



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

MINUTES

DATE: November 4, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Jeff Chang, Chair
Larry White
Theresa Flick

MEMBERS ABSENT

Fred Morgan

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Steven Litzinger, CSCLM
Melissa Saco, CSCLM

Christopher Wilkinson, CSCLM
Brittany Howerton, 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

Theresa Flick made a motion to approve the minutes from the August 5, 2025, meeting. Jeff Chang seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Performance Letter from CareerSource Florida and Florida Commerce

Rusty Skinner updated the committee on the following item:

- CareerSource Florida and Florida Commerce sent a letter to the Chair informing the Board that our region has been placed on a performance improvement plan. Commissioner Zalak and Board Chair Carl Flanagan, along with CLM leadership will be attending a conference call on November 14 with the State representatives to identify the metrics that need improvement, so that a corrective action plan can be developed. Jeff Chang thanked CLM leadership for always being transparent and communicating next steps.

Internal Control Questionnaire

Dale French explained that the financial systems and the security of the IT system undergo evaluation annually. We generally have done very well with this monitoring and have not had any trending issues. We anticipate the same outcomes this year. We expect the final report in the Spring.

Programmatic Monitoring Report 2024-2025

Dale French reviewed the report. He stated that based on results of the report staff will be retrained in the areas identified. We will submit a formal response as well.

Workforce Issues that are Important to Our Community

No topics were brought for discussion.

PUBLIC COMMENT

None

ACTION ITEMS

Subrecipient Monitoring Report

Dale French explained that annually all subrecipients must be monitored. Eckerd Connects is currently the only subrecipient. One issue was reported, and corrective action will be taken. Theresa Flick made a motion to accept the monitoring report. Jeff Chang seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Chris Wilkinson reviewed the report provided in the packet.

Event Report

Melissa Saco highlighted items from the Event Report. There has been record attendance at job fairs and hiring events. The next Paychecks for Patriots events have been scheduled for November 13 in Marion County and December 3 in Citrus County. ID Logistics, a large distribution center, is among the top three businesses with 246 reported hires.

Contract Reports

Cory Weaver reviewed the performance report for Citrus and Marion counties and the youth report. Overall, the partners did well. Citrus County met two of the four goals. A 5% hold-back in funding will be enforced but they have time to make-up the goal.

Grant Update

Cory Weaver provided an overview of the success of the Broadband Grant.

YouthBuild

Cory Weaver explained that we are in the 5th grant cycle of YouthBuild. Four homes will be built over two years.

Hope Florida

Cory Weaver explained this report presents data for how many referrals are received from the State Hope Navigator, successful contacts and the services provided.

CDL Summary

Cory Weaver explained this report highlights participant activity and licenses earned.

Indicators of Performance

Career Center Reports

Cory Weaver reviewed the reports and welcomed questions from the committee members.

- Indicators of Performance: Providing services to dislocated workers continues to be a challenge. Enrollments are increasing. The youth program is working on meeting their goals. The Wagner Peyser program is meeting or exceeding their goals.
- Center Reports: All centers have experienced increased traffic and candidate services across the region.

Letter Grades

Cory Weaver reported that our region received a B for the reporting period ending September 2025.

Program Participant Data Summary

Cory Weaver reviewed general details from the report.

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 78.
- 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.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:04 a.m.

APPROVED:
