



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

Performance and Monitoring Committee
AGENDA

Tuesday, August 5, 2025 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/82451382013>

Phone No: 1-646-558-8656 (EST) Meeting ID: 824 5138 2013 Meeting Passcode: 095185

Call to Order		J. Chang
Roll Call		C. Schnettler
Approval of Minutes, May 6, 2025	Pages 2 - 5	J. Chang

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
Building Pathways Scorecard	Pages 6 - 8	D. French

PUBLIC COMMENT

ACTION ITEMS

Ticket to Work Monitoring Report	Pages 9 -10	D. French
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PROJECT UPDATES

Talent Center Traffic	Page 11	C. Wilkinson
Event Report	Page 12	M. Saco
Contract Reports	Page 13	S. Crawford
Grant Updates	Pages 14 - 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

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
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	6/3/2026	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
Performance and Monitoring Committee**

MINUTES

DATE: May 6, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Fred Morgan
Theresa Flick

MEMBERS ABSENT

Jeff Chang, Chair
Larry White

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Steven Litzinger, CSCLM
Melissa Saco

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

CALL TO ORDER

In Chair Jeff Chang's absence, the meeting was called to order by Brandon Whiteman, a member, 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 February 4, 2025, meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner updated the committee on the following items:

- Due to a recent financial review of State agencies, Rusty wanted to clarify that the Hope Florida Foundation fundraising agency is separate from Hope Florida, which is community-based welfare assistance program. We work with Hope Florida in their efforts of creating workforce services in Florida communities.
- The Executive Director of Region 6 has resigned. We have a contractual partnership with Region 6 for financial services and act as the employer of record for their staff. The Board currently has an internal candidate as the interim director. We

will be assisting the Region 6 board in their search for a replacement by collecting resumes.

- As part of the regional realignment Region 26 is working to navigate a successful merger of the combined regions.

Workforce Issues that are Important to Our Community

No topics were brought for discussion.

Finance Monitoring

The preliminary 2022-2023 financial monitoring report was recently received by the State. The report was provided during a conference call that occurred in March 2025, but the formal report has not been received.

Last week, the State conducted the 2024-2025 programmatic monitoring. They also provided the 2023-2024 programmatic monitoring report. We will be sending a response to this audit and then the report will be presented to the committee. We hope to receive the 2024-2025 report in a timely manner.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Talent Center

Chris Wilkinson reviewed the report provided in the packet. He also shared the below:

- Rasmussen University has been receptive to new engagement from the Talent Center team. The team has held several workshops with University.
- The next Talent Connection, a virtual talent draft, will take place on May 17. The team has partnered with WTC in Citrus County. Seven soon to be IT graduates will be presented to a variety of employers. There has been local and national advertising for this event. An Iowa workforce board will be attending as well as they would like to pilot a similar program in their area.

Event Report

Melissa Saco highlighted items from the Event Report. She was happy to share that the recent Marion County Youth Job Fair had over 466 attendees, one of the most attended event in recent years. There is a job fair scheduled for June in Citrus County and a summer job fair scheduled for July.

Contract Reports

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

Grant Update

Sandra Crawford provided an overview of the grants. The Dislocated Worker Grant that was funding recovery efforts from Hurricane Idalia was not renewed and came to an

end in late March. This grant was very successful with a community investment beyond thirteen million dollars.

The Broadband grant is also having successful outcomes with 43 enrollments. There will be upcoming classes in June and October.

Indicators of Performance

Career Center Reports

Dale French reviewed the reports and welcomed questions from the committee members.

- Indicators of Performance: Finding enough participants to meet the Dislocated Worker performance measure continues to be a challenge. We are looking to increase services for Dislocated Workers by re-shifting staff focus by recruiting candidates through direct contact efforts.
- Center Reports: All centers have experienced increased traffic and candidate services across the region. Citrus County is experiencing the highest unemployment rate. This may be attributed to lower workforce participation and lagging wages. Levy County has significant success with the broadband and fiber optic programs directly affecting placement numbers and increased wages for the area.

Letter Grades

Dale French reported that our region received a B for the reporting period, down from an A- in the previous reporting period. He shared that this was addressed during a recent staff meeting. He also shared that the State intends to tighten formulas for the measures. Senior management will be meeting to discuss staff goals for the next program year in an effort to be proactive when the State releases its new goals for performance.

Program Participant Data Summary

Dale French 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 high with a good score of 58.
- 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

Brandon Whiteman inquired about the Heart of HR conference. Dale French explained that the attendance was very high. Based on attendee survey responses, the attendees had an overall positive experience and appreciated the change in venue to Circle

Square.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:43 a.m.

APPROVED:



Building Pathways to Infrastructure Jobs Grantee Quarterly Performance Scorecard

This scorecard provides a snapshot of your overall performance for your Department of Labor (DOL) Building Pathways to Infrastructure Jobs grant. This is the certified participant data you submitted through WIPS for the identified quarter. If the information in your records differs from the data shown on this scorecard, please send an email to BuildingPathways@dol.gov and copy your FPO to troubleshoot the discrepancies.

Grantee: Citrus Levy Marion Regional Workforce Development Board, Inc.

Quarter Ending: 3/31/2025

Percent of Grant Elapsed: 30%

<i>Performance Tracking Indicator</i>	<i>Actual [3.31.25]</i>	<i>Total Target</i>	<i>Number Remaining to Target</i>	<i>Percentage of Total Target Achieved</i>
Participants served	43	102	59	42%
Participants who began receiving education/job training activities	42	90	48	47%
<i>Performance Outcome Measures</i>	<i>Actual [3.31.25]</i>	<i>Total Target</i>	<i>Number Remaining to Target</i>	<i>Percentage of Total Target Achieved</i>
Participants who completed education/job training program activities	31	85	54	36%
Participants who completed education/job training program activities and obtained a credential	31	75	44	41%
Unemployed and underemployed participants who completed education/job training program activities and entered unsubsidized employment	12	55	43	22%
Incumbent worker participants who completed education/job training program activities and advanced into a new position	0	30	30	0%



Building Pathways to Infrastructure Jobs Grantee Quarterly Performance Scorecard

Definitions included here are from pages 85 – 86 of the [Building Pathways to Infrastructure Jobs FOA](#).

Performance Tracking Indicator Definitions

- **Total number of participants served:**
 - This tracking indicator is defined as the total number of all unique individuals determined eligible to be served by the program who receive a grant-funded service during the period of performance. Individuals who receive only a determination of eligibility to participate in the program but do not begin receiving services are NOT considered participants.
- **Total number of participants who began receiving education/job training activities:**
 - This tracking indicator is defined as the total number of participants that receive allowable training services as part of grant-funded education or training activities.

Performance Outcome Measure Definitions

- **Total number of participants who completed education/job training program activities:**
 - This performance outcome measure is defined as the total number of participants who complete, during program participation, an education or training program that leads to a recognized postsecondary credential, or a training program that leads to employment.
 - A participant's education/training activities may be one training or a series of courses or activities. Program completion for a participant is when a participant has completed all the intended grant-funded training provided to the individual during the grant period of performance. Grantees must determine when a participant has completed all the intended grant-funded training services established for the individual during the grant period of performance based on the proposed program design.
- **Total number of participants who completed education/job training program activities and obtained a credential:**
 - This performance outcome measure is defined as the total number of participants who completed a grant-funded education or training program and earned a recognized postsecondary credential.



Building Pathways to Infrastructure Jobs Grantee Quarterly Performance Scorecard

- **Total number of unemployed and underemployed participants who completed education/job training program activities and entered unsubsidized employment:**
 - This performance outcome measure includes only unique participants who are unemployed and underemployed (as defined in Section III.C.3. Eligible Participants), and the target should not exceed the total number of participants who completed education/job program training activities. Note that the sum of the targets for this performance outcome measure and Performance Outcome Measure #6 should not exceed the total number of participants who completed education/job training program activities.
 - Incumbent workers should not be included in this outcome.
- **Number of incumbent worker participants who completed education/job training program activities and advanced into a new position**
 - This performance outcome measure includes only unique participants who are incumbent workers (as defined in Section III.C.3. Eligible Participants), and the target should not exceed the total number of participants who completed education/job program training activities. Note that the sum of the targets for this performance outcome measure and Performance Outcome Measure #5 should not exceed the total number of participants who completed education/job training program activities.
 - Incumbent workers who do not advance into a new position (i.e., who retained their existing position) with their current employer or a new employer following the completion of a training program should Page 85 of 102 not be included in this outcome.
 - If an applicant is not proposing to offer services to incumbent workers the applicant should not submit a target for this performance outcome measure and should note it here.



RECORD OF ACTION/APPROVAL

Performance and Monitoring Tuesday, August 5, 2025

TOPIC/ISSUE:

Ticket to Work Program Annual Monitoring

BACKGROUND:

The Social Security Administration (SSA) conducts an annual monitoring review of a case sampling within the Ticket to Work program. SSA conducted monitoring in April 2025 for the previous program year. The report is attached.

POINTS OF CONSIDERATION:

There were no issues reported with the case sampling review. One case indicated a case note that did not provide resolution. Staff have reviewed that case and could not locate the reference stated. Since the case was found to be compliant, we did not pursue the issue further. No additional follow-up is required.

STAFF RECOMMENDATIONS:

Accept and approve the attached monitoring report as presented.

COMMITTEE ACTION:

BOARD ACTION:

Review Month/Year: April 2025

PID	EN Name	Overall Compliance Rating	Analyst
125116793	Citrus Levy Marion Regional Workforce Development	Compliant	Synethia Ellerbee

A compliant rating indicates your EN has satisfactorily met the requirements as outlined within the Ticket Program Agreement (TPA), Part 3, Section 4 with no or minimal issues. The IWP and/or case notes reviewed suggest your EN group understands the importance of tailoring the IWP, support, services, and follow-up to the Ticketholders. Please see your summary below.

Please reach out to Program Integrity at TTWProgramIntegrity@ssa.gov if you have any questions.

SSN	First Name	Last Name	Type of Review	SSN Compliance Rating	Review Comments
	GARY	J	IWP/COS	Compliant	Case notes indicate the Ticketholder was not meeting their goals and/or required different services, but the case notes do not contain a record of a meeting.
	KEVIN	B	COS	Compliant	
	ELIZABETH	S	COS	Compliant	
	ANNA	C	IWP/COS	Compliant	
	KEITH	N	IWP/COS	Compliant	

REPORTING PERIOD: JUL 2024 – JUNE 2025

ALL CENTER TRAFFIC – 1,116

One-on-one Appointments Total – 542

Professionals – 392
Students – 150

In Person – 86%
Virtual – 14%

WORKSHOPS CONDUCTED – 42

Healthcare – 13
Information Technology – 6
COOP – 3
STEM – 1
TC III – 3

First Year Seminar – 6
Early Childhood Education – 4
Community Outreach – 3
Agriculture & Equestrian – 2
High School – 1

TOTAL ATTENDANCE FOR WORKSHOPS – 737

Resumes reviewed and feedback provided – 352

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

22 Events – Total attendance for events – 1393

TC Open House – 5
Round Table Sessions – 1
CF Preview Day/Night – 3

Talent Connection – 2
CF Webinar – 2
OEP Faculty Meeting – 1

CF Resource Fair – 6
CASA House – 1
Job Fair – 1

CONFIRMED HIRES

34

WAGE RANGE

\$13.85 to \$43.00

AVERAGE WAGE

\$22.10

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.
- 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.

PY 24 - 25 Individual Events

**Total Events: 31
Attendees: 1334
Reported Hires: 182**

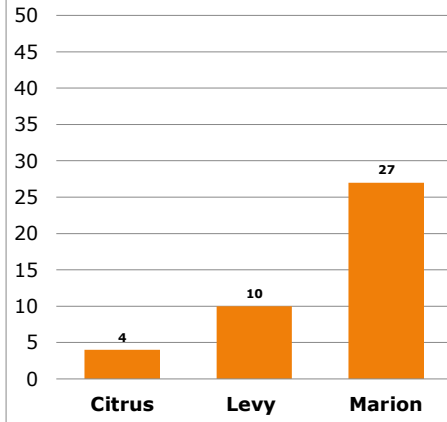
PY 24 - 25 Job Fairs

**Attendees: 1470
Businesses: 189**

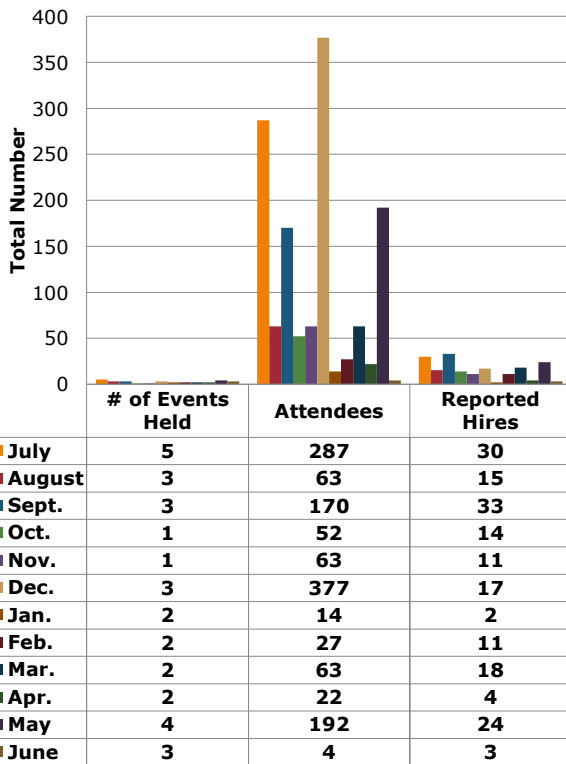
Upcoming Events

November 13 Paychecks for Patriots

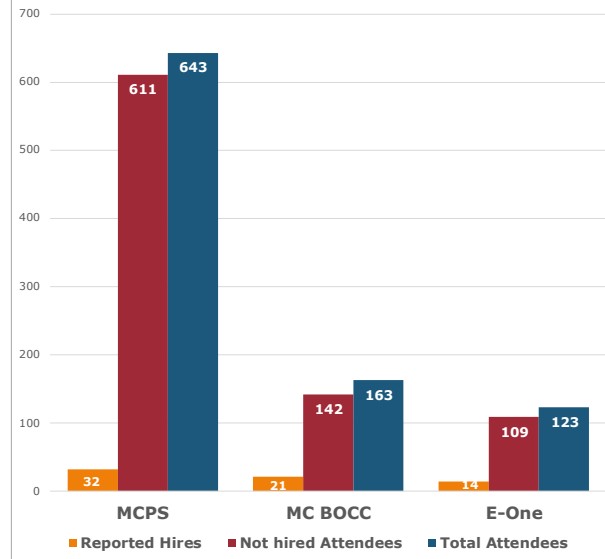
Job Fair and Hiring Events by County PY 24-25



Individual Hiring Events



Top 3 Hiring Events Program Year 2024-2025



Other Individual Hiring Events 4/2025 - 6/2025

Event Date	Event Name	Event Location	County
4/17 & 5/14	Labor Finders	14th Street	Marion
4/24	Viceroy Home Health	14th Street	Marion
5/20 & 6/17	Florida Department of Corrections	Chiefland	Levy
5/21	RealTruck	RealTruck	Marion
6/9	Gracefully Meek Home Care	Chiefland	Levy
6/15	CartWorks	Cartworks	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	4	100.00%	4	4	100.00%	4	4	100.00%	16	16	100.00%
MARION (CEP)	4	4	100.00%	4	4	100.00%	4	4	100.00%	4	4	100.00%	16	16	100.00%

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	\$1,595.83	20			85		
Measurable Skills Gains	83%	84.80%	\$1,595.83	83%	81.80%	\$0.00	83%	73.80%	\$1,595.83	83%			83%		
Employment/Education Retention Rate 2nd Quarter After Exit	71%	68.40%	\$0.00	71%	72.10%	\$1,595.83	71%	75.60%	\$1,595.83	71%			71%		
Employment/Education Retention Rate 4th Quarter After Exit	69%	77.30%	\$1,595.83	69%	71.30%	\$1,595.83	69%	67.10%	\$0.00	69%			69%		
Credential Attainment Rate	78%	95.90%	\$1,595.83	78%	94%	\$1,595.83	78%	92%	\$1,595.83	78%			78%		
Median Wages	\$3,384	\$3,426	\$1,595.83	\$3,384	\$4,106	\$1,595.83	\$3,384	\$4,016	\$1,595.83	\$3,384			\$3,384		



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

\$1.73 million

TOTAL PARTICIPANTS TO DATE

53

EXPERIENTIAL LEARNING

27

CERTIFICATIONS EARNED

116

TOTAL EMPLOYED TO DATE

34

PARTICIPANT COUNTY BREAKDOWN

Columbia	4
Dixie	10
Gilchrist	4
Lafayette	3
Levy	25
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



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 Sheriff's Department
- Marion County Board of County Commissioners
- Florida State Housing Initiative Partnership (SHIP)

TOTAL AWARD AMOUNT

\$4,532,728

HOMES BUILT

17

TOTAL YOUTH SERVED

237

OBTAINED HS DIPLOMA

125

CREDENTIALS EARNED

1,228

ENTERED EMPLOYMENT/EDU

165

- 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

Micah A. was basic skills deficient in Math and came from a low-income family when he began the program. While enrolled, he attained proficiency in Math and earned his Home Builders Institute certification. After completing the program, Micah traveled to France to assist in the construction of kennels for a dog breeding facility. He has since returned and is now employed with Citrus County Habitat for Humanity as a construction worker.

Derek T. did so well in YouthBuild that he received a job offer from Mid-State Electric before graduating. They paid to send him through an electrical apprenticeship program and since being hired he has received a \$2.00/hour raise.

INDICATORS OF PERFORMANCE
CareerSource Citrus Levy Marion
July 1st, 2024 – March 31st, 2025

LWDB 10							
Measures	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 3rd Quarter Performance	PY2024-2025 % of Performance Goal Met For Q3	PY2024-2025 Performance Goals
Adults:							
Employed 2nd Qtr After Exit	81.1	94.30	82.4	95.81	88.3	102.67	86
Median Wage 2nd Quarter After Exit	\$11,023.50	114.23	\$10,920	113.16	\$11,320	117.31	\$9,650
Employed 4th Qtr After Exit	84.4	99.29	78.5	92.35	80.2	94.35	85
Credential Attainment Rate	74.1	104.51	61.8	87.17	51.3	72.36	70.9
Measurable Skill Gains	77.9	128.97	70	115.89	74.8	123.84	60.4
Dislocated Workers:							
Employed 2nd Qtr After Exit	0	0.00	0	0.00	50	60.98	82
Median Wage 2nd Quarter After Exit	0	0.00	\$0	0.00	\$7,577	93.89	\$8,070
Employed 4th Qtr After Exit	0	0.00	0	0.00	0	0.00	77.4
Credential Attainment Rate	100	133.16	0	0.00	0	0.00	75.1
Measurable Skill Gains	66.7	88.93	50	66.67	80	106.67	75
Youth:							
Employed 2nd Qtr After Exit	68.4	86.25	72.1	90.92	75.6	95.33	79.3
Median Wage 2nd Quarter After Exit	\$3,425.75	91.13	\$4,106	109.23	\$4,015.5	106.82	\$3,759
Employed 4th Qtr After Exit	77.3	100.26	71.3	92.48	67.1	87.03	77.1
Credential Attainment Rate	95.9	110.61	93.9	108.30	91.9	106.00	86.7
Measurable Skill Gains	84.8	92.48	81.8	89.20	73.8	80.48	91.7
Wagner Peyser:							
Employed 2nd Qtr After Exit	65.9	93.48	66.1	93.76	67.5	95.74	70.5
Median Wage 2nd Quarter After Exit	\$6,696.50	#REF!	\$6,742	112.75	\$6,694	111.96	\$5,979
Employed 4th Qtr After Exit	67.3	#REF!	65.3	97.32	64.4	95.98	67.1

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

CITRUS COUNTY

Comparison: PY2023-2024/PY2024-2025

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2024: 1,857</u> PY2023: 1,705	<u>6,307</u> 5,080
VETERANS SERVED	TRAINING PROVIDED
<u>179</u> 171	<u>52</u> 36
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>104</u> 119	<u>244</u> 236
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1,199</u> 1,315	<u>98 (Avg Wage: \$15.57/hr)</u> 114 (Avg Wage: \$15.93/hr)

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 job seekers with employment and career development opportunities. **Contact us at 1.800.434.5627.**

Comparison: PY2023-2024/PY2024-2025

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2024: 480</u> PY2023: 503	<u>2,466</u> 2,056
VETERANS SERVED	TRAINING PROVIDED
<u>34</u> 50	<u>56</u> 31
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>68</u> 59	<u>68</u> 55
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1,410</u> 1,664	<u>39 (Avg Wage: \$15.48)</u> 29 (Avg Wage: \$18.54)

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MARION COUNTY

Comparison: PY2023-2024/PY2024-2025

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2024: 4,900</u> PY2023: 4,645	<u>19,218</u> 15,097
VETERANS SERVED	TRAINING PROVIDED
<u>462</u> 482	<u>387</u> 286
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>382</u> 399	<u>732</u> 766
POSITIONS POSTED	TOTAL PLACEMENTS
<u>5,086</u> 6,555	<u>439 (Avg Wage: \$18.94/hr)</u> 590 (Avg Wage: \$18.02/hr)

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CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. 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, please call 1 800 434-5627, ext. 7878 or e-mail accommodations@careersourceclm.com. Please make request at least three business days in advance. CareerSource Florida Member.



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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
1. Participants With Increased Earnings The percentage of participants who earned more in the second quarter after exit than before their participation with the local workforce development board. <ul style="list-style-type: none"> • 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
2. Reduction in Public Assistance 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. <ul style="list-style-type: none"> • 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
3. Employment and Training Outcomes 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. <ul style="list-style-type: none"> • 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
4. Participants in Work-Related Training 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. <ul style="list-style-type: none"> • 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>5. Continued Repeat Business 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"> • Numerator: The number of employer worksites from the denominator that received a core business service in the current program year. • Denominator: The number of employer worksites that received a core business service from the local workforce development board in the previous three program years. <p>Category: Business Services</p> <p>Target: 35%</p> <p>Data Source: Employ Florida</p>	0.05
<p>6. Year-Over-Year Business Penetration 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"> • $\geq 4\%$ increase = 100% • 2% – 3.9% increase = 90% • 0% – 1.9% increase = 80% • -0.1% – -2% increase = 70% • -2.1% – -4% decrease = 60% • -4.1% – -6% decrease = 40% • -6.1% – -8% decrease = 20% • < -8% decrease = 0% <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"> • 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. • Denominator: The number of active employer worksites in Employ Florida for each local workforce development board during the program year. <p>Category: Business Services</p> <p>Target: 100%</p> <p>Data Source: Employ Florida</p>	0.05
<p>7. Completion-to-Funding Ratio 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"> • Numerator: The percentage of distinct exiters from WIOA* (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs. • 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. <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>Extra Credit Metric: Serving Individuals on Public Assistance 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"> • Numerator: The number of individuals from the denominator who received SNAP or TANF benefits during their participation period. • 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, WIOA Dislocated Worker and Youth) and Wagner-Peyser. <p>Extra credit points will be awarded as follows:</p> <ul style="list-style-type: none"> • $\geq 50\%$ = 5 points • $\geq 46\% < 50\%$ = 4 points • $\geq 44\% < 46\%$ = 3 points • $\geq 42\% < 44\%$ = 2 points • $40\% < 42\%$ = 1 point <p>Category: Employment and Training Services, Self-Sufficiency</p> <p>Data Source: ETA 9173 Program Performance Reports, OSST, DCF Recipient Data</p>	0.05

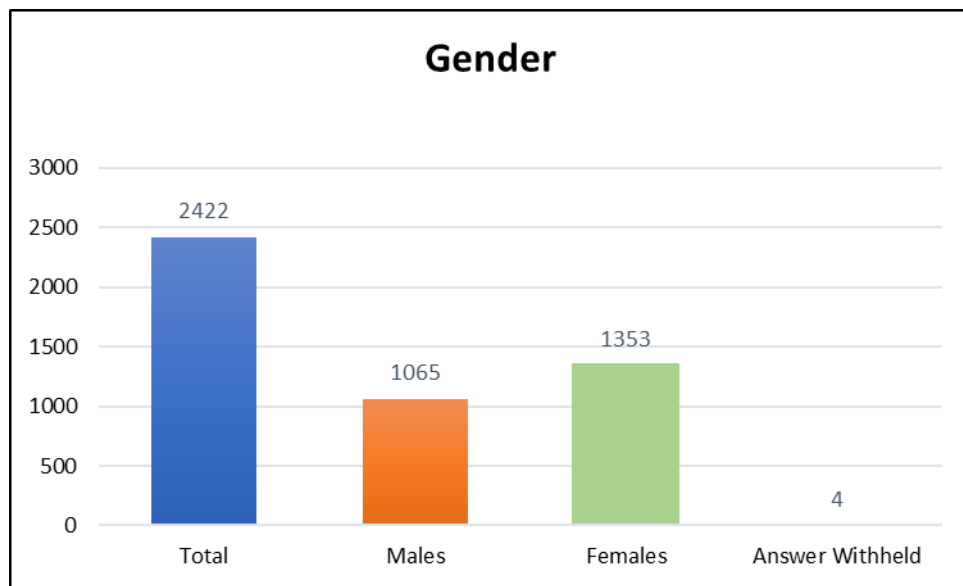
PROGRAM PARTICIPANT DATA SUMMARY

REGION 10 April 1, 2025 – June 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 fourth quarter of PY2024, April 1st through June 31st.

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

GENDER CHARACTERISTICS



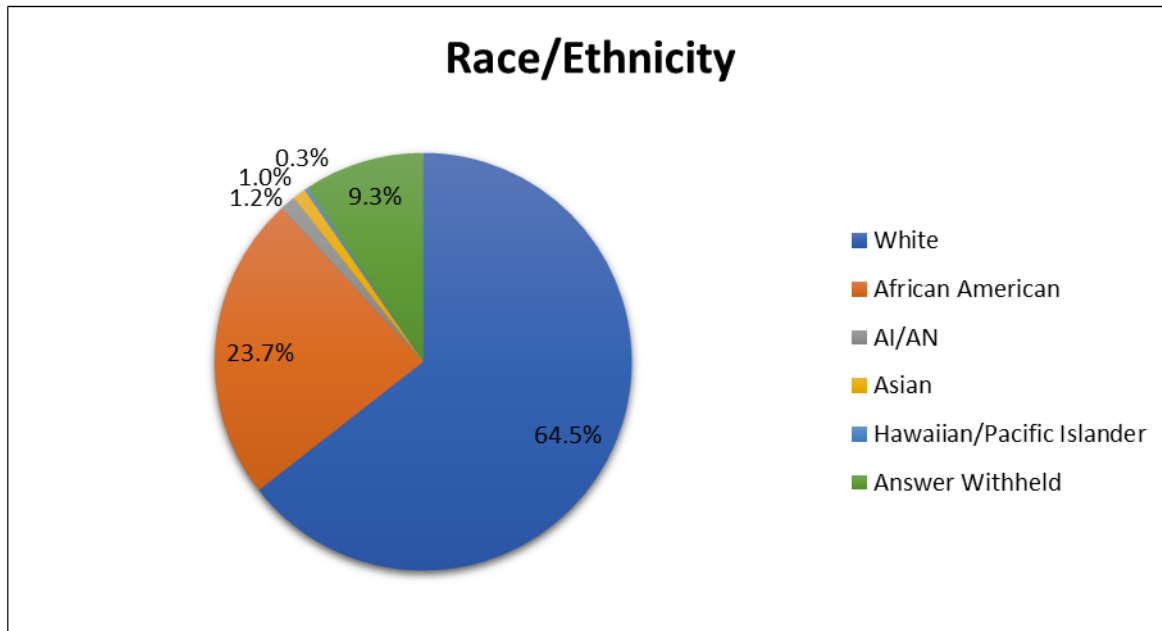
Overall assessment

- 44% of the Region's participants were male.
- 56% 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	1561	574	29	25	7	226
% of Total Applicants	64.5%	23.7%	1.2%	1.0%	0.3%	9.3%

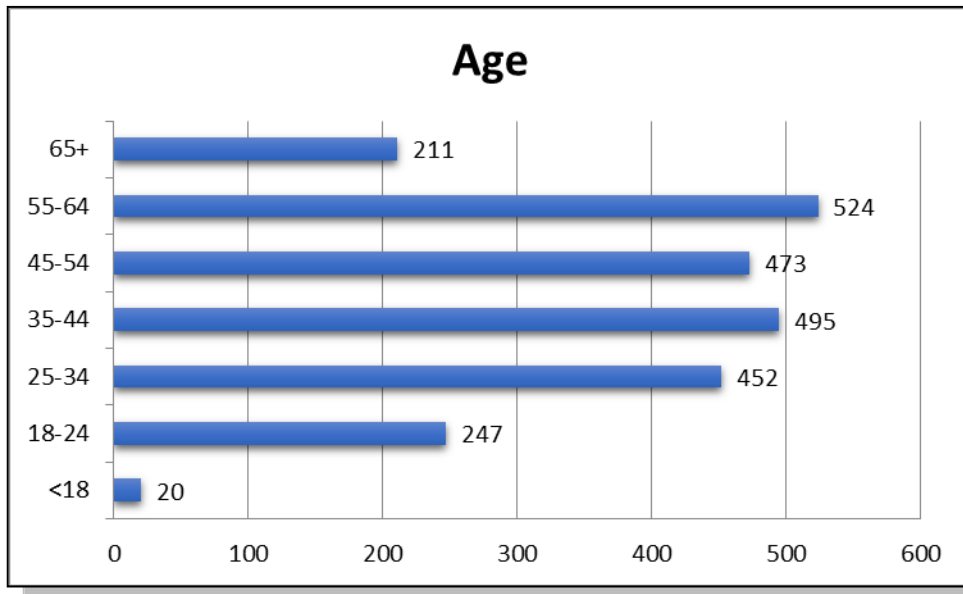
- Hispanic applicants, 453, represented 18.7% of all applicants.

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	20	247	452	495	473	524	211	2,422
%	0.83%	10.20%	18.66%	20.44%	19.53%	21.64%	8.71%	100%

Overall assessment

- 99.2% of applicants were over the age of 18.
- Applicants age 55 and older represented 30.3% 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, 210, accounted for 8.7% of the total number of applicants.
- Male veteran applicants, 179, represented a larger group than female veteran applicants, 31.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Female WIOA participants, 227, outnumbered male WIOA applicants 100.

Group	Count	% of Total Count	Numerator*	Denominator**
White	167	51.1%	36	53
African American	116	35.5%	11	16
American Indian/ Alaska Native	3	0.9%	0	0
Asian	4	1.2%	0	1
Hawaiian/Pacific Islander	0	0.0%	0	0
More than 1 Race	16	4.9%	3	4
Answer Withheld	21	6.4%	4	6
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 69, represented 21% of all applicants. Of the 16 Hispanic participants that exited, 11 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	62	19.0%	7	18
19 – 24	83	25.4%	16	22
25 – 32	64	19.6%	8	11
33 – 44	76	23.2%	16	18
45 – 54	31	9.5%	4	8
55 – 64	8	2.4%	2	2
65+	3	0.9%	1	1

WELFARE TRANSITION

Overall assessment

- 284 female applicants represented 82% of WT applicants.
- 64 male participants represented 18% of WT applicants.
- The average placement wage recorded for female participants is \$15.72/hour, and the average wage for male participants is \$17.66/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	179	83	2	0	57	1	18	8
% of Total Applicants	51.44%	23.85%	.57%	0%	16.38%	.29%	5.17%	2.30 %

SNAP (FOOD STAMPS)

Overall assessment

- 446 female applicants represented 55% of WT applicants.
- 371 male participants represented 45% of WT applicants.
- The average placement wage recorded for female participants is \$13.50/hour, and the average wage for male participants is not available.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	433	182	3	0	125	3	47	25
% of Total Applicants	52.93%	22.25%	0.37%	0%	15.28%	0.37%	5.74%	3.06%

Transactional Net Promoter Cumulative Report Program Year July 24 to June 25

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ 68



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**.

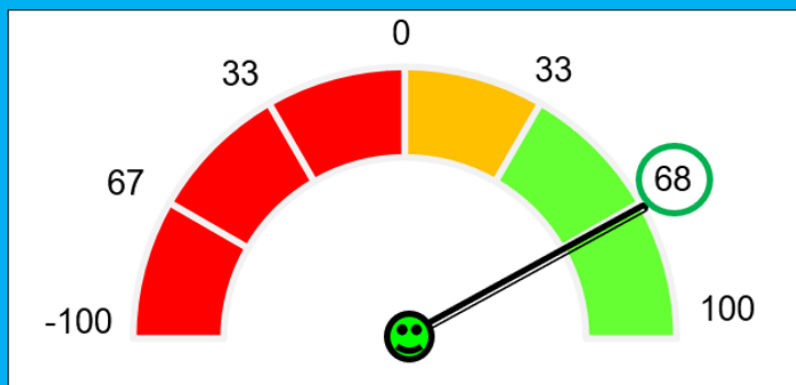


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



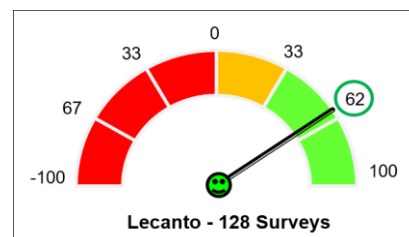
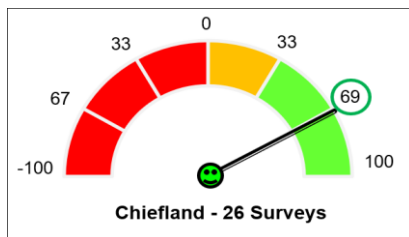
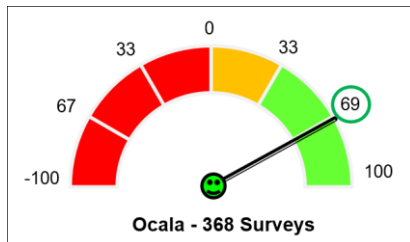
Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers July 2024 to June 2025

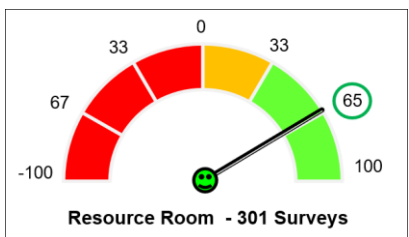
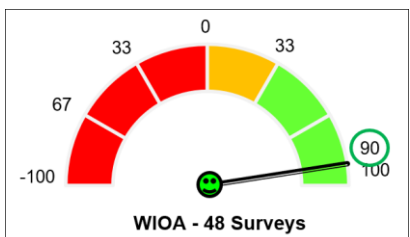


Category	Percent (%)	Count (#)
Promoters 😊	77%	401
Passives 😐	14%	72
Detractors 😞	9%	49
Totals	100%	522

Transactional Net Promoter By Office



Transactional Net Promoter By Service



Transactional Net Promoter Cumulative Report Program Year July 24 to June 25

Employer Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ 67



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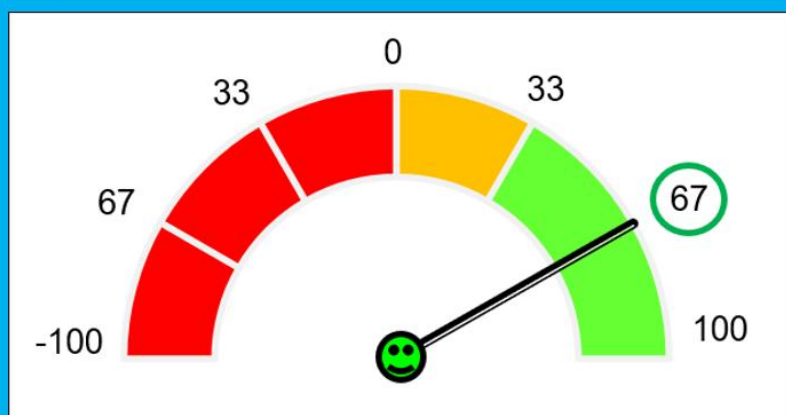


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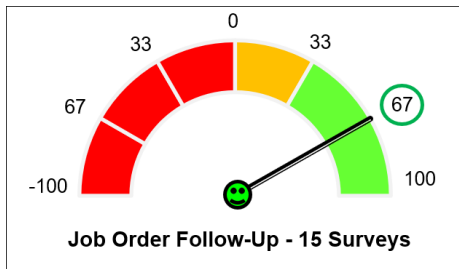
Overall Score

Regional Net Promoter Score Transactional Survey – Employers July 2024 to June 2025

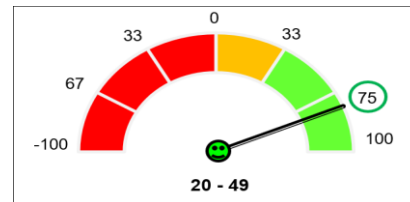
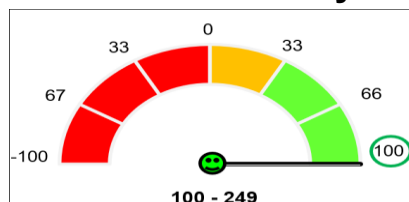
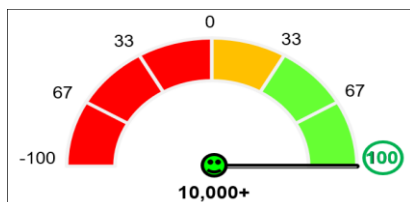


Category	Percent (%)	Count (#)
Promoters	81%	17
Passives	5%	1
Detractors	14%	3
Totals	100%	21

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Program Year July 24 to June 25

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



What Do the Scores Mean?



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Overall Score

