

CareerSource Brevard

Career Center Committee

June 11, 2019

Minutes

Members in Attendance:

Robert Gramolini (Acting Chair), Shawn Beal (via teleconference), Lynn Brockwell-Carey, Laura Koursaris and Jennifer Sugarman

Members Absent:

Joe Angelastro, Stephanie Archer, Marcia Gaedcke, Nancy Heller, Juanita Jackson and Mike Menyhart

Staff in Attendance:

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

Guests in Attendance:

Caroline Joseph-Paul, Thomas LaFlore, Jessica Mitchell, Bob Knippel, Julie Berrio and Michelle McAlpin of CareerSource Brevard (CSB) Career Centers

Call to Order:

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

Public Comment:

There was no public comment.

Presentation:

Pre-Apprenticeship Expansion Grant

A presentation was shared showing the new pre-apprenticeship expansion grant, an initiative that was awarded funding by CareerSource Florida in partnership with Brevard Adult Education and will focus on a training program that provides exposure to the six main trades (HVAC, electrical, plumbing, pipe fitting, line erector and sheet metal). The curriculum overview was shared and the participant responses were highlighted.

Action Items:

Approval of Career Center Committee Minutes of March 12, 2019

Motion to approve the Minutes from the March 12, 2019 meeting was made by Jennifer Sugarman. Lynn Brockwell-Carey 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.

ITA Annual Evaluation

The ITA Annual Vendor Evaluation was reviewed with the purpose to help determine the success of training providers and to make that performance data available to staff. Based on the review, it is recommended to not issue any corrective actions to existing training vendors. Lynn Brockwell-Carey would like to know how many students attended Harris-Casel Institute based on the data presented.

Effectiveness of Training/Career Services

In Program Year 2017-18, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 1,255 customers at an average cost per placement of \$5,201 for WIOA enrolled customers. Snapshots were shared. Both OJT's and ITA's contribute to high success rates, however ITA's have a higher cost and longer training period with average training length of 15 months for ITA's compared to average training length of 8 months for OJT's. Looking at the training services it is clear that some customers benefit more from ITA type training while others have fewer barriers and can move successfully through OJT training. The similar results for each program appear to indicate that career center staff are matching customers to the type of training that best suits the customer needs.

IT Training/Employment Program for Underemployed

A priority focus of CareerSource Brevard this Program Year is to identify 'hidden talent' for engagement into our services and programs to help support the current high-demand for skilled workers required by our industry partners. The IT industry was determined to be the focus due to the industry need already validated by the IT Consortium, the resources available under the America's Promise Grant (APG) as well as fitting well with the scope and performance requirements of this grant. To date, CSB has assisted 44 customers with A+ training and 45 customers with Microsoft Office training. Other tactics and updates were also shared.

Staff Training

In support of staff development, CareerSource Brevard board and contractor teams invest in ongoing staff training opportunities. C2 has partnered with a training company that provides contractor staff with ongoing access to training courses and resources. However, the contractor and board both seek opportunities for face-to-face training when possible and applicable. Several staff training activities were shared.

Third Quarter Contractor Performance PY2018-2019

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 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 2nd quarter.

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, January 1, 2019 through March 31, 2019, 664 surveys were completed. Year-to-Date 2,201 surveys have been completed with an overall customer satisfaction rate of 96%.

Quarterly Multimedia Outreach Matrix

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

For PY 19-20, Nancy Heller will be the new committee chair and Robert Gramolini will be the alternate chair if Ms. Heller is unable to attend. Mike Menyhart will be moving to the Industry Relations Committee.

Adjourn:

There being no further discussion or business, Robert Gramolini (Acting Chair) adjourned the meeting at 9:52am.

Respectfully submitted,

Reviewed by,

{signature on file} 06/26/19
Marina Stone Date

{signature on file} 06/26/19
Robert Gramolini (Acting Chair) Date