



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

CAREER CENTER COMMITTEE AGENDA

Thursday, August 6, 2026 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/85038895580>

Phone No: 1-646-558-8656 (EST) Meeting ID: 850 3889 5580

Call to Order	S. Bertrand
Roll Call	C. Schnettler
Approval of Minutes, May 7, 2026	S. Bertrand
Pages 2 - 4	

DISCUSSION ITEMS

State Update	R. Skinner
Workforce Issues that are Important to Our Community	R. Skinner

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Grant Updates	Page 5	S. Crawford
Event Report	Page 6	M. Saco
SkillUp - Metrix Online Learning	Page 7	C. Wilkinson
Talent Center	Page 8	C. Wilkinson
Center Traffic	Page 9	C. Wilkinson
Net Promoter	Pages 10 - 12	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2026 – 2027 MEETING SCHEDULE							
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing / Outreach	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	Thursday 9:30 am	Wednesday 9:00 am	Thursday 9:00 am	Wednesday 9:30 am	Wednesday, 11:30 am	
8/4/2026	8/5/2026	8/6/2026	8/12/2026	8/13/2026	9/29/2026	9/30/2026	CF Levy
11/3/2026	11/4/2026	11/5/2026	10/28/2026	11/12/2026	11/18/2026	12/16/2026	CF Ocala
2/2/2027	2/3/2027	2/4/2027	2/10/2027	2/11/2027	2/24/2027	3/3/2027	CF Lecanto
5/4/2027	5/5/2027	5/6/2027	5/12/2027	5/13/2027	5/26/2027	6/9/2027	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: May 7, 2026
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT

Arno Proctor
Charles Harris
Equilla Wheeler
Jorge Martinez
Pat Reddish

MEMBERS ABSENT

Andy Starling
Angela Juaristic
David Benthussen
Jennifer Roach
Tamara Boyle

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Cory Weaver, CSCLM
Chris Wilkinson, CSCLM
Sandy Crawford, CSCLM

Melissa Saco, CSCLM
Steven Litzinger, CSCLM
Cira Schnettler, CSCLM
Kristen Barry, One Stop Operator

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:31 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Arno Proctor made a motion to approve the February 5, 2026, minutes Jorge Martinez seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

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

- The Department of Labor has released the budget allocations, and we have received our preliminary budget from the State. We have requested voluntary layoffs from staff. Organizational restructuring will be explored for efficiencies. As part of our efforts to create budgetary savings the Eckerd contract will not be renewed, and youth services program will be provided internally.
- In the 2026-2027 program year we will be focusing on apprenticeships and

workforce grants for short-term training opportunities.

- A youth program that has been developed with Levy County Schools and CF has proven to be successful and we plan to replicate it in Citrus and Marion Counties. The program focuses on high school seniors that are undecided in their career paths. They are presented options for employment, college courses, or short-term certifications.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

Youth Services Update

Rusty Skinner shared that nine Levy County School District students are enrolled in the drone training program offered through CF. They will be graduating in July. This success of this pilot program will set the stage for future short-term trainings.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Grant Updates

Sandra Crawford provided an overview of the success of the Broadband grant.

Event Report

Melissa Saco reviewed the report.

Metrix Users

Talent Center

Center Traffic

Chris Wilkinson reviewed the reports provided in the packet. He noted that online traffic has significantly increased over in-person center traffic this program year.

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.
- 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.

MATTERS FROM THE FLOOR

Charles Harris will be coming off as Chair of this committee at the end of June. He

stated it was an honor to serve as Chair.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:52 a.m.

APPROVED: _____



Creating Connections

DOL Broadband Grant

The Creating Connections Broadband Grant helps to recruit and train talent that will support the scope of the broadband expansion efforts in rural Northwest Florida.

The Northwest Florida expansion project seeks to provide fiber-optic access to approximately 70,000 residents and businesses in the rural counties of Levy, Dixie, Gilchrist, Suwanee, Union, Lafayette, Hamilton, Taylor, Madison and Columbia.

TOTAL AWARD AMOUNT

\$1.73 million

TOTAL PARTICIPANTS TO DATE

71

EXPERIENTIAL LEARNING

37

CERTIFICATIONS EARNED

195

TOTAL EMPLOYED TO DATE

46

PARTICIPANT COUNTY BREAKDOWN

Columbia	4
Dixie	13
Gilchrist	4
Lafayette	4
Levy	36
Suwanee	7
Taylor	2

EMPLOYER ENGAGEMENT

- Blue Stream Fiber
- Wifiber Corporation
- SAS Electronics
- Benton Technical Services
- Echo Technologies, LLC
- Central Florida Broadband
- City of Williston
- CFEC/Fiber by Central Florida
- RoamR
- SVEC- Suwannee Valley Electric Coop
- Wire3

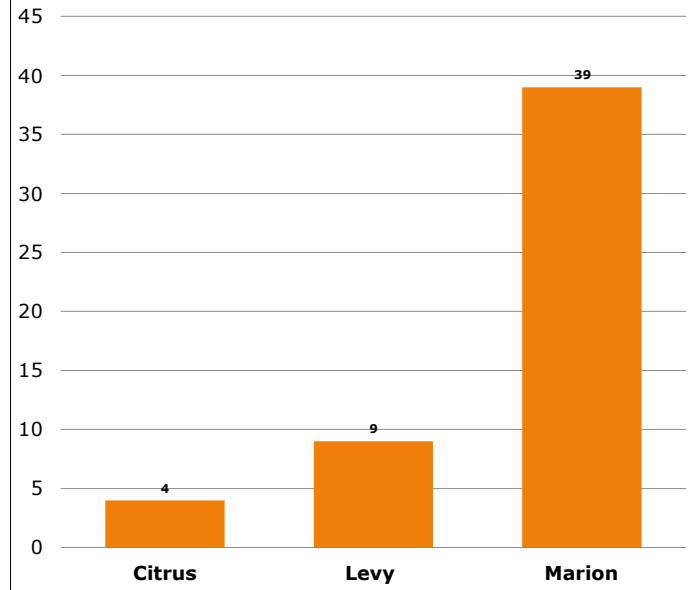
PY 25 - 26 Individual Events

Total Events: 44
Attendees: 1402
Reported Hires: 342

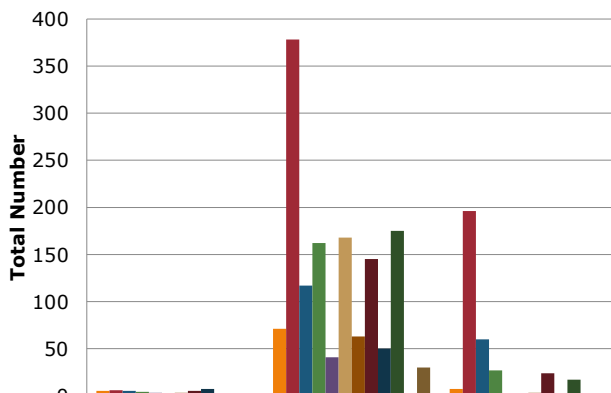
PY 25 - 26 Job Fairs

Attendees: 1158
Businesses: 124
Confirmed Hires: 36

Job Fair and Hiring Events by County PY 25-26

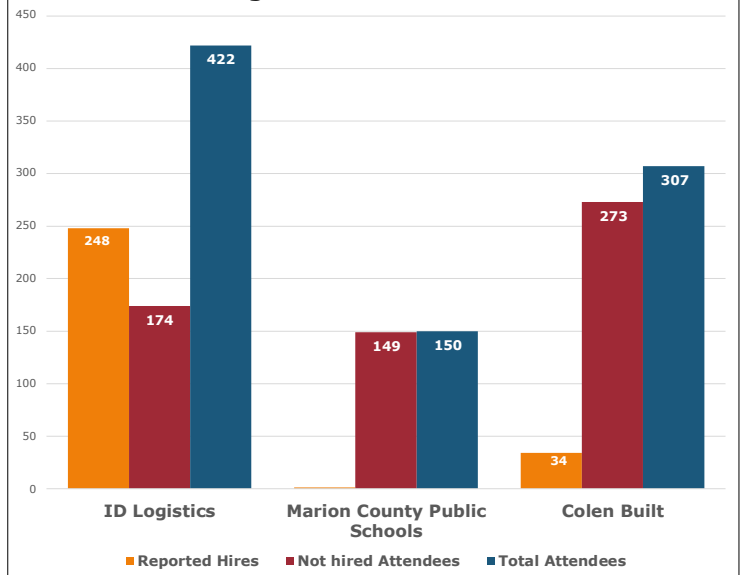


Individual Hiring Events



	# of Events Held	Attendees	Reported Hires
July	5	71	7
August	6	378	196
Sept.	5	117	60
Oct.	4	162	27
Nov.	3	41	2
Dec.	2	168	1
Jan.	3	63	3
Feb.	5	145	24
Mar.	7	50	2
Apr.	1	175	17
May	2	2	2
June	1	30	1

Top 3 Hiring Events Program Year 2025-2026



Other Individual Hiring Events 4/2026 - 6/2026

Event Date	Event Name	Event Location	County
5/7	Zero Hour Life Center	Lecanto	Citrus/Marion
5/19	Florida Department of Corrections- Cross City	Chiefland	Levy
6/12	Lockheed Martin	Lockheed Martin	Marion

SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 23-24	PY 24-25	PY 2025												PY 25-26	Total
						Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26		
Citrus	86	32	24	47	53	7	8	6	10	3	3	3	4	2	4	4	4	58	300
Citrus - CF	30	7	11	2	11	1	2	0	1	0	1	0	0	0	0	1	0	6	67
Levy	22	6	7	20	18	2	3	5	1	2	3	0	4	0	1	0	0	21	94
Levy - CF	16	3	4	0	2	0	0	0	1	0	0	0	3	1	0	0	0	5	30
Marion	140	53	55	176	170	11	10	6	20	1	8	7	14	7	12	23	12	131	725
Marion - CF	100	24	37	47	72	11	11	7	6	3	1	3	4	3	9	4	6	68	348
TOTAL	394	125	138	292	326	32	34	24	39	9	16	13	29	13	26	32	22	289	1564

Popular Pathways

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

Popular Courses

1. Expanding Your Communication Skillset
2. Using Business Etiquette to Increase Your Professionalism
3. Being an Effective Team Member
4. Unleashing Your Self Confidence
5. Communicating Effectively With Customers
6. Developing Emotional Intelligence
7. How Culture Impacts Communication
8. Interacting with Customers
9. Building Success Through Self Improvement
10. Accomplishing Goals with Perseverance and Resilience
11. Introduction to Carpentry: Carpenter's Power Tools
12. Introduction to Carpentry: Lumber, Wood Products, and Fasteners
13. Remaining Tactful and Diplomatic under Pressure
14. Get Organized and Stop Procrastinating
15. Introduction to Carpentry: Layout and Hand Tools

REPORTING PERIOD: JUL 2025 – JUN 2026

ALL CENTER TRAFFIC – 1194

One-on-one Appointments Total – 589

Professionals – 478
Students – 111

In Person – 89%
Virtual – 11%

WORKSHOPS CONDUCTED – 22

Healthcare – 6
Information Technology – 4
COOP – 2
Ocala Youth Opportunity – 1
TC III – 1

First Year Seminar –
Early Childhood Education – 1
Community Outreach – 2
Agriculture & Equestrian – 1
High School & College Resources – 4

TOTAL ATTENDANCE FOR WORKSHOPS – 524

Resumes reviewed and feedback provided – 328

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

20 Events – Total attendance for events – 2424

TC Open House – 4
Shiloh Job Fair Prep – 1
CF Career & Colleges Expo – 4

Talent Connection – 5
CF Webinar – 1
OEP Faculty Meeting –

CF Resource Fair – 3
CASA House –
Resource & Job Fair – 2

CONFIRMED HIRES

20

WAGE RANGE

\$11.00 - \$36.06

AVERAGE WAGE

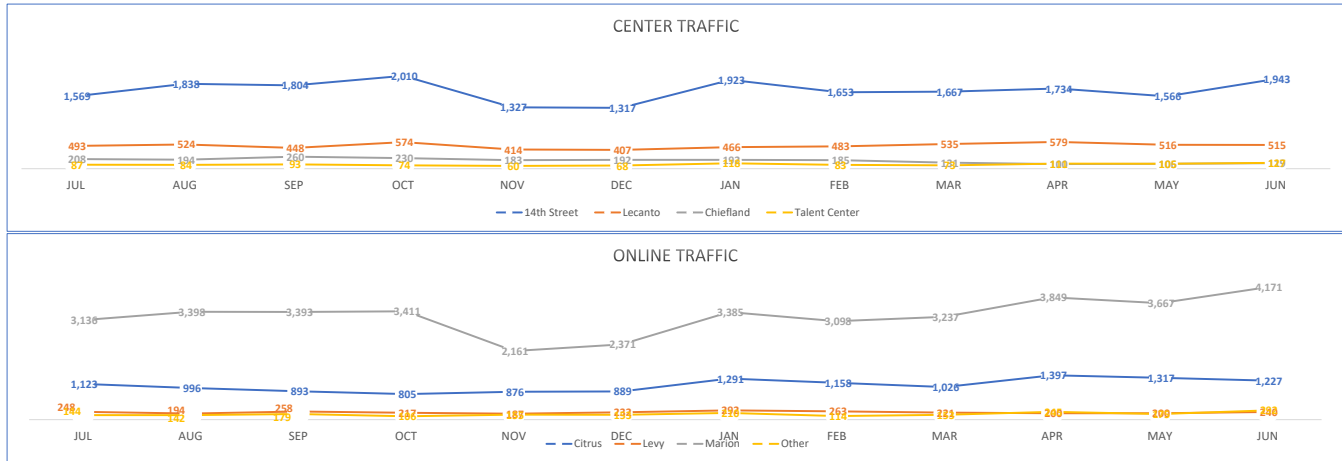
\$19.54

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

- Asks questions that get to know you and what type of careers would be best suited for you. As well as shows active interest in what she learns from those questions.
- She has been there for me throughout this process.
- She (Sophia) has a follow-up encouraging principles. She never gives up on you. She is very optimistic that success will eventually come, and it does.

Center Traffic

Traffic		PY 24-25	PY2025-26												
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD
Center Traffic	14th Street	17,706	1,569	1,838	1,804	2,010	1,327	1,317	1,923	1,653	1,667	1,734	1,566	1,943	20,351
	Lecanto	6,226	493	524	448	574	414	407	466	483	535	579	516	515	5,954
	Chiefland	2,227	208	194	260	230	183	192	192	185	131	100	106	119	2,100
	Talent Center	1,095	87	84	93	74	60	68	118	83	73	111	105	127	1,083
	Mobile Career Center	293	51	41	38	95	47	36	10	15	9	10	9	7	368
	Total	27,547	2,408	2,681	2,643	2,983	2,031	2,020	2,709	2,419	2,415	2,534	2,302	2,711	29,856
Online Traffic	Citrus	11,824	1,123	996	893	805	876	889	1,291	1,158	1,026	1,397	1,317	1,227	12,998
	Levy	2,090	248	194	258	217	187	232	292	263	221	200	200	240	2,752
	Marion	28,637	3,136	3,398	3,393	3,411	2,161	2,371	3,385	3,098	3,237	3,849	3,667	4,171	39,277
	Other	1,499	144	142	179	106	155	153	210	114	153	245	175	292	2,068
	Total	44,050	4,651	4,730	4,723	4,539	3,379	3,645	5,178	4,633	4,637	5,691	5,359	5,930	57,095



NET PROMOTER

Transactional Net Promoter Cumulative Report Program Year July 25 to June 26

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

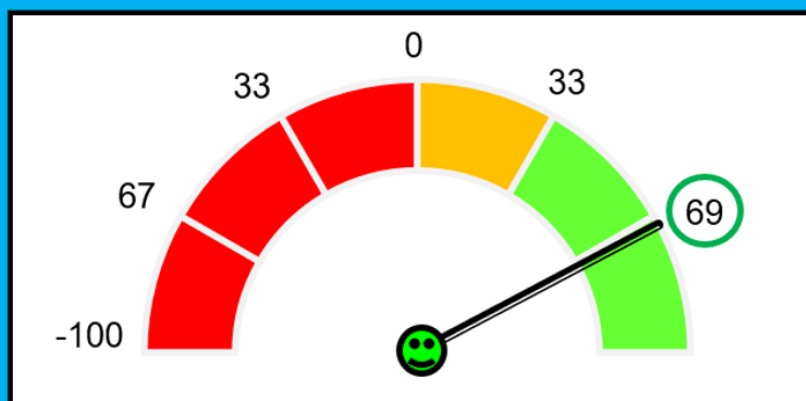
► 69



Overall Score

Regional Net Promoter Score

Transactional Survey – **Job Seekers**
Program Year: July 2025 to June 2026



Category	Percent (%)	Count (#)
Promoters 😊	80%	302
Passives 😐	9%	36
Detractors 😞	11%	41
Totals	100%	379

Executive Conclusion

Co-Pilot (AI) Interpretation: Exceptional Performance

A Net Promoter Score of 69 places CareerSource CLM in the excellent-to-world-class range and substantially above typical organizational benchmarks. Customer comments indicate that **our people are the primary driver of loyalty, trust, and advocacy**. Most negative feedback is tied not to staff interactions but to job market outcomes, unemployment-related frustrations, Reemployment Assistance issues, staffing capacity, and service delivery processes. This suggests our strongest competitive advantage is our staff, while our greatest opportunity is improving operational consistency and reducing friction in the customer experience.

In other words: **this score tells the story of an organization that customers genuinely trust and appreciate, with a realistic path to pushing above 70 and reaching world-class status.**

Combined Interpretation of All Comments

All comments and scores were fed into Co-Pilot AI with instructions to **summarize**, **analyze** and **categorize** all positive and negative inputs in way that would illuminate what we are doing well and where we might improve. When viewed collectively, customers are saying:

What CareerSource is doing exceptionally well

Customers feel that staff:

- Treat them with dignity and respect.
- Are welcoming and friendly.
- Provide individualized assistance.
- Spend time answering questions.
- Help with resumes, job searches, interviewing, and career planning.
- Make stressful situations feel less overwhelming.
- Demonstrate genuine compassion and concern.
- Create an environment where customers feel supported rather than judged.

Many comments go beyond simple satisfaction and express:

- Gratitude
- Appreciation
- Trust
- Emotional support
- Renewed confidence
- Hopefulness

Several customers specifically stated that:

- Staff "changed my life."
- Staff "gave me hope."
- Staff helped them secure jobs.
- Staff helped them return to school or obtain training.
- Staff remained patient with limited computer skills, disabilities, language barriers, or difficult personal circumstances.

Where customers are asking CareerSource to improve

- Faster access to staff assistance.
- More direct employment results.
- Better follow-up and communication.
- Better support when offices are busy.
- Better accommodation of transportation, language, and technology barriers.
- Stronger linkage between services received and actual job placement outcomes.

In short:

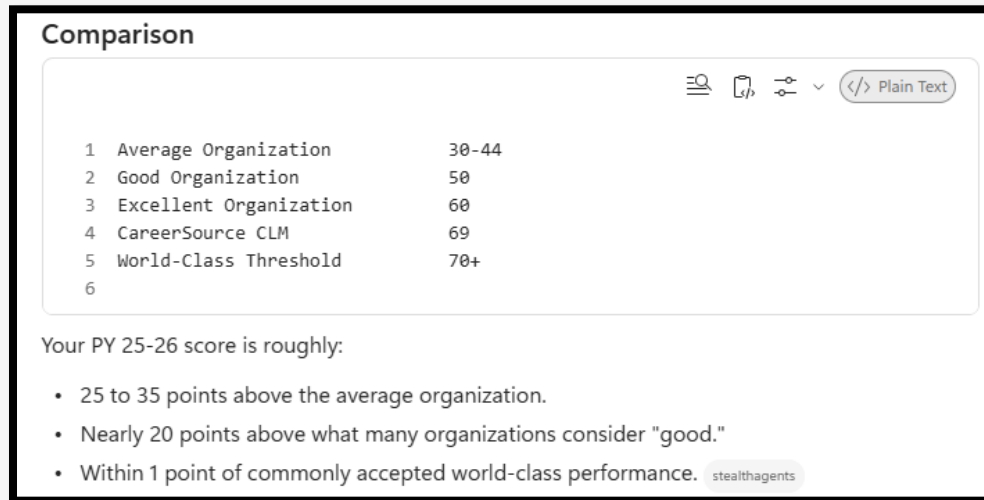
Customers strongly value the people and services, but some become frustrated when economic realities, external systems (Reemployment Assistance), staffing constraints, or job market challenges prevent immediate results.

Additionally, I asked Co-Pilot to research available public sector NPS benchmarks with the intent of comparing our overall Net Promoter Score of 69 with other non-profit/public sector organizations.

See the result below...

CSCLM Compared to Other Service Organizations

Cross-organizational studies generally show average NPS scores in the **30-44 range**, with only the highest-performing organizations routinely reaching the upper 60s and 70s. Professional services organizations often benchmark around **68**, while many consumer-facing industries score substantially lower.



What Makes Your 69 Even More Impressive

After reviewing the comments, one pattern stands out:

Many detractors were not actually criticizing staff.

A meaningful portion of low scores came from:

- Unemployment benefit frustrations
- Lack of job offers
- Delays in claims processing
- Customer misunderstanding of the rating scale
- Expectations that CareerSource could directly secure employment

Yet despite those headwinds, the organization still achieved a 69.

This suggests the staff experience is significantly stronger than the final NPS alone indicates.