

**CAREERSOURCE CITRUS LEVY MARION
CAREER CENTER COMMITTEE MEETING**

MINUTES

DATE: May 25, 2018
PLACE: Enterprise Center, Ocala, FL
TIME: 8:30 a.m.

MEMBERS PRESENT

Rachel Riley, Chair
Charles Harris
Carol Jones
Darlene Goddard
David Benthusen
Jorge Martinez
Nelson Mathis

MEMBERS ABSENT

Amy Meek
Debra Stanley
Gloria Bishop
Judy Houlios
Mark Paugh
Mark Vianello
Peter Shepis
Theresa Flick

OTHER ATTENDEES

Kathleen Woodring, CSCLM
Brenda Chrisman, CSCLM
Dale French, CSCLM

Cira Schnettler, CSCLM
Steven Litzinger, CSCLM
Kimberly Grey, Eckerd

CALL TO ORDER

The meeting was called to order by Rachel Riley, Chairwoman, at 8:30 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Darlene Goddard made a motion to approve the minutes from the February 16, 2018 meeting. Charles Harris seconded the motion. Motion carried.

ACTION ITEMS

- Contract renewal of Thomas P. Miller and Associates.
 - Charles Harris made a motion to approve the contract and proposed budget for Thomas P. Miller and Associates. Darlene Goddard seconded the motion. Motion carried.
 - The Scope of Work included development of a performance review tool. Darlene Goddard offered her assistance in the development.

DISCUSSION ITEMS

Kathleen Woodring presented information for discussion about the following topic:

- Plan of Service
 - The Plan of Services fine tunes our focus and scope for the 2018-2019 program year. The plan provides direction for making progress on continuous

efforts. Highlights include:

- Employer driven hiring events
- Spring/Fall, Grad, Youth, and sector based job fairs
- Talent Center
- Progress Dunnellon
- YouthBuild
- Exploratory efforts for the Prosperity Program in Marion County
- Apprenticeship Opportunities
- Career Academies
- Sector Grant Initiatives

PROJECT UPDATES

- Net Promoter Reports
 - Steven Litzinger explained the benefits of utilizing the Net Promoter software, the philosophy behind the program, how it is used within our customer service structure, and the ratings system. He went on to further explain how the software helps to identify issues from a customer service perspective and provides the opportunity to improve our services. Net promoter scores are given to each center and to each staff member. There is a high level of transparency and a positive customer service culture.
- Grant Updates
 - Dale French provided an overview of three grants.
 - Homeless Veteran Reintegration Program (HVRP)
 - Many candidates going through the program have significant barriers and are working through getting rehabilitated while finding employment.
 - Through the quality efforts of the staff working on the project goals are being met or exceeded.
 - Sector Strategy Initiative (Bridge to Skilled Trades)
 - CDL: The goal for trainees has already been exceeded in its first year and second successful year is forecasted.
 - Construction: The second round of construction classes will begin July 15th.
 - Manufacturing: Trainees will attend a 40 hour class offering major core competencies and will achieve OSHA and forklift certifications. First class is tentatively scheduled for August 2018.
 - Youth Build/Phoenix Rising Program
 - Numerous successful outcomes for the thirteen participants. Graduation is set for June 7th. Next projected start date is July 16th.
- CDL Update
 - Brenda Chrisman reported that great strides have been made in development of the CDL program at MTC recently. The school board has purchased a truck simulator and has received a donation of four trucks. With these two final components the program will be able to launch in August. The

comprehensive program will be six weeks long. A hiring event will be hosted at the program's conclusion. Due to high demand of interest in the program 4-6 classes are projected to be conducted.

- Talent Center Update
 - Brenda Chrisman expressed enthusiasm that the Talent Center has been in operations for two years, focusing efforts on student graduates and professionals, and positive place for growth and success.
 - The new Akken program is designed to focus on skills versus demographics and will appeal to the professionals seeking our services. There have been some challenges with getting the program operational for candidate use. Many of the bugs have been worked out and the program is ready. A demonstration will occur at the September board meeting.
- Youth Job Fair Update
 - Brenda Chrisman announced the success of the 2018 Youth Job Fair. Through the partnership with the school board, the event was attended by 288 students. Employers provided overwhelming positive feedback and school representatives were extremely happy with the outcome. Students were exposed to a variety of employers, with many being interviewed at the event. Darlene Goddard commented that this type of event educates students in the opportunities offered in their own communities and that they do not have to leave the area to find competitive employment.
- Young Adult Program Overview
 - Kimberly Grey, Youth Program Manager with Eckerd Kids, updated the committee.
 - They are on target to meet their goal of 150 youth served.
 - Forty-six youth have participated in their Work Experience program, exceeding their goal of 40, with an 87% success rate.
 - Kimberly invited everyone to attend the YouthBuild graduation on June 7th.
 - The Statement of Work is in development and will be forthcoming.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:41 a.m.

APPROVED:
