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

Performance and Monitoring Committee
AGENDA
Tuesday, November 4, 2025 – 9:00 a.m.

Join Zoom Meeting: https://us02web.zoom.us/j/87437755289
Phone No: 1-646-558-8656 (EST) Meeting ID: 874 3775 5289

Call to Order		J. Chang
Roll Call		C. Schnettler
Approval of Minutes, August 5, 2025	Pages 2 - 4	J. Chang
DISCUSSION ITEMS		
State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
Internal Control Questionnaire and Assessment	Pages 5 - 21	D. French
Performance Letter from CS Florida and Florida Commerce	Pages 22 - 23	R. Skinner
Programmatic Monitoring Report 2024-2025	Pages 24 - 42	D. French
PUBLIC COMMENT		
ACTION ITEMS		
Subrecipient Monitoring	Pages 43 - 47	D. French
PROJECT UPDATES		
Talent Center Traffic	Page 48	C. Wilkinson
Event Report	Page 49	M. Saco
Contract Reports	Page 50	S. Crawford
Grant Updates	Page 51	S. Crawford
YouthBuild	Page 52	S. Crawford
Hope Florida	Page 53	C. Weaver
CDL Summary	Page 54	C. Weaver
Indicators of Performance	Page 55	C. Weaver
County Comparison Reports	Pages 56 - 58	C. Weaver
Letter Grades	Page 59	C. Weaver
Program Participant Data Summary	Pages 60 - 64	C. Weaver
Net Promoter	Pages 65 - 67	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 14th Street, Ocala, FL 34470							
Tuesday 9:00 am	Wednesday 9:00 am	Thursday 9:30 am	Wednesday 9:00 am	Thursday 9:00 am	Wednesday 9:30 am	Wednesday, 11:30 am	
8/5/2025	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: August 5, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT	**MEMBERS ABSENT**
Brandon Whiteman	Fred Morgan
Jeff Chang, Chair	Theresa Flick
Larry White	

OTHER ATTENDEES

Rusty Skinner, CSCLM	Christopher Wilkinson, CSCLM
Dale French, CSCLM	Sandra Crawford, CSCLM
Steven Litzinger, CSCLM	Cira Schnettler, CSCLM
Melissa Saco, CSCLM	

CALL TO ORDER
The meeting was called to order by Jeff Chang, Chair, at 9:10 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 May 6, 2025, meeting. Jeff Chang seconded the motion. Motion carried.

DISCUSSION ITEMS
State Updates
Rusty Skinner updated the committee on the following items:
- CareerSource Florida will be holding their quarterly State meeting on August 20 and 21 at the World Equestrian Center. CLM management will be in attendance.
- The State is introducing detailed guidelines and policies to ensure consistency among the regions.

Workforce Issues that are Important to Our Community
No topics were brought for discussion.

Building Pathways Scorecard
Dale French reviewed the scorecard of the Broadband grant, which is in its second year and has met 50% of performance goals. CLM has partnered with Region 6 and 26. The majority of the participants are in Levy County. The program has been highly successful and there are no concerns.

Rusty Skinner added that CF brought in a training provider to develop the broadband training program as well as a CDL program.

CF would like to also expand their education services in Levy County with short-term training opportunities. We are partnering with CF and Levy County Schools to develop a pilot program that will identify juniors and seniors in high school that are not in a career driven program and steer them into one of the short-term training programs.

PUBLIC COMMENT
None

ACTION ITEMS
Ticket to Work Monitoring Report
Dale French explained that the Ticket to Work program monitors a case sampling annually of participants. No issues were reported. Jeff Chang made a motion to accept the monitoring report. Brandon Whiteman seconded the motion. Motion carried.

PROJECT UPDATES
Talent Center
Chris Wilkinson reviewed the report provided in the packet. He also shared that the Talent Connection virtual candidate showcases have been very successful. Talent Connection #4 and #5 are scheduled for August and September. The Talent Center team will also be holding a presentation on best practices for a developing a virtual fireside at the 2025 Workforce Summit.

Event Report
Melissa Saco highlighted items from the Event Report. She attributed much of the success of the job fairs to the ongoing partnerships with educational institutions. The next Paychecks for Patriots event has been scheduled for November 13. The Marion County Job Fair is scheduled for October 2.

Contract Reports
Sandra Crawford reviewed the performance report for Citrus and Marion counties and the youth report. Overall, the partners did well. Levy County has an economic director in place. We will be collaborating with their representative on the 2025-2026 goals, which will be presented at the next meeting.

Grant Update
Sandra Crawford provided an overview of the grants. Both grants have had a high level

of enrollments and engaged participants.

Indicators of Performance

Career Center Reports

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

- Indicators of Performance: Providing services to dislocated workers continues to be a challenge. Enrollments are increasing. The youth program is working on meeting their goals. The Wagner Peyser program is meeting or exceeding their goals.
- Center Reports: All centers have experienced increased traffic and candidate services across the region. Levy County has significant success with the broadband program, CDL training, and phlebotomy certifications. The teacher's program in Marion County continues to be successful. Temporary teachers are provided with support to transition to full time permanent teacher positions.

Letter Grades

Cory Weaver reported that our region received a B for the reporting period ending December 2024. Management has identified three areas of improvement:

- Measure 3 – Team goals will include increasing efforts to outreach to dislocated workers.
- Measure 5 – Team goals will include ensuring all data is up to date and cases are closed in a timely manner.
- Measure 7 – Team goals include consistently monitoring funding ratios.

Program Participant Data Summary

Cory Weaver reviewed general details from the report.

Net Promoter

Steven Litzinger reviewed the Net Promoter Survey Results. Overall, we are providing excellent customer service. A detractor analysis has been conducted and no customer service issues have been trending.

- Job seeker satisfaction continues to be high with a good score of 68.
- 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.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:50 a.m.

APPROVED:

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2025-2026 Internal Control Questionnaire and Assessment

Bureau of Financial Monitoring and Accountability
Florida Department of Commerce

September 30, 2025

TABLE OF CONTENTS

OVERVIEW 3
Control Environment 7
Risk Assessment 9
Control Activities 11
Information and Communication 14
Monitoring Activities 15
Attachment A 17

OVERVIEW

Introduction and Purpose

The Internal Control Questionnaire and Assessment (ICQ) was developed by the Florida Department of Commerce (FloridaCommerce), Bureau of Financial Monitoring and Accountability, as a self-assessment tool to help evaluate whether a system of sound internal control exists within the Local Workforce Development Board (LWDB). An effective system of internal control provides reasonable assurance that management's goals are being properly pursued. Each LWDB's management team sets the tone and has ultimate responsibility for a strong system of internal control.

The self-assessment ratings and responses should reflect the controls in place or identify areas where additional or compensating controls could be enhanced. When the questionnaire and the certification are complete, LWDBs submit them to FloridaCommerce by uploading to SharePoint.

Definition and Objectives of Internal Control

Internal control is a process, effected by an entity's board of directors, management, and other personnel, designed to provide "reasonable assurance" regarding the achievement of objectives in the following categories:

- Effectiveness and efficiency of operations
- Reliability of financial reporting
- Compliance with applicable laws and regulations

The concept of reasonable assurance implies the internal control system for any entity will offer a reasonable level of assurance that operating objectives can be achieved.

Need for Internal Control

Internal control helps to ensure the direction, policies, procedures, and practices designed and approved by management and the governing board are put in place and are functioning as designed/desired. Internal control should be designed to achieve the objectives and adequately safeguard assets from loss or unauthorized use or disposition, and to provide assurance that assets are used solely for authorized purposes in compliance with federal and state laws, regulations, and program compliance requirements. Additionally, Title 2, Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, § 200.303 Internal controls, states:

The recipient and subrecipient must:

(a) Establish, document, and maintain effective internal control over the Federal award that provides reasonable assurance that the recipient or subrecipient is managing the Federal award in compliance with Federal statutes, regulations, and the terms and conditions of the Federal award. These internal controls should align with the guidance in "Standards for Internal Control in the Federal Government" issued by the Comptroller General of the United States or the "Internal Control-Integrated Framework" issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO).

(b) Comply with the U.S. Constitution, Federal statutes, regulations, and the terms and conditions of the Federal award.

(c) Evaluate and monitor the recipient's or subrecipient's compliance with statutes, regulations, and the terms and conditions of Federal awards.

(d) Take prompt action when instances of noncompliance are identified.

(e) Take reasonable cybersecurity and other measures to safeguard information including protected personally identifiable information (PII) and other types of information. This also includes information the Federal agency or pass-through entity designates as sensitive or other information the recipient or subrecipient considers sensitive and is consistent with applicable Federal, State, local, and tribal laws regarding privacy and responsibility over confidentiality.

What Internal Control Cannot Do

As important as an internal control system is to an organization, an effective system will not guarantee an organization's success. Effective internal control can keep the right people, such as management and the governing board members, informed about the organization's operations and progress toward goals and objectives. However, this control cannot protect against economic downturns or make an understaffed entity operate at full capacity. Internal control can only provide *reasonable, but not absolute, assurance* the entity's objectives can be met. Due to limitations inherent to all internal control systems, breakdowns in the internal control system may be caused by a simple error or mistake, or by faulty judgments made at any level of management. In addition, control may be circumvented by collusion or by management override. The design of the internal control system is dependent upon the resources available, which means there must be a cost-benefit analysis performed as part of designing the internal control system.

Five Components of Internal Control

- **Control Environment** – is the set of standards, processes, and structures that provide the basis for carrying out internal control across the organization. The board of directors and senior management establish the tone at the top regarding the importance of internal control and expected standards of conduct.

- **Risk Assessment** – involves a dynamic and iterative process for identifying and analyzing risks to achieving the entity's objectives, forming a basis for determining how risks should be managed. Management considers possible changes in the external environment and within its own business model that may impede its ability to achieve objectives.
- **Control Activities** – are the actions established by policies and procedures to help ensure that management directives mitigate risks so the achievement of objectives are carried out. Control activities are performed at all levels of the entity and at various stages within business processes, and over the technology environment.
- **Information and Communication** – are necessary for the entity to carry out internal control responsibilities in support of achieving its objectives. Communication occurs both internally and externally and provides the organization with the information needed to carry out day-to-day internal control activities. Communication enables personnel to understand internal control responsibilities and their importance to the achievement of objectives.
- **Monitoring** – are ongoing evaluations, separate evaluations, or some combination of the two used to ascertain whether the components of internal controls, including controls to affect the principles within each component, are present and functioning. Findings are evaluated and deficiencies are communicated in a timely manner, with serious matters reported to senior management and to the board of directors.

Makeup of the ICQ

Subsequent sections of this document emphasize the "17 Principles" of internal control developed by the COSO and presented in the Internal Controls – Integrated Framework. The five components of internal control listed above are fundamentally the same as the five standards of internal control and reflect the same concepts as the "Standards for Internal Control in the Federal Government."

The principles are reflected in groupings of questions related to major areas of control focus within the organization. Each question represents an element or characteristic of control that is or can be used to promote the assurance that operations are executed as management intended.

It should be noted that entities may have adequate internal control even though some or all of the listed characteristics are not present. Entities could have other appropriate internal control operating effectively that are not included here. The entity will need to exercise judgment in determining the most appropriate and cost-effective internal control in any given environment or circumstance to provide reasonable assurance for compliance with federal program requirements.

Completing the Questionnaire

On a scale of 1 to 5, with "1" indicating the area of greatest need for improvements in internal control and "5" indicating that a very strong internal control exists, select the number that best describes your current operating environment. Please provide details in the comments/explanations column for each statement with a score of 1 or 2. **For questions requiring a narrative, please provide in the comments/explanations column.**

Certification of Self-Assessment of Internal Controls

Attachment A includes a certification which should be completed and signed by the LWDB Executive Director, then reviewed, and signed by the LWDB Chair or their designee, and uploaded to SharePoint.

CONTROL ENVIRONMENT

		Self-Assessment of Policies, Procedures, and Processes					
		Weak				*Strong*	
		1	2	3	4	5	Comments/Explanations
Principle 1. The organization demonstrates a commitment to integrity and ethical values.							
1.	The LWDB's management and board of directors' commitment to integrity and ethical behavior is consistently and effectively communicated throughout the LWDB, both in words and deeds.	☐	☐	☐	☐	☐	
2.	The LWDB has a code of conduct and/or ethics policy that is periodically updated and has been communicated to all staff, board members, and contracted service providers. **Provide the date of the last code of conduct/ethics policy update. How was this update communicated to all staff?**	☐	☐	☐	☐	☐	
3.	When the LWDB hires employees from outside of the organization the person is trained or made aware of the importance of high ethical standards and sound internal control. **How is ethics training provided to new staff?**	☐	☐	☐	☐	☐	
4.	The LWDB management has processes in place to evaluate the performance of staff and contracted service providers against the expected standards of conduct.	☐	☐	☐	☐	☐	
Principle 2. The board of directors demonstrates independence from management and exercises oversight of the development and performance of internal controls.							
5.	The board of directors define, maintain, and periodically evaluate the skills and expertise needed among its members to enable them to question and scrutinize management's activities and present alternate views, and act when faced with obvious or suspected wrongdoing.	☐	☐	☐	☐	☐	
6.	The board of directors oversees the LWDB's design, implementation, and operation of the organizational structure so the board of directors can fulfill its responsibilities.	☐	☐	☐	☐	☐	
7.	The board of directors and/or audit committee maintains a direct line of communication with the LDWB's external auditors and internal monitors.	☐	☐	☐	☐	☐	
8.	The board of directors establishes the expectations and evaluates the performance of the chief executive officer or equivalent role.	☐	☐	☐	☐	☐	

Principle 3. Management establishes, with LDWB oversight, organizational structure, reporting lines, and appropriate authorities and responsibilities in the pursuit of objectives.							
9.	Management periodically reviews and modifies the organizational structure of the LWDB in light of anticipated changing conditions or revised priorities. **Please provide the date of last review.**	☐	☐	☐	☐	☐	
10.	Specific lines of authority and responsibility are established to ensure compliance with federal and state laws and regulations and a proper segregation of duties.	☐	☐	☐	☐	☐	
11.	The LWDB management maintains documentation of controls, including changes to controls, to meet operational needs and retain organizational knowledge.	☐	☐	☐	☐	☐	
Principle 4. The organization demonstrates a commitment to attract, develop, and retain competent individuals in alignment with objectives.							
12.	The LWDB's recruitment processes are centered on competencies necessary for success in the proposed role.	☐	☐	☐	☐	☐	
13.	The LWDB provides training opportunities or continuing education to develop and retain sufficient and competent personnel. Training includes a focus on managing awards in compliance with federal and state statutes, regulations, and the terms and conditions of the award.	☐	☐	☐	☐	☐	
14.	The LWDB has succession plans for senior management positions and contingency plans for assignments of responsibilities important for internal control. **Describe the succession and/or contingency planning for senior management positions.**	☐	☐	☐	☐	☐	
Principle 5. The organization evaluates performance and holds individuals accountable for their internal control responsibilities in the pursuit of objectives.							
15.	Job descriptions include appropriate knowledge and skill requirements for all employees. Components of performance expectations are consistent with federal and state requirements applicable to each position. For all employees, the LWDB regularly evaluates performance and shares the results with the employee.	☐	☐	☐	☐	☐	

		1	2	3	4	5	Comments/Explanations
16.	The LWDB has mechanisms in place to ensure that all required information is timely published to the LWDB's website in a manner easily accessed by the public in compliance with laws, regulations, and provisions of grant agreements.	☐	☐	☐	☐	☐	
17.	The LWDB's management structure and tone at the top helps establish and enforce individual accountability for performance of internal control responsibilities.	☐	☐	☐	☐	☐	
18.	The LWDB has policies, processes, and controls in place to evaluate performance and promote accountability of contracted service providers (and other business partners) and their internal control responsibilities.	☐	☐	☐	☐	☐	

RISK ASSESSMENT

		Self-Assessment of Policies, Procedures, and Processes					
		Weak				*Strong*	
		1	**2**	**3**	**4**	**5**	**Comments/Explanations**
Principle 6. The organization defines objectives clearly to enable the identification of risks and define risks tolerances.							
19.	Management establishes a materiality threshold for each of its major objectives and identifies risk at each location where the LWDB conducts activities.	☐	☐	☐	☐	☐	
20.	Management uses operational objectives as a basis for allocating the resources needed to achieve desired operational and financial performance.	☐	☐	☐	☐	☐	
21.	The LWDB sets entity-wide financial reporting controls and assesses the risks that those controls will not prevent material misstatements, errors, or omissions in the financial statements. Financial reporting controls are consistent with the requirements of federal awards.	☐	☐	☐	☐	☐	
Principle 7. The organization identifies risks to the achievement of its objectives across the organization and analyzes risks as a basis for determining how the risks should be managed.							
22.	Management ensures that risk identification and analysis consider internal and external factors and their potential impact on the achievement of objectives.	☐	☐	☐	☐	☐	

RISK ASSESSMENT

		Self-Assessment of Policies, Procedures, and Processes					
		Weak				*Strong*	
		1	2	3	4	5	Comments/Explanations
23.	The LWDB adequately and effectively manages risks to the organization and has designed internal controls in order to mitigate the known risks. **What new controls, if any, have been implemented since the prior year and which organizational risks do they mitigate?**	☐	☐	☐	☐	☐	
24.	The LWDB's risk identification/assessment is broad and includes both internal and external business partners and contracted service providers.	☐	☐	☐	☐	☐	
Principle 8. The organization considers the potential for fraud in assessing risks to the achievement of objectives.							
25.	The LWDB periodically performs an assessment of each of its operating locations' exposure to fraudulent activity and how the operations could be impacted. **When was the last assessment performed on each operating location to identify any fraudulent activity? What is the assessment frequency?**	☐	☐	☐	☐	☐	
26.	The LWDB's assessment of fraud risks considers opportunities for: • unauthorized acquisition, use and disposal of assets; • altering accounting and reporting records; • corruption such as bribery or other illegal acts; and • other forms of misconduct, such as waste and abuse. **Provide a narrative of the system/process for safeguarding cash on hand, such as prepaid program items (i.e. gas cards, Visa cards) against unauthorized use/distribution.**	☐	☐	☐	☐	☐	

		1	2	3	4	5	
Principle 9. The organization identifies, assesses, and responds to changes that could significantly impact the system of internal control.							
27.	The LWDB has mechanisms in place to identify and react to significant changes presented by internal conditions including the LWDB's programs or activities, oversight structure, organizational structure, personnel, and technology that could affect the achievement of objectives. **Describe the mechanisms in place to identify and react to significant changes presented by internal conditions, such as what type of event or condition activates the review mechanism.**	☐	☐	☐	☐	☐	
28.	The LWDB has mechanisms in place to identify and react to significant changes presented by external conditions including governmental, economic, technological, legal, regulatory, and physical environments that could affect the achievement of objectives.	☐	☐	☐	☐	☐	
29.	Considering significant changes affecting the LWDB, existing controls have been identified and revised to mitigate risks.	☐	☐	☐	☐	☐	

CONTROL ACTIVITIES

		Self-Assessment of Policies, Procedures, and Processes					
		Weak				*Strong*	
		1	**2**	**3**	**4**	**5**	**Comments/Explanations**
Principle 10. The organization selects and develops control activities that contribute to the mitigation of risks to the achievement of objectives to acceptable levels.							
30.	The LWDB has a written business continuity plan which includes contingencies for business processes, assets, human resources, and business partners, and is periodically evaluated and updated to ensure continuity of operations to achieve program objectives.	☐	☐	☐	☐	☐	
31.	Controls employed by the LWDB include authorizations, approvals, comparisons, physical counts, reconciliations, supervisory controls, and ensure allowable use of funds. **What type of training is provided to program and administration staff to ensure the allowable use of grant funds?**	☐	☐	☐	☐	☐	

Principle 11. The organization selects and develops general control activities over technology to support the achievement of objectives.							
32.	The LWDB periodically (e.g., quarterly, semiannually) reviews system privileges and access controls to the different applications and databases within the IT infrastructure to determine whether system privileges and access controls are appropriate. **How frequently (quarterly, semiannually, etc.) are system privileges reviewed?**	☐	☐	☐	☐	☐	
33.	Management selects and develops control activities that are designed and implemented to restrict technology access rights to authorized users commensurate with their job responsibilities and to protect the organization's assets from external threats.	☐	☐	☐	☐	☐	
34.	Management has identified the appropriate technology controls that address the risks of using applications hosted by third parties.	☐	☐	☐	☐	☐	
35.	The LWDB has considered the protection of personally identifiable information (PII), as defined in section 501.171(1)(g)1, F.S., of its employees, participants/clients and vendors, and have designed and implemented policies that mitigate the associated risks.	☐	☐	☐	☐	☐	
36.	The LWDB has established organizational processes and procedures to address cybersecurity risks to its critical information infrastructure. (Reference: National Institute of Standards and Technology (NIST) Cybersecurity Framework) **What measures are being taken to address the risk of cybersecurity in the organization?**	☐	☐	☐	☐	☐	

Principle 12. The organization deploys control activities through policies that establish what is expected and procedures that put policies into action.							
37.	The LWDB has policies and procedures addressing proper segregation of duties between the authorization, custody, and recordkeeping for the following tasks, if applicable: Prepaid Program Items (Participant Support Costs), Cash/Receivables, Equipment, Payables/Disbursements, Procurement/Contracting, and Payroll/Human Resources.	☐	☐	☐	☐	☐	
38.	The LWDB has written procedures that minimize the time elapsing between the receipt of advanced funds and disbursement of funds as required by 2 CFR 200.305(b)(1).	☐	☐	☐	☐	☐	
39.	The LWDB has processes to ensure the timely submission of required reporting (i.e., financial reports, performance reports, audit reports, internal monitoring reviews, or timely resolution of audit findings).	☐	☐	☐	☐	☐	
40.	The LWDB has a records retention policy and has implemented internal controls to ensure all records are retained, safeguarded, and accessible, demonstrating compliance with laws, regulations, and provisions of contracts and grant agreements.	☐	☐	☐	☐	☐	
41.	LWDB periodically reviews policies, procedures, and related control activities for continued relevance and effectiveness. Changes may occur in personnel, operational processes, information technology, or governmental regulations.	☐	☐	☐	☐	☐	

INFORMATION AND COMMUNICATION

		Self-Assessment of Policies, Procedures, and Processes					
		Weak				*Strong*	
		1	**2**	**3**	**4**	**5**	**Comments/Explanations**
Principle 13. The organization obtains or generates and uses relevant, quality information to support the functioning of internal control.							
42.	Federal, state, or grant program rules or regulations are reviewed by one or more of the following: governing board, audit, finance, or other type committee. **How often are these reviewed?**	☐	☐	☐	☐	☐	
43.	The LWDB considers both internal and external sources of data when identifying relevant information to use in the operation of internal control.	☐	☐	☐	☐	☐	
44.	The LWDB has controls in place to ensure costs are accurately recorded and allocated to the benefiting federal/state fund or grant.	☐	☐	☐	☐	☐	
Principle 14. The organization internally communicates quality information, including objectives and responsibilities for internal control, necessary to support the functioning of internal control.							
45.	Communication exists between personnel, management, and the board of directors so that quality information is obtained to help management achieve the LWDB's objectives.	☐	☐	☐	☐	☐	
46.	There is a process to quickly disseminate critical information throughout the LWDB when necessary. **Provide a description of the dissemination process.**	☐	☐	☐	☐	☐	
47.	Management has a process for the development, approval and implementation of policy updates and communicates those updates to staff.	☐	☐	☐	☐	☐	

Principle 15. The organization communicates with external parties regarding matters affecting the functioning of internal controls.							
48.	The LWDB has a means for anyone to report suspected improprieties regarding fraud; errors in financial reporting, procurement, and contracting; improper use or disposition of equipment; and misrepresentation or false statements. **Describe the process of how someone could report improprieties. Who receives/processes/investigates, etc.?**	☐	☐	☐	☐	☐	
49.	The LWDB has processes in place to communicate relevant and timely information to external parties.	☐	☐	☐	☐	☐	
50.	The LWDB has processes in place to communicate the results of reports provided by the following external parties: Independent Auditor, FloridaCommerce Bureau of Financial Monitoring and Accountability, FloridaCommerce Bureau of One-Stop and Program Support, FloridaCommerce Office of Inspector General, Florida Auditor General, and federal awarding agencies (U.S. Department of Labor, U.S. Department of Health and Human Services, and U.S. Department of Agriculture to the Board of Directors).	☐	☐	☐	☐	☐	

MONITORING ACTIVITIES

		Self-Assessment of Policies, Procedures, and Processes					
		Weak				*Strong*	
		1	2	3	4	5	Comments/Explanations
Principle 16. The organization selects, develops, and performs ongoing and/or separate evaluations to ascertain whether the components of internal controls are present and functioning.							
51.	The LWDB periodically evaluates its business processes such as cash management, comparison of budget to actual results, repayment or reprogramming of interest earnings, draw down of funds, procurement, and contracting activities. **Describe the process of how funding decisions are determined. What are the criteria, who initiates/approves, etc.?**	☐	☐	☐	☐	☐	

MONITORING ACTIVITIES

		Self-Assessment of Policies, Procedures, and Processes					
		Weak				*Strong*	
		1	2	3	4	5	**Comments/Explanations**
52.	The LWDB considers the level of staffing, training and skills of people performing the monitoring given the environment and monitoring activities which include observations, inquiries, and inspection of source documents.	☐	☐	☐	☐	☐	
53.	LWDB management periodically visits all career center locations in its local area (including subrecipients) to ensure the policies and procedures are being followed and functioning as intended. **When was the most recent visit performed, by whom, and who were the results communicated to?**	☐	☐	☐	☐	☐	
Principle 17. The organization evaluates and communicates internal control deficiencies in a timely manner to those parties responsible for taking corrective action, including senior management and the board of directors, as appropriate.							
54.	The LWDB management takes adequate and timely actions to correct deficiencies identified by the external auditors, financial and programmatic monitoring, or internal reviews.	☐	☐	☐	☐	☐	
55.	The LWDB monitors all subrecipients to ensure that federal funds provided are expended only for allowable activities, goods, and services and communicates the monitoring results to the board of directors. **Are subrecipient monitoring activities outsourced to a third party? If so, provide the name of the party that performs the subrecipient monitoring activities.**	☐	☐	☐	☐	☐	

ATTACHMENT A

Florida Department of Commerce
Certification of Self-Assessment of Internal Controls

Local Workforce Development Board Number: _____

To be completed by the Executive Director:

A self-assessment of internal control has been conducted for the 2025-2026 fiscal monitoring period. As part of this self-assessment, the Internal Control Questionnaire developed by the Florida Department of Commerce has been completed and is available for review.

Signature: ______________________________

Printed Name: ___________________________

Title: ___________________________________

Date: _________

To be completed by the Board Chairperson or their designee:

I have reviewed the self-assessment of internal control that was conducted for the 2025-2026 fiscal monitoring period.

Signature: ______________________________

Printed Name: ___________________________

Title: ___________________________________

Date: _________

Please scan and upload to SharePoint an executed copy of this certification on or before **October 31, 2025**.

October 27, 2025

Carl Flanagan, Chair
CareerSource Citrus Levy Marion
2703 NE 14th Street
Ocala, FL 34470

Dear Chair Flanagan,

FloridaCommerce and CareerSource Florida value the strong relationship we share with your board and remain committed to working alongside you to ensure the continued success of Florida's workforce development system.

As part of our joint commitment to good stewardship of federal and state resources, and at the direction of the CareerSource Florida Board of Directors, we have expanded monitoring to include performance as a core component, implemented through Performance Improvement Plans (PIP) alongside compliance with statutory requirements, federal regulations, and grant agreements. This shift allows us to identify challenges, provide targeted support, and strengthen overall system accountability.

Performance data for CareerSource Citrus Levy Marion demonstrates areas of concern that led to your board being identified as a candidate for a PIP:

- Letter grade performance has declined consistently over the past three years.
- Employment and training outcome metrics have dropped significantly, indicating fewer individuals are successfully completing programs or connecting to sustainable employment.
- Adjusted performance targets for Program Year 2023 were not met (6 of 18), reflecting the need for targeted strategies to reverse these trends.

The goal of this PIP is to identify areas for growth, strengthen the system, and provide technical assistance where needed. It reflects our shared responsibility to ensure workforce services are effective, sustainable, and meeting both local needs and state performance expectations. Through the PIP process, FloridaCommerce and CareerSource Florida will provide technical assistance, resources, and guidance. You can expect to:

- Collaboratively build a Performance Improvement Plan tailored to your board's needs.
- Receive targeted technical assistance and resources to address performance gaps.

- Present the plan for approval by the CareerSource Florida Board of Directors, the State's Workforce Development Board.
- Regularly report on progress to ensure accountability and continuous improvement.

Supporting data can be found in the federal program reports and analytics dashboards available through the links below. We encourage you to review these resources to better understand performance metrics that led to this determination.

- Federal Program Reports - FloridaJobs.org
- Analytics: Letter Grades: Performance
- WIOA Local Workforce Development Board Performance Program Year 2023

CareerSource Florida Workforce Policy Number 104, Section IV.A., outlines deficiencies in which corrective actions may be imposed on the Local Workforce Development Boards (LWDB). This includes a failure to improve letter grade performance, lack of improvement on employment and training outcomes, and a failure to meet performance targets.

CareerSource Citrus Levy Marion must take immediate action to establish a PIP with FloridaCommerce and CareerSource Florida. A formal response is required within 5 business days to take next steps, which includes scheduling a meeting to further explore the associated root cause(s) and applicable next steps to be outlined in the PIP. To schedule the meeting, please contact Connie Norman at connie.norman@commerce.fl.gov or Kay Clement at kclement@careersourceflorida.com.

We are committed to supporting CareerSource Citrus Levy Marion through this process to ensure that your board continues to provide high-quality, impactful services. With partnership and focus, we believe these challenges can be addressed effectively to strengthen the entire workforce system.

Sincerely,

Adrienne Johnston
President & CEO
CareerSource Florida

Kate Doyle
Deputy Secretary, Workforce Services
Florida Department of Commerce

cc: Rusty Skinner, President & CEO, CareerSource Citrus Levy Marion
Commissioner Janet Barek, CLEO, CareerSource Citrus Levy Marion
Commissioner Tim Hodge, CLEO, CareerSource Citrus Levy Marion
Commissioner Carl Zalak, CLEO, CareerSource Citrus Levy Mario

Programmatic Monitoring Report

Program Year 2024-2025

October 21, 2025

For

CareerSource
Citrus Levy Marion
Local Workforce
Development Board – 10

Prepared by

FLORIDA COMMERCE

Division of Workforce Services
Bureau of One-Stop and Program Support

FloridaCommerce | Caldwell Building | 107 E. Madison Street Tallahassee, FL 32399
850.245.7105 | www.FloridaJobs.org | Twitter: @FLACommerce

Executive Summary

During the period of April 28 through May 2, 2025, the Florida Department of Commerce (FloridaCommerce) conducted a programmatic monitoring review of CareerSource Citrus Levy Marion's (CSCLM) workforce programs. CSCLM's service area includes Citrus, Levy, and Marion counties which is part of both the Ocala and Homosassa Springs Metropolitan Statistical Areas.

Programmatic monitoring was conducted by FloridaCommerce's Bureau of One-Stop and Program Support staff through a remote desktop review analysis. Monitoring activities included assessing CSCLM's program operations, management practices, system protocols, internal controls, record keeping, and reporting to determine if CSCLM operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contract or agreement terms. Monitoring also included a sample testing of randomly selected participant case file records from each of the workforce programs reviewed.

Programmatic issues identified in the report are categorized as Findings, Other Noncompliance Issues (ONI), and Observations based on a scale of high, medium, and low risk factors. High, medium, and low risk factors are used to separate issues that present more of a threat to program operations including issues that may impact the fiscal integrity or delivery of services within program operations.

The review revealed that CSCLM has the systems in place to perform the broad management and operational functions required to operate the workforce programs; however, deficiencies in case file documentation requirements and operational and management practices in several program review areas were identified. The programmatic monitoring review resulted in five findings, six ONIs, and several observations. While no material issues or weaknesses came to the reviewers' attention other than those contained in the report, there is no assurance that other issues do not exist.

As a subrecipient of authorized funds administered by FloridaCommerce, CSCLM is accountable for failing to correct performance and programmatic deficiencies found during compliance monitoring reviews. To reduce programmatic deficiencies observed and to increase program integrity at the local level, corrective action by CSCLM is required to be taken.

The results of each of CSCLM's workforce programs are summarized in the following charts by program and category.

ACRONYM TABLE

ABAWD – Able Bodied Adults without Dependents
AJC – American Job Center
AP – Administrative Policy
ARP – Alternative Requirement Plan
CAP – Corrective Action Plan
CFR – Code of Federal Regulations
CLEO – Chief Local Elected Official
CSCLM – CareerSource Citrus Levy Marion
CT – Customized Training
DCF – Department of Children and Families
DVOP – Disabled Veterans Outreach Program
DWG – Disaster Recovery Dislocated Worker Grant
DW – Dislocated Worker
EDP – Employability Development Plan
EEO – Equal Employment Opportunity
ES – Employment Service
ETA – Employment and Training Administration
F.A.C. – Florida Administrative Code
FCDP – Farmworker Career Development Program
FG – Final Guidance
FLC – Foreign Labor Certification
FloridaCommerce – Florida Department of Commerce
FLSA – Fair Labor Standards Act
FMA – Bureau of Financial Monitoring and Accountability
F.S. – Florida Statutes
FY – Fiscal Year
IEP – Individual Employment Plan
IRP – Individual Responsibility Plan
IT – Information Technology
ITA – Individual Training Account
IWT – Incumbent Worker Training
JPR – Job Participation Rate
JVA – Jobs for Veterans Act
JVSG – Jobs for Veterans State Grant
LMI – Labor Market Information
LVER – Local Veterans Employment Representative
LWDB – Local Workforce Development Board
MIS – Management Information System
MOU/IFA – Memorandum of Understanding & Infrastructure Funding Agreement
MSFW – Migrant and Seasonal Farmworker
MSG – Measurable Skills Gains
O&O - Opportunities and Obligations form
ONI – Other Noncompliance Issue
OSPS – Bureau of One-Stop and Program Support
OSST – One-Stop Service Tracking
OST – Occupational Skills Training

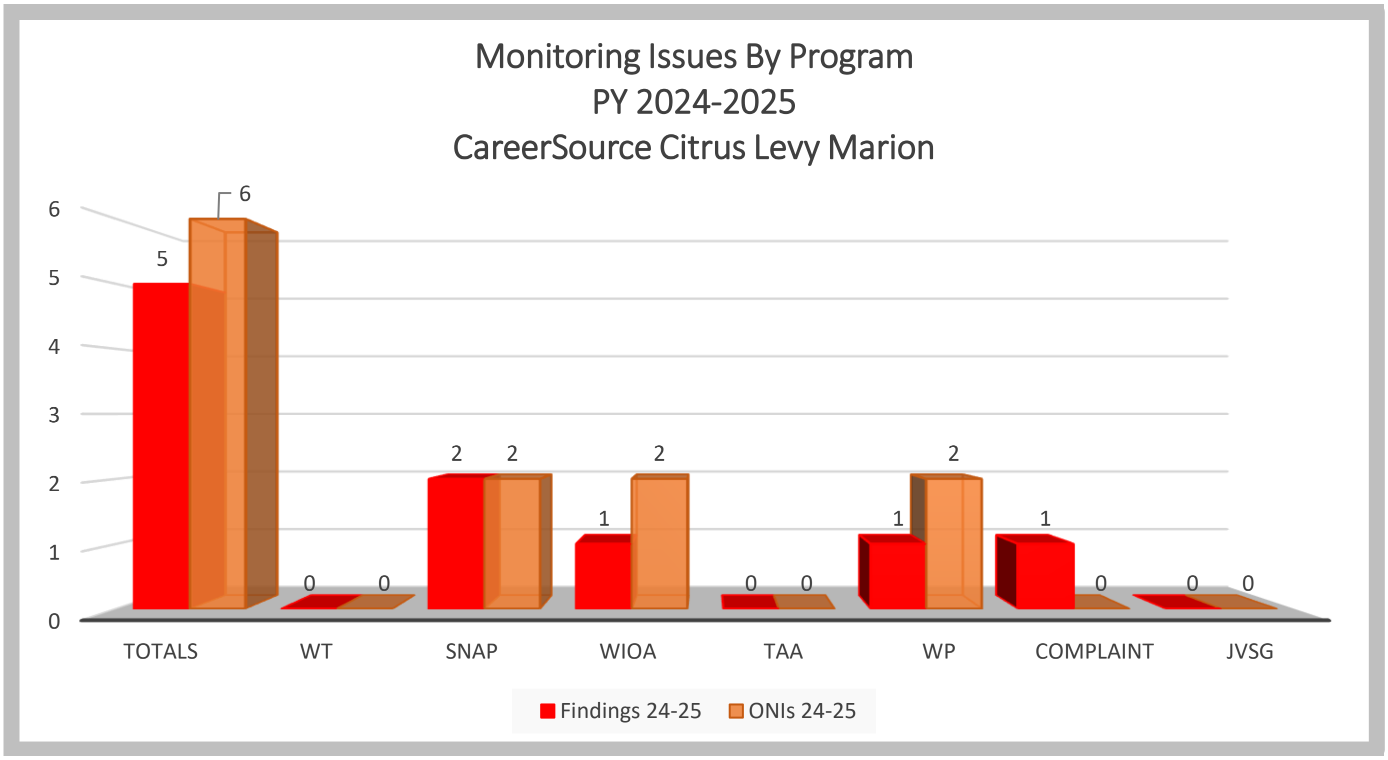
PIRL – Participant Individual Report Layout
POS – Priority of Service
PY – Program Year
RESEA – Reemployment Services and Eligibility Assessment Program
SMA – State Monitor Advocate
S.M.A.R.T – Specific, Measurable, Attainable, Realistic, and Time-Bound
SNAP E&T – Supplemental Nutrition Assistance Program Employment and Training
SYEP – Summer Youth Employment Program
TAA – Trade Adjustment Assistance
TANF – Temporary Assistance for Needy Families
TCA – Temporary Cash Assistance
TEGL – Training and Employment Guidance Letter
TRA – Trade Readjustment Assistance
U.S.C. – United States Code
USDOL – United States Department of Labor
VRE – Veteran Readiness and Employment
WE – Work Experience
WFS – Workforce Services
WIOA – Workforce Innovation and Opportunity Act
WP – Wagner-Peyser
WSA – Work Search Activity
WT – Welfare Transition

***The above table reflects all acronyms that have been used in the PY 2024-2025 monitoring cycle; however, all acronyms may not be used in this report.**

SUMMARY TABLE OF PROGRAMMATIC MONITORING RESULTS

N=No. Y=Yes. N/A=Not Applicable.

PY 2024 – 25 Programmatic Monitoring Results					
Workforce Program	**Issue**	**Prior Year Finding**	**Current Year Finding**	**Prior Year Other Noncompliance Issue**	**Current Year Other Noncompliance Issue**
SNAP E&T					
SNAP E&T	A conciliation for one participant was not requested for failure to attend the initial appointment. Additionally, a sanction was not requested timely for another participant.	**N**	**Y**		
	Five participants were not assigned to 80 hours in work activities. Additionally, three participants were enrolled in JS as a subsidiary activity; however, JS was not less than half of the time enrolled in an approved component.	**N**	**Y**		
	Initial Engagement: • Three participants did not have their initial appointment 590 or 594 status codes ended within two business days of their initial appointment dates. • One participant's 590 status code for the initial appointment was ended in OSST with an incorrect outcome.			**Y**	**Y**
	Conciliation was not ended timely in one instance. Additionally, one participant's FSR was not documented in OSST.			**N**	**Y**
SNAP E&T Totals		**0**	**2**	**1**	**2**
WIOA					
WIOA Adult	A Measurable Skills Gain for one participant was not captured and recorded in Employ Florida for the applicable program year in which the participant was enrolled in an educational or training program. Additionally, documentation to support an MSG was missing in another participant's case file.			**Y**	**Y**
	The credential attainment recorded in Employ Florida did not match the documentation retained in one participant case file.			**N**	**Y**
WIOA Youth	Documentation verifying whether supportive services were available from other sources was missing from nine participant case files.	**N**	**Y**		
WIOA Totals		**0**	**1**	**1**	**2**
WP					
WP	Two job orders with a wage rate below the minimum wage did not have case notes documenting that staff verified the employer will pay at least the Florida Minimum Wage rate.	**N**	**y**		
	Six job seekers had service codes recorded in Employ Florida that were not adequately documented. Additionally, case notes supporting the services for three job seekers were recorded after the 15-day deadline for entry in Employ Florida.			**Y**	**Y**
	One referral listed on the "Referrals Pending Review" list was not reviewed by staff within 72 hours.			**N**	**Y**
WP Totals		**0**	**1**	**1**	**2**
ES Complaint System					
Complaint System	A complaint log was missing the complaint status.	**N**	**Y**		
Complaint System Total		**0**	**1**	**0**	**0**
TOTALS					
Results – All Programs		**0**	**5**	**3**	**6**



DEFINITIONS APPLICABLE TO PROGRAMMATIC MONITORING

1. Finding – A high risk issue that directly impacts the integrity or effectiveness of program operations or could potentially result in major program deficiencies (e.g., participant ineligibility, missing files, lack of fully executed contracts, issues indicative of systemic problems in program operations, has the appearance of fraud or abuse, possibility of non-conforming services provided to participants, potential questionable costs, etc.). Findings are expected to be responded to in the CAP.
2. Other Noncompliance Issue – A medium risk finding that results in deviation from process or practice not likely to result in failure of the management system or process but has a direct impact on program operations (data validity, timeliness of entering system information, missing program elements and employment plan information, failure to timely conduct follow-ups, etc.). ONIs could potentially be upgraded to a finding over time based on the nature of the deficiency (e.g., repeat violations, issues indicative of systemic problems in program operations, questionable costs, etc.). ONIs are expected to be responded to in the CAP.
3. Observation – A low risk issue that is intended to offer constructive comments and an opportunity to improve current local practices, processes, and procedures that result in positive program outcomes. Observations are not expected to be responded to in the CAP except when requested.

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

I. DESCRIPTION OF MONITORING APPROACH

Review Purpose and Scope

Monitoring consisted of a programmatic review of CSCLM's workforce programs. The purpose of the monitoring review was to assess CSCLM's compliance with applicable federal and state program statutes, regulations, and programmatic administrative requirements. The scope primarily involved a review of participant case file data entered in the State's MIS, a review of participant case file documentation provided by CSCLM from the selected file samples, and a review of local plans, procedures, reports, records, and other abstract information. In some instances, interviews were conducted with CSCLM staff, employers, and participants to gather information about program processes and service delivery strategies.

Type of Review

The PY 2024-2025 programmatic monitoring review was conducted remotely. The selected sampled items were provided through upload to FloridaCommerce's SharePoint monitoring system or access to CSCLM's document storage system.

Compliance Review Abstract Information

- Programmatic Monitoring Review Dates: April 28, 2025 to May 2, 2025
- Programmatic Monitoring Sample Review Period Dates: April 1, 2024 to March 31, 2025

Note: Entrance conference and exit conference attendees are listed in Section VII of this report.

Programs Reviewed:

- Welfare Transition
- Supplemental Nutrition Assistance Program – Employment and Training
- Workforce Innovation and Opportunity Act
- Trade Adjustment Assistance
- Rapid Response
- Wagner-Peyser
- Jobs for Veterans State Grant
- Any identified special projects operational during the review period

Monitoring Review Tools

FloridaCommerce's PY 2024-2025 programmatic monitoring review tools were used to conduct the review. The tools were developed to provide a framework for monitoring activities performed by OSPS as well as the criteria used for monitoring.

II. PROGRAMMATIC MONITORING REVIEW

The outcome of the programmatic monitoring is detailed in the following sections of the report. The information presented describes the issues noted and, where appropriate, required corrective actions for improvement.

The following general CAP requirements must be submitted for each finding, ONI, and any additional program specific issues identified in the report.

General Program CAP Requirements

- A copy of updated local operating procedures/policies that address the requirement, if applicable.
- A copy of a monitoring schedule showing timeframes and the activities and services that will be monitored.
- Documentation showing staff training or refresher training has been or will be provided. Documentation must include training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication to staff informing them of the requirements.

COMBINED PROGRAM ISSUE

The following observation was noted in the WT, SNAP, WIOA, and WIOA Special Projects:

Observation

CSCLM's Grievance and Complaint forms for several participants did not include the updated FloridaCommerce name for filing grievances and complaints. Having the incorrect state agency name on a Grievance and Complaint form can delay the reporting process and negatively impact a participant's access to fair treatment and program benefits. When brought to CSCLM's attention, staff immediately revised and/or updated the forms as required to include the correct name for filing complaints.

CSCLM must ensure that the revised form is used at all career centers in the future. Documentation of written notification to staff must be provided with the CAP.

WELFARE TRANSITION

The sample size consisted of 18 participant case files. The review did not reveal any Findings or ONIs; however, the following observation was noted:

Observation

The file review revealed a participant was left in open WT transitional support services for an extended period of time when services were no longer being provided. For future reference, when services have been completed and/or no longer being provided, LWDB staff should ensure the services are closed out in a timely manner. Leaving services open have an impact on performance reporting and data validation.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM – EMPLOYMENT AND TRAINING

The sample size consisted of 18 participant case files. The following issues were identified:

Finding

Finding SNAP #10.25.01
Category: Assignment of Activity Hours

Condition: Of the 11 case files reviewed where an activity was assigned, five participants (45.5 percent) were not assigned to 80 hours in work activities. Additionally, three (60 percent) of the five participants were enrolled in JS as a subsidiary activity; however, JS was not less than half of the time enrolled in an approved component.

Criteria: 7 CFR 273.7(n)(i) states, in part, that, "When participating in and complying with the requirements of a work program, individuals must participate in activities no less than 20 hours per week for the purposes of this provision (20 hours a week averaged monthly means 80 hours a month) as determined by the State agency". Additionally, the PY 2024 SNAP E&T State Plan Section I Non-Education, Non-Work Components**,** states that, "Job Search Training is limited to 39 hours and must be combined with other program components". The plan further states that "Job Search is a subsidiary activity limited to less than half of the total time spent in the allowable component".

Cause: Insufficient staff training, lack of consistent policies and procedures, or the hastiness in completing the engagement process may be causes for incorrect assignment and data entry.

Effect: Participants not being assigned to the required number hours could result in overpayment of cash and/or food assistance benefits to an ineligible individual and negatively impact performance.

Required Action: CSCLM must provide documentation with the CAP that the case files have been updated with the correct number of assigned hours, or that timesheets have been provided to support all hours entered in OSST if the cases are still open and active. CSCLM must also provide an assurance that going forward, participants will be assigned to the mandatory work requirement of 80 hours per month. Because this issue appears to be systemic, CSCLM must evaluate the cause (e.g., lack of specific guidelines for staff to follow, whether the errors made are common to specific program staff, lack of follow-up, etc.) and provide a plan or process with the CAP for preventing a recurrence of this issue in the future including documentation of staff training and written notification to staff informing them of the requirements. Documentation must also be provided that the LOPs have been updated with required information.

Finding SNAP #10.25.02
Category: Sanctions

Condition: Of the 11 case files reviewed where a sanction was warranted for failure to attend the initial appointment, a sanction for one (9.1 percent) participant was not requested by CSCLM and communicated to the Department of Children and Families. Additionally, a sanction was not requested timely for one (9.1 percent) participant.

Criteria: Section 414.065, F.S., states, in part, that, "The department shall establish procedures for administering penalties for nonparticipation in work requirements." Furthermore, 7 CFR 273.7 (c)(4), states that, "The State agency must ensure that it is notified by the agency or agencies operating its E&T components within 10 days if an E&T mandatory participant fails to comply with E&T requirements."

Cause: Sanction issues identified may indicate that insufficient staff training or a lack of follow-through by staff may be reasons for noncompliance.

Effect: Not following appropriate procedures and requirements during the conciliation process could potentially result in continuing benefits being provided to an ineligible individual that should have been sanctioned. Noncompliance could also affect statewide performance outcomes.

Required Action: CSCLM must provide documentation showing that a sanction request has been initiated for the individual identified or good cause action has been taken if the case file is still open and active. CSCLM must also provide an assurance that all subsequent good cause and/or sanction requirements will be administered timely and documented and recorded appropriately. CSCLM must remind staff that when a participant fails to meet SNAP E&T work requirements within the time periods established by federal law, CSCLM must report the noncompliance to DCF by timely entering a sanction request in OSST and documenting the reasons via case notes. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

Other Noncompliance Issues

ONI SNAP #10.25.01
Category: Initial Appointments

Condition: Of the 17 case files reviewed where an initial engagement was required, the following issues were observed:

- Three (17.6 percent) participants did not have their initial appointment 590 or 594 status codes ended within two business days of the initial appointment date.
- One (5.9 percent) participant's initial appointment 594 status code was ended in OSST with an incorrect outcome when the participant became exempt.

This is a repeat issue and is consistent with the PY 2023-2024 Monitoring Report.

Criteria: FloridaCommerce Memorandum – Supplemental Nutrition Assistance Program Employment and Training Able-Bodied Adults without Dependents Initial Engagement Process Changes, dated January 5, 2017, states that, "The appointment status must be selected within two business days of completion of the appointment or no-show." Additionally, The SNAP Frequently Asked Questions – Updated Initial Engagement Process and Appointment Setting Requirement, Issued May 2017 states that, "If case managers enter an anticipated start date, they must manually update the outcome and appointment status for code 590 and 594."

Cause: Not entering information in the system timely may indicate that insufficient staff training, input errors, or a lack of follow-through by staff may be reasons for noncompliance.

Effect: Failure to adhere to federal or state requirements regarding the initial engagement process could potentially result in overpayment of food assistance benefits to an ineligible individual. It could also affect performance reporting.

Required Action: CSCLM must provide an assurance with the CAP that all future initial appointments and status codes (either a 590 or 594) will be ended in OSST within two business days of completion of the appointment or have "No Show" recorded as required. Because this a repeat issue, CSCLM must reevaluate the cause and the corrective actions previously taken and provide a plan of action or process with the CAP for preventing a recurrence of this issue in the future including more in-depth monitoring, documentation of staff training, and written notification to staff informing them of the requirements.

CSCLM should also establish some type of tickler system to set future alerts such as options in Outlook or use the case "To Do" screen in OSST as a way of reminding or alerting staff of timelines for completing required actions. This helps ensure that a check and balance system is in place to prevent further occurrences.

ONI SNAP #10.25.02
Category: Case Management Process

Condition: Of the 18 case files reviewed, the following issues were identified with case management:

- The conciliation process was not followed per state guidance. One (5.6 percent) participant did not complete the activities associated with the SNAP Employment and Training Referral (ETR) code 599 and the automated conciliation process was initiated. The Staff-initiated Online Authorization code 594 was entered to allow the customer to comply and conciliation should have ended with compliance at this point. However, the conciliation remained open and the customer was scheduled to again attend the initial appointment. When the customer failed to attend the scheduled initial appointment, a new conciliation should have been entered to ensure that the customer was allowed the appropriate time to comply.
- Documentation for an FSR was retained in one (5.6 percent) participant's case file; however, the reimbursement request was not entered in OSST.

Criteria: The 2024 SNAP State Plan and 7 CFR 273.7(c)(6)(ii) require that case management services, including progress monitoring, be provided for all Employment and Training (E&T) participants. 7 CFR 273.7(c)(4) also states that, "The State agency must ensure that it is notified by the agency or agencies operating its E&T components within 10 days if an E&T mandatory participant fails to comply with E&T requirements." 7 CFR 273.7(m)(4)(iv) further states that, "Upon notification by the operating agency that a participant has failed to comply with the workfare requirement without good cause, the State agency must make a final determination as to whether or not the failure occurred and whether there was good cause for the failure. If the State agency determines that the participant did not have good cause for noncompliance, a sanction must be processed as provided in paragraphs (f)(1)(i) and (f)(1)(ii) of this section."

Additionally, 7 CFR 273.7(d)(4), requires state agencies to maintain and input adequate information into the One-Stop Service Tracking System regarding reimbursements for incurred or anticipated expenses, provided that the appropriate documentation is presented.

Cause: CSCLM's failure to enter information into OSST may be attributed to lack of training, no policies and procedures in place, no follow-up or follow-through, or simply an oversight.

Effect: Lack of effective case management being provided in accordance with the state plan, and/or entry of conciliation codes could affect the participant's benefits as well as negatively impact performance.

Required Action: CSCLM must provide assurance that case management services will be provided in accordance with the state plan, by following SNAP E&T compliance regulations for initiating the conciliation process and documenting FSR services in OSST. CSCLM must also provide documentation that the case files and OSST have been updated with the correct 599/594 codes, conciliation outcomes and FSR case notes if the files are still active. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

WORKFORCE INNOVATION AND OPPORTUNITY ACT

WIOA ADULT AND DISLOCATED WORKER PROGRAM

The sample size consisted of 22 Adult and Dislocated Worker participant case files (18 Adults and 4 Dislocated Worker). The following issues were identified:

Other Noncompliance Issue

ONI WIOA #10.25.03
Category: Recording of MSGs

Condition: Of the 17 Adult/DW case files reviewed of participants enrolled in an education or training program, one (5.9 percent) did not have an MSG captured and recorded in Employ Florida within the applicable program year. Additionally, one (5.9 percent) participant case file did not have documentation to support the MSG attainment recorded in Employ Florida.

This is a repeat issue and is consistent with the PY 2023-2024 Monitoring Report.

Criteria: TEGL 10-16, Change 3, Section (E), states that, "The measurable skills gain indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period. Therefore, it is not an exit-based measure. Instead, it is intended to capture important progressions through pathways that offer different services based on program purposes and participant needs." The TEGL further indicates that, "states should record all measurable skill gains achieved by participants in a program year and report the most recent gain of each gain type."

Cause: Insufficient staff training, a lack of guidance or procedures, or a lack of awareness and understanding of the proper way to enter and record MSG's may be causes for noncompliance.

Effect: Failure to enter and accurately record MSG information in Employ Florida negatively impacts performance results.

Required Action: CSCLM must provide an assurance with the CAP that documentation to support an MSG attainment is retained in participant case files and matches what is recorded in Employ Florida, and that all future MSGs will be documented and recorded by the applicable program year. Additionally, CSCLM must provide training to staff to ensure they understand the requirements and intent of MSGs including how to review, document, and timely record results. Because this is a repeat issue, CSCLM must reevaluate the cause and provide a plan of action or process with the CAP outlining efforts taken to prevent future occurrences including more in-depth monitoring, staff training, and written notification to staff informing them of the requirements. If technical assistance or training is needed, CSCLM should contact the Workforce Training and Coordination unit at WFSTraining@commerce.fl.gov.

ONI WIOA #10.25.04
Category: Credentials

Condition: Of the 10 Adult/DW participants who attained a recognized credential, documentation in one (10 percent) participant case file did not match the credential information entered in Employ Florida.

Criteria: WIOA Section 116(b)(2)(A)(i) establishes the primary indicators of performance for activities under the Adult and DW programs to include the attainment of a recognized postsecondary credential.

Cause: Lack of staff oversight, insufficient staff training, staff data entry errors, or a lack of guidance and procedures may be factors for noncompliance.

Effect: Failure to enter and accurately record credential attainment information in Employ Florida negatively impacts performance and data validity results.

Required Action: CSCLM must provide documentation to support the credential attainment entered in Employ Florida if the case file is still open and active. CSCLM must also provide an assurance that credential attainment information will be maintained in participant case files and recorded accurately in Employ Florida. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

WIOA YOUTH PROGRAM

The sample size consisted of 13 Youth Out-of-School participant case files. The following issue was identified:

Finding

Finding WIOA #10.25.03
Category: Supportive Services Availability

Condition: None (100 percent) of the nine Youth participants that received a supportive service contained documentation that the supportive services were not available through other programs or resources.

Criteria: CareerSource Florida AP 109 states that LWDBs are required to provide documentation that includes, "Case notes either confirming that the needed supportive services were not available through other programs providing such services or that the urgency of the needed supportive service was such that referrals to other resources would delay the provision of the supportive service and create a hardship for the participant."

Cause: Insufficient staff training, a lack of guidance and procedures, or a lack of awareness and understanding of the supportive services process may be factors in noncompliance.

Effect: Failure to document that supportive services were not available through other programs and resources may negatively impact funding, performance accountability, and reporting.

Required Action: CSCLM must review and update all open/current participant files to reflect the required documentation that supportive services were not available elsewhere. Additionally, before local areas provide any future supportive services, they must determine and document whether those services are available elsewhere. Because this issue appears to be systemic, CSCLM must evaluate the cause of noncompliance and provide a plan or process with the CAP outlining efforts taken to prevent future occurrences including more in-depth staff training and written notification to staff informing them of the requirements.

WIOA SPECIAL PROJECTS

The sample size consisted of 12 Adult and Dislocated Worker participant case files from the following Special Projects: WIOA Rural Initiatives; 865 Hurricane Idalia; Sector Based Training Initiatives Statewide; and FL – 2024 North Florida Storms – Disaster Recovery. The review did not reveal any Findings, ONIs, or Observations.

RAPID RESPONSE

The review did not reveal any Findings, ONIs, or Observations.

TRADE ADJUSTMENT ASSISTANCE

The sample size consisted of one participant case file. The review did not reveal any Findings, ONIs, or Observations.

WAGNER-PEYSER PROGRAM

The sample size consisted of 45 participant case files (20 job seekers, 15 job orders, and 10 job seeker placements). The following issues were identified:

Finding

Finding WP #10.25.04
Category: Job Order Minimum Wage Rate Verification

Condition: Of the six job orders reviewed with a wage rate listed in Employ Florida below the federal or state minimum wage, two (33.3 percent) were missing documentation that staff verified the employer would pay at least the state's minimum wage.

Criteria: CareerSource Florida AP 099 IV.A.6 states, in part, that, "It is prohibited to post job orders that pay less than the Florida minimum wage or pay commission only, unless minimum wage is guaranteed in accordance with federal or state law, or the employer is exempt per the Fair Labor Standards Act." The policy goes on to state that, "In instances where a value less than minimum wage is entered, LWDB staff must verify that the job pays at least the Florida minimum wage and document it in the case notes."

Cause: A weakness in staff following local operating procedures and a lack of staff training in verification of job order wages with employers are common causes for noncompliance.

Effect: Allowing an employer to advertise or hire a job seeker at a wage rate that is less than the minimum wage could lead to minimum wage compensation violations.

Required Action: CSCLM must provide documentation that the job orders have been reviewed and verified and that the employers have paid or will pay at least the Florida minimum wage rate if the job orders are still open and active. CSCLM must also provide an assurance that case notes will be entered on all job orders documenting staff verification of the Florida minimum wage rate in the future. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

Other Noncompliance Issue

ONI WP #10.25.05
Category: Wagner-Peyser Services and Activities

Condition: Of the 20 job seekers reviewed, six (30 percent) job seekers had entry of specific service codes in Employ Florida (code 115 – Resume Preparation Assistance, 203 – Objective Assessment, and 106 – Provided Internet Job Search Support/Training); however, case notes in the file did not meet the requirements for the specified services recorded. Additionally, case notes supporting the services provided for three (15 percent) job seekers were recorded after the 15-day deadline for entry of case notes in Employ Florida.

This is a repeat issue and is consistent with the PY 2023-2024 Monitoring Report.

Criteria: The Employ Florida Service Code Guide for Job Seeker Services indicates service codes definitions and subsequent service code entry documentation requirements. The elements of the case notes are detailed in the guide. Additionally, CareerSource Florida AP 096 section IV.C states, in part, that, "Career center staff must record services provided to job seekers within 15 days of the date the service was provided."

Cause: Lack of staff training on the required elements to be recorded for the service(s) entered in the state MIS or a lack of staff oversight in timely service code entry may have led to noncompliance.

Effect: Errant, undocumented, or non-staff assisted services provided to job seekers which prolong participation will result in inaccurate reporting of state and federal performance numbers and could also lead to inflated participation numbers and fraudulent claiming of placements or services.

Required Action: CSCLM must provide documentation with the CAP that staff have verified that valid services were provided, recorded, and case noted for the identified job seekers if the job seeker files are still open and active. CSCLM must also provide an assurance that staff will review and monitor entry of WP job seeker services in Employ Florida to ensure the services provided fit the description of the service code(s) recorded, are adequately documented, and that valid services are provided, recorded by the deadline, and case noted timely. Because this is a repeat issue, CSCLM must reevaluate the cause and provide a plan or process with the CAP for preventing a recurrence of this issue in the future including documentation of staff training, written notification to staff informing them of the requirements, and routine monitoring of service codes recorded for job seekers with open applications in an effort to verify the service(s) entered.

ONI WP #10.25.06
Category: Job Seeker Referrals Pending Review

Condition: One job seeker had a pending referral for a suppressed job order that was not reviewed by CSCLM staff within the required 72-hour period.

Criteria: CareerSource Florida AP 099 IV (B) states, in part, that, "If the employer's information has been suppressed on the job order to which the individual applies, a message appears informing them that the LWDB will contact them within 72 hours." The section goes on to state that, "LWDB staff must view this listing on a daily basis to determine the qualifications of the individual, whether their qualifications meet the requirements of the job order, and to complete the referral process if the individual is qualified."

Cause: Staff failure to follow local operating procedures, insufficient staff training and monitoring, or a lack of oversight in timely reviewing the pending referrals list to determine job seeker qualifications may be reasons for noncompliance.

Effect: Failure to review and approve job seeker referrals in a timely manner may cause the job seeker to potentially miss an employment opportunity if he/she is qualified and not referred to the position prior to the position's closing date.

Required Action: CSCLM must provide an assurance that staff have or will regularly review the "Referrals Pending Review" to ensure all future referrals to suppressed job orders in Employ Florida are reviewed within 72 hours. An assurance must also be provided that CSCLM staff will take necessary steps to track, document, and increase the frequency of monitoring of pending referrals in Employ Florida. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT PROGRAM

The RESEA program review focused on CSCLM's compliance with the requirements of the grant to assist reemployment assistance claimants in returning to work faster by connecting claimants/participants with in-person assessments, and reemployment services and opportunities to further their reemployment goals and successful employment outcomes.

The sample size consisted of five participant case files. The review did not reveal any Findings, ONIs, or Observations.

COMPLAINT SYSTEM

The sample size consisted of 53 complaint logs. The following issue was identified:

Finding

Finding Complaint System #10.25.05
Category: Complaint System

Condition: An employment service complaint log was missing the complaint status.

Criteria: 20 CFR 658 establishes the Employment Service and Employment-Related Law Complaint System to which both FloridaCommerce and local boards must adhere to**.**

Cause: Lack of staff training and instructions on processing complaints and properly completing logs are possible causes for noncompliance.

Effect: Non-adherence to complaint system requirements can lead to legal issues or further action on part of the individual to file a complaint against CSCLM and the State.

Required Action: CSCLM must develop a plan or process describing the steps the Complaint Specialist will take to ensure complaint logs are properly completed before the logs are submitted to FloridaCommerce. The plan must include documentation of staff training and written notification to staff informing them of the requirements and provided with the CAP. Additionally, an assurance must be provided that complaints filed through the career center will be handled by a trained Complaint Specialist to prevent a recurrence of the issue in the future.

JOBS FOR VETERANS STATE GRANT PROGRAM

The sample size consisted of 15 participant case files, three VRE Chapter 31 participant case files, and 15 employer files. The review did not reveal any Findings, ONIs, or Observations.

III. COLLECTION OF DEMOGRAPHIC DATA

The purpose of this section of the review is to determine compliance with the nondiscrimination and equal opportunity provisions of 29 CFR Part 37, and FloridaCommerce Guidelines for Compliance with Section 188 of WIOA regarding Collection of Demographic Data.

The review did not reveal any Findings, ONIs, or Observations.

IV. BOARD GOVERNANCE REVIEW

The purpose of this review is to determine whether CSCLM is implementing requirements associated with local board compliance with financial disclosure requirements as referenced in Chapters 112.3145 and 445.07, F.S., and other local board governance activities and requirements including governance agreements; board membership, composition, appointments; board member orientation and training; sunshine provisions; transparency, posting requirements; code of ethics; bylaws; etc. The purpose also included a review of local merit staffing responsibilities for FloridaCommerce staff assigned to work under the functional supervision of CSCLM as well as local sector strategy implementation.

The review did not reveal any Findings, ONIs, or Observations.

V. MANAGEMENT PROCESS REVIEW

The purpose of this review is to determine whether CSCLM is implementing requirements associated with various management processes including career center credentialing, staff training, AJC common identifier, and background screenings and information security as prescribed by FloridaCommerce's IT guidelines and the FloridaCommerce/ CSCLM Grantee-Subgrantee agreement requirements, and the effectiveness of such processes.

The review did not reveal any Findings or ONIs; however, the following observation was noted:

Observation

During the review, CSCLM provided documentation on the use of the American Job Center (AJC) logo; however, the AJC signage on the career center door was affixed to the inside of the door with tape on an 8.5x11" sheet of paper. While the signage met the intent of door posting requirements for branding purposes, the nature of the sign (paper and tape) leads to the distinct possibility that the affixed identifier could become damaged or unintentionally removed. The LWDB should consider the use of a medium for signage on the door that has a higher degree of permanency such as a vinyl sticker/sign and aesthetically and professionally done. If the signage continues to be a less permanent solution, the LWDB should consider creating a process for more frequent compliance monitoring of the condition and posting of the signage.

CSCLM must provide an assurance with the CAP that the door posting sign will be permanently displayed with a more durable material including a timeline for completion.

CORRECTIVE ACTION PLAN REQUIREMENTS

A CAP is required to address how CSCLM will correct any programmatic findings and other noncompliance issues identified in the report. For the noted deficiencies, corrective actions and recommendations have been provided to help respond to the issues identified, develop and implement processes that result in positive program practices and performance outcomes to improve the quality and integrity of the data collected.

VI. TRAINING AND TECHNICAL ASSISTANCE

Although technical assistance was provided during the review, the program area will begin proactive outreach to CSCLM and provide program specific training and technical assistance on documentation requirements, understanding expectations, and positive practices to help alleviate or address issues such as those identified in the report. Training will be coordinated with OSPS's policy and training unit as part of their annual training plan; however, any questions or if immediate training or technical assistance in any of the program review areas is needed, CSCLM should contact the respective OSPS programs at the following email addresses or by sending a Training Request Form to WFSTraining@commerce.fl.gov.

- WT – WTProgram@commerce.fl.gov
- SNAP – SNAPETProgram@commerce.fl.gov
- WIOA – WIOA@commerce.fl.gov
- TAA – TAA@commerce.fl.gov
- Rapid Response – RapidResponse@commerce.fl.gov
- WP – Wagner.Peyser@commerce.fl.gov
- RESEA – RESEA@commerce.fl.gov
- FLC – H-2A.JobOrder@commerce.fl.gov and H-2BJobOrder@commerce.fl.gov
- MSFW – State Monitor Advocate (via direct email)
- JVSG –VETS@commerce.fl.gov

VII. ENTRANCE AND EXIT CONFERENCE ATTENDEES

A programmatic monitoring entrance conference with CSCLM staff was conducted on April 28, 2025 and a programmatic exit conference was conducted on May 2, 2025.

Name	Agency	Entrance Conference	Exit Conference
Nancy Garcia	FloridaCommerce	X	X
Vincent Lynn	FloridaCommerce	X	X
Terry Wester-Johnson	FloridaCommerce	X	X
LaVeta Williams	FloridaCommerce	X	X
N'Deye Delgado	FloridaCommerce	X	X
Matrecia Bryant	FloridaCommerce	X	X
Andy Windsor	FloridaCommerce	X	X
Tameka Thomas	FloridaCommerce	X	X
Greg Tudor	FloridaCommerce	X	X
Carol Booth	FloridaCommerce	X	X
Barbara Walker	FloridaCommerce	X	X
Minerva Figueroa	FloridaCommerce	X	X
Alyssa Raulerson	FloridaCommerce	X	X
Sharmarie Gray	FloridaCommerce	X	X
Yolanda Garcia	FloridaCommerce	X	X
Lydia Malone	FloridaCommerce	X	
Katina Williams	FloridaCommerce	X	X
Tonja Clemons (Onsite)	DCF	X	X
Robyn McDole (Onsite)	DCF	X	X
Jashett OMeally	DCF	X	X
Rusty Skinner	CSCLM	X	X
Cory Weaver	CSCLM	X	X
Larry Trowbridge	CSCLM	X	X
Steven Litzinger	CSCLM	X	X
Sandra Crawford	CSCLM	X	X
Melissa Saco	CSCLM	X	X
Cira Schnettler	CSCLM	X	X
Heaven Colon	CSCLM	X	X
Iris Pozo	CSCLM	X	X
Kim Grey	CSCLM		X

RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee
Tuesday, November 4, 2025

TOPIC/ISSUE:

Subrecipient monitoring

BACKGROUND:

We are required to monitor subrecipients annually to ensure that they remain in compliance with contractual obligations. The attached monitoring report is for program year 2024-2025.

POINTS OF CONSIDERATION:

Powell and Jones conducted a monitoring of Eckerd Connects that concluded on September 25, 2025. One issue was identified in Procedure 1. The sub-recipients Unique Entity Identifier (UEI) was not listed in the agreement. This will be corrected through modification.

STAFF RECOMMENDATIONS:

Accept the audit report as presented.

COMMITTEE ACTION:

BOARD ACTION:

POWELLCONSULTING
1359 SW MAIN BLVD.
LAKE CITY, FL. 32025
386-365-4906

Report on Sub-recipient Monitoring

September 25, 2025

Audit Committee and Workforce Administrative Team
CareerSource Citrus Levy Marion

We have performed the procedures listed below to assist the CareerSource Citrus Levy Marion (CLM) with its annual sub-recipient monitoring responsibilities. Those responsibilities include testing compliance of CLM's sub-recipients with the regulations of Florida Commerce. This engagement was conducted in accordance with consulting services standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in this report. Consequently, we make no representation regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose.

For the year ended June 30, 2025, CLM held a contract with a sub-recipient, Eckerd Youth Alternatives, Inc. (Eckerd) from July 1, 2024 through June 30, 2025. Our procedures were performed with respect to this contract for the same period.

The procedures and the associated findings, if any, are as follows:

PROCEDURE 1: Review the sub-recipient contract for terms, conditions and federal requirements.

Results of Procedures:
The terms, conditions, and federal requirements listed in the most recent financial monitoring tool available were included in the subrecipient contract except as follows:

The contract did not contain the subrecipients unique entity identification number. We recommend that the subrecipient include this number in the 2027 contract.

PROCEDURE 2: Review the most recent single audit report of Eckerd Youth Alternatives, Inc. to:
- ensure dollars included are properly identified, and
- determine if any findings and related corrective actions were addressed.

Results of Procedures:

In the current year we compared the amount recorded by CareerSource Citrus, Levy, Marion for contractual payments to Eckerd's audit report for WIOA Youth, WIOA Adult, WIOA Dislocated Worker and Youthbuild. The following is a schedule of differences in the amount reported in Eckerd's audit report and the amounts in CLM's records:

	CLM Records	Eckerd Connects Audit Report	Difference
WIOA Adult	$ 19,152	$ 19,152	$ -
Dislocated Worker	19,922	19,922	-
Youth	690,489	692,147	1,658
Youthbuild	315,841	315,856	15
	$ 1,045,404	$ 1,047,077	$ 1,673

There were no significant differences in the audit report and CLM's records.
There were no findings or questioned costs regarding WIOA or Youthbuild funding.

PROCEDURE 3: Review the Corporation's most recent sub-recipient fiscal monitoring report and determine if any findings and related corrective actions were addressed.

There were no corrective actions necessary in the prior year.

PROCEDURE 4: Review sub-recipient financial procedures to determine if they have good internal controls.

Results of Procedures:

We reviewed the internal controls over the expenditure of grants funds using an internal control questionnaire. We noted no deficiencies in internal control over financial procedures that would have an effect on compliance with Federal awards requirements.

PROCEDURE 5: Interview sub-recipient finance staff via internet to corroborate internal controls addressed in procedure #4.

Results of Procedures:

The Eckerd staff provided answers to an internal control questionnaire. There were no findings in the current year.

PROCEDURE 6: Review the sub-recipient invoices to date and determine if they are in compliance with the terms of the contract.

Results of Procedures:

The invoices were in compliance with the terms of the contract.

PROCEDURE 7: Select samples of sub-recipient payroll, fringe benefits, operating costs, performance payments. Test for allowability, allocability, reasonableness, and compliance with contract terms.

We selected the following from invoices for the period from July 1, 2024 to June 30, 2025:

1. We selected 73 disbursements and inspected copies of supporting documentation.
2. We selected 26 employee payments and inspected copies of time sheets. We traced the payments to the billing records.
3. We created a spreadsheet of the selected payroll costs by employee and compared to approved salary ranges.
4. We compared expenditures of the projects to the budget.

Results of Procedures:

All of the supporting documentation was available and adequate, properly allocated and reasonable. The salary payments were within the amounts established in the contract for individual positions. Expenditures were within the total budgeted amounts.

None of the payments for salaries directly charged to the grant exceeded the ETA salary Cap. We obtained a statement from Eckerd that no salary in excess of the Cap was charged to the CLM contract.

PROCEDURE 8: Review approval of sub-recipient's indirect cost rate submitted with the proposal and approved federal indirect cost rate.

Results of Procedures: **We reviewed the indirect cost rate used by Eckerd. Eckerd used an indirect cost rate of 14.10% of modified total direct costs. The computation of indirect costs based upon the Eckerd final billings were 14.10%.**

PROCEDURE 9: Agree sub-recipient performance payments to participant data in Employ Florida Marketplace (EFM), State of Florida database system.

Results of Procedures: **Eckerd met the performance goals for the fiscal year ended June 30, 2025, except as follows:**

The contract required that 71.4% of participants were engaged in education or unsubsidized employment during the second quarter after exit. This criteria was not met for the first quarter of the contract.

The contract also required that 69.4% of participants were engaged in education or unsubsidized employment during the fourth quarter after exit. This criteria was not met for the third and fourth quarter of the contract.

As a result Eckerd was not paid for the commensurate rate for those required goals.

PROCEDURE 10: Determine if the In-school/Out-of-School and Work Experience percentages on the subrecipient invoices are supported by participant data .

***Results of Procedures**:* **100% of youth participants were out of school. The expenditures for youth engaged in Work Experience as detailed on the invoices from Eckerd were $214,894 which exceeded the $191,500 required by the contract to meet the requirements of the Department of Labor grant award conditions.**

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on compliance with the regulations of Department of Commerce. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the Audit Committee and Workforce Administrative Team of the Corporation, and is not intended to be and should not be used by anyone other than these specified parties.

Very truly yours,

Marian J. Powell

Marian J. Powell, CPA
POWELL CONSULTING
Certified Public Accountants

TALENT CENTER

REPORTING PERIOD: JUL 2025 – SEP 2025

ALL CENTER TRAFFIC – 287

One-on-one Appointments Total – 160

Professionals – 124 Students – 36	In Person – 86% Virtual – 14%

WORKSHOPS CONDUCTED – 3

Healthcare – 1 Information Technology – 2 COOP – STEM – TC III –	First Year Seminar – Early Childhood Education – Community Outreach – Agriculture & Equestrian – High School –

TOTAL ATTENDANCE FOR WORKSHOPS – 87

Resumes reviewed and feedback provided – 117

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

6 Events – Total attendance for events – 1689

TC Open House – 1 Round Table Sessions – CF Career & Colleges Expo – 2	Talent Connection – 2 CF Webinar – OEP Faculty Meeting –	CF Resource Fair – 1 CASA House – Job Fair –

CONFIRMED HIRES	WAGE RANGE	AVERAGE WAGE
7	\$13.71 - \$36.06	\$20.77

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.

July 2025- June 2026
Business Services Events
(Onsite, Offsite Virtual)

PY 25 - 26 Individual Events

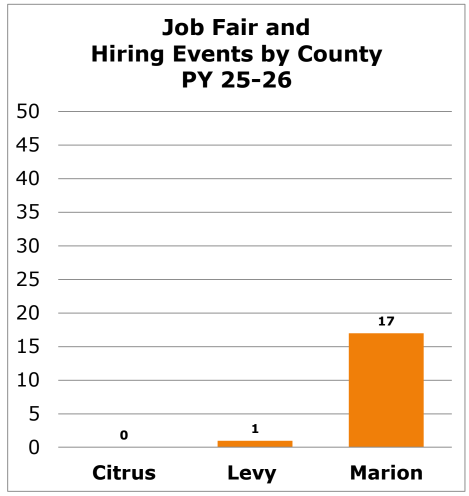
Total Events: 31
Attendees: 1334
Reported Hires: 182

PY 25 - 26 Job Fairs

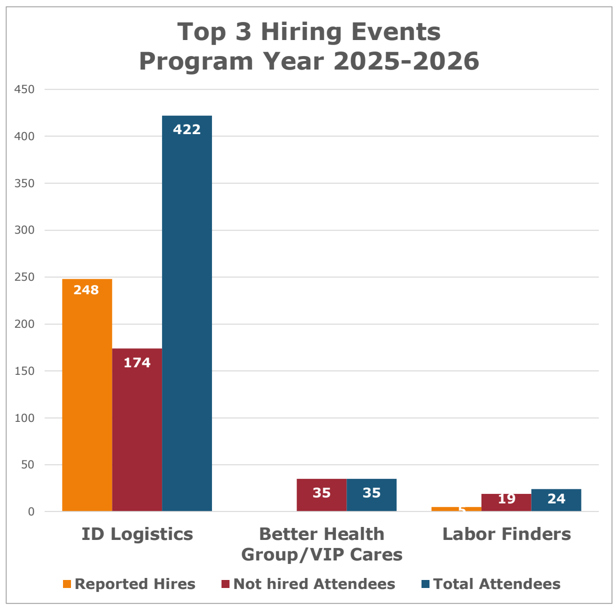
Attendees: 555
Businesses: 44

Upcoming Events

November 13 Paychecks for Patriots



	# of Events Held	Attendees	Reported Hires
July	5	71	7
August	6	378	196
Sept.	5	117	60



Other Individual Hiring Events 7/2025 - 9/2025

Event Date	Event Name	Event Location	County
7/10	Village Golf Cart	14th Street	Marion
7/14	Preferred Materials	14th Street	Marion
7/23	Florida Department of Agriculture	Chiefland	Levy
7/29	Heart of Florida Health Center	Heart of Florida Health Center	Marion
8/14 & 8/15	Captain D's Seafood	14th Street	Marion
9/9	Wire 3	14th Street	Marion
9/11	XPEL Technologies	14th Street	Marion
9/16	Avante of Ocala	14th Street	Marion
9/24	Hydro Power Florida	14th Street	Marion

"I think this was the best career fair we have attended, loved the location and felt like a great turnout. Hoping to fill our open positions with attendees from this event. Thank you for all of your hard work, as always!"

Business Response from Marion County Job Fair Survey

Contract Performance
PY2025-2026

County Chamber/EDC	Q1 PY25-26			Q2 PY25-26			Q3 PY25-26			Q4 PY25-26			ANNUAL		
	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			4			4			16		
MARION (CEP)	4	4	100.00%	4			4			4			16		
Levy (BOCC)	4	4	100.00%												

Quarterly Goals - Partner Chambers
Conduct 1 quarterly meeting with assigned CSCLM staff to discuss business needs/challenges - **All**
Condust 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 theYouth Career Expos - **Marion/Citrus Only**

Eckerd Youth Connects	Q1 PY25-26			Q2 PY25-26			Q3 PY25-26			Q4 PY25-26			ANNUAL		
	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment
Enrollments	25		$1,864.99	30			30			20			105		
Measureable Skills Gains	83%			83%			83%			83%			83%		
Employment/Education Retention Rate 2nd Quarter After Exit	71%			71%			71%			71%			71%		
Employment/Education Retention Rate 4thd Quarter After Exit	69%			69%			69%			69%			69%		
Credential Attainment Rate	78%			78%			78%			78%			78%		
Median Wages	$3,384			$3,384			$3,384			$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	TOTAL PARTICIPANTS TO DATE
$1.73 million	53
EXPERIENTIAL LEARNING	**CERTIFICATIONS EARNED**
28	116

TOTAL EMPLOYED TO DATE

36

PARTICIPANT COUNTY BREAKDOWN	
Columbia	4
Dixie	11
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

CareerSource
CITRUS | LEVY | MARION

Phoenix Rising YOUTHBUILD

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

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

TOTAL AWARD AMOUNT	HOMES BUILT
$4,532,728	17
TOTAL YOUTH SERVED	**OBTAINED HS DIPLOMA**
250	132
CREDENTIALS EARNED	**ENTERED EMPLOYMENT/EDU**
1,235	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.

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	Responsive	Non-Responsive
199	51	148

PY 25-26

Hope Referrals	Responsive	Non-Responsive
45	28	17

SERVICES PROVIDED PY25-26 to date

Job Search	Training Referrals	Appointment	Resume
6	2	6	1

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

CDL Training

CareerSource Citrus Levy Marion seeks to train individuals to enter the high-demand field of CDL A/B Truck Driving.

Transportation has been identified as a targeted sector by the CSCLM Board based on local demand. We have been awarded 15% set-aside grants by the state for Program Years 2024-2025 and 2025-2026 to help train citizens in Citrus, Levy and Marion Counties in CDL A and CDL B.

TOTAL AWARD AMOUNT	TOTAL PARTICIPANTS TO DATE
$230k	47

EXPERIENTIAL LEARNING	LICENSES EARNED
10	43

TOTAL EMPLOYED TO DATE
25

PARTICIPANT COUNTY BREAKDOWN	
CITRUS	5
LEVY	9
MARION	33

EMPLOYER ENGAGEMENT

- Levy County Board of County Commissioners
- Prime, Inc.
- Waste Pro
- Werner Enterprises
- ABC Supply
- Windy Hill Transportation
- Swift Transportation
- May Trucking Company
- Preferred Materials, Inc.

INDICATORS OF PERFORMANCE
CareerSource Citrus Levy Marion
July 1st, 2024 – June 30th, 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 4th Quarter Performance	PY2024-2025 % of Performance Goal Met For Q4	PY2024-2025 Performance Goals
Adults:									
Employed 2nd Qtr After Exit	81.1	94.30	82.4	95.81	88.3	102.67	87.9	102.21	**86**
Median Wage 2nd Quarter After Exit	$11,023.50	114.23	$10,920	113.16	$11,320	117.31	$10,898	112.93	**$9,650**
Employed 4th Qtr After Exit	84.4	99.29	78.5	92.35	80.2	94.35	84.8	99.76	**85**
Credential Attainment Rate	74.1	104.51	61.8	87.17	51.3	72.36	59.4	83.78	**70.9**
Measurable Skill Gains	77.9	128.97	70	115.89	74.8	123.84	89.1	147.52	**60.4**
Dislocated Workers:									
Employed 2nd Qtr After Exit	0	0.00	0	0.00	50	60.98	66.7	81.34	**82**
Median Wage 2nd Quarter After Exit	0	0.00	$0	0.00	$7,577	93.89	$14,224	176.25	**$8,070**
Employed 4th Qtr After Exit	0	0.00	0	0.00	0	0.00	0	0.00	**77.4**
Credential Attainment Rate	100	133.16	0	0.00	0	0.00	0	0.00	**75.1**
Measurable Skill Gains	66.7	88.93	50	66.67	80	106.67	100	133.33	**75**
Youth:									
Employed 2nd Qtr After Exit	68.4	86.25	72.1	90.92	75.6	95.33	81.3	102.52	**79.3**
Median Wage 2nd Quarter After Exit	$3,425.75	91.13	$4,106	109.23	$4,015.5	106.82	$4,767.8	126.84	**$3,759**
Employed 4th Qtr After Exit	77.3	100.26	71.3	92.48	67.1	87.03	67.4	87.42	**77.1**
Credential Attainment Rate	95.9	110.61	93.9	108.30	91.9	106.00	86.8	100.12	**86.7**
Measurable Skill Gains	84.8	92.48	81.8	89.20	73.8	80.48	94.3	102.84	**91.7**
Wagner Peyser:									
Employed 2nd Qtr After Exit	65.9	93.48	66.1	93.76	67.5	95.74	66.2	93.90	**70.5**
Median Wage 2nd Quarter After Exit	$6,696.50	130.74	$6,742	112.75	$6,694	111.96	$7,090	118.57	**$5,979**
Employed 4th Qtr After Exit	67.3	98.83	65.3	97.32	64.4	95.98	66.6	99.25	**67.1**

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

CareerSource
CITRUS | LEVY | MARION

CITRUS COUNTY

SERVICES: JUL - SEP 2025

UNEMPLOYMENT DATA

	JUL 2025	AUG 2025
CITRUS	6.2% (3,300)*	6.6% (3,571)*
FLORIDA	4.1%	4.4%
US	4.6%	4.5%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2022	2023
CITRUS	$46,488	$46,682
FLORIDA	$63,781	$66,446

CANDIDATE SERVICES

- Online Job Listings and Referrals
- Computers and Office Equipment (Copiers, Fax and Telephones)
- Resume Writing Assistance
- Networking Events and Job Fairs
- Employability Workshops
- Career Counseling

BUSINESS SERVICES

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

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
553	1,465
VETERANS SERVED	**TRAINING PROVIDED**
49	25
BUSINESSES SERVED	**WELFARE TO WORK TRANSITION**
52	72
POSITIONS POSTED	**TOTAL PLACEMENTS**
519	19 Average Placement Wage: $17.76

Your Employment Solution Starts Here

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

LEVY COUNTY

SERVICES: JUL-SEP 2025

UNEMPLOYMENT DATA

	JUL 2025	AUG 2025
LEVY	4.8% (903)*	5.3% (995)*
FLORIDA	4.1%	4.4%
US	4.6%	4.5%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

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

CANDIDATE SERVICES

- Online Job Listings and Referrals
- Computers and Office Equipment (Copiers, Fax and Telephones)
- Resume Writing Assistance
- Networking Events and Job Fairs
- Employability Workshops
- Career Counseling

BUSINESS SERVICES

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

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
171	662
VETERANS SERVED	**TRAINING PROVIDED**
10	11
BUSINESSES SERVED	**WELFARE TO WORK TRANSITION**
26	21
POSITIONS POSTED	**TOTAL PLACEMENTS**
232	10 Average Placement Wage: $16.25

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CareerSource
CITRUS | LEVY | MARION

MARION COUNTY

SERVICES: JUL-SEP 2025

UNEMPLOYMENT DATA

	JUL 2025	AUG 2025
MARION	5.0% (8,125)*	5.5% (8,854)*
FLORIDA	4.1%	4.4%
US	4.6%	4.5%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

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

CANDIDATE SERVICES

- Online Job Listings and Referrals
- Computers and Office Equipment (Copiers, Fax and Telephones)
- Resume Writing Assistance
- Networking Events and Job Fairs
- Employability Workshops
- Career Counseling

BUSINESS SERVICES

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

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
1,891	5,475
VETERANS SERVED	**TRAINING PROVIDED**
186	171
BUSINESSES SERVED	**WELFARE TO WORK TRANSITION**
193	190
POSITIONS POSTED	**TOTAL PLACEMENTS**
1,783	103 Average Placement Wage: $23.16

Your Employment Solution Starts Here

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

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Letter Grade Summary

2024Q3 - January thru March 2025

Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	**Target**	Target Met	Weight	Weighted Performance
467	1036	45.08	**50**	90.16	25	22.54

Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	**Target**	Target Met	Weight	Weighted Performance
631	1342	47.02	**50**	94.04	25	23.51

Measure 3 - Employment and Training Outcomes

Numerator	Denominator	Rate	**Target**	Target Met	Weight	Weighted Performance
12	18	66.67	**100**	66.67	20	13.334

Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	**Target**	Target Met	Weight	Weighted Performance
1109	2371	46.77	**25**	100	10	10

Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	**Target**	Target Met	Weight	Weighted Performance
589	2340	25.17	**35**	71.91	5	3.5955

Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	**Target**	TargetMet	Weight	WeightedPerf
996	1,025	9.03	825	11,252	7.33	-1.7	**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
905	73,024	1.24	4,142,279	143,584,399	2.88	43.06	**100**	43.06	10	4.31

Allocation

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	**LetterGrade**
1659.5	2,496	66.49	5	80.79	**B-**

Extra Credit

Weighted Grade Extra Credit	Letter Grade Extra Credit
85.79	B

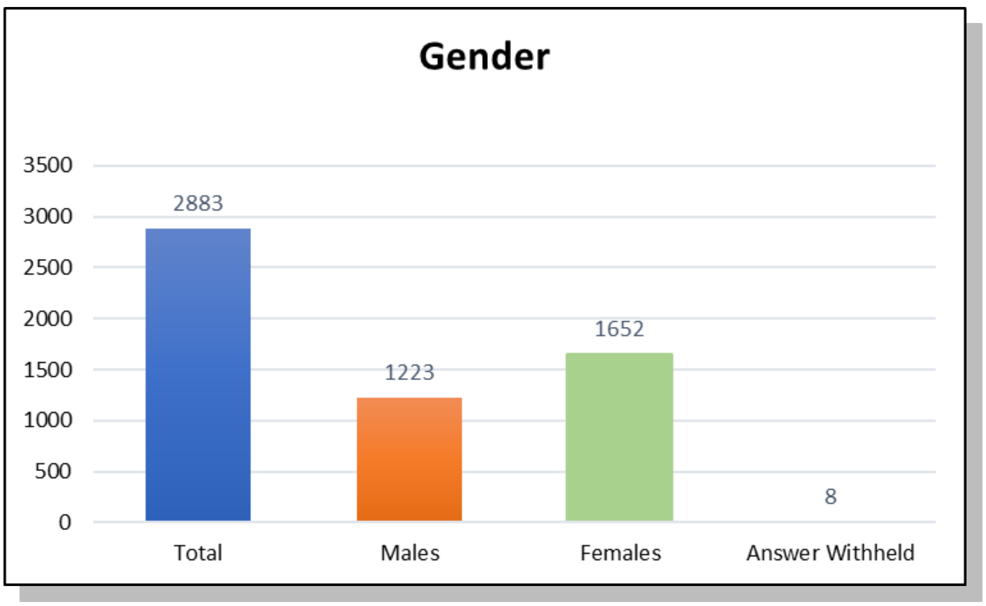
PROGRAM PARTICIPANT DATA SUMMARY

REGION 10
July 1, 2025 – September 30, 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 PY2025, July 1st through September 30th.

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

GENDER CHARACTERISTICS



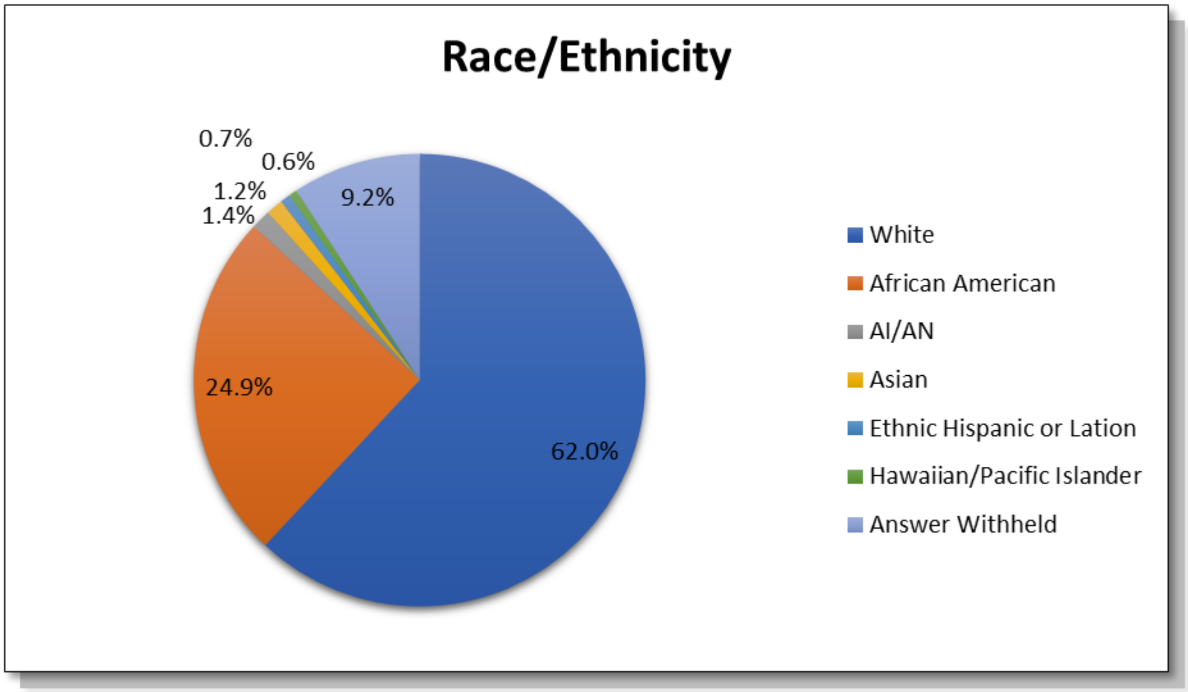
<u>Overall assessment</u>

- 43% of the Region's participants were male.
- 57% of the Region's participants were female.

<u>Compared to Marion County gender demographic</u>

- 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	Answer Withheld
# of Applicants	1787	718	40	35	21	17	265
% of Total Applicants	62.0%	24.9%	1.4%	1.2%	0.7%	0.6%	9.2

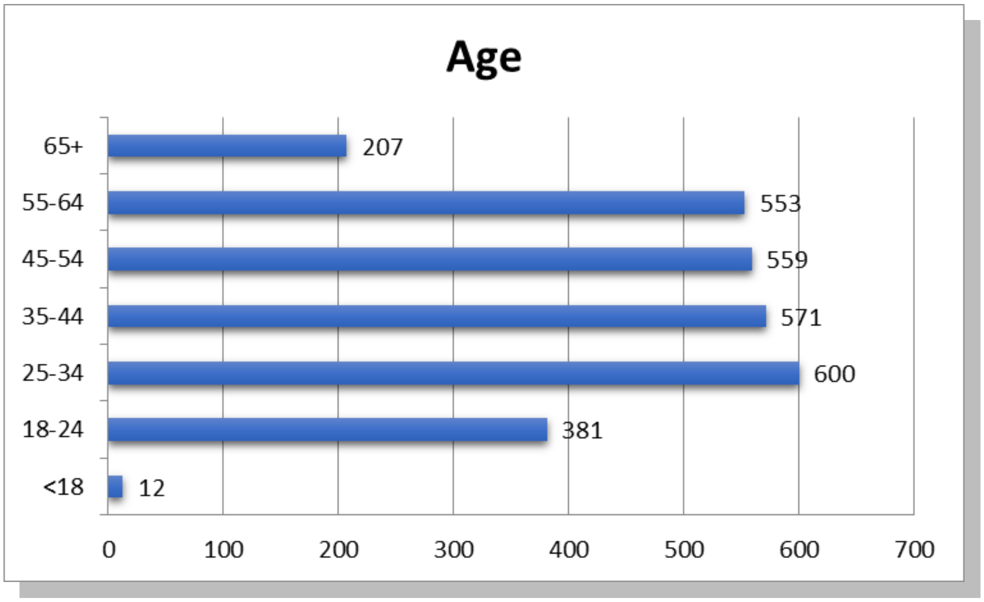
- Hispanic applicants, 528, represented 18.3% of all applicants.

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	12	381	600	571	559	553	207	2,883
%	0.42%	13.22%	20.81%	19.81%	19.39%	19.18%	7.18%	100%

Overall assessment

- 99.4% of applicants were over the age of 18.
- Applicants age 55 and older represented 26.9% of the applicants.

Compared to Marion County age demographic

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

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

VETERANS

Overall assessment

- Veteran applicants, 247, accounted for 8.6% of the total number of applicants.
- Male veteran applicants, 202, represented a larger group than female veteran applicants, 44, and 1 unknown gender veteran applicant.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Female WIOA participants, 229, outnumbered male WIOA applicants 87.

Group	Count	% of Total Count	Numerator*	Denominator**
White	153	48.42%	17	28
African American	121	38.29%	10	13
American Indian/ Alaska Native	3	0.95%	0	1
Asian	3	0.95%	0	0
Hawaiian/Pacific Islander	0	0.00%	0	0
More than 1 Race	17	5.38%	0	1
Answer Withheld	19	6.01%	4	5
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 67, 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	41	12.97%	3	10
19 – 24	84	26.58%	8	17
25 – 32	71	22.47%	10	11
33 – 44	81	25.63%	6	6
45 – 54	29	9.18%	1	1
55 – 64	9	2.85%	2	2
65+	1	0.32%	1	1

WELFARE TRANSITION

Overall assessment

- 241 female applicants represented 85% of WT applicants.
- 42 male participants represented 15% of WT applicants.
- The average placement wage recorded for female participants is $15.88/hour, and the average wage for male participants is $16.31/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	163	73	1	0	23	0	22	1
% of Total Applicants	57.60%	25.80%	.35%	0%	8.13%	0%	7.77%	.35 %

SNAP (FOOD STAMPS)

Overall assessment

- 335 female applicants represented 51% of WT applicants.
- 328 male participants represented 49% of WT applicants.
- The average placement wage recorded for female participants is $15.89/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	370	145	0	0	58	5	70	15
% of Total Applicants	55.81%	21.87%	0%	0%	8.75%	0.75%	10.56%	2.26%

NET PROMOTER

CareerSource CITRUS | LEVY | MARION

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	► 78

CareerSource CITRUS | LEVY | MARION

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**.

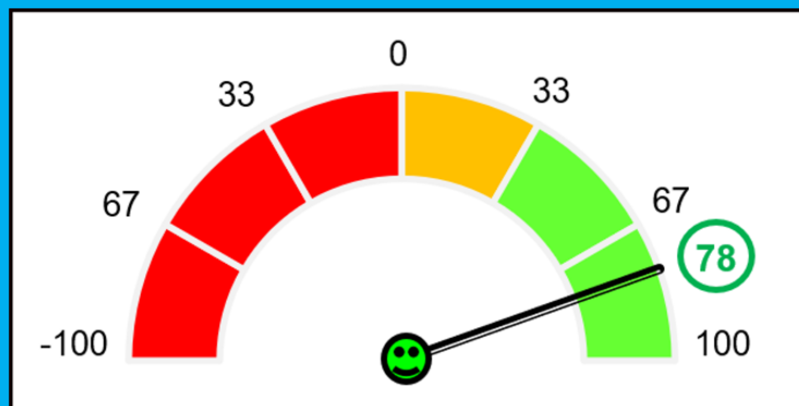
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.

Overall Score

Regional Net Promoter Score

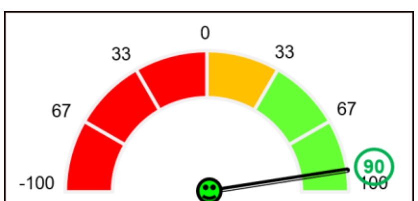
Transactional Survey – Job Seekers

July to September 2025

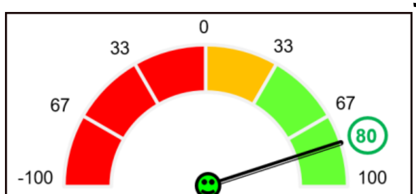


Category	Percent (%)	Count (#)
Promoters	85%	90
Passives	8%	9
Detractors	7%	7
Totals	100%	106

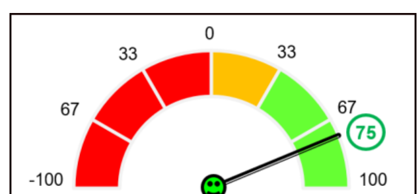
Transactional Net Promoter By Office



Lecanto - 20 Surveys

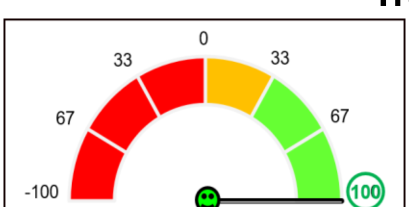


Chiefland - 5 Surveys

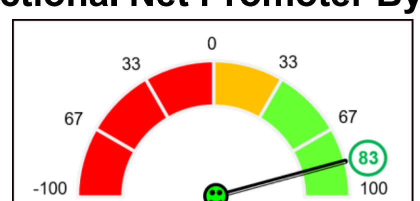


Ocala - 81 Surveys

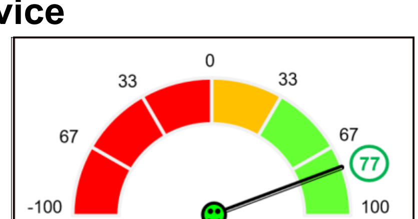
Transactional Net Promoter By Service



Job Referral - 5 Surveys



Career Success - 12 Surveys



Resource Room - 81 Surveys

Survey Snippet "My advisor was incredible, helping in ways I never thought possible".

NET PROMOTER

CareerSource CITRUS | LEVY | MARION

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

Employer Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ 100

CareerSource CITRUS | LEVY | MARION

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

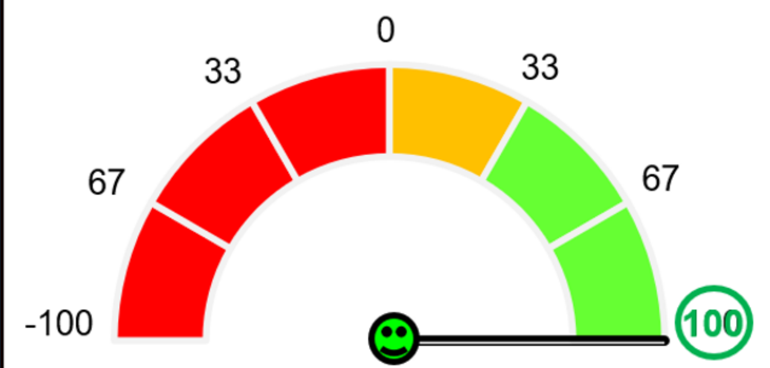
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.

Overall Score

Regional Net Promoter Score

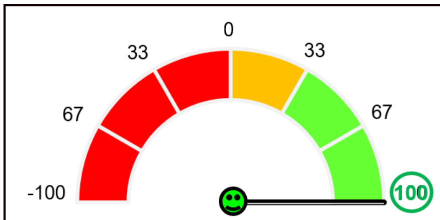
Transactional Survey – Employers

July to September 2025

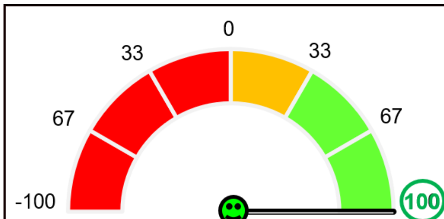


Category	Percent (%)	Count (#)
Promoters	100%	5
Passives	0%	0
Detractors	0%	0
Totals	100%	5

Transactional Net Promoter Score By Employer Service

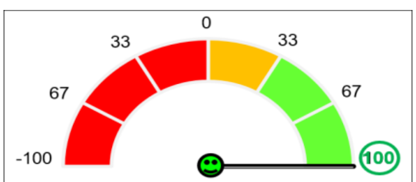


Job Order Follow-Up - 2 Surveys

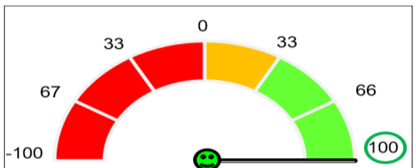


On Site Visit - 1 Survey

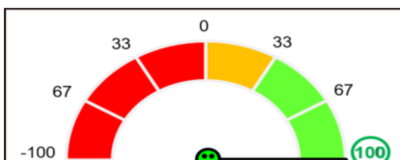
Transactional Net Promoter By Employer Size



10,000+



100 - 249



1 to 4

Survey Snippet "Star was very helpful getting our intern Derrick set up and after a successful program, we were able to hire him."

NET PROMOTER

Talent Center Cumulative Report Program Year July 25 to June 26

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

What Do the Scores Mean?

Below 0: Your organization has a large number of issues to address. You have too many **Detractors.**

0–30: You have a decent number of satisfied customers but not enough **Promoters.**

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

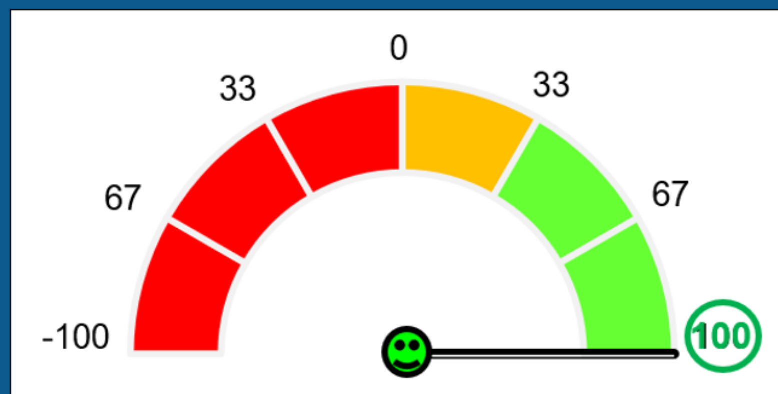
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.

Overall Score

Talent Center Net Promoter Score

Transactional Survey – Job Seekers

July to September 2025



Category	Percent (%)	Count (#)
Promoters	100%	16
Passives	0%	0
Detractors	0%	0
Totals	100%	16

Survey Snippet

"Aaliyah at the Talent Center was absolutely amazing! She went above and beyond helping me craft a strong, professional resume and provided incredible support throughout my job search. Her guidance was thoughtful, personalized, and truly made a difference.