



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

MINUTES

DATE: August 6, 2019
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Fred Morgan
Kimberly Baxley
Pat Reddish
William Burda

MEMBERS ABSENT

Ted Knight, Chair

OTHER ATTENDEES

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

Cira Schnettler, CSCLM
Steven Litzinger, CSCLM
Cory Weaver, CSCLM

CALL TO ORDER

The meeting was called to order by Fred Morgan, 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 May 7, 2019 meeting.
Pat Reddish seconded the motion. Motion carried.

DISCUSSION ITEMS

DEO Policy Issuance/Impact on Operations

DEO Response to USDOL

Kathleen Woodring explained to the committee that local policies and procedures will be updated continually as DEO makes new policies in response to the monitoring of regions 14 and 15. She reviewed the local procedures that will be implemented based

on three policies that were issued by the DEO. Rusty Skinner further stated that an email has been sent to the DEO outlining his concerns with the new policies.

Changes to Meeting Agendas and Improvement Suggestions

Kathleen Woodring explained that staff members have been assigned to committee chairs to assist them through the meeting process. The staff member will touch base with the committee chair before the meeting and after the meeting to offer guidance on Roberts Rules and answer any questions. The committee chair will then be prepared to discuss the activities of the committee with all of the board members at the next full board meeting. This change will provide support to the committee chairs and will be helpful to new chairs.

Workforce Issues that are Important to Our Community

Rusty Skinner stated that this will be a reoccurring item on all agendas. The goal is to encourage members to discuss workforce topics that are trending in the community. Rusty encouraged the committee members to bring topics to the next meeting.

ACTION ITEMS

Acceptance of DOL Monitoring Report on YouthBuild

Dale French noted that the monitor conducting the audit was very complimentary on the management of the program and went as far as to state that it is a “model” for YouthBuild. There were no findings or non-compliance issues. Dale French noted that the sub-recipient is incorrect on the report and a new report is being sent. The change in sub-recipient will not change the outcomes of the report. William Burda made a motion to accept the YouthBuild monitoring report. Kim Baxley seconded the motion. Motion carried.

Acceptance of DEO Monitoring Report from June

Dale French stated that the DEO audited our full scope of services in June. The attached preliminary report outlines the findings and non-compliance issues. An internal review was conducted of the findings and issues. The DEO report was deemed accurate and acceptable and will not be disputed. The findings cited were isolated incidents and no systemic issues were identified. The program managers are conducting training to address the findings, hopefully preventing them in the future. A final report from DEO will be forthcoming. A corrective action plan will be prepared and sent at that time. William Burda made a motion to accept the DEO monitoring report. Pat Reddish seconded the motion. Motion carried.

Experiential Learning Review

Experiential Learning Response

Kathleen Woodring explained that an internal review was conducted of our Experiential Learning program and several findings were found. The attached report was created and a response from Business Services was provided yesterday. This item will need to be tabled to properly review the response. The review and response will be brought before Executive Committee for further discussion. Kim Baxley made a motion to send the item to the Executive Committee. William Burda seconded the motion. Motion

carried.

ED Agreements and Performance

Brenda Chrisman provided an overview of the performance reports from the three counties. There are currently contracts with all three counties for economic development. Each county has been given goals and were provided funding. The agreements have been updated to reflect a 5% holdback if performance is not met, which mirrors other contracts that we have in place with other entities. Based on past experience there is confidence that all three counties will perform effectively. Quarterly status updates will be provided to the committee on their performance. William Burda made a motion to approve the recommended changes to the ED agreements.

PROJECT UPDATES

Workforce Intelligence - June 2019

Performance Measures - May 2019

Quarterly Reports – April – June 2019

 Citrus, Levy, Marion County Reports

 Mobile Resources Units 1 and 2 Reports

Annual Reports – 2018-2019

 Citrus, Levy Marion County Reports

 Mobile Resources Units 1 and 2 Reports

Indicators of Performance – July 2018 – March 2019

Citrus, Levy, Marion Annual Comparison – 2017-2018

Cory Weaver reviewed the report updates with the committee, noting the following:

- The results of the Indicators of Performance were very good.
- The annual Levy Center report reflects an increase in traffic in the Levy office and this may be due to more visibility with the location change.
- The annual reports for Citrus and Marion reflect increases in the average wages for total placements.

Talent Center Annual Comparison – 2017- 2018

Brenda Chrisman was happy to report that Talent Center has seen increases in referrals and placements. The center traffic has decreased due to a change in focus of providing services to professionals and students that are close to graduation. Rusty Skinner was complimentary to the staff and how well things are progressing in the Center. William Burda asked how the new Akken software was working and if it was meeting expectations. Brenda Chrisman explained that it was definitely having an impact on the success of the Talent Center.

Event Report

Brenda Chrisman provided the updated event report. She noted that business services is continuing to focus on holding targeted hiring events and although the quantity of the events is decreasing, businesses and customers are happy with the quality of events. She stated that business services will be moving towards a tiered level of services

based on the criteria of each position being posted in EmployFlorida, this will also affect the number of hiring events being conducted.

ENPS Survey Report and Net Promoter Reports

Steven explained that Net Promoter surveys are also done internally to gauge employee satisfaction. This year's survey will be distributed to staff the last week of May. Previous survey responses have helped leadership be in tune to the needs of staff. Based on last year's responses the dress code was updated.

Steven Litzinger provided a summary of the Net Promoter outcomes. The reports are status quo and are very healthy. The SNAP surveys are now being reported separately to get a better picture of what is happening in the program and those results have been growing increasingly positive. Talent Center survey responses are staying consistent.

CLM vs. State 2018-2019 Comparison Statistics

Steven Litzinger reported that we are doing extremely well in a number of key areas compared to the state averages. He went on to review the attached report.

Staff Performance Metrics

Steven Litzinger briefly provided an overview of the staff performance metrics.

MATTERS FROM THE FLOOR

Rusty Skinner announced that he will be making a presentation showcasing the training opportunities we offer to the Citrus BOCC on August 29, 1:00 pm.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:49 a.m.

APPROVED:
