



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

CAREER CENTER COMMITTEE AGENDA

Thursday, August 7, 2025 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84606460807>

Phone No: 1-646-558-8656 (EST) Meeting ID: 846 0646 0807 Meeting Passcode: 786008

Call to Order
Roll Call
Approval of Minutes, May 15, 2025

C. Harris
C. Schnettler
C. Harris
Pages 2 - 4

DISCUSSION ITEMS

State Update
Workforce Issues that are Important to Our Community

R. Skinner
R. Skinner

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Grant Updates
Event Report
SkillUp - Metrix Online Learning
Talent Center
Center Traffic
Net Promoter

Pages 5 - 6
Page 7
Page 8
Page 9
Page 10
Pages 11 - 13
S. Crawford
M. Saco
C. Weaver
C. Wilkinson
L. Trowbridge
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: 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:_____



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

27

CERTIFICATIONS EARNED

116

TOTAL EMPLOYED TO DATE

34

PARTICIPANT COUNTY BREAKDOWN

Columbia	4
Dixie	10
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



Phoenix Rising YOUTHBUILD

The Phoenix Rising YouthBuild program has been helping improve the lives of at-risk young adults since 2011. The program is designed to teach youth valuable work skills while providing on the job experience as well as fostering a sense of community and leadership skills. As a result of their hard work, homes are built for families in need. The Phoenix Rising YouthBuild began as a locally-funded pilot in 2011, and our first federal grant was awarded in 2013. We have been awarded 5 grants total, in 2013, 2017, 2019, 2021 and 2025. These grants are the result of a collaboration between several local agencies, including:

- CareerSource Citrus Levy Marion
- Habitat for Humanity (Marion and Citrus Counties)
- Ocala Police Department
- Eckerd Youth Alternatives
- Marion County Housing and Finance Authority
- Neighborhood Housing and Development Corporation
- College of Central Florida
- Silver River Mentoring & Instruction
- City of Ocala
- Marion County Sheriff's Department
- Marion County Board of County Commissioners
- Florida State Housing Initiative Partnership (SHIP)

TOTAL AWARD AMOUNT

\$4,532,728

HOMES BUILT

17

TOTAL YOUTH SERVED

237

OBTAINED HS DIPLOMA

125

CREDENTIALS EARNED

1,228

ENTERED EMPLOYMENT/EDU

165

- Home Builders Institute Pre-Apprenticeship
- OSHA-10
- National Retail Federation
- Warehouse Certification
- FL DBPR Safe Staff Food Handler
- High School Diploma
- American Hotel and Lodging Association Front Desk
- American Hotel and Lodging Association Guestroom
- American Hotel and Lodging Association Restaurant
- American Hotel and Lodging Association Maintenance

SUCCESS STORIES

Micah A. was basic skills deficient in Math and came from a low-income family when he began the program. While enrolled, he attained proficiency in Math and earned his Home Builders Institute certification. After completing the program, Micah traveled to France to assist in the construction of kennels for a dog breeding facility. He has since returned and is now employed with Citrus County Habitat for Humanity as a construction worker.

Derek T. did so well in YouthBuild that he received a job offer from Mid-State Electric before graduating. They paid to send him through an electrical apprenticeship program and since being hired he has received a \$2.00/hour raise.

PY 24 - 25 Individual Events

**Total Events: 31
Attendees: 1334
Reported Hires: 182**

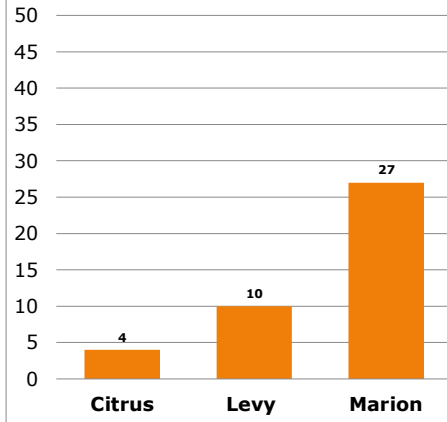
PY 24 - 25 Job Fairs

**Attendees: 1470
Businesses: 189**

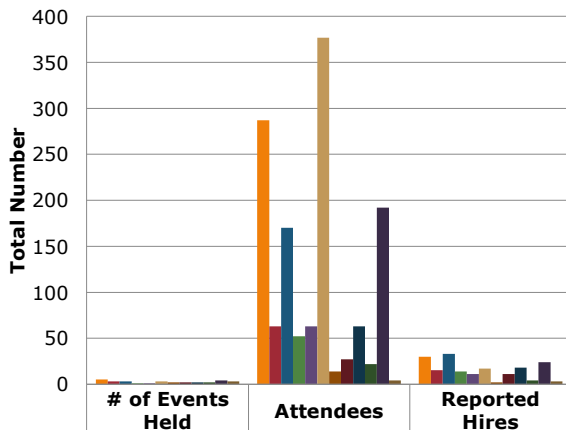
Upcoming Events

November 13 Paychecks for Patriots

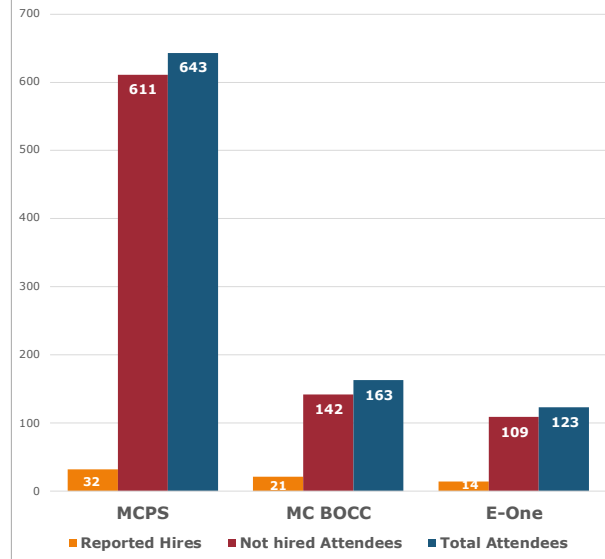
Job Fair and Hiring Events by County PY 24-25



Individual Hiring Events



Top 3 Hiring Events Program Year 2024-2025



Other Individual Hiring Events 4/2025 - 6/2025

Event Date	Event Name	Event Location	County
4/17 & 5/14	Labor Finders	14th Street	Marion
4/24	Viceroy Home Health	14th Street	Marion
5/20 & 6/17	Florida Department of Corrections	Chiefland	Levy
5/21	RealTruck	RealTruck	Marion
6/9	Gracefully Meek Home Care	Chiefland	Levy
6/15	CartWorks	Cartworks	Marion

SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 23-24	PY 2024												PY 24-25	Total
					Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25		
Citrus	86	32	24	47	4	9	7	1	3	1	8	3	5	7	0	0	48	237
Citrus - CF	30	7	11	2	1	1	1	2	0	2	0	0	1	0	0	0	8	58
Levy	22	6	7	20	2	3	2	1	1	0	1	1	1	2	0	0	14	69
Levy - CF	16	3	4	0	0	0	0	0	0	0	0	1	0	0	0	0	1	24
Marion	140	53	55	176	14	14	12	18	11	10	19	23	9	10	6	5	151	575
Marion - CF	100	24	37	47	11	4	5	6	3	7	11	6	7	2	0	0	62	270
TOTAL	394	125	138	292	32	31	27	28	18	20	39	34	23	21	6	5	284	1233

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

REPORTING PERIOD: JUL 2024 – JUNE 2025

ALL CENTER TRAFFIC – 1,116

One-on-one Appointments Total – 542

Professionals – 392
Students – 150

In Person – 86%
Virtual – 14%

WORKSHOPS CONDUCTED – 42

Healthcare – 13
Information Technology – 6
COOP – 3
STEM – 1
TC III – 3

First Year Seminar – 6
Early Childhood Education – 4
Community Outreach – 3
Agriculture & Equestrian – 2
High School – 1

TOTAL ATTENDANCE FOR WORKSHOPS – 737

Resumes reviewed and feedback provided – 352

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

22 Events – Total attendance for events – 1393

TC Open House – 5
Round Table Sessions – 1
CF Preview Day/Night – 3

Talent Connection – 2
CF Webinar – 2
OEP Faculty Meeting – 1

CF Resource Fair – 6
CASA House – 1
Job Fair – 1

CONFIRMED HIRES

34

WAGE RANGE

\$13.85 to \$43.00

AVERAGE WAGE

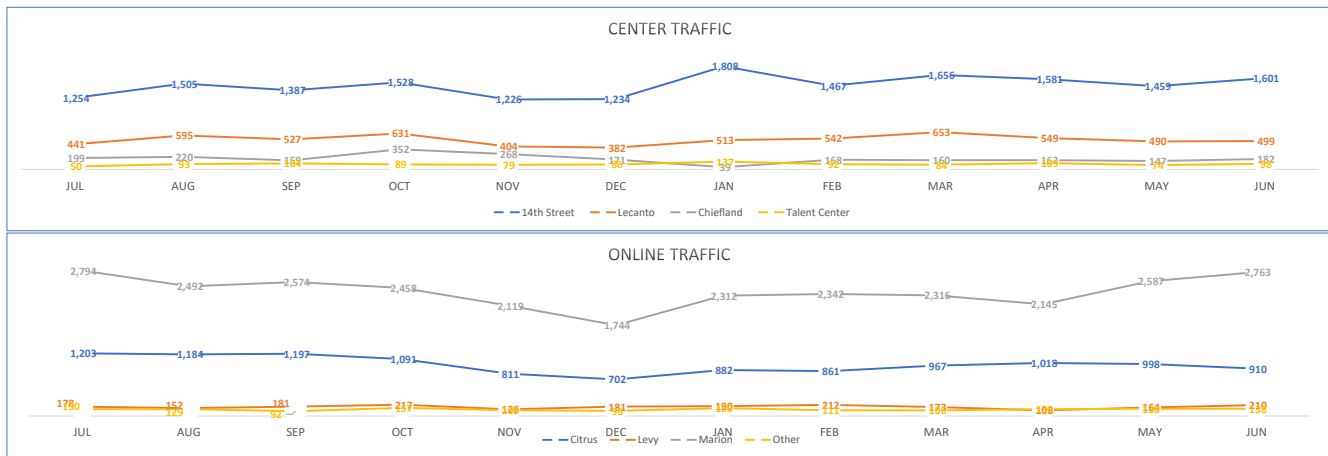
\$22.10

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 23-24	PY2024-25												
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD
Center Traffic	14th Street	14,407	1,254	1,505	1,387	1,528	1,226	1,234	1,808	1,467	1,656	1,581	1,459	1,601	17,706
	Lecanto	5,080	441	595	527	631	404	382	513	542	653	549	490	499	6,226
	Chiefland	2,056	199	220	159	352	268	171	39	168	160	162	147	182	2,227
	Talent Center	438	50	93	104	89	79	86	137	92	84	109	74	98	1,095
	MCC 2*	295	52	34	1	-	8	7	2	-	59	55	45	30	293
	Total	22,276	1,996	2,447	2,178	2,600	1,985	1,880	2,499	2,269	2,612	2,456	2,215	2,410	27,547
Online Traffic	Citrus	11,142	1,203	1,184	1,197	1,091	811	702	882	861	967	1,018	998	910	11,824
	Levy	2,159	178	152	181	217	126	181	190	212	173	108	164	210	2,092
	Marion	29,194	2,794	2,492	2,574	2,458	2,119	1,744	2,312	2,342	2,316	2,145	2,587	2,763	28,646
	Other	1,266	130	129	92	157	109	98	150	111	106	130	138	138	1,488
	Total	43,761	4,305	3,957	4,044	3,923	3,165	2,725	3,534	3,526	3,562	3,401	3,887	4,021	44,050



Transactional Net Promoter Cumulative Report Program Year July 24 to June 25

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ 68



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**.

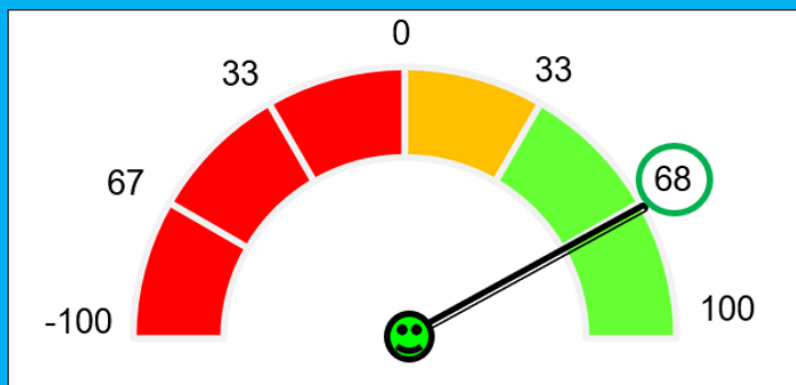


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



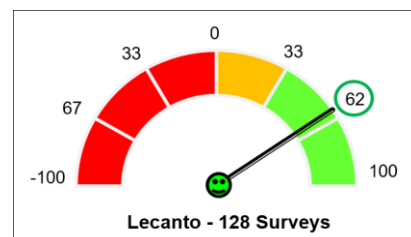
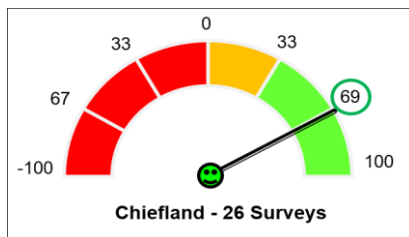
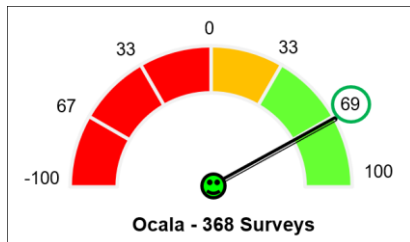
Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers July 2024 to June 2025

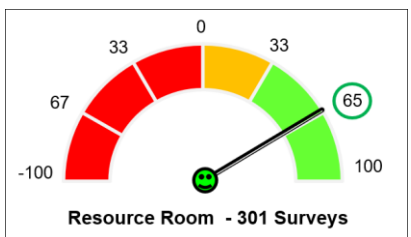
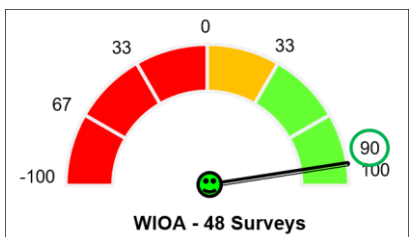


Category	Percent (%)	Count (#)
Promoters 😊	77%	401
Passives 😐	14%	72
Detractors 😞	9%	49
Totals	100%	522

Transactional Net Promoter By Office



Transactional Net Promoter By Service



Transactional Net Promoter Cumulative Report Program Year July 24 to June 25

Employer Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ 67



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**.

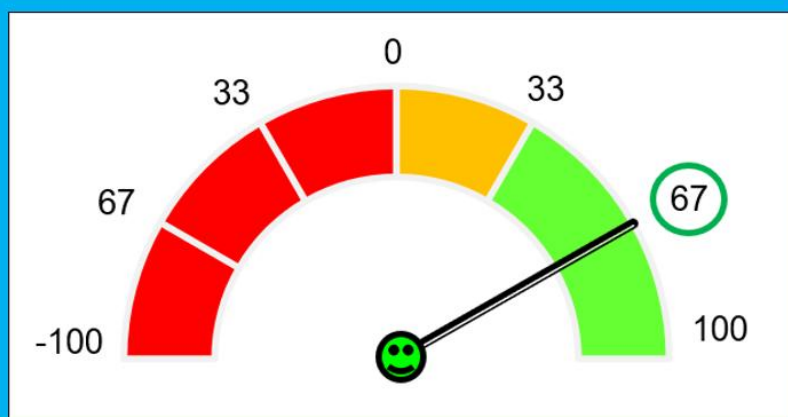


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



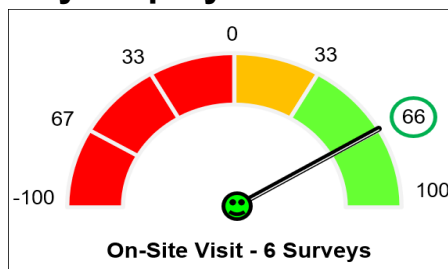
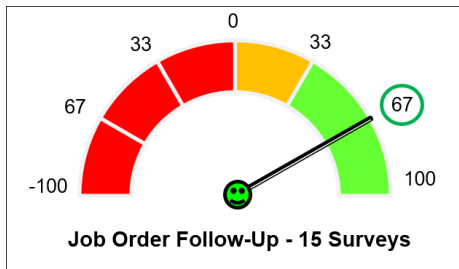
Overall Score

Regional Net Promoter Score Transactional Survey – **Employers** July 2024 to June 2025

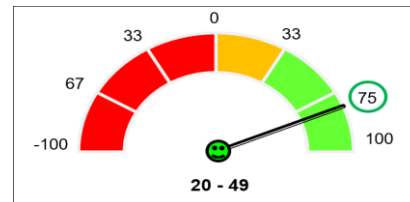
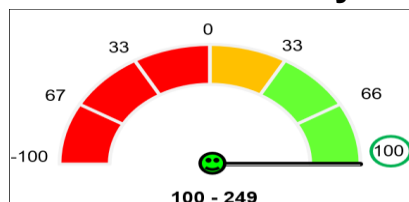
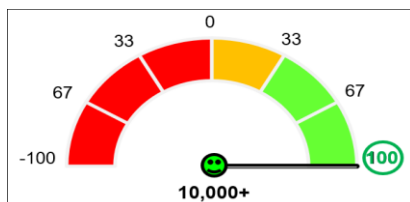


Category	Percent (%)	Count (#)
Promoters	81%	17
Passives	5%	1
Detractors	14%	3
Totals	100%	21

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Program Year July 24 to June 25

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



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

