



Career Center Committee Meeting

April 27, 2021

8:30 A.M. – 10:00A.M.

[Click here to join the meeting](#) or call in (audio only) +1 561-486-1414,,452465429#

Attendees:

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

Agenda

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<i>Call to Order</i>	Nancy Heller	
<i>Roll Call</i>	Marina Stone	
<i>Public Comment</i>	Nancy Heller	
<i>Reports</i>		
President's Report	Marci Murphy	
<i>Presentations</i>		
Crosswalk Portal Presentation	Caroline Joseph-Paul	1 – 6
Customer Feedback Mechanism Demonstration	Caroline Joseph-Paul	
<i>Action Items</i>		
▪ Approval of Committee Minutes for January 26, 2021	Nancy Heller	7 – 9
▪ Regional Targeted Occupations List for 2020-2021	Erma Shaver	10 – 16
<i>Discussion/Information Items</i>		
Objective 1: Offer the highest quality of services to Career Seekers to enable them to become the talent that the businesses need	Jana Bauer	17 -20
▪ Career Center Activities and Continuous Improvement	Caroline Joseph-Paul	21 - 22
Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force	Jana Bauer	23 - 25
▪ Quarterly Multimedia Outreach Matrix	Denise Biondi	26 – 27
Objective 3: Maintain a data-centered environment to measure the success of CareerSource Brevard's services	Erma Shaver	28
▪ Third Quarter Contractor Performance PY20-21	Erma Shaver	29 – 31
▪ Primary Indicators of Performance	Erma Shaver	32 – 33
▪ Continuous Improvement Performance Initiative	Erma Shaver	34 – 35
Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs	Jana Bauer	36
▪ Q3 2021 Job Fair and Recruiting Events	Thomas LaFlore	37 - 38
Attendance Roster		39
<i>Adjourn</i>	Nancy Heller	

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

Upcoming Meetings

April 2021

27th Career Center Committee-8:30am

May 2021

3rd Finance Committee-3:30pm

3rd Executive Committee-4:00pm

20th Board of Directors Retreat-8:00am-12pm (TBD)

June 2021

No meetings

July 2021

13th Industry Workforce Committee-8:30am

27th Career Center Committee-8:30am

August 2021

2nd Finance Committee-3:30pm

2nd Executive Committee-4:00pm

19th Board of Directors-8:00am

September 2021

No meetings

October 2021

12th Industry Workforce Committee-8:30am

26th Career Center Committee-8:30am

November 2021

1st Finance Committee-3:30pm

1st Executive Committee-4:00pm

18th Board of Directors-8:00am

December 2021

No meetings

January 2022

13th Industry Workforce Committee-8:30am

25th Career Center Committee-8:30am

February 2022

7th Finance Committee-3:30pm

7th Executive Committee-4:00pm

17th Board of Directors-8:00am

March 2022

No meetings

April 2022

12th Industry Workforce Committee-8:30am

15th Board of Directors-8:00am

26th Career Center Committee-8:30am

May 2022

2nd Finance Committee-3:30pm

2nd Executive Committee-4:00pm

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

June 2022

No meetings



Crosswalk Portal

CSB & Community Partner Engagement 2.0

Caroline Joseph-Paul, Managing Director
cpaul@careersourcebrevard.com Created
2/15/21 Updated 4/12/21



A protected online platform used for the purpose of referring clients/customers between any of the partner agencies registered in the portal.

It's free & easy to use.

Crosswalk is where people are connected to services!

<https://crosswalkrs.com/login/login.php>



Background Info

- Developed by CareerSource Suncoast (used Federal funds)
- Agency-to-agency referral system/a streamlined process for interagency referrals.
- No cost to Brevard, other workforce boards, and all participating agencies.
- Is available to boards in all 24 regions. Boards currently using this system:
 - Flagler/Volusia
 - Capitol Region
 - North Florida
 - North Central FI
 - CS North East/Jax
- Launching May 1, 2021, for Brevard!



The Need, Benefits, & Results

This referral portal has allowed CareerSource Suncoast and other regions to:

- 1. Enhance and encourage collaboration between agencies**
- 2. Improve communication between partners**
- 3. Create better awareness of community services**
 - For their staff and participating agencies.
 - Ability to search database to see services being offered by participating agencies in order to refer their customers.
 - Customer must be aware of referral and the receiving agency must respond within 3 days etc.
- 4. Refine the interagency referral process**
 - Most agencies will be able to send and receive electronic referrals.
 - Receiving is optional for agencies participating
- 5. Establish accountability**
 - Tracking within the system itself.
 - Acknowledging receipt, reassigning the referral to staff for action, and noting when customer has been contacted etc.
- 6. Align & leverage community resources and services to more effectively assist customers.**



What will Crosswalk replace?

- Crosswalk Referral Portal will replace CSB's hardcopy & linked "Referral for Workforce Services" form partner agencies are currently using to refer customers to us - <https://careersourcebrevard.com/partner-referrals>
- When partners are established in the portal, this method of referral can also replace [our hard copy "CSB Referral Form to Community Agencies" - Document Center - CSB Referral Form to Community Agencies.pdf - All Documents \(sharepoint.com\)](#)

Guidelines

- The individual being referred must be aware and in agreement with the referral that is being generated on their behalf within the Crosswalk Referral System.
- Referrals received must be responded to within 3 business days.
- Confidentiality of personal information is critical. Any sharing of an individual's information beyond what is in the referral will require a release of information signed by the individual and on file with at least 1 of the 2 agencies involved in the referral.

Note: CSB has an Authorization to Release information form that will be completed by customer during the initial meeting/appointment & this form will be uploaded into the customer's file in Employ Florida.



Features

- Find agencies in the area and easily see what services they provide to the community.
- Create a better experience for the customer being referred i.e. an invitation to schedule an appointment for personalized services.
- Tracking system that allow agencies to see when the referrals were received addressed i.e. reassigned to staff, how many referrals were sent, and by whom.
- Agencies can maintain and update their profiles and service information themselves.
- They can add and/or remove team members as needed and set their permission levels.



How to get started - Agency Set Up

Access Crosswalk portal to establish agency profile, at:
<https://crosswalkrs.com/login/login.php>

Agency Profile will include:

- Business summary
- Mission & Vision
- Type of business
- List of Services
- Website
- Main contact



Other Features

- List of participating agencies on the [Crosswalk Agency Referral System \(crosswalkrs.com\)](http://crosswalkrs.com) page. This allows other agencies to see who else is participating on the main page.
- Brevard's profile has been set up for staff to see only Brevard-specific agencies. We can adjust profile to see other areas if we want to.
- Video on the website only references "CareerSource" only.
- Have marketing collateral for regions to use to advertise to local agencies – including small business cards with portal link and benefits for using this referral system.
- CareerSource Suncoast is **working on creating a "Regional Admin" profile.**



Partnerships Developed

Since 2017, we have developed partnerships with over 39 local partner organizations throughout the county & have served over 595 customers.

The top 5 referral agencies using CSB's referral process are:

- **Brevard Court System & Department of Revenue** – 333 referrals
- **Florida Department of Corrections**- 35 referrals
- **Brevard Cares** –23 referrals
- **Brevard Housing Authority/ROSS program** –21 referrals
- **Family Promise of Brevard** – 20 referrals

To deepen our collaboration efforts, we continue to host monthly & quarterly meetings with local organizations. We are currently working with partners to transition everyone to the Crosswalk portal.





Q & A



CareerSource Brevard

Career Center Committee

January 26, 2021

Minutes

The meeting was held virtually via teleconference using Microsoft Teams during the COVID-19 pandemic.

Members in Attendance:

Nancy Heller, Chair, Shawn Beal, Lorri Benjamin, Lynn Brockwell-Carey, Marcia Gaedcke, Robert Gramolini, Leslie Jones, Travis Mack, Theodore Pobst and Jennifer Sugarman

Members Absent: Brian Jaskiewicz and Laura Koursaris

Staff in Attendance:

Marci Murphy, Jana Bauer, Wendi Bost, Judy Blanchard, Denise Biondi, Megan Cochran, Thomas LaFlore, Lisa Fitz-Coy, Don Lusk, Lyn Sevin, Erma Shaver and Marina Stone

Guests in Attendance:

Chakib Chehadi, Ahmanee Collins-Bandoo, Julie Berrio, Marvetta Gordon, Linda Hadley, Caroline Joseph-Paul, Ramsey Olivarez, Michele McAlpin, Sally Patterson and Raul Santana of CareerSource Brevard (CSB) Career Centers along with Frank Margiotta of Eastern Florida State College

Call to Order:

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

Public Comment:

There was no public comment.

Reports:

The President provided an update on the current state of CSB operations during the COVID pandemic, our local and state unemployment rates, an update on details of a recent meeting with Brevard's legislative delegation and the construction training grant. She thanked the members for their contribution to our organization.

Presentation:

Rapid Credentialing Initiative Through Eastern Florida State College

Frank Margiotta, Dean of Workforce Programs at Eastern Florida State College shared a presentation on their Rapid Credentialing Initiative designed to use the Governor's Emergency Education Relief (GEER) Fund to promote short term training programs, stackable credentials and to prepare individuals for the workplace. Program performance was also shared.

Veteran Services Overview

A Veteran's Services Program presentation was given pertaining to the mission, roles and responsibilities, activities and outreach, job fairs and performance of CSB's Veteran Program.

Action Items:

Approval of Career Center Committee Minutes of October 27, 2020

Motion to approve the Minutes from the October 27, 2020 meeting was made by Jennifer Sugarman. Robert Gramolini seconded the motion. The motion passed unanimously.

Discussion/Information Items:

Committee Goal Status

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

Healthcare Sector Strategy Update Presentation

A presentation was shared of the Healthcare Sector Strategy Updates. Goals were met, activities and results through December 31, 2020 were shared. Details of the Virtual CNA Career and Training Virtual Fair were shared along with outcomes from the event.

CAPE Industry Certification Funding 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 2021-2022 school year, a total of 96 applications (including duplicates) were submitted across the state, with seven (7) from Brevard. The preliminary comprehensive list of recommended certifications statewide was shared. The final list will be provided to the CareerSource Florida board for approval in February 2020

Quarterly Multimedia Outreach Presentation and Matrix

A visual presentation of social media, direct email marketing and paid advertising from the second quarter was shared along with marketing highlights, the State of Florida co-op campaign and metrics for CSB's website and social media platforms. A matrix showing the quarterly activities of the Outreach Department was also shared.

Second Quarter Contractor Performance PY20-21

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor missed the performance criteria for 15 of the 21 of the minimum measures but exceeded 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 PY20-21 goals. The goals for Credential Attainment Dislocated Worker and Youth were missed for the 1st quarter. All other performance goals were met or exceeded for the 1st quarter.

Continuous Improvement Performance Initiative

The Continuous Improvement Performance Initiative (CIPI) Measures are those developed under the guidance of CareerSource Florida and align with CSF’s corporate goals. These measures are used for awarding performance incentive monies to regional workforce boards. The initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments. The committee reviewed the data for PY 20-21 July 1 through December 31, 2020. To date CSB has received \$19,080 of the incentive dollars allocated to PY 20-21 performance.

CareerSource Brevard Customer Portal

Based on the CareerSource Brevard Board of Directors Retreat last February, an initiative was developed to create and track an online customer feedback mechanism that would be housed on the CSB website. The portal will be designed to serve two primary functions; collecting success stories from customers and collecting survey data regarding customer experiences within the center. Planning is underway and development will occur during the first quarter of 2021. Functionality and measurements were shared.

Business Use of CSB Services

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. Discussion ensued about how local business are coping with the pandemic and future plans. It was noted that some businesses laid off and furloughed staff, management works 2 to 3 days in the office, others are anticipating new programming by June and other businesses are strictly working remotely and taking advantage of increased staff training online.

Q2-2020 Job Fair and Recruiting Events Presentation

A presentation showing on and off-site recruiting events, workshops, virtual job fairs, employer panels, a virtual employer appreciation awards ceremony and a virtual IT consortium were shared. A Fact Sheet was also provided for July 1 – December 31, 2020.

Adjourn:

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 10:07 am.

Respectfully submitted,

Reviewed by,

{signature on file} 02/03/21
Marina Stone Date

{signature on file} 02/03/21
Nancy Heller, Chair Date

Action Brief

Regional Targeted Occupations List for 2020-2021

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.

Recommendation

The PY 2021-2022 RTOL is attached. The changes to the RTOL is 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 partner agencies such as Brevard County Public Schools and Eastern Florida State College. Projected industry needs in broadband have been added this year.

The following charts show the occupations being added, removed and adjusted based on labor market and supply & demand data. For occupations being added, the assigned category is delineated in the color that will appear in the RTOL. For the occupations being adjusted, the color shown is the color contained in the PY 20-21 RTOL.

Added to RTOL	
132011	Administrative Services Manager
439199	Office and Administrative Support Workers, All Other
274031	Camera Operators, Television, Video, and Film
473012	Helper Carpenter
492021	Radio, Cellular, and Tower Equipment Installers and Repairers (Broadband)
499052	Telecommunications Line Installers and Repairers (Broadband)
254031	Library Technicians
	Retail Sales
	Exercise Trainers & Group Fitness Instructor
	Photographer
271014	Special Effects Artist & Animator
173024	Robotics Technician
119031	Education Administrators, Preschool and Childcare Center
173026	Industrial Engineering Technologists and Technicians

Changed to Blue – Growing	
173021	Aerospace Engineer and Operations Technician
492091	Avionics Technician
517011	Cabinetmakers and Bench Carpenter
535021	Captains, Mates, and Pilots of Water Vessels
435011	Cargo and Freight Agents
472031	Carpenters
399011	Childcare Workers
131042	Compliance Officers, Exc. Safety, Agri, <u>Constr & Transp.</u>
514011	Computer-Controlled Machine Tool Operators Metal & Plastic
499051	Electrical Power-Line Installers and Repairers
511011	First-Line Supervisors of Production & Oper. <u>Wkrs.</u>
371012	First-Line <u>Supv.</u> of Landscaping, Lawn Svc, & Groundskeeping
514041	Machinists
436012	Legal Secretaries
131081	Logisticians
319093	Medical Equipment Preparers
499062	Medical Equipment Repairers
292071	Medical Records and Health Information Technicians
436013	Medical Secretaries
319094	Medical Transcriptionists
493051	Motorboat Mechanics and Service Technicians
492098	Security and Fire Alarm Systems Installers
472211	Sheet Metal Workers
	Shipping, Receiving and Traffic Clerks

Removed from RTOL	
333021	Detectives and Criminal Investigators
1191612	Emergency Management Directors
320721	Loan Officers
131111	Management Analysts

Changed to Peach (Limited Opportunity)	
291071	Anesthesiologist Assistants
173011	Architectural and Civil Drafters
119041	Architectural and Engineering Managers
274011	<i>Audio and Video Equipment Technicians</i>
194021	Biological Technicians
172031	Biomedical Engineers (<i>Includes Technician</i>) ¹
432031	Bus Driver, Transit & Intercity
292031	Cardiovascular Technologists and Technicians
472051	Cement Masons and Concrete Finishers
351011	Chefs and Head Cooks
194031	Chemical Technicians
111011	Chief Executives
532012	Commercial Pilots
492011	Computer, ATM, and Office Machine Repairers
291031	Dietitians and Nutritionists
173019	Drafters, All Other
492097	Electronic Home Entertainment Equipment Installers and Repairers
119039	Fitness and Wellness Coordinators
119051	Food Service Managers
194092	Forensic Science Technicians
170329	Fuel Cell Technicians
119061	Funeral Service Managers
517021	Furniture Finisher
111021	General and Operations Managers
472121	Glaziers
172121	Marine Engineers & Naval Architects
131161	Market Research Analysts and Marketing Specialists
537199	Material Moving Workers, All Other
173027	Mechanical Engineering Technicians
292012	Medical and Clinical Laboratory Technician
292011	Medical and Clinical Laboratory Technologists
119111	Medical and Health Services Managers
493052	Motorboat Mechanics and Service Technicians

1	ITA & WBT Permitted - Growing Now
2	ITA & WBT Permitted - Projected to Recover or Expected to Grow
3	ITA & WBT Not Permitted - Static or Shrinking

Action

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

1	ITA & WBT Permitted - Growing Now
2	ITA & WBT Permitted - Projected to Recover or Expected to Grow
3	ITA & WBT Not Permitted - Static or Shrinking



2021-2022 Regional Targeted Occupations List

(Committee Draft 04/11/21)

SOC	C O D E	Occupation ²	Annual Percent Growth	Annual Openings	2019 Hourly Wage ³		Training Code ³
					\$ Entry	\$ Mean	
132011	2	Accountants and Auditors	1.35	188	21.3	35.72	5
113011	2	Administrative Services Managers	1.56	376	31.21	49.63	4
43199	3	Office and Administrative Support Workers, All Other	1.54	195	25.61	46.23	4
173021	1	Aerospace Engineering and Operations Technicians	4.0	85	34.92	34.92	3
172011	1	Aerospace Engineers	0.37	87	37.35	52.95	5
493011	2	Aircraft Mechanics and Service Technicians	1.43	66	118.0 1	26.74	3
512011	2	Aircraft Structure, Surfaces, Rigging, and Systems	N/R	N/R	14.29	21.90	3
532022	2	Airfield Operations Specialists	N/R	N/R	15.00	25.00	4
532011	2	Airline Pilots, Copilots, and Flight Engineers	1.52	557	45.87	88.88	4
291071	3	Anesthesiologist Assistants	N/R	N/R	24.62	41.67	5
173011	3	Architectural and Civil Drafters	1.38	733	16.33	24.73	3
119041	3	Architectural and Engineering Managers	.73	45	52.37	70.21	5
274011	3	<i>Audio and Video Equipment Technicians</i>	1.84	638	12.61	19.22	3
493021	1	Automotive Body and Related Repairers	1.74	35	12.25	18.04	3
493023	1	Automotive Service Technicians and Mechanics	1.25	62	11.99	17.95	3
492091	1	Avionics Technicians	N/R	14	20.41	26.98	3
119041	2	Biofuels/Biodiesel Product Dev. Mgrs.	1.4	10	20.41	14.04	4 -
194021	3	Biological Technicians	N/R	N/R	N/R	N/R	4
172031	3	Biomedical Engineers (<i>Includes Technician</i>) ⁴	N/R	N/R	N/R	N/R	4
433031	2	Bookkeeping, Accounting, and Auditing Clerks	2.0	68	11.64	16.04	4
472021	2	Brickmasons and Blockmasons	4.49	227	11.43	16.37	3
493031	1	Bus & Truck Mechanics and Diesel Engine Specialists	1.35	1,349	15.65	22.18	3
432031	3	Bus Driver, Transit & Intercity	1.38	1,524	12.48	16.28	3
131199	1	Business Operations Specialists, All Other	1.02	239	21.11	34.39	4
517011	1	Cabinetmakers and Bench Carpenter	N/R	N/R	13.06	20.66	3
535021	1	Captains, Mates, and Pilots of Water Vessels	N/R	N/R	30.75	37.38	3
292031	3	Cardiovascular Technologists and Technicians	2.70	17	13.12	22.50	3
435011	1	Cargo and Freight Agents	1.60	677	13.04	21.18	3
472031	1	Carpenters	1.65	213	12.25	18.25	3
473012	3	Carpenters.Helpers	1.52	123	12.41	15.68	3
472051	3	Cement Masons and Concrete Finishers	2.45	60	12.85	16.45	3
351011	3	Chefs and Head Cooks	1.42	1,333	14.71	25.97	3
194031	3	Chemical Technicians	N/R	N/R	14.67	19.19	4
111011	3	Chief Executives	0.65	11	42.43	80.81	5
399011	1	Childcare Workers	N/R	N/R	10.67	11.28	3
172051	1	Civil Engineers	1.27	62	26.71	39.96	5
131031	2	Claims Adjusters, Examiners, and Investigators	0.46	1,899	18.88	29.23	3
272022	3	Coaches and Scouts (<i>Director of Athletics</i>)	N/R	N/R	18.01	21.05	4
532012	3	Commercial Pilots	1.89	49	30.61	51.21	3
201109	2	Community Health Worker	1.02	15	14.87	18.41	3
131041		Compliance Officers, Exc. Safety, Agri, Constr & Tranp.	1.89	1,657	16.83	29.94	3
113021	2	Computer and Information Systems Manager (Computer Cyber-Security Information Specialist)	0.85	49	46.48	67.73	5
172061	1	Computer Hardware Engineers	0.02	39	28.61	43.43	5
151143	2	Computer Network Architects	0.26	46	23.11	38.06	3
151152	2	Computer Network Support Specialists	0.26	371	19.17	25.56	3
151199	1	Computer Occupations, All Other	N/R	82	23.97	39.78	3

1	ITA & WBT Permitted - Growing Now
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3	ITA & WBT Not Permitted - Static or Shrinking



2021-2022 Regional Targeted Occupations List

(Committee Draft 04/11/21)

151131	3	Computer Programmers	0.96	34	30.04	43.20	3
151121	1	Computer Systems Analysts	0.68	73	26.42	42.26	4
151151	2	Computer User Support Specialists	1.06	34	14.62	23.08	3
492011	3	Computer, ATM, and Office Machine Repairers	N/R	N/R	12.32	14.75	3
514011	1	Computer-Controlled Machine Tool Operators Metal & Plastic	17.2	55	15.90	17.44	3
474011	2	Construction and Building Inspectors	1.57	1,019	18.20	27.21	3
472061	2	Construction Laborers	23.80	378	13.59	XXX	3
119021	2	Construction Managers	1.51	18	25.11	42.47	4
352014	1	Cooks, Restaurant	17.80	97	9.53	13.79	3
273043	2	Copy Writers (<i>Web Content</i>)	N/R	N/R	N/R	N/R	5
333012	2	Correctional Officers and Jailers	.18	62	16.54	21.33	3
131051	1	Cost Estimators	1.78	46	18.15	25.73	3
37021	1	Crane and Tower Operators	0.39	12	21.23	39.63	3
151141	1	Database Administrators (<i>Database Security Admin.</i>)	1.65	658	25.63	40.74	4
319091	2	Dental Assistants	1.91	86	12.99	17.53	3
292021	2	Dental Hygienists	2.21	1,000	22.54	30.31	4
292032	2	Diagnostic Medical Sonographers	4.07	270	21.51	28.80	3
292051	3	Dietetic Technicians	N/R	N/R	10.87	13.98	3
291031	3	Dietitians and Nutritionists	19.80	18.83	29.43	28.21	5
173019	3	Drafters, All Other	N/R	N/R	13.54	17.29	3
472081	3	Drywall and Ceiling Tile Installers	2.88	11	11.52	15.03	3
119031	3	Education Administrators, Preschool and Childcare Centers	1.56	16	15.09	18.12	4
512022	3	Electrical and Electronic Equipment Assemblers	N/R	N/R	N/R	N/R	3
492094	2	Electrical and Electronic Repairers, (<i>Commercial & Industrial Equip</i>)	N/R	21	17.25	24.19	3
173023	2	Electrical and Electronics Engineering Technicians	0.78	50	20.16	29.60	4
172071	2	Electrical Engineers	1.02	76	36.83	51.83	5
499051	1	Electrical Power-Line Installers and Repairers	.75	N/R	17.35	27.20	3
472111	2	Electricians	1.06	162	15.38	25.22	3
512023	2	Electromechanical Equipment Assemblers	1.06	15	18.25	27.89	3
172072	1	Electronic Engineers, Except Computers	.83	56	33.91	48.24	5
492097	3	Electronic Home Entertainment Equip. Installers & Repairers	1.90	152	11.04	16.24	3
252021	2	Elementary School Teachers, Except Special Education	1.23	177	21.50	26.96	5
292041	2	Emergency Medical Technicians and Paramedics	2.30	11	12.53	15.88	4
172199	2	Engineers, All Other (<i>Mechatronics</i>)	N/R	N/R	38.91	55.29	5
194091	2	Environmental Science & Protection Technicians	1.71	54	21.07	36.67	5
173026	2	Industrial Engineering Technologists and Technicians	1.45	16	17.45	28.52	4
192041	2	Environmental Scientists & Specialists, Including Health	2.40	11	18.63	28.79	5
436011	2	Executive Secretaries and Administrative Asst.	1.25	33	15.79	20.99	3
399031	3	Exercise Trainers and Group Fitness Instructors	.43	11	12.65	15.01	2
512091	2	Fiberglass Laminators and Fabricators (<i>Composites</i>)	N/R	N/R	12.50	14.84	3
332011	2	Fire Fighters	NR	NR	16.26	22.00	3
431011	1	First-Line Superv. of Office and Admin. Support Workers	.71	275	15.91	25.54	4
471011	1	First-Line Supervisors of Constr. Trades and Extraction Workers	1.63	157	19.12	27.14	4
351012	1	First-Line Supervisors of Food Preparation & Serving Wkrs.	N/R	112	11.39	17.22	3
491011	1	First-Line Supervisors of Mechanics, Installers, and Repairers	1.32	71	22.38	30.94	3
411012	1	First-Line Supervisors of Non-Retail Sales Wkrs.	0.77	340	12.42	36.50	3
391021	2	First-Line Supervisors of Personal Service Workers	1.12	13	12.71	19.88	3
511011		First-Line Supervisors of Production & Oper. Wkrs.	0.10	12	18.91	29.45	3
411011	1	First-Line Supervisors of Retail Sales Workers	1.14	240	13.13	20.34	3
531031	1	First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators	1.29	1,392	15.24	25.39	3

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2021-2022 Regional Targeted Occupations List

(Committee Draft 04/11/21)

371012	1	First-Line Supv. of Landscaping, Lawn Svc.& Groundskeeping	1.79	58	13.19	24.57	3
119039	3	Fitness and Wellness Coordinators	2.63	97	30.43	37.64	5
119051	3	Food Service Managers	1.10	50	17.25	31.56	4
194092	3	Forensic Science Technicians	N/R	N/R	N/R	N/R	4
170329	3	Fuel Cell Technicians	N/R	N/R	18.56	29.97	3
119061	3	Funeral Service Managers	1.20	217	23.75	29.19	4
517021	3	Furniture Finisher	9.10	65	10.65	13.40	3
111021	3	General and Operations Managers	1.20	36	30.26	56.95	4
472121	3	Glaziers	1.96	658	13.89	17.80	3
271024	3	Graphic Designers	0.29	37	13.89	20.98	4
292099	2	Health Technologists and Technicians, All Other	1.92	1011	12.98	19.75	3
319099	2	Healthcare Support Workers, All Other	N/R	N/R	N/R	N/R	3
499021	2	Heating, Air Cond. & Refrigeration Mechanics & Installers	1.48	102	14.71	18.74	3
533032	1	Heavy and Tractor-Trailer Truck Drivers	1.21	11.50	13.10	19.78	3
473012	3	Helper, Carpenter	2.89	10.45	12.65	15.01	3
519198	2	Helpers--Production Workers (<i>Forklift Operator and Dock Wkr.</i>)	N/R	N/R	N/R	N/R	3
537041	2	Hoist and Winch Operators	N/R	N/R	N/R	N/R	3
311011	2	Home Health Aide	28.4	930	11.57	13.67	3
131071	1	Human Resources Specialist	1.22	118	15.57	25.80	4
172112	1	Industrial Engineers (<i>Human Factors & Ergonomics</i>)	1.26	63	35.44	42.01	5
173026	2	Industrial Engineering Technologist & Technicians	2.89	91	26.01	43.01	4
499041	2	Industrial Machinery Mechanics (<i>Crane Maintenance Tech.</i>)	1.18	1,374	15.99	23.30	5
151122	1	Information Security Analysts (<i>Cyber-security Specialist</i>)	2.40	31	27.56	43.19	3
519061	3	Inspectors, Testers, Sorters, Samplers & Weighers	N/R	N/R	12.48	19.05	3
259031	2	Instructional Designers and Technologists	N/R	N/R	19.22	28.14	5
271025	3	Interior Designers	1.36	39	13.77	23.70	3
273091	2	Interpreters and Translators	3.76	162	11.22	19.97	4
373011	3	Landscapers & Grounds Keeping Workers	12.90	10.65	11.47	14.01	3
436012	1	Legal Secretaries	1.41	456	12.74	18.77	3
254031	1	Library Technicians	2.45	135	14.05	18.29	3
292061	2	Licensed Practical and Licensed Vocational Nurse	2.06	120	17.09	21.55	3
533033	2	Light Truck or Delivery Services Drive	N/R	59	10.59	14.64	3
119081	3	Lodging Managers	N/R	N/R	16.96	18.98	4
131081	1	Logisticians	2.76	17	22.26	34.92	5
514041	1	Machinists	1.44	66	13.17	18.52	3
292035	1	Magnetic Resonance Imaging Technologists	2.53	152	23.61	29.64	3
372012	3	Maids & Houskeeping Cleaners (<i>Environmental Services Aide</i>)	8.0	1,636	10.87	13.36	N/R
499071	2	Maintenance and Repair Workers, General	1.14	70	10.87	16.07	3
173029	2	Manufacturing Production Technicians	N/R	N/R	24.02	33.16	4
172121	3	Marine Engineers & Naval Architects	N/R	N/R	15.85	25.88	5
131161	3	Market Research Analysts and Marketing Specialists	2.64	76	18.59	33.45	5
537199	3	Material Moving Workers, All Other	8.5	2150	10.89	13.36	3
173027	3	Mechanical Engineering Technicians	N/R	N/R	21.13	31.17	4
172141	1	Mechanical Engineers	0.27	27	26.95	41.01	5
292012	3	Medical and Clinical Laboratory Technician	1.95	656	15.07	24.78	4
292011	3	Medical and Clinical Laboratory Technologists	1.52	895	15.07	24.78	4
119111	3	Medical and Health Services Managers	2.45	40	31.76	59.18	5
319092	2	Medical Assistants	N/R	N/R	10.87	13.36	3
319093	1	Medical Equipment Preparers	17.8	N/R	13.54	16.55	3
499062	1	Medical Equipment Repairers	3.03	180	13.19	20.17	3
292071	1	Medical Records and Health Information Technicians	1.82	937	12.75	19.57	4
436013	1	Medical Secretaries	2.46	3,305	12.38	15.82	3

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319094	1	Medical Transcriptionists	2.0	N/R	13.68	15.23	3
131121	2	Meeting & Convention Planners	1.84	1,102	13.72	22.66	4
211023	2	Mental Health & Substance Abuse Social Wkrs.	19.20	N/R	18.99	21.07	5
252022	1	Middle School Teachers, Exc. Special & Voc. Educ.	1.22	64	23.23	27.74	5
493042	2	Mobile Heavy Equipment Mechanics, Except Eng.	1.51	636	15.35	21.91	3
514061	2	Model Makers, Metal and Plastic (<i>Composites</i>)	N/R	N/R	10.87	13.79	3
514072	1	Molding, Coremaking and Casting Machine Setters, Operators. Tenders, Metals and Plastic (<i>Composites</i>)	N/R	N/R	10.87	13.79	3
493051	3	Motorboat Mechanics and Service Technicians	N/R	N/R	12.42	17.45	3
533099	2	Motor Vehicle Operators, All Other add					
151142	2	Network and Computer Systems Architects & Admin.	.71	62	23.64	36.97	4
311014	2	Nursing Assistant	N/R	N/R	10.87	11.36	3
299011	2	Occupational Health and Safety Specialists (<i>Industrial Hygiene</i>)	N/R	N/R	21.23	31.25	4
312011	2	Occupational Therapy Assistants	2.35	32	27.64	32.30	4
439199	3	Office and Administrative Support Workers, All Other	2.61	16	25.00		
472073	2	Operating Engineers & Other Construction Equipment Oper.	1.17	56	14.66	19.03	3
292081	2	Opticians, Dispensing	1.75	158	12.24	18.08	4
472141	2	Painters, Construction and Maintenance	N/R	N/R	10.83	15.98	3
519122	2	Painters, Transportation Equipment	N/R	N/R	15.68	17.56	3
232011	1	Paralegals and Legal Assistants	2.06	3,246	15.66	23.60	3
292052	1	Pharmacy Technicians	N/R	29	11.94	15.42	3
319097	3	Phlebotomist	3.20	41	12.70	14.89	3
173029	2	Photonics Technicians	N/R	N/R	14.89	24.65	3
274021	3	Photographers	NR	NR	12.00	15.00	3
312021	3	Physical Therapist Assistants	2.85	33	26.50	32.30	4
472151	2	Pipelayers	2.85	666	13.62	19.14	3
472152	2	Plumbers, Pipefitters, and Steamfitters	1.50	123	15.99	22.59	3
333051	2	Police and Sheriff's Patrol Officers (<i>Auxillary</i>)	1.03	91	17.78	23.08	3
435031	2	Police, Fire, and Ambulance Dispatchers	1.35	705	13.95	19.53	3
252011	3	Preschool Teachers, Except Special Education	N/R	N/R	8.47	10.79	4
119031	3	Preschool and Daycare Education and Childcare Admin.	NR	NR	16.01	23.45	4
435061	2	Production, Planning, and Expediting Clerks	N/R	18.06	N/R	N/R	2
119141	2	Property, Real Estate, and Community Assoc.Managers	1.55	45	18.06	27.76	3
292053	3	Psychiatric Technician	10.1	N/R	10.00	12.65	3
131023	2	Purchasing Agents, Except Wholesale, Retail, Farm	0.5	1,484	18.60	29.94	4
194099	2	Quality Control Analysts	14.0	N/R	11.15 .0690	13.65	3
113051	2	Quality Control Systems Managers (<i>Industrial Prod. Mgr.</i>)	N/R	N/R	39.15	47.92	4
492021	3	Radio, Cellular, & Tower Equip. Installers & Repairers	41	15.04	18.99	21.07	3
291124	1	Radiation Therapists	14.90	N/R	37.29	26.74	3
292034	2	Radiologic Technologists	1.74	1,016	19.26	26.55	4
251193	2	Recreation and Fitness Studies Teachers. Post Sec.	N/R	N/R	22.78	31.36	5
291141	1	Registered Nurses	1.56	341	23.80	33.02	4
291126	2	Respiratory Therapists	2.60	735	23.80	27.58	4
173024	2	Robotics Technicians	NR	NR	15.64	22.05	4
472181	2	Roofers	2.18	122	12.41	15.03	3
535011	2	Sailors and Marine Oilers	N/R	N/R	10.46	12.53	3
412031	3	Salespersons, Retail	NR	NR	10.12	14.35	2
112022	3	Sales Managers	1.32	12	32.87	61.77	5
414012	1	Sales Rep., Wholesale and Mfg, Non-tech.	1.07	62	14.32	27.89	3
414011	1	Sales Rep., Wholesale and Mfg, Technical & Scientific	0.80	29	22.92	46.88	3
151199	2	Search Marketing Strategists (<i>Social Media Marketing</i>)	N/R	N/R	23.93	33.93	3
252031	1	Secondary School Teachers, Exc. Special & Voc. Ed.	1.22	103	21.22	27.63	5
492098	1	Security and Fire Alarm Systems Installers	1.52	867	14.48	20.40	3

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339032	2	Security Guard	1.42	57	9.36	12.63	3
472211	1	Sheet Metal Workers	1.49	1,087	13.19	18.70	3
435071	1	Shipping, Receiving and Traffic Clerks	N/R	N/R	10.87	12.93	3
211093	2	Social and Human Service Assistants <i>(Inclusive of CPS, CAC, CRSS, CRPS, CBHT)</i>	1.22	35	12.00	15.79	3
151132	1	Software Developers, Applications	1.96	183	32.95	47.53	4
151133	1	Software Developers, Systems Software	0.47	174	37.59	53.36	5
472231	2	Solar Photovoltaic Installers	N/R	N/R	N/R	N/R	3
474099	2	Solar Thermal Installers & Technician	N/R	N/R	N/R	N/R	3
271014	2	Special Effects Artists and Animators	NR	NR	NR	NR	3
472221	1	<i>Structural Iron and Steel Worker</i>	2.13	687	14.48	20.48	3
292055	2	Surgical Technologists	1.65	764	16.36	20.82	3
173031	2	Surveying and Mapping Technicians	1.51	733	13.37	19.30	3
537121	2	Tank Car, Truck, and Ship Loaders	N/R	N/R	N/R	N/R	3
259041	2	Teacher Assistants	1.19	122	13.03	16.38	3
512092	3	Team Assemblers	N/R	N/R	N/R	N/R	3
273042	2	Technical Writers	N/R	N/R	10.87	13.36	5
492022	3	Telecommunication Equip Installers & Repair <i>(Broadband)</i>	0.34	61	16.20	23.12	3
472044	2	Tile and Marble Setters	3.59	16	11.67	15.08	3
514111	2	Tool and Die Makers	N/R	N/R	15.79	23.81	3
131151	2	Training and Development Specialists	1.75	46	19.71	30.32	5
536061	2	Transportation Inspectors (Aviation)	N/R	N/R	N/R	N/R	3
113071	2	Transportation Managers	N/R	N/R	30.14	48.33	4
339093	2	Transportation Security Screeners	2.13	36	15.41	17.96	3
113071	2	Transportation, Storage and Distribution Managers	19.6	51	30.14	48.33	4
113071	2	Transportation, Storage, and Distribution Managers	2.76	10	22.26	34.65	4
516093	2	Upholsterers	16.0	N/R	10.00	11.65	3
292056	2	Veterinary Technologists and Technicians	N/R	N/R	11.75	14.72	4
251194	1	Vocational Education Teachers, Postsecondary	2.92	12	20.27	26.85	4
518031	3	Water and Wastewater Treat. Plant and Sys. Oper.	N/R	N/R	15.90	20.06	3
474099	2	Weatherization Installers and Technicians	2.9	10	10.87	12.62	3
151134	1	Web Developers	1.76	950	18.24	29.89	3
514121	2	Welders, Cutters, Solderers, and Braziers	1.29	66	13.52	18.79	3
517042	2	Woodworking Machine Setters, Operators, and Tenders	039	N/R	N/R	N/R	3

B/W Code	CUSTOMIZATION KEY		
1	IMMEDIATE EMPLOYMENT <small>(SUPPLY GAP Category: High)</small>	GROWING NOW	Individual Training Account (ITA) Work Based Training (WBT) PERMITTED
2	PROJECTED TO RECOVER OR EMERGING OPPORTUNITIES <small>(SUPPLY GAP: Moderate)</small>	RECOVERY NEXT 2-3 YEARS OR EXPECTED TO GROW	ITA & WBT PERMITTED
3	LIMITED OPPORTUNITY <small>(SUPPLY GAP: Low)</small>	STATIC OR SHRINKING	ITA & WBT is NOT Permitted unless a path to self-sufficiency can be delineated in the participants Individual Employment Plan (IEP) or when included as a part of a Sector Strategy Project.

¹ B/W Code is provided for those who do not have access to color prints of this document. Each B/W Code corresponds to the customization key below and in the header of this document.

² **BOLDED** Occupations denote High Skill High Wage (HSHW) designation by the Florida Department of Economic Opportunity.

³ Training Codes: 3 (Post-Secondary Adult Vocational Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)

⁴ *(Italics)* Denotes supplemental information requested by industry or business.

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 2021	Annual update to be provided in July 2021.
	Measure, analyze, & implement training solutions based on the impacts of COVID-19 to businesses and jobseekers.	January 2021	<p>Management staff continues to monitor labor market information from several new sources; a Department of Economic Opportunity Reemployment Assistance Dashboard that provides number of claimants, claims paid and associated industry of employment, as well as DEO's new labor market and economic data platform- Florida Insight provides an overview of key economic indicators including statistics on current employment, unemployment, wages and labor force participation.</p> <p><u>Burning Glass</u> CSB has purchased access for key Board staff to a premier labor market data and talent analytics software system, Burning Glass – Labor Insight. After several staff members were provided access for a trial period, participated in multiple Q&A's with company representatives, it was determined that this sophisticated database of labor market information (LMI) and talent matching programs, driven from real-time data from hundreds of millions of job postings would be a value-added tool to the organization to offer crucial insights into regional and state jobs most in demand, specific skills employers need and the career direction that offer the highest potential for workers. Staff will be using this tool to guide jobseekers, provide LMI for industry and economic development partners and help guide training and curriculum development for our education partners. Users will be logging their use of the program as well as reports generated for cross reference and needs support among all staff.</p>
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><u>Construction Occupations Training Grant</u> The final executed contract was received on 03/10/2021. DEO provided an on-boarding virtual meeting on 3/29/2021. Staff has initiated completion of the required documents which must be completed before we will receive a notice to proceed. Training commencement is dependent up on DEO's acceptance of the documents. CSB will continue to update committees and keep the Board of Directors informed as to the progress.</p>

<p>Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.</p>		<p>Ongoing</p>	<p><i>See Q3-2021 Job Fair and Recruiting Events Presentation</i></p>
<p>Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.</p>		<p>Ongoing</p>	<p><u>Lead Brevard Presentation</u> Marci Murphy presented an overview of the “World of Workforce” on March 25th to the 2021 Lead Brevard class, she showcased services, sector initiatives and tools that can be utilized by our local community (by both jobseekers and employers). An animated video overview of CSB’s services was also presented.</p> <p><u>Partnership with EDC</u></p> <ul style="list-style-type: none"> • CSB Industry Relations and contractor staff continue to collaborate with the EDC to better leverage CPT student and graduate participation in the OJT program or with job placement assistance. Career Center Staff and the BL hosted a CSB Webinar on January 20th for the January 25th class and on April 7th for the April 12th class. These webinars include a review of CSB services, OJT overview and scheduled workshops dedicated for CPT students to participate in. CSB again provided a dedicated outreach effort (EF jobseeker registrant blast, social media, website) for the upcoming April CPT class. BL also working on facilitating the April 15th private Virtual Job Fair. • Since CPT program inception (2016), CSB has hosted/supported 20 recruiting events dedicated solely (or a portion of the time) to CPT graduates with multiple manufacturers. • Since program inception, CSB has funded \$282,070.20 in manufacturing OJTs for jobseekers into employment and \$114,910 in ITA training scholarships (CPT and industry-related trainings). <p><u>FloridaMakes and MASC</u></p> <ul style="list-style-type: none"> • Business Liaison continued participation in discussion meetings of the Technician Boot Camp project organized by the EDC/FloridaMakes Business Advisor. The launch of this new hands-on training curriculum is designed for the requirements of the Space Coast Manufacturing Industry. This 32-week intensive training course will begin this fall at EFSC and offered through Brevard Schools Adult Education’s Advanced Technological Education Center. The courses are to

			<p>include non-destructive and destructive testing, applied manufacturing mechanics, through-hole and surface-mount soldering and cable and wire harness assembly.</p> <p><i>See Q3-2021 Job Fair and Recruiting Events Presentation</i></p>
<p>Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.</p>	<p>Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.</p>	<p>Ongoing</p>	<p><u>CTE Job Fair</u></p> <p>The Industry Relations Manager & BL are working with the BPS CTE Director and staff to host a virtual job fair for graduating seniors of all CTE programs throughout the county. The job fair will be held on May 14th and initial surveys to seniors yielded almost 40 responses expressing interest in participating. CSB business services will assist with promotion to employers across all industry sectors and facilitate the event using the Premier Virtual platform. Outcomes will be shared at the next meeting.</p>
	<p>Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.</p>	<p>Ongoing</p>	<p><u>NextGen</u> PY 20-21 through March 31, 2021:</p> <ul style="list-style-type: none"> • 84 carryover cases • 83 enrollments this program year, for a total of 167. <p>The team continues to outreach to young adult job seekers through a number of ways, including:</p> <ul style="list-style-type: none"> • Expanding partnerships with community agencies such as the G.O.D Project, Ready for Life and Space Coast Cultural Arts and Business Organization. • EFM Messaging • Co-enrolling SNAP participants • Faith-based outreach • Adult Education students • In-reach through co-workers • Outreach to parents • Spanish Speakers • High schools for ISY <p><u>The "Going In the Opposite Direction (G.O.D)" Project</u></p> <p>CSB has partnered with My Community Cares, a local faith-based organization, on a youth-focused project designed to assist juvenile offenders, ages 15-17, with workforce readiness training and employment connections to steer them in a path of success. CSB's roles are to pre-screen students for NextGen eligibility, provide scholarship funding for work experiences for eligible students, and to connect with employer partners to establish worksites for the youth.</p>
	<p>Work with Cities and organizations in Brevard</p>	<p>Ongoing</p>	<p><u>City of Titusville</u></p> <p>The City of Titusville has indicated they will be hosting a 2021 summer program. A planning meeting is scheduled for</p>

	County to offer work readiness training and/or a Summer Jobs program.		<p>April to discuss program goals, logistics and CSB involvement.</p> <p><u>Cocoa Works - City of Cocoa</u> The City of Cocoa will be hosting Cocoa Works for the 2021 summer. Currently, applications are being accepted through May 7, with a goal of accepting 12 students. Students will work June 14 – July 16. The NextGen team will be conducting screening to determine if any students can be supported through scholarships.</p> <p><u>Summer Earn and Learn</u> CSB intends to sponsor 40 high school juniors and seniors for summer employment during this year’s county-wide program. The application window is currently open until May 7, with a focus on students on free or reduced lunch. The students will work June 21 to July 30 at locations throughout the county.</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 Activities and Continuous Improvement Brief</i>
	Develop and implement a consultative approach for customer intake in the career centers.	July 2021	No new updates.

Information Brief

Career Center Activities and Continuous Improvement

Background

CareerSource Brevard's contractor, C2 Global Professional Services (C2), regularly measures and evaluates activities occurring within the career centers to maximize services to both jobseeker and employer customers. Throughout the duration of the COVID-19 pandemic, C2 has considerably modified the delivery of services by virtualizing case management, workshops, site visits, employer services and more. Below is a snapshot of the various activities that have occurred within the career centers for the past quarter, January – March 2021.

Customer Engagement and Assistance with Employment-Related Services

- A total of 1,487 active job seeker customers (or 76.26%) received value-added services. CSB's database currently has 1,950 active job seekers.
- A total of 918 new customers entered the system. Demographics include;

428 claimants	80 individuals with disabilities
187 older workers	69 low income
80 veterans	66 offenders
- A total of 3,455 job referrals were issued (3,050 internal, 405 external).
- A total of 557 customers entered employment with an average wage of \$15.77 (including 79 veterans).
- A total of 116 virtual job seeker workshops were held, serving 850 customers. Key highlights include:
 - Orientation to CSB/Preparing for Interview Workshop with EDC – hosted in January 2021 in partnership with EDC for 15 CPT participants.
 - Ask the Recruiters Q&A Panel Series – These interactive sessions allow local area employers, hiring managers and staffing agencies from across all industries to provide information on their companies, available job openings and events, interviewing techniques, resume best practices and effective career strategies. A total of 148 individuals attended.

Reemployment Assistance

The Reemployment waiver has been extended to April 24, 2021. Staff throughout the county continue to actively engage with as many job seekers as possible by marketing services and job search assistance through email, community partners, social media, text, Employ Florida messaging system and virtual and in-person visits.

Customer Satisfaction Results

- A total of 601 customers completed CSB's customer satisfaction survey (581 English / 20 Spanish).
- An overall satisfaction rate of 98.87% was received based on those who indicated they either strongly or moderately agreed that their overall experience with CSB has been satisfactory (97.74% English / 100% Spanish).

- The top 3 services identified included Job Search, Applying for Reemployment Benefits/Filing Weekly Claim, and Appointment with Workforce Professional.

Career Services (Case Management)

- Adult Program (WIOA) – 25 of 25 files closed due to employment w/average wage of \$15.85. Twelve (12) participants secured employment in the Healthcare industry and 7 in Logistics/truck driving.
- Dislocated Worker Program (WIOA) – 10 of the 11 files were closed due to employment w/average wage of \$16.47.
- NextGen Young Adults (WIOA Youth) – 21 of 21 files were closed positively (employment, education, or entered military). Average wage for those closed due to employment was \$12.61. One customer obtained employment as an Environmental Engineer 1 with a wage of \$26.40. This engineer is a 23-year-old who graduated with a bachelor’s degree in engineering. Staff provided resume assistance, mock interview, and other job search support.
- Welfare Transition Program - 36 participants records were closed to entered employment w/average wage of \$12.77.

Access to funding for training

Due to the pandemic, we have experienced a decrease in the number of customers engaged in occupational skills training. This impact is not unique to the Brevard region. Historical data from Jan – March 2019 indicates there were 75 new participants who started a training activity (OJT, ITA, incumbent work training) compared to 32 and 30 same period in 2020 & 2021 respectively.

In April 2021, CSB is deploying a campaign to attract and engage workers that were negatively impacted by COVID-19. The goal is to encourage job seekers to increase technical skills needed to pursue new career opportunities and/or increase current skills/credentials. Customers are provided guidance on how to apply for scholarships to pay for short term training in Healthcare, Transportation, Manufacturing, Information Technology, and more. Career Counselors provide career assessment & exploration, work readiness training, individualized career services, and job placement.

Registered Apprenticeship Program

Staff hosted 2 interactive virtual Registered Apprenticeship Program (RAP) Information Sessions, connecting a total of 21 career-seekers to local RAP’s. Of the 21 attendees, 13 are actively working with CSB staff. Demographics of the attendees vary from young adults to 55+.

Community Partnerships

In March 2021, we met with the Sustainable Workplace Alliance (SWA) to discuss their “Operation Career Launch 2021” training. The training is federally funded by U.S Department of Labor and the National Institute of Environment Health & Science. It is a no-cost 3.5 weeks training for individuals 18 years and older. Classes we held at the Evens Center in Palm Bay, FL from March 22 – April 14, 2021. Participants were trained in a variety of areas to include, but not limited to, OSHA certification – 10 hour construction; OSHA Disaster Site Worker; HAZMAT Labeling and Shipping; First Aid/CPR/Bloodborne Pathogens; Opioid Awareness for workers; Sustainability and Green Construction; and Introduction to Environmental Justice. We partnered with SWA to help them recruit for this training, provide pre-employment training and assistance with job placement. A total of 7 of the 10 participants in cohort 1 came from CareerSource Brevard.

Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.

Strategies	Actions	Timeframes	Status
<p>Build and maintain community-based partnerships to expand CSB's awareness within the community and to reach new job seekers.</p>		<p>Ongoing</p>	<p><u>Community-Based Outreach</u> To date, we have received 77 referrals from partner agencies for this program year.</p> <p><i>See Crosswalk Portal Presentation</i></p> <p><u>Elevate Brevard - Wells Fargo Workforce Roundtable</u> Formerly known as the Community Leaders in Action steering committee, the "Elevate Brevard" project has been moving at a rapid pace in the community. Family Promise of Brevard has taken the lead on the project, with support from over 12 partners in the community. A faith-based partner, First Baptist Church of Cocoa, has joined the efforts and offered a community location where partners can begin hosting programs in the Cocoa community. Currently, Brevard Nursing Academy and Brevard Adult Education are hosting community classes in this space. Family Promise is seeking grant opportunities to bring on a consultant to focus their efforts on leading this charge.</p> <p><u>COVID-19 NDWG Funding</u> CSB was awarded \$875,000 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, Brevard Neighborhood Development Coalition, Macedonia Community Development, Brevard County Housing And Human Services Department, Habitat for Humanity of Brevard Inc. and the City of Palm Bay.</p>
<p>Broaden our footprint with special populations.</p>		<p>Ongoing</p>	<p><u>Latino Population – Hurricane Maria</u> CareerSource Brevard continues to promote the <i>Talleres de Bienvenida</i> to provide online resources for individuals, in Spanish, that teach that about working and living in the region. A small amount of training funding is available from the grant and can be utilized when specific training needs arise for eligible persons.</p> <p><u>Ex-Offenders</u> We continue to offer our RISE workshop both in-person and have added a virtual RISE workshop utilizing Microsoft Teams for our customers. We have two staff dedicated to the RISE program, a Customer Solutions Representative who conducts the RISE workshops, and a Job Developer who works to advocate for the hiring of ex-offenders to employers in our region. We look forward to continuing to find innovative ways to serve our ex-offender customers and continuing with RISE services. We have had 36 individuals</p>

Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.

			<p>participate in the RISE workshops since August when the grant ended.</p> <p><u>Mature Workers</u> Current performance through April 7:</p> <ul style="list-style-type: none"> • 75 have attended an Overview Workshop • 38 have been enrolled in coaching (of 80) • 18 have gained employment (of 40) <p>CSB has entered into its 7th program year offering the BTW50+ program. While no funding is being supported from the AARP Foundation national level, CSB has absorbed the program and costs into its operating budget to sustain the program moving forward. As such, CSB will only be measured on two goals this year – enrolled in coaching and gained employment. The year has already started off strong!</p> <p><u>ESOL Courses</u> Fall ESOL classes ended January 14 (pushed back due to COVID-19) and the Spring semester began on January 18. Classes continue to be offered virtually, however students enroll, and attend, based on their closest center so if classes resume in person they can attend. Staff have been provided with information and flyers to enroll participants online.</p> <p><u>Brevard Recovery Works</u> Below are the updated statistics through April 7:</p> <ul style="list-style-type: none"> • 120 individuals enrolled in grant • 68 have entered employment • 13 have entered training • 3 have obtained credentials. • Four participants are working in humanitarian jobs <ul style="list-style-type: none"> ○ One participant is close to completing program hours and will be offered a permanent position from the site ○ Another individual will be planning to start on April 12 (bringing total to 5 positions filled) ○ Two were hired permanently by their sites ○ One has moved on to find regular employment
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<p>Broaden our footprint with the virtual job seeker community.</p>		<p>Ongoing</p>	<p><u>SkillUp Brevard</u> In February 2021, ProveIt assessments were integrated into SkillUp Brevard as an added feature. Early data is showing that many who are entering the system to complete a ProveIt assessment take advantage of other courses as a personal choice. Below are current stats:</p> <p>From May – Sep 2020:</p> <ul style="list-style-type: none"> • 187 licenses issued • 478 courses completed <p>From October – March 2021:</p> <ul style="list-style-type: none"> • 534 licenses issued
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Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.

			<ul style="list-style-type: none"> • 1,195 courses completed • 411 ProveIt assessment completions <p>Cumulative Totals:</p> <ul style="list-style-type: none"> • 721 licenses issued • 1,673 courses completed <p>The top 3 customer selected career pathways include Business (Administrative/Management), Information Technology and Health Care.</p>
Expand outreach and awareness of CSB's services to job seekers.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Quarterly Multimedia Outreach Matrix</i>



Quarterly Multimedia Outreach (January – March 2021)

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

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

Please follow us!

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

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

<https://twitter.com/csbrevard>

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

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

- **Partner news shared:** Brevard County, Brevard Cities and Chambers of Commerce, Space Coast EDC, Central Florida African American Chamber of Commerce, Enterprise Florida, SBDC Florida, Brevard Achievement Center, Brevard 211, EDC, Brevard Public Schools, Brevard Adult Education, Florida College Access Network, Brevard Public Libraries, CareerSource Florida, Florida Makes, FL Dept of Education, Ready for Life Brevard, Central Florida Child Health Program Inc., and ongoing sharing of local, regional and state, business community and workforce industry partner news that support our mission.
- **Sharing CSB events, programs & services:** Daily Hot Jobs, Weekly jobseeker/partners calendar of events and resources email, Monthly business/partners/LEO’s calendar of events and resources email and Annual Report. Aerospace/Aviation and Healthcare sector strategy business consortiums, CNA training scholarships talent attraction, awareness of Brevard Recovery Works, RISE, and Registered Apprenticeships programs, ESOL classes, AARP 50+ career workshops, virtual workshops, recruiting events, and more.

Earned Multi—Media Coverage through Press & Partner Relations

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

- **Businesses sharing CSB events, programs and services:**
Digital, broadcast and print news coverage:
 - Brevard Business News— routinely publishes CSB’s business news
 - Florida Today – Includes CSB on articles related to employment and labor market information.
 - Others share hot jobs and events-- Spotlight Brevard, Space Coast Daily, The Beach radio & Beachland Community spotlight, Destination Brevard.
- **Social media coverage:** Florida Today, Senator Debbie Mayfield, Florida Makes, City of Cape Canaveral, City of Palm Bay, City of Melbourne, Palm Bay Area Chamber of Commerce, Destination Brevard, Brevard Public Libraries, FL Dept of Education, CareerSource Florida, Brevard Schools, Propeller Club, Women’s Center, Embraer, Manpower, Launch Credit Union, Perrone Properties and more.

Community Partner Outreach Events/Programs

Additional outreach efforts not detailed in this report or the committee goals matrix: *Ongoing collaboration to share CSB’s Partner/Employer/Job seeker news and events: strengthening community partner customer referrals to CSB.*

- CareerSource Florida and DEO shares CSB’s jobseeker success stories.
- The State of Florida (DEO) continues to issue COVID-19 Updates and includes CSB’s messaging about resources offered.



Quarterly Multimedia Outreach (January – March 2021)

<p>Paid Multimedia Promotions/ Tactics</p>	<p>Brand awareness to all CSB audiences: <i>Ongoing effort to communicate timely and relevant workforce programs and services to targeted audiences and be recognized as Brevard’s key resource for workforce development issues and trends.</i></p> <ul style="list-style-type: none"> • Brevard Business News (BBN): Ads informing businesses about CSB’s Brevard Recovery Works and the Aero-Flex pre apprenticeship programs. • Facebook/Instagram: CNA talent attraction ads, scholarships/career pathways in Healthcare. <p>Program collateral: Digital Annual Report, Aerospace and Advanced Manufacturing Workforce Strategies for Today and Tomorrow video Showcasing sector strategy efforts. https://youtu.be/sEt4jYd4Lj8 and Brevard Recovery Works program “pocket sized” brochures.</p>
<p>Website</p>	<p>Content development and enhancements: Ongoing updates: increase SEO through industry-relevant posts, fresh content (pages updates), refinements to highest performing keywords and messaging based upon analytics</p> <ul style="list-style-type: none"> • Dedicated COVID-19 information and resource page, https://careersourcebrevard.com/news/covid-19 • Dedicated Hot Jobs page, https://careersourcebrevard.com/career-services/hot-jobs-now • Web contact form enhancements (lead generation), event calendar enhancements https://careersourcebrevard.com/events • Aerospace & Aviation sector https://careersourcebrevard.com/trending-in-brevard/aviation-aerospace • Healthcare sector pages updates https://careersourcebrevard.com/career-services/explore-healthcare-careers
<p>State-Funded Multimedia Campaigns</p>	<p>Seventh annual CareerSource Florida co-op outreach program: State dollars provide CSB with funds to produce outreach campaigns. Meetings are set to launch two new campaigns. Updates will be reported at the next quarterly meeting.</p>

Objective 3: Maintain a data centered environment to measure the success of CareerSource Brevard's services.			
Strategies	Actions	Timeframes	Status
Measure and track CSB's Federal, State and Career Center Contract measures to monitor performance and ensure success.	Analyze and present at committee meeting	Ongoing	<p><i>See Third Quarter Contractor Performance PY20-21 Brief</i></p> <p><i>See Primary Indicators of Performance Brief</i></p> <p><i>See Continuous Improvement Performance Initiative Brief</i></p>
	Create and track an online customer feedback mechanism housed on the CSB website.	January 2021	<i>See Customer Feedback Mechanism Demo</i>



April 27, 2021

Information Brief

Third Quarter Performance PY 2020-2021

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 2020-21 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 20-21						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Customer Services						
Brand New Job Seekers with Extra Credit	1,650 per Qtr.	1,800 per Qtr.	Exceeded (1978.5)	Missed (1,164.3)	Missed (1185.8)	
Customer Engagement	75%	85%	Missed (67%)	Missed (72%)	Exceeded (76%)	
Entered Employment Rate/Positive Outcome						
Adults	90%	95%	Exceeded (100%)	Exceeded (100%)	Exceeded (100%)	
Dislocated Workers	90%	95%	Exceeded (100%)	Exceeded (95%)	Met (93%)	
Youth	90%	95%	Exceeded (100%)	Exceeded (100%)	Exceeded (100%)	
Welfare Transition*	33%	38%	Exceeded (65%)	Exceeded (56%)	N/A	
Wagner Peyser	37%	40%	Missed (22%)	Missed (28%)	Missed (32%)	
Short Term Veteran	38%	42%	Met (38%)	Met (39%)	Exceeded (42%)	

Average Wage at Placement						
Adult	\$17.01	\$17.73	Exceeded (\$19.42)	Exceeded (\$19.71)	Exceeded (\$18.50)	
Dislocated Worker	\$18.59	\$19.31	Exceeded (\$19.35)	Exceeded (\$23.07)	Exceeded (\$20.96)	
Youth	\$10.90	\$11.15	N/A	Exceeded (\$11.32)	Exceeded (\$11.69)	
Welfare Transition*	\$10.01	\$10.65	Exceeded (\$13.09)	Exceeded (83%)	N/A	
Wagner Peyser	\$11.44	\$12.15	Exceeded (\$15.71)	Exceeded (\$15.68)	Exceeded (\$15.78)	
Retention at 12 Months						
Adult	80%	85%	Met (81%)	Met (81.1%)	Met (81%)	
Dislocated Worker	80%	85%	Exceeded (95%)	Exceeded (97.1%)	Exceeded (93%)	
Youth	72%	75%	Exceeded (75%)	Exceeded (73.3%)	Met (74%)	
Measurable Skills Gain						
Adult	55%	60%	N/A	Exceeded (64%)	Exceeded (62%)	
Dislocated Worker	55%	60%	N/A	Exceeded (60%)	Met (57%)	
Youth	55%	60%	Exceeded (63%)	Missed (48%)	Exceeded (60%)	
Quality of Referrals						
Referral to Placement Ratio by Job Seeker	45%	50%	Missed (42%)	Missed (43%)	Missed (43%)	
Training Services						
PFM Career Training Services	53%	58%	Exceeded (76%)	Missed (49%)	Missed (52%)	
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 14 out of the 18 (Q1) and 17 out of 21 (Q2 and Q3) and 18 out of 22 (Q4) Performance Measures established in Attachment F	Yes – Met Minimum on 15 of 18	No – Met Minimum on 15 out of 21	Yes – Met Minimum on 17 of 21	
Element B				
Met the accelerated percentages set on 9 out of the 19 Performance Measures (Q1), 10 out of 21 (Q2 & Q3) and 11 out of 22 (Q4) established in Attachment F	Yes – Met Accelerated on 13 of 18	Yes – Met Accelerated on 13 of 21	Yes – Met Accelerated on 12 of 21	
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	Measured Annually			

Performance Measure Revisions for PY 20-21

In the wake of COVID-19, the measures for the first quarter of PY 20-21 were kept the same pending better knowledge of the path the services would need to take post lock-down. In September, board staff reviewed and modified the measures for PY 20-21 to ensure the best possible avenue for continuous improvement while making sure we are tracking all necessary measures and continuing to stay on track to meet our federal and state goals. While much is still unknown about the impact of the pandemic, staff have defined measures and negotiated performance expectations based on the best data available.

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

New Customers measure was missed. The number of jobseekers using our services remained below the established performance expectation. This same quarter last year, COVID-19 changed our world and we experienced 4,423 new customers (3,214 of them were in the last two weeks of March 2020).

Wagner Peyser Entered Employment Rate and Referral to Placement were both missed. This is directly related to the number of customers moving into employment. While businesses are beginning to open back up to full capacity, the pandemic unemployment benefits will not expire until April 10, 2021. If there are no further extensions, we should begin to see an increase in jobseekers and placements over the next quarter.

The number of universal customers getting jobs remains a little more than 30% (down from 50% last quarter) below last year numbers. Last year 2,714 had found jobs while this year the number was 1,851. The denominator for 20-21 of 5,852 is about 747 (down from 1,500 last quarter) less than the same time period last year (6,599).

PFM Career Training Services was missed as well. This measure is tied to school and training program type activities that have been slowed during the conversion and adjustment periods related to a changing virtual environment. Staff have been working diligently to move customers from assessment into appropriate training activities. Performance is improving and is up 3% over last quarter. The measure was missed by 1.1% or about 4 people.

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

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 and not being eligible for the incentive dollars. New contractor measures have been designed to closely match most of the federal measures maintaining the focus on performance in these areas.

Below is the most recent report that shows past performance along with our actual performance through the 2nd quarter of PY 2020-21. Also shown are our goals for PY 2020-21. The goals for Credential Attainment Dislocated Worker and Youth were missed for the 2nd quarter. Staff have analyzed the cases that had a negative impact on the results and determined that they were customers who had completed Soft Skills Training. Even though they successfully completed that training and received a certificate it did not meet the federal definition of a recognized credential for the purposes of this measure. Through case file review staff identified customers who had completed other WIOA training activities in addition to the Soft Skills Training. Those credentials have been entered and all data indicates that these measures will be met for the 3rd quarter. We have also instituted data validation reports to ensure that all credentials are captured and recorded in the future.

All other performance goals were met or exceeded for the 2nd quarter.

July 2020-December 2020 Performance

Primary Performance Indicator (PPI)	Performance 2017-2018	Performance 2018-2019	Performance 2019-2020	PY 20-21 2 nd Quarter Performance	PY20-21 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	92.6%	95.0%	89.1%	91.1%	86.5%
Employment Retention Rate (4 th Qtr. after Exit)	89.3%	92.6%	87.0%	87.3%	85.0%
Median Earnings (2 nd Qtr. after Exit)	\$7,496	\$8,017	\$8,097	\$8,414	\$7,500
Credential Attainment Rate	N/A	89.1%	78.7%	78.6%	72.0%
Measurable Skills Gain	N/A	N/A	N/A	66.5%	47.0%
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	85.7%	84.9%	91.8%	93.9%	86.0%
Employment Retention Rate(4 th Qtr. after Exit)	88.2%	87.5%	88.7%	90.2%	82.0%
Median Earnings (2 nd Qtr. after Exit)	\$6,432	\$8,229	\$10,174	\$12,170	\$7,200
Credential Attainment Rate	N/A	81.00%	61.1%	56.8%	70.0%
Measurable Skills Gain	N/A	N/A	N/A	52.9%	47.0%

Primary Performance Indicator (PPI)	Performance 2017-2018	Performance 2018-2019	Performance 2019-2020	PY 20-21 2nd Quarter Performance	PY20-21 Performance Goals
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	79.2%	83.5%	80.2%	82.1%	79.0%
Employment Retention Rate (4 th Qtr. after Exit)	78.3	82.2%	85.6%	78.8%	75.0%
Median Wage 2nd Quarter After Exit	N/A	N/A	N/A	\$3,639	\$3,200
Credential Attainment Rate	N/A	72.5%	70.3%	67.0%	76.5%
Measurable Skills Gain	N/A	N/A	N/A	62.0%	45.5%
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	69.1%	63.8%	68.8%	66.3%	65.0%
Employment Retention Rate(4 th Qtr. after Exit)	70.7%	64.8%	65.4%	67.5%	64.2%
Median Earnings (2 nd Qtr. after Exit)	\$5,165	\$5,619	\$5,459	\$5,319	\$5,000
Not Met (less than 90% of negotiated)	Met (90-100% of negotiated)		Exceeded (greater than 100% of negotiated)		

Four measures have been added for PY 20-21 and forward: Measurable Skills Gain for Adult, DW and Youth and a Wage Measure for Youth.

Information Brief

Continuous Improvement Performance Initiative (CIPI)

Background

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

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

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

July 2020-June 2021 Performance

Entered Employment Rate 1 st Quarter after Exit				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	71.93%	70.52%	N/A	N/A
Actual	N/A	N/A	N/A	N/A
Results	N/A	N/A	N/A	N/A
Participant Training Rate				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	45.08%	47.61%	51.75%	48.89%
Actual	49.46%	47.26%	48.58%	N/A
Results	Met	Not Met	Not Met	N/A
Business Penetration				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	738.1	660	790.9	954.8
Actual	1,139.40	1,352.40	793.50	N/A
Results	MET	MET	Met	N/A

To date CareerSource Brevard has received \$9,908 for Quarter 2 of the 20-21 Program Year and \$29,734 total for the year.

Final report for PY 19-20 follows:

July 2019-June 2020 Performance

Entered Employment Rate 1st Quarter after Exit				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	75.5%	71.19%	71.92%	69.22%
Actual	76.4%	74.98%	66.35%	66.66%
Results	MET	MET	Not Met	Not Met
Participant Training Rate				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	41.31%	41.43%	45.48%	45.05%
Actual	50.04%	53.24%	59.01%	49.95%
Results	MET	MET	MET	<i>MET</i>
Business Penetration				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	763.4	585.1	1085.7	807.4
Actual	1018.4	879.6	1052.3	1185.5
Results	MET	MET	NOT MET	<i>MET</i>

CareerSource Brevard received a total of \$88,60 in Incentive funds for the PY 19-20 Program Year.

Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs.			
Strategies	Actions	Timeframes	Status
Track & improve Business engagement Activities		Ongoing	<p><u>Business Metrics</u> From July 1 through March 31: Unique Businesses Served – 2,469 Total Number of Services Provided to Businesses – 29,904</p> <p><i>See Q3-2021 Job Fair and Recruiting Events Presentation</i></p> <p><u>Aero-Flex Pre-Apprenticeship Program</u> Both the FloridaMakes and CSF grants ended on 3/31/21. Final reports of performance are being prepared and current performance is as follows:</p> <ul style="list-style-type: none"> • Enrolled 19 in training; 16 have completed training; 7 employed. • Metric was 12 trained and 12 employed. <p>CSB plans to continue to provide the Aero-Flex training to jobseekers as we continue to engage industry champions and create employment opportunities. We currently have access (at no cost) to 40 additional Aero-Flex training licenses from ToolingU. CSB has executed a subrecipient agreement with our CA workforce partners under a H1B funded grant from USDOL. Follow-on meetings continue with FloridaMakes and SCCAP as we work to define how credit for prior learning from Aero-Flex can be provided to these RAs. ToolingU has facilitated mapping the competencies of the Aero-Flex training to each RA.</p>
Expand outreach and awareness of CSB's services to businesses.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Quarterly Multimedia Outreach Matrix</i>

Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Recruiting Events

12 Onsite Events

- LF Staffing, AUE, WIS International, Bass Pro Shop, Harbor Freight, Saalex
- Appointment Only
- 104 Job Seekers attended, 6 Veterans
- 21 job offers as positive results of events



RECRUITING EVENT



Meet the hiring managers and interview on-the-spot!

Hiring:

Aero Flex Pre-Apprenticeship Virtual Job Fair

- Held on March 17th
- Premier Virtual Platform
- 4 employers participated
- 6 job seekers attended

Saalex Solutions, Inc. Virtual Recruiting Event

- Hosted on March 24th
- 1st Virtual Recruiting Event
- 4 job seekers attended
- 1 hire reported day after event



Presentations & Panels

Offering businesses and career seekers quality workforce services

Employer Panels

- Held on January 21st, February 18th, March 18th
- Hosted on Microsoft Teams platform, open to all job seekers
- 16 local employers participated
- 148 attendees
- Topics included available job openings, effective job strategies amidst COVID-19, resume & interviewing best practices, social media/networking, professional branding

VIRTUAL CAREER WORKSHOP



Ask the Recruiters Q&A Panel Discussion

Registered Apprenticeship Program Information Session

- Hosted on March 10th and March 24th via Premier Virtual
- 4 Employers/Apprenticeship Programs participated
- 30 interested job seekers logged on to events
- Attendees learned what registered apprenticeship program are, how to link with key resources and be connected to Brevard's registered apprenticeship programs.



Presentations & Panels

Offering businesses and career seekers quality workforce services

Aerospace Workforce Development Strategy Summit

- Held on February 4th
- Facilitated by Judy Blanchard, VP of Industry Relations
- Topics included "Building Florida's Future" from Space Florida, Certified Manufacturing Associate's Training Program from ToolingU SME, The "Get There Initiative" from the Florida Department of Education, The "Targeted Industry Task Force" from CareerSource Florida, Brevard-focused industry-related career pathways
- 122 registered for Microsoft Teams event

Business Learning Event- Rules of Engagement

- Hosted by Carmen Hilbert (Mims), Business & Workforce Development Director for CareerSource Florida
- Event hosted on March 4th via Microsoft Teams
- 19 attendees, 12 local businesses
- Businesses rely on a strong, skilled team of employees to be successful
- Session explained how to utilize CareerSource Florida's Grant Training Programs to assist with new and expanding businesses or enhance employee skills



Upcoming Events

- **Brevard Workforce Healthcare Consortium (April 14th)**
- **CSB Annual Job Fair (June 10th)**

Presented by: **Carmen Hilbert (Mims), Business & Workforce Development Director for CareerSource Florida**

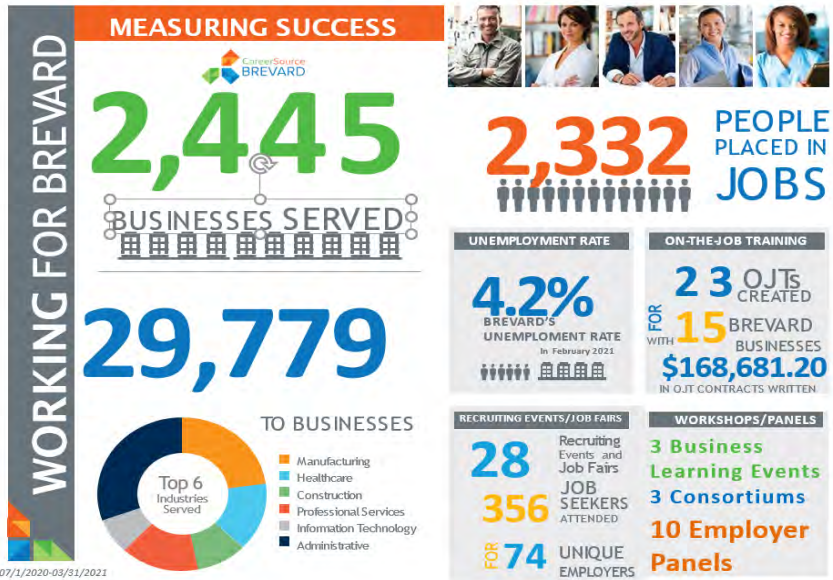
Business Learning Events

RULES OF ENGAGEMENT: A Day in Training & Jobbing from True

Register NOW for this NO COST workshop!

Fact Sheet

Business Services Provided July 1st, 2020 – March 31st, 2021



CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

PY 2020-2021	JULY	OCT	JAN	APR
Beal, Shawn	P	P	P	
Benjamin, Lorri	new	P	P	
Brockwell-Carey, Lynn	P	P	P	
Gaedcke, Marcia	P	A	P	
Gramolini, Robert	P	P	P	
Heller, Nancy	P	A	P	
Jackson, Juanita	A	P	past	
Jaskiewicz, Brian	P	P	A	
Jones, Leslie		new	P	
Koursaris, Laura	P	P	A	
Mack, Travis	A	P	P	
Pobst, Theodore	new	P	P	
Reed, Pamela			new	
Sugarman, Jennifer	P	P	P	