



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

AGENDA

Thursday, November 21, 2019 – 9:30 a.m.

(Revised 11/20/19)

<http://careersourceclm.adobeconnect.com/career11-21-2019/>

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

Call to Order		C. Harris
Roll Call		C. Schnettler
Approval of Minutes, August 1, 2019	Pages 2 - 5	C. Harris

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
Annual Plan Preparations		D. French
Metrix Learning Partnership with CF		R. Skinner
MRMA Retention Survey		R. Skinner

ACTION ITEMS

Interstate Commercial Driving School	Page 6	D. French
National Training Application	Page 7	D. French
180 Skills Training Provider	Page 8	D. French
Metrix Learning Training Provider	Page 9	D. French
Target Sector Addition	Page 10	D. French

PROJECT UPDATES

Event Report	Page 11	D. French
Apprenticeship Grants		D. French
Youth Programs	Page 12	D. French
Net Promoter Reports	Pages 13 - 17	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2019 – 2020 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						
Thursday, 9:00 am	Tuesday, 9:00 am	Wednesday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/22/2019	8/6/2019	8/21/2019	8/1/2019	8/28/2019	9/18/2019	CF Chiefland
				10/23/2019		
11/7/2019	11/5/2019	11/13/2019	11/21/2019	12/4/2019	12/11/2019	CF Ocala
2/6/2020	2/4/2020	2/12/2020	2/20/2020	3/4/2020	3/11/2020	CF Lecanto
5/14/2020	5/5/2020	5/13/2020	5/7/2020	5/27/2020	6/3/2020	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: August 1, 2019
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL
TIME: 9:30 a.m.

MEMBERS PRESENT

Charles Harris
Jorge Martinez
Judy Houlios
Carol Jones
Lanny Mathis

MEMBERS ABSENT

David Benthussen
John Cook

OTHER ATTENDEES

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

Cira Schnettler, CSCLM
Steven Litzinger, CSCLM
Kimberly Grey, Eckerd Connects
Shellonda Rucker, Eckerd Connects

CALL TO ORDER

The meeting was called to order by Charles Harris at 9:31 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Jorge Martinez made a motion to approve the minutes from the May 2, 2019 meeting.
Carol Jones 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.

Charles Harris asked how often the DEO monitors the program. Rusty Skinner explained that the DEO monitors annually, usually close to the end of the program year.

Dr. Ford Case Management Training

Dale French stated that a case management refresher training was being provided to the career development coaches. The online webinar-video series by Dr. Beverly Ford was offered to the staff, who found the training extremely beneficial. The training was approximately nine hours long and staff will receive credit toward the required fifteen continuing education hours.

Changes to Meeting Agendas/Improvement Suggestions

Kathleen Woodring recognized that committee and board member attendance is up. To build upon the momentum of board participation and engagement committee chairs have been assigned a staff member that will 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. Rusty Skinner noted that discussion items will now appear before action items on the agenda, so that topics can be discussed before any action is taken.

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

Approval of YouthBuild Grant Application

Dale French explained that DOL is changing their policies to provide funding opportunities for YouthBuild every two years instead of annually. In the transition they are allowing current grantees to apply for a second grant to cover overlap time. After a review of last year's budget, the funding request amount has been finalized and was reduced to \$746,000. Jorge Martinez made a motion to approve the submittal of the YouthBuild application. Carol Jones seconded the motion. Motion carried.

Discussion, Prioritization of Additional Youth Projects/Action

Kathleen Woodring provided an outline of suggestions for the excess WIOA funding and WT funding. After discussion, the committee members agreed that due to the success of the previous Citrus County YouthBuild that this would be another opportunity for successful outcomes. The committee members also agreed that exploring a youth summer job program would be beneficial. The action item will also be brought before the Business and Economic Development (BEDC) committee for their assistance in business outreach. Jorge Martinez made a motion to explore items one and three

outlined on the action sheet and to bring the item before the BEDC committee. Carol Jones seconded the motion. Motion carried.

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. Jorge Martinez made a motion to accept the YouthBuild monitoring report. Judy Houlios seconded the motion. Motion carried.

DEO Monitoring Report – 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. Steven, Dale, and Myrna 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. Jorge Martinez made a motion to accept the DEO monitoring report. Judy Houlios seconded the motion. Motion carried.

FDOC Grant Contract

Dale French noted that this item is a supplemental item being added to the agenda. Dale French explained the grant will provide funds for implementing a pilot program working with pre and post release inmates from the Lowell Correctional Institution. Jorge Martinez made a motion to accept the sub-award from WIN. Carol Jones seconded the motion. Motion carried.

PROJECT UPDATES

TPMA

Dale French reviewed the TPMA report and the next steps provided in the report.

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. A youth expo is planned for Marion County March 2020. CareerSource CLM will be partnering with the CareerSource of Gilchrist County in October to have a general job fair at CF in Levy County.

Apprenticeship Grants

Brenda Chrisman updated the committee on the progress of the apprenticeship grants in Marion and Citrus counties. Rusty Skinner explained the differences between a

Registered Apprenticeship program and an Industry Recognized Apprenticeship Program (IRAP). A registered program is a traditional long-term classroom style program. An IRAP program is competency based and is favored by the industry. Once a participant gains the competency they move on to the next one, drastically reducing the program time.

Rusty Skinner also shared that Lockheed Martin hosted a workshop with multiple local boards and CareerSource Florida to discuss their upcoming large expansion and workforce needs.

Net Promoter Reports

Steven Litzinger was pleased to announce that the 2018-19 transactional cumulative score was the highest score since the program was implemented. He noted that all of the reports reflect excellent scores and Talent Center had a significant increase.

Steven Litzinger also reviewed the employee Net Promoter report. Overall employees are satisfied with their employment, citing positive comments about team members and work environment. Negative comments focused on three areas: the increase in insurance rates, increased transparency in the hiring process, and a performance evaluation system. Due to rising insurance costs, the management team with our insurance company attempted to provide the best insurance packages for the company and unfortunately there were increases. The HR team is evaluating the hiring process. Kathleen Woodring worked with a committee of employees to develop an evaluation form, which was recently provided to staff and will be implemented this year.

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.

Youth Programs

Kimberly Grey made a presentation highlighting Eckerd Connects successes in achieving and exceeding their 2018-2019 goals.

MATTERS FROM THE FLOOR

ADJOURNMENT

There being no further business, the meeting was adjourned at 11:15 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

**Career Center Committee Meeting
Thursday, November 21, 2019**

TOPIC/ISSUE:

Training Provider request for Interstate Commercial Driving School

BACKGROUND:

Interstate Commercial Driving School has submitted an application for initial provider eligibility for one program they wish to add to our Area Targeted Occupation List (ATOL). The program is:

- Commercial Motor Vehicle Class A Driving Program

POINTS OF CONSIDERATION:

Pursuant to local policy *OPS-28 Area Targeted Occupation List and Training Provider Selection* the approval of providers and programs will be based on several sets of criteria – primarily: All programs must operate a minimum of 12 months, must maintain acceptable performance thresholds for outcomes based on enrollments, completions and employment after training and must meet reporting requirements to the Florida Educational and Training Placement Information Program (FETPIP). This provider is licensed with the State of Florida, however does not report performance data to FETPIP. However, the provider has indicated they will begin the process of registering with FETPIP.

STAFF RECOMMENDATIONS:

- Approve acceptance of Interstate Commercial Driving School as a training provider for CMV Class A Driving Program contingent on showing proof of registration and performance data submittal to the FETPIP program.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Committee Meeting
Thursday, November 21, 2019**

TOPIC/ISSUE:

Training Provider request for National Training

BACKGROUND:

National Training has submitted an application for initial provider eligibility for two programs they wish to add to our Area Targeted Occupation List (ATOL). The programs include:

- CDL NOW
- Heavy NOW

POINTS OF CONSIDERATION:

Pursuant to local policy *OPS-28 Area Targeted Occupation List and Training Provider Selection* the approval of providers and programs will be based on several sets of criteria – primarily: All programs must operate a minimum of 12 months, must maintain acceptable performance thresholds for outcomes based on enrollments, completions and employment after training and must meet reporting requirements to the Florida Educational and Training Placement Information Program (FETPIP). This provider is licensed with the State of Florida, and reports performance data to FETPIP. The CDL NOW program meets the minimum performance requirements as outlined in local policy OPS-28. The Heavy now program does not meet minimum standards for performance, however, they are currently the only training provider locally offers heavy equipment training. We would like the opportunity to try their training for heavy equipment on a probationary basis.

STAFF RECOMMENDATIONS:

- Approve acceptance of National Training as a training provider for CDL NOW.
- Approve acceptance of National Training as a training provider for Heavy NOW with the intent to review the Heavy NOW program local performance in May to determine if the minimum performance requirements are being met. This recommendation is based on the fact this is the only training provider in our area offering a heavy equipment program.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Committee Meeting
Thursday, November 21, 2019**

TOPIC/ISSUE:

Training Provider request for 180 Skill LLC

BACKGROUND:

180 Skills LLC has submitted an application for initial provider eligibility for their catalog of online skills courses (currently 673) that can be administered individually or combined to form training tracks.

POINTS OF CONSIDERATION:

CareerSource Florida has stated that it is in process of revising its Eligible Training Provider requirements to eliminate the requirement for training providers to report to the Florida Educational and Training Placement Information Program (FETPIP) as well as permitting providers that are recognized in their home state and not necessarily in the State of Florida (permitted under State statute). 180 Skills is regulated by the Office of Career and Technical Schools at 10 N. Senate Avenue, Suite SE 308, Indianapolis, IN 46204.

STAFF RECOMMENDATIONS:

- Approve acceptance of 180 Skills LLC as an online training provider for our area.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Committee Meeting
Thursday, November 21, 2019**

TOPIC/ISSUE:

Training Provider request for New York Wired for Education, Metrix Learning

BACKGROUND:

Metrix Learning has submitted an application for initial provider eligibility for their catalog of online skills courses (currently 6000+) that can be administered individually or combined to form training tracks.

POINTS OF CONSIDERATION:

CareerSource Florida has stated that it is in process of revising its Eligible Training Provider requirements to eliminate the requirement for training providers to report to the Florida Educational and Training Placement Information Program (FETPIP) as well as permitting providers that are recognized in their home state and not necessarily in the State of Florida (permitted under State statute). Metrix Learning is an approved training provider through the New York State Department of Labor.

STAFF RECOMMENDATIONS:

- Approve acceptance of Metrix Learning as an online training provider for our area.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Committee Meeting
Thursday, November 21, 2019**

TOPIC/ISSUE:

Addition of Hospitality as a targeted industry sector

BACKGROUND:

All of our experiential learning programs and various recruitment services are customized to permit expanded services to targeted industries. Recent guidance from CareerSource Florida requires that we limit experiential learning initiatives to occupations within targeted industries for our workforce area. Due to its continued growth and economic stability, we are now seeking to add Hospitality as a targeted industry sector.

POINTS OF CONSIDERATION:

We feel it necessary to be proactive in adding this industry to our targeted list as the College of Central Florida is currently working on adding a Hospitality Apprenticeship program to their course offerings. Additionally, we have found success in working with the various hotel groups in Marion County as we developed our Hospitality Academy funded through CareerSource Florida's Sector Expansion grant. The Hospitality industry offers many career pathways and provides growth for individuals of all skill levels.

STAFF RECOMMENDATIONS:

Approve the addition of Hospitality as a targeted sector

COMMITTEE ACTION:

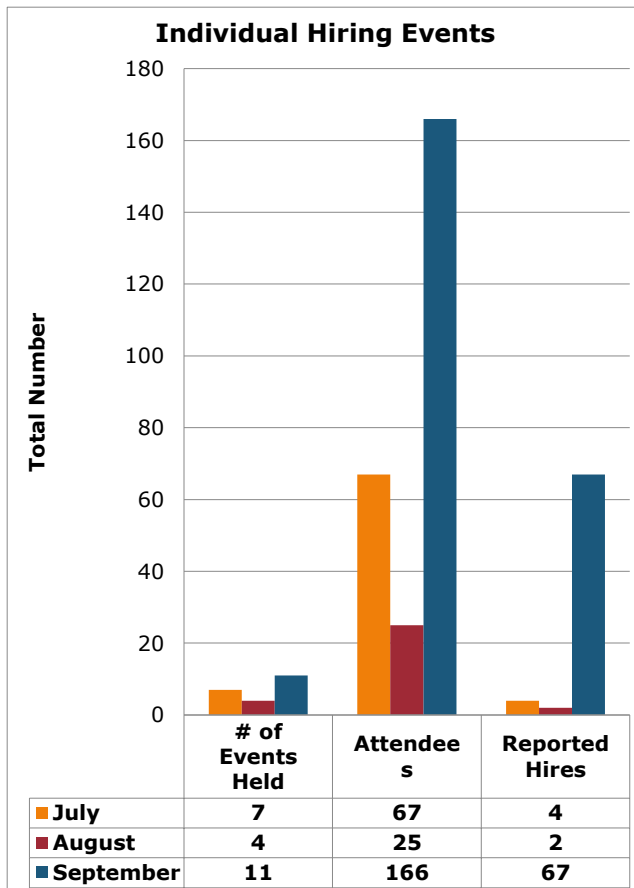
BOARD ACTION:



July - Sept. 2019

Business Services Events (Onsite & Offsite)

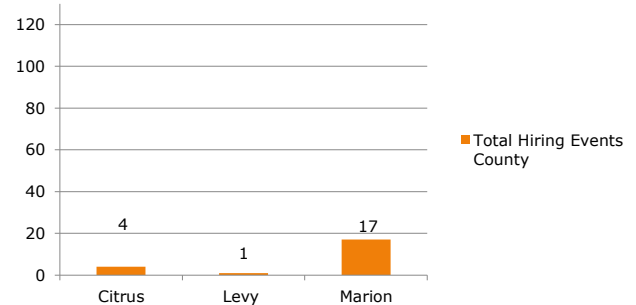
Jobs **352**



PY19-20 Individual Events

Total Events: 22
Attendees: 258
Reported Hires: 73

Hiring Events by County PY19-20



PY 19-20 Job Fairs

Attendees: 78
Businesses: 20

Other Recruitment Events 07/01/2019 - 09/30/2019

Event Date	Event Name	Target Audience	Event Location	County
8/7/2019	Marion Co. Jail Event	Ex. Offenders	Marion County Jail	Marion
9/18/2019	Marion Co. Jail Event	Ex. Offenders	Marion County Jail	Marion
9/19/2019	Customer Service Career	General Public	Webber Center	Marion

YouthBuild Performance Update

YB Cohort 1: (January 1, 2018 – June 30, 2018)

Enrolled: 13

Completed: 13

Receiving HS Diploma: 13

Receiving Additional Certs: 13 HBI, 12 NRF, 13 Food Handling, 13 OSHA, 13 Forklift and 13 Warehouse
Certifications Total= 77 Credentials total

Exited with Employment: 12 (1 is in Military-Marines)

Exited with Education: 0 (2 now are in post-secondary)

Exited as Outcome: 1 due to incarceration. (excluded from performance)

YB Cohort 2: (July 1, 2018 – December 30, 2018)

Enrolled:12

Completed: 10

Receiving HS Diploma:12

Receiving Additional Certs: 10 HBI, 11 NRF, 12 Food Handling, 12 OSHA, 12 Forklift, 12 Warehouse
Certifications: 69 Credentials total

Exited with Employment: 11

Exited with Education: 1

YB Cohort 3: (January 1, 2019 – June 30, 2019)

Enrolled: 12

Completed: 10

Receiving HS Diploma: 9, 1 was a HS grad, 2 working on diploma completion

Receiving Additional Certs: 4 HBI, 12 OSHA, 12 Forklift, 11 Warehouse, 12 Food Handling, 7 NRF, 3
received various hospitality credentials: 71 total

Exited with Employment: 7 (1 is employed & excited with education) (2 more pending employment
verification)

Exited with Education: 2

YB Cohort 3: (July 1, 2019 – December 30, 2019) to date

Enrolled: 15

Completed: 0

Receiving HS Diploma: 3

Receiving Additional Certs: 15 OSHA, 15 Forklift, 15 Warehouse, 14 NRF, 12 Safe Staff, 2 AHLEI
Restaurant Server, 2 AHLEI Guestroom Attendant

Exited with Employment: N/A

Exited with Education: N/A

NET PROMOTER

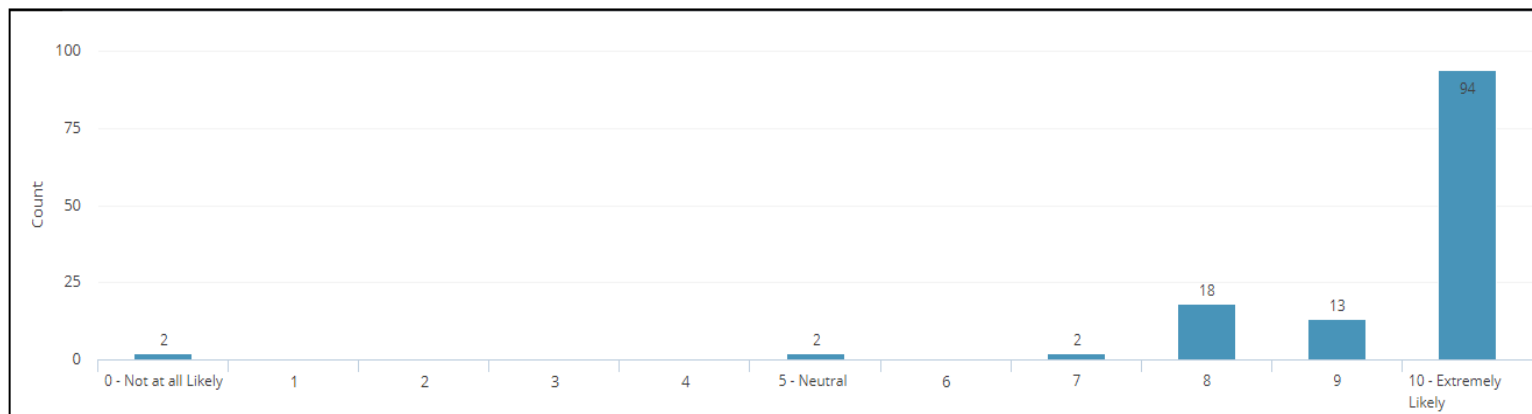
Transactional Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score
Net Promoter Score—Area/Region	► +79

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
131	79	3	15	82	

Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	6	100				100
Lecanto	38	68	3	26	71	
Ocala	87	82	3	11	85	

Transactional Net Promoter Word Cloud

helpful staff service people friendly great job professional knowledgeable time good nice questions work career customer feel get extremely kind resume services information informative know much need office person source went willing able also always assistance better employees everyone excellent experience front gave helped helping knowledge lot made make needs pleasant really ricky suggestions worked answered best beyond caring clean counselor courteous desk find just keep learned lisa long never patterson perez personable polite skills sure thought took try understand understanding way well

NET PROMOTER

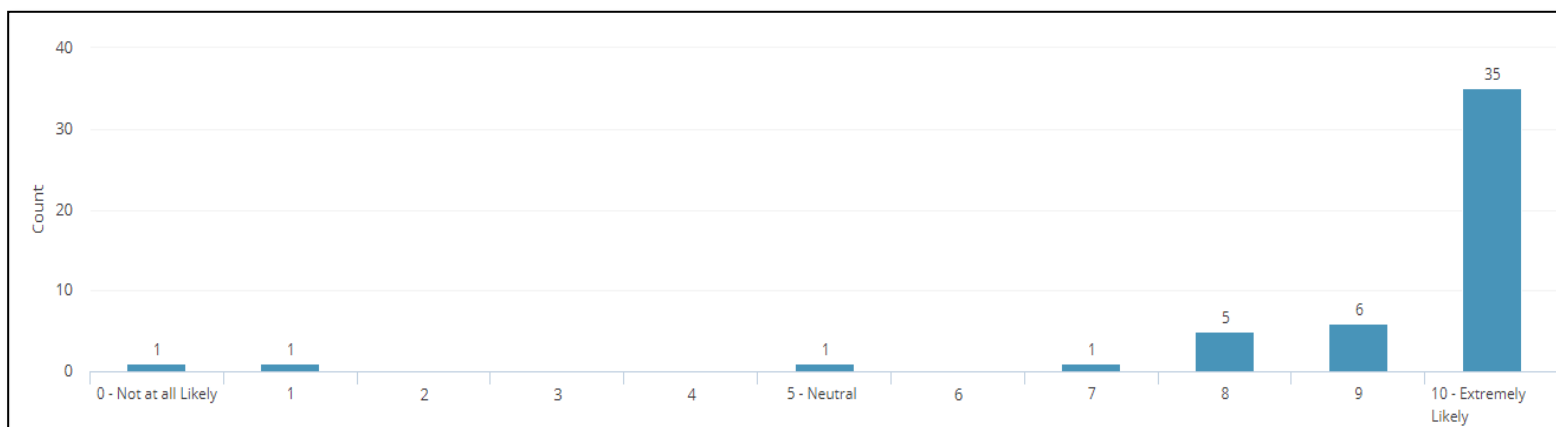
Relationship Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score
Net Promoter Score—Area/Region	► +76

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
50	76		6	12	82

Relationship Net Promoter Score Distribution By Rating



Relationship Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	2	100				100
Lecanto	18	67		11	11	78
Ocala	30	80		3	13	83
Overall	50	76		6	12	82

Relationship Net Promoter Word Cloud

helpful friendly staff job career knowledgeable people source great much resume service always awesome employment excellent extremely
find get time

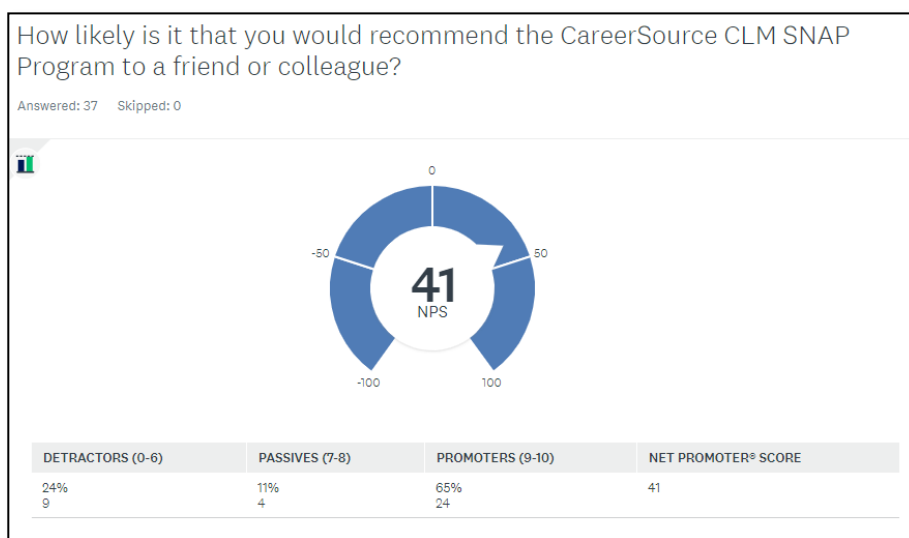


SNAP Net Promoter Cumulative Report Program Year 19 - 20

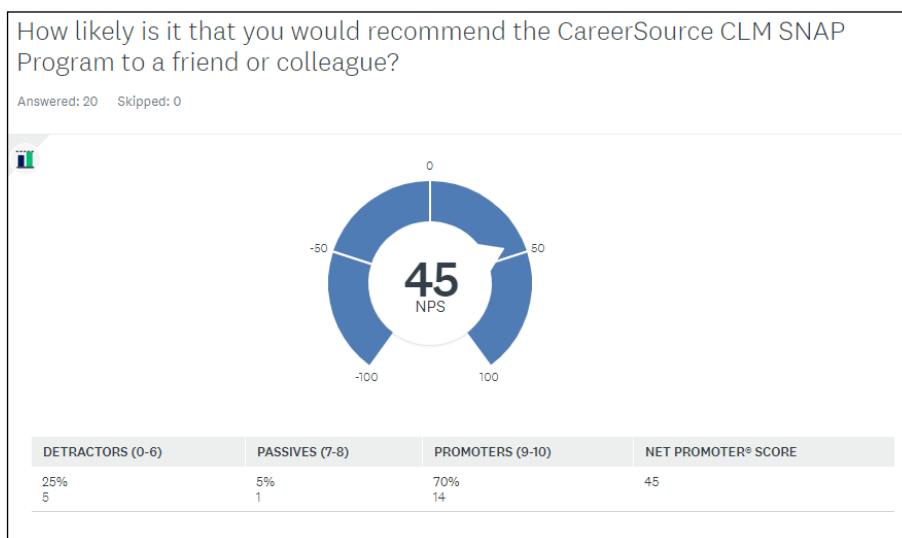
Candidate Report	Region 10 SNAP Net Promoter Scores
Net Promoter Score–Area/Region	► Ocala – 41 ► Lecanto - 45

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 Program Year 19 - 20

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +63

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).

