



**CAREERSOURCE CITRUS LEVY MARION
Career Center Committee**

MINUTES

DATE: August 19, 2021
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:30 a.m.

MEMBERS PRESENT

Angie White (John Cook)
Christie McElroy
Charles Harris
Equilla Wheeler
Jorge Martinez
Judy Houlios
Lanny Mathis
Pat Reddish
Tiffany Wiggins

MEMBERS ABSENT

David Benthusen

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Cory Weaver, CSCLM
Cindy LeCouris, CSCLM

Cira Schnettler, CSCLM
Andrea Abrams, CSCLM
Steven Litzinger, CSCLM
Larry Trowbridge, CSCLM

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 20, 2021 meeting.
Lanny Mathis seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

Workforce Issues that are Important to Our Community

Rusty Skinner updated the committee on the following items:

- DEO has requested input from the State Association regarding aspects of Bill 1507 that may have legal conflicts if implemented. Input is being gathered and a list is being generated for potential problematic areas in the Bill. Charles Harris noted that local input is essential in decision making for all types of local agencies.
- DEO has provided recent guidance that all CareerSource centers must be open to the public for 8 hours per day and that no customers can be turned away due to dress code requirements. We were already in compliance with these requirements.
- There has been an uptick in center traffic for both job seekers and RA claimants.
- Due to increased Covid-19 incidents staff will return to rotating weekly shifts.

PUBLIC COMMENT

None

ACTION ITEMS

OPS-27 Individual Training Account

Cindy LeCouris explained that placing a cap on training account funding will allow more participants to be helped by our programs. Jorge Martinez made a motion to approve OPS-27. Lanny Mathis seconded the motion. Motion Approved.

Ceipal - Talent Management/Tracking System RFP

Cindy LeCouris advised after a complete review and scoring of all submissions, the Ceipal platform is being recommended for selection. Jorge Martinez made a motion to approve the selection and execution of a service contract with Ceipal. Lanny Mathis seconded the motion. Motion Approved.

Virtual Event Platform

Cindy LeCouris notified the committee that CareerSource Florida will no longer offer access to a virtual event platform. A virtual event platform has been invaluable in reaching students and job seekers. If the RFP process is started next week a new platform can be in place in time to replace the previous platform access. Tiffany Wiggins approved the RFP request for a virtual event platform. Jorge Martinez seconded the motion. Motion carried.

OPS-09 – Employment Verification and Follow-up

This item was added to the agenda today. The Action Sheet will be included with the minutes of this meeting. Cindy LeCouris explained that the new policy will provide the necessary framework for Career Development Coaches to ensure accuracy of case noting, employment verification forms and hours worked. Pat Reddish made a motion to approved OPS-09. Lanny Mathis seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. Due to the shortage of candidates, Talent Center staff have been thinking out of the box for candidate resources. Staff have reached out to real estate offices to find new residents to the area and offer our services. There have been quality referrals gained through this process. Student traffic has increased as the new school year has started. To grow and continue positive engagement, the Talent Center staff recently made a presentation of services to the CF faculty.

Event Report

Cory Weaver highlighted items from the Event Report, noting the top three hiring events so far have been with AutoZone, Amazon, and the World Equestrian Center (WEC). This last program year has an event hire rate of 42%, mostly due to the success of Amazon. Amazon and WEC hiring is ongoing. Staff will also be assisting Dollar Tree as they move into their next phase of growth. As we see increases in job seekers we look forward to another successful year of events. All proper safety precautions will be taken for in-person events. A general job fair is being scheduled for Citrus County. Details are being worked on for a manufacturing job fair. Within the next month there are also 4-5 single business hiring events planned.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. There are no fees associated for enrolling in courses, but to receive final certification through proctored testing, fees would be associated with that process. If a candidate qualifies, those fees could potentially be funded through one of our programs.

YouthBuild

Cory Weaver was happy to report that the third cohort is underway and successful outcomes in the first and second cohort. When the next wall-raising is schedule invites will be sent out.

Apprenticeships

Cory Weaver provided status updates on the four apprenticeship programs.

In-Person Customer Data

Larry Trowbridge reviewed the report.

- In-person traffic is increasing. More job seekers and RA claimants are visiting the centers. Online traffic has also spiked.
- Cory Weaver explained that the increase in RA claimant traffic is due to DEO locking numerous accounts out of precaution of security issues with the connect system from a data breach. Claimants are needing assistance with PIN resets to regain access. At one point the centers were receiving upwards of 300 calls a day.

Net Promoter

Steven Litzinger reviewed the reports:

- Transactional Surveys: Although, there were decreases in this quarter, scores were still very good. All the comments have been reviewed and are available upon request. Many comments indicated a dissatisfaction with the unemployment process and response, or were DEO related. No trending issues have been identified.
- Business Services: Scoring lower than usual, business representatives seem to be frustrated over the quantity and quality of candidates. Although, the scoring was lower, comments indicated overall positive experiences with our staff.
- Talent Center continues to have a high level of customer service satisfaction.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:15 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

**Career Center Committee
Thursday, August 19, 2021**

TOPIC/ISSUE:

OPS-09 Employment Verification and Follow Up

BACKGROUND:

OPS-09 was an informal guideline for Welfare Transition Career Development Coaches to follow when verifying employment and entering employment verification and hours into the State tracking system. Due to the intricacies of the calculations required the guideline has been updated and put into a draft policy for review.

POINTS OF CONSIDERATION:

The State tracking system which houses case notes, employment verification forms and hours worked requires a solid understanding of the calculations necessary for accurate data input. This new policy will provide the necessary framework for Career Development Coaches to ensure accuracy of the information in the system.

STAFF RECOMMENDATIONS:

Staff requests the approval of OPS-09 to be implemented under our official policies and procedures.

COMMITTEE ACTION:

Pat Reddish made a motion to approved OPS-09. Lanny Mathis seconded the motion. Motion carried.

BOARD ACTION: