



Career Center Committee Meeting

April 25, 2023

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) +1 561-486-1414,,138405911#

Attendees:

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

Agenda

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Call to Order

Nancy Heller

Roll Call

Marina Stone

Public Comment

Nancy Heller

Spotlight Presentation

Alignment Presentation

Marci Murphy

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Action Items

- Approval of Committee Minutes for January 24, 2023
- Approval of Regional Targeted Occupations List

Nancy Heller

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Jana Bauer

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Discussion/Information Items

Q3 Career Center Efforts Presentation (Objectives 1, 2, and 3)

Caroline Joseph-Paul

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Q3 Business Engagement Presentation (Objectives 1 and 4)

Thomas LaFlore

22 – 25

Q3 Multimedia Outreach Matrix (Objectives 2 and 4)

Denise Biondi

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Q3 Performance Reporting Presentation (Objectives 3 and 4)

Erma Shaver

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- Third Quarter Contractor Performance Brief
- Primary Indicators of Performance Brief
- Letter Grade Scorecard

Erma Shaver

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Strategies and Goals Matrix

Amberstar Bush

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Attendance Roster

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Adjourn

Nancy Heller

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting is asked to advise CareerSource Brevard at least 48 hours prior to the meeting by contacting 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

April 2023

25th Career Center Committee-8:30am

May 2023

1st Finance Committee-3:30pm

1st Executive Committee-4:00pm

18th Board of Directors Retreat-8:00am-12pm (TBD)

June 2023

No meetings

July 2023

18th Industry Workforce Committee-8:30am

25th Career Center Committee-8:30am

August 2023

2nd Finance Committee-3:30pm

2nd Executive Committee-4:00pm

8th Board of Directors -8:30am

September 2023

No meetings

October 2023

10th Industry Workforce Committee-8:30am

24th Career Center Committee-8:30am

November 2023

6th Finance Committee-3:30pm

6th Executive Committee-4:00pm

16^h Board of Directors-8:30am

December 2023

No meetings

January 2024

16th Industry Workforce Committee-8:30am

23rd Career Center Committee-8:30am

February 2024

5th Finance Committee-3:30pm

5th Executive Committee-4:00pm

15th Board of Directors 8:30am

March 2024

No meetings

April 2024

9th Industry Workforce Committee-8:30am

23rd Career Center Committee-8:30am

May 2024

6th Finance Committee-3:30pm

6th Executive Committee-4:00pm

16th Board of Directors {Annual Meeting & Retreat}-
8:30am

June 2024

No meetings

OPTION 21

Consolidation of Flagler and Volusia counties (currently full area 11) and Brevard counties (currently full area 13)

Action description: This action would consolidate Flagler and Volusia counties (full area 11) and Brevard County (single area 13) into one newly created local workforce development area. This new area would have a population of about 1.3 million residents and include two MSAs (Deltona-Daytona Beach-Ormond Beach and Palm Bay-Melbourne-Titusville). The consolidation would not break apart those two MSAs but would rather house them in one local workforce development area. Recently, the State announced that \$30 million dollars would be dedicated to workforce development partners within these three counties and counties to the south along the coast for aviation, aerospace, defense, manufacturing, cybersecurity, and information technology jobs. Stakeholders at the state and local level recognized the valuable opportunity to continue to collaborate along the coast in these key industries.

REACH Act factors

Population: The population of Flagler County is 120,932 and the population of Volusia County is 564,412, for a total current population of local area 11 of 685,344. The population of Brevard County and the single-county area 13 is 616,628. The population of this newly created local workforce development board through consolidation would be 1,301,972. Current area 11 and area 13 have relatively equal population sizes. This increased population under one single administrative local workforce development board could bring great economies of scale to service the region with great workforce development resources and assets.

Commuting Patterns (measured as Employment Interchange Measure (EIM)): Flagler has a high EIM with Volusia County of 31.8 - indicating that Flagler residents travel to Volusia County to work with some frequency. However, the EIM relationship for Volusia with Brevard is 4.0 and Brevard with Volusia is only 3.5. This indicates that the two counties do not have strong commuting patterns between one another.

WIOA redesignation factors

Labor Market Area (measured by MSA): Flagler and Volusia counties are both within the Deltona-Daytona Beach-Ormond Beach MSA and are the only two counties within that MSA. Brevard is within the Palm Bay-Melbourne-Titusville MSA and is the only county within that MSA. This consolidation action would not split any MSAs and would unite the two MSAs within the same local workforce development area.

Economic development area (measured by Enterprise Florida Regions): This newly consolidated area would include two economic development regions as Flagler is within the Northeast region and Volusia and Brevard are both within the East Central region. However, this would not be a new misalignment, as area 11 is currently split across these two economic development regions in the present day.

OPTION 21

Education and training providers (measured by both the Florida College System Area and WIOA Eligible Training Providers):

- *Florida College System Area:* Flagler and Volusia counties are served by Daytona State College. Brevard County is served by Eastern Florida State College, which only serves Brevard County. This newly created local workforce development area would be served by two state colleges.
- *WIOA Eligible Training Providers:* Flagler County currently has one WIOA training provider and Volusia County has four WIOA Eligible Training Providers. Brevard County currently has five WIOA Eligible Training Providers. This newly created local workforce development area would have 10 total WIOA Eligible Training Providers - increasing the total number of training providers to service the new area greatly.

Additional factors

Industry Composition: Flagler (13.7%), Volusia (11.5%), and Brevard (9.5%) counties all have a relatively high share of employment working in accommodation and food services. The three counties also have a high share of employment in health care and dental assistance industry. Brevard does capture a higher share of employment within the manufacturing (11.8%) and professional, scientific, and financial services (7.6%) industries than the two counties to the north.

Stakeholder engagement feedback: The State recently announced that nearly \$30 million dollars would be dedicated to workforce development partners within these three counties and counties to the south along the coast for aviation, aerospace, defense, manufacturing, cybersecurity, and information technology jobs. Stakeholders recognized the valuable opportunity to continue to collaborate along the coast in these key industries.

Regional Planning Council: Flagler County is a part of the Northeast Regional Planning Council while Volusia and Brevard counties are both part of the East Central Regional Planning Council region. However, this consolidation action would not create new misalignments in this area.

FDOT District: Flagler, Volusia, and Brevard counties are all a part of the same FDOT District, which is District-5 (Central).

Adult Education Planning Region: Flagler County is a part of Adult Education Planning Region 5, while Volusia and Brevard counties are a part of Adult Education Planning Region 6.

OPTION 21

Current Area Data Profile for Impacted Local Workforce Development Areas		
Local workforce development area 11	Number of counties	2
	Total size	1,586 square miles
	Total population	685,344
Local workforce development area 13	Number of counties	1
	Total size	1,015 square miles
	Total population	616,628

New Area Data Profile for Impacted Local Workforce Development Areas		
New local workforce development area of Flagler, Volusia, and Brevard counties	Number of counties	3
	Total size	2,601 square miles
	Total population	1,301,972

CareerSource Brevard

Career Center Committee

January 24, 2023

Minutes

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

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

Members Absent: Laura Koursaris, Jimmy Lane and Travis Mack

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

C2 Staff in Attendance: Chakib Chehadi, Caroline Joseph-Paul, Ahmanee Collins-Bandoo, John Bonsignore, Marvetta Gordon, Linda Hadley and Taciana Raders of CareerSource Brevard (CSB) Career Centers

Guests in Attendance: There were no guests in attendance.

Call to Order:

Nancy Heller, Chair called the meeting to order at 8:30am at CareerSource Brevard (CSB). Introductions were made.

Public Comment:

There was no public comment.

Spotlight Presentations:

Show Me The Money

A presentation was shared highlighting new grants and funding opportunities. An overview of the funding source, award, duration, target and purpose for the Workforce Recovery Training Program, Get There Faster Program, AARP Foundation Back to Work 50+ Skills Accelerator and PY2023-2024 Programs, Florida Atlantic Workforce Alliance (FAWA) Grant, Non-Custodial Parent Employment Program were shared along with the Hurricane 2022 anticipated grant. Lorri Benjamin asked for numbers of those that wanted wrap around services from BPS with the Get There Faster Salesforce Academy Grant. The committee wanted to know if there are any benefits to an employer for hiring an AARP Foundation Back To Work 50+ graduate.

Monica Shah joined the meeting.

Action Items:

Approval of Career Center Committee Minutes of October 25, 2022

Motion to approve the Minutes from the October 25, 2022, meeting was made by Shawn Beal. Pamela Reed seconded the motion. The motion passed unanimously.

Guidelines for Formula Funding Usage PY 22-23

The guidelines for formula funding usage are reviewed every year to ensure that CSB is focusing on programs that are most effective for businesses and job seekers. Staff recommended 30% Work-based Training (OJT)s, Work Experience, Employed Worker) and 70% Individual Training Accounts (ITA's) for the Training Mix PY 2022-23: Staff also recommended the Job Seeker Customer Mix for

2022-23 of 35% on unemployed workers, 50% on the underemployed and 15% on employed worker training. Guidelines were originally approved at the October 25, 2022, meeting, however the Job Seeker Customer Mix did not appropriately reflect the customer mix seeking services. Based on an ongoing low unemployment rate, the customer mix was modified to reflect more emphasis on the underemployed individuals. Motion to approve staff recommendation guidelines for PY 2022-23 and to move this item to the CSB Board of Director's consent agenda was made by Robert Gramolini. Holly Tanner seconded the motion. The motion passed unanimously.

President's Report:

Marci Murphy shared information focusing on the Labor Market in Brevard County from Florida's Labor Market Estimating Conference which met in October 2022 and the 2022 Talent Attraction Scorecard by Lightcast. Health First was also congratulated for recently receiving approval for the LPN Registered Apprenticeship program. Brevard County has ranked 22nd of 609 nationwide counties in talent attraction. Talent attraction is both an engine for growth and a stabilizer during downturns such as a pandemic. Housing has quickly risen to the levels of workforce as a top concern for economic developers. The unemployment rate in Brevard is at 2.2%. Regarding the FAWA grant, there is an added benefit to Brevard County in that the US Government, Space Florida and the National Space Council are all talking and the goal is to build the talent pipeline in Aerospace. CSB is on the Space Florida workgroup and CSB is a major part of the outcomes from this group.

Discussion/Information Items:

Q2 Career Center Efforts Presentation

During the second quarter of PY22-23, C2 GPS shared a presentation on enrollment, employment and program highlights, hiring events, job seeker workshops, community partner engagement, and customer satisfaction feedback results. A committee/board member shared that he had hired a few people from the Paychecks for Patriots job fair in November 2022.

CAPE Industry Certification List

The Florida Career and Professional Education (CAPE) Act was created to provide a statewide planning partnership between the business and education communities to attract, expand and retain targeted talent. For the upcoming 2023-2024 school year, a total of 18 applications were submitted from BPS Career and Technical Education, BPS Adult and Community Education and EFSC in Brevard. A timeline with deliverables was also shared. Updates will be shared at the next CCC meeting.

Q2 Business Engagement Presentation

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

Business Use of CareerSource Brevard (CSB) Business Services Brief

The goal in CSB's Strategic Plan is to 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. Data was shared showing the number of unique businesses who received a service and also the number of services those businesses used. This information is shared annually to be used as a piece of the total analysis about the business use of CSB. Questions posed for discussion were (1) In your business, what services do we offer now that you find most helpful? Responses were CDL Training, Lunch and Learn sessions and On-The-Job Training Programs. (2) Are there any other services you would like to see CSB offer that could help your business? Responses were direct recruiting for the young generation, and CNA's. The committee asked for information on opportunities for training and services in the construction industry to share at events that she attends.

Q2 Multimedia Outreach Presentation and Matrix

The Outreach Department highlighted quarterly activities from July 2022 through December 2022. Metrics for the CSB website and social media platforms were shared. The committee suggested that CSB may want to look into grants to help start podcasts or fund a studio.

Q2 Performance Reporting Presentation and Analysis

A visual presentation of data was shared about performance measures including Quarter 2 entered employment rate, average hourly wage, retention rate and measurable skills gains.

Second Quarter Contractor Performance for PY22-23

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor met meet the required number of measures to be eligible to earn dollars for Element A and were successful in exceeding the performance criteria to be paid on Element B. Performance Measures for PY22-23 have been redesigned to better align with the Letter Grade Performance that has been established by the State.

Primary Indicators of Performance

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY22-23 goals. All performance goals were met or exceeded for the 1st quarter except Adult Measurable Skills Gain and Dislocated Worker Median Earnings.

Letter Grade Scorecard

A letter grade scoresheet was shared for the 1st quarter of PY 2022-2023 with a grade of B and score of 84.99%.

Committee Member Survey

The committee was asked for input through Survey Monkey for suggestions to improve the Career Center Committee Meetings.

Strategies and Goals Matrix

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

Adjourn:

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

Respectfully submitted,

Reviewed by,

{signature on file}
Marina Stone

02/22/23
Date

{signature on file}
Nancy Heller, Chair

02/22/23
Date

Action Brief

Regional Targeted Occupations List for 2022-2023

Background

CareerSource Brevard (CSB) is required to produce and publish the Regional Targeted Occupations List (RTOL) on an annual basis. This brief completes the local activity required to create the list. Creation and revision of the RTOL generally includes the following:

REGIONAL TARGETED OCCUPATIONS LIST (RTOL) DEVELOPMENT PROCESS		
Step/ Timeline	Activity	Resources Used/Action Required
1 Early March <input checked="" type="checkbox"/>	Establish Draft Regional Targeted Occupations List	<ul style="list-style-type: none"> • Review Statewide/Regional TOL • Internal Review by Industry Relations, Program Managers and Staffing Specialists • Utilize Labor Market Information (LMI) from multiple sources.
2 Mid- March <input checked="" type="checkbox"/>	Key Partner & Training Vendor Filtering	Solicit Feedback from <ul style="list-style-type: none"> • Training Vendors • School District • Other Economic & Business entities
3 Late March <input checked="" type="checkbox"/>	Alignment with Economic Development Priorities	Determine how occupations fit with LWDB 13 Key Industry Analysis which include: <ul style="list-style-type: none"> • Florida Targeted Industries • Florida Infrastructure Industries • Local Economic Development Priorities
4 April <input checked="" type="checkbox"/>	Business & Industry Filtering	Solicit Feedback from the following groups: <ul style="list-style-type: none"> • Training Vendors provide CIP to SOC crosswalk information when available and pertinent. • Reviewed by the Career Center Committee which includes business and other organizations.
5 April <input checked="" type="checkbox"/>	Customization	<ul style="list-style-type: none"> • This includes reviewing State Demand Report and determining which occupations should be added or removed and the coding for training.
6 April <input checked="" type="checkbox"/>	Review by Career Center Committee (CCC)	<ul style="list-style-type: none"> • Staff walks the CCC members through the issues and information impacting the RTOL. • Staff describes the changes, additions, deletions and training category changes.
7 May	Final Approval by the CSB Board of Directors	<ul style="list-style-type: none"> • Consent Action Item at the May/June BOD Meeting
8 June	Final Actions	<ul style="list-style-type: none"> • Post final RTOL on website by June 30th.

Denotes completed activities Denotes pending activities

Recommendation

The PY 2023-2024 RTOL is attached. The changes to the RTOL are based on current employment trends and data, in addition to feedback received from community partners, educators and staff. Some of the additions to the RTOL were requested by Brevard County Public Schools.

The following revisions have been made to this year's RTOL:

- Adoption of the state formatting to be consistent with other regions.
- Removal of color classifications indicating which occupations are static/shrinking, expected to grow, and growing.
 - These classifications were a local decision previously and are not supported by the state's format.
 - The previous orange color represented occupations that were permissible of ITA/WBT training only if a path to self-sufficiency was delineated within the customer's Individual Employment Plan (IEP) or if part of a sector strategy project. We have now adopted the asterisk (*) as this indicator but have focused on occupations in which the starting wage is \$15 or less.
- Removal of bolded occupation titles, as these are now indicated by "HSHW" (high skill/high wage) in column B.

Added to RTOL	
434051	Customer Service Representative
519081	Dental Laboratory Technicians
353023	Fast Food and Counter Workers
352021	Food Preparation Workers
434081	Hotel, Motel, and Resort Desk Clerks
Changed on RTOL	
292021	Changed to 291292 – Dental Hygienists (Same occupation, different SOC code)

Action

Approve the attached RTOL and authorize staff to transmit to the Board of Directors for review and approval.

2023-24 Local Targeted Occupations List

Workforce Development Area 13 - Brevard County

Sorted by Occupational Title

Selection Criteria:

- 1 FLDOE Training Code - 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 30 annual openings and positive growth
- 3 Mean Wage of \$16.04/hour and Entry Wage of \$13.10/hour
- 4 High Skill/High Wage (HSHW) Occupations:

Mean Wage of \$25.13/hour and Entry Wage of \$16.04/hour

Legend

- † SOC Code and Occupational Title refer to Standard Occupational Classification codes and titles.
- ††HSHW = High Skill/High Wage.
- ± Indicates local addition based on community engagement
- * Indicates entry wage is \$15 or less, and thus a path to self-sufficiency must be delineated in the participants IEP or as part of sector strategy project.
- N/A = Not available (either due to lack of data, or as a result of suppression requirements to protect confidentiality).

SOC Code†	HSHW††	Occupational Title†	Annual % Growth	Annual Openings	2020 Hourly Wage		FLDOE Training Code
					Mean	Entry	
132011	HSHW	Accountants and Auditors	1.59	147	35.93	19.85	5
± 113011	HSHW	Administrative Service Managers	1.56	376	49.63	31.21	4
173021	HSHW	Aerospace Engineering and Operations Technologists and Technicians	3.42	112	32.20	20.68	4
172011	HSHW	Aerospace Engineers	1.33	81	58.46	38.31	5
493011	HSHW	Aircraft Mechanics and Service Technicians	1.33	67	26.80	18.29	3
± 512011		Aircraft Structure, Surfaces, Rigging and Systems*	N/A	N/A	21.90	14.29	3
± 532022		Airfield Operations Specialists*	N/A	N/A	25.00	15.00	4
± 532011	HSHW	Airline Pilots, Copilots, and Flight Engineers	1.52	557	88.88	45.87	4
± 291071		Anesthesiologist Assistants	N/A	N/A	41.67	24.62	5
± 173011		Architectural and Civil Drafters	1.38	733	24.73	16.33	3
119041	HSHW	Architectural and Engineering Managers	1.73	66	72.83	54.19	5
274011		Audio and Video Technicians*	2.68	20	17.22	13.70	4
493021		Automotive Body and Related Repairers*	1.08	40	23.84	14.49	3
± 493023		Automotive Service Technicians and Mechanics*	1.25	62	17.95	11.99	3
± 492091		Avionics Technicians	N/A	14	26.98	20.41	3
± 119041		Biofuels/Biodiesel Product Dev. Mgrs.*	1.40	10	20.41	14.04	4
± 194021		Biological Technicians	N/A	N/A	N/A	N/A	4
± 172031		Biomedical Engineers (Includes Technician)	N/A	N/A	N/A	N/A	4
433031		Bookkeeping, Accounting, and Auditing Clerks*	0.57	281	18.21	12.47	4
± 472021		Brickmasons and Blockmasons*	4.49	227	16.37	11.43	3
493031	HSHW	Bus and Truck Mechanics and Diesel Engine Specialists	1.36	20	22.87	16.90	3
± 432031		Bus Driver, Transit and Intercity*	1.38	1,524	16.26	12.48	3
± 131199	HSHW	Business Operations Specialists, All Other	1.02	239	34.39	21.11	4
± 517011		Cabinetmakers and Bench Carpenters*	N/A	N/A	20.66	13.06	3
535021		Captains, Mates, and Pilots of Water Vessels	2.91	10	32.32	21.40	3
± 292031		Cardiovascular Technologists and Technicians*	2.70	17	22.50	13.12	3
435011		Cargo and Freight Agents*	0.56	4	22.85	13.08	3

±	472031	Carpenters*	1.15	133	19.65	14.90	3
±	473012	Carpenter Helpers*	1.52	123	15.68	12.41	3
±	472051	Cement Masons and Concrete Finishers	0.74	49	20.46	16.95	3
±	351011	Chefs and Head Cooks*	2.35	18	19.97	13.81	3
±	194031	Chemical Technicians*	N/A	N/A	19.19	14.67	4
±	111011	Chief Executives	0.02	47	75.66	35.37	5
±	399011	Childcare Workers*	N/A	N/A	11.28	10.67	3
±	172051	Civil Engineers	1.10	53	45.08	30.29	5
±	131031	Claims Adjusters, Examiners, and Investigators	0.17	27	27.86	18.26	3
±	272022	Coaches and Scouts (Director of Athletics)	N/A	N/A	21.05	18.01	4
±	292010	Clinical Laboratory Technologists and Technicians (including Medical)*	1.30	34	23.46	14.19	4
±	532012	Commercial Pilots	3.13	19	N/A	N/A	3
±	201109	Community Health Worker*	1.02	15	18.41	14.87	3
±	131141	Compensation, Benefits, and Job Analysis Specialists	1.39	12	26.98	17.27	4
±	131041	Compliance Officers, Exc. Safety, Agri, Constr and Transp)	2.07	65	36.44	21.99	3
±	113021	Computer and Information Systems Managers (Computer Cybersecurity Information Specialist)	1.99	49	70.33	46.36	5
±	172061	Computer Hardware Engineers	1.79	121	53.91	39.13	5
±	151241	Computer Network Architects	2.25	32	50.71	37.75	5
±	151231	Computer Network Support Specialists	1.87	77	26.15	19.31	3
±	151299	Computer Occupations, All Other	1.31	46	40.33	23.29	3
±	151131	Computer Programmers	0.96	34	43.20	30.04	3
±	151211	Computer Systems Analysts	2.03	67	43.84	28.37	4
±	151232	Computer User Support Specialists	1.69	80	24.07	15.88	3
±	592011	Computer, ATM and Office Machine Repairers*	N/A	N/A	14.75	12.32	3
±	514011	Computer-Controlled Machine Tool Operators Metal and Plastic	17.20	55	17.44	15.90	3
±	474011	Construction and Building Inspectors	0.88	25	18.68	28.43	3
±	472061	Construction Laborers	23.80	378	13.59	N/A	3
±	119021	Construction Managers	1.79	58	28.42	46.03	4
±	352014	Cooks, Restaurant*	17.80	97	13.79	9.53	3
±	273043	Copy Writers (Web Content)	N/A	N/A	N/A	N/A	5
±	333012	Correctional Officers and Jailers	18.00	62	21.33	16.54	3
±	131051	Cost Estimators	1.11	26	28.70	18.06	4
±	434051	Customer Service Representative*	N/A	N/A	13.48	10.31	N/A
±	370271	Crane and Tower Operators	0.39	12	39.63	21.23	3
±	151245	Database Administrators and Architects	1.79	17	48.38	30.01	4
±	319091	Dental Assistants	1.13	87	19.36	16.98	3
±	291292	Dental Hygienists	1.07	32	33.46	29.19	4
±	519081	Dental Laboratory Technicians*	3.00	2	37.81	14.34	2
±	292032	Diagnostic Medical Sonographers	4.07	270	28.80	21.51	3
±	292051	Dietetic Technicians*	N/A	N/A	13.98	10.87	3
±	291031	Dietitians and Nutritionists	19.80	19	28.21	29.43	5
±	173019	Drafters, All Other*	N/A	N/A	17.29	13.54	3
±	472081	Drywall and Ceiling Tile Installers*	2.88	11	15.03	11.52	3
±	119031	Education Administrators, Preschool and Childcare Centers	1.56	16	18.12	15.09	4
±	512022	Electrical and Electronic Equipment Assemblers	N/A	N/A	N/A	N/A	3
±	492094	Electrical and Electronic Repairers (Commercial and Industrial Equip)	N/A	21	24.19	17.25	3
±	173023	Electrical and Electronic Engineering Technologists and Technicians*	2.03	80	27.78	12.61	4
±	172071	Electrical Engineers	2.93	129	50.99	33.88	5

±	499051	HSHW	Electrical Power-Line Installers and Repairers	0.75	N/A	27.20	17.35	3
	472111		Electricians	1.28	191	23.83	17.47	3
±	512023		Electromechanical Equipment Assemblers	1.06	15	27.89	18.25	3
	172072	HSHW	Electronics Engineers, Except Computer	2.66	82	49.99	36.25	5
±	492097		Electronic Home Entertainment Equip. Installers and Repairers*	1.90	152	16.24	11.04	3
	252021		Elementary School Teachers, Except Special Education	0.80	178	21.29	17.07	5
±	292041		Emergency Medical Technicians and Paramedics*	2.30	11	15.88	12.53	4
	172199	HSHW	Engineers, All Other	1.14	114	55.29	36.48	5
±	194091		Environmental Science and Protection Technicians	1.71	54	36.67	21.07	5
±	173026		Environmental Engineering Technologists and Technicians	1.45	16	28.52	17.45	4
±	192041	HSHW	Environmental Scientists and Specialists, including Health	2.40	11	28.79	18.63	5
	436011		Executive Secretaries and Administrative Assistants	1.25	33	20.99	15.79	3
±	399031		Exercise Trainers and Group Fitness Instructors*	0.43	11	15.01	12.65	2
±	353023		Fast Food and Counter Workers*	N/A	N/A	12.30	11.61	N/A
	512091		Fiberglass Laminators and Fabricators (Composites)*	N/A	N/A	14.84	12.50	3
	332011		Firefighters	N/A	N/A	N/A	N/A	3
±	431011		First-Line Supervisors of Office and Admin. Support Workers	N/A	N/A	N/A	N/A	4
	471011	HSHW	First-Line Supervisors of Construction Trades and Extraction Workers	1.30	123	30.21	21.63	4
	351012		First-Line Supervisors of Food Preparation and Serving Workers*	N/A	112	17.22	11.39	3
	491011	HSHW	First-Line Supervisors of Mechanics, Installers, and Repairers	1.25	75	30.48	20.49	3
	411012	HSHW	First-Line Supervisors of Non-Retail Sales Workers	0.11	55	40.36	25.15	4
	431011	HSHW	First-Line Supervisors of Office and Administrative Support Workers	N/A	N/A	N/A	N/A	4
	511011	HSHW	First-Line Supervisors of Production and Operating Workers	1.35	104	29.56	18.93	3
	411011		First-Line Supervisors of Retail Sales Workers	0.96	245	22.73	15.41	3
	531047		First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Supervisors	1.47	47	23.18	15.82	3
	371012		First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	2.33	49	24.78	16.92	3
	119039		Fitness and Wellness Coordinators	2.63	97	37.64	30.43	5
±	353023		Fast Food and Counter Workers*	N/A	N/A	12.30	11.61	N/A
±	352021		Food Preparation Workers*	N/A	N/A	12.30	11.61	N/A
	119051	HSHW	Food Service Managers	1.24	86	26.83	16.11	4
	194092		Forensic Science Technicians	N/A	N/A	N/A	N/A	4
±	170329		Fuel Cell Technicians	N/A	N/A	29.97	18.56	3
±	119061		Funeral Service Managers	1.20	217	29.19	23.75	4
±	517021		Furniture Finisher*	9.10	65	13.40	10.65	3
	111021	HSHW	General and Operations Managers	1.86	393	53.36	24.20	4
	472121		Glaziers*	1.96	658	17.8	13.89	3
	271024		Graphic Designers*	1.42	26	19.72	12.19	4
±	292099		Health Technologists and Technicians, All Other*	1.92	1,011	19.75	12.98	3
±	319099		Healthcare Support Workers, All Other	N/A	N/A	N/A	N/A	3
	499021		Heating, Air Conditioning, and Refrigeration Mechanics and Installers	0.99	102	21.59	16.27	3
	533032		Heavy and Tractor-Trailer Truck Drivers	1.13	144	20.70	15.97	3
±	519198		Helpers, Production Workers (Forklift Operator and Dock Worker)	N/A	N/A	N/A	N/A	3
±	537041		Hoist and Winch Operators	N/A	N/A	N/A	N/A	3
±	311011		Home Health Aide*	28.4	930	13.67	11.57	3
±	434081		Hotel, Motel and Resort Desk Clerks*	N/A	N/A	13.48	10.31	N/A
	131071	HSHW	Human Resources Specialists	1.47	90	31.99	18.23	5
	172112	HSHW	Industrial Engineers	3.68	167	42.31	30.69	5
±	173026	HSHW	Industrial Engineering Technologist and Technicians	2.89	91	43.01	26.01	4

499041	Industrial Machinery Mechanics		1.42	29	25.03	16.49	3
537051	Industrial Truck and Tractor Operators*		1.67	56	18.09	13.96	N/A
151212	Information Security Analysts	HSHW	6.02	50	52.18	33.74	3
± 519061	Inspectors, Testers, Sorters, Samplers & Weighers*		N/A	N/A	19.05	12.48	3
± 259031	Instructional Designers and Technologists		N/A	N/A	28.14	19.22	5
± 271025	Interior Designers*		1.36	39	23.7	13.77	3
± 273091	Interpreters and Translators*		3.76	162	19.97	11.22	4
± 373011	Landscapers & Grounds Keeping Workers*		12.9	10.65	14.01	11.47	3
± 436012	Legal Secretaries*		1.41	456	18.77	12.74	3
± 254031	Library Technicians*		2.45	135	18.29	14.05	3
± 292061	Licensed Practical and Licensed Vocational Nurses		1.54	105	20.70	16.03	3
± 533033	Light Truck or Delivery Services Driver*		N/A	59	14.64	10.59	3
± 119081	Lodging Managers	HSHW	1.43	7	40.57	21.54	4
± 131081	Logisticians	HSHW	1.70	72	39.00	27.68	5
± 514041	Machinists		1.98	70	20.45	15.77	3
± 292035	Magnetic Resonance Imaging Technologists	HSHW	2.53	152	29.64	23.61	3
± 372012	Maids & Housekeeping Cleaners (<i>Environmental Services Aide</i>)*		8	1.64	13.36	10.87	N/A
± 499071	Maintenance and Repair Workers, General *		1.14	70	16.07	10.87	3
± 131111	Management Analysts	HSHW	2.12	138	41.54	28.00	5
± 173029	Manufacturing Production Technicians		N/A	N/A	33.16	24.02	4
± 172121	Marine Engineers & Naval Architects		N/A	N/A	25.88	15.85	5
± 131161	Market Research Analysts and Marketing Specialists		2.80	76	30.90	15.80	5
± 537199	Material Moving Workers, All Other*		8.5	2,150	13.36	10.89	3
± 173027	Mechanical Engineering Technicians	HSHW	N/A	N/A	31.17	21.13	4
± 172141	Mechanical Engineers	HSHW	2.71	89	48.16	33.28	5
± 119111	Medical and Health Services Managers	HSHW	3.40	75	53.10	29.40	5
± 319092	Medical Assistants*		2.38	173	15.49	13.08	3
± 292098	Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other*		1.56	39	20.19	14.11	N/A
± 319093	Medical Equipment Preparers*		17.80	N/A	16.55	13.54	3
± 499062	Medical Equipment Repairers*		3.03	180	20.17	13.19	3
± 292071	Medical Records and Health Information Technicians*		1.82	937	19.57	12.75	4
± 436013	Medical Secretaries and Administrative Assistants*		1.61	146	17.74	13.49	3
± 319094	Medical Transcriptionists*		2.00	NR	15.23	13.68	3
± 131121	Meeting, Convention, and Event Planners*		2.41	7	20.79	14.07	4
± 211023	Mental Health & Substance Abuse Social Wrks.		19.20	N/A	21.07	18.99	5
± 252022	Middle School Teachers, Except Special and Career/Technical Education		0.83	34	21.45	17.23	5
± 493042	Mobile Heavy Equipment Mechanics, Except Eng.		1.51	636	21.91	15.35	3
± 514061	Model Makers, Metal and Plastic (<i>Composites</i>)*		N/A	N/A	13.79	10.87	3
± 514072	Molding, Coremaking and Casting Machine Setters, Operators, Tenders, Metals and Plastic (<i>Composites</i>)*		N/A	N/A	13.79	10.87	3
± 493051	Motorboat Mechanics and Service Technicians*		N/A	N/A	17.45	12.42	3
± 151244	Network and Computer Systems Administrators	HSHW	1.86	62	39.46	28.21	4
± 311014	Nursing Assistant*		N/A	N/A	11.36	10.87	3
± 299011	Occupational Health and Safety Specialists (<i>Industrial Hygiene</i>)		N/A	N/A	31.25	21.23	4
± 312011	Occupational Therapy Assistants	HSHW	2.35	32	32.30	27.64	4
± 439199	Office and Administrative Support Workers, All Other		1.54	195	46.23	25.61	4
± 472073	Operating Engineers and Other Construction Equipment Operators*		1.44	61	20.01	14.34	3
± 292081	Opticians, Dispensing*		1.75	158	18.08	12.24	4
± 472141	Painters, Construction and Maintenance*		1.42	45	19.63	14.95	3

±	519122	Painters, Transportation Equipment	N/A	N/A	17.56	15.68	3
	232011	Paralegals and Legal Assistants	1.20	44	22.43	15.53	3
	292052	Pharmacy Technicians*	1.95	84	18.56	13.50	3
	319097	Phlebotomists*	2.48	15	16.28	13.55	3
±	274021	Photographers*	N/A	N/A	15.00	12.00	3
±	173029	Photonics Technicians*	N/A	N/A	24.65	14.89	3
	312021	Physical Therapist Assistants	3.96	23	29.19	22.38	4
	472151	Pipelayers	2.85	666	13.62	19.14	3
	472152	Plumbers, Pipefitters, and Steamfitters	0.76	83	23.28	17.42	3
±	333051	Police and Sheriff/Es Patrol Officers	1.06	93	24.06	20.67	3
±	435031	Police, Fire, and Ambulance Dispatchers*	1.35	705	19.53	13.95	3
	251199	Postsecondary Teachers, All Other	-0.31	25	27.27	21.13	N/A
±	252011	Preschool Teachers, Except Special Education*	N/A	N/A	10.79	8.47	4
±	119031	Preschool and Daycare Education and Childcare Admin.	N/A	N/A	23.45	16.01	4
±	435061	Production, Planning, and Expediting Clerks	N/A	18.06	N/A	N/A	2
	131198	Project Management Specialists and Business Operations Specialists, All Other	1.76	317	36.69	18.03	N/A
	119141	Property, Real Estate, and Community Association Managers*	0.62	56	28.69	13.44	4
±	292053	Psychiatric Technician*	10.1	N/A	12.65	10.00	3
	273031	Public Relations Specialists	1.86	41	26.24	16.69	N/A
±	131023	Purchasing Agents, Except Wholesale, Retail, Farm	0.5	1,484	29.94	18.60	4
±	194099	Quality Control Analysts*	14	N/A	13.65	11.15	3
±	113051	Quality Control Systems Managers (Industrial Prod. Mgr.)	N/A	N/A	47.92	39.15	4
±	291124	Radiation Therapists	14.9	N/A	26.74	37.29	3
±	492021	Radio, Cellular, & Tower Equip. Installers & Repairers	41	15.04	21.07	18.99	3
	292034	Radiologic Technologists and Technicians	1.13	23	27.38	20.28	3
±	251193	Recreation and Fitness Studies Teachers. Post Sec.	N/A	N/A	31.36	22.87	5
	291141	Registered Nurses	0.95	295	32.50	26.25	4
	291126	Respiratory Therapists	2.07	17	28.68	23.98	4
±	173024	Robotics Technicians	N/A	N/A	22.05	15.64	4
±	472181	Roofers*	2.18	122	15.03	12.41	3
±	535011	Sailors and Marine Oilers*	N/A	N/A	12.53	10.46	3
±	412031	Salespersons, Retail*	N/A	N/A	14.35	10.12	2
	112022	Sales Managers	1.08	37	54.25	23.89	5
	414012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	1.43	183	33.80	15.57	3
	414011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	2.00	37	N/A	N/A	3
±	151199	Search Marketing Strategists (Social Media Marketing)	N/A	N/A	33.93	23.93	3
	252031	Secondary School Teachers, Except Special and Career/Technical Education	0.78	83	22.29	18.24	5
	492098	Security and Fire Alarm Systems Installers	N/A	N/A	N/A	N/A	3
±	339032	Security Guard *	1.42	57	12.63	9.36	3
	472211	Sheet Metal Workers	0.85	35	23.05	16.59	3
±	435071	Shipping, Receiving and Traffic Clerks*	N/A	N/A	12.93	10.87	3
	211093	Social and Human Service Assistants*	2.06	52	19.36	13.33	3
±	151132	Software Developers, Applications	1.96	183	47.53	32.95	4
±	151133	Software Developers, Systems Software	0.47	174	53.36	37.59	5
	151256	Software Developers and Software Quality Assurance Analysts and Testers	3.14	548	53.25	35.90	N/A
±	472231	Solar Photovoltaic Installers	N/A	N/A	N/A	N/A	3
±	474099	Solar Thermal Installers & Technician	N/A	N/A	N/A	N/A	3
±	271014	Special Effects Artists and Animators	N/A	N/A	N/A	N/A	3
	472221	Structural Iron and Steel Workers	1.00	32	24.45	15.11	3

±	292055		Surgical Technologists	0.64	24	20.82	15.96	3
±	173031		Surveying and Mapping Technicians*	1.51	733	19.30	13.37	3
±	537121		Tank Car, Truck, and Ship Loaders	N/A	N/A	N/A	N/A	3
±	259041		Teacher Assistants*	1.19	122	16.38	13.03	3
±	512092		Team Assemblers	N/A	N/A	N/A	N/A	3
±	273042		Technical Writers*	N/A	N/A	13.36	10.87	5
	492022	HSHW	Telecommunications Equipment Installers and Repairers, Except Line Installers	0.74	67	25.77	19.58	3
	472044		Tile and Stone Setters*	2.87	30	22.28	13.81	3
±	514111		Tool and Die Makers	N/A	N/A	23.81	15.79	3
	131151	HSHW	Training and Development Specialists	2.25	62	30.38	18.45	5
±	536061		Transportation Inspectors (Aviation)	N/A	N/A	N/A	N/A	3
±	113071	HSHW	Transportation Managers, Storage and Distribution Managers	N/A	N/A	48.33	30.14	4
±	339093		Transportation Security Screeners	2.13	36	17.96	15.41	3
	253097		Tutors and Teachers and Instructors, All Other	1.06	67	21.06	16.10	N/A
±	516093		Upholsterers*	16.00	N/A	11.65	10.00	3
±	292056		Veterinary Technologists and Technicians*	N/A	N/A	14.72	11.75	4
±	251194	HSHW	Vocational Education Teachers, Postsecondary	2.92	12	26.85	20.27	4
±	518031		Water and Wastewater Treat. Plant and Sys. Oper.	N/A	N/A	20.06	15.90	3
±	474099		Weatherization Installers and Technicians*	2.90	10	12.62	10.87	3
	151257	HSHW	Web Developers and Digital Interface Designers	1.29	13	25.74	18.01	3
	514121		Welders, Cutters, Solderers, and Brazers*	1.47	81	19.95	13.86	3



Career Center Efforts

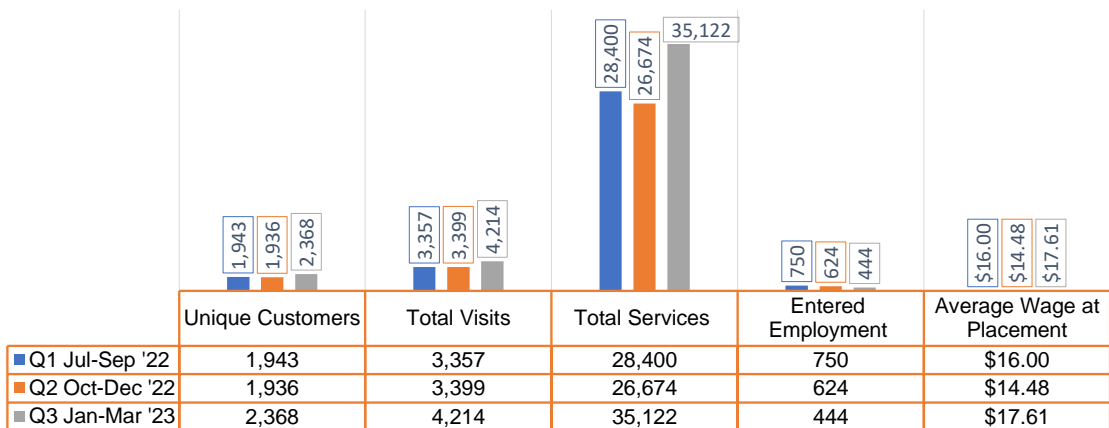
Career Center Committee

April 2023

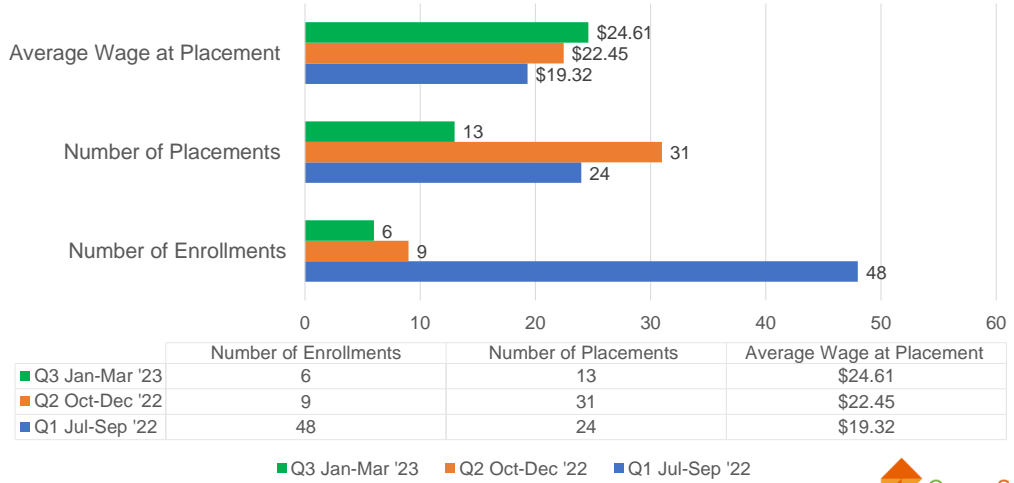
Caroline Joseph-Paul, Managing Director



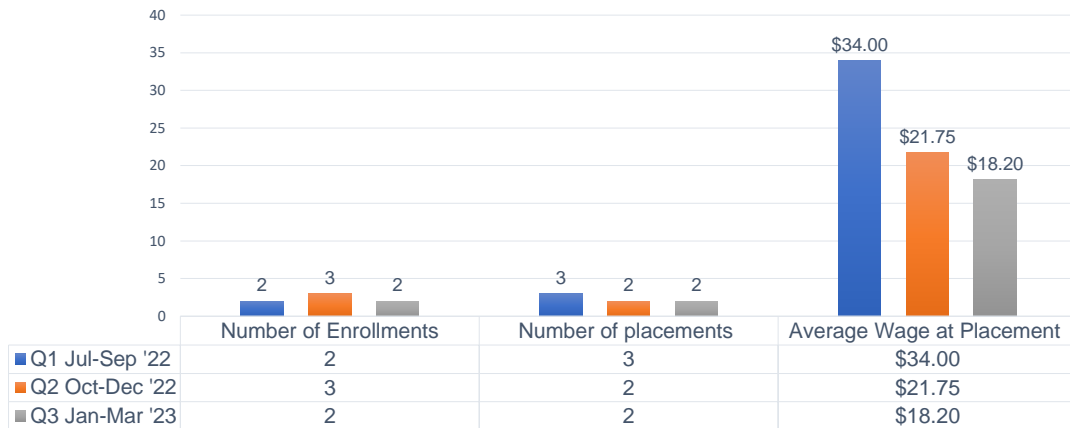
Q3- Highlights



Q3 WIOA Program – Adult Metrics



Q3 WIOA Program – Dislocated Workers Metrics

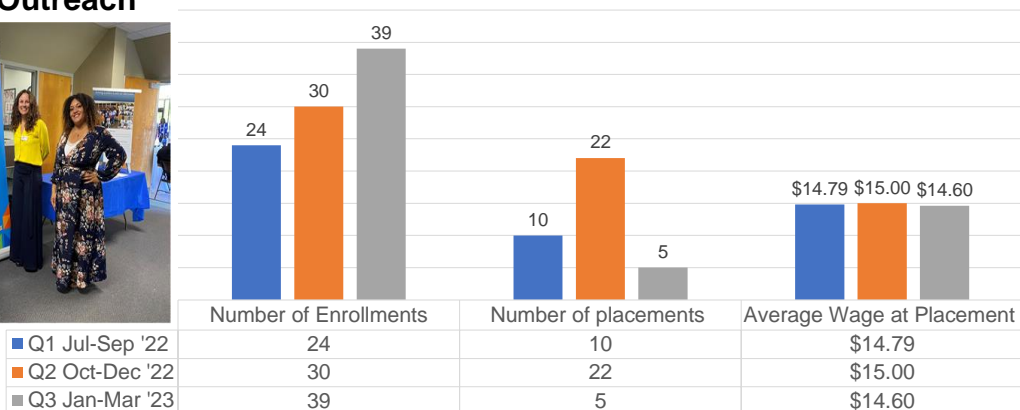


Q3 WIOA Program – Youth (NextGen) Metrics

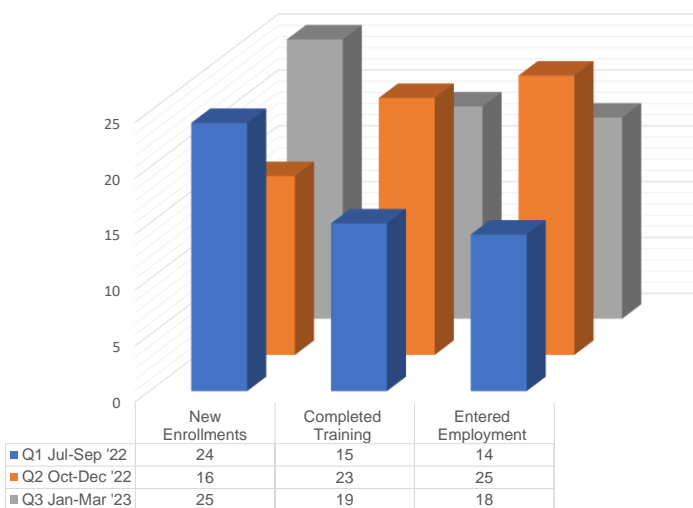
NextGen Outreach



Summary - Young Adult (Youth) Program



Q3 Other Program Highlights



Florida Rebuild

(Heavy Equipment Operator Training)
9/1/2021 to 6/30/2023

Success Story

January 2023, enrolled in the 3-week Rebuild Florida Training (Heavy Equipment Operator) in January 2023.

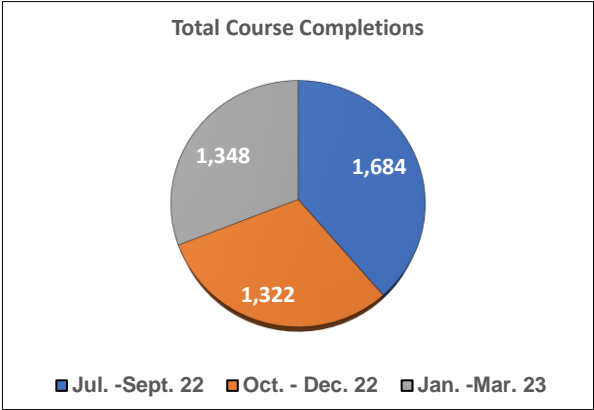
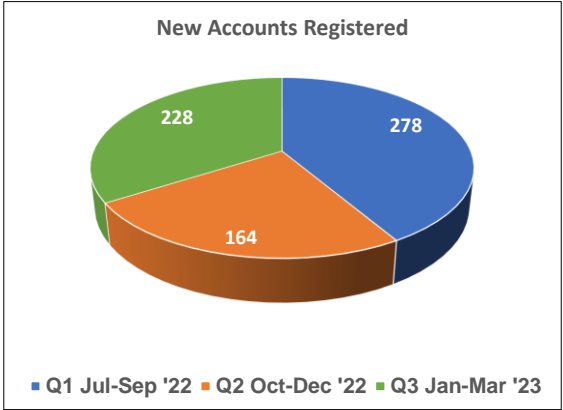
January 27, 2023 – graduated/earned 7 certifications. Expressed his desire to start his own construction company here in the Brevard County.

February 8, 2023, he obtained the necessary licensure for his construction company.

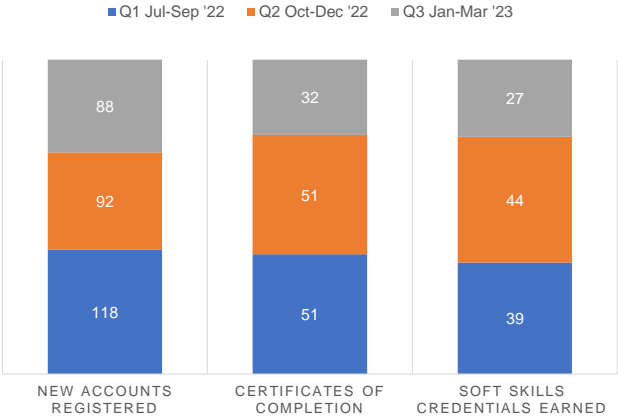
February 19, 2023, he became self-employed, full-time as the manager/owner of a Remodeling and Designs LLC, making \$35 an hour.



Q3 Our Virtual Footprint SkillUp Brevard



Q3 Our Virtual Footprint Essential Soft Skills Training



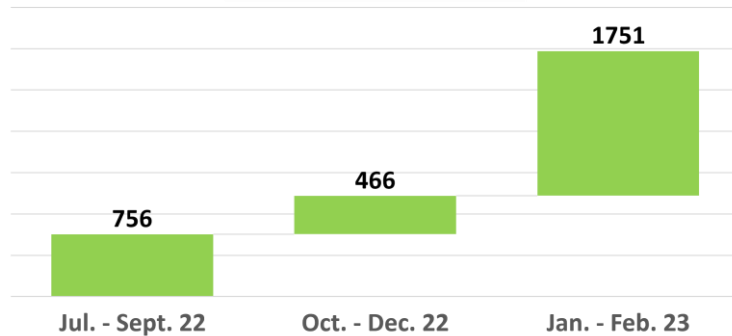
Q3 Job Seeker Workshops

Q3 - Highlights

1,751 jobseekers attended various workshops

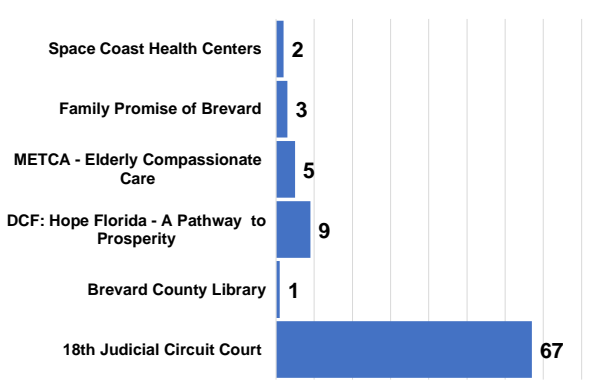
Partnered with Brevard County Adult & Community Education to facilitate 3 workshops via Zoom with a total of **843 attendees**.

Workshop Attendance

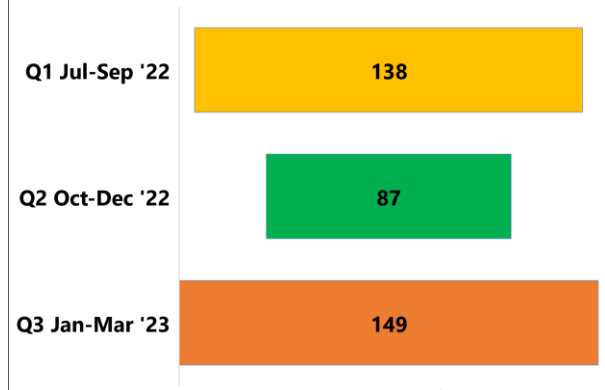


Q3 Community Partner Engagement Crosswalk Agency Referral

Q3 Crosswalk Referrals Received



YTD Crosswalk Referrals Received



Q3 – What Are Customers Saying Customer Satisfaction Survey Results

Q3 SURVEYS COMPLETED = 587
(YTD = 1,612)

TOP 5 SERVICES RECEIVED

Job Search Assistance

Job Readiness/Orientations, Workshops

Applying for Reemployment Benefits/Filing Weekly Claims

Appointment w/CSB staff

Veteran Employment Services

TOP 5 WAYS CUSTOMERS HEARD OF CSB

Walk-ins

CSB's website

Family/Friend

CSB Staff

Department of Economic Opportunity/Re-employment



Q3 - Customer Satisfaction Survey Results

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

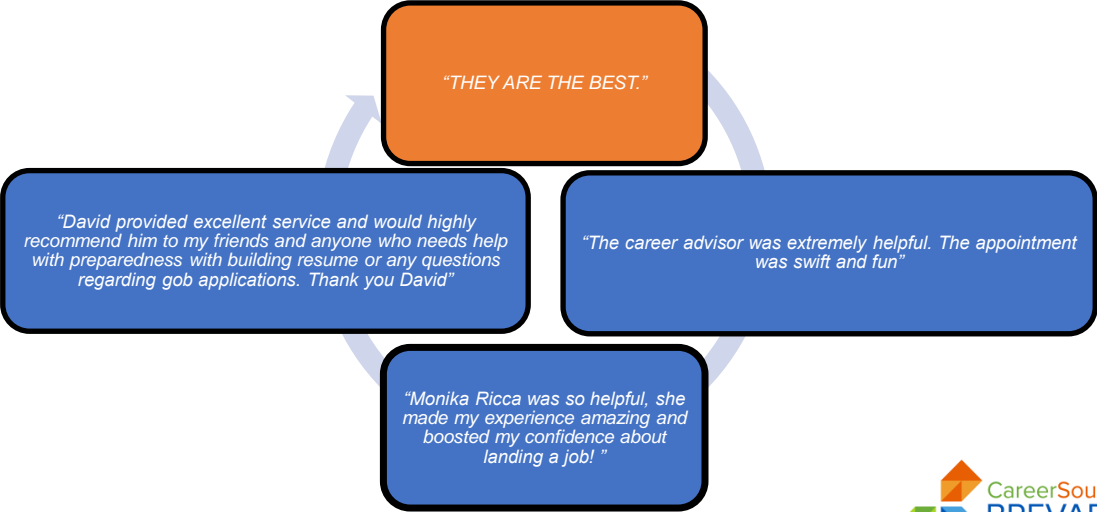
Eleven (11) respondents indicated that they slightly or moderately disagree, yet based on the comments, Six (6), 54.5%, indicated they are very pleased with the services they received from the team. This leads us to believe the respondents reversed the rating scale accidentally.

Sample comments:

- “100% All Good!”
- “Tina-Marie is a great person, She was very knowledgeable and well-spoken”.
- Seeryka was so awesome, understanding & sensitive to my situation....”
- Corina Diaz is a fabulous teacher.....”



Customer Satisfaction Survey – Sample Responses



Thank you!

Caroline Joseph-Paul, Managing Director



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Recruiting Events

12 Onsite Events

- 8 unique employers included Manufacturing, Healthcare, Services, Gov't agencies, & Staffing Agencies represented
- Appointments & Walk-Ins
- 151 Job Seekers attended, 26 Veterans



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Job Fairs - 7 Events & Partnerships

Super Tuesday Virtual Job Fair on Jan. 24th

- 13 Employers
- 30 jobseekers / 4 Veterans

Veterans Job Fair on Feb. 8th

- 54 Employers and community partners
- 269 jobseekers / 57 Veterans

Titusville Job Fair on Feb. 22nd

- 6 Employers
- 42 jobseekers / 3 Veterans



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Job Fairs - 7 Events & Partnerships

City of Cocoa and CSB Job Fair on Feb. 23rd

- 20 Employers and community partners
- 45 jobseekers / 7 Veterans

Super Tuesday Virtual Job Fair on Feb. 28th

- 15 Employers
- 19 jobseekers / 3 Veterans

Healthcare Job Fair (non-clinical jobs) on Mar. 9th

- 4 Employers
- 58 jobseekers / 2 Veterans



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Job Fairs - 7 Events & Partnerships

Aerospace/Aviation and Information Technology Job Fair on March 14th

- 22 Employers and community partners
- 80 jobseekers / 13 Veterans



Business Learning Events

Educating Brevard Businesses

Business Learning Event

- Lunch & Learn Event – Hiring & Retention Strategy in 2023
- Hosted in partnership with Brevard Achievement Center on Jan.
- Panelists included Employers and Vocational Rehabilitation
- Presented local LMI, Grants & Funding opportunities, Skillbridge Apprenticeship, and CSB programs
- BAC and Voc Rehab presented on services



Presentations & Panels

Offering businesses and career seekers quality workforce services

Business Learning Event

- Hospitality Apprenticeship Accelerator on Feb. 16th
- Hosted at EFSC, Melbourne campus
- In Partnership with DOE, Apprentice Florida, BPS, EFSC
- Panel of experts in Apprenticeships, Funding, Testimonials
- Learn how to get started in Hospitality Apprenticeships
- How businesses are successful in hiring this skilled talent.



Fact Sheet

Business Services Provided July 1, 2022 through March 31, 2023





Quarterly Multimedia Outreach (January – March 2023)

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/

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

- **Daily promotions:** Hot Jobs, virtual and in-person workshops, job fairs, local employer recruiting events, skills training, supportive services and resources, career tips, jobseeker success stories & testimonials.
- **Program outreach campaigns this quarter:** [Young Adults Program](#), [Aerospace Aviation & IT Job Fair](#), [BACK TO WORK 50+](#), [Sector Strategy job fairs](#), [Veterans Job Fair](#), [Get There Faster Salesforce training](#), [Olga's Story jobseeker success video](#) [CSB & Partner workshops](#), [Construction Training Grant program](#)

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

- **Daily promotions:** Virtual and in-person business learning events, CSB-hosted employer recruiting events, talent attraction job fairs, employee retention & work experience skills training, supportive services, and resources, grant and collaborative partner news, employer success stories & testimonials. These efforts support CSB’s Sector strategy initiatives (Aerospace/Aviation/Advanced Manufacturing, Information Technology, Hospitality, Healthcare, and Construction)
- **Quarterly highlights:** [Aerospace Aviation & IT Job Fair](#), [Employer-led recruiting events](#), [Young Adults Program](#), [Get There Faster Salesforce training](#), [CSB Annual Report](#), [Business Services](#), [Customers say...](#)

EARNED Media

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

Print, broadcast, and digital media coverage quarterly highlights:

Florida Today:

- [Meals on Wheels needs volunteers post CSB grant support](#)
- [CSB Clinton Hatcher wins 4-under-40-leadership award](#)
- [Family Promise Brevard housing-crisis CSB navigator support](#)

Brevard Business News:

- CSB business workforce services

Jacksonville Business Journal

- [Dassault Falcon Expansion, CSB support](#)

Space Coast Daily:

- [City of Cocoa & CareerSource Brevard host job fair](#)



Quarterly Multimedia Outreach (January – March 2023)

- 98.5 The Beach radio weekly Hot Jobs PSA**
- Helping Seniors of Brevard radio podcast**
 - Veterans Job Fair promoted on podcast
- The Mayfield Minute digital news**
 - Veterans Job Fair
- Ebony News printed news article**
 - BACK TO WORK 50+ Job Fair

PAID Media

Buying media reaches audiences beyond those familiar with CSB services.

Paid media campaigns this quarter included:

- **BBN Feb. and March Business Services ads for On-the-Job Training**
- **Video Success stories**, Olga's Story Jobseeker testimonial, one of 5 videos created for multimedia use. <https://www.youtube.com/watch?v=FewfPM-LISM>
- **DMV waiting room videos:** Rebuild Florida Construction Training Grant, General jobseeker programs and services. <https://bit.ly/3OccNwa> .
- **Brevard Public School's "Headlines" e-newsletter ads:** Florida Rebuild Construction Training Grant, General jobseeker programs and services
- **Space Coast Area Transit (SCAT) interior bus ads:** ReBuild Florida Construction Training Grant program, General Jobseeker programs and services.
- **Radio:** National Dislocated Worker Grant (Hurricanes) JOBS NOW program

NEW Quarterly Campaign Highlight:

National Dislocated Worker Grant (Hurricane Ian Nicole) JOBS NOW program

Paid Radio Campaigns and their digital components -- websites, YouTube channels and other digital platforms where our JOBS NOW campaign will be seen/heard.

- **iHeart stations:** 92.7 WMMB, 101.1 WJRR, WFKS-FM
- **The Beach** (who have been running our daily hot jobs announcement (for free) for years.
- **Cumulus:** WA1A/107.1 and HitKicker/HKR/102.7

Owned Social and Direct Email media campaign -- Instagram and Facebook posts, and Direct emails to jobseekers and referring targets lead readers to CSB main line, email to jobseekersupport@careersourcebrevard.com, and to updated landing page www.careersourcebrevard.com/jobsnow for action.

Website & Social Media Analytics

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

Website

- **Content updates**
 - Refinements to the www.careersourcebrevard.com mobile menu
 - Business Services webpages, enhancing user experience and refreshing content: <https://careersourcebrevard.com/business-services/>
 - New success story added to homepage- Olga. <https://careersourcebrevard.com/>
 - Young Adults summer jobs program <https://careersourcebrevard.com/special-programs/for-young-adults/>



Quarterly Multimedia Outreach (January – March 2023)

- Hurricane Grant Program: updated landing page for action www.careersourcebrevard.com/jobsnow
- Rebuild Florida Construction Training Grant www.careersourcebrevard.com/jumpstart

- **Monthly news posts:**

- <https://careersourcebrevard.com/business-learning-event-is-january-25-2023/>
- <https://careersourcebrevard.com/united-way-of-brevard-presents-money-management-and-budgeting-workshops-at-careersource-brevard-career-centers-2023-dates/>
- <https://careersourcebrevard.com/work-and-learn-hiring-events-for-young-adults-get-paid-work-experience/>
- <https://careersourcebrevard.com/7-ways-to-get-prepared-for-job-fairs-in-2023/>
- <https://careersourcebrevard.com/careersource-brevards-2021-2022-annual-report/>
- <https://careersourcebrevard.com/2023-summer-jobs-program-applications-open-now/>

- **Unique visitors this quarter:** 18,337, 17,615 previous quarter

- **Top viewed pages**

- Hot Jobs
- Career Services
- Career Services > Pathway to Finding a Job

- **Top sources of traffic to our website, in order this quarter**

- Search (Google, Bing, etc.)
- Direct (Typed in our web address)
- Social Media

- **Top websites referring traffic to our website**

- Health First*
- CareerSource Florida
- City of Palm Bay

**Because they participated in Virtual Job Fair and Healthcare Job Fair*

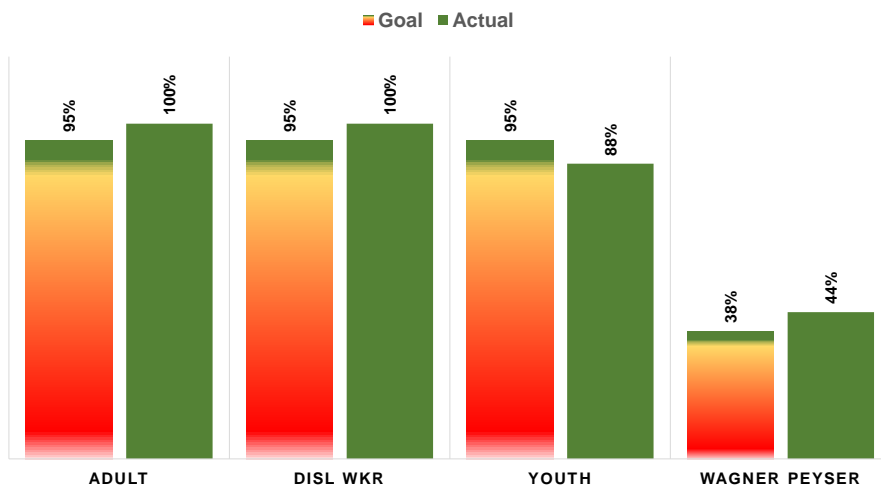
SOCIAL MEDIA

- 262 new followers this quarter
- Top referring social media site: Facebook
- Social media site with strongest follower growth: LinkedIn

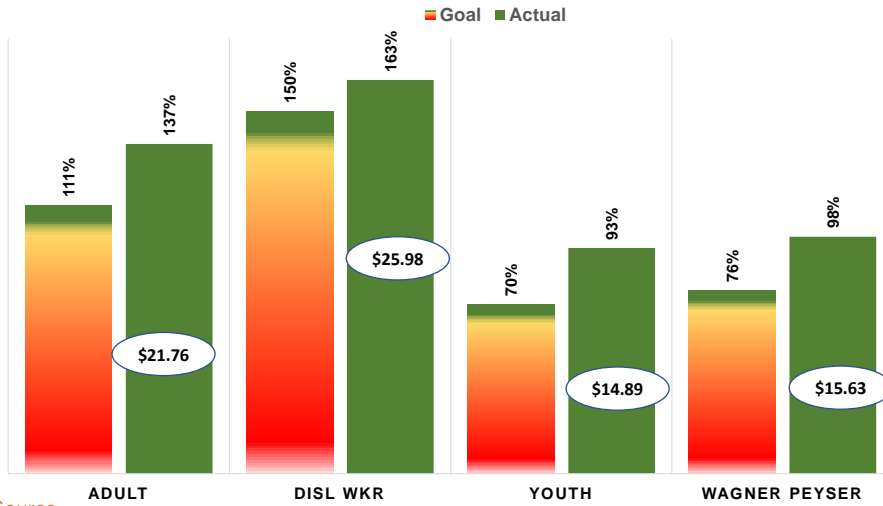
How is the Contractor Doing?



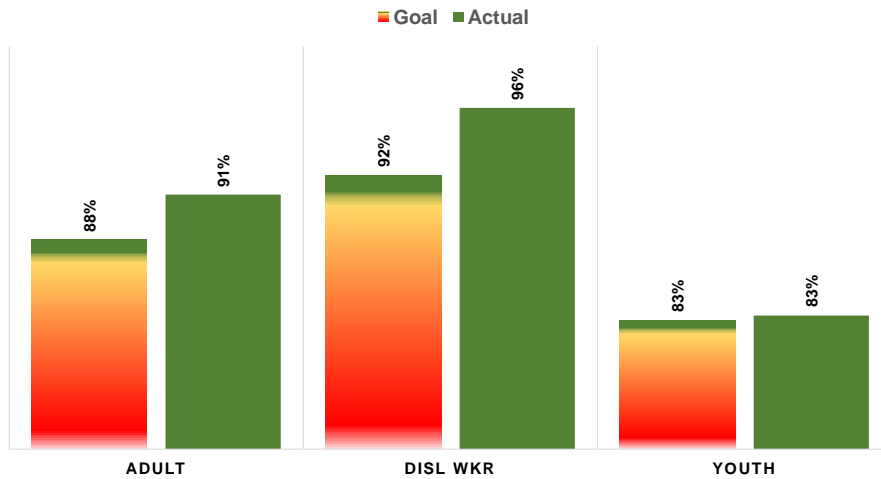
Entered Employment Rate Q3



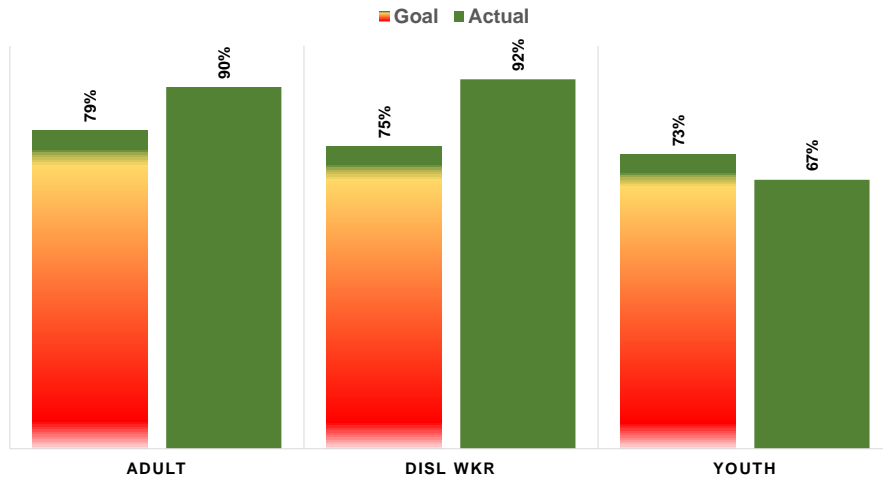
Average Hourly Wage Rate – Q3



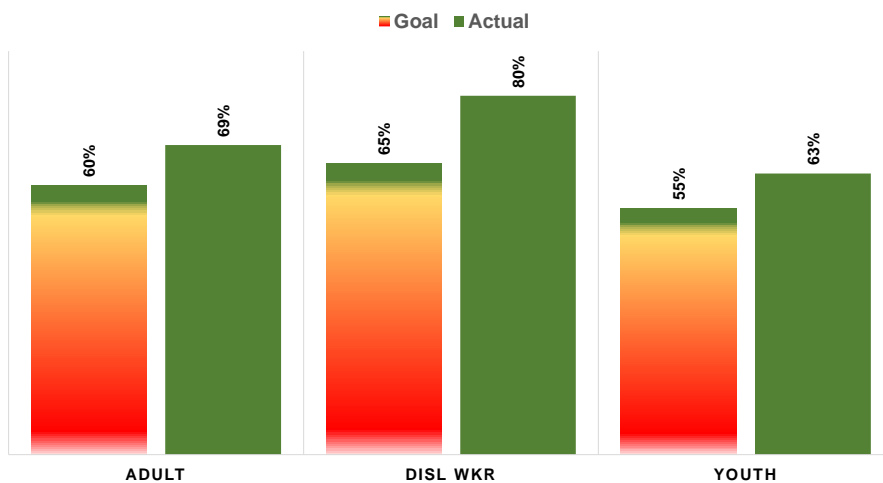
1 Year Retention Rate – Q3



Credential Attainment Rate – Q3



Measurable Skills Gain Rate – Q3



Questions?





April 25, 2023

Information Brief

Third Quarter Contractor Performance PY 2022-2023

Background

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

- **Element A:** Contractor must meet minimum performance on 80% of the measures (14 of 17 for quarters 1 - 3 and 14 of 18 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (9 of 17 for quarters 1 – 3 and 9 of 18 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

PY 2022-23 Performance Results

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

Elements of Contractor Performance Earnings - PY 22-23						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
WIOA Adult Measures						
Adult Entered Employment Rate	90%	95%	Exceeded (100%)	Exceeded (98%)	Exceeded (100%)	
Adult Average Wage at Placement	107% (\$17.01)	111% (\$17.73)	Exceeded (121.6%)	Exceeded (146.3%)	Exceeded (136.5%)	
Adult Retention at 12 Months	86%	88%	Exceeded (89.3%)	Exceeded (88.0%)	Exceeded (90.8%)	
Adult Credential Attainment Rate	77%	79%	Exceeded (84.8%)	Exceeded (88.9%)	Exceeded (89.8%)	
Adult Measurable Skills Gain	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 77%	Q1 - 50% Q2 - 60% Q3 - 70% Q4 - 79%	Missed (21.7%)	Exceeded (61.1%)	Met (69.0%)	
WIOA Dislocated Worker Measures						
Disl. Wkr. Entered Employment Rate	90%	95%	Exceeded (100%)	Exceeded (100.0%)	Exceeded (100%)	
Disl. Wkr. Average Wage At Placement	143% (\$22.75)	150% (\$24.00)	Exceeded (253.3%)	Exceeded (213.3%)	Exceeded (163%)	
Disl. Wkr. Retention at 12 Months	90%	92%	Missed (88.9%)	Missed (88.2%)	Exceeded (96.2%)	

Elements of Contractor Performance Earnings - PY 22-23						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Disl. Wkr. Credential Attainment Rate	72%	75%	Exceeded (90.5%)	Exceeded (91.3%)	Exceeded (91.7%)	
Disl. Wkr. Measurable Skills Gain	Q1 - 55% Q2 - 60% Q3 - 70% Q4 - 75%	Q1 - 60% Q2 - 65% Q3 - 75% Q4 - 80%	Missed (33.3%)	Exceeded (81.8%)	Exceeded (80%)	
WIOA Youth Measures						
Youth Entered Employment Rate	90%	95%	Exceeded (100%)	Met (90.9%)	Missed (88.0%)	
Youth Average Wage At Placement	68.3% (\$10.90)	70% (\$11.15)	Exceeded (97.9%)	Exceeded (95.0%)	Exceeded (93.4%)	
Youth Retention at 12 Months	81.5%	83%	Exceeded (83.3%)	Met (81.8%)	Exceeded (83.3%)	
Youth Credential Attainment Rate	70%	73%	Missed (56.7%)	Missed (69%)	Missed (66.7%)	
Youth Measurable Skills Gain	Q1 - 40% Q2 - 50% Q3 - 60% Q4 - 65%	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 68%	Missed (17.2%)	Exceeded (61.9%)	Met (62.7%)	
Wagner Peyser Measures						
WP Entered Employment Rate	36%	38%	Exceeded (39.6%)	Exceeded (41.8%)	Exceeded (43.8%)	
WP Average Wage at Placement	72% (\$11.44)	76% (\$12.15)	Exceeded (102.1%)	Exceeded (95.9%)	Exceeded (91.8%)	
Welfare Transition Measures						
Entered Employment Rate	TBD	TBD				
Reduction in Public Assistance	TBD	TBD				
Training Services						
Training Enrollment Rate	TBD	TBD				
Grants and Special Projects Measured Annually						
Performance on Special Projects and Grants	80%		N/A	N/A	N/A	N/A

Element A				
Met the minimum percentages set on 14 out of 17 (Q1 & Q2), 16 out of 20 (Q3) and 17 out of 21 (Q4) Performance Measures established in Attachment F	No – Met Minimum on 12 of 17	Yes – Met Minimum on 15 of 17	Yes – Met Minimum on 15 of 17	
Element B				
Met the accelerated percentages set on 9 out of 17 (Q1 & Q2), 10 out of 20 (Q3) and 11 out of 21 (Q4) established in Attachment F	Yes – Met Accelerated on 12 of 17	Yes – Met Accelerated on 13 of 17	Yes – Met Accelerated on 13 of 17	

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

Performance Measure Revisions for PY 22-23

The performance measures for PY 22-23 have been redesigned to better align with the Letter Grade Performance that has been established at the State.

While many of the measures have remained the same, three (3) measures focused on Measurable Skills Gains have been redefined and calculations methods updated, and three (3) measures focused on Credential Attainments have been added. These revisions ensure positive performance results on Federal measures and on the Letter Grades.

Board staff reviewed all existing measures to analyze and identify which measures may be either hurting or having little impact on our letter grade performance. Such measures were removed to allow focus in the most effective areas. These measures included Customer Engagement, New Job Seekers and Referral to Placement Ratio.

Three additional measures (Reduction in Public Assistance, Welfare Transition Entered Employment, Training Enrollment) are still under development and implementation of these measures has been postponed until the next program year. It is anticipated that the transition of the existing One-Stop Service Tracking (OSST) System into the Employ Florida System will allow a clearer, more consistent and accurate method of tracking and reporting data necessary to monitor and analyze these measures.

Third Quarter Performance continues to be lower in some areas due to the nature of the measures and this is definitely the case for the Youth Credential Attainment as most of the youth credentials are often in the form of course completion which doesn't happen until later in the school year. The Youth Positive Outcome was also missed due to six (6) youth who no longer wished to participate and refused to continue receiving services.

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

Information Brief

Primary Indicators of Performance

Background

Common Measures were established under Workforce Investment Act (WIA) and are still required by the Workforce Innovation and Opportunity Act (WIOA). While incentive monies 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 2nd quarter of PY 2022-23. Also shown are our goals for PY 2022-23. All performance goals were met or exceeded for the 2nd quarter except Dislocated Worker Median Earnings (missed by 1.6%).

July 2022-December 2022 Performance

Primary Performance Indicator (PPI)	Performance 2019-2020	Performance 2020-2021	Performance 2021-2022	PY 22-23 Q2 Performance	PY22-23 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	89.1%	88.9%	83.5%	82.8	90.4
Employment Retention Rate (4 th Qtr. after Exit)	87.0%	88.50%	92.6%	82.6	86.1
Median Earnings (2 nd Qtr. after Exit)	\$8,097	\$8,745	\$8,927	\$8,884	\$8,837
Credential Attainment Rate	78.7%	85.2%	82.9%	80.0	77.0
Measurable Skills Gain	N/A	75%	75.0%	72.5	75.0
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	91.8%	87.9%	93.9%	93.9	90.1
Employment Retention Rate (4 th Qtr. after Exit)	88.7%	92.4%	86.3%	91.8	90.2
Median Earnings (2 nd Qtr. after Exit)	\$10,174	\$12,574	\$10,006	\$10,456	\$11,831
Credential Attainment Rate	61.1%	69.4%	89.3%	93.80	72.2
Measurable Skills Gain	N/A	83.0%	79.3%	73.90	75.0
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	80.2%	82.6%	80.2%	78.0	83.5
Employment Retention Rate (4 th Qtr. after Exit)	85.6%	78.5%	85.7%	80.2	81.5
Median Wage 2nd Quarter After Exit	N/A	\$3,643	\$4,423	\$4,735	\$3,855
Credential Attainment Rate	70.3%	73.0%	73.9%	64.3	70.0
Measurable Skills Gain	N/A	66.2%	75.0%	76.5	65.3
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	68.8%	61.9%	63.8%	60.7	65.6
Employment Retention Rate (4 th Qtr. after Exit)	65.4%	62.9%	63.0%	62.3	64.2
Median Earnings (2 nd Qtr. after Exit)	\$5,459	\$5,468	\$6,152	\$6,216	\$6,002
Not Met (less than 90% of negotiated)	Met (90-100% of negotiated)		Exceeded (greater than 100% of negotiated)		



Program Year 2022-2023 (2nd Quarter)

B

LETTER GRADE

85.89%

FINAL SCORE

Metric (Category)	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
Participants with Increased Earnings (Employment and Training Services, Self-Sufficiency)	.25	3,226	7,112	45.36		45.00	100.00	25.0
Reduction in Public Assistance (Employment and Training Services, Self-Sufficiency)	.25	1,135	2,728	41.61		35.00	100.00	25.00
Employment and Training Outcomes (Employment and Training Services)	.20	17	18	94.44		100.00	88.89	18.89
Participants in Work-Related Training (Training Services)	.10	507	6,597	7.69		25.00	30.76	3.08
Continued Repeat Business (Business Services)	.05	2,005	7,287	27.51		35.00	78.6	3.93
Year-Over-Year Business Penetration (Business Services)	.05				-8.73	100.00	0.00	0.00
PY 2020-2021 Business Penetration		3,877	14,896	26.03				
PY 2021-2022 Business Penetration		2,632	15,341	17.16				
Completion-to-Funding Ratio (Employment and Training Services)	.10	7.96	2.95	100.00		100.00	100.00	10.00
Exiters: Local Board (N)/Statewide (D)		6,251	\$83,798	7.46				
Budget: Local Board (N)/Statewide (D)		\$4,643,504	\$157,402,477	2.95				
Extra Credit: Serving Individuals on Public Assistance (Employment and Training Services, Self-Sufficiency)	Up to 0.05 points	2,295	6,472	35.46				0.00
FINAL SCORE								85.89

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 2023	No new updates.
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><u>RebuildFL Workforce Recovery Training Program</u> CSB has successfully completed the RebuildFL grant. In partnership with United Academy, a total of 13 classes were held for Heavy Equipment and Safety Training, with a total of 101 graduates. Participants who completed this program received the nationally recognized certifications listed further below. Participants also received professional development training and support focused on job searching, resume writing, and interviewing techniques. Over 90% of graduates found employment within two weeks. The key to this success was the career center staff's ability to connect with employers and invited them to the classroom to interact with students.</p> <p>Certifications received included: Heavy Equipment Certifications:</p> <ul style="list-style-type: none"> • Excavator Operator • Skid Steer & Front-End Loader Operator • Aerial Boom lift 3b & Scissor Lift 3a Operator • Counterbalance & Rough Terrain Forklifts <p>Safety Training Certifications: (plus additional trainings)</p> <ul style="list-style-type: none"> • OSHA 10 Hour Construction • Construction New Hire Safety Orientation • Hazard Communication Awareness (HazCom)
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		Ongoing	<i>See Business Engagement Summary Presentation</i>

focused on assisting career seekers.			
Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.	Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.	Ongoing	<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	<p>CSB's NextGen team is currently planning the summer youth employment programs in partnership with local municipalities and businesses. All summer programs offer pre-employment workshops and paid internships.</p> <p>The "Summer Earn and Learn" program is hosted by CSB and offers internships throughout Brevard County. This year, the program is prepared to host up to 26 students.</p> <p>The "Cocoa Works" program is in partnership with City of Cocoa and offers internships at the city in departments such as Information Technology, Leisure Services, City Clerk's Office, Human Resources and Public Works/Utilities. This year, the program is prepared to host up to 14 students.</p> <p>The "Summer Youth Initiative" program is in partnership with the City of Titusville and offers internships at the city in departments such as the Fire Department, Field Operations and Community Development. This year, the program is prepared to host up to 9 students.</p>
Ensure that measurable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	Ongoing	<i>See Career Center Efforts Presentation</i>
	Develop and implement a consultative approach for customer intake in the career centers.	Ongoing	<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> <u>COVID-19 NDWG Funding</u> CSB was awarded \$4,249,999.88 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. Through this grant, we assisted 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. This grant closed out on March 31, 2023. Key highlights included 115 participants enrolled in the COVID-19 grant, and over 150,000 meals served through Aging Matters to seniors in Brevard County.
Broaden our footprint with special populations.		Ongoing	<i>See Career Center Efforts Presentation</i>
Broaden our footprint with the virtual job seeker community.		Ongoing	<i>See Career Center Efforts Presentation</i>
Expand outreach and awareness of CSB's services to job seekers.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Q3 Multimedia Outreach Matrix</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 Q3 Performance Reporting Presentation and Analysis</i> <i>See Third Quarter Contractor Performance PY22-23</i> <i>See Primary Indicators of Performance Presentation</i>
	Create and track an online customer feedback mechanism housed on the CSB website.	Ongoing	<i>See Career Center Efforts Presentation</i>
Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs.			
Strategies	Actions	Timeframes	Status
Track & improve Business engagement Activities		Ongoing	<i>See Business Engagement Summary Presentation</i> <i>See Business Use of CareerSource Brevard Business Services Brief</i>
Expand outreach and awareness of CSB's services to businesses.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Q3 Multimedia Outreach Matrix</i>

CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

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