

**CAREERSOURCE CITRUS LEVY MARION
PERFORMANCE AND MONITORING COMMITTEE MEETING**

MINUTES

DATE: May 29, 2018
PLACE: Enterprise Center, Ocala, FL
TIME: 9:00 a.m.

MEMBERS PRESENT

Ted Knight, Chair
Fred Morgan
William Burda

MEMBERS ABSENT

David Pieklik
Kim Baxley

OTHER ATTENDEES

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

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

CALL TO ORDER

The meeting was called to order by Ted Knight, Chair at 9:00 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Fred Morgan made a motion to approve the minutes from the February 20, 2018 meeting. Ted Knight seconded the motion. Motion carried.

ACTION ITEMS

Fred Morgan made a motion to accept the monitoring reports. Ted Knight seconded the motion. Motion Carried.

DISCUSSION ITEMS

Rusty Skinner presented information for discussion about the following topic:

- National YouthBuild Inspector General's Report
 - The report alerted us of a finding where two youth were enrolled in the program beyond the stipulated 24 month period.
 - Dale French noted that we were not made aware that there was a stipulation through training or the grant paperwork. This was a competitive grant that we applied for and was awarded from 2011-2017. Local policy is being re-written to reflect the stipulations.
 - The finding will be appealed after a final determination is made. Potentially, only a percentage of the total back-charge of \$5,952.64 will need to be made from unrestricted funds.

PERFORMANCE REPORTS

- Common Measures
 - Rusty explained to the committee that overall we are doing well. The only area that has been challenging is meeting the goal for median wage. CLM services and programs focus on under-skilled candidates with extreme barriers. These candidates will generally gain employment within the \$10 - \$12 per hour range.
- Reports: Workforce Intelligence–April 2018, Performance Measures–April 2018, Newly Registered Businesses–PY 2017, Employment by Sector-PY2017, Quarterly Citrus, Levy Marion County Reports – Jan-Mar 2018, Quarterly Mobile Resources Units 1 and 2-Jan-March 2018
 - All reports are available for review in packet. No further discussion or comments made.
- Talent Center Updates
 - Rusty announced that workshops will now be managed outside of the Talent Center, so that the staff may focus on connecting referrals with eligible candidates.
 - 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.
- 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.
 - Fred Morgan commented that he has witnessed a notable positive change in the customer service provided by the centers and the public branding of the organization during his tenor on the board. The encouraging scores on these reports affirm the consistent growth within the organization.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:25 a.m.

APPROVED:
