



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

MINUTES

DATE: May 5, 2020
PLACE: Teleconference Only
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Pat Reddish
Ted Knight, Chair
William Burda

MEMBERS ABSENT

Fred Morgan
Kim Baxley

OTHER ATTENDEES

Kathleen Woodring, CSCLM
Dale French, CSCLM
Steven Litzinger, CSCLM

Cory Weaver, CSCLM
Cira Schnettler, 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 January 14, 2020 meeting. Pat Reddish seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Kathleen Woodring provided the following updates:

- Employees have been successfully working remotely. They have been fielding numerous calls throughout the day.
- Call volumes have tapered from about 150 calls a day to about 40 calls a day. Customers also have been utilizing our website to contact us. Customers can chat as well as submit a form to have an employee contact them same day. Chats have also tapered from about 40 chats a day to 15 chats a day.

- DEO continues to have obstacles with the unemployment platform, but are making gains on improvements. We are assisting DEO and customers seeking unemployment assistance with pin resets and answering basic questions. We will also be assisting DEO with data entry of the paper applications.
- Pandemic Unemployment Assistance (PUA) will become available this week. Customers must apply through the traditional unemployment platforms, be denied and then apply for PUA. William Burda asked if services for unemployment are being recorded. Dale French responded that to expedite unemployment processing, services are not being recorded. The Governor has lifted the requirement for Employ Florida registrations.
- The centers will be reopening on May 11th. Customers will be seen by appointment only within the hours of 10 am – 3 pm. Staff will be provided with proper PPE. Portable Plexiglas barriers will also be installed. Armed security will also be onsite at all three centers. Ted Knight asked about the cleaning and sanitizing of the offices. All of the centers have been thoroughly cleaned. During the reopen there will be a daily cleaning process in place at each center. Staff will clean after each customer and thoroughly at the end of the day. All social distancing guidelines will be heeded. William Burda asked if any of the additional expenses due to the pandemic will be reimbursed. Kathleen stated that all expenses are being tracked for possible reimbursement.

Local Review

Dale French notified the committee that an internal local review was conducted of the Wagner Peyser program. He went on to summarize the results of the review and the recommendations made.

Workforce Issues that are Important to Our Community

None

PUBLIC COMMENT

None

ACTION ITEMS

DEO Programmatic Monitoring close-out 2018-19

Dale French advised the committee that the final letter from DEO accepting our corrective action plan and closing the review process has been received.

William Burda made a motion to accept the DEO letter closing the 2018-19 review process. Brandon Whiteman seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center - March

Dale French reviewed the March Talent Center report noting the decline in traffic in March due to the College closing for Spring Break and ultimately the pandemic.

Event Report – Jan - March

The Event report reflects a dip in events for January, which is consistent year over year

coming out of the holiday season. He congratulated all of the staff that assisted in organizing the very well attended youth expos, held in the first quarter. He received positive feedback from all three school systems. William Burda asked if a post event review was conducted and if staff time is being used efficiently for the smaller hiring events, with only a handful of attendees. Dale explained that an events review was conducted last year. It was determined that a quality approach versus a quantity approach to job fairs and hiring events geared toward in-sector employers and positions, would be more efficient. He stated that one of the smaller hiring events reflected in the report was for a new employer. Although, there was limited attendance, five of the six attendees were direct hires. The employer was very happy. William suggested it would be helpful in future reporting to know how many events were for new employers. Dale stated that the reports will be updated to reflect that in the future.

Workforce Intelligence – March 2020

Performance Measures – July 2019 – March 2020

Cory Weaver reviewed both of the reports, noting declines in traffic in the centers beginning in March and this trend will continue for the next few months. Training and placements are still strong coming out of healthcare, manufacturing, and warehouse distribution centers. Employ Florida traffic was high in March before the Governor waived the registration and search for work requirement to file for unemployment. A drop and then an increase is expected in Employ Florida registrations as those requirements are put back in place. The current Performance Measures report shows goals are being met or exceeded. A downturn in reporting may be seen in the future.

Quarterly Reports – Jan – Mar 2020

Quarterly Reports – MCC – Jan – Mar 2020

Cory Weaver reviewed the reports. She noted that the Mobile Resource Units are now named more fittingly as Mobile Career Centers. The units received exterior updating during the month of March. The reports reflect a decrease in traffic for the units. Due to the pandemic, there will be fluctuations in the services provided and in the reporting for the next few months.

Net Promoter Reports – July - December 2019

Steven Litzinger reviewed all of the various reports. All reports continue to reflect solid scores. He will be working with the Talent Center manager to increase the number of surveys completed by surveying

MATTERS FROM THE FLOOR

William Burda asked if there were any updates on the Sub-grantee Agreement.

Kathleen Woodring advised that recently a joint Consortium and Executive Committee meeting was held to discuss the issue. The joint committees voted to have Attorney Bob Stermer develop a letter that will be sent to DEO. DEO has extended the deadline for a response. William would like to review the letter to be sent and any responses. Kathleen said that all correspondence will be sent to the entire board.

William Burda stated that he had been reading several of the DEO documents and there

seems to be an increased expectation for board involvement. He suggested that this committee review its current responsibilities and the reporting that is presented. Kathleen further stated that she would like to extend that suggestion to all of the committees and update the committee responsibilities. William added that it would be good for each committee to understand how they interact with each other as well. Kathleen added that reviewing committee roles and responsibilities will be an item on each of the committee agendas.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:09 a.m.

APPROVED:
