



Career Center Committee  
 College of Central Florida  
 Enterprise Center, Suite 206  
 3003 SW College Rd., Ocala, FL 34474

## AGENDA

**Thursday, August 1, 2019 – 9:30 a.m.**

<http://careersourceclm.adobeconnect.com/careercenter8-1-2019/>

**Conference Call: 1-866-848-2216 – after prompt, enter code 5355193397#**

Call to Order Roll Call Approval of Minutes, May 2, 2019	Pages 2 - 4	C. Harris C. Schnettler C. Harris
<b><u>DISCUSSION ITEMS</u></b> DEO Policy Issuance/Impact on Operations DEO Response to USDOL Dr. Ford Case Management Training Changes to Meeting Agendas/Improvement Suggestions Workforce Issues that are Important to Our Community	Page 5 Pages 6 - 7 Pages 8 - 11 Page 12	K. Woodring R. Skinner D. French K. Woodring R. Skinner
<b><u>ACTION ITEMS</u></b> Approval of Youth Build Grant Application Discussion, Prioritization of Additional Youth Projects/Action DOL Monitoring Report on Youth Build DEO Monitoring Report - June	Page 13 Page 14 Pages 15 - 20 Pages 21 - 31	D. French K. Woodring D. French D. French
<b><u>PROJECT UPDATES</u></b> TPMA Event Report Apprenticeship Grants Net Promoter Reports CLM vs. State 2018-2019 Comparison Statistics Youth Programs	Pages 32 - 33 Page 34 Pages 35 - 36 Pages 37 - 50 Page 51 Page 52	D. French B. Chrisman B. Chrisman S. Litzinger S. Litzinger D. French / K. Grey
<b><u>MATTERS FROM THE FLOOR</u></b>		
<b><u>ADJOURNMENT</u></b>		

## 2019 – 2020 MEETING SCHEDULE

Business and Economic Development	Performance/Monitoring	Marketing/Outreach	Career Center	Executive	Full Board	
All committee meetings are held at the CF Ocala Campus, Enterprise Center, Room 206						
Thursday, 9:00 am	Tuesday, 9:00 am	Wednesday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/22/2019	8/6/2019	8/21/2019	8/1/2019	8/28/2019	9/4/2019	CF Chiefland
11/7/2019	11/5/2019	11/13/2019	11/21/2019	12/4/2019	12/11/2019	MTC Ocala
2/6/2020	2/4/2020	2/12/2020	2/20/2020	3/4/2020	3/11/2020	CF Lecanto
5/14/2020	5/5/2020	5/13/2020	5/7/2020	5/27/2020	6/3/2020	CF Ocala

## OUR VISION STATEMENT

*To be recognized as the number one workforce resource in the state of Florida by providing meaningful and professional customer service that is reflected in the quality of our job candidates and employer services.*



**CAREERSOURCE CITRUS LEVY MARION  
Career Center Committee**

**MINUTES**

DATE: May 2, 2019  
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL  
TIME: 9:30 a.m.

**MEMBERS PRESENT**

Charles Harris  
Jorge Martinez  
Judy Houlios

**MEMBERS ABSENT**

Carol Jones  
Amy Meek  
Debra Stanley  
David Benthussen  
Gloria Bishop  
John Cook  
Lanny Mathis

**OTHER ATTENDEES**

Rusty Skinner, CSCLM  
Kathleen Woodring, CSCLM  
Brenda Chrisman, CSCLM  
Dale French, CSCLM

Cira Schnettler, CSCLM  
Steven Litzinger, CSCLM

**CALL TO ORDER**

The meeting was called to order by Charles Harris at 9:32 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was not declared present.

**APPROVAL OF MINUTES**

The February 21, 2019 minutes will be brought before the next committee meeting for approval.

**ACTION ITEMS**

**Incumbent Worker Training – Policy Change**

Dale French stated that the change in policy is being requested to utilize local Incumbent Worker training, as permitted under WIOA. In this training program wage guidelines are not an eligibility factor when a business requires the training to retain

their workforce or avert layoff. All other eligibility criteria must be met for Incumbent Worker trainees (age, citizenship/right to work and compliance with Selective Service registration). Incumbent Worker training allows for the same levels and categories of cost reimbursements to assist businesses with training their employees as Employed Worker Training.

The action item will be brought before the Executive Committee as a quorum was not present to vote on the item.

## **DISCUSSION ITEMS**

None

## **PROJECT UPDATES**

### **TPMA**

Dale French advised the committee that TPMA made positive suggestions in the restructuring. A meeting was held with staff regarding the changes in the refocusing. TPMA representatives and staff are working well together. Charles inquired about two items. He asked about specifics of the “Ambassador Took Kit”. Dale stated that leadership in the company realize it is important that all employees conducting outreach should be able to present consistent talking points about our organization, with the understanding that points need to be targeted towards their audience. Rusty Skinner stated that the weekly employee e-newsletter will begin to incorporate key points for staff. Charles also asked if staff members are being asked about their community service activities and volunteer hours. Dale stated that a list is being compiled of the employees’ board memberships and activities. Kathleen noted that those individuals that participate in volunteer hours outside of work are being recognized as well and given a token of appreciation. Staff members are not only engaging with the United Way campaigns, but with other community service campaigns as well.

### **Event Report**

Brenda Chrisman stated that hiring events continue to be popular with many businesses, noting a correlation between that decrease in traffic in our centers and the decrease in event participant attendance. She was also excited to report that Citrus and Levy County school boards will be hosting Youth Career Expos in Spring 2020.

### **Apprenticeship Grants**

Brenda Chrisman informed the committee that MTC has signed the agreement to support hiring an instructor for the apprenticeship program. Marion County Home Builders association is also engaged and would like to create an apprenticeship program to support the school boards program.

Brenda met with WTC representatives to begin an outline of the needs of their apprenticeship program. The Citrus County School board has some funds for equipment and partial support of an instructor. Decisions are in flux on who will be managing the program.

Rusty Skinner stated that managing apprenticeship programs can be very timely and difficult for school boards and businesses. The 180 Skills program is resonating well with the business community. It can be very difficult and expensive for an educational partner to pull together a training program for a business that may only have a handful

or fewer students. The 180 Skills program offers that individualized training. Charles asked when the apprenticeship programs would occur during the year. Brenda explained that any programs created through an educational partner would mirror the school year schedule.

#### Net Promoter Reports

Steven Litzinger provided a summary of the Net Promotor outcomes. The reports are status quo and are very healthy. The SNAP surveys are now being reported separately to get a better picture of what is happening in the program and those results have been growing increasingly positive.

#### **MATTERS FROM THE FLOOR**

#### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:15 a.m.

#### **APPROVED:**

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## DEO Policy Issuance and Impact on Operations

In response to the report issued by DOL/ETA to DEO regarding the specifics of actions and lack of oversight in regions 14 & 15, DEO is making some procedural changes.

On May 24, 2019, DEO issued 3 policies

099 – Job Orders and Placements

098 – Employer Services

096 – Job Seeker Registration

These policies are their attempt to put into place procedures that will deter the other 23 regions from falsifying job seeker registrations, referral to job openings, placements, and the actual assistance to business with posting a job order. All of these were items that region 14 & 15 did in order to increase their performance.

Changes that we have made to our procedures to be in compliance with these policies are:

- We are struggling with the requirement to use the full registration on all candidates who receive a staff service. The partial registration is especially helpful during hiring events, where multiple individuals want to be entered into our system quickly in order to benefit from the hiring event. This new policy requires a full registration before we provide a service. We are now encouraging a full registration, but have instances where we will use the short form, so that we don't lose the candidate. Both registrations include a new section where the customer marks whether or not they give us permission to create or revise their registration, along with the requirement to case note.
- We must have the full registration before we can refer a candidate to a job and we must have the candidate's permission to refer. This is documented with a case note.
- We now must have proof of an employer authorizing us to post their job. Proof is a completed job order form, e-mail from employer, or case note regarding phone conversation.
- DEO is now sending an automatic e-mail to employers when we take a placement in Employ Florida. Unfortunately, the e-mail is branded heavily with DEO and not the brand that employers recognize from the CareerSource system.

We have communicated our displeasure with the way in which the policies were presented and with how checking a box or case noting permission is not going to solve the issue, it just increases work at the front end.

We have also submitted an e-mail to DEO with 22 questions asking for clarification on the 3 policies. We have not yet received any clarification.

**From:** Dale French  
**Sent:** Wednesday, July 17, 2019 7:49 AM  
**To:** Rusty Skinner; Brenda Chrisman; Kathleen Woodring; Steven Litzinger  
**Subject:** Fwd: Automated Communication to Employers Regarding Hires and Placements

FYI-

More measures being taken by DEO. Got this email from EF.

Dale French

----- Forwarded message -----

From: Employ Florida <[systemalert@geosolinc.com](mailto:systemalert@geosolinc.com)>

Date: Jul 17, 2019 12:47 AM

Subject: Automated Communication to Employers Regarding Hires and Placements

To: Dale French <[dfrench@careersourceclm.com](mailto:dfrench@careersourceclm.com)>

Cc:

*Thank you for being a valued business in the state of Florida and helping Florida's job seekers get back to work! The Department of Economic Opportunity appreciates your partnership and commitment to Florida's economy.*

*Records indicate the following position(s) have been hired for your job order(s) in Employ Florida:*

<b>Job Order #</b>	<b>Position Filled</b>	<b>Position Location</b>	<b>Hire Date</b>
10966609	DVOP Employment Security Rep II: CG 56	Ocala	07/10/2019

**IMPORTANT NOTE:** If you did not authorize the posting of these position(s) in Employ Florida and/or if the position(s) were not hired, please contact the Department of Economic Opportunity Customer Information Center at 1-800-438-4128 or via email at [CustomerInfoCenter@deo.myflorida.com](mailto:CustomerInfoCenter@deo.myflorida.com).

You are receiving this email, because you are a registered member of Employ Florida, and you were selected as a recipient for an email from another member, staff, or an automated process. If you would like to unsubscribe to all emails from Employ Florida, [Click Here](#).

**From:** Rusty Skinner  
**Sent:** Friday, July 12, 2019 10:46 AM  
**To:** Dillard, Ruth ([Ruth.Dillard@deo.myflorida.com](mailto:Ruth.Dillard@deo.myflorida.com))  
**Cc:** Dennard, Michelle; Robin King ([robinking@careersourcefv.com](mailto:robinking@careersourcefv.com))  
**Subject:** Follow up

I appreciated the call from Ms. Johnson on my email to Director Lawson. I thought that I would share with you the comments that I gave her and amplify somewhat.

First, while I am speaking for myself, I know of no other director who was not embarrassed, and even shamed, by the stories that emerged out of Tampa and St. Pete. We all want a system that we are proud of representing and have been eager of assist in identifying ways to better detect abuse. This is why receiving three policies, 97, 98 and 99, without any opportunity to provide input was so troubling.

When policies are issued simultaneously the fact that we are given 21 days to comment is a rather shallow opportunity. At the local level policies are reviewed by front line managers/supervisors as well as board staff to determine front line impact and insure that our direct service leaders have "buy-in." This becomes even more troublesome when the policies do not have a clear statement as to the problem that they are addressing and are issued without some form of highlighting the changes/additions to previous policies. I can't imagine that such drafts that indicate changes are not provided to the management review team at DEO. We ask for that same courtesy.

As to some specifics of the policies and your corrective action response to USDOL, I would offer the following thoughts.

- With regard to getting "permission of the job seeker", this is a normal business practice for us. We do not document it in case notes. What does that requirement solve? It increases the work for our front line staff, but nothing else. For the abuse that was documented, if someone is falsifying the actual services, falsely entering a case note is nothing that they will flinch at. What is needed is an objective validation. You included that in your response to USDOL saying that you would conduct random contacts of those served. That is the solution. Coupled with an analysis that takes into consideration memory lapse on the part of the jobseeker, it provides meaning full validation. A case note is only a box your monitors will check, rather than the type of qualitative review necessary to prevent future problems.
- Permission to list a job from the employer tracks the same as the above. More work for front line, a box for monitors to check and nothing else.
- With regard to the statement about board member conflicts in the USDOL response, leaving the room during the discussion/vote on an item seems unnecessary. Board member conflicts are recorded in our minutes, they are required to complete Form 8B provided by the Florida Commission on Ethics and that form is attached to the minutes. What is solved by them leaving the room? In my years I have never seen the presence of a board member as a deterrent to comments from other board members- favorably or unfavorably- about a matter.

Had I been provided the opportunity to comment on the three policies and discuss some of the larger issues I would have provided these comments and more so that the policies and approaches taken to provide meaningful oversight. I am sure that my colleagues would have offered meaningful options as well.

Sometimes I feel that the local system is not regarded as a partner, but a subject. I can assure you that while we may push for an approach that is different, we all want a system of integrity and top caliber service.

Thank you for your time and I hope that in the future my comments on reviewing documents can be considered.



# Dr. Beverly Ford's CASE MANAGEMENT CERTIFICATION



**FLORIDA  
WORKFORCE  
DEVELOPMENT  
ASSOCIATION**

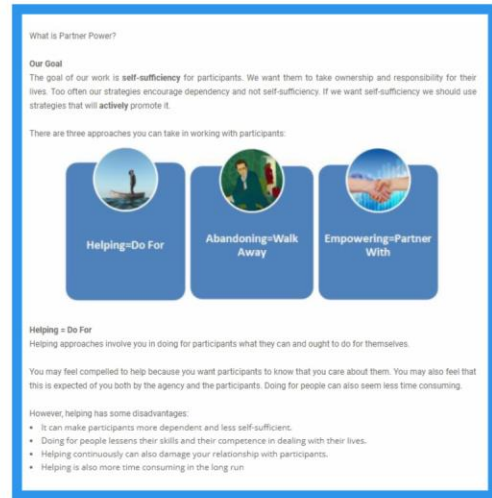
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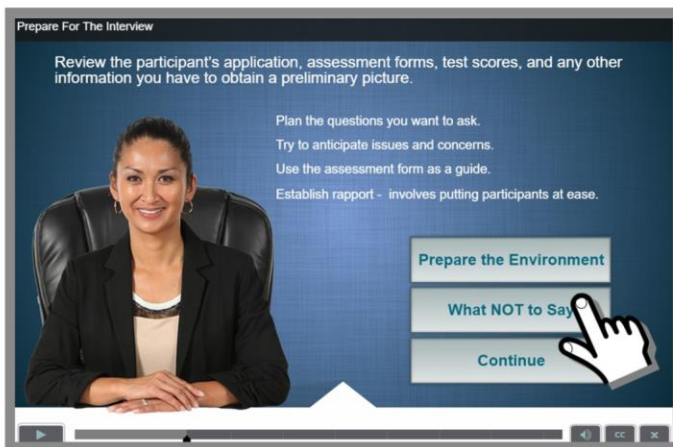


WATCH

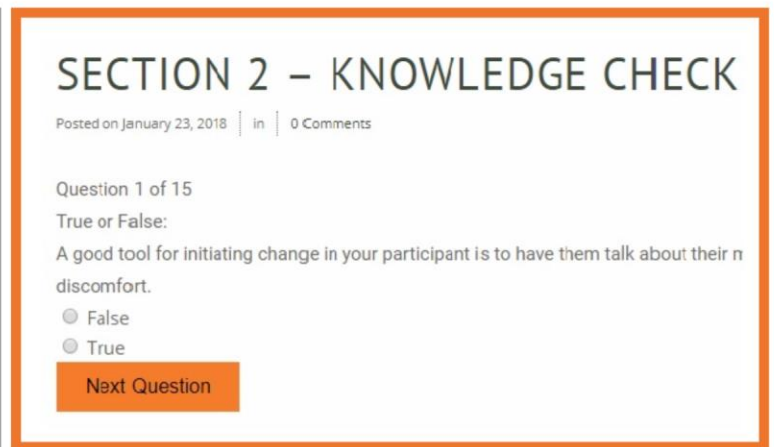


READ

LISTEN



CLICK



TEST

Dr. Beverly O. Ford has conducted training in case management, employment preparation, welfare reform, and client empowerment for over 100,000 people in 42 states. Beverly has trained staff in a variety of agencies to include: Departments of Social Services, Employment Services, WIA, Head Start, Community Action, Adult Education, Housing Authorities, Job Corps, Homeless Programs, and Public Health. She has extensive hands on experience in employment and training. For nine years she operated programs for adults and youth. Beverly has also taught undergraduate and graduate students at the university level. Dr. Ford has been assisting workforce professionals with case management issues for more than 30 years. Her appreciation for the front-line work to be done, sets her apart, as she shares best practices, strategies and tactics for successful outcomes throughout the course!



**DR. FORD**

## SYLLABUS

- Syllabus, created from Dr. Ford's experiences, training classes and published books.
- Each section brings forth ideas and examples from actual in-field scenarios.
- A knowledge-check exam concludes each lesson, in each section.
- Each course takes 4-5 hours to complete

ALL NEW - 100% WEB-BASED AND SELF-PACED - INCLUDES ALL EXAMS FOR CERTIFICATION

### CASE MANAGEMENT 1

SECTION 1 THE FOUNDATION	SECTION 2 THE PROCESS	SECTION 3 THE CASE NOTES
Introduction What is Case Management? Helping vs. Empowering The Process of Case Management Knowledge Check Exam Handouts	Introduction Effective Assessment Motivating the Unmotivated Power of Partnership Knowledge Check Exam Handouts	Introduction Managing Your Caseload Case Notes For You Following Up Knowledge Check Exam Handouts

### CASE MANAGEMENT 2

SECTION 1 FOUNDATIONAL SKILLS	SECTION 2 ENHANCING THE PARTNERSHIP RELATIONSHIP	SECTION 3 ADVANCED TOOLS
Hear Them Out Influencing Attitudes and Behaviors The Difficult Conversations Knowledge Check Exam	Sharing YOUR Story Putting It All Together Strategies for Problem Solving Knowledge Check Exam	Expanding Your Bag of Tricks Crisis Case Management Knowledge Check Exam

### SECTION 4 THE WIOA CONNECTION

Transforming Case Managers Into WIOA Career Planners  
Progressive Employment as a WIOA Solution  
Connecting WIOA Career Planners to Business Services  
Knowledge Check Exam

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917-549-3909



## Suggested Changes to Meeting Format

We have successfully focused on increasing participation/attendance at the committee meetings and the quarterly board meetings. This is a good sign for the operations of our business, gaining interested and invested board members who have a solid understanding of our business.

We have had the same agenda order for quite some time and wish to have each committee review and suggest any other changes that will be beneficial to sustaining board engagement.

We are suggesting the following change to greater engage communication between staff and the committee chairs. We will designate an upper level staff member to work with the committee chairs both in preparation for the meetings and for reporting committee activity to the full board. Following is our suggested enhancement.

<b>Committee</b>	<b>Staff</b>
Career Center Committee	Dale
Business & ED	Brenda
Performance/Monitoring	Dale
Marketing & Outreach	Kathleen
Executive	Rusty

- Basically on those committee meetings, designated staff will be the main support to the committee chair to discuss the action items and updates or to provide the segway to another staff if necessary. We usually note that on the agenda now, so that should happen pretty smoothly, this part really won't change.
- The designated staff will contact the committee chair prior to the meeting to see if they have any questions about the agenda items and to give any necessary briefings beforehand.
- Following the meeting, the designated staff member will summarize the highpoints of the meeting and provide this summary in writing to the Committee Chair for them to use to report out on the meeting to the full board.
- These committee reports will occur on the Board agenda after the approval of minutes. If the committee chair is absent at the Board meeting, then staff of that committee will step in and provide the summary. This will assist in giving background to business items, so that when we get to the consent agenda, board members are better briefed for the vote.

Should we have a new committee chair; the "staff" will assist through the first few meetings as needed for Robert's Rules.

Rusty and I will attend all of the meetings and will be able to step in if needed. This will continue to provide the focus on our main lines of business.



## **RECORD OF ACTION/APPROVAL**

### **Career Center Committee Meeting August 1, 2019**

#### **TOPIC/ISSUE:**

Application for next round of YouthBuild grant funding.

#### **BACKGROUND:**

The Department of Labor has released a funding opportunity for the next round of YouthBuild grants. Funding opportunities will now be released every two years. The DOL has changed the application criteria to allow current grantees to apply for a second grant that would overlap services during the planning period.

#### **POINTS OF CONSIDERATION:**

Our proposed grant submission would contain training for 48 young adults over a two year performance period beginning in January 2020 and concluding in December 2021. The funding request amount is anticipated to be approximately \$775,000.00.

#### **STAFF RECOMMENDATIONS:**

Approve submission of the YouthBuild grant application.

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**



## RECORD OF ACTION/APPROVAL

### Career Center Committee Meeting August 1, 2019

#### **TOPIC/ISSUE:**

Our current budget has some excess funds in both WIOA youth and in Welfare Transition Support Services which we could use to provide some additional youth programming.

#### **BACKGROUND:**

We have approximately \$400,000 in excess under WIOA youth. We would like to plan on having about \$200,000 for carryforward for next year, which leaves \$200,000 available for an out of school program.

WTP funding can be used to serve youth, especially if they are economically eligible, from a family who is receiving or living in a high poverty neighborhood. Last year our WTP program spent \$30,000 for support services. We want to encourage an increase in support services for this year and plan to spend \$100,000. This would leave \$400,000 to incorporate into youth programming for either in-school or out of school youth.

#### **POINTS OF CONSIDERATION:**

Following are some ideas and estimates for discussion/consideration:

1. Conduct another 6 month cycle of Phoenix Rising in Citrus County in partnership with the Habitat for Humanity. **Estimated Cost: \$250,000**
2. Six week career exploration camp for Middle School students focused in high poverty area. **Estimated Cost of 1 camp: \$70,000**
3. Six week out of school Summer Jobs program in 1 county with 30 worksites. **Estimated Cost: \$83,000.**

#### **STAFF RECOMMENDATIONS:**

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**



## **RECORD OF ACTION/APPROVAL**

### **Career Center Committee Meeting August 1, 2019**

#### **TOPIC/ISSUE:**

Acceptance of the Department of Labor (DOL) YouthBuild monitoring report.

#### **BACKGROUND:**

Ms. Sherrie Wilson (Federal Project Officer) from the DOL was onsite to conduct monitoring of the current YouthBuild program on June 3, 4, 5, 2019. She reviewed customer files, financial records and processes, interviewed grant related staff and toured the three build sites available to date.

#### **POINTS OF CONSIDERATION:**

The final report revealed no Other Non-compliance issues or findings. No other issues were reported. Ms. Wilson stated during her visit that she was pleased with our program. A copy of the report is attached.

#### **STAFF RECOMMENDATIONS:**

Accept the monitoring report as submitted to us from the DOL.

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**

**U.S. Department of Labor**

Employment and Training Administration  
Sam Nunn Atlanta Federal Center  
Room 6M12 – 61 Forsyth Street S.W  
Atlanta, Georgia 30303



July 19, 2019

Dale French  
Authorized Signatory  
Citrus Levy Marion Regional  
Workforce Development Board, Inc.  
3003 S.W. College Road  
Suite 205  
Ocala, Florida 34474-6253

Dear Mr. French:

During the period of June 3-6, 2019, the U. S. Department of Labor (DOL), Employment and Training Administration (ETA), Atlanta Regional Office conducted a compliance review of the following program:

Citrus Levy Marion Regional Workforce Development Board, Inc. YouthBuild Grant  
YB-31044-17-A-60-A-12

Enclosed is our report, which resulted in no Findings or Areas of Concern. A response to this report is not required.

Thank you for your assistance and that of your staff during our review. If you have any questions, please contact your Federal Project Officer, Sherrie Wilson, at (404) 302-5345 or Sonja Johnson, Unit Chief, at (404) 302-5337.

Sincerely,

Winston Tompoe,  
Acting, Regional Administrator

Enclosure

## **EXECUTIVE SUMMARY**

The review resulted in no Findings.

Please note that the review did not cover any areas outside the defined scope. Although no material issues came to the reviewer's attention, there is no assurance that other issues may not exist.

## **SCOPE OF REVIEW**

**Dates of Review:** June 3-6, 2019

**Date of Exit Conference:** June 6, 2019

**ETA Reviewer:** Sherrie Wilson, Federal Project Officer

### **Attendees at Entrance/Exit Conference:**

#### CareerSource Citrus Levy Marion Staff

Kathleen Woodring, Executive Vice President

Dale French, Director of Operations

Cory Weaver, Program Development/Reporting Manager

Kimberly Grey, Program Manager, Eckerd Youth Alternatives

Heaven Colon, Eckerd Youth Alternatives

Yvette Moreno, Workforce Development Specialist, Eckerd Youth Alternatives

#### C2 Global Professional Services, LLC (Sub-recipient Staff)

Caroline Joseph-Paul, Managing Director

Ahmanee Collins-Bandoo, Manager, Data Analysis, Reporting and Quality Assurance

Bob Knippel, Program Manager

### **Purpose of the Review:**

- To evaluate whether the grant program is complying with Federal requirements and is likely to meet projections for enrollments, expenditures and performance outcomes;
- To assess whether the quality of the grant program and services are sufficient to meet performance goals; and
- To identify any technical needs.

In particular, the review assessed whether the grant is operating in accordance under the authority of the Workforce Innovation and Opportunity Act, P. L. 113.28, 2 CFR Part 200; Uniform Administrative Requirements, Cost Principles and Audit Requirements; Final Rule 2 CFR Part 2900; DOL Exceptions to 2 CFR Part 200.

In order to make the above assessments, the Regional Office reviewer interviewed managers and staff regarding the program administration, performance, and financial management aspects of the grant as outlined in the Core Monitoring Guide (CMG). The Regional Office reviewer examined grantee policies, procedures and financial records; and in addition examined participant case files and interviewed program participants.

### **Grant/Program Reviewed:**

YouthBuild Grant – Citrus Levy Marion (CLM) Regional Workforce Development Phoenix Rising YouthBuild (YB)

**Period Covered for Review:** September 1, 2017 to March 31, 2019

**Tool Used for Review:** ETA Core Monitoring Guide, Revised April 2018

## **BACKGROUND**

*Service Delivery Areas:* Residents of West Ocala and Silver Springs Shores located in Marion County, specifically zip codes 34472, 34475 and 34480.

*Grant Period in Months:* September 1, 2017 – December 31, 2020 (36 Months)

*Award Amount:* \$806,096

### **Program Abstract:**

The purpose of this program is to fund organizations to provide education, occupational skill training, leadership development and post-program placement opportunities to at-risk youth. YB is a community-based alternative education program for youth ages 16 through 24. Eligible youth may be high school dropouts, adjudicated youth, youth aging out of foster care, youth with disabilities, homeless youth, and other disconnected youth populations. The grantee also seeks to expand the supply of permanent housing for low income and homeless individuals through the construction skills training component of the program.

CLM's Phoenix Rising YB Program is providing 48 low-income youth ages 16-24 with mentorship, career counseling, academics support and leadership training. The grantee is providing a robust and challenging academic program leading to opportunities for youth to transition to post-secondary training should they choose. Phoenix Rising YB is required to provide 24 months of program services ensuring the program design allows for 50 percent of participant's time be spent in academic activities, 40 percent of the participant's time engaged in construction skills training, and 10 percent of the participant's in leadership and community

service activities. The grantee is also required to provide up to 12 months of follow-up services to participants.

Table 1: Key Performance Goals from (9/1/17 - 3/31/19)

<b>Key Performance Goal</b>	<b>Planned Total for Grant Period</b>	<b>Actual Through 3/31/2019</b>	<b>Percent of Total Goal Achieved</b>
<b>Participants Served</b>	48	37/48	77%
<b>Placements</b>	13	11	85%
<b>Credential</b>	37	37	100%
<b>Literacy/Numeracy</b>	35	21	60%

Based on the ETA 9130 quarterly financial report for the period ending March 31, 2019, the grantee reported \$289,994 in grant fund expenditures. In addition, the grantee reported \$119,513 in Match expenditures.

## **CORE ACTIVITIES 1-3 REVIEWED AS OUTLINED IN THE CMG**

### **Core Activity 1: SERVICE DESIGN & DELIVERY**

- Objective 1.a: Planning and Program Design
- Objective 1.b: Implementation
- Objective 1.c: Products and Deliverables
- Objective 1.d: Business Services and Employer Engagement
- Objective 1.e: Participant Services

### **Core Activity 2: Grant Operations**

- Objective 2.a: Project Management
- Objective 2.b: Budget
- Objective 2.c: Property Management
- Objective 2.d: Procurement and Contract Administration
- Objective 2.e: Performance Management
- Objective 2.f: Sub recipient Management & Oversight
- Objective 2.g: Records Management
- Objective 2.h: Personnel
- Objective 2.i: Civil Rights, Complaints, Grievances and Incident Reporting

### **Core Activity 3: Financial Management Systems**

- Objective 3.a: Internal Controls
- Objective 3.b: Accounting Systems and Financial Reporting

- Objective 3.c: Payment and Cash Management
- Objective 3.d: Match and Leverage Resources
- Objective 3.f: Allowable Costs and Cost Classification
- Objective 3.g: Cost Allocation/Indirect Costs
- Objective 3.h: Audits and Audit Resolution

**-- END OF REPORT --**



## **RECORD OF ACTION/APPROVAL**

### **Career Center Committee Meeting August 1, 2019**

#### **TOPIC/ISSUE:**

Acceptance of the Department of Economic Opportunity (DEO) monitoring report.

#### **BACKGROUND:**

The DEO conducted programmatic monitoring from June 10 through June 18. The review was done remotely through our electronic records system.

#### **POINTS OF CONSIDERATION:**

The report attached is the preliminary report issued from DEO. We are expecting to receive the final report this fall. This report reflects Other Non-Compliance issues and Findings that could not be corrected during the monitoring period and will be reflected in the final report. Staff training has either been completed or is underway to address the issues noted in the report.

#### **STAFF RECOMMENDATIONS:**

Accept the monitoring as submitted by the DEO.

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**

DEPARTMENT OF ECONOMIC OPPORTUNITY  
CareerSource Citrus Levy Marion (CSCLM)  
LWDB 10 Preliminary Review Summary  
June 10-14, 2019

WELFARE TRANSITION (WT) PROGRAM

Participant Case File Review

A total of 45 participant case files were reviewed.

2018-2019 Monitoring Results								
Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Recommendation
WT / TANF	1. Documentation to support JPR hours was not retained in a participant case file.	<u>F.S. 445.010, 45CFR 261.60-62, 45CFR 262, and Florida's Work Verification Plan.</u>	Y	Y	N/A	N/A	N/A	LWDB staff must ensure that documentation or other forms of allowable verification as described in the approved Work Verification Plan are retained in the participant case file and auditable.
	2. There was an instance where a safety plan was not developed for a victim of domestic violence.	<u>Domestic Violence Guidance AWI F G 02-026 and Relocation Guidance AWI FG 01-023.</u>	N	Y	N/A	N/A	N/A	The LWDB program staff must develop a safety plan for all participants that disclose they are victims of domestic violence and ensure that elements from the safety plan are included in the IRP/ARP for victims of domestic violence to identify resources, address barriers to self-sufficiency and to outline the steps to help keep the family safe.

	3. The form DEO WTP-2292 was not mailed and retained in the participant case file for a second failure within 30 days. Also, during the 10- day counseling period OSST case notes were incomplete.	<b><u>45 CFR 261.14, 414.065 (F.S.), 65A-4.205, Florida Administrative Code, and FG 03-037.</u></b>	<b>N</b>	<b>Y</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	LWDB staff must ensure the DEO WTP-2292 form is mailed and retained in the participant case file for a second failure. Additionally, staff must ensure that when an attempt to contact the participant during the 10-day counseling period is conducted and case notes are entered in OSST. The reviewer must be able to determine that the participant was counseled regarding the failure if the penalty is ended with complied or other during the 10-day period.
	4. A participant case file did not contain the required eligibility documentation to support a transitional service. Also, several transitional services entered in OSST were not ended in a timely manner.	<b><u>445.028-.32, F.S., 65A-4.218 and Transitional Childcare Guidance.</u></b>	<b>N</b>	<b>Y</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	LWDB staff must be reminded that program participants must provide proof of continued eligibility each time a transitional service is requested. LWDB staff is responsible for ensuring that documentation is recent and relative to the time period in which the service is being provided. Additionally, if documentation of continued eligibility is not provided, all transitional services must be ended in OSST.
<b>Totals</b>			<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	

#### **SUPPLEMENTAL NUTRITION ASSISTANCE EDUCATION AND TRAINING PROGRAM (SNAP E&T)**

##### **General Comment**

A review of the LWDB's local operating plan (LOP) revealed that some of the LWDB's policies and procedures needed updates to conduct the 2018-2019 SNAP E&T program. The updates to the initial engagement and work activity portions of the Local Operating Plan (LOP) were updated during the review and will be presented for approval. CSCLM

maintains an oversight and quality assurance process that examines programmatic operations and practices. Copies of local monitoring procedures and reports were provided to DEO monitors to support the LWDB's monitoring activities.

#### Participant Case File Review

**A total of 47 participant case files were reviewed.**

Case files reviewed contained documentation of eligibility and other case management elements, and participant data recorded in OSST was determined to have been correctly entered based on case file documentation requirements in sample files reviewed with the exception of the following:

2018-2019 Monitoring Results								
Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Recommendation
Supplemental Nutrition Assistance Education and Training Program (SNAP E&T)	1. Participant case file was missing a grievance form.	<u>FG 00-004 rev06/08/07, State Plan.</u>	N	Y	N/A	N/A	N/A	LWDB staff must ensure all grievance forms are signed and dated at the time of completion.
	2. Participants were not assigned to 120 hours per month in work activities in combination with employment. Additionally, it was observed several participants were not assigned 80 hrs., however this was clarified through case notes.	<u>7 CFR 273.7(m) (3)(v)(A) and the SNAP State Plan.</u>	N	Y	N/A	N/A	N/A	LWDB must ensure staff accurately assigns, counts and verifies participation hours before entering the information in OSST. This could result in potential questioned costs for overpayment of food assistance benefits to an individual who should have been sanctioned for not meeting participation requirements. Recommend refresher training
	3. A participant did not have a noncompliance requested timely when warranted for failure to meet the mandatory activity requirement.	<u>7 CFR 273.7(f) and the SNAP State Plan</u>	N	Y	n/a	n/a	n/a	Program staff should be reminded that a noncompliance request to DCF must be requested timely for participants who fail to complete the 80 hours per month mandatory work requirement
	4. Entering JS/JST, Education, and WE JPR hours in OSST as	<u>273.7(e)(1); SNAP Toolkit</u>	N/A	N/A	N/A	N/A	N	Though correct number of hours are being enter in case notes and

	weekly hours instead of monthly. Additionally, it was observed that job search is being assign as a stand-alone work activity.							work plans, case mgrs. must ensure to assign monthly JPR hours (80/120) hours in OSST according to SNAP E&T state Plan. Incorrect assignment of hours could result in potential questioned costs for overpayment or under payment of food assistance benefits to individuals who should have been sanctioned for not meeting participation requirements. Also, JS alone does not increase self-sufficiency. Case managers must assign activities to encourage employment.
	1. Entering inappropriate attendance status code to end the 590 Initial Engagement appointment outcome in OSST	<u><b>Memo dated January 5, 2017</b></u>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N</b>	Staff must use correct attendance status per Memo dated January 5, 2017. Incorrect codes will result in incorrect reporting. Recommending refresher training and review of Memorandum.
<b>Totals</b>			<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	

#### **COLLECTION OF DEMOGRAPHIC DATA**

The Demographic Process review tool was used to gather information about CSCLM's practice of collecting demographic data. Staff indicated all customers are asked to register in the Employ Florida system when they first enter the career centers. The registration process advises customers the information requested is voluntary, kept confidential, and only used in accordance to federal law. No issues were found.

#### **FINANCIAL DISCLOSURE**

In reviewing the Financial Disclosure Process Tool, CSCLM board members have filed their Financial Form 1F with the appropriate entity. There were board member missing either from the Commission on Ethic's website or LWDB's website. CSCLM's coordinator attests that updates will be made and will be reflected during the next Ethic Commission portal update period, scheduled for July 1, 2019. It is recommended, once updated, that CSCLM's coordinator verify that all board members listed have filed their financial disclosure statements.

Regarding board meeting minutes, it appears that all board meeting minutes have been posted to CSCLM's website, per requirements identified in DEO's email dated May 29, 2018. No issues were observed.

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

**ADULT AND DISLOCATED WORKER PROGRAM**

**Participant Case File Review**

A total of 32 participant case files, (27 adults and five dislocated workers) were reviewed.

2018-2019 Monitoring Results								
Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Recommendation
Workforce Innovation and Opportunity Act (WIOA)  Adult and Dislocated Worker Program	1. In several instances, there was no evidence that follow-up services were offered or provided for a minimum of 12 months following the first day of employment, to participants who were placed in unsubsidized employment.	<u>20 CFR 680.150, WIOA Sec. 134(c) (2)(A)(xiii), TEGL 19-16.</u>	N	Y	N/A	N/A	N/A	CSCLM must review all participant case files that have closed with unsubsidized employment to ensure that follow-up services have been offered and made available for a minimum of 12 months following the first day of employment. Once the offer has been made and if the participant declines further services or cannot be located, documentation of the offer or effort to contact the participant must be added to the participant's case file.
	2. In several instances, measurable skill gains were not recorded in Employ Florida for the applicable program year in which the participants were enrolled in an educational or training program.	<u>22 CFR Part 677.155 (a)(v), WIOA Sec. 116 and TEGL 10-16 Change 1.</u>	N/A	N/A	N	Y	N/A	The LWDB must ensure that measurable skills gains are captured and recorded in Employ Florida for each applicable program year that the participant is enrolled in an educational or training program.
<b>Totals</b>			<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	

## WIOA YOUTH PROGRAM

### Participant Case File Review

A total of 15 out-of-school participant case files were reviewed.

2018-2019 Monitoring Results								
Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue	Observation	Recommendation
Workforce Innovation and Opportunity Act (WIOA)  Youth Program	1. In one instance, measurable skill gains were not recorded in Employ Florida for the applicable program year in which the participant was enrolled in an educational or training program.	<u>22 CFR Part 677.155 (a)(v), WIOA Sec. 116 and TEGL 10-16 Change 1.</u>	N/A	N/A	?	Y	N/A	The LWDB must ensure that measurable skills gains are captured and recorded in Employ Florida for each applicable program year that the participant is enrolled in an educational or training program.
Totals			0	0	0	1	0	

### SPECIAL PROJECTS

- Sector Partnership (SP NEG): Five participant case files
- Sector Strategies Bridge to Skilled Trades: Five participant case files
- Sector Strategies Bridge to Skilled Trades II: Five participant case files
- Hurricane Maria: Five participant case files
- Evacuee Assistance: Two participant case files

### Participant Case File Review

A total of 22 participant case files were reviewed.

2018-2019 Monitoring Results								
Workforce	Issue	Applicable	Prior	Current	Prior Year	Current Year	Observation	Recommendation

Program		Reference	Year Finding	Year Finding	Other Noncompliance Issue	Other Noncompliance Issue		
Workforce Innovation and Opportunity Act (WIOA)  SP NEG SSBST	1. In a few instances, there was no evidence that follow-up services were offered or provided following the first day of employment, to participants who were placed in unsubsidized employment.	<u>20 CFR 680.150, WIOA Sec. 134(c)(2)(A)(xiii), TEGL 19-16.</u>	N	Y	N/A	N/A	N/A	CSCLM must review all participant case files that have closed with unsubsidized employment to ensure that follow-up services have been offered and made available for a minimum of 12 months following the first day of employment. Once the offer has been made and if the participant declines further services or cannot be located, documentation of the offer or effort to contact the participant must be added to the participant's case file.
Totals			0	1	0	0	0	

#### TRADE ADJUSTMENT ASSISTANCE (TAA)

##### Participant Case File Review

Two participant case files were reviewed.

##### General Comment

Participants were enrolled in training but were not co-enrolled in the WIOA partner program. Additionally, in one instance, the participant was not offered or provided supportive services. While not mandated by legislation, it is highly recommended that LWDBs co-enroll all eligible TAA participants into the WIOA program to leverage resources and provide appropriate supportive service.

2018-2019 Monitoring Results								
Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue	Observation	Recommendation

<b>Trade Adjustment Assistance (TAA)</b>	1. Time and attendance records and training benchmarks were not found in the participant's case file.  <b>Note:</b> This is a combined issue.	<u><b>20 CFR 617.22, TEGLs 10-11, 7-13, 05-15.</b></u>	<b>N/A</b>	<b>N/A</b>	<b>N</b>	<b>Y</b>	<b>N/A</b>	Attendance records and training benchmarks must be maintained for all participants who are enrolled in a training activity.
<b>Totals</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	

### **WAGNER-PEYSER (WP) PROGRAM**

#### **General Comment**

Data from participant case files over the review period was compiled by DEO's Quality Assurance and Policy team. The data trends were identified and discussed with the LWDB, and some items were highlighted during the review of the participant case files. Elements of some of the analysis may be included in the issues below. The data provided was also intended as informational for the LWDB in analyzing business processes, staff practices, LWDB policies, and overall operations of the organization.

The monitoring team reviewed each career center's Migrant Indicators of Compliance (MIC) report for the 7/01/2017 to 6/30/2018 review period. Although the number of MSFWs served were minimal, some shortfalls in meeting established criteria for the Migrant and Seasonal Farmworker (MSFW) equity ratio and minimum service level indicators were discussed with the LWDB. The LWDB was made aware of areas in need of analysis and improvement, including possible strategies to increase the level of services to MSFWs. *Note: The LWDB researched the MSFWs identified in the MIC report during the period above. The LWDB indicated they were only able to validate two job seekers as MSFWs.*

#### **Participant Case File Review**

A total of 71 (47 job seekers, 20 job orders, and four RESEA) case files were reviewed.

<b>2018-2019 Monitoring Results</b>								
<b>Workforce Program</b>	<b>Issue</b>	<b>Applicable Reference</b>	<b>Prior Year Finding</b>	<b>Current Year Finding</b>	<b>Prior Year ONI</b>	<b>Current Year ONI</b>	<b>Observation</b>	<b>Recommendation</b>
<b>Wagner – Peyser (WP)</b>	1. A couple of placements and obtained employment on a job order were recorded by staff for the same job seeker, the same employer, same position and same job start date. Additionally, a job order had a	<u><b>20 CFR 651.10; 20 CFR 680.170; TEGL 19-16; and DEO FG-099.</b></u>	<b>N</b>	<b>Y</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	Staff must ensure duplicate credits are not claimed for a hire. Staff must verify no automated or manually obtained employment has been recorded in Employ Florida prior to taking a 750-879 hire for a placement for the same

	<p>couple of job seekers' placements recorded for a job with an O*NET code not listed in the job order.</p> <p><i>Note: The LWDB indicated the instances of the placement and obtained employment occurred on job orders prior to the review period; however, the job order was open during the review period and the policy was issued prior to the instances occurring.</i></p>							<p>employer, same position and same job start date. If an automated obtained employment exists prior to the entry of placement, staff must either void the code 881 obtained employment or not take a placement against the job order.</p> <p>Placements on job orders entered in Employ Florida must be for one position matching the single O*NET code listed in Employ Florida. If multiple O*NET type jobs are available, individual job orders must be created for each position with a different O*NET code.</p>
	<p>2. A few job orders reviewed contained a couple of staff-referred applicants that did not meet the minimum job qualifications specified in the job order. Additionally, background information in Employ Florida for a few of the applicants who did not meet the job order qualifications was missing.</p>	<p><u>20 CFR 652.3 and DEP AP 099.</u></p>	N/A	N/A	Y	Y	N/A	<p>The LWDB must remind staff that prior to referring a job seeker to a job, the job order must be adequately reviewed by staff to ensure that the job seeker meets the minimum job qualifications as specified on the job order. Additionally, staff need to encourage job seekers to complete applications to help better match their skills, education, and strengths to the correct job orders.</p>
<b>Totals</b>			<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	

#### CAREER CENTER CREDENTIALING

A Career Center Credentialing review was conducted to determine compliance with program guidance. The methodology for conducting the review will include self-certification by the LWDB that the following credentialing requirements had been met for the review period at each of the career center locations in the LWDA (posters, signage and resource room verification). All other administrative requirements and records (listing of front-line staff, continuing education hours attained, complaint system information, etc.) were reviewed by the monitor.

The monitor also reviewed the administrative documents provided to determine whether all "front-line" staff members had completed their required Tier I Certification courses

and the 15 hours of continuing education courses in related subjects. As part of the credentialing process, the monitor reviewed the LWDB's complaint system to ensure that a system is in place to process any Wagner-Peyser complaints received.

***The review did not reveal any Findings, Other Noncompliance Issues or Observations.***

#### **MANAGEMENT INFORMATION SYSTEMS (MIS)**

The Inspector General's (IG) office has conducted a full information security audit of the LWDB, with a final report published in August 2017. The IG conducted a follow-up in February 2018 that resulted in no further action on the LWDB's part. However, review staff conducted the following actions to support answers provided on the Combined Process Management tool completed by the LWDB.

The LWDB provided an up-to-date listing of all MIS users during the review period who have had their status revoked. The monitor matched the names of terminated users on the LWDB's list with user staff accounts maintained by DEO's Internal Security unit to determine whether any of those individuals still had access to the system and/or if their privileges had been revoked. According to the LWDB, a review of all staff access to systems is performed whenever a change in personnel is performed. Additionally, the MIS security forms are maintained electronically or in hard (paper) copy form in a secure location.

The LWDB also appears to have policies and procedures in place to ensure that individuals hired during the review period had a background screening. The LWDB provided a list of new staff hires and the date a background screening was conducted for each employee during the review period.

***The review did not reveal any Findings, Other Noncompliance Issues or Observations.***

## Program Year 18 Quarter 4 Summary Report

### Activities Completed

- PY18 Q3 Report/Recommendations/Communication  
*Submitted the report from the Q3 visit, including general observations on updates and overall center operations.*
- Fourth Quarter Site Visit
  - *6/17/2019: Meeting with senior staff, 14<sup>th</sup> Street Center Visit, Center Management meeting, Meeting with WTP/SNAP teams*
  - *6/18/2019: Meeting with Career Development Coaches at 14<sup>th</sup> Street, Meetings with Chiefland staff*
  - *6/19/2019: Meeting with Lecanto/Chiefland Center Manager, Meetings with Lecanto staff*
  - *6/20/2019: Exit meeting with senior staff*
- Assisted in developing and refining Business Refocusing
- Attendance at the State of the Workforce Summit

### On-Site Summary/Observations

- Feedback related to the staff survey was generally positive, with many comments included that staff value the opportunity to provide input. Seeing the negative feedback from some staff was disheartening for a lot of others, even though it wasn't as common as the positive comments about the work environment.
- There were mixed responses to the plans to move staff locations in the 14<sup>th</sup> street office, with most of the pushback seeming to come from miscommunication or a lack of clear communication. In the future, clearer communication about plans for change and how they will be implemented would help ease the transition.
- Another concern related to the move was related to the noise of traffic of customers, including their children. All staff in the center will need to understand that while it's not the ideal and won't be the first recommendation, sometimes customers will bring children into the center, and we need to be flexible enough to accommodate them and meet their needs.
- Traffic continues to be down across the board within each office, and staff are interested in finding ways to drive in new traffic, including examples of staff going out into the community and making connections with partners that could help to increase referrals.
- With traffic being low, we're continuing to see the hardest to serve populations, as well as an increase in older workers. Some staff mentioned that they would benefit from learning more strategies to serve the older populations.
- Staff in both Citrus and Levy Counties expressed a desire to see more marketing and outreach, also in an attempt to spread the word and increase the utilization of services.
- There is still a need for a more consistent presence of business services in Citrus and Levy Counties, especially among businesses that don't fall into targeted sectors. Because many of the jobs available are lower paying or non-targeted sector jobs, there aren't any jobs that appear in Employ Florida for jobseekers.

- There still seems to be confusion in some cases about the dynamic among management – programmatic managers and administrative managers. The organization would benefit from more clarity on roles and responsibilities among management.

## Recommendations

1. Increase the presence of business development in Citrus and Levy Counties. There is a need for business development staff members to be in these counties, but they don't need to be at the office – rather visiting businesses, attending chamber meetings, industry events, etc. In some cases this may require flexible hours to attend evening functions, but making these connections should be a priority in all three counties.
  - a. Assess the services that business development staff are currently offering, seeking to expand offering beyond job orders as much as possible. Examples of customized solutions that can be offered are identified in [20 CFR § 678.435](#).
2. In discussing traffic and visibility in Citrus and Levy counties, staff had several ideas that could be actionable to try to address the issues:
  - a. Look into the cost/feasibility of adding a sign to the building in Chiefland so the office is clearly marked from the road or parking lot. Also consider ways to alter the wrap to allow for ad hoc signage (office closures, events, etc.), such as removing the pieces that are on the door.
  - b. Research what it would take to add a bus stop in front of the Lecanto office to make it more easily accessible for those utilizing public transportation.
  - c. Look into increasing marketing and outreach within Citrus and Levy Counties, especially taking advantage of media outlets that are low- and no-cost.

Develop a strategy for increasing engagement with community partners, getting out of the office and to other meetings and events to build networks. This should include opportunities for all levels of staff as desired and appropriate, not just managers. Some of this has already begun and also happens organically, so a more intentional effort will help to increase current efforts.

3. Create a comprehensive human resources policy and procedure to outline clear processes for hiring, onboarding, supervision, etc. to provide clarity to current and new staff.

## Next Steps

In the first quarter of PY19, we will focus on the following activities:

- Quarterly visit, half-day visit at each center, including monitoring transitions related to Business Refocusing
- Best practices research related to strategies for older workforce
- Assist with responding to monitoring feedback as needed
- Review current CLM policies and their application

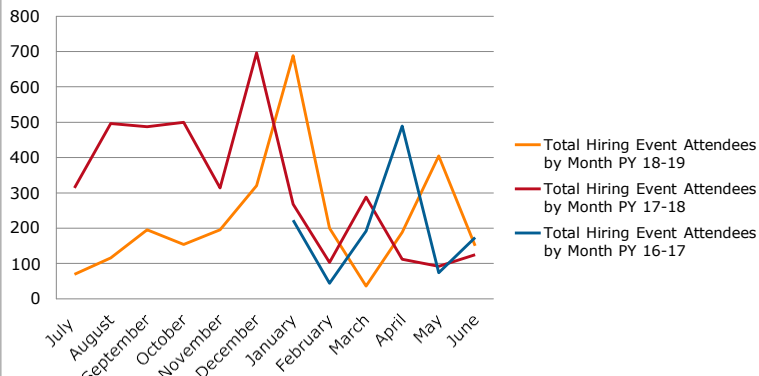


# June 2019

## Business Services Events (Onsite & Offsite)



**Total Hiring Event Attendees By Month**



### June 2019

**Total # of Events: 7**  
**Total # of Attendees: 150**  
**Total # of Positions: 49**  
**Reported Hires: 60**

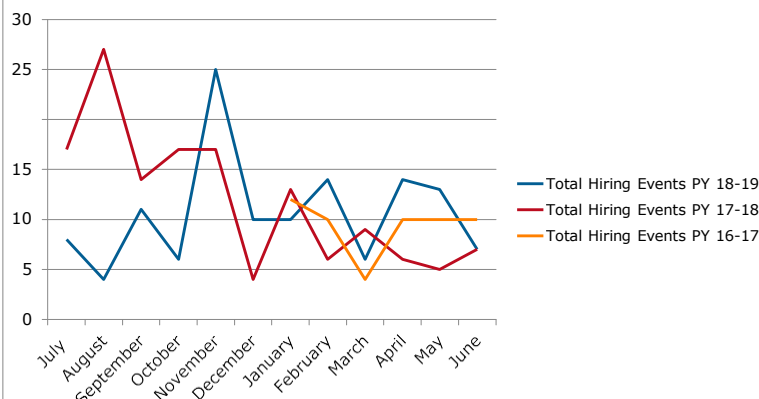
### PY18-19 To Date

**Total Events: 128**  
**Attendees: 2,717**  
**Reported Hires: 675**

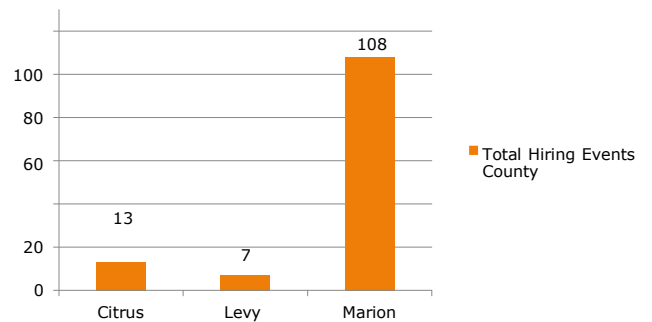
### 2019 Youth Job Fair

**Attendees: 375**  
**Businesses: 34**

**Total Hiring Events By Month**



**Hiring Events by County PY18-19**



### Other Recruitment Events 06/01/2019 - 06/31/2019

Event Date	Event Name	Target Audience	Event Location	County
6/20/2019	Energy Academy - Eckerd	HS 9th - 12 Grades	CF - Hampton Center	Marion
6/21/2019	Real Truck	General Public	Real Truck Facility	Marion

## Career Center Agenda Topics

### Apprenticeship Grants Status

- **Marion Technical College (MTC) Apprenticeship Grant Status:**

MTC received school board approval to enter into an agreement with CareerSource Citrus Levy Marion (CSCLM) for the Job Growth Grant to fund the development and launch of three apprenticeship programs. The agreement with the school board was approved effective April 1, 2019 through June 30, 2020 for \$50,000. The funds are to support the cost of hiring instructor(s), provide administrative oversight and to develop and launch apprenticeship programs in Brick/Masonry, Plumbing or HVAC.

MTC has successfully launched a new apprenticeship program in Masonry, with the program starting July 2019. As well, they are currently in the development of a construction apprenticeship program working with Home Builders of Marion County.

We are already in discussion with MTC about a third apprenticeship grant for a Plumbing and Plumber Helper program. With our current efforts working with WTC, there may be some combined activities to develop an apprenticeship program serving both areas.

- **Withlatchoochee Technical College (WTC) Plumbing Apprenticeship Grant Status:**

CSCLM has modified our application and apprenticeship status with WTC by taking on the responsibility of being the **Regional Apprenticeship (RA)** sponsor. What that means is that CSCLM is solely responsible for the development and management of the program and will submit the application to the Department of Education for approval. Our responsibility is to coordinate all aspects of the apprenticeship program, by identifying a training institute, developing work schedules and outlines by working with local businesses, and managing and maintaining compliance with the program.

CSCLM is also working with three plumbing companies in Citrus County to design and determine the appropriate job skills and program outline to meet their needs. Due to challenges with coordinating with the plumbing businesses, we are meeting one-on-one with them to determine their needs. The process has slowed down tremendously due to their schedules. Most communication is by email and we are close to an outline to submit to the companies to determine if they will accept the outline.

We are still confident that the plumbing companies are engaged and will support the program; however it has been very slow. We hope to pick back up more formal meetings in mid to late August to present the status and outline to WTC and the businesses.

One additional change, we anticipate submitting an application for both a Plumber apprenticeship program which is 8,000 and a Plumbers Helper/Technician apprenticeship program which is around 2,000 hours to support a career pathway for this program.

## **Jobs for the Future (JFF) Technical Support**

Since CSCLM was fortunate to receive funds from the Florida Job Growth Grant, CareerSource Florida offered our region and several other workforce regions an opportunity to work directly with **JFF** to provide TA (technical assistance), to support and help launch apprenticeship programs based on our grant application. JFF is a national consulting company based out of Boston that has numerous years of experience and background developing, launching and running successful apprenticeship programs across the nation.

JFF is providing technical assistance to our team on a weekly basis via conference calls and webinars to help us develop a plumbing apprenticeship program for Citrus County. JFF has provided detailed conversation and support by going over an approved apprenticeship application, reviewing line by line the application, understanding terminology/definitions, and providing guidance and support through the Department of Labor (DOL) web site to help us understand the philosophy and concepts, so that we can develop our own application. At present, we have drafted an outline on a plumbing apprenticeship program and working to wrap it up.

The TA calls have been lengthy and sometimes challenging due to the complexity of the apprenticeship program; however, we have made great progress and the TA has proven to be valuable overall to our team in developing and understanding the entire scope of the apprenticeship process.

# NET PROMOTER

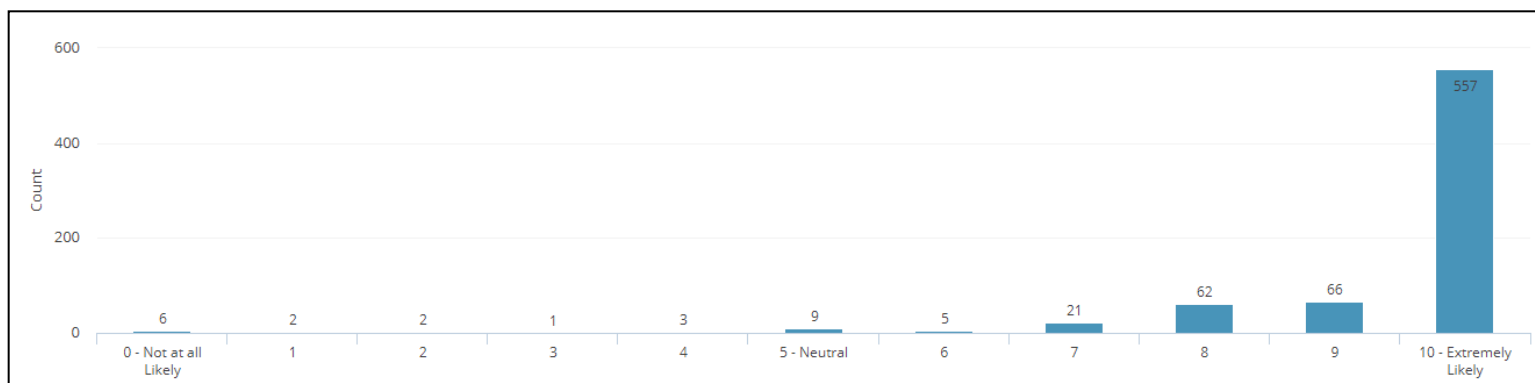
## Transactional Net Promoter Cumulative Report Program Year 18 - 19

Candidate Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	► +81

**Some Context on the Score:** This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).

	NPS	Distribution	Detractors	Passives	Promoters
734	81	4	11	85	

### Transactional Net Promoter Score Distribution By Rating



### Transactional Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	50	76	6	12	82	
Lecanto	175	83	3	11	86	
Ocala	509	81	4	11	85	

### Transactional Net Promoter Word Cloud

helpful staff job great service friendly resume professional people always career knowledgeable information extremely good everyone time questions helped informative nice excellent get assistance search services source customer go helping needed well employment looking lot new way experience resources work computer need available can courteous many willing assist employees everything feel kind like made office one provided received will know letterman polite really also better computers ms person process amazing explained finding getting given much patient every got mr use working able center front just members needs prompt worked application attentive awesome debbie easy encouraging first gave jobs make

# NET PROMOTER

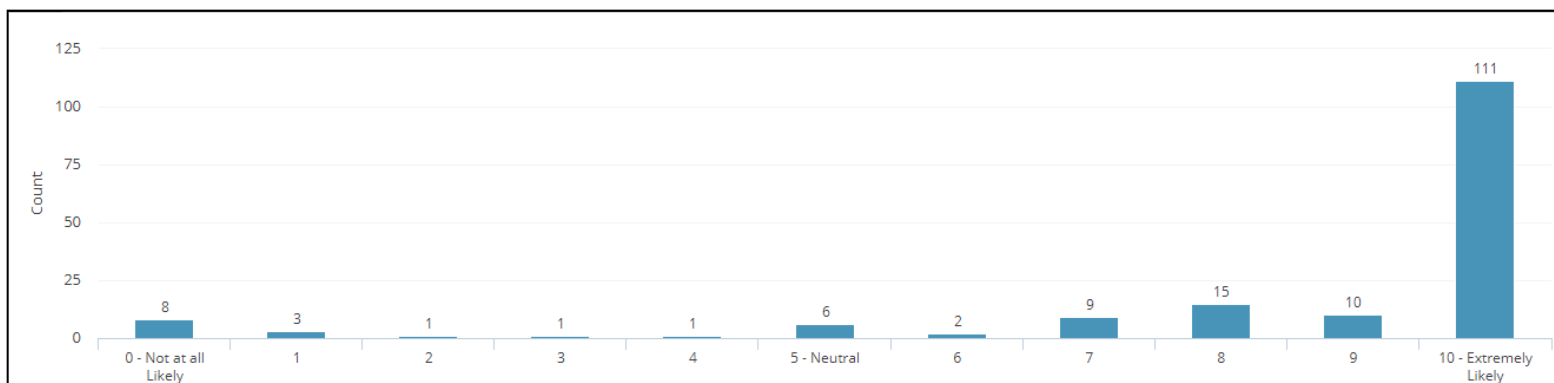
## Relationship Net Promoter Cumulative Report Program Year 18 - 19

Candidate Report	Region 10 Net Promoter Score
Net Promoter Score—Area/Region	► +59

**Some Context on the Score:** This score is based on a survey taken approximately 6 months after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).

	NPS	Distribution	Detractors	Passives	Promoters
167	59		13	14	72

### Relationship Net Promoter Score Distribution By Rating



### Relationship Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	18	44		17	22	61
Lecanto	36	61		11	17	72
Ocala	112	61		13	13	74

### Relationship Net Promoter Word Cloud

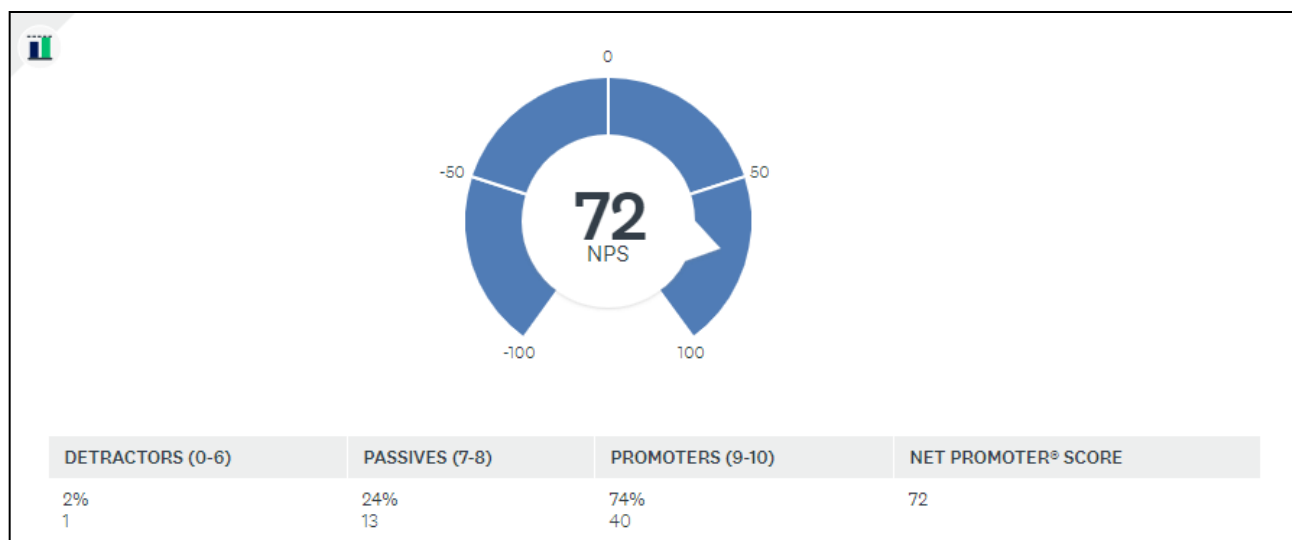
helpful staff job service friendly great employment good people everyone find get helped career excellent knowledgeable work always experience need professional employees extremely helping office opportunities place resume source careersource cdm even informative needed provided resources resumes services still system apply available back better classes current finding florida getting given information interviews kept know like lot money much never new nice obtain one re received school time use useful willing



## Talent Center Cumulative Report Program Year 18 - 19

Candidate Report	Talent Center Net Promoter Score 2018
Net Promoter Score	► +72

**Some Context on the Score:** This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).





# eNPS Survey Report



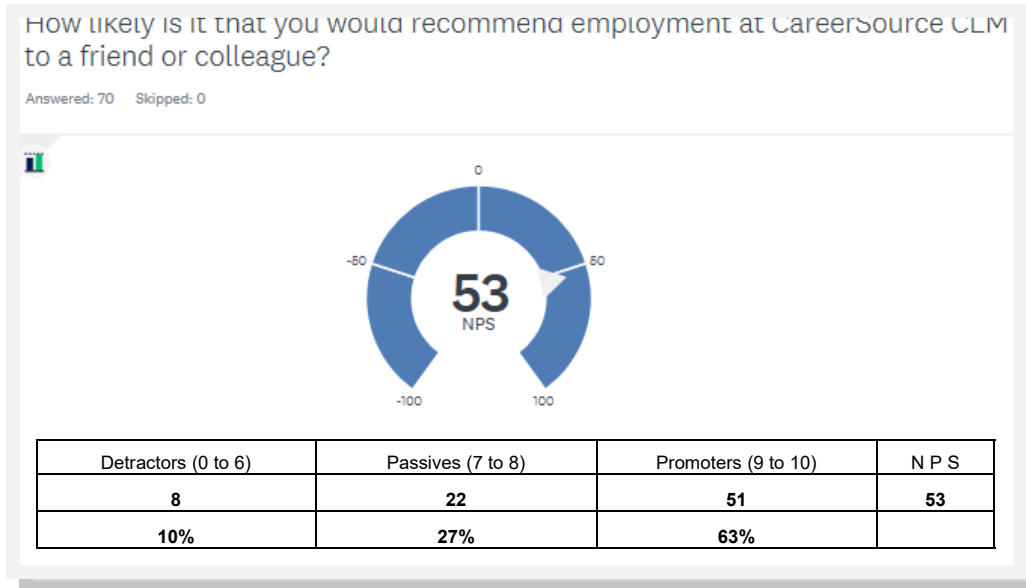
## Region 10

### June 2019

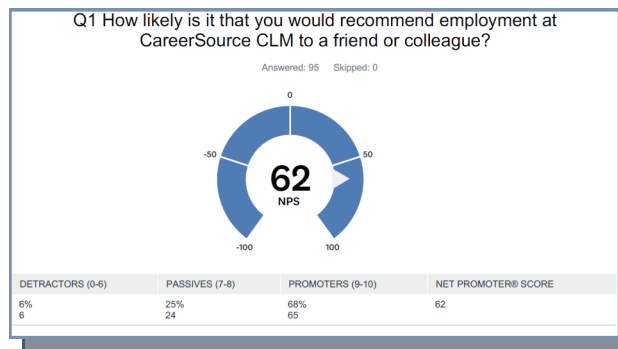
Combined—Final Report 6/12/2019

# eNPS Score

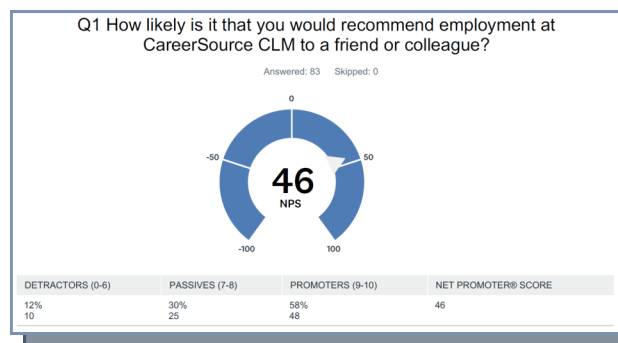
## 2019 Overall eNPS



## 2018 Overall eNPS



## 2017 Overall eNPS



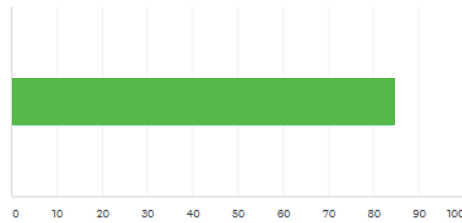
**Comment:** Promoters are down 5% - Detractors are up 4%

# Slider Score

## 2019 Overall Slider Score

Overall, how satisfied or dissatisfied are you with your employment at CareerSource CLM? Use the Slider to select a number between 0 and 100.

Answered: 70 Skipped: 0



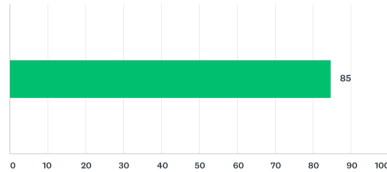
85

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	84	5,905	70
Total Respondents: 70			

## 2018 Slider Score

Q3 Overall, how satisfied or dissatisfied are you with your employment at CareerSource CLM? Use the Slider to select a number between 0 and 100.

Answered: 95 Skipped: 0



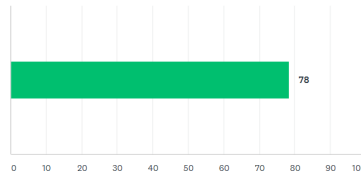
85

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	85	8,059	95
Total Respondents: 95			

## 2017 Slider Score

Overall, how satisfied or dissatisfied are you with your employment at CareerSource CLM? Use the Slider to select a number between 0 and 100.

Answered: 83 Skipped: 0



78

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	78	6,514	83
Total Respondents: 83			

**Comment: Parity**

# “Why” Comments

Q2 Why did you provide the rating you did? Please be as specific and detailed as possible in your answer...

Aligned eNPS score is noted in red...Customer Satisfaction—“Slider Score” is in blue...

8	Friendly atmosphere. Team members always willing to jump in and assist. Benefits are amazing.	100
8	Great working conditions and team mates. The mission is really good for the community.	70
5	Work load isn't fair. Some departments have minimal duties to none at times where others work constantly - in this wages should reflect the workload. In serious conversations all should address others, from coworkers to management, in a positive respectful manner in a professional tone. If a reply isn't in that manner maybe it shouldn't be said. I respect others but there are times I've spoken out/up when cornered. I feel that should "NOT" have been measures I had to take – at that moment I felt I had no other recourse. There are positives working here, this is of highest importance to me, the Center Manager is fair. If you are wrong she'll let you know respectfully, but she's approachable, fair and professional. Sometimes negative comments are made from those who smile in her face and other wise when she isn't present; this shouldn't be it lessens the morale in the workplace. If it isn't positive and/or productive "Keep it to yourself".	50
10	World class leadership	100
4	The benefits are great but there are a lot of systemic issues.	20
8	I think it is a great career - love helping folks, but feel we are being short sided and need to be updated to current workforce needs. We are still old school on benefits and flexibility.	92
10	Good place to work, fair, competitive salary, decent benefits.	61
8	At times, it seems that staff are too focused on their goals and miss out on helping individuals that are not going to add any value to their goals.	90
8	Good place to work	51
10	I enjoy what I do very much along with the people on my team and the organization.	100
9	Career Source has come along way over the years, it's name is starting to over come the negativity that was attached for many years	90

# Why” Comments

10	CareerSource is an excellent place to work! I appreciate that most of the employees truly care about the candidates.	100
10	There's no other place where they can find that everyone is so helpful and passionate in what they do.	85
10	Because of the work we do, working here is extremely gratifying. I also believe from the top down the organization genuinely cares about staff.	95
6	Change is an important part of any organization, but change of cubicles, areas, departments, job descriptions on an annual basis shows inconsistency and promotes disorganization.	46
10	Excellent working environment and benefits	100
9	Good benefits, if you like to help others, this is the place to be	86
9	CareerSourceCLM affords excellent opportunities for individuals particularly interested in human services and/or human resources.	93
10	Services provide to customer is excellent!	98
6	Benefits are good but a little high for a family - basically working for Insurance	70
10	Great environment and focused mission.	99
10	CLM provides great working environment and great benefits	100
10	Co-workers support each other and management treats everyone very well.	100
10	Everyone in this office gets along well with each other. We all help where we are needed.	100
10	CareerSource CLM is a great organization, has great benefits, and provides a career that allows you to make a difference in someone's life and the community.	90
7	Prefer not to go into details.	71
10	CSCLM treats their employees very well; very competitive salary and benefits for the area; great working environment.	97
10	1) The organization's mission and vision - it is important to me to give back and work toward the greater good. 2) Our leadership team is topnotch with years of dedicated service and institutional knowledge, plus they believe in what we do and believe in/support/champion our team. And 3) I don't think I've ever worked with a better staff, everyone I've encountered goes the extra mile, is professional, generally pleasant, and appears genuinely committed to the cause. By and large, the CSCLM team is passionate about what they do, compassionate and competent!	95

# “Why” Comments

10	Excellent benefits, team environment. I would only recommend someone who had a desire to work in this field, however.	100
9	Good management and great coworkers.	90
10	One of the reasons that I love working at CareerSource is because it gives me an opportunity to help people. The other reason is that I love the staff. There's nothing like a friendly work environment!	100
10	After 6 years of employment I can honestly say I love it here. I have found my niche for the remaining years of my employment life I believe. Career Source offers a tight family environment which offers many opportunities for individuals willing and able to grow with the ever changing labor market. Kathleen Woodring is one of the warmest and most compassionate people I have ever met professionally. She inspires me to do a good job for her, and Brenda Chrisman supports me in ways that make me want to stay with the company for many years to come. Thank you Kathleen and Brenda for your encouragement over the years. Rusty Skinner is super smart and I feel has a compassionate heart that truly sees the vision of helping people overcome their employment hurdles. I think what he and the rest of HR do to make this machine run properly is mind-boggling and I am totally impressed. The issues that have arisen in my opinion have been addressed appropriately by Ilianette Hernandez, who I respect and admire professionally and personally. Through collaboration I can more effectively manage conflict and my position and future transition have become much more tolerable and exciting. I think the companies forward thinking in incorporating 180 Skills Conflict Resolution training as a alternative to dismissal is brilliant. It gives us the opportunity to heal our work family relationships rather than end them. All in all I feel blessed God has given me the opportunity to work with Career Source now and hopefully for many more years to come.	100
10	Great place to work, very organized and efficient.	95
9	It is a great work environment with excellent benefits.	90
7	It's an okay place at times.	80
10	It is a great organization with strong values and opportunities of growth.	90

# “Why” Comments

8	It seems that at times staff are focused only on their individual goals and how it is going to benefit them directly instead of truly focusing on helping individuals attaining employment and working in desired filled or planning out steps of how to get there with an individual.	80
10	It is an awesome place to be a part of with tremendous support and growth opportunities.	100
8	I see problems in different areas with some people not stepping up and doing what they need to do and expecting others to do their work.	71
10	Great company to work for	100
10	Because Career Source CLM is a no profit organization, a friend, colleague or other person can take a benefic of that receiving help or assistant of the employs: Looking for a job, Apply for a job, Register on the Website Employ Florida, Complete the Career Source Plan to meet a Job Readiness Coach, Educational Assistant of WIOA program, Trainings, Workshops, Mock Interviews, Update a Resume. Using computer, fax, copy machines, Be oriented or guide to obtain their goals and a others services.	95
8	Overall it is a great place to work. The pros outweigh the cons.	50
6	The work overall can be a bit tedious and monotonous - not the right fit for just anyone. I also think that lends to a bit more negative chatter among employees which can be challenging to work within and around.	52
9	Did not give a perfect score because there is room for improvement.	92
8	good pay/time benefits.	95
8	The Hours are very convenient and most of the staff is both passionate and professional in their desire to assist our candidates.	90
10	Already have referred a friend.	90
10	It's a good feeling to know that you have helped someone in a positive manner, especially the way the world is today.	90
8	Too many changes and lack of communication	85
8	Good place to work. Good pay and benefits.	50
8	CareerSource is a rewarding place to work but one must be willing to put up with the politics.	70
8	CareerSource is a rewarding place to work but one must be willing to put up with the politics.	70
10	We have great services and labor market information to offer to others.	85

# “Why” Comments

10	Very balanced employer. Senior management is well informed, kind and concerned with helping candidates, businesses and employees.	98
10	CareerSource Citrus   Levy   Marion is a really good organization that maintains a very open and accepting atmosphere. Employment here means being part of something with an important mission. Employees here are really good people. Continual training is provided and the management keeps everyone informed and engaged. This second part of this comment pertains to the next question, which does not provide a comment box. It is said that DEO does not provide its part-time temps with benefits such as health, holiday and sick leave. While this is quite often the case with part-time positions everywhere, when the State keeps people at a temporary status for long periods of time, one has to wonder if they are doing what is morally right. Balance Careers has this to say about providing no benefits to part-time employees: "Before the organization decides against offering part-time employee benefits, consider the impact of not offering them. Employee retention, productivity, and a more engaged workforce are all win-win situations for your company." OPS employees are no doubt satisfied overall with working for this wonderful organization and are happy to contribute their best effort to their jobs. It just seems like it would behoove the State of Florida to want to retain these dedicated employees and provide them a bit more incentive.	85
7	It's a good place to work.	60
10	It is an excellent company to work for.	100
10	Fabulous management team who values our candidates, employers and their employees. Our employees rock as well!	95
8	CareerSource CLM is a great place to work and with great benefits.	95
9	First up I never give 10's. Additionally, I feel working at CSCLM I'm valued and treated very well, not to mention from management down we have wonderful staff who are genuine and professional.	87
9	The job satisfaction is high, inter-office and intra-office interactions are more pleasant than the majority of other companies of 50+ staff, benefits are fairly good and communication to and from upper management is effective.	90

# “Why” Comments

5	Most of my friends would not be interested in this type of work.	85
9	I already have recommended friends	91
9	Career Source is a wonderful organization. I feel blessed to be given an opportunity to work closely with such great people.	90
10	Excellent work environment, and benefits	100
10	Professional environment. Most are willing to help others improve. Family oriented environment. Great opportunity to help others.	80
5	For those that came from a for profit or military background, the lack of a cohesive training program for each position doesn't exist. There is no one to do on boarding for new employees which then requires multiple visits to complete your paperwork	48
9	I have generally found the work gratifying, colleagues congenial, management responsive, and pay appropriate.	90
7	Insurance rates not feasible for most families.	56
10	This is great place to work. We have a great mission and all staff strive to achieve the goals.	96
10	I like working at CareerSourceCLM.	90
10	I rated it as an 8 at this time, because there are times that I feel that the performance goals are stressful and unfair. I don't feel that one should be judged on performance measures for something that may be beyond their control.	50
10	Great service and knowledgeable	96
10	There is such a positive vibe at CareerSource. I enjoy the team spirit and togetherness. In addition, the rewards to give back to our community, empowering them with the resources and skills to make them successful is priceless.	100
10	CareerSource CLM has always provided wonderful services. When I first came here as a job seeker in 2014 I would have never thought that I would get an awesome opportunity to work with such great people. This has been the BEST job I have ever had!! CareerSource will always be the first that recommended for employment.	100

# “Why” Comments

10	Career source is what it says a source to find a job or career. The center's resources and the people that work in there provide tools that allow you to reach for whatever career you are skilled for and are willing to take on. I have personally used CareerSource and realized that the resume skills and interview skills that I had were not as good as I thought. It has taken my resume writing and interview skills to the next level! Thank you!	100
10	I enjoy what I do and think they would too	90
10	The people	90
10	Received several complaints about participants feeling unwelcomed in the front when coming in.	90
10	An overall great environment to work in.	100
10	Many staff still treat job seekers as people who are coming to receive a type of charity. Many staff do not spend enough time looking to see what the candidate's "spark" is. Yes some job seekers have difficulties and live their lives differently but we are supposed to be the change agents.	61

## How We Compare

During the recent state programmatic monitoring, Andy Windsor shared some interesting statistics related to how Region 10 compared to the state average in a number of key areas during PY 2018 - 2019. It's interesting and telling to compare ourselves with others and the state average. Please note that information below...

### WP Applications

- Region 10 had **3,700** new Wagner Peyser Applications.
- The state had **183,000** new Wagner Peyser Applications.

### Participation and Exit

- Overall the Region 10 average number of days between initial participation and exit for all participants was **56** days.
- Overall the Region 10 average number of days between initial participation and exit for a veteran was **64** days.
- Overall the Region 10 average number of days between initial participation and exit for an RESEA participant was **33** days.
- The state average days between initial participation and exit for all participants was **87** days

### Activities per Case

- Overall the Region 10 average activities entered in EF per case was **18**.
- The state average number of activities entered per case was **16**.

### WP % Placed

- Overall the Region 10 average % of candidates placed was **11.5%**.
- The state average % of candidates placed was **11.7%**.

### % of Referrals Resulting in Placement

- Overall the Region 10 - % of referrals resulting in Placement was **9.2%**.
- The state average % of referrals resulting in Placement was **9%**.

### % of Cases Without Email (high percentages here might hint at impropriety)

- Overall the Region 10 - % of cases without email was **5.5%**.
- The state average % of cases without email was **10.5%**.

### % of Cases With Phone # Anomalies (high percentages here might hint at impropriety)

- Overall the Region 10 - % of cases with phone anomalies was **1.3%**.
- The state average % of cases with phone anomalies was **4%**.

### Participation and Exit

- Overall the Region 10 average number of days between initial participation and exit for all participants was 56 days. **The state average was 87 days**
- Overall the Region 10 average number of days between initial participation and exit for a veteran was 64 days. **The state average was 79 days.**
- Overall the Region 10 average number of days between initial participation and exit for an RESEA participant was 33 days. **The state average was 44 days.**

# YouthBuild Performance Update

## **YB Cohort 1: (January 1, 2018 – June 30, 2018)**

Enrolled: 13

Completed: 13

# Receiving HS Diploma: 13

# Receiving Additional Certs: 13 HBI, 12 NRF, 13 Food Handling, 13 OSHA, 13 Forklift and 13 Warehouse

Certifications Total= 77 Credentials total

# Exited with Employment: 12 (1 is in Military-Marines)

# Exited with Education: 0 (2 now are in post-secondary)

# Exited as Outcome: 1 due to incarceration. (excluded from performance)

## **YB Cohort 2: (July 1, 2018 – December 30, 2018)**

Enrolled:12

Completed: 10

# Receiving HS Diploma:12

# Receiving Additional Certs: 10 HBI, 11 NRF, 12 Food Handling, 12 OSHA, 12 Forklift, 12 Warehouse

Certifications: 69 Credentials total

# Exited with Employment: 10

# Exited with Education: 0 (1 pending proof of enrollment)

## **YB Cohort 3: (January 1, 2019 – June 30, 2019)**

Enrolled: 12

Completed: 12

# Receiving HS Diploma: 9, 1 was a HS grad, 2 working on diploma completion

# Receiving Additional Certs: 4 HBI, 12 OSHA, 12 Forklift, 11 Warehouse, 12 Food Handling, 7 NRF, 3 received various hospitality credentials: 71 total

# Exited with Employment: Beginning follow up at this time

# Exited with Education: Several have stated they are beginning school in the fall, but have not received verification