



College of Central Florida
Enterprise Center, Building 42
3003 SW College Rd, Suite 206
Ocala, FL 34474

CAREER CENTER COMMITTEE AGENDA

Thursday, August 19, 2021 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/89501594860>

Phone No: 1-646-558-8656 (EST) Meeting ID: 895 0159 4860

Call to Order	C. Harris
Roll Call	C. Schnettler
Approval of Minutes, May 20, 2021	Pages 2 - 5 C. Harris

DISCUSSION ITEMS

State Update	R. Skinner
Workforce Issues that are Important to Our Community	R. Skinner

PUBLIC COMMENT

ACTION ITEMS

OPS-27 Individual Training Account	Page 6	C. LeCouris
Ceipal - Talent Management/Tracking System RFP	Page 7	C. LeCouris
Virtual Event Platform	Page 8	C. LeCouris

PROJECT UPDATES

Talent Center	Page 9	A. Abrams
Event Report	Page 10	C. Weaver
Metrix Online Learning	Page 11	C. Weaver
YouthBuild	Page 12	C. Weaver
Apprenticeships	Page 13	C. Weaver
Center Traffic	Page 14	L. Trowbridge
Net Promoter	Pages 15-17	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2021 – 2022 MEETING SCHEDULE

Performance/ Monitoring	Business and Economic Development	Career Center	Marketing/ Outreach	Executive	Full Board	
All in-person committee meetings are held at the CF Ocala Campus, Enterprise Center, Room 206. All teleconference meetings will be held through Zoom.						
Tuesday, 9:00 am	Thursday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:00 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/10/2021	8/12/2021	8/19/2021	8/25/2021	9/1/2021	9/8/2021	CF Levy
11/9/2021	11/18/2021 - 11 am	11/18/2021	11/17/2021	12/1/2021	12/8/2021	CF Ocala
2/8/2022	2/10/2022	2/17/2022	2/23/2022	3/2/2022	3/9/2022	CF Lecanto
5/10/2022	5/12/2022	5/19/2022	5/25/2022	6/1/2022	6/8/2022	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: May 20, 2021
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:30 a.m.

MEMBERS PRESENT

Carol Jones
Charles Harris
David Benthussen
Jorge Martinez
Judy Houlios

MEMBERS ABSENT

John Cook
Lanny Mathis

OTHER ATTENDEES

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

Cira Schnettler, CSCLM
Nithya Pramekumar, TPMA

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

Jorge Martinez made a motion to approve the minutes from the February 18, 2021 meeting. Judy Houlios seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

Rusty Skinner updated the committee on the following items:

- Bills 1507 and 98 were approved. There are a variety of challenges that will arise out of the approval. Eight-year term limits for our board being one of them. The Bills will also impact our education partners.

- The administrative changes that have taken place at DEO and the partnership with CareerSource is moving in a positive direction.

Charles Harris thanked Rusty Skinner for his continuous email communications and updates regarding progress on these items.

Workforce Issues that are Important to Our Community

Rusty Skinner welcomed comments from the committee. Charles Harris asked what tactics might be used to motivate job seekers to find employment. Dale French stated that we are confident that at the end of May the work search restrictions will be expiring. Individuals will need to utilize our services for assisting with job searching to continue to receive benefits.

Citrus County Sign-On Bonus

The Citrus County BOCC approved \$100,000 in funding for Citrus County businesses to hire Citrus County residents through the CARES Act. Of the \$100,000, \$30,000 is earmarked for child-care services that are pass-through funds from CLM and will be provided to the YMCA to provide childcare services. The Citrus County BOCC is setting the policy for the funding and CLM will be managing the program. The packet contains an outline of services that CLM will provide to Citrus County businesses. The program will be run through our Citrus County Career Center.

PUBLIC COMMENT

None

ACTION ITEMS

Eckerd Budget Modification

Cindy LeCouris explained to the committee that Eckerd is requesting a budget modification to transition funds that were dedicated for staff travel to staff development. David Benthussen made a motion to approve the budget modification. Judy Houlios seconded the motion. Motion carried.

Talent Management Selection RFP

Cindy LeCouris explained to the committee that in 2017 CLM procured the AKKENCloud platform to provide the Talent Center with a professional talent management system. Numerous challenges developed and the software is no longer meeting the needs of staff. A new system needs to be explored that will meet the Talent Center's candidate sourcing needs. David Benthussen made a motion to approve the request to draft the RFP and begin the evaluation process of a new Talent Management System. Judy Houlios seconded the motion. Motion carried.

Recovery Navigator

Cory Weaver notified the committee that CLM was selected to receive funding for a pilot project to hire a Recovery Navigator. The Navigator would work with community partners, CLM career coaches and business services staff to establish best practices on serving individuals with substance abuse disorders. David Benthussen made a motion to

approve the acceptance of the Recovery Navigator funding and the addition of the position.

PROJECT UPDATES

Covid Operational Update

Dale French updated the committee regarding center operations. The Marion Center has been reduced to a two-week staff rotation from a three-week rotation. CLM administrative staff will be coming back to the office full-time beginning June 1. Potentially for all the centers, all telework and in-office rotations will end in July. There will be a conservative approach to staff returning to the centers as to keep staff and job seekers safe and healthy.

Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. Traffic has remained steady with student activity. There were significant decreases in the areas of resume assistance, referrals, and placements. She also noted that a new business development coordinator will be joining the Talent Center team in June.

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. Hiring event activity in general is increasing and could potentially increase significantly as the work search restrictions are lifted. We hope to see increased activity in Levy County once the economic development director position is filled.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Charles Harris asked if the courses were listed by rank and Cory Weaver confirmed that they were.

Net Promoter

Steven Litzinger explained that the centers continue to maintain a high level of customer service satisfaction. He noted that the business services surveys were handled by the State and have now been brought in-house through the Net Promoter system. There was a decrease in the number of surveys in the transition and is confident that there will be an increase in the next reporting. Talent Center also has a high level of customer service satisfaction.

YouthBuild

Cory Weaver was happy to report that the second cohort is underway and is progressing successfully. Further details for graduation will be provided soon and invitations will be sent out.

Youth Expos

All three of the expos were very successful. Survey results were consistent for all three expos and positive feedback was received. Through the virtual platform more students

were reached. This is a great avenue to reach middle schoolers to help them identify program pathways through their high school education. Potentially, next year's expo will be a hybrid of in-person and virtual. Cory Weaver thanked Carol Jones and David Benthusen for their support. Carol Jones complimented all the CLM staff on making the events a great success. The speakers were very engaging and she appreciated everyone's efforts.

Apprenticeships

Cory Weaver provided status updates on the four apprenticeship programs. CF recently held a ribbon cutting for the new apprenticeship program lab supported by Lockheed Martin. Two new companies have also reached out regarding apprenticeship services.

In-Person Customer Data

Cory Weaver reviewed the report. In-person traffic is steadily climbing while online traffic is decreasing. Due to the staff rotations at the centers and staff taking great care to keep a safe environment for each other and the customers there has not been a center closure since September. The Centers are preparing for the influx once the work search registrations are lifted from the State. Equipment is being updated. Centers now have hands free thermometers and hand sanitizer stations. We are taking as many steps as possible to be prepared for the job seekers.

MATTERS FROM THE FLOOR

Rusty Skinner reminded the committee members of the DEO board governance training on May 27 for board members. He encouraged everyone to attend. Charles Harris reminded everyone to complete the internal CLM board member orientation by June 30.

ADJOURNMENT

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

APPROVED:



RECORD OF ACTION/APPROVAL

Career Center Committee Meeting Thursday, August 19, 2021

TOPIC/ISSUE:

OPS-27 Individual Training Account (ITA, Budgeting and Fund Coordination Policy)

BACKGROUND:

Due to the reduced funding in WIOA training funds for the current program year, a cap on funding for Individual Training Accounts and Supportive Services has been updated in the above referenced policy. Additionally, language was removed regarding the requirement of a Wonderlic Assessment, which is no longer in use. As well as the change in the level of approval authority for exceptions based on recent title changes.

POINTS OF CONSIDERATION:

The requested cap on Individual Training Accounts and Supportive Services will allow for more training assistance to be provided to more individuals during this program year. The caps are identified as:

- Non-Pell programs: \$3,600
- Pell eligible programs: \$3,000
- Support Services: \$400

STAFF RECOMMENDATIONS:

Staff requests the approval of OPS-27 to be implemented under our official policies and procedures.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

Career Center Committee Meeting
Thursday, August 19, 2021

TOPIC/ISSUE:

Talent Management Software Procurement

BACKGROUND:

On June 7, 2021 the Board approved the release of a request for proposals (RFP) to procure suitable, professional talent management software that could operate within the expectations and level of service of the Talent Center. The RFP closed on June 30, 2021. Two acceptable proposals were received.

Staff met on July 30, 2021 to review and score each proposal. It was decided both companies who submitted proposals would be asked to present a demo for the review panel. Five staff members were involved in the review process totaling a possible 100 points for each proposal. The initial review and scoring resulted in the following:

Talent Management Software RFP Scoring Matrix Results - Max Point = 100		
Company		Aggregate Score
Ceipal*		84.40
PageUp*		66.00

*requested to provide a full product demonstration

POINTS OF CONSIDERATION:

Based on scoring the overall scoring matrix and overall cost savings Ceipal is the platform which best met the required elements in the RFP. Additionally, considering a go live date of November 1, 2021 Ceipal provided a concise timeline of implementation, data migration, training (see Attachment A) and rollout of a maximum of five weeks. Ceipal offers seamless data migration from a data backup file from the current Talent Management platform in use.

STAFF RECOMMENDATIONS:

Staff recommends the selection and execution of a service contract with Ceipal.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

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

TOPIC/ISSUE:

Virtual Event Platform RFP

BACKGROUND:

For the last year, the regional workforce boards had access to a Virtual Event Platform which was procured by CareerSource Florida in Fall of 2020. This platform provided a means for candidates to attend virtual job fairs and hiring events in Citrus, Levy and Marion County throughout the pandemic. The virtual event platform was also used during the Youth Career Expos and allowed for more than double the attendees than the in-person events from the prior year.

POINTS OF CONSIDERATION:

CareerSource Florida has chosen not to continue offering this tool to the local workforce offices beyond September 2021. This type of platform is invaluable for use in tandem with in-person events and as a stand-alone platform for virtual events. It also allows staff to reach a broader audience, especially in schools and rural communities. An RFP has been drafted which will solicit proposals for a Virtual Event Platform.

STAFF RECOMMENDATIONS:

Staff requests the approval of the release of the RFP for a Virtual Event Platform.

COMMITTEE ACTION:

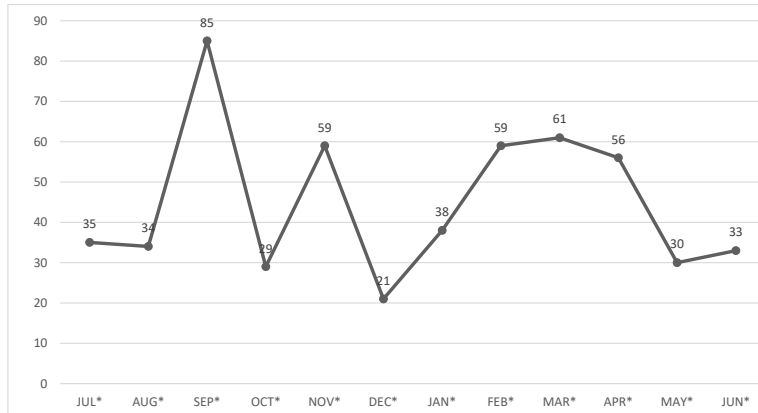
BOARD ACTION:

TRAFFIC COUNT

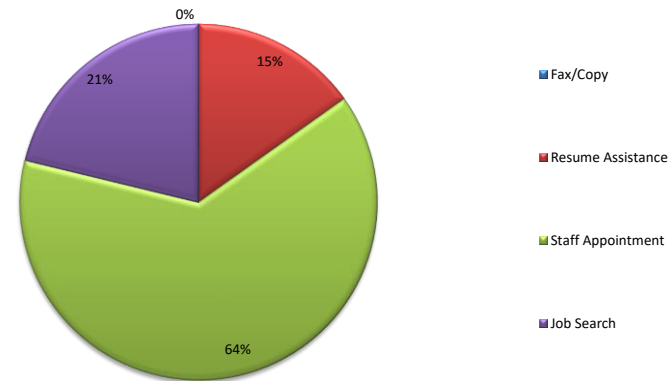
	2020 / 2021												YTD
	JUL*	AUG*	SEP*	OCT*	NOV*	DEC*	JAN*	FEB*	MAR*	APR*	MAY*	JUN*	
REFERRALS	14	23	19	16	16	13	11	19	15	9	8	7	170
PLACEMENTS	1	9	10	5	4	2	6	2	10	3	1	3	56
INTERNSHIPS	0	0	1	1	0	0	0	0	1	0	0	0	3
OJT/WEX/CBT	0	0	1	0	0	0	0	0	0	0	0	0	1
TRAFFIC	35	34	85	29	59	21	38	59	61	56	30	33	540

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by in office and virtual services provided



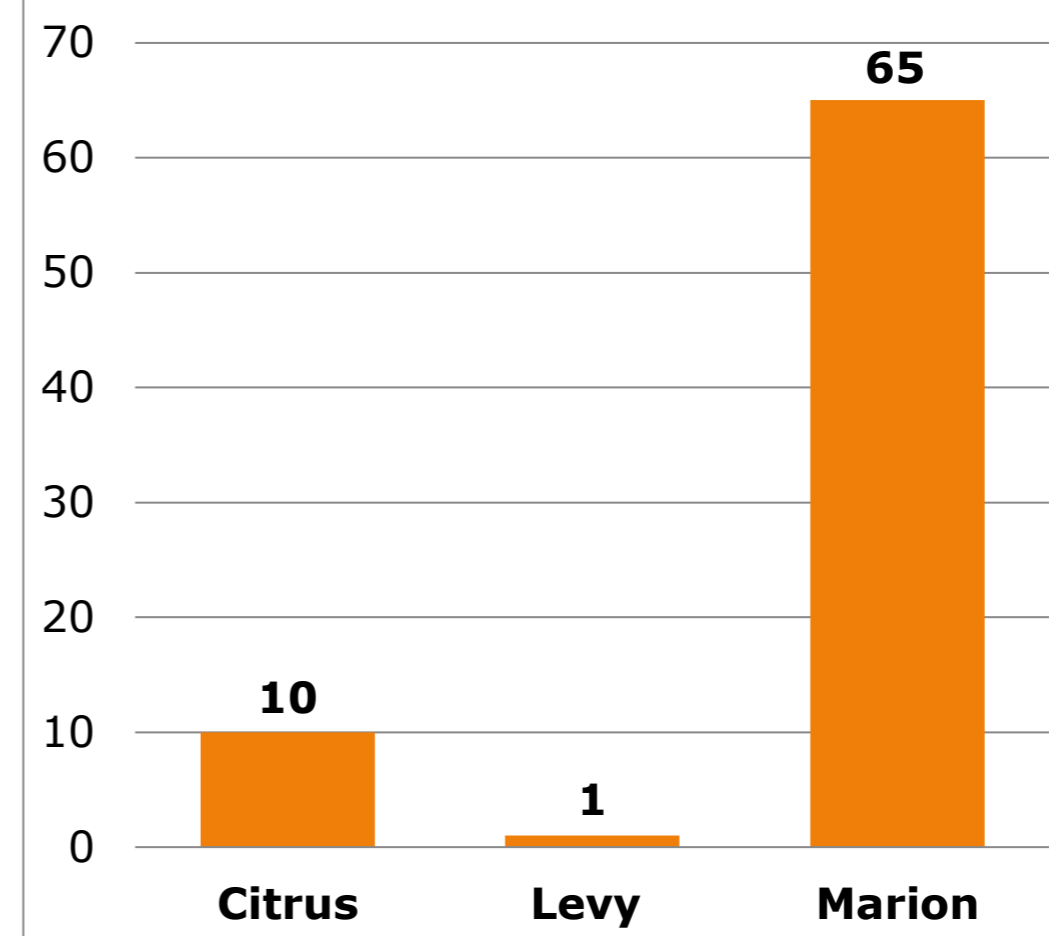
PY 20 - 21 Individual Events

**Total Events: 76
Attendees: 1502
Reported Hires: 625**

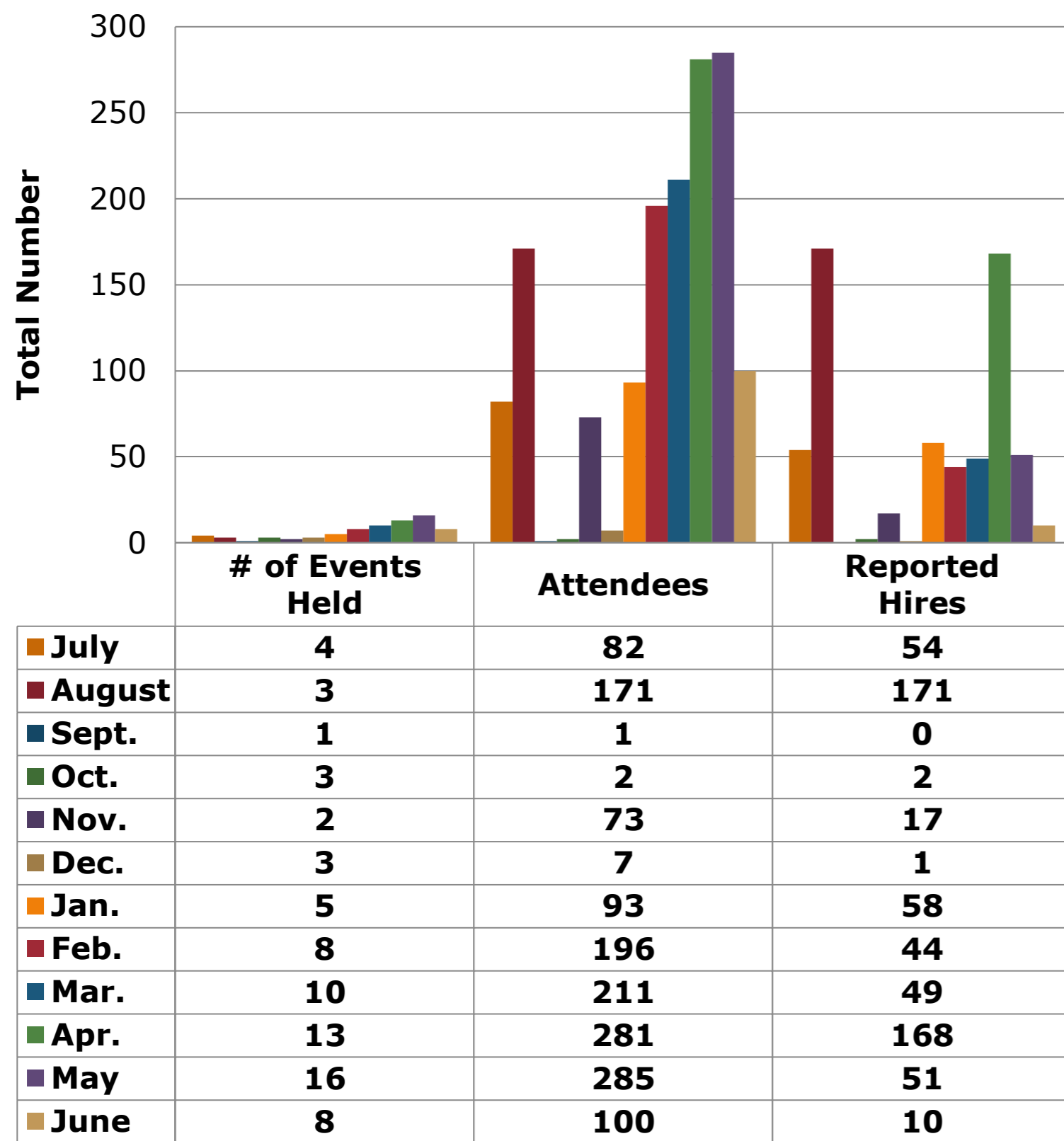
PY 20 - 21 Job Fairs & Expos

**Attendees: 1971
Businesses: 157**

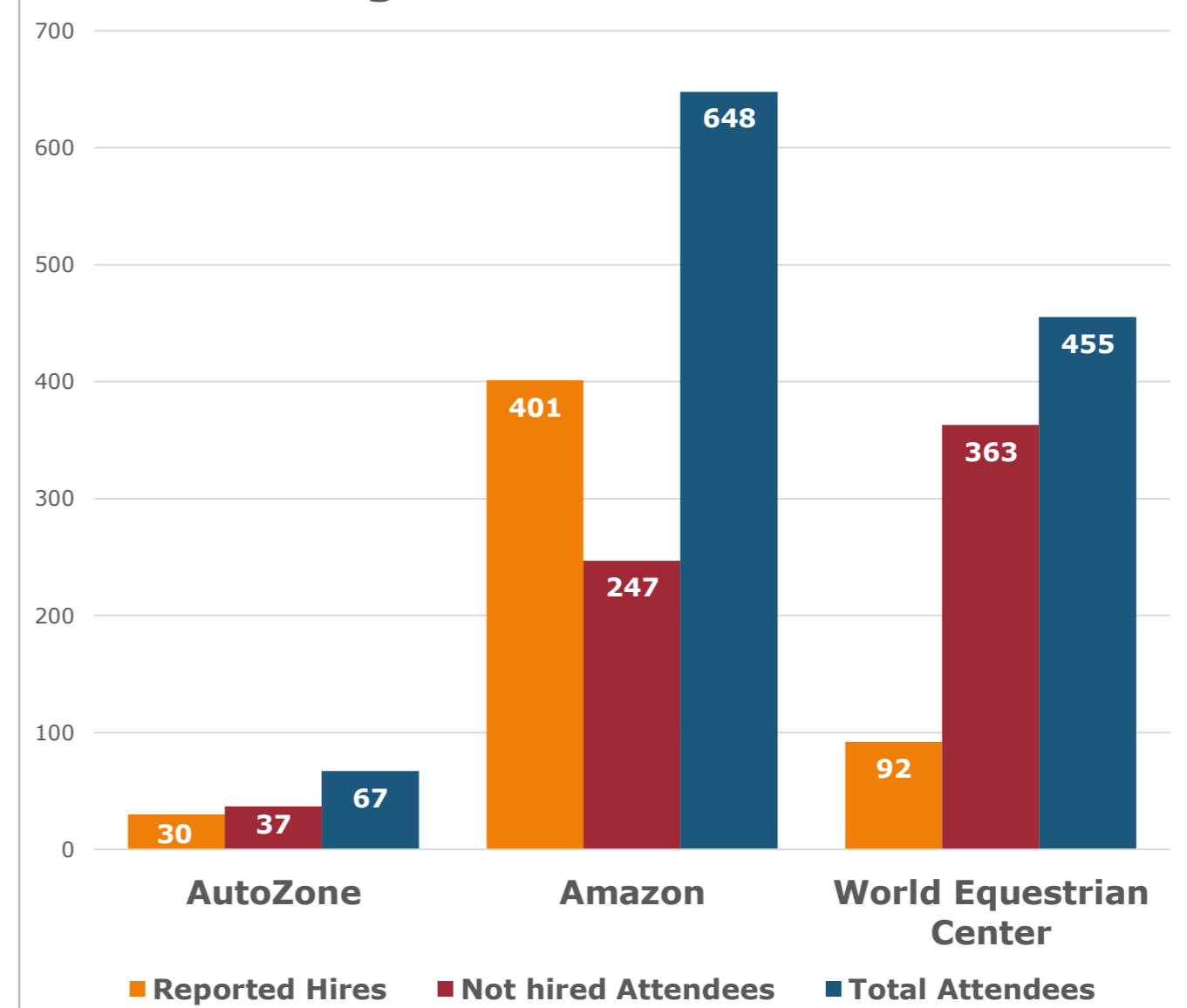
Hiring Events by County PY20-21



Individual Hiring Events



**Top 3 Hiring Events
Program Year 2020-2021**



Other Recruitment Events 05/2021 - 6/2021

Event Date	Event Name	Event Location	County
4/29/2021	CoreCivic/Citrus Detention Center	14th Street	Citrus
5/3/2021	ABCO Transportation	ABCO Site	Marion
5/4/2021	E-One	E-One Site	Marion
5/7/2021	Amazon - 7 Individual Events	1th Street	Marion
5/10/2021	Conn's Home Plus - 3 Individual Events	14th Street	Marion
5/12/2021	The Centers	14th Street	Marion
5/18/2021	Boys & Girls Club Marion County - 2 Events	14th Street	Marion
5/19/2021	Celebrity Soul Food	14th Street	Marion
5/19/2021	Brookdale Pinecastle	Brookdale Pinecastle Site	Marion
5/20/2021	Truecore	Lecanto Office	Citrus
5/25/2021	World Equestrian Center	WEC Site	Marion
6/1/2021	Home Instead Senior Care	14th Street	Marion
6/3/2021	Park Place Behavioral	14th Street	Marion
6/8/2021	Plantation Inn	Plantation Inn Site	Citrus
6/9/2021	Staff America	14th Street	Marion



SKILL UP USERS

LOCATION	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Total
Citrus	15	4	1	6	2	24	3	9	13	5	4	5	91
Citrus - CF	3	3	2	3	2	8	5	2	0	1	1	0	30
Levy	4	1	1	2	2	6	2	2	1	0	1	1	23
Levy - CF	4		1	1	0	5	1	0	1	1	2	0	16
Marion	39	11	9	7	7	36	13	3	7	3	5	1	141
Marion - CF	9	3	2	11	5	44	14	3	5	2	2	1	101
TOTAL	74	22	16	30	18	123	38	19	27	12	15	8	402

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Information Technology
4. Entry Level
5. Personal Care

Popular Courses

1. Writing Effective Emails and Instant Messages
2. Being a Better Listener
3. Becoming More Professional through Business Etiquette
4. Being an Effective Team Member
5. Abbreviating, Capitalizing, and Using Numbers
6. Time Management: Quit Making Excuses and Make Time Instead
7. Getting the Details Right: Spelling Basics
8. Using Punctuation Marks
9. The Art and Science of Communication
10. Basic Business Math: Averages and Equations
11. Microsoft Word
12. Using the Parts of Speech
13. Creating Well-constructed Sentences
14. Establishing Self-confidence for Life
15. Microsoft Excel

YouthBuild Performance Update

2020-2022

YB Cohort 1: (July 1, 2020 – December 31, 2020)

Enrolled: 11

Completed: 8

Receiving HS Diploma: 8

Receiving Additional Certs: Certifications Total= 74 NRF- 8, AHLEI Front Desk-7, AHLEI Restaurant Server-8, AHLEI Guestroom Attendant-8, AHLEI Maintenance Employee-8, Forklift-9, Safe Staff-9, OSHA-9, Warehouse- 8

Exited with Employment: 6

Exited with Education: N/A

Exited as Outcome: None

YB Cohort 2: 2/8/2021

Enrolled: 11

Completed: N/A

Receiving HS Diploma: 1

Receiving Additional Certs: Certifications Total= 72 NRF- N/A, AHLEI Front Desk-N/A, AHLEI Restaurant Server-N/A, AHLEI Guestroom Attendant-N/A, AHLEI Maintenance Employee-N/A, Forklift-11, Safe Staff-11, OSHA-11, Warehouse- 9

Exited with Employment:

Exited with Education:

YB Cohort 3: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

YB Cohort 4: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

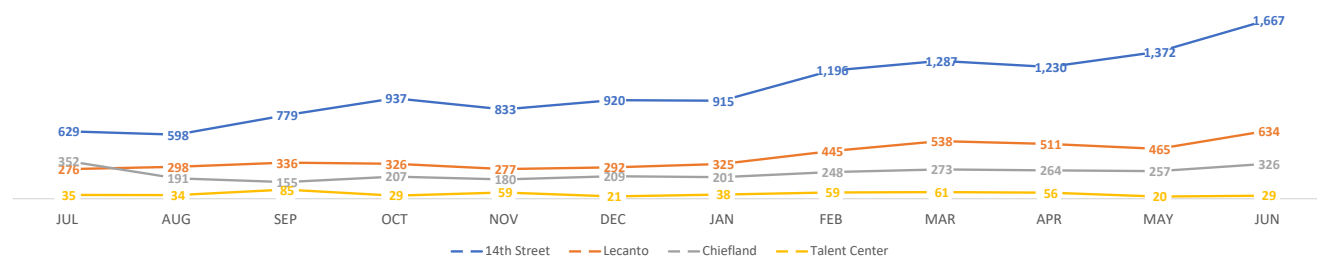
Exited with Education:

APPRENTICESHIP UPDATE				
Apprenticeship Occupation	Training Provider	Start Date	# Enrolled	Comments
Masonry	Marion Technical College	Fall 2019	9	6 Unsuccessful/ 3 In Process (1 awaiting exam date, and 2 still in class)
Electronic Assembler	Lockheed Martin	Spring 2020	2	National Apprenticeship - 2 of our referrals have been hired at this point
Construction Carpentry	Marion Technical College	TBD	n/a	Delayed due to COVID-19, recruiting now. Program has been placed on one-year probation pending enrollments
Hospitality	College of Central Florida / AHLEI	TBD	n/a	Delayed due to COVID-19 - 2 Tracts, Traditional and Equine

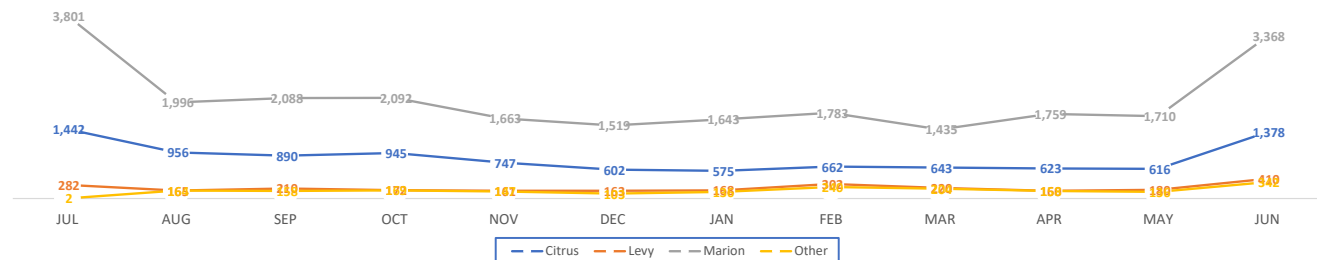
Center Traffic

Traffic		PY 19-20	PY2020 2021												
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD
Center Traffic	14th Street	15,245	629	598	779	937	833	920	915	1,196	1,287	1,230	1,372	1,667	12,363
	Lecanto	4,255	276	298	336	326	277	292	325	445	538	511	465	634	4,723
	Chiefland	3,132	352	191	155	207	180	209	201	248	273	264	257	326	2,863
	Talent Center	846	35	34	85	29	59	21	38	59	61	56	20	29	526
	*MCC 1	426	-	-	-	-	-	-	-	-	-	-	-	-	0
	*MCC 2	151	-	-	-	-	-	-	-	-	-	-	-	-	0
	Total	24,055	1,292	1,121	1,355	1,499	1,349	1,442	1,479	1,948	2,159	2,061	2,114	2,656	20,475
Online Traffic	Citrus	17,190	1,442	956	890	945	747	602	575	662	643	623	616	1,378	10,079
	Levy	3,999	282	165	210	172	161	163	168	302	220	160	180	410	2,593
	Marion	40,990	3,801	1,996	2,088	2,092	1,663	1,519	1,643	1,783	1,435	1,759	1,710	3,368	24,857
	Total	65,516	5,527	3,281	3,346	3,378	2,718	2,387	2,522	2,987	2,502	2,700	2,642	5,498	39,488

CENTER TRAFFIC



ONLINE TRAFFIC



Center Closures:

Lecanto 7/16/20 - 7/31/20

Chiefland 8/26/20 - 9/9/20

*Talent Center was fully virtual until NOV 2020

NET PROMOTER

Transactional Net Promoter Cumulative Report - Jan 2021 to July 2021

Candidate Report	Region 10 Net Promoter Score 2021
Net Promoter Score—Area/Region	► +73

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).

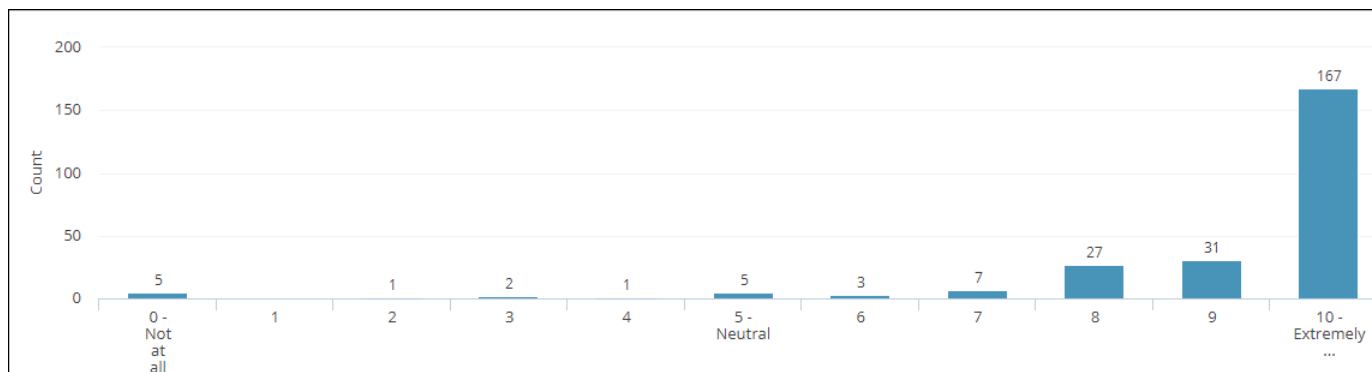
Percent



Count



Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office

Chiefland	24	84	1	2	21
Lecanto	89	82	3	10	76
Ocala	136	64	13	22	101

Transactional Net Promoter By Age

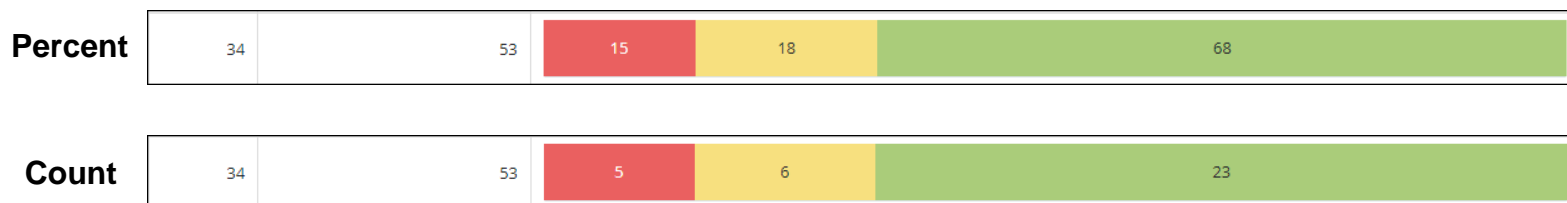
A (0 TO 16)	1	100			100
B (17 TO 24)	18	72		28	72
C (25 TO 34)	19	63	11	16	74
D (35 TO 44)	27	59	11	19	70
E (45 TO 54)	51	61	14	12	75
F (55 TO 64)	76	78	5	12	83
G (65+)	57	86	2	11	88

NET PROMOTER

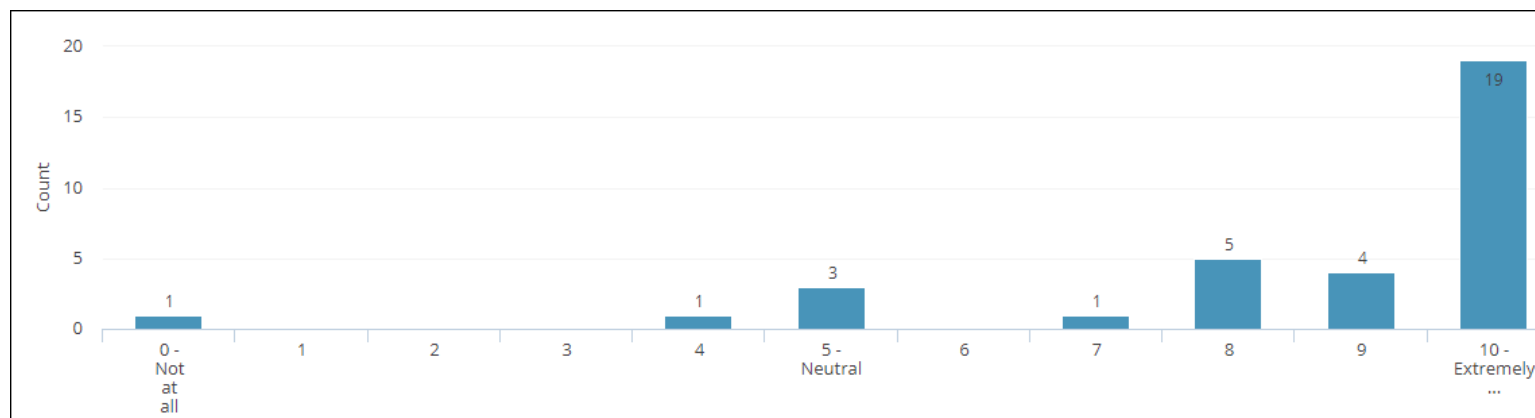
Business Net Promoter Cumulative Report - Jan 2021 to July 2021

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score–Area/Region	▶ +53

Some Context on the Score: This score is based on a survey taken approximately 2 weeks to 1 month 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 Score Distribution By Service Type

Trigger Event		NPS	Distribution	Detractors	Passives	Promoters
Provided Job Fair Services	2	50			50	50
Provided Job Order Follow-up	31	52		16	16	68
Provided Mass Recruitment Services	1	100				100

Talent Center Cumulative Report Program Year 21 - 22

Candidate Report	Talent Center Net Promoter Score (Jan 21 to July 21)
Net Promoter Score	<div></div> +97

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).

