



Performance and Monitoring Committee

AGENDA (Revised 11/2/2020)

Tuesday, November 3, 2020 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/81728665547>
Phone No: 1-646-558-8656 (EST) **Meeting ID:** 81728665547

Call to Order		T. Knight
Roll Call		C. Schnettler
Approval of Minutes, August 11, 2020	Pages 2 - 4	T. Knight

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
Independent Monitoring Update		D. French

PUBLIC COMMENT

ACTION ITEMS

Subrecipient Monitoring	Pages 5 - 8	D. French
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PROJECT UPDATES

Talent Center – September 2020	Page 9	D. French
Event Report – July - Sept 2020	Page 10	D. French
Workforce Intelligence – August 2020	Pages 11 - 16	C. Weaver
Performance Measures – September 2020	Pages 17	C. Weaver
Quarterly Reports – Centers – July – Sept 2020	Pages 18 - 20	C. Weaver
Contract Reports (Chamber, etc)	Page 21	C. Weaver
Experiential Learning Contracts	Page 22	C. Weaver
YouthBuild Reports	Pages 23 - 24	D. French
Net Promoter	Pages 25 - 27	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

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job candidates and employer services.*



**CAREERSOURCE CITRUS LEVY MARION
Performance and Monitoring Committee**

MINUTES

DATE: August 11, 2020
PLACE: Teleconference Only
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Fred Morgan
Ted Knight, Chair
William Burda

MEMBERS ABSENT

Pat Reddish

OTHER ATTENDEES

Rusty Skinner, CSCLM
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 9:03 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

William Burda made a motion to approve the minutes from the May 5, 2020 meeting.
Brandon Whiteman seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner explained to the committee that the State has extended the waiver of workforce registration until September 5. Until the waiver is lifted registration data is not being transferred to Employ Florida.

Workforce Issues that are Important to Our Community

None

PUBLIC COMMENT

None

ACTION ITEMS

Performance Negotiations

Dale French explained to the committee that performance goals are negotiated with the State every two years. He reviewed the 2019 actual performance goals and outlined the proposed performance goals for the 2020-21 and 2021-22 program years.

After Dale French reviewed the Indicators of Performance Report, Brandon Whiteman asked if annual reports were provided by the State. Cory Weaver stated that annual reports are no longer provided by the State. Brandon Whiteman also asked if there were any board to board comparison reports. Cory Weaver stated that other board performance data reports are available and can be provided to this committee for review and comparison.

A discussion was held in regard to contractor performance and how these relate to the master contracts that are approved in June for the next fiscal year. This discussion resulted in a decision made to provide reporting to the committee that shows who is contracting under these master agreements and for those who are, including specific performance outcome data by contract.

William Burda made a motion to accept the proposed performance goals for the next two program years. Brandon Whiteman seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center – June 2020

Dale French reviewed the June Talent Center report noting the decline in traffic due to the pandemic and summer break for CF. Talent Center staff are assisting customers remotely. Recently, Talent Center staff worked with the CF nursing program and students provided tremendously positive feedback regarding the assistance provided through Talent Center. Those comments will be provided at the next meeting.

Event Report – April – June 2020

Dale French highlighted items from the Event Report, noting hiring events for the Dollar Tree Distribution Center and Vanguard Manufacturing. The K Country job fair was hosted through the Zoom platform and was successful. We will be looking at how to maximize the technology to host other job fairs and individual hiring events.

Workforce Intelligence – June 2020

Performance Measures – April 2020

Cory Weaver presented the two reports, noting that the State systems that provide the full picture of data has been down since May. These reports were generated with data that was available through other resources.

Annual Reports – Centers - 2020

Annual Reports – MCC – 2020

County Annual Comparison Reports

Cory Weaver summarized the reports and welcomed questions from the committee members.

MATTERS FROM THE FLOOR

William Burda requested performance reports of all board approved contracts be provided to the committee. Rusty Skinner stated that the data for each contract will be compiled and provided in a format that will respond to his concerns.

ADJOURNMENT

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

APPROVED:



RECORD OF ACTION/APPROVAL

Performance and Monitoring Tuesday, November 3, 2020

TOPIC/ISSUE:

Sub-recipient Monitoring – Eckerd Connects

BACKGROUND:

We are required to conduct monitoring of our sub-recipient youth provider annually. Our current provider is Eckerd Connects

POINTS OF CONSIDERATION:

The following report details the areas that were monitored and any issues found. The only issue reported was a difference in total contract payment activity that resulted from an end of year accrual difference in contract closeout. This issue is being reviewed and corrected by the finance team.

STAFF RECOMMENDATIONS:

Accept the attached monitoring report from Powell and Jones for sub-recipient monitoring.

COMMITTEE ACTION:

BOARD ACTION:



Powell & Jones
Certified Public Accountants

Richard C. Powell, Jr., CPA
Marian Jones Powell, CPA

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Report on Sub-recipient Monitoring

October 1, 2020

**Audit Committee and Workforce Administrative Team
CareerSource Citrus Levy Marion**

We have performed the procedures listed below to assist the CareerSource Citrus Levy Marion (CLM) with its annual sub-recipient monitoring responsibilities. Those responsibilities include testing compliance of CLM's sub-recipients with the regulations of the Department of Economic Opportunity (DEO). This engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in this report. Consequently, we make no representation regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose.

For the year ended June 30, 2020, CLM held a contract with a sub-recipient, Eckerd Youth Alternatives, Inc. (Eckerd) from July 1, 2019 through June 30, 2020. Our procedures were performed with respect to this contract for the same period.

The procedures and the associated findings, if any, are as follows:

PROCEDURE 1: Review the sub-recipient contract for terms, conditions and federal requirements.

Results of Procedures:

The terms, conditions, and federal requirements listed in the DEO Financial Monitoring Tool were included in the subrecipient contract.

PROCEDURE 2: Review the most recent single audit report of Eckerd Youth Alternatives, Inc. to:

- ensure dollars included are properly identified, and
- determine if any findings and related corrective actions were addressed.

Results of Procedures:

- **Current year findings 2020-1:** In the current year we compared the amount recorded by CareerSource Citrus, Levy, Marion for contractual payments to Eckerd for WIOA Youth of \$1,082,816 to the amount on Eckerd's financial statements in the Schedule of Federal Awards of \$1,066,959. This variance of \$15,857 is likely due to a 2020 year end accrual difference. Youthbuild contractual payments of \$206,994 were listed in the Eckerd SEFA as WIOA Youth. All other amounts agreed with the CareerSource's records. There were no findings or questioned costs regarding WIOA or Youthbuild funding.

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PROCEDURE 3: Review the Corporation's most recent sub-recipient fiscal monitoring report and determine if any findings and related corrective actions were addressed.

Prior year findings fiscal year 2019:

In the prior year we noted that the passthrough grant from CareerSource Citrus, Levy, Marion to Eckerd Youth Alternatives Inc, in the 2019 Schedule of Federal Awards in the Eckerd annual audited financial statements was \$5,676 more than the amount recorded by CareerSource Citrus, Levy, Marion. This difference was attributed to a difference in year end accruals. \$206,994 received by Eckerd for Youthbuild which were included in the contractual payments made by the Workforce Board appeared to be classified as WIOA Youth on the Schedule of Federal Awards in the Eckerd annual audited financial statements.

In the prior year we noted that two of the Eckerd invoices did not have adequate documentation to provide a preaudit of the expenditures for which they were reimbursed. The lack of documentation was addressed by the CareerSource. During the current fiscal year, all of the invoices were sufficient to allow a preaudit of the amounts charged on the contract.

PROCEDURE 4: Review sub-recipient financial procedures to determine if they have good internal controls.

Results of Procedures:

We reviewed the internal controls over the expenditure of grants funds using the DEO fiscal monitoring tool. We noted no deficiencies in internal control over financial procedures that would have an effect on compliance with Federal awards requirements.

PROCEDURE 5: Interview sub-recipient finance staff via internet to corroborate internal controls addressed in procedure #4.

Results of Procedures:

The Eckerd staff provided us with answers to a internal control questionnaire. There were no additional findings in the current year.

PROCEDURE 6: Review the sub-recipient invoices to date and determine if they are in compliance with the terms of the contract.

Results of Procedures:

The invoices were in compliance with the terms of the contract.

PROCEDURE 7: Select samples of sub-recipient payroll, fringe benefits, operating costs, performance payments. Test for allowability, allocability, reasonableness, and compliance with contract terms.

We selected the following from invoices for the period from July 1, 2019 to June 30, 2020:

1. We selected 66 disbursements and inspected copies of supporting documentation.
2. We selected 26 employee payments and inspected copies of time sheets and traced the

- Employee Earnings History.
3. We created a spreadsheet of the payroll costs by employee and compared to approved salary ranges. All salaries charged to the contract were within the limits specified in the contract.
 4. We created a spreadsheet to review all fringe benefit costs analytically. Fringe benefits including taxes were billed at 22.86%.

Results of Procedures: All of the supporting documentation was available and adequate, properly allocated and reasonable.

PROCEDURE 8: Review approval of sub-recipient's indirect cost rate submitted with the proposal and approved federal indirect cost rate.

Results of Procedures: We reviewed the indirect cost rate used by Eckerd. Eckerd used an indirect costs rate of 14.47% of total direct costs. The computation of indirect costs based upon the Eckerd final billing was 14.47%.

PROCEDURE 9: Agree sub-recipient performance payments to participant data in Employ Florida Marketplace (EFM), State of Florida database system.

Results of Procedures: Eckerd met the criteria for their performance payments based upon data provided by the Corporation staff.

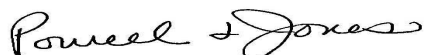
PROCEDURE 10: Determine if the In-school/Out-of-School and Work Experience percentages on the subrecipient invoices are supported by participant data in EFM.

Results of Procedures: The percentage of In-School /Out of School Youth were supported by participant data in EFM. The program required percentage of participants involved in Work Experience was also met.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on compliance with the regulations of DEO. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the Audit Committee and Workforce Administrative Team of the Corporation, and is not intended to be and should not be used by anyone other than these specified parties.

Very truly yours,



POWELL & JONES
Certified Public Accountants

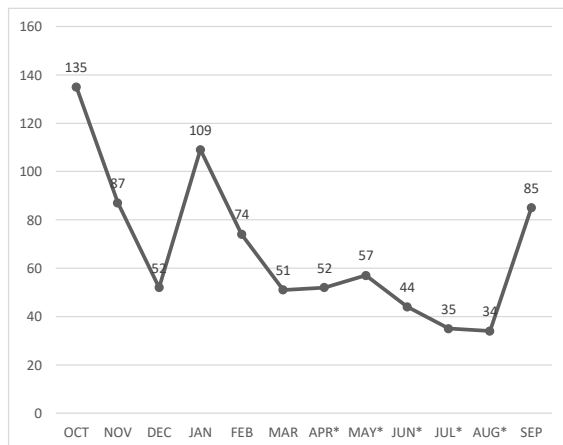
TRAFFIC COUNT

PY 19-20 and PY 20-21

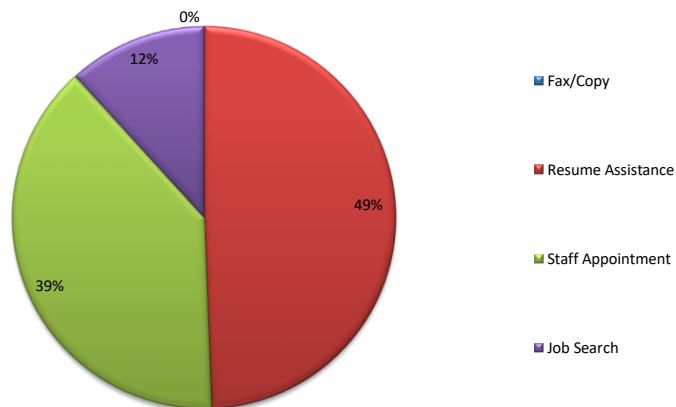
										2020 / 2021			YTD
	OCT	NOV	DEC	JAN	FEB	MAR	APR*	MAY*	JUN*	JUL*	AUG*	SEP	
REFERRALS	36	12	17	16	13	27	14	15	23	14	23	18	228
PLACEMENTS	8	2	7	5	4	10	7	4	6	1	9	10	73
INTERNSHIPS	0	0	0	1	0	3	0	1	1	0	0	1	7
OJT/WEX/CBT	0	0	0	1	0	1	0	0	0	0	0	1	3
TRAFFIC	135	87	52	109	74	51	52	57	44	35	34	85	815

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by virtual services provided



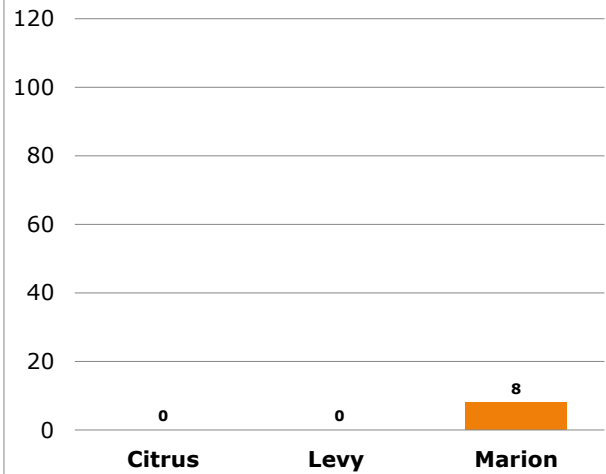
PY 20 - 21 Individual Events

Total Events: 8
Attendees: 254
Reported Hires: 225

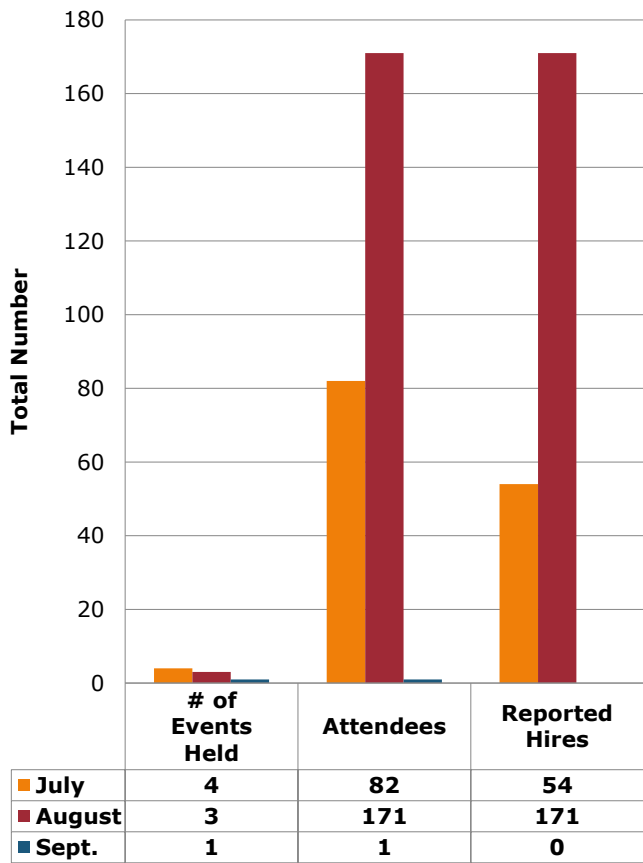
PY 20 - 21 Job Fairs & Expos

Attendees: TBD
Businesses: TBD

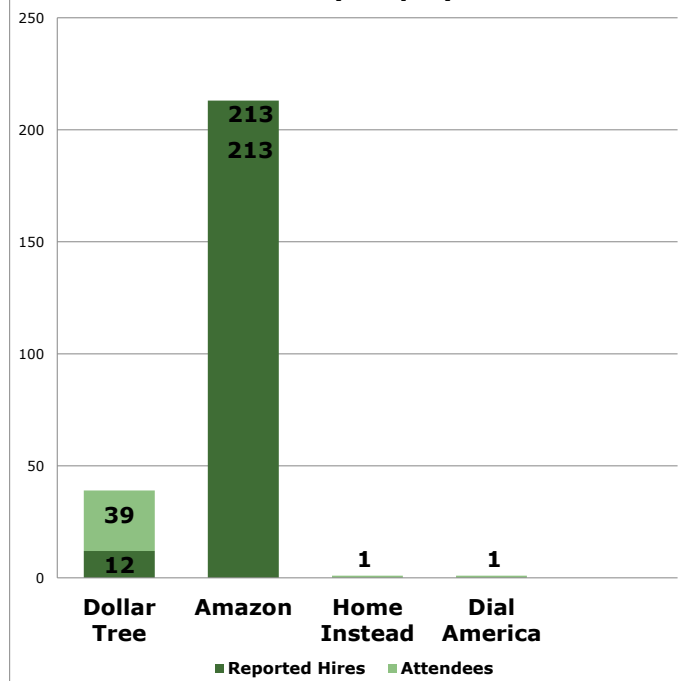
Hiring Events by County PY20-21



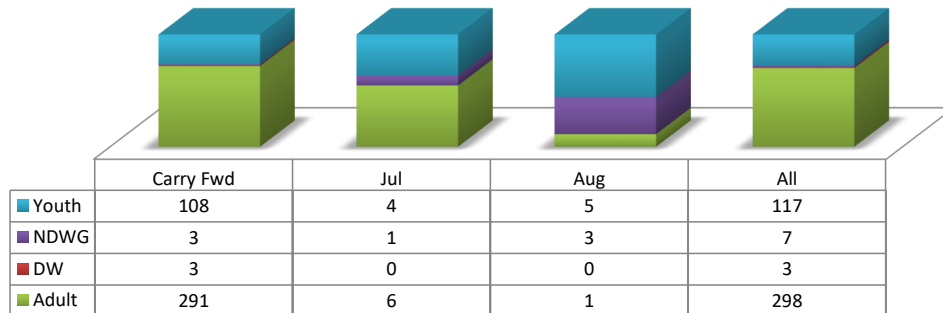
Individual Hiring Events



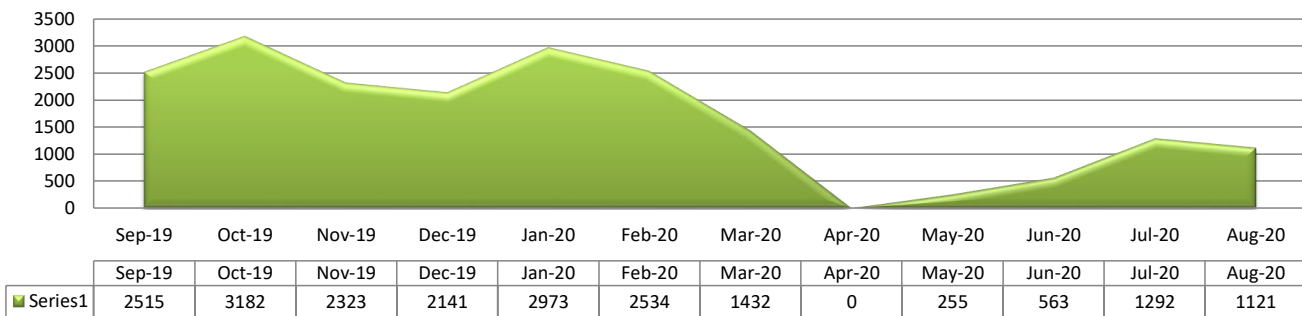
Events by Employer



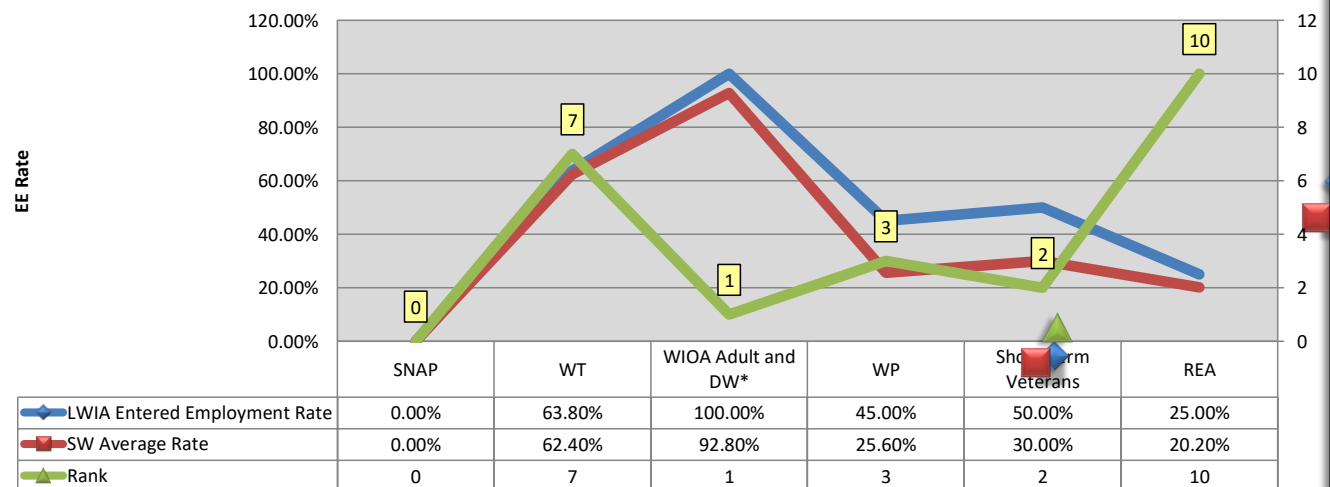
All WIOA Participant Enrollments



Center Traffic - 12 Months

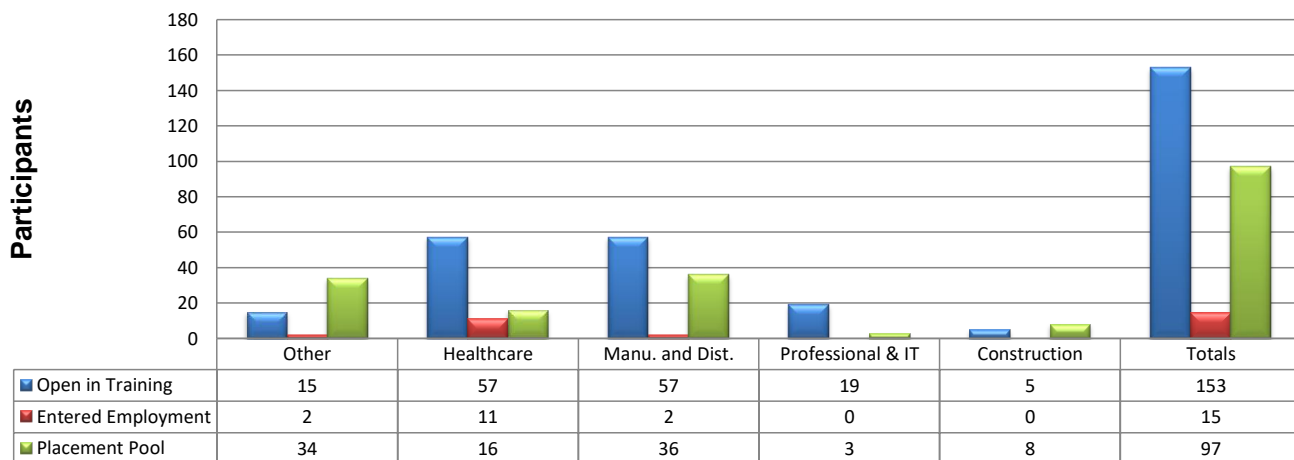


MMR Entered Employment Rates by Program*

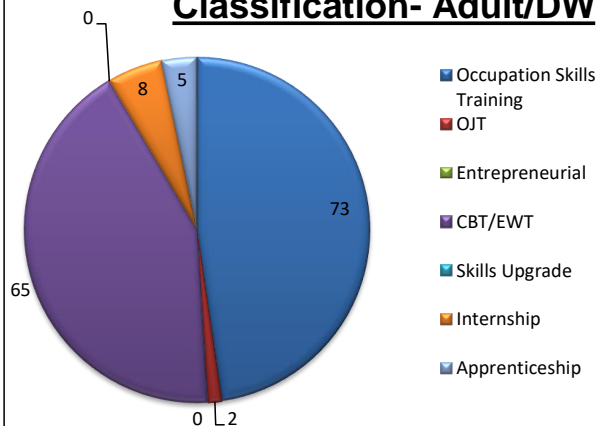


* SNAP measures will be updated when the data becomes available

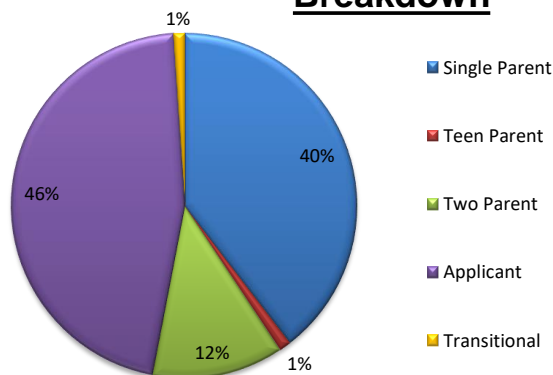
WIOA Industry Training Comparison*



Open WIOA Training Activity Classification- Adult/DW

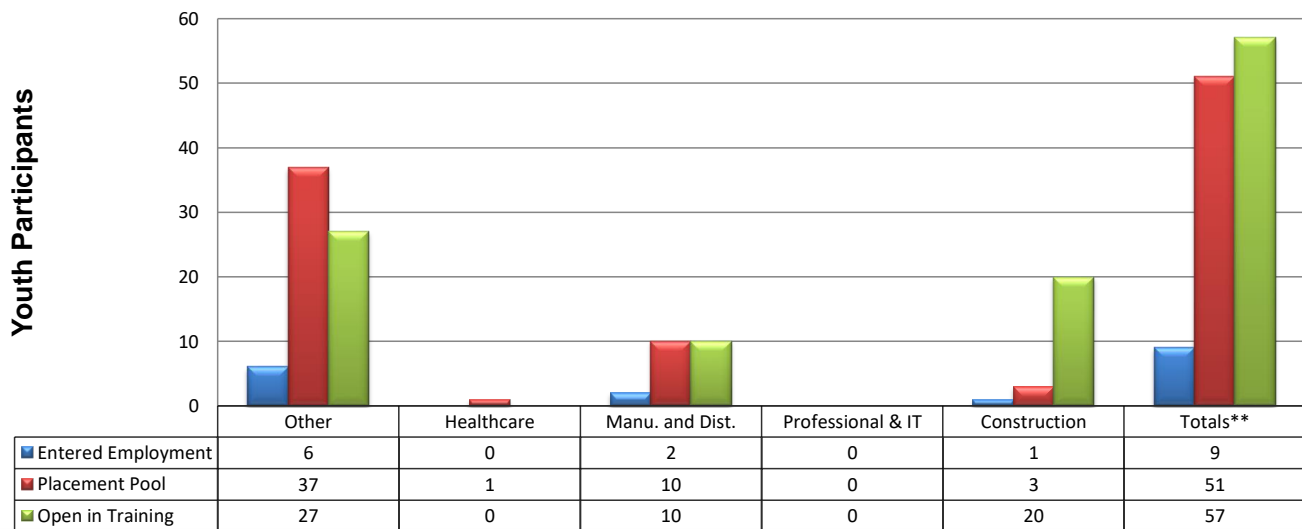


Current WT Caseload Breakdown

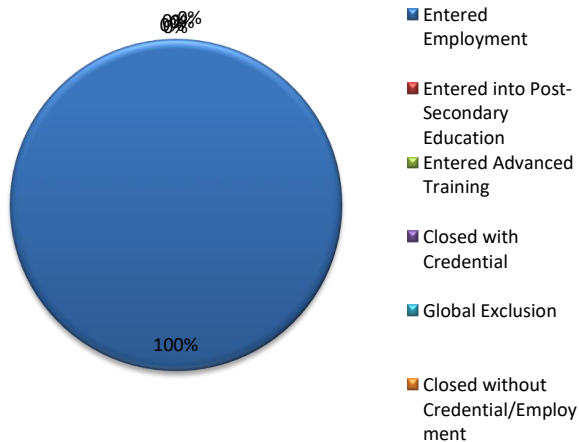


Traffic	Aug-19	Aug-20	YTD 19.20	YTD 20.21
Newly Registered Job Seekers	323	188	683	1,150
Total Job Referrals	2,031	692	4,187	1,711
Managed Job Orders	508	566	1,005	1,110
External Job Orders	1,221	3,695	4,597	7,458
Overall Traffic	2,935	1,121	6,480	2,413
Receiving Reemployment Assistance	886	3,996	1,514	9,233
Welfare Transition	Aug-19	Aug-20		
Participation Rate All Family	36.5%	0.0%		
Case Load	252	146		

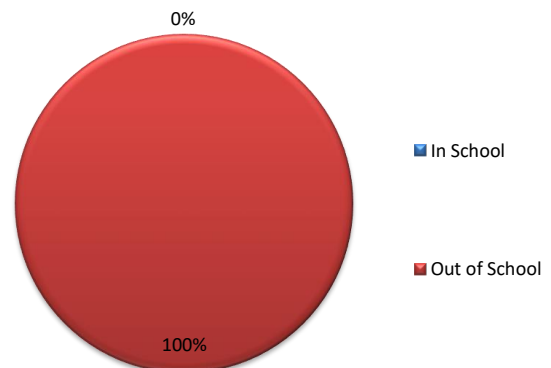
WIOA Youth Industry Training Comparison



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



Youth Carry Forward:	106	AVG Closure Wage (With Credential):	\$11.14
Total Youth Closed:	13	AVG Closure Wage (No Credential):	\$0.00
Total Youth Served:	115	ROI for PY 20/21 Youth Services:	\$230,392
Average Training Lifespan:	166		



Traffic		PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY2020 2021		
									JUL	AUG	YTD
Center Traffic	14th Street	44,783	36,852	34,101	35,557	28,800	23,726	15,245	629	598	1,227
	Lecanto	10,675	9,231	8,448	8,071	6,278	6,392	4,255	276	298	574
	Chiefland	6,838	6,066	5,653	5,431	4,085	4,136	3,132	352	191	543
	Talent Center		1,214	1,458	697	1,319	1,072	846	35	34	69
	*MCC 1	1,413	1,280	1,257	800	902	862	426	-	-	0
	*MCC 2	970	750	342	282	359	398	151	-	-	0
	Total	64,679	55,393	51,259	50,141	41,743	36,586	24,055	1,292	1,121	2,413
Online Traffic	Citrus	139,121	98,047	71,187	57,011	37,587	22,002	17,190	1,442	956	2,398
	Levy	32,850	23,645	14,461	12,971	10,745	6,089	3,999	282	165	447
	Marion	363,536	242,259	180,839	155,810	116,901	67,101	40,990	3,801	1,996	5,797
	Other	55,999	36,540	23,425	8,356	12,218	6,387	3,337	2	164	166
	Total	591,506	400,491	289,912	234,148	177,451	101,579	65,516	5,527	3,281	8,808
Events	Events			22	126	147	135	68	4	3	7
	Attendees			1,808	4,535	4,028	3,406	1,042	82	171	253
Wagner Peyser		PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY2020 2021		
									JUL	AUG	YTD
Newly Registered Job Seekers	Marion	5,050	4,440	3,981	4,081	3,883	2,573	4,903	665	133	798
	Citrus	1,970	1,665	1,420	1,442	1,323	995	2,007	232	43	275
	Levy	537	403	339	376	375	272	442	65	12	77
	Total	7,557	6,508	5,808	5,899	5,581	3,840	7,352	962	188	1,150
Total Employers Posting Jobs	Marion	801	848	748	724	705	724	654	315	337	375
	Citrus	308	307	305	308	283	155	183	76	79	93
	Levy	72	84	90	82	77	54	56	15	17	21
	Total	1,181	1,239	1,143	1,114	1,066	933	893	406	433	489
Managed Job Orders	Marion	2396	2801	3054	3326	3514	4854	4568	398	439	837
	Citrus	704	686	736	815	934	1157	1114	124	108	232
	Levy	171	156	214	163	213	238	232	17	19	36
	Other	114	102	177	177	73	78	41	5	0	5
	Subtotal	3385	3745	4181	4481	4734	6327	5955	544	566	1110
	External Job Orders	22415	30704	33972	31693	28587	32498	28846	3,763	3,695	7,458
	Total	25800	34649	38121	36174	33321	38825	34801	4,307	4,261	8,568
	% of internal vs. total	13.12%	11.39%	10.88%	12.39%	14.21%	16.30%	17.11%	12.63%	13.28%	12.96%
Welfare Transition		PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY2020 2021		
									JUL	AUG	YTD
Open Case Load	Marion	1,216	1,355	1,286	1,073	942	902	963	233	101	308
	Citrus	353	422	384	379	311	272	268	64	33	93
	Levy	186	161	180	150	136	108	135	38	12	46
	Total	1,755	1,938	1,850	1,602	1,389	1,282	1,366	335	146	447
Participation Rate	All Family	41.20%	44.10%	35.80%	30.70%	36.50%	36.90%	30.30%	0.30%	0.00%	0.20%

Training & Placements

August 2020

Training		PY 12-13	PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY2020 2021		
										JUL	AUG	YTD
Occupation Skills Training	Citrus	172	118	115	142	121	91	122	31	5	6	6
	Levy	53	73	68	54	34	24	19	6	2	2	2
	Marion	617	389	339	224	233	335	365	157	66	65	67
	Subtotal	842	580	522	420	388	450	506	194	73	73	75
Skills Upgrade	Citrus	0	0	0	0	0	0	6	1	0	0	0
	Levy	0	0	0	0	0	0	2	1	0	0	0
	Marion	4	0	0	0	0	2	59	35	0	0	0
	Subtotal	4	0	0	0	0	2	67	37	0	0	0
OJT	Citrus	11	3	8	8	13	4	3	0	0	0	0
	Levy	0	0	1	0	0	0	3	0	1	1	1
	Marion	29	18	22	11	14	81	97	8	2	1	2
	Subtotal	40	21	31	19	27	85	103	8	3	2	3
Entrepreneurial	Citrus	0	0	0	0	0	3	0	0	0	0	0
	Levy	0	1	1	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	1	0	0	0	0	0
	Subtotal	0	1	1	0	0	4	0	0	0	0	0
Internships	Citrus	5	4	1	5	2	4	3	2	1	1	1
	Levy	1	1	0	0	0	0	0	3	0	0	0
	Marion	11	6	0	4	3	9	12	11	5	7	8
	Subtotal	17	11	1	9	5	13	15	16	6	8	9
Customized Training	Citrus	233	214	8	5	2	7	0	6	6	6	6
	Levy	10	7	2	0	1	6	1	32	32	32	32
	Marion	186	110	26	21	21	58	10	38	27	27	27
	Subtotal	429	331	36	26	24	71	11	76	65	65	65
Apprenticeship	Citrus	0	0	0	0	0	0	0	1	1	1	1
	Levy	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	0	0	8	4	4	4
	Subtotal	0	0	0	0	0	0	0	9	5	5	5
Total		1332	943	590	474	444	621	702	340	152	153	157
Placements		PY 12-13	PY 13-14	PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY2020 2021		
										JUL	AUG	YTD
Citrus		703	374	343	260	225	189	122	58	5	7	12
Levy		178	129	93	87	86	70	52	15	2	0	2
Marion		2418	1640	1171	1275	944	1008	643	244	28	9	37
External/New Hire Report		8309	11428	9735	8680	6167	3002	1865	946	150	46	196
Total		11608	13571	11342	10302	7422	4269	2682	1263	185	62	247

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

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 2020/2021

Numbers current as of 09/30/2020

Performance Measure	Performance PY2018	Performance PY2019	Previous Month Performance August 2020	Current Month Performance September 2020	Performance YTD PY2020/2021	Previous Month Ranking	State Ranking YTD PY2020/2021
WP Entered Employment Rate	42.80%	38.30%	45.00%	36.50%	38.60%	4	5
WIOA AD/DW Entered Employment Rate	98.10%	96.70%	100.00%	100.00%	100.00%	1	1
WTP Entered Employment Rate	33.00%	33.90%	63.80%	50.00%	59.80%	10	13
All Family Partic. Rate	36.90%	33.30%	n/a	n/a	n/a		
2-Parent Partic. Rate	53.10%	53.40%	n/a	n/a	n/a		
			Previously Reported Quarter	Current Reported Quarter			
IEP/ISS/IRP Quality Pass Rate	93.30%	90.00%	80.00%	100.00%	90.00%	n/a	n/a
Case Note Quality Pass Rate	99.30%	100.00%	100.00%	100.00%	100.00%	n/a	n/a

MMR:

Run Date: October 2020

All Family/2 Parent program data not reported due to Statewide Participation Waiver in response to COVID-19

Based on Local Monitoring Case Notes & IEP/ISS: PY2019



CITRUS COUNTY

SERVICES: JUL-SEP 2020

UNEMPLOYMENT DATA

	JUL 2020	AUG 2020
CITRUS	11.2% (5,078)*	7.3% (3,406)
FLORIDA	11.6%	7.7%
US	10.5%	8.5%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2017
CITRUS	\$37,288	\$36,520
FLORIDA	\$50,092	\$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
772	910
VETERANS SERVED	TRAINING PROVIDED
50	47
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
83	110
POSITIONS POSTED	TOTAL PLACEMENTS
504	37
	Average Placement Wage: \$15.83

Your Employment Solution Starts Here

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

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



LEVY COUNTY

SERVICES: JUL-SEP 2020

UNEMPLOYMENT DATA

	JUL 2020	AUG 2020
LEVY	7.9% (1,236)*	5.2% (833)
FLORIDA	11.6%	7.7%
US	10.5%	8.5%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2017
LEVY	\$32,670	\$31,512
FLORIDA	\$50,092	\$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

208

CENTER TRAFFIC

698

VETERANS SERVED

10

TRAINING PROVIDED

53

BUSINESSES SERVED

28

WELFARE TO WORK TRANSITION

50

POSITIONS POSTED

61

TOTAL PLACEMENTS

7

Average Placement Wage: Information Not Available

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MARION COUNTY

SERVICES: JUL-SEP 2020

UNEMPLOYMENT DATA

	JUL 2020	AUG 2020
MARION	9.3% (12,808)*	6.3% (8,781)
FLORIDA	11.6%	7.7%
US	10.5%	8.5%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2017
MARION	\$38,265	\$37,233
FLORIDA	\$50,092	\$48,452

CANDIDATE SERVICES

- Online Job Listings and Referrals
- Computers and Office Equipment (Copiers, Fax and Telephones)
- Resume Writing Assistance
- Networking Events and Job Fairs
- Employability Workshops
- Career Counseling

BUSINESS SERVICES

- Recruitment Assistance
- Targeted Industry Talent Marketplaces
- Outplacement Services
- Training Grants
- Labor Market Data
- Financial Incentives

TOTAL RECEIVING SERVICES

2,125

CENTER TRAFFIC

2,160

VETERANS SERVED

137

TRAINING PROVIDED

185

BUSINESSES SERVED

263

WELFARE TO WORK TRANSITION

366

POSITIONS POSTED

1874

TOTAL PLACEMENTS

126

Average Placement Wage: \$13.93

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Contract Performance
PY2020-2021



	Q1 PY20-21			Q2 PY20-21			Q3 PY20-21			Q4 PY20-21			ANNUAL		
County Chamber/EDC	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate
CITRUS (Citrus Chamber)	5	4	80.00%	5		0.00%	5		0.00%	5		0.00%	5		0.00%
LEVY (Nature Coast)	6	4	66.67%	5		0.00%	5		0.00%	5		0.00%	6		0.00%
MARION (CEP)	6	3	50.00%	6		0.00%	7		0.00%	6		0.00%	7		0.00%

	Q1 PY20-21			Q2 PY20-21			Q3 PY20-21			Q4 PY20-21			ANNUAL		
Eckerd Youth Connects	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment
Youth Positive Outcomes (Goal: 80%)	100%	22	\$7,406.96												



CareerSource
CITRUS | LEVY | MARION

Experiential Learning Contracts

PY2020-2021

Customized Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status
Winco Mfg., LLC	Manufacturing	2	\$684.00	\$684.10	3/4/2020	3/4/2021	In Process
Ancorp	Manufacturing	59	\$18,433.00	\$18,432.83	4/1/2020	10/1/2020	In Process
Bullitt	Other	1	\$2,410.00	\$2,410.00	6/1/2020	8/3/2020	Completed - Retained
OneRestore	Construction	3	\$1,237.50	\$1,237.50	4/24/2020	2/24/2021	In Process
Sibex, Inc	Manufacturing	1	\$1,158.00	\$1,158.00	10/12/2020	10/15/2020	Completed - Retained
Sibex, Inc	Manufacturing	1	\$759.50	\$759.50	10/19/2020	10/20/2020	Completed - Retained
Winco Mfg., LLC	Manufacturing	2	\$1,262.98	\$1,262.97	10/19/2020	10/22/2020	In Process

On the Job Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status
Vanguard Manufacturing	Manufacturing	1	\$2,002.00	\$3,751.13	6/16/2020	10/7/2020	Unsuccessful Completion
Vanguard Manufacturing	Manufacturing	1	\$3,718.00	\$3,717.00	6/29/2020	10/18/2020	Completed - Retained
Caliber Engineering and Design LLC	Professional	1	\$6,250.40	\$6,250.40	9/21/2020	1/10/2021	In Process

Paid Work Experience

Business	Industry	Total Trained	Wage	Begin	Status
Right Rudder Aviation	Professional	1	\$9.90	3/9/2020	Completed - Hired
Early Learning Coalition of Marion	Social Services	1	\$15.00	6/24/2020	Completed - Hired
Interfaith Emergency Services	Social Services	1	\$15.00	7/6/2020	Completed - Hired
Interfaith Emergency Services	Social Services	1	\$15.00	7/22/2020	Completed - Not Hired
Marion County Veterans Helping Veterans	Other	1	\$15.00	7/6/2020	Completed - Not Hired
Quad Nurse	Healthcare	1	\$9.00	8/3/2020	Completed - Hired
Marion County Veterans Helping Veterans	Other	1	\$15.00	8/10/2020	In Process
Interfaith Emergency Services	Social Services	1	\$15.00	8/17/2020	In Process
Interfaith Emergency Services	Social Services	1	\$15.00	8/21/2020	In Process

Internships

Business	Industry	Total Trained	Wage	Begin	Status
Winco Mfg., LLC	Manufacturing	1	\$12.15	5/4/2020	Complete - Hired
Hospice of Marion County	IT	1	\$14.40	6/8/2020	Complete - Not Hired

YouthBuild Performance Update (2017 YB Grant)

Completed

YB Cohort 1: (January 1, 2018 – June 30, 2018)

Enrolled: 13

Completed: 13

Receiving HS Diploma: 13

Receiving Additional Certs: 13 HBI, 12 NRF, 13 Food Handling, 13 OSHA, 13 Forklift and 13 Warehouse Certifications

Total= 77 Credentials total

Exited with Employment: 12 (1 is in Military-Marines)

Exited with Education: 0 (2 now are in post-secondary)

Exited as Outcome: 1 due to incarceration. (excluded from performance)

YB Cohort 2: (July 1, 2018 – December 30, 2018)

Enrolled:12

Completed: 10

Receiving HS Diploma:12

Receiving Additional Certs: 10 HBI, 11 NRF, 12 Food Handling, 12 OSHA, 12 Forklift, 12 Warehouse Certifications: 69 Credentials total

Exited with Employment: 11

Exited with Education: 1

YB Cohort 3: (January 1, 2019 – June 30, 2019)

Enrolled: 12

Completed: 10

Receiving HS Diploma: 9, 1 was a HS grad, 2 working on diploma completion

Receiving Additional Certs: 4 HBI, 12 OSHA, 12 Forklift, 11 Warehouse, 12 Food Handling, 7 NRF, 3 received various hospitality credentials: 71 total

Exited with Employment: 7 (1 is employed & exited with education) (2 more pending employment verification)

Exited with Education: 2

YB Cohort 4: (July 1, 2019 – December 30, 2019) to date

Enrolled: 15

Completed: 15

Receiving HS Diploma: 15

Receiving Additional Certs: 15 OSHA, 15 Forklift, 15 Warehouse, 14 NRF, 13 Safe Staff, 4 AHLEI Restaurant Server, 4 AHLEI Guestroom Attendant, 3 AHLEI Maintenance Employee, and 3 AHLEI Front Desk (*please note more credentials have been obtained for AHLEI after Jan. 2020 for approximate AHLEI total 40*)

Exited with Employment: 12

Exited with Education: 2

Exited Outcome: 1

YouthBuild Performance Update (2020 YB Grant)

2020-2022

YB Cohort 1: (July 1, 2020 – December 31, 2020)

Enrolled: **11**

Completed: N/A

Receiving HS Diploma: **6**

Receiving Additional Certs: Certifications Total= **77 Total** (Breakdown: OSHA-10, Forklift-10, Warehouse-9, Safe Staff-11, NRF Customer Service-9, AHLEI Restaurant Server-7, AHLEI Front Desk-6, AHLEI Guestroom Attendant-8, AHLEI Maintenance-7)

Exited with Employment: N/A

Exited with Education: N/A

Exited as Outcome: N/A

YB Cohort 2: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

YB Cohort 3: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

YB Cohort 3: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

NET PROMOTER

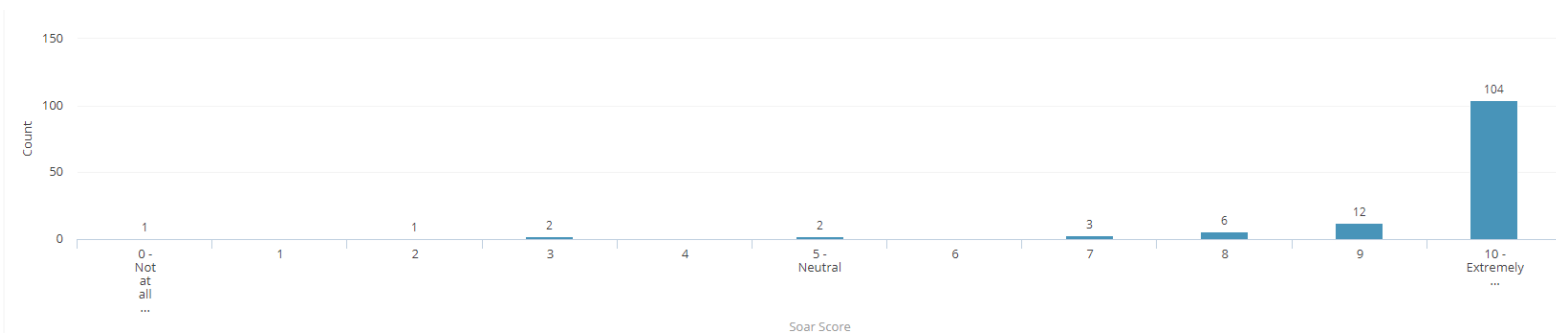
Transactional Net Promoter Cumulative Report Program Year 20 - 21

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

NET PROMOTER

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
 - 2 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.