

CareerSource Brevard

Career Center Committee

July 28, 2020

Minutes

The meeting was held via teleconference during the COVID-19 pandemic.

Members in Attendance:

Nancy Heller (Chair), Jeff Arnott, Shawn Beal, Lynn Brockwell-Carey, Marcia Gaedcke, Robert Gramolini, Brian Jaskiewicz, Laura Koursaris and Jennifer Sugarman

Members Absent: Juanita Jackson, Travis Mack

Staff in Attendance:

Marci Murphy, Jana Bauer, Wendi Bost, Judy Blanchard, Denise Biondi, Thomas LaFlore, Lisa Fitz-Coy, Don Lusk and Marina Stone

Guests in Attendance:

Chakib Chehadi, Ahmanee Collins-Bandoo, Julie Berrio, Linda Hadley, Caroline Joseph-Paul, Bob Knippel, Angie Londoño, Michele McAlpin, Jessica Mitchell, Ramsey Olivarez, Holly Paschal, Sally Patterson of CareerSource Brevard (CSB) Career Centers

Call to Order:

Nancy Heller (Chair) called the meeting to order at 8:32 am at CareerSource Brevard (CSB). Introductions were made.

Public Comment:

There was no public comment.

Presentations:

SkillUp Brevard

A presentation was shared on CSB's SkillUp Brevard, a virtual online learning platform that offers 6000+ courses including prep courses for various industry certifications in IT, Healthcare, Manufacturing and Retail/Service. SkillUp Brevard was launched on May 11, 2020 and will assist customers with exploring career pathways, learning and finding employment. To date, 98 of 200 licenses were issued with average completions per active client. Of the 98 licenses issued, customers took an average of 5.4 courses and invested 7.1 hours each with 102 total course completions in June 2020. CSB is currently looking into Phase 2 with this project in which we can focus on an unlimited license model to allow for expansion of outreach efforts and partner with industries.

Action Items:

Approval of Career Center Committee Minutes of April 28, 2020

Motion to approve the Minutes from the April 28, 2020 meeting was made by Jennifer Sugarman. Marcia Gaedcke seconded the motion. The motion passed unanimously.

CCC Strategies and Actions for 2020-2023

CSB Board members participated in an Annual retreat in February 2020 to review the current three-year CSB Strategic Plan and recommend modifications to the plan. A matrix was shared with the changes to the CCC Goals and Objectives as well as the associated Strategies and Actions. Motion to approve staff recommendation of the new CCC Strategies and Actions as presented for Program Years 2020/2021 through 2022/2023 made by Jennifer Sugarman, Robert Gramolini seconded the motion and it 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.

ITA Annual Evaluation

The ITA Annual Vendor Evaluation was reviewed with the purpose to help determine the success of training providers and to make that performance data available to staff. Based on the review, it is recommended to not issue any corrective actions to existing training vendors.

Effectiveness of Training/Career Services

In Program Year 2018-19, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 1,218 customers at an average cost per placement of \$5,282 for WIOA enrolled customers. Snapshots were shared. Both OJT's and ITA's contribute to high success rates, however ITA's have a higher cost and longer training period with average training length of 10 months for ITA's compared to average training length of 8 months for OJT's. Looking at the training services it is clear that some customers benefit more from ITA type training while others have fewer barriers and can move successfully through OJT training. The similar results for each program appear to indicate that career center staff are matching customers to the type of training that best suits the customer needs.

Career Center Operations

The COVID-19 pandemic caused CSB to shift modes of operations incredibly quickly to provide support and services to both job seekers and employers virtually. The majority of staff time was used fielding calls from impacted customers regarding how to apply for reemployment assistance, navigating DEO's Reemployment Assistance (RA) portal, providing information on local area community resources, assisting w/job search prep including one-on-one assistance and virtual and recorded job search workshops and case management.

Strategic Outreach and Awareness Plan Presentation

A visual presentation of social media, direct email marketing and paid advertising from the fourth quarter was shared. The Communications Department shared the vast support efforts of the COVID-19 pandemic which include multiple website resources and links along with weekly jobseeker and employer newsletters and virtual services outreach. Media relations and press coverage, collateral, website and state co-op programs were shared in the PowerPoint presentation.

End of Year Contractor Performance PY 2019-2020

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 succeeded in meeting or exceeding the performance criteria for 16 of the 18 measures. Data was shared and C2GPS was paid all withheld costs for PY19-20.

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. All performance goals were met or exceeded for the third quarter of PY19-20.

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. CSB wo;; receive a performance initiative of just over 2.35% for PY19-20.

Working for Brevard Infographic

An infographics was presented, entitled “Working for Brevard” which showed businesses served, services provided to businesses and measuring successes, along with the unemployment rate, on –the-job training, veterans served and recruiting events

Economic Impact Infographic

An infographic entitled Economic and Community Impact Report was shared which shows that over \$13.4 million was invested in employment and training services which translates to a \$141.8 million infusion of wages in Brevard County.

Quarterly Multimedia Outreach Matrix

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

Marci Murphy welcomed Brian Jaskiewicz to the committee.

Adjourn:

There being no further discussion or business, Nancy Heller (Chair) adjourned the meeting at 10:04 am.

Respectfully submitted,

Reviewed by,

{signature on file}
Marina Stone

08/05/20
Date

{signature on file}
Nancy Heller (Chair)

08/05/20
Date