



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

Performance and Monitoring Committee AGENDA
Tuesday, August 10, 2021 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84111027766>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 841 1102 7766

Call to Order		T. Knight
Roll Call		C. Schnettler
Approval of Minutes, May 11, 2021	Pages 2 - 4	T. Knight

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Finance Monitoring Exit Review	Pages 5 - 6	D. French
Talent Center Traffic	Page 7	A. Abrams
Event Report – YTD - 2020-2021	Page 8	C. Weaver
Workforce Intelligence	Pages 9 - 14	C. Weaver
Performance Measures	Page 15	C. Weaver
Annual Comparison Reports – 2019 vs 2020	Pages 16 - 18	C. Weaver
Experiential Learning Contracts	Page 19	C. Weaver
YouthBuild Reports	Page 20	C. Weaver
Citrus Sign-On Bonus	Page 21	C. Weaver
Net Promoter	Page 22 - 24	S. Litzinger
Contract Reports (Chamber, etc)	Pages 25 - 28	C. LeCouris

MATTERS FROM THE FLOOR

ADJOURNMENT

2021 – 2022 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	
8/10/2021	8/12/2021	8/19/2021	8/25/2021	9/1/2021	9/8/2021	CF Levy
11/9/2021	11/18/2021 - 11 am	11/18/2021	11/17/2021	12/1/2021	12/8/2021	CF Ocala
2/8/2022	2/10/2022	2/17/2022	2/23/2022	3/2/2022	3/9/2022	CF Lecanto
5/10/2022	5/12/2022	5/19/2022	5/25/2022	6/1/2022	6/8/2022	CF Ocala

OUR VISION STATEMENT

To be recognized as the number one workforce resource in the state of Florida by providing meaningful and professional customer service that is reflected in the quality of our job candidates and employer services.



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

MINUTES

DATE: May 11, 2021
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Fred Morgan
Pat Reddish
Ted Knight, Chair

MEMBERS ABSENT

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Cory Weaver, CSCLM
Cindy LeCouris, CSCLM

Steven Litzinger, CSCLM
Andrea Abrams, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

Due to technical difficulties the meeting was called to order by Ted Knight, Chair, at 9:10 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Pat Reddish made a motion to approve the minutes from the February 9, 2021 meeting. Brandon Whiteman seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner notified the committee that Bills 1507 and 98 were approved. Details will be provided in future meetings on how this will impact the local board.

Rusty Skinner stated that administrative changes have taken place at DEO and the partnership with CareerSource is moving in a positive direction.

Monitoring Exit Summary Review PY 2020-2021

Cory Weaver reviewed the summary report. She explained the findings and other non-compliance issues. Based on the findings, trainings will be implemented addressing the opportunity for improvement. Overall, CLM leadership was happy with the results. Ted Knight asked if there were any re-occurring issues. Cory Weaver explained that for the most part there were not, but a file with an issue from last year, which could not be corrected, was also selected this year, generating a re-occurring finding.

Workforce Issues that are Important to Our Community

None

PUBLIC COMMENT

None

ACTION ITEMS

2019-2020 Monitoring Review Close Out

Cindy LeCouris presented the final monitoring review close-out letter for program year 2019-2020. Brandon Whiteman made a motion to accept the close-out letter. Pat Reddish seconded the motion.

TPMA Annual Review

Dale French reviewed the TPMA annual review. No non-compliance or other issues were identified with the provider's services. He further outlined services that will be provided in the next quarter; strengthening funding agreements with community partners, best practices for vaccine rollouts, continued monthly meetings with CLM leadership, and a return to on-site visits with the centers. Pat Reddish made a motion to accept the TPMA annual review. Brandon Whiteman seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center – January – March 2021

Andrea Abrams reviewed the quarterly Talent Center report. Traffic has remained steady with student activity. There were significant decreases in the areas of resume assistance, referrals, and placements.

Event Report – YTD 2020-2021

Cory Weaver highlighted items from the Event Report, noting the top three hiring events so far have been with AutoZone, Amazon, and the World Equestrian Center. Hiring event activity in general is increasing and could potentially increase significantly as the work search restrictions are lifted. We hope to see increased activity in Levy County once the economic development director position is filled.

Workforce Intelligence – March 2021

Performance Measures – March 2021

Quarterly Comparison – Centers – Q3 - 2020-2021

Cory Weaver reviewed the reports and welcomed questions from the committee

members. She noted that due to the numerous credentials youth are attaining in the Youth Build program, the average wage for youth participants is above \$11 per hour. All centers have seen increased traffic. To provide adequate support for the increased traffic the Marion Center has been reduced to a two-week staff rotation from a three-week rotation.

Experiential Learning Contracts

Cory Weaver summarized each section of the report and noted successful hires in all categories.

YouthBuild Reports

Cory Weaver was happy to report that the second cohort is underway and is going successfully. Further details for graduation will be provided soon and invitations will be sent out.

Net Promoter

Steven Litzinger explained that the centers continue to maintain a high level of customer service satisfaction. He noted that the business services surveys were handled by the State and have now been brought in-house through the Net Promoter system. There was a decrease in the number of surveys in the transition and is confident that there will be an increase in the next reporting. Talent Center also has a high level of customer service satisfaction.

Contract Reports

Cindy LeCouris reviewed the performance report for all three counties and the youth report. Citrus and Marion Counties met their goals last quarter. Levy County did not as there is not an economic development director in place currently.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:52 a.m.

APPROVED:

Date: July 29, 2021

Location: Telephone

Time: 1:00 pm

LWDB Staff Present: Rusty Skinner, CEO; Dale French, EVP, Susan Heller, Director of Finance

FMA Team: Lisa Milton

I. Introduction

1. Review Purpose of engagement
2. Other Information

II. Review of Testing Results:

1. **Prior Year Corrective Action Follow-up**
 - a. No issues noted
2. **Financial Management Systems**
 - a. No Issues noted
3. **Internal Control Environment**
 - a. No Issues noted
4. **Cash Management and Revenue Recognition**
 - a. No Issues noted
5. **SERA Reporting and Reconciliation**
 - a