

# CareerSource Brevard

Career Center Committee

December 14, 2017

## Minutes

### **Members in Attendance:**

Mike Menyhart (Chair) and Ron Taibl

### **Members Absent:**

Shawn Beal, Dale Coxwell, Debra Greco, Nancy Heller, Amar Patel, Rose Thron

### **Staff in Attendance:**

Don Lusk, Tina Berger, Judy Blanchard, Jana Bauer, Denise Biondi, Erma Shaver, Stephanie Mosedale, Marina Stone

### **Guests in Attendance:**

Caroline Joseph-Paul, Bob Knippel and Marcia Markham of CareerSource Brevard (CSB) Career Centers and Katrina CSB Customer

### **Call to Order:**

Mike Menyhart (Chair) called the meeting to order at 8:32 am at CareerSource Brevard (CSB). Introductions were made.

### **Public Comment:**

There was no public comment.

### **Presentations:**

Marcia Markham of CSB Career Center introduced Katrina Foster-Fernandez who shared her story using CareerSource Brevard services and programs.

CSB recently received the Soft Skills Pilot Grant. Staff shared a powerpoint presentation that this grant being a pilot program for the State of Florida along with the goals, outcomes with future plans for the sustainability of the program. A lively discussion ensued.

### **Action Items:**

Approval of Workforce Operations Committee Minutes of September 14, 2017

Motion to approve the Minutes from the September 14, 2017 meeting was made by Ron Taibl. Mike Menyhart 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.

### Business Use of CSB Business Services

The CSB Strategic plan contains a goal, strategy, measure and activity. Data was presented which measures and tracks the number of CSB services that a business used for PY 16-17. The number of services bring provided to current business (total all industries) customers decreased by 24% below the previous year. CSB's focus and business model for addressing employer's needs has taken a slight shift to sector strategy work, consortium meetings, subcommittee work, partner and apprenticeship meetings which are not being computed into the State of Florida database.

### 2017-2018 NextGen Youth Program Plan

Under WIOA, CSB's NextGen program is required to serve a maximum of 25% on In-School Youth and a minimum of 74% on Out-of-School Youth. The program is committed to serving a minimum of 350 young adults throughout Program Year PY 2017-2018. Recruiting strategies and a list of program strategies, pre-employment skills workshops and support services was shared.

### 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 as virtual industry tours, career advising training, texting campaigns, Jobs321 Facebook page and a jobs map. Mike shared that he attends a trade show each year in Feb/March of each year, it may be a good time to bring a busload of Next Gen'ers to see other careers available.

### PY17-18 Career Center Standards Results

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. Each career center was rated in 5 key quality indicator areas; poster and signage, job seeker services, general services, employer services and general staff and operations. The overall rating for PY 17-18 was 100%. Current and historical data was shared.

First Quarter Contractor Performance PY 17-18

The CSB/Dynamic Workforce Solutions (previous contractor) 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 first quarter of PY17-18. Data was shared.

Working for Brevard and Economic & Community Impact Report

Two infographics were shared. One, Working for Brevard shared businesses serves, services provided to businesses and measuring successes. The second was the Economic and Community Impact Report which showed that over \$8 million was invested in employment and training services which equals a \$317 million infusion of wages in Brevard County.

Local Customer Satisfaction Survey Results

The customer Satisfaction Survey used in our career centers has been used for years by career seekers. During the fourth quarter, July 1, 2017 through September 30, 2017, 694 surveys were received. The majority, 93% strongly agreed that they were satisfied with their overall experience at CSB.

CSB Strategic Outreach/Awareness Plan 2017-2018

A PowerPoint was shared outlining the key objectives and tactics which will be used to support the objectives of the Outreach Plan. An infographic was shared showing the website and social media traffic, businesses and career seekers served and statistics about both.

Don Lusk shared that the new date of the next Executive Committee meeting will be February 5<sup>th</sup> and the new date of the next Board of Directors Annual Retreat will be February 20<sup>th</sup>.

**Adjourn:**

There being no further discussion or business, Mike Menyhart adjourned the meeting at 10:05am.

Respectfully submitted,

Reviewed by,

{signature on file}      12/21/17  
Marina Stone                      Date

{signature on file}      12/21/17  
Mike Menyhart, Chair                      Date