

# **CareerSource Brevard**

Career Center Committee

March 8, 2018

## **Minutes**

### **Members in Attendance:**

Mike Menyhart (via teleconference), Stephanie Archer, Shawn Beal (via teleconference), Nancy Heller (Acting Chair)

### **Members Absent:**

Frank Abbate, Dale Coxwell, Debra Greco, Amar Patel and Rose Thron

### **Staff in Attendance:**

Marci Murphy, Don Lusk, Jana Bauer, Denise Biondi, Jenn Lasser, Erma Shaver and Marina Stone

### **Guests in Attendance:**

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

### **Call to Order:**

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

### **Public Comment:**

Nancy Heller shared that these Career Center Committee meetings are incredibly beneficial and encourages everyone to attend.

### **Presentations:**

#### MAPS Program

Staff presented the new MAPS training that is utilized in the centers for WT, SNAP and NextGen customers. This is the new “work readiness/foundations training” designed by the contractor. The presentation highlighted an overview of the program, and dove deeper into what is offered all four days.

#### AARP Back to Work 50+ Grant Presentation

Staff presented on the AARP Back to Work 50+ program. This grant is in its fourth year and CSB is the grant recipient this year. The presentation walked the committee through the overall program initiative, the BTW50+ network and research piece, and the process flow for candidates.

### **Action Items:**

### Approval of Career Center Committee Minutes of December 14, 2017

Motion to approve the Minutes from the December 14, 2017 meeting was made by Mike Menyhart. Shawn Beal seconded the motion. The motion passed unanimously.

### **Discussion/Information Items:**

#### Committee Goal Status

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

#### Aerospace Industries Association (AIA) Aerospace Workforce Summit

In April 2017 AIA made the decision to hold a Summit in Florida (first convening in the state) the following November. Career Source Brevard was asked to be a part of the Planning Committee. While early results indicate that addressing the time and cost for sponsoring Security Clearances and available funds for paid internships for university students are critical, these challenges and suggested action plans are being compiled and prioritized for review by the Planning Committee. CSB will have active participation at the Sub-Committee level for moving resolutions forward. We were also able to forge new relationships and rekindle old ones through the networking opportunities at the event.

#### Continuous Improvement Initiatives

In July 2017, CSB officially switched to a new one-stop career operator contractor, C2 Global Professional Services. During transition, C2 worked with CSB Board to identify various areas for improvement. In particular, C2's strengths in technology helped to identify core initiatives that would help the organization attract hidden talent and increase awareness within the community. Many initiatives have been/are being implemented such as virtual industry tours, career advising training, texting campaigns, Jobs321 Facebook page and a jobs map. .

#### Second Quarter Contractor Performance PY 17-18

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 succeeded in meeting or exceeding the performance criteria and was paid all withheld costs for the second quarter of PY17-18. Data was shared.

#### Working for Brevard Semiannual Report

An infographics was presented, entitled "Working for Brevard" which showed businesses served, services provided to businesses and measuring successes, along with the unemployment rate, on-the-job training, veterans served and recruiting events

### Local Customer Satisfaction Survey Results

The Customer Satisfaction Survey instrument in use in our career centers appears on computer stations and on the Workforce Specialist Services and Transition Specialist Services computers. Signage, pop-up reminders and staff engagement have been used to encourage participation. As of July 1, 2017, the Customer Satisfaction Survey transitioned to the new contractor. During the second quarter, October 1, 2017 through December 30, 2017, 973 surveys were received. Year to Date 1,667 customers have completed surveys with an overall customer satisfaction rate of 92.9%.

### Website and Social Media Analytics

An infographic was shared about the CSB Website and the use of CSB's Social Media which shows website traffic along with website, Facebook and Twitter statistics.

### **Adjourn:**

There being no further discussion or business, Nancy Heller adjourned the meeting at 9:44am.

Respectfully submitted,

Reviewed by,

{Signature On File}      03/14/18  
Marina Stone                      Date

{Signature on File}      03/14/18  
Nancy Heller, Acting Chair      Date