

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

### MARKETING AND OUTREACH COMMITTEE AGENDA

Wednesday, May 24, 2023 - 9:00 a.m.

Zoom Meeting: <a href="https://us02web.zoom.us/j/87099615684">https://us02web.zoom.us/j/87099615684</a>
Phone No: 1-646-558-8656 (EST) Meeting ID: 870 9961 5684

Call to Order

Roll Call

C. Flanagan

C. Schnettler

Approval of Minutes, February 22, 2023

Pages 2 - 6

C. Flanagan

C. Flanagan

**DISCUSSION ITEMS** 

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

**PUBLIC COMMENT** 

**ACTION ITEMS** 

Top Workplaces Pages 7 - 26 D. French

**PROJECT UPDATES** 

Marketing and Outreach Report Pages 27 - 40 L. Byrnes

MATTERS FROM THE FLOOR

ADJOURNMENT

2022 – 2023 MEETING SCHEDULE								
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing/ Outreach	Executive	Full Board			
Tuesday, 9:00 am	Wednesday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:00 am	Wednesday, 9:30 am	Wednesday, 11:30 am			
8/9/2022	8/10/2022	8/18/2022	8/17/2022	8/31/2022	9/7/2022	CF Levy		
11/8/2022	11/9/2022	11/17/2022	11/16/2022	11/30/2022	12/7/2022	CF Ocala		
2/7/2023	2/8/2023	2/16/2023	2/22/2023	3/1/2023	3/8/2023	CF Lecanto		
5/9/2023	5/10/2023	5/18/2023	5/24/2023	5/31/2023	6/7/2023	CF Ocala		

#### **OUR VISION STATEMENT**

To be known as the number one workforce resource in the state of Florida by providing constructive tools and professional supportive services that are reflected in the quality of our job candidates and meet the needs of the business community.

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### CAREERSOURCE CITRUS LEVY MARION Marketing and Outreach Committee

#### **MINUTES**

DATE: February 22, 2023

PLACE: College of Central Florida, Enterprise Center

TIME: 9:00 a.m.

MEMBERS PRESENT MEMBERS ABSENT

Carl Flanagan, Chair Kim Baxley

Darlene Goddard Kathy Judkins John Murphy

Theresa Flick

**OTHER ATTENDEES** 

Dale French, CSCLM Cira Schnettler, CSCLM

Cory Weaver, CSCLM Kim Grey, Eckerd

Laura Byrnes, CSCLM

#### **CALL TO ORDER**

The meeting was called to order by Carl Flanagan, Chair at 9:02 a.m.

#### **ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

#### APPROVAL OF MINUTES

Kathy Judkins made a motion to approve the minutes from the November 16, 2022, meeting. John Murphy seconded the motion. Motion carried.

#### **DISCUSSION ITEMS**

#### State Update

Dale French updated the committee on the following item:

Rusty Skinner had previously provided the CareerSource Florida board meeting
packet to all CLM board members. The packet contained three recommendations
from the State's consultant for realignment. The CareerSource Florida board is
expected to vote and approve the option that will have the least impact on the
workforce regions. This option will reduce the current 24 regions to 21 regions. Our
region will retain its current structure and will not be impacted.

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

Darlene Goddard requested ideas on locations large enough for OHRMA to host their monthly luncheons, as their current location will no longer be available. The committee offered local options.

There was no other discussion.

#### **Top Workplaces**

Dale French added the attached handout as a discussion item. He asked the committee members to provide feedback on CLM launching the Top Workplace initiative in the three-county region. Committee members expressed concern that this may conflict with existing initiatives already occurring in the community. Dale French said he will conduct more research. John Murphy said he will also reach out to another agency that has experience with the Top Workplace initiative for guidance. The committee members also discussed the benefits of the initiative to local businesses.

#### **PUBLIC COMMENT**

None

#### **ACTION ITEMS**

None

#### **PROJECT UPDATES**

#### Marketing and Outreach Report

Laura Byrnes presented a variety of projects that the communications team has been working on to include the promotions for the welding and CDL job fairs, YouthBuild, earned media, and upcoming projects. The committee talked about the 2023 Heart of HR conference. CLM is partnering with OHRMA to host. The committee also discussed board engagement on the CLM social media pages, specifically Facebook and LinkedIn.

#### MATTERS FROM THE FLOOR

None

#### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:56 a.m.

APPROVED:
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## Top Workplaces

Show the nation your company is an organization of choice



"There is a direct correlation between our Top Workplaces awards and employee recruitment and retention. People started reaching out when they heard we are a Top Workplace, and now we have a lot of candidates knocking on our door."

Julie Fry
Chief HR Officer,
Fairway Independent Mortgage Corporation

## What sets Top Workplaces apart from other employer recognition programs

- Top Workplaces is based solely on employee feedback there are no forms, essays, or judging processes.
- Participation is free for all Top Workplaces programs, including the 55+ regional programs as well as the national USA, Culture Excellence, and Industry awards.
- One 5-minute, research-backed employee engagement survey qualifies you for all Top Workplaces awards in the upcoming 12 months.
- Workplace Survey, the same proven survey used for Top Workplaces, measures employee engagement as well as 15 culture drivers.
- In addition to qualifying for employer recognition, Workplace Survey offers deeper culture insights, employee comments, and statements for important demographics such as DEI.
- We take confidentiality very seriously, and only the names of winning organizations are made public.

#### You're in good company with Top Workplaces













## National and regional recognition plus industry and culture excellence awards

The logos for national awards – including USA, Industry, and Culture Excellence – are available to Energage Employer Branding subscribers. There is no cost to participate in Top Workplaces or be published on the lists. The Top Workplaces regional recognition logos are available to all winning companies.

## **Top Workplaces National Awards: USA, Industry, and Culture Excellence**

- Minimum of 150 U.S. employees
- Publishes in January with national publicity year-round
- National news release issued to high-profile media outlets
- Company profile on topworkplaces.com
- Top Workplaces USA media kit, including award logos
- Virtual event invitation
- No cost to participate







Go here to see the full list Top Workplaces national awards and survey deadlines:

https://topworkplaces.com/awards-schedule/

#### **Top Workplaces Regional Awards**

- Minimum of 35, 50, or 100 employees, depending on the region
- 55+ major metro regions across the U.S.
- Company profile on topworkplaces.com and regional media partner pages
- Top Workplaces regional media kit, including award logos
- Event invitation, where available
- No cost to participate

Regional awards in partnership with 55+ media outlets across the U.S.













See the full list Top Workplaces regional awards, including survey dates, publication windows, and other requirements:

https://topworkplaces.com/regional-program-information/

#### One employee engagement survey, year-round recognition

Top Workplaces employer recognition is based solely on employee feedback captured with the Workplace Survey. This research-backed employee engagement survey qualifies your organization for all eligible awards within the upcoming 12 months, from regional and national recognition to Industry and Culture Excellence awards.

"Being named a Top Workplace has been incredibly valuable to our organization from a recruitment perspective, but we quickly discovered the added benefit of going one step further, digging into the employee feedback, and taking action where we can to improve the employee experience and strengthen retention."

Megan Koontz VP of HR, Fusion Alliance

"In addition to regional coverage we get when we win a Top Workplaces award, reporters have reached out because they see this and view us as a trusted source. That kind of earned media is fantastic and is a point of pride for current and prospective employees."

Kevin Wilson
Director of Community Engagement, Dominion Payroll



#### RECORD OF ACTION/APPROVAL

#### Marketing Committee Wednesday, May 24, 2023

#### TOPIC/ISSUE:

Top Workplaces Project

#### **BACKGROUND:**

Top Workplaces is a free employer-recognition program designed to help bolster businesses' efforts to recruit and retain the right talent.

Based solely on employee feedback, captured by a research-backed employee engagement survey, the program helps organizations measure, shape, and showcase their culture to build a sustainable competitive edge. In addition to helping businesses get noticed and strengthen employer brand, Top Workplaces provides participating organizations with deeper culture insights, employee comments, and statements for important demographics such as DEI.

Directed by the Outreach Committee to explore the viability of Top Workplaces for the CLM region, staff met with the team from Energage (Top Workplaces) and representatives from the Ocala Human Resources Management Association, OHRMA, which is a chapter of the Society of Human Resource Managers (SHRM). A research study funded by the SHRM Foundation shows award-winning organizations excel at recruitment and retention.

#### **POINTS OF CONSIDERATION:**

- Participating organizations in our region need 35 or more employees.
- It was determined that Top Workplaces does not conflict with the "Best of" and "Readers' Choice" recognition programs conducted by area media that have members of the community/customers vote for their favorite businesses in a variety of categories. Those programs typically serve as a revenue-generating source for the outlet by charging businesses to get on the ballot and/or for promotional ads.
- Top Workplaces partners with media in major metropolitan areas in Florida its Orlando,
   Jacksonville, Miami, Tampa, and Sarasota to promote the program, host awards events, and
   provide additional advertising and coverage. Depending on the outlet, it can be used as a revenue
   source, such as by charging a license fee for the awards badge which Top Workplaces provides
   for free. Because the CLM Market Service Area is not considered a major metro we are exploring
   whether CareerSource CLM could serve as Top Workplaces convener.

- OHRMA representatives expressed interest in the program and have been provided with more information. Next step is setting up a meeting with Energage to meet with their board and/or membership.
- The process is confidential; only those businesses named as Top Workplaces will be identified. However, insights are available to all participating organizations regardless of whether they are named a Top Workplace.
- While each participating organization receives workplace cultural benchmarks at no charge, businesses have the option to obtain further fee-based products/guidance from Energage.

#### **STAFF RECOMMENDATIONS:**

Direct staff to pursue partnership with Energage to bring Top Workplaces to the region as a strategy to further assist businesses find, hire, and retain employees. In addition to outreach, the program could include, but is not limited to, recognition events showcasing the area's Top Workplaces.

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COMMITTEE ACTION:	

#### **BOARD ACTION:**



## WORK Top Workplaces

## OVERVIEW



## What is the Top Workplaces program?

**Top Workplaces** offers a win-win-win for all involved stakeholders:

- New revenue streams, compelling content and an overall boost your brand and/or membership.
- As your research partner, we help identify companies that have a winning culture, as determined by those who know it best – the employees.

"The most successful companies

are the ones employees believe in."





## Our current partners





## What's in it for our Partners?

### Advertising/Event Revenue and Research

- Generate advertising revenue through the publication of the list of companies that qualify as Top Workplaces
- Give companies an opportunity to celebrate at an event, which can be another revenue producer
- Publish unique research on issues of organizational culture and leadership.
- Licensing of the Logo to winning companies.

#### Requirements:

- Both our partner & Energage will participate in outbound marketing to attract participants.
- Energage requires an active list of key contacts to invite to participate



## The process.



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It's simple! **Energage** recruits participating companies, administers the survey, and creates the list of top-ranking businesses.

The partner promotes the program to generate additional leads, sell ads in a publication that features the list of **Top Workplaces**, and host a celebratory event.



## Sample Timeline

### Energage: What we do

- Recruit companies to participate

- Analyze results and generate the list of businesses that meet our standards for Top Workplaces.
- Aug 2023 → Provide to the Partner a complete and final list of Top Workplaces.

you reach your goals.





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## Sample Timeline

### Partner: What you do

Jun-Aug 2023

Create a launch article, begin promotions.

Promote the program to generate nomination leads.

Write editorial content for publication.

Sell advertising space to support the publication.

Sep – Oct 2023  $\dashv$ 

Publish the content in print and online.

Host a celebration event!



## What is Energage?

We're on a mission to make the world a better place to work together. Founded in 2006, Energage is a leading culture technology and workplace improvement research company. In 2022, we surveyed more than 2 million employees at more than 7,000 organizations that participated in Top Workplaces campaigns.



**Energage** is a founding B Corporation member, a coalition of organizations that are leading a global movement to redefine success in business by offering a positive vision of a better way to do business.





## Workplace Survey

Issue a single, five-minute employee engagement survey to gain valuable feedback and qualify for Top Workplaces regional and national employer recognition as well as industry and culture excellence awards.

#### Reduce survey fatigue.

Workplace Survey is the only employee engagement survey that offers analytics, employer branding, and regional, national, industry, and culture excellence recognition from one survey.

#### Engage and retain your employees.

"I work for a Top Workplace!" Employer recognition awards can boost retention by being a source of pride for employees working at a Top Workplace.

## Benefit from the industry's most robust benchmarking capabilities.

Because Workplace Survey is used by thousands of companies seeking Top Workplaces recognition, the Energage Platform is able to draw on the industry's richest data set from which to apply the most accurate comparative analytics to deliver unmatched culture analysis.

#### Survey with greater confidence.

Bring instant credibility to your annual employee survey with the Energage 24-statement survey, comprised of research-based statements, continuously tested and updated by in-house survey experts and data analysts.

#### Foster a diverse, equitable, and inclusive environment.

Brand new updates to Workplace Survey help organizations navigate the new world of work by measuring how important demographics view the culture at your organization.



Workplace Survey measures 15 Culture Drivers common across all Top Workplaces, as well as what we call The Basics, The Leader, and Engagement.

Each Workplace Survey statement is measured using a seven-point Likert scale, from "Strongly Disagree" to "Neutral" and "Strongly Agree." Demographic questions are included to measure responses from different groups.

#### **Culture Drivers**

#### Direction

I believe [this company] is going in the right direction.

#### **Values**

[This company] operates by strong values.

#### Cooperation

There is good inter-departmental cooperation at [this company].

#### Meetings

Meetings at [this company] make good use of my time.

#### **Appreciation**

I feel genuinely appreciated at [this company].

#### Meaningfulness

My job makes me feel like I am part of something meaningful.

#### Clued-In Employees

I feel well-informed about important decisions at [this company].

#### Clued-In Leaders

[Senior managers] understand what is really happening at [this company].

#### Concerns

My [manager] cares about my concerns.



### Culture Drivers (continued)

#### Development

My [manager] helps me learn and grow.

#### **Potential**

[This company] enables me to work at my full potential.

#### Execution

At [this company], we do things efficiently and well.

#### **Open-Mindedness**

[This company] encourages different points of view.

#### Innovation

New ideas are encouraged at [this company].

#### Inclusion

I feel included at [this company].

#### The Basics

My pay is fair for the work I do.

I get the formal training I want for my career.

I have the flexibility I need to balance my work and personal life.

My benefits package is poor compared to others in this industry.

This job has failed to meet the expectations I had when I started.



#### Engagement

[This company] motivates me to give my very best at work.

I have considered searching for a better job in the past month.

I would highly recommend working at [this company] to others.

#### The Leader

I have confidence in the leader of [this company].

#### Demographic Questions

How long have you worked at [this company]?

- Less than 6 months
- 6 to 12 months
- 1 to 3 years
- 3 to 5 years
- 5 to 10 years
- 10 to 15 years
- More than 15 years

## Trusted Employee Engagement Survey

23M employee voices

70K companies surveyed

15 years as the engine powering 55+ Top Workplaces regional programs

Confidentiality promise

Which best describes your connection to this company?

- Part-time Employee
- Full-time Employee
- Contractor/Temp/1099



Which of the following best describes your position?

- Team member
- Manager
- Senior Manager

What is your annual income from [this company]?

- Less than \$30,000
- · \$30,000 \$50,000
- · \$50,000 \$100,000
- More than \$100,000

What is the 3-digit area code for the local phone number at your primary work location?

Which of the following describes your current remote/work-from-home situation:

- Fully Remote
- Mostly Remote
- Mostly Onsite
- Fully Onsite



#### **DEI Demographic Questions**

Updates to the Workplace Survey help organizations navigate the new world of work by measuring the perception of your culture across **key demographics**.

Diversity, equity, and inclusion are important to Energage and many organizations we work with, so three of our DEI demographics are on by default. However, these can be disabled. Answers to these questions are **not** included in standard results, but an expert-crafted deep-dive can be purchased via your Account Manager.

What is your gender identity?

- Male
- Female
- Non-binary
- Other gender (optionally specify)

Which comes closest to describing your race/ethnicity?

- American Indian, Native American, or Alaska Native
- Asian
- Black or African American
- Hispanic or Latina/o/x
- Middle Eastern or North African
- Native Hawaiian or Other Pacific Islander
- Two or more races/ethnicities
- White
- Other race/ethnicity (optionally specify)

What is your sexual orientation?

- Heterosexual/straight
- Lesbian or gay
- Bisexual
- Other sexual orientation (optionally specify)



#### What is your age?

- Less than 25 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65 or older

#### Conditional Comments

We also ask each employee four comment questions about the responses that showed the most passion or stood out from the rest of the company.

#### **Values**

Share an example of [this company] operating by strong values.

In what ways are we not operating by strong values at [company name]?

#### Interdepartmental Cooperation

Which departments at [this company] cooperate together best?

Which departments need to cooperate better with other departments at [this company]?

#### Direction

What do you like about the direction [this company] is going?

What are your concerns about the direction [this company] is going?

#### Meetings

What do you like about meetings at [this company]?

What do you dislike about meetings at [this company]?

#### Appreciation

What makes you feel appreciated at [this company]?

What gets in the way of you feeling genuinely appreciated at [this company]?

#### Meaningfulness

What do you find most meaningful about working at [this company]?

What's getting in the way of your job feeling more meaningful?



#### Clued-In Employees

What do you most value being well-informed about at [this company]?

What would you like to be more informed about at [this company]?

#### Clued-In Leaders

What do [senior managers] do to show they know what's really going on?

What is happening at [this company] that [senior managers do not] understand?

#### Potential

How does [this company] empower you to use your full potential?

What gets in the way of you using your full potential at [this company]?

#### Development

How does your [manager] help you learn and grow?

How could your [manager] better support your learning and growth?

#### Concerns

How does your [manager] show they care about your concerns?

What would make you more likely to share concerns with your [manager]?

#### Inclusion

What helps you feel included at [this company]?

How could we help you feel more included at [this company]?

#### Execution

What does [this company] do efficiently and well?

What does [this company] do inefficiently or poorly?

#### Open-Mindedness

How are different points of view encouraged at [this company]?

Why might someone hesitate to share a different point of view at [this company]?

#### Innovation

How are new ideas encouraged at [this company]?

What gets in the way of new ideas at [this company]?



#### Expectations

What makes this job better than you expected when you started? How has this job not met your expectations?

#### Work/Life

How does [this company] help you balance work and life?
What improvements to work/life flexibility would you value most?

#### **Formal Training**

What formal training have you found most valuable? What kind of formal training would you value most?

#### **Benefits**

What aspects of your benefits package do you find most valuable? What change in your benefits package would be most valuable to you?

#### Leader

What about the [leader] of [this company] inspires your confidence? What could the [leader] of [this company] do to gain your full confidence?

#### Additional Questions

#### 3-Word Culture

#### What three words best describe the culture at [this company]?

Combining our patent-pending, text-processing technology with expert interpretation helps you to better understand your culture, the impact it has on employee engagement, and whether or not it's the culture your organization needs to accomplish its goals.

#### **Productivity**

What about [this company] is motivating to you?
What gets in the way of you feeling motivated at [this company]?

#### Recruiting

Why would you recommend working at [this company]?
What makes you hesitate to recommend working at [this company]

#### Retention

Why would you recommend working at [this company]?
What makes you hesitate to recommend working at [this company

## Energage delivers analysis on what's helping and hurting your organization so you can:



Increase engagement



Reduce turnover



Improve performance

Start the conversation with the industry's most credible employee engagement survey.

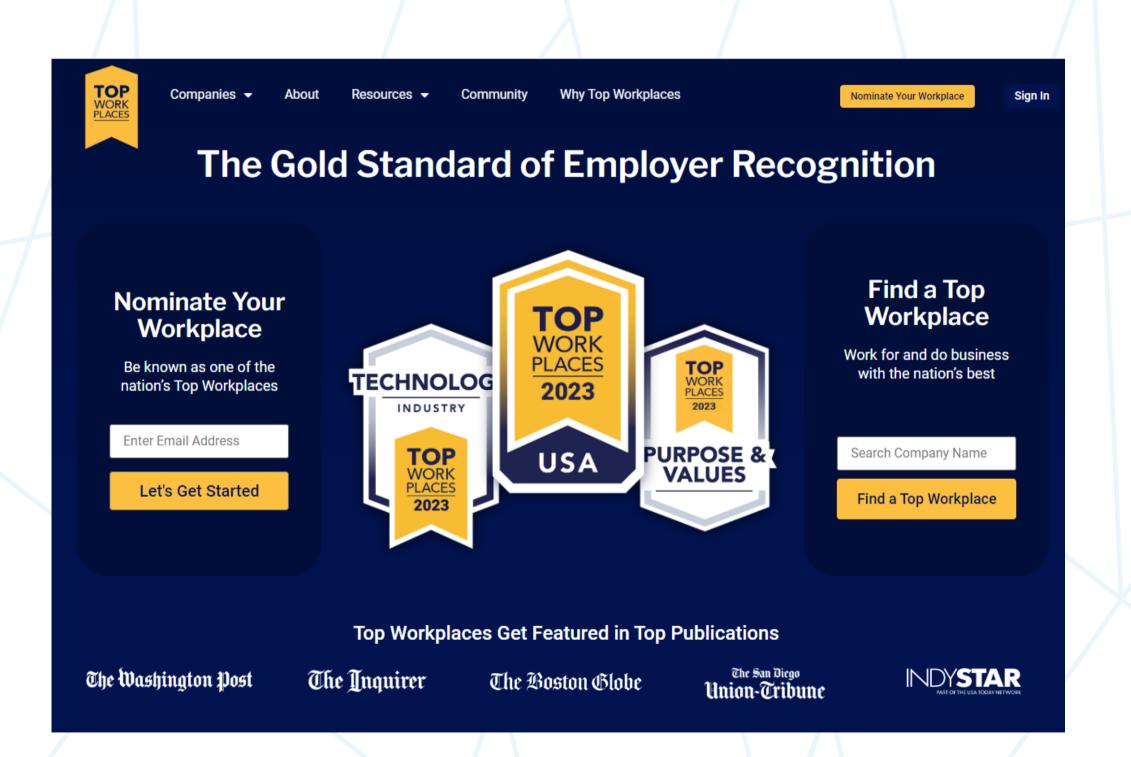
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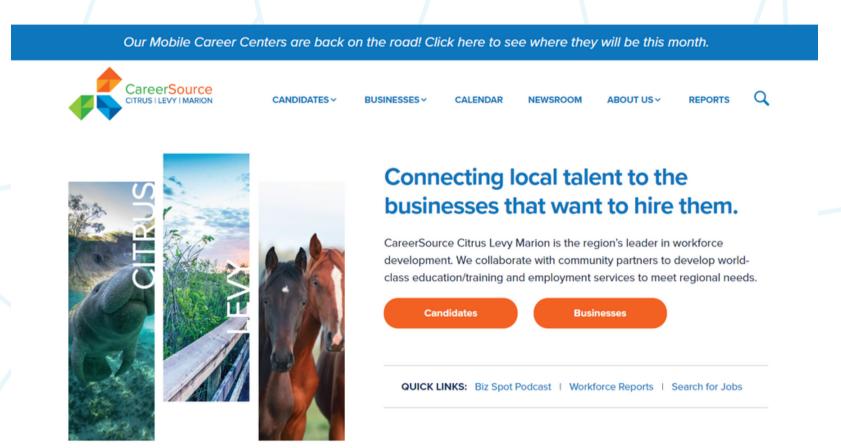


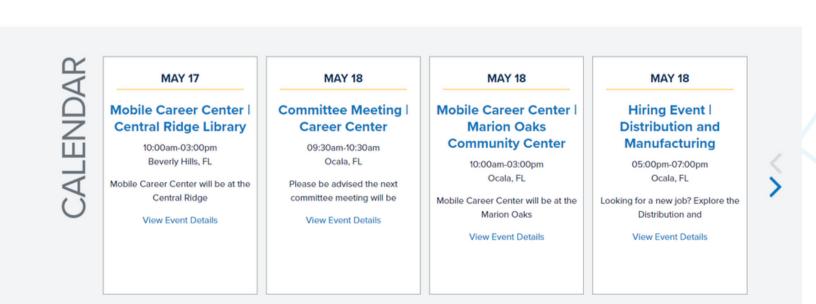
## TOP WORKPLACES

- Current employees rate their employers to receive top award
- No charge to participate
- Receive key insights
- OHRMA interested
- Opportunity for award's coverage and media sponsors
- Need board approval to continue with next steps



## WEBSITE AUDIT AND ISSUES





- Current PHP is at max update (PHP is a type of computer language to develop websites and applications)
- This serves as a major security risk as new updates cannot currently be applied
- WordFence upgraded
- Multifactor authentication turned on to help cushion security risk but needs stronger solution in near future
- Website last updated in the 2016 2017 fiscal year
- Audited all CareerSource Florida regions' websites for top features andbest practices

## MEGA JOB FAIR











## 2023 HEART OF HR CONFERENCE















## MARION COUNTY YOUTH JOB FAIR







## LEVY COUNTY YOUTH JOB FAIR









# PHOENIX RISING YOUTHBUILD

Wall Raising - April 11, 2023











## CELEBRATING NEW HIRES!

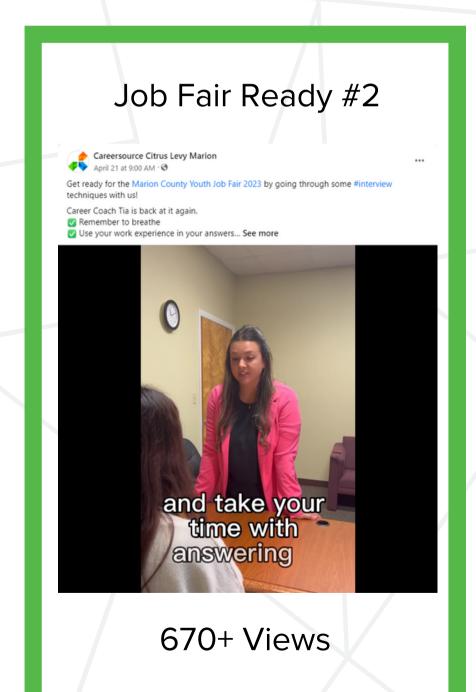


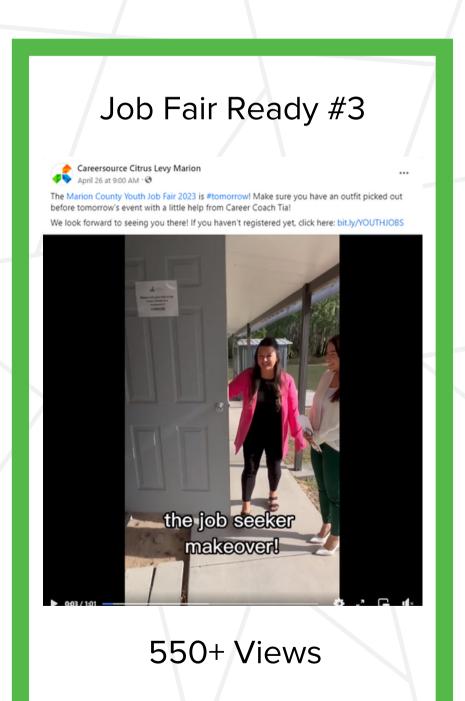




## SHORT FORM VIDEOS







## LIVE BUSINESS SHOWCASE









TrueCore Behavioral Solutions

### April 5

World Equestrian Center and Marion County Public Schools

### April 19

Chick-fil-a Ocala

### May

Crystal River Health and Rehabilitation Center











## EARNED MEDIA



#### Florida's unemployment numbers for January



#### Ocala CEP highlights Heart of HR conference







#### Citrus' 3.8% jobless rate unchanged in March

The front door,

### Raking together for a cause



threshold of welcome and perilous border

**Looking for work? Marion County Public Schools seeks to** fill these roles



## awaits



## Riverland News

Job rate holds steady in region

LOCAL

## School's almost out – time to find a job

Libraries making content app

CareerSource Citrus
Losy Matton all hosts
Youth Job Fair May 4

By MERRIL BRITS
Crime County should be completed to the contribution of the interpretation of the contribution of the cont

## Ocala-News



#### CLM RELEASES CALENDAR OF JOB RECRUITING EVENTS

gazette

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## PAST/ONGOING PROJECTS



### **2023 HEART OF HR CONFERENCE**

200 tickets sold (including sponsors)

Overall experience received 4.8/5 in survey
Facebook Ads CTR: 1.07%

LinkedIn Ads CTR: 1.24%



### **SPEECHCRAFT SESSION 2**

Toastmasters Internationals accelerated programs have started



### **SPEAKER'S KIT UPDATE**

PowerPoints and collateral being updated for staff use as well as speaker's bureau



## TRI-COUNTY JOB AND RESOURCE FAIR

In partnership with the College of Central Florida and Tri-County Resource Center on **July 20** 



### **JOB SEEKER NEWSLETTER**

1,260 subscribers (organically cultivated) Avg. 27% Open Rate Avg. 3.8% Clicks in Email



### WEBSITE AUDIT/ UPDATE

Will continue to look at various solutions to better provide online security and user experience.



### STATEWIDE BUSINESS SERVICES

"Your Next Hire is Here" campaign was launched by CareerSource Florida to reengage businesses that have used services in the past.



### **CO-OP PLAN: CRISIS COMMUNICATIONS**

Part of the Continuity of Operations plan's committee to advise, edit, and create plan.

