

# CareerSource Brevard

Career Center Committee

March 12, 2019

## Minutes

### **Members in Attendance:**

Mike Menyhart (Chair), Joe Angelastro, Shawn Beal (via teleconference), Lynn Brockwell-Carey, Robert Gramolini (via teleconference), Nancy Heller, Juanita Jackson and Laura Koursaris

### **Members Absent:**

Stephanie Archer, Dale Coxwell, Marcia Gaedcke and Jennifer Sugarman

### **Staff in Attendance:**

Marci Murphy, Jana Bauer, Judy Blanchard, Denise Biondi, Jenn Lasser, Don Lusk, Jonathan Michael, Erma Shaver, Marina Stone and Jim Watson

### **Guests in Attendance:**

Caroline Joseph-Paul, Jessica Mitchell, and Julie Berrio of CareerSource Brevard (CSB) Career Centers

### **Call to Order:**

Mike Menyhart (Chair) called the meeting to order at 8:32 am at CareerSource Brevard (CSB). Introductions were made.

### **Public Comment:**

There was no public comment.

### **Presentation:**

#### Ex-Offender Program Improvements

A presentation was shared showing the updates of the work completed by the re-entry task team. The presentation had information about tools, resources and processes that have been implemented to improve the services to ex-offenders in the career centers.

### **Action Items:**

#### Approval of Career Center Committee Minutes of December 4, 2018

Motion to approve the Minutes from the December 4, 2018 meeting was made by Juanita Jackson. Nancy Heller seconded the motion. The motion passed unanimously.

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

#### Committee Goal Status

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

### Retaining Customers through Customer Service

With Brevard's unemployment rate hovering around 3.3%, traffic into our Career Centers has slowed down. A primary focus for CSB is new customer service to ensure customers feel our services are of value and that they continue to utilize CSB. A survey was created that asked one-time job seekers why they didn't come back and results from the customer service survey were shared. Discussion ensued. A more in-depth one-on-one touch for new customers was suggested. Another suggestion was that when the customer leaves, have a staff member ask the job seekers if their needs were met and what their next steps are. The President reached out to look at other region's best practices. Daytona has a dedicated DEO staff member with job seekers. A conference call with them to go over their process was discussed. They also have a form that staff goes over with the new job seeker.

Jonathan Michael left the meeting.

### Hidden Talent Update

There is a shortage of workforce talent across every industry with Brevard's current unemployment rate. Strategies to expose hidden talent in our community were shared. Suggestions included adding pictures of building frontage to the career centers location banner. Perhaps change the designation of 'ex-offender' to something softer that doesn't label the customers barrier. Offer some night training, CSB is not open at night, but we do share and encourage job seekers to other local trainings.

### Second Quarter Contractor Performance PY18-19

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 PY18-19. Data was shared.

### Primary Indicators of Performance 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. The 2018-2019 performance goals were met or exceeded for the 1<sup>st</sup> quarter.

### Working for Brevard Semiannual Report

An infographic 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.

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 second quarter, October 1, 2018 through December 30, 2018, 664 surveys were completed. Year-to-Date 1,462 surveys have been completed with an overall customer satisfaction rate of 92.9%.

Quarterly Multimedia Outreach Matrix

A chart showing the quarterly activities of the Outreach Department was shared. The SKY magazine was shared which highlighted CSB and the Space Coast beginning on page 70. CSB also paid for an advertisement in the publication at a significantly lower price.

**Adjourn:**

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

Respectfully submitted,

Reviewed by,

{signature on file}      03/28/19  
Marina Stone              Date

{signature on file}      03/28/19  
Mike Menyhart, Chair      Date