



## Performance and Monitoring Committee AGENDA

Tuesday, August 11, 2020 – 9:00 a.m.

**Join Zoom Meeting:** <https://us02web.zoom.us/j/81539842865>  
**Phone No: 1-646-558-8656 (EST) Meeting ID: 815 3984 2865**

Call to Order	T. Knight	
Roll Call	C. Schnettler	
Approval of Minutes, May 5, 2020	Pages 2 - 5	T. Knight

### DISCUSSION ITEMS

State Update  
 Workforce Issues that are Important to Our Community

### PUBLIC COMMENT

### ACTION ITEMS

Performance Negotiations	Pages 6 - 9	D. French
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### PROJECT UPDATES

Talent Center – June 2020	Page 10	D. French
Event Report – April – June 2020	Page 11	D. French
Workforce Intelligence – June 2020	Pages 12 - 18	C. Weaver
Performance Measures –April 2020	Page 19	C. Weaver
Annual Reports – Centers - 2020	Pages 20 - 22	C. Weaver
Annual Reports – MCC –2020	Pages 23 - 24	C. Weaver
County Annual Comparison Reports	Pages 25 - 27	C. Weaver

### MATTERS FROM THE FLOOR

### ADJOURNMENT

2020 – 2021 MEETING SCHEDULE						
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing/ Outreach	Executive	Full Board	
All in-person committee meetings are held at the CF Ocala Campus, Enterprise Center, Room 206. All teleconference meetings will be held through Zoom.						
Tuesday, 9:00 am	Thursday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:00 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/11/2020	8/13/2020	8/20/2020	8/26/2020	9/2/2020	9/9/2020	Zoom
11/3/2020	11/5/2020	11/19/2020	11/18/2020	12/2/2020	12/9/2020	CF Ocala
2/9/2021	2/11/2021	2/18/2021	2/24/2021	3/3/2021	3/24/2021	CF Lecanto
5/11/2021	5/13/2021	5/20/2021	5/26/2021	6/2/2021	6/9/2021	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: May 5, 2020  
PLACE: Teleconference Only  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Brandon Whiteman  
Pat Reddish  
Ted Knight, Chair  
William Burda

**MEMBERS ABSENT**

Fred Morgan  
Kim Baxley

**OTHER ATTENDEES**

Kathleen Woodring, CSCLM  
Dale French, CSCLM  
Steven Litzinger, CSCLM

Cory Weaver, CSCLM  
Cira Schnettler, 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 January 14, 2020 meeting. Pat Reddish seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Updates**

Kathleen Woodring provided the following updates:

- Employees have been successfully working remotely. They have been fielding numerous calls throughout the day.
- Call volumes have tapered from about 150 calls a day to about 40 calls a day. Customers also have been utilizing our website to contact us. Customers can chat as well as submit a form to have an employee contact them same day. Chats have also tapered from about 40 chats a day to 15 chats a day.

- DEO continues to have obstacles with the unemployment platform, but are making gains on improvements. We are assisting DEO and customers seeking unemployment assistance with pin resets and answering basic questions. We will also be assisting DEO with data entry of the paper applications.
- Pandemic Unemployment Assistance (PUA) will become available this week. Customers must apply through the traditional unemployment platforms, be denied and then apply for PUA. William Burda asked if services for unemployment are being recorded. Dale French responded that to expedite unemployment processing, services are not being recorded. The Governor has lifted the requirement for Employ Florida registrations.
- The centers will be reopening on May 11<sup>th</sup>. Customers will be seen by appointment only within the hours of 10 am – 3 pm. Staff will be provided with proper PPE. Portable Plexiglas barriers will also be installed. Armed security will also be onsite at all three centers. Ted Knight asked about the cleaning and sanitizing of the offices. All of the centers have been thoroughly cleaned. During the reopen there will be a daily cleaning process in place at each center. Staff will clean after each customer and thoroughly at the end of the day. All social distancing guidelines will be heeded. William Burda asked if any of the additional expenses due to the pandemic will be reimbursed. Kathleen stated that all expenses are being tracked for possible reimbursement.

#### Local Review

Dale French notified the committee that an internal local review was conducted of the Wagner Peyser program. He went on to summarize the results of the review and the recommendations made.

#### Workforce Issues that are Important to Our Community

None

#### **PUBLIC COMMENT**

None

#### **ACTION ITEMS**

##### DEO Programmatic Monitoring close-out 2018-19

Dale French advised the committee that the final letter from DEO accepting our corrective action plan and closing the review process has been received.

William Burda made a motion to accept the DEO letter closing the 2018-19 review process. Brandon Whiteman seconded the motion. Motion carried.

#### **PROJECT UPDATES**

##### Talent Center - March

Dale French reviewed the March Talent Center report noting the decline in traffic in March due to the College closing for Spring Break and ultimately the pandemic.

##### Event Report – Jan - March

The Event report reflects a dip in events for January, which is consistent year over year

coming out of the holiday season. He congratulated all of the staff that assisted in organizing the very well attended youth expos, held in the first quarter. He received positive feedback from all three school systems. William Burda asked if a post event review was conducted and if staff time is being used efficiently for the smaller hiring events, with only a handful of attendees. Dale explained that an events review was conducted last year. It was determined that a quality approach versus a quantity approach to job fairs and hiring events geared toward in-sector employers and positions, would be more efficient. He stated that one of the smaller hiring events reflected in the report was for a new employer. Although, there was limited attendance, five of the six attendees were direct hires. The employer was very happy. William suggested it would be helpful in future reporting to know how many events were for new employers. Dale stated that the reports will be updated to reflect that in the future.

#### Workforce Intelligence – March 2020

#### Performance Measures – July 2019 – March 2020

Cory Weaver reviewed both of the reports, noting declines in traffic in the centers beginning in March and this trend will continue for the next few months. Training and placements are still strong coming out of healthcare, manufacturing, and warehouse distribution centers. Employ Florida traffic was high in March before the Governor waived the registration and search for work requirement to file for unemployment. A drop and then an increase is expected in Employ Florida registrations as those requirements are put back in place. The current Performance Measures report shows goals are being met or exceeded. A downturn in reporting may be seen in the future.

#### Quarterly Reports – Jan – Mar 2020

#### Quarterly Reports – MCC – Jan – Mar 2020

Cory Weaver reviewed the reports. She noted that the Mobile Resource Units are now named more fittingly as Mobile Career Centers. The units received exterior updating during the month of March. The reports reflect a decrease in traffic for the units. Due to the pandemic, there will be fluctuations in the services provided and in the reporting for the next few months.

#### Net Promoter Reports – July - December 2019

Steven Litzinger reviewed all of the various reports. All reports continue to reflect solid scores. He will be working with the Talent Center manager to increase the number of surveys completed.

### **MATTERS FROM THE FLOOR**

William Burda asked if there were any updates on the Sub-grantee Agreement. Kathleen Woodring advised that recently a joint Consortium and Executive Committee meeting was held to discuss the issue. The joint committees voted to have Attorney Bob Stermer develop a letter that will be sent to DEO. DEO has extended the deadline for a response. William would like to review the letter to be sent and any responses. Kathleen said that all correspondence will be sent to the entire board.

William Burda stated that he had been reading several of the DEO documents and there

seems to be an increased expectation for board involvement. He suggested that this committee review its current responsibilities and the reporting that is presented. Kathleen further stated that she would like to extend that suggestion to all of the committees and update the committee responsibilities. William added that it would be good for each committee to understand how they interact with each other as well. Kathleen added that reviewing committee roles and responsibilities will be an item on each of the committee agendas.

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:09 a.m.

### **APPROVED:**

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## **RECORD OF ACTION/APPROVAL**

### **Performance and Monitoring Committee Tuesday, August 11, 2020**

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

Performance Negotiations

#### **BACKGROUND:**

Local Workforce Development Boards negotiate Workforce Innovation and Opportunity Act (WIOA) and Wagner Peyser (WP) performance goals with the Department of Economic Opportunity every two years. This year we are due to negotiate on performance goals for Program Year 2020-2021 and Program Year 2021-2022. At DEO's request, our counter proposal was submitted on August 3<sup>rd</sup> and negotiations took place on August 6<sup>th</sup>.

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

In DEO's proposal, most of our goals increased significantly due to our past performance.

- Due to current conditions with the pandemic and the spike in Unemployment Rate, it is unlikely we could meet some of these goals, particularly those tied to employment and wage rate.
- Dislocated Worker goals will also be more difficult to reach due to the Work Registration waiver currently in effect for Reemployment Assistance claimants. Work Registration is the process by which claimants are identified in our jobs system, Employ Florida. We currently have no way to identify these individuals to provide services.
- Our negotiated goals are attached.

#### **STAFF RECOMMENDATIONS:**

Approve LWDB 10's negotiated goals

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**

Measures	PY 2019 Actual Negotiated Performance Levels	PY 2020 Proposed Performance Levels	Accept Proposed Performance Levels? (Select Yes or No From Drop Down)	Proposed Level of Performance (Leave blank if accepting State Performance Level)	Negotiated
<b>Adults:</b>					
Employed 2nd Qtr After Exit	85.2%	95.0%	NO	85.2%	85.2%
Employed 4th Qtr After Exit	82.5%	93.0%	NO	82.5%	83.0%
Median Wage 2nd Quarter After Exit	\$6,850	\$7,100	NO	\$6,850	\$7,000
Credential Attainment Rate	88.0%	88.0%	YES		
Measurable Skills Gain	N/A	50.0%	YES		
<b>Dislocated Workers:</b>					
Employed 2nd Qtr After Exit	83.2%	85.0%	NO	83.2%	83.2%
Employed 4th Qtr After Exit	76.0%	85.0%	NO	76.0%	79.0%
Median Wage 2nd Quarter After Exit	\$6,850	\$10,500	NO	\$6,850	\$7,000
Credential Attainment Rate	75.2%	75.2%	YES		
Measurable Skills Gain	N/A	75.0%	YES		
<b>Youth:</b>					
Employed 2nd Qtr After Exit	75.5%	81.0%	NO	75.5%	75.5%
Employed 4th Qtr After Exit	69.2%	78.0%	NO	69.2%	73.0%
Median Wage 2nd Quarter After Exit	\$3,100	\$3,300	NO	\$3,100	\$3,200
Credential Attainment Rate	85.3%	90.0%	NO	85.3%	85.3%
Measurable Skills Gain	N/A	88.0%	YES		
<b>Wagner-Peyser:</b>					
Employed 2nd Qtr After Exit	62.2%	73.5%	NO	62.2%	65.0%
Employed 4th Qtr After Exit	64.2%	69.0%	NO	64.2%	64.2%
Median Wage 2nd Quarter After Exit	\$4,850	\$5,800	NO	\$4,850	\$5,000

Measures	PY 2021 Proposed Performance Levels	Accept Proposed Performance Levels? (Yes or No)	Proposed Level of Performance (Leave blank if accepting State Performance Level)	Negotiated
<b>Adults:</b>				
Employed 2nd Qtr After Exit	95.0%	NO	92.0%	92.0%
Employed 4th Qtr After Exit	95.0%	NO	90.0%	90.0%
Median Wage 2nd Quarter After Exit	\$7,300	NO	\$7,000	\$7,000
Credential Attainment Rate	88.0%	YES		
Measurable Skills Gain	50.0%	YES		

<b>Dislocated Workers:</b>				
Employed 2nd Qtr After Exit	90.0%	NO	85.0%	85.0%
Employed 4th Qtr After Exit	87.0%	NO	85.0%	85.0%
Median Wage 2nd Quarter After Exit	\$10,750	NO	\$9,750	\$9,000
Credential Attainment Rate	75.2%	YES		
Measurable Skills Gain	75.0%	YES		

<b>Youth:</b>				
Employed 2nd Qtr After Exit	83.0%	NO	80.0%	80.0%
Employed 4th Qtr After Exit	80.0%	NO	75.0%	75.0%
Median Wage 2nd Quarter After Exit	\$3,500	NO	\$3,200	\$3,200
Credential Attainment Rate	92.0%	YES		
Measurable Skills Gain	90.0%	NO	88.0%	88.0%

<b>Wagner-Peyser:</b>				
Employed 2nd Qtr After Exit	75.0%	NO	69.0%	69.0%
Employed 4th Qtr After Exit	71.0%	NO	68.0%	68.0%
Median Wage 2nd Quarter After Exit	\$5,900	NO	\$5,500	\$5,300



# Indicators of Performance

July 2019-March 31, 2020

LWDB 10											
Measures	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	PY2019-2020 3rd Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q3	PY 2019-2020 Performance Goals	PY 2020 Proposed Performance Levels	PY 2021 Proposed Performance Levels	PY2020 Increase	PY 2021 Increase
<b>Adults:</b>											
Employed 2nd Qtr After Exit	96.00	112.68	95.00	111.50	93.70	109.98	85.20	95.00	95.00	11.50%	11.50%
Median Wage 2nd Quarter After Exit	\$7,088	103.47	\$7,045	102.85	\$6,870	100.29	\$6,850	\$7,100.00	\$7,300.00	3.65%	6.57%
Employed 4th Qtr After Exit	91.90	111.39	92.70	112.36	91.90	111.39	82.50	93.00	95.00	12.73%	15.15%
Credential Attainment Rate	89.40	101.59	86.00	97.73	85.40	97.05	88.00	88.0	88.0	0.00%	0.00%
<b>Dislocated Workers:</b>											
Employed 2nd Qtr After Exit	100.00	120.19	100.00	120.19	100.00	120.19	83.20	85.0	90.0	2.16%	8.17%
Median Wage 2nd Quarter After Exit	\$12,991	189.65	\$10,276	150.01	\$10,276	150.01	\$6,850	\$10,500	\$10,750	53.28%	56.93%
Employed 4th Qtr After Exit	100.00	131.58	100.00	131.58	100.00	131.58	76.00	85.00	87.00	11.84%	14.47%
Credential Attainment Rate	100.00	132.98	100.00	132.98	80.00	106.38	75.20	75.2	75.2	0.00%	0.00%
<b>Youth:</b>											
Employed 2nd Qtr After Exit	77.70	102.91	77.20	102.25	78.70	104.24	75.50	81.0	83.0	7.28%	9.93%
Employed 4th Qtr After Exit	81.60	117.92	78.80	113.87	76.40	110.40	69.20	78.0	80.0	12.72%	15.61%
Credential Attainment Rate	98.00	114.89	98.70	115.71	98.60	115.59	85.30	90.0	92.0	5.51%	7.85%
<b>Wagner Peyser:</b>											
Employed 2nd Qtr After Exit	72.40	116.40	72.80	117.04	73.00	117.36	62.20	73.5	75.0	18.17%	20.58%
Median Wage 2nd Quarter After Exit	\$5,321	109.71	\$5,520	113.81	\$5,503	113.46	\$4,850	5800	5900	19.59%	21.65%
Employed 4th Qtr After Exit	67.30	104.83	67.50	105.14	70.70	110.12	64.20	69.00	71.00	7.48%	10.59%

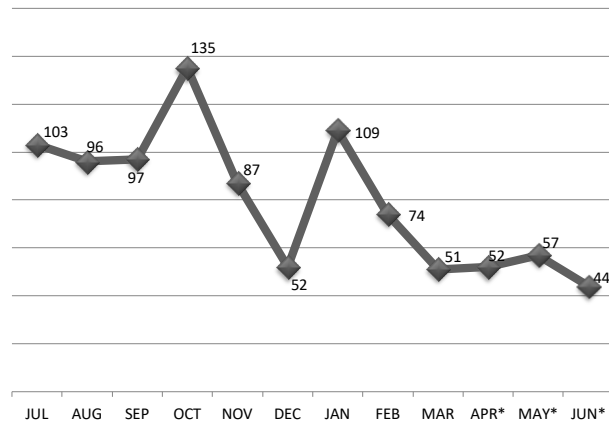
Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

### TRAFFIC COUNT

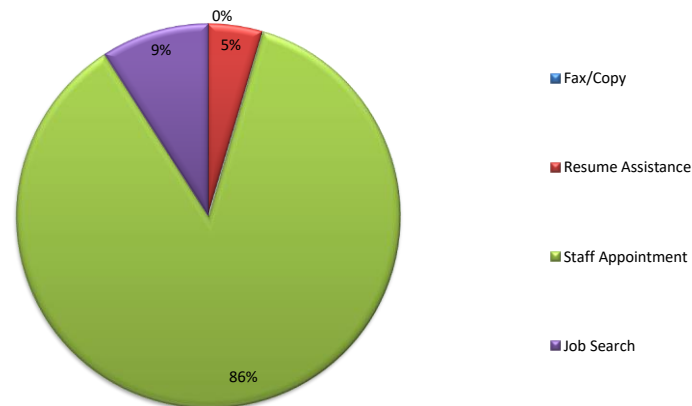
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR*	MAY*	JUN*	YTD
REFERRALS	42	23	26	36	12	17	16	13	27	14	15	23	264
PLACEMENTS	13	7	9	8	2	7	5	4	10	7	4	6	82
INTERNSHIPS	1	1	0	0	0	0	2	0	1	0	0	1	6
OJT/WEX/CBT	0	0	0	0	0	0	0	0	2	0	0	0	2
TRAFFIC	103	96	97	135	87	52	109	74	51	52	57	44	957

### SERVICES BREAKDOWN

#### CENTER TRAFFIC BY MONTH



\* Center traffic counted by virtual services provided



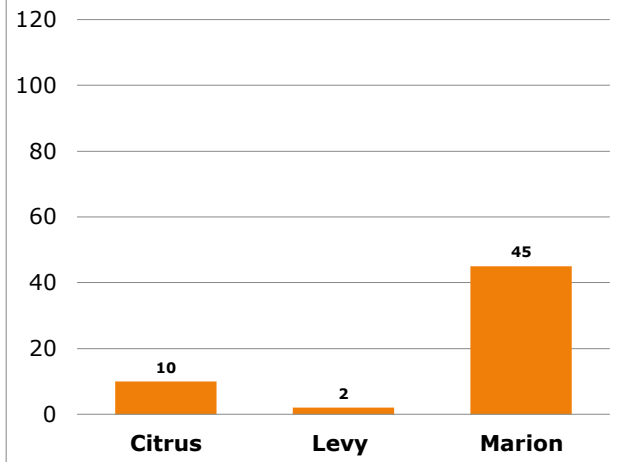
### PY 19 - 20 Individual Events

**Total Events: 57**  
**Attendees: 735**  
**Reported Hires: 261**

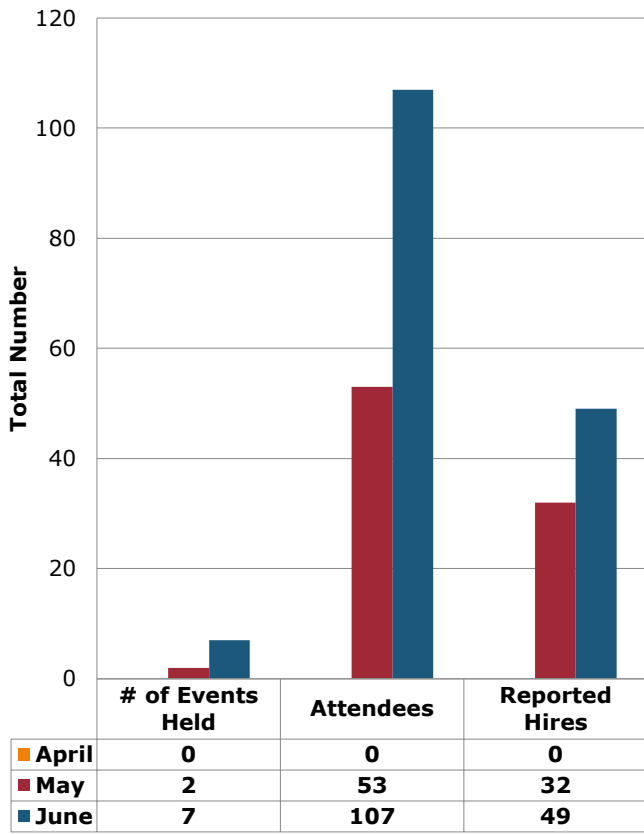
### PY 19 - 20 Job Fairs & Expos

**Attendees: 1238**  
**Businesses: 174**

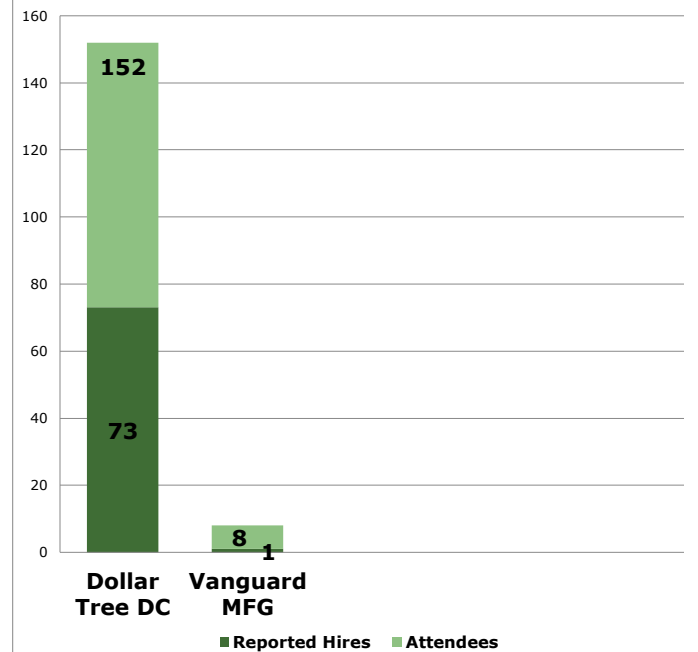
**Hiring Events by County PY19-20**



**Individual Hiring Events**



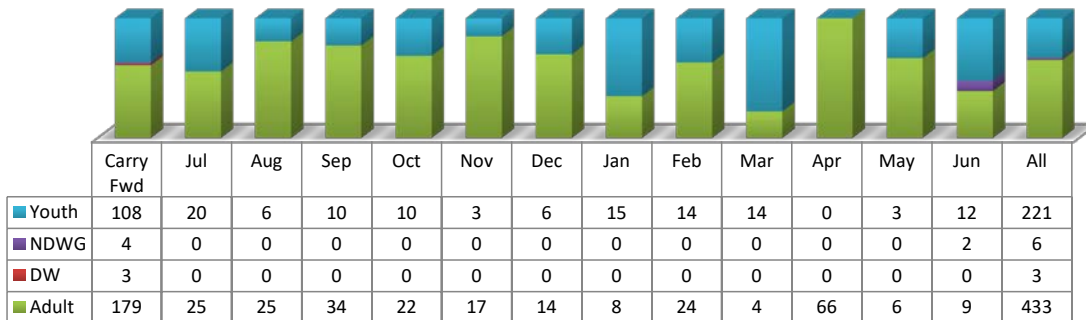
**Events by Employer**



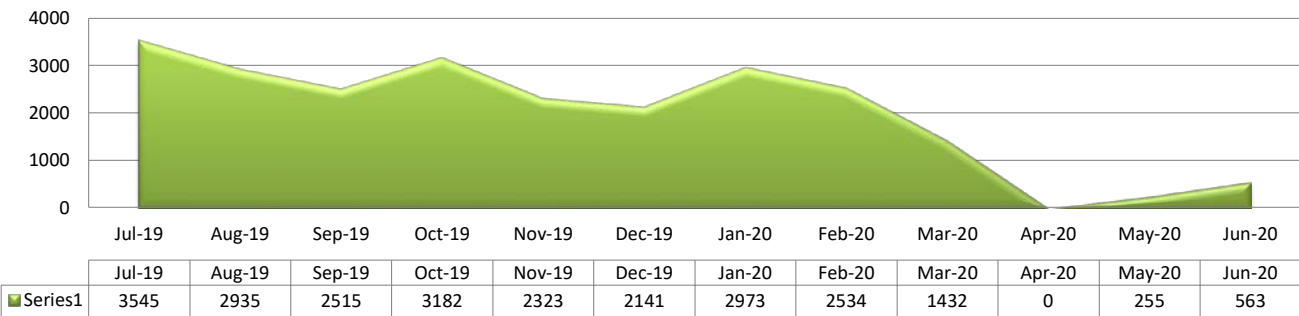
### Other Recruitment Events 04/2020 - 06/2020

Event Date	Event Name	Target Audience	Event Location	County
6/24/2020	K Country Virtual Job Fair	General	Online- via Zoom	Marion

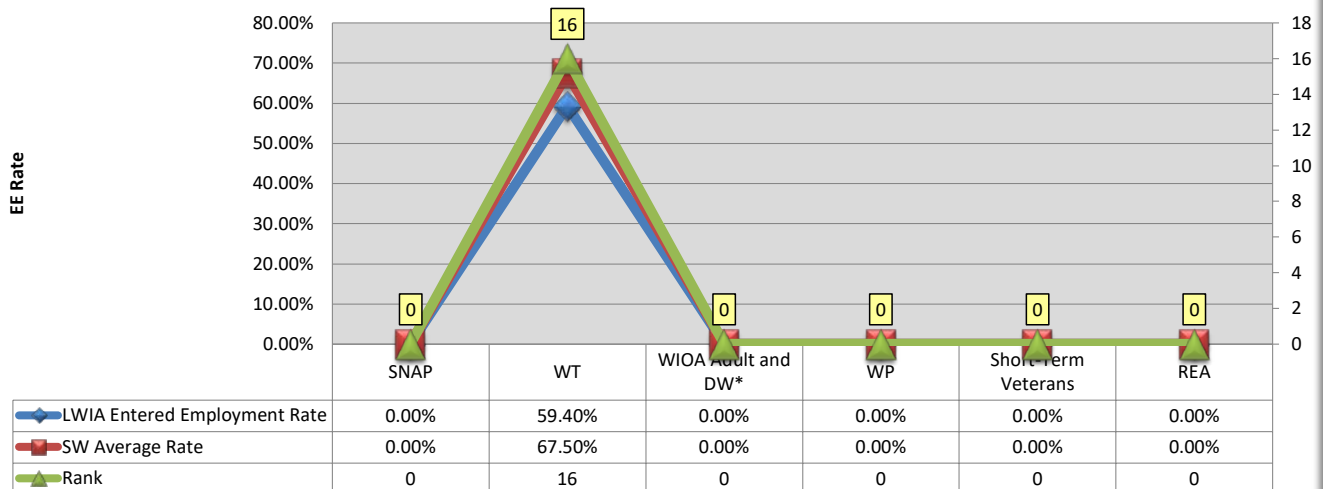
## All WIOA Participant Enrollments



## Center Traffic - 12 Months

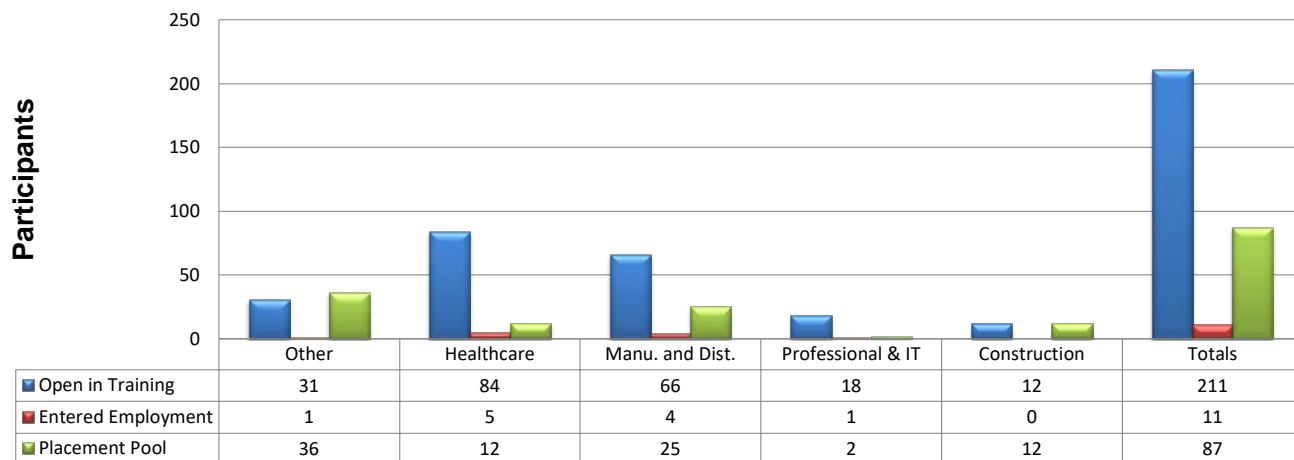


## MMR Entered Employment Rates by Program\*

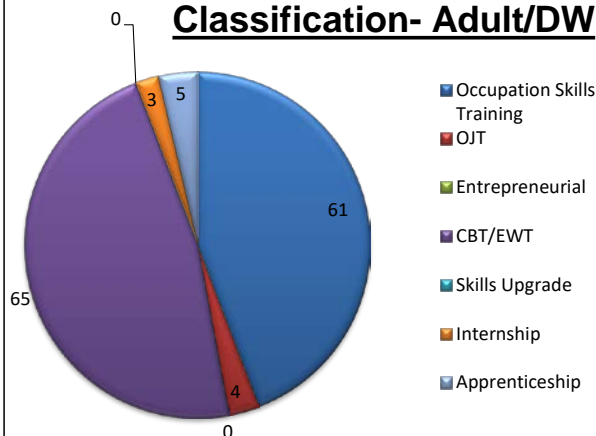


\*MMR measures 5-34 will be updated when the data becomes available

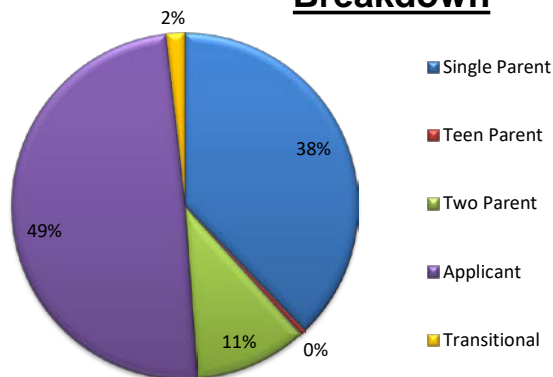
## WIOA Industry Training Comparison\*



## Open WIOA Training Activity Classification- Adult/DW



## Current WT Caseload Breakdown

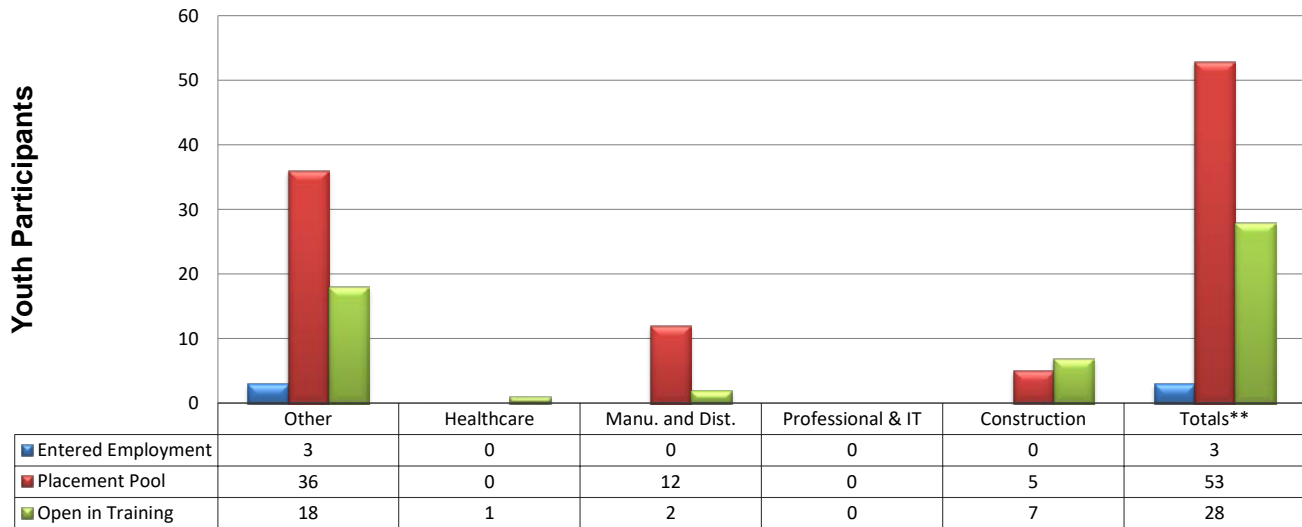


Traffic	Jun-19	Jun-20	YTD 18.19	YTD 19.20
Newly Registered Job Seekers	331	400	3,840	7,352
Total Job Referrals	1,858	1,167	29,280	21,161
Managed Job Orders	488	478	6,327	5,955
External Job Orders	2,781	2,455	32,498	28,846
Overall Traffic	3,614	607	36,586	24,055
Receiving Reemployment Assistance	852		6,566	
Welfare Transition	Jun-19	Jun-20		
Participation Rate All Family	30.5%	0.4%		
Case Load	221	242		

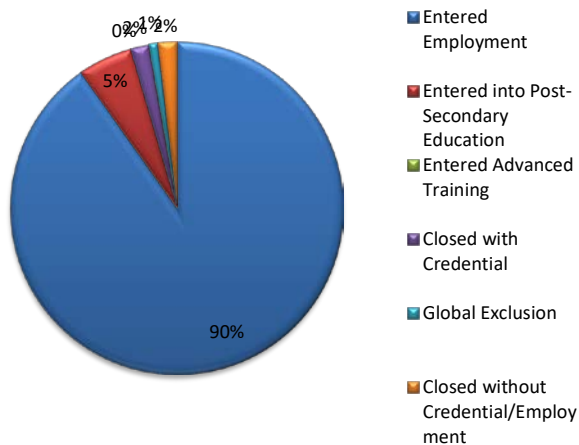
\* Industry Comparison reported through 5/25/20, cannot update until data store refreshes

\* Reemployment Assistance is unavailable with Work Registration Waiver

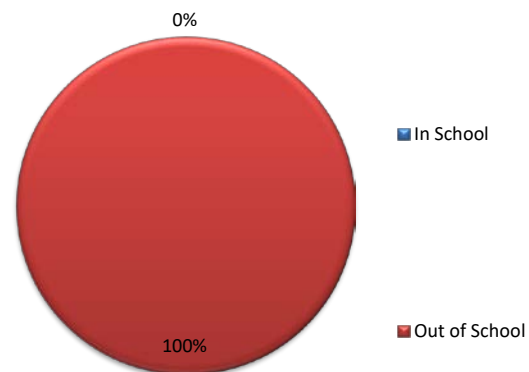
## WIOA Youth Industry Training Comparison



## Youth Placements Breakdown



## Youth Breakdown by Enrollment Code



Youth Carry Forward:	108	AVG Closure Wage (With Credential):	\$10.36
Total Youth Closed:	113	AVG Closure Wage (No Credential):	\$8.70
Total Youth Served:	224	ROI for PY 19/20 Youth Services:	\$1,428,099
Average Training Lifespan:			

\*Training Lifespan unavailable until data store is back up

Traffic		PY 12-13	PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY2019 2020												
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	-	111	112	15,245
	Lecanto	13,489	10,675	9,231	8,448	8,071	6,278	6,392	583	535	431	467	382	386	516	490	283	-	49	133	4,255
	Chiefland	7,256	6,838	6,066	5,653	5,431	4,085	4,136	336	310	316	423	298	279	308	304	202	-	38	318	3,132
	Talent Center			1,214	1,458	697	1,319	1,072	91	94	79	135	54	32	89	74	51	46	57	44	846
	*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	-	-	-	-
	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	46	255	607	24,055
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	1,092	795	1,153	17,190
	Levy	40,095	32,850	23,645	14,461	12,971	10,745	6,089	345	468	473	439	336	328	348	304	320	185	149	304	3,999
	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	2,544	1,915	3,234	40,990
	Other	73,533	55,999	36,540	23,425	8,356	12,218	6,387	358	318	349	421	288	295	334	316	337	175	142	4	3,337
	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	3,996	3,001	4,695	65,516
Off Site Events	Events				22	126	147	135	8	5	13	7	9	8	-	5	3	-	2	8	68
	Attendees				1,808	4,535	4,028	3,406	67	33	236	99	188	97	-	56	6	-	53	207	1,042
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	APR	MAY	JUN	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	1261	370	270	4903
	Citrus	2,384	1,970	1,665	1,420	1,442	1,323	995	100	87	58	80	61	55	92	66	625	529	155	99	2,007
	Levy	706	537	403	339	376	375	272	22	26	29	28	12	22	27	19	98	99	29	31	442
	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	1,889	554	400	7,352
Total Employers Posting Jobs	Marion	819	801	848	748	724	705	724	409	368	354	363	342	324	336	316	284	267	246	371	654
	Citrus	333	308	307	305	308	283	155	82	79	87	87	82	75	80	80	103	76	68	92	183
	Levy	79	72	84	90	82	77	54	28	27	23	21	17	15	18	20	22	22	19	12	56
	Total	1,231	1,181	1,239	1,143	1,114	1,066	933	519	474	464	471	441	414	434	416	409	365	333	475	893
Managed Job Orders	Marion	2059	2396	2801	3054	3326	3514	4854	408	404	294	480	467	257	549	509	360	242	264	334	4568
	Citrus	549	704	686	736	815	934	1157	73	82	86	56	75	56	159	149	127	66	71	114	1114
	Levy	109	171	156	214	163	213	238	13	19	21	19	22	20	15	14	39	13	12	25	232
	Other	171	114	102	177	177	73	78	3	3	2	2	2	3	8	2	5	5	1	5	41
	Subtotal	2888	3385	3745	4181	4481	4734	6327	497	508	403	557	566	336	731	674	531	326	348	478	5955
	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	1,669	2,408	2,455	28,846
	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	1,995	2,756	2,933	34,801
	% 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%	16.34%	12.63%	16.30%	17.11%
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	APR	MAY	JUN	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	180	208	172	963
	Citrus	359	353	422	384	379	311	272	41	39	41	52	31	26	32	30	36	52	58	41	268
	Levy	197	186	161	180	150	136	108	23	23	16	25	24	16	24	30	29	36	40	29	135
	Total	1,687	1,755	1,938	1,850	1,602	1,389	1,282	223	252	211	274	197	184	210	198	199	268	306	242	1,366
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%	11.80%	3.00%	0.60%	0.40%	30.30%

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	APR	MAY	JUN	YTD
Occupation Skills Training	Citrus	172	118	115	142	121	91	122	9	14	21	27	24	14	12	23	25	15	15	4	31
	Levy	53	73	68	54	34	24	19	5	6	5	6	6	4	4	3	4	3	3	1	6
	Marion	617	389	339	224	233	335	365	96	131	132	180	159	101	102	99	92	81	83	56	157
	Subtotal	842	580	522	420	388	450	506	110	151	158	213	189	119	118	125	121	99	101	61	194
Skills Upgrade	Citrus	0	0	0	0	0	0	6	0	0	0	0	0	0	0	1	1	0	0	0	1
	Levy	0	0	0	0	0	0	2	0	0	0	0	1	1	0	0	0	0	0	1	
	Marion	4	0	0	0	0	2	59	5	7	11	15	11	10	6	9	5	1	1	0	35
	Subtotal	4	0	0	0	0	2	67	5	7	11	15	12	11	7	10	6	1	1	0	37
OJT	Citrus	11	3	8	8	13	4	3	0	0	0	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	0	0	0
	Marion	29	18	22	11	14	81	97	2	2	2	1	1	0	1	1	2	2	2	4	8
	Subtotal	40	21	31	19	27	85	103	2	2	2	1	1	0	1	1	2	2	2	4	8
Entrepreneurial	Citrus	0	0	0	0	0	3	0	0	0	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	0	0	0
	Marion	0	0	0	0	0	1	0	0	0	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	0	0	0
Internships	Citrus	5	4	1	5	2	4	3	0	0	0	0	0	0	0	0	1	1	0	1	2
	Levy	1	1	0	0	0	0	0	1	1	1	1	1	1	1	1	0	1	0	0	3
	Marion	11	6	0	4	3	9	12	2	3	5	4	3	2	1	0	2	1	1	2	11
	Subtotal	17	11	1	9	5	13	15	3	4	6	5	4	3	2	1	3	3	1	3	16
Customized Training	Citrus	233	214	8	5	2	7	0	0	0	0	0	0	0	0	0	1	6	6	5	6
	Levy	10	7	2	0	1	6	1	0	0	0	0	0	0	0	0	0	32	32	32	32
	Marion	186	110	26	21	21	58	10	0	0	0	2	2	2	2	1	1	31	35	28	38
	Subtotal	429	331	36	26	24	71	11	0	0	0	2	2	2	2	1	2	69	73	65	76
Apprenticeship	Citrus	0	0	0	0	0	0	0	0	0	1	1	1	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	0	0	0
	Marion	0	0	0	0	0	0	0	0	1	7	8	8	8	8	4	4	4	4	4	8
	Subtotal	0	0	0	0	0	0	0	0	0	1	8	9	9	9	5	5	5	5	5	9
Total		1332	943	590	474	444	621	702	120	165	185	245	217	144	139	143	139	179	183	138	340
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	APR	MAY	JUN	YTD
Citrus		703	374	343	260	225	189	122	5	7	4	5	8	4	6	5	5	5	0	4	58
Levy		178	129	93	87	86	70	52	2	0	2	5	1	3	0	0	0	2	0	2	15
Marion		2418	1640	1171	1275	944	1008	643	28	39	12	16	39	27	22	34	13	9	8	25	244
External/New Hire Report		8309	11428	9735	8680	6167	3002	1865	150	91	95	117	59	82	79	81	97	69	26	0	946
Total		11608	13571	11342	10302	7422	4269	2682	185	137	113	143	107	116	107	120	115	85	34	31	1263

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





# Workforce Intelligence

## June 2020

### CBT Agreements PY2019/2020

Carry Forward from PY 18/19	0	Number Served	76
New for PY 19/20	8	Amount Spent	\$25,639.34

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 Certificate of Completion	2	\$684.10	\$684.10	CBT 19-03-01	3/4/2020	3/4/2021	In Process
Ancorp	Manufacturing	Epicor Certificate	59	\$18,432.83	\$18,432.83	CBT 19-04-02	4/1/2020	10/1/2020	In Process
Phoenix Wood Products	Manufacturing	OSHA Certificate	7	\$1,365.35	\$1,365.35	CBT 19-04-01	4/11/2020	4/18/2020	Completed
Winco Mfg., LLC	Manufacturing	PHR	1	\$907.00	\$907.00	CBT 19-04-04	4/22/2020	7/22/2020	In Process
OneRestore	Construction	Bio-Technician Level 1 and 2	3	\$1,237.50	\$1,237.50	CBT 19-04-03	4/24/2020	2/24/2021	Unsuccessful Completion
Certified Foundations, Inc.	Construction	QuickBooks	1	\$377.72	\$377.72	CBT 19-05-01	5/11/2020	5/12/2020	Completed
Bullitt	Other	Professional Auto Body Repair	1	\$2,410.00	\$2,410.00	CBT 19-06-01	6/1/2020	8/4/2020	In Process

### OJT Agreements PY2019/2020

Carry Forward from PY 18/19	2	Number Served	8
New for PY 19/20	6	Amount Spent	\$30,342.62

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	\$8,715.54	OJT 19-01-01	1/20/2020	6/11/2020	Successful Completion
Absolute Quick Care, LLC	Healthcare	Medical and Health Services Manager	1	\$4,616.05	\$4,772.05	OJT 19-03-01	3/9/2020	7/1/2020	Successful Completion
Vanguard Manufacturing	Manufacturing	Extruding and Drawing Machine Setters	1	\$1,859.00	\$5,577.00	OJT 19-06-01	6/16/2020	10/7/2020	In Process
Vanguard Manufacturing	Manufacturing	Extruding and Drawing Machine Setters	1	\$3,718.00	\$3,718.00	OJT 19-06-03	6/29/2020	10/18/2020	In Process

### WE Agreements PY2019/2020

Carry Forward from PY 18/19	0	Number Served	9
New for PY 19/20	9	Amount Spent	\$16,240.95

Business	Industry	Position	Total Trained	Wage	Begin	End Date	Status
Memmes 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	Complete - Unsuccessful
Ansun-Eagle Group, Inc.	Professional	Office Clerk	1	\$10.80	1/21/2020	4/13/2020	Complete - Unsuccessful
Right Rudder Aviation	Professional	Office Assistant	1	\$9.90	3/9/2020	6/1/2020	In Process
Early Learning Coalition of Marion	Social Services	Essential Personnel Assistant	1	\$15.00	6/24/2020	9/16/2020	In Process
Interfaith Emergency Services	Social Services	Thrift Store Assistant	1	\$15.00	7/6/2020	9/27/2020	In Process

### Internship Agreements PY2019/2020

Carry Forward from PY 18/19	3	Number Served	11
New for PY 19/20	8	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
Central Florida Phones and Internet	IT	Service Desk Technician	1	\$11.70	1/6/2020	3/29/2020	Unsuccessful Completion
Winco Mfg., LLC	Manufacturing	Human Resources Intern	1	\$10.80	3/2/2020	5/24/2020	Unsuccessful Completion
Central Florida Phones and Internet	IT	Service Desk Technician	1	\$12.15	3/9/2020	5/31/2020	Unsuccessful Completion
Mestizo Foods	Manufacturing	Office Assistant	1	\$10.80	3/30/2020	6/21/2020	Unsuccessful Completion
Winco Mfg., LLC	Manufacturing	Quality Intern	1	\$12.15	5/4/2020	7/26/2020	In Process
Hospice of Marion County	IT	ASP.NET Specialist/IT Support Specialist	1	\$14.40	6/13/2020	8/4/2020	In Process

<b>Term</b>	<b>Definition</b>
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 04/30/2020

Performance Measure	Performance PY2017	Performance PY2018	Previous Month Performance March 2020	Current Month Performance April 2020	Performance YTD PY2019/2020	Previous Month Ranking	State Ranking YTD PY2019/2020
WP Entered Employment Rate	37.00%	42.80%	34.50%	36.50%	39.90%	7	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%	23.70%	76.90%	32.10%	15	11
All Family Partic. Rate	35.60%	36.90%	11.80%	3.00%	30.30%	7	7
2-Parent Partic. Rate	46.20%	53.10%	33.30%	20.00%	50.80%	3	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: May 2020

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



# MARION COUNTY

**SERVICES: PY2019-2020**

## UNEMPLOYMENT DATA

	MAY 2020	JUN 2020
Marion	10.7% (14,185)*	8.5% (11,392)
FLORIDA	13.5%	10.7%
US	13.0%	11.2%

*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
8,129	16,091
VETERANS SERVED	TRAINING PROVIDED
541	516
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
857	962
POSITIONS POSTED	TOTAL PLACEMENTS
5,521	966
	Average Placement Wage: \$12.43

## 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](mailto:accommodations@careersourceclm.com). Please make request at least three business days in advance. CareerSource Florida Member.



# CITRUS COUNTY

**SERVICES: PY2019-2020**

## UNEMPLOYMENT DATA

	MAY 2020	JUN 2020
CITRUS	13.3% (6,082)*	10.2% (4,646)
FLORIDA	13.5%	10.7%
US	13.0%	11.2%

*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
2,889	4,255
VETERANS SERVED	TRAINING PROVIDED
182	125
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
176	270
POSITIONS POSTED	TOTAL PLACEMENTS
1,184	178
	Average Placement Wage: \$13.52

## Your Employment Solution Starts Here

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# LEVY COUNTY

**SERVICES: PY2019-2020**

## UNEMPLOYMENT DATA

	MAY 2020	JUN 2020
LEVY	9.1% (1,397)*	7.5% (1,166)
FLORIDA	13.5%	10.7%
US	13.0%	11.2%

*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

755

## CENTER TRAFFIC

3,132

## VETERANS SERVED

42

## TRAINING PROVIDED

11

## BUSINESSES SERVED

28

## WELFARE TO WORK TRANSITION

134

## POSITIONS POSTED

655

## TOTAL PLACEMENTS

62

Average Placement Wage: \$11.77

## 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](mailto:accommodations@careersourceclm.com). Please make request at least three business days in advance. CareerSource Florida Member.



# MOBILE CAREER CENTER 1

**SERVICES: PY2019-2020**

## 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](http://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
<b>CITRUS</b>	21	63	0	0	84
<b>MARION</b>	38	275	56	0	369
<b>TOTAL</b>	<b>59</b>	<b>338</b>	<b>56</b>	<b>0</b>	<b>453*</b>

\*MCC 1 was out of service April through June 2020 due to the pandemic.

## 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: PY2019-2020**

## 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](http://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	151	0	0	151
MARION	0	0	0	0	0
TOTAL	0	151	0	0	151*

\*MMC 2 was out of service April through June 2020 due to the pandemic.

## Your Employment Solution Starts Here

Our 22-foot Mobile Career Center provides four computer workstations 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](http://www.careersourceclm.com) for upcoming schedules and events.



# CITRUS COUNTY

**Comparison: PY2018-2019/PY2019-2020**

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2019: 2,899</u> PY2018: 2,932	<u>4,255</u> 6,392
VETERANS SERVED	TRAINING PROVIDED
<u>182</u> 185	<u>125</u> 134
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>176</u> 215	<u>270</u> 272
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1,184</u> 1,177	<u>178</u> (Avg Wage: \$13.52/hr) 284 (Avg Wage: \$12.06/hr)

## 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 job seekers with employment and career development opportunities. **Contact us at 1.800.434.5627.**

## Comparison: PY2018-2019/PY2019-2020

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2019: 744</u> PY2018: 941	<u>3,132</u> 4,136
VETERANS SERVED	TRAINING PROVIDED
<u>42</u> 44	<u>11</u> 26
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>28</u> 74	<u>134</u> 108
POSITIONS POSTED	TOTAL PLACEMENTS
<u>655</u> 584	<u>62</u> (Avg Wage: \$11.77/hr) 148 (Avg Wage: \$11.33/hr)

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# MARION COUNTY

Comparison: PY2018-2019/PY2019-2020

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2019: 8,129</u> PY2018: 8,933	<u>16,091</u> 24,798
VETERANS SERVED	TRAINING PROVIDED
<u>541</u> 676	<u>516</u> 542
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>857</u> 626	<u>962</u> 902
POSITIONS POSTED	TOTAL PLACEMENTS
<u>5,521</u> 6,694	<u>966</u> (Avg Wage: \$12.43/hr) 1,961(Avg Wage: \$12.23/hr)

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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](mailto:accommodations@careersourceclm.com). Please make request at least three business days in advance. CareerSource Florida Member.