



Career Center Committee
 College of Central Florida
 Enterprise Center, Suite 206
 3003 SW College Rd., Ocala, FL 34474

AGENDA

Thursday, May 2, 2019 – 9:30 a.m.

(Revised 4/29/19)

<http://careersourceclm.adobeconnect.com/careercenter5-2-2019/>

Conference Call: 1-866-848-2216 – after prompt, enter code 5355193397#

Call to Order		C. Harris
Roll Call		C. Schnettler
Approval of Minutes, February 21, 2019	Pages 2 - 4	C. Harris

ACTION ITEMS

Incumbent Worker Training – Policy Change	Page 5	D. French
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DISCUSSION ITEMS

None

PROJECT UPDATES

TPMA	Pages 6 - 7	D. French
Event Report	Page 8	B. Chrisman
Apprenticeship Grants	Page 9	B. Chrisman
Net Promoter Reports	Page 10 - 13	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2018 – 2019 MEETING SCHEDULE						
Business and Economic Development	Performance/ Monitoring	Marketing/ Outreach	Career Center	Executive	Full Board	
All committee meetings are held at the CF Ocala Campus, Enterprise Center, Room 206						
Tuesday, 9:00 am	Tuesday, 9:00 am	Wednesday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/14/18	8/21/18	8/15/18	8/23/18 (10:30 am)	8/29/18	9/12/18	CF Chiefland
11/6/18 (cancelled)	11/13/18	11/7/18	11/15/18	12/5/18	12/12/18	MTC Ocala
				1/31/19 (1 pm)		
2/19/19	2/26/19	2/20/19	2/21/19	3/6/19	3/13/19	CF Lecanto
4/30/19	5/7/19	5/8/19	5/2/19	6/5/19	6/12/19	CF Ocala

OUR VISION STATEMENT

To be recognized as the number one workforce resource in the state of Florida by providing meaningful and professional customer service that is reflected in the quality of our job candidates and employer services.



**CAREERSOURCE CITRUS LEVY MARION
Career Center Committee**

MINUTES

DATE: February 21, 2019
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL
TIME: 9:30 a.m.

MEMBERS PRESENT

Carol Jones
Charles Harris
David Benthussen
Gloria Bishop
John Cook
Jorge Martinez
Lanny Mathis

MEMBERS ABSENT

Scott Owen, Chair
Amy Meek
Debra Stanley
Judy Houlios

OTHER ATTENDEES

Rusty Skinner, CSCLM
Kathleen Woodring, CSCLM
Brenda Chrisman, CSCLM
Dale French, CSCLM

Cira Schnettler, CSCLM
Steven Litzinger, CSCLM

CALL TO ORDER

The meeting was called to order by Charles Harris at 9:30 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

David Benthussen made a motion to approve the minutes from the November 15, 2018 meeting. Jorge Martinez seconded the motion. Motion carried.

ACTION ITEMS

Business Refocusing

Due to changes in the economy and trends with traffic in our centers, we are evaluating how to utilize our current resources efficiently. The goal is to restructure and refocus the organization to meet the current needs of the business community. TPMA has

made recommendation to clarify the roles of positions throughout the organization. There will be no salary changes. Current processes are being reviewed and training will be provided to staff as updates emerge. Charles Harris noted that it is a healthy sign for an organization to assess their structure and meet the needs of the changing community.

Carol Jones made a motion to approve the changes to the organizational chart and the restructuring recommendations. David Benthussen seconded the motion. Motion carried.

180 Workforce – Employed Worker Training/Youth

Rusty Skinner and Brenda Chrisman provided an overview of 180 Workforce, an online skill based program. The program offers training modules for entry level positions, as well as employed worker training. The program preps individuals to take exams for a variety of certifications, but does not provide the certification testing. A 3rd party company would need to be enlisted to do the testing for certification. The program has a minimal investment, but would have a significant impact on training for local businesses. The program would be paid for out of unrestricted funds or depending on the qualifying individual, the appropriate funding stream. The BEDC committee and the MRMA board have reviewed the program and was impressed with the overall application. The entry level modules could also be utilized by educational partners to gauge a student's interest in an industry specific career path. The youth component would be rolled out through Eckerd Connects as an additional resource for those youth struggling to identify a career path. Brenda Chrisman will conduct demonstrations with potential employers.

Carol Jones made a motion to approve the recommendation to move forward with purchasing the program. David Benthussen seconded the motion. Motion carried.

Employed Worker/CBT Enrollment wage guidelines

David Benthussen made a motion to approve increasing the Employed Worker/CBT enrollment wage guidelines to \$60,462.00 or \$29.06 per hour (based on a 2080 hour work year). Gloria Bishop seconded the motion. Motion carried.

Modification to Eckerd Contract

Dale French requested a budget modification to establish a YouthBuild program in Citrus County. This budget modification would allow for 15 youth, 2 instructors, and support services for the program.

Carol Jones made a motion to approve the Eckerd budget modification for a YouthBuild program in Citrus County. David Benthussen seconded the motion. Motion carried.

Work Number

Dale French explained the purpose of The Work Number, the fee schedule, and the potential positive impact it could have on CLM performance factors.

David Benthussen made a motion to approve the recommendation to enter into a usage agreement with The Work Number. Carol Jones seconded the motion. Motion carried.

DISCUSSION ITEMS

None

PROJECT UPDATES

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.

TPMA

Dale French advised the committee that the TPMA recommendations have provided direction for the new organizational chart. Training will be provided for any position alignments with the new structure. Management is also looking at creating a performance evaluation tool. TPMA representatives will return to the centers March 5 – 8.

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 26th in Citrus County. On March 28th a professional job fair is scheduled in partnership with CF, with the focus being on the students of the business program. A young adult job fair is scheduled for May 15.

CTE Day / Citrus County Schools

Brenda Chrisman explained that the premise of CTE Day is to provide information for Citrus County educators about the many resources available to further advance the career paths of their students.

Apprenticeship Grants

Brenda Chrisman announced that this grant will allow MTC to expand their current apprenticeship program by adding a carpentry component to the program.

Brenda Chrisman explained to the committee that an application for a plumbing grant had been made a while ago and we were just recently notified of the award. She is working with WTC to create a plumbing program.

MATTERS FROM THE FLOOR

Rusty Skinner invited committee members to the upcoming State of the Workforce Conference on April 18th.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:32 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

Career Center Thursday, May 2, 2019

TOPIC/ISSUE:

Employed Worker/CBT policy - Addition of Incumbent Worker training

BACKGROUND:

CareerSource Citrus Levy Marion currently offers work based training to employees of local businesses through the Custom Business Training (CBT) program also called Employed Worker. CBT offsets the cost of training existing employees by providing reimbursement to the business for out of pocket expenses such as curriculum development, tuition and facility and materials costs.

All CBT enrolled individuals must meet income guidelines by making less than the hourly/annual baseline set by local policy (**OPS-68 Custom Business Training**). However, local **Incumbent Worker** training, as permitted under WIOA, differs from Employed Worker training in that wage guidelines are not an eligibility factor when a business requires the training to retain their workforce or avert layoff. All other eligibility criteria must be met for Incumbent Worker trainees (age, citizenship/right to work and compliance with Selective Service registration). Incumbent Worker training allows for the same levels and categories of cost reimbursements to assist businesses with training their employees.

POINTS OF CONSIDERATION:

Addition of Incumbent Worker training to our local policy will provide additional flexibility to our work-based training programs especially in times of economic downturn. Additionally, no more than 10% of WIOA funds may be used for Incumbent Worker training.

All other guidelines established in **OPS-68 Custom Business Training** are applicable to the development and execution of Incumbent Worker training agreements.

STAFF RECOMMENDATIONS:

Approve the addition of Incumbent Worker training availability to local policy **OPS-68**.

COMMITTEE ACTION:

BOARD ACTION:



THOMAS P. MILLER & ASSOCIATES

Program Year 18 Quarter 3 Summary Report

Activities Completed

- PY18 Q2 Report/Recommendations/Communication
Submitted the report from the Q2 visit, including general observations on updates and overall center operations, and follow up meeting with Business Development Coordinators, Recruitment Specialists, and Managers.
- Third Quarter Site Visit
 - 3/5/2018: Meeting with senior staff, 14th Street Center Visit
 - 12/5/2018: Attended WDB Executive Committee Meeting, Talent Center, 14th Street Center Visits
 - 12/6/2018: Lecanto and Chiefland Center Visits
 - 12/7/2018: Exit meeting with senior staff
- Assisted in developing employer services redesign

On-Site Summary/Observations

- Many staff had seen the organizational changes proposed to the Board and understood that there were changes coming, but were unsure of the day to day affect of those changes. Most reactions we heard were of interest in hearing more, with fewer individuals concerned or opposed to changes.
- We heard instances of more staff members getting out into the community and getting involved with partner organizations, especially in Citrus and Levy counties. These are great opportunities to make connections that will help to expand CSCLM's reach and increase the candidate and business customer pools.
- The use of social media has continued to expand and is a positive strategy. Staff should continue to develop this strategy so it is clear what gets posted when (and by whom) so there is consistent use and messaging.
- Many people that are coming into the centers are the "hardest to serve". We need to make sure that we aren't resting on this, but see it as an opportunity to make a big impact. Continue to diversify what we can offer to help candidates increase their skills and become job ready, expanding the tools that are being used and offering more training opportunities that may not be traditional.
- Using 180 Skills will be a great opportunity to expand training offerings, providing candidates with more targeted training to the exact skills needed for a job posting. It also will be a great service to business customers as it offers customizable solutions to their needs.

Recommendations

1. Create a cohesive strategy for getting staff out into the community. A strategy will ensure that everyone is communicating the same message, important partners are engaged, and duplication is limited. We recommend creating an "ambassador toolkit" that includes messaging, materials, businesses cards, etc. that can be used by staff or board members to communicate the common message.

2. In discussing and reviewing new plans for employer services, we included several recommendations:
 - a. Make recruiter role sector-specific, so each recruiter is working with a specific team.
 - b. Recruiters should primarily work with community partners to bring in other candidates that are not currently in Employ Florida, expanding the talent pool.
 - c. The BDC should be the main liaison to business to streamline all contacts.
 - d. Elevate BDM role to provide oversight to the whole team rather than maintaining an assigned set of business contacts/job orders. BDMs should oversee a sector team, engage with larger initiatives such as career fairs or large hiring events, and make connections with community partners.
 - e. Eckerd youth staff should be seen as a part of the employer services team representing Citrus Levy Marion and following the same process flow, rather than representing a separate entity.
 - f. Simplified metrics for Business and Career Development Services teams, including both separate team metrics and some shared.
3. Continue to provide training and common messaging on new changes to the employer services roles and process flow to ensure clarity as implementation occurs.

Next Steps

In the fourth quarter, we will focus on the following activities:

- Attend State of the Workforce
- Meet with staff at centers after the new Employer Services roll out
- Quarterly visit, half-day visit at each center, including monitoring implementation of recent updates





March 2019

Business Services Events (Onsite & Offsite)



March 2019

Total # of Events: 6
Total # of Attendees: 36
Total # of Positions: 19
Reported Hires: 18

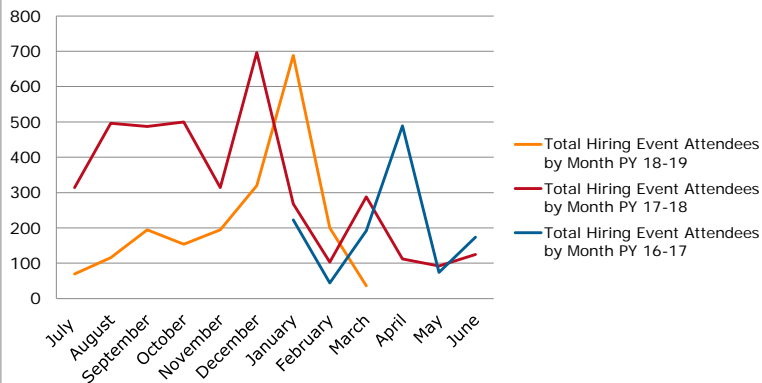
PY18-19 To Date

Total Events: 94
Attendees: 1,974
Reported Hires: 521

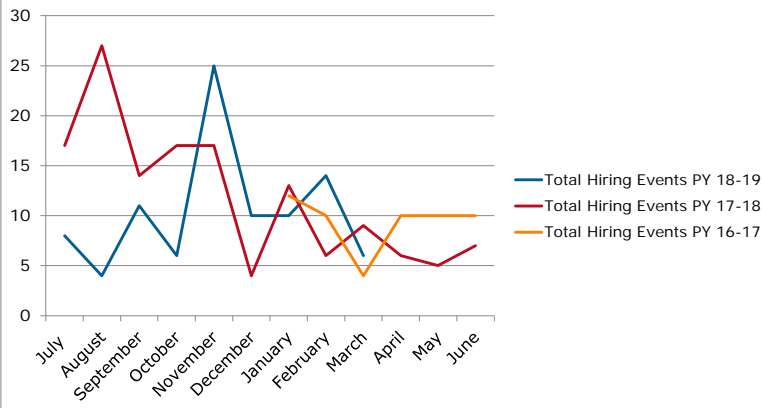
Spring Career Fairs 2019

Citrus County Attendees: 60
Citrus County Businesses: 30
Marion County Attendees: 112
Marion County Businesses: 21

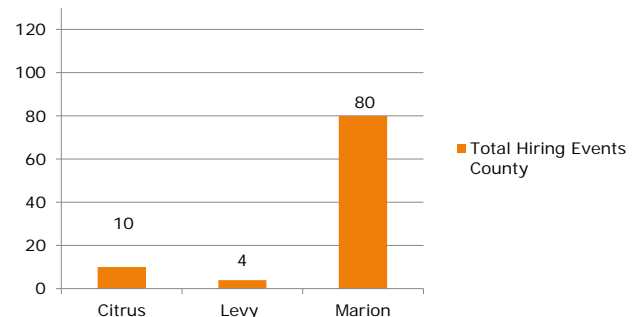
Total Hiring Event Attendees By Month



Total Hiring Events By Month



Hiring Events by County PY18-19



Other Recruitment Events 03/01/2019 - 03/31/2019

Event Date	Event Name	Target Audience	Event Location	County
3/14/2019	Soft Skills Overview	CTE Instructors	Withlacoochee Technical College	Citrus
3/21/2019	Resume Workshop	High School Students	Chiefland High School	Levy
3/21/2019	CSCLM Services	General Career Seekers	Marion County Judicial Center	Marion

Career Center Agenda Topics – 5/2/19

Apprenticeship Grants


- **MTC Apprenticeship** – CareerSource is waiting on an agreement to be approved and signed by the Marion County School board in order to support the hiring of an instructor to plan and begin an apprenticeship application. If approved, the grant CSCLM receives will fund a full time instructor to develop an apprenticeship application, begin program design and begin to recruit businesses and students to launch programs to support Brick Masonry, Plumbing and /or HVAC. The grant is a planning grant with the goal of getting a program approved and launched for August 2019.
- **WTC – Plumbing Apprenticeship** - CSCLM is still in the initial development on a scope of work to launch a Plumbing Apprenticeship program at WTC. The grant is a planning grant and allows for the hiring of an instructor and purchase of equipment for a plumbing program. Two initial meetings have been held with the business community with the focus on program design.

NET PROMOTER

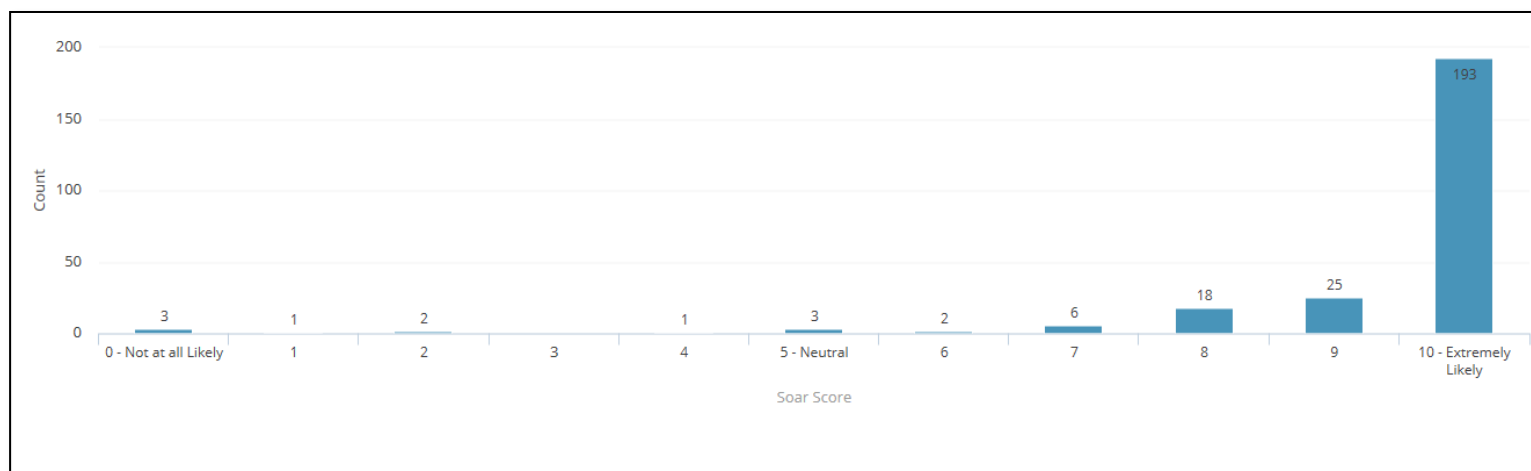
Transactional Net Promoter Cumulative Report Quarter 1 2019

Candidate Report	Region 10 Net Promoter Score Qtr 1 2019
Net Promoter Score–Area/Region	► +81





Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).

	NPS	Distribution	Detractors	Passives	Promoters
254	81	<div><div>5</div><div>9</div><div>86</div></div>			

Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Age

Age Group		NPS		Distribution	 Detractors	 Passives	 Promoters
B (17 TO 24)	7	86	<div><div></div></div>	<div><div>14</div><div>86</div></div>			
C (25 TO 34)	27	81	<div><div></div></div>	<div><div>19</div><div>81</div></div>			
D (35 TO 44)	40	83	<div><div></div></div>	<div><div>5</div><div>8</div><div>88</div></div>			
E (45 TO 54)	64	75	<div><div></div></div>	<div><div>9</div><div>6</div><div>84</div></div>			
F (55 TO 64)	83	83	<div><div></div></div>	<div><div>4</div><div>10</div><div>87</div></div>			
G (65+)	33	85	<div><div></div></div>	<div><div>3</div><div>9</div><div>88</div></div>			

Transactional Net Promoter Word Cloud

helpful staff job great knowledgeable experience good place professional employees find service work

NET PROMOTER

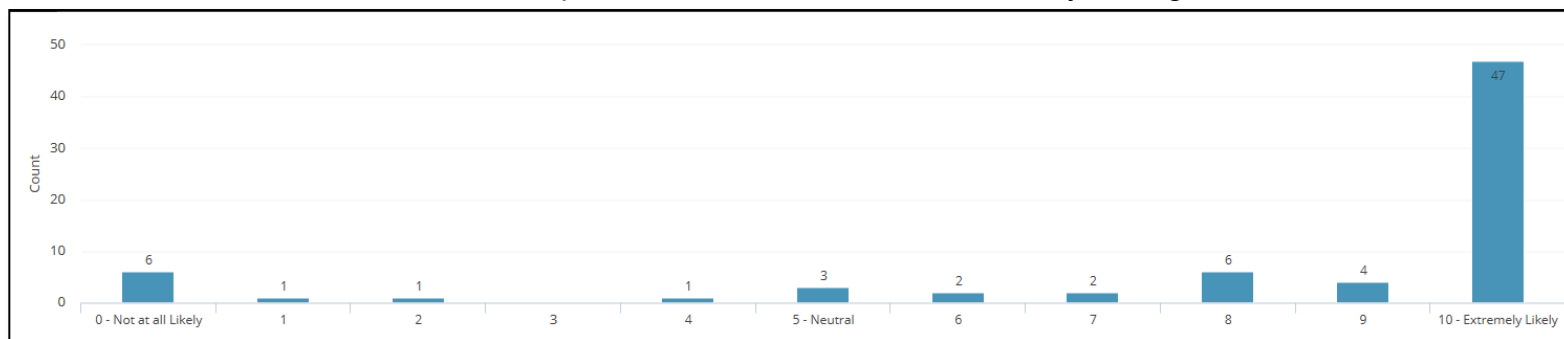
Relationship Net Promoter Cumulative Report Quarter 1 2019

Candidate Report	Region 10 Net Promoter Score Qtr 1 2019
Net Promoter Score—Area/Region	► +51

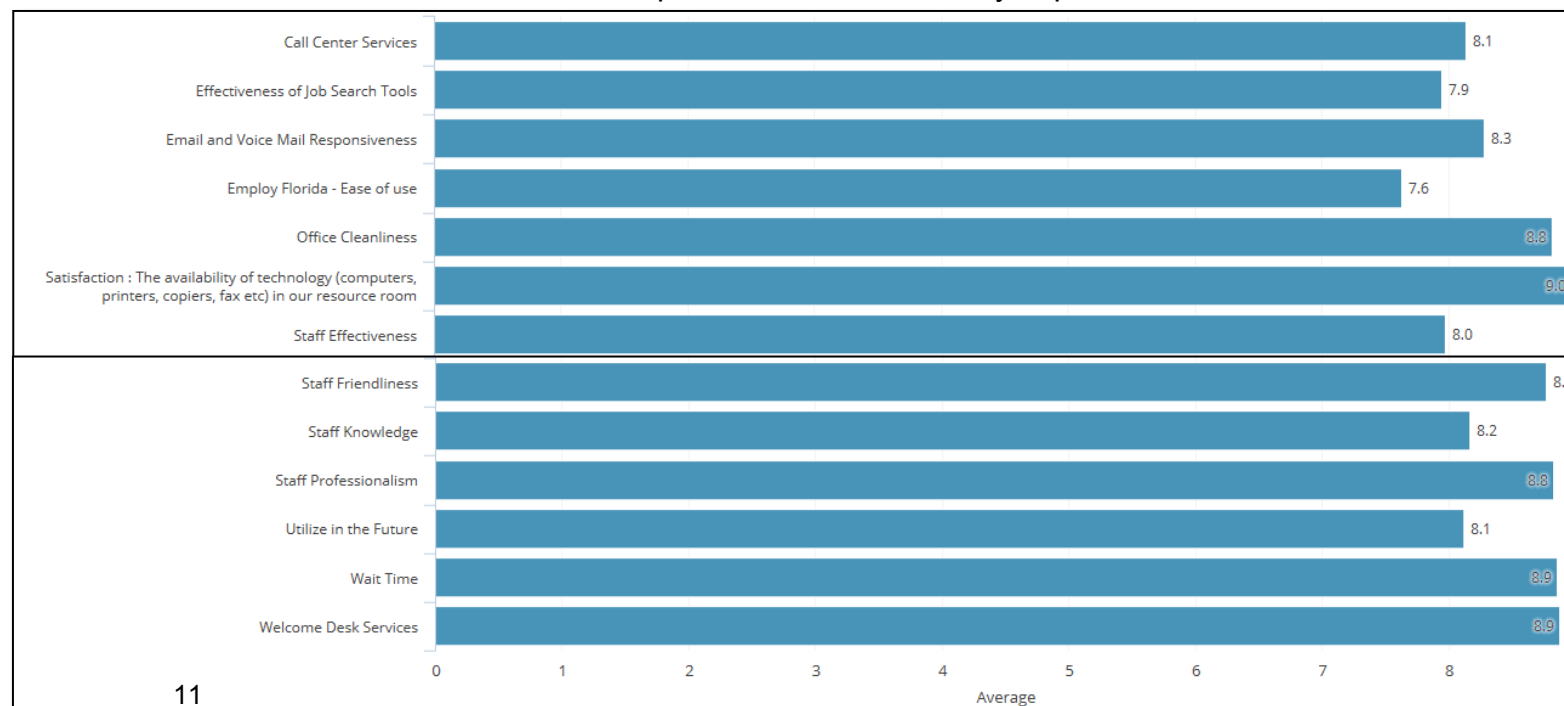
Some Context on the Score: This score is based on a survey taken approximately 6 months after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).

	NPS	Distribution	Detractors	Passives	Promoters
73	51		19	11	70

Relationship Net Promoter Score Distribution By Rating



Relationship Net Promoter Score By Topic



SNAP Net Promoter Cumulative Report Quarter 1 2019

Candidate Report	Region 10 SNAP Net Promoter Score Qtr 1 2019
Net Promoter Score–Area/Region	► +52

Some Context on the Score: This score is based on a survey taken approximately 6 months after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).

SNAP Net Promoter Score - Ocala



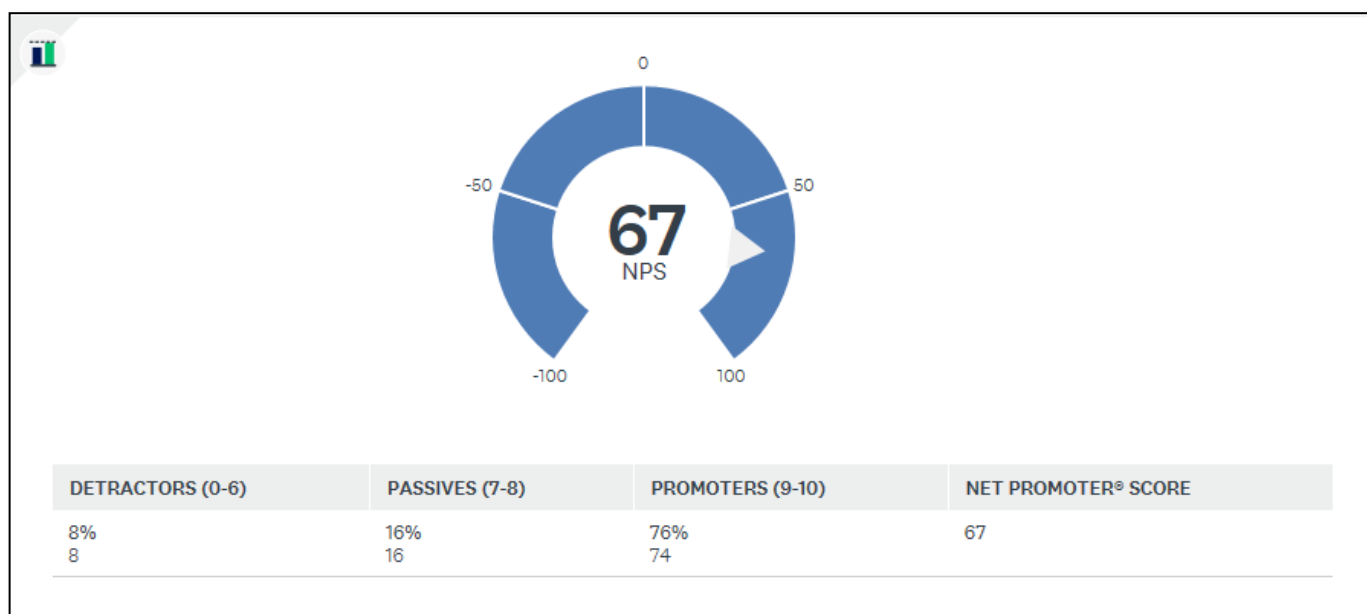
SNAP Net Promoter Score - Lecanto



Talent Center Cumulative Report Quarter 1 2019

Candidate Report	Talent Center Net Promoter Score Qtr 1 2019
Net Promoter Score	► +67

Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).



Talent Center Score – Unique Services

Talent Center staff members presented me with information and advice I do not believe I could have received elsewhere in Marion County.

	0 - I COMPLETELY DISAGREE (1)	1 (2)	2 (3)	3 (4)	4 (5)	5 - I NEITHER AGREE NOR DISAGREE (6)	6 (7)	7 (8)	8 (9)	9 (10)	10 - I COMPLETELY AGREE (11)	N/A	TOTAL
(no label)	9.09% 6	0.00% 0	1.52% 1	3.03% 2	3.03% 2	6.06% 4	0.00% 0	3.03% 2	15.15% 10	6.06% 4	34.85% 23	18.18% 12	66