



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

CAREER CENTER COMMITTEE AGENDA

Thursday, October 30, 2025 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/88071397679>

Phone No: 1-646-558-8656 (EST) Meeting ID: 880 7139 7679

Call to Order	C. Harris
Roll Call	C. Schnettler
Approval of Minutes, August 7, 2025	Pages 2 - 4 C. Harris

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. Weaver
Talent Center	Page 8	C. Wilkinson
Center Traffic	Page 9	M. Saco
Net Promoter	Pages 10 - 12	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2025 – 2026 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	
8/5/2025	8/6/2025	8/7/2025	8/13/2025	8/14/2025	8/27/2025	9/3/2025	CF Levy
11/4/2025	11/5/2025	10/30/2025	11/12/2025	11/13/2025	11/19/2025	12/10/2025	CF Ocala
2/3/2026	2/4/2026	2/5/2026	2/11/2026	2/12/2026	2/25/2026	3/4/2026	CF Lecanto
5/5/2026	5/6/2026	5/7/2026	5/13/2026	5/14/2026	5/27/2026	6/3/2026	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: August 7, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT

Angela Juaristic
Arno Proctor
Charles Harris
Equilla Wheeler
Jennifer Roach
Jorge Martinez
Pat Reddish

MEMBERS ABSENT

Andy Starling
David Benthussen
Steven Weinstein
Tamara Boyle

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Chris Wilkinson, CSCLM
Larry Trowbridge, CSCLM

Melissa Saco, CSCLM
Steven Litzinger, CSCLM
Cira Schnettler, CSCLM

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

Jorge Martinez made a motion to approve the May 15, 2025, minutes. Angela Juaristic seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

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

- CareerSource Florida will be holding their quarterly State meeting on August 20 and 21 at the World Equestrian Center. CLM management will be in attendance.
- The State is introducing detailed guidelines and policies to ensure consistency among the regions.

- CF would like to expand their education services in Levy County with short-term training opportunities. We are partnering with CF and Levy County Schools to develop a pilot program that will identify juniors and seniors in high school that are not in a career driven program and steer them into one of the short-term training programs.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Grant Updates

Dale French provided an overview of the grants. Both grants have had a high level of enrollments and engaged participants.

- We are partnering with Region 6 and 26 on the broadband grant.
- Charles Harris said he would like to see increased participation from Taylor County in our programs as that area was hit hard in recent years by hurricanes.
- There will be four houses built in the next two years for YouthBuild. Angela Juaristic asked what the ages are for the participants in the program. Dale French explained that the participants range in age from 18-24. Rusty Skinner added that Levy County does not have a Habitat for Humanity partner, but that the Citrus chapter may branch out into Levy. We would then be able to provide services to Levy youth with a YouthBuild program in that area.

Talent Center

Chris Wilkinson reviewed the report provided in the packet. He also shared that the Talent Connection virtual candidate showcases have been very successful. Talent Connection #4 and #5 are scheduled for August and September. The Talent Center team will also be holding a presentation on best practices for a developing a virtual fireside at the 2025 Workforce Summit.

Event Report

Melissa Saco highlighted items from the Event Report. She attributed much of the success of the job fairs to the ongoing partnerships with educational institutions. The next Paychecks for Patriots event has been scheduled for November 13. The Marion County Job Fair is scheduled for October 2.

Metrix Online Learning

Dale French 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 traffic was steady in the centers. There was an increase in job seekers' traffic versus unemployment traffic.

Net Promoter

Steven Litzinger reviewed the Net Promoter Survey Results. Overall, we are providing excellent customer service. A detractor analysis has been conducted, and no customer service issues have been trending.

- Job seeker satisfaction continues to be high with a good score of 68.
- 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

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:00 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

53

EXPERIENTIAL LEARNING

28

CERTIFICATIONS EARNED

116

TOTAL EMPLOYED TO DATE

36

PARTICIPANT COUNTY BREAKDOWN

Columbia	4
Dixie	11
Gilchrist	4
Lafayette	3
Levy	25
Suwanee	5
Taylor	1

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: 31
Attendees: 1334
Reported Hires: 182**

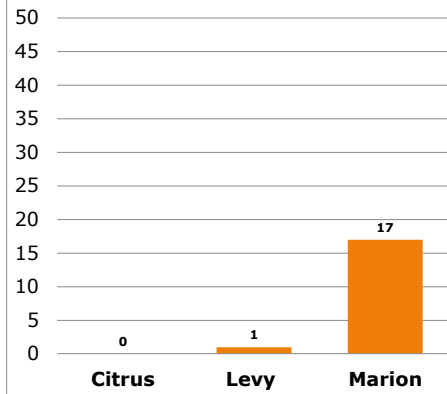
PY 25 - 26 Job Fairs

**Attendees: 555
Businesses: 44**

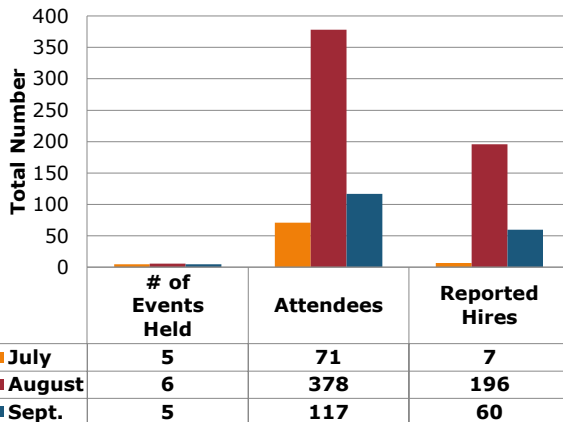
Upcoming Events

November 13 Paychecks for Patriots

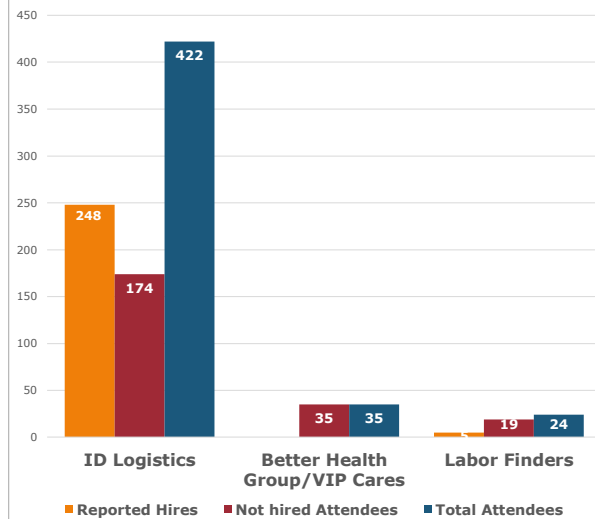
**Job Fair and
Hiring Events by County
PY 25-26**



Individual Hiring Events



**Top 3 Hiring Events
Program Year 2025-2026**



Other Individual Hiring Events 7/2025 - 9/2025

Event Date	Event Name	Event Location	County
7/10	Village Golf Cart	14th Street	Marion
7/14	Preferred Materials	14th Street	Marion
7/23	Florida Department of Agriculture	Chiefland	Levy
7/29	Heart of Florida Health Center	Heart of Florida Health Center	Marion
8/14 & 8/15	Captain D's Seafood	14th Street	Marion
9/9	Wire 3	14th Street	Marion
9/11	XPEL Technologies	14th Street	Marion
9/16	Avante of Ocala	14th Street	Marion
9/24	Hydro Power Florida	14th Street	Marion

"I think this was the best career fair we have attended, loved the location and felt like a great turnout. Hoping to fill our open positions with attendees from this event. Thank you for all of your hard work, as always!"

Business Response from Marion County Job Fair Survey



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		
Citrus	86	32	24	47	48	0	0	0	0	237
Citrus - CF	30	7	11	2	8	0	0	0	0	58
Levy	22	6	7	20	14	0	0	0	0	69
Levy - CF	16	3	4	0	1	0	0	0	0	24
Marion	140	53	55	176	151	3	3	2	8	583
Marion - CF	100	24	37	47	62	0	0	0	0	270
TOTAL	394	125	138	292	284	3	3	2	8	1241

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. Establishing Self-confidence for Life
6. Interacting with Customers
7. How Culture Impacts Communication
8. Creating Well-constructed Sentences
9. Writing Effective E-mails and Instant Messages
10. Procrastination: Admitting it is the First Step
11. Abbreviating, Capitalizing, and Using Numbers
12. Becoming More Professional through Business Etiquette
13. Difficult People: Can't Change Them, so Change Yourself
14. Getting the Details Right: Spelling Basics
15. Be a Better Listener

REPORTING PERIOD: JUL 2025 – SEP 2025

ALL CENTER TRAFFIC – 287

One-on-one Appointments Total – 160

Professionals – 124
Students – 36

In Person – 86%
Virtual – 14%

WORKSHOPS CONDUCTED – 3

Healthcare – 1
Information Technology – 2
COOP –
STEM –
TC III –

First Year Seminar –
Early Childhood Education –
Community Outreach –
Agriculture & Equestrian –
High School –

TOTAL ATTENDANCE FOR WORKSHOPS – 87

Resumes reviewed and feedback provided – 117

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

6 Events – Total attendance for events – 1689

TC Open House – 1
Round Table Sessions –
CF Career & Colleges Expo – 2

Talent Connection – 2
CF Webinar –
OEP Faculty Meeting –

CF Resource Fair – 1
CASA House –
Job Fair –

CONFIRMED HIRES

7

WAGE RANGE

\$13.71 - \$36.06

AVERAGE WAGE

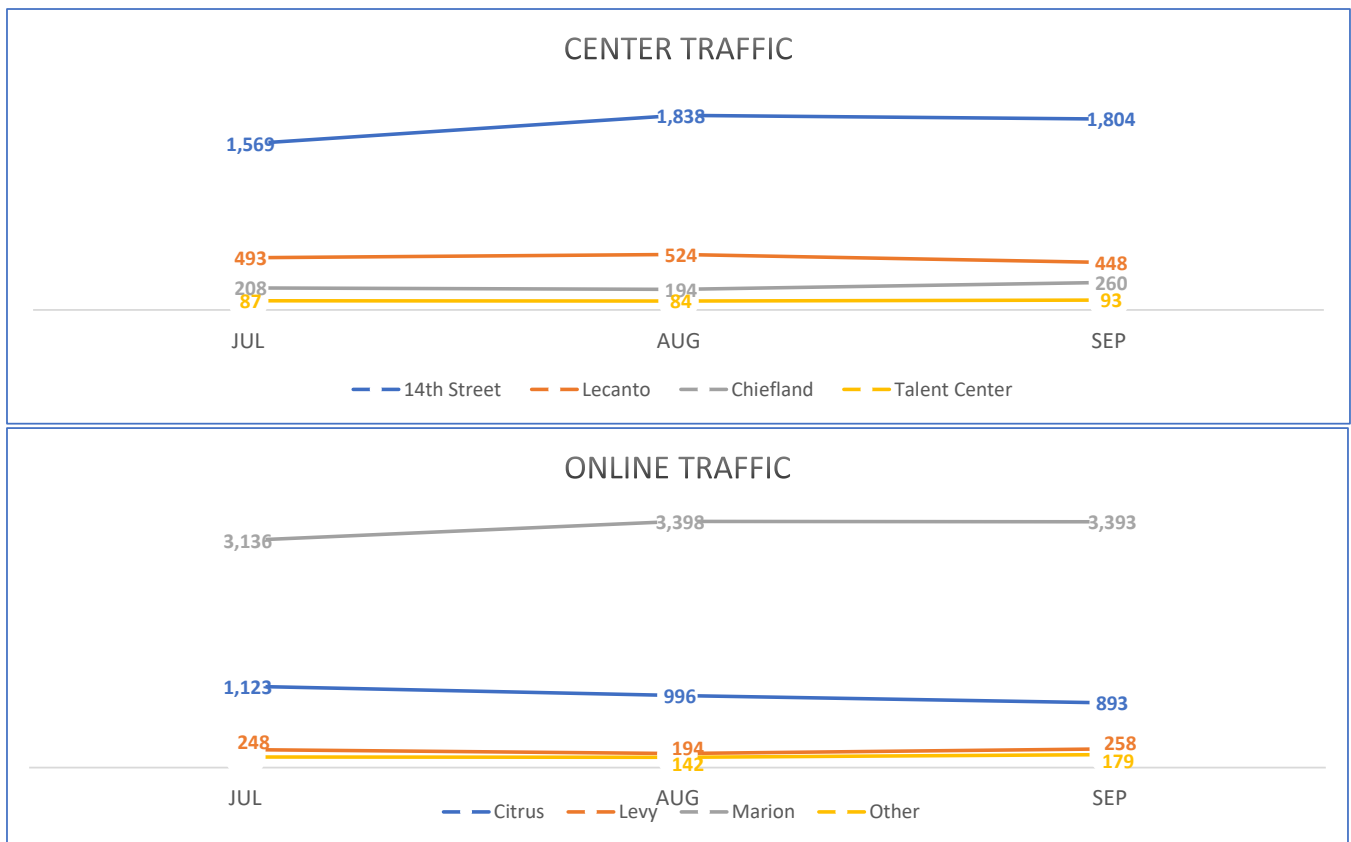
\$20.77

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.
- 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	PY2024-25			
			JUL	AUG	SEP	YTD
Center Traffic	14th Street	17,706	1,569	1,838	1,804	5,211
	Lecanto	6,226	493	524	448	1,465
	Chiefland	2,227	208	194	260	662
	Talent Center	1,095	87	84	93	264
	MCC 2*	293	51	41	38	130
	Total	27,547	2,408	2,681	2,643	7,732
Online Traffic	Citrus	11,824	1,123	996	893	3,012
	Levy	2,090	248	194	258	700
	Marion	28,637	3,136	3,398	3,393	9,927
	Other	1,499	144	142	179	465
	Total	44,050	4,651	4,730	4,723	14,104



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

▶ 78



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**.

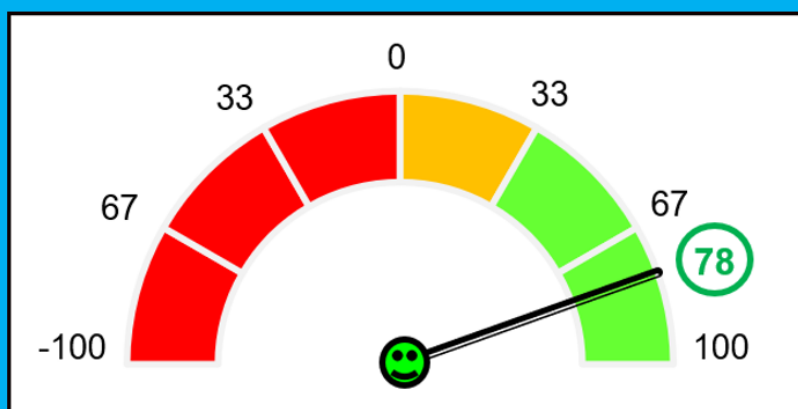


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



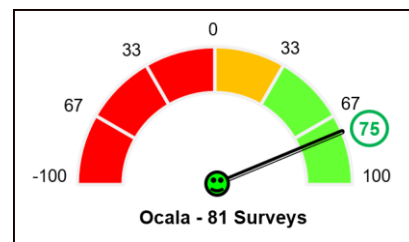
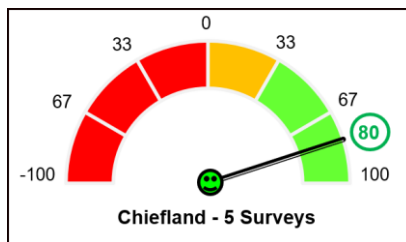
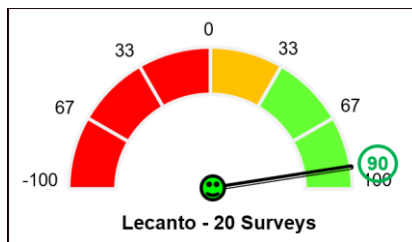
Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers July to September 2025

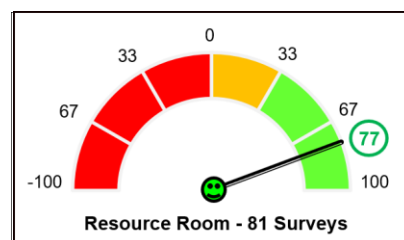
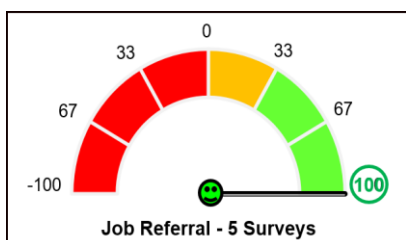


Category	Percent (%)	Count (#)
Promoters 😊	85%	90
Passives 😐	8%	9
Detractors 😞	7%	7
Totals	100%	106

Transactional Net Promoter By Office



Transactional Net Promoter By Service



NET PROMOTER

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

Employer Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

► 100



What Do the Scores Mean?



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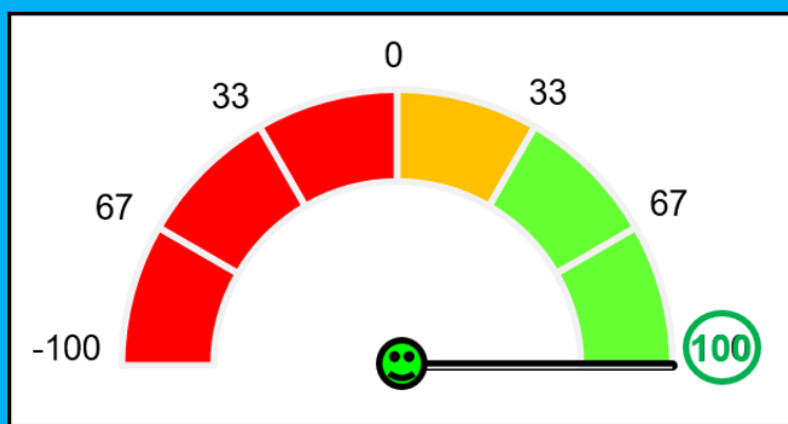


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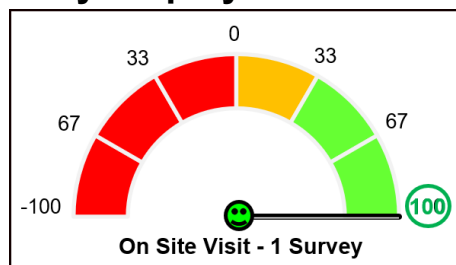
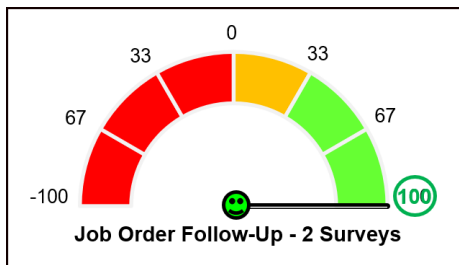
Overall Score

Regional Net Promoter Score Transactional Survey – **Employers** July to September 2025

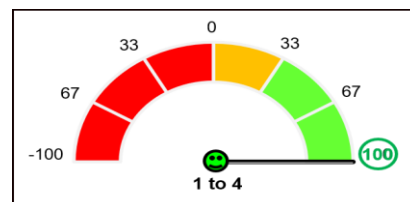
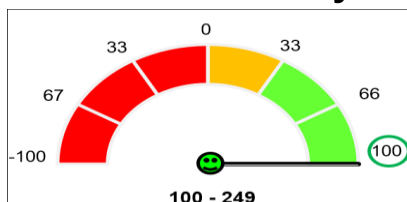
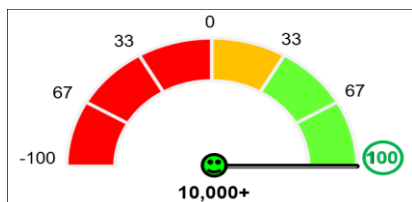


Category	Percent (%)	Count (#)
Promoters 😊	100%	5
Passives 😐	0%	0
Detractors 😞	0%	0
Totals	100%	5

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Program Year July 25 to June 26

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



What Do the Scores Mean?



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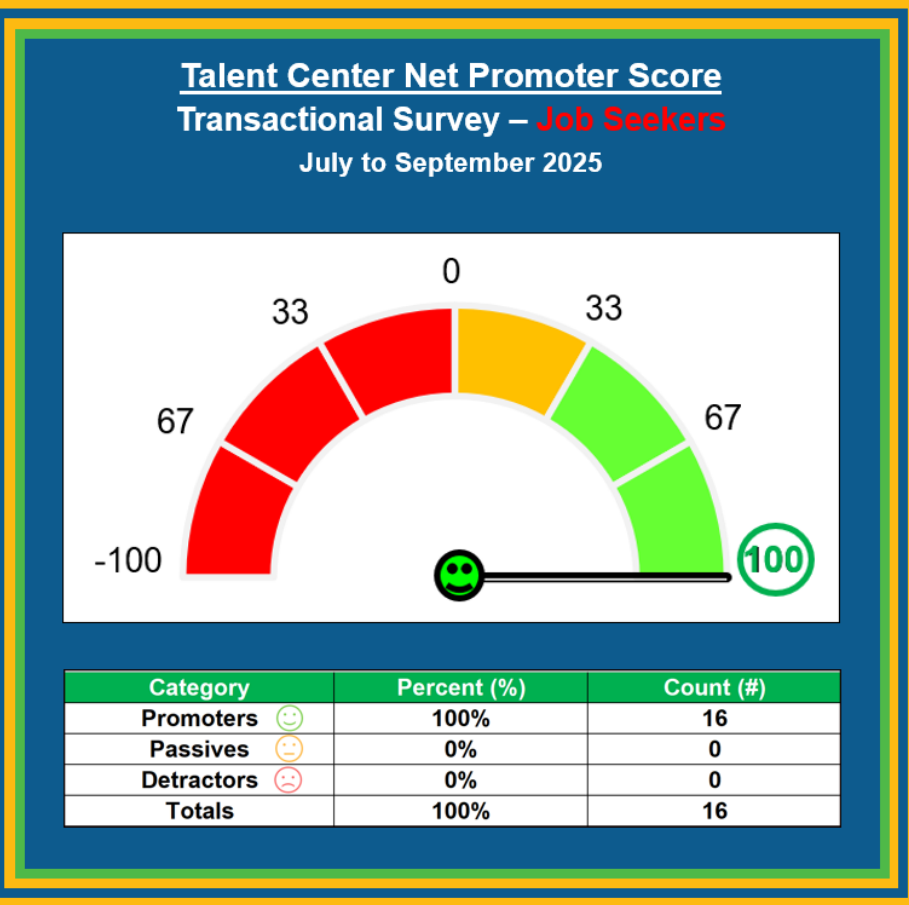
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Overall Score



Survey Snippet

“Aaliyah at the Talent Center was absolutely amazing! She went above and beyond helping me craft a strong, professional resume and provided incredible support throughout my job search. Her guidance was thoughtful, personalized, and truly made a difference.