



Career Center Committee Meeting

October 24, 2023

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) +1 561-486-1414,,809970212#

Attendees:

Pamela Reed (Chair), Shawn Beal, Lorri Benjamin, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Tory Lovelace, Jimmy Lane, Karen Locke, Travis Mack, Nuno Mana, Theodore Pobst, Ricardo Romeu, Monica Shah, Holly Tanner

Agenda

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Call to Order	Pamela Reed	
Roll Call	Marina Stone	
Public Comment	Pamela Reed	
Spotlight Presentations		
Veterans Performance Incentive Awards Program Presentation	Jessica Mitchell	1 – 6
Action Items		
▪ Approval of Committee Minutes for July 25, 2023	Pamela Reed	7 – 9
▪ Guidelines for Formula Funding Usage PY 23-24	James Watson	10 – 11
Reports		
President's Report	Marci Murphy	
Discussion/Information Items		
Q1 Career Center Efforts Presentation (Objectives 1, 2, and 3)	Caroline Joseph-Paul	12 – 18
Q1 Business Engagement Presentation (Objectives 1 and 4)	Thomas LaFlore	19 – 20
Q1 Multimedia Outreach Matrix (Objectives 2 and 4)	Denise Biondi	21 – 23
Q1 Performance Reporting Presentation and Analysis (Objective 3)	Erma Shaver	24 – 28
▪ First Quarter Contractor Performance Brief	Erma Shaver	29 – 31
▪ Primary Indicators of Performance Brief	Erma Shaver	32
▪ PY 22-23 Career Center Standards Results	Amberstar Bush	33 – 34
▪ Letter Grade Performance Measurements	Erma Shaver	35
Strategies and Goals Matrix	Amberstar Bush	36 – 38
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Adjourn	Pamela Reed	

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

Upcoming Meetings

November 2023

6th Finance Committee-3:30pm
6th Executive Committee-4:00pm
16^h Board of Directors-8:30am

December 2023

No meetings

January 2024

16th Industry Workforce Committee-8:30am
23rd Career Center Committee-8:30am

February 2024

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

March 2024

No meetings

April 2024

9th Industry Workforce Committee-8:30am
23rd Career Center Committee-8:30am

May 2024

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

June 2024

No meetings

A collection of decorative geometric shapes: a large green triangle on the left, a blue triangle below it, and an orange triangle to the right of the blue one.

Veterans Performance Incentive Awards Program- PY22/23

Narrative

CareerSource Brevard (CSB) leadership and Jobs for Veterans Grant (JVSG) staff have the utmost respect for Veterans and other eligible spouses. Through hard work and dedication to the mission, our CSB JVSG team exemplify what the Veteran's Performance Incentive Award Program was instituted to recognize, "Excellence in Service" to Veterans.

Outreach

- Disabled Veteran Outreach Programs (DVOP) conducted 67 outreach activities
- Local Veteran Employment Representatives (LVER) conducted 252 onsite visits to employers
- LVERs conducted 56 Veteran advocacy activities to employers
- JVSG team shows a united front in working diligently to get our Veteran and other eligible persons hired



Job Fairs & Recruiting Events

- Conducted 12 job fairs & 90 recruiting events
- Over 2,500 job seekers attended; 445 veterans (18%)
- 122 job offers made on the spot!
- Average 60 employers per job fair
- Provide unique wristband identifier for Veterans at our large-scale events



Job Fairs & Recruiting Events



<https://www.floridatoday.com/picture-gallery/news/2022/12/05/8th-annual-paychecks-patriots-veterans-job-fair/10811037002/>



Justice Involved Programs

- LVERs helped coordinate two 2nd Chance Job Fairs
- Justice involved veterans attended
- Employers & partner agencies that provide no cost services
- DVOPs co-case management to ensure justice involved vets and eligible spouses have access to all programs and services



Hire Veterans Medallion Program (HVMP)

- LVERs provided info about HVMP to 226 employers in PY 22/23
- CSB LVER's educated more employers about HVMP than any other board in the state!

<https://www.hirevets.gov/>



Community Involvement

- Vet team has done outstanding job being involved in community
- Attend events that support & educate veterans
- LVER presentations & attend grand openings
- Supports Transitional Assistance Program (TAP)



Honorable Mention

- Ask the Recruiter- Veteran focused workshop
- SkillBridge Program- Knights Enterprises
- Melbourne Regional Chamber's Hero Spotlight- Wilfredo Quiles
- National Veteran's Homeless Support, Inc.- C2 GPS donation



Success Stories

Testimonial from Michael Pascale, Talent Acquisition, RGNext:

<https://www.youtube.com/shorts/7p5PNF2t7c4>

Testimonial from Leslie Jones, Career Development Manager, Brevard County Government:

<https://youtu.be/vqlgnwR7BEE>

Testimonial from case managed Veteran jobseeker customer, John Rizzuto:

<https://youtu.be/nkFsfuANNJl>

Testimonial from case managed Veteran jobseeker customer, Clifford Williamson:

<https://youtube.com/shorts/RYH8HDqR6ZU?feature=share>



Questions?



Thank you



CareerSource Brevard

Career Center Committee

July 25, 2023

Minutes

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

Members in Attendance: Nancy Heller Chair, Shawn Beal, Lorri Benjamin, Robert Gramolini, Brian Jaskiewicz, Karen Locke, Theodore Pobst, Monica Shah and Holly Tanner

Members Absent: Leslie Jones, Jimmy Lane, Tory Lovelace, Nuno Mana, and Pamela Reed

Staff in Attendance: Marci Murphy, Joy Bartlett, Denise Biondi, Amberstar Bush, Melissa Byers, Lisa Fitz-Coy, Jodi Jackson, Michelle Jones, Thomas LaFlore, Deserine Morgan, Lori Robinson, Stephanie Robinson, Erma Shaver, Marina Stone, James Watson and Kimberly Weatherby

C2 Staff in Attendance: Caroline Joseph-Paul, Julie Berrio, John Bonsignore, Ahmanee Collins-Bandoo, Linda Hadley, Melissa Janssen, Bob Knippel, Jessica Mitchell, Ramsey Oliverez, Sally Patterson, Kory Sillerud and Aaron Smith 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 8:31am at CareerSource Brevard (CSB). Introductions were made.

Public Comment:

There was no public comment.

Spotlight Presentations:

Highlights of Scholarships – PY 22-23

A presentation was shared outlining CSB's Scholarship Unit (SU) which has been in place for many years. Most Florida workforce boards do not use a SU but CSB has found it to be very fair to our customers. The presentation explained the purpose of the SU, what types of funding are used, and the available funding and obligated funds by school in PY 22-23. SU requests from customers by industry along with the details of the guardrails used and WIOA Adult Priority of Service were reviewed.

Action Items:

Approval of Career Center Committee Minutes of April 25, 2023

Motion to approve the Minutes from the April 25, 2023, meeting was made by Brian Jaskiewicz. Robert Gramolini seconded the motion. The motion passed unanimously.

President's Report

Marci Murphy shared information on the consolidation update, and a name change for the Department of Economic Opportunity to the new name of Department of Commerce. Local Market Information (LMI) was shared showing that younger workers are entering the workforce at a higher rate than in the past due to higher wages. Florida's employment in the leisure and hospitality is up 7.3% in Florida and the US is up 5.9%. Education and health services is up 6.6% and manufacturing is up 3.3%. Construction was down by 1.4% and Information Technology was down 1%. Roughly 5.5 million of the 10 million open jobs in the United States need to be filled by people without a college degree; this may not be good news for post-secondary institutions.

Discussion/Information Items:

Q4 Career Center Efforts Presentation

During the fourth quarter of PY22-23, C2 GPS shared a presentation on enrollment, employment and program highlights, metrics, hiring events, job seeker workshops, community partner engagement, and customer satisfaction feedback results. A committee member shared that star ratings may be helpful instead of the current ratings used.

ITA Annual Vendor Evaluation

The ITA Annual Vendor Evaluation was reviewed for Program Year (PY) 22-23 and based on the review, it is recommended not to issue any corrective actions for existing training vendors. The average wage after a customer completes training ranges from \$12.50 per hour to \$40.00 per hour.

Effectiveness of Training/Career Services for PY 22-23

In PY 22-23, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 215 customers. Both OJT's and ITA's contribute to high success rates, however ITA's have a higher cost and longer training period with average training length of 15 months for ITA's compared to average training length of 5.7 months for OJT's. Looking at the training services it is clear that some customers benefit more from ITA type training while others have fewer barriers and can move successfully through OJT training.

Q4 Business Engagement Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events. A fact sheet was shared for PY 2022-2023.

Q3-Q4 Multimedia Outreach Presentation

The Outreach Department highlighted quarterly activities from January 2023 through June 2023. Analytics for the CSB website and social media platforms were shared. Several Multimedia Campaigns were discussed.

Q4 Performance Reporting Presentation

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

End of Year Contractor Performance for PY 2022-2023

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 for PY 2022-2023 were redesigned to better align with the Letter Grade Performance which was established by the State.

Primary Indicators of Performance

Common Measures are 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 third quarter except Dislocated Worker Median Earnings which was missed by only 1.15% and Youth Credential Attainment Rate which was missed by 2.3%.

Letter Grade Scorecard

The letter grade scoresheet was shared for the third quarter of PY 2022-2023 with a grade of B and score of 84.99%.

New Measures for PY 23-24

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. Staff has determined 3 additional measures to the existing 18 contractor performance goals. 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.

Strategies and Goals Matrix

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

Adjourn:

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 10:01am.

Respectfully submitted,

Reviewed by,

{signature on file}
Marina Stone

09/12/23
Date

{signature on file}
Nancy Heller, Chair

09/12/23
Date



October 24, 2023

Action Brief

Guidelines on Formula Funding Usage for Program Year (PY) 2023-24

Background

The guidelines governing the utilization of formula funding undergo an annual review, with the primary goal of aligning CareerSource Brevard (CSB) programs to maximize their effectiveness for both businesses and job seekers. This evaluation considers various factors, including the unemployment rate, other economic indicators, historical expenditures, and the availability of funding for the forthcoming program year. The central metrics guiding these guidelines encompass:

- **Training Mix** which refers to the type of training provided for businesses and job seekers.
- **Customer/Trainee Mix** which refers to the employment status of the customer.

The following chart offers an overview of the guidelines and performance for Program Year (PY) 2022-2023.

PY 2022-2023 GUIDELINES & PERFORMANCE DATA					
Training Mix			Customer (Trainee) Mix		
Type of Training	Goal	Performance	Customer Category**	Goal	Performance
Work Based Training (WBT)*	30%	25%	Unemployed workers	50%	37%
Individual Training Accounts (ITA)	70%	75%	Employed workers	25%	34%
			Underemployed workers	25%	29%
<small>* On the Job Training (OJTs), Work Experience (WE), Incumbent Worker Training (IWT) ** Persons listed as employed would be considered by many to be 'underemployed.' A single mom making \$10/hr 40 hours a week is not "low income" and would only be considered underemployed if she was working below her skill level.</small>					

The chart titled "Guidelines & Performance Data" above illustrates how CSB's performance aligned with the guidelines established for the previous program year (PY). The data indicates that we successfully served a greater number of customers through Individual Training Accounts (ITA) than through Work-based training. The delivery of Work-based training faced significant challenges due to a shortage of available workforce.

The program year 2022-2023 unfolded as yet another distinctive period for workers, job seekers, and employers. While the unemployment rate continued to be low in the State of Florida, particularly in Brevard County, employers faced challenges in filling open

positions and retaining their current workforce. Ongoing trends indicate that employers remain dedicated to expanding their workforce by emphasizing training and upskilling initiatives.

The under-performance in Work-Based Training funding can be attributed directly to a reduced pool of unemployed workers. On-the-Job Training (OJT), comprising the majority of work-based training contracts, primarily supports new hires, a category that has experienced a shortage of available workers post-pandemic. Nonetheless, CSB successfully allocated over \$100,000 in training contracts to support Brevard businesses.

In PY 2023-2024, Brevard County continues to experience a low unemployment rate, resulting in fewer individuals actively seeking employment. Consequently, the emphasis within ITA training programs has shifted significantly, prioritizing individuals who are underemployed and providing them with opportunities to enhance their skills, ultimately leading to more self-sustaining job prospects. Programs like on-the-job training and work experience are less applicable to employed workers. Therefore, in this period of low unemployment, the program mix has been adjusted to align with this evolving focus.

Considering the prevailing conditions and ongoing trends, our staff recommends a training mix balance of 20% for Work-Based Training (WBT) and 80% for Individual Training Accounts (ITA) for this program year (PY). This balanced approach will provide the flexibility needed to offer both WBT and ITA opportunities, thereby effectively assisting both job seekers and businesses.

Regarding the Trainee Mix, our staff recommends a small adjustment to the existing guidelines for serving both underemployed and employed workers. In light of the current economic landscape, marked by a low unemployment rate, there persists a noticeable inclination among employers to nurture and advance their in-house talent through training initiatives. CSB will continue to allocate training funds in a manner that optimally benefits both our jobseekers and employers.

Recommendations

Staff recommends the following **Training Mix** for PY 2023-24:

- 20% Work-Based Training (including OJTs, Work Experience, Employed Workers)
- 80% Individual Training Accounts (ITAs)

Additionally, staff recommends the following **Job Seeker Customer Mix** for 2023-24:

- 40% allocation for unemployed workers
- 30% allocation for underemployed individuals
- 30% allocation for employed worker training

Action

Please review and approve the staff's recommended guidelines for PY 2023-24, and kindly forward this matter to the Board of Directors for their approval during their November meeting.



Career Center Efforts

Career Center Committee

October 2023

Caroline Joseph-Paul, Senior Managing Director



Q1 - Impact at-a-Glance (Universal Services)

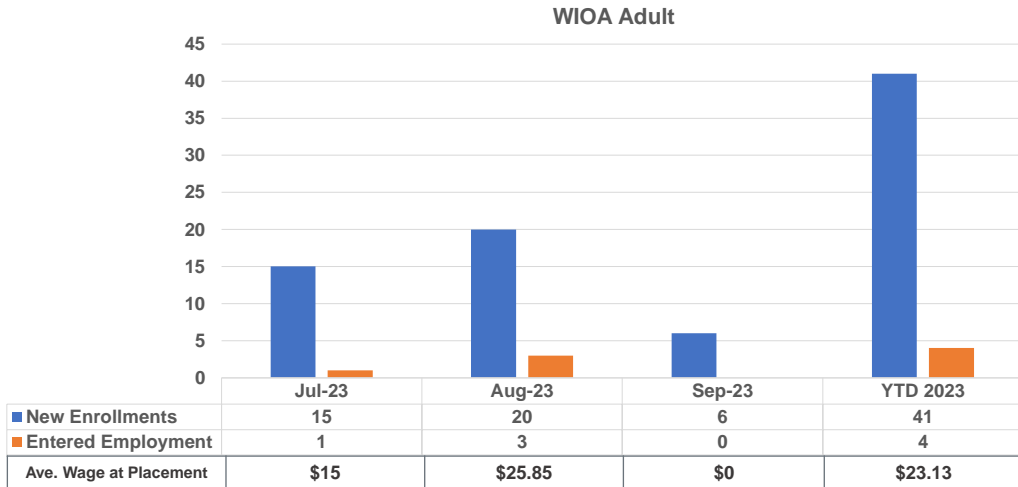
Job Seeker Activities

- **2,904** unique customers served
- **5,217** total visits
- **13,522** services job seekers received
 - staff provided **64.5%** of those services
- **541** entered employment
 - recorded/average wage **\$17.18**

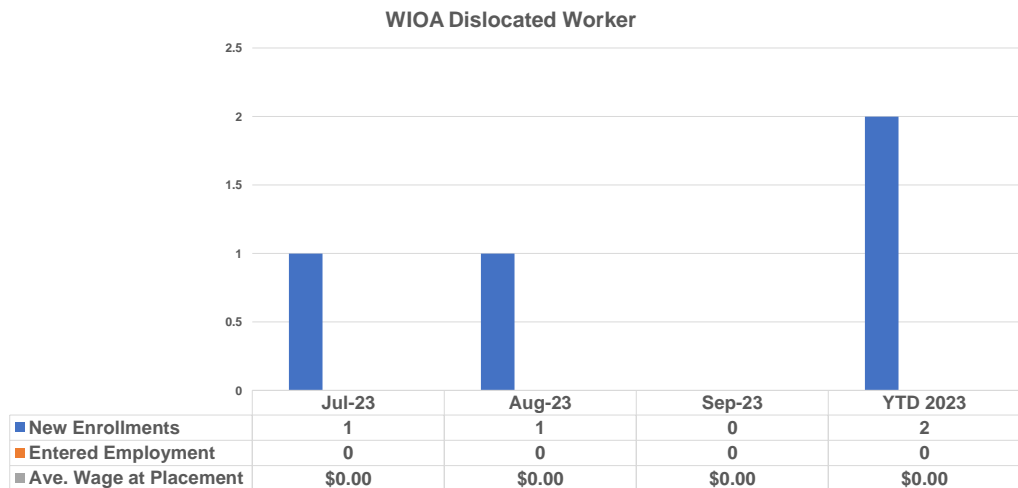
Other Accomplishments

- Partnered with weVENTURE to host workshops & 1-hour coaching sessions for job seekers interested in Entrepreneurship.
- Improved Job Seeker Customer Satisfaction survey rating system based on feedback received from last CCC.
- **Success Story** – RESEA jobseeker secured employment in Aug. 2023 as Product Strategy Manager/\$128k annually.

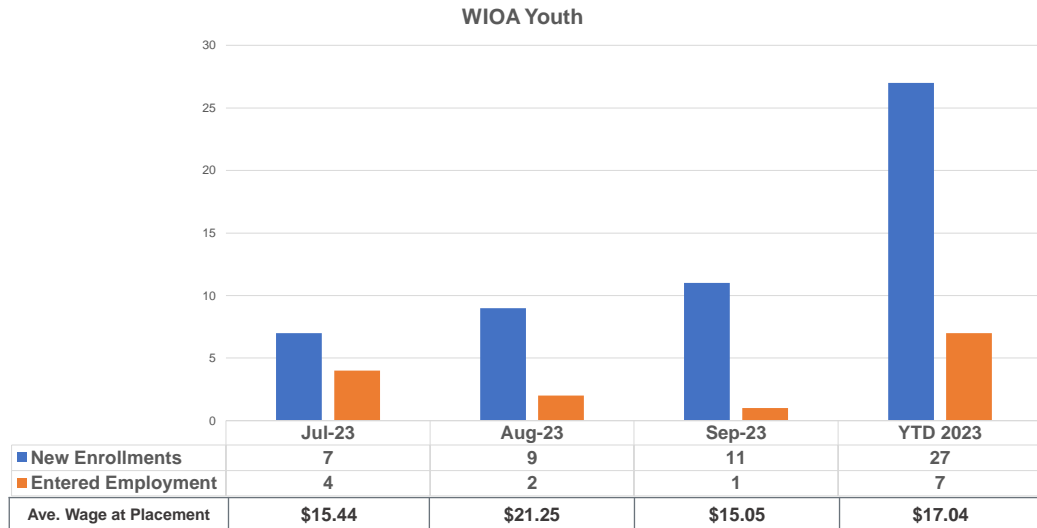
Q1 - Workforce Innovation & Opportunity Act WIOA Adult Metrics



Q1 - Workforce Innovation & Opportunity Act WIOA Dislocated Worker Program Metrics



Q1 - Workforce Innovation & Opportunity Act WIOA Youth Program (NextGen) Metrics



Q1 - Youth (NextGen) Outreach Activities

- Brevard County Adult Education locations in Titusville, Cocoa, and Melbourne
- Eau Gallie High Senior Parent Night (students, parents, teachers, and admin)
- Brevard Adult Education – IT Takes a Village panel (school counselors and other admin)
- Ways for Life
- St. Vincent De Paul
- Suntree Library



Non-Custodial Parent Employment Program

Metrics – Program to Date

Measures	CSB Actual	CSB Goal	To Attain Goal
Total Enrolled (120)	73	120	47
Completed intake, assessment and IEP (108)	73	108	35
Employability and Life Skills Training (80)	12	80	68
Workforce Development Activities (60)	36	60	24
Enter employment or upgrade job (56)	12	56	44
Average wage at placement	\$16.30	\$15.00	

Q1 - Successes

- **27** new enrollments
- **5** entered employment
- **\$16.80** average wage at placement
- Referrals from 18th Judicial Court and Florida Department. of Revenue

Q1 - Job Seeker Workshops

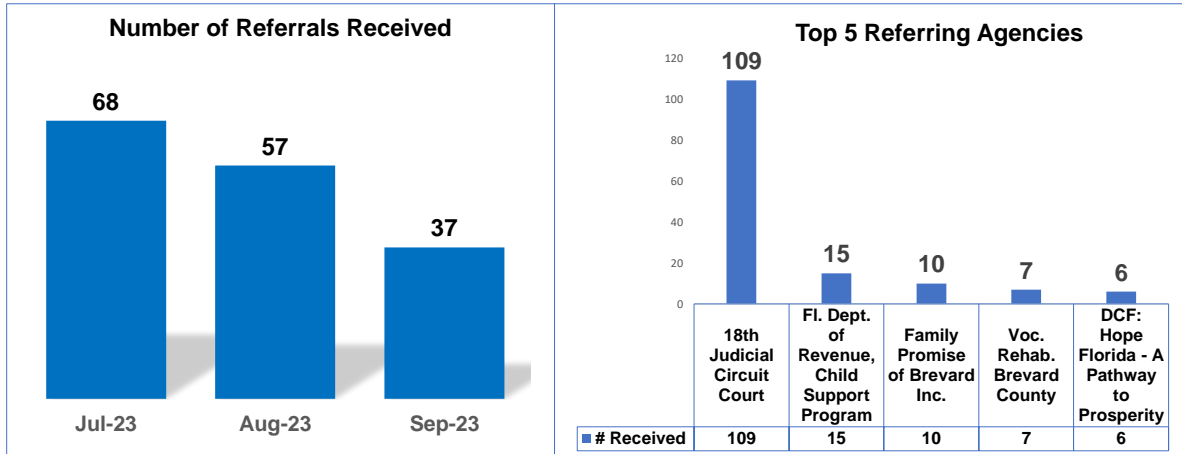
1706 jobseekers served through various workshops.

Including:

- **765** Brevard County Adult & Community Education students via zoom (Employability skills development workshops)
- **66** Jobseekers attended “Ask the Recruiters Q & A Panel Discussions. (Plus, an additional **33** attendees that included employers)



Q1 - Community Partner Engagement Crosswalk Agency Referral



Q1 – What Are Customers Saying Customer Satisfaction Survey Results

SURVEYS COMPLETED = 68

Top 3 Services Received

- **39.71%** - Job Search Assistance/Job Screening & Referral
- **22.06%** - Job Readiness (Orientation Workshops, Resume Writing, Interview Preparation, etc.)
- **17.65%** - Appointment with CSB Staff

How did customers hear about CSB?

- **29.41%** - Walk-In
- **17.65%** - CareerSource Brevard Website
- **13.24%** - Family/Friends



Q1 – Customer Satisfaction Survey Results

Key Elements	Overall Rating
Staff were courteous and made them feel welcome	4.83 stars
Staff responded to their requests in a timely manner	4.83 stars
Staff understood their needs & the assistance/information received was helpful	4.81 stars
Would recommend CSB services to others	4.73 stars
Overall experience with CSB has been satisfactory	4.74 stars

4.8★
average rating




Q1 - Customer Satisfaction Survey – Sample Responses

“Most positive and professional assistance ever experienced in time of need, outstanding personnel”

“I enjoyed the resume class and learned a lot. I am very thankful you have these classes.”

“CareerSource Brevard has provided beneficial information pertaining to my job search needs.”





Thank you!

Caroline Joseph-Paul, Managing Director



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Recruiting Events

22 Onsite Events

- 11 unique employers included Manufacturing, Healthcare, Security Services, Gov't agencies, Staffing Agencies & Restaurants represented
- Appointments & Walk-Ins
- 333 Job Seekers attended, 20 Veterans



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Job Fairs - 2 Events

Super Tuesday Virtual Job Fair on July 25th

- Partnering with AFRC Patrick
- 9 Employers
- 35 jobseekers / 2 Veterans

Palm Bay Job Fair on September 13th

- 15 employers in various industries
- 149 jobseekers / 14 Veterans



CareSource Brevard JOB FAIR
 September 13, 2023
 Palm Bay Center
 10:00 am to 5:00 pm

CONTROL CENTER
 10:00 am to 5:00 pm

Palm Bay Job Fair
 Open to the public and walk-ins are welcome!
 Veterans are encouraged to attend.
 Get your resume ready and dress for success.
 Hiring managers are offering interviews on the spot.
 Date & Time: Wednesday, September 13, 2023, 10:00 am to 5:00 pm
 Location: Palm Bay Center, 5275 Babcock Street, Suite 99, Palm Bay, FL 32909
 To space your entrance: Sign up here: <https://www.caresourcebrevard.com/palm-bay-job-fair>
 Questions? Email: info@caresourcebrevard.com

Participating businesses in: Healthcare, Hospitality, Manufacturing, Construction, Administration, Transportation, Logistics, Transportation, Education, Law Enforcement, and more!

Participating Employers & Organizations:
 Career Development Center
 JAC
 Brevard Public Schools
 Brevard County Sheriff's Office
 Englestone Title
 CareSource Brevard
 City of Palm Bay
 City of Palm Bay Police Department
 Eastern Florida State College
 Ichiban Cleaning
 Launch Credit Union
 LF Staffing
 QATC
 Walmart

For more information, visit www.caresourcebrevard.com



Find Your Next Best Employee!
Super Tuesday Virtual Job Fairs

Quarterly Fourth Tuesday
 10:00 am - 12:00 pm
 1:00 pm - 3:00 pm
 Online via Premier Virtual

SECURE YOUR FREE ONLINE BOOTH TODAY!
<https://www.caresourcebrevard.com>

Why attend a Virtual Job Fair?
 • Job Fairs are an effective, efficient way to consider new employees and make connections that can lead to hiring the talent you need.
 • CareSource Brevard Job Fairs attract candidates from across the county and many vendors of the marketplace.
 • Need help getting your online booth set up? We can help.
 • Many candidates will have pre-registered in Employ Florida, providing you with information your company needs to take the next step.

As an employer participant, your job openings must be posted in [employflorida.com](https://www.employflorida.com)

a program of **BREVARD**

Business Learning Events

Collaboration of Brevard Businesses

Florida Atlantic Workforce Alliance - Meeting of Industry Councils

- Hosted Virtually on Sept. 27th
- Regional partnership with CareerSource Flagler/Volusia and CareerSource Research Coast
- For Employers/CEOs, Educators, Economic Development Pros & Community Stakeholders
- Aerospace/Aviation, Advanced Manufacturing & IT/Cybersecurity industry focus
- Breakout meetings by industry to form Industry Council discussion topics, action items, future meeting schedules to move the needle in developing workforce pipeline using FAWA initiatives.

YOUR VOICE MATTERS



LET'S WORK TOGETHER → TRANSFORM THE FUTURE

FLORIDA ATLANTIC WORKFORCE ALLIANCE MEETING OF INDUSTRY COUNCILS

Important note & changing participation to join virtually

Wednesday

September 27

9:00 AM - 11:00 AM

Click here to register for this event: <https://fla2023.eventbrite.com>

FOR EMPLOYERS/CEOs, EDUCATORS, ECONOMIC DEVELOPMENT PROS & COMMUNITY STAKEHOLDERS

in Aerospace/Aviation, Advanced Manufacturing & IT/Cybersecurity

Never has workforce development been as important to the success of businesses and regional economic prosperity as it is today. CareerSource Brevard, CareerSource Flagler Volusia, and CareerSource Research Coast would like to invite you to join us for the virtual gathering of the industry councils that were established during the first Florida Atlantic Workforce Alliance Consortium.

The councils will collaborate on initiatives and actions to be taken to boost the Aerospace/Aviation, Advanced Manufacturing, and IT/Cybersecurity workforce to meet growing industry talent pipeline demands across our region.

This initial meeting will set the pathway for solutions for the industry councils, who will meet throughout the year to discuss progress. Councils will convene again at the next FAWA consortium.



Brevard County
Stephanie Robinson (321) 364-0549
srobinson@careersourcebrevard.com



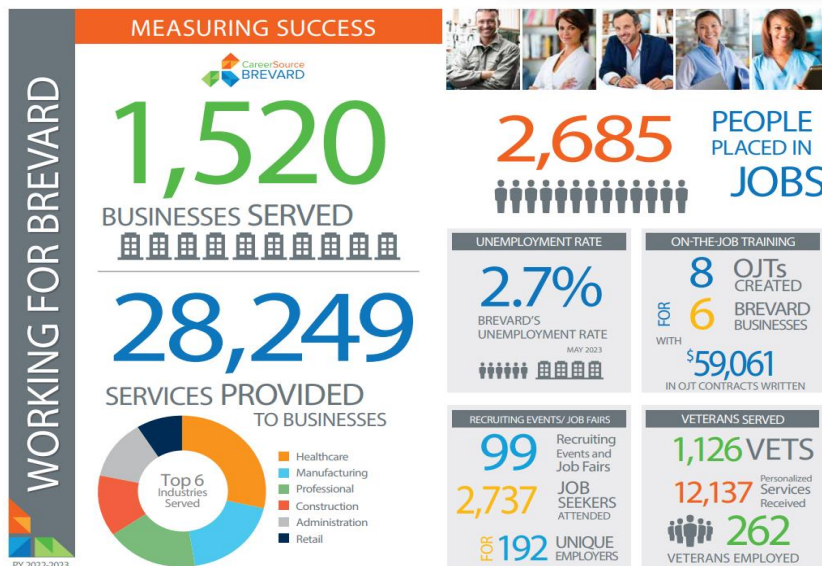
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ahzaharn@careersourcefla.com



Research Coast
Caitlin Gill (866) 482-4473 x427
cgill@careersource.com

Fact Sheet

Business Services Provided July 1st, 2022 through June 30th, 2023



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



Quarterly Multimedia Outreach (July – September 2023)

OWNED Media

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

View social media efforts by following us!

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

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

<https://twitter.com/csbrevard>

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

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

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

- **Daily promotions:** Hot Jobs, virtual and in-person workshops, job fairs, local employer recruiting events, skills training, supportive services and resources, career tips, jobseeker success stories & testimonials.
- **Program outreach campaigns this quarter:** [Weekly Jobseeker e-news](#), [Virtual Job Fair](#), [CSB & Partner workshops](#), [WeVenture Entrepreneur Workshops](#), [Veterans workshops](#), [RISE program](#), [Young Adults Program](#), [CSB & Partner hiring event](#), [Recruiting Events](#), [Ask the Recruiters panel discussions](#), [CSB General jobseeker services](#), [CSF & CSB Veteran program collab.](#), [State Veteran Apprenticeship initiative](#), [Non-Custodial Parent Employment program](#), [BACK TO WORK 50+](#), [Healthcare CNA Training & Recruitment](#), [Jobseeker Success testimonial](#), [SkillUp Brevard](#), [Palm Bay Job Fair](#)

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

- **Daily promotions:** Virtual and in-person business learning events, CSB-hosted employer recruiting events, talent attraction job fairs, employee retention & work experience skills training, supportive services, resources, grant and collaborative partner news, employer success stories and testimonials. These efforts support CSB’s Sector strategy initiatives (Aerospace/Aviation, Manufacturing, Information Technology, Hospitality, Healthcare, and Construction)
- **Quarterly highlights:** [FAWA: Industry Councils](#), [CSB Community Partner Recognition](#), [CSFV Partner News](#), [Construction Sector](#), [Apprenticeship Navigator](#), [Registered Apprenticeship Accelerator event](#), [Manufacturing Tech Bootcamp & Job Fair](#), [Aerospace & Aviation sector news](#), [Business Services quarterly e-news](#), [IT Sector](#), [PepUp Tech Reverse Virtual Job Fair](#), [Recruiting Event services](#), [Employer Testimonials](#), [Workforce Development Month](#).

EARNED Media

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

Print, broadcast, and digital media coverage quarterly highlights:

CareerSource Florida campaign for state-wide coverage:

<https://careersourcebrevard.com/teens-and-young-adults-empowered-through-summer-youth-employment-program/>



Quarterly Multimedia Outreach (July – September 2023)

Florida Today:

- [CSB, Family Promise of Brevard Fight Homelessness](#)
- [Construction labor shortage](#)
- [Apprenticeship Navigator program](#)
- [Florida Pulse YouTube on Construction sector](#)

Brevard Business News

- [Rogue Valley Microdevices in Palm Bay](#)
- [CSF brand: Summer Youth Employment](#)

Everything Brevard

- [CDL licenses address driver demand](#)

98.5 The Beach radio:

- Daily Hot Jobs public service announcements

PAID Media

Buying media reaches audiences beyond those familiar with CSB services.

Paid media campaigns this quarter included

Brevard Business News

- [Find Business Resources](#) ad pg. 3
- [Train, Retrain & Retain Key employees](#) ad pg. 7

Quarterly Campaign Highlight:

Florida Atlantic Workforce Alliance (Three regions building a talent pipeline for: Aerospace/Aviation/IT/Cybersecurity/Advanced Manufacturing)

- Partner outreach events: weVenture Impact Summit
- Targeted industry consortium awareness and communications campaign <https://www.linkedin.com/feed/update/urn:li:activity:7107704304714571777/>
- Industry councils' awareness, communication and recruitment campaign [FAWA: Industry Councils](#).
- Manufacturing Technician Bootcamp training initiative campaign <https://careersourcebrevard.com/employers-invited-to-manufacturing-tech-bootcamp-open-house-and-manufacturing-job-fair/>
- Enhancements to industry relevant CSB web pages <https://careersourcebrevard.com/who-we-are/florida-atlantic-workforce-alliance/>
- Job seeker & referring partners training opportunities outreach campaign
- Event support: literature and event banners

Dwyer Workforce Development (Attract jobseekers and career-starters with CNA scholarship opportunities that lead to advanced careers in healthcare.)

- Enhancements to CSB Healthcare sector web page and custom [landing page](#)
- Email marketing campaign [Healthcare CNA Training & Recruitment](#),
- Social media campaign <https://www.instagram.com/p/CxYZU-vPwbT/>
- Jobseeker CNA training flyer

Website & Social Media

Daily updates with industry-relevant posts, fresh content, refinements to highest performing keywords and messaging of the CSB home site and social channels to maintain good Search Engine Optimization (SEO) and increase followers and engagement.

WEBSITE (data pulled from new Google software analytics)

- **Content updates**

Quarterly Multimedia Outreach (July – September 2023)

- New page: <https://careersourcebrevard.com/who-we-are/florida-atlantic-workforce-alliance/>
- New page: <https://careersourcebrevard.com/trending-in-brevard/construction/>
- New success story added to homepage- BACK TO WORK 50+ <https://www.youtube.com/watch?v=P8Fu-f-D1yg>
- Updated page: <https://careersourcebrevard.com/career-services/education-and-training/careers-in-construction/>
- Updated page: <https://careersourcebrevard.com/career-services/education-and-training/aerospace-aviation/>
- Updated page: <https://careersourcebrevard.com/career-services/education-and-training/manufacturing-advanced-manufacturing/>
- Updated page: <https://careersourcebrevard.com/career-services/career-exploration/explore-it-careers-2/>
- Updated page: <https://careersourcebrevard.com/career-services/apprenticeships/>
- Updated page: <https://careersourcebrevard.com/trending-in-brevard/>
- Updated page: [Certified Nursing Assistant Training Program - CareerSource Brevard](#)

- **Monthly news posts:**

- <https://careersourcebrevard.com/teens-and-young-adults-empowered-through-summer-youth-employment-program/>
- <https://careersourcebrevard.com/commhit23-summit-achieving-todays-advanced-workplace/>
- <https://careersourcebrevard.com/florida-atlantic-workforce-alliance-news-industry-councils-meeting-planned/>
- <https://careersourcebrevard.com/employers-invited-to-manufacturing-tech-bootcamp-open-house-and-manufacturing-job-fair/>

- **Unique visitors this quarter:** 25,000, 26,662 *previous quarter*

- **Top viewed pages**

- Hot Jobs
- Career services
- Upcoming events (*Due to number of CSB events, surpassed "Pathway to Finding a Job" page*)

- **Top sources of traffic to our website** (*CSB-driven, partners were not launching events & initiatives this quarter*)

- Direct (Typed in our web address)
- Organic search (Google, Bing, etc.)
- Organic social media

SOCIAL MEDIA

- 256 new followers this quarter, 262 last quarter (*YOY follower increase solid & on track with nonprofits our size*)
- Top referring social media site: Facebook
- Social media site with strongest follower growth: Facebook

Contractor Performance

Erma Shaver
Policy and Information Officer



Contractor Performance Legend

The following legend is used throughout the presentation:



The Blue Bar represents the Minimum Performance Goal



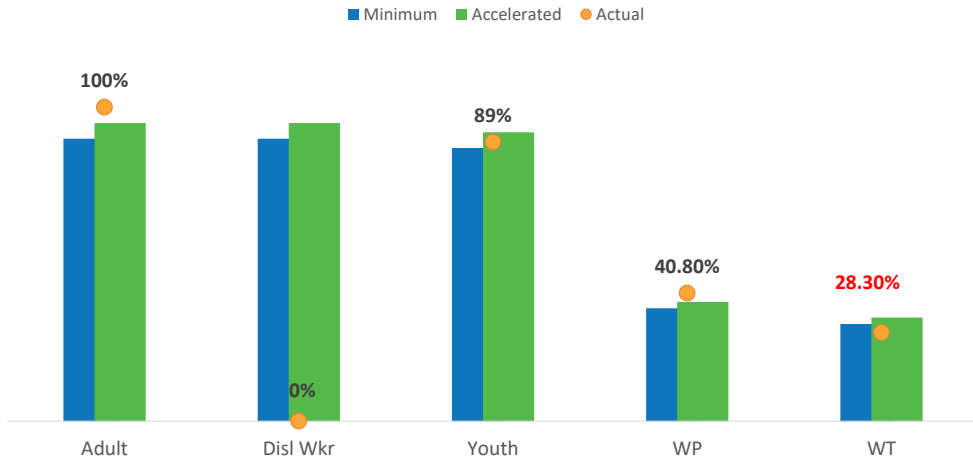
The Green Bar represents the Accelerated Performance Goal



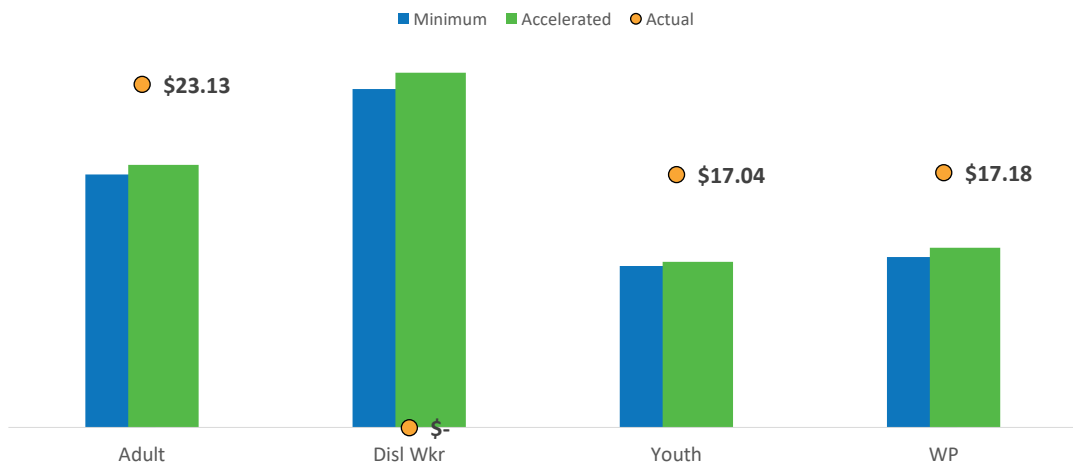
The Gold Circle indicates the Actual Performance Attained

Actual Performance labels are shown in **black text** if the measure met or exceeded Minimum or Accelerated and in **red text** if actual performance fell below the minimum goal.

Entered Employment Rate - Q1

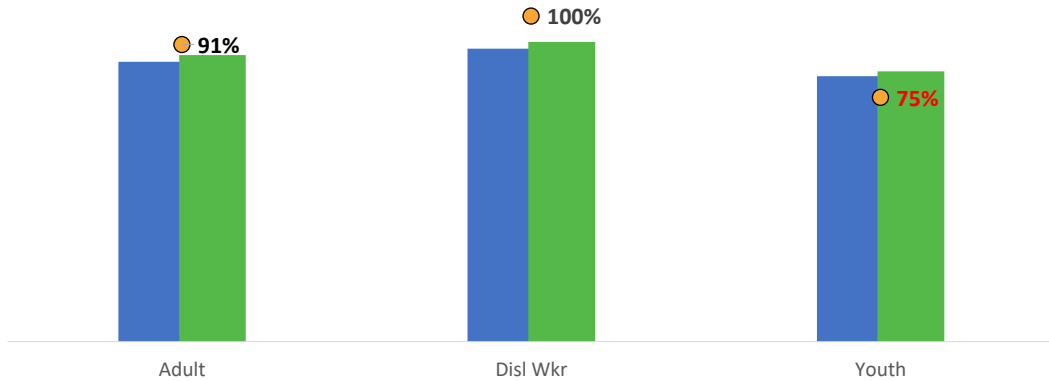


Average Hourly Wage Rate – Q1



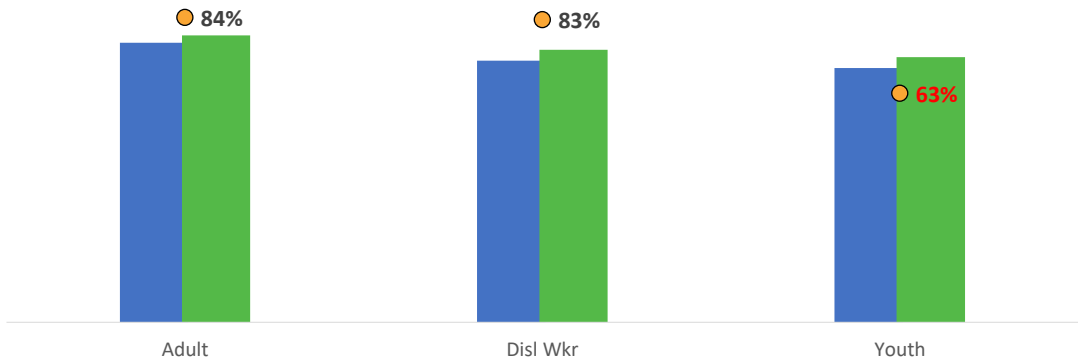
1 Year Retention Rate – Q1

■ Minimum ■ Accelerated ● Actual

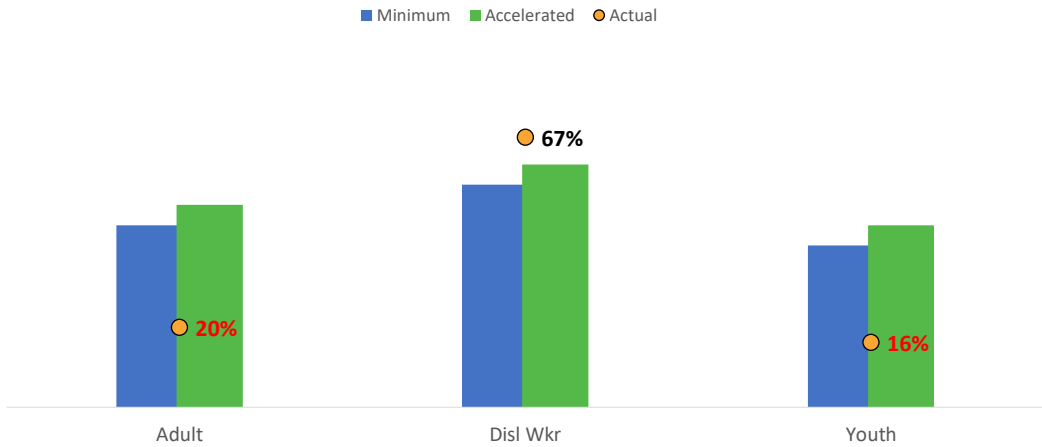


Credential Attainment Rate – Q1

■ Minimum ■ Accelerated ● Actual

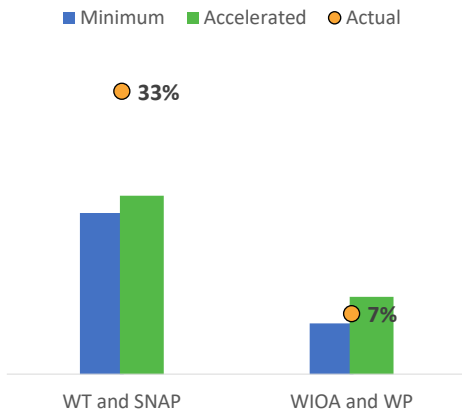


Measurable Skills Gain Rate – Q1

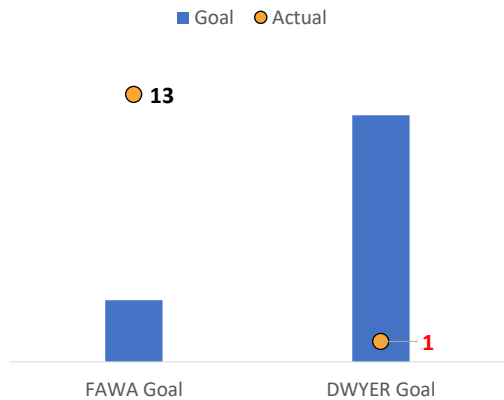


Additional Measures Q1

Enrolled in Work Related Training



FAWA and DWYER Goals



Contractor Performance – Q1

Missed – 5 of 20 Measures

Attained or Exceeded Minimum Performance – 13 of 20 Measures

Attained or Exceeded Accelerated Performance – 11 of 20 Measures



Questions?





October 24, 2023

Information Brief

First Quarter Contractor Performance PY 2023-2024

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

PY 2023-24 Performance Results

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

Elements of Contractor Performance Earnings - PY 23-24						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
WIOA Adult Measures						
Adult Entered Employment Rate	90%	95%	Exceeded (100%)			
Adult Average Wage at Placement	107% (\$17.01)	111% (\$17.73)	Exceeded (145.1%)			
Adult Retention at 12 Months	86%	88%	Exceeded (90.9%)			
Adult Credential Attainment Rate	77%	79%	Exceeded (83.95%)			
Adult Measurable Skills Gain	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 77%	Q1 - 50% Q2 - 60% Q3 - 70% Q4 - 79%	Missed (19.7%)			
WIOA Dislocated Worker Measures						
Disl. Wkr. Entered Employment Rate	90%	95%	---			
Disl. Wkr. Average Wage At Placement	143% (\$22.75)	150% (\$24.00)	---			

Elements of Contractor Performance Earnings - PY 23-24

Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Disl. Wkr. Retention at 12 Months	90%	92%	Exceeded (100%)			
Disl. Wkr. Credential Attainment Rate	72%	75%	Exceeded (83.3%)			
Disl. Wkr. Measurable Skills Gain	Q1 - 55% Q2 - 60% Q3 - 70% Q4 - 75%	Q1 - 60% Q2 - 65% Q3 - 75% Q4 - 80%	Exceeded (66.7%)			
WIOA Youth Measures						
Youth Entered Employment Rate	87%	92%	Met (88.9%)			
Youth Average Wage At Placement	68.3% (\$10.90)	70% (\$11.15)	Exceeded (106.9%)			
Youth Retention at 12 Months	81.5%	83%	Missed (75.0%)			
Youth Credential Attainment Rate	70%	73%	Missed (63.0%)			
Youth Measurable Skills Gain	Q1 - 40% Q2 - 50% Q3 - 60% Q4 - 65%	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 68%	Missed (16.0%)			
Wagner Peyser Measures						
WP Entered Employment Rate	36%	38%	Exceeded (40.8%)			
WP Average Wage at Placement	72% (\$11.44)	76% (\$12.15)	Exceeded (107.8%)			
Welfare Transition						
Entered Employment Rate	31%	33%	Missed (28.3%)			
Training Services						
WT and SNAP Enrolled in Work Related Training	19%	21%	Exceeded (33.3%)			
WIOA/WP Participants Enrolled in Work Rela	6%	13%	Met (7.0%)			
Grants and Special Projects Measured Annually (Tracked for information only)						
Increase FAWA ITA's and OJT's by 100%	3		Exceeded (13)			
Graduate 50 participants in C N A Training	12		Missed (1)			

Element A						
Met the minimum percentages set on 16 out of 20 (Q1, Q2 & Q3), and 17 out of 21 (Q4) Performance Measures established in Attachment F			No – Met Minimum on 13 of 18*			

Element B				
Met the accelerated percentages set on 10 out of 20 (Q1, Q2, & Q3), 10 out of 20 (Q3) and 11 out of 21 (Q4) established in Attachment F	Yes – Met Accelerated on 12 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	N/A			

* There were no exits for Dislocated Workers during the first quarter so there is no performance to report. These measures were removed from the overall calculations for this first quarter. Quarter 1 must meet 14 of 18 for Element A and 9 of 18 for Element B.

Performance Analysis

The achievement of measurable skills improvement has been lacking in both the Adult and Youth programs. This is partially attributed to the fact that training programs aren't designed to achieve measurable skill gains early in the year, especially for young participants. Furthermore, a significant percentage (47%) of adult participants initiated their training after July 1 and haven't yet reached the point where their skill gain can be measured.

To address this issue for both Adult and Youth programs, contractor staff are actively working on strengthening relationships with training providers. The goal is to establish milestones that allow the capture of skills improvement and credential attainment as early as possible. Additionally, contractor staff is exploring alternative credentials that students can earn through resources like Metrix and other avenues.

There is a persistent challenge of low youth retention rates throughout the state, primarily driven by the allure of higher-paying jobs that entice young individuals to forgo further training. Unfortunately, this trend often results in young employees entering the workforce without the essential soft skills required for job retention.

Additionally, CareerSource Brevard has partnered with several agencies to serve underprivileged Young Adults through the NextGen program. One such partnership focused on serving Justice Involved Youth in residential programs at AMIKids, while this partnership offered the Youth participants access to pre-employment training, vocational training, and incentives, many of the youth reside outside of Brevard County. Once they exit Brevard's residential program, and return to their respective counties, retention follow-up has been a challenge for both CareerSource & AMIKids staff. The Youth retention goal was missed by one customer this last quarter, but this partnership has impacted previous quarters as well.

Welfare Transition (WT) Entered Employment Rate Measure was also missed. This measure has seen a steady increase throughout the quarter (July 21.7%, August 24.3% & September 28.3%). The focus this program year is on career readiness training, connecting WT participants to employment through paid Work Experience and Unsubsidized employment opportunities. Locating employment information for non-responsive customers has been a challenge now that we are no longer using Work # for employment verification.

Staff will continue to monitor, analyze and report performance in all areas. Customers Served, Entered Employment Rates and Retention Rates will remain a focus for the next few months.

Information Brief

Primary Indicators of Performance

Background

Common Measures are 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 4th quarter of PY 2022-23. Also shown are our goals for PY 2022-23. All performance goals were met or exceeded for the 4th quarter except Youth Credential Attainment Rate (missed by 10.4%).

July 2022-June 2023 Performance

Primary Performance Indicator (PPI)	Performance 2019-2020	Performance 2020-2021	Performance 2021-2022	PY 22-23 Performance	PY22-23 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	89.1%	88.9%	83.5%	97.50%	90.4
Median Earnings (2 nd Qtr. after Exit)	\$8,097	\$8,745	\$8,927	\$10,028	\$8,837
Employment Retention Rate (4 th Qtr. after Exit)	87.0%	88.50%	92.6%	87.10%	86.1
Credential Attainment Rate	78.7%	85.2%	82.9%	77.60%	77.0
Measurable Skills Gain	N/A	75%	75.0%	89.50%	75.0
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	91.8%	87.9%	93.9%	97.20%	90.1
Median Earnings (2 nd Qtr. after Exit)	\$10,174	\$12,574	\$10,006	\$12,787	\$11,831
Employment Retention Rate (4 th Qtr. after Exit)	88.7%	92.4%	86.3%	93.90%	90.2
Credential Attainment Rate	61.1%	69.4%	89.3%	90.90%	72.2
Measurable Skills Gain	N/A	83.0%	79.3%	100.00%	75.0
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	80.2%	82.6%	80.2%	89.80%	83.5
Median Wage 2nd Quarter After Exit	N/A	\$3,643	\$4,423	\$5,638	\$3,855
Employment Retention Rate (4 th Qtr. after Exit)	85.6%	78.5%	85.7%	82.90%	81.5
Credential Attainment Rate	70.3%	73.0%	73.9%	52.60%	70.0
Measurable Skills Gain	N/A	66.2%	75.0%	78.10%	65.3
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	68.8%	61.9%	63.8%	64.60%	65.6
Median Earnings (2 nd Qtr. after Exit)	\$5,459	\$5,468	\$6,152	\$6,459	\$6,002
Employment Retention Rate (4 th Qtr. after Exit)	65.4%	62.9%	63.0%	63.90%	64.2
Not Met (less than 90% of negotiated)	Met (90-100% of negotiated)		Exceeded (greater than 100% of negotiated)		

Information Brief

PY 23-24 Career Center Standards Review

Background

The Career Center Standards is a review instrument adopted by the Board to assess our One-stop operator for compliance. The Workforce Innovation and Opportunity Act (WIOA) established criteria that must be reviewed by the State and the Local Region that address effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers. Those changes were incorporated into the tool used for the current review.

Discussion

Overall Rating – PY 23-24 Rating is 99.6%. Each Career Center was rated in five (5) key quality indicator areas:

- Poster & Signage verifies that all Federal and State required posters are properly displayed.
- Job Seeker Services verifies that available services, tools, and other resources are properly identified and readily available to job seeker.
- General Services verifies that options are available for customers (job seeker and employer) to receive the full range of services identified by regulation.
- Employer Services verifies that employers receive personalized access to available services such as recruitment, referral, candidate screening, follow-up, etc.
- General Staff & Operations verifies that staff has the tools necessary to perform their assigned duties, including training, regular communication and a positive operational environment that encourages teamwork. This includes verification that proper logos are used in all internal/external communications.

The contractor continues to demonstrate a strong commitment to provide all-inclusive, consistent services across centers. All centers had a clear customer service process, staff were consistently engaged with assisting customers, and all staff encountered were knowledgeable and professional.

While all centers are committed to encouraging customers to complete the Customer Satisfaction Survey, the process in Titusville and Palm Bay had more clear directions on where and how to access the survey.

Appropriate resources and flyers were found in all centers; however, in Palm Bay, they were found in various locations throughout the center so that no matter where the customers were the information was readily available.

Upon review of the minimum skills required of a workforce professional, there appeared to be limited opportunities for staff in Communication & Basic Software Skills Training. An increased emphasis on these skills for all staff is encouraged.



The PY 23-24 performance measures do not include a measure for Career Center Standards so there is no money attached to the performance on this review. The review is conducted annually to comply with state requirements and presented for committee information only.

Results Summary Current and Historical

PY 23-24

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.6%	99.6%	99.6%	99.6%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	98.4%	98.4%	98.4%	98.4%

PY 22-23

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

PY 21-22

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.3%	99.3%	99.3%	99.3%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	97.4%	97.4%	97.4%	97.4%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%

PY 20-21

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	98.9%	99.6%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	96.7%	93.3%	98.3%	100.0%
Job Seeker Services	99.4%	100.0%	100.0%	97.1%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	97.9%	100.0%	100.0%



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

Program Year 2022-2023 (End of Year)

B+

LETTER GRADE

88.5%

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	3,472	7,154	48.53		45.00	100.00	25.0
Reduction in Public Assistance (Employment and Training Services, Self-Sufficiency)	.25	1,436	3,196	44.93		35.00	100.00	25.00
Employment and Training Outcomes (Employment and Training Services)	.20	17	18	94.44		100.00	94.44	18.89
Participants in Work-Related Training (Training Services)	.10	571	6,158	9.27		25.00	37.08	3.71
Continued Repeat Business (Business Services)	.05	1,934	7,083	27.30		35.00	78.00	3.90
Year-Over-Year Business Penetration (Business Services)	.05				-4.65	100.00	40.00	2.00
PY 2020-2021 Business Penetration		3,166	15,164	20.88				
PY 2021-2022 Business Penetration		2,491	15,350	16.23				
Completion-to-Funding Ratio (Employment and Training Services)	.10	6.65	2.94	100.00		100.00	100.00	10.00
Exiters: Local Board (N)/Statewide (D)		5,341	80,318	6.65				
Budget: Local Board (N)/Statewide (D)		\$4,643,504	\$157,813,605	2.94				
Extra Credit: Serving Individuals on Public Assistance (Employment and Training Services, Self-Sufficiency)	Up to 0.05 points	2,019	5,322	37.94				0.00
FINAL SCORE								88.5

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.

Strategy	Actions	Timeframe	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.	Ongoing	<p>CareerSource Brevard's funded Individual Training Account (ITA) Vendors include 9 Training Providers. The top 2 program enrollments are Nursing & Truck Driving.</p> <p>An overview of the funded ITA Vendors shows there were 42 Enrollments, 72 Still in Training, 9 Successfully Completed, 16 Entered Employment, while 11 of those obtained jobs in training related employment. Avg wages ranging from \$15.33-\$24.50.</p>
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><u>Hurricane Ian / Nicole Grant</u></p> <p>CSB was awarded \$6,398,150 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 & 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.</p> <p>Total:</p> <ul style="list-style-type: none"> • 72 participants enrolled • 13 have been closed with employment
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>
Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>

Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.	Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.	Ongoing	See Career Center Efforts Presentation
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	See Career Center Efforts Presentation
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	See Career Center Efforts Presentation
Ensure that measurable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	Ongoing	See Career Center Efforts Presentation
	Develop and implement a consultative approach for customer intake in the career centers.	Ongoing	See Career Center Efforts Presentation

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	See Career Center Efforts Presentation
Broaden our footprint with special populations.		Ongoing	See Career Center Efforts Presentation
Broaden our footprint with the virtual job seeker community.		Ongoing	See Career Center Efforts Presentation

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	See Q1 Multimedia Outreach Matrix
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	See Q1 Performance Reporting Presentation and Analysis See First Quarter Contractor Performance PY23-24 See Primary Indicators of Performance Brief
	Create and track an online customer feedback mechanism housed on the CSB website.	Ongoing	See Career Center Efforts Presentation
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	See Business Engagement Summary Presentation
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	See Q1 Multimedia Outreach Matrix

CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

PY 2023-2024	JULY	OCT	JAN	APR
Beal, Shawn	P			
Benjamin, Lorri	P			
Gramolini, Robert	P			
Heller, Nancy	P			
Jaskiewicz, Brian	P			
Jones, Leslie	A			
Lane, Jimmy	A			
Locke, Karen	P			
Lovelace, Tory	A			
Mana, Nuno	A			
Pobst, Theodore	P			
Romeu, Ricardo	new			
Reed, Pamela	A			
Shah, Monica	P			
Tanner, Holly	P			