



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

AGENDA

Tuesday, January 14, 2020 – 11:00 a.m.

(Revised 1/13/2020)

<http://careersourceclm.adobeconnect.com/performance1-14-2020/>

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

Call to Order		T. Knight
Roll Call		C. Schnettler
Approval of Minutes, November 5, 2019	Pages 2 - 4	T. Knight

PRESENTATION

Independent Monitor – Underwood Sloan and Associates

ACTION ITEMS

Independent Monitoring Contract Review	Page 5	D. French
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DISCUSSION ITEMS

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

PROJECT UPDATES

Net Promoter Reports – July - December 2019	Pages 6 - 10	S. Litzinger
Talent Center	Pages 11	D. French
Event Report	Pages 12	D. French
Workforce Intelligence – November 2019	Pages 13 - 19	C. Weaver
Performance Measures – November 2019	Page 20	C. Weaver
TPMA	Pages 21 - 22	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	
2/6/2020	1/14/2020	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: November 5, 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
Ted Knight, Chair
William Burda

MEMBERS ABSENT

OTHER ATTENDEES

Rusty Skinner, CSCLM
Kathleen Woodring, CSCLM
Dale French, CSCLM
Cory Weaver, CSCLM

Cira Schnettler, CSCLM
Steven Litzinger, CSCLM

CALL TO ORDER

The meeting was called to order by Ted Knight, Chair, 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 August 6, 2019 meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner informed the committee that it has been brought to our attention that the State is concerned over another region's structure. He also explained that the DOL has rejected portions of the DEO response to the Tampa Bay audit.

Workforce Issues that are Important to Our Community

Rusty informed the committee that at the last Citrus Chamber luncheon featured keynote speaker Jamal Sowell, Florida Secretary of Commerce and President / CEO of Enterprise Florida. After the luncheon, a group of key individuals stayed to discuss community issues. Potentially, a focus group could be created to discuss industry issues.

Fred Morgan stated that a major issue he is seeing in the community is a lack of transportation. Kathleen Woodring noted that CLM leadership is actively involved in several community groups and lack of transportation is a priority discussion among community agencies.

ACTION ITEMS

2018-19 FINAL Financial Compliance Monitoring Report

Dale French was happy to announce to the committee the report reflects no findings or other compliance issues. Kim Baxley congratulated the staff for an exemplary report. Rusty Skinner stated that the finance team does an excellent job. William Burda made a motion to accept the financial monitoring report. Fred Morgan seconded the motion. Motion carried.

Independent Monitoring RFP

Dale French advised the committee that after the RFP was posted only one entity submitted a proposal. The entity provided a thorough proposal and has previous workforce experience. 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. William Burda made a motion to approve staff to begin the negotiation process with Indelible Solutions to secure a contract for services. Fred Morgan seconded the motion. Motion carried.

PROJECT UPDATES

Workforce Intelligence - Sept 2019

Performance Measures - August 2019

Indicators of Performance – June 2019

Quarterly Reports – July - Sept 2019

Citrus, Levy, Marion County Reports

Mobile Resources Units 1 and 2 Reports

Mobile Resources Units 1 and 2 Reports

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

- Apprenticeships now appear on the Workforce Intelligence report.
- The Performance Measures report is reflecting a positive trend in increases year over year. Dale French attributed the increases to improvements in the economy, and increased recruiting efforts in Business Services and the Talent Center.

Net Promoter Reports

Steven Litzinger provided a summary of the Net Promoter outcomes. The Transactional scores and center scores are on par with last year. The Relationship score is up 15% and this is possibly due to more candidates being hired within the first six months of utilizing our services. The SNAP and Talent Center scores are also staying consistent.

Talent Center

Dale French reviewed the Talent Center reports.

Event Report

Dale French advised the committee that the increase in attendees and hires for the last month was due to the extremely successful Marshalls hiring event and Customer Service job fair.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:23 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee Tuesday, January 14, 2020

TOPIC/ISSUE:

Independent Monitoring Services Contract

BACKGROUND:

Our recent request for proposals for Independent Monitoring services ended on Friday October 11, 2019. We received one proposal from Indelible Solutions/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. Staff met with Calvin Sloan and Wes Underwood on December 12, 2019 to discuss the RFP and the specific services we are seeking. A presentation was provided at today's meeting by Calvin Sloan and Wes Underwood to detail the proposed work to be done.

POINTS OF CONSIDERATION:

The board of directors authorized the Performance and Monitoring Committee to make the final decision regarding approval/denial of a contract at the December 11, 2019 meeting of the full board. The initial contract, if executed, will be in the amount of \$25,000.00 and will be effective through June 30, 2020.

STAFF RECOMMENDATIONS:

Approve a contract with Underwood Sloan and Associates to commence engagement for third party monitoring.

COMMITTEE ACTION:

BOARD ACTION:

NET PROMOTER

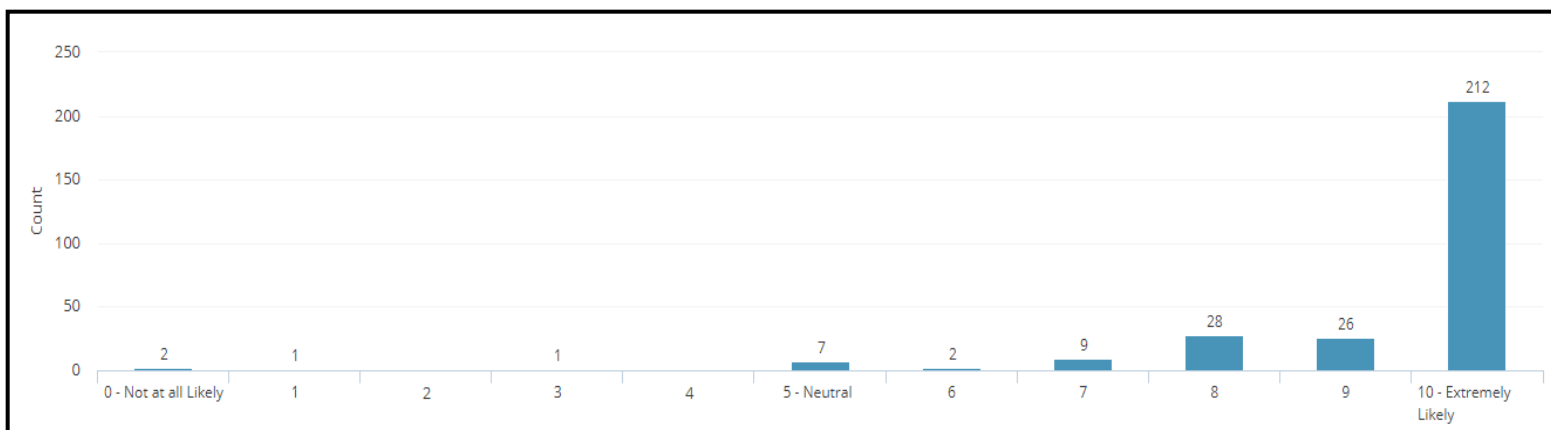
Transactional Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score (July to Dec 2019)
Net Promoter Score—Area/Region	► +78






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
288	78	5	13	83	

Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office

City		NPS		Distribution  Detractors  Passives  Promoters	
Chiefland	14	86		14	86
Lecanto	93			5	77
Ocala	181			4	85

Transactional Net Promoter Word Cloud

helpful staff job great service professional friendly people knowledgeable get good nice extremely questions resume services career time everyone helping helped informative work always feel much customer received also employees excellent information really source went able courteous experience find need office pleasant well willing amazing answered finding just kind know knowledge like lot make person provided ricky satisfied assistance beyond caring contact gave getting got needs one patient polite process skills sure worked asked back best better can computer detail employee employment front looking made needed never others positive professionalism program provide quick search searches spoke suggestions took treated trying

NET PROMOTER

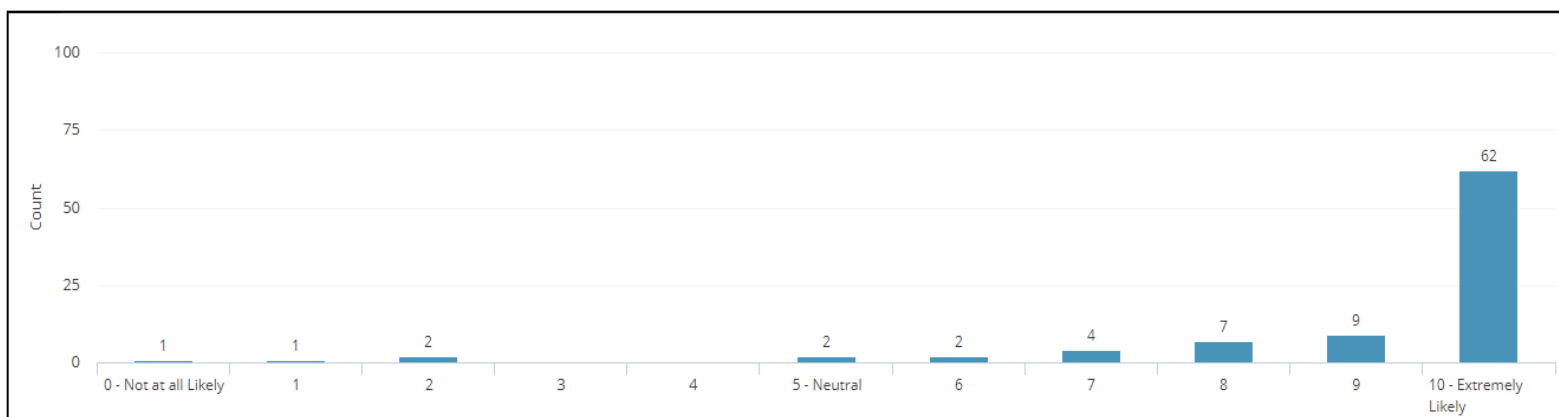
Relationship Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score (July to Dec 2019)
Net Promoter Score—Area/Region	► +70

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
90	70		9	12	79

Relationship Net Promoter Score Distribution By Rating



Relationship Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	3	100				100
Lecanto	29	66		10	14	76
Ocala	58	70		9	12	79

Relationship Net Promoter Word Cloud

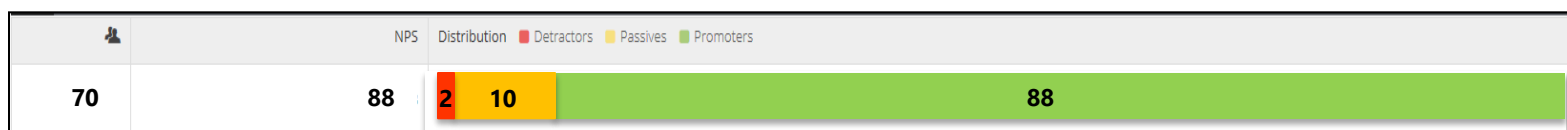
helpful staff job friendly career great source always find knowledgeable people employment extremely feel get like really resume service
services interview much resources awesome best everyone excellent just need opportunities person time work

NET PROMOTER

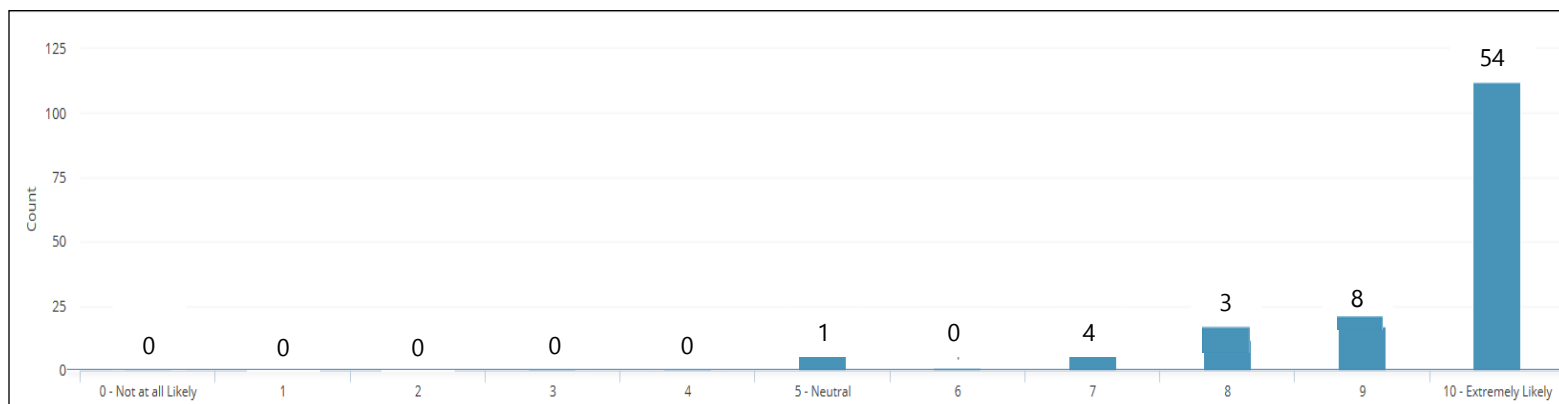
Business Net Promoter Cumulative Report Program Year 19 - 20

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score—Area/Region	► +88

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).



Business Net Promoter Score Distribution By Rating



Business Net Promoter Word Cloud



SNAP Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report

SNAP Net Promoter Scores (July to Dec 2019)

Net Promoter Score—Area/Region

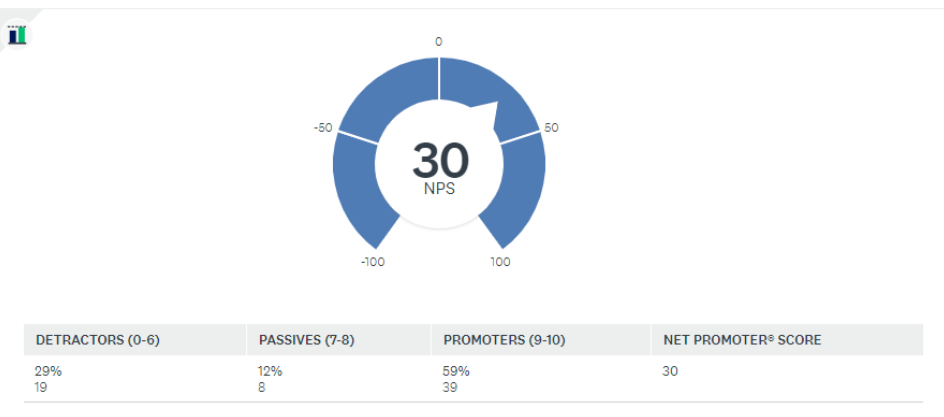
► Ocala – 30 ► Lecanto - 44

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

How likely is it that you would recommend the CareerSource CLM SNAP Program to a friend or colleague?

Answered: 66 Skipped: 0



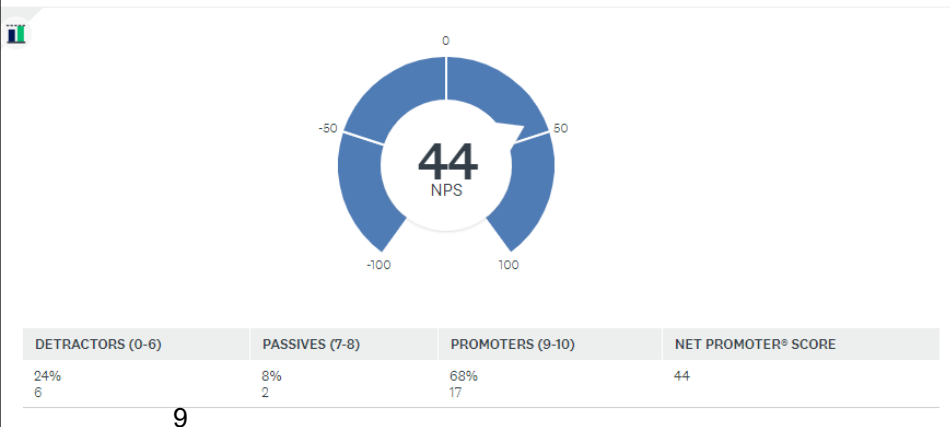
Word Cloud

great job work understand answered questions satisfied
help many helpful make easy know informative program
explained better

SNAP Net Promoter Score - Lecanto

How likely is it that you would recommend the CareerSource CLM SNAP Program to a friend or colleague?

Answered: 25 Skipped: 0



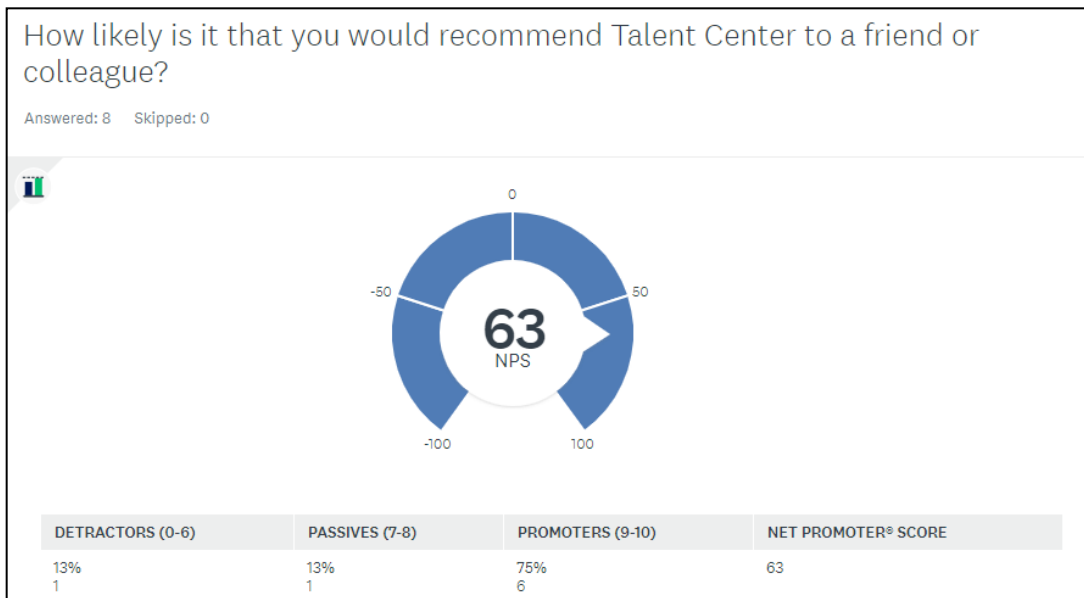
Word Cloud

Janet helpful help helpful understanding staff

Talent Center Cumulative Report Program Year 19 - 20

Candidate Report	Talent Center Net Promoter Score (July to Dec 2019)
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).

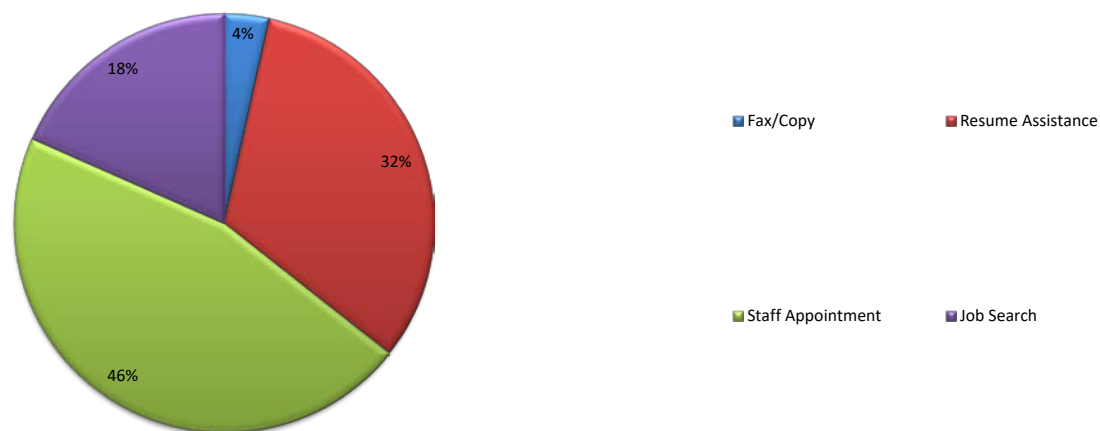


TRAFFIC COUNT

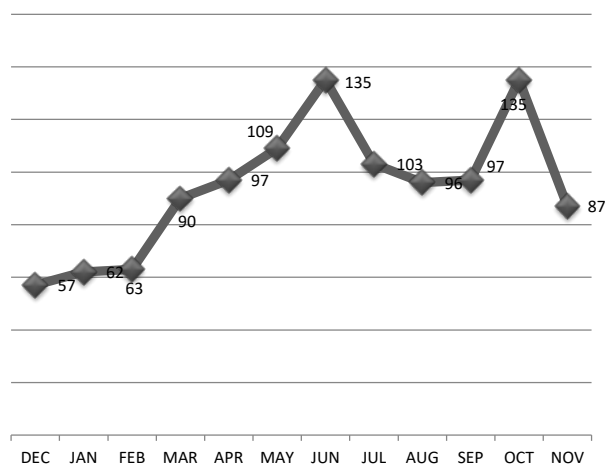
	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	YTD
REFERRALS	19	10	18	24	26	19	26	42	23	26	36	12	281
PLACEMENTS	4	6	6	12	13	10	10	17	7	9	10	1	105
INTERNSHIPS	0	0	0	0	0	2	2	1	1	0	0	0	6
OJT/WEX/CBT	1	0	0	0	0	0	0	0	0	0	0	0	1
TRAFFIC	57	62	63	90	97	109	135	103	96	97	135	87	1,131

SERVICES BREAKDOWN

CENTER TRAFFIC BY SERVICE - NOVEMBER 2019

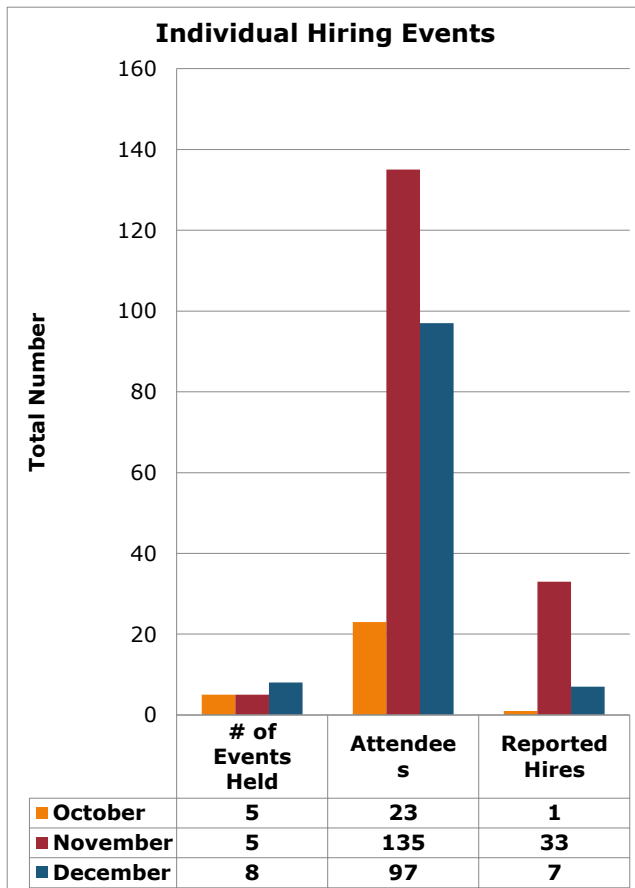


CENTER TRAFFIC BY MONTH



October - December 2019

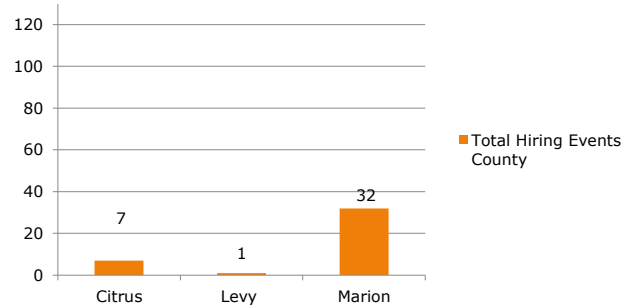
Business Services Events (Onsite & Offsite)



PY19-20 Individual Events

Total Events: 40
Attendees: 513
Reported Hires: 131

Hiring Events by County PY19-20



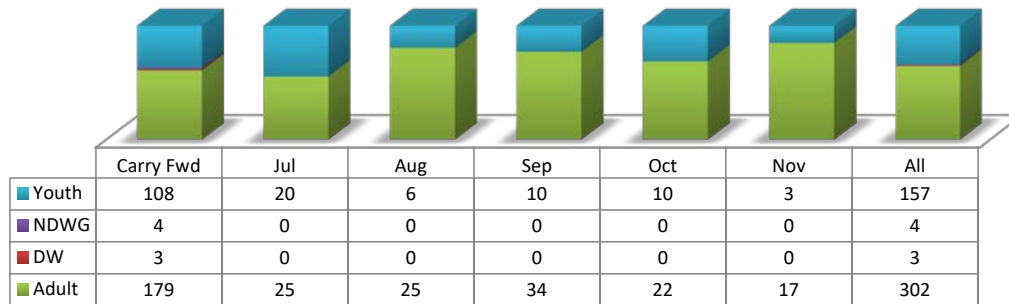
PY 19-20 Job Fairs

Attendees: 207
Businesses: 71

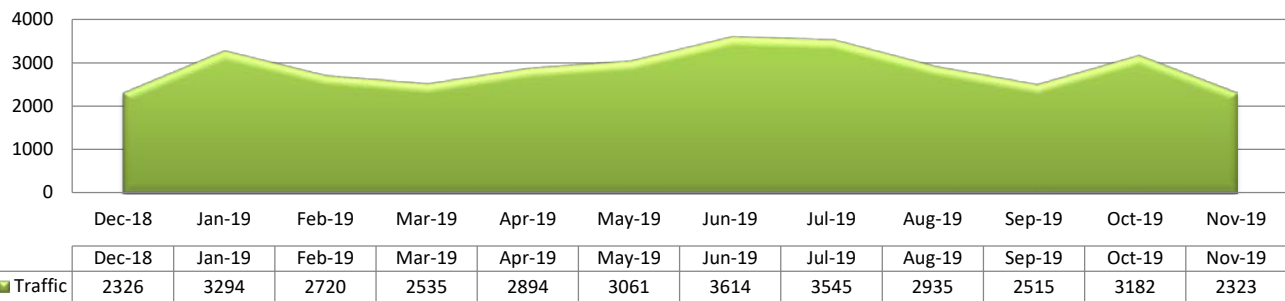
Other Recruitment Events 10/01/2019 - 12/31/2019

Event Date	Event Name	Target Audience	Event Location	County
10/17/2019	Levy Gilchrist Joint Job Fair	General Public	CF Levy Campus	Levy
10/30/2019	Manufacturing Career Fair	General Public	Webber Center	Marion
11/7/2019	Paychecks for Patriots(Marion)	Veterans /General	Marion Co. Public Library	Marion
11/7/2019	Paychecks for Patriots(Levy)	Veterans / General	Citrus Public Library / Lakes Region	Citrus
11/7/2019	Paychecks for Patriots(Levy)	Veterans / General	CareerSource Levy Office	Levy
11/13/2019	Marion County Jail Event	Ex-Offenders	Marion Co. Jail	Marion

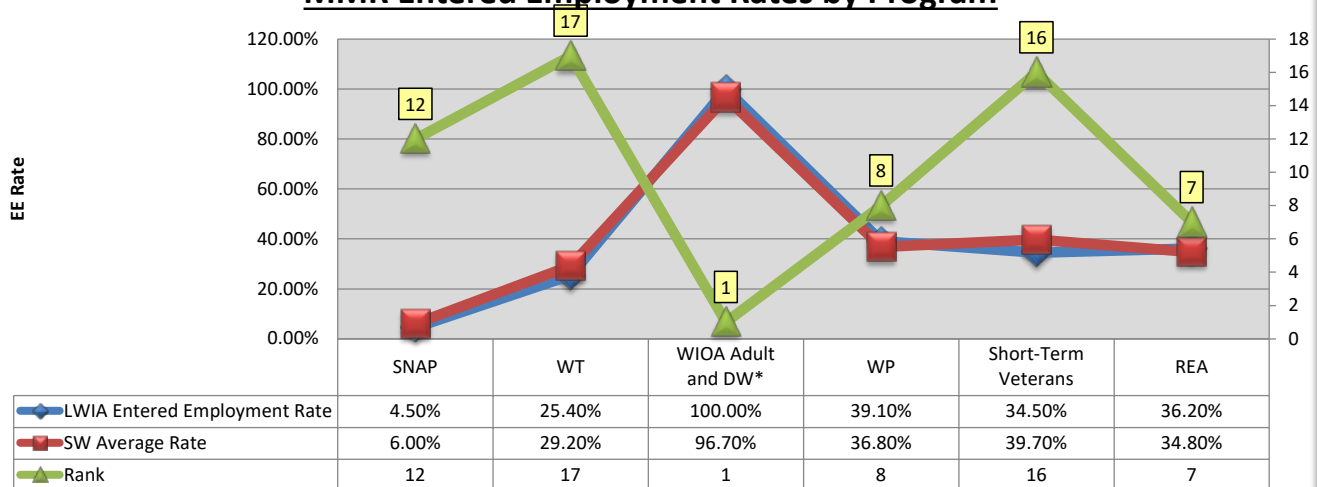
All WIOA Participant Enrollments



Center Traffic - 12 Months

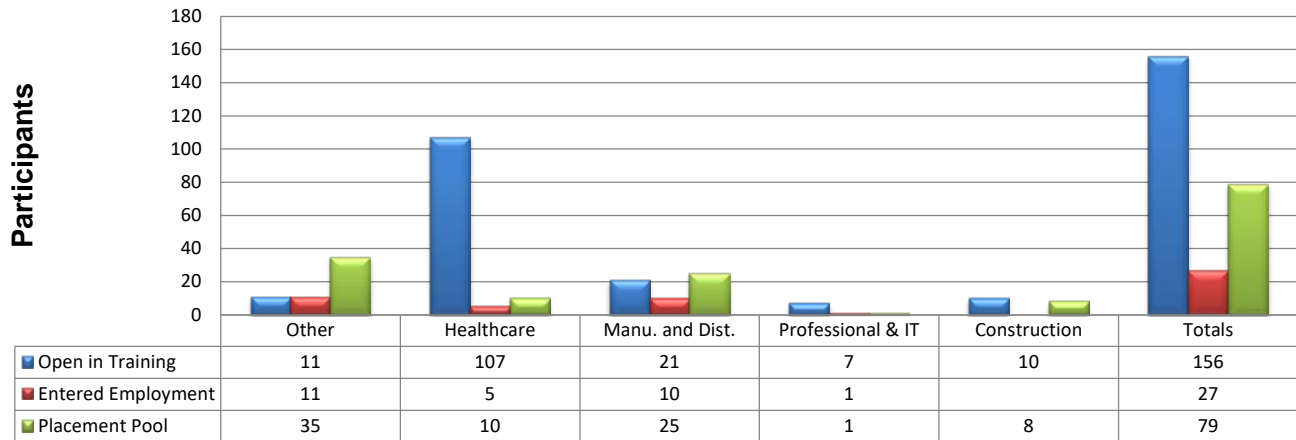


MMR Entered Employment Rates by Program

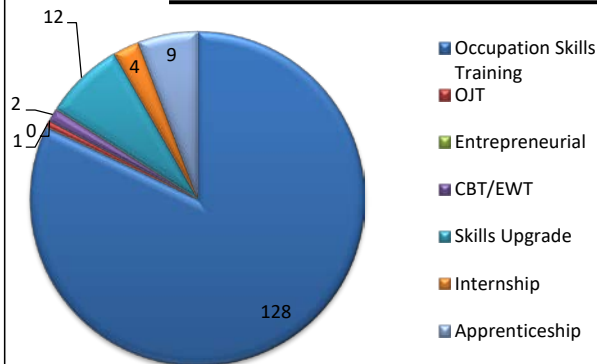


*#1 Ranking shared between 18 RWB's

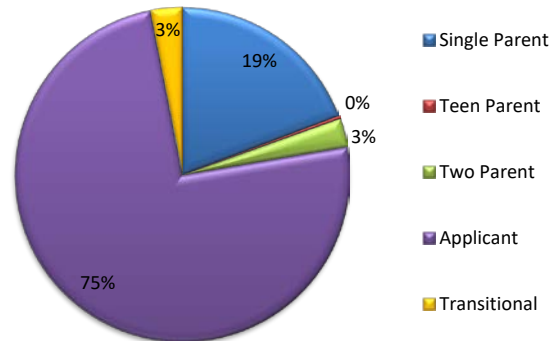
WIOA Industry Training Comparison



Open WIOA Training Activity Classification- Adult/DW

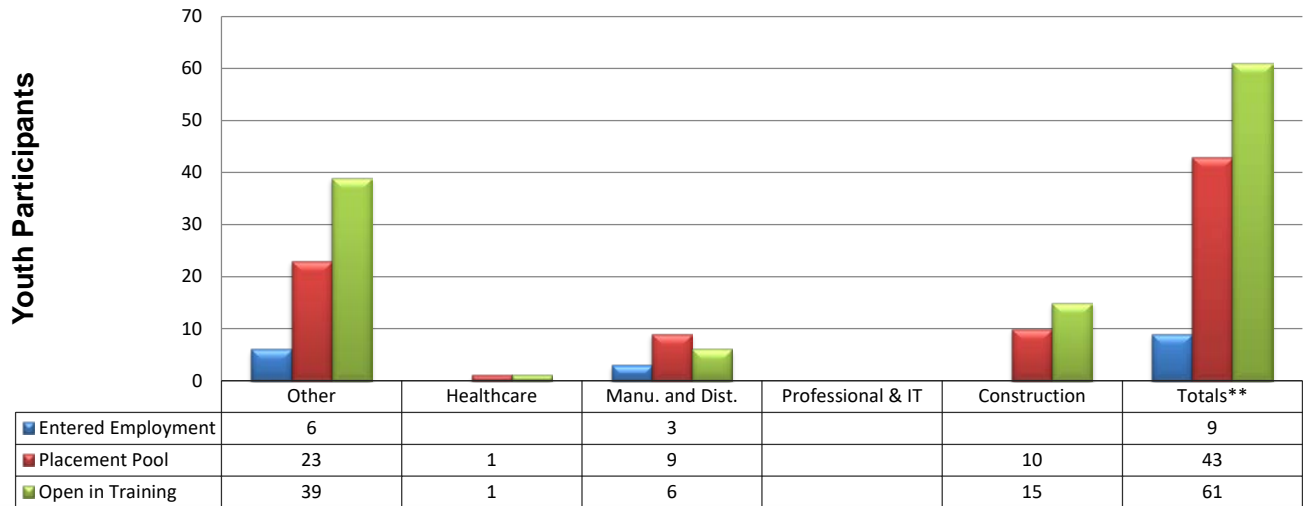


Current WT Caseload Breakdown

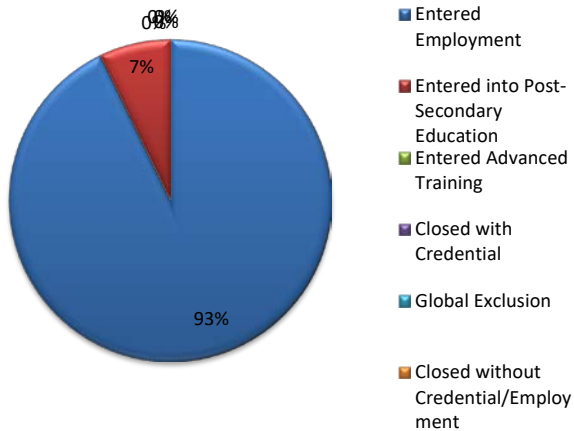


Traffic	Nov-18	Nov-19	YTD 18.19	YTD 19.20
Newly Registered Job Seekers	279	260	1,678	1,566
Total Job Referrals	2,415	1,816	14,815	10,316
Managed Job Orders	476	566	2,430	2,531
External Job Orders	2,103	2,372	12,914	12,419
Overall Traffic	3112*	2,323	16,142	14,500
Receiving Reemployment Assistance	1,764	775	3,628	2,871
Welfare Transition	Nov-18	Nov-19		
Participation Rate All Family	37.2%	34.2%		
Case Load	270	197		

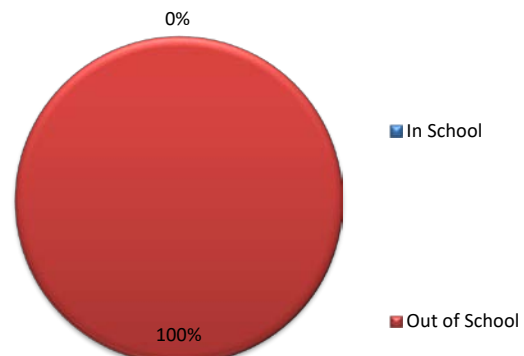
WIOA Youth Industry Training Comparison



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



Youth Carry Forward:	108	AVG Closure Wage (With Credential):	\$10.40
Total Youth Closed:	56	AVG Closure Wage (No Credential):	N/A
Total Youth Served:	157	ROI for PY 19/20 Youth Services:	\$746,701
Average Training Lifespan:	190		

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	OCT	NOV	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	2,061	1,475	9,388
	Lecanto	13,489	10,675	9,231	8,448	8,071	6,278	6,392	699	538	435	468	385	2,525
	Chiefland	7,256	6,838	6,066	5,653	5,431	4,085	4,136	354	314	316	425	300	1,709
	Talent Center			1,214	1,458	697	1,319	1,072	102	96	79	135	54	466
	*MRU 1	616	1,413	1,280	1,257	800	902	862	80	40	26	65	92	303
	*MRU 2	939	970	750	342	282	359	398	18	27	19	28	17	109
Total		75,905	64,679	55,393	51,259	50,141	41,743	36,586	3,545	2,935	2,515	3,182	2,323	14,500
Online Traffic	Citrus	164,006	139,121	98,047	71,187	57,011	37,587	22,002	1,979	1,808	1,438	1,645	1,260	8,130
	Levy	40,095	32,850	23,645	14,461	12,971	10,745	6,089	345	468	473	439	336	2,061
	Marion	433,283	363,536	242,259	180,839	155,810	116,901	67,101	4,445	4,554	3,905	5,011	3,688	21,603
	Other	73,533	55,999	36,540	23,425	8,356	12,218	6,387	358	318	349	421	288	1,734
	Total	710,917	591,506	400,491	289,912	234,148	177,451	101,579	7,127	7,148	6,165	7,516	5,572	33,528
Off Site Events	Events				22	126	147	135	8	5	13	7	9	42
	Attendees				1,808	4,535	4,028	3,406	67	33	236	99	188	623
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	OCT	NOV	YTD
Newly Registered Job Seekers	Marion	6,089	5,050	4,440	3,981	4,081	3,883	2,573	238	210	211	217	187	1063
	Citrus	2,384	1,970	1,665	1,420	1,442	1,323	995	100	87	58	80	61	386
	Levy	706	537	403	339	376	375	272	22	26	29	28	12	117
	Total	9,179	7,557	6,508	5,808	5,899	5,581	3,840	360	323	298	325	260	1,566
Total Employers Posting Jobs	Marion	819	801	848	748	724	705	724	409	368	354	363	342	528
	Citrus	333	308	307	305	308	283	155	82	79	87	87	82	127
	Levy	79	72	84	90	82	77	54	28	27	23	21	17	42
	Total	1,231	1,181	1,239	1,143	1,114	1,066	933	519	474	464	471	441	697
Managed Job Orders	Marion	2059	2396	2801	3054	3326	3514	4854	408	404	294	480	467	2053
	Citrus	549	704	686	736	815	934	1157	73	82	86	56	75	372
	Levy	109	171	156	214	163	213	238	13	19	21	19	22	94
	Other	171	114	102	177	177	73	78	3	3	2	2	2	12
	Subtotal	2888	3385	3745	4181	4481	4734	6327	497	508	403	557	566	2531
	External Job Orders	21542	22415	30704	33972	31693	28587	32498	3,376	1,221	2,789	2,661	2,372	12,419
	Total	24430	25800	34649	38121	36174	33321	38825	3,873	1,729	3,192	3,218	2,938	14,950
% of internal vs. total		11.82%	13.12%	11.39%	10.88%	12.39%	14.21%	16.30%	12.83%	29.38%	12.63%	17.31%	19.26%	16.93%
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	OCT	NOV	YTD
Open Case Load	Marion	1,131	1,216	1,355	1,286	1,073	942	902	159	190	154	197	142	447
	Citrus	359	353	422	384	379	311	272	41	39	41	52	31	113
	Levy	197	186	161	180	150	136	108	23	23	16	25	24	58
	Total	1,687	1,755	1,938	1,850	1,602	1,389	1,282	223	252	211	274	197	618
Participation Rate	All Family	44.40%	41.20%	44.10%	35.80%	30.70%	36.50%	36.90%	35.70%	36.50%	35.20%	37.50%	34.20%	35.80%

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	OCT	NOV	YTD
Occupation Skills Training	Citrus	172	118	115	142	121	91	122	9	14	21	27	24	33
	Levy	53	73	68	54	34	24	19	5	6	5	6	6	9
	Marion	617	389	339	224	233	335	365	96	131	132	180	159	250
	Subtotal	842	580	522	420	388	450	506	110	151	158	213	189	292
Skills Upgrade	Citrus	0	0	0	0	0	0	6	0	0	0	0	0	0
	Levy	0	0	0	0	0	0	2	0	0	0	0	1	1
	Marion	4	0	0	0	0	2	59	5	7	11	15	11	27
	Subtotal	4	0	0	0	0	2	67	5	7	11	15	12	28
OJT	Citrus	11	3	8	8	13	4	3	0	0	0	0	0	0
	Levy	0	0	1	0	0	0	3	0	0	0	0	0	0
	Marion	29	18	22	11	14	81	97	2	2	2	1	1	4
	Subtotal	40	21	31	19	27	85	103	2	2	2	1	1	4
Entrepreneurial	Citrus	0	0	0	0	0	3	0	0	0	0	0	0	0
	Levy	0	1	1	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	1	0	0	0	0	0	0	0
	Subtotal	0	1	1	0	0	4	0	0	0	0	0	0	0
Internships	Citrus	5	4	1	5	2	4	3	0	0	0	0	0	0
	Levy	1	1	0	0	0	0	0	1	1	1	1	1	2
	Marion	11	6	0	4	3	9	12	2	3	5	4	3	6
	Subtotal	17	11	1	9	5	13	15	3	4	6	5	4	8
Customized Training	Citrus	233	214	8	5	2	7	0	0	0	0	0	0	0
	Levy	10	7	2	0	1	6	1	0	0	0	0	0	0
	Marion	186	110	26	21	21	58	10	0	0	0	2	2	2
	Subtotal	429	331	36	26	24	71	11	0	0	0	2	2	2
Apprenticeship	Citrus	0	0	0	0	0	0	0	0	0	1	1	1	1
	Levy	0	0	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	0	0	0	1	7	8	8	8
	Subtotal	0	0	0	0	0	0	0	0	1	8	9	9	9
Total		1332	943	590	474	444	621	702	120	165	185	245	217	343
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	OCT	NOV	YTD
Citrus		703	374	343	260	225	189	122	5	7	4	5	8	29
Levy		178	129	93	87	86	70	52	2	0	2	5	1	10
Marion		2418	1640	1171	1275	944	1008	643	28	39	12	16	39	134
External/New Hire Report		8309	11428	9735	8680	6167	3002	1865	150	91	95	117	59	512
Total		11608	13571	11342	10302	7422	4269	2682	185	137	113	143	107	685

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



Workforce Intelligence

November 2019

CBT Agreements PY2019

Carry Forward from PY 18/19	0	Number Served	2
New for PY 19/20	1	Amount Spent	\$449.72

Business	Industry	Outcome Certification	Total Trained	Employer Contribution	CareerSource Reimbursement	Contract #	Begin	End Date	Status
Winco Mfg., LLC	Manufacturing	InDesign CC Certificate of Completion	2	\$449.72	\$449.72	CBT 19-10-01	10/16/2019	11/20/2019	In Process

OJT Agreements PY2019

Carry Forward from PY 18/19	2	Number Served	4
New for PY 19/20	2	Amount Spent	\$7,560.03

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
Central Florida Electric of Ocala	Construction	Electric Helper	1	\$1,380.00	\$943.79	OJT 19-11-01	11/4/2019	11/19/2019	Unsuccessful Completion

WE Agreements PY2019

Carry Forward from PY 18/19	0	Number Served	4
New for PY 19/20	4	Amount Spent	\$3,694.78

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	Complete - Hired
TMichel Productions	IT	Jr. Software Developer	1	\$19.80	8/26/2019	11/17/2019	Complete - Not Hired
Quad Nurse	Healthcare	Medical Secretary	1	\$9.00	9/9/2019	11/10/2019	Complete - Hired
Southeast Clinical Research	Healthcare	Clinical Research Coordinators	1	\$10.80	10/21/2019	1/12/2019	In Process

Internship Agreements PY2019

Carry Forward from PY 18/19	3	Number Served	5
New for PY 19/20	2	Amount Spent	\$24,631.23

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	Completed

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 11/30/2019

Performance Measure	Performance PY2017	Performance PY2018	Previous Month Performance October 2019	Current Month Performance November 2019	Performance YTD PY2019/2020	Previous Month Ranking	State Ranking YTD PY2019/2020
WP Entered Employment Rate	37.00%	42.80%	40.90%	39.10%	44.00%	4	4
WIOA AD/DW Entered Employment Rate	97.30%	98.10%	100.00%	100.00%	100.00%	1	1
WTP Entered Employment Rate	35.40%	33.00%	37.70%	25.40%	33.00%	10	14
All Family Partic. Rate	35.60%	36.90%	37.50%	34.20%	35.80%	7	8
2-Parent Partic. Rate	46.20%	53.10%	62.50%	40.00%	54.30%	4	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: December 2019

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



THOMAS P. MILLER & ASSOCIATES

Program Year 19 Quarter 2 Summary Report

Activities Completed

- PY19 Q1 Report/Recommendations/Communication
Submitted the report from Q1, including general observations and updates on overall center operations during our quarterly visit, training on individualized, skills-based training plans, and best practices research.
- Second Quarter Site Visit
 - Introduced Nithya Pramekumar to all staff members who were available and able to meet
 - 12/10/2019: Meeting with senior staff, 14th Street Center visit
 - 12/11/2019: Board meeting, Talent Center and Chiefland Center visits
 - 12/12/2019: Lecanto Center visit, Citrus County partner meeting, 14th Street Center visit
 - 12/13/2019: Senior staff meeting, 14th Street Center visit

On-Site Summary/Observations

- There was an overall sense of happiness and ease as most staff expressed understanding their roles/responsibilities and individual duties with recent changes in organizational structure. Staff used specific words and phrases like 'knowing who to report to' and being clear about newly implemented processes and staffing changes.
- With recent organizational changes, there are opportunities for staff from within CLM to get into roles based on strengths and expertise, not merely being 'next in line'. This is a great way to encourage structured career pathways within CLM for workforce professionals offering room for career growth and mobility within CLM.
- Staff who are participating have expressed enjoying the leadership training that has been provided. This is an example of the continued commitment to staff training among all staff in the organization.
- The focus on and commitment to professional development and training among staff is a strength of CLM. We want to help continue this focus and be a resource for identifying and implementing training needs.
- The new structure within the business development team seems to be going well, and provides an opportunity for further strategy development, including expanding more demand-side opportunities and strategies. This includes a renewed focus on developing business relationships in Citrus and Levy Counties. There is an opportunity to apply the techniques and content staff will learn from the workshop with TAD and initiate a strategic plan for business development moving forward.
- The outreach strategy deployed by the communications team at the Board meeting is a best practice, and something that many other Boards can learn from. As it is implemented, we should track its use to understand the return on investment and validate the importance of supporting consistent outreach.
- There is an opportunity to leverage the outreach packet created for Board members into a packet of information accessible to all staff who do outreach in the community or attend

community events. All staff can benefit from assistance with elevator speeches, short communications materials, etc.

- With unemployment rates continuing to be low, we are serving more people with barriers to employment. There are instances where clients who are referred for employment do not meet the requirements of the job orders. We can continue to focus on a common definition of what it means to be job ready to make sure all staff are on the same page.

Recommendations

1. Now that there is a firm foundation and structure in place for the business development team, we recommend a strategic planning session to streamline activities and business services delivery. This can be conducted after the next training session in February, to outline a clear way to implement and sustain new strategies learned.
2. We recommend identifying common career readiness metrics/definition and a training session to familiarize staff with the metrics and get a consensus. In addition, it is necessary to identify gaps/needs and opportunities for career development coaches to gain ongoing training and support in working toward this common definition, especially with working with participants with barriers.
3. In our conversations with staff we discussed their personality types and believe that it was a great way to get to know people and encourage them to be in roles that are well suited for their preference and capacity. We recommend that we continue making sure the Myers Briggs assessment is available to all new staff.
4. We recommend conducting research on how other states are establishing contracts for work-based learning with entities like Lockheed, particularly about how to resolve issues with documentation (e.g. can E-Verify be used?) and continue efforts to expand work-based learning contracts to include how to strategically sell WBL to employers. We will utilize our connections with other states to gather information about these issues.

Next Steps

In the third quarter, we will focus on the following activities:

- Quarterly Site Visit:
 - Half-day visit to each center
 - Meet with a selection of partners
 - Policy Implementation review
 - Conduct strategic planning with Business Development team
- Best practices research as needed
- Participation in the State of the Workforce Summit