



CAREER CENTER COMMITTEE AGENDA

Thursday, November 19, 2020 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/87510279741>

Phone No: 1-646-558-8656 (EST) Meeting ID: 875 1027 9741

Call to Order		C. Harris
Roll Call		C. Schnettler
Approval of Minutes, August 20, 2020	Pages 2 - 4	C. Harris

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner.
COVID – DW Grant	Page 5	C. Weaver
One Stop Operator – Vision of Responsibilities	Page 6	D. French

PUBLIC COMMENT

ACTION ITEMS

One Stop Operator RFP	Page 7	C. LeCouris
Youth Service Provider ITN	Page 8	C. LeCouris
WE/Internship Payroll Services RFQ	Page 9	C. LeCouris

PROJECT UPDATES

Career Center Operations		D. French
In-Person Customer Data	Page 10	C. Weaver
Talent Center Traffic	Page 11	D. French
Event Report	Page 12	D. French
Metrix Online Learning	Page 13	C. Weaver
Apprenticeships	Page 14	C. Weaver
Net Promoter	Pages 15 - 17	S. Litzinger

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
Career Center Committee

MINUTES

DATE: August 20, 2020
PLACE: Teleconference Only
TIME: 9:30 a.m.

MEMBERS PRESENT

Carol Jones
Charles Harris
Lanny Mathis
Judy Houlios

MEMBERS ABSENT

Angie White
David Benthussen
Jorge Martinez

OTHER ATTENDEES

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

Cira Schnettler, CSCLM

CALL TO ORDER

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

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Lanny Mathis made a motion to approve the minutes from the May 7, 2020 meeting.
Judy Houlios seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update/Sub-Grantee Agreement

Rusty Skinner notified the committee that unless otherwise extended, September 5 ends the waiver period for required job searching in a variety of programs. Usually, data from unemployment recipients is uploaded into EmployFlorida, during this time no data was transferred. DEO has created an opportunity to receive that data through a Data Sharing Agreement. The Executive Committee met and approved the signing of the agreement by the Board Chair and the Consortium Chair. When the work search

waivers are lifted more people will be utilizing our resources for job searching. We will be prepared to serve those customers as we have been through remote appointments and as needed in-person appointments. As the \$600 supplemental unemployment funds wind down, more individuals will be conducting job searches. Charles Harris asked if there was potential for other types of assistance or a combination of resources. Rusty Skinner stated that he was not aware of any other resources and that no additional information has been provided.

Workforce Issues that are Important to Our Community

None

Talent Center Feedback

Dale French explained to the committee that the Talent Center staff work with our talent pipeline resources and assist CF with prepping graduates with the tools they will need to be successful in the community. Under the leadership of Andrea Abrams, staff have successfully and effectively transitioned to providing assistance to the community through virtual means. Dale French presented the committee with numerous positive feedback statements from individuals that have received assistance or have been a participant in one of Talent Center presentations. Dale French welcomed the committee to read the pages of feedback in the packet. He applauded the Talent Center team for doing an outstanding job.

Performance Negotiations

Dale French advised the committee that every two years Florida DEO negotiates the performance goals with the Department of Labor. Those goals are then utilized to create the goals for the workforce regions throughout the State. The local regions then negotiate their performance goals with DEO. Cory Weaver provided an extremely grounded performance goal proposal based on data and real world activities. DEO worked with us on the proposed goals and an agreement was finalized. Dale French reviewed the proposed and negotiated regional goals with the committee.

PUBLIC COMMENT

During this time, Kathleen Woodring announced her retirement plans. She will be retiring in December and will be working through the transition as Dale French succeeds her in the Executive Vice President position.

ACTION ITEMS

None

PROJECT UPDATES

Career Center Operations

Dale French updated the committee regarding center operations. The centers continue to have hours from 9 am – 4 pm, with one hour before and after where staff sanitize the offices. We will continue with the current schedule, offering virtual assistance, and limited staff will conduct in-person services. As there is potential for increased traffic to

the centers a security detail will continue to be provided at each center.

Talent Center

Dale French reviewed the Talent Center report, noting that although traffic decreased Talent Center staff are doing a fantastic job utilizing virtual resources to connect with professionals and producing great results.

Event Report

Dale French reviewed the report. Business Services held an extremely successful hiring event for Dollar Tree. In the Business and Economic Development Committee meeting CEP Director Kevin Sheilley, shared that Dollar Tree representatives provided extremely positive feedback about the hiring event and CLM staff.

Metrix Online Learning

Dale French presented the Metrix online learning platform to the committee. The platform provides over 5000 courses for a variety of industries. We have an annual subscription with unlimited access. We have been promoting the SkillUp Citrus Levy Marion program. CF in Levy County is allowing individuals to utilize their computer labs at no-cost for those that would like to utilize the platform. This program is another resource to open the talent pipeline. We will also be integrating the software into the Re-Entry program we currently have at the Lowell prison for women.

Apprenticeships

While apprenticeship programs are on hold for the moment due to the pandemic, we will be hiring the internal apprenticeship coordinator. This downtime will allow this individual to work in the centers becoming knowledgeable about our processes and the services we provide. Lockheed is pursuing 5800 individuals for their nationwide apprenticeship program. Our region was chosen to handle the roll-out of the apprenticeship program for Florida. CF is also awaiting to begin their hospitality apprenticeship program, as well as a future equine program. We will keep pushing ahead until fully functional.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:21 a.m.

APPROVED:

COVID 19 DW NEG

Summary:

In May of this year CareerSource Citrus Levy Marion was awarded grant funding to assist candidates and businesses in all three counties affected by the COVID 19 pandemic. The goal of this grant is to employ dislocated workers who are **currently unemployed** due to COVID 19 with non-profit organizations who are conducting humanitarian works directly related to COVID 19 recovery. Qualified candidates would be placed with the host organization to: a) fill roles that directly support COVID 19 response or b) replace an asset that has been pulled to directly support COVID 19 response.

To date, ten organizations have signed agreements to act as host agencies. The majority of the agencies are non-profit agencies who rely on volunteers to conduct business. Volunteers for these agencies have been scarce due to the ongoing pandemic, while demand for services has generally increased across all agencies.

CareerSource Citrus Levy Marion recruited, placed, and saw successful completion of seven candidates in paid work experiences as of 11/12/2020. Of the seven candidates, four have been offered and accepted permanent employment with the host agency. Each paid work experience included a wage of \$15 per hour for 360 hours or 12 weeks, whichever occurred first.

Details:

HOST AGENCY	NUMBER OF WORKERS REQUESTED/TITLE	NUMBER OF WORKERS PLACED
Boys and Girls Club of Marion County	4 Program Specialists	0
Community Food Bank of Citrus County	3 Warehouse Workers	0
Early Learning Coalition	1 Essential Personnel Assistant	1 Essential Personnel Assistant
Habitat for Humanity of Citrus County	4 Donation Processors	0
Hope Outreach Center, Inc	2 Intake and Clothing Closet Clerk	0
Interfaith Emergency Services	8 Food Distribution/Intake Specialist/Thrift Store Clerk/Clothing Closet Clerk	4 (1 Intake Specialist, 2 Thrift Store Clerks, 1 Clothing Closet Clerk)
Marion County Veterans Helping Veterans USA	5 Social Workers/Janitors	2 Social Workers
Marion County BOCC	3 Staff Assistants/Warehouse Worker	0
Salvation Army (Formal agreement never approved by Salvation Army corporate management)	6 Janitors/Office Help/Food Distribution	0
Marion Senior Services (Unable to fill due to agency requesting drivers- Driving while on the job not allowed under PWE)	5 Warm Meals-Warm Heart Food Distributor	0

- Agencies requested total number of workers; not specific numbers per title

One Stop Operator Roles and Responsibilities

WIOA Section 121(d) establishes the requirement for the procurement of One Stop Operators in the workforce system. 20 CFR, Subpart D - sections 678.500

– 678.635 establishes the parameters of duties for such operators. TPMA has been functioning in the role of One Stop Operator since 2016 and have been performing the following functions:

- ☐ Conduct quarterly reviews of each One Stop career center in our three-county area to ensure effective delivery of all partner programs.
- ☐ Coordinate with senior management, key partners, and officials to review program delivery efficiencies and make recommendations of best practices and training options for continuous improvement via quarterly strategy meetings.
- ☐ Oversee execution and implementation of developed MOUs within the One Stop career centers.
- ☐ Perform additional services at the option of the CSCLM board and management as relevant to the operations of career centers. Additional services may include area skill gap reviews, labor market studies, cross-regional labor market/labor pool studies and comparisons
- ☐ Be willing to coordinate with other workforce development boards and operators for 'regional' planning purposes
- ☐ Review and discuss all recommendations that affect system partners with such partners prior to board review
- ☐ Conduct in-person meetings at a minimum:
 - o With the full board for the first meeting of each program year (first quarter of each program year in July, August, or September)
 - o With Career Center committee in the 3rd quarter of each program year



RECORD OF ACTION/APPROVAL

**Career Center Meeting
Thursday, November 19, 2020**

TOPIC/ISSUE:

One Stop Operator Services Request for Proposal

BACKGROUND:

TPMA is the contracted One Stop Operator as required under the Workforce Innovation and Opportunity Act. The current contract with TPMA is set to expire on June 30th, 2021.

POINTS OF CONSIDERATION:

WIOA Section 121(d) establishes the requirement for the procurement of One Stop Operators in the workforce system. 20 CFR, Subpart D - sections 678.500 – 678.635 establishes the parameters of duties for such operators.

Staff is currently updating the RFP release. Due to the extensive requirements of an RFP release it is important that adequate time is provided to all responding organizations to provide a response. Additionally, staff needs adequate time to review all submissions in order to conduct a proper evaluation of all responses.

STAFF RECOMMENDATIONS:

Approve release of a Request for Proposals for One Stop Operator services.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Meeting
Thursday, November 19, 2020**

TOPIC/ISSUE:

Youth Services Invitation to Negotiate

BACKGROUND:

CareerSource Citrus Levy Marion currently contracts services for In-School and Out of School Youth. The current contract with Eckerd Kids is set to expire on June 30th, 2021.

POINTS OF CONSIDERATION:

Procurement standards require that all service provider contracts are opened for bid at minimum, every four years. The last contract for youth services was established in 2017 and has been renewed the maximum times allowable (three renewals for a total of four service years).

Staff is currently updating the ITN release. Due to the extensive requirements of an ITN release it is important that adequate time is provided to all responding organizations to provide a response. Additionally, staff needs adequate time to review all submissions in order to conduct a proper evaluation of all responses.

STAFF RECOMMENDATIONS:

Approve release of a Invitation to Negotiate for Youth services.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Meeting
Thursday, November 19, 2020**

TOPIC/ISSUE:

Payroll Services Request for Quotes

BACKGROUND:

CareerSource Citrus Levy Marion currently offers an internship/work experience (WE) program to support the transition to employment by providing eligible trainees 12 weeks of work experience through work-based training opportunities with public agencies and private sector businesses in Citrus, Levy and Marion Counties. CSCLM is seeking a payroll/staffing firm to payroll services and act as the employer of record for all internship and work experience trainees.

Our current contract for payroll services is in its fourth and final year and will end on June 30, 2021. We are in need of establishing a new contract for payroll services to take place for program year beginning July 1, 2021.

POINTS OF CONSIDERATION:

This RFQ will solicit proposals for a new contractor. Staff will submit the proposals to the Executive Committee for review and selection at the next scheduled meeting.

STAFF RECOMMENDATIONS:

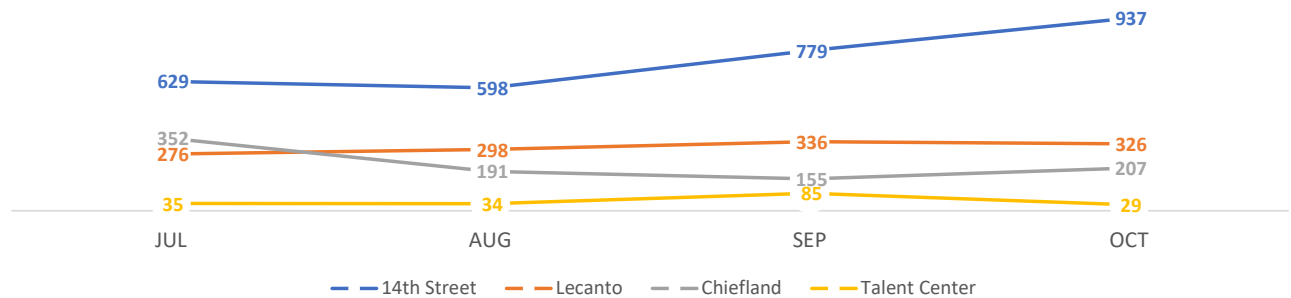
Approve release of a Request for Quotes for Payroll services.

COMMITTEE ACTION:

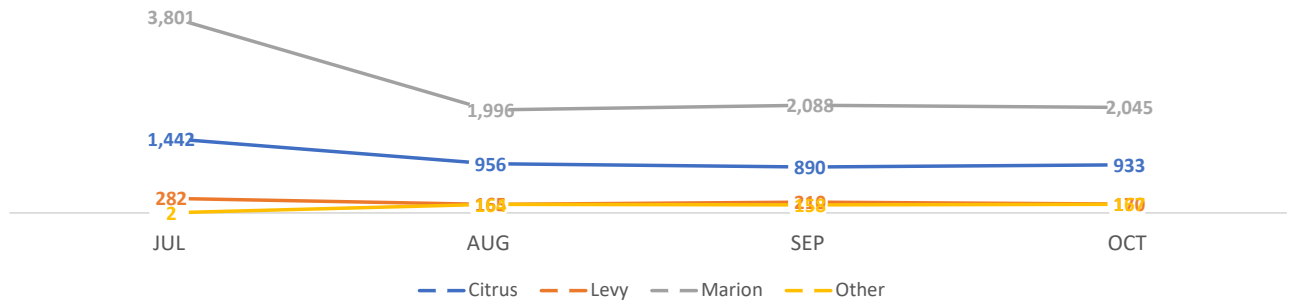
BOARD ACTION:

Traffic		PY 19-20	PY2020 2021				
			JUL	AUG	SEP	OCT	YTD
Center Traffic	14th Street	15,245	629	598	779	937	2,943
	Lecanto	4,255	276	298	336	326	1,236
	Chiefland	3,132	352	191	155	207	905
	Talent Center	846	35	34	85	29	183
	*MCC 1	426	-	-	-	-	0
	*MCC 2	151	-	-	-	-	0
	Total	24,055	1,292	1,121	1,355	1,499	5,267
Online Traffic	Citrus	17,190	1,442	956	890	933	4,221
	Levy	3,999	282	165	210	170	827
	Marion	40,990	3,801	1,996	2,088	2,045	9,930
	Other	3,337	2	164	158	167	491
	Total	65,516	5,527	3,281	3,346	3,315	15,469

CENTER TRAFFIC



ONLINE TRAFFIC



Center Closures:

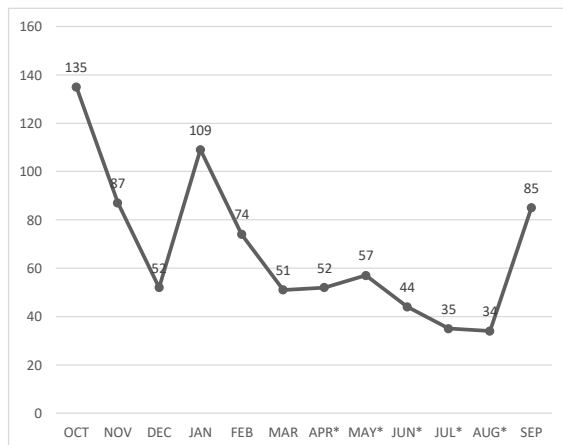
Lecanto 7/16/20-7/31/20
Chiefland 8/26/20-9/9/20

TRAFFIC COUNT PY 19-20 and PY 20-21

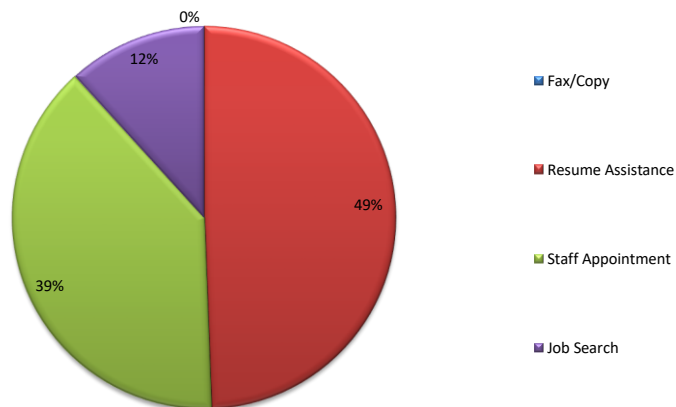
										2020 / 2021			YTD
	OCT	NOV	DEC	JAN	FEB	MAR	APR*	MAY*	JUN*	JUL*	AUG*	SEP	
REFERRALS	36	12	17	16	13	27	14	15	23	14	23	18	228
PLACEMENTS	8	2	7	5	4	10	7	4	6	1	9	10	73
INTERNSHIPS	0	0	0	1	0	3	0	1	1	0	0	1	7
OJT/WEX/CBT	0	0	0	1	0	1	0	0	0	0	0	1	3
TRAFFIC	135	87	52	109	74	51	52	57	44	35	34	85	815

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by virtual services provided



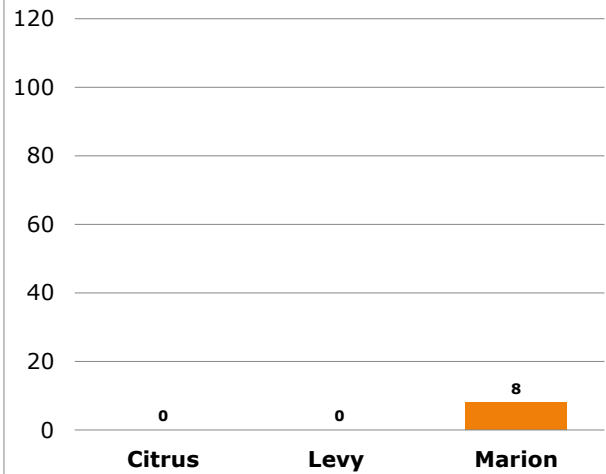
PY 20 - 21 Individual Events

Total Events: 8
Attendees: 254
Reported Hires: 225

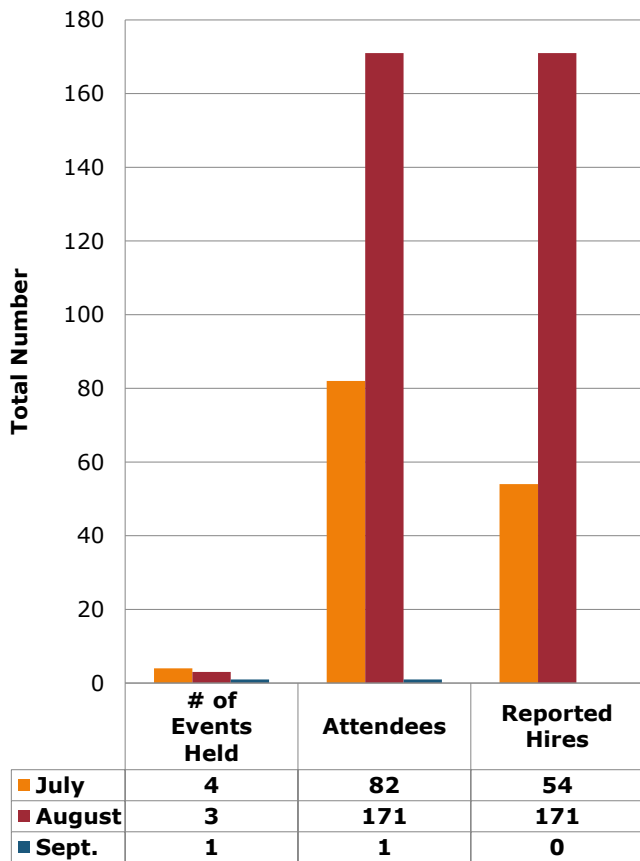
PY 20 - 21 Job Fairs & Expos

Attendees: TBD
Businesses: TBD

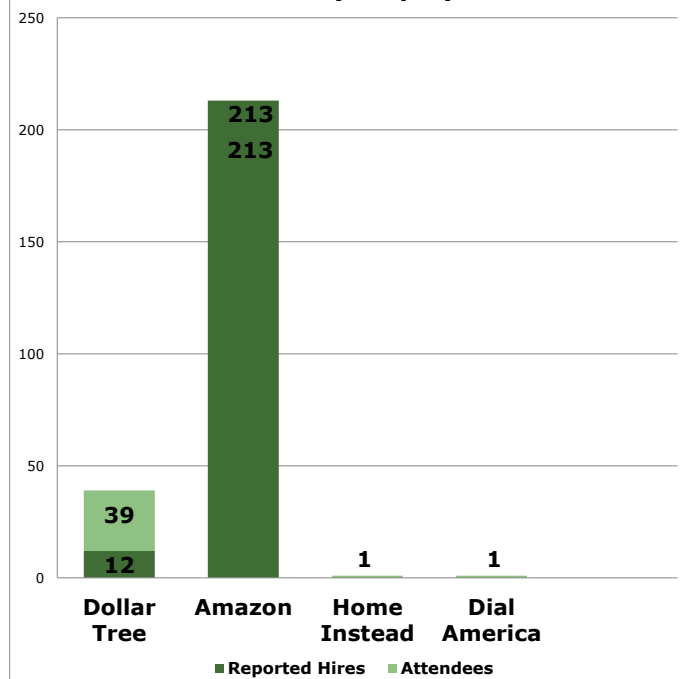
Hiring Events by County PY20-21



Individual Hiring Events



Events by Employer





SKILL UP USERS

LOCATION	Aug-20	Sep-20	Oct-20	Total
Citrus	15	4	1	20
Citrus - CF	3	3	1	7
Levy	4	1	1	6
Levy - CF	4			4
Marion	39	11	6	56
Marion - CF	9	3	2	14
TOTAL	74	22	11	107

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Information Technology
4. Government/Public Sector
5. Transportation/Logistics

Popular Courses

1. CompTIA
2. Microsoft Excel 2016
3. Excel 2019
4. Microsoft Office 365
5. Business Analysis
6. Leadership Essentials
7. ITIL® 2011 Edition OSA
8. First Aid
9. Microsoft Windows Server 2012
10. Outlook 2019

APPRENTICESHIP UPDATE				
Apprenticeship Occupation	Training Provider	Start Date	# Enrolled	Comments
Masonry	Marion Technical College	Fall 2019	9	
Electronic Assembler	Lockheed Martin	Spring 2020	2	National Apprenticeship - 2 of our referrals have been hired at this point
Construction Carpentry	Marion Technical College	Spring 2021	n/a	Delayed due to COVID-19
Hospitality	College of Central Florida/AHLEI	TBD	n/a	Delayed due to COVID-19
Masonry	College of Central Florida/Levy County Public Schools	TBD	n/a	

NET PROMOTER

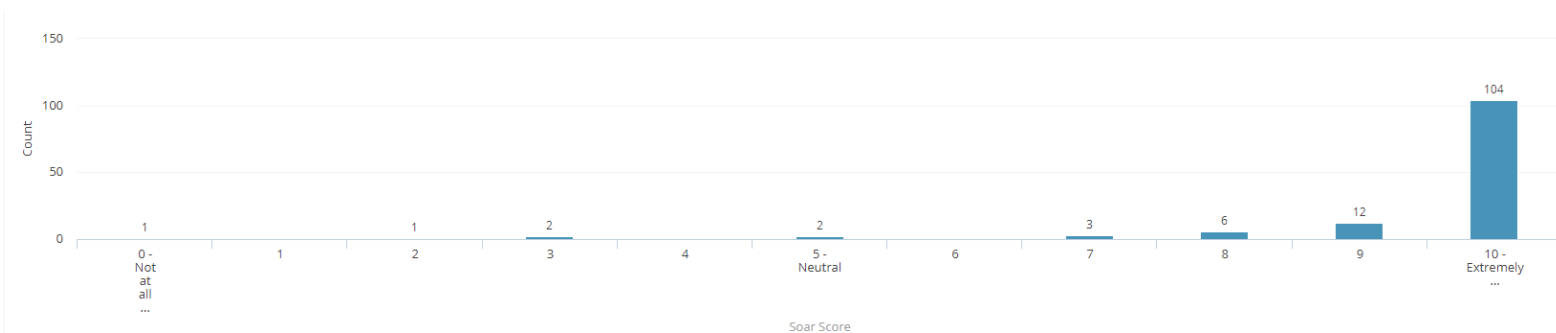
Transactional Net Promoter Cumulative Report Program Year 20 - 21

Candidate Report	Region 10 Net Promoter Score (July to Oct 2020)
Net Promoter Score—Area/Region	▶ +84

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

	NPS	Distribution	Detractors	Passives	Promoters
131	84	5	7	89	

Transactional Net Promoter Score Distribution By Rating



6 – 0's to 6's

9 – 7's and 8's

116 – 9's and 10's

Transactional Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	9	67	11	11	78	
Lecanto	45	87	2	9	89	
Ocala	77	85	5	5	90	

Transactional Net Promoter Word Cloud

helpful job staff get great time everyone people always career friendly questions service knowledgeable system went assistance careersource excellent good helping kind one professional received work employment every helped knowledge needed source way well wonderful able also answers letterman many patient really search services thank 10 advice attention can center deborah experience feel information informative know like much nice person personnel process resume took unemployment will worked

Transactional Net Promoter Cumulative Report Program Year 20 - 21

Transactional Net Promoter Score By **Trigger Event** (Service)

Trigger Event	👤	NPS		Distribution	Detractors	Passives	Promoters
Career Success Services	45	78		4	13	82	
Resource Room Services	75	86		5	4	91	
Veteran SBE Services	3	100				100	
WIOA Services	2	100				100	
WIOA Training Completion	3	100				100	
WIOA Training Enrollment	1	100				100	
Youth Case Closure	2	100				100	
WIOA Training Completion	3	100				100	
WIOA Training Enrollment	1	100				100	
Youth Case Closure	2	100				100	

Transactional Net Promoter Score By **Age**

Age Group	👤	NPS		Distribution	Detractors	Passives	Promoters
B (17 TO 24)	11	100				100	
C (25 TO 34)	7	100				100	
D (35 TO 44)	12	92		8		92	
E (45 TO 54)	24	80		8	4	88	
F (55 TO 64)	46	76		4	15	80	
G (65+)	31	88		6		94	

Transactional Net Promoter Score By **Veteran Status**

Veteran	👤	NPS		Distribution	Detractors	Passives	Promoters
N	107	82		6	7	88	
Y	24	92		8		92	

Transactional Net Promoter Score By **Sex**

Gender	👤	NPS		Distribution	Detractors	Passives	Promoters
Female	79	85		4	8	89	
Male	52	82		6	6	88	

Executive Summary

- Of 132 survey responses received since we reimplemented the survey in July only 6 customers were detractors.
- Of the 6 detractors (5%)
 - 2 were unhappy about DEO - RAP and/or Connect
 - 2 were somewhat unhappy with the level of knowledge demonstrated by a staff member. Closed loop follow-up mitigated the issue and confirmed our staff member was not at fault
 - 1 was unhappy with our Network/Computer system
 - 1 was unhappy about a Security Guard enforcing our pandemic rules
 - No concerning negative service trends were identified.

NET PROMOTER

Business Net Promoter Cumulative Report Program Year 20 - 21

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score–Area/Region	► 87

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).

Enter number of respondents

0	
1	
2	
3	
4	2
5	
6	
7	
8	1
9	9
10	27

Σ 39



Types

D	5.13	%
N	2.56	%
P	92.31	%

Result

NPS® 87

Save NPS ~ Error margin

Employer Net Promoter Scores and Comments

Survey: Survey Name	Staff	Survey: Created Date	Likely to Refer Services	Comment
Tri-Co Communications, Inc. - 2020-08-05	Ardwenia Johnson	8/5/2020	10	
Power Designers Sibex - 2020-08-24	Ardwenia Johnson	8/24/2020	10	Very pleasant to work with and very eager to assist - listens to your needs , assess them and responds quickly...
Homette Corp. DBA Skyline Corporation - 2020-08-05	Ardwenia Johnson	8/5/2020	10	
FM Meat Products - 2020-10-16	Ardwenia Johnson	10/16/2020	10	
Autozone Distribution Center - 2020-10-16	Ardwenia Johnson	10/16/2020	10	Bonnie Johnson and Danielle Veenstra were very helpful and answered all my questions.
Episcopal Children's Services - 2020-07-29	Cathy Galica	7/29/2020	10	
Florida Express Environmental - 2020-07-13	Cathy Galica	7/13/2020	4	poor quality of candidates
OCALA ONCOLOGY CENTER, P.L. (DBA Florida Cancer Affiliates) - 2020-09-28	Cathy Galica	9/28/2020	10	
PepsiCo - 2020-09-28	Cathy Galica	9/28/2020	10	
Stonemor DBA Fountains Memorial Park - 2020-07-29	Larry Trowbridge	7/29/2020	10	
Gary's Auto Motive- Job Order	Larry Trowbridge	8/18/2020	10	
M J Stavola Industries 08/03/2020	Larry Trowbridge	8/3/2020	8	There does not seem to be many people looking for work. We need to stop that extra unemployment money going to them.
Holy Moses - New Job Order	Larry Trowbridge	8/17/2020	10	
OneRestore 07/31/2020	Larry Trowbridge	8/3/2020	10	
Technology Conservation Group - 2020-10-14	Maria Maite Marz	10/14/2020	10	
B&W Rexall - 2020-09-15	Maria Maite Marz	9/15/2020	10	Great community resource- Quick response time.
Quality Inn - 2020-09-03	Maria Maite Marz	9/3/2020	10	
Cedar Key Marina II, Inc. - 2020-07-28	Maria Maite Marz	7/28/2020	8	I would recommend it, but honestly we've had better luck getting applicants through posting on Facebook.
AT&T Mobility - 2020-10-14	Maria Maite Marz	10/14/2020	10	Maite is very responsive and truly understands our needs.
PALM GARDEN OF OCALA - 2020-08-07	Maria Maite Marz	8/7/2020	10	
Sickle Cell Association of Hillsborough County, Inc. - 2020-07-22	Maria Maite Marz	7/22/2020	10	
Specialty Care Services, Inc. - 2020-07-17	Maria Maite Marz	7/17/2020	10	Good Service
Florida Express Environmental - 2020-07-13	Maria Maite Marz	7/13/2020	5	I never get quality candidates
Walmart Supercenter #0960 - 2020-08-24	Maria Maite Marz	8/24/2020	10	
Omega Behavior Analysis LLC - 2020-08-19	Maria Maite Marz	8/19/2020	10	
Visiting Angels - 2020-08-19	Maria Maite Marz	8/19/2020	10	
ANCORP - 2020-08-20	Nickoda Curiel-Mills	8/20/2020	10	CareerSource Citrus Levy Marion are always welcoming and willing to offer resources and assistance at any time. There is not a request that they have not been met.
CI's Power Systems - 2020-09-17	Nickoda Curiel-Mills	9/17/2020	10	Nickoda was very helpful
Dollar Tree Distribution Center, Inc. - 2020-08-21	Nickoda Curiel-Mills	8/21/2020	10	I have scored Career Source a 10 is because they have been very resourceful and instrumental in providing advertisement, interview scheduling, and office space to work. The team here is very engaging and showed us nothing but the best hospitality in the a
Fidelity Manufacturing - 2020-08-12	Nickoda Curiel-Mills	8/12/2020	10	Nickoda Curiel-Mills always provide me with outstanding service. She is a true professional !
LeafFilter North of Florida, LLC - 2020-09-25	Nickoda Curiel-Mills	9/25/2020	10	Very likely - Nickoda Curiel was very helpful and informative.