



Performance and Monitoring Committee

This meeting will be held by teleconference.

AGENDA

Tuesday, May 5, 2020 – 9:00 a.m.

<http://careersourceclm.adobeconnect.com/performance5-5-2020/>

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

Call to Order		T. Knight
Roll Call		C. Schnettler
Approval of Minutes, January 14, 2020	Pages 2 - 4	T. Knight

DISCUSSION ITEMS

State Update		
Workforce Issues that are Important to Our Community		
Local Review	Pages 5 - 7	D. French

PUBLIC COMMENT

ACTION ITEMS

DEO Programmatic Monitoring close-out 2018-19	Page 8 - 9	D. French
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PROJECT UPDATES

Talent Center – March 2020	Pages 10	D. French
Event Report – Jan – March 2020	Page 11	D. French
Workforce Intelligence – March 2020	Pages 12 - 18	C. Weaver
Performance Measures – March 2020	Page 19	C. Weaver
Performance Indicators July – Dec 2019	Page 20	C. Weaver
Quarterly Reports – Jan – Mar 2020	Pages 21 - 23	C. Weaver
Quarterly Reports – MCC – Jan – Mar 2020	Pages 24 - 25	C. Weaver
Net Promoter Reports – July – Mar 2020	Pages 26 - 30	S. Litzinger

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	
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: January 14, 2020
PLACE: College Of Central Florida, Enterprise Center, Building 42, Ocala, FL
TIME: 11:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Fred Morgan
Kimberly Baxley
Ted Knight, Chair
William Burda

MEMBERS ABSENT

Pat Reddish

OTHER ATTENDEES

Kathleen Woodring, CSCLM
Dale French, CSCLM
Cira Schnettler, CSCLM

Wes Underwood, Underwood Sloan & Assoc.
Joshua Hay, Underwood Sloan & Assoc.
Calvin Sloan, Underwood Sloan & Assoc.

CALL TO ORDER

The meeting was called to order by Ted Knight, Chair, at 11:00 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 November 5, 2019 meeting. Fred Morgan seconded the motion. Motion carried.

PRESENTATION

Independent Monitor – Underwood Sloan and Associates

Wes Underwood, Calvin Sloan, and Joshua Hay made a presentation to the committee, outlining details of the scope of work, next steps, and goals.

Discussion topics included:

- William Burda asked how will the process begin and Brandon Whiteman asked about a timeline. Wes Underwood explained that the next six months his team

will get a baseline understanding of current policies and procedures in place. In June, an audit report of recommendations and how to transition to an Enterprise Rich Management framework will be provided.

- Fred Morgan asked who will be receiving the audit reports. Wes Underwood explained that reporting will be conducted in a manner that is requested by the board. The reporting can go straight to the board or can be provided to CLM management first.
- William Burda asked about the impact to staff time and interruption. Wes Underwood explained that appointments will be made to schedule time with staff. Kathleen Woodring also explained that our systems are paperless and documentation will be easily accessible for the auditors electronically.
- Ted Knight asked about the company's size. Wes Underwood explained that the company consisted of the present team and they would personally be conducting the audits and review.

The Underwood Sloan and Associates representatives excused themselves from the rest of the meeting.

ACTION ITEMS

Independent Monitoring Contract Review

William Burda made a motion to approve the contract for Underwood Sloan and Associates. Brandon Whiteman seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Kathleen Woodring advised the committee that no new updates have been received from the State.

Workforce Issues that are Important to Our Community

Kathleen Woodring and the committee members discussed evaluating the board structure and committee responsibilities.

PROJECT UPDATES

Net Promoter Reports – July - December 2019

Talent Center

Event Report

Workforce Intelligence – November 2019

Performance Measures – November 2019

TPMA

Dale French reviewed all of the various reports. William Burda noted that the summary report provided by TPMA was insufficient and needed increased depth of review and reporting. Kathleen Woodring stated that management will follow up with TPMA and review the scope of work.

MATTERS FROM THE FLOOR

Ted Knight commented that he appreciated the acronym list provided with the reports. Kathleen Woodring encouraged the committee members to mark their calendars for the upcoming State of the Workforce Conference on April 23 and to share the Save the Date cards.

ADJOURNMENT

There being no further business, the meeting was adjourned at 12:38 p.m.

APPROVED:



2019-20 Quality Assurance Report Wagner Peyser

Introduction

This report was prepared by Iris Pozo as a result of a programmatic quality assurance review conducted March 2020 for the following program:

- Wagner Peyser

Purpose of Review

The purpose of the review was to assess program operations, during the April 1, 2019 through current date. The goal was to determine if the Wagner Peyser program was operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contract or agreement terms.

Description of Review Methodology

The State monitoring tool was used. The Wagner-Peyser review focused on compliance with the WP Act, as amended and federal guidelines that mandate the operation of the public labor exchange system. The review included, but was not limited to, the following:

- A review of the public labor exchange system to verify the WP program was in compliance with applicable rules and regulations, and appropriate services were provided to the general public.
- A review of whether the LWDB complied with the federal definition of a placement, job development, counseling, and Equal Employment Opportunity (EEO) regulations regarding discrimination based on race, creed, gender, national origin, and age. This included a review of Veteran and Migrant and Seasonal Farmworker (MSFW) services.
- A review of the LWDB's program administration and management practices including any policies and procedures in place, local plans, required staff training, and MIS security protocols.
- A review of system data to ensure information was recorded accurately and required services were provided and documented.
- A review of the local career centers' credentialing process and Reemployment Services and Eligibility Assessment (RESEA) Program for adherence to state rules and program guidelines.

Overview of Results

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

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 352-840-5700, ext. 7878 or e-mail accommodations@careersourceclm.com at least three business days in advance. Additionally, program information may be made available in Spanish upon request. A proud partner of the American Job Center Network.

Issues, and Observations. Following are descriptions of how the outcomes are classified in the report:

- **Findings** – are instances where noncompliance with requirements contained in federal or state laws, rules and regulations, administrative codes, state guidance or other documents are found and are considered to be higher risk issues that could potentially result in questioned costs and/or impact the integrity of program operations. Findings are expected to be responded to in the CAP.
- **Other Noncompliance Issues (ONI)** – are general noncompliance conditions that are considered lower risk findings but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.). Other Noncompliance Issues are expected to be responded to in the CAP.
- **Observations** – are informative statements or constructive comments made to identify processes that can help the LWDB improve service delivery and result in positive program outcomes. Observations are not expected to be responded to in the CAP.
- **Notable Program Practices** – are informative statements that highlight and recognize positive program processes and improvements.

Wagner Peyser Program (WP)

Participant Case File Review

The sample size consisted of 76 files (19 RESEA, 19 job seekers, 19 placements and 19 job orders). The following issues/observations were identified.

RESEA

- Of the 19 EDPs reviewed for the RESEA program, all EDP's contained the elements required however, ONI, six instances where work search activities were not scheduled in the EF events calendar module. There were instances where Case note did not indicate that the activity was resulted.

JOBSEEKERS

- Of the 19 jobseeker case files reviewed for the WP program, all contained elements that were required, no findings or ONI's.

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JOB ORDERS

- Of the 19 job orders reviewed, one finding where the Region does not have a local policy in place to ensure sufficient vetting of employer accounts and job order, this was discussed with Steven and it is something he is working on creating. No other non-compliance issues observed in this review.

PLACEMENTS

- Of the 19 placements reviewed, there were five instances where there was no documentation of job seekers permission. This is a Finding (this process has been corrected after last year's audit so that this does not occur, it was corrected after July 2019 and the cases affected were before that time period). There were two instances where the job seeker did not appear to meet the job order requirements, these are ONI's.

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Recommendation: Documentation showing staff has been informed, in writing, of these requirements has been submitted, Steven has already conducted training on these issues.

Career Center Credentialing

The career center credentialing review was conducted to determine compliance with program guidance. The methodology for conducting the review included self-certification by the LWDB that the following credentialing requirements had been met for the review period at each of the career center locations (posters, signage, and resource room verification).

All posters and signage are current and available. Staff CEU's are current.



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee May 5, 2020

TOPIC/ISSUE:

Acceptance of 2018-2019 monitoring close-out

BACKGROUND:

State programmatic monitoring occurred June 10 through June 14, 2019. We have submitted our responses the monitoring for DEO's review and approval.

POINTS OF CONSIDERATION:

We received a close-out letter dated March 13, 2020 accepting our responses and officially closing the last programmatic monitoring review.

STAFF RECOMMENDATIONS:

Accept of the close-out letter.

CONSORTIUM ACTION:

Ron DeSantis
GOVERNOR



Ken Lawson
EXECUTIVE DIRECTOR

March 13, 2020

Mr. Rusty Skinner, Chief Executive Officer
CareerSource Citrus Levy Marion
3003 SW College Road, Ste. 205
Ocala, FL 34474

Dear Mr. Skinner:

The Department of Economic Opportunity would like to thank you and CareerSource Citrus Levy Marion staff for your participation and cooperation in the 2018-2019 quality assurance review of your workforce programs. Your corrective action plan for resolving the findings and other noncompliance issues identified in the report has been accepted. Consequently, this correspondence closes the 2018-2019 quality assurance review process.

Should you have any questions or require additional information, please contact Ken Williams at (850) 245-7457 or via email at Kenneth.Williams@deo.myflorida.com.

Sincerely,

Shila A. Salem, Chief
Bureau of One-Stop and Program Support

SAS/obw

cc: Michelle Dennard
Mary Lazor
Andrew Collins
Ken Williams

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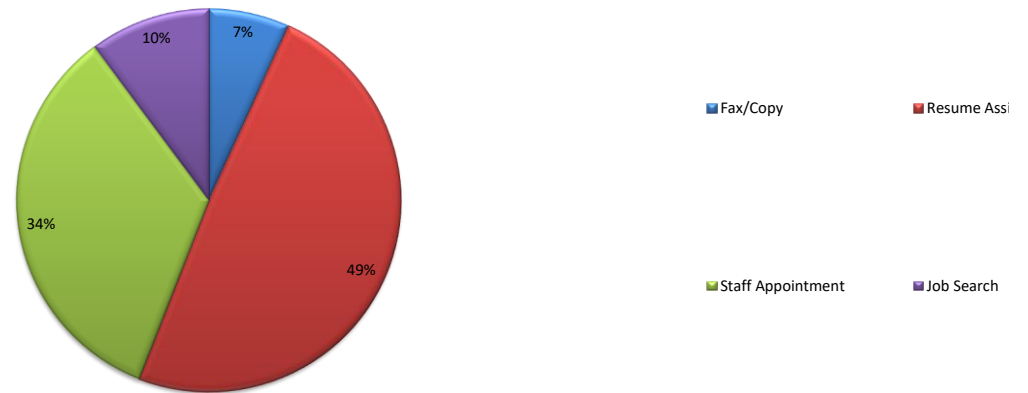
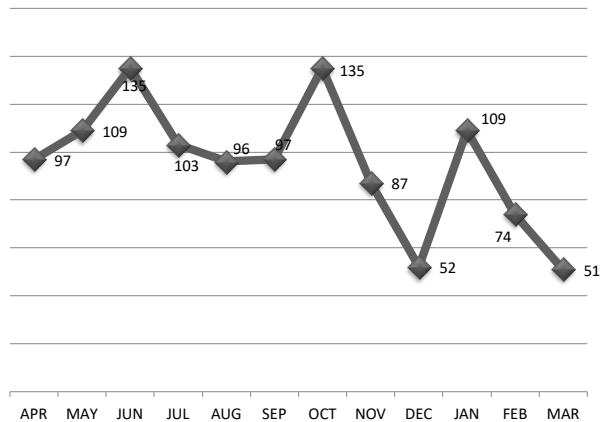


TRAFFIC COUNT

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD
REFERRALS	26	19	26	42	23	26	36	12	17	16	13	27	283
PLACEMENTS	13	10	10	17	7	9	10	1	7	6	8	6	104
INTERNSHIPS	0	2	2	1	1	0	0	0	0	2	0	1	9
OJT/WEX/CBT	0	0	0	0	0	0	0	0	0	0	0	2	2
TRAFFIC	97	109	135	103	96	97	135	87	52	109	74	51	1,145

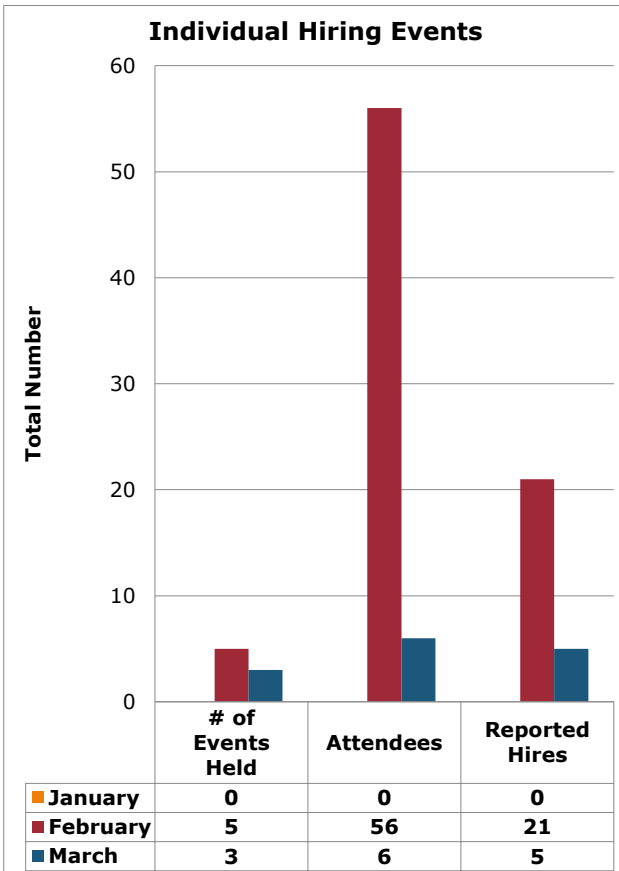
SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



January - March 2020

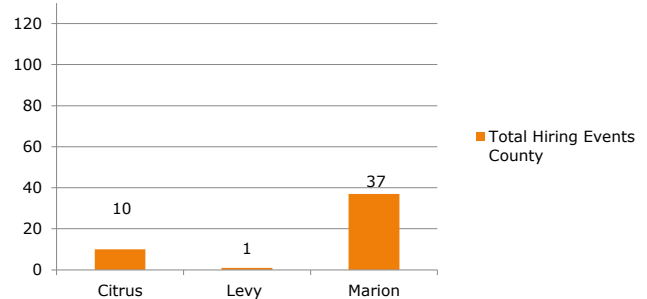
Business Services Events (Onsite & Offsite)



PY19-20 Individual Events

Total Events: 48
Attendees: 575
Reported Hires: 167

Hiring Events by County PY19-20



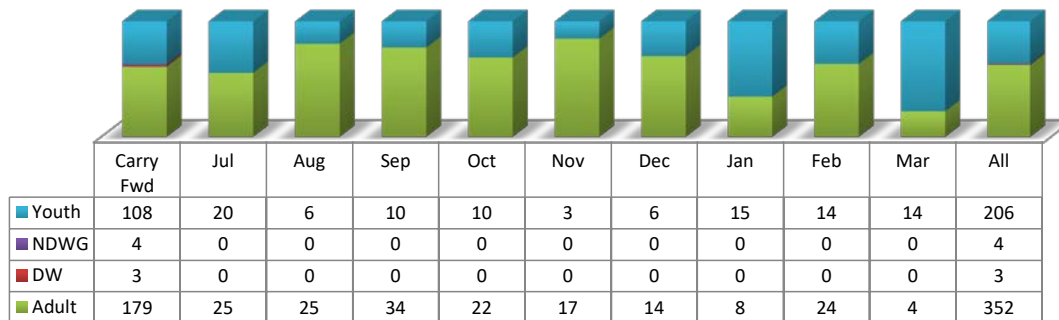
PY 19-20 Job Fairs

Attendees: 207
Businesses: 71

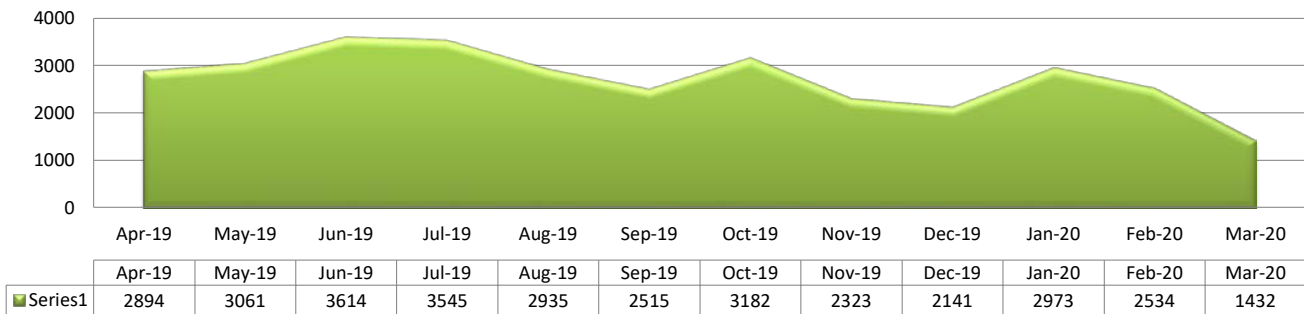
Other Recruitment Events 01/2020 - 3/2020

Event Date	Event Name	Target Audience	Event Location	County
1/28/2020	Marion Youth Expo	Middle School Students	Circle Square Cultural Center - OTOW	Marion
1/29/2020	Marion Youth Expo	High School Students	Circle Square Cultural Center - OTOW	Marion
2/28/2020	Citrus Youth Expo	9th and 12th Grade Student:	Withlacoochee Technical College	Citrus
3/13/2020	Levy Youth Expo	Students	College of Central Florida-Levy Campus	Levy

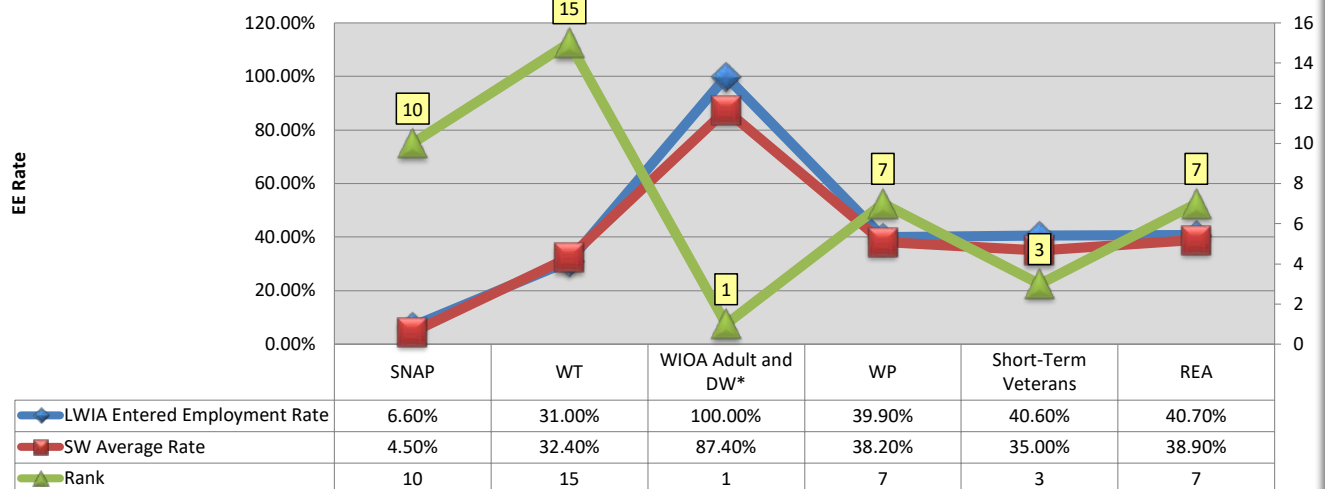
All WIOA Participant Enrollments



Center Traffic - 12 Months

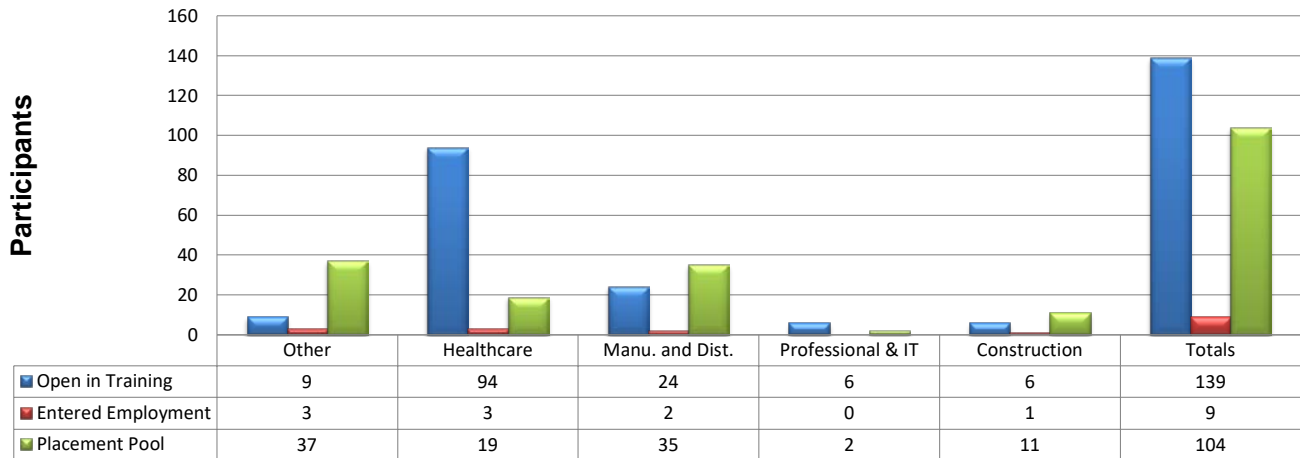


MMR Entered Employment Rates by Program

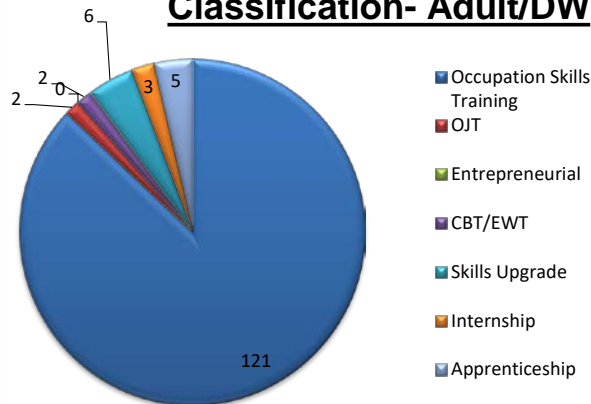


*#1 Ranking shared between 6 RWB's

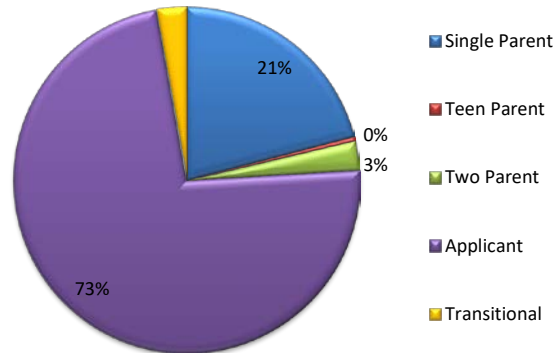
WIOA Industry Training Comparison



Open WIOA Training Activity Classification- Adult/DW

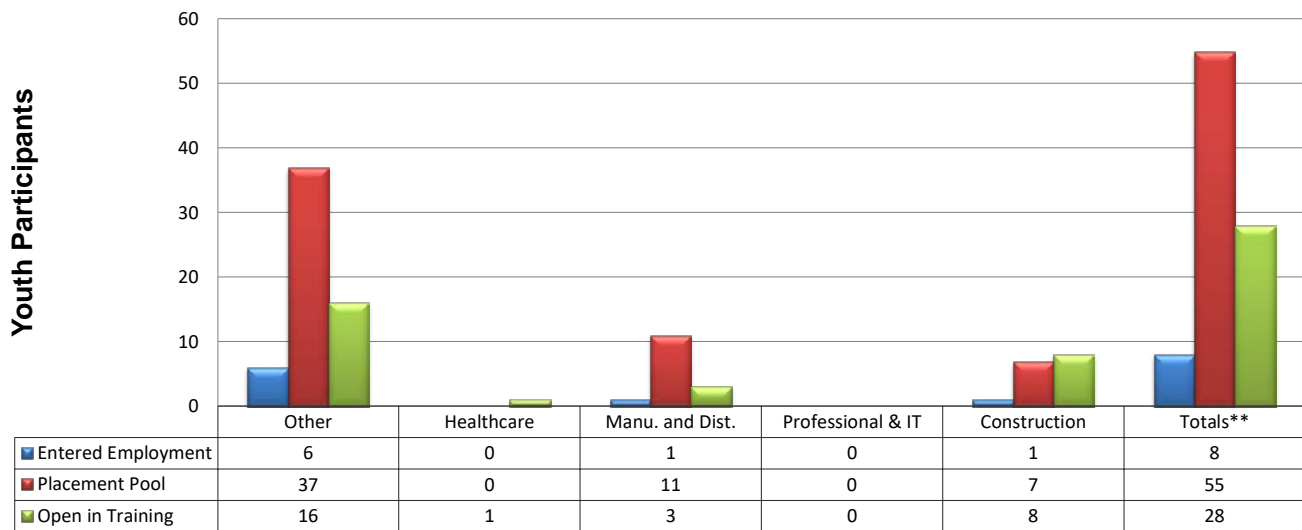


Current WT Caseload Breakdown

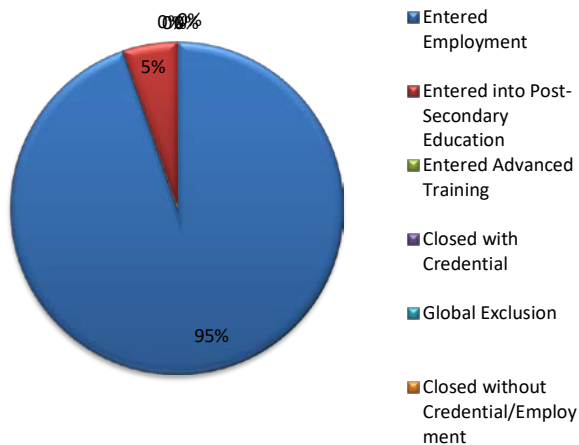


Traffic	Mar-19	Mar-20	YTD 18.19	YTD 19.20
Newly Registered Job Seekers	249	2,061	2,877	4,509
Total Job Referrals	1,579	1,732	23,485	18,407
Managed Job Orders	698	531	4,622	4,803
External Job Orders	3,014	2,642	24,117	22,314
Overall Traffic	2,535	1,432	27,017	23,417
Receiving Reemployment Assistance	1,700	791	5,459	4,298
Welfare Transition	Mar-19	Mar-20		
Participation Rate All Family	36.0%	33.3%		
Case Load	188	199		

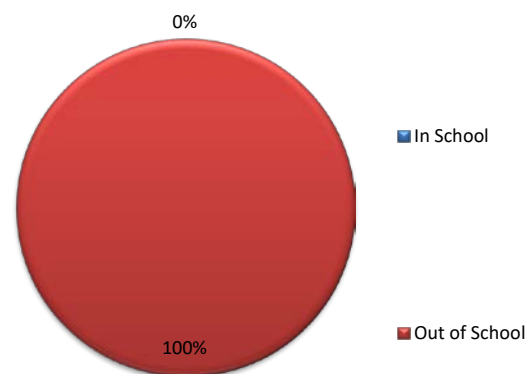
WIOA Youth Industry Training Comparison



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



Youth Carry Forward:	108	AVG Closure Wage (With Credential):	\$10.36
Total Youth Closed:	97	AVG Closure Wage (No Credential):	\$8.70
Total Youth Served:	206	ROI for PY 19/20 Youth Services:	\$1,286,782
Average Training Lifespan:	70		

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	DEC	JAN	FEB	MAR	YTD
Center Traffic	14th Street	53,605	44,783	36,852	34,101	35,557	28,800	23,726	2,067	1,914	1,635	2,047	1,458	1,389	1,992	1,627	893	15,022
	Lecanto	13,489	10,675	9,231	8,448	8,071	6,278	6,392	583	535	431	467	382	386	516	490	283	4,073
	Chieffland	7,256	6,838	6,066	5,653	5,431	4,085	4,136	336	310	316	423	298	279	308	304	202	2,776
	Talent Center			1,214	1,458	697	1,319	1,072	91	94	79	135	54	32	89	74	51	699
	*MCC 1	616	1,413	1,280	1,257	800	902	862	80	40	26	65	92	38	53	32	-	426
	*MCC 2	939	970	750	342	282	359	398	18	27	19	28	17	17	15	7	3	151
	Total	75,905	64,679	55,393	51,259	50,141	41,743	36,586	3,175	2,920	2,506	3,165	2,301	2,141	2,973	2,534	1,432	23,147
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	1,309	1,662	1,463	1,586	14,150
	Levy	40,095	32,850	23,645	14,461	12,971	10,745	6,089	345	468	473	439	336	328	348	304	320	3,361
	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	3,452	4,487	3,879	4,321	37,742
	Other	73,533	55,999	36,540	23,425	8,356	12,218	6,387	358	318	349	421	288	295	334	316	337	3,016
	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	5,384	6,831	5,962	6,564	58,269
Off Site Events	Events				22	126	147	135	8	5	13	7	9	8	-	5	3	58
	Attendees				1,808	4,535	4,028	3,406	67	33	236	99	188	97	-	56	6	782
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	DEC	JAN	FEB	MAR	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	165	230	206	1338	3002
	Citrus	2,384	1,970	1,665	1,420	1,442	1,323	995	100	87	58	80	61	55	92	66	625	1,224
	Levy	706	537	403	339	376	375	272	22	26	29	28	12	22	27	19	98	283
	Total	9,179	7,557	6,508	5,808	5,899	5,581	3,840	360	323	298	325	260	242	349	291	2,061	4,509
Total Employers Posting Jobs	Marion	819	801	848	748	724	705	724	409	368	354	363	342	324	336	316	284	629
	Citrus	333	308	307	305	308	283	155	82	79	87	87	82	75	80	80	103	168
	Levy	79	72	84	90	82	77	54	28	27	23	21	17	15	18	20	22	55
	Total	1,231	1,181	1,239	1,143	1,114	1,066	933	519	474	464	471	441	414	434	416	409	852
Managed Job Orders	Marion	2059	2396	2801	3054	3326	3514	4854	408	404	294	480	467	257	549	509	360	3728
	Citrus	549	704	686	736	815	934	1157	73	82	86	56	75	56	159	149	127	863
	Levy	109	171	156	214	163	213	238	13	19	21	19	22	20	15	14	39	182
	Other	171	114	102	177	177	73	78	3	3	2	2	2	3	8	2	5	30
	Subtotal	2888	3385	3745	4181	4481	4734	6327	497	508	403	557	566	336	731	674	531	4803
	External Job Orders	21542	22415	30704	33972	31693	28587	32498	3,376	1,221	2,789	2,661	2,372	1,284	3,149	2,820	2,642	22,314
	Total	24430	25800	34649	38121	36174	33321	38825	3,873	1,729	3,192	3,218	2,938	1,620	3,880	3,494	3,173	27,117
% 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%	20.74%	18.84%	19.29%	16.73%	17.71%
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	DEC	JAN	FEB	MAR	YTD							
Open Case Load	Marion	1,131	1,216	1,355	1,286	1,073	942	902	159	190	154	197	142	142	154	138	134	643
	Citrus	359	353	422	384	379	311	272	41	39	41	52	31	26	32	30	36	164
	Levy	197	186	161	180	150	136	108	23	23	16	25	24	16	24	30	29	93
	Total	1,687	1,755	1,938	1,850	1,602	1,389	1,282	223	252	211	274	197	184	210	198	199	900
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%	36.80%	32.70%	38.10%	33.30%	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	DEC	JAN	FEB	MAR	YTD		
Occupation Skills Training	Citrus	172	118	115	142	121	91	122	9	14	21	27	24	14	12	23	25	30		
	Levy	53	73	68	54	34	24	19	5	6	5	6	6	4	4	3	4	6		
	Marion	617	389	339	224	233	335	365	96	131	132	180	159	101	102	99	92	145		
	Subtotal	842	580	522	420	388	450	506	110	151	158	213	189	119	118	125	121	181		
Skills Upgrade	Citrus	0	0	0	0	0	0	6	0	0	0	0	0	0	0	1	1	1		
	Levy	0	0	0	0	0	0	2	0	0	0	0	1	1	1	0	0	1		
	Marion	4	0	0	0	0	2	59	5	7	11	15	11	10	6	9	5	35		
	Subtotal	4	0	0	0	0	2	67	5	7	11	15	12	11	7	10	6	37		
OJT	Citrus	11	3	8	8	13	4	3	0	0	0	0	0	0	0	0	0	0		
	Levy	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0		
	Marion	29	18	22	11	14	81	97	2	2	2	1	1	0	1	1	2	6		
	Subtotal	40	21	31	19	27	85	103	2	2	2	1	1	0	1	1	2	6		
Entrepreneurial	Citrus	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0		
	Levy	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Marion	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0		
	Subtotal	0	1	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0		
Internships	Citrus	5	4	1	5	2	4	3	0	0	0	0	0	0	0	0	1	1		
	Levy	1	1	0	0	0	0	0	1	1	1	1	1	1	1	1	0	2		
	Marion	11	6	0	4	3	9	12	2	3	5	4	3	2	1	0	2	9		
	Subtotal	17	11	1	9	5	13	15	3	4	6	5	4	3	2	1	3	12		
Customized Training	Citrus	233	214	8	5	2	7	0	0	0	0	0	0	0	0	0	1	1		
	Levy	10	7	2	0	1	6	1	0	0	0	0	0	0	0	0	0	0		
	Marion	186	110	26	21	21	58	10	0	0	0	2	2	2	2	1	1	3		
	Subtotal	429	331	36	26	24	71	11	0	0	0	2	2	2	2	1	2	4		
Apprenticeship	Citrus	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1		
	Levy	0	0	0	0	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	8	4	4	8		
	Subtotal	0	0	0	0	0	0	0	0	1	8	9	9	9	9	5	5	9		
Total		1332	943	590	474	444	621	702	120	165	185	245	217	144	139	143	139	249		
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	DEC	JAN	FEB	MAR	YTD		
	Citrus	703	374	343	260	225	189	122	5	7	4	5	8	4	6	5	5	49		
	Levy	178	129	93	87	86	70	52	2	0	2	5	1	3	0	0	0	11		
	Marion	2418	1640	1171	1275	944	1008	643	28	39	12	16	39	27	22	34	13	202		
	External/New Hire Report	8309	11428	9735	8680	6167	3002	1865	150	91	95	117	59	82	79	81	97	851		
Total		11608	13571	11342	10302	7422	4269	2682	185	137	113	143	107	116	107	120	115	1113		

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



Workforce Intelligence

March 2020

CBT Agreements PY2019

Carry Forward from PY 17/18	0	Number Served	4
New for PY 18/19	2	Amount Spent	\$908.94

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	\$224.84	CBT 19-10-01	10/16/2019	11/20/2019	Successful / Unsuccessful
Winco Mfg., LLC	Manufacturing	Inventor 2020 Certificat of Completion	2	\$684.10	\$684.10	CBT 19-03-01	3/4/2020	3/4/2021	In Process

OJT Agreements PY2019

Carry Forward from PY 17/18	2	Number Served	6
New for PY 18/19	4	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
Max-Air Heating and Air Conditioning	Construction	Heating and Air Cond. Mechanic & Instal	1	\$2,178.00		OJT 19-01-01	1/20/2020	6/11/2020	In Process
Absolute Quick Care, LLC	Healthcare	Businness Manager	1	\$4,616.05		OJT 19-03-01	3/9/2020	7/1/2020	In Process

WE Agreements PY2019

Carry Forward from PY 17/18	0	Number Served	7
New for PY 18/19	7	Amount Spent	\$16,240.95

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 - 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	1/12/2020	Complete - Hired
Quad Nurse	Healthcare	Office Assistant	1	\$9.00	1/13/2020	3/15/2020	In Process
Ansun-Eagle Group, Inc.	Professional	Office Clerk	1	\$10.80	1/21/2020	4/13/2020	In Process / Suspended due to COVID
Right Rudder Aviation	Professional	Office Assistant	1	\$9.90	3/9/2020	6/1/2020	In Process / Suspended due to COVID

Internship Agreements PY2019

Carry Forward from PY 17/18	3	Number Served	9
New for PY 18/19	6	Amount Spent	\$31,773.71

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 03/31/2020

Performance Measure	Performance PY2017	Performance PY2018	Previous Month Performance February 2020	Current Month Performance March 2020	Performance YTD PY2019/2020	Previous Month Ranking	State Ranking YTD PY2019/2020
WP Entered Employment Rate	37.00%	42.80%	30.90%	34.50%	39.90%	13	7
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%	27.30%	23.70%	31.00%	13	14
All Family Partic. Rate	35.60%	36.90%	38.10%	11.80%	33.30%	9	7
2-Parent Partic. Rate	46.20%	53.10%	50.00%	33.30%	54.50%	5	3
			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: April 2020

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

LWDB 10 – Performance Indicators
7/1/2019-12/31/2019

Measures	PY2018-2019 4th Quarter Performance	PY 2018- 2019 % of Performance Goal Met For Q4	PY 2018-2019 Performance Goals	PY2019-2020 1st Quarter Performance	PY 2019- 2020 % of Performance Goal Met For Q1	PY2019-2020 2nd Quarter Performance	PY 2019- 2020 % of Performance Goal Met For Q2	PY 2019-2020 Performance Goals
Adults:								
Employed 2nd Qtr After Exit	94.60	111.29	85.00	96.00	112.68	95.00	111.50	85.20
Median Wage 2nd Quarter After Exit	\$7,825	114.23	\$6,850	\$7,088	103.47	\$7,045	102.85	\$6,850
Employed 4th Qtr After Exit	89.20	108.78	82.00	91.90	111.39	92.70	112.36	82.50
Credential Attainment Rate	90.10	106.00	85.00	89.40	101.59	86.00	97.73	88.00
Dislocated Workers:								
Employed 2nd Qtr After Exit	100.00	120.48	83.00	100.00	120.19	100.00	120.19	83.20
Median Wage 2nd Quarter After Exit	\$11,003	160.63	\$6,850	\$12,991	189.65	\$10,276	150.01	\$6,850
Employed 4th Qtr After Exit	100.00	133.33	75.00	100.00	131.58	100.00	131.58	76.00
Credential Attainment Rate	100.00	133.33	75.00	100.00	132.98	100.00	132.98	75.20
Youth:								
Employed 2nd Qtr After Exit	78.10	104.13	75.00	77.70	102.91	77.20	102.25	75.50
Employed 4th Qtr After Exit	77.20	111.88	69.00	81.60	117.92	78.80	113.87	69.20
Credential Attainment Rate	98.50	115.88	85.00	98.00	114.89	98.70	115.71	85.30
Wagner Peyser:								
Employed 2nd Qtr After Exit	68.40	110.32	62.00	72.40	116.40	72.80	117.04	62.20
Median Wage 2nd Quarter After Exit	\$5,120	105.57	\$4,850	\$5,321	109.71	\$5,520	113.81	\$4,850
Employed 4th Qtr After Exit	66.90	104.53	64.00	67.30	104.83	67.50	105.14	64.20

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



CITRUS COUNTY

SERVICES: JAN-MAR 2020

UNEMPLOYMENT DATA

	JAN 2020	FEB 2020
CITRUS	4.9% (2,331)*	4.8% (2,278)
FLORIDA	3.0%	2.8%
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
1,212	1,289
VETERANS SERVED	TRAINING PROVIDED
72	47
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
102	70
POSITIONS POSTED	TOTAL PLACEMENTS
595	47
	Average Placement Wage: \$13.58

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: JAN-MAR 2020

UNEMPLOYMENT DATA

	JAN 2020	FEB 2020
LEVY	3.7% (616)*	3.5% (590)
FLORIDA	3.0%	2.8%
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	CENTER TRAFFIC
259	814
VETERANS SERVED	TRAINING PROVIDED
10	12
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
40	50
POSITIONS POSTED	TOTAL PLACEMENTS
453	13
	Average Placement Wage: \$11.50

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MARION COUNTY

SERVICES: JAN-MAR 2020

UNEMPLOYMENT DATA

	JAN 2020	FEB 2020
Marion	3.9% (5,349)*	3.7% (5,145)
FLORIDA	3.0%	2.8%
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	CENTER TRAFFIC
3,022	4,726
VETERANS SERVED	TRAINING PROVIDED
205	195
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
319	269
POSITIONS POSTED	TOTAL PLACEMENTS
2,211	256
	Average Placement Wage: \$12.70

Your Employment Solution Starts Here

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

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MOBILE CAREER CENTER 1

SERVICES: JAN-MAR 2020

MOBILE RESOURCES

Our largest Mobile Career Center, MCC1, 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	0	14	0	0	14
MARION	18	67	19	0	104
TOTAL	18	81	19	0	118*

*MCC 1 was out of service during the month of March due to maintenance.

Your Employment Solution Starts Here

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

Each month, MCC-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 CAREER CENTER 2

SERVICES: JAN-MAR 2020

MOBILE RESOURCES

CareerSource CLM 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 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
LEVY	0	24	0	0	24
MARION	0	0	0	0	0
TOTAL	0	24	0	0	24*

*MMC 2 was inactive through much of March due to staffing changes.

Your Employment Solution Starts Here

Our 22-foot Mobile Career Center 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

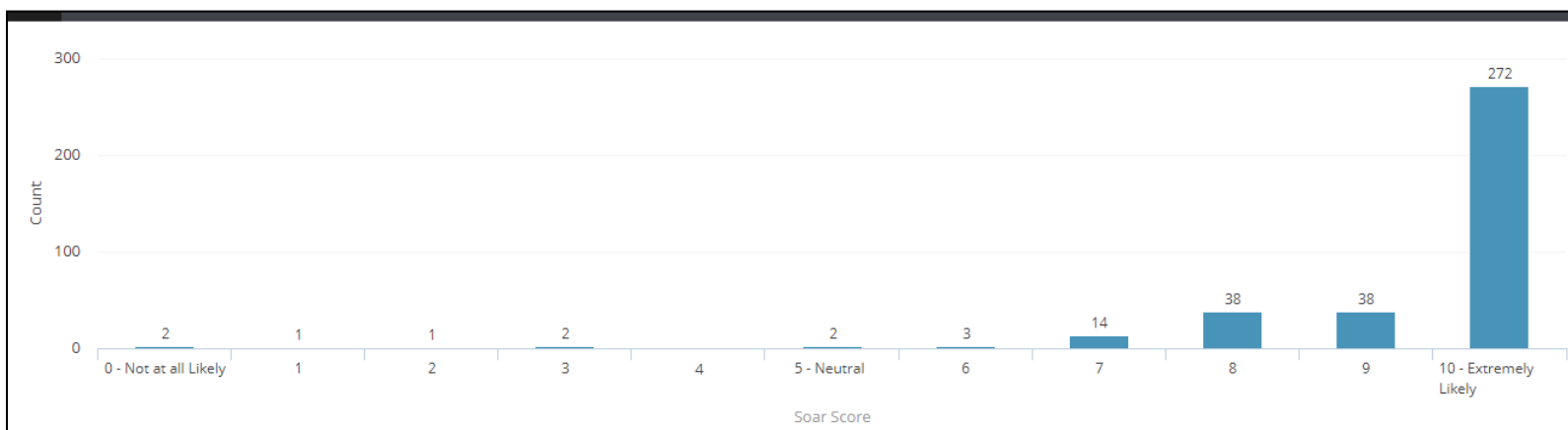
Transactional Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score (July 19 to March 20)
Net Promoter Score—Area/Region	► +80





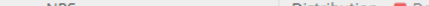
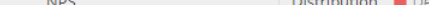
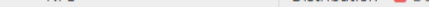
Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and 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
373	80	3	14	83	

Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office

City		NPS	Distribution	 Detractors	 Passives	 Promoters
Chiefland	18	89		11		89
Lecanto	120	76		3	18	79
Ocala	235	82		3	12	85

Transactional Net Promoter Word Cloud

helpful staff job great service friendly people professional knowledgeable career extremely good questions resume nice services work customer everyone get helped source time helping always informative received well excellent feel find much also answered courteous information know looking make patient person pleasant really ricky went amazing employees experience kind knowledge need office able assistance computer got needed needs process provided search sure willing finding like lot one program satisfied available back better beyond caring center coach contact employment every front gave getting go patterson polite professionalism resources skills told treated worked working advice asked best can care careersource communication detail

NET PROMOTER

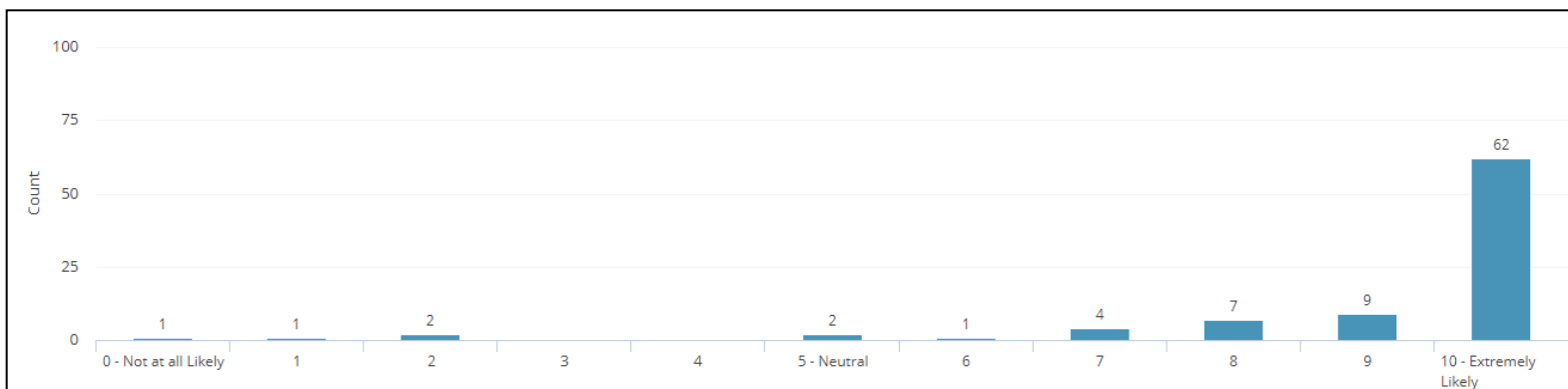
Relationship Net Promoter Cumulative Report Program Year 19 - 20

Candidate Report	Region 10 Net Promoter Score (July 19 to March 20)
Net Promoter Score—Area/Region	► +72

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
89	72		8	12	80

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	57	74		7	12	81

Relationship Net Promoter Word Cloud

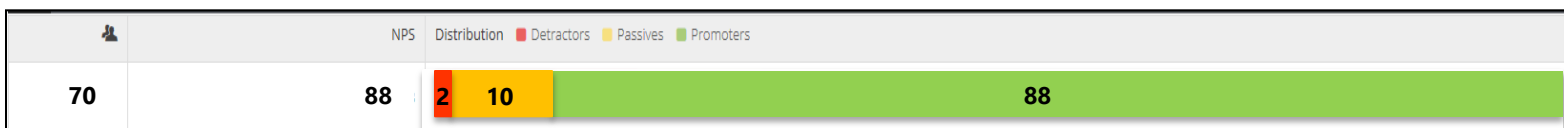
helpful staff job friendly career great source always find knowledgeable people employment extremely get really resume service services
feel interview like much resources awesome best everyone excellent just need opportunities person time work

NET PROMOTER

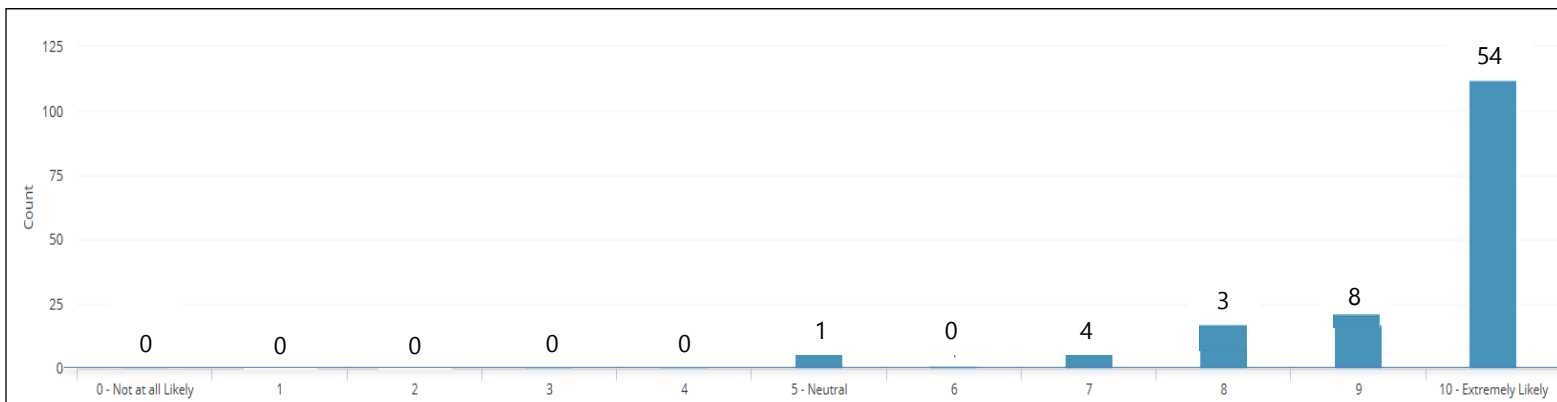
Business Net Promoter Cumulative Report Program Year 19 - 20

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

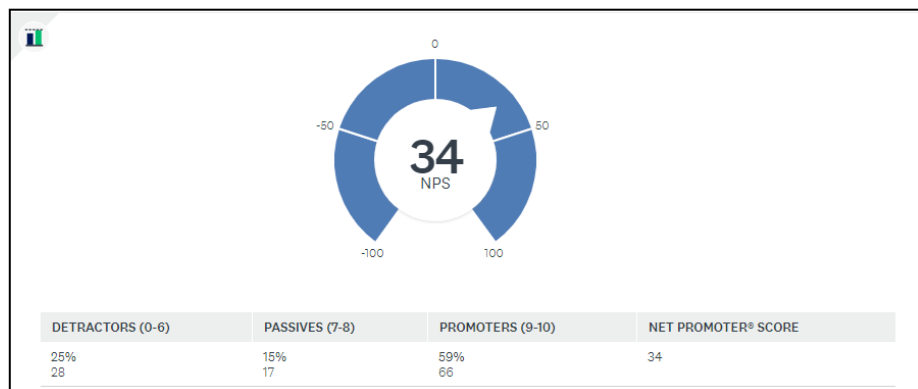
SNAP Net Promoter Scores (July 19 to March 20)

Net Promoter Score—Area/Region

► Ocala – 34 ► Lecanto - 47

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).

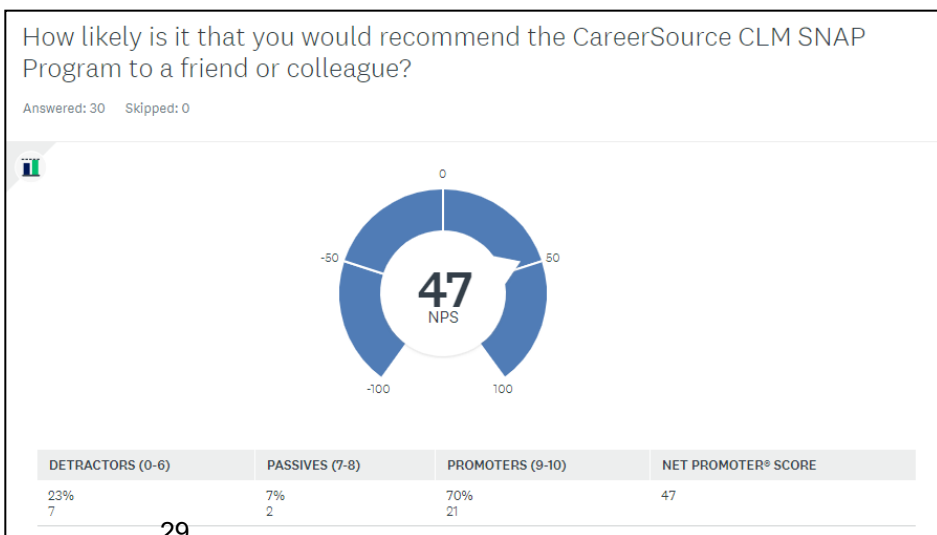
SNAP Net Promoter Score - Ocala



Word Cloud

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

SNAP Net Promoter Score - Lecanto



Word Cloud

Janet helpful help helpful understanding staff

Talent Center Cumulative Report Program Year 19 - 20

Candidate Report	Talent Center Net Promoter Score (July 19 to March 20)
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).

