



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

**Performance and Monitoring Committee**  
**AGENDA**

**Tuesday, May 6, 2025 – 9:00 a.m.**

**Join Zoom Meeting: <https://us02web.zoom.us/j/85096340440>**

**Phone No: 1-646-558-8656 (EST) Meeting ID: 850 9634 0440**

Call to Order

J. Chang

Roll Call

C. Schnettler

Approval of Minutes, February 4, 2025

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J. Chang

**DISCUSSION ITEMS**

State Update

R. Skinner

Workforce Issues that are Important to Our Community

R. Skinner

Finance Monitoring

Pages 6 - 11

D. French

**PUBLIC COMMENT**

**ACTION ITEMS**

None

**PROJECT UPDATES**

Talent Center Traffic

Page 12

C. Wilkinson

Event Report

Page 13

M. Saco

Contract Reports (Chamber, etc)

Page 14

S. Crawford

Grant Updates

Page 15

S. Crawford

Indicators of Performance

Page 16

C. Weaver

County Comparison Reports

Pages 17 - 19

C. Weaver

Letter Grades

Pages 20 - 23

C. Weaver

Program Participant Data Summary

Pages 24 - 28

C. Weaver

Net Promoter

Pages 29 - 31

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	
Unless noted otherwise all committee meetings are held at CareerSource CLM, 2703 NE 14 <sup>th</sup> Street, Ocala, FL 34470							
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 CF - Room 206 Enterprise Center	2/26/2025	3/12/2025	CF Lecanto
5/6/2025	5/7/2025	5/14/2025	5/15/2025	5/8/2025 CF - Room 206 Enterprise Center	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  
Performance and Monitoring Committee**

**MINUTES**

DATE: February 4, 2025  
PLACE: 2703 NE 14<sup>th</sup> Street, Ocala, FL 34470  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Brandon Whiteman  
Fred Morgan  
Jeff Chang, Chair  
Theresa Flick

**MEMBERS ABSENT**

Larry White

**OTHER ATTENDEES**

Rusty Skinner, CSCLM  
Dale French, CSCLM  
Cory Weaver, CSCLM  
Steven Litzinger, CSCLM

Christopher Wilkinson, CSCLM  
Sandra Crawford, CSCLM  
Cira Schnettler, CSCLM

**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**

Brandon Whiteman made a motion to approve the minutes from the November 12, 2024, meeting. Fred Morgan seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Updates**

Rusty Skinner updated the committee on the following items:

- The Consortium's of all three workforce regions have met and agreed to sign off on the regional planning identification application. The regional planning application was submitted to the State and will be on the agenda of the February CareerSource Florida board meeting.
- Recently, the grant that funds the clam farming project underwent federal monitoring. The monitors and State representatives reviewed all financial documents, toured the Cedar Key area, and met with local representatives in the

clam industry. The monitors were impressed at how well the program was implemented. We anticipate positive monitoring outcomes.

- Funding for the clam farming project has not been renewed. The program will sunset in March and will progressively wind down month over month until all funding is depleted. The clam farmers will be notified beginning this week that funding was not renewed, and the program will be coming to an end. We will work with qualified participants through our other available programs.

#### Workforce Issues that are Important to Our Community

Jeff Chang asked if our region would see impacts due to the federal executive orders being issued by the new presidential administration. Rusty Skinner stated we anticipate that some of the agencies that work with individuals who may have barriers to employment may fall under executive orders concerning DEI.

#### **PUBLIC COMMENT**

None

#### **ACTION ITEMS**

##### Performance Negotiation Response

Cory Weaver explained that annual performance measures are negotiated with the State. Historically, performance measures consisted of very high goals and our region worked tremendously hard to meet those goals and performed very well. The response submitted this year included goals that were attainable for further success of our region. The proposed measures were accepted except the Median Wage 2<sup>nd</sup> Quarter After Exit. The new measure will be difficult to achieve but attainable. Theresa Flick made a motion to approve the negotiated performance measures. Fred Morgan seconded the motion. Motion carried.

##### Eckerd Budget and Performance Modifications

Cory Weaver was happy to announce two grants were awarded. Included in the packet are the budget outlines for the two grants.

- We were awarded a \$250,000 grant for career exploration. Through Eckerd Connects, the funding will be used to create a four-week construction pre-apprenticeship summer program for young adults in Marion County.
- The 5<sup>th</sup> YouthBuild grant was also awarded. This cohort will begin in the fourth quarter of the program year.

Theresa Flick made a motion to accept the budgetary adjustments for the two grants and the additional performance measures. Fred Morgan seconded the motion. Motion carried.

#### **PROJECT UPDATES**

##### Talent Center

Chris Wilkinson reviewed the report provided in the packet.

##### Event Report

Cory Weaver highlighted items from the Event Report. She noted increased attendance at hiring events and job fairs. She also shared that there are two upcoming job fairs. She invited the committee members to attend the February job fair at MTC in Marion

County and the April job fair at WTC in Citrus County. There will also be youth job fairs occurring in all three counties in the next quarter.

#### Contract Reports

Cory Weaver reviewed the performance report for Citrus and Marion counties and the youth report. Overall, the partners did well.

- County Reports:
  - Marion County met the 1<sup>st</sup> quarter goal.
  - Citrus County met the 1<sup>st</sup> quarter goal.
  - Levy County is still recovering from the recent hurricanes and is experiencing a delay.
- Youth Report:
  - All measures were met except for one. This is an annual report on performance, so the program has more time to meet the requirements.

#### Grant Update

Cory Weaver provided an overview of the grants. The Dislocated Worker Grant that is funding recovery efforts from Hurricane Idalia was not renewed and will be coming to an end in beginning in March. This grant was very successful with 197 enrollments and a community investment upwards of ten-million dollars.

The Broadband grant is also having successful outcomes with 29 enrollments and 18 individuals hired. There will be upcoming classes in February, June, and October. The February class has already had 4 enrollments.

#### Performance Measures

##### Career Center Reports

Cory Weaver reviewed the reports and welcomed questions from the committee members.

- Performance Measures: Our organization is consistently doing well.
- Center Reports: All centers have experienced increased traffic and candidate services across the region.

#### Letter Grades

Cory Weaver reported that our region received a B for the reporting period. She reviewed the seven measures and extra credit scores. Finding enough participants to meet the Dislocated Worker performance measure continues to be a challenge.

#### Program Participant Data Summary

Cory Weaver reviewed general details from the report.

#### 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

74.

- Business Services scores are very good.
- Talent Center continues to have a prominent level of customer service satisfaction.
- The Detractor Analysis is an addition to the Net Promoter report. All scores with a 6 or lower rating were reviewed and analyzed for trends. Many concerns raised by customers were issues having to do with State systems, procedures, or outcomes that we do not have control over.

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 9:44 a.m.

**APPROVED:**

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# Financial Monitoring Quality Assurance Report

CareerSource Citrus Levy Marion  
Local Workforce Development Board – 10

Program Year 2023-2024

*Fiscal Year July 1, 2022- June 30, 2023*

March 3, 2025



Prepared by  
Division of Finance and Administration  
Bureau of Financial Monitoring and Accountability

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## Executive Summary

During the period of July 1, 2022 – June 30, 2023, the Florida Department of Commerce (FloridaCommerce), conducted a financial monitoring review of CareerSource Citrus Levy Marion's (CSCLM) financial operations.

The financial monitoring was conducted by FloridaCommerce's Bureau of Financial Monitoring and Accountability (FMA) staff through a remote desktop review analysis. Sampled items were provided through upload to FloridaCommerce's SharePoint monitoring system.

Monitoring activities included assessing CSCLM's financial operations, management practices, internal controls, and financial record keeping and reporting to determine if CSCLM operated in compliance with federal and state laws, rules, regulations, statutes, policies and guidance, and terms and conditions of the federal award.

Financial management issues identified in the report are categorized as Findings, Other Noncompliance Issues (ONIs), Observations, and Technical Assistance based on a scale of high, medium, and low risk factors. High, medium, and low risk factors are used to separate issues that present more of a threat to financial operations including issues that may impact the board's fiscal integrity or delivery of services.

The review revealed that CSCLM has the systems in place to perform the broad management, operational, and financial functions required to operate the workforce programs; as such, no findings or other noncompliance issues were identified in the current financial monitoring review. While no material issues or weaknesses came to the reviewers' attention, there is no assurance that other issues do not exist.

As a subrecipient of funds administered by FloridaCommerce, CSCLM is accountable for failing to correct any financial deficiencies found during compliance monitoring reviews. To reduce financial monitoring deficiencies observed and to increase fiscal integrity at the local level, corrective action by CSCLM is required to be taken whenever such deficiencies are identified.

The results of CSCLM's Program Year 2023-2024 financial monitoring review are summarized in the chart below.

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## ACRONYM TABLE

AP - Administrative Policy  
CAP – Corrective Action Plan  
CFR – Code of Federal Regulations  
CSCLM - CareerSource Citrus Levy Marion  
DVOP – Disabled Veterans Outreach Program  
DWG – Disaster Recovery Dislocated Worker Grant  
DW – Dislocated Worker  
ETA – Employment and Training Administration  
F.A.C. – Florida Administrative Code  
FG – Final Guidance  
FloridaCommerce - Florida Department of Commerce  
FMA – Bureau of Financial Monitoring and Accountability  
F.S. – Florida Statutes  
FY – Fiscal Year  
IT – Information Technology  
ITA – Individual Training Account  
IWT – Incumbent Worker Training  
JVA – Jobs for Veterans Act  
JVSG – Jobs for Veterans State Grant  
LLC – Limited Liability Corporation  
LVER – Local Veterans Employment Representative  
LWDB – Local Workforce Development Board  
MOU/IFA – Memorandum of Understanding & Infrastructure Funding Agreement  
MSFW – Migrant and Seasonal Farmworker  
ONI – Other Noncompliance Issue  
PY – Program Year  
RESEA – Reemployment Services and Eligibility Assessment Program  
SNAP E&T – Supplemental Nutrition Assistance Program Employment and Training  
SYEP – Summer Youth Employment Program  
TAA – Trade Adjustment Assistance  
TANF – Temporary Assistance for Needy Families  
TCA – Temporary Cash Assistance  
TEGL – Training and Employment Guidance Letter  
U.S.C. – United States Code  
WE – Work Experience  
WFS – Workforce Services  
WIOA – Workforce Innovation and Opportunity Act  
WP – Wagner-Peyser  
WSA – Work Search Activity  
WT – Welfare Transition

**\*The above table reflects all acronyms that may have been used in the PY 2023-2024 monitoring review cycle; however, all acronyms may not be used in this report.**

## SUMMARY TABLE OF FINANCIAL MONITORING RESULTS

PY 2023-24 Financial Monitoring Results					
Category	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
7.0 - General Ledger and Cost Allocation	Required elements missing in a Memorandum of Understanding & Infrastructure Funding Agreement	Y			
12.0 - Subawarding and Subrecipient Monitoring	Pass-through entity requirements not included in subaward			Y	
<b>Results - All Categories</b>		<b>1</b>		<b>1</b>	

**Note:** For prior year findings and other noncompliance issues, please see the section on Prior Year Corrective Action Follow-Up.

### DEFINITIONS APPLICABLE TO FINANCIAL MONITORING

1. Finding – A high risk issue that directly impacts the integrity or effectiveness of financial operations or could potentially result in major financial deficiencies (e.g., lack of accounting records or no system of accounting, no documentation to support expenditures, lack of internal controls, lack of fully executed contracts, issues indicative of systemic problems in financial operations, has the appearance of fraud or abuse, potential questioned costs, etc.). Findings are expected to be responded to in the Corrective Action Plan (CAP).
2. Other Noncompliance Issue – A medium risk finding that results in deviation from process or practice not likely to result in failure of the management system or process but has a direct impact on financial operations (e.g., missing financial elements, failure to timely conduct follow-ups, etc.) ONIs could potentially be upgraded to a finding over time based on the nature of the deficiency (e.g., repeat violations, issues indicative of systemic problems in financial operations, questioned costs, etc.). ONIs are expected to be responded to in the CAP.
3. Observation – A low risk issue that is intended to offer constructive comments and an opportunity to improve current local practices, processes, and procedures that result in positive financial outcomes. Observations are not expected to be responded to in the CAP except when requested.
4. Technical Assistance – Any assistance provided by the financial monitoring team to LWDB staff.

**MONITORING REPORT  
CAREERSOURCE CITRUS LEVY MARION  
LOCAL WORKFORCE DEVELOPMENT BOARD - 10**

## **I. DESCRIPTION OF MONITORING APPROACH**

The scope of the financial review included an examination of CSCLM's internal controls, financial management systems, procurements, contract management processes, subrecipient monitoring, cost allocations, payroll, disbursement testing, and reporting and reconciliation of financial data in SERA to determine if appropriate processes, procedures, and controls were in place and properly implemented. In some instances, interviews were conducted with CSCLM staff to gather information about financial management processes.

### **Compliance Review Abstract Information**

- Financial Monitoring Review Dates: May 13, 2024 – May 17, 2024
- Financial Monitoring Sample Review Period Dates: July 1, 2022, to June 30, 2023

## **II. FINANCIAL MONITORING REVIEW**

FMA performed financial monitoring procedures based on the elements described in the PY 2023-2024 Financial Monitoring Tool. The results of financial monitoring testing are described below.

### **Prior Year Corrective Action Follow-up**

FMA identified one finding and one ONI in the PY 2022-2023 Quality Assurance Report, which have been resolved.

### **PY 2023-2024 Financial Monitoring Results**

#### **Findings**

There were no findings identified during the financial monitoring review period of July 1, 2022, to June 30, 2023.

#### **Other Noncompliance Issues**

There were no ONIs identified during the financial monitoring review period of July 1, 2022, to June 30, 2023.

#### **Observations/ Technical Assistance**

There were no observations identified or technical assistance provided during the financial monitoring review period of July 1, 2022, to June 30, 2023.

**Financial Monitoring Review Dates:** May 13, 2024 – May 17, 2024

**Financial Monitoring Sample Review Period:** July 1, 2022 – June 30, 2023

Name	Agency	Entrance Conference	Exit Conference
The joint entrance conference with LWDB staff was conducted on May 13, 2024. The financial monitoring exit conference was conducted on February 27, 2025. The entrance/exit conference attendees are listed below:			
Cindy Welter	FloridaCommerce	X	
Lydia Malone	FloridaCommerce		X
Kechia Dean	FloridaCommerce		X
Sarah Rudnik	FloridaCommerce		X
Yvette McCullough	FloridaCommerce		X
Corey Weaver	CSCLM	X	
Thomas Skinner	CSCLM		X
Dale French	CSCLM		X
Susan Heller	CSCLM		X

## REPORTING PERIOD: JUL 2024 – MAR 2025

### ALL CENTER TRAFFIC – 823

One-on-one Appointments Total – 375

Professionals – 266  
Students – 109

In Person – 86%  
Virtual – 14%

### WORKSHOPS CONDUCTED – 24

Healthcare – 5  
Information Technology – 6  
COOP – 2  
STEM – 1

First Year Seminar – 3  
Early Childhood Education – 3  
Community Outreach – 2  
Agriculture & Equestrian – 2

### TOTAL ATTENDANCE FOR WORKSHOPS – 440

Resumes reviewed and feedback provided – 258

### CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

18 Events – Total attendance for events – 1169

TC Open House – 3  
Round Table Sessions – 1  
CF Preview Day/Night – 3

Talent Connection – 2  
CF Webinar – 2

CF Resource Fair – 6  
CASA House – 1

### CONFIRMED HIRES

18

### WAGE RANGE

\$13.85 to \$43.00

### AVERAGE WAGE

\$23.00

### TESTIMONIALS FROM STUDENTS & PROFESSIONALS

- The encouragement and advice I got whenever I visit was life to me. It propels me to continue to advance against all odds.
- 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 was very helpful and knowledgeable. She walked me through the entire process. I was able to obtain a job within my career field.

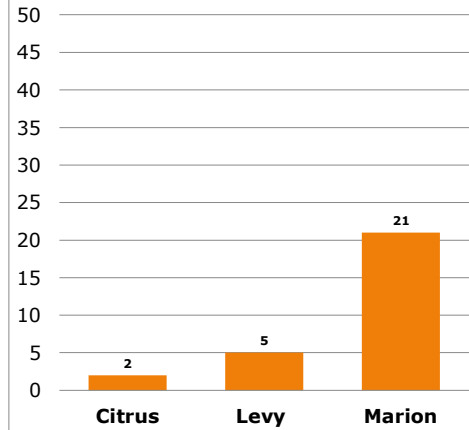
### PY 24 - 25 Individual Events

Total Events: 22  
Attendees: 1116  
Reported Hires: 149

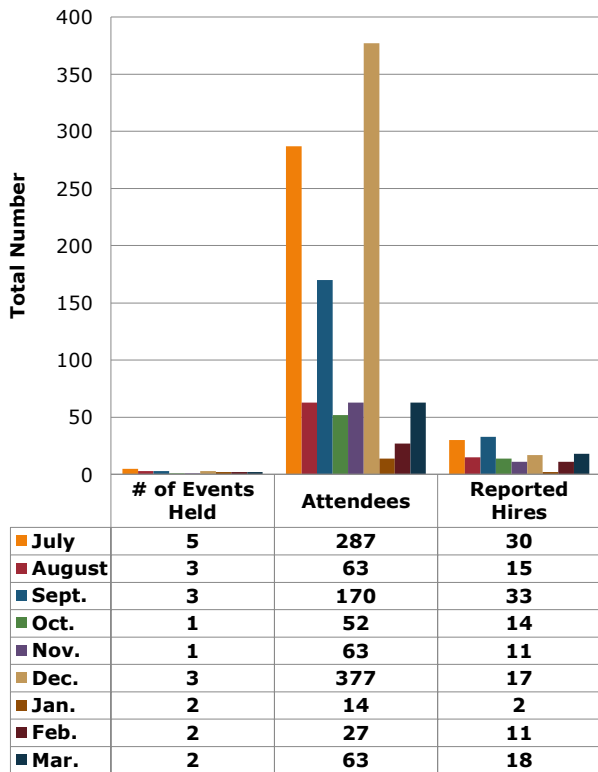
### PY 24 - 25 Job Fairs

Attendees: 733  
Businesses: 117

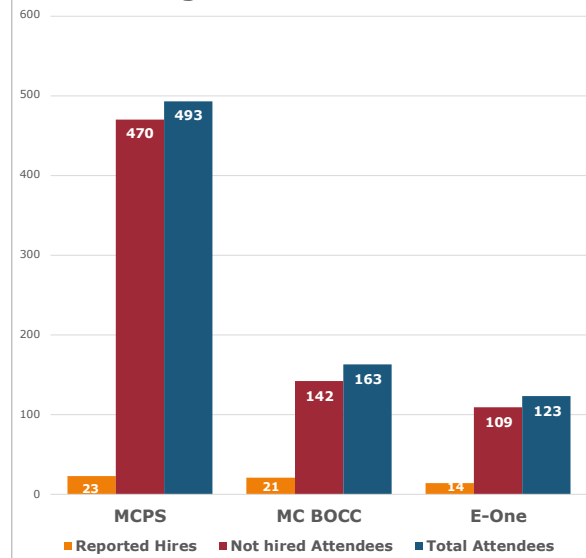
### Job Fair and Hiring Events by County PY 24-25



### Individual Hiring Events



### Top 3 Hiring Events Program Year 2024-2025



### Other Individual Hiring Events 1/2025 - 3/2025

Event Date	Event Name	Event Location	County
1/22 & 2/18	Florida Department of Corrections	Chiefland	Levy
1/28	Coca Cola Beverages Florida	14th Street	Marion
2/4	Monterey-Blackfin Boats	Monterey-Blackfin Boats	Levy
3/12	CX Ocala LLC	14th Street	Marion



	Q1 PY24-25			Q2 PY24-25			Q3 PY24-25			Q4 PY24-25			ANNUAL		
County Chamber/EDC	Goal	Goals Met	Rate	Goal	Goals Met	Rate	Goal	Goals Met	Rate	Goal	Goals Met	Rate	Goal	Goals Met	Rate
CITRUS (Citrus Chamber)	4	4	100.00%	4	3	75.00%	4	3	75.00%	4			16		
MARION (CEP)	4	4	100.00%	4	4	100.00%	4	3	75.00%	4			16		

**Quarterly Goals - Partner Chambers**

Conduct 1 quarterly meeting with assigned CSCLM staff to discuss business needs/challenges - **All**

Conduct joint business and retention visits - **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 workforce services - **All**

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

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

	Q1 PY24-25			Q2 PY24-25			Q3 PY24-25			Q4 PY24-25			ANNUAL		
Eckerd Youth Connects	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment
Enrollments	20	27	\$1,595.83	20	19	\$1,595.83	25	23		20			85		
Measureable Skills Gains	83%	84.80%	\$1,595.83	83%	81.80%	\$0.00	83%			83%			83%		
Employment/Education Retention Rate 2nd Quarter After Exit	71%	68.40%	\$0.00	71%	72.10%	\$1,595.83	71%			71%			71%		
Employment/Education Retention Rate 4th Quarter After Exit	69%	77.30%	\$1,595.83	69%	71.30%	\$1,595.83	69%			69%			69%		
Credential Attainment Rate	78%	95.90%	\$1,595.83	78%	94%	\$1,595.83	78%			78%			78%		
Median Wages	\$3,384	\$3,426	\$1,595.83	\$3,384	\$4,106	\$1,595.83	\$3,384			\$3,384			\$3,384		

## **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 evolved to include impacts from Hurricanes Helene and Milton. Activities included Disaster Clean-Up in Citrus County and assisting shellfish growers in Levy and Dixie Counties.

- We have completed our program and closed the participants in Levy and Dixie counties.
- Work concluded on March 23, 2025
- Total community investment to date (through 3/23/2025): \$13,314,222.00
- Participants are being given follow up and support through the transition.

