

# CareerSource Brevard

Career Center Committee

September 13, 2018

## Minutes

### **Members in Attendance:**

Mike Menyhart (Chair) (via teleconference), Joe Angelastro, Shawn Beal, Robert Gramolini (for Amar Patel), Juanita Jackson (for Jerry Visco) and Nancy Heller (via teleconference)

### **Members Absent:**

Stephanie Archer, Dale Coxwell and Laura Koursaris

### **Staff in Attendance:**

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

### **Guests in Attendance:**

Caroline Joseph-Paul, Bob Knippel, Angie Londono, Jessica Mitchell, Holly Paschal (via teleconference) and Stephanie Brown of CareerSource Brevard (CSB) Career Centers

### **Call to Order:**

Mike Menyhart (Chair) called the meeting to order at 8:31 am at CareerSource Brevard (CSB). Introductions were made.

### **Public Comment:**

There was no public comment.

### **Action Items:**

Approval of Career Center Committee Minutes of June 14, 2018

Motion to approve the Minutes from the June 14, 2018 meeting was made by Shawn Beal. Nancy Heller seconded the motion. The motion passed unanimously.

Mike Menyhart left the meeting.

### **Presentations:**

Soft Skills, Career Center Application

A presentation was shared about the Soft Skills Program including information about the modules, testing points and follow-up from the businesses and the job seekers.

Stephanie Mosedale joined the meeting.

Stephanie Brown left the meeting.

### 2018 Summer Youth Employment Recap

A presentation of CSB's youth programs was shared highlighting the City of Cocoa (CocoaWorks!) and the City of Palm Bay (Juniors to Jobs) summer 2018 programs, each program had a foundations and an internship module. Additionally, CSB successfully hosted its own Summer Youth Program entitled 'Summer Earn and Learn' Program and the AIM Manufacturing Summer Internships, these programs were also highlighted.

### **Discussion/Information Items:**

#### Career Center Standards Review

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. Specifically, criteria was established by the State and the Local Region that address effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers. Each career center was rated in 5 key quality indicator areas. The overall rating for PY 18-19 was 99.6%. Current and historical data was shared.

#### Committee Goal Status

Staff reviewed the matrix of the Career Center Committee including the Goal, Objectives, Strategies, Actions, Timeframes a Status of each strategy.

#### Demo of Available Talent and Job Order/Job Seeker Match

Staff designed and is using a "Talent Mapping Database". This database identifies available talent based on the active jobseeker customer's employment history and desired job. Staff can quickly see the customers who match the occupation of the job opening and allows them to, after further evaluation, reach out to those customers who are the best potential candidates. This can also be used by staff developing grants to target specific occupations or industries and identify surplus or needed in our county.

#### America's Promise Grant IT Training Partnership Discussion

Highlights of the APG grant, certifications funded and Key IT occupations were shared along with participant target groups and some of the partnerships the APG has developed. One partnership was discusses that involved Harris Corp., the ASIS association and the discovery that DOD contractors are required to have the 8570 DOD Cybersecurity certification course. This course has been added to the grant, a local education partner to provide the training has been found and we're using it to forge stronger relationships by offering the funding to local DOD contractors like Harris, Lockheed Martin, Northrop Grumman and Raytheon.

#### End of Year Contractor Performance PY17-18

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 second quarter of PY17-18. Data was shared.

New Contractor Performance Measures PY 18-19

The C2 GPS Contractor contract is cost reimbursement for direct program costs, however, profit is withheld from the Contractor until measurable performance outcomes are achieved. 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). These measures have been reviewed with contractor and performance goals have been negotiated and agreed upon by contractor and board staff.

Common Measures Watch Brief

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). 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. Data was shared showing past performance and actual performance. CSB is meeting or exceeding our Common Measures for PY17-18.

Working for Brevard Semiannual Report

An infographics was presented, entitled "Working for Brevard" which showed businesses served, services provided to businesses and measuring successes, along with the unemployment rate, on-the-job training, veterans served and recruiting events

Economic Community Impact Annual Reports

An infographic entitled Economic and Community Impact Report was shared which shows that over \$11.2 million was invested in employment and training services which translates to a \$251 million infusion of wages in Brevard County.

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. During the final quarter, April 1, 2018 through July 31, 2018, 845 surveys were received. Year to Date 3,305 customers have completed surveys with an overall customer satisfaction rate of 94%.

Quarterly Multimedia Outreach Matrix

A chart showing the quarterly activities of the Outreach Department was shared.

**Adjourn:**

There being no further discussion or business, Marci Murphy adjourned the meeting at 9:44 am.

Respectfully submitted,

Reviewed by,

{signature on file}      09/18/18  
Marina Stone              Date

{signature on file}      09/18/18  
Mike Menyhart, Chair      Date