



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

**MINUTES**

DATE: February 26, 2018  
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Ted Knight, Chair  
Fred Morgan  
William Burda

**MEMBERS ABSENT**

Kimberly Baxley  
Pat Reddish

**OTHER ATTENDEES**

Rusty Skinner, CSCLM  
Kathleen Woodring, CSCLM  
Brenda Chrisman, CSCLM  
Iris Pozo, CSCLM

Cira Schnettler, CSCLM  
Steven Litzinger, CSCLM

**CALL TO ORDER**

The meeting was called to order by Ted Knight, Chair, at 9:00 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

William Burda made a motion to approve the minutes from the November 13, 2018 meeting. Fred Morgan seconded the motion. Motion carried.

**ACTION ITEMS**

**Programmatic Monitoring Reports**

William Burda made a motion to accept the results of the monitoring reports. Ted Knight seconded the motion. Motion carried.

## **DISCUSSION ITEMS**

None

## **PROJECT UPDATES**

Workforce Intelligence - December 2018

Performance Measures - December 2018

Quarterly Reports – Oct. – Dec. 2018

Citrus, Levy, Marion County Reports

Mobile Resources Units 1 and 2 Reports

Talent Center

Rusty Skinner provided highlights of all of the yearly and quarterly reports. These reports assist in identifying trends. We are in the process of refocusing the organization to meet the needs of the job market. We are identifying ways to connect with a pool of candidates not using our services. We are also evaluating a system to efficiently approach which job orders will have staff assistance and which job orders will be self-serve through Employ Florida. William Burda commended the efforts of the management team for poising the organization to be successful as markets change by refocusing and updating benchmarks.

Event Report

Brenda Chrisman stated that business services continues to assist businesses with individual hiring events and that industry specific job fairs are having great success. A general job fair is scheduled for March 26<sup>th</sup> in Citrus County. On March 28<sup>th</sup> a professional job fair is scheduled in partnership with CF, with the focus being on the students of the business program.

Net Promoter Reports

Steven Litzinger provided a summary of the Net Promotor program and successes for 2018. Both transactional and relationship surveys reflect excellent results for the career centers, business services, and Talent Center. There are no trends in negative responses to illicit additional investigation. Adjustments have been made to the process of surveying SNAP participants based on past results. Those adjustments are starting to yield improvements within customer service for the SNAP participants.

## **MATTERS FROM THE FLOOR**

## **ADJOURNMENT**

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

**APPROVED:**

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