



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

AGENDA (Revised 11/1/19)
Tuesday, November 5, 2019 – 9:00 a.m.

<http://careersourceclm.adobeconnect.com/performance11-5-2019/>

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

Call to Order		T. Knight
Roll Call		C. Schnettler
Approval of Minutes, August 6, 2019	Pages 2 - 5	T. Knight

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner

ACTION ITEMS

2018-19 FINAL Financial Compliance Monitoring Report	Pages 6 – 14	D. French
Independent Monitoring RFP	Page 15	D. French

PROJECT UPDATES

Workforce Intelligence - Sept 2019	Pages 16 - 22	C. Weaver
Performance Measures – August 2019	Page 23	C. Weaver
Indicators of Performance – June 30, 2019	Page 24	C. Weaver
Quarterly Reports – July - Sept 2019		C. Weaver
Citrus, Levy, Marion County Reports	Pages 25 - 27	C. Weaver
Mobile Resources Units 1and 2 Reports	Pages 28 - 29	C. Weaver
Net Promoter Reports – July – Sept 2019	Pages 30 - 34	S. Litzinger
Talent Center	Pages 35 - 37	D. French
Event Report	Pages 38	D. French

MATTERS FROM THE FLOOR

ADJOURNMENT

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	9/18/2019	CF Chiefland
				10/23/2019		
11/7/2019	11/5/2019	11/13/2019	11/21/2019	12/4/2019	12/11/2019	CF 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
Performance and Monitoring Committee**

MINUTES

DATE: August 6, 2019
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Fred Morgan
Kimberly Baxley
Pat Reddish
William Burda

MEMBERS ABSENT

Ted Knight, Chair

OTHER ATTENDEES

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

Cira Schnettler, CSCLM
Steven Litzinger, CSCLM
Cory Weaver, CSCLM

CALL TO ORDER

The meeting was called to order by Fred Morgan, at 9:00 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

William Burda made a motion to approve the minutes from the May 7, 2019 meeting.
Pat Reddish seconded the motion. Motion carried.

DISCUSSION ITEMS

DEO Policy Issuance/Impact on Operations

DEO Response to USDOL

Kathleen Woodring explained to the committee that local policies and procedures will be updated continually as DEO makes new policies in response to the monitoring of regions 14 and 15. She reviewed the local procedures that will be implemented based

on three policies that were issued by the DEO. Rusty Skinner further stated that an email has been sent to the DEO outlining his concerns with the new policies.

Changes to Meeting Agendas and Improvement Suggestions

Kathleen Woodring explained that staff members have been assigned to committee chairs to assist them through the meeting process. The staff member will touch base with the committee chair before the meeting and after the meeting to offer guidance on Roberts Rules and answer any questions. The committee chair will then be prepared to discuss the activities of the committee with all of the board members at the next full board meeting. This change will provide support to the committee chairs and will be helpful to new chairs.

Workforce Issues that are Important to Our Community

Rusty Skinner stated that this will be a reoccurring item on all agendas. The goal is to encourage members to discuss workforce topics that are trending in the community. Rusty encouraged the committee members to bring topics to the next meeting.

ACTION ITEMS

Acceptance of DOL Monitoring Report on YouthBuild

Dale French noted that the monitor conducting the audit was very complimentary on the management of the program and went as far as to state that it is a “model” for YouthBuild. There were no findings or non-compliance issues. Dale French noted that the sub-recipient is incorrect on the report and a new report is being sent. The change in sub-recipient will not change the outcomes of the report. William Burda made a motion to accept the YouthBuild monitoring report. Kim Baxley seconded the motion. Motion carried.

Acceptance of DEO Monitoring Report from June

Dale French stated that the DEO audited our full scope of services in June. The attached preliminary report outlines the findings and non-compliance issues. An internal review was conducted of the findings and issues. The DEO report was deemed accurate and acceptable and will not be disputed. The findings cited were isolated incidents and no systemic issues were identified. The program managers are conducting training to address the findings, hopefully preventing them in the future. A final report from DEO will be forthcoming. A corrective action plan will be prepared and sent at that time. William Burda made a motion to accept the DEO monitoring report. Pat Reddish seconded the motion. Motion carried.

Experiential Learning Review

Experiential Learning Response

Kathleen Woodring explained that an internal review was conducted of our Experiential Learning program and several findings were found. The attached report was created and a response from Business Services was provided yesterday. This item will need to be tabled to properly review the response. The review and response will be brought before Executive Committee for further discussion. Kim Baxley made a motion to send the item to the Executive Committee. William Burda seconded the motion. Motion

carried.

ED Agreements and Performance

Brenda Chrisman provided an overview of the performance reports from the three counties. There are currently contracts with all three counties for economic development. Each county has been given goals and were provided funding. The agreements have been updated to reflect a 5% holdback if performance is not met, which mirrors other contracts that we have in place with other entities. Based on past experience there is confidence that all three counties will perform effectively. Quarterly status updates will be provided to the committee on their performance. William Burda made a motion to approve the recommended changes to the ED agreements. Brandon Whiteman seconded the motion. Motion carried.

PROJECT UPDATES

Workforce Intelligence - June 2019

Performance Measures - May 2019

Quarterly Reports – April – June 2019

Citrus, Levy, Marion County Reports

Mobile Resources Units 1 and 2 Reports

Annual Reports – 2018-2019

Citrus, Levy Marion County Reports

Mobile Resources Units 1 and 2 Reports

Indicators of Performance – July 2018 – March 2019

Citrus, Levy, Marion Annual Comparison – 2017-2018

Cory Weaver reviewed the report updates with the committee, noting the following:

- The results of the Indicators of Performance were very good.
- The annual Levy Center report reflects an increase in traffic in the Levy office and this may be due to more visibility with the location change.
- The annual reports for Citrus and Marion reflect increases in the average wages for total placements.

Talent Center Annual Comparison – 2017- 2018

Brenda Chrisman was happy to report that Talent Center has seen increases in referrals and placements. The center traffic has decreased due to a change in focus of providing services to professionals and students that are close to graduation. Rusty Skinner was complimentary to the staff and how well things are progressing in the Center. William Burda asked how the new Akken software was working and if it was meeting expectations. Brenda Chrisman explained that it was definitely having an impact on the success of the Talent Center.

Event Report

Brenda Chrisman provided the updated event report. She noted that business services is continuing to focus on holding targeted hiring events and although the quantity of the events is decreasing, businesses and customers are happy with the quality of events.

She stated that business services will be moving towards a tiered level of services based on the criteria of each position being posted in EmployFlorida, this will also affect the number of hiring events being conducted.

ENPS Survey Report and Net Promoter Reports

Steven explained that Net Promoter surveys are also done internally to gauge employee satisfaction. This year's survey will be distributed to staff the last week of May. Previous survey responses have helped leadership be in tune to the needs of staff. Based on last year's responses the dress code was updated.

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. Talent Center survey responses are staying consistent.

CLM vs. State 2018-2019 Comparison Statistics

Steven Litzinger reported that we are doing extremely well in a number of key areas compared to the state averages. He went on to review the attached report.

Staff Performance Metrics

Steven Litzinger briefly provided an overview of the staff performance metrics.

MATTERS FROM THE FLOOR

Rusty Skinner announced that he will be making a presentation showcasing the training opportunities we offer to the Citrus BOCC on August 29, 1:00 pm.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:49 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee

November 5, 2019

TOPIC/ISSUE:

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

BACKGROUND:

The DEO conducted onsite financial monitoring January 7-11, 2019.

POINTS OF CONSIDERATION:

The report attached is the final report as there were not Findings or Other Non-Compliance issues to address. There was 1 Observation regarding travel disbursements where the appropriate travel expense form was not completed prior to the travel taking place. This happened during our response to Hurricane Michael. Technical Assistance was provided regarding detailing staff time allocations.

STAFF RECOMMENDATIONS:

Accept the annual financial monitoring as submitted by the DEO.

COMMITTEE ACTION:

BOARD ACTION:

2018-19 Financial Compliance Monitoring Report
CareerSource Citrus Levy Marion
Local Workforce Development Board No. 10

Bureau of Financial Monitoring and Accountability
Florida Department of Economic Opportunity

August 28, 2019

107 East Madison Street
Caldwell Building
Tallahassee, Florida 32399
www.floridajobs.org



2017-18 Financial Compliance Monitoring Report
CareerSource Citrus Levy Marion
Local Workforce Development Board No. 10
Period Reviewed: April 1, 2018 – March 31, 2019

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I. INTRODUCTION AND MONITORING APPROACH

As set forth in the following authoritative publications, annually the Department of Economic Opportunity (DEO) is required to perform monitoring of its subrecipients:

- Workforce Innovation and Opportunity Act (WIOA), Section 184
- 31 USC 7502(f)(2)(B), Single Audit Act Amendments of 1996, (Pub. L.104-156)
- 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
- 20 CFR 667, Administrative Provisions Under Title I of the Workforce Investment Act
- Federal granting agency regulations, including:
 - 29 CFR 95.21 and 97.20, Standards for financial management systems
 - 29 CFR 95.51 and 97.40, Monitoring and reporting program performance

The DEO, Bureau of Financial Monitoring and Accountability (FMA) uses its financial monitoring tool (tool) as a guide to conduct the monitoring. The tool was developed to provide the framework for monitoring activities performed by FMA as well as the criteria used to monitor. This tool was provided to the Local Workforce Development Board (LWDB).

The sample size and selections for each tool objective was based on, but not limited to, a risk assessment performed by FMA and reviews of the monthly general ledger and cost allocation statistics. The risk assessment includes factors such as the funding allocation to each LWDB; results of prior monitoring and audit reports; personnel and staffing changes; and organizational structure. Sample selections assist the monitors in the following:

- Gaining an understanding of the financial management systems processes and assess whether the policies and procedures provide for accurate, current and complete disclosure of the financial results of each grant program.
- Gaining an understanding of the internal control processes and assessing whether the internal controls reasonably assure compliance with federal laws, regulations, and program compliance requirements.
- Determining if appropriate and sufficient cash management and revenue recognition procedures are in place, being followed, and comply with federal and state requirements.

- Determining if the required reconciliations between the financial records and SERA have been appropriately performed on a timely basis and adequately documented.
- Determining if prepaid program items are adequately or accurately safeguarded, managed, tracked and reported.
- Determining if the cost allocations are accurate, supported and consistent with the cost allocation plan.
- Determining if payroll records are properly maintained for employees; if personnel activity reports (PAR) comply with applicable cost principles; and verify salary and benefit costs are charged/allocated to funding sources in accordance with the PAR and the cost allocation plan.
- Determining if salary and bonuses paid to employees and charged to grant programs subject to the Salary and Bonus Cap do not exceed the Cap for the calendar year.
- Determining if purchasing/procurement transactions comply with the appropriate federal or state procurement laws, and the organization's procurement policies.
- Determining if the LWDB's contracting process and contract monitoring comply with federal and state requirements, and the organization's contracting policies.
- Determining if the LWDB's subawarding and subrecipient monitoring activities comply with federal requirements, and the organization's policies and procedures.
- Determining if property management activities comply with federal requirements and the organization's policies and procedures.
- Determining if non-payroll related disbursements are reasonable, necessary, allocable and properly recorded in the financial records.

This report was prepared at the conclusion of the DEO's financial monitoring activities performed for CareerSource Citrus levy Marion (CLM), which included the annual on-site visit, which occurred January 7-11, 2019.

The FMA monitoring team assigned to the LWDB consisted of Lisa Milton, Maureen Castaño, and Janice Hutchison.

II. EXIT CONFERENCE

Exit Conference

An exit conference was conducted by telephone on August 26, 2019 with LWDB representatives Susan Heller, Director of Finance. A summary of any issues to date was provided. This summary allowed for any corrective action and/or explanation to be presented in the monitoring report.

III. MONITORING RESULTS

FMA performed financial monitoring procedures based on the DEO 2018-19 Financial Monitoring Tool. The monitoring procedures performed included tests of transaction details, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support current year findings, other non-compliance issues and observations. Detailed information for these items is disclosed in the following section of this report.

Summarized below are the results of testing by category as detailed in the DEO 2018-19 Financial Monitoring Tool:

2018-19 Monitoring Results				
Category	Repeat of Prior Year	Reference(s)		
1.0 – Prior Year Corrective Action Follow-Up	None	N/A		
Category	Findings	Issues of Non-Compliance	Observations	Technical Assistance Provided
2.0 – Financial Management Systems	-	-	-	-
3.0 – Internal Control Environment	-	-	-	-
4.0 – Cash Management and Revenue Recognition	-	-	-	-
5.0 – SERA Reporting and Reconciliation	-	-	-	-
6.0 – Prepaid Program Items	-	-	-	-
7.0 – General Ledger and Cost Allocations	-	-	-	-
8.0 – Payroll and Personnel Activity Report (PAR) Testing	-	-	-	1
9.0 – Salary and Bonus Cap	-	-	-	-
10.0 – Purchasing	-	-	-	-
11.0 – Contracting / Contract Monitoring	-	-	-	-
12.0 – Subawarding / Subrecipient Monitoring	-	-	-	-
13.0 – Property Management	-	-	-	-
14.0 – Disbursement Testing	-	-	1	-
TOTAL	-	-	1	1

IV. FINDINGS

There were no findings during the monitoring period of April 1, 2018 – March 31, 2019.

V. OTHER NON-COMPLIANCE ISSUES

There were no other non-compliance issues during the monitoring period of April 1, 2018 – March 31, 2019.

VI. OBSERVATIONS

Observation #10-19-01

Category: Disbursements

Condition: A travel authorization was prepared for an employee to assist in Hurricane Michael activities in the Florida panhandle. The employee was provided an advance for meals for seven days. All other travel expenses for the trip were handled directly by CareerSource CLM. A reconciliation was not prepared after return to document that actual travel matched the authorization and advance.

Criteria: The LWDB Admin Plan Part 8 addresses the procedures to be followed for travel. The procedures for overnight travel state:

1. An Authorization to Incur Travel Expenses form and Advance for Travel Expense Form must be completed and approved prior to the beginning date of travel.
2. After the trip has been completed, the traveler submits a Travel Reconciliation Form.

Both the Admin Plan and FIN-2 Travel and Business Meeting Policy state:

All travel advances are recorded as receivables of the CareerSource CLM until the travel has been completed by the employee and a Travel Reconciliation Form is submitted. Upon submission of the Travel Reconciliation Form, the correct project is charged and any difference between an advance and the actual expense is settled by either the traveler or CareerSource CLM.

Recommendation: We recommend CareerSource CLM follow its travel procedures and complete the reconciliation process regardless of the amount or type of expense. The reconciliation will complete the transaction and prevent potential disallowed costs, when actual travel does not match the authorization and advance.

VII. TECHNICAL ASSISTANCE

Technical Assistance #10-19-01

Category: Payroll and Personnel Activity Report (PAR)

One employee interviewed described that the position was funded by three sources and was budgeted to be split 50% Business Services, 25% WIOA Adult and 25% WIOA Dislocated Worker. This was a budgetary split and anticipated to reflect the time over a year, however, it was used by the employee to record time daily. This situation was discussed with the Executive Vice President, who determined that time reporting would be addressed with all employees to ensure time would be recorded based on actual time worked on a program rather than a budget.



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee

November 5, 2019

TOPIC/ISSUE:

Independent Monitoring Services RFP

BACKGROUND:

Our recent request for proposals for Independent Monitoring services ended on Friday October 11. We received one proposal from Indelible Solutions. Indelible Solutions is working in partnership with Underwood Sloan and Associates. It was recommended by the Executive Committee that met during a special meeting on October 23, 2019 to begin the process of reviewing the proposal moving the process along for a possible sole source procurement.

POINTS OF CONSIDERATION:

Staff have reviewed the proposal that was submitted and recognizes their representation of in-depth experience in workforce development. Individuals on the teams have experience working for the Department of Economic Opportunity (DEO) as well as one of the state's largest risk consultation firms. Individuals on the Indelible Solutions team have a wide breadth of knowledge including accounting, programmatic monitoring, federal regulations and uniform guidance.

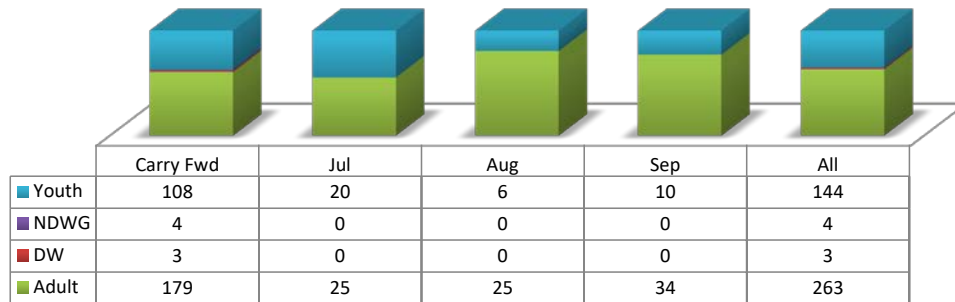
STAFF RECOMMENDATIONS:

Approve staff to begin the negotiation process with Indelible Solutions to secure a contract for services.

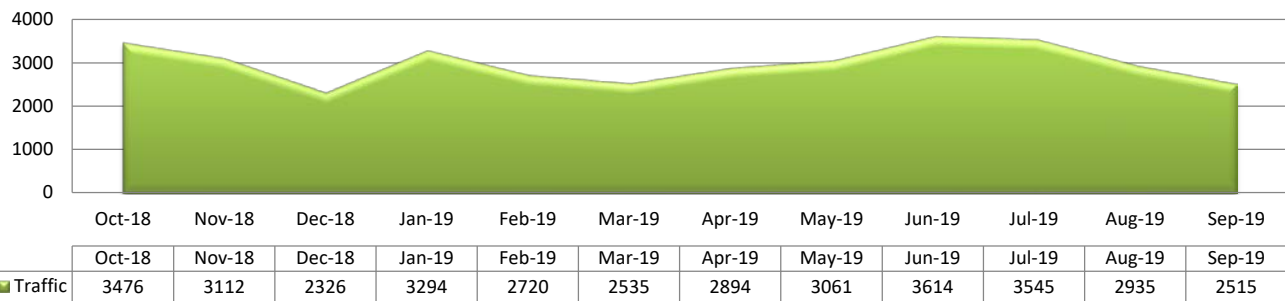
COMMITTEE ACTION:

BOARD ACTION:

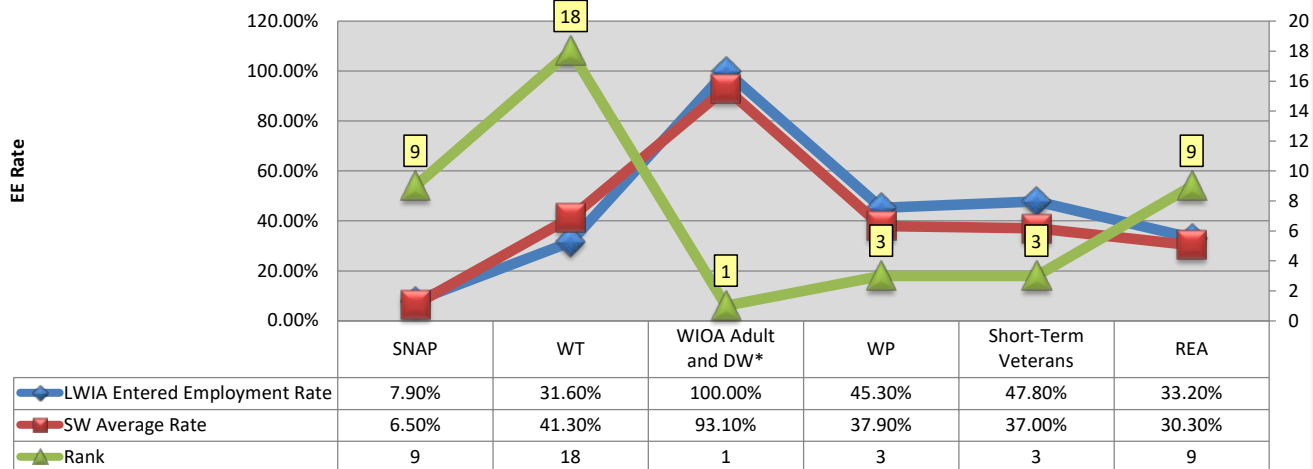
All WIOA Participant Enrollments



Center Traffic - 12 Months

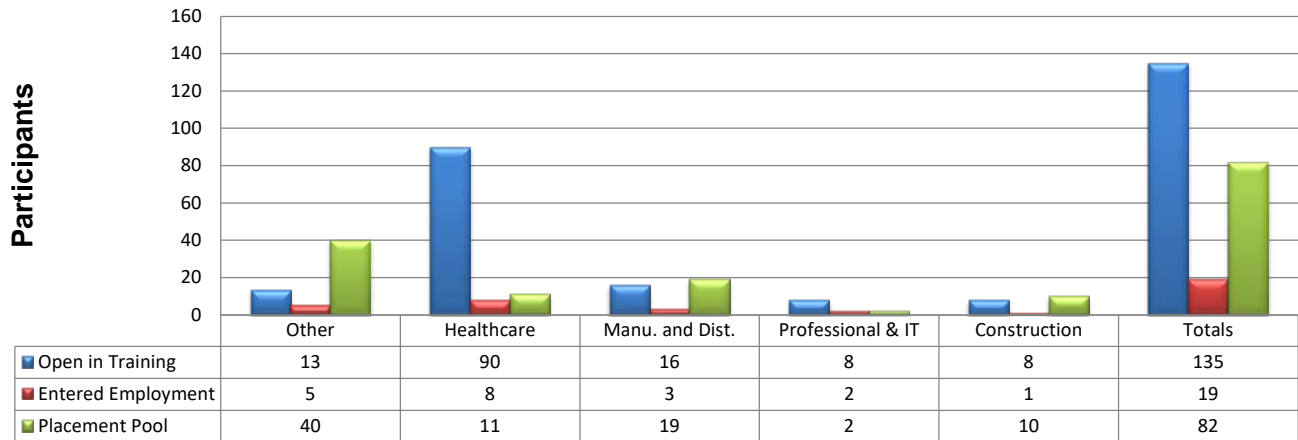


MMR Entered Employment Rates by Program

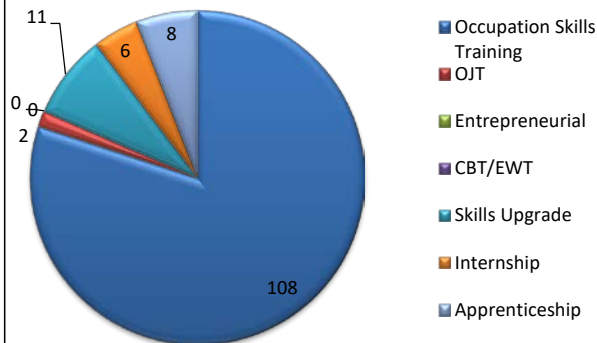


*#1 Ranking shared between 13 RWB's

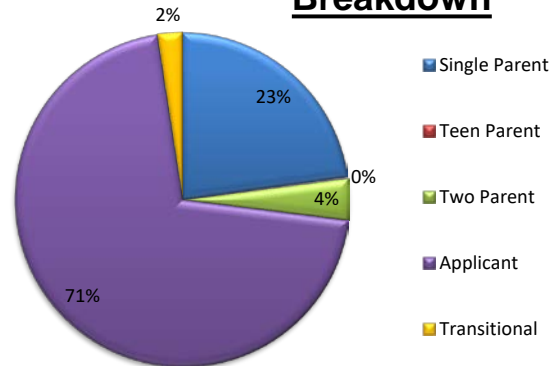
WIOA Industry Training Comparison



Open WIOA Training Activity Classification- Adult/DW

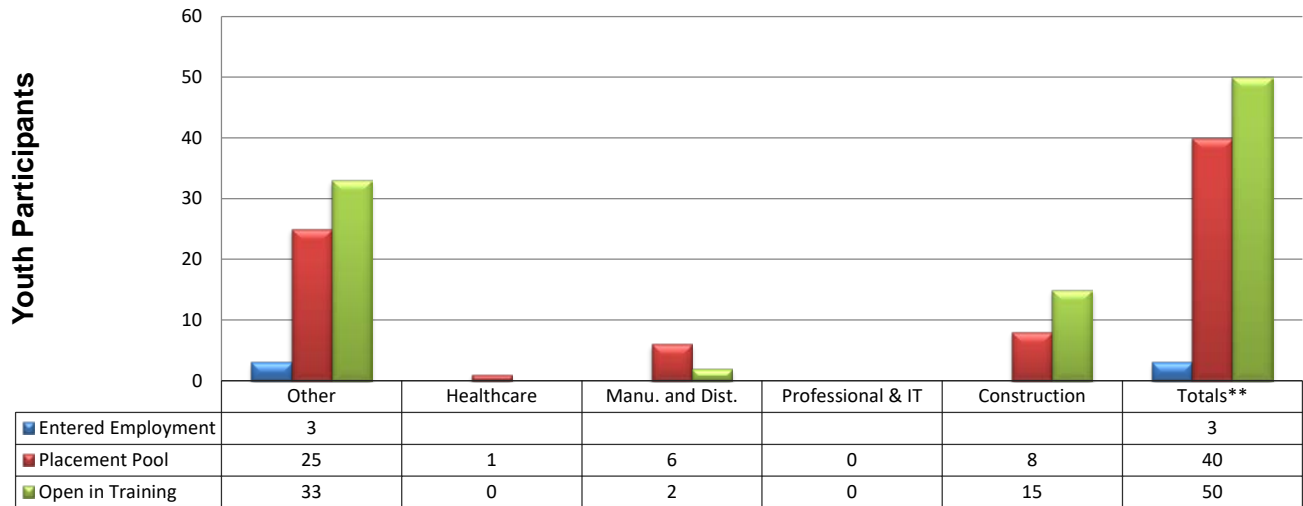


Current WT Caseload Breakdown

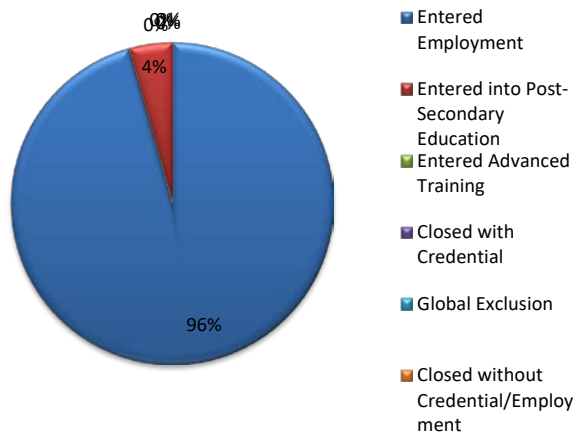


Traffic	Sep-18	Sep-19	YTD 18.19	YTD 19.20
Newly Registered Job Seekers	336	298	1,080	981
Total Job Referrals	2,743	1,904	9,525	6,091
Managed Job Orders	473	403	1,450	1,408
External Job Orders	4,594	2,789	8,073	7,386
Overall Traffic	3,022	2,935	9,554	6,480
Receiving Reemployment Assistance	1,958	826	2,829	2,034
Welfare Transition	Sep-18	Sep-19		
Participation Rate All Family	33.6%	35.2%		
Case Load	250	211		

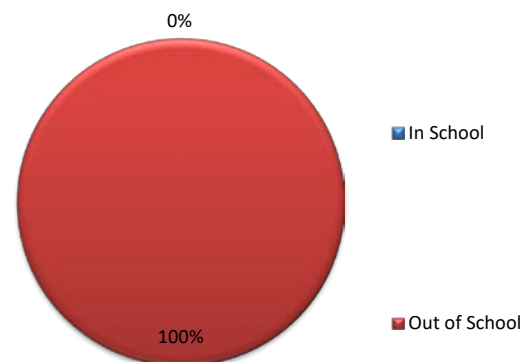
WIOA Youth Industry Training Comparison



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



Youth Carry Forward:	108	AVG Closure Wage (With Credential):	\$10.21
Total Youth Closed:	23	AVG Closure Wage (No Credential):	N/A
Total Youth Served:	144	ROI for PY 17/18 Youth Services:	\$310,540
Average Training Lifespan:	318		

Traffic		PY 12-13	PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY2019 2020			
									JUL	AUG	SEP	YTD
Center Traffic	14th Street	53,605	44,783	36,852	34,101	35,557	28,800	23,726	2,292	1,920	1,640	5,852
	Lecanto	13,489	10,675	9,231	8,448	8,071	6,278	6,392	699	538	435	1,672
	Chiefland	7,256	6,838	6,066	5,653	5,431	4,085	4,136	354	314	316	984
	Talent Center			1,214	1,458	697	1,319	1,072	102	96	79	277
	*MRU 1	616	1,413	1,280	1,257	800	902	862	80	40	26	146
	*MRU 2	939	970	750	342	282	359	398	18	27	19	64
Total		75,905	64,679	55,393	51,259	50,141	41,743	36,586	3,545	2,935	2,515	8,995
Online Traffic	Citrus	164,006	139,121	98,047	71,187	57,011	37,587	22,002	1,979	1,808	1,438	5,225
	Levy	40,095	32,850	23,645	14,461	12,971	10,745	6,089	345	468	473	1,286
	Marion	433,283	363,536	242,259	180,839	155,810	116,901	67,101	4,445	4,554	3,905	12,904
	Other	73,533	55,999	36,540	23,425	8,356	12,218	6,387	358	318	349	1,025
	Total	710,917	591,506	400,491	289,912	234,148	177,451	101,579	7,127	7,148	6,165	20,440
Off Site Events	Events				22	126	147	135	8	5	13	26
	Attendees				1,808	4,535	4,028	3,406	67	33	236	336
Wagner Peyser		PY 12-13	PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY2019 2020			
									JUL	AUG	SEP	YTD
Newly Registered Job Seekers	Marion	6,089	5,050	4,440	3,981	4,081	3,883	2,573	238	210	211	659
	Citrus	2,384	1,970	1,665	1,420	1,442	1,323	995	100	87	58	245
	Levy	706	537	403	339	376	375	272	22	26	29	77
	Total	9,179	7,557	6,508	5,808	5,899	5,581	3,840	360	323	298	981
Total Employers Posting Jobs	Marion	819	801	848	748	724	705	724	409	368	354	458
	Citrus	333	308	307	305	308	283	155	82	79	87	112
	Levy	79	72	84	90	82	77	54	28	27	23	37
	Total	1,231	1,181	1,239	1,143	1,114	1,066	933	519	474	464	607
Managed Job Orders	Marion	2059	2396	2801	3054	3326	3514	4854	408	404	294	1106
	Citrus	549	704	686	736	815	934	1157	73	82	86	241
	Levy	109	171	156	214	163	213	238	13	19	21	53
	Other	171	114	102	177	177	73	78	3	3	2	8
	Subtotal	2888	3385	3745	4181	4481	4734	6327	497	508	403	1408
	External Job Orders	21542	22415	30704	33972	31693	28587	32498	3,376	1,221	2,789	7,386
	Total	24430	25800	34649	38121	36174	33321	38825	3,873	1,729	3,192	8,794
	% of internal vs. total	11.82%	13.12%	11.39%	10.88%	12.39%	14.21%	16.30%	12.83%	29.38%	12.63%	16.01%
Welfare Transition		PY 12-13	PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY2019 2020			
									JUL	AUG	SEP	YTD
Open Case Load	Marion	1,131	1,216	1,355	1,286	1,073	942	902	159	190	154	316
	Citrus	359	353	422	384	379	311	272	41	39	41	73
	Levy	197	186	161	180	150	136	108	23	23	16	39
	Total	1,687	1,755	1,938	1,850	1,602	1,389	1,282	223	252	211	428
Participation Rate	All Family	44.40%	41.20%	44.10%	35.80%	30.70%	36.50%	36.90%	35.70%	36.50%	35.20%	35.70%



CareerSource
CITRUS | LEVY | MARION

Training & Placements

September 2019

Training		PY 12-13	PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY2019 2020			
									JUL	AUG	SEP	YTD
Occupation Skills Training	Citrus	172	118	115	142	121	91	122	9	14	21	14
	Levy	53	73	68	54	34	24	19	5	6	5	7
	Marion	617	389	339	224	233	335	365	96	131	132	133
	Subtotal	842	580	522	420	388	450	506	110	151	158	154
Skills Upgrade	Citrus	0	0	0	0	0	0	6	0	0	0	0
	Levy	0	0	0	0	0	0	2	0	0	0	0
	Marion	4	0	0	0	0	2	59	5	7	11	7
	Subtotal	4	0	0	0	0	2	67	5	7	11	7
OJT	Citrus	11	3	8	8	13	4	3	0	0	0	0
	Levy	0	0	1	0	0	0	3	0	0	0	0
	Marion	29	18	22	11	14	81	97	2	2	2	3
	Subtotal	40	21	31	19	27	85	103	2	2	2	3
Entrepreneurial	Citrus	0	0	0	0	0	3	0	0	0	0	0
	Levy	0	1	1	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	1	0	0	0	0	0
	Subtotal	0	1	1	0	0	4	0	0	0	0	0
Internships	Citrus	5	4	1	5	2	4	3	0	0	0	0
	Levy	1	1	0	0	0	0	0	1	1	1	1
	Marion	11	6	0	4	3	9	12	2	3	5	3
	Subtotal	17	11	1	9	5	13	15	3	4	6	4
Customized Training	Citrus	233	214	8	5	2	7	0	0	0	0	0
	Levy	10	7	2	0	1	6	1	0	0	0	0
	Marion	186	110	26	21	21	58	10	0	0	0	0
	Subtotal	429	331	36	26	24	71	11	0	0	0	0
Apprenticeship	Citrus	0	0	0	0	0	0	0	0	0	1	0
	Levy	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	0	0	0	1	7	1
	Subtotal	0	0	0	0	0	0	0	0	1	8	1
Total		1332	943	590	474	444	621	702	120	165	185	169
Placements		PY 12-13	PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY2019 2020			
									JUL	AUG	SEP	YTD
Citrus		703	374	343	260	225	189	122	5	7	4	16
Levy		178	129	93	87	86	70	52	2	0	2	4
Marion		2418	1640	1171	1275	944	1008	643	28	39	12	79
External/New Hire Report		8309	11428	9735	8680	6167	3002	1865	150	91	95	336
Total		11608	13571	11342	10302	7422	4269	2682	185	137	113	435

*Training data is reported by activity. This data does not represent distinct individuals.



Workforce Intelligence

September 2019

CBT Agreements PY2019

Carry Forward from PY 17/18	0	Number Served	0
New for PY 18/19	0	Amount Spent	\$0.00

Business	Industry	Outcome Certification	Total Trained	Employer Contribution	CareerSource Reimbursement	Contract #	Begin	End Date	Status
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OJT Agreements PY2019

Carry Forward from PY 17/18	2	Number Served	3
New for PY 18/19	1	Amount Spent	\$6,616.24

Business	Industry	Outcome Certification	Total Trained	Employer Contribution	CareerSource Reimbursement	Contract #	Begin	End Date	Status
Paul E Anderson, OD, PA	Healthcare	Receptionist/Technician	1	\$2,080.00	\$2,288.97	OJT 18-04-02 EV	4/25/2019	6/25/2019	Successful Completion
Sandalwood Rehabilitation	Healthcare	Office Administrator	1	\$2,310.00	\$2,279.27	OJT 18-06-01 EV	6/24/2019	9/16/2019	Successful Completion
Hospice of Marion County	Healthcare	Database Administrator	1	\$2,048.00	\$2,048.00	OJT 19-08-01	8/12/2019	10/6/2019	Successful Completion

WE Agreements PY2019

Carry Forward from PY 17/18	0	Number Served	3
New for PY 18/19	3	Amount Spent	\$0.00

Business	Industry	Position	Total Trained	Wage	Begin	End Date	Status
Memes Care at Home	Healthcare	Receptionists and Information Clerks	1	\$9.90	7/29/2019	10/20/2019	In Process
TMichel Productions	IT	Jr. Software Developer	1	\$19.80	8/26/2019	11/17/2019	In Process
Quad Nurse	Healthcare	Medical Secretary	1	\$9.00	9/9/2019	11/10/2019	In Process

Internship Agreements PY2019

Carry Forward from PY 17/18	3	Number Served	5
New for PY 18/19	2	Amount Spent	\$14,917.70

Business	Industry	Position	Total Trained	Wage	Begin	End Date	Status
Hospice of Marion County	IT	Report Writer	1	\$14.40	5/13/2019	8/2/2019	Completed
USA4Sale	IT	Web developer assistant	1	\$15.14	6/3/2019	8/25/2019	Completed
TMichel Productions	IT	Jr. Software Developer	1	\$19.80	6/3/2019	8/25/2019	Completed
Neighborhood Storage	Professional	Accounting/Human Resources	1	\$10.80	7/15/2019	10/6/2019	Completed
ClosetMaid	Manufacturing	Cargo and Freight Agents	1	\$16.75	9/9/2019	12/1/2019	In Process

Term	Definition
CBT	Custom Business Training
DW	Dislocated Worker (funding stream for WIOA)
Entered Employment Rate	The number of individuals exiting the system with employment divided by the total number of exiters.
LWIA	Local Workforce Investment Area
MMR	Monthly Management Report - produced by the State for the local areas
OJT	On the Job Training
RA	Reemployment Assistance (used to be Unemployment Compensation)
REA	Reemployment Assistance Act
Spidered Job Order	Job Orders pulled into the system from outside sources
WE	Work Experience
WIOA	Workforce Innovation and Opportunity Act (Training Program)
WP	Wagner Peyser Act (Universal Jobseeker Program)
WT	Welfare Transition Program

PERFORMANCE MEASURES

PY 2019/2020

Numbers current as of 8/31/2019

Performance Measure	Performance PY2017	Performance PY2018	Previous Month Performance July 2019	Current Month Performance August 2019	Performance YTD PY2019/2020	Previous Month Ranking	State Ranking YTD PY2019/2020
WP Entered Employment Rate	37.00%	42.80%	45.50%	47.40%	46.40%	8	4
WIOA AD/DW Entered Employment Rate	97.30%	98.10%	100.00%	100.00%	100.00%	5	1
WTP Entered Employment Rate	35.40%	33.00%	29.80%	42.00%	35.50%	14	10
All Family Partic. Rate	35.60%	36.90%	35.70%	36.50%	36.10%	8	7
2-Parent Partic. Rate	46.20%	53.10%	33.30%	71.40%	60.00%	8	4
			Previously Reported Quarter	Current Reported Quarter			
IEP/ISS/IRP Quality Pass Rate	93.30%	93.30%	80.00%	100.00%	93.30%	n/a	n/a
Case Note Quality Pass Rate	99.30%	99.30%	100.00%	100.00%	99.30%	n/a	n/a

MMR:
Run Date: September 2019

Based on Local Monitoring
Case Notes & IEP/ISS: PY2018

LWDB 10

Measures	PY2018-2019 1st Quarter Performance	PY 2018-2019 % of Performance Goal Met For Q1	PY2018-2019 2nd Quarter Performance	PY 2018-2019 % of Performance Goal Met For Q2	PY2018-2019 3rd Quarter Performance	PY 2018-2019 % of Performance Goal Met For Q3	PY2018-2019 4th Quarter Performance	PY 2018-2019 % of Performance Goal Met For Q4	PY 2018-2019 Performance Goals
Adults:									
Employed 2nd Qtr After Exit	90.40	106.35	91.80	108.00	94.90	111.65	94.60	111.29	85.00
Median Wage 2nd Quarter After Exit	\$8,090	118.10	\$7,782	113.61	\$7,655	111.75	\$7,825	114.23	\$6,850
Employed 4th Qtr After Exit	88.70	108.17	85.60	104.39	89.80	109.51	89.20	108.78	82.00
Credential Attainment Rate	88.70	104.35	89.10	104.82	91.40	107.53	90.10	106.00	85.00
Dislocated Workers:									
Employed 2nd Qtr After Exit	100.00	120.48	100.00	120.48	100.00	120.48	100.00	120.48	83.00
Median Wage 2nd Quarter After Exit	\$11,339	165.53	\$12,569	183.49	\$12,233	178.58	\$11,003	160.63	\$6,850
Employed 4th Qtr After Exit	85.70	114.27	88.90	118.53	100.00	133.33	100.00	133.33	75.00
Credential Attainment Rate	100.00	133.33	100.00	133.33	100.00	133.33	100.00	133.33	75.00
Youth:									
Employed 2nd Qtr After Exit	87.00	116.00	85.40	113.87	85.50	114.00	78.10	104.13	75.00
Employed 4th Qtr After Exit	65.90	95.51	71.40	103.48	70.10	101.59	77.20	111.88	69.00
Credential Attainment Rate	92.80	109.18	93.90	110.47	98.50	115.88	98.50	115.88	85.00
Wagner Peyser:									
Employed 2nd Qtr After Exit	66.70	107.58	66.70	107.58	67.20	108.39	68.40	110.32	62.00
Median Wage 2nd Quarter After Exit	\$4,841	99.81	\$4,902	101.07	\$4,997	103.03	\$5,120	105.57	\$4,850
Employed 4th Qtr After Exit	69.00	107.81	67.60	105.63	66.30	103.59	66.90	104.53	64.00

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



CITRUS COUNTY

SERVICES: JUL-SEP 2019

UNEMPLOYMENT DATA

	JUL 2019	AUG 2019
CITRUS	5.2% (2,471)*	5.2% (2,523)
FLORIDA	3.5%	3.5%
US	4.0%	3.8%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2017
CITRUS	\$37,289	\$36,520
FLORIDA	\$50,090	\$48,452

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
865	1,672
VETERANS SERVED	TRAINING PROVIDED
58	20
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
101	73
POSITIONS POSTED	TOTAL PLACEMENTS
410	71
	Average Placement Wage: \$10.00

Your Employment Solution Starts Here

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

CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 1 800 434-5627, ext. 7878 or e-mail accommodations@careersourceclm.com. Please make request at least three business days in advance. CareerSource Florida Member.



LEVY COUNTY

SERVICES: JUL-SEP 2019

UNEMPLOYMENT DATA

	JUL 2019	AUG 2019
LEVY	4.0% (670)*	4.0% (674)
FLORIDA	3.5%	3.5%
US	4.0%	3.8%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2017
LEVY	\$32,671	\$31,512
FLORIDA	\$50,090	\$48,452

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

257

CENTER TRAFFIC

984

VETERANS SERVED

15

TRAINING PROVIDED

8

BUSINESSES SERVED

31

WELFARE TO WORK TRANSITION

39

POSITIONS POSTED

136

TOTAL PLACEMENTS

28

Average Placement Wage: \$12.50

Your Employment Solution Starts Here

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MARION COUNTY

SERVICES: JUL-SEP 2019

UNEMPLOYMENT DATA

	JUL 2019	AUG 2019
Marion	4.1% (5,694)*	4.2% (5,833)
FLORIDA	3.5%	3.5%
US	4.0%	3.8%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2017
Marion	\$38,267	\$37,233
Florida	\$50,090	\$48,452

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

2,450

CENTER TRAFFIC

5,852

VETERANS SERVED

183

TRAINING PROVIDED

181

BUSINESSES SERVED

309

WELFARE TO WORK TRANSITION

316

POSITIONS POSTED

2,107

TOTAL PLACEMENTS

302

Average Placement Wage: \$11.97

Your Employment Solution Starts Here

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MOBILE RESOURCE UNIT 1

SERVICES: JUL-SEP 2019

MOBILE RESOURCES

Our largest Mobile Resource Unit, MOBY1, will bring job search and business services right to your door. Fully equipped and staff supported. No charge for services!

Please visit
www.careersourceclm.com
for upcoming schedules and events.

JOB CANDIDATE AND BUSINESS SERVICES

- Business Hiring Events/Job Fairs
- Onsite Workshops/Training
 - Job Seeker Support
- Outplacement Services
- Job Seeker Self Services/Staff Assisted Services
- Career Research & Counseling

SERVICES RENDERED

	REACT	Job Search Support	Hiring Event	Other	Total Served
CITRUS	21	20	0	0	41
MARION	0	79	0	0	79
LEVY	0	0	0	0	0
TOTAL	21	99	0	0	120

Your Employment Solution Starts Here

The 40-foot MRU-1 is equipped with 10 computer workstations, internet access and office equipment to assist both businesses and candidates.

Each month, MRU-1 visits numerous public library branches and community centers in Citrus and Marion Counties as well as the Ocala campus of the College of Central Florida.
Contact us at 1.800.434.5627.



MOBILE RESOURCE UNIT 2

SERVICES: JUL-SEP 2019

SCHEDULE

Location	Date/Time	Place
Bronson	F 10:30-3 PM	Bronson Library
Inglis	2 nd /4 TH W 10-3 PM	Town Hall
Williston	TH 10-3 PM	Williston Library

JOB CANDIDATE SERVICES

- Online Job Listings & Referrals
- Registration with the Employ Florida Marketplace
- Computers, Printers, Faxes & Copiers
 - Resume Writing Assistance
 - Career & Wage Information
 - Career Research & Counseling

SERVICES RENDERED

	REACT	Job Search Support	Hiring Event	Other	Total Served
CITRUS	0	0	0	0	0
LEVY	0	64	0	0	64
MARION	0	0	0	0	0
TOTAL	0	64	0	0	64

Your Employment Solution Starts Here

Our 22-foot MRU-2 provides four computer work stations and also has internet access and office equipment available. It visits locations in Levy and Marion Counties.

Please visit the Events calendar at www.careersourceclm.com for upcoming schedules and events.

NET PROMOTER

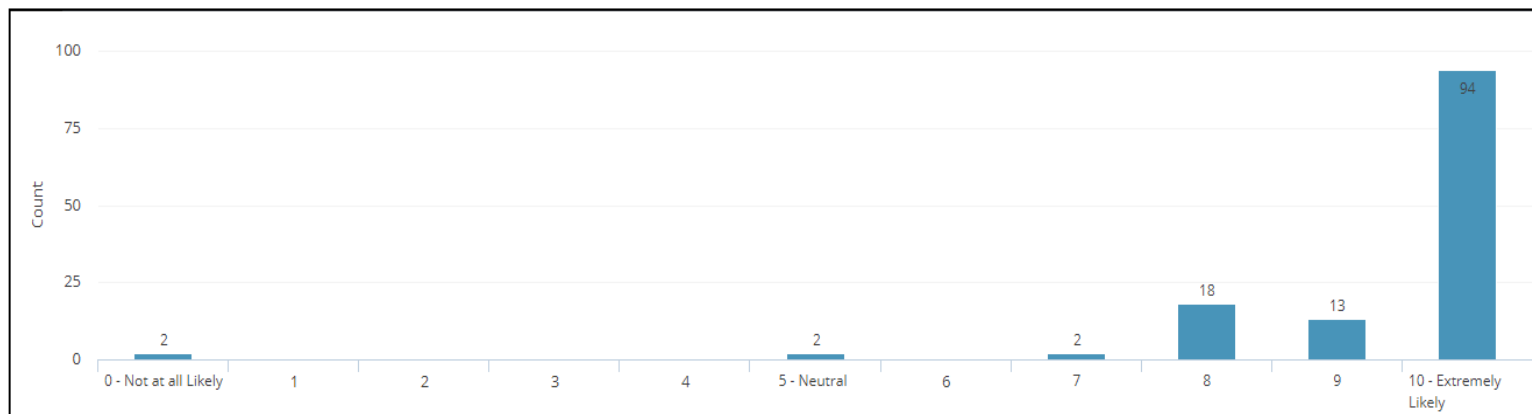
Transactional Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score
Net Promoter Score—Area/Region	► +79

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
131	79	3	15	82	

Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	6	100				100
Lecanto	38	68	3	26	71	
Ocala	87	82	3	11	85	

Transactional Net Promoter Word Cloud

helpful staff service people friendly great job professional knowledgeable time good nice questions work career customer feel get extremely kind resume services information informative know much need office person source went willing able also always assistance better employees everyone excellent experience front gave helped helping knowledge lot made make needs pleasant really ricky suggestions worked answered best beyond caring clean counselor courteous desk find just keep learned lisa long never patterson perez personable polite skills sure thought took try understand understanding way well

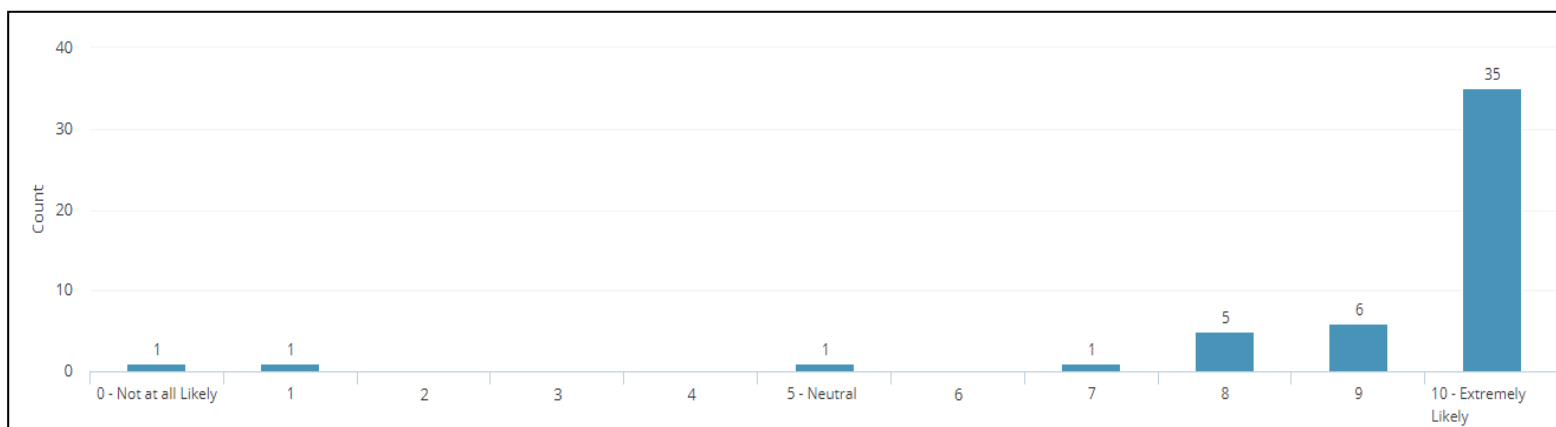
Relationship Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score
Net Promoter Score—Area/Region	► +76

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
50	76		6	12	82

Relationship Net Promoter Score Distribution By Rating



Relationship Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	2	100				100
Lecanto	18	67		11	11	78
Ocala	30	80		3	13	83
Overall	50	76		6	12	82

Relationship Net Promoter Word Cloud

helpful friendly staff job career knowledgeable people source great much resume service always awesome employment excellent extremely
find get time

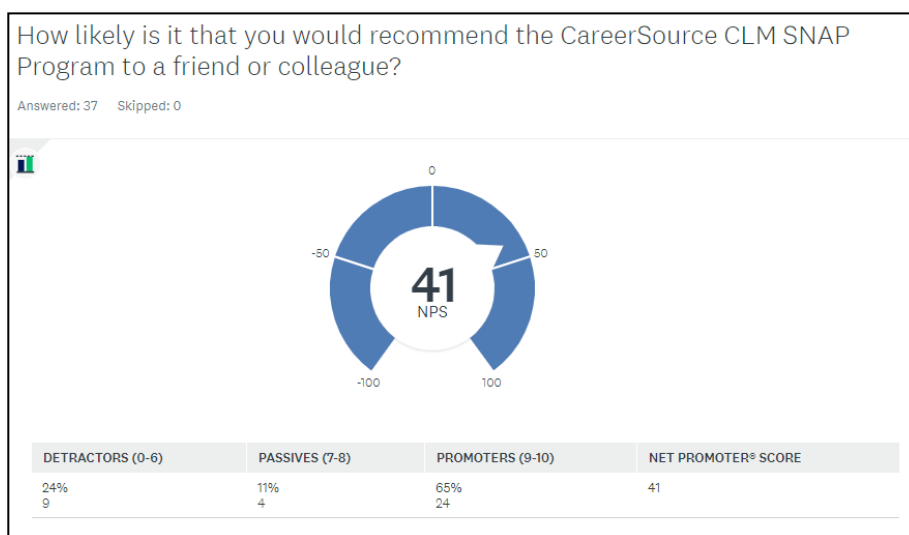


SNAP Net Promoter Cumulative Report Program Year 19 - 20

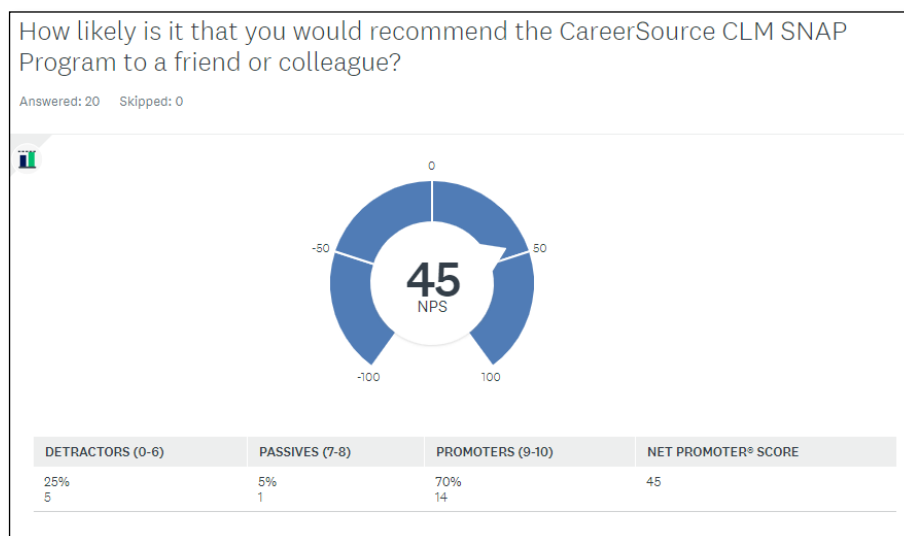
Candidate Report	Region 10 SNAP Net Promoter Scores
Net Promoter Score–Area/Region	► Ocala – 41 ► Lecanto - 45

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).

SNAP Net Promoter Score - Ocala



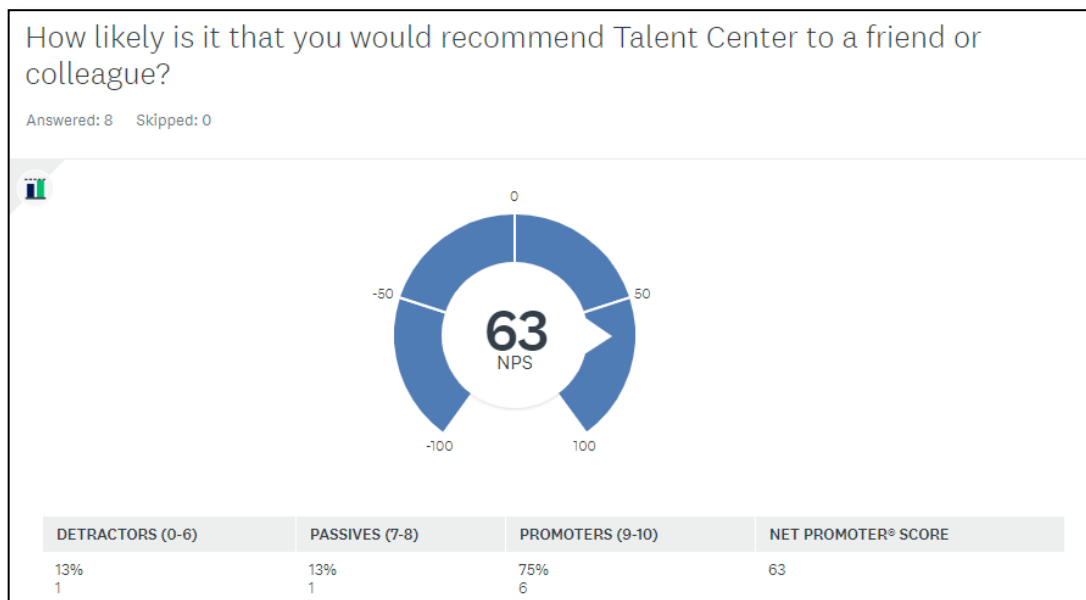
SNAP Net Promoter Score - Lecanto



Talent Center Cumulative Report Program Year 19 - 20

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +63

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).





Reporting Period: 07/01/19 – 07/31/19

CENTER TRAFFIC/CONSULTATIONS	CLASSROOM ACTIVITY
<u>Total Traffic: 102</u> Students: 10 Professionals: 39	<u>Visits: 4</u> Students: 47
JOBS POSTED	INTERNSHIPS/EXPERIENTIAL LEARNING
<u>Professional Positions: 16</u> Student Jobs: 5	1
REFERRALS	EVENTS
26	1
PLACEMENTS	AVERAGE WAGE
12	\$20.70

Professional Recruitment Services

Are you a recent graduate focused on growing your career? Are you a professional interested in advancement of a career change? If so, it's time to refocus and reconnect with the work place. Talent Center provides professional-level career coaching and recruiting to connect businesses and professionals. **Contact us at 1.844.364.9859.**



Reporting Period: 08/01/19 – 08/31/19

CENTER TRAFFIC/CONSULTATIONS	CLASSROOM ACTIVITY
<u>Total Traffic: 96</u> Students=15 Professionals=28	<u>Visits: 5</u> Students: 120
JOBS POSTED	INTERNSHIPS/EXPERIENTIAL LEARNING
<u>Professional Positions: 11</u> Student Jobs: 13	1
REFERRALS	EVENTS
23	2
PLACEMENTS	AVERAGE WAGE
7	\$18.45

Professional Recruitment Services

Are you a recent graduate focused on growing your career? Are you a professional interested in advancement of a career change? If so, it's time to refocus and reconnect with the work place. Talent Center provides professional-level career coaching and recruiting to connect businesses and professionals. **Contact us at 1.844.364.9859.**



Reporting Period: 09/01/19 – 09/30/19

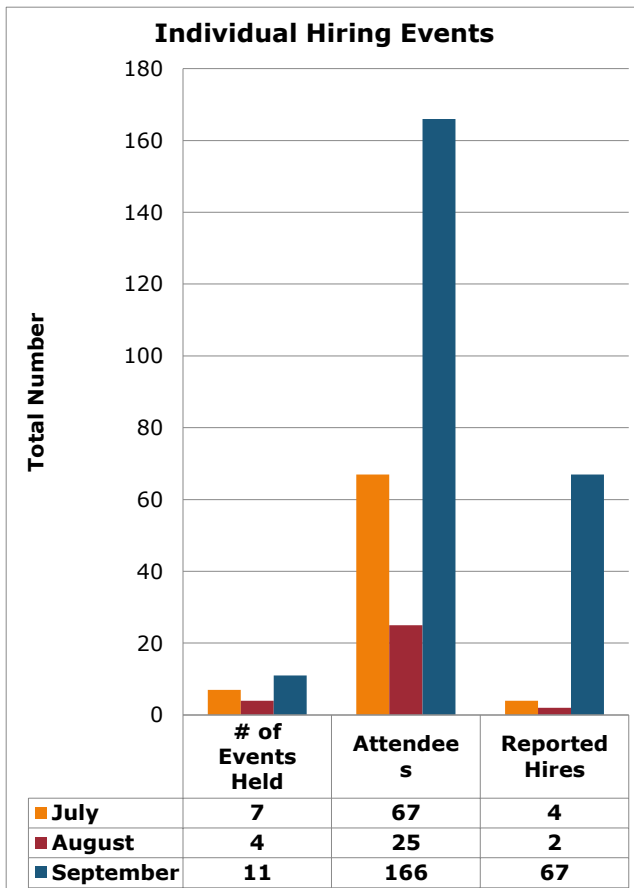
CENTER TRAFFIC/CONSULTATIONS	CLASSROOM ACTIVITY
<u>Total Traffic: 97</u> Consult Students=10 Consult Professionals=19	<u>Visits: 9</u> Students:101
JOBS POSTED	INTERNSHIPS/EXPERIENTIAL LEARNING
<u>Professional Jobs:6</u> Student Jobs:13	0
REFERRALS	EVENTS
26	0
PLACEMENTS	AVERAGE WAGE
9	\$20.96

Professional Recruitment Services

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July - Sept. 2019

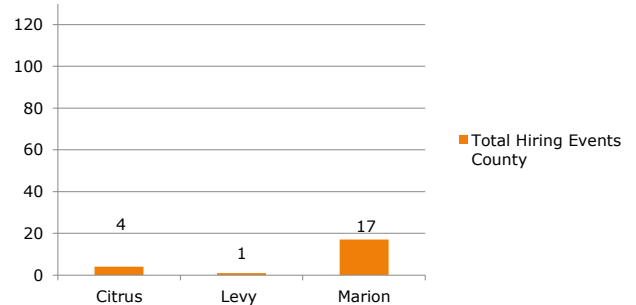
Business Services Events (Onsite & Offsite)



PY19-20 Individual Events

Total Events: 22
Attendees: 258
Reported Hires: 73

Hiring Events by County PY19-20



PY 19-20 Job Fairs

Attendees: 78
Businesses: 20

Other Recruitment Events 07/01/2019 - 09/30/2019

Event Date	Event Name	Target Audience	Event Location	County
8/7/2019	Marion Co. Jail Event	Ex. Offenders	Marion County Jail	Marion
9/18/2019	Marion Co. Jail Event	Ex. Offenders	Marion County Jail	Marion
9/19/2019	Customer Service Career	General Public	Webber Center	Marion