



Career Center Committee Meeting

October 26, 2021

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) [+15614861414](tel:+15614861414), [462842128#](tel:+15614861414)

Attendees:

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

Agenda

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<i>Call to Order</i>	Nancy Heller	
<i>Roll Call</i>	Marina Stone	
<i>Public Comment</i>	Nancy Heller	
<i>Spotlight Presentation</i>		
AARP Microsoft Digital Literacy Training	D. McVay-Schulmeister	1 - 5
<i>Action Items</i>		
▪ Approval of Committee Minutes for July 27, 2021	Nancy Heller	6 - 9
▪ Guidelines for Formula Funding Usage for PY 21-22	Jana Bauer	10 - 11
<i>Reports</i>		
President's Report	Marci Murphy	
<i>Discussion/Information Items</i>		
Q1 Career Center Efforts Presentation (Objective 1, 2, 3)	Caroline Joseph-Paul	12 - 20
▪ PY 21-22 Career Center Standards Results	Erma Shaver	21 - 22
Q1 Business Engagement Presentation (Objective 1, 4)	Thomas LaFlore	23 - 26
Q1 Multimedia Outreach Report (Objective 2, 4)	Denise Biondi	27 - 29
Q1 Performance Reporting Presentation and Analysis (Objective 3)	Erma Shaver	30 - 39
▪ First Quarter Contractor Performance PY 21-22		40 - 42
▪ Primary Indicators of Performance		43
▪ Continuous Improvement Performance Initiative		44 - 45
Strategies and Goals Matrix	D. McVay-Schulmeister	46 - 49
Attendance Roster		50
<i>Adjourn</i>	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

November 2021

1st Finance Committee-3:30pm

1st Executive Committee-4:00pm

18th Board of Directors-8:00am

December 2021

No meetings

January 2022

13th Industry Workforce Committee-8:30am

25th Career Center Committee-8:30am

February 2022

7th Finance Committee-3:30pm

7th Executive Committee-4:00pm

17th Board of Directors-8:00am

March 2022

No meetings

April 2022

12th Industry Workforce Committee-8:30am

26th Career Center Committee-8:30am

May 2022

2nd Finance Committee-3:30pm

2nd Executive Committee-4:00pm

19th Board of Directors Retreat-8:00am-12pm (TBD)

June 2022

No meetings

Microsoft Digital Literacy Training Seminar

Career Center Committee

October 26, 2021



DISCUSSION TOPICS

- Describe the Microsoft Digital Literacy Training Seminar.
- Share initial challenges faced during implementation and how they were resolved.
- Share current performance matrix.
- Discuss potential ideas for the program in the future.
- Q&A

WHAT IS THE PROGRAM?

- Opportunity was presented to CSB to apply for funding from AARP Foundation to create a Skill Enhancement Program.
- Training program for persons 50 years old or older needing to grow their confidence in using Microsoft Word, PowerPoint, Excel and Outlook.
- Available to graduates of the AARP Back to Work 50+ CORE workshop.



INITIAL CHALLENGES & SOLUTIONS FOUND

Initial Challenges

- Finding an available instructor that can gauge their audience's learning needs in a short timeframe.
- Curriculum design.
- Serving participants in-person and virtually.

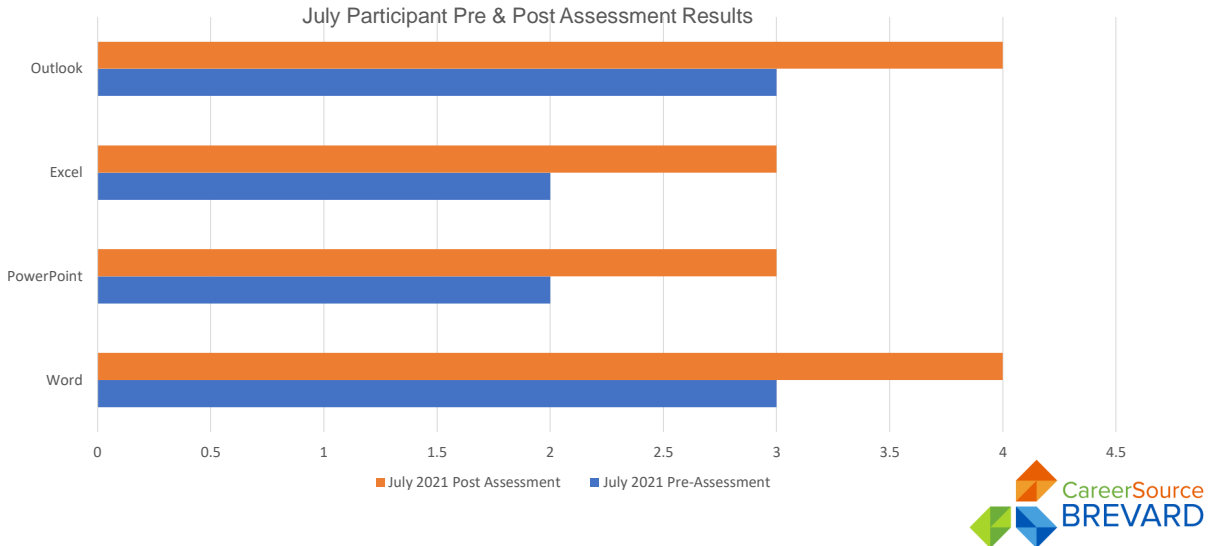


Solutions Found

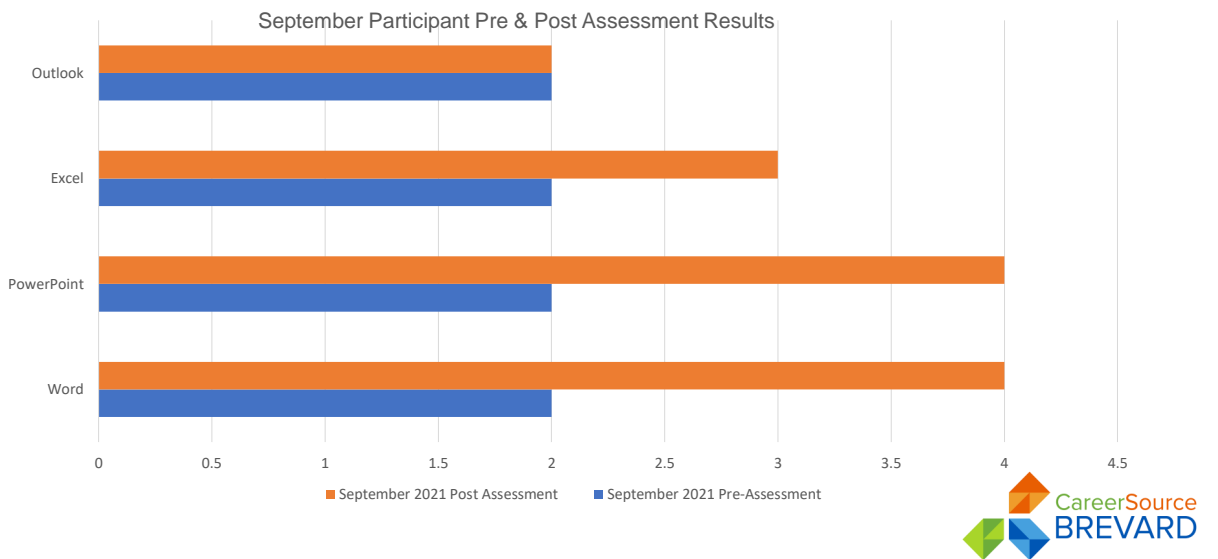
- Provided feedback in meeting with Brevard Adult Education and found another instructor with more educator experience.
- CSB provided input to curriculum creation after initial seminar to incorporate more in-class activities that involve real world application of the products in the workforce. Current curriculum feedback has been positive.
- Solution is being determined specifically for Outlook by CSB IT Department.



PERFORMANCE METRICS



PERFORMANCE METRICS



POTENTIAL IDEAS FOR THE FUTURE

- Expand the program to allow more mature workers to participate, even ones that do not participate in the Back to Work 50+ program.
- Incorporate in-person and virtual learning seminars to accommodate more participants.
- Offer basic level and intermediate level versions of the program to accommodate participants' specific learning needs.



ROCKLEDGE



PALM BAY



Q & A



Deidre McVay-Schulmeister

Program & Planning Officer, CareerSource Brevard

dmschulmeister@careersourcebrevard.com



CareerSource Brevard

Career Center Committee

July 27, 2021

Minutes

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

Members in Attendance:

Robert Gramolini, Acting Chair, Lorri Benjamin, Lynn Brockwell-Carey, Marcia Gaedcke, Brian Jaskiewicz, Leslie Jones, Laura Koursaris, Theodore Pobst and Jennifer Sugarman

Members Absent: Nancy Heller, Shawn Beal and Travis Mack

Staff in Attendance:

Marci Murphy, Jana Bauer, Judy Blanchard, Denise Biondi, Lisa Fitz-Coy, Debbie Joyce, Thomas LaFlore, Don Lusk, Deidre McVay-Schulmeister, Erma Shaver and Marina Stone

C2 Staff in Attendance:

Chakib Chehadi, Ahmanee Collins-Bandoo, Beatrice Boursiquot, Linda Hadley, Caroline Joseph-Paul, Bob Knippel, Angie Londono, Michele McAlpin, Sally Patterson and Kristine Wolff of CareerSource Brevard (CSB)

Guests in Attendance:

Joni Newkirk with Integrated Insight, Audrey Turner of Division of Blind Services

Call to Order:

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

Public Comment:

There was no public comment.

Presentations:

Youth Adult Job Seekers Employment Needs and Goals

Joni Newkirk from Integrated Insight conducted a presentation about Florida Youth Job Seekers and Hiring Leaders Research via surveys conducted early 2021. Data showed healthcare is the most desired field for youth when they reach age 30, along with

financial freedom. The higher educated youth were among the least confident groups. Half of the youth had not heard of CareerSource Florida. Employers rely on their own website to recruit and have moderate familiarity with CareerSource Florida. Employers also say youth are lacking work experience.

Customer Intake Process

A presentation was shared showing each step of the Customer Intake Process.

Community Development Block Grant – Disaster Recovery

Staff shared a presentation about the newly acquired Community Development Block Grant Construction Training Program and the expectations, implementation and activity milestones.

Action Items:

Approval of Career Center Committee Minutes of April 27, 2021

Motion to approve the Minutes from the January 27, 2021 meeting was made by Jennifer Sugarman. Leslie Jones seconded the motion. The motion passed unanimously.

Reports:

Marci Murphy shared statistics for our region including our initial Re-employment Assistance claims. As of July 6, 2021, CSB discontinued teams A & B, and staff returned to the office. Some virtual services will continue.

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.

ITA Annual Vendor Evaluation PY 20-21

The ITA Annual Vendor Evaluation was reviewed and based on the review, it is recommended to not issue any corrective actions to existing training vendors.

Effectiveness of Training/Career Services PY 19-20

In PY 19-20, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 836 customers at an average cost per placement of \$8,021 for WIOA enrolled customers. Snapshots were shared. 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 11.5 months for ITA's compared to average training length of 6.9 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. 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 needs.

Career Center Activities and Continuous Improvement

Throughout the duration of the COVID-19 pandemic, C2GPS has considerably modified the delivery of services by virtualizing case management, workshops, site visits, employer services and more. A snapshot of the various activities and new initiatives that have occurred within the career centers for the past quarter was shared.

Quarterly Multimedia Outreach Presentation

The Outreach Department shared a presentation of social media, direct email marketing, earned media, paid advertising and other activities from January 1, 2021 through June 30, 2021. Metrics for the CSB website and social media platforms were shared.

End of Year Contractor Performance PY20-21

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor met the performance criteria for 18 of the 21 of the minimum measures and exceeded 13 of the 21 accelerated measures and received their full profit.

Primary Indicators of Performance

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY20-21 goals. All performance goals were met or exceeded for the 3rd quarter.

Continuous Improvement Performance Initiative

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 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. The committee reviewed the data for PY 20-21 April 1 through June 30, 2021. To date CSB has received \$59,448 of the incentive dollars allocated to PY 20-21 performance.

Q4 2021 Job Fair and Recruiting Events Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels for the fourth quarter along with a Fact Sheet for July 1, 2020 through June 30, 2021.

Adjourn:

There being no further discussion or business, Robert Gramolini, Acting Chair adjourned the meeting at 10:02 am.

Respectfully submitted,

Reviewed by,

{signature on file} 08/10/21
Marina Stone Date

{signature on file} 08/10/21
Robert Gramolini, Date
Acting Chair



October 26, 2021

Action Brief

Guidelines on Formula Funding Usage for Program Year (PY) 2021-22

Background

The guidelines for formula funding usage are reviewed every year with the purpose of ensuring that CareerSource Brevard (CSB) is focusing on programs that are the most effective for businesses and the job seekers. This review considers the unemployment rate, other economic factors, previous expenditures and funding availability for the program year. The focus of the guidelines are the following metrics:

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

The following chart provides an overview of Program Year (PY) 2020-2021, guidelines and performance.

PY 2020-2021 GUIDELINES & PERFORMANCE DATA					
Training Mix			Customer (Trainee) Mix		
Type of Training	Goal	Performance	Customer Category**	Goal	Performance
Work Based Training (WBT)*	50%	25%	Unemployed workers	70%	54%
Individual Training Accounts (ITA)	50%	75%	Employed workers	10%	25%
			Underemployed workers	20%	21%
* 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.					

The PY 2020-2021 time frame has been rather unique for workers, job seekers and employers. This time period included the "shut down" period and the slow but steady improvement in economic conditions. For CSB, this time period represented a period

of adaptation to providing almost all of our services, such as training, workshops and assessments on virtual platforms using video conferencing. This period of time saw a significant portion of our resources devoted to assisting person who were seeking Reemployment Assistance (Unemployment Compensation). While CSB has resumed all servcies in person, we continue to see many more job openings than persons able to fill those vacancies.

The “Guidelines & Performance Data” chart above shows how CSB measured up to the guidelines we created for the last PY. The data shows that we were able to assist more customers in ITA training than Work-based training. The delivery of Work-based training was heavily impacted by the lack of people available for work.

Based on the current conditions and trends, staff believes that the training mix balance should remain with WBT (50%) and ITA (50%) for this PY. This balance will allow flexibility to provide both WBTand ITA’s to assist job seekers and businesses.

For the Trainee Mix, staff is recommending an increase in the guidelines for services to our underemployed and employed workers. Due to the current economic climate that includes a low unemployment rate, we are seeing a trend with employers to grow and promote their own talent by offering training opportunities for their existing staff. CSB will continue to utilize training funds in a way that best serves both our jobseekers and employers. .

Recommendations

Staff recommends the following for the *Training Mix* PY 2021-22:

- 50% Work-based Training (OJTs, Work Experience, Employed Worker)
- 50% Individual Training Accounts (ITA’s)

Staff also recommends the following for the *Job Seeker Customer Mix* for 2021-22:

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

Action

Review and approve the staff recommended guidelines for PY 2021-22 and transmit this item to the Board of Directors for consent action approval at their November meeting.



Career Center Efforts

Career Center Committee

October 26, 2021

Caroline Joseph-Paul, Managing Director



Continuous Improvement, Focus, & Accomplishments – July to Sept. 2021

- Introduction of new customer intake process/focus on properly orienting customers to CSB services.
- Assisting the many customers who call or come to the centers for help with the ID.Me process, filing new Reemployment Assistance claims, and/or claiming weekly benefits.
- Hosting on-site recruiting events in an effort to connect job seekers with employers seeking talent.
- Refining staff onboarding process & training to ensure that team members have the tools needed serve CSB customers.

Customer Served Summary

- 1,270 new job seeker registrations
- 5,939 distinct job seekers received 40,335 services
- 483 including 57 veterans Entered Employment/Average Wage = \$15.66
- Career Services/Case Management Services:
 - 25 of 27 Adults entered employment/average wage \$17.89
 - 9 of 9 Dislocated Workers entered employment/average wage \$28.41
 - 26 Welfare Transition participants entered employment/average wage \$12.57



Job Seeker Workshops

Total of 2,027 customers served:

- July 2021 = **716**
- August 2021 = **751**
- September 2021 = **560**

Select Workshops topics:

- Interview Prep
- Resume Writing
- Networking/LinkedIn
- Work from Home
- Virtual Interviews
- Evaluating & Negotiating Job offer
- Ask the Recruiters Q & A Panel Discussions
- Orientation to CSB Services
- Training Opportunities at CSB



Customer Satisfaction Survey (July-Sept.)

481 surveys completed

Access Points	Total # Respondents	Percentage
Visited Career Center	436	90.64%
Virtually/online	16	3.33%
Community Partner/Offsite location	11	2.29%
Phone or Email	10	2.08%
Visited website only	8	1.66%
Total	481	100%

Top 3 ways the respondents heard about CSB:

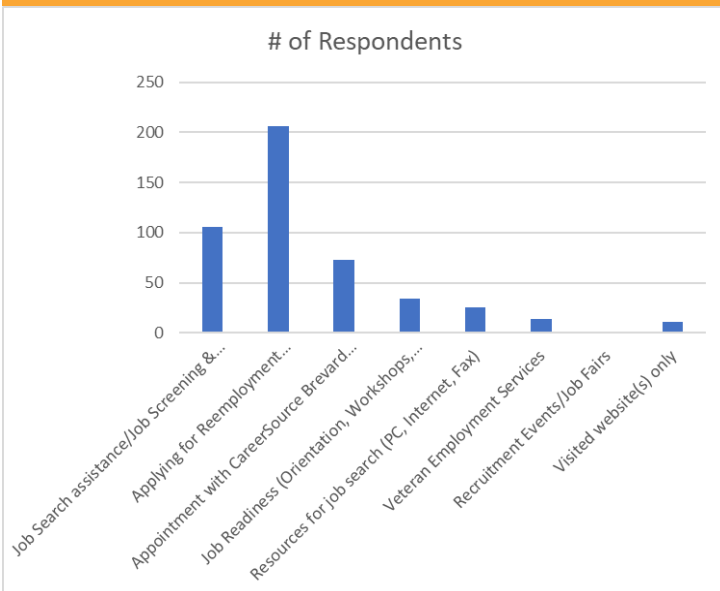
Walk-in (29.39%)

Department of Economic Opportunity/Reemployment (21.78%)

CSB Website (19.66%)



Customer Satisfaction Survey (July-Sept.)



Top 3 services respondents received from CSB:

Applying for Reemployment Benefits/Filing Weekly Claims (43.83%)

Job Search Assistance/Job Screening & referrals (22.55%)

Appointment w/CSB staff (15.53%)



Customer Satisfaction Survey (July-Sept.)

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

- 95.89% agreed that CSB staff was *courteous* and made them *feel welcome*.
- 95.89% agreed that staff *responded to their needs in a timely manner*.
- 95.24% agreed that their needs and the *information/assistance they received* from CSB was *helpful*.
- 95.67% agreed that they *would recommend* CSB services to others.
- 94.81% agreed that their *overall experience* with CSB had been *satisfactory*.



Customer Satisfaction Survey- Comments

- *“Patti Powers was the Career Counselor who assisted me and she was terrific. She had so many helpful pointers and listened intently to help me pinpoint my career search! She was very personable and I walked out with renewed commitment to finding my perfect career! Thank you, Patti!”*
- *“Carmen is the very BEST! She helped me step by step. I could not thank her enough for all of her help. She was so patient and understanding.”*
- *“From the time I walked in the door Ms. Ebony Slayton took care of me and helped me out. She turned me over to Ms. Ruth Rosenquist who helped complete all the new information which was required to file for new benefits and walked me through each phase of the registration which was required. I was very happy with my experience and the staff with all the help they provided. I would highly recommend them to everyone.”*



Community Partner Engagement/Collaboration

- Hosted a Back to Work Career & Community Resource Fair at the Melbourne Square Mall on 8/19/21 from 11 a.m. – 4 p.m.
- Opportunity to get closer to our community and introduce them to:
 - ✓ CSB programs & services
 - ✓ 8 Key local community agencies
 - ✓ 10 Employers seeking talent



Community Partner Engagement/Collaboration

Community Partners

- Brevard Adult & Community Education
- Brevard County - Community Action Agency
- Brevard County Clerk of Courts
- EDC
- Job Corps
- Vocational Rehabilitation
- Sustainable Workplace Alliance
- Dish Networks – free internet service



Community Partner Engagement/Collaboration

Employers

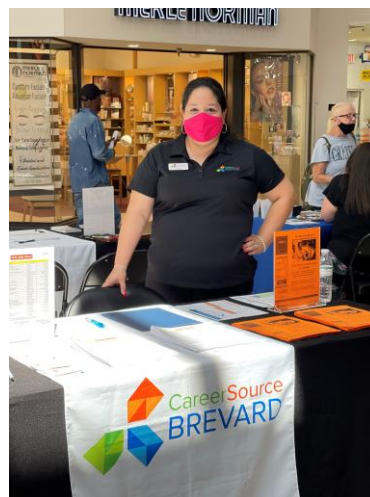
- Allied Universal Security (held interviews onsite)
- Community Credit Union
- Home Instead
- Macy's
- St. Francis Reflections Lifestage Care (Hospice)
- Yankee Candle
- Merle Norman
- Blue Chip Pro
- Senior Partner Care Services
- MacDonald's



Community Partner Engagement/Collaboration

12 CSB team members participated & provided information on an array of services:

- Universal Services
- AARP 50+ Back to Work program
- NextGen program
- Veterans program
- Brevard Recovery Works program
- RISE Re-Entry Program
- Special grants & training opportunities



New Customer Engagement

Customer Intake Process

- Implemented Aug 2021
- Streamline customer experience with emphasis on quality customer engagement.

Job Seeker Portfolio

- Folder includes available career services and job search plan
- Although staff have been able to engage the customers who are truly interested in accessing resources for employment, many have reported that this has been somewhat challenging:
 - Customers appear to be only interested in resolving Re-employment Assistance (RA) claim issues while visiting the career centers.
 - Many customers have declined to meet with staff for an overview of services and development of a job search plan due to laser focus on completing ID.Me process.
- The career center team continues to work through the challenges and remain focused on seizing the opportunity to work with the job seekers who are interested in seeking employment.



Our Virtual Footprint – SkillUp Brevard

- Free, online learning platform with over 6,000 courses in Microsoft Office, Google Apps and more!
- 120+ courses in Industry Skills Tracks to help the customer prepare for certifications in a variety of in-demand fields.
- Courses available on the CSB website and always accessible!
- Available in Spanish!

Provelt Assessments

- Integrated into SkillUp Brevard in February 2021
- Popular skills assessment test that allows job seekers and employers to gain a hands-on sense of how well the individual is familiar with a particular subject or skill (such as Microsoft Office, customer service, etc)

May 2020 – September 2021:

- 1,344 licenses issued
- 2,687 courses completed
- 782 Provelt assessment completions

The top 3 customer selected career pathways include:

- Business(Administrative/Management)
- Information Technology
- Health Care.

Early data shows many who enter the system to complete a Provelt assessment take advantage of other courses as a personal choice.



Young Adult Engagement - NextGen Program

PY 21-22 through October 7:

- 68 carryover cases
- 17 enrollments this program year, for a total of 85 served.
- 13 entered employment
- Average wage \$14.05 (Highest wage \$30.29 Software Engineer)



NextGen Program - New Entrepreneurship Training

- Bootcamp training for young adults enrolled in NextGen Program.
- Opportunity to explore the possibilities of becoming self-employed.
- Participants receive:
 - 6-hour bootcamp w/live online instructions
 - 1:1 mentorship
 - Certificate of Completion – National Association of Entrepreneurship & Business Leadership (NAEBL)
- 2 cohorts have been held since August 2021 in partnership with Texas Workforce Partners.
 - Of the 17 students completed bootcamp, 3 were from Brevard.
- Next class started October 23, 2021

The advertisement is a vertical flyer with an orange header. It features a map of Brevard County with three locations marked: Titusville, Rockledge, and Palm Bay. The text includes: "Join us online! FREE Business Startup Bootcamp for Young Adults August 18-23 Only five remaining sessions! 6 pm - 7 pm". It lists three career centers: Titusville (1840 S. Westgate Ave., Ste. 214), Rockledge (205 Barnes Blvd.), and Palm Bay (1275 Babcock Rd., Ste. 10). It provides contact information: "CALL (321) 304-7600" and "www.careersourcebrevard.com". A photo shows a group of five diverse young adults smiling. The text says: "ATTENTION ENTREPRENEURS! Are you 18-24 years old and interested in working for yourself? Sign up today for CareerSource Brevard's Business Start up Bootcamp! Explore what it means to be your own boss and the pathways you can take to become self-employed. Discover ways to generate extra income and others designed to supplement your current pay. Create your pathway to success after completing the five sessions. That's only five learning hours! Online Business Startup Bootcamp Mondays and Wednesdays, from 6:00 pm to 7:00 pm August 18, 21, 26, 28 and 29". It lists three ways to sign up: 1. Go to CareerSourceBrevard.com, click on Real-Time Chat and learn more! 2. Email nextgen@careersourcebrevard.com and mention you are interested in the bootcamp! 3. Call (321) 304-7600 and ask for a location career counselor located at a career center near you! At the bottom, it says "A program of the AmericanJobCenter" and "For Jobs and Events, Text: (888)211-2275, 304-9863" with social media icons for Facebook, LinkedIn, and Twitter.



NextGen Outreach Efforts

The team continues to outreach to young adult job seekers through a number of ways, including:

- Scheduled sessions at Crosswinds.
- Ready for Life
- Brevard Housing Authority
- Representing NextGen at various live job fairs.
- EFM Messaging
- Adult Education students
- In-reach through co-workers
- Outreach to parents
- Spanish Speakers

Other opportunities to explore & develop solid partnerships with:

- Home Schooled graduate students
- Brevard Public Schools Students in Transition Program

Committee Members: Do you have additional suggestions for outreach opportunities to young adult customers?



Thank you!

Caroline Joseph-Paul, Managing Director



Information Brief

PY 21-22 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 21-22 Rating is 99.3%. Each Career Center was rated in five (5) key quality indicator areas:

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

The contractor continues to demonstrate a strong commitment to provide all-inclusive, consistent services across all centers. This is evident in another near-perfect review at all three centers. While most of the reviews were conducted virtually and site visits were kept brief due to COVID-19 constraints, all elements were still reviewed, and Career Centers have exhibited consistent services and appearances throughout the County. In person services have resumed with some restraints to maintain social distancing and virtual services are still being made available to jobseeker and employer customers.

A variety of workshops are being provided to assist job seekers; however, contractor will need to ensure that all required services are addressed through workshops or other methods. This review found that the financial aid, debt management, budgeting, etc. workshops were not scheduled during the 90-day period observed for this review.

The PY 21-22 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 21-22

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

PY 20-21

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

PY 19-20

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.9%	99.6%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	100.0%	100.0%	100.0%	98.5%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	99.7%	97.9%	100.0%	100.0%

PY 18-19

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.6%	100.0%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	98.7%	98.3%	98.3%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	99.7%	100.0%	100.0%	98.5%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%

Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Recruiting Events

17 Onsite Events

- Brevard Achievement Center, Devereaux, LF Staffing, Culver's, Source Point, Diversified Maintenance, H&R Block, Brennity
- Appointments & Walk-Ins
- 157 Job Seekers attended, 37 Veterans
- Multiple job offers as results of recruiting efforts



CAREER NETWORKING & INTERVIEWING
Speed Networking & Mixer
 Meet Brevard's hiring managers!

CAREER CENTERS

TITUSVILLE
 2525 Washington Ave., Ste. 210

ROCKLEDGE
 250 Barnes Blvd.

PALM BAY
 CareerSource Brevard, 5277
 5277 Brevard St., Ste. 100

INTERVIEWING CENTERS
MONDAY - THURSDAY
 9am - 5pm
FRIDAY 9am - 5pm

careersourcebrevard.com

Call 321-364-7300

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CareerSource BREVARD

We are bringing the hiring managers to you!
Join our Speed Networking & Mixer

Delta Business Solutions, Embarras, Health First, and several more employers and hiring managers are ready to meet with you!

- ✓ Sharpen your interview skills
- ✓ Show off your unique skill sets
- ✓ Gather valuable feedback
- ✓ Secure new career tips and job leads!

This event has four simple steps:

1. Take 5 minutes with each employer to introduce your skills and career goals.
2. They'll make a commitment: Take note of what they say.
3. Follow up with CareerSource Brevard for additional career support based upon what you learned!
4. Repeat steps 1-3 10 times over with each employer!

WHEN: August 12th, 11:00 am to 1:00 pm.

WHERE: CareerSource Brevard, Palm Bay career center
 5277 Brevard Street, NE, Suite 100, Palm Bay

We look forward to seeing you!
 To register to attend this no cost event, click here! bit.ly/2bZbc7c

For Jobs and Events, Text 408937 to 4371 (94-866)

#BrevardJobsandEvents
www.facebook.com/careersourcebrevard
www.instagram.com/careersourcebrevard
www.linkedin.com/company/careersourcebrevard
www.youtube.com/channel/UC8vYk1v1v1v1v1v1v1v1v1v1

Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Speed Networking & Mixer

- Hosted on August 12th
- Innovative workshop with dual purpose
- 9 employers, 16 job seekers participated
- Positive feedback from both employers and career seekers

Veteran Focused Job Fair

- Held on September 22nd
- 1st in-person job fair since February 2020
- Palm Bay Career Center
- 16 Employers participated
- 77 Job seekers attended, 22 veterans
- 27 offers on the spot



CAREER NETWORKING & INTERVIEWING
Speed Networking & Mixer
 Meet Brevard's hiring managers!

CAREER CENTERS

TITUSVILLE
 2525 Washington Ave., Ste. 210

ROCKLEDGE
 250 Barnes Blvd.

PALM BAY
 CareerSource Brevard, 5277
 5277 Brevard St., Ste. 100

INTERVIEWING CENTERS
MONDAY - THURSDAY
 9am - 5pm
FRIDAY 9am - 5pm

careersourcebrevard.com

Call 321-364-7300

A proud partner of the
AmeriCareCenter

CareerSource BREVARD

We are bringing the hiring managers to you!
Join our Speed Networking & Mixer

Delta Business Solutions, Embarras, Health First, and several more employers and hiring managers are ready to meet with you!

- ✓ Sharpen your interview skills
- ✓ Show off your unique skill sets
- ✓ Gather valuable feedback
- ✓ Secure new career tips and job leads!

This event has four simple steps:

1. Take 5 minutes with each employer to introduce your skills and career goals.
2. They'll make a commitment: Take note of what they say.
3. Follow up with CareerSource Brevard for additional career support based upon what you learned!
4. Repeat steps 1-3 10 times over with each employer!

WHEN: August 12th, 11:00 am to 1:00 pm.

WHERE: CareerSource Brevard, Palm Bay career center
 5277 Brevard Street, NE, Suite 100, Palm Bay

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www.linkedin.com/company/careersourcebrevard
www.youtube.com/channel/UC8vYk1v1v1v1v1v1v1v1v1v1

Presentations & Panels

Offering businesses and career seekers quality workforce services

Employer Panels

- Held on July 22nd, August 26th, and September 23rd
- Hosted on Microsoft Teams platform, open to all job seekers
- 15 local employers participated
- 173 attendees
- Topics included available job openings, effective job strategies amidst COVID-19, resume & interviewing best practices, social media/networking, professional branding



Veteran Focused Employer Panel

- Virtual Event held on September 9th
- Satcom Direct, RGNNext, Acara Solutions, Brevard County Board of County Commissioners
- LVER Greg Tudor Facilitated Panel
- 31 Attendees
- Educated veteran job seekers on job openings, interviewing techniques, resume best practices, and effective career strategies.



Presentations & Panels

Offering businesses and career seekers quality workforce services

BPS Professional Development Day

- Held at Viera High School on August 5th
- Staff educated teachers on LMI for Brevard
- Shared resources on CSB programs & services for youth
- Group exercises for teachers- student activities re: careers



Business Learning Events

Educating Brevard Businesses

Business Learning Event

- Brevard Recovery Works Grant
- Hosted on July 1st
- 19 attendees
- Virtual workshop educating community on building a recovery-friendly workplace
- Facilitated by Jaime Melnicover, RASE Project
- Success stories of productive citizens in recovery



Florida Department of EDUCATION | CareerSource BREVARD | BAFAL

Hosted by CareerSource Brevard in partnership with the Florida Department of Education and Safal Partners.

Information Technology Apprenticeship Accelerator Workshop

Join Brevard's employers, educators, community stakeholders and IT subject matter experts to learn about the IT Apprenticeship Accelerator program, Registered Apprenticeship Programs and their notable ROI, and data proving these apprenticeship programs just might be your best talent retention tool yet!

Join us in person or online
Wednesday, July 21st
 8:00 am
 Networking and breakfast
 800-368-2262

BREVARD RECOVERY WORKS
 GETTING BACK TO WORK

Building a recovery-friendly workplace with skilled talent IS ATTAINABLE and SMART with many social and financial benefits.

JOIN
CareerSource Brevard
 and
Jaime Melnicover, NCPRSS
 Director of Operations, the RASE project

For a discussion and opportunity to learn more about addition and participation to address the stigma and responsibilities of the healthcare, and how your business can benefit from bringing individuals in recovery.

Hear Jaime's story and the stories of others in recovery who successfully transitioned the workplace.

Thursday, July 1st
 2:00 pm to 4:00 pm

Register here and join us on Microsoft Teams!

THE RASE PROJECT
 The Recovery, Housing, Services & Employment (RHSE) Project is Recovery Community Expansion, supported by a grant from the Department of Health Services.

Join Melnicover as the Director of Operations to help...
 Being a partner in the RASE Project is a...
 The RASE Project is a...
 For more information please contact Jaime Melnicover at...
 www.careersourcebrevard.com

Business Learning Events

Educating Brevard Businesses

I.T. Apprenticeship Accelerator Workshop

- Held on July 21st
- Hybrid Meeting-In person & Virtual
- Presentations: Katie Adams & Lisa Rice, Safal Partners;
 Susan Biszewski-Eber, Florida Department of Education-Apprenticeship Outreach
- 51 registered
- Lead sent to state contacts for interested employers



Florida Department of EDUCATION | CareerSource BREVARD | BAFAL

Hosted by CareerSource Brevard in partnership with the Florida Department of Education and Safal Partners.

Information Technology Apprenticeship Accelerator Workshop

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 The RASE Project is a...
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 www.careersourcebrevard.com

Business Learning Events

Educating Brevard Businesses

National Space Club

- CSF President Michelle Dennard was the keynote
- Discussed how county can work together to build aerospace workforce
- Apprenticeship students recognized at luncheon
- Highlighted how CSB's workforce services can benefit industry & community



Building a recovery-friendly workplace with skilled talent IS ATTAINABLE and SMART with many social and financial benefits.

JOIN
CareerSource Brevard
and
Jaime Melnicover, NCPRSS
Director of Operations, the RISE program

For a discussion and opportunity to learn more about addition and participation to address the urgency and importance of the workforce, join our panel members on Tuesday, July 13th (11:00 AM - 12:00 PM).

Hear Jaime's story and the stories of others in recovery who successfully transitioned the workforce.

Thursday, July 1st
2:30 p.m. to 4:00 p.m.

Register here and join us on Microsoft Teams!

The Recovery, Housing, Services & Employment (RISE) Project is a Recovery Community Organization, supported by a grant from the Florida Health Trust and others.

Meet the speaker
Jaime Melnicover, NCPRSS, is a former CSB Director of Operations. She has worked in the recovery field for over 10 years and has been instrumental in the development of the RISE program. She will be sharing her story and the stories of others who have successfully transitioned the workforce.

CareerSource Brevard provides business learning events to help your business and strengthen Brevard's workforce. For more information and to register, visit our website: www.careersourcebrevard.com

Hosted by CareerSource Brevard in partnership with the Florida Department of Education and Safal Partners.

Information Technology Apprenticeship Accelerator Workshop

Join Brevard's employers, educators, community stakeholders and IT subject matter experts to learn about the IT Apprenticeship Accelerator program, Registered Apprenticeship Programs and their related ROI, and also proving these apprenticeship programs just might be your best talent retention tool yet!

Join us in person or online
Wednesday, July 21st
8:00 AM
Networking and breakfast
11:00 AM - 12:00 PM



Upcoming Events

- **Paychecks for Patriots Job Fair - November 2021**

Fact Sheet

Business Services Provided July 1st, 2021 – September 30th, 2021





Quarterly Multimedia Outreach (July – September 2021)

**Non-Paid
CSB-led
Social
Media
Marketing
& CSB-led
Direct
(Email)
Marketing**

Facebook, Twitter, LinkedIn, Instagram, Constant Contact: *a daily collaborative effort to spotlight and/or share CSB’s workforce, economic, education, business and community partners’ news as well as educating and informing CSB’s businesses, jobseekers and industry partners about programs and services offered.*

Please follow 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/

- **CSB shares partner news:** *These community and workforce industry partners offer relevant and valuable news to share with CSB’s audiences. City of Cocoa, Brevard County, Brevard Adult Education, Space Coast Transit, Brevard Public Schools & CTE program, Sustainable Workplace Alliance, U.S. Department of Labor, METCA, SAMHSA (Recovery Month), Housing Authority of Brevard County, Melbourne Airport, Melbourne Regional Chamber, Florida DEO, EDC, Senator Tom Wright, Enterprise Florida, Tobacco Florida, Florida SBDC, Community Coordinated Care for Children, Brevard Family Partnership, 211 Brevard, Brevard Nursing Academy, Palm Bay Chamber, Brevard Health Alliance, United Way, Brevard EOC, CareerSource Florida, and more.*
- **CSB share its events, programs & services to multiple audiences:** *Daily hot jobs social and radio promos, social media content and weekly-at-a-glance e-news to jobseekers and referring partners promoting key in-center and virtual workforce services, resources, announcements, events, and success stories. Daily social media content and monthly-at-a-glance e-news to businesses and referring partners promoting workforce news, events, resources, and business services. Ongoing promotions supporting key sector (Aerospace/Advanced Manufacturing, Information Technology, Healthcare) initiatives that include talent building, training, hiring and more. Quarterly program messaging for Brevard Recovery Works, Soft Skills, RISE, Apprenticeship training, Skill Up Brevard, Metrix Learning, ESOL, GED, AARP 50+, Veterans, and Young Adult programs.*

**Earned
Multi—
Media
Coverage**

Local, Regional and State Multi-Media Relations: *An ongoing collaborative effort communicating relevant workforce news to be recognized as Brevard’s key resource for workforce development issues and trends.*

- **Digital, broadcast and print news coverage:**



Quarterly Multimedia Outreach (July – September 2021)

through Press & Partner Relations

- Channel 13 interviews Space Coast office of Tourism with CSB labor market info.
- Brevard Business News— routinely publishes CSB’s news
- Space Coast Daily --- <https://spacecoastdaily.com/2021/08/career-source-brevard-to-host-job-fair-for-county-government-job-openings-aug-17/> Job fair
- Florida Today --- requests workforce information and quotes from staff on articles related to Brevard’s economy. <https://www.floridatoday.com/story/money/business/2021/09/06/brevard-employers-find-difficulty-filling-job-vacancies/5615752001/> Talent shortage
- <https://www.floridatoday.com/story/money/business/2021/09/24/declan-clifford-starts-launchlocal-digital-marketing-firm/5826161001/> Business news, CSB Executive Board.
- <https://www.floridatoday.com/story/news/local/2021/09/13/health-first-boosts-its-minimum-wage-15-hour/8315472002/> Health Care Talent
- <https://www.floridatoday.com/story/money/business/2021/06/22/brevard-job-market-continues-show-comeback-pandemic/5297241001/> re employment rate
- Additional media outlets share CSB hot jobs, news and events— Viera Voice, Spotlight Brevard, Space Coast Daily, The Beach radio & Beachland Community spotlight, Destination Brevard.
- **Social media coverage:** *These partners & organizations have tagged CSB and/or shared CSB news to their networks:* CareerSource Florida, Senator Debbie Mayfield, Darrel Stern: Embraer, Housing Authority of Brevard County, Destination Brevard, RGNNext, Brevard Achievement Center, Melbourne Square Mall, CareerSource Florida, Perrone Properties, City of Cocoa, Helping Seniors Radio, Brevard Libraries, Talk of Titusville, Space Florida, Board Member: Brian Jaskiewicz, SMTC Corporation, Hometown News Brevard, and more.

Community Partner Outreach Events/ Programs

- Additional outreach efforts not detailed in this report or the committee goals matrix:** *Ongoing collaboration to share CSB’s Partner/Employer/Job seeker news and events: strengthening community partner customer referrals to CSB.*
- CareerSource Florida and DEO shares CSB’s jobseeker success stories and photos during the Workforce Summit events and boards meetings.
 - CareerSource Florida shares CSB news with their stakeholders <https://twitter.com/CareerSourceFL/status/1425153124000468993>

Paid Multimedia Promotions/ Tactics

- Brand awareness to all CSB audiences:** *Ongoing effort to communicate timely and relevant workforce programs and services to targeted audiences and be recognized as Brevard’s key resource for workforce development issues and trends.*
- **Brevard Business News (BBN):** Business Services ad
 - **Facebook/Instagram:** recruiting event ad



Quarterly Multimedia Outreach (July – September 2021)

	<ul style="list-style-type: none"> • Program collateral: Informational pocket folders hold programs and services flyers for Job seeker use.
<p>Website</p>	<p>Content development and enhancements: Ongoing updates: increase SEO through industry-relevant posts, fresh content (pages updates), refinements to highest performing keywords and messaging based upon analytics</p> <ul style="list-style-type: none"> • Reemployment Assistance webpage https://careersourcebrevard.com/career-services/education-and-training/reemployment-assistance • Careers in Aerospace & Advanced Manufacturing webpage https://careersourcebrevard.com/career-services/education-and-training/aero-flex-pre-apprenticeship • Trending in Brevard, Sector News https://careersourcebrevard.com/trending-in-brevard • https://careersourcebrevard.com/business-services/building-workforce-solutions • Education Training and Assistance webpage https://careersourcebrevard.com/career-services/education-and-training • Monthly news posts: https://careersourcebrevard.com/news <p>Web Analytics: <i>from the previous quarter.</i></p> <ul style="list-style-type: none"> • 35,925 unique visitors to CareerSource Brevard website • Top viewed pages: Reemployment Assistance (RA) information, Hot Jobs, and Career Services landing page
<p>State-Funded Multimedia Campaigns</p>	<p>Seventh annual CareerSource Florida co-op outreach program: The CareerSource Florida outreach budget was reduced which included funding to support this co-op program.</p>

How Are We Doing?



Federal Measures...

Primary Indicators of Performance (PIP) formerly known as Common Measures

- Established at the Federal level and are common to all states,
- Regions negotiate performance goals with the State on a two-year schedule
- A region failing to meet 90% of the negotiated goal for a measure two years in a row will be sanctioned.
- A sanctioned region is excluded from participation in Performance Incentives, if there are any for that year.

State Measures...

Continuous Improvement Performance Initiative- Formerly Performance Funding Model

These metrics focus on the core services of the network and:

- Align with CareerSource Florida's strategic direction and local board feedback
- Are responsive to current economic conditions and workforce demographic needs
- Promote local board collaboration for continuation of high-quality services
- Reflect available and timely data (no need to collect new data elements)

Incentives for CIPI measures were not included in the State budget for PY 21-22.



Local Measures...

Attachment F – Contractor Performance Measures

These measures have been designed locally and are intended to:

- Serve as leading indicators to performance on federal and state reports
- Allow staff and management teams real time access to data elements that make up the measures
- Assist in identifying opportunities for continuous improvement while serving target populations and filling talent/skills gaps.



Are Customers Getting Jobs?

Primary Indicators of Performance:

4 Measures – Adult, Dislocated Worker, Youth, Wagner Peyser – Did they have earnings during the 2nd Quarter after Exit?

Continuous Improvement Performance Initiative:

1 Measure – Adult, Dislocated Worker, Youth, Wagner Peyser – Did they have earnings during the 1st Quarter after Exit?

Local Measures:

6 Measures – Adult, Dislocated Worker, Youth, Welfare Transition, Wagner Peyser, Short-Term Veterans – Did they exit the system with employment? Note: Youth looks at Positive Outcomes and not just employment. That includes moving into advanced training, etc.



Can Jobs Lead to Self-Sufficiency?

Primary Indicators of Performance:

3 Measures – Adult, Dislocated Worker, Wagner Peyser – What was the Median Wage during the 2nd Quarter after Exit?

Continuous Improvement Performance Initiative:

No Wage Measures Included

Local Measures:

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



Are Customers Getting Good Jobs?

Primary Indicators of Performance:

4 Measures – Adult, Dislocated Worker, Youth, and Wagner Peyser – Did customers have earnings during the 4th Quarter after Exit?

Continuous Improvement Performance Initiative:

No Retention Measures Included

Local Measures:

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



Are Customers Receiving Career Training ?

Primary Indicators of Performance:

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

Continuous Improvement Performance Initiative:

1 Measure – Adult, Dislocated Worker, Youth – Did customer receive Career Training Services?

Local Measures:

2 Measures – Adult, Dislocated Worker, and Youth. – Were customers enrolled in Career Training Services?

Youth are also counted in a Measurable Skills Gain Measure



Are Business Customers Businesses in the Targeted Sectors Receiving Core Services?

Primary Indicators of Performance:
No Federal Measures for Businesses

Continuous Improvement Performance Initiative:
1 Measure – Number of Businesses that received a Core Service?

Local Measures:
No Local Measures for Businesses



Other Measures Included Locally

- New Customers – Are we reaching customers and bringing in hidden talent?
- Customer Engagement – Are we providing intensive staff touch services to customers in our centers?
- Referral to Placement Ratio – Are we making quality referrals?



Are We Serving the Target Population?

Primary Indicators of Performance: No Target Population Consideration Included

Continuous Improvement Performance Initiative:

Extra Credit – Extra Credit points are given on the Placement and Training measures for serving Customers with Barriers.

(Foster Care, Displaced Homemaker, Migrant Seasonal Farm Worker, Language Barriers, Exhausting TANF, Ex-Offenders, Homeless, Individuals with Disabilities, Long Term Unemployed, Low-Income Individuals, 55 plus, RA Claimants, Single Parents, Veterans)

Local Measures:

Extra Credit – Extra Credit points are given on the New Customer Measure and the Career Training Measure for serving customers with barriers (TANF, SNAP, Offender, Individual with Disability, Homeless, Veterans).



How Are We Doing?

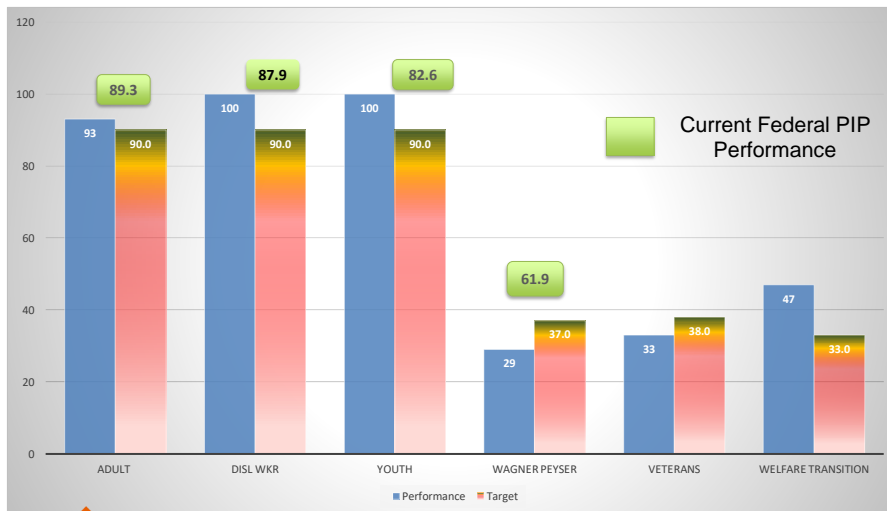
Questions?



How is the Contractor Doing?



ENTERED EMPLOYMENT RATE Q1 (Measures 3,4,5,6,7,& 16)



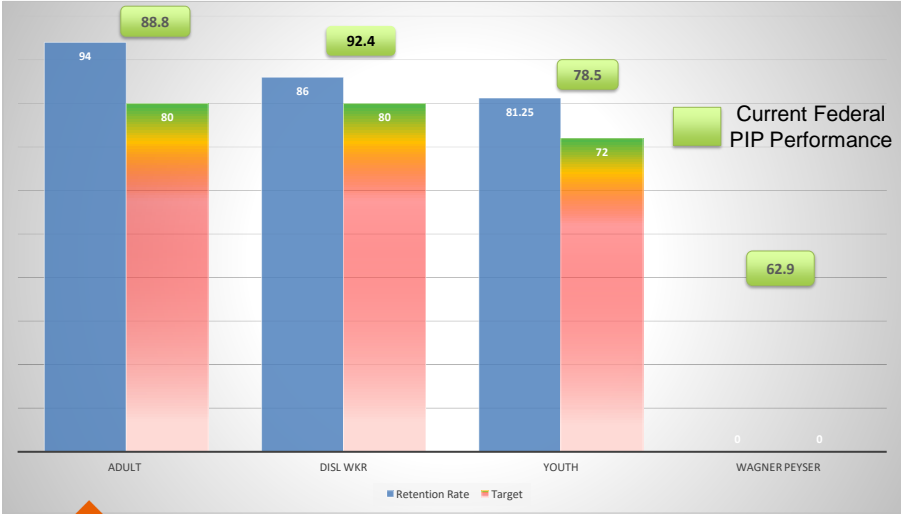
AVERAGE HOURLY WAGE RATE Q1

(Measures 8, 9, 10, 11 & 20)



RETENTION RATE Q1

(Measures 12, 13, 14)



MEASURABLE SKILLS GAIN Q1

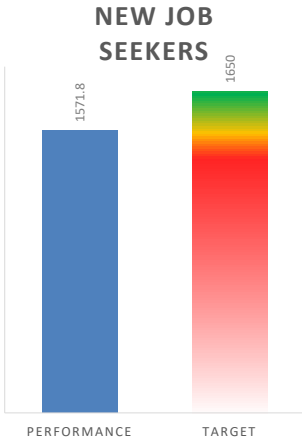
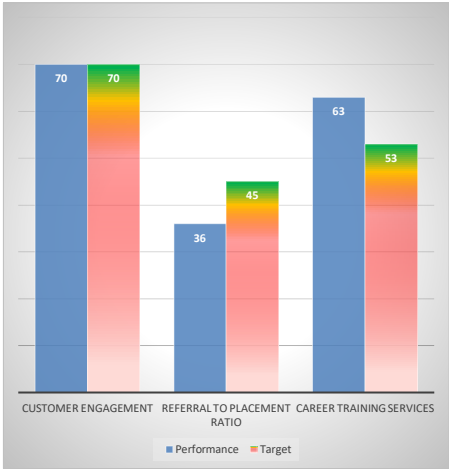
(Measures 17, 18, 19)



Current Federal PIP Performance

OTHER MEASURES Q1

(Measures 1, 2, 15 & 21)





How Are We Doing?

Questions?





October 26, 2021

Information Brief

First Quarter Performance PY 2021-2022

Background

The CSB Workforce Operations (Career Centers) contract is cost reimbursement for direct program costs; however, profit is withheld from the Contractor until measurable performance outcomes are achieved. Payments of withheld costs are available to the Contractor to earn on a quarterly basis. Payment of withheld profit uses a performance measurement model based on the following elements:

- **Element A:** Contractor must meet minimum performance on 80% of the measures (17 of 21 for quarters 1-3 and 18 of 22 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (10 of 21 for quarters 1-3 and 11 of 22 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

PY 2021-22 Performance Results

The Contractor has met the required number of measures to be eligible to earn dollars for Element A. They were also successful in exceeding the performance criteria to be paid on Element B.

Elements of Contractor Performance Earnings - PY 21-22						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Customer Services						
Brand New Job Seekers with Extra Credit	Q1 -1,650 Q2 – 3300 Q3 – 4950 Q4 – 6600	Q1 - 1800 Q2 - 3600 Q3 - 5400 Q4 - 7200	Missed (1571.8)			
Customer Engagement	70%	75%	Met (70%)			
Entered Employment Rate/Positive Outcome						
Adults	90%	95%	Met (93%)			
Dislocated Workers	90%	95%	Exceeded (100%)			
Youth	90%	95%	Exceeded (100%)			

Elements of Contractor Performance Earnings - PY 21-22

Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Welfare Transition*	33%	38%	Exceeded (47%)			
Wagner Peyser	37%	40%	Missed (29%)			
Short Term Veteran	38%	42%	Missed (33%)			
Average Wage at Placement						
Adult	\$17.01	\$17.73	Exceeded (\$17.89)			
Dislocated Worker	\$18.59	\$19.31	Exceeded (\$28.41)			
Youth	\$10.90	\$11.15	Exceeded (\$14.05)			
Welfare Transition*	\$10.01	\$10.65	Exceeded (\$13.07)			
Wagner Peyser	\$11.44	\$12.15	Exceeded (\$15.66)			
Retention at 12 Months						
Adult	80%	85%	Met (94%)			
Dislocated Worker	80%	85%	Exceeded (86%)			
Youth	72%	75%	Exceeded (81%)			
Measurable Skills Gain						
Adult	55%	60%	Exceeded (80%)			
Dislocated Worker	55%	60%	Exceeded (94%)			
Youth	55%	60%	Exceeded (72%)			
Quality of Referrals						
Referral to Placement Ratio by Job Seeker	45%	50%	Missed (36%)			
Training Services						
PFM Career Training Services	53%	58%	Exceeded (63%)			
Grants and Special Projects Measured Annually						
Performance on Special Projects and Grants	N/A	N/A	N/A	N/A	N/A	N/A

* Welfare Transition Measures are based on data available at the time of this report.

Element A				
Met the minimum percentages set on 17 out of 21 (Q1, Q2 and Q3) and 18 out of 22 (Q4) Performance Measures established in Attachment F	Yes - Met Minimum on 17 of 21			
Element B				
Met the accelerated percentages set on 10 out of 21 (Q1, Q2 & Q3) and 11 out of 22 (Q4) established in Attachment F	Yes – Met Accelerated on 14 of 21			
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	Available in 4th Qtr			

Performance Measures for PY 21-22

The measures for PY 21-22 were kept the same as the preceding year to allow the contractor to focus on post-COVID adjustment and recovery efforts. Board staff and Contractor staff reviewed the measures and believe they continue to offer the best indicators of performance on federal measures while ensuring quality services to our job seeker and employer customers.

The unique situation presented by COVID-19 remains evident in performance numbers. The contractor continues to do a great job of minimizing the impact. Reopening of the Career Centers, expanded virtual offerings, and staff flexibility have all contributed to the contractor maintaining optimal performance.

New Customers measure was missed. The number of “New Customer Jobseekers”, as defined in our local performance measures, using our services remained below the established performance expectation. However, this number is increasing and was missed by less than 80 customers.

Wagner Peyser Entered Employment Rate, Short Term Veteran Entered Employment Rate and Referral to Placement were all three missed. Many placements, especially for these measures, are based on data that comes from the New Hire Report. This report is currently not functioning at the state level and there is no estimate as to when it will be repaired. These measures will be tracked but will be waived for contractor performance until the New Hire Report is operational again.

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

Information Brief

Primary Indicators of Performance

Background

Common Measures were established under Workforce Investment Act (WIA) and are still required by the Workforce Innovation and Opportunity Act (WIOA). While incentive monies will not be tied to meeting these common measures, there are sanctions tied to missing the same measure two years in a row to include completing a Performance Improvement Plan. New contractor measures have been designed to closely match most of the federal measures maintaining the focus on performance in these areas.

Below is the most recent report that shows past performance along with our actual performance through the 4th quarter of PY 2020-21. Also shown are our goals for PY 2020-21. All performance goals were met or exceeded for the 4th quarter.

July 2020-June 2021 Performance

Primary Performance Indicator (PPI)	Performance 2017-2018	Performance 2018-2019	Performance 2019-2020	PY 20-21 4th Quarter Performance	PY20-21 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	92.6%	95.0%	89.1%	89.3%	86.5%
Median Earnings (2 nd Qtr. after Exit)	\$7,496	\$8,017	\$8,097	\$9,133	\$7,500
Employment Retention Rate (4 th Qtr. after Exit)	89.3%	92.6%	87.0%	88.8%	85.0%
Credential Attainment Rate	N/A	89.1%	78.7%	85.2%	72.0%
Measurable Skills Gain	N/A	N/A	N/A	75.0%	47.0%
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	85.7%	84.9%	91.8%	87.9%	86.0%
Median Earnings (2 nd Qtr. after Exit)	\$6,432	\$8,229	\$10,174	\$12,574	\$7,200
Employment Retention Rate(4 th Qtr. after Exit)	88.2%	87.5%	88.7%	92.4%	82.0%
Credential Attainment Rate	N/A	81.00%	61.1%	69.4%	70.0%
Measurable Skills Gain	N/A	N/A	N/A	83.0%	47.0%
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	79.2%	83.5%	80.2%	82.6%	79.0%
Median Wage 2nd Quarter After Exit	N/A	N/A	N/A	\$3,643	\$3,200
Employment Retention Rate (4 th Qtr. after Exit)	78.3	82.2%	85.6%	78.5%	75.0%
Credential Attainment Rate	N/A	72.5%	70.3%	73.0%	76.5%
Measurable Skills Gain	N/A	N/A	N/A	66.2%	45.5%
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	69.1%	63.8%	68.8%	61.9%	65.0%
Median Earnings (2 nd Qtr. after Exit)	\$5,165	\$5,619	\$5,459	\$5,468	\$5,000
Employment Retention Rate(4 th Qtr. after Exit)	70.7%	64.8%	65.4%	62.9%	64.2%
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)

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. 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 actual performance of the same quarter in the previous year.

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.

There are no performance incentive dollars allocated for the 21-22 Program Year.

July 2020-June 2021 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	71.93%	70.52%	61.58%	60.24%
Actual	72.32%	65.49%	N/A	N/A
Results	MET	NOT MET	N/A	N/A
Participant Training Rate				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	45.08%	47.61%	51.75%	48.89%
Actual	49.46%	47.26%	52.3%	54.78%
Results	MET	NOT 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	738.1	660	790.9	954.8
Actual	1,139.40	1,352.40	1,362.40	1515.50
Results	MET	MET	MET	MET

To date CareerSource Brevard has received \$19,816 for Quarter 4 of the 20-21 Program Year and \$79,264 total for the year.

Final report for PY 19-20 follows:

July 2019-June 2020 Performance

Entered Employment Rate 1st 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%	74.98%	66.35%	66.66%
Results	MET	MET	Not Met	Not 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

CareerSource Brevard received a total of \$88,605 in Incentive funds for the PY 19-20 Program Year.

Career Center Committee

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

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

Strategies	Actions	Timeframes	Status
Identify, measure and implement the training needs of local businesses.	Measure & analyze the effectiveness of the training programs offered to career seekers through CSB.	July 2022	No new updates.
	Measure, analyze, & implement training solutions based on the impacts of COVID-19 to businesses and jobseekers.	Ongoing	<p>Staff has been assisting our region’s employers, education partners, and economic development partners with requested data and program developed reports to meet workforce LMI needs using EMSI Burning Glass, a premier labor market data and talent analysis software system. Burning Glass has merged with EMSI and staff will be trained on November 1st on the new “Developer” platform, which will merge both products. This will allow staff to provide critical services to employers to help address training needs during the pandemic.</p> <p>VP of Industry Relations represented CSB on a ‘Premier Virtual’ panel presentation at the 2021 Workforce Professional Development Summit on September 14th to support virtual job fairs and recruiting efforts during the onset of the pandemic and continues today, using technology to provide necessary services to employers and job seekers.</p>
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><u>Construction Occupations Training Grant</u> CSB has received approval to expend funding and has moved forward on scheduling the first construction training class on November 1, 2021, in partnership with United Academy. The program will focus on safety, OSHA 10, Earth Moving Equipment, Mobile Elevated Work Platforms, Forklift, and Fall Protection. Future trainings will begin January 2022.</p>
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>

Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>
Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.	Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.	Ongoing	<i>See Career Center Efforts Presentation</i>
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	<i>See Career Center Efforts Presentation</i>
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	No new updates
Ensure that measurable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	Ongoing	<i>See Career Center Efforts Presentation</i> <i>See PY 21-22 Career Center Standards Results Brief</i>
	Develop and implement a consultative approach for customer intake in the career centers.	July 2021	<i>See Career Center Efforts Presentation</i>

Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.			
Strategies	Actions	Timeframes	Status
Build and maintain community-based partnerships to expand CSB's awareness within the community and to reach new job seekers.		Ongoing	<i>See Career Center Efforts Presentation</i> COVID-19 NDWG Funding CSB was awarded \$1,867,263 in NDWG funding to assist government agencies and non-profit organizations whose demand has increased due to COVID-19 with dislocated workers who have lost their job due to the pandemic and have been unemployed 6 of the last 13 weeks. Currently, this grant is assisting Aging Matters, the Early Learning Coalition, Second Harvest Food Bank, Daily Bread, Central Brevard Sharing Center, Catholic Charities of Central Florida, City of Melbourne Housing & Urban Improvement, Macedonia Community Development, Space Coast Center for Independent Living, Brevard County Housing and Human Services Department, Community of Hope, and the City of Palm Bay.
Broaden our footprint with special populations.		Ongoing	<i>See Career Center Efforts Presentation</i> <i>See AARP Microsoft Digital Literacy Training Presentation</i>
Broaden our footprint with the virtual job seeker community.		Ongoing	<i>See Career Center Efforts Presentation</i>
Expand outreach and awareness of CSB's services to job seekers.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Quarterly Multimedia Outreach Report</i>

Objective 3: Maintain a data centered environment to measure the success of CareerSource Brevard's services.			
Strategies	Actions	Timeframes	Status
Measure and track CSB's Federal, State and Career Center Contract measures to monitor performance and ensure success.	Analyze and present at committee meeting	Ongoing	<i>See Q1 Performance Reporting Presentation and Analysis</i> <i>See First Quarter Contractor Performance PY21-22 Brief</i> <i>See Primary Indicators of Performance Brief</i> <i>See Continuous Improvement Performance Initiative Brief</i>
	Create and track an online customer feedback mechanism housed on the CSB website.	January 2021	<i>See Career Center Efforts Presentation</i>

Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs.			
Strategies	Actions	Timeframes	Status
Track & improve Business engagement Activities		Ongoing	<u>Business Metrics</u> From July 1 – September 30, 2021: Unique Businesses Served – 962 Total Number of Services Provided to Businesses – 11,061 <i>See Business Engagement Summary Presentation</i>
Expand outreach and awareness of CSB's services to businesses.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Quarterly Multimedia Outreach Report</i>

CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

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