



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

**MINUTES**

DATE: August 10, 2021  
PLACE: College of Central Florida, Enterprise Center  
3003 SW College Road, Ocala, FL 34474  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Arno Proctor  
Brandon Whiteman  
Fred Morgan  
Ted Knight, Chair

**MEMBERS ABSENT**

Deb Stanley

**OTHER ATTENDEES**

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

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

**CALL TO ORDER**

The meeting was called to order by Ted Knight, Chair, at 9:03 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Brandon Whiteman made a motion to approve the minutes from the May 11, 2021 meeting. Fred Morgan seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Updates**

**Workforce Issues that are Important to Our Community**

Rusty Skinner updated the committee on the following items:

- Requests for guidance from DEO as to the affect Bill 1507 will have on changes to operations that will need to be addressed in annual planning have been submitted. No input has been received yet but is expected. It is anticipated that more

information will be shared at the upcoming Summit in September.

- 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.
- Due to limited access to RA and the Connect system we are unable to assist customers quickly. It has been requested that additional staff members in each center be provided additional access to Connect to assist with RA inquiries, such as pin resets.
- PIN resets have become an increasing issue since DEO locked numerous accounts out of precaution of security issues with the connect system.

## **PUBLIC COMMENT**

None

## **ACTION ITEMS**

None

## **PROJECT UPDATES**

### Finance Monitoring Exit Review

Dale French explained to the committee that a pre-liminary report of the annual financial audit has been provided. No issues, non-compliance, or findings were found. The final report will come back to this committee for approval when it is released.

### 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. Traffic is expected to increase as the school year gets underway. A variety of workshops are planned, as well as a CF faculty workshop.

### 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. As we see increases in job seekers we look forward to another successful year of events.

### Workforce Intelligence

#### Performance Measures

#### Annual Comparison – Centers

Cory Weaver reviewed the reports and welcomed questions from the committee members.

- Workforce Intelligence: She noted traffic in the centers is higher than in 2020 but down from 2019 figures. Training in healthcare has made significant gains and there

is positive movement in the professional and construction industries for training opportunities. Things are improving.

- Performance Measures: The report reflects significant positive numbers despite the participation requirements being waived.
- Annual Center Comparisons:
  - Citrus County traffic was up and wages stayed consistent.
  - Levy and Marion have experienced decreases in traffic but increases in wages.

### Experiential Learning Contracts

Cory Weaver summarized each section of the report and noted successful hires in all categories.

### YouthBuild Reports

Cory Weaver was happy to report that the third cohort is underway and successful outcomes in the first and second cohort.

### Citrus Sign-On Bonus

Cory Weaver reviewed the report, noting one hire so far. She presented the promotional fliers that are being shared by community partners and located in the Lecanto center.

### Net Promoter

Steven Litzinger explained the reports will now be presented in a calendar year format versus a program year format.

- 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.

### Contract Reports

Cindy LeCouris reviewed the performance report for all three counties and the youth report. An error was noted on the performance report. A corrected report will be attached to these minutes.

- County Reports: Citrus and Marion Counties met their goals last quarter. Levy County did not, as there is not an economic development director in place. There is a candidate in the hiring process, and we are hopeful for performance stability when the new director is finally onboarded.
- Youth Report: Eckerd did not meet their goals, due to a directive by the DEO to

close all cases that had remained open for a certain duration by June 30 with no exceptions. Three cases were affected by this directive and changed the outcome of a successful performance quarter. Eckerd continues to provide outstanding services to the youth in our community and received an annual report with no findings. Considering all these factors the Executive Committee recently approved 100% pay out.

**MATTERS FROM THE FLOOR**

None

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:44 a.m.

**APPROVED:**

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Contract Performance  
PY2020-2021



	Q1 PY20-21			Q2 PY20-21			Q3 PY20-21			Q4 PY20-21			ANNUAL		
County Chamber/EDC	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate
CITRUS (Citrus Chamber)	5	4	80.00%	5	4	80.00%	5	5	100.00%	5	5	100.00%	5	5	100.00%
LEVY (Nature Coast)	6	4	66.67%	5	5	100.00%	5	0	0.00%	5	1	20.00%	6	1	16.67%
MARION (CEP)	6	3	50.00%	6	5	83.33%	7	7	100.00%	6	6	100.00%	7	7	100.00%

	Q1 PY20-21			Q2 PY20-21			Q3 PY20-21			Q4 PY20-21			ANNUAL		
Eckerd Youth Connects	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment
Youth Positive Outcomes (Goal: 80%)	100%	22	\$7,406.96	100%	14	\$4,713.52	100%	16	\$5,386.88	62.30%	48	\$16,160.64	77.50%	100	\$33,668.00