



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

**CAREER CENTER COMMITTEE
 AGENDA**

Thursday, May 7, 2026 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/82876663866>

Phone No: 1-646-558-8656 (EST) Meeting ID: 828 7666 3866

Call to Order C. Harris
 Roll Call C. Schnettler
 Approval of Minutes, February 5, 2026 Pages 2 - 4 C. Harris

DISCUSSION ITEMS

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

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Grant Updates Page 5 S. Crawford
 Event Report Page 6 M. Saco
 SkillUp - Metrix Online Learning Page 7 C. Wilkinson
 Talent Center Page 8 C. Wilkinson
 Center Traffic Page 9 C. Wilkinson
 Net Promoter Pages 10 - 12 S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2025 – 2026 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 14 th 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	
8/5/2025	8/6/2025	8/7/2025	8/13/2025	8/14/2025	8/27/2025	9/3/2025	CF Levy
11/4/2025	11/5/2025	10/30/2025	11/12/2025	11/13/2025	11/19/2025	12/10/2025	CF Ocala
					1/30/2026		
2/3/2026	2/4/2026	2/5/2026	2/11/2026	2/12/2026	2/25/2026	3/4/2026	CF Lecanto
5/5/2026	5/6/2026	5/7/2026	5/13/2026	5/14/2026	5/27/2026	6/10/2026	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 5, 2026
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT

Andy Starling
Arno Proctor
Charles Harris
Equilla Wheeler
Jorge Martinez

MEMBERS ABSENT

Angela Juaristic
David Benthusen
Jennifer Roach
Pat Reddish
Steven Weinstein
Tamara Boyle

OTHER ATTENDEES

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

Melissa Saco, CSCLM
Steven Litzinger, CSCLM
Cira Schnettler, CSCLM
Kristen Barry, One Stop Operator

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:31 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Jorge Martinez made a motion to approve the October 30, 2025, minutes. Andy Starling seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

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

- CareerSource Florida was receptive to our response on areas of focus for the PIP.
- TEN 10-23, Change 1 delays requirements that Wagner Peyser specific services be managed by State staff only. This would be a monumental change to how we currently handle our business outreach through our business services team. We will

be looking at beginning to implement the upcoming requirement as we begin planning for the upcoming program year. This committee will be kept updated as changes are implemented by the State and how we will propose implementation.

- CareerSource Florida will continue to move toward performance driven letter grade metrics with a focus on apprenticeship and enrollment. To meet these new standards, we will look at restructuring towards a more workforce development and training approach versus a job placement approach. We will be discussing different strategies for receiving registration and placement data at hiring events and job fairs. We will work to bring a more concrete plan to the next round of meetings.
 - Charles Harris asked two questions.
 - Do we anticipate business confidence and buy-in?
 - Rusty Skinner explained that our economic development partners will be essential in the remarketing of our approach to services. We will be meeting with all three counties' EDC representatives. We will be reaching out to our existing employers that have relied on us for hosting their hiring events and offering the best services that will fit their workforce needs.
 - Will the Strategic Plan need to be revised?
 - Rusty Skinner stated that we will evaluate if the current goals are still valid and we are only changing the approach on how we administer services.
- The Workforce Pell Grant is a new stream of funding that will enhance our ability to provide increased levels of training services.

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

Melissa Saco highlighted items from the Event Report. There has been an increase in attendees at events. The business services team will be adjusting their methods to better track performance metrics. She shared a success story from a recent Veterans job fair.

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.

Talent Center

Chris Wilkinson reviewed the report provided in the packet.

Center Traffic

Chris Wilkinson noted traffic was steady in the centers. There has been a significant increase in online traffic and the numbers are projected to exceed traffic from last year.

Net Promoter

Steven Litzinger reviewed the Net Promoter Survey Results. Overall, we are providing excellent customer service.

- Job seeker satisfaction continues to be high with a good score of 67.
- Business Services' scores are excellent.
- 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.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:02 a.m.

APPROVED: _____



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	69
EXPERIENTIAL LEARNING	CERTIFICATIONS EARNED
33	157
TOTAL EMPLOYED TO DATE	
46	

PARTICIPANT COUNTY BREAKDOWN	
Columbia	4
Dixie	13
Gilchrist	4
Lafayette	4
Levy	36
Suwanee	5
Taylor	1

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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PY 25 - 26 Individual Events

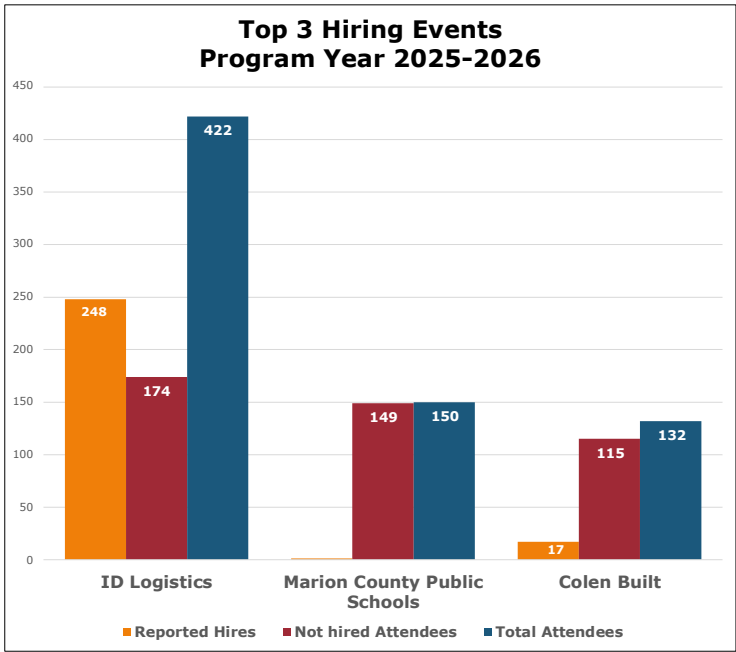
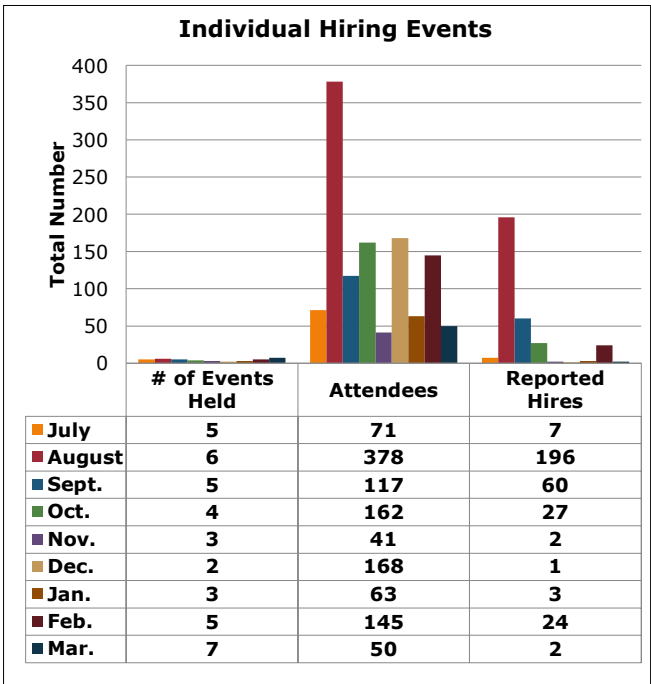
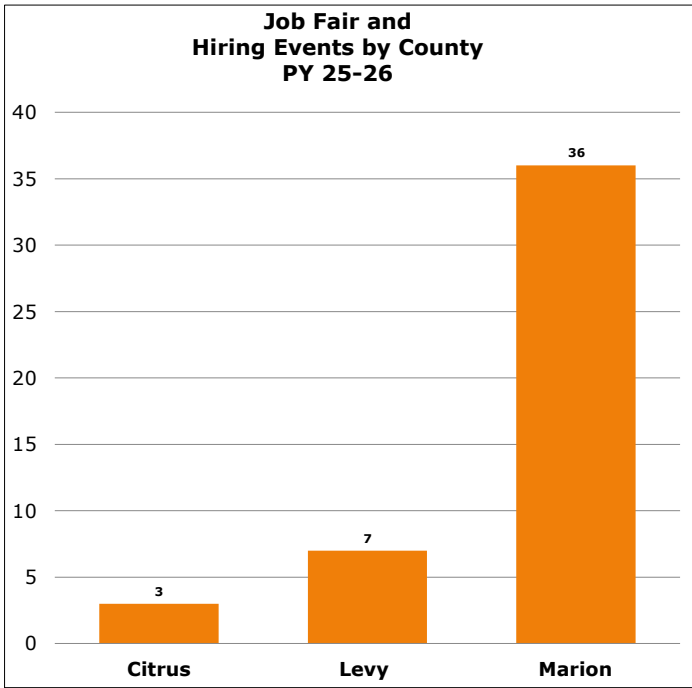
Total Events: 40
Attendees: 1195
Reported Hires: 322

PY 25 - 26 Job Fairs

Attendees: 716
Businesses: 76
Confirmed Hires: 31

Upcoming Event

May 13 Marion County Youth Job Fair



Other Individual Hiring Events 1/2026 - 3/2026

Event Date	Event Name	Event Location	County
2/10, 3/9, 3/10, 3/13, 3/17, 3/27	Tractor Supply	14th Street	Marion
1/15 and 2/19	Evergreen Private Care	Lecanto/14th Street	Citrus/Marion
1/13	Spherion	14th Street	Marion
1/21	Cypress Creek Correctional Academy	Cypress Creek	Citrus/Marion
2/5	E-One	E-One	Marion
2/11	American In home Care	14th Street	Marion
3/5	Kids Central	14th Street	Marion
3/10	Florida Department of Corrections- Cross City	Chiefland	Levy



SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 23-24	PY 24-25	PY 2025						PY 25-26	Total			
						Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25			Jan-26	Feb-26	Mar-26
Citrus	86	32	24	47	53	7	8	6	10	3	3	3	4	2	46	288
Citrus - CF	30	7	11	2	11	1	2	0	1	0	1	0	0	0	5	66
Levy	22	6	7	20	18	2	3	5	1	2	3	0	4	0	20	93
Levy - CF	16	3	4	0	2	0	0	0	1	0	0	0	3	1	5	30
Marion	140	53	55	176	170	11	10	6	20	1	8	7	14	7	84	678
Marion - CF	100	24	37	47	72	11	11	7	6	3	1	3	4	3	49	329
TOTAL	394	125	138	292	326	32	34	24	39	9	16	13	29	13	209	1484

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Information Technology
4. Entry Level Pathway - General
5. Government/Public Sector

Popular Courses

1. Using Business Etiquette to Increase Your Professionalism
2. The Art and Science of Communication
3. Being an Effective Team Member
4. Communicating Effectively with Customers
5. Interacting with Customers
6. How Culture Impacts Communication
7. Procrastination: Admitting it is the First Step
8. Establishing Self-confidence for Life
9. Creating Well-constructed Sentences
10. Self-improvement for Lifelong Success
11. Abbreviating, Capitalizing, and Using Numbers
12. Writing Effective E-mails and Instant Messages
13. Getting the Details Right: Spelling Basics
14. Using Punctuation Marks
15. Using the Parts of Speech



REPORTING PERIOD: JUL 2025 – MAR 2026

ALL CENTER TRAFFIC – 851

One-on-one Appointments Total – 430

Professionals – 348
Students – 82

In Person – 88%
Virtual – 12%

WORKSHOPS CONDUCTED – 18

Healthcare – 5
Information Technology – 4
COOP – 1
STEM –
TC III – 1

First Year Seminar –
Early Childhood Education – 1
Community Outreach – 2
Agriculture & Equestrian – 1
High School & College Resources – 3

TOTAL ATTENDANCE FOR WORKSHOPS – 418

Resumes reviewed and feedback provided – 312

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

12 Events – Total attendance for events – 1917

TC Open House – 3
Round Table Sessions –
CF Career & Colleges Expo – 2

Talent Connection – 2
CF Webinar –
OEP Faculty Meeting –

CF Resource Fair – 3
CASA House –
Resource & Job Fair – 1

CONFIRMED HIRES

14

WAGE RANGE

\$11.00 - \$36.06

AVERAGE WAGE

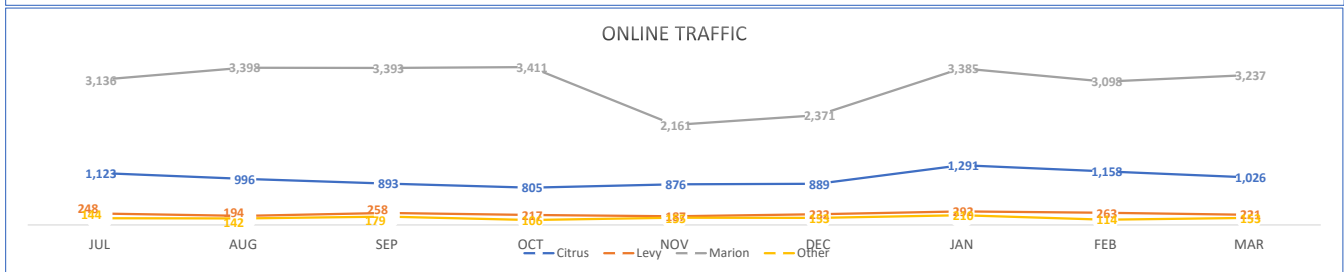
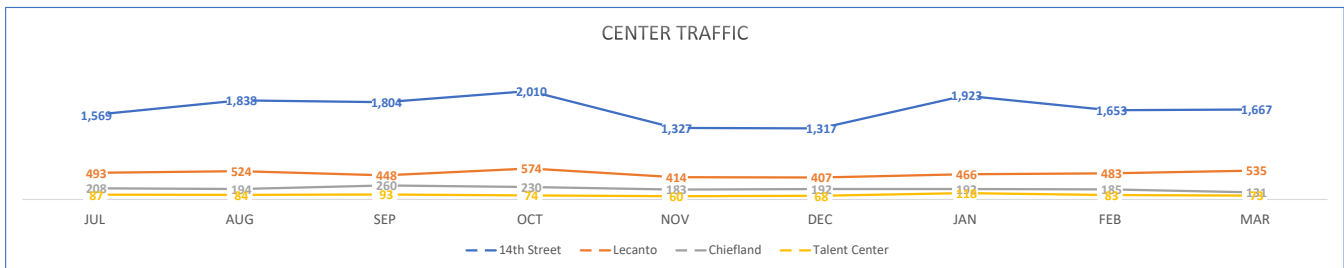
\$20.07

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.

Center Traffic

Traffic		PY 24-25	PY2025-26									
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD
Center Traffic	14th Street	17,706	1,569	1,838	1,804	2,010	1,327	1,317	1,923	1,653	1,667	15,108
	Lecanto	6,226	493	524	448	574	414	407	466	483	535	4,344
	Chiefland	2,227	208	194	260	230	183	192	192	185	131	1,775
	Talent Center	1,095	87	84	93	74	60	68	118	83	73	740
	MCC 2*	293	51	41	38	95	47	36	10	15	9	342
	Total	27,547	2,408	2,681	2,643	2,983	2,031	2,020	2,709	2,419	2,415	22,309
Online Traffic	Citrus	11,824	1,123	996	893	805	876	889	1,291	1,158	1,026	9,057
	Levy	2,090	248	194	258	217	187	232	292	263	221	2,112
	Marion	28,637	3,136	3,398	3,393	3,411	2,161	2,371	3,385	3,098	3,237	27,590
	Other	1,499	144	142	179	106	155	153	210	114	153	1,356
		Total	44,050	4,651	4,730	4,723	4,539	3,379	3,645	5,178	4,633	4,637



Transactional Net Promoter Cumulative Report Program Year July 25 to April 26

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ 72



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**.

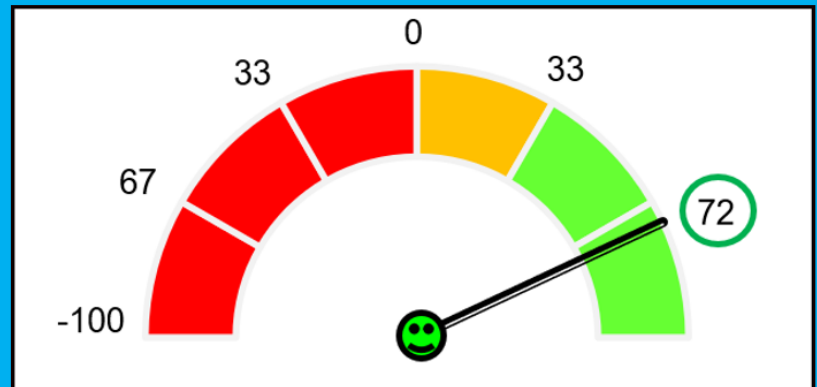


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



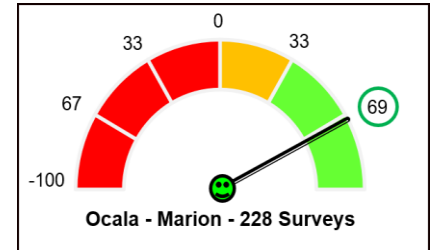
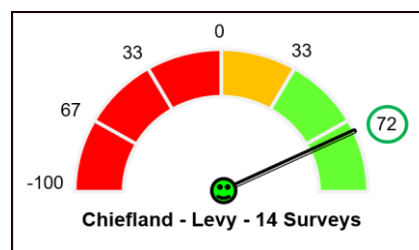
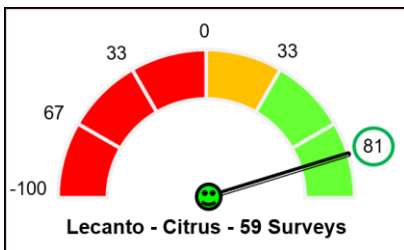
Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers July 2025 to April 2026

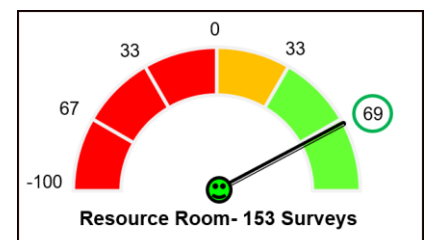
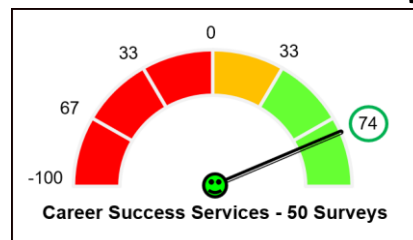
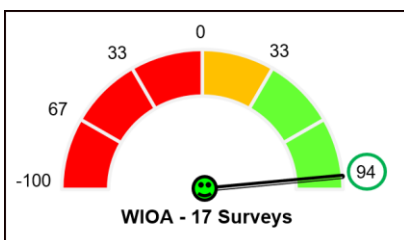


Category	Percent (%)	Count (#)
Promoters 😊	81%	243
Passives 😐	10%	31
Detractors 😞	9%	27
Totals	100%	301

Transactional Net Promoter By Office



Transactional Net Promoter By Service



Survey Snippet

10

“Counselor had a good “bandwidth “ and energy level. Seemed to actually enjoy the process of getting me my next position.”.

Transactional Net Promoter Cumulative Report Program Year July 25 to April 26

Employer Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ 100



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**.

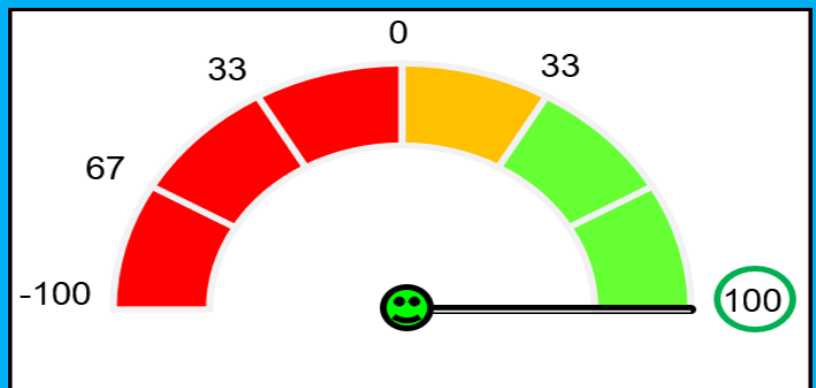


70-100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



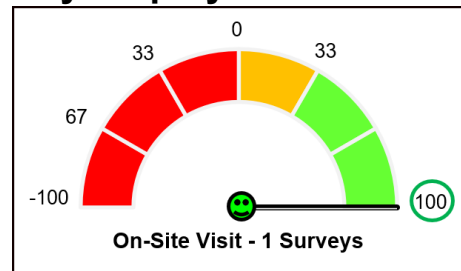
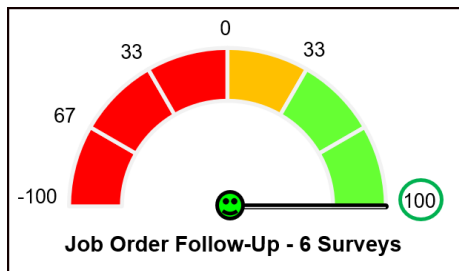
Overall Score

Regional Net Promoter Score Transactional Survey – Employers July 2025 to April 2026

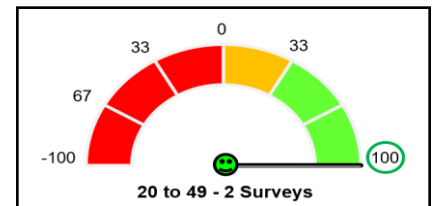
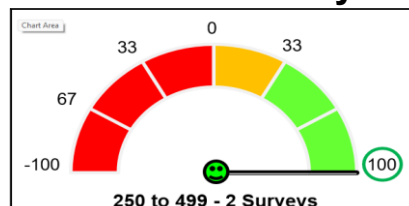
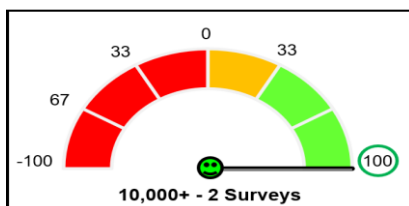


Category	Percent (%)	Count (#)
Promoters 😊	100%	9
Passives 😐	0%	0
Detractors 😞	0%	0
Totals	100%	9

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Program Year July 25 to April 26

Job Seeker Report	Talent Center Net Promoter Score
Net Promoter Score	▶ 100



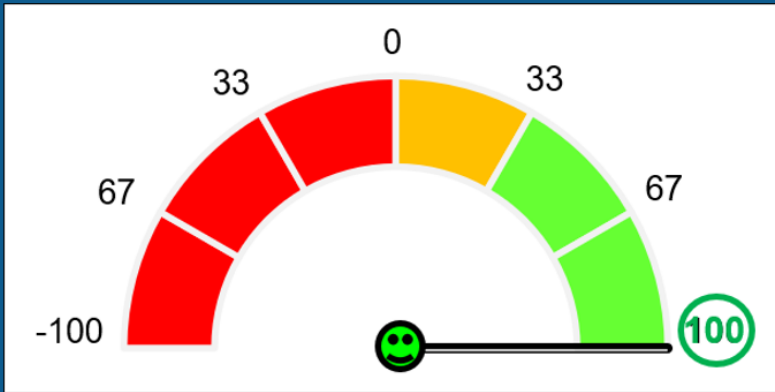
What Do the Scores Mean?

- 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

Talent Center Net Promoter Score
Transactional Survey – **Job Seekers**
July 2025 to April 2026



Category	Percent (%)	Count (#)
Promoters 😊	100%	27
Passives 😐	0%	0
Detractors 😞	0%	0
Totals	100%	27

Survey Snippet “Sophia has been accessible, supportive and well focused in assisting me with many factors in my job search. Her ability to apply her services to the current and local job market has helped me target my skill set with steps in search and application.”