



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

MINUTES

DATE: May 5, 2026
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Carole Savage-Hagans
Fred Morgan
Jeff Chang, Chair

MEMBERS ABSENT

Larry White
Theresa Flick

OTHER ATTENDEES

Dale French, CSCLM
Cory Weaver, CSCLM
Steven Litzinger, CSCLM
Melissa Saco, CSCLM

Christopher Wilkinson, CSCLM
Sandra Crawford, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Jeff Chang, Chair, at 9:01 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 3, 2026, meeting. Carole Savage-Hagans seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Dale French updated the committee on the following items:

- He introduced new member Carole Savage-Hagans.
- The State has been sending new technical assistance letters reaffirming recent policy changes.
- The federal government has released state funding allocations. It is anticipated that the State will notify regions of their individual allocations next week.

Workforce Issues that are Important to Our Community

None were discussed.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

PIP Update

Dale French explained that we are sitting solidly as a B in letter grade performance. The PIP identified areas of performance lags that we were already aware of, and staff performance goals had been adjusted. We are on target to gain success in those areas.

Talent Center

Hope Florida

Chris Wilkinson reviewed the reports provided in the packet.

Event Report

Melissa Saco highlighted items from the Event Report.

Contract Reports

Grant Update

YouthBuild

Sandra Crawford reviewed the reports and highlighted the following items:

- Contract Reports: Citrus County is not currently meeting their goals, but they do have time before the end of the program year to make adjustments. Eckerd Youth is also working on meeting their annual goal.
- Broadband Grant: The Broadband grant program continues to have multiple participant success stories. The program manager has been doing a wonderful job with enrolling new participants and keeping current participants engaged.

Indicators of Performance

Career Center Reports

Letter Grades

Program Participant Data Summary

Cory Weaver reviewed the reports and welcomed questions from the committee members. She highlighted the following items:

- Indicators of Performance: Performance metrics that are not currently being met were highlighted with the explanation of processes that are in place to gain progress.
- Center Reports: Increases and decreases in center traffic were noted as well as gains and losses in placements and wage growth. There will be a soft opening next week for the new Bronson office location.
- Letter Grades: Cory Weaver reported that our region received a B for the reporting period.

Net Promoter

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

excellent customer service.

- Job seeker satisfaction continues to be high with a good score of 72.
- Business Services' scores are excellent. There was discussion on the decrease in completed surveys from businesses.
- Talent Center continues to have a prominent level of customer service satisfaction.

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.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:36 a.m.

APPROVED:
