

# CareerSource Brevard



LOCAL PLAN

## 2020-2024



### Local Workforce Development Area 13

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**Date Submitted:** March 16, 2020

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## INTRODUCTION

The bipartisan passage of the federal Workforce Innovation and Opportunity Act of 2014 (WIOA), requests local workforce development entities to “improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of businesses and enhance the productivity and competitiveness of the Nation.” Each year, thousands of Brevard County residents use our local workforce system seeking new jobs, higher wages, greater skills, and prosperous futures. With the help of career counselors, business liaisons, job developers, sector strategists, other training professionals, and service providers, many begin new career pathways, undergo skills training, and embark on career-focused education from high school to postsecondary certificates and degrees. Still others begin apprenticeships, or enter the workforce through targeted on-the-job training and other forms of work-based learning. Some come to the system with barriers, such as physical or mental disabilities. Others face life challenges, such as poverty or cultural and language differences. Many are dislocated workers from life-long careers and simply need a new start. The majority enter the system largely ready for work; however need help with resume writing, career direction, and job search assistance.

At the same time, businesses seek capable workers who can enhance their capacity and competitiveness; workers who are willing and able to learn new skills in a rapidly changing economy. Businesses and workers are at the heart of the local workforce system. Even before WIOA, CareerSource Brevard (CSB) has long worked together with partners and programs to improve outcomes and evaluate results on behalf of these two key customers. Since the passage of WIOA, CareerSource Brevard has the opportunity to bring greater alignment, and to build on our many previous successes.

CareerSource Brevard is excited about new opportunities to continue to enhance and expand workforce services. We believe an engaged and invested business community will provide additional resources to help fill existing gaps through targeted training opportunities that help create a better skilled workforce. This will give workers a clearer pathway to higher paying jobs; and businesses a more direct connection to a talent pipeline of qualified candidates. To help accomplish this, CareerSource Brevard has been instrumental in working with local employers to develop programs that meet their labor demands.

This four-year plan submitted by CareerSource Brevard under WIOA has been developed with the local workforce development board (LWDB) and, in partnership with the local chief elected official (Brevard County Board of County Commissioners).

The WIOA four-year plan is effective July 1, 2020 – June 30, 2024. The planning process requires that workforce boards regularly revisit and recalibrate plan strategies in response to changing economic conditions and workforce needs of the state (20 CFR, Unified and Combined Plans Under Title I of the Workforce Innovation and Opportunity Act, §676.135). The process for gathering information from stakeholders includes, a, workforce board meetings, board presentations and strategic communications with targeted community stakeholders. In addition, the local board made the plan available through electronic and printed copy (when requested) to ensure transparency to the public.

CareerSource Brevard feels that it is important to ensure that stakeholders and persons reading this document understand that WIOA provides an excellent roadmap for where CareerSource Brevard and other local workforce systems need to focus. Workforce Boards must follow the WIOA roadmap however there are ample opportunities and flexibility to adjust based on the regulations provided at both the State and Federal level. As such, we see this plan as a roadmap with opportunities for change as necessary to meet the intent of the law and changing local conditions. This plan addresses current and future strategies and efficiencies and focuses on the continuous improvement of the local workforce system and customer service excellence aligned with business and market-driven principles.

CareerSource Florida (CSF) in cooperation with The State of Florida Department of Economic Opportunity (DEO) have issued instructions which require all Local Workforce Development Boards (LWDB) in Florida, including CareerSource Brevard (CSB) to submit a four year plan (July 1, 2020 – June 30, 2024.). This local planning requirement is critical for the State of Florida to be in compliance with the United States Department of Labor (USDOL) Workforce Innovation Opportunity Act (WIOA) regulations and to receive federal funding. WIOA encourages an enhanced, integrated system by including new core programs in its planning and performance requirements. In addition to WIOA, the plan includes the workforce components such as Job Corps, Wagner-Peyser Act, Veterans Services, Migrant and Seasonal Farmworker (MSFW) and Trade Adjustment Assistance (TAA), Welfare Transition (WT)/Temporary Assistance to Needy

Families (TANF) and Supplemental Nutritional Assistance Program (SNAP) programs. The local plan is “tailored specifically to local needs”.

WIOA encourages an enhanced, integrated system by including new core programs in its planning and performance requirements. This plan includes coordinated service delivery with the core programs of Vocational Rehabilitation, Blind Services and Adult Education. This plan is based on the current and projected needs of the workforce investment system, placing an increased emphasis on coordination and collaboration at all levels to ensure a seamless system for job seekers, including but not limited to those with disabilities, others with barriers, and employers. This plan includes identification of the education and skill needs of the workforce and employment needs of the local area and includes an analysis of the strengths and weaknesses of services to address these identified needs. This includes the best available information or evidence of effectiveness and performance as well as a plan to improve the effectiveness of such programs. Proven promising practices are a part of the local vision. This plan provides a complete view of the system-wide needs for Brevard County. The plan addresses how the Local Workforce Development Board (LWDB) will foster strategic alignment, improve service integration and ensure that the workforce system is industry-relevant, responding to the economic needs of the local workforce development area and matching employers with skilled workers. The local plan must lead to greater efficiencies by reducing duplication and maximizing financial and human resources. These plan guidelines require LWDBs to align with CareerSource Florida’s business and market-driven principles to be the global leader for talent. These principles include:

- Increasing the prosperity of workers and employers
- Reducing welfare dependency
- Meeting employer needs
- Enhancing productivity and competitiveness

## KEY DATES

Description of Key Date	Date
30 Day Comment Period Begins	February 3 ,2020
Board of Directors Approval of Plan	February 20,2020
30 Day Comment Period Ends	March 3, 2020
Submission of Local Plan to CSF	March 16, 2020
Approval by Brevard County Board of County Commissioners	April 7, 2020
Submission of Signatures and Applicable Attachments to CSF	April 21, 2020
Local Plans Approved by CSF	June 4, 2020
WIOA Program Year 2020 Begins	July 1, 2020

## PUBLIC COMMENT PROCESS

Public Comment and involvement is critical to building a planning document that is reflective of the community we serve. The public comment period began on 2/3//2020 and ended on 3/03/2020. The notice of the plan for comments was published on the CareerSource Brevard webpage, notices to key stakeholders of the availability of the plan for comment was provided and the Board of Directors had the opportunity to review and comment at a regular meeting conducted on 02/20/2020. Prior to the date on which the local board submits a local plan, the following was accomplished in order to ensure public access:

- (1) Make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media (WIOA §108(d)(1)).  
*Posted on website, forwarded to 3 Brevard Regional Libraries.*
- (2) Provide a 30-day period for comment on the plan before its submission to CareerSource Florida, Inc., beginning on the date on which the proposed plan is made available, prior to its submission to the Governor (WIOA §108(d)(2)).  
*The public comment period is Feb 3 through March 3, 2020.*
- (3) Provide a description of the process used by the board to obtain input and comment by representatives of businesses and labor organizations for the development of the plan (WIOA §108(d) (2)).  
*Board of Directors which is business lead reviewed and approved.*
- (4) Describe efforts to coordinate with other workforce partners to obtain input into the development of the plan.  
*Sent an e-mail with a link to plan to workforce partners asking for comments.*
- (5) Include, as an attachment with the plan to the Governor, any comments expressing disagreement or offering recommendations for continuous improvement, the LWDB's response to those comments, and a copy of the published notice (WIOA §108(d)(3)).  
*No public comments were offered during the public comment period.*

## FLORIDA'S VISION FOR IMPLEMENTING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

Through the implementation of the Workforce Innovation and Opportunity Act (WIOA), CareerSource Brevard will have a business-led, market-responsive, results-oriented and integrated workforce development system. The enhanced system will foster customer service excellence, seek continuous improvement and demonstrate value by enhancing employment opportunities for all individuals. The vision will include focused and deliberate collaboration among education, workforce and economic development networks while maximizing the competitiveness and productivity of the workforce, thus increasing economic prosperity. CareerSource Brevard encompasses Florida's strategic vision for WIOA implementation which will be realized by accomplishing these three goals:



- Enhance alignment and market responsiveness of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and the residents of the East Central Florida region with employment, education, training and support services that reduce welfare dependence and increase opportunities for self-sufficiency, high-skill and high-wage careers and lifelong learning.
- Promote accountable, transparent and data-driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence, leads to the identification and replication of best practices and empowers an effective and efficient workforce delivery system.
- Improve career exploration, educational attainment and skills training for in-demand industries and occupations for Florida youth that lead to enhanced employment, career development, and credentialing and post-secondary education opportunities.

## ORGANIZATIONAL STRUCTURE

### (1) Chief Elected Official(s)

- A. Identify the local area chief elected official(s) by name, title, mailing address, phone number and email address.



**Commissioner Bryan Lober, Chair**  
**Brevard County Board of County Commissioners c/o**

Frank Abbate, County Manager  
2725 Judge Fran Jamieson Way, Bldg. C  
Viera, FL 32940  
Fax: (321) 633-2115  
Phone: (321) 633-2001  
E-mail: [frank.abbate@brevardcounty.us](mailto:frank.abbate@brevardcounty.us)  
*(Chairman changes annually)*

- B. CareerSource Brevard is a single county local workforce board encompassing the geographic boundaries of Brevard County. The local area includes only the Brevard County Board of County Commissioners and is the unit of general local government in accordance with WIOA sec. 107(c)(1)(B). The Chief Elected Official (CEO) agreement specifies the roles and responsibilities of CareerSource Brevard and the Brevard County Board of County Commissioners as the CEO.
- C. The current CEO agreement is an Attachment to this Plan.
- D. The current by-laws are established by chief elected official to address the criteria contained in §679.310(g) of the WIOA regulations. A copy of the current by-laws can be found on the CareerSource Brevard website at <https://careersourcebrevard.com/wp-content/uploads/2017/01/By-laws-Updated-2018.pdf>. At a minimum, the by-laws must include:
- i. The nomination process used by the chief elected official to elect the local board chair and local board members; (Included)
  - ii. The term limitations and how term appointments are staggered to ensure only a portion of memberships expire in each year; (Included)
  - iii. The process to notify the chief elected official of a board member vacancy ensuring a prompt nominee; (Included, but this note of clarification is provided - *In addition, the process by which the CEO shall be notified of Board Member vacancies will include notifying the County Manager via e-mail, in-person meeting or other written correspondence including agenda reports created for the board appointment process.*)



- iv. The proxy and alternative designee process used when a board member is unable to attend a meeting and assigns a designee per requirements at §679.110(d)(4) of the proposed WIOA regulations; (Note of clarification is provided - *CareerSource Brevard will follow the requirements listed in 20 CFR 679.310 which states that “proxy and alternative designee process that will be used when a WDB member is unable to attend a meeting and assigns a designee as per the following requirements:*
  - (i) *If the alternative designee is a business representative, he or she must have optimum policy-making hiring authority.*
  - (ii) *Other alternative designees must have demonstrated experience and expertise and optimum policy-making authority.**Designees of Directors who are in attendance at any Board or Executive Committee meeting shall not be considered in establishing a quorum, nor shall such Designees exercise a vote. Designees of Directors and non-board members that serve as members of the Governance/Finance, Career Center, Industry Workforce Committees and other Ad Hoc Committees, are considered for a Quorum.”*)
- v. The use of technology, such as phone and web-based meetings used to promote board member participation; (Included)
- vi. The process to ensure board members actively participate in convening the workforce development system’s stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities; and, (Note of clarification is provided - *The committee structure to the Board of Directors meetings process and the ad hoc process provides much opportunity for active participation by all including stakeholders, board members, employers and workforce supporters.*)
- vii. Any other conditions governing appointments or membership on the local board. (Included)





E. Provide a description of how the CEO was involved in the development, review and approval of the plan.

The CEO designates through the agreement, the County Manager (or Designee) to serve on the Board of Directors and selected committees. In addition, the County Manager has designated county staff to attend the committee meetings. The LWDB develops strategic plans including goals, objectives, and strategies for each committee and status reports are provided to each committee on a quarterly basis. Committee goals are compiled into one document that is shared with and approved by the Board of Directors as needed. The CEO designee has opportunity to provide input on these goals as they are developed at both the committee and board level. This plan will also be provided to the CEO for their

review and approval. In addition the CareerSource Brevard President has quarterly meetings with appropriate county staff including the County Manager to review performance, finance and programmatic items.

## (2) Local Workforce Development Board (LWDB)

- A. Identify the chairperson of the Local Workforce Development Board by name, title, mailing address, phone number and email address. Identify the business that the chair represents.
- B. If applicable, identify the vice-chair of the Local Workforce Development Board by name, title, mailing address, phone number and email address. Identify the business or organization the vice-chair represents.

Photo	Name & Title:	Contact:
	<b>Susan Glasgow, Chair</b> <b><u>Kegman, Inc.</u></b> <a href="mailto:Chairman@careersourcebrevard.com">Chairman@careersourcebrevard.com</a>	  <b>CareerSource Brevard</b> <b>297 Barnes Blvd.</b> <b>Rockledge, Phone:</b> <b>FL 32955</b> <b>(321) 394-0700</b>
	<b>Daryl Bishop, Vice Chair</b> <b><u>Seacoast National Bank</u></b> <a href="mailto:ViceChair@careersourcebrevard.com">ViceChair@careersourcebrevard.com</a>	
	<b>Marci Murphy, President</b> <b><u>CareerSource Brevard</u></b> <a href="mailto:mmurphy@careersourcebrevard.com">mmurphy@careersourcebrevard.com</a>	

- C. Describe how the LWDB was involved in the development, review, and approval of the local plan.

The LWDB develops strategic plans including goals, objectives, and strategies for each committee [Industry Workforce Committee, Career Center Committee, and Executive

Committee & Governance/Finance Committee] and status report updates are provided from each committee on a quarterly basis. The committee plans are compiled into one organizational plan that is made available to the Board of Directors. The LWDB has the opportunity to provide input, and approve/change these local plans each year as they are developed at both the committee and board level. The local strategic plan is incorporated into the Local Plan where applicable. The LWDB also conducts reviews of the agreement between the CEO and LWDB and these agreements are approved by the LWDB. This agreement is included as an attachment to this plan.

**(3) Local Grant Sub recipient** (local fiscal agent or administrative entity)

- A. Identify the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief elected official. WIOA section 107(d)(12)(B)(1)(iii); 20 CFR 679.420.

Brevard Workforce Development Board, Inc. dba as CareerSource Brevard is designated by the Brevard County Board of County Commissioners to serve as the Local Workforce Board and provides services as the fiscal agent through an agreement with the CEO.

- B. Identify the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist it in carrying out its responsibilities as a board organized under WIOA. (May be the same as the fiscal agent). 20 CFR 679.430.

Brevard Workforce Development Board, Inc. dba as CareerSource Brevard is designated by the Brevard County Board of County Commissioners to serve as the Local Workforce Board and acts as the administrative entity through an agreement with the CEO. The Administrative Entity is incorporated in the State of Florida, and has a 501C(3) designation from the IRS.

- C. Identify if a single entity is selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator or direct provider of career services or training services, and describe how the entity will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest as described in CareerSource Florida strategic policy [2012.05.24.A.2 – State and Local Workforce Development Board Contracting Conflict of Interest Policy](#).

The Brevard Workforce Development Board, Inc. (dba CareerSource Brevard) serves as the administrative Entity is also the local fiscal agent as designated by the Chief Elected Official via a Memorandum of Understanding. The one-stop operator is a separate entity selected through competitive procurement. The current one-stop provider is C2 Global Professional Services (C2). The agreement with C2 call out responsibilities, firewalls and processes used to ensure integrity and address conflicts of interest. CareerSource Brevard follows the CareerSource Florida strategic policy linked in item C above. This includes adherence to the requirements of Section 445.007, Florida Statutes for related parties. . CSB utilizes an independent monitor to review both programmatic and fiscal records as well as an external auditor who review the programmatic and financial matters of the agency. Finally the DEO Programmatic and Fiscal Monitors come yearly to assess, provide oversight and recommendations.

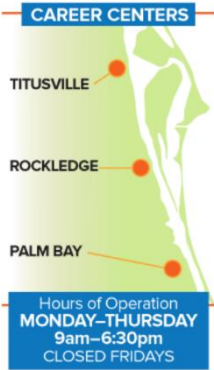
#### **(4) One-Stop System**

- A. Describe the local one-stop system (including the number, type and location of the comprehensive center(s)<sup>1</sup>, and other service delivery points).

At present, CareerSource Brevard has three one-stop or career center locations strategically located in the North, Central and South areas of the county. Currently the three centers are considered full-service centers.

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<sup>1</sup>A comprehensive center is one in which all core and required partner services are available either physically at the location or by direct linkage through technology to a program staff member who can provide meaningful information or services. See Training and Employment Guidance Letter No. 16-16 ([TEGL 16-16](#)) and Training and Employment Guidance Letter No. 16-16, Change 1 ([TEGL 16-16, Change 1](#)). **Additionally, Memorandums of Understanding (MOU) and Infrastructure Funding Agreements (IFA) must be executed for all partners connected to the comprehensive centers.**

	Area	North Brevard Titusville	Central Brevard Rockledge	South Brevard Palm Bay
	Center Type	Full Service	Full Service	Full Service
	Address	3880 South Washington Ave, Titusville, 32780	295 Barnes Blvd. Rockledge, 32955	5275 Babcock St., NE. Suite 8B, Palm Bay, 32905
	Hours of Operation	Mon-Thurs, 9am – 6:00pm. Friday 8:00 – 12:00 pm		

- B. Identify the days and times when service delivery offices are open to customers. Customers must have access to programs, services and activities during regular business days at a comprehensive one-stop center.

See the Above Chart for the Times and Days of Service for Career Centers

- C. Identify the entity or entities selected to operate the local one-stop center(s).



C2 Global Professional Services, LLC (C2). C2 serves as the contracted One-Stop or Career Center operator. The contract provides center management and program operations for multiple programs and partner resources. C2 provides oversight through the Managing Director who has worked with the CareerSource Brevard workforce development system for nearly 19 years. C2 demonstrates an in-depth knowledge of workforce development programs, an ability to develop and maintain effective working relationships, and the leadership and organizational skills to effectively manage Career Center operations.

- D. Identify the entity or entities selected to provide career services within the local one-stop system.

C2 Global Professional Services, LLC is the entity to provide career services in the local one-stop or Career Centers.

- E. Identify and describe what career services are provided by the selected one-stop operator and what career services, if any, are contracted out to service providers.

The one stop operator will provide the following services:

- WIOA Adult, Dislocated Worker and Youth Programs
- Welfare Transition (WT) for Transitional Assistance to Needy Families (TANF)
- Wagner-Peyser & Trade Adjustment Act (TAA)

- Veterans Services Coordination (DVOP & LVER)
- Supplemental Nutritional Aid Program (SNAP)
- Reemployment Services and Eligibility Assessment (RESEA)
- Military Families Employment Advocate (MFEA)


The one stop operator will coordinate the following services:

- Early Learning Coalition (Child Care Services)
- AARP/SCSEP Project Staff
- Ticket to Work (TTW) & Disability Navigator (DN)
- Community Resources Events
- Job Corps Admission Referrals

- F. Pursuant to the [CareerSource Florida Administrative Policy 093 - One-Stop Career Center Certification Requirements](#), provide the required attestation that at least one comprehensive one-stop center in the local area meet the certification requirements.

All 3 of the CareerSource Brevard Career Centers are comprehensive one-stop centers.



<p align="center"> <small>Certification for Program Year 2017-18</small>  <small>Attestation form for the DEO Credentialing Guidance Paper FQ 31-35 and Federal law</small> </p>		
<p><b>Name and Number of LWDB: CareerSource Brevard - Region 13</b></p>		
<p><b>Name and Location of Career Center: (2 in region - all are full service and operate as CareerSource Brevard) Locations: Titusville, Rockledge, Palm Bay</b></p>		
<p><b>Name of individual completing this form: Don Lusk</b></p>		
<p><b>Date: 10/1/2017</b></p>		
<p><small>I am providing this form in accordance with the DEO Credentialing Guidance Paper FQ 31-35 and Federal law. I understand the best of my knowledge and belief that the following information is true and correct.</small></p>		
Career Center Credentialing		Comments
Minimum Resource Room Requirements		
1	Are the following labor market publications and resources accessible to users? (y, n)	
	Occupational Career Posters	Y
	Wage Conversion Posters (Note: Posters show hourly wages converted into weekly/monthly/plansal earnings)	Y
	Career Information Delivery System (personalized career decision making tool the CHOICES)	Y
	Career Interest Info (www.careerinterest.org)	Y
	CRITICAL ONLINE (http://www.nationalonline.org)	Y
	Florida Research and Economic Information Database Application (FREDA) (http://florida.labormarketinfo.com/)	Y
	Do computers have Internet Access?	Y
	Do the computers have a link to the EmployFlorida Marketplace?	Y
	Is EPM the LMS primarily used in the resource room for labor exchange services?	Y
	If so to #10, what is the labor exchange program being used?	Y
	Do Basic Software Programs include Technical Skills Self-Assessment, Resume Building & Interviewing Skills?	Y
	Are staff available to provide assistance on the use of software programs using labor market information and other web-based resources?	Y
Posters required by Federal and State Law and Guidance		
14	Does the location display the following posters as required by law, in a place that is visible to customers? (y, n)	
	"Your Rights Under the Fair Labor Standards Act"	Y
	"Family and Medical Leave Act of 1993"	Y
	"If You Have A Complaint About"	Y
	"Notice to Workers with Disabilities"	Y
	"Migrant & Seasonal Agriculture Worker Protection Act"	Y
	"Job Safety and Health Protection"	Y
	"Equal Employment Opportunity is the Law"	Y
	"Florida Law Prohibits Discrimination"	Y
	"Reemployment Assistance"	Y
	"Child Labor Laws"	Y
	"Telephonic Services"	Y
	"Worker's Compensation Works for You"	Y
	"Employee Polygraph Protection Act (EPPA)"	Y
	"Unfettered Services Employment and Reemployment Rights Act (USERRA)"	Y
	"Equal Opportunity is the Law"	Y
	"Florida Minimum Wage"	Y
Minimum Operating Hours		
31	Does the Career Center have standard operating hours for this site? (y/n) Please list days/times in "Comments" section.	Y All sites are open to the public Mon - Thur 9am - 6:30 pm
32	Are the operating hours posted prominently? (y/n)	Y
Minimum Skills Standard Certification for Front-Line Staff		
33	Does the LWDB ensure that all front line staff successfully complete the Florida Workforce Professional Tier 1 certification within 90 days of the employee start date?	Y
34	List the number of employees required to complete the Tier 1 certification during the previous program year.	21
35	List the number of employees that successfully completed the Tier 1 certification during the previous program year.	16
36	Attach the list of employees (defined as front line staff) required to complete the Tier 1 certification during the previous program year.	See Attachment
37	Do front line staff have the following minimum skills required of a workplace professional? (y/n)	Y
	Customer service training	Y
	Communications skills training	Y
	Basic Computer software skills	Y
	Specific programmatic training	Y
Continuing Education Credits for Front-Line Staff		
42	Do all front line staff that completed their Florida Workforce Professional Tier 1 by June 30, 2014 have 15 hours of continuing education credit within one year of the Tier 1 certification date?	Y
43	Attach the list of employees (defined as front line staff) required to complete the 15 hours of continuing education in one year.	See Attachment #2
Minimum Activities to be provided by the Career Center		
44	Are the following minimum activities provided on-site, by referral, or by internet connection? (y, n)	Indicate the manner in which these activities are provided.
	VIA Adult/Displaced worker program	Y ON-SITE
	Veterans Workforce Investment program	Y ON-SITE
	Migrant and Seasonal Farm Worker services	Y ON-SITE
	FDOR Farmworker Career Development Program	Y REFERRAL
	Indian and Native American programs	Y REFERRAL
	Job Corps	Y ON-SITE
	Youth Services	Y ON-SITE
	Women's Prisoner Programs	Y ON-SITE
	Adult Education	Y REFERRAL
	Industrial Education	Y REFERRAL
	Vocational Rehabilitation	Y REFERRAL
	Older Worker Programs	Y ON-SITE AND REFERRAL
	Trade Adjustment Assistance	Y ON-SITE
	Veterans Employment and Training Services	Y ON-SITE
	Community Service Block Grant Activities	N The County is responsible for administration and award of CDBG's and we have applied for, but not received, any awards under this program.
	Employment and Training activities carried out by the Department of Housing and Urban Development	Y REFERRAL
	Unemployment Insurance Programs	Y INTERNET
	Temporary Assistance for the Needy/Families/ Welfare Transition	Y ON-SITE
	Supplemental Nutrition Assistance Program	Y ON-SITE
	Supportive Services such as child care and transportation	Y ON-SITE
	Disability Benefits	Y ON-SITE
<p><b>Self Attestation:</b></p> <p>I Don Lusk certify to the best of my knowledge that the above information is provided as part of DEO Credentialing Process is true and correct based on the 2019 review.</p> <p>Signature:  12/15/2019</p>		

## ANALYSIS OF NEED AND AVAILABLE RESOURCES

(1) Please provide an analysis (or existing analysis pursuant to WIOA section 108(c)) of the regional economic conditions, which must include:

- A. Information on existing and emerging in-demand industry sectors and occupations; and
- B. The employment needs of employers in those industry sectors and occupations (WIOA §108(b)(1)(A)).

Central Florida and is bordered on the north by Volusia County, on the south by Indian River County, and on the west by Seminole, Orange, and Osceola counties. Approximately 62 percent of the population in Brevard County resides in 16 incorporated municipalities. Among these incorporated municipalities, the largest city, Palm Bay, has a population over 103,000. Melbourne contains the second-highest population with more than 76,000 residents. The maps included on this page provide a physical representation of the region. The sources for this information include the U.S. Census Bureau, the American Community Survey (ACS), the Bureau of Economic and Business Research (BEBR) at the University of Florida.



According to the U.S. Census, the total population for Brevard County was 543,346 in 2010 and 568,088 in 2015. As mentioned previously, there are 16 incorporated municipalities in Brevard County. Cities with a population of more than 10,000 in 2010 include Cocoa, Cocoa Beach, Melbourne, Palm Bay, Rockledge, Satellite Beach, Titusville, and West Melbourne. In 2016, the City of Cape Canaveral also reached a population of 10,000. The Population Characteristics table shows the population levels for Brevard County and Florida. The county population increased from 476,230 in 2000 to 568,088 in 2016, a growth of 19.3 percent over the 15-year period. The population growth of Florida as a whole outpaced the population growth of Brevard County with a growth rate over the same period of 26.8 percent.

Populations Characteristics Table



Population Data	2000		2010		2015		Percent Change 2000-2015	
	Brevard County	Florida	Brevard County	Florida	Brevard County	Florida	Brevard County	Florida
Persons	476,230	15,982,824	543,376	18,801,310	568,088	20,271,272	19.3%	26.8%
Households	198,195	6,337,929	229,692	7,420,802	225,682	7,463,184	13.9%	17.8%
Number of Workers	207,366	7,221,000	221,945	7,035,068	225,682	7,463,184	8.8%	3.4%
Land Area (square miles)	1,015.7	53,926.8	1,015.7	53,926.8	1015.4	53,926.8	0.0%	0.0%
Person per Household	2.4	2.5	2.4	2.5	2.5	2.7	4.8%	7.7%
Workers per Household	1.0	1.1	1.0	0.9	1.0	1.0	-4.4%	-12.2%
Person per Sq. Mile of Land Area	468.9	296.4	535.0	348.6	559.5	375.9	19.3%	26.8%
Workers per Sq. Mile of Land Area	204.2	133.9	218.5	130.5	222.3	138.4	8.9%	3.4%

Source: 2000-2010 Census, and 2011-2015 ACS 1-Year Estimates

The Demographic Characteristics Table presents and compares key demographic characteristics of Brevard County and Florida using 2015 ACS data, with highlights including:



• The proportions of male and female residents in Brevard County closely mirror the gender distribution for the entire state.

• Brevard County's population is 83% White with 90% not of Hispanic or Latino Origin. The percent white population is higher than the average for the state and the percent Hispanic. The

	Characteristics	Brevard County	Florida
Gender	Male	48.8%	48.8%
	Female	51.2%	51.2%
Race	White	83.0%	75.8%
	Black or African American	10.1%	16.2%
	Other	9.9%	10.5%
	Not of Hispanic/Latino Origin	90.4%	75.5%
Ethnicity	Hispanic or Latino Origin	9.7%	24.5%
	<15 years	15.0%	16.7%
Age	15-34 years	22.1%	25.1%
	35-64 years	39.9%	38.8%
	65+ years	23.0%	19.5%
	Median Age	47.3	41.8
Education Level (25 years and over)	Less than 9th grade	2.7%	5.2%
	9th-12th grade, no diploma	5.5%	7.2%
	High school graduate	29.5%	29.2%
	Some college, no degree	22.8%	20.4%
	Associate's degree	11.1%	9.6%
	Bachelor's degree	17.3%	18.2%
	Professional school, Master's or Doctorate	11.0%	10.2%
Household Income	Under \$10,000	5.6%	7.4%
	\$10,000-\$14,999	4.6%	5.2%
	\$15,000-\$24,999	12.0%	11.8%
	\$25,000-\$34,999	10.6%	11.3%
	\$35,000-\$49,999	16.8%	14.8%
	\$50,000-\$74,999	20.3%	18.5%
	\$75,000+	30.1%	31.1%
	Median Income	\$50,416	\$49,426
Poverty Status	Above poverty level	86.8%	84.3%
	Below poverty level	13.2%	15.7%
Auto Ownership by Household	No vehicle available	5.8%	6.8%
	One vehicle available	42.4%	41.0%
	Two vehicles available	37.9%	38.0%
	Three or more vehicles available	14.0%	14.1%
Labor Force	% of population in labor force	54.4%	58.4%
	% of labor force employed	50.8%	54.0%

Source: 2015 ACS 1-Year Estimates

majority of the population is between the ages of 35-64, similar to the demographics of Florida, however Brevard County is older with a median age of 47.3 compared to 41.8 for the state.

- The educational level of residents 25 years and older is just above the state average, with 39% of Brevard County residents obtaining some level of degree from an Associate degree to professional school, compared to 38% of Florida residents.
- Approximately 30% of Brevard County residents earn \$75,000 or more per year, which is just below the Florida average of 31%. Median income in Brevard County is above the state average (\$50,416 versus \$49,426, respectively).
- On average, residents of Brevard County tend to be better off financially compared to the state. There are fewer zero-vehicle households in Brevard County compared to the state (5.8% and 6.8%, respectively) and the county's percent of the population below the poverty level is lower in comparison to the state (13% in Brevard County versus 16% for the State of Florida).
- Brevard County has a higher percent of retirees than the average for the state. Only 51% of the labor force was employed in 2015, consistent with a higher percentage of older adults with sources of income not directly from current employment.

An analysis of commuting patterns for Brevard County residents and employees was completed using the U.S. Census Bureau's "On-the Map" tool. As shown below in the County of Work for Workers Residing in Brevard County (2008-14), a comparison of 2008 and 2014 data indicates that the total number of Brevard County residents commuting to Orange County for employment experienced the largest increase at 16.3 percent. Brevard County residents commuting greater distances to counties including Duval and Miami-Dade experienced the greatest declines. The trend for Brevard County residents who also work in the county remained consistent with less than a one percent decrease from 2008 to 2014.

Brevard County Residents		2008		2014		Percent Change (2008-2014)
		# of Workers	% Distribution	# of Workers	% Distribution	
County of Work	Brevard County	140,788	66.0%	139,469	65.6%	-0.94%
	Orange County	16,283	7.6%	18,936	8.9%	16.29%
	Hillsborough County	4,489	2.1%	4,457	2.1%	-0.71%
	Seminole County	4,106	1.9%	4,160	2.0%	1.32%
	Duval County	5,304	2.5%	4,088	1.9%	-22.93%
	Indian River County	3,664	1.7%	3,672	1.7%	0.22%
	Palm Beach County	3,884	1.8%	3,660	1.7%	-5.77%
	Broward County	3,674	1.7%	3,534	1.7%	-3.81%
	Miami-Dade County	3,776	1.8%	3,287	1.5%	-12.95%
	Volusia County	3,159	1.5%	3,236	1.5%	2.44%
	All Other Locations	24,195	11.3%	24,089	11.3%	-0.44%
	<b>Total</b>	<b>213,322</b>	<b>100.0%</b>	<b>212,588</b>	<b>100.0%</b>	<b>-0.34%</b>

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination work destination analysis

As shown in the Community from Other Counties Table, a similar analysis was completed to examine the percentage of employees residing outside of Brevard County who commute to Brevard County for employment. The largest number of employees commuting to Brevard County reside in Orange County and “All Other Locations,” with the “All Other Locations” category including employee living outside of the top ten counties listed in the table. From 2008 to 2014, the largest growth in commuters to Brevard County for work included residents from Osceola and Indian River counties. The largest decreases in commuters were employees traveling greater distances from counties, including Broward and Palm Beach.

Brevard County Residents		2008		2014		Percent Change (2008-2014)
		# of Workers	% Distribution	# of Workers	% Distribution	
County of Work	Brevard County	140,788	75.5%	139,469	74.3%	-0.94%
	Orange County	6,719	3.6%	7,235	3.9%	7.68%
	Volusia County	3,539	1.9%	3,634	1.9%	2.68%
	Osceola County	2,414	1.3%	2,985	1.6%	23.65%
	Indian River County	2,430	1.3%	2,957	1.6%	21.69%
	Seminole County	2,768	1.5%	2,657	1.4%	-4.01%
	Hillsborough County	2,478	1.3%	2,434	1.3%	-1.78%
	Palm Beach County	2,521	1.4%	2,212	1.2%	-12.26%
	Polk County	1,946	1.0%	2,091	1.1%	7.45%
	Broward County	2,346	1.3%	1,862	1.0%	-20.63%
	All Other Locations	17,855	9.6%	20,085	10.7%	12.49%
	<b>Total</b>	<b>186,490</b>	<b>100.0%</b>	<b>187,621</b>	<b>100.0%</b>	<b>0.61%</b>

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination home destination analysis

The major industries in Brevard County include healthcare and social assistance, education services, and services related to the aeronautics industry. With 9,000 employees, Brevard Public Schools, is the largest employer in Brevard County. The next largest employer in the county is

the Harris Corporation with over 6,500 employees, followed by Health First, Inc. The top 15 public and private employers, are listed below in Table 2-8.

Rank	Company	Sector	Number of Employees
1	Brevard Public Schools	Education	9,000
2	Harris Corporation	Manufacturing	6,700
3	Health First, Inc.	Healthcare	6,400
4	Publix Supermarket	Retail	2,850
5	Wal-Mart	Retail	2,620
6	Brevard County Government	Government	2,500
7	Holmes Regional Medical Center	Healthcare	2,500
8	Wuesthoff Health Systems	Healthcare	2,400
9	Winn Dixie Supermarket	Retail	1,830
10	NASA/Kennedy Space Center Contractors	Technology	1,800
11	Space Gateway Support	Technology	1,750
12	Northrop Grumman Corporation	Manufacturing	1,650
13	Rockwell-Collins	Technology	1,450
14	Parrish Medical Center	Healthcare	1,050
15	MIMA Physician Group	Healthcare	1,000

Source: 2016 Space Coast Economic Development Commission

CareerSource Brevard annually reviews Key Industries (which includes existing and emerging in-demand industry sectors) by researching and analyzing Labor Market Information (LMI) provided by various sources. Focusing on Key Industries allows for CareerSource Brevard to deploy limited resources and social capital in a manner to optimize prospects for success. Most of the identified industries represent those which offer the best promise for overall economic growth by attracting and retaining high skill, high wage and value-added jobs. Key industries can also represent those that require our focus due to major workforce issues (i.e. Shuttle retirement). Key industries are important when implementing sector strategies, career pathways and other job-driven, industry focused initiatives. A quick look at the workforce situation in Brevard will set the stage for reviewing Key Industry information. The following tables contain the history and trends of employment growth by industry from 2016 through 2020 and the selected Key Industries over this time period. The following trends are noted:

	Industry Trend Summary
↑	Manufacturing, , Education & Health Services, Leisure & Hospitality
→	Construction, Financial Activities, Other Services Government, Trade, Transportation, & Utilities, Professional & Business Services, Information
↓	None

### Employment by Industry

#### Not Seasonally Adjusted / Over-the-Year Percent Change

Industry		2016		2017		2018		2019		2020	
		Florida %	Brevard %	Florida %	Brevard %	Florida %	Brevard %	Florida %	Brevard %	Florida %	Brevard %
Construction	→	6.8	-3.0	5.2	2.7	9.0	13.3	4.7	7.9	2.4	2.5
Manufacturing	↑	2.8	2.0	2.7	2.8	4.4	3.9	2.8	7.7	4.5	9.5
Trade, Transportation & Utilities	↑	2.4	3.3	2.1	2.9	1.7	1.3	1.7	3.8	1.1	2.0
Information	→	-1.4	-10.5	-0.3	10.0	2.0	4.3	1.8	3.8	-4.8	-3.6
Financial Activities	→	2.5	1.3	3.8	4.2	2.4	2.6	2.9	2.4	1.3	1.1
Professional & Business Svcs	↑	4.3	3.0	3.2	-1.7	4.3	-2.9	4.4	6.1	2.6	-2.0
Education & Health Svcs	↑	3.8	5.3	4.1	2.6	1.5	-0.6	3.0	3.1	4.0	3.8
Leisure & Hospitality	→	3.9	3.3	4.4	3.4	1.0	-1.9	1.9	1.1	4.0	3.6
Other Services*	→	3.3	3.7	2.5	2.5	4.1	2.3	2.5	3.5	2.2	1.1
Government	→	-0.5	-1.7	1.1	0.0	1.0	0.0	0.1	1.8	1.2	1.4

\* The Other Services (except Public Administration) sector comprises establishments engaged in providing services not specifically provided for elsewhere in the classification system. Establishments in this sector are primarily engaged in activities, such as equipment and machinery repairing, promoting or administering religious activities, grant making, advocacy, and providing dry-cleaning and laundry services, personal care services, death care services, pet care services, photofinishing services, temporary parking services, and dating services.

Using the DEO and Bureau of Labor Statistics estimates the following are the overall top emerging industries in Brevard County looking ahead from 2019 to 2027. This is basic data which includes a wide array of industries, some of which do not necessarily include high wage/high skills jobs. This information is provided as required by the planning instructions issued by DEO. This is a look into the future which is considered as part of our overall plan but does not necessarily indicate where the Board of Directors and the local community stakeholders choose to concentrate.





LWDB 13 Top Emerging Industries		
Industry Code	Title	2019 -27
326	Plastics and Rubber Products Manufacturing	24.0
454	Non-store Retailers	22.5
524	Insurance Carriers and Related Activities	21.1
55	Management of Companies and Enterprises	20.6
712	Museums, Historical Sites, and Similar Institution	16.0
621	Ambulatory Health Care Services	15.7



LWDB 13 Top Emerging Industries		
Industry Code	Title	2019 -27
561	Administrative and Support Services	12.6
56	<i>Administrative and Support and Waste Management and Remediation Services</i>	12.2
52	<i>Finance and Insurance</i>	11.9
236	Construction of Buildings	11.5
512	Motion Picture and Sound Recording Industries	11.1
1024	Professional and Business Services	10.6

The analysis includes a review of economic development priorities as required by DEO. This guidance requires alignment with the Florida Targeted and Infrastructure industries as well as other local economic development priorities. We have included the priorities of Enterprise Florida as well as local priorities from Space Florida, Orlando Economic Development Commission and the Economic Development Commission of Florida's Space Coast. From the total of 29 priorities/industries listed, the Key Industries include 23 or 79 % of those listed. This indicates that our key priorities are aligned with state and local priorities.

The attached chart also shows the development of our Key Industries which includes the current Sector Strategies for our LWDB.

High Skill High Wage			
Key Industry	Sector Strategy	CareerSource Brevard Role	Rationale
<b>Aerospace &amp; Aviation</b>		LEAD	<ul style="list-style-type: none"> <li>Aviation is a growing industry in Brevard.</li> <li>Increased opportunities in Aerospace</li> <li>AeroFlex Pre Apprenticeship</li> </ul>
<b>Manufacturing</b>		Stakeholder Currently Supporting the EDC MASC Efforts	<ul style="list-style-type: none"> <li>Convening of the AIM Sector Strategy</li> <li>Local concern and statewide focus on advanced manufacturing</li> </ul>
<b>Information Technology</b>		LEAD	<ul style="list-style-type: none"> <li>Local concerns over availability of information technology workers.</li> <li>Focus of the IT Sector Strategy</li> <li>Centerpiece of the USDOL America's Promise Grant</li> </ul>
<b>Health Care</b>		LEAD	<ul style="list-style-type: none"> <li>Demand area for occupational training by CAREERSOURCE BREVARD customers and Business Customers.</li> <li>Development of the Health Sector Strategy</li> <li>Long-range prediction models showing future needs</li> </ul>

Projected Growth	
Key Industry	
<b>Logistics, Transportation Distribution</b>	<ul style="list-style-type: none"> <li>Reflects positive trend in Trade, Transportation &amp; Utilities industries.</li> <li>Port Canaveral development of container and shipping industry and expanded cruise service.</li> <li>Maritime activity continues to develop</li> </ul>
<b>Construction</b>	<ul style="list-style-type: none"> <li>Expectation that construction activities will continue to increase.</li> </ul>
<b>Leisure &amp; Hospitality</b>	<ul style="list-style-type: none"> <li>Long term growth predicted through 2020.</li> <li>Identification of career ladders &amp; wage projection within the industry.</li> <li>Tourism is a significant industry in Brevard County and based on local and State data, will continue to be a major jobs creation source.</li> </ul>

The planning instructions also require that this plan address the employment needs of employers in those industry sectors and occupations (WIOA §108(b)(1)(A)). The Local Workforce Development Board has identified in demand industry sectors, including Manufacturing, Aviation & Aerospace, Information Technology, Health Care, Logistics, Transportation Distribution, Construction and Leisure & Hospitality. Across these demand industries sectors, CareerSource Brevard has a Regional Targeted Occupations List (RTOL) which contains the occupations identified using Labor Market Information (LMI) and confirmation with the associated business and industry.

When defining employment needs employers in demand industry sectors often use the phrase “skills gaps” to reflect the struggle in finding qualified workers. In the region, employers generally take this “gap” as a given, since the causes and the degree to which employers have hiring difficulties tend to be complex.

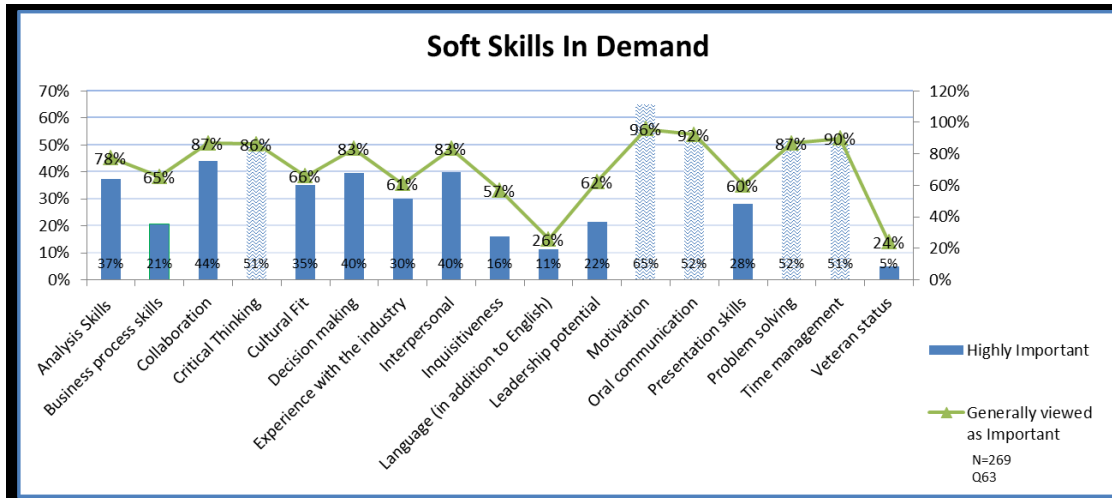
The availability of a skilled workforce is widely recognized as one of the most critical factors in economic development. Expansion and relocation decisions hinge on the ability to hire workers with the skills and experience companies demand. The Talent Gap Analysis study was undertaken through a partnership with CareerSource Central Florida, Brevard, and Flagler Volusia and the Florida High Tech Corridor Council to align the skills needed by area business with Floridians seeking employment.



Based on the Central Florida Talent Gap Analysis, employers indicated the following difficulties:

- **Difficulty Hiring and Recruiting** - A majority of companies reported difficulties hiring staff. Many stated that lack of experience was a reason for not filling a position. Lack of technical competencies and lack of available applicants were the next most frequent responses. Some businesses reported that lack of skills drive entry level job vacancies. During interviews, it was reported that HR staff were seeing candidates that had no interest in working, candidates arriving at the interview with family in tow, inappropriate dress, and having no knowledge of the company or job for which they had applied.
- **Retention** - Compensation is attributed to the top retention-related issues identified in the study. With more experienced talent leaving after several years of experience as a significant issue often due to the lack of promotional opportunities. Additional issues include retirement and relocation to other areas.
- **Training** - Significant challenge for companies responding to the survey is finding talent with 3-5 years of experience. As an alternative, developing existing staff is the most commonly used strategy to address skills gaps, according to the 2013 MANPOWER 2013 Talent Gap Research. Interviews further clarified that the opportunity deficit is caused by a lack of qualified internal candidates which can be mitigated by additional training and experience.
- **Workplace Essential Skills** – Are difficult to quantify, but can impact the success of an employee in the workplace. Also known as “soft skills,” they relate to the way a person interacts within the corporate culture with teams and customers. Hard or teachable skills, learned in the classroom or on the job, are quantifiable skills that an employer can match to a specific function in the company. Depending on the job requirements, many employers reported that they would hire someone exhibiting workplace essential skills that had the required degree and no experience rather than a person with the technical skills and experience but lacking critical workplace essential skills.





(2) Please provide an analysis of the knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations (WIOA §108(b)(1)(B)).

Businesses have identified new “21st century” skill requirements that have evolved over the past decade, including:

- Understanding the global business context and political environment, innovative thinking, technology-driven communications, new technologies, collaborative planning and, job retention skills or workplace essential skills.
- Global and Political. The global business context and political environment require employees to understand the impact the global economic connectivity has on whether a business platform will succeed or fail. Businesses must plan on the basis that their product and/or service half-life is measured in months, not years.
- Innovative Thinking. Employees need to understand that their ideas and innovative thinking can lead to new products and services that can help keep their employer competitive. How quickly employees can adapt to new communication technologies determines how fast ideas move.
- Technology-Driven Communication. With web-based technologies that are ported to laptops, cellphones and PDAs, employees are virtually connected 24/7.
- New technologies. Technologies such as wiki pages, blogs and social and professional networks offer individuals a way to share experiences and thoughts.

- Collaboration. Collaborative planning has become essential for businesses to develop new strategies to grow and prosper.
- Job Retention Skills. Employers value education and the tangible skill sets that workers offer, but they value the workplace essential skills just as much. Getting to work on time consistently, maintaining a good attitude and being a team player are among the most essential job skills a worker can possess.

Through ongoing interaction with the local business community, use of knowledge, skills and abilities indicators as shown above and other relevant information, CareerSource Brevard has been able to identify in demand companies in the region, organize regional labor market information into training opportunities for emerging jobs and occupations and highlight the skills, knowledge and abilities needed to help meet the employment needs of local employers

- (3)** Please provide an analysis of the workforce in the local area, including current labor force employment (and unemployment) data, information on labor market trends, and the educational and skill levels of the workforce in the local area, including individuals with barriers to employment (WIOA §108(b)(1)(C)).

People want to live and work here in Brevard as it is a reasonably affordable place to live with great quality of life. For the most part, individuals seeking and suited to entry-level positions chose to live here first then find their way into the labor force. Professionals and those with higher education tend to find their way here due to work, and then they don't want to leave. So many (65,000+) retired military have chosen to stay here or have relocated here. Many baby-boomers who have delayed retirement or have retired and are looking for second careers or supplemental income have also settled here. From a labor force perspective, these are both positive and negative. The positive is that the labor force includes a cross-section of available individuals. The negative is that some of them come not ready to work and do not have the requisite skills and education to find a job quickly. This emphasizes the need for a comprehensive workforce development system.

Brevard has rebounded well from the economic downturn in 2008-09. Therefore, both the labor force and the job market are growing, and the sector-based demand generators are creating jobs. This bodes well for youth, emerging workforce, and adults in need of work.

Brevard County's jobless rate decreased to 2.7% from 3.2% comparing December of 2019 to December of 2018. Brevard's unemployment rate is slightly above the statewide rate of 2.5%. There are 283,078 persons in the labor force and 7,691 who are unemployed. Out of 67 counties in the State of Florida Brevard ranks 33 in terms of unemployment rate.

Brevard County includes some specific sub-populations that must be considered as part of planning. The sub-populations are as follows:

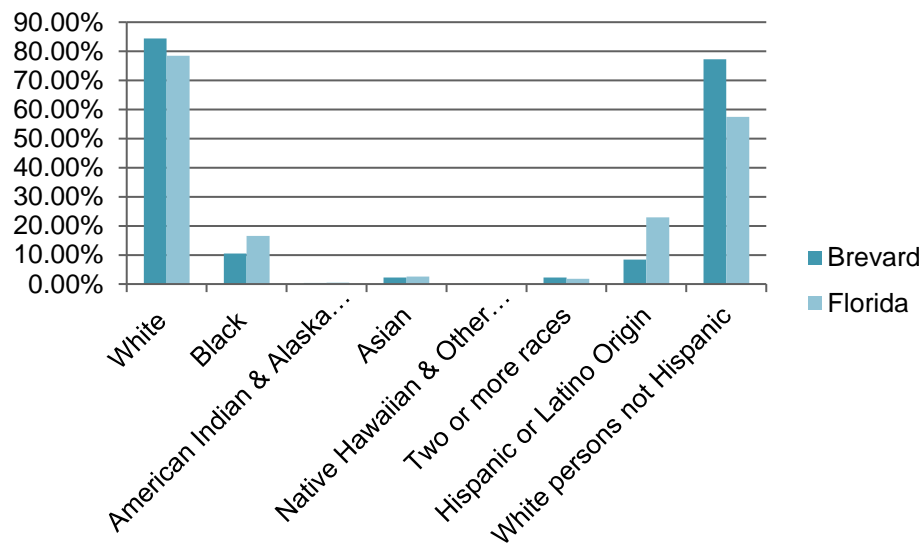
**Minority Population** – Based on 2010 Census Data for Brevard County, the Minority and Non-Minority Population table below displays the percent distribution of minority populations within Brevard County compared to Florida. The proportion of Brevard County's non-minority population, approximately 85 percent, is about 10 percent higher than that of Florida.

Minority and Non-Minority Population within Brevard County

Geographic Location	Minority Population	% of Total Population	Non-Minority Population	% of Total Population
Brevard County	78,079	14.8%	450,927	85.2%
State of Florida	4,692,148	25.0%	14,109,162	75.0%

Source: 2010 U.S. Census

The Brevard to Florida Comparison of Racial Minorities chart below also provides some addition detail regarding the breakdown of the minorities in the county as compared to the State of Florida.

**Brevard to Florida Comparison of Racial Minorities**


Race	Brevard	Florida
White	84.40%	78.50%
Black	10.50%	16.50%
American Indian & Alaska Native	0.40%	0.50%
Asian	2.20%	2.60%
Native Hawaiian & Other Pacific Islander	0.10%	0.10%
Two or more races	2.30%	1.80%
Hispanic or Latino Origin	8.40%	22.90%
White persons not Hispanic	77.30%	57.50%

Source: Brevard County Quick Facts from the U.S. Census Bureau 2012

**DIVERSITY IN BREVARD COUNTY – CHANGE OVER TIME**

Category	2000	2010	Trends
White	88.1%	85.4%	↓
Black	8.6%	10.2%	↑
Alaskan Native	0.4%	0.4%	↔
Asian	1.6%	2.2%	↑
Pacific Islander	0.1%	0.1%	↔
Two or More Races	1.3%	1.8%	↑
NOT HISPANIC	95.4%	92.7%	↓
HISPANIC **	4.6%	7.3%	↑

\*\* Hispanic is an ethnicity rather than a race. People who are Hispanic may be of any race. Source: U.S. Census Estimates of Population Program.

Brevard County is changing and has become more diverse over the last 10 years. The percentage of persons who consider themselves Hispanic has grown from 4.6% to 7.3%. Also increasing are the percentages of persons who consider themselves as black (8.6% to 10.2%) and those who list two or more races (1.3% to 1.8%).

## Age Distribution

The age distribution of Brevard County is similar to the age distribution of Florida as a whole, though Brevard County has a higher proportion of the population older than age 45 (50.8%). Persons under 18 years old and persons 65 years old and over, represents 40.2 percent of the total population in Brevard County, as shown in the Population and Age Distribution table.

Population and Age Distribution (2010)

The working age population of 18 years of age to 64 years of age represents 59.8% of the total population. The number of person over the age of 65 presents both some interesting challenges and opportunities for this region.

Area	Age				
	Under 18	18 to 24	25 to 44	45 to 64	65 years and over
Brevard County	107,686	42,781	116,943	165,254	110,712
% of total population	19.8%	7.9%	22.2%	30.4%	20.4%
Florida	4,512,990	1,228,758	4,720,799	5,082,161	3,259,602
% of total population	24.0%	6.5%	25.1%	27.0%	17.3%

Source: 2010 U.S. Census

## Labor Force Status for Persons Aged 55 and Older

Based on the 2016 data supplied by DEO (Census information), there are 66,233 “persons Aged 55 and Older” in the LWDB 13 area who are in the labor force. Of those approximately 7.66% are unemployed. Research has consistently shown that older adults in general and older workers in particular have suffered negative perceptions of their capabilities and desires for continued work. Recently, however, changes in the employment context and new research suggest that the tide may be turning for older workers. One key reason for examining the current situation for older workers is that many businesses have begun to worry about finding enough workers to fill the void created by the retiring Baby Boom generation. Employing older workers can be a positive step for organizations in that many have begun to recognize companies seen as “older worker friendly.” And, finally, new research looking across generations of workers reveals that, at least in some instances, employers prefer older workers to those from younger generations

## Income

As shown in the Household Income Distribution table below, the distribution of household incomes for Brevard County is similar to that of Florida. The biggest difference between

Brevard County and the state are in the “\$0 to \$9,999” and “\$50,000 and Over” household income categories, with about a 2 percent difference in each category between Florida and Brevard County. Low-income populations (median income less than \$10,000 in 2010) were distributed throughout the county, with higher concentrations located in the northern, northeastern, and southern portions of the county.

**Household Income Distribution (2010)**

Area	Household Income					
	\$0 to \$9,999	\$10,000 to \$14,999	\$15,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 and Over
Brevard County	14,233	12,600	29,347	24,894	37,381	103,490
% of total households	6.4%	5.7%	13.2%	11.2%	16.8%	46.6%
Florida	587,347	442,863	889,272	859,410	1,107,501	3,148,675
% of total households	8.35%	6.30%	12.64%	12.22%	15.74%	44.76%

Source: 2010 ACS 1-Year Estimate

**Labor Force Participation (2010)**

Area	% of Population in Labor Force*	% of Labor Force Employed*	Unemployment Rate (2010)
Brevard County	58.3%	86.4%	12.8%
Florida	60.4%	86.1%	13.9%

\*Represents the percent of the population (16 yrs and older only) in the labor force

Source: 2010 ACS 1-Year Estimates (Selected Economic Characteristics)

### ***Persons with Disabilities***

The Social Security Administration estimates that Brevard County has approximately 35,000 residents who report some type of disability. The following chart breaks out the persons with disabilities based on the primary type of disability, family information and whether they are unemployed.

2015 Reported Disabilities	%
<b>Deaf or Hard of Hearing</b>	<b>50%</b>
<b>Mental Disabilities</b>	<b>25%</b>
<b>Wheel chair users</b>	<b>2%</b>
<b>Families with one or more member(s) with a disability</b>	<b>30%</b>
<b>Unemployed</b>	<b>70%</b>

Based on the 2016 data supplied by DEO which was based on Census Source information there are 12,888 “persons with disabilities” in the LWDB 13 area with an unemployment rate of 21.5%.

### Veterans

In addition to this data, a review of the Employ Florida Marketplace (March 2016) reveals that Brevard has 1,262 active cases with customers who list themselves as a “person with a disability”. Of that number, 41.9% are female and 58.1% are male. Approximately 58 are Welfare Transition customers who report a disability and 26.8% of the Veterans registered with EFM have a reported disability.

Based on data by the Brevard County Housing & Human Services Department, Veteran Services Team, Brevard has high numbers of Veterans and military retirees. The economic and social impact is captured in the chart below:

VETERAN & MILITARY RETIREES IN BREVARD COUNTY 2012		
Feature	Population/Value	Rank
Veteran Population	67,796	7 <sup>th</sup> largest county in Florida
Veteran Administration Disability Payments	\$196,143,000 (annual)	8 <sup>th</sup> most in Florida
Military Retiree Population	13,183	3 <sup>rd</sup> most in Florida
Military Retiree Pay	\$29,731,000 (annual)	3 <sup>rd</sup> most in Florida
2012 Data from Brevard County Housing & Human Services Department – Veteran Services Team		

### Educational Attainment

According to the U.S. Bureau, American Community Survey as prepared by DEO, the educational attainment level of the 2016 workforce participants in Brevard County, from 25 to 64 years old was as follows:

LWDB 13: Educational Attainment for the Civilian Labor Force Aged 25 - 64 (2016 Estimates)			
Less than high school graduate:	High school graduate (includes equivalency):	Some college or associate's degree:	Bachelor's degree or higher:
21,527	76,905	105,925	81,656
7.5%	26.9%	37.0%	28.5%

- (4) Please provide an analysis of the workforce development activities (including education and training) in the local area, including an analysis of the strengths and weaknesses of such services and the capacity to provide such services, to address the identified education and



skill needs of the workforce and employment needs of employers in the local area (WIOA §108(b) (1) (D) and WIOA §108(b) (7)).

CareerSource Brevard has a robust menu of workforce services to offer to both businesses and individuals in the region. The services available to individuals include a wide array of career services, including educational scholarships, training, pre-vocational training, career exploration, career resources, employability skills training, networking opportunities and onsite recruitment events. The Career Centers provide WIOA (Adult, Dislocated Worker and Youth), WTP (TANF), Veterans, SNAP, and Ticket to Work – Disability Navigator and RESEA services. In addition, CareerSource Brevard also provides career fairs, labor market information, job postings and business seminars.

The specific needs of residents in the region's workforce continue to be education and training in demand-driven occupations. This training is needed in order to compete in a rapidly evolving global economy. The overall need of our job seeker population is to possess a multitude of skill sets so they can continuously evolve with the ever-growing workplace. By enabling the job seeker to enhance their skill set level, each customer will build confidence and self-esteem which is needed to ensure they market themselves in a competitive manner among the region's talent pool. In addition, jobs in the region today are requiring more and more workers to be equipped with the latest computer skills. These skills are essential in all industries to advance in the fast-paced economy and to improve efficiency within the region. The speed at which technology is changing and evolving provides a key skill deficiency among the unemployed and underemployed population. CareerSource Brevard continues to offer ongoing training skills development for individuals to meet employers' demands. CareerSource is constantly monitoring current workforce services to ensure they are meeting the needs of participants who are working towards their goal of obtaining employment and employers who are in need of qualified applicants. CareerSource Brevard understands it is important to develop a workforce with competitive and relevant skills, in order to accomplish this CareerSource Brevard will continue to facilitate communications among employers and job seekers; coordinate across post-secondary institutions; focus on the needs of employers; conduct outreach to current and future workers about emerging job opportunities; and help individuals design their own career pathways. Overall, the future forecast of the CareerSource Brevard region is improving every day and CareerSource Brevard is determined to continue with constant improvements to workforce services in order to meet the demands of business and job seeking customers.



- (5) Please provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (WIOA §108(b) (7)).

WIOA is designed to assist job seekers access high quality career services, education, training and the supportive services to obtain and retain self-sufficient employment. This includes matching employers with the skilled workers they need to compete in the local and global economy. Under WIOA and through the one-stop center system, employment and training activities will be targeted to:

- Enabling businesses and employers to identify with ease and hire qualified, skilled workers and access other supports, including education and training for their current workforce;
- Ensuring that high-quality integrated data inform the decisions by local policy makers, board members, employers and job seekers across core partners and optional partners;
- Participating in rigorous evaluations that support continuous improvement of the local one stop system by identifying which strategies work better for various populations;
- Providing job seekers with the skills and credentials necessary to secure and advance in employment with sustaining wages;
- Providing access and opportunities to all job seekers, including individuals with barriers to employment such as persons with disabilities, low income or disadvantaged, the homeless, the ex-offender, the basic skills deficient or the limited English.

WIOA authorizes "career services" for adults and dislocated workers. There are three types of "career services" available within CareerSource Brevard one-stop delivery system: basic career services, individualized career services, and follow-up services. These services may be provided in any order and in no required sequence providing CareerSource Brevard staff the flexibility to target services to the needs of the customer.

## Basic Career Services

Basic career services also considered as “front end” basic services to job seekers will be available to all individuals seeking services in the CareerSource Brevard one-stop delivery system as needed, and include:

- Determinations of whether the individual is eligible to receive assistance from the WIOA adult, dislocated worker, or youth programs;
- Outreach, intake, and orientation to information and other services such as Re-Employment Services and Eligibility Assessment Program (RESEA), available through the local workforce system;
- Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs ;
- Labor exchange services, including job search, placement assistance, pre-employment workshops such as resume writing & interview skills and when needed by an individual, career advising, including the provisions of information on nontraditional employment and in-demand industry sectors and occupations ; and
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and when appropriate, other workforce development programs;
- Provisions of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas ;
- Provisions of performance information and program cost information on eligible providers of training services by program and provider type ;
- Provision of information regarding the availability of support services or assistance, and appropriate referrals to those services and assistance internally and/or through other community partner programs;
- Provision of information and assistance regarding filing Reemployment claims for unemployment compensation;
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA

## Individualized Career Services

If one-stop center staff determines that individualized career services are appropriate for an individual to obtain or retain employment, then these services are made available to the individual through CareerSource Brevard center resources, center staff or partners. One-stop center staff may use recent or previous assessments by partner programs to determine if individualized career services would be appropriate. These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include: diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- Group and/or individual counseling and mentoring;
- Career planning (e.g. case management);
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

## Follow-up Services

Follow-up services are provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment or program exit whichever occurs later. Follow-up services do not extend the date of exit in performance reporting. All WIOA Adult and Dislocated Worker (excluding employed workers served in training) customers, at a minimum, may receive a formal Comprehensive Assessment within 30 days of their attendance at the One-Stop Orientation. This assessment may:

- Be based on a formal assessment instrument such as TABE or other comprehensive assessment systems;
- Identify other barriers to successful employment and retention; and
- Result in recommendations for further services, and be the basis for the completion of the Career Plan.

Any customer considered for an ITA or other educational or training services must have the need for such services documented in the assessment process. Assessment updates may be made as the customers' circumstances change, and as new barriers to success are identified. Additionally, assessment will ensure ITA or other educational candidates meet Section 134 (c) (3) (A) (I) (cc) which states that an eligible trainee must "have the skills and qualifications to successfully participate in the selected program of training services" in addition to meeting the other eligibility criteria.

Comprehensive assessments of customer needs are usually essential if sound decisions are to be made by the customers and staff regarding the services needed by the customer. Such assessments are especially important for lower-skilled or less-experienced potential workers, and for those seeking to enter a new field due to layoff.

- (6) Please provide a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities. The description and assessment must include an identification of successful models of such youth workforce investment activities (WIOA §108(b) (9)).



There are numerous workforce activities throughout the region focusing on Youth. There are faith-based, community-based, education-based, as well as Federal, State and Local Government funded programs. The CareerSource Brevard Youth model is called “NextGen” which is a no cost program for eligible young adults seeking to gain work experience, enter the job market and plan for, or launch a career. Youth activities include occupational skills exploration, pre-employment/work skills training, counseling, and opportunities for academic skill building, job development, various work experience opportunities, job placement, and follow-up. The NextGen model was highlighted in the March 26, 2015 USDOL Employment and Training Advisory System (TEGL 23-14) Operating Guidance as an “Example of Local Areas Successfully Servicing Larger Numbers of Out of School Youth (OSY).” The NextGen model targets three customer groups, each: Out of School Youth (OSY) Out of School Youth referred from Partner Programs (OSY-Partner Programs) and In School Youth (ISY).



The OSY refers to out of school youth with a high school diploma or equivalent who are not engaged in another activity that would prevent them from participating in a full week of MAPS training. This group is offered as a cohort-only style and provision of services is cycled twice per month, per Career Center. Interested customers begin with an information session to determine eligibility and submit their application to the program. Once accepted, MAPS training is completed. Training is one full week and covers topics such as; local labor market information, determining and building upon your strengths, human resources and ethics basics, dress for success, presentation skills, financial literacy, resume and portfolio development, mock interview practice and real interviewing opportunities. In addition to training, OSY customers receive one-on-one coaching each day of training that covers goal setting, working through barriers, developing a bridge plan and scheduling future appointments with their staffing specialist.

The OSY-Partner Programs customer group consists of youth who are participating in Adult Education and therefore cannot participate in a full week of MAPS training. The customer flow

for this group begins with an on-site information session to those nearing completion of an education program where initial assessments, applications and eligibility are completed. Following the information session, objective assessments and a career pathway plan are completed and coordinated with the partner agency. Each customer receives an individualized case management process that includes the staffing specialist and the partner agency. CareerSource Brevard supports transition to employment, on-the-job training or post-secondary education.

Finally, the third customer group is for In School Youth (ISY) and refers to those youth who meet the statutory definition of attending school. CareerSource Brevard has an OSY Expenditure Rate in excess of 80%, therefore the ISY customer group is kept small and services are prioritized by neediest youth. Neediest youth include referrals from agencies or programs for individuals with disabilities, pregnant or parenting, homeless, offender or foster youth, or a college student with barriers nearing completion of a post-secondary program. The customer flow for ISY includes an information session to determine eligibility, by appointment only, followed by an objective assessment and Career Pathway Plan developed in coordination with the referral agency. ISY receive a customized version of MAPS training covering topics such as; youth compliance, Prove It assessments (for customer service, business etiquette and teamwork), and financial literacy. ISY –may be placed in paid work experiences and case management is a coordinated effort with the referral agency. CareerSource Brevard supports the transition to employment.

Due to WIOA being heavily focused on work experience activities, youth who visit CareerSource Brevard who are not in school and do not have a high school diploma or GED are generally referred back to the education system for completion.

In-School and Out-of-School Youth with disabilities are offered the same services and activities. All youth are assessed and accommodations provided on an individual basis. Most often identified are learning disabilities.

The NextGen outreach strategy includes engaging dropouts via partnerships with the public school system where youth active in the High School Equivalency (HSE) program are referred to CareerSource Brevard for inclusion in the NextGen program. CareerSource Brevard staff also work directly with Elementary and Secondary Education Act (ESEA) Title I Schools to provide outreach to graduating seniors and pregnant teens programs. Community partnerships



with the Department of Juvenile Justice and foster care providers, among others, include referrals of youth and joint staffing, where appropriate.

Work experience activities offered to the various youth customer groups include; paid/unpaid work experiences, On-the-Job training, internships and apprenticeships, and job shadowing. Paid work experiences are prioritized to youth with the most significant barriers to facilitate employment readiness (homeless, offenders, individuals with disabilities, foster and Adult Education youth). This is a structured work-based learning opportunity to apply current skills, learn new skills, and establish or increase employment. On-the-Job training is offered to youth ages 18-24 with a high school diploma, or college students nearing completion of post-secondary education, who have been assessed as work-ready and are seeking full-time employment. This is a structured, industry skills-specific training for a job candidate who does not meet all of an employer's hiring requirements but is willing to hire and train the candidate to perform the job. Internships and Apprenticeships are offered to youth with a high school diploma and at least one industry-related credential or nearing the attainment of one. This is a structured, industry skills-specific work-based learning opportunity at a business that aligns with the trainee's desired career path. Job Shadowing becomes incorporated into a participant's career pathway plan and can be utilized in a virtual setting.

CareerSource Brevard has also been instrumental in providing additional youth training and career-readiness programs and services through grants from various private and public sources. Included are the following:

**Juniors to Jobs** – This annual youth summer employment program was launched in 2014 through a partnership with Brevard's largest municipality, the City of Palm Bay, and the Greater Palm Bay Chamber of Commerce as well as funding provided from the US Council of Mayors. The program model provides a week-long Work Readiness Training educating students on topics such as; workplace essential skills training, resume writing, interviewing 101, working in a diverse environment, being smart about social media, making a great first impression, career assessments, and financial literacy and budgeting. After completion of the Work Readiness Training, students interview for and obtain a five-week paid internship with a local employer. As part of the program, all students were



tasked to complete five online Dollar Wise financial education modules. The program is targeted to youth between their junior and senior year of High School.

Beginning in 2015, CareerSource Brevard had the opportunity to replicate the program through the City of Cocoa. Using funding from the City of Cocoa, CareerSource Brevard facilitated a summer youth training program focusing on teaching 22 high school juniors and seniors the skills they need to obtain employment. This includes a paid Work Experience piece with the City. CareerSource Brevard supported the City of Titusville by providing the classroom portion of the program.

**Job Corps** - Job Corps offers a comprehensive array of career development services to at-risk young women and men, ages 16 to 24, to prepare them for successful careers. Job Corps employs a holistic career development training approach which integrates the teaching of academic, vocational, employability skills and social competencies through a combination of classroom, practical and based learning experiences to prepare youth for stable, long-term, high-paying jobs. The Job Corps design includes the following features:

1. A defined set of core competencies in academic, vocational, information technology, employability and independent living skills which represent the fundamental skills students need to secure and maintain employment;
2. Standardized systems for financial reporting, data collection, student benefits and accountability; and
3. Nationally established performance outcomes, goals and quality expectations.

The Job Corps design is based on the principles of quality services and individualized instruction to meet the needs of each student. Training approaches and methods of implementation vary to allow tailoring of service components and delivery methods, effectively use resources and meet individual student and employer needs. The program is administered by the United States Department of Labor and has assisted more than 1.6 million young people nationwide. Brevard continues a longstanding relationship with Job Corps. Interested customers are asked to apply online at <https://pinellascounty.jobcorps.gov/>.



**TANF Summer Youth Jobs** – CareerSource Brevard implemented this program to youth

Summer of 2018 and replicated it in 2019. The target of the program will be TANF Eligible Youth Ages 14-18. As long as the budget is available, CareerSource Brevard plans to offer the program every summer. The following data is provided for the programs operated so far:

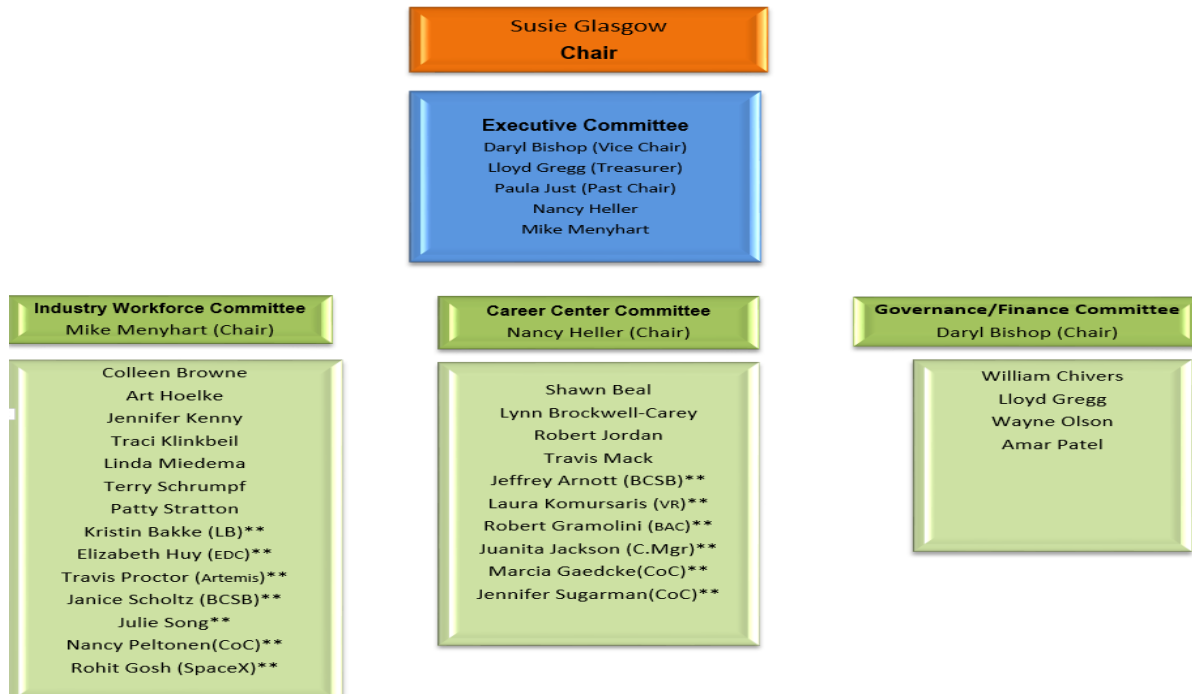
Summer Year	Applicants Processed	Youth Served	Number of Worksites	Number of Completers
2018	30	17	10	11
2019	81	27	12	24

## WORKFORCE DEVELOPMENT AREA VISION AND STRATEGIC GOALS

- (1) Describe the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to primary indicators of performance described in WIOA section 116(b)(2)(A) to support regional economic growth and economic self-sufficiency (WIOA §108(b)(1)(E)).

Workforce development services will support the development of strong, vibrant local and regional economies where businesses thrive and people want to live and work. CareerSource Brevard continually

reviews performance reporting systems to ensure that the corporate vision, goals and priorities are being achieved. CareerSource Brevard originally developed its strategic plan with goals in 2002 with updates in 2006, 2012, 2014 & 2017. An update is scheduled again in 2020 and any new or modified goals or committee structure changes will be included in this plan in the next update. The Board reviews goals and strategies for any changes in order to keep CareerSource Brevard at the forefront of innovative, high quality service delivery to both businesses and career seekers. CareerSource Brevard utilizes a committee structure to nurture and develop the strategic goals which support the mandated performance measures, local performance measures, local mission and vision of CareerSource Brevard. All of the strategic goals are assigned to one of the following committees:



### Industry Workforce Committee (2017)

Goal: Identify current and future workforce needs of the business community and create solutions to meet their needs.

#### Objective 1: Implement Sector Strategies in Key Industry Sectors (include EFSC Advisory Council info)

Strategy 1	Strategy 2	Strategy 3			
Effective implementation and outcomes in the Manufacturing Sector	Effective implementation and outcomes in the Healthcare Sector	Effective implementation and outcomes in the IT Sector			

#### Objective 2: Support Additional Key Industries through Sector Work

Strategy 1	Strategy 2				
Effective implementation and outcomes in the Aerospace and Aviation Sector	Effective implementation and outcomes in other Sectors				

#### Objective 3: Develop and Implement Overall Initiatives in Sector Strategies

Strategy 1	Strategy 2				
Create more visible, accurate and timely data	Educate and recruit critical partners for Sector Strategies				

### Career Center Committee (2017)

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 1	Strategy 2	Strategy 3	Strategy 4	Strategy 5	
Increase the skills needed in the labor force to meet the demands of local and regional businesses.	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 to identify and find hidden talent in a low unemployment environment.	Work with other Workforce Boards and Organizations to find innovative processes/ collaborations around Career Seekers that can be shared.	Ensure that measureable continuous improvement is being utilized throughout the CareerSource Brevard organization.	

#### Objective 2: Offer the highest quality of services to Businesses to meet their workforce needs.

Strategy 1	Strategy 2	Strategy 3			
Track & improve Business	Work with other Workforce Boards and Organizations to find	Help Businesses Train and Retain their workforce.			

engagement Activities	innovative processes/ collaborations around Business Services.				
Objective 3: Create a data centered environment to measure the success of CareerSource Brevard services.					
Strategy 1	Strategy 2	Strategy 3			
Create a method to display CareerSource Brevard Federal, State and Career Center Contract measures in a simplistic, easy to understand snapshot.	Create a method to measure CareerSource Brevard value to the Brevard Community as a source that is used by career seekers and businesses.	Measure the Customer Satisfaction of both Career Seekers and Employers.			
Objective 4: Develop & implement Marketing & Outreach to businesses and career Seekers so that they are aware & utilize CareerSource Brevard services					
Strategy 1	Strategy 2				
Develop a comprehensive portrait around CareerSource Brevard career seeker's services (includes special grants that might work with targeted populations/events)	Develop a comprehensive portrait of CareerSource Brevard business services (includes special grants that might target certain industry sectors/events)				
<b>Executive Committee (2017)</b>					
Goal: CareerSource Brevard Provide Executive Oversight of CareerSource Brevard.					
Strategy 1	Strategy 2	Strategy 3	Strategy 4		
Grow the Resources of the Board	Develop and Implement Federal, State and Local Advocacy plans to address workforce issues impacting CareerSource Brevard	CareerSource Brevard plan & implement regional activities with other workforce boards with a focus on Flagler/Volusia & Central Florida	Implement Board Governance Activities via Ad-Hoc Committees as needed		

### Governance/Finance Committee (2017)

Goal: To review and make recommendations to the By-laws, recruit new board members, board training and review of financial documents.

Strategy 1	Strategy 2	Strategy 3	Strategy 4	Strategy 5	
Recruit new board members.	Update By-Laws	Provide Board Training	Review Financial Documents	Review Auditing and Monitoring Reports	

- (2) Describe the local area's strategy to work with entities that carry out the core programs to align resources available to the local area to achieve the strategic vision and goals established by the local board.

CareerSource Brevard has a history of strong partnerships with local business, educators and other partners. Representatives of the core programs will share information to develop a better understanding of each other's programs and services. This will provide a seamless continuum of services for customers and will serve to reduce duplication. Ultimately the goal of the core partners is to assist customers in becoming self-sufficient and productive. This LWDB continues to align our programs and ensure business and individual customers are aware of the full array of available services. One of the goals to achieve its strategic vision is to tactically align its workforce development programs to ensure that employment and training services provided by the core program entities identified in WIOA are coordinated and complementary so that job seekers acquire skills and credentials that meet employers' needs. CareerSource Brevard plans to accomplish this goal by implementing the following objectives:

- Convene initial and periodic meetings of the core programs' key staff to discuss and determine how to best coordinate and complement service delivery so that job seekers acquire the skills and credentials that meet employers' needs.
- Hold periodic strategic meetings with the business community to ascertain the skills and credentials employers need. All core program entity key staff will have access to this plan. All will be invited to participate in these strategic meetings and work with CareerSource Brevard to determine what changes, if any, are needed based on this input from local employers.
- Conduct periodic gap analyses through surveys and discussions with the business community to identify the skills and credentials employers in key industry sectors currently need in the short term and will need in the long term. All core program entities' key staff will be invited to participate in the discussion with the local employers, review the final

draft of the analysis of the survey results, disseminate the final report and work with CareerSource Brevard to determine what changes, if any, are needed based on this input from local employers in targeted industry sectors.

- Develop strategies to support staff training and awareness across programs supported under WIOA as well as other key partner programs.
- Develop, execute or update Memoranda of Understanding and Infrastructure Funding Agreements with core program entities and other key partners that will document agreed upon strategies to enhance the provision of services to employers, workers and job seekers, such as use and sharing of information, performance outcomes, and cooperative outreach efforts with employers.
- Advocate for and support an integrated information system at the state and local level that would allow entities that carry out the core programs to better coordinate service delivery for joint customers and cross program referral.
- Work closely with Adult Education to help students obtain relevant industry recognized certifications along with their GEDs.

**(3) Describe the actions the local board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board pursuant to section 101(d)(6) of WIOA.**

CareerSource Brevard will continue its practices and processes that have, to date, resulted in a high-performing board that is business-led, market-responsive, results-oriented and integrated with other workforce development system partners. Our current high-performing board fosters customer service excellence, seeks continuous improvement and demonstrates value by enhancing employment opportunities for all individuals.

Policies, practices and processes that define this high-performing board and the way it conducts business include, but are not limited to, the CareerSource Brevard Board accomplishing the following:

- Analysis of strategic alternatives and adjust as necessary the strategies based on changing conditions;
- Monitor the implementation of strategies established and performance achieved;
- Evaluates its budget, resource allocations, cost sharing and expenditures on a routine and periodic basis; The CareerSource Brevard Board maintains a strong focus on performance, results and measures of success;



- The CareerSource Brevard Board's agenda includes financial, strategic, governance, operational and other key workforce issues that provides the structural framework for the board's oversight;
- The CareerSource Brevard Board solicits and considers input from the community and customers;
- The CareerSource Brevard Board maintains a governance structure/framework that is responsive to its stakeholders;
- The CareerSource Brevard Board practices pro-active governance, especially related to board member recruitment and reappointment;
- The CareerSource Brevard Board oversees the quality of leadership and management;
- The CareerSource Brevard Board maintains and adheres to a board leadership succession plan;
- The CareerSource Brevard Board maintains a constant communication with key stakeholders on the organization's achievements and plans.

It is the intent of the CareerSource Brevard Board that these focused and deliberate policies, practices and processes will maximize the competitiveness of the businesses and the productivity of the workforce, thus increasing economic prosperity in our local area.

- (4) Describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part §38.

One the goals of CareerSource Brevard to achieve its strategic vision is to improve services to individuals with disabilities and other protected groups to increase their access to high quality workforce services and prepare them for competitive integrated employment. Disability statistics provided by the American Community Survey show that in 2016 approximately 94,000 persons with disabilities in Florida, aged 21-64 classified themselves as "not working but actively looking for work". While we do not have the breakdown by region, this statistic further highlights the potential of an innovative model designed to streamline the process of getting back to work or working for the first time. CareerSource Brevard plans to accomplish this goal by use of the following service strategies and objectives:

- Bring together core program entities' staff, key partner staff and the business community to integrate services and supports, "blend" and "braid" funds, and leverage resources

across multiple service delivery systems to improve services to individuals with disabilities and other protected groups.

- Create systemic changes in service delivery design and relevant programs by establishing partnerships, processes, policies, alternate assessments, and programs that better connect education, training, workforce, and supportive services to improve employment outcomes of individuals with disabilities and other protected groups in existing career pathways programs.
- Use the results from the USDOL Human Centered Design Challenge completed April 2016 to improve services
- Promote more active engagement with the business sector to identify the skills and support that workers with disabilities and other protected groups need and to better communicate these needs to the core programs' staff, other key partners, education and training providers, job seekers, and state decision-makers.
- Continue to provide physical and programmatic accessibility to employment and training services for individuals with disabilities.
- Access the physical and programmatic accessibility of all our centers and training vendors' facilities.
- Work with our core program partner, Vocational Rehabilitation, to provide youth with disabilities extensive pre-employment transition services so they can successfully obtain competitive integrated employment.
- Continue to develop our local partnership with Brevard Achievement Center (BAC), whose mission is to "provide persons with disabilities innovative services and opportunities to achieve personal success." We currently share space with BAC, offer some introductory and orientation workshops for persons with disabilities who are also customer of BAC.
- Improve the employment outcomes of individuals with disabilities and other protected groups who are unemployed, underemployed, or receiving Social Security disability benefits, by refining and expanding services available through our local centers to connect them to existing successful career pathways programs.
- Provide more and diversified job-driven training opportunities for individuals with disabilities and other protected groups, including work-based training approaches such as on-the-job training, Registered Apprenticeships, internships, paid work experience, transitional jobs, etc.

- Increase the number of individuals with disabilities and other protected groups who earn credentials, including high school diplomas, industry-recognized certificates, and two-year and four-year postsecondary degrees, that enable them to compete for employment along a career pathway in targeted industries and other high-demand and emerging occupations.

CareerSource Brevard utilizes the Ticket to Work Model to increase the employment options for persons with disabilities who are committed to becoming employed. One of the key features of this model is the processes and techniques which quickly focus the customer on employment and the steps necessary to gain and retain a job. This is paramount and makes it easier to work through the remaining real and perceived barriers as well as the impact to Social Security payments. Persons with disabilities who hold tickets or are eligible for the Social Security Administration's Ticket to Work (TTW) program are often low income, under-skilled and often disconnected individuals. This model can best be described in phases and allows for a greater volume of persons with disabilities to access the resources while improving the odds that the job seeking customer can be successful in working with a career center professional. Two of the three phases involved are "virtual" services. That is – using phone, web-based connection (e.g. Adobe Connect/Go to Meeting) and a personal computer.

Phase		Service Method	Summary
1	Pre-Employment	Virtual by ENC	Customer initiates access to the resources engaging with an on-line video describing the service, completes an online application which includes forms required by TTW, interfaces with the Employment Network Coordinator (ENC) using phone and computer resources for pre-employment activities. The result of this virtual phase is a determination by the ENC that the customer is a ticket holder, suitable, motivated to work with career center staff and the ticket has been assigned. ENC will make a case note in employflorida.com which in turn will be a turnover point for Phase 2 to begin. DEO will provide a suitable service code to identify participants with tickets assigned.
2	Employment Search /Skills Improvement	Staff assisted services	DVOP or formula funded Case Manager will provide WIOA intensive services and/or training services designed to achieve an employment outcome whereby the eligible job seeker with a disability would earn a sufficient wage to achieve milestone payment outcomes
3	Follow-Up	Virtual by ENC	Once the eligible job seeker with a disability is exited from the WIOA program with a positive outcome of employment, the ENC is required by the ticket to work program to conduct quarterly follow-up during post-employment. This is necessary for up to five years. This follow-up is conducted by an experienced ENC and is a short virtual touch point. This follow-up however, is imperative to meet both program requirements and the success of the program.

In pursuit of providing service strategies to all customers with special needs and disabilities, CareerSource Brevard coordinates with various agencies who provide services to persons with disabilities. As specified in WIOA, the Equal Opportunity Officer investigates all grievances regarding and allegations of discrimination based on race, color, sex, national

origin, disability, age, citizenship, political affiliation, beliefs, genetic information or marital status. If an individual has a complaint regarding level of services or customer service Region 13's policy is to try and resolve the issue at the lowest level. As per policy a complaint will first be referred to the Center Manager level and if not mutually resolved to the customer's satisfaction they are afforded the opportunity to submit the grievance in writing to the Vice President of Operations for further investigation. If no resolution is obtained they are able to provide a written grievance to the CareerSource Brevard President and Executive Committee for final resolution. To better meet the needs of other protected groups, training is provided to ensure all staff is aware of the proper procedures regarding grievances and complaints. The EEO Officer will also conduct training regarding the different avenues in which a grievance or complaint may be filled.

- (5) Describe the process used to develop your area's vision and goals, including a description of participants in the process.

The vision and goals contained within CareerSource Brevard' plan were developed under the leadership of the CareerSource Brevard Board. Many regional entities, including our core program partners, Board of Director members, local employers (including those within our four targeted industries), other partner agencies, the County Commission, Chambers of Commerce, Economic Development Corporations, training vendors and local education agencies provided valuable feedback in this collaborative process. This local and regional involvement and feedback from our stakeholders in this process has been at the forefront of all aspects of our vision and goal creation and their input and guidance has played a major role in this plan's foundation.

CareerSource Brevard updated the strategic plan by holding a board retreat in February 2017. As stated earlier, CareerSource Brevard held a Board Strategic Planning Retreat on February 20, 2020. A summary of this information will be inserted when available.

The board members, core program entities, partner agencies, local employers, County Chief elected official representatives, and other participants had the opportunity to communicate and offer guidance on their areas of interest and expertise within the plan. The plan process has also provided an opportunity for public comment and input into the development of all components of the plan, including the vision and goals established, as CareerSource Brevard made the plan available through a posting on our website, other electronic means and in open

meetings to ensure transparency to the public. With the dynamic exchange of information and input received, CareerSource Brevard has been able to successfully develop a solid strategic plan which identifies the vision, goals and objectives that CareerSource Brevard will pursue to provide enhanced and coordinated programs and activities offered to our customers within this workforce area. There is a unique opportunity for the board and other community partners to come together in conversations about the workforce and community challenges in the region.

The CareerSource Brevard Workforce Development Board will seek to provide a base of leadership in the region for workforce, education and economic development solutions. As the board refines goals and strategies, and develop goal implementation methods, the board will reach out to the community to form partnerships to leverage resources and expertise.

- (6) Describe how the LWDB's goals relate to the achievement of federal performance accountability measures to support economic growth and self-sufficiency (WIOA §108(b) (1) (E)).

The local vision, goals and priorities are consistent with the state plan and demonstrate a broader strategic planning approach as called by the U.S. Department of Labor's Employment and Training Administration's requirements as included in WIOA §108(b)(1)(E). CareerSource Brevard past high level of achievement and experience in management of the federal performance accountability measures namely; assisting local job seekers in entering employment, retaining their employment and earning a self-sufficient wage has been pivotal in the adoption of the LWBD's vision and underlying goals noted below:

- Helping to prepare job seekers to enter or reenter the workforce through basic career services, individualized career services, skills upgrades, receipt of stackable certifications, and work-based training provide a skilled workforce to the local employers resulting in employment which supports and drives federal performance measures. CareerSource Brevard noted goals below relate to and support attainment of LWDB performance levels.
- Collaboration across all partners, and other local area workforce boards supports efficiencies across programs, sharing of resources and promotes common goals driving higher levels of performance for the entire one-stop system as well supporting economic growth and job seeker self-sufficiency.

- The LWBD's goals promote a system of monitoring, self-assessment, and evaluation helping to define improvements and targeted change to maintain a model of continuous improvement driving achievement of federal performance levels.

**(7) Indicate the negotiated local levels of performance for the federal measures (WIOA §108(b) (17)).**

Annually under CareerSource Administrative policy #FG-OSPS 88, CareerSource Florida with Department of Economic Opportunity (DEO) acting as the representative of CareerSource Florida, requires the local Boards and CareerSource Florida to negotiate and reach agreement to local levels of performance for each of the 12 performance indicators identified under 20 CFR 666.300.

Negotiated local levels of performance or annual goals are based upon regression modeling methodology transitioning to statistical analysis modeling as to be determined by CareerSource Florida and the DEO. Current negotiated levels of performance for CareerSource in the area are as follows:

Measures	PY 2018-2019 Proposed Performance Levels	Accept Proposed Performance Levels? (Yes or No)	Proposed Level of Performance (Leave blank if accepting State Performance Level)
<b>Adults:</b>			
Employed 2nd Qtr After Exit	86.0%	Yes	
Employed 4th Qtr After Exit	83.0%	Yes	
Median Wage 2nd Quarter After Exit	\$7,500	No	\$6,850
Credential Attainment Rate	69.0%	No	62%
<b>Dislocated Workers:</b>			
Employed 2nd Qtr After Exit	83.0%	Yes	
Employed 4th Qtr After Exit	79.0%	Yes	
Median Wage 2nd Quarter After Exit	\$6,850	Yes	
Credential Attainment Rate	68.0%	No	60%
<b>Youth:</b>			
Employed 2nd Qtr After Exit	75.0%	No	70%
Employed 4th Qtr After Exit	69.0%	No	65%
Credential Attainment Rate	75.2%	Yes	
<b>Wagner-Peyser:</b>			
Employed 2nd Qtr After Exit	63.0%	Yes	
Employed 4th Qtr After Exit	64.0%	Yes	
Median Wage 2nd Quarter After Exit	\$5,100	Yes	

**(8) Describe indicators used by the LWDB to measure performance and effectiveness of the local fiscal agent (where appropriate), contracted service providers, and the one-stop delivery system in the local area (WIOA §108(b) (17)).**



The LWDB uses the negotiated performance measures as the indicators for fiscal agent, contracted service providers, administrative entity, and the one stop operator. Factors such as program enrollment, active participants, placements and other relevant outcome measures, wage at placement and retention are incorporated into the LWDB's strategic plans and reviewed quarterly by the LWDB. These factors are included in service provider contracts with annual goals. The one-stop operator also has performance measures or Career Center standards, monitoring findings, and Performance Model activities. The LWDB uses various reports from the State of Florida's database as well as the monthly management report provided by the State as indicators of how performance is progressing throughout the year. In addition to program reports the effectiveness of the fiscal entity is measured through independent audits, independent agreed upon procedures, and administrative monitoring conducted by the State of Florida.

**(9) Describe the definition of "self-sufficiency" used by your local area (WIOA §108(b) (1)).**

Self-sufficiency utilized by CareerSource Brevard is contained in Policy PLN 01-08 "Self-sufficiency Policy". Self-sufficiency may vary depending on the program and/or funding source. CareerSource Brevard periodically conducts a study to determine the household wage required for a family to attain self-sufficiency. It is not CareerSource Brevard intent for this study to be a determinate of a fair wage, but a reference in considering wages needed to meet the costs of housing, food, clothing transportation, health care, and other necessities without Federal, State, or local intervention. This study is a tool to assist customers in developing their plans to attain self-sufficiency. CareerSource Brevard has determined that self-sufficiency for CareerSource Brevard shall be at \$20.00 hourly. This is based on calculations for a family of three (3) using the most current Brevard/Region 13 Living Wage Study. This self-sufficiency hourly rate may be adjusted as the CareerSource Brevard President directs based on the study and may be waived when the President or designee determines that there is an industry, employer or job-seeker need which can be substantiated. The following applies depending on the situation:

**Unemployed Adults:** Annualized Family earnings of 250 percent or more of the Lower Living Standard Income Level (LLSIL) based on family size as determined annually by the Secretary of Labor. Earnings are calculated by totaling the household's gross WIOA-countable income for the last six months and then doubling that amount.

**Dislocated Workers:** There is no income threshold or limit that the individual or family must meet in order to receive services as a dislocated worker. Training may be available to DW when after an interview, evaluation, assessment or career planning/case management a person is determined unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone. Dislocated workers who have become re-employed in "stop-gap" jobs (a job with a lower rate of pay than the job of dislocation or if they are working substantially under the skill level of their previous occupation) may receive training if training is determined necessary in order to obtain or retain employment that leads to economic self-sufficiency.

### **Additional Considerations**

Eligible adults and dislocated workers employed in an industry identified as in decline by the CSB President or designee shall be deemed as having income below the thresholds referenced above.

### **Welfare Transition**

Individuals must meet earnings eligibility outlined by state and federal regulations. WT participants may receive transitional services for two years so long as their earnings do not reach or exceed 200 percent of the Lower Living Standard Income Level (LLSIL).

## COORDINATION OF SERVICES

- (1) **Coordination of Programs/Partners:** Describe how individualized career services are coordinated across programs/partners in the one-stop centers, including Vocational Rehabilitation, Temporary Assistance for Needy Families (TANF) and Adult Education and Literacy activities. Specify how the local area coordinates with these programs to prevent duplication of activities and improve services to customers.

CareerSource Brevard has established strong, robust and sustained partnerships with core programs where core programs do fall under the direct oversight of CareerSource Brevard and the one-stop system. CareerSource Brevard manages and has oversight of a wide range of core programs. Coordination is managed within a direct line of supervision with coordinated service delivery and accountability.

Core Programs managed through direct services include:

- Labor Exchange services provided under Wagner-Peyser staff;
- Veteran's Employment programs;
- WIOA Adult, Dislocated worker and Youth services;
- Trade Adjustment Assistance programs;
- TANF programs authorized under Social Security Act Title IV, Part A;
- Reemployment Services and Eligibility Assessment Program (RESEA) providing employment services to DEO's state Unemployment Compensation recipients;
- Unemployment Compensation program via information and local navigation assistance to DEO's state Unemployment Compensation program.

Core programs and services are coordinated in a variety of ways. Some are managed through a contract provider, under Memoranda of Understanding, or some other methods such a participation in a local group, referral, etc. In some cases it is as simple as keeping lines of communication open. CareerSource Brevard. This includes:

- Title IV program services through the Department of Vocational Rehabilitation;
- Offender reentry services through the Brevard Reentry Task Force & our local reentry program RISE Brevard (Re-entry Intervention resulting in Successful Employment).
- Department of Juvenile Justice;
- Senior Community Service Employment program;

- Adult education and Literacy programs under Title II, local County Schools Adult and Education;
- Career and postsecondary technical education programs under Carl D. Perkins Career and Technical Education Act (Perkins V) through multiple training partners and apprenticeship programs;
- Brevard County Community Action Team (Community Services Block Grant);

Other workforce employment and training programs managed through direct services:

- TANF program employment and training services to the non-custodian parent through the CareerSource Brevard Non-Custodial Parent Employment and Training program
- CareerSource Brevard Supplemental Nutrition and Assistance Program (SNAP) Employment and Training program;
- CareerSource Brevard SSA Employment Network and Ticket to Work program.

When it is determined that individualized career services are appropriate for an individual to obtain or retain employment, then these services are made available to the individual through CareerSource Brevard center resources, center staff or partners. Career Counselors are highly familiar with the functions, basic eligibility requirements and the services of each program and can appropriately assist customers to access CareerSource Brevard programs and services, make knowledgeable referrals to partner programs; as needed and as appropriate given the authorized scope of the program. CareerSource Brevard and its partners work to organize and integrate services by function rather than specific program when permitted under each program's guidelines and as appropriate. The CareerSource Brevard team strives to coordinate staff and partner communication, capacity building, and training efforts. Service integration focuses on serving all customers seamlessly, including targeted populations, by providing a full range of services staffed by cross trained teams fluent with the purpose, scope and requirements of each program

The Florida Department of Education, Division of Vocational Rehabilitation (VR) is a more significant and mandated partner as part of WIOA. VR staff assists individuals with disabilities who are determined eligible for vocational rehabilitation services. Services include evaluation, counseling, guidance, developing job seeking skills, physical and psychological restoration, training, rehabilitation engineering, assistance in securing

equipment and licenses, job placement and follow-up activities. Persons with disabilities are assisted by all staff in the Career Centers. WIOA case management orchestrates service delivery and would therefore avoid duplication. Cross referrals between Center staff and VR may occur in person, by telephone or by email.

## **CareerSource Brevard – Demand Driven – Solutions Based**

### **Our Demand Driven System**

In 2020, we continue to see historically low unemployment, a tight labor market and the continued dialogue among leaders that the current workforce cannot meet the talent and staffing needs of business and industry. While other entities such as public schools, colleges, and government agencies all play a part in ensuring a quality workforce, CareerSource Brevard's goal is to contribute to the county's economic vitality by providing workforce training and services to meet the needs of targeted businesses and employers. This effort is of course within the resource limits and rules provided by our grantors.

A demand-driven system continues to identify employers as the primary customer. The employer is the end user of our system. In this model, the employer creates a "pull" based on demand or needs they have. The pull is on the supply of job seekers that can meet the employer's needs. This means that the workforce system's task is to provide resources, knowledge, training and

experience to help find, prepare, and ensure that persons are trained appropriately to fill the talent pipeline. This includes helping unqualified job seekers to understand what they need to do to meet the business needs and become employed. CareerSource Brevard responds to this "pull" by:

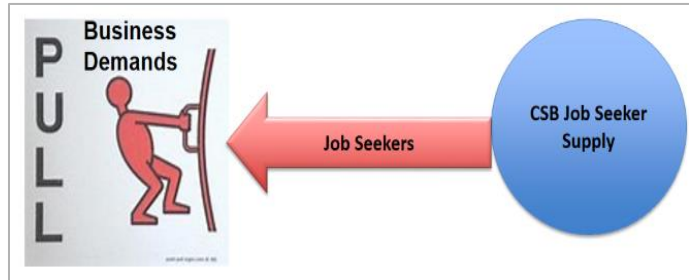
- Looking for and referring applicants who are already qualified;
- Looking for patterns of need among business sectors/clusters or individual companies that can inform the targeting of resources;
- Helping unqualified individuals understand why they are not being considered for a particular employment opportunity and what they need to do to become qualified;
- Assessing and addressing the services and training needed by job seekers to help



- them become qualified for employment that is appropriate to their aptitudes and interests;
- Creating, along with the employers, and ensuring delivery of, the training necessary to fill skills gaps.

Although employers are the primary customer, they are not the only customer in the demand-driven system. In order to ensure employers have what is needed to fill talent pipeline, CareerSource

Brevard must also consider the job seeker customer as a critical part of the equation.



In an effort to ensure that maximum performance is achieved for job seekers and business customers, the demand-driven concept is extended to our co-workers who are considered internal customers. Success comes by balancing all three. The focus requires effective communication about training programs, business needs and job seekers requirements all which are required to document success.

Looking at the customer triangle provided, each must do their part. Business Liaisons are the eyes and ears of the system representing employers and serve as agents to connect supply to demand. Career Counselors are the most knowledgeable about job seeker skills, education and experience. When Career Counselors are armed with employer requirements, they are better educated on the employer's needs, resulting in more quality referrals of job seekers. Since they have a better understanding of qualifications, Career Counselors can better serve the job seekers by making recommendations to ensure a job seeker is ready to meet the requirement. Other staff, including program, planning and administrative support play a key role in documenting performance, reporting and ensuring that our funding agents and grantors are happy with outcomes.



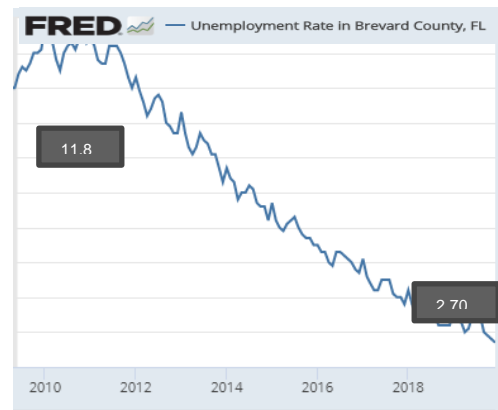


Because of our locally demand-driven process, CareerSource Brevard encourages local employers and workers to drive the discussion about critical hiring areas, training needs, and placement support. CareerSource Brevard follows up with customized services and supports, using federal programs, resources and laws related to talent development.

Through our expert delivery of services, CareerSource Brevard provided 71,224 services to 2,023 businesses, and played a roll in placing 5,687 people into jobs in PY 2018-19. From young people just beginning their careers to veterans, citizens, and many others, each of our clients can access not just interview skills, or resume support, but hard-hitting apprenticeships, on-the-job training, and other practical supports integral to career success.

### Demand Driven – Solutions Based Customer Service Model

Over the last 10 years, the workforce development world has been changing across the nation. Specifically, in the Local Workforce Development Board 13 (Brevard County) region, the unemployment rate has drastically declined from an all-time high of 11.8% in January 2010 to 2.70% in December of 2019. Low unemployment rates, changing demographics among job seekers and new economic development challenges has required CareerSource Brevard to modify the customer service model and philosophies of providing services to businesses and job seeking customers to adapt to this new world.

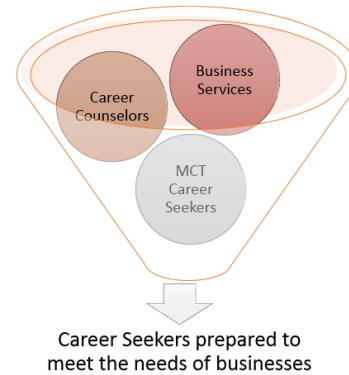


From 2010 until 2018, with the closure of the NASA Shuttle program along with the high jobless rate, CareerSource Brevard developed and operated on the “Business to Jobs” (B2J) customer service model using Business Process Re-engineering principles. This model assisted job seeking customers by focusing on business needs rather than the traditional “funding silo-driven” method of providing services. This integrated service model included cultural changes, operational adjustments and a career center design that met the needs at that time. B2J assisted in sustaining an overall increase in business use of the Career Centers and improved services for job seekers.



### A New Model & Philosophy: Demand-Driven, Solutions-Based

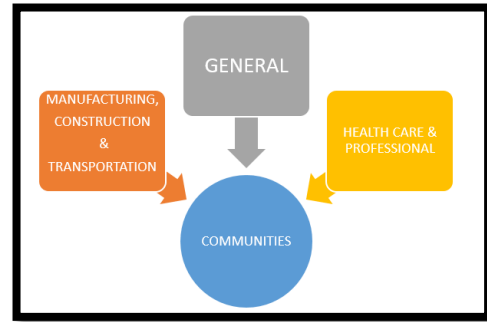
The reduction in the unemployment rate and improving economic conditions changed the volume and the characteristics of job seekers utilizing the career centers. The county-wide career center customer walk-in traffic, which was at a high of 166,000 in 2010, dipped to 36,000 in 2018. With the abundance of available jobs, many unemployed people often have more employment barriers and challenges that need to be addressed before continuing on their job seeking journey. Lower numbers of job seeking customers using the career centers creates challenges in meeting the business and industry needs for referral of job-ready, skilled applicants.



The new model continues to utilize portions of the B2J concepts as follows:

- Frontline customer services are not defined by “silo-driven” funding sources such as Welfare Transition, WIOA, etc. Instead, staff are assigned “communities” driven by business customers and industry needs. These communities are graphically displayed and include: Manufacturing; Construction & Transportation; Health Care & Professional; and General.

- Integrated case management functions are provided by staff for most customers.
- The new model includes the following changes:
- The Workforce Services Room, previously utilized for Employ Florida registrations, was no longer needed as dedicated space with a lower volume of customers coming in to the centers. This space is allocated to other needed services and staff originally assigned to the WSR could be repurposed. There is no longer a need to provide a hand off of a customer from one work unit to another.
- New customers and those needing job-search related assistance are now greeted by staff in the lobby and immediately directed to a general community area within the career center. This direct engagement has assisted in the prevention of losing customers after the initial contact.
- This general community area includes a centralized arrangement of computers at kiosks used for job searching, resume writing and other services. Surrounding the kiosks that job seekers use are staff members including Career Counselors (CSR's), Customer Solutions Representatives, Employment Security Representatives (ESR's), Recruiters etc. This allows job seekers access to immediate additional assistance or to schedule an appointment as time permits.
- Former Workforce Services Room staff have been reassigned to work directly with job seekers in this general community area. Here, they constantly circulate answering questions, providing technical assistance with registration and computer resources for job search.



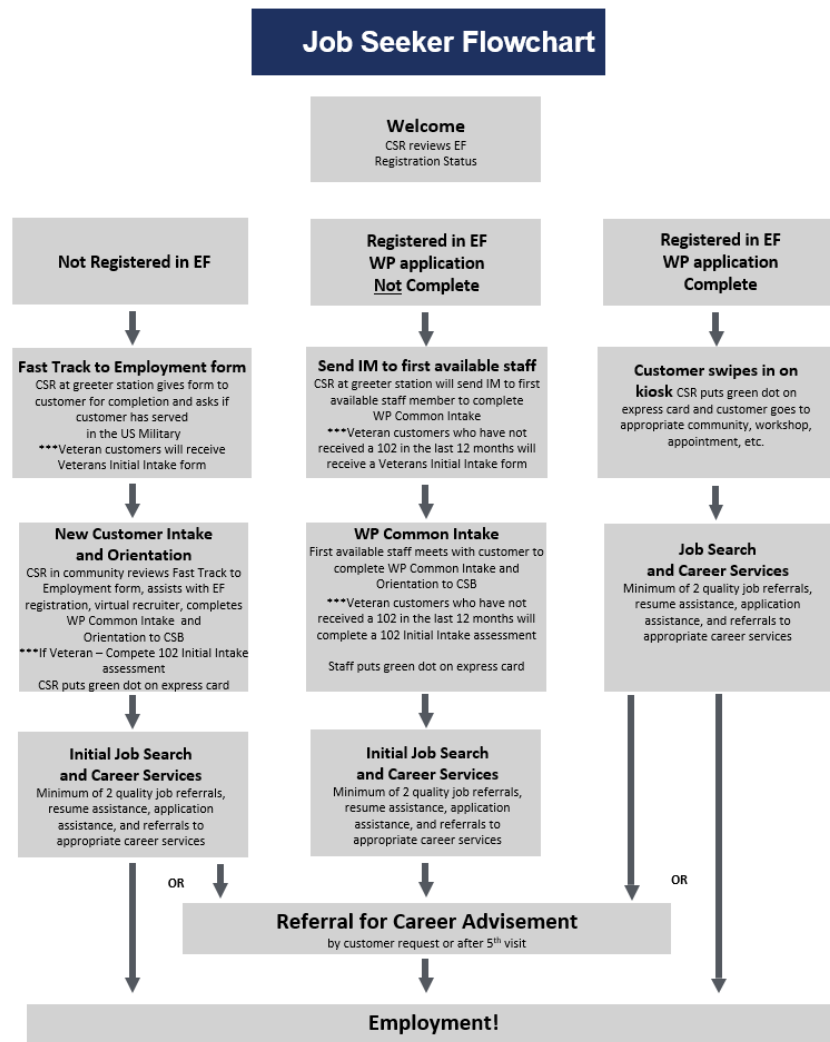
This new model was tested in our Rockledge Career Center in April 2018 and fully rolled out in the Palm Bay and Titusville centers in May 2018.

Advantages of our new model customer flow:

- Quicker & more intensive engagement of customers in communities.
- Career Center teams are fully integrated together, fostering an environment to share ideas and information.

- Career Counselors have the advantage of being integrated with universal job seekers, which enhances the customer service opportunities from Career Counselors. This creates more awareness of the customer's needs and the ability to connect with the job seeker about specific programs, grants or services we offer.
- Job Seeker customers have more staff members (Customer Solutions Rep, Employment Security Reps) available to assist them at any given time, and are also able to easily access Career Counselors if case management services are needed.
- Job Seeker customers are more aware of the vast array of CSB programs and services we offer, since they are sitting in the same proximity as our business services team, Career Counselors, special grants staff, etc.
- Instant access to computers and resources is now provided, saving job seeker customers time from having to wait in the lobby.

The following chart will assist in visualizing the process.



**(2) Coordination with Economic Development Activities:** Describe how the local board coordinates workforce investment activities carried out in the local areas with economic development activities carried out in the local area (or planning region) in which the local area is located and promotes entrepreneurial training and microenterprise services (WIOA §108(b)(5)).

CareerSource Brevard recognizes the importance of coordinating workforce and economic development activities in order to focus on long- term economic growth. Workforce and Economic Development leaders within the area have placed a priority on coordinating. Economic Development leaders have always had a seat on the LWDB in order to provide input and participate in workforce planning efforts. On an annual basis CareerSource Brevard reviews the state, local and regional economic development goals to determine the level of

alignment of the Regional Targeted Occupations List (RTOL) and Key Industries for the region. Alignment has been approximately than 90%. The LWDB also participates on the Economic Development Commission of Florida's Space Coast (EDC), works with municipal and community development district economic development efforts. Since such efforts have local, regional and even statewide initiatives, CareerSource Brevard attempts to maximize our partnership with all efforts. Examples of coordinated efforts include:

- The EDC refers new employers to the workforce system, promotes workforce services at workshops, Incumbent Worker Training, and Quick Response Training (Florida Flex) programs. Business Liaison can assist with and understanding of the process.
- CareerSource Brevard participates in and provides letters of support for new projects including allocation of training resources for new or expanding companies. Companies must meet WIOA requirements, have documented training needs and participant employees must meet applicable requirements.
- The EDC has participated in AIM (Advancing in Manufacturing) Sector Strategy focused on Advanced Manufacturing which is now being coordinated by the EDC.
- A Skills Gap Analyses were undertaken in partnership with CareerSource Central Florida and Flagler/Volusia to quantify the current and future demand for skill sets, so that a pipeline of talent could be developed for the area's most challenging to hire skill sets. The analyses sought to understand skill sets on the granular level at which hiring managers must make decisions. In addition to quantifying skill set gaps.
- Additionally, the CareerSource Brevard works directly with Business Associations to identify the workforce needs of the businesses, job seekers and workers in the local area. Business Associations increase the awareness of the region and its services in the community. Ongoing communication is critical to the success of the partnerships. Ongoing meetings to discuss business needs and satisfaction of employers ensure the region has an inside look at the workforce from an economic development perspective

Entrepreneurism is an important marker in the economy, part of the generation or regeneration of communities, and often a beacon for the future. In our community, entrepreneurship is alive and well and supported by programs available through CareerSource Brevard partners. Entrepreneurship is not just about making money or learning to run a business, it is business foundation growth and the creation of jobs. As such, CareerSource Brevard maintains a resource listing that is shared with persons who are interested. The list is as follows:



**Florida Small Business Development Center at Eastern Florida State College –Brevard Small Business Assistance Council -**

<http://www.easternflorida.edu/academics/workforcetrainingandcertifications/sbdc/>.

The Florida SBDC is Florida's provider of small business assistance. As a federally funded organization, the Florida SBDC offers numerous resources, services, workshops and seminars to small business owners and entrepreneurs in order to help them succeed and grow. The Florida SBDC at Eastern Florida State College has been actively serving Brevard County since 1990 as a sub center of the Florida SBDC at the University of Central Florida.

Florida SBDC sponsors seminars and workshops at no cost and fee-based courses and conferences that address a variety of topics, such as business start-up, basic management techniques, business planning, record keeping, specific industry issues, government contracting, international trade, marketing, social media and many others depending on clients' requests and needs.

Florida SBDC also offers consulting at no cost at EFSC locations, and your place of business. Our consultants provide initial interviews in which clients' needs, problems and opportunities are diagnosed and a plan developed to fill those needs. The FSBDC has access to resource and reference materials where small businesses can find useful information on issues such as demographics, taxes, financing, marketing and more.

**SCORE Space Coast – SCORE (formerly the Service Corps of Retired Executives) -**

<https://spacecoast.score.org/>

**SCORE** has been serving the needs of America's small businesses for almost 50 years. **SCORE** is a nonprofit association dedicated to helping small businesses get off the ground, grow and achieve their goals through education and mentorship. Because our work is supported by the U.S. Small Business Administration (SBA), and thanks to our network of over 13,000 volunteers, we are able to deliver our services at no charge or at very low cost. Our 340+ chapters hold events and workshops locally across the U.S. and its territories, and match up entrepreneurs with local, volunteer mentors. **SCORE** provides professional guidance and information, accessible to all, to maximize the success of America's existing and emerging small businesses. This mission is achieved by identifying, meeting and exceeding client needs and expectations. **Space Coast SCORE** has served the Space Coast business community in Brevard County since 1977. The chapter provides various forms of assistance to over 500 clients each year. **Counseling** is provided at five **locations** each week throughout Brevard County.

**SBA – U.S. Small Business Administration** - <https://www.sba.gov/>

SBA provides free individual face-to-face, and internet counseling for small businesses, and low-cost training to nascent entrepreneurs and established small businesses in over 1,800 locations throughout the United States and US territories.

**We Venture at Florida Institute of Technology** - <http://weventure.org/>

**We VENTURE** at Florida Institute of Technology, is a non-profit organization that ventures to accelerate sustainable business growth for entrepreneurs. We Venture's Women's Business Center Program is funded in part through a cooperative agreement with the U.S. Small Business Administration. we VENTURE offers targeted, highly-effective training to start-ups, emerging businesses and second-stage growth-oriented companies, that is designed to deliver increased revenue generation, targeted market penetration, expanded business relationships, access to critical resources and increased financial expertise. We provide consultations with business experts, workshops to enhance your business skills, mentoring programs for growth-oriented businesses and purposeful networking opportunities that assist "womenpreneurs" in accelerating sustainable business growth and leveraging digital technology.

**Brevard County Chamber of Commerce** - <https://www.countyoffice.org/fl-brevard-county-chamber-of-commerce/>

Find Brevard County Florida chamber of commerce, and local city business chambers. Chambers of commerce provide information on local business listings and directories, business practices, networking meetings, events, and marketing.

**Department of Economic Opportunity** - <http://www.floridajobs.org/business-growth-and-partnerships/for-businesses-and-entrepreneurs/business-resource>

Florida is committed to increasing its global competitiveness as a destination for business, capital, talent, innovation, and entrepreneurship. The Department of Economic Opportunity utilizes public and private sector expertise to attract, retain and grow businesses and create jobs in Florida. The links on DEO's page will connect you with those partners and opportunities that will assist you in locating, retaining and growing your business in Florida or for easy access see the index of programs and services.

**Brevard Small Business Assistance Council** - <http://www.bsbac.org/>

BSBAC is a not-for-profit council made up of prime and government contractors in Brevard County. Representatives from procurement offices and small business liaison offices of our leading employers are represented on this council. This council is governed by 19 member board including, 45th Space Wing, NASA, Harris, Lockheed Martin, Boeing, Space Coast Launch Services, AAR, IAP Worldwide and resources in our County that assist small businesses such as the Small Business Development Center at Eastern Florida State College (SBDC), weVenture powered at Florida Institute of Technology, Economic Development Commission of Florida's Space Coast (EDC), FL Business & Manufacturing Solutions, Inc., Carr Riggs & Ingram LLC, Procurement Technical Assistance Center (PTAC), Florida 8(a) Alliance and Betten Murphy & Weiss Attorneys, PA. The purpose of this Council is to provide local opportunities for networking, learning and coordinated advocacy on issues that influence small businesses in Brevard County.

— Julie Song, President

**Veteran Entrepreneur Portal** - <https://www.va.gov/osdbu/entrepreneur/index.asp>

The Veteran Entrepreneur Portal (VEP) is designed to save you time with direct access to the resources necessary to guide every step of entrepreneurship. VEP makes it easier for small businesses to access federal services, regardless of its source—and quickly connects Veteran entrepreneurs to relevant 'best-practices' and information.

**America's Small Business Development Center (SBDC) Florida – Florida's Veteran-Owned Businesses** - <http://floridasbdc.org/new-business/>

As the only statewide provider of entrepreneurial and business development services, the Florida SBDC Network plays a vital role in Florida's economic development by assisting entrepreneurs in every stage of the business life cycle.

Since 1976, FSBDCs have assisted hundreds of thousands of emerging and growing businesses by providing the professional expertise, tools, and information necessary to make sound business decisions in a complex and ever-changing marketplace.

In addition to the FSBDC's core service offerings of consulting provided at no-cost, training, and business research, the Florida SBDC Network also provides a comprehensive toolkit of specialized services for qualifying businesses looking to accelerate market growth, including: Growth Acceleration, International Trade, Government Contracting, and Business Continuation.

**Colaunch Partnership** - <https://www.colaunch.biz/about>

COLaunch Titusville is a program of the North Brevard Economic Development Zone, who has granted the Greater Titusville Renaissance, Inc. the opportunity to manage and maintain COLaunch. Through GTR's Business Development Programs, COLaunch will bring to Titusville, an innovative approach in entrepreneurship, and independent work options.

**(3) Coordination of Education and Workforce Investment Activities:** Describe how the local board coordinates education and workforce investment activities carried out in the local area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services (WIOA §108(b)(10)).

While the workforce system's core functions remain focused on employment, WIOA's legislative intent was to significantly impact state policies and ultimately provide more access to postsecondary credentials than occurs with workforce and postsecondary systems working independently. CareerSource Brevard has an extensive history of effective alignment between workforce programs and public secondary and post-secondary institutions and agencies particularly those within community colleges and technical training institutions. CareerSource Brevard continues to work collaboratively with the local secondary and post-secondary education programs in the community to fully implement the strategic intent of WIOA.

WIOA requires the coordination of training costs with funds available from other sources. The WIOA legislation stipulates that WIOA funds are to be coordinated with Title V Higher Education Act, such as PELL Grants, FSEOG and Florida Student Assistance. This stipulation is for two main reasons: 1) to avoid duplicate payments in cases where a participant may be eligible for both funds, and 2) to maximize the use of federal funds so that participants will avoid taking out student loans for training. CareerSource Brevard encourages participants to establish eligibility for PELL Grants, Federal Supplemental Educational Opportunity Grants (FSEOG) grants, Post-Secondary Adult Vocational Grants (PSAV) and other financial aid during the process of determining suitability for participation in a training program.

CareerSource Brevard has pioneered the development and use of a "Scholarship Unit" as a financial aid resource available to qualified customers. Once a customer is determined to be eligible for training services, funds can be accessed through Individual Training Accounts (ITAs). The Scholarship Unit (SU) reviews and approves all training and supportive services.

The SU is comprised of senior contractor and Board staff who review the information compiled by the front line staff to ensure that the training opportunity is appropriate and a good investment of public funds. Each member of the SU votes independently. The SU process is conducted electronically and allows SU members to ask questions of the front line staff and receive clarification before casting their vote. CareerSource Brevard assists in ensuring that priority is provided to the appropriate persons. Customers will, with staff assistance, choose from a list of eligible training providers to select their training program. Scholarship Unit reserves the right to decline funding an ITA in those instances where the customer and the assigned staff cannot reach consensus on the occupational choice, or if the customer already has a degree in a viable occupation. This Unit is responsible for reviewing and approving all scholarships (ITA's) for CAREERSOURCE BREVARD sponsored funding, such as WIOA, and WT funds. It is also responsible for the management of supportive services funds. Other responsibilities include:

- Justifying training based upon the student's assessment results and career plan.
- Brokering educational information. This includes performance, cost and requirements of programs offered through local educational entities.
- Brokering information on all available financial aid, including Pell Grants, private training funds and scholarships.
- Providing accurate and timely information regarding anticipated training needs to Career Center Management to facilitate the maintenance of the Career Center budget for training.
- Providing information to the Contractor to assist in maintaining a scholarship and training database as a resource tool for all staff and customers.
- Ensuring that Career Center staff has feedback and information from the Scholarship Unit that helps them with electronic budget preparation, justification of training and projecting future needs.
- The unit also provides review and approval of On-the-Job training, Work Experience, Employed Worker Training and now Transitional Job opportunities for the business and job seeking customers.

CareerSource Brevard has served as a broker, convener, facilitator, engineer and/or implementer of strategic initiatives to align workforce investment and education. Over the

next four years, the organization will continue to lead regional stakeholders in the effort to build upon existing successful strategies and spearhead collaborative innovation:

- CareerSource Brevard will place special emphasis on the development, implementation and/or expansion of strategies for meeting the needs of local employers, workers and jobs seekers through sector partnerships related to in-demand industry sectors and occupations;
- CareerSource Brevard will work with our core partner programs to facilitate the development of career pathways, especially within targeted industry sectors, as a strategy to help individuals of all skill levels complete the education and training they need to attain industry recognized credentials and as a strategy to meet the skills requirements of business in-demand industries or occupations. In order to achieve these strategic goals our relationship with educational providers in the region is paramount.
- CareerSource Brevard attends the Eastern Florida State College Industry Advisory Councils. This provides EFSC industry information via our Industry Relations staff for the following areas: Manufacturing & Engineering Technology; Computer Science & Information Technology; Business Administration & Office Technology; and Healthcare & Life Sciences.

**(4) Coordination of Transportation and Other Supportive Services:** Describe how the local board coordinates workforce investment activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area (WIOA §108(b)(11)).

CareerSource Brevard has developed and maintains operational policies and work instructions to direct issuance and coordination of transportation and other supportive services. A participant budget is created and maintained as per allowable levels of services for non-transportation services tracking annual issuance. Part of the developed procedure is monthly or quarterly review of program issuances, participant budgets and program resources to manage overall delivery of services and maintain coordination. Bus passes, reloadable debit cards that can be used for gasoline and coordination with other agencies who provide transportation services are several methods used to provide transportation. Our local policy allows for assistance with car repairs when economical and effective.

Additionally CareerSource Brevard staff monitors the regional Metropolitan Planning Organizations Transportation Disadvantaged Coordinating Board. This ensures that workforce development can address the needs and issues facing our customers.

- (5) Coordination of Wagner-Peyser Services:** Describe plans and strategies for, and assurances concerning maximizing coordination of services provided by the state employment service under the Wagner-Peyser Act (29 U.S.C 49 et seq.) and services provided in the local area through the one-stop delivery system to improve service delivery and avoid duplication of services (WIOA §108(b)(12)).

CareerSource Brevard, in partnership with the state agency, the Department of Economic Development (DEO), provides employment services through the one-stop system under the Wagner-Peyser Act. Funding for state employees is provided through the DEO as well as oversight of human resources and policy guidance in the delivery of WP employment services. CareerSource Brevard management directly hires and fires under approval of the DEO, develops and trains state employees and supervises all day-to-day functions along with the delivery of WP services within the CareerSource Brevard one-stop system in coordination with all other programs and services.

The local state employees play a pivotal role in the overall CareerSource Brevard team and key in the delivery of labor exchange services as well as delivery of basic career services and individualized career services to the local job seeker particularly for those individuals with barriers to employment as defined in WIOA sec.3 (24). DEO employees work hand in hand with center staff to provide and maintain a seamless service delivery. DEO staff identify as CareerSource Brevard staff and take pride in overall quality of customer service and delivery of quality services.

CareerSource Brevard has developed and maintains operational policies and work instruction for the delivery of programs and program services to include WP employment services under the Wagner-Peyser act. Staff supervision, training and development is seamless across board, partner and state staff. All CareerSource Brevard staff, including DEO staff, manages and tracks delivery of services through a single integrated state management system, Employ Florida Marketplace (EFM), which captures staff-assisted, self-services through labor exchange. CareerSource Brevard is set to launch a document



management system in the next 6 months. This system will assist in automating processes and forms not contained in EFM.

CareerSource Brevard strives to offer universally accessible services to job seekers. Services are provided through Career Centers and are offered to clients to include the following:

- Center orientation
- Registration in Employ Florida Marketplace (EFM)
- Access to or provision of labor market information
- Completion of an initial assessment● Career counseling
- Assistance with job searches, referrals and job placements
- Availability of workshops; i.e.: resume writing, on-line job search, interviewing skills
- Assistance with filing claims for Reemployment Assistance benefits
- Comprehensive and specialized assessment
- Development of an employment plan
- Group and individual career counseling
- Case management for individuals seeking training services
- Short-term and pre-vocational services or referrals

Job seekers may also access training services such as occupational skills training, On-the-Job training (OJT), private sector training programs, skills upgrading and retraining, job readiness training and customized training. At each CareerSource Brevard Career Center, staff greets all visitors and routes them to the appropriate orientation, workshop or service. Each visitor is “swiped” into the Client Tracking System which monitors the wait time and service time for each visitor.

New job seekers are provided with a center orientation and referrals to appropriate partner agencies to assist them in overcoming any barriers to employment. Following the center orientation, new job seekers are assisted with registration into Employ Florida (EF), development of a basic resume and recommendations to attend appropriate workshops and the possibility of job referral(s).

All job seekers are provided with services that may include the provision of labor market information, resume development or editing, interview coaching, assessment, networking

and navigating EFM for their self-directed job search. Computers, fax machines, telephones and copiers are all available at no cost to job seekers.

All of the above services and activities assist us in meeting the basic labor exchange as defined in Section 7(a) of the Workforce Innovation and Opportunity Act (WIOA).

CareerSource Brevard also provides comprehensive assessment services and uses the assessment results during the pre-screening. Job seekers are evaluated through our assessment center, using a battery of tools which identify the best match of talent to employers' needs. We provide state-of-the-art career assessments designed for each management and education level of job seeker, to service the universal population from CEO to associate, and PhD to GED, ticket-to-work, youth and candidates with backgrounds

### **Re-employment Services**

Re-employment services are provided to unemployment claimants and Reemployment Services and Eligibility Assessment (RESEA) program participants. These programs have common elements: written notice/invitation to participate in services, orientation to the one-stop center/services available, and completion of an initial assessment.

- RESEA – Staff provide labor market information, complete an employment development plan, provide staff assisted job search and resume building. If a skills gap or training need is identified, the job seeker will be referred to WIOA orientation for further services. In some cases, counseling and additional assessments may be needed.
- Dislocated Worker Process - This process will focus on putting our Dislocated Workers in On-the-Job training. Features of this process include:
  - Working with recently laid off participants
  - Skills crosswalk into real jobs that are currently posted using a special program (TORQ)
  - Heavy Resume Coaching
  - Interview training to include Mock Interviews
  - Inclusion on a candidate list that will be worked with businesses for On-the-Job Training (OJT) Opportunities

Internally, a new Qualified Lead process was created which allows the Career Counselors to qualify business leads for OJTs which are then handed over to the Business Liaisons to work. This allows more staff resources to be focused on

businesses. A shift to a team approach when dealing with businesses rather than only one contact for the business. See model below:



Re-employment Assistance – We provide labor market information and a staff assisted job search. If a skills gap or training need is identified, the job seeker will be referred to WIOA orientation for further services. In some cases, counseling, assessments, and additional services may be provided.

The Initial Assessment is used by staff when recommending appropriate programming options for reemployment assistance clients.

The work test is covered during center orientation, i.e., register in EFM, complete the background wizard, build a resume, etc. In the event a job seeker refuses a job referral or employment offer, they are reported to DEO Re-employment Assistance Services.

CareerSource Brevard provides tools for job seekers to fulfill their weekly work search requirements. These tools include access to computers, fax machines, telephones, workshops, career counseling and referrals to appropriate jobs in each one-stop Career Center.

### Rapid Response

We adhere to local operating procedures for Rapid Response activities, highlighted in our on-site presentation, Reemployment Emergency Assistance Coordination Team (REACT; Florida's dislocated worker unit): a team of state and local community representatives who

plan and coordinate assistance for Florida's employers and workers affected by temporary and permanent layoffs. The law requires the provision of Rapid Response activities in the event of a disaster, mass layoff, plant closing or other events that precipitate substantial increases in the number of unemployed individuals. The Worker Adjustment and Retraining Notification Act (WARN) offers protection to workers, their families and communities by requiring employers to provide notice 60 days in advance of covered plant closings and covered mass layoffs.

Arranging on-site employer/employee visits and informational sessions

- a) A WARN notice from the state is sent to the local workforce development area and forwarded to the Director of Industry Relations who serves as the local REACT Coordinator, or an announcement in local news media is identified by the local REACT coordinator. Sometimes a human resources representative will contact the REACT coordinator directly.
- b) Within receipt of the WARN, the REACT coordinator initiates Rapid Response services by contacting the company representative to set up an appointment to discuss services. During the appointment with the company's representative, the "On Site Rapid Response Visit Report" is completed. After the initial meeting with the company representative, information meeting(s) are scheduled for the affected workers based on the company's needs.

The REACT coordinator contacts agency partners to find out their availability for participation, as needed, in accordance with the employer's request.

- a) The event response plan is determined based on employer/employee needs. The REACT coordinator and the company's HR department meet to discuss what services would be beneficial. This may include scheduling employee informational meetings, setting up job fairs at the employer location if they have room, conducting job search workshops at the company location, and/or inviting partner agencies to speak about their programs. The REACT coordinator utilizes services of other CareerSource Brevard departments as appropriate.
- b) One-stop Career Center brochures and other program services materials are distributed to the affected employees during employee information meetings. In addition, staff from other Career Center departments, such as Employer Services, may accompany the REACT coordinator on information meetings to encourage

jobseekers future Career Center participation. Quick registrations may be used to expedite access to EFM services.

c) During lay-offs of state employees, affected workers have access to Rapid Response services.

d) Upon receipt of a WARN notice, the REACT coordinator will initiate Rapid Response Services.

e) Rapid Response Reports are completed after the employer visit. In the event the employer does not return voice mail or email contact initiated by the REACT coordinator, the REACT coordinator will document the attempts to initiate Rapid Response Service and include this information in the monthly report.

f) Public awareness marketing materials may be distributed containing information about Career Center services that provide assistance for downsizing and re-employment for employers and employees.

g) The Rapid Response program is a function of responding to an employer's obligation to publically announce an upcoming layoff event through a WARN notice. Much of the workforce services which benefit the laid-off worker are dependent upon the employer agreeing to cooperate with Brevard and provide access to the soon to be laid-off worker. Timing becomes critical. As access is made available, CareerSource conducts an orientation to services and provides informational packets which include a hard copy registration to gain name and contact information of the effected workers. Acquisition of individual worker information allows CareerSource to register and track these workers as customers, and to measure the effectiveness of outreach services with a goal of enrolling affected laid-off workers into a service or program. Once enrolled, CareerSource Brevard tracks participation to measure effectiveness of services by participation rates, number of job seekers completing assessment, number who conduct job searches in EFM, number who visit the Career Centers on a regular basis, number who post professional resumes in EFM, and the number of workers who obtain employment through job postings in EFM. All performance measured is used to improve service provision. All performance measured is used to improve service provision.

- (6) Coordination of Adult Education and Literacy:** Describe how the local board coordinates workforce investment activities carried out under this title in the local area with the provision of adult education and literacy activities under Title II in the local area, including a description of how the local board carries out, consistent with subparagraphs (A) and (B) (I) of section 107(d) (11) and section 232, the review of local applications submitted under Title II WIOA §108(b) (10).

CareerSource Brevard has had long standing, effective relationships with Brevard Public Schools Adult and Community Education (Adult Education) in our area. Adult Education facilitates educational services that provide basic literacy and Adult General CareerSource Brevard Education services to address the goals and objectives of both state and national resources and professional staff to maintain the partnership between all One-Stop Centers and the district's Title II Adult Education program.

CareerSource Brevard continues to work collaboratively with the Adult Education community to implement WIOA. CareerSource Brevard is in the process of aligning all of the Adult Education policies with WIOA. One of CareerSource Brevard goals to achieve its strategic vision is to tactically align its workforce development programs to ensure that training services provided by the core program partners, including Adult Education, are coordinated and complementary so job seekers acquire skills and credentials to meet employers' needs.

Title II of the Workforce Innovation and Opportunity Act legislation requires a partnership among the Federal Government, States, and local workforce development boards to provide adult education and literacy activities. The overarching goals outlined in WIOA for Adult Education includes:

- (1) Assisting adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;
- (2) Assisting adults who are parents or family members to obtain the education and skills that
  - Are necessary to becoming full partners in the educational development of their children; and
  - Lead to sustainable improvements in the economic opportunities for their family;
- (3) Assisting adults in attaining a secondary school diploma and in the transition to postsecondary education and training, through career pathways; and
- (4) Assisting immigrants and other individuals who are English language learners in improving:

- Reading, writing, speaking, and comprehension skills in English; and Mathematics skills; and
- Acquiring an understanding of the American system of Government, individual freedom, and the responsibilities of citizenship.

Many of these goals directly align with WIOA Adult, Dislocated Worker and Youth program services outlined in WIOA.

Adult Education has begun using space at our Titusville Career Center to provide community classes. In addition, some of the occupational skills programs have been added to the Eligible Training Providers List (ETPL) to be made available to job seekers in need of training. The Memorandum of Understanding with Adult Education provides opportunities to assist persons with limited English to utilize ESOL group or individual resources to improve their abilities. In 2019, CareerSource Brevard and Adult Ed worked together and obtained grant funding to begin the “Brevard Adult Education Pre-apprenticeship program focused on the building trades.

- (7) **Reduction of Welfare Dependency:** Describe how the local board coordinates workforce investment activities to reduce welfare dependency, particularly how services are delivered to TANF and Supplemental Nutrition Assistance Program (SNAP) recipients, to help individuals become self-sufficient.

Both TANF and SNAP E & T are integrated and co-located in our centers. The one-stop system integrates WT/TANF, SNAP E & T, Vocational Rehabilitation, Adult Education and Family Literacy Act, Wagner Peyser and WIOA programs. Further, CareerSource Brevard integrates a number of discretionary grant programs as awarded by the state and/or federal government, disability programs awarded through the Social Security Administration, as well as a variety of grants awarded by the US DOL. All these initiatives expand the universe of options available to our TANF and SNAP E & T job-seeker customers. Our Career Center resources, workshops, computers, telephones and fax equipment are available during the hours the centers are open. CareerSource Brevard also provides support services, such as assistance with transportation and interview and work attire. In alignment with CareerSource Florida’s goal to reduce welfare dependence, once customers find employment, follow-up and transitional services are offered to stabilize and support continued employment and to reduce recidivism.



- (8) Cooperative Agreements:** Describe the replicated cooperative agreements (as defined in WIOA section 107(d)(ii)) between the local board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.

CareerSource Brevard and the contracted one-stop service provider endeavors to maximize with designated state agencies to ensure that the one-stop system includes all entities that can enhance services to job-seeking and business customers. This includes mandated partners as well as other local or regional non-mandated partners. For individuals with disabilities and others, cross-training of staff, technical assistance, technology improvements, and all other methods to exchange resources is utilized.

Job seekers that have been identified through our Career Center orientation process as having barriers to employment that require more focused attention are referred to the appropriate partner to deliver services and activities that may not be available at CareerSource Brevard. Partner services are also made available to the job seeker either via a link on the CareerSource website, by referral or another method. Services are provided by cross-referral through the one-stop system for those that are not offered directly by CareerSource Brevard. Examples of these services include, but are not limited to, adult education, ESOL, housing, drug counseling, emergency assistance for family housing, and food. The process begins by identifying the targeted population and their specific needs.

Please see *Workforce Development Area Vision & Strategic Goals, Section 4*, for a more extensive discussion of description of the efforts that enhance the provision of services to individuals with disabilities.

## DESCRIPTION OF THE LOCAL ONE-STOP SYSTEM

**(1) General System Description:** Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners (WIOA §108(b) (6)).

A. Describe how required WIOA partners contribute to your planning and implementation efforts. If any required partner is not involved, explain the reason.

All of the required WIOA partners are included in the CareerSource Brevard one-stop delivery system. CareerSource Brevard system of Career Centers directly provides the full array of employment services and connects customers to work-related training and education. CareerSource Brevard provides high-quality career services, education and training, and supportive services customers need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce. CareerSource Brevard has established strong, robust and sustained partnerships with core programs. The local workforce development board provides guidance and oversight of a wide-range of core programs. Coordination is managed within a direct line of supervision with coordinated service delivery and accountability. The CORE WIOA Programs are outlined below:

Six CORE WIOA Programs		
TITLE	PROGRAM	DESCRIPTION
WIOA TITLE I	Youth Employment and Training	WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
	Adult Employment and Training	WIOA Adult program services include career services, training services and job placement assistance. Priority is given to recipients of public assistance, other low income individuals, Veterans, and individuals who are basic skills-deficient.
	Dislocated Worker Employment and Training	WIOA dislocated worker program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation.
WIOA TITLE II	Basic Education for Adults	Adult Education and Literacy services include: adult education; literacy, workplace, family literacy, and English language acquisition activities; and integrated English literacy and civics education, workplace preparation activities, and integrated education and training.

Six CORE WIOA Programs		
TITLE	PROGRAM	DESCRIPTION
<b>WIOA TITLE III</b>	Wagner-Peyser Employment Services	Wagner-Peyser Employment Services, often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.
<b>WIOA TITLE IV</b>	Vocational Rehabilitation Services	Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate.

In addition to the core programs, for individuals with multiple needs to access the services, the following partner programs provide access through the one-stops:

- Career and Technical Education (Perkins V)
- Community Services Block Grant
- HUD Employment and Training Programs (as applicable)
- Job Corps (Via a Referral)
- Local Veterans' Employment Representatives
- Disabled Veterans' Outreach Program
- Senior Community Service Employment Program (SCSEP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance Programs (TAA)
- Unemployment Compensation Programs
- 

Outlined below is a description of roles and resource contributions of these partners:

PARTNER PROGRAMS ACCESS THROUGH THE ONE-STOPS	
PROGRAMS	CONTRIBUTIONS/ROLES/RESOURCES
<b>Career and Technical Education (Perkins V)</b>	<ul style="list-style-type: none"> <li>• Board and planning representation</li> <li>• Adult Education – basic skills training, GED training and testing</li> <li>• Post-Secondary- occupational Skills Training through ITAs</li> <li>• Job placement assistance <ul style="list-style-type: none"> <li>• Promotes CareerSource Brevard programs and services in their Career and Technical Education Centers by providing collateral materials flyers etc.</li> </ul> </li> <li>• Involves CareerSource Brevard management staff in their Advisory Boards.</li> </ul>

PARTNER PROGRAMS ACCESS THROUGH THE ONE-STOP PROGRAMS	
PROGRAMS	CONTRIBUTIONS/ROLES/RESOURCES
Community Services Block Grant	<ul style="list-style-type: none"> <li>Planning and coordination of services</li> <li>Training services provided through community block grants and limited supportive services</li> <li>Job placement assistance</li> <li>Promotes CareerSource Brevard programs and services in their offices by providing collateral materials flyers etc.</li> </ul>
HUD Employment and Training Programs (WHEN APPLICABLE)	<ul style="list-style-type: none"> <li>Board and planning representation</li> <li>Workforce Services Agreement and coordination of referral between entities</li> <li>Financial literacy workshops and seminars</li> <li>Individual counseling services on home buying, credit repair, etc.</li> <li>Job placement assistance</li> <li>Promotes CareerSource Brevard programs and services in their offices by providing collateral materials flyers etc.</li> </ul>
Job Corps	<ul style="list-style-type: none"> <li>Brevard continues a longstanding relationship with Job Corps. Interested customers are asked to apply online at: <a href="https://pinellascounty.jobcorps.gov/">https://pinellascounty.jobcorps.gov/</a></li> <li>The MOU for Job Corps expired in April 2018 when the program was downsized. We have invited the closest program entity to Brevard to offer workshops in our facility on a periodic basis. This does not seem possible.</li> <li>When a local residents is released from Job Corps and requests assistance – services are provided.</li> </ul>
Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program	<ul style="list-style-type: none"> <li>CareerSource Brevard provides Direct services as approved by CS Florida</li> </ul>
Senior Community Service Employment Program (SCSEP)	<ul style="list-style-type: none"> <li>Board and Planning representation</li> <li>Co-location of staff onsite at the One Stop Career Centers</li> <li>Job placement assistance</li> <li>Promotes CareerSource Brevard programs and services in their offices by providing collateral materials flyers etc.</li> </ul>
Temporary Assistance for Needy Families (TANF)	<ul style="list-style-type: none"> <li>CareerSource Brevard provides direct services as approved by CS Florida</li> </ul>
Trade Adjustment Assistance Programs	<ul style="list-style-type: none"> <li>CareerSource Brevard provides Direct services as approved by CS Florida</li> </ul>

PARTNER PROGRAMS ACCESS THROUGH THE ONE-STOP PROGRAMS	
PROGRAMS	CONTRIBUTIONS/ROLES/RESOURCES
Unemployment Compensation Programs; and	<ul style="list-style-type: none"> <li>CareerSource Brevard provides information and local navigation assistance to DEO's centralized State Unemployment Compensation program.</li> </ul>

B. Identify any additional partners included in the local one-stop delivery system.

CareerSource Brevard has implemented the allowable flexibility in WIOA to include the following additional partners in the one-stop centers. CareerSource Brevard manages several optional workforce programs through its centers and CareerSource Brevard staff, which include:


- SSA Employment Network and Ticket to Work
- AARP Foundation 50+

CareerSource Brevard continually seeks out opportunities within the region to develop Workforce Services Agreements with partner organizations including community-based, faith-based, and/or nonprofit organization, as well as employment, education, and training programs that align with our vision mission and strategic goals. Ongoing partnership development is paramount to success by ensuring that CareerSource Brevard is sharing promising and proven practices by doing what is best for the community to enhance the overall economic development.

C. The local workforce development board, with the agreement of the chief elected official, shall develop and enter into a Memorandum of Understanding (MOU) between the local board and the one-stop partners.

In 2018 CareerSource Brevard, with the agreement of the chief elected official, developed and entered into a Memorandum of Understanding between the local board and the following one-stop partners, including new core program partners. The following chart also lists the status of the in Infrastructure Agreements (IFA) which have now been included in the Memorandums of Understanding.

MOU Entity	Status
Job Corps	Expired 4/30/18
Adult education and literacy activities authorized under title II of WIOA	Current MOU/IFA. Updated version pending signatures

MOU Entity	Status
The Vocational Rehabilitation program authorized under title I of the Rehabilitation Act of 1973	
Florida Dept. Education, Division of Blind Services	
Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act (Perkins V)	
The Senior Community Service Employment Program authorized	
Employment and Training activities carried out under the Community Services Block Grant under 42 U.S.C.	

**(2) Customer Access:** Describe actions taken by the LWDB to promote maximum integration of service delivery through the one-stop delivery system for both business customers and individual customers.

- A. Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b) (6) (C)).

This LWDB Career Centers and partners provide jobseekers, including individuals with barriers to employment, such as individuals with disabilities, with the skills and credentials necessary to secure and advance in employment with self-sustaining wages. The local workforce development board promotes accessibility for all job seekers to our Career Centers and program services, and is fully compliant with accessibility requirements for individuals with disabilities within our centers, whenever possible. Career Centers assist job seekers with disabilities in all programs, and our region has annually assessed physical and programmatic accessibility. This includes, but is not limited to, ensuring assistive technology and materials are in place, and front-line staff members are trained in the use of this technology.

CareerSource Brevard adopted a policy on reasonable accommodation which was distributed to all Career Center staff as well as training providers and partner agencies to ensure all understood and recognize the processes and procedures

to follow should a job seeker request or appear to need an accommodation. In addition, we have on staff an individual with extensive training and expertise in serving individuals with disabilities, previously our disability navigator, who is our local resource for any issue that arises.

As with any program delivery or activity, CareerSource Brevard seeks input from its partners, including local independent living centers, and board members on the issue or subject and then incorporates that input into the policy or procedure whenever possible and allowable.

- B. Describe how entities within the one-stop delivery system use principles of universal design in their operation.

CareerSource Brevard and its partner programs and entities that are jointly responsible for workforce and economic development, education, and other workforce programs already collaborate to create a seamless, customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services. This region's Career Centers and partners provide jobseekers, including individuals with barriers to employment, such as individuals with disabilities, with the skills and credentials necessary to secure and advance in employment with family-sustaining wages. The local workforce board promotes accessibility for all job seekers to our Career Centers and program services, and is fully compliant with accessibility requirements for individuals with disabilities within our centers.

Career Centers in our local area assist job seekers with disabilities in all programs, and our region has annually assessed physical and programmatic accessibility. This includes, but is not limited to, ensuring assistive technology and materials are in place, and front-line staff members are trained in the use of this technology. In addition, CareerSource Brevard and its partners located within the Career Centers ascribe to the principles of universal design of the facility, materials, service delivery and technology whenever and wherever possible and practical, including the following seven core principles:



UNIVERSAL DESIGN PRINCIPLES		
Principle	Design	Description
<b>Equitable Use</b>	Useful for people with diverse abilities	<ul style="list-style-type: none"> <li>a. The same means of use is provided for all users: identical whenever possible; equivalent when not.</li> <li>b. We avoid segregating or stigmatizing any users.</li> <li>c. Provisions for privacy, security, and safety are made equally available to all users.</li> </ul>
<b>Flexibility in Use</b>	Accommodates a wide range of individual preferences and abilities.	<ul style="list-style-type: none"> <li>a. We provide choice in methods of use.</li> <li>b. We provide adaptability to the user's pace.</li> </ul>
<b>Simple and Intuitive Use</b>	Use is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.	<ul style="list-style-type: none"> <li>a. We eliminate unnecessary complexity.</li> <li>b. We try to always meet user expectations.</li> <li>c. We accommodate a wide range of literacy and language skills.</li> </ul>
<b>Perceptible Information -</b>	Communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.	<ul style="list-style-type: none"> <li>a. We use different modes (pictorial, verbal, written) for redundant presentation of essential information.</li> <li>b. We maximize "legibility" of essential information.</li> <li>c. We make it easy to give instructions or directions.</li> </ul>
<b>Tolerance for Error-</b>	Minimizes hazards and the adverse consequences of accidental or unintended actions.	<ul style="list-style-type: none"> <li>a. We arrange facility furniture, equipment and walkways to minimize hazards and hazardous elements are eliminated, isolated, or shielded.</li> </ul>
<b>Low Physical Effort -</b>	The design can be used efficiently and comfortably and with a minimum of fatigue.	<ul style="list-style-type: none"> <li>a. Allow user to use reasonable operating forces.</li> <li>b. Minimize repetitive actions.</li> <li>c. Minimize sustained physical effort.</li> </ul>
<b>Size and Space for Approach and Use -</b>	Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.	<ul style="list-style-type: none"> <li>a. We always attempt to provide a clear line of sight to important elements for any seated or standing user.</li> <li>b. We make reach to all components comfortable for any seated or standing user.</li> <li>c. We provide adequate space for the use of assistive devices or personal assistance.</li> </ul>

- C. Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b) (6) (B)).

CareerSource Brevard facilitates access to services through our website and one stop facilities located throughout the county. To the extent possible one-stops are strategically located to provide physical access to job seekers and employers. We have worked to develop online videos and forms for job seekers, program applicants/participants, and employers to access from external locations. These on-line services include but are not limited to; program orientation, applications for training services, e-signature for forms required by law for participation, job search assistance videos, internship website, virtual job fairs, and basic job exchange activities through EFM. When possible CareerSource Brevard provides virtual services using technologies that are affordable and useful.

- (3) Integration of Services:** Describe how one-stop career centers implemented and transitioned to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by one-stop career center partners (WIOA §108(b)(21)).

CareerSource Brevard advocates and supports an integrated information system at the state and local level that would allow entities that carry out core programs to better coordinate service delivery for mutual customers and cross program referrals. CareerSource Brevard will work with state and local organizations to improve customer services and program management by exploring and possibly implementing integrated intake, case management and reporting systems. Wherever possible CareerSource Brevard will maximize the utilization of technology to consolidate and streamline services to enhance the overall customer experience.

CareerSource Brevard has established policies that address the integration of services for the region's Career Centers that support a customer-centered, fully integrated service delivery system that ensures customers and employers have maximum access to the full range of education, employment, training and supportive services offered through the programs available under WIOA.

CareerSource Brevard Memorandum of Understanding (MOU) with core program entities and other key partners, document agreed-to strategies to enhance service provision to employers and jobs seekers.

In addition, several CareerSource Brevard goals to achieve this strategic vision promote maximum integration of service delivery within our Career Centers for customers and employers.

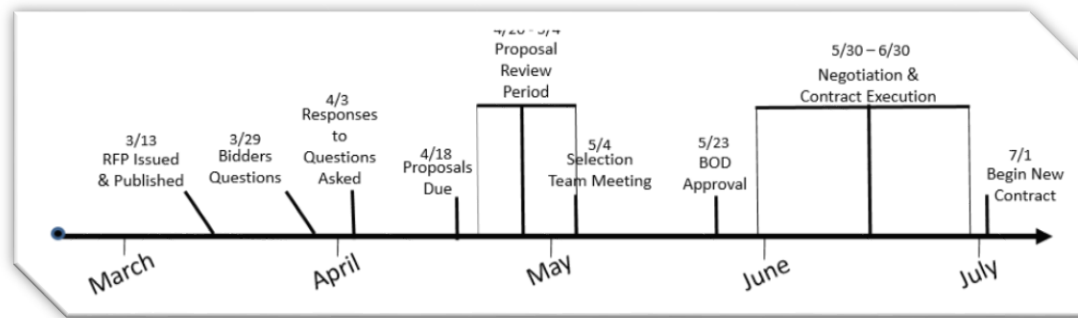
**(4) Competitive Selection of OSO:** Describe steps taken to ensure a competitive process for selection of the one-stop operator(s) (WIOA §121(d) (2) (A)).

CareerSource Brevard (CSB) is committed to open and competitive procurement of services in providing workforce development services in Brevard County. Following the guidance of TEGL No. 15-16, CSB successfully solicited proposals and awarded a contract for a one-stop operator commencing July 1, 2017. CSB This process was accomplished within the established federal and state regulations and policies governing procurement.

**Request for Proposals (RFP) One-Stop Operator RFP and Award**

Through requests for qualifications, invitations to negotiate, requests for proposals and bids, providers within and outside the community have the opportunity to compete to meet the needs of CSB customers. Decisions on procurement are guided by our commitment to provide quality services and maintain high levels of customer satisfaction. This is done within the established federal and state regulations and policies governing procurement. Our most recent competitive for selection of the one-stop operator was very successful and described below:

- A Request for Proposal (RFP) to solicit proposals for One-stop Operator Provider Services, along with a public notice of the RFP, were posted on the on the CareerSource Brevard agency website, the local newspaper, and the Florida Vendor Bid System (VBS).
- In April 2017, CareerSource Brevard received four (4) proposals from qualified providers by the published deadline.



- A five (5) member review team rated and ranked the proposals, and prepared recommendations for approval by Board of Directors.
- Each team member was required to sign a code of conduct and conflict of interest statement.
- The evaluation criterion was developed based upon the RFP and the TEGL are kept on file for this procurement including the individual evaluation forms.
- A cost analysis was performed and documented. The review team scored the proposals and held a meeting in May 2017 to provide its recommended first and second choice of providers to be awarded the contract for One-Stop Operator services.
- A consensus decision was made and the first and second choice of awardees was presented to the CareerSource Brevard D Board of Directors on May 23, 2017. The Board approved the recommended first place provider as the awardee.
- CareerSource Brevard D then advertised the intent to award and provided rating sheets and proposals to the other bidders as requested.
- A negotiated contract for one base year commencing July 1, 2017, with three (3) additional one-year options was negotiated by CareerSource Brevard and C2 Global Professional Services, LLC and executed on June 30, 2017.
- The Chief Elected Official approved the LWDB One-Stop Operator and Required Partners certification on 07/10/2017. This certification acknowledged the active partners MOU that was developed and executed with the various mandated partners.

**(5) System Improvement:** Describe additional criteria or higher levels of service than required to respond to education/training needs, labor market, economic, and demographic conditions and trends in the local area (WIOA §108(b)(6)(A)).

Over the last several years, CareerSource Brevard has developed additional programs and services necessary to meet the local needs. The following are programs, services available job seekers and business:

- Latino Customers – Brevard has a growing Latino population. After Hurricane Maria and the influx of persons who relocated to Brevard from Puerto Rico, CareerSource Brevard began offering these services:
  - English for Speakers of Other Languages (ESOL) – with the influx of non-English speaking job seeking customers ESOL is now available all three of our centers. Offered in partnership with Brevard Adult Education, customers can register and take classes to improve their language abilities.
  - Welcome Workshops/Talleres de Bienvenida - the workshops are designed to help people from Puerto Rico, and from Spanish speaking countries, who live in Brevard County reach the success. At the workshops, we will talk about “Life in Brevard” covering valuable information about housing costs, transportation options, the employment landscape, educational opportunities and access to healthcare services. We will also provide practical information regarding the workplace environment in the U.S. to be able to work effectively with employers and co-workers of diverse cultures.
- Community-Based Organization Outreach - In an effort to attract hidden talent as part of CSB’s major focus, it was identified that CSB needed to strengthen its partnership relationships with those organizations within the community whose customers could benefit from workforce and employment services. To accomplish this:
  - CSB restructured staffing roles to allow for a Community-Based Organization Outreach Coordinator, whose primary responsibilities include identifying and meeting with agencies in the community, establishing cross-referral processes and conducting ongoing follow up with the partners. The coordinator provides monthly follow up and ensures the partners have the most up-to-date marketing collateral for recruiting events, job fairs, and workshops and grant programs. The coordinator has also worked to streamline the referral process for ease of use to the partnering agencies.
  - Establishment of this system has provided a much more robust tracking capability. At this writing, 20 outreach visits have been conducted, primarily to new partners,

within the last three months. We have seen an uptick in referral counts, and for this PY alone, there have already been 105 referrals from partners. Many of these referrals were for customers who would benefit from our targeted grant programs

- Brevard Recovery Works – This program funded by a National Dislocated Worker Health Emergency Grant (Opioid), has been able to address a growing problem in our community related to persons who are recovering from substance use. Services included dedicated and trained career counselors and a job developer devoted to the recovering customers and others impacted by the opioid crisis.
- R.I.S.E. Brevard (Re-entry Intervention resulting in Successful Employment) – This program has been designed to target ex-offenders recently released from State prison and referrals from the Brevard County Drug Court program. Customers received assistance in job readiness, job search, assessment, job training if necessary and job referrals to employers.

At this time, CareerSource Brevard is not aware of any additional higher level services that will be needed to respond to labor market, economic and demographic conditions and trends in the local area. However, CareerSource Brevard will continue to engage employers, job seekers and other interested parties to solicit feedback and input into services to ensure effectiveness and continuous improvement.

## DESCRIPTION OF PROGRAM SERVICES

**(1) System Description:** Describe the local workforce development system. Identify programs included in the system and how the local board works with each entity to carry out core programs and other workforce development programs supporting alignment in provision of services. Identify programs of study authorized under [The Strengthening Career and Technical Education for the 21st Century Act \(Perkins V\)](#) (20 U.S.C. 2301 et seq.), that support the strategy identified in the Florida Unified Plan under WIOA section 102(b)(1)(E) (WIOA §108(b)(2)).

CareerSource Brevard is the workforce system within the Palm Bay – Melbourne – Titusville MSA. CareerSource Brevard is a single-county, quality-focused, employer-driven, customer-centered organization and its mission is to meet the workforce needs of the regional economy. CareerSource Brevard works to increase access to and opportunities for the employment, training, and support that individuals need to succeed and advance in the labor market inclusive of those with barriers to employment. CareerSource Brevard strives to align workforce development, education and economic development within regional economic development strategies which meet the needs of local, regional and state employers and provides a high-quality workforce development system.

CareerSource Brevard provides accountability falling under the local workforce board. The Career Center or One-Stop services are provided indirectly through a properly procured contractor – C2 Global Professional Services, LLC.

Core Programs managed by the contractor include:

- Labor Exchange services provided under Wagner-Peyser staff;
- Veteran's Employment program;
- WIOA Adult, Dislocated worker and Youth services;
- Trade Adjustment Assistance programs;
- TANF programs authorized under Social Security Act Title IV, Part A;
- Reemployment Services and Eligibility Assessment Program (RESEA) providing employment services to DEO's state Unemployment Compensation program;
- Information and local navigation assistance to DEO's state Unemployment Compensation program.
- WIOA Youth services;
- Title IV program services through the Department of Vocational Rehabilitation;
- Offender reentry services through the Ex-offender Re-entry program



- Department of Juvenile Justice;
- Senior Community Service Employment program;
- Adult education and Literacy programs under Title II, local County Schools Adult and Education; and
- Career and postsecondary technical education programs under Carl D. Perkins
- Career and Technical Education Act of 2006 through multiple training partners and apprenticeship programs;
- County Community Action Team;
- Division of Blind Services;
- Multiple Housing Agency Authorities (as applicable)
- Supplemental Nutrition and Assistance Program (SNAP) Employment and Training program;
- SSA Employment Network and Ticket to Work program; (with Board Assistance)

All of core programs are focused on alignment of service strategies and on reducing duplication and confusion among employers and jobseekers relative to having workforce needs met. Partners delivering core programs such as Adult and Literacy, Career and Technical Education, Division of Blind Services and Department of Vocational Rehabilitation are represented within the CareerSource Brevard board's key long-range planning and realignment as mandated under WIOA. Board and partner planning includes review of the current workforce, employment and unemployment, labor market trends and the educational and skill levels of the workforce inclusive of individuals with barriers to employment. Due to changes to Title II Adult Education and Literacy and Title IV Vocational Rehabilitation program performance measures, CareerSource Brevard continues to plan and discuss future opportunities.

All core programs are represented through the one-stop center, either on a full-time basis with the core programs, Partnership with some Adult Literacy entities, some Community Colleges and Vocational Rehabilitation is on a referral basis within easily accessible geographic location.

There is a strong history of partnership, coordination and referral between CareerSource Brevard and Adult Education in the region. This partnership extends into Carl D Perkins Career and Technical Education entities in the same local area. Referrals are routinely made between the core programs and organizations in cases where customers served initially by

one organization are deemed to be able to benefit from services provided by the other or the natural continuum of service is adult education leading to postsecondary Career and Technical education to work readiness and ultimately employment.

CareerSource Brevard was recently invited and has participated in the Analysis of Need and Available Resources for the Brevard County School District's CTE program. This will include with data and other information for their Comprehensive Local Needs Assessment (CLNA) requirements for the Perkins V Transition Plan. Additional meetings are planned.

**(2) Sub-grants and Contracts:** Describe the competitive process used to award sub-grants and contracts in the local area for WIOA-funded activities (WIOA §108(b) (16)).

All sub grants and contracts will be procured through CareerSource Brevard formal procurement policy processes such as Request for Proposal (RFP) or Invitation to Negotiate (ITN). The LWDB has established procurement policies and procedures in compliance with Federal and State laws and regulations. These policies and procedures are audited by independent CPA's in the conduct of our annual single audit and are monitored by state staff during the conduct of their fiscal and programmatic monitoring processes.

The competitive process used by CareerSource Brevard to award sub grants and contracts for WIOA funded activities adheres to the guidelines within the procurement and contract policy and guidance provided by 2-CFR-200, specifically sections 200.318 through 200.326. For procurements by sealed bids and/or competitive proposals, the process begins with a public issuance of the ITN, notification of interested parties and a legal public notification in order to ensure as many proposals as possible are received. A minimum of two proposals from responsible, capable bidders is required. Proposals are received and reviewed by an internal committee. Submissions are reviewed, precaution is taken to ensure any responding companies are not on the excluded list or that any conflicts of interests exist, and a tentative selection is made by the internal committee. The selection is then presented to the President and later to the Executive Board and Board of Directors for final approval. In the event that only one bid is received after the RFP or ITN has been advertised for 30 days or greater, there exists only one source of supply, the requirement is considered exigent or the awardee has directed CareerSource Brevard to use a non-competitive process, then the award will be made via a non-competitive or single source process and justification.

Upon appropriate final approval, the contract is drafted between CareerSource Brevard and the winning bidder that includes all requirements of 2 CFR 200, specifically sections 200.318 through 200.326 and Appendix II to Part 200.

- (3) Expanding Access to Employment:** Describe how the local board, working with entities carrying out core programs, expanded access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. This includes how the local board facilitates developing career pathways and co-enrollment, as appropriate, in core programs, and improves access to activities leading to recognized postsecondary credentials (including portable and stackable industry-recognized certificates or certifications) (WIOA §108(b)(3)).

After collaboration and consultation among workforce development leaders and stakeholders, the local board has developed a road map for expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to recognized postsecondary credentials. The key strategic priorities are organized principles around which the workforce plan is structured, 1) increase business engagement; 2) workers receive integrated services that lead to employment and careers; 3) technology and accessibility; and 4) next generation performance accountability system.

Businesses need simple paths to the workforce system and a better understanding of training programs to ensure workers have industry-specific skills. In addition, once businesses and industries are engaged – be it through sector strategies or recruitment services – the workforce system must build and sustain these partnerships. The system’s essential promise to these partnerships is streamlined and integrated services that are easy for an employer to navigate and perceive value. Career pathways models and sector strategy methods will require future development and adoption by business and industry.

Workers need to be able to effectively find and navigate the workforce development pathway that is best for them. This means CareerSource Brevard must eliminate duplication, increase transparency and improve the business and job-seeking customer experience. In addition to acquiring skills and jobs that put them on the path to prosperity, workers should also understand they have continuous access to the workforce development system through their working lives. For sustained, lifelong success, individuals can reengage in the workforce system throughout their career and “lifelong learning” journey.

The use of technology to remove barriers for workers and enhance their access to services is a “game changer.” Advances in telecommunications and technology potentially allow for seamless, universal, and remote access to education, training and other workforce development services. While technology cannot fix all barrier access problems, in many cases it will free up staff to tackle the more difficult access issues. This plan seeks to convert the best of these possibilities into a reality. The LWDB has addressed these issues and will continue to support the need to address barrier removal and universal accessibility of workforce development services – both physically and programmatic – as core priorities. This will require re-thinking bricks and mortar investments versus technological access.

The Local Workforce Development Board has been a leader in developing rigorous accountability measures for workforce development programs in the area. The annual workforce training vendor evaluation shows training results, including how much completers earn, the skills they obtained, and if they were satisfied with their program, among other measures. CareerSource Brevard will continue to utilize continuous improvement and research new generation performance indicators to help continue to press the region forward with ensuring a more integrated workforce development system.

Based on extensive stakeholder input, the local Workforce Development Board, and customer need, the following commitments underpin the strategic plan for expanding access to employment.

**System-Wide Partnerships:** A culture of cooperation and partnership is needed to achieve positive results in a complex workforce system. Aligning goals across all service providers and customers is essential in continuing to build and enhance this culture of partnership. Through shared goals, we can achieve the seamless system envisioned in this plan. These goals include the following: delivering prosperity and success in a measureable way for the system’s key customers, workers and businesses; addressing strategically and efficiently the economic needs of workers and businesses and ensuring sustainable results.

**Career Pathways:** Career pathways offer an efficient and customer-centered approach to workforce development because they structure intentional connections among workers, employers and service providers. Aligning educational opportunities that lead to the industry-recognized qualifications, skills, and academic credentials helps bring workers and employers into the training system on the front end. In turn, this transforms businesses from “customers” into “partners or co-investors” in the workforce system.

**Focus on workers facing barriers:** With the plan's heightened emphasis on program alignment, many agencies and their stakeholders voiced concern that this would result in reduced services for their clients. Each community urged that customers receive increased services, not less. The services will continue to be provided in a manner that reflects their unique needs, ranging from one-on-one services to early intervention. The plan consistently directs that priority populations receive the resources they require to be successful and that each community is included in the goal of prosperity and success for everyone. This is a "universal" plan. (See Section DESCRIPTION OF THE LOCAL ONE-STOP SYSTEM (5) System Improvement for services for those with barriers

**Leveraging Existing Successes:** CareerSource Brevard will help bring to life the strategic objectives and system goals by continuing to share proven successes and compelling participant and employer stories. Encouraging information to be shared across the system, and regularly drawing attention to achievements, CareerSource Brevard will help partners replicate and build on success.

- (4) Key Industry Sectors:** Identify how the LWDB aligns resources that support and meet training and employment needs of key industry sectors in the local area. Describe strategic or other policies that align training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations (WIOA §134(c) (1) (A) (v)).

Repeating information contained earlier in this plan, CareerSource Brevard yearly reviews data and selects or adjusts the key industry focus for the region. See Section – Analysis of Need

- (5) Industry Partnerships:** Describe how the LWDB identifies and collaborates with existing key industry partners in the local area. Describe how the LWDB coordinates and invests in partnership infrastructure where key industry partnerships are not yet developed (WIOA §134(c) (1) (A) (IV)). The local area must describe how the following elements are incorporated into its local strategy and operational sector strategy policy:

One of the principal goals of the region is to build long-term economic vitality through the attraction and retention of employers with jobs that pay above-average wages in targeted industries. Within the region employers take the lead role in all workforce committees. Each chairperson for the committees are community employers. The members ensure the workforce system is demand driven by providing valuable input and feedback on the local economy and community as a whole. They are able to provide first-hand knowledge of the current employment needs in their industry. This is essential to providing customers with the

most up to date information on local LMI details to remain competitive in the local economic region. The region has a strong collaboration with Brevard County Economic Development groups and the Florida High Tech Corridor.

- A. Describe how selected industries or sectors are selected based on, and driven by, high-quality data (cite data source used);

CareerSource Brevard continually reviews industry/sector activity through a variety of resources available. This includes data from DEO Bureau of Labor Statistics, U.S. & Florida Chambers of Commerce, University of Florida, University of Central Florida and University of South Florida information sources as well as various Industry Focused Publications.

- B. Describe how sector strategies are founded on a shared/regional vision;

The President, Industry Relations and Business Services staff are key liaisons between regional industry, education and community leaders. CareerSource Brevard intentionally seeks key industry partnerships to inform our Board and Committees on the development of sector strategies and goals. Our LWDB works with CareerSource Florida to learn about statewide issues and concerns and works to ensure there is a local response. This includes conversations with LWDB's 11 & 12 CEO's on a regular basis to ensure that the sector strategy activity meets regional identified needs. CareerSource Brevard has recently worked in cooperation with CareerSource Central Florida on the USDOL America's Promise Grant which is focused on Information Technology training.

- C. Describe how the local area ensures that the sector strategies are driven by industry;

CareerSource Brevard has an Industry Relations Department which consists of two sector strategists who currently focus on Information Technology and Health Care. In addition current staff is providing sector strategy services in the Aerospace/Aviation sector and to the local Economic Development entity overseeing manufacturing development. Business Liaison staff are assigned to other key industries such as Construction, Leisure & Hospitality and Transportation & Logistics to ensure those industry needs are included in local planning. These activities help us to continually validate industry needs.

- D. Describe how the local area ensures that sector strategies lead to strategic alignment of service delivery systems;
- E. Describe how the local area transforms services delivered to job seekers/workers and employers through sector strategies: and

CareerSource Brevard (*Response to D & E*) has worked with industries it originally identified in this plan and has been able to track analyze data over the last several years. During this time we have had the opportunity to initiate our Information Technology and Health Care Sector programs. This LWDB is currently involved efforts by local Aviation and Aerospace industry representatives to improve the pipeline for companies in that industry. When misalignments with services delivery systems are detected, staff works with our One-Stop Operator to adjust processes to meet identified needs. Services are transformed when adjustments are made. Recent adjustments include enhancement of our Eligible Training Provider List (ETPL) with new training providers who meet the needs of manufacturers an information technology companies.

- F. Describe how the local area measures, improves and sustains sector strategies.

CareerSource Brevard utilizes Labor Market Information, Industry Projections, STEM Occupations List and other Labor Market Statistics products to inform industry partners. Reports from Florida's Department of Economic Opportunity (DEO) are shared as information becomes available. During sector meetings the partners provide valuable feedback to staff concerning their company's (and respective industry) future growth and/or demands. The Business Services Division works directly with these business leaders concerning their business' labor force demands. Sustaining sector strategies had involved grant writing, reallocation of resources, industry contributions and expansion of job duties for Business Liaisons.

- (6) In-demand Training:** Describe how the local board ensures training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate (WIOA §134(c)(G)(iii)).

The in-demand occupations of the current workforce and those related to the emerging industries in the area are a priority for CareerSource Brevard and its business and education partners. We strive to make available training programs that meet the needs of employers per



occupation and the skill level as measured by the industry-recognized certification attained via the training program.

Board staff ensures programs link directly to occupations on the Regional Targeted Occupations List (RTOL). CareerSource Brevard has for the last 8 years maintained a customized Regional Targeted Occupations List. The RTOL process is the mechanism by which the State of Florida and Local Workforce Boards (LWDB)) direct public workforce funding to programs in order to meet high demand/ high wage business employment needs. The RTOL process gives local discretion and flexibility and will allow us to better meet local employer and worker needs. The RTOL revisions also allow for occupational training (usually ITA) requiring or resulting in an industry recognized certification, credentials or degree upon completion. Out-of-Region Training Providers, generally in contiguous counties, are approved to accommodate the needs of local business and job seeking customers. Information regarding occupational skills training programs and local and regional demands for those linking occupations is available on our CareerSource Brevard website. The RTOL process is the mechanism by which the State of Florida and Local Workforce Boards (LWDB)) direct public workforce funding to programs in order to meet high demand/ high wage business employment needs. The RTOL process gives local discretion and flexibility and will allow us to better meet local employer and worker needs. The RTOL revisions also allow for occupational training (usually ITA) requiring or resulting in an industry recognized certification, credentials or degree upon completion.

The Eligible Training Providers and Programs webpage provides important data: 1) the RTOL and 2) the Eligible Training Provider List (ETPL). This same webpage has an easy-read data table with alphabetically listed occupations with the occupation's projected annual growth, annual opening, average wage and entry wage per each listed occupation. Each occupation has a drop-down box for the user to view all the training providers in the five county area for that specific occupation.

The ETPL indicates important details such as: Certification, Program Length, Total Student Costs, PELL Eligibility and Minimum Reading and Math Skills Required of the potential student. The ETPL also specifies program performance: Program Completers, Found Employment Rate and the Average Wage at Placement into Employment for those who have participated in the past. All of this data educates the individual so that an informed decision can be made concerning provider/program choice.

Occupations in the industry priority areas provided by our economic development are given priority when discussing current and future training programs. Information is readily provided to our educational partners for their own institutions' future considerations. As CareerSource Brevard discusses emerging industries and in-demand occupations with business and educational partners, all considerations for "timing" is given priority. Our educational partners require time to create curriculum that meets the industry requirements.

Career and Professional Education (CAPE) programs within the secondary education system for Brevard County connect to in-demand occupations and require industry-recognized certifications to meet the needs of the employer. As the local school district submit applications for CAPE industry certifications, CareerSource Brevard provides Letters of Endorsement, indicating the specific business demand.

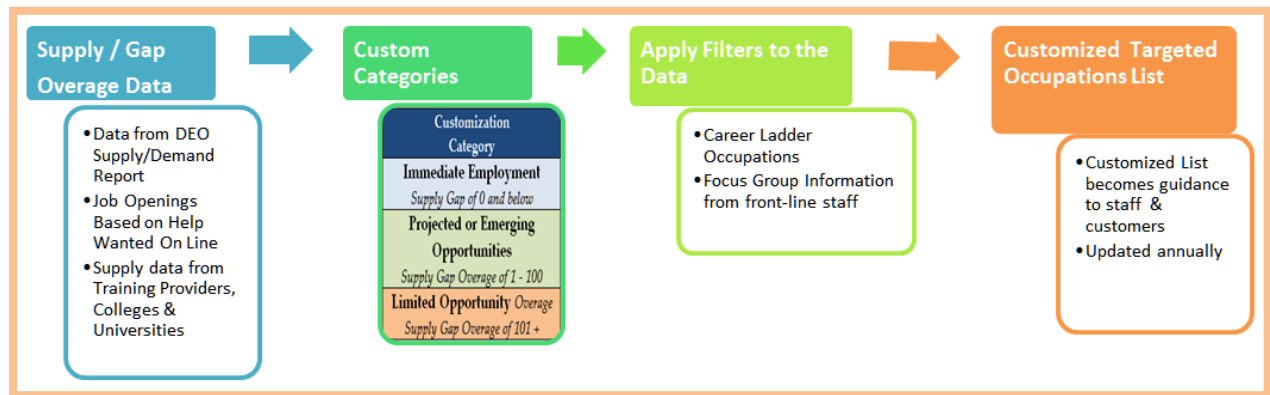
The CareerSource Brevard staff guides customers to use the available labor market resources available through Employ Florida and through Florida Research and Economic Information Database Application (FREIDA). Participants willing to relocate or those living in outlying areas of the region may use providers on the State's Eligible Training Provider list in other areas of the state. Having knowledgeable staff to guide customers allows for employed citizens. For in-demand training CareerSource Brevard uses a wide variety of data and resources to ensure that our LWDB is fully apprised of trends and issues. DEO provides excellent support at the local workforce level to support data driven strategies which support in-demand training. The following charts have been provided by DEO for assistance in determining local strategies:

The Department of Economic Opportunity (DEO) Bureau of Labor Market Statistics (LMS) produces industry and occupational employment predictions along with occupational wage estimates for Florida and each of the 24 Workforce Regions. LMS presents the results of the latest statewide employment forecast along with a statewide Demand Occupations List based on the previous year's wage criteria adjusted by the U.S. Bureau of Labor Statistics' Employment Cost Index. The statewide Demand Occupations List identifies the labor market needs of Florida's business community and encourages job training based on those needs, with emphasis on jobs that are both high demand and high skill/high wage, and is used as a baseline for establishing RTOLs. Subsequently, DEO releases the statewide Demand Occupations List as well as regional Demand Occupations Lists and sends an announcement

to CareerSource Florida and the RWBs. To develop their RTOLs, local boards take the following steps:

<b>REGIONAL TARGETED OCCUPATIONS LIST (RTOL) DEVELOPMENT PROCESS</b>		
<b>Step/ Time Line</b>	<b>Activity</b>	<b>Resources Used/Action Required</b>
<b>1</b>  Early March	<b>Establish Draft Regional Targeted Occupations List</b>	<ul style="list-style-type: none"> <li>Review Statewide/Regional TOL</li> <li>Internal Review by Industry Relations, Program Managers and Career Counselors</li> <li>Utilize Labor Market Information (LMI) from multiple sources.</li> </ul>
<b>2</b>  Mid- March	<b>Key Partner &amp; Training Vendor Filtering</b>	Solicit Feedback from <ul style="list-style-type: none"> <li>Training Vendors</li> <li>School District</li> <li>Other Economic &amp; Business entities</li> </ul>
<b>3</b>  Late March	<b>Alignment with Economic Development Priorities</b>	Determine how occupations fit with LWDB 13 Key Industry Analysis which include: <ul style="list-style-type: none"> <li>Florida Targeted Industries</li> <li>Florida Infrastructure Industries</li> <li>Local Economic Development Priorities</li> </ul>
<b>4</b>  April	<b>Business &amp; Industry Filtering</b>	Solicit Feedback from the following groups: <ul style="list-style-type: none"> <li>Industry Workforce Committee</li> <li>Eastern Florida State College Industry Councils</li> <li>Training Vendors provide CIP to SOC crosswalk information when available and pertinent.</li> </ul>
<b>5</b>  April	<b>Customization</b>	<ul style="list-style-type: none"> <li>See Section below for description of this process.</li> </ul>
<b>6</b>  May/ June	<b>Final Approval by the CareerSource Brevard Board of Directors</b>	<ul style="list-style-type: none"> <li>Consent Action Item at the May/June BOD Meeting</li> </ul>
<b>7</b>  June	<b>Final Actions</b>	<ul style="list-style-type: none"> <li>Post final RTOL on website by June 30<sup>th</sup>.</li> </ul>

The following contains the customization process”:



LWDB 13 levels of training subsidy issued to participants through Individual Training Accounts (ITA) are established in local policy and updated periodically. Region 13 utilizes a wage tier model which ties the amount of subsidy to the projected average entry wage for the occupation. The tiers are “entry”, “bridge” and “high wage”.

The local planning strategy for the RTOL includes the following local decisions which impact the strategies for development of the RTOL:

- CareerSource Brevard utilizes the Demand Driven -Solutions Based model to organize and operate the One-Stop or Career Centers. This model assists job seeking customers by focusing on business needs rather than the traditional “funding silo driven” method of providing services. As such, CareerSource Brevard wishes to maximize the involvement of business and industry groups in the update and development of the RTOL.
- The CareerSource Brevard Industry Relations Department has ongoing and periodic business engagement events and is charged with the responsibility of soliciting active feedback in the development and update of the RTOL.
- CareerSource Brevard intends to update the RTOL on a yearly basis but has established provisional methods to include occupations which are determined as emerging or necessary to meet a specific industry need.

LWDB 13 levels of training subsidy issued to participants through Individual Training Accounts (ITA) are established in local policy and updated periodically. LWDB 13 utilizes a wage tier model which ties the amount of subsidy to the projected average entry wage for the occupation. The tiers are “entry”, “bridge” and “high wage”.

**(7) Employer Engagement:** Describe strategies and services used in the local area to:

- A. Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs;
- B. Support a local workforce development system that meets the needs of businesses in the local area;
- C. Better coordinate workforce development programs and economic development; and,
- D. Strengthen linkages between the one-stop delivery system and unemployment insurance programs (WIOA §134(c)).

Employer engagement is facilitated by the Business Services Unit who works diligently to educate business customers by providing information on financial incentives and other advantages of using workforce services. The Business Services Unit reaches out to businesses through contact lists developed from participation at job fairs, business development events, economic development activities, human resource associations, local area chambers of commerce, and economic development efforts. CareerSource Brevard leverages these relationships to provide value-added services to identify the skilled human capital that meets their workforce needs. These services may include: OJT, IWT, EWT, internships, apprenticeships and customized training provision for in-demand jobs or high growth industry sectors within the local area.

CareerSource Brevard ensures engagement access for businesses and career seekers to our service delivery system by providing the following:

- Recruitment and pre-screening of qualified applicants.
- Easy access to post job listings through EF.
- Information about job and industry growth trends and forecast information
- Wage data and other valuable labor market information.
- Hiring and training incentives.
- Strategic planning in partnership with education and training providers to analyze and apply workforce intelligence to improve the talent pipeline in support of sectors in demand.

- Mapping of the talent pipelines for various sectors to identify where the talent is needed now, and in the future.
- Increasing the quantity and quality of the talent pool in Brevard County by defining career pathways for individuals that will ensure a continuous supply of qualified talent.
- Communication of the in-demand skills needed by high growth industry sectors to educational and training organizations in order to improve responsiveness and better prepare workers for the sector.
- Enhanced career services including assistance with employability workshops, skills assessments, job referrals and WIOA eligibility screening for (UI) claimants.
- Referrals to UI claimants to an array of training and education resources.
- Provision of assistance to area employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs and the delivery of employment and training activities.
- CareerSource Brevard facilitates a very active business services team that proactively offers services to employers to meet their workforce needs. These services are focused on, but not limited to, providing job listings, job referrals, OJT's to the UI claimant's applicant pool and other qualified candidates, and labor market information.

**(8) Priority of Service:** Describe local policies and procedures to prioritize services for veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for individualized career and training services in the adult program.

CareerSource Brevard Policy PLN 09-02 contains the local policy and procedures. The application of priority is as follows:

Priority	Application of Priority
1	<b>Veterans</b> and/or eligible spouses who are <b>public assistance recipients and/or low income</b> adults; and/or basic skills deficient who meet existing program eligibility requirements.
2	<b>Nonveterans</b> who are <b>public assistance recipients and/or low income</b> adults; and/or basic skills deficient who meet existing program eligibility requirements
3	<b>Veterans</b> and/or spouses who meet <b>existing program</b> eligibility requirements.
4	<b>Nonveterans</b> who meet <b>existing program</b> eligibility requirements.

#### **Veterans Priority of Service:**

The Jobs for Veterans Act (JVA), PL 107-288, signed into law on November 7, 2002, requires that there be priority of service for Veterans and eligible spouses in any workforce preparation, development, or delivery program or service directly funded in whole or in part, by the U.S. Department of Labor (38 U.S.C. 4215). The Priority of Service regulations,

codified at 20 CFR 1010, were issued December 19, 2008 and require qualified job training programs to implement priority of service for Veterans and eligible spouses, effective January 19, 2009.

The regulations require that CareerSource Brevard identify Veterans and eligible spouses at the “point of entry,” which can be at the One-Stop Centers or virtual delivery points such as through Employ Florida Marketplace (EFM).

CareerSource Brevard staff have been trained to inform all Veterans or eligible spouses at the time of their arrival at any of the CareerSource Brevard One-Stop centers that they are eligible for priority of service. CareerSource Brevard staff advise customers of their entitlement to priority of service; the full array of employment, training, and placement services available under priority of service; and any applicable eligibility requirements for those programs and/or services.

Priority of service means the right of Veterans and eligible spouses to take precedence over a non-covered person in obtaining all employment and training services. The eligible Veterans or covered persons shall receive access to the service or resources earlier in time than the non-covered person and when the service or resource is limited. The identification of priority of service doesn’t mean that the Veteran or eligible spouse must immediately verify their status at the point of entry. If the Veteran or eligible spouse is planning to enroll into other programmatic services that require an eligibility determination to be made, then they will be asked to provide validation of any required items.

CareerSource Brevard priority of service covers WIOA, youth, Trade Adjustment Assistance (TAA), Wagner-Peyser programs and reemployment services/referrals. Eligible Veteran employed workers visiting the One-Stop center may take advantage of Wagner-Peyser program services with priority level of service. Nonveterans/ non-eligible spouses who meet the mandatory target criteria must receive the secondary level of priority. This means that the nonveteran/non-eligible spouse falling within the mandatory class of candidates to be served will receive priority over Veterans and eligible spouses who do not meet this mandatory priority.

However, priority of service does not cover CareerSource Brevard programs funded through other grants such as the Welfare Transition Program funded through the state’s TANF block grant and the Supplemental Nutrition Assistance Program Employment &



Training program (aka Food Stamp Employment and Training Program), funded through U.S. Department of Agriculture grants. CareerSource Brevard relies on the TANF funds received to provide the necessary training assistance to TANF program recipients.

### **WIOA Priority**

CareerSource Brevard adheres to the requirements for adult employment and training activities outlined in WIOA section 133 (b), as priority of service regardless of funding levels. Priority is given to recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of career services. “Priority of service” status is established at the time of eligibility determination for WIOA Title I Adult Registrants and does not change during the period of participation. Section 134 (c) requires that an eligible trainee must have the skills and qualifications to successfully participate in the selected program of training services in addition to meeting the other eligibility criteria. Priority does not apply to the dislocated worker population.

CareerSource Brevard has notified our core program entities, partner agencies, staff and general public through social media of the WIOA Priority of Service requirements. All CareerSource Brevard staff have been trained on the Veterans Priority of Service and WIOA Priority of Service requirements. CareerSource Brevard conducts recruitment from our Supplemental Nutritional Assistance Employment & Training program (SNAP E&T), Welfare Transition Program, Wagner-Peyser program registrants and Adult Education partners to provide career services to this targeted population.

The information needed to evaluate and determination a customer’s priority of service are collected on the initial WIOA programmatic pre-screening tools utilized by case management staff. Customers are not required to validate these items until eligibility determination is made.

Participants who are not in a priority of service category but are actively enrolled in career or training service shall be allowed to complete the activity. It is not expected that non-priority service participants must give up their place to an individual who is in a priority of service category and just starting a career and/or training service.

- (9) Training Services:** Describe how training services are provided, including how contracts for training services are used, and how such contracts are coordinated with the use of ITAs (WIOA §134(c)(1)(A)(v)).

Training services provided by CareerSource Brevard are directly linked to an in-demand industry sector or occupation in the local area or the planning region, or in another area to which an adult or dislocated worker receiving services is willing to relocate. CareerSource Brevard provides diversified job-driven training opportunities for individuals, including pre-vocational training, occupational skills training, work-based training, registered apprenticeships, internships, paid work experience, etc. Priority consideration is given to programs that lead to a recognized post-secondary credential and/or industry-recognized credential aligned with in-demand industry sectors or occupations.

CareerSource Brevard has implemented innovative programs and strategies designed to meet the needs of employers, which may include employed worker training programs, customized training, on-the-job training, internships, paid work experience, sectoral and industry cluster strategies, implementation of industry or sector partnerships, career pathway programs, and layoff aversion strategies. CareerSource Brevard seeks to fully utilize the Eligible Training Provider List and contracted providers as necessary to meet job seeker choice and industry needs. As such this plan includes the following additions to assist in determining employer and job seeker training needs:

University of Central Florida: CareerSource Brevard in coordination with Region 11 (Flagler/Volusia) and Region 10 (Citrus/Levy/Marion) have established the Training Agent Contract Agreement with the University of Central Florida (UCF) which extends to all UCF Regional Campuses, Colleges, Institutes, Incubators, Labs and Centers. This regional agreement is of a allows for a customer with specific occupational training needs to have access to courses and programs leading to credentials and degrees that meet local and regional demand. This authorizes University of Central Florida to be included on the Eligible Training Provider List. Training programs which meet local and regional demand criteria are made available based on funding availability.

Adult Education: CareerSource Brevard in cooperation with Brevard County Public Schools (BPS) which includes Adult and Community Education has established a partnership agreement for technical, educational and vocational training which is designed to meet industry needs across various in demand occupations for adult learners and career seekers. The intent of this agreement allows a customer with specific occupational, literacy and English as a Second Language (ESOL) training needs to have access to group or individual

courses and programs leading to language proficiency, credentials and degrees that meet local and regional demand. This includes inclusion of courses on the Eligible Training Provider List (ETPL).

Sector Strategies: In order to develop, implement, and expand sector strategies with a focus on growth industries and to build a competitive workforce, CareerSource Brevard may enter into agreements with training vendors for programs that meet sector strategy training needs not available with existing ETPL. Such vendors may not be able to meet all ETPL requirements but must be able to provide data and outcomes which demonstrate provision of credential(s) leading to successful employment or retention of existing employment within the industry or current employer.

Disaster Worker Training: Brevard County in 2004-05 and again in 2016, 17 & 2019, was impacted by a number of hurricanes and was subsequently included as part of the Governor's and the Federal Emergency Management Agency (FEMA) Disaster Declarations. Brevard County like many other counties in Florida, benefited from the USDOL National Disaster Worker Grant (DWG) funding to support recovery. In circumstances where the grants allows for participant training, Brevard has found that the ETPL can insufficient to meet training needs for participants as they exit the public service program. CareerSource Brevard may enter into agreements with training vendors for programs that meet disaster worker training needs not available with existing ETPL. Such vendors may not be able to meet all ETPL requirements but must be able to provide data and outcomes which demonstrate provision of credential(s) leading to successful employment or retention of existing employment within the industry or current employer.

This authorizes University of Central Florida, BPS and training vendors who meet sector strategy needs or disaster worker training needs to be included on the Eligible Training Provider List. Training programs which meet local and regional demand criteria are made available based on funding availability.

CareerSource Brevard has placed a priority on and budgeted funds for demonstrated effective work-based strategies that meet employers' workforce needs, including on-the job training, employed /incumbent worker training, registered apprenticeships and paid work experience.

Training for WIOA Youth and the Welfare Transition program will also follow the Regional Targeted Occupations List. At the pleasure of the President of CareerSource Brevard, an expanded RTOL may be used.

CareerSource Brevard case management staff determines the customer's need for WIOA funded training services following completion of an interview, evaluation, or assessment, and career planning based on the following criteria:

- Candidate is unable or unlikely to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services.
- Candidate is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
- Candidate has selected a training program or training services that are directly linked to the demand occupations that will lead to employment opportunities in the local area or the planning region.
- Candidate has the skills and qualifications to successfully participate in the selected training program.
- Candidate doesn't currently possess skills in a demand occupation.
- Candidate has limited skills in the chosen training program that will significantly reduce employment opportunities.
- On-the-Job Training Services: Candidate has been unable to secure self-sufficient employment with current skills. Customer is in need of assistance with training in a targeted occupation in order to become more skilled with the goal to retain employment following the subsidized OJT training period.

CareerSource Brevard provides occupational skills ITA based training services through an open training provider application process. Applications must meet the minimum standards established by CareerSource Florida.

CareerSource Brevard maintains a Scholarship Memorandum issued periodically that governs funding allocated to ITA and Employer based training. This memorandum establishes the wage

tiers and mix of services to meet business and job seeking customer needs. This memorandum allows adjustments on a periodic basis.

#### Individual Training Accounts (ITA)

ITAs are linked to in-demand employment opportunities in the local area. CareerSource Brevard will provide ITAs for qualified WIOA career seekers in need of financial assistance to obtain the education and job skills necessary for a career that will lead to self-sufficiency. ITAs are issued for specific training programs and training providers, and may be used at any approved institution for payment of tuition, books and fees. ITAs are categorized into three tiers based on whether the occupational training is for an entry level position, bridge position, or high-wage position. The tiers, average wage and maximum investment are defined in the tables below:

#### INDIVIDUAL TRAINING ACCOUNTS (ITA)

THRESHOLDS FOR ALLOWABLE ITA INVESTMENT		
<i>Tier</i>	<i>Average Entry Wage</i>	<i>Maximum Investment</i>
Entry	\$9.99 or Less	\$3,000
Bridge	\$10.00 - \$14.99	\$6,500
High	\$15.00 and Up	\$8,500

These Tiers may be adjusted as necessary to meet the needs of job seekers and employers. ITAs, in the form of a voucher as payment to the training institution, are issued on a semester or class basis and service providers must track the total amount issued to ensure that limits are not exceeded. ITAs may be used for education, job skills training, and associated needs required for employment in one or more of the careers named on the RTOL or to obtain specific skills certification leading to one of the occupations in demand.

#### Work-based Training

Work-based training is employer-driven with the goal of unsubsidized employment after participation. It involves a commitment by the employer(s) to fully employ successful participants after they have completed a training program. It is a successful training strategy for participants and employers in that participant finds high quality work and the employer develops a highly skilled workforce. It is the policy of CareerSource Brevard to maximize “work-based training”. This policy shall apply to all work-based training unless otherwise indicated by a specific grant or funding source. In such cases where there is a variation from this policy, the grant documents, special grant conditions or the strategic plan governing the implementation of the special grant, shall take precedence. Training types are as follows:

Training Type:	Description:
<b>On-the Job (OJT)</b>	The business hires the participant, provides training per contract and specified training plan, Business retains participant who successfully completes training
<b>Customized (CT)</b>	Used by business to meet training needs through talent pipeline development. Contract with training provider to develop and deliver training. Business commits to hiring participants who successfully complete training.
<b>Incumbent Worker (IWT)</b>	Used by business to upskill existing employees for the purposes of retention, lay-off diversion or promotion that leads to backfilling into less skilled position. WIOA limits IWT to 20 percent of the Adult and Dislocated Worker funds allocated to the region. IWT only participants are not include in WIOA performance accountability calculations.
<b>Registered Apprenticeships (RA)</b>	A national training system that combines paid learning on-the-job and related technical and theoretical instruction in a skilled occupation.” Participants are employed and may participate in an OJT, ITA or a combination of the two. Incumbent worker and customized training may also be utilized.
<b>Pre-apprenticeships (PA)</b>	Program or set of services designed to prepare individuals to enter and succeed in a Registered Apprenticeship program. PA programs have a documented partnership with one or more apprenticeship programs. Example: Participant enters a pre-apprenticeship program operated by Adult Education for 167 hours and upon completion is automatically accepted into the 8000 hour HVAC Apprenticeship program.
<b>Transitional Jobs (TJ)</b>	The purpose of Transitional Jobs is to connect individuals with, barriers to employment, chronic unemployment or an inconsistent work history with opportunities to build workplace skills and job history. All eligible Adult and Dislocated participants may participate in transitional jobs. Once a customer has been determined eligible for a funding source they must complete an initial assessment and meet one or more of the criteria specified in the local policy.
<b>Work Experience (WE)</b>	Work Experience is a training service activity designed to meet the needs of individuals who have limited or no work experience in targeted industries and occupations in demand, or, outdated skills, or no work experience related to their recent educational career field and is in need of this service to obtain unsubsidized employment leading to self-sufficiency. Internships are provided via a contract between employers with emphasis on matching work site opportunities with the training, interests and aptitudes of WIOA participants for targeted industries with occupations in demand.

THRESHOLDS FOR ALLOWABLE OJT INVESTMENT		
<i><b>Tier</b></i>	<i><b>Average Entry Wage</b></i>	<i><b>Maximum Investment</b></i>
Low	\$12.00 - \$14.99	\$7,800
High	\$15.00 and Up	\$9,500

- (10) Customer Choice Process:** Describe processes the local board uses to ensure customer choice in the selection of training programs, regardless of how the training services are to be provided (WIOA §108(b)(19)).

The CareerSource Brevard Board assures that the One-Stop Career Center System and partners will adhere to the principles of consumer choice requirements as outlined in provisions of the WIOA.

WIOA Title I-B assigns responsibilities to the state and local levels to support participants in need of training services for the purpose of enhancing their job readiness or career pathway, ensuring their access to career training through a list of approved training providers and programs. Training services are provided in a manner that maximizes consumer choice in the selection of an eligible provider.

CareerSource Brevard Eligible Training Provider List and Regional Targeted Occupations list (RTOL) are posted on the CareerSource Brevard website. The (RTOL) was developed after extensive research in the local, regional and statewide Labor/Job Market. In addition, the CareerSource Brevard Board of Directors, consisting of local business experts, reviews and approves this RTOL annually or as needed. Customers interested in pursuing training services are encouraged to review these tools to explore and research the training programs listed prior to selecting a training program in a growth and demand occupation. CareerSource Brevard staff ensures that each customer is made aware of the full array of training services available under WIOA. Program staff do not promote any training provider however; provide relevant performance outcome data for consumers to make informed training decisions.

Occupational skills training shall be provided in a manner that ensures informed customer choice in the selection of training for regionally in-demand occupations and prudent use of public funds in the selection of such providers. This process ensures transparency and



supports informed customer choice in the evaluation and selection of training providers and programs.

Guidelines for establishing Individual Training Accounts (ITA's) are to be used to access approved training programs provided by "eligible training providers. (ETPs)" Eligible training providers are those that are approved and are maintained on a statewide listing of approved training vendors known as the ETP state list.

If a customer selects a training provider and/or training program that is outside of our region, our Board has established a policy that requires a waiver request to be submitted and approved by the CareerSource Brevard President or designee. It is the intent of the Board to fund only those training programs on the regional or state Targeted Occupational List (TOL).

In addition, CareerSource Brevard ensures that there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities) serving the local area in a manner that maximizes consumer choice, as well as providing opportunities that lead to competitive integrated employment for individuals with disabilities.

**(11) Individual Training Accounts:** Describe the process and criteria for issuing Individual Training Accounts (ITAs) (WIOA §108(b) (19)).

- A. Describe any ITA limitations established by the board;
- B. Describe any exceptions to the use of ITAs.

CareerSource Brevard has developed its ITA system to encourage and promote career pathways that lead to self-sufficiency. Career seekers determined eligible and suitable are issued an ITA for training programs included on the Regional Targeted Occupations List and to an approved Eligible Training Provider. Training services may be provided if CareerSource Brevard staff determine, after an interview, evaluation, assessment, and career planning, that the individual:

- Is unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;

- Is in need of training services to obtain or retain employment that leads to self-sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and
- Have skills and qualifications to successfully participate in the selected program of training service.

Career seekers receive ITAs for selected training programs and training providers that are listed on the Eligible Training Provider List. All training must lead to an industry recognized certification, credential, or degree upon completion.

Individuals who have degrees in current demand occupations, employed full-time and have years of experience in their field are not appropriate for consideration of additional training, unless there is an extenuating circumstance (i.e. industry occupation in decline; Space Shuttle retirement). Career seekers who fail to meet the established grade standards must seek other sources of financial assistance until such time the grade level in each class returns to a “C” (2.0) and documentation has been provided to the Staffing Specialist. ITA funding is contingent upon grades, attendance, contact with Career Counselors and availability of funds. Other training avenues such as OJTs, internships or work experience, transitional jobs and customized training may be pursued.

**(12) Microenterprise and Entrepreneurial Training:** Describe mechanisms currently in place or in consideration that provide Microenterprise and entrepreneurial training. Describe mechanisms in place that support programs and co-enrollment, where appropriate, in core programs as described in WIOA section 134(a)(3)(A)(I) (WIOA §108(b)(5)).

See Section Coordination of Services (2) Coordination with Economic Development Activities for information on entrepreneurial resources used by CareerSource Brevard.

CareerSource Brevard recognizes the importance of coordinating workforce and economic development activities in order to focus on long-term economic growth. Part of our plan for long-term economic growth is the referral mechanisms and coordination strategies established to enhance entrepreneurial training and microenterprise services. Entrepreneurism is an important marker in the economy, part of the generation or regeneration of communities, and often a beacon for the future.

- (13) Enhancing Apprenticeships:** Describe how the LWDB enhances the use of apprenticeships to support the local economy. Describe how the LWDB works with industry representatives and local businesses to develop registered apprenticeships, in collaboration with apprenticeship training representatives from the Florida Department of Economic Opportunity and other partners, including educational partners. Describe how job seekers are made aware of apprenticeship opportunities.

CareerSource Brevard is committed to promoting Registered Apprenticeship (RA) opportunities as a career pathway for job seekers and as a job-driven strategy for employers and industries. Resources are made available to support participants of apprenticeship programs in the form of ITAs, OJT contracts for new hires, supportive services to include training materials such as books and tools, and employed worker training funds for companies that carry out programs under the National Apprenticeship Act. CareerSource Brevard works with the Florida Department of Education Division of Career and Adult Education and the regional apprentice training representative to assist in the expansion of existing or development of new apprenticeship programs based on employer demand in the region. The coordination with eligible training providers, employers, joint apprenticeship training programs, and local educational institutions at the secondary and post-secondary levels also provides support to these programs to meet industry demand and align with local workforce initiatives. Additionally, apprenticeship programs are promoted to employers as a solution to the challenges of finding workers with the skills required to fill essential positions.

Local apprenticeship programs are promoted to job seekers as a career pathway in our centers through partner organizations co-located in our centers, the organization website, flyers, resource rooms, and career development planning with center staff. CareerSource Brevard also assists apprenticeship programs with the placement of apprentices not currently engaged with a participating employer by providing referrals of job seekers to employers seeking an apprentice.

Most recently CareerSource Brevard staff has spearheaded local efforts to establish pre-apprenticeship program for trade occupations (Heating & Air Conditioning Installer – Servicer, Plumber, Pipefitter Sheet Metal, Heating & Air Conditioning Installer – Servicer, Plumber, Pipefitter Sheet Metal Worker Line Erector (Lineman) and Electrician in partnership with Brevard Adult Education...

CareerSource Brevard has partnered with CareerSource Palm Beach replicate a successful, employer-driven pre-apprenticeship program that has been proven to support industry needs

in California. The Aero-Flex Pre-Apprenticeship program is currently in a planning phase but is designed to meet the workforce development needs common to our region's aerospace and aviation manufacturing industry partners. This unique training program provides a customized layer within the framework to allow each employer to design or 'flex' its own program, meeting not only needs of the industry but each participating employer. This USDOL approved pre-apprenticeship program is an employer-driven mode. The training included in the program will be identified and agreed upon by each participating employer.

To meet the requirements of the TEGL the CareerSource Board of Directors has two representatives which have enhanced our awareness and use of apprenticeships.

- (14) Other Program Initiatives:** Describe services provided that include implementing initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, work-based training, industry and sector strategies, career pathway initiatives, utilization of effective business intermediaries, and other initiatives supporting the board's vision and strategic goals described in Section III WIOA §134(c).

CareerSource Brevard incorporates the incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathway initiatives, and other initiatives to support the board's vision and strategic goals. CareerSource Brevard also offers these programs to provide either occupational or educational training to employees of the local area's businesses.

The training addresses skill gaps of the incumbent workers, impacts company stability, and enhances the employees' continued employability. On-the-job training continues to provide a bridge between employers and workers, offering a timely and cost effective solution to meet the needs of both. On-the-job training is an effective option for upgrading skills and ultimately retaining employment.

The specific training helps the incumbent workers retain a job with changing skill requirements, or can upgrade their skill qualifying them for a different job with the employer. This improved knowledge or certification obtained from the training adds value to the company and often leads to an opportunity for advancement and/or wages increase.

- (15) Service Provider Continuous Improvement:** Describe the local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted services

providers and providers on the eligible training provider list, so they meet the needs of local employers, workers and job seekers (WIOA §108(b)(6)(A)).

CareerSource Brevard ensures service providers achieve program quality and outcomes that meet the objectives of federal, state and local programs by providing technical assistance and guidance, as needed; regularly monitoring; comparing results with, federal and state standards, and requiring corrective actions when necessary; following up to ascertain that corrective actions are completed, and documenting progress through regular reporting. Service provider contracts include the required outcomes and quality standards required by CareerSource Brevard. The model along with continuous improvement teams also enhance our continuous improvement. All contractor payments are contingent upon performance.

CareerSource Brevard utilizes various team members with programmatic experience to ensure that contracted service provider programs are in compliance with federal/state/local regulations and to provide technical assistance, guidance and training as needed. The contracted service provider is monitored regularly by internal team members and by the CareerSource Brevard contracted monitoring firm. Any issues discovered are reported to the Vice President of Operations and the service providers. CareerSource Brevard requires contracted service providers who are found to be out of compliance with any contractual agreements, the law, and/or program regulations to complete corrective action plans. They are required to respond in writing with a Corrective Action Plan.

The progress and success of contracted service providers are reviewed through performance reports and feedback from the community, including the committee process. The reports cover the performance and expenditures of service providers and staff compares outcomes, success rates, cost effectiveness and the service provider's value to the community based on these performance reports, monitoring reports, information from committees and information obtained from the State's management information systems.

CareerSource Brevard has an established application process and quality standards for potential training providers. Applications from potential training providers are accepted throughout the year. CareerSource Brevard has an Eligible Training Provider List Policy, which details the approval process to become an eligible training provider for our local area. CareerSource Brevard has developed a Training Provider Agreement for eligible providers. The Agreement requires that all training providers submit performance information on a

regular basis as well as cost information on an annual basis or as costs change. A Training provider performance review is the tool utilized by CareerSource Brevard to provide performance information. The performance is reviewed by the Business Workforce Committee on an annual basis. The following performance levels apply at this time but are subject to change by policy revision:

	Performance Standards	Annual Performance Criterion
1	Completion Rate	75%
2	Employment Rate in Related Occupation at one year	60%
3	Percentage of individuals who obtain unsubsidized employment	60%
4	Wages at placement in employment	RTOL Wage
5	Retention rate in unsubsidized employment at six months after employment	55%
6	Wages at six months after employment	RTOL Wage
7	Rate of licensure	60%
8	Cost per participant	\$ as supplied by vendor

The Training Provider information is available on the website for review by customers interested in training opportunities and updated regularly. Complaints from participants or the community regarding the performance of a training provider are addressed initially by administrative staff. Staff contacts the training providers, via a telephone or on-site visit, to verify facts. Staff may request a corrective action plan, if the complaint is validated. If staff is unable to resolve the complaint with the training provider and the participant, the complaint is reviewed by the Vice President for resolution.

At any time during the year, staff can make recommendations to the President to cease training for occupations that have resulted in over-training and/or when there is a decline in job openings.

**(16) Youth Program Design:** Describe the design framework for local youth programs and how the 14 program elements required in §681.460 of the WIOA regulations are made available within that framework (WIOA §129(c) (1)).

- A. **Define the term “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.”**

Describe how the local board defines whether a youth is unable to demonstrate these skills sufficiently to function on the job, in their family, or in society and what assessment instruments are used to make this determination (20 C.F.R. §681.290).



## B. Define “requires additional assistance.”

Describe how the local board defines the term “requires additional assistance” used in determining eligibility for WIOA-funded youth programs (20 CFR §681.300).

The CareerSource Brevard Youth model, called “NextGen,” is a program of CareerSource Brevard for eligible young adults seeking to gain work experience, enter the job market and plan for or launch a career. Youth activities include occupational skills exploration, pre-employment/work skills training, counseling, and opportunities for academic skill building, GED preparation, job development, work experience, On-the-Job Training, job placement, and follow-up. The Next Gen model was highlighted in the March 26, 2015 USDOL Employment and Training Advisory System (TEGL 23-14) Operating Guidance as an “*Example of Local Areas Successfully Servicing Larger Numbers of Out of School Youth (OSY).*” CareerSource Brevard has an OSY Expenditure Rate in excess of 80%. The Next Gen outreach strategy includes engaging dropouts via partnerships with the public school system where youth active in the High School Equivalency (HSE) program are referred to CareerSource Brevard for inclusion in the Next Gen program. CareerSource Brevard also works directly with Elementary and Secondary Education Act (ESEA) Title I Schools to provide outreach to graduating seniors and pregnant teen’s programs. Community partnerships with the Department of Juvenile Justice and foster care providers include referrals of youth and joint staffing, where appropriate. The NextGen service model includes a weeklong workshop encompassing assessment, life skills training, and goal setting/planning. After completing these modules, the youth and staffing specialist create a bridge plan to link them to ongoing services, which include career coaching and skills training to earn an in-demand industry-recognized credential, continued support to get a job, learning job search techniques, developing a resume portfolio, career coaching, paid work experiences, on-the-job training, and supported job search assistance.



The Next Gen program model is supported by the December 2015, Workforce Strategies Initiative publication “Connecting Young Adults to Employment”. This study identifies five job qualities noted as important by youth agencies. These qualities are as

- Stable employment (not contract or temporary employment) (72 percent);
- Self-sufficiency or family-supporting wages (65 percent);
- Full-time jobs (61 percent);



- Opportunities for advancement and pay increases (56 percent); and
- Predictable, set hours (48 percent),

In-School and Out-of-School Youth with disabilities are offered the same services and activities. All youth are assessed and accommodations provided on an individual basis. Most often identified are learning disabilities. The Disability Program Navigator (DPN) teams with other agencies to develop business outreach and training services for regional businesses. Future planning of collaborative services may include WIOA staff enrolling youth and referring to Vocational Rehabilitation (VR) for assessment based on the educational or vocational career path and an identified disability. Individuals pursuing post-secondary options must provide the schools with current documentation to complete a 504 accommodation plan. VR plays a key collaborative role in providing individuals with disabilities access to a variety of specialized providers; medical, mental health, psycho/social, rehabilitative engineers and vocational evaluators. Accommodations such as IPADS provided to individuals for use in the workplace or educational environment to address hearing or learning limitations are an effective, low cost solution easily provided by Vocational Rehabilitation. Assessment and/or evaluation results and recommendations shared with the customer and their WIOA Career Development Representative (CDR) are incorporated into the Career Planning process. The DPN & Integrated Resource Team remains a resource to the Career Representative and client throughout the service delivery phase.

The CareerSource Brevard youth program aligns with USDOL's goals of preparing workers for good jobs and assuring the attainment of the skills and knowledge that ensure workers succeed in a knowledge-based economy. The program specifically targets at risk youth that are current or former high school dropouts with the greatest challenges to finding good jobs. The program is designed as a holistic approach to provide technical training, educational training, workplace essential skills, and social skills. Youth will participate in a continuum of services designed to permanently remove the "at-risk" label and set them on their chosen career pathway

We have incorporated into the local youth program design the 14 program elements of WIOA:

- Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies. Included in the framework enrolled youth will have the opportunity to attend GED prep classes and/or obtain a high school diploma. CareerSource Brevard works closely with Adult Education partners to provide GED instructors for these activities. Tutoring and mentoring will be provided through the instructors, on-line vendor, volunteers, interns, and AmeriCorps participants. Through the use of

- TABE Academy, staff is able to prescribe computer-based remediation classes for youth and are available for one-on-one tutoring as needed.
- Alternative secondary school services, or dropout recovery services, as appropriate. CareerSource Brevard addresses these issues to some extent; however these activities are under the purview of the Adult Education programs administered by the local school districts. Staff has established MOU's to address general partnership framework, but have also developed strong ties at the frontline service level by having LWDB staff outreach to Adult Ed/GED classes throughout the region and providing one stop services such as employability skills training and job search/placement activities at various Adult Ed locations.
  - Paid or Unpaid work experiences that have as a component academic and occupational education (Not less than 20% of funds shall be used for this) which include: Summer employment opportunities and other employment opportunities available throughout the school year. Work experiences are paid and are made available as needed and as budget is available to youth customers. A key member of the NextGen team is the work-based training coordinator who creates OJT and work experience opportunities and matches the young adults to them.
  - Pre-apprenticeship programs. The region has limited programs in this category but have been very involved in the development and ongoing activities associated with pre-apprenticeships.
  - Internships and job shadowing. CareerSource Brevard has developed and maintains ongoing activities related to internship programs. CareerSource Brevard focus is primarily on paid internship opportunities however employers who are seeking unpaid interns may list those opportunities on the Employ Florida site as well.
  - On-the-job training opportunities On-the-job training programs and Paid Work Experience have been a priority. Many of the youth lack experience and need the employer based training strategies. OJT is a great way to establish employment opportunities, improve partnerships with employers, and provide job seekers with a better chance of being retained by offsetting some of the initial training cost of a new employee
  - Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-

- demand industry sectors or occupations in the local area. Youth enrolled in these training programs will have access to post-secondary training that will lead to industry recognized credentials. Youth 18 and older can be co-enrolled and qualify for ITAs through WIOA adult funding when available.
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. Next Gen has an established design that will concurrently offer education, technical training, and/or OJT/PWE. Locally efforts will continue to work internally to design additional programs, and externally with technical schools and community colleges to design programs that offer concurrent activities that will lead to employment in targeted occupations.
  - Leadership development opportunities, which may include community service and peer centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate. The LWDB has experience with community service and peer centered activities. That knowledge will be incorporated into the year round activities. Through partnership with to be determined local organizations, CareerSource Brevard expects to enhance the existing program.
  - Supportive services may be made available to all youth participants. Primarily these services consist of transportation, clothing and employment related supplies. Next Gen has developed relationships with homeless shelters and other community, faith based, and government funded programs to provide assistance when applicable. Partners include Goodwill and Early Learning Coalitions.
  - Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months that may occur both during and after program participation. Mentoring is currently provided to a limited number of customers who are also enrolled in education foundation programs. CareerSource Brevard will actively recruit mentors from employers who hire through PWE/OJT, AmeriCorps, and faith and community based organizations.
  - Follow-up services for not less than 12 months after the completion of participation, as appropriate. CareerSource policies and procedures require post-exit follow up services for at least once per quarter and more frequently if determined necessary. The Staffing Specialist assigned to the individual when enrolled may maintain responsibility for seeing youth through until follow up is completed, serving as a mentor

- to the program participant, as well. Those who don't require as intensive a follow up are transferred to the follow up unit where designated staff provide those services.
- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate. Career Counselors are responsible for comprehensive career service counseling and identifying the need for additional types of counseling. Individuals needing counseling for other barriers are referred out to partner agencies who are experts at working with individuals with alcohol and drug abuse issues.
  - Financial literacy education. This is a component of training, touching on financial reality and responsibility. Additionally, CareerSource partners with numerous financial institutions, and community based organizations as well as internal staff who are trained in financial literacy. Workshops are available at regularly scheduled times at selected one stop locations.
  - Entrepreneurial skills training. CareerSource Brevard is working to establish a partnership with Junior Achievement to accomplish this as youth customers identify this area of interest. Young adults have access to other RWB efforts that promote and provide information on entrepreneurship.
  - Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area (career awareness, career counseling, and career exploration). This is a key component of training at the onset of a youth's participation. Career Counselors have numerous tools to use including local Targeted Occupations List, DOL website, State of Florida, EFM, and others to provide information about in-demand occupations within strategic industry sectors.
  - Activities that help youth prepare for and transition to post-secondary education and training. All of the activities discussed in the program design and throughout the fourteen program elements are designed to prepare youth for transition to postsecondary education and training and/or a career path. Partners such as employers, local school districts, community colleges, private schools, junior achievement, education foundations, and other government funded programs and other community-based and faith-based organizations provide a system of support for youth to succeed in their career and their personal lives.

- Definition of the term “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.” Describe how the local board defines whether a youth is unable to demonstrate these skills well enough to function on the job, in their family, or in society and what assessment instruments are used to make this determination. 20 C.F.R. §681.290

- CareerSource Brevard has chosen to define “a youth who is unable to compute or solve problems or read, write or speak English at a level necessary to function on the job, in the individual’s family, or society based on a youth meeting one of the criteria listed in chart contained on

**Youth Unable to Compute, Solve Problems, Read, Write or Speak English**

- Reading, Math or Language comprehension below 9<sup>th</sup> grade.
- Math computation to include word problems at or below 9<sup>th</sup> grade
- Complete basic computer literacy through online assessment.
- Communicate in English via everyday conversation/interaction.

this page. The primary assessment tool is the Test of Adult Education “TABE”. Wonderlic GAIN is also used, however staff is currently reviewing the possibility of using the CASAS (Comprehensive Adult Student Assessment System). Individuals who score below a ninth grade level in reading or math are referred to adult basic education programs or to TABE Academy for prescribed computer-based classes in areas of need. Career Counselors will assess an individual’s verbal, written, and computer skills during the WIOA pre-screening, suitability, application and enrollment process. Staff will also discuss other barriers to employment that require support services or additional counseling from partner agencies. It is largely incumbent upon the staffing specialist to assess the youth and develop the appropriate strategy to best serve the individual. This may not include enrollment into the LWDB youth program if it’s not in the individual’s best interest.

- a. Definition of “requires additional assistance.” Describe how the local board defines the term “requires additional assistance” used in determining eligibility for WIOA-funded youth programs. 20 CFR §681.300
  1. Are doing poorly in school based on indicators such as poor attendance rates, achievement test scores, grades, or other measurements related to successful learning;
  2. Have been determined by the school district or another community partner to be “at-risk” for one of the barriers to employment as prescribed by WIA(WIOA);

3. Currently have a job below an adequate level for self-sufficiency; in other words termed "underemployed";
4. Have a family history of teen pregnancy or underemployment;
5. Have been terminated from paid employment during the past 12 months;
6. Have worked less than three consecutive months in the same job during the past 12 months, including never worked;
7. Post-secondary students within a semester before or after graduation (from a Bachelor's Degree or lower program), seeking to enter their career field of choice and who have less than 3 months' employment history in the field desired.
8. Youth dependents (spouse or children) of active duty military including drilling National Guard or Reservists and military retirees who are within 1 year of their official retirement date.

In an effort to assist in understanding the WIOA directives for in-school youth which specifies that "Low Income", as defined by WIOA §3(36), or lives in a high poverty area, the Florida Department of Economic Opportunity maintains a [web portal](#) for the high poverty areas. The following data is provided to assist in identify youth who live in those areas:

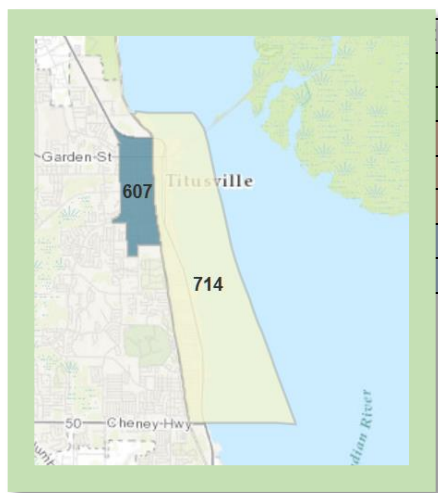


Figure 1

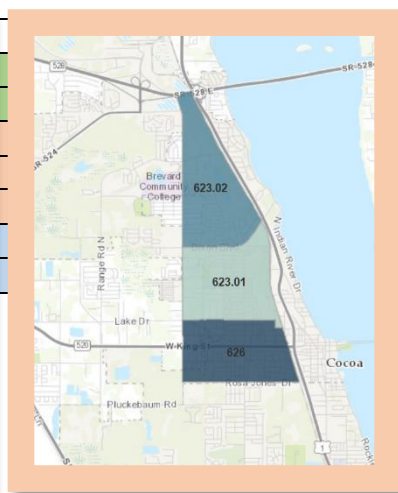


Figure 2

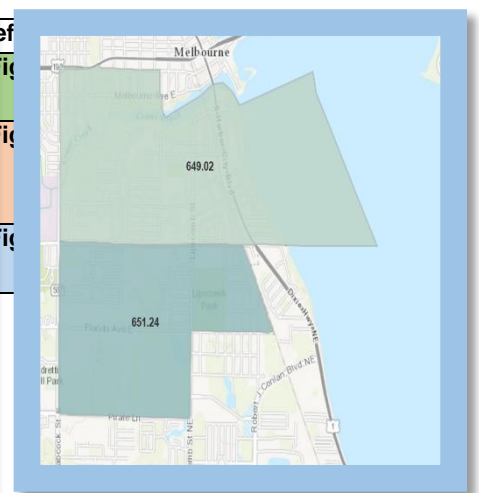


Figure 3



**ATTACHMENTS**

With the exception of the by-laws (linked) the attachments included are listed below.

#	Attachment Description	Attachment (Notes)	LINK
1	<b>Executed Memoranda of Understanding (MOU) for all one-stop partners and Executed Infrastructure Funding Agreements (IFA) with all applicable WIOA required</b> (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan); 1A. DOE Blind Services - Expires 01/01/2021 1B. DOE Vocational Rehab – No Expiration 1C. AARP SCSEP No Expiration 1D. Perkins Eastern Florida State College – No Expiration 1E. CSBG Brevard Housing & Human Services – No Expiration 1F. Brevard County Schools Adult Education – Expires 06/30/2020 1G. Updated MOU/IFA Currently Being Review & Signed by Partners	<b>A &amp; B</b> (CSB Combined MOU/IFA)	<a href="https://careersourcebrevard.com/wp-content/uploads/2020/03/WIOA-Local-Plan-2020-2024-Attachments-A-and-B.pdf">https://careersourcebrevard.com/wp-content/uploads/2020/03/WIOA-Local-Plan-2020-2024-Attachments-A-and-B.pdf</a>
2	<b>Executed Interlocal Agreements (in cases where there is more than one unit of general local government);</b>	<b>C</b> NOT APPLICABLE (Brevard is a Single County Region)	<b>No Link</b>
3	<b>Agreements describing how any single entity selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator or direct provider of career services or training services entity will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest. Also attach copies of any procedures on how roles are delineated to verify the firewalls are effective.</b>	<b>D</b>	<a href="https://careersourcebrevard.com/wp-content/uploads/2020/03/3-CareerSource-Brevard-ADDENDUM-02-27-20.pdf">https://careersourcebrevard.com/wp-content/uploads/2020/03/3-CareerSource-Brevard-ADDENDUM-02-27-20.pdf</a>
4	<b>The current board member roster, meeting minutes for the local plan agenda item, discussions about the plan, and the board's vote on the local plan;</b> 4A. Current Board Member Roster 4B. Board Meeting Minutes for 4 Year Plan Adoption 02/20/20 4C. Board Action Brief for 4 Year Plan Adoption 02/20/20	<b>E</b>	<a href="https://careersourcebrevard.com/wp-content/uploads/2020/03/WIOA-Local-Plan-2020-2024-Attachment-E.pdf">https://careersourcebrevard.com/wp-content/uploads/2020/03/WIOA-Local-Plan-2020-2024-Attachment-E.pdf</a>
5	<b>Any comments submitted during the public comment period that represent disagreement with the local plan</b> (Public Law 113-128, Section 108(d).	<b>F</b> No Public Comments Received	<b>No Link</b>
6	<b>If the local area includes more than one unit of general local government in accordance with WIOA sec. 107(c)(1)(B), attach the executed agreement that defines how parties carry out roles and responsibilities of the chief elected official;</b>	<b>G</b> NOT APPLICABLE (Brevard Single County Region)	<b>No Link</b>
7	<b>A copy of the agreement executed between the chief elected official(s) and the Local Workforce Development Board;</b>	<b>H</b>	<a href="https://careersourcebrevard.com/wp-content/uploads/2020/03/7-MOU-with-CEO-2012.pdf">https://careersourcebrevard.com/wp-content/uploads/2020/03/7-MOU-with-CEO-2012.pdf</a>
8	<b>A copy of the current by-laws established by the chief elected official to address criteria contained in §679.310(g) of the WIOA regulations.</b>	<b>I</b>	<a href="#">LINK</a>



**SIGNATURE PAGE****SIGNATURE PAGE**

This plan represents the best efforts of CareerSource Brevard to maximize the resources available under the various funding sources establishing the One-Stop/Career Center System in Brevard County for the Local Workforce Development Board 13. The plan was electronically submitted on or before March 16, 2020 and meets the requirements specified by the state which includes: Local Board Approval & Chief Elected Official. The plan covers the period of July 1, 2020 through June 30, 2024 and has been updated in accordance with the instructions provided by the CareerSource Florida (CSF). The plan contains local information and data necessary to provide the vision, goals, objectives and strategies necessary to ensure that Brevard County contributes to Florida becoming a "top performing economy and be recognized as the world's best place to live, learn, work, and do business". This plan represents the efforts of CareerSource Brevard to implement the Workforce Innovation and Opportunity Act in Brevard County, Florida. CareerSource Brevard will operate in accordance with this plan and applicable federal and state laws, rules, and regulations.



Approved by Board of  
Directors on 02/20/20



Scheduled for CEO  
Approval of 04/07/20

**CAREERSOURCE BREVARD**

\_\_\_\_\_  
**Susan Glasgow, Chair**

\_\_\_\_\_  
**Marci Murphy, President**

\_\_\_\_\_  
**Date:**

**CHIEF ELECTED OFFICIAL (CEO)  
Brevard County Board of County Commissioners**

\_\_\_\_\_  
**Bryan Lober, Chair**

Attest: \_\_\_\_\_  
**Scott Ellis, Clerk**

\_\_\_\_\_  
**Date: (As Approved by the Board on 04/07/2020)**