



Career Center Committee Meeting

September 14, 2017

8:30 A.M. – CSB Boardroom

(Teleconference 321-394-0707)

Attendees:

Mike Menyhart (Chair), Shawn Beal, William Chivers, Dale Coxwell, Debra Greco, Nancy Heller, Danielle Jones, Amar Patel, Ron Taibl, Rose Thron

Agenda

Page No.

Call to Order

Mike Menyhart

Introductions

Public Comment

Presentation – NextGen Success Story

Jana Bauer

Presentation – Summer Youth Employment Success

Jana Bauer

Action Items

Approval of Committee Minutes for May 11, 2017

Mike Menyhart

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Discussion/Information Items

- Committee Goal Status
 - Bayside Manufacturing Academy
 - Jana Bauer 4 - 9
 - Jana Bauer 10
 - NextGen Program Enrollment
 - Jana Bauer 11
 - Attracting Hidden Talent in a Low Unemployment Environment
 - Jana Bauer 12 - 13
 - Website and Social Media Snapshot
 - Denise Biondi 14
 - Regional Workforce Board Collaboration
 - Jana Bauer 15 - 16
 - End of Year Contractor Performance PY16-17
 - Erma Shaver 17 - 19
 - Local Customer Satisfaction Survey Results
 - Erma Shaver 20 - 21

Adjourn

Mike Menyhart

Call 321-394-0658 for information

TTY: 711-321-394-0507

Upcoming Meetings

October 2017 19th Industry Workforce Committee-8:30am
30th Executive Committee-4pm

November 2017
14th Board of Directors-8am

December 2017
14th Career Center Committee-8:30am

January 2018
25th Industry Workforce Committee-8:30am
29th Executive Committee-4pm

February 2018
13th Board of Directors Annual Retreat-8am-Rockledge Career Center

March 2018
8th Career Center Committee-8:30am

April 2018
26th Industry Workforce Committee-8:30am
30th Executive Committee-4pm

May 2018
15th Board of Directors-8am

June 2018
14th Career Center Committee-8:30am

CareerSource Brevard
Workforce Operations Committee
May 10, 2017

Minutes

Members in Attendance:

Paula Just (Chair), Dale Coxwell, (via teleconference), Nancy Heller, Danielle Jones, Amar Patel and Ron Taibl

Members Absent:

Shawn Beal

Staff in Attendance:

Marci Murphy, Judy Blanchard, Don Lusk, Erma Shaver, Rick Lepre, Denise Biondi, and Marina Stone

Guests in Attendance:

Caroline Joseph-Paul, Jessica Mitchell, Julie Berrio and Linda Hadley of CareerSource Brevard (CSB) Career Centers, Scott Amey of Dynamic Workforce Solutions (via teleconference)

Call to Order:

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

Public Comment:

There was no public comment.

Action Items:

Approval of Workforce Operations Committee Minutes of November 9, 2016

Motion to approve the Minutes from the November 9, 2016 meeting was made by Ron Taibl. Nancy Heller seconded the motion. The motion passed unanimously.

Danielle Jones, Denise Biondi and Dale Coxwell (via teleconference) joined the meeting.

Guidelines on Formula Funding Usage

Training and supportive services funds guidance are reviewed each year with the purpose of focusing on programs that are the most effective for business and career seekers, while considering the economic situation and funding availability for the upcoming program year. A lively discussion ensued. A motion was made by Amar Patel to set the 2017-2018 guidelines as 70% Employer Based Training and 30% Individual Training Accounts for training funds investment mix for inclusion on the Consent Agenda of the next full Board of Directors meeting. Ron Taibl seconded the motion. The motion passed unanimously.

Presentation:

CSB Career Center Staff shared a presentation in a series of Learning Career Center Operations. The presentation covered the topic of Veteran Services and Performance.

Action: Amar Patel would like information on number of cases the DVOPs served and the kinds of jobs they are getting. Marci will follow up with him on these items.

Discussion/Information Items:

Committee Goal 4 Status

CSB Corporate Goal 4 strategies and measures were reviewed.

Measure 1A (1) Effectiveness of Training Versus Career Services

A snapshot was shared for PY 2016-2017 that WIOA customers in training continue to yield a higher placement rate than those receiving only career services.

Measure 1A (2) – Analysis of Training Program Placement Data and OJT Effectiveness

An analysis of training program placement data and OJT effectiveness was shared showing the percent of completers placed in ITA's, OJT's and EWT's. Overall 75.9% of completers were placed.

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. Results for the Third Quarter of 2016-2017 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 process revised as new data is received. The measures have been updated and there are now seven (7) metrics being measured. Predictions of performance are based on very early data and will change as placement information becomes available. Measures for PY 17-18 are still being discussed and may be revised or totally changed from what we are tracking now.

Third Quarter Contractor Performance PY 2016-2017

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. To date, for PY 2016-2017 the Contractor succeeded in meeting or exceeding the performance criteria and was paid all withheld costs.

Local Customer Satisfaction Survey Results – Job Seekers

Staff shared results of the Customer Satisfaction Survey from January 2, 2017 through March 31, 2017. Surveys were completed by 811 respondents. Of the 811 respondents, 91.4% 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.

CSB is considering revamping the current committee structure. A smaller number of committees are being considered for PY 17-18 which may include an Industry Workforce Committee and a Career Center Committee. Once in place, all committee members will receive email correspondence asking for their participation on newly created committees.

Adjourn:

There being no further discussion or business, Paula Just adjourned the meeting at 9:32 am.

Respectfully submitted,

Reviewed by,

{signature on file} 06/15/17
Marina Stone Date

{signature on file} 6/15/17
Paula Just, Chair Date

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

Strategies	Actions	Timeframes	Status
Increase the skills needed in the labor force to meet the demands of local and regional businesses.	Measure & analyze the effectiveness of the training programs offered to career seekers through CSB.	June 2018	No updates.
	Develop a process that effectively crosswalks real-time Industry data from CSB's sectors and Business Liaisons to staffing specialists & Recruiters to be utilized by career seekers.	December 2017 / Ongoing	No updates.
	Form partnerships to help identify the training needs of local businesses	Ongoing	<p><u>Healthcare Career Exploration Workshop</u></p> <p>On 7/25, CSB hosted a new style of workshop developed under the healthcare sector strategy initiative designed to build the talent pipeline. CSB recruited approximately 30 career seekers who have an interest in working in the health field. Health First spoke about in-demand occupations, career paths and soft skills needed. CSB provided labor market information and information on scholarships. EFSC, Keiser University and Harris-Casel Institute spoke about their training programs. Following the workshop, attendees were able to network with all organizations. CSB will begin hosting onsite career exploration events for other sectors, and the new contractor has developed a model for hosting these sessions virtually.</p>
Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.	Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.	Ongoing	<p><i>See Bayside Manufacturing Academy Brief.</i></p> <p>The next CAPE Planning Committee meeting is set for September 26, 2017. CareerSource Florida is now accepting applications for the 2018-19 CAPE Act industry certifications, through September 29.</p>

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Strategies	Actions	Timeframes	Status
			2017-2018 School Year CAPE Academies Digital Media/Multimedia <ul style="list-style-type: none"> • Satellite HS • Viera HS Engineering Academies <ul style="list-style-type: none"> • Bayside HS • Merritt Island HS • Space Coast HS Environmental Studies <ul style="list-style-type: none"> • Heritage HS Finance Academies <ul style="list-style-type: none"> • Melbourne HS • Viera HS Fine Arts Academies <ul style="list-style-type: none"> • Bayside HS • Merritt Island HS Health Academies <ul style="list-style-type: none"> • Astronaut HS (Nursing Asst) • Heritage HS (Sports Medicine/Health and Wellness/Exercise Science)
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	<i>See NextGen Program Enrollment Brief.</i> <i>Presentation – NextGen Success Story</i>
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	<i>Presentation – Summer Youth Employment Program Success</i>
Work to identify and find hidden talent in a low unemployment environment.		Ongoing	<i>See Attracting Hidden Talent Brief.</i>
Work with other Workforce Boards and Organizations to find innovative processes/ collaborations around Career Seekers that can be shared.		Ongoing	CSB has partnered with CareerSource Central Florida (CSCF) and CareerSource Flagler/Volusia (CSFV) to explore regional training to support construction skill needs. CSCF is leading the effort and CSB has assigned a Business Liaison as the local point of contact.

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Strategies	Actions	Timeframes	Status
Ensure that measureable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	December 2017	No updates.
	New and improved website.	Ongoing	<p><i>See Website and Social Media Snapshot.</i></p> <p>CSB was recently contacted by WESH 2 news after the station came across the takeaimbrevard.com website regarding the Manufacturing Sector Strategy initiatives. This sparked interest in creating a news story about the renaissance of the Space Coast. This story will be a 60 min. piece airing sometime between the end of Sept to mid-October, prime time, and 8pm to 9 pm on NBC. The story will include our economic and educational partners who have been involved in the economic expansion post-shuttle program. Our story will focus on how CSB identified the need to work Sector Strategies as a model for doing business with CSB's first sector work: Aviation and Aerospace leading to our Manufacturing grant and work identify skills gaps and work with our partners to rebuild the talent pipeline for manufacturing in Brevard. They will be interviewing Marci and several career seekers who received employment services and manufacturing training resulting in employment.</p>

Objective: Offer the highest quality of services to Businesses to meet their workforce needs.

Strategies	Actions	Timeframes	Status
Track & improve Business engagement Activities		Ongoing	<p>Hiring Events (Apr – July): 51 Recruiting Events, 1,012 jobseekers in attendance.</p>

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Strategies	Actions	Timeframes	Status
			<ul style="list-style-type: none"> - June 13th Diversability Job Fair to connect individuals with disabilities to employment opportunities. 100 attendees and 5 businesses. - July 12th – Manufacturing Recruiting Event for CPT students with 16 attendees and 8 employers. <p>Business Learning Events:</p> <ul style="list-style-type: none"> - June 28th - DEO Local Townhall for employers using the CONNECT and Unemployment systems, with opportunity to ask DEO questions about UC. - July 14th Hosted WE Venture for Strong Women, Strong Coffee with approximately 30 businesses in attendance <p>Business/Talent Pipeline Development and Engagement:</p> <ul style="list-style-type: none"> - April 25th – Brevard Healthcare Workforce Consortium Meeting - May 4th – AIM Manufacturing Advisory Council Meeting - May 24th Aerospace Workforce Workshop with over 75 business attendees - July 25th Brevard Healthcare Career Exploration Workshop to introduce future students to healthcare occupations in the goal of building talent pipelines. Employer panel and training providers present.
Work with other Workforce Boards and Organizations to find innovative processes/ collaborations around Business Services.		Ongoing	<i>See Regional Workforce Board Collaboration Brief.</i>
Help Businesses Train and Retain their workforce.	Create a comprehensive, high-quality “Employee Retention” package to offer to businesses.	June 2018	No updates.
Objective: Create a data centered environment to measure the success of CareerSource Brevard’s services.			
Strategies	Actions	Timeframes	Status

Career Center Committee

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

Strategies	Actions	Timeframes	Status
Create a method to display CSB's Federal, State and Career Center Contract measures in a simplistic, easy to understand snap shot.	Create and present at committee meeting	March 2018	Final report for PY16-17 attached. <i>See End of Year Contractor Performance PY 16-17 Brief.</i>
	Analyze the measures	March 2018	No updates.
	Actions to increase performance	March 2018	No updates.
Create a method to measure CSB's value to the Brevard Community as a source that is used by career seekers and businesses.	Create and measure	March 2018	No updates.
Measure the Customer Satisfaction of both Career Seekers and Employers.		Ongoing	<i>See Local Customer Satisfaction Survey Results Brief.</i>

Objective: Develop & implement Marketing & Outreach to businesses and career Seekers so that they are aware & utilize CSB's services

Strategies	Actions	Timeframes	Status
Develop a comprehensive portrait of CSB's business services that includes relevant analytics and data.	Engage outreach plan that raises awareness of CSB's business services including: Talent Attraction, Recruitment and Retention Services.	Plan presented December 2017	No updates.

Career Center Committee

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

Strategies	Actions	Timeframes	Status
Develop a comprehensive portrait of CSB's career services that includes relevant analytics and data.	Engage outreach plan that raises awareness of/drives talent to CSB's career seeker services. Actions target both hidden talent (i.e. ex-offenders, vets, mature workers, persons with disabilities, etc.) and Key Sector-required talent.	Plan presented December 2017	No updates.



September 14, 2017

Information Brief

Bayside Manufacturing Academy

Background

The Bayside Manufacturing Academy is entering its second year of course offerings. There were 80 students enrolled in 2016-17. This year there are 137 students enrolled in the Manufacturing Academy.

Courses

Machining Tech 1	3 classes	73 students enrolled
Machining Tech 2	3 classes	64 students enrolled

The Advanced Manufacturing Program offers the four modules of;

Safety	Manufacturing Processes and Production
Quality Practices and Measurements	Maintenance Awareness

Each module passed provides its own certification to students, but all four modules must be completed and passed in order to obtain the Certified Production Technician certification. Students have the opportunity to earn their CPT within one year.

The program offers hands-on trade skills training labs in the Machining Center. Each CPT module has Lab work associated to master skills competency, Quality Practices are taught using 3-D printers. The Welding Lab teaches– Maintenance Awareness and Safety through welding techniques: MIG, TIG and CNC Plasma Cutter. CNC Machines will be used in the NASA Hunch program later this year.

During the summer, Bayside offered a Girls STEM camp for 7-8th grade girls. The students visited Larsen Motorsports where the girls learned to Weld. They toured the FIT Digital Design Studio. They also visited Rockwell Collins, where they made jewelry out of electronic components and used the flight simulator. The purpose of this program is to encourage girls into STEM career pathways.

Bayside is working with Junior Achievement to create an industry mentoring program for the students.

Information Brief

NextGen Program Enrollment

Background

Under the Workforce Innovation and Opportunity Act (WIOA), CareerSource Brevard's young adult program, NextGen, is required to serve a maximum of 25% on In-School Youth (ISY) and a minimum of 75% on Out-of-School Youth (OOSY). The NextGen program is committed to serving a minimum of 350 young adults throughout the period year. Below is a snapshot of the program enrollments for last program year as well as for the first month of this year.

NextGen Program Enrollment PY 16-17			
	<u>ISY</u>	<u>OOSY</u>	<u>Total Enrollment</u>
Total – <i>New Enrollments Only</i>	14	190	204
Total - <i>Including Carryovers</i>	32	327	359
NextGen Program Enrollment PY 17-18 July - August			
	<u>ISY</u>	<u>OOSY</u>	<u>Total Enrollment</u>
<i>July 2017</i>	2	10	12
<i>August 2017</i>	1	13	14
Total - <i>Including Carryovers</i>	20	122	142
Goal	88	262	350



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Information Brief

Attracting Hidden Talent in a Low Unemployment Environment

Background

Brevard County's unemployment rate is currently at a low rate of 4.4% which causes a paradigm shift in the strategies used to recruit talent for open jobs. CSB and companies within the county are forced to get creative on finding talent. Below are partnerships and new processes that will enable CSB to attract and utilize the hidden talent that is vital to the success of Brevard's employers.

Department of Juvenile Justice – Incarcerated Youth

CareerSource Brevard serves as a member of the re-entry team to assist youth being released from commitment facilities. Initiatives for serving incarcerated youth customers include;

- Monthly participation on re-entry conference calls with DJJ, the commitment facility, Project Bridge, BPS and others to let youth and their family know what services are available when they return to Brevard.
- Youth who work with CSB are evaluated for the skills they have learned while at the facility – of which can be applied towards employment in those hard-to-fill entry jobs.

Brevard Achievement Center – Customers with Disabilities

Brevard Achievement Center trains and provides work experience for adults with disabilities. They also partner with Brevard Public Schools to help students with disabilities plan for their future. Initiatives for serving customers with disabilities include;

- Partnering on a Business Learning Event with CSB to educate businesses on hiring candidates with disabilities. Topics included hiring candidates with disabilities and requirements for accommodations for people with disabilities. An employer panel was also present.
- CSB Staff attends staff meetings with BAC Case Managers to introduce Employ Florida, Prove It testing and to discuss how Business Services and Case Managers can effectively work together.
- BAC currently sits on one of CSB's Industry Advisory Councils as a company

representative.

- The President/CEO of BAC sits on the Career Center Committee, which allows for dissemination and transfer of information between both organizations.
- CSB staff provides information about Florida Unique Abilities program and marketing information from the State of Florida.
- Both organizations partnered on a Disability Job Fair held in July 2017 in the Palm Bay office.

Ex-Offenders

CareerSource Brevard serves as a member of the Brevard County Re-Entry Task Force, which focuses on services for ex-offenders and those re-entering the community after serving sentences in jail or prison. Initiatives for serving ex-offender customers include;

- A direct referral process from Department of Corrections. Everyone on probation is referred to CSB for job search services. As of June, 82 referrals have been made from DOC, with 17 obtaining employment after being referred to CSB.
- An ex-offender letter is issued to customers which detail the Work Opportunity Tax Credit (WOTC) and Federal Bonding, and invite employers to contact us for assistance. As of June, staff have issued 45 letters, with 16 of the customers obtaining employment after receiving the letters.
- An ex-offender job fair in partnership with Department of Corrections is currently being planned.

Technology Advancements

With the acquisition of a new one-stop career center services contractor, CSB has begun implementing several technological advancements to help reach customers possibly not considered before.

Job Board

CSB is currently planning to implement multiple “job boards” throughout Brevard County. The boards would be interactive TV’s that would allow users to search, geographically, jobs that are available in the area, register in Employ Florida, and connect virtually to CSB staff for assistance. These boards would be placed in community areas such as libraries, community colleges and community centers.

Text Messaging

Allows users to sign up to receive job fair and recruiting event information from CSB.

321Jobs Facebook Page

Operated by the CSB recruiters, this Facebook page highlights up to 10 new job postings per day in the Brevard County area. Jobs are also displayed on a Google Map for easier view and searches. All jobs are linked back to the Employ Florida posting.

1,829

Businesses SERVED

30,672

Career Seekers SERVED

Multi-media outreach support continues to help engage Brevard's businesses and career seekers alike. With Brevard's Unemployment Rate at 4.4%, overall user traffic is expected to decline. A new website design launched 3/30, and is expected to improve the overall experience for all website visitors.



4,227

Facebook Likes
+ 3.81%

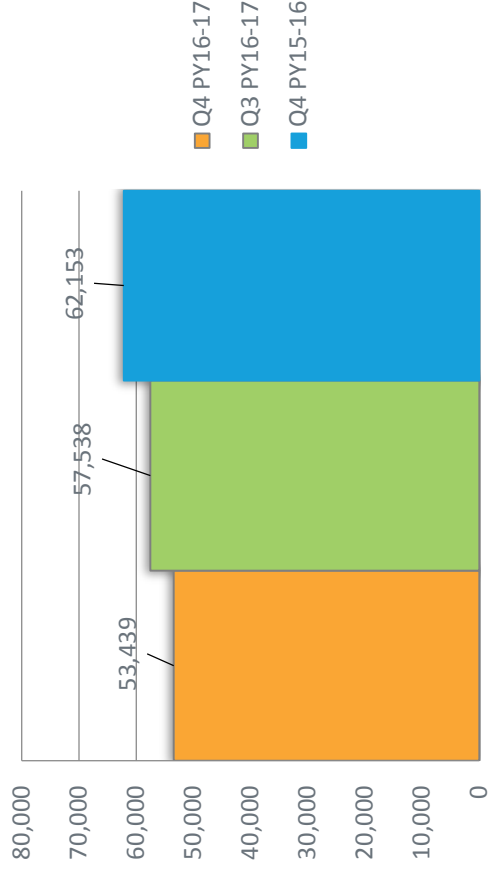


2,328

Twitter Followers
+ 5.87%

DYK?

Website Traffic



28,941 Users on CSB website
130,035 Pageviews
3:29 Avg. Session Duration
2.43 Pages / Session
Hot Jobs downloaded 4,524 times

Since the new site launch:

- Increased mobile/tablet traffic
- Increased traffic in Brevard and Orlando
- Increased career center page visits
- Increased contact form submissions



September 14, 2017

Information Brief

Regional Workforce Board Collaboration

Background

CareerSource Brevard (CSB), CareerSource Flagler/Volusia and CareerSource Central Florida have formed a strong partnership under the requirement of WIOA to address regional workforce issues. It is common knowledge that industry partners and jobseekers cross geographical boundaries within the region and workforce needs need to be addressed at the regional level. In addition, with limited resources, CSB must collaborate to maximize performance outcomes, funds and solve regional challenges.

Career Mapping

CareerSource Flagler/Volusia has started to utilize tool that geographically displays job data within Employ Florida.

- Users are able to search by specific jobs, education levels, or view an entire geographical region.
- Discussions are being had with CSFV to determine if combining data when applying this tool will yield beneficial information that can be used by all three CareerSource Boards.

Communications Collaboration

On a monthly basis, the communications teams from the tri-regional boards gather for strategic discussions. Topics include;

- Sharing of best practices, assets and program data to support the creation of Business to Business outreach tools such as: infographics, event tools, presentations, etc.
- Sharing methodology, research, user feedback, graphics and outcomes from CSB's Engineer Recruitment Campaign
 - Currently, a joint regional talent attraction and image attraction campaign is being discussed.

Talent Supply Study

The Regional Talent Supply Study is a research project that has developed into a workforce tool, to be utilized to support economic development in attracting and retaining businesses. The study is designed to measure the impact of completed studies by students enrolled in educational programs at institutions in Brevard, Flagler, Lake, Polk, Orange, Osceola, Seminole, Sumter and Volusia counties. The study focuses on answering the question “Do we have the talent to meet the needs of business now and in the future?” there are three phases:

- Discovery – Involves the identification of all accredited institutions (2-year colleges, 4-year colleges/universities, and trade/technical schools) in the study area. The data for 2014 shows we have 58 accredited institutions with over a quarter million students enrolled in programs that provide them with an industry recognized certification.
- Quantification – Involves determining the number of graduates from each degree program of interest from each institution. Out of the 58 institutions in our region, 75,000 candidates prepared with special skills and knowledge to participate in the region’s growing economy were produced.
- Mapping – Will involve linking the graduates from each degree to the industry sectors of interest. The outcomes of this phase will provide the various industry sectors insight into the region’s potential supply in terms of completions at various levels. For example, of the 75,582 students completing a program, 11,111 of them are completing degrees or certifications within the health care field. As data becomes available for the 2015 school year and years following, it will be applied to the mapping phase.

CSB Industry Relations staff and data team attended training hosted by UCF’s office of Research and Commercialization to learn how to utilize the dashboard reporting system developed to house the talent supply data collected for the purpose of presenting reports that have multiple labor and economic impact utilizations (Phase 4 – determine the impact of meeting the regional talent demand using Help Wanted on Line data), such as:

- What is the size of the region’s available, credentialed workforce?
- What is the potential for preparing Central Floridians for positions in innovative, high-growth industries?
- What is the economic impact of connecting this talent to open jobs?

This process also allows CSB staff to create reports and graphs that indicate the talent gaps for the purpose of advising jobseekers to appropriate trainings and careers, as well as what the talent pipeline looks like for supporting economic growth and expansion skill needs.



September 14, 2017

Information Brief

End of Year Contractor Performance PY 2016-2017

Background

The CSB Workforce Operations 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:

A) Meeting or exceeding 5 out of 9 measures as shown in the contract.

- ❖ Measures 1 through 7 - Rank at 13 or less on specific measures from the Monthly Management Report
- ❖ Measure 8 – Meet or exceed the minimum percentages set on 6 out of 8 Performance Standards established in the contract.
- ❖ Measure 9 - Obtain an overall system score of 90% or higher on the Career Center Standards

B) Meet or exceed the accelerated percentages set on 5 out of the 8 Performance Measures established in the contract.

C) Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

PY 2016-17 Performance Results

The Contractor succeeded in meeting or exceeding the performance criteria and was paid all withheld costs.

Elements of Contractor Performance Earnings PY 16-17

Element A				
Objective/Criteria	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Meet 5 out of 9 measures below				
Welfare Transition Entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 12	No – Ranked 17	No – Ranked 18	No – Ranked 16
Welfare Transition Federal All Family Participation Rate (Rank between 1-13 on State Quarterly MMR)	No – Ranked 21	No – Ranked 19	No – Ranked 20	No – Ranked 19
WIA Adult Employed Worker Outcome Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 10	Yes – Ranked 9	Yes – Ranked 9	Yes – Ranked 10
WIA Adult & Dislocated Worker Entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 1	Yes – Ranked 10	Yes – Ranked 12	Yes – Ranked 11
Wagner-Peyser entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 8	Yes – Ranked 6	Yes – Ranked 6	Yes – Ranked 6
Short Term Veterans Entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 8	Yes – Ranked 6	Yes – Ranked 6	Yes – Ranked 6
Wagner-Peyser Percent of Job Openings Filled (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 7	Yes – Ranked 8	Yes – Ranked 8	Yes – Ranked 9
Met the minimum percentages set on 6 out of 8 Performance Standards established in Attachment F.	YES – Met Minimum on 8 of 8	YES – Met Minimum on 8 of 8	YES – Met Minimum on 7 of 8	Yes – Met Minimum on 8 of 8
Obtained an overall system score of 90% or higher on the Career Center Standards	Yes – 100%			
Element B				
Met the accelerated percentages set on 5 out of the 8 Performance Measures established in Attachment F	YES – Met Accelerated on 5 of 8	YES – Met Accelerated on 6 of 8	YES – Met Accelerated on 6 of 8	YES – Met Accelerate d on 7 of 8

Element C	
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	Scored 75+ on the annual state programmatic monitoring.

Information Brief

Local Customer Satisfaction Survey Results – Job Seekers

Background

The Customer Satisfaction Survey instrument in use in our career centers appears on computer stations and on the WSS and TSS computers. Signage, pop-up reminders and staff engagement have been used to encourage participation.

Results

During the fourth quarter April 1, 2017 through June 30, 2017, 850 surveys and 453 comments were received. Actual comments are not shared in this brief due to the volume of comments received; however a summary of those comments is shown below and they are shared with the Contractor to support continuous improvement efforts.

- **Of 15 Services Listed, The 5 Highest Valued Services Are:**
 1. Resume Development
 2. Job Search Assistance
 3. Employment Workshops
 4. Skills Assessments
 5. Skills and Interests
- **The four Industry Communities or Service Areas Listed in Order of Highest Customer Traffic to Lowest.**
 1. General
 2. Not Applicable
 3. Healthcare & Professional
 4. Workforce Services Room (Customer Registration)
- **90.8% Were Either Very Satisfied Or Satisfied With Staff**
- **86.9% Indicated The Services And Information Provided Would Be Helpful With Their Employment Efforts**
- **89.5% Felt Prepared To Move Forward With Their Goals After Their Visit**

Summary of Comments

CSB asked “Is there anything else you would like to add to help us improve the services at the Career Center”, and received 453 responses as follows:

- 357 were positive or praised the staff
- 25 requested more accommodations, such as make EFM more user friendly, more staff, open a location in Melbourne, offer water, continue to update website, update computers they are old, larger address on building
- 2 were negative (not enough staff, EFM system is useless)
- 18 requested ‘more services’ such as have Microsoft classes (power point, excel, etc.), see a staffing specialist on the first visit, help felons, more interview practice
- 51 respondents simply said ‘no’, ‘n/a’ ‘not at this time’ or ‘none’