



Career Center Committee Meeting

January 23, 2024

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) +1 561-486-1414,,760610715#

Attendees:

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

Agenda

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Roll Call	Marina Stone	
Public Comment	Pamela Reed	
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Action Items		
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Reports		
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Discussion/Information Items		
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Q2 Business Engagement Presentation (Objectives 1 and 4)	Thomas LaFlore	17 - 20
▪ Business Use of CareerSource Brevard (CSB) Business Services Brief	Erma Shaver	21 - 24
Q2 Multimedia Outreach Presentation (Objectives 2 and 4)	Denise Biondi	25 – 30
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Adjourn	Pamela Reed	

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

Upcoming Meetings

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



Hope Florida – A Pathway to Prosperity

Career Center Committee

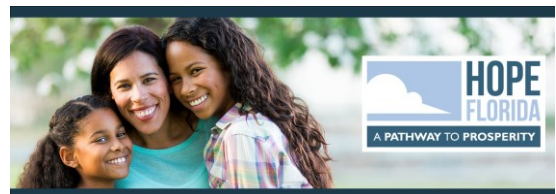
January 23, 2024

Caroline Joseph-Paul, Senior Managing Director



Hope Florida Initiative

- Spearheaded by First Lady Casey DeSantis and implemented by the Florida Department of Children & Family (DCF).
- Goal – Create a pathway for Floridians to accomplish the American Dream.
- Opportunity for community agencies to come together to be a part of solution by leveraging & maximizing resources for Floridians in need.



Hope Florida - Community Collaboration

It is a multi-agency effort that serves as a connection point for community collaboration between:

- a. Public and private sector,
- b. Faith-based communities,
- c. Nonprofits & government entities and soon
- d. Employers

Hope Florida Navigators guide Floridians on an individualized path to prosperity, economic self-sufficiency, and hope.



Who Benefits from a Pathway to Prosperity?

Who Benefits?

Individuals who may be facing challenges, including:

- a. Children aging out of foster care,
- b. Parents and families who need assistance,
- c. Pregnant mothers contending with substance use disorder
- d. Individuals on public benefits.

Services Offered by Hope Navigators

Helping individuals:

- a. Identify their immediate goals & barriers to prosperity.
- b. Make referrals to local, community-based partners.
- c. Provide one-on-one support to develop a plan to achieve economic self sufficiency.



Pathway to Prosperity – Referral to Workforce

- Workforce boards recently received funding to provide career services to economically disadvantaged adults referred. CSB notified in Oct. 2023.
- The Hope Navigators refer customers to CareerSource Brevard via our Crosswalk Agency Referral portal.
- Since April 2022, CSB has received 64 referrals (5 referrals from October – January 12, 2024) *
Grant participants will be tracked in Employ Florida.
- Career Advisors meet with those referred to:
 - Assess skills/work history & barriers to employment;
 - Discuss career/employment goals;
 - Develop an employment plan;
 - Provide access & scholarships to participate in skills-based training resulting in certificates and credentials; and
 - Refer participants to local employers for job/career placement.



Thank you!

Caroline Joseph-Paul, Managing Director





Show Me the Money
Excelling Grants With Increased Funding
 Career Center Committee

January 23, 2023



AARP FOUNDATION BACK TO WORK 50+ PROGRAM

Funding Source: AARP Foundation
Award: \$60,000
Increased Award By: \$60,000
Duration: January 2023 - December 2023
Awarded Again: January 2024 - December 2024
Target: BACK TO WORK 50+ Participants & Employer Outreach

Purpose: To support the BTW50+ program, marketing, and operations.
 We are proud to announce that CareerSource Brevard will continue to offer the BACK TO WORK 50+ program in partnership with the AARP Foundation for the 2024 program year. This program has been a success for 7 years, helping older workers find employment opportunities and skills training. Our dedication and performance have earned us the recognition and trust of the AARP Foundation, which has selected us as one of the 6 partners out of 16 to carry on this valuable service.

2024 Expected Performance			
Metric	Grant Goal 2024	Grant Goal 2023	CSB Actual 2023
Enrolled in Coaching	91	77	74
Reported Employment	28	35	47
Average Wage	\$14	\$14	\$18

Award Date	Award Amount
2023	\$60,000
2024	\$60,000
Total Award Amount	\$120,000



NON-CUSTODIAL PARENT EMPLOYMENT PROGRAM

Funding Source: State of Florida

Award: \$1,349,860.54

Increased Award By: \$250,000

Duration: January 2023 – June 2023

Extension: From June 2023 to June 2024

Target: Unemployed or underemployed Non-custodial parents who are and having difficulty meeting child support obligations.

Purpose: To support the target population with obtaining and retaining self-sufficient employment and establish a successful pattern of paying child support obligations by providing core services and enhanced/direct participant support.

Expected Performance		
Metric	Grant Goal	CSB Actual
Total enrolled	120	94
Be placed in a new position OR upgrade existing position	56	28
Pay child support for 3 out of 6 months after job placement or upgrade	48	6
Award Date	Award Amount	
01/2023	674,930.27	
09/2023	337,465.14	
10/2023	337,465.14	
12/2023	250,000	
Total Award To-Date	\$1,599,861	



HURRICANE IAN GRANT

Funding Source: US Department of Labor

Funding Requested: \$3,850,000

Increased Award By: \$2,548,150

Duration: September 2022 – September 2024

Target: Current partners include Multiple Departments of Brevard County, City of Cocoa Beach, City of Palm Bay Division of Public Works, Cape Canaveral Seashore National Park, U.S. Fish and Wildlife.

Purpose: To provide temporary jobs to assist with humanitarian aid, clean-up, and restoration activities to the counties affected by Hurricane Ian.

Expected Performance		
Metric	Grant Goal	CSB Actual
Planned Temporary Disaster Relief Employment	195	76
Planned Training Services	75	2
Employed at Closure	125	23
Award Date	Award Amount	
01/2023	\$1,800,000	
05/2023	\$366,000	
07/2023	\$800,000	
08/2023	\$700,000	
09/2023	\$232,150	
10/2023	\$2,500,000	
Total Award To-Date	\$6,398,150	



Q & A

Thank you!

Jim Watson
Vice President of Operations



CareerSource Brevard

Career Center Committee

October 24, 2023

Minutes

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

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

Members Absent: Shawn Beal, Lorri Benjamin, Jimmy Lane, Tory Lovelace, Ricardo Romeau

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

C2 Staff in Attendance: Caroline Joseph-Paul, John Bonsignore, Ahmanee Collins-Bandoo, Linda Hadley, Melissa Janssen, Bob Knippel, Jessica Mitchell, Ramsey Oliverez, Sally Patterson, Kory Sillerud, and Kristine Wolff of CareerSource Brevard (CSB) Career Centers.

Guests in Attendance: There were no guests in attendance.

Call to Order:

Pamela Reed, Chair called the meeting to order at 8:32 am at CareerSource Brevard (CSB). Marci Murphy congratulated Pamela Reed as the new Chair of this committee and also a member of the Executive Committee. Ms. Murphy also congratulated Brian Jaskiewicz on his impending retirement; this will be his last meeting. Ricardo Romeu from Alluvionic, Inc., although absent, is a new member of this committee.

Public Comment:

There was no public comment.

Spotlight Presentations:

Veterans Performance Incentive Awards Program Presentation

A presentation on the Veteran Performance Incentive Award Program which outlined outreach, job fairs and recruiting events, justice involved programs, the Hire Veterans Medallion Program, community involvement, honorable mentions and success stories was shared. Brian Jaskiewicz shared a testament of Wilfredo Quiles excellent customer service.

Action Items:

Approval of Career Center Committee Minutes of July 25, 2023

Motion to approve the Minutes from the July 25, 2023, meeting was made by Robert Gramolini. Karen Locke seconded the motion. The motion passed unanimously.

Guidelines for Formula Funding Usage PY 23-24

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 recommends 20% Work-based Training (OJT)s, Work Experience, Employed Worker, and 80% Individual Training Accounts (ITA's) for the Training Mix PY 2023-24: Staff also recommends the Job Seeker Customer Mix for 2023-24 of 40% on unemployed workers, 30% on the underemployed and 30% on employed worker training. Motion to approve staff recommendation guidelines for PY 2023-24 and to move this item to the CSB Board of Director's consent agenda was made by Brian Jaskiewicz. Robert Gramolini seconded the motion. The motion passed unanimously.

President's Report

Marci Murphy shared an update on the consolidation efforts, a checklist was provided by Ernst & Young that CSB Senior Staff is working on, the list is quite extensive. The State requested CSB to assume responsibility as the fiscal agent for CareerSource Flagler Volusia. CSB meets bi-weekly with Ernst & Young and CareerSource Florida to report progress, address inquiries, and help eliminate any obstacles. The Florida Workforce Summit was held in September and an informal meet and greet was hosted by Brevard and Flagler/Volusia to bring together both organizations. Labor Market Information was shared from September and unemployment rates in Brevard were 3.2%, Florida was 2.8%. The United States unemployment rate remains at 3.8% for September which is unchanged.

Discussion/Information Items:

Q1 Career Center Efforts Presentation

During the first quarter of PY23-24, C2 GPS shared a presentation on enrollment, employment and program highlights, metrics, hiring events, job seeker workshops, community partner engagement, and customer satisfaction feedback results. Star ratings are currently being used.

Business Engagement Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events. A fact sheet was shared for the first Quarter of PY 2023-2024.

Q1 Multimedia Outreach Presentation

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

Q1 Performance Reporting Presentation

A visual presentation of data was shared about performance measures including Quarter 1 entered employment rate, average hourly wage, retention rate, credential attainment rate and measurable skills gains.

Q1 Contractor Performance PY 2023-2024

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 did not meet the required number of measures to be eligible to earn dollars for Element A; however, they were successful in exceeding the performance criteria to be paid on Element B.

Primary Indicators of Performance

Common Measures are required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY22-23 goals. All performance goals were met or exceeded for the fourth quarter except the Youth Credential Attainment Rate which was missed by 10.4%.

PY 23-24 Career Center Standards Results

The Career Center Standards is a review instrument adopted by the Board to assess our One-Stop operator for compliance of WIOA established criteria. The overall rating for PY 23-24 was 99.6%, which shows a strong commitment to provide all-inclusive and consistent services to all three centers.

Letter Grade Performance Measurements

The letter grade scoresheet was shared for the fourth quarter of PY 2022-2023 with a grade of B+ and score of 88.5%.

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, Pamela Reed, Chair adjourned the meeting at 9:51 am.

Respectfully submitted,

Reviewed by,

{signature on file}
Marina Stone

10/31/23
Date

{signature on file}
Pamela Reed, Chair

10/31/23
Date



Career Center Efforts

Career Center Committee

January 23, 2024

Caroline Joseph-Paul, Senior Managing Director



Q2 - Impact at-a-Glance (Universal Job Seeker Services)



2,627 registered job seekers including 45.8% (1204) newly registered individuals (3246/42,8% or 1389 respectively for Q1)



2,497 unique customers served (2,904 Q1)



4,468 total visits (5,217 Q1)



32,608 total services job seekers received (38,236 Q1)

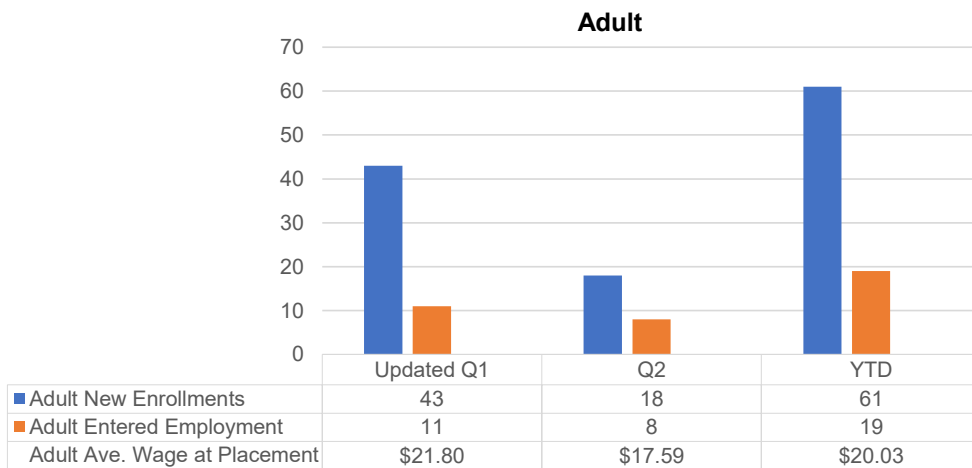


645 entered employment w/recorded average wage **\$14.14**

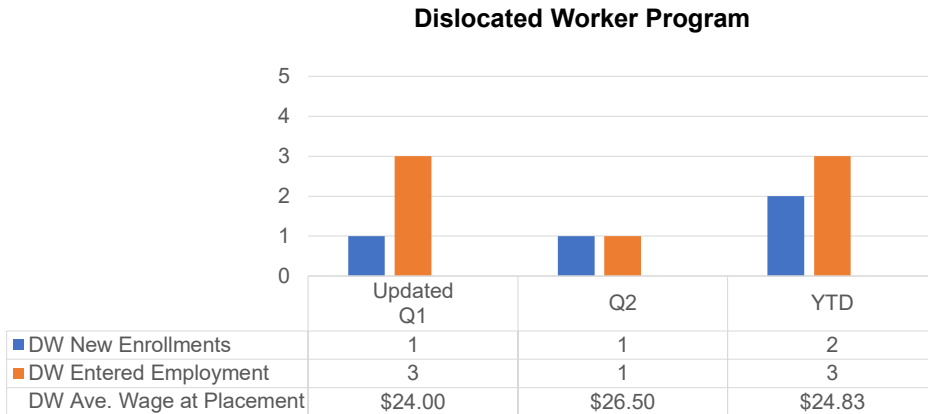
Q2 – Staff Focus/Actions at-a-Glance

- Outreach & connect job seekers to the various job fairs and recruiting events.
- Provide job search assistance, guidance, & support to job seekers.
- Operationalize new grant – Hope Florida – A Pathway to Prosperity project.
- Engage & recruit job seekers for various on-going grant funded projects including but not limited to:
 - Certified Nursing Assistant training (partnership with Dwyer Workforce Development)
 - Non-Custodial Parent Employment program
 - NDWG Hurricane Grant (temporary job placement)
 - NextGen Young Adult program
- Follow up with participants enrolled in various funded programs.
- Document & celebrate customer progress & success.

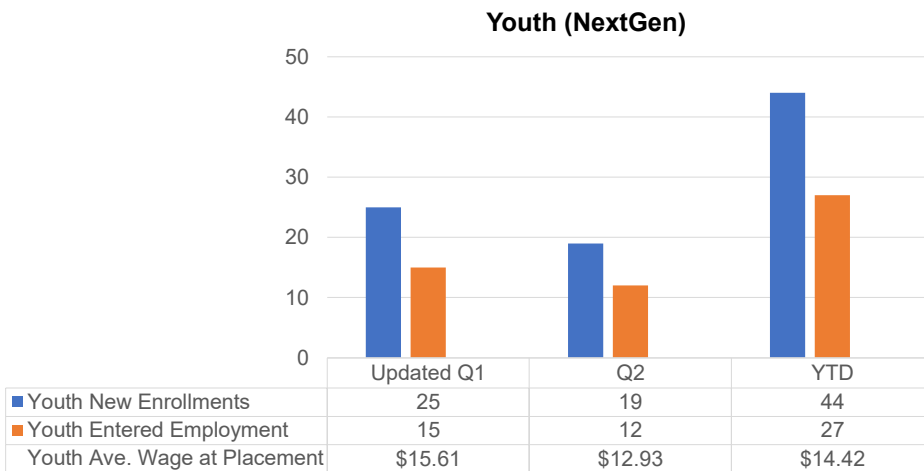
Q2 - Workforce Innovation & Opportunity Act WIOA Adult Metrics



Q2 - Workforce Innovation & Opportunity Act WIOA Dislocated Worker Program Metrics



Q2 - Workforce Innovation & Opportunity Act WIOA Youth Program (NextGen) Metrics



Q2 – Connecting & Engaging Young Adults (NextGen) Outreach Activities

Hosted orientations/workshops at the following locations:

- Brevard Prevention
- Ways for Life
- West Shore High School
- Brevard Adult Ed – Cocoa
- Family Promise (Firehouse)
- Eau Gallie High School
- Viera High School
- Westshore Jr/Sr High School



Q2 –AARP BACK TO WORK 50+ Activities

128 jobseekers served through various workshops including 2 AARP BACK TO WORK 50+ Coaching Overview & 3 Core workshop series geared specifically to 50 years and older job seekers.

Outreach & other events:

- 10/17/2023 – Hosted AARP BACK TO WORK 50+ Job & Resource Fair – 113 job seekers attended.
- 11/2/2023 – Hosted virtual Employer Roundtable & Business Learning event – 20 attended.
- 11/3/2023 – Participated in Senior Job & Volunteer Fair @ One Senior Place
- 11/15/2023 – Participated in Mega Senior Expo & Job Fair @ the Melbourne Auditorium



Q2 - Job Seeker Workshops

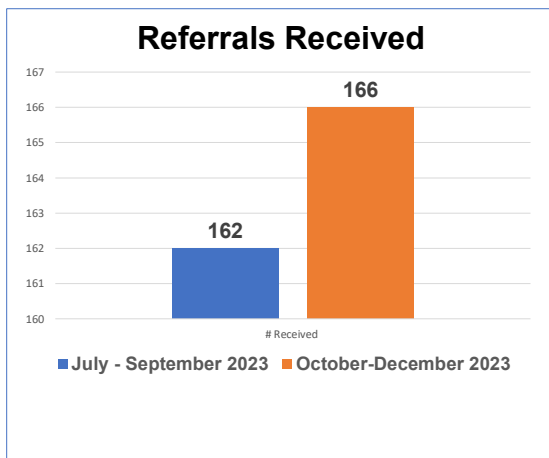
1,016 jobseekers served through various workshops.

Including:

- **272** Brevard County Adult & Community Education students via zoom (Employability skills development workshops)
- **26** Jobseekers attended “Ask the Recruiters Q & A Panel Discussions. (Plus, an additional 27 attendees that included employers)



Q2 - Community Partner Engagement Crosswalk Agency Referral



Top 3 Referring Agencies:

- 18th Judicial Circuit Court (108)
- FL. Dept. of Revenue Child Support (22)
- WAYS for Life (7)
- Brevard CARES (6)
- Brevard County Libraries (5)

Other Activities in December 2023:

- In partnership with the Brevard Homeless Coalitions, 3 Crosswalk training sessions were hosted at CareerSource Brevard for local community partners.

Q2 – What Are Customers Saying? Customer Satisfaction Survey Results

SURVEYS COMPLETED = 354

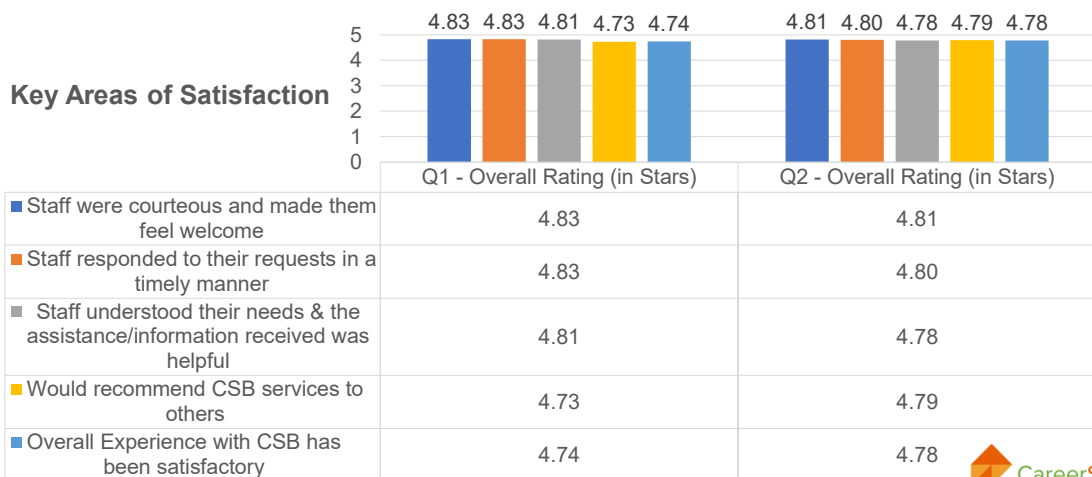
- **99.72% (354)** of the respondents visited the centers
- **How did they hear about CareerSource Brevard?**
 - 40.11% (142) Walk-ins
 - 15.54% (55) CSB's website
 - 14.41% (51) Family/Friends

Top 3 Services received during visit:

1. Job Search assistance/Job Screening & Referral (33.90%)
2. Job Readiness such as orientation, Workshops etc. (25.71%)
3. Applying for Reemployment Benefits/Filing Weekly Claim (20.62%)



Q2 – Customer Satisfaction Survey Results



Q2 - Customer Satisfaction Survey Sample Responses

Dave is a terrific instructor. His workshops are very informative, and his delivery is excellent

James and Richard very very professional and kind help me with my application process really happy with the results

This service is a great resource for all career levels. Michael, my career coach is extremely knowledgeable and helpful. Will most definitely recommend.

Excellent staff. Sincere, Knowledgeable, and Professional.

They have been extremely helpful. I have been impressed with the eagerness to help me get employed again.



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, Security Services, Nonprofit Employment Org., Staffing Agency, Retail & Restaurants represented
- Appointments & Walk-Ins
- 265 Jobseekers attended (87 from Culver's) 14 Veterans



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Job Fairs - 4 Events

Manufacturing Tech Bootcamp Open House & Job Fair

- Partnered with BPS Adult & Community Education, EDC and EFSC
- 19 Employers & Partners participated
- 77 jobseekers / 10 Veterans
- Open House tour for employers & industry partners to hear about the Manufacturing Tech Bootcamp training, which augments the CPT program, giving students credit hours towards a bachelor's degree in engineering technology.



Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Job Fairs - Partnering Events

One Senior Place Senior Job & Volunteer Fair

- Held on-site at One Senior Place on Nov 3rd
- Hosted over 20 employers & community organizations



Kaiser Job Fair on Dec 5th

- Held on-site at Kaiser University
- 19 employers
- 42 jobseekers



Business Learning Events

Collaboration of Brevard Businesses

- **Semi-conductors, Nano Technology, and Manufacturing Supply Chain Registered Apprenticeship Accelerator, hosted at Canaveral Port Authority on October 11th**
- **Employer Roundtable & Business Learning Event, hosted virtually on November 2nd**
- **Proactive Solutions for Talent Retention, hosted virtually on December 12th**



Fact Sheet

Business Services Provided July 1st, 2023 through December 31th, 2023





January 23, 2024

Discussion Brief

Business Use of CareerSource Brevard (CSB) Business Services

Background

The CSB Strategic Plan contains the following goal regarding business use of services.

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	Offer the highest quality of services to Businesses to meet their workforce needs.
Strategies	Track & Improve Business Engagement Activities

Staff will bring this data for review on an annual basis to be used as a piece of the total analysis about the business use of CareerSource Brevard. Ultimately, the desire is to be cognizant of the usage trends of business services. The data contained in the attached tables shows the number of unique businesses who received a service and the number of services those businesses used.

Count of Employers That Received a Service

This chart measures the number of individual businesses or employers that CSB serves. This shows the number of employers who received services from CSB. Services include but are not limited to job orders, reduction in force services, salary information, labor market information, employed worker training, On-the-Job Training, job fairs, interview space resources, applicant pre-screening, etc.

EMPLOYERS THAT RECEIVED A SERVICE			
Industry	<u>PY 21-22</u>	<u>PY 22-23</u>	<u>% Change from PY 20-21</u>
Total All Industries	2,404	1,947	-19.01%
Construction	617	449	-27.23%
Health Care	612	608	-0.65%
General	1,170	885	-24.4%
Aerospace	82	79	-3.66%

For PY 2022-23, there was an overall 19.01% decrease in the number of businesses served across all industries. Within the individual communities Construction had the largest decrease from the previous year (27.23% decrease) while Healthcare had the lowest (0.65% decrease). Aerospace had a 3.66% decrease and General a 3.66% decrease.

Count of All Services Received

The following chart measures and tracks the number of CSB services that a business uses. The services are broken into job orders and all other services (reduction in force services, salary information, labor market information, employed worker training, On-

the-Job Training, job fairs, interview space resources, applicant pre-screening, etc.). A business can use these services as much as needed and each use counts as a unit of service. The table also presents the data by industry areas that correspond to the “communities” that CSB uses to provide services to all customers. The 2022-23 Program Year results are as follows:

PY 22-23 ALL SERVICES RECEIVED				
Industry	Job Orders	All Other Services	Total	% Change from PY 21-22
Total All Industries	10,733	35,282	46,015	-12.21%
Construction	3,065	9,840	12,905	-13.28%
Health Care	3,629	10,908	14,537	+5.2%
General	4,020	14,520	18,540	-21.75%
Aerospace	2,256	3,609	5,865	+36.75 %

The number of services being provided to current business customers (total all industries) decreased overall by 12.21% compared to the previous year. Within the individual communities, Construction, Health Care, General and Aerospace saw changes of -13.28%, +5.2%, -21.75% and +36.75%, respectively.

Analysis

The decrease in the number of businesses served is a direct reflection of a change in strategy necessary to meet Letter Grade Performance. Many employers have closed their businesses post pandemic and as those businesses are identified they are deactivated in Employ Florida.

While the number of overall services decreased from 41,815 in PY 21-22 to 35,282 in PY 22-23, the number of job orders actually increased from 10,598 to 10,733. This is evidence of businesses relying on CSB to help fill vacancies and the continued focus to provide high quality services to Brevard businesses. With the implementation of the Letter Grades, CSB has been intentional in providing meaningful services to the business community.

Work-based training continues to be down during PY 22-23. One reason was the low unemployment; OJT’s are reserved for new hires unless we are doing an upgrade OJT (which is rare). The very low unemployment rate limits the ability to train new employees.

PY **22-23** also had limited OJT training dollars in formula funds because of the increased number of Individual Training Accounts (ITA’s) that were funded. IWT’s are up indicating that employers are making every effort to retain and upskill the workers they currently have and additional funding via the FAWA grant will allow us to offer more training opportunities in PY **23-24**.

Discussion

CSB is interested in hearing from Board and Committee members on the following questions:

- In your business, what services do we offer now that you would find most helpful? (Please see Attached List of Services)
- Are there any other services you would like to see us offer that could help your business?

Code	Service Description
E01	On-Site Visit
E02	Provided Job Fair Services
E03	Provided Job Order Follow-up
E04	Provided Mass Recruitment Services
E05	Provided Detailed Labor Market Study
E06	Provided Candidate Pre-Screening
E07	Promotional Call
E08	Reviewed resumes and referred eligible individuals
E09	Delivered Applications/Resumes
E10	Veteran Services
E11	Information package Provided
E12	On-Site Workshop - Recruitment
E13	On-Site Workshop - Retention
E14	Provided MSFW Information
E15	Provided Federal Bonding Information
E16	Provided Alien Labor Certification Information
E17	Agricultural Housing Inspection
E18	Provided Workforce Development Training Information
E19	Provided Tax Credit/WOTC Information
E20	Provided EEO/Affirmative Action Information
E21	Provided information not Otherwise Classified
E22	Provided Other Training Service Not Otherwise Classified
E23	Applicant Background Check
E24	Business Incentive Information
E25	Customized Training
E26	Drug Screening
E27	Employer Contact
E28	Employer Relations Committee
E29	Employer Workshop
E30	Provided Recruitment Assistance
E31	Incumbent Worker Training
E32	Job Benefit Analysis
E33	Job Development
E34	Job Order
E35	Job Referrals and Placement
E36	Medical Exam/Physical
E37	NEG Employer Application Assistance
E38	On the Job Training
E39	Provision of Meeting Facility
E40	Provision of Special Tax Credit Information
E41	Public Sector - Temporary Jobs
E42	Rapid Response/Dislocated Workers Assistance
E43	Short-Time Compensation
E44	Provided Human Resource Services

Code	Service Description
E45	Temporary Employment Service Center
E46	Trade Act Petition Assistance
E47	WARN Notice Assistance
E48	Processed I9's
E49	Organizational Visit VET/MSFW
E50	Employer Outreach Visit VET/MSFW
E51	Provided Work Readiness Certification
E52	HIRE Vets Medallion Program
E53	Veteran Advocacy
E54	Provided DOD SkillBridge Information
E55	Developed DOD SkillBridge Opportunity
E56	Paychecks for Patriots Employer
E57	Provided Information Regarding Registered Apprenticeships
E58	Provided Recruitment Assistance for Registered Apprenticeship Programs
E60	Provided Information regarding Registered Apprenticeships Sector Strategy/Economic Dev. Activities
E61	Provided Recruitment Assistance for Registered Apprenticeship Openings to Underrepresented Pop.
E62	Participated in the Development of a New Registered Apprenticeship Program
E63	Participated in the Development of a New Pre-Apprenticeship Program
E64	Participated in the Expansion of an Existing Registered Apprenticeship Program
E65	Participated in the Expansion of an Existing Registered Pre-apprenticeship Program
E66	Provided information regarding substance use disorder and recovery in the workforce
E70	Rapid Response Initial Employer Visit
E71	Provision of a Layoff Aversion Plan
E72	Referral to Small Business Development Center
E73	Provision of Incumbent Worker Training (IWT) Information
E74	Rapid Response Orientation
E75	Priority Business Served
E90	Referred Qualified Applicants
E92	Notification to employer of potential applicant
E94	Employers view internal resumes
E95	Employers view external resumes
EAV	Elevate America Vets
EJO	Automatic Service - Job Order Created
ETC	Manufacturing Career Fair Participation

Green Highlighting indicates services we have provided during the current program year.



Strategic Outreach & Awareness

July to December 2023 Highlights

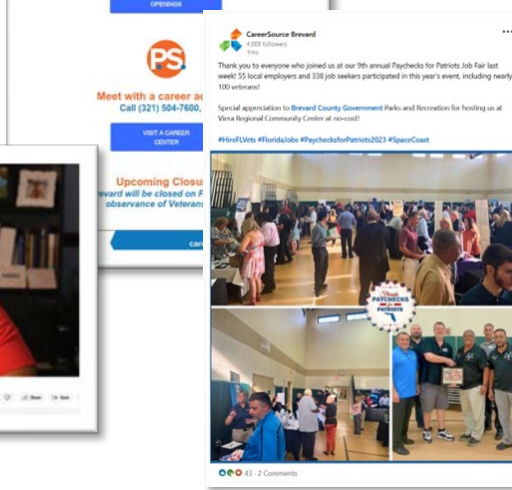
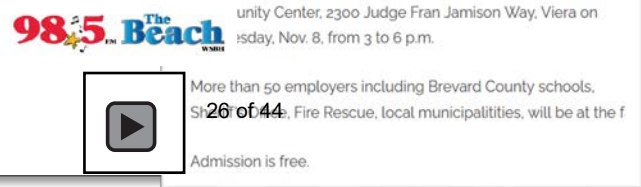
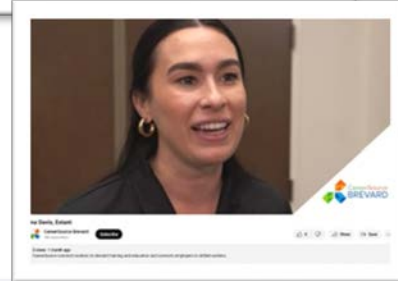
Engaging digital and traditional multimedia strategies to further business, jobseeker and industry partner relations.

Paychecks for Patriots: Annual Veteran Job Fair Multimedia Campaign

Connecting 338 career seekers (98 veterans) with 55 employers.

Outreach to Businesses & Career Seekers

- **Event Flyer:** Digital and print.
- **Email Marketing:** Weekly sends to career seekers and community partners.
- **Social Media:** Paid ads on Facebook and organic multi-channel posts & toolkit for employers.
 - LVER award news leveraged to build trust in CSB!
- **Business Testimonial Videos:** Businesses and community partners share the benefits of working with CSB and hiring veterans.
- **Key Media & Community Event Coverage:**
 - Brevard's community event calendars
 - Florida Today event announcement
 - FloridaCommerce e-news
 - 98.5 The Beach event PSA
 - Brevard Business News
 - Hometown News event announcement
- **Web/Google/SEO:** Event added to CSB's Google business profile and CSB website.



Manufacturing Month Multimedia Campaign & Job Fair Promotion

Connecting 77 career seekers with 19 employers ready to hire at Job Fair!

Outreach to Businesses & Career Seekers

- **Flyers:** Digital and print.
- **Email Marketing:** Weekly sends to career seekers and community partners.
- **Social Media:** Non-paid multi-channel posts.
- **Video:** Marci Murphy supporting Mack Technologies, recognized as first in Florida to offer Surface Mount Technician Registered Apprenticeship.
- **Key Media & Community Event Coverage**
 - Brevard Business News
 - Florida Today
 - Space Coast Daily
- **Web/Google/SEO:** Event added to CareerSource Brevard's Google business profile and updates to CSB's manufacturing sector strategy page.

FLORIDA MFG MONTH
MANUFACTURING JOB FAIR
MONDAY
October 2
2:00 pm to 7:00 pm
Brevard Public Schools
Clearlake Education Center
Meet hiring managers who are ready to hire!
OPEN TO THE PUBLIC
For all your job & training needs:
careersourcebrevard.com
(321) 504-7600
CareerSource Brevard Career Centers
Monday-Thursday
9:00 am to 6:00 pm
Friday
9:00 am to 5:00 pm
NREIA Member Training
7:30 am to 11:00 am
For Phone & Chat Live Hours:
Visit careersourcebrevard.com
A proud partner of the
americanjobcenter®
network
Brought to you in partnership with:
Economic Development Commission
FLORIDA SPACE COAST
Eastern Florida State College
For Jobs and Events, Text JOBS321 to (321) 394-9803
CareerSource BREVARD

You're Invited
Celebrate Manufacturing Month With Us!
Together We Can Advance the Manufacturing Sector on the Space Coast!
1
Manufacturing Tech Bootcamp
Open House and Job Fair
This talent-building initiative will produce certified intermediate Engineering Technicians to help fill talent gaps and strengthen the talent pipeline, and provide an accessible pathway to get employees to you fast! Join us for an **Open House** where you can see the training facility and see the equipment to be used for training, and learn about the instruction offered and certifications available to your next employee! **Certifications include:** Nondestructive Testing, High Reliability Soldering, Manufacturing Math, Cable Assembly, and more! **Following the event, join your peers for a Manufacturing Tech Bootcamp Open House and Job Fair to meet your next best employee!**
Network with these program partners:
Brevard Adult & Community Education, Eastern Florida State College, and Economic Development Commission of Florida Space Coast.
Monday, October 2nd
Bootcamp Information Session: 1:00 pm to 2:00 pm
Open House: 1:00 pm to 7:00 pm
Job Fair: 2:00 pm to 7:00 pm
Brevard Adult & Community Education - Clearlake Education Center
1225 Clearlake Road, Cocoa, FL 32922
REGISTER HERE TODAY!
2
SAVE THE DATE:
Semiconductors, Nano Technology, and Manufacturing Supply Chain
Registered Apprenticeship Accelerator
Continental breakfast and networking followed by presentations on the QEP Initiative, protecting our economy and national security, benefits and features of registered apprenticeships, and more!

You're Invited
FREE BUSINESS LEARNING EVENT:
Securing Our Nation - Building the Future
Learn about Registered Apprenticeships and Network with Industry Leaders!
Wednesday, October 11th
8:00 am to 11:30 am
Canaveral Port Authority
Administrative Offices Commission Meeting Room
645 Challenger Road, Cape Canaveral, FL 32920
Continental breakfast, Networking, and Interactive Discussions
Learn about the QEP Initiative, protecting our economy and national security, hear from Mack Technologies Inc., Florida's first Semiconductor Registered Apprenticeship, get an update on Florida's Apprenticeship program from the Florida Department of Education

FLORIDA MFG MONTH
MFG DAY
BOOTCAMP OPEN HOUSE & JOB FAIR
CareerSource Brevard
Eastern Florida State College
Mack Technologies Inc.

CareerSource Brevard will be closed on these days: December 25th, December 26th, December 28th, January 1st, and January 2nd.
Trending In Brevard County
Brevard County has the 5th most concentrated high-tech workforce in the U.S., according to the TechAmerica Foundation, is among the top 3 of 360 MSAs in the United States for concentration of electrical engineers and technicians, and ranks first in Florida for the number of patents (7% for every 10,000 workers). Advanced manufacturing growth and evolution is expanding our opportunities. Exciting new companies are landing here, and corporate leaders are expanding too—such as Fortuna Performance Materials Corporation with an impressive new Technology Center and more than 6,000 employees in Brevard County. Brevard has a historic base. And workers willing to change careers have great options on the Space Coast of Florida.
To get more acquainted with the opportunities in the Manufacturing Sector, its projected growth, training programs and talent needs in Brevard County, contact [Leti Belton](mailto:Leti.Belton@careersourcebrevard.com), Manufacturing Business Liaison, at 321-394-9532.

BBN BREVARD BUSINESS NEWS
Manufacturing Tech Boot Camp, and Open House and Job Fair set Oct. 2
ROCKLEDGE (Sept. 14, 2023) — Three local organizations have teamed up to offer a Manufacturing Tech Boot Camp, and Open House and Job Fair.
CareerSource Brevard, Eastern Florida State College's Brevard Adult & Community Education division, and the Economic Development Commission of Florida's Space

accelerating Apprenticeships in Brevard
CareerSource Brevard
Subscribe

florida today
CareerSource Brevard to hold manufacturing job fair on Monday at Brevard's Annual Manufacturing Job Fair from 2:00 pm to 7:00 pm at Brevard Public Schools Adult and Community Education Center, 1225 Clearlake Road, Cocoa.
Employers that will be in attendance are Arnott, Craig Technologies, Eastern Florida State College, Gem Industries, Guardian Manufacturing, Industrial Steel, Jacobs, Knight's Armament, L3Harris, LF Mack Technologies, Manpower, Professional Aircraft Accessories, Renesas, Roswell Global and Shapes Precision.

Certified Nursing Assistant Training Multimedia Campaign

In partnership with Dwyer Workforce Development, 23 scholarships were awarded to career seekers!

Outreach to Businesses & Career Seekers

- **Program Flyer:** Digital and print.
- **Email Marketing:** Three targeted email marketing campaigns and one lead generation campaign.
- **Social Media:** Organic multi-channel posts.
- **Key Media Coverage**
 - Florida Daily
 - Express Healthcare management
- **Web/Google/SEO:** SEO-optimized program landing page with lead generation form, resulting in 300+ leads to-date, and updates to healthcare sector strategy page.

Start Your Career In Healthcare In Six Weeks!

DID YOU KNOW? Certified Nursing Assistants (CNAs) play an important role in the healthcare industry! They are essential in assisting nurses and doctors with excellent patient care. In Brevard County, CNAs are in high demand with employers hiring now!

Get FREE Certified Nursing Assistant (CNA) Training AND get employed!

As a CNA you can make a real difference in the lives of others. And you can start right here in your community. Brevard's healthcare industry is growing, especially its skilled nursing and assisted living facilities. Employers are looking to hire CNAs to provide their residents with excellent patient care.

In six weeks, you can be on the fast track! Job stability, personal satisfaction, and tremendous benefits too!

Apply today and ask about the benefits too!

- Services to offset the cost of housing, transportation, and food
- Job placement and mentorship
- Scholarships for nursing school and college

Get Started & Apply today!

Scan code or visit bit.ly/cnascholarship

CareerSource BREVARD

Get FREE training to become a CNA!

Healthcare workers are in high demand. You can start your career in just six weeks. Get FREE training to become a Certified Nursing Assistant (CNA) and get employed!

CareerSource BREVARD

We can help you write a new chapter in your career story.

1 New Job Openings Explore Hot Jobs

2 Start a New Career with an Apprenticeship It's Apprenticeship Week!

3 Thinking About a Career in Nursing? Ask about FREE training to become a Certified Nursing Assistant (CNA)!

CareerSource BREVARD **Dwyer Workforce Development**

BUILDING THE TALENT PIPELINE IN BREVARD: FUNDING FOR CNA TRAINING AVAILABLE

CareerSource BREVARD **Dwyer Workforce Development**

WILL

Express Healthcare Management

New Approach to Address Florida's Healthcare Worker Shortage

Start a New Career with an Apprenticeship

It's Apprenticeship Week!

Learn More & Apply

Apply Now!

CareerSource BREVARD

Start your career as a Certified Nursing Assistant (CNA).

Enjoy job security and a rewarding career path. There are jobs waiting for you!

Scholarships are available for those who qualify.

Learn More & Apply

CareerSource BREVARD

CAREER CENTERS

TITUSVILLE: 3880 S. Washington Ave., Ste. 214

ROCKLEDGE: 295 Barnes Blvd.

Military Family Employment Advocacy Center (MFEAC): Patrick Space Force Base.

CERTIFIED NURSING ASSISTANT TRAINING PROGRAM

Start a Life-Changing Career with FREE CNA Training

CareerSource BREVARD

Bridging Healthcare Gaps: Dwyer Workforce Development Expands Services to Florida

CNA Training Program

Florida Atlantic Workforce Alliance Multimedia Campaigns

Tri-Regional effort building talent in Aerospace/Aviation, IT/Cybersecurity, & Advanced Manufacturing

Outreach to Businesses & Career Seekers

- **Program Flyer:** Digital and print.
- **Email Marketing:** To businesses, community partners, and career seekers.
- **Advertising:** BBN and Florida Trend.
- **Social Media:** Non-paid multi-channel posts.
- **Business Testimonial Videos:** Businesses appreciate CSB's talent attraction support.
- **Key Media Coverage:**
 - Florida Trend, Marci Murphy "Top 50 People to Know in Brevard County".
 - Florida Today
 - Brevard Business News
- **Web/Google/SEO:** Program landing page, career seeker training, and business sector strategy page updates.
- **Outcomes-to-date:**
 - 56 Businesses collaborating
 - 15 Career seekers seeking training

The collage features several key pieces of campaign material:

- Top Left:** A flyer titled "Explore Careers in Aerospace/Aviation, Advanced Manufacturing, Information Technology and Cybersecurity" with a "FREE Training Opportunities & Certifications" banner. It lists careers like Aerospace Technician, Aviation Maintenance Technician, CNC Machinist/Fabricator, and Computer Programmer.
- Top Center:** A flyer titled "You're Invited" for a virtual meeting of the Florida Atlantic Workforce Alliance, featuring a "MEETING OF INDUSTRY COUNCILS" for Employers/CEOs, Educators, Economic Development Pros & Community Stakeholders.
- Top Right:** A flyer titled "LET'S WORK TOGETHER" with a "TRANSFORM THE FUTURE" banner, inviting experts to bring their knowledge to help the Florida Atlantic Workforce Alliance.
- Middle Left:** A flyer titled "YOUR VOICE MATTERS" with a "LET'S WORK TOGETHER" banner, inviting an open house for the Florida Atlantic Workforce Alliance on August 1st from 10am to noon.
- Middle Right:** A flyer titled "YOUR VOICE MATTERS" for a meeting on Wednesday, September 27th, from 9:00 am to 11:00 am.
- Bottom Left:** A flyer titled "FLORIDA ATLANTIC WORKFORCE ALLIANCE" with a "PARTICIPATE WITH OTHER LEADERS" banner, listing categories like Recruiting and Job Posting, Training Your Workforce, Hidden Talent, and Labor Market Information.
- Bottom Center:** A testimonial video for Marci Murphy, titled "PERSON TO KNOW ON FLORIDA'S SPACE COAST" by Florida Trend.
- Bottom Right:** A testimonial video for Leonardo DRS, featuring Kaydian Francis and Troy Ortiz, titled "Leonardo DRS at CareerSource Brevard Job Fair".
- Right Side:** Social media posts from CareerSource Brevard, including one for a "Soldering Tech Bootcamp" starting 1/8/24 and another for a career in aerospace/aviation, manufacturing, IT, or cybersecurity.
- Center Right:** A video testimonial for Cordell Rolle, CEO of Rolle IT.

Website, Social, and Email Marketing Analytics

OCTOBER-DECEMBER 2023. Powered by paid and non-paid (organic) advertising.



Website:

- **Unique visitors 50,903 (steady year-over-year increase)**
- **Top viewed pages**
 - Hot Jobs
 - Career services main page
 - Career services pathway to finding a job page
- **Top sources of traffic to our website**
 - Direct (Typed in our web address)
 - Organic search (Google, Bing, etc.)
 - Paid search (Google Ad grant)



Social Media:

- 555 new followers: steady year-over-year organic increase as compared to nonprofits our size
- Top referring site: Facebook
- Strongest follower growth: Facebook with LinkedIn a very close second!

Constant Contact Emails:

- Employers average email open rate: 35%, average email click rate: 2.5% (above industry average!)
- Career Seekers average email open rate: 38%, average email click rate: 5% (above industry average!)



Contractor Performance

Erma Shaver
Policy and Information Officer



Contractor Performance Legend

The following legend is used throughout the presentation:



The Blue Bar represents the Minimum Performance Goal



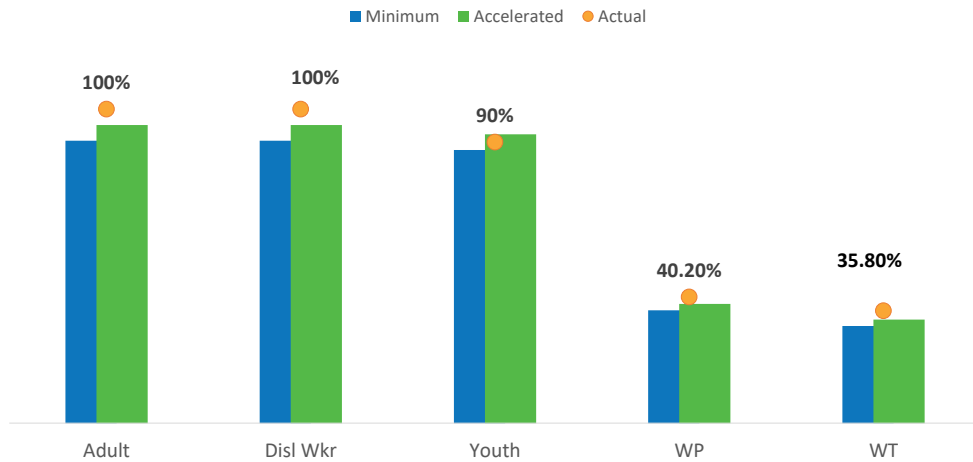
The Green Bar represents the Accelerated Performance Goal



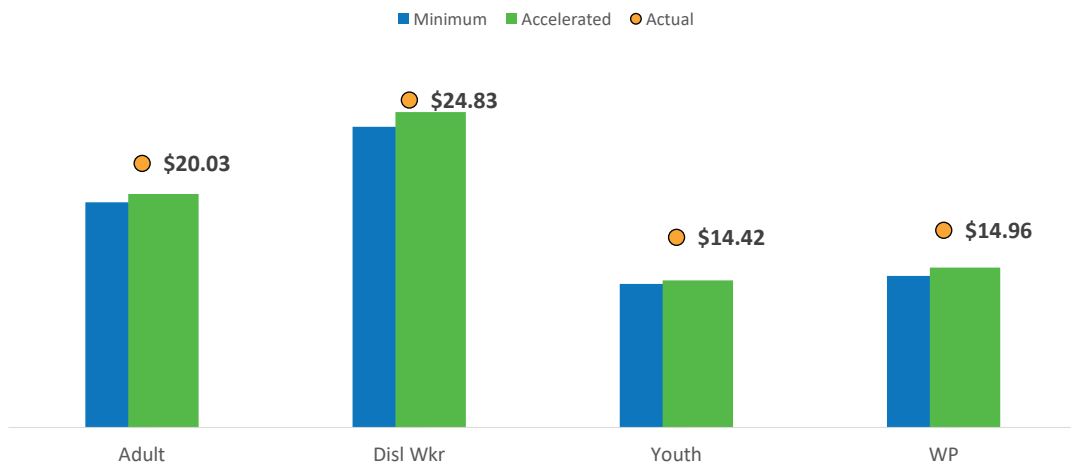
The Gold Circle indicates the Actual Performance Attained

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

Entered Employment Rate – Q2

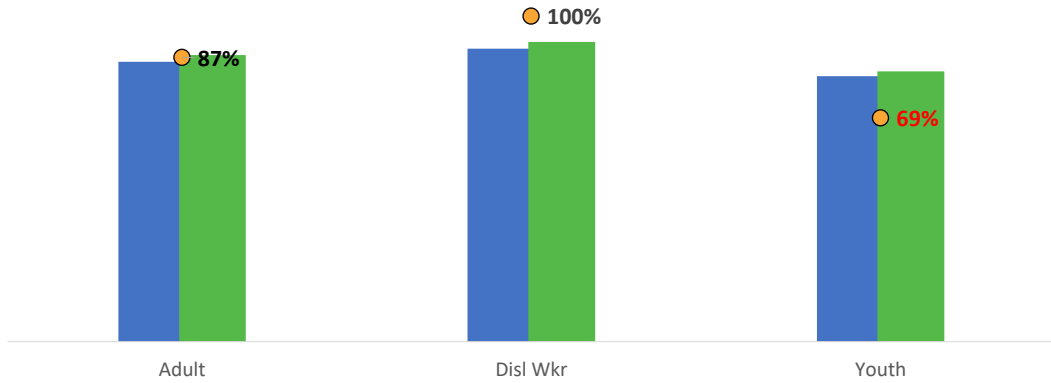


Average Hourly Wage Rate – Q2



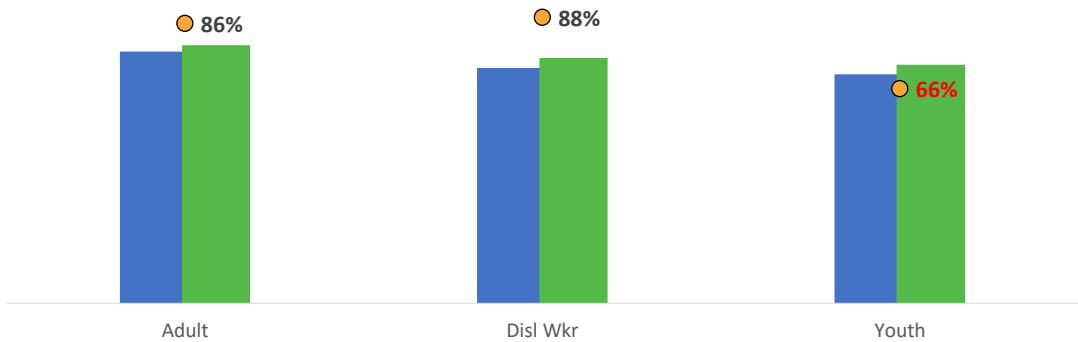
1 Year Retention Rate – Q2

■ Minimum ■ Accelerated ● Actual

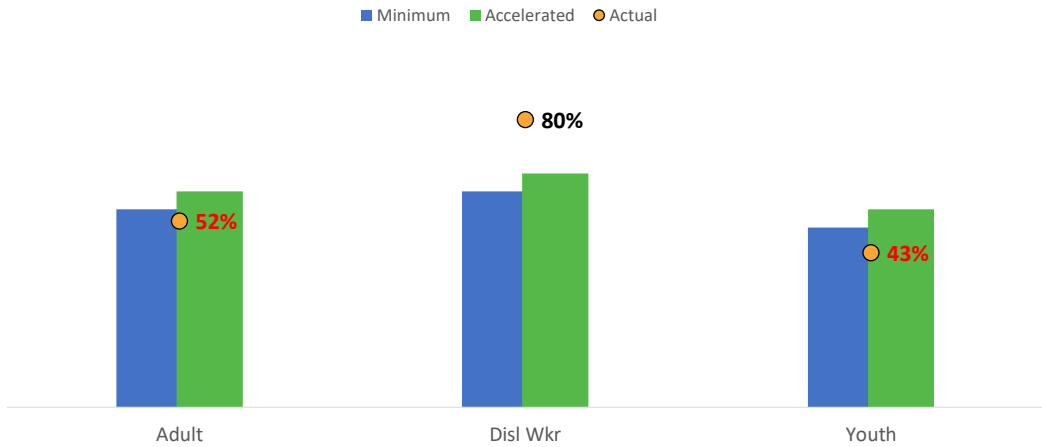


Credential Attainment Rate – Q2

■ Minimum ■ Accelerated ● Actual



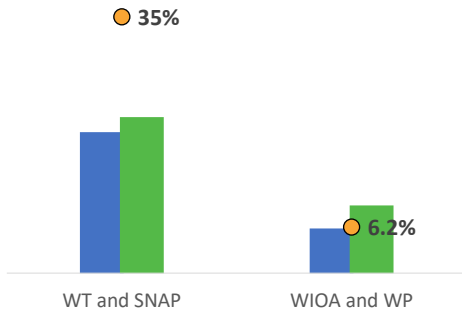
Measurable Skills Gain Rate – Q2



Additional Measures Q2

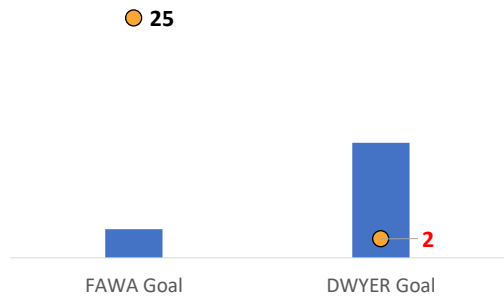
Enrolled in Work Related Training

■ Minimum ■ Accelerated ● Actual



FAWA and DWYER Goals

■ Goal ● Actual



Contractor Performance – Q2

Missed – 4 of 20 Measures

Attained or Exceeded Minimum Performance – 16 of 20 Measures

Attained or Exceeded Accelerated Performance – 13 of 20 Measures



Questions?





January 23, 2024

Information Brief

Second Quarter Contractor Performance PY 2023-2024

Background

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

- **Element A:** Contractor must meet minimum performance on 80% of the measures (16 of 20 for quarters 1, 2 & 3 and 17 of 21 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (10 of 20 for quarters 1, 2 & 3 and 11 of 21 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

PY 2023-24 Performance Results

The Contractor has 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 23-24						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
WIOA Adult Measures						
Adult Entered Employment Rate	90%	95%	Exceeded (100%)	Exceeded (100%)		
Adult Average Wage at Placement	107% (\$17.01)	111% (\$17.73)	Exceeded (145.1%)	Exceeded (125.7%)		
Adult Retention at 12 Months	86%	88%	Exceeded (90.9%)	Met (87.3%)		
Adult Credential Attainment Rate	77%	79%	Exceeded (83.95%)	Exceeded (85.6%)		
Adult Measurable Skills Gain	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 77%	Q1 - 50% Q2 - 60% Q3 - 70% Q4 - 79%	Missed (19.7%)	Missed (51.7%)		
WIOA Dislocated Worker Measures						
Disl. Wkr. Entered Employment Rate	90%	95%	---	Exceeded (100.0%)		
Disl. Wkr. Average Wage At Placement	143% (\$22.75)	150% (\$24.00)	---	Exceeded (155.8%)		

Elements of Contractor Performance Earnings - PY 23-24						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Disl. Wkr. Retention at 12 Months	90%	92%	Exceeded (100%)	Exceeded (100.0%)		
Disl. Wkr. Credential Attainment Rate	72%	75%	Exceeded (83.3%)	Exceeded (87.5%)		
Disl. Wkr. Measurable Skills Gain	Q1 - 55% Q2 - 60% Q3 - 70% Q4 - 75%	Q1 - 60% Q2 - 65% Q3 - 75% Q4 - 80%	Exceeded (66.7%)	Exceeded (80.0%)		
WIOA Youth Measures						
Youth Entered Employment Rate	87%	92%	Met (88.9%)	Met (89.5%)		
Youth Average Wage At Placement	68.3% (\$10.90)	70% (\$11.15)	Exceeded (106.9%)	Exceeded (90.5%)		
Youth Retention at 12 Months	81.5%	83%	Missed (75.0%)	Missed (68.8%)		
Youth Credential Attainment Rate	70%	73%	Missed (63.0%)	Missed (65.6%)		
Youth Measurable Skills Gain	Q1 - 40% Q2 - 50% Q3 - 60% Q4 - 65%	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 68%	Missed (16.0%)	Missed (42.9%)		
Wagner Peyser Measures						
WP Entered Employment Rate	36%	38%	Exceeded (40.8%)	Exceeded (40.2%)		
WP Average Wage at Placement	72% (\$11.44)	76% (\$12.15)	Exceeded (107.8%)	Exceeded (93.9%)		
Welfare Transition						
Entered Employment Rate	31%	33%	Missed (28.3%)	Exceeded (35.8%)		
Training Services						
WT and SNAP Enrolled in Work Related Training	19%	21%	Exceeded (33.3%)	Exceeded (34.5%)		
WIOA/WP Participants Enrolled in Work Rela	6%	13%	Met (7.0%)	Met (6.2%)		
Grants and Special Projects Measured Annually (Tracked for information only)						
Increase FAWA ITA's and OJT's by 100%	3		Exceeded (13)	Exceeded (25)		
Graduate 50 participants in C N A Training	12		Missed (1)	Missed (2)		

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

Element B				
Met the accelerated percentages set on 10 out of 20 (Q1, Q2, & Q3), 10 out of 20 (Q3) and 11 out of 21 (Q4) established in Attachment F	Yes – Met Accelerated on 12 of 18*	Yes – Met Accelerated on 13 of 20		
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	N/A			

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

Performance Analysis

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

To address this issue for both Adult and Youth programs, contractor staff are actively working on strengthening relationships with training providers. The goal is to establish milestones that allow the capture of skills improvement and credential attainment as early as possible. Additionally, contractor staff is exploring alternative credentials that students can earn through resources like Metrix and other avenues. The success of this endeavor is evident in the increase in performance for measures. While not quite enough to meet the goal, there were significant gains in adult gains (increasing from 19.7% to 51.7%) and in youth gains (increasing from 16% to 42.9%).

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

Additionally, CareerSource Brevard has partnered with several agencies to serve underprivileged Young Adults through the NextGen program. One such partnership focused on serving Justice Involved Youth in residential programs at AMIKids. While this partnership offered the Youth participants access to pre-employment training, vocational training, and incentives, many of the youth reside outside of Brevard County. Once they exit Brevard's residential program, and return to their respective counties, retention follow-up has been a challenge for both CareerSource & AMIKids staff. Staff are continuing to work on identifying ways to maintain contact with and obtain completion and retention information for youth.

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

Information Brief

Primary Indicators of Performance

Background

Common Measures are required by the Workforce Innovation and Opportunity Act (WIOA). While incentive monies are not directly tied to meeting these common measures, there are sanctions tied to missing the same measure two years in a row to include completing a Performance Improvement Plan. They are also included as one of the measures in the Letter Grades Performance. Contractor performance measures are designed to closely match most of the federal measures maintaining the focus on performance in these areas.

Below is the most recent report that shows past performance along with our actual performance through the 1st quarter of PY 2023-24. Also shown are our goals for PY 2023-24. All performance goals were met or exceeded for the 1st quarter of Program Year 2023-24.

July 2023-September 2023 Performance

Primary Performance Indicator (PPI)	Performance 2020-2021	Performance 2021-2022	Performance 2022-2023	PY 23-24 Performance	PY23-24 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	88.9%	83.5%	97.50%	97.50%	90.4
Median Earnings (2 nd Qtr. after Exit)	\$8,745	\$8,927	\$10,028	\$10,457	\$8,837
Employment Retention Rate (4 th Qtr. after Exit)	88.50%	92.6%	87.10%	88.80%	86.1
Credential Attainment Rate	85.2%	82.9%	77.60%	73.10%	77.0
Measurable Skills Gain	75%	75.0%	89.50%	68.20%	75.0
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	87.9%	93.9%	97.20%	96.70%	90.1
Median Earnings (2 nd Qtr. after Exit)	\$12,574	\$10,006	\$12,787	\$13,998	\$11,831
Employment Retention Rate (4 th Qtr. after Exit)	92.4%	86.3%	93.90%	95.70%	90.2
Credential Attainment Rate	69.4%	89.3%	90.90%	90.30%	72.2
Measurable Skills Gain	83.0%	79.3%	100.00%	92.90%	75.0
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	82.6%	80.2%	89.80%	87.70%	83.5
Median Wage 2nd Quarter After Exit	\$3,643	\$4,423	\$5,638	\$5,520	\$3,855
Employment Retention Rate (4 th Qtr. after Exit)	78.5%	85.7%	82.90%	83.60%	81.5
Credential Attainment Rate	73.0%	73.9%	52.60%	73.90%	75.5
Measurable Skills Gain	66.2%	75.0%	78.10%	71.40%	65.3
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	61.9%	63.8%	64.60%	66.90%	65.6
Median Earnings (2 nd Qtr. after Exit)	\$5,468	\$6,152	\$6,459	\$6,770	\$6,002
Employment Retention Rate (4 th Qtr. after Exit)	62.9%	63.0%	63.90%	63.20%	64.2
Not Met (less than 90% of negotiated)	Met (90-100% of negotiated)		Exceeded (greater than 100% of negotiated)		



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

Program Year 2023-2024 (First Quarter)

B

LETTER GRADE

86.6%

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	3,061	6,247	49.0		50.00	98.0	24.50
Reduction in Public Assistance (Employment and Training Services, Self-Sufficiency)	.25	1,335	3,011	44.34		50.00	88.68	22.17
Employment and Training Outcomes (Employment and Training Services)	.20	17	18	94.44		100.00	94.44	18.89
Participants in Work-Related Training (Training Services)	.10	653	6,501	10.04		25.00	40.16	4.02
Continued Repeat Business (Business Services)	.05	1,981	7,023	28.21		35.00	80.60	4.03
Year-Over-Year Business Penetration (Business Services)	.05				-2.84	100.00	60.00	3.00
PY 2020-2021 Business Penetration		2,910	15,278	19.05				
PY 2021-2022 Business Penetration		2,497	15,404	16.21				
Completion-to-Funding Ratio (Employment and Training Services)	.10	6.15	2.53	100.00		100.00	100.00	10.00
Exiters: Local Board (N)/Statewide (D)		5,091	82,880	6.15				
Budget: Local Board (N)/Statewide (D)		\$3,501,609	\$138,314,587	2.53				
Extra Credit: Serving Individuals on Public Assistance (Employment and Training Services, Self-Sufficiency)	Up to 0.05 points	2,312	6,321	36.58				0.00
						FINAL SCORE		86.6

Career Center Committee

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

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

Strategy	Actions	Timeframe	Status
Identify, measure, and implement the training needs of local businesses.	Measure & analyze the effectiveness of the training programs offered to career seekers through CSB.	Ongoing	<p>CareerSource Brevard's funded Individual Training Account (ITA) Vendors include 9 Training Providers. The top 2 program enrollments are Nursing & Truck Driving.</p> <p>An overview of the funded ITA Vendors shows there were 22 Enrollments, 79 Still in Training, 12 Successfully Completed, 15 Entered Employment, while 8 of those obtained jobs in training related employment. Wages range from minimum wage to \$31 an hour, with an average of \$21.69 an hour.</p>
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><u>Hurricane Ian / Nicole Grant</u></p> <p>CSB was awarded \$6,398,150 in NDWG funding to assist government agencies and non-profit organizations with hurricane damage and restoration projects utilizing dislocated workers that have been unemployed 6 of the last 13 weeks. Currently this grant is assisting the Brevard County Parks and Recreation, Road & Bridge, Mosquito Control, and Natural Resource Departments, The City of Cocoa Beach, and the City of Palm Bay with clearing waterways, rebuilding boardwalks, improving dikes, and repairing structures such as driving range nets, docks, and windows.</p> <p>Total:</p> <ul style="list-style-type: none"> • 75 participants enrolled • 23 have been closed with employment
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>
Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs		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	See Career Center Efforts Presentation
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	See Career Center Efforts Presentation
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	See Career Center Efforts Presentation
Ensure that measurable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	Ongoing	See Career Center Efforts Presentation
	Develop and implement a consultative approach for customer intake in the career centers.	Ongoing	See Career Center Efforts Presentation

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

Strategies	Actions	Timeframes	Status
Build and maintain community-based partnerships to expand CSB's awareness within the community and to reach new job seekers.		Ongoing	See Career Center Efforts Presentation
Broaden our footprint with special populations.		Ongoing	See Career Center Efforts Presentation
Broaden our footprint with the virtual job seeker community.		Ongoing	See Career Center Efforts Presentation

Expand outreach and awareness of CSB's services to job seekers.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Q2 Multimedia Outreach Presentation</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 Q2 Performance Reporting Presentation and Analysis</i> <i>See Second Quarter Contractor Performance PY23-24</i> <i>See Primary Indicators of Performance Brief</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>
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 Q2 Multimedia Outreach Presentation</i>

CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

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