



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

**MINUTES**

DATE: August 15, 2023  
PLACE: College of Central Florida, Enterprise Center  
3003 SW College Road, Ocala, FL 34474  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Al Jones  
Brandon Whiteman  
Fred Morgan  
Jeff Chang, Chair  
Larry White  
Theresa Flick

**MEMBERS ABSENT**

**OTHER ATTENDEES**

Dale French, CSCLM  
Cory Weaver, CSCLM  
Cathy Galica, CSCLM  
Steven Litzinger, CSCLM

Cira Schnettler, CSCLM

**CALL TO ORDER**

The meeting was called to order by Jeff Chang, Chair at 9:02 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 May 9, 2023, meeting.  
Theresa Flick seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Updates**

Dale French updated the committee on the following items:

- CareerSource Florida, Ernst and Young, and the Department of Commerce are working with the local areas to create larger regional planning areas as phase 3 of the realignment process.
- There will be three components to regional planning: the design phase, sustain

mode, and final launch in June 2024.

- We are working with InsyAnalytics to assist us as we navigate and develop our local regional plan. There will be a presentation at the upcoming board meeting on September 27.
- InsyAnalytics representatives will also be making a targeted presentation for Citrus County at a Chamber luncheon on September 28.

### Workforce Issues that are Important to Our Community

The committee members did not have any issues to discuss.

### **PUBLIC COMMENT**

None

### **ACTION ITEMS**

#### Independent Monitoring Contract

Cathy Galica reviewed the terms of the contract. Jeff Chang asked if the annual cost of the contract would be renewed year over year or could it change. Dale French explained that the contractor could renegotiate the fee with a 30-day notice before annual renewal, but we don't anticipate that happening. Al Jones made a motion to accept the independent monitoring contract. Brandon Whiteman seconded the motion. Motion carried.

### **PROJECT UPDATES**

#### Talent Center

Cory Weaver reviewed the quarterly Talent Center report. She explained that the Talent Center has seen consistent traffic patterns for professionals and the annual dip in traffic from students due to summer vacation. There has been an increase in teacher requests for resume review and assistance for their students. Students are providing positive feedback from the assistance that the Talent Center is providing. Students are noticing their targeted resumes are getting improved results in the job market.

#### 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 met their fourth quarter goals. They have met 80% of the annual goal.
- Youth Report: The Eckerd report 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 forty-seven hiring events have occurred in this program year, with a 37% hire rate. We have had an increase in partner job fairs and are having high levels of participation. Amazon and E-One have had the most participation. The Citrus County job fair will be August 31 and the Marion County job fair will be September 27.

## Performance Measures

### Career Center Reports

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

- Performance Measures: Our organization is consistently doing well, and we rank in the top ten or top five performers in the State. We are taking a holistic approach to engage these populations and based on the data this approach has been quite successful.
- Center Reports: These reports reflect the comparisons from the 2021-2022 and 2022-2023 program year. Traffic is down overall in all centers. There has been an increase in the number of Veterans served. Our Veteran team has been doing a great job at increasing outreach to this population.

## Letter Grades

Cory Weaver was happy to report that our region received an A minus. She reviewed the seven measures and extra credit scores. The State as a whole is doing very well.

## Program Participant Data Summary

Cory Weaver reviewed general details on the report.

## Net Promoter

Steven Litzinger reviewed the Net Promoter Survey Results. Overall, we are providing excellent customer service.

- Job seeker satisfaction continues to be extremely high.
- Business Services scores decreased a bit. Employers have continued dissatisfaction with the quantity and quality of candidates. Jeff Chang asked what processes were taken to follow up with the businesses to improve the quantity in survey responses. Dale French and Steven Litzinger explained that they will be working with the business services manager on approaches that the business services team can take to increase responses.
- Talent Center continues to have a prominent level of customer service satisfaction.

Steven Litzinger explained that the survey comments are available upon request. The comments really present a more detailed picture of the high level of customer service the staff provide.

## **MATTERS FROM THE FLOOR**

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:37 a.m.

## **APPROVED:**

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