



CareerSource Citrus Levy Marion
 2703 NE 14th St.
 Ocala, FL 34470

**CAREER CENTER COMMITTEE
 AGENDA**

Thursday, August 15, 2024 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/83645485301>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 836 4548 5301

Call to Order C. Harris
 Roll Call C. Schnettler
 Approval of Minutes, May 16, 2024 Pages 2 - 4 C. Harris

DISCUSSION ITEMS

State Update R. Skinner
 Workforce Issues that are Important to Our Community R. Skinner
 WIOA Plan C. Weaver

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

YouthBuild Grant Application D. French
 Grant Updates Page 5 S. Crawford
 Talent Center Page 6 C. Weaver
 Event Report Page 7 C. Weaver
 SkillUp - Metrix Online Learning Page 8 C. Weaver
 Net Promoter Page 9 – 11 S. Litzinger
 Center Traffic Page 12 L. Trowbridge

MATTERS FROM THE FLOOR

ADJOURNMENT

| 2024 – 2025 MEETING SCHEDULE | | | | | | | |
|------------------------------|---|-------------------------|---------------------|---|----------------------|---------------------|------------|
| Performance/ Monitoring | Business and Economic Development | Marketing / Outreach | Career Center | Education and Industry Consortium | Executive | Full Board | |
| Tuesday 9:00 am | Wednesday 9:00 am | Wednesday 9:00 am | Thursday 9:30 am | Thursday 9:00 am | Wednesday 9:30 am | Wednesday, 11:30 am | |
| 8/13/2024 | 8/14/2024 | 8/21/2024 | 8/15/2024 | 8/29/2024 | 8/28/2024 | 9/4/2024 | CF Levy |
| 11/12/2024 | 11/6/2024 | 11/13/2024 | 11/7/2024 | 11/14/2024 | 11/20/2024 | 12/11/2024 | CF Ocala |
| 2/4/2025 | 2/5/2025 | 2/12/2025 | 2/20/2025 | 2/6/2025 | 2/26/2025 | 3/12/2025 | CF Lecanto |
| 5/6/2025 | 5/7/2025 | 5/14/2025 | 5/15/2025 | 5/8/2025 | 5/28/2025 | 6/4/2025 | 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 16, 2024
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT

Andy Starling
Angela Juaristic
Arno Proctor
Charles Harris
Jorge Martinez
Pat Reddish

MEMBERS ABSENT

Angie White
Christopher Cowart
David Benthusen
Equilla Wheeler

OTHER ATTENDEES

Rusty Skinner, CSCLM
Steven Litzinger, CSCLM
Larry Trowbridge, CSCLM
Sandy Crawford, CSCLM

Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:33 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Angela Juaristic made a motion to approve the February 15, 2024, minutes. Pat Reddish seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

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

- Budget allocations have been received and we expect to see a slight increase in funding.
- The State invited local boards to volunteer to be in the next phase of regional planning. A letter of intent was sent yesterday informing the State of our interest to volunteer Regions 6 and 9. If chosen, a formal application will be submitted.
- We are also pursuing funding for another Mobile One Stop from the State. We are

hopeful to hear back in the next couple of months.

- The grant year for SNAP ends on September 30. The program will run out of funds by June 30. We will continue to serve SNAP participants as traditional job search customer but are unable to record services under SNAP. Funding will be restored in October for the program. Committee members expressed concern that participants may lose their benefits if services are not recorded for mandatory activities.
- Hope Florida is a special project from the Governor's office. Although staff are in place to engage participants there have been few referrals from DCF. Staff are working with DCF to improve communication.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Grant Updates

Sandra Crawford provided an overview of the grants. The Dislocated Worker Grant that is funding recovery efforts from Hurricane Idalia is having enormous success in Citrus, Levy and Dixie counties. Community investment in Levy and Dixie counties is nearing \$700,000. The next Broadband class is in June. We are on target for our annual enrollment goal. Outside of the grant program, young adults in the YouthBuild program participated in a broadband class and the residents in Marion County are also being assisted with broadband training.

Talent Center

Chris Wilkinson was not in attendance. Larry Trowbridge reviewed the report provided in the packet.

Event Report

Cory Weaver was not in attendance. Larry Trowbridge highlighted items from the Event Report. He noted increased attendance at hiring events and job fairs. The Marion County Youth Job Fair was recently held and had about 250 young adults from 16-24. It was extremely successful.

Metrix Online Learning

Cory Weaver was not in attendance. Larry Trowbridge shared details from the report, noting the most popular pathways and courses. Program usage continues to be consistent.

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 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 that there is an increase in job seeker traffic over re-employment assistance traffic.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:07 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.

Levy and Dixie:

We have completed enrollments into the NDWG for the shellfish growers.

Total Enrollments: 197 (192 Levy, 5 Dixie)

Work began on March 4 with first cohorts of workers.

We expect the grant to wrap up in December of 2024.

Total community investment to date (through 8/1/2024): \$5,254,159.06

Creating Connections Broadband (Levy County)

Total Enrollments to Date: 24

Total Training Certifications: 70

Total Employed: 9

We have two candidates currently enrolled in On-the-Job Training and 1 in a Paid Work Experience

We have completed 3 Custom Business Trainings with Local Levy County Employers

Upcoming Classes: December 2024, February, June and October 2025



REPORTING PERIOD: JUL 2023 - JUN 2024

ALL CENTER TRAFFIC – 494

One-on-one Appointments Total – 296

Professionals – 172
Students – 124

In Person – 86%
Virtual – 14%

WORKSHOPS CONDUCTED – 32

Internship classes – 8
Healthcare – 8
Information Technology – 5
CoOP Class - 3

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

TOTAL ATTENDANCE FOR WORKSHOPS – 481

Resumes reviewed and feedback provided – 290

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

15 Events – Total attendance for events – 1156

Taylor College: LPN Grads – 70
College of Central FL: Club Rush – 450
TC Open House – 69
College of Central FL: Citrus Preview Day – 125
College of Central FL: Career & Internships Fair – 40

College of Central FL: Career & Business Services – 75
CF Soft Skills Webinar – 75
College of Central FL: Student Adm Preview Night – 200
Lake Weir High School: Career Services – 12
Community Outreach: Career Essentials – 20

CONFIRMED HIRES

30

AVERAGE HOURLY WAGE

\$27.29

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.
- 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.
- Sophia Sanford is very knowledgeable as well as very helpful with helping me to update resume and cover letter.
- CF's talent center has gone above and beyond to help. I recommend this service to everyone who has access to it.

PY 23 - 24 Individual Events

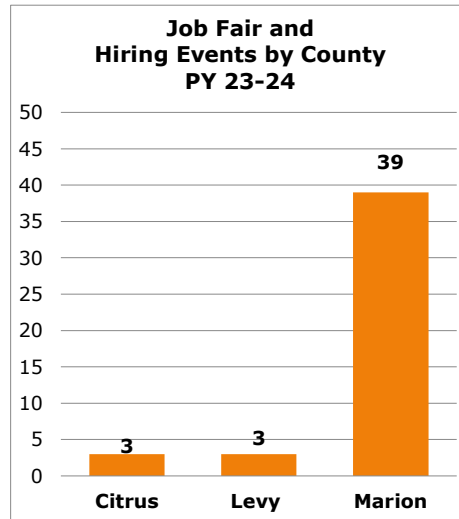
Total Events: 37
Attendees: 1330
Reported Hires: 320

PY 23 - 24 Job Fairs

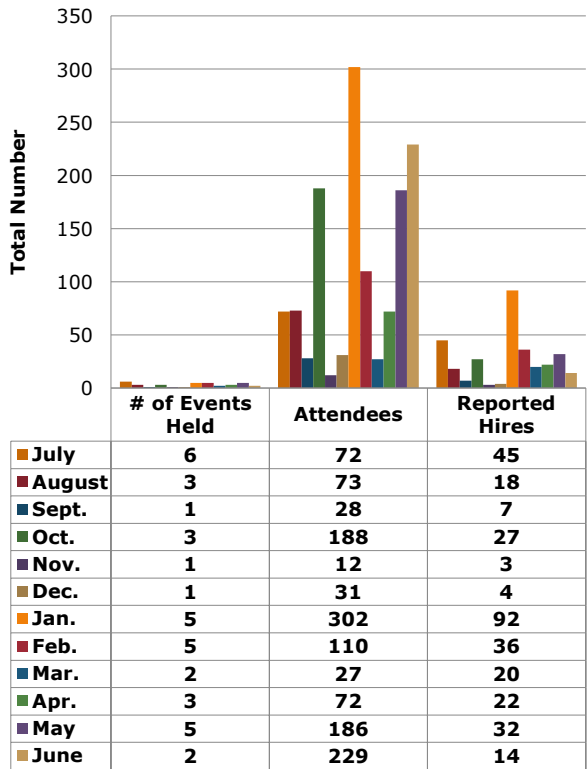
Attendees: 846
Businesses: 135

PY 23-24 Partner Job Fairs

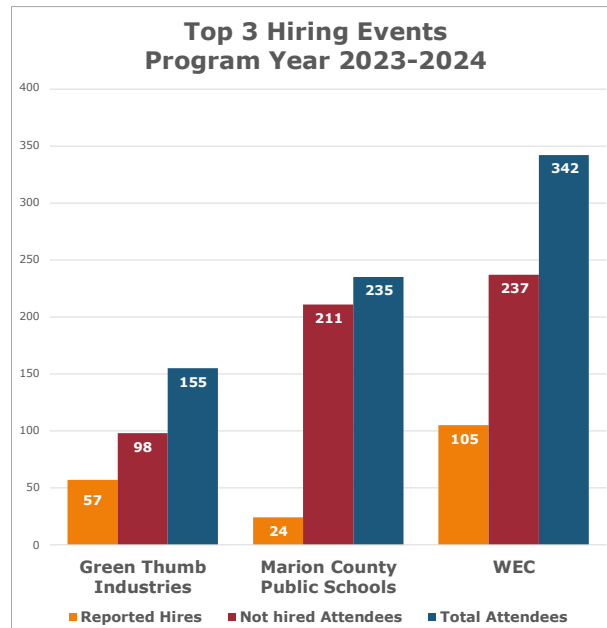
Attendees: 21
Businesses: 18



Individual Hiring Events



Top 3 Hiring Events Program Year 2023-2024



Other Individual Hiring Events 4/2024 - 6/2024

| Event Date | Event Name | Event Location | County |
|------------|--|---------------------------|--------|
| 4/10 | VIP Care Hiring Event | One Health Center | Marion |
| 4/25 | Florida Department of Corrections Hiring Event | Marion Correctional | Marion |
| 5/1 | Coke Florida Hiring Event | 14th Street | Marion |
| 5/15 | CSL Plasma Hiring Event | 14th Street | Marion |
| 5/21 | RealTruck Hiring Event | RealTruck | Marion |
| 5/30 | Early Learning Coalition Hiring Event | Early Learning Coalition | Marion |
| 6/25 | Citrus Government Hiring Event | Citrus Government Complex | Citrus |



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 | Apr-24 | May-24 | Jun-24 | | |
| Citrus | 86 | 32 | 24 | 1 | 1 | 3 | 0 | 6 | 5 | 5 | 2 | 10 | 6 | 3 | 5 | 47 | 189 |
| Citrus - CF | 30 | 7 | 11 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 50 |
| Levy | 22 | 6 | 7 | 1 | 2 | 1 | 0 | 5 | 1 | 0 | 2 | 1 | 2 | 3 | 2 | 20 | 55 |
| Levy - CF | 16 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23 |
| Marion | 140 | 53 | 55 | 7 | 9 | 14 | 28 | 17 | 9 | 9 | 23 | 10 | 19 | 15 | 16 | 176 | 424 |
| Marion - CF | 100 | 24 | 37 | 3 | 1 | 5 | 3 | 3 | 1 | 4 | 3 | 2 | 7 | 5 | 10 | 47 | 208 |
| TOTAL | 394 | 125 | 138 | 12 | 14 | 23 | 31 | 31 | 16 | 18 | 30 | 23 | 34 | 27 | 33 | 292 | 949 |

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. Uncovering and Utilizing Your Talents and Skills
6. Communicating Effectively with Customers
7. Becoming More Professional through Business Etiquette
8. Writing Effective E-mails and Instant Messages
9. Interacting with Customers
10. Be a Better Listener
11. How Culture Impacts Communication
12. Difficult People: Can't Change Them, so Change Yourself
13. Abbreviating, Capitalizing, and Using Numbers
14. Business Law and Ethics
15. Self-improvement for Lifelong Success

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

| Job Seeker Report | Region 10 Net Promoter Score |
|--------------------------------|------------------------------|
| Net Promoter Score–Area/Region | ▶ +73 (+0) |



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**.



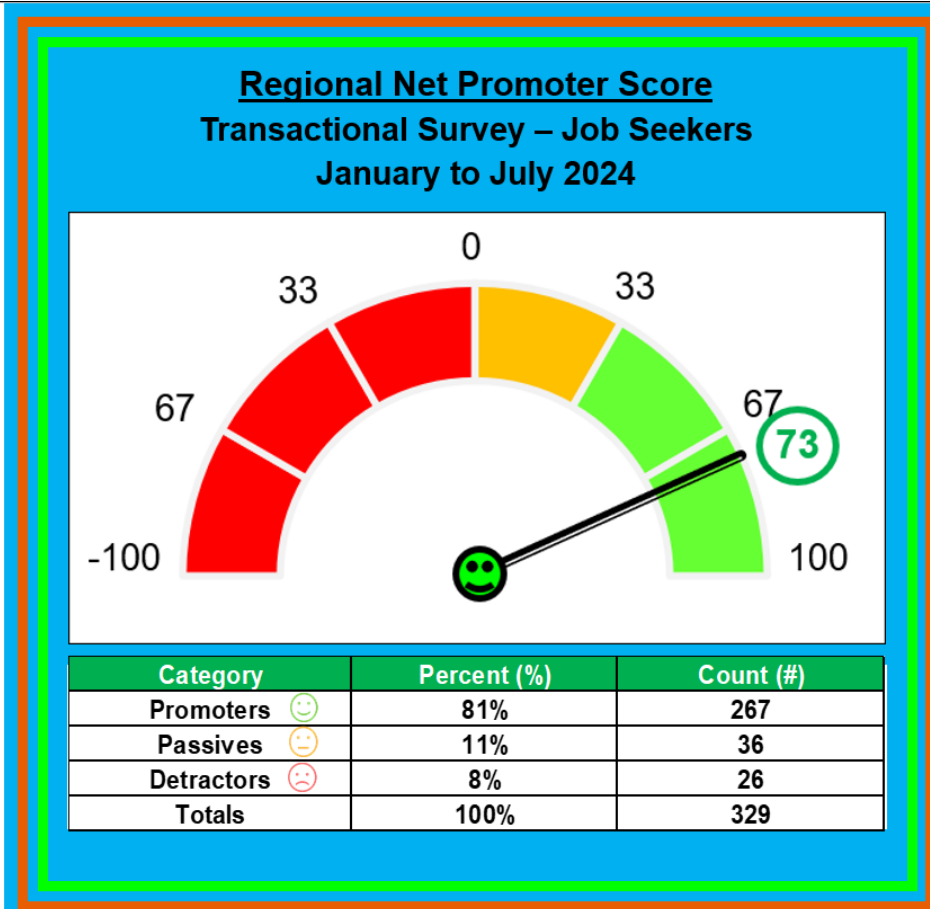
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



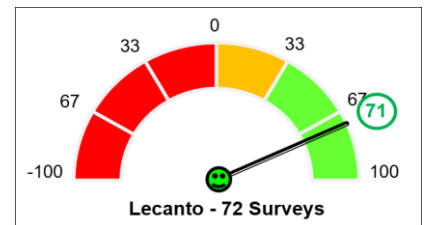
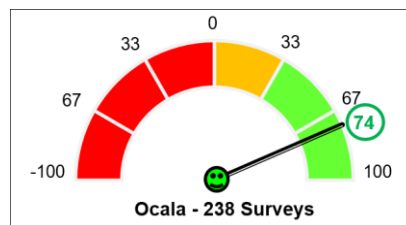
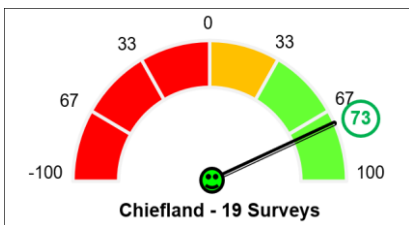
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



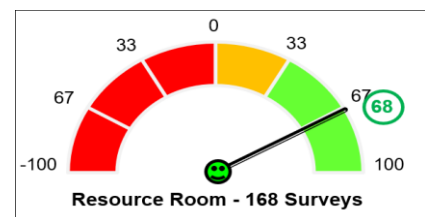
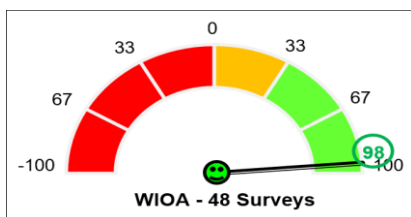
Overall Score



Transactional Net Promoter By Office



Transactional Net Promoter By Service



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

| Employer Report | Region 10 Net Promoter Score |
|--------------------------------|------------------------------|
| Net Promoter Score–Area/Region | ▶ +62 (+8) |



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**.

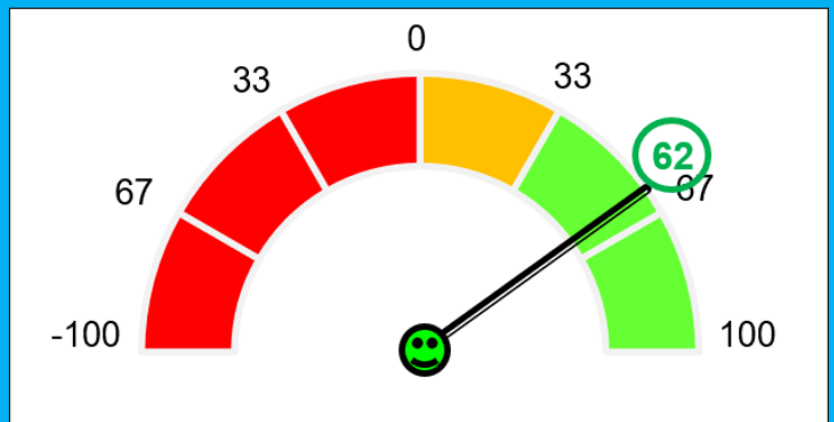


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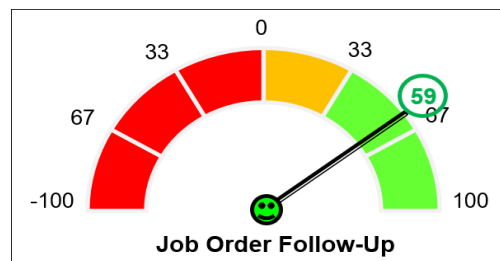
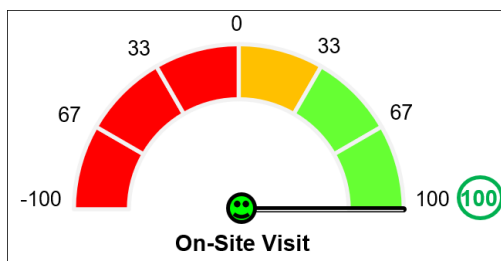
Overall Score

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

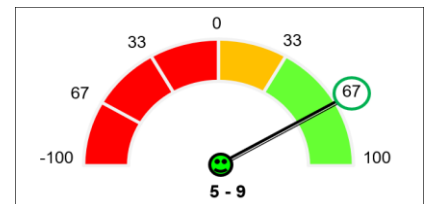
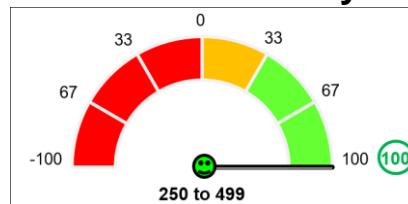
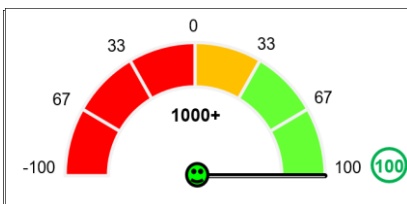


| Category | Percent (%) | Count (#) |
|---------------------|-------------|-----------|
| Promoters 😊 | 75% | 18 |
| Passives 😐 | 13% | 3 |
| Detractors 😞 | 13% | 3 |
| Totals | 100% | 24 |

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



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

| Candidate Report | Talent Center Net Promoter Score |
|--------------------|----------------------------------|
| Net Promoter Score | ▶ +92 (+12) |



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



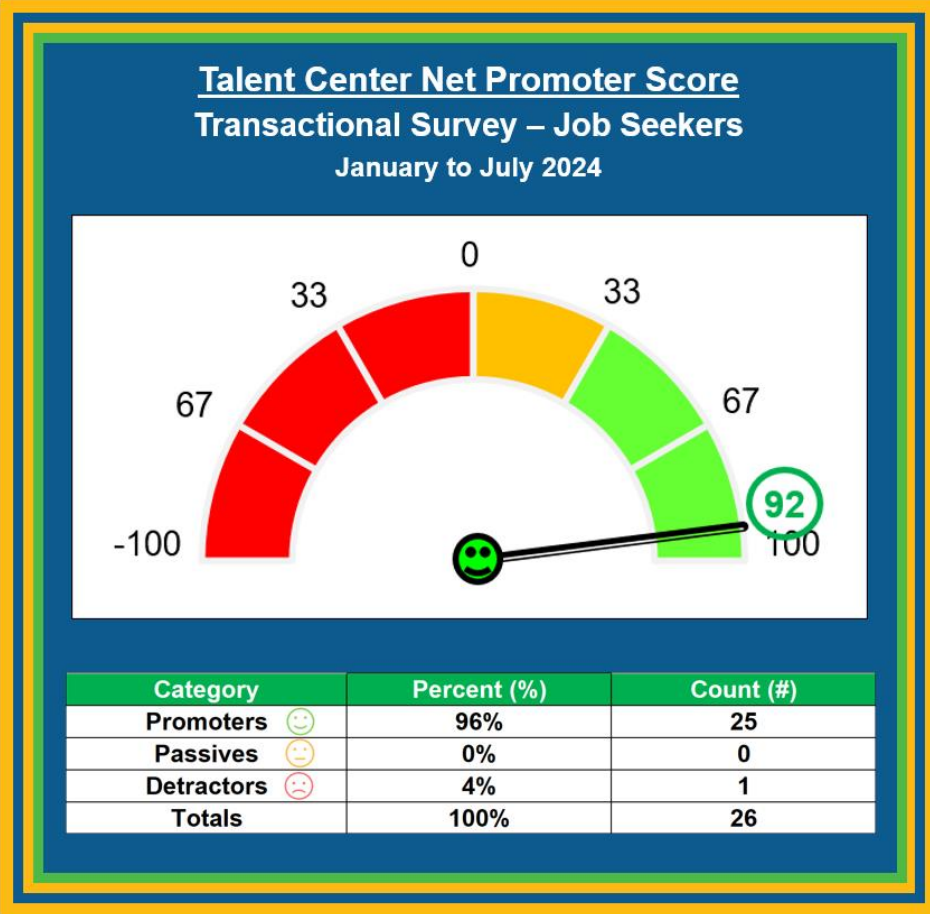
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70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



Overall Score



Center Traffic

| Traffic | | PY 22-23 | PY2023 2024 | | | | | | | | | | | | |
|----------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| | | | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | YTD |
| Center Traffic | 14th Street | 12,049 | 1,114 | 1,283 | 1,116 | 1,278 | 1,048 | 896 | 1,442 | 1,360 | 1,241 | 1,305 | 1,189 | 1,135 | 14,407 |
| | Lecanto | 4,436 | 407 | 475 | 422 | 448 | 404 | 349 | 475 | 432 | 439 | 433 | 375 | 421 | 5,080 |
| | Chiefland | 2,043 | 153 | 184 | 214 | 203 | 174 | 149 | 200 | 160 | 149 | 158 | 164 | 148 | 2,056 |
| | Talent Center | 330 | 24 | 34 | 36 | 62 | 45 | 7 | 36 | 27 | 23 | 47 | 54 | 43 | 438 |
| | MCC 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | 0 |
| | MCC 2* | 375 | 4 | 21 | 9 | 24 | 5 | 15 | - | 6 | 56 | 56 | 55 | 44 | 295 |
| | Total | 19,233 | 1,702 | 1,997 | 1,797 | 2,015 | 1,676 | 1,416 | 2,153 | 1,985 | 1,908 | 1,999 | 1,837 | 1,791 | 22,276 |
| Online Traffic | Citrus | 6,576 | 729 | 885 | 900 | 906 | 867 | 778 | 1,058 | 974 | 930 | 975 | 1,006 | 1,134 | 11,142 |
| | Levy | 1,210 | 223 | 206 | 224 | 174 | 155 | 161 | 162 | 124 | 201 | 184 | 182 | 163 | 2,159 |
| | Marion | 13,697 | 2,023 | 2,181 | 2,155 | 2,368 | 2,077 | 1,697 | 2,515 | 2,389 | 2,589 | 3,015 | 2,995 | 3,190 | 29,194 |
| | Other | 1,006 | 125 | 114 | 86 | 96 | 112 | 124 | 115 | 74 | 133 | 101 | 96 | 90 | 1,266 |
| | | Total | 22,489 | 3,100 | 3,386 | 3,365 | 3,544 | 3,211 | 2,760 | 3,850 | 3,561 | 3,853 | 4,275 | 4,279 | 4,577 |

