



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

MINUTES

DATE: May 6, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Fred Morgan
Theresa Flick

MEMBERS ABSENT

Jeff Chang, Chair
Larry White

OTHER ATTENDEES

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

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

CALL TO ORDER

In Chair Jeff Chang's absence, the meeting was called to order by Brandon Whiteman, a member, at 9:00 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Brandon Whiteman made a motion to approve the minutes from the February 4, 2025, meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner updated the committee on the following items:

- Due to a recent financial review of State agencies, Rusty wanted to clarify that the Hope Florida Foundation fundraising agency is separate from Hope Florida, which is community-based welfare assistance program. We work with Hope Florida in their efforts of creating workforce services in Florida communities.
- The Executive Director of Region 6 has resigned. We have a contractual partnership with Region 6 for financial services and act as the employer of record for their staff. The Board currently has an internal candidate as the interim director. We

will be assisting the Region 6 board in their search for a replacement by collecting resumes.

- As part of the regional realignment Region 26 is working to navigate a successful merger of the combined regions.

Workforce Issues that are Important to Our Community

No topics were brought for discussion.

Finance Monitoring

The preliminary 2022-2023 financial monitoring report was recently received by the State. The report was provided during a conference call that occurred in March 2025, but the formal report has not been received.

Last week, the State conducted the 2024-2025 programmatic monitoring. They also provided the 2023-2024 programmatic monitoring report. We will be sending a response to this audit and then the report will be presented to the committee. We hope to receive the 2024-2025 report in a timely manner.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Talent Center

Chris Wilkinson reviewed the report provided in the packet. He also shared the below:

- Rasmussen University has been receptive to new engagement from the Talent Center team. The team has held several workshops with University.
- The next Talent Connection, a virtual talent draft, will take place on May 17. The team has partnered with WTC in Citrus County. Seven 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 will be attending as well as they would like to pilot a similar program in their area.

Event Report

Melissa Saco highlighted items from the Event Report. She was happy to share that the recent Marion County Youth Job Fair had over 466 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.

Contract Reports

Sandra Crawford reviewed the performance report for Citrus and Marion counties and the youth report. Overall, the partners did well.

Grant Update

Sandra Crawford provided an overview of the grants. The Dislocated Worker Grant that was funding recovery efforts from Hurricane Idalia was not renewed and came to an

end in late March. This grant was very successful with a community investment beyond thirteen million dollars.

The Broadband grant is also having successful outcomes with 43 enrollments. There will be upcoming classes in June and October.

Indicators of Performance

Career Center Reports

Dale French reviewed the reports and welcomed questions from the committee members.

- Indicators of Performance: 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.
- Center Reports: All centers have experienced increased traffic and candidate services across the region. Citrus County is experiencing the highest unemployment rate. This may be attributed to lower workforce participation and lagging wages. Levy County has significant success with the broadband and fiber optic programs directly affecting placement numbers and increased wages for the area.

Letter Grades

Dale French reported that our region received a B for the reporting period, down from an A- in the previous reporting period. He shared that this was addressed during a recent staff meeting. He also shared that the State intends to tighten formulas for the measures. Senior management will be meeting to discuss staff goals for the next program year in an effort to be proactive when the State releases its new goals for performance.

Program Participant Data Summary

Dale French 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 58.
- 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

Brandon Whiteman inquired about the Heart of HR conference. Dale French explained that the attendance was very high. Based on attendee survey responses, the attendees had an overall positive experience and appreciated the change in venue to Circle

Square.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:43 a.m.

APPROVED:
