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

CAREER CENTER COMMITTEE
AGENDA
Thursday, November 5, 2026 – 9:30 a.m.

Join Zoom Meeting: https://us02web.zoom.us/j/86979739077
Phone No: 1-646-558-8656 (EST) Meeting ID: 869 7973 9077

Call to Order		S. Bertrand
Roll Call		C. Schnettler
Approval of Minutes, August 6, 2026	Pages 2 - 3	S. Bertrand

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 4	S. Crawford
Event Report	Page 5	M. Saco
SkillUp - Metrix Online Learning	Page 6	C. Wilkinson
Talent Center	Page 7	C. Wilkinson
Center Traffic	Page 8	C. Wilkinson
Net Promoter	Page 9	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2026 – 2027 MEETING SCHEDULE							
Performance/ Monitoring	**Business and Economic Development**	**Career Center**	**Marketing / Outreach**	**Education and Industry Consortium**	**Executive**	**Full Board**	
Unless noted otherwise all committee meetings are held at CareerSource CLM, 2703 NE 14th Street, Ocala, FL 34470							
Tuesday 9:00 am	Wednesday 9:00 am	Thursday 9:30 am	Wednesday 9:00 am	Thursday 9:00 am	Wednesday 9:30 am	Wednesday, 11:30 am	
8/4/2026	8/5/2026	8/6/2026	8/12/2026	8/13/2026	9/29/2026	9/30/2026	CF Levy
11/3/2026	11/4/2026	11/5/2026	10/28/2026	11/12/2026	11/18/2026	12/16/2026	CF Ocala
2/2/2027	2/3/2027	2/4/2027	2/10/2027	2/11/2027	2/24/2027	3/3/2027	CF Lecanto
5/4/2027	5/5/2027	5/6/2027	5/12/2027	5/13/2027	5/26/2027	6/9/2027	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 6, 2026
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT	MEMBERS ABSENT
Andy Starling	Staci Bertrand
Angela Juaristic	Tamara Boyle
Equilla Wheeler	
Jennifer Roach	
Jorge Martinez	
Pat Reddish	

OTHER ATTENDEES

Dale French, CSCLM	Steven Litzinger, CSCLM
Cory Weaver, CSCLM	Cira Schnettler, CSCLM
Chris Wilkinson, CSCLM	
Sandy Crawford, CSCLM	

CALL TO ORDER
In the Chairs absence he meeting was called to order by Charles Harris, Committee Member at 9:30 a.m.

ROLL CALL
Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES
Pat Reddish made a motion to approve the May 7, 2026, minutes Jorge Martinez seconded the motion. Motion carried.

DISCUSSION ITEMS
State Update
Dale French updated the committee on the following items:

- Adrienne Johnston will be visiting the area on August 18. We will be meeting with her and Dr. Fryns from CF to provide an overview of partnership activities.
- We are awaiting quarter three letter grades from the State.
- We will be working on the ITN response for dislocated worker services once

released.
- We are working on the local plan along with an addendum for regional planning.
- The State has not released the updated performance numbers that would affect our PIP. We are anticipating improvements based on the internals strategies used to improve performance.

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 success of the Broadband grant.

Event Report
Cory Weaver reviewed the report.

Metrix Users
Talent Center
Center Traffic
Chris Wilkinson reviewed the reports provided in the packet. He noted that online traffic has significantly increased over in-person center traffic this program year.

Net Promoter
Steven Litzinger reviewed the Net Promoter Survey Results utilizing AI to summarize the past program year. Overall, we are providing excellent customer service.

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
Charles Harris will be coming off as Chair of this committee at the end of June. He stated it was an honor to serve as Chair.

ADJOURNMENT
There being no further business, the meeting was adjourned at 9:51 a.m.

APPROVED:_____

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Creating Connections
DOL Broadband Grant

The Creating Connections Broadband Grant helps to recruit and train talent that will support the scope of the broadband expansion efforts in rural Northwest Florida.

The Northwest Florida expansion project seeks to provide fiber-optic access to approximately 70,000 residents and businesses in the rural counties of Levy, Dixie, Gilchrist, Suwanee, Union, Lafayette, Hamilton, Taylor, Madison and Columbia.

TOTAL AWARD AMOUNT	TOTAL PARTICIPANTS TO DATE
$1.73 million	75
EXPERIENTIAL LEARNING	**CERTIFICATIONS EARNED**
39	207

TOTAL EMPLOYED TO DATE

46

PARTICIPANT COUNTY BREAKDOWN	
Columbia	4
Dixie	13
Gilchrist	4
Lafayette	4
Levy	37
Suwanee	7
Taylor	2

EMPLOYER ENGAGEMENT

- Blue Stream Fiber
- Wifiber Corporation
- SAS Electronics
- Benton Technical Services
- Echo Technologies, LLC
- Central Florida Broadband
- City of Williston
- CFEC/Fiber by Central Florida
- RoamR
- SVEC- Suwannee Valley Electric Coop
- Wire3

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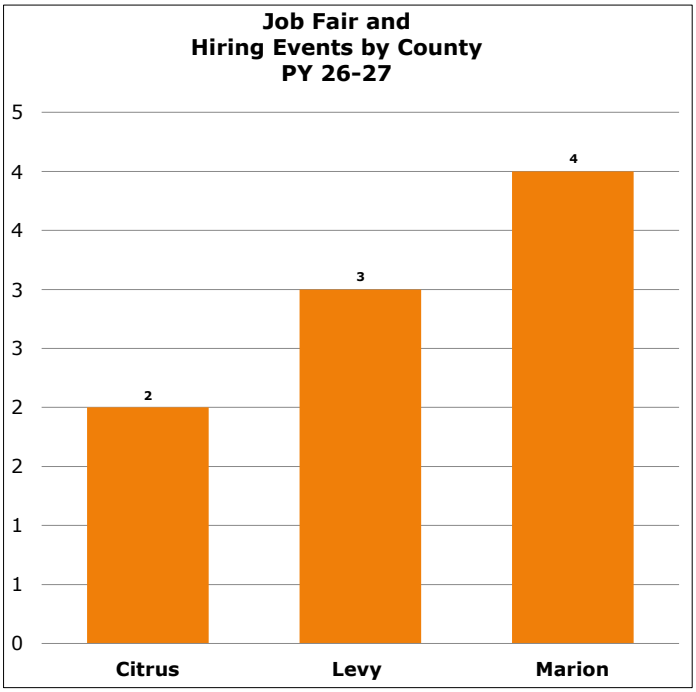
July 2026-June 2027
Business Services Events

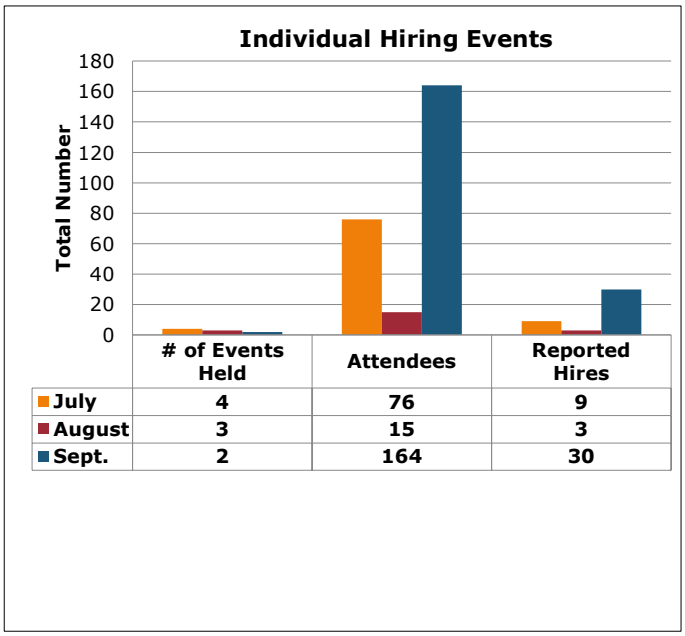
PY 26 - 27 Individual Events

Total Events: 9
Attendees: 252
Reported Hires: 12

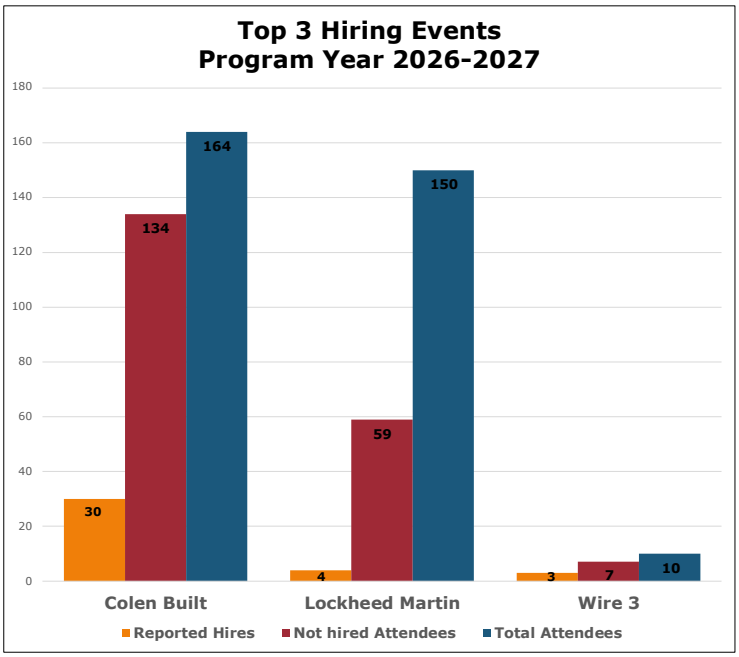
Upcoming Events

November 10 Paychecks for Patriots
November 17 Marion County Youth Career Expo





	# of Events Held	Attendees	Reported Hires
July	4	76	9
August	3	15	3
Sept.	2	164	30



Other Individual Hiring Events 7/2026 - 9/2026

Event Date	Event Name	Event Location	County
7/16	Rite of Passage	Lecanto Career Center	Citrus
7/20	Lifestream	Lecanto Career Center	Citrus
8/5	Department of Agriculture	Chiefland Career Center	Levy
8/18	Monterey & Blackfin Boats	Monterey Boats	Levy
8/20	Viceroy Home Health	14th Street Career Center	Marion
9/22	Cross City Corrections	Chiefland Career Center	Levy

SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 23-24	PY 24-25	PY25-26	PY 2026			PY 26-27	Total
							Jul-26	Aug-26	Sep-26		
Citrus	86	32	24	47	53	58	5	2	1	8	308
Citrus - CF	30	7	11	2	11	6	0	0	1	1	68
Levy	22	6	7	20	18	21	0	1	0	1	95
Levy - CF	16	3	4	0	2	5	0	1	0	1	31
Marion	140	53	55	176	170	131	8	10	8	26	751
Marion - CF	100	24	37	47	72	68	5	7	1	13	361
TOTAL	**394**	**125**	**138**	**292**	**326**	**289**	18	21	11	**50**	**1614**

Popular Pathways

1.Healthcare

2. Business (Administrative Management)

3. Information Technology

4. Construction Maintenance

5. Marekting/Sales/Retail

Popular Courses

1. Using Business Ettiquette to Increase Your Professionalism

2. Communication Skill Set

3. Developing Emotional Intelligence

4. Remaining Tactful and Diplomatic under Pressure

5. Being an Effective Team Member

6. Thinking: Drawing Sound Conclusions

7. How Culture Impacts Communication

8. How Culture Impacts Communication

9. Keeping Business Calls Professional

10. Abbreviating, Capitalizing and Using Numbers

11. Creating Well-Constructed Sentences

12. Developing Personal Accountability

13. Mathematics in the Plant: Common Fractions

14. Mathematics in the Plant: Decimal Fractions

15. Taking Responsibility for Your Accountability

REPORTING PERIOD: JUL 2026 – SEP 2026

ALL CENTER TRAFFIC – 313

One-on-one Appointments Total – 133

Professionals – 94 Students – 39	In Person – 92.23% Virtual – 6.77%

WORKSHOPS CONDUCTED – 1

Healthcare – 0 Information Technology – 1 COOP – 0 STEM 0 TC III – 0	First Year Seminar – 0 Early Childhood Education – 0 Community Outreach – 0 Agriculture & Equestrian – 0 High School & College Resources – 0

TOTAL ATTENDANCE FOR WORKSHOPS – 14

Resumes reviewed and feedback provided – 0

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

3 Events – Total attendance for events – 357

TC Open House – 1 Round Table Sessions – 0 CF Career & Colleges Expo – 1	Talent Connection – 0 CF Webinar – 0 OEP Faculty Meeting – 0	CF Resource Fair – 1 CASA House – 0 Resource & Job Fair – 0

CONFIRMED HIRES	WAGE RANGE	AVERAGE WAGE
3	$16.00 - $33.65 per hour	$22.22 per hour

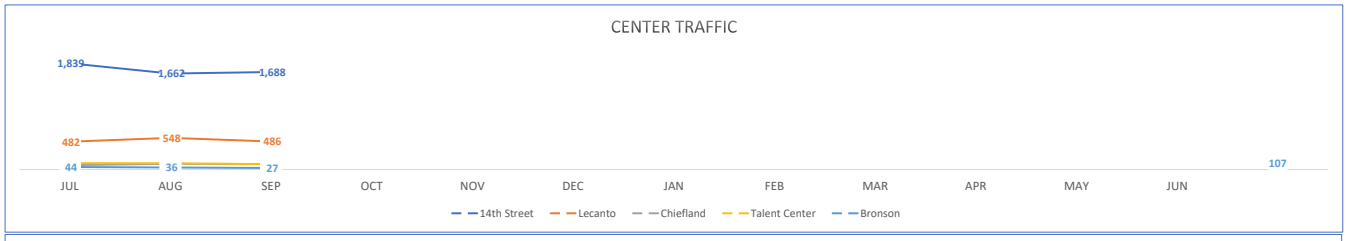
TESTIMONIALS FROM STUDENTS & PROFESSIONALS

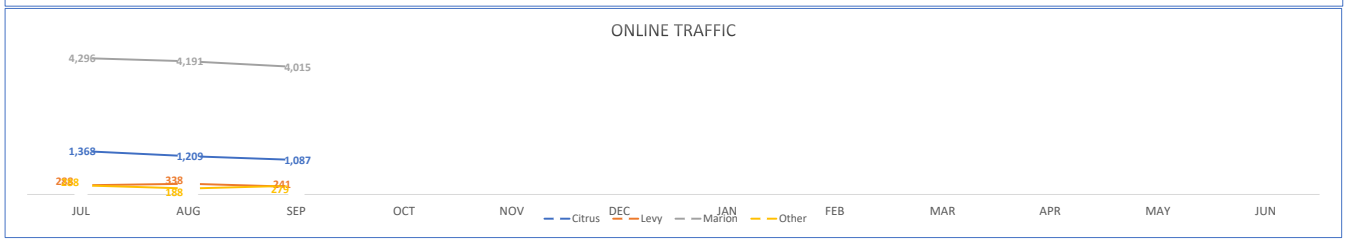
- Asks questions that get to know you and what type of careers would be best suited for you. As well as shows active interest in what she learns from those questions.
- She has been there for me throughout this process.
- She (Sophia) has a follow-up encouraging principles. She never gives up on you. She is very optimistic that success will eventually come, and it does.

Talent Center is an affiliate of CareerSource Citrus Levy Marion, an equal opportunity employer/program. CareerSource CLM is supported by the U.S. Department of Labor as part of awards totaling$8.7 million, revised annually, with no portion financed by non-governmental sources. All telephone numbers may be reached using TTY/TDD equipment via the Florida Relay System at 711. Auxiliary aids/services are available upon request in Spanish and to persons with disabilities. If you need accommodations, please call 844-354-9859, ext. 7879 or email tcaccommodations@talentcenter.org at least three business days in advance. CareerSource CLM is a proud partner of the American Job Center network and member of CareerSource Florida.

Center Traffic

Traffic		PY25-26	PY2026-27												
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD
Center Traffic	14th Street	20,351	1,839	1,662	1,688										5,189
	Lecanto	5,954	482	548	486										1,516
	Chiefland	2,100	75	99	96										270
	Bronson	49	44	36	27										107
	Talent Center	1,083	111	109	93										313
	Mobile Career Center	368	-	9	7										16
	Total	**29,856**	**2,551**	**2,463**	**2,397**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**7,411**
Online Traffic	Citrus	12,998	1,368	1,209	1,087										3,664
	Levy	2,752	288	338	241										867
	Marion	39,277	4,296	4,191	4,015										12,502
	Other	2,068	288	188	279										755
	Total	**57,095**	**6,240**	**5,926**	**5,622**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**17,788**





NET PROMOTER

Transactional Net Promoter Cumulative Report Program Year July 26 to September 26

Job Seeker Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	67

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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.**

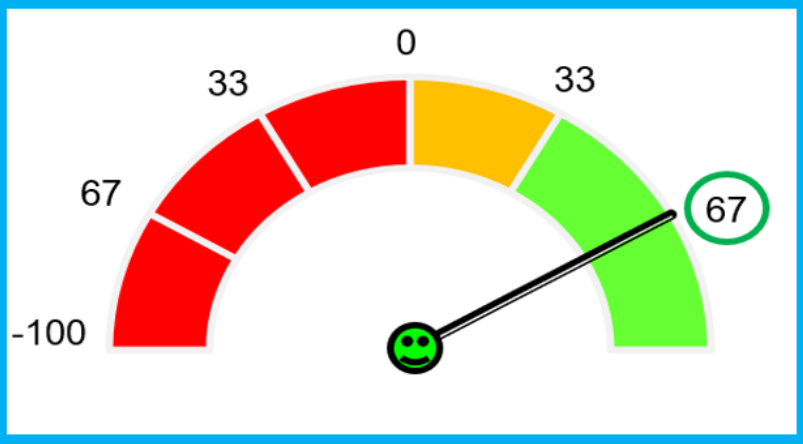
30–69: Your organization has a decent number of **Promoters.** You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters.**

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
Program Year: July 2026 to Sept 2026



Category	Percent (%)	Count (#)
Promoters	82%	32
Passives	3%	1
Detractors	15%	6
Totals	100%	39

Comments Summary (39)

Customer feedback is overwhelmingly positive, with customers consistently praising staff for being friendly, knowledgeable, compassionate, and highly supportive throughout their job search and career development journeys. Staff members were frequently recognized for providing personalized assistance, going above and beyond expectations, and creating a welcoming environment. The primary opportunities for improvement include enhancing follow-up communication, reducing wait times during busy periods, and providing better support around unemployment-related issues and access to training opportunities. Overall, customers view the organization as a trusted and valuable resource that delivers exceptional service.