



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

**MINUTES**

DATE: November 3, 2020  
PLACE: Teleconference Only  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Brandon Whiteman  
Fred Morgan  
Ted Knight, Chair  
William Burda

**MEMBERS ABSENT**

Pat Reddish

**OTHER ATTENDEES**

Rusty Skinner, CSCLM	Steven Litzinger, CSCLM
Dale French, CSCLM	Cira Schnettler, CSCLM
Cory Weaver, CSCLM	Cindy LeCouris, CSCLM
Ardath Prendergast, Citrus County Chamber	Kim Grey, Eckerd Connects
David Pieklik, Nature Coast Economic Development Council	Heaven Colon, Eckerd Connects
Dean Blinkhorn, Ocala CEP	

**CALL TO ORDER**

The meeting was called to order by Ted Knight, Chair, at 9:07 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 August 11, 2020 meeting. Brandon Whiteman seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Updates**

Rusty Skinner provided a brief update on staffing changes with the State.

## Workforce Issues that are Important to Our Community

None

## Independent Monitoring Update

Dale French notified the committee that the independent monitoring process was delayed due to the pandemic. Since the offices have transitioned to being open full-time for walk-in traffic, the monitors are meeting with staff. The monitoring process is back on track. William Burda asked when the committee could expect to see the first monitoring report. The committee agreed that an initial report be provided at the next committee meeting in February, then a complete report be provided at the May meeting.

## **PUBLIC COMMENT**

None

## **ACTION ITEMS**

### Sub-Recipient Monitoring – Eckerd Connects

Dale French reviewed the ten procedures and findings of the monitoring report. William Burda made a motion to accept the monitoring report for Eckerd Connects. Brandon Whiteman seconded the motion. Motion carried.

## **PROJECT UPDATES**

### Talent Center

Dale French reviewed the July through September quarterly Talent Center report noting the fluctuations in traffic prior to and through the pandemic. The Talent Center has re-opened for walk-in traffic also. Placements are increasing as businesses reopen. Ted Knight asked if individuals utilizing the services are recent graduates or professionals. Dale French answered that due to CF being closed, most services have been provided to professionals versus students or recent graduates.

### Event Report – July – September 2020

Dale French highlighted items from the Event Report, noting hiring events for the Dollar Tree Distribution Center and Amazon.

### Workforce Intelligence – August 2020

### Performance Measures – September 2020

Cory Weaver presented the two reports. William Burda asked for additional details in the Workforce Intelligence report be provided at the next reporting. William Burda asked how many individuals make-up the WTP category. Cory Weaver responded that approximately 2000 people participate annually.

### Quarterly Center Reports

Cory Weaver summarized the reports and welcomed questions from the committee members. William Burda inquired about the disparity between the average placement wage in Citrus versus Marion, with Citrus being higher. Cory Weaver attributed it to Citrus County's main employers being governmental agencies and positions in government generally have a higher starting wage.

### Contract Reports

Cory Weaver reviewed the contract performance reports as well as the goals matrix that is attached to these minutes. William Burda asked if this was the first-time contractors were evaluated. Cory Weaver explained that contractors have always been evaluated. Due to new goals and performance benchmarks the additional details are being presented in the attached matrix.

Fred Morgan asked if the CDL program was active. Cory Weaver stated that the youth and adult programs in Levy continue to enroll participants. Fred Morgan asked if there was an active plumber apprenticeship program in the region. Cory Weaver responded that we are working with MTC to create a program.

### Experiential Learning Contracts

Cory Weaver summarized each section of the report and notated several successful hires with the employers participating in the programs.

### YouthBuild Reports

Dale French explained that although the grant funds for the 2018/2019 program year were received in 2017 follow-up measurables are to be tracked after the youth finish the program for 12 months. The 2017 grant has been completed and 48 youth successfully completed the program. Some challenges were faced due to the pandemic affecting the first cohort for the 2020 grant, but there is potential to add more participants to the upcoming cohorts and still be successful in meeting the goals of the grant.

### Net Promoter

Steven Litzinger explained that surveying customers was suspended for March, April, May, and June due to the pandemic. Since re-opening by appointment only in July transactional responses are being tracked and relationship surveys will be sent in January. Through the challenges of the pandemic, staff provided positive professional experiences for the customers, which are reflected in the Net Promoter scores and survey comments. A full list of comments from the 137 surveys is available upon request.

### **MATTERS FROM THE FLOOR**

None

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:30 a.m.

### **APPROVED:**

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