

Board of Directors Meeting

November 15, 2016 – 8:00am

CareerSource Brevard Conference Room

(*Teleconference* 321.394.0707)

Attendees:

Robert Jordan (Chair), Shawn Beal, Daryl Bishop (Treasurer), Desmond Blackburn, Colleen Browne, William Chivers, Dale Coxwell, Susan Glasgow, Debra Greco, Nancy Heller, Paula Just, Jennifer Kenny, Traci Klinkbeil, Travis Mack, Mike Menyhart, Linda Miedema, Wayne Olson, Terry Schrumpf, Kevin Smith, Patricia Stratton, Ronald Tiabl, Lynda Weatherman, Venetta Valdengo.

Agenda

To facilitate and be the catalyst for workforce development services that are responsive to the employment needs of Brevard County

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Call to Order	Robert Jordan	(5 min)	<u>Page No</u> .
Approval of Agenda	1.000,7 90,7,,,,,,	(8 /////)	
Introductions			
Public Comment			
Presentations:			
A. Winning at Work – Val Williams		(7 min)	
B. Staff Recognition – Jean Carvalho (10 years)		(5 min)	
Action Items:			
A. PY 2015-2016 Audit Report (presented by RSM)		(15 min)	
B. Contracts with Board Members		(3 min)	1
Consent Action Items:	Robert Jordan	(3 min)	
A. Board of Director's Meeting Minutes – 8/16/16	Robert Jordan	(3 min)	2.2
B. New Center Hours			2-3 4
b. New Center Hours			4
Committee Chair Reports:			
A. Business Workforce Committee – 10/8/16	Susie Glasgow	(2 min)	
B. E ³ – 9/15/16	Patty Stratton	(2 min)	
C. Community Involvement Committee – 11/2/16	Terry Schrumpf	(2 min)	
D. Workforce Operations Committee - 11/9/16	Paula Just	(2 min)	
Information Items:	Marci Murphy	(15 min)	
A. Career Center Standards			5-6
B. PY15-16 Success Data Sheet			7
C. Common Measures			8
D. Performance Funding Model			9-11
E. Governor's Reemployment Challenge			12
F. Whitehouse Visit/Customer Centered Design Press Release			13-14
G. Business Use of CSB Services			15-16
H. State Employer Training Grants: FloridaFlex Funding			17-18

I. Total Talent Solution Graphic	19-20
J. Talent Attraction Objectives for CIC	21-22
K. Grow the Resources of the Board	23-28
L. Financial Reports (Charts 1, 2, & 3)	29-33
M.Committee Meeting Minutes	
1. E ³ Committee – 9/15/16	34-35
2. Executive Committee – 8/4/16 & 11/1/16	36-39
3. Workforce Operations Committee – 8/10/16	40-42
Adjourn	

Meeting information is always available @ brevardworkforce.com - Choose "Calendar" For questions please call 321-394-0507 TTY: 711-321-394-0507

Upcoming Meetings:

July 2016

14th Business Workforce Committee-8:30am-CSB Boardroom 27th Community Involvement Committee-4:00pm-CSB Boardroom

August 2016

2nd Executive Committee-4:00pm-CSB Boardroom 10th Workforce Operations Committee-8:30am-CSB Boardroom 16^{th} Board Meeting–8:00am–CSB Boardroom

September 2016

15th E3 Committee-8:30am-CSB Boardroom

6th Business Workforce Committee-8:30am-CSB Boardroom 26th Community Involvement Committee-4:00pm-CSB Boardroom

November 2016

1st Executive Committee-4:00pm-CSB Boardroom 9th Workforce Operations Committee-8:30am-CSB Boardroom 15th Board Meeting-8:00am-CSB Boardroom

<u>December 2016</u> 8th E³ Committee-8:30am-CSB Boardroom

January 2017

12th Business Workforce Committee-8:30am-CSB Boardroom 25th Community Involvement Committee-4:00pm-CSB Boardroom

February 2017

7th Executive Committee-4:00pm-CSB Boardroom 8th Workforce Operations Committee-8:30am-CSB Boardroom 14th Board Meeting & Retreat-8:00am-12:00pm-RCC

March 2017

9th E3 Committee-8:30am-CSB Boardroom

6th Business Workforce Committee-8:30am-CSB Boardroom 26th Community Involvement Committee-4:00pm-CSB Boardroom

May 2017

2nd Executive Committee-4:00pm-CSB Boardroom 10th Workforce Operations Committee-8:30am-CSB Boardroom 16th Board Meeting-8:00am-CSB Boardroom

<u>June 2017</u> 8th E³ Committee-8:30am-CSB Boardroom



November 15, 2016

Action Brief

Contracts with Board Members Public Schools/Universities/Colleges Training Agreements

Background

Florida Statute 445.007 and CareerSource Florida (CSF) policy concerning regional workforce board contracting prohibits a workforce board from entering into a contract with one of its own board members, with an organization represented by its own board member, or with any entity where a board member has any relationship with the contracting vendor. The CSF policy does allow that at a board's discretion when a contract with an agency (i.e. public schools, community colleges, state universities, etc.) is represented by a board member and said member does not personally benefit financially from such contracts, the agency may be exempted from the general prohibition. Eastern Florida State College and Keiser University are both members of the CSB Board of Directors and may be exempted from the general prohibition. The policy goes further and states that the vendor which is exempted from the general prohibition must be approved at Board level, and if over \$25,000, by CSF.

Recommendation

Recognizing the Board convenes on a quarterly basis, and to be able to meet the training and educational needs of individuals in a timely and efficient manner, staff has reviewed historical educational and training expenditures and anticipated training requirements with the following agencies and recommends approval of the following Training Agency Agreements:

Business Name: Brevard Community College d/b/a Eastern Florida State College

Board Member: Linda Miedema

Total Not to Exceed: \$50,000/annually through 6/30/2019

Business Name: Keiser University
Board Member: Colleen Brown

Total Not to Exceed: \$20,000/ annually through 6/30/19

Action

Approve or deny Training Agent Agreement recommendations for Eastern Florida State College and Keiser University.

CareerSource Brevard

Board of Directors Meeting

August 16, 2016

MINUTES

Members in Attendance: Desmond Blackburn (via teleconference), Daryl Bishop (via teleconference), Colleen Browne (via teleconference), William Chivers, Dale Coxwell, Susan Glasgow, Robert Jordan (Chair), Paula Just, Traci Klinkbeil, Travis Mack, Mike Menyhart (via teleconference), Linda Miedema, Wayne Olson, Terry Schrumpf (via teleconference), Ronald Taibl, Venetta Valdengo.

Members Absent: Debra Greco, Nancy Heller, Patricia Stratton, Lynda Weatherman.

Staff Present: Board Staff: Jana Bauer, Denise Biondi, Judy Blanchard, Sandi Briles, Jennifer Lasser, Erica Lemp, Carol Macrander, Richard Meagher, Marcy Murphy, Lyn Sevin, James Watson, Jeff Witt, Al Yorston. Career Center Staff: Caroline Joseph-Paul.

Guests: Tony Carter (Department of Economic Opportunity), Tammy Gemmati (City of Cocoa), Samantha Senger (City of Cocoa), John Titkanich (City of Cocoa).

Call to Order: The CareerSource Brevard (CSB) Board Meeting was called to order at 8:00am by Robert Jordan.

Public Comment: There was no public comment.

Presentations:

Customer Recognition

Jana Bauer introduced Tammy Gemmati and John Titkanich from the City of Cocoa. The City of Cocoa was recognized for its success in Cocoa Works, a summer jobs program for youth, designed in partnership with CSB.

Staff Recognition

Denise Biondi was recognized for 5 years of service to CSB.

Department of Economic Opportunity (DEO) Annual Performance

Tony Carter, DEO, gave a presentation on CSB's performance for Program Year 2015-2016.

Customer Recognition

Holly Paschal introduced Jessica Powers who was recognized for her success with the WIOA Youth Program.

Action Items:

President's Contract

The President's Contract was reviewed. Motion to approve the Board Chair's negotiated package for President of CSB with Marci Murphy made by Mike Menyhart and seconded by William Chivers. Motion passed unanimously.

Board Member Nominations

Motion to approve prospective Board members Kevin Smith, Shawn Beal and Jennifer Kenny to fill vacant labor seats be sent to the Brevard County Board of County Commissioners for ratification was made by Susie Glasgow. Motion seconded by Ron Taibl and passed unanimously.

Contracts with Board Members

CSB Board Members Robert Jordan, Terry Schrumpf, Susie Glasgow, Ron Taibl and Paula Just identified the need to abstain from discussion and voting prior to the meeting.

Motion to approve OJT contract with Genesis VII, Inc. in an amount not to exceed \$24,000 made by Dale Coxwell and seconded by Travis Mack. Motion passed unanimously with Robert Jordan abstaining.

Motion to approve OJT contract with Florida Sports and Spinal Rehab in an amount not to exceed \$24,000 made by Susie Glasgow and seconded by Ron Taibl. Motion passed unanimously with Terry Schrumpf abstaining.

Motion to recommend Department of Economic Opportunity approve OJT contract with Kegman, Inc. in an amount not to exceed \$75,000 made by Ron Taibl and seconded by Travis Mack. Motion passed unanimously with Susie Glasgow abstaining.

Motion to recommend Department of Economic Opportunity approve OJT contract with Structural Composites in an amount not to exceed \$55,000 made by Susie Glasgow and seconded by Wayne Olson. Motion passed unanimously with Ron Taibl abstaining.

Motion to recommend Department of Economic Opportunity approve OJT contract with Compsys in an amount not to exceed \$100,000 made by Susie Glasgow and seconded by Wayne Olson. Motion passed unanimously with Ron Taibl abstaining.

Motion to recommend Department of Economic Opportunity approve renewal of the annual employee health insurance contract with Health First Health Plans, Inc. in an amount not to exceed \$175,000 made by Travis Mack and seconded by Susie Glasgow. Motion passed unanimously with Paula Just abstaining.

Consent Action Items:

Motion to approve Board of Director meeting minutes for 5/17/16 made by Terry Schrumpf and seconded by Mike Menyhart. Motion passed unanimously.

Motion to approve Board of Director meeting minutes for 7/15/16 made by Ron Taibl and seconded by Susie Glasgow. Motion passed unanimously.

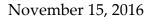
Motion to approve Board of Director meeting minutes for 7/28/17 made by Susie Glasgow and seconded by Wayne Olson. Motion passed unanimously.

Information Items:

Information items presented included PY16-17 Budget Updates, Performance Funding Model, End of Year Contractor Performance, State Employer Training Grants, Grow the Resources of the Board, Healthcare Sector Strategy, Volunteer Income Tax Assistance, Financial Reports and Committee meeting minutes. There was discussion on the budget updates, performance funding model, and growing the resources of the board.

Submitted by,		Reviewed by,	
(signature on file	<u>8/17/16</u>	(signature on file)	8/18/16
Lyn Sevin	Date	Robert Jordan	Date

There being no further business, the meeting was adjourned at 9:00am.





Consent Action Brief

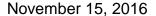
New Center Hours

Due to feedback from the Brevard Community, getting input from other workforce regions, Department of Economic Opportunity and CareerSource Florida, the President believes it's in the best interest of CareerSource Brevard that we reopen our doors on Fridays. We are currently the only CareerSource Region closed on Fridays in the State of Florida. There are several regions in Florida that are open half days on Friday and that's what is being recommended.

Starting January 3, 2017, Career Center staff will be working nine hour days Monday – Thursday and Fridays from 8-12. The centers will be open to the public from 9-6 p.m. Monday through Thursday and from 8-12 noon on Fridays. The centers will be staffed from 8am-6pm with staggered lunch breaks.

Action

Approve, modify or deny Executive Committee's recommendation for the new Career Center hours.





Informational Brief

PY 16-17 Career Center Standards Review

Background

The Career Center Standards is a review instrument adopted by the Board to review our One-stop operator for compliance and is a piece of their performance payout in their contract. The new Workforce Innovation and Opportunity Act (WIOA) has incorporated criteria that requires changes to the Career Center Standards in order to make the region eligible for infrastructure funding. Specifically, criteria was established by the State and the Local Region that address effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers. Those changes were incorporated into the tool used for the current review

Discussion

Overall Rating – PY 16-17 Rating is 100%. Each Career Center was rated in five (5) key quality indicator areas:

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

The contractor continues to demonstrate commitment to provide all-inclusive, consistent services across all centers. This is evident in the perfect review at Rockledge Center and at Palm Bay Center. Titusville also had a perfect review even though the center has now been relocated and converted to a satellite location. With the Titusville location, exceptions were necessary to adapt the tool to a satellite center where a number of the criteria did not apply. While 19 of the 80 criteria did not apply for the Titusville location, the contractor had demonstrated their commitment in the way they performed at the highest level for all remaining criteria.

Contractor should continue to ensure appropriate signage is displayed and that staff have available and are aware of tools and services available to staff and customers.

The contract requires an overall rating of 90% or higher to qualify for a performance payment. Since the contractor has attained a rating of 100% overall performance, they are eligible to receive the payout amount based on this measure, staff recommends such performance payment.

The Workforce Operations Committee approved the Career Center Standards results which shows successful attainment of better than 90% of contractor performance for contractor performance payment.

Results Summary Current and Historical

PY 2016-17

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

PY 2015-16

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.6%	99.3%	100.0%	99.6%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	94.4%	100.0%	100.0%
General Staff & Operations	98.7%	100.0%	100.0%	98.1%

PY 2014-15

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.5%	98.8%	100.0%	99.6%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	99.3%	98.0%	100.0%	100.0%
General Services	99.3%	100.0%	100.0%	98.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	98.7%	96.0%	100.0%	100.0%

PY 2013-14

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.7%	99.3%	100%	99.7%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100%	100%	100%	100%
Job Seeker Services	98.8%	97.5%	100%	98.8%
General Services	100%	100%	100%	100%
Employer Services	100%	100%	100%	100%
General Staff & Operations	100%	100%	100%	100%

PY 2012-13

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.0%	98.9%	99.7%	98.9%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100%	100%	100%	100%
Job Seeker Services	99.3%	98.7%	100%	98.7%
General Services	100%	100%	100%	100%
Employer Services	100%	100%	100%	100%
General Staff & Operations	96.9%	96.1%	98.1%	96.1%

MEASURING SUCCESS



BUSINESSES SERV

TO BUSINESSES













ON-THE-JOB TRAINING

ENTREPRENEURS SERVED

VETERANS SERVED

Received

VETERANS EMPLOYED

RECRUITING EVENTS

Recruiting Events or Job Fairs



Revised 7.01.16



Information Brief

Common Measures Watch Brief

Background

Common Measures were established and are required by the Workforce Investment Act (WIA) and also are a requirement of the Workforce Innovation and Opportunity Act (WIOA) with some slight modifications. While there is no incentive monies 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 Performance Funding Model dollars. Some of the measures are close in definition to the State's Performance Funding Model so maintaining the focus on them through tracking makes sense. Below is the most current report that shows past performance along with our goals and actual performance for PY 2015-16. There is a significant data lag due to the type of information that is captured.

July 1, 2015 - June 30, 2016 Outcomes

Common Measures	Performance 2014-2015	Performance 2015-2016	PY 2015- 2016 Performance Goals	% of PY 2015- 2016 Performance Goal Met
Adults:				
Entered Employment Rate	86.75%	77.98%	89.50%	87.13%
Employment Retention Rate	90.63%	90.51%	96.80%	93.50%
Average 6-Months Earnings	\$14,760.35	\$16,020.05	\$17,000.00	94.24%
Dislocated Workers:				
Entered Employment Rate	90.94%	83.20%	86.94%	95.70%
Employment Retention Rate	95.77%	90.36%	93.30%	96.85%
Average 6-Months Earnings	\$15,395.28	\$16,725.21	\$15,279.90	109.46%
Youth Common Measures:				
Placement in Employment or Education	63.79%	64.06%	57.30%	111.80%
Attainment of a Degree or Certificate	86.26%	76.13%	72.80%	104.58%
Literacy and Numeracy Gains	79.07%	61.17%	67.85%	90.15%
Wagner-Peyser:				
Entered Employment Rate	65.40%	60.93%	63.00%	96.71%
Employment Retention Rate	85.36%	84.75%	79.00%	107.28%
Average 6-Months Earnings	\$13,977.80	\$14,296.35	\$13,093.90	109.18%

Not Met (less than 80% of negotiated)

Met (80-100% of negotiated)

Exceeded (greater than 100% of negotiated)



Information Brief

Performance Funding Model Watch Brief Background

CareerSource Brevard has opted to participate in the Performance Funding Model developed by CareerSource Florida. The following information will be tracked as an indicator as to anticipated performance on these measures. The measures have been revised and there are now seven (7) metrics being measured. Those measures include two (2) placement measures (Unemployed Placement Rate and Time to Earnings), three (3) exit measures (Cost per Employed at Exit, Average Earnings, and Earnings per Dollar Spent), and two (2) Business Measures (Business Engagement and Customer Satisfaction).

Please note that these measures are relatively new and all processes, reporting formats, and results continue to be tweaked in order to provide the most accurate predictions of performance using the data sources available. CSB has assembled a team responsible for:

- understanding each measure; the customers that have the most impact and timeframes associated with each,
- how each measure is calculated and what systems are used to collect the data,
- the impact performance on one measure has on other measures, and
- Identifying ways to affect performance, where possible.

The team met on October 10th to review the newest version of the measures and to assign action items to be addressed in future regularly scheduled meetings.

Please note that the following predictions are based on very early data and will change as placement information becomes available. Until we have more information available this information should be thought of as a gauge rather than as an indicator of positive or negative performance.

Placement Measures-

decinent measures					
Une	employed I	Placement	Rate		
Minimum Threshold – 17.35% Target – 23.14%	Quarter 1 Jul. – Sep. 2016	Quarter 2 Oct. – Dec. 2016	Quarter 3 Jan. – Mar 2017	Quarter 4 Apr. – Jun. 2017	Year-to-Date July 2016 –June 2017
Number of Participants with wages this quarter	1,785*				
Number of Participants with Zero Wages the previous Quarter	6,282*				
Performance Rate	28.4%				
	Time to	Earnings			
Minimum Threshold – .925 Target – .694	Quarter 1 Jul. – Sep. 2016	Quarter 2 Oct. – Dec. 2016	Quarter 3 Jan. – Mar. 2017	Quarter 4 Apr. – Jun. 2017	Year-to-Date July 2016 – June 2017
The number of quarters the participants in the denominator went without a job	N/A				
Number of Participants with Zero Wages the previous Quarter	N/A				
Performance Rate					

Exit Measures

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Minimum Threshold – \$381 Target – \$285	Quarter 1 Jul. – Sep. 2016	Quarter 2 Oct. – Dec. 2016	Quarter 3 Jan. – Mar. 2017	Quarter 4 Apr. – Jun. 2017	Year-to-Date July 2016 –June 2017
The number of Exiters who earned a wage the quarter they exited	N/A				
All Formula Expenditures" (WIOA, WP, Welfare Transition) from "Annual CareerSource Florida Network Program Expenditure Report" produced by DE	N/A				
Performance Rate					
	Ave	erage Earn	ings		
Minimum Threshold – \$2,693 Target – \$3,591	Quarter 1 Jul. – Sep. 2016	Quarter 2 Oct. – Dec. 2016	Quarter 3 Jan. – Mar. 2017	Quarter 4 Apr. – Jun. 2017	Year-to-Date July 2016 –June 2017
The number of exiters	N/A				
Total earnings of all exiters during the two quarters after their exit.	N/A				
Earnings	per Dollar	Spent (ba	sed on An	nual Data)	
Minimum Threshold – \$15.81 Target – \$21.08	Quarter 1 Jul. – Sep. 2016	Quarter 2 Oct. – Dec. 2016	Quarter 3 Jan. – Mar. 2017	Quarter 4 Apr. – Jun. 2017	Year-to-Date July 2016 –June 2017
Earnings by all exiters in a given program year	N/A				
All Formula Expenditures" (WIOA, WP, Welfare Transition) from "Annual CareerSource Florida Network Program Expenditure Report" produced by DE	N/A				
Performance Rate					

Business Services

Business Engagement						
Minimum Threshold – 617 Target –823	Quarter 1 Jul. – Sep.	Quarter 2 Oct. – Dec.	Quarter 3 Jan. – Mar	Quarter 4 Apr. – Jun.	Year-to-Date July 2016 – June	
	2016	2016	2017	2017	2017	
Businesses served with an Intensive Service	180					
	Custo	mer Satisf	action			
Baseline – 70%	Quarter 1 Jul. – Sep. 2016	Quarter 2 Oct. – Dec. 2016	Quarter 3 Jan. – Mar 2017	Quarter 4 Apr. – Jun. 2017	Year-to-Date July 2016 – June 2017	
Satisfaction among businesses that received business engagement surveys	93.8%					

The funding that goes with these measures is not expected until March 2018. There are three ways to be paid, first is a flat amount if you meet Thresholds in all 7 measures. This is calculated on the percent of federal dollars allocated to the region. CareerSource Brevard's allocation is 2.54% and therefore, \$97,486 is the amount available for meeting minimum Thresholds.

This year CareerSource Florida has increased the total performance funding award allocation to \$11.5M, up from \$5.65M last PY. Staff will continue to revise queries and attempt to predict performance as data becomes available. The following table shows the estimated amounts available.

Improve & Excel Statewide Rank						
Rank	FY15-16 Award	FY16-17 Award				
1	\$294,271	\$598,958				
2	\$277,455	\$564,732				
3	\$260,640	\$530,506				
4	\$243,824	\$496,280				
5	\$227,009	\$462,054				
6	\$210,193	\$427,827				
7	\$193,378	\$393,601				
8	\$176,563	\$359,375				



November 15, 2016

Informational Brief

Governor Rick Scott Reemployment Challenge

Background

The Governor of Florida recently issued a one million dollar challenge to local workforce boards designed to quickly move individuals who are receiving reemployment assistance benefits back into jobs.

The pool of customers that will be evaluated are those that received their first reemployment check between October – December 2016. Three measures will be looked at:

- 1) Days to Employment The goal of this challenge is to decrease the average number of days it takes for a reemployment assistance claimant to get back into a job.
- 2) Placement Rate The goal of this challenge is to increase the number of reemployment assistance claimants who get a new job in the time period tracked.
- 3) Engagement Rate The goal of this challenge is to increase the engagement rate of the local workforce boards with claimants. Increasing this engagement will drive higher placement rates and fewer days to employment.

There are also thresholds that have to be met just to be considered for these awards. Each measure is worth \$333,333 and there is only one award for each measure. CSB would have until June 30, 2017 to work this pool of claimants.

Senior Staff is currently reviewing the challenge and barring any show-stoppers, planning on participating.

Customer Centered Design Press Release

CareerSource Brevard and its Community Partners Invited to Present at the White House.



Team Brevard (pictured above): Sherri Somers, Brevard County Sheriff's Office; Jessica Mitchell and Marci Murphy, CareerSource Brevard; Pastor Jarvis Wash of the REAL Church- My Community Cares; and Denise Hall, Florida Department of Corrections.

BREVARD COUNTY, FL— CareerSource Brevard (CSB), the area authority on workforce development, along with a team of local partners, were invited by the Department of Labor (DOL) to present their solution to the Customer Centered Design (CCD) Challenge, to White House and DOL Staff, Monday, September 19, 2016. The presentation and learning exchange took place at the White House and DOL offices in Washington, D.C. The Brevard County team was one of 15 teams invited to present out of 100 that participated across the United States. The team included Corporal Sherri Somers and Louann Creasy, Brevard County Sheriff's Office; Denise Hall, Florida Department of Corrections; Marea Staples, Brevard County; Pastor Jarvis Wash of the REAL Church- My Community Cares; Marci Murphy, Jessica Mitchell and Al Yorston, CareerSource Brevard.

The CCD Challenge included a seven-week intensive participatory training that taught methods to design workforce services by looking at what a customer needs. This technique, known as Customer Centered Design, is used largely in the private sector. Applied to the workforce system, this approach encourages partnering with community organizations and local businesses to create innovative ways to better engage customers and help drive customer-centered thinking across the workforce system.

"This project presented an opportunity for CareerSource Brevard to collaborate with local partners and focus on opportunities to develop a more innovative, responsive, and integrated service delivery system for our customers," said Marci Murphy, President of CareerSource Brevard."



Presentation attendees included Portia Wu, Assistant Secretary, Employment and Training Administration at Department of Labor and several other high ranking staff who asked questions and brainstormed ways to bring Customer Centered Design to other Workforce Agencies around the country.

Several topics were available for teams to choose from, including: ways to better serve youth and persons with disabilities and how to achieve stable employment for individuals with criminal backgrounds. Together with its partners, CSB focused on designing better ways to serve individuals with criminal backgrounds searching for employment. The team's work focused on building a database of employers who are interested in hiring individuals with criminal backgrounds while building a talent pipeline to serve these employers. Additionally the team educated employers on the benefits of hiring this

population, by sharing success stories from Brevard businesses currently employing these individuals.

The team will develop referral processes with other partners, conducting "Second Chance" job fairs and exploring ways to create a re-entry center that provides comprehensive services to expand employment opportunities.

Murphy added, "It was a privilege to be able to represent Brevard in Washington and be recognized for our work on this project. This national challenge was an excellent opportunity for our workforce staff to learn new skills that are highly transferable to all processes and customer segments CareerSource Brevard serves."





Information Brief

Business Use of CareerSource Brevard (CSB) Business Services Background

The Business Workforce Committee and Community Involvement Committee both have strategies relating to reviewing data on an annual basis for analysis about the business use of CareerSource Brevard. Ultimately the desire is to be cognizant of the usage of business services. The data contained in the attached tables shows the number of unique businesses who received a service and also the number of services those businesses used.

Count of All Services Received

This chart measures and tracks the number of CSB services that a business uses. The services are broken into job orders and all other services. All other services can include reduction in force services, salary information, labor market information, employed worker training, On-The-Job Training, job fairs, interview space resources and applicant prescreening, 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 as a part of the Business to Jobs (B₂J) model. The 2015-16 Program Year results are as follows:

	PY 15-10	6 ALL SERVICES	RECEIVED	
	<u>Job</u>	All Other		% Change
<u>Industry</u>	<u>Orders</u>	<u>Services</u>	<u>Total</u>	from <u>PY 14-15</u>
Total All	7,570	66,357	73,927	+14.1%
Industries				
Construction	1,716	17,796	19,512	+8.4%
Health Care	1,961	13,599	15,560	+8.8%
General	3,894	34,944	38,838	+19.5%
Aerospace	467	2,587	3,054	+8.6%

The number of services being provided to current business (total all industries) customers increased by 14% over the previous year. Within the individual communities which comprise the B2J model, Construction, Health Care, General and Aerospace saw changes of +8.4%, +8.8%, +19.5% and +8.6%, respectively.

Count of Employers That Received a Service

This chart measures the number of individual business or employers that CSB serves. This shows the number of employers who placed job orders and received other services from CSB.

	PY 15-16 EMPLOYERS THAT RECEIVED A SERVICE							
	<u>Job</u>	All Other	Total	% Change				
<u>Industry</u>	<u>Industry</u> <u>Orders</u> <u>Services</u>		<u>1 Otal</u>	from PY 14-15				
Total All	1,389	2,132	3,521	-18.43%				
Industries								
Construction	376	613	989	-10.9%				
Health Care	260	521	781	-26.4%				
General	651	993	1,644	-20.0%				

Aerospace	60	87	167	-4.2%

For PY 2015-16, there was an 18.4% decrease in the number businesses served across all industries. Within the individual communities which comprise the B2J model, Construction, Health Care, General & Aerospace all saw decreases consisting of -10.9%, -26.4%, -20.0% and -4.2% respectively.

Analysis

The number of individual business or employers that CSB serves continues to decline as projected. As discussed last year and now again this year, CareerSource Florida (CSF) has implemented a new funding model for awarding performance funds to local workforce boards which focuses on a "Business Engagement Model", value added services, market penetration and customer satisfaction rather than the number of businesses touched. As such the CSB focus has been on the quality of services provided rather than quantity. This includes retouching existing business customers, which is time and resource intensive rather than simply increasing business engagement.

A performance model focused on quality fits well with the overall CSB philosophy in which a satisfied customer is the best advertisement for the services we provide.



Information Brief

State Employer Training Grants: FloridaFlex Funding

Background

CareerSource Florida (CSF) administers two <u>training grant</u> initiatives to help businesses and workers advance and maintain competitiveness and technological skills. Recently CSF branded both of these training grants as FloridaFlex.

Incumbent Worker Training Incumbent Worker Training (IWT) provides funding for customized training for existing for-profit businesses. Businesses applying for the Florida IWT's must be in operation for one year prior to the application date, have at least, one full time employee, demonstrate financial viability and be current on all state tax obligations. Funding priority is given to businesses with 25 or fewer employees, located in distressed Rural, Urban Inner-City Areas or Enterprise Zones in qualified targeted industries. Priority is also given to grant proposals that represent a significant layoff avoidance strategy and an upgrade in employee skills.

Quick Response Training (QRT) provides funding for *customized training to new or expanding businesses*. The goal of the program is to retain and attract businesses creating new, high-quality jobs. These grants are structured to "respond quickly" to meet the business's training objectives. Program requirements include that new, existing or expanding Florida business produce an exportable good or service, create new, full-time, permanent jobs in qualified target industries, meet certain wage requirement and require training of less than 24 months. QRT grants must be done in coordination with a local training institution.

Quick Response Training

CareerSource Brevard (CSB) guides companies to both of these programs and tracks the notifications provided by CSF. CSB staff is instrumental in educating and/or guiding business organizations to/through the process. Local performance is reviewed regularly and presented as follows:

History:	Incumbent	Worker Trai	ning Progra	ım Local Perf	ormance PY	2015-16 & PY	2016-17
			IWT	Ranking by Grant	Employer		
	# of	# of	Grant	\$ Awarded			Number of
Program Year	Grants Awarded	Business Impacted	Awarded \$	(24 RWB's)	on (w/wages)	\$ Total	Jobs Impacted
2015-2016	11	11	\$213,427	2	\$304,647	\$518,074	107

^{*1}st Quarter YTD

This chart includes PY 2016-17 grant awards and First Quarter IWT reports:

	Summary: Program Year 2016-2017 IWT Awards Received by Quarter								
Qtr. Rec'd	Business Name/Link	\$ IWT Grant Assistance	\$ Employer Contributi on	\$ Total	Jobs				
1	Thales InFlyt Experience	30,000	30,000	60,000	507				
1	Ormantine U.S.A.,LTD., Inc.	22,112	33,295	55,407	4				
	Total	52,112	63,295	115,407	511				

BOLD - New since the last report

The following data reflects the status of PY 2015 & 2016 allocated funds and for the first quarter of PY 2016-2017:

	Quick Response Training Awards in Brevard County PY 2015 & 2016						
	COMPANY	GRANT \$	COMMITTED	ACTUAL	FUNDS		
PY		AMOUNT	TRAINEES	TRAINEES	USED \$		
2015	Stemtech International. Inc.	101,871	64	0	0		
2015	PODS	201,285	150	150	201,285		
2015	Harris Corporation	2,100,000	1,000	2,000	2,100,000		
2015	Northrop Grumman	1,837,500	250	250	1,837,500		
2016	Lockheed Martin Space Systems Company	325,000	130	Unknown	325,000		

BOLD - New since the last report

A TOTAL TALENT SOLUTION STRATEGY



Titusville Rockledge Palm Bay CAREERSOURCEBREVARD.COM CALL: (321) 504-7600

Skills & Sector
Based Demands

HealthCare Sector

IT/Professional
Sector

Aviation/Aerospace Sector

Transp./Construction
Logistics Sector

Advanced
Manufacturing Sector

EDO Projects

SFI/EFI Projects

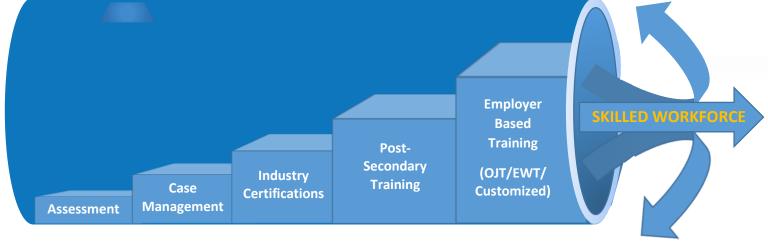
CSF Projects

Workforce Knowledge



TALENT SUPPLY

- K-12 Students & Other Youth
- Dislocated Workers
- Pre-Apprentices & Apprentices
- Veterans & Military Families
- Career-Changers
- Upskill-ers
- Special Target Populations
- Post-Secondary Graduates



Workforce Support for Targeted Industry Relocating/Expanding in Brevard

Page 20 of 42

NEW & EXPANDING BUSINESS TO BREVARD Convene EDO and workforce partners ANNOUNCEMENT Begin attraction campaign process PREPARE CAMPAIGN Letters of Support re: workforce services and scope of work Convene Community Resources Talent Recruitment Candidate Screening placement services O Training Services **Labor Market CONSULT WITH NEW OR** Information & **EXPANDING BUSINESS Local Talent** Outline competitive and Wage Identification workforce services and programs

DEVELOP CUSTOMIZED SERVICES PLAN

- -- Business Liaison to focus on current and future talent and training needs
- -- Prepare labor market information/reports
- -- Design talent recruitment, candidate screening and placement services

Job Posting in employflorida.com

Access and talent ID resources

CareerBuilder, Monster, LinkedIn, College Career Offices, Outreach to Other Workforce Boards for Talent

Recruitment Events

Job fairs

- On-site, employer work-site, virtual
 Employer-specific events
- CareerSource or Employer work-site, Event Planning and Coordination, Advertising Support

Skill Screening "Prove IT" Assessments

-- Training Assistance

Individual, On-the-Job, customized and Employed Worker Training

Referral to state workforce training programs and application assistance

CONVENE COMMUNITY PARTNERS

- --Industry-specific sector strategies
- --Educational partners for customized curriculum development
- --Referral to local, regional and state resources



Discussion Brief

2016 Talent Attraction and Recruitment Objectives

Background

The CIC committee requested that CSB staff develop potential opportunities for CIC committee member participation in CSB outreach efforts that support talent attraction and recruitment in Brevard County. After several meetings which included the EDC, staff recommends the following approach for committee members, with a goal of achieving a measurable impact in talent attraction in Brevard County.

College Outreach Campaign

Alumni Outreach Pilot Project

- Request a presentation by Bino Campanini, head of Florida Tech alumni association who can explain best strategies to reach alumni offices and how we can identify our target market: engineers, manufacturing and healthcare professionals ages 28-45 with 5-8 years of work experience. These targets do not currently live in Brevard County.
- Based on CSB/EDC data, committee members select several college alumni
 offices they want to target, utilizing prepared marketing materials given
 them by CSB, and knowledge from Mr. Campanini's presentation, outreach
 to these selected universities
- Report back to the committee on their efforts, lessons learned, best practices, next steps (i.e. should pilot project be rolled out and incorporated in CSB's talent attraction efforts? etc.)

Career Counselor Outreach Pilot Project

- Committee members select several universities that participated in the Career Expo 2016. This was an event where 70+ university career offices from the US gathered in Orlando to connect to 20+ Central Florida Employers and opportunities. The Career Expo 2017 event is scheduled for the spring.
- CSB develops an outreach campaign to be utilized by committee members as they reach out to selected career offices.

• Report back to the committee on their efforts, lessons learned, best practices, next steps (i.e. should pilot project be rolled out and incorporated in CSB's talent attraction efforts? etc.)

Committee Participation in EDC's Talent Attraction efforts

• Committee members volunteer to attend EDC/CSB meetings

Future Committee Considerations

- Review findings from the Regional Landscape of College Student Completions Study (67-school study profiling 80k graduates) to see if the information can be utilized to help with future Talent Attraction efforts.
- Update committee on outcomes of Career Expo 2017

Discussion/Questions

Review, discuss, and/or modify possible committee actions and select the opportunity(s) the committee would like to undertake.



Grow the Resources of the Board ReportGRANTS (Federal, State and Local Competitive)

Grant Name	Partners Funding		Amount	Amount	Grant	Status	Staff
		Source	Pending	Awarded	Focus		Lead
Cyber-Security Trade Adjustment Assistance Community College & Career Training Grant (TAACCCT) Time Frame: 10/1/13 to 9/30/17	Eastern Florida State College (EFSC)	Federal - USDOL		\$135,000	CSB will conduct 6 social media campaigns for EFSC	Third year of a 4-year agreement. Have received \$15,000 to date.	Sandi Briles
Job- Driven Grant (JD-CD) Time Frame: 8/1/14 – 6/30/17	Regions 11 (Flagler/ Volusia) & 9 (Alachua/ Bradford)	Federal USDOL NEG via State – CSF		\$715,000	Dislocated Workers & UC Claimants Likely to Exhaust Benefits	Grant was extended until June 30, 2017. 96% of the training funding has been obligated and 95% of the total funding has been spent.	James Watson
State Workforce Innovation Grant - Career Jump Start for Florida's Military Youth Time Frame: 8/1/14-12/31/16	Regions 1 (Escarosa), 2 (Okaloosa/ Walton)	DEO – Innovative Regional Grant		\$234,498 + leverage= \$326,008	Development of "Tool Kit" and train the trainer for other regional workforce boards with military populations for Career Jump Start for Military Youth. This is a 3 year grant.	Providing tech. asst. to Region 1 & 2 for PY 2016. Region 1 has exceeded its deliverable & Region 2 is on target to meet deliverables. Region 2 has been granted the ability to pilot this program by offering additional classes to military dependents of any age.	Carol Brooks Macrander /Erica Lemp
AARP Foundation Back to Work 50+ Women's Economic Stability Incentive Initiative (WESI) Time Frame: 3/1/15 – 2/28/17	EFSC, Women's Center & Aging Matters, Inc.	Social Innovation Fund (SIF) through AARP Foundation		\$129,500	Offering unemployed women information sessions; computer, financial literacy, and job skills training; coaching and job search assistance for women ages 50-64.	Coaches at EFSC and CSB working with customers to achieve work and training goals. The final year of the grant begins 3/1/17. There are over 80 active cases within the total caseload.	Jana Bauer
Florida Sector Partnership National Emergency Grant Time Frame:	DEO	USDOL through DEO		\$765,000	Advanced Manufacturing utilizing a Sector Strategy approach to assist with relevant skills training and OJT training dollars to place dislocated workers in the	The Machining Apprenticeship Meeting was attended by 15 interested parties. A Subcommittee has been formed to research	Tina Berger



Grow the Resources of the Board Report GRANTS (Federal, State and Local Competitive)

Staff Lead		Carol Brooks Macrander
Status	accelerated hybrid models for approval by the USDOL. Collaborating with the EDC, Pastors Community Alliance & Brevard Adult Ed, CSB was able to provide training funds for 19 candidates enrolled in Sept. CPT Class (partially funded by EDC grant). The AIM meeting was cohosted with MASC on Oct. 13. Working with EDC and MASC on October Manufacturing Month planning countywide activities to highlight facilities and Mfg. careers. Working with BPS on Bayside HS Mfg. Academy-Industry Speakers Bureau. Working with PCA and EFSC on J-STD Soldering class in October. AIM grant has currently served 60 participants.	Initial actions have begun to establish the sector strategy. Established quarterly deliverables. Working with health care employers to determine current and future needs, establish baseline data
Grant Focus	manufacturing sector to fill the employment gaps. Internally branded as Advancing in Manufacturing (AIM) for community identity and participation.	Employ a Healthcare Sector Strategist to coordinate Healthcare Sector Strategy to facilitate solutions for current workforce needs, projections for workforce issues over the next five years, and resources to meet both long and short
Amount Awarded		\$91,351
Amount Pending		Monthly Cost Reimbur sement
Funding Source		Private Sector Grant
Partners		Health First, EDC, City of Melbourne, BPS-Career & Technical Education, BPS-Adult
Grant Name	7/1/15-6/30/17	Healthcare Sector Strategy Time Frame: 7/1/16 – 6/30/17



Grow the Resources of the Board Report GRANTS (Federal, State and Local Competitive)

Grant Name	Partners	Funding Source	Amount Pending	Amount Awarded	Grant Focus	Status	Staff Lead
	Circles of Care, Health Council, and additional Industry, Educational and other stakeholders yet to be identified.				the industry as a whole.	and schedule the sector kick off meeting, which has been set for December 14th	
H-1B American Promise Grant (APG) Time Frame: 7/15/16 – 5/31/20 (est.)	Region 12 - Central Florida, Region 11 - Flagler/ Volusia	NSDOL	Awards can range from \$1-\$ %6 Million	TBA	Grant Submitted. Waiting for Award Announcement: - Unemployed, underemployed and incumbent workers - Increase opportunities for all Americans; - Expand Employer engagement; - Use evidence-based design; and - Leverage and align additional resources - Support well-paying, middle- and high-skilled IT and IT related jobs - Develop the expansion of Regional workforce partnerships; - Employer engagement in sector strategies - Customer-centered design and excellence in customer service	Grant was due by August 25, 2016 & was submitted on August 23, 2016. Award will be announced in late October 2016 with anticipated start date in November 2016.	James Watson
Cooperative Outreach Program with Moore Communications and CareerSource Florida	CareerSource Florida & Moore Communicati ons	Wagner Peyser State Level Funding		\$27,219	This funding is allocated based on our region size and is focused on strengthening CSF network	Currently working with CSF to develop local strategies and budget.	Denise Biondi



Updated 11/2/16

Grow the Resources of the Board Report

	Staff	Lead	
	Status		
	Grant	Focus	brand, influencing action by business/job seekers to use CSB services, connect business with talent and to offset communication outreach costs and support local efforts.
	Amount	Pending Awarded	
titive)	Amount	Pending	
d Non-competi	Funding	Source	
al Competitive an	Partners		
GRANTS (Federal, State and Local Competitive and Non-compet	Grant Name		

	Staff	Lead	Sandi Briles	James Watson	James Watson
1S)	Status		Third year of a continuing contract. Received \$106,400 total to date. Submitted employment data on over 2300 students and facilitated 44 industry councils held to date.	Staff continue to work with eligible customers are vinterested in work or training. EN continues to progress at a modest pace with 41 tickets being assigned.	Application Process complete. CSB eligible to Verceive referrals, 14 BSA requests received to date. For each referral CSB will receive compensation in two forms: (1) \$1000 for any participant exiting that remains employed at
Fee for service, Foundation and Corporate giving programs)	Grant/Contract	Focus	Student data research and Industry Advisory Councils include: Manufacturing & Engineering Technology; Computer Science & Information Technology; Business Administration & Office Technology; and Healthcare & Life Sciences	Focused on eligible TTW customers who want to return unsubsidized employment using the Employment Network (EN).	Exiting Voc. Rehab participants who have found employment and are currently receiving SSI or SSDI. CSB will provide Employment Network mandatory follow up services.
ice, Foundatio	Amount	Awarded	\$40,000/ Annually starting 9/15/14	\$98,660	
Fee for servi	Amount	Pending			Unknown
ental funding,	Funding	Source	Eastern Florida State College	Social Security Admin.	Social Security Admin.
S (Non-governm	Partners		None	None	Vocational Rehabilitation
<u>UNRESTRICTED REVENUES</u> (Non-governmental funding,	Name of Funding		Eastern Florida State College Student Engagement/ Industry Advisory Councils Time Frame: 8/1/2013 - Indefinite	Ticket to Work (TTW) Program Time Frame: None	Florida Partnership Plus Time Frame: Indefinite

	Jana Bauer	Jana Bauer
SGA (Substantial Gainful Activity) for a seven month duration. (2) \$500 for written benefit summary analysis (BSA) completed by a certified community work incentive coordinator (CWIC).	A total of 23 students were successfully trained through CSB's week-long Foundations Training program. All 23 students have received internships and began working on Monday, June 27. Students worked in internships within the City of Palm Bay, local engineering firms, restaurants, and health facilities.	A total of 20 students were successfully trained through CSB's week-long Foundations Training program. All 20 students received internships within the City of Cocoa and began working on Monday, June 20. Students worked in areas such as; Human Resources, Finance, IT, Public Works, Utilities, City Clerk's Office and many more. Students were recognized at a City Council meeting as part of "graduation" on July 26, 2016, and the city is working to
	Using a combination of \$ from Palm Bay and USCM, CSB will facilitate the "Juniors to Jobs" summer youth training program focusing on teaching 30 highschool juniors the skills they need to obtain employment.	Using funding from the City of Cocoa, CSB will facilitate a summer youth training program focusing on teaching 22 high school juniors and seniors the skills they need to obtain employment. This includes a paid Work Experience piece with the City.
	\$27,000	\$40,000
	Palm Bay & USCM - Dollar WI\$E Grant	Cocoa
	US Conference of Mayors (USCM), City of Palm Bay	City of Cocoa
	City of Palm Bay – Juniors to Jobs Program Time Frame: Summer of 2016	City of Cocoa – Youth Summer Employment Program Time Frame: Summer of 2016

	Marina Stone	Jana Bauer
approve the program again for next year.	For Program Year 2015-2016, CareerSource Brevard has obtained \$14,925 in unrestricted funding, producing 478 referrals in Brevard County. A portion of the funds was expended on staff incentives and PY 15-16 All Staff Event. For the first quarter PY 2016-17 we have earned \$7,500.	Funding has been awarded as of 09/28/16 and funding was received on 11/1/16 Staff is currently working to launch the use of this new tool
	The Bureau of Tobacco Free Florida (BTFF) partners with Florida RWB's to promote the "3 Free and Easy Ways to Quit" program to help clients quit tobacco and improve their employability. While this program is available free to all Florida residents, the Department of Health targets workforce clients and reward LWDB's for each client referral.	Using funding donated from Wells Fargo for program support to the NextGen program. Plans include the purchase of a personality and career interest assessment tool for all young adults, to be facilitated in the orientation.
	\$22,425	\$8,500
	Bureau of Tobacco Free Florida	Wells Fargo
	Florida Department of Health	Wells Fargo
	Tobacco Free Florida	Assessment Project Timeframe: Oct 2016 – Oct 2017



Information Brief

Financial Reports

Background

The three financial reports that follow this brief provide the status of CareerSource Brevard's (CSB) funding, budgets, and expenditures for the fiscal period beginning on July 1, 2016 and ending on September 30, 2016.

Report Descriptions

CSB FINANCIAL REPORT (CHART 1)

- Displays final expenditures for the prior year, the current approved budget figures, and a comparison of year-to-date budget figures and actual year-to-date expenditures. The percentage of each line-item budget that has been expended to date is displayed in the final column of the report.
- The report is summarized into seven major categories: (1) management services; (2) infrastructure services; (3) technology services; (4) business services; (5) special grants and incentives; (6) fee for service activities; (7) contracted service providers; and (8) direct customer costs.
- Funding that is retained by the Department of Economic Opportunity (DEO) to pay personnel costs of State employees working in our one-stop system is added to the CSB annual budget to arrive at the total workforce budget for Brevard.
- Scholarship Unit customer Individual Training Account (ITA) activity is analyzed at the bottom of the report, including current budgets, obligations, expenses, and the % of each budget item that is obligated.

CSB FISCAL DASHBOARD INDICATORS (CHART 2)

 Displays the number of individuals identified as placed in EFM or found in Department of Revenue New Hire data, as reported on the DEO Monthly Management Report.

- Displays the number of job seekers in EFM who have not received a reportable service in the last 90 days, as reported on the DEO Monthly Management Report.
- Displays the total number of advertised occupations for each month, as reported on the Help Wanted OnLine Monthly Job Demand Report.
- Calculates the CSB total monthly spending per job placement (total monthly expenditures divided by total monthly job placements).
- Displays the quarterly calculations for required spending caps:
 - 1) Administration limited to 10% of expenditures at year-end
 - 2) ITA Spending minimum of 30% of expenditures at year-end
 - 3) Youth Spending minimum of 75% for out-of-school youth

FEE FOR SERVICE ACTIVITIES (CHART 3)

- Reports current balance of unrestricted funds available.
- Displays revenue, expenses and the resulting profit or loss for each Fee for Service project in the current year (since July 1).
- Calculates each revenue and expense category as a percentage of total revenue earned for each revenue and expense category.



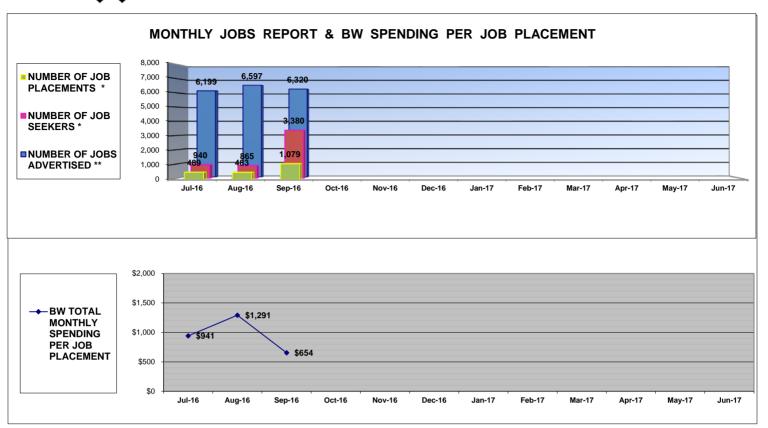
FY 2016-17 FINANCIAL REPORT

July 1, 2016 through September 30, 2016

Current Funding Level 8,045,500
Current Annual Budget 8,045,500
Unobligated Funds 0

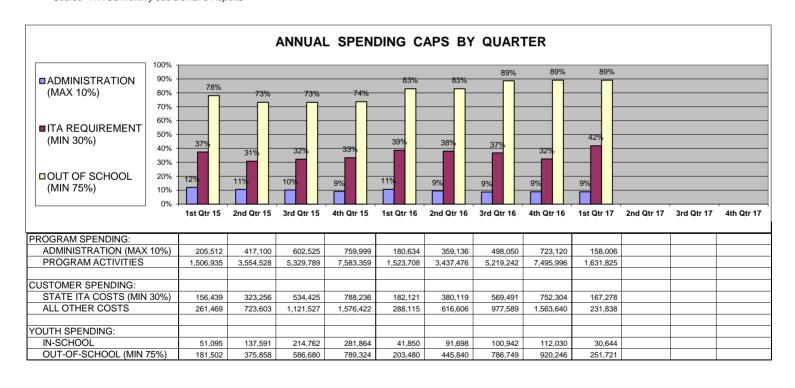
Total Customer ITA Activity	835,413	1,139,100	637,257	186,950	55.9%
	-				
Incentives & Materials	42,125	62,800	28,074	6,608	44.7%
Employer OJT/AWE/EWT	554,514	801,800	438,044	131,453	54.6%
Job Seeker ITAs	238,774	274,500	171,139	48,889	62.3%
*CUSTOMER ACTIVITY	Actual Expense	Approved Budget	Current Obligations	Y-T-D Expense	Funds Obligated
	FY 2016	FY 2017	FY 2017	FY 2017	% of ITA
	EV 204 :	EV 224=	FV 0017	FV 224=	0/ 5:=:
TOTAL WORKFORCE BUDGET	9,069,155	8,975,100	2,390,900	2,000,282	22.3%
STATE-LEVEL FUNDING	850,038	929,600	232,400	210,451	22.6%
TOTAL ANNUAL BUDGET	8,219,117	8,045,500	2,158,500	1,789,831	22.2%
TOTAL PROGRAM BUDGET	4,463,416	4,428,900	1,254,400	939,726	21.2%
Total Training Services	1,142,506	1,533,500	482,000	367,921	24.0%
Other Grants - Training Activities Other Grants - Support Services	10,753	12,000	6,000	2,346	19.6%
Other Grants - Training Activities	296,340	382,400	191,200	178,625	46.7%
ormula Funds - Training Activities ormula Funds - Support Services *	35,830	63,200	15,800	6,608	10.5%
CUSTOMER SERVICES formula Funds - Training Activities *	799,583	1,075,900	269,000	180,342	16.8%
	2,323,7.0	_,_,,,,,			. , , , , 0
Total Contracted Services	3,320,910	2,895,400	772,400	571,805	19.7%
Career Jumpstart (Partner Regions)	23,899	52,600	52,600	46,848	89.1%
NEG AIM Services (DWFS)	5,283	15,000	3,800	2,084	13.9%
ARP BTW Services (DWFS)	71,784	58,000	14,500	11,669	20.1%
D CD Services (DWFS)	54,432	65,600	16,400	7,622	11.6%
EJA Services (DWFS)	57,191	12,100	12,100	16,886	139.6%
CONTRACTED SERVICES General Contractor (DWFS)	3,108,321	2,692,100	673,000	486,696	18.1%
	0,,00,,01	0,010,000	,54,100	030,100	25.570
OTAL OPERATING BUDGET	3,755,701	3,616,600	904,100	850,105	23.5%
EE FOR SERVICE ACTIVITIES	77,006	191,300	47,800	68,781	36.0%
GRANTS & INCENTIVES	221,593	18,500	4,600	1,116	6.0%
otal Business Services	690,171	629,900	157,500	171,936	27.3%
Operating Expenses	12,305	9,600	2,400	1,401	14.6%
Salaries & Benefits	677,866	620,300	155,100	170,535	27.5%
BUSINESS SERVICES (Employer Outreach and					
Total Technology Services	506,696	504,600	126,200	100,001	19.8%
Operating Expenses				41,787	14.5%
Salaries & Benefits	222,394 284,302	216,000 288,600	54,000 72,200	58,214	27.0% 14.5%
TECHNOLOGY SERVICES (IT Staff, Telecom S				E0 014	27.00/
	·			101,241	22.370
Total Infrastructure	758,477	838,200	209,500	187,247	22.3%
Operating Expenses	30,967	50,500	12,600	6,180	12.2%
INFRASTRUCTURE SERVICES (Rent, Phone, Brevard Workforce Facilities	727,510	nce, Supplies) 787,700	196,900	181,067	23.0%
			222,222		
Total Management Services	1,501,758	1,434,100	358,500	321,024	22.4%
Operating Expenses	199,988	282,100	70,500	33,020	11.7%
MANAGEMENT SERVICES (Board Operations, Salaries & Benefits	1,301,770	1,152,000	288,000	288,004	25.0%
AANACEMENT CEDVICES (Board Or cretions	Ctoff Outrook I		`		
	Expense	Budget	Budget	Expense	Expended
	Actual	Approved	Y-T-D	Y-T-D	Budget
	FY 2016	FY 2017	FY 2017	FY 2017	Percent o

FISCAL DASHBOARD INDICATORS - 9/30/16



^{*} Source - DEO Monthly Management Reports

^{**} Source - HWOL Monthly Job Demand Reports





CURRENT YEAR FEE FOR SERVICE ACTIVITIES (7/1/2016 - 9/30/2016)

Unrestricted Balances: Cash on Hand \$75,647 Certificates of Deposit \$70,659 Total \$146,306

	/.	Healthcare Ambassace	100 00 Web	Linios to Line	So we way to see the second se	Ticket to W	we's of the state	onuo _{no} .	Forios Fre	S GO WOOD NOW	anus .	Other Feer	% ACHINIES		OTALS	\$ \$ %
Revenue	Ĺ	•					, .,		, ,				-,			-,
Grant Awards	\$	18,433	100.0	\$ -	0.0	\$ -	0.0	\$	7,500	100.0	\$	-	0.0	\$ 25,	933	51.6
Sponsorship Revenue		-	0.0	5,803	100.0	-	0.0		-	0.0		-	0.0	5,	803	11.6
Donated Revenue		-	0.0	-	0.0	-	0.0		-	0.0		-	0.0		-	0.0
Charges For Services		-	0.0	-	0.0	18,462	100.0		-	0.0		-	0.0	18,	462	36.8
Website Licenses		-	0.0	-	0.0	-	0.0		-	0.0		-	0.0		-	0.0
Interest Earnings		-	0.0	-	0.0	-	0.0		-	0.0		14	100.0		14	0.0
Revenue from DWI		-	0.0	-	0.0	-	0.0		-	0.0		-	0.0		-	0.0
Total Revenue	\$	18,433	100.0	\$ 5,803	100.0	\$ 18,462	100.0	\$	7,500	100.0	\$	14	100.0	\$ 50,	212	100.0
Expenses																
Personnel	\$	14,450	78.4	\$ -	0.0	\$ -	0.0	\$	-	0.0	\$	-	0.0	\$ 14,	450	28.8
Travel / Training		552	3.0	-	0.0	-	0.0		-	0.0		-	0.0		552	1.1
Outreach		-	0.0	-	0.0	-	0.0		-	0.0		970	6928.6		970	1.9
Software		-	0.0	-	0.0	-	0.0		-	0.0		-	0.0		-	0.0
Supplies		2	0.0	-	0.0	-	0.0		-	0.0		308	2200.0		310	0.6
Equipment		-	0.0	-	0.0	-	0.0		- 1	0.0		-	0.0		-	0.0
Professional Services		-	0.0	-	0.0	-	0.0		-	0.0		6,766	48328.6	6,	766	13.5
Customer Wages		-	0.0	45,099	777.2	-	0.0		-	0.0		-	0.0	45,	099	89.8
Customer Support		-	0.0	580	10.0	-	0.0		-	0.0		53	378.6		633	1.3
Indirect Costs		3,429	18.6	10,438	179.9	-	0.0		-	0.0		1,538	10985.7	15,	405	30.7
Total Expenses	\$	18,433	100.0	\$ 56,117	967.0	\$ -	0.0	\$	-	0.0	\$	9,635	68821.4	\$ 84,	185	167.7
Net Profit (Loss)	\$	-	0.0	\$ (50,314)	-867.0	\$ 18,462	100.0	\$	7,500	100.0	\$	(9,621)	-68721.4	\$ (33.9	273)	-67.7

CareerSource Brevard

E³ Committee September 15, 2016

Minutes

Members in Attendance:

Patty Stratton, Cathy Beam (via teleconference), Jennifer Hashagen, Travis Mack, Julie Song (via teleconference)

Members Absent:

Denise Devlin and Julie Tookes

Staff in Attendance:

Marci Murphy, Judy Blanchard, Jana Bauer, Al Yorston, Stephanie Mosedale and Marina Stone

Guests in Attendance:

Caroline Joseph-Paul of CareerSource Brevard (CSB) Career Centers

Call to Order:

Patty Stratton, Chair, called the meeting to order at 8:33a.m.

Public Comment:

There was no public comment.

Presentations

<u>Presentation of Summer Youth Employment Success Story and Program Results</u>

Two presentations were shared with success stories and program results, one from the CocoaWorks Summer Intern Program and the other from the Palm Bay Junior to Jobs Program. A letter was shared from Mr. Chris Collier of the City of Cocoa to his interns, which was very moving.

Action Item

Approval of E³ Committee Meeting Minutes of June 9, 2016

A Motion to approve the Minutes from the June 9, 2016 E³ Committee meeting was made by Travis Mack and seconded by Jennifer Hashagen. Motion passed unanimously.

Discussion and Information Items

Committee Goal 3 Status Updates

Staff reviewed the strategies and updated the Committee on the current status of CSB Corporate Goal 3 "Enhance the E³ concept (Employment, Education and Economic Development) for the emerging and transitional workforce. It was noted under Measure 3A, the Mix & Jingle 2016 will be held on December 8th at The Pizza Gallery Viera and proceeds will go to the Palmer Read and Feed Program.

Measure 1A CPT Program Partnership

Under the Talent Asset Pipeline initiative, CareerSource Brevard has partnered with the Economic Development Commission to cross promote and refer customers who are interested in pursuing Certified Production Technician (CPT) training. The CPT program is taught by Eastern Florida State College (EFSC) and is also an approved training program on our Individual Training Account (ITA) vendor list. Training will occur in September, January and April with an expected outcome of 60 students completing the training. This program is being heavily promoted throughout the community, with marketing pushes from EDC, CSB, Brevard Adult Education, the Pastors Community Alliance and EFSC.

Measure 3C Ecostruction Program

Under the Clean Energy Jobs Accelerator (CEJA) grant, development continued for a second quarter with our ITA partner, University of Central Florida's Florida Solar Energy Center, and other partners to develop a customized training in clean energy, efficiency and/or sustainability occupations. The training occurred from August 1 - August 5, 2016. A total of 99% of participants who attended on day 1 successfully completed the entire week of training, receiving certifications of completion for both Sustaining Service and their elected training. In just one week following the training, three participants had already become employed.

Measure 4D NextGen Program Enrollment

CSB is modifying the NextGen Youth Program to meet the requirements of the new WIOA requirements. The program is committed to serving 350 young adults through this program year. A snapshot of the program enrollments was shared. Through the PY16-17 Program Year, the program aims to serve 179 more young adults.

Growing the Business of the Board

A matrix of grants, unrestricted revenues and partnerships was shared to highlight ways in which CSB is growing the business of the Board.

Cathy Beam shared that information will be forthcoming about the National Manufacturing Day

A suggestion was brought up about young adults which participated in the Summer Internship programs to be Ambassador's at their school, local events, etc. to share about their workforce program experience. It helps other students to hear about the experience first-hand and from someone their own age.

Adjourn:

Patty Stratton, Chair, adjou	irned the meeting a	t 9:26 a.m.	
Respectfully submitted,		Reviewed by,	
{signature on file} Marina Stone	_10/03/16_ Date	<pre>{signature on file} Patty Stratton, Chair</pre>	<u>10/03/16</u> Date

CareerSource Brevard

Executive Committee Meeting August 4, 2016

MINUTES

Members in Attendance: Robert Jordan (Chair) (via teleconference), Daryl Bishop, Susie Glasgow, Paula Just, Mike Menyhart Terry Schrumpf, Patty Stratton (via teleconference).

Members Absent: None

Staff in Attendance: Marci Brilley, Richard Meagher, Lyn Sevin.

Guests: None

Robert Jordan called the meeting to order at 4:00pm.

Public Comments: There was no public comment.

Action Items:

Approval of Executive Committee minutes

Motion to approve the Executive Committee Minutes for May 3, 2016 made by Daryl Bishop and seconded by Susie Glasgow. Motion passed unanimously.

Motion to approve the Executive Committee Minutes for May 31, 2016 made by Mike Menyhart and seconded by Susie Glasgow. Motion passed unanimously.

Motion to approve the Executive Committee Minutes for June 30, 2016 made by Terry Schrumpf and seconded by Paula Just. Motion passed unanimously.

Board Member Nominations

The Space Coast AFL-CIO is recommending Kevin Smith, Shawn Beal, and Jennifer Kenny to fill mandatory labor seats. Motion to recommend approval of Kevin Smith, Shawn Beal, and Jennifer Kenny to fill the vacant labor seats to the next meeting of the full Board of Directors made by Susie Glasgow and seconded by Mike Menyhart. Motion passed unanimously.

Discussion/Information Items:

Financial Reports

Staff reviewed the financial activity for the fiscal period ending on June 30, 2016. Staff also handed out a Budget Update for Program Year 2016-2017 and said that CSB has a balanced budget. There was brief discussion on grant roll-overs and Customer Incentives & Materials. Staff were asked to report back on the Incentives & Materials expenditures.

Vendor Payment Report:

The Vendor Payment report from April 1, 2016 through June 30, 2016 was reviewed. There was discussion on the Content Central software. Staff were asked to bring an update on the maintenance fee for Content Central to the next meeting.

voted on at the next full Board of Directors.	on the President's contract and it would i
Adjournment: Robert Jordan adjourned the meeting at 4:45pm.	
Submitted by,	Reviewed by,

Other business:

CareerSource Brevard (CSB)

Executive Committee Meeting November 1, 2016

MINUTES

Members in Attendance: Robert Jordan (Chair), Daryl Bishop, Susie Glasgow, Paula Just, Mike Menyhart, Terry Schrumpf, Patty Stratton (via teleconference).

Members Absent: None

Staff in Attendance: Denise Biondi, Marci Murphy, Richard Meagher, Lyn Sevin.

Guests: None

Robert Jordan called the meeting to order at 4:02pm.

Public Comments: There was no public comment.

Action Items:

Approval of Executive Committee minutes

Motion to approve the Executive Committee Minutes for August 4, 2016 made by Terry Schrumpf and seconded by Daryl Bishop. Motion passed unanimously.

Susie Glasgow joined the meeting at 4:04pm

Coaching

Ms. Murphy reviewed her contract relating to coaching services and said she would like to utilize this service by bringing in a Strengths Based Coaching consultant to work with the Senior Management team utilizing the Gallup University Strength Based Management System. Discussion followed. Motion to approve CSB's President, Marci Murphy, attend the Accelerated Strengths Coaching course and share the training with senior staff upon her return made by Paula Just and seconded by Susie Glasgow. Motion passed unanimously

President's Program Year 2016-2017 Goals

Ms. Murphy presented her goals for Program Year 2016-2017. There was discussion on changing some of the goals and adding measurable outcomes. Motion to create new measureable goals using the Committee's input relating to securing grants, sector strategies, and talent development, and to bring back to the Executive Committee for approval made by Susie Glasgow and seconded by Mike Menyhart. Motion passed unanimously. The goals will be sent to the full Board of Directors for information.

New Center Hours

Ms. Murphy reported that after getting feedback from the community, other workforce regions, the Department of Economic Opportunity, and CareerSource Florida she was seeking approval to reopen CSB on Fridays. She recommended that starting in January 2017, Career Center staff will work nine hour days Monday through Thursday and Fridays from 8-12. The centers will be open to the public from 9-6 p.m. Monday through Thursday and from 8-12 noon on Fridays. The centers will be staffed from 8am-6pm with staggered lunch breaks.

Motion to approve the new Career Center hours as presented for approval at the next full Board of Directors Meeting made by Pattie Stratton and seconded by Daryl Bishop. Motion passed unanimously.

Discussion/Information Items:

Hurricane Update

Ms. Murphy gave a report on Hurricane Matthew and said that Brevard County has been designated by the Federal Emergency Management Agency as an eligible entity for disaster recovery assistance funding available through the USDOL National Dislocated Worker Grant application process. She indicated that CSB has requested assistance based upon current identified post-storm recovery needs as well as historical data related to recovery efforts and assistance granted following major hurricane impacts occurring in 2004.

Paula Just left the meeting at 5:15pm.

Governor's Re-employment Challenge

Ms. Murphy reported on the Governor of Florida's one million dollar challenge to local workforce boards designed to quickly move individuals who are receiving reemployment assistance benefits back into jobs. She indicated that staff is currently reviewing the challenge with the intention of participating.

Audit Report

Staff reviewed the First Quarter FY 2016-2017 Audit and Monitoring Report which showed no reportable conditions and no instances of non-compliance. The audit report will be presented at the next full Board of Directors meeting for approval.

Financial Reports

Staff reviewed the financial activity for the fiscal period ending on September 30, 2016.

Vendor Payment Report:

The Vendor Payment report from July 1, 2016 through September 30, 2016 was reviewed.

Other business:

Ms. Glasgow requested information on CSB's plan for assisting OneWeb Satellites who are locating to a facility in Titusville.

Adjournment: Robert Jordan adjourned the	e meeting at 5:30pm.		
Submitted by,		Reviewed by,	
(signature on file)	11/3/2016	Z. A.	11/03/2016
Lyn Sevin	Date	Robert Jordan	Date

CareerSource Brevard

Workforce Operations Committee August 10, 2016

Minutes

Members in Attendance:

Paula Just (Chair), Nancy Heller, Amar Patel and Ron Taibl

Members Absent:

Dale Coxwell and Danielle Jones

Staff in Attendance:

Marci Brilley, Denise Biondi, Erma Shaver, James Watson and Marina Stone

Guests in Attendance:

Jessica Mitchell (via teleconference), Julie Berrio of CareerSource Brevard (CSB) Career Centers, Bill Ronat of Brandt Ronat and Company

Call to Order:

Paula Just (Chair) called the meeting to order at 8:33 am at CareerSource Brevard (CSB). Introductions were made.

Public Comment:

There was no public comment.

Action Items:

Approval of Workforce Operations Committee Minutes of May 11, 2016

Motion to approve the Minutes from the May 11, 2016 meeting was made by Amar Patel. Ron Taibl seconded the motion. The motion passed unanimously.

Discussion/Information Items:

Committee Goal 4 Status

CSB Corporate Goal 4 strategies and measures were reviewed.

Measure 1B – Identify and Improve Skills Gaps Summary Report

CareerSource Brevard (CSB) implemented a number of tools geared to the identification and improvement of skills gaps both educational and occupational. Staff will continue to track and evaluate the usage of these tools to ensure that they are providing added value to our job seeker and business customers.

Measures 2A (2) - Tracking Veterans and Tracking Performance

In August 2015, Florida Department of Labor Veteran's Employment and Training Service (DVET) Representatives visited CSB with the intent to monitor the Jobs for Veterans State Grant Program and provide suggestions for improvement. As a result, a corrective action plan was created, followed by implementation and progress tracking. Staff met all measures as established following the Technical Assistance visit for Program Year 2015-2016. Staff shared that CSB will be sharing their successes at the next Florida Workforce Summit in September.

Measure 2B (1&2) – Implementing Human Centered Design Process Presentation

CareerSource Brevard has been working diligently on defining Human Centered Design (HCD) Processes for the Ex Offender and the Disabled populations. The Employment and Training Administration in conjunction with the United States Department of Labor shared +Acumen online coursework. Teams were created which included CSB Team Members, community leaders and local residents involved with specific populations. This process through creating teams, strategically defined how CSB practices could target these hard to serve populations such as what worked well, what challenges were being faced by the groups, ah-ha moments and getting participation from all walks of life into the HCD. In the end, best practices and lessons learned are shared. The best of the best are invited to the White House to share their presentations. Both the Ex Offender and the Disabled HCD presentations were shared with the committee.

Measure 3B (1)(a) Community Resources Workshops

Community Resources Workshops for July 1 – June 30, 2016 were shared.

Measure 3C(1)(a) – Performance Funding Model Watch Brief

CareerSource Brevard opted to participate in the Performance Funding Model developed by CareerSource Florida. Information was provided and will continue to be tracked and tweaked as new data is received. Predictions of performance are based on very early data and will change as placement information becomes available.

Measure 3C(1)(b) - Common Measures Watch Brief

The Common Measures are required by WIA however, there are no incentive monies tied to meeting these common measures. There are sanctions if these measures are missed for two years in a row. Data was shared that shows past performance along with goals for PY 2015-2016 along with actual performance as of March 31, 2015. There is a significant data lag due to the type of information that is captured.

Measure 3C(2) – Contractor Performance Measures for PY 2016-2017

In support of on-going performance accountability, CareerSource Brevard staff reviewed historical data and existing state and federal measures to develop the Local Performance Measures which have been incorporated into the existing contract as "Attachment F" and will be used in conjunction with other performance elements to determine quarterly performance for contractor payments and to ensure the best possible provision of services for our customers.

End of Year Contractor Performance PY 2015-2016

The CSB contract with the contractor is cost reimbursement for direct program costs, however, corporate costs and profits are 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. For PY 2015-2016 the Contractor succeeded in meeting or exceeding the performance criteria and was paid all withheld costs.

<u>Local Customer Satisfaction Survey Results – Job Seekers</u>

Staff shared results of the Customer Satisfaction Survey from April 1, 2016 through June 30, 2016. Surveys were completed by 650 respondents. Of the 650 respondents, 66.6% felt prepared to move forward with their goals after their visit.

Grow the Resources of the Board

A matrix was shared showing grant opportunities, unrestricted revenue projects and partnerships that CSB is pursuing to help grow the resources of the Board.

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There being no further discussion or business, Paula Just adjourned the meeting at 9:29 am.

Respectfully submitted, Reviewed by,