



# Career Center Committee Meeting

July 25, 2023

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) +1 561-486-1414,,683735543#

## Attendees:

Nancy Heller (Chair), Shawn Beal, Lorri Benjamin, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Jimmy Lane, Karen Locke, Tory Lovelace, 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>		
Highlights of Scholarships – PY 22-23	Bob Knippel	1 - 4
<b>Action Items</b>		
▪ Approval of Committee Minutes for April 25, 2023	Nancy Heller	5 – 7
<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	8 - 16
▪ ITA Annual Vendor Evaluation Brief	Erma Shaver	17 - 18-
▪ Effectiveness of Training Brief	Erma Shaver	19 - 20
Q4 Business Engagement Presentation (Objectives 1 and 4)	Thomas LaFlore	21 – 24
▪ Fact Sheet PY 22-23	Thomas LaFlore	25
Q3-Q4 Multimedia Outreach Presentation (Objectives 2 and 4)	Denise Biondi	26 - 28
Q4 Performance Reporting Presentation (Objectives 3 and 4)	Erma Shaver	29 – 32
Q4 Contractor Performance Brief	Erma Shaver	33 - 35
▪ Primary Indicators of Performance Brief	Erma Shaver	36
▪ Letter Grade Performance Measurements	Erma Shaver	37
New Measures for PY 23-24	Erma Shaver	38
Strategies and Goals Matrix	James Watson	39 – 41
Attendance Roster		42
<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***

### **July 2023**

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

### **August 2023**

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

### **September 2023**

No meetings

### **October 2023**

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

### **November 2023**

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

### **December 2023**

No meetings

### **January 2024**

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

### **February 2024**

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

### **March 2024**

No meetings

### **April 2024**


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

### **May 2024**

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

### **June 2024**

No meetings



# The Scholarship Unit

## Highlights for Program Year 22-23

Career Center Committee Meeting  
July 25, 2023

### SCHOLARSHIP UNIT OVERVIEW

#### Who:

Group of Board and Career Center staff who coordinate, approve and track scholarship funding and make recommendations.

#### Scholarship Funding:

Formula WIOA, Special Grants, NDWG and FAWA, WT – funding goes directly to job seekers and businesses.

#### Purpose:

Ensure funding is used appropriately and for those who need it the most.

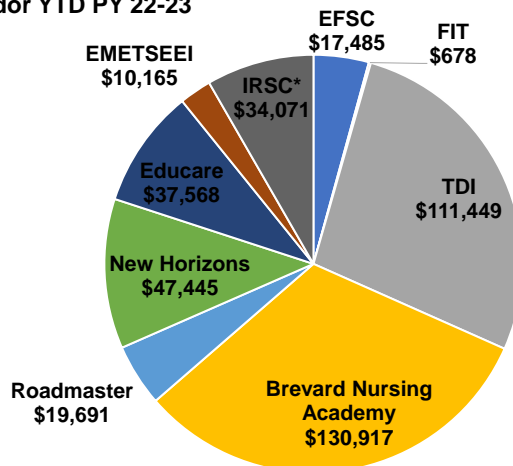
# FUNDING PER SCHOOL – LAST 3 YEARS

Row Labels	Sum of # Trained	Sum of Successful Completers	Avg Wage of Successful Completers
<b>Brevard Nursing Academy</b>	<b>81</b>	<b>64</b>	
Certified Nursing Assistant	16	16	\$ 14.13
Licensed Practical Nursing	65	48	\$ 22.10
<b>Eastern Florida State College</b>	<b>22</b>	<b>20</b>	
Dental Hygiene AS	17	15	\$ 33.80
Practical Nursing	5	5	\$ 23.97
<b>EMETSEEI Institute, Inc</b>	<b>6</b>	<b>4</b>	
EMERGENCY MEDICAL TECHNICIAN	6	4	\$ 15.77
<b>Indian River State College-Cs</b>	<b>16</b>	<b>16</b>	
Commerical Vehicle Driving	16	16	\$ 20.37
<b>New Horizons Computer Learning Center-Is-CSCF</b>	<b>13</b>	<b>9</b>	
CYBER SECURITY IT PROFESSIONAL	8	7	\$ 34.33
PROJECT MANAGEMENT PROFESSIONAL (PMP)	5	2	\$ 27.23
<b>New Horizons Computer Learning Centers - CSB</b>	<b>20</b>	<b>14</b>	
CompTIA A+ Certification	5	4	\$ 16.16
Cyber Security	10	8	\$ 23.44
Microsoft Office Specialist	5	2	\$ 18.68
<b>Roadmaster Drivers School -- CSB</b>	<b>13</b>	<b>13</b>	
Commercial Truck Driver Training	13	13	\$ 28.83
<b>Truck Driver Institute CSB</b>	<b>43</b>	<b>39</b>	
Commercial Drivers License Program	43	39	\$ 20.60
<b>University Of Central Florida-Un</b>	<b>6</b>	<b>4</b>	
Continuing Education Courses	6	4	\$ 18.12
<b>Grand Total</b>	<b>220</b>	<b>183</b>	



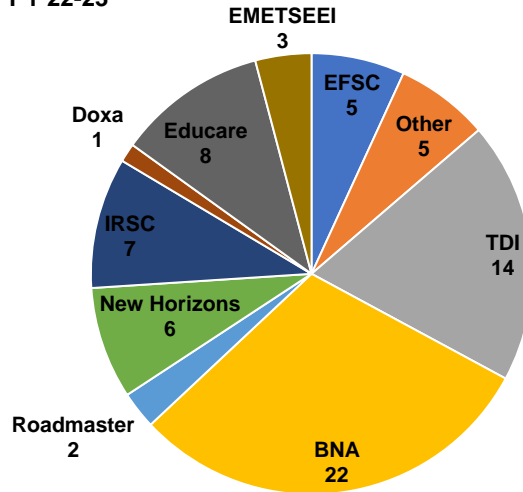
# AMOUNT OBLIGATED PER VENDOR PY 22-23

SU Obligations by Vendor YTD PY 22-23



# NEW ITAS BY VENDOR PY 22-23

SU Requests by Vendor PY 22-23



# SCHOLARSHIP REQUESTS BY INDUSTRY PY 22-23

ITA's/OJT's/IWT's by Industry

Industry	PY 22-23
Healthcare	40
Transportation	24
Information Technology	22
General	16
Manufacturing	5
Professional	2
Aerospace	2
Construction	1
Hospitality	0

# GUARDRAIL – JOB SEEKER MIX

Formula ITAs and OJTs

Excludes Youth, special grants and budget updates

Source: Scholarship Unit tracking on SharePoint

	YTD ITA/SS	YTD WBT	Total TYD	Total for Program Year 22-23	Previous program year 21-22
Unemployed (Goal 50%)	23	6	29	39%	47%
Underemployed (Goal 25%)	32	3	35	47%	30%
Employed (Goal 25%)	7	3	10	14%	23%

\*UNDEREMPLOYED: LOW-INCOME, PT, STOP-GAP JOBS



## WIOA ADULT PRIORITY OF SERVICE FOR PY 22-23

Priority Level	Total Eligibility Priority	Enrolled Priority	Difference	Eligible	Enrolled	Rece Care Tr
1 - Veterans and Eligible Spouses who are Public Assistance Recipient OR Low Income OR Basic Skills Deficient	6	2	4	3.49%	2.78%	
2 - Non-Covered Persons who are Public Assistance Recipient OR Low Income OR Basic Skills Deficient	131	54	77	78.16%	75.00%	
3 - Veterans and Eligible Spouses who are not included in Priority Group 1	1	0	1	0.58%	0.00%	
5 - Non-Covered Persons Outside the WIOA-Priority Groups	34	16	18	19.77%	22.22%	
<b>Totals</b>	<b>172</b>	<b>72</b>	<b>100</b>	<b>100.00%</b>	<b>100.00%</b>	

Must be > 50.1%

Goal is to be >= 75%

Currently at 78%

# CareerSource Brevard

Career Center Committee

April 25, 2023

## Minutes

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

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

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

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

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

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

### Call to Order:

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

### Public Comment:

There was no public comment.

### Spotlight Presentations:

#### Alignment Presentation

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

### Action Items:

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

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

### Approval of Regional Targeted Occupations List

CSB is required to produce and publish the Regional Targeted Occupations List (RTOL) on an annual basis. Staff reviewed the local activity required to create the list and changes to RTOL based on current employment trends and data for Program Year 2023-2024. Brian Jaskiewicz made a motion to approve the staff recommendation for the RTOL for PY 2023-2024 as presented for inclusion in the consent agenda of the next Board of Directors meeting. Pamela Reed seconded the motion. The motion passed unanimously.

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

#### Q3 Career Center Efforts Presentation

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

#### Q3 Business Engagement Presentation

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

#### Q3 Multimedia Outreach Presentation and Matrix

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

#### Q3 Performance Reporting Presentation

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

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

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor met meet the required number of measures to be eligible to earn dollars for Element A and were successful in exceeding the performance criteria to be paid on Element B. Performance measures 'redesigned' was explained.

#### Primary Indicators of Performance

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY22-23 goals. All performance goals were met or exceeded for the second quarter except Dislocated Worker Median Earnings which was missed by only 1.6%.



Letter Grade Scorecard

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

Strategies and Goals Matrix

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

**Adjourn:**

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

Respectfully submitted,

Reviewed by,

{signature on file}  
Marina Stone

05/03/23  
Date

{signature on file}  
Nancy Heller, Chair

05/03/23  
Date



# Career Center Efforts

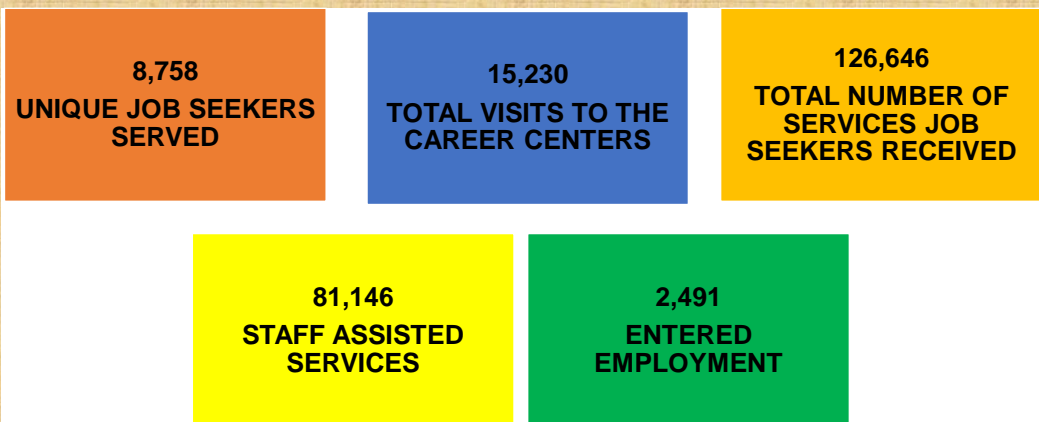
Career Center Committee

July 25, 2023

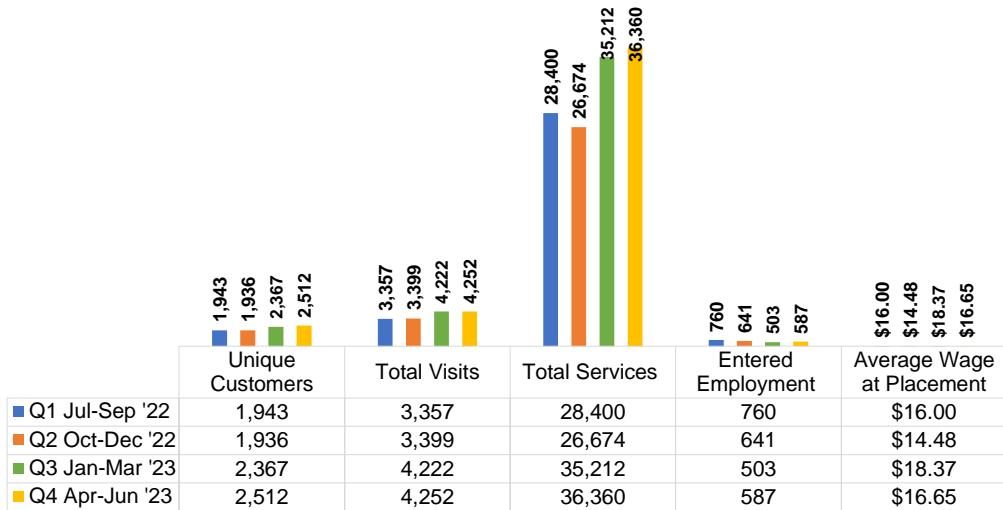
*Caroline Joseph-Paul, Senior Managing Director*



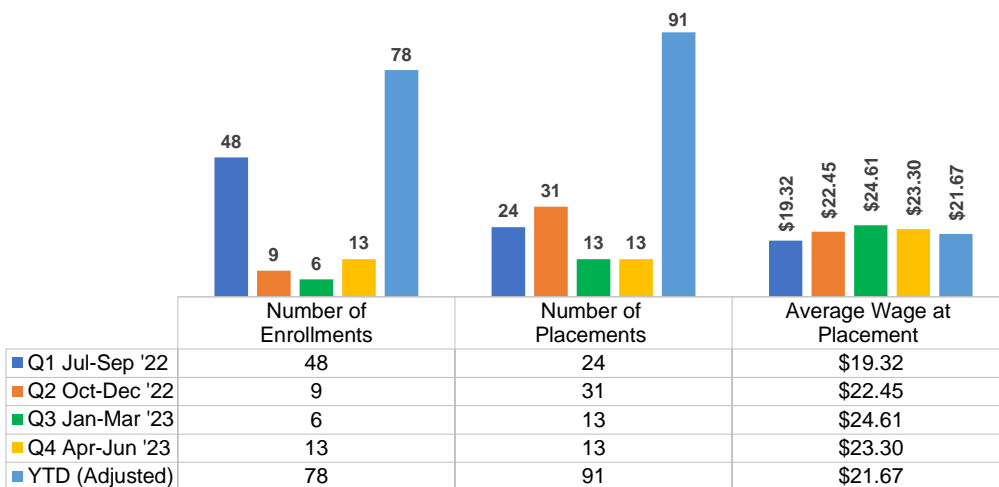
## PY 22-23 Overall Highlights



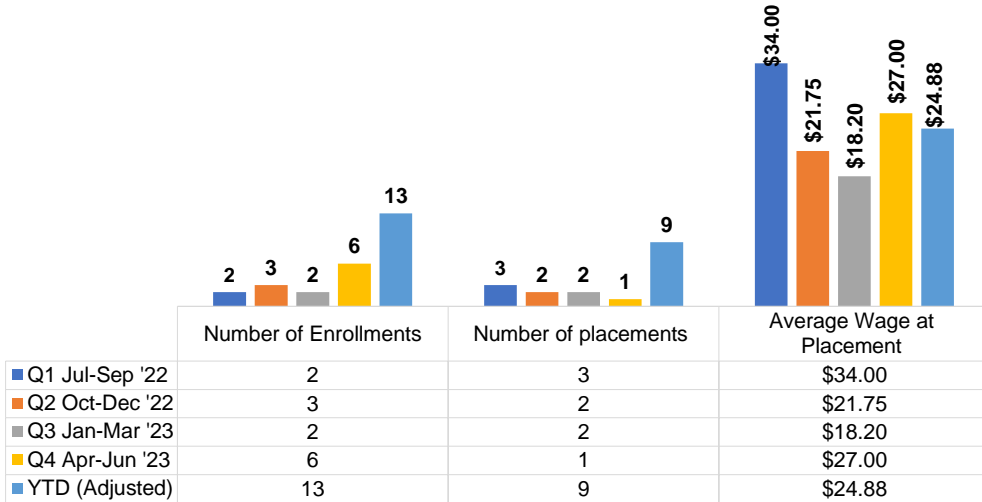
## Q4- Quarterly Metrics (Universal Services)



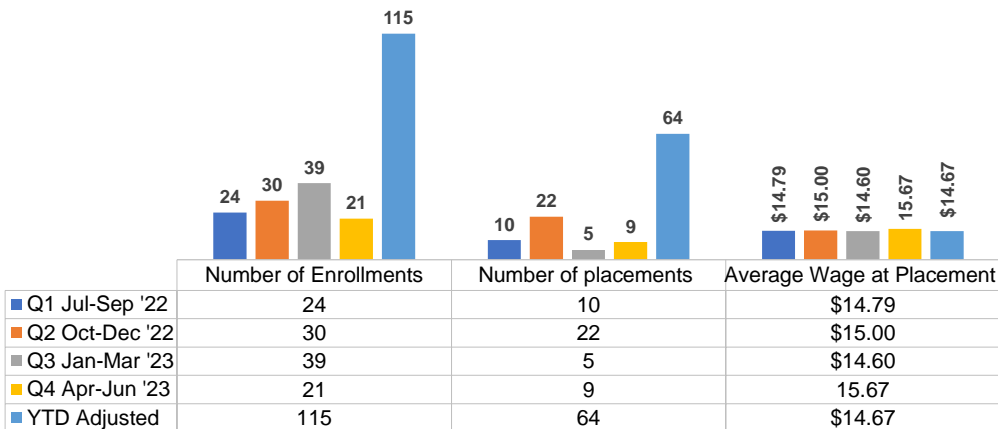
## Q4 WIOA Program – Adult Metrics



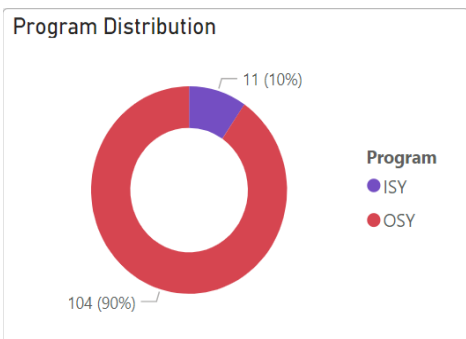
## Q4 WIOA Program – Dislocated Workers Metrics



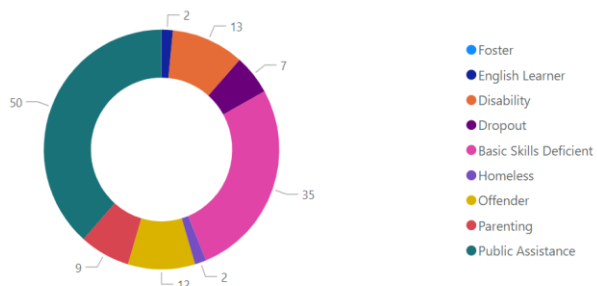
## Q4 WIOA Program – Youth (NextGen) Metrics



## PY22-23 WIOA Program – Youth (NextGen) Metrics



Demographics



## PY22-23 WIOA Program – Youth (NextGen) Outreach

- Job Fairs (internal & external)
- Brevard County Virtual School Students
- Astronaut High School Senior Career Expo
- Boys & Girls Club Job Fair in Cocoa
- Eau Gallie High School Career Expo
- Brevard Public Schools – Junior students in the Career and Technical Programs
- Partnerships with:
  - Junior Achievement
  - Brevard Adult Education



# Q4 Other Program Highlights



**Earn Scholarships and Certifications, Get Help to Find a Job or Start a New Career with Better Pay!**

**NON-CUSTODIAL PARENT EMPLOYMENT PROGRAM**

**CAREER CENTERS**

**TITUSVILLE:**  
386 S. Washington Ave. Ste. 214  
321 255-3333

**ROCKLEDGE:**  
228 River Blvd.  
321 255-3333

**Milroy Family Employment Assistance Center (MFEA):**  
Ponce de Leon Blvd.  
462 Ponce Ave., Ste. 2228  
321 255-3333

**PALM BAY:**  
County Club Plaza  
1275 S. Bay Blvd., Ste. 88  
321 255-3333

[careersourcebrevard.com](http://careersourcebrevard.com)  
**(321) 504-7600**

**CAREER CENTER HOURS**  
Monday-Thursday: 8:00 am to 5:00 pm  
Friday: 8:00 am to 5:00 pm  
MFEA: Monday-Friday  
7:30 am to 5:00 pm

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## Non-Custodial Parent Employment Program (NCPEP)

(Jan. 2023 – June 2024)

- 44 enrolled
- 3 entered employment

### Success Stories

**Customer #1** – Referred by 18<sup>th</sup> Judicial Circuit/enrolled on 3/23/2023. Customer had his own concrete company and faced obstacles with keeping afloat & wanted more out of life. Received career services and after successfully reinstating his driver's license on 4/11/2023, he obtained employment on 6/19/2023 earning \$18/hr. as a driver.

**Customer #2** – Referred to NCPEP by CSB colleague. Customer was enrolled on 6/7/2023 & was determined to obtain employment as a CDL driver. Prior to enrollment in program, he received scholarship from CSB and successfully attained CDL. On 6/12/2023, customer obtained employment as a Delivery driver using his CDL and making 15/hr. Customer received a total of 6 services and has made his first child support payment.



# Q4 Our Virtual Footprint SkillUp Brevard



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Discover and learn the skills you need to achieve the career of your dreams with SkillUp Brevard, brought to you by Metrix Learning.

**WHY SKILLUP?**

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

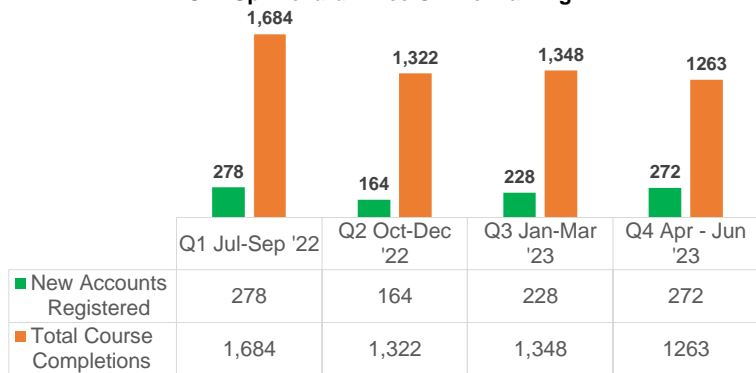
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2. Scroll down and click on Register for Free.
3. Click on Sign-Up Now.
4. Complete the Registration Form.
5. You will receive an e-mail from [info@careersourcebrevard.com](mailto:info@careersourcebrevard.com) granting you access to SkillUp courses.

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

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## SkillUp Brevard - Free Online Training



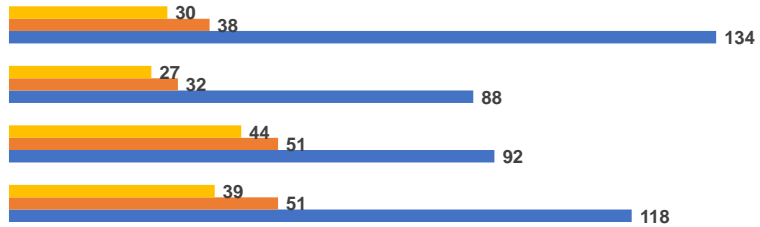
■ New Accounts Registered    ■ Total Course Completions



## Q4 Our Virtual Footprint Essential Soft Skills Training



Essential Soft Skills Training



	Q1 Jul-Sep '22	Q2 Oct-Dec '22	Q3 Jan-Mar '23	Q4 Apr - Jun '23
Soft Skills Credentials Earned	39	44	27	30
Certificates of Completion	51	51	32	38
New Accounts Registered	118	92	88	134



## Q4 Job Seeker Workshops

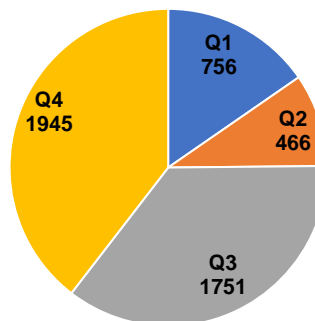
### Highlights

1945 jobseekers attended various workshops

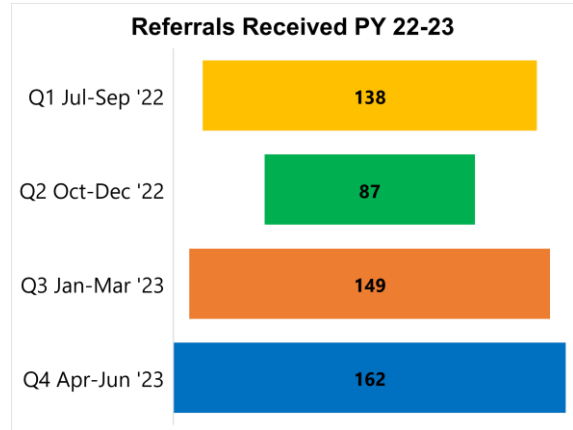
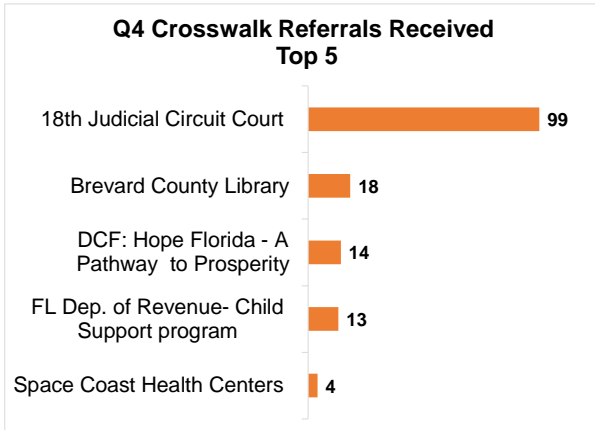
Partnered with Brevard County Adult & Community Education. CSB staff facilitated 2 employability skills development workshops via Zoom with a total of **351 attendees**.

Workshop Attendance

■ Q1 Jul-Sep '22 ■ Q2 Oct-Dec '22 ■ Q3 Jan-Mar '23 ■ Q4 Apr-Jun '23



## Q4 Community Partner Engagement Crosswalk Agency Referral



## Q4 – What Are Customers Saying Customer Satisfaction Survey Results

**Q4 SURVEYS COMPLETED = 364  
(YTD = 1,976)**

### TOP 3 SERVICES RECEIVED

*Job Search Assistance*

*Job Readiness/Orientations, Workshops*

*Applying for Reemployment Benefits/Filing Weekly Claims*

*Appointment w/CSB staff*

*Resources for Job Search (PC, Internet, Fax)*

### TOP 3 WAYS CUSTOMERS HEARD OF CSB

*Walk-ins*

*CSB's website*

*Family/Friend*

*CSB Staff*

*Department of Economic Opportunity/Re-employment*





## Q4 - Customer Satisfaction Survey Results

Key Areas of Interest	Q1 Jul-Sep '22	Q2 Oct-Dec '22	Q3 Jan-Mar '23	Q4 Apr-Jun '23
Staff were courteous and them feel welcome	98.43%	98.79%	97.23%	95.81%
Staff responded to their requests in a timely manner	98.03%	98.58%	97.05%	96.09%
Staff understood their needs & the assistance/information received was helpful	97.64%	98.38%	96.88%	96.65%
Would recommend CSB services to others	97.83%	98.38%	96.88%	96.09%
Overall Experience with CSB has been satisfactory	97.05%	97.98%	97.05%	96.09%

Eleven (11) respondents indicated that they slightly or moderately disagree. Yet based on the survey comments, five (5), 45.5%, indicated they are pleased with the services they received from the team. This leads us to believe the respondents reversed the rating scale accidentally.

### Unedited Sample comments:

1. "Beatrice was an amazing help wonderful in every way imaginable."
2. "everyone did great job helping me"
3. "Great job"
4. "I EJOYED MY DAY"
5. "Smiley helped me. Without him I was stuck. He was very nice."



## Q4 - Customer Satisfaction Survey – Sample Responses



*"The help I received today was excellent! Thank you!"*



*"I was very pleased with the Education and Training Advisor."*



*"I could not navigate the Florida unemployment system without you! Thank you for your patience and guidance!"*



*"I am SO grateful to have found these services that are provided to help improve my work skills. The staff is remarkably friendly, professional and helpful!"*





**Thank you!**

*Caroline Joseph-Paul, Managing Director*



## Information Brief

### ITA Annual Vendor Evaluation

#### Background

On an annual basis, CareerSource Brevard (CSB) evaluates the success of training providers and provides a performance report for committee review. The performance report provided is only for CSB-funded students and does not measure nor reflect others who are in the same program not funded by CSB.

The information is taken from Employ Florida (EF) and shows information for Program Year (PY) 2022-23. The following key areas are shown for each program:

- Percent of customers exited who obtained employment.
- Percent of customers exited who obtained employment in a training related field.

When analyzing the data for corrective actions, staff focuses on the percentages for those areas. If any of the percentages are less than 60%, a closer look is taken to ensure the percentage represents a statistically valid number. We then look for extenuating circumstances, such as customers being recalled to previous employers or discontinuing training to take a job to meet immediate financial needs. If there are still concerns with the performance, corrective action is discussed.

The PY2022-23 report found the wage at placement to range from \$12.50 to \$40.00 per hour. The lowest rate was higher than the previous year's rate of \$8.56 per hour. The highest rate was slightly lower than the previous year rate of \$41.00 per hour.

Attachment A (included) shows the amounts paid to each provider along with the percentage of those exiting the program(s) who became employed, the percentage of those employed who obtained jobs in areas related to the training they received, and the average hourly wage at placement. Because timing of paid invoices and the number of enrollments/exits/placements are not always in the same program year, **there is not a direct correlation** between these columns. This report is a snapshot intended to capture training vendor trends.

During this review, two vendors EMETSEEI Institute and New Horizons, were found to have performance below the 60% threshold in training related placements. These findings could trigger a corrective action.

At EMETSEEI Institute there were two placements with 1 being non training related (50%). This does not provide a statistically valid sample therefore no corrective actions will be issued.

At New Horizons there were three placements with 2 being non training related (33.3%). This does not provide a statistically valid sample therefore no corrective actions will be issued.

Staff will closely track performance for this vendor in the coming months to ensure any trends, positive or negative are followed and noted.

## Attachment A

ITA Vendor Evaluation PY 2022-2023 Formula Funding					
Provider Name	Total Amount Paid	Successfully Completed	Exited & Placed in Employment	Placed in Training Related Employment	Average Hourly Placement Wage
AAA School of Dental Assisting	\$4,500	2/3	3/3	2/3	\$17.00
		66.7%	100%	66.7%	
Brevard Nursing Academy	\$149,270	37/49	35/35	35/35	\$22.02
		75.51%	100%	100%	
Eastern Florida State College	\$17,654	10/11	9/9	8/9	\$24.15
		90.9%	100%	88.9%	
Educare Envision Educational Services	\$35,209	---	---	---	---
		---	---	---	
EMETSEEI Institute	\$9,740	2/2	2/2	1/2	\$17.32
		100%	100%	50%	
Indian River State College	\$33,762	5/6	3/3	3/3	22.53
		83.3%	100%	100%	
New Horizons Computer Learning Centers of Orlando	\$47,445	4/6	3/3	1/3	\$23.31
		66.7%	100.0%	33.3%	
Roadmaster Drivers School of Orlando, Inc.	\$19,691	4/4	4/4	3/4	\$21.65
		100.0%	100%	75%	
Truck Driver Institute of Florida	\$109,719	17/18	15/15	14/15	\$21.91
		94.4%	100%	93.3%	



July 25, 2023

## Information Brief

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

#### Background

**Strategy:** *Identify, measure, and implement training to support the needs of local businesses.*

In support of this strategy, CareerSource Brevard staff are continuing to track and analyze the effectiveness of training programs offered to career seekers through CSB by monitoring performance of career services compared to training services and to evaluate the effectiveness of the trainings offered.

In Program Year 2022-23, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 215 customers. The following is a snapshot of the results of training to placement and is all inclusive of Individual Training Accounts (ITA's) and other training mechanisms (i.e., On-the-Job, Incumbent Worker Training and Adult Work Experience).

<b>WIOA Adult and Dislocated Worker Formula Funds</b>				
	Total Served	Completers	Total Placed	% of Completers Placed
Career Services	442	251	185	73.7%
Training Services	213	103	90	87.4%
Total	655	354	275	77.7%

WIOA customers who receive training continue to yield a higher placement rate than those receiving only career services. Career services include assessments, Employ Florida (EF) registration assistance, resume assistance, referral to workshops, etc.

Training Services are analyzed based on multiple modalities of training. These include Individual Training Accounts (ITA's), On-the-Job Training (OJT), Incumbent Worker Training (IWT), Employed Worker Training (EWT) and Adult Work Experience (AWE). This analysis will focus on the two mechanisms most aligned with training unemployed/underemployed that leads to employment, ITA's and OJT's.

<b>WIOA Adult and Dislocated Worker Formula Funds</b>				
	Total Served	Completers	Total Placed	% of Completers Placed
Training Services	213	103	90	87.4%
ITA's	175	73	64	87.7%
OJT	35	27	25	92.6%
Other*	3	3	1	33.3%

\*Other includes Employed Worker Training, Customized Training, and Work Experience.

Both OJT's and ITA's contribute to higher success rates when compared to Career Services; however, ITA's have a higher cost and longer training period with average training length of 15 months for ITA's compared to average training length of 5.7 months for OJT's.

**Retention Rates for All Closures**

Another factor for effectiveness of training is to consider retention in employment. Completed follow-ups were reviewed for both ITA's and OJT's. Staff looked to see if the customers were still employed at the time of the 6 month and 12-month follow-ups with no consideration of whether they were still with the same employer or not. The results are as follows:

	Placements	6 Month Follow-up	12 Month Follow-up
	All	Percent Still Employed	Percent Still Employed
ITA's	64	90.6% (58 Of 64)	98.3% (57 OF 58)
OJT's	25	100% (25 of 25)	92.0% (23 of 25)

This year retention has remained high for both ITA and OJT training. The very low unemployment rate has had the biggest impact on these numbers over those from previous years.

**Conclusion:**

Numbers are continuing to increase post COVID, with a 130% increase over the 285 customers served during PY 22-23.

In this and all previous reviews, training services when compared to career services alone yield a higher job seeker placement rate. This is most likely because of the more intensive interaction with staff and individualized services provided in a training environment.

Looking at the training services, it is clear that some customers benefit more from ITA type training while others have fewer barriers and can move successfully through OJT training. The similar results for each program appear to indicate that career center staff are guiding customers to the type of training that best suits the customer strengths and experience.

Staff will continue to track and analyze the data and provide results for committee review.

# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Recruiting Events

21 Onsite Events

- 18 unique employers included Manufacturing, Healthcare, Services, Gov't agencies, Aviation & Staffing Agencies represented
- Appointments & Walk-Ins
- 130 Job Seekers attended, 4 Veterans



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Job Fairs - 6 Events & Partnerships

### Second Chance Resource & Job Fair on April 13<sup>th</sup>

- Partnering with Dept. of Corrections to recognize National 2<sup>nd</sup> Chance Month
- 19 Employers and community partners
- 80 jobseekers / 13 Veterans

### Port & Municipalities Job Fair on April 20<sup>th</sup>

- Canaveral Port Authority and City of Rockledge, City of Cape Canaveral, City of Titusville, City of Cocoa and City of Cocoa Beach
- 34 jobseekers / 4 Veterans



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Job Fairs - 6 Events & Partnerships

### Super Tuesday Virtual Job Fair on April 25<sup>th</sup>

- 9 Employers
- 8 jobseekers / 1 Veteran

### Palm Bay Career Center Job Fair on April 27<sup>th</sup>

- 18 Employers
- 104 jobseekers / 17 Veterans



### Super Tuesday VIRTUAL JOB FAIR



Super Tuesday  
Virtual Job Fair  
Featured employers:  
Florida Department of Children  
and Families, BAC, RGNext,  
Florida Department of Health,  
Army and Air Force Exchange,  
and more.

Tuesday, April 25<sup>th</sup>  
11:00 am to 1:00 pm  
Virtual



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Job Fairs - 6 Events & Partnerships

### Back to Work 50+ Job Fair on May 24<sup>th</sup>

- 36 Employers and 12 community partners
- 209 jobseekers / 15 Veterans

### 12<sup>th</sup> Annual Job Fair on June 7<sup>th</sup>

- 64 Employers & partners
- 407 jobseekers / 57 Veterans





# Presentations & Panels

Offering businesses and career seekers quality workforce services

## Information Technology Consortium

- IT Consortium held on May 2<sup>nd</sup>
- Hosted at the Maritime Center of Canaveral Port Authority
- Keynote address by Alan Beasley, Rudram Engineering
- Breakout sessions included:
  - Funding Opportunities for Employee Career Pathway Development
  - Strategic Development for Recruitment and Retention
  - Strategies to Recruit Program Instructors
- Salesforce Presentation by Selina Suarez, PepUp Tech



# Presentations & Panels

Offering businesses and career seekers quality workforce services

## Brevard Healthcare Workforce Consortium

- Healthcare Consortium held on May 18<sup>th</sup>
- Hosted in partnership with Brevard Community Healthcare Coalition at Space Coast Health Foundation
- Speaker Panel presenting Unique Career Pathways
  - Jenny King, BPS / Career & Technical Education
  - Anne Everly, Apprenticeship Florida at FL DOE
  - Maria Darby, Dwyer Workforce Development



# Presentations & Panels

Offering businesses and career seekers quality workforce services

## Construction Consortium

- Construction Consortium held on June 15th
- Keynote Address by Mike Jaffee, Christopher Allen Homes
- Breakout Sessions included:
  - Labor Market Data for Industry Wage Overview
  - Construction Industry Occupational Analysis
  - Industry Certifications, Trainings & Apprenticeships
- Building Subcommittees



# Business Learning Events

Educating Brevard Businesses

## Business Learning Event

- **Proactive Solutions for Talent Retention on June 6<sup>th</sup>**
- Hosted virtually by our Rapid Response Coordinator team
- Learn about programs that can help you retain employees
- Uncover funding and training opportunities
- Learn about the State of Florida's Rapid Response Program



# MEASURING SUCCESS



# 1,520

BUSINESSES SERVED



# 2,685

PEOPLE  
PLACED IN  
JOBS



# 28,249

SERVICES PROVIDED  
TO BUSINESSES



### UNEMPLOYMENT RATE

# 2.7%

BREVARD'S  
UNEMPLOYMENT RATE  
MAY 2023



### ON-THE-JOB TRAINING

**8** OJTs  
CREATED

FOR **6** BREVARD  
BUSINESSES  
WITH

# \$59,061

IN OJT CONTRACTS WRITTEN

### RECRUITING EVENTS/ JOB FAIRS

**99** Recruiting  
Events and  
Job Fairs

**2,737** JOB  
SEEKERS  
ATTENDED

FOR **192** UNIQUE  
EMPLOYERS

### VETERANS SERVED

**1,126** VETS

**12,137** Personalized  
Services  
Received

**262**

VETERANS EMPLOYED



## Strategic Outreach & Awareness January to June 2023 Highlights

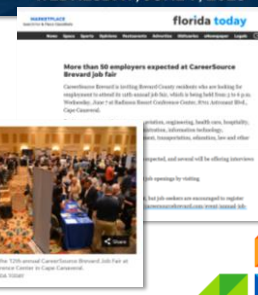
Engaging digital and traditional multimedia strategies to further business, jobseeker and industry partner relations.

### Annual Job Fair Multimedia Campaign

Connecting 407 Jobseekers with 64 employers ready to hire!

#### Outreach Support to Engage Businesses Participation

- **Flyer:** Created for the business services team to use in reaching out to prospective employers.
- **Recruitment Social Media Posts:** Created for participating employers to share news about their open jobs and invite their followers to attend.
  - Analytics show business and jobseeker engagement and cross-promotion.
  - Increased awareness of employers and CSB's services.
  - Increased jobseeker traffic to the event.
- **Media Relations:**
  - 10 countywide pre/post event news (radio, newsprint, electronic and digital) highlighting employers – supporting employer awareness and jobseeker engagement.

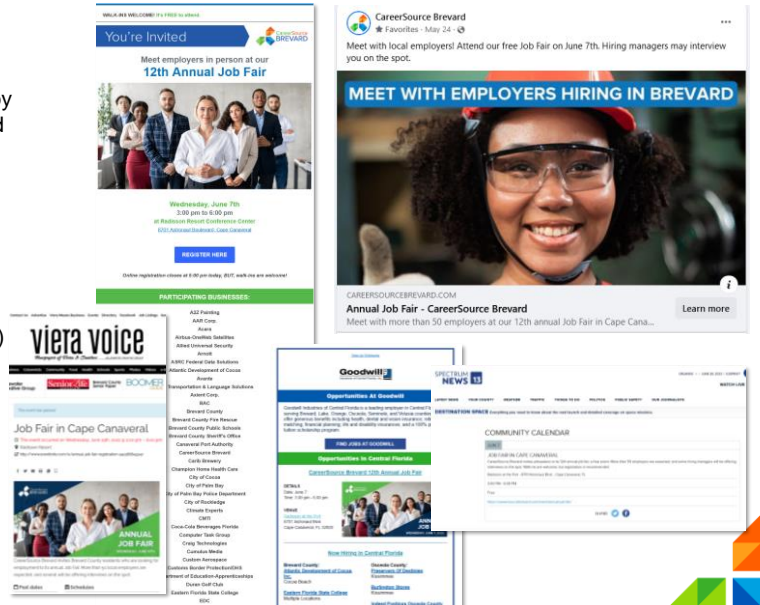


# Annual Job Fair Multimedia Campaign

Connecting 407 Jobseekers with 64 employers ready to hire!

## Outreach to Jobseekers

- **Flyer:** Engaging jobseekers
- **Email Marketing:** Sent to jobseekers in Employ Florida, media, referring community partners, and other stakeholders.
  - 17,000+ unique contacts reached
- **Organic Social Media Posts:** Reaching jobseekers, referring community partners and other stakeholders.
- **Facebook & Instagram Paid Ads:**
  - 28,012 people reached
  - 840 engagements (likes, comments, shares)
  - Approx. \$0.43 per jobseeker engaged
  - \$390 budget
  - Driving 782 to the event page
- **Media Relations:**
  - 10 countywide press mentions (radio, newsprint, electronic and digital)
- **Google/SEO:** Event added to CSB's Google business profile and website for SEO.



# Hurricane Ian Nichole Multimedia Campaign

Providing carpentry & equipment training on the job!

## Outreach to Engage Jobseekers

- **Web landing page "Jobs Now":** with lead generation form. [www.careersourcebrevard.com/JOBSNOW](http://www.careersourcebrevard.com/JOBSNOW)
- **Flyer and email marketing:** Engaging jobseekers and referring sources.
- **Social & news media engagement:** Multi channel organic reach to jobseekers and referring sources.
- **Digital and in-stream radio:** Paid 2-week campaign across 8 local channels.
  - 425 spots aired

## Campaign Outcomes

- 46,500+ people reached
- 195 unique visitors to web landing page
- 517 total web page views
- 79 Social media engagement (likes, comments, shares)
- 61 employed



# Construction Grant Multimedia Campaign

Providing heavy equipment training, certifications & employment.

## Outreach to Engage Jobseekers

- **Website:** Jumpstart landing page and construction page with lead gen form. [www.careersourcebrevard.com/jumpstart](http://www.careersourcebrevard.com/jumpstart)
- **Flyer and direct email marketing:** Engaging jobseekers and referring sources.
- **Social media:** Multi-channel organic reach to jobseekers and referring sources.
- **Department of Motor Vehicles:** Paid video on 15 min. loop, Tville, MI, PB locations. <https://bit.ly/3r85E9s>
- **Brevard Public Schools, “Headlines” e-news,** monthly paid ads (parents, employees, partners)
- **Space Coast Area Transit (SCAT)–** Paid interior ad posters in 60 buses county-wide.

## Campaign Outcomes

- 56k min. number of people reached
- 456 users landed on program web pages, 1,852 total web page(s) views
- 42 Social media engagement (likes, comments, shares)
- 95 completed training, 77+ employed

# Website, Email, and Social Media Analytics

Impacted by paid and non-paid advertising



## Website:

January – March: 23,440 unique visitors  
**April – June: 25,333 unique visitors** (Hot Jobs: top viewed page with 19,282 pageviews)  
 January – March: 744 jobseeker inquiries  
**April – June: 885 jobseeker inquiries**  
 January – March: 23 business inquiries  
**April – June: 39 business inquiries**



## Facebook, Instagram and LinkedIn:

Increased **reach**: 549.5% Facebook, 1,000% Instagram  
 Increased **engagement** 140.6% Facebook, 27.2% Instagram  
 Increased **follower shares** 33.7% LinkedIn



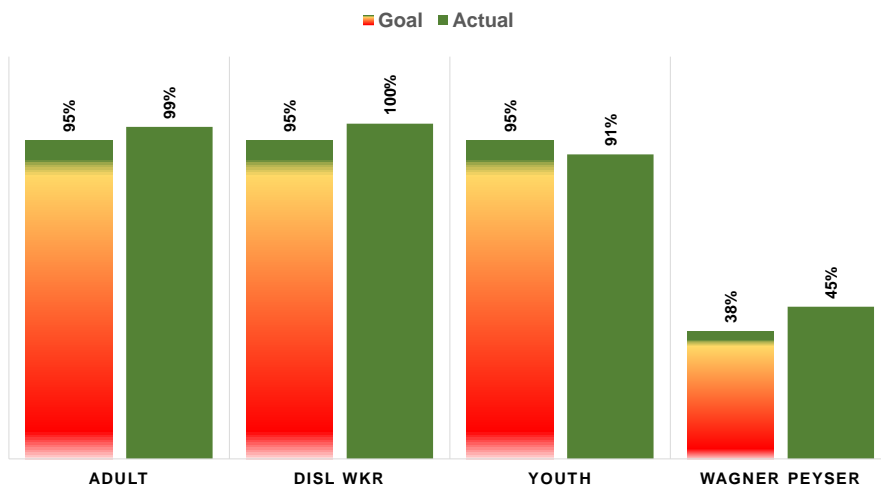
## Constant Contact Email Messaging to Jobseekers:

Increased **opens and click rates** to 42% and 1.92% respectively  
 Previously: 25.70% average open rate and 1.05% click rate

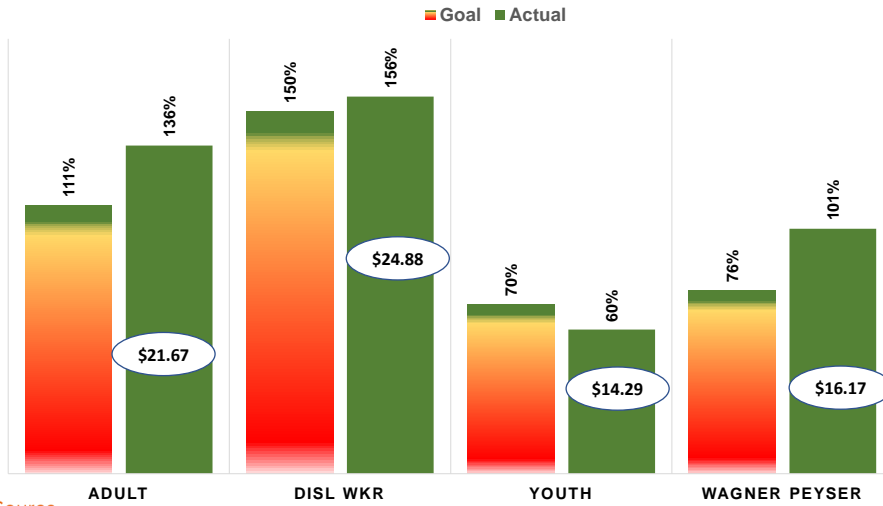
## How is the Contractor Doing?



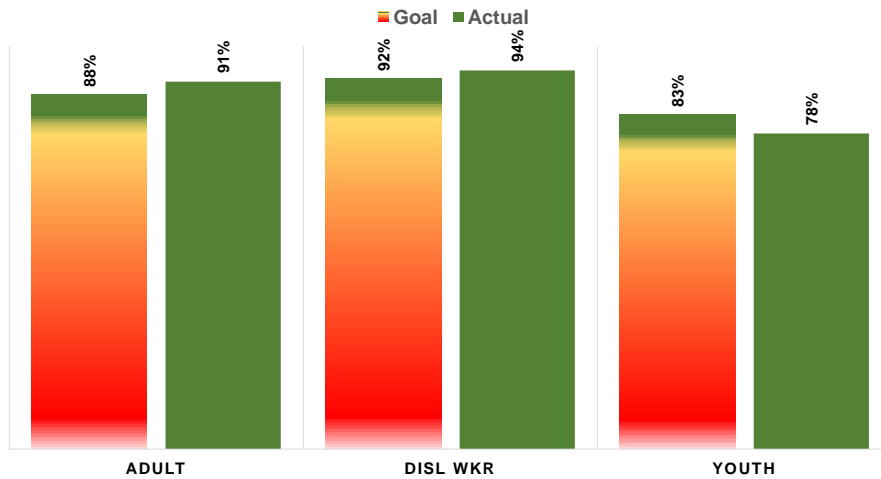
# Entered Employment Rate Q4



## Average Hourly Wage Rate – Q4

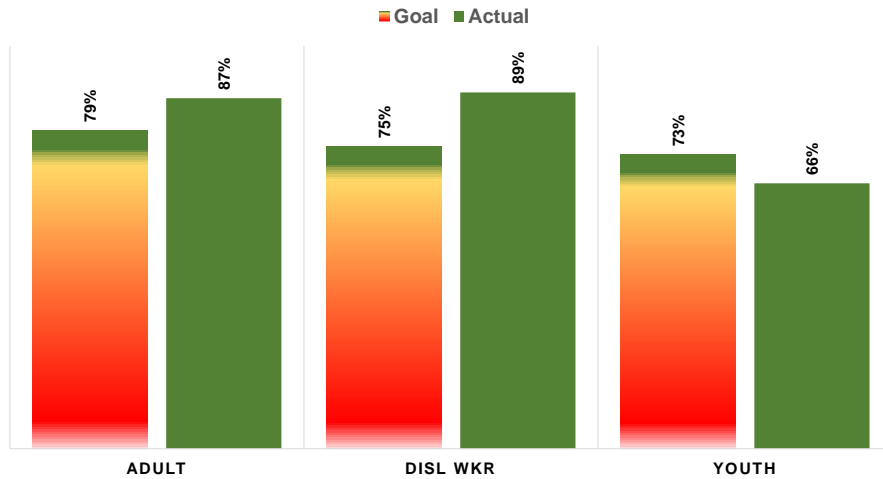


## 1 Year Retention Rate – Q4

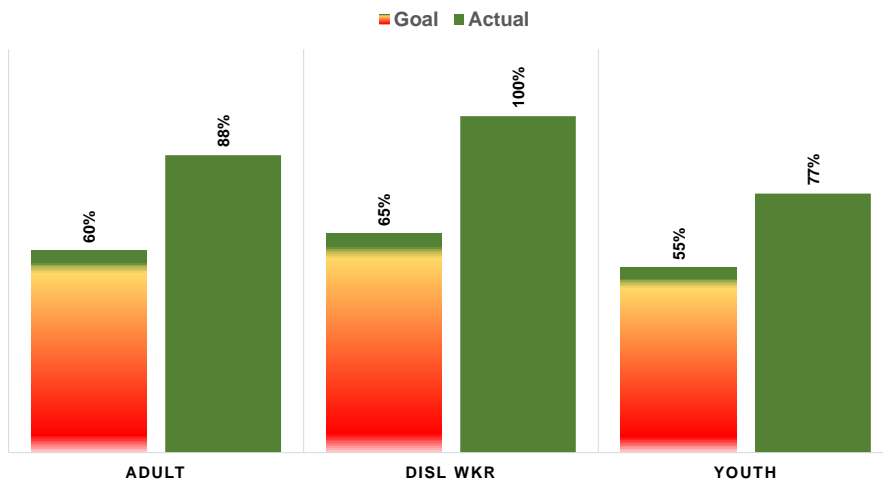




## Credential Attainment Rate – Q4



## Measurable Skills Gain Rate – Q4



## Questions?

**MEASURE**

**PERFORMANCE**





July 25, 2023

## Information Brief

### End of Year 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 - 3 and 14 of 18 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (9 of 17 for quarters 1 – 3 and 9 of 18 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 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 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%)	Exceeded (98%)	Exceeded (100%)	Exceeded (98.9%)
Adult Average Wage at Placement	107% (\$17.01)	111% (\$17.73)	Exceeded (121.6%)	Exceeded (146.3%)	Exceeded (136.5%)	Exceeded (135.9%)
Adult Retention at 12 Months	86%	88%	Exceeded (89.3%)	Exceeded (88.0%)	Exceeded (90.8%)	Exceeded (91.3%)
Adult Credential Attainment Rate	77%	79%	Exceeded (84.8%)	Exceeded (88.9%)	Exceeded (89.8%)	Exceeded (87.0%)
Adult Measurable Skills Gain	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 77%	Q1 - 50% Q2 - 60% Q3 - 70% Q4 - 79%	Missed (21.7%)	Exceeded (61.1%)	Met (69.0%)	Exceeded (88.4%)
<b>WIOA Dislocated Worker Measures</b>						
Disl. Wkr. Entered Employment Rate	90%	95%	Exceeded (100%)	Exceeded (100.0%)	Exceeded (100%)	Exceeded (100%)
Disl. Wkr. Average Wage At Placement	143% (\$22.75)	150% (\$24.00)	Exceeded (253.3%)	Exceeded (213.3%)	Exceeded (163%)	Exceeded (156.1%)
Disl. Wkr. Retention at 12 Months	90%	92%	Missed (88.9%)	Missed (88.2%)	Exceeded (96.2%)	Exceeded (94.1%)

Elements of Contractor Performance Earnings - PY 22-23						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Disl. Wkr. Credential Attainment Rate	72%	75%	Exceeded (90.5%)	Exceeded (91.3%)	Exceeded (91.7%)	Exceeded (88.5%)
Disl. Wkr. Measurable Skills Gain	Q1 - 55% Q2 - 60% Q3 - 70% Q4 - 75%	Q1 - 60% Q2 - 65% Q3 - 75% Q4 - 80%	Missed (33.3%)	Exceeded (81.8%)	Exceeded (80%)	Exceeded (100%)
WIOA Youth Measures						
Youth Entered Employment Rate	90%	95%	Exceeded (100%)	Met (90.9%)	Missed (88.0%)	Met (90.8%)
Youth Average Wage At Placement	68.3% (\$10.90)	70% (\$11.15)	Exceeded (97.9%)	Exceeded (95.0%)	Exceeded (93.4%)	Exceeded (89.6%)
Youth Retention at 12 Months	81.5%	83%	Exceeded (83.3%)	Met (81.8%)	Exceeded (83.3%)	Missed (78.4%)
Youth Credential Attainment Rate	70%	73%	Missed (56.7%)	Missed (69%)	Missed (66.7%)	Missed (65.9%)
Youth Measurable Skills Gain	Q1 - 40% Q2 - 50% Q3 - 60% Q4 - 65%	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 68%	Missed (17.2%)	Exceeded (61.9%)	Met (62.7%)	Exceeded (77.0%)
Wagner Peyser Measures						
WP Entered Employment Rate	36%	38%	Exceeded (39.6%)	Exceeded (41.8%)	Exceeded (43.8%)	Exceeded (45.4%)
WP Average Wage at Placement	72% (\$11.44)	76% (\$12.15)	Exceeded (102.1%)	Exceeded (95.9%)	Exceeded (91.8%)	Exceeded (101.4%)
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	Missed 64%

Element A				
Met the minimum percentages set on 14 out of 17 (Q1-Q3), 14 out of 18 (Q4) Performance Measures established in Attachment F	No – Met Minimum on 12 of 17	Yes – Met Minimum on 15 of 17	Yes – Met Minimum on 15 of 17	Yes – Met Minimum on 15 of 18
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	Yes – Met Accelerated on 12 of 17	Yes – Met Accelerated on 13 of 17	Yes – Met Accelerated on 13 of 17	Yes – Met Accelerated on 14 of 18

Element C	
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	80

**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.

Tracking and measuring the three additional (TBD) measures (Reduction in Public Assistance, Welfare Transition Entered Employment, Training Enrollment) is being postponed for program year 22-23 and redefined for implementation in program year 23-24.

Youth Retention, Youth Credential Attainment, and Performance on Grants and Special Projects were the measures missed for the year. The high availability of entry level jobs in our current economy has led to problems keeping youth engaged to attain credentials they have not been responsive to follow-up attempts for retention.

Staff are continuing to review this measure to find better ways to measure performance on a quarterly basis. One grant was not extended and therefore ended at the end of the 3<sup>rd</sup> quarter. Finding customers who are interested and eligible has been harder than anticipated.

Staff will continue to monitor, analyze, and report performance in all areas. 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 are not directly tied to meeting these common measures, there are sanctions tied to missing the same measure two years in a row to include completing a Performance Improvement Plan. They are also included as one of the measures in the Letter Grades Performance. Contractor performance measures are designed to closely match most of the federal measures maintaining the focus on performance in these areas.

Below is the most recent report that shows past performance along with our actual performance through the 3rd quarter of PY 2022-23. Also shown are our goals for PY 2022-23. All performance goals were met or exceeded for the 3rd quarter except Dislocated Worker Median Earnings (missed by 1.15%) and Youth Credential Attainment Rate (missed by 2.3%)

#### July 2022-March 2023 Performance

Primary Performance Indicator (PPI)	Performance 2019-2020	Performance 2020-2021	Performance 2021-2022	PY 22-23 Q3 Performance	PY22-23 Performance Goals
<b>Adults:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	89.1%	88.9%	83.5%	86.90	90.4
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	87.0%	88.50%	92.6%	82.60	86.1
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$8,097	\$8,745	\$8,927	\$8,710	\$8,837
Credential Attainment Rate	78.7%	85.2%	82.9%	76.50	77.0
Masurable Skills Gain	N/A	75%	75.0%	71.30	75.0
<b>Dislocated Workers:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	91.8%	87.9%	93.9%	95.70	90.1
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	88.7%	92.4%	86.3%	92.20	90.2
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$10,174	\$12,574	\$10,006	\$10,512	\$11,831
Credential Attainment Rate	61.1%	69.4%	89.3%	93.80	72.2
Masurable Skills Gain	N/A	83.0%	79.3%	78.90	75.0
<b>Youth Common Measures:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	80.2%	82.6%	80.2%	82.00	83.5
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	85.6%	78.5%	85.7%	81.50	81.5
Median Wage 2nd Quarter After Exit	N/A	\$3,643	\$4,423	\$5,298	\$3,855
Credential Attainment Rate	70.3%	73.0%	73.9%	61.40	70.0
Masurable Skills Gain	N/A	66.2%	75.0%	69.10	65.3
<b>Wagner-Peyser:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	68.8%	61.9%	63.8%	64.00	65.6
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	65.4%	62.9%	63.0%	64.30	64.2
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$5,459	\$5,468	\$6,152	\$6,455	\$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>	



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

## Program Year 2022-2023 (3rd Quarter)

B

LETTER GRADE

84.88%

FINAL SCORE

Metric (Category)	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
Participants with Increased Earnings (Employment and Training Services, Self-Sufficiency)	.25	3,532	7,264	48.62		45.00	100.00	25.0
Reduction in Public Assistance (Employment and Training Services, Self-Sufficiency)	.25	1,337	2,993	44.67		35.00	100.00	25.00
Employment and Training Outcomes (Employment and Training Services)	.20	16	18	88.89		100.00	88.89	17.78
Participants in Work-Related Training (Training Services)	.10	537	6,338	8.47		25.00	33.88	3.39
Continued Repeat Business (Business Services)	.05	1,865	7,173	26.00		35.00	74.29	3.71
Year-Over-Year Business Penetration (Business Services)	.05				-8.89	100.00	0.00	0.00
PY 2020-2021 Business Penetration		3,862	14,864	25.98				
PY 2021-2022 Business Penetration		2,616	15,308	17.09				
Completion-to-Funding Ratio (Employment and Training Services)	.10	7.15	2.94	100.00		100.00	100.00	10.00
Exiters: Local Board (N)/Statewide (D)		5,705	\$79,844	7.46				
Budget: Local Board (N)/Statewide (D)		\$4,643,504	\$157,813,605	2.95				
Extra Credit: Serving Individuals on Public Assistance (Employment and Training Services, Self-Sufficiency)	Up to 0.05 points	2,239	6,188	36.18				0.00
<b>FINAL SCORE</b>								<b>84.88</b>



July 25, 2023

## Information Brief

### **New Measures for PY 23-24**

#### **Background**

CareerSource Brevard staff review and negotiate performance outcome expectations with the contractor on an annual basis. The performance outcomes are designed to mirror, to the extent possible, any Federal and/or State measures that are passed down to the Region.

Following the annual review for performance expectations for the new program year 23-24, staff have determined the following three (3) additional will be added to the existing eighteen (18) existing contractor performance goals:

1. **Welfare Transition Entered Employment Rate** – The percentage of Welfare Transitions customers who were closed due to employment. This indirectly impacts the Reduction in Public Assistance on the Letter Grade Measures.
2. **WIOA and Wagner Peyser Participants Enrolled in Work-Related Training** – this measure will determine the percentage of participants who were enrolled in “work-related training” activities as defined by the state Letter Grade Measures.
3. **Welfare Transition and SNAP Enrolled in Work-Related Training** - this measure will determine the percentage of Welfare Transition and SNAP Customers receiving workforce services who were enrolled in “work-related training” activities as defined by the state Letter Grade Measures.

Minimum and accelerated goals for these additional measures have been established using historical trend data, staff knowledge, and contractor input. The performance expectations have been negotiated with and accepted by the contractor and will be included in future quarterly performance reports for Program Year 23-24.



<b>Career Center Committee</b>			
<b>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.</b>			
<b>Objective 1: Offer the highest quality of services to Career Seekers to enable them to become the talent that the businesses need.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
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	<p><b>CareerSource Brevard's funded Individual Training Account (ITA) Vendors include 9 Training Providers. The top 2 program enrollments are Nursing &amp; Truck Driving.</b></p> <p><b>An overview of the funded ITA Vendors shows there were 142 Enrollments, 43 Still in Training, 81 Successfully Completed, 75 Exits, 75 Entered Employment, while 68 of those obtained jobs in training related employment. Avg wages ranging from \$17-\$24.15.</b></p>
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><b>Hurricane Ian / Nicole Grant</b>  <b>CSB was awarded \$2,166,600.00 in NDWG funding to assist government agencies and non-profit organizations with hurricane damage and restoration projects utilizing dislocated workers that have been unemployed 6 of the last 13 weeks. Currently this grant is assisting the Brevard County Parks and Recreation, Road &amp; Bridge, Mosquito Control, and Natural Resource Departments, The City of Cocoa Beach, and the City of Palm Bay with clearing waterways, rebuilding boardwalks, improving dikes, and repairing structures such as driving range nets, docks, and windows.</b></p> <p><b>Total:</b></p> <ul style="list-style-type: none"> <li>• 61 Participants Enrolled</li> <li>2 Employment at Exit</li> </ul>
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<b>See Business Engagement Summary Presentation</b>
Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.		Ongoing	<b>See Business Engagement Summary Presentation</b>
Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare	Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.	Ongoing	<b>See Career Center Efforts Presentation</b>

them for the workforce.			
	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	<p>The “Summer Earn and Learn” program is hosted by CSB and offers internships throughout Brevard County. This year, the program is prepared to host up to 26 students. <b>10 students participated and all students were placed in paid internships with a \$13hr wage for 150 hours. The students selected the following worksites:</b></p> <ul style="list-style-type: none"> <li>• <b>STEM Tech Academy - Lab Tech Assistant</b></li> <li>• <b>Lotane &amp; Associates, P.A. - Legal Clerical Assistant</b></li> <li>• <b>Victory Kids Sports - Adolescent Coach Assistant</b></li> <li>• <b>Brevard County Libraries (<i>Franklin DeGroot, Melbourne, West Melbourne, Eau Gallie</i>) - Library Intern</b></li> </ul> <p>The “Cocoa Works” program is in partnership with City of Cocoa and offers internships at the city in departments such as Information Technology, Leisure Services, City Clerk’s Office, Human Resources and Public Works/Utilities. This year, the program is prepared to host up to 14 students. <b>There were 6 students that attended and were placed into 5 week/25 hours per week paid internships funded by the City of Cocoa.</b></p> <p>The “Summer Youth Initiative” program is in partnership with the City of Titusville and offers internships at the city in departments such as the Fire Department, Field Operations and Community Development. This year, the program is prepared to host up to 9 students. <b>There were 8 students that attended and were placed into 8 week/25 hours per week paid internships funded by the City of Titusville.</b></p>
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>
	Develop and implement a consultative approach for	Ongoing	<i>See Career Center Efforts Presentation</i>

	customer intake in the career centers.		
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**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>
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 Q3-Q4 Multimedia Outreach 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 Q4 Performance Reporting Presentation and Analysis</i>  <i>See Fourth 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>

**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	<i>See Business Engagement Summary Presentation</i>  <i>See Business Use of CareerSource Brevard Business Services Brief</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 Q3-Q4 Multimedia Outreach Presentation</i>

# CAREER CENTER COMMITTEE (CCC)

## ATTENDANCE RECORD

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