



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

CAREER CENTER COMMITTEE AGENDA

Thursday, November 18, 2021 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84109433955>

Phone No: 1-646-558-8656 (EST) Meeting ID: 841 0943 3955

Call to Order
 Roll Call
 Approval of Minutes, August 19, 2021
 Pages 2 - 6
 C. Harris
 C. Schnettler
 C. Harris

DISCUSSION ITEMS

State Update
 Workforce Issues that are Important to Our Community
 elmpact
 Good Jobs Grant
 Page 7
 Page 8
 R. Skinner
 R. Skinner
 D. French
 R. Skinner

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Talent Center
 Event Report
 YouthBuild
 SkillUp - Metrix Online Learning
 Apprenticeships
 Center Traffic
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 A. Abrams
 C. Weaver
 C. Weaver
 C. Weaver
 C. Weaver
 L. Trowbridge
 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: 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:

BOARD ACTION:



CareerSource CLM's LMI Dashboard Link

<https://career-source-clm.eimpactv2.report/reports/view/6176e9c0b0d02f003867552d>

Executive Summary
EDA Good Jobs Challenge
Skills Based Learning - Levy County

This project brings together seasoned partnerships to address a diversification of the talent pool for, initially, the Manufacturing and Logistics (CDL) sectors in Levy County Florida by developing, designing, and implementing training certification and credentialing programs to meet the needs of small and medium sized employers in Levy County, Florida. It is focused on industry training that will expand the talent pools by upgrading the skills of existing workers and provide entry level and advanced skills to high school graduates and other first-time job seekers. Due to the nature of existing businesses, the training plan is to identify online courses which provide the certifications needed, use that input to create a training model that moves from online training to hybrid training which includes online and small lab/mentored in-person training, with the goal of establishing traditional in class programs.

The project will create a talent pool that supports the expansion of existing businesses by improving the skills of existing and potential new employees and create a talent base for businesses seeking to expand in Levy County. The project is focused on three problems that restrict the ability to meet the needs of the employer community: identification of skills needed by the small businesses; the inability to fund class sized training programs and the lack of CDL training to support the logistics sector. Using programs such as 180 Skills and Metrix Learning, employers will be review courses and identify those that provided the skills needed. The additional of a CDL Program at CF will provide relief to those logistics firms needing drivers.

The Project Team is composed of the Nature Coast Business Development Council (NCBDC), Mid-Florida Manufacturers Association (MRMA), the College of Central Florida (CF), the Levy County School Board (LCSB), the Florida Small Business Development Center at UNF (SBDC), and CareerSource Citrus Levy Marion.

The project will have three components: **System Development:** Starting with a sectoral partnership in manufacturing, the System Lead Entity (CSCLM) will work with the NCBDC, CF and LCSB to develop partnerships in other expanding industry sectors in Levy County. **Program Design:** NCBDC, MRMA, CF and CSCLM will convene manufacturing sector businesses in Levy County, identify their skill requirements and develop a curriculum that responds to these needs. SBDC will meet with smaller and emerging manufacturers and logistics companies to help identify skills needed for business development and growth. SBDC will convey that information to the other Project Team members for consideration in developing curriculum. A similar approach, working with the NCBDC and SBDC, will be used for any other identified sector. **Program Implementation:** The education team, CF, LCSB and SBDC will begin implementing the courses that meet industry needs. CSCLM will manage grant reporting and outcome tracking.

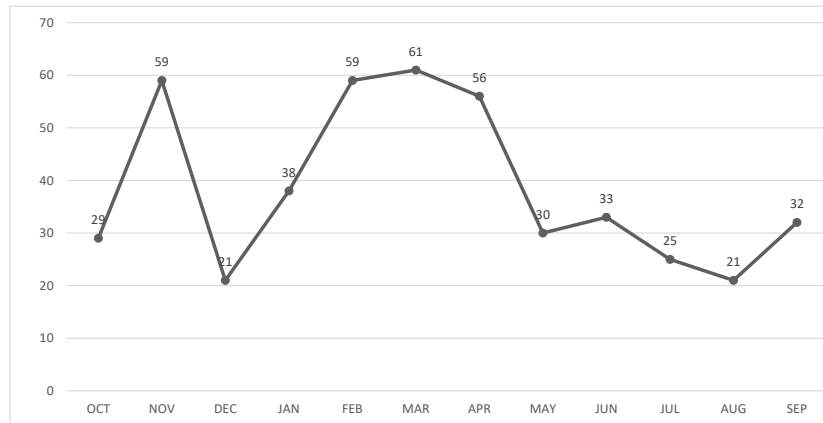
Project timetable: EDA grants cover the period September 30, 2022, through September 30, 2027.

TRAFFIC COUNT

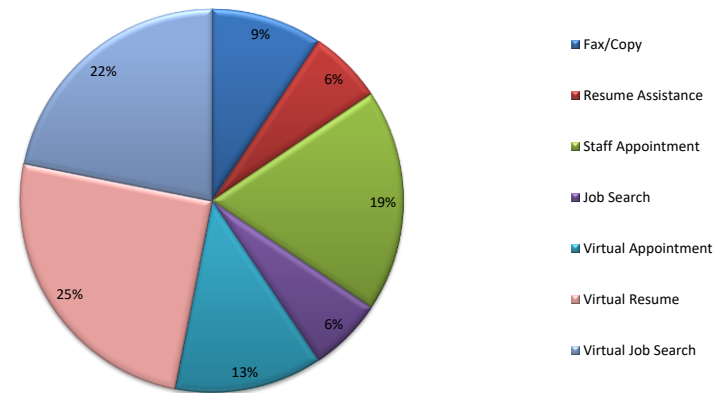
											2021			YTD
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP		
REFERRALS	16	16	13	11	19	15	9	8	7	6	17	12	149	
PLACEMENTS	5	4	2	6	2	10	4	1	3	4	8	6	55	
INTERNSHIPS	1	0	0	0	0	1	0	0	0	0	0	0	2	
OJT/WEX/CBT	0	0	0	0	0	0	0	0	0	0	0	0	0	
TRAFFIC*	29	59	21	38	59	61	56	30	33	25	21	32	464	

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by in office and virtual services provided



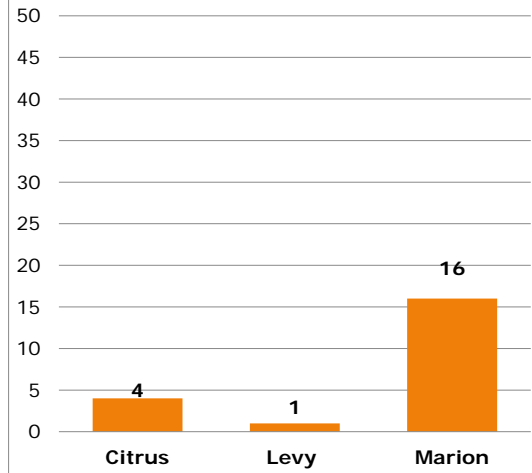
PY 21 - 22 Individual Events

Total Events: 21
Attendees: 383
Reported Hires: 184

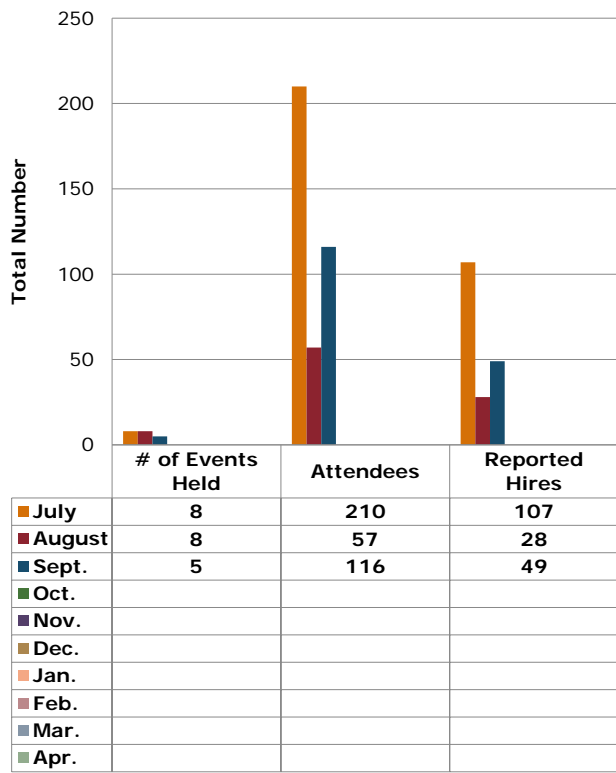
PY 21 - 22 Job Fairs & Expos

Attendees: 111
Businesses: 39

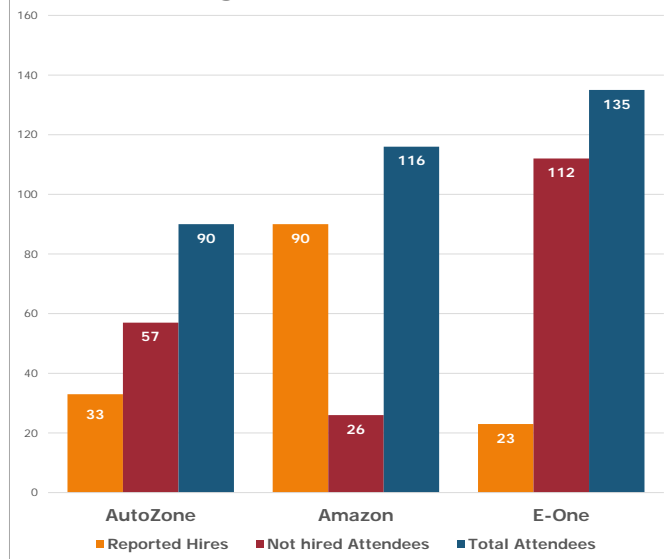
Hiring Events by County PY21-22



Individual Hiring Events



**Top 3 Hiring Events
Program Year 2021-2022**



Other Recruitment Events 07/2021 - 9/2021

Event Date	Event Name	Event Location	County
7/20/2021	Antennas For Communication	AFC Site	Marion
7/20/2021	Dept of Agriculture/Consumer Services	Chiefland	Levy
8/4/2021	Wanzek	CF Lecanto	Citrus
8/11/2021	TrueCore	Lecanto Office	Citrus
8/12/2021	Kids Central	14th Street	Marion
8/19/2021	MCPS	14th Street	Marion
8/24/2021	Florida Mentor	Lecanto Office	Citrus
8/26/2021	Walt's Brakes & More	14th Street	Marion
9/1/2021	Everclear Pool Services	Lecanto Office	Citrus
9/2/2021	CSL Plasma	14th Street	Marion
9/3/2021	Heart of Florida	HOF Site	Marion
6/9/2021	Staff America	14th Street	Marion

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: 9

Receiving HS Diploma: 7

Receiving Additional Certs: Certifications Total= 74 NRF- 8, AHLEI Front Desk-4, AHLEI Restaurant Server-4, AHLEI Guestroom Attendant-6, AHLEI Maintenance Employee-3, Forklift-11, Safe Staff-11, OSHA-11, Warehouse- 9, HBI-7

Exited with Employment: 6

Exited with Education:

YB Cohort 3: 8/23/2021

Enrolled: 12

Completed: N/A

Receiving HS Diploma: 3

Receiving Additional Certs: Certifications Total= 72 NRF- 9, AHLEI Front Desk-N/A, AHLEI Restaurant Server-N/A, AHLEI Guestroom Attendant-N/A, AHLEI Maintenance Employee-N/A, Forklift-10, Safe Staff-12, OSHA-11, Warehouse- 11, HBI- N/A

Exited with Employment:

Exited with Education:

YB Cohort 4: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:



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	Aug-21	Sep-21	Oct-21	Total
Citrus	15	4	1	6	2	24	3	9	13	5	4	5	1	2	1	95
Citrus - CF	3	3	2	3	2	8	5	2	0	1	1	0	1	1	0	32
Levy	4	1	1	2	2	6	2	2	1	0	1	1	3	0	0	26
Levy - CF	4		1	1	0	5	1	0	1	1	2	0	0	1	0	17
Marion	39	11	9	7	7	36	13	3	7	3	5	1	5	9	6	161
Marion - CF	9	3	2	11	5	44	14	3	5	2	2	1	8	3	2	114
TOTAL	74	22	16	30	18	123	38	19	27	12	15	8	18	16	9	445

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Information Technology
4. Transportation and Logistics
5. Healthcare Nursing

Popular Courses

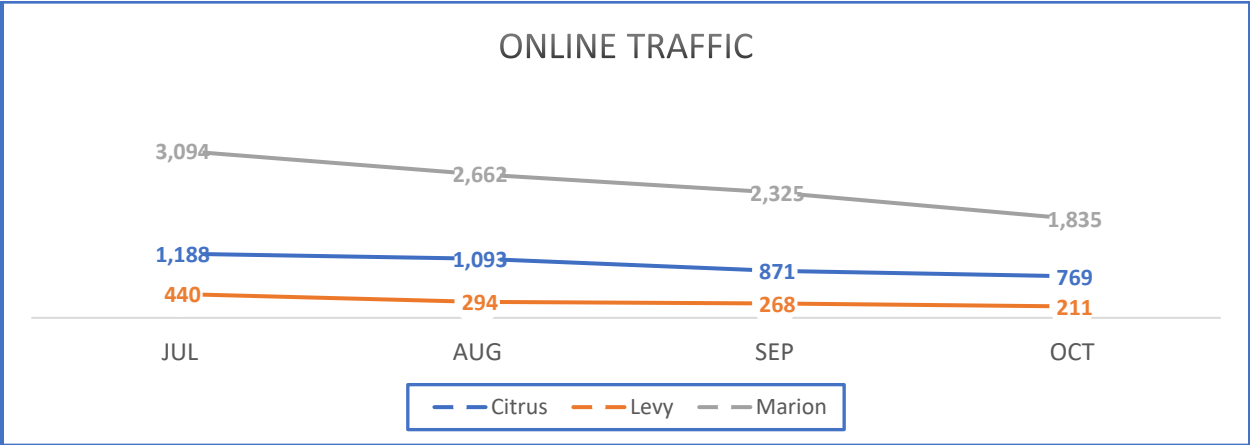
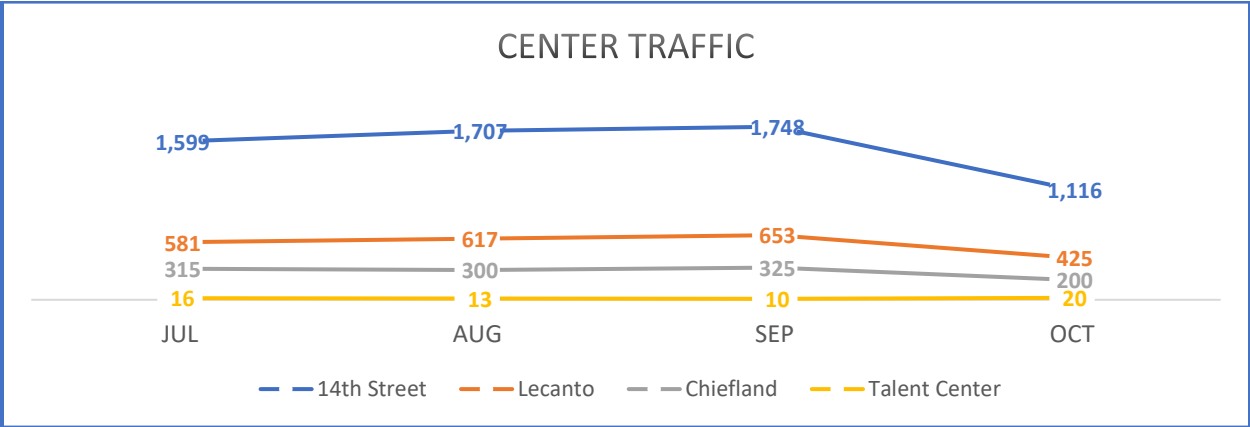
1. Writing Effective Emails and Instant Messages
2. Being a Better Listener
3. Becoming More Professional through Business Etiquette
4. Being an Effective Team Member
5. Abbreviating, Capitalizing, and Using Numbers
6. Time Management: Quit Making Excuses and Make Time Instead
7. Getting the Details 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

APPRENTICESHIP UPDATE

Apprenticeship Occupation	Training Provider	Start Date	# Enrolled	Comments
Masonry	Marion Technical College	Fall 2019	9	2 In Progress / 1 Successful w/ emp / 6 Unsuccessful (4 closed w/ emp)
Electronic Assembler	Lockheed Martin	Spring 2020	4	National Apprenticeship - 4 of our referrals have been hired at this point
Construction Carpentry	Marion Technical College	TBD	n/a	Delayed - Waiting on MTC Guidance
Hospitality	College of Central Florida / AHLEI	TBD	n/a	Delayed due to COVID-19 - 2 Tracts, Traditional and Equine

Center Traffic

Traffic		PY 20-21	PY2021 2022				
			JUL	AUG	SEP	OCT	YTD
Center Traffic	14th Street	12,363	1,599	1,707	1,748	1,116	6,170
	Lecanto	4,723	581	617	653	425	2,276
	Chiefland	2,863	315	300	325	200	1,140
	Talent Center	526	16	13	10	20	59
	*MCC 1	-	-	-	-	-	0
	*MCC 2	-	-	14	-	-	14
	Total	20,475	2,511	2,651	2,736	1,761	9,659
Online Traffic	Citrus	10,079	1,188	1,093	871	769	3,921
	Levy	2,593	440	294	268	211	1,213
	Marion	24,857	3,094	2,662	2,325	1,835	9,916
	Other	1,959	-	249	238	147	634
	Total	39,488	4,722	4,298	3,702	2,962	15,684

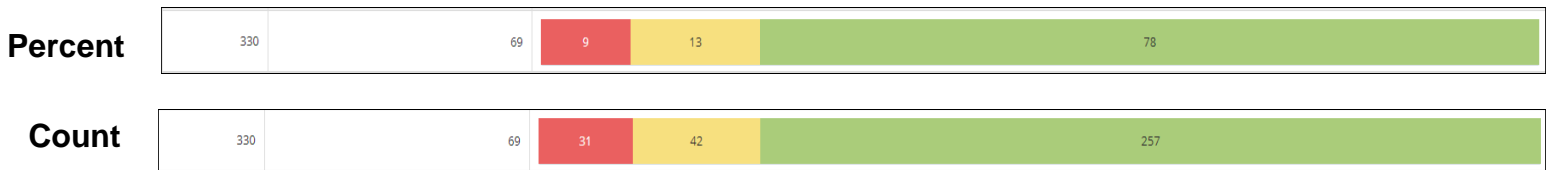


NET PROMOTER

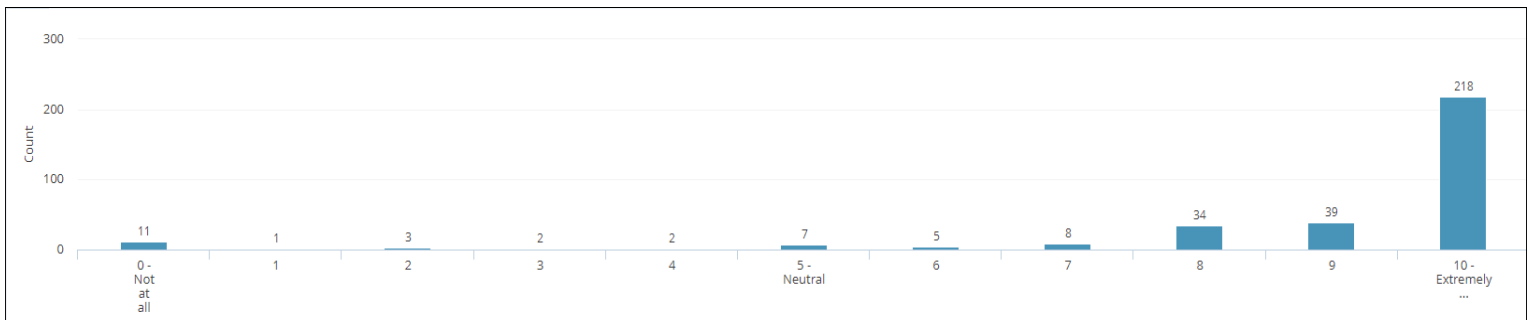
Transactional Net Promoter Cumulative Report - Jan 2021 to October 2021

Job Seeker Report	Region 10 Net Promoter Score 2021
Net Promoter Score–Area/Region	▶ +69

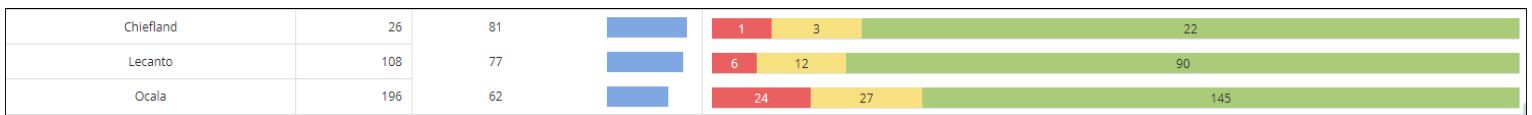
Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and 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).



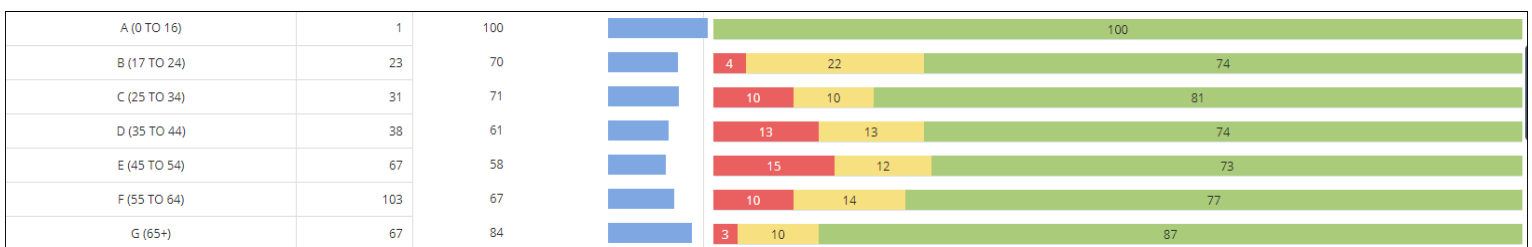
Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office – By Count



Transactional Net Promoter Age – By Percent

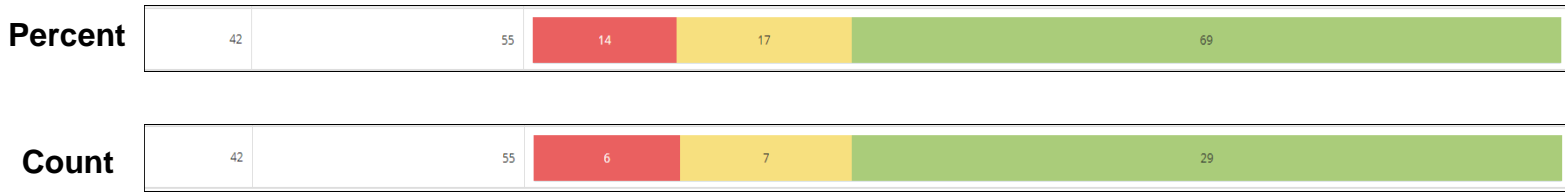


NET PROMOTER

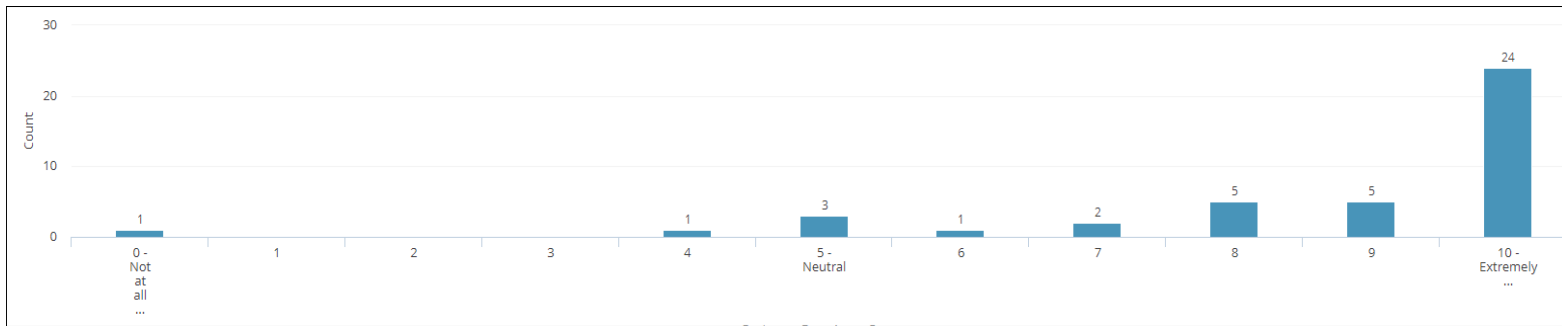
Business Net Promoter Cumulative Report - Jan 2021 to October 2021

Employer - Business Report	Region 10 Business Net Promoter Score
Net Promoter Score–Area/Region	▶ +55

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
Provided Job Fair Services	50	50 Detractors, 50 Promoters
Provided Job Order Follow-up	54	15 Detractors, 15 Passives, 69 Promoters
Provided Mass Recruitment Services	100	100 Promoters

90% of Detractors had a comment related to dissatisfaction with the **Quantity and Quality** of candidates

NET PROMOTER

Talent Center Cumulative Report Program Year 21 - 22

Job Candidate Report	Talent Center Net Promoter Score (Jan 21 to October 21)
Net Promoter Score	▶ +98

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

