



Career Center Committee Meeting

September 13, 2018

8:30 A.M. – 10:00A.M. CSB Boardroom

(Teleconference 321-394-0707)

Attendees:

Mike Menyhart (Chair), Joe Angelastro, Stephanie Archer, Shawn Beal, Dale Coxwell, Nancy Heller, Laura Koursaris, Amar Patel/Robert Gramolini, Jerry Visco

Agenda

Page No.

Call to Order

Mike Menyhart

Introductions

Public Comment

Presentation – Soft Skills, Career Center Application

Stephanie Brown

Presentation – 2018 Summer Youth Employment Recap

Jana Bauer

Action Items

Approval of Committee Minutes for June 14, 2018

Mike Menyhart

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Discussion/Information Items

- Career Center Standards Review Erma Shaver 5 - 6
- Committee Goal Status Jana Bauer 7 - 12
 - Demo of Available Talent and Job Order/Job Seeker Match Erma Shaver
 - America's Promise Grant IT Training Partnership Discussion Gary Sulski
 - End of Year Contractor Performance PY17-18 Erma Shaver 13 - 15
 - New Contractor Performance Measures PY 18-19 Erma Shaver 16 – 18
 - Common Measures Watch Brief Erma Shaver 19
 - Working for Brevard Seminannual Report Marci Murphy 20
 - Economic Community Impact Annual Reports Marci Murphy 21
 - Local Customer Satisfaction Survey – Job Seekers Erma Shaver 22 – 24
 - Quarterly Multimedia Outreach Matrix Denise Biondi 25
 - Attendance Roster 26

Adjourn

Mike Menyhart

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting is asked to advise CareerSource Brevard at least 48 hours prior to the meeting by contacting Lyn Sevin at (321) 394-0507. Persons who are hearing or speech impaired can contact Lyn Sevin through the Florida Relay Service by dialing 7-1-1

Upcoming Meetings

October 2018

18th Industry Workforce Committee-8:30am

November 2018 5th Governance/Finance Committee-3:00pm

5th Executive Committee-4:00pm

15th Board of Directors-8:00am

December 2018

6th Career Center Committee-8:30am

January 2019

17th Industry Workforce Committee-8:30am

February 2019

4th Governance/Finance Committee-3:00pm

4th Executive Committee-4:00pm

14th Board of Directors-8:00am

March 2019

14th Career Center Committee-8:30am

April 2019

25th Industry Workforce Committee-8:30am

May 2019

6th Governance/Finance Committee-3:00pm

6th Executive Committee-4:00pm

16th Board of Directors-8:00am

June 2019

13th Career Center Committee-8:30am

CareerSource Brevard

Career Center Committee

June 14, 2018

Minutes

Members in Attendance:

Mike Menyhart (via teleconference), Stephanie Archer, Robert Gramolini, Nancy Heller (Acting Chair) and Laura Koursaris

Members Absent:

Joe Angelastro, Shawn Beal, Dale Coxwell, Rose Thron and Jerry Visco

Staff in Attendance:

Marci Murphy, Jana Bauer, Denise Biondi, Judy Blanchard, Wendi Jo Bost, Jenn Lasser, Don Lusk, Erma Shaver, and Marina Stone

Guests in Attendance:

Caroline Joseph-Paul, Ramsey Olivarez (via teleconference), Julie Berrio, Thomas LaFlore, Michelle McAlpin, Jessica Mitchell and Holly Paschal (via teleconference) of CareerSource Brevard (CSB) Career Centers

Call to Order:

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

Public Comment:

There was no public comment,

Presentations:

New Customer Experience Flow

A new Customer Experience Flow has been rolled-out in CSB Career Centers. After signing in, customers are sent directly to the community of their interest, they can search computers to get a job referral on the first day, connect with Career Counselors and Employer Representatives; they now have direct connections to workforce services and training opportunities. This model makes the centers more career seeker friendly.

Action Items:

Approval of Career Center Committee Minutes of March 8, 2018

Motion to approve the Minutes from the March 8, 2018 meeting was made by Mike Menyhart. Nancy Heller seconded the motion. The motion passed unanimously.

Guidelines on Formula Funding Usage

The training and supportive services funds guidance is reviewed every year with the purpose of ensuring that CareerSource Brevard is focusing on programs that are the most effective for businesses and the career seekers. This review considers the unemployment rate, other economic factors and funding availability for the program year. For *Training Mix* PY2018-19, staff recommends 50% Work-based Training (i.e. OJTs, Work Experience, Employed Worker, Upgrade OJTs) and 50% Individual Training Accounts (ITA's). For the *Job Seeker Customer Mix* for 2018-19, staff recommends 70% on unemployed workers, 20% on the underemployed and 10 % on employed worker training. Stephanie Archer made a motion to approve the guidance on training funds investment mix to be utilized in obligating and expending training funds for PY 2018-2019. Mike Menyhart seconded the motion. Motion passed unanimously.

PY18-19 New Objective – Strategic Focus

With Brevard's unemployment rate hovering around 3.4%, finding workforce talent needed for businesses across every industry is becoming more difficult. A theme has been identified; **"Finding Hidden Talent and bringing more people into the Career Centers and into the Employ Florida Database, where businesses can find the talent they need."** Staff recommends adding a new goal, objective and strategies to this theme. Staff has suggested to add the following to the Career Center Committee goal matrix.

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.
New Objective: Finding Hidden Talent for Brevard's Businesses in a competitive employer job market.
Strategies
Develop processes and strategies to outreach to the community to bring in more career seekers.
Create/Host events/workshops/classes that attract career seekers to our Career Centers. Find ways to make our Career Center more customer friendly and inviting.
Create a Task Force to develop plans to increase our footprint with the following Special Populations: Latino, Ex-Offenders, Mature Workers, Under Employed and Recovering Substance Abuse

Mike Menyhart made a motion to approve to add the new Objective and Strategies surrounding finding Hidden Talent to the Goal Matrix for PY2018-19. Robert Gramolini seconded the motion. 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.

ITA Vendor Evaluation

The annual vendor performance report was shared and staff recommendation is not to issue any corrective actions to training vendors at this time.

Effectiveness of Training/Career Services

Data was shared showing CSB staff are continuing to track and analyze the performance of career services compared to training services and to evaluate the effectiveness of the trainings offered as well as the performance of training vendors and the programs they offer.

Sector Strategy Updates

CareerSource Brevard currently employs three full-time Sector Strategy Program Managers to focus on Healthcare, IT, and Manufacturing industries, along with a part time staff for the Aerospace/Aviation industry. Much of the responsibility of the sector strategists is to convene workforce, education and industry to form partnerships to help identify the training needs of local businesses. Skills gaps and talent pipeline issues are also addressed. Updates in each of the Sector Strategies were shared.

Soft Skills Program Overview

Employers have identified a large and growing “soft skills” gap that is negatively impacting both job placement and retention rates. CSB solicited and won a grant from CareerSource Florida in the amount of \$267,968 to develop and operate a pilot program through October 31, 2018. Career seekers will complete the Win Soft Skills Series, which consists of four modules, relating to professionalism, communication, teamwork and critical thinking, career seekers earn a credentialed certificate by taking a proctored test that measures learning gains. CSB’s goal is 500 participants by the end of the grant.

Continuous Improvement Initiatives

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

Retention Toolkit

The Employee Retention Toolkit has been designed for businesses and includes titles such as job description, links to local data, onboarding, compensation, what makes a workplace, managers, appreciation, encouragement, employee surveys and multiple calculators and much more is available at the careersourcebrevard.com website, business services, retention.

Third Quarter Contractor Performance PY 17-18

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor succeeded in meeting or exceeding the performance criteria and was paid all withheld costs for the third quarter of PY17-18.

Local Customer Satisfaction Survey Results

The Customer Satisfaction Survey instrument in use in our career centers appears on computer stations and on the Workforce Specialist Services and Transition Specialist Services computers. Signage, pop-up reminders and staff engagement have been used to encourage participation. As of July 1, 2017, the Customer Satisfaction Survey transitioned to the new contractor. During the third quarter, January 1,, 2018 through March 31, 2018, 793 surveys were received. Year to Date 2,460 customers have completed surveys with an overall customer satisfaction rate of 94%.

Nursing Campaign Overview

A presentation was shared showing the evolution and webpages, along with digital performance progress to date in the Nursing Campaigns.

Website and Social Media Analytics

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

Adjourn:

There being no further discussion or business, Nancy Heller adjourned the meeting at 10:03 am.

Respectfully submitted,

Reviewed by,

{signature on file} 07/20/18
Marina Stone Date

{signature on file} 07/20/18
Nancy Heller, Acting Chair Date

Information Brief

PY 18-19 Career Center Standards Review

Background

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. Those changes were incorporated into the tool used for the current review

Discussion

Overall Rating – PY 18-19 Rating is 99.6%. Each Career Center was rated in five (5) key quality indicator areas:

- **Poster & Signage** verifies that all Federal and State required posters are properly displayed.
- **Job Seeker Services** verifies that available services, tools and other resources are properly identified and readily available to job seeker.
- **General Services** verifies that options are available for customers (job seeker and employer) to receive the full range of services identified by regulation.
- **Employer Services** verifies that employers receive personalized access to available services such as recruitment, referral, candidate screening, follow-up, etc.
- **General Staff & Operations** verifies that staff has the tools necessary to perform their assigned duties, including training, regular communication and a positive operational environment that encourages team work. This includes verification that proper logos are used in all internal/external communications.

The contractor continues to demonstrate a strong commitment to provide all-inclusive, consistent services across all centers. This is evident in the near perfect review at all three centers. Staff appeared professional and attentive to customer needs. Flyers and handouts were in good condition. A variety of workshops were being provided to assist job seekers.

Contractor should continue to monitor and ensure appropriate posting of the Mission and Vision Statements for CareerSource Brevard.

The PY 18-19 performance measures do not include a measure for Career Center Standards so there is no money attached to the performance on this review. The review is conducted annually to comply with state requirements and presented for committee information only.

Results Summary Current and Historical

PY 2018-2019

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.6%	100.0%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	98.7%	98.3%	98.3%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	99.7%	100.0%	100.0%	98.5%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%

PY 2017-18

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	100.0%	100.0%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%

PY 2016-17

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	100.0%	100.0%	100.0%	100.0%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	100.0%	100.0%	100.0%
General Staff & Operations	100.0%	100.0%	100.0%	100.0%

PY 2015-16

	Overall	Palm Bay	Rockledge	Titusville
Total Rating	99.6%	99.3%	100.0%	99.6%
	Overall	Palm Bay	Rockledge	Titusville
Posters & Signage	100.0%	100.0%	100.0%	100.0%
Job Seeker Services	100.0%	100.0%	100.0%	100.0%
General Services	100.0%	100.0%	100.0%	100.0%
Employer Services	100.0%	94.4%	100.0%	100.0%
General Staff & Operations	98.7%	100.0%	100.0%	98.1%

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 2019	No new 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><u>Industry Advisory Councils</u> Due to budget constraints, EFSC has canceled CSB's contract to facilitate their Advisory Councils. CSB will continue to actively participate in meetings, identify industry partners for participation, host meetings at the CSB Rockledge offices and support Council initiatives. This contract yielded \$186,400 in funds and we facilitated 65 industry council meetings during the five year period.</p> <p><u>Business Services Quarterly Presentations</u></p> <ul style="list-style-type: none"> Staff focused on the career exploration events (physical and virtual) this past quarter. Presentations to staff in a group setting will be done annually, but individual industry team meetings occur monthly with staff on each industry. <p><u>Career Exploration</u></p> <ul style="list-style-type: none"> Virtual Career Exploration event was held for Logistics (5/23) and Customer Service (6/27), with ERC as a local host. Upcoming events include: Healthcare (8/22), IT (9/26), and Financial Services (10/24). On-site Career Exploration Events were held for IT (6/26) with 22 attendees, and Manufacturing (6/28) with 15 attendees. <p><i>Demo of Available Talent by Sector and Job Order/Job Seeker Match Demo.</i></p>
	Form partnerships to help identify the training needs of local businesses	Ongoing	<i>America's Promise Grant IT Training Partnership Discussion</i>
Improve the lives of Brevard County's Youth	Work with Brevard Public School's to	Ongoing	The next CAPE meeting will occur in September 2018.

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& Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.	facilitate the addition and robust usage of Vocational and CAPE Academies.		CareerSource Florida is now accepting submissions for the 2019-2020 CAPE industry certifications. CSB will submit on behalf of Brevard Public Schools by Sept. 28.
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	<p><u>NextGen</u> PY 17-18 Summary:</p> <ul style="list-style-type: none"> • 360 cases for the year - 244 new, 116 carryovers • 13% (46) were ISY, 87% (315) OSY • 82% of cases closed were closed with employment. <p>PY18-19, through August 17:</p> <ul style="list-style-type: none"> • 181 carryover cases, 18 new enrollments for a total of 199 cases. <p><u>Summer Earn and Learn</u> 2018 Summary:</p> <ul style="list-style-type: none"> • 1st year of program • 17 funded by TANF, 3 by WIOA Youth • 10 participating worksites • 20 students, 13 completers (received \$100 incentive)
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	<p><u>Juniors to Jobs</u> 2018 Summary:</p> <ul style="list-style-type: none"> • 5th year of program • 17 students, 15 completers <p><u>Cocoa Works</u> 2018 Summary:</p> <ul style="list-style-type: none"> • 3rd year of program • 14 students, 12 completers <p><u>City of Titusville</u> 2018 Summary:</p> <ul style="list-style-type: none"> • Sponsored 4 NextGen students • 2 students in Media Dept and 2 in Billing Dept • Provided work readiness training for all recruits (12 attended out of 42)
Work with other Workforce Boards and Organizations to find innovative processes/ collaborations around		Ongoing	<p><u>Brevard Achievement Center (BAC) in Titusville</u> BAC moved into the Titusville career center in June. Since then, the following highlights have occurred:</p>

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Career Seekers that can be shared.			<ul style="list-style-type: none"> • 7 BAC adults now registered in EF with assistance of CSB staff. Several more have updated accounts in EF and are actively using now that they have a better understanding. • BAC clients have attended CSB recruiting events both on-site at TCC and off-site at Hampton Inn. • BAC now has workshop space and technology to host their pre-placement training. (previously used one laptop to pass around). • BAC assisted NextGen career counselor with obtaining services from Voc Rehab. • Overall greater understanding and support of each other, allowing for easier cross-referrals and contact-sharing.
Ensure that measureable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	December 2018	No new updates.
Objective: Finding Hidden Talent for Brevard's Businesses in a competitive employer job market.			
Develop processes and strategies to outreach to the community to bring in more job seekers.			The Board of Directors met on 8/16 and approved the strategy. The Task Team Lead and participants were selected and the team had their first meeting on 8/22.
Create/Host events/workshops/classes that attract job seekers to our Career Centers. Find ways to make our Career Center more customer friendly and inviting.			The Board of Directors met on 8/16 and approved the strategy. The Task Team Lead and participants were selected and the team had their first meeting on 8/21.
Create a Task Force to develop plans to increase our footprint with the following Special Populations: Latino Ex-Offenders Mature Workers Under Employed			<p>The Board of Directors met on 8/16 and approved the strategy. The Task Team Lead and participants for the Ex-Offender Task Team and the Under Employed Task Team were selected and the teams had their first meeting on 8/22 and 8/27 respectively.</p> <p><u>LATINO Population</u> <u>Hurricane Maria</u></p>

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Recovering Substance Abuse

To date 40 individuals have attended workshops and CSB staff are busy working with attendees to assist them on their respective paths to employment. This effort has garnered support from local community groups including the Hispanic Community Center, Brevard Adult Education, WFIT, and the Florida Puerto Rican/Hispanic Chamber of Commerce.

ESOL Courses

In partnership with Brevard Adult Education, these classes began over the summer in the Titusville and Palm Bay Centers. A total of 21 people attended classes. Beginning 8/13/2018, ESOL classes for the Fall are being held in the Palm Bay, Titusville and Rockledge CSB Centers. CSB is marketing to the community at large, and also the parents of children enrolled in the BPS system.

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><u>Total Hiring Events (May 15 – Aug 15):</u> 37 Recruiting Events, 600 jobseekers in attendance.</p> <p><u>Job Fairs</u></p> <ul style="list-style-type: none"> - 5/24 - Brevard Public Schools CTE Job Fair <ul style="list-style-type: none"> o 31 businesses, over 50 students o 2 offered jobs on the spot - 6/12 - Construction Job Fair June <ul style="list-style-type: none"> o 14 businesses, 46 attendees o 2 offered jobs on the spot - 7/17 - Sea Ray Job Fair <ul style="list-style-type: none"> o 139 attendees, 24 employers o Hosted for layoff-affected employees - 8/15 – CSB Cocoa Beach Chamber of Commerce Job Fair at The Avenues <ul style="list-style-type: none"> o 255 attendees, 24 employers <p><u>Learning Events:</u></p> <ul style="list-style-type: none"> - 6/26 - IT Career Exploration Workshop <ul style="list-style-type: none"> o 2 employers, 3 training providers, 22 attendees

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			<ul style="list-style-type: none"> - 6/28 - Manufacturing Career Exploration Workshop <ul style="list-style-type: none"> o 3 employers, 3 training providers and 15 attendees <p><u>Business/Talent Pipeline Development and Engagement</u></p> <ul style="list-style-type: none"> - Earn & Learn Summer Youth Program – assisted 19 youth with local worksites and opportunities to learn and earn while working over the summer and receiving exposure to various industries. - 8/28 – Healthcare Consortium <p><u>Virtual Industry Tours and Chat Support</u></p> <ul style="list-style-type: none"> - 5/23 – Logistics - 6/27 – Customer Service w/ ERC as local host. - 8/22 – Healthcare Virtual Tour <p><u>Upcoming Events:</u></p> <ul style="list-style-type: none"> - 9/19 – Healthcare Job Fair - 9/26 – IT Virtual Tour - 10/10 – Manufacturing Job Fair - 10/24 – Financial Services Virtual Tour
Work with other Workforce Boards and Organizations to find innovative processes/ collaborations around Business Services.		Ongoing	<p><u>Communication Collaboration</u></p> <ul style="list-style-type: none"> • No new updates. <p><u>Business Services</u></p> <ul style="list-style-type: none"> • CSB supported the Lennar Homes statewide construction job fair efforts on June 12th at the Rockledge center. As part of a statewide initiative with CareerSource Florida to increase awareness and fill current open positions for construction-related trades.
Help Businesses Train and Retain their workforce.	Create a comprehensive, high-quality “Employee Retention” package to offer to businesses.	June 2018	Completed.
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	Create, analyze and present at committee meeting	Ongoing	<i>See End of Year Contractor Performance Results 17-18 Brief.</i>

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Contract measures in a simplistic, easy to understand snap shot.			<i>See Contractor Performance Measures PY 2018-2019</i> <i>See Common Measures Watch Brief with New Contractor Measures</i>
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	September 2018	<i>See Working for Brevard Semiannual Report and Economic and Community Impact Annual Reports.</i>
Measure the Customer Satisfaction of both Career Seekers and Employers.		Ongoing	<i>See Local Customer Satisfaction Survey - Jobseekers Brief.</i>
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 and career services that includes relevant analytics and data.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Quarterly Multimedia Outreach Matrix.</i>



September 13, 2018

Information Brief

End of Year Contractor Performance PY 2017-2018

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 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 20	No – Ranked 18	No - Ranked 20
Welfare Transition Federal All Family Participation Rate (Rank between 1-13 on State Quarterly MMR)	No – Ranked 21	No – Ranked 20	No – Ranked 20	No – Ranked 19
WIA Adult Employed Worker Outcome Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 6	Yes – Ranked 1	Yes – Ranked 6	Yes – Ranked 5
WIA Adult & Dislocated Worker Entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 1	Yes – Ranked 1	Yes – Ranked 1	Yes – Ranked 6
Wagner-Peyser entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 6	Yes – Ranked 4	Yes – Ranked 9	No - Ranked 17
Short Term Veterans Entered Employment Rate (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 3	Yes – Ranked 3	Yes – Ranked 11	No – Ranked 15
Wagner-Peyser Percent of Job Openings Filled (Rank between 1-13 on State Quarterly MMR)	Yes – Ranked 9	Yes – Ranked 4	Yes – Ranked 11	Yes – Ranked 2
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	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	Yes – Met Accelerated on 6 of 8	Yes – Met Accelerated on 5 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	Yes – Met Score of 80			

The one measure not met was a new measure for increasing the number of customers being served by the Career Centers. The 4th Quarter goal was to reach 26,977 customers and there were actually 24,507 reached. Contributing factors include Hurricane Irma, upgrades to EFM that have caused several problems with registering customers in the system, and low unemployment rates.



September 13, 2018

Information Brief

New Contractor Performance Measures for PY 2018-2019

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.

Staff developed new measures for the coming year that more closely mirror those measures defined in the Federal Common Measures now known as the Primary Performance Indicators (PPI). See list of measures on next page.

These measures have been reviewed with contractor and performance goals have been negotiated and agreed upon by contractor and board staff.

Payment of withheld profit uses a performance measurement model based on the following elements:

Element A: Contractor must meet minimum performance on 80% of the measures (15 of 19 for quarters 1-3 and 16 of 20 for quarter 4)

Element B: Contractor must meet accelerated performance on 50% of the measures (9 of 19 for quarters 1-3 and 10 of 20 for quarter 4)

Element C: Remains the same - Meet 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.

Negotiated Performance Measures for PY 2018-2019

- 1) **New Job Seekers** – Count of new customers receiving services.
- 2) **Customer Engagement** – Percentage of New Job Seekers receiving a staff assisted service.

Indicators for the Federal PPI Entered Employment Rate 2nd Qtr. After Exit

- 3) **Adult Entered Employment Rate** – Percentage of WIOA Adults entering employment upon exit.
- 4) **Dislocated Worker Entered Employment Rate** – Percentage of Dislocated Workers entering employment upon exit.
- 5) **Welfare Transition Entered Employment Rate** – Percentage of Closed TANF cases that were closed due to employment.
- 6) **Wagner Peyser Entered Employment Rate** – Percentage of Wagner Peyser customers obtaining employment.
- 7) **Short Term Veteran Entered Employment Rate** – Percentage of Short Term Veteran customers obtaining employment.

Indicators for the Federal PPI Median Earnings 2nd Qtr. After Exit

- 8) **Adult Average Wage at Placement** – Average of the wages received by WIOA Adults upon entering employment.
- 9) **Dislocated Average Wage at Placement** - Average of the wages received by WIOA Dislocated Workers upon entering employment.
- 10) **Welfare Transition Average Wage at Placement** – Average of the wages received by Welfare Transition customers upon entering employment.
- 11) **Wagner Peyser Average Wage at Placement** – Average of the wages received by Wagner Peyser customers upon entering employment.

Indicators for the Federal PPI Employment Retention 4th Qtr. After Exit

- 12) **Adult Retention at 12 Months** – Percentage of WIOA Adults who entered employment at exit and were found still employed at the time of the 12 month follow-up.
- 13) **Dislocated Worker Retention at 12 Months** – Percentage of WIOA Dislocated Workers who entered employment at exit and were found still employed at the time of the 12 month follow-up.

- 14) **Youth Retention at 12 Months** – Percentage of WIOA Youth who entered employment at exit and were found still employed at the time of the 12 month follow-up.
- 15) **Referral to Placement Ratio by Job Seeker** – Measures the number of referrals needed for a job seeker to obtain employment.
- 16) **Repeat Business Customers** – The percentage of Business Customers receiving services who also received a service(s) in the 3 prior program years.
- 17) **Business Satisfaction Rate** – The average rating (on a scale of 1-10) for Level of Satisfaction and Likely to Refer from businesses who receive and return a satisfaction survey.
- 18) **WIOA Youth Positive Outcome Rate** – The percentage of WIOA youth who obtain a positive outcome. Positive outcomes for youth include employment, GED/HS Diploma/Post Secondary Credential/Industry Recognized Certification, entering Higher Education, entering Military, or entering an Apprenticeship.
- 19) **WIOA Youth Educational Functioning Grade Level Gain Rates in Math and/or Reading and/or Language** – The percentage of WIOA Youth who were below 9th grade in Reading, Math, and/or Language at the time of entry who achieved a minimum of one functioning grade level in one or more of the deficient areas.
- 20) **Performance on Special Projects and Grants** – Measure 20 is evaluated at the end of the program year and looks at contractor performance on grants and special projects throughout the year.

Information Brief

Measure 3C (1) (b) – Common Measures Watch Brief

Background

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). While it is unclear whether incentive monies will be tied to meeting these common measures, there are sanctions tied to missing the same measure two years in a row to include completing a Performance Improvement Plan and not being eligible for the incentive dollars. New contractor measures have been designed to closely match most of the federal measures maintaining the focus on performance in these areas.

Below is the most recent report that shows past performance along with our actual performance through the 4th quarter of PY 2017-18. Also shown are our goals for PY 2017-18 and PY 2018-19. The 2017-18 performance goals were met or exceeded for the year.

July 2017-2018 Performance

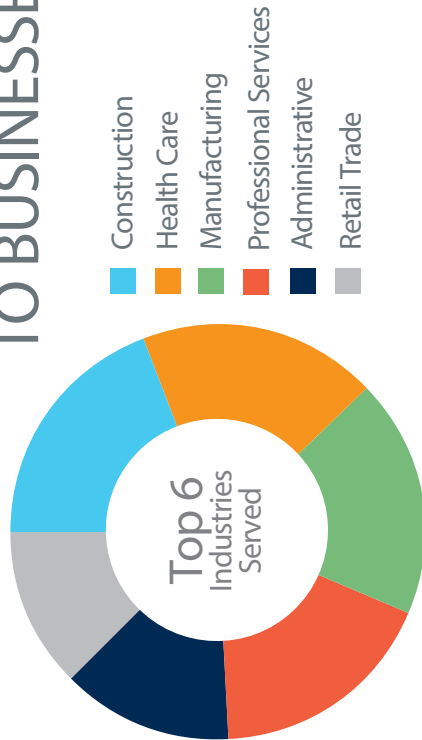
Primary Performance Indicator (PPI)	Performance 2014-2015	Performance 2015-2016	Performance 2017-2018	PY17-18 Performance Goals	PY18-19 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	86.9%	83.9%	92.6%	86.0%	86.0%
Employment Retention Rate (4 th Qtr. after Exit)	82.4%	83.6%	89.3%	83.0%	83.0%
Median Earnings (2 nd Qtr. after Exit)	\$6,650	\$6,993	\$7,496	\$7,200	\$7,200
Credential Attainment Rate	57.6%	58.7	N/A	62.0%	62.0%
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	87.8%	74.4%	85.7%	83.0%	83.0%
Employment Retention Rate (4 th Qtr. after Exit)	81.5%	76.1%	88.2%	79.0%	79.0%
Median Earnings (2 nd Qtr. after Exit)	\$6,312	\$7,621	\$6,432	\$6,850	\$6,850
Credential Attainment Rate	56.4%	43.2	N/A	60.0%	60.0%
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	63.8%	64.3%	79.2%	70.0%	70.0%
Attainment of a Degree or Certificate	56.2%	67.8%	N/A	67.0%	67.0%
Credential Attainment Rate	85.3%	76.5%	N/A	75.2%	75.2%
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	65.5%	63.8%	69.1%	63.0%	63.0%
Employment Retention Rate (4 th Qtr. after Exit)	60.8%	62.3%	70.7%	64.0%	64.0%
Median Earnings (2 nd Qtr. after Exit)	\$5,238	\$5,268	\$5,165	\$5,100	\$5,100
Not Met (less than 80% of negotiated)	Met (80-100% of negotiated)		Exceeded (greater than 100% of negotiated)		

MEASURING SUCCESS



2,004
BUSINESSES SERVED

88,132
SERVICES PROVIDED
TO BUSINESSES



8,490
PEOPLE
PLACED IN
JOBS



UNEMPLOYMENT RATE

3.4%
BREVARD'S
UNEMPLOYMENT RATE
AS OF 7/1/2018



ON-THE-JOB TRAINING

55 OJTs
CREATED
FOR
28 BREVARD
BUSINESSES
WITH
\$330,353.07
IN OJT CONTRACTS WRITTEN

RECRUITING EVENTS/ JOB FAIRS

261 Recruiting
Events and
Job Fairs
4,342 JOB
SEEKERS
ATTENDED
FOR 152 UNIQUE
EMPLOYERS

VETERANS SERVED

3,304 VETS
48,298 Personalized
Services
Received
904 VETERANS EMPLOYED



\$11.2M = \$215M

Invested in employment and training services

Infusion of Wages in Brevard County

In PY 2017-2018, CareerSource Brevard's Workforce System Provided:



2,004

Brevard
businesses served



32,167

Brevard residents provided
with employment services



8,490

Brevard residents
placed in jobs

\$19.12 Earnings Per
Dollar Spent

Business Services

We are focused on the present and the future needs of Brevard County and the people who live and work here.



Providing businesses
the right candidates



Recruitment services
to meet all levels of
the businesses need



Employee training
solutions that keep
businesses prosperous



Complimentary
human resource
outsourced support

Career Services

We use a sector strategy approach to talent development. We help our workforce in gaining the skills necessary to advance their careers or re-enter the workforce quickly.



Provide in person
access to
local businesses



Training resources
to support
in-demand industries



Targeted résumé and
interview preparation



Effective online
career search support

1.321.504.7600 | careersourcebrevard.com

Information Brief

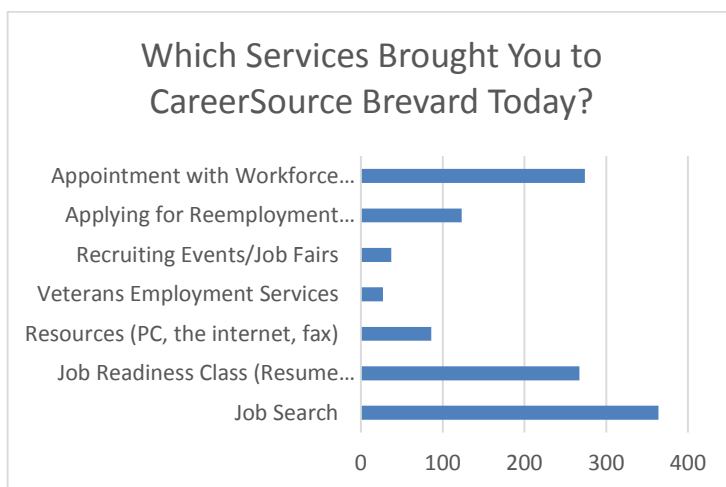
Local Customer Satisfaction Survey Results – Job Seekers

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.

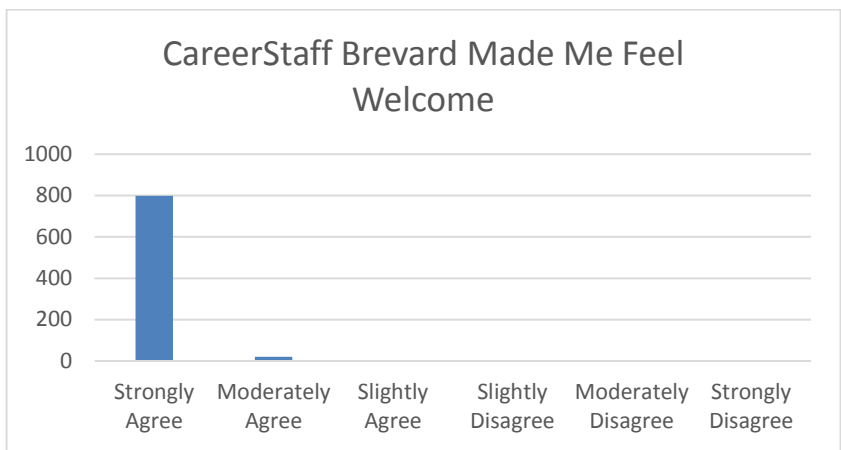
Results

During the final quarter of PY 17-18 April 1, 2018 through June 30, 2018, 845 customers 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 3,305 customers have completed surveys with an overall customer satisfaction rate of 94.0%.



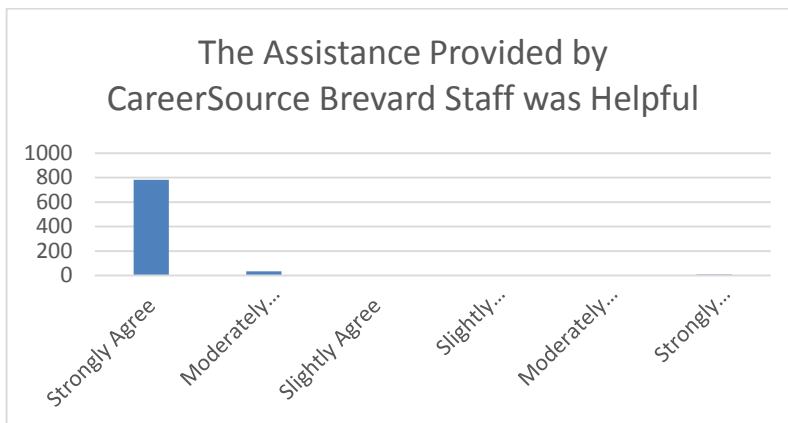
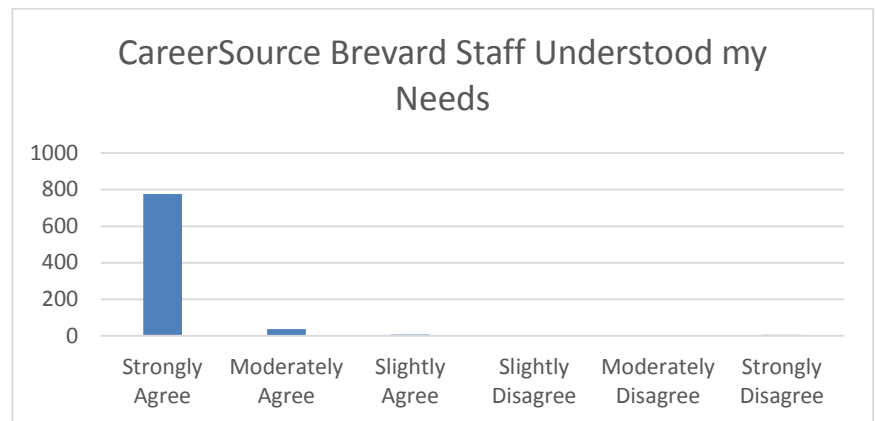
Of the 845, customers completing surveys, the largest group were those that came for Job Search (364).

96% believed that CSB Staff made them feel welcome in the center.



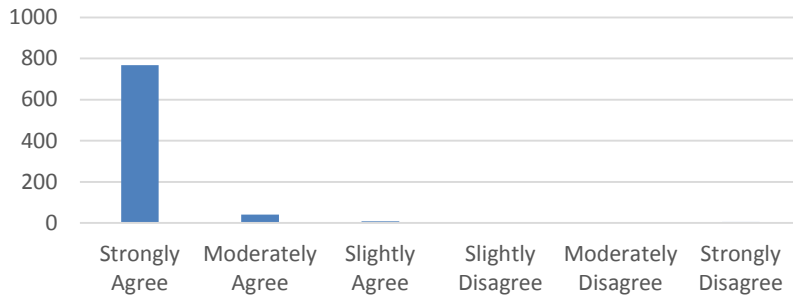
95% felt staff responded to their needs in a timely manner.

94% felt staff understood their needs.



95% strongly agreed that staff was helpful.

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



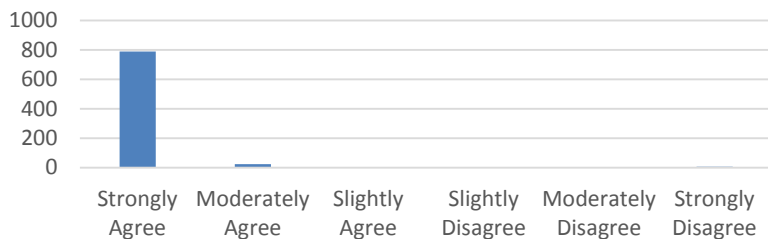
93% felt staff gave them the information they needed to assist them in their job search.

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

I Would Return to CareerSource Brevard if I Needed Additional Services



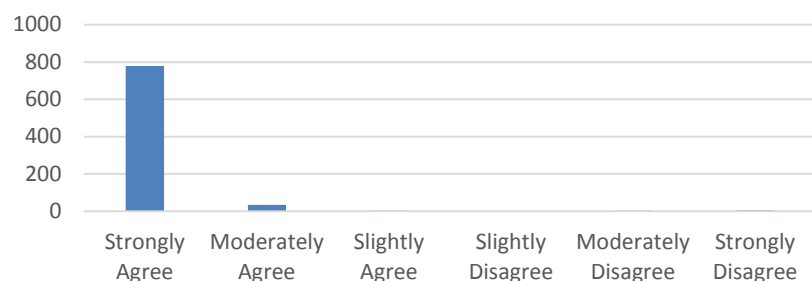
I Would Recommend CareerSource Brevard to Others



96% would recommend CareerSource Brevard to others.

94% strongly agreed that they were satisfied with their overall experience at CareerSource Brevard.

My Overall Experience with CareerSource Brevard has been Satisfactory



Quarterly Multimedia Outreach (July – September 2018)



Non-Paid Social Media Marketing	<u>Employer/Job seeker events, Soft Skills training, Hurricane Maria, Healthcare sector, AARP 50+:</u> Facebook, Twitter, LinkedIn
Direct (Email) Marketing	<u>Employer/Job seeker events, Soft Skills training, Hurricane Maria workshops and ESOL classes, Healthcare Consortium:</u> Constant Contact
Paid Advertising	<u>Healthcare Sector Strategy, AARP 50+, Soft Skills, Hurricane Maria workshops, Business Retention:</u> Ad in: Spotlight Brevard, Senior Scene, BBN, Facebook, SHRM, Al Dia Today
Media Relations & Press Coverage (Radio, TV, Print, Online)	<p>Marci Murphy on the economics of business w/ EDC's Lynda Weatherman and Commissioner Rita Pritchett. Metro Center Outlook show: WUCF TV, Airs following 9/4/ interview: Sunday, 9 a.m.</p> <p><u>Marci Murphy, Judy Blanchard on how the area has bounced back in recent years thanks to the growth of the private space industry.</u> 8/29/ interview with Orlando Sentinel.</p> <p><u>Hots Jobs, Healthcare consortium, Soft Skills, Hurricane Maria, Employer/Job seeker events:</u> Orlando Sentinel, BBN, Florida Today, Channel 13, NPR (WQCS), Al Dia Today</p>
Community Partner Outreach Programs	<p>CSB and the EDC: The CSB IT Sector Strategy program initiative will be included on the EDC's website within their "Live Big" talent attraction pages.</p> <p><u>Brevard County libraries</u> host soft skills training, and provides counter space for CSB services/program collateral.</p>
Print collateral/Event Support	<u>Soft Skills Program, Healthcare Sector Strategy:</u> Mobile banners, print collateral, ad specialties
Website	Content development and enhancements: Soft skills Training, Hurricane Maria, and more
State Co-Op Outreach program	<p><u>State Engineering Recruitment campaign</u> -Collected 105 leads that included a higher rate of experienced engineers potentially DOD cleared. The 77% email open rate far exceeding the industry (govt. services) 23% average.</p> <div style="display: flex; justify-content: space-between;"> <div> <p><i>LinkedIn ads:</i></p> <p># of targeted population reached -- 134.4k</p> <p># that clicked on the Ads – 776</p> </div> <div> <p><i>Google ads:</i></p> <p># of targeted population reached – 32.4k</p> <p># that clicked on the Ads – 657.0</p> </div> </div> <p>Local businesses showcased on the landing page received hits to their website:</p> <div style="display: flex; justify-content: space-between;"> <ul style="list-style-type: none"> • Boeing – 74 • Northrup Grumman – 47 • Harris – 44 • Embraer – 39 <ul style="list-style-type: none"> • Lockheed Martin – 38 • Nuance – 36 • Craig Technologies – 24 </div> <p><u>State Healthcare Recruitment campaign-</u> Collected 220 leads. The 67% email open rate far exceeding the industry (govt. services) 23% average.</p> <div style="display: flex; justify-content: space-between;"> <div> <p><i>LinkedIn ads:</i></p> <p># of targeted population reached – 42.1k</p> <p># that clicked on the Ads – 558</p> </div> <div> <p><i>Google ads:</i></p> <p># of targeted population reached – 35.5kk</p> <p># that clicked on the Ads – 1.3k</p> </div> </div> <p>Local businesses showcased on the landing page received hits to their website:</p> <div style="display: flex; justify-content: space-between;"> <ul style="list-style-type: none"> • PSA Healthcare – 19 • Health First – 17 <ul style="list-style-type: none"> • Visiting Angels – 15 • Rockledge Regional – 12 </div> <p>Discussions are underway regarding a third engineer campaign and a 2nd healthcare campaign.</p>

CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

PY 2017-2018	SEPT	DEC	MAR	JUNE
Angelastro, Joe			new 5/18	A
Archer, Stephanie		P	P	P
Beal, Shawn	p	A	P	A
Chivers, William	A	past 12/17		
Coxwell, Dale	A	A	A	A
Greco, Debra	A	A	past 2/18	
Heller, Nancy	P	A	P	P
Koursaris, Laura			new 5/18	P
Menyhart, Mike	P	P	P	P
Patel, Amar {or} Gramolini, Robert	P	A	A	P
Taibl, Ron	P	P	past 2/18	
Thron, Rose	P	A	A	past 4/18
Visco, Jerry			new 5/18	A