



Career Center Committee Meeting

March 8, 2018

8:30 A.M. – 10:00A.M. CSB Boardroom

(Teleconference 321-394-0707)

Attendees:

Mike Menyhart (Chair), Frank Abbate, Shawn Beal, 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 – MAPS Program

Jana Bauer

Presentation - AARP Back to Work 50+ Grant

Jana Bauer

Action Items

Approval of Committee Minutes for December 14, 2017

Mike Menyhart

1 - 3

Discussion/Information Items

▪ Committee Goal Status

Jana Bauer

5 – 9

◦ Aerospace Industries Association (A1A) Aerospace Workforce Summit

Jennifer Lasser

10

◦ Continuous Improvement Initiatives

Jana Bauer

11 – 13

◦ Second Quarter Contractor Performance PY17-18

Erma Shaver

14 – 16

◦ Working for Brevard Semiannual Report

Marci Murphy

17

◦ Local Customer Satisfaction Survey – Jobseekers

Erma Shaver

18 – 20

◦ Website and Social Media Analytics

Denise Biondi

21

◦ Attendance Roster

22

Adjourn

Mike Menyhart

Call 321-394-0658 for information

TTY: 711-321-394-0507

Upcoming Meetings

March 2018

8th Career Center Committee-8:30am

May 2018

15th Board of Directors-8am

April 2018

26th Industry Workforce Committee-8:30am

30th Governance/Finance Committee-3pm

30th Executive Committee-4pm

June 2018

14th Career Center Committee-8:30am

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 5th and the new date of the next Board of Directors Annual Retreat will be February 20th.

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

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.
	Demonstrate examples of effectively cross walking real-time Industry data from CSB's sectors and Business Liaisons to staffing specialists & Recruiters to be utilized by career seekers.	Ongoing	<p>BL's will host through May an onsite industry showcase at the center with an industry panel, training providers and CSB to help with career exploration and industry exposure.</p> <p>The CSF Chief Economist is in the process of training CSB's local data expert on utilizing the LMI and supply/demand information for sector strategies for the Brevard County area.</p> <p><u>Quarterly Presentations</u></p> <ul style="list-style-type: none"> December 5-7 – IT Overview and America's Promise Grant rollout to Career Center staff. Industry Relations staff provided an overview of the IT industry to include occupations, labor market information, trends, talent pipeline needs and industry nuances. This included instructions for the upcoming grant and how CSB is going to assist to fill the IT talent pipeline. January 2-4 – Aerospace Industry Overview <p><u>Inaugural Brevard IT Consortium</u></p> <p>The inaugural Brevard IT consortium was held on Thursday February 1st 2018. Over 52 were in attendance (not including CSB staff) from industry and education. The focus was the America's Promise Grant to help train workers into IT occupations. Attendees collaborated to identify critical talent needs including technical and soft skills as well as the mechanisms to define success to ensure Brevard continues to have a robust IT community.</p>
	Form partnerships to help identify the training needs of local businesses	Ongoing	<i>See AIA Aerospace Workforce Summit Brief.</i>

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.

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>On 2/19/18, CSB received updates on the CAPE certifications submitted last year for consideration for funding on the 2018-2019 Statuses are as follows:</p> <ul style="list-style-type: none"> • Certified Robot Operator – Accepted • Certified Solidworks Professional - Denied <p>The CAPE Planning Committee met on 2/27/18.</p> <p>CSB will be hosting a job fair in partnership with BPS CTE office on May 24th from 2-6pm. The event will be offered for all high school seniors, Adult Education students and Career and Tech Ed graduating students. Those graduating with CTE certifications can include;</p> <ul style="list-style-type: none"> • 911 Dispatcher • SolidWorks • Autodesk – CAD, Inventor, Revit • ServSafe • Adobe CC Suite • Microsoft – Word, Excel, Powerpoint • CAN • HVAC • Quickbooks • Certified Medical Admin Assistant <p>Marketing collateral is currently being developed.</p>
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	From November 1 to Feb 11, 55 new participants were enrolled into NextGen (52 OSY, 3 ISY). Total participants to date: 230 (66% of goal).
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	<ul style="list-style-type: none"> • The City of Palm Bay and CSB staff are conducting planning meetings on the 2018 program. • The City of Cocoa has given verbal commitment to a 2018 program and planning dates are being worked.
Work to identify and find hidden talent in a low unemployment environment.		Ongoing	<i>See Continuous Improvement Initiatives Brief.</i>
Work with other Workforce Boards		Ongoing	CSB is also in the planning stages of a summer youth program hosted internally

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.

and Organizations to find innovative processes/ collaborations around Career Seekers that can be shared.			for our TANF-eligible students. Staff are working with the CareerSource Central Florida (CSCF) youth team for guidance in development of the program. CSCF has been successfully implementing a TANF-eligible Summer Youth Program for several years.
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	<i>See Continuous Improvement Initiatives Brief.</i>
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 (Nov - Jan): 75 Recruiting Events, 1,074 jobseekers in attendance.</p> <ul style="list-style-type: none"> - Nov 8 – Veterans Job Fair –29 Business - Upcoming Job Fairs – Passport to Work Young Adult Job Fair March 21st, Military Spouse Job Fair (April 11th), Annual Off-site Job Fair (May 10th), BPS CTE Job Fair – May 24th - Learning Events: - 0 events hosted this quarter - Upcoming sessions include Retention Workshop for Employers (Feb 22nd) and Managing Multiple Generations in the Workplace (April 2018), Florida Flex (May 2018) and Employment Law June (2018) <p>Business/Talent Pipeline Development and Engagement:</p> <ul style="list-style-type: none"> - Feb 1– America’s Promise Grant IT Consortium meeting - Upcoming Talent Pipeline Development Events - March 7th – Healthcare Sector Strategy Virtual Industry Tours and Chat Support - January – Professional CPA Firm - Upcoming Construction on Feb 21st
Work with other Workforce Boards and Organizations to find innovative processes/		Ongoing	<p>Career Mapping A collaboration meeting was held in January with CareerSource Flagler/Volusia to review their tool that geographically displays data within Employ Florida. CSB</p>

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.

collaborations around Business Services.			<p>staff are exploring how to implement in our region.</p> <p><u>Communication Collaboration</u></p> <ul style="list-style-type: none"> • Provide partner support, and have CSB recruiter attend the Florida High Tech Corridor's "Corridor Talent Forum" in March to meet career counselors from more than 50 colleges and universities. • Met in Tallahassee on February 13 with state and other workforce board outreach personnel to share best practices and assets for talent attraction and media relations. <p><u>Business Services</u></p> <ul style="list-style-type: none"> • Business Services Managers of CSCFL, CSFV and CSB meet bi-monthly. Upcoming Meetings scheduled in Feb, April and June • Participate in weekly calls for the hi-tech corridor group including all 3 regions. • Meeting has occurred with all 3 regions to learn about a new LMI data tool that shows graduation rates in various schools along with cross-walked industry and occupation.
Help Businesses Train and Retain their workforce.	Create a comprehensive, high-quality "Employee Retention" package to offer to businesses.	June 2018	<p>CareerSource Brevard is hosted "Rules of Engagement – Keys to Retaining Top Talent" a retention based workshop designed help companies learn how to reduce costly turnover, increase morale and boost productivity through better employee engagement. This workshop was held Feb 22nd at the Rockledge Career Center and was presented by Erica Lemp, Executive Director for weVenture at FIT. Over 80 employer attendees signed up for the event.</p>

Objective: Create a data centered environment to measure the success of CareerSource Brevard's services.

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, analyze and present at committee meeting	Ongoing	<i>See Second Quarter Contractor Performance Results 17-18 Brief.</i>

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.

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	<p><i>See Working for Brevard Semiannual Report.</i></p> <p>Economic and Community Impact Report will be presented annually.</p>
Measure the Customer Satisfaction of both Career Seekers and Employers.		Ongoing	<p><i>See Local Customer Satisfaction Survey - Jobseekers Brief.</i></p>
Objective: Develop & implement Marketing & Outreach to businesses and career seekers so that they are aware and 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.	Ongoing	<ul style="list-style-type: none"> • Ongoing relations with Channel 2 news and other local and regional news outlets and CSB customers to share/leverage Ch 2 News' , News Chronical asset that helps explain what CSB's role is in building Brevard's economy. • State talent attraction outreach campaigns: Ready to post customized landing pages to the CSB website, and launch paid LinkedIn and Google ad-words paid media campaigns, followed by a direct mail sequence all targeting seasoned engineers, RNs, CNAs and medical assistants to further raise awareness of Brevard as a place to live/work/play. Goal to build database of talent Brevard's employers' need now and in the near future. • Ongoing social and e media outreach support of the Manufacturing and Healthcare sector programs. • Support of launch and awareness of IT sector program. • Ongoing updates to infographic sheets showcasing program successes and economic impact. • Continuing a Business to Business ad campaign in BBN to promote services to business, planning for a cover story.

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.

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.	Ongoing	<p>A key part of the talent attraction campaign efforts will serve to attract jobseekers to CSB and the services it offers. Feedback from campaign respondents help CSB identify training gaps and training needed for new talent coming to Florida.</p> <p>Ongoing social media non paid / organic efforts to promote services, events, job fairs, Hot Jobs, virtual industry tours, JOBS321 Facebook page, JOBS321 text platform and Virtual tours services.</p> <p>Ongoing weekly direct email marketing to career seekers to promote engagement with CSB services.</p> <p>On-going updates to the CSB website to facilitate easy to use career seeker services and promote virtual engagement.</p>
	New and improved website.	Ongoing	<i>See attached website and social media analytics sheet.</i>



March 8, 2018

Information Brief

Aerospace Industries Association (AIA) Aerospace Workforce Summit

Background

Science, Technology, Engineering and Mathematics (STEM) education and training are critical for the aerospace & defense industry to maintain an effective and innovative workforce and remain competitive in our global technologically complex world. The supply of qualified next generation workers to meet industry demand is alarmingly insufficient.

Since 2010, AIA has convened 20 call-to-action forums, across 18 states with representatives from academia, state & local government, workforce development boards, K-12 educators, non-profit organizations and industry in an attempt to address the workforce pipeline issues.

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 and Judy Blanchard, VP of Industry Relations, served as our point person.

CSB, in partnership with Space Florida and the Economic Commission of Florida's Space Coast, was already planning a regional Aerospace Workforce Summit for May 2017. Having facilitated a local workforce needs survey and learning about the industry's challenges at our Summit, these findings were instrumental in helping AIA plan their Summit Agenda.

Results

This call-to-action forum consisted of open panel discussions with industry partners, academia (K-12 and post-secondary institutions) and government. Each day also consisted of several breakout workshops for all partners to discuss the important education and workforce development challenges faced by the state and region and to collectively develop action plans that generate momentum and overall improvements that will ultimately produce a sufficient hiring pool to meet expected future industry workforce demands.

While early efforts 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.

Information Brief

Continuous Improvement Initiatives

Background

In July 2017, CareerSource Brevard (CSB), brought on a new one-stop career operator contractor - C2 Global Professional Services (C2). During transition, C2 worked with CSB Board Staff 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. Several of these initiatives have become part of the President's goals for PY 17-18. The following is provided as an update on those initiatives:

Virtual Industry Tours

This initiative is a six month pilot in partnership with C2's Texas contracts, Workforce Solutions. The series includes Industry Chats and Virtual Tours to provide employers an opportunity to engage youth and adult job seekers. Employers connect to classrooms in up to 35 career centers throughout Texas and Florida through a video-conferencing platform. During the sessions, youth and adult job seekers will be able to: learn about careers and career pathways from a wide variety of industries, speak to professionals about their jobs and careers, engage in live Q&A sessions, and take a live virtual tour. Each session is moderated by a facilitator and is one-hour long, allowing two to three employers to present. Sessions that have occurred so far include (Numbers include all sites for Texas & Florida);

- 9/6/17 – Manufacturing Session – 32 sites logged on, 85 participants total.
- 10/11/17 – IT Session featuring *Artemis* – 43 sites logged on, 220 participants total.
- 11/8/17 – Healthcare Session featuring *PSA Healthcare* – 31 locations logged on, 175 participants total.
- 12/6/17 – Aerospace Session featuring *Airbus* from Texas – 30 locations logged on, 200 participants
- 01/24/18 – Finance Session featuring *Primerica* – 27 sites logged on, 240 participants total.
- 02/07/18- Construction and Transportation Session featuring *Rush Construction* – 37 sites logged on, 290 participants total.

Career Advising Training

C2 is evaluated three methods of career advising training - CALE, California Workforce Association TadGrants and The Graduate Network (TGN). All of these tools are best practice models for career advising, focusing on how to engage customers, mutual goal setting, fundamentals of advising, etc.

C2 will be bringing in TAD Grants the week of March 26-30. Staff will be trained in two cohorts putting them through two-day Career Advising Trainings. Friday will be used for a shorter customer service training for some additional staff. A handful of Texas staff will also be brought in to see the Florida offices. This is expected to be a \$15k investment for C2 to be making in training in Florida staff.

Texting Campaign

Operated by CSB recruiters, CSB now has the capability to mass text to jobseekers through a tool called Trumpia. Trumpia is a platform that allows messages to be programmed to those who have opted in. Subscribers receive messages about upcoming job fairs, recruiting events, virtual industry tours and other news occurring in the centers. Trumpia is being promoted currently through committee meetings, social media, and in-center flyers.

Launched on 8/1/17, Goal: 1,000 subscribers by May 2018

As of February 5, there are 248 subscribers.

Jobs321 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 (EF) posting. The tool is being promoted through CSB's board page and a new partnership with local Facebook page "Jobs Network"(JN). Recruiters are utilizing the JN page to market CSB's Hot Jobs list to over 30,000 local jobseekers.

Launched on 8/1/17, Goal: 1,000 fans by May 2018

As of February 5, there are 448 fans.

Jobs Map

C2 has developed a "jobs map," which is a geographical, interactive way to display available jobs in Employ Florida. The map is refreshed every Monday and displays jobs by industry. The map has a designated location on the CSB website and is being promoted through a texting campaign, and being highlighted on both CSB's and Jobs321 social pages. Phase two of this project will be overlaying the Space Coast Area Transit fixed route public transportation route so users can view what jobs have accessibility. The tool is viewed as a utility, showcasing the jobs available in EF in a new geographical way.

Information about the job is provided on the map, and directs users to EF for further details and/or to apply.

Launched on 8/1/17, Goal: 10,000 views by May 2018

As of February 5, there have been 15,124 views.



March 8, 2018

Information Brief

Second Quarter Contractor Performance PY 2017-2018

Background

The CareerSource Brevard 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 5 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 2017-18 Performance Results

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

Elements of Contractor Performance Earnings PY 17-18

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)	No – Ranked 22	No – Ranked 18		
Welfare Transition Federal All Family Participation Rate (Rank between 1-13 on State Quarterly MMR)	No – Ranked 21	No – Ranked 20		
WIA Adult Employed Worker Outcome Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 6	Yes – Ranked 1		
WIA Adult & Dislocated Worker Entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 1	Yes – Ranked 1		
Wagner-Peyser entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 6	Yes – Ranked 4		
Short Term Veterans Entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 3	Yes – Ranked 3		
Wagner-Peyser Percent of Job Openings Filled (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 9	Yes – Ranked 4		
Met the minimum percentages set on 5 out of 8 Performance Standards established in Attachment F.	Yes – Met Minimum on 7 of 8	Yes – Met Minimum on 7 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		

Element C	
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	Available at the end of the year

The one measure not met was a new measure for increasing the number of customers being served by the Career Centers. The goal was to reach 13,412 customers and there were actually 12,686 reached. Contributing factors include Hurricane Irma and upgrades to EFM that have caused several problems with registering customers in the system (including password reset issues, SSN verification issues, email notifications, and others).

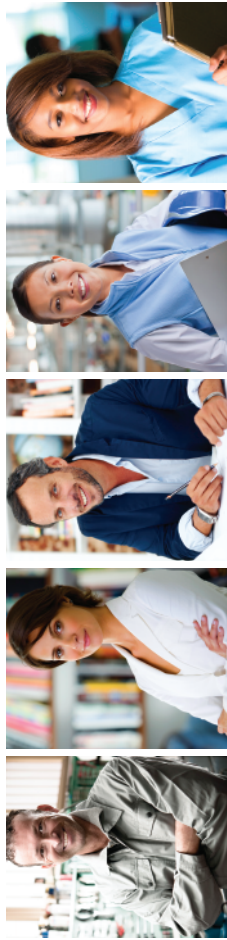
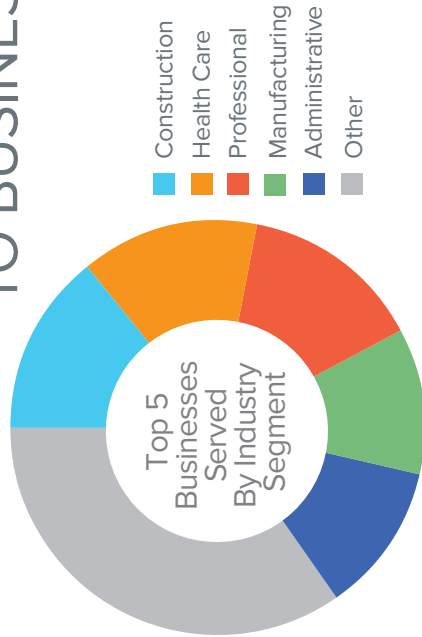
MEASURING SUCCESS




1,225
BUSINESSES SERVED



43,490
SERVICES PROVIDED
TO BUSINESSES



5,098
PEOPLE PLACED IN JOBS



UNEMPLOYMENT RATE

3.9%

UNEMPLOYMENT RATE IN
BREVARD AS OF 7/1/2017



ON-THE-JOB TRAINING

42 OJTs
CREATED
FOR **19** BREVARD
BUSINESSES
WITH
\$249,390.77
IN OJT CONTRACTS WRITTEN

VETERANS SERVED

2,549 VETS
Received **25,725** Personalized Services
503
VETERANS EMPLOYED



RECRUITING EVENTS/ JOB FAIRS

162 Recruiting Events and Job Fairs
Attended by **2,626** JOB SEEKERS
For **75** UNIQUE EMPLOYERS



Information Brief

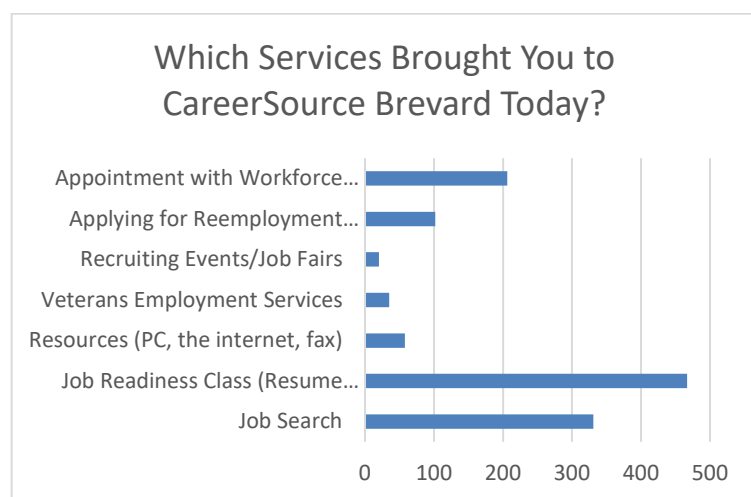
Local Customer Satisfaction Survey Results – Job Seekers

Background

The Customer Satisfaction Survey instrument in use in our career centers appears on computer stations and on the 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. The format and questions were revised slightly to provide better feedback based on contractor services and customer flow.

Results

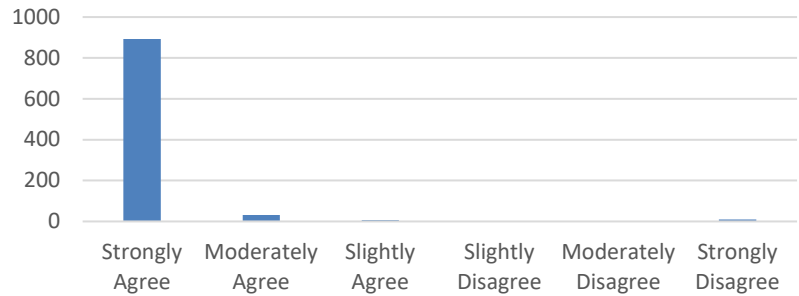
During the second quarter October 1, 2017 through December 31, 2017, 973 customer completed surveys. Actual comments were provided by some customers but are not shared in this brief due to the volume of comments received; they are reviewed by the Contractor to support continuous improvement efforts and shared with Board staff via the monthly contractor report. Year to Date 1,667 customers have completed surveys with an overall customer satisfaction rate of 92.9%.



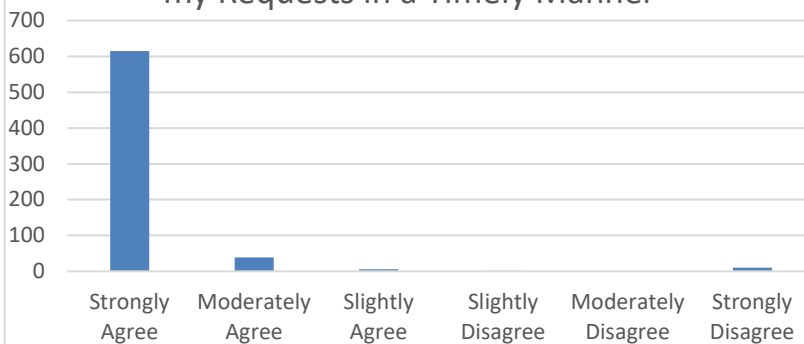
Of the 973 customers completing surveys, the largest group were those that came for Job Search Readiness Class (467).

94.9% believed that CSB Staff made them feel welcome in the center.

CareerStaff Brevard Made Me Feel Welcome



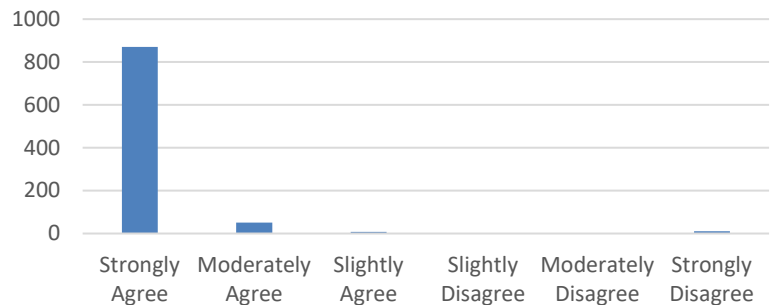
CareerSource Brevard Staff Responded to my Requests in a Timely Manner



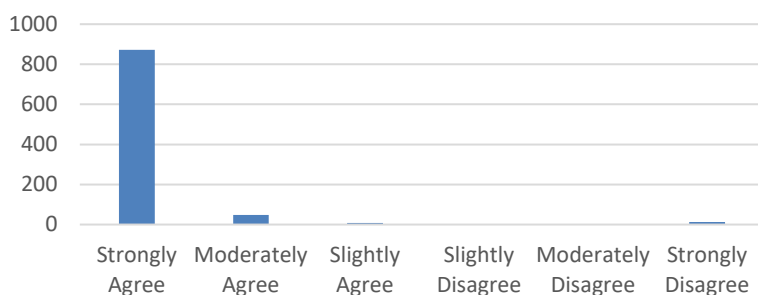
94.1% felt staff responded to their needs in a timely manner.

92.6% felt staff understood their needs.

CareerSource Brevard Staff Understood My Needs

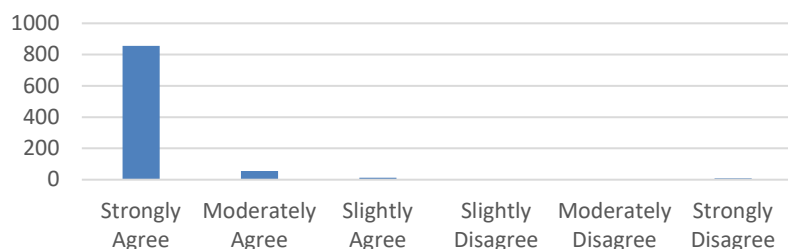


The Assistance Provided by CareerSource Brevard Staff was Helpful



92.7% strongly agreed that staff was helpful.

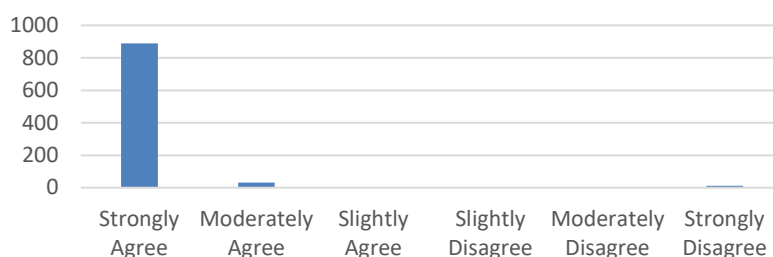
CareerSource Brevard Staff Provided me the Information I Needed for Job Search



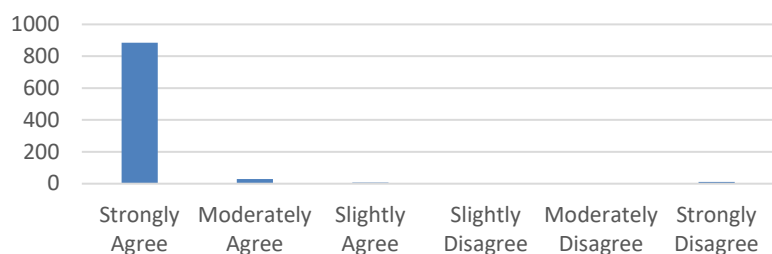
91.4% felt staff the information they needed to assist them in their job search.

95% said they would return to CareerSource Brevard if they needed additional services.

I Would Return to CareerSource Brevard if I Needed Additional Services



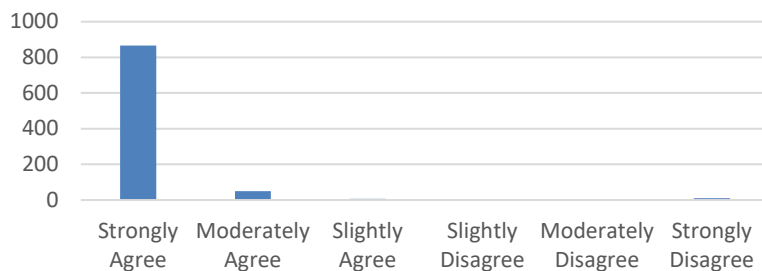
I Would Recommend CareerSource Brevard to Others



94.7% would recommend CareerSource Brevard to others.

92.7% strongly agreed that they were satisfied with their overall experience at CareerSource Brevard.

My Overall Experience with CareerSource Brevard has been Satisfactory



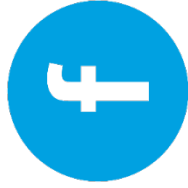
965

Businesses SERVED

17,798

Career Seekers SERVED

Multi-media outreach support continues to help engage Brevard's businesses and career seekers alike. With Brevard's Unemployment Rate at 3.7%, overall user traffic is expected to decline.



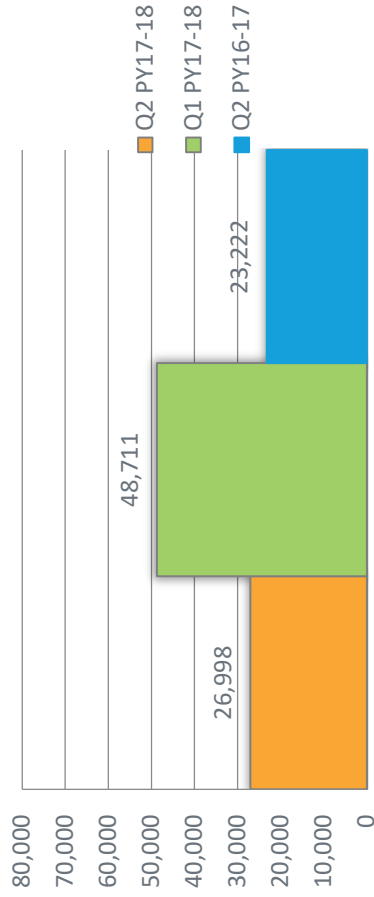
4,331

Facebook Likes
+ .84%

2,413

Twitter Followers
+ 1.51%

Website Traffic



Website Stats

26,998 Users on CSB website

115,423 Pageviews

3:30 Avg. Session Duration

2.30 Pages / Session

Hot Jobs downloaded 3,257 times

Top Referral Sites:

- Brevardfl.org
- Edline.net (Brevard County Schools)
- Facebook.com
- Employflorida.com
- Wesh.com

CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

PY 2017-2018	SEPT	DEC	MAR	JUNE
Abbate, Frank		new 2/18		
Beal, Shawn	P	A		
Chivers, William	A	past 12/17		
Coxwell, Dale	A	A		
Greco, Debra	A	A		
Heller, Nancy	P	A		
Menyhart, Mike	P	P		
Patel, Amar	P	A		
Taibl, Ron	P	P		
Thron, Rose	P	A		