



# Career Center Committee Meeting

April 23, 2024

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) +1 561-486-1414,,249820889#

## Attendees:

Pamela Reed (Chair), Shawn Beal, Lorri Benjamin, Robert Gramolini, Leslie Jones, Jimmy Lane, Karen Locke, Tory Lovelace, Nuno Mana, Theodore Pobst, Monica Shah, Holly Tanner

## Agenda

Page No.

<b>Call to Order</b>	Pamela Reed	
<b>Roll Call</b>	Marina Stone	
<b>Public Comment</b>	Pamela Reed	
<b>Spotlight Presentation</b>		
C2 Career Center Transition PY24-25	Caroline Joseph-Paul	1 - 3
<b>Action Items</b>		
<ul style="list-style-type: none"> <li>▪ Approval of Committee Minutes for January 23, 2024</li> </ul>	Pamela Reed	4 - 6
<b>Reports</b>		
President's Report	Marci Murphy	
<b>Discussion/Information Items</b>		
Q3 Career Center Efforts Presentation (Objectives 1, 2, and 3)	Caroline Joseph-Paul	7 - 14
Q3 Business Engagement Presentation (Objectives 1 and 4)	Thomas LaFlore	15 - 17
Q3 Multimedia Outreach Matrix (Objectives 2 and 4)	Denise Biondi	18 - 21
Q3 Performance Reporting Presentation (Objectives 3 and 4)	Erma Shaver	22-26
<ul style="list-style-type: none"> <li>▪ Third Quarter Contractor Performance PY 2023-2024</li> </ul>	Erma Shaver	27 - 29
<ul style="list-style-type: none"> <li>▪ Primary Indicators of Performance</li> </ul>	Erma Shaver	30
<ul style="list-style-type: none"> <li>▪ Program Year 2023-2024 Letter Grade Scorecard (Q2)</li> </ul>	Erma Shaver	31
Strategies and Goals Matrix	Amberstar Bush	32 - 34
Attendance Roster		35
<b>Adjourn</b>	Pamela Reed	

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 Holly Paschal at (321) 394-0507. Persons who are hearing or speech impaired can contact Holly Paschal through the Florida Relay Service by dialing 7-1-1

## Upcoming Meetings

### May 2024

6th Finance Committee-3:30pm

6th Executive Committee-4:00pm

16th Board of Directors {Annual Meeting & Retreat}- 8:30am

### June 2024

No meetings



## Ensuring a Smooth Transition – Flagler/Volusia PY24-25

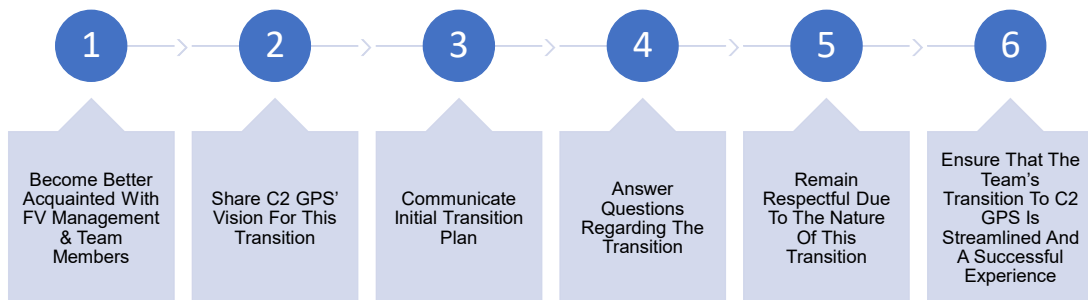
Career Center Committee

April 2024

*Caroline Joseph-Paul, Senior Managing Director*



### Transition Plans Overarching Goal



## Transition Plans Initial Meeting on February 2, 2024

Aaron Smith, C2's Chief Operating Officer & Caroline Joseph-Paul, Senior Managing Director (CSB) met with Robin King, President FV Board, Velma Lowe, Managing Director of Operations (CSI), and Kathy Spencer, Director of Business & Career Services (CMI).

Robin & team provided:

- Overview of current roles of the One Stop Operator and Career Services Provider
- Unique FV systems & technologies
- Noted best practices
- Affiliate sites

C2 GPS provided an overview of:

- Intro to C2 GPS including culture & our approach
- Tentative timelines
- A typical transition experience for staff (frontline staff & management)
- PEO & benefits eligibility

## Transition Plan Foundational Meeting on March 22, 2024

### Attended FV's Board meeting

Aaron, Ramsey, and Caroline met with four (4) FV managers (3 contractors & 1 board) followed by a separate 2-hr meeting with 22 contractor frontline staff & 4 board quality assurance staff.

- Provided a similar overview of C2; the transition; Q& A.
- Meeting went exceptionally well – staff appeared to be more comfortable with the upcoming change.
- Managers & staff were able to ask questions regarding the transition.
- Marci was also in attendance for both meetings.

## Transition Plan – Looking Ahead

Outline date specific transition plan to include, but not limited to:

- Finalizing staffing plan
- Timeline for HR activities & onboarding
- Determining baseline staff training

Working with joint work teams (CSB & FV) on:

- Operational processes,
- Systems, and
- Technology

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**Thank you!**

*Caroline Joseph-Paul, Managing Director*

# CareerSource Brevard

Career Center Committee

January 23, 2024

## Minutes

The meeting was held in person and virtually using Microsoft Teams.

**Members in Attendance:** Pamela Reed Chair, Shawn Beal, Lorri Benjamin, Robert Gramolini, Leslie Jones, Karen Locke, Tory Lovelace, Nuno Mana, Ricardo Romeau, Monica Shah and Holly Tanner

**Members Absent:** Jimmy Lane and Theodore Pobst

**Staff in Attendance:** Marci Murphy, Denise Biondi, Amberstar Bush, Lisa Fitz-Coy, Mary Keen, Michelle Jones, Thomas LaFlore, Deserine Morgan, Lori Robinson, Erma Shaver, Marina Stone, James Watson and Kimberly Weatherby

**C2 Staff in Attendance:** Chakib Chehadi, Caroline Joseph-Paul, Ahmanee Collins-Bandoo, Melissa Janssen, Bob Knippel, Ramsey Oliverez, Sally Patterson and Kory Sillerud of CareerSource Brevard (CSB) Career Centers.

**Guests in Attendance:** There were no guests in attendance.

### Call to Order:

Pamela Reed, Chair called the meeting to order at 8:32am at CareerSource Brevard (CSB).

### Public Comment:

There was no public comment.

### Spotlight Presentations:

#### HOPE Grant

A presentation on the HOPE Grant which outlined the HOPE Florida Initiative spearheaded by Florida's First Lady Casey DeSantis. Community collaboration, beneficiaries, services offered by HOPE Navigators through the Pathway to Prosperity and referrals to workforce were shared.

#### Show Me the Money

A presentation was shared highlighting grants that continue to excel and receive additional funding. An overview of the funding source, award, duration, target, and purpose for the AARP Foundation BACK TO WORK 50+ Program, Non-Custodial Parent Employment Program and Hurricane Ian were shared.

### Action Items:

#### Approval of Career Center Committee Minutes of October 24, 2023

Motion to approve the Minutes from the October 24, 2023, meeting was made by Shawn Beal. Lorri Benjamin seconded the motion. The motion passed unanimously.

#### President's Report

Marci Murphy shared an update on the consolidation efforts. On October 13th Florida Commerce announced that CSB would assume responsibilities as the fiscal agent for CareerSource Flagler Volusia (CSFV). CSB has hired a temporary CFO for CSFV through June 30<sup>th</sup>, created a Fiscal Agent agreement that was approved by the CSFV Board of Directors in December. Florida Commerce had additional edits to the agreement so both Board Chairs and the Counties of Volusia and Flagler will need to sign the document. New bank accounts were created as well. On January 8<sup>th</sup>, CSB officially assumed responsibilities as the fiscal agent for CSFV. Two staff members were hired by CSB to work the fiscal agent duties. The county attorneys of Brevard, Flagler and Volusia have started working on the new interlocal agreement that needs to be in place NLT June 30, 2024. Unemployment rates were shared from December 2023 and the US was at 3.7%, Florida was at 3.0% and Brevard was at 3.1%. Lightcast released the 2023 Talent Attraction Scorecard, ranking Florida as the #1 state in the nation for attracting and developing a talented workforce for the second year in a row. In December, Florida Commerce announced that Florida's labor force continues to thrive, outpacing the nation in over-the-year growth for 30 consecutive months. Florida was also ranked #1 for entrepreneurship by researchers at The Digital Project Manager with more than 2.8 million business formations.

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

#### Q2 Career Center Efforts Presentation

During the second quarter of PY23-24, C2 GPS shared a presentation on enrollment, employment and program highlights, metrics, hiring events, job seeker workshops, community partner engagement, and customer satisfaction feedback results.

#### Business Engagement Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels and Business Learning Events. A fact sheet was shared for July 1 – December 31, 2023.

#### Business Use of CareerSource Brevard (CSB) Business Services

The goal in CSB's Strategic Plan is to 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. Data was shared showing the number of unique businesses who received a service and also the number of services those businesses used. This information is shared annually to be used as a piece of the total analysis about the business use of CSB. Marci Murphy suggested sending out our service codes for members in a survey so that employers could share what services are most helpful to them and if there were any other services that CSB offers that would be helpful to them.

#### Q2 Multimedia Outreach Presentation

The Outreach Department highlighted quarterly activities from July through December 2023. Analytics for the CSB website and social media platforms were shared. Several multimedia campaigns were discussed.

#### Q2 Performance Reporting Presentation

A visual presentation of data was shared about performance measures including Quarter 2 entered employment rate, average hourly wage, retention rate, credential attainment rate and measurable skills gains.

Q2 Contractor Performance PY 2023-2024

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 has met the required number of measures to be eligible to earn dollars for Element A and were also successful in exceeding the performance criteria to be paid on Element B.

Primary Indicators of Performance

Common Measures are required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance along with actual performance through the second quarter of PY23-24. Goals for PY23-24 were also shared. All performance goals were met or exceeded for the second quarter of PY23-24.

Letter Grade Performance Scorecard

The letter grade scoresheet was shared for the second quarter of PY 2023-2024 with a grade of B and score of 86.6%.

Strategies and Goals Matrix

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

**Adjourn:**

There being no further discussion or business, Pamela Reed, Chair adjourned the meeting at 9:50am.

Respectfully submitted,

Reviewed by,

{signature on file}  
Marina Stone

02/09/24  
Date

{signature on file}  
Pamela Reed, Chair

02/09/24  
Date

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## Career Center Efforts

Career Center Committee

April 2024

*Caroline Joseph-Paul, Senior Managing Director*



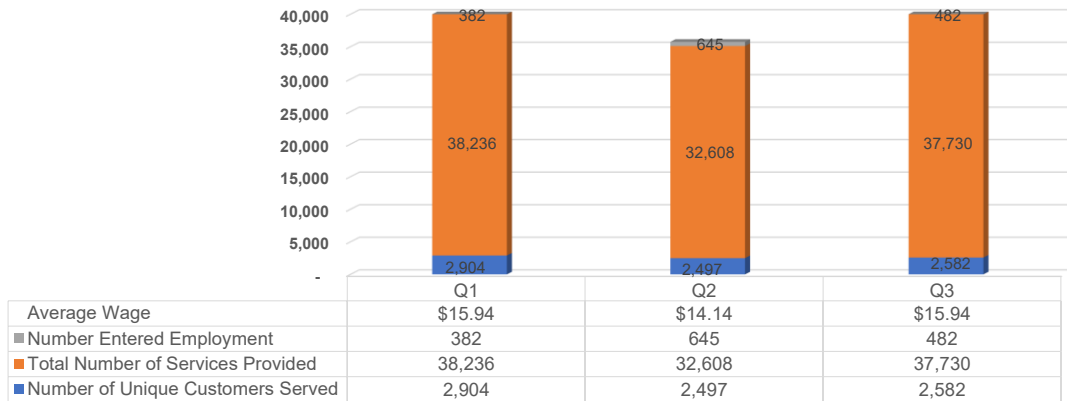
### Q3 – Accomplishments & Focus

1. Promoting employment/training opportunities throughout the community
2. Attending &/or hosting career fairs and partner meetings; constant contact alerts to jobseekers & community agencies
3. Pre-planning for Summer Youth Internship programs for CSB, City of Cocoa, & the City of Titusville
4. Hosting recruiting events & job fairs
5. Staff training & development
6. Celebrating Veteran team accomplishments:
  - Wilfred Quiles, Local Veteran Employment Representative, received “Veteran of the Quarter” award July-September 2023 (1 of 3 awards in the state)
  - Michael Haberman, Disabled Veteran Outreach Program Specialist, was recognized as “Veteran of the Quarter” by Florida Commerce (1 of 3 awards in the state)

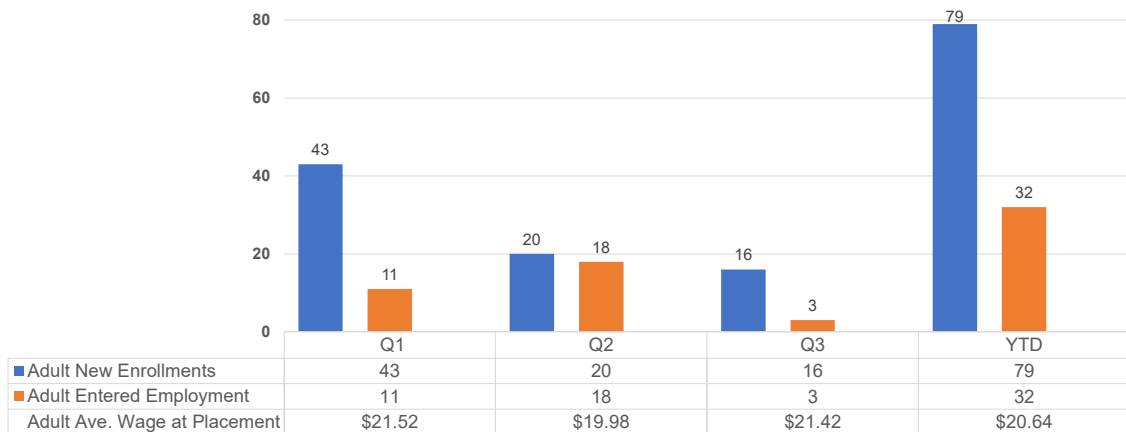




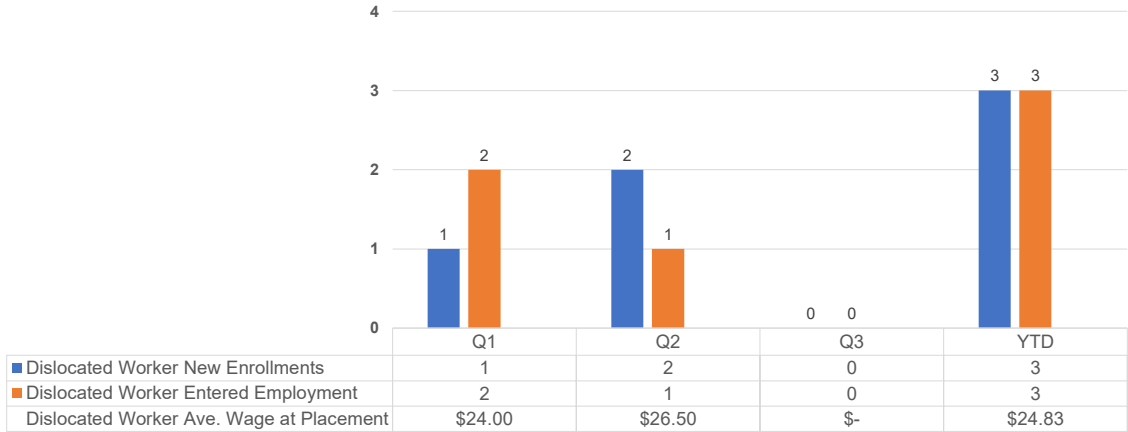
## Q3 – At-a-Glance (Universal Jobseeker Services)



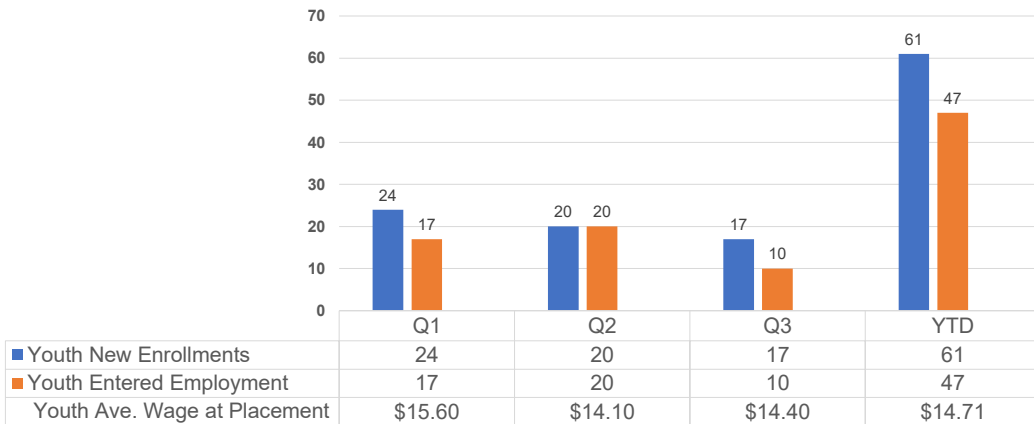
## Q3 - Workforce Innovation & Opportunity Act WIOA Adult Metrics



## Q3 - Workforce Innovation & Opportunity Act WIOA Dislocated Worker Program Metrics



## Q3 - Workforce Innovation & Opportunity Act WIOA Youth Program (NextGen) Metrics



## Q3 – Welfare Transition Program Highlights

Based on YTD data (July 2023-February 2024)

- 84 of the 274 (30.7%) customers served entered employment @ average wage \$14.22

January to March 2024

- 18 entered employment.

Higher placement wages reported

- Dental Asst. \$24/hr
- Claim Receptionist \$22.13/hr

Focus has been on providing & promoting:

- Increased staff assisted job search;
- Higher paying job opportunities;
- Florida Ready to Work;
- SkillUp Brevard Metrix Learning;
- Career readiness training; and
- Vocational education.

## Q3 – Connecting & Engaging Young Adults (NextGen) Outreach Activities

**Hosted orientations/workshops or meetings at the following locations:**

1. Ways for Life
2. Brevard Adult Ed – Cocoa
3. Crosswinds Youth Services
4. Grandparents Raising Children of Brevard Co. FL Inc.
5. Eckerd Connects
6. CTE Event (Career Fair)
7. Palm Bay Magnet High (Career/College Fair)
8. Several local area high schools
9. Cocoa Library



## Q3 –NextGen Career Fair

- Held at the Rockledge center March 26, 2024
- Focused primarily to attract young adults (but open to all):
  - Learn about career & job openings
  - Make connections with companies
  - Meet with career advisors
- 39 job seekers & 9 businesses attended



## Q3 - Job Seeker Workshops

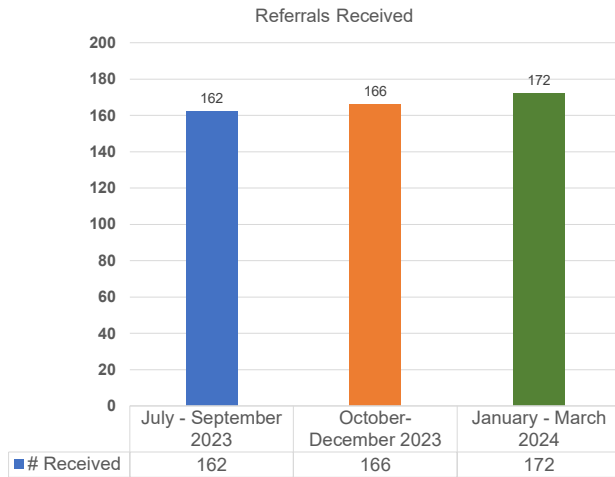
**1,568** jobseekers served through various employability skills development workshops.

This includes:

- **475** Brevard County Adult & Community Education (Career Pathway Program) students via zoom
- **6** AMIkids Space Coast
- **16** at a College & Career Readiness Event at the Kennedy Space Center
- **25** at Temple Christian School Future Fair



## Q3 - Community Partner Engagement Crosswalk Agency Referral



### Referrals to CareerSource Brevard:

172 customers referred by 12 agencies

#### Top 3 Referring Agencies:

1. 8<sup>th</sup> Judicial Circuit Court (104)
2. FL. Dept. of Revenue Child Support (26)
3. Serene Harbor (10)

#### Referrals to other agencies:

101 customers referred to 11 agencies

#### Top 3 Agency Referrals:

1. Brevard Adult & Community Education (29)
2. Vocational Rehabilitation Brevard County (22)
3. weVENTURE Women's Business Center (18)

## Q3 – What Are Customers Saying? Customer Satisfaction Survey Results

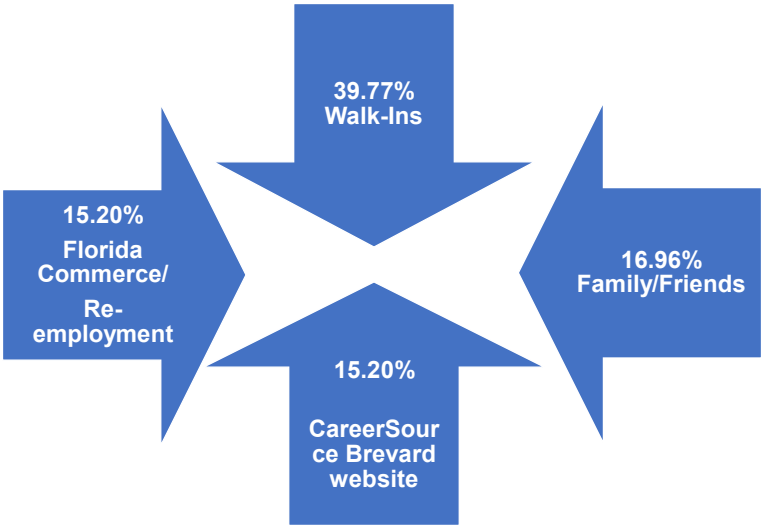
**SURVEYS COMPLETED = 344**

### Top 3 Services received during visit:

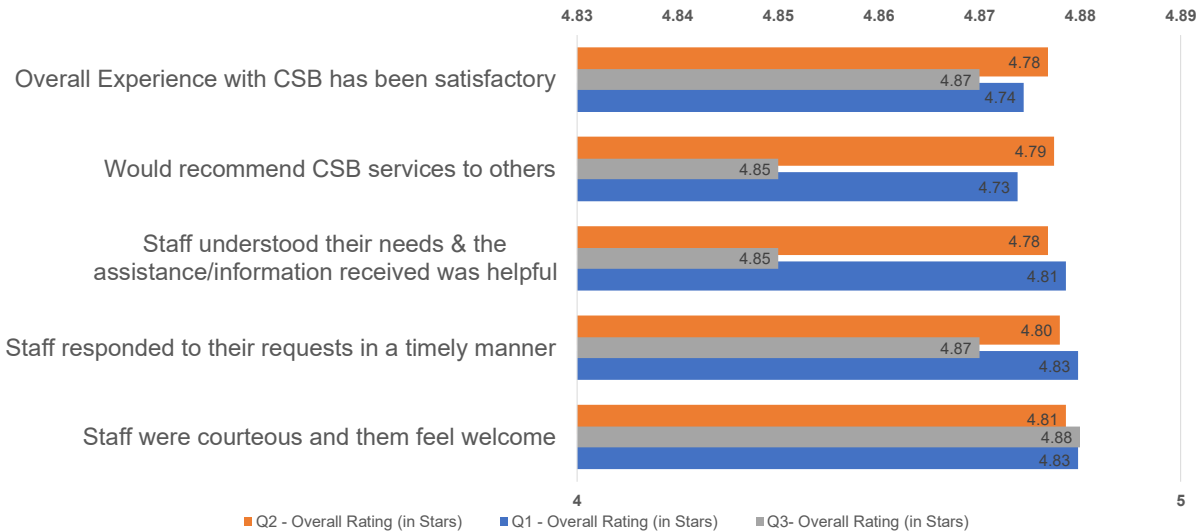
1. Job Search assistance/Job Screening & Referral
2. Job Readiness such as orientation, Workshops etc.
3. Appointments with CSB staff

## Q3 – Customer Satisfaction Survey Results

### How did most hear about CareerSource Brevard?



## Q2 – Customer Satisfaction Survey Results



## Q2 - Customer Satisfaction Survey Sample Responses (Unedited)

- Great job.
- It was an excellent experience.
- Evette was extremely helpful, knowledgeable and courteous
- Mr. Smiley was a huge help to me and my family during a ruff time. I am grateful for his help & encouragement...Thank you!
- Corina was very knowledgeable, helpful to my situation and polite. I would recommend careersource to anyone interested in a career change.
- My experience at CareerSource Brevard Titusville has a been very positive thus far. I attended the Resume Writing with Seeryka today. Seeryka and Carla are very professional, patient, respectful. I appreciate all their help and assistance. I will recommend them to others.



**Thank you!**

*Caroline Joseph-Paul, Managing Director*



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Recruiting Events

18 Onsite Events

- 8 unique employers included Manufacturing, Security Services, Healthcare, Staffing Agencies and Government agency represented
- Appointments & Walk-Ins
- 169 Jobseekers attended
- 25 were Veterans



# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Job Fairs - 3 Events

### Super Tuesday Virtual Job Fair on Jan. 23rd

- 11 employers participated
- 65 jobseekers attended
- Each jobseeker visited an average of 5 employer booths

### Veterans Job Fair on Feb. 7th

- Hosted at Tony Rosa Community Center
- 54 employers participated
- 274 jobseekers in attendance
- 84 were Veterans






# Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

## Job Fairs - 3 Events

### NextGen Young Adult Job Fair on March 26th

- Hosted at the CSB Rockledge career center
- 15 employers participated
- 40 jobseekers / 1 Veteran



**next gen**  
**YOUNG ADULT JOB FAIR**  
For ages 16-24, but open to all!

Learn about careers and job openings.  
Make connections with companies.  
Meet with career advisors who can help you.

**Tuesday, March 26th**  
10:00 am to 1:00 pm  
CareerSource Brevard - Rockledge  
235 Barnes Blvd, Rockledge, FL 32955

**SIGN UP!**  
[bit.ly/yajobfaircb](https://bit.ly/yajobfaircb)  
Walk-ins welcome!

**Participating Employers:** Boeing, Brevard County, Brevard County Sheriff's Office, Waffle House, AND MORE!  
**Positions available:** 911 Dispatcher, Summer Counselor, Recreation Leader, Lifeguard, AND MORE!

NextGen is a NO COST program of CareerSource Brevard for eligible young adults seeking to gain work experience, enter the job market, or launch their career. Learn more by scanning the QR code below!

Services are available based on program eligibility. For example, if you are working on your GED, a young parent, low income, receiving any government assistance, in need of housing, you had an 80% GPA in high school or were involved in the legal or foster care system, you may be eligible for the NextGen program.

**SCAN ME!**  
[bit.ly/nextspacsb](https://bit.ly/nextspacsb)

**CareerSource BREVARD**  
A Division of the Florida Department of Economic Security

### Upcoming job fair events:

- Titusville Job Fair on April 18<sup>th</sup>
- Super Tuesday Virtual Job Fair on April 23<sup>rd</sup>
- IT/Healthcare Job Fair on April 25<sup>th</sup>
- BTW50+ Job Fair on May 16<sup>th</sup>
- 13<sup>th</sup> Annual Job Fair on June 4<sup>th</sup>

# Business Learning Events

Collaboration of Brevard Businesses

- Florida Atlantic Workforce Alliance Consortium hosted virtually on February 21<sup>st</sup>



**Your Voice Matters**

Let's work together to Transform the Future

Be involved in the next phase of building pipelines in

- Aerospace/Aviation
- Advanced Manufacturing
- IT/Cybersecurity

Register for FREE at <https://qrco.de/fawo0221>

**Florida Atlantic Workforce Alliance Consortium**

You're invited to participate virtually

**February 21<sup>st</sup>**  
9:00 - 11:00 AM

- Launching the Workforce of Tomorrow hosted hybrid on March 20<sup>th</sup>



**Business Learning Events**

**LAUNCHING THE WORKFORCE OF TOMORROW:**  
POWERFUL INSIGHTS FROM LEADERS ACROSS THE SPACE COAST

Get the newest economic development information and network with your peers at this FREE event.

**Learn About:**  
Economic impact of the tourism industry, featuring the Space Coast Office of Tourism  
Economic development updates from The Viera Company  
Plus: Learn how labor market statistics reveal key strategies

**Place:**  
Engage with a panel of key industry experts who will share the newest strategies to recruit, retain, and train talent.

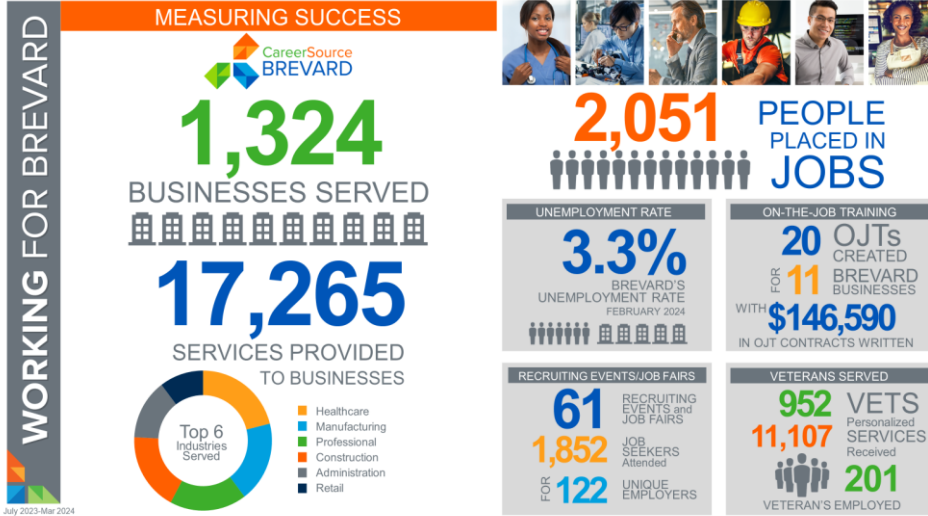
**Wednesday, March 20, 2024**  
8:00 am to 11:30 am  
CareerSource Brevard  
235 Barnes Blvd  
Rockledge, FL 32955  
or attend virtually!

**Register TODAY!**  
<https://bit.ly/careersource20c>

Coffee and light breakfast provided with support from The Viera Company.

# Fact Sheet

Business Services Provided July 1<sup>st</sup>, 2023 through March 31<sup>th</sup>, 2024





## Quarterly Multimedia Outreach (January – March 2024)

### OWNED Media

CSB “owned” multi-channel media tactics (social media, email marketing, video, print, and web) are used daily to educate and inform target audiences about its mission, and the benefits of its no-cost programs and services.

#### View social media efforts by following us!

<https://www.linkedin.com/company/careersourcebrevard/>

<https://www.facebook.com/careersourcebrevard>

<https://twitter.com/csbrevard>

<https://www.youtube.com/user/careersourcebrevard>

[https://www.instagram.com/careersource\\_brevard/](https://www.instagram.com/careersource_brevard/)

**Jobseeker services messaging.** Share with jobseekers, referring partners, legislators, community & workforce partners, and media.

- **Ongoing promotions:** Jobseeker services e-news, Hot jobs, Operational programs and services, Virtual and in-person workshops and job fairs, CSB-hosted employer recruiting events, Skills training, supportive services and resources, Jobseeker success stories & testimonials.
- **Quarterly Highlights:**
  - [BACK TO WORK 50+](#)
  - [Program Success stories](#)
  - [Veterans Job Fair](#)
  - [Attending a job fair workshop](#)
  - [Apprenticeship Training](#)
  - [Hope Florida Program jobseeker success story](#)
  - [Online learning CSB's Skillup Brevard](#)
  - [Young Adult Work Experience](#)
  - [Joan, a jobseeker success story](#)
  - [Weekly Recruiting events hosted for employers](#)
  - [Open Interview Day with Health First](#)
  - [Veteran Services, meet our Vet team](#)
  - [Young Adult Job Fair](#)
  - [Ports and Cities Job Fair](#)
  - [Veterans Workshops](#)
  - [weVENTURE- start your own business](#)
  - [Summer Jobs Program young adults](#)
  - [Virtual Job Fair](#)

**Business services messaging.** Share with employers, referring partners, legislators, community & workforce partners, and media.

- **Ongoing promotions:** Business services e-news, Sector strategy campaigns, Business services and programs, Virtual and in-person business learning events, CSB-hosted job fairs and employer recruiting events, Partner news, employer and partner success stories & testimonials.
- **Quarterly highlights:**
  - [Registered Apprenticeship Accelerator event](#)
  - [Business services successes fact sheet](#)
  - [Recruiting events](#)
  - [Employer testimonial on OJT](#)
  - [Partner program announcement](#)
  - [Veterans Job fair success story](#)
  - [Business Services find or train retain talent](#)
  - [M. Byers, your local Apprenticeship Navigator](#)



## Quarterly Multimedia Outreach (January – March 2024)

- [CSB partner recognition at Board Meeting](#)
- [Businesses, Provide Community Work Experience](#)
- [Employer success story with job fairs](#)
- [Employer success story hiring veterans](#)
- [Insights from leaders- Business Learning Event](#)
- [Florida Commerce's Veteran Award](#)
- [IT and Healthcare Job Fair](#)
- [Quarterly Business services e-news](#)
- [Brevard Adult & Community Education partnership](#)
- [Launch your Workforce forward, apprenticeship accelerator event](#)
- [Summer Jobs Program young adults](#)
- [Virtual Job Fair](#)

### EARNED Media

*“Earned” media is non-paid, and the result of relationship building with traditional media outlets as well as community and workforce partners, and customers and employers who have a following CSB can provide services to. This earned media expands CSB’s opportunity to raise awareness of its programs and services.*

- **Quarterly highlights:**
  - Florida Workforce Development Association, [includes CSB's Hope Florida jobseeker success story](#)
  - Florida Politics [Solution to Florida's health care crisis includes Dwyer Workforce](#)
  - National Association of State Workforce Agencies [includes FAWA](#)
  - Hometown News [Promoting Veterans Job Fair in Palm Bay](#)
  - Brevard Business News, print and online [Lori Robinson sharing Annual Job Fair, Dwyer Workforce and Business Services news](#)
  - 98.5 The Beach radio, Daily Hot Jobs public service announcements

### PAID Media

*Buying media reaches audiences beyond those familiar with CSB services.*

- **Quarterly highlights:**
  - Florida Trend and Brevard Business News detailed in the FAWA campaign below

### Program Campaign Highlights:

#### Annual Report

- *Annual multimedia campaign sharing our year in review with local, regional and state partners. [2022-2023-annual-report](#)*

**Florida Atlantic Workforce Alliance** Three regions building a talent pipeline for Aerospace/Aviation/IT/Cybersecurity and Advanced Manufacturing industries.

- *Ongoing outreach campaign to raise awareness of the program, industry councils and training opportunities. Quarterly highlights:*
  - Training initiative campaign [FAWA: Soldering Training FAWA - training for related careers](#)
  - Participation in Space Coast Women in Aviation Alliance Event reaching young adults. [Girls in Aviation partner event](#)
  - Participating in Astronaut Memorial Foundation- [College and Career Readiness Event](#)
  - 1 Paid ad to engage business in industry councils: FI Trend, Florida’s Aviation/Aerospace Industry, May 2024 insertion.
  - 2 paid ads to engage business in virtual meeting and industry councils: BBN



## Quarterly Multimedia Outreach (January – March 2024)

- Enhancements to CSB website and News section
  - <https://careersourcebrevard.com/who-we-are/florida-atlantic-workforce-alliance/>
  - <https://careersourcebrevard.com/free-training-opportunities-and-certifications-available-through-florida-atlantic-workforce-alliance-fawa-grant/>
  - <https://careersourcebrevard.com/florida-atlantic-workforce-alliance-february-consortium-recap/>
- Email marketing to businesses and partners.
- Targeted industry consortium awareness and communications campaign
  - [FAWA program virtual consortiums](#)
  - [FAWA Tri Regional business engagement email campaign](#)
  - [FAWA Industry Councils](#)
- Event support: literature, presentations, <https://youtu.be/yAx7pqNzyi0>

### **Dwyer Workforce Development**, in partnership with CSB.

- *Ongoing outreach campaign to attract jobseekers and career-starters with CNA scholarship opportunities that lead to advanced careers in healthcare.*
  - Training initiative campaign [Dwyer CNA training](#)
  - Targeted awareness and communications digital media campaign
  - Enhancements to CSB Healthcare sector web page [Certified Nursing Assistant Training Program](#)

### **Website & Social Media Management**

*Daily maintenance, updates with industry-relevant posts, fresh content, refinements to highest performing keywords and messaging of the CSB home site and social channels help maintain excellent Search Engine Optimization (SEO) and increase followers and engagement.*

#### **WEBSITE**

##### ● **Content Update Quarterly highlights**

- New page: <https://careersourcebrevard.com/summer-jobs-2024-summer-youth-program-applications-open/>
- Semiconductor Apprenticeship video added to homepage-  
<https://careersourcebrevard.com/> <https://youtu.be/eDJGM2g7nOk?si=-ESMyh7NDGxlyCsq>

##### ● **News Post Quarterly highlights**

- [Hope Florida in Brevard](#)
  - [CSB, Canaveral-port-authority & Cities 2nd-annual job-fair](#)
  - [Paid summer youth program](#)
  - [Become an Employer Work Site for Summer Jobs Program](#)
  - [Upcoming job fairs](#)
  - [April workshops for veterans](#)
- To see all news posts, visit: <https://careersourcebrevard.com/news/>

- **Website Visitors: 32,484**, previous quarter 31,294

##### ● **Top Sources of Web traffic**

- Direct (Typed in our ~~web~~ address)
- Organic search (Google, Bing, etc.)



## Quarterly Multimedia Outreach (January – March 2024)

- Referral (Partner websites)

### **SOCIAL MEDIA**

- 228 new followers this quarter, 256 last quarter (*YOY follower increase solid & on track with nonprofits our size*)
- Top referring social media site: Facebook
- Social media site with strongest follower growth: LinkedIn




# Contractor Performance

Erma Shaver  
Policy and Information Officer



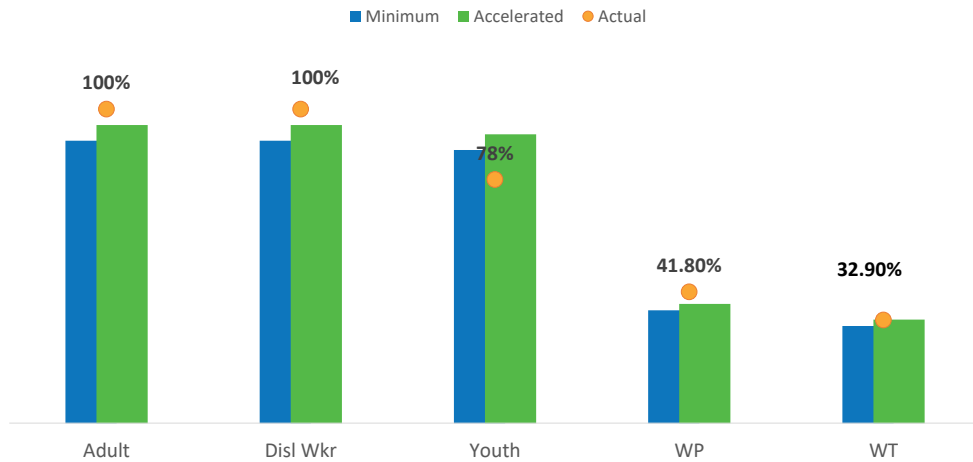
## Contractor Performance Legend

The following legend is used throughout the presentation:

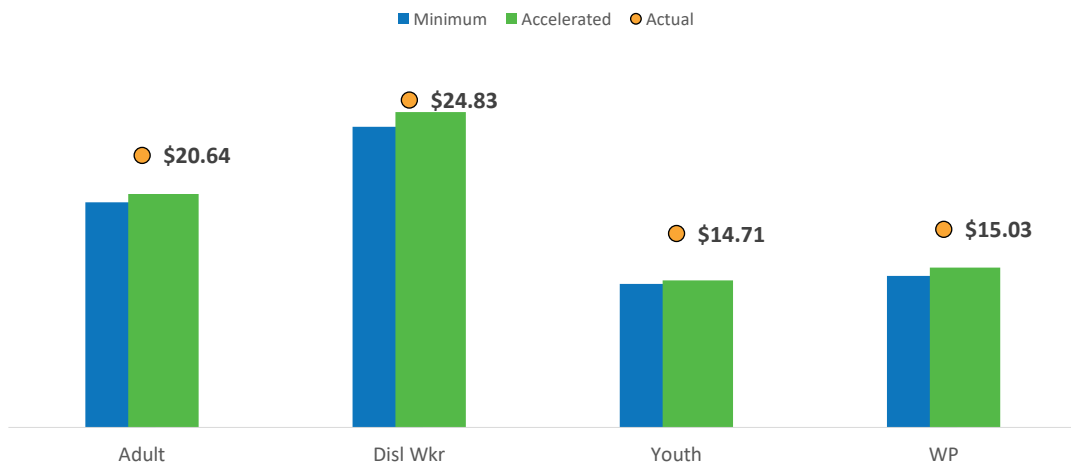
-  The Blue Bar represents the Minimum Performance Goal
-  The Green Bar represents the Accelerated Performance Goal
-  The Gold Circle indicates the Actual Performance Attained

Actual Performance labels are shown in **black text** if the measure met or exceeded Minimum or Accelerated and in **red text** if actual performance fell below the minimum goal.

## Entered Employment Rate – Q3



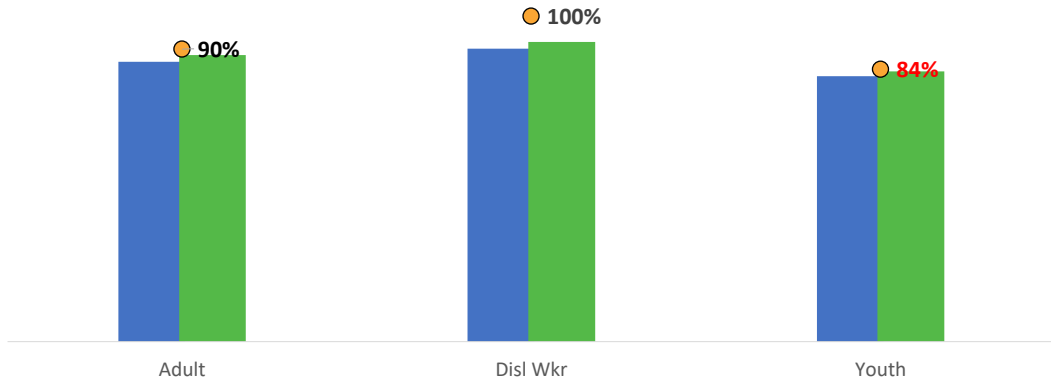
## Average Hourly Wage Rate – Q3





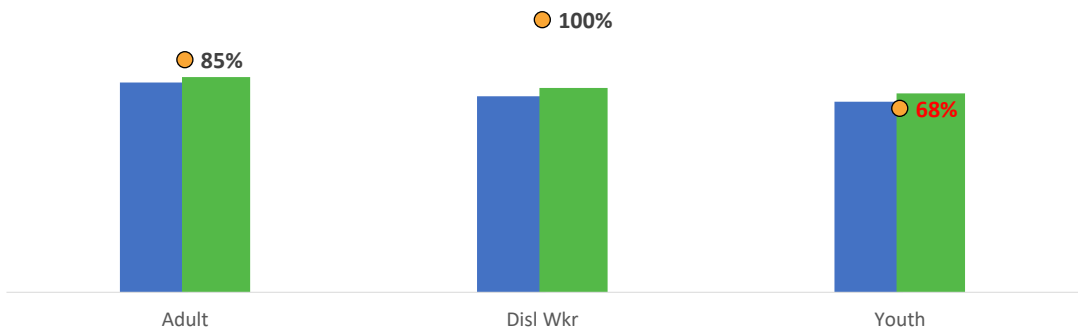
# 1 Year Retention Rate – Q3

■ Minimum ■ Accelerated ● Actual

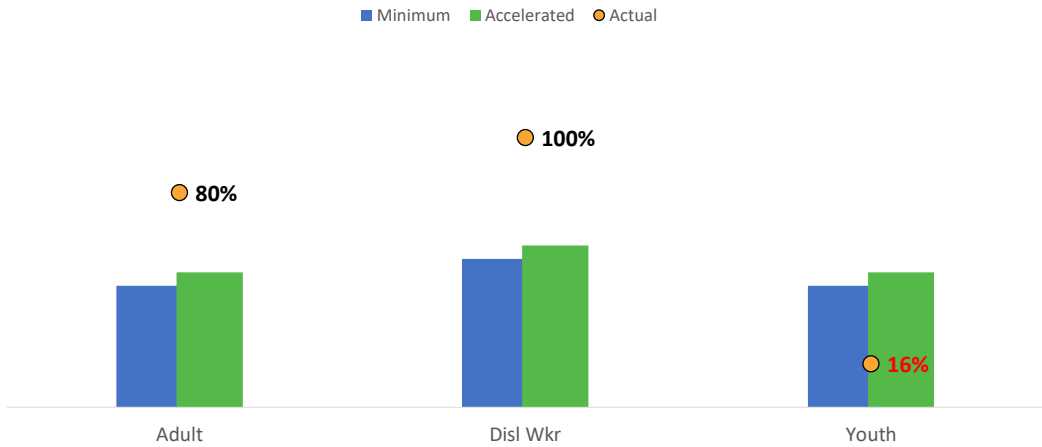


# Credential Attainment Rate – Q3

■ Minimum ■ Accelerated ● Actual

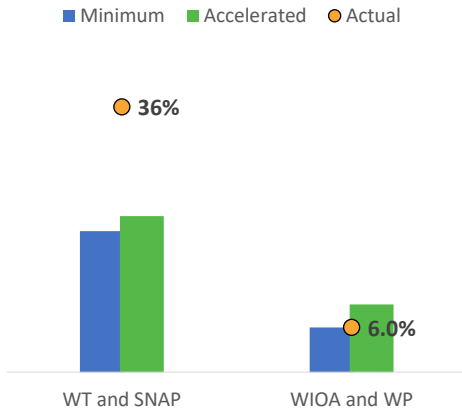


# Measurable Skills Gain Rate – Q3

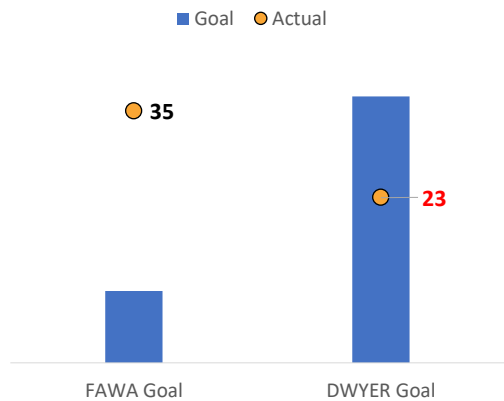


# Additional Measures Q3

## Enrolled in Work Related Training



## FAWA and DWYER Goals



## Contractor Performance – Q2

Missed – 3 of 20 Measures

Attained or Exceeded Minimum Performance – 17 of 20 Measures

Attained or Exceeded Accelerated Performance – 16 of 20 Measures



# Questions?





April 23, 2024

## Information Brief

### Third Quarter Contractor Performance PY 2023-2024

#### Background

The CSB Workforce Operations (Career Centers) 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:

- **Element A:** Contractor must meet minimum performance on 80% of the measures (16 of 20 for quarters 1, 2 & 3 and 17 of 21 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (10 of 20 for quarters 1, 2 & 3 and 11 of 21 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

#### PY 2023-24 Performance Results

The Contractor has met the required number of measures to be eligible to earn dollars for Element A. They were also successful in exceeding the performance criteria to be paid on Element B.

Elements of Contractor Performance Earnings - PY 23-24						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
<b>WIOA Adult Measures</b>						
Adult Entered Employment Rate	90%	95%	Exceeded (100%)	Exceeded (100%)	Exceeded (100%)	
Adult Average Wage at Placement	107% (\$17.01)	111% (\$17.73)	Exceeded (145.1%)	Exceeded (125.7%)	Exceeded (129.5%)	
Adult Retention at 12 Months	86%	88%	Exceeded (90.9%)	Met (87.3%)	Exceeded (89.9%)	
Adult Credential Attainment Rate	77%	79%	Exceeded (83.95%)	Exceeded (85.6%)	Exceeded (85.4%)	
Adult Measurable Skills Gain	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 77%	Q1 - 50% Q2 - 60% Q3 - 70% Q4 - 79%	Missed (19.7%)	Missed (51.7%)	Exceeded (79.6%)	
<b>WIOA Dislocated Worker Measures</b>						
Disl. Wkr. Entered Employment Rate	90%	95%	---	Exceeded (100.0%)	Exceeded (100.0%)	
Disl. Wkr. Average Wage At Placement	143% (\$22.75)	150% (\$24.00)	---	Exceeded (155.8%)	Exceeded (155.8%)	

Elements of Contractor Performance Earnings - PY 23-24						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Disl. Wkr. Retention at 12 Months	90%	92%	Exceeded (100%)	Exceeded (100.0%)	Exceeded (100.0%)	
Disl. Wkr. Credential Attainment Rate	72%	75%	Exceeded (83.3%)	Exceeded (87.5%)	Exceeded (100.0%)	
Disl. Wkr. Measurable Skills Gain	Q1 - 55% Q2 - 60% Q3 - 70% Q4 - 75%	Q1 - 60% Q2 - 65% Q3 - 75% Q4 - 80%	Exceeded (66.7%)	Exceeded (80.0%)	Exceeded (100.0%)	
WIOA Youth Measures						
Youth Entered Employment Rate	87%	92%	Met (88.9%)	Met (89.5%)	Missed (77.6%)	
Youth Average Wage At Placement	68.3% (\$10.90)	70% (\$11.15)	Exceeded (106.9%)	Exceeded (90.5%)	Exceeded (92.3%)	
Youth Retention at 12 Months	81.5%	83%	Missed (75.0%)	Missed (68.8%)	Exceeded (83.7%)	
Youth Credential Attainment Rate	70%	73%	Missed (63.0%)	Missed (65.6%)	Missed (67.5%)	
Youth Measurable Skills Gain	Q1 - 40% Q2 - 50% Q3 - 60% Q4 - 65%	Q1 - 45% Q2 - 55% Q3 - 65% Q4 - 68%	Missed (16.0%)	Missed (42.9%)	Missed (50.0%)	
Wagner Peyser Measures						
WP Entered Employment Rate	36%	38%	Exceeded (40.8%)	Exceeded (40.2%)	Exceeded (41.8%)	
WP Average Wage at Placement	72% (\$11.44)	76% (\$12.15)	Exceeded (107.8%)	Exceeded (93.9%)	N/A**	
Welfare Transition						
Entered Employment Rate	31%	33%	Missed (28.3%)	Exceeded (35.8%)	Exceeded (32.9%)	
Training Services						
WT and SNAP Enrolled in Work Related Training	19%	21%	Exceeded (33.3%)	Exceeded (34.5%)	Exceeded (35.7%)	
WIOA/WP Participants Enrolled in Work Rela	6%	13%	Met (7.0%)	Met (6.2%)	Met (5.9%)	
Grants and Special Projects Measured Annually (Tracked for information only)						
Increase FAWA ITA's and OJT's by 100%	3		Exceeded (13)	Exceeded (25)	Exceeded (35)	
Graduate 50 participants in C N A Training	12		Missed (1)	Missed (2)	Missed (23)	

Element A			
Met the minimum percentages set on 16 out of 20 (Q1, Q2 & Q3), and 17 out of 21 (Q4) Performance Measures established in Attachment F	No – Met Minimum on 13 of 18*	Yes – Met Minimum on 16 of 20	Yes – Met Minimum on 17 of 20

Element B				
Met the accelerated percentages set on 10 out of 20 (Q1, Q2, & Q3), 10 out of 20 (Q3) and 11 out of 21 (Q4) established in Attachment F	Yes – Met Accelerated on 12 of 18*	Yes – Met Accelerated on 13 of 20	Yes – Met Accelerated on 16 of 20	
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	N/A			

\* There were no exits for Dislocated Workers during the first quarter so there is no performance to report. These measures were removed from the overall calculations for this first quarter. Quarter 1 must meet 14 of 18 for Element A and 9 of 18 for Element B.

\*\* There is currently no wage data available for WP customers. This is due to Geographic Solutions move to encrypt personal identifier information such as the social security number. The social security number was a key link between the Employ Florida System and the Wage data system. State staff are working on ways to connect these two data sources with out the social security number but we don't have an estimated time for the completion of this solution.

**Performance Analysis**

Youth programs continue to struggle with placement, credential attainment and measurable skills gains. Youth who are placed are remaining on the job as evidenced by the retention rates that have improved from 68.8% in the 2<sup>nd</sup> quarter to 83.7% in the third quarter.

Staff are continuing to work on identifying ways to maintain contact with and obtain completion, credential and placement information for youth, especially those leave a Brevard County residential facility to return to their home communities outside of Brevard.

Staff will continue to monitor, analyze, and report performance in all areas. Credential Attainment, Measurable Skills Gains, and Retention Rates will remain a focus for the next few months.

## Information Brief

### Primary Indicators of Performance

#### Background

Common Measures are required by the Workforce Innovation and Opportunity Act (WIOA). While incentive monies are not directly 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. They are also included as one of the measures in the Letter Grades Performance. Contractor performance measures are 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 2nd quarter of PY 2023-24. Also shown are our goals for PY 2023-24. All performance goals were met or exceeded for the 2nd quarter of Program Year 2023-24 except for Youth Credential Attainment and Youth Measurable Skills Gain.

