



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

MINUTES

DATE: February 3, 2026
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Fred Morgan
Jeff Chang, Chair
Larry White
Theresa Flick

MEMBERS ABSENT

OTHER ATTENDEES

Cory Weaver, CLM
Dale French, CSCLM
Steven Litzinger, CSCLM
Melissa Saco, CSCLM

Christopher Wilkinson, CSCLM
Sandra Crawford, 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 November 4, 2025, meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Dale French updated the committee on the following items:

- CareerSource Florida will continue to move toward performance driven letter grade metrics with a focus on apprenticeship and enrollment.
- He reviewed the letter from the State and PIP overview. Management is working with all staff to focus on activities that are focused on driving performance.

Workforce Issues that are Important to Our Community

Fred Morgan wanted to make the committee aware that CDL businesses are seeing

driver insurance rates increase upwards of \$10,000 more than current rates.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Talent Center

Hope Florida

CDL Summary

Chris Wilkinson reviewed the reports provided in the packet.

Event Report

Melissa Saco highlighted items from the Event Report. There has been an increase in attendees at events. The business services team will be adjusting their methods to better track performance metrics.

Contract Reports

Sandra Crawford reviewed the performance report for Citrus and Marion counties and the youth report. Levy and Marion are meeting their goals. Citrus has not provided updated data. Eckerd continues to be successful with their goals.

Grant Update

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

YouthBuild

Sandra Crawford reviewed the report.

Indicators of Performance

Career Center Reports

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

- Indicators of Performance: We are currently meeting thirteen of the eighteen measures. These measures are 25% of the letter grade.
- Center Reports: All centers have experienced increased traffic and candidate services across the region. All three counties have shown tremendous growth in training opportunities and although there are decreased placements wages for those placed have increased.

Letter Grades

Cory Weaver reported that our region received a B for the reporting period ending June 2025 and reviewed the measures and success rate for each.

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 67.
- Business Services' scores are excellent. He noted a disparity in the number of surveys completed versus surveys sent out. Jeff Chang noted that surveys that were not completed do not necessarily equate to poor service. If the businesses were not satisfied with the service that would have probably been expressed.
- 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 9:46 a.m.

APPROVED:
