



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

MINUTES

DATE: November 7, 2023
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:00 a.m.

MEMBERS PRESENT

Fred Morgan
Larry White
Theresa Flick

MEMBERS ABSENT

Al Jones
Jeff Chang, Chair

OTHER ATTENDEES

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

Chris Wilkinson, CSCLM
Cira Schnettler, CSCLM
Sandra Crawford, CSCLM

CALL TO ORDER

In the Chair's absence, the meeting was called to order by Fred Morgan, Board Member at 9:00 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Theresa Flick made a motion to approve the minutes from the August 15, 2023, meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner updated the committee on the following items:

- CareerSource Florida is beginning the third phase of the alignment process. This phase will focus on regional challenges with procurement. The regional directors have made recommendations that they believe will create statewide improvements. The development of the standardization for products and services will be further discussed at the December CareerSource Florida meeting.

Workforce Issues that are Important to Our Community

The committee members did not have any issues to discuss.

PUBLIC COMMENT

None

ACTION ITEMS

Subrecipient Monitoring

Dale French reviewed the monitoring report completed by Powell and Jones. The audit was conducted on the procedures of the youth services provider, Eckerd Connects, during the 2022-2023 program year. There were no deficiencies or issues of concern. Larry White made a motion to accept the monitoring report. Theresa Flick seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Cory Weaver introduced Chris Wilkinson as the new Talent Center manager. Cory Weaver reviewed the quarterly Talent Center report. She explained that the report has revised to provide a clear concise overview of Talent Center activities.

Contract Reports

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

- County Reports:
 - Marion County continues to meet their goals.
 - Citrus County did not meet the 1st quarter goals, but we will continue to work with them to meet their goals by the end of the program year.
- Youth Report: The State released the results from the fourth quarter of the last program year and Eckerd exceeded their goals

Event Report

Cory Weaver highlighted items from the Event Report. She noted 10 hiring events have occurred in this program year, with a 40% hire rate. We continue to have an increase in partner job fairs with high levels of participation. She also noted that there are new businesses in the top three hiring events graph.

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 five performers in the State in Welfare Transition and Wagner Peyser. She praised the staff working with these populations that keep the participants engaged.
- Center Reports: These reports reflect the first quarter of the program year. She noted that Levy County has had an increase in positions posted, which will hopefully lead to an increase in placements. Marion County has an increase in placements

and a 20% increase in the average placement wage over last year.

Letter Grades

Cory Weaver was happy to report that our region received an A for the last quarter of the 2022-2023 program year. 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 with an exceptional score of 80.
- Business Services scores are consistent. Businesses express frustration over the quality of candidates that apply but are very satisfied with the quality of service that is provided by our staff.
- 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

The MOU between Nature Coast Business Development Council is being revised. The Executive Director was being paid by CLM. However, in August he declared that he would seek an elective position. The Hatch Act prevents those employed with federal funds from being paid once seeking public office. NCBDC has managed to gain flexibility in other funding and continues his employment. We are working on an outcome-based MOU similar to the other economic development partner agreements.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:40 a.m.

APPROVED:
