



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

AGENDA

Thursday, February 20, 2020 – 9:30 a.m.

<http://careersourceclm.adobeconnect.com/career2-20-2020/>

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

Call to Order		C. Harris
Roll Call		C. Schnettler
Approval of Minutes, November 21, 2019	Pages 2 - 5	C. Harris

DISCUSSION ITEMS

State Update		D. French
Workforce Issues that are Important to Our Community		D. French
Annual Plan Preparations	Page 6	D. French
Independent Monitoring and Scope of Work	Page 7	D. French

ACTION ITEMS

PROJECT UPDATES

TPMA	Pages 8 - 9	D. French
Event Report	Page 10	D. French
Apprenticeship Grants		D. French
Youth Programs	Page 11	D. French
Net Promoter Reports	Pages 12 - 16	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	
2/6/2020	1/14/2020	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: November 21, 2019
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL
TIME: 9:32 a.m.

MEMBERS PRESENT

Charles Harris
Carol Jones
Lanny Mathis

MEMBERS ABSENT

David Benthusen
John Cook
Jorge Martinez
Judy Houlios

OTHER ATTENDEES

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

Cira Schnettler, CSCLM
Cindy LeCouris, CSCLM
Steven Litzinger, CSCLM

CALL TO ORDER

The meeting was called to order by Charles Harris at 9:32 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 1, 2019 meeting.
Lanny Mathis seconded the motion. Motion carried.

DISCUSSION ITEMS

Introductions

Rusty Skinner introduced Cindy LeCouris as the new Assistant Director of Career Services to Dale French, the Director of Operations. She will be attending the meetings in the future. Charles Harris congratulated Cindy on her promotion.

State Update

Rusty Skinner recently learned that DEO is proposing the possibility of revamping the state board structure. Locally, the only impact this is currently causing is a standstill on

creating the sub-guarantee agreements. Long term impacts are being evaluated. He also explained that the DOL has rejected portions of the DEO response to the Tampa Bay audit.

Workforce Issues that are Important to Our Community

The committee members did not have any issues to report.

Annual Plan Preparations

Dale French announced that direction from DEO has been received regarding the annual plan. The plan is updated every four years and the 2020-2024 plan is due March 16, 2020 to DEO. There will be a 30 day public comment timeframe after it is created, with open houses in all three counties. Rusty Skinner noted that the Inter-Local Agreement and the Local Elected Official Agreements will also renew this year. The By-Laws will need to be updated to meet the requirements mandated by state and federal laws. The documents will be presented to the Consortium and/or the Board for approval.

Metrix Learning Partnership with CF

Rusty Skinner advised that the Metrix Learning program is being looked at as another tool in our toolbox along with 180 Skills to further outreach to isolated areas within our region. The program will assist in identifying educational or skill deficits within a zip code. With community partner relationships, a structure and initiatives to meet the specific needs of individuals can be developed. Initial discussions are occurring with CF on how we can work together to utilize the program, and then relationships will be expanded to include other community partners.

MRMA Retention Survey

Rusty Skinner explained that we are working with TPMA to develop a retention survey. Retention will also be the focus of the 2020 State of the Workforce Conference slated for April 23. The Conference will focus on business retention, as well as market area retention.

ACTION ITEMS

Interstate Commercial Driving School

Carol Jones made a motion to 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. Lanny Mathis seconded the motion. Motion carried.

National Training Application

Lanny Mathis made a motion to approve acceptance of National Training as a training provider for CDL NOW and approve acceptance of National Training as a training provider for Heavy NOW on a probationary period, with the intent to review the Heavy NOW program local performance in May to determine if the minimum performance requirements are being met. Carol Jones seconded the motion. Motion carried.

180 Skills Training Provider

Dale French emphasized that CareerSource Florida is updating their policy to remove the requirement for approved training providers to report placement information to the Florida Educational and Training Placement Information Program and will permit providers that are recognized in their home state, but not necessarily in Florida. 180 Skills is recognized in Indiana. Lanny Mathis made a motion to approve acceptance of 180 Skills LLC as an online training provider for our area. Carol Jones seconded the motion. Motion carried.

Metrix Learning Training Provider

Dale French noted that Metrix Learning is an approved provider through the State of New York. Carol Jones made a motion to approve acceptance of Metrix Learning as an online training provider for our area and approval to contract with them up to \$35,000 for unlimited service.

Targeted Sector Addition

Dale French was happy to advise the committee that CF is adding a hospitality apprenticeship program. We currently work with the local hotel groups to develop a Hospitality Academy. This apprenticeship program is a positive addition and will open a variety of career paths for our customers in the hospitality industry. Lanny Mathis made a motion to approve the addition of Hospitality as a targeted sector. Carol Jones seconded the motion. Motion carried.

PROJECT UPDATES

Event Report

Dale French reported to the committee that the increase in attendees and hires for the last month was due to the extremely successful Marshalls hiring event and Customer Service job fair.

Apprenticeship Grants

Dale French stated that the masonry apprenticeship program at MTC is doing well and we will be assisting with providing enrollees for the Spring session. Continued discussions are happening with businesses in Citrus County to create a plumbing assistant apprenticeship, but it has not had any new developments.

Net Promoter Reports

Steven Litzinger provided a summary of the Net Promoter outcomes. The Transactional scores and center scores are on par with last year. The Relationship score is up 15% and this is possibly due to more candidates being hired within the first six months of utilizing our services. The SNAP and Talent Center scores are also staying consistent.

Youth Programs

Dale French reported that the current Youth Build cohort will meet and exceed its goal. A grant application has been submitted and is under review to continue the program.

MATTERS FROM THE FLOOR

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:25 a.m.

APPROVED:

Planning Timeline

Item to complete	Due on or Before	Location
Public Comment Period Advertised	February 11, 12, 13	All news outlets &
First Draft Plan Available for Public Comment	February 13	CSCLM Website
Public Comment Period	February 13-March 13	
Citrus Presentation & Listening Session	February 24, 2020	College of Central Florida
Levy Presentation & Listening Session	February 25, 2020	College of Central Florida
Marion Presentation & Listening Session	February 26, 2020	College of Central Florida
Draft Plan Presented to Full Board	March 11, 2020	College of Central Florida
Draft Plan Presented to Consortium	NLT March 12	CSCLM
Local Plan Due to State	March 16, 2020	
Local Plan Approved by State	June 4, 2020	

Attachment A Scope of Work

The monitoring services to be conducted have been prioritized and are listed below. Monitoring services should include interviews with frontline, mid- and senior level staff. Finalized monitoring reports should include an opinion as to whether local programmatic processes and procedures conform to applicable State and Federal regulations. The monitoring report must disclose any instances of noncompliance with laws or regulations. Any questioned expenditures should be clearly identified and the reasons for citation indicated.

- 1.) The initial monitoring will focus on programmatic activities and program centric financial systems and controls. This will involve a review of randomly sampled program participant files and payments (training and support services) and payment processes. This review will include issuance of supportive services, needs based payments, tuition assistance and payments made through work-based learning agreements such as On the Job Training (OJT), Customized Training and Paid Internship and Work Experience agreements.

The review should analyze the validity of all payments as well as a review of our internal processes and controls to insure CSCLM is compliant under all federal and state laws, regulations and statutes. The review should also provide suggestions for increased efficiencies for our current processes of payment management.

- 2.) Additional monitoring areas for the initial contract period will include the following listed items and conducted as prioritized below:

- General processes for documenting job seeker referrals and placements
- Organizational by-laws creation and adherence to requirements as established by the Consortium.
- Brevity of Committee and Board oversight of operations
- Board composition, recruitment and nomination processes in relationship to requirements as established in the WIOA
- Board member conflict of interest compliance
- Processes for Board member orientation and training. Compliance with WIOA transparency and Sunshine provisions
- Established internal firewalls for compliance and quality assurance
- All local programmatic policies and procedures to ensure compliance with applicable State and Federal guidelines as specified in Florida statute, the Workforce Innovation and Opportunity Act (WIOA), and the Wagner Peyser Act

Attachment B Budget

The total cost of the scope of this agreement is not to exceed \$25,000 for the period of time between January 14, 2020 and June 30, 2020. Changes in costs and deliverables are negotiable and at the discretion of the CSCLM board of directors and Underwood Sloan and Associates. All negotiations must occur at least 30 days prior to any activity that may occur outside of the set budget provisions. This agreement is starting at the mid-point of the current program year, therefore the budget and deliverables of this agreement have been set at 50% of the original Request for Proposals (RFP).

Monitoring costs: \$21,000.00

Travel and lodging costs including per diem: \$4,000.00



THOMAS P. MILLER & ASSOCIATES

Program Year 19 Quarter 2 Summary Report

Activities Completed

- PY19 Q1 Report/Recommendations/Communication
Submitted the report from Q1, including general observations and updates on overall center operations during our quarterly visit, training on individualized, skills-based training plans, and best practices research.
- Second Quarter Site Visit
 - Introduced Nithya Pramekumar to all staff members who were available and able to meet
 - 12/10/2019: Meeting with senior staff, 14th Street Center visit
 - 12/11/2019: Board meeting, Talent Center and Chiefland Center visits
 - 12/12/2019: Lecanto Center visit, Citrus County partner meeting, 14th Street Center visit
 - 12/13/2019: Senior staff meeting, 14th Street Center visit

On-Site Summary/Observations

- There was an overall sense of happiness and ease as most staff expressed understanding their roles/responsibilities and individual duties with recent changes in organizational structure. Staff used specific words and phrases like 'knowing who to report to' and being clear about newly implemented processes and staffing changes.
- With recent organizational changes, there are opportunities for staff from within CLM to get into roles based on strengths and expertise, not merely being 'next in line'. This is a great way to encourage structured career pathways within CLM for workforce professionals offering room for career growth and mobility within CLM.
- Staff who are participating have expressed enjoying the leadership training that has been provided. This is an example of the continued commitment to staff training among all staff in the organization.
- The focus on and commitment to professional development and training among staff is a strength of CLM. We want to help continue this focus and be a resource for identifying and implementing training needs.
- The new structure within the business development team seems to be going well, and provides an opportunity for further strategy development, including expanding more demand-side opportunities and strategies. This includes a renewed focus on developing business relationships in Citrus and Levy Counties. There is an opportunity to apply the techniques and content staff will learn from the workshop with TAD and initiate a strategic plan for business development moving forward.
- The outreach strategy deployed by the communications team at the Board meeting is a best practice, and something that many other Boards can learn from. As it is implemented, we should track its use to understand the return on investment and validate the importance of supporting consistent outreach.
- There is an opportunity to leverage the outreach packet created for Board members into a packet of information accessible to all staff who do outreach in the community or attend

community events. All staff can benefit from assistance with elevator speeches, short communications materials, etc.

- With unemployment rates continuing to be low, we are serving more people with barriers to employment. There are instances where clients who are referred for employment do not meet the requirements of the job orders. We can continue to focus on a common definition of what it means to be job ready to make sure all staff are on the same page.

Recommendations

1. Now that there is a firm foundation and structure in place for the business development team, we recommend a strategic planning session to streamline activities and business services delivery. This can be conducted after the next training session in February, to outline a clear way to implement and sustain new strategies learned.
2. We recommend identifying common career readiness metrics/definition and a training session to familiarize staff with the metrics and get a consensus. In addition, it is necessary to identify gaps/needs and opportunities for career development coaches to gain ongoing training and support in working toward this common definition, especially with working with participants with barriers.
3. In our conversations with staff we discussed their personality types and believe that it was a great way to get to know people and encourage them to be in roles that are well suited for their preference and capacity. We recommend that we continue making sure the Myers Briggs assessment is available to all new staff.
4. We recommend conducting research on how other states are establishing contracts for work-based learning with entities like Lockheed, particularly about how to resolve issues with documentation (e.g. can E-Verify be used?) and continue efforts to expand work-based learning contracts to include how to strategically sell WBL to employers. We will utilize our connections with other states to gather information about these issues.

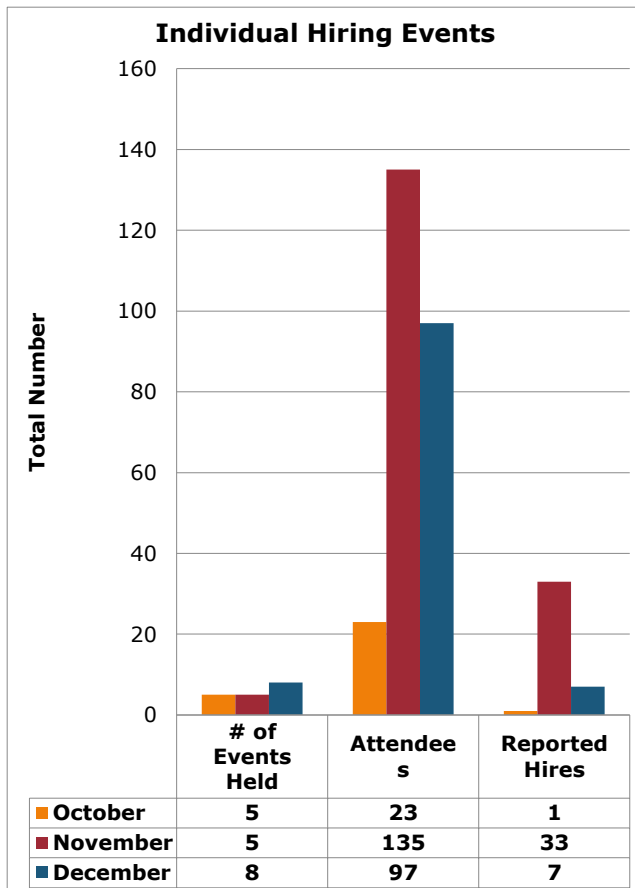
Next Steps

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

- Quarterly Site Visit:
 - Half-day visit to each center
 - Meet with a selection of partners
 - Policy Implementation review
 - Conduct strategic planning with Business Development team
- Best practices research as needed
- Participation in the State of the Workforce Summit

October - December 2019

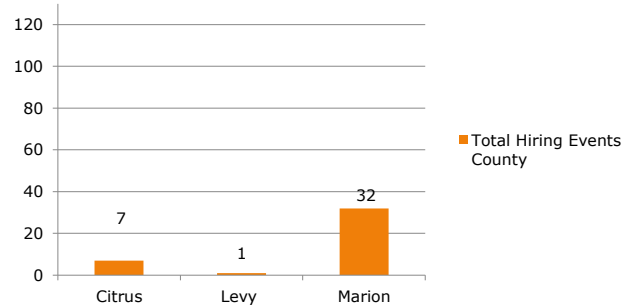
Business Services Events (Onsite & Offsite)



PY19-20 Individual Events

Total Events: 40
Attendees: 513
Reported Hires: 131

Hiring Events by County PY19-20



PY 19-20 Job Fairs

Attendees: 207
Businesses: 71

Other Recruitment Events 10/01/2019 - 12/31/2019

Event Date	Event Name	Target Audience	Event Location	County
10/17/2019	Levy Gilchrist Joint Job Fair	General Public	CF Levy Campus	Levy
10/30/2019	Manufacturing Career Fair	General Public	Webber Center	Marion
11/7/2019	Paychecks for Patriots(Marion)	Veterans /General	Marion Co. Public Library	Marion
11/7/2019	Paychecks for Patriots(Levy)	Veterans / General	Citrus Public Library / Lakes Region	Citrus
11/7/2019	Paychecks for Patriots(Levy)	Veterans / General	CareerSource Levy Office	Levy
11/13/2019	Marion County Jail Event	Ex-Offenders	Marion Co. Jail	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: 15

Receiving HS Diploma: 14

Receiving Additional Certs: 15 OSHA, 15 Forklift, 15 Warehouse, 14 NRF, 13 Safe Staff, 4 AHLEI
Restaurant Server, 4 AHLEI Guestroom Attendant, 3 AHLEI Maintenance Employee, and 3 AHLEI Front
Desk *(please note more credentials have been obtained for AHLEI after Jan. 2020 for approximate AHLEI
total 40)*

Exited with Employment: N/A (none at this time 6 months is on 1/30/2020) estimated to be closed
after 1/30/2020 during the Feb 2020 month: 6 and 2 Paid work experiences

Exited with Education: N/A (none at this time 6 months is on 1/30/2020) and none estimated for
after 1/30/2020

NET PROMOTER

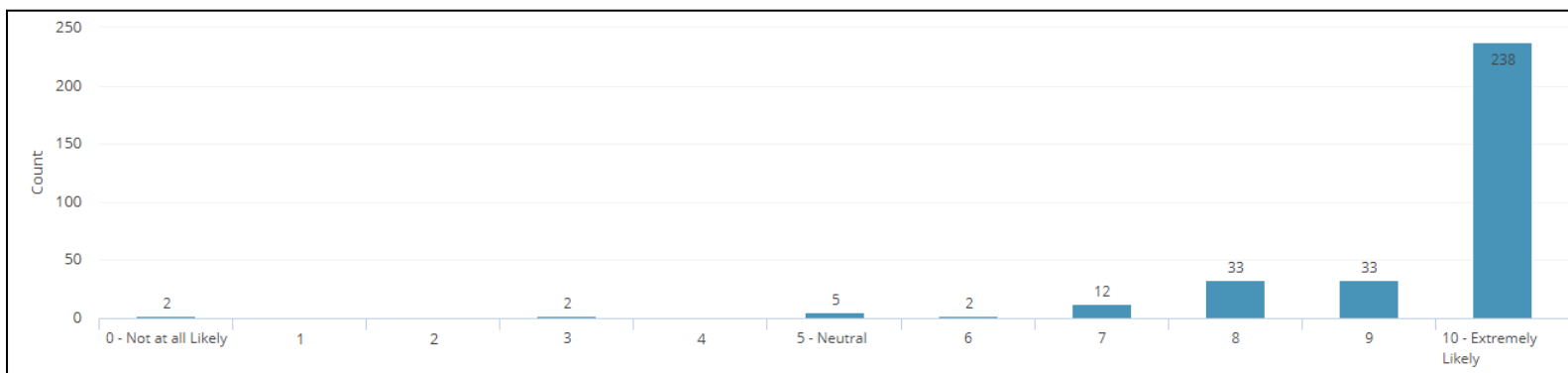
Transactional Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score (July to Jan 2019)
Net Promoter Score—Area/Region	► +80

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
327	80	3	14	83	

Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	17	76	6	12	82	
Lecanto	107	75	4	18	79	
Ocala	203	82	3	12	85	

Transactional Net Promoter Word Cloud

helpful staff job great service friendly professional people knowledgeable resume nice questions extremely services career everyone get good time helped work always customer helping excellent informative much feel find information really well employees know knowledge make office received source went able also answered courteous experience got kind needed needs patient person pleasant process provided ricky sure willing amazing assistance computer finding like looking lot need beyond caring contact employment gave getting just one satisfied skills worked available back better can coach detail employee encouraging everything explained front made never orientation others patterson polite positive professionalism program quick resources search searches

NET PROMOTER

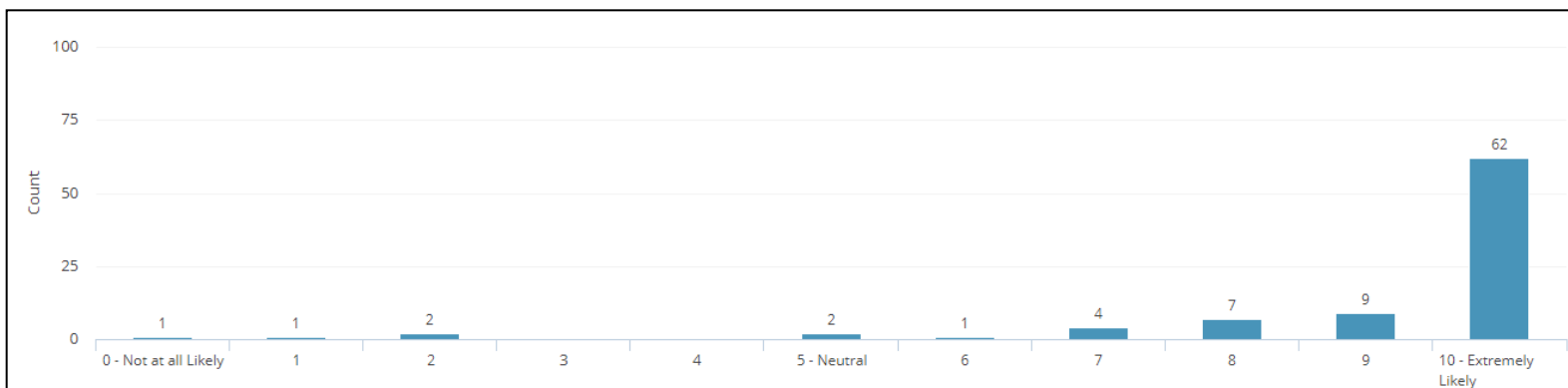
Relationship Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score (July to Jan 2019)
Net Promoter Score—Area/Region	► +72

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
89	72	8	12	80	

Relationship Net Promoter Score Distribution By Rating



Relationship Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	3	100				100
Lecanto	29	66	10	14	76	
Ocala	57	74	7	12	81	

Relationship Net Promoter Word Cloud

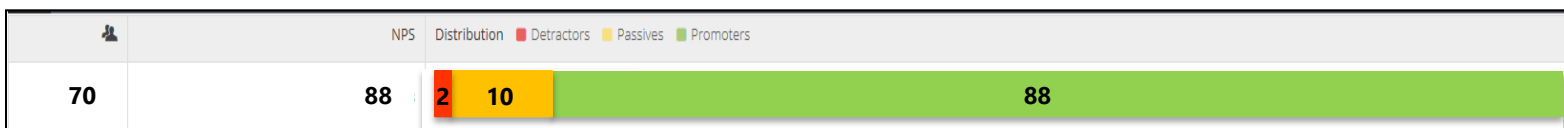
helpful staff job friendly career great source always find knowledgeable people employment extremely get really resume service services
feel interview like much resources awesome best everyone excellent just need opportunities person time work

NET PROMOTER

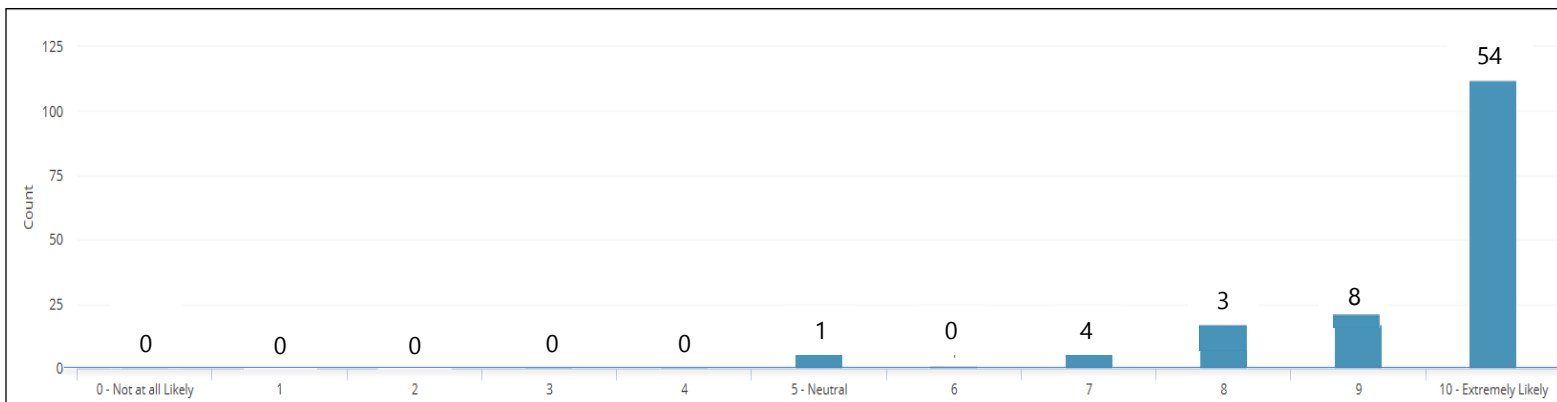
Business Net Promoter Cumulative Report Program Year 19 - 20

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score—Area/Region	► +88

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).



Business Net Promoter Score Distribution By Rating



Business Net Promoter Word Cloud



SNAP Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report

SNAP Net Promoter Scores (July to Jan 2019)

Net Promoter Score—Area/Region

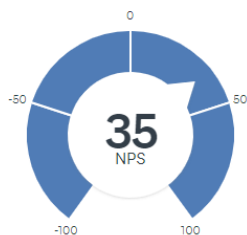
► Ocala – 35 ► Lecanto - 47

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

How likely is it that you would recommend the CareerSource CLM SNAP Program to a friend or colleague?

Answered: 92 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
24% 22	17% 16	59% 54	35

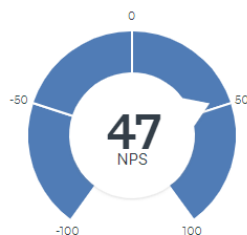
Word Cloud

great job work understand answered questions satisfied
help many helpful make easy know informative program
explained better

SNAP Net Promoter Score - Lecanto

How likely is it that you would recommend the CareerSource CLM SNAP Program to a friend or colleague?

Answered: 30 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
23% 7	7% 2	70% 21	47

Word Cloud

Janet helpful help helpful understanding staff

Talent Center Cumulative Report Program Year 19 - 20

Candidate Report	Talent Center Net Promoter Score (July to Jan 2019)
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).

