



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

MINUTES

DATE: February 8, 2022
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
Cathy Galica, CSCLM

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

CALL TO ORDER

The meeting was called to order by Ted Knight, Chair, at 9:00 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Fred Morgan made a motion to approve the minutes from the August 10, 2021 and November 9, 2021 meeting. Brandon Whiteman 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:

- House Bill 1507 called for a review and realignment of the workforce system. Last November, DEO, CareerSource Florida, and region directors met to discuss. Throughout the month of January, DEO made inquiries to the regions regarding

upper management members' positions, pay, and length of service, as well as performance outcomes in Wagner Peyser, Dislocated Workers, and Adult Services for the last three years.

Region directors have agreed that a better understanding of the DEO's objectives in realigning will provide better insight for giving appropriate feedback and input from the regions. Region directors have been encouraged to reach out to their local elected officials.

The issue will be closely monitored, and updates will be provided to the Board.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. She noted that staff are working on resume assignments with five CF classes as well as the LPN class at MTC. Engagement with students and professors are increasing as more in-person activities occur on campus. Interactions with customers continue to trend as half virtual and half in-person. The new ATS system is working perfectly.

Event Report

Cory Weaver highlighted items from the Event Report, noting the top three hiring events so far have been with AutoZone, Amazon, and E-One. Events, job fairs, and expos all have improved attendance. She noted incorrect figures in the attendance summary at the top of the report. The report will be updated and attached to these minutes.

Workforce Intelligence

Performance Measures

Annual Comparison – Centers

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

- Workforce Intelligence: She noted the annual dip in traffic around the holidays. She noted expected trends in training, as training opportunities have decreased nationally and positive outcomes in the youth programs.
- Performance Measures: The report reflects increased activity since participation requirements have returned to being mandatory.
- Annual Center Comparisons:
 - Center traffic was up in all three centers.
 - Citrus and Marion have experienced decreases in placements but increases in average wages. Levy numbers have not been finalized yet.

Experiential Learning Contracts

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

YouthBuild Reports

Cory Weaver was happy to report that the fourth cohort is underway and successful outcomes in the first three cohorts.

Citrus Sign-On Bonus

Cory Weaver reviewed the report, noting one hire with a wage of \$11.56. This program is now closed and there will be no further reports.

Contract Reports

Cory Weaver reviewed the performance report for Citrus and Marion counties and the youth report.

- County Reports: Citrus County met their goal last quarter. Marion County's summary was recently received, but not in time for the release of the agenda packet. An updated report will be attached to these minutes. Marion County did not meet the second quarter goals. A 5% holdback will occur. These funds can be recouped if total goals are met by the end of the year.
- Youth Report: Eckerd met the second quarter goals.

Expo Report

Cory Weaver was happy to share that the 2022 Marion County Youth Expo was in person. She noted the attendance for students and partners. Based on the surveys received from students, she highlighted the prominent industries of interest.

Net Promoter

Steven Litzinger explained that he revised the report to better summarize scores, survey comments, and approaches to staff training. The attached report summarizes calendar year 2021 survey results. He provided specifics in detractor surveys. Noting no trending staff issues and a few opportunities for improvement in setting expectations with customers and communicating issues with RA issues with a more positive tone.

- Talent Center continues to have a high level of customer service satisfaction.
- Job Candidate and Business Services scores continue to trend positively.

He stated that the annual staff survey has been released and the survey report will be provided at the next meeting.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:48 a.m.

APPROVED:
