



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

Performance and Monitoring Committee
Tuesday, August 4, 2026 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/83349067513>
Phone No: 1-646-558-8656 (EST) Meeting ID: 833 4906 7513

Call to Order		J. Chang
Roll Call		C. Schnettler
Approval of Minutes, May 5, 2026	Pages 2 - 4	J. Chang

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
Proposed Common Indicators of Performance	Page 5	R. Skinner

PUBLIC COMMENT

ACTION ITEMS

Ticket To Work Monitoring	Pages 6 - 18	D. French
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PROJECT UPDATES

PIP Update		R. Skinner
Talent Center Traffic	Page 19	C. Wilkinson
Hope Florida	Page 20	C. Wilkinson
Event Report	Page 21	M. Saco
Contract Reports	Page 22	S. Crawford
YouthBuild	Page 23	S. Crawford
Grant Updates	Page 24	S. Crawford
County Comparison Reports	Pages 25 - 27	C. Weaver
Program Participant Data Summary	Pages 28 – 32	C. Weaver
Net Promoter	Pages 33 - 35	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2026 – 2027 MEETING SCHEDULE							
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing / Outreach	Education and Industry Consortium	Executive	Full Board	
Unless noted otherwise all committee meetings are held at CareerSource CLM, 2703 NE 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	
8/4/2026	8/5/2026	8/6/2026	8/12/2026	8/13/2026	9/29/2026	9/30/2026	CF Levy
11/3/2026	11/4/2026	11/5/2026	10/28/2026	11/12/2026	11/18/2026	12/16/2026	CF Ocala
2/2/2027	2/3/2027	2/4/2027	2/10/2027	2/11/2027	2/24/2027	3/3/2027	CF Lecanto
5/4/2027	5/5/2027	5/6/2027	5/12/2027	5/13/2027	5/26/2027	6/9/2027	CF Ocala

OUR VISION STATEMENT

To be known as the number one workforce resource in the state of Florida by providing constructive tools and professional supportive services that are reflected in the quality of our job candidates and meet the needs of the business community.



**CAREERSOURCE CITRUS LEVY MARION
Performance and Monitoring Committee**

MINUTES

DATE: May 5, 2026
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Carole Savage-Hagans
Fred Morgan
Jeff Chang, Chair

MEMBERS ABSENT

Larry White
Theresa Flick

OTHER ATTENDEES

Dale French, CSCLM
Cory Weaver, CSCLM
Steven Litzinger, CSCLM
Melissa Saco, CSCLM

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

CALL TO ORDER

The meeting was called to order by Jeff Chang, Chair, at 9:01 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Fred Morgan made a motion to approve the minutes from the February 3, 2026, meeting. Carole Savage-Hagans seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Dale French updated the committee on the following items:

- He introduced new member Carole Savage-Hagans.
- The State has been sending new technical assistance letters reaffirming recent policy changes.
- The federal government has released state funding allocations. It is anticipated that the State will notify regions of their individual allocations next week.

Workforce Issues that are Important to Our Community

None were discussed.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

PIP Update

Dale French explained that we are sitting solidly as a B in letter grade performance. The PIP identified areas of performance lags that we were already aware of, and staff performance goals had been adjusted. We are on target to gain success in those areas.

Talent Center

Hope Florida

Chris Wilkinson reviewed the reports provided in the packet.

Event Report

Melissa Saco highlighted items from the Event Report.

Contract Reports

Grant Update

YouthBuild

Sandra Crawford reviewed the reports and highlighted the following items:

- Contract Reports: Citrus County is not currently meeting their goals, but they do have time before the end of the program year to make adjustments. Eckerd Youth is also working on meeting their annual goal.
- Broadband Grant: The Broadband grant program continues to have multiple participant success stories. The program manager has been doing a wonderful job with enrolling new participants and keeping current participants engaged.

Indicators of Performance

Career Center Reports

Letter Grades

Program Participant Data Summary

Cory Weaver reviewed the reports and welcomed questions from the committee members. She highlighted the following items:

- Indicators of Performance: Performance metrics that are not currently being met were highlighted with the explanation of processes that are in place to gain progress.
- Center Reports: Increases and decreases in center traffic were noted as well as gains and losses in placements and wage growth. There will be a soft opening next week for the new Bronson office location.
- Letter Grades: Cory Weaver reported that our region received a B for the reporting period.

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 72.
- Business Services' scores are excellent. There was discussion on the decrease in completed surveys from businesses.
- 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.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:36 a.m.

APPROVED:

Indicators of Performance Goal Comparison 25-26												
Measure	CLM Performance Q3	CLM Goal	Chipola Goal	Gainesville Goal	Jacksonville Goal	Orlando Goal	Pasco Hernando Goal	Brevard FV Goal	Heartland Goal	SW Goal	Average Goals (All LWDBs)	CLM Recommended 26-28 Goal
Adults:												
Employed 2nd Qtr After Exit	87.10	88	91.7	80	93	85.5	87.2	89.8	85.5	86.70	86.30	86.30
Median Wage 2nd Quarter After Exit	\$9,579	\$9,900	\$7,938	\$9,495.00	\$11,108	\$7,269	\$10,582	\$7,788.00	\$10,071	\$10,215	\$8,791.33	\$8,791.33
Employed 4th Qtr After Exit	88.00	86	83.3	80	92	79.8	84.1	84.6	84	73.50	83.52	83.52
Credential Attainment Rate	83.00	70.9	72.3	71	88.6	73.1	84.8	79	87.6	75.30	78.37	70.90
Measurable Skill Gains	82.30	60.4	96.9	51.3	83.2	62.3	69.3	72.4	66.8	76.00	66.56	76.00
Dislocated Workers:												
Employed 2nd Qtr After Exit	100.00	84	92.7	80	91	85	85.3	83.9	76.8	85.00	84.21	84.21
Median Wage 2nd Quarter After Exit	\$15,078	\$8,070	\$11,121	\$9,500.00	\$10,695	\$9,410	\$8,404	\$11,108.00	\$9,217	\$11,125	\$9,653.62	\$8,070
Employed 4th Qtr After Exit	75.00	77.4	62.1	59.9	85	75.7	79.7	81	80.6	80.20	78.12	78.12
Credential Attainment Rate	66.70	75.1	98	85	80	82.7	90.2	76	96.6	82.70	81.57	75.00
Measurable Skill Gains	78.60	75	99.5	60.5	81.8	80	77	80	0	68.80	73.07	73.07
Youth:												
Employed 2nd Qtr After Exit	66.70	79.3	83.8	70	81.3	76	79	79.7	83.5	81.40	78.32	78.32
Median Wage 2nd Quarter After Exit	\$5,077	\$3,759	\$4,635	\$3,642.00	\$3,971	\$4,219	\$3,012	\$3,313.00	\$3,928	\$4,795	\$3,916.05	\$3,759
Employed 4th Qtr After Exit	68.00	77.1	74.6	70	74.5	73.3	75.3	75.1	83	78.80	74.26	74.26
Credential Attainment Rate	78.60	86.7	28.5	58	80.3	79.1	94.4	58.6	87.7	73.40	67.38	67.38
Measurable Skill Gains	82.10	91.7	77.5	56.8	84.3	68	85.7	75	90.3	68.00	73.87	73.87
Wagner Peyser:												
Employed 2nd Qtr After Exit	66.20	70.5	71.4	65.5	67	67.7	60.9	64.6	68.7	68.20	66.35	66.35
Median Wage 2nd Quarter After Exit	\$7,167.00	\$5,979	\$5,488	\$6,061.00	\$7,147	\$6,218	\$6,992	\$6,274.00	\$6,275	\$7,571	\$6,304.24	\$5,979
Employed 4th Qtr After Exit	67.60	67.1	66.2	64.7	65.1	61.7	56.5	60.8	63.6	66.00	62.59	62.59



RECORD OF ACTION/APPROVAL

Performance Meeting
Tuesday, August 4, 2026

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 a monitoring in April 2026 for the previous program year. The report is attached.

POINTS OF CONSIDERATION:

There were no issues reported with the case sampling review. All files reviewed were found to be 'Compliant'

STAFF RECOMMENDATIONS:

Accept and approve the attached monitoring report as presented.

COMMITTEE ACTION:

BOARD ACTION:

PROGRAM YEAR 2025-26 MONITORING

**Underwood Sloan and Associates and
Indelible Business Solutions**

Overview of results for CareerSource Citrus Levy Marion's Program Year
2025-26 programmatic, financial, and systemic monitoring.

Final Report

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Executive Summary

Underwood, Sloan and Associates, LLC (USA) and Indelible Business Solutions were contracted to conduct financial, programmatic, and systemic monitoring services for CareerSource Citrus Levy Marion (CSCLM). We aim to provide meaningful results through a holistic review of program processes in order to improve CSCLM operations, enhance services to the business community, and ensure quality assistance to those seeking employment and training opportunities.

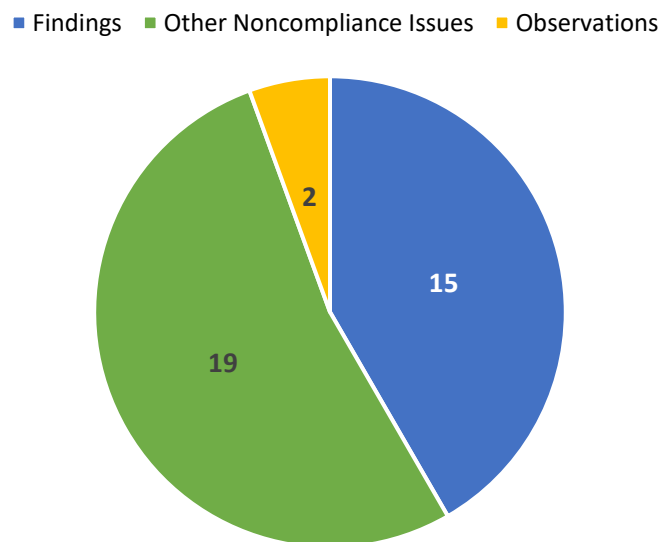
Based on the contracted scope of work and specific guidance from CSCLM, the monitoring conducted was focused on programmatic, fiscal, and procurement activities. The monitoring included the testing of sample programmatic cases, the review of policies, procedures, organizational and governing documentation, as well as a review of the latest procurement solicitation for health insurance brokerage services. The monitoring also included a review of the CSCLM website for required information, and an audit of the current One Stop Operator's compliance with their contracted scope of work.

The review analyzed CSCLM's processes and controls to ensure compliance with federal and state laws, regulations, and statutes.

Monitoring Opinion

Based on the results of the monitoring, and in accordance with 2 CFR § 200.332 – Requirements for pass-through entities, all requirements imposed by the Florida Department of Commerce (FloridaCommerce) are being met with minimal deficiencies and the subaward is being used for authorized purposes, in compliance with Federal statutes, regulations and the terms and conditions of the subaward. In addition, the monitoring conducted revealed no significant problems and indicates a low risk of noncompliance with the Federal programs reviewed in accordance with 2 CFR § 200.519 –Criteria for Federal program risk.

Results



Review Scope

For the programmatic monitoring, CSCLM staff provided access to the reviewer for the systems necessary to review and test sample participant case files, specifically the Employ Florida, Atlas, and One-Stop Service Tracking (OSST) systems. At the same time, the pool of sample cases was provided to the reviewer for Workforce Innovation and Opportunity Act (WIOA) (to include Adult, Dislocated Worker, and Youth), Welfare Transition, Supplemental Nutrition Assistance Program (SNAP), Wagner-Peyser (to include services for job seekers, job orders, referrals/placements, staff assisted registrations, and Reemployment Services and Eligibility Assessment (RESEA)), and Jobs for Veterans' State Grant (JVSG) programs.

For the administrative monitoring, a review of the following items were agreed upon: firewalls and internal controls; solicitation practices; policies and procedures; presence of required elements on the CSCLM website; and One Stop Operator (OSO) compliance with contracted scope of work.

The review of the sample participant case files and region documentation was conducted remotely.

In order to provide a holistic overview of CSCLM processes, not only for compliance with state and federal regulations but also to provide recommendations for efficiencies and improvements, the review included the following:

- Testing a sample of WIOA Adult, Dislocated Worker, and Youth cases utilizing the FloridaCommerce programmatic monitoring tool.
- Testing a sample of Welfare Transition cases utilizing the FloridaCommerce programmatic monitoring tool.
- Testing a sample of SNAP cases utilizing the FloridaCommerce programmatic monitoring tool.
- Testing a sample of Wagner-Peyser cases utilizing the FloridaCommerce programmatic monitoring tool, which included:
 - A sample of job seekers and staff assisted registrations,
 - A sample of referrals and placements,
 - A sample of RESEA cases,
 - And a sample of job orders.
- Testing a sample of Veteran cases utilizing the FloridaCommerce JVSG programmatic monitoring tool.
- A review of the sample participant case files for recommendations not included in the FloridaCommerce programmatic monitoring tools.
- Testing CSCLM administrative policies, governing and planning documentation, compliance certifications, One Stop Operator contract, CSCLM organizational structure, and financial records against the Firewall and Conflict of Interest Protections Checklist.

- A review of prior monitoring results from FloridaCommerce to identify recurring issues or material findings for process improvement consideration and to ensure finding resolution.
- Testing the most recent website development procurement solicitation and executed agreement utilizing the FloridaCommerce Financial Monitoring Tool.
- Auditing the CSCLM website for the presence of all required information/documentation.

All of the items reviewed above were evaluated against and/or compared with the following as applicable:

- CSCLM Local Office Policies and Guidance
- FloridaCommerce-Local Workforce Development Board (LWDB) Grantee-Subgrantee Agreement
- CareerSource Florida/FloridaCommerce Administrative Policies and Final Guidance Papers, Communiques, and Memoranda
- Federal regulations
- State statutes and administrative rules
- US Department of Labor Employment and Training Administration's Training and Employment Notices (TENs), Training and Employment Guidance Letters (TEGLs), and Unemployment Insurance Program Letters (UIPLs)
- The Workforce Innovation and Opportunity Act
- The Wagner-Peyser Act of 1933 as amended
- US Department of Labor Veterans' Employment and Training's Veterans' Program Letters (VPLs)
- The State Supplemental Nutrition Assistance Program (SNAP) Plan
- The Temporary Assistance for Needy Families (TANF) State Plan
- Florida's TANF Work Verification Plan
- Employ Florida Service Code Guide
- Measurable Skill Gains (MSG) Resource Guide

Overview of Monitoring Results

The summarized outcome of the review is detailed in the following sections of the report identified by the respective program. Outcomes reflect issues noted during the monitoring review and are classified in the report as Findings, Other Noncompliance Issues (ONI), and Observations. Recommendations and suggestions are also made on how to address any identified Findings, Other Noncompliance Issues, and Observations.

- *Findings* – are instances where noncompliance with requirements contained in federal or state laws, rules and regulations, administrative codes, state guidance, or other documents are found and are considered higher risk issues that could impact the integrity of the program operations and/or potentially result in questioned costs.
- *Other Noncompliance Issues* – are general noncompliance conditions considered lower risk findings but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.).
- *Observations* – are informative statements or constructive comments made to identify processes that can help the LWDB improve service delivery and result in positive program outcomes.

Workforce Innovation and Opportunity Act

Summary of Findings

1. The Employ Florida Individual Employment Plan/Service Strategy wizard was not started for three participants whose IEP activity was opened after the new requirement effective date. (Adult)
2. The worksite training agreement executed between the employer and CSCLM for one participant's paid work experience activity was not found in the participant's case file. (Adult)
3. Documentation was not available in three participants' case files to confirm whether the training provider was on the local/state approved eligible training provider list (ETPL) or that the training was in a local/state demand occupation. (Adult)
4. Documentation of U.S. citizenship or authorization to work in the U.S. was not found in the case file for three participants. (Youth)

Summary of Other Noncompliance Issues

1. Four participants' annualized family income entered into Employ Florida does not match the amount listed on the Household Income Verification forms found in the case files. (Adult)
2. The training activity beginning and/or ending dates recorded in Employ Florida did not match the documentation found for nine participants. (Adult)
3. One participant is missing a Measurable Skills Gain (MSG) in Employ Florida for a program year in which they were enrolled in an educational or training program. (Adult)
4. The Date Attained recorded in Employ Florida for two participants' Measurable Skills Gains does not match the date on the documentation uploaded into the case files. One additional participant's case file was missing any documentation for the MSG entered into Employ Florida. (Adult)
5. One participant's credential was not entered into Employ Florida. A second participant had a credential entered into Employ Florida that was not found in their case file. (Adult)
6. One participant was issued supportive services after the supportive services activity code was closed. (Adult)
7. Case notes and files indicated that two participants exited the program with unsubsidized employment, however the verified employment information was not entered into the Employ Florida closure. (Adult)
8. The employment information entered into the follow-up fields within Employ Florida for one participant was incorrect based on the documentation found in the case file. (Adult)

9. One participant was provided transportation assistance, as indicated by documentation found in the case file, however there is no transportation service code recorded in Employ Florida. (Youth)

Summary of Observations

1. Preliminary research found that the credentials entered for four participants do not appear to be industry-recognized credentials. (Youth)

Workforce Innovation and Opportunity Act Monitoring Overview

During the review of WIOA participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program and service provider staff appear to be well trained in eligibility and other program requirements but could benefit from refresher training on required case information and documentation. Eligibility is easily verified utilizing the Workforce Innovation and Opportunity Act Verification Form that is found in each case file and justification for training costs and elimination of potential duplication of benefits are clearly identified with the Cost of Attendance Budget Worksheet. The most substantial improvement that is recommended is continued coaching in order to solidify and reinforce compliant behavior specifically regarding documentation and data entry.

Welfare Transition Program/Supplemental Nutrition Assistance Program

Summary of Findings

1. Two participants were missing documentation to support the hours entered on the JPR screen.
2. Verification that the Notice of Failure to Demonstrate Satisfactory Compliance form 2292 was printed and mailed was unable to be located in a case note or the case file for one participant.
3. One participant received transitional transportation assistance, however the supporting documentation for the supportive service was not located in the case file.

Summary of Other Noncompliance Issues

1. Three participants' initial appointment status was not updated within two business days of the initial appointment date.

Summary of Observations

1. A case note indicated receipt of timesheets to support JPR hours that were not entered into OSST or found in the case file for one participant.

Welfare Transition/Supplemental Nutrition Assistance Monitoring Overview

During the review of Welfare Transition and SNAP participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in program requirements and are deliberate and thorough in their case documentation. Program staff clearly communicate program requirements to participants and actively maintain communication. Job participation rate activity hours entered into OSST are supported by documentation in most of the participants' case files, participants are assigned the appropriate amount of job participation rate activity hours, and information is entered correctly into the system. The most substantial improvement that is recommended is continued coaching in order to solidify and reinforce compliant behavior regarding documentation.

Wagner-Peyser Program

Summary of Findings

1. The Obtained Employment activity code for four participants was recorded prior to the start date of the verified employment.
2. Permission from the job seeker was not case noted prior to a staff-assisted referral for four job seekers.
3. The required case note for a recruitment event activity code (119) was missing for one participant.
4. Fourteen RESEA participants, whose initial appointments were attended after May 21, 2025, did not have the CLF activity code recorded in Employ Florida.

Summary of Other Noncompliance Issues

1. Three job seekers' qualifications did not match the minimum requirements on a recorded staff-assisted job order referral.
2. One job seeker's placement verification case note included the wrong job order number.
3. One RESEA participant's EDP objectives were not updated with the participant's specific goals and tasks.

4. The labor market information (LMI) provided to three RESEA participants was not properly case noted.
5. One participant indicated a language preference other than English, however there was no documentation of communication to the participant in the preferred language as identified.
6. The required information for obtained employment verification was not found in a case note or had elements missing for two job seekers.

Summary of Observations

There were no observations noted.

Wagner-Peyser Monitoring Overview

During the review of Wagner-Peyser participant case files, job orders, and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in program requirements and are deliberate and thorough in their case documentation. Program staff have detailed internal checklists that they use to manage participant cases and job orders. Job seekers have completed registrations in Employ Florida before participation is initiated and most RESEA cases sampled met program requirements. The most substantial improvement that is recommended is continued coaching in order to solidify and reinforce compliant behavior regarding documentation.

Jobs for Veterans' State Grant Program

Summary of Findings

1. The Veteran Intake Screening activity code (159) was missing for six job seekers.
2. One veteran's intake screening case note (159 Veteran Intake Screening – DVOP Services) was missing required elements.
3. One veteran was missing a JVSG – DVOP Outreach Engagement service activity code (V10) after a Referral for DVOP Follow-Up service activity code (168) was recorded in Employ Florida.

Summary of Other Noncompliance Issues

There were no other noncompliance issues noted.

Summary of Observations

There were no observations noted.

Veterans' Monitoring Overview

During the review of Veteran participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in program requirements and are deliberate and thorough in their case notes and documentation. Program staff are methodical in providing priority of service notification and documenting such as well as providing needed services to veterans. Veteran Intake Screenings and DVOP referrals and contacts are timely administered and most required service codes are appropriately recorded in Employ Florida. The most substantial improvement that is recommended is continued coaching in order to solidify and reinforce compliant behavior regarding appropriate and consistent use of service codes and case notes.

Firewalls and Conflicts of Interest

Firewalls and Conflicts of Interest Monitoring Overview

During the completion of the Firewall and Conflict of Interest Protections Checklist, no deficiencies were identified. The Board and CSCLM leadership set a positive tone at the top by establishing firewall and conflict of interest protections as a part of the organizational culture that values integrity, ethical behavior, and employee competence. Roles and functions of the region have been assessed to avoid overlap or conflict and adequate procedures are in place to eliminate the exercise of undue influence. In addition, CSCLM continuously strives for accomplishment with constant monitoring and quality assurance.

Solicitations

Solicitation Monitoring Overview

During the review of the most recent procurement for health insurance brokerage services, no deficiencies were identified. CSCLM program staff are well trained in activity requirements and operate in a manner to maximize transparency and ensure compliance. Staff understand the administrative requirements for solicitations and improvements are continuously being considered for the Procurement Policy, Standards and Procedures local office policy.

CSCLM Website Audit

Summary of Other Noncompliance Issues

1. The executed copies of the contracts determined to be related party contracts are not included on the website posting with the listing of the Approved Related Party Contracts for PY25-26, located [here](#).
2. A copy of the executed contract between CSCLM and Eckerd, identified as an unrelated contract over \$35,000, is not included on the website posting with the other contracts in excess of \$35,000, located [here](#).
3. A copy of the Financial Statements, Supplemental Information, and Independent Auditors' Reports for Program Years 22-23 through 24-25 are not included on the website. The latest posting, [Financial Audit Ending 6-30-23](#), opens the Form 990 Ending 6-30-23 instead of the financial audit documentation.

CSCLM Website Monitoring Overview

During the review of the CSCLM website for required information and documentation, minimal deficiencies were found. CSCLM strives for compliance and transparency in the management and content of their website and in providing current and relevant information to the public that is compliant with state regulations. It is recommended that the CSCLM website be reviewed and updated periodically as required information changes.

One Stop Operator Review

One Stop Operator Monitoring Overview

During the review of the current One Stop Operator's compliance with their contracted scope of work, no deficiencies were identified. The One Stop Operator works closely with CSCLM staff and leadership to ensure that the LWDB's priorities are met and that services are actively coordinated among workforce development programs.

REPORTING PERIOD: JUL 2025 – JUN 2026

ALL CENTER TRAFFIC – 1194

One-on-one Appointments Total – 589

Professionals – 478
Students – 111

In Person – 89%
Virtual – 11%

WORKSHOPS CONDUCTED – 22

Healthcare – 6
Information Technology – 4
COOP – 2
Ocala Youth Opportunity – 1
TC III – 1

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

TOTAL ATTENDANCE FOR WORKSHOPS – 524

Resumes reviewed and feedback provided – 328

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

20 Events – Total attendance for events – 2424

TC Open House – 4
Shiloh Job Fair Prep – 1
CF Career & Colleges Expo – 4

Talent Connection – 5
CF Webinar – 1
OEP Faculty Meeting –

CF Resource Fair – 3
CASA House –
Resource & Job Fair – 2

CONFIRMED HIRES

20

WAGE RANGE

\$11.00 - \$36.06

AVERAGE WAGE

\$19.54

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

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



Hope Florida

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

PY 24-25

Hope Referrals

199

Responsive

51

Non-Responsive

148

PY 25-26

Hope Referrals

191

Responsive

77

Non-Responsive

116

SERVICES PROVIDED PY25-26 to date

Job Search

23

Training Referrals

7

Appointment

8

Resume

25

HOPE EMPLOYERS

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

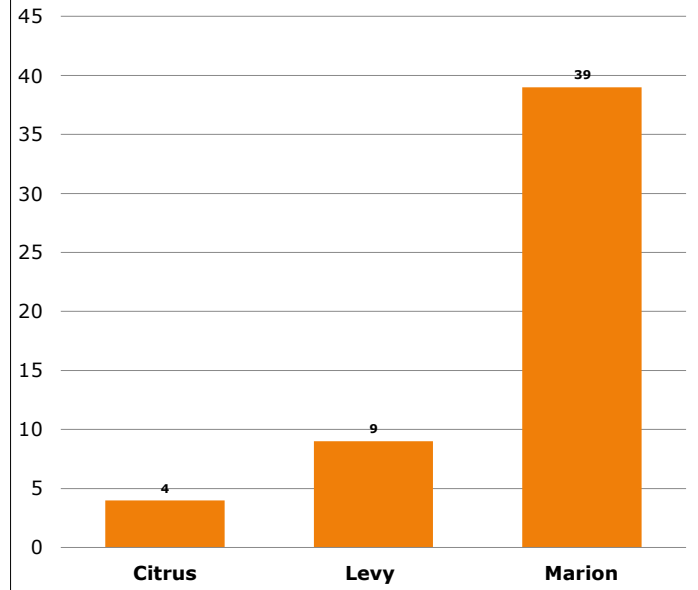
PY 25 - 26 Individual Events

Total Events: 44
Attendees: 1402
Reported Hires: 342

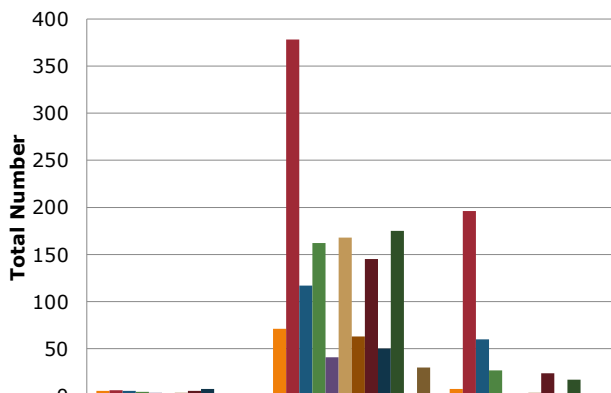
PY 25 - 26 Job Fairs

Attendees: 1158
Businesses: 124
Confirmed Hires: 36

Job Fair and Hiring Events by County PY 25-26

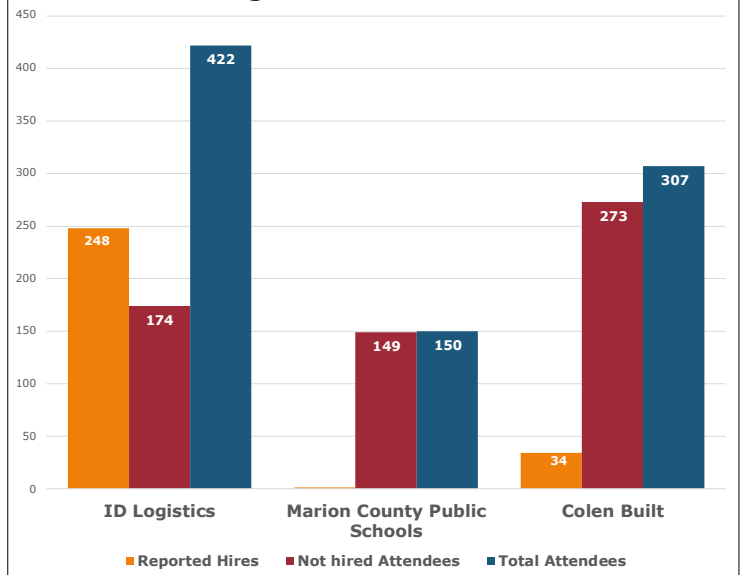


Individual Hiring Events



	# of Events Held	Attendees	Reported Hires
July	5	71	7
August	6	378	196
Sept.	5	117	60
Oct.	4	162	27
Nov.	3	41	2
Dec.	2	168	1
Jan.	3	63	3
Feb.	5	145	24
Mar.	7	50	2
Apr.	1	175	17
May	2	2	2
June	1	30	1

Top 3 Hiring Events Program Year 2025-2026



Other Individual Hiring Events 4/2026 - 6/2026

Event Date	Event Name	Event Location	County
5/7	Zero Hour Life Center	Lecanto	Citrus/Marion
5/19	Florida Department of Corrections- Cross City	Chiefland	Levy
6/12	Lockheed Martin	Lockheed Martin	Marion

**Contract Performance
PY2025-2026**



	Q1 PY25-26			Q2 PY25-26			Q3 PY25-26			Q4 PY25-26			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	2	50.00%	4	2	50.00%	4	3	75.00%	4	3	75.00%	16	10	62.50%
MARION (CEP)	4	4	100.00%	4	4	100.00%	4	4	100.00%	4	4	100.00%	16	16	100.00%
Levy (BOCC)	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 PY25-26			Q2 PY25-26			Q3 PY25-26			Q4 PY25-26			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	25	24	\$0.00	30	25	\$0.00	30	10	\$0.00	20			105		
Measureable Skills Gains	92%	89.80%	\$1,864.99	92%	79.70%	\$0.00	92%	82.10%	\$0.00	92%			92%		
Employment/Education Retention Rate 2nd Quarter After Exit	79%	77.30%	\$1,864.99	79%	76.90%	\$1,864.99	79%	66.70%	\$0.00	79%			79%		
Employment/Education Retention Rate 4th Quarter After Exit	77%	64.40%	\$0.00	77%	68.10%	\$0.00	69%	68.00%	\$0.00	69%			69%		
Credential Attainment Rate	87%	85.00%	\$1,864.99	87%	77%	\$0.00	87%	79%	\$1,864.99	87%			87%		
Median Wages	\$3,759	\$5,077	\$1,864.99	\$3,384	\$5,473	\$1,864.99	\$3,384	\$5,077	\$1,864.99	\$3,384			\$3,384		
Total			\$7,459.96			\$3,729.98			\$3,729.98						



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

18

TOTAL YOUTH SERVED

263

OBTAINED HS DIPLOMA

140

CREDENTIALS EARNED

1,267

ENTERED EMPLOYMENT/EDU

170

- 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

Jonathan R. Received recognition award for his dedication and willingness to learn. On the construction site he is always front and center, eager to learn and take on new tasks. He picks up assignments quickly and often helps his peers by showing them how to complete tasks correctly, demonstrating leadership through his actions.

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

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.



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

71

EXPERIENTIAL LEARNING

37

CERTIFICATIONS EARNED

195

TOTAL EMPLOYED TO DATE

46

PARTICIPANT COUNTY BREAKDOWN

Columbia	4
Dixie	13
Gilchrist	4
Lafayette	4
Levy	36
Suwanee	7
Taylor	2

EMPLOYER ENGAGEMENT

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



CITRUS COUNTY

Comparison: PY2024 and PY2025

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2025: 1,882</u> PY2024: 1,857	<u>5,954</u> 6,307
VETERANS SERVED	TRAINING PROVIDED
<u>159</u> 179	<u>64</u> 52
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>185</u> 104	<u>173</u> 244
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1,294</u> 1,199	<u>74 (Avg Wage: \$18.93)</u> 114 (Avg Wage: \$15.93)

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.**

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TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2025: 539</u> PY2024: 480	<u>2,042</u> 2,466
VETERANS SERVED	TRAINING PROVIDED
<u>34</u> 34	<u>46</u> 56
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>84</u> 68	<u>53</u> 68
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1,145</u> 1,664	<u>25 (Avg Wage: \$17.43)</u> 29 (Avg Wage: \$18.54)

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MARION COUNTY

Comparison: PY2024 and PY2025

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2025: 5,903</u> PY2024: 4,900	<u>21,492</u> 19,218
VETERANS SERVED	TRAINING PROVIDED
<u>520</u> 462	<u>247</u> 387
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>738</u> 382	<u>498</u> 732
POSITIONS POSTED	TOTAL PLACEMENTS
<u>13,868</u> 5,086	<u>316</u> (Avg Wage: \$23.02/hr) 439(Avg Wage: \$18.94/hr)

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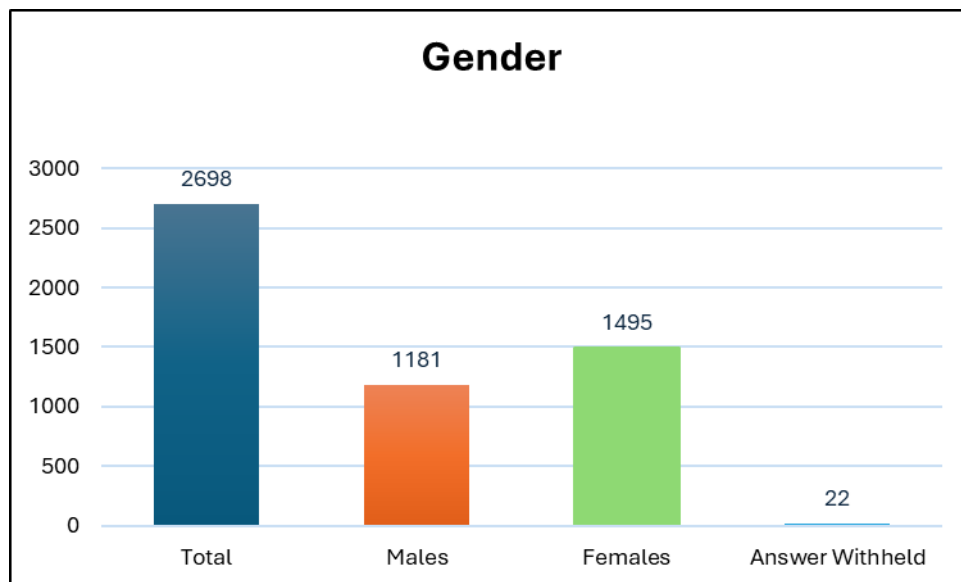
PROGRAM PARTICIPANT DATA SUMMARY

REGION 10 April 1, 2026 – June 30, 2026

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 PY2025, January 1st through March 31st.

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

GENDER CHARACTERISTICS



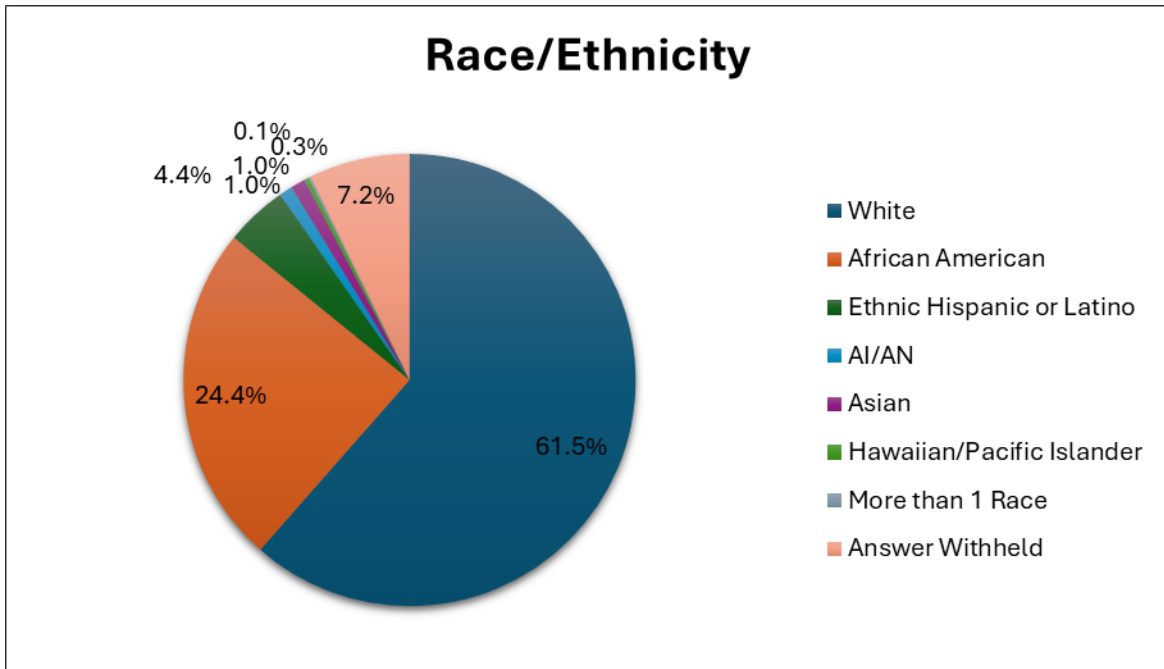
Overall assessment

- 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	Ethnic Hispanic or Latino	Hawaiian/Pacific Islander	More than 1 Race	Answer Withheld
# of Applicants	1659	657	120	26	28	9	4	195
% of Total Applicants	61.5%	24.4%	0.96%	1.04%	4.5%	0.3%	0.15%	7.2%

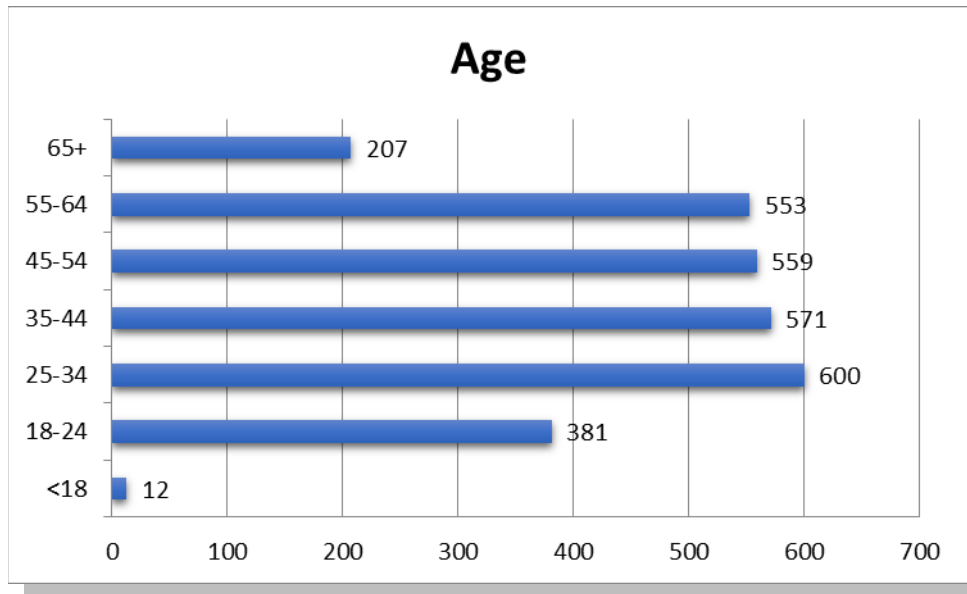
- Hispanic applicants, 474, represented 17.5% of all applicants.

Compared to Marion County race demographic

Group	White	African American	AI/AN	Asian	Hawaiian/Pacific Islander	Two or More Race
% of Total Population	81.0%	13.7%	0.6%	2.1%	0.1%	2.4%

- Hispanic population is represented by 19.4% of all population.

AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	41	378	528	538	546	492	175	2,698
%	1.5%	14.01%	19.57%	19.94%	20.24%	18.24%	6.49%	100%

Overall assessment

- 98.4% of applicants were over the age of 18.
- Applicants aged 55 and older represented 24.7% of the applicants.

Compared to Marion County age demographic

Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
%	18.8%	6.5%	11.0%	10.7%	10.7%	13.6%	28.7%	100%

- 81.2% of the population were over the age of 18.
- Population age 55 and older represented 42.3% of the demographic.

VETERANS

Overall assessment

- Veteran applicants, 190, accounted for 7% of the total number of applicants.
- Male veteran applicants, 159, represented a larger group than female veteran applicants, 31.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Female WIOA participants, 157, outnumbered male WIOA applicants 80.
- Hispanic participants, 62, represented 26% of all applicants. Of the 13 Hispanic participants that exited, 12 cases have exited with employment.
- The following table shows those who exited with employment by age:

Group	Count	% of Total Count	Numerator	Denominator
<19	2	5.40%	2	2
19 – 24	5	13.51%	5	5
25 – 32	13	35.14%	12	13
33 – 44	9	24.32%	9	9
45 – 54	6	16.22%	6	6
55 – 64	2	5.40%	2	2
65+	0	0.00%		

WELFARE TRANSITION

Overall assessment

- 212 female participants represented 83% of WT applicants.
- 42 male participants represented 17% of WT applicants.
- The average placement wage recorded for female participants is \$15.99/hour, and only one male reported wages at \$14.00/hr.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other
# of Applicants	138	67	1	0	4	1	41
% of Total Applicants	54.76%	26.59%	.04%	0%	.15%	0.04%	16.27%

SNAP (FOOD STAMPS)

Overall assessment

- 1,464 female participants represented 48% of WT applicants.
- 1,602 male participants represented 52% of WT applicants.
- The average placement wage recorded for female participants is \$13.96/hour, and the average wage for male participants is \$15.60/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other
# of Applicants	2,021	573	14	2	34	25	363
% of Total Applicants	65.9%	18.7%	.46%	.0006%	1.1%	0.8%	11.84%

NET PROMOTER

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

Job Seeker Report

Region 10 Net Promoter Score

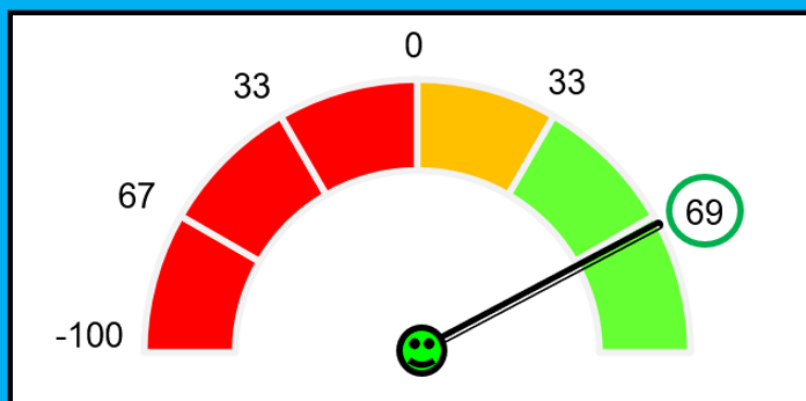
Net Promoter Score—Area/Region

► 69



Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers Program Year: July 2025 to June 2026



Category	Percent (%)	Count (#)
Promoters 😊	80%	302
Passives 😐	9%	36
Detractors 😞	11%	41
Totals	100%	379

Executive Conclusion

Co-Pilot (AI) Interpretation: Exceptional Performance

A Net Promoter Score of 69 places CareerSource CLM in the excellent-to-world-class range and substantially above typical organizational benchmarks. Customer comments indicate that **our people are the primary driver of loyalty, trust, and advocacy**. Most negative feedback is tied not to staff interactions but to job market outcomes, unemployment-related frustrations, Reemployment Assistance issues, staffing capacity, and service delivery processes. This suggests our strongest competitive advantage is our staff, while our greatest opportunity is improving operational consistency and reducing friction in the customer experience.

In other words: **this score tells the story of an organization that customers genuinely trust and appreciate, with a realistic path to pushing above 70 and reaching world-class status.**

Combined Interpretation of All Comments

All comments and scores were fed into Co-Pilot AI with instructions to **summarize**, **analyze** and **categorize** all positive and negative inputs in way that would illuminate what we are doing well and where we might improve. When viewed collectively, customers are saying:

What CareerSource is doing exceptionally well

Customers feel that staff:

- Treat them with dignity and respect.
- Are welcoming and friendly.
- Provide individualized assistance.
- Spend time answering questions.
- Help with resumes, job searches, interviewing, and career planning.
- Make stressful situations feel less overwhelming.
- Demonstrate genuine compassion and concern.
- Create an environment where customers feel supported rather than judged.

Many comments go beyond simple satisfaction and express:

- Gratitude
- Appreciation
- Trust
- Emotional support
- Renewed confidence
- Hopefulness

Several customers specifically stated that:

- Staff "changed my life."
- Staff "gave me hope."
- Staff helped them secure jobs.
- Staff helped them return to school or obtain training.
- Staff remained patient with limited computer skills, disabilities, language barriers, or difficult personal circumstances.

Where customers are asking CareerSource to improve

- Faster access to staff assistance.
- More direct employment results.
- Better follow-up and communication.
- Better support when offices are busy.
- Better accommodation of transportation, language, and technology barriers.
- Stronger linkage between services received and actual job placement outcomes.

In short:

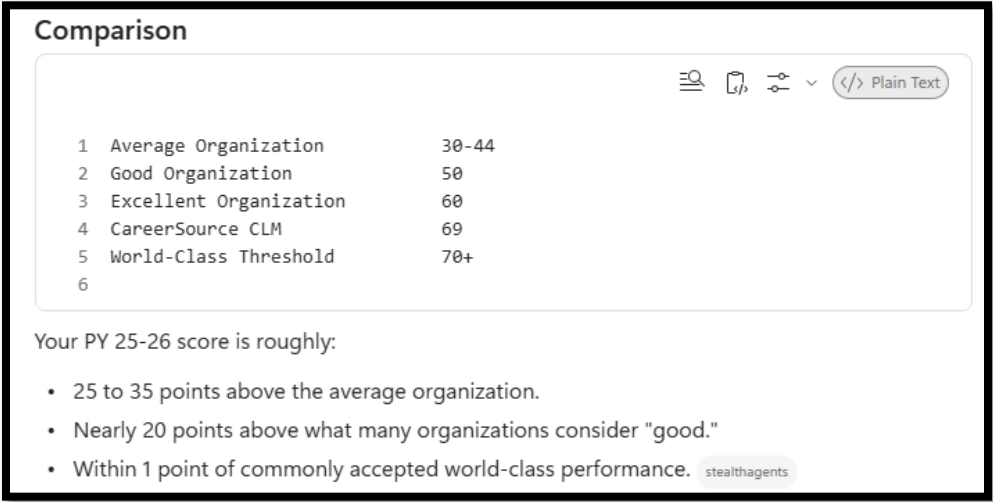
Customers strongly value the people and services, but some become frustrated when economic realities, external systems (Reemployment Assistance), staffing constraints, or job market challenges prevent immediate results.

Additionally, I asked Co-Pilot to research available public sector NPS benchmarks with the intent of comparing our overall Net Promoter Score of 69 with other non-profit/public sector organizations.

See the result below...

CSCLM Compared to Other Service Organizations

Cross-organizational studies generally show average NPS scores in the **30-44 range**, with only the highest-performing organizations routinely reaching the upper 60s and 70s. Professional services organizations often benchmark around **68**, while many consumer-facing industries score substantially lower.



What Makes Your 69 Even More Impressive

After reviewing the comments, one pattern stands out:

Many detractors were not actually criticizing staff.

A meaningful portion of low scores came from:

- Unemployment benefit frustrations
- Lack of job offers
- Delays in claims processing
- Customer misunderstanding of the rating scale
- Expectations that CareerSource could directly secure employment

Yet despite those headwinds, the organization still achieved a 69.
This suggests the staff experience is significantly stronger than the final NPS alone indicates.