



**Board of Directors Meeting**  
**November 16, 2023 – 8:30am**  
**CSB Boardroom Rockledge or Virtually**

**Join on your computer, or mobile app** [Click here to join the meeting](#)

**Or call in (audio only)** [+1 561-486-1414](tel:+15614861414),31496323# Phone Conference ID: 314 963 23#

**Attendees:** Frank Abbate, Shawn Beal, Mary Jane Brecklin, Colleen Browne, Randy Fletcher, Lloyd Gregg (Chair), Art Hoelke, Karen Houston, Brian Jaskiewicz, Traci Klinkbeil, Karen Locke, Nuno Mana, Mike Menyhart, Wayne Olson, Amar Patel, Pamela Reed, Cordell Rolle, Monica Shah, Holly Tanner, and Lynda Weatherman.

## Agenda

*To facilitate and be the catalyst for workforce development services  
that are responsive to the employment needs of Brevard County*

<i>Call to Order</i>	<i>Lloyd Gregg</i>	<i><u>Page No.</u></i>
<i>Roll Call</i>	<i>Holly Paschal</i>	
 <i>Public Comment</i>		
 <i>Presentations:</i>		
A. Job Seeker Recognition Hope Florida	<i>Joan Belmonte</i>	
B. CSB Staff Recognition	<i>Caroline Joseph-Paul</i>	
C. Employer Recognition – Indian River Networks	<i>Deserine Morgan</i>	
D. Annual Report	<i>Denise Biondi</i>	
E. President’s Consolidation Report Presentation	<i>Marci Murphy</i>	
 <i>Action Items:</i>		
F. Board of Directors Meeting Minutes – 08/08/23	<i>Lloyd Gregg</i>	1 – 2
G. Guidelines For Formula Funding Usage	<i>Jim Watson</i>	3 - 4
 <i>Committee Chair Reports:</i>		
H. Industry Workforce Committee	<i>Mike Menyhart</i>	
I. Career Center Committee	<i>Pamela Reed</i>	
J. Finance Committee	<i>Colleen Browne</i>	
 <i>Information Items</i>		
K. PY 23/24 Career Center Standards		5 – 6
L. First Quarter Contractor Performance		7 – 9
M. Primary Indicators of Performance		10
N. End of Year Letter Grade		11
O. Financial Reports (Charts 1, 2, & 3)		12 - 16
P. Quarterly Multimedia Outreach		17 - 19
Q. Grow the Resources of the Board		20 - 24
R. Committee Meeting Minutes		

a. Industry Workforce Committee – 04/11/23, 07/18/23, 10/10/23	25 – 30
b. Career Center Committee – 04/25/23, 07/25/23, 10/24/23	31 – 39
c. Finance Committee – 08/02/23	40 – 41
d. Executive Committee – 08/02/23	42 - 44
S. Presentations at Committee Meetings	45 – 75

*Adjourn*

*Meeting information available @ [careersourcebrevard.com](http://careersourcebrevard.com)*

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting is asked to advise CareerSource Brevard at least 48 hours prior to the meeting by contacting Holly Paschal at (321) 394-0507. Persons who are hearing or speech impaired can contact Holly Paschal through the Florida Relay Service by dialing 7-1-1

### Upcoming Meetings:

#### **November 2023**

6<sup>th</sup> Finance Committee-3:30pm  
6<sup>th</sup> Executive Committee-4:00pm  
16<sup>h</sup> Board of Directors-8:30am

#### **December 2023**

No meetings

#### **January 2024**

16<sup>th</sup> Industry Workforce Committee-8:30am  
23<sup>rd</sup> Career Center Committee-8:30am

#### **February 2024**

5<sup>th</sup> Finance Committee-3:30pm  
5<sup>th</sup> Executive Committee-4:00pm  
15<sup>th</sup> Board of Directors 8:30am

#### **March 2024**

No meetings

#### **April 2024**

9<sup>th</sup> Industry Workforce Committee-8:30am  
23<sup>rd</sup> Career Center Committee-8:30am

#### **May 2024**

6<sup>th</sup> Finance Committee-3:30pm  
6<sup>th</sup> Executive Committee-4:00pm  
16<sup>th</sup> Board of Directors {Annual Meeting & Retreat}- 8:30am

#### **June 2024**

No meetings

CareerSource Brevard  
**Board of Directors Meeting**  
August 8, 2023

**MINUTES**

**Members in Attendance:** Shawn Beal (via virtually), Mary Jane Brecklin, Colleen Browne, Randall Fletcher (via virtually), Lloyd Gregg (Chair) (via virtually), Nancy Heller (via virtually), Art Hoelke (via virtually), Karen Houston (via virtually), Brian Jaskiewicz, Traci Klinkbeil (via virtually), Karen Locke, Nuno Mana, Mike Menyhart (via virtually), Wayne Olson (via virtually), Amar Patel (via virtually), Pamela Reed, Cordell Rolle (via virtually), and Monica Shah (via virtually).

**Members Absent:** Frank Abbate, Kirsten Patchett, Holly Tanner, and Lynda Weatherman.

**Staff Present:** Joy Bartlett (via virtually), Denise Biondi, John Bonsignore (via virtually), Amberstar Bush (via virtually), Ahmanee Collins-Bandoo (via virtually), Lisa Fitz-Coy (via virtually), Linda Hadley (via virtually), Lynn Hudson (via virtually), Melissa Janssen, Michelle Jones (via virtually), Deserine Morgan (via virtually), Caroline Joseph-Paul (via virtually), Bob Knippel (via virtually), Thomas LaFlore, Angelina Londono (via virtually), Jessica Mitchell, Marci Murphy, Holly Paschal (via virtually), Sally Patterson (via virtually), Erma Shaver, Kory Sillerud (via virtually), Marina Stone (via virtually), Kimberly Weatherby (via virtually), and Jeff Witt.

**Guests:** Anne Everly, Nola Hogarth (via virtually), and Joy Jamerson (via virtually).

**Call to Order:** The CareerSource Brevard (CSB) Board Meeting was called to order at 8:32am by Mary Jane Brecklin.

**Public Comment:** There was no public comment.

**Presentations:**

LPN Apprenticeship Panel

CSB Apprenticeship Navigator, Melissa Byers presented the panel which included Anne Everly, the Apprenticeship Training Representative from the State of Florida Department of Education Apprenticeship, Nola Hogarth, a Nursing Practice Coach Supervisor at Healthfirst, and Joy Jamerson, the Program Manager Outreach with HCAP. The apprenticeship panel each gave an overview of how their company works with the apprenticeship program and their role with apprenticeships. Marci Murphy asked the panel if the applicant can choose where they do their apprenticeship and Melissa Byers confirmed they can. Melissa Byers informed the panel that there are both group and individual apprenticeships and explained the difference. Art Hoelke commended the panel for their efforts and stated how important these efforts are to the entire state. Nancy Heller asked the panel to add the AARP SCSEP program to their partnership, and the panel confirmed they would assist with this request.

**Action Items:**

President's Proposed PY2023-2024 Goals

Marci Murphy presented her Proposed PY 2023-2024 goals, gave an overview of each and how they were created, and the steps she will take to successfully achieve each goal as well as the expected outcome for each goal. Ms. Murphy explained the first goal of "Letter Grade", the second goal of "Florida's Workforce Consolidation", the third goal of "Manage the Florida Atlantic Workforce Alliance", and the fourth and final goal of "Manage the Dwyer Project". The goals had been reviewed and recommended for approval by the Executive Committee at the August 2, 2023, meeting. Ms. Murphy explained that it takes almost a year to get the processes in place before you can see improvement pertaining to the Letter Grade goal. Brian Jaskiewicz asked when the Dwyer Project kicks off and Marci Murphy informed July 1, 2023. Lloyd Gregg informed that he believes the President's Goals are relevant and will have successful outcomes at the end and thanked the Board Members for their support in the effort. Motion to approve the Executive Committee's recommendation for the President's Goals for PY2023-2024 made by Colleen Browne and seconded by Karen Locke. Motion passed unanimously.

Approval of Board of Directors Meeting Minutes

Motion to approve the Board of Directors Meeting minutes for May 18, 2023, made by Colleen Browne and seconded by Pamela Reed. Motion passed unanimously.

**Committee Chair Reports**

Mike Menyhart gave a report on the Industry Workforce Committee meeting held on July 18, 2023.

Nancy Heller gave a report on the Career Center Committee meeting held on July 25, 2023.

Colleen Browne gave a report on the Finance Committee meeting held on August 2, 2023.

Marci Murphy gave the president’s report, and informed that Ernst & Young (EY) was awarded the contract for the advancement of Florida’s workforce system and stated that the first deliverable is the Project Plan which encompasses all three pillars (one of which is the consolidation). Ms. Murphy stated that she had two meetings with EY; one encompassed the entire state Workforce system, and the other meeting was for the ten counties affected by the consolidation. Ms. Murphy added that EY had a meeting with her and CSB’s two Vice Presidents, Thomas LaFlore and James Watson on August 7<sup>th</sup>, and another meeting with both she and Flagler/Volusia County President together, also on August 7<sup>th</sup>. Ms. Murphy shared details of the meeting.

Ms. Murphy informed the Committee that Nancy Heller is retiring in September and thanked Ms. Heller for her many years of serving on the Board as well as serving as Chair for the Career Center Committee (CCC). Ms. Murphy made the announcement that CSB is in now need of a chair for the CCC and informed the Board of Directors to contact her directly if they’re interested in chairing the CCC.

**Information Items:**

Marci Murphy informed the Board of Directors that the Information Items: ITA Vendor Evaluation, Effectiveness of Training, End of Year Contractor Performance, New Measures for Contract Performance, Primary Indicators of Performance, Letter Grade Status, Fact Sheet, Budget Update, Financial Reports, Quarterly Multimedia Outreach, Grow the Resources of the Board, Committee Meeting Minutes, and Presentations at Committee Meetings, may all be viewed on the CSB website.

**Other Business:**

There being no further business, the meeting was adjourned at 9:31am.

Submitted by,

Reviewed by,

(Signature on file)  
Holly Paschal

8/09/2023  
Date

(Signature on file)  
Lloyd Gregg

8/09/2023  
Date



November 16, 2023

## Action Brief

### Guidelines on Formula Funding Usage for Program Year (PY) 2023-24

#### Background

The guidelines governing the utilization of formula funding undergo an annual review, with the primary goal of aligning CareerSource Brevard (CSB) programs to maximize their effectiveness for both businesses and job seekers. This evaluation considers various factors, including the unemployment rate, other economic indicators, historical expenditures, and the availability of funding for the forthcoming program year. The central metrics guiding these guidelines encompass:

- **Training Mix** which refers to the type of training provided for businesses and job seekers.
- **Customer/Trainee Mix** which refers to the employment status of the customer.

The following chart offers an overview of the guidelines and performance for Program Year (PY) 2022-2023.

PY 2022-2023 GUIDELINES & PERFORMANCE DATA					
Training Mix			Customer (Trainee) Mix		
Type of Training	Goal	Performance	Customer Category**	Goal	Performance
Work Based Training (WBT)*	30%	25%	Unemployed workers	50%	37%
Individual Training Accounts (ITA)	70%	75%	Employed workers	25%	34%
			Underemployed workers	25%	29%

\* On the Job Training (OJTs), Work Experience (WE), Incumbent Worker Training (IWT)  
 \*\* Persons listed as employed would be considered by many to be 'underemployed.' A single mom making \$10/hr 40 hours a week is not "low income" and would only be considered underemployed if she was working below her skill level.

The chart titled "Guidelines & Performance Data" above illustrates how CSB's performance aligned with the guidelines established for the previous program year (PY). The data indicates that we successfully served a greater number of customers through Individual Training Accounts (ITA) than through Work-based training. The delivery of Work-based training faced significant challenges due to a shortage of available workforce.

The program year 2022-2023 unfolded as yet another distinctive period for workers, job seekers, and employers. While the unemployment rate continued to be low in the State of Florida, particularly in Brevard County, employers faced challenges in filling open

positions and retaining their current workforce. Ongoing trends indicate that employers remain dedicated to expanding their workforce by emphasizing training and upskilling initiatives.

The under-performance in Work-Based Training funding can be attributed directly to a reduced pool of unemployed workers. On-the-Job Training (OJT), comprising the majority of work-based training contracts, primarily supports new hires, a category that has experienced a shortage of available workers post-pandemic. Nonetheless, CSB successfully allocated over \$100,000 in training contracts to support Brevard businesses.

In PY 2023-2024, Brevard County continues to experience a low unemployment rate, resulting in fewer individuals actively seeking employment. Consequently, the emphasis within ITA training programs has shifted significantly, prioritizing individuals who are underemployed and providing them with opportunities to enhance their skills, ultimately leading to more self-sustaining job prospects. Programs like on-the-job training and work experience are less applicable to employed workers. Therefore, in this period of low unemployment, the program mix has been adjusted to align with this evolving focus.

Considering the prevailing conditions and ongoing trends, our staff recommends a training mix balance of 20% for Work-Based Training (WBT) and 80% for Individual Training Accounts (ITA) for this program year (PY). This balanced approach will provide the flexibility needed to offer both WBT and ITA opportunities, thereby effectively assisting both job seekers and businesses.

Regarding the Trainee Mix, our staff recommends a small adjustment to the existing guidelines for serving both underemployed and employed workers. In light of the current economic landscape, marked by a low unemployment rate, there persists a noticeable inclination among employers to nurture and advance their in-house talent through training initiatives. CSB will continue to allocate training funds in a manner that optimally benefits both our jobseekers and employers.

## **Recommendations**

### **Training Mix** for PY 2023-24:

- 20% Work-Based Training (including OJTs, Work Experience, Employed Workers)
- 80% Individual Training Accounts (ITAs)

### **Job Seeker Customer Mix** for 2023-24:

- 40% allocation for unemployed workers
- 30% allocation for underemployed individuals
- 30% allocation for employed worker training

## **Action**

Approve the Career Center Committee's recommendation for Formula Funding usage guidelines for PY 2023-24.

## **Information Brief**

### **PY 23-24 Career Center Standards Review**

#### **Background**

The Career Center Standards is a review instrument adopted by the Board to assess our One-stop operator for compliance. The Workforce Innovation and Opportunity Act (WIOA) established criteria that must be reviewed by the State and the Local Region that address effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers. Those changes were incorporated into the tool used for the current review.

#### **Discussion**

Overall Rating – PY 23-24 Rating is 99.6%. Each Career Center was rated in five (5) key quality indicator areas:

- Poster & Signage verifies that all Federal and State required posters are properly displayed.
- Job Seeker Services verifies that available services, tools, and other resources are properly identified and readily available to job seeker.
- General Services verifies that options are available for customers (job seeker and employer) to receive the full range of services identified by regulation.
- Employer Services verifies that employers receive personalized access to available services such as recruitment, referral, candidate screening, follow-up, etc.
- General Staff & Operations verifies that staff has the tools necessary to perform their assigned duties, including training, regular communication and a positive operational environment that encourages teamwork. This includes verification that proper logos are used in all internal/external communications.

The contractor continues to demonstrate a strong commitment to provide all-inclusive, consistent services across centers. All centers had a clear customer service process, staff were consistently engaged with assisting customers, and all staff encountered were knowledgeable and professional.

While all centers are committed to encouraging customers to complete the Customer Satisfaction Survey, the process in Titusville and Palm Bay had more clear directions on where and how to access the survey.

Appropriate resources and flyers were found in all centers; however, in Palm Bay, they were found in various locations throughout the center so that no matter where the customers were the information was readily available.

Upon review of the minimum skills required of a workforce professional, there appeared to be limited opportunities for staff in Communication & Basic Software Skills Training. An increased emphasis on these skills for all staff is encouraged.



The PY 23-24 performance measures do not include a measure for Career Center Standards so there is no money attached to the performance on this review. The review is conducted annually to comply with state requirements and presented for committee information only.

## **Results Summary Current and Historical**

### **PY 23-24**

	<b>Overall</b>	<b>Palm Bay</b>	<b>Rockledge</b>	<b>Titusville</b>
Total Rating	99.6%	99.6%	99.6%	99.6%
	<b>Overall</b>	<b>Palm Bay</b>	<b>Rockledge</b>	<b>Titusville</b>
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	98.4%	98.4%	98.4%	98.4%

### **PY 22-23**

	<b>Overall</b>	<b>Palm Bay</b>	<b>Rockledge</b>	<b>Titusville</b>
Total Rating	100%	100%	100%	100%
	<b>Overall</b>	<b>Palm Bay</b>	<b>Rockledge</b>	<b>Titusville</b>
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%

### **PY 21-22**

	<b>Overall</b>	<b>Palm Bay</b>	<b>Rockledge</b>	<b>Titusville</b>
Total Rating	99.3%	99.3%	99.3%	99.3%
	<b>Overall</b>	<b>Palm Bay</b>	<b>Rockledge</b>	<b>Titusville</b>
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	97.4%	97.4%	97.4%	97.4%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%

### **PY 20-21**

	<b>Overall</b>	<b>Palm Bay</b>	<b>Rockledge</b>	<b>Titusville</b>
Total Rating	98.9%	99.6%	100.0%	100.0%
	<b>Overall</b>	<b>Palm Bay</b>	<b>Rockledge</b>	<b>Titusville</b>
Posters & Signage	96.7%	93.3%	98.3%	100.0%
Job Seeker Services	99.4%	100.0%	100.0%	97.1%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	97.9%	100.0%	100.0%





November 16, 2023

## Information Brief

### First Quarter Contractor Performance PY 2023-2024

#### Background

The CSB Workforce Operations (Career Centers) contract is cost reimbursement for direct program costs; however, profit is withheld from the Contractor until measurable performance outcomes are achieved. Payments of withheld costs are available to the Contractor to earn on a quarterly basis. Payment of withheld profit uses a performance measurement model based on the following elements:

- **Element A:** Contractor must meet minimum performance on 80% of the measures (16 of 20 for quarters 1, 2 & 3 and 17 of 21 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (10 of 20 for quarters 1, 2 & 3 and 11 of 21 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

#### PY 2023-24 Performance Results

The Contractor has not met the required number of measures to be eligible to earn dollars for Element A. They were successful in exceeding the performance criteria to be paid on Element B.

Elements of Contractor Performance Earnings - PY 23-24						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<b>WIOA Adult Measures</b>						
Adult Entered Employment Rate	90%	95%	Exceeded (100%)			
Adult Average Wage at Placement	107% (\$17.01)	111% (\$17.73)	Exceeded (145.1%)			
Adult Retention at 12 Months	86%	88%	Exceeded (90.9%)			
Adult Credential Attainment Rate	77%	79%	Exceeded (83.95%)			
Adult Measurable Skills Gain	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 77%	Q1 - 50% Q2 - 60% Q3 - 70% Q4 - 79%	Missed (19.7%)			
<b>WIOA Dislocated Worker Measures</b>						
Disl. Wkr. Entered Employment Rate	90%	95%	---			
Disl. Wkr. Average Wage At Placement	143% (\$22.75)	150% (\$24.00)	---			

**Elements of Contractor Performance Earnings - PY 23-24**

<b>Measures</b>						
<b>Objective/Criteria</b>	<b>Minimum</b>	<b>Accelerated</b>	<b>1st Quarter</b>	<b>2nd Quarter</b>	<b>3rd Quarter</b>	<b>4th Quarter</b>
Disl. Wkr. Retention at 12 Months	90%	92%	Exceeded (100%)			
Disl. Wkr. Credential Attainment Rate	72%	75%	Exceeded (83.3%)			
Disl. Wkr. Measurable Skills Gain	Q1 - 55% Q2 - 60% Q3 - 70% Q4 - 75%	Q1 - 60% Q2 - 65% Q3 - 75% Q4 - 80%	Exceeded (66.7%)			
<b>WIOA Youth Measures</b>						
Youth Entered Employment Rate	87%	92%	Met (88.9%)			
Youth Average Wage At Placement	68.3% (\$10.90)	70% (\$11.15)	Exceeded (106.9%)			
Youth Retention at 12 Months	81.5%	83%	Missed (75.0%)			
Youth Credential Attainment Rate	70%	73%	Missed (63.0%)			
Youth Measurable Skills Gain	Q1 - 40% Q2 - 50% Q3 - 60% Q4 - 65%	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 68%	Missed (16.0%)			
<b>Wagner Peyser Measures</b>						
WP Entered Employment Rate	36%	38%	Exceeded (40.8%)			
WP Average Wage at Placement	72% (\$11.44)	76% (\$12.15)	Exceeded (107.8%)			
<b>Welfare Transition</b>						
Entered Employment Rate	31%	33%	Missed (28.3%)			
<b>Training Services</b>						
WT and SNAP Enrolled in Work Related Training	19%	21%	Exceeded (33.3%)			
WIOA/WP Participants Enrolled in Work Rela	6%	13%	Met (7.0%)			
<b>Grants and Special Projects Measured Annually (Tracked for information only)</b>						
Increase FAWA ITA's and OJT's by 100%	3		Exceeded (13)			
Graduate 50 participants in C N A Training	12		Missed (1)			

<b>Element A</b>						
Met the minimum percentages set on 16 out of 20 (Q1, Q2 & Q3), and 17 out of 21 (Q4) Performance Measures established in Attachment F			<b>No – Met Minimum on 13 of 18*</b>			

Element B				
Met the accelerated percentages set on 10 out of 20 (Q1, Q2, & Q3), 10 out of 20 (Q3) and 11 out of 21 (Q4) established in Attachment F	Yes – Met Accelerated on 12 of 18*			
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	N/A			

\* There were no exits for Dislocated Workers during the first quarter so there is no performance to report. These measures were removed from the overall calculations for this first quarter. Quarter 1 must meet 14 of 18 for Element A and 9 of 18 for Element B.

**Performance Analysis**

The achievement of measurable skills improvement has been lacking in both the Adult and Youth programs. This is partially attributed to the fact that training programs aren't designed to achieve measurable skill gains early in the year, especially for young participants. Furthermore, a significant percentage (47%) of adult participants initiated their training after July 1 and haven't yet reached the point where their skill gain can be measured.

To address this issue for both Adult and Youth programs, contractor staff are actively working on strengthening relationships with training providers. The goal is to establish milestones that allow the capture of skills improvement and credential attainment as early as possible. Additionally, contractor staff is exploring alternative credentials that students can earn through resources like Metrix and other avenues.

There is a persistent challenge of low youth retention rates throughout the state, primarily driven by the allure of higher-paying jobs that entice young individuals to forgo further training. Unfortunately, this trend often results in young employees entering the workforce without the essential soft skills required for job retention.

Additionally, CareerSource Brevard has partnered with several agencies to serve underprivileged Young Adults through the NextGen program. One such partnership focused on serving Justice Involved Youth in residential programs at AMIKids, while this partnership offered the Youth participants access to pre-employment training, vocational training, and incentives, many of the youth reside outside of Brevard County. Once they exit Brevard's residential program, and return to their respective counties, retention follow-up has been a challenge for both CareerSource & AMIKids staff. The Youth retention goal was missed by one customer this last quarter, but this partnership has impacted previous quarters as well.

Welfare Transition (WT) Entered Employment Rate Measure was also missed. This measure has seen a steady increase throughout the quarter (July 21.7%, August 24.3% & September 28.3%). The focus this program year is on career readiness training, connecting WT participants to employment through paid Work Experience and Unsubsidized employment opportunities. Locating employment information for non-responsive customers has been a challenge now that we are no longer using Work # for employment verification.

Staff will continue to monitor, analyze and report performance in all areas. Customers Served, Entered Employment Rates and Retention Rates will remain a focus for the next few months.

## Information Brief

### Primary Indicators of Performance

#### Background

Common Measures are required by the Workforce Innovation and Opportunity Act (WIOA). While incentive monies are not directly tied to meeting these common measures, there are sanctions tied to missing the same measure two years in a row to include completing a Performance Improvement Plan. They are also included as one of the measures in the Letter Grades Performance. Contractor performance measures are designed to closely match most of the federal measures maintaining the focus on performance in these areas.

Below is the most recent report that shows past performance along with our actual performance through the 4th quarter of PY 2022-23. Also shown are our goals for PY 2022-23. All performance goals were met or exceeded for the 4th quarter except Youth Credential Attainment Rate (missed by 10.4%).

#### July 2022-June 2023 Performance

Primary Performance Indicator (PPI)	Performance 2019-2020	Performance 2020-2021	Performance 2021-2022	PY 22-23 Performance	PY22-23 Performance Goals
<b>Adults:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	89.1%	88.9%	83.5%	97.50%	90.4
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$8,097	\$8,745	\$8,927	\$10,028	\$8,837
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	87.0%	88.50%	92.6%	87.10%	86.1
Credential Attainment Rate	78.7%	85.2%	82.9%	77.60%	77.0
Measurable Skills Gain	N/A	75%	75.0%	89.50%	75.0
<b>Dislocated Workers:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	91.8%	87.9%	93.9%	97.20%	90.1
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$10,174	\$12,574	\$10,006	\$12,787	\$11,831
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	88.7%	92.4%	86.3%	93.90%	90.2
Credential Attainment Rate	61.1%	69.4%	89.3%	90.90%	72.2
Measurable Skills Gain	N/A	83.0%	79.3%	100.00%	75.0
<b>Youth Common Measures:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	80.2%	82.6%	80.2%	89.80%	83.5
Median Wage 2nd Quarter After Exit	N/A	\$3,643	\$4,423	\$5,638	\$3,855
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	85.6%	78.5%	85.7%	82.90%	81.5
Credential Attainment Rate	70.3%	73.0%	73.9%	52.60%	70.0
Measurable Skills Gain	N/A	66.2%	75.0%	78.10%	65.3
<b>Wagner-Peyser:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	68.8%	61.9%	63.8%	64.60%	65.6
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$5,459	\$5,468	\$6,152	\$6,459	\$6,002
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	65.4%	62.9%	63.0%	63.90%	64.2
<b>Not Met (less than 90% of negotiated)</b>	<b>Met (90-100% of negotiated)</b>		<b>Exceeded (greater than 100% of negotiated)</b>		



A+: ≥ 97	C+: 77 to < 80
A: 93 to < 97	C: 73 to < 77
A-: 90 to < 93	C-: 70 to < 73
B+: 87 to < 90	D: 60 to < 70
B: 83 to < 87	F: < 60
B-: 80 to < 83	

## Program Year 2022-2023 (End of Year)

B+

LETTER GRADE

88.5%

FINAL SCORE

Metric (Category)	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
Participants with Increased Earnings (Employment and Training Services, Self-Sufficiency)	.25	3,472	7,154	48.53		45.00	100.00	25.0
Reduction in Public Assistance (Employment and Training Services, Self-Sufficiency)	.25	1,436	3,196	44.93		35.00	100.00	25.00
Employment and Training Outcomes (Employment and Training Services)	.20	17	18	94.44		100.00	94.44	18.89
Participants in Work-Related Training (Training Services)	.10	571	6,158	9.27		25.00	37.08	3.71
Continued Repeat Business (Business Services)	.05	1,934	7,083	27.30		35.00	78.00	3.90
Year-Over-Year Business Penetration (Business Services)	.05				-4.65	100.00	40.00	2.00
PY 2020-2021 Business Penetration		3,166	15,164	20.88				
PY 2021-2022 Business Penetration		2,491	15,350	16.23				
Completion-to-Funding Ratio (Employment and Training Services)	.10	6.65	2.94	100.00		100.00	100.00	10.00
Exiters: Local Board (N)/Statewide (D)		5,341	80,318	6.65				
Budget: Local Board (N)/Statewide (D)		\$4,643,504	\$157,813,605	2.94				
Extra Credit: Serving Individuals on Public Assistance (Employment and Training Services, Self-Sufficiency)	Up to 0.05 points	2,019	5,322	37.94				0.00
						<b>FINAL SCORE</b>		<b>88.5</b>



November 16, 2023

## Information Brief

### **Financial Reports**

#### Background

The three reports that follow this brief will provide the Finance Committee with the status of CareerSource Brevard's (CSB) funding, budgets, and expenditures for the fiscal period beginning on July 1, 2023 and ending on September 30, 2023.

#### Report Descriptions

##### **CSB BUDGET TO ACTUAL REPORT (ATTACHMENT 1)**

The report provides a comprehensive analysis of funding and spending in the first quarter of program year 2023-2024 as follows:

- Displays all grant revenues for the current year, including carry-in funding from the prior year, current year grant awards, and planned carryover for the next program year. Major funding streams are detailed in separate columns.
- The annual budget and cumulative expenditures are summarized into eight major categories: (1) staff salaries and fringe benefits; (2) program operations and business services costs; (3) infrastructure and maintenance related costs; (4) IT and technology related costs; (5) contracted service provider costs; (6) customer training activities; (7) customer support services; (8) indirect costs.
- Expenditures are displayed in separate columns for each major funding stream. Total expenditures and percentages of the annual budget expended within each category are also shown.
- Actual indirect costs incurred to date are shown in the right column for each expenditure category. The total indirect cost applied to the grants using our federally negotiated indirect cost rate is deducted at the bottom of the column to arrive at the surplus or deficit indirect cost recovered to date.

##### **CSB FISCAL DASHBOARD INDICATORS (ATTACHMENT 2)**

- Displays the number of individuals identified as placed in EFM or found in Department of Revenue New Hire data, as reported on the Florida Department of Commerce (DOC) Monthly Management Report.

- Displays the number of job seekers in EFM who have not received a reportable service in the last 90 days, as reported on the DOC Monthly Management Report.
- Displays the total number of advertised occupations for each month, as reported on the Help Wanted OnLine Monthly Job Demand Report.
- Calculates the CSB total monthly spending per job placement (total monthly expenditures divided by total monthly job placements).
- Displays the quarterly calculations for required spending caps:
  - 1) Administration – limited to 10% of expenditures at year-end
  - 2) ITA Spending – minimum of 30% of expenditures at year-end
  - 3) Youth Spending – minimum of 75% for out-of-school youth

**CSB FEE FOR SERVICE ACTIVITIES (ATTACHMENT 3)**

- Reports current balance of unrestricted funds available.
- Displays revenue, expenses and the resulting profit or loss for each Fee for Service project in the current year (since July 1).
- Calculates each revenue and expense category as a percentage of total revenue earned for each revenue and expense category.



## Budget to Actual Report

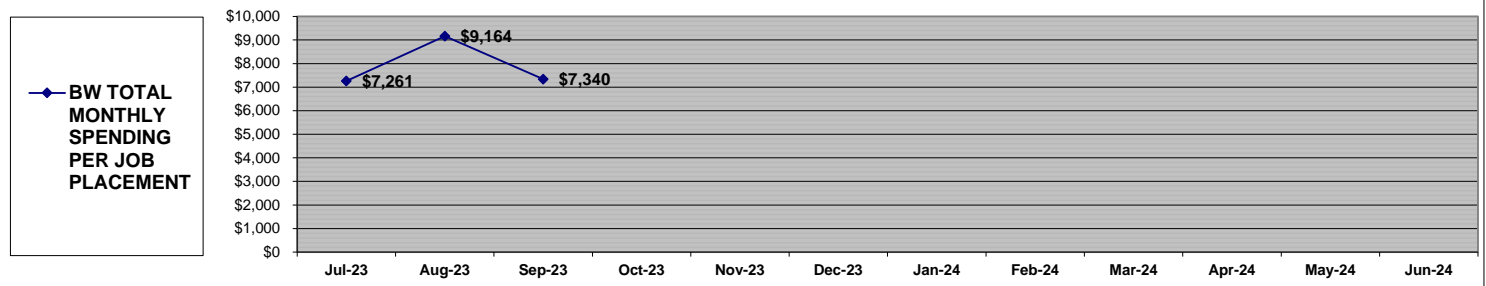
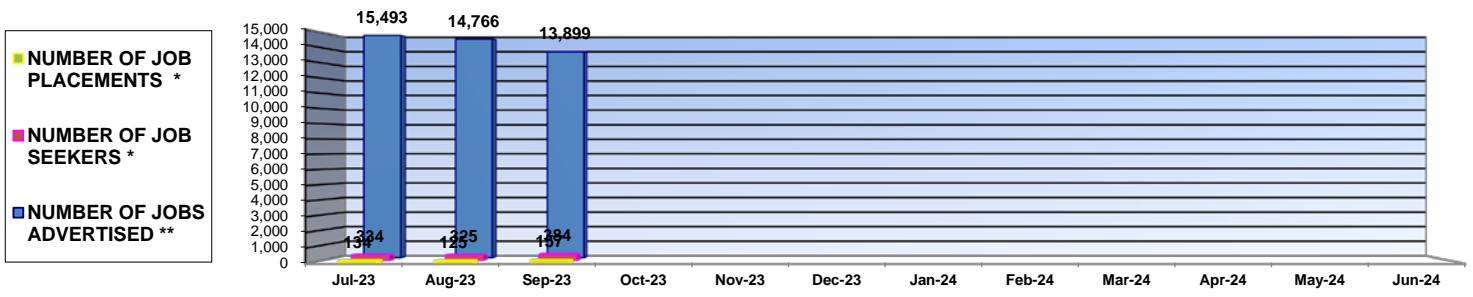
As of September 30, 2023

Revenue PY 2023 - 2024	Annual Budget	WIOA Adult	WIOA Youth	WIOA Disl Wkr	Welfare Transition	NEG Grants	Other Grants	INDIRECT POOL
Carry In Funds From PY 22 - 23	5,736,372	-	163,990	430,397	187,933	1,717,866	3,236,186	
PY 23 - 24 Base Awards	4,153,998	632,152	548,465	625,035	1,105,267	-	1,243,079	
PY 23 - 24 Supplements / Transfers	583,630	650,000	-	(516,370)	450,000	-	-	
Award Total - Available Funds	10,474,000	1,282,152	712,455	539,062	1,743,200	1,717,866	4,479,265	
LESS planned Carryover For PY 24 - 25	-	-	-	-	-	-	-	
<b>Total Available Revenue</b>	<b>10,474,000</b>	<b>1,282,152</b>	<b>712,455</b>	<b>539,062</b>	<b>1,743,200</b>	<b>1,717,866</b>	<b>4,479,265</b>	

Expenditures								Total Expenditures - 9/30/23	% of Budget - 9/30/23	
Staff Salaries/Fringe Benefits	1,401,800	16,393	18,786	2,613	20,481	183,873	88,187	330,333	23.6%	171,097
Program Operations/Business Services	1,192,900	34,098	39,075	5,437	42,598	382,452	183,427	687,087	57.6%	21,029
Infrastructure/Maintenance Related Costs	919,900	9,549	10,943	1,522	11,931	107,112	51,372	192,429	20.9%	5,889
IT Costs/Network Expenses	407,000	4,757	5,452	758	5,944	53,362	25,594	95,867	23.6%	2,934
Contracted One-Stop Services	3,798,400	106,815	113,341	13,851	97,891	146,967	398,691	877,556	23.1%	-
Customer Training Activities	1,921,500	98,254	27,049	16,811	28,375	576,783	102,618	849,890	44.2%	-
Customer Support Services	100,000	1,548	4,417	108	4,630	2,108	9,365	22,176	22.2%	-
Indirect Cost (Budgeted at 7% of Direct)	732,500	20,808	11,832	3,297	13,144	99,530	52,338	200,949	27.4%	(200,949)
<b>TOTAL EXPENDITURES</b>	<b>10,474,000</b>	<b>292,222</b>	<b>230,895</b>	<b>44,397</b>	<b>224,994</b>	<b>1,552,187</b>	<b>911,592</b>	<b>3,256,287</b>	<b>31.1%</b>	<b>-</b>
<b>REMAINING AVAILABLE FUNDS</b>		<b>989,930</b>	<b>481,560</b>	<b>494,665</b>	<b>1,518,206</b>	<b>165,679</b>	<b>3,567,673</b>			
<b>% OF FUNDS EXPENDED BY GRANT THROUGH 9/30/23</b>		<b>22.8%</b>	<b>32.4%</b>	<b>8.2%</b>	<b>12.9%</b>	<b>90.4%</b>	<b>20.4%</b>			

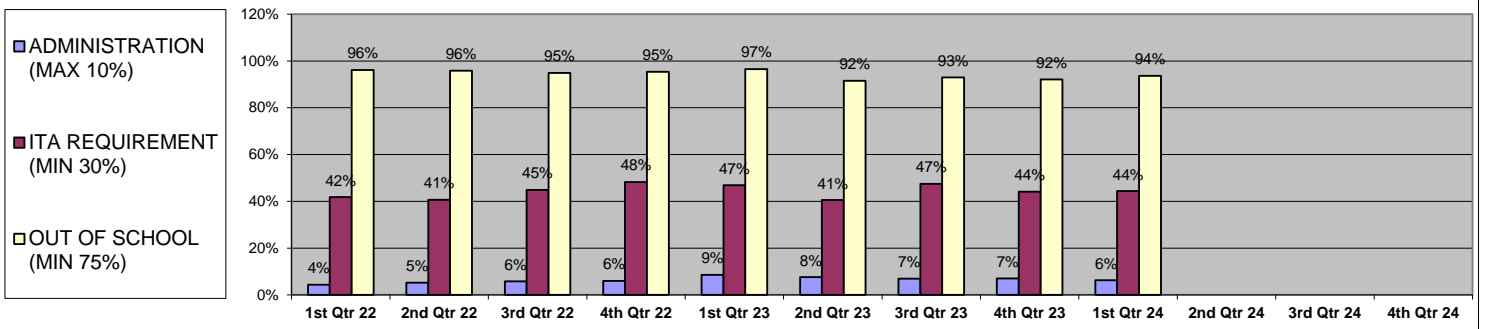


## MONTHLY JOBS REPORT & BW SPENDING PER JOB PLACEMENT



\* Source - DOC Monthly Management Reports  
 \*\* Source - HWOL Monthly Job Demand Reports

## ANNUAL SPENDING CAPS BY QUARTER



Category	1st Qtr 22	2nd Qtr 22	3rd Qtr 22	4th Qtr 22	1st Qtr 23	2nd Qtr 23	3rd Qtr 23	4th Qtr 23	1st Qtr 24	2nd Qtr 24	3rd Qtr 24	4th Qtr 24
<b>PROGRAM SPENDING:</b>												
ADMINISTRATION (MAX 10%)	151,800	313,374	485,854	678,148	193,893	350,822	496,755	748,288	203,429			
PROGRAM ACTIVITIES	3,373,255	5,690,997	7,883,208	10,647,132	2,085,113	4,297,046	6,652,396	9,869,017	3,067,422			
<b>CUSTOMER SPENDING:</b>												
STATE ITA COSTS (MIN 30%)	156,560	267,019	459,397	639,159	218,943	355,097	497,377	565,175	138,585			
OTHER PROGRAM COSTS	218,239	389,341	565,417	685,024	247,989	521,175	550,391	716,593	173,930			
<b>YOUTH SPENDING:</b>												
IN-SCHOOL	6,131	12,987	24,277	30,364	6,362	32,212	23,010	44,792	13,940			
OUT-OF-SCHOOL (MIN 75%)	153,264	296,093	450,860	624,636	178,134	347,893	303,317	521,506	205,123			



CURRENT YEAR FEE FOR SERVICE ACTIVITIES (7/1/2023 - 9/30/2023)

**Unrestricted Balances: Cash on Hand \$243,959 Certificates of Deposit \$77,490 Total \$321,449**

	AARP BTW 50+ & Skills Accelerator		Cocoa Works Program		Ticket to Work & TFF Programs		Foundation Grants & Other Fee for Service Activities		TOTALS	
		% of Revenue		% of Revenue		% of Revenue		% of Revenue		% of Revenue
<b>Revenue</b>										
Grant Awards	\$ 18,000	100.0	\$ -	-	\$ -	-	\$ 20,000	91.0	\$ 38,000	95.0
Contract Revenue	-	0.0	-	-	-	-	-	0.0	-	0.0
Sponsorship Revenue	-	0.0	-	-	-	-	-	0.0	-	0.0
Donated Revenue	-	0.0	-	-	-	-	-	0.0	-	0.0
Charges For Services	-	0.0	-	-	-	-	-	0.0	-	0.0
Website Licenses	-	0.0	-	-	-	-	-	0.0	-	0.0
Interest Earnings	-	0.0	-	-	-	-	1,989	9.0	1,989	5.0
<b>Total Revenue</b>	<b>\$ 18,000</b>	<b>100.0</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>	<b>\$ 21,989</b>	<b>100.0</b>	<b>\$ 39,989</b>	<b>100.0</b>
<b>Expenses</b>										
Personnel	\$ -	0.0	\$ -	-	\$ -	-	\$ -	0.0	\$ -	0.0
Travel / Training	-	0.0	-	-	-	-	31	0.1	31	0.1
Outreach	5,974	33.2	-	-	-	-	-	0.0	5,974	14.9
Software	-	0.0	-	-	-	-	-	0.0	-	0.0
Supplies	-	0.0	-	-	-	-	2,452	11.2	2,452	6.1
Equipment	-	0.0	-	-	-	-	-	0.0	-	0.0
Professional Services	6,078	33.8	-	-	-	-	28	0.1	6,106	15.3
Customer Training	-	0.0	-	-	-	-	-	0.0	-	0.0
Customer Support	-	0.0	-	-	-	-	-	0.0	-	0.0
Indirect Costs	772	4.3	-	-	-	-	324	1.5	1,096	2.7
<b>Total Expenses</b>	<b>\$ 12,824</b>	<b>71.2</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>	<b>\$ 2,835</b>	<b>12.9</b>	<b>\$ 15,659</b>	<b>39.2</b>
<b>Net Profit (Loss)</b>	<b>\$ 5,176</b>	<b>28.8</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>	<b>\$ 19,154</b>	<b>87.1</b>	<b>\$ 24,330</b>	<b>60.8</b>

## Quarterly Multimedia Outreach (July – September 2023)

### OWNED Media

CSB “owned” multi-channel media tactics (social media, email marketing, video, print, and web) are used daily to educate and inform target audiences about its mission, and the benefits of its no-cost programs and services.

#### View social media efforts by following us!

<https://www.linkedin.com/company/careersourcebrevard/>

<https://www.facebook.com/careersourcebrevard>

<https://twitter.com/csbrevard>

<https://www.youtube.com/user/careersourcebrevard>

[https://www.instagram.com/careersource\\_brevard/](https://www.instagram.com/careersource_brevard/)

**Jobseeker services messaging.** Share with jobseekers and referring partners: legislators, community & workforce, and media.

- **Daily promotions:** Hot Jobs, virtual and in-person workshops, job fairs, local employer recruiting events, skills training, supportive services and resources, career tips, jobseeker success stories & testimonials.
- **Program outreach campaigns this quarter:** [Weekly Jobseeker e-news](#), [Virtual Job Fair](#), [CSB & Partner workshops](#), [WeVenture Entrepreneur Workshops](#), [Veterans workshops](#), [RISE program](#), [Young Adults Program](#), [CSB & Partner hiring event](#), [Recruiting Events](#), [Ask the Recruiters panel discussions](#), [CSB General jobseeker services](#), [CSF & CSB Veteran program collab.](#), [State Veteran Apprenticeship initiative](#), [Non-Custodial Parent Employment program](#), [BACK TO WORK 50+](#), [Healthcare CNA Training & Recruitment](#), [Jobseeker Success testimonial](#), [SkillUp Brevard](#), [Palm Bay Job Fair](#)

**Business services messaging.** Share with employers and referring partners: legislators, community & workforce, and media.

- **Daily promotions:** Virtual and in-person business learning events, CSB-hosted employer recruiting events, talent attraction job fairs, employee retention & work experience skills training, supportive services, resources, grant and collaborative partner news, employer success stories and testimonials. These efforts support CSB’s Sector strategy initiatives (Aerospace/Aviation, Manufacturing, Information Technology, Hospitality, Healthcare, and Construction)
- **Quarterly highlights:** [FAWA: Industry Councils](#), [CSB Community Partner Recognition](#), [CSFV Partner News](#), [Construction Sector](#), [Apprenticeship Navigator](#), [Registered Apprenticeship Accelerator event](#), [Manufacturing Tech Bootcamp & Job Fair](#), [Aerospace & Aviation sector news](#), [Business Services quarterly e-news](#), [IT Sector](#), [PepUp Tech Reverse Virtual Job Fair](#), [Recruiting Event services](#), [Employer Testimonials](#), [Workforce Development Month](#).

### EARNED Media

“Earned” media is the result of relationship building with traditional media outlets as well as community and workforce partners, and customers and employers who have a following CSB can provide services to. This no-cost media expands CSB’s opportunity to raise awareness of its no-cost programs and services.

**Print, broadcast, and digital media coverage quarterly highlights:**

**CareerSource Florida campaign for state-wide coverage:**

<https://careersourcebrevard.com/teens-and-young-adults-empowered-through-summer-youth-employment-program/>

## Quarterly Multimedia Outreach (July – September 2023)

### Florida Today:

- [CSB, Family Promise of Brevard Fight Homelessness](#)
- [Construction labor shortage](#)
- [Apprenticeship Navigator program](#)
- [Florida Pulse YouTube on Construction sector](#)

### Brevard Business News

- [Rogue Valley Microdevices in Palm Bay](#)
- [CSF brand: Summer Youth Employment](#)

### Everything Brevard

- [CDL licenses address driver demand](#)

### 98.5 The Beach radio:

- Daily Hot Jobs public service announcements

### PAID Media

*Buying media reaches audiences beyond those familiar with CSB services.*

### Paid media campaigns this quarter included

#### Brevard Business News

- [Find Business Resources](#) ad pg. 3
- [Train, Retrain & Retain Key employees](#) ad pg. 7

### Quarterly Campaign Highlight:

**Florida Atlantic Workforce Alliance** (Three regions building a talent pipeline for: Aerospace/Aviation/IT/Cybersecurity/Advanced Manufacturing)

- Partner outreach events: weVenture Impact Summit
- Targeted industry consortium awareness and communications campaign <https://www.linkedin.com/feed/update/urn:li:activity:7107704304714571777/>
- Industry councils' awareness, communication and recruitment campaign [FAWA: Industry Councils](#).
- Manufacturing Technician Bootcamp training initiative campaign <https://careersourcebrevard.com/employers-invited-to-manufacturing-tech-bootcamp-open-house-and-manufacturing-job-fair/>
- Enhancements to industry relevant CSB web pages <https://careersourcebrevard.com/who-we-are/florida-atlantic-workforce-alliance/>
- Job seeker & referring partners training opportunities outreach campaign
- Event support: literature and event banners

**Dwyer Workforce Development** (Attract jobseekers and career-starters with CNA scholarship opportunities that lead to advanced careers in healthcare.)

- Enhancements to CSB Healthcare sector web page and custom [landing page](#)
- Email marketing campaign [Healthcare CNA Training & Recruitment](#),
- Social media campaign <https://www.instagram.com/p/CxYZU-vPwbT/>
- Jobseeker CNA training flyer

### Website & Social Media

*Daily updates with industry-relevant posts, fresh content, refinements to highest performing keywords and messaging of the CSB home site and social channels to maintain good Search Engine Optimization (SEO) and increase followers and engagement.*

**WEBSITE** (data pulled from new Google software analytics)

- **Content updates**

## Quarterly Multimedia Outreach (July – September 2023)

- New page: <https://careersourcebrevard.com/who-we-are/florida-atlantic-workforce-alliance/>
- New page: <https://careersourcebrevard.com/trending-in-brevard/construction/>
- New success story added to homepage- BACK TO WORK 50+ <https://www.youtube.com/watch?v=P8Fu-f-D1yg>
- Updated page: <https://careersourcebrevard.com/career-services/education-and-training/careers-in-construction/>
- Updated page: <https://careersourcebrevard.com/career-services/education-and-training/aerospace-aviation/>
- Updated page: <https://careersourcebrevard.com/career-services/education-and-training/manufacturing-advanced-manufacturing/>
- Updated page: <https://careersourcebrevard.com/career-services/career-exploration/explore-it-careers-2/>
- Updated page: <https://careersourcebrevard.com/career-services/apprenticeships/>
- Updated page: <https://careersourcebrevard.com/trending-in-brevard/>
- Updated page: [Certified Nursing Assistant Training Program - CareerSource Brevard](#)

- **Monthly news posts:**

- <https://careersourcebrevard.com/teens-and-young-adults-empowered-through-summer-youth-employment-program/>
- <https://careersourcebrevard.com/commhit23-summit-achieving-todays-advanced-workplace/>
- <https://careersourcebrevard.com/florida-atlantic-workforce-alliance-news-industry-councils-meeting-planned/>
- <https://careersourcebrevard.com/employers-invited-to-manufacturing-tech-bootcamp-open-house-and-manufacturing-job-fair/>

- **Unique visitors this quarter:** 25,000, 26,662 *previous quarter*

- **Top viewed pages**

- Hot Jobs
- Career services
- Upcoming events (*Due to number of CSB events, surpassed "Pathway to Finding a Job" page*)

- **Top sources of traffic to our website** (*CSB-driven, partners were not launching events & initiatives this quarter*)

- Direct (Typed in our web address)
- Organic search (Google, Bing, etc.)
- Organic social media

### **SOCIAL MEDIA**

- 256 new followers this quarter, 262 last quarter (*YOY follower increase solid & on track with nonprofits our size*)
- Top referring social media site: Facebook
- Social media site with strongest follower growth: Facebook



REVISED  
11/06/23

## Grow the Resources of the Board Report

**BOLD** Denotes  
Revisions or Additions

GRANTS (Federal, State Local Competitive and Non-competitive)				
Resource Information	Amount Awarded	Grant Focus	Current Status	Staff Lead
<p>Grant Name: FAWA - Florida Atlantic Workforce Alliance</p> <p>Timeframe: October 1, 2022 – September 30, 2024</p> <p>Funding Source: WIOA Statewide Funds</p>	\$3,000,000	<p>The purpose of this award is to provide funding for selected Local Workforce Development Boards to assist WIOA eligible participants with training, support services and placement in the offerings available from local school district career and technical education (CTE) programs, adult education providers, local Florida College System institutions, other training vendors and apprenticeship sponsors in support of aviation, aerospace, and defense / advanced manufacturing and cyber-security.</p>	<p><b>The first industry council meeting was held on September 27<sup>th</sup> to discuss potential areas of concern. A Manufacturing Technology bootcamp in partnership with Brevard Adult and Community Education, EFSC, and the EDC is still in the planning phase. An open house to introduce the bootcamp was held on October 2<sup>nd</sup>. More EFSC programs have been added to the ETPL. CodeCraft Works will train 12 cohorts for Northrop Grumman through customized virtual trainings. Our 1<sup>st</sup> cohort has 5 candidates enrolled and each have preliminary job offers that will become a formal offer upon completion of the training. An additional 17 WBTs and 9 ITAs have been written under the FAWA grant. Creation of our FAWA webpage is in progress. CSB sponsored the 2023 NASA Space Apps Challenge. More sponsorships and awareness events are in the works.</b></p>	Stephanie Robinson
<p>Grant Name: Substance Use Disorder (SUD) Navigator Grant</p> <p>Time Frame: 05/06/21-02/28/24</p> <p>Funding Source: DEO Wagner-Peyser 7 (b)</p> <p>Partner(s): Local agencies involved in SUD treatment &amp; services</p>	\$216,250	<p>This grant is provided to support hiring costs for a designated staff member to plan for and provide services for persons with Substance Use Disease (SUD). This person will utilize the funding to establish connections with existing local resources, as well as to address the stigma and barriers for persons with SUD. The overall goal is to assist in moving these customers to self-sufficient employment.</p>	<p>The Substance Use Disorder navigator grant which focuses on serving reentry, substance use, and others impacted by the opioid crisis. This grant provides workforce solutions to support businesses with hiring and retaining workers in recovery or with substance use disorders (SUD) and helps qualifying job seekers obtain employment leading to self-sufficiency. SUD Navigator is to conduct outreach to the local community partners and employers regarding the benefits of "hiring hidden talents."</p> <p><b>July – September 2023</b></p> <ul style="list-style-type: none"> <li>• <b>Facilitated 7 RISE workshops. Saw an</b></li> </ul>	Caroline Joseph-Paul

**GRANTS (Federal, State Local Competitive and Non-competitive)**

Resource Information	Amount Awarded	Grant Focus	Current Status	Staff Lead
			<p>increase in RISE workshop attendance in the month of August (34 job seekers attended the RISE onsite workshop in the Palm Bay office in August!)</p> <ul style="list-style-type: none"> <li>• Attended two monthly Brevard Recovery Festival Taskforce Committee Meetings</li> <li>• Attended the 2<sup>nd</sup> Annual Brevard Recovery Festival – Celebrate Recovery on 9/9/23 at Wickham Park – had a table and served as lead member of the Family Fun Zone</li> <li>• Attended the CoC General Membership Meeting</li> <li>• Attended the Central Florida Fentanyl Summit; discussed CSB services and RISE/BRW programs.</li> <li>• Completed outreach at Heritage Park Apartments &amp; Sober Treatment Center</li> <li>• Attended Melbourne Regional Chamber’s Non-Profit Organization meeting.</li> <li>• Participated in 2 recovery/reentry navigator meetings with Florida Commerce</li> <li>• Attended 3 Together in Partnership (TIP) meetings.</li> <li>• Attended 2 CAPTF Executive Committee meetings.</li> </ul>	
<p>Grant Name: “Get There Faster” Salesforce Academy Program Grant</p> <p>Time Frame: 10/01/21 – 09/30/23</p> <p>Funding Source: CareerSource Florida</p> <p>Partner(s): Brevard Public Schools Adult and Community Education, Brevard Public Schools Career and Technical Education, PepUp Tech</p>	<p>\$923,306</p>	<p>This grant is provided to support low-income returning adult learners and youth to connect them with industry-driven credentials. PepUp Tech is a training provider that will offer cohort-based training in Salesforce skill development, a highly desired skillset in the current workforce on a nationwide scale. The grant will fund up to 50 participants for training, work experience and supportive services.</p>	<p><b>Salesforce training to WIOA eligible adults and youth has completed its 5 Cohorts that produced a total of 53 graduates. While training has commenced, CSB continues to serve participants who are still seeking to gain employment.</b></p> <p><b>More notable stats are listed below.</b></p> <ul style="list-style-type: none"> <li>• 38 completed a paid hands-on experience.</li> <li>• 25 obtained an in-demand industry-recognized credential.</li> </ul>	<p>Amberstar Bush</p>

GRANTS (Federal, State Local Competitive and Non-competitive)				
Resource Information	Amount Awarded	Grant Focus	Current Status	Staff Lead
			<ul style="list-style-type: none"> <li>• 23 obtained employment.</li> <li>• 7 closed out of SNAP/TANF due to employment.</li> <li>• \$20.03 avg wage after participation.</li> </ul>	
<p>Grant Name: Non-Custodial Parent Employment Program (NCPEP)</p> <p>Time Frame: 01/01/23 – <b>06/30/24</b></p> <p>Funding Source: State Funds</p> <p>Partner(s): Clerk of Courts, Department of Revenue</p>	\$149,860	<p>This grant is provided to support non-custodial parents who are unemployed or underemployed and have difficulty meeting child support obligations to obtain and retain self-sufficient employment and establish a successful pattern of paying child support. Funding supports core services and enhanced services/direct participant support.</p>	<p>C2 is the lead for this grant after exhibiting an excellent partnership already with the clerk of courts through the Crosswalk referral system.</p> <ul style="list-style-type: none"> <li>• <b>To date, a total of 79 participants have been enrolled, 19 gained full-time employment, with the average wage at placement of \$17.25 an hour.</b></li> <li>• <b>5 have successfully made payments towards their child support obligations. 2 met the criteria of paying 3 out of 6 months child support payments after placement.</b></li> <li>• <b>4 participants entered short term occupational skills training at TDI to obtain Commercial Driver's License (CDL). To date, 2 have successfully completed.</b></li> <li>• <b>A total of 56 participants received 1 or more forms of assistance to include, but not limited to, stipends, short-term training, supportive services, rental assistance, and uniform assistance.</b></li> </ul> <p><b>Monthly outreach efforts include communicating with customers via text messaging, emails via Employ Florida, social media, and attending various networking and community events.</b></p>	Caroline Joseph-Paul
Grant Name: Hurricane 2022 (Ian - Nicole)	\$6,398,150	Projects for clean-up, demolition, repair, renovation,	We received additional payments in July (\$800,000),	James Watson



<b>GRANTS (Federal, State Local Competitive and Non-competitive)</b>				
<b>Resource Information</b>	<b>Amount Awarded</b>	<b>Grant Focus</b>	<b>Current Status</b>	<b>Staff Lead</b>
Dislocated Worker Grant (DWG)  Time Frame: 09/24/2022 - 9/30/2024  Funding Source: USDOL through DOE DWG  Partner(s): NA		and reconstruction of destroyed public structures, facilities, and lands within the affected communities.	<b>August (\$700,000), September (\$232,150), October (\$2,500,000) totaling a \$4,232,150 increase during PY23-24.</b>  Current projects include: <ol style="list-style-type: none"> <li>1. <b>Brevard County Parks and Rec</b></li> <li>2. <b>Brevard County Public Works</b></li> <li>3. <b>Brevard County Mosquito Control</b></li> <li>4. <b>City of Palm Bay</b></li> <li>5. <b>City of Cocoa Beach</b></li> <li>6. <b>US Fish and Wildlife Dike Repair</b></li> <li>7. <b>US Fish and Wildlife Boardwalk Repair</b></li> <li>8. <b>Canaveral National Seashore</b></li> </ol> Participants to date: <b>72</b>	

**UNRESTRICTED REVENUES** (Non-governmental funding, Fee for service, Foundation and Corporate giving programs)

<b>Resource Information</b>	<b>Amount Awarded</b>	<b>Grant Focus</b>	<b>Current Status</b>	<b>Staff Lead</b>
Grant Name: Ticket to Work (TTW) Program  Time Frame: Indefinite  Funding Source: Social Security Administration  Partner(s): Vocational Rehabilitation	<b>\$332,819</b> To Date	Focused on eligible TTW customers who want to return unsubsidized employment using the Employment Network (EN).	There were no new TTW participants in the 1st quarter PY 23-24.  Staff continue to collaborate with eligible customers who are interested in work or training. EN continues to progress at a modest pace	James Watson
Grant Name: Tobacco Free Florida  Time Frame: Indefinite  Funding Source: Bureau of Tobacco Free Florida  Partner(s): Florida Department of Health	<b>\$54,884</b> To Date	The Bureau of Tobacco Free Florida (BTFF) partners with Florida RWB's to promote the "3 Free and Easy Ways to Quit" program to help clients quit tobacco and improve their employability. While this program is available free to all Florida residents, the Department of Health targets workforce clients and reward LWDB's for each client referral.	This agreement provides unrestricted revenue.  Receipts for <b>PY23-24 first quarter- (07/1/23-09/30/23)</b> is <b>\$50.00.</b>	Marina Stone
Grant Name: AARP BTW50+  Time Frame: 12/14/2022 – 12/31/2023	\$60,000	This grant focuses on Increasing income and earnings for low-income 50+ individuals by creating connections between mature workers and employers in Brevard County through the	CareerSource Brevard (CSB) has hosted <b>6</b> cohorts with <b>86</b> registered in the Overview Workshop, Coached <b>53</b> people, and report employment for <b>33</b> people with an average wage of <b>\$16/hr. Our goal is to coach 77</b>	Amberstar Bush

<b>GRANTS</b> (Federal, State Local Competitive and Non-competitive)				
<b>Resource Information</b>	<b>Amount Awarded</b>	<b>Grant Focus</b>	<b>Current Status</b>	<b>Staff Lead</b>
Funding Sources: AARP Foundation		AARP Foundation's BACK TO WORK 50+ program by providing workshops, business learning events, job fairs, and additional support through career training, professional development, and community engagement.	people and report 35 employed <b>with an average wage of \$14/hr.</b>	

# CareerSource Brevard

Industry Workforce Committee

April 11, 2023

## Minutes

The meeting was held in person and virtually via Microsoft Teams.

**Members in Attendance:** Mike Menyhart (Chair), Kristen Bakke, Karen Houston, Jeff Jurinak, Traci Klinkbeil, Frank Margiotta, Trudy McCarthy, Nancy Peltonen, D. Travis Proctor, Cordell Rolle and Rachel Rutledge

**Members Absent:** Rohit Ghosh, Art Hoelke and Kirsten Patchett

**Staff in Attendance:** Marci Murphy, Thomas LaFlore, Jana Bauer, Denise Biondi, Melissa Byers, Lisa Fitz-Coy, Clinton Hatcher, Jodi Jackson, Michelle Jones, Deserine Morgan, Lori Robinson, Stephanie Robinson, Marina Stone, James Watson and Kimberly Weatherby

**C2 Staff in Attendance:** Chakib Chehadi, Caroline Joseph-Paul, Marvetta Kaye Gordon, Linda Hadley, Melissa Janssen, Bob Knippel, Angie Londono and Taciana Raders, Sally Patterson and Kristine Wolff from the Career Center

**Guests in Attendance:**

None.

**Call to Order:**

Mike Menyhart (Chair) called the meeting to order at 8:31 am and roll call was taken.

**Public Comment:**

There was no public comment.

**Presentation:**

A presentation on the Consolidation and Realignment from CareerSource Florida was shared outlining items that have been identified that need to be done, along with a loose timeline of the realignment in our region. The Governor will need to formally approve the realignment and consolidation which should be in the May/June timeframe, followed by funding to bring this concept to fruition. The President also shared information about Dwyer Workforce who purchases nursing homes nationwide and turns them into non-profit facilities. Dwyer Workforce uses the excess funds to provide scholarships for LPN's and RN's. The owners of Dwyer Workforce reside in Melbourne Florida and want this opportunity to increase the healthcare workforce in the local community.

**Action Items:**

Approval of Workforce Operations Committee Minutes of January 10, 2023

Motion to approve the Minutes from the January 10, 2023 meeting was made by D. Travis Proctor. Nancy Peltonen seconded the motion. The motion passed unanimously.

Selection of Key Industries for Program Year 2023-2024

Staff presented data containing the history and trends of employment growth by industry from 2019 through 2023. The recommended key industries reviewed were aerospace/aviation, manufacturing, information technology, healthcare, construction, and logistics, transportation, distribution and leisure/hospitality. Motion to approve staff recommendation of the Key Industries for PY 2023-2024 be included on the consent agenda of the next Board of Directors meeting made by D. Travis Proctor. Kristen Bakke seconded the motion and motion passed unanimously.

**Discussion/Information Items:**

Committee Goal Status

Staff reviewed the matrix of the Industry Workforce Committee including the Goals, Objectives, Strategies, Actions, Timeframes and Status of each strategy.

Business Services Quarterly Review Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events along with a Fact Sheet for July 1, 2022 through March 31, 2023.

Multimedia Outreach Matrix

The Outreach Department shared a presentation and a matrix of social media, direct email marketing and paid advertising and other activities from the third quarter of PY 22-23.

Stephanie Robinson was re-hired and introduced as the CSB FAWA Program Coordinator. CSB’s annual job fair will be held June 7, 2023 from 3:00pm to 6:00pm.

Committee Member Survey

The committee was asked for input through Survey Monkey for suggestions to improve the Industry Workforce Committee Meetings.

**Adjourn:**

There being no further discussion or business, Marci Murphy adjourned the meeting at 9:42 am.

Respectfully submitted,

Reviewed by,

{signature on file}                      04/28/23  
Marina Stone                              Date

{signature on file}                      04/28/23  
Mike Menyhart, Chair                      Date

# CareerSource Brevard

Industry Workforce Committee

July 18, 2023

## Minutes

The meeting was held in person and virtually via Microsoft Teams.

**Members in Attendance:** Mike Menyhart (Chair), Art Hoelke, Karen Houston, Jeff Jurinak, Traci Klinkbeil, Frank Margiotta, Kirsten Patchett, Nancy Peltonen, D. Travis Proctor, Cordell Rolle

**Members Absent:** Kristen Bakke, Rohit Ghosh, Trudy McCarthy and Rachel Rutledge

**Staff in Attendance:** Marci Murphy, Joy Bartlett, Amberstar Bush, Thomas LaFlore, Denise Biondi, Melissa Byers, Lisa Fitz-Coy, Jodi Jackson, Michelle Jones, Deserine Morgan, Lori Robinson, Stephanie Robinson, Marina Stone, James Watson and Kimberly Weatherby

**C2 Staff in Attendance:** Chakib Chehadi, Caroline Joseph-Paul, Julie Berrio, John Bonsignore, Ahmanee Collins-Bandoo, Bob Knippel, Ramsey Olivarez, Sally Patterson. Aaron Smith and Kristine Wolff from the Career Center

**Guests in Attendance:**

None.

**Call to Order:**

Mike Menyhart (Chair) called the meeting to order at 8:30 am and roll call was taken.

**Public Comment:**

There was no public comment.

**Presentation:**

A presentation on the Florida Atlantic Workforce Alliance (FAWA) Grant giving a summary of the tri-regional grant, deliverables and the overview of the first Consortium meeting held on May 23, 2023. The objective of this grant is to fortify the talent pipeline on Florida's east coast.

**Action Items:**

Approval of Industry Workforce Operations Committee Minutes of April 11, 2023

Motion to approve the Minutes from the April 11, 2023 meeting was made by Frank Margiotta. D. Travis Proctor seconded the motion. The motion passed unanimously.

President's Update

Marci Murphy shared an update on the consolidation efforts to date, and a name change for the Department of Economic Opportunity to the new name of Department of

Commerce. Local Market Information (LMI) was shared showing that younger workers are entering the workforce at a higher rate than in the past due to higher wages. Florida's employment in the leisure and hospitality is up 7.3% in Florida and the US is up 5.9%. Education and health services is up 6.6% and manufacturing is up 3.3%. Construction was down by 1.4% and Information Technology was down 1%. Roughly 5.5 million of the 10 million open jobs in the United States need to be filled by people without a college degree; this may not be good news for post-secondary institutions.

**Discussion/Information Items:**

Committee Goal Status

Staff reviewed the matrix of the Industry Workforce Committee including the Goals, Objectives, Strategies, Actions, Timeframes and Status of each strategy. Brief presentations about the Brevard Healthcare Workforce Consortium, the Information Technology Consortium and the Construction Consortium were shared by members of the Business Services Team. A Board member shared that practical knowledge and usage is lacking in the IT Industry.

Business Services Quarterly Review Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events along with a Fact Sheet for July 1, 2022 through June 30, 2023.

Multimedia Outreach Presentation

The Outreach Department shared a presentation of social media, direct email marketing and paid advertising and other activities from January 2023 through July 2023.

Nancy Peltonen shared that the 2023 Space Coast Symposium on August 25<sup>th</sup> may be a great opportunity to engage businesses into CSB's consortium meetings.

**Adjourn:**

There being no further discussion or business, Mike Menyhart adjourned the meeting at 9:57 am.

Respectfully submitted,

Reviewed by,

{signature on file}      08/29/23  
Marina Stone                      Date

{signature on file}      08/29/23  
Mike Menyhart, Chair                      Date

# CareerSource Brevard

Industry Workforce Committee

October 10, 2023

## Minutes

The meeting was held in person and virtually via Microsoft Teams.

**Members in Attendance:** Mike Menyhart (Chair), Kristen Bakke, Art Hoelke, Jeff Jurinak, Traci Klinkbeil, Trudy McCarthy Nancy Peltonen and Rachel Rutledge

**Members Absent:** Rohit Ghosh, Karen Houston, Frank Margiotta, D. Travis Proctor Cordell Rolle

**Staff in Attendance:** Marci Murphy, Joy Bartlett, Amberstar Bush, Thomas LaFlore, Denise Biondi, Melissa Byers, Lisa Fitz-Coy, Michelle Jones, Mary Keen, Deserine Morgan, Lori Robinson, Stephanie Robinson, Marina Stone, James Watson and Kimberly Weatherby

**C2 Staff in Attendance:** Chakib Chehadi, Caroline Joseph-Paul, Julie Berrio, John Bonsignore, Ahmanee Collins-Bandoo, Linda Hadley, Melissa Janssen, Bob Knippel, Angie Londono, Jessica Mitchell, Ramsey Olivarez, Sally Patterson. Kory Sillerud, Aaron Smith and Kristine Wolff from the Career Center

**Guests in Attendance:**

None.

**Call to Order:**

Mike Menyhart (Chair) called the meeting to order at 8:30 am and roll call was taken.

**Public Comment:**

There was no public comment.

**Presentation:**

A presentation on the Veteran Performance Incentive Award Program which outlined outreach, job fairs and recruiting events, justice involved programs, the Hire Veterans Medallion Program, community involvement, honorable mentions and success stories.

**Action Items:**

Approval of Industry Workforce Operations Committee Minutes of July 18, 2023

Motion to approve the Minutes from the July 18, 2023 meeting was made by Nancy Peltonen. Kristen Bakke seconded the motion. The motion passed unanimously.

President's Update

Marci Murphy shared an update on the consolidation efforts. Ernst & Young was selected as the consultant to oversee the consolidation efforts and have given CSB a checklist that we are following. CSB meets bi-weekly with Ernst & Young and CareerSource Florida to

guarantee progress, address inquiries, and help eliminate any obstacles. Ms. Murphy also inquired whether any members conduct business in Flagler or Volusia counties. The Florida Workforce Summit was held in September and an informal meet and greet was hosted by Brevard and Flager/Volusia to bring together both organizations. Labor Market Information was shared from August and unemployment rates in Brevard were 3.2%, Florida was 2.7%. The United States unemployment rate remains at 3.8% for September which is unchanged. Job gains in Brevard by industry over the year were Education and Health Services (+2,900 jobs); Manufacturing (+1,400 jobs); Leisure and Hospitality (+400 jobs); Government (+400 jobs); Trade, Transportation, and Utilities (+200 jobs); Financial Activities (+100 jobs); and Other Services (+100 jobs). The industries losing jobs over the year were Mining, Logging, and Construction (-500 jobs); Professional and Business Services (-400 jobs); and Information (-100 jobs).

**Discussion/Information Items:**

Committee Goal Status

Staff reviewed the matrix of the Industry Workforce Committee including the Goals, Objectives, Strategies, Actions, Timeframes and Status of each strategy. Brief presentations about the Aviation/Aerospace and Construction Sectors along with the Rapid Response Coordinator updates were shared by members of the Business Services Team.

Business Services Quarterly Review Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events along with a Fact Sheet for July 1, 2023 through September 30, 2023.

Multimedia Outreach Presentation

The Outreach Department shared a presentation of social media, direct email marketing and paid advertising and other activities from July 2023 through September 2023.

**Adjourn:**

There being no further discussion or business, Mike Menyhart adjourned the meeting at 9:45 am.

Respectfully submitted,

Reviewed by,

{signature on file}  
Marina Stone

10/23/23  
Date

{signature on file}  
Mike Menyhart, Chair

10/23/23  
Date



# CareerSource Brevard

Career Center Committee

April 25, 2023

## Minutes

The meeting was held in person and virtually using Microsoft Teams.

**Members in Attendance:** Nancy Heller Chair, Shawn Beal, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Karen Locke, Nuno Mana, Theodore Pobst, Pamela Reed and Holly Tanner

**Members Absent:** Lorri Benjamin, Jimmy Lane, Tory Lovelace and Monica Shah

**Staff in Attendance:** Marci Murphy, Jana Bauer, Thomas LaFlore, Joy Bartlett, Denise Biondi, Amberstar Bush, Lisa Fitz-Coy, Erma Shaver, Marina Stone and James Watson

**C2 Staff in Attendance:** Caroline Joseph-Paul, Marvetta Gordon, Linda Hadley, Melissa Janssen, Angie Londono and Kristine Wolff of CareerSource Brevard (CSB) Career Centers

**Guests in Attendance:** There were no guests in attendance.

### Call to Order:

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

### Public Comment:

There was no public comment.

### Spotlight Presentations:

#### Alignment Presentation

Marci Murphy shared the Florida Workforce System Transformation Plan Phase III Alignment Initiative from CareerSource Florida (CSF) and the Governor's REACH office. CSF Board of Directors recommendation to the Governor is to reduce the local workforce boards from 24 to 21 regions. Details were shared regarding which regions will realign and which will consolidate; along with the reason given, the populations currently served independently and the new area to be served after consolidation. A draft consolidation plan was also shared showing the projected activities and tasks to be completed in order to consolidate CareerSource Brevard and CareerSource Flagler/Volusia; such as creating a governance structure, creating a new 501c3 and new sub-agreements; selecting a new Board of Directors, followed by the operational transition. On April 21, 2023, a Request for Proposal from CSF closed which was designed to solicit organizations to assist with Phase III of the consolidation/realignment of local workforce boards.

### Action Items:

#### Approval of Career Center Committee Minutes of January 24, 2023

Motion to approve the Minutes from the January 24, 2023, meeting was made by Robert Gramolini. Shawn Beal seconded the motion. The motion passed unanimously.

### Approval of Regional Targeted Occupations List

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 for Program Year 2023-2024. Brian Jaskiewicz made a motion to approve the staff recommendation for the RTOL for PY 2023-2024 as presented for inclusion in the consent agenda of the next Board of Directors meeting. Pamela Reed seconded the motion. The motion passed unanimously.

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

#### Q3 Career Center Efforts Presentation

During the third quarter of PY22-23, C2 GPS shared a presentation on enrollment, employment and program highlights, hiring events, job seeker workshops, community partner engagement, and customer satisfaction feedback results.

#### Q3 Business Engagement Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events along with a Fact Sheet for July 1, 2022, through March 31, 2023. A Committee/Board Member shared that their organization hired 2 people on the spot for non-clinical positions at the Healthcare Job Fair on March 9, 2023. An upcoming event is the Annual Job Fair will be held on June 7, 2023 at The Raddison at the Port from 3pm – 6pm.

#### Q3 Multimedia Outreach Presentation and Matrix

The Outreach Department highlighted quarterly activities from January 2023 through March 2023. Metrics for the CSB website and social media platforms were shared. A Committee/Board Member asked where CSB monies are best served for ROI in outreach campaigns, such as radio, television, PSA's and email blasts. These results will be shared at the next committee meeting.

#### Q3 Performance Reporting Presentation

A visual presentation of data was shared about performance measures including Quarter 3 entered employment rate, average hourly wage, retention rate, credential attainment rate and measurable skills gains.

#### Third Quarter Contractor Performance for PY22-23

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 meet the required number of measures to be eligible to earn dollars for Element A and were successful in exceeding the performance criteria to be paid on Element B. Performance measures 'redesigned' was explained.

#### 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 PY22-23 goals. All performance goals were met or exceeded for the second quarter except Dislocated Worker Median Earnings which was missed by only 1.6%.

Letter Grade Scorecard

A letter grade scoresheet was shared for the second quarter of PY 2022-2023 with a grade of B and score of 85.89%.

Strategies and Goals Matrix

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

**Adjourn:**

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 9:39am.

Respectfully submitted,

Reviewed by,

{signature on file}  
Marina Stone

05/03/23  
Date

{signature on file}  
Nancy Heller, Chair

05/03/23  
Date

# CareerSource Brevard

Career Center Committee

July 25, 2023

## Minutes

The meeting was held in person and virtually using Microsoft Teams.

**Members in Attendance:** Nancy Heller Chair, Shawn Beal, Lorri Benjamin, Robert Gramolini, Brian Jaskiewicz, Karen Locke, Theodore Pobst, Monica Shah and Holly Tanner

**Members Absent:** Leslie Jones, Jimmy Lane, Tory Lovelace, Nuno Mana, and Pamela Reed

**Staff in Attendance:** Marci Murphy, Joy Bartlett, Denise Biondi, Amberstar Bush, Melissa Byers, Lisa Fitz-Coy, Jodi Jackson, Michelle Jones, Thomas LaFlore, Deserine Morgan, Lori Robinson, Stephanie Robinson, Erma Shaver, Marina Stone, James Watson and Kimberly Weatherby

**C2 Staff in Attendance:** Caroline Joseph-Paul, Julie Berrio, John Bonsignore, Ahmanee Collins-Bandoo, Linda Hadley, Melissa Janssen, Bob Knippel, Jessica Mitchell, Ramsey Oliverez, Sally Patterson, Kory Sillerud and Aaron Smith of CareerSource Brevard (CSB) Career Centers

**Guests in Attendance:** There were no guests in attendance.

### Call to Order:

Nancy Heller, Chair called the meeting to order at 8:31am at CareerSource Brevard (CSB). Introductions were made.

### Public Comment:

There was no public comment.

### Spotlight Presentations:

#### Highlights of Scholarships – PY 22-23

A presentation was shared outlining CSB's Scholarship Unit (SU) which has been in place for many years. Most Florida workforce boards do not use a SU but CSB has found it to be very fair to our customers. The presentation explained the purpose of the SU, what types of funding are used, and the available funding and obligated funds by school in PY 22-23. SU requests from customers by industry along with the details of the guardrails used and WIOA Adult Priority of Service were reviewed.

### Action Items:

#### Approval of Career Center Committee Minutes of April 25, 2023

Motion to approve the Minutes from the April 25, 2023, meeting was made by Brian Jaskiewicz. Robert Gramolini seconded the motion. The motion passed unanimously.

## President's Report

Marci Murphy shared information on the consolidation update, and a name change for the Department of Economic Opportunity to the new name of Department of Commerce. Local Market Information (LMI) was shared showing that younger workers are entering the workforce at a higher rate than in the past due to higher wages. Florida's employment in the leisure and hospitality is up 7.3% in Florida and the US is up 5.9%. Education and health services is up 6.6% and manufacturing is up 3.3%. Construction was down by 1.4% and Information Technology was down 1%. Roughly 5.5 million of the 10 million open jobs in the United States need to be filled by people without a college degree; this may not be good news for post-secondary institutions.

## **Discussion/Information Items:**

### Q4 Career Center Efforts Presentation

During the fourth quarter of PY22-23, C2 GPS shared a presentation on enrollment, employment and program highlights, metrics, hiring events, job seeker workshops, community partner engagement, and customer satisfaction feedback results. A committee member shared that star ratings may be helpful instead of the current ratings used.

### ITA Annual Vendor Evaluation

The ITA Annual Vendor Evaluation was reviewed for Program Year (PY) 22-23 and based on the review, it is recommended not to issue any corrective actions for existing training vendors. The average wage after a customer completes training ranges from \$12.50 per hour to \$40.00 per hour.

### Effectiveness of Training/Career Services for PY 22-23

In PY 22-23, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 215 customers. 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 15 months for ITA's compared to average training length of 5.7 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.

### Q4 Business Engagement Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events. A fact sheet was shared for PY 2022-2023.

### Q3-Q4 Multimedia Outreach Presentation

The Outreach Department highlighted quarterly activities from January 2023 through June 2023. Analytics for the CSB website and social media platforms were shared. Several Multimedia Campaigns were discussed.

### Q4 Performance Reporting Presentation

A visual presentation of data was shared about performance measures including Quarter 4 entered employment rate, average hourly wage, retention rate, credential attainment rate and measurable skills gains.

End of Year Contractor Performance for PY 2022-2023

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 meet the required number of measures to be eligible to earn dollars for Element A and were successful in exceeding the performance criteria to be paid on Element B. Performance measures for PY 2022-2023 were redesigned to better align with the Letter Grade Performance which was established by the State.

Primary Indicators of Performance

Common Measures are required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY22-23 goals. All performance goals were met or exceeded for the third quarter except Dislocated Worker Median Earnings which was missed by only 1.15% and Youth Credential Attainment Rate which was missed by 2.3%.

Letter Grade Scorecard

The letter grade scoresheet was shared for the third quarter of PY 2022-2023 with a grade of B and score of 84.99%.

New Measures for PY 23-24

CareerSource Brevard staff review and negotiate performance outcome expectations with the contractor on an annual basis. The performance outcomes are designed to mirror, to the extent possible, any Federal and/or State measures that are passed down to the Region. Staff has determined 3 additional measures to the existing 18 contractor performance goals. Minimum and accelerated goals for these additional measures have been established using historical trend data, staff knowledge, and contractor input. The performance expectations have been negotiated with and accepted by the contractor and will be included in future quarterly performance reports for Program Year 23-24.

Strategies and Goals Matrix

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

**Adjourn:**

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 10:01am.

Respectfully submitted,

Reviewed by,

{signature on file}  
Marina Stone

09/12/23  
Date

{signature on file}  
Nancy Heller, Chair

09/12/23  
Date

# CareerSource Brevard

Career Center Committee

October 24, 2023

## Minutes

The meeting was held in person and virtually using Microsoft Teams.

**Members in Attendance:** Pamela Reed Chair, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Karen Locke, Nuno Mana, Theodore Pobst, Monica Shah and Holly Tanner

**Members Absent:** Shawn Beal, Lorri Benjamin, Jimmy Lane, Tory Lovelace, Ricardo Romeau

**Staff in Attendance:** Marci Murphy, Joy Bartlett, Denise Biondi, Amberstar Bush, Lisa Fitz-Coy, Mary Keen, Melissa Janssen, Michelle Jones, Thomas LaFlore, Deserine Morgan, Lori Robinson, Erma Shaver, Marina Stone, James Watson and Kimberly Weatherby

**C2 Staff in Attendance:** Caroline Joseph-Paul, John Bonsignore, Ahmanee Collins-Bandoo, Linda Hadley, Melissa Janssen, Bob Knippel, Jessica Mitchell, Ramsey Oliverez, Sally Patterson, Kory Sillerud, and Kristine Wolff of CareerSource Brevard (CSB) Career Centers.

**Guests in Attendance:** There were no guests in attendance.

### Call to Order:

Pamela Reed, Chair called the meeting to order at 8:32 am at CareerSource Brevard (CSB). Marci Murphy congratulated Pamela Reed as the new Chair of this committee and also a member of the Executive Committee. Ms. Murphy also congratulated Brian Jaskiewicz on his impending retirement; this will be his last meeting. Ricardo Romeu from Alluvionic, Inc., although absent, is a new member of this committee.

### Public Comment:

There was no public comment.

### Spotlight Presentations:

#### Veterans Performance Incentive Awards Program Presentation

A presentation on the Veteran Performance Incentive Award Program which outlined outreach, job fairs and recruiting events, justice involved programs, the Hire Veterans Medallion Program, community involvement, honorable mentions and success stories was shared. Brian Jaskiewicz shared a testament of Wilfredo Quiles excellent customer service.

### Action Items:

#### Approval of Career Center Committee Minutes of July 25, 2023

Motion to approve the Minutes from the July 25, 2023, meeting was made by Robert Gramolini. Karen Locke seconded the motion. The motion passed unanimously.

### Guidelines for Formula Funding Usage PY 23-24

The guidelines for formula funding usage are reviewed every year to ensure that CSB is focusing on programs that are most effective for businesses and job seekers. Staff recommends 20% Work-based Training (OJT)s, Work Experience, Employed Worker, and 80% Individual Training Accounts (ITA's) for the Training Mix PY 2023-24: Staff also recommends the Job Seeker Customer Mix for 2023-24 of 40% on unemployed workers, 30% on the underemployed and 30% on employed worker training. Motion to approve staff recommendation guidelines for PY 2023-24 and to move this item to the CSB Board of Director's consent agenda was made by Brian Jaskiewicz. Robert Gramolini seconded the motion. The motion passed unanimously.

### President's Report

Marci Murphy shared an update on the consolidation efforts, a checklist was provided by Ernst & Young that CSB Senior Staff is working on, the list is quite extensive. The State requested CSB to assume responsibility as the fiscal agent for CareerSource Flagler Volusia. CSB meets bi-weekly with Ernst & Young and CareerSource Florida to report progress, address inquiries, and help eliminate any obstacles. The Florida Workforce Summit was held in September and an informal meet and greet was hosted by Brevard and Flagler/Volusia to bring together both organizations. Labor Market Information was shared from September and unemployment rates in Brevard were 3.2%, Florida was 2.8%. The United States unemployment rate remains at 3.8% for September which is unchanged.

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

#### Q1 Career Center Efforts Presentation

During the first quarter of PY23-24, C2 GPS shared a presentation on enrollment, employment and program highlights, metrics, hiring events, job seeker workshops, community partner engagement, and customer satisfaction feedback results. Star ratings are currently being used.

#### Business Engagement Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events. A fact sheet was shared for the first Quarter of PY 2023-2024.

#### Q1 Multimedia Outreach Presentation

The Outreach Department highlighted quarterly activities from July 2023 through September 2023. Analytics for the CSB website and social media platforms were shared. Several Multimedia Campaigns were discussed.

#### Q1 Performance Reporting Presentation

A visual presentation of data was shared about performance measures including Quarter 1 entered employment rate, average hourly wage, retention rate, credential attainment rate and measurable skills gains.

#### Q1 Contractor Performance PY 2023-2024

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 did not meet the required number of measures to be eligible to earn dollars for Element A; however, they were successful in exceeding the performance criteria to be paid on Element B.



Primary Indicators of Performance

Common Measures are required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY22-23 goals. All performance goals were met or exceeded for the fourth quarter except the Youth Credential Attainment Rate which was missed by 10.4%.

PY 23-24 Career Center Standards Results

The Career Center Standards is a review instrument adopted by the Board to assess our One-Stop operator for compliance of WIOA established criteria. The overall rating for PY 23-24 was 99.6%, which shows a strong commitment to provide all-inclusive and consistent services to all three centers.

Letter Grade Performance Measurements

The letter grade scoresheet was shared for the fourth quarter of PY 2022-2023 with a grade of B+ and score of 88.5%.

Strategies and Goals Matrix

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

**Adjourn:**

There being no further discussion or business, Pamela Reed, Chair adjourned the meeting at 9:51 am.

Respectfully submitted,

Reviewed by,

{signature on file}  
Marina Stone

10/31/23  
Date

{signature on file}  
Pamela Reed, Chair

10/31/23  
Date

**CareerSource Brevard (CSB)**  
Finance Committee Meeting  
August 2, 2023

**MINUTES**

**Members in Attendance:** Shawn Beal (virtually), Wayne Olson (virtually), and Amar Patel (virtually).

**Members Absent:** Colleen Browne (Chair).

**Staff in Attendance:** Marci Murphy, Jeff Witt, and Holly Paschal.

**Guests:** None

Marci Murphy called the meeting to order at 3:05pm.

**Roll Call:** Holly Paschal

**Public Comments:** There was no public comment.

**Action Items:**

Approval of Finance Committee Minutes

Motion to approve the Finance Committee minutes for May 1, 2023, made by Wayne Olson and seconded by Shawn Beal. Motion passed unanimously.

**Discussion/Information Items:**

Budget Update for PY 23/24

Marci Murphy gave the budget update for PY 22/23, she informed the committee that after closing out program year 22/23, we have \$458,721 in WIOA formula funding to carry forward which is 15% higher than the \$400,000 that was included in the original budget. Ms. Murphy shared that we also have \$5,482,158 in other ongoing grant funding to carry over from PY 22/23 and that figure is 3% higher than the original budget projection of \$5,336,372. Ms. Murphy informed the Committee that funding for Program Year 23/24 increased 2% from our proposed budget of \$10,474,00 to \$10,678,500.

President's Report

Marci Murphy shared that Ernst & Young (EY) was awarded the contract for the advancement of Florida's workforce system for approximately 2.33M through June 2024. The contract can be extended for six months and can also be renewed yearly for up to two renewals. The first deliverable was the Project Plan and encompasses all three pillars (one of which is the consolidation). Ms. Murphy stated that she had two meetings last Wednesday with EY; one encompassed the whole state WF system and the other was for the ten counties affected by the consolidation. She added that EY is planning to have a one-on-one meeting with her on August 7th and another meeting with both her and Flagler/Volusia County together, also on August 7th.

Marci Murphy informed the Committee that the Department of Economic Opportunity (DEO) has a new name and a new leader, and is now the Department of Commerce and Alex Kelly,

previously Governor DeSantis's Chief of Staff, is the new Secretary of Department of Commerce.

Financial Reports

Marci Murphy gave an overview of the line items listed on the Budget to Actual Report. Ms. Murphy also shared the financial activity for the Fiscal Dashboard Indicators for the period ending on June 30, 2023. Ms. Murphy stated that CSB is doing well overall and informed that we received less WIOA money this year, however, we have additional money due to other grants. Ms. Murphy informed the Committee that we did not have to lay off any staff members, and she was able to give each staff member an additional incentive from unrestricted funds which she stated was important for retention purposes during the consolidation year ahead.

Vendor Payment Report

Staff reviewed the Vendor Payment report from April 1, 2023, through June 30, 2023.

**Adjournment:**

The meeting adjourned at 3:55pm

Submitted by,

Reviewed by,

{Signature on file}

Holly Paschal

8/08/2023

Date

{Signature on file}

Amar Patel

8/08/2023

Date

**CareerSource Brevard (CSB)**  
Executive Committee Meeting  
August 2, 2023

**MINUTES**

**Members in Attendance:** Lloyd Gregg (Chair), Mike Menyhart (virtually), and Mary Jane Brecklin (virtually).

**Members Absent:** Colleen Browne and Nancy Heller.

**Staff in Attendance:** Marci Murphy, Jeff Witt, and Holly Paschal.

**Guests:** None.

Lloyd Gregg called the meeting to order at 4:06pm.

**Roll Call:** Holly Paschal

**Public Comments:** There was no public comment.

**Presentations:**  
No Presentations.

**Action Items:**

Approval of Executive Committee Minutes

Motion to approve the Executive Committee minutes for May 1, 2023, made by Mike Menyhart and seconded by Mary Jane Brecklin. Motion passed unanimously.

Presentation of President's Completed Goals Program Year 2022-2023

Marci Murphy announced to the Committee that before we begin with the President's Goals for PY 22-23, she informed the committee that she will be on personal leave and gave the committee the dates. Ms. Murphy shared with the committee who the senior staff members are and their role in case of an emergency.

Marci Murphy presented the President's Completed Goals for the Program Year 2022-2023 and explained each of the four goals. Ms. Murphy explained the steps that were taken to successfully achieve each of the goals and the outcomes of each goal. Her goals were focused on Goal 1 - Letter Grades, Goal 2- alignment/stakeholder buy-in, Goal 3-the Florida Workforce Alliance Grant, and Goal 4-the diversification of CareerSource Brevard Board membership as dictated by the County Commission.

Per the President's Incentive Compensation Contract Language, it states, "Employee is eligible for incentive compensation. The incentive compensation fund is a percentage of the Employee's annual base salary at the beginning of the fiscal year. Actual payment of the incentive compensation is based upon attainment of pre-determined goals mutually established by the CSB Executive Committee and the Employee. The target incentive amount is 15%. Each goal is weighted and contains a Threshold Objective (75%), a Target Objective (100%), and a Superior Objective (150%). A Threshold Objective for a goal must be met in order to receive any kind of incentive compensation for that goal."

Please see the Incentive Table for Program Year 2022-2023 below that was shared with the committee.

## Incentive Table 22-23

	Goal 1 (27%)	Goal 2 (20%)	Goal 3 (33%)	Goal 4 (20%)	Total
Threshold 75%					
Target 100%	X				
Superior 150%		X	X	X	
Factor	1x27 = 27	20X1.5= 30	33X1.25=41.25	20X1.5=30	128.25%
Total Score = 128.25 of 15% = 19.24%					
Incentive (Salary X .1924) 133848 X .1924 = 25,752					



Motion to approve the President’s Completed Goals for PY 2022-2023 and Incentive Compensation of 19.24% of the President’s Annual Base Salary based on the President’s Incentive Contract Language, made by Mary Jane Brecklin, and seconded by Mike Menyhart. Motion passed unanimously.

### President’s Goals Program Year 2023-2024

Ms. Murphy presented the President’s Goals for the Program Year 2023-2024 as well as the “Threshold 75%” details, the “Target 100%” details, and the “Superior 150%” details. Ms. Murphy explained the first goal of “Letter Grade”, the second goal of “Florida’s Workforce Consolidation”, the third goal of “Manage the Florida Atlantic Workforce Alliance”, and the fourth and final goal of “Manage the Dwyer Project”. Ms. Murphy explained each goal in detail and the steps she will take to achieve each goal to include the steps that she’s already taken to begin to successfully achieve these goals to date. Mary Jane Brecklin stated that she has a concern regarding the fourth goal of “Manage the Dwyer Project” due to the competition for laborers in the healthcare industry. Ms. Murphy stated that she understands her concerns and agreed to address the details of the preassessment with Dwyer to dive deeper into this topic. Motion to approve the President’s Goals for PY 2023-2024 to be brought to the board for final approval, made by Mary Jane Brecklin and seconded by Mike Menyhart. Motion passed unanimously.

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

#### Finance Committee Report

Marci Murphy gave an update on the Finance Committee meeting items that were discussed by the Finance Committee which met earlier in the day. Ms. Murphy explained that we had an estimate for the budget at the last meeting of \$10,474,000 because we did not have the actual budget at the time of the last meeting, therefore, she shared the details of the actual budget for the Program Year 23/24 which is a total of \$10,678,500 which she states is an increase by 2% for this program year.

Presidents Report

Marci Murphy shared that Ernst & Young (EY) was awarded the contract for the advancement of Florida’s workforce system for approximately 2.33 million through June 2024. She states that the contract can be extended for six months and can also be renewed yearly for up to two renewals, and the first deliverable is the Project Plan and encompasses all three pillars (one of which is the consolidation). Ms. Murphy stated that she had two meetings last Wednesday with EY; one encompassed the whole state WF system and the other was for the ten counties affected by the consolidation. She added that EY is planning to have a one-on-one meeting with her on August 7th and another meeting with both she and Flagler/Volusia County President together, also on August 7th. Ms. Murphy informed the Committee that there will be a meeting on August 28, 2023, with EY, Brevard County Manager, the Assistant County Manager, Commissioner Rob Feltner, and Ms. Murphy to discuss the consolidation.

Marci Murphy informed the Committee that the Department of Economic Opportunity (DEO) has a new name and a new leader, and is now the Department of Commerce, and Alex Kelly, previously Governor DeSantis’s Chief of Staff, is the new Secretary of the Department of Commerce.

Ms. Murphy informed the Committee that during the next Board of Director’s meeting, there will be a panel on the apprenticeship process from Health First, Florida’s Apprenticeship arm and the fiduciary – our apprenticeship navigator, Melissa Byers, will be facilitating the process and discussion.

The Board Chair, Lloyd Gregg informed the board that he is in transition and no longer with ASRC and will give an update on his new employer and title once he has it.

Grow the Resources of the Board

A matrix was shared showing grant opportunities, unrestricted revenue projects and partnerships that CSB is pursuing to help grow the resources of the Board.

**Adjournment:**

The meeting adjourned at 5:22pm.

Submitted by,

Reviewed by,

(Signature on file)  
Holly Paschal

8/08/2023  
Date

(Signature on file)  
Lloyd Gregg

8/08/2023  
Date

A series of overlapping geometric shapes in shades of green, blue, and orange, arranged in a stepped pattern on the left side of the slide.

## Career Center Efforts

Career Center Committee

October 2023

*Caroline Joseph-Paul, Senior Managing Director*

### Q1 - Impact at-a-Glance (Universal Services)

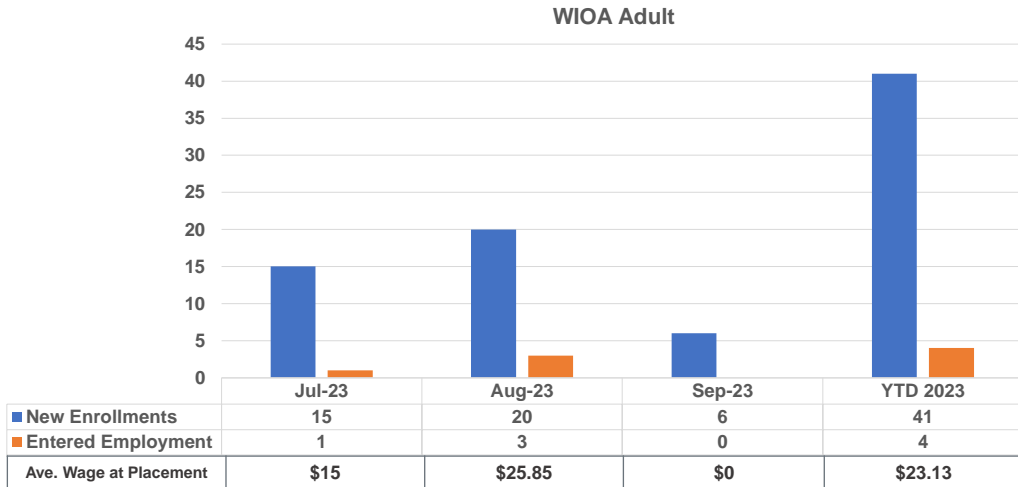
#### Job Seeker Activities

- **2,904** unique customers served
- **5,217** total visits
- **13,522** services job seekers received
  - staff provided **64.5%** of those services
- **541** entered employment
  - recorded/average wage **\$17.18**

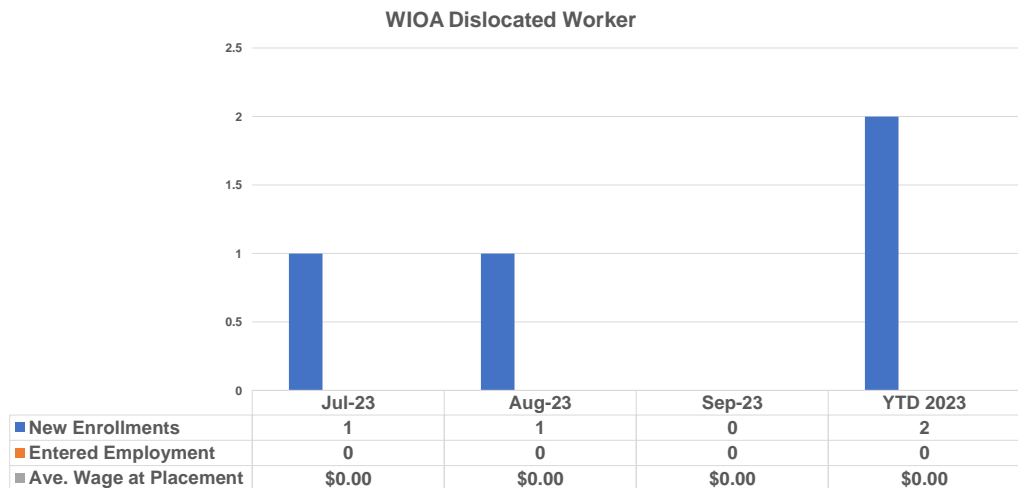
#### Other Accomplishments

- Partnered with weVENTURE to host workshops & 1-hour coaching sessions for job seekers interested in Entrepreneurship.
- Improved Job Seeker Customer Satisfaction survey rating system based on feedback received from last CCC.
- **Success Story** – RESEA jobseeker secured employment in Aug. 2023 as Product Strategy Manager/\$128k annually.

## Q1 - Workforce Innovation & Opportunity Act WIOA Adult Metrics

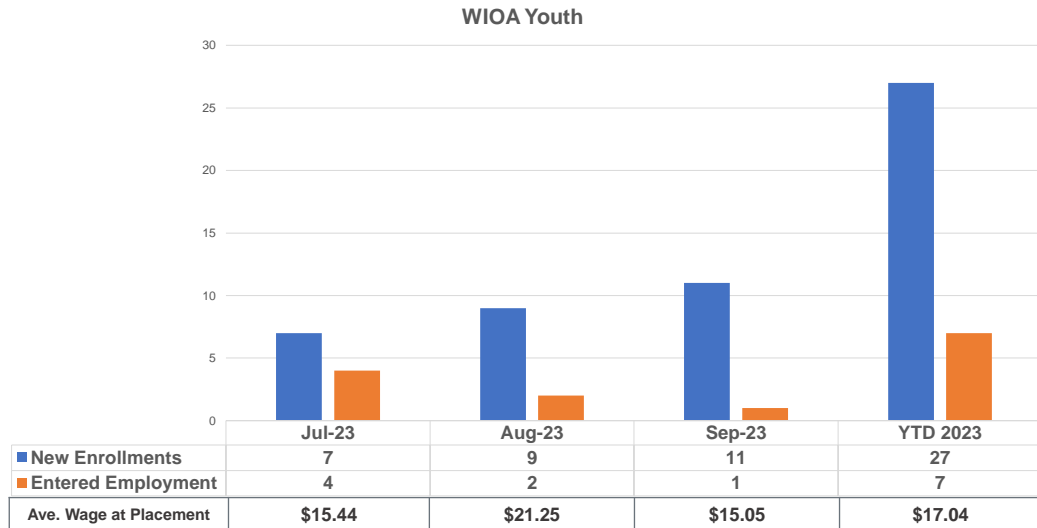


## Q1 - Workforce Innovation & Opportunity Act WIOA Dislocated Worker Program Metrics





## Q1 - Workforce Innovation & Opportunity Act WIOA Youth Program (NextGen) Metrics



## Q1 - Youth (NextGen) Outreach Activities

- Brevard County Adult Education locations in Titusville, Cocoa, and Melbourne
- Eau Gallie High Senior Parent Night (students, parents, teachers, and admin)
- Brevard Adult Education – IT Takes a Village panel (school counselors and other admin)
- Ways for Life
- St. Vincent De Paul
- Suntree Library



## Non-Custodial Parent Employment Program

### Metrics – Program to Date

Measures	CSB Actual	CSB Goal	To Attain Goal
Total Enrolled (120)	73	120	47
Completed intake, assessment and IEP (108)	73	108	35
Employability and Life Skills Training (80)	12	80	68
Workforce Development Activities (60)	36	60	24
Enter employment or upgrade job (56)	12	56	44
Average wage at placement	\$16.30	\$15.00	

### Q1 - Successes

- **27** new enrollments
- **5** entered employment
- **\$16.80** average wage at placement
- Referrals from 18<sup>th</sup> Judicial Court and Florida Department. of Revenue

## Q1 - Job Seeker Workshops

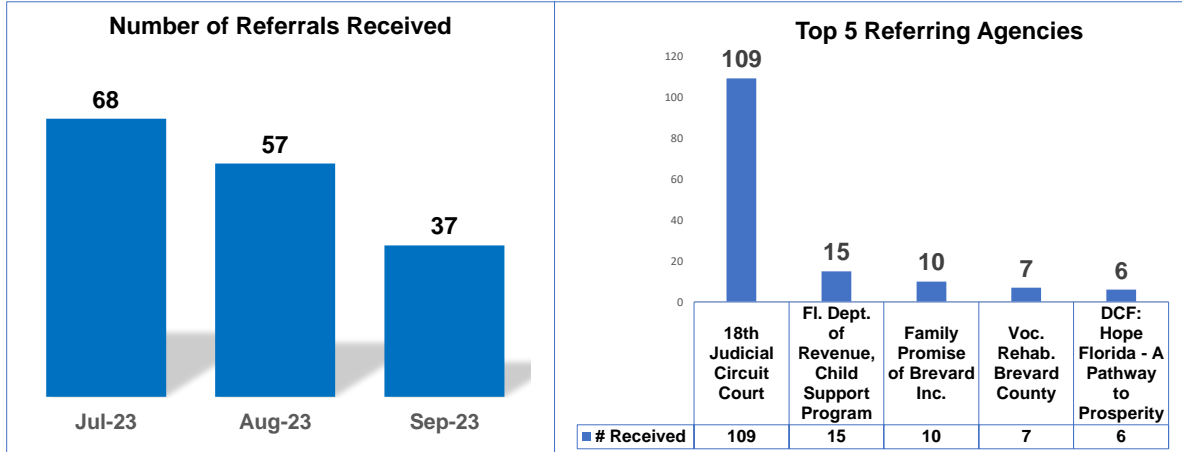
**1706** jobseekers served through various workshops.

Including:

- **765** Brevard County Adult & Community Education students via zoom ( Employability skills development workshops)
- **66** Jobseekers attended “Ask the Recruiters Q & A Panel Discussions. (Plus, an additional **33** attendees that included employers)



## Q1 - Community Partner Engagement Crosswalk Agency Referral



## Q1 – What Are Customers Saying Customer Satisfaction Survey Results

**SURVEYS COMPLETED = 68**

### Top 3 Services Received

- **39.71%** - Job Search Assistance/Job Screening & Referral
- **22.06%** - Job Readiness (Orientation Workshops, Resume Writing, Interview Preparation, etc.)
- **17.65%** - Appointment with CSB Staff

### How did customers hear about CSB?

- **29.41%** - Walk-In
- **17.65%** - CareerSource Brevard Website
- **13.24%** - Family/Friends



## Q1 – Customer Satisfaction Survey Results

Key Elements	Overall Rating
Staff were courteous and made them feel welcome	4.83 stars
Staff responded to their requests in a timely manner	4.83 stars
Staff understood their needs & the assistance/information received was helpful	4.81 stars
Would recommend CSB services to others	4.73 stars
Overall experience with CSB has been satisfactory	4.74 stars

**4.8**★  
average rating




## Q1 - Customer Satisfaction Survey – Sample Responses

“Most positive and professional assistance ever experienced in time of need, outstanding personnel”

“I enjoyed the resume class and learned a lot. I am very thankful you have these classes.”

“CareerSource Brevard has provided beneficial information pertaining to my job search needs.”



A series of decorative geometric shapes on the left side of the page, including a green triangle, a green square, a blue square, and an orange triangle.

**Thank you!**

*Caroline Joseph-Paul, Managing Director*



## Aerospace/Aviation + The Florida Atlantic Workforce Alliance

**Stephanie Robinson**  
Project Coordinator/Business Liaison



## City of Titusville Recompete Grant

- Nicholas Gow- City of Titusville Economic Development & Redevelopment Coordinator
- Coalition of community stakeholders and subject matter experts
- Create jobs in areas that have high primary age employment gaps
- CSB provided letter of support and will support efforts

## CSB 2023 Space Coast Symposium Sponsor

- August 25, 2023 Space Coast Convention Center Cocoa, FL
- Promoted via conversations and flyers
  - FAWA Consortium and Industry Councils
  - Manufacturing Technician Bootcamp
  - Manufacturing Job Fair
  - CareerSource Flagler Volusia Career Showcase
  - CareerSource Brevard Services
    - Businesses
    - Jobseekers
    - Veterans



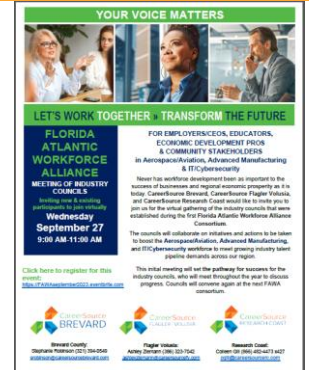
## Manufacturing Technician Bootcamp

- In partnership with Brevard Adult and Community Education, EDC of the Space Coast, Eastern Florida State College
- Industry certifications (IPC, NDT)
- Clearlake Education Center, Cocoa
- Introduced to employers at Open House on October 2<sup>nd</sup> in conjunction with Manufacturing Job Fair



# FAWA Industry Council Initial Meeting

- Held virtually September 27, 2023
- Quantum Improvements Consulting
- Chairs and Co-Chairs established
- 117 Attendees
- 95 participants in industry councils
- Over the next 12 months, the FAWA Industry Councils will:
  - Meet virtually (with possible hybrid options) 5-6 times
  - Identify at least one actionable workforce issue within the industry
  - Develop a project plan for tackling the industry's issue(s).
  - Determine a measurable outcome to assess the project's success.
  - Work collaboratively to execute the project plan.



# Community Events and Sponsorships

- NASA Space Apps Challenge Hackathon
  - October 6<sup>th</sup>, 2023
  - Kennedy Space Center
- Women in Aviation
  - February
  - Melbourne
  - Promote Careers in Aviation to Young Girls

Created banners to promote training in FAWA industries and encourage participation in Industry Councils





# Customized Training for Northrop Grumman

## Virtual Entry Level Software Engineering for Aerospace Training Program

- Software Reboot VEST with Codecraft Works is a virtual 16-week training program that prepares participants for entry-level software development roles in the aerospace industry. The program covers a wide range of topics, including Python, C++, requirements gathering, the software development lifecycle, and embedded software development.
- 12 Cohort participants started in July
- CareerSource Brevard to Reimburse WIOA eligible participants
- Candidates to be hired upon successful completion



## Aerospace News

- The labor shortage could impede the space economy from reaching its trillion-dollar potential [The space industry's looming workforce problem \(axios.com\)](https://www.axios.com/news/the-space-industry-s-looming-workforce-problem)
- "At the four-year level, engineers from 2017 to 2022 dropped by about 100,000," Tom Roeder, a senior data analyst at the Space Foundation
  - Welders, machinists and other technical jobs that don't require advanced degrees are also in demand for companies building rockets and spacecraft
  - Technically skilled workers are in demand across industries
- Spaceport being developed in Las Vegas
  - Large focus on space tourism
  - STEM academy
  - Pilot training school





## Construction, Hospitality & Apprenticeship Updates

Melissa Byers- Business Liaison/Apprenticeship Navigator

### Construction

Presenting work based training (WBT) to current & re-engagement of past employers.

A new home builders (NeVisions Builders) reached out in search of filling positions. With a site visit this has led to talks of future training options like registered apprenticeship as well as working with our Brevard Public Schools CTE programs.

Liaison is working closely with Acousti as in connecting them to BPS CTE, Apprenticeship options as they build theirs, and other items like WBT and LMI data.

# Hospitality

Continuous outreach to current and re-engagement of past employers.

Liaison spoke to a group of leaders for Motel 6 at the beginning of August. Presented LMI data, CSB services, and other workforce development options like apprenticeship.

Looking at unique ways to engage jobseekers to fill these positions as we move forward with planning an event for January 2024.

Liaison is keeping the great relationship with our tourism council, Peter Cranis, as we continue to plan events together and have some great upcoming ideas for 2024 to help with development of the industry.



# Apprenticeship

Apprenticeship Navigator (AN) has been working extensively with Florida Trade Academy as they look to bring their programs and training to Brevard County. Currently they serve the Tampa area and work with the ABC in Tampa. They have made connections with ABC Space Coast and our local HBCA. They are looking to launch a possible beta program with HBCA.

Currently AN has been working to help CareerSource Florida with trainings for other Navigators along with best practices on current outreach and working with our local Apprenticeship Training Representative (ATR).

Mack Technologies will be the first semiconductor apprenticeship registered in the State of Florida as well as in the Nation as we build a new Rapids code. This is at the State for approval. AN and ATR have been working on this since the end of June.

Semiconductor Accelerator will be taking place October 11<sup>th</sup> in partner with FLDOE, NIIT, FloridaMakes, and EDC.

Navigator facilitated and help with the development of the Apprenticeship Round Table during the Workforce Development Summit.

AN spoke at CommHit Workforce and Apprenticeship Summit held out at Kennedy Space Center September 28<sup>th</sup> along side Anne Everly our local ATR. Presented on utilizing resources to develop apprenticeships.

Continue support of employers who are looking to develop RA. Currently working with a non-destructive testing apprenticeship program that is in the works and should be at the State for approval.

AN supports programs currently approved as well as those employers who are apart of those programs with our services.

# Event Flyers

**FREE BUSINESS LEARNING EVENT:**  
**Securing Our Nation – Building the Future**



**Semiconductors, Nano Technology & Manufacturing Supply Chain**  
**Registered Apprenticeship Accelerator**

Wednesday, October 11<sup>th</sup>  
 8:00 am to 11:30 am  
**at Canaveral Port Authority**  
 Administrative Offices Commission Meeting Room  
 4000 Highway 1A, Cape Canaveral, FL 32922

**Continental Breakfast and Networking a Networking Opportunities**  
 Learn about the CHIPS Act Initiative, protecting our economy and national security, hear from Mark  
 Technicians Inc., Florida's first Semiconductor Registered Apprenticeship, get an update on Florida's  
 Apprenticeship program from the Florida Department of Education, and more!

**Continental Breakfast and Networking a Networking Opportunities**  
 Learn about the CHIPS Act Initiative, protecting our economy and national security, hear from Mark  
 Technicians Inc., Florida's first Semiconductor Registered Apprenticeship, get an update on Florida's  
 Apprenticeship program from the Florida Department of Education, and more!

**Featured Presentations:**  
 Mike Biagini, President, National Institute for Innovation and Technology (NIIT)  
 Martha Poirie, National Director of Apprenticeships, National Institute for Innovation and Technology (NIIT)  
 Scott Eisenberg, Director & Center, Center for Economic Consulting  
 Anne Everts, MPA, Apprenticeship Training Implementation, Florida Department of Education  
 Melissa Byers, Business Liaison and Apprentice Trainer, CareerSource Brevard

**Secure Your Spot and Register Today!** <https://www.careersourcebrevard.com>  
 For more information, contact Melissa at [mbyers@careersourcebrevard.com](mailto:mbyers@careersourcebrevard.com)

We want to thank you for partnering with:



CommHIT23 Summit

September 28, 2023 | Thursday  
 9:00 AM - 3:00 PM  
 CommHIT 23 at the  
 Kennedy Space Center



**Achieving Today's Advanced Workplace**

**Melissa Byers**  
 Business Liaison, CareerSource Brevard  
 Apprenticeship Navigator, Florida State

**I AM SPEAKING!**



As a business liaison with CareerSource Brevard, Melissa serves the workforce needs of Brevard's construction and hospitality employers. Additionally, Melissa was selected by the State of Florida to serve as Apprenticeship Navigator for Brevard County area, tasked with educating the area's businesses on the benefits of an apprenticeship program.

Presenting at CommHIT23 on Thurs, Sept 28




A collection of decorative geometric shapes including a large green triangle, a blue square, and an orange triangle, all with diagonal lines.

## RAPID RESPONSE COORDINATOR UPDATES

### Services to Businesses

- A total of 109 Employ Florida registered businesses received 123 services
- Of the 109 businesses, 63 were listed as beginning to struggle on the Econovue Report
- There were 14 nonprofits that received information on partnering with CSB, Metrix Skill Up Brevard and the Crosswalk Portal.
- CareerSource Brevard information was provided to 5 unregistered businesses to encourage working with CSB

## WARN & Layoff Notifications

- Ivy H. Smith
- Diamondback
- Evans Center
- Thriveworks
- Certerra
- Acuity International
- Prochamps



## Specific Layoff Assistance

1. Of the 7 companies laying off, only one accepted the offer to provide onsite assistance.
2. Deserine Morgan and C2 staff assisted with the 8/7/2023 onsite re-employment and CSB presentation at Ivy H Smith. We explained to the group how to apply for re-employment and discussed the services CareerSource Brevard offers to those affected by a layoff. Rif packages were provided to 19 people who were affected by the companies closure in Melbourne.
3. A recruiting event was held for QLM at the West Melbourne Public Library on 8/26/2023 to offer the Ivy H Smith employees an opportunity to be hired quickly. Three of the 19 attended the QLM recruiting event.

## Super Tuesday Virtual Job Fair

- July 25, 2023 from 11:00 to 13:00
- There were 10 businesses
- Job seekers attending: 36
- The Premier Virtual report showed a total of 431 booth visits with each job seeker stopping at an average of 7 of the 10 employer booths



## Accomplishments

1. Florida Commerce Rapid Response Team selected 3 Rapid Response Coordinators out of 24 to participate in a panel at the Workforce Summit in September. Kimberly Weatherby was honored to be chosen to present based on performance measures reviewed by Florida Commerce.
2. Creation of a monthly newsletter that will begin in October 2023 to highlight the work completed by each Business Services staff member.

## Training, Conferences, & Webinars

- Attended 6 Department of Labor Workforce GPS Webinars
- SME Meetings with other CareerSource Regions to learn Workforce best practices
- Attendance at Workforce Summit
- Completed 5 Emotional Intelligent courses through Skill Up Brevard (Metrix)
- Monthly Rapid Response Coordinator Trainings
- Monthly Econovue Trainings for Rapid Response Coordinators





# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Recruiting Events

22 Onsite Events

- 11 unique employers included Manufacturing, Healthcare, Security Services, Gov't agencies, Staffing Agencies & Restaurants represented
- Appointments & Walk-Ins
- 333 Job Seekers attended, 20 Veterans



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Job Fairs - 2 Events

### Super Tuesday Virtual Job Fair on July 25th

- Partnering with AFRC Patrick
- 9 Employers
- 35 jobseekers / 2 Veterans

### Palm Bay Job Fair on September 13th

- 15 employers in various industries
- 149 jobseekers / 14 Veterans

**CareerSource Brevard JOB FAIR**  
September 13, 2023  
Palm Bay Center  
10:00 am to 1:00 pm

**Palmbay Job Fair**  
Open to the public and walk-ins are welcome!  
Veterans are encouraged to attend.  
Hiring managers are offering interviews on the spot.  
Date & Time: Wednesday, September 13, 2023, 10:00 am to 1:00 pm  
Location: Palm Bay Career Center, 5275 Babcock Street, Suite 98, Palm Bay, FL 32909  
To speed your entrance... Sign up here: <https://www.careersourcebrevard.com>  
Questions? Email: [info@careersourcebrevard.com](mailto:info@careersourcebrevard.com)

Participating businesses in: Healthcare, Hospitality, Manufacturing, Construction, Administration, Transportation, Logistics, Transportation, Education, Law Enforcement, and more!

Participating Employers & Organizations:  
Alachua Development Center  
Brevard Public Schools  
Brevard County Sheriff's Office  
Empirestate Title  
CareerSource Brevard  
City of Palm Bay  
Eastern Florida State College  
Ichiban Cleaning  
Lanark Credit Union  
LF Staffing  
QATC  
Walmart  
City of Palm Bay Police Department

**Find Your Next Best Employee!**

**Super Tuesday Virtual Job Fairs**

Quarterly  
Fourth Tuesday  
10:00 am - 12:00 pm  
Online via Premier Virtual

**SECURE YOUR FREE ONLINE BOOTH TODAY!**  
Visit: <https://www.careersourcebrevard.com>

**Why attend a Virtual Job Fair?**

- Job Fairs are an effective, efficient way to consider new employees and make connections that can lead to hiring the talent you need.
- CareerSource Brevard Job Fairs attract candidates from across the county and many vendors of the marketplace.
- Need help getting your online booth set up? We can help.
- Many candidates will have pre-registered in Employ Florida, providing you with information your company needs to take the next step.

As an employer participant, your job openings must be posted in [employflorida.com](https://www.employflorida.com) to attend!

A program of **CareerSource BREVARD**

# Business Learning Events

## Collaboration of Brevard Businesses

### Florida Atlantic Workforce Alliance - Meeting of Industry Councils

- Hosted Virtually on Sept. 27<sup>th</sup>
- Regional partnership with CareerSource Flagler/Volusia and CareerSource Research Coast
- For Employers/CEOs, Educators, Economic Development Pros & Community Stakeholders
- Aerospace/Aviation, Advanced Manufacturing & IT/Cybersecurity industry focus
- Breakout meetings by industry to form Industry Council discussion topics, action items, future meeting schedules to move the needle in developing workforce pipeline using FAWA initiatives.

**YOUR VOICE MATTERS**

**LET'S WORK TOGETHER - TRANSFORM THE FUTURE**

**FLORIDA ATLANTIC WORKFORCE ALLIANCE MEETING OF INDUSTRY COUNCILS**  
 Invited, free & exciting participation to join virtually  
**Wednesday, September 27, 9:00 AM - 11:00 AM**

FOR EMPLOYERS/CEOs, EDUCATORS, ECONOMIC DEVELOPMENT PROS & COMMUNITY STAKEHOLDERS in Aerospace/Aviation, Advanced Manufacturing & IT/Cybersecurity

Never has workforce development been as important to the success of businesses and regional economic prosperity as it is today. CareerSource Brevard, CareerSource Flagler Volusia, and CareerSource Research Coast would like to invite you to join us for the virtual gathering of the industry councils that were established during the first Florida Atlantic Workforce Alliance Consortium.

The councils will collaborate on initiatives and actions to be taken to boost the Aerospace/Aviation, Advanced Manufacturing, and IT/Cybersecurity workforce to meet growing industry talent pipeline demands across our region.

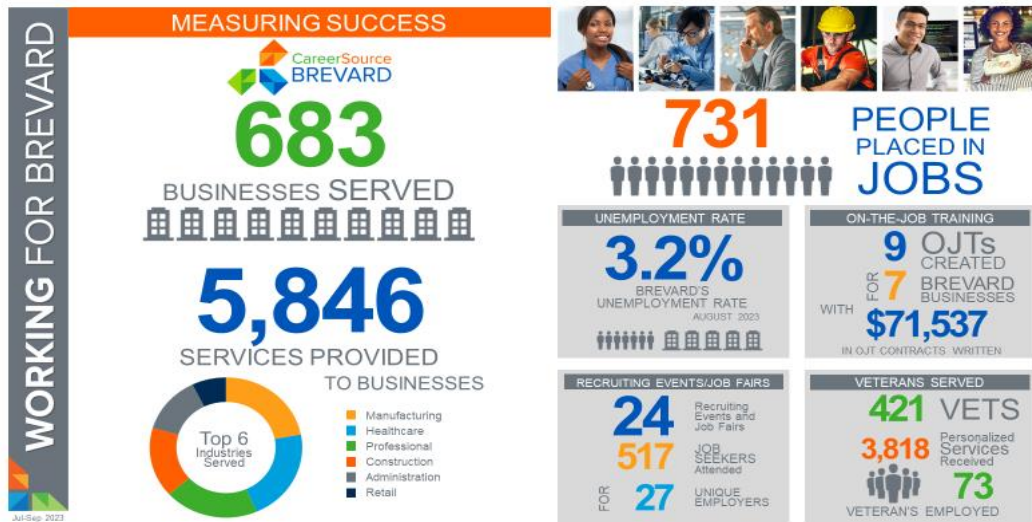
This initial meeting will set the pathway for solutions for the industry councils, who will meet throughout the year to discuss progress. Councils will convene again at the next FAWA consortium.

[Click here to register for this event: https://flaawalliance2023.eventbrite.com](https://flaawalliance2023.eventbrite.com)

**Brevard County:** Stephanie Robinson (321) 364-0549 [stephanie@careersourcebrevard.com](mailto:stephanie@careersourcebrevard.com)  
**Flagler-Volusia:** Ashley Zahman (386) 323-7542 [ahz@careersourceflagler.com](mailto:ahz@careersourceflagler.com)  
**Research Coast:** Colleen Gill (866) 482-4473 x427 [cgill@careersource.com](mailto:cgill@careersource.com)

## Fact Sheet

Business Services Provided July 1<sup>st</sup>, 2023 through September 30<sup>th</sup>, 2023








# Contractor Performance

Erma Shaver  
Policy and Information Officer



## Contractor Performance Legend

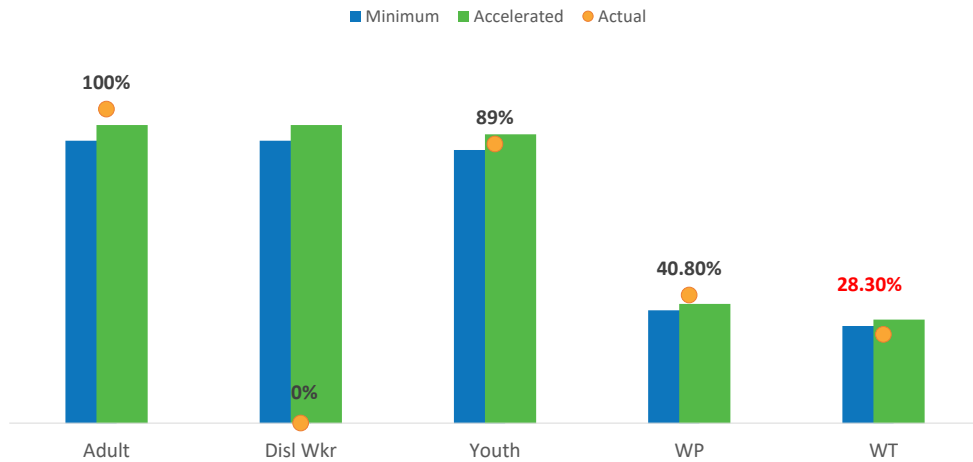
The following legend is used throughout the presentation:

-  The Blue Bar represents the Minimum Performance Goal
-  The Green Bar represents the Accelerated Performance Goal
-  The Gold Circle indicates the Actual Performance Attained

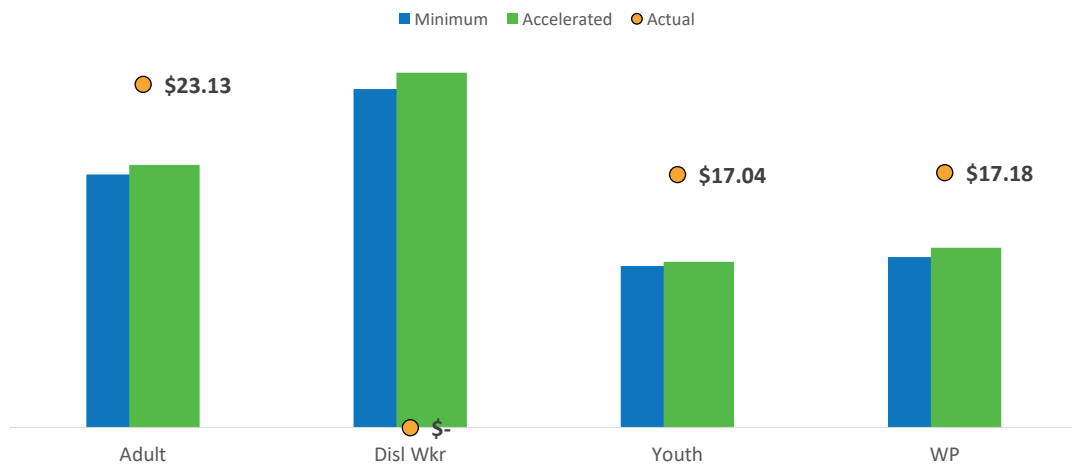
Actual Performance labels are shown in **black text** if the measure met or exceeded Minimum or Accelerated and in **red text** if actual performance fell below the minimum goal.



## Entered Employment Rate - Q1

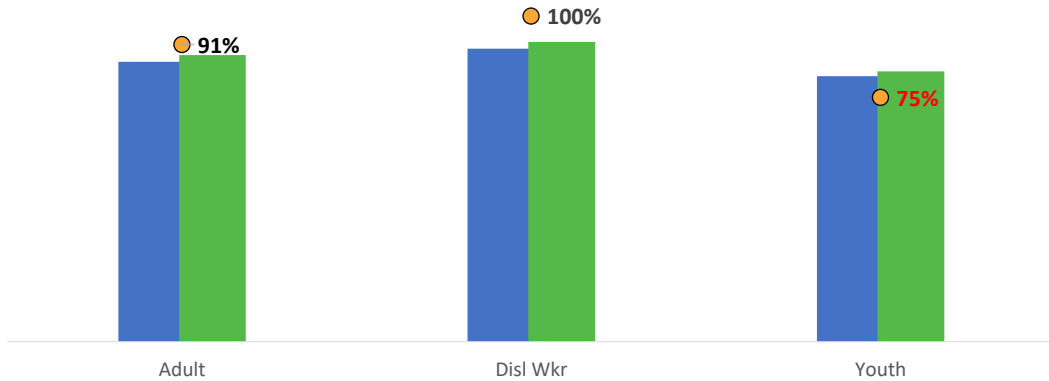


## Average Hourly Wage Rate – Q1



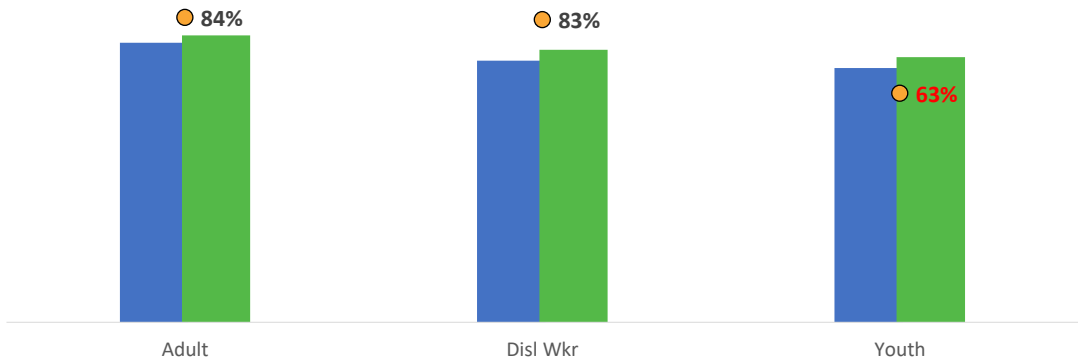
## 1 Year Retention Rate – Q1

■ Minimum ■ Accelerated ● Actual

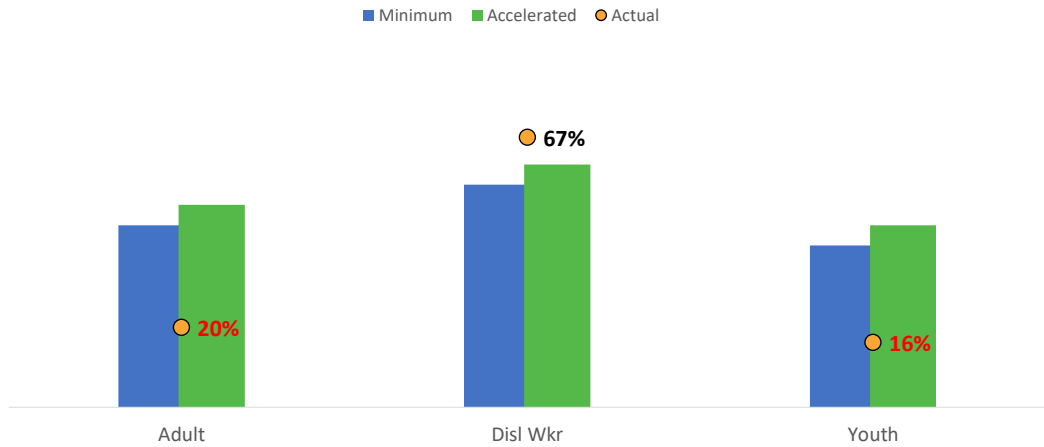


## Credential Attainment Rate – Q1

■ Minimum ■ Accelerated ● Actual



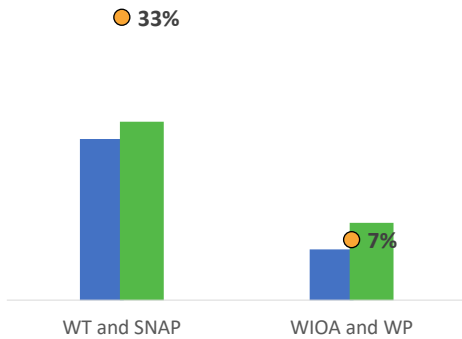
## Measurable Skills Gain Rate – Q1



## Additional Measures Q1

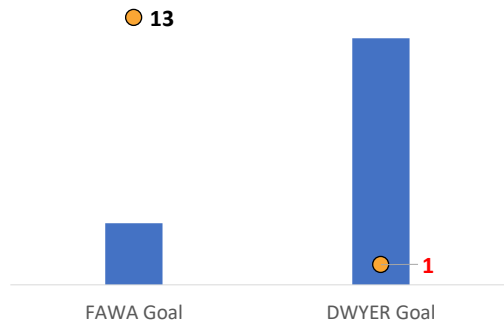
### Enrolled in Work Related Training

Legend: Minimum (blue), Accelerated (green), Actual (orange circle)



### FAWA and DWYER Goals

Legend: Goal (blue), Actual (orange circle)



# Contractor Performance – Q1

Missed – 5 of 20 Measures

Attained or Exceeded Minimum Performance – 13 of 20 Measures

Attained or Exceeded Accelerated Performance – 11 of 20 Measures



A decorative graphic on the left side of the slide consisting of several overlapping geometric shapes: a green triangle, a blue triangle, and an orange triangle, all pointing towards the right.

## Veterans Performance Incentive Awards Program- PY22/23

## Narrative

CareerSource Brevard (CSB) leadership and Jobs for Veterans Grant (JVSG) staff have the utmost respect for Veterans and other eligible spouses. Through hard work and dedication to the mission, our CSB JVSG team exemplify what the Veteran's Performance Incentive Award Program was instituted to recognize, "Excellence in Service" to Veterans.



## Outreach

- Disabled Veteran Outreach Programs (DVOP) conducted 67 outreach activities
- Local Veteran Employment Representatives (LVER) conducted 252 onsite visits to employers
- LVERs conducted 56 Veteran advocacy activities to employers
- JVSG team shows a united front in working diligently to get our Veteran and other eligible persons hired



## Job Fairs & Recruiting Events

- Conducted 12 job fairs & 90 recruiting events
- Over 2,500 job seekers attended; 445 veterans (18%)
- 122 job offers made on the spot!
- Average 60 employers per job fair
- Provide unique wristband identifier for Veterans at our large-scale events



## Job Fairs & Recruiting Events



<https://www.floridatoday.com/picture-gallery/news/2022/12/05/8th-annual-paychecks-patriots-veterans-job-fair/10811037002/>



## Justice Involved Programs

- LVERs helped coordinate two 2<sup>nd</sup> Chance Job Fairs
- Justice involved veterans attended
- Employers & partner agencies that provide no cost services
- DVOPs co-case management to ensure justice involved vets and eligible spouses have access to all programs and services



## Hire Veterans Medallion Program (HVMP)

- LVERs provided info about HVMP to 226 employers in PY 22/23
- CSB LVER's educated more employers about HVMP than any other board in the state!

<https://www.hirevets.gov/>



## Community Involvement

- Vet team has done outstanding job being involved in community
- Attend events that support & educate veterans
- LVER presentations & attend grand openings
- Supports Transitional Assistance Program (TAP)



# Honorable Mention

- Ask the Recruiter- Veteran focused workshop
- SkillBridge Program- Knights Enterprises
- Melbourne Regional Chamber's Hero Spotlight- Wilfredo Quiles
- National Veteran's Homeless Support, Inc.- C2 GPS donation



# Success Stories

**Testimonial from Michael Pascale, Talent Acquisition, RGNext:**

<https://www.youtube.com/shorts/7p5PNF2t7c4>

**Testimonial from Leslie Jones, Career Development Manager, Brevard County Government:**

<https://youtu.be/vqlgnwR7BEE>

**Testimonial from case managed Veteran jobseeker customer, John Rizzuto:**

<https://youtu.be/nkFsfuANNJI>

**Testimonial from case managed Veteran jobseeker customer, Clifford Williamson:**

<https://youtube.com/shorts/RYH8HDqR6ZU?feature=share>



# Questions?



# Thank you

