



Workforce Operations Committee Meeting

May 10, 2017

**8:30 A.M. – CSB Boardroom
(Teleconference 321-394-0707)**

Attendees:

Paula Just (Chair), Shawn Beal, Dale Coxwell, Nancy Heller, Danielle Jones, Amar Patel, Ron Taibl

Agenda

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Call to Order

Paula Just

Introductions

Public Comment

Action Items

Approval of Committee Minutes for February 1, 2017

Paula Just

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Discussion/Information Items

Presentation – Veteran Services and Performance

Jessica Mitchell

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- Measure 1A (2) – Analysis of Training Program Placement Data and OJT Effectiveness Erma Shaver 13
- Measure 1B – Identify and Improve the Skills Gaps in Customers Summary Report Erma Shaver 14 - 15
- Measure 3C(1)(a) – Performance Funding Model Watch Brief Erma Shaver 16 - 18
- Third Quarter Contractor Performance PY 2016-2017 Erma Shaver 19 - 23
- Local Customer Satisfaction Survey Results – Job Seekers Erma Shaver 24
- Grow the Resources of the Board Marci Murphy 25 - 30
- Attendance Roster

Adjourn

Paula Just

Call 321-394-0658 for information

TTY: 711-321-394-0507

Upcoming Meetings

May 2017

2nd Executive Committee-4:00pm-CSB Boardroom
10th Workforce Operations Committee-8:30am-CSB Boardroom
23rd Board Meeting-8:00am-CSB Boardroom

June 2017

8th E³ Committee-8:30am-CSB Boardroom

CareerSource Brevard
Workforce Operations Committee
February 1, 2017

Minutes

Members in Attendance:

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

Members Absent:

Amar Patel

Staff in Attendance:

Marci Murphy, Judy Blanchard, Don Lusk, Erma Shaver, Jana Bauer, Denise Biondi, Stephanie Mosedale and Marina Stone

Guests in Attendance:

Caroline Joseph-Paul 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 8:32am 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. Shawn Beal seconded the motion. The motion passed unanimously.

Danielle Jones joined the meeting.

Presentation:

CSB Career Center Staff shared a presentation in a series of Learning Career Center Operations. The presentation covered the topics of shared career center resources, workshops and activities, processes, communities, case management services, career and skills assessments and workforce programs.

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. Results for the Second Quarter of 2016-2017 were shared.

Measure 1C(1) – On-The-Job Training Brief

On-The-Job Training data and analysis completion and retention outcomes were shared. It was noted that the OJT program continues to provide positive results based data. Discussions regarding data provided on non-completed OJTs followed. Staff indicated that there are various factors that can be attributed to this beyond the control of the employer, yet, 78% of non-completers are employed when they exit the OJT. Members felt that the OJT success rate would likely continue to fall due to multiple reasons. An example given related to as the unemployment rate continues to fall and job market is more competitive, job seekers have more opportunities.

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

Program Year 2016-2017 Second Quarter performance measures for targeting veterans was shared. This performance measure shows CSB’s progress in our efforts to fulfil our obligations to support the men and women who have served our country.

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. The measures have been revised 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.

Second 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 October 1, 2016 through December 31, 2016. Surveys were completed by 974 respondents. Of the 974 respondents, 82.7% felt prepared to move forward with their goals after their visit. CSB has recently implemented some sit down stations and modified the dress code to be a little more relaxed.

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.

Adjourn:

There being no further discussion or business, Paula Just adjourned the meeting at 9:33 am.

Respectfully submitted,

Reviewed by,

{signature on file} 03/15/17
Marina Stone Date

{signature on file} 3/15/17
Paula Just, Chair Date

Action Brief

Guidelines on Formula Funding Usage

Background

Training and Supportive Services Funds guidance are reviewed every year with the purpose of focusing on programs that are the most effective for businesses and the job seeker while considering the economic situation and funding availability for the program year being reviewed.

Program year 2016-2017 guidelines were set as follows:

- 70% Employer Based Training (i.e. OJTs, Work Experience, Employed Worker, Upgrade OJTs)
- 30% Individual Training Accounts (ITA's)

Recommendation

Staff recommends continuation of the 2016-2017 guidelines for 2017-2018.

On-the-Job Training (OJT) makes it easier for a business to hire someone that might not have the exact skills needed but can be trained. An OJT also requires the business to make a commitment to hire that individual at the completion of the training. This program supports business expansion while at the same time allows an unemployed person to receive training and a job or allows for an employed worker to get additional training to move up the career ladder.

Since we are experiencing significant lows in the unemployment rate, Employed Worker Training, Customized Training and Upgrade OJT's become more valuable to businesses to improve their productivity and upgrade the skill sets of their current workforce for retention and advancement. The focus on these tools will also provide more entry level vacancies that CSB can help fill.

ITA's are valuable to businesses and job seekers in occupations which require a credential such as health care and information technology. CSB focuses ITA training on degreed completers and industry recognized short-term credentials to support sector pathways and pipeline development.

Action

Review and approve, or modify, the guidance on training funds investment mix for inclusion on the Consent Agenda of the next full Board of Directors meeting.

Measures & Activities for PY 16-17

Goal 4				
Ensure CareerSource Brevard (CSB) Career Centers sustain the successful operations for businesses and job seekers.				
Strategies:				
<ol style="list-style-type: none"> 1. Identify skill gaps and facilitate training that result in job placement. 2. Facilitate the entry of targeted populations into the workforce. 3. Enhance the services of the Career Centers i.e. staff training, additional community resources, etc. 4. Focus on business relationships and services 				
Strategy 1: Identify skill gaps and facilitate training that result in job placement.				
Measure 1A: Effectiveness of training to job placement				
Activities	Date	Board Participation	Budget Impact	Status
Effectiveness of Training Versus Core Services	May 2017			See Attached Brief - Measure 1A(1) - Effectiveness of Training
Analysis of Training Program Placement Data and OJT Effectiveness	May 2017			See Attached Brief - Measure 1A(2) - Training to Placement Tactics
Measure 1B: Identify and Improve the skills gaps in job seeker customers				
Activities	Date	Board Participation	Budget Impact	Status
Improve the usage of skills gaps assessment tools	On-Going			Prove IT was implemented for job seekers September 2013 and for employers October 2013. From July 1, 2016 through March 31, 2017 – 3,949 Provelt! assessments were completed. This represents an increase of 101 % over the 1,961 that were completed for the same timeframe in PY 2015-2016. This increase is attributed in part to the fact that Provelt! is now being used for Typing tests.
Improve the usage of skills gaps assessment tools. (Continued)	On-Going			Over 20 different Employers have used Provelt! since July 1, 2016
				See Attached Summary Report – Measure 1B – Identify and Improve the Skills Gaps

Measures & Activities for PY 16-17

Measure 1C: Facilitate Education and Training Solutions				
Activities	Date	Board Participation	Budget Impact	Status
Increase Total Employer Agreements (EWTs, OJTs) resulting in increased wages/benefits/hours and/or upgraded positions over the baseline established in Feb. 2009.	Annually February 2018	Committee review on an annual basis	None	Completed for PY 16-17
Track the usage of Sector Strategy Training Initiatives				AIM NEG Sector Strategy Performance as of 3/31/2017 Enrollments Goal – 150 Actual – 99 Completions Goal – 135 Actual – 57 The end date of this grant was scheduled for June 30, 2017 however; a one year extension has been granted verbally. Official written communication of the extension is pending.
Strategy 2: Facilitate the entry of targeted populations into the workforce.				
Measure 2A: Increase the number of targeted customers served				
Serve as an Employment Network (EN) through contract with the Social Security Administration using resources of CSB Career Center and continuing management and oversight through the Disability Program Navigator grant.	On-going	Committee review of the success of this program on an annual basis.		EN continues to progress at a modest pace, so far we have 13 participants that have achieved milestone one (i.e. successful outcome) or better. We have 47 participants whose tickets are assigned to CSB-EN. Since inception eight participants have exited the program and their tickets are no longer assigned. Four of these participants did not return to work and two achieved milestone one or better before exiting. A total of \$41,862 received in PY 16-17 and the program has received \$140,522 since inception.
Partner with local agencies that serve the Veteran Population. Increase and Improve Services to Veterans. Track Results.	On-Going			Measure 2A (2) Increasing Services to Veterans and Tracking Performance Brief Attached Included in the Veterans Presentation

Measures & Activities for PY 16-17

<p>Targeting Long Term Unemployed: Implement the Job Driven-Career Development (JD-CD) Grant to serve the Long Term Unemployed</p>	<p>On-Going</p>		<p>Performance as of March 31, 2017 Total Participants: 120 (Goal is 120) # in OJT: 47 of 67 needed # in Non Work-based Training: 73 of 40 needed # Employed: 97 of the 96 needed</p> <p>Attained program goal is at 96.7%</p> <p>The project is a multi-region project that includes regions 13 (Brevard), 11 (Flagler/Volusia) and 9 (Alachua/Bradford). The region 13 budget awarded for this project is \$715,000.</p> <p>A No Cost Extension has been approved by the State from USDOL extending the program until June 30, 2017.</p>
<p>Targeting Women 50+ through the AARP Foundation 50+ WESI Grant</p>	<p>On-Going</p>		<p>As of April 2017, 8 waves have been held over the grant's lifetime. Wave 8 hosted the first ever employer panel which was well-received by the participants.</p> <ul style="list-style-type: none"> - Information Session Attendance: 530 planned / 680 actual - Applications for Coaching: 295 planned / 416 actual - Official Wave Participants: 220 planned / 207 actual <p>Employment and Education Summary:</p> <ul style="list-style-type: none"> - 91 participants employed - 113 jobs obtained* - 53 have entered educational tracks <p>*Some participants have received multiple jobs.</p> <p>Upcoming Waves Wave 9 – May 2017 Wave 10 – August 2017</p>

Measures & Activities for PY 16-17

Measure 2B: Implementation of Customer Centered Design Process			
Ex-Offender Process			
			<p>Lessons learned and processes developed from the very successful Customer Center Design program continue at our career centers. The successes have prompted CareerSource Brevard to apply for a 30 month grant to serve individuals reentering the workforce from incarceration or probation. Our successes are the cornerstone of our application. The grant application was completed and submitted on April 25th and we anticipate award decisions sometime in July or August 2017.</p>
Strategy 3: Enhance the services of the Career Centers i.e. staff training, additional community resources, etc.			
Measure 3A: Maintain high quality staff			
Contractor provides on-going staff training through a variety of mechanisms.	On-Going	Depends on Training	<p>Staff have completed over 831 hours of training during the past quarter including, but not limited to:</p> <ul style="list-style-type: none"> • Navigating the New CareerSource Brevard Website • WIOA On-going Training • Job Listing Training • Caseload Report Training • Sexual Dysfunctions, Gender Identity Disorders • RFP Protocol Info Session/Open Forum for Strategies to increase CSB walk in participation • Death & Dying • Job Shadowing - IT/Facilities • Job Shadow and Prove It • Content Central • Youth Service TABE and Skills Tutor • New Hire Orientation

Measures & Activities for PY 16-17

				<ul style="list-style-type: none"> • HIV/AIDS • Central Florida Sector Strategies Technical Assistance Workshop • SNAP Initial New Hire Training • Follow Up Unit Training Tracker • True Color • HR Admin - Administrative Procedures Training for LWDBs 2017 • Continuous Improvement Team (CIT) Update • Dynamic Workforce Open Enrollment • DVOP Job Shadow • WT Initial Training • CSB PowerPoint and Monitoring Tools • Florida's Hardest Hit • Job Order Control • Wagner-Peyser Training • Recruiter Overview • PFM Attachment F Training • Job Shadow Transition Room • Laws and Rules • Job Shadow Workforce Services and Greeter • Florida Ready to Work • WIOA New Hire Training
Measure 3B: Enhance Career Center Services via Partnerships				
Activities	Date	Board Participation	Budget Impact	Status
Engage & Track Youth Partnerships	On-Going			<p>Juniors to Jobs CSB will be hosting 25 students for the 2017 Foundations Training at the Palm Bay Career Center the week of June 5th. Internships will run for 5 weeks.</p> <p>Cocoa Works Recruiting is nearing the end for the program, and as of 04.19.17, 28 applications have been</p>

Measures & Activities for PY 16-17

				<p>turned in. CSB will host the students at the Rockledge Career Center for Foundations Training the week of May 30th. Internships will run for 5 weeks.</p> <p>City of Titusville</p> <p>The city of Titusville is hosting an internal summer youth employment program, with CSB pre-screening candidates for NextGen eligibility for potential funding, in addition to hosting a one-day work readiness training.</p> <p>AIM Manufacturing Summer Internship</p> <p>The AIM summer internship has recruited 6 students to date, with a total of 3 business sponsors providing 8 job opportunities. Students will participate in Work Readiness training the week of May 30th. Internships will run for 6 weeks.</p>
<p>Partner with Adult ED to provide GED and ESOL classes</p>				<p>Education of Services</p> <p>Adult Ed has been heavily pushing registration of students nearing completion into Employ Florida Marketplace. A formal report is being developed to track how many students are utilizing the tool.</p> <p>On-Site Recruiting and Case Management</p> <p>A nice synergy has been created between CSB Palm Bay NextGen staff and the teachers conducting the GED onsite courses. Four students were enrolled into NextGen through this partnership, and NextGen staff were able to host a Dynamic Futures training session for Adult Ed students during winter break.</p> <p>Business Services</p> <p>No new updates.</p>

Measures & Activities for PY 16-17

				<p>Building the Healthcare Pipeline</p> <ul style="list-style-type: none"> - CSB facilitated a meeting between Health First Private Staffing Services and Adult Ed in December to discuss a potential partnership for students obtaining their GED to become Home Health Aides and Home Companions. Adult Ed was interested in the idea and was to do further research on how to integrate this into their offerings. <p>Sharing our Success</p> <p>NextGen will be funding four students for the new CPT course beginning at the end of January 2017.</p>
Measure 3C: Review and track contractor performance standards				
Activities	Date	Board Participation	Budget Impact	Status
Monitor and Track the State Performance Incentive Measures to include Common Measures, Employer Penetration	Quarterly Annually			See Measure 3C(1)(a) – Performance Funding Model Watch Brief See Measure 3C(1) (b) Common Measures Watch Brief No Updates
Define Measures and Established Goals for Contractor Performance Measures. Track progress.	Quarterly			Measure 3C(2) Attachment – Attachment F - Performance Standards – March 2017

Measures & Activities for PY 16-17

Strategy 4: Focus on business relationships and services.				
Measure 4A: Track & Improve Business Engagement activities in the Career Centers				
Activities	Date	Board Participation	Budget Impact	Status
Information on current business engagement activities in Career Centers	On Going			<p>174 Recruiting events from 7/1/16 through 3/31/17 for 49 Businesses and 2,427 job seekers.</p> <p>January - 8 February - 4 March - 13</p> <p>Upcoming Events:</p> <ul style="list-style-type: none"> • Hurricane Matthew Jobs RE - April 24th • Healthcare Consortium - April 25th • Keiser Job Fair - May 2nd • AIM Quarterly Manufacturing Sec. Strategy Meeting - May 4th • VOC Rehab/CSB Job Fair - June TBD <p>Past Events:</p> <ul style="list-style-type: none"> • January 26th - Healthcare job Fair • Jan 26th - Next Gen Quarterly Recognition Event • March 15th - NextGen Job Fair • April 13th 2017 - Hiring Our Heroes • April 19th - EFSC Job Fair



May 10, 2017

Information Brief

Measure 1A (1) – Effectiveness of Training vs. Career Services

Background

Strategy 1 – Identify skill gaps and facilitate training that results in Job Placement

Measure 1A - Effectiveness of Training to Job Placement

Training Completers versus Training Completers that were placed

To date, in Program Year 2016-17, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded training services to 234 customers at an average cost per placement of \$5,696 for WIOA enrolled customers. The following is a snapshot of the results of training to placement and is all inclusive of Individual Training Accounts and other training mechanisms (i.e. OJT's, EWT's, AWE's).

WIOA Adult and Dislocated Worker Formula Funds					
	Total Served	Completers	Total Placed	% of Completers Placed	Cost per Placement
Career Services*	855	641	171	27.0%	N/A
Training Services	234	141	107	76%	\$5,696
Total	1,089	782	278	36.0%	\$9,044

** Under WIOA Core Services and Intensive Services have been combined under one umbrella and is now called Career Services.*

WIOA customers in training continue to yield a higher placement rate than those receiving only career services. Career services include assessments, Employ Florida Marketplace (EFM) registration assistance, orientation, resume assistance, referral to workshops, etc.



May 10, 2017

Information Brief

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

Training Completion Table

WIOA Adult and Dislocated Worker Formula Funds July 1, 2016 through March 31, 2017			
	Completers	Total Placed	% of Completers Placed
Training Services	141	107	75.9%
ITA's*	50	29	58.0%
OJT's*	82	69**	84.2%
AWE*	1	1	100%
EWT*	8	8	100%

* ITA = Individual Training Account

OJT = On the Job Training

AWE = Adult Work Experience

EWT = Employed Worker Training – Already Employed

** These are placements that occurred during the current program year regardless of the start date of the training.

Analysis

Taking a more detailed look at the different types of training activities available, the previous table indicates that OJT training performs better than ITA training as far as the percentage of completers that are placed in jobs following the completion of training. ITA training is typically longer term training than the OJT's. OJT's are also trained with a potential employer while ITA's are trained before finding the employer. AWE numbers are too small to yield any type of assumption. EWT's almost always show 100% placement rate because this training is specifically geared toward improving skills of existing workers. Please note this is only a snapshot and numbers will change throughout the year.

**Measure 1B – Identify and Improve the Skills Gaps in Customers
Summary Report
April 1, 2017**

SkillsTutor Assessments Completed					
Center	Jul - Sep 2016	Oct - Dec 2016	Jan - Mar 2017	Apr - June 2017	YTD Total
Palm Bay	39	23	24		62
Rockledge	55	30	45		85
Titusville	13	8	6		21
Total	107	61	75	0	168

TABE Assessments Completed					
Center	Jul - Sep 2016	Oct - Dec 2016	Jan - Mar 2017	Apr - June 2017	YTD Total
Palm Bay	104	48	37		152
Rockledge	10	26	19		36
Titusville	14	13	10		27
Total	128	87	66	0	215

TORQ Project Completions					
	Jul - Sep 2016	Oct - Dec 2016	Jan - Mar 2017	Apr - June 2017	YTD Total
Total	387	380	400		767

CareerScope Assessments					
	Jul - Sep 2016	Oct - Dec 2016	Jan - Mar 2017	Apr - June 2017	YTD Total
Total	103	54	61		157

Optimal Resume/Interview/Letter					
	Jul - Sep 2016	Oct - Dec 2016	Jan - Mar 2017	Apr - June 2017	YTD Total
Resumes Created	190	69	116		259
Uploaded from File	26	6	15		32
Interviews	45	61	53		106
Letters Created	53	11	17		64
Letters Uploaded	0	0	1		0
Total	288	141	186	0	429

Five Steps to Employment						
		Jul – Sep 2016	Oct – Dec 2016	Jan – Mar 2017	Apr – Jun 2017	YTD Totals
Rockledge	Students	17	N/A	19		36
	Completers	14	N/A	15		29
	Placements	3	N/A	4		7
	Placement Rater	21.4%	N/A	26.7%		24.1%
Palm Bay	Students	24	17	25		68
	Completers	11	10	17		38
	Placements	6	4	5		15
	Placement Rate	54.6%	40.0%	29.4%		39.5%

Notes: Rockledge Workshops cancelled for October - December 2016 due to the transitioning of trainers



May 10, 2017

Information Brief

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

Background

CareerSource Brevard (CSB) participates in the Performance Funding Model (PFM) developed by CareerSource Florida. The following information is 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). Measures for PY 17-18 are still being discussed and may revise or totally change what we are tracking now.

These measures are new for PY 2016-17 and all processes, reporting formats, and results continue to be adjusted in order to provide the most accurate predictions of performance. CSB has an internal team who has been meeting for several months to understand the measures and determine how performance can be maximized. The group completed a full review of the PFM measures and have established *10 Strategies for Improvement* currently being operationalized. 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 report should be thought of as a gauge rather than as an indicator of positive or negative performance.

A web-based tool is being developed at the state level that is stated to allow viewing of un-validated real time data. The tool was to be available in February but that date is now pushed back until at least May.

Placement Measures

Unemployed 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	705	766	2,140		
Number of Participants with Zero Wages the previous Quarter	3,079	3,391	6,713		
Performance Rate	22.9%	22.6%	31.9%*		22.74%

Time to Earnings					
Minimum Threshold – Target – 2.29	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	5,404	5,087	N/A		10,491
Number of Participants with Zero Wages the previous Quarter	3,079	3,391	N/A		6,470
Performance Rate	1.76	1.50			1.62

Exit Measures

Cost per Employed Exit (based on annual data)					
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	2,805	2,493	2,140		5,298
All Formula Expenditures” (WIOA, WP, Welfare Transition) from “Annual CareerSource Florida Network Program Expenditure Report” produced by DE	1,506,285	1,505,772	N/A		3,012,057
Actual Performance Rate Based on PY 15-16 Expenditures	\$537	\$604			\$569
Average Earnings					
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	2,805	2,403	N/A		
Total earnings of all exiters during the two quarters after their exit.	N/A	N/A	N/A		
Actual Performance Based on Limited Data	\$3,937				
Earnings per Dollar Spent (based on Annual 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	N/A	N/A		
All Formula Expenditures” (WIOA, WP, Welfare Transition) from “Annual CareerSource Florida Network Program Expenditure Report” produced by DE	N/A	N/A	N/A		
Actual Based on Limited Data Performance	\$22.24	N/A			

Business Services

Business Engagement					
Minimum Threshold – 590 Target –787	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
Businesses served with an Intensive Service	180	244	186		610
Customer Satisfaction					
Baseline – 76% (7.0) Target -9.52	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	9.38	9.45	9.53		9.45

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



May 10, 2017

Information Brief

Third Quarter Contractor Performance PY 2016-2017

Background

The CSB Workforce Operations contract is cost reimbursement for direct program costs, however, corporate costs and profit 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.

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 Attachment F. **Table 1** shows the performance standards with the Minimum and Accelerated Goals for Contractor payments. The Performance Rate is shown with a red background if the minimum rate was missed and with a green background if the accelerated rate was met or exceeded. Performance that met the minimum but not accelerated is shown with a normal background.
- ❖ 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 Attachment F.

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 according to the contract.

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	
Welfare Transition Federal All Family Participation Rate (Rank between 1-13 on State Quarterly MMR)	No – Ranked 21	No – Ranked 19	No – Ranked 20	
WIA Adult Employed Worker Outcome Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 10	Yes – Ranked 9	Yes – Ranked 9	
WIA Adult & Dislocated Worker Entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 1	Yes – Ranked 10	Yes – Ranked 12	
Wagner-Peyser entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 8	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	
Wagner-Peyser Percent of Job Openings Filled (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 7	Yes – Ranked 8	Yes – Ranked 8	
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	
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	
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			

Measure	Definition	Calculation (all calculations are year to date unless otherwise stipulated)	Quarter 1		Quarter 2		Quarter 3		Jul-16 1091/6284	Aug-16 1384/6282	Sep-16 1785/6282	Oct-16 1455/6703	Nov-16 1689/6703	Dec-16 1892/6703	Qtr 2 1892/6703	Jan-17 1630/6714	Feb-17 1973/6713	Mar-17 2154/6713	Qtr 3 1973/6713
			Minimum	Accelerated	Minimum	Accelerated	Minimum	Accelerated											
1 Performance Funding Model Placement Rate	The percentage of customers during the preceding quarter who were placed by the end of the current report quarter.	The numerator is the number of customers with an application date during the preceding quarter. The denominator is the number of customers in the numerator with a placement service dated on or before the end date of the current report quarter.	20%	20%	20%	20%	20%	20%	17.4%	22.0%	28.4%	21.7%	25.2%	28.2%	28.2%	24.3%	29.4%	32.1%	29.4%
2 Performance Funding Model Business Engagement Survey	The number of businesses engaged with an Intensive Service.	The numerator is the number of those businesses who were sent a Customer Satisfaction Survey during the current reporting period. The denominator is the prorated number of the businesses who should receive a survey in order to meet the minimum (645) and target (860) goals established in the Performance Funding Model.	161	215	323	430	483	645	40	104	180	43	77	124	424	62	72	52	610
3 Business Survey Return Rate	The percentage of surveys returned	The numerator is the number of those surveys completed and returned. The denominator is the count of all surveys distributed during the report period.	30%	33%	30%	35%	30%	35%	4%	40%	38%	38%	37%	32%	32%	30%	28%	27%	27%
4 Business Satisfaction Rate	The average rating (on a scale of 1-10) for Level of Satisfaction and Likely to Refer	The numerator is the sum of all ratings received for the both Level of Satisfaction and Likely to Refer. The denominator is the number of all surveys returned with both items answered multiplied by 2.	9	9.5	9	9.5	9	9.5	8.54	9.36	9.38	9.30	9.6	9.45	9.45	9.30	9.58	9.53	9.53

Measure	Definition	Calculation (all calculations are year to date unless otherwise stipulated)	Quarter 1		Quarter 2		Quarter 3		Jul-16	Aug-16	Sep-16	Qtr 1	Oct-16	Nov-16	Dec-16	Qtr 2	Jan-17	Feb-17	Mar-17	Qtr 3		
			Minimum	Accelerated	Minimum	Accelerated	Minimum	Accelerated														
5	The percentage of staff referrals given within a business cluster in which the job seeker became employed.	The numerator is the number of those jobseekers who received a staff referral that actually became employed in that position. The denominator is a count of all staff referrals recorded in ERFD during the reporting period. Reported overall and tracked by industry cluster.	23%	26%	23%	26%	26%	26%	34.9%	26.2%	37.0%	24.7%	42.9%	60.6%	54.1%	34.5%	29.6%	32.5%	18.5%	1183/3762	31.4%	
6	The percentage of WIOA youth who are employed, unsubsidized employment, military, a qualified apprenticeship program(s), post-secondary education, advanced training, or receives a HS diploma or equivalent, or obtains a post-secondary credential or certification by closure.	The number of WIOA Youth closures who are employed by the number of WIA Youth closures Reported overall and tracked by industry cluster.	90%	95%	90%	95%	95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	115/116	99.1%

Measure	Definition	Calculation (all calculations are year to date unless otherwise stipulated)	Quarter 1		Quarter 2		Quarter 3		Jul-16	Aug-16	Sep-16	Qtr 1	Oct-16	Nov-16	Dec-16	Qtr 2	Jan-17	Feb-17	Mar-17	Qtr 3
			Minimum	Accelerated	Minimum	Accelerated	Minimum	Accelerated												
7	WIA Youth Educational Fund Gain Rates in Math and/or Reading and/or Language	The percentage of WIOA Youth who are assessed as basic skills deficient at registration who achieve at least one educational functioning grade level gain in math and/or reading and/or language on or before the anniversary of the program participation date, as measured by the # of WIA Youth assessed as basic skills deficient at registration who achieve at least one educational functioning grade level gain in math and/or reading and/or language on or before the anniversary of the program participation date, plus the # of youth who remain in the program past the anniversary of their program participation date, plus the # of youth who are closed or exited from the program prior to the anniversary of their program participation date.	70%	75%	70%	75%	70%	75%	100.0%	100.0%	50%	87.5%	0.0%	100.0%	100%	90.5%	100.0%	55.6%	100%	78.6%
8	Youth scholarship expenditure rate	The percentage of Youth scholarship unit formula funds expended on work based training for OOS Youth.	5%	6%	10%	11%	15%	16%	7.2%	16.10%	18.20%	18.2%	22.9%	N/A	40.7%	40.7%	48.6%	50.40%	59.40%	59.4%
Module Number	# of Measures	80% of Measures																		
T-Kaiser	6	6																		

TABLE ASSUMPTIONS:
Table calculations are based on the assumption that no measures have been removed from this attachment.
Table calculations are based on the following rounding rules: Round Up for .6 through .9, Round Down for .1 through .5

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 first quarter January 1, 2017 through March 31, 2017, 811 surveys and 404 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 and Interests
 5. Skills Assessments
- **The four Industry Communities or Service Areas Listed in Order of Highest Customer Traffic to Lowest.**
 1. General
 2. Not Applicable
 3. Workforce Services Room (Customer Registration)
 4. Healthcare & Professional
- **94.5% Were Either Very Satisfied Or Satisfied With Staff**
- **86.3% Indicated The Services And Information Provided Would Be Helpful With Their Employment Efforts**
- **91.4% 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 404 responses as follows:

- 278 were positive or praised the staff
- 12 requested more accommodations, such as make EFM more user friendly, more staff, reopen Titusville, open more locations, weekend hours, have a tour for new customers about what CSB offers, more help at the front desk, offer water, classroom 2 is too cold, simplify website
- 5 were negative (overwhelmed with the amount of information, poor customer service, too little information, not enough staff, EFM system is useless)
- 31 requested ‘more services’ such as have Microsoft classes (power point, excel, etc.), add white boards to classrooms, get more jobs, see a staffing specialist on the first visit, have offender workshops, provide wi-fi, have a public scanner, more employers onsite, follow-up process for vet reps, online resume assessment tool
- 57 respondents simply said ‘no’, ‘n/a’ ‘not at this time’ or ‘none’

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GRANTS (Federal, State and Local Competitive and Non-competitive)							
Grant Name	Partners	Funding Source	Amount Pending	Amount Awarded	Grant Focus	Status	Staff Lead
Cyber-Security Trade Adjustment Assistance Community College & Career Training Grant (TAACCCCT) Time Frame: 10/1/13 to 9/30/17	Eastern Florida State College (EFSC)	Federal - USDOL		\$15,000	CSB focus as a partner for this grant was social media campaigns and assisting with tracking student outcomes.	This is the final year of our partnership on this grant which ends in September 2017.	Don Lusk
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. CSB has obligated 95% and expended 93% of the grant allocation. Staff expects to be able to expend all available dollars by grant expiration. All performance measures have been achieved.	James Watson
AARP Foundation Back to Work 50+ Women's Economic Stability Incentive Initiative (WESI) Time Frame: 3/1/15 – 2/28/18	EFSC, Women's Center & Aging Matters in Brevard	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.	We are currently in Wave 9 with a total of 24 in the Core group Year 3 for this grant began on March 1.	Jana Bauer
Florida Sector Partnership National Emergency Grant Time Frame: 7/1/15-6/30/17	DEO	USDOL through DEO		\$765,000	Advanced in Manufacturing (AIM) utilizing a Sector Strategy approach to assist with relevant skills training and OJT training dollars to place dislocated workers in the manufacturing sector to fill the employment gaps.	CSB has expended 56 % of the total AIM grant funding, and has used 54% of the AIM scholarship funds. CSB expects to be fully expended by end of an extended grant period. We have received verbal notification that this grant has been expanded an additional year.	Tina Berger

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<p>H-1B American Promise Grant (APG)</p> <p>Time Frame: 01/01/17 – 12/31/20</p>	<p>LWDB 12 - Central Florida</p>	<p>USDOL</p>	<p>\$2,380,337</p>	<p>This project will target high-growth jobs aligned with the Information Technology (IT) and IT-Related industry sector, ranging from entry-level occupations to high-level management positions in LWDB Region 12 & 13 using a sector strategy approach.</p>	<p>Implementation is under way for this grant that began on 1/1/17. Current Activity includes: completion of the sub-recipient agreement with LWDB 12, & modification of agreement with USDOL. A sector strategy staff person is scheduled to begin 05/15/2017 to support convening of a sector strategy group and enrollment of trainees.</p>	<p>Bill McGuire</p>
<p>Cooperative Outreach Program with Moore Communications and CareerSource Florida</p>	<p>CareerSource Florida & Moore Communications</p>	<p>Wagner Peyser State Level Funding</p>	<p>\$27,219</p>	<p>This funding is allocated based on our region size and is focused on strengthening CSF network 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.</p>	<p>In March:</p> <ul style="list-style-type: none"> CSB staff received training on Social media and website content building and strategy to improve search engine optimization (SEO) on both platforms. Also in An out of state engineer attraction/recruitment campaign was launched with a ROI report due in June. A direct email campaign (series of 3) was sent to CSB's approx. 900 reemployment recipients to help secure employment. This effort helps CSB meet the goals of the Governor's Reemployment Challenge A ROI report will be ready in in June. With the launch of the new CSB website, the agency will help CSB spread the news, 	<p>Denise Biondi</p>

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<p>Hurricane Matthew Dislocated Worker Grant Time Frame: 12/1/2016 - 9/31/2017</p>	<p>None</p>	<p>USDOL via DEO</p>	<p>\$2,576,356</p>	<p>\$936,851</p>	<p>The purpose of this award is to provide temporary employment to eligible participants on: <ul style="list-style-type: none"> •Projects for clean-up, demolition, repair, renovation, and reconstruction of destroyed public structures, facilities, and lands within the affected communities. •Humanitarian assistance— actions designed to save lives, alleviate suffering, and maintain human dignity in affected areas. </p>	<p>benefits and features of the site to businesses, career seekers and the community. This will be a multimedia outreach campaign using social and e-mail media.</p>	<p>Jim Watson</p>
<p>Reentry Project Grant Time Frame (Anticipated): 7/1/2017 – 06/30/2020</p>	<p>Various Community Partners</p>	<p>USDOL – ETA</p>	<p>\$882,268</p>	<p>Pending</p>	<p>The Brevard Reentry Project (B-REP) will leverage our expertise in providing effective Work-Based Learning for job seekers released from prison or jail (within 180 days) with the evidence-based Integrated Reentry and Employment Services (IRES) model to offer a holistic approach to ex-offender workforce services that overcomes traditional systemic service silos.</p>	<p>CSB submitted a grant application on 4/25/17 for \$882,268. This included \$719,942 in federal funding and \$216,625 in leveraged funds. Award notices are expected in June 2017.</p>	<p>Jim Watson</p>

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UNRESTRICTED REVENUES (Non-governmental funding, Fee for service, Foundation and Corporate giving programs)							
Name of Funding	Partners	Funding Source	Amount Pending	Amount Awarded	Grant/Contract Focus	Status	Staff Lead
Eastern Florida State College Engagement/ Industry Advisory Councils Time Frame: 8/1/2013 - Indefinite	None	Eastern Florida State College		\$40,000/ Annually starting 9/15/14	Student data research and Industry Advisory Councils include: Manufacturing & Engineering Technology; Computer Science & Information Technology; Business Administration & Office Technology; and Healthcare & Life Sciences	Third year of a continuing contract. Received \$116,400 total to date. Submitted employment data on over 2,300 students, facilitated 45 industry councils held to date and introduced new Transportation, Logistics & Maritime Industry Council on Sept 15, 2016.	Judy Blanchard
Ticket to Work (TTW) Program Time Frame: None	None	Social Security Admin.		\$124,411	Focused on eligible TTW customers who want to return unsubsidized employment using the Employment Network (EN).	Staff continue to work with eligible customers are interested in work or training. EN continues to progress at a modest pace with 43 tickets being assigned.	James Watson
Florida Partnership Plus Time Frame: Indefinite	Vocational Rehabilitation	Social Security Admin.	Unknown		Exiting Voc. Rehab participants who have found employment and are currently receiving SSI or SSDI. CSB will provide Employment Network mandatory follow up services. Funds are reported as part of the SSA TTW program and our unrestricted. We have received payment for (4) four BSA to date.	Application Process complete. CSB eligible to receive referrals, 18 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 SGA (Substantial Gainful Activity) for a seven month duration. (2) \$500 for written benefit summary analysis (BSA) completed by a certified Community Partner Work Incentive Coordinator (CPWIC). CSB has	James Watson

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Healthcare Sector Strategy Time Frame: 7/1/16 – 6/30/17	Health First, EDC, City of Melbourne, BPS-Career & Technical Education, BPS-Adult Education, Circles of Care, Health Council, and additional Industry, Educational and other stakeholders yet to be identified.	Private Sector Grant	Monthly Cost Reimbursement	\$91,351	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 term goals as established by the industry as a whole.	received \$ 5,000 so far this year. The second Healthcare Workforce Consortium meeting held on April 25th. Committee structure in place to address the following: <ul style="list-style-type: none"> • Current Brevard pipeline of CNAs, LPNs and RNs does not produce enough talent to fill local employer needs • Retention of healthcare-oriented students in Brevard County • Attraction of Nursing Faculty to fill vacancies • Alignment of classroom technology with technology required in varying environments 	Carol Brooks Macrander
City of Palm Bay – Juniors to Jobs Program Time Frame: Summer of 2017	US Conference of Mayors (USCM), City of Palm Bay	Palm Bay & USCM – Dollar WISE Grant	\$27,000	To Be Determined	Using a combination of \$ from Palm Bay and USCM, CSB will facilitate the “Juniors to Jobs” summer youth training program focusing on teaching 30 high-school juniors the skills they need to obtain employment.	Student recruitment has begun by the City of Palm Bay.	Jana Bauer
City of Cocoa – Youth Employment Program Time Frame: Summer of 2017	City of Cocoa	City of Cocoa	\$40,000		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.	Official student recruitment has begun by both CSB and the City of Cocoa. The City was able to place the application online in hopes of an easier user-experience for recruiting.	Jana Bauer
Tobacco Free Florida	Florida Department of Health	Bureau of Tobacco Free Florida		\$23,812	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	For Program Year 2015-2016, CareerSource Brevard obtained \$14,925 in unrestricted funding, producing 478 referrals in Brevard County. A portion of the funds was	Marina Stone

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<p>Time Frame: Indefinite</p>					<p>program is available free to all Florida residents, the Department of Health targets workforce clients and reward LWDB's for each client referral.</p>	<p>expended on staff incentives and PY 15-16 All Staff Event. For PY 2016-17 we have earned \$8887.50.</p>	
<p>NextGen Traitify (formally Woodfound) Assessment Project</p> <p>Timeframe: Jan 2017 – Jan 2018</p>	<p>Wells Fargo</p>	<p>Wells Fargo</p>	<p>\$8,500</p>		<p>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.</p>	<p>The official launch of the product occurred in January of 2017. The program is mandatory for NextGen young adults, but is also being utilized in other funding streams.</p>	<p>Jana Bauer</p>

WORKFORCE OPERATIONS COMMITTEE (WOC)

ATTENDANCE RECORD

PY 2016-2017	Aug	Nov	Feb	May
Beal, Shawn	new 10/16	P	P	
Coxwell, Dale	P	A	P	
Heller, Nancy	P	P	P	
Jones, Danielle	A	P	P	
Just, Paula	P	P	P	
Patel, Amar	P	P	A	
Taibl, Ron	P	P	P	