



Career Center Committee Meeting

April 26, 2022

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) [+15614861414](tel:+15614861414), [11577786#](tel:+156177786)

Attendees:

Nancy Heller (Chair), Shawn Beal, Lorri Benjamin, Lynn Brockwell-Carey, Marcia Gaedcke, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Laura Koursaris, Jimmy Lane, Travis Mack, Theodore Pobst, Pamela Reed

Agenda

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<i>Call to Order</i>	Nancy Heller	
<i>Roll Call</i>	Marina Stone	
<i>Public Comment</i>	Nancy Heller	
<i>Spotlight Presentation</i>		
Brevard Recovery Works	Jana Bauer	1 - 4
Job Seeker Survey Data	Melissa Byers	5 - 12
<i>Action Items</i>		
▪ Approval of Committee Minutes for January 25, 2022	Nancy Heller	13 -15
▪ Approval of Regional Targeted Occupations List	Jana Bauer	16 - 22
<i>Reports</i>		
President's Report	Marci Murphy	
<i>Discussion/Information Items</i>		
Q3 Career Center Efforts Presentation (Objectives 1, 2, and 3)	Caroline Joseph-Paul	23 - 33
▪ Impact Analysis for Hospitality Industry Affected by COVID 19 (Objective 1)	Erma Shaver	34 - 38
Q3 Business Engagement Presentation (Objectives 1 and 4)	Thomas LaFlore	38 - 42
Q3 Multimedia Outreach Matrix (Objectives 2 and 4)	Denise Biondi	43 - 47
▪ CareerSource Florida Job Seeker Advertising and Co-Op Outreach Program	Denise Biondi	48 - 50
Q3 Performance Reporting Presentation (Objectives 3 and 4)	Erma Shaver	51 - 54
Q3 Contractor Performance Brief	Erma Shaver	55 - 57
▪ Primary Indicators of Performance Brief	Erma Shaver	58
Strategies and Goals Matrix	D. McVay-Schulmeister	59 - 62
Attendance Roster		63
<i>Adjourn</i>	Nancy Heller	

Upcoming Meetings

May 2022

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

June 2022

No meetings

July 2022

12th Industry Workforce Committee-8:30am
26th Career Center Committee-8:30am

August 2022

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

September 2022

No meetings

October 2022

11th Industry Workforce Committee-8:30am
25th Career Center Committee-8:30am

November 2022

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

December 2022

No meetings

January 2023

10th Industry Workforce Committee-8:30am
24th Career Center Committee-8:30am

February 2023

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

March 2023

No meetings

April 2023

11th Industry Workforce Committee-8:30am
25th Career Center Committee-8:30am

May 2023

1st Finance Committee-3:30pm
1st Executive Committee-4:00pm
18th Board of Directors Retreat-8:00am-12pm (TBD)

June 2023

No meetings



Brevard Recovery Works

US DOL National Health Emergency Grant



Funding Summary

Funding Source: US Department of Labor, WIOA National Dislocated Worker

Award: \$1,153,910

Duration: April 1, 2019 – March 31, 2022

Target:

- Servicing dislocated workers, new entrants into the workforce, directly impacted by or residing in a community heavily impacted by the opioid crises
- Building the capacity of the workforce in occupations that can help address the opioid crisis; and assisting workers seeking to enter professions that could help in addressing the opioid crisis and its causes.

Grant Purpose

Purpose:

- Create temporary disaster-relief employment geared towards placing eligible participants in temporary addiction, recovery, and peer counseling jobs in positions that provide humanitarian assistance to individuals affected by the opioid epidemic and provide training opportunities for such participants through classroom training, work experiences and/or on-the-job training so that they may obtain appropriate certifications from the Florida Certification Board; and
- Provide career services and training to eligible participants affected by the opioid crisis to reintegrate them into the workforce.



Local Grant Focus

- Build capacity for individuals that were impacted by substance use disorder (SUD)
- Train individuals in professions in mental health and substance use/recovery industries
 - Peer Support Recovery Specialist
 - Addiction Counselors
 - Behavioral Health Technicians



Program Design

- Career Services through 1:1 Support
- Four-Day Workshop
 - Topics included; resumes, interviewing, addressing gaps in employment, addressing convictions, federal incentives for employers, career assessments, job search activities
- Training opportunities
- Connections to employment



Performance

Performance Measure	Goal	Actual	% of Goal
Enrolled	150	167	111%
Received Career Services	140	167	119%
Disaster Relief Employment (Humanitarian Positions)	15	4	26%
Vocational Training	60	17	28%
Work-Based Training	30	7	23%
Completed Training	45	12	26%
Entered Employment	70	113	161%
Average Wage at Employment	\$14.00	\$15.00	107%



Lessons Learned

- Results of Background Checks limited training and employment opportunities.
- Most participants had a stronger desire to enter employment than pursue training due to immediate needs.
- The Peer Support Certification program is not currently offered locally.
- Participants are at risk of relapse, which stresses the importance of wraparound “community-wide” case management involving specialized partners to ensure participant’s success.



Questions?

Thank you!





JOB SEEKER SURVEY DATA

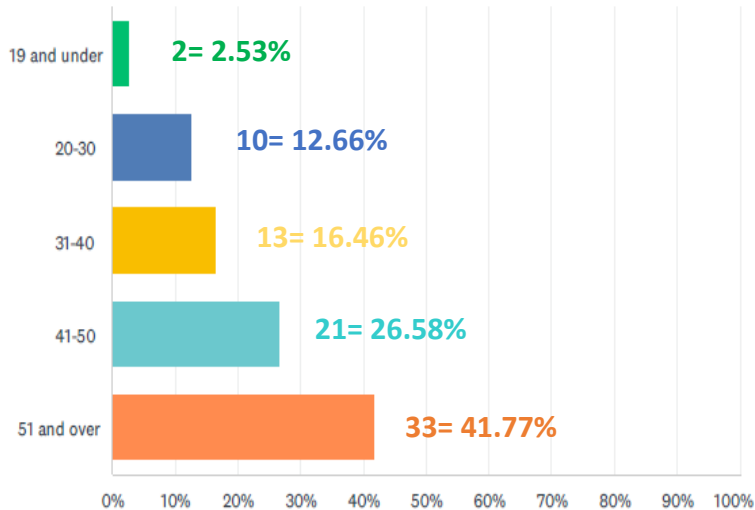
Job Seeker Survey Survey Monkey – Promoted By:

Facebook, Instagram, LinkedIn

CareerSource Brevard Staff Shared Via
Email

Shared with BPS CTE program

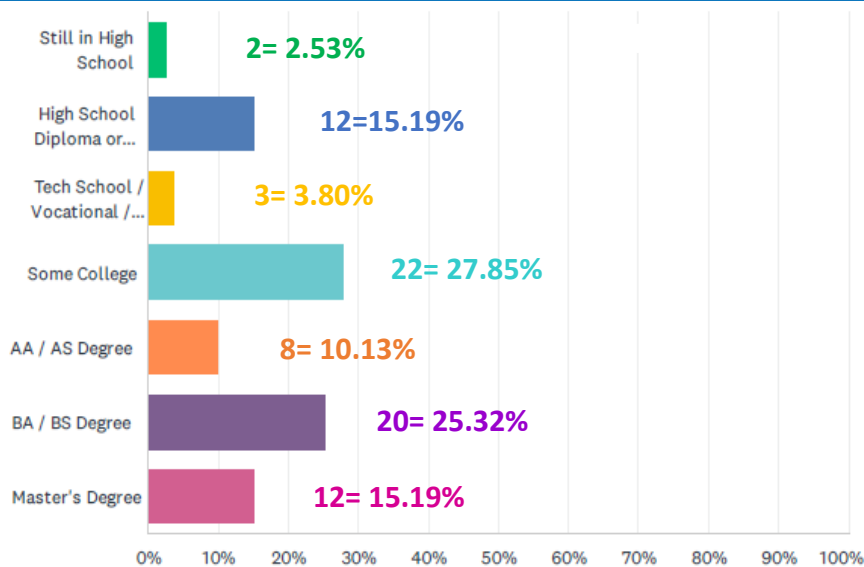
Survey Age Data



- 79 job seekers were poled
- The following graph shows the age of the job seekers
- How many per each age group by percentage



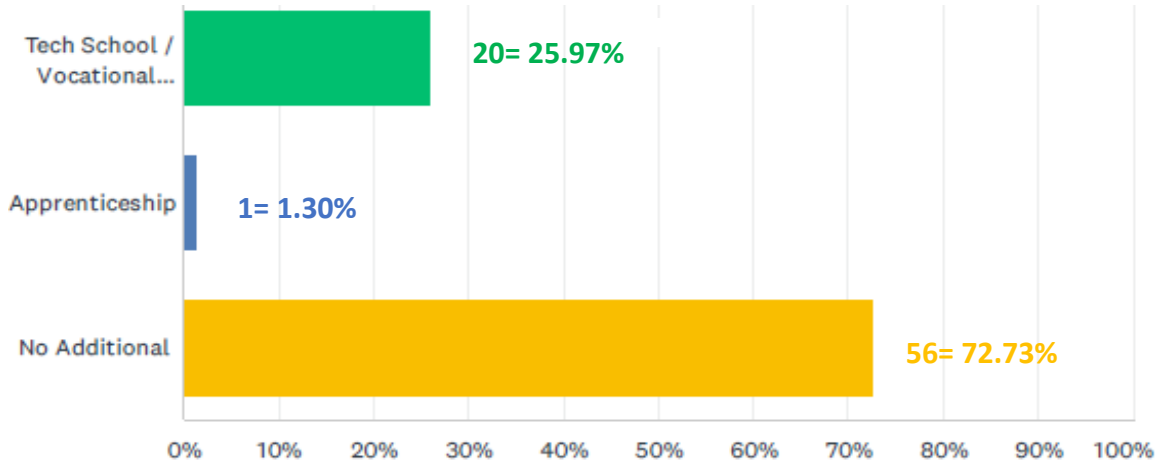
Education Data



Highest Level Education Completed



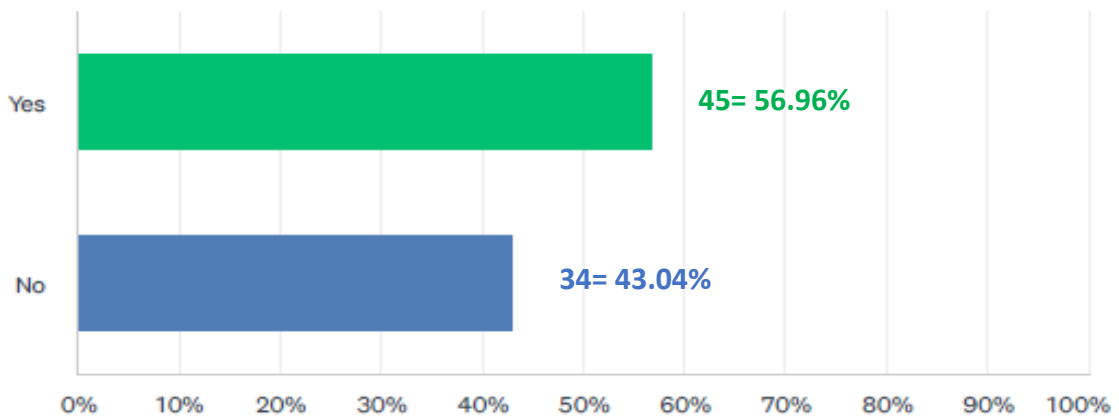
Education Data



Additional Education Completed



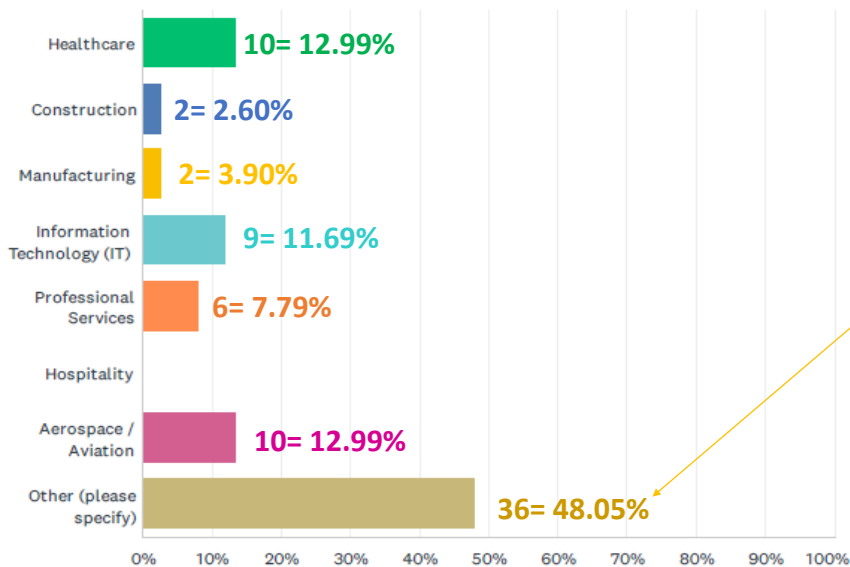
Education Data



Those Interested Furthering their Education



Industry Sector Interest



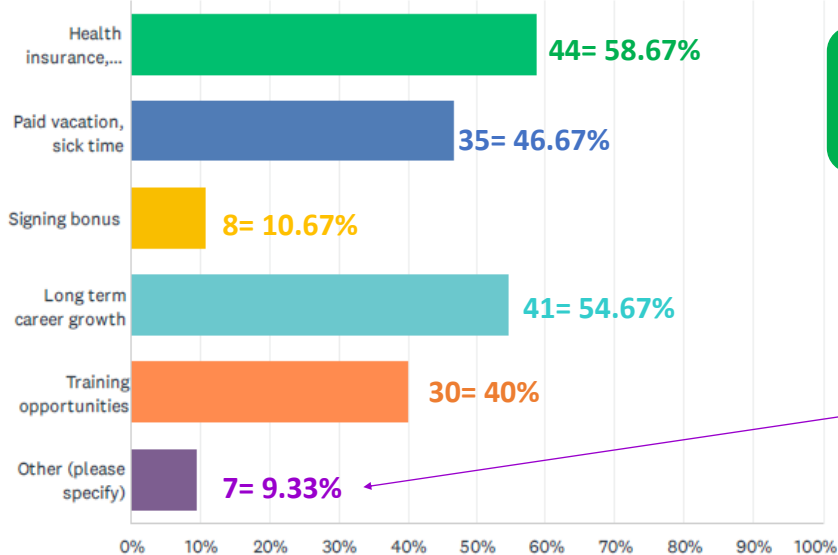
Other Category – 36 (48%)

- Sales
- Retail
- Education
- Real Estate
- Child Care
- Customer Service
- Management

***2 Job Seekers did not answer



Benefits Data



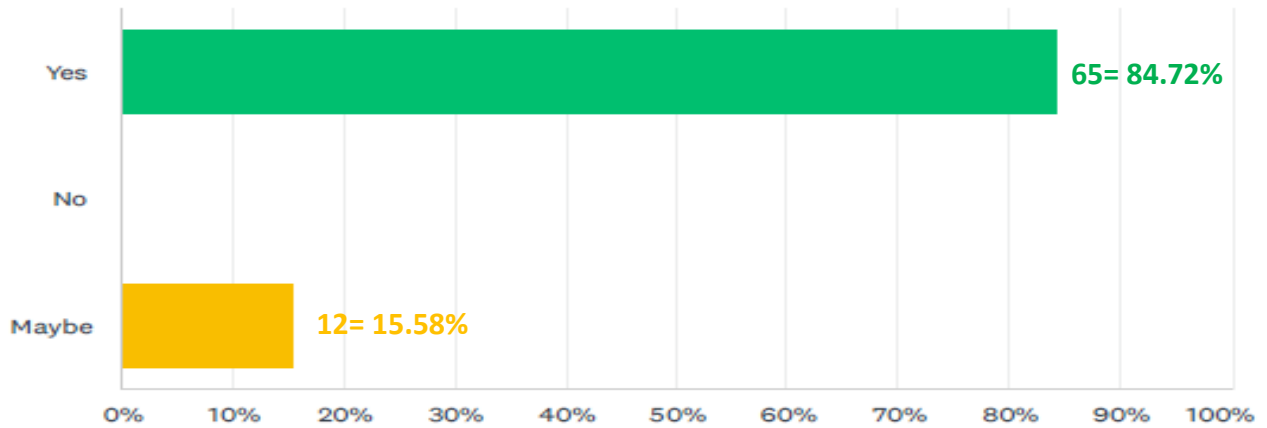
Top Benefits Job Seekers Most Valued: Picked 2 each

Other Category- 7 (9.33%)

- Flexible Schedule
- Student Loan Option



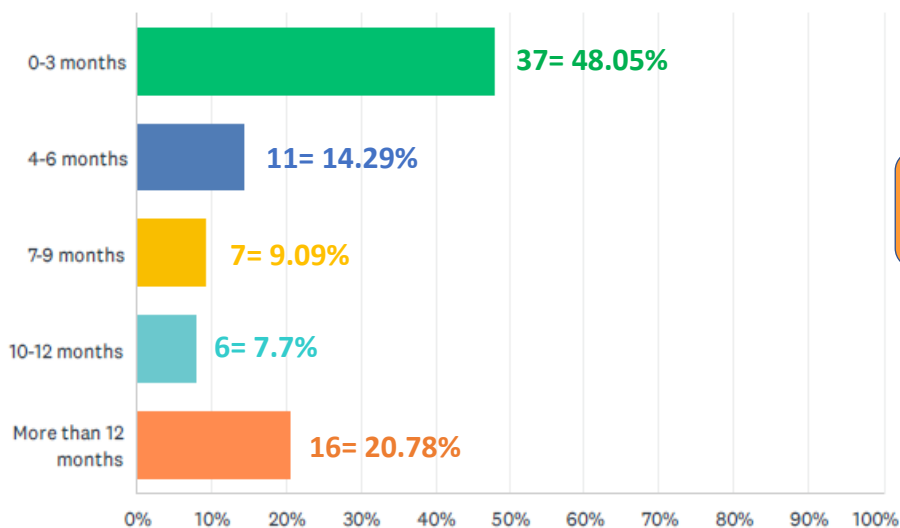
Benefits Data



Employer had a vacant position and offered one of the important benefit, would you apply for?



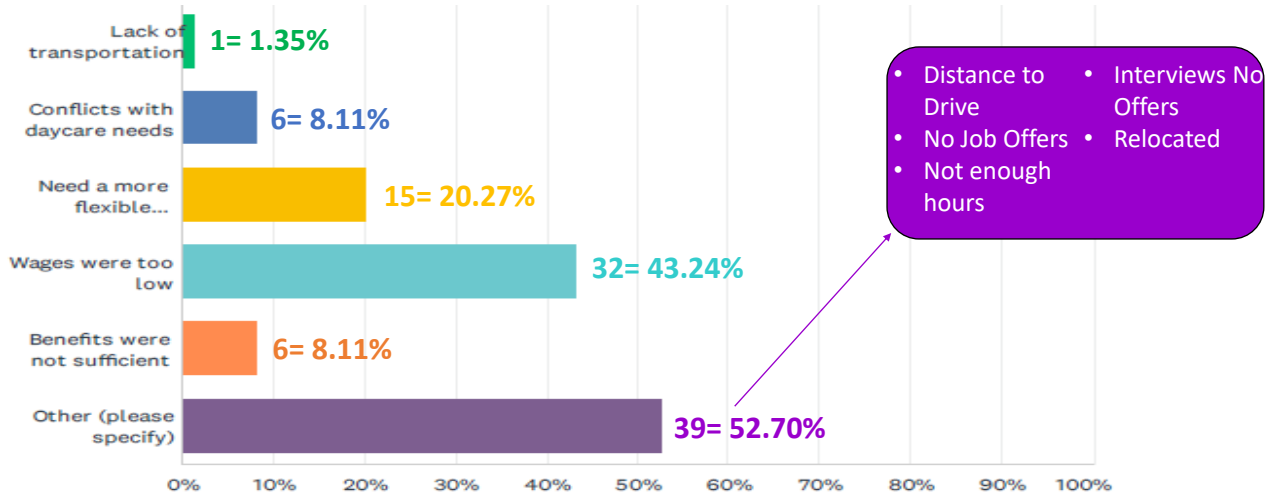
Job Searching Data



How Long They Have Been Job Searching



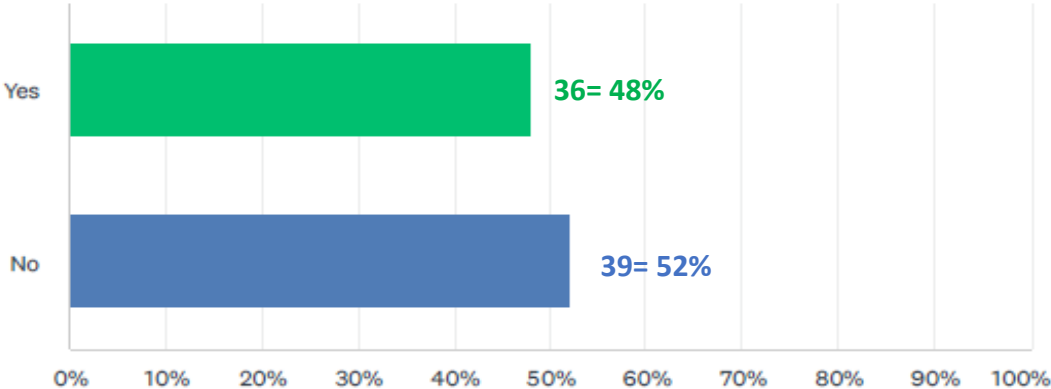
Job Searching Data



Reason for Turning Down Last Job Offer



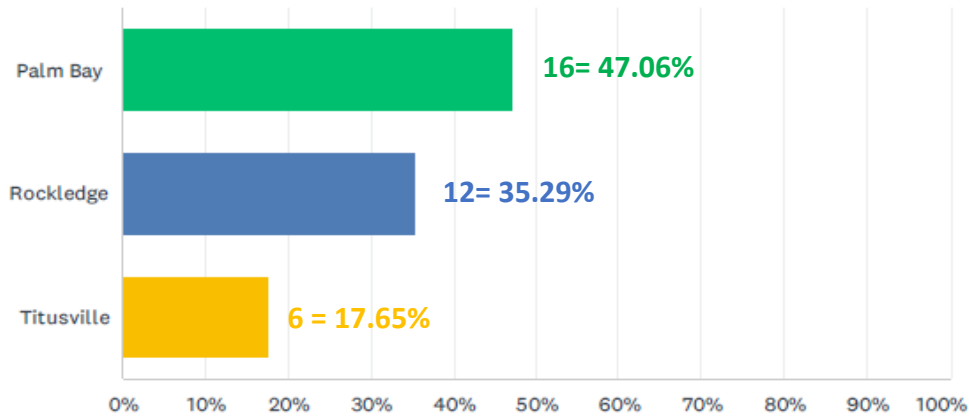
Career Center Data



Currently Working with CareerSource Brevard. 75 Answered



Career Center Data



CareerSource Brevard Center
Closest to Job Seeker. 34 Answered



Career Center Data

30 Job Seekers left contact information for Center's to reach out for assistance with job searching efforts. These individuals are being contacted by the appropriate center as the list has been distributed to all three centers.



Your Current Jobseeker Highlights

The Jobseeker

- Most surveys were conducted by those 41 and over
- Had some college or higher education
- Over half who took the survey wish to further their education

Top Industry Sectors of Focus

- IT
- Aerospace Aviation
- Healthcare

Top Benefits Jobseekers Look For

- Health Insurance
- Paid Sick Leave, Vacation Time, Holidays
- Long Term Career Growth
- Training Opportunities
- *** More than half said they would accept a position if it offered one of their top required benefit



Questions?



CareerSource Brevard

Career Center Committee

January 25, 2022

Minutes

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

Members in Attendance:

Nancy Heller, Chair, Shawn Beal, Lorri Benjamin, Lynn Brockwell-Carey, Marcia Gaedcke, Brian Jaskiewicz, Laura Koursaris, Theodore Pobst and Pamela Reed

Members Absent: Robert Gramolini, Leslie Jones and Travis Mack

Staff in Attendance:

Marci Murphy, Jana Bauer, Denise Biondi, Lisa Fitz-Coy, Deidre McVay-Schulmeister, Lori Robinson, Erma Shaver and Marina Stone

C2 Staff in Attendance:

Chakib Chehadi, Caroline Joseph-Paul, Ahmanee Collins-Bandoo, Marvetta Gordon, Jessica Mitchell, Angie Londono, Sally Patterson and Aaron Smith of CareerSource Brevard (CSB) Career Centers

Guests in Attendance:

Suzann Kenis from Division of Blind Services

Call to Order:

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

Public Comment:

There was no public comment.

Spotlight Presentation:

Show Me the Money: New Grants and Funding Opportunities

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 Digital Literacy, AARP Skills Accelerator Program, Workforce Recovery Training Program through DEO/HUD and the Good Jobs Challenge through the American Rescue Plan. Pamela Reed expressed delight about the Good Job Challenge Grant.

Action Items:Approval of Career Center Committee Minutes of October 26, 2021

Motion to approve the Minutes from the October 26, 2021 meeting was made by Pamela Reed. Shawn Beal seconded the motion. The motion passed unanimously.

Reports:

Marci Murphy shared information on Brevard's fluid labor market and what it means to CSB and Brevard County jobseekers and employers. Data from the Job Openings & Labor Turnover Survey (JOLTS) report indicate 10.6M job openings, 4.5M quits- larger in hospitality, healthcare, social assistance, transportation, warehousing, and utilities. Florida has experienced 19 consecutive months of job growth and 13 consecutive months of labor force increases while the state's unemployment rate continues to decrease. Brevard's current unemployment rate is at 3.4%. CSB will continue to focus on short- and long-term strategies to help with labor shortages. CSB will be sponsoring the next LEAD Brevard, Conversation & Community event on March 11th from 7:30am-9:30am at the Health First Connections Training Center in Melbourne. Ms. Murphy will send information she received at Tampa's Business Summit to all members.

Discussion/Information Items:Q2 Career Center Efforts Presentation

During the second quarter of PY21-22, C2 GPS shared a presentation on continuous improvement, focus and accomplishments, enrollment and employment data, 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. Lynn Brockwell Cary was thrilled to see the customer service survey results.

Impact Analysis for Industries Affected by COVID 19

A presentation highlighting the healthcare 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.

Q2 Business Engagement Presentation

A presentation was shared that showed CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels for the fourth quarter along with a Fact Sheet for October 1, 2021, through December 31, 2021.

Business Use of CareerSource Brevard (CSB) Business Services

The goal in CSB's Strategic Plan is to 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. Data was shared showing the number of unique businesses who received a service and also the number of services those businesses used. This information is shared annually to be used as a piece of the total analysis about the business use of CSB. Questions posed for discussion were (1) In your business, what services do we offer now that you find most helpful? Staff would like to see more Business Learning Events and (2) Are there any other services you would like to see CSB offer that could help your business? There was no discussion, so a recommendation was made to send the questions to committee members via email to provide their input.

Q1 Q2 Multimedia Outreach Report

The Outreach Department highlighted quarterly activities from July 2021 through December 2021. Metrics for the CSB website and social media platforms were shared. Nancy Heller suggested that females be shown on media for construction careers.

Q2 Performance Reporting Presentation and Analysis

A visual presentation of data was shared about performance measures including Quarter 2 entered employment rate, average hourly wage, retention rate and measurable skills gains.

Q2 Contractor Performance 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 exceeded 15 of the 21 accelerated measures.

Primary Indicators of Performance

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY21-22 goals. All performance goals were met or exceeded for the 1st quarter.

Committee Goal Status


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

Adjourn:

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 9:57 am.

Respectfully submitted,

Reviewed by,


Marina Stone 02/02/22
Date

Nancy Heller 02/02/22
Nancy Heller, Chair Date

Action Brief

Regional Targeted Occupations List for 2022-2023

Background

CareerSource Brevard (CSB) is required to produce and publish the Regional Targeted Occupations List (RTOL) on an annual basis. This brief completes the local activity required to create the list. Creation and revision of the RTOL generally includes the following:

REGIONAL TARGETED OCCUPATIONS LIST (RTOL) DEVELOPMENT PROCESS		
Step/ Timeline	Activity	Resources Used/Action Required
1 Early March <input checked="" type="checkbox"/>	Establish Draft Regional Targeted Occupations List	<ul style="list-style-type: none"> Review Statewide/Regional TOL Internal Review by Industry Relations, Program Managers and Staffing Specialists Utilize Labor Market Information (LMI) from multiple sources.
2 Mid- March <input checked="" type="checkbox"/>	Key Partner & Training Vendor Filtering	Solicit Feedback from <ul style="list-style-type: none"> Training Vendors School District Other Economic & Business entities
3 Late March <input checked="" type="checkbox"/>	Alignment with Economic Development Priorities	Determine how occupations fit with LWDB 13 Key Industry Analysis which include: <ul style="list-style-type: none"> Florida Targeted Industries Florida Infrastructure Industries Local Economic Development Priorities
4 April <input checked="" type="checkbox"/>	Business & Industry Filtering	Solicit Feedback from the following groups: <ul style="list-style-type: none"> Training Vendors provide CIP to SOC crosswalk information when available and pertinent. Reviewed by the Career Center Committee which includes business and other organizations.
5 April <input checked="" type="checkbox"/>	Customization	<ul style="list-style-type: none"> This includes reviewing State Demand Report and determining which occupations should be added or removed and the coding for training.
6 April <input type="checkbox"/>	Review by Career Center Committee (CCC)	<ul style="list-style-type: none"> Staff walks the CCC members through the issues and information impacting the RTOL. Staff describes the changes, additions, deletions and training category changes.
7 May	Final Approval by the CSB Board of Directors	<ul style="list-style-type: none"> Consent Action Item at the May/June BOD Meeting
8 June	Final Actions	<ul style="list-style-type: none"> Post final RTOL on website by June 30th.

Denotes completed activities Denotes pending activities

Recommendation

The PY 2022-2023 RTOL is attached. The changes to the RTOL are based on current employment trends and data, in addition to feedback received from community partners, educators and staff. Some of the additions to the RTOL were requested by partner agencies such as Brevard County Public Schools and Florida Solar Energy Center.

The following charts show the occupations being added, removed and adjusted based on labor market and supply & demand data. For occupations being added, the assigned category is delineated in the color that will appear in the RTOL. For the occupations being adjusted, the color shown is the color contained in the PY 21-22 RTOL.

	Added to RTOL
13-1111	Management Analysts

	Changed to Blue – Growing
472231	Solar Photovoltaic Installers
474099	Solar Thermal Installers and Technician

Action

Approve the attached RTOL and authorize staff to transmit to the Board of Directors for review and approval.

2022 - 2023 Regional Targeted Occupations List



1	ITA & WBT Permitted - Growing Now
2	ITA & WBT Permitted - Projected to Recover or Expected to Grow
3	ITA & WBT Not Permitted - Static or Shrinking

SOC	1 C O D E	Occupation ²	Annual Percent Growth	Annual Openings	2019 Hourly Wage		Training Code ³
					\$ Entry	\$ Mean	
132011	2	Accountants and Auditors	1.35	188	21.3	35.72	5
113011	2	Administrative Services Managers	1.56	376	31.21	49.63	4
43199	3	Office and Administrative Support Workers, All Other	1.54	195	25.61	46.23	4
173021	1	Aerospace Engineering and Operations Technicians	4.0	85	34.92	34.92	3
172011	1	Aerospace Engineers	0.37	87	37.35	52.95	5
493011	2	Aircraft Mechanics and Service Technicians	1.43	66	118.0 1	26.74	3
512011	2	Aircraft Structure, Surfaces, Rigging, and Systems	N/R	N/R	14.29	21.90	3
532022	2	Airfield Operations Specialists	N/R	N/R	15.00	25.00	4
532011	2	Airline Pilots, Copilots, and Flight Engineers	1.52	557	45.87	88.88	4
291071	3	Anesthesiologist Assistants	N/R	N/R	24.62	41.67	5
173011	3	Architectural and Civil Drafters	1.38	733	16.33	24.73	3
119041	3	Architectural and Engineering Managers	.73	45	52.37	70.21	5
274011	3	<i>Audio and Video Equipment Technicians</i>	1.84	638	12.61	19.22	3
493021	1	Automotive Body and Related Repairers	1.74	35	12.25	18.04	3
493023	1	Automotive Service Technicians and Mechanics	1.25	62	11.99	17.95	3
492091	1	Avionics Technicians	N/R	14	20.41	26.98	3
119041	2	Biofuels/Biodiesel Product Dev. Mgrs.	1.4	10	20.41	14.04	4 -
194021	3	Biological Technicians	N/R	N/R	N/R	N/R	4
172031	3	Biomedical Engineers (<i>Includes Technician</i>) ⁴	N/R	N/R	N/R	N/R	4
433031	2	Bookkeeping, Accounting, and Auditing Clerks	2.0	68	11.64	16.04	4
472021	2	Brickmasons and Blockmasons	4.49	227	11.43	16.37	3
493031	1	Bus & Truck Mechanics and Diesel Engine Specialists	1.35	1,349	15.65	22.18	3
432031	3	Bus Driver, Transit & Intercity	1.38	1,524	12.48	16.28	3
131199	1	Business Operations Specialists, All Other	1.02	239	21.11	34.39	4
517011	1	Cabinetmakers and Bench Carpenter	N/R	N/R	13.06	20.66	3
535021	1	Captains, Mates, and Pilots of Water Vessels	N/R	N/R	30.75	37.38	3
292031	3	Cardiovascular Technologists and Technicians	2.70	17	13.12	22.50	3
435011	1	Cargo and Freight Agents	1.60	677	13.04	21.18	3
472031	1	Carpenters	1.65	213	12.25	18.25	3
473012	3	Carpenters.Helpers	1.52	123	12.41	15.68	3
472051	3	Cement Masons and Concrete Finishers	2.45	60	12.85	16.45	3
351011	3	Chefs and Head Cooks	1.42	1,333	14.71	25.97	3
194031	3	Chemical Technicians	N/R	N/R	14.67	19.19	4
111011	3	Chief Executives	0.65	11	42.43	80.81	5
399011	1	Childcare Workers	N/R	N/R	10.67	11.28	3
172051	1	Civil Engineers	1.27	62	26.71	39.96	5
131031	2	Claims Adjusters, Examiners, and Investigators	0.46	1,899	18.88	29.23	3
272022	3	Coaches and Scouts (<i>Director of Athletics</i>)	N/R	N/R	18.01	21.05	4
532012	3	Commercial Pilots	1.89	49	30.61	51.21	3
201109	2	Community Health Worker	1.02	15	14.87	18.41	3
131041		Compliance Officers, Exc. Safety, Agri, Constr & Tranp.	1.89	1,657	16.83	29.94	3
113021	2	Computer and Information Systems Manager (<i>Computer Cyber-Security Information Specialist</i>)	0.85	49	46.48	67.73	5
172061	1	Computer Hardware Engineers	0.02	39	28.61	43.43	5
151143	2	Computer Network Architects	0.26	46	23.11	38.06	3
151152	2	Computer Network Support Specialists	0.26	371	19.17	25.56	3
151199	1	Computer Occupations, All Other	N/R	82	23.97	39.78	3
151131	3	Computer Programmers	0.96	34	30.04	43.20	3

2022 - 2023 Regional Targeted Occupations List



1	ITA & WBT Permitted - Growing Now
2	ITA & WBT Permitted - Projected to Recover or Expected to Grow
3	ITA & WBT Not Permitted - Static or Shrinking

151121	1	Computer Systems Analysts	0.68	73	26.42	42.26	4
151151	2	Computer User Support Specialists	1.06	34	14.62	23.08	3
492011	3	Computer, ATM, and Office Machine Repairers	N/R	N/R	12.32	14.75	3
514011	1	Computer-Controlled Machine Tool Operators Metal & Plastic	17.2	55	15.90	17.44	3
474011	2	Construction and Building Inspectors	1.57	1,019	18.20	27.21	3
472061	2	Construction Laborers	23.80	378	13.59	XXX	3
119021	2	Construction Managers	1.51	18	25.11	42.47	4
352014	1	Cooks, Restaurant	17.80	97	9.53	13.79	3
273043	2	Copy Writers (<i>Web Content</i>)	N/R	N/R	N/R	N/R	5
333012	2	Correctional Officers and Jailers	.18	62	16.54	21.33	3
131051	1	Cost Estimators	1.78	46	18.15	25.73	3
37021	1	Crane and Tower Operators	0.39	12	21.23	39.63	3
151141	1	Database Administrators (<i>Database Security Admin.</i>)	1.65	658	25.63	40.74	4
319091	2	Dental Assistants	1.91	86	12.99	17.53	3
292021	2	Dental Hygienists	2.21	1,000	22.54	30.31	4
292032	2	Diagnostic Medical Sonographers	4.07	270	21.51	28.80	3
292051	3	Dietetic Technicians	N/R	N/R	10.87	13.98	3
291031	3	Dietitians and Nutritionists	19.80	18.83	29.43	28.21	5
173019	3	Drafters, All Other	N/R	N/R	13.54	17.29	3
472081	3	Drywall and Ceiling Tile Installers	2.88	11	11.52	15.03	3
119031	3	Education Administrators, Preschool and Childcare Centers	1.56	16	15.09	18.12	4
512022	3	Electrical and Electronic Equipment Assemblers	N/R	N/R	N/R	N/R	3
492094	2	Electrical and Electronic Repairers, (<i>Commercial & Industrial Equip</i>)	N/R	21	17.25	24.19	3
173023	2	Electrical and Electronics Engineering Technicians	0.78	50	20.16	29.60	4
172071	2	Electrical Engineers	1.02	76	36.83	51.83	5
499051	1	Electrical Power-Line Installers and Repairers	.75	N/R	17.35	27.20	3
472111	2	Electricians	1.06	162	15.38	25.22	3
512023	2	Electromechanical Equipment Assemblers	1.06	15	18.25	27.89	3
172072	1	Electronic Engineers, Except Computers	.83	56	33.91	48.24	5
492097	3	Electronic Home Entertainment Equip. Installers & Repairers	1.90	152	11.04	16.24	3
252021	2	Elementary School Teachers, Except Special Education	1.23	177	21.50	26.96	5
292041	2	Emergency Medical Technicians and Paramedics	2.30	11	12.53	15.88	4
172199	2	Engineers, All Other (<i>Mechatronics</i>)	N/R	N/R	38.91	55.29	5
194091	2	Environmental Science & Protection Technicians	1.71	54	21.07	36.67	5
173026	2	Industrial Engineering Technologists and Technicians	1.45	16	17.45	28.52	4
192041	2	Environmental Scientists & Specialists, Including Health	2.40	11	18.63	28.79	5
436011	2	Executive Secretaries and Administrative Asst.	1.25	33	15.79	20.99	3
399031	3	Exercise Trainers and Group Fitness Instructors	.43	11	12.65	15.01	2
512091	2	Fiberglass Laminators and Fabricators (<i>Composites</i>)	N/R	N/R	12.50	14.84	3
332011	2	Fire Fighters	NR	NR	16.26	22.00	3
431011	1	First-Line Superv. of Office and Admin. Support Workers	.71	275	15.91	25.54	4
471011	1	First-Line Supervisors of Constr. Trades and Extraction Workers	1.63	157	19.12	27.14	4
351012	1	First-Line Supervisors of Food Preparation & Serving Wkrs.	N/R	112	11.39	17.22	3
491011	1	First-Line Supervisors of Mechanics, Installers, and Repairers	1.32	71	22.38	30.94	3
411012	1	First-Line Supervisors of Non-Retail Sales Wkrs.	0.77	340	12.42	36.50	3
391021	2	First-Line Supervisors of Personal Service Workers	1.12	13	12.71	19.88	3
511011		First-Line Supervisors of Production & Oper. Wkrs.	0.10	12	18.91	29.45	3
411011	1	First-Line Supervisors of Retail Sales Workers	1.14	240	13.13	20.34	3
531031	1	First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators	1.29	1,392	15.24	25.39	3
371012	1	First-Line Supv. of Landscaping, Lawn Svc,& Groundskeeping	1.79	58	13.19	24.57	3

2022 - 2023 Regional Targeted Occupations List



1	ITA & WBT Permitted - Growing Now
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119039	3	Fitness and Wellness Coordinators	2.63	97	30.43	37.64	5
119051	3	Food Service Managers	1.10	50	17.25	31.56	4
194092	3	Forensic Science Technicians	N/R	N/R	N/R	N/R	4
170329	3	Fuel Cell Technicians	N/R	N/R	18.56	29.97	3
119061	3	Funeral Service Managers	1.20	217	23.75	29.19	4
517021	3	Furniture Finisher	9.10	65	10.65	13.40	3
111021	3	General and Operations Managers	1.20	36	30.26	56.95	4
472121	3	Glaziers	1.96	658	13.89	17.80	3
271024	3	Graphic Designers	0.29	37	13.89	20.98	4
292099	2	Health Technologists and Technicians, All Other	1.92	1011	12.98	19.75	3
319099	2	Healthcare Support Workers, All Other	N/R	N/R	N/R	N/R	3
499021	2	Heating, Air Cond. & Refrigeration Mechanics & Installers	1.48	102	14.71	18.74	3
533032	1	Heavy and Tractor-Trailer Truck Drivers	1.21	11.50	13.10	19.78	3
473012	3	Helper, Carpenter	2.89	10.45	12.65	15.01	3
519198	2	Helpers--Production Workers (<i>Forklift Operator and Dock Wkr.</i>)	N/R	N/R	N/R	N/R	3
537041	2	Hoist and Winch Operators	N/R	N/R	N/R	N/R	3
311011	2	Home Health Aide	28.4	930	11.57	13.67	3
131071	1	Human Resources Specialist	1.22	118	15.57	25.80	4
172112	1	Industrial Engineers (<i>Human Factors & Ergonomics</i>)	1.26	63	35.44	42.01	5
173026	2	Industrial Engineering Technologist & Technicians	2.89	91	26.01	43.01	4
499041	2	Industrial Machinery Mechanics (<i>Crane Maintenance Tech.</i>)	1.18	1,374	15.99	23.30	5
151122	1	Information Security Analysts (<i>Cyber-security Specialist</i>)	2.40	31	27.56	43.19	3
519061	3	Inspectors, Testers, Sorters, Samplers & Weighers	N/R	N/R	12.48	19.05	3
259031	2	Instructional Designers and Technologists	N/R	N/R	19.22	28.14	5
271025	3	Interior Designers	1.36	39	13.77	23.70	3
273091	2	Interpreters and Translators	3.76	162	11.22	19.97	4
373011	3	Landscapers & Grounds Keeping Workers	12.90	10.65	11.47	14.01	3
436012	1	Legal Secretaries	1.41	456	12.74	18.77	3
254031	1	Library Technicians	2.45	135	14.05	18.29	3
292061	2	Licensed Practical and Licensed Vocational Nurse	2.06	120	17.09	21.55	3
533033	2	Light Truck or Delivery Services Drive	N/R	59	10.59	14.64	3
119081	3	Lodging Managers	N/R	N/R	16.96	18.98	4
131081	1	Logisticians	2.76	17	22.26	34.92	5
514041	1	Machinists	1.44	66	13.17	18.52	3
292035	1	Magnetic Resonance Imaging Technologists	2.53	152	23.61	29.64	3
372012	3	Maids & Houskeeping Cleaners (<i>Environmental Services Aide</i>)	8.0	1.636	10.87	13.36	N/R
499071	2	Maintenance and Repair Workers, General	1.14	70	10.87	16.07	3
13-1111	2	Management Analysts	1.78	193	40.66	26.19	5
173029	2	Manufacturing Production Technicians	N/R	N/R	24.02	33.16	4
172121	3	Marine Engineers & Naval Architects	N/R	N/R	15.85	25.88	5
131161	3	Market Research Analysts and Marketing Specialists	2.64	76	18.59	33.45	5
537199	3	Material Moving Workers, All Other	8.5	2150	10.89	13.36	3
173027	3	Mechanical Engineering Technicians	N/R	N/R	21.13	31.17	4
172141	1	Mechanical Engineers	0.27	27	26.95	41.01	5
292012	3	Medical and Clinical Laboratory Technician	1.95	656	15.07	24.78	4
292011	3	Medical and Clinical Laboratory Technologists	1.52	895	15.07	24.78	4
119111	3	Medical and Health Services Managers	2.45	40	31.76	59.18	5
319092	2	Medical Assistants	N/R	N/R	10.87	13.36	3
319093	1	Medical Equipment Preparers	17.8	N/R	13.54	16.55	3
499062	1	Medical Equipment Repairers	3.03	180	13.19	20.17	3
292071	1	Medical Records and Health Information Technicians	1.82	937	12.75	19.57	4
436013	1	Medical Secretaries	2.46	3,305	12.38	15.82	3

2022 - 2023 Regional Targeted Occupations List



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319094	1	Medical Transcriptionists	2.0	N/R	13.68	15.23	3
131121	2	Meeting & Convention Planners	1.84	1,102	13.72	22.66	4
211023	2	Mental Health & Substance Abuse Social Wkrs.	19.20	N/R	18.99	21.07	5
252022	1	Middle School Teachers, Exc. Special & Voc. Educ.	1.22	64	23.23	27.74	5
493042	2	Mobile Heavy Equipment Mechanics, Except Eng.	1.51	636	15.35	21.91	3
514061	2	Model Makers, Metal and Plastic (<i>Composites</i>)	N/R	N/R	10.87	13.79	3
514072	1	Molding, Coremaking and Casting Machine Setters, Operators. Tenders, Metals and Plastic (<i>Composites</i>)	N/R	N/R	10.87	13.79	3
493051	3	Motorboat Mechanics and Service Technicians	N/R	N/R	12.42	17.45	3
533099	2	Motor Vehicle Operators, All Other add					
151142	2	Network and Computer Systems Architects & Admin.	.71	62	23.64	36.97	4
311014	2	Nursing Assistant	N/R	N/R	10.87	11.36	3
299011	2	Occupational Health and Safety Specialists (<i>Industrial Hygiene</i>)	N/R	N/R	21.23	31.25	4
312011	2	Occupational Therapy Assistants	2.35	32	27.64	32.30	4
439199	3	Office and Administrative Support Workers, All Other	2.61	16	25.00		
472073	2	Operating Engineers & Other Construction Equipment Oper.	1.17	56	14.66	19.03	3
292081	2	Opticians, Dispensing	1.75	158	12.24	18.08	4
472141	2	Painters, Construction and Maintenance	N/R	N/R	10.83	15.98	3
519122	2	Painters, Transportation Equipment	N/R	N/R	15.68	17.56	3
232011	1	Paralegals and Legal Assistants	2.06	3,246	15.66	23.60	3
292052	1	Pharmacy Technicians	N/R	29	11.94	15.42	3
319097	3	Phlebotomist	3.20	41	12.70	14.89	3
173029	2	Photonics Technicians	N/R	N/R	14.89	24.65	3
274021	3	Photographers	NR	NR	12.00	15.00	3
312021	3	Physical Therapist Assistants	2.85	33	26.50	32.30	4
472151	2	Pipelayers	2.85	666	13.62	19.14	3
472152	2	Plumbers, Pipefitters, and Steamfitters	1.50	123	15.99	22.59	3
333051	2	Police and Sheriff's Patrol Officers (<i>Auxillary</i>)	1.03	91	17.78	23.08	3
435031	2	Police, Fire, and Ambulance Dispatchers	1.35	705	13.95	19.53	3
252011	3	Preschool Teachers, Except Special Education	N/R	N/R	8.47	10.79	4
119031	3	Preschool and Daycare Education and Childcare Admin.	NR	NR	16.01	23.45	4
435061	2	Production, Planning, and Expediting Clerks	N/R	18.06	N/R	N/R	2
119141	2	Property, Real Estate, and Community Assoc.Managers	1.55	45	18.06	27.76	3
292053	3	Psychiatric Technician	10.1	N/R	10.00	12.65	3
131023	2	Purchasing Agents, Except Wholesale, Retail, Farm	0.5	1,484	18.60	29.94	4
194099	2	Quality Control Analysts	14.0	N/R	11.15 .0690	13.65	3
113051	2	Quality Control Systems Managers (<i>Industrial Prod. Mgr.</i>)	N/R	N/R	39.15	47.92	4
492021	3	Radio, Cellular, & Tower Equip. Installers & Repairers	41	15.04	18.99	21.07	3
291124	1	Radiation Therapists	14.90	N/R	37.29	26.74	3
292034	2	Radiologic Technologists	1.74	1,016	19.26	26.55	4
251193	2	Recreation and Fitness Studies Teachers. Post Sec.	N/R	N/R	22.78	31.36	5
291141	1	Registered Nurses	1.56	341	23.80	33.02	4
291126	2	Respiratory Therapists	2.60	735	23.80	27.58	4
173024	2	Robotics Technicians	NR	NR	15.64	22.05	4
472181	2	Roofers	2.18	122	12.41	15.03	3
535011	2	Sailors and Marine Oilers	N/R	N/R	10.46	12.53	3
412031	3	Salespersons, Retail	NR	NR	10.12	14.35	2
112022	3	Sales Managers	1.32	12	32.87	61.77	5
414012	1	Sales Rep., Wholesale and Mfg, Non-tech.	1.07	62	14.32	27.89	3
414011	1	Sales Rep., Wholesale and Mfg, Technical & Scientific	0.80	29	22.92	46.88	3
151199	2	Search Marketing Strategists (<i>Social Media Marketing</i>)	N/R	N/R	23.93	33.93	3
252031	1	Secondary School Teachers, Exc. Special & Voc. Ed.	1.22	103	21.22	27.63	5
492098	1	Security and Fire Alarm Systems Installers	1.52	867	14.48	20.40	3

2022 - 2023 Regional Targeted Occupations List



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339032	2	Security Guard	1.42	57	9.36	12.63	3
472211	1	Sheet Metal Workers	1.49	1,087	13.19	18.70	3
435071	1	Shipping, Receiving and Traffic Clerks	N/R	N/R	10.87	12.93	3
211093	2	Social and Human Service Assistants <i>(Inclusive of CPS, CAC, CRSS, CRPS,,CBHT)</i>	1.22	35	12.00	15.79	3
151132	1	Software Developers, Applications	1.96	183	32.95	47.53	4
151133	1	Software Developers, Systems Software	0.47	174	37.59	53.36	5
472231	2	Solar Photovoltaic Installers	N/R	N/R	N/R	N/R	3
474099	2	Solar Thermal Installers & Technician	N/R	N/R	N/R	N/R	3
271014.	2	Special Effects Artists and Animators	NR	NR	NR	NR	3
472221	1	<i>Structural Iron and Steel Worker</i>	2.13	687	14.48	20.48	3
292055	2	Surgical Technologists	1.65	764	16.36	20.82	3
173031	2	Surveying and Mapping Technicians	1.51	733	13.37	19.30	3
537121	2	Tank Car, Truck, and Ship Loaders	N/R	N/R	N/R	N/R	3
259041	2	Teacher Assistants	1.19	122	13.03	16.38	3
512092	3	Team Assemblers	N/R	N/R	N/R	N/R	3
273042	2	Technical Writers	N/R	N/R	10.87	13.36	5
492022	3	Telecommunication Equip Installers & Repair (Broadband)	0.34	61	16.20	23.12	3
472044	2	Tile and Marble Setters	3.59	16	11.67	15.08	3
514111	2	Tool and Die Makers	N/R	N/R	15.79	23.81	3
131151	2	Training and Development Specialists	1.75	46	19.71	30.32	5
536061	2	Transportation Inspectors (Aviation)	N/R	N/R	N/R	N/R	3
113071	2	Transportation Managers	N/R	N/R	30.14	48.33	4
339093	2	Transportation Security Screeners	2.13	36	15.41	17.96	3
113071	2	Transportation, Storage and Distribution Managers	19.6	51	30.14	48.33	4
516093	2	Upholsterers	16.0	N/R	10.00	11.65	3
292056	2	Veterinary Technologists and Technicians	N/R	N/R	11.75	14.72	4
251194	1	Vocational Education Teachers, Postsecondary	2.92	12	20.27	26.85	4
518031	3	Water and Wastewater Treat. Plant and Sys. Oper.	N/R	N/R	15.90	20.06	3
474099	2	Weatherization Installers and Technicians	2.9	10	10.87	12.62	3
151134	1	Web Developers	1.76	950	18.24	29.89	3
514121	2	Welders, Cutters, Solderers, and Braziers	1.29	66	13.52	18.79	3
517042	2	Woodworking Machine Setters, Operators, and Tenders	039	N/R	N/R	N/R	3

B/W Code	CUSTOMIZATION KEY		
1	IMMEDIATE EMPLOYMENT <small>(SUPPLY GAP Category: High)</small>	GROWING NOW	Individual Training Account (ITA) Work Based Training (WBT) PERMITTED
2	PROJECTED TO RECOVER OR EMERGING OPPORTUNITIES <small>(SUPPLY GAP: Moderate)</small>	RECOVERY NEXT 2-3 YEARS OR EXPECTED TO GROW	ITA & WBT PERMITTED
3	LIMITED OPPORTUNITY <small>SUPPLY GAP: Low</small>	STATIC OR SHRINKING	ITA & WBT is NOT Permitted unless a path to self-sufficiency can be delineated in the participants Individual Employment Plan (IEP) or when included as a part of a Sector Strategy Project.

¹ B/W Code is provided for those who do not have access to color prints of this document. Each B/W Code corresponds to the customization key below and in the header of this document.

² **BOLDED** Occupations denote High Skill High Wage (HSHW) designation by the Florida Department of Economic Opportunity.

³ Training Codes: 3 (Post-Secondary Adult Vocational Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)

⁴ *(Italics)* Denotes supplemental information requested by industry or business.



Career Center Efforts

Career Center Committee

April 26, 2022

Caroline Joseph-Paul, Managing Director



Q3 Enrollment & Employment Data – NextGen Program

Enrollment

- 68 carryover cases
- 16 new enrollments
- Total of 120 YTD served

Outreach efforts:

- Onsite events at high schools
- Harry T Moore Center
- Brevard Adult Education
- Ready for Life
- BPS Students in Transition
- Community Re-entry Team w/DJJ
- Brevard Housing Authority
- Job Fairs & outreach to parents

Employment

- 12 Young Adults achieved successful outcomes
- 11 entered employment
- Average wage \$12.44
- Wages ranged from \$10.00/Delivery driver to \$18.00/Medical Assistant

Q3 Enrollment & Employment Data - WIOA Adult Program

Enrollment & Training

- 25 new enrollments in Adults program
- Total of 75 WIOA Adults enrolled YTD

Training Scholarships:

- 16 Adults began occupational training during the quarter & 4 in OJTs
- 5 dislocated workers started training during the quarter.
- YTD: 74 participants including 13 OJTs & 55 in classroom training

Employment

- 9 WIOA Adult secured employment
- Average wage \$17.83
- Wages ranged from \$16.78/Tech Support to \$43.27/Systems Administrator



Q3 Enrollment & Employment Data WIOA Dislocated Worker Program

Enrollment & Training

- 25 new enrollments in Adults program
- Total of 75 WIOA Adults enrolled YTD

Training Scholarships:

- 16 Adults began occupational training during the quarter & 4 in OJTs
- 5 dislocated workers started training during the quarter
- YTD: 74 have trainings started including 13 OJTs & 55 in classroom training

Employment

- 5 WIOA Adult secured employment
- Average wage \$24.02
- Wages range \$16.78/Tech Support to \$43.27/Systems Administrator



Q3 – Other Employment Data

Wagner Peyser Program:

- Total new customer registrations = 2569 (Includes 859 never before registered customers)
- 460 unique job seekers visited the career centers/690 total visits
- Total of 6,254 services delivered (Includes 4,874 or 80% delivered by staff)
- 544 Wagner-Peyser job seekers entered employment/average wage \$16.04

Welfare Transition Program:

- 28 Welfare Transition participants/average wage \$13.69

COVID-19 Disaster Recovery Worker Grant:

- 4 cases closed with employment/average wage \$14.92 hr.
- Wages ranged from \$11.00/Retail to \$20.57/Finance Specialist.
- YTD 35 enrollments.



Q3 – Success Stories - On the Road to His Future

WIOA ADULT Participant:

- Interest & long-term goal - Obtain CDL Class A license, eventually own his own rig and start a trucking business.
- Completed CareerScope, Soft Skills and had provided all necessary documents.
- Started class at the TDI Truck Driving Institute (TDI).
- Successfully completed training and acquired his Florida Class A CDL Heavy Tractor-trailer Driver License and proudly brought it in to his Career Advisor.
- Hired by Schneider National Trucking & is a certified Schneider National Solo Driver, Heavy Tractor/Trailer, making a minimum of \$22.50 hr.



Q3 – Success Stories

The Power of CSB’s On-the-Job Training Letter

Dislocated Work Program Participant:

- Had a RESEA appointment with Career Advisor (CA) Joan in January.
- Was upset because she had not received the debit card from reemployment assistance (RA) in order to access her funds. She had multiple bills due and was having trouble paying them.
- During appointment, CA provided customer a CSB OJT letter and suggested she brings the letter to Matrix Composites to see if they had any openings and may be interested in an OJT w/CSB. When the appointment ended, Susan helped the customer with her reemployment issue, and the customer went on her way.
- Later that afternoon, the customer returned to tell Joan that she was hired by Matrix Composites that very day when she went to bring by the OJT letter! She also received her reemployment assistance debit card the Monday following the RESEA appointment, thanks to Susan’s help, and was able to pay her bills!
- The customer began work on February 9, 2022.



Summer Jobs Program Updates

Planning, Outreach & Recruitment Efforts

Organization	Eligibility Criteria	Job Readiness training followed by Paid Internships	Internship Details	Application Deadline
Cocoa Works Summer Youth Internship Program	Must be a resident of Cocoa; current junior or senior; minimum age 16	Various departments within the City - Information Technology, Public Works. Human Resources, and Utilities	June 13-July 15(5 weeks); 25 hrs per week @ \$10.00 per hour	Friday, April 26th
City of Titusville Summer Youth Initiative	16-24 years old	Various departments within the City - Community Development, Water Resources, Public Works, Community Relations, and	June 6 - July 29 (8 weeks)/25 hrs per week	Monday, May 2nd
CareerSource Brevard	Current high school junior or graduating senior on free & reduced lunch	Across all industries	June 20-July 29 (6 weeks); 25 hrs per week @ \$10.00 per hour	Saturday, May 7th

For additional information & links to application, please visit
<https://careersourcebrevard.com/summer-jobs-for-high-school-students-2022-programs/>



Job Seeker Training Workshops

Key Partner Collaboration

February 24

Networking = 115 (*Adult Ed via Zoom*)

March 23

CSB & Employ Florida = 21 (*Adult Ed Melbourne*)

March 24

Career Pathways = 105 (*Adult Ed via Zoom*)

March 29

CSB/Employ Florida = 6 (*CPT/EDC*)

March 31

Resume Workshop for Teens = 10 (*DeGroodt Library*)

Month	# Served	# Sessions
Jan-22	413	17
Feb-22	461	33
Mar-22	510	36
Total	1384	86



Job Seeker Training Workshops

- Evaluating & Negotiating Job Offer
- Leadership & Mentoring
- Communication & Conflict Management
- Preparing for Interview
- Resume Writing
- SkillUp Brevard
- Networking/LinkedIn
- Work from Home
- Mastering Virtual Interviews
- Top 10 Soft Skills
- Negotiating a Job Offer
- Conquering the Applicant Tracking System

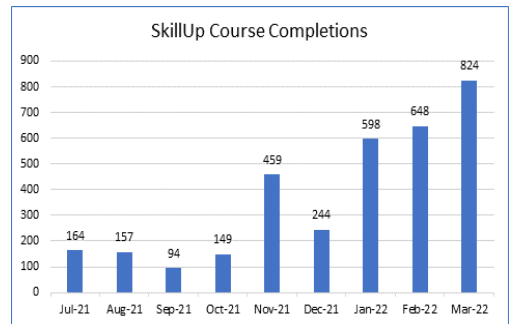


Q3 Virtual Footprint – SkillUp Brevard

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

Results:

- Notable increase in the number of online courses completed. Training has been incorporated in our AARP Skills Accelerator Initiative Grant, Welfare transition, and SNAP pathways to training
- Top 3 Pathways (May 2020-March 2022)
 - Business (Administrative/Management) – 29%
 - Healthcare – 13%
 - Information Technology – 15%

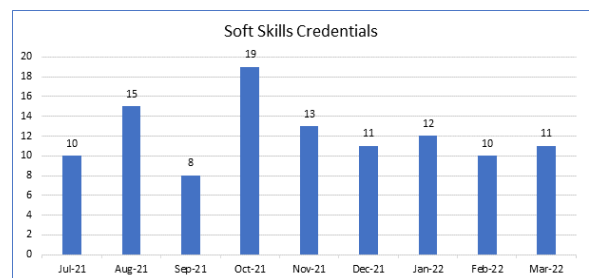


Q3 Virtual Footprint – Florida Ready to Work – Soft Skills

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

Observations:

- Monthly, we average 30 active users completing Soft Skills training modules
- 33 credentials earned



Our Virtual Footprint – SkillUp Brevard

Current PY July – December 2021:

- 403 licenses issued
- 1,267 courses completed

Cumulative Totals - May 2020 - December 2021:

- 1,540 licenses issued
- 3,539 courses completed
- 782 Provelt assessment completions



Q3 Community Partner Engagement

- Connected with several community agencies to develop or enhance community partnership through the usage of our Crosswalk Agency Referral system
- Crosswalk was created to provide an easy referral system that allows organizations/agencies the ability to refer individuals online will allowing the organization the flexibility to update their profile and service(s) information and generating referral reports. For additional information, please go here - [Crosswalk \(crosswalkrs.com\)](https://crosswalkrs.com)
- Current participating agencies:

18 th Judicial Circuit Court	Melbourne Police Department
AARP Foundation	Miami Job Corps Center
Brevard Public Library	New Life Mission
Division of Blind Services	Serene Harbor
Family Promise of Brevard	Sustainable Workplace Alliance
Keiser University	Vocational Rehabilitation Brevard County

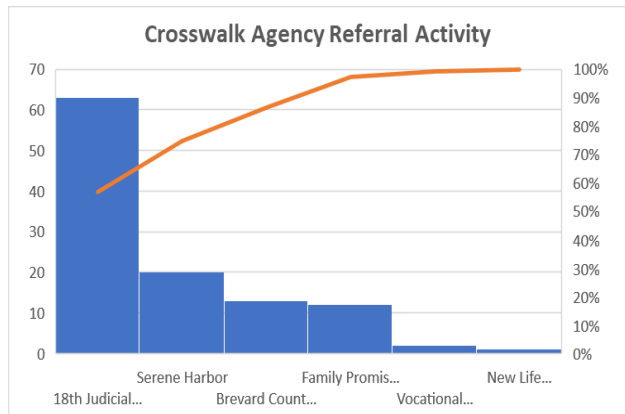


Community Partnerships – Crosswalk Partner Referral

Active Partners

- ✓ 18th Judicial Circuit Court/Child Support Division = 63
- ✓ Serene Harbor = 20
- ✓ Brevard County Public Library System = 13
- ✓ Family Promise of Brevard = 12
- ✓ Vocational Rehabilitation = 2
- ✓ New Life Mission = 1

Total = 111 referrals received



Q3 Veterans Program Highlights

- Total Veterans Served = 81
- Total Veterans Served in Case Management = 79
- Total Case Managed Veterans Placed in Jobs = 20
- Disabled Veteran Outreach Program Outreach Activities = 27
- Local Veteran Employment Representative Employer Outreach = 294
- Job Orders Entered by LVER = 122
- # Job Fairs/Recruiting Events organized by LVER team = 28



Q3 RISE – Re-Entry to Employment Program

Services offered

- Career & Skills assessments
- Resume assistance
- Self-marketing tips
- Interview prep & mock interviews
- Ways to discuss background with employers
- Steps to create career-growth
- ... and more

Results

- # Attended RISE workshop = 11
- # RISE workshops held: 4
- # RISE participants employed: 4

Year to Date:

- # Attended RISE workshop = 26
- # RISE workshops held: 14
- # RISE participants employed: 7



Customer Satisfaction Survey

846 Surveys completed

Top 5 ways our customers heard about CSB:

1. Walk-ins (27%)
2. CSB's website (21%)
3. Family/Friend (15%)
4. DEO/Reemployment (15%)
5. CSB Staff (12%)

Top 5 services respondents received from CSB:

1. Applying for Reemployment/Filing weekly claims (25%)
2. Job Search Assistance (31%)
3. Appointment w/CSB staff (16%)
4. Job Readiness/Orientations, Workshops etc. (10%)
5. Website Visit only (7%)



Customer Satisfaction Survey

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

- 96.49% agreed that CSB staff was *courteous* and made them *feel welcome*.
- 95.89% agreed that staff *responded to their needs in a timely manner*.
- 96.25% agreed that they *would recommend CSB* services to others.
- 96.37% agreed that their *overall experience* with CSB had been *satisfactory*.
- 95.49% agreed that their needs and the *information/assistance they received from CSB was helpful*.



Customer Satisfaction Survey

Observations:

Of the 15 respondents who indicated that they “Strongly Disagreed”,

- 8 indicated that they were very pleased with the services they received from staff.
- 2 indicated issues with Reemployment Assistance 1099G and Employ Florida site.
- 5 did not provide any details regarding their experience

Sample compliments:

“All the staff that I have met with have bent over backwards to help me out. They are all awesome. “

“After weeks of being frustrated, I has told about Career Source and came in with the extremely great help, they were very knowledgeable and did a fantastic job. A Big thank you to Will, Lori and Evette.”





Thank you!

Caroline Joseph-Paul, Managing Director



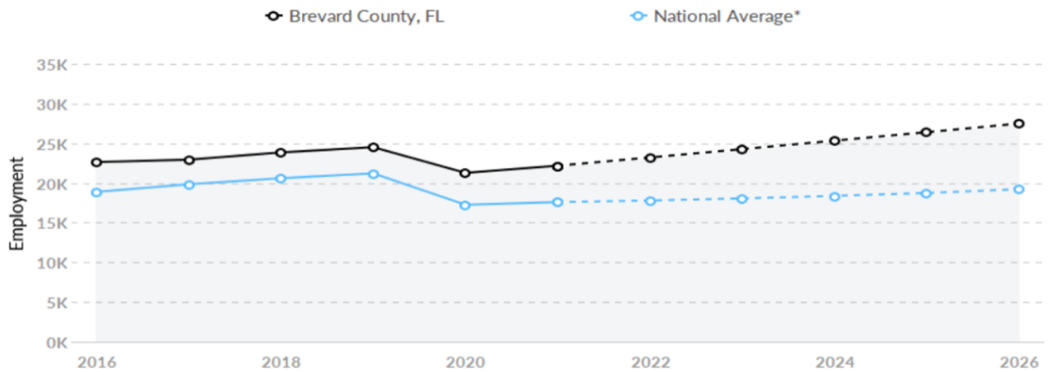


Impact Analysis for Industries Affected by COVID-19 *Hospitality Industry*

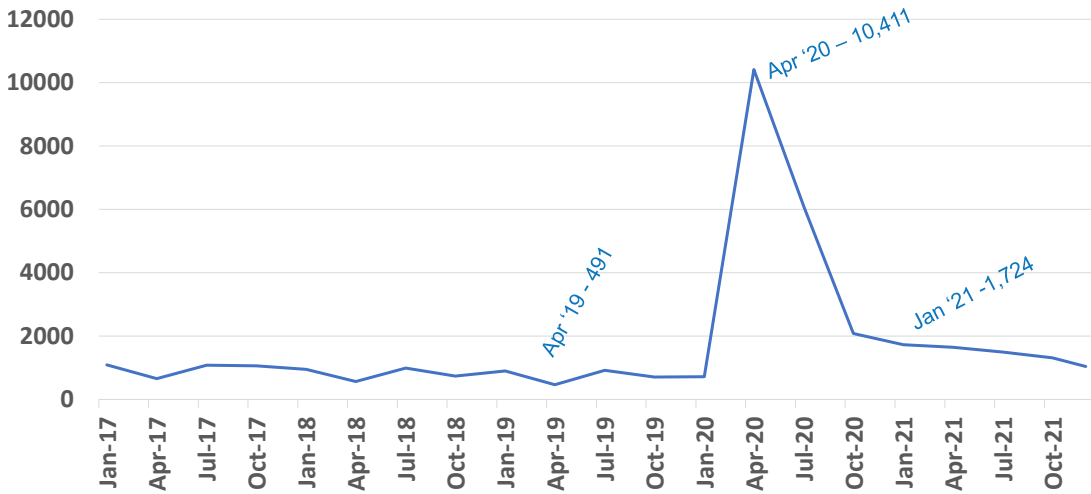


SUPPLY (Jobs)

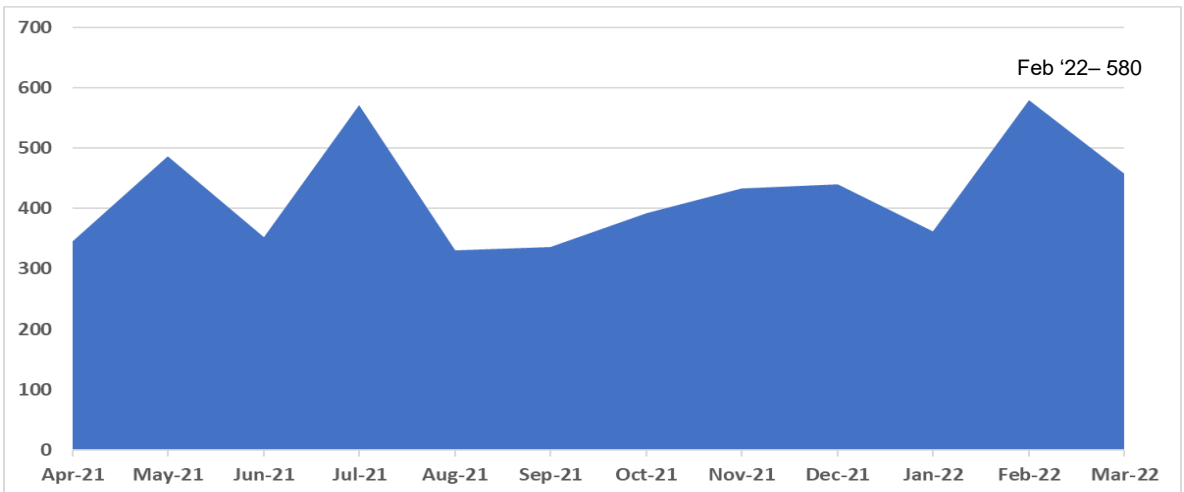
-2% Past Growth (2016 - 2021) 24% Projected Growth (2021 - 2026)



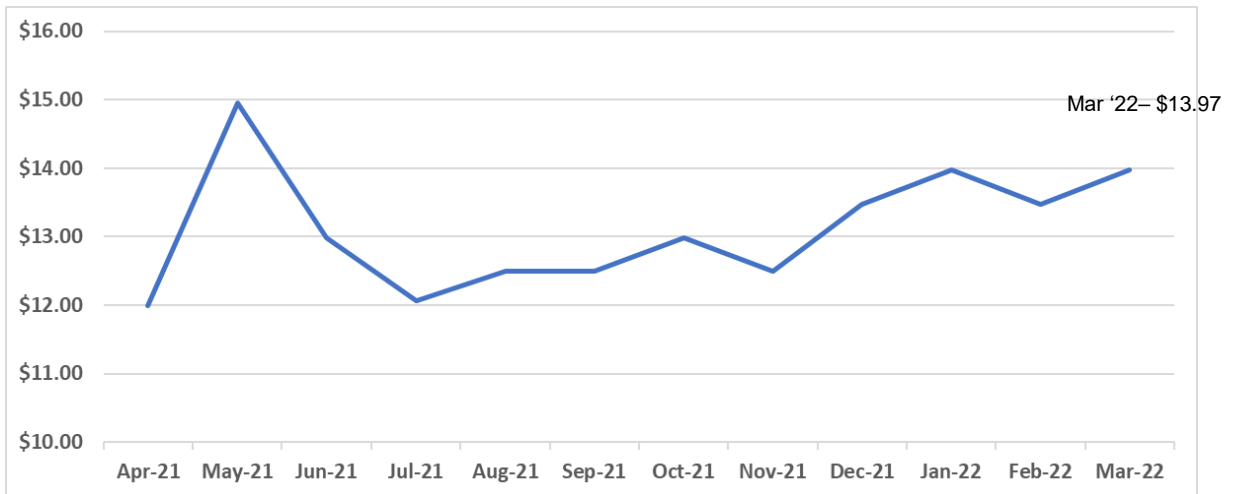
UNEMPLOYMENT RATE TRENDS



UNIQUE JOB POSTINGS



MEDIAN WAGE FOR JOB POSTINGS



JOBS POSTED IN LAST 30 DAYS

	Newly Posted	Number of Employers posting in 2021	Median Advertised Hourly Wage
Total	5,092	216	\$12.98
Fast Food and Counter Workers	775	75	\$10.95
Food Service Managers	587	72	\$19.26
Waiters/Waitresses	393	67	\$14.34
Hotel/Motel/Resort Desk Clerks	296	35	\$12.98
Maids and Housekeeping Cleaners	284	35	\$10.95



ADDITIONAL DATA

Employ Florida data shows 2,305 jobseekers looking for positions in this industry.

512 Employers are registered in Employ Florida

There are currently 58 open job orders in the Employ Florida system.

Since July 1, 2021, CSB Staff have provided 1,287 Services to 109 Businesses in this industry



ADDITIONAL DATA

- Latest Census Data indicated that 8.7% of Brevard County workers 16 and older are employed in the Hospitality Industry
- These jobs are typical high turnover jobs with younger workers. 55% of workers are under the age of 35.
- 58.9% (the highest of any industry) were part time positions.
- EMSI reports show that there are 22,176 jobs in Brevard County and about 13% of those jobs are held by workers who are now nearing or past retirement age.



NOTABLE

- A September 2021 article in Florida Today reported a record-breaking year for the Brevard County tourism industry. Anticipated final numbers are \$16.5 million for 2020-21 breaking the \$16.02 million set in 2018-19
- In the same article Brevard Zoo reported a 20 to 30% increase over its normal visitor counts during May through August.



Questions?



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Recruiting Events

28 Onsite & Offsite Events

- 28 unique employers included Hospitality, Transportation, Security, Family Services, Construction, Manufacturing, Healthcare, & Aerospace/Aviation industries represented
- Appointments & Walk-Ins
- 206 Job Seekers attended, 46 Veterans
- Multiple and immediate job offers as result of recruiting efforts



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Palm Bay Spring Job Fair

- Hosted on February 9th
- Tony Rosa Community Center
- 54 employers participated
- 205 job seekers attended; 19 veterans
- Positive feedback from both employers and career seekers



Ask us about
the Palm Bay area
Spring Job Fair!

Wednesday, February 9th
10:00 am to 1:00 pm
at the Tony Rosa Community Center
1502 Port Malabar Blvd, Palm Bay

Meet the hiring managers with
jobs to fill in:

Aerospace, Aviation, Healthcare,
Hospitality, Manufacturing,
Construction, Administration, IT,
Warehousing, Logistics, & more!

Walk-ins welcome
or register here:



Veterans: Brevard's employers especially want to meet YOU!

Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Hospitality Job Fair

- Held on Feb. 23rd at Melbourne Chamber
- Total of 9 employers in attendance
- Total of 6 career seekers; 2 were Veterans

City of Cocoa & CSB Job Fair

- Held at Joe Lee Smith Community Center on Feb. 24th
- Total of 31 employers in attendance
- Total of 44 career seekers; 4 were Veterans



Business Learning Events

Educating Brevard Businesses

Hiring Hidden Talent

- In partnership with Dept. of Corrections
- Hosted on February 24th
- Keynote Speaker, **Amberly Prykhodko, Director of Clinical and Professional Services**, Florida State University, Institute for Justice Research and Development
- Virtual event educating employers
- How to attract, recruit and facilitate a positive onboarding experience. The facts, stats, and myths surrounding talent with justice involvement.



Presentations & Panels

Offering businesses and career seekers quality workforce services

Aerospace Workforce Strategy Summit

- Held on March 3rd
- Hosted at the Maritime Center in Port Canaveral
- 50 local employers & partners participated
- Keynote Speaker, Lloyd Gregg, VP Space Flight Support Services, ASRC Federal
- Break out sessions with panel discussions



Ask the Recruiters

- Held virtually on March 31st
- 2 Employers & CSB Staff participated
- 38 registered
- Topics included available job openings, effective job strategies amidst COVID-19, resume & interviewing best practices, social media networking, professional branding

ASK THE RECRUITERS Q&A Panel Discussion



Thursday, March 31st
9:30 am to 10:30 am

Learn about the company and available jobs.
Get resume and interviewing advice.
Discover social media and personal branding tips,
...and more!

FREE Virtual Event, presented by



Presentations

Educating the Community on Valuable Resources & Business Services

The Demographic Drought

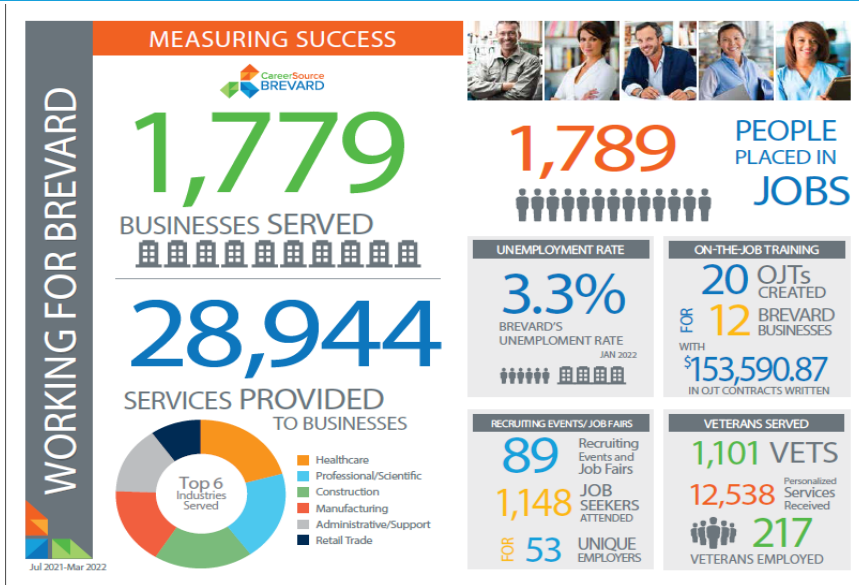


Leadership Brevard Class 2022



Fact Sheet

Business Services Provided July 1, 2021 through March 31, 2022





Quarterly Multimedia Outreach (January – March 2022)

**Non-Paid
Social Media,
Direct (Email)
Marketing and
Print Collateral**

Social Media (Facebook, Twitter, LinkedIn, Instagram), Constant Contact Email, and Print Collateral: *Using a multimedia approach to educate and inform CSB's targeted audiences about programs and services offered.*

View social media efforts by following us!

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

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

<https://twitter.com/csrbrevard>

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

https://www.instagram.com/careersource_brevard/

Targeting Jobseekers, Community Partners and Media

- *Daily hot jobs social & radio promotions and social media content, Weekly “at-a-glance” e-news and print flyers promoting key in-person and virtual workforce services, resources, announcements, job fairs, events, and success stories.*
 - Recruiting events and Job fairs, ESOL classes, Construction training grant, Military Family Employment Advocacy, Brevard Recovery Works, Soft Skills, RISE, Apprenticeship training, SkillUp Brevard (Metrix Learning), AARP Back to Work 50+, Veterans, and Summer Youth and Young Adult programs.

Targeting Employers, Community Partners and Media

- *Daily social media content, Weekly print flyers, Monthly “at-a-glance” e-news promoting workforce news, events, resources, business services, and key in-person and virtual workforce services, annual workforce events and initiatives:*
 - Annual Report, Rapid Response program, Partner Placement program, Sector strategy initiatives (Aerospace/Advanced Manufacturing, Information Technology, Hospitality, Healthcare and Construction) that include talent building, training, hiring, retention and more. ESOL classes, Construction training grant, Military Family Employment Advocacy, Brevard Recovery Works, Soft Skills, RISE, Apprenticeship training, SkillUp Brevard (Metrix Learning), AARP Back to Work 50+, Veterans, and Summer Youth and Young Adult programs.

**Non-paid
(Earned)
Media Coverage
through Press &
Community**

Local, Regional and State Multi-Media Relations: *Communicate relevant workforce news to support Brevard's residents and customers and to be recognized as a key resource for workforce development issues and trends.*

Press Coverage

Partner/Employer Relations

- **Florida Today** --- requesting workforce data/information/quotes for news related to Brevard’s economy.
 - Amazon centers opening in Brevard
<https://www.floridatoday.com/story/money/business/2022/03/16/amazon-florida-distribution-facilities-preparing-open-cocoa-melbourne/9329719002/>
 - Brevard’s Jobless rate rise to 3.3%
<https://www.floridatoday.com/story/money/business/2022/03/14/brevard-jobless-rate-has-seasonal-rise-3-3-january/7033767001/>
 - Brevard County employers struggle to fill jobs
<https://www.floridatoday.com/story/money/business/2022/01/12/brevard-county-employers-struggle-fill-job-openings-retain-staff/9159667002/>
 - Florida Trend Afternoon Update: *Pick up FI Today article above*
<https://www.floridatrend.com/article/32969/fridays-afternoon-update>
 - **Reporter John Torres year-end stories: Help Wanted, Really!**
<https://www.floriatoday.com/story/opinion/2021/12/26/space-tourists-manatee-deaths-cruises-and-mask-debates-highlight-2021/8856510002/>
- **EverythingBrevard.com:**
 - Neighbor Up, Sustainable Workplace Alliance brings training to Brevard https://view.flipdocs.com/?ID=10020483_740272
 - CSB Palm Bay Spring Job fair
- **Space Coast Daily:**
 - CSB and City of Cocoa host summer youth internship program
<https://spacecoastdaily.com/2022/03/city-of-cocoa-careersource-brevard-to-host-works-summer-youth-internship-program-in-june/>
 - CSB and City of Cocoa host job fair
<https://spacecoastdaily.com/2022/02/city-of-cocoa-careersource-brevard-to-host-job-fair-at-joe-lee-smith-community-center-feb-24/>
- **Hometown News Brevard:** Community calendar listing CSB Job Fair
- **The Beach radio:** Daily run of CSB hot jobs
- **2022 CareerSource Brevard Best Workplaces For Commuters**
<https://www.bestworkplaces.org/2022-BWC-List>
- **Language Testing International** Podcast & web post Brevard Adult Ed partners with CSB --ESOL classes. <https://youtu.be/Clyvc86Y1j4>
<http://ow.ly/pg0W50HZ7Ua>
- **Senator Debbie Mayfield, Mayfield Minute weekly e-news:** CSB and City of Cocoa Summer Youth Internship Program
- **Titusville Chamber Community Capsule weekly e-news:** CSB Annual Report, NextGen career information sessions, Hidden Talent online workshop



Quarterly Multimedia Outreach (January – March 2022)

- **Greater Palm Bay Chamber weekly e-news:** AARP Career Workshops for 50+, Spring Job Fair in Palm Bay
- **CareerSource Florida** shared CSB’s jobseeker and employer success stories in the CSF Annual Report.

Partner /Employer coverage: *These partners & employers have tagged CSB in their social media posts and/or shared CSB news to their networks:*

- CareerSource Florida, DEO, Titusville Chamber, Palm Bay Chamber, Melbourne Chamber, Brian Jaskiewicz, Windover Oaks Apartments, 8KOI, 211 Brevard, Acara Solutions, Contec Americas, BAC, Baltimore Job Hunters Support Group, RGNEXT, Brevard Fire Rescue, Brevard Schools, Brevard Schools CTE, Housing Authority of Brevard County, CareerSource Polk, Early Learning Coalition, USSI Global, New Horizons, Circles of Care, City of Cocoa, Cocoa Police Department, Community Credit Union, Custom Aerospace, Launch Credit Union, AAR, General Dynamics IT, Destination Brevard, Devereux, Doubletree Suites Melbourne Oceanfront, Florida Department of Corrections, Friends of Patrick Airman and Family Readiness, Embraer, Helping Seniors, Hilton Melbourne Beach Oceanfront, Cielo Talent, Hydro, New Beginning Re-Entry Center, Space Coast Credit Union, Language Testing International, Health First, Senator Debbie Mayfield, LEAD Brevard, L3 Harris, Perrone Properties, Propeller Club, Re-entry Center of Brevard, Eastern Florida State College Florida SBDC, Blue Origin, Terminal Security Solutions, DC Jaeger Corp, Space Coast Area Transit, Champion Home Health Care, Sidus Space, Space Coast HR, Space Coast Republicans Business Network, Space Florida, Parrish Medical Center, STRAC Institute, My Community Cares, Talk of Titusville, SMTC Corporation, Tomahawk Robotics, Viera High School, United Way, Best Workplaces for Commuters, City of Titusville, and Neighbor Up Brevard.

**Paid Multimedia Promotions/
Tactics**

Brand awareness to all CSB audiences: *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.*

Advertising



Quarterly Multimedia Outreach (January – March 2022)

	<ul style="list-style-type: none"> ▪ Brevard Business News (2) ads: Healthcare sector strategy Tuition matching program. Train & Retain Business Workforce solutions.
<p>State-Funded Multimedia Campaigns</p>	<p><u>Florida’s Cooperative Outreach Program</u> <i>Support the Florida workforce system by offering a unified brand, outreach toolkit and annual outreach campaigns promoting workforce programs and services to targeted audiences.</i></p> <ul style="list-style-type: none"> • Customizable digital outreach toolkit: CareerSource Florida is preparing assets designed to increase the 24 workforce boards’ digital engagement with customers. 100+ customizable paid and organic digital advertising assets, billboard art, radio scripts, updated media list, training opportunities, 2 videos, crisis communications roadmap, website data integrity audit, design platform to customize materials, flyer & rack card templates, Constant Contact email header & copy, partner news article copy, and success story news release template. • Jobseekers with barriers to employment advertising campaign: display ads (video or text banner ads) on targeted websites designed to raise awareness of jobseeker services, engage customers, and connect them with addresses and phone numbers to our 3 career centers. Plus, paid social media, video, billboard, gas station video. Run time: End March - May 31 • Spanish language job seeker advertising begins in April • Employer engagement advertising campaign: 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. Run time: February 17 -May 31 <p>Outcomes will be reported at the next quarterly meeting.</p>
<p>Community Partner Outreach & Engagement Programs</p>	<p><u>Additional outreach efforts not detailed in this report or the committee goals matrix:</u> <i>Share CSB’s Partner/Employer/Job seeker news and events: strengthening community partner customer referrals to CSB.</i></p> <p>Community & Workforce Partners’ engagement program: <i>Support Brevard’s workforce, economic, education, business and community partners.</i></p> <ul style="list-style-type: none"> • Updates to the Community Partner program outreach toolkit: Partner program recognition flyer, social media engagement teaching tool, educational flyers for programs and services, (Trailing Spouse/Partner placement services, NextGen Young Adult program, AARP Salesforce training, CSB Annual report, and CSB info graphics fact sheet. • Use social & email media to share partners’ workforce news with CSB targeted audiences: LEAD Brevard, WeVenture, Melbourne Chamber,



Quarterly Multimedia Outreach (January – March 2022)

Brevard 211, Brevard County, City of Cocoa, City of Titusville, Florida Dept. Children and Families, Florida Dept, of Corrections, Brevard Public Libraries, Serene Harbor, Brevard Adult Education, Brevard Public Schools & CTE program, Florida DEO, Palm Bay Chamber, United Way of Brevard, CareerSource Florida, AARP Foundation, Space Coast TPO, Eckerd Connects, Daily Bread, and more.

Website

Content development and enhancements: *Increase SEO through industry-relevant posts, fresh content (pages updates), refinements to highest performing keywords and messaging based upon analytics.*

- Monthly news posts: <https://careersourcebrevard.com/news>
- Reduction in Force-edited content: <https://careersourcebrevard.com/business-services/transition-assistance-laid-off-employees/>
- New page for Rapid Response services: <https://careersourcebrevard.com/business-services/avoid-laying-off-employees/>
- Construction training-edited content: <https://careersourcebrevard.com/career-services/education-and-training/careers-in-construction/>

Web Analytics

- 24,338 unique visitors to CareerSource Brevard website (Jan 2022-March 2022) *24,162 last quarter*

Top viewed pages (same as last quarter): SSI Calculator (Ticket to Work), Hot Jobs, and Career Services landing page.



Job Seeker Advertising Outreach Overview

AND

Cooperative (Co-Op) Outreach Program Overview

Spring 2022



Job Seeker Advertising Outreach Overview

Reaching jobseekers with barriers to employment and those impacted by the COVID-19 pandemic

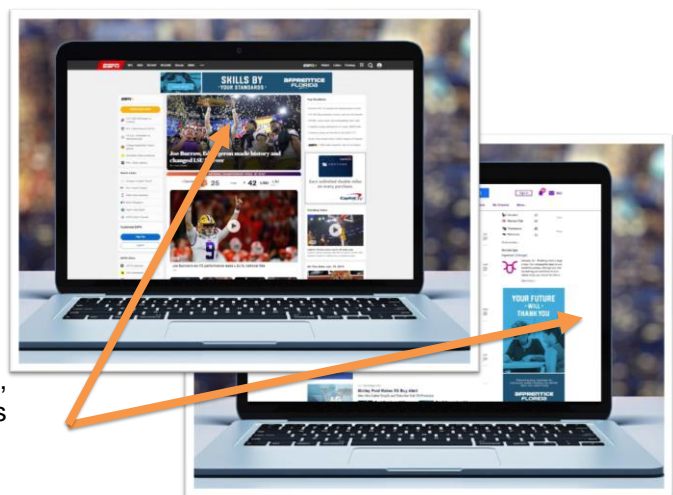
Target audiences include the following:

- Veterans and military families
- Second chance (ex-offenders)
- People on federal benefits required to work with CSB
- Low-income returning adult learners
- Those impacted by substance use
- Reemployment Assistance filers

Key outreach tactic:

Dynamic display advertising (banner ads) appear on websites our target audiences visit, using video, image, or text to raise awareness of career center's programs and services.

See examples of where the display advertising will appear to our audience.



Job Seeker Advertising Outreach Overview

Reaching jobseekers with barriers to employment and those impacted by the COVID-19 pandemic

Actual Campaign Creative

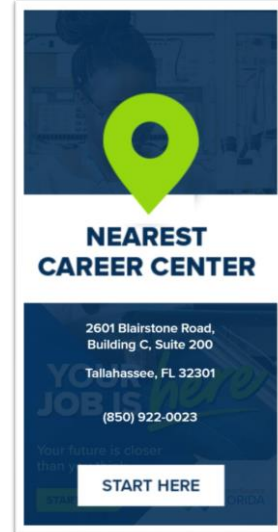
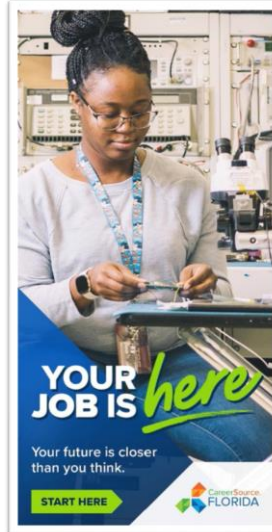
Customers who click on the ads will be served addresses and phone numbers of their nearest career center.

Campaign Run Dates

Phase 1: February 17 through May 31.

Phase 2: Early April through May 31 included Spanish-language job seeker advertising and:

- Facebook/Instagram
- Twitter
- Video
- Out of Home (Billboard)
- Gas Station Video



3

Cooperative (Co-Op) Outreach Program Overview

Providing a comprehensive, customizable plan with outreach tools each workforce board can use.

Co-Op Program Benefits Include:

- Making the most of CSB's outreach budget (time and money) by providing a plan and tools built upon past state co-op successes and efficiencies.
- Promoting local-state collaboration and strengthening awareness of the CareerSource Florida network brand statewide.
- Maximize program outreach effectiveness by focusing on digital engagement.

-
- **Outreach Plan Includes:**
 - More than 100 customizable assets
 - Updated media list
 - Platform to customize materials
 - Two new videos
 - Updated crisis communication roadmap

4

Cooperative (Co-Op) Outreach Program Overview

Providing a comprehensive, customizable plan with outreach tools each workforce board can use.

Customizable Campaign Assets Include:

Paid Media Outreach

- Facebook / Instagram advertising assets
- LinkedIn advertising assets
- Display advertising assets
- Paid search recommendations
- Out of home (two common billboard sizes)
- :60, :30 and :15 radio script options

Earned Media Outreach

- Success story news release template

Owned Media Outreach

- Static organic social media assets
- Sample social media posts for Facebook, LinkedIn and Twitter (to include sample copy for organizations and employees)
- Customizable flyer (two options)
- Customizable rack card (two options)
- Email header (sized for the most common email platforms, two options)
- Sample email copy
- Partner newsletter article

5



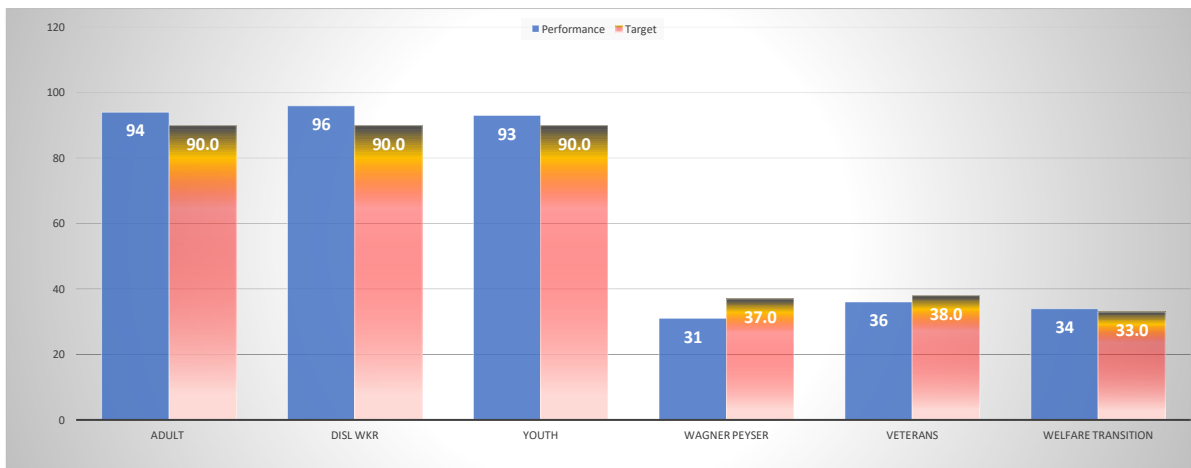
Thank you!
Any questions?



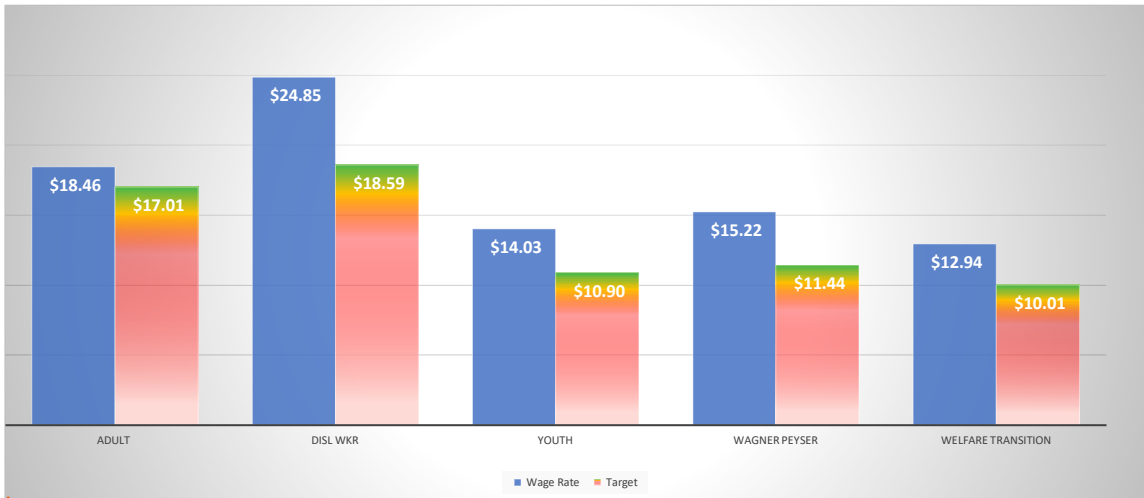
How is the Contractor Doing?



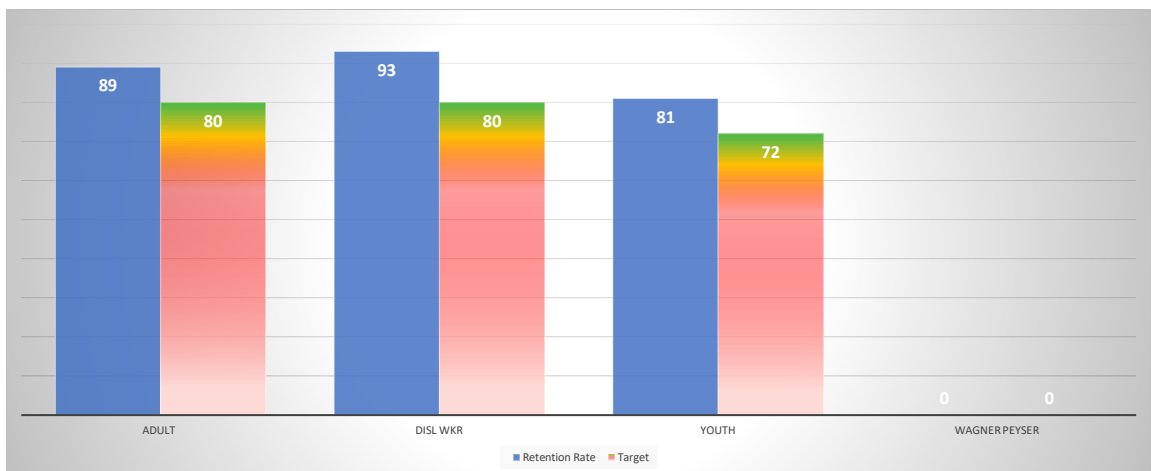
ENTERED EMPLOYMENT RATE Q3 (Measures 3,4,5,6,7,& 16)



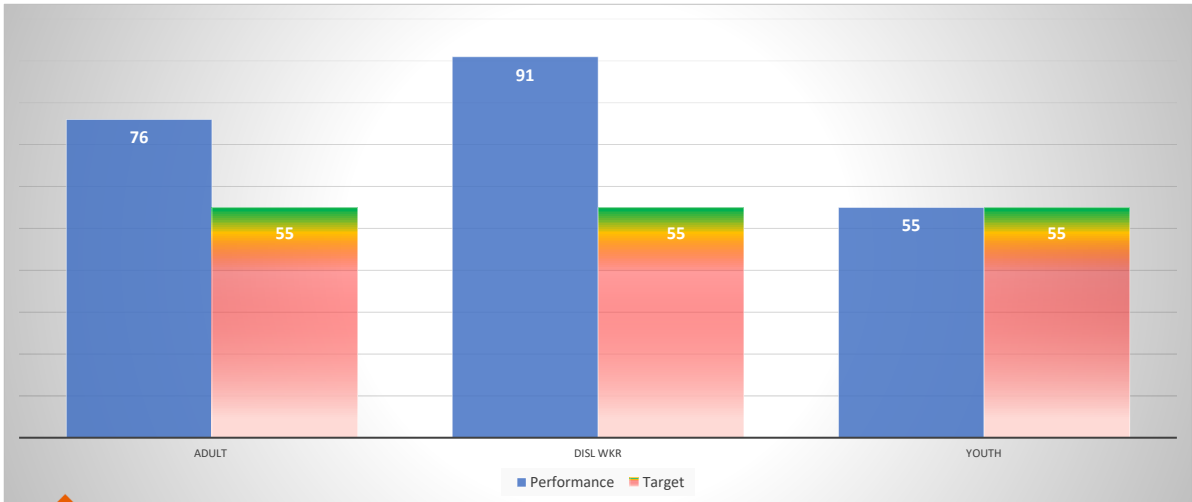
AVERAGE HOURLY WAGE RATE Q3 (Measures 8, 9, 10, 11 & 20)



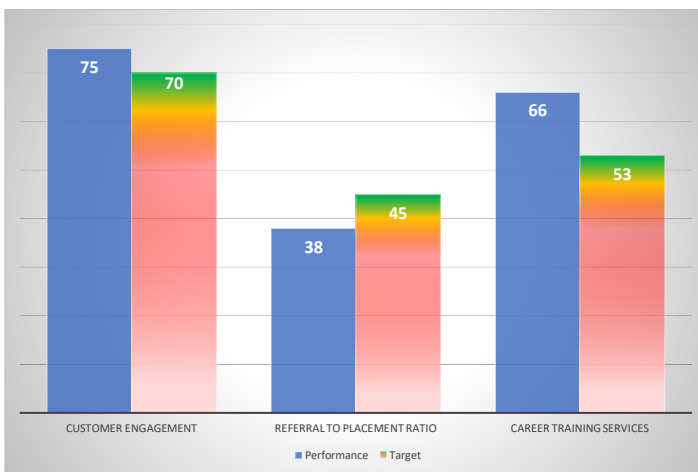
RETENTION RATE Q3 (Measures 12, 13, 14)



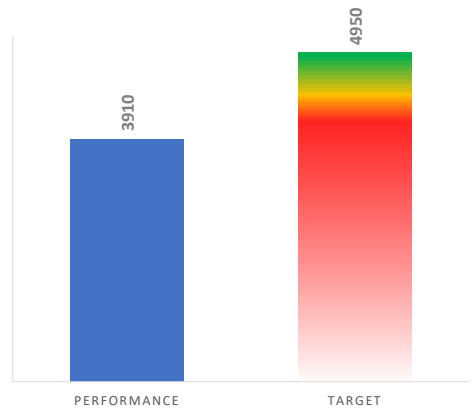
MEASURABLE SKILLS GAIN Q3 (Measures 17, 18, 19)



OTHER MEASURES Q3 (Measures 1, 2, 15 & 21)



NEW JOB SEEKERS



Questions?





April 26, 2022

Information Brief

3rd 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.

Elements of Contractor Performance Earnings - PY 21-22						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Customer Services						
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 (1572)	Missed (2749.2)	Missed (3910)	
Customer Engagement	70%	75%	Met (71%)	Met (72%)	Met (75%)	
Entered Employment Rate/Positive Outcome						
Adults	90%	95%	Exceeded (96%)	Exceeded (98%)	Met (94%)	
Dislocated Workers	90%	95%	Exceeded (100%)	Exceeded (100%)	Exceeded (96%)	
Youth	90%	95%	Exceeded (100%)	Exceeded (100%)	Met (93%)	
Welfare Transition*	33%	38%	Exceeded (42%)	Exceeded (40%)	Met (34%)	
Wagner Peyser	37%	40%	Missed (29%)	Missed (28%)	Missed (31%)	

Elements of Contractor Performance Earnings - PY 21-22

Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Short Term Veteran	38%	42%	Missed (33%)	Missed (34%)	Missed (36%)	
Average Wage at Placement						
Adult	\$17.01	\$17.73	Exceeded (\$18.16)	Exceeded (\$18.34)	Exceeded (\$18.46)	
Dislocated Worker	\$18.59	\$19.31	Exceeded (\$28.41)	Exceeded (\$26.19)	Exceeded (\$24.85)	
Youth	\$10.90	\$11.15	Exceeded (\$14.05)	Exceeded (\$14.10)	Exceeded (\$14.03)	
Welfare Transition*	\$10.01	\$10.65	Exceeded (\$12.91)	Exceeded (\$12.92)	Exceeded (\$12.94)	
Wagner Peyser	\$11.44	\$12.15	Exceeded (\$15.27)	Exceeded (\$15.08)	Exceeded (\$15.22)	
Retention at 12 Months						
Adult	80%	85%	Exceeded (94%)	Exceeded (90%)	Exceeded (89%)	
Dislocated Worker	80%	85%	Exceeded (86%)	Exceeded (94%)	Exceeded (93%)	
Youth	72%	75%	Exceeded (81%)	Exceeded (83%)	Exceeded (81%)	
Measurable Skills Gain						
Adult	55%	60%	Exceeded (80%)	Exceeded (76%)	Exceeded (76%)	
Dislocated Worker	55%	60%	Exceeded (94%)	Exceeded (94%)	Exceeded (91%)	
Youth	55%	60%	Exceeded (72%)	Exceeded (62%)	Met (55%)	
Quality of Referrals						
Referral to Placement Ratio by Job Seeker	45%	50%	Missed (36%)	Missed (36%)	Missed (38%)	
Training Services						
PFM Career Training Services	53%	58%	Exceeded (64%)	Exceeded (65%)	Exceeded (66%)	
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	Yes – Met Minimum on 17 of 21	Yes – Met Minimum on 17 out of 21	Yes – Met Minimum on 17 out of 21	

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	Yes – Met Accelerated on 15 of 21	Yes – Met Accelerated on 15 of 21	Yes – Met Accelerated on 13 of 21	
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	Reported Annually			

Performance Measure Revisions for PY 21-22

As we continue to struggle with COVID-19 and its variants, the measures for PY 21-22 were kept the same pending better knowledge of the path the services would need to take post pandemic and to allow the contractor to focus on service provision rather than learning new or revised measures. While much is still unknown about the impact of the pandemic, staff have defined measures and negotiated performance expectations based on the best data available.

The unique situation presented by COVID-19 and the historically low unemployment rates (2.5% in March 2022), continues to be seen in performance numbers. The contractor has been focused on minimizing the impact. Reopening of the Career Centers, expanded virtual offerings, and staff flexibility have all contributed to contractor maintaining optimal performance.

Analysis of the jobseeker customers served in PY 21-22 indicates that, although our numbers are fewer, the percentage of new customers served remains approximately the same as the previous year. This indicates that the contractor is continuing to meet the intent of this measure which is to put strategies in place to attract hidden talent while serving the harder to serve.

Wagner Peyser Entered Employment Rate, Short-Term Veteran Entered Employment Rate and Referral to Placement were all three missed. These measures are directly related to the number of customers moving into employment. Work Search Waiver expired on May 29, 2021, the pandemic unemployment benefits (additional \$300) expired on June 26, 2021, and the Federal Unemployment expired September 4, 2021, however, the increase that was expected by these expirations may have been impacted by several factors including continued Covid flare ups in the beginning of the 3rd quarter, and helping the harder-to-serve jobseekers as many that want to be employed are able to find a job on their own.

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 2nd quarter of PY 2021-22. Also shown are our goals for PY 2021-22. All performance goals were met or exceeded for the 2nd quarter.

July 2021-December 2021 Performance

Primary Performance Indicator (PPI)	Performance 2018-2019	Performance 2019-2020	Performance 2020-2021	PY 21-22 2 nd Quarter Performance	PY21-22 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	95.0%	89.1%	88.9%	90.9%	86.50
Employment Retention Rate (4 th Qtr. after Exit)	92.6%	87.0%	88.50%	87.6%	85.50
Median Earnings (2 nd Qtr. after Exit)	\$8,017	\$8,097	\$8,745	\$9,101	\$7,600
Credential Attainment Rate	89.1%	78.7%	85.2%	86.3%	72.0
Measurable Skills Gain	N/A	N/A	75%	66.1%	49.0
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	84.9%	91.8%	87.9%	88.2%	87.0
Employment Retention Rate(4 th Qtr. after Exit)	87.5%	88.7%	92.4%	87.9%	85.0
Median Earnings (2 nd Qtr. after Exit)	\$8,229	\$10,174	\$12,574	\$12,145	\$7,500
Credential Attainment Rate	81.00%	61.1%	69.4%	74.3%	70.0
Measurable Skills Gain	N/A	N/A	83.0%	77.8%	49.0
Primary Performance Indicator (PPI)	Performance 2017-2018	Performance 2018-2019	Performance 2019-2020	PY 21-22 2 nd Quarter Performance	PY21-22 Performance Goals
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	83.5%	80.2%	82.6%	81.2%	79.5
Employment Retention Rate (4 th Qtr. after Exit)	82.2%	85.6%	78.5%	83.6%	77.0
Median Wage 2nd Quarter After Exit	N/A	N/A	\$3,643	\$3,988	\$3,300
Credential Attainment Rate	72.5%	70.3%	73.0%	78.4%	76.5
Measurable Skills Gain	N/A	N/A	66.2%	54.1%	46.5
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	63.8%	68.8%	61.9%	60.3%	65.0
Employment Retention Rate(4 th Qtr. after Exit)	64.8%	65.4%	62.9%	60.9%	64.2
Median Earnings (2 nd Qtr. after Exit)	\$5,619	\$5,459	\$5,468	\$5,743	\$5,100
Not Met (less than 90% of negotiated)	Met (90-100% of negotiated)		Exceeded (greater than 100% of negotiated)		

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 2022	No new updates.
	Measure, analyze, & implement training solutions based on the impacts of COVID-19 to businesses and jobseekers.	Ongoing	<i>See Impact Analysis for Industries Affected by COVID 19 (Hospitality Industry) Presentation</i>
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><u>Construction Occupations Training Grant</u></p> <p>CSB hosted three classes utilizing the Workforce Recovery Training Program model in partnership with United Academy. A Professional Development seminar was held where the students, participated in interactive workshops that targeted Job Searching, Resume Writing Tips, and Interviewing Techniques. Participants who graduate earn the following certifications:</p> <ol style="list-style-type: none"> 1. OSHA 10 HOUR CONSTRUCTION 2. Skid Steer Loader Operator Certification - Blended 3. Aerial boom / lift 3b & Scissor Lift 3a Operator 4. Counterbalance & Rough Terrain Forklifts Operator 5. Excavator Operator DIRT CERT™
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>

Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>
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	<i>See Career Center Efforts Presentation</i>
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 Job Seeker Survey Data Presentation</i>
	Develop and implement a consultative approach for customer intake in the career centers.	Ongoing	<i>See Career Center Efforts Presentation</i>

Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.			
Strategies	Actions	Timeframes	Status
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> COVID-19 NDWG Funding CSB was awarded \$2,749,981.88 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. This was extended until March 31, 2023, and CSB was recently awarded \$250,000. 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, and Community of Hope.
Broaden our footprint with special populations.		Ongoing	<i>See Career Center Efforts Presentation</i> <i>See Brevard Recovery Works 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 Multimedia Outreach Matrix</i> <i>See CareerSource Florida Job Seeker Advertising and Co-Op Outreach Program Presentation</i>

Objective 3: Maintain a data centered environment to measure the success of CareerSource Brevard's services.			
Strategies	Actions	Timeframes	Status
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 Q3 Contractor Performance Presentation</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>

Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs.			
Strategies	Actions	Timeframes	Status
Track & improve Business engagement Activities		Ongoing	<u>Business Metrics</u> From July 1 – March 31, 2022: Unique Businesses Served – 1,779 Total Number of Services Provided to Businesses –28,950 <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 Multimedia Outreach Matrix</i> <i>See CareerSource Florida Job Seeker Advertising and Co-Op Outreach Program Presentation</i>

CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

PY 2021-2022	JULY	OCT	JAN	APR
Beal, Shawn	A	P	P	
Benjamin, Lorri	P	A	P	
Brockwell-Carey, Lynn	P	A	P	
Gaedcke, Marcia	P	P	P	
Gramolini, Robert	P	P	A	
Heller, Nancy	A	P	P	
Jaskiewicz, Brian	P	A	P	
Jones, Leslie	P	P	A	
Koursaris, Laura	P	A	P	
Lane, Jimmy		new	A	
Mack, Travis	A	A	A	
Pobst, Theodore	P	P	P	
Reed, Pamela	p	P	P	
Sugarman, Jennifer	P	past		