



**CAREERSOURCE CITRUS LEVY MARION  
Performance and Monitoring Committee**

**MINUTES**

DATE: August 21, 2018  
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Ted Knight, Chair  
Fred Morgan  
Kimberly Baxley  
Pat Reddish  
William Burda

**MEMBERS ABSENT**

None

**OTHER ATTENDEES**

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

Cira Schnettler, CSCLM  
Cory Weaver, CSCLM  
Steven Litzinger, CSCLM

**CALL TO ORDER**

The meeting was called to order by Ted Knight, Chair, at 9 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

William Burda made a motion to approve the minutes from the May 29, 2018 meeting. Fred Morgan seconded the motion. Motion carried.

**ACTION ITEMS**

DEO Monitoring of Programs

- Dale French explained that after reviewing the results there were not items that need to be disputed. Follow-up has been conducted with staff. A final report will be coming in September.

William Burda made a motion to accept the results of the monitoring. Ted Knight seconded. Motion carried.

### **DISCUSSION ITEMS**

None

### **PROJECT UPDATES**

- Rusty Skinner gave a brief overview of the attached reports highlighting that the mobile units are running outreach consistently and that the Talent Center is gaining momentum and promoting its services to the professional job seeker.
- Rusty went on to further explain that the State is evaluating foot traffic versus electronic traffic. This evaluation will allow us to realign our services to meet the needs of a changing population and digital customers.
- Steven Litzinger reviewed the Net Promoter reports with the committee. The scores are consistent. SNAP customers have recently been introduced to the survey system causing a slight fluctuation. The program supervisor is working with employees, to grow customer service skills with those that engage with the participants. The Net Promoter system has been well received by staff. Rusty Skinner stated that the positive comments from the customers are a great motivator and morale booster for the employees.
- William Burda asked if businesses are also surveyed. Steven Litzinger explained that businesses are surveyed through Sales Force and the State monitors the results, whereas Net Promoter is a local monitoring tool. It was suggested that a business services survey report also be provided to the committee.

### **MATTERS FROM THE FLOOR**

William Burda asked for clarification regarding job seekers receiving certifications through the incentive programs. Brenda Chrisman stated that job seekers receive different levels of certification depending on the training provided, the specific incentive program, and who is providing the training.

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:08 p.m.

### **APPROVED:**

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