



# February 2018

February 3rd

## Spring Fling Craft Show

@ 8551 W. Venable St.  
Crystal River, FL 34429

The Citrus County Craft Council will host its 29th annual Spring Fling Craft Show on Saturday, February 3, 2018, from 9 AM to 3 PM, at the National Guard Armory, 8551 W. Venable St., Crystal River, FL. There will be dozens of artisans with a wide variety of unique, handmade items. Free admission and free parking. Visit [www.citruscountycraftcouncil.org](http://www.citruscountycraftcouncil.org) for further information.

Time: 9am-3pm

February 10th

## Train Show and Swap Meet

@ Dana's Railroad Supply  
4042 Deltona Blvd in Spring Hill, FL.

9am-2pm, Open house 9am-3pm. All scales. Table space \$10/table (bring your own table & chair) Set up time 8am. Stop in to Dana's and see the "West Hernado Central Railroad" running on a 350ft. HO layout. For further information call Dana's Railroad Supply at 352-684-2484 or visit the web site.

[www.danasrailroadsupply.com](http://www.danasrailroadsupply.com)

February 11th

## Spring Vogue 2018: 20th Annual Key Training Center Fashion Show

@ 5521 W. Buster Whitton Way  
Lecanto, FL 34461

Mark your calendars! Spring Vogue, the 20th Annual Key Training Center Fashion Show and Tea, is scheduled to be celebrated on Sunday, February 11th, from 2 p.m. to 4 p.m. at the Chet Cole Life Enrichment Center, 5521 W. Buster Whitton Way, Lecanto Campus. Guests will be tipping their hats to welcome the spring fashions presented by The Cotton Club modeled by community celebrities. There will also be the popular parade of fashions from the Key Thrift Stores and Labels modeled by Key clients.

Time: 2pm-4pm

February 16th

## Friday Night Thunder w/ Celebrates Black History Month with Rhythm Express

@ 207 Courthouse Square  
Inverness, FL 34450

Friday Night Thunder w/ Celebrates Black History Month with Rhythm Express Car Cruise-in and live music in downtown Inverness, third Friday of month. Free and open to the public. All events are rain or shine, and no rain date.

Time: 5pm-8pm

Contact: 352-341-7820

February 25th

## DAYS OF HEAVEN (PG)

@ 207 Courthouse Square  
Inverness, FL 34450

Days of Heaven is a 1978 American romantic drama film written and directed by Terrence Malick and starring Richard Gere, Brooke Adams, Sam Shepard, and Linda Manz. Set in 1916, it tells the story of Bill and Abby, lovers who travel to the Texas Panhandle to harvest crops for a wealthy farmer.

Time: 3pm



## Bouquets of kudos for our reigning workforce champion

By Laura Byrnes, APR, CPRC

This is long overdue, but since Valentine's Day falls in February, and since the holiday is all about things we love, I'm taking the opportunity to let you know about someone who is deserving of our admiration.

Each year we are challenged to find the one workforce professional who goes above and beyond to champion our mission. This individual receives the Workforce Professional Champion Award at the annual Workforce Professional Development Summit along with champions from the 23 other regions in the CareerSource Florida network.

This is definitely a big deal; we're talking upwards of 900 front-line and leadership professionals as well as a slew of dignitaries representing the Florida Department of Economic Opportunity, Florida Workforce Development Association, the Governor's Office and CareerSource Florida.



I am more than pleased to let you know that our reigning Workforce Professional Champion is a job readiness coach who works at our Citrus County career center in Lecanto.

Deborah "Debbie" Letterman has been with CareerSource CLM since the fall of 2011 – back when we were still known as Workforce Connection. As a job readiness coach, Debbie provides encouragement and professional counseling to a wide range of candidates who walk through our doors.

That's what she does; it's how she does it that makes Debbie such a standout. I'll let Kathleen Woodring, our executive vice president, explain: "Debbie's co-workers refer to her work area as the 'Sunshine Suite' because she brings so much sunshine into the workplace."

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# Happy Valentine's Day!



Wednesday, February 14<sup>th</sup>

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So Debbie has a sunny disposition. Beyond that, she has serious chops. For one thing, she volunteered to become a Certified Professional Resume Writer which is one of our programs to enhance candidate services. She is also a Certified Motivational Career Coach. Both certifications are gold standards in our industry and by no means easy to achieve.

Debbie consistently cross-trains and frequently provides presentations to educational and business partners. Moreover, she was instrumental in bringing a front-line perspective to the table when our region revamped our service delivery process to meet the mandates of the Workforce Innovation and Opportunity Act (WIOA).

On her own initiative, Debbie assists in the Resource Room area covering when her co-workers are out or if the room becomes busy.

Significantly, and not surprisingly, she is a champion of customer service. Since the inception of our Net Promoter process, Debbie has not received a single detractor from her customers and 90 percent give her a rating of 9 or 10.

As Kathleen points out, “Debbie is compassionate and takes the time to listen to the individuals she meets with and allows them to describe the goals they wish to achieve. She is supportive but also challenges the individuals to work hard and accomplish their goals.”

Representative of customer comments she receives, Debbie is described as “professional, friendly and knowledgeable” and “genuinely interested in assisting me...”

And then there is this from a teacher who felt “extremely overwhelmed” after making the decision to change careers after 18 years in the classroom:

“I honestly thought it would be simple to segue into another position as prior to that I had worked in the nonprofit setting. A LOT has changed since the days I would send out my basic resume with a personal cover letter. My Job Coach, Debbie Letterman, has helped me by giving me an overview of how technology has changed the way one finds a new position. Also, in less than one week she has provided me with an astonishing number of tools and resources.”

I love that: “Astonishing.”

I am astonished every day by what workforce champions like Debbie can do for candidates and businesses. My hope is that, as we progress into this bright new year, you allow yourself to be astonished, too.

Laura Byrnes, APR, CPRC, is communications manager at CareerSource Citrus Levy Marion. She is accredited in public relations, a certified public relations counselor and a Florida Certified Workforce Professional. Please contact her at (352) 291-9559, (800) 434-5627, ext. 1234 or lbyrnes@careersourceclm.com. CareerSource CLM is a proud partner of the American Job Center network and member of CareerSource Florida.



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