



**Board of Directors Meeting**  
**November 18, 2021 – 8:00am**  
**CSB Boardroom, Rockledge**

**If unable to attend in person join on your computer or mobile app**

[Click here to join the meeting](#)

**Or call in (audio only) [+1 561-486-1414, 546307197#](tel:+15614861414)**

**Attendees:** Frank Abbate, Shawn Beal, Daryl Bishop, Mary Jane Brecklin, Lynn Brockwell-Carey, Colleen Browne, William Chivers, Randy Fletcher, Susan Glasgow, Lloyd Gregg (Chair), Nancy Heller, Art Hoelke, Brian Jaskiewicz, Jennifer Kenny, Traci Klinkbeil, Travis Mack, Mike Menyhart, Mark Mullins, Wayne Olson, Kirsten Patchett, Amar Patel, Pamela Reed, Terry Schruppf, Lynda Weatherman.

## Agenda

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

<b><i>Call to Order</i></b>	<i>Lloyd Gregg</i>	<b><u>Page No.</u></b>
<b><i>Roll Call</i></b>	<i>Lyn Sevin</i>	
 <b><i>Public Comment</i></b>		
 <b><i>Presentations:</i></b>		
A. Employee Recognitions	<i>Marci Murphy/Jim Watson</i>	
B. Hurricane Grants Presentation	<i>Sam Dettra</i>	
 <b><i>Action Items:</i></b>		
A. Formula Funding Usage for PY2021-2022	<i>Marci Murphy</i>	1 – 2
 <b><i>Consent Action Items:</i></b>		
A. Board of Directors Meeting Minutes – 8/19/21	<i>Lloyd Gregg</i>	3 – 4
 <b><i>Committee Chair Reports (no briefs):</i></b>		
A. Industry Workforce Committee	<i>Mike Menyhart</i>	
B. Career Center Committee	<i>Nancy Heller</i>	
C. Finance Committee	<i>Colleen Browne</i>	
D. President’s Report	<i>Marci Murphy</i>	
 <b><i>Information Items</i></b>		
A. Grow the Resources of the Board	<i>Marci Murphy</i>	5 – 9
B. First Quarter Contractor Performance		10 – 12
C. Primary Indicators of Performance		13
D. Rapid Response Program		14 – 15
E. Career Center Standards		16 – 17
F. Quarterly Multimedia Outreach		18 – 19
G. Financial Reports (Charts 1, 2, & 3)		20 – 24
H. Committee Meeting Minutes		
a. Executive Committee – 11/1/21		25 – 26

b. Finance Committee – 11/1/21	27 – 28
c. Industry Workforce Committee – 7/13/21	29 – 31
d. Career Center Committee – 7/27/21	32 – 35
I. Presentations at Committee meetings	36 - 73
<i>Adjourn</i>	

*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 Lyn Sevin at (321) 394-0507. Persons who are hearing or speech impaired can contact Lyn Sevin through the Florida Relay Service by dialing 7-1-1

**Upcoming Meetings:**

**January 2022**

13<sup>th</sup> Industry Workforce Committee-8:30am  
 25<sup>th</sup> Career Center Committee-8:30am

**February 2022**

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

**April 2022**

12<sup>th</sup> Industry Workforce Committee-8:30am  
 15<sup>th</sup> Board of Directors-8:00am  
 26<sup>th</sup> Career Center Committee-8:30am

**May 2022**

2<sup>nd</sup> Finance Committee-3:30pm  
 2<sup>nd</sup> Executive Committee-4:00pm  
 19<sup>th</sup> Board of Directors Retreat-8:00am-12pm (TBD)



November 18, 2021

## Action Brief

### Guidelines on Formula Funding Usage for Program Year (PY) 2021-22

#### Background

The guidelines for formula funding usage are reviewed every year with the purpose of ensuring that CareerSource Brevard (CSB) is focusing on programs that are the most effective for businesses and the job seekers. This review considers the unemployment rate, other economic factors, previous expenditures and funding availability for the program year. The focus of the guidelines are the following metrics:

- **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 provides an overview of Program Year (PY) 2020-2021, guidelines and performance.

PY 2020-2021 GUIDELINES & PERFORMANCE DATA					
Training Mix			Customer (Trainee) Mix		
Type of Training	Goal	Performance	Customer Category**	Goal	Performance
Work Based Training (WBT)*	50%	25%	Unemployed workers	70%	54%
Individual Training Accounts (ITA)	50%	75%	Employed workers	10%	25%
			Underemployed workers	20%	21%
* 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 PY 2020-2021 time frame has been rather unique for workers, job seekers and employers. This time period included the "shut down" period and the slow but steady improvement in economic conditions. For CSB, this time period represented a period

of adaptation to providing almost all of our services, such as training, workshops and assessments on virtual platforms using video conferencing. This period of time saw a significant portion of our resources devoted to assisting person who were seeking Reemployment Assistance (Unemployment Compensation). While CSB has resumed all services in person, we continue to see many more job openings than persons able to fill those vacancies.

The “Guidelines & Performance Data” chart above shows how CSB measured up to the guidelines we created for the last PY. The data shows that we were able to assist more customers in ITA training than Work-based training. The delivery of Work-based training was heavily impacted by the lack of people available for work.

Based on the current conditions and trends, staff believes that the training mix balance should remain with WBT (50%) and ITA (50%) for this PY. This balance will allow flexibility to provide both WBT and ITA’s to assist job seekers and businesses.

For the Trainee Mix, staff is recommending an increase in the guidelines for services to our underemployed and employed workers. Due to the current economic climate that includes a low unemployment rate, we are seeing a trend with employers to grow and promote their own talent by offering training opportunities for their existing staff. CSB will continue to utilize training funds in a way that best serves both our jobseekers and employers. .

## **Recommendations**

Staff recommends the following for the *Training Mix* PY 2021-22:

- 50% Work-based Training (OJTs, Work Experience, Employed Worker)
- 50% Individual Training Accounts (ITA’s)

Staff also recommends the following for the *Job Seeker Customer Mix* for 2021-22:

- 50% on unemployed workers
- 25% on the underemployed
- 25 % on employed worker training

## **Action**

Review and approve the Career Center Committee recommended guidelines for PY 2021-22.

CareerSource Brevard  
**Board of Directors Meeting**  
August 19, 2021

**MINUTES**

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

**Members in Attendance:** Daryl Bishop, Mary Jane Brecklin, Lynn Brockwell-Carey, Colleen Browne, Susan Glasgow, Lloyd Gregg(Chair), Nancy Heller, Art Hoelke, Brian Jaskiewicz, Traci Klinkbeil, Mike Menyhart, Mark Mullins, Wayne Olson, Amar Patel, Pamela Reed, Terry Schrupf.

**Members Absent:** Frank Abbate, Shawn Beal, William Chivers, Randall Fletcher, Jennifer Kenny, Travis Mack, Kirsten Patchett, Lynda Weatherman.

**Staff Present:** Marci Murphy, Denise Biondi, Lyn Sevin, Jeff Witt.

**Guests:** Michelle Dennard

**Call to Order:** The CareerSource Brevard (CSB) Board Meeting was called to order at 8:02am by Lloyd Gregg.

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

**Presentations:**

Michelle Dennard, President and CEO of CareerSource Florida gave a presentation on Reimagining Florida's Talent Development Strategies.

**Action Items:**

Bylaws Revisions

CareerSource Florida has updated Administrative Policy Number 091-Local Workforce Development Board Composition and Certification, and Administrative Policy Number 110-Local Workforce Development Area and Board Governance, necessitating changes to CSB's current Bylaws. Modifications were reviewed by the Executive Committee and must be approved by the Full Board of Directors and ratified by the Brevard Board of County Commissioners.

Motion to approve the Executive Committee's recommended changes to the Bylaws made by Mike Menyhart and seconded by Susie Glasgow. Motion passed unanimously. Revisions will be sent to Brevard Board of County Commissioners for final approval.

President's Proposed PY2021-2022 Goals

Marci Murphy reviewed her PY2021-2021 goals. The goals had been reviewed and recommended for approval by the Executive Committee at the August 2, 2021 meeting. There was brief discussion on the five goals. Motion to approve the Executive Committee's recommended goals for the President's for PY2021-2022 made by Brian Jaskiewicz and seconded by Susie Glasgow. Motion passed unanimously.

Related Party Contracts

Art Hoelke indicated before the meeting that he had a conflict of interest and needed to abstain from discussion and voting. Staff presented a Related Party Contract with Knight Enterprises Management and CSB. Motion to approve Related Party Contract with Knight Enterprises Management in an amount not to exceed \$50,000, made by Brian Jaskiewicz and seconded by Susie Glasgow. Motion passed unanimously with Art Hoelke abstaining. The Related Party Contract will be sent to the Department of Economic Opportunity for approval. Art was not in attendance

Lynn Brockwell-Carey indicated before the meeting that she had a conflict of interest and needed to abstain from discussion and voting. Staff presented a Related Party Contract with Neighbor-Up Brevard and CSB.

Motion to approve Related Party Contract with Neighbor-Up Brevard in an amount not to exceed \$20,000, made by Susie Glasgow and seconded by Daryl Bishop. Motion passed unanimously with Lynn Brockwell-Carey abstaining. The Related Party Contract will be sent to the Department of Economic Opportunity for approval.

Lloyd Gregg indicated before the meeting that he had a conflict of interest and needed to abstain from discussion and voting. Staff presented a Related Party Contract with ASRC Federal and CSB. Motion to approve Related Party Contract with ASRC Federal in an amount not to exceed \$50,000, made by Mary Jane Brecklin and seconded by Brian Jaskiewicz. Motion passed unanimously with Lloyd Gregg abstaining. The Related Party Contract will be sent to the Department of Economic Opportunity for approval.

**Consent Action Items**

Consent action items presented included Board of Director meeting minutes for April 29, 2021 and May 20, 2021 and Affirmative Action Plan for the HUD Construction Grant. Motion to approve Consent Action Items made by Mike Menyhart and seconded by Nancy Heller. Motion passed unanimously.

**Reports**

Mike Menyhart gave a report on the Industry Workforce Committee meeting held on July 13, 2021.

Nancy Heller gave a report on the Career Center Committee meeting held on July 27, 2021.

Colleen Browne gave a report on the Finance Committee meeting held on August 2, 2021.

Marci Murphy shared statistics for the region including re-employment assistance claims and unemployment rates. She said that staff had returned to working in the office although some virtual services and remote work would continue. She also said that staff will be attending the Florida Workforce Summit in September to support training and career development of Florida’s workforce system.

**Information Items:**

Information items presented included Grow the Resources of the Board, Quarterly Hurricane Recovery Report, ITA Vendor Evaluation, Career Center Activities, Continuous Improvement, Effectiveness of Training, End of Year Contractor Performance, Primary Indicators of Performance, Fact Sheet, Quarterly Multimedia Outreach, Budget Update, Financial Reports and Committee meeting minutes and presentations. Staff reviewed Grow the Resources of the Board and said that extra COVID funds had been received. There was brief discussion on AARP training, Virtual Workshops and Job Fairs and the Fact Sheet.

Lloyd Gregg thanked the outgoing Officers.

There being no further business, the meeting was adjourned at 9:10am.

Submitted by,

Reviewed by,

(signature on file)

8/26/2021

(signature on file)

8/30/2021

Lyn Sevin

Date

Lloyd Gregg

Date



REVISED  
11/01/2021

*Grow the Resources of the Board Report*

**BOLD** Denotes  
Revisions or Additions

<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>
Opioid/Brevard Recovery Works	\$1,500,000		Grant extended until 3/31/22. <b>Activities include (as of September 30<sup>th</sup>):</b> <ul style="list-style-type: none"> <li>• <b>158</b> Participants Enrolled (<b>actual goal achieved</b>)</li> <li>• <b>158</b> Receiving Services (<b>actual goal achieved</b>)</li> <li>• <b>88</b> Entered Employment (<b>actual goal achieved</b>)</li> <li>• <b>20</b> are in training</li> <li>• 4 obtained credentials</li> <li>• 4 Humanitarian Services</li> <li>• <b>3</b> Business Learning Events (<b>event occurred in July 2021</b>)</li> </ul>	Beatrice Boursiquot
Health Emergency Dislocated Worker Grants in Response to COVID-19 Outbreak	\$1,867,263		<b>Additional funding was received bringing total to \$1,867,263.</b>  Staff are working with Aging Matters, Early Learning Coalition, Second Harvest Food Bank, City of Palm Bay Housing Dept., Daily Bread, Central Brevard Sharing Center, Catholic Charities of Central Florida, City of Melbourne Housing & Urban Improvement, Macedonia Community Development, Brevard County Housing And Human Services Department, Community of Hope, Brevard Neighborhood Development Coalition, Habitat for Humanity of Brevard Inc.  <b>Total activity:</b> <ul style="list-style-type: none"> <li>• <b>64</b> Participants Enrolled</li> <li>• <b>7</b> Employment at Exit</li> <li>• <b>Grant Expires 3/31/2022</b></li> </ul>	James Watson
Grant Name: Department of Economic Opportunity Community Development Block Grant – Disaster Recovery (DR)  Workforce Recovery Training Program	\$2,049,784	The target is low to moderate income individuals. The grant allows CSB expand existing programs to provide training in construction trades, including roofing, masonry, carpentry, concrete finishing, plumbing, HVAC, electricity, heavy equipment operations, carpet laying,	<b>CSB has received approval to expend funding and has moved forward on scheduling the first construction training class on November 29, 2021, in partnership with United Academy. The program will focus on safety, OSHA 10, Earth Moving Equipment, Mobile Elevated Work</b>	James Watson

GRANTS (Federal, State Local Competitive and Non-competitive)				
Resource Information	Amount Awarded	Grant Focus	Current Status	Staff Lead
<p>Time Frame: 3/01/2020 – 06/30/2023</p> <p>Funding Source: DEO/ HUD/CDBG</p> <p>Partner(s): Listed in Grant</p>		<p>glass/window installation, plastering and welding.</p>	<p><b>Platforms, Forklift, and Fall Protection. Future trainings will begin January 2022.</b></p>	
<p>Grant Name: USDOL Apprenticeship Expansion Grant – Growing Advanced Manufacturing Apprenticeship Across America (GAMAAA)</p> <p>Time Frame: July 15, 2019 – July 15, 2023</p> <p>Funding Source: HIB Funds; Subrecipient of West LA (CA) Workforce Investment Board</p> <p>Enroll and train 40 jobseekers into AeroFlex Pre-Apprenticeship Program</p>	<p>40 ToolingU Licenses and \$20K for Administration</p>	<p>CareerSource Brevard (CSB) in partnership and collaboration with the West LA (CA) WIB will continue to train jobseekers in a very successful, employer-driven pre-apprenticeship program that has been proven to support industry needs in California and Florida. The Aero-Flex Pre-Apprenticeship program meets the workforce development needs common to our region’s aerospace and aviation manufacturing industry partners. This unique training program provides a <b>Soft Skills component, Core technical learning and Real-World employment via an On-the-Job training option.</b></p>	<p>CSB currently has access (at no cost) to 40 additional Aero-Flex training licenses from ToolingU. A Subrecipient Agreement with our CA workforce partners was executed in March 2021 to continue to train jobseekers in the Aero-Flex Program.</p>	<p>Thomas LaFlore</p>
<p>Grant Name: Substance Use Disorder (SUD) Navigator Grant</p> <p>Time Frame: 05/06/21-08/31/23</p> <p>Funding Source: DEO Wagner-Peyser 7 (b)</p> <p>Partner(s): Local agencies involved in SUD treatment &amp; services</p>	<p>\$156,520 (Projected)</p>	<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>	<ul style="list-style-type: none"> <li>• <b>Grant expenditures are expected to begin in the next 45 days.</b></li> <li>• <b>Implementation will focus on blending the Opioid grant activities into the SUD work plan.</b></li> <li>• <b>The focus will continue to serve reentry, SUD and others impacted by the Opioid Crisis.</b></li> </ul>	<p>Beatrice Boursiquot</p>
<p>Grant Name: “Get There Faster” Launch IT Program Grant</p> <p>Time Frame: 10/01/21 – 09/30/23</p> <p>Funding Source: CareerSource Florida</p> <p>Partner(s): Brevard Achievement Center, CareerSource</p>	<p>\$1,319,363 (Proposed)</p>	<p>This grant is provided to support veterans, military spouses and dependents, adults and disabled with a customized educational program (called LaunchIT) that trains individuals in IT-specific two certification tracks. The grant will fund a minimum of 40 participants for training, work experience and supportive services.</p>	<p>CSB submitted the grant proposal to CareerSource Florida on October 4, 2021. No final awards have been announced yet.</p>	<p>Jana Bauer</p>



GRANTS (Federal, State Local Competitive and Non-competitive)				
Resource Information	Amount Awarded	Grant Focus	Current Status	Staff Lead
Central Florida, CodeCraft Works				
<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>	\$923,305.97 (Proposed)	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.	CSB submitted the grant proposal to CareerSource Florida on October 4, 2021. No final awards have been announced yet.	Jana Bauer

UNRESTRICTED REVENUES (Non-governmental funding, Fee for service, Foundation and Corporate giving programs)				
Resource Information	Amount Awarded	Grant Focus	Current Status	Staff Lead
<p>Grant Name: Ticket to Work (TTW) Program</p> <p>Time Frame: Indefinite</p> <p>Funding Source: Social Security Administration</p> <p>Partner(s): Vocational Rehabilitation</p>	\$314,622 To Date	Focused on eligible TTW customers who want to return unsubsidized employment using the Employment Network (EN).	There were no new TTW receipts in the first quarter PY 21-22. We received payments of \$1,743 in the 1 <sup>st</sup> Qtr. 21-22 for a cumulative total of \$314,362. Staff continue to work with eligible customers who are interested in work or training. EN continues to progress at a modest pace.	James Watson
<p>Grant Name: Tobacco Free Florida</p> <p>Time Frame: Indefinite</p> <p>Funding Source: Bureau of Tobacco Free Florida</p> <p>Partner(s): Florida Department of Health</p>	\$53,824.50 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 PY21-22 first quarter- (7/1/21-9/30/21) is \$262.50.	Marina Stone
<p>Grant Name: Healthcare Sector Strategy</p> <p>Time Frame: 7/1/16 – 9/30/2021</p> <p>Funding Source: Private Sector</p>	\$632,362 To Date In 5 <sup>th</sup> year	Employ a Healthcare Sector Strategist to coordinate Healthcare Sector Strategy to facilitate solutions for current workforce needs, projections for workforce issues over the next five years, and resources to meet both long and short	• Despite this quarter's CNA multi-media and community outreach training campaign yielding one hundred training inquiries, this resulted in only two CNA training completions. The performance measure was not met.	Megan Cochran

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

Resource Information	Amount Awarded	Grant Focus	Current Status	Staff Lead
<p>Partner(s): A variety of health care employers, training vendors and others.</p>		<p>term goals as established by the industry as a whole.</p>	<ul style="list-style-type: none"> <li>• METCA-ECC held their recruitment fair on September 9<sup>th</sup>, attracting six CNA training candidates, meeting both our quarter and grant performance measure.</li> <li>• METCA-ECC held the TABE Boot Camp for four CNA candidates this quarter and two successfully completed and were referred to CSB for scholarship resources. With twenty candidates served, the performance measure was met.</li> <li>• With the passing of Marty Ward, CSB modified the agreement with Confidence Builds Success Academy which allowed us to offer the CARE Maximize Your Performance training on demand. Four teachers took the course for a total of 28, but we were unable to achieve the forty needed for performance measure.</li> <li>• TEAS Prep Academy was not offered this quarter so having served five out of ten candidates, the performance goal was not met.</li> <li>• Even though we were unable to achieve all of our performance measures with Addendum 6, we learned and evolved our talent development strategy to support employer based training initiatives, which will strengthen the workforce and promote worker retention. This proposal for Addendum 7 was submitted for consideration and subsequently approved.</li> </ul>	
<p>Grant Name: Wells Fargo Supportive Services for Community Empowerment</p> <p>Time Frame: 10/01/2018 - 11/01/2021</p> <p>Funding Sources: Wells Fargo</p> <p>Partners(s): NA</p>	<p>\$20,000</p>	<p>The focus of this grant is to assist participants in our program with support services needed to ensure successful job placement. Services can consist of transportation assistance, clothing to create a good first impression, and test preparation fees, etc.</p>	<p>CSB has moved to a reloadable cash card tracking system for these incentives. To date, \$8,500 remain in available funds for incentives.</p>	<p>Jana Bauer</p>

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

Resource Information	Amount Awarded	Grant Focus	Current Status	Staff Lead
<p>Grant Name: AARP BTW50+ Skill Development Program Enhancement Funding</p> <p>Time Frame: 7/1/2021 – 12/15/2021</p> <p>Funding Sources: AARP Foundation</p> <p>Training Partner: Brevard Adult Education</p>	<p>\$10,000</p>	<p>This grant focuses on the enhancement of current BTW50+ coaching experiences by improving access to an existing advanced digital skills training needed for local in-demand jobs. Based on Department of Labor data, employers have released 7,000 job postings that focused on the need of Microsoft Office proficiencies. Funds will be provided to support instruction of Microsoft Office, Word, Excel and Powerpoint to AARP BTW50+ participants.</p>	<p><b>CSB has hosted the Microsoft Digital Literacy Training Seminars in July, September and October for Back to Work 50+ program CORE Workshop graduates, and will conclude in November. A total of 34 participants have completed through October. Instruction is being provided by Brevard Adult Education. Partial funding was allocated to serve as a scholarship for 2 July seminar participants to pursue a MOS certification through New Horizons with funding braided through WIOA. A quarterly report regarding the seminars' performance was provided to AARP and positive feedback was received. Grant funding expires on December 15<sup>th</sup> and we are currently on track to spend all of the funds by then.</b></p>	<p>Deidre McVay-Schulmeister</p>



November 18, 2021

## Information Brief

### First Quarter Performance PY 2021-2022

#### 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 (17 of 21 for quarters 1-3 and 18 of 22 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (10 of 21 for quarters 1-3 and 11 of 22 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

#### PY 2021-22 Performance Results

The Contractor has met the required number of measures to be eligible to earn dollars for Element A. They were also successful in exceeding the performance criteria to be paid on Element B.

<b>Elements of Contractor Performance Earnings - PY 21-22</b>						
<b>Measures</b>						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<b>Customer Services</b>						
Brand New Job Seekers with Extra Credit	Q1 -1,650 Q2 – 3300 Q3 – 4950 Q4 – 6600	Q1 - 1800 Q2 - 3600 Q3 - 5400 Q4 - 7200	Missed (1571.8)			
Customer Engagement	70%	75%	Met (70%)			
<b>Entered Employment Rate/Positive Outcome</b>						
Adults	90%	95%	Met (93%)			
Dislocated Workers	90%	95%	Exceeded (100%)			
Youth	90%	95%	Exceeded (100%)			

## Elements of Contractor Performance Earnings - PY 21-22

Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Welfare Transition*	33%	38%	Exceeded (47%)			
Wagner Peyser	37%	40%	Missed (29%)			
Short Term Veteran	38%	42%	Missed (33%)			
Average Wage at Placement						
Adult	\$17.01	\$17.73	Exceeded (\$17.89)			
Dislocated Worker	\$18.59	\$19.31	Exceeded (\$28.41)			
Youth	\$10.90	\$11.15	Exceeded (\$14.05)			
Welfare Transition*	\$10.01	\$10.65	Exceeded (\$13.07)			
Wagner Peyser	\$11.44	\$12.15	Exceeded (\$15.66)			
Retention at 12 Months						
Adult	80%	85%	Met (94%)			
Dislocated Worker	80%	85%	Exceeded (86%)			
Youth	72%	75%	Exceeded (81%)			
Measurable Skills Gain						
Adult	55%	60%	Exceeded (80%)			
Dislocated Worker	55%	60%	Exceeded (94%)			
Youth	55%	60%	Exceeded (72%)			
Quality of Referrals						
Referral to Placement Ratio by Job Seeker	45%	50%	Missed (36%)			
Training Services						
PFM Career Training Services	53%	58%	Exceeded (63%)			
Grants and Special Projects Measured Annually						
Performance on Special Projects and Grants	N/A	N/A	N/A	N/A	N/A	N/A

\* Welfare Transition Measures are based on data available at the time of this report.

Element A				
Met the minimum percentages set on 17 out of 21 (Q1, Q2 and Q3) and 18 out of 22 (Q4) Performance Measures established in Attachment F	<b>Yes - Met Minimum on 17 of 21</b>			
Element B				
Met the accelerated percentages set on 10 out of 21 (Q1, Q2 & Q3) and 11 out of 22 (Q4) established in Attachment F	<b>Yes – Met Accelerated on 14 of 21</b>			
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	<b>Available in 4<sup>th</sup> Qtr</b>			

### **Performance Measures for PY 21-22**

The measures for PY 21-22 were kept the same as the preceding year to allow the contractor to focus on post-COVID adjustment and recovery efforts. Board staff and Contractor staff reviewed the measures and believe they continue to offer the best indicators of performance on federal measures while ensuring quality services to our job seeker and employer customers.

The unique situation presented by COVID-19 remains evident in performance numbers. The contractor continues to do a great job of minimizing the impact. Reopening of the Career Centers, expanded virtual offerings, and staff flexibility have all contributed to the contractor maintaining optimal performance.

New Customers measure was missed. The number of “New Customer Jobseekers”, as defined in our local performance measures, using our services remained below the established performance expectation. However, this number is increasing and was missed by less than 80 customers.

Wagner Peyser Entered Employment Rate, Short Term Veteran Entered Employment Rate and Referral to Placement were all three missed. Many placements, especially for these measures, are based on data that comes from the New Hire Report. This report is currently not functioning at the state level and there is no estimate as to when it will be repaired. These measures will be tracked but will be waived for contractor performance until the New Hire Report is operational again.

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 were established under Workforce Investment Act (WIA) and are still required by the Workforce Innovation and Opportunity Act (WIOA). While incentive monies will not be 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. New contractor measures have been 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 2020-21. Also shown are our goals for PY 2020-21. All performance goals were met or exceeded for the 4th quarter.

### July 2020-June 2021 Performance

Primary Performance Indicator (PPI)	Performance 2017-2018	Performance 2018-2019	Performance 2019-2020	PY 20-21 4th Quarter Performance	PY20-21 Performance Goals
<b>Adults:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	92.6%	95.0%	89.1%	89.3%	86.5%
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$7,496	\$8,017	\$8,097	\$9,133	\$7,500
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	89.3%	92.6%	87.0%	88.8%	85.0%
Credential Attainment Rate	N/A	89.1%	78.7%	85.2%	72.0%
Measurable Skills Gain	N/A	N/A	N/A	75.0%	47.0%
<b>Dislocated Workers:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	85.7%	84.9%	91.8%	87.9%	86.0%
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$6,432	\$8,229	\$10,174	\$12,574	\$7,200
Employment Retention Rate(4 <sup>th</sup> Qtr. after Exit)	88.2%	87.5%	88.7%	92.4%	82.0%
Credential Attainment Rate	N/A	81.00%	61.1%	69.4%	70.0%
Measurable Skills Gain	N/A	N/A	N/A	83.0%	47.0%
<b>Youth Common Measures:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	79.2%	83.5%	80.2%	82.6%	79.0%
Median Wage 2nd Quarter After Exit	N/A	N/A	N/A	\$3,643	\$3,200
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	78.3	82.2%	85.6%	78.5%	75.0%
Credential Attainment Rate	N/A	72.5%	70.3%	73.0%	76.5%
Measurable Skills Gain	N/A	N/A	N/A	66.2%	45.5%
<b>Wagner-Peyser:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	69.1%	63.8%	68.8%	61.9%	65.0%
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$5,165	\$5,619	\$5,459	\$5,468	\$5,000
Employment Retention Rate(4 <sup>th</sup> Qtr. after Exit)	70.7%	64.8%	65.4%	62.9%	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>		



November 18, 2021

## *Information Brief*

### **Rapid Response Program**

#### Background

The Workforce Innovation and Opportunity Act (WIOA) [Section 133(a)(2) and 134(a)(2)(A)] requires states to establish and maintain a state-level Rapid Response program. Rapid Response promotes economic recovery and vitality by developing ongoing, comprehensive approaches to identifying, planning for, or responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities. Layoff aversion activities and services are a central tenant of Rapid Response.

#### Rapid Response Overview

Rapid Response includes:

- An announcement or notification of a permanent closure or layoff (with or without a WARN Act notice),
- A mass job dislocation resulting from a natural or other disaster,
- The filing of a Trade Adjustment Assistance (TAA) petition, in accordance with Section 221(a)(2)(A) of the Trade Act, or
- Activities which are federally mandated by the Workforce Innovation and Opportunity Act (WIOA)

#### CSB's Rapid Response Coordinator

The Department of Economic Opportunity has approved a grant award for CareerSource Brevard to hire a Rapid Response Coordinator. The Rapid Response Coordinator (RRC) will be an integral part of the Business Services Team and will be under the direct leadership and supervision of the VP of Industry Relations. The RRC will be responsible for:

- Coordinating response services to affected workers and convening the region's workforce ecosystem/partners (economic development organizations, educational providers, industry partners, chambers, SBA, SBDC, government, etc.).
- Developing a process for identifying and averting employee lay-offs for our region's employers. These convenings will be on-going on a consistent basis and



integrated into CSB's sector strategy initiatives, business learning events and workshops, business engagement activities and organizational presentations.

- Working closely with CSB's Business Liaisons and Career Center staff, the RRC will lead response activities and coordinate the design of services and programs to be integrated into the process with the region's ecosystem.
- Develop a toolkit of resources, programs, support services and emergency response activities for all staff and partners.
- Respond to WARN notices that have been received for Region 13.
- Follow-up with employers who have applied for special grants & loans to mitigate any future layoffs if possible.
- Utilize the EconoVue software The State of Florida's DEO has procured to help identify businesses in need of Rapid Response services.

The Rapid Response Coordinator position was filled on November 8, 2021.

## *Information Brief*

### **PY 21-22 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 21-22 Rating is 99.3%. 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 all centers. This is evident in another near-perfect review at all three centers. While most of the reviews were conducted virtually and site visits were kept brief due to COVID-19 constraints, all elements were still reviewed, and Career Centers have exhibited consistent services and appearances throughout the County. In person services have resumed with some restraints to maintain social distancing and virtual services are still being made available to jobseeker and employer customers.

A variety of workshops are being provided to assist job seekers; however, contractor will need to ensure that all required services are addressed through workshops or other methods. This review found that the financial aid, debt management, budgeting, etc. workshops were not scheduled during the 90-day period observed for this review.

The PY 21-22 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 21-22**

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.3%	99.3%	99.3%	99.3%
	Overall	Palm Bay	Rockledge	Titusville
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**

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	98.9%	99.6%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
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%

### **PY 19-20**

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.9%	99.6%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
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%	98.5%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	99.7%	97.9%	100.0%	100.0%

### **PY 18-19**

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.6%	100.0%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	98.7%	98.3%	98.3%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	99.7%	100.0%	100.0%	98.5%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%



## Quarterly Multimedia Outreach (July – September 2021)

### Non-Paid CSB-led Social Media Marketing & CSB-led Direct (Email) Marketing

**Facebook, Twitter, LinkedIn, Instagram, Constant Contact:** *a daily collaborative effort to spotlight and/or share CSB’s workforce, economic, education, business and community partners’ news as well as educating and informing CSB’s businesses, jobseekers and industry partners about programs and services offered.*

**Please follow us!**

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

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

<https://twitter.com/csbreverd>

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

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

- **CSB shares partner news:** *These community and workforce industry partners offer relevant and valuable news to share with CSB’s audiences.* City of Cocoa, Brevard County, Brevard Adult Education, Space Coast Transit, Brevard Public Schools & CTE program, Sustainable Workplace Alliance, U.S. Department of Labor, METCA, SAMHSA (Recovery Month), Housing Authority of Brevard County, Melbourne Airport, Melbourne Regional Chamber, Florida DEO, EDC, Senator Tom Wright, Enterprise Florida, Tobacco Florida, Florida SBDC, Community Coordinated Care for Children, Brevard Family Partnership, 211 Brevard, Brevard Nursing Academy, Palm Bay Chamber, Brevard Health Alliance, United Way, Brevard EOC, CareerSource Florida, and more.
- **CSB share its events, programs & services to multiple audiences:** **Daily** hot jobs social and radio promos, social media content and **weekly**-at-a-glance e-news to jobseekers and referring partners promoting key in-center and virtual workforce services, resources, announcements, events, and success stories. **Daily** social media content and **monthly**-at-a-glance e-news to businesses and referring partners promoting workforce news, events, resources, and business services. **Ongoing** promotions supporting key sector (Aerospace/Advanced Manufacturing, Information Technology, Healthcare) initiatives that include talent building, training, hiring and more. **Quarterly** program messaging for Brevard Recovery Works, Soft Skills, RISE, Apprenticeship training, Skill Up Brevard, Metrix Learning, ESOL, GED, AARP 50+, Veterans, and Young Adult programs.

### Earned Multi—Media Coverage through Press & Partner Relations

**Local, Regional and State Multi-Media Relations:** *An ongoing collaborative effort communicating relevant workforce news to be recognized as Brevard’s key resource for workforce development issues and trends.*

- **Digital, broadcast and print news coverage:**
  - Channel 13 interviews Space Coast office of Tourism with CSB labor market info.
  - Brevard Business News— routinely publishes CSB’s news
  - Space Coast Daily --- <https://spacecoastdaily.com/2021/08/career-source-brevard-to-host-job-fair-for-county-government-job-openings-aug-17/> Job fair
  - Florida Today --- requests workforce information and quotes from staff on articles related to Brevard’s economy.
    - <https://www.floridatoday.com/story/money/business/2021/09/06/brevard-employers-find-difficulty-filling-job-vacancies/5615752001/> Talent shortage
    - <https://www.floridatoday.com/story/money/business/2021/09/24/declan-clifford-starts-launchlocal-digital-marketing-firm/5826161001/> Business news, CSB Executive Board.
    - <https://www.floridatoday.com/story/news/local/2021/09/13/health-first-boosts-its-minimum-wage-15-hour/8315472002/> Health Care Talent
    - <https://www.floridatoday.com/story/money/business/2021/06/22/brevard-job-market-continues-show-comeback-pandemic/5297241001/> re employment rate



## Quarterly Multimedia Outreach (July – September 2021)

	<ul style="list-style-type: none"> <li>○ Additional media outlets share CSB hot jobs, news and events— Viera Voice, Spotlight Brevard, Space Coast Daily, The Beach radio &amp; Beachland Community spotlight, Destination Brevard.</li> <li>● <b>Social media coverage:</b> <i>These partners &amp; organizations have tagged CSB and/or shared CSB news to their networks:</i> CareerSource Florida, Senator Debbie Mayfield, Darrel Stern: Embraer, Housing Authority of Brevard County, Destination Brevard, RGNext, Brevard Achievement Center, Melbourne Square Mall, CareerSource Florida, Perrone Properties, City of Cocoa, Helping Seniors Radio, Brevard Libraries, Talk of Titusville, Space Florida, Board Member: Brian Jaskiewicz, SMTC Corporation, Hometown News Brevard, and more.</li> </ul>
<p><b>Community Partner Outreach Events/Programs</b></p>	<p><b>Additional outreach efforts not detailed in this report or the committee goals matrix:</b> <i>Ongoing collaboration to share CSB’s Partner/Employer/Job seeker news and events: strengthening community partner customer referrals to CSB.</i></p> <ul style="list-style-type: none"> <li>● CareerSource Florida and DEO shares CSB’s jobseeker success stories and photos during the Workforce Summit events and boards meetings.</li> <li>● CareerSource Florida shares CSB news with their stakeholders <a href="https://twitter.com/CareerSourceFL/status/1425153124000468993">https://twitter.com/CareerSourceFL/status/1425153124000468993</a></li> </ul>
<p><b>Paid Multimedia Promotions/ Tactics</b></p>	<p><b>Brand awareness to all CSB audiences:</b> <i>Ongoing effort to communicate timely and relevant workforce programs and services to targeted audiences and be recognized as Brevard’s key resource for workforce development issues and trends.</i></p> <ul style="list-style-type: none"> <li>● <b>Brevard Business News (BBN):</b> Business Services ad</li> <li>● <b>Facebook/Instagram:</b> recruiting event ad</li> <li>● <b>Program collateral:</b> Informational pocket folders hold programs and services flyers for Job seeker use.</li> </ul>
<p><b>Website</b></p>	<p><b>Content development and enhancements:</b> Ongoing updates: increase SEO through industry-relevant posts, fresh content (pages updates), refinements to highest performing keywords and messaging based upon analytics</p> <ul style="list-style-type: none"> <li>● Reemployment Assistance webpage <a href="https://careersourcebrevard.com/career-services/education-and-training/reemployment-assistance">https://careersourcebrevard.com/career-services/education-and-training/reemployment-assistance</a></li> <li>● Careers in Aerospace &amp; Advanced Manufacturing webpage <a href="https://careersourcebrevard.com/career-services/education-and-training/aero-flex-pre-apprenticeship">https://careersourcebrevard.com/career-services/education-and-training/aero-flex-pre-apprenticeship</a></li> <li>● Trending in Brevard, Sector News <a href="https://careersourcebrevard.com/trending-in-brevard">https://careersourcebrevard.com/trending-in-brevard</a></li> <li>● <a href="https://careersourcebrevard.com/business-services/building-workforce-solutions">https://careersourcebrevard.com/business-services/building-workforce-solutions</a></li> <li>● Education Training and Assistance webpage <a href="https://careersourcebrevard.com/career-services/education-and-training">https://careersourcebrevard.com/career-services/education-and-training</a></li> <li>● Monthly news posts: <a href="https://careersourcebrevard.com/news">https://careersourcebrevard.com/news</a></li> </ul> <p><b>Web Analytics:</b> <i>from the previous quarter.</i></p> <ul style="list-style-type: none"> <li>● 35,925 unique visitors to CareerSource Brevard website</li> <li>● Top viewed pages: Reemployment Assistance (RA) information, Hot Jobs, and Career Services landing page</li> </ul>
<p><b>State-Funded Multimedia Campaigns</b></p>	<p><b>Seventh annual CareerSource Florida co-op outreach program:</b> The CareerSource Florida outreach budget was reduced which included funding to support this co-op program.</p>



November 18, 2021

## Information Brief

### **Financial Reports**

#### Background

The three reports that follow this brief will provide the status of CareerSource Brevard's (CSB) funding, budgets, and expenditures for the fiscal period beginning on July 1, 2021 and ending on September 30, 2021.

#### 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 2021-2022 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 DEO 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 DEO 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, 2021

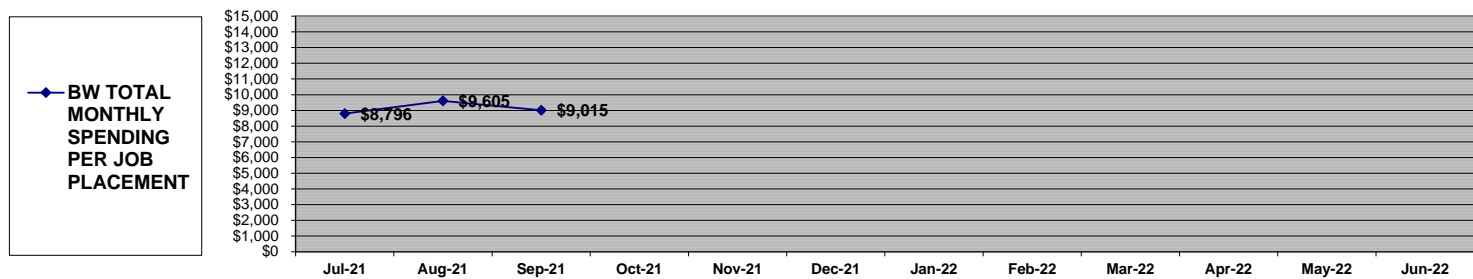
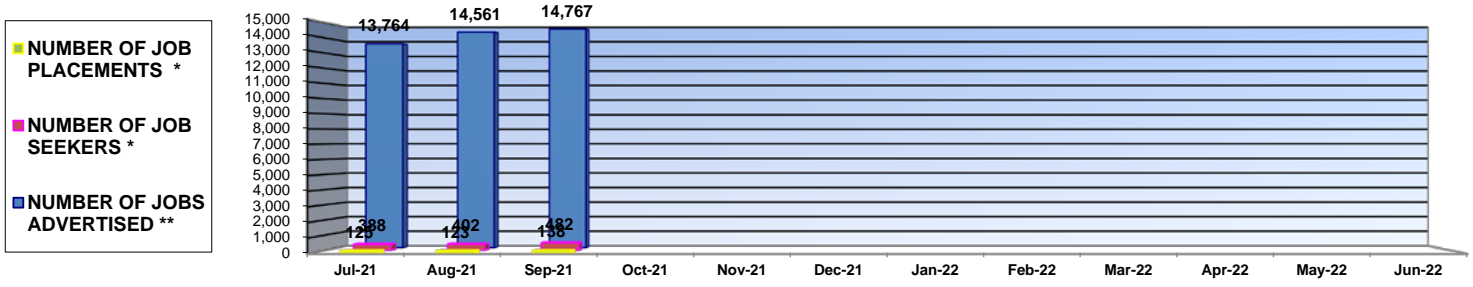
Revenue PY 2021 - 2022	Annual Budget	WIOA Adult	WIOA Youth	WIOA Disl Wkr	Welfare Transition	NEG Grants	Other Grants	INDIRECT POOL
Carry In Funds From PY 20 - 21	279,736	-	-	-	160,421	-	119,315	
PY 21 - 22 Awards	11,353,264	1,278,135	699,285	550,000	1,196,502	3,245,112	4,384,230	
Award Total - Available Funds	11,633,000	1,278,135	699,285	550,000	1,356,923	3,245,112	4,503,545	
LESS planned Carryover For PY 22 - 23	-	-	-	-	-	-	-	
<b>Total Available Revenue</b>	<b>11,633,000</b>	<b>1,278,135</b>	<b>699,285</b>	<b>550,000</b>	<b>1,356,923</b>	<b>3,245,112</b>	<b>4,503,545</b>	

Expenditures	Total Expenditures - 9/30/21	% of Budget - 9/30/21
Staff Salaries/Fringe Benefits	385,742	23.4%
Program Operations/Business Services	714,170	52.2%
Infrastructure/Maintenance Related Costs	185,106	19.3%
IT Costs/Network Expenses	75,907	17.3%
Contracted One-Stop Services	778,516	18.2%
Customer Training Activities	1,173,359	53.4%
Customer Support Services	18,715	18.7%
Indirect Cost (Budgeted @ 6% of Direct)	245,911	23.2%
<b>TOTAL EXPENDITURES</b>	<b>3,577,426</b>	<b>30.8%</b>

<b>REMAINING AVAILABLE FUNDS</b>	<b>814,055</b>	<b>4,189,611</b>
<b>% OF FUNDS EXPENDED BY GRANT THROUGH 9/30/21</b>	<b>74.9%</b>	<b>7.0%</b>

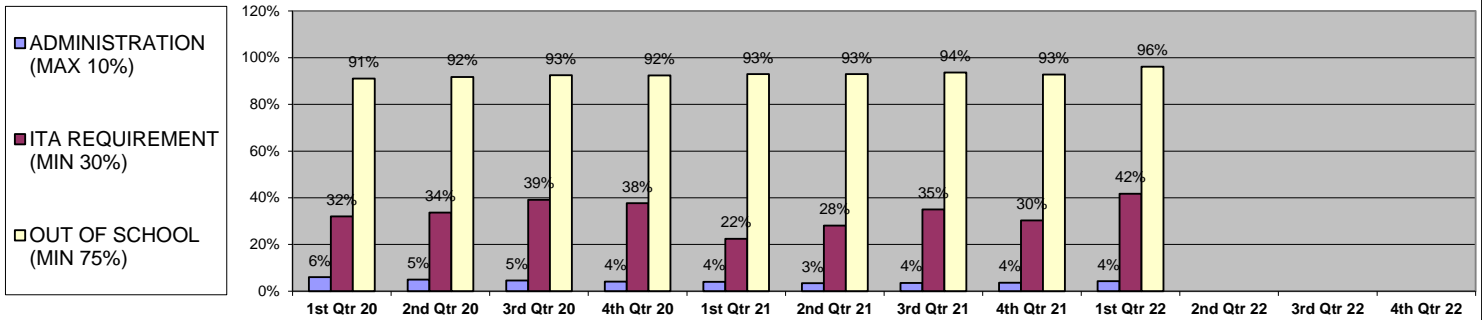


## MONTHLY JOBS REPORT & BW SPENDING PER JOB PLACEMENT



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

## ANNUAL SPENDING CAPS BY QUARTER



PROGRAM SPENDING:											
ADMINISTRATION (MAX 10%)	156,767	281,964	418,590	552,984	141,733	265,662	391,282	541,892	151,800		
PROGRAM ACTIVITIES	2,427,239	5,435,230	8,733,631	12,881,996	3,406,579	7,349,980	10,565,082	14,532,965	3,373,255		
CUSTOMER SPENDING:											
STATE ITA COSTS (MIN 30%)	169,810	379,150	573,734	723,452	110,878	217,060	420,757	699,459	156,560		
OTHER PROGRAM COSTS	359,950	748,012	893,311	1,195,962	382,653	556,526	780,536	1,609,109	218,239		
YOUTH SPENDING:											
IN-SCHOOL	24,911	55,186	54,328	69,794	16,784	13,071	29,987	46,927	6,131		
OUT-OF-SCHOOL (MIN 75%)	252,848	612,562	673,673	850,816	221,929	172,829	439,803	603,788	153,264		



CURRENT YEAR FEE FOR SERVICE ACTIVITIES (7/1/2021 - 9/30/2021)

Unrestricted Balances: Cash on Hand \$226,406 Certificates of Deposit \$75,761 Total \$302,167

	Healthcare Ambassador Program		AARP BTW 50+ Program		Juniors to Jobs Program		Ticket to Work & TFF Programs		Foundation Grants & Other Fee for Service Activities		TOTALS	
		% of Revenue		% of Revenue		% of Revenue		% of Revenue		% of Revenue		% of Revenue
<b>Revenue</b>												
Grant Awards	\$ 26,256	100.0	\$ 10,000	100.0	\$ -	-	\$ -	0.0	\$ 5,322	99.8	\$ 41,578	95.8
Contract Revenue	-	0.0	-	0.0	-	-	-	0.0	-	0.0	-	0.0
Sponsorship Revenue	-	0.0	-	0.0	-	-	-	0.0	-	0.0	-	0.0
Donated Revenue	-	0.0	-	0.0	-	-	-	0.0	-	0.0	-	0.0
Charges For Services	-	0.0	-	0.0	-	-	1,812	100.0	-	0.0	1,812	4.2
Website Licenses	-	0.0	-	0.0	-	-	-	0.0	-	0.0	-	0.0
Interest Earnings	-	0.0	-	0.0	-	-	-	0.0	10	0.2	10	0.0
<b>Total Revenue</b>	<b>\$ 26,256</b>	<b>100.0</b>	<b>\$ 10,000</b>	<b>100.0</b>	<b>\$ -</b>	<b>-</b>	<b>\$ 1,812</b>	<b>100.0</b>	<b>\$ 5,332</b>	<b>100.0</b>	<b>\$ 43,400</b>	<b>100.0</b>
<b>Expenses</b>												
Personnel	\$ 19,456	74.1	\$ -	0.0	\$ -	-	\$ -	0.0	\$ 11,111	208.4	\$ 30,567	70.4
Travel / Training	350	1.3	-	0.0	-	-	-	0.0	-	0.0	350	0.8
Outreach	250	1.0	-	0.0	-	-	-	0.0	1,020	19.1	1,270	2.9
Software	-	0.0	-	0.0	-	-	-	0.0	-	0.0	-	0.0
Supplies	-	0.0	218	2.2	-	-	-	0.0	436	8.2	654	1.5
Equipment	-	0.0	-	0.0	-	-	-	0.0	255	4.8	255	0.6
Professional Services	-	0.0	-	0.0	-	-	-	0.0	426	8.0	426	1.0
Customer Training	-	0.0	2,132	21.3	-	-	-	0.0	-	0.0	2,132	4.9
Customer Support	3,210	12.2	288	2.9	250	-	-	0.0	3,200	60.0	6,948	16.0
Indirect Costs	2,990	11.4	339	3.4	32	-	-	0.0	2,114	39.6	5,475	12.6
<b>Total Expenses</b>	<b>\$ 26,256</b>	<b>100.0</b>	<b>\$ 2,977</b>	<b>29.8</b>	<b>\$ 282</b>	<b>-</b>	<b>\$ -</b>	<b>0.0</b>	<b>\$ 18,562</b>	<b>348.1</b>	<b>\$ 48,077</b>	<b>110.8</b>
<b>Net Profit (Loss)</b>	<b>\$ -</b>	<b>0.0</b>	<b>\$ 7,023</b>	<b>70.2</b>	<b>\$ (282)</b>	<b>-</b>	<b>\$ 1,812</b>	<b>100.0</b>	<b>\$ (13,230)</b>	<b>-248.1</b>	<b>\$ (4,677)</b>	<b>-10.8</b>

**CareerSource Brevard (CSB)**  
Executive Committee Meeting  
November 1, 2021

**MINUTES**

**Members in Attendance:** Lloyd Gregg (Chair), Mary Jane Brecklin, Colleen Browne, Nancy Heller (via teleconference), Mike Menyhart, Susie Glasgow (via teleconference).

**Members Absent:** None

**Staff in Attendance:** Jana Bauer, Melissa Byers, Marci Murphy, Holly Paschal, Lyn Sevin, Jeff Witt.

**Guests:** None

Lloyd Gregg called the meeting to order at 4:03pm.

**Roll Call**

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

**Presentations:**

Melissa Byers gave a presentation on Developing for the Future: Business & Employee Resources. There was discussion on wage requirements for work-based training opportunities and the hospitality industry overview from Burning Glass.

Jana Bauer gave a presentation on the HUD Construction Grant. There was discussion on training providers and the number of participants that had applied for training.

**Action Items:**

Approval of Executive Committee Minutes

Motion to approve the Executive Committee minutes for August 2, 2021 made by Colleen Browne and seconded by Mary Jane Brecklin. Motion passed unanimously.

**Discussion/Information Items:**

Presidents Report

Ms. Murphy reported on closeout of hurricane grants, President's contract updates, health insurance renewals, staff changes, and the Grau draft audit. She also reported that the unemployment rate for Brevard in September was 3.8% which has resulted in a tight labor market and more employers needing to offer sign-on bonuses and higher wages

There was discussion on meeting in person versus virtual, and it was agreed that in person was preferable but Teams meetings should continue to be offered.

Lastly, she shared the EMSI/Burning Glass report. Colleen Browne requested a copy of the report.

Finance Committee Report

Colleen Browne gave a report of the Finance Committee that had met earlier in the day.

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. There was brief discussion on potential new grants, the Get There Faster Launch IT Program Grant and the Get There Faster Salesforce Academy Program Grant. She also shared that the Healthcare Sector Strategy Addendum 7 was approved.

**Adjournment:**

The meeting adjourned at 5:18pm.

Submitted by,

Reviewed by,

(signature on file)  
Lyn Sevin

11/3/2021  
Date

(signature on file)  
Lloyd Gregg

11/3/2021  
Date

**CareerSource Brevard (CSB)**  
Finance Committee Meeting  
November 1, 2021

**MINUTES**

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

**Members in Attendance:** Colleen Browne (Chair), Daryl Bishop, Wayne Olson, Amar Patel.

**Members Absent:** William Chivers.

**Staff in Attendance:** Marci Murphy, Richard Meagher, Holly Paschal, Lyn Sevin, Jeff Witt.

**Guests:** None

Colleen Browne called the meeting to order at 3:30pm.

**Roll Call**

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

**Action Items:**

Approval of Finance Committee Minutes

Motion to approve the Finance Committee minutes for August 2, 2021 made by Daryl Bishop and seconded by Wayne Olson. Motion passed unanimously.

**Discussion/Information Items:**

Accountant

Marci Murphy explained the process involved in hiring a new Accountant. She said she is working with Robert Half agency but no suitable candidates have been found. The next step will be to use Indeed online services. Richard Meagher also agreed to reach out to his trade organization.

Audit

Ms. Murphy said that Grau's draft audit was not available for review by the Finance Committee but that if it is received before the board meeting on November 18, she will schedule a Finance Meeting to review prior to submitting to the Board for approval.

Financial Reports

Staff reviewed the financial activity for the fiscal period ending on September 30, 2021.

Vendor Payment Report

Staff reviewed the Vendor Payment report from July 1, 2021 through September 30, 2021. There was discussion on the Hurricane Grants which ended September 30 and the effect it would have on indirect costs. There was also discussion on increase in salary costs.

**Adjournment:**

The meeting adjourned at 4:00pm

Submitted by,

Reviewed by,

(signature on file)  
Lyn Sevin

11/2/2021  
Date

(signature on file)  
Colleen Browne

11/2/2021  
Date

**CareerSource Brevard**  
Industry Workforce Committee  
July 13, 2021

**Minutes**

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

**Members in Attendance:** Mike Menyhart (Chair), Kristen Bakke, Art Hoelke, Jennifer Kenny, Traci Klinkbeil, Frank Margiotta, Nancy Peltonen, Rachel Rutledge and Terry Schrupf

**Members Absent:** Rohit Ghosh, Trudy McCarthy, Kirsten Patchett, and D. Travis Proctor

**Staff in Attendance:** Marci Murphy, Jana Bauer, John Berardi, Denise Biondi, Judy Blanchard, Megan Cochran, Clinton Hatcher, Debbie Joyce, Thomas LaFlore, Don Lusk, Deidre McVay-Schulmeister, Lori Robinson, Stephanie Seiser, Lyn Sevin and Marina Stone

**C2 Staff in Attendance:** Chakib Chehadi, Ahmanee Collins-Bandoo, Marveta Gordon, Linda Hadley, Caroline Joseph-Paul, Bob Knippel, Angie Londono, Jessica Mitchell, Holly Paschal, Sally Patterson and Aaron Smith from the Career Center

**Guests in Attendance:**

James Heckman, Department of Economic Opportunity, (DEO) Bureau of Workforce Statistics and Economic Research, Senior Economist

**Call to Order:**

Mike Menyhart (Chair) called the meeting to order at 8:33 am and roll call was taken.

**Public Comment:**

There was no public comment.

**Presentation:**

A presentation was given by Mr. James Heckman from Department of Economic Opportunity providing a detailed labor market overview for the state and Brevard County, comparing data points in May 2020 prior to the pandemic to May 2021, noting industries of recovery and those still lagging.

**Action Items:**Approval of Workforce Operations Committee Minutes of April 13, 2021

Motion to approve the Minutes from the April 13, 2021 meeting was made by Terry Schruppf, Nancy Peltonen seconded the motion. The motion passed unanimously.

**Reports:**

Marci Murphy shared some additional statistics for our region including our initial Re-employment Assistance claims. As of July 6, 2021, CSB discontinued teams A & B, and staff returned to the office. Career Centers have been open to the public since May 2020, first as appointment only, then adding walk-ins and are now fully staffed in person. Some virtual services will continue. After 14 years at CSB, Judy Blanchard, VP of Industry Relations has resigned. Thomas LaFlore will step into her role; Thomas has 25 years of workforce experience and has been at CSB for 17 years.

**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.

Aerospace Workforce Strategies Summit Presentation

An Aerospace Workforce Strategy Summit was held June 24, 2021 virtually. A presentation was shared showing the event details, partnership updates and next steps.

Healthcare Sector Strategy Grant Update

A presentation was shared of the Healthcare Sector Strategy Updates. Most goals were met, activities and results through June 30, 2021 were shared along with details about the Brevard Healthcare Workforce Consortium Update held on April 14, 2021, the Virtual Nursing Career and Training Convention on May 13, 2021 along with email blasts and a networking event.

IT Sector Strategy Updates

A presentation of the IT Sector Activities, the May 2021 Consortium event was shared. The upcoming July 21<sup>st</sup> I.T. Apprenticeship Accelerator Workshop highlights was also shared.

Deidre McVay-Schulmeister joined the meeting.



New EFSC Training Initiatives

Frank Margiotta, Dean of Workforce Programs at Eastern Florida State College, shared a presentation on their updates in advanced manufacturing programs, apprenticeship programs and new initiatives.

Outcomes in Construction Sector

An update on the recent activities to support identifying the workforce needs in the Construction industry was also provided.

Outcomes in the Development and Support of Competency and Work Based Learning

Staff shared activities that took place in the last quarter to fulfill the strategies of Objective 2.

Business Services Quarterly Review Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels along with a Fact Sheet for July 1, 2020 through June 30, 2021.

Multimedia Outreach Presentation and Matrix

The Outreach Department shared a presentation and a matrix of social media, direct email marketing and paid advertising and other activities from the fourth quarter.

Working for Brevard Infographic

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

**Adjourn:**

There being no further discussion or business, Mike Menyhart adjourned the meeting at 10:07 am.

Respectfully submitted,

Reviewed by,

{signature on file}      07/16/21  
Marina Stone                      Date

{signature on file}      07/16/21  
Mike Menyhart, Chair                      Date

# CareerSource Brevard

Career Center Committee

July 27, 2021

## Minutes

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

### **Members in Attendance:**

Robert Gramolini, Acting Chair, Lorri Benjamin, Lynn Brockwell-Carey, Marcia Gaedcke, Brian Jaskiewicz, Leslie Jones, Laura Koursaris, Theodore Pobst and Jennifer Sugarman

**Members Absent:** Nancy Heller, Shawn Beal and Travis Mack

### **Staff in Attendance:**

Marci Murphy, Jana Bauer, Judy Blanchard, Denise Biondi, Lisa Fitz-Coy, Debbie Joyce, Thomas LaFlore, Don Lusk, Deidre McVay-Schulmeister, Erma Shaver and Marina Stone

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

Chakib Chehadi, Ahmanee Collins-Bandoo, Beatrice Boursiquot, Linda Hadley, Caroline Joseph-Paul, Bob Knippel, Angie Londono, Michele McAlpin, Sally Patterson and Kristine Wolff of CareerSource Brevard (CSB)

### **Guests in Attendance:**

Joni Newkirk with Integrated Insight, Audrey Turner of Division of Blind Services

### **Call to Order:**

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

### **Public Comment:**

There was no public comment.

### **Presentations:**

#### Youth Adult Job Seekers Employment Needs and Goals

Joni Newkirk from Integrated Insight conducted a presentation about Florida Youth Job Seekers and Hiring Leaders Research via surveys conducted early 2021. Data showed healthcare is the most desired field for youth when they reach age 30, along with

financial freedom. The higher educated youth were among the least confident groups. Half of the youth had not heard of CareerSource Florida. Employers rely on their own website to recruit and have moderate familiarity with CareerSource Florida. Employers also say youth are lacking work experience.

#### Customer Intake Process

A presentation was shared showing each step of the Customer Intake Process.

#### Community Development Block Grant – Disaster Recovery

Staff shared a presentation about the newly acquired Community Development Block Grant Construction Training Program and the expectations, implementation and activity milestones.

#### **Action Items:**

##### Approval of Career Center Committee Minutes of April 27, 2021

Motion to approve the Minutes from the January 27, 2021 meeting was made by Jennifer Sugarman. Leslie Jones seconded the motion. The motion passed unanimously.

#### **Reports:**

Marci Murphy shared statistics for our region including our initial Re-employment Assistance claims. As of July 6, 2021, CSB discontinued teams A & B, and staff returned to the office. Some virtual services will continue.

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

##### Committee Goal Status

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

##### ITA Annual Vendor Evaluation PY 20-21

The ITA Annual Vendor Evaluation was reviewed and based on the review, it is recommended to not issue any corrective actions to existing training vendors.

##### Effectiveness of Training/Career Services PY 19-20

In PY 19-20, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 836 customers at an average cost per placement of \$8,021 for WIOA enrolled customers. Snapshots were shared. Both OJT's and ITA's contribute to high success rates, however ITA's have a higher cost and longer training period with average training length of 11.5 months for ITA's compared to average training length of 6.9 months for OJT's. Looking at the training services it is clear that some customers benefit more from ITA type training while others have fewer barriers and can move successfully through OJT

training. The similar results for each program appear to indicate that career center staff are guiding customers to the type of training that best suits the customer needs.

#### Career Center Activities and Continuous Improvement

Throughout the duration of the COVID-19 pandemic, C2GPS has considerably modified the delivery of services by virtualizing case management, workshops, site visits, employer services and more. A snapshot of the various activities and new initiatives that have occurred within the career centers for the past quarter was shared.

#### Quarterly Multimedia Outreach Presentation

The Outreach Department shared a presentation of social media, direct email marketing, earned media, paid advertising and other activities from January 1, 2021 through June 30, 2021. Metrics for the CSB website and social media platforms were shared.

#### End of Year Contractor Performance PY20-21

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor met the performance criteria for 18 of the 21 of the minimum measures and exceeded 13 of the 21 accelerated measures and received their full profit.

#### Primary Indicators of Performance

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY20-21 goals. All performance goals were met or exceeded for the 3<sup>rd</sup> quarter.

#### Continuous Improvement Performance Initiative

The Continuous Improvement Performance Initiative (CIPI) Measures are those developed under the guidance of CareerSource Florida and align with CSF's corporate goals. These measures are used for awarding performance incentive monies to regional workforce boards. The initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments. The committee reviewed the data for PY 20-21 April 1 through June 30, 2021. To date CSB has received \$59,448 of the incentive dollars allocated to PY 20-21 performance.

#### Q4 2021 Job Fair and Recruiting Events Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels for the fourth quarter along with a Fact Sheet for July 1, 2020 through June 30, 2021.

**Adjourn:**

There being no further discussion or business, Robert Gramolini, Acting Chair adjourned the meeting at 10:02 am.

Respectfully submitted,

Reviewed by,

{signature on file}      08/10/21  
Marina Stone                      Date

{signature on file}      08/10/21  
Robert Gramolini,                      Date  
Acting Chair



## Career Center Efforts

Board Meeting  
November 18, 2021  
*Caroline Joseph-Paul, Managing Director*

### Continuous Improvement, Focus, & Accomplishments – July to Sept. 2021

- Introduction of new customer intake process/focus on properly orienting customers to CSB services.
- Assisting the many customers who call or come to the centers for help with the ID.Me process, filing new Reemployment Assistance claims, and/or claiming weekly benefits.
- Hosting on-site recruiting events in an effort to connect job seekers with employers seeking talent.
- Refining staff onboarding process & training to ensure that team members have the tools needed serve CSB customers.

## Customer Served Summary

- 1,270 new job seeker registrations
- 5,939 distinct job seekers received 40,335 services
- 483 including 57 veterans Entered Employment/Average Wage = \$15.66
- Career Services/Case Management Services:
  - 25 of 27 Adults entered employment/average wage \$17.89
  - 9 of 9 Dislocated Workers entered employment/average wage \$28.41
  - 26 Welfare Transition participants entered employment/average wage \$12.57



## Job Seeker Workshops

### Total of 2,027 customers served:

- July 2021 = **716**
- August 2021 = **751**
- September 2021 = **560**

### Select Workshops topics:

- Interview Prep
- Resume Writing
- Networking/LinkedIn
- Work from Home
- Virtual Interviews
- Evaluating & Negotiating Job offer
- Ask the Recruiters Q & A Panel Discussions
- Orientation to CSB Services
- Training Opportunities at CSB



# Customer Satisfaction Survey (July-Sept.)

**481 surveys completed**

Access Points	Total # Respondents	Percentage
Visited Career Center	436	90.64%
Virtually/online	16	3.33%
Community Partner/Offsite location	11	2.29%
Phone or Email	10	2.08%
Visited website only	8	1.66%
<b>Total</b>	<b>481</b>	<b>100%</b>

**Top 3 ways the respondents heard about CSB:**

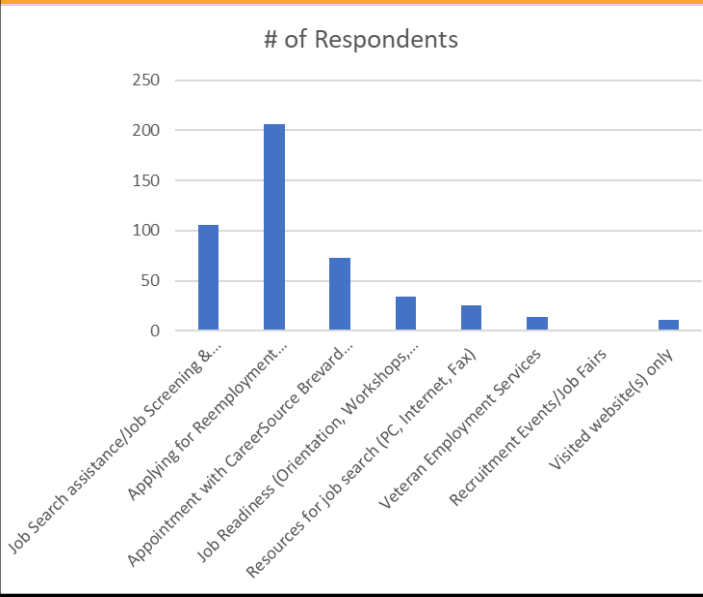
Walk-in (29.39%)

Department of Economic Opportunity/Reemployment (21.78%)

CSB Website (19.66%)



# Customer Satisfaction Survey (July-Sept.)



**Top 3 services respondents received from CSB:**

Applying for Reemployment Benefits/Filing Weekly Claims (43.83%)

Job Search Assistance/Job Screening & referrals (22.55%)

Appointment w/CSB staff (15.53%)





## Customer Satisfaction Survey (July-Sept.)

Overall feedback based in % that strongly or moderately agreed with the statements below:

- 95.89% agreed that CSB staff was *courteous* and made them *feel welcome*.
- 95.89% agreed that staff *responded to their needs in a timely manner*.
- 95.24% agreed that their needs and the *information/assistance they received* from CSB was *helpful*.
- 95.67% agreed that they *would recommend* CSB services to others.
- 94.81% agreed that their *overall experience* with CSB had been *satisfactory*.



## Customer Satisfaction Survey- Comments

- *“Patti Powers was the Career Counselor who assisted me and she was terrific. She had so many helpful pointers and listened intently to help me pinpoint my career search! She was very personable and I walked out with renewed commitment to finding my perfect career! Thank you, Patti!”*
- *“Carmen is the very BEST! She helped me step by step. I could not thank her enough for all of her help. She was so patient and understanding.”*
- *“From the time I walked in the door Ms. Ebony Slayton took care of me and helped me out. She turned me over to Ms. Ruth Rosenquist who helped complete all the new information which was required to file for new benefits and walked me through each phase of the registration which was required. I was very happy with my experience and the staff with all the help they provided. I would highly recommend them to everyone.”*



## Community Partner Engagement/Collaboration

- Hosted a Back to Work Career & Community Resource Fair at the Melbourne Square Mall on 8/19/21 from 11 a.m. – 4 p.m.
- Opportunity to get closer to our community and introduce them to:
  - ✓ CSB programs & services
  - ✓ 8 Key local community agencies
  - ✓ 10 Employers seeking talent



## Community Partner Engagement/Collaboration

### Community Partners

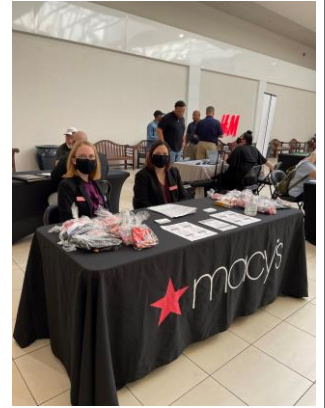
- Brevard Adult & Community Education
- Brevard County - Community Action Agency
- Brevard County Clerk of Courts
- EDC
- Job Corps
- Vocational Rehabilitation
- Sustainable Workplace Alliance
- Dish Networks – free internet service



## Community Partner Engagement/Collaboration

### Employers

- Allied Universal Security (held interviews onsite)
- Community Credit Union
- Home Instead
- Macy's
- St. Francis Reflections Lifestage Care (Hospice)
- Yankee Candle
- Merle Norman
- Blue Chip Pro
- Senior Partner Care Services
- MacDonald's



## Community Partner Engagement/Collaboration

12 CSB team members participated & provided information on an array of services:

- Universal Services
- AARP 50+ Back to Work program
- NextGen program
- Veterans program
- Brevard Recovery Works program
- RISE Re-Entry Program
- Special grants & training opportunities



# New Customer Engagement

## Customer Intake Process

- Implemented Aug 2021
- Streamline customer experience with emphasis on quality customer engagement.

## Job Seeker Portfolio

- Folder includes available career services and job search plan
- Although staff have been able to engage the customers who are truly interested in accessing resources for employment, many have reported that this has been somewhat challenging:
  - Customers appear to be only interested in resolving Re-employment Assistance (RA) claim issues while visiting the career centers.
  - Many customers have declined to meet with staff for an overview of services and development of a job search plan due to laser focus on completing ID.Me process.
- The career center team continues to work through the challenges and remain focused on seizing the opportunity to work with the job seekers who are interested in seeking employment.



# Our Virtual Footprint – SkillUp Brevard

- Free, online learning platform with over 6,000 courses in Microsoft Office, Google Apps and more!
- 120+ courses in Industry Skills Tracks to help the customer prepare for certifications in a variety of in-demand fields.
- Courses available on the CSB website and always accessible!
- Available in Spanish!

## Provelt Assessments

- Integrated into SkillUp Brevard in February 2021
- Popular skills assessment test that allows job seekers and employers to gain a hands-on sense of how well the individual is familiar with a particular subject or skill (such as Microsoft Office, customer service, etc)

## May 2020 – September 2021:

- 1,344 licenses issued
- 2,687 courses completed
- 782 Provelt assessment completions

## The top 3 customer selected career pathways include:

- Business(Administrative/Management)
- Information Technology
- Health Care.

*Early data shows many who enter the system to complete a Provelt assessment take advantage of other courses as a personal choice.*



# Young Adult Engagement - NextGen Program

## PY 21-22 through October 7:

- 68 carryover cases
- 17 enrollments this program year, for a total of 85 served.
- 13 entered employment
- Average wage \$14.05 (Highest wage \$30.29 Software Engineer)



# NextGen Program - New Entrepreneurship Training

- Bootcamp training for young adults enrolled in NextGen Program.
- Opportunity to explore the possibilities of becoming self-employed.
- Participants receive:
  - 6-hour bootcamp w/live online instructions
  - 1:1 mentorship
  - Certificate of Completion – National Association of Entrepreneurship & Business Leadership (NAEBL)
- 2 cohorts have been held since August 2021 in partnership with Texas Workforce Partners.
  - Of the 17 students completed bootcamp, 3 were from Brevard.
- Next class started October 23, 2021

**Join us online!**  
**FREE Business Start-up Bootcamp for Young Adults**  
August 9-11, 16, 18, and 23  
Only five learning sessions!  
9 pm - 7 pm

**CAREER CENTERS**

**TITUSVILLE**  
1840 S. Westgate Ave.  
329-214

**ROCKLEDGE**  
205 Barnes Blvd.

**PALM BAY**  
Career Center  
1275 Babcock Rd., Ste. 100

**Entrepreneurial Opportunity**  
**MONDAY - THURSDAY**  
**5pm - 7pm**  
**& FRIDAY 9am - 12pm**

**careersourcebrevard.com**  
CALL (321) 304-7600

**ATTENTION ENTREPRENEURS!**  
Are you 18-24 years old and interested in working for yourself?

Sign up today for CareerSource Brevard's Business Start-up Bootcamp! Explore what it means to be your own boss and the pathways you can take to become self-employed. Discover ways to generate extra income and others designed to supplement your current pay. Create your pathway to success after completing the five sessions. That's only five learning hours!

**Online Business Start-up Bootcamp**  
Mondays and Wednesdays, from 6:00 pm to 7:00 pm  
August 9, 11, 16, 18, and 23

3 easy ways to sign up and learn more. (Pick one!)

1. Go to CareerSourceBrevard.com, click on Real-Time Chat and learn more!
2. Email [enagmg@careersourcebrevard.com](mailto:enagmg@careersourcebrevard.com) and mention you are interested in the bootcamp!
3. Call (321) 304-7600 and ask for a location career counselor located at a career center near you!

The bootcamp is brought to you by CareerSource Brevard's partners and is for-profit only. There is no cost to attend the bootcamp.

**For Jobs and Events, Text: (321) 304-6863**

**CareerSource BREVARD**

[Facebook](https://www.facebook.com/careersourcebrevard)  
[Instagram](https://www.instagram.com/careersourcebrevard)  
[LinkedIn](https://www.linkedin.com/company/careersourcebrevard)  
[YouTube](https://www.youtube.com/channel/UC...)



## NextGen Outreach Efforts

The team continues to outreach to young adult job seekers through a number of ways, including:

- Scheduled sessions at Crosswinds.
- Ready for Life
- Brevard Housing Authority
- Representing NextGen at various live job fairs.
- EFM Messaging
- Adult Education students
- In-reach through co-workers
- Outreach to parents
- Spanish Speakers

Other opportunities to explore & develop solid partnerships with:

- Home Schooled graduate students
- Brevard Public Schools Students in Transition Program

**Committee Members: Do you have additional suggestions for outreach opportunities to young adult customers?**





# Community Development Block Grant *Disaster Recovery*

Industry Workforce Committee Meeting  
October 12, 2021



CareerSource Brevard  
Grant Amount \$2,049,784  
Award Date: February 26, 2020



# Construction Trades Training



## Participants

### Top 4 Participant Eligibility Requirements

- Must be 18 or over
- Be authorized to work in the U.S.
- Provide documentation establishing proof of identity
- Income verification (pay stubs, recent tax return, 1099, SSA, VA, TANF, Pension, etc.)

90

Participants  
To Be Served

55

at least of Participants  
Employed at Exit

At least

51%

Of participants to be  
low- and moderate-  
income persons

**HHS** FY 2021 INCOME LIMITS DOCUMENTATION SYSTEM

[| FY 2021 Income Limit Area             | Median Family Income | FY 2021 Income Limit Category     | Persons in Family |        |        |        |        |        |        |        |
|---------------------------------------|----------------------|-----------------------------------|-------------------|--------|--------|--------|--------|--------|--------|--------|
|                                       |                      |                                   | 1                 | 2      | 3      | 4      | 5      | 6      | 7      | 8      |
| Palm Bay-Melbourne-Titusville, FL MSA | \\$77,900             | Very Low \(50%\) Income Limits \(\\$\) | 25,450            | 29,050 | 32,700 | 36,300 | 39,250 | 42,150 | 45,050 | 47,950 |
|                                       |                      | Explanation                       |                   |        |        |        |        |        |        |        |
|                                       |                      | Extremely Low Income Limits \(5%\)  | 15,300            | 17,450 | 21,960 | 26,500 | 31,040 | 35,580 | 40,120 | 44,660 |
|                                       |                      | Explanation                       |                   |        |        |        |        |        |        |        |
|                                       |                      | Low \(80%\) Income Limits \(\\$\)      | 40,700            | 46,500 | 52,300 | 58,100 | 62,750 | 67,400 | 72,050 | 76,700 |
|                                       |                      | Explanation                       |                   |        |        |        |        |        |        |        |](https://www.hud.gov/HUD>User Home Data Sets Fair Market Rents Section 8 Income Limits MTSP Income Limits HUD LIHTC Database</a></p>
<p>FY 2021 Income Limits Summary</p>
<p>Selecting any of the buttons labeled )

70%

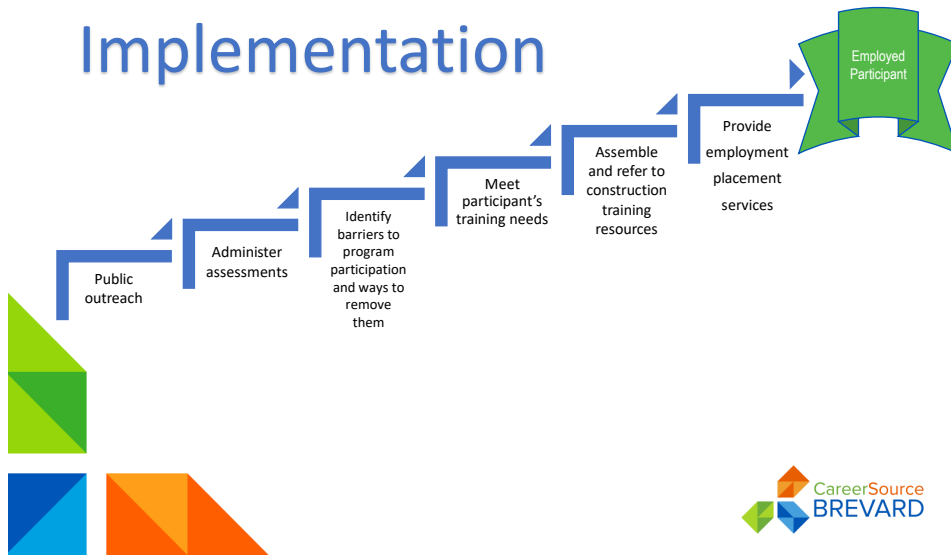
of funds must benefits such persons





# Grant Action Plan Elements

## Implementation



## Grant Activity Milestones

- 3/10/2021** Grant agreement fully executed
- 3/29/2021** DEO on-boarding completed
- 4/19/2021** Project Coordinator on-boarded
- 5/4/2021 - 5/7/2021** Initial implementation documents submitted to DEO for approval
- 5/10/2021 to Present** DEO review and approval of CSB's submissions
- 7/23/2021** All CSB's reporting requirements are current
- 8/1/2021** Participant application processing target date\*
- 9/1/2023** Grant expenditure deadline

\*Requires DEO prior approval





## Microsoft Digital Literacy Training Seminar

Board Meeting

November 18, 2021



## DISCUSSION TOPICS

- Describe the Microsoft Digital Literacy Training Seminar.
- Share initial challenges faced during implementation and how they were resolved.
- Share current performance matrix.
- Discuss potential ideas for the program in the future.
- Q&A



# WHAT IS THE PROGRAM?

- Opportunity was presented to CSB to apply for funding from AARP Foundation to create a Skill Enhancement Program.
- Training program for persons 50 years old or older needing to grow their confidence in using Microsoft Word, PowerPoint, Excel and Outlook.
- Available to graduates of the AARP Back to Work 50+ CORE workshop.



# INITIAL CHALLENGES & SOLUTIONS FOUND

## Initial Challenges

- Finding an available instructor that can gauge their audience's learning needs in a short timeframe.
- Curriculum design.
- Serving participants in-person and virtually.

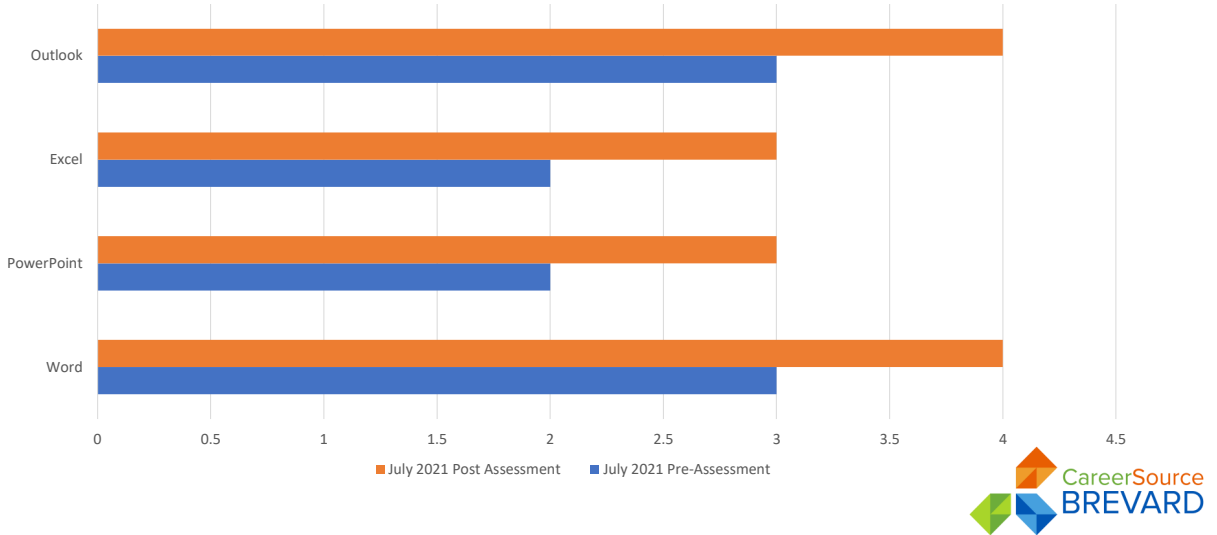
## Solutions Found

- Provided feedback in meeting with Brevard Adult Education and found another instructor with more educator experience.
- CSB provided input to curriculum creation after initial seminar to incorporate more in-class activities that involve real world application of the products in the workforce. Current curriculum feedback has been positive.
- Solution is being determined specifically for Outlook by CSB IT Department.



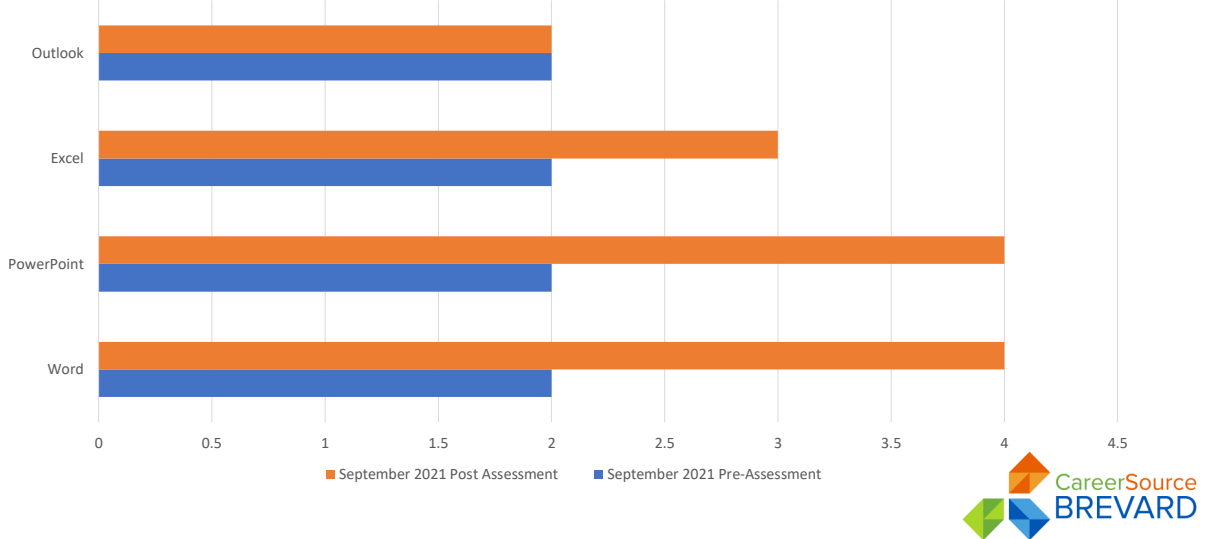
# PERFORMANCE METRICS

July Participant Pre & Post Assessment Results



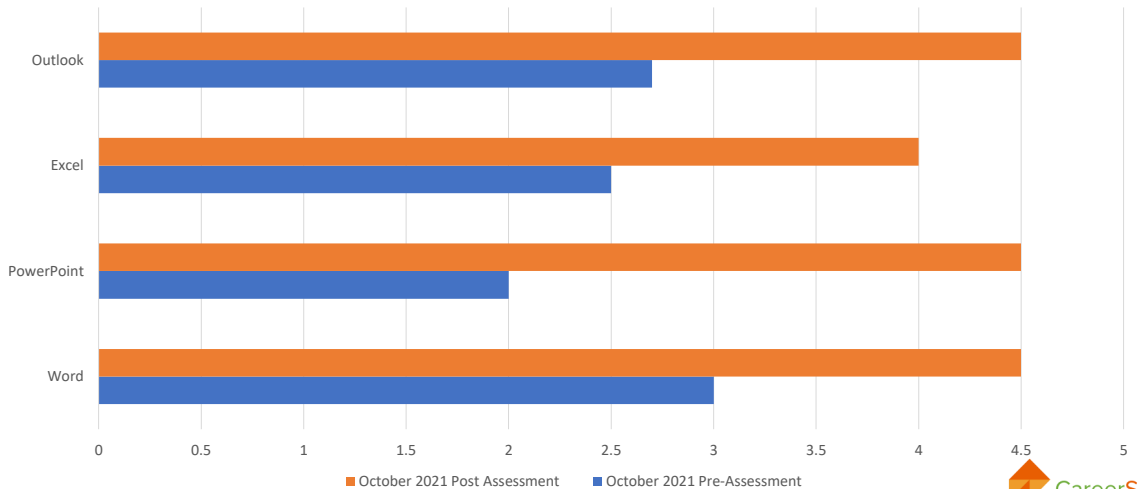
# PERFORMANCE METRICS

September Participant Pre & Post Assessment Results



# PERFORMANCE METRICS

October Participant Pre & Post Assessment Results



# POTENTIAL IDEAS FOR THE FUTURE

- Expand the program to allow more mature workers to participate, even ones that do not participate in the Back to Work 50+ program.
- Incorporate in-person and virtual learning seminars to accommodate more participants.
- Offer basic level and intermediate level versions of the program to accommodate participants' specific learning needs.



# ROCKLEDGE



# PALM BAY



# Q & A



## **Deidre McVay-Schulmeister**

Program & Planning Officer, CareerSource Brevard

[dmschulmeister@careersourcebrevard.com](mailto:dmschulmeister@careersourcebrevard.com)





# Developing for the Future: Business & Employee Resources

## Meeting the Needs of Brevard Businesses



Recruiting  
Services



Employee  
Training



Retention



Workforce  
Planning



Consulting  
Services



Labor Market  
Analysis



Grant  
Opportunities



# Employ Florida

[www.employflorida.com](http://www.employflorida.com)

## Post Job Vacancies

- Send us a completed job order form

## Source Talent

- Our recruiters search our data base to meet job qualifications

## Resume Screening

- Sending only qualified candidates

## Host and Promote Recruiting Events

- We send email blast invitations through Employ Florida



# Work Based Training Opportunities

## On The Job Training (OJT)

- Employer wants to train a new hire

## Incumbent Worker Training (IWT)

- Employer identifies a current staff member(s) missing a skill or requirement
- Retention or promotion is catalyst for training

## Work Experience (WE)

- Used to provide experience to jobseekers learning new field
- CANDIDATE DRIVEN



# Online Metrix Learning- SkillUp Brevard

## Provelt Assessments

- Timed tests to determine a candidate's knowledge, skills and abilities on specified material.

## SkillSoft Courses

- Retain employees by bridging skill gaps
- 6,000+ courses
- 120+ skill tracks

### WHY SKILLUP?

- Learn about different career paths that interest you.
- Identify the skills you need to pursue your chosen path and create a plan.
- Complete interactive courses at your own pace and retake courses as needed.
- Show off your new skills to employers with certificates of completion.

### SIGN UP FOR SKILLUP FOR FREE:

1. You must have an EmployFlorida account to participate in Skill-Up. Visit [www.employflorida.com](http://www.employflorida.com) to register.
2. Then, visit [brevard.skillupamerica.org/job-seekers.cfm](http://brevard.skillupamerica.org/job-seekers.cfm).
3. Scroll down, and click on Register for Free.
4. Click on Sign Up Now.
5. Complete the Registration Form.
6. You will receive an e-mail from [support@metrixlearning.com](mailto:support@metrixlearning.com) granting you access to take courses.

Questions? E-mail [SkillUpBrevard@careersourcebrevard.com](mailto:SkillUpBrevard@careersourcebrevard.com) for help.



## Labor Market Analysis

Wage Surveys

Labor Projections

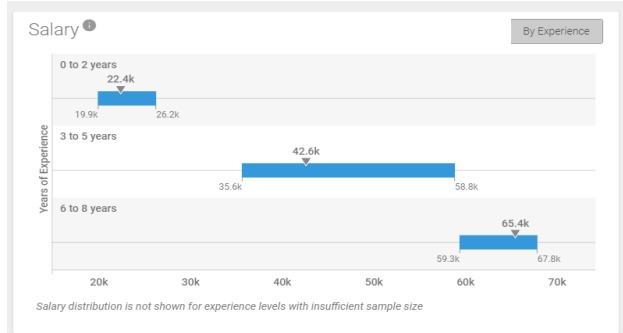
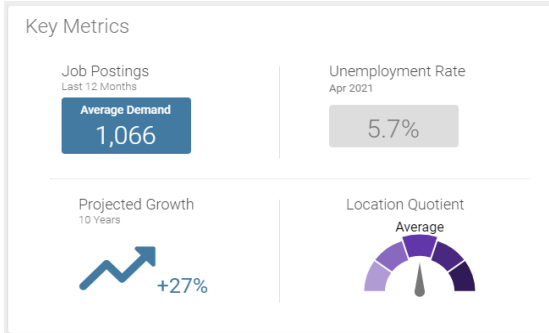
Industry Trends

Research and Statistics



# HOSPITALITY INDUSTRY OVERVIEW

## Brevard County



### Gender Breakdown

Sex	This Industry in Selected Location	All Industries in Selected Location
Female	15,296 (54.6%)	299,686 (51.2%)
Male	12,722 (45.4%)	285,590 (48.8%)

Data sourced from  
[Laborinsight.Burning-Glass.com](https://laborinsight.burning-glass.com)



# HOSPITALITY INDUSTRY OVERVIEW

## Brevard County

### Top Requested Occupations

Maid / Housekeeping Staff
Hotel Desk Clerk
Building and General Maintenance Technician
Hotel Manager
Waiter / Waitress
Laundry Worker
Night Auditor
Busser / Banquet Worker / Cafeteria Attendant
Bartender
Host / Hostess

### Top Requested Skills

#### Specialized Skills

Cleaning
Guest Services
Housekeeping
Laundry
Customer Service
Repair
Scheduling
Front Office
Sales
Budgeting

#### Baseline Skills

Physical Abilities
English
Communication Skills
Teamwork / Collaboration
Multi-Tasking
Organizational Skills
Writing
Computer Literacy
Detail-Oriented
Leadership



# Hospitality Occupations Breakdown by Department:

## GUEST SERVICES

Occupation	Occupation Family	Job Postings (#) Last 12 Months	Job Postings (%) Last 12 Months	Projected Growth 10 Years	Salary Range 25th-75th percentile	Risk of Automation	Location Quotient
Hotel Desk Clerk	Customer and Client Support	187	17.9%	+5.3%	\$20 - 24k	High Risk	1.4
Customer Service Representative	Customer and Client Support	5	0.5%	+6.8%	\$34 - 36k	Medium Risk	0.9
Bell Person / Baggage Attendant	Hospitality, Food, and Tourism	4	0.4%	+3.5%	\$24 - 27k	Medium Risk	0.8
Concierge	Hospitality, Food, and Tourism	16	1.5%	+20.6%	\$22 - 25k	Low Risk	0.6

## HOUSEKEEPING

Occupation	Occupation Family	Job Postings (#) Last 12 Months	Job Postings (%) Last 12 Months	Projected Growth 10 Years	Salary Range 25th-75th percentile	Risk of Automation	Location Quotient
Maid / Housekeeping Staff	Hospitality, Food, and Tourism	208	19.9%	+10.7%	\$19 - 23k	Medium Risk	1.4
Laundry Worker	Personal Services	31	3%	+8.1%	\$19 - 21k	Medium Risk	1.5
Housekeeping / Environmental Services Supervisor	Hospitality, Food, and Tourism	19	1.8%	+10.6%	\$25 - 32k	High Risk	0.8



# Healthcare Sector Strategy Update

Industry Workforce Committee  
October 12, 2021



## SMART Goals Addendum 6, Quarter 21 & Performance

Goals		Quarter 18 10/1/2020- 12/31/2020	Quarter 19 1/1/2021- 3/31/2021	Quarter 20 4/1/2021- 6/30/2021	Quarter 21 7/1/2021- 9/30/2021	Performance Measure 9/30/2021
1. Develop Talent Campaign Tool Kit	Goal	1	0	0	0	1
	Actual	1	0	0	0	1
2. METCA - ECC Recruitment Fairs for CNA	Goal	0	1	0	1	2
	Actual	0	2	0	1	3
3. TABE Boot Camp(s) to Serve 20 CNA Candidates	Goal	10	0	10	0	20
	Actual	0	7	9	4	20
4. TEAS Prep Academy to Serve 10 LPN to RN	Goal	10	0	0	0	10
	Actual	5	0	0	0	5
5. Award 5 LPN to RN Scholarships	Goal	0	0	5	0	5
	Actual	0	0	5	0	5
6. METCA-ECC Mentoring	Goal	10	5	5	5	25
	Actual	5	11	9	0	25
7. C.N.A. or P.C.A. Training Completion	Goal	5	5	5	5	20
	Actual	0	0	6	2	8
8. Faculty, Teacher, Or Staff Workshop + Tool Kit Receipt	Goal	25	15	0	0	40
	Actual	4	20	0	4	28



- Social media, e-blast and weekly workshop sessions
- Sent to employers and received reverse referrals
- 7/20/2021 – Orlando Melbourne Airport Job Fair, Melbourne, FL
- 7/31/2021 – Health Fair, New Shiloh Christian Center, Melbourne, FL
- 8/17/2021 – Brevard County Job Fair, Brevard County Offices, Viera, FL
- 8/17/2021 – Community Resource and Career Expo, Evans Center, Palm Bay, FL
- 8/19/2021 – Back to Work Career and Community Fair, Melbourne Square Mall, Melbourne, FL



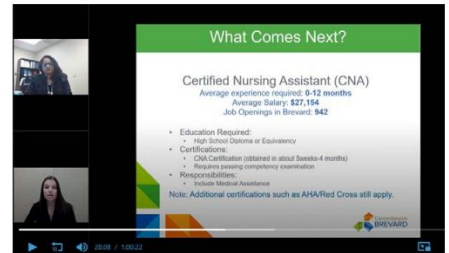
# Job Seeker Outreach

## stemCONNECT for Adult Ed- September 9<sup>th</sup>, 2021

Shared information about Healthcare careers to over 200 Adult Education students

- Nursing Career Pathway
- CareerSource Scholarship Resources
- Sea Pines Rehab Hospital entry level positions
- Bridges BTC entry level positions

stemCONNECT is a classroom resource to connect students with experts in industry and academia around the state focused on Science, Technology, Engineering, and Math. stemCONNECT reinforces classroom ideas while introducing students to related high-tech careers.



## METCA Recruiting Event- September 9<sup>th</sup>, 2021

Career Source services shared with 6 potential Nursing School recruits

- Scholarship resources
- Job seeker/Recruiting services



# Brevard Healthcare Workforce Consortium Update

## Employee Training and Development Panel

Employer panelists Viera Del Mar and Encompass Health Sea Pines Rehabilitation Hospital discussed their in-house training and development processes that promotes workforce competency, job growth and retention. CSB provided employers information about our on-the-job training program and scholarship opportunities

- Overview
- Benefits
- Requirements
- Application and Approval Process
- Eligibility



## Employee Resiliency Panel

Presented resources, tools, and strategies to share with employees to remain resilient under pressure

- Eckerd Connects demonstrated their Yellow Card and Community Resource Information
- University of South Florida informed about their Frontline Nursing During COVID-19 educational webinar

## Breakout Sessions

Panel discussion topics were reinforced through breakout sessions, which offered problem solving through brainstorming and gave participants an opportunity to network during the sessions



## How Are We Doing?



## Federal Measures...

Primary Indicators of Performance (PIP) formerly known as Common Measures

- Established at the Federal level and are common to all states,
- Regions negotiate performance goals with the State on a two-year schedule
- A region failing to meet 90% of the negotiated goal for a measure two years in a row will be sanctioned.
- A sanctioned region is excluded from participation in Performance Incentives, if there are any for that year.

## State Measures...

### Continuous Improvement Performance Initiative- Formerly Performance Funding Model

These metrics focus on the core services of the network and:

- Align with CareerSource Florida's strategic direction and local board feedback
- Are responsive to current economic conditions and workforce demographic needs
- Promote local board collaboration for continuation of high-quality services
- Reflect available and timely data (no need to collect new data elements)

Incentives for CIPI measures were not included in the State budget for PY 21-22.



## Local Measures...

### Attachment F – Contractor Performance Measures

These measures have been designed locally and are intended to:

- Serve as leading indicators to performance on federal and state reports
- Allow staff and management teams real time access to data elements that make up the measures
- Assist in identifying opportunities for continuous improvement while serving target populations and filling talent/skills gaps.





## Are Customers Getting Jobs?

Primary Indicators of Performance:

4 Measures – Adult, Dislocated Worker, Youth, Wagner Peyser – Did they have earnings during the 2<sup>nd</sup> Quarter after Exit?

Continuous Improvement Performance Initiative:

1 Measure – Adult, Dislocated Worker, Youth, Wagner Peyser – Did they have earnings during the 1<sup>st</sup> Quarter after Exit?

Local Measures:

6 Measures – Adult, Dislocated Worker, Youth, Welfare Transition, Wagner Peyser, Short-Term Veterans – Did they exit the system with employment? Note: Youth looks at Positive Outcomes and not just employment. That includes moving into advanced training, etc.



## Can Jobs Lead to Self-Sufficiency?

Primary Indicators of Performance:

3 Measures – Adult, Dislocated Worker, Wagner Peyser – What was the Median Wage during the 2<sup>nd</sup> Quarter after Exit?

Continuous Improvement Performance Initiative:

No Wage Measures Included

Local Measures:

4 Measures – Adult, Dislocated Worker, Welfare Transition, and Wagner Peyser– What was the Average Hourly Wage at the time of Exit?



## Are Customers Getting Good Jobs?

Primary Indicators of Performance:

4 Measures – Adult, Dislocated Worker, Youth, and Wagner Peyser – Did customers have earnings during the 4<sup>th</sup> Quarter after Exit?

Continuous Improvement Performance Initiative:

No Retention Measures Included

Local Measures:

3 Measures – Adult, Dislocated Worker, and Youth– Were customers still employed during the 4<sup>th</sup> Quarter after Exit?



## Are Customers Receiving Career Training ?

Primary Indicators of Performance:

3 Measures – Adult, Dislocated Worker, and Youth– Did customers receive a Credential?

Continuous Improvement Performance Initiative:

1 Measure – Adult, Dislocated Worker, Youth – Did customer receive Career Training Services?

Local Measures:

2 Measures – Adult, Dislocated Worker, and Youth. – Were customers enrolled in Career Training Services?

Youth are also counted in a Measurable Skills Gain Measure



## Are Business Customers Businesses in the Targeted Sectors Receiving Core Services?

Primary Indicators of Performance:  
No Federal Measures for Businesses

Continuous Improvement Performance Initiative:  
1 Measure – Number of Businesses that received a Core Service?

Local Measures:  
No Local Measures for Businesses



## Other Measures Included Locally

- New Customers – Are we reaching customers and bringing in hidden talent?
- Customer Engagement – Are we providing intensive staff touch services to customers in our centers?
- Referral to Placement Ratio – Are we making quality referrals?



# Are We Serving the Target Population?

## Primary Indicators of Performance: No Target Population Consideration Included

Continuous Improvement Performance Initiative:

Extra Credit – Extra Credit points are given on the Placement and Training measures for serving Customers with Barriers.

(Foster Care, Displaced Homemaker, Migrant Seasonal Farm Worker, Language Barriers, Exhausting TANF, Ex-Offenders, Homeless, Individuals with Disabilities, Long Term Unemployed, Low-Income Individuals, 55 plus, RA Claimants, Single Parents, Veterans)

Local Measures:

Extra Credit – Extra Credit points are given on the New Customer Measure and the Career Training Measure for serving customers with barriers (TANF, SNAP, Offender, Individual with Disability, Homeless, Veterans).



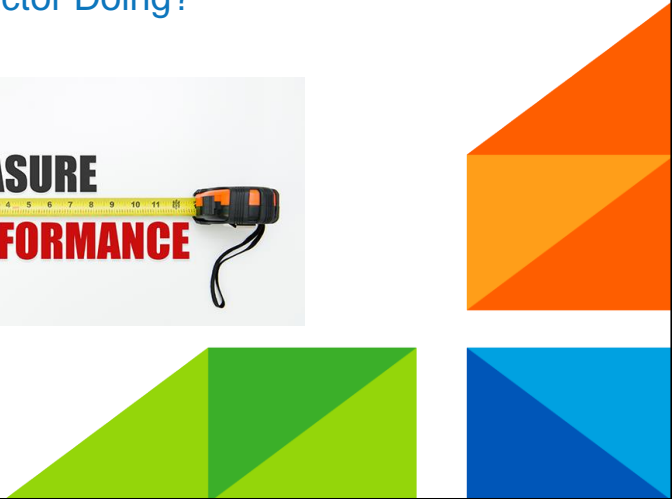
How Are We Doing?

# Questions?



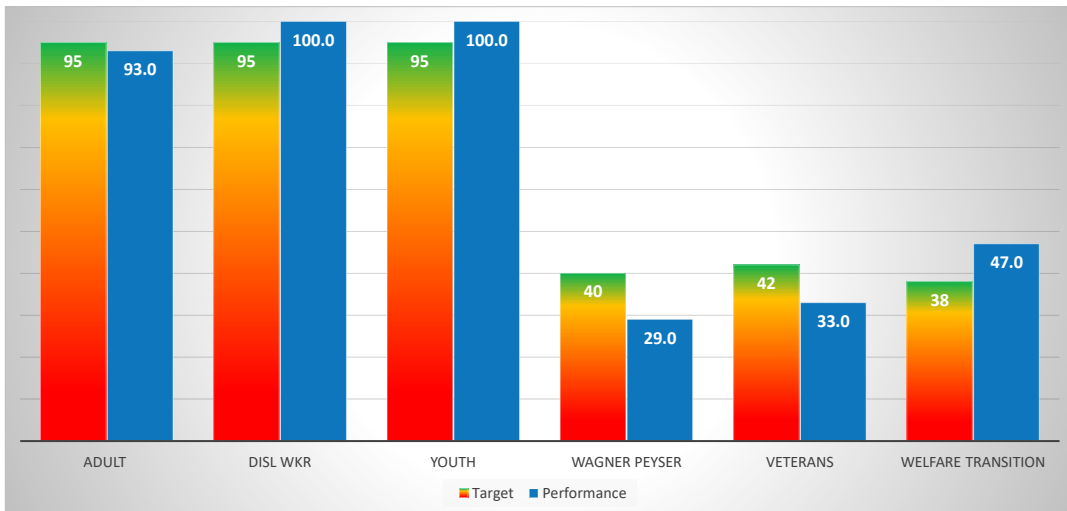


## How is the Contractor Doing?



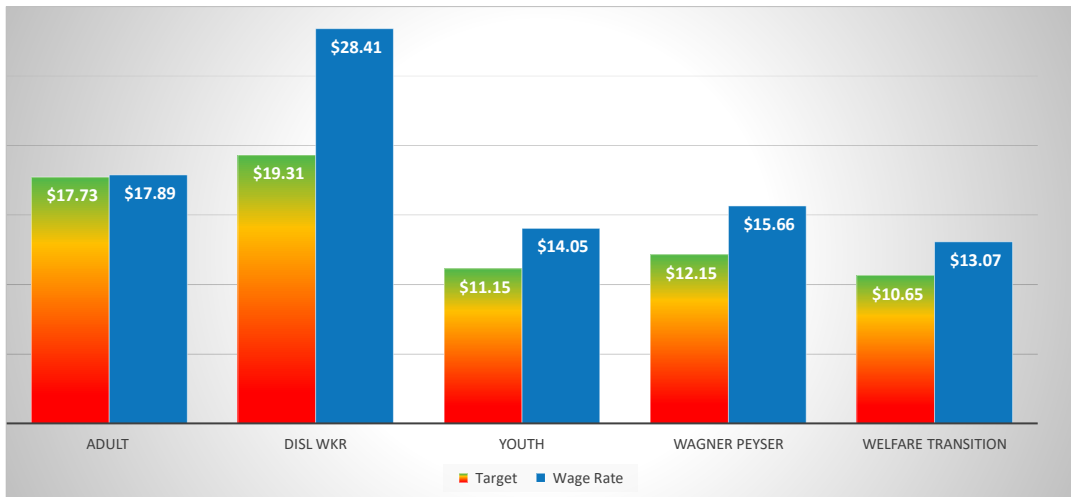
## ENTERED EMPLOYMENT RATE Q1

(Measures 3,4,5,6,7,& 16)



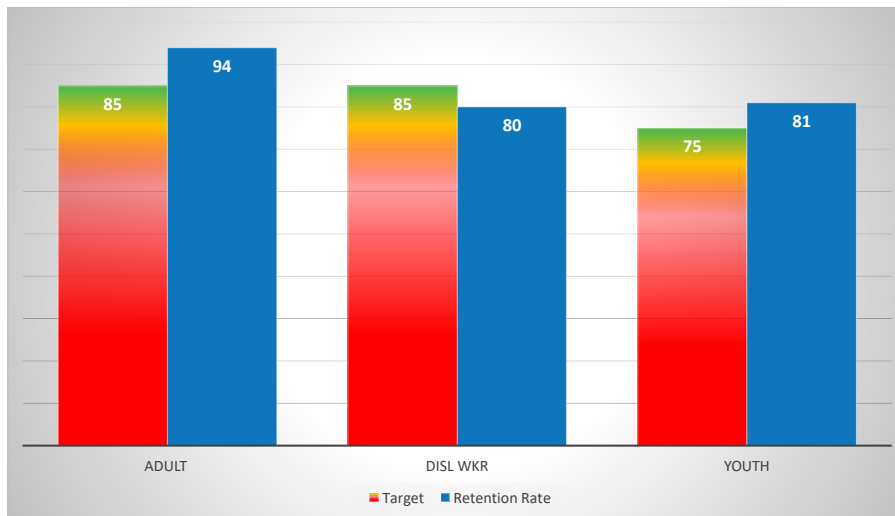
## AVERAGE HOURLY WAGE RATE Q1

(Measures 8, 9, 10, 11 & 20)



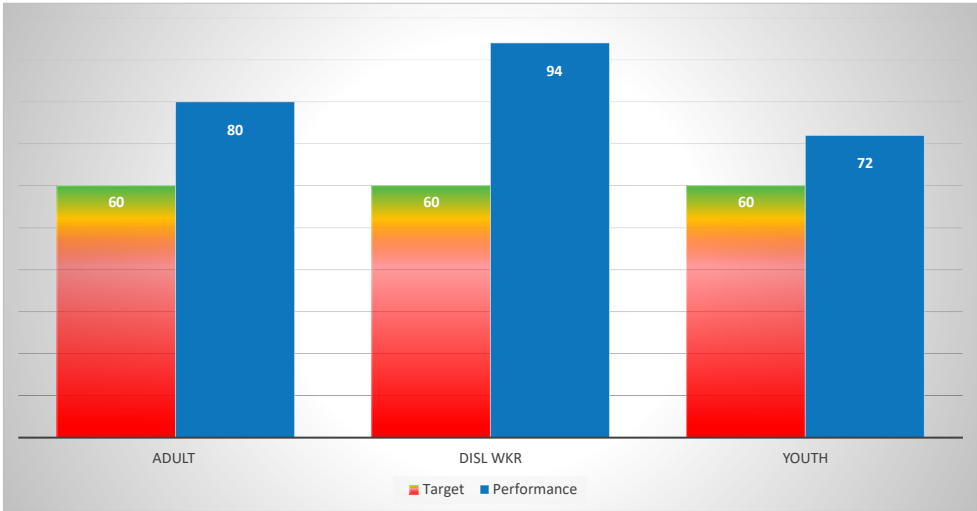
## RETENTION RATE Q1

(Measures 12, 13, 14)



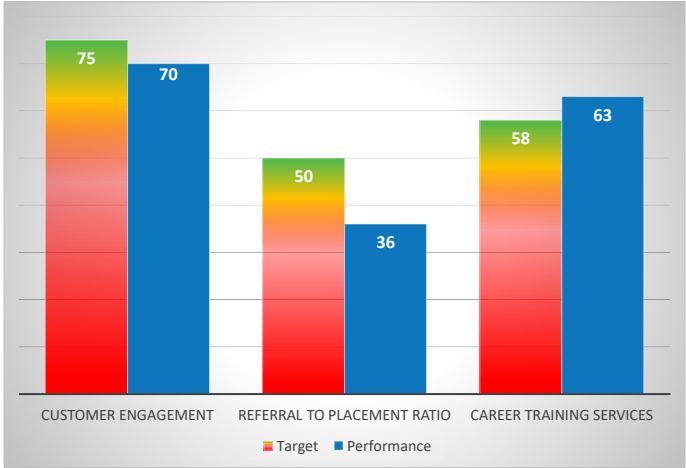
# MEASURABLE SKILLS GAIN Q1

(Measures 17, 18, 19)



# OTHER MEASURES Q1

(Measures 1, 2, 15 & 21)



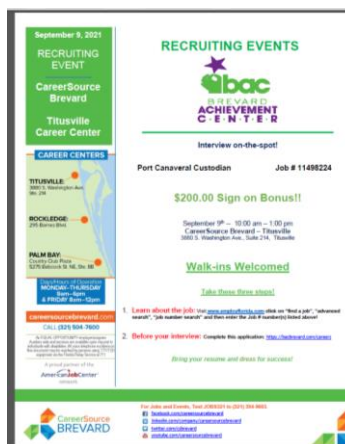
# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Recruiting Events

### 17 Onsite Events

- Brevard Achievement Center, Devereaux, LF Staffing, Culver's, Source Point, Diversified Maintenance, H&R Block, Brennity
- Appointments & Walk-Ins
- 157 Job Seekers attended, 37 Veterans
- Multiple job offers as results of recruiting efforts



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Speed Networking & Mixer

- Hosted on August 12<sup>th</sup>
- Innovative workshop with dual purpose
- 9 employers, 16 job seekers participated
- Positive feedback from both employers and career seekers

## Veteran Focused Job Fair

- Held on September 22<sup>nd</sup>
- 1<sup>st</sup> in-person job fair since February 2020
- Palm Bay Career Center
- 16 Employers participated
- 77 Job seekers attended, 22 veterans
- 27 offers on the spot





# Presentations & Panels

Offering businesses and career seekers quality workforce services

## Employer Panels

- Held on July 22<sup>nd</sup>, August 26<sup>th</sup>, and September 23<sup>rd</sup>
- Hosted on Microsoft Teams platform, open to all job seekers
- 15 local employers participated
- 173 attendees
- Topics included available job openings, effective job strategies amidst COVID-19, resume & interviewing best practices, social media/networking, professional branding



## Veteran Focused Employer Panel

- Virtual Event held on September 9<sup>th</sup>
- Satcom Direct, RGNext, Acara Solutions, Brevard County Board of County Commissioners
- LVER Greg Tudor Facilitated Panel
- 31 Attendees
- Educated veteran job seekers on job openings, interviewing techniques, resume best practices, and effective career strategies.



# Presentations & Panels

Offering businesses and career seekers quality workforce services

## BPS Professional Development Day

- Held at Viera High School on August 5<sup>th</sup>
- Staff educated teachers on LMI for Brevard
- Shared resources on CSB programs & services for youth
- Group exercises for teachers- student activities re: careers

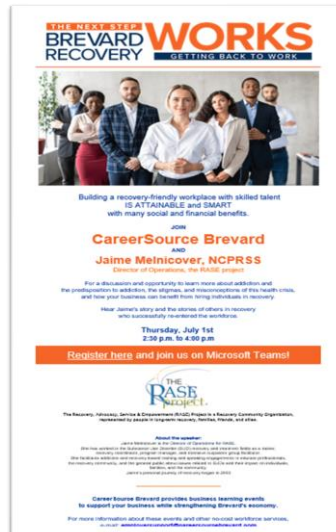


# Business Learning Events

Educating Brevard Businesses

## Business Learning Event

- Brevard Recovery Works Grant
- Hosted on July 1<sup>st</sup>
- 19 attendees
- Virtual workshop educating community on building a recovery-friendly workplace
- Facilitated by Jaime Melnicover, RASE Project
- Success stories of productive citizens in recovery



# Business Learning Events

Educating Brevard Businesses

## I.T. Apprenticeship Accelerator Workshop

- Held on July 21<sup>st</sup>
- Hybrid Meeting-In person & Virtual
- Presentations: Katie Adams & Lisa Rice, Safal Partners;  
Susan Biszewski-Eber, Florida Department of Education-Apprenticeship Outreach
- 51 registered
- Lead sent to state contacts for interested employers



# Business Learning Events

Educating Brevard Businesses

## National Space Club

- CSF President Michelle Dennard was the keynote
- Discussed how county can work together to build aerospace workforce
- Apprenticeship students recognized at luncheon
- Highlighted how CSB's workforce services can benefit industry & community



### Upcoming Events

- **Paychecks for Patriots Job Fair- November 2021**

# Fact Sheet

Business Services Provided July 1<sup>st</sup>, 2021 – September 30<sup>th</sup>, 2021

