



**CAREERSOURCE CITRUS LEVY MARION  
Career Center Committee**

**MINUTES**

DATE: November 15, 2018  
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL  
TIME: 9:32 a.m.

**MEMBERS PRESENT**

Carol Jones  
Charles Harris  
Carla Butts  
Lanny Mathis

**MEMBERS ABSENT**

Scott Owen, Chair  
Amy Meek  
David Benthusen  
Debra Stanley  
Gloria Bishop  
Judy Houlios  
Jorge Martinez  
Peter Shepis

**OTHER ATTENDEES**

Kathleen Woodring, CSCLM  
Brenda Chrisman, CSCLM  
Dale French, CSCLM  
Steven Litzinger, CSCLM

Cira Schnettler, CSCLM  
Laura Byrnes, CSCLM  
Emma Pasbjerg, CSCLM

**CALL TO ORDER**

The meeting was called to order by Charles Harris at 10:37 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Carol Jones made a motion to approve the minutes from the August 23, 2018 meeting with a revision that Charles Harris is not the past chair as noted. Carla Butts seconded the motion. Motion carried.

**ACTION ITEMS**

**Direct Service Provider Annual Report**

Carla Butts made a motion to submit the annual direct services provider report that will

extend the current direct services provider waiver through June 30, 2019. Carol Jones seconded the motion. Motion carried.

## **DISCUSSION ITEMS**

### **Youth Build Finding Resolution**

The Youth Build Finding was previously brought before the committee when the finding letter was received. The letter stated that potentially \$5952.64 would have to be reimbursed to DOL. The finding was petitioned and disputed. DOL concurred with the documentation provided. The \$5952.64 will not need to be reimbursed.

### **Bridge Skills Grant Performance Report**

Dale French provided the update of the Bridge Skills. He stated that due to the lack of ability to participate and need from the manufacturing business community a modification request has been submitted to direct those funds towards other viable programs already approved within the grant.

## **PROJECT UPDATES**

### **Net Promoter Regional Summary - Jan. - Oct. 2018**

Steven Litzinger reviewed the transactional, relationship, and business net promoter reports. All three reports reflect excellent results and the outstanding quality of customer service that the staff provide to the customers. Steven did note that although the relationship scores are good there is still room for improvement.

### **TPMA**

TPMA representatives continue to engage with the staff on a regular basis. They will be returning to the offices December 4- 7<sup>th</sup>. Recommendations regarding staff changes from their previous report were implemented and have been well received. Staff's concerns about the company's community involvement will be addressed at the next All Staff Meeting.

### **Panhandle Update**

Kathleen Woodring introduced Emma Pasbjerg, Business Development Coordinator. Emma Pasbjerg provided an overview of CLM effort in the Panhandle to assist CareerSource Gulf Coast. Committee members commended the staff for their efforts.

### **Co-Op Video**

Laura Byrnes explained the purpose of the video is to provide brand awareness to CareerSource CLM. The goal of the video is to be inspirational, aspirational, and informational. The videos will provide a clear vision of the positive impact public-private partnership can have on members of our community. Production will be complete by the end of the year.

## **MATTERS FROM THE FLOOR**

None

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:19 a.m.

## **APPROVED:**

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