



CareerSource Citrus Levy Marion
2703 NE 14th St.
Ocala, FL 34470

CAREER CENTER COMMITTEE REVISED AGENDA

Thursday, May 15, 2025 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/83541076862>

Phone No: 1-646-558-8656 (EST) Meeting ID: 835 4107 6862

Call to Order	C. Harris
Roll Call	C. Schnettler
Approval of Minutes, February 20, 2025	C. Harris

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DISCUSSION ITEMS

State Update	R. Skinner
Workforce Issues that are Important to Our Community	R. Skinner
Reemployment Assistance Services	D. French

PUBLIC COMMENT

ACTION ITEMS

Chiefland Lease Renewal	Page	5	D. French
Statewide ETPL	Page	6	D. French

PROJECT UPDATES

Grant Updates	Page	7	S. Crawford
Event Report	Page	8	M. Saco
SkillUp - Metrix Online Learning	Page	9	C. Weaver
Talent Center	Page	10	C. Wilkinson
Center Traffic	Page	11	L. Trowbridge
Net Promoter	Pages	12 - 14	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2024 – 2025 MEETING SCHEDULE							
Performance/ Monitoring	Business and Economic Development	Marketing / Outreach	Career Center	Education and Industry Consortium	Executive	Full Board	
Unless noted otherwise all committee meetings are held at CareerSource CLM, 2703 NE 14 th Street, Ocala, FL 34470							
Tuesday 9:00 am	Wednesday 9:00 am	Wednesday 9:00 am	Thursday 9:30 am	Thursday 9:00 am	Wednesday 9:30 am	Wednesday, 11:30 am	
8/13/2024	8/14/2024	8/21/2024	8/15/2024	8/29/2024	8/28/2024	9/4/2024	CF Levy
11/12/2024	11/6/2024	11/13/2024	11/7/2024	11/14/2024	11/20/2024	12/11/2024	CF Ocala
2/4/2025	2/5/2025	2/12/2025	2/20/2025	2/6/2025 CF - Room 206 Enterprise Center	2/26/2025	3/12/2025	CF Lecanto
5/6/2025	5/7/2025	5/14/2025	5/15/2025	5/8/2025 CF - Room 206 Enterprise Center	5/28/2025	6/4/2025	CF Ocala

OUR VISION STATEMENT

To be known as the number one workforce resource in the state of Florida by providing constructive tools and professional supportive services that are reflected in the quality of our job candidates and meet the needs of the business community.



CAREERSOURCE CITRUS LEVY MARION
Career Center Committee

MINUTES

DATE: February 20, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT

Andy Starling
Arno Proctor
Angela Juaristic
Charles Harris
Jennifer Roach
Pat Reddish

MEMBERS ABSENT

David Benthusen
Equilla Wheeler
Jorge Martinez
Steven Weinstein

OTHER ATTENDEES

Rusty Skinner, CSCLM
Cory Weaver, CSCLM
Chris Wilkinson, CSCLM
Larry Trowbridge, CSCLM
Melissa Saco, CSCLM

Steven Litzinger, CSCLM
Sandy Crawford, CSCLM
Cira Schnettler, CSCLM
Tony Waterson, One Stop Operator

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:30 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Pat Reddish made a motion to approve the November 7, 2024, minutes. Arno Proctor seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

Rusty Skinner's updated the committee on the following items:

- Rusty Skinner and Dale French are attending the CareerSource Florida meeting in Tallahassee this week.
- The regional planning proposal is under discussion for approval at the meeting.
- Adrienne Johnston provided insights into the upcoming year.

- The State has exhausted all funds for the clam farming project that was funded through the disaster relief grant for Hurricane Idalia. There will not be additional funding for disaster recovery efforts for Hurricane Helene.
- There is an anticipated policy shift on how dislocated worker funding can be used to support those candidates. There will be more of a focus on retraining services.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

Eckerd Budget and Performance Modifications

Cory Weaver was happy to announce two grants were awarded. Included in the packet are the budget outlines for the two grants.

- We were awarded a \$250,000 grant for career exploration. Through Eckerd Connects, the funding will be used to create a four-week construction pre-apprenticeship summer program for young adults in Marion County.
- The 5th YouthBuild grant was also awarded. This cohort will begin in the fourth quarter of the program year.

Angela Juaristic made a motion to accept budgetary adjustments for the two grants and the additional performance measures. Arno Proctor seconded the motion. Motion carried.

Lecanto Lease

Cory Weaver explained that the Lecanto lease was coming due. The landlord provided a one-year option or a three-year option at a discounted rate. Arno Proctor made a motion to move forward with the three-year lease for the Lecanto center. Angela Juaristic seconded the motion. Motion carried.

PROJECT UPDATES

Grant Updates

Sandy Crawford provided an overview of the grants. The Dislocated Worker Grant that is funding recovery efforts from Hurricane Idalia was not renewed and will be coming to an end in March. This grant was very successful with 197 enrollments and a community investment upwards of ten-million dollars. The clam farmers were grateful to have had the program for 12 months.

The Broadband grant is also having successful outcomes with twenty-nine enrollments and eighteen individuals hired. There will be upcoming classes in February, June, and October. The February class has five enrollments for the weeklong training.

Talent Center

Chris Wilkinson reviewed the report provided in the packet. He noted the following:

- Talent Connection continues to be successful. There are three more businesses interested in engaging applicants in this format. This is a virtual fireside chat for applicants and businesses to engage each other and ask questions.

- Two businesses are looking to develop an internship pipeline for engineering students.

Event Report

Melissa Saco highlighted items from the Event Report. She noted increased attendance at hiring events and job fairs. She also noted two upcoming job fairs. She invited the committee members to attend the February job fair at MTC in Marion County and the April job fair at WTC in Citrus County. There will also be youth job fairs occurring in all three counties in the next quarter.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Program usage continues to grow. The link to the Metrix program can be found on the CLM website.

Center Traffic

Larry Trowbridge noted an increase in traffic in the centers. There has been a trend upward of job seekers versus unemployment applicants. We are also seeing traffic from layoffs of local businesses.

Net Promoter

Steven Litzinger reviewed the Net Promoter Survey Results. Overall, we are providing excellent customer service.

- Job seeker satisfaction continues to be extremely high with an exceptional score of 74.
- Business Services scores are very good.
- Talent Center continues to have a prominent level of customer service satisfaction.
- The Detractor Analysis is an addition to the Net Promoter report. All scores with a six or lower rating were reviewed and analyzed for trends. Many concerns raised by customers were issues having to do with State systems, procedures, or outcomes that we do not have control over.
- Staff recently were invited to complete the Employee Net Promoter Survey.

Steven Litzinger explained that the survey comments are available upon request. The comments really present a more detailed picture of the high level of customer service the staff provide.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:02 a.m.

APPROVED:_____



RECORD OF ACTION/APPROVAL

**Career Center
Thursday, May 15, 2025**

TOPIC/ISSUE:

Chiefland Lease Renewal

BACKGROUND:

We currently lease our Chiefland Office at Suwanee Plaza Shopping Center located at 2175 NW 11th Drive, under a one-year lease agreement which expires September 2025. We currently pay \$6,461 per month.

The ownership group from which we lease the property has offered a three-year renewal option with a 2% annual increase.

POINTS OF CONSIDERATION:

STAFF RECOMMENDATIONS:

Approve renewing the Chiefland lease for the three-year term noted above.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

Career Center Meeting

Thursday, May 15, 2025

TOPIC/ISSUE:

Adoption of Statewide Eligible Training Provider List (ETPL)

BACKGROUND:

Pursuant to CSCLM Local Policy - OPS-28 Area Targeted Occupational List and Florida Commerce State policy guidance #90, all training providers on the Eligible Training Provider List (ETPL) are required to recertify their eligibility to provide training services as well as provide performance information for the programs they wish to have included on the State's Eligible Training Provider List (ETPL). Effective July 1, 2024, all processes involving provider application and approval of programs were moved to the State level and managed by Florida Commerce.

POINTS OF CONSIDERATION:

All approved providers and programs are listed in the State MIS – Employ Florida.

STAFF RECOMMENDATIONS:

Adopt the State ETPL which consists of all approved providers and programs available in Employ Florida.

COMMITTEE ACTION:

BOARD ACTION:

Grant Updates

National Dislocated Worker Grant (Citrus, Levy and Dixie Counties)

Reemploys individuals displaced by natural disasters to conduct cleanup and recovery work. This grant started with recovery efforts from Hurricane Idalia and evolved to include impacts from Hurricanes Helene and Milton. Activities included Disaster Clean-Up in Citrus County and assisting shellfish growers in Levy and Dixie Counties.

- We have completed our program and closed the participants in Levy and Dixie counties.
- Work concluded on March 23, 2025
- Total community investment to date (through 3/23/2025): \$13,314,222.00
- Participants are being given follow up and support through the transition.

Creating Connections Broadband (Levy County)

To recruit a labor force that will support the scope of the broadband expansion project in the rural Northwest corridor of Florida including 11 counties.

- Total Enrollments to Date: 43 of our 102 goal
- Total Training Certifications: 121
- Levy HS Grads Enrolled: 4 (Ranging between \$15-\$25 hourly wages)
- Presentations in Levy High Schools to Seniors
- We have completed 17 Experiential Learning Trainings with Local Levy County Employers that include a mix of On-the-Job Training, Paid Work Experience and Custom Business Training.
- Upcoming Classes: June and October 2025

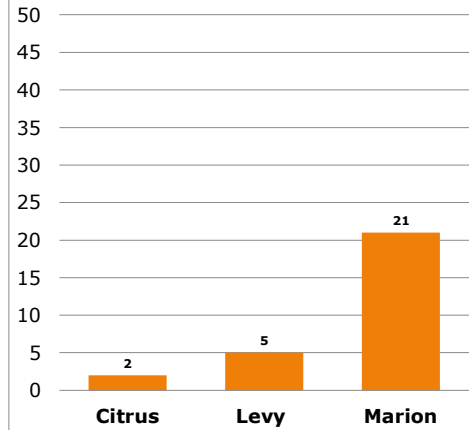
PY 24 - 25 Individual Events

Total Events: 22
Attendees: 1116
Reported Hires: 149

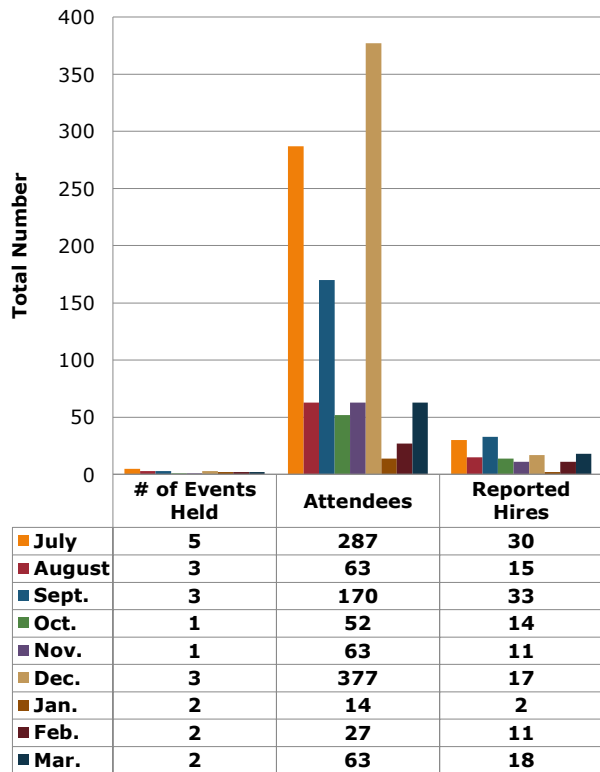
PY 24 - 25 Job Fairs

Attendees: 733
Businesses: 117

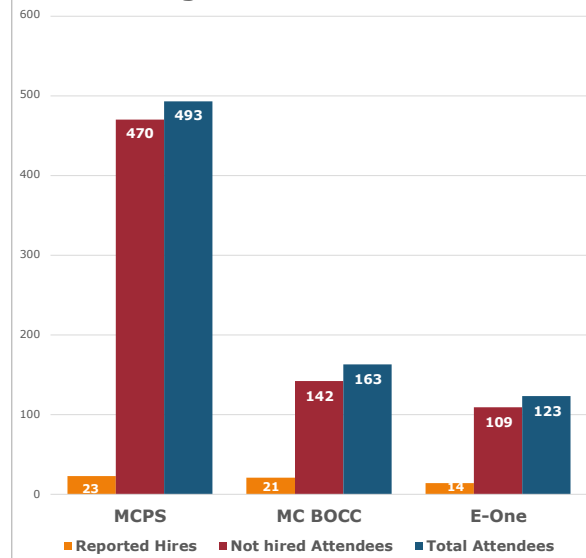
Job Fair and Hiring Events by County PY 24-25



Individual Hiring Events



Top 3 Hiring Events Program Year 2024-2025



Other Individual Hiring Events 1/2025 - 3/2025

Event Date	Event Name	Event Location	County
1/22 & 2/18	Florida Department of Corrections	Chiefland	Levy
1/28	Coca Cola Beverages Florida	14th Street	Marion
2/4	Monterey-Blackfin Boats	Monterey-Blackfin Boats	Levy
3/12	CX Ocala LLC	14th Street	Marion

SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 23-24	PY 2024									PY 24-25	Total
					Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25		
Citrus	86	32	24	47	4	9	7	1	3	1	8	3	5	41	230
Citrus - CF	30	7	11	2	1	1	1	2	0	2	0	0	1	8	58
Levy	22	6	7	20	2	3	2	1	1	0	1	1	1	12	67
Levy - CF	16	3	4	0	0	0	0	0	0	0	0	1	0	1	24
Marion	140	53	55	176	14	14	12	18	11	10	19	23	9	130	554
Marion - CF	100	24	37	47	11	4	5	6	3	7	11	6	7	60	268
TOTAL	394	125	138	292	32	31	27	28	18	20	39	34	23	252	1201

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Information Technology
4. Entry Level Pathway - General
5. Government/Public Sector

Popular Courses

1. The Art and Science of Communication
2. Using Business Etiquette to Increase Your Professionalism
 3. Being an Effective Team Member
 4. Communicating Effectively with Customers
 5. Interacting with Customers
 6. How Culture Impacts Communication
 7. Establishing Self-confidence for Life
8. Writing Effective E-mails and Instant Messages
9. Uncovering and Utilizing Your Talents and Skills
 10. Self-improvement for Lifelong Success
 11. Abbreviating, Capitalizing, and Using Numbers
12. Becoming More Professional through Business Etiquette
 13. Creating Well-constructed Sentences
14. Difficult People: Can't Change Them, so Change Yourself
15. Procrastination: Admitting it is the First Step

REPORTING PERIOD: JUL 2024 – MAR 2025

ALL CENTER TRAFFIC – 823

One-on-one Appointments Total – 375

Professionals – 266
Students – 109

In Person – 86%
Virtual – 14%

WORKSHOPS CONDUCTED – 24

Healthcare – 5
Information Technology – 6
COOP – 2
STEM – 1

First Year Seminar – 3
Early Childhood Education – 3
Community Outreach – 2
Agriculture & Equestrian – 2

TOTAL ATTENDANCE FOR WORKSHOPS – 440

Resumes reviewed and feedback provided – 258

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

18 Events – Total attendance for events – 1169

TC Open House – 3
Round Table Sessions – 1
CF Preview Day/Night – 3

Talent Connection – 2
CF Webinar – 2

CF Resource Fair – 6
CASA House – 1

CONFIRMED HIRES

18

WAGE RANGE

\$13.85 to \$43.00

AVERAGE WAGE

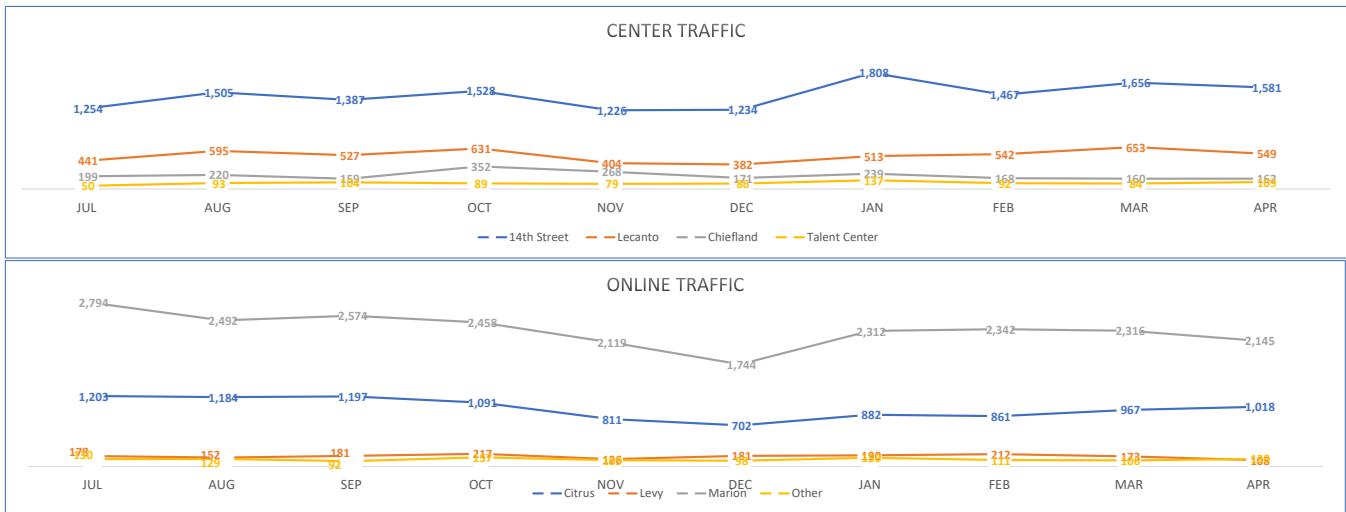
\$23.00

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

- The encouragement and advice I got whenever I visit was life to me. It propels me to continue to advance against all odds.
- Christopher Wilkinson put my mind at ease by walking me through the steps to improve my resume, enhancing my LinkedIn and exploring several career platforms.
- Sophia was very helpful and knowledgeable. She walked me through the entire process. I was able to obtain a job within my career field.

Center Traffic

Traffic		PY 23-24	PY2024-25										YTD
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	
Center Traffic	14th Street	14,407	1,254	1,505	1,387	1,528	1,226	1,234	1,808	1,467	1,656	1,581	14,646
	Lecanto	5,080	441	595	527	631	404	382	513	542	653	549	5,237
	Chiefland	2,056	199	220	159	352	268	171	239	168	160	162	2,098
	Talent Center	438	50	93	104	89	79	86	137	92	84	109	923
	MCC 2*	295	52	34	1	-	8	7	2	-	59	55	218
	Total	22,276	1,996	2,447	2,178	2,600	1,985	1,880	2,699	2,269	2,612	2,456	23,122
Online Traffic	Citrus	11,142	1,203	1,184	1,197	1,091	811	702	882	861	967	1,018	9,916
	Levy	2,159	178	152	181	217	126	181	190	212	173	108	1,718
	Marion	29,194	2,794	2,492	2,574	2,458	2,119	1,744	2,312	2,342	2,316	2,145	23,296
	Other	1,266	130	129	92	157	109	98	150	111	106	130	1,212
	Total	43,761	4,305	3,957	4,044	3,923	3,165	2,725	3,534	3,526	3,562	3,401	36,142



Transactional Net Promoter Cumulative Report Calendar Yr 2025 (January to April)

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

► +58



What Do the Scores Mean?



Below 0: Your organization has a large number of issues to address. You have too many **Detractors**.



0–30: You have a decent number of satisfied customers but not enough **Promoters**.



30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.

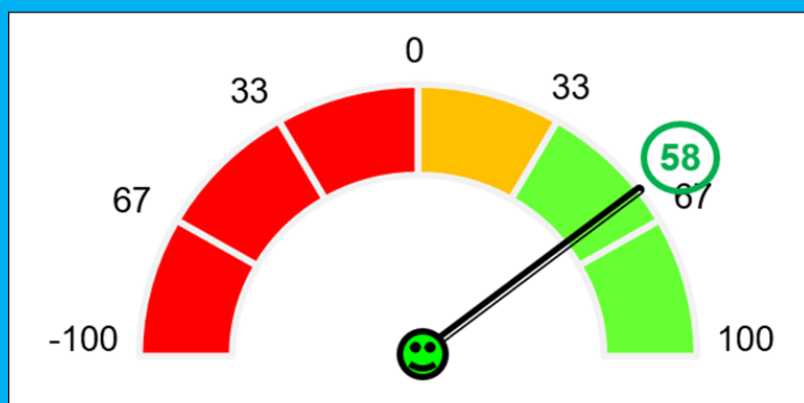


Overall Score

Regional Net Promoter Score

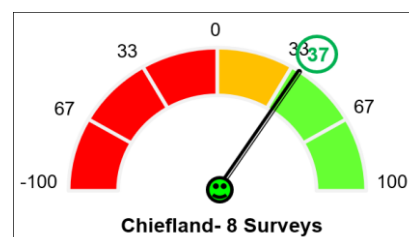
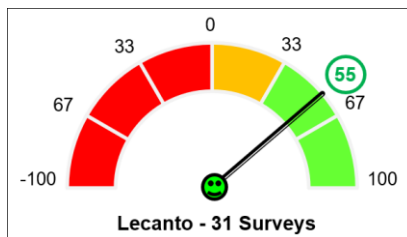
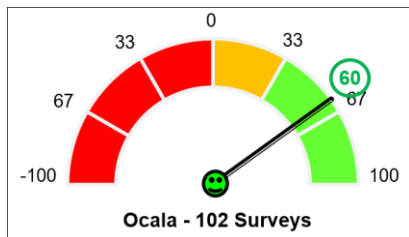
Transactional Survey – Job Seekers

January to April 2025

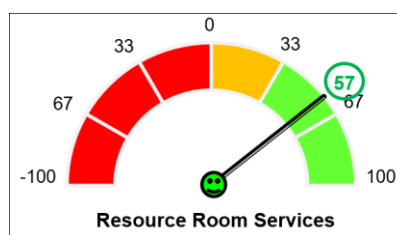
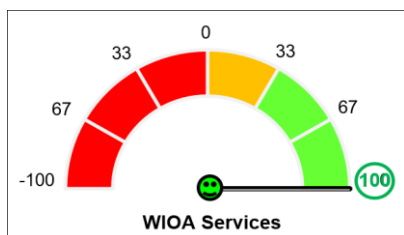


Category	Percent (%)	Count (#)
Promoters 😊	70%	98
Passives 😐	18%	26
Detractors 😞	12%	17
Totals	100%	141

Transactional Net Promoter By Office



Transactional Net Promoter By Service



Transactional Net Promoter Cumulative Report Calendar Yr 2025 (January to April)

Employer Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

►+100



What Do the Scores Mean?



Below 0: Your organization has a large number of issues to address. You have too many **Detractors**.



0–30: You have a decent number of satisfied customers but not enough **Promoters**.



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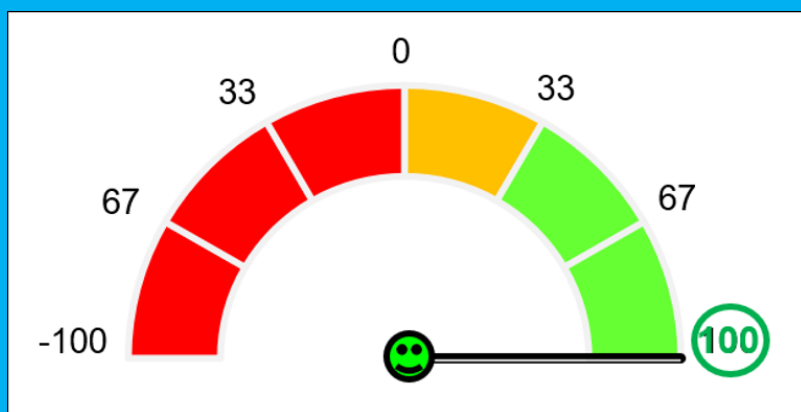


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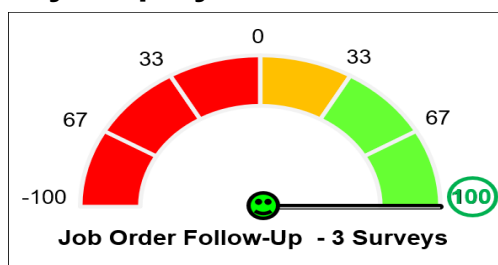
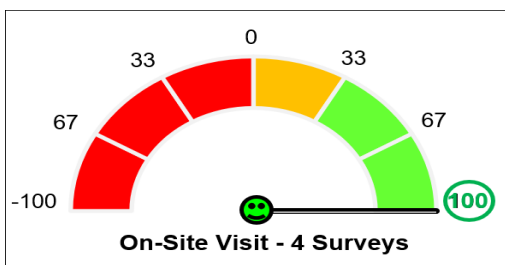
Overall Score

Regional Net Promoter Score Transactional Survey – **Employers** January to April 2025

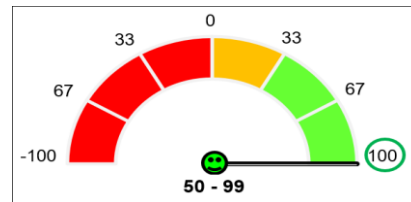
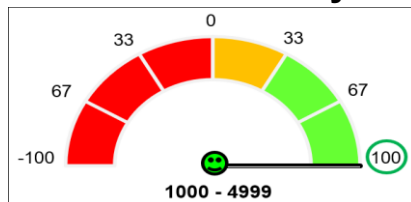
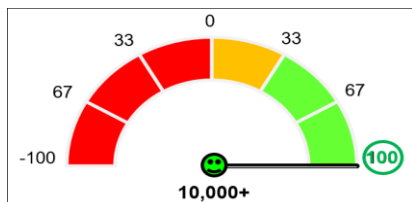


Category	Percent (%)	Count (#)
Promoters 😊	100%	7
Passives 😐	0%	0
Detractors 😞	0%	0
Totals	100%	7

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Calendar Year 2025 (January to April)

Job Seeker Report	Talent Center Net Promoter Score
Net Promoter Score	▶ 100



What Do the Scores Mean?



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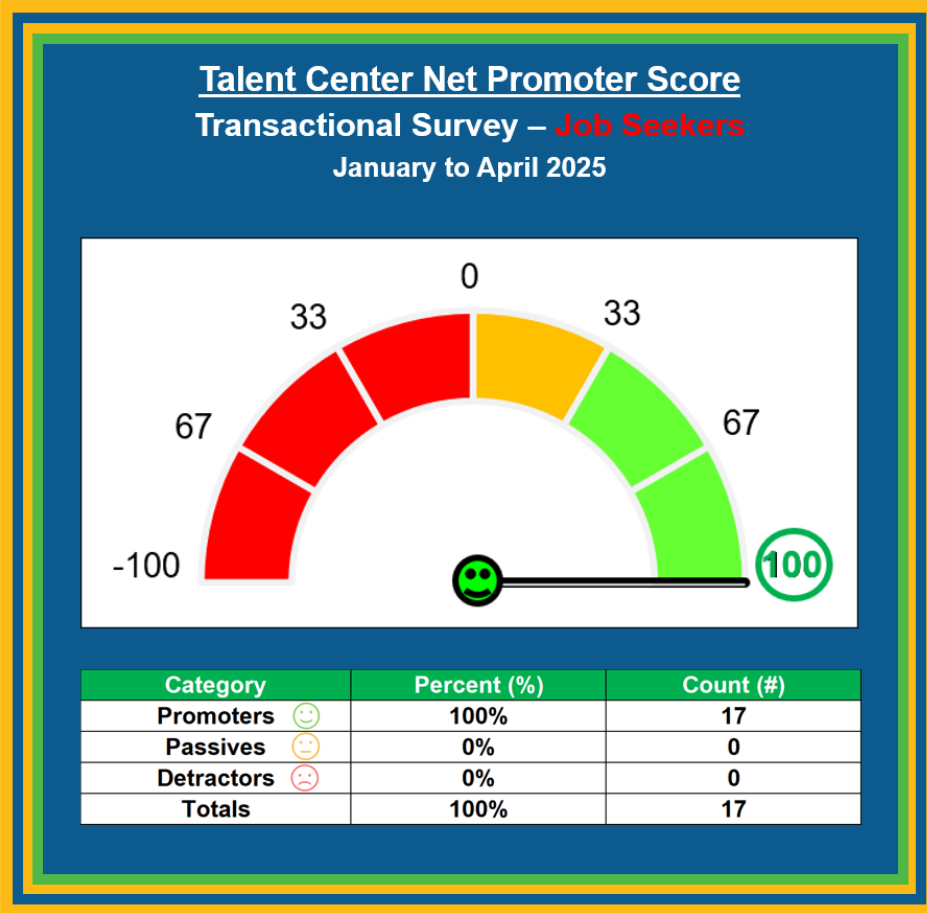
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70-100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



Overall Score



Survey Snippets

I met Maite at the Marion County job fair, since I met her, she was extremely receptive to my case, guided me, directed me, had a lot of patience and offered her knowledge to review my resume and today I feel much stronger to get my place in the job.

Honestly, for me there are no suggestions for improvement. I think it's perfect, I hope that all qualified professionals have the chance to meet you, just like I had.

Christopher Wilkinson gave exceptional guidance and steadfast support for every stage of my job seeking journey. He was highly experienced, professional, honest, constructive, and always willing to help me succeed in any way he could.

Chris has helped me tremendously with updating my resume and navigating my job search. He is not only knowledgeable, but also caring and encouraging, always offering valuable advice and support.

Sophia Sanford since day one has been professional and supportive in my quest to find employment.

Give Ms. Sanford a well earned raise.

Aaliyah is very professional, followed up in a timely manner and gave great feedback and advice on my resume. Talent Center is a great resource for anyone and would highly recommend it to anyone.

Aaliyah has a great energy around her. She is positive and ready to help. She didn't make me feel awkward at all, and she listened to my requests about what types of jobs I was looking for and actively helped me prepare and look them up.