



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

CAREER CENTER COMMITTEE AGENDA

Thursday, August 24, 2023 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84915952459>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 849 1595 2459

Call to Order
 Roll Call
 Approval of Minutes, May 18, 2023
 Pages 2 - 4
 C. Harris
 C. Schnettler
 C. Harris

DISCUSSION ITEMS

State Update
 Workforce Issues that are Important to Our Community
 Administrative Offices Move
 R. Skinner
 R. Skinner
 D. French

PUBLIC COMMENT

ACTION ITEMS

PROJECT UPDATES

Talent Center
 Event Report
 SkillUp - Metrix Online Learning
 Net Promoter
 Center Traffic
 Page 5
 Page 6
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 Pages 8 - 10
 Page 11
 A. Abrams
 C. Weaver
 C. Weaver
 S. Litzinger
 L. Trowbridge

MATTERS FROM THE FLOOR

ADJOURNMENT

2023 – 2024 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	
8/15/2023	8/16/2023	8/24/2023	8/30/2023	9/13/2023	9/27/2023	CF Levy
11/7/2023	11/8/2023	11/16/2023	11/15/2023	12/6/2023	12/13/2023	CF Ocala
2/6/2024	2/7/2024	2/15/2024	2/21/2024	2/28/2024	3/20/2024	CF Lecanto
5/7/2024	5/8/2024	5/16/2024	5/22/2024	5/29/2024	6/5/2024	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.



**CAREERSOURCE CITRUS LEVY MARION
Career Center Committee**

MINUTES

DATE: May 18, 2023
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:30 a.m.

MEMBERS PRESENT

Charles Harris
David Benthusen
Jorge Martinez
Judy Houlios
Lanny Mathis
Pat Reddish

MEMBERS ABSENT

Angie White
Equilla Wheeler

OTHER ATTENDEES

Rusty Skinner, CSCLM
Cory Weaver, CSCLM
Cathy Galica, CSCLM
Steven Litzinger, CSCLM

Larry Trowbridge, CSCLM
Andrea Abrams, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:31 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Lanny Mathis made a motion to approve the minutes from the February 16, 2023, meeting. Jorge Martinez seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

Rusty Skinner updated the committee on the following items:

- CareerSource Florida is taking a more operational and policy driven stance than before. We are learning how to navigate the relationship between DEO, CareerSource Florida, and the regions.

- There will be a meeting on May 24 with DEO, CareerSource Florida, the State's consultant Ernst and Young and the regional directors to discuss the next steps in the realignment process, system improvements, as well as regional planning. We will be discussing regional planning at the upcoming Executive meeting and putting together an analysis of how we can interact with other regions within the areas of targeted sectors and economic development.
- House Bill 7051 and Senate Bill 240 have all passed and if signed by the governor would make the following requirements:
 - The Bills repeal the requirement of a 10% hold back on contracts, this greatly improves challenges educational partners face in managing their programs.
 - An Education Consortium must be established in all regions. The executive committee will be briefed on how this will develop and how we will comply with the law. We are awaiting interpretation of this Bill by educational partners, CareerSource Florida, and DEO.
 - DEO will now be called the Department of Commerce. Enterprise Florida will be merged with the Department of Commerce

Workforce Issues that are Important to Our Community

This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

Provider Approvals

Larry Trowbridge requested approval for adding the nursing program provided by Galen College of Nursing and fiber optics training programs provided by the College of Central Florida to the area targeted occupations list. Lanny Mathis made a motion to approve the nursing and fiber optics training programs. Jorge Martinez seconded the motion. Motion carried.

One Stop Operator Contract Approval

Cathy Galica requested approval of the sole source selection of Southern Indiana Works to provide One Stop Operator duties. Jorge Martinez made a motion to approve the contract with Southern Indiana Works as One Stop Operator. Lanny Mathis seconded the motion. Motion carried.

Broadband Grant

Cory Weaver requested approval to proceed with grant development with CSCLM as the lead agency for the grant. Jorge Martinez made a motion to approve proceeding with grant development. Lanny Mathis seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. She explained that the Talent Center has seen a decrease in traffic. There has been an increase in student engagement and workshops. The Talent Center has facilitated twenty-two workshops year to date and served 382 participants, of which 217 submitted resumes.

Event Report

Cory Weaver highlighted items from the Event Report. She noted thirty-two hiring events have occurred in this program year, with a 42% hire rate. We have had an increase in partner job fairs and are having high levels of participation.

YouthBuild

Cory Weaver reviewed the report and noted that there are fourteen enrollees surpassing the requirement of twelve. The second cohort already has nine enrollments. Eleven participants have received their high school diploma.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Enrollments have been consistent. The Metrix program has been undergoing some changes to make the site more user-friendly.

Apprenticeships

Cory Weaver provided status updates on the two apprenticeship programs. CF will be implementing a new engineering program that will focus on 3 occupations: CNC, Additive Manufacturing, and Industrial Maintenance.

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.
- 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.

Center Traffic

Larry Trowbridge reviewed the report.

- Traffic has been slightly up this quarter across all centers. The mobile unit is back on the road with a new staff member. Increased activity will be reflected in the next report.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:08 a.m.

APPROVED:

TRAFFIC COUNT

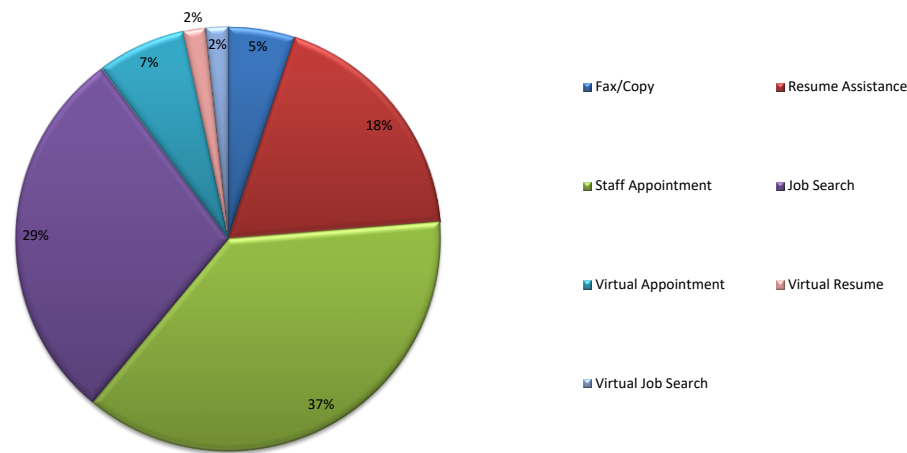
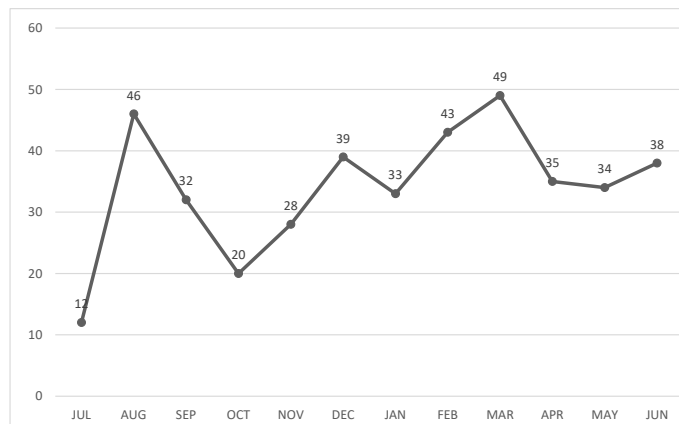
	PY 22												YTD
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
REFERRALS	2	2	3	2	3	1	2	2	2	2	2	5	28
PLACEMENTS	2	4	2	1	2	2	0	2	1	3	1	3	23
INTERNSHIPS	0	0	0	0	0	0	0	0	0	0	0	0	0
OJT/WEX/CBT	0	0	0	0	0	0	0	0	0	0	0	0	0
TRAFFIC*	12	46	32	20	28	39	33	43	49	35	34	38	409

INITIAL APPOINTMENT COUNT

	PY 22												YTD
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
PROFESSIONAL	4	9	6	8	9	6	8	9	11	13	4	13	100
VIRTUAL PROFESSIONAL	1	4	2	3	4	3	5	1	3	2	2	3	33
STUDENT	4	10	11	6	9	4	9	7	6	4	8	9	87
VIRTUAL STUDENT	0	1	0	0	0	0	2	1	1	1	1	1	8
TOTAL	9	24	19	17	22	13	24	18	21	20	15	26	228

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by in office and virtual services provided, and traffic count will be updated once data is available.

PY 22 - 23 Individual Events

Total Events: 47
Attendees: 799
Reported Hires: 297

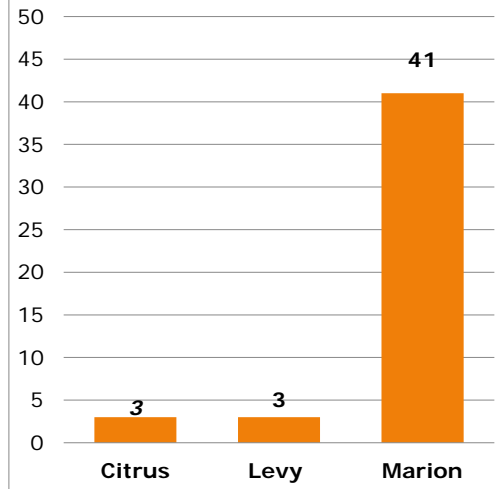
PY 22 - 23 Job Fairs

Attendees: 481
Businesses: 121

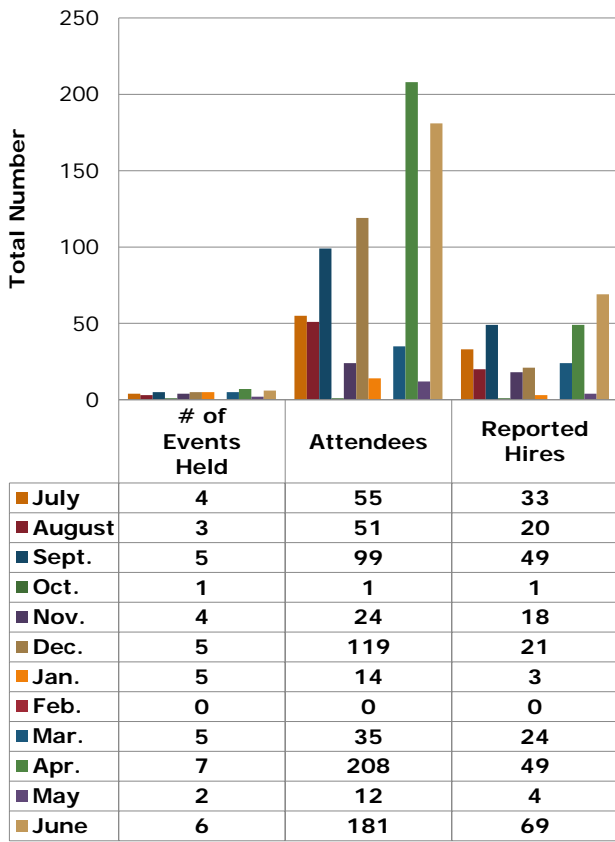
PY 22-23 Partner Job Fairs

Attendees: 252
Businesses: 43

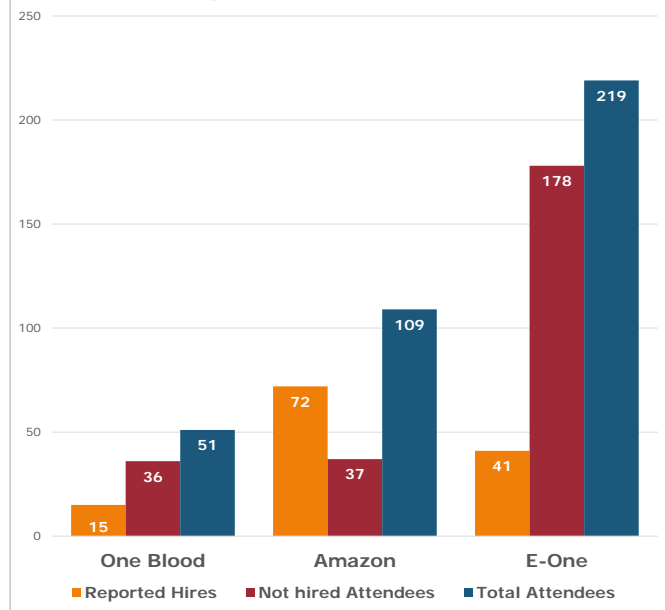
Hiring Events by County PY 22-23



Individual Hiring Events



Top 3 Hiring Events Program Year 2022-2023



Other Recruitment Events 04/2023-06/2023

Event Date	Event Name	Event Location	County
4/10 -4/12	World Equestrian Center	World Equestrian Center	Marion
5/31/2023	Crystal River Health and Rehabilitation	Lecanto Office	Citrus
06/13-06/15	Aerotek	14th Street Office	Marion
6			



SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 2022-2023												Total	
			Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23		
Citrus	86	32	2	4	2	1	1	1	1	1	3	6	0	0	3	142
Citrus - CF	30	7	1	1	0	1	0	1	1	0	3	3	1	0	2	48
Levy	22	6	0	1	0	0	2	0	1	1	0	1	1	0	35	
Levy - CF	16	3	0	0	0	0	0	0	0	0	0	1	0	0	23	
Marion	140	53	5	3	4	3	1	5	1	6	5	4	12	6	248	
Marion - CF	100	24	3	8	2	3	0	2	0	2	2	7	3	5	161	
TOTAL	394	125	11	17	8	8	4	9	4	12	17	13	16	19	657	

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Entry Level Pathway - General
4. Information Technology
5. Personal Care/Human Services

Popular Courses

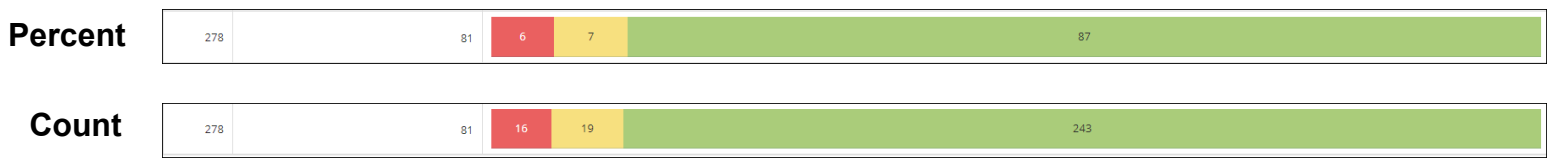
1. The Art and Science of Communication
2. Using Business Etiquette to Increase Your Professionalism
 3. Be a Better Listener
4. Becoming More Professional through Business Etiquette
 5. Abbreviating, Capitalizing, and Using Numbers
 6. Writing Effective E-mails and Instant Messages
 7. Being an Effective Team Member
 8. Getting the Details Right: Spelling Basics
9. Time Management: Quit Making Excuses and Make Time Instead
 10. Using Punctuation Marks
 11. Establishing Self-confidence for Life
 12. Time Management: Ready, Set, FOCUS!
 13. Using the Parts of Speech
14. Basic Business Math: Averages and Equations
15. Getting Started with QuickBooks Pro 2017

NET PROMOTER

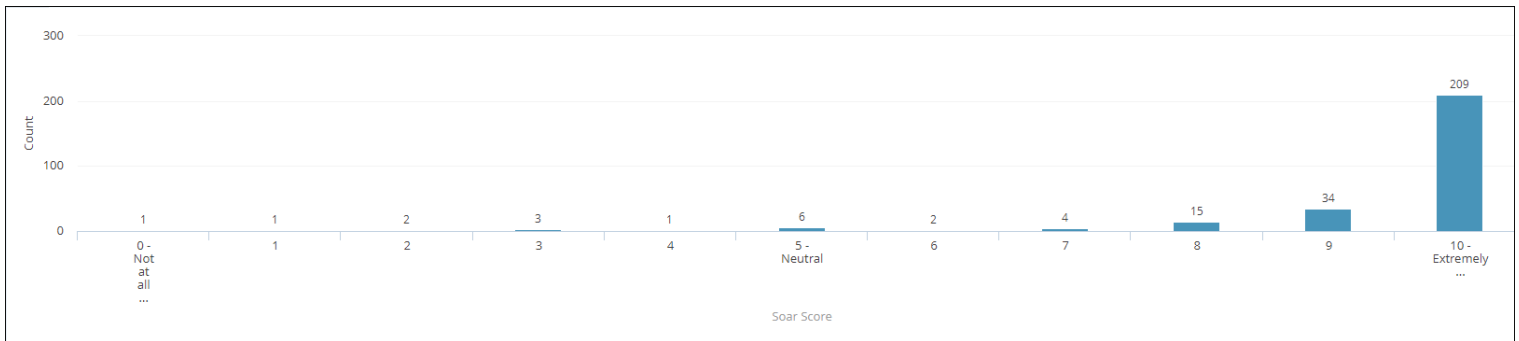
Transactional Net Promoter Cumulative Report - Jan 2023 to July 2023

Candidate Report	Region 10 Net Promoter Score 2023
Net Promoter Score–Area/Region	▶ +81

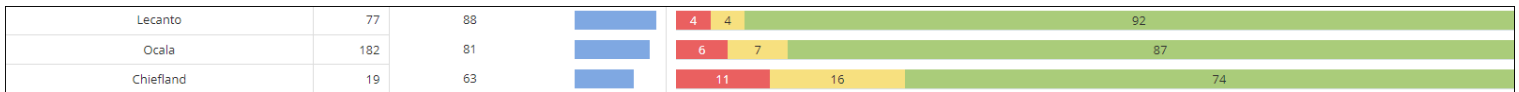
Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and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



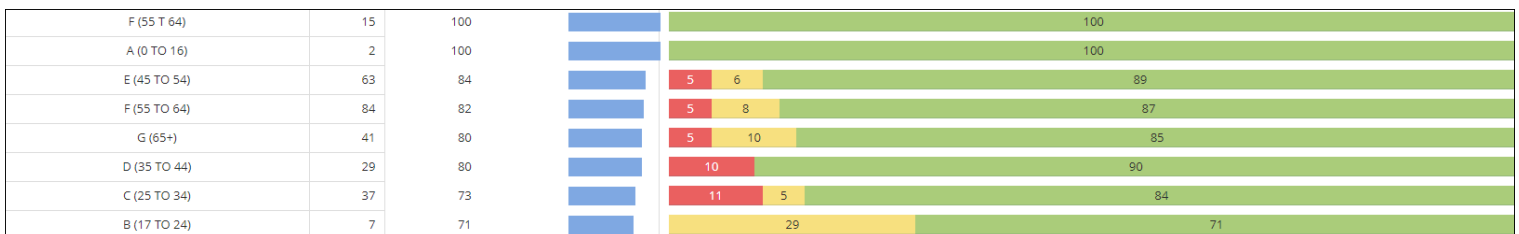
Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office



Transactional Net Promoter By Age

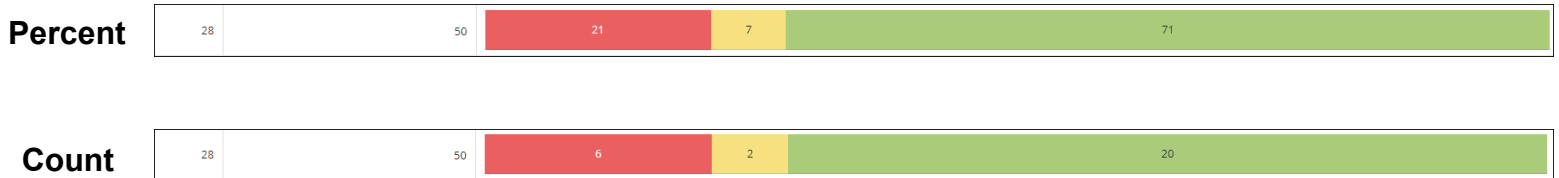


NET PROMOTER

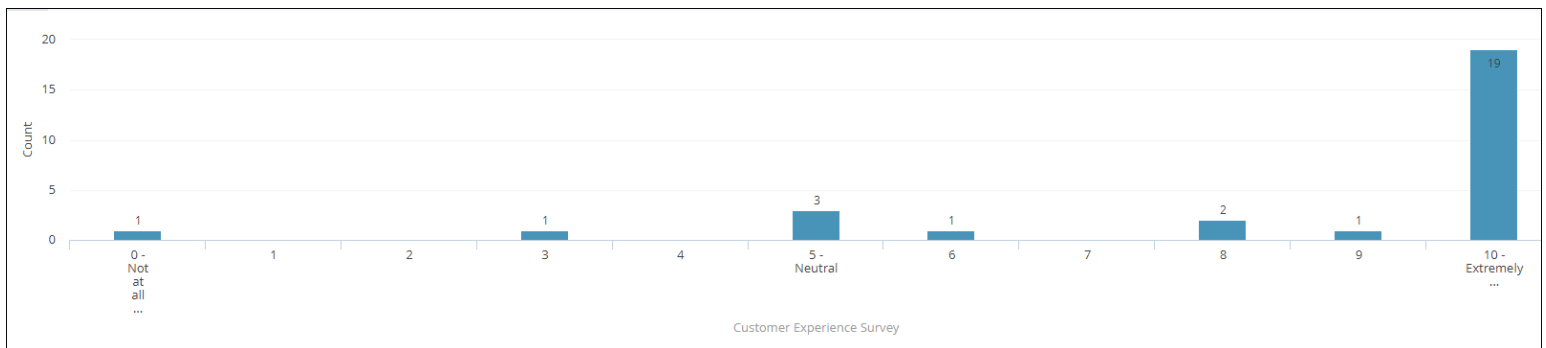
Business Net Promoter Cumulative Report - Jan 2023 to July 2023

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score–Area/Region	▶ +50

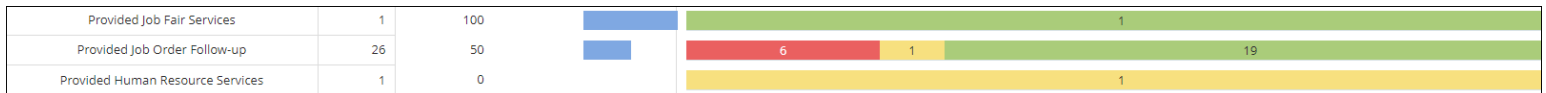
Some Context on the Score: This score is based on a survey taken approximately 2 weeks to 1 month after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 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



Talent Center Cumulative Report Program Year Jan 2023 to July 2023

Candidate Report	Talent Center Net Promoter Score (Jan to July 23)
Net Promoter Score	▶ +100

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).



Comments

Andrea is a great support. She listens and reminded me of my goals throughout the process. She reminded me to stay true to what I wanted personally and professionally. She often times worked late trying to find me job leads.

Andrea was extremely professional in her assessments and recommendations, BESIDES being very kind and helpful. She is an incredible person to work with I would, I am already recommending her and the Talent Center to anyone looking for a job in Ocala.

Andrea is professional and friendly. She made me feel comfortable as soon as I met her. I appreciate how knowledgeable Andrea is regarding resumes. She gave me tools and ideas to update my resume. She was excellent.

Helpful, kind, motivating

After meeting with Chris Wilkinson, I was contacted shortly after to be recommended to a government position, which is what I was looking for. Two weeks later I was interviewed for the position, and shortly after was hired.

It was so nice to meet Chris. He helped me update my resume. Provided me with a link to help me improve my skills to further my career. Chris listen to what I was looking for in career and the salary I was looking for.

Career Source helped to secure a career instead of just a job. I'm excited about coming to work every day and actually using my Bachelor's Degree.

I was struggling with my resume and the interview process and couldn't land a job. I had gone on maybe 15-20 interviews. I met with Andrea first and then Chris, who helped me revise my resume and improve my interview skills. Soon after I got a job

Mr Wilkinson is very professional, attentive and punctual.

Center Traffic

Traffic		PY 21-22	PY2022 2023												
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD
Center Traffic	14th Street	14,399	754	1,088	922	927	879	772	1,108	991	1,072	1,163	1,108	1,265	12,049
	Lecanto	4,660	256	382	308	395	323	302	399	383	457	400	391	440	4,436
	Chiefland	2,432	134	215	142	158	160	145	205	160	189	155	202	178	2,043
	Talent Center	325	10	34	28	17	21	30	18	40	42	29	29	32	330
	MCC 1	-	-	-	-	-	-	-	-	-	-	-	-	-	0
	MCC 2*	24	-	77	25	224	19	3	3	-	-	-	1	13	10
	Total	21,840	1,154	1,796	1,425	1,721	1,402	1,252	1,733	1,574	1,760	1,748	1,743	1,925	19,233
Online Traffic	Citrus	9,279	395	843	605	722	693	580	810	601	717	610	723	665	6,576
	Levy	2,620	124	173	117	110	89	129	146	93	114	115	128	191	1,210
	Marion	21,806	855	1,472	1,146	1,321	1,292	1,246	1,570	1,307	1,710	1,778	1,992	1,772	13,697
	Other	1,848	62	124	79	96	86	85	136	141	107	90	73	139	1,006
	Total	35,553	1,436	2,612	1,947	2,249	2,160	2,040	2,662	2,142	2,648	2,593	2,916	2,767	22,489

*MCC2 numbers for Oct include Volusia County assistance

