



# Career Center Committee Meeting

July 26, 2022

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) +1 561-486-1414,,213024457#

## Attendees:

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

## Agenda

Page No.

<b>Call to Order</b>	Nancy Heller	
<b>Roll Call</b>	Marina Stone	
<b>Public Comment</b>	Nancy Heller	
<b>Spotlight Presentations</b>		
Show Me the Money – Grant Updates	Jana Bauer	1 – 5
Military Family Employment Advocacy Program	Suzanne Frie	6 - 9
<b>Action Items</b>		
<ul style="list-style-type: none"> <li>▪ Approval of Committee Minutes for April 26, 2022</li> </ul>	Nancy Heller	10 - 13
<b>Reports</b>		
President's Report	Marci Murphy	
<b>Discussion/Information Items</b>		
Q4 Career Center Efforts Presentation (Objectives 1, 2, and 3)	Caroline Joseph-Paul	14 – 22
<ul style="list-style-type: none"> <li>▪ ITA Annual Vendor Evaluation Brief</li> </ul>	Erma Shaver	23 – 24
<ul style="list-style-type: none"> <li>▪ Effectiveness of Training Brief</li> </ul>	Erma Shaver	25 – 26
<ul style="list-style-type: none"> <li>▪ Impact Analysis for Retail Industry Affected by COVID 19 (Objective 1)</li> </ul>	Erma Shaver	27 – 31
Q4 Business Engagement Presentation (Objectives 1 and 4)	Thomas LaFlore	32 - 35
Q3-Q4 Multimedia Outreach Presentation and Matrix (Objectives 2 and 4)	Denise Biondi	36 – 43
Q4 Performance Reporting Presentation (Objectives 3 and 4)	Erma Shaver	44 – 47
Q4 Contractor Performance Brief	Erma Shaver	48 – 50
<ul style="list-style-type: none"> <li>▪ Primary Indicators of Performance Brief</li> </ul>	Erma Shaver	51
<ul style="list-style-type: none"> <li>▪ Letter Grade Performance Measurements</li> </ul>	Erma Shaver	52 - 57
Strategies and Goals Matrix	Jana Bauer	58 – 60
Attendance Roster		61
<b>Adjourn</b>	Nancy Heller	

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

## ***Upcoming Meetings***

### **July 2022**

26<sup>th</sup> Career Center Committee-8:30am

### **August 2022**

1<sup>st</sup> Finance Committee-3:30pm

1<sup>st</sup> Executive Committee-4:00pm

18<sup>th</sup> Board of Directors-8:30am

### **September 2022**

No meetings

### **October 2022**

11<sup>th</sup> Industry Workforce Committee-8:30am

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

### **November 2022**

7<sup>th</sup> Finance Committee-3:30pm

7<sup>th</sup> Executive Committee-4:00pm

17<sup>th</sup> Board of Directors-8:30am

### **December 2022**

No meetings

### **January 2023**

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

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

### **February 2023**

6<sup>th</sup> Finance Committee-11:00am

6<sup>th</sup> Executive Committee-4:00pm

16<sup>th</sup> Board of Directors Retreat-8:30am-11:30am  
(TBD)

### **March 2023**

No meetings

### **April 2023**

11<sup>th</sup> Industry Workforce Committee-8:30am

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

### **May 2023**

1<sup>st</sup> Finance Committee-3:30pm

1<sup>st</sup> Executive Committee-4:00pm

18<sup>th</sup> Board of Directors -8:30am

### **June 2023**

No meetings



**Show Me the Money**  
*New Grants and Funding Opportunities*

Career Center Committee

July 26, 2022



**REBUILD FL WORKFORCE RECOVERY TRAINING PROGRAM**  
*previously awarded grant*

**Funding Source:** DEO/HUD/CDBG

**Award:** \$2,049,784

**Duration:** March 2020 – June 2023

**Target:** Low-to-Moderate Income  
 Individuals

GRANT PERFORMANCE AS OF JULY 2022		
Metric	Goal	Actual
<i>Training Graduates</i>	90	38
<i>Employment post training</i>	78	14

**Purpose:** To expand existing programs to provide training in construction trades including roofing, masonry, carpentry, concrete finishing, plumbing, HVAC, electrical, heavy equipment operations, carpet laying, glass/window installation, plastering and welding.



# AARP SKILLS ACCELERATOR PROGRAM

recently awarded grant

**Funding Source:** AARP Foundation

**Award:** \$30,000

**Duration:** December 2021 – July 2022

**Target:** Back to Work 50+ Participants

Expected Performance	
Metric	Grant Goal
<i>BTW50+ participants enrolled</i>	25
<i>Completed training</i>	20
<i>Employed Reported Post-Training</i>	10

**Purpose:** To implement a two-phase stackable skills workforce training program offering certifications and leading participants on the pathway to high quality, in-demand jobs.



# AARP SKILLS ACCELERATOR PROGRAM

recently awarded grant

GRANT PERFORMANCE AS OF JULY 2022		
Metric	Grant Goal	Actual Performance
<i>Participants enrolled into Phase 1 of training</i>	25	23
<i>Phase 1 completers</i>		11
<i>Participants enrolled into Phase 2 of training</i>	10	10
<i>Phase 2 completers</i>	10	9
<i>Employment Reported Post-Training</i>	10	N/A*

\*Participants are just beginning to start their paid internship as part of their training with PepUp Tech.



## GET THERE FASTER – SALESFORCE ACADEMY

recently awarded grant

**Funding Source:** CareerSource Florida

**Award:** \$923,305

**Duration:** January 2022–September 2023

**Target:** Low-Income Returning Adult Learners and Youth

Expected Performance	
Metric	Grant Goal
<i>Individuals Served</i>	60
<i>Enrolled in Training</i>	50
<i>Participated in Training and Obtained Employment</i>	38
<i>Obtained an In-Demand Industry-Recognized Credential</i>	36
<i>Enrolled in Work-Based Learning</i>	32

**Purpose:** To implement a workforce training program designed to upskill low-income returning adult learners and youth in high-demand, highly sought-after Salesforce certification training.



## GET THERE FASTER – SALESFORCE ACADEMY

recently awarded grant

GRANT PERFORMANCE AS OF JULY 2022		
Metric	Grant Goal	Actual Performance
<i>Individuals Served</i>	60	
<i>Enrolled in Training</i>	50	
<i>Participated in Training and Obtained Employment</i>	38	N/A
<i>Obtained an In-Demand Industry-Recognized Credential</i>	36	N/A
<i>Enrolled in Work-Based Learning</i>	32	N/A

The first cohort began their 10-week classroom training on June 20<sup>th</sup>.

Additional cohorts will be offered in August, October and January.



## COVID-19

*previously awarded grant*

**Funding Source:** US DOL (NDWG)

**Award:** \$4,249,999.88

*Additional \$1,250,018 received July 2022*

**Duration:** April 13, 2020 – March 31, 2023

Expected Performance	
Metric	Grant Goal
Total Participants Enrolled	125
Planned Temporary Disaster Relief Employment	125
Employed at Closure	95

**Target:** Dislocated workers due to pandemic who have been unemployed 6 of the last 13 weeks.

**Purpose:** To provide temporary jobs to assist with humanitarian aid, clean up and restoration activities due to COVID-19.



## COVID-19

*previously awarded grant*

GRANT PERFORMANCE AS OF JULY 2022		
Metric	Grant Goal	Actual Performance
Total Participants Enrolled	125	95
Planned Temporary Disaster Relief Employment	125	95
Employed at Closure	95	37

Additional funds will increase the goals:

- 202 total participants enrolled
- 202 planned temporary disaster relief employment
- 140 employed at closure



# Q & A

**Thank you!**

**Jana Bauer**

Vice President of Operations

[jbauer@careersourcebrevard.com](mailto:jbauer@careersourcebrevard.com)





## Military Family Employment Advocacy Program

### MILITARY FAMILY STATISTICS

- Current statistics indicate Florida has 57,588 Active-Duty members and 36,971 Reserve and Guard members.
- Florida ranks fifth in the U.S. for active-duty military spouses, with more than 88,000 spouses and dependents currently residing in the state.
- The unemployment rate has held steady at 20% for the last two years for this population.
- The percentage of spouses who no longer participate in the labor force has remained flat, around 42%.



# PROGRAM FOUNDATION

- State program designed to delivery priority workforce services to active-duty military spouses and family members through staff located in career centers throughout Florida to assist with finding viable employment.
- Designed to assist family members with navigating the local job market and resources available that are military-specific.
- Provides tailored services from staff who understand the needs of military families.



# PROGRAM LOCATIONS

- Patrick Space Force Base was the first location to have an office on a military base.

- Participating regions include:
  - CareerSource Escarosa
  - CareerSource Okaloosa Walton
  - CareerSource Gulf Coast
  - CareerSource Northeast Florida
  - CareerSource Brevard
  - CareerSource Tampa Bay
  - CareerSource South Florida



**Military Family Employment Areas and Contact List**  
 Find a Military Family Employment Advocate near you.  
 Contact your Local Workforce Development Board (LWDB).

**LWDB 1:**  
 CareerSource Escarosa  
 6913 N. 9th Ave.  
 Panama City, FL 32404  
 William Bill Garner (850) 607-4790  
 wgarner@careersourceescarosa.com

**LWDB 2:**  
 CareerSource Okaloosa Walton  
 922 W. Avenue O Egin, AFB, FL 32542  
 Mayra Reynoso (850) 684-4374  
 mrey@careersourceow.com  
 Terry Cowan, Program Manager (850) 888-7387 x2117  
 tcowan@careersourceow.com

**LWDB 4:**  
 CareerSource Gulf Coast  
 625 Highway 211  
 Panama City, FL 32405  
 Becky Samartiga (850) 872-4340 x8199  
 bsamartiga@careersourcegc.com

**LWDB 8:**  
 CareerSource Northeast Florida  
 11160 Beach Blvd., Suite 111  
 Jacksonville, FL 32246  
 Celia Logan (904) 798-0660 x2151  
 celalogan@careersourcenefl.com

**LWDB 13:**  
 CareerSource Brevard  
 862 Falcon Ave.  
 Ft. Dick, AFB, FL 32925  
 Kimberly Weatherby (321) 394-0598  
 kweatherby@careersourcebrevard.com

**LWDB 15:**  
 CareerSource Tampa Bay  
 9215 N. Florida Ave.  
 Tampa, FL 33612  
 Karen Cutler (813) 828-0076  
 (813) 930-7400 x7404  
 cutlerk@careersourcetampabay.com

**LWDB 23:**  
 CareerSource South Florida  
 West Dade Career Center  
 8485 SW 40th Street Miami, FL 33155  
 Kelly Anselmi (786) 498-5360  
 kelly\_anselmi@careersourcesfl.com

**LWDB 10:**  
 Jordan Dover (850) 533-4043  
 jdover@careersourceow.com

**LWDB 11:**  
 Bolney Gray (850) 682-9998  
 bgray@careersourceow.com

October 2021

## CUSTOMER BASE

- Spouses and family members of active-duty military
  - Branches include Army, Air Force, Navy, Marines, Coast Guard and activated National Guard and Reserves
- Veterans who are married to an active-duty member
  - 15% of the spouses assisted have served
- Working-age children and dependents of active-duty military



## SERVICES OFFERED

- Job Search and Placement Assistance
- Career Planning and Counseling
- Case Management
- Resume Assistance
- Assessment and Testing Services
- Interview Skills Training
- Referral to Educational and Training Programs
- Job Fairs
- Information on Reemployment Assistance



# PROGRAM PERFORMANCE

- Looking for PY21-22 performance (include customers served, employment counts etc. and any high-level successes.



# QUESTIONS?

Thank you!

Suzanne Frie  
Military Family Employment Advocate Career Advisor  
Patrick Space Force Base, FL



# CareerSource Brevard

Career Center Committee

April 26, 2022

## Minutes

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

### **Members in Attendance:**

Nancy Heller, Chair, Shawn Beal, Lorri Benjamin, Lynn Brockwell-Carey, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Theodore Pobst and Pamela Reed

**Members Absent:** Marcia Gaedcke, Laura Koursaris and Travis Mack

### **Staff in Attendance:**

Marci Murphy, Jana Bauer, Thomas LaFlore, Denise Biondi, Amberstar Bush, Melissa Byers, Lisa Fitz-Coy, Deidre McVay-Schulmeister, Erma Shaver, Marina Stone and James Watson

### **C2 Staff in Attendance:**

Chakib Chehadi, Caroline Joseph-Paul, Ahmanee Collins-Bandoo, Julie Berrio, John Bonsignore, Marvetta Gordon, Linda Hadley, Bob Knippel, Jessica Mitchell, Angie Londono, Ramsey Oliverrez, Sally Patterson, Taciana Raders, and Aaron Smith of CareerSource Brevard (CSB) Career Centers

### **Guests in Attendance:**

Suzann Kenis from Division of Blind Services

### **Call to Order:**

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

### **Public Comment:**

There was no public comment.

### **Spotlight Presentations:**

#### Brevard Recovery Works

A presentation was shared highlighting the US Department of Labor National Health Emergency Grant, implemented as CSB as the Brevard Recovery Works. A funding summary, the overall purpose, local grant focus, program design, performance and lessons learned were shared. This grant was specifically designed to create temporary disaster relief employment geared towards placing eligible participants in temporary addiction, recovery and peer counseling jobs in positions that provide humanitarian assistance affected by the opioid epidemic and to provide training opportunities for the participants. The grant ended March 31, 2022. CSB received the SUD Navigator Grant which will assist in continuing the sustainable work of the Brevard Recovery Works program and the efforts of this grant in the community.

### Job Seeker Survey Data

A Job Seeker survey was developed and implemented by CSB which was sent through various methods (Constant Contact, personal emails, etc.) and a presentation was given entitled "Job Seeker Survey Data" highlighting the survey results. The presentation included information about respondents age, education, industry sector of interest, valuable benefits to job seekers, along with job seeker highlights. An overall summary shows most respondents were over 41 years old, had some college education and over half who took the survey wanted to further their education. The top industry sectors were identified as Information Technology, Aerospace Aviation and Healthcare. The top benefits job seekers are looking for is health insurance, paid leave time, long term career growth and training opportunities. Discussion ensued. The committee felt it would be advantageous to survey Brevard County employers to find out what employers are currently offering to potential new employees during this period of unprecedented low unemployment rates.

### **Action Items:**

#### Approval of Career Center Committee Minutes of January 25, 2022

Motion to approve the Minutes from the January 25, 2022, meeting was made by Brian Jaskiewicz. Robert Gramolini seconded the motion. The motion passed unanimously.

#### Approval of Regional Targeted Occupations List

CSB is required to produce and publish the Regional Targeted Occupations List (RTOL) on an annual basis. Staff reviewed the local activity required to create the list and changes to RTOL based on current employment trends and data. Pamela Reed made a motion to approve the staff recommendation for the RTOL for PY 2022-2023 as presented for inclusion in the consent agenda of the next Board of Directors meeting. Brian Jaskiewicz seconded the motion. The motion passed unanimously.

### **President's Report:**

Marci Murphy shared information on Brevard's unemployment rate, currently at an unprecedented rate of 2.5%, in January the rate was 3.4%. CSB continues to focus on short- and long-term strategies to help with labor shortages. CSB's efforts are to find hidden talent, which can include underserved populations, people with barriers to employment, veterans and mature workers which will also drive more traffic into our career centers. Additionally, we strategize with employers to find ways they can re-engage talent. We are working closely with the Brevard County Library, utilizing an automated referral process called Crosswalk with our CBO's and FBO's and advertising with the DMV. CSB continues to work with the Brevard County School system, EFSC and Keiser University along with other educational institutions, as well as community partners and businesses, to develop the talent pipelines our key industries need.

Jimmy Lane left the meeting.

## **Discussion/Information Items:**

### Q3 Career Center Efforts Presentation

During the third quarter of PY21-22, C2 GPS shared a presentation on continuous improvement, focus and accomplishments, enrollment and employment data, community partnerships, job seeker workshops and specific program data was shared. A snapshot of the various activities, new initiatives that have occurred, customer engagement and feedback results were shared. Brian Jaskiewicz asked how many veterans were served. The information will be emailed to Mr. Jaskiewicz.

### Impact Analysis for Hospitality Industry Affected by COVID 19

A presentation highlighting the hospitality industry was revealed showing past and projected growth in Brevard County and nationally along with data on job postings in the last 30 days and future impacts.

### Q3 Business Engagement Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events along with a Fact Sheet for July 1, 2021, through March 31, 2022.

### Q3 Multimedia Outreach Report

The Outreach Department highlighted quarterly activities from July 2021 through March 2022. Metrics for the CSB website and social media platforms were shared.

### Co-Op Outreach Program Presentation

A presentation was shared about a Job Seeker Advertising Campaign for Spring 2022. The purpose is to reach job seekers with barriers to employment (veterans, military, ex-offenders, low income, those impacted by substance abuse and reemployment assistance (RA) filers) along with those impacted by the COVID-19 pandemic. Key outreach tactic is to display dynamic advertising appearing on websites our target audiences visit, using video, image, or test to raise awareness of our programs and services.

### Q3 Performance Reporting Presentation

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

### Q3 Contractor Performance PY21-22

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor met the performance criteria for 17 of the 21 of the minimum measures and 13 of the 21 accelerated measures.

## Primary Indicators of Performance

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY21-22 goals. All performance goals were met or exceeded for the 2nd quarter.

Committee Goal Status

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

**Adjourn:**

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 9:58 am.

Respectfully submitted,

Reviewed by,

{signature on file}  
Marina Stone

05/04/22  
Date

{signature on file}  
Nancy Heller, Chair

05/04/22  
Date



## Career Center Efforts

Career Center Committee

July 26, 2022

*Caroline Joseph-Paul, Managing Director*



### Q4– Traffic Counts, Engagement & Employment

#### Wagner Peyser Program (universal job seeker services as of 6/24/22)

1,837 Unique individuals served (YTD 8,980)

2,945 visits (YTD 14,793)

19,983 services provided to job seekers (YTD 152,588)

454 job seekers (including 67 veterans) entered employment at an average wage \$15.74 (YTD 2,328 including 281/average wage \$15.50)

2,150 new job orders entered (YTD 8,881)



## Q4 Enrollment & Employment - WIOA Adult Program

### Enrollment (as of 5/2022)

- 22 new enrollments in Adults program
  - YTD = 96

### Training Scholarships

- 13 Adults enrolled in ITA occupational training & 2 in OJTs
  - YTD = 59 ITA/13 OJTs

### Employment (as of 6/24/22)

- 16 WIOA Adult secured employment in high growth industry jobs at an average wage of \$23.91
  - YTD = 80 at an average wage of \$20.12



## Q4 Enrollment & Employment - WIOA Dislocated Worker Program

### Enrollment (as of 5/2022)

- 0 new enrollments in Dislocated Workers program
  - YTD = 19

### Training Scholarships:

- 1 Dislocated Worker enrolled in OJT
  - YTD = 8 ITA/5 OJTs

### Employment (as of 6/24/22)

- 4 WIOA Dislocated Workers secured employment in high growth industry jobs at an average wage of \$27.06
  - YTD = 30 at an average wage of \$24.65



## Q4 Enrollment & Employment NextGen Program (Young Adults)

### Enrollment (as of May 2022)

8 new enrollments

Total served YTD 126

### Employment (as of June 24, 2022)

6 entered employment

Average wage \$ 14.83

### Outreach Referral/Access Points:

- Astronaut High School
- Titusville High School
- Adult Education
- Harry T Moore
- Crosswinds Youth Services
- Eastern Florida State College  
Career Fair Expo



## Summer Jobs Program Update Recruitment & Placement Efforts

Program	No. of applicants	No. served by CSB staff	No. placed in internships/ work experience	Services Provided by CSB Staff
Cocoa Works Summer Youth Internship Program	9	5	5	Pre-employment Foundations Training - Rockledge career center
City of Titusville Summer Youth Initiative	29	11	11	Pre-employment Foundations Training - Titusville career center
CareerSource Brevard Summer Earn & Learn Program	67	10	10	Intake/eligibility; pre-employment training; placement



## Summer Jobs Program Update

### CSB's Summer Earn & Learn Program

- 67 applied/based on application information 55% (37) qualified based on free & reduced lunch eligibility criteria.
- Identified need – building stronger partnership with the school board to identify eligible young adults.
- Placement of the 10 interns:
  - Lotane & Associates – 3
  - Brevard Parks & Recs – 3
  - Palm Bay Chamber of Commerce – 1
  - Love is a Verb Ministry – 1
  - Brevard Clerk of Courts in Viera – 1
  - Brevard Humane Society - 1



## Other Grants & Projects

### Get There Faster (new/started May 2022) -

- Salesforce Platform training
- 11 enrolled

### ReBuild Florida Grant (new/started Oct. 2021) –

- Construction, heavy equipment & related fields training
- 41 enrolled; 32 completed; 12 employed

### Aeroflex/GAMAAA (Growing Advanced Mfg.. Apprenticeships Across America) –

- Manufacturing training
- 18 recruited & assessed for program participation; 7 successfully completed & attained certification.

### COVID-19 (NDWG)–

- 95 enrolled & placed into temporary disaster relief employment
- 37 employed at case closure



## Job Seeker Training Workshops

- Shifted to in-person workshops at all 3 centers May 2022.
- Intentional effort to increase customer walk-in traffic and enhance staff-to-customer intensive engagement to gain quicker access to services.
- Workshop topics ranged from Orientation to CareerSource Brevard; Preparing for Interview; Resume writing; SkillUp Brevard; Education & Training Opportunities; Career Destiny; to LinkedIn & more.
- Key Partner Collaboration:
  - April 21 - Interview Skills for Teens = 22 (Adult Ed via Zoom)
  - May 19 - 64 SkillUp Brevard (Adult Ed via Zoom)
  - June 9 - Common Interview Questions = 7 (CPT/EDC)
- 478 customers participated in universal pre-employment workshops.



## Q4 Virtual Footprint – SkillUp Brevard

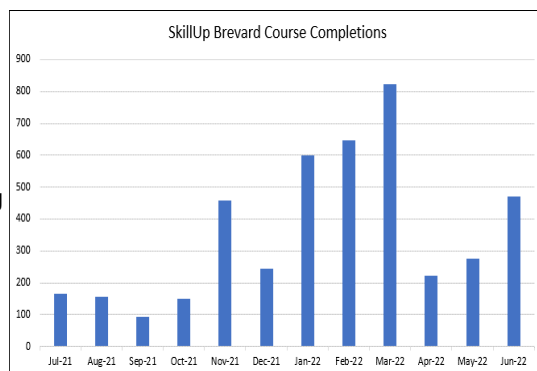
Free, online learning platform/ 6,000+ courses & 120+ courses in Industry Skills Tracks to help customers prepare for certifications in various in-demand fields. Accessible 24/7 via CSB website & available in Spanish.

### Results:

Training platform has been incorporated in our AARP Skill Accelerator Initiative Grant, Get There Faster Grant, WIOA, NextGen, Welfare Transition, and SNAP Employment & Training programs to provide participants an introduction into their desired career paths and increase work readiness skills.

### Program Year 2021 – 2022:

- New Accounts Registered: 953
- Average Training Hours Per Customer: 10.1
- Total Course Completions: 4,304
- Top 3 Career Pathways selected by customers:
  - Business (Administrative/Management) – 27%
  - HealthCare – 15%
  - Information Technology – 16%

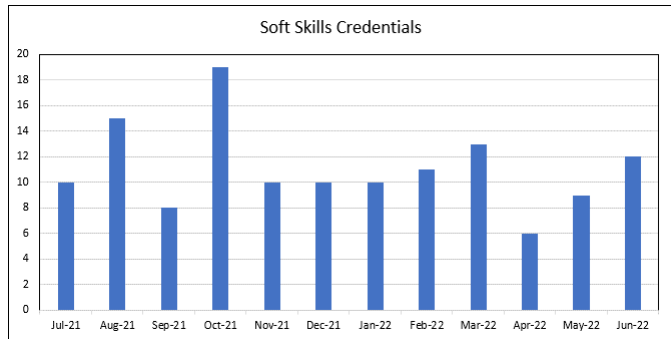


## Our Virtual Footprint Florida Ready to Work – Essentials Soft Skills

The Essential Soft Skills training includes Communicating Effectively, Conveying Professionalism, Promoting Teamwork & Collaboration, and Thinking Critically & Solving Problems modules with the opportunity to earn a Florida Soft Skills Credential.

The training is available to all customers and emphasizes the importance of essential employability skills across all industries.

New Accounts Registered: **291**  
Certificates of Completion: **178**  
Soft Skills Credentials Earned: **133**



## Q4 Spotlight Outreach Efforts

Staff participated in several off-site events to help expand our reach into neighborhoods and other areas in need.

- April 2022 –
  - Second Chance Resource & Job Fair (Melbourne, Cocoa, & Titusville)
  - North Brevard Job Fair
  - Move to the Light event – Titusville
- May 2022 –
  - Eastern Florida State College Healthcare Career Expo
  - East Mims STEM Academy Block Party
- June 2022 –
  - Summit of Seven ~ Building A Better Future Boys & Men Conference at Eastern Florida State College/Melbourne Campus
  - Visited 5 Rec centers in North County area.



## Q4 Community Partner Engagement

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

### New partnerships/profiles developed:

- Space Coast Health Centers
- The Boys & Girls Club of Central Florida
- Resource Center for Disability Solutions – RCDS
- BAC



## Community Partnerships Crosswalk Partner Referral Portal

Active Partners	
18 <sup>th</sup> Judicial Circuit Court/Child Support Division	189
Brevard County Public Library System	33
Family Promise of Brevard	22
Serene Harbor	20
DCF: Hope Florida – Pathways to Prosperity	14
Vocational Rehabilitation Brevard County	3
New Life Mission	1
Miami Job Corps Center	1
Total referrals received	283



## What Customers Are Saying Customer Satisfaction Survey Results

726 Surveys completed

### Top 5 ways our customers heard about CSB:

- Walk-ins -31.29%
- CSB's website - 16.13%
- Family/Friend - 16.13%
- CSB Staff - 11.96%
- DEO/Reemployment - 9.74%

### Top 5 services received from CSB:

- Job Search Assistance - 26.22%
- Applying for Reemployment/Filing weekly claims -23.01%
- Job Readiness/Orientations, Workshops etc. - 19.11%
- Appointment w/CSB staff -14.23%
- Veteran Employment Services -7.53%



## Customer Satisfaction Survey

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

97.63% agreed that CSB staff was *courteous* and made them *feel welcome*.

97.35% agreed that staff *responded to their needs in a timely manner*.

97.21% agreed that their needs and the *information/assistance they received from CSB was helpful*.

97.21% agreed that they *would recommend CSB* services to others.

97.07% agreed that their *overall experience* with CSB had been *satisfactory*.



## Customer Satisfaction Survey – Sample Responses

*“fast efficient service”*

*“The staff is great! Tina worked along side of me recreating my resume after years in the beauty industry for over 30 years & needing to change my career path due to my disabilities. She's excellent & gives me the faith & hope of positivity as I need to reinvent myself in the 3rd phase of my life.”*

*“The staff was very helpful and courteous with me. Sometimes patience with the general public is hard to find.”*

*“Brevard Career Source has saved me there was a job search I didn't know where to go and they help me get to a place where I can Thrive and succeed they help me with job skills Career Education and was very professional on time and proficient our recommend Brevard Career Source to all those who are willing and ready to get employment education skills career tips on resources and employment thank you so much for all you have done for me and my family.”*



**Thank you!**

*Caroline Joseph-Paul, Managing Director*





## Information Brief

### ITA Annual Vendor Evaluation

#### Background

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

The information is taken from Employ Florida (EF) and shows information for Program Year (PY) 2020-21. The following key areas are shown for each program:

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

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

The PY2020-21 report found the wage at placement to range from \$8.56 to \$41.00 per hour. The lowest rate was slightly higher than the previous year's rate of \$8.46 per hour. The highest rate was lower than the previous year rate of \$57.69 per hour.

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

During this review, one vendor, EMETSEEI Institute, was found to have performance below the 60% threshold that could trigger a corrective action.

EMETSEEI Institute had only 2 successful completions out of the 4 who were no longer attending training. There were two placements with 1 being non training related (50%). This does not provide a statistically valid sample therefore no corrective actions will be issued. Staff will closely track performance for this vendor in the coming months to ensure any trends, positive or negative are followed and noted.

## Attachment A

ITA Vendor Evaluation PY 2020-2021 Formula Funding					
Provider Name	Total Amount Paid	Successfully Completed	Placed in Employment	Placed in Training Related Employment	Average Hourly Placement Wage
AAA School of Dental Assisting	\$4,500	---	---	---	---
		---	---	---	
Brevard Nursing Academy	\$109,369	18/22	13/13	10/13	\$19.65
		81.82%	100%	76.9%	
Eastern Florida State College	\$35,802	14/18	13/13	12/13	\$25.56
		77.78%	100%	92.31%	
EMETSEEI Institute	\$50,819	2/4	2/2	1/2	\$9.33
		50%	100%	50%	
Keiser University	\$5,177	7/7	3/3	3/3	\$18.33
		100%	100%	100%	
New Horizons Computer Learning Centers of Orlando	\$73,915	9/14	12/13	8/12	\$17.62
		64.29%	92.3%	66.7%	
Roadmaster Drivers School of Orlando, Inc.	\$26,920	3/3	3/3	3/3	\$15.33
		100.0%	100%	100%	
Truck Driver Institute of Florida	\$90,000	13/15	11/11	11/11	\$17.34
		86.67%	100%	100%	



July 26, 2022

## Information Brief

### Effectiveness of Training/Career Services PY 20-21

#### Background

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

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

In Program Year 2020-21, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 285 customers. The following is a snapshot of the results of training to placement and is all inclusive of Individual Training Accounts (ITA's) and other training mechanisms (i.e., On-the-Job, Incumbent Worker Training and Adult Work Experience).

WIOA Adult and Dislocated Worker Formula Funds				
	Total Served	Completers	Total Placed	% of Completers Placed
Career Services	156	128	48	37.5%
Training Services	194	109	81	74.3%
Total	285	237	129	54.4%

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

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

WIOA Adult and Dislocated Worker Formula Funds				
	Total Served	Completers	Total Placed	% of Completers Placed
Training Services	194	109	81	73.0%
ITA's	158	91	70	76.9%
OJT	30	19	12	52.6%
Other*	8	1	1	100.0%

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

Both OJT's and ITA's contribute to higher success rates when compared to Career Services; however, ITA's have a higher cost and longer training period with average training length of 8.4 months for ITA's compared to average training length of 6.3 months for OJT's.

**Retention Rates for All Closures**

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

	Placements	6 Month Follow-up	12 Month Follow-up
	All	Percent Still Employed	Percent Still Employed
ITA's	71	97.2% (69 Of 71)	97.1% (67 OF 69)
OJT's	12	100% (12 of 12)	100% (12 of 12)

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

**Conclusion:**

COVID impact is seen in this report by the lower than usual number of customers receiving WIOA services. Pre-Covid number in PY 18-19 - 1,218; mid-Covid number PY 19-20 - 836 and PY 20-21 – 285.

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

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

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

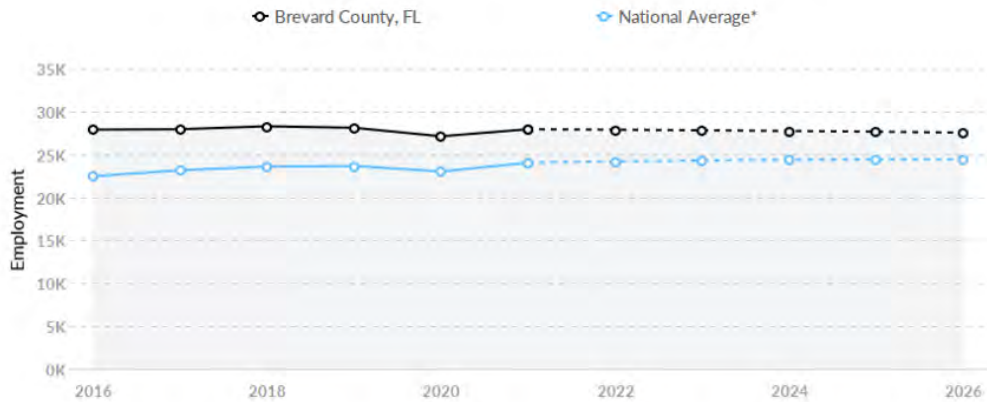


## Impact Analysis for Industries Affected by COVID-19 Retail Industry

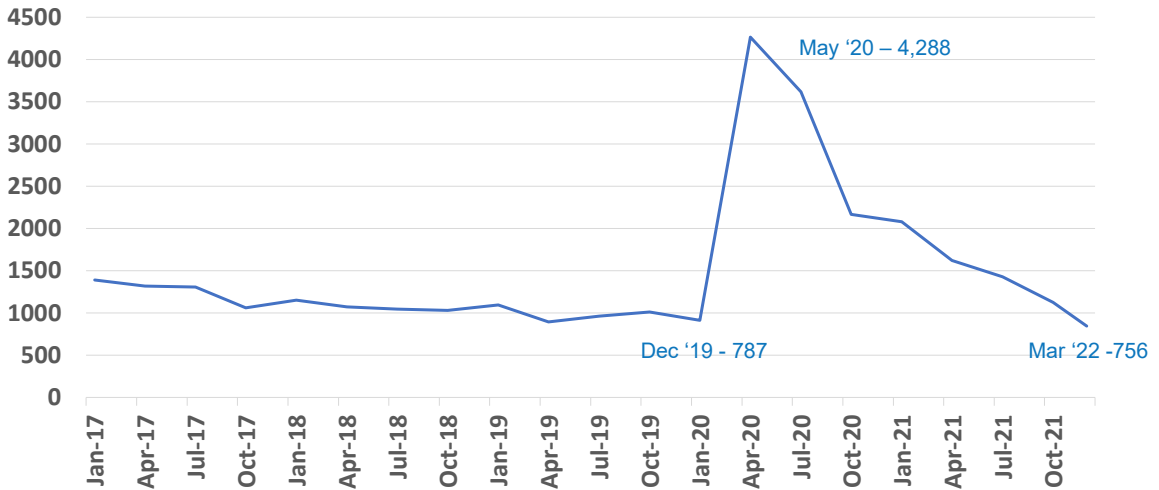


# SUPPLY (Jobs)

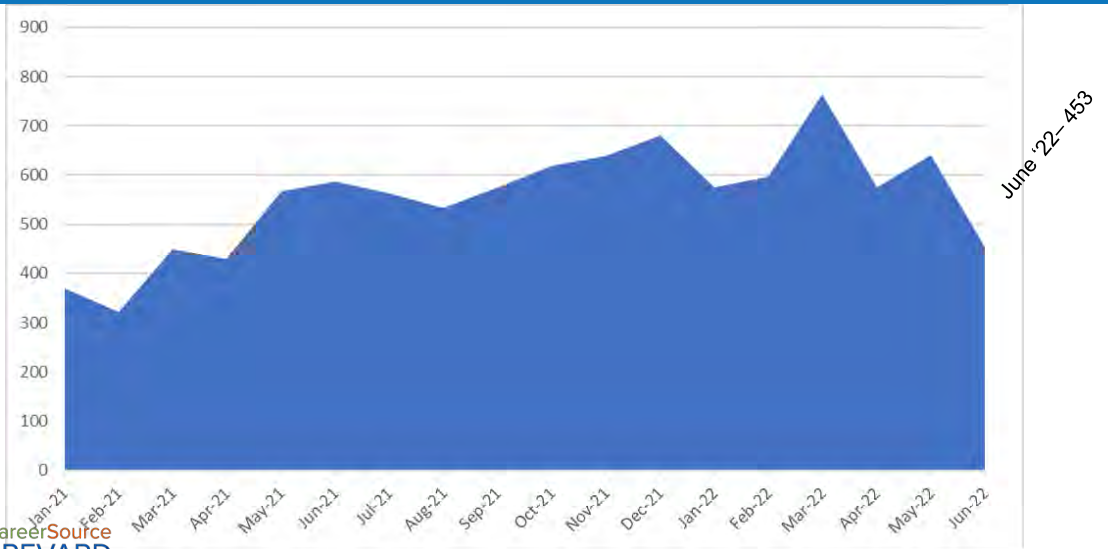
0% Past Growth (2016 - 2021)    -1% Projected Growth (2021 - 2026)



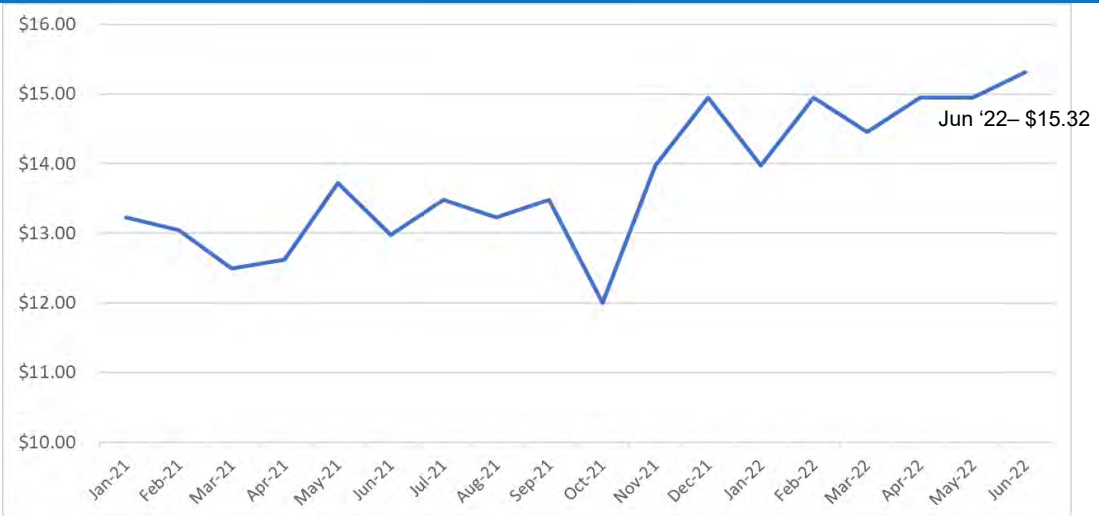
# UNEMPLOYMENT RATE TRENDS



# UNIQUE JOB POSTINGS



## MEDIAN WAGE FOR JOB POSTINGS



## JOBS POSTED IN LAST 30 DAYS

	Newly Posted (Past 30 Days)	Number of Employers posting in 2021	Median Advertised Hourly Wage
<b>Total</b>	<b>1,507</b>	<b>485</b>	<b>\$18.03</b>
Retail Sales Person	226	451	\$12.17
Sales Representatives Wholesale and Manufacturing	172	59	\$29.53
First-Line Supervisors of Retail Sales Workers	136	277	\$20.55
Cashiers	54	100	\$10.94
Insurance Sales Agents	33	79	\$20.40



## ADDITIONAL DATA

**Employ Florida data shows 2,262 jobseekers looking for positions in this industry.**

**706 Employers are registered in Employ Florida**

**There are currently 10 open job orders in the Employ Florida system.**

**Since July 1, 2021, CSB Staff have provided 1,426 Services to 173 Businesses in this industry**



## ADDITIONAL DATA

- The Retail Trade Industry in Brevard County had 27,925 jobs (2021) 16% above the National average
- There were 2,108 Business Locations with Paid Employees (2021)
- The number unemployed (3/2022) was 756
- There were 1,169 self-employed jobs (2021) 31% above the National average
- The average earnings per job (2021) for the self-employed jobs is \$31,427





## NOTABLE

- Census Data shows 13.1% of the Brevard County civilian population over the age of 16 are employed in the retail industry, surpassed only by the 13.4% in the Healthcare industry.
- 45.2% of Retail workers were part time compared to 58.9% of Hospitality workers.



Questions?



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Recruiting Events

### 23 Onsite Events

- 9 unique employers included Hospitality, Security, Family Services, Construction, Information Technology, Staffing Agency, & Aviation industries represented
- Appointments & Walk-Ins
- 254 Job Seekers attended, 50 Veterans
- Multiple and immediate job offers as result of recruiting efforts



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## North Brevard Area Job Fair

- Hosted on April 13th
- Eastern Florida State College, Titusville
- 54 employers participated
- 76 job seekers attended; 8 veterans
- Positive feedback for hosting in-person event for north part of the county



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Construction Consortium & Job Fair

- Held on April 8<sup>th</sup> at Home Builders & Contractors Assoc.
- In partnership with SWA & FL DOE Apprenticeship programs
- Job Fair participation of 6 employers & 14 job seekers

## Information Technology Consortium & Job Fair

- Held at Hotel Melby on May 3<sup>rd</sup>
- Total of 9 employers in attendance
- Total of 23 career seekers; 2 were Veterans



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Second Chance Resource & Job Fairs

- Two events held in partnership with Dept. of Corrections
- Hosted on April 26<sup>th</sup>, FL Dept of Corrections, Melbourne
- 8 employers participated and 23 job seekers
- Hosted on April 28<sup>th</sup>, Joe Lee Smith Rec Ctr, Cocoa
- 8 employers participated and 93 job seekers
- Great opportunity for connections to community partners and employers
- Florida Today article highlighted these events!

<https://www.floridatoday.com/story/news/2022/04/27/second-chance-job-fair-helps-brevard-convicts-find-employment/9539930002/>

**RISE**  
THE WAY TO EMPLOYMENT

**Second Chance Resource & JOB FAIR**  
Fair sponsored by Dept. of Corrections

**GET HIRED!**  
**Second Chance Resource & JOB FAIR**  
Employers are looking for previous and current (and/or preferred) individuals. This is your opportunity to get connected to create employment!

**Friday, April 26th**  
Joe Lee Smith Rec Center  
1100 State Street, Cocoa  
10:00 am to 2:00 pm

**Thursday, April 28th**  
Joe Lee Smith Rec Center  
1100 State Street, Cocoa  
10:00 am to 2:00 pm

**Organized by:**  
Civicus Reshore  
(321) 866-9218  
1001.gigamonster.com/web/01

**Let your resume ready or call now for resume support. Open for success. Hiring managers are offering interviews on-the-spot! Open to the public and walk-ins are welcome.**

**To speed your entrance Register now!**  
Tuesday, April 26<sup>th</sup> from 10:00 am to 2:00 pm  
Palm Bay, FL  
Thursday, April 28<sup>th</sup> from 10:00 am to 2:00 pm  
Joe Lee Smith Rec Center, 1100 State Street, Cocoa

**Employers:**  
• CMTI  
• John Moore Window Cleaning  
• La Osa County Club  
• RoadSafe  
• Amos  
• J&J  
• Waste Pro  
• P&K Chemical

**Special Thanks:**  
Brevard County  
2-1-1  
Brevard County Sheriff's Office  
Brevard County Jail  
Brevard County Probation and Parole  
Brevard County Public Defender's Office  
Brevard County Public Health  
Brevard County Public Safety  
Brevard County Public Works  
Brevard County Social Services  
Brevard County Youth Center  
Brevard County Workforce Solutions  
Brevard County Youth Center  
Brevard County Youth Center  
Brevard County Youth Center  
Brevard County Youth Center



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Virtual Apprenticeship Career Fair

- Hosted in partnership with CareerSource Flagler/Volusia, CareerSource Research Coast and the State of Florida Department of Education Apprentice Florida
- Held on June 3<sup>rd</sup>
- Total of 14 apprenticeships participated
- Total of 58 career seekers attended

**FREE Virtual Apprenticeship Career Fair**

Join us online!  
Friday, June 3<sup>rd</sup>  
11:00 am to 2:00 pm

**FREE Virtual Apprenticeship Career Fair**  
Register Today!  
[bit.ly/3FAW1X](#)

For all your career and training support, visit the CareerSource logo below for a career portal nearest you!

**Get paid to learn and grow in a job you'll love!**  
Jumpstart your career in a job as a PAID Apprentice earning a nationally recognized credential across a variety of occupations in Florida's rapidly growing industries:

Join us online and get connected to the PAID registered apprenticeship program opportunities near you:

- Healthcare & Healthcare Technology
- HVAC & Construction
- Information Technology
- Hospitality Management & Culinary Arts
- Advanced Manufacturing
- and more!

Get on the apprenticeship career path, and jumpstart your future today!

**FREE Virtual Apprenticeship Career Fair**  
June 3<sup>rd</sup>, from 11:00 am to 2:00 pm

Learn more about the benefits of FREE apprenticeship training! Check out this short video [youtu.be/236x2zjmk6](#) Or visit [www.ApprenticeFlorida.com](#)

Florida's apprentices are registered through these career fair partners:

# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Annual Job Fair

- Hosted on June 15<sup>th</sup>
- Radisson Convention Center at the Port
- Total of 64 employers and 286 job seekers
- Positive feedback from employers and attendees



**CAREERSOURCE BREVARD ANNUAL JOB FAIR**  
June 15<sup>th</sup>  
Radisson Resort at the Port  
CAPELLA CELESTIS

**Annual IN-PERSON Job Fair**

You're invited and walk-ins are welcome!  
Get your resume ready and dress for success!  
Hiring managers are offering interviews on-the-spot!

9am - 3pm  
Wednesday, June 15<sup>th</sup> from 9:00 am to 3:00 pm

**Location:**  
Radisson Resort Capelonia Center, 6721 AFB Blvd., Cape Canaveral

To attend your entrance:  
Register FREE! [bit.ly/3W6048D](#) or [bit.ly/3W6048D](#)

Questions? Call (321) 564-7600 or email [jobs@careersourcebrevard.com](#)

Participating Businesses:

Alaris	City of Brevard	Florida Dept. of Corrections	Interim Health
Angie's Home Sweet Home	City of Titusville	Florida Dept. of Health	Intuitive Surgical
Anchor Bank	Columbia College	Florida Dept. of Transportation	Johns Hopkins
Anchor Healthcare Partners	Florida Community College at Jacksonville	Florida Dept. of Transportation	Johns Hopkins
Arcadis U.S. Inc.	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins
Aspen Fintech	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins
Aspen Fintech	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins
Aspen Fintech	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins
Aspen Fintech	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins
Aspen Fintech	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins
Aspen Fintech	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins
Aspen Fintech	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins
Aspen Fintech	Florida Dept. of Transportation	Florida Dept. of Transportation	Johns Hopkins

**CAREERSOURCE BREVARD**

# Fact Sheet

Business Services Provided July 1, 2021 through June 30, 2022



## Communications & Marketing Highlights (January – June 2022)

Multimedia campaigns include video, earned media & partner relations, direct mail, and more

### Get a Jump Start

Two comprehensive campaigns promoting **jobseeker and employer programs, services, and training** available through the **Rebuild Florida Construction Training Grant**.

**Paid and non-paid media:** Space Coast Area Transit (SCAT) interior bus ads, DMV waiting room videos, Brevard Public Schools e-news ads, social media and email marketing, Google ads and CSB website.

**Website:** <https://bit.ly/3OfIFkL>

**DMV video:** <https://bit.ly/3OccNwa>



## Communications & Marketing Highlights (January – June 2022)

Multimedia campaigns include video, earned media & partner relations, direct mail, and more

### Job Fairs & Sector Strategy

**Consortiums** Comprehensive campaigns promoting more than **15** different job fairs and consortium events. Website, targeted media outreach, paid, owned and earned social media, email marketing, flyers, and more. **Annual Job Fair video** <https://bit.ly/3nc4uo9>  
**Prepare for a job fair video** <https://bit.ly/3xO2APz>  
**North Brevard Job Fair radio** <https://bit.ly/3naO4wx>



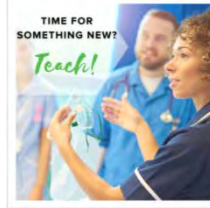
## Communications & Marketing Highlights (January – June 2022)

Multimedia campaigns include video, earned media & partner relations, direct mail, and more

### Become a Nurse Educator Campaign

Multimedia grant-funded campaign to build the talent pipeline for nurse education. Paid LinkedIn ads, partner social media toolkit, flyer, website, and more.

**Social media video:** <https://bit.ly/3NcbJXP>



### CSB Annual Report

Review a successful year in CSB's 2019-2020 digital annual report.

<https://bit.ly/30E1Svg>



### Employer Support Services

Raising awareness of hiring & training events and business summits with print advertisements, email marketing, and social media.

**We'll Help you CONNECT THE DOTS**

**Train, Retrain & Retain Your Key Employees**

It's a changing world. Get support to address your workforce needs now and prepare for projected requirements.

**Employees:** We want to help you CONNECT THE DOTS to On The Job Training Programs and funding through Scholarships. We want to help you CONNECT THE DOTS to retraining options, retention strategies, and other talent development opportunities.

**Employers:** We want to help you CONNECT THE DOTS to On The Job Training Programs and funding through Scholarships. We want to help you CONNECT THE DOTS to retraining options, retention strategies, and other talent development opportunities.

CareerSource Brevard has programs that were created to serve those needs.

**Let's Begin Today.**

GET CONNECTED at [employer-support@careersourcebrevard.com](mailto:employer-support@careersourcebrevard.com)

**Thank You, Brevard! - Palm Bay**  
[careersourcebrevard.com](http://careersourcebrevard.com)  
 CALL (321) 504-7600

**FIND BUSINESS RESOURCES**

CareerSource Brevard can help upskill your team through customized training programs.

Our team of business professionals offers the resources you need to succeed.

**WE'LL HELP YOU WITH**

On The Job Training  
 OJT's work to meet those training requirements on the job and provide with OJT pay while retention strategy to employees up to 50% of wage rate.

**98.5 The Beach Learning Center**  
 CareerSource and Job Brevard Events  
 Single Appointments  
 On Site Training Industry specific courses that will help improve your employees for qualifications in a variety of fields, such as IT, HR, etc.

**Skillup**  
 (EMPLOYEE)

[careersourcebrevard.com/goemployers](http://careersourcebrevard.com/goemployers)

Our business services are free. We look forward to helping you build your team and find the talent solutions you need to succeed.

**Thank You, Brevard! - Palm Bay**  
[careersourcebrevard.com](http://careersourcebrevard.com)  
 CALL (321) 504-7600

## Communications & Marketing Highlights (January – June 2022)

Earned Media – CareerSource Brevard in the News

**florida today**  
 PART OF THE USA TODAY NETWORK

**Hometown News**

**everything brevard**  
 THE VOICE OF THE EDUCATIONAL COMMUNITY

**BBW**

**98.5 The Beach**  
 The Greatest Hit  
[www.985fm.com](http://www.985fm.com)

**WFTV 9 abc**

**SPECTRUM NEWS 13**

**SPACE COAST DAILY**

### Florida Today:

- Amazon centers opening in Brevard
- Brevard's Jobless rate rise to 3.3%
- Brevard County employers struggle to fill jobs
- Reporter John Torres year-end stories: Help Wanted, Really!
- 10 things to know about low employment
- Tips to re-enter the workforce at an older age
- Second chance (RISE) Job Fair
- Embraer expands: Career fair at CSB

### Hometown News:

- CSB Spring Job Fair
- Virtual Apprenticeship Career Fair
- Annual Job Fair

### Brevard Business News:

- Annual Job Fair
- Virtual Apprenticeship Career Fair

### EverythingBrevard.com:

- Neighbor Up, Sustainable Workplace Alliance brings training to Brevard
- CSB Palm Bay Spring Job fair
- CSB jobseeker workshops

### 98.5 The Beach Radio:

- Daily Hot Jobs
- CSB's North Brevard Job Fair

### WFTV Channel 9:

- Annual Job Fair

### News Channel 13:

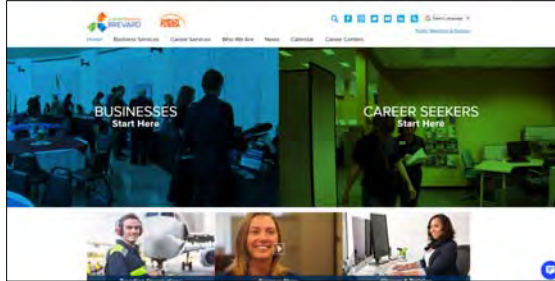
- CSB and Brevard County Job Fair

### Space Coast Daily

- CSB and City of Cocoa host summer youth internship program
- CSB and City of Cocoa host job fair
- CSB's Embraer hiring event

# Impact by the Numbers (January – June 2022)

## Metrics for CSB website and social media platforms



### CareerSource Brevard Social Media:

**12,971 followers across Facebook, LinkedIn, Twitter & Instagram**

- **1,002 new followers, for a 100%+ increase** over the last 6 months!

### CareerSource Brevard Website:

**55,912 unique visitors visited 77,009 times**

- **Top viewed page:** SSI calculator: 12,305 pageviews
- **Top sources of traffic:** Web search



### Social Media Tip Sheet:

Share CSB's posts and tag us in your posts so we can share your news.

#### Tip sheet:

<https://bit.ly/3TY3vM9>





## Quarterly Multimedia Outreach (April –June 2022)

### OWNED Media

*CSB “owned” multi-channel media tactics (social media, direct email, 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/](https://www.instagram.com/careersource_brevard/)

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

- **Daily promotions:** Job openings, virtual and in-person workshops, job fairs, recruiting events, skills training, supportive services and resources, jobseeker success stories & testimonials.
- **Quarterly highlight:** Annual Job Fair, Young Adult workshops & summer jobs, Veterans workshops & job fair, Aero-Flex training for manufacturing, Aerospace, Construction and IT sector strategy training programs & career fairs, Careers in Healthcare outreach campaign, RISE program, AARP Foundation back to work 50+, COVID grant hiring event, Rebuild Florida Construction Training grant, Virtual Apprenticeship Career Fair in partnership with CS Flagler Volusia and CS Research Coast, Job fairs in partnership with Brevard County and Brevard Public Schools, and Salesforce training with PepUp Tech.

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

- **Daily promotions:** Job openings, virtual and in-person business learning events, CSB-hosted recruiting events, talent attraction job fairs, employee retention skills training, supportive services and resources, employer success stories & testimonials. These efforts support CSB’s Sector strategy initiatives (Aerospace/Advanced Manufacturing, Information Technology, Hospitality, Healthcare, and Construction)
- **Quarterly highlight:** Annual Job Fair, Veteran’s job fair, Aero-Flex training for manufacturing, Business consortiums, Job fairs and talent attraction for each key sector, Healthcare tuition match, Military spouse talent attraction, Soft Skills, and SkillUp Brevard (Metrix Learning) training to create qualified candidates and retain existing staff.

### EARNED Media

*This “earned” multi-channel media tactic leverages relationships built with media outlets, community & workforce partners, and local employers. It is free, and expands our reach to educate and inform jobseekers, employers, legislators, community partners, and media about CSB’s mission and the benefits of its no-cost programs and services.*

**Print, broadcast, and digital media coverage for this quarter:**

- **Florida Today** --- requesting workforce data/information/quotes for news related to Brevard's economy.
  - 10 things to know about low employment: <https://www.floridatoday.com/story/money/business/2022/05/30/here-10-things-know-brevard-record-low-unemployment/9912689002/>
  - Tips to re-enter the workforce at an older age <https://www.floridatoday.com/story/life/wellness/2022/04/19/tips-help-re-entering-workforce-after-long-absence/7354208001/>
  - CSB referenced regarding unemployment rate <https://www.floridatoday.com/story/news/2022/05/09/brevard-county-backs-employee-pay-raise-using-covid-19-relief-funds/9698437002/>
  - Second Chance (RISE program) Job Fair <https://www.floridatoday.com/story/news/2022/04/27/second-chance-job-fair-helps-brevard-convicts-find-employment/9539930002/>
  - Embraer plans to expand... career fair at CSB <https://www.floridatoday.com/story/money/business/2022/04/20/expansion-embraer-melbourne-add-150-people-its-staff/7370048001/>
  - Brevard struggles to fill jobs. [Low unemployment rate means Brevard employers face hiring challenges.pdf](#)
- **Brevard Business News:** Annual Job Fair and Virtual Apprenticeship Career Fair
- **EverythingBrevard.com:** CSB jobseeker workshops
- **Space Coast Daily:** CSB and Embraer Hiring event <https://spacecoastdaily.com/2022/04/embraer-has-150-open-positions-at-melbourne-facility-hiring-event-set-april-21-in-rockledge/>
- **Hometown News:** Virtual Apprenticeship Career Fair, Annual Job Fair, [https://www.hometownnewsbrevard.com/news/careersource-brevard-to-host-virtual-apprenticeship-fair/article\\_ef7451f6-db93-11ec-a12d-5b76b4186b1d.html](https://www.hometownnewsbrevard.com/news/careersource-brevard-to-host-virtual-apprenticeship-fair/article_ef7451f6-db93-11ec-a12d-5b76b4186b1d.html)
- **Skies Magazine:** Embraer brings jobs ... CSB recruiting event <https://skiesmag.com/press-releases/embraer-brings-over-150-jobs-to-melbourne-florida-facility/>
- **98.5 The Beach radio:** Daily run of CSB hot jobs and CSB/EFSC North Brevard Job Fair <https://bit.ly/3naO4wx>
- **WFTV Channel 9:** Annual Job Fair
- **News Channel 13:** CSB and Brevard County Job Fair
- **Greater Palm Bay Chamber:** Young Adult work experience program
- **Melbourne Regional Chamber:** recognizes CSB team members in the nonprofit category during Heroes Appreciation week
- **Melbourne Regional Chamber:** Beatrice Boursiquot, RISE and BRW program coordinator shares program benefits on podcast
- **Titusville Area Chamber of Commerce:** Appreciating CBS as a member; Marci Murphy guest speaker; CSB's Young Adult Business Startup Bootcamp and North Brevard Job Fair.
- **CareerSource Florida** shared CSB's Virtual Apprenticeship Career Fair in the Quarterly Apprentice Florida Update news.

	<ul style="list-style-type: none"> <li>• <b>Google Ad Grant program:</b> Reaching hidden and underemployed talent. CSB is a qualifying nonprofit who maintains 5% ad engagement to receive no cost display ads valued up to 10k/mo.</li> <li>• <b>Senator Debbie Mayfield and Eastern Florida State:</b> CSB VP Industry Relations at the table on workforce needs. <a href="https://www.easternflorida.edu/news-events/news-releases/2022/06-12-workforce-conference.cfm">https://www.easternflorida.edu/news-events/news-releases/2022/06-12-workforce-conference.cfm</a></li> </ul> <p><b>Earned social media for expanded coverage this quarter.</b>  <i>Partners who have “tagged” CSB in their posts and/or “shared” CSB posts to their networks:</i></p> <ul style="list-style-type: none"> <li>• Sorenson Moving and Storage, EFSC, Family Promise of Brevard, Gilbane Building Co, Brevard Fire, City of Satellite Beach, My Community Cares, Space Coast Credit Union, Talk of Titusville, Ready for Life Brevard, Perrone Properties, Terminal Security, Hydro, Embraer, Brevard Health Alliance, Micron Technology, Florida East Coast Real Estate, Brevard County, City of Cocoa, New Horizons, CHIP, Dittmer Air and Heat, FL Dept Corrections, STS Technical Services, Parrish Medical Center, VyStar Credit Union, Terminal Security Solutions, Danielle Dodge for Congress FL District 8, Early Learning Coalition, The Reentry Center of Brevard, Emma Jewel Charter School, Space Coast Living on The Cheap, Mutual Aid Brevard, Housing Authority of Brevard, Acuity International, STS Aviation Group, Viera Regional Business Alliance, Premier Virtual, Eckerd Connects, Heritage High School, Reflection of Hope Food Pantry, Florida Today, Brevard Schools, Eau Gallie High School, Spectrum News 13, Destination Brevard, St. Francis Reflections, The Beacon, Health First, Interrogating Justice, Early Learning Coalition, Propeller Club, Sea Pines Rehab, The REAL Church of Brevard, Space Coast Intelligent Solutions, BKK12 Branding Solutions, 98.5 The Beach radio, Brevard Homeless Coalition, Realogic HR, Florida Tech Career Services, AMI Kids, Veteran Owned, PepUp Tech, LS Technologies, 321 Count Down County Parents, HELPS Community Initiatives, Assisting Hands-Serving Brevard, Tooley Development Group, Brevard Alzheimer's Foundation, Melbourne Regional Chamber, CareerSource Florida, Canaveral Pilots Association, Acara Solutions, Florida Makes, Titusville Chamber, Wilson HCG, The Chiles Academy, CJ Harris Radio, Brevard Business News, Port Canaveral, WSW Healthcare Staffing, BAC, Technical Systems Integration, General Dynamics, ASRC, West Melbourne Police Department, Contec Americas, SMTC, Sourcepoint, and Stetson University.</li> </ul>
<p><b>PAID Media</b></p>	<p><i>Buying media allows CSB to reach jobseekers beyond those unfamiliar with our services.</i></p> <p><b>Paid media campaigns this quarter included:</b></p> <ul style="list-style-type: none"> <li>• <b>Facebook, Instagram and LinkedIn ads:</b> IT Consortium, Second Chance Job Fairs, In-person workshops, ReBuild Florida construction training grant, Nurse educator talent attraction, Young adult program, Annual Job Fair.</li> <li>• <b>Brevard Business News print ads:</b> Train &amp; retain key employees, Business resources: On the Job Training (OJT) &amp; SkillUp Brevard, IT virtual strategy summit, Healthcare sector strategy consortium, Healthcare employee tuition matching program.</li> <li>• <b>Department of Motor Vehicles waiting room videos:</b> ReBuild Florida Construction Training Grant, General jobseeker programs and services.</li> </ul>

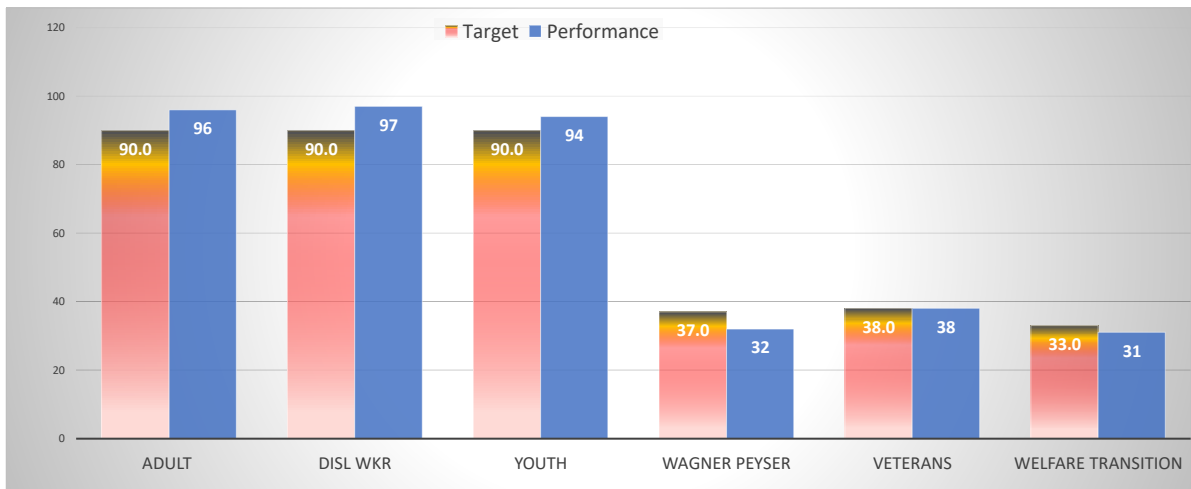
	<ul style="list-style-type: none"> <li>• <b>Brevard Public School’s “Headlines” e-newsletter ads:</b> Florida Rebuild Construction Training Grant, General jobseeker programs and services</li> <li>• <b>Space Coast Area Transit (SCAT) interior bus ads:</b> ReBuild Florida Construction Training Grant program, General Jobseeker programs and services.</li> <li>• <b>Print collateral:</b> Career services pocket folders</li> </ul>
<p><b>State-Funded Media</b></p>	<p><i>Florida’s cooperative outreach program supports Florida’s workforce system by offering a unified brand, outreach toolkit and annual outreach campaigns to help promote workforce programs and services to targeted audiences.</i></p> <p><b>This quarter, CareerSource Florida delivered nearly all the following no-cost assets:</b></p> <ul style="list-style-type: none"> <li>• <b>Customizable digital outreach toolkit:</b> CareerSource Florida is preparing assets designed to increase the 24 workforce boards’ digital engagement with customers. 100+ customizable paid and organic digital advertising assets, billboard art, radio scripts, updated media list, training opportunities, 2 videos, crisis communications roadmap, website data integrity audit, design platform to customize materials, flyer &amp; rack card templates, Constant Contact email header &amp; copy, partner news article copy, and success story news release template.</li> <li>• <b>Employer engagement advertising campaign:</b> display ads (video or text banner ads) on targeted websites designed to raise awareness of business services, engage customers, and connect them with addresses and phone numbers to our 3 career centers. Run time: February 17 - May 31.</li> </ul>
<p><b>Community Partner Outreach &amp; Engagement</b></p>	<p><i>Additional outreach efforts not detailed in this report, or the committee goals matrix include efforts to support Brevard’s workforce, economic, education, business and community partners.</i></p> <ul style="list-style-type: none"> <li>• <b>Use social media to share partners’ workforce news with CSB targeted audiences:</b> Palm Bay Chamber, LEAD Brevard, Melbourne Regional Chamber, Brevard 211, Brevard County, City of Cocoa, City of Titusville, Titusville Chamber of Commerce, B2K12 Branding, Florida Dept. Children and Families, Florida Dept, of Corrections, EFSC, Brevard Public Schools, Brevard Public Libraries, Brevard Prevention Coalition, EDC, BAC, Tooley Community Dev. Group, Florida DEO, Florida Dept. of Education, CareerSource Florida, AARP Foundation, New Horizons, Embraer, HUD.gov, US Dept. of Labor, United Way of Brevard, and more.</li> <li>• <b>Veterans Florida Expo:</b> CSB local veteran employment rep, Wilfredo Quiles joins panel discussion on Veteran career services</li> <li>• <b>Titusville Chamber Luncheon:</b> Marci Murphy presents: The Condition of the Workforce.</li> </ul>
<p><b>Website</b></p>	<p><i>Daily nurturing of the CSB home site is required to maintain good Search Engine Optimization (SEO).</i></p> <p><b>Industry-relevant posts, fresh content, refinements to highest performing keywords and messaging:</b></p> <ul style="list-style-type: none"> <li>• Monthly news posts: <a href="https://careersourcebrevard.com/news">https://careersourcebrevard.com/news</a></li> <li>• New events calendar layout: <a href="https://careersourcebrevard.com/events/">https://careersourcebrevard.com/events/</a></li> </ul>

	<ul style="list-style-type: none"><li>• Exploring updates to website menu and pages with the newly-formed communications committee</li></ul> <p><b>Web Analytics</b></p> <ul style="list-style-type: none"><li>• 31,289 unique visitors to CareerSource Brevard website (April 1, 2022-June 23, 2022) <i>24,338 last quarter</i></li><li>• Top viewed pages (same as last quarter): SSI Calculator (Ticket to Work), Hot Jobs, and Career Services landing page.</li></ul>
--	--

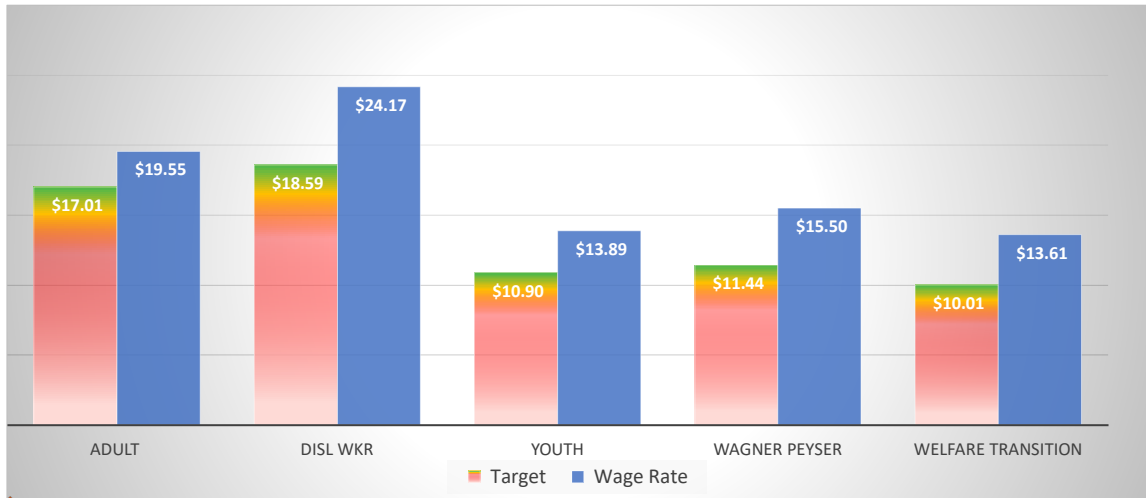
## How is the Contractor Doing?



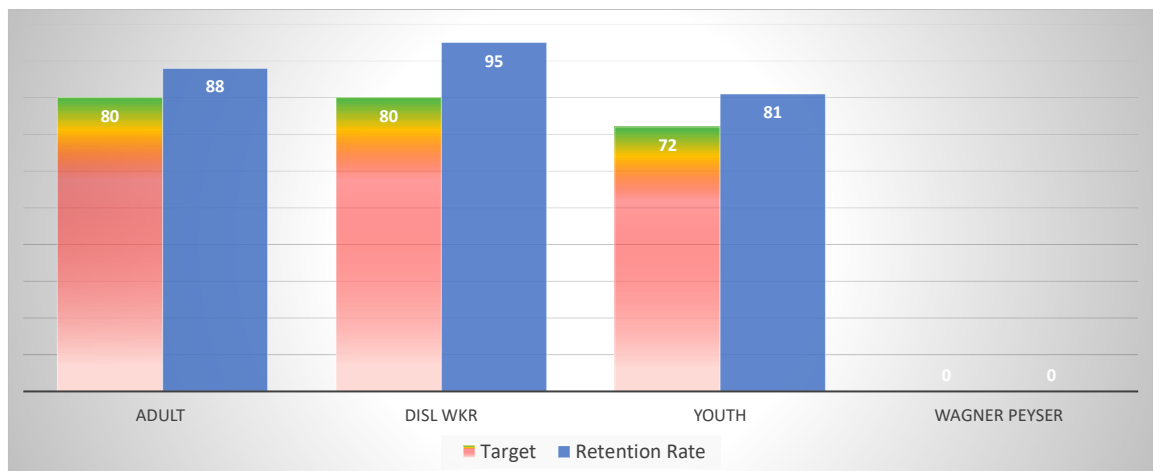
## ENTERED EMPLOYMENT RATE Q4 (Measures 3,4,5,6,7,& 16)



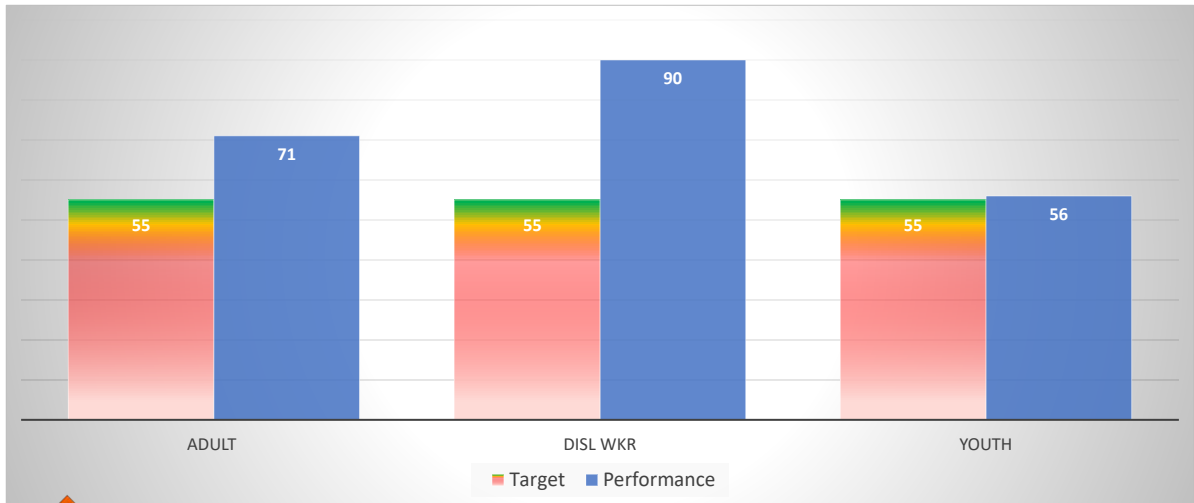
## AVERAGE HOURLY WAGE RATE Q4 (Measures 8, 9, 10, 11 & 20)



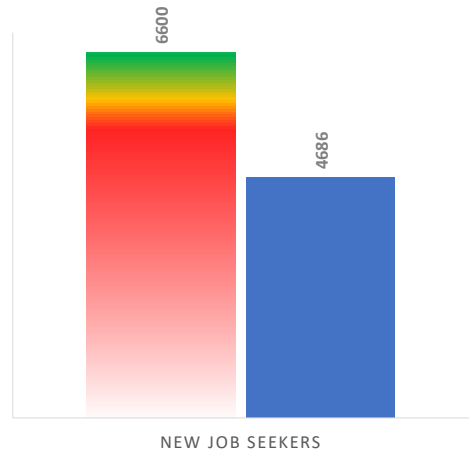
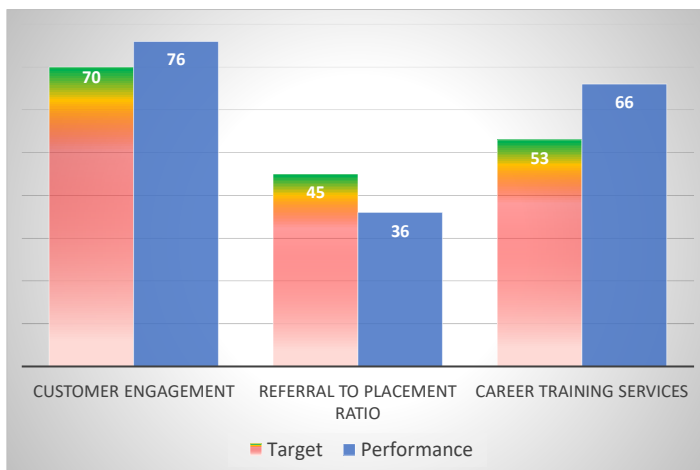
## RETENTION RATE Q4 (Measures 12, 13, 14)



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



## OTHER MEASURES Q4 (Measures 1, 2, 15 & 21)





## Questions?





July 26, 2022

## Information Brief

### End of Year 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 and Element C.

Elements of Contractor Performance Earnings - PY 21-22						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<b>Customer Services</b>						
Brand New Job Seekers with Extra Credit	Q1 -1,650 Q2 – 3300 Q3 – 4950 Q4 – 6600	Q1 - 1800 Q2 - 3600 Q3 - 5400 Q4 - 7200	Missed (1572)	Missed (2749.2)	Missed (3910)	Missed (4.686)
Customer Engagement	70%	75%	Met (71%)	Met (72%)	Met (75%)	Met (76%)
<b>Entered Employment Rate/Positive Outcome</b>						
Adults	90%	95%	Exceeded (96%)	Exceeded (98%)	Met (94%)	Exceeded (96%)
Dislocated Workers	90%	95%	Exceeded (100%)	Exceeded (100%)	Exceeded (96%)	Exceeded (97%)
Youth	90%	95%	Exceeded (100%)	Exceeded (100%)	Met (93%)	Met (94%)
Welfare Transition*	33%	38%	Exceeded (42%)	Exceeded (40%)	Met (34%)	Missed (32%)

Elements of Contractor Performance Earnings - PY 21-22						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Wagner Peyser	37%	40%	Missed (29%)	Missed (28%)	Missed (31%)	Missed (32%)
Short Term Veteran	38%	42%	Missed (33%)	Missed (34%)	Missed (36%)	Met (38%)
Average Wage at Placement						
Adult	\$17.01	\$17.73	Exceeded (\$18.16)	Exceeded (\$18.34)	Exceeded (\$18.46)	Exceeded (\$19.55)
Dislocated Worker	\$18.59	\$19.31	Exceeded (\$28.41)	Exceeded (\$26.19)	Exceeded (\$24.85)	Exceeded (\$24.17)
Youth	\$10.90	\$11.15	Exceeded (\$14.05)	Exceeded (\$14.10)	Exceeded (\$14.03)	Exceeded (\$13.89)
Welfare Transition*	\$10.01	\$10.65	Exceeded (\$12.91)	Exceeded (\$12.92)	Exceeded (\$12.94)	Exceeded (\$13.61)
Wagner Peyser	\$11.44	\$12.15	Exceeded (\$15.27)	Exceeded (\$15.08)	Exceeded (\$15.22)	Exceeded (\$15.50)
Retention at 12 Months						
Adult	80%	85%	Exceeded (94%)	Exceeded (90%)	Exceeded (89%)	Exceeded (88%)
Dislocated Worker	80%	85%	Exceeded (86%)	Exceeded (94%)	Exceeded (93%)	Exceeded (95%)
Youth	72%	75%	Exceeded (81%)	Exceeded (83%)	Exceeded (81%)	Exceeded (81%)
Measurable Skills Gain						
Adult	55%	60%	Exceeded (80%)	Exceeded (76%)	Exceeded (76%)	Exceeded (71%)
Dislocated Worker	55%	60%	Exceeded (94%)	Exceeded (94%)	Exceeded (91%)	Exceeded (90%)
Youth	55%	60%	Exceeded (72%)	Exceeded (62%)	Met (55%)	Met (56%)
Quality of Referrals						
Referral to Placement Ratio by Job Seeker	45%	50%	Missed (36%)	Missed (36%)	Missed (38%)	Missed (36%)
Training Services						
PFM Career Training Services	53%	58%	Exceeded (64%)	Exceeded (65%)	Exceeded (66%)	Exceeded (66%)
Grants and Special Projects Measured Annually						
Performance on Special Projects and Grants	N/A	N/A	N/A	N/A	N/A	N/A

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

Element A				
Met the minimum percentages set on 17 out of 21 (Q1, Q2 and Q3) and 18 out of 22 (Q4) Performance Measures established in Attachment F	<b>Yes – Met Minimum on 17 of 21</b>	<b>Yes – Met Minimum on 17 out of 21</b>	<b>Yes – Met Minimum on 17 out of 21</b>	<b>Yes – Met Minimum on 17 out of 21</b>

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	<b>Yes – Met Accelerated on 15 of 21</b>	<b>Yes – Met Accelerated on 15 of 21</b>	<b>Yes – Met Accelerated on 13 of 21</b>	<b>Yes – Met Accelerated on 14 of 21</b>
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	<b>Yes – Scored 80</b>			

**Performance Measure Revisions for PY 21-22**

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

The unique situation presented by COVID-19 and the historically low unemployment rates (2.3% in May 2022), continues to be seen in performance numbers. The contractor has been focused on minimizing the impact. Reopening of the Career Centers, expanded virtual offerings, and staff flexibility have all contributed to contractor maintaining optimal performance.

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

Wagner-Peyser Entered Employment Rate and Referral to Placement were both missed. These measures are directly related to the low unemployment and the number of unemployed customers moving into employment.

Welfare Transition Entered Employment Rate was missed. This was a result of a process change initiated by Department of Children and Families that impacted all regions in the state. CareerSource Brevard remains number 2 in the state in placement rate performance when compared to other regions.

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 3<sup>rd</sup> quarter of PY 2021-22. Also shown are our goals for PY 2021-22. All performance goals were met or exceeded for the 3<sup>rd</sup> quarter.

#### July 2021-March 2022 Performance

Primary Performance Indicator (PPI)	Performance 2018-2019	Performance 2019-2020	Performance 2020-2021	PY 21-22 3 <sup>rd</sup> Quarter Performance	PY21-22 Performance Goals
<b>Adults:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	95.0%	89.1%	88.9%	92.9%	86.50
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	92.6%	87.0%	88.50%	89.9%	85.50
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$8,017	\$8,097	\$8,745	\$8,998	\$7,600
Credential Attainment Rate	89.1%	78.7%	85.2%	88.1%	72.0
Measurable Skills Gain	N/A	N/A	75%	65.3%	49.0
<b>Dislocated Workers:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	84.9%	91.8%	87.9%	92.0%	87.0
Employment Retention Rate(4 <sup>th</sup> Qtr. after Exit)	87.5%	88.7%	92.4%	88.5%	85.0
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$8,229	\$10,174	\$12,574	\$11,176	\$7,500
Credential Attainment Rate	81.00%	61.1%	69.4%	75.9%	70.0
Measurable Skills Gain	N/A	N/A	83.0%	75.6%	49.0
Primary Performance Indicator (PPI)	Performance 2017-2018	Performance 2018-2019	Performance 2019-2020	PY 21-22 3 <sup>rd</sup> Quarter Performance	PY21-22 Performance Goals
<b>Youth Common Measures:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	83.5%	80.2%	82.6%	81.1%	79.5
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	82.2%	85.6%	78.5%	84.2%	77.0
Median Wage 2nd Quarter After Exit	N/A	N/A	\$3,643	\$4,245	\$3,300
Credential Attainment Rate	72.5%	70.3%	73.0%	72.1%	76.5
Measurable Skills Gain	N/A	N/A	66.2%	55.1%	46.5
<b>Wagner-Peyser:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	63.8%	68.8%	61.9%	61.9%	65.0
Employment Retention Rate(4 <sup>th</sup> Qtr. after Exit)	64.8%	65.4%	62.9%	61.8%	64.2
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$5,619	\$5,459	\$5,468	\$6,067	\$5,100
<b>Not Met (less than 90% of negotiated)</b>	<b>Met (90-100% of negotiated)</b>		<b>Exceeded (greater than 100% of negotiated)</b>		



# New Letter Grade Measurements



**Information Prepared and  
Distributed by:**



The Reimagining Education and Career Help Office



# Formula Overview

Seven weighted measures totaling 100% and one “extra credit” measure worth up to five percentage points:

Measure #1 – 20%: Employment and Training Services (WIOA measures).

Measure #2 – 10%: Work-Related Training.

Measure #3 – 25%: Earning Increase for WIOA Adult, WIOA Dislocated Worker, and Wagner-Peyser Participants.

Measure #4 – 10%: Completion-to-Funding Ratio.

Measure #5 – 5%: Repeat Business.

Measure #6 – 5%: Business Penetration.

Measure #7 – 25%: Reduction in Public Assistance (not yet available).

Extra Credit Measure – up to additional five percentage points: Serving Individuals on Public Assistance (not yet available).



## MEASURE #1

### Employment and Training Services Outcomes

Comprises the local workforce development board’s existing 18 federal accountability measures.

These measures include:

- Entered employment 2nd and 4th quarter after exit.
- Median earnings 2nd quarter after exit.
- Credential attainment rate.
- Measurable skill gains.

Category: Employment and Training Services

**Weight: 20%**



## MEASURE #2

### Work-Related Training

The percentage of all job seekers who received work-related training. Work-Related Training includes:

- Occupational skills training.
- On-the-job training.
- Registered apprenticeship.
- Customized training for employers.

Category: Training Services

**Weight: 10%**



## MEASURE #3

### Earnings Increases

The percentage of participants who earned more the second quarter after exit than before their engagement with the local workforce development board.

Participants include:

- WIOA Adult.
- WIOA Dislocated Worker.
- Wagner-Peyser.

Category: Employment and Training Services, Self-Sufficiency

**Weight: 25%**





## MEASURE #4

### Completion to Funding Ratio

Compares a local workforce development board's share of statewide WIOA and Wagner-Peyser exiters with the local workforce development board's share of statewide funding allocations.

Category: Employment and Training Services

**Weight: 10%**



## MEASURE #5

### Repeat Business

Percentage of employers served in prior three years that continued to be served in the current program year.

Category: Business Services

**Weight: 5%**



## MEASURE #6

### Business Penetration

Compares the percentage of employers served in the current year to the percentage served in the prior year.

Category: Business Services

**Weight: 5%**



## MEASURE #7

### Reduction in Public Assistance

The percentage of exiters who received SNAP or TANF benefits during their engagement with the local workforce development board who were no longer receiving SNAP or TANF benefits in the fourth quarter after exit.

NEW MEASURE IN PARTNERSHIP WITH DCF

Category: Employment and Training Services, Self-Sufficiency

**Weight: 25%**



# EXTRA CREDIT MEASURE

## Serving Individuals on Public Assistance

Awards up to five percentage points toward the total grade based on the percentage of customers receiving SNAP or TANF benefits.

NEW MEASURE IN PARTNERSHIP WITH DCF

Category: Employment and Training Services, Self-Sufficiency

**Bonus: Up to five percentage point**



## NOTES:

- Base year data is scheduled to be released in Fall of 2022 for Program Year 2021-22.
- Letter Grades will be assigned based on a 10-point scale (90-100 = A)
- Measure 7 and the Extra Credit Measure are still under development with regard to the data source and availability.
- Actions taken for receiving a certain grade have not been discussed/developed.



## 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	<p><i>See ITA Annual Vendor Evaluation Brief</i></p> <p><i>See Effectiveness of Training Brief</i></p>
	Measure, analyze, & implement training solutions based on the impacts of COVID-19 to businesses and jobseekers.	Ongoing	<p><i>See Impact Analysis for Industries Affected by COVID 19 (Retail Industry) Presentation</i></p>
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><b><u>RebuildFL Workforce Recovery Training Program</u></b>            To-date, CSB in partnership with United Academy, has held <b>six classes</b> for Heavy Equipment and Safety Training, with a total of <b>38 individuals graduated</b>. Participants who complete this program will receive the nationally recognized certifications listed further below. <b>Participants also receive professional development training and support, focusing on job searching, resume writing, and interviewing techniques. Additionally, Guest Employers are invited to connect directly with students on Tuesdays and Thursdays in the classroom.</b>            Heavy Equipment Certifications:</p> <ul style="list-style-type: none"> <li>• Excavator Operator</li> <li>• Skid Steer &amp; Front-End Loader Operator</li> <li>• Aerial Boom lift 3b &amp; Scissor Lift 3a Operator</li> <li>• Counterbalance &amp; Rough Terrain Forklifts</li> </ul> <p>Safety Training Certifications: (plus additional trainings)</p> <ul style="list-style-type: none"> <li>• OSHA 10 Hour Construction</li> <li>• Construction New Hire Safety Orientation</li> <li>• Hazard Communication Awareness (HazCom)</li> </ul>
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<p><i>See Business Engagement Summary Presentation</i></p> <p><b><u>Workforce Recovery Training Program: RebuildFL</u></b>            The Business Liaison (BL) for Construction continues to work closely with the Job Developer to assist in finding local employers to speak to students in the classroom. A total of nine employers have spoken to students so far. The BL also presents to each ReBuildFL cohort information on the industry, Labor Market data and jobs available. Of the 38 graduates, 14</p>

			have been placed (7 within the construction industry). The BL is also creating a specific Construction survey to indicate needs for the Construction Grant and what employers currently are looking for within the industry.
Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.		Ongoing	<b><i>See Business Engagement Summary Presentation</i></b>  <b><u>Apprenticeship Career Fair</u></b> Apprenticeship Career Fair, held June 3 <sup>rd</sup> , was in partnership with CareerSource Flagler/Volusia, and CareerSource Research Coast as well as the State of Florida Apprenticeships. There were 14 booths with 127 jobseekers registered with 58 attending the day of the event. This event has been slated to be an annual career fair and to be held sometime in April of each year.
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	<b><i>See Career Center Efforts Presentation</i></b>
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	<b><i>See Career Center Efforts Presentation</i></b>
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	<b><i>See Career Center Efforts Presentation</i></b>
Ensure that measurable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	Ongoing	<b><i>See Career Center Efforts Presentation</i></b>
	Develop and implement a consultative approach for customer intake in the career centers.	Ongoing	<b><i>See Career Center Efforts Presentation</i></b>

<b>Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
Build and maintain community-based partnerships to expand CSB's awareness within the community and to reach new job seekers.		Ongoing	<b>See Career Center Efforts Presentation</b>  <b>COVID-19 NDWG Funding</b> CSB was awarded an additional <b>\$1,250,018.00 for a total of \$4,249,999.88</b> 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, and Community of Hope.
Broaden our footprint with special populations.		Ongoing	<b>See Career Center Efforts Presentation</b>
Broaden our footprint with the virtual job seeker community.		Ongoing	<b>See Career Center Efforts Presentation</b>
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	<b>See Q3-Q4 Multimedia Outreach Presentation</b>

<b>Objective 3: Maintain a data centered environment to measure the success of CareerSource Brevard's services.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
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	<b>See Q4 Contractor Performance Presentation</b>  <b>See Primary Indicators of Performance Presentation</b>
	Create and track an online customer feedback mechanism housed on the CSB website.	Ongoing	<b>See Career Center Efforts Presentation</b>

<b>Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
Track & improve Business engagement Activities		Ongoing	<b>See Business Engagement Summary Presentation</b>
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	<b>See Q3-Q4 Multimedia Outreach Presentation</b>

# CAREER CENTER COMMITTEE (CCC)

## ATTENDANCE RECORD

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