



**CAREER CENTER COMMITTEE  
 AGENDA**

**Thursday, November 7, 2024 – 9:30 a.m.**

Join Zoom Meeting: <https://us02web.zoom.us/j/86293108368>

Phone No: 1-646-558-8656 (EST) Meeting ID: 862 9310 8368

Call to Order C. Harris  
 Roll Call C. Schnettler  
 Approval of Minutes, August 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**

Youth Services Invitation to Negotiate Release Page 5 D. French

**PROJECT UPDATES**

Grant Updates Page 6 C. Weaver  
 Event Report Page 7 C. Weaver  
 SkillUp - Metrix Online Learning Page 8 C. Weaver  
 Talent Center Page 9 C. Wilkinson  
 Center Traffic Page 10 L. Trowbridge  
 Net Promoter Page 11 - 13 S. Litzinger

**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: August 15, 2024  
PLACE: 2703 NE 14<sup>th</sup> Street, Ocala, FL 34470  
TIME: 9:30 a.m.

**MEMBERS PRESENT**

Arno Proctor  
Charles Harris  
Equilla Wheeler  
Pat Reddish

**MEMBERS ABSENT**

Andy Starling  
Angela Juaristic  
Christopher Cowart  
David Benthusen  
Jorge Martinez

**OTHER ATTENDEES**

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

Cira Schnettler, CSCLM  
Steven Litzinger, CSCLM  
Larry Trowbridge, 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**

Arno Proctor made a motion to approve the May 16, 2024, minutes. Equilla Wheeler seconded the motion. Motion carried.

**DISCUSSION ITEMS**

State Update

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

- The draft of the Subgrantee agreement will be on the September board agenda for approval. This will ensure submission on the State's timeline.
- A draft agreement for regional planning is in development for State review and approval.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

## **PUBLIC COMMENT**

None

## **ACTION ITEMS**

None

## **PROJECT UPDATES**

### YouthBuild Grant Application

Dale French explained that we are in the process of completing the application, which is due in September for a 2-year program beginning the first quarter of 2025.

### Grant Updates

Sandra Crawford provided an overview of the grants. The Dislocated Worker Grant that is funding recovery efforts from Hurricane Idalia is having remarkable success in Levy and Dixie counties. Community investment in Levy and Dixie counties has reached beyond five million dollars.

The Broadband grant is also having successful outcomes with 24 enrollments and 9 individuals hired.

### Talent Center

In Chris Wilkinson's absence, Cory Weaver reviewed the report provided in the packet. Cory was happy to report 30 hires with an average wage of \$27.29.

### Event Report

Cory Weaver highlighted items from the Event Report. She noted increased attendance at hiring events and job fairs, almost doubling attendance from the previous year. Internal business coordinators have been hired in Citrus and Levy boosting business engagement and activities in those counties. She invited committee members to visit the upcoming Citrus County Job Fair on August 27.

### Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Program usage continues to grow. 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 73.
- Business Services scores are up eight points.
- Talent Center continues to have a prominent level of customer service satisfaction. Talent Center scores are up twelve points.

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 traffic in June in the centers, but traffic has increased throughout the region.

**MATTERS FROM THE FLOOR**

None

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:56 a.m.

**APPROVED:** \_\_\_\_\_



## **RECORD OF ACTION/APPROVAL**

**Career Center Committee**

**Thursday, November 7, 2024**

### **TOPIC/ISSUE:**

Release of the Invitation to Negotiate for the youth service provider contract.

### **BACKGROUND:**

CareerSource Citrus Levy Marion currently contracts a service provider to provide youth WIOA services. The current contract with Eckerd Connects is set to expire on June 30<sup>th</sup>, 2025.

### **POINTS OF CONSIDERATION:**

Procurement standards require that all service provider contracts are opened for bid at minimum, every four years. The last contract for youth services was established in 2021 and has been renewed the maximum times allowable (three renewals for a total of four service years).

Staff is currently updating the ITN release. Due to the extensive requirements of an ITN release it is important that adequate time is provided to all interested organizations to provide a response. Additionally, staff needs adequate time to review all submissions in order to conduct a proper evaluation of all responses.

### **STAFF RECOMMENDATIONS:**

Requesting approval for authority to release an ITN for Youth Services to solicit responses for program operation slated to begin July 1, 2025. The anticipated release date of the ITN will be December 12, 2024.

### **COMMITTEE ACTION:**

### **BOARD ACTION:**

# 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 started with recovery efforts from Hurricane Idalia and will now be evolving to include impacts from Hurricanes Helene and Milton. Activities include Disaster Clean-Up in Citrus County and the continued support of 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 from Hurricane Idalia.

We expect the grant to wrap up in December of 2025.

Total community investment to date (through 10/4/2024): \$7,429,319.87

Additional funding has been requested to assist with individuals impacted by Helene and Milton.

## **Creating Connections Broadband (Levy County)**

Total Enrollments to Date: 24

Total Training Certifications: 70

Total Employed: 12

Successful networking with several local telecommunications employers has led to 3 offers of employment within the industry, 2 direct hires were High School Graduates from Levy County High Schools that are now working for Benton Technical Services in the Fiber Division here in Florida's rural counties and hurricane disaster areas.

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

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

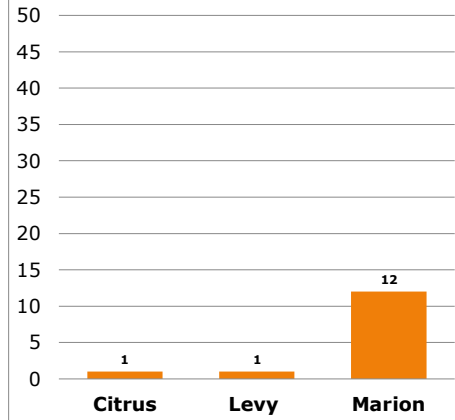
## PY 24 - 25 Individual Events

**Total Events: 11**  
**Attendees: 420**  
**Reported Hires: 78**

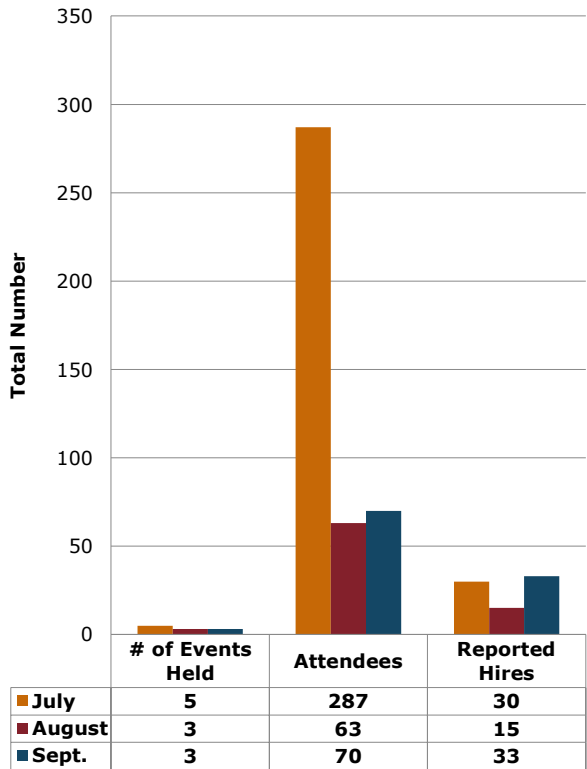
## PY 23 - 24 Job Fairs

**Attendees: 571**  
**Businesses: 66**

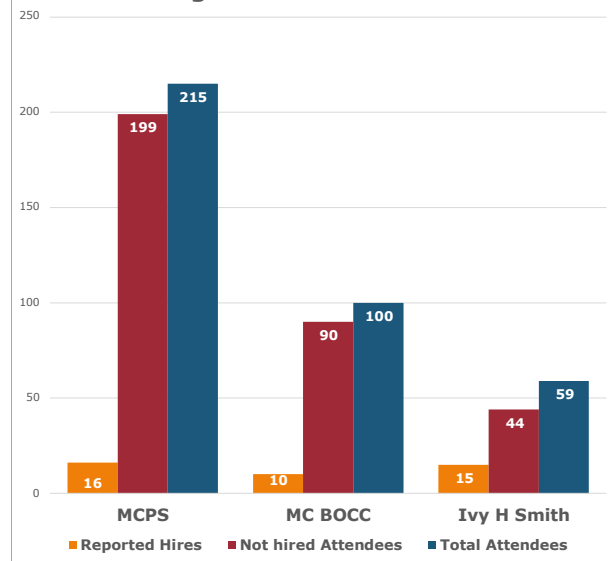
### Job Fair and Hiring Events by County PY 24-25



### Individual Hiring Events



### Top 3 Hiring Events Program Year 2023-2024



### Other Individual Hiring Events 7/2024 - 9/2024

Event Date	Event Name	Event Location	County
7/16	Florida Department of Agriculture	Chiefland Center	Levy
7/24	Coke Florida	14th Street	Marion
7/30	Kids Central	14th Street	Marion
8/1	Florida Department of Juvenile Justice	Marion Regional JDC	Marion
8/7	Ring Power	14th Street	Marion
9/4	RealTruck	RealTruck	Marion
9/5	Coke Florida	14th Street	Citrus



# SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 23-24	PY 2024			PY 24-25	Total
					Jul-24	Aug-24	Sep-24		
Citrus	86	32	24	47	4	9	7	20	209
Citrus - CF	30	7	11	2	1	1	1	3	53
Levy	22	6	7	20	2	3	2	7	62
Levy - CF	16	3	4	0	0	0	0	0	23
Marion	140	53	55	176	14	14	12	40	464
Marion - CF	100	24	37	47	11	4	5	20	228
<b>TOTAL</b>	<b>394</b>	<b>125</b>	<b>138</b>	<b>292</b>	<b>32</b>	<b>31</b>	<b>27</b>	<b>90</b>	<b>1039</b>

### Popular Pathways

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

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





## REPORTING PERIOD: JUL 2024 - SEP 2024

### ALL CENTER TRAFFIC – 223

One-on-one Appointments Total – 118

Professionals – 89  
Students – 29

In Person – 82%  
Virtual – 18%

### WORKSHOPS CONDUCTED – 9

Healthcare – 2  
Information Technology – 4

First Year Seminar – 1  
Early Childhood Education – 1  
Community Outreach – 1

### TOTAL ATTENDANCE FOR WORKSHOPS – 165

Resumes reviewed and feedback provided – 116

### CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

5 Events – Total attendance for events – 172

CF Resource Fair – 2  
TC Open House – 1

Talent Connection – 1  
CF Webinar – 1

### CONFIRMED HIRES

6

### AVERAGE HOURLY WAGE

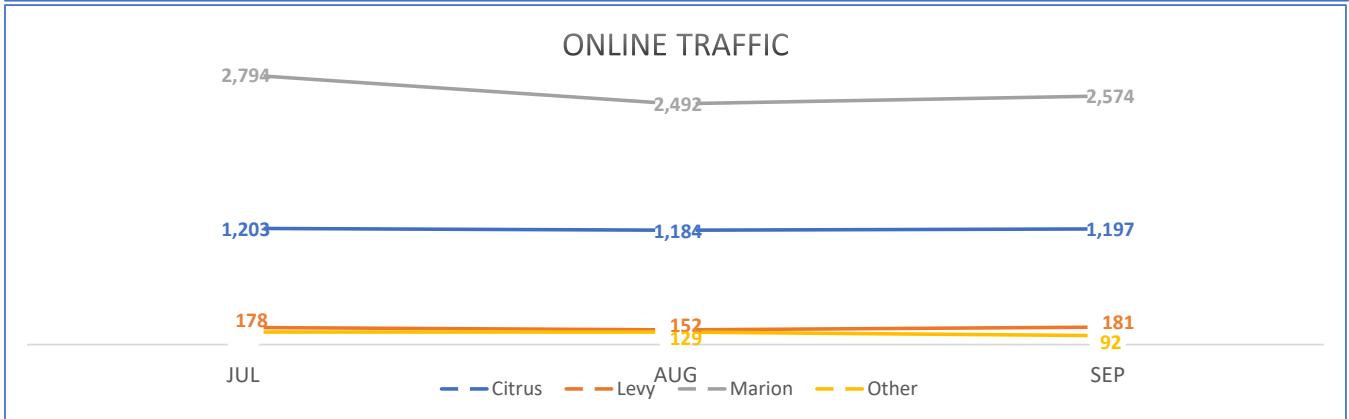
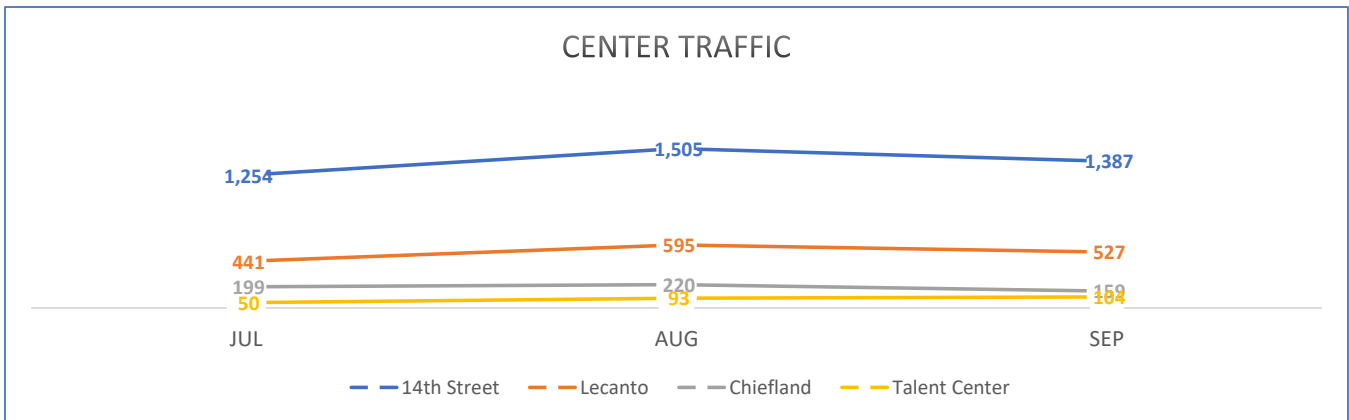
\$24.93

### 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.
- Ms. Sanford is very attentive to her clients at the Talent Center. She is very good at what she has done, such as offering advice and suggestions re' resume, cover letter and interview construction.
- Ms. Sanford is very professional, yet very personable with her customers. She is relatable in that she doesn't mind sharing her own experiences when job hunting. She seems to go above and beyond the "call of duty" for her customers.

# Center Traffic

Traffic		PY 22-23	PY2024			
			JUL	AUG	SEP	YTD
Center Traffic	14th Street	14,407	1,254	1,505	1,387	4,146
	Lecanto	5,080	441	595	527	1,563
	Chiefland	2,056	199	220	159	578
	Talent Center	438	50	93	104	247
	MCC 2*	295	52	34	1	87
	<b>Total</b>	<b>22,276</b>	<b>1,996</b>	<b>2,447</b>	<b>2,178</b>	<b>6,621</b>
Online Traffic	Citrus	11,142	1,203	1,184	1,197	3,584
	Levy	2,159	178	152	181	511
	Marion	29,194	2,794	2,492	2,574	7,860
	Other	1,266	130	129	92	351
	<b>Total</b>	<b>43,761</b>	<b>4,305</b>	<b>3,957</b>	<b>4,044</b>	<b>12,306</b>



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

Job Seeker Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +71 (-2)



### 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**.



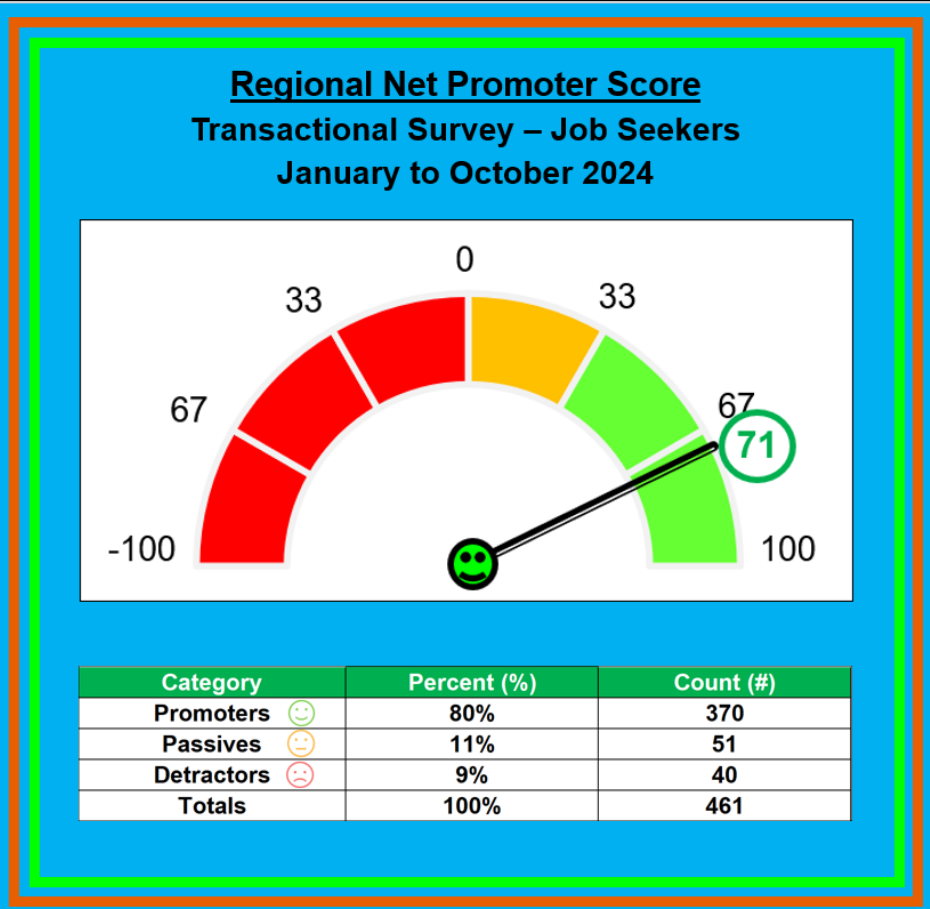
**30–69:** Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



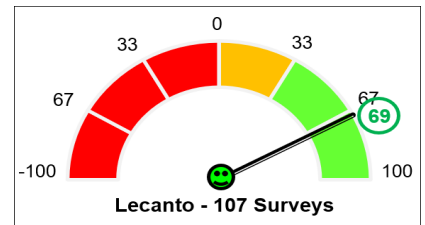
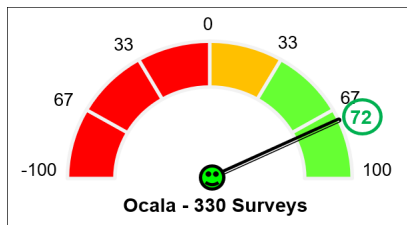
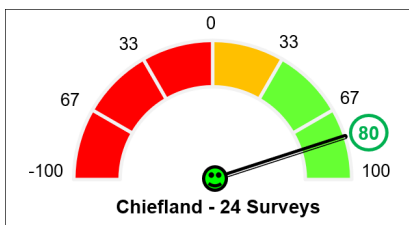
**70–100:** Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



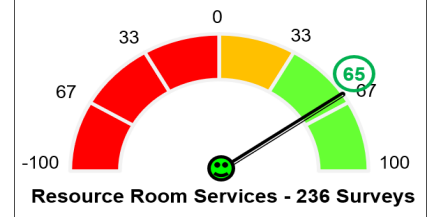
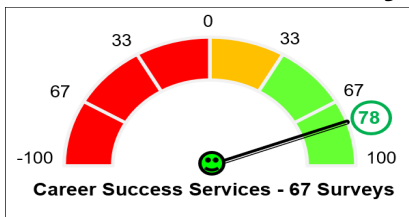
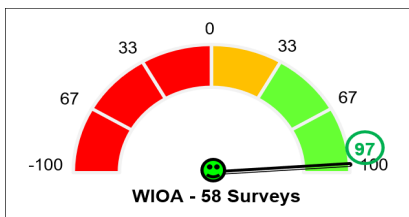
### Overall Score



### Transactional Net Promoter By Office



### Transactional Net Promoter By Service



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

Employer Report	Region 10 Net Promoter Score
Net Promoter Score—Area/Region	►+52 (-10)



### 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**.



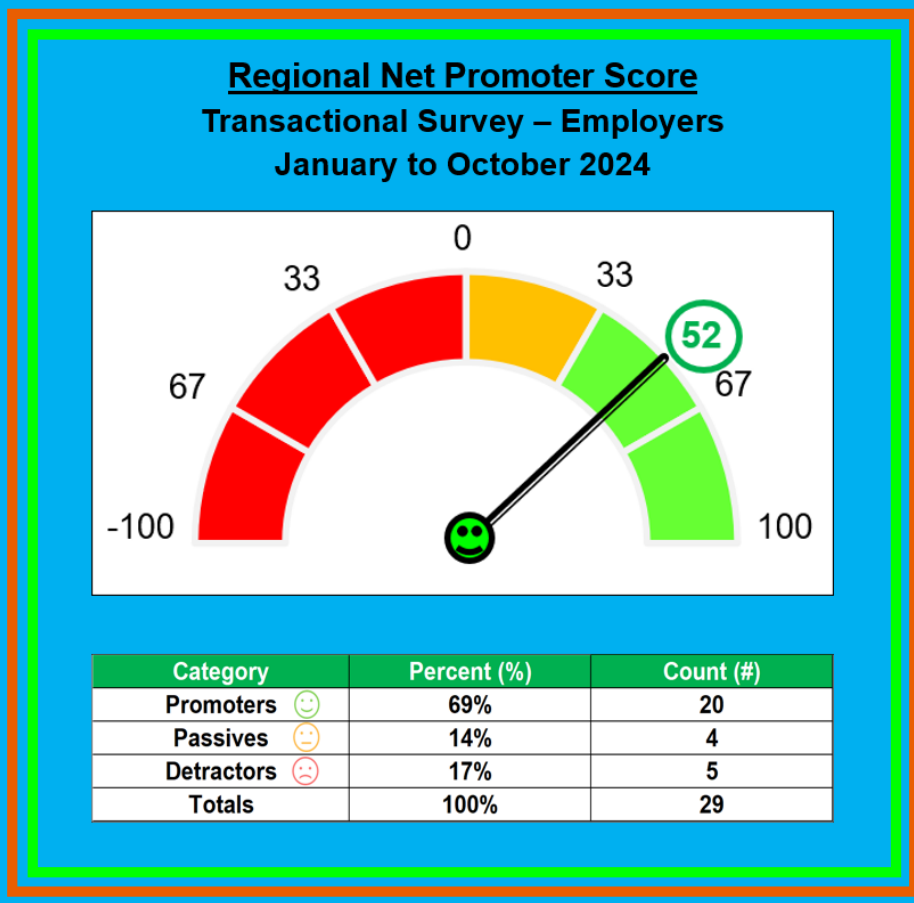
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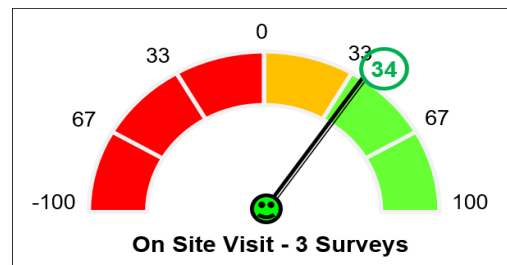
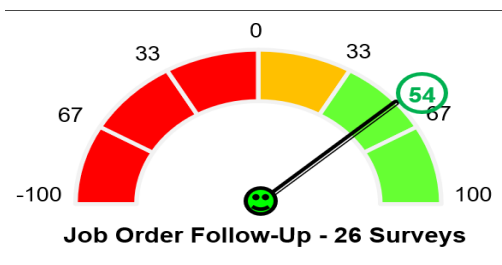
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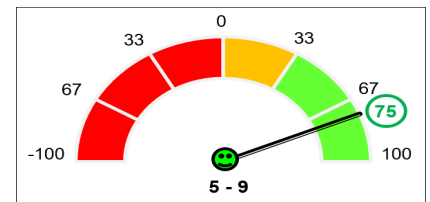
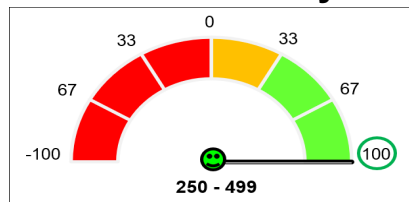
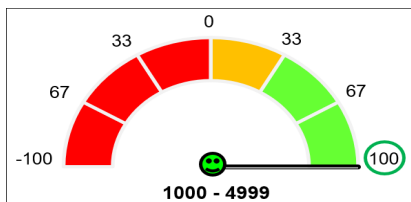
### Overall Score



### Transactional Net Promoter Score By Employer Service



### Transactional Net Promoter By Employer Size



## Talent Center Cumulative Report Calendar Year 2024 (January to October)

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +95 (+3)

CONNECTING BUSINESSES TO CANDIDATES



### 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**.



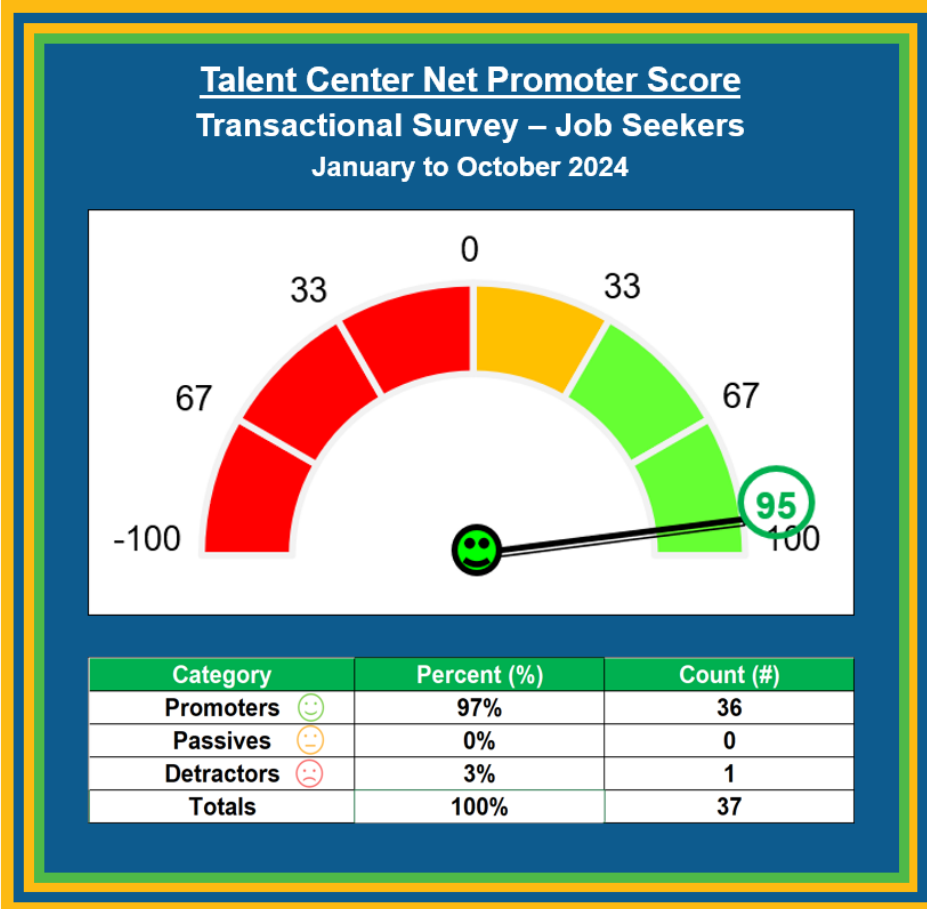
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**70-100:** Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



### Overall Score



The encouragement and advice i got whenever i visit was life to me. It propels me to continue to advance against all odds.	Sep 26, 2024 at 6:27am EDT
Ms.Sophia was very patient, and helped me step by step.	Sep 17, 2024 at 5:06pm EDT
Sophia was very helpful and knowledgeable. She walked me through the entire process. I was able to obtain a job within my career field.	Aug 9, 2024 at 4:53pm EDT
Ms Sanford is very professional, yet very personable with her customers. She is relatable in that she doesn't mind sharing her own experiences when job hunting. She seems to go above and beyond the "call of duty for her customers.	Aug 2, 2024 at 8:41pm EDT
She is extremely knowledgeable and professional. I enjoyed learning from her as she gave great advice that is already helping me tremendously	Jul 25, 2024 at 4:01pm EDT