#### July 2023-December 2023 Performance

Primary Performance Indicator (PPI)	Performance 2020-2021	Performance 2021-2022	Performance 2022-2023	PY 23-24 Performance	PY23-24 Performance Goals
<b>Adults:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	88.9%	83.5%	97.50%	97.50%	90.4
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$8,745	\$8,927	\$10,028	\$10,176	\$8,837
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	88.50%	92.6%	87.10%	95.90%	86.1
Credential Attainment Rate	85.2%	82.9%	77.60%	84.60%	77.0
Measurable Skills Gain	75%	75.0%	89.50%	73.80%	75.0
<b>Dislocated Workers:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	87.9%	93.9%	97.20%	95.70%	90.1
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$12,574	\$10,006	\$12,787	\$12,522	\$11,831
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	92.4%	86.3%	93.90%	97.20%	90.2
Credential Attainment Rate	69.4%	89.3%	90.90%	90.50%	72.2
Measurable Skills Gain	83.0%	79.3%	100.00%	100.00%	75.0
<b>Youth Common Measures:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	82.6%	80.2%	89.80%	86.10%	83.5
Median Wage 2nd Quarter After Exit	\$3,643	\$4,423	\$5,638	\$4,021	\$3,855
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	78.5%	85.7%	82.90%	84.10%	81.5
Credential Attainment Rate	73.0%	73.9%	52.60%	58.60%	75.5
Measurable Skills Gain	66.2%	75.0%	78.10%	56.80%	65.3
<b>Wagner-Peyser:</b>					
Entered Employment Rate (2 <sup>nd</sup> Qtr. after Exit)	61.9%	63.8%	64.60%	68.20%	65.6
Median Earnings (2 <sup>nd</sup> Qtr. after Exit)	\$5,468	\$6,152	\$6,459	\$7,030	\$6,002
Employment Retention Rate (4 <sup>th</sup> Qtr. after Exit)	62.9%	63.0%	63.90%	63.00%	64.2
<b>Not Met (less than 90% of negotiated)</b>	<b>Met (90-100% of negotiated)</b>		<b>Exceeded (greater than 100% of negotiated)</b>		



A+: ≥ 97	C+: 77 to < 80
A: 93 to < 97	C: 73 to < 77
A-: 90 to < 93	C-: 70 to < 73
B+: 87 to < 90	D: 60 to < 70
B: 83 to < 87	F: < 60
B-: 80 to < 83	

# Program Year 2023-2024 (Second Quarter)

## B

LETTER GRADE

## 86.46%

FINAL SCORE

Metric (Category)	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met (%)	Weighted Performance (%)
Participants with Increased Earnings (Employment and Training Services, Self-Sufficiency)	.25	2,813	5,702	49.33		50.00	98.66	24.67
Reduction in Public Assistance (Employment and Training Services, Self-Sufficiency)	.25	1,422	3,209	44.31		50.00	88.62	22.16
Employment and Training Outcomes (Employment and Training Services)	.20	16	18	88.89		100.00	88.89	17.78
Participants in Work-Related Training (Training Services)	.10	682	6,697	10.18		25.00	40.72	4.07
Continued Repeat Business (Business Services)	.05	2,097	6,987	30.01		35.00	85.74	4.29
Year-Over-Year Business Penetration (Business Services)	.05				-.52	100.00	70.00	3.50
PY 2020-2021 Business Penetration		2,632	15,341	17.16				
PY 2021-2022 Business Penetration		2,572	15,460	16.64				
Completion-to-Funding Ratio (Employment and Training Services)	.10	6.42	2.88	100.00		100.00	100.00	10.00
Exiters: Local Board (N)/Statewide (D)		5,202	81,026	6.42				
Budget: Local Board (N)/Statewide (D)		\$4,274,677	\$148,251,985	2.88				
Extra Credit: Serving Individuals on Public Assistance (Employment and Training Services, Self-Sufficiency)	Up to 0.05 points	2,390	6,539	36.55				0.00
<b>FINAL SCORE</b>								<b>86.46</b>



## 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 1: Offer the highest quality of services to Career Seekers to enable them to become the talent that the businesses need.**

Strategy	Actions	Timeframe	Status
Identify, measure, and implement the training needs of local businesses.	Measure & analyze the effectiveness of the training programs offered to career seekers through CSB.	Ongoing	<p>CareerSource Brevard's funded Individual Training Account (ITA) Vendors include 9 Training Providers. The top 2 program enrollments are Nursing &amp; Truck Driving.</p> <p>An overview of the funded ITA Vendors shows there were <b>46</b> Enrollments, <b>103</b> Still in Training, <b>7</b> Successfully Completed <b>during the Quarter</b>. <b>Of customers who have completed training in the past, 22</b> Entered Employment <b>during the quarter</b>, while <b>13</b> of those obtained jobs in training related employment. Wages range from minimum wage to <b>\$40</b> an hour, with an average of <b>\$21.06</b> an hour.</p>
	Implement the training needs for career seekers in the construction industry.	Ongoing	<p><u>Hurricane Ian / Nicole Grant</u> CSB was awarded <b>\$6,398,150</b> in NDWG funding to assist government agencies and non-profit organizations with hurricane damage and restoration projects utilizing dislocated workers that have been unemployed 6 of the last 13 weeks. Currently this grant is assisting the Brevard County Parks and Recreation, Road &amp; Bridge, Mosquito Control, and Natural Resource Departments, The City of Cocoa Beach, and the City of Palm Bay with clearing waterways, rebuilding boardwalks, improving dikes, and repairing structures such as driving range nets, docks, and windows.</p> <p>Total:</p> <ul style="list-style-type: none"> <li>• <b>94</b> participants enrolled</li> <li>• <b>29</b> have been closed with employment</li> </ul>
Demonstrate examples of effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>
Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.		Ongoing	<i>See Business Engagement Summary Presentation</i>

Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.	Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.	Ongoing	<i>See Career Center Efforts Presentation</i>
	Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.	Ongoing	<i>See Career Center Efforts Presentation</i>
	Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.	Ongoing	<i>See Career Center Efforts Presentation</i>
Ensure that measurable continuous improvement is being utilized throughout the CareerSource Brevard organization.	Sustain Customer focused, high performing services to the general public.	Ongoing	<i>See Career Center Efforts Presentation</i>
	Develop and implement a consultative approach for customer intake in the career centers.	Ongoing	<i>See Career Center Efforts Presentation</i>

**Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.**

<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
Build and maintain community-based partnerships to expand CSB's awareness within the community and to reach new job seekers.		Ongoing	<i>See Career Center Efforts Presentation</i>
Broaden our footprint with special populations.		Ongoing	<i>See Career Center Efforts Presentation</i>
Broaden our footprint with the virtual job seeker community.		Ongoing	<i>See Career Center Efforts Presentation</i>

Expand outreach and awareness of CSB's services to job seekers.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Q3 Multimedia Outreach Presentation</i>
<b>Objective 3: Maintain a data centered environment to measure the success of CareerSource Brevard's services.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
Measure and track CSB's Federal, State and Career Center Contract measures to monitor performance and ensure success.	Analyze and present at committee meeting	Ongoing	<i>See Q3 Performance Reporting Presentation and Analysis</i>  <i>See Third Quarter Contractor Performance PY23-24</i>  <i>See Primary Indicators of Performance Brief</i>
	Create and track an online customer feedback mechanism housed on the CSB website.	Ongoing	<i>See Career Center Efforts Presentation</i>
<b>Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs.</b>			
<b>Strategies</b>	<b>Actions</b>	<b>Timeframes</b>	<b>Status</b>
Track & improve Business engagement Activities		Ongoing	<i>See Business Engagement Summary Presentation</i>
Expand outreach and awareness of CSB's services to businesses.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Q3 Multimedia Outreach Matrix</i>

# CAREER CENTER COMMITTEE (CCC)

## ATTENDANCE RECORD

PY 2023-2024	JULY	OCT	JAN	APR
Beal, Shawn	P	A	P	
Benjamin, Lorri	P	A	P	
Gramolini, Robert	P	P	P	
Heller, Nancy	P	past		
Jaskiewicz, Brian	P	P	past	
Jones, Leslie	A	P	P	
Lane, Jimmy	A	A	A	
Locke, Karen	P	P	P	
Lovelace, Tory	A	A	P	
Mana, Nuno	A	P	P	
Pobst, Theodore	P	P	A	
Romeu, Ricardo	new	A	P	past
Reed, Pamela	A	P	P	
Shah, Monica	P	P	P	
Tanner, Holly	P	P	P	