

# CareerSource Brevard

Career Center Committee

April 27, 2021

## Minutes

The meeting was held virtually via teleconference using Microsoft Teams during the COVID-19 pandemic.

### **Members in Attendance:**

Nancy Heller, Chair, Lorri Benjamin, Lynn Brockwell-Carey, Marcia Gaedcke, Robert Gramolini, Leslie Jones, Laura Koursaris, Travis Mack and Jennifer Sugarman

**Members Absent:** Shawn Beal, Brian Jaskiewicz and Theodore Pobst

### **Staff in Attendance:**

Jana Bauer, Judy Blanchard, Denise Biondi, Thomas LaFlore, Lisa Fitz-Coy, Deidre McVay-Schulmeister, Erma Shaver and Marina Stone

### **C2 Staff in Attendance:**

Chakib Chehadi, Ahmanee Collins-Bandoo, Marvetta Gordon, Caroline Joseph-Paul, Bob Knippel, Angie Londono, Michele McAlpin, Jessica Mitchell, Aaron Smith and Kristine Wolff of CareerSource Brevard (CSB)

### **Guests in Attendance:**

There were no guests in attendance.

### **Call to Order:**

Nancy Heller, Chair called the meeting to order at 8:30 am at CareerSource Brevard (CSB). Introductions were made.

### **Public Comment:**

There was no public comment.

### **Presentations**

#### Crosswalk Portal Presentation

Staff conducted a presentation of Brevard's new agency-to-agency online referral platform, Crosswalk. This system was built by CareerSource Suncoast and is being offered at no cost to the region. The tool allows for community agencies to establish an organizational profile which describes the services offered. Other agencies are then able to refer clients, which streamlines the process of sharing customer information. Receipt

of the referral can be acknowledged in the portal, with the option to share minor notes as well. CSB is excited to offer this tool to the community and it launched officially on May 4. The committee asked when partners would be able to obtain login information, the response was less than two days. We will email the link out to members.

#### Customer Feedback Mechanism Demonstration

Based on the CareerSource Brevard Board of Directors Retreat last February, an initiative was developed to create and track an online customer feedback mechanism that would be housed on the CSB website. The portal will be designed to serve two primary functions; collecting success stories from customers and collecting survey data regarding customer experiences within the center. Staff demonstrated the new online customer feedback mechanism.

#### **Action Items:**

##### Approval of Career Center Committee Minutes of January 26, 2021

Motion to approve the Minutes from the January 26, 2021 meeting was made by Jennifer Sugarman. Marcia Gaedcke seconded the motion. The motion passed unanimously.

##### Regional Targeted Occupations List for PY 2021-2022

CSB is required to produce and publish the Regional Targeted Occupations List (RTOL) on an annual basis. Staff reviewed the local activity required to create the list and changes to RTOL based on current employment trends and data. Jennifer Sugarman made a motion to approve the staff recommendation for the RTOL for PY 2021-2022 as presented for inclusion in the consent agenda of the next Board of Directors meeting. Robert Gramolini seconded the motion. The motion passed unanimously.

#### **Discussion/Information Items:**

##### Committee Goal Status

Staff reviewed the matrix of the Career Center Committee including the Goal, Objectives, Strategies, Actions, Timeframes and Status of each strategy.

##### Career Center Activities and Continuous Improvement

Throughout the duration of the COVID-19 pandemic, C2GPS has considerably modified the delivery of services by virtualizing case management, workshops, site visits, employer services and more. A snapshot of the various activities and new initiatives that have occurred within the career centers for the past quarter was shared. Jennifer Sugarman expressed an interest in partnering with CSB to help get people back to work and help businesses hire job seekers.

### Quarterly Multimedia Outreach Matrix

A matrix showing the quarterly activities of the Outreach Department was shared.

### Third Quarter Contractor Performance PY20-21

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor met the performance criteria for 17 of the 21 of the minimum measures and exceeded 12 of the 21 accelerated measures.

### Primary Indicators of Performance

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY20-21 goals. The goals for Credential Attainment Dislocated Worker and Youth were missed for the 2<sup>nd</sup> quarter. All other performance goals were met or exceeded for the 2<sup>nd</sup> quarter.

### Continuous Improvement Performance Initiative

The Continuous Improvement Performance Initiative (CIPI) Measures are those developed under the guidance of CareerSource Florida and align with CSF's corporate goals. These measures are used for awarding performance incentive monies to regional workforce boards. The initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments. The committee reviewed the data for PY 20-21 January 1 through March 31, 2021. To date CSB has received \$29,734 of the incentive dollars allocated to PY 20-21 performance.

### Q3-2021 Job Fair and Recruiting Events Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels along with a Fact Sheet for July 1, 2020 through March 31, 2021.

### **Adjourn:**

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 9:56 am.

Respectfully submitted,

Reviewed by,

{signature on file}

Marina Stone

06/10/21

Date

{signature on file}

Nancy Heller, Chair

06/10/21

Date