



College of Central Florida  
Enterprise Center, Building 42  
3003 SW College Rd, Suite 206  
Ocala, FL 34474

## CAREER CENTER COMMITTEE AGENDA

Revised 5/14/2021

Thursday, May 20, 2021 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84024589659>  
Phone No: 1-646-558-8656 (EST) Meeting ID: 840 2458 9659

Call to Order		C. Harris
Roll Call		C. Schnettler
Approval of Minutes, February 18, 2021	Pages 2 - 4	C. Harris

### **DISCUSSION ITEMS**

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
Citrus County Sign-On Bonuses	Page 5	R. Skinner

### **PUBLIC COMMENT**

### **ACTION ITEMS**

Eckerd Budget Modification	Pages 6 - 8	C. LeCouris
Talent Management Selection RFP	Page 9	C. LeCouris
Recovery Navigator	Pages 10 - 15	C. Weaver

### **PROJECT UPDATES**

Covid Operational Updates		D. French
Talent Center	Pages 16 - 17	A. Abrams
Event Report	Page 18	C. Weaver
Metrix Online Learning	Page 19	C. Weaver
Net Promoter	Pages 20 - 22	S. Litzinger
YouthBuild	Page 23	C. Weaver
Youth Expos	Page 24	C. Weaver
Apprenticeships	Page 25	C. Weaver
In-Person Customer Data	Page 26	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	Zoom
2/9/2021	2/11/2021	2/18/2021	2/24/2021	3/3/2021	3/24/2021	CF Ocala
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: February 18, 2021  
PLACE: Teleconference Only  
TIME: 9:30 a.m.

**MEMBERS PRESENT**

Carol Jones  
Deb Stanley  
Jorge Martinez  
Judy Houlios  
Lanny Mathis

**MEMBERS ABSENT**

David Benthusen  
Charles Harris. Chair

**OTHER ATTENDEES**

Dale French, CSCLM  
Cory Weaver, CSCLM  
Cindy LeCouris, CSCLM  
Larry Trowbridge, CSCLM

Cira Schnettler, CSCLM  
Nithya Pramekumar, TPMA

**CALL TO ORDER**

In Charles Harris' absence, the meeting was called to order by Jorge Martinez at 9:35 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Carol Jones made a motion to approve the minutes from the November 19, 2020 meeting. Judy Houlios seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Update**

Rusty Skinner explained to the committee that due to an audit conducted by the USDOL of the State workforce programs, an Education and Employment Committee was created to review the findings and issue recommendations. The recommendations could potentially affect local workforce boards. Rusty Skinner will keep the board

members apprised as new information develops.

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

Rusty Skinner welcomed comments from the committee. There were none. He explained that later-on in the meeting Cory Weaver will be reviewing the report for the Metrix Skill Up program. He asked if Judy Houlios and Deb Stanley would like to learn more about the programs and how it would benefit their sector. Judy Houlios and Deb Stanley were both receptive to learning about the program. Rusty Skinner will follow up with further information.

#### **PUBLIC COMMENT**

None

#### **ACTION ITEMS**

##### Area Targeted Occupation List Update – Life Line Institute

Cindy LeCouris presented the action item. Four programs will be added to the Targeted Occupation List. She reviewed the requirements that are needed to be added to the list. Life Line Institute has met those requirements. John Cook made a motion to add the programs to the Targeted Occupation List. Jorge Martinez seconded the motion. Motion carried.

#### **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. Center staff have been broken into rotating teams as to not disrupt services if there is a COVID-19 exposure. Since instituting the rotating teams there have not been any outbreak issues. The centers, including the administrative offices, are all sanitized bi-weekly with the ion sanitizer. We will continue running in this format until it is deemed safe to return.

##### Talent Center

Cory Weaver reviewed the quarterly Talent Center report. She noted the annual dip in traffic in December due to CF being closed and the holidays. The majority of appointments are virtual. Both professionals and the students appear to be engaging effectively through the virtual resource. Recently, representatives from Region 9, along with their local Chamber of Commerce, and Santa Fe College toured the Talent Center. They would like to replicate a similar program at Santa Fe College.

##### Event Report

Cory Weaver highlighted items from the Event Report, noting hiring events for the Dollar Tree Distribution Center, Amazon, and the World Equestrian Center. The annual Marion Youth Expo was held virtually this year and attendance was the highest it has ever been.

### Metrix Online Learning

Cory Weaver shared details from the report, noting significant increases in all counties, due to the marketing campaign of the program.

### Net Promoter

Steven Litzinger explained that although services took a significant shift from in-person services to virtual services there was not a negative shift in scores from last year. At this time last year the score was 77 and this year was 75, clearly indicating how professionally staff was able to make the transition. He also noted that Business Services will switch from the Sales Force platform to a local platform for surveying businesses. We recently conducted the internal survey of employees and so far the data is reflecting the best scores since conducting the surveys. The full report will be available at the next meeting.

### Apprenticeships

Cory Weaver provided status updates on the four apprenticeship programs. Sandra Crawford has been hired as the Apprenticeship Coordinator. She will be working with the employers and educational partners, managing the programs and engaging participants.

### In-Person Customer Data

Larry Trowbridge reviewed the report, noting the mobile units have been offline due to the pandemic.

### YouthBuild

Cory Weaver highlighted that of the eleven participants enrolled in the first cohort of the program, eight completed the program and achieved their high school diploma. The next cohort has started with another eleven enrollees. Cory Weaver invited the members to the wall raising on March 25<sup>th</sup>.

### **MATTERS FROM THE FLOOR**

None

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:25 a.m.

### **APPROVED:**

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## CITRUS COUNTY CARES ACT Outline of Process and Services

The Citrus County BOCC recently approved providing \$100,000 to use as sign-on bonuses to Citrus County businesses for hiring Citrus County residents. Of which, \$30,000 will go to the Citrus YMCA for child-care.

- Citrus County employers must list their jobs with us.
- Qualifying jobs pay less than \$15.00 per hour.
  - We will take the job listing and note that it is a “Bonus eligible” job and post it in Employ Florida.
  - Our business team will also contact the business and discuss other incentives that we can offer the business, such as an OJT contract where we reimburse the business for a percentage of the wages they pay while training a qualified person.
- Hires must be referred through us (we will send a referral “invoice” that the employer can complete upon completion of the retention period).
- Only Citrus residents qualify for the bonus
- Qualifying hires must be unemployed and cannot have been eligible and received a bonus previously.
- Hires must complete 90 days of employment to qualify for the bonus.
- Employer will pay the bonus (\$1,000) and use the “invoice” to request reimbursement from us.
- 10% of the funds are available to CLM and the YMCA for administration

At our Lecanto Career Center, we will display “Bonus Qualified Jobs” in our resource room and note that on the job listing in Employ Florida.

We will develop a marketing piece that will highlight the “rules” for both employers and job seekers as well as some media promotions.

We will also tie into our marketing the child-care piece.



## **RECORD OF ACTION/APPROVAL**

Career Center Committee Meeting  
Thursday, May 20, 2021

### **TOPIC/ISSUE:**

Eckerd Budget Modification - 7

### **BACKGROUND:**

Currently there are available funds in the staff travel other line item which has been requested to be moved to the staff development line item. This will allow for needed staff development training to take place.

### **POINTS OF CONSIDERATION:**

The purpose of this modification is to move funds from line-item staff travel other to line-item staff development. The amount to be moved from line-item staff travel other to line-item staff development is \$1100.00.

Line-item changes are attached in Exhibit A.

### **STAFF RECOMMENDATIONS:**

Approve modification to the existing Eckerd budget.

### **COMMITTEE ACTION:**

### **BOARD ACTION:**



## CONTRACT/AGREEMENT MODIFICATION

<b>A. Employer/Service Provider/Contractor Name:</b> <b>Eckerd Connects</b>	<b>C. Contract/Agreement No.:</b> PY17-LOA-05 <b>D. Modification No:</b> 7 <b>E. Type of Contract:</b> Sub-Recipient			
<b>B. Address:</b> 100 Starcrest Drive Clearwater, FL 33765	<b>F. CareerSource Citrus Levy Marion</b> <b>3003 SW College Road Suite 205</b> <b>Ocala, FL 34474</b>			
<b>G. Funding Changes:</b> <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <input type="checkbox"/> Increase    <input type="checkbox"/> Decrease    from: \$ _____ to \$ _____         </div> <div> <input checked="" type="checkbox"/> Unchanged         </div> </div>				
<b>H. In consideration of the contract/agreement and representation contained herein, the parties agree that the above numbered contract/agreement is modified as follows:</b> <p>The purpose of this modification is to move funds from line item staff travel other to line item staff development. The amount to be moved from line item staff travel other to line item staff development is \$1100.00.</p> <p>Line item changes are attached in Exhibit A. All other previous assurances and certifications remain in full effect.</p>				
<b>Occupation Title /DOT Code/SVP Code</b>	<b>Initial Wage/Hour</b>	<b>Hourly Cost Factor Reimbursement (%)</b>	<b>Hours of Training</b>	<b>Trainee Cost</b>
<b>Title:</b>  <b>DOT Code:</b>  <b>SVP Code:</b>				<b>Wages:</b> <b>Educ:</b> <b>Total:</b>
<b>I. This modification is effective on</b> 06/09/2021 <b>or the date on which the modification has been signed by both parties, whichever is later. Except as hereby modified, all terms and conditions of said contract /agreement remain unchanged in full force and effect.</b>				
<b>J. The parties hereto have duly executed this Modification and in signing and dating same, thereby validating this modification. The parties also certify that each possesses legal authority to contract and bind their respective organizations in their capacity as a signatory official.</b>				
<b>Approved for Employer/Provider/Contractor:</b>  <b>By:</b> _____ Signature <b>J. Anthony Van Slyke</b> _____ Typed/Printed Name  _____ Date		<b>Approved for CareerSource Citrus Levy Marion</b>  <b>By:</b> _____ Signature <b>Thomas R. Skinner</b> _____ Typed/Printed Name  _____ Date		

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) at least three business days in advance. Employ Florida Member.

FM-CS-021.Rev 2-10-14

## Exhibit A

\$6,350 in other travel left and \$5,861.02 left in External Trainings:

NAWDP : 4 Staff @ \$ 475 Members \$575 Non Members (Early Bird Registration) : \$2000 -\$2300

Case Management Certification 1 and 2 : 3 Staff @ \$600 = \$1800

Business Services Certification : 2 Staff @ \$350 = \$700

Youth Worker Certification : 5 Staff @ \$250 = \$1,250

Leadership Development Certification: 3 Staff @ \$300 = \$900

Total Training : \$6950    Deficiet Need from Other Travel: \$1088.98

<b>Other Travel</b>						0%
6110	Vehicle Rental					0%
6115	Airfare		\$ 900.00		\$ 900.00	0%
6120	Lodging		\$ 4040.00		\$ 4040.00	0%
6125	Meals		\$ 1080.00		\$ 1080.00	0%
6130	Other		\$ 330.00		\$ 330.00	0%
6135	Applicant Travel		-		-	0%
	Other Travel Total		\$ 6350.00		\$ 6350.00	0%
	Employee Related					0%
5110	Training, Conferences & Meetings External	\$ 1400.00	7261.02	1400.00	5861.02	19.30%





## **RECORD OF ACTION/APPROVAL**

Career Center Committee Meeting  
Thursday, May 20, 2021

### **TOPIC/ISSUE:**

Talent Management Software

### **BACKGROUND:**

On 8/30/2017 the Executive Committee approved the release of a Request for Proposals (RFP) to procure a professional talent management system that could operate within the expectations and level of service of the Talent Center. While there was no system that perfectly met the need, after evaluating several systems throughout the procurement process, AkkenCloud was recommended as the best fit at that time and the Executive Committee approved selection of the product on 10/19/2017.

In the time since the system was acquired, staff have experienced limitations and development setbacks in the Akken product. Through site searches and demos, staff have begun researching talent management systems with features that would better align with our current needs. Technology has progressed in recent years to the point that we feel it would be beneficial to review other software options as we reach the end of the AkkenCloud contract term.

### **POINTS OF CONSIDERATION:**

The AkkenCloud contract expires 10/31/2021. The current system does not have the level of candidate sourcing, search engine optimization and activity entry needed to meet service demand. Under the current timeframe, ideally, an RFP would be issued in July with a recommendation going to the board for selection in August and data migration and implementation prior to October 31<sup>st</sup>.

### **STAFF RECOMMENDATIONS:**

Staff requests approval to draft the RFP and begin the evaluation process of a new Talent Management System.

### **COMMITTEE ACTION:**

### **BOARD ACTION:**



## **RECORD OF ACTION/APPROVAL**

Career Center Committee Meeting  
Thursday, May 20, 2021

### **TOPIC/ISSUE:**

Recovery Navigator Position

### **BACKGROUND:**

The State Workforce Development Board recently approved state WIOA funding for a pilot project to place Recovery Navigators with selected Local Workforce Development Boards (LWDBs). LWDB 10 was selected based on the 2020 rate of drug/alcohol induced deaths within the region.

The award will be in the amount of \$260,870 to fund the position for two years, with a possible six-month extension. The Recovery Navigator will collaborate with internal and external partners to create and maintain linkages among addiction service providers, LWDBs, One-Stop partners, and educational and community-based organizations to help individuals with substance use disorder and those in recovery successfully (re)engage in the workforce, as well as help employers address addiction issues in the workplace.

### **POINTS OF CONSIDERATION:**

This position would not act as a substance use counselor, but would instead work with Partners, LWDB Career Coaches and Business Services staff to establish best practices on serving those with substance use disorders. This position would allow the LWDB to form key partnerships with agencies to aid in the reengagement of individuals with substance use disorders into the workforce.

### **STAFF RECOMMENDATIONS:**

Approve acceptance of Recovery Navigator funding and addition of new position.

### **COMMITTEE ACTION:**

### **BOARD ACTION:**

<b>Date of Notice:</b>	<b>5/13/2021</b>
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**Notice of Grant Award/Fund Availability**  
**General Information**

<b>Subrecipient Name:</b>	LWDB10 – Citrus Levy Marion Regional Workforce Development Board, Inc. (DBA CareerSource Citrus Levy Marion)	
<b>Data Universal Numbering System (DUNS #):</b>	125116793	
<b>Federal Award Name:</b>	Employment Services	
<b>Grantor:</b>	United States Department of Labor	
<b>Federal Award Identification Number (FAIN):</b>	ES-35337-20-55-A-12	
<b>Federal Award Year:</b>	PY2020	
<b>CFDA/CSFA Title and Number:</b>	Employment Service/Wagner-Peyser Funded Activities	17.207
<b>Award for Research &amp; Development (Y/N):</b>	N	
<b>Action being Taken:</b>	Issue Award and Release	

**Award Information**

<b>Program Year in SERA:</b>	PY2020
<b>Program Group in SERA:</b>	Wagner Peyser
<b>Program Name in SERA:</b>	Wagner Peyser
<b>Project in SERA:</b>	Recovery Navigator Project 2021
<b>FLAIR Contract ID#:</b>	RWB10
<b>NFA ID #:</b>	039913
<b>FLAIR Grant #:</b>	WPB21
<b>Award Period Begin Date:</b>	May 6, 2021
<b>Award Period End Date:</b>	June 30, 2023
<b>Close Out Due by:</b>	August 31, 2023

**Award and Fund Availability**

	<b>Award</b>	<b>Funds Available / Release</b> (Maximum cash available for draw)
<b>Current Award/Release:</b>	\$0	\$0
<b>This Action:</b>	\$260,870	\$260,870
<b>Revised Award/Release:</b>	\$260,870	\$260,870

## **AWARD TERMS & CONDITIONS AND OTHER INSTRUCTIONS**

**General Conditions:** The Department of Economic Opportunity has approved a grant award for your local workforce development board. These funds will be available for cash draws under the Subrecipient Enterprise Resource Application (SERA) Program Year and Program Title/Project in SERA described on page one of this notice. Expenditures utilizing these funds must be consistent with the Grantee/Subgrantee Agreement executed between the Board and the Department of Economic Opportunity (DEO) and in compliance with the Board's approved plan and all federal and state rules, regulations, policies and grant conditions applicable to the grant program described on page one. The indirect cost rate for this subaward, whether federal or non-federal, will be the federally recognized indirect cost rate negotiated between the Board and the federal government or, if no such rate exists, either a rate negotiated between DEO and the Board, or the de minimis rate, if optionally elected by the Board.

**Special Grant Conditions:** The purpose of this award is to provide salary support to establish or expand staff resources that support the grantee's efforts in assisting job seekers with SUD or in recovery obtain employment that leads to self-sufficiency.

The Recovery Navigator will collaborate with internal and external partners to:

- Create and maintain linkages between addiction service providers and the workforce development community
- Engage community-based and service agency professionals to leverage resources and enhance services for individuals with substance use disorders (SUDs) and those in recovery
- Build the capacity of staff of the Local Workforce Development Board, One-Stop Operator, contracted service providers, and other One-Stop partner staff to provide meaningful services to individuals in recovery, including services provided through Wagner-Peyser, WIOA, TANF and/or SNAP E & T, as appropriate
- Develop expertise regarding addiction/recovery and employment issues, and work with the business services unit to provide support and technical assistance for employers in hiring and retaining workers with SUD and those in recovery
- Work with external partners including employers, recovery organizations, peer support groups, community-based organizations and local criminal justice agencies to
  - Identify employment opportunities that can serve individuals in recovery
  - Develop wrap-around services for individuals in recovery as they seek and obtain employment (including, when needed, integrated case management teams)
  - Prepare and promote individuals in recovery for employment in career pathways for demand industries and occupations
- Expand training and employment opportunities for individuals in recovery to be peer counselors, as feasible
- Participate in convenings of grant-funded Recovery Navigators and technical assistance meetings (in person or virtual)
- Provide quarterly reports in a format provided by the DEO

Funds must be used to facilitate meeting the goals and outcome measures of the Wagner Peyser program. Use of these funds must be consistent with the Wagner Peyser PY2020 Annual Funding Agreement (between USDOL and DEO). The Wagner Peyser PY2020 Annual Funding Agreement is located at:

<http://floridajobs.org/grants-management/grants-management/lwdb-grant-resources>

***Financial Reporting Requirements:*** All cash draws and expenditures must be recorded in accordance with the SERA Business Rules. Expenditures must be reported within established timelines and by the following cost categories.

Add-Up Cost Categories and Definitions:

- Local Administration – costs are defined at 20 CFR 683.215
- Career Services – All costs not included in local admin

***Program/Participant Reporting Requirements:*** Jobs seekers receiving staff-assisted services funded under the Wagner Peyser Act must be registered in the Employment Florida Marketplace (EFM) reporting system. Wagner Peyser funded staff assigned to local one-stop career centers also must enter job order information received from employers into EFM.

***Closeout Procedures:*** Awards must be closed out and all obligations liquidated by the close out date indicated under Award Information. Only liquidated expenditures resulting from obligations incurred during the award period are allowable.

***Other Notes/Comments:***

***Questions:*** Fiscal questions regarding these funds should be addressed to Carolyn Bishop at (850) 245-7489 or via email to [carolyn.bishop@deo.myflorida.com](mailto:carolyn.bishop@deo.myflorida.com). Program policy questions should be addressed to Keantha Moore at (850) 245-7413 or via email to [keantha.moore@deo.myflorida.com](mailto:keantha.moore@deo.myflorida.com). Subrecipient Enterprise Resource Application (SERA) questions should be addressed to Lemuel Toro at (850) 245-7359 or via email to [lemuel.toro@deo.myflorida.com](mailto:lemuel.toro@deo.myflorida.com).

# ***ATTACHMENT***

## **PROGRAM AND PARTICIPANT REPORTING INSTRUCTIONS**

**THIS IS A WAGNER-PEYSER 7b PROJECT.**

### **Participant Project Eligibility**

- U.S. Citizen or National, or alien authorized to work in the U.S.
- Individual in recovery or with SUD

### **Wagner-Peyser Project Indicator**

Select the “Miscellaneous” tab

- Select **“LWDB10 – Recovery Navigator Project 2021”** as Special Project/Indicator

### **EMPLOY FLORIDA DATA ENTRY INFORMATION:**

- Use local Wagner-Peyser Employ Florida data entry procedures to record activities provided to the participant.
- If the participant is enrolled in a sister program (WIOA, TAA, for example), use local data entry procedures to record activities.
- Use **“LWDB10 – Recovery Navigator Project 2021”** - Provided information regarding substance abuse disorder and recovery in the workforce” to record support and technical assistance to employers in hiring and retaining workers with SUD and those in recovery

### **DELIVERABLES TO BE ENTERED IN EMPLOY FLORIDA FOR THIS GRANT:**

- Wrap-around career and supportive services to individuals with SUD and those in recovery, directly or through partner programs, as needed
- Placement in training through partner programs, as appropriate
- Placement and retention in employment

### **Closure Information**

Make sure that all employment information is documented accurately.

**Data Input deadline:** It is critical that participant data be entered into Employ Florida as quickly as possible and on a continual basis due the almost daily demands from local, state, and federal entities for accurate and detailed participation information. **In addition, you will have lockdown issues if you attempt to enter application, eligibility, participation or enrollments more than 15 days after the actual start day.** It is vital that the dates you enter in the system match the dates in the hard copy file. All transactions that occurred in the quarter must be input into Employ Florida by lockdown.

Program services and outcomes will be considered from the time the individual is identified as a participant in the Recovery Navigator 2021 project through the 4<sup>th</sup> quarter after exit.



## DEVELOPMENT OF IMPLEMENTATION PLAN

To include:

- Goals of local/regional partnership
- Engagement with entities that serve individuals with SUD barriers or in recovery for recruiting participants
- Timelines that include planned outputs and outcomes
- Evaluation of grant activities and outcomes
- Participation in local opioid/addiction task force, if available within the community
- Coordination with Business Service Reps and other workforce program staff
- Participation in the development and dissemination of best practices training for HR professionals regarding drug issues in the workplace.

## QUARTERLY REPORTS

Awardee will be required to submit quarterly reports on grant activities to DEO in a format to be provided. Quarterly reports will be due by the 23<sup>rd</sup> day after the end of a quarter (April 23, July 23, October 23, and January 23). Quarterly reports will include information about the development of an implementation plan and its results.



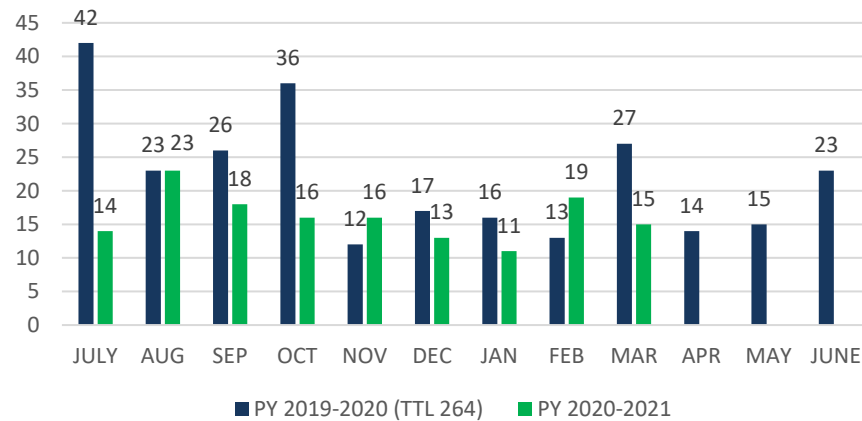
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FLORIDA DEPARTMENT *of*  
ECONOMIC OPPORTUNITY

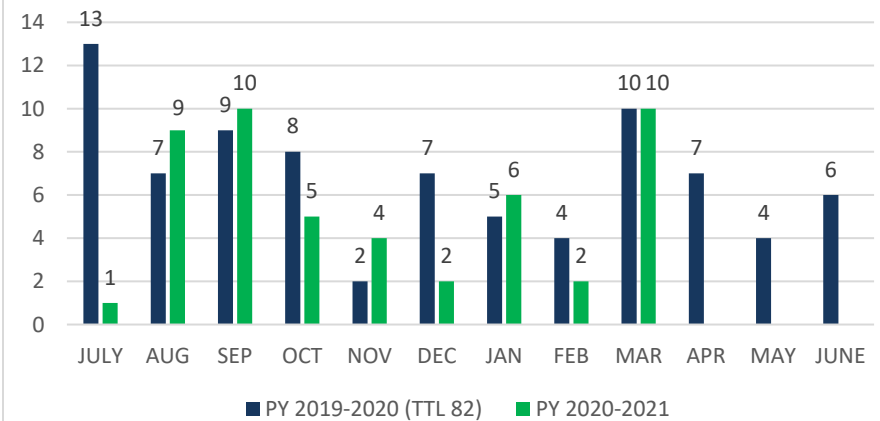
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## YEAR TO YEAR COMPARISONS

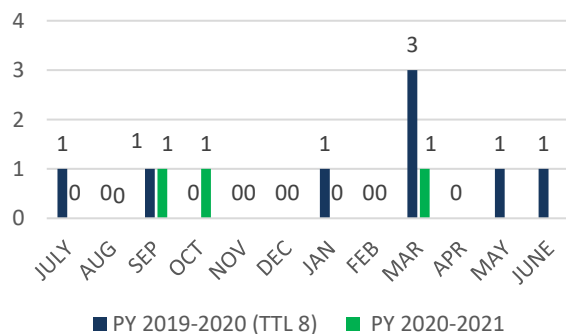
### REFERRALS YEAR TO YEAR COMPARISONS



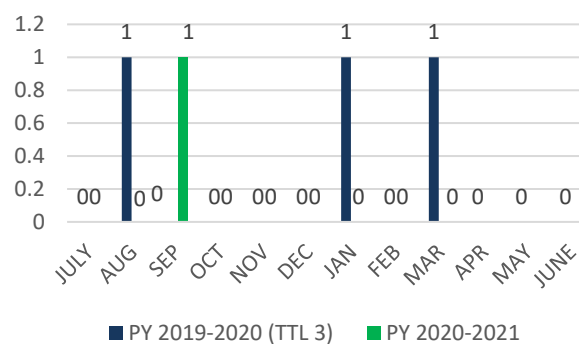
### PLACEMENTS YEAR TO YEAR COMPARISONS



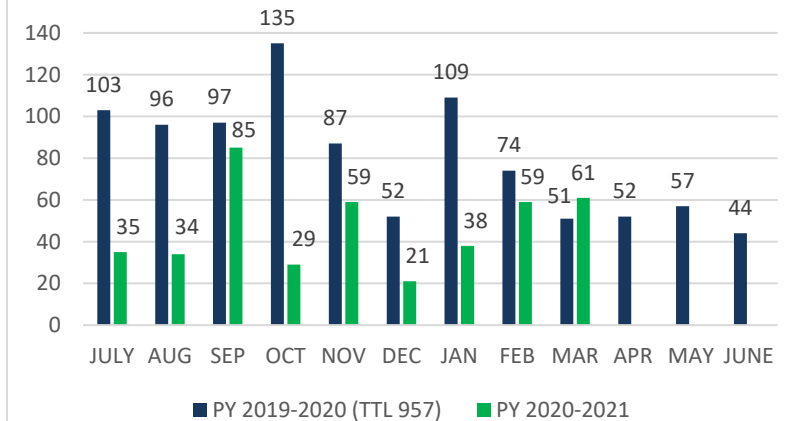
### INTERNSHIPS YEAR TO YEAR COMPARISONS



### INTERNSHIPS YEAR TO YEAR COMPARISONS



### TRAFFIC YEAR TO YEAR COMPARISONS



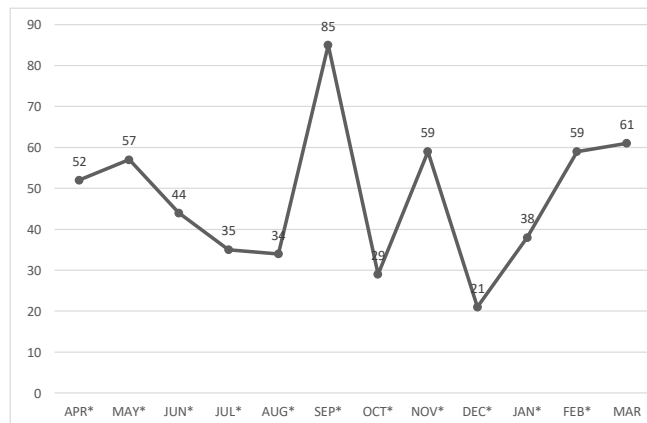


## TRAFFIC COUNT

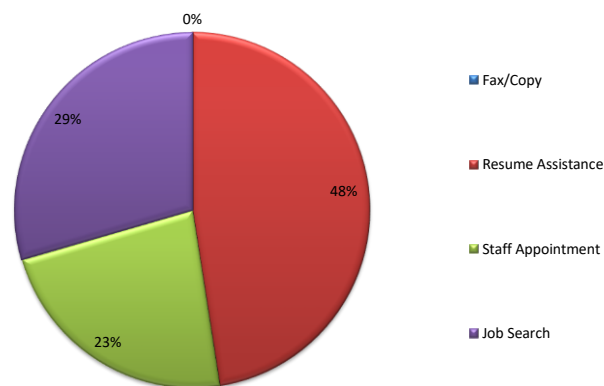
	2020 / 2021												
	APR*	MAY*	JUN*	JUL*	AUG*	SEP*	OCT*	NOV*	DEC*	JAN*	FEB*	MAR	YTD
REFERRALS	14	15	23	14	23	19	16	16	13	11	19	15	198
PLACEMENTS	7	4	6	1	9	10	5	4	2	6	2	10	66
INTERNSHIPS	0	1	1	0	0	1	1	0	0	0	0	1	5
OJT/WEX/CBT	0	0	0	0	0	1	0	0	0	0	0	0	1
TRAFFIC	52	57	44	35	34	85	29	59	21	38	59	61	574

## SERVICES BREAKDOWN

### CENTER TRAFFIC BY MONTH



\* Center traffic counted by in office and virtual services provided



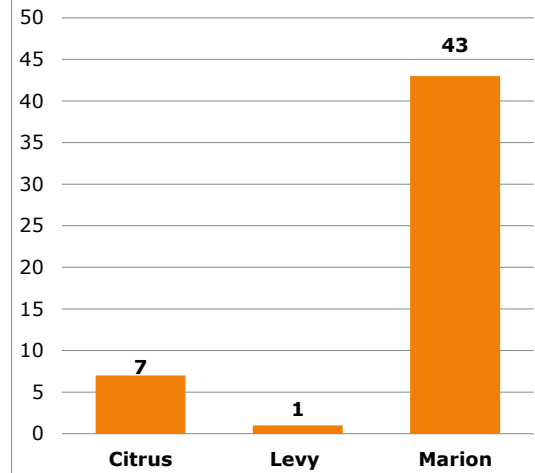
## PY 20 - 21 Individual Events

Total Events: 51  
Attendees: 1071  
Reported Hires: 563

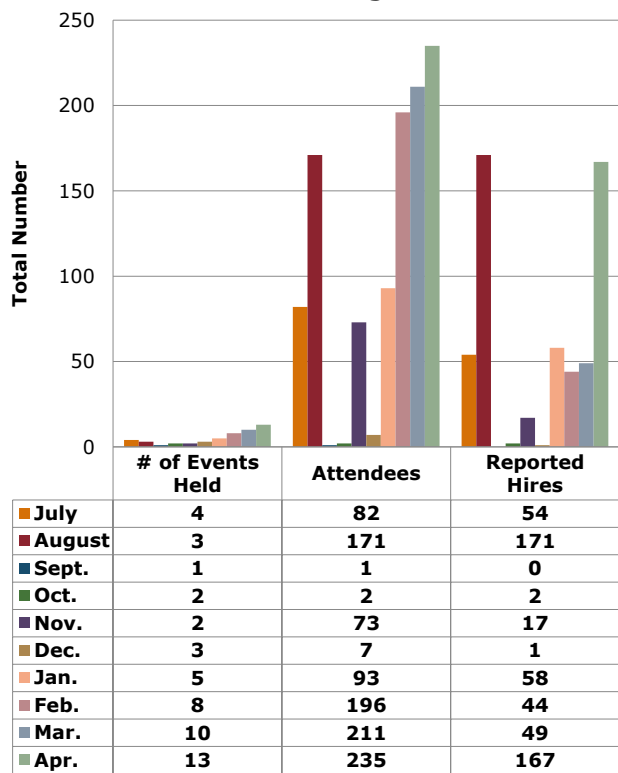
## PY 20 - 21 Job Fairs & Expos

Attendees: 1825  
Businesses: 120

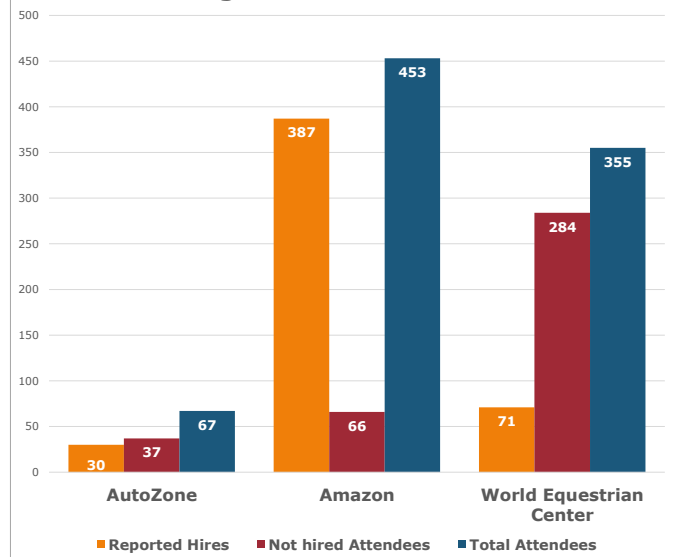
Hiring Events by County PY20-21



Individual Hiring Events



Top 3 Hiring Events  
Program Year 2020-2021



## Other Recruitment Events 01/2021 - 4/2021

Event Date	Event Name	Event Location	County
1/13/2021	E-One	E-One Welcome Center	Marion
1/25/2021	HHS Environmental Services, LLC	14th Street	Marion
1/26/2021	Errand Rides LLC	14th Street	Marion
1/26/2021	TKC Holdings	Virtual	Marion
2/6/2021	Monterey Boats	Williston Airport	Levy
2/16/2021	Errand Rides	14th St.	Marion
2/17/2021	Marion County Schools - Transportation	14th St.	Marion
2/18/2021	Family Life Care	Lecanto office	Citrus
2/24/2021	JAE Restaurant Group (Wendys)	Chamber of Commerce	Citrus
3/4/2021	Ilton Garden Inn/ Holiday Inn & Suites	Holiday Inn & Suites	Marion
3/8/2021	Key Training Center	Lecanto Office	Citrus
3/10/2021	Concierge Care of Ocala	14th St	Marion
3/10/2021	Key Training Center	Key Training Center	Citrus
3/23/2021	WaWa	Crystal River Mall	Citrus
3/30/2021	JR Plastics	14th St	Marion
4/6/2021	eResources Govt. Services	14th Street	Marion
4/10/2021	McLane	McLane	Marion
4/13/2021	Chicken Salad Chick	Chicken Salad Chick	Marion
4/14/2021	Winco MFG	Winco MFG	Marion
4/21/2021	Florida Autism Center	14th Street	Marion
4/22/2021	Errand Rides	14th Street	Marion
4/27/2021	Colen Built Development (OTOW)	Circle Square Cultural	Marion
4/28/2021	Heart of Florida Health Center	Heart of Florida Health Center	Marion

# SKILL UP USERS

LOCATION	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total
Citrus	15	4	1	6	2	24	3	9	12	76
Citrus - CF	3	3	2	3	2	8	5	2	0	28
Levy	4	1	1	2	2	6	2	2	1	21
Levy - CF	4		1	1	0	5	1	0	1	13
Marion	39	11	9	7	7	36	13	3	7	132
Marion - CF	9	3	2	11	5	44	14	3	5	96
<b>TOTAL</b>	<b>74</b>	<b>22</b>	<b>16</b>	<b>30</b>	<b>18</b>	<b>123</b>	<b>38</b>	<b>19</b>	<b>26</b>	<b>366</b>

## Popular Pathways

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

## Popular Courses

1. Microsoft Excel
2. Microsoft Word
3. Microsoft Outlook
4. Business Analysis
5. Office 365
6. HIPAA
7. Being an Effective Team Member
8. Being a Better Listener
9. Business Etiquette
10. First Aid

# NET PROMOTER

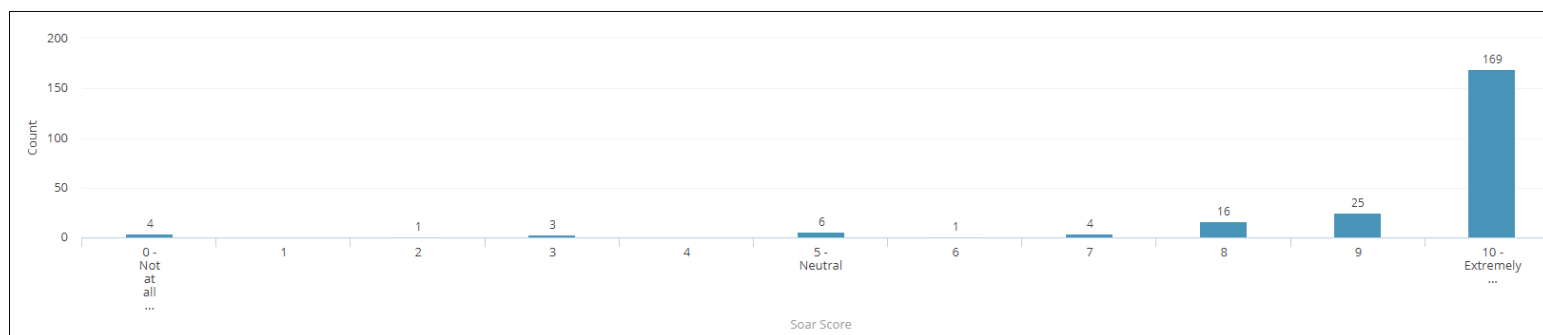
## Transactional Net Promoter Cumulative Report Program Year 20 - 21

Candidate Report	Region 10 Net Promoter Score (July 20 to April 21)
Net Promoter Score—Area/Region	► +78

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

	NPS	Distribution	Detractors	Passives	Promoters
229	78		7	9	85

### Transactional Net Promoter Score Distribution By Rating



### Transactional Net Promoter Score By Office

City		NPS	Distribution	Detractors	Passives	Promoters
Chiefland	16	75		6	13	81
Lecanto	81	81		5	9	86
Ocala	132	76		8	8	84

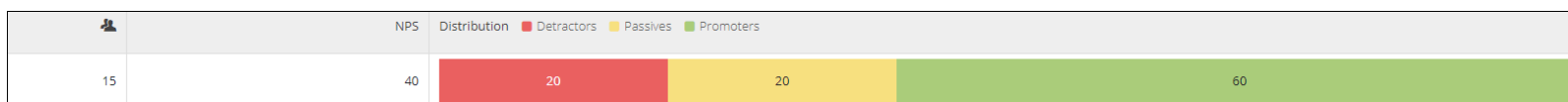
### Transactional Net Promoter Score By Veteran Status

Veteran		NPS	Distribution	Detractors	Passives	Promoters
N	188	78		7	9	85
Y	41	80		5	10	85

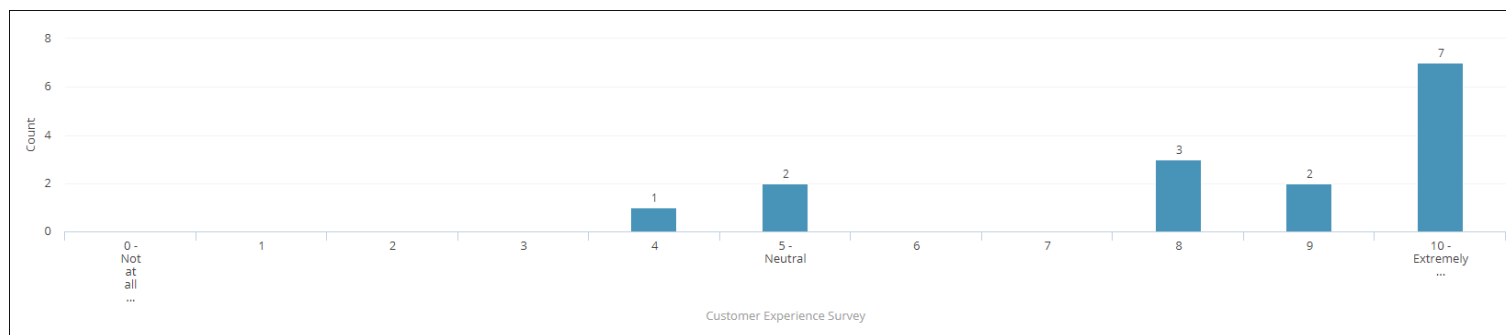
## Business Net Promoter Cumulative Report Program Year 20 - 21

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score—Area/Region	► +40

**Some Context on the Score:** This score is based on a survey taken approximately 2 weeks to 1 month after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).



### Business Net Promoter Score Distribution By Rating



### Business Net Promoter Detractor Scores and Outcomes

**Lucy Johnson**  
Transitions Life Center  
4 weeks ago

5

Unsure of the response from qualified candidates. Also, we needed to continue making multiple edits to the job post because they were not done correctly when entered. We continued to send back the edits to get them completed or because after an edit was done, it created the need for another edit. << less

Business advised there were several specific corrections needed on Job. Apologized for the inconvenience of job order revisions. Advised business that there are two additional options to requesting job orders, including self-entry in EF (advised all job orders are reviewed and revised for compliance) and sending directly to the job order unit email. Staff was required to edit non-compliant language in job order. Business also requested several revisions. Staff case noted requests. Advised staff that any job order requests can be sent to the Job Order Unit for entering (unless they are a new business requiring verification). **Staff can benefit from additional job order training. , scheduled Job Order Training for 4/12/21 at 3pm.**

**Bettie Whitaker**  
SaraFay's Gluten Free Bakery  
4 weeks ago

4

Over a year and not a single applicant

Employer acknowledge an applicant shortage throughout the area and all businesses are affected. She stated Bonnie is very nice to work with, however she expressed frustration that “no one wants to work”. She has attempted to recruit with other sources, such as Indeed, in which she received applicants but no one showed up for work. She mentioned she was offered Paid Work Experience, but does not want to participate. She stated she pays \$10 per hour, but does not want to list the wage. **The frustration expressed by the employer is directed to the current low candidate pool, not at CareerSource CLM services.** CareerSource CLM staff has taken steps to identify appropriate candidate. There are several barriers to identifying candidates including: wage not posted in job order, PT position, and employer offering \$9 per hour to interested candidates. Employees are also asked to use their personal vehicle to travel and sell products at weekend events. on the job order, and said if she did, she would list \$9.

**Rob Cargell**  
Gary's Automotive Inc.  
4 weeks ago

5

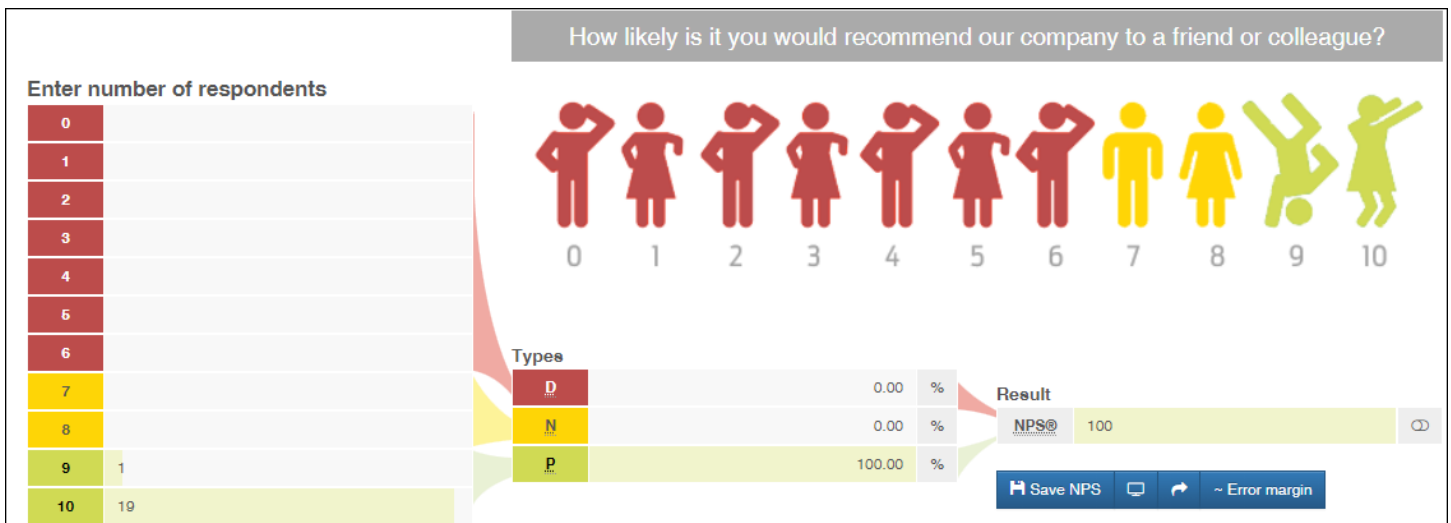
You change the password way too often, it's too hard to constantly change. I don't understand why the password has to be changed so often, it just makes it harder to use your 21 compared to others. << less

No response from the business for closed loop follow-up.

## Talent Center Cumulative Report Program Year 20 - 21

Candidate Report	Talent Center Net Promoter Score (July 20 to April 21)
Net Promoter Score	► +100

**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).



# YouthBuild Performance Update

## 2020-2022

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

Enrolled: 11

Completed: 8

# Receiving HS Diploma: 8

# Receiving Additional Certs: Certifications Total= 74 NRF- 8, AHLEI Front Desk-7, AHLEI Restaurant Server-8, AHLEI Guestroom Attendant-8, AHLEI Maintenance Employee-8, Forklift-9, Safe Staff-9, OSHA-9, Warehouse- 8

# Exited with Employment: 6

# Exited with Education: N/A

# Exited as Outcome: None

### **YB Cohort 2: 2/8/2021**

Enrolled: 11

Completed: N/A

# Receiving HS Diploma: 1

# Receiving Additional Certs: Certifications Total= 74 NRF- N/A, AHLEI Front Desk-N/A, AHLEI Restaurant Server-N/A, AHLEI Guestroom Attendant-N/A, AHLEI Maintenance Employee-N/A, Forklift-11, Safe Staff-11, OSHA-11, Warehouse- 9

# 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 4: TBD**

Enrolled:

Completed:

# Receiving HS Diploma:

# Receiving Additional Certs:

# Exited with Employment:

# Exited with Education:



All three Youth Career Expos have been concluded. The feedback from the students, teachers, speakers, and contributors from all three counties has been nothing but positive! With the events being held virtually this year we have been able to have record numbers of attendees in all three counties.

All three events were available for viewing for 30 days after the date of each event.

Below is a summary for all three events:

#### **Citrus Expo April 29<sup>th</sup> 10:00 am – 2:00 pm**

- Total Registrations: 383
- Total Attendees: 291 (compare to around 112 at the live events)
  - Students: 263 (includes students, teachers, and parents)
- Total Businesses/Schools: 28
- Cumulative Industry Tour/Speaker Video views: 46
- Survey Respondents: 94
- Survey Score: 4.2 out of 5

#### **Levy Expo April 15<sup>th</sup> 10:00 am – 2:00 pm**

- Total Registrations: 520
- Total Attendees: 378 (compare to around 125 at the live events)
  - Students: 347 (includes students, teachers, and parents)
- Total Businesses/Schools: 31
- Cumulative Industry Tour/Speaker Video views: 548
- Survey Respondents: 159
- Survey Score: 4.4 out of 5

#### **Marion Expo January 28<sup>th</sup> and 29<sup>th</sup> 10:00 am – 2:00 pm**

- Total Registrations: 1,699
- Total Attendees: 1,413 (compare to around 700-800 at the live events)
  - Students: 1,215
  - Teachers: 54
  - Parents: 29
  - Other: 115 (staff, partners, CTE reps from other districts)
- Total Businesses/Schools: 61
- Cumulative Industry Tour/Speaker Video views: 1,215
- Survey Respondents: 476
- Survey Score: 4.2 out of 5

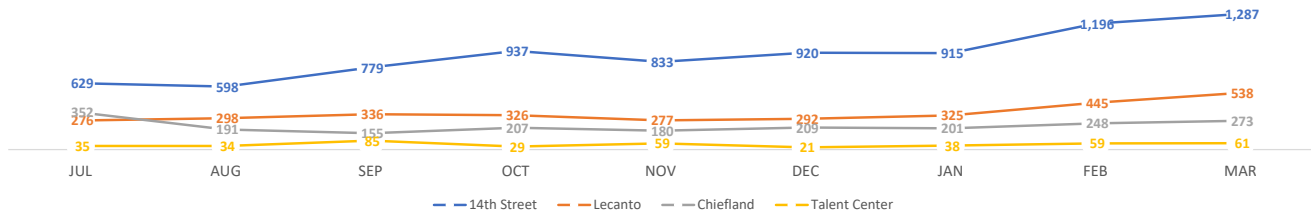


APPRENTICESHIP UPDATE				
Apprenticeship Occupation	Training Provider	Start Date	# Enrolled	Comments
Masonry	Marion Technical College	Fall 2019	9	
Electronic Assembler	Lockheed Martin	Spring 2020	2	National Apprenticeship - 2 of our referrals have been hired at this point
Construction Carpentry	Marion Technical College	2/22/201	n/a	Delayed due to COVID-19, recruiting now. Program has been placed on one-year probation pending enrollments
Hospitality	College of Central Florida/AHLEI	TBD	n/a	Delayed due to COVID-19 - 2 Tracts, Traditional and Equine

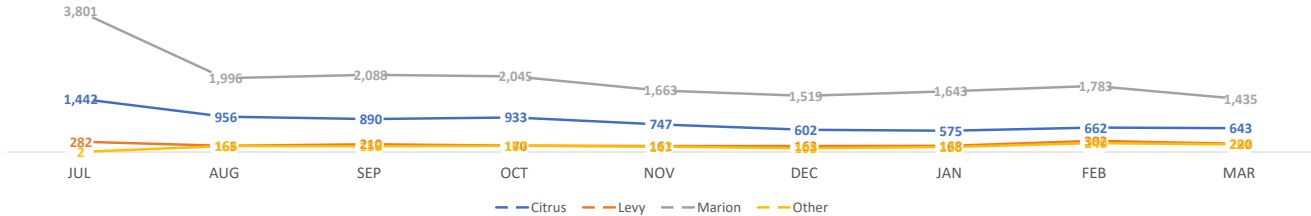
## Center Traffic

Traffic		PY 19-20	PY2020 2021									
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD
Center Traffic	14th Street	15,245	629	598	779	937	833	920	915	1,196	1,287	8,094
	Lecanto	4,255	276	298	336	326	277	292	325	445	538	3,113
	Chiefland	3,132	352	191	155	207	180	209	201	248	273	2,016
	*Talent Center	846	35	34	85	29	59	21	38	59	61	421
	MCC 1	426	-	-	-	-	-	-	-	-	-	0
	MCC 2	151	-	-	-	-	-	-	-	-	-	0
	<b>Total</b>	<b>24,055</b>	<b>1,292</b>	<b>1,121</b>	<b>1,355</b>	<b>1,499</b>	<b>1,349</b>	<b>1,442</b>	<b>1,479</b>	<b>1,948</b>	<b>2,159</b>	<b>13,644</b>
Online Traffic	Citrus	17,190	1,442	956	890	945	747	602	575	662	643	7,462
	Levy	3,999	282	165	210	172	161	163	168	302	220	1,843
	Marion	40,990	3,801	1,996	2,088	2,092	1,663	1,519	1,643	1,783	1,435	18,020
	Other	3,337	2	164	158	169	147	103	136	240	204	1,323
	<b>Total</b>	<b>65,516</b>	<b>5,527</b>	<b>3,281</b>	<b>3,346</b>	<b>3,378</b>	<b>2,718</b>	<b>2,387</b>	<b>2,522</b>	<b>2,987</b>	<b>2,502</b>	<b>28,648</b>

CENTER TRAFFIC



ONLINE TRAFFIC



Center Closures:

Lecanto 7/16/20-7/31/20

Chiefland 8/26/20-9/9/20

\*Talent Center was fully virtual until NOV 2020