



# Career Center Committee Meeting

October 25, 2022

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) +1 561-486-1414,,288435286#

## Attendees:

Nancy Heller (Chair), Shawn Beal, Lorri Benjamin, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Laura Koursaris, Jimmy Lane, Karen Locke, Travis Mack, Nuno Mana, Theodore Pobst, Pamela Reed, Monica Shah, Holly Tanner

## Agenda

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<b>Call to Order</b>	Nancy Heller	
<b>Roll Call</b>	Marina Stone	
<b>Public Comment</b>	Nancy Heller	
<b>Spotlight Presentations</b>		
Second Chance Recovery-Friendly Programs and Support	Beatrice Boursiquot	1 - 8
<b>Action Items</b>		
<ul style="list-style-type: none"> <li>▪ Approval of Committee Minutes for July 26, 2022</li> <li>▪ Guidelines for Formula Funding Usage PY 22-23</li> </ul>	Nancy Heller Jana Bauer	9 - 11 12 – 13
<b>Reports</b>		
President's Report	Marci Murphy	
<b>Discussion/Information Items</b>		
Q4 Career Center Efforts Presentation (Objectives 1, 2, and 3)	Caroline Joseph-Paul	14 – 19
Q1 Business Engagement Presentation (Objectives 1 and 4)	Thomas LaFlore	20 – 23
Q1 Multimedia Outreach Matrix (Objectives 2 and 4)	Denise Biondi	24 – 26
Q1 Performance Reporting Presentation and Analysis (Objective 3)	Jana Bauer	27 – 37
<ul style="list-style-type: none"> <li>▪ First Quarter Contractor Performance Brief</li> <li>▪ Primary Indicators of Performance Brief</li> <li>▪ PY 22-23 Career Center Standards Results</li> </ul>	Jana Bauer Jana Bauer Jana Bauer	38 - 40 41 42 – 43
Strategies and Goals Matrix	Amberstar Bush	44 – 46
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<b>Adjourn</b>	Nancy Heller	

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

## ***Upcoming Meetings***

### **November 2022**

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

### **December 2022**

No meetings

### **January 2023**

10<sup>th</sup> Industry Workforce Committee-8:30am  
24<sup>th</sup> Career Center Committee-8:30am

### **February 2023**

6<sup>th</sup> Finance Committee-3:30pm  
6<sup>th</sup> Executive Committee-4:00pm  
18<sup>th</sup> Board of Directors-8:00am-12pm [Annual Meeting and Retreat]

### **March 2023**

No meetings

### **April 2023**

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

### **May 2023**

1st Finance Committee-3:30pm  
1st Executive Committee-4:00pm  
18<sup>th</sup> Board of Directors- 8:30am

### **June 2023**

No meetings

## Second Chance Recovery Friendly Programs & Support



Program Coordinator  
Beatrice Boursiquot



YOUR NEXT STEP  
**BREVARD WORKS**  
RECOVERY GETTING BACK TO WORK

### CHALLENGES FINDING QUALIFIED JOB CANDIDATES

**What are some challenges you face with hiring job seekers ?**

**Have you ever considered using a second chance job candidate?**

**If you have not, what could we do to facilitate consideration of such job candidate?**

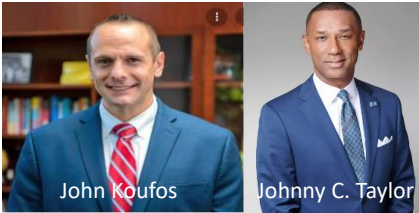


# GETTING TALENT BACK TO WORK

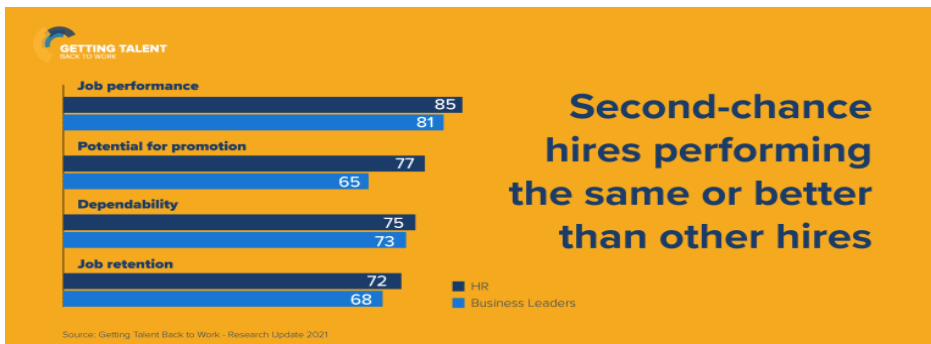
## SUPPORT IS GROWING NATIONALLY



- President Trump Delivers Message About Second Chance Hiring
- John Koufos is the National Director of Reentry Initiatives at Right on Crime and the Executive Director of Safe Streets & Second Chances. He speaks about his “second chance.”
- Johnny C. Taylor, Jr., SHRM-SCP President and CEO, SHRM Quote: *“A criminal record should never be viewed as an automatic disqualification for employment. It’s time to put an end to the stigma that holds back inclusive hiring and retire outdated employment practices and HR must lead the way.”*



# EMPLOYER BENEFITS



#GettingTalentBacktoWork



## SECOND CHANCE RECOVERY FRIENDLY FEDERAL BENEFITS

Work Opportunity Tax Credit Program	Credit reduces taxes up to \$9,600 over two years when you make a qualified hire.
Federal Bonding Program	Receive a business insurance policy for protection against any money loss or property damage incurred from the second chance hire. Paid out less than 1%
On-The-Job Training	Wage reimbursement up to 50% while you train your new hire.
Work Experience Program	A no cost way to “try out” a candidate while offering skills training.



## EMPLOYMENT BENEFITS

LOWER RATES OF RECURRENCE

HIGHER RATES OF ABSTINENCE

FEWER PAROLE/PROBATION VIOLATIONS

IMPROVEMENTS IN QUALITY OF LIFE

SUCCESSFUL TRANSITION



# RISE PROGRAM



HIRING SECOND CHANCE INDIVIDUALS  
**RISE** RE-ENTRY TO  
EMPLOYMENT



# BREVARD RECOVERY WORKS

A Program Funded Directly By USDOL  
Focused On Opioids And Substance Use



# SUBSTANCE USE DISORDER NAVIGATOR GRANT



Grant Funded Support

U. S. Department Of Labor  
Florida Department Of Economic Opportunity



Provides Workforce Solutions

Support Businesses With Hiring  
Retaining Workers



Substance Use Disorder Navigator

Establish Connections With  
Existing Local Resources



# Community Partners/ Employers Connections



Housing, Shelter, and Utilities



Food, Clothing, and Household Items



Transportation



Employment and Income Support



Health and Dental



Mental Health



Substance Abuse



Family Services



Legal, Criminal Justice, and Public Safety



Education



Consumer, Government, and Information Services



Disaster Services



# ACTIVITIES - Highlighted PY 2021-2022



# MORE ACTIVITIES - Highlighted PY 2021-2022





# Success Story



## EMPLOYMENT A PREDICTOR OF SUCCESS IN RECOVERY

*Economic independence, self-esteem, self-efficacy, and social re-integration into society predict success in recovery. As such, the role of employment in addiction treatment is critical.*

### **A Job is as important as treatment in the recovery process!**

Why is this important?

- Florida Second In Nation For Overdose Deaths (CDC)
- Brevard County has the sixth-highest crude death rate for drug overdoses in Florida. With a 17.3 overdose death rate, the county had 1,645 overdose deaths between 1999 and 2016, with a combined annual population of 9,534,289. People who live in Brevard County were 44 percent more likely to die due to drug overdose than an average American.



# Thank You!!



**Beatrice Boursiquot**

Program Coordinator – RISE / BRW

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Phone: (321) 394-0613



# CareerSource Brevard

Career Center Committee

July 26, 2022

## Minutes

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

**Members in Attendance:** Nancy Heller Chair, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Laura Koursaris, Jimmy Lane, Theodore Pobst and Pamela Reed

**Members Absent:** Shawn Beal, Lorri Benjamin, Marcia Gaedcke, and Travis Mack

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

**C2 Staff in Attendance:** Chakib Chehadi, Caroline Joseph-Paul, Ahmanee Collins-Bandoo, Julie Berrio, John Bonsignore, Suzanne Frie, Marvetta Gordon, Melissa Janssen, Bob Knippel, Jessica Mitchell, Angie Londono, Ramsey Olivarez, Sally Patterson, Taciana Raders and Kristine Wolff of CareerSource Brevard (CSB) Career Centers

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

### Call to Order:

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

### Public Comment:

There was no public comment.

Amberstar Bush was introduced as a new Planning Team member. Bob Knippel and Linda Hadley (absent) were recognized for 30 years of dedicated workforce service with CareerSource Brevard.

### Spotlight Presentations:

#### Show Me the Money – Grant Updates

A presentation was given entitled “Show Me The Money” highlighting the program design, purpose and outcomes of funding opportunities and upcoming, new and on-going grants. The presentation included information about the AARP Skills Accelerator Program, Workforce Recovery Training Program through DEO/HUD, Get There Faster Salesforce Academy Program through CareerSource Florida and COVID-19 NDWG through DEO.

#### Military Family Employment Advocacy Program

A Military Family Employment Advocacy (MFEA) Program presentation was shown highlighting military family statistics, the program foundation, locations, customer base, services offered and the program’s performance.

### Action Items:

#### Approval of Career Center Committee Minutes of April 26, 2022

Motion to approve the Minutes from the April 26, 2022, meeting was made by Brian Jaskiewicz. Robert Gramolini seconded the motion. The motion passed unanimously.

## **President's Report:**

Marci Murphy shared information on working with other regions. A Virtual Apprenticeship Summit which was held on June 3, 2022, with Volusia, Indian River, Port St. Lucie and Martin counties. Marketing campaigns and facilitation resources were leveraged across the regions. CSB also partnered with CareerSource Central Florida in a regional Economic Development Administration grant. If awarded, CSB would receive \$1-\$1.5M for 2 years. Award is scheduled to be announced in September 2022. Designated Lead on a project to tap into funds set aside for workforce board and education surrounding high tech industry on the workforce side for the \$9M Governor set aside under CareerSource Florida. She also shared the June unemployment rate in Brevard is at 2.9% for June 2022. In response to signs of the US entering a recession, the latest report by economists highlighted the growing disconnect between the economy's performance and the labor market. She also shared key takeaways on the subject. Committee members asked how many left the workforce during the pandemic, retired early but with inflation, may be reconsidering returning.

## **Discussion/Information Items:**

### Q4 Career Center Efforts Presentation

During the fourth quarter of PY21-22, C2 GPS shared a presentation on continuous improvement, focus and accomplishments, enrollment and employment data, summer jobs program, community partnerships, job seeker workshops and specific program data was shared. A snapshot of the various activities, new initiatives that have occurred, customer engagement and feedback results were shared.

Jimmy Lane left the meeting.

### ITA Annual Vendor Evaluation

The ITA Annual Vendor Evaluation was reviewed for Program Year (PY) 20-21 and based on the review, it is recommended to not issue any corrective actions to existing training vendors.

### Effectiveness of Training/Career Services for PY 20-21

In PY 20-21, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 285 customers. Both OJT's and ITA's contribute to high success rates, however ITA's have a higher cost and longer training period with average training length of 8.4 months for ITA's compared to average training length of 6.3 months for OJT's. The COVID-19 impact is seen in this report by the lower than usual number of customers receiving WIOA services. 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.

### Impact Analysis for Retail Industry Affected by COVID 19

A presentation highlighting the retail industry was revealed showing past and projected growth in Brevard County and nationally along with data on job postings in the last 30 days and future impacts.

### Q4 Business Engagement Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events along with a Fact Sheet for July 1, 2021, through June 30, 2022.

### Q3-Q4 Multimedia Outreach Presentation and Matrix

The Outreach Department highlighted semiannual activities from January 2022 through June 2022. Metrics for the CSB website and social media platforms were shared.

### Q4 Performance Reporting Presentation

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

End of Year Performance for PY21-22

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor met the performance criteria for 17 of the 21 of the minimum measures and 14 of the 21 accelerated measures. CareerSource Brevard remains at number 2 in the state in placement rate performance when compared to other regions.

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 PY21-22 goals. All performance goals were met or exceeded for the 3rd quarter.

Robert Gramolini left the meeting.

New Letter Grade Measurements

A new letter grade performance measurement is being implemented under the REACH Act and tasked to CareerSource Florida to research and design the criteria. The purpose of this new assessment is to measure the workforce boards. The formula overview along with measures were shared. Measure 7 and the Extra Credit Measure are still under development with regard to the data source and availability. Actions taken for receiving a certain grade have not been discussed or developed.

Strategies and Goals Matrix

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

**Adjourn:**

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 10:13am.

Respectfully submitted,

Reviewed by,

{signature on file}  
Marina Stone

08/08/22  
Date

{signature on file}  
Nancy Heller, Chair

08/08/22  
Date



October 25, 2022

## Action Brief

### Guidelines on Formula Funding Usage for Program Year (PY) 2022-23

#### 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) 2021-2022, guidelines and performance.

PY 2021-2022 GUIDELINES & PERFORMANCE DATA					
Training Mix			Customer (Trainee) Mix		
Type of Training	Goal	Performance	Customer Category**	Goal	Performance
Work Based Training (WBT)*	50%	32%	Unemployed workers	50%	47%
Individual Training Accounts (ITA)	50%	68%	Employed workers	25%	23%
			Underemployed workers	25%	30%
<small>* 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.</small>					

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.

Program Year 2021-2022 proved to be another unique year for workers, job seekers and employers. As the unemployment rate continued to fall in the State of Florida, and more specifically, Brevard County, employers struggled to fill vacancies and retain their existing

workforce. Current trends still show that employers are focused on “growing” their existing workforce through training and upskilling.

Under-performance shown above for Work-Based Training funding was a direct result of the lower unemployed and unengaged workforce. On-the-Job Training (OJT's), the majority of work-based training contracts, represent new hires, in which there was a shortage of workers since the onset of the pandemic. CSB still managed to spend over \$200k in training contracts to assist Brevard businesses.

For PY 2022-2023, Brevard County's unemployment rate remains low which equates to less individuals looking for work. Therefore, ITA training offerings are prominent to allow individuals who are underemployed the chance to upskill and lead to more self-sufficient employment opportunities. Programs such as on-the-job training and work experience don't serve employed workers, therefore in a time of low unemployment, the mix has been adjusted to reflect the focus.

Based on the current conditions and trends, staff believes that the training mix balance should remain with WBT (30%) and ITA (70%) 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 the guidelines remain the same for services to our underemployed and employed workers. Due to the current economic climate that includes a low unemployment rate, we are still 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 2022-23:

- 30% Work-based Training (OJTs, Work Experience, Employed Worker)
- 70% Individual Training Accounts (ITA's)

Staff also recommends the following for the **Job Seeker Customer Mix** for 2022-23:

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

## **Action**

Review and approve the staff recommended guidelines for PY 2022-23 and transmit this item to the Board of Directors for consent action approval at their November meeting.



# Career Center Efforts

Career Center Committee

October 25, 2022

Caroline Joseph-Paul, Managing Director



## Q1- Highlights

New career center hours on Fridays

Staff & Communications Department engaged in various outreach efforts (social media, constant contact, community partner engagement)

**1,943** job seekers served on site/**3,357** total visits  
*(36.19% decrease in number served and 36.48% in visits from same period last year. Unemployment rate 2.7% vs 4.0%)*

Of the **28,400** total services provided to job seekers, staff provided 72% of the services

**7,137** services delivered to **2,286** employers

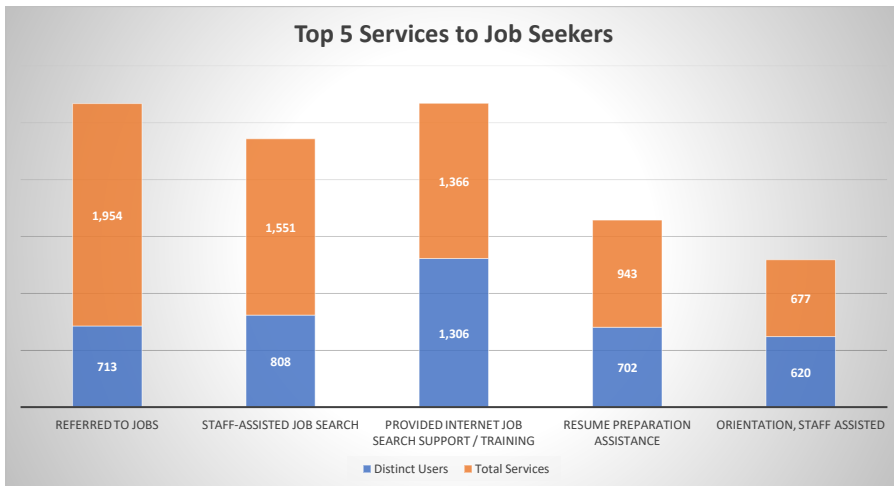
**650** customers participated in various job readiness workshops

**88** participants received scholarships for training

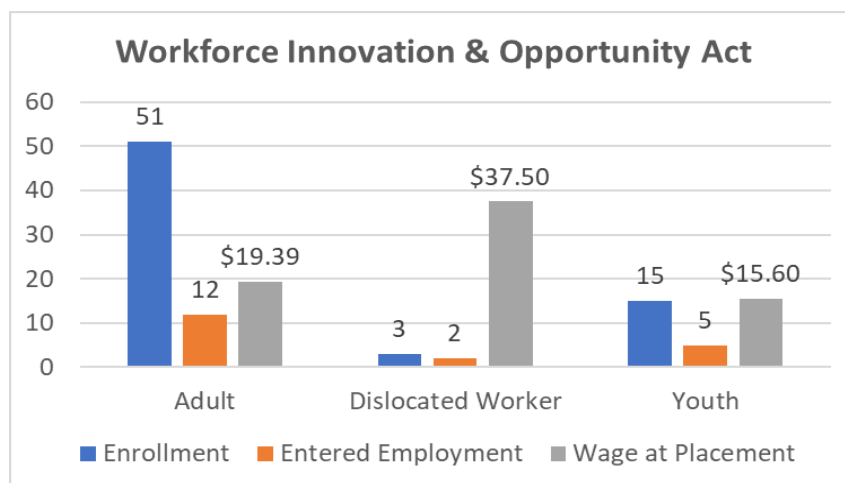
**656** customers entered employment @ average wage of \$16.38



## Universal Job Search Activities



## Q1 WIOA Program Enrollment - Employment – Average Wage



## Q1 Virtual Footprint – SkillUp Brevard

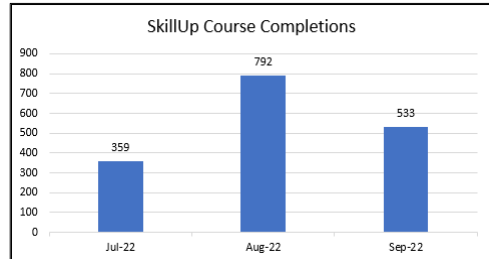
- Free online learning platform offering 6,000+ courses
- 120+ courses in Industry Skills Tracks to help customers prepare for certifications in various in-demand fields
- Accessible 24/7 to customers via CSB website
- Available in Spanish

### Results:

Training platform has been incorporated in our **AARP Skill Accelerator Initiative Grant, Get There Faster Grant, WIOA, NextGen, Welfare Transition, and SNAP Employment & Training programs** to provide participants an introduction into their desired career paths and increase work readiness skills.

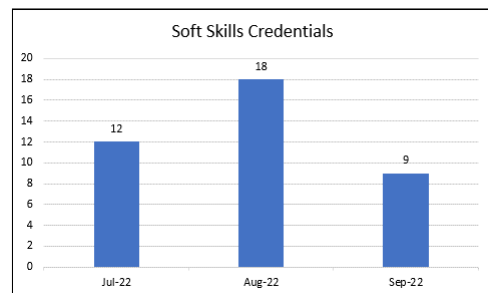
Top 3 Career Pathways selected by customers:

- Business (Administrative/Management) – **18%**
- Entry Level Pathway/General – **15%**
- HealthCare – **12%**



## Q1 - Virtual Footprint Florida Ready to Work – Essentials Soft Skills

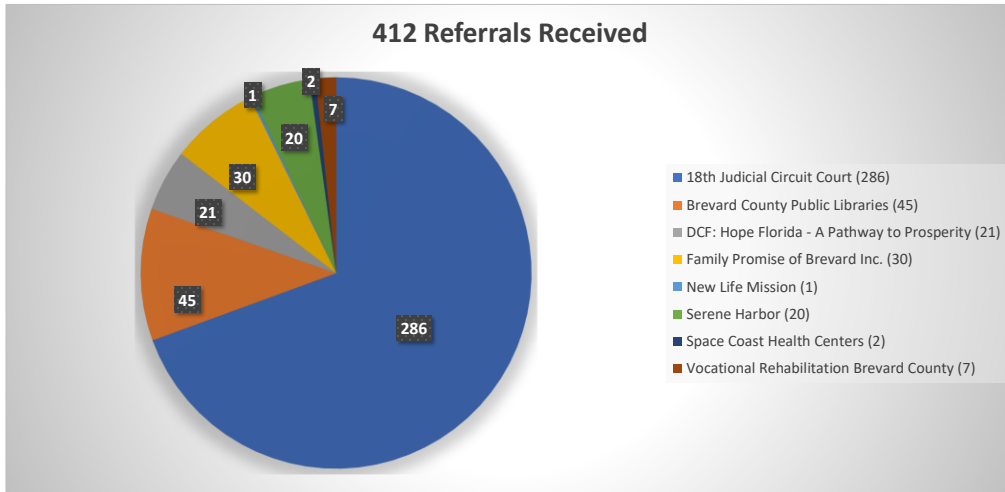
- Training includes;
  - Communicating Effectively
  - Conveying Professionalism
  - Promoting Teamwork and Collaboration
  - Thinking Critically and Solving Problems
- Opportunity to earn a Florida Soft Skills Credential
- Available to all customers
- Emphasizes importance of essential employability skills across all industries



Monthly average **39** active users  
Soft Skills Credentials Earned: **133**



## Community Partner Engagement Crosswalk Agency Referral



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

519 Surveys completed

### Top 5 ways our customers heard about CSB

1. Walk-ins
2. CSB's website
3. CSB Staff
4. Family/Friends
5. DEO/Reemployment

### Top 5 services received from CSB

1. Job Search Assistance
2. Applying for Reemployment/Filing weekly claims
3. Appointment w/CSB staff
4. Job Readiness/Orientations, Workshops etc.
5. Veteran Employment Services



## Q1 - Customer Satisfaction Survey Results

Percentage based on overall respondents' feedback stating that they strongly or moderately agreed with the statements below:

- 98.43%** Staff were courteous and they feel welcome
- 98.03%** Staff responded to their requests in a timely manner
- 97.64%** Staff understood their needs & the assistance/information received was helpful
- 97.83%** Would recommend CSB services to others
- 97.05%** Overall Experience with CSB has been satisfactory



## Customer Satisfaction Survey – Sample Responses

*"Amazing service"*

*"This workshop was very helpful. It has helped me to re-adapt to work force, how to prepare for modern techniques of how employers are interviewing potential customers, how to be prepare for job readiness today and confidently updating resumes based in todays' trends. Very thankful"*

*"They have been extremely helpful! I have been very frustrated on my own. Going into Career Source Brevard has given me encouragement and additional confidence in what they provide and I feel like I am in the right place where they will be able to help me! Thank you!"*





**Thank you!**

*Caroline Joseph-Paul, Managing Director*



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Recruiting Events

38 Onsite Events

- 18 unique employers included Hospitality, Security, Family Services, Construction, Healthcare, Aerospace/Aviation, Gov't & Public Sectors, Staffing Agencies represented
- Appointments & Walk-Ins
- 239 Job Seekers attended, 53 Veterans



# Business Learning Events

Educating Brevard Businesses

## Business Learning Event

- CareerSource Florida's FloridaFlex Training Grants
- Hosted virtually on July 21st
- Presented by CareerSource Florida's, Sr. Director of Business Development & Workforce Strategies
- Learn how to apply and secure state training dollars
- Strengthen and enhance current employee's skills

**STRENGTHEN YOUR WORKFORCE here**

Register today for this NO COST virtual workshop, taking you step-by-step through the training grant process.

The business services team at CareerSource Brevard knows how to recruit, train and retain talent to help your business succeed, and our state workforce partners know funding is a critical component of that success.

Join us, the CareerSource Florida team, and your colleagues, as we learn how to apply for – and secure – training dollars you can use to enhance your employee's skills and strengthen your bottom line.

**Thursday, July 14th, from 11:30 am to 12:30 pm**

Presented by Carmen Hilbert, Business & Workforce Business Director for CareerSource Florida. CareerSource Florida is the statewide workforce policy and investment board whose partners include the Department of Economic Opportunity, 24 local workforce development boards and 100 career centers throughout Florida.

[Click here to register](#)

Have a question? [Email us!](#)  
[Check out our website](#) for more information.

A proud partner of the [AmericaJobCenter](#) network.

As a 501(c)(3) nonprofit, CareerSource Florida receives state and federal grants to provide workforce services. All state training dollars are awarded to eligible businesses by the Florida Department of Economic Opportunity. CareerSource Florida is the statewide workforce policy and investment board whose partners include the Department of Economic Opportunity, 24 local workforce development boards and 100 career centers throughout Florida. CareerSource Florida is the direct service provider for various workforce programs within the fully supported by the U.S. Department of Labor, Health and Human Services, and Agriculture as well as federal funding totaling \$1.5 billion. All statements, press releases, requests for proposals, job candidates, job interviews, social media, social, website updates, website and other presentations are U.S. funded with federal money.

# Presentations & Panels

Offering businesses and career seekers quality workforce services

## Ask the Recruiter Panel Discussion

- Hosted on July 28th
- Virtual with Q & A
- 5 Industry and Staff panelists
- Company information & available jobs
- Resume and interviewing advice
- Social media and personal branding tips
- Engaged audience with questions and discussions

**Ask the Recruiters**  
Virtual Q&A Panel Discussion

Thursday, July 28<sup>th</sup>  
1:00 pm to 2:00 pm

**CAREER CENTERS**

WEEKLY MEETING  
1000 W. UNIVERSITY AVE.  
SUITE 200  
BREVARD, FL 32910

PROFESSIONAL  
1000 W. UNIVERSITY AVE.  
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Join us as local recruiters and hiring managers give their inside tips and information.

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Social media, networking, & making the most of new connections  
Overcoming job search fatigue  
Staying motivated to succeed in your new job  
AND ...  
Interviewing strategies and networking pointers to employers

Featured panelists:  
Gavin Viera, Talent Acquisition Specialist, Embrex  
Julia Wilford, CRM/CP, Human Resources Business Partner, Lakeside OHS  
Janita Oyer, Job Developer, CareerSource Brevard  
Amy Zorn, CRM/CP, Human Resources Manager, Centex America  
Christine Baskin, HR, Payroll, Manager

Register today!  
[bit.ly/asktherecruitersjuly28](http://bit.ly/asktherecruitersjuly28)

For jobs and events, text #ASK28 to 321.504.7600

**CareerSource BREVARD**

# Presentations & Panels

Offering businesses and career seekers quality workforce services

## Ask the Recruiter Panel Discussion

- Presented on August 25th
- 4 Industry panelists
- Veteran-focused, branding campaign
- Resume and interviewing advice
- Q & A

**Veteran's Employer Panel Discussion**  
CareerSource Brevard's FREE Virtual Career Workshop  
Thursday, August 25<sup>th</sup> 1:00 pm

**FREE Virtual Career Workshop Series, presented by**

**CareerSource BREVARD**

## Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

### Career Networking & Interviewing Mixer

- Held on August 18<sup>th</sup>
- Gave jobseekers a chance to meet with multi-industry employers for resume review and a brief mock interview by industry experts
- Allowed for sharpening interview skills & show off the individual's unique skill sets
- Gathered valuable feedback
- Secured new career tips and job leads

#### SPEED NETWORKING & MIXER

*Network with employers and practice your interviewing skills!*



a FREE Event, presented by



## Presentations & Panels

Offering businesses and career seekers quality workforce services

### Brevard Public Schools Professional Development Days

- Our Business Services team presented career trends, LMI, various resources & websites that can be used to assist students with more effective career exploration
- Shared online tools offered by CSB at no cost
- Hosted at Viera High School on Aug. 4<sup>th</sup> for the Secondary Leading & Learning team
- Hosted at School Board office on Sept 1<sup>st</sup> for the Social Workers
- Hosted at BPS Adult & Community Education on Sept 15<sup>th</sup> for the Guidance Counselors





# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Brevard Healthcare Workforce Consortium

- Hosted on Sept 22nd virtually and in-person
- Presentation on the condition of the labor force
- Industry panelists for insight on locating hidden talent
- Group discussion and brainstorming for hiring strategies

In partnership with:



**TAKING aim IN HEALTHCARE**

**Brevard Healthcare Workforce Consortium**  
VIRTUAL & IN-PERSON MEETING

**Data-Informed Hidden Talent Search**  
Join your peers to learn about the condition of the labor force, receive occupational insights for locating hidden talent, and brainstorm recruitment strategies!

Thursday, September 22  
8:00 am Networking Breakfast  
8:30 am to 10:00 am Meeting

Join us in person or virtual at:  
CareerSource Brevard - Rockledge career center  
295 Barnes Blvd.

Register today!  
<https://brevard.healthcareconsortium.org>

In partnership with:  
Brevard Community Healthcare Coalition BCHC  
Brevard Healthcare Workforce Consortium  
TAKING aim IN HEALTHCARE  
BREVARD

**Top 3 Reasons to Attend:**

1. Learn how workforce data can reveal where to find hidden talent.
2. Hear from organizations who can bridge to untapped talent.
3. Brainstorm strategies to recruit and develop healthcare workers.

Participate, Collaborate, Innovate.

# Fact Sheet

Business Services Provided July 1, 2022 through September 30, 2022





## Quarterly Multimedia Outreach July-Sept. 2022)

### OWNED Media

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

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

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

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

<https://twitter.com/CSBrevard>

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

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

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

- **Daily promotions:** Hot Jobs, virtual and in-person workshops, job fairs, recruiting events, skills training, supportive services and resources, career tips, jobseeker success stories & testimonials.
- **Quarterly highlights:** Hannah: Jobseeker Success story, Young Adult program, AARP Foundation back to work 50+, SkillUp training for jobseekers, Virtual Job Fair, Salesforce training with PepUp Tech, RISE program, Rebuild Florida Construction Training grant, Job fairs in partnership with Brevard County, Brevard Adult Education and DCF.

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

- **Daily promotions:** virtual and in-person business learning events, CSB-hosted recruiting events, talent attraction job fairs, employee retention skills training, supportive services and resources, grant and collaborative partner news, employer success stories & testimonials. These efforts support CSB’s Sector strategy initiatives (Aerospace/Advanced Manufacturing, Information Technology, Hospitality, Healthcare, and Construction)
- **Quarterly highlights:** State 9M Florida Atlantic Workforce Alliance grant announcement, SkillUp training for employers, CSB engagement in the Annual Workforce Education Summit, Virtual Job Fair, Healthcare Consortium, Tobacco Cessation program, Soft Skills, and SkillUp Brevard (Metrix Learning) training to create qualified candidates and retain existing staff.

### EARNED Media

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

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

- **Florida Today** --- requesting workforce data/information/quotes for news related to Brevard’s economy.

- **Labor Market information:**

<https://www.linkedin.com/feed/update/urn:li:activity:6971472489965051904/>

## Quarterly Multimedia Outreach July-Sept. 2022)

	<ul style="list-style-type: none"> <li>○ <b>Brevard employers face hurdles</b> of tight labor market in filling vacancies  <a href="https://www.floridatoday.com/story/money/business/2022/09/01/brevard-county-health-first-brevard-schools-get-creative-fill-jobs/7895486001/">https://www.floridatoday.com/story/money/business/2022/09/01/brevard-county-health-first-brevard-schools-get-creative-fill-jobs/7895486001/</a></li> <li>● <b>Brevard Business News:</b> Article on Business services and Tri-regional construction Apprenticeships career fair</li> <li>● <b>EverythingBrevard.com:</b> Brevard Adult Ed’s Solid Works pre-apprenticeship program</li> <li>● <b>98.5 The Beach radio:</b> Daily run of CSB hot jobs</li> <li>● <b>Melbourne Regional Chamber:</b> Beatrice Boursiquot, RISE and BRW program coordinator shares program benefits on podcast:  <a href="https://www.melbourneregionalchamber.com/podcast/">https://www.melbourneregionalchamber.com/podcast/</a></li> <li>● <b>Google Ad Grant program:</b> Reaching hidden and underemployed talent. CSB is a qualifying nonprofit who maintains 5% ad engagement to receive no cost display ads valued up to 10k/mo.</li> </ul>
<p><b>PAID Media</b></p>	<p><i>Buying media allows CSB to reach jobseekers beyond those familiar with our services.</i></p> <p><b>Paid media campaigns this quarter included:</b></p> <ul style="list-style-type: none"> <li>● <b>Video Success stories</b>, Hannah, one of 5 videos created for multimedia use.  <a href="https://www.youtube.com/watch?v=uLGC_AZI0II">https://www.youtube.com/watch?v=uLGC_AZI0II</a></li> <li>● <b>Department of Motor Vehicles waiting room videos:</b> ReBuild Florida Construction Training Grant, General jobseeker programs and services.</li> <li>● <b>Brevard Public School’s “Headlines” e-newsletter ads:</b> Florida Rebuild Construction Training Grant, General jobseeker programs and services</li> <li>● <b>Space Coast Area Transit (SCAT) interior bus ads:</b> ReBuild Florida Construction Training Grant program, General Jobseeker programs and services.</li> <li>● <b>Print collateral:</b> ReBuild Florida Construction Training Grant program direct mailers.</li> </ul>
<p><b>State-Funded Media</b></p>	<p><i>Florida’s cooperative outreach program supports Florida’s workforce system by offering a unified brand, outreach toolkit and annual outreach campaigns to help promote workforce programs and services to targeted audiences.</i></p> <ul style="list-style-type: none"> <li>● <b>Issues management roadmap</b> with messaging Boards can use to communicate with staff, partners, and media when sensitive business issues arise.</li> <li>● <b>Services Video General</b> State workforce services with the CSB logo  <a href="https://www.youtube.com/watch?v=MESyxwYpue8">https://www.youtube.com/watch?v=MESyxwYpue8</a></li> <li>● <b>Employer engagement advertising campaign:</b> display ads (video or text banner ads) on targeted websites designed to raise awareness of business services, engage customers, and connect them with addresses and phone numbers to our 3 career centers. Extended run through September.</li> </ul>
<p><b>Community Partner Outreach &amp; Engagement</b></p>	<p><i>Additional outreach efforts not detailed in this report, or the committee goals matrix include efforts to support Brevard’s workforce, economic, education, business, and community partners.</i></p>

## Quarterly Multimedia Outreach July-Sept. 2022)

- **Sharing partners' workforce news** with jobseekers, employers, community, and workforce partners via social media and email media.
- **Annual Workforce Professional Development Summit:** Staff gave presentations to statewide workforce partners: LinkedIn, Multi-channel Social Media management, Becoming a Brand Ambassador, Working with Second Chance jobseekers and jobseekers in recovery, Leadership, Increase participation in Welfare Transition, How to get the interview and more...
- **Melbourne Chamber Unlocking our Potential Through People: Workforce, Innovation, and Entrepreneurship Retreat:** Marci Murphy and CSB Board member Dr. Mullins participate in a panel sharing data on the labor shortage and talent attraction and retention strategies.
- **Melbourne Chamber Small Business Council meeting and Melbourne Chamber Podcast:** CSB's RISE program coordinator, Beatrice Boursiquot presented the RISE Re-Entry to employment and the Brevard Recovery programs.

### Website

*Daily nurturing of the CSB home site is required to maintain good Search Engine Optimization (SEO).*

#### **Industry-relevant posts, fresh content, refinements to highest performing keywords and messaging:**

- Monthly news posts: <https://careersourcebrevard.com/news>
- Addition of Community Resources: <https://careersourcebrevard.com/career-services/community-resources/>
- Addition of Digital Literacy Resources: <https://careersourcebrevard.com/career-services/digital-literacy-resources/>
- Ongoing updates to website menu and pages with the newly-formed communications committee

#### **Web Analytics**

- Top viewed pages (same as last quarter): Hot Jobs, SSI Calculator (Ticket to Work), and Career Services landing page.
- Average monthly unique visitors, so far for this program year: 11,367
- 450 visitors referred to CSB website from Google Ad grant
- Top referring website: CareerSource Florida, due to state-wide ad campaign
- Top referring social media site: Facebook

## How is the Contractor Doing?



## Performance Accountability

Federal Measures – 18 Measures for WIOA and Wagner Peyser  
Funding is not tied to the measures however failure to meet a measure 2 years in a row will result in a sanction.

State Letter Grade Measures – No funding or sanctions tied to these grades for PY 22-23 but there may be in future years.

Local Measures – 18 current measures and 3 more planned. Contractor Dollars are tied to performance on these measures.

## 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.



## 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?

Local Measures:

4 Measures – Adult, Dislocated Worker, Youth, and Wagner Peyser – 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:

4 Measures – Adult, Dislocated Worker, Youth, Wagner Peyser – What were the median earnings during the 2<sup>nd</sup> Quarter after Exit?

Local Measures:

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



## Are Customers Getting Good Jobs?

Primary Indicators of Performance:

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

Local Measures:

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



## Are Customers Making Progress?

Primary Indicators of Performance:

3 Measures – Adult, Dislocated Worker, and Youth– Did customer receive a measurable skills gain?

Local Measures:

3 Measures – Adult, Dislocated Worker, and Youth– Did customers receive a measurable skills gain?





## Are Customers Completing Training?

Primary Indicators of Performance:

3 Measures – Adult, Dislocated Worker, and Youth– Did customer receive a recognized credential?

Local Measures:

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

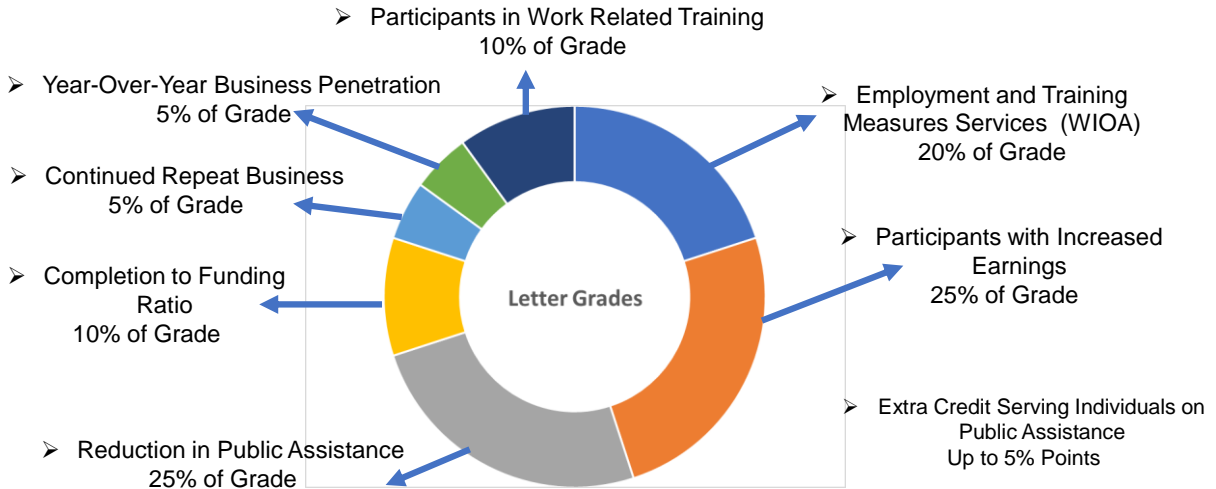


## Other Measures Included Locally

- One Measure tracks performance on Special Projects and Grants and is reported annually.
- Three measures are planned to assist in predicting/managing measures included on the State Letter Grade Measures:
  - ❖ Participants in Work Related Training
  - ❖ Welfare Transition Entered Employment Rate
  - ❖ Reduction in Public Assistance



# Letter Grades – State Measures



## How It All Fits Together

Letter Grades	Primary Indicators of Performance (PIP)	Local Contract Performance Measures
Participants with Increased Earnings (25%)	No Equivalent Measure	Regions do not have access to a data source for this measure, so it is not passed down to the contractor
Reduction in Public Assistance (25%)	No Equivalent Measure	This measure is planned to be a local measure pending more information on data source and calculation method.
Employment & Training Outcomes (20%)	This measure is based on the 18 primary indicators of performance	17 Measures are included in Local Performance Measures
Participants in Work Related Training (10%)	No Equivalent Measure	This measure is planned to be a local measure pending more information on data source and calculation method.
Continued Repeat Business (5%)	No Equivalent Measure	Business Measures are not passed down to the contractor
Year-Over-Year Business Penetration (5%)	No Equivalent Measure	Business Measures are not passed down to the contractor
Completion to Funding Ratio (10%)	No Equivalent Measure	This measure will be monitored by staff but not passed down to the contractor.

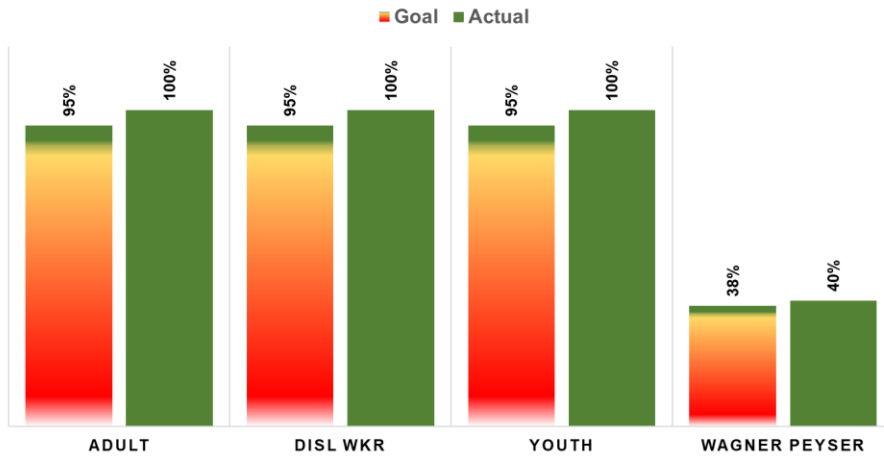
## Questions?



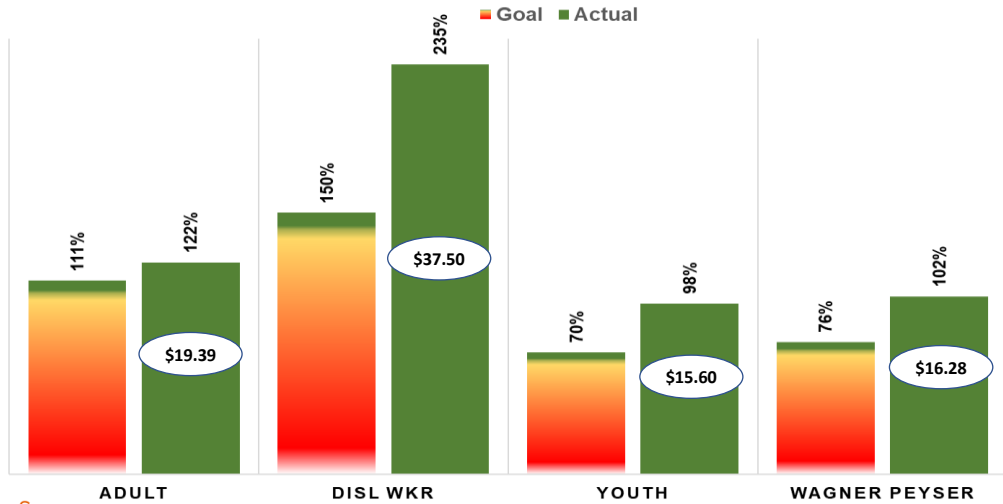
## How is the Contractor Doing?



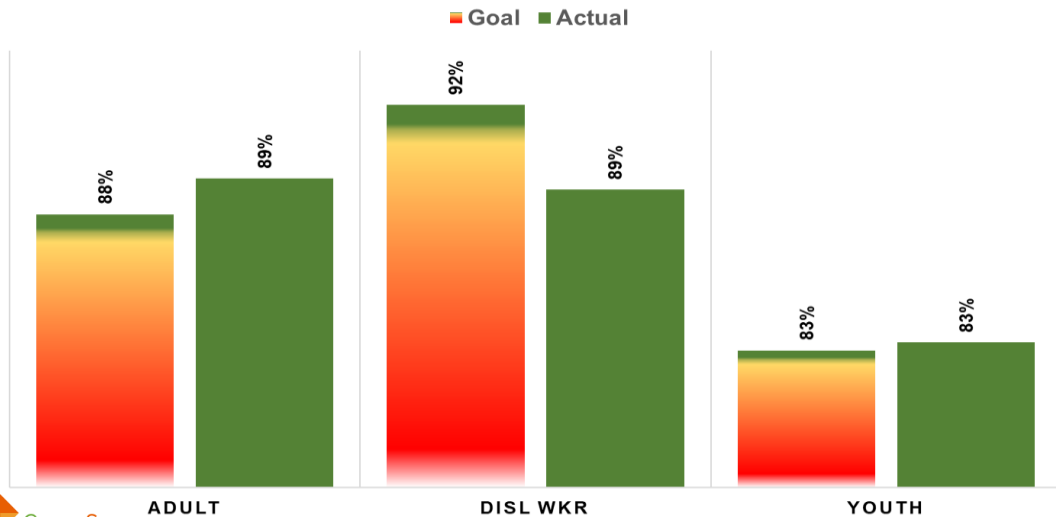
# Entered Employment Rate Q1



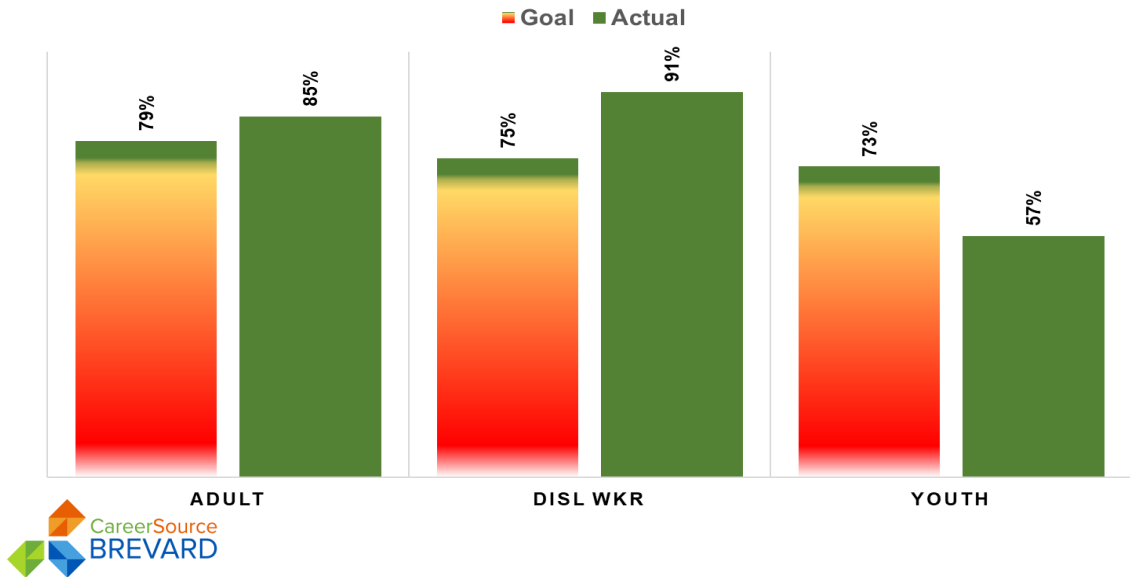
## Average Hourly Wage Rate – Q1



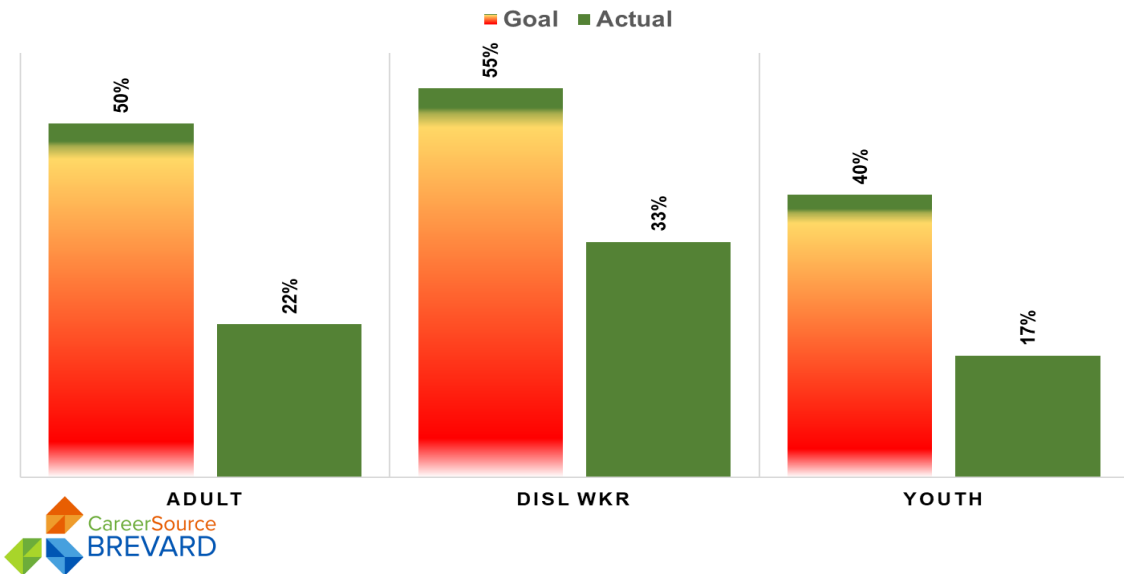
## 1 Year Retention Rate – Q1



## Credential Attainment Rate - Q1



## Measurable Skills Gain Rate – Q1



## Questions?





October 25, 2022

## Information Brief

### First Quarter Contractor Performance PY 2022-2023

#### 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 (14 of 17 for quarters 1 & 2, 16 of 20 for quarter 3 and 17 of 21 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (9 of 17 for quarters 1 & 2, 10 of 20 for quarter 3 and 11 of 21 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

#### PY 2022-23 Performance Results

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

Elements of Contractor Performance Earnings - PY 22-23						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<b>WIOA Adult Measures</b>						
Adult Entered Employment Rate	90%	95%	Exceeded (100%)			
Adult Average Wage at Placement	107% (\$17.01)	111% (\$17.73)	Exceeded (121.6%)			
Adult Retention at 12 Months	86%	88%	Exceeded (89.3%)			
Adult Credential Attainment Rate	77%	79%	Exceeded (84.8%)			
Adult Measurable Skills Gain	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 77%	Q1 - 50% Q2 - 60% Q3 - 70% Q4 - 79%	Missed (21.7%)			
<b>WIOA Dislocated Worker Measures</b>						
Disl. Wkr. Entered Employment Rate	90%	95%	Exceeded (100%)			
Disl. Wkr. Average Wage At Placement	143% (\$22.75)	150% (\$24.00)	Exceeded (253.3%)			
Disl. Wkr. Retention at 12 Months	90%	92%	Missed (88.9%)			



Elements of Contractor Performance Earnings - PY 22-23						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Disl. Wkr. Credential Attainment Rate	72%	75%	Exceeded (90.5%)			
Disl. Wkr. Measurable Skills Gain	Q1 - 55% Q2 - 60% Q3 - 70% Q4 - 75%	Q1 - 60% Q2 - 65% Q3 - 75% Q4 - 80%	Missed (33.3%)			
WIOA Youth Measures						
Youth Entered Employment Rate	90%	95%	Exceeded (100%)			
Youth Average Wage At Placement	68.3% (\$10.90)	70% (\$11.15)	Exceeded (97.9%)			
Youth Retention at 12 Months	81.5%	83%	Exceeded (83.3%)			
Youth Credential Attainment Rate	70%	73%	Missed (56.7%)			
Youth Measurable Skills Gain	Q1 - 40% Q2 - 50% Q3 - 60% Q4 - 65%	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 68%	Missed (17.2%)			
Wagner Peyser Measures						
WP Entered Employment Rate	36%	38%	Exceeded (39.6%)			
WP Average Wage at Placement	72% (\$11.44)	76% (\$12.15)	Exceeded (102.1%)			
Welfare Transition Measures						
Entered Employment Rate	TBD	TBD				
Reduction in Public Assistance	TBD	TBD				
Training Services						
Training Enrollment Rate	TBD	TBD				
Grants and Special Projects Measured Annually						
Performance on Special Projects and Grants	80%		N/A	N/A	N/A	N/A

Element A				
Met the minimum percentages set on 14 out of 17 (Q1 & Q2), 16 out of 20 (Q3) and 17 out of 21 (Q4) Performance Measures established in Attachment F	<b>No – Met Minimum on 12 of 17</b>			

Element B				
Met the accelerated percentages set on 9 out of 17 (Q1 & Q2), 10 out of 20 (Q3) and 11 out of 21 (Q4) established in Attachment F	<b>Yes – Met Accelerated on 12 of 17</b>			
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	N/A			

**Performance Measure Revisions for PY 22-23**

The performance measures for PY 22-23 have been redesigned to better align with the Letter Grade Performance that has been established at the State.

While many of the measures have remained the same, three (3) measures focused on Measurable Skills Gains have been redefined and calculations methods updated, and three (3) measures focused on Credential Attainments have been added. These revisions ensure positive performance results on Federal measures and on the Letter Grades.

Board staff reviewed all existing measures to analyze and identify which measures may be either hurting or having little impact on our letter grade performance. Such measures were removed to allow focus in the most effective areas. These measures included Customer Engagement, New Job Seekers and Referral to Placement Ratio.

We are developing three additional measures (Reduction in Public Assistance, Welfare Transition Entered Employment, Training Enrollment) to be added by the end of the second quarter pending the availability of additional information on calculation method and data sources from the state.

First Quarter Performance is typically lower in some areas due to the nature of the measures and this is definitely the case for the Measurable Skills Gain Measures and the Youth Credential Attainment as skills are not generally obtained early on in training programs.

Retention Measure for Dislocated Workers was also missed this first quarter. One customer had a negative impact on this measure because they could not be located for follow-up.

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 2021-22. Also shown are our goals for PY 2021-22 and the newest goals for PY 2022-2023. All performance goals were met or exceeded for the 4th quarter.

#### July 2021-June 2022 Performance

Primary Performance Indicator (PPI)	Performance 2019-2020	Performance 2020-2021	PY 21-22 4th Quarter Performance	PY21-22 Performance Goals	PY22-23 Performance Goals
<b>Adults:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	89.1%	88.9%	83.5%	86.50	90.4
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	87.0%	88.50%	92.6%	85.50	86.1
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$8,097	\$8,745	\$8,927	\$7,600	\$8,837
Credential Attainment Rate	78.7%	85.2%	82.9%	72.0	77.0
Measurable Skills Gain	N/A	75%	75.0%	49.0	75.0
<b>Dislocated Workers:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	91.8%	87.9%	93.9%	87.0	90.1
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	88.7%	92.4%	86.3%	85.0	90.2
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$10,174	\$12,574	\$10,006	\$7,500	\$11,831
Credential Attainment Rate	61.1%	69.4%	89.3%	70.0	72.2
Measurable Skills Gain	N/A	83.0%	79.3%	49.0	75.0
Primary Performance Indicator (PPI)	Performance 2018-2019	Performance 2019-2020	PY 21-22 3 <sup>rd</sup> Quarter Performance	PY21-22 Performance Goals	PY22-23 Performance Goals
<b>Youth Common Measures:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	80.2%	82.6%	80.2%	79.5	83.5
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	85.6%	78.5%	85.7%	77.0	81.5
Median Wage 2nd Quarter After Exit	N/A	\$3,643	\$4,423	\$3,300	\$3,855
Credential Attainment Rate	70.3%	73.0%	73.9%	76.5	70.0
Measurable Skills Gain	N/A	66.2%	75.0%	46.5	65.3
<b>Wagner-Peyser:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	68.8%	61.9%	63.8%	65.0	65.6
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	65.4%	62.9%	63.0%	64.2	64.2
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$5,459	\$5,468	\$6,152	\$5,100	\$6,002
<b>Not Met (less than 90% of negotiated)</b>	<b>Met (90-100% of negotiated)</b>		<b>Exceeded (greater than 100% of negotiated)</b>		

## **Information Brief**

### **PY 22-23 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 22-23 Rating is 100%. 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 a perfect review at all three centers. Reviews were conducted virtually and site visits kept to a minimum as that was found to be a more viable option. All elements were still reviewed, and Career Centers have exhibited consistent services and appearances throughout the County. In person services have resumed with some virtual services still being made available to jobseeker and employer customers.

It was noted during the review that the Titusville location does not have services set up by communities; however, it was also noted that this is due to a smaller space and separation into communities is not feasible.



The PY 22-23 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 22-23**

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	100%	100%	100%	100%
	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%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%

### **PY 21-22**

	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%

## Career Center Committee

**GOAL: Create a Career Center Model that is one of the top choices for career seekers and businesses in Brevard by offering quality workforce products and services.**

**Objective 1: Offer the highest quality of services to Career Seekers to enable them to become the talent that the businesses need.**

Strategies	Actions	Timeframes	Status
Identify, measure, and implement the training needs of local businesses.	Measure & analyze the effectiveness of the training programs offered to career seekers through CSB.	July 2023	No new updates.
	Measure, analyze, & implement training solutions based on the impacts of COVID-19 to businesses and jobseekers.	Ongoing	No new updates.
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><b><u>RebuildFL Workforce Recovery Training Program</u></b>            To-date, CSB in partnership with United Academy, has held <b>8 classes</b> for Heavy Equipment and Safety Training, with a total of <b>65 individuals graduated</b>. Participants who complete this program will receive the nationally recognized certifications listed further below. Participants also receive professional development training and support, focusing on job searching, resume writing, and interviewing techniques. Additionally, Guest Employers are invited to connect directly with students on Tuesdays and Thursdays in the classroom.</p> <p>Heavy Equipment Certifications:</p> <ul style="list-style-type: none"> <li>• Excavator Operator</li> <li>• Skid Steer &amp; Front-End Loader Operator</li> <li>• Aerial Boom lift 3b &amp; Scissor Lift 3a Operator</li> <li>• Counterbalance &amp; Rough Terrain Forklifts</li> </ul> <p>Safety Training Certifications: (plus additional trainings)</p> <ul style="list-style-type: none"> <li>• OSHA 10 Hour Construction</li> <li>• Construction New Hire Safety Orientation</li> <li>• Hazard Communication Awareness (HazCom)</li> </ul>
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<b><i>See Business Engagement Summary Presentation</i></b>
Convening industry partners and training providers to promote ongoing discussions and events around		Ongoing	<b><i>See Business Engagement Summary Presentation</i></b>

industry and sector workforce needs focused on assisting career seekers.			
Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.	Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.	Ongoing	<i>See Career Center Efforts Presentation</i>
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	<i>See Career Center Efforts Presentation</i>
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	No new updates.
Ensure that measurable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	Ongoing	<i>See Career Center Efforts Presentation</i>  <i>See PY22-23 Career Center Standards Results Brief</i>
	Develop and implement a consultative approach for customer intake in the career centers.	Ongoing	<i>See Career Center Efforts Presentation</i>

<b>Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
Build and maintain community-based partnerships to expand CSB's awareness within the community and to reach new job seekers.		Ongoing	<i>See Career Center Efforts Presentation</i>  <b>COVID-19 NDWG Funding</b> CSB was awarded an additional \$1,250,018.00 for a total of \$4,249,999.88 in NDWG funding to assist government agencies and non-profit organizations whose demand has increased due to COVID-19 with dislocated workers who have lost their job due to the pandemic and have been unemployed 6 of the last 13 weeks. Currently, this grant is assisting Aging Matters, the Early Learning Coalition, Second Harvest Food Bank, Daily Bread, Central Brevard Sharing Center, Catholic Charities of Central Florida, City of Melbourne Housing & Urban Improvement, Macedonia Community Development, Space Coast Center for Independent Living, Community of Hope, and <b>North Brevard Charities.</b>

<b>Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.</b>			
Broaden our footprint with special populations.		Ongoing	<i>See Career Center Efforts Presentation</i>
Broaden our footprint with the virtual job seeker community.		Ongoing	<i>See Career Center Efforts Presentation</i>
Expand outreach and awareness of CSB's services to job seekers.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Q1 Multimedia Outreach Matrix</i>

<b>Objective 3: Maintain a data centered environment to measure the success of CareerSource Brevard's services.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
Measure and track CSB's Federal, State and Career Center Contract measures to monitor performance and ensure success.	Analyze and present at committee meeting	Ongoing	<i>See Q1 Performance Reporting Presentation and Analysis</i>  <i>See First Quarter Contractor Performance PY22-23</i>  <i>See Primary Indicators of Performance Presentation</i>
	Create and track an online customer feedback mechanism housed on the CSB website.	Ongoing	<i>See Career Center Efforts Presentation</i>

<b>Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
Track & improve Business engagement Activities		Ongoing	<i>See Business Engagement Summary Presentation</i>
Expand outreach and awareness of CSB's services to businesses.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Q1 Multimedia Outreach Matrix</i>



# CAREER CENTER COMMITTEE (CCC)

## ATTENDANCE RECORD

PY 2022-2023	JULY	OCT	JAN	APR
Beal, Shawn	A			
Benjamin, Lorri	A			
Gaedcke, Marcia	A			
Gramolini, Robert	P			
Heller, Nancy	P			
Jaskiewicz, Brian	P			
Jones, Leslie	P			
Koursaris, Laura	P			
Lane, Jimmy	p			
Locke, Karen	new			
Mack, Travis	A			
Mana, Nuno	new			
Pobst, Theodore	P			
Reed, Pamela	P			
Shah, Monica	new			
Tanner, Holly	new			