



CAREERSOURCE CITRUS LEVY MARION
Career Center Committee

MINUTES

DATE: May 15, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT

Arno Proctor
Charles Harris
Equilla Wheeler
Jorge Martinez
Jennifer Roach

MEMBERS ABSENT

Andy Starling
Angela Juaristic
David Benthussen
Pat Reddish
Steven Weinstein

OTHER ATTENDEES

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

Steven Litzinger, CSCLM
Sandy Crawford, CSCLM
Cira Schnettler, CSCLM
Kristen Barry, 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

Arno Proctor made a motion to approve the February 20, 2025, minutes. Jorge Martinez seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

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

- Preliminary budget estimates have been received but are subject to change. We will learn more after the CareerSource Florida meeting next week.
- The Executive Director of Region 6 has resigned. Their board is searching for a replacement. This may delay regional planning initiatives.

Re-employment Assistance Services

Dale French explained that upper management is working on the planning and goals for the 2025-2026 program year.

There are two components that the State refers to for performance and we are experiencing dips in meeting some of the goals in these areas:

1. Letter Grades – goals created on a State level
2. WIOA Indicators of Performance – goals created on the Federal level

To address the issues and improve performance we will be taking these steps:

- Finding enough participants to meet the Dislocated Worker performance measure continues to be a challenge. We are looking to increase services for Dislocated Workers by re-shifting staff focus by recruiting candidates through direct contact efforts.
- Individuals utilizing our centers for reemployment assistance consume a tremendous amount of staff time and funding is not provided by the State for these services. There are also no performance credits given for assisting these individuals. We are meeting with resource room staff to review processes and analyze ways to streamline services for individuals needing reemployment assistance.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

Chiefland Lease Renewal

Arno Proctor made a motion to approve renewing the Chiefland Lease for the three-year term. Jorge Martinez seconded the motion. Motion carried.

Statewide ETPL

Arno Proctor made a motion to adopt the State ETPL. Jennifer Roach seconded the motion. Motion carried.

PROJECT UPDATES

Grant Updates

Sandra Crawford provided an overview of the grants. The Dislocated Worker Grant that was funding recovery efforts from Hurricane Idalia was not renewed and ended in late March. This grant was highly successful with a community investment beyond thirteen million dollars.

The Broadband grant is also having successful outcomes with forty-three enrollments. There will be upcoming classes in June and October. There will continue to be recruitment for the upcoming classes.

Talent Center

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

- The next Talent Connection, a virtual talent draft, took place on May 14. The

team has partnered with WTC in Citrus County. Ten soon to be IT graduates will be presented to a variety of employers. There has been local and national advertising for this event. An Iowa workforce board and North Carolina workforce board were in attendance as well, as they would like to pilot a similar program in their areas.

Event Report

Cory Weaver highlighted items from the Event Report. She was happy to share that the recent Marion County Youth Job Fair had almost 500 attendees, one of the most attended event in recent years. There is a job fair scheduled for June in Citrus County and a summer job fair scheduled for July.

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. Arno Proctor asked if the program was being promoted to area businesses for corporate use. Cory Weaver explained that the business services team regularly promotes the program to all the businesses that we partner with.

Center Traffic

Larry Trowbridge noted slight dips in traffic in the centers.

Net Promoter

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

- Job seeker satisfaction has dipped to 58, which is still a good score. This may be attributed to good comments with low scores and a misunderstanding of the scoring process.
- Business Services scores are very good.
- 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 10:17 a.m.

APPROVED:_____