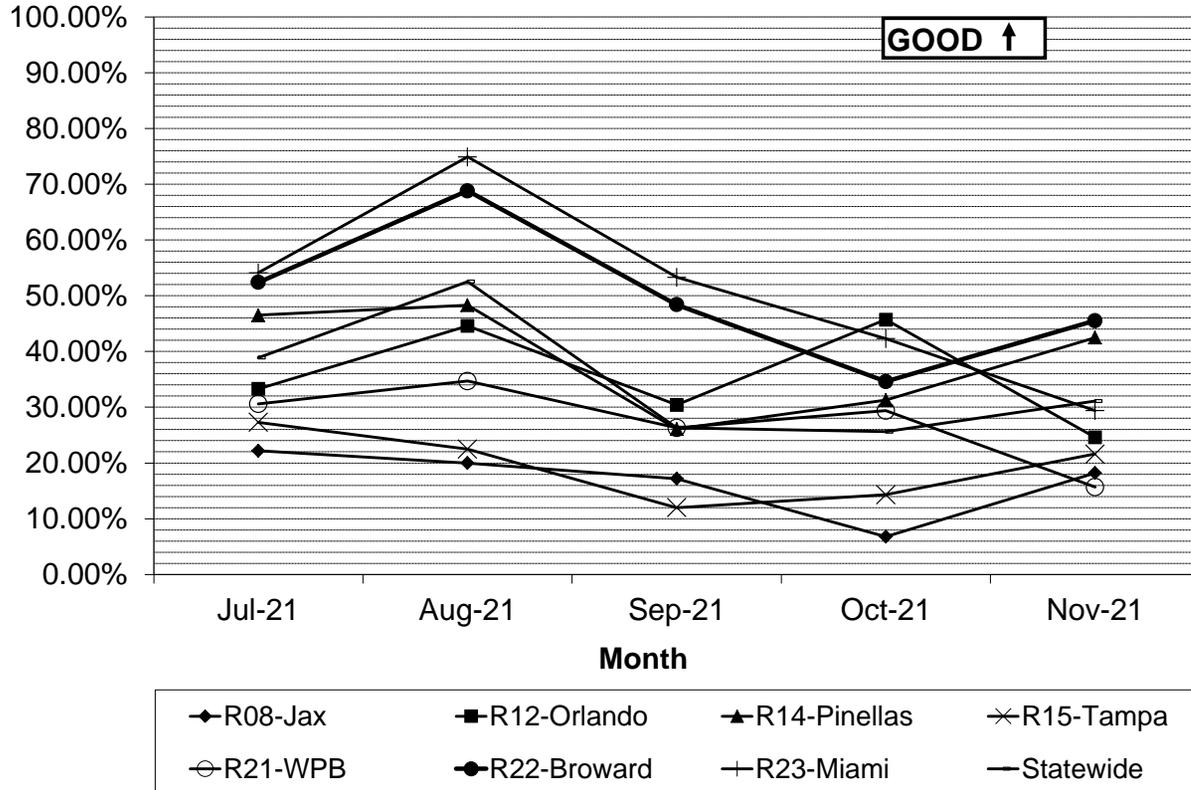


Analysis of Wagner-Peyser (WP) Performance

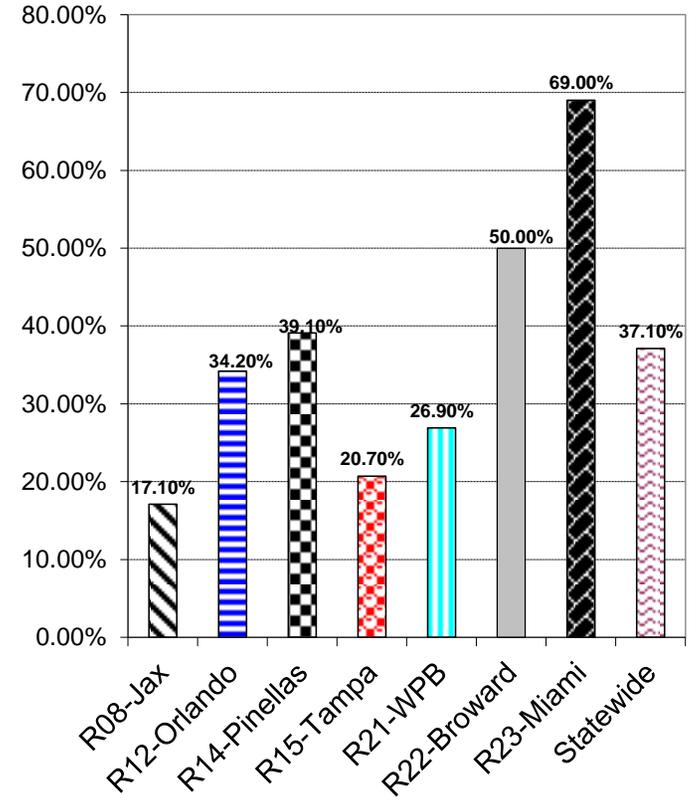
WP Program Performance At-A-Glance	Measure	Performance*	
		Month(November)	PYTD
	Entered Employment Rate (EER)	35%	50.3%
<p><i>*Please note: The performance detail is based on the Monthly Management Report (MMR). Due to lagging data, our true YTD rate will adjust at the end of the program year.</i></p>			
Current Situation and Performance Summary	<p>CSBD is ranked 2nd out of the big 7 regions and ranked 2nd year-to-date in Entered Employment Rate.</p>		
Strategies and Action Steps	<p>To increase services to job seekers and our entered employment rate, we have implemented the following:</p> <ul style="list-style-type: none"> • Provided training to staff in our Placement Department about how to encourage customers to consider the total benefits package when applying or jobs. We have found that many customers only consider wages when considering accepting a position. It is anticipated that this strategy will increase the number of customers accepting jobs. • Follow up on the Paychecks for Patriots hiring event with employers yielded many attendees being contacted for interviews during the month of December. Staff will continue to follow up with the employers to determine how many jobseekers were offered positions and how many were hired. We also want to maintain the momentum with those who have shown that they are actively seeking work at this time. 		

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

Month-to-Month Participation Rate from July 2021 to November 2021



Program Year-to-Date (YTD) EE Rate as of November 2021

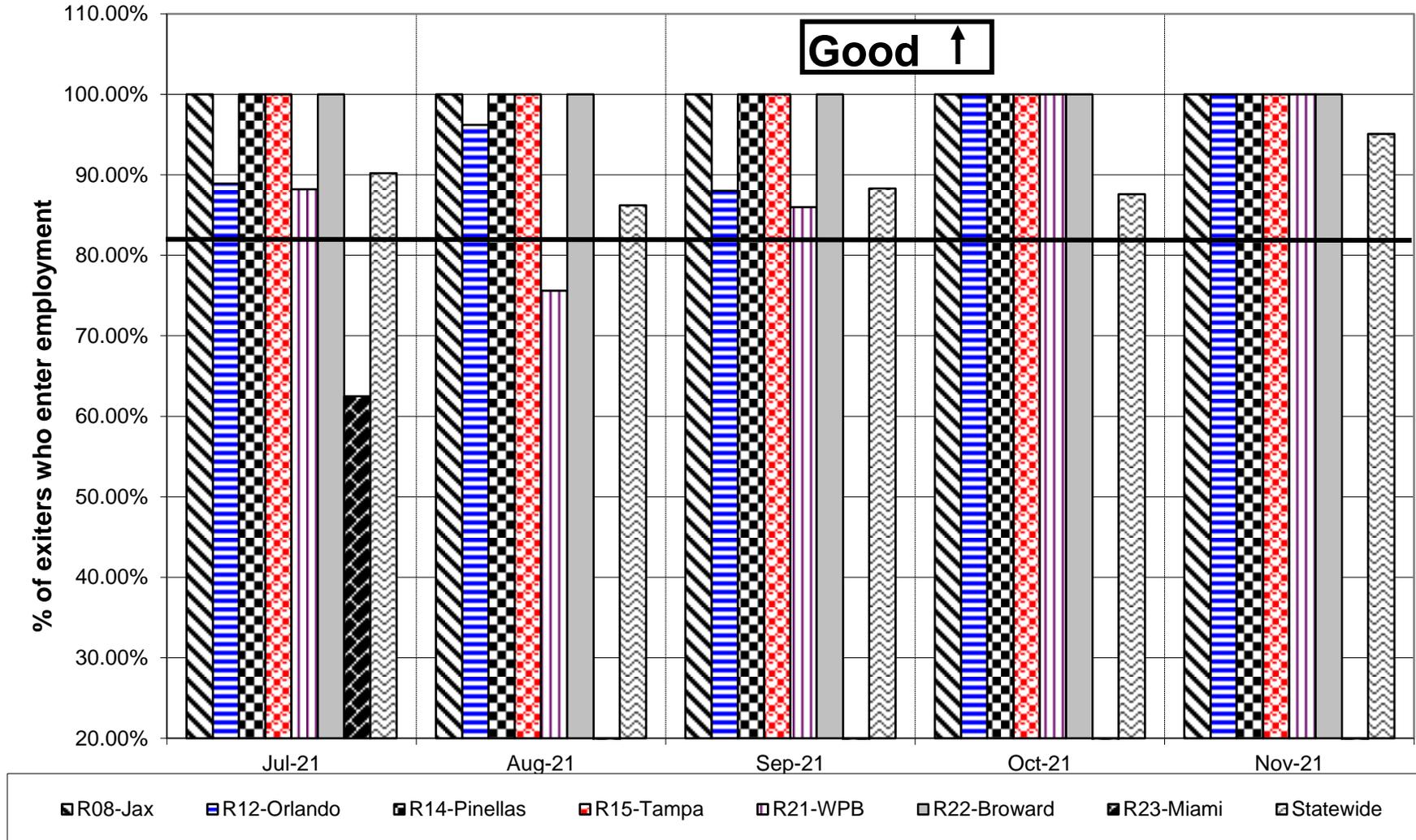


Analysis of Veterans' Performance

Veterans Program Performance At-A-Glance	<u>Measure</u>	Performance*	
		Month(November)	PYTD
	Entered Employment Rate (EER)	45.5%	50%
<p><i>*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.</i></p>			
Current Situation and Performance Summary	<p>CareerSource Broward increased in the EER and is ranked 1st out of the big 7 regions and is ranked 2nd year-to-date.</p>		
Strategies and Action Steps	<p>To increase our EER the following strategies were implemented:</p> <ul style="list-style-type: none"> • Leveraging services offered through our newly awarded Get There Faster Grant for Veterans. This grant will provide linkages to in-demand and high-value career and technical education or training. We plan to market this new program to the community and even those who may not be eligible, can still receive individualized job placement services to get them back to work. • Developing a marketing campaign targeted at increasing the number of veteran job seekers we serve. This will add customers with a variety of work experiences and skill sets to our candidate pool increasing the opportunity for placement into unsubsidized employment. 		

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 2021 to November 2021

.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 (November)	PYTD
	Entered Employment Rate	100%	100%
Current Situation and Performance Summary	<p>Since July 2021, CSBD has assisted 311 Adult and D/W customers in obtaining employment or accessing training opportunities. This includes traditional classroom training and work-based training via Internships and On-the-Job Training.</p>		
Strategies and Action Steps	<p>To increase WIOA training enrollments we implemented the following strategies:</p> <ul style="list-style-type: none"> • On 12/16, CSBD hosted our first ever 'Women in Tech' seminar. The event featured 3 prominent female leaders and speakers from the Technology Industry as well as our Information Technology providers. Over 100 customers attended the event in person or online. Customers were introduced to various career pathways into the IT industry. We expect our enrollments into Technology courses to increase in the weeks to come. Staff are following up with attendees who expressed interest in training to assist them through the application process. • CSBD is planning a Career Training Fair to increase awareness of scholarship opportunities for short-term training available through WIOA funding. The fair will engage training providers and potentials students. Providers as well as customers will be able to communicate in person regarding our numerous training offerings in in-demand occupations such as medical, information technology, and other fields. • Our Program Manager is researching additional in-demand occupations to add to our ITA list in order to increase our training offerings to eligible Broward County residents. 		

**Overview of the CareerSource Broward Region
Not Seasonally Adjusted
December 17, 2021**

- The unemployment rate in the CareerSource Broward region (Broward County) was 3.8 percent in November 2021. This rate was 1.4 percentage points lower than the region's year ago rate of 5.2 percent. The labor force was 1,053,694, up 57,845 (+5.8 percent) over the year. There were 39,980 unemployed residents in the region.
- In November 2021 nonagricultural employment in the Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division was 849,000, an increase of 34,900 jobs (+4.3 percent) over the year.
- The construction (+12.1 percent) and manufacturing (+5.3 percent) industries grew faster in the metro area than statewide over the year.
- The Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division had the highest annual job growth compared to all the metro areas in the state in construction (+5,700 jobs) and manufacturing (+1,400 jobs).
- The Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division had the second fastest annual job growth rate compared to all the metro areas in the state in construction (+12.1 percent).
- The Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division had the third highest annual job growth compared to all the metro areas in the state in other services (+2,100 jobs) and information (+700 jobs).
- The industries gaining in jobs over the year were leisure and hospitality (+8,900 jobs); trade, transportation, and utilities (+7,000 jobs); construction (+5,700 jobs); professional and business services (+4,200 jobs); education and health services (+4,200 jobs); other services (+2,100 jobs); manufacturing (+1,400 jobs); government (+800 jobs); and information (+700 jobs).
- The financial activities (-100 jobs) industry lost jobs 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)	Nov-21	Oct-21	Nov-20
CareerSource Broward (Broward County)	3.8%	4.2%	5.2%
Florida	3.6%	4.0%	5.0%
United States	3.9%	4.3%	6.4%

Nonagricultural Employment by Industry (not seasonally adjusted)	Ft. Lauderdale-Pompano Beach-Deerfield Beach Metropolitan Division				Florida			
	Nov-21	Nov-20	change	percent change	Nov-21	Nov-20	change	percent change
Total Employment	849,000	814,100	34,900	4.3	9,058,100	8,550,300	507,800	5.9
Mining and Logging	NA	NA	NA	NA	5,600	5,400	200	3.7
Construction	52,800	47,100	5,700	12.1	585,800	558,000	27,800	5.0
Manufacturing	28,000	26,600	1,400	5.3	388,700	378,400	10,300	2.7
Trade, Transportation, and Utilities	197,200	190,200	7,000	3.7	1,867,800	1,777,600	90,200	5.1
Wholesale Trade	50,500	48,800	1,700	3.5	361,300	343,600	17,700	5.2
Retail Trade	109,500	106,700	2,800	2.6	1,123,700	1,080,300	43,400	4.0
Transportation, Warehousing, and Utiliti	37,200	34,700	2,500	7.2	382,800	353,700	29,100	8.2
Information	19,200	18,500	700	3.8	139,500	128,400	11,100	8.6
Financial Activities	64,000	64,100	-100	-0.2	629,700	597,200	32,500	5.4
Professional and Business Services	148,800	144,600	4,200	2.9	1,458,700	1,366,400	92,300	6.8
Education and Health Services	113,700	109,500	4,200	3.8	1,369,500	1,316,100	53,400	4.1
Leisure and Hospitality	87,100	78,200	8,900	11.4	1,136,500	993,600	142,900	14.4
Other Services	32,900	30,800	2,100	6.8	349,000	321,900	27,100	8.4
Government	105,200	104,400	800	0.8	1,127,300	1,107,300	20,000	1.8

Population	2020	2019	change	percent change
CareerSource Broward (Broward County)	1,958,105	1,955,475	2,630	0.1
Florida	21,733,312	21,492,056	241,256	1.1

Average Annual Wage	2020	2019	change	percent change
CareerSource Broward (Broward County)	\$59,018	\$54,646	\$4,372	8.0
Florida	\$55,845	\$51,744	\$4,101	7.9

Note: All data are subject to revision.

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

Questions and Answers
Florida Department of Economic Opportunity
Employment and Unemployment Data
November 2021
(Released December 17, 2021)

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

Unemployment Rates

- Florida's seasonally adjusted unemployment rate for November 2021 was 4.5 percent. This represented 483,000 jobless out of a labor force of 10,632,000.
- Florida's November 2021 unemployment rate was down 0.1 percentage point from the October 2021 rate.
- Florida's unemployment rate was down 0.9 percentage point from the November 2020 rate of 5.4 percent.
- November 2021 marked the fifth successive month Florida labor force statistics surpassed the pre-pandemic levels in February 2020.
- Note that the number unemployed is not the same as the number of individuals receiving Reemployment Assistance (RA) benefits. The definition of unemployed is those that are without a job, but actively seeking work. A person seeking work is considered unemployed even if they never held a job before. Collecting RA is not a requirement for being counted as unemployed.

Job Counts

- Total nonagricultural employment in Florida was 8,960,200 in November 2021, an increase of 485,600 jobs over the year (+5.7 percent). This was the eighth consecutive month Florida experienced a positive over-the-year job growth.
- In September 2021, private sector employment was 7,763,800, an increase of 411,400 jobs over-the-year (+5.6 percent).
- Total nonagricultural employment increased by 51,100 jobs (+0.6 percent) over the month. This is the fifteenth consecutive month of job gains.

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

- Florida's November 2021 unemployment rate of 4.5 percent was 0.3 percentage point higher than the national rate of 4.2 percent.
- Florida's November 2021 private sector over-the-year rate of growth was 6.4 percent, which was 2.0 percentage points higher than the national job growth rate of 4.4 percent.

3. What are the categories of unemployed individuals?

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

National – Monthly

- Unemployed persons by reason for unemployment (as a percent of total unemployed), November 2021 for the United States (seasonally adjusted):
 - Job losers 49.1% (down from 69.9% a year ago)
 - Job leavers 12.5% (up from 6.5% a year ago)
 - Reentrants 31.8% (up from 18.4% a year ago)
 - New entrants 6.5% (up from 5.2% a year ago)

Florida – 12-Month Moving Average

- Unemployed persons by reason for unemployment (as a percent of total unemployed), 12-month average ending November 2021 for Florida (not seasonally adjusted):
 - Job losers 62.5% (down from 77.0% a year ago)
 - Job leavers 10.9% (up from 5.0% a year ago)
 - Reentrants 18.5% (up from 13.5% a year ago)
 - New entrants 8.0% (up from 4.5% a year ago)

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

- Unemployment rates by educational attainment, September 2021 for the United States (seasonally adjusted, labor force members aged 25 and older):
 - Less than a high school diploma 5.7%
 - High school graduates, no college 5.2%
 - Some college or associate degree 3.7%
 - Bachelor’s degree and higher 2.3%
- Unemployment rates by educational attainment, 12-month average ending November 2021 for Florida (not seasonally adjusted, labor force members aged 25 and older):
 - Less than a high school diploma 7.1%
 - High school graduates, no college 5.6%
 - Some college or associate degree 4.6%
 - Bachelor’s degree and higher 2.9%

5. What was the duration of unemployment in Florida?

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

- Duration of unemployment for Florida (12-month average ending November 2021):

Unemployed Duration	Percent of Total
Total:	100
Less than 5 weeks	22.0 (down from 29.5 a year ago)
5 to 14 weeks	22.8 (down from 36.8 a year ago)
15 to 26 weeks	14.1 (down from 19.5 a year ago)
27 to 51 weeks	19.3 (up from 8.0 a year ago)
52 weeks (1 year) and over	21.9 (up from 6.1 a year ago)
Average weeks of unemployment:	29.0 (up from 16.2 a year ago)

(Long-term unemployed (27 weeks and over) is the sum of 19.3 and 21.9, which is 41.2 percent, up 27.1 percentage points from a year ago.)

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

National-Monthly

- Full-time and part-time status of the employed (as a percent of total employed), November 2021 for the United States (seasonally adjusted):
 - Full-time 83.3 % (up from 83.0% a year ago)
 - Voluntary part-time 13.2 % (up from 12.4% a year ago)
 - Part-time for economic reasons 2.8% (down from 4.4% a year ago)

Florida – 12-month Moving Average

- Full-time and part-time status for the employed (as a percent of total employed), 12-month average ending November 2021 for Florida (not seasonally adjusted):
 - Full-time 86.3% (up from 85.9% a year ago)
 - Voluntary part-time 10.4% (unchanged from a year ago)
 - Part-time for economic reasons 2.5% (down from 2.7% a year ago)

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

- For the most up to date Reemployment Assistance statistics please see the Department's Reemployment Assistance Claims Dashboard:

http://lmsresources.labormarketinfo.com/covid19/initial_claims.html

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

Latest Unemployment Rates by Age, Gender, and Race

- Florida 2020 annual average unemployment rates from the U.S. Department of Labor, Bureau of Labor Statistics, Current Population Survey:
 - Unemployment rates by age:
 - 16 to 19 years 20.4 percent
 - 20 to 24 years 12.8 percent
 - 25 to 34 years 8.3 percent
 - 35 to 44 years 6.7 percent
 - 45 to 54 years 7.2 percent
 - 55 to 64 years 6.2 percent
 - 65 years and over 7.7 percent
 - Unemployment rates by gender:
 - Male 7.6 percent
 - Female 8.4 percent
 - Unemployment rates by race and ethnicity:
 - White 7.3 percent
 - Black 11.2 percent
 - Hispanic 9.5 percent

Latest Florida and U.S. Veterans Unemployment Rates, 2020 – Current Population Survey (CPS)

- Florida’s unemployment rate for Veterans (5.0 percent) was lower than the national rate (6.5 percent), and lower than the rate for nonveterans (8.0 percent).

Florida and the United States Employment Status by Veteran Status		
Universe: Civilian non-institutionalized population 18 years and over		
2020 CPS Annual Averages, Not Seasonally Adjusted		
	Veterans	Nonveterans
FLORIDA		
Total population, 18 years and over	1,361,000	15,800,000
In labor force	585,000	9,408,000
Employed	555,000	8,657,000
Unemployed	29,000	750,000
Unemployment rate	5.0%	8.0%
U.S.		
Total population, 18 years and over	18,466,000	233,099,000
In labor force	8,918,000	149,742,000
Employed	8,338,000	137,739,000
Unemployed	581,000	12,003,000
Unemployment rate	6.5%	8.0%

Source: U.S. Bureau of Labor Statistics, Current Population Survey, 2020.