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

To recruit a labor force that will support the scope of the broadband expansion project in the rural Northwest corridor of Florida including 11 counties.

- Total Enrollments to Date: 43 of our 102 goal
- Total Training Certifications: 121
- Levy HS Grads Enrolled: 4 (Ranging between \$15-\$25 hourly wages)
- Presentations in Levy High Schools to Seniors
- We have completed 17 Experiential Learning Trainings with Local Levy County Employers that include a mix of On-the-Job Training, Paid Work Experience and Custom Business Training.
- Upcoming Classes: June and October 2025

**INDICATORS OF PERFORMANCE**  
CareerSource Citrus Levy Marion  
April 1<sup>st</sup>, 2024 – December 31<sup>st</sup>, 2024

LWDB 10								
Measures	PY2023-2024 4th Quarter Performance	PY2023-2024 % of Performance Goal Met For Q4	PY2023-2024 Performance Goals	PY2024-2025 1st Quarter Performance	PY2024-2025 % of Performance Goal Met For Q1	PY2024-2025 2nd Quarter Performance	PY2024-2025 % of Performance Goal Met For Q2	PY2024-2025 Performance Goals
<b>Adults:</b>								
Employed 2nd Qtr After Exit	80.60	87.61	92.00	81.1	94.30	82.4	95.81	86
Median Wage 2nd Quarter After Exit	\$9,643	121.13	\$7,961	\$11,023.50	114.23	10920	113.16	\$9,650
Employed 4th Qtr After Exit	90.70	100.78	90.00	84.4	99.29	78.5	92.35	85
Credential Attainment Rate	72.30	96.40	75.00	74.1	104.51	61.8	87.17	70.9
Measurable Skill Gains	94.90	119.07	79.70	77.9	128.97	70	115.89	60.4
<b>Dislocated Workers:</b>								
Employed 2nd Qtr After Exit	0.00	0.00	82.00	0	0.00	0	0.00	82
Median Wage 2nd Quarter After Exit	\$0	0.00	\$9,000	0	0.00	0	0.00	\$8,070
Employed 4th Qtr After Exit	66.70	76.84	86.80	0	0.00	0	0.00	77.4
Credential Attainment Rate	100.00	119.33	83.80	100	133.16	0	0.00	75.1
Measurable Skill Gains	66.70	88.93	75.00	66.7	88.93	50	66.67	75
<b>Youth:</b>								
Employed 2nd Qtr After Exit	67.50	83.75	80.60	68.4	86.25	72.1	90.92	79.3
Median Wage 2nd Quarter After Exit	\$4,017	107.48	\$3,737	\$3,425.75	91.13	4106	109.23	\$3,759
Employed 4th Qtr After Exit	75.80	96.44	78.60	77.3	100.26	71.3	92.48	77.1
Credential Attainment Rate	97.80	107.24	91.20	95.9	110.61	93.9	108.30	86.7
Measurable Skill Gains	93.60	104.93	89.20	84.8	92.48	81.8	89.20	91.7
<b>Wagner Peyser:</b>								
Employed 2nd Qtr After Exit	67.70	97.55	69.40	65.9	93.48	66.1	93.76	70.5
Median Wage 2nd Quarter After Exit	\$6,432	125.58	\$5,122	\$6,696.50	130.74	6741.5	112.75	\$5,979
Employed 4th Qtr After Exit	68.70	100.88	68.10	67.3	98.83	65.3	97.32	67.1

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)



# CITRUS COUNTY

**SERVICES: JAN - MAR 2025**

## UNEMPLOYMENT DATA

	JAN 2025	FEB 2025
CITRUS	5.8% (3,118)	5.7% (3,080)
FLORIDA	3.7%	3.7%
US	4.4%	4.5%

*Not seasonally adjusted*

## AVERAGE ANNUAL WAGE

	2022	2023
CITRUS	\$46,488	\$46
FLORIDA	\$63,781	\$66,446

## CANDIDATE 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

## BUSINESS SERVICES

- Recruitment Assistance
- Targeted Industry Talent Marketplaces
- Outplacement Services
- Training Grants
- Labor Market Data
- Financial Incentives

## TOTAL RECEIVING SERVICES

549

## CENTER TRAFFIC

1,708

## VETERANS SERVED

54

## TRAINING PROVIDED

21

## BUSINESSES SERVED

46

## WELFARE TO WORK TRANSITION

88

## POSITIONS POSTED

453

## TOTAL PLACEMENTS

17

Average Placement Wage: \$13.42

## 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.**

CareerSource Citrus Levy Marion is a member of CareerSource Florida and a proud partner of the American Job Center network. CareerSource Citrus Levy Marion is supported by the U.S. Departments of Labor, Health and Human Services, Education, and other agencies as part of awards totaling \$7.9 million (revised annually). CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities and in Spanish. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, call 800-434-5627, ext. 7878 or e-mail [accommodations@careersourceclm.com](mailto:accommodations@careersourceclm.com). Please make request at least three business days in advance. Stay connected with CareerSource Citrus Levy Marion on Facebook, Twitter, YouTube, and LinkedIn.



# LEVY COUNTY

**SERVICES: JAN - MAR 2025**

## UNEMPLOYMENT DATA

	JAN 2025	FEB 2025
LEVY	4.4% (843)	4.4% (850)
FLORIDA	3.7%	3.7%
US	4.4%	4.5%

*Not seasonally adjusted*

## AVERAGE ANNUAL WAGE

	2022	2023
LEVY	\$39,719	\$41,439
FLORIDA	\$63,781	\$66,446

## CANDIDATE 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

## BUSINESS SERVICES

- Recruitment Assistance
- Targeted Industry Talent Marketplaces
- Outplacement Services
- Training Grants
- Labor Market Data
- Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
180	567
VETERANS SERVED	TRAINING PROVIDED
15	28
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
33	28
POSITIONS POSTED	TOTAL PLACEMENTS
1079	12
	Average Placement Wage: \$15.56

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# MARION COUNTY

**SERVICES: JAN - MAR 2025**

## UNEMPLOYMENT DATA

	JAN 2025	FEB 2025
MARION	4.6% (7,354)	4.7% (7,434)
FLORIDA	3.7%	3.7%
US	4.4%	4.5%

*Not seasonally adjusted*

## AVERAGE ANNUAL WAGE

	2022	2023
MARION	\$47,864	\$50,070
FLORIDA	\$63,781	\$66,446

## CANDIDATE 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

## BUSINESS SERVICES

- Recruitment Assistance
- Targeted Industry Talent Marketplaces
- Outplacement Services
- Training Grants
- Labor Market Data
- Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
1,629	5,246
VETERANS SERVED	TRAINING PROVIDED
154	189
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
179	269
POSITIONS POSTED	TOTAL PLACEMENTS
2,221	99
	Average Placement Wage: \$17.28

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**CareerSource**  
CITRUS | LEVY | MARION

## Letter Grade Summary

2024Q2 - October thru December 2024

### Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
337	775	43.48	50	86.96	25	21.74

### Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
647	1358	47.64	50	95.28	25	23.82

### Measure 3 - Employment and Training Outcomes

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
11	18	61.11	100	61.11	20	12.22

### Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
867	2338	37.08	25	100	10	10

### Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
627	2389	26.25	35	75	5	3.75

### Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
1,067	10,973	9.72	884	11,200	7.89	-1.83	100	70	5	3.5

### Measure 7 - Completion-to-Funding Ratio

Exiters_LWDB	Exiters_State	Num	Budget_LWDB	Budget_State	Den	Rate	Target	TargetMet	Weight	WeightedPerf
988	76,854	1.29	4,247,474	143,574,779	2.96	43.58	100	43.58	10	4.36

### Allocation

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	LetterGrade
1632.5	2,455	66.5	5	79.39	C+

### Extra Credit

Weighted Grade Extra Credit	Letter Grade Extra Credit
84.39	B

Local Workforce Development Board	Final Score 2024Q2	Letter Grade 2024Q2	Final Score 2024Q1	Letter Grade 2024Q1
01 - CareerSource Escarosa	87.16	B+	88.46	B+
02 - CareerSource Okaloosa Walton	87.35	B+	85.46	B
03 - CareerSource Chipola	87.66	B+	90.21	A-
04 - CareerSource Gulf Coast	83.29	B	83.62	B
05 - CareerSource Capital Region	87.06	B+	86.94	B
06 - CareerSource North Florida	86.97	B	86.63	B
08 - CareerSource Northeast Florida	93.89	A	91.54	A-
10 - CareerSource Citrus Levy Marion	84.39	B	86.3	B
12 - CareerSource Central Florida	95.86	A	99.12	A+
16 - CareerSource Pasco Hernando	87.1	B+	86.57	B
17 - CareerSource Polk	81.67	B-	81.85	B-
18 - CareerSource Suncoast	89.89	B+	86.95	B
19 - CareerSource Heartland	89.36	B+	86.27	B
20 - CareerSource Research Coast	89.15	B+	87.18	B+
21 - CareerSource Palm Beach County	85.09	B	85.55	B
22 - CareerSource Broward	95.96	A	95.49	A
23 - CareerSource South Florida	104.15	A+	102.6	A+
24 - CareerSource Southwest Florida	94.96	A	95.66	A
26 - CareerSource North Central Florida	88.02	B+	84.51	B
27 - CareerSource Brevard Flager Volusia	89.14	B+	87.16	B+
28 - CareerSource Hillsborough Pinellas	93.54	A	91.81	A-

Letter Grade changed from previous quarter:

Decreased

Same

Increased

Metric	Weight
<b>1. Participants With Increased Earnings</b> The percentage of participants who earned more in the second quarter after exit than before their participation with the local workforce development board. • Numerator: The number of exiters from the denominator with higher earnings two quarters after exiting the program than in the earliest of the two quarters prior to participation. • Denominator: The number of distinct exiters from WIOA* (Adult and Dislocated Worker) and Wagner-Peyser programs included in the local workforce development board's federal Employment Rate – 2nd Quarter After Exit metric during the previous program year. Category: Employment and Training Services, Self-Sufficiency Target: 45% Data Source: ETA 9173 Program Performance Reports * Includes WIOA-funded grants.	0.25
<b>2. Reduction in Public Assistance</b> The percentage of exiters who received Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance for Needy Families (TANF) benefits during their active participation with the local workforce development board but were no longer receiving SNAP or TANF benefits in the fourth quarter after exit. • Numerator: The number of individuals from the denominator who were no longer receiving SNAP or TANF benefits in the fourth quarter after exiting the workforce development program. • Denominator: The number of exiters from WIOA* (Adult, Dislocated Worker and Youth), Wagner-Peyser, SNAP Employment and Training (SNAP E&T) and TANF programs who received SNAP or TANF cash assistance at any time during their participation with the local workforce development board. Category: Employment and Training Services, Self-Sufficiency Target: 65% Data Source: Employ Florida, One-Stop Service Tracking (OSST) and DCF Recipient Data * Includes WIOA-funded grants.	0.25
<b>3. Employment and Training Outcomes</b> Comprises the existing 18 federal accountability measures for local workforce development boards within the WIOA Primary Indicators of Performance (Employment Rate – 2nd Quarter After Exit, Employment Rate – 4th Quarter After Exit, Median Earnings – 2nd Quarter After Exit, Credential Attainment, and Measurable Skill Gains) for Adult, Dislocated Workers, Youth and Wagner-Peyser programs. • Numerator: The number of federal metrics from the denominator for which the local workforce development board reached at least 90% of its negotiated target. • Denominator: The number of federal WIOA Primary Indicators of Performance metrics in the current program year for WIOA (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs. Category: Employment and Training Services Target: 100% Data Source: ETA 9173 Program Performance Reports	0.20
<b>4. Participants in Work-Related Training</b> The percentage of all job seekers who received work-related training including occupational skills training, on-the-job training and other work-based learning models, registered apprenticeships, and customized training for employers. • Numerator: The number of participants from the denominator who received work-related training services. • Denominator: The number of participants served in the current program year by a local workforce development board within the following programs: SNAP E&T, Welfare Transition, WIOA* (Adult, Dislocated Worker and Youth), National Dislocated Worker Grant, Wagner-Peyser and Trade Adjustment Assistance (TAA). Category: Training Services Target: 25% Data Source: ETA 9173 Program Performance Reports, One-Stop Service Tracking (OSST) Cohort Used: July 2021-June 2022 * Includes WIOA-funded grants	0.10

<p><b>5. Continued Repeat Business</b> Percentage of business establishments served in prior three years that continued to be served in the current program year.</p> <ul style="list-style-type: none"> <li>• Numerator: The number of employer worksites from the denominator that received a core business service in the current program year.</li> <li>• Denominator: The number of employer worksites that received a core business service from the local workforce development board in the previous three program years.</li> </ul> <p>Category: Business Services</p> <p>Target: 35%</p> <p>Data Source: Employ Florida</p>	0.05
<p><b>6. Year-Over-Year Business Penetration</b> The percentage point difference in the number of business establishments served in the current program year compared to the prior year. Each local workforce development board is assigned a percentage as the percent target met based on the year-over-year increase or decrease, as follows:</p> <ul style="list-style-type: none"> <li>• <math>\geq 4\%</math> increase = 100%</li> <li>• 2% – 3.9% increase = 90%</li> <li>• 0% – 1.9% increase = 80%</li> <li>• -0.1% – -2% increase = 70%</li> <li>• -2.1% – -4% decrease = 60%</li> <li>• -4.1% – -6% decrease = 40%</li> <li>• -6.1% – -8% decrease = 20%</li> <li>• &lt; -8% decrease = 0%</li> </ul> <p>Local workforce development boards achieving greater than 90% overall business penetration will not be penalized for maintaining year-over-year comparable business penetration.</p> <p>Annual Business Penetration Calculation:</p> <ul style="list-style-type: none"> <li>• Numerator: The number of employer worksites from the denominator that received a core business service from the local workforce development board during the program year.</li> <li>• Denominator: The number of active employer worksites in Employ Florida for each local workforce development board during the program year.</li> </ul> <p>Category: Business Services</p> <p>Target: 100%</p> <p>Data Source: Employ Florida</p>	0.05
<p><b>7. Completion-to-Funding Ratio</b> Compares a local workforce development board's share of statewide WIOA and Wagner-Peyser exiters with the local workforce development board's share of statewide funding allocations.</p> <ul style="list-style-type: none"> <li>• Numerator: The percentage of distinct exiters from WIOA* (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs.</li> <li>• Denominator: The percentage of the local workforce development board's share of statewide WIOA*, Supplemental WIOA Dislocated Worker, Wagner-Peyser, Reemployment Services and Eligibility Assessment (RESEA), and Veteran annual funding allocation for the current program year.</li> </ul> <p>Category: Employment and Training Services</p> <p>Target: 100%</p> <p>Data Source: DEO Finance and Accounting, ETA 9173 Program Performance Reports</p> <p>* Includes WIOA-funded grants</p>	0.10
<p><b>Extra Credit Metric: Serving Individuals on Public Assistance</b> Local workforce development boards can earn up to an additional five percentage points for serving individuals on public assistance. Extra credit is calculated as follows:</p> <ul style="list-style-type: none"> <li>• Numerator: The number of individuals from the denominator who received SNAP or TANF benefits during their participation period.</li> <li>• Denominator: The number of participants served in the current program year by a local workforce development board within the following programs: SNAP E&amp;T, Welfare Transition, WIOA (Adult, WIOA Dislocated Worker and Youth) and Wagner-Peyser.</li> </ul> <p>Extra credit points will be awarded as follows:</p> <ul style="list-style-type: none"> <li>• <math>\geq 50\%</math> = 5 points</li> <li>• <math>\geq 46\% &lt; 50\%</math> = 4 points</li> <li>• <math>\geq 44\% &lt; 46\%</math> = 3 points</li> <li>• <math>\geq 42\% &lt; 44\%</math> = 2 points</li> <li>• <math>40\% &lt; 42\%</math> = 1 point</li> </ul> <p>Category: Employment and Training Services, Self-Sufficiency</p> <p>Data Source: ETA 9173 Program Performance Reports, OSST, DCF Recipient Data</p>	0.05

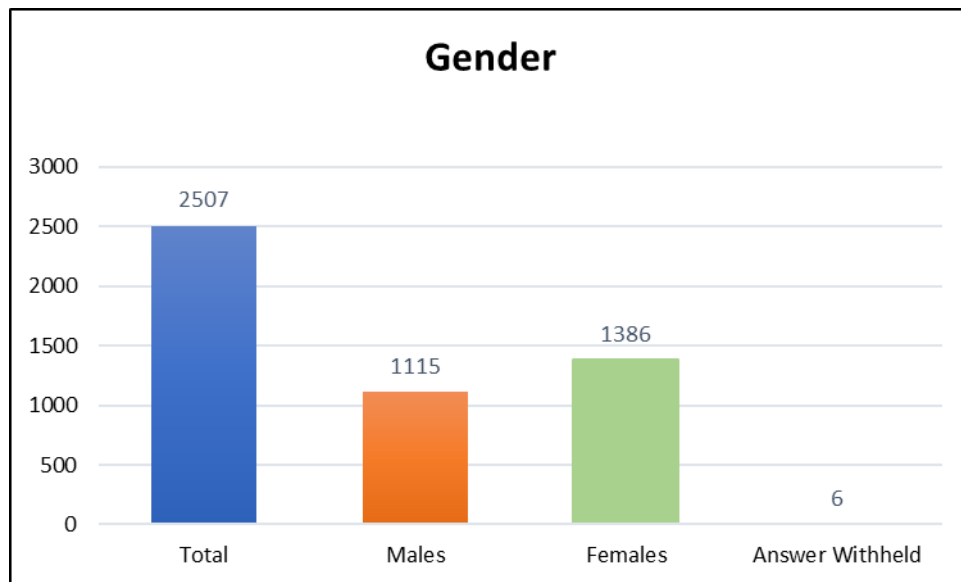
## PROGRAM PARTICIPANT DATA SUMMARY

### REGION 10 January 1, 2025 – March 31, 2025

An analysis of data for the Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA) Title I and Welfare Transition Programs. Data for each program is analyzed based on gender, race/ethnicity, and age for the third quarter of PY2024, January 1<sup>st</sup> through March 31<sup>st</sup>.

Data from Employ Florida Marketplace identified the following applicant characteristics for the Region:

### GENDER CHARACTERISTICS



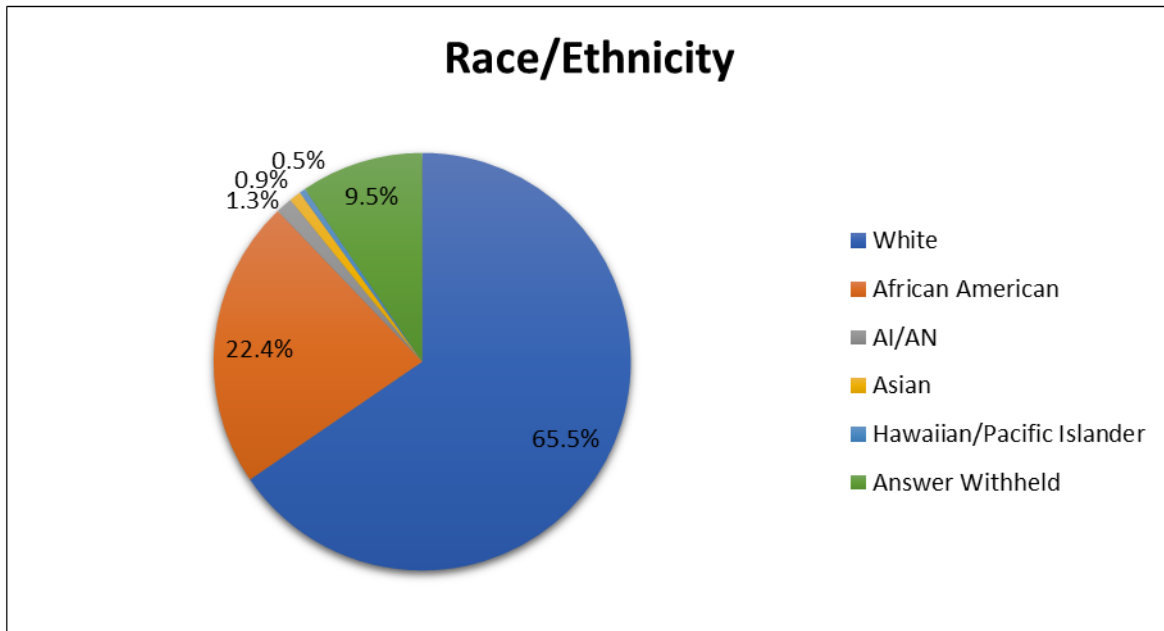
#### Overall assessment

- 45% of the Region's participants were male.
- 55% of the Region's participants were female.

#### Compared to Marion County gender demographic

- 48% of Marion counties population were male.
- 52% of Marion counties population were female.

## RACE/ETHNICITY CHARACTERISTICS



Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Answer Withheld
# of Applicants	1641	561	32	23	12	238
% of Total Applicants	65.4%	22.4%	1.3%	0.9%	0.5%	9.5%

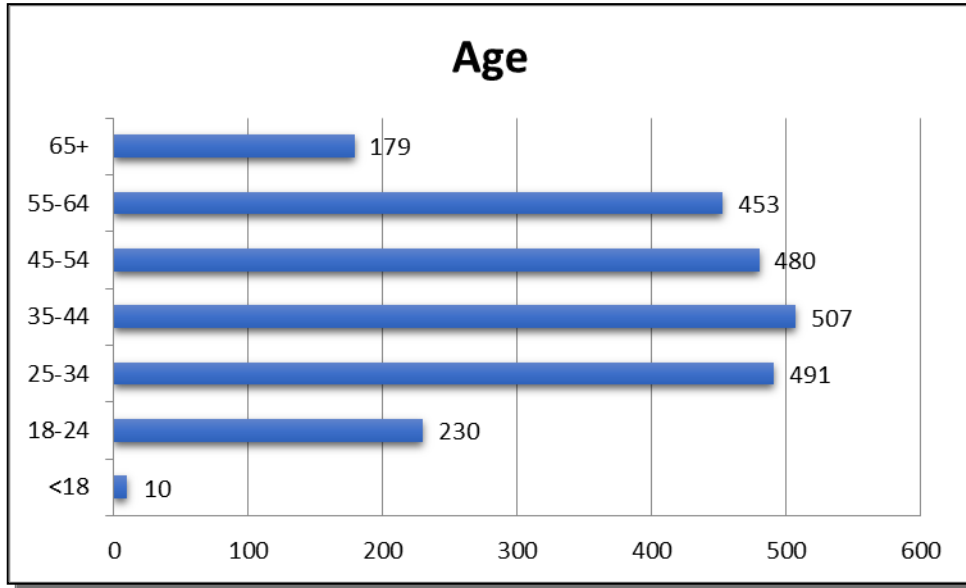
- Hispanic applicants, 498, represented 19.9% of all applicants.

### Compared to Marion County race demographic

Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Other Race
% of Total Population	71.7%	12.6%	0.3%	1.6%	0.0%	3.2%

- Hispanic population is represented by 15.9% of all population.

## AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	10	230	491	507	480	453	179	2,350
%	0.43%	9.79%	20.89%	21.57%	20.43%	19.24%	7.62%	100%

### Overall assessment

- 99.6% of applicants were over the age of 18.
- Applicants age 55 and older represented 26.9% of the applicants.

### Compared to Marion County age demographic

Age Group	15-19	20-24	25-34	35-44	45-54	55-59	60-64	65-74	75-84
%	5.1%	4.8%	10.9%	10.4%	10.8%	7.0%	6.8%	15.5%	9.9%

- 81.2% of the population were over the age of 18.
- Population age 55 and older represented 42.5% of the demographic.

## VETERANS

### Overall assessment

- Veteran applicants, 205, accounted for 8.7% of the total number of applicants.
- Male veteran applicants, 162, represented a larger group than female veteran applicants, 41.

## WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

### Overall assessment

- Female WIOA participants, 272, outnumbered male WIOA applicants 236.

Group	Count	% of Total Count	Numerator*	Denominator**
White	326	64.2%	9	15
African American	125	24.6%	14	19
American Indian/ Alaska Native	7	1.4%	0	0
Asian	6	1.2%	0	0
Hawaiian/Pacific Islander	0	0.0%	1	1
More than 1 Race	20	3.9%	2	4
Answer Withheld	24	4.7%	1	3
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 76, represented 15% of all applicants. Of the 8 Hispanic participants that exited, 4 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	77	15.2%	5	11
19 – 24	102	20.1%	5	12
25 – 32	96	18.9%	9	10
33 – 44	106	20.9%	7	7
45 – 54	71	13.9%	1	1
55 – 64	34	6.7%	0	0
65+	22	4.3%	0	0

## WELFARE TRANSITION

### Overall assessment

- 326 female applicants represented 85% of WT applicants.
- 59 male participants represented 15% of WT applicants.
- The average placement wage recorded for female participants is \$15.50/hour, and the average wage for male participants is \$14.16/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	164	77	1	0	68	1	12	62
% of Total Applicants	42.60%	20%	.26%	0%	17.66%	.26%	3.12%	16.10 %

## SNAP (FOOD STAMPS)

### Overall assessment

- 407 female applicants represented 51% of WT applicants.
- 396 male participants represented 49% of WT applicants.
- The average placement wage recorded for female participants is not available, and the average wage for male participants is \$14.21/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	444	161	3	1	127	2	41	24
% of Total Applicants	55.29%	20.05%	.37%	.12%	15.82%	0.25%	5.11%	2.99%

## Transactional Net Promoter Cumulative Report Calendar Yr 2025 (January to April)

### Job Seeker Report

### Region 10 Net Promoter Score

Net Promoter Score—Area/Region

► +58



### 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**.

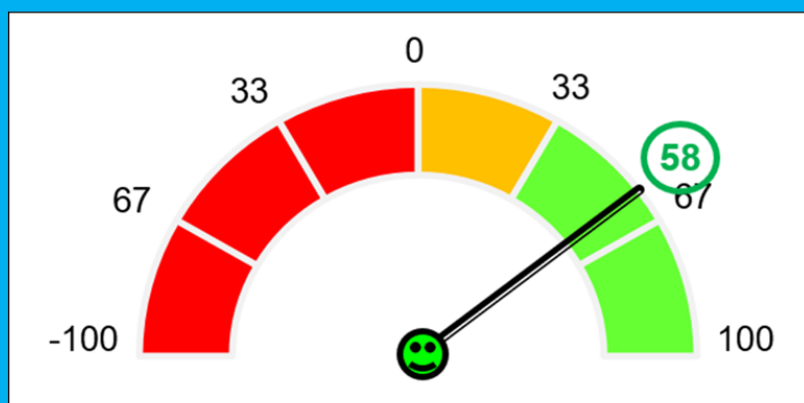


**70–100:** Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



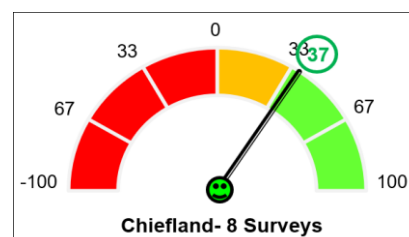
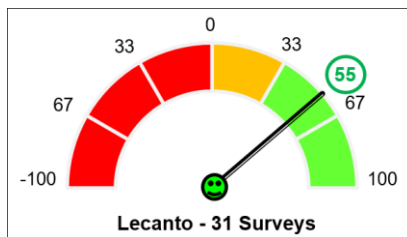
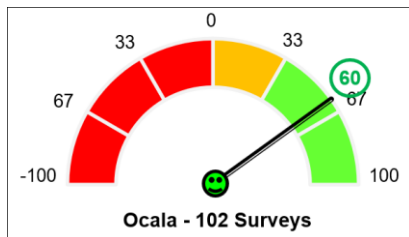
### Overall Score

### Regional Net Promoter Score Transactional Survey – Job Seekers January to April 2025

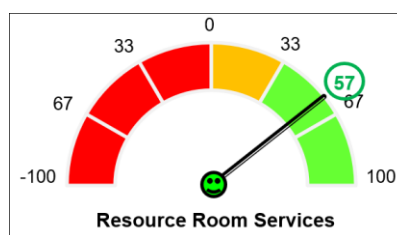
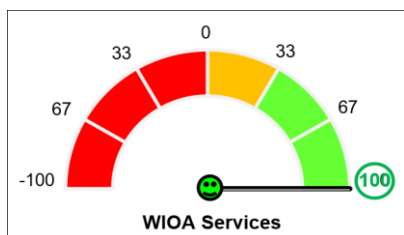


Category	Percent (%)	Count (#)
Promoters 😊	70%	98
Passives 😐	18%	26
Detractors 😞	12%	17
Totals	100%	141

### Transactional Net Promoter By Office



### Transactional Net Promoter By Service



## Transactional Net Promoter Cumulative Report Calendar Yr 2025 (January to April)

### Employer Report

### Region 10 Net Promoter Score

Net Promoter Score—Area/Region

►+100



### What Do the Scores Mean?



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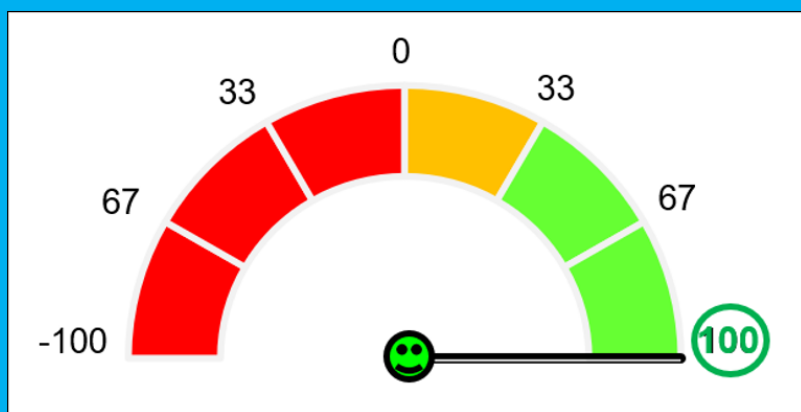


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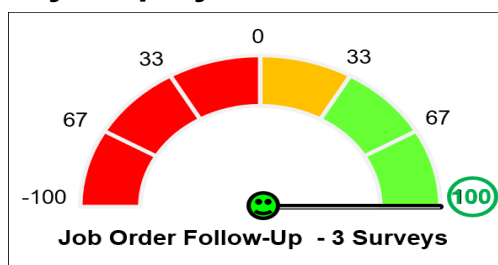
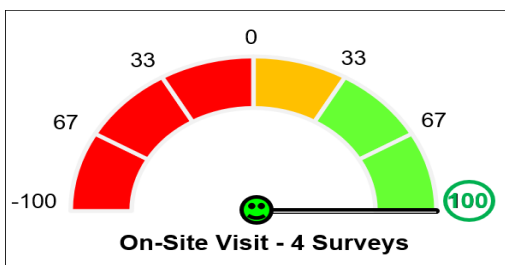
### Overall Score

### Regional Net Promoter Score Transactional Survey – **Employers** January to April 2025

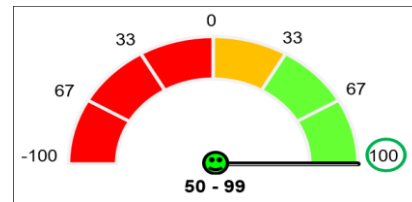
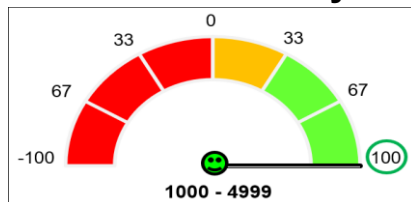
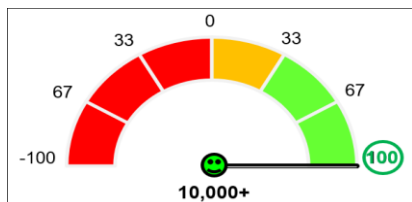


Category	Percent (%)	Count (#)
<b>Promoters</b> 😊	100%	7
<b>Passives</b> 😐	0%	0
<b>Detractors</b> 😞	0%	0
<b>Totals</b>	100%	7

### Transactional Net Promoter Score By Employer Service



### Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Calendar Year 2025 (January to April)

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**.



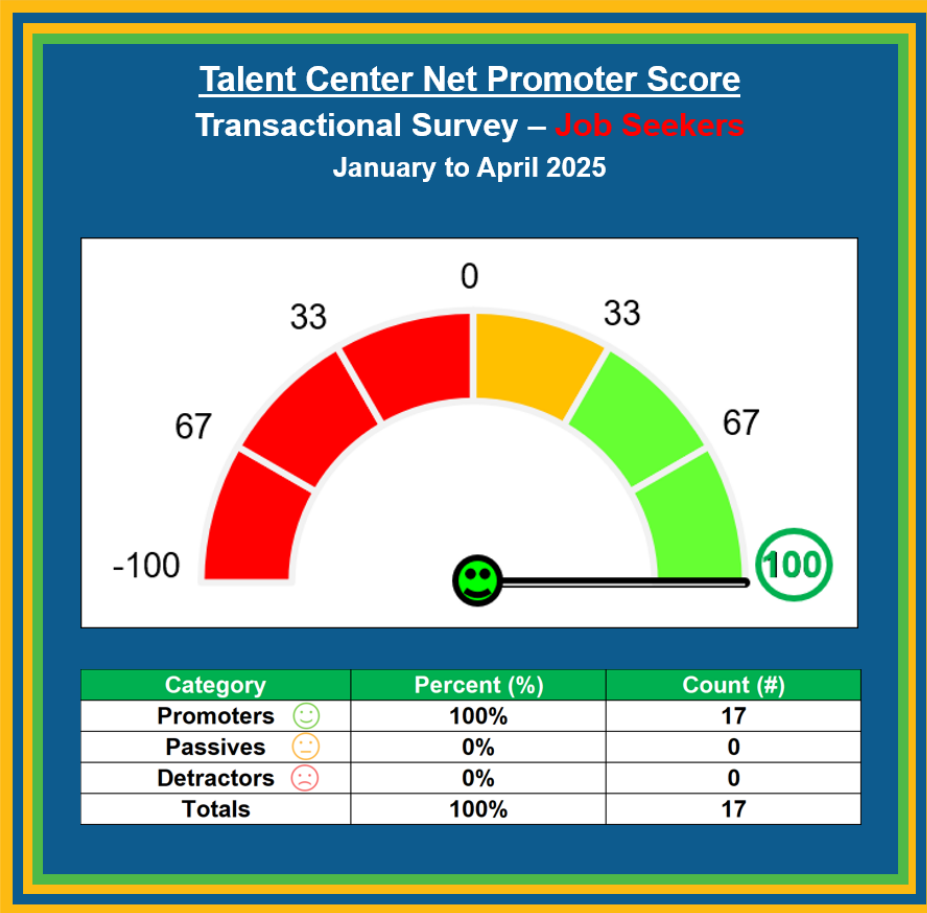
**30-69:** Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



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



Overall Score



Survey Snippets

I met Maite at the Marion County job fair, since I met her, she was extremely receptive to my case, guided me, directed me, had a lot of patience and offered her knowledge to review my resume and today I feel much stronger to get my place in the job.

Honestly, for me there are no suggestions for improvement. I think it's perfect, I hope that all qualified professionals have the chance to meet you, just like I had.

Christopher Wilkinson gave exceptional guidance and steadfast support for every stage of my job seeking journey. He was highly experienced, professional, honest, constructive, and always willing to help me succeed in any way he could.

Chris has helped me tremendously with updating my resume and navigating my job search. He is not only knowledgeable, but also caring and encouraging, always offering valuable advice and support.

Sophia Sanford since day one has been professional and supportive in my quest to find employment.

Give Ms. Sanford a well earned raise.

Aaliyah is very professional, followed up in a timely manner and gave great feedback and advice on my resume. Talent Center is a great resource for anyone and would highly recommend it to anyone.

Aaliyah has a great energy around her. She is positive and ready to help. She didn't make me feel awkward at all, and she listened to my requests about what types of jobs I was looking for and actively helped me prepare and look them up.