CareerSource CITRUS | LEVY | MARION

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

Performance and Monitoring Committee
Tuesday, November 3, 2026 – 9:00 a.m.

Join Zoom Meeting: https://us02web.zoom.us/j/81715122477
Phone No: 1-646-558-8656 (EST) Meeting ID: 817 1512 2477

Call to Order		J. Chang
Roll Call		C. Schnettler
Approval of Minutes, August 4, 2026	Pages 2 - 4	J. Chang

DISCUSSION ITEMS

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

PUBLIC COMMENT

ACTION ITEMS
None

PROJECT UPDATES

Building Pathways Scorecard		D. French
Talent Center Traffic	Page 5	C. Wilkinson
Hope Florida	Page 6	C. Wilkinson
Event Report	Page 7	M. Saco
Contract Reports	Page 8	S. Crawford
YouthBuild	Page 9	S. Crawford
Grant Updates	Page 10	S. Crawford
County Comparison Reports	Pages 11 - 13	C. Weaver
Net Promoter	Page 14	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
Performance and Monitoring Committee

MINUTES

DATE: August 4, 2026
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT	MEMBERS ABSENT
Carole Savage-Hagans	Theresa Flick
Fred Morgan	
Jeff Chang, Chair	
Larry White	

OTHER ATTENDEES

Dale French, CSCLM	Christopher Wilkinson, CSCLM
Cory Weaver, CSCLM	Sandra Crawford, CSCLM
Steven Litzinger, CSCLM	Cira Schnettler, CSCLM
Melissa Saco, CSCLM	Andy (Unknown)

CALL TO ORDER
The meeting was called to order by Jeff Chang, Chair, at 9:00 a.m.

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

APPROVAL OF MINUTES
Fred Morgan made a motion to approve the minutes from the May 5, 2026, meeting. Larry White seconded the motion. Motion carried.

DISCUSSION ITEMS
State Updates

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.
- Three insurance agencies responded to the RFI for self-insurance and will make presentations at separate upcoming informational sessions for the board in August.

Workforce Issues that are Important to Our Community
None were discussed.

PROPOSED INDICATORS OF PERFORMANCE

Dale French explained that the Consortium approved sending the State our proposed goal negotiations. The State recently responded with their proposal. We will now counter with our justifications and hopefully come to an agreement. The final goals will be presented at the next committee meeting.

PUBLIC COMMENT

None

ACTION ITEMS

Ticket to Work Monitoring
Dale French was happy to announce this was a good monitoring and no issues were found. Fred Morgan made a motion to accept the Ticket to Work Monitoring report. Carole Savage-Hagans seconded the motion. Motion carried.

PROJECT UPDATES

PIP Update
Dale French explained that there is not an update from the State. Staff goals have been updated and the we are seeing steady increases in performance

Talent Center
Hope Florida
Chris Wilkinson reviewed the reports provided in the packet.

Event Report
Melissa Saco highlighted items from the Event Report. We are using new strategies to attain placement information from candidates and employers to increase performance.

Contract Reports
Grant Update
YouthBuild
Sandra Crawford reviewed the reports and highlighted the following items:

- Contract Reports: Citrus County did not meet their 4th quarter goals. Levy and Marion did meet the goals. New goals have been set for the three counties. The Eckerd contract has not been renewed for the 2026-2027 program year. The Eckerd Youth team has transitioned to internal staff, and we anticipate continued success in our youth program.
- Broadband Grant: The Broadband grant program continues to have multiple participant success stories. The program manager has been doing a wonderful job with enrolling new participants and keeping current participants engaged.

Career Center Reports
Program Participant Data Summary
Cory Weaver reviewed the reports and welcomed questions from the committee members. She highlighted the following items:

- Center Reports: Increases and decreases in center traffic were noted as well as gains and losses in placements and wage growth.

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.

ADJOURNMENT
There being no further business, the meeting was adjourned at 9:48 a.m.

APPROVED:

_____

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.

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Hope Florida

Hope Navigators work with individuals to identify their unique and immediate barriers to prosperity and engage all sectors of the community to be part of the solution. Navigators refer individuals to partners, including CareerSource Citrus Levy Marion, to provide services deemed helpful for the individual.

PY 25-26

Hope Referrals	Responsive	Non-Responsive
191	77	116

PY 26-27

Hope Referrals	Responsive	Non-Responsive
70	11	59

SERVICES PROVIDED PY25-26 to date

Job Search	Training Referrals	Appointment	Resume
1	2	2	0

HOPE EMPLOYERS

- HCA Ocala Hospital FL
- Publix Supermarket
- Walgreens
- Tri-Eagle Sales
- Allstate Insurance Roxanne Caraway
- Citrus County Schools
- Goodwill Temporary Staffing
- Citrus County Chamber of Commerce
- Life-Line Institute of Ocala
- City of Crystal River
- WEC
- ANCORP
- Overhead Door Company of Ocala
- Allstate Insurance Agency – Kevin Hewitson
- Fidelity Manufacturing
- Goodwill Industries – Suncoast
- Heritage Oaks of Ocala/Goodwill Industries - Suncoast

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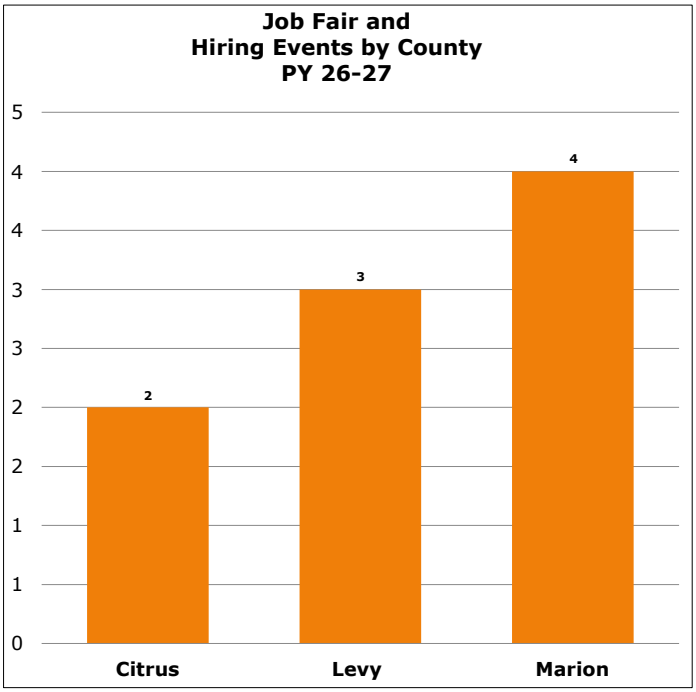
July 2026-June 2027
Business Services Events

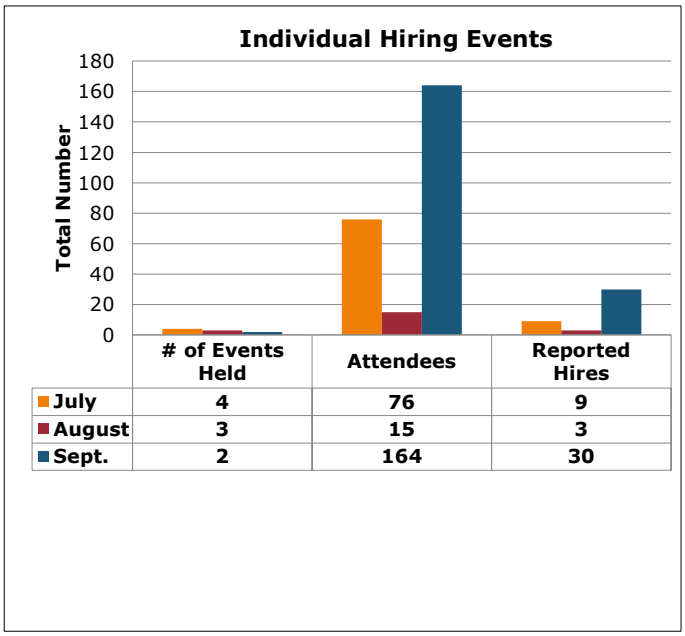
PY 26 - 27 Individual Events

Total Events: 9
Attendees: 252
Reported Hires: 12

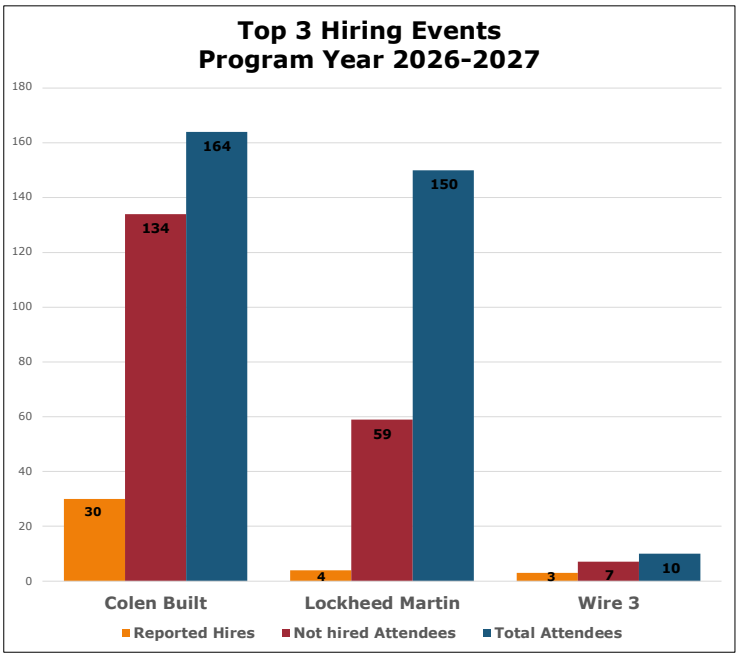
Upcoming Events

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

Contract Performance
PY2026-2027

County Chamber/EDC	Q1 PY26-27			Q2 PY26-27			Q3 PY26-27			Q4 PY26-27			ANNUAL		
	Goal	Goals Met	Rate	Goal	Goals Met	Rate	Goal	Goals Met	Rate	Goal	Goals Met	Rate	Goal	Goals Met	Rate
CITRUS (Citrus Chamber)	3		0.00%	3		0.00%	3		0.00%	3		0.00%	12		0.00%
MARION (CEP)	4	4	100.00%	4		0.00%	4		0.00%	4		0.00%	16	4	25.00%
Levy (BOCC)	3	3	100.00%	3		0.00%	3		0.00%	3		0.00%	12	3	25.00%

Quarterly Goals - Partner Chambers

Quarterly Meetings- **All**

Monthly meetings with key business staff to maintain communication of new and existing projects as well as current business needs - **Marion Only**

Provide business referrals to CSCLM for work-based training services - **All**

Provide business/professional referrals to Talent Center - **Marion/Citrus Only**

Provide assistance in planning and staff for theYouth Career Expos - **Marion/Citrus Only**

Participate in or generate a lead for community engagement targeting talent pipeline or workforce development (hiring events, workforce training, CTAE Training, career fairs, etc.)-**Levy Only**

Final Eckerd Performance

Eckerd Youth Connects	Q1 PY25-26			Q2 PY25-26			Q3 PY25-26			Q4 PY25-26			ANNUAL		
	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment
Enrollments	25	24	$0.00	30	25	$0.00	30	10	$0.00	20	20	$1,864.99	105	79	$1,864.99
Measureable Skills Gains	92%	89.80%	$1,864.99	92%	79.70%	$0.00	92%	82.10%	$0.00	92%	98.4	$1,864.99	92%	107.31%	$7,459.96
Employment/Education Retention Rate 2nd Quarter After Exit	79%	77.30%	$1,864.99	79%	76.90%	$1,864.99	79%	66.70%	$0.00	79%	62.1	$0.00	79%	78.31%	$3,729.98
Employment/Education Retention Rate 4thd Quarter After Exit	77%	64.40%	$0.00	77%	68.10%	$0.00	77%	68.00%	$0.00	77%	65.9	$0.00	77%	65.90%	$0.00
Credential Attainment Rate	87%	85.00%	$1,864.99	87%	77%	$0.00	87%	79%	$1,864.99	87%	80.4	$1,864.99	87%	92%	$5,594.97
Median Wages	$3,759	$5,077	$1,864.99	$3,759	$5,473	$1,864.99	$3,759	$5,077	$1,864.99	$3,759	$4,112	$1,864.99	$3,759	109%	$7,459.96
Total			**$7,459.96**			**$3,729.98**			**$3,729.98**			**$11,189.94**			**$26,109.86**

Q4 Payment includes recoup of Measurable Skills Gains for Q2 and Q3. MSG is an annual measureand was met by Q4.

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Phoenix Rising YOUTHBUILD

The Phoenix Rising YouthBuild program has been helping improve the lives of at-risk young adults since 2011. The program is designed to teach youth valuable work skills while providing on the job experience as well as fostering a sense of community and leadership skills. As a result of their hard work, homes are built for families in need. The Phoenix Rising YouthBuild began as a locally-funded pilot in 2011, and our first federal grant was awarded in 2013. We have been awarded 5 grants total, in 2013, 2017, 2019, 2021 and 2025. These grants are the result of a collaboration between several local agencies, including:

- **CareerSource Citrus Levy Marion**
- **Habitat for Humanity (Marion and Citrus Counties)**
- **Ocala Police Department**
- **Eckerd Youth Alternatives**
- **Marion County Housing and Finance Authority**
- **Neighborhood Housing and Development Corporation**
- **College of Central Florida**
- **Silver River Mentoring & Instruction**
- **City of Ocala**
- **Marion County Sherriff's Department**
- **Marion County Board of County Commissioners**
- **Florida State Housing Initiative Partnership (SHIP)**

TOTAL AWARD AMOUNT

$4,532,728

HOMES BUILT

19

TOTAL YOUTH SERVED

263

OBTAINED HS DIPLOMA

149

CREDENTIALS EARNED

1,275

ENTERED EMPLOYMENT/EDU

175

- **Home Builders Institute Pre-Apprenticeship**
- **OSHA-10**
- **National Retail Federation**
- **Warehouse Certification**
- **FL DBPR Safe Staff Food Handler**
- **High School Diploma**
- **American Hotel and Lodging Association Front Desk**
- **American Hotel and Lodging Association Guestroom**
- **American Hotel and Lodging Association Restaurant**
- **American Hotel and Lodging Association Maintenance**

SUCCESS STORIES

Isaiah K. Received recognition for growth, perseverance and transformation despite challenges faced during enrollment and demonstrated and improved attitude and commitment to success.

Summer B. Received a recognition award for her outstanding effort and positive attitude during the YouthBuild Program so far. She has consistently been on time to the construction site and classroom, demonstrating responsibility and commitment. In the classroom, Summer willingly assists other participants who may be struggling with their Penn Foster coursework or HBI Assignments. She is always ready to support her peers and contributes to a positive learning environment.

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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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CITRUS COUNTY

SERVICES: JUL - SEP 2026

UNEMPLOYMENT DATA*

	JUL 2026	AUG 2026
CITRUS	6.8%	6.7%
FLORIDA	4.6%	4.5%
US	4.1%	4.1%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2024	2025
CITRUS	$48,953	$50,417
FLORIDA	$69,470	$69,470

CANDIDATE SERVICES	BUSINESS SERVICES
• Online Job Listings and Referrals • Computers and Office Equipment (Copiers, Fax and Telephones) • Resume Writing Assistance • Networking Events and Job Fairs • Employability Workshops • Career Counseling	• Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
622	1,516
VETERANS SERVED	**TRAINING PROVIDED**
48	44
BUSINESSES SERVED	**WELFARE TO WORK TRANSITION**
26	59
POSITIONS POSTED	**TOTAL PLACEMENTS**
52	18 Average Placement Wage: $16.41

Your Employment Solution Starts Here

CareerSource Citrus Levy Marion brings together business and community partners, economic development leaders and educational providers to connect employers with qualified, skilled talent and candidates with employment and career development opportunities. **Contact us at 1.800.434.5627**.

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LEVY COUNTY

SERVICES: JUL - SEP 2026

UNEMPLOYMENT DATA*

	JUL 2026	Aug 2026
LEVY	5.6%	5.4%
FLORIDA	4.6%	4.5%
US	4.1%	4.1%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2024	2025
LEVY	$43,623	$46,460
FLORIDA	$69,470	$69,470

CANDIDATE SERVICES	BUSINESS SERVICES
• Online Job Listings and Referrals • Computers and Office Equipment (Copiers, Fax and Telephones) • Resume Writing Assistance • Networking Events and Job Fairs • Employability Workshops • Career Counseling	• Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
155	377
VETERANS SERVED	**TRAINING PROVIDED**
21	12
BUSINESSES SERVED	**WELFARE TO WORK TRANSITION**
11	20
POSITIONS POSTED	**TOTAL PLACEMENTS**
42	4 Average Placement Wage: 24.38

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MARION COUNTY

SERVICES: JUL - SEP 2026

UNEMPLOYMENT DATA

	JUL 2026	Aug 2026
MARION	6.2%	5.7%
FLORIDA	4.6%	4.5%
US	4.1%	4.1%

**Not seasonally adjusted*

AVERAGE ANNUAL WAGE

	2024	2025
MARION	$52,526	$54,562
FLORIDA	$69,470	$69,470

CANDIDATE SERVICES	BUSINESS SERVICES
• Online Job Listings and Referrals • Computers and Office Equipment (Copiers, Fax and Telephones) • Resume Writing Assistance • Networking Events and Job Fairs • Employability Workshops • Career Counseling	• Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
1,994	5,502
VETERANS SERVED	**TRAINING PROVIDED**
148	142
BUSINESSES SERVED	**WELFARE TO WORK TRANSITION**
164	209
POSITIONS POSTED	**TOTAL PLACEMENTS**
485	42 Average Placement Wage: $17.88

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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.**

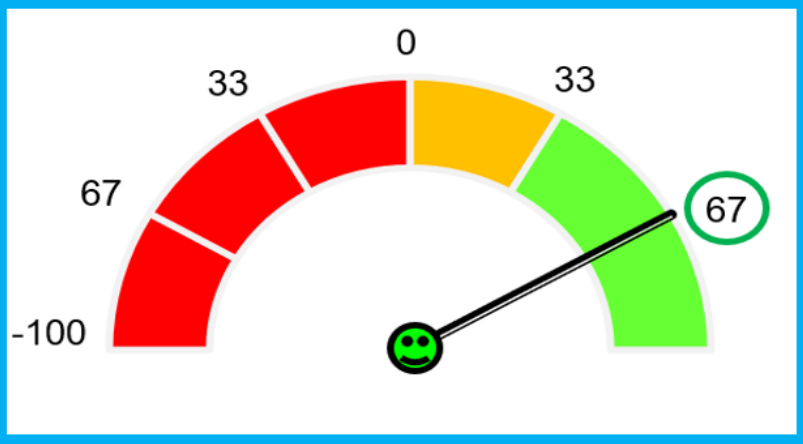
30–69: Your organization has a decent number of **Promoters.** You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters.**

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.