



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

MINUTES

DATE: November 8, 2022
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:00 a.m.

MEMBERS PRESENT

Al Jones
Arno Proctor
Brandon Whiteman
Fred Morgan
Jeff Chang, Chair

MEMBERS ABSENT

Deb Stanley
Ted Knight

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 Jeff Chang, Chair at 9:00 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Al Jones made a motion to approve the minutes from the August 9, 2022 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:

- Gray and Robinson (CLM's lobbyist firm) arranged a meeting with Katie Crofoot (Reach Act office) and Rusty Skinner, Dale French and Cory Weaver for introductions. The Gray and Robinson team shared a document with Ms. Crofoot that highlighted CLM's achievements and partnerships. On November 3, the State's

realignment consultant, Ernst and Young, held an in-person meeting. During that meeting, Katie Flury, with Gray and Robinson, discussed this document with Clint Fuhrman from Ernst and Young and it was sent to him for his review.

- There have been discussions with DEO Adrienne Johnston and past presidents of FWDA regarding monitoring. The State believes that there needs to be stricter reviews of the regions. The regions believe that monitoring reports need to be finalized in a timely manner so that identified issues do not carryover into the next program year. The committee will be updated when additional information is available.

Letter Grades

Cory Weaver was happy to report that the CLM region received an A- letter grade in the new grading system that was release by the State in October. There are a few areas for improvement, but overall, the region did very well. Cory Weaver reviewed the measures and their weight against the final score. There was discussion on the opportunities for the areas that could be improved. We are in the process of identifying areas where customers would receive quality supportive services, that would also improve scores on the grading system. Rusty Skinner added that the letter grades are a work in progress and there may be some adjustments to the system in the future.

Workforce Issues that are Important to Our Community

Jeff Chang stated that he appreciated any assistance CLM provided in connecting local manufacturing businesses with the CTE program and MRMA. Rusty Skinner also noted that there will be discussions with the CEP and the school district to further the school to work transition efforts.

PUBLIC COMMENT

None

ACTION ITEMS

Annual Subrecipient Monitoring

Dale French informed the committee that Eckerd Connects is the only subrecipient. He reviewed the report and noted that issues found were rectified. No findings were reported. Al Jones made a motion to approve the subrecipient monitoring report. Fred Morgan seconded the motion. Motion carried.

CCIR Monitoring

Dale French explained that annual monitoring is conducted by vocational rehabilitation for reimbursement through the CCIR program. This reimbursement makes up most of the unrestricted funds account. The monitoring report concluded there were no issues or findings. Al Jones made a motion to approve the CCIR monitoring report. Brandon Whiteman seconded the motion.

PROJECT UPDATES

Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. She explained that the Talent Center has seen a decrease in traffic and in placements. There has been an increase in student traffic and although they are not currently looking for jobs, we see

their interest as an investment for the future. Talent Center staff are working with realtors and mortgage company representatives to share referrals for individuals moving to a large home development coming to the Ocala area. One Talent Center employee will be retiring in December. That position will be filled by an internal candidate and the vacant position that will be then opened will be advertised in the new year.

Contract Reports

Cathy Galica reviewed the performance report for Citrus and Marion counties and the youth report. Overall, the partners did well on the report.

- County Reports:
 - Marion County continues to meet their goals.
 - Citrus County did not meet one of their goals but has time before the end of the year to make it up.
- Youth Report: The Eckerd reporting has not been released by the State. Once that data is available it will be presented to this committee.

Event Report

Cory Weaver highlighted items from the Event Report. She noted that 12 hiring events have already been conducted so far this program year and the hiring rate is at 50%. There are a few events scheduled in Levy and Citrus Counties in the coming months.

Workforce Intelligence

Performance Measures

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

- Workforce Intelligence: Center traffic is increasing, with many customers being job seekers.
- Cory Weaver stated that many CLM staff members volunteered to assist with the Flagler-Volusia with Hurricane Ian Relief Efforts. After assessing the needs of the affected communities, a team of 10 staff members assisted 224 individuals in the 4 weeks they were in there. Committee members expressed gratitude to staff members for volunteering and their hard work.
- Performance Measures: Our organization is doing well. We continue to steadily rank in the top 5 regions in the State in most areas.

Experiential Learning Contracts

Cory Weaver summarized each section of the report. Activity has picked up in October and November and that will be reflected in the report at the next meeting.

YouthBuild Reports

Cory Weaver reviewed the report and noted that Youth Build graduates received a combination of numerous certifications giving them a competitive edge when exiting the program. Invitations will be sent out for the wall raising for the upcoming cohort.

Net Promoter

Steven Litzinger reviewed the Net Promoter Surveys. Overall, we are providing

excellent customer service.

- There were 23 detractors, 7 of those detractors were not satisfied with the unemployment system and DEO.
- Chiefland did not have any detractors.
- Job Candidate continue to trend positively.
- Business Services scores decreased a bit. Many employers feel they are not receiving the quantity or quality candidates they are looking to hire.
- Talent Center continues to have a high level of customer service satisfaction.

MATTERS FROM THE FLOOR

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:54 a.m.

APPROVED:
