



**CAREER CENTER COMMITTEE
 AGENDA**

Thursday, May 16, 2024 – 9:30 a.m.

**Join Zoom Meeting: <https://us02web.zoom.us/j/85981819699>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 859 8181 9699**

Call to Order C. Harris
 Roll Call C. Schnettler
 Approval of Minutes, February 15, 2024 Pages 2 - 4 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

Grant Updates Page 5 S. Crawford
 Talent Center Page 6 C. Wilkinson
 Event Report Page 7 C. Weaver
 SkillUp - Metrix Online Learning Page 8 C. Weaver
 Net Promoter Pages 9 - 11 S. Litzinger
 Center Traffic Page 12 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: February 15, 2024
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

MEMBERS ABSENT

Andy Starling
Angie White
David Benthussen
Equilla Wheeler

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Cory Weaver, CSCLM
Sandy Crawford, 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

Jorge Martinez a motion to approve the August 24, 2023, and the November 16, 2023, minutes. Pat Reddish seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

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

- CareerSource Florida will be having a State board meeting at the end of February. It is anticipated that the final documents for standardization of tools and services will be provided, as well as templates for a variety of job training contracts.
- Rusty Skinner and Dale French have been meeting with clam farmers in Levy County, along with other state and federal agencies to address the regeneration of clam farms that were destroyed by Hurricane Idalia. The State has pledged funds

for disaster recovery. The funds may be used for the labor of cleaning up the destruction of the clam farms and re-harvesting. Clam farmers are reporting 60-80% losses to their harvest areas. This loss will have a nationwide impact on the clam industry.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Broadband Grant

Dale French provided an overview of the grant. He noted there was a Bootcamp held in December and another one scheduled for April. Updates will be provided to the committee quarterly. He also stated that the Florida Department of Labor was impressed with the grant response and initial implementation of the program. We are hopeful for successful outcomes. The report states that the grant ends in 2025. It actually ends in 2028.

Talent Center

Chris Wilkinson reviewed the report provided in the packet.

Event Report

Cory Weaver highlighted items from the Event Report. She noted increased attendance at hiring events and job fairs. This is a shift happening in workforce trends that will be watched going forward. There will be youth job fairs in all three counties this year.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Program usage continues to be consistent. The link to the Metrix program can be found on the CLM website.

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.
- 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 December traffic and uptick in January traffic, which is a consistent annual pattern.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:54 a.m.

APPROVED: _____

Grant Updates

National Dislocated Worker Grant (Citrus, Levy and Dixie Counties)

Reemploys individuals displaced by natural disasters to conduct cleanup and recovery work. This grant is focused on recovery efforts from Hurricane Idalia. Activities include initial cleanup conducted in Citrus County and now assisting shellfish growers in Levy and Dixie Counties.

Citrus County:

City of Crystal employed three dislocated workers to assist with cleanup and community outreach.

Levy and Dixie:

Community Outreach Information Sessions:

- Cedar Key February 7
- Cedar Key February 13
- Cross City March 13

Total Enrollments: 181 (176 Levy, 5 Dixie)

Work began on March 4 with first cohorts of workers.

Total community investment to date (through April 30): \$675,723.75

Creating Connections Broadband (Levy County)

Total Enrollments to Date: 14

Total Training Completers: 6

Total Currently in Training: 8

Total Employed: 5

Upcoming Classes: June, August, December 2024



REPORTING PERIOD: JUL 2023 - MAR 2024

ALL CENTER TRAFFIC – 330

One-on-one Appointments Total – 200

Professionals – 114
Students – 86

In Person – 86%
Virtual – 14%

WORKSHOPS CONDUCTED – 26

Internship classes – 6
Healthcare – 5
Information Technology – 5
CoOP Class - 2

First Year Seminar – 5
Early Childhood Education – 2
STEM Club – 1

TOTAL ATTENDANCE FOR WORKSHOPS – 412

Resumes reviewed and feedback provided – 177

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

9 Events – Total attendance for events – 1012

Taylor College: LPN Grads – 70
College of Central FL: Club Rush – 450
TC Open House – 25
College of Central FL: Citrus Preview Day – 125
College of Central FL: Career & Internships Fair – 40

College of Central FL: Resume Review – 38
CF Soft Skills Webinar – 75
College of Central FL : Student Admissions Preview Night – 200

CONFIRMED HIRES

20

AVERAGE HOURLY WAGE

\$28.04

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

- This was a smooth operation, and I would recommend your services to anyone entering the working world, like me. Thank you again.
- Thank you for your feedback. It was helpful in my understanding of how to professionally comprise a resume.
- 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.
- CareerSource helped me secure a career instead of just a job. I'm excited about coming to work every day and actually using my Bachelor's Degree.

PY 23 - 24 Individual Events

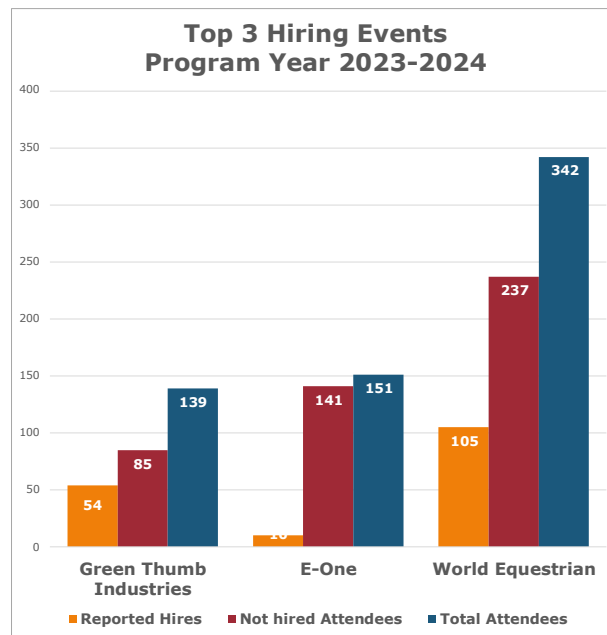
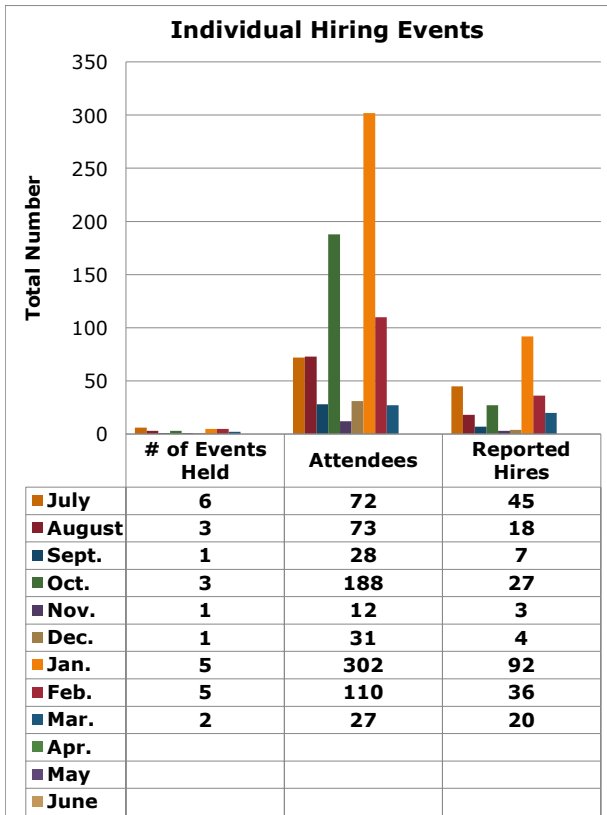
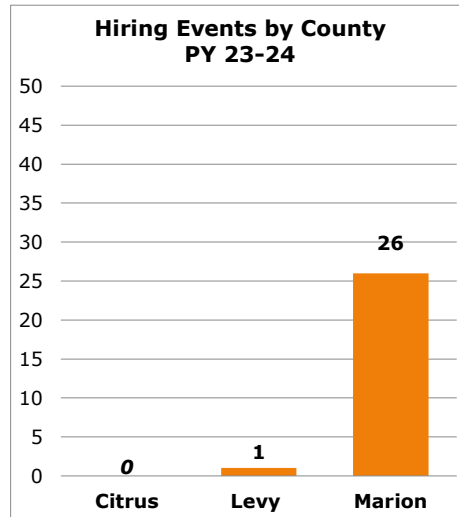
Total Events: 27
Attendees: 843
Reported Hires: 252

PY 23 - 24 Job Fairs

Attendees: 536
Businesses: 96

PY 23-24 Partner Job Fairs

Attendees: 21
Businesses: 18



Other Recruitment Events 1/2024 - 3/2024

Event Date	Event Name	Event Location	County
2/6	Brookdale Paddock Hills	14th Street	Marion
2/28	RealTruck	RealTruck	Marion
3/26	Team Select	14th Street	Marion



SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 2023-2024									PY 23-24	Total
				Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24		
Citrus	86	32	24	1	1	3	0	6	5	5	2	10	33	175
Citrus - CF	30	7	11	0	1	0	0	0	0	0	0	0	1	49
Levy	22	6	7	1	2	1	0	5	1	0	2	1	13	48
Levy - CF	16	3	4	0	0	0	0	0	0	0	0	0	0	23
Marion	140	53	55	7	9	14	28	17	9	9	23	10	126	374
Marion - CF	100	24	37	3	1	5	3	3	1	4	3	2	25	186
TOTAL	394	125	138	12	14	23	31	31	16	18	30	23	198	855

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. Establishing Self-confidence for Life
5. Writing Effective E-mails and Instant Messages
6. Uncovering and Utilizing Your Talents and Skills
7. Becoming More Professional through Business Etiquette

Transactional Net Promoter Cumulative Report Calendar Year 2024 (January to April)

Job Seeker Report	Region 10 Net Promoter Score
Net Promoter Score—Area/Region	▶ +73



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**.



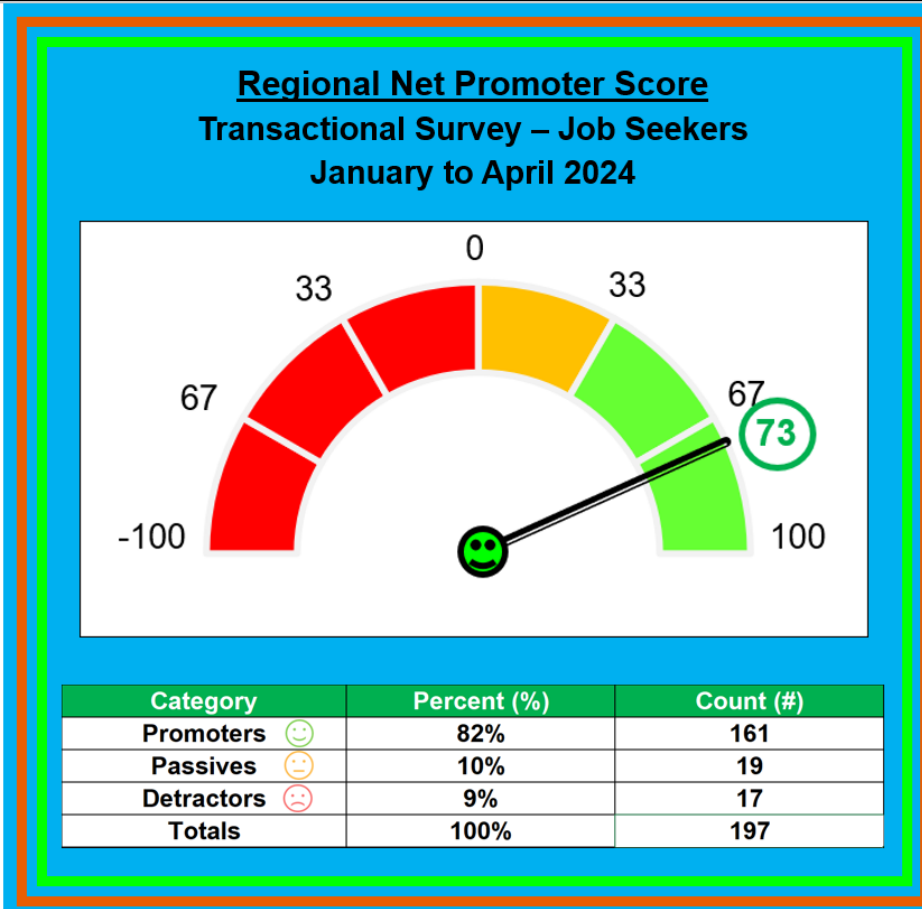
30-69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



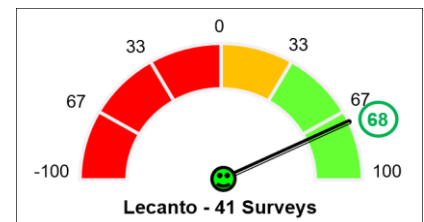
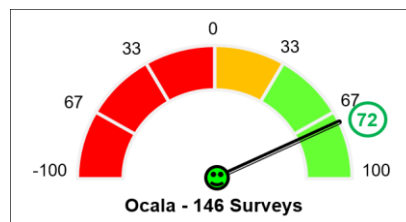
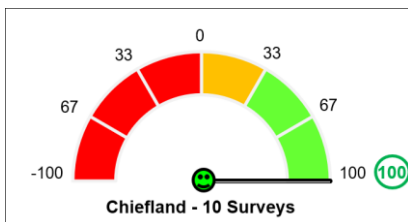
70-100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



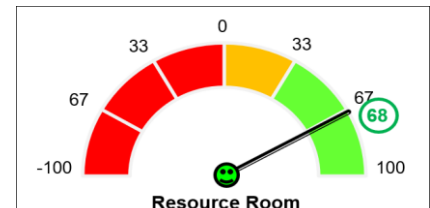
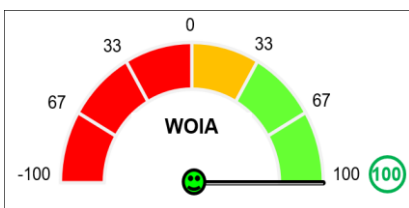
Overall Score



Transactional Net Promoter Score By Office



Transactional Net Promoter By Service



Transactional Net Promoter Cumulative Report Calendar Year 2024 (January to April)

Employer Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +54



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**.

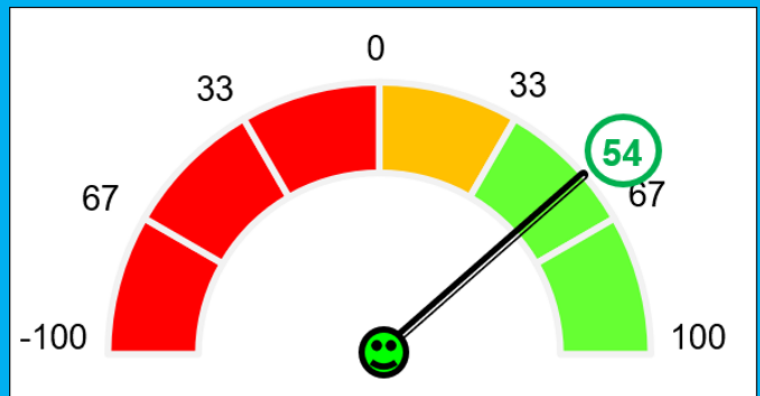


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



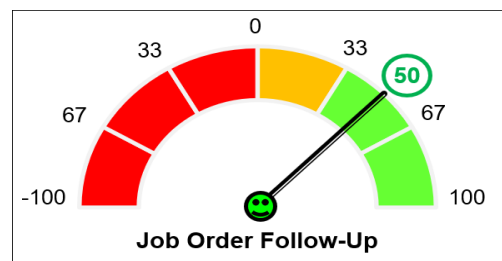
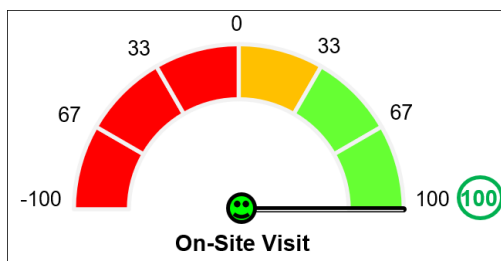
Overall Score

Regional Net Promoter Score Transactional Survey – Employers January to April 2024

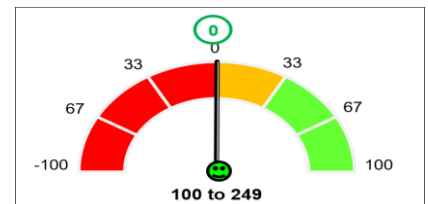
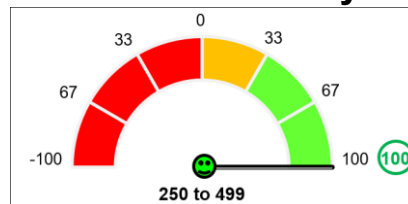
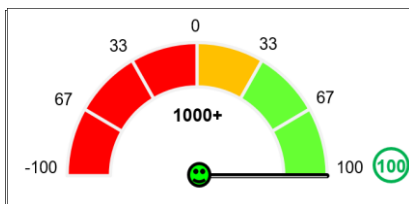


Category	Percent (%)	Count (#)
Promoters 😊	67%	10
Passives 😐	20%	3
Detractors 😞	13%	2
Totals	100%	15

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size





Talent Center Cumulative Report Calendar Year 2024 (January to April)

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +80



What Do the Scores Mean?



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



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**.



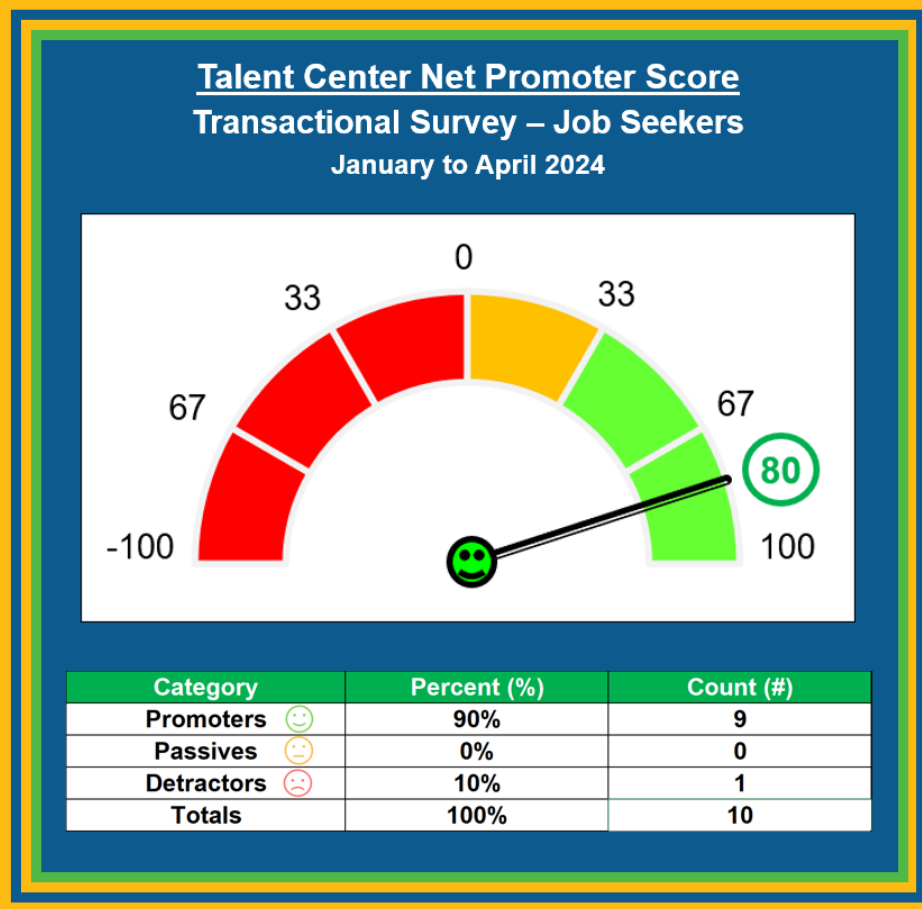
0-30: You have a decent number of satisfied customers but not enough **Promoters**.



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



Overall Score



Comments

solid staff extremely helpful	Mostly, I leaned on Chris for support and recommendations. Providing him with periodic updates and further feedback on the types of jobs I should be looking for, resume adjustment, etc. For that, I felt the services were quite good.	Sophia Sanford is very knowledgeable as well as very helpful with helping me to update resume and cover letter. In addition helped me with updating data that needed to be addressed.	I feel the staff is wonderful, helpful, knowledgeable as well as up to date with what they do. Progress changes continuously and career source keeps up with the changes.
Chris was very helpful in both helping me not make any rash decisions in terms of wild career changes and Chris was helpful in bringing my resume up to industry standard. Which shamefully was something I was not super familiar.	At this time, I cannot think of anything. Perhaps better instruction's to the office. Overall, my experience was great!!	I would recommend seeing Sophia Sanford because she is always geared towards the needs of her clients	I really can't think of anything else. You are phenomenal!
Chris is an incredibly talented, knowledgeable and supportive career expert. I always recommend those in need of career guidance to him because he's the best I've come across. Everything he says turns out to be accurate.	I can't think of any areas for improvement. The services were extremely beneficial in helping me find a job, and I would highly recommend Chris Wilkinson.	Chris was extremely helpful in my job search process. He helped me improve my resume and LinkedIn with tips and templates to use. He also showed me how to best search for jobs and informed me of other career services offered.	As a dual enrollment student, I've used both UF and CF's career centers. CF's talent center has gone above and beyond to help. I recommend this service to everyone who has access to it.
AS an older person seeking employment, Christopher Wilkinson put my mind at ease by walking me through the steps to improve my resume, enhancing my LinkedIn and exploring several career platforms. I appreciate his open communication.	I am a visual person. I would like to see a service that explains specifically what an effective resume and cover letter looks like. I need to see multiple examples so I can learn about content and format. I think the best way to present this is in Zoom.	Advice wasn't professional. Followup was slow.....	Chris has been fantastic in assisting me with my resume, cover letter, and LinkedIn. He is professional, available, encouraging, and respectful. He has provided solid information and detailed strategies to help me with my career search.

Center Traffic

Traffic		PY 22-23	PY2023 2024									
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD
Center Traffic	14th Street	12,049	1,114	1,283	1,116	1,278	1,048	896	1,442	1,360	1,241	10,778
	Lecanto	4,436	407	475	422	448	404	349	475	432	439	3,851
	Chiefland	2,043	153	184	214	203	174	149	200	160	149	1,586
	Talent Center	330	24	34	36	62	45	7	36	27	23	294
	MCC 1	-	-	-	-	-	-	-	-	-	-	0
	MCC 2*	375	4	21	9	24	5	15	-	6	56	140
	Total	19,233	1,702	1,997	1,797	2,015	1,676	1,416	2,153	1,985	1,908	16,649
Online Traffic	Citrus	6,576	729	885	900	906	867	778	1,058	974	930	8,027
	Levy	1,210	223	206	224	174	155	161	162	124	201	1,630
	Marion	13,697	2,023	2,181	2,155	2,368	2,077	1,697	2,515	2,389	2,589	19,994
	Other	1,006	125	114	86	96	112	124	115	74	133	979
	Total	22,489	3,100	3,386	3,365	3,544	3,211	2,760	3,850	3,561	3,853	30,630

