



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

**CAREER CENTER COMMITTEE
 AGENDA**

Thursday, February 15, 2024 – 9:30 a.m.

**Join Zoom Meeting: <https://us02web.zoom.us/j/88945094986>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 889 4509 4986**

Call to Order C. Harris
 Roll Call C. Schnettler
 Approval of Minutes, August 24, 2023, and November 16, 2023 Pages 2 - 7 C. Harris

DISCUSSION ITEMS

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

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Broadband Page 8 D. French
 Talent Center Page 9 C. Wilkinson
 Event Report Page 10 C. Weaver
 SkillUp - Metrix Online Learning Page 11 C. Weaver
 Net Promoter Pages 12 - 14 S. Litzinger
 Center Traffic Page 15 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: August 24, 2023
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:30 a.m.

MEMBERS PRESENT

Angela Juaristic
Arno Proctor
Charles Harris
Equilla Wheeler
Jorge Martinez
Lanny Mathis

MEMBERS ABSENT

Angie White
David Benthusen
Pat Reddish
Tanya Taylor

OTHER ATTENDEES

Dale French, 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 9:30 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Arno Proctor made a motion to approve the minutes from the May 18, 2023, meeting. Jorge Martinez seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

In Rusty Skinner's absence 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.
- We are working with InsytAnalytics 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.
- The Eligible Training Provider List has been recognized by local areas as a potential source of statewide improvements. Local directors have emphasized to the State the significance of enhancing candidate services through increased program flexibility across different regions. The State recently released a draft policy to streamline the application process by allowing providers to apply through the State level instead of the local level. For individuals utilizing our services, this change will open opportunities and offer more choices, especially online training.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

Administrative Offices Move

Dale French provided an update on the administrative office staff moving to the 14th Street Career Center location. In an effort to condense operations, due to a three-year budget reduction, the current lease for office space at the College of Central Florida will not be renewed in June 2024. He thanked Cory Weaver for creating a thorough project management plan to transition staff and IT logistics, with a progressive timeline over the next 8 months. Charles Harris asked if the Talent Center would also be moving. Dale French explained that it is our intentions to have Talent Center remain on campus to continue our partnership.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. She explained that the Talent Center has seen consistent traffic patterns for professionals, 133 professionals were served during the last program year. Ninety-five students were served. Talent Center staff participated in 9 outreach events. Staff conducted 29 classroom presentations to 488 students and reviewed 305 student resumes. The Talent Center is advertising for a Career Coach position.

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.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses.

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 in the 14th Street and Lecanto career centers. Unemployment claims are also increasing. Cory Weaver shared that there have been increases in layoff rates in large and small businesses. We will continue to watch for trends. Charles Harris asked if growing unemployment will that have an effect on future funding. Dale French explained that it would. He added that the final 2023-2024 budget will include adjustments to better serve the region's adult populations. The budget will be brought before the upcoming executive and board meetings for approval.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:01 a.m.

APPROVED: _____



**CAREERSOURCE CITRUS LEVY MARION
Career Center Committee**

MINUTES

DATE: November 16, 2023
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:30 a.m.

MEMBERS PRESENT

Angela Juaristic
Arno Proctor
Charles Harris
Jorge Martinez
Pat Reddish
Tanya Taylor

MEMBERS ABSENT

Angie White
David Benthusen
Equilla Wheeler
Lanny Mathis

OTHER ATTENDEES

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

Larry Trowbridge, CSCLM
Chris Wilkinson, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:30 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Due to a clerical error, incorrect minutes were provided in the packet. The August 24, 2023, minutes will be provided for review at the next meeting.

DISCUSSION ITEMS

State Update

Rusty Skinner's updated the committee on the following item:

- 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. CareerSource Florida has released draft versions of the regional planning

agreement and the standardization of tools and equipment procurement policy. These items will be further discussed at the December CareerSource Florida meeting.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

2023 Direct Services Annual Report

Rusty Skinner explained that CareerSource CLM is the acting direct service provider. An annual report must be submitted to Florida Commerce for review to remain the provider. Florida Commerce makes their recommendation to CareerSource Florida for approval.

Broadband Grant

On behalf of Dale French, Cory Weaver explained that we have been awarded a \$1.7 million grant to expand broadband services throughout Levy County and counties in the northern Florida area. The grant will be administered in partnership with the College of Central Florida, BDI Datalink, and two sister regions. The flexibility of the grant not only provides funds to be used to train and support individuals to lay the fiber cables, but then those individuals can be retrained on how to maintain the fiber lines allowing for continued growth in skills. Several individuals have already been enrolled. Current staff member Michele Schulze will be the grant coordinator. Please send referrals to broadband@careersourceclm.com.

PUBLIC COMMENT

None

ACTION ITEMS

Disaster Recovery Dislocated Worker Grants

Cathy Galica shared that the attached policy sets up procedures to administer the grant. Jorge Martinez made a motion to accept the policy. Pat Reddish seconded the motion. Motion carried.

Lecanto Lease Renewal

Cory Weaver advised the committee that the Lecanto Career Center has a five-year lease, which will expire December 2023. A one-year renewal lease was requested due to several years of funding reductions. The property manager granted the request. Arno Proctor made a motion to approve the one-year lease for the Lecanto Career Center. Angela Juaristic 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.

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. Citrus County will be hosting a youth job fair in the Spring.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Program usage continues to grow annually.

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.

Center Traffic

Larry Trowbridge noted a dip in September traffic and uptick in online traffic. As the holiday season approaches, we are expecting annual reductions in traffic this time of year.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

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

APPROVED: _____

Creating Connections - H1-B Job Training Grants

Duration: 5 years - 9/30/2023 to 9/29/2025

Lead Applicant Organization Name: CareerSource Citrus Levy Marion Workforce Development Board

- Budget: \$913,469

Subrecipients: CareerSource Florida Crown and CareerSource North Florida

- Budget Florida Crown: \$240,750
- Budget North Florida: \$240,750

Geographic Scope:

- Scope: Regional
- Description: Levy, Dixie, Gilchrist, Suwannee, Union, Lafayette, Hamilton, Taylor, Madison, Jefferson, and Columbia counties
- Rural: All counties are defined as rural

Number of Participants Trained: 102

Project Purpose: The Creating Connections Initiative, under the supervision of CareerSource Citrus Levy Marion and partners will focus on the development track of the DOL Building Pathways to Infrastructure Jobs Grant to establish industry sector partnerships and training programs to meet the needs of local businesses building out the broadband infrastructure.

Targeted Populations Served: Historically underrepresented women, people of color, those with disabilities, low income, re-entry candidates, persons living in rural areas, veterans, transitioning service members, and military spouses.

Targeted H-1B Occupations: Telecommunication Line Installers and Repairers and Telecommunication Equipment Installers and Repairers

Recognized Postsecondary Credential(s) Offered:

Fiber Optics:

- CFOT(Certified Fiber Optic Technician)
- CFOS/S(Certified Fiber Optics Splicing Specialist)
- CFOS/T(Certified Fiber Optics Specialist in Testing/Maintenance),
- Commercial Driving 'A' endorsement
- Commercial Driving 'B' endorsement
- Project Management (CAPM and PMP)



REPORTING PERIOD: JUL 2023 - DEC 2023

ALL CENTER TRAFFIC – 229

One on one Initial Appointments Total – 116

Professionals – 61
Students – 55

In Person – 85%
Virtual – 15%

WORKSHOPS CONDUCTED – 19

Internship classes – 5
Healthcare – 3
Information Technology – 3

First Year Seminar – 3
Early Childhood Education – 3
STEM Club – 1
TC Open House – 1

TOTAL ATTENDANCE FOR WORKSHOPS – 296

Resumes reviewed and feedback provided – 155
144 of the 296 were reviewed twice before submitting

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

1 Individual Event – Total attendance for event – 70

Taylor College: LPN Grads – 70

CONFIRMED HIRES

14

AVERAGE HOURLY WAGE

\$29.43

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

- 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 Anrea first and then Chris, who helped me revise my resume and improve my interview skills. Soon after I got a job.
- Chris is very good at helping you narrow in on your job search and how you can best prepare. He goes over and above and even offered to look at my resume and send an email to his contact at Marion County Public Schools when I applied.
- 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.

PY 23 - 24 Individual Events

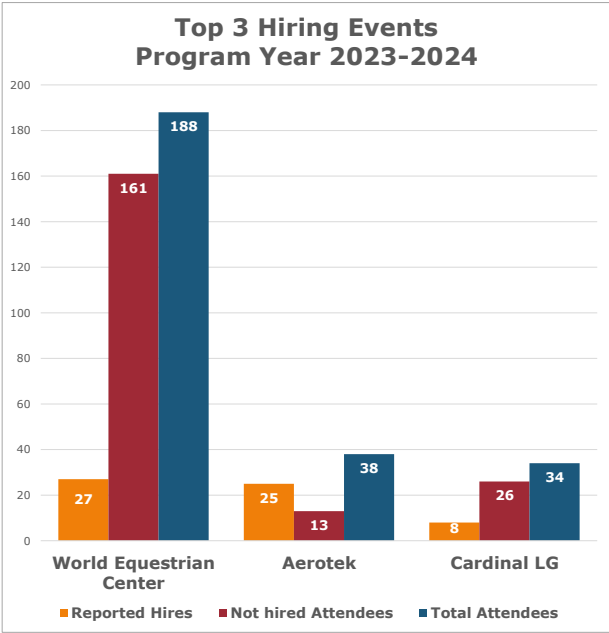
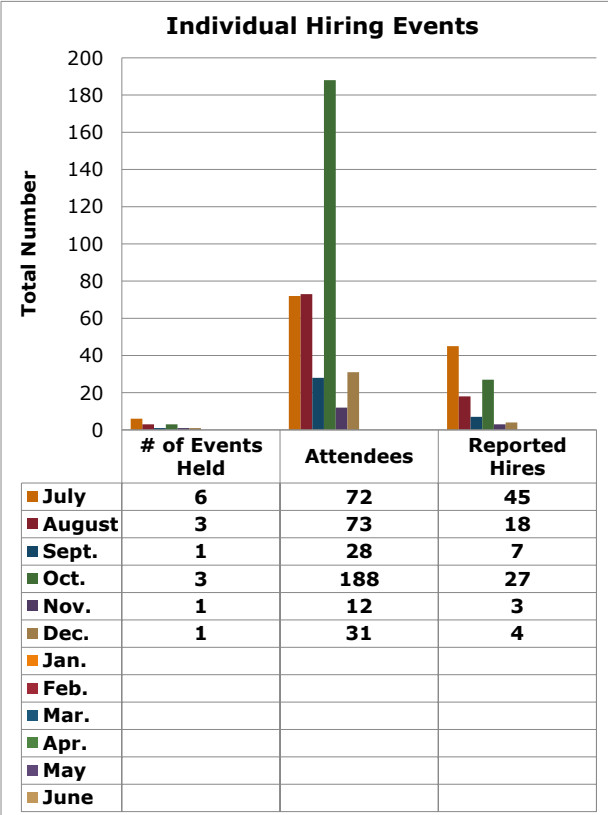
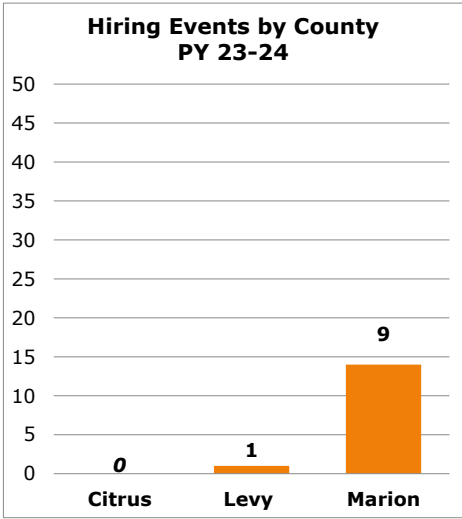
Total Events: 15
Attendees: 404
Reported Hires: 104

PY 23 - 24 Job Fairs

Attendees: 389
Businesses: 65

PY 23-24 Partner Job Fairs

Attendees: 21
Businesses: 18



Other Recruitment Events 10/2023 - 12/2023

Event Date	Event Name	Event Location	County
11/16	Chick-fil-A Ocala	CF Webber Center	Marion
12/18	Green Thumb Industries	14th Street	Marion



SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 2023-2024						Total
				Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	
Citrus	86	32	24	1	1	3	0	6	5	158
Citrus - CF	30	7	11	0	1	0	0	0	0	49
Levy	22	6	7	1	2	1	0	5	1	45
Levy - CF	16	3	4	0	0	0	0	0	0	23
Marion	140	53	55	7	9	14	28	17	9	332
Marion - CF	100	24	37	3	1	5	3	3	1	177
TOTAL	394	125	138	12	14	23	31	31	16	784

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. Being an Effective Team Member
4. Business Law and Ethics
5. Establishing Self-confidence for Life
6. Be a Better Listener
7. Becoming More Professional through Business Etiquette
8. Abbreviating, Capitalizing, and Using Numbers
9. Writing Effective E-mails and Instant Messages
10. Uncovering and Utilizing Your Talents and Skills
11. Communicating Effectively with Customers
12. Self-improvement for Lifelong Success
13. Getting the Details Right: Spelling Basics
14. Creating Well-constructed Sentences
15. Difficult People: Can't Change Them, so Change Yourself

Transactional Net Promoter Cumulative Report Calendar Year 2023 (Jan to Dec)

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ +80



What Do the Scores Mean?



Below 0: Your organization has a large number of issues to address. You have too many **Detractors**.



0–30: You have a decent number of satisfied customers but not enough **Promoters**.



30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.

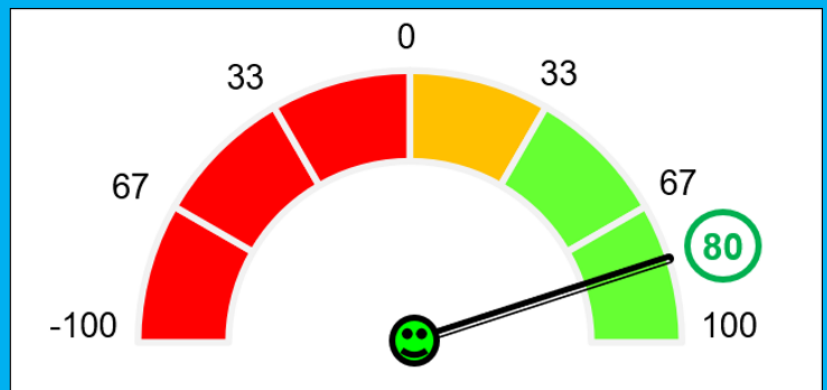


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



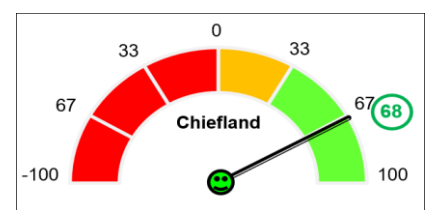
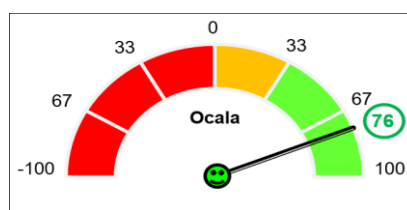
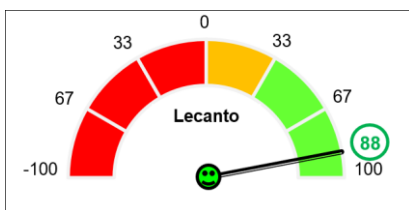
Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers January to December 2023

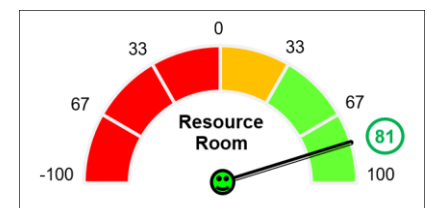
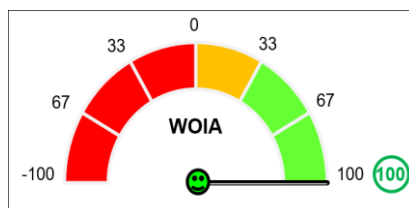


Category	Percent (%)	Count (#)
Promoters 😊	86%	383
Passives 😐	8%	37
Detractors 😞	6%	27
Totals	100%	447

Transactional Net Promoter Score By Office



Transactional Net Promoter By Service



Transactional Net Promoter Cumulative Report Calendar Year 2023 (Jan to Dec)

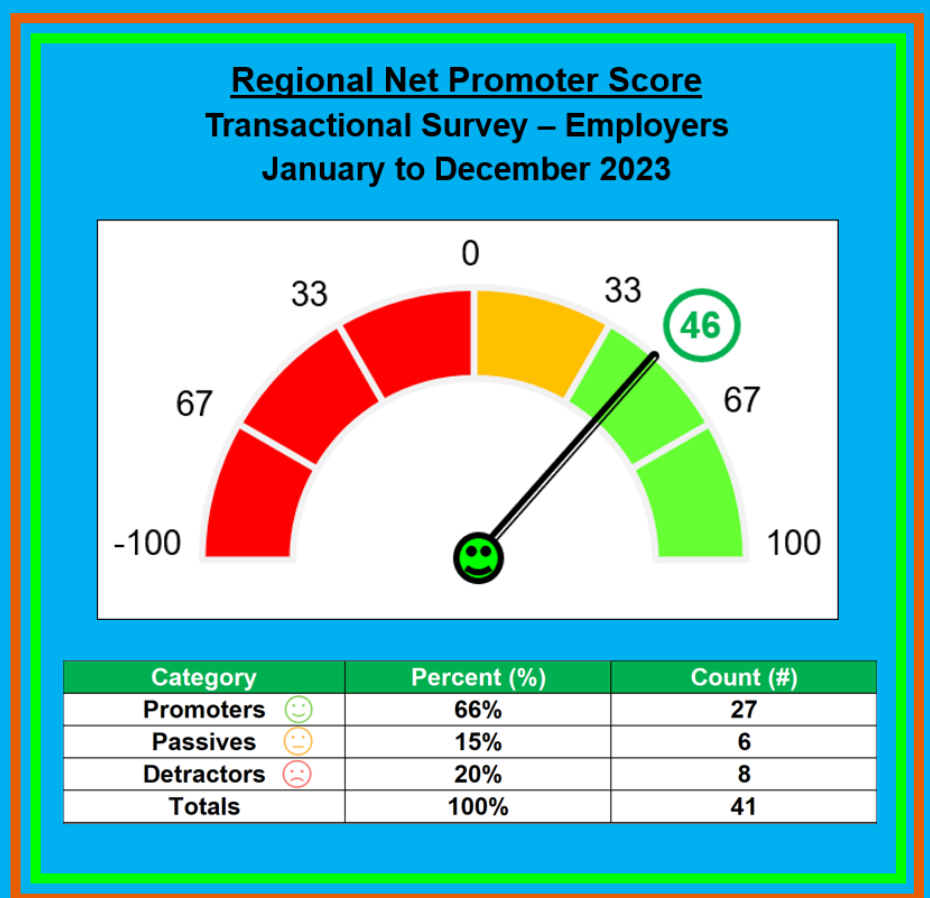
Employer Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +46

What Do the Scores Mean?

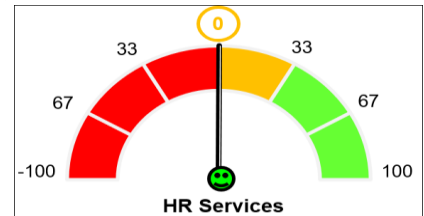
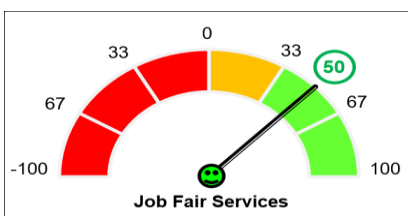
- Below 0:** Your organization has a large number of issues to address. You have too many **Detractors**.
- 0–30:** You have a decent number of satisfied customers but not enough **Promoters**.
- 30–69:** Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.
- 70–100:** Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



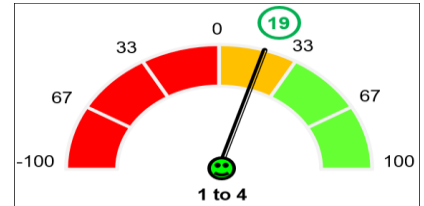
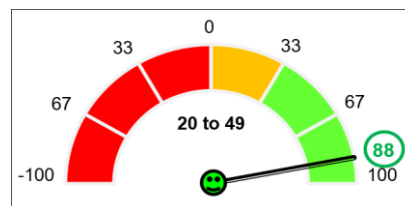
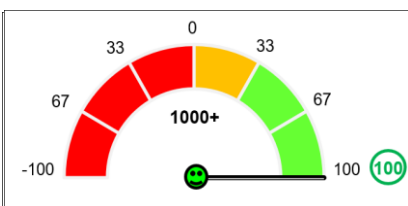
Overall Score



Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Calendar Year January to December 2023

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +100

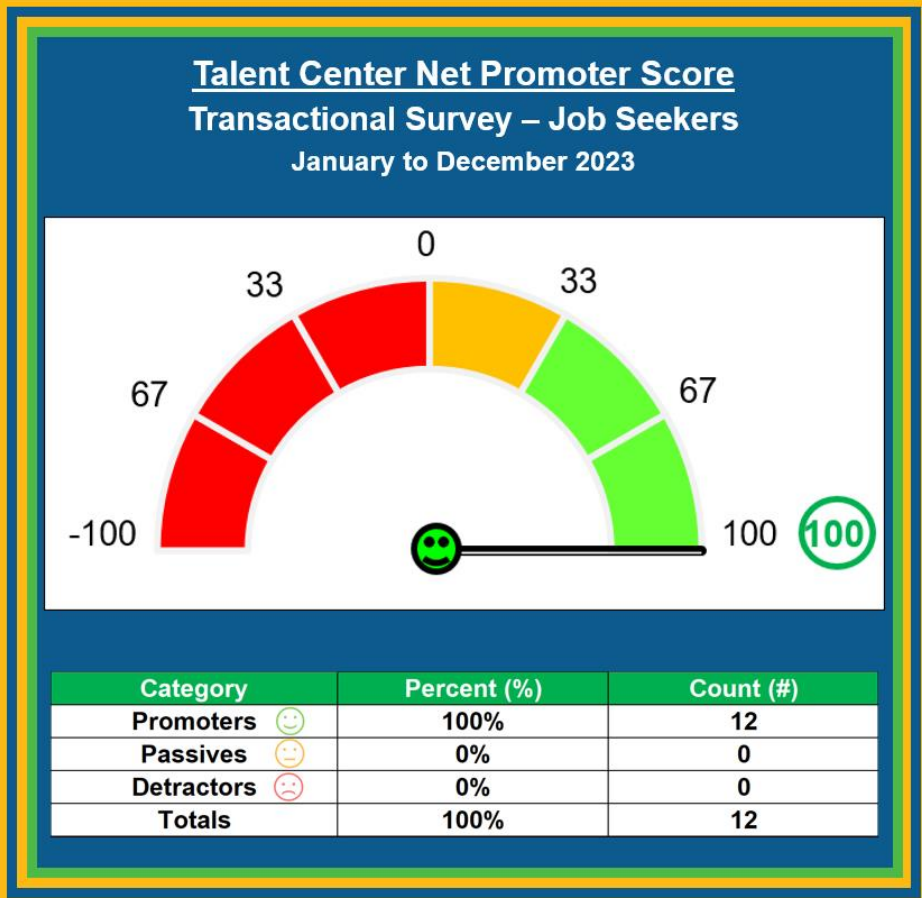


What Do the Scores Mean?

- Below 0:** Your organization has a large number of issues to address. You have too many **Detractors**.
- 0-30:** You have a decent number of satisfied customers but not enough **Promoters**.
- 30-69:** Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.
- 70-100:** Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



Overall Score



Comments

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.

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

Chris is very good at helping you narrow in on your job search and how you can best prepare. He goes over and above and even offered to look at my resume and send an email to his contact at Marion County Public Schools when I applied. 14

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.

Mr Wilkinson is very professional, attentive and punctual.

He always goes above and beyond and always very helpful

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.

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.

Helpful, kind, motivating

She is incredibly helpful, knowledgeable and KIND! Not only did she provide me with excellent resume guidance, but she saw the HUMAN in me and was very supportive and encouraging. I am so glad to have met her!

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 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.

Center Traffic

Traffic		PY 22-23	PY2023 2024						
			JUL	AUG	SEP	OCT	NOV	DEC	YTD
Center Traffic	14th Street	12,049	1,114	1,283	1,116	1,278	1,048	896	6,735
	Lecanto	4,436	407	475	422	448	404	349	2,505
	Chiefland	2,043	153	184	214	203	174	149	1,077
	Talent Center	330	24	34	36	62	45	7	208
	MCC 1	-	-	-	-	-	-	-	0
	MCC 2*	375	4	21	9	24	5	15	78
	Total	19,233	1,702	1,997	1,797	2,015	1,676	1,416	10,603
Online Traffic	Citrus	6,576	729	885	900	906	867	778	3,420
	Levy	1,210	223	206	224	174	155	161	827
	Marion	13,697	2,023	2,181	2,155	2,368	2,077	1,697	8,727
	Other	1,006	125	114	86	96	112	124	421
	Total	22,489	3,100	3,386	3,365	3,544	3,211	2,760	13,395

