



Career Center Committee Meeting

July 28, 2020

8:30 A.M. – 10:00A.M. CSB Boardroom

(Teleconference 321-394-0707)

Attendees:

Nancy Heller (Chair), Shawn Beal, Lynn Brockwell-Carey, Marcia Gaedcke, Robert Gramolini, Juanita Jackson, Brian Jaskiewicz, Laura Koursaris, Travis Mack, Jennifer Sugarman

Agenda

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Call to Order

Nancy Heller

Roll Call

Nancy Heller

Public Comment

Nancy Heller

Presentations

Introducing SkillUp Brevard

Ahmanee Collins-Bandoo
/Jana Bauer

Action Items

- Approval of Committee Minutes for April 28, 2020 Nancy Heller 1 – 3
- CCC Strategies and Actions for 2020-2023 Marcy Murphy 4 – 6

Discussion/Information Items

Jana Bauer

Objective 1: Offer the highest quality of services to Career Seekers to enable them to become the talent that the businesses need. 7 – 11

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- Quarterly Multimedia Outreach (April – June 2020) Denise Biondi 43 – 44

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Adjourn

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

Upcoming Meetings

July 2020

28th Career Center Committee-8:30am

August 2020

3rd Finance Committee-3:30pm

3rd Executive Committee-4:00pm

20th Board of Directors-8:00am

September 2020

No meetings

October 2020

13th Industry Workforce Committee-8:30am

27th Career Center Committee-8:30am

November 2020

2nd Finance Committee-3:30pm

2nd Executive Committee-4:00pm

19th Board of Directors-8:00am

December 2020

No meetings

January 2021

12th Industry Workforce Committee-8:30am

26th Career Center Committee-8:30am

February 2021

1st Finance Committee-3:30pm

1st Executive Committee-4:00pm

20st Board of Directors-8:00am

March 2021

No meetings

April 2021

13th Industry Workforce Committee-8:30am

27th Career Center Committee-8:30am

May 2021

3rd Finance Committee-3:30pm

3rd Executive Committee-4:00pm

21st Board of Directors Retreat-8:00am-12pm (TBD)

June 2021

No meetings

CareerSource Brevard

Career Center Committee

April 28, 2020

Minutes

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

Members in Attendance:

Nancy Heller (Chair), Jeff Arnott, Shawn Beal, Lynn Brockwell-Carey, Marcia Gaedcke, Juanita Jackson, and Laura Koursaris, Travis Mack and Jennifer Sugarman

Members Absent: Robert Gramolini and Robert Jordan

Staff in Attendance:

Marci Murphy, Jana Bauer, Wendi Bost, Judy Blanchard, Denise Biondi, Thomas LaFlore, Don Lusk, Erma Shaver, Foy Staley and Marina Stone

Guests in Attendance:

Chakib Chehadi, Ahmanee Collins-Bandoo, Linda Hadley, Caroline Joseph-Paul, Bob Knippel Angie Londoño, Michele McAlpin, Jessica Mitchell, Sally Patterson and Kristine Wolff of CareerSource Brevard (CSB) Career Centers

Call to Order:

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

Public Comment:

The President shared that protocols and procedures to re-open CSB are being reviewed and exactly when and how will follow the guidance of the Governor, County and health officials.

Presentations:

CSB Transition to Virtual Services

A presentation was shared on CSB's Transition to Virtual Services due to the COVID-19 Pandemic, topics included the work completed in the various stages of planning, communication, technology, staff training, implementation and impact.

Building Community Based Partnerships

A presentation was given on the efforts of the Community-Based Outreach Program, where a dedicated staff member focuses on building relationships with local community organizations to attract hidden talent to CSB's doors. Program goals, visits, current performance, community impact and sample collateral from partners was shared. Committee members asked for a list of CSB's CBO partnerships so that they may be able to suggest some unidentified CBO's.

Action Items:

Approval of Career Center Committee Minutes of January 28, 2020

Motion to approve the Minutes from the January 28, 2020 meeting was made by Lynn Brockwell-Carey. Shawn Beal seconded the motion. The motion passed unanimously.

Regional Targeted Occupations List for 2020-2021

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. Lynn Brockwell-Carey made a motion to approve the staff recommendation for the RTOL for PY 2020-2021 as presented for inclusion in the consent agenda of the next Board of Directors meeting. Marcia Gaedcke seconded the motion. The motion passed unanimously.

Discussion/Information Items:

Committee Goal Status

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

MOU/IFA Agreements with Mandated Partners

Under the Code of Federal Regulations and WIOA, there is a requirement for the one-stop system to include mandated partners within the local area. WIOA also requires that these partners contribute to the infrastructure costs of CSB's overall budget proportionately based on the partner's representation within the centers (either on-site or direct linkage). The Partner Representation Schedule was provided to show what the new cost allocation methodology visually looks like, and the reconciliation process was discussed. Each partner is now receiving one agreement, encompassing the MOU and IFA.

Strategic Outreach and Awareness Plan Presentation

A visual presentation of social media, direct email marketing and paid advertising from the third quarter was shared. The Communications Department shared the vast support efforts of the COVID-19 pandemic which include multiple website resources and links along with weekly jobseeker and employer newsletters and virtual services outreach. Media relations and press coverage, collateral, website and state co-op programs were shared in the PowerPoint presentation.

Third Quarter Contractor Performance PY 2019-2020

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 succeeded in meeting or exceeding the performance criteria for the 18 measures. Data was shared and C2GPS was paid all withheld costs for the third quarter of PY19-20. Measures for this program year have been reviewed where necessary to ensure continuing improvement.

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. All performance goals were met or exceeded for the second quarter of PY19-20.

Quarterly Multimedia Outreach Matrix

A chart showing the quarterly activities of the Outreach Department was shared.

Adjourn:

There being no further discussion or business, Nancy Heller (Chair) adjourned the meeting at 10:00 am.

Respectfully submitted,

Reviewed by,

{signature on file}
Marina Stone

05/13/20
Date

{signature on file}
Nancy Heller (Chair)

05/13/20
Date



July 28, 2020

Action Brief

Career Center Committee Strategies and Actions - Program Years (PY) 2020/2021 through 2022/2023

Background

In February, 2020, CareerSource Brevard’s (CSB) Board members, along with members of the Industry Workforce Committee and Career Center Committee (CCC), participated in an Annual Retreat to review the current three-year CSB Strategic Plan and to recommend modifications to the Plan. The outcomes of this planning retreat would in turn identify the Goals and Objectives to steer Committee focus for the next three program years.

Discussion

The following matrix indicates the revised CCC Goals & Objectives, as well as the associated Strategies and Actions to accomplish these Goals as identified during the strategic planning exercise:

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 2020	
	Measure, analyze, & implement training solutions based on the impacts of COVID-19 to businesses and jobseekers.	December 2020	
	Implement the training needs for career seekers in the construction industry.	Ongoing	
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	

Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.			
Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.	Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.	Ongoing	
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	
Ensure that measureable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	Ongoing	
	Develop and implement a consultative approach for customer intake in the career centers.	July 2021	

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	
Broaden our footprint with special populations.		Ongoing	
Broaden our footprint with the virtual job seeker community.		Ongoing	
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	

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	
	Create and track an online customer feedback mechanism housed on the CSB website.	January 2021	

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	
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	

Action

Review and approve the CCC Strategies and Actions as presented for Program Years 2020/2021 through 2022/2023.

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 2020	<i>See ITA Annual Vendor Evaluation Brief</i>
	Measure, analyze, & implement training solutions based on the impacts of COVID-19 to businesses and jobseekers.	December 2020	No new updates.
	Implement the training needs for career seekers in the construction industry.		<u>Construction Occupations Training Grant</u> CSB was notified on 02/26/20 of the award of funding. CSB staff received a draft contract for review and approval on 04/27/20. Staff reviewed and provided comments on the contract and we are awaiting feedback. In the meantime, the Construction Business Liaison has been reaching out to industry employers, one-on-one and in focus groups, to identify the skill and competency needs of our region's employers. It is expected that programs and services will begin by 09/01/20.
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<u>Apprenticeship Committee</u> Industry Relations staff is spearheading an apprenticeship committee internally to CSB staff. Goal is to share information and develop a strategic model to expand the community's knowledge of apprenticeship opportunities. <u>IT Virtual Job Fair Training</u> The IT Sector Strategy Program Manager and IT Business Liaison hosted two trainings for CSB staff, teaching staff how to assist jobseekers with the Optimal Resume/Optimal Interview tools to prepare their virtual portfolios for the upcoming IT Virtual Job Fair. <u>Aeroflex and ToolingU Partnership</u> AeroFlex Program Staff have been working directly with ToolingU to align their Turnkey Trainings in Advanced Manufacturing (manufacturing fundamentals as a

		<p>foundation) to build training modules that support a career pathway of specialization (machining, industrial maintenance, welding) and review these programs with our employers who have current job openings/opportunities for jobseekers that match these competencies. CSB Career Pathways Counselor uses this information to guide and assess jobseekers who are interested in AeroFlex training. ToolingU is also partnering with CSB to help define unique training tracks for unique employer's postings. Post training completion, trainees will be job developed to employers whose current opportunities match the training tracks completed.</p> <p>ToolingU has also been awarded a grant from the Department of Defense to build and incorporate a virtual reality hands-on training component to several of their training modules. They have asked CSB to review the list and facility industry input on which modules this would add the most value to and what competencies and hardware should be included.</p>
<p>Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.</p>		<p><u>National Association of Women in Construction</u> Presented on business services programs at a meet and greet of the Space Coast Chapter.</p> <p><u>Construction Industry Apprenticeships</u> Hosted an introductory roundtable discussion with state and local apprenticeship representatives within the Construction industry, in hopes of gaining traction for future meetings to further develop apprenticeship programs and opportunities.</p> <p><u>Partnership with EDC</u> CSB Industry Relations and contractor staff continue to collaborate with the EDC to better leverage CPT student and graduate participation in the OJT program or with job placement assistance. In addition, due to the pandemic, the BL and Career Center Supervisor participated in a virtual orientation session for the April CPT students, providing overview of services, including WBT program options.</p> <ul style="list-style-type: none"> • Since CPT program inception (2016), CSB has hosted/supported 17

			<p>recruiting events dedicated solely (or a portion of the time) to CPT graduates with multiple manufacturers.</p> <ul style="list-style-type: none"> • Since program inception, CSB has funded \$260,825 in manufacturing OJTs for jobseekers into employment and \$107,042 in ITA training scholarships (CPT and industry-related trainings). <p><u>FloridaMakes and MASC</u> Industry Relations staff, FloridaMakes, and MASC met for their quarterly meeting to share updates in respective organizations and efforts to assist manufacturers, training opportunities and partnership opportunities. Highlights to include FloridaMakes Advanced Manufacturing Apprenticeship Program in the Industrial Manufacturing Technician occupation. Discussion included updates to EFSC's new Welding program and upcoming visit to tour the campus as well as updates for the Brevard Adult Education Technical Center progress and anticipated program offerings in Fall of 2021.</p>
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	No new updates.
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	<p><u>NextGen</u> PY19-20, through June 30th:</p> <ul style="list-style-type: none"> • 149 carryover cases, 125 new enrollments for a total of 273 cases (out of 350). • 9 enrollments since last quarter <p>We have a recurring outreach process starting this month using the EFM messaging feature to target appropriately-aged job seekers. The outreach will invite them to scheduled online info sessions but also give them an option to contact staff directly for help right away. For example, 188 18-24 year olds have registered in EFM in the last 30 days. In Rockledge, we are beginning to work with an organization called Smile for Budgie. In Palm Bay, we've also started working with Family Allies and Ready for Life Brevard, Inc. Crosswinds has been part of these new contacts.</p>

			<p>Two of CSB's Career Counselors/NextGen Program, provided a MAPS workshop to customers of the College Internship Program. They have been meeting with the customers virtually weekly, assigning tasks and providing career counselling. On 06/26/20, they received an email from The College Internship Program (CIP) at the Brevard Center indicating that the agency selected Career Source of Brevard as their 2020 Outstanding Community Partner.</p> <p><u>Summer Earn and Learn</u> We decided to still hold a summer program despite the COVID shutdowns and restrictions. The pandemic kept some people from applying or following through but employers were still willing to participate and young adults still needed to work. All eligibility was done virtually through electronic signatures, adding to the challenge. Since the groups were small, we were able to host the pre-employment training onsite.</p> <ul style="list-style-type: none"> • 54 applications were received. • 40 were invited to online information sessions. • 28 attended the sessions or viewed recordings. • 18 followed through after the info session and were sent applications • 11 completed pre-employment training 06/10/20 and began their jobs 06/22/20. • Since the start, two worksites have had to close down due to increase in COVID cases.
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	<p><u>City of Palm Bay – Juniors to Jobs (J2I)</u> The 2020 Juniors to Jobs program was cancelled due to the risks of COVID-19.</p> <p><u>City of Cocoa – Cocoa Works</u> The 2020 Cocoa Works program was cancelled due to the risks of COVID-19.</p> <p><u>City of Titusville</u> The City proceeded with a summer program, however due to logistical challenges with COVID-19, CSB was not able to support in the typical capacity.</p>
Ensure that measureable continuous improvement is being	Sustain Customer focused, high performing	Ongoing	<i>See Career Center Operations Brief</i>

utilized throughout the CareerSource Brevard organization.	services to the general public.		
	Develop and implement a consultative approach for customer intake in the career centers.	July 2021	No new updates.



July 28, 2020

Discussion Brief

ITA Annual Vendor Evaluation

Background

This is the annual vendor performance report for committee review. This brief is meant to help determine the success of training providers and to make that performance data available to staff and others. It must be noted that this performance report is ONLY for CareerSource Brevard (CSB) funded students. This report does not measure 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) 2018-19. 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 PY2018-19 report found the wage at placement to range from \$8.46 to \$48.08 per hour. The lowest rate was the slightly more than the previous year's rate of \$8.25 per hour. The upper rate was higher than the previous year rate of \$40.12 per hour.

Included is Attachment A which 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. This attachment is included for information only. It is important to note that the amounts paid and the performance numbers are not related. For example, Brevard Nursing Academy shows money spent but no performance outcomes because there were 31 customers actively enrolled in training with no recorded outcomes as of the end of PY 18-19.

Tuitions may have been paid in prior program years and therefore not reflected in this report. Neither is the amount paid all inclusive; it only covers payments made to that vendor but does not include costs such as licensing fees, uniforms, supportive service payments, etc. that may have been paid to other vendors on behalf of the student.

All vendors were above the 60% threshold that triggers a corrective action.

Discussion

Based on this analysis, staff's recommendation is to not issue any corrective actions to training vendors.

ITA Vendor Evaluation PY 2018-19 Formula Funding

Provider Name	Total Amount Paid	Successfully Completed	Placed in Employment	Placed in Training Related Employment	Average Hourly Placement Wage
AAA School of Dental Assisting	\$4,000	1/1	1/1	1/1	\$18.59
		100%	100%	100%	
Brevard Nursing Academy	\$116,800	---	---	---	---
		---	---	---	
Harris Casel Institute	\$67,942	25/29	25/25	24/25	\$19.78
		78.13%	100%	96.0%	
Eastern Florida State College	\$93,710	14/19	13/14	11/13	\$16.02
		73.68%	92.86%	84.62%	
Keiser University	\$56,022	8/8	6/6	4/6	\$20.81
		100%	100%	66.67%	
MedTech	\$0	2/2	2/2	2/2	\$21.82
		100%	100%	100%	
New Horizons Computer Learning Centers of Orlando	\$527,996	6/7	3/3	2/3	\$23.07
		85.7%	100%	66.7%	
Roadmaster Drivers School of Orlando, Inc.	\$32,265	4/4	3/3	3/3	\$16.79
		100.0%	100%	100%	
Truck Driver Institute of Florida	\$92,484	14/15	4/5	3/4	\$11.22
		93.3%	80%	75%	

Information Brief

Effectiveness of Training/Career Services PY 18-19

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 2018-19, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 1,218 customers at an average cost per placement of \$5,282.. 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).

WIOA Adult and Dislocated Worker Formula Funds					
	Total Served	Completers	Total Placed	% of Completers Placed	Cost per Placement
Career Services	987	616	394	63.9%	\$3,152
Training Services	231	117	105	89.7%	\$13,274
Total	1,218	733	499	68.1%	\$5,282

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) & Adult Work Experience (AWE). IWT and AWE currently make up a significantly smaller segment of the training services and are not included in this analysis. This focus will be on the two larger mechanisms; ITA’s and OJT’s.

WIOA Adult and Dislocated Worker Formula Funds					
	Total Served	Completers	Total Placed	% of Completers Placed	Cost per Placement
Training Services	231	117	105	89.7%	\$13,274
ITA’s	155	84	81	96.4%	\$13,710
OJT	71	29	23	79.3%	\$12,319
Other*	5	4	1	25%	N/A

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

Both OJT's and ITA's contribute to high success rates, however ITA's have a higher cost and longer training period with average training length of 10 months for ITA's compared to average training length of 8 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 customer was 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	81	95.1% (77 OF 81)	91.3%(63 OF 69)*
OJT's	23	82.6% (19 OF 23)	80.0% (16 OF 20)*

12 ITA Follow-ups and 3 OJT Follow-ups were due during the month of May and had not yet been completed at the time of this report. They were factored out of the calculations for this measure.

This year ITA's have outperformed OJT's by 12.5% when looking at those customers still employed at 6 months. That margin decreased to 11.3% when looking at those customers still employed at 12 months.

Conclusion:

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.

Higher retention rates for ITA training mechanisms indicate that this type of training results in longer term employment. It's hard to say whether that is a result of the mode of training or if we are seeing a shift to a need for more specific skill sets addressed by classroom type training rather than the employer training. While it's evident that there was some impact from the COVID-19 pandemic, the impact seems to be more from the ability of staff to reach customers who are due for their 1 year follow-up (these were factored out of the percentages above).

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

Information Brief

Career Center Operations

Background

The COVID-19 pandemic has caused CSB to shift modes of operations incredibly quickly to provide support and services to both job seekers and employers virtually. As of May 2020, Brevard's unemployment rate increased by 9.5% between May 1, 2019 (3.1%) to May 2020 (12.9%). This is certainly not unique to Brevard. This quarter was filled with helping staff prepare for serving job seeker and employer customers virtually and bracing for how to navigate the next normal as we focused on serving workers who have lost their jobs or have work hours cut due to no fault of their own and businesses that struggled to keep their doors open.

The majority of staff time was used fielding calls from impacted customers regarding how to apply for reemployment assistance, navigating DEO's Reemployment Assistance (RA) portal, providing information on local area community resources, assisting w/job search prep including one-on-one assistance and virtual and recorded job search workshops, providing job search and referrals, and access to other career services including case management.

Initial Data for this Period

- **Claims Information** - Based on DEO's data, the number of initial Brevard Reemployment Claims filed due to COVID-19 from March 7 through July 27th was 46,249. The top 5 industries that were negatively impacted based on information provided by applicant on the individual initial claim were:
 - None Given (16,947)
 - Accommodation & Food (6919)
 - Healthcare & Social Assistance (3967)
 - Retail Trade (3740)
 - Admin Support, Waste Management, Remediation (3599)
- **Job Placements** – Based on data received from CareerSource Florida's June 25, 2020 "Business & Workforce Data Index", when ranked by region, in 2019, CSB was in the top 7 out of 24. In April 2020, we ranked 5th, in March – we ranked 5th; in February, we ranked – 3rd, and in January, we ranked – 3rd.
- **Customer Registrations** - March 1 – May 24, 2020 – 11,130 new customer registrations & of these new registrations, 7068 customers were 1st time customers to CSB. We are not able to retrieve more current data due to issue with DEO's reporting system.
 - **Services Provided** - April 1 – June 30, 2020 –

- 8918 distinct individuals received 38,283 workforce services (staff assisted + customer self-service job search through Employ Florida).
- 10,763 services were provided to area businesses.

Operational Adjustments

Following the April 28, 2020 CCC Meeting, all staff continued to work virtually/remotely. Managers/Supervisors conducted very frequent check-ins with their team members and held weekly staff meetings and periodic trainings via skype. C2's Leadership team from Texas also hosted 2 virtual town hall meetings with all 3 centers, providing an excellent opportunity to check in and remind the local team that we are all in this together.

Beginning May 18, staff was divided into two teams – A and B. We also started serving customers on-site at each of the career centers by appointments only. When team A is working at the Career Center, Team B continues to provide services remotely/virtually and the following week, the teams switch. This allows us to manage the number of staff and customers at each center.

We also instituted health & safety protocols for both staff and customers:

- Temperature checks for all staff will be taken each morning they report to work. Each staff was provided a mask upon arrival. We also provided staff hand sanitizers etc.
- We continue to encourage as much social distancing as possible. Following CDC guidelines for workplace safety.
- Until further notice, staff traveling between centers and/or to other locations within the community have been halted.
- All visitors must wear mask/during appointment setting we notify the customer of that requirement. If they do not have a mask, we provide them a mask.
- Before appointments are set with any customer, we ask specific COVID-19 screening questions. If the customer answer yes to any of the questions, we serve the customer remotely and not invite them to the center.
- We encourage customers to come in at the time of their appointments. We are trying to limit the number of customers in the waiting area. If the customer is emailed an appointment letter, we ask the customer to bring it with him/her.

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	<p><u>Community-Based Outreach</u></p> <p>During the months of April – June, the CBO team adapted the outreach strategies due to the COVID-19 pandemic. Communication with partners shifted to a weekly touch-base, sharing fliers, unemployment assistance, COVID-19 info, and other partners' information. In lieu of face-to-face visits, Zoom meetings were established, offering a convenient way for several partners to meet and share at once. Many of the community orgs were able to share their resources with each other while learning about CSB's services for their job seekers. There was an increase in referrals as well as requests for CSB to participate in virtual job fair events, career readiness trainings and workshops. The zoom meetings developed into more specific topics and CBO focused on inviting those organizations who target certain populations. In May and June, meetings focused on Brevard Recovery Works, RISE and AARP 50+. In July, meetings focused on the NextGen program, EFM, and Soft Skills were the topics. For the future, CBO is developing one for the veterans to include RISE, BRW, and Vet services. Other events that CBO participated in June was Transition Tuesday on Facebook Live with partner The Love Center in Titusville. CBO also set up a virtual zoom NextGen training for partner Ready for Life and new partner Smiles for Budgie. They also requested Soft Skills. Serene Harbor has also invited CBO to do some events at their facility in the future.</p> <p>In recognition of referring customers to CSB, the third quarterly partner spotlights will begin soon in August featuring two new partners, Serene Harbor Domestic Violence Shelter and Family Promise of Brevard.</p> <p>To date, we have received 147 referrals from partner agencies for this program year.</p> <p><u>Wells Fargo Workforce Roundtable</u></p> <p>CSB, Wells Fargo and an expert facilitator are reviewing options to bring this event into a virtual setting to provide flexibility should</p>

			<p>local venues not be fully functional in September.</p> <p><u>COVID-19 NDWG Funding</u> CSB was awarded \$316,748 in NDWG funding to assist government agencies and non-profit organizations whose demand has increased due to COVID-19 with dislocated workers who have lost their job due to the pandemic and have been unemployed 6 of the last 13 weeks. Currently, this grant is assisting the Brevard County Emergency Operations Center, Aging Matters and the Early Learning Coalition.</p>
<p>Broaden our footprint with special populations.</p>		<p>Ongoing</p>	<p><u>Latino Population – Hurricane Maria</u> Due to the impact of COVID, funding for the workshops was diverted and a path was created to allow participants to attend the Welcome Workshops/Talleres de Bienvenida online. A social media campaign was developed for the month of May 2020 directing participants to www.talleresdebienvenida.com to learn and then directing them back to CSB for their employment needs. The marketing pieces focused on people from Puerto Rico, however a second set of marketing pieces were created that were neutral to be used in the future. Participants register on the Talleres site and their information is forwarded to CSB. Plans are under way so we can stay connected to the growing local Hispanic community using this resource. Over 10 participants enrolled on the website during the campaign, 5 from our area where actually originally from Puerto Rico. One participant was actually still in Puerto Rico and so we believe the information was shared among family and friends. The reach and awareness was impressive for a short campaign.</p> <p><u>Ex-Offenders</u> As of June, 45 individuals have been enrolled into the RISE grant. Of those 45, 23 of them have secured unsubsidized employment, with most earning over \$14/hr! This equates to an employment rate of 51% for the grant so far! Of the 45 enrolled, only 2 have recidivated (roughly 4% compared to the grant goal of 45% or less).</p> <p><u>Other successes in the grant include the following highlights:</u></p>

			<ul style="list-style-type: none"> • 2 participants were co-enrolled into our Hurricane grant and are working in the construction field within the grant in disaster recovery positions. • We were able to pay for one customer to go to CDL training through the grant funds, where he obtained his CDL license and is now working full time. • One participant started her own food truck business, and another is in the process of preparing to open his own trucking business. • Another participant is participating in a pre-apprenticeship program that is a partnership with CareerSource Brevard and Brevard County Adult Education, where participants are trained and exposed to various trades and ultimately placed into a work experience program in the trade of their choice. He is doing very well in the program. • One participant, also a welfare transition recipient, was an electrician helper prior to her conviction. After going through the RISE program, she was offered a position as an electrician helper, but needed to supply her own tools for the job. We were able to purchase tools for her and she is now employed once again as an electrician helper. <p>We are happy to report that we have met all RISE performance goals for this program year, and will be opening the RISE workshop to all ex-offenders in this new program year!</p> <p><u>Mature Workers</u> Current performance through July 9th:</p> <ul style="list-style-type: none"> • 125 attended 7 Smart Strategies (7SS) Workshop (of 126) • 55 enrolled in coaching (of 60) • 22 gained employment (of 60) <p>BTW50+ staff successfully designed and implemented a complete virtual version of the BTW50+ program in less than two weeks in response to the pandemic. Going virtual brought much flexibility to hosting additional workshops, offering quicker response in case management and more engagement through virtual job clubs and</p>
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			<p>events. BTW50+ staff participated in a virtual chat “Connecting Community Partners” with the CBO team, and hosted “Ask a Recruiter,” “Preparing for the Virtual Job Fair” and virtual job clubs this quarter.</p> <p><u>ESOL Courses</u> Due to the attendance and expressed need in Titusville, CSB and Adult Ed are continuing ESOL classes, virtually, over the summer. Currently there are 11 students enrolled. Classes are being held virtually and the instructor reports the students are engaged. We are working with Brevard Adult Ed to offer ESOL classes for the 2020-2021 school year. Details are currently being worked out to determine in person/online and registration.</p> <p><u>Brevard Recovery Works</u> As of June 30, 2020 there are 56 individuals enrolled in the Grant. Fifteen have entered employment, five are in vocational training and one is in work-based training. Two participants are working in Humanitarian positions. CSB participated in the first business learning event, sharing the program with Space Coast HR Association SHRM on 6/16/2020. Twenty-four professionals attended the virtual event and learned about the grant as well as resources available from CSB for employers from Federal Bonding to On the Job Training to Incumbent Worker Training tools. Feedback was positive. Currently social media posts and constant contact blasts are going out weekly and leading to referrals and interactions for the grant.</p> <p>On Thursday, July 16 at 2pm a second online business learning event will take place featuring former Denver Bronco Vance Johnson and John Picciano CEO of Oglethorpe.</p>
<p>Broaden our footprint with the virtual job seeker community.</p>		<p>Ongoing</p>	<p>During the past quarter, and as a result of the pandemic, CSB deployed two new tools to better assist customers in a virtual manner.</p> <p><u>Metrix SkillUp Brevard</u> An online learning tool with over 6000 free courses (English and Spanish) including basic skills, business skills, computer skills, job search modules that customers can take</p>

			<p>24/7 on their computers, mobile phones, or tablets. It also includes assessments and allows customers to take industry specific courses based on their assessment/career track results. These industry specific courses will help prepare customers for certifications in a variety of fields including IT, Manufacturing, Retail/Service, and Healthcare should they choose to seek final certifications. Between May 12 – June 25, CSB:</p> <ul style="list-style-type: none"> • Received 73 inquiries. • Issued 59 licenses/31 of these licenses were issued to customers engaged in specific targeted CSB programs and 28 were general services job seekers. <p><u>PandaDoc</u> Although we were able to continue serving customers in targeted programs via email to ensure that customers who were in need of training vouchers and supportive services continue to receive these services, PandaDoc was selected to help refine that process and allow staff to get the necessary documents signed via this eSignatures tool. A small team working very closely with Jeff Witt, Facilities and Information Technology Director, were able to demo several e-signature tool options and decision was made to purchase PandaDoc. Between May 26-June 6, 2020, 74 customer documents were completed via this portal.</p> <p>This pandemic has shown us that there are many things we can do virtually to serve our customers. We have been able to continue serving our job seeker and business customers without skipping a beat, onboarding and training new staff remotely/virtually, and supporting our teams virtually/remotely. It has been quite an experience.</p>
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	<p><i>See Strategic Outreach and Awareness Plan Presentation</i></p> <p><i>See Quarterly Multimedia Outreach Matrix</i></p>



Strategic Outreach & Awareness

4th Quarter Highlights 2020

April – June

*Engaging Digital & Traditional Multimedia Tactics, Media Relations,
Recruiting Events, Workshops & Classes to
further Business, Jobseeker and Industry-Partner Relations*

Digital & Traditional Multimedia Tactics

Raising awareness of CSB's BUSINESS and JOBSEEKER programs & services

Multimedia campaigns

- **AARP Back to Work 50+** – Jobs club
- **Hurricane Maria** – Welcome workshops
- **NextGen** – Career prep, scholarships and paid work experience for young adults
- **Hot Jobs Now** – Daily jobs listing
- **Skillup Brevard** – Online learning tool
- **Virtual Services** – Job fairs, recruiting events, workshops, classes and more!



Digital & Traditional Multimedia Tactics

Raising awareness of CSB's BUSINESS and JOBSEEKER programs

Aero-Flex Pre-Apprenticeship multimedia campaign

Outreach to Job seekers and Employers: Multimedia campaign that included a April-June paid Spotify digital and audio ad campaign to Jobseekers only, to expand reach and "engagement". Spotify ads drive visitors to the Aero-Flex web page and application form and to CSB's career counselor for 1-1 engagement.

https://careersourcebrevard.com/wp-content/uploads/2020/04/337-AERO-FLEX-SPOTIFY-30-SEC_1.mp3

Job seeker-targeted Spotify results:

- 103,446 ads served, 16,523 reach
- 43% audience: 25-34, rest younger, split male/female
- Driving 115 to Aero-Flex web page

Email campaign sequence

- 10,000 **Jobseekers** reached per email
- 3,123 opens
- 157 clicks to CSB

- 451 **Employers** reached per email
- 71 opens
- 3 clicks to CSB

CSB Web pages:

- 1,431 Jobseeker page views
- 177 Employer page views
- 149 pre-apprentice training forms completed!!

Social media (three platforms)

- Facebook highest ROI with 6% engagement rate.



Digital & Traditional Multimedia Tactics

Raising awareness of CSB's BUSINESS and JOBSEEKER programs &

Brevard Recovery Works (BRW) multimedia campaign

Outreach to Job seekers and Employers: Campaign includes a June paid Spotify digital & audio campaign to Jobseekers, to expand reach and engagement. Spotify ads drive visitors to the BRW web page and application form and/or CSB staff.

https://www.previewshare.com/index.php?item_id=75912

Job seeker-targeted Spotify results

- 72,951 ads served, 7,310 reached
- 73% of audience is 18-24. 60/40 female
- 92 driven to BRW web page

Email campaign sequence

- 9,466 Jobseekers reached per email
- 1,922 opens
- 57 clicks

- 5,069 Employers reach per email
- 437 opens
- 13 clicks

CSB Web pages:

- 300 Job Seeker page views
- 283 BRW Employer page views
- 331 Unique Page Views (combined)

Social media

- LinkedIn highest ROI with 5.44% engagement rate

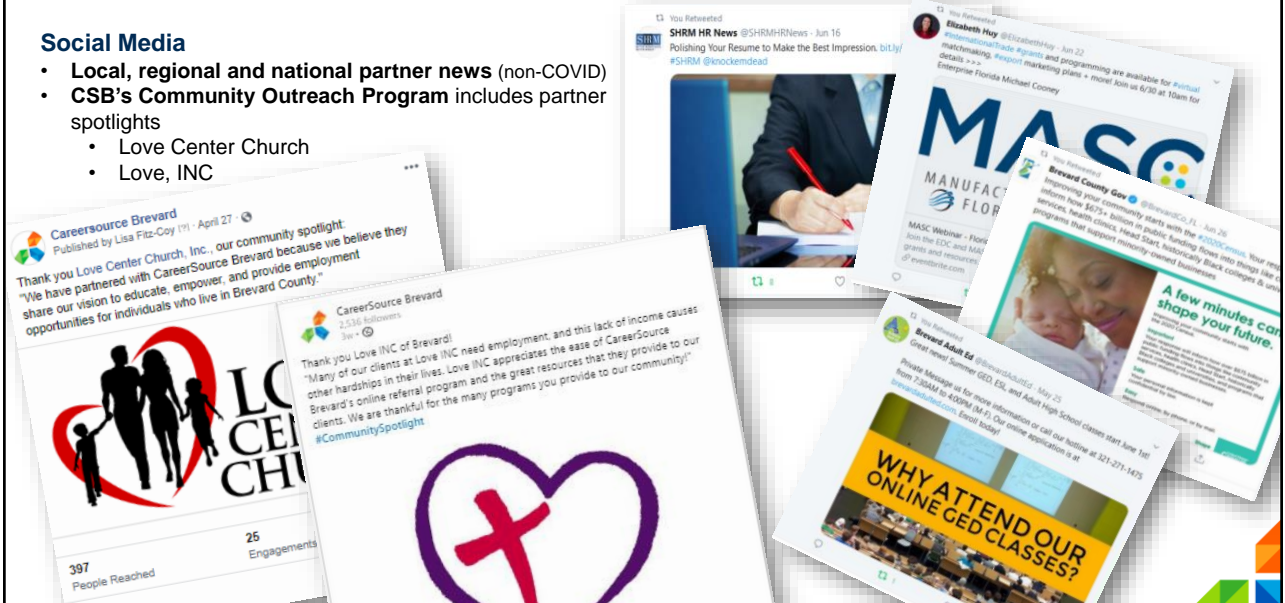


Digital & Traditional Multimedia Tactics

Raising awareness of Brevard's COMMUNITY & WORKFORCE PARTNERS' news

Social Media

- Local, regional and national partner news (non-COVID)
- CSB's Community Outreach Program includes partner spotlights
 - Love Center Church
 - Love, INC



Media Relations & Press Coverage

Local, regional and state media relations to raise awareness of CSB's programs and services

- **Brevard Business News** – Construction workforce grant Click here to read: <https://careersourcebrevard.com/wp-content/uploads/2020/06/BBN-042720.pdf>
- **Florida Trend Magazine** – Marci Murphy included in business spotlight
- **Space Coast Business Magazine** – published CSB's response to COVID-19, by Marci Murphy <https://www.spacecoastbusiness.com/responsive-action-careersource-brevard/>

RESPONSIVE ACTION
for Brevard's Employers & Unemployed

Virtual New Reality
Career Center staff had never worked from home in one year, a three-pronged plan was developed to include the following: Technology Plan, Training/Agreement, and Full/Continued Planning/operational instructions and networking job duties for each person.

Needs Ramping Up
The following week was spent reworking these plans to include technology upgrades and staff training. Laptop and headset were issued, and virtual Career Center operations were initiated.

Flexibility is Key
Teleworking opened up a whole new set of challenges that were not met with traditional face-to-face workshops. We were connected to virtual workshops. Technology included Clear Video, Zoom, Skype, Business, One Drive and One Mail. We present and implement it as a separate system, not as one in the same. COVID-19 challenges were connected to our employees with the same system.

Opportunities to Learn and Grow
Whether working remotely or at the career center, CSB will continue to offer some of our most sought-after training courses. Virtual workshops include: "Flag & Reconnect" (for the 50+ age group), "Preparing for the Interview" (for the 18-30 age group), and "Basic Business Writing" (for the 18-30 age group). Other areas will continue to be added as the need arises.

Working Together towards Excellence
As members of our staff continue to offer some of our most sought-after training courses, we are working with our partners to ensure that our employees are getting the most out of their training. We are committed to providing the best possible training experience for our employees.

BBN Brevard Business News
CareerSource awarded grant to provide training in the construction trades

Florida Trend
FLORIDA'S BUSINESS AUTHORITY

Media Relations & Press Coverage

Local, regional and state media relations to raise awareness of CSB's programs and services

- **Hometown News Brevard** – NextGen young adult program featured https://www.hometownnewsbrevard.com/news/careersource-brevard-assists-young-workers/article_eac3d2c-83d5-11ea-b60f-a3e0ea6d1a79.html
- **WESH Channel 2** – Ready for Launch interview with Marci Murphy <https://www.wesh.com/article/ready-for-launch-americas-return-to-space/32678134#>
- **98.5 The Beach Radio** – Daily Hot Jobs PSA & Beachland Community Spotlight
- **New York Times** – Reporter support: COVID's impact on local business
- **CareerSource Florida** – State-wide sharing CSB's jobseeker successes

Hometown News Brevard
CareerSource Brevard assists young workers

98.5 The Beach
The Space Coast's Greatest Hits
www.BEACH985.com

Careersource Brevard
Thank you to WESH 2 News for featuring CareerSource Brevard in #ReadyForLaunch special discussing today's historic launch and the aerospace workforce. Watch it here.

WESH 2 News
#ReadyForLaunch special featured Space Florida's Coast and CareerSource Brevard in...

READY FOR LAUNCH
AMERICA'S RETURN TO SPACE

CareerSource Florida @CareerSourceFL · Jun 19
We want to shine a light on these kind words. Thank you, @csbrevard and our other local workforce development boards, for the positive impact you are making in people's lives during this time!

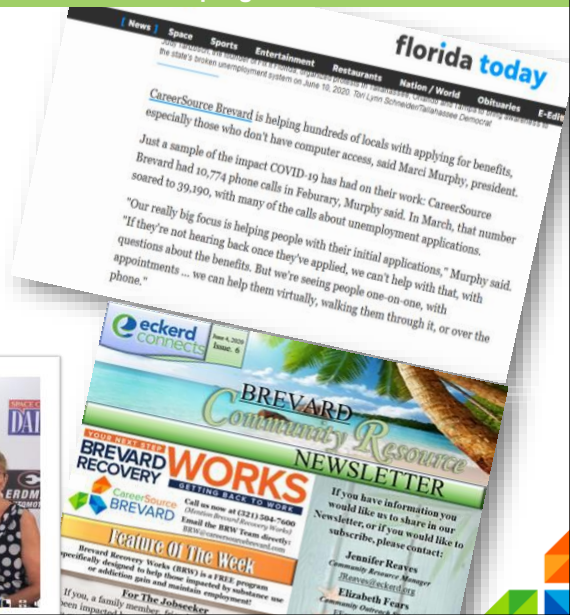
Quote:
It's so nice to know that there's actually people out there that really care...you went ABOVE AND BEYOND for me and I can't express how much that meant to me.

Quote:
This opportunity is a dream come true, I felt valued as an employee and person during the whole process. Thank you CareerSource Brevard for all of the help and guidance.

Media Relations & Press Coverage

Local, regional and state media relations to raise awareness of CSB's programs and services

- **Florida Today** – COVID-19 Reemployment Assistance in Brevard
<https://www.floridatoday.com/story/news/2020/06/22/crowd-floridas-unemployment-benefit-waiting-room-big-and-frustrated/3203884001/?for-guid=9c3d942c-9b30-4c67-bff3-14fb318d38098>
- **Eckerd Connects** – Shares Brevard Recovery Works program with customers
- **Spectrum News 13** – COVID-19 recovery resources for businesses & Virtual Job Fair
- **Space Coast Daily TV** – Judy Blanchard, VP of Industry Relations, and Commissioner Bryan Lober discuss COVID-19's impact on businesses and the Virtual Job Fair.
<https://www.facebook.com/SpaceCoastDaily/videos/265280427911418/UzpfSTE2MiA4NjQ0OzAMDoxMDE0DQyODkzMTE0ODc4MG/>



COVID-19 Pandemic Crisis Response

Multimedia campaign providing EMPLOYERS and JOBSEEKERS with critical information & resources

COVID-19 Webpage updated weekly: Virtual services, important links, community resources, and more. <https://careersourcebrevard.com/news/covid-19>

Weekly/daily business & jobseeker outreach: direct e-mails and daily social media posts regarding state reemployment assistance, federal relief programs, job leads, virtual and by appointment services, resources and assistance programs for businesses and jobseekers.

CAREERSOURCE BREVARD AND COVID-19

COVID-19 (CORONAVIRUS)
 FOR THE LATEST UPDATES VISIT
WWW.FLORIDAHEALTH.GOV/COVID-19

CareerSource Brevard is actively monitoring key developments related to COVID-19. The health and well-being of our customers, employees, and community partners are of the utmost importance. We understand the concern and uncertainty surrounding the crisis and are committed to being responsive to your needs as the situation evolves and strive to give you the best level of service possible.

Shortcuts:

- I'm a jobseeker
- I'm a business

Career Centers are Open By Appointment

We are now offering in-person appointments at the [career center](#) closest to you!

Staff are available to handle your needs both virtually and in-person depending upon the request.

To schedule a virtual or in-person appointment, please call 321-504-7600, or fill out [this form](#) and a team member will contact you.

For your health and safety, the centers are open by appointment only. Masks or face coverings are required and will be available upon request.

COVID-19 NEWS

- Florida Department of Health's COVID-19 call center: 1-866-769HEALTHonly
- Brevard County COVID-19 Status
- World Health Organization (WHO)
- Centers for Disease Control and Prevention

RESOURCES

Job Seekers:

- Reemployment Claims/Benefits www.floridajobs.com
- Resource Guide
- Job Search: www.employflorida.com
- AARP Back to Work 50+ Program
- Brevard Recovery Works
- Five Tips for Job Searching During the COVID-19 Pandemic
- Hot Jobs Now
- NextGen Program for Young Adults
- Resume Building Tool
- Virtual Events

Employers:

- Training Your Workforce
- Phase 2 Reopening Executive Order
- CDC

Financial & Workforce Help for your Business
 All-in-one news for you and your employees

1 Career Centers Open By Appointment
 Staff are open to assist you with your job search!

1 Business Resources & Assistance Programs
 Visit csb1919.helpdesk.org for the State's latest information & resources.

2 Brevard's Employers are Hiring!
 Click here to see the list of [Hot Jobs](#) now and apply today at www.employflorida.com

3 Workshops & Tools

COVID-19 Pandemic Crisis Response

Multimedia campaign providing EMPLOYERS and JOBSEEKERS with critical information & resources

Collaborative Community Outreach Effort:

- CSB leadership joined the Brevard Business Community COVID-19 Response Team sharing workforce information & resources.
- Multi media tactics were the key drivers of this information to businesses and jobseekers impacted.
- Additionally, regional and state partners provided resources and information for CBS to share.

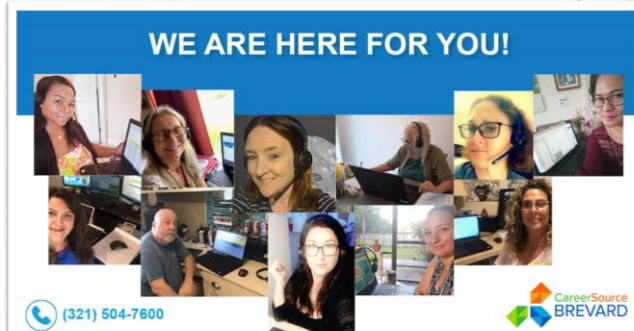


COVID-19 Pandemic Crisis Response

Multimedia campaign providing EMPLOYERS and JOBSEEKERS with critical information & resources

Providing Virtual Services Takes a Village

- Presenting our customers with a few of the faces providing uninterrupted customer service and support.
- Social media was used to share this news while staff and partners furthered shared and re-tweeted!
- We are proud of the entire teams' compassion, patience, and commitment to serve.



COVID-19 Pandemic Crisis Response

Multimedia campaign

Impact by the Numbers



CareerSource Brevard website:

January – March: 34,596 unique visitors
April – June: 106,270 unique visitors
• Reemployment FAQs: top viewed page due to SEO with **91,443 pageviews**

January – March: 429 jobseeker inquiries
April – June: 1,454 jobseeker inquiries

January – March: 65 business inquiries
April – June: 67 business inquiries



CareerSource Brevard Facebook:

426% increase in reach "people who had the opportunity to see our post"
488% increase in engagement "number of times people reacted, commented, or shared posts" due to paid ads.
345% increase in followers (not just page likes) due to paid ads.



Direct E-mail messaging via Constant Contact:

Jobseeker e-mail blasts: 31% average open rate and 14% average click rate
Our metrics continue to surpass the industry average open rate of 20.42% and click rate of 7.72%
Jobseeker and employer e-mail lists are pulled from Employ Florida registrations

State Co-Op Multimedia Campaign 2020

Out of State Engineering Talent Attraction Campaign

Campaign results-to-date

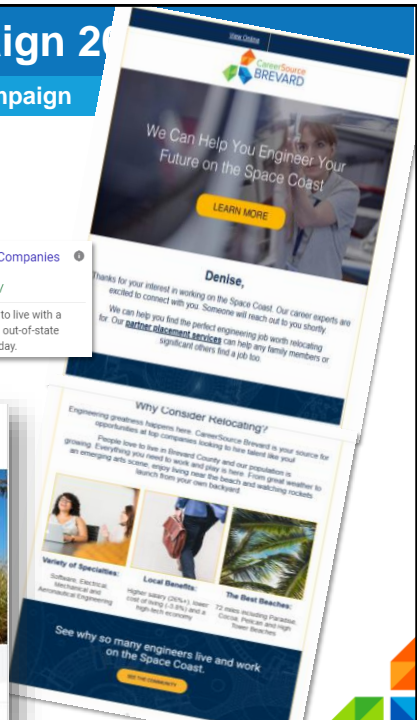
Now in its 5th year with a May-June run
Increase reach and engagement, lower cost per lead by leveraging assets and optimizing historical data.

- 381,500 impressions (ad views)
- 2,615 clicks (requested more information)
- 47 conversions (sharing their email address)
- 1,613 visits to the engineer landing page from LinkedIn & Google ads
- 8 engaged with CSB recruiter with 2 in EF now.

Find Top Engineering Jobs | Florida Companies Are Hiring
engineers.careersourcebrevard.com/

Relocate your family to a place you'll love to live with a lower cost of living. Businesses are hiring out-of-state engineering professionals. Learn more today.

Top Performing LinkedIn Lead Generation Ads, Google Ads, Direct E-mail Message...



State Co-Op Multimedia Campaign 2020

Local Underemployed & Key Sectors, Talent Attraction Campaign

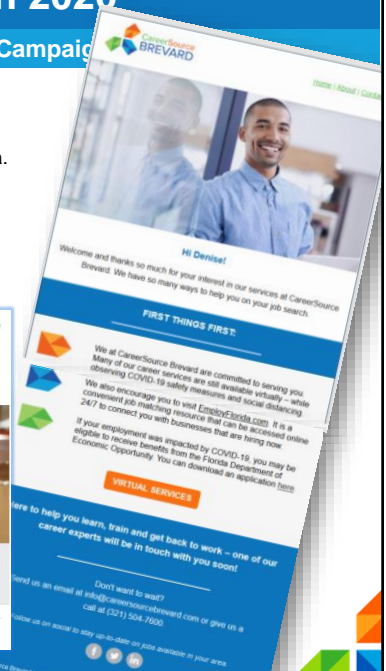
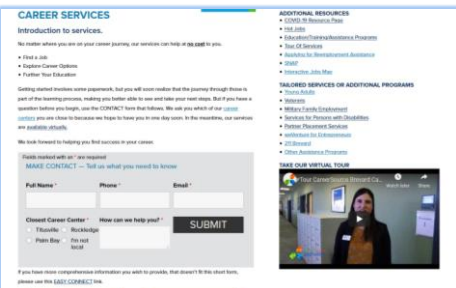
Campaign results-to-date

Now in its 2nd year, with a June run

Increase reach and engagement, lower cost per lead by leveraging assets and optimizing historical data.

- 710,300 impressions (ad views)
- 4,191 ad clicks-- driving target to career services page
- 3,448 traffic to career services page
- 1,688 form completers who received email sequence
- 75% of career services page traffic from paid ad, 25% from other outreach

Top Performing Paid Facebook Ads & E-mail Message...



Recruiting Events, Job Fairs & Workshops

Offering EMPLOYERS and JOBSEEKERS quality workforce services

Virtual I.T. Career Fair

- May 22-June 5 (*two-week event*)
- Innovative alternative to Reverse Job Fair (*canceled due to COVID-19*)
- Utilizing Optimal Resume/Optimal Interview Tool
- 19 Companies participated
- 16 SKILLED jobseeker portfolios presented to employers
- 2 SKILLED Veterans participated

Annual Job Fair -- gone virtual

- June 30
- Utilizing new user-friendly software to host virtual recruiting events (*Premier Virtual Platform*)
- Addressing high unemployment rate and access for all jobseekers while observing social distancing
- 263 Job seekers "attended"
- 40 Employers participated
- Positive community feedback



Presentations & Panels

Offering EMPLOYERS and JOBSEEKERS quality work

Business Learning Event-- Virtual is Our Reality (Webinar)

- April 15
- Uninterrupted business services in unprecedented times – teleworking with the team, virtual delivery, addition of COVID-19-related business resources and support, *and much more*.
- 48 attended

Brevard Healthcare Workforce Consortium (Zoom meeting)

- June 24
- Panel Spotlight: impacts on recruitment, retention & training
- Attendees assessed COVID-19's impact on the healthcare industry and will focus on resolving key concerns identified
- 65 attended



Upcoming Events

Business Learning Event (July 16th)



Your Outreach & Awareness Teams

Outreach Team

- Denise Biondi – (321) 394-0512 dbiondi@careersourcebrevard.com
- Lisa Fitz-Coy – (321) 394-0578 lfitzcoy@careersourcebrevard.com
- Michelle Jones – (321) 394-0521 mjones@careersourcebrevard.com

Industry Relations Team Leads

- Judy Blanchard – (321) 394-0567 jblanchard@careersourcebrevard.com
- Thomas LaFlore – (321) 394-0537 tlaflore@careersourcebrevard.com

Healthcare & Municipalities

- Sheryl Cost – (321) 394-0523 scost@careersourcebrevard.com
- Megan Cochran – (321) 394-0543 mcochran@careersourcebrevard.com

Aerospace & Aviation

- Judy Blanchard – (321) 394-0567 jblanchard@careersourcebrevard.com
- Clinton Hatcher – (321) 394-0685 chatcher@careersourcebrevard.com

Information Technology & Professional

- Gary Sulski – (321) 394-0535 gsulski@careersourcebrevard.com
- John Berardi – (321) 394-0598 jberardi@careersourcebrevard.com

Manufacturing & Construction

- Lori Robinson – (321) 394-0532 lrobinson@careersourcebrevard.com
- Grace Svitak – (321) 394-0645 gsvitak@careersourcebrevard.com

COVID-19 UPDATE:
Assisting customers
virtually and by
appointment!

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	<p><i>See End of Year Contractor Performance PY19-20 Info Brief</i></p> <p><i>See Primary Indicators of Performance Brief</i></p> <p><i>See Continuous Improvement Performance Initiative</i></p> <p><i>See Working for Brevard and Economic Impact Reports</i></p>
	Create and track an online customer feedback mechanism housed on the CSB website.	January 2021	No new updates.



July 28, 2020

Information Brief

End of Year Contractor Performance PY 2019-2020

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 18 for quarters 1-3 and 15 of 19 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (9 of 18 for quarters 1-3 and 9 of 19 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

PY 2019-20 Performance Results

The Contractor succeeded in meeting or exceeding the performance criteria to be paid all withheld costs for the 2019-2020 Program Year.

Elements of Contractor Performance Earnings - PY 19-20						
Measures						
Objective/Criteria			1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
	Minimum	Accelerated				
Brand New Job Seekers with Extra Credit	1,800 per Qtr.	1,950 per Qtr.	Met (1,859)	Missed (1,643)	Exceeded (4,423)	Exceeded (5,094)
Customer Engagement	75%	85%	Met (77%)	Met (79%)	Missed (72%)	Missed (68%)
Entered Employment Rate						
Adults	90%	95%	Exceeded (%100)	Exceeded (%99)	Exceeded (98%)	Exceeded (98%)
Dislocated Workers	90%	95%	Exceeded (%100)	Exceeded (%100)	Exceeded (98%)	Exceeded (98%)
Welfare Transition	30%	35%	Exceeded (38%)	Exceeded (39%)	Exceeded (39%)*	Exceeded (37%)**
Wagner Peyser	38%	42%	Exceeded (43%)	Met (41%)	Met (41%)	Met (41%)**
Short Term Veteran	38%	42%	Met (39%)	Met (40%)	Exceeded (42%)	Exceeded (42%)**
Average Wage at Placement						
Adult	\$17.01	\$17.73	Missed (\$16.64)	Missed (\$16.35)	Missed (\$16.82)	Met (\$17.32)
Dislocated Worker	\$18.59	\$19.31	Exceeded (\$22.80)	Exceeded (\$26.52)	Exceeded (\$24.91)	Exceeded (\$25.28)

Elements of Contractor Performance Earnings - PY 19-20

Measures						
Objective/Criteria			1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
	Minimum	Accelerated				
Welfare Transition	\$10.01	\$10.65	Exceeded (\$11.71)	Exceeded (\$14.66)	Exceeded (\$11.79)*	Exceeded (\$11.70)**
Wagner Peyser	\$11.44	\$12.15	Exceeded (\$12.80)	Exceeded (\$14.09)	Exceeded (\$13.60)	Exceeded (\$15.24)**
Retention at 12 Months						
Adult	80%	85%	Met (81%)	Met (81%)	Met (82%)	Met (82%)
Dislocated Worker	75%	80%	Exceeded (86%)	Exceeded (90%)	Exceeded (93%)	Exceeded (90%)
Youth	70%	73%	Exceeded (72%)	Exceeded (77%)	Exceeded (77%)	Met (70%)
Quality of Referrals						
Referral to Placement Ratio by Job Seeker	50%	55%	Missed (43%)	Met (54%)	Met (50%)	Met (50%)
Training Services						
PFM Career Training Services	55%	60%	Missed (68%)	Exceeded (67%)	Exceeded (71%)	Exceeded (72%)
WIOA Youth						
Positive Outcome Rate	90%	95%	Exceeded (100%)	Exceeded (100%)	Exceeded (100%)	Exceeded (99%)
Measurable Skills Gain	55%	60%	Exceeded (69%)	Exceeded (%73)	Exceeded (72%)	Exceeded (64%)
Measured Annually						
Performance on Special Projects and Grants	N/A	N/A	N/A	N/A	N/A	Missed (64%)

* Welfare Transition Measures are based on data available at the time of this report. Data was only available through February 29, 2020.

** The Data Store used to collect data for these measures at the state level is currently not working and it is not expected to be working again for a couple of months. The report reflects the data available for these measures as of April 30, 2020..

Element A				
Met the minimum percentages set on 14 out of the 18 (Q1-3) and 15 out of 19 (Q4) Performance Measures established in Attachment F	Yes – Met Minimum on 16 of 18	Yes – Met Minimum on 16 of 18	Yes – Met Minimum on 16 of 18	Yes – Met Minimum on 17 of 19
Element B				
Met the accelerated percentages set on 9 out of the 19 Performance Measures established in Attachment F	Yes – Met Accelerated on 12 of 18	Yes – Met Accelerated on 11 of 18	Yes – Met Accelerated on 13 of 18	Yes – Met Accelerated on 12 of 19
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	Yes-Met Minimum 75%			

Performance Measure Revisions for 2019-20

Measures for PY 19-20 have been reviewed and revised where necessary to ensure continuing improvement and that we are working with the best information possible to serve as a leading indicator for state and federal incentive based measures.

The unique situation with the Corona Virus can be seen in the above performance measures where the number of new customers increased by more than 169% with the bulk of those occurring in the latter part of March.

- The Contractor missed 2 of the first 18 measures applicable to the end of year performance. The influx of customers in quarter 3 and continuing into quarter 4 led to a decrease in the Customer Engagement performance causing that measure to be missed in quarter 3 and quarter 4. As seen in the following table the level of customer engagement (hands on staff assisted services) remained consistent throughout the year while the performance percentage dropped due to the number of incoming customers.

	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
New Customers	1,720	1,520	4,242	4,946
All Customers	4,510	3,981	6,316	6,272
Engaged Customers	3,460	3,310	3,847	3,771

Measure 19 is an annual measure which focuses on specific grant outcomes and the contractor did not meet the minimum criteria of 80% based performance for the American's Promise Grant, National Health Care Crisis (Opioid) Grant and Apprenticeship Referrals.

Staff will continue to monitor, analyze and report performance in all areas. Of special interest in the coming months will be the Entered Employment Rates, Wage Rates and especially retention rates as we work through the economic impact of the virus.

Information Brief

Primary Indicators of Performance (formerly known as Common Measures) Watch Brief

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 and not being eligible for the incentive dollars. 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 3rd quarter of PY 2019-20. Also shown are our goals for PY 2019-20. All performance goals were met or exceeded for the 3rd quarter.

July 2019-March 2020 Performance

Primary Performance Indicator (PPI)	Performance 2014-2015	Performance 2015-2016	Performance 2017-2018	PY19-20 3 rd Quarter Performance	PY19-20 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	86.9%	83.9%	92.6%	86.7%	86.2%
Employment Retention Rate (4 th Qtr. after Exit)	82.4%	83.6%	89.3%	91.2%	83.5%
Median Earnings (2 nd Qtr. after Exit)	\$6,650	\$6,993	\$7,496	\$8,789	\$7,200
Credential Attainment Rate	57.6%	58.7	N/A	83.3%	65.0%
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	87.8%	74.4%	85.7%	87.0%	83.2%
Employment Retention Rate(4 th Qtr. after Exit)	81.5%	76.1%	88.2%	87.9%	79.2%
Median Earnings (2 nd Qtr. after Exit)	\$6,312	\$7,621	\$6,432	\$9,960	\$6,850
Credential Attainment Rate	56.4%	43.2	N/A	65.5%	65.0%
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	63.8%	64.3%	79.2%	82.4%	72.0%
Attainment of a Degree or Certificate	56.2%	67.8%	N/A	N/A	N/A
Credential Attainment Rate	85.3%	76.5%	N/A	74.5%	75.5%
Employment Retention Rate (4 th Qtr. after Exit)			78.3	85.9%	67.2%
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	65.5%	63.8%	69.1%	69.0%	63.2%
Employment Retention Rate(4 th Qtr. after Exit)	60.8%	62.3%	70.7%	64.4%	64.2%
Median Earnings (2 nd Qtr. after Exit)	\$5,238	\$5,268	\$5,165	\$5,457	\$5,100
Not Met (less than 90% of negotiated)	Met (90-100% of negotiated)		Exceeded (greater than 100% of negotiated)		

Information Brief

Continuous Improvement Performance Initiative (CIPI) formerly known as Performance Funding Model

Background

The Continuous Improvement Performance Initiative (CIPI) Measures are those developed under the guidance of CareerSource Florida and align with CSF’s corporate goals. These measures are used for awarding performance incentive monies to regional workforce boards. The current measures replace the previous Performance Funding Model method beginning with PY 2019-2020. Program Year 2018-2019 was considered the baseline year and was used to set targets for performance. The target or goal is established by adding 10% to the prior year actual performance.

The initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments in up to five board-selected industry sectors. The five industries measured for Brevard are: Construction, Healthcare, Manufacturing, Professional, and Information.

CareerSource Florida allocated \$5 million to recognize local workforce board performance on these metrics. CareerSource Brevard’s allotment is just over 2.35% or \$117,500 (estimated maximum amount to be paid out if all measures are met every quarter). This amount is divided evenly by quarter among the three metrics. The performance is earned quarterly and paid out at 6 months and 1 year.

July 2019-June 2020 Performance

Entered Employment Rate 1 st Quarter after Exit				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	75.5%	71.19%	71.92%	69.22%
Actual	76.4%	N/A	N/A	N/A
Results	MET			
Participant Training Rate				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	41.31%	41.43%	45.48%	45.05%
Actual	50.04%	53.24%	59.01%	49.95%
Results	MET	MET	MET	MET
Business Penetration				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	763.4	585.1	1085.7	807.4
Actual	1018.4	879.6	1052.3	1185.5
Results	MET	MET	NOT MET	MET

MEASURING SUCCESS

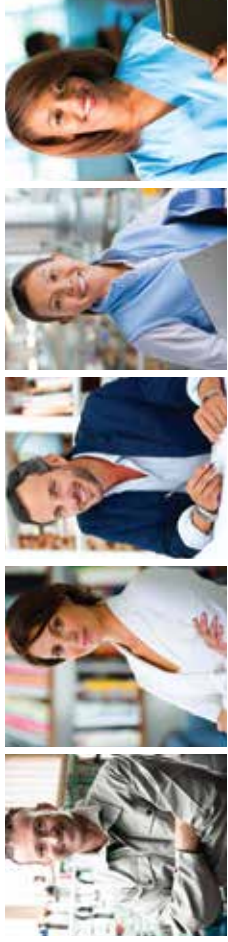
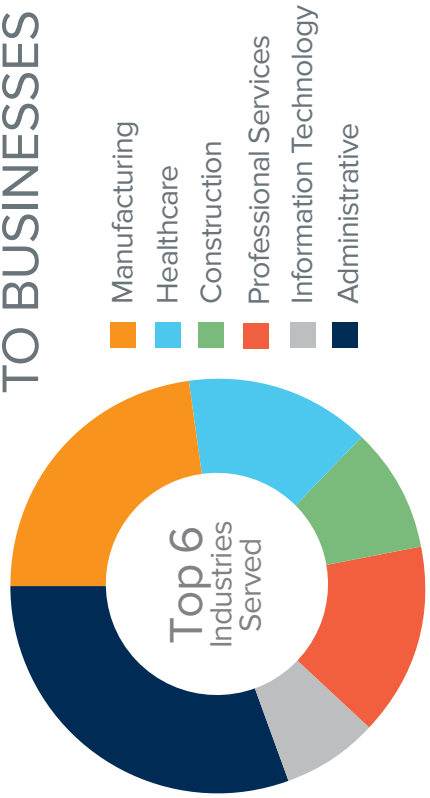


1,847

BUSINESSES SERVED

47,006

SERVICES PROVIDED TO BUSINESSES



4,190

PEOPLE PLACED IN JOBS

UNEMPLOYMENT RATE

12.6%

BREVARD'S UNEMPLOYMENT RATE

MAY 2020



ON-THE-JOB TRAINING

39 OJTS CREATED

27 BREVARD BUSINESSES WITH

\$283,332.26

IN OJT CONTRACTS WRITTEN

RECRUITING EVENTS/ JOB FAIRS

170

Recruiting Events and Job Fairs

3,952

JOB SEEKERS ATTENDED

93

UNIQUE EMPLOYERS

VETERANS SERVED

2,348

VETS

Personalized Services Received

30,347

459

VETERANS EMPLOYED

\$13.4M = \$141.8M

Invested in employment and training services

Infusion of Wages in Brevard County

In PY 2019-2020, CareerSource Brevard's Workforce System Provided:



1,847

Brevard
businesses served



23,690

Brevard residents provided
with employment services



4,190

Brevard residents
placed in jobs

Business Services

We are focused on the present and the future needs of Brevard County and the people who live and work here.



Providing businesses
the right candidates



Recruitment services
to meet all levels of
the businesses need



Employee training
solutions that keep
businesses prosperous



Complimentary
human resource
outsourced support

Career Services

We use a sector strategy approach to talent development. We help our workforce in gaining the skills necessary to advance their careers or re-enter the workforce quickly.



Provide in person
access to
local businesses



Training resources
to support
in-demand industries



Targeted résumé and
interview preparation



Effective online
career search support

1.321.504.7600 | careersourcebrevard.com

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	<p><u>Business Metrics</u> From July 1, 2019 through June 30, 2020: Unique Businesses Served – 1,847 Total Number of Services Provided to Businesses – 47,006</p> <p><u>Virtual IT Career Fair – 5/22 – 6/5</u> In place of the previously scheduled reverse job fair, CSB hosted a two-week virtual career fair connecting IT professionals with local employers. All participants utilized the Optimal Resume/Optimal Interview tools to prepare their digital portfolios. A total of 19 companies reviewed 16 skilled jobseeker portfolios.</p> <p><u>Brevard Workforce Healthcare Consortium – 6/24/20</u> The BHWC held a virtual meeting on June 24, 2020, which was attended by 65 participants representing 32 organizations. The purpose of the meeting was to assess the impacts of COVID-19 for healthcare recruiting, staffing, training and retention in Brevard so we can determine how to solve those impacts.</p> <p><u>CSB Annual Job Fair – 6/30/20</u> This year, due to COVID-19, CSB made the decision to still host the annual job fair but in a virtual capacity. The innovative new platform, Premier Virtual, allowed for employers to set up virtual booths sharing company information and open employment positions, a live chat feature promoting an interactive hiring room, and video interview capabilities. A total of 40 employers and 263 job seekers participated with very positive received from both sides.</p> <p><u>Workforce Recovery Grant</u> At the request of County Commissioner Bryan Lober, CSB has prepared a \$750k grant proposal for County CARES Act Funding consideration. This program would temporarily (up to 16 weeks) reemploy furloughed or dislocated workers with small (50 employees or less) businesses whose operations were affected by COVID-19. CSB President and VP of Industry Relations had the opportunity to present this proposal to</p>

			<p>the County commissioned Brevard Business Task Team and highlighted during an interview with the <i>Space Coast Daily News</i>.</p> <p><u>Aero-Flex Pre-Apprenticeship Program</u> A jobseeker blast yielded over applicants that are in the vetting, assessing and enrollment stages. 18 have completed Track I and 11 will be enrolled into Track II. Upon completion, these trainees will be job developed with partnering employers for employment. A strategic direct mail campaign to expand employer partnerships has been developed and will be deployed in July.</p>
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	<p><i>See Strategic Outreach and Awareness Plan Presentation</i></p> <p><i>See Quarterly Multimedia Outreach Matrix</i></p>



Quarterly Multimedia Outreach (April – June 2020)

<p>Non-Paid Social Media Marketing & Direct (Email) Marketing</p>	<p><u>Facebook, Twitter, LinkedIn, Constant Contact:</u> <i>a daily effort to share CSB’s workforce, economic, education, business and community partners’ news as well as educating and informing CSB’s followers about programs and services offered.</i></p> <ul style="list-style-type: none"> • <u>Partner news shares:</u> All Brevard County Chambers, Brevard’s Municipalities, EDC, Eastern State College, Brevard Achievement Center, Brevard 211, United Way, Love Center Church, Love INC, plus news from more than 15 local and regional and state, business community and workforce industry partners each week to share services and resources regarding the impact of COVID-19. • <u>CSB events, programs & services:</u> Daily hot jobs, Brevard Recovery Works, ESOL, IT Virtual Talent Fair, Virtual Job Fair, Recruiting Events & Workshops, Virtual Business Learning events, and Sector Strategy Events, COVID-19 Virtual Services outreach campaign, COVID-19 increased engagement with all paid and non-paid offering a public view of CSB’s resolution of customer concerns.
<p>Media Relations & Press Coverage</p>	<p><u>Local, Regional and State Multi-Media Relations:</u> <i>Ongoing effort to communicate timely and relevant workforce news to appropriate news outlets and be recognized as Brevard’s key resource for workforce development issues and trends.</i></p> <ul style="list-style-type: none"> • <u>CSB events, programs and services:</u> Weekly digital and print news coverage with Brevard Business News (BBN), Florida Today, Spotlight Brevard, Space Coast Daily, Hometown News, The Beach radio and Beachland Community spotlight radio show, and more. • <u>Other CSB brand digital and print news coverage:</u> CSB programs and services as well as COVID-19 services and resources shared by dozens of key community partners: • NY Times reporter received CSB data and links to resources to support story: COVID-19 Impacting Brevard’s Employers • Commissioner Isnardi social shares CSBs weekly e news. • City of Cocoa social shares CSB RA assistance and applications support • City of Palm Bay social shares CSB Brevard Recovery Works program • City of Cocoa Beach, City manager sends letter of CSB staff appreciation for Hurricane repair work. • North Merritt Island HOA reports CSBs role in storm water improvements and getting jobseekers trained and certified. • BBN gives cover story to CSB re: Construction Grant. • Florida Trends “people in the know” includes Marci Murphy • Space Coast Living/Business published Marci Murphy’s business article • Palm Bay Area Chamber of Commerce publishes CSB’s Brevard Recovery Works program and Job fair services to members. • Eckerd Connects community services newsletter mentions CSB services including resume builder.
<p>Community Partner Outreach Events/Programs</p>	<p><u>Additional outreach efforts not detailed in committee goals matrix:</u> <i>Ongoing collaboration with and sharing of, CSB’s Partner/Employer/Job seeker news and events.</i></p> <ul style="list-style-type: none"> • In response to COVID-19, CSB’s Industry Relations team designed and facilitated several well attended virtual workshops, business learning events, job fairs and recruitment events for Brevard’s employers. • Spotighting key community partners, including Take Stock in Children, Love Center Church, and Love INC.



Quarterly Multimedia Outreach (April – June 2020)

	<ul style="list-style-type: none"> • CareerSource Florida shares CSB’s customer success stories with their Board of Directors. • The State of Florida (DEO) Issues COVID-19 Updates and includes CSB’s messaging about resources offered.
Multimedia Promotions/ Tactics	<ul style="list-style-type: none"> • <u>Brevard Business News (BBN):</u> Ads to inform the business community about the Aero-Flex and Brevard Recovery Works programs. • <u>Program collateral:</u> RA assistance paper applications, MFEA pens for event support, updated web pages, flyers, etc... to support and encourage jobseeker and referral partner engagement in CSB programs. • <u>Multimedia outreach campaigns:</u> <ul style="list-style-type: none"> ○ Aero-flex Apprentice and Pre Apprentice Program, a campaign including paid Spotify and B to B ads was created and launched targeting employers, community partners, and jobseekers. Outcomes listed on PPT. ○ Brevard Recovery Works program, a campaign including paid Spotify and B to B ads was created and launched targeting employers, community partners, and jobseekers. Outcomes listed on PPT. ○ COVID-19 multimedia non-paid/earned income campaign
Website	<ul style="list-style-type: none"> • <u>Content development and enhancements:</u> Ongoing updates: increase SEO through industry-relevant posts, fresh content (pages updates), refinements to highest performing keywords and messaging based upon analytics • <u>Quarterly program page enhancements:</u> Dedicated COVID-19 information and resource page. Dedicated Hot Jobs page. For June, addition of 5-piece email campaign on auto send to all jobseekers completing CSB career services web page-- contact form. Web stats listed on PPT.
State-Funded Multimedia Campaigns	<p><u>Out-of-State Engineering Talent Attraction & Recruitment Campaign:</u> Now in its 5th year—this 30-day, May-June campaign launched with LinkedIn and Google Ad words which triggered a weekly email sequence to responders guiding them to a dedicated Engineer web page to request a call from CSB’s engineer recruiter.</p> <p>Outcomes-to-date: Recruiter is following up with responders</p> <ul style="list-style-type: none"> • 381,500 impressions (ad views) • 47 conversions (sharing their email address) • 1,613 visits to the engineer landing page from LinkedIn & Google ads • 8 engaged with CSB recruiter with 2 in EF now. • Additional results of the campaign will be presented at the October meeting. <p><u>Local Unemployed/Underemployed/Introduction to Key Industry Sectors – Talent Attraction Campaign:</u> Now in its 2nd year—this 30-day, May-June campaign launched with a series of Facebook ads which triggered a weekly email sequence to responders guiding them to the CSB Career Services web page contact form, and a call from CSB’s career team.</p> <p>Team is following up with responders-to-date.</p> <ul style="list-style-type: none"> • 710,300 impressions (ad views) • 3,448 traffic to career services page • 1,688 form completers who received email sequence • 75% of career services page traffic from paid ad, 25% from other outreach • Additional results of the campaign will be presented at the October meeting.

PY 2019-2020	OCT	JAN	APR	
Angelastro, Joe		resigned 10/19		
Arnott, Jeff	P	P	P	
Beal, Shawn	P	P	P	
Brockwell-Carey, Lynn	P	P	P	
Gaedcke, Marcia	A	A	P	
Gramolini, Robert	P	P	A	
Heller, Nancy	P	P	P	
Jackson, Juanita	P	A	P	
Jordan, Robert	P	P	A	
Koursaris, Laura	P	P	P	
Mack, Travis	A	A	P	
Sugarman, Jennifer	P	A	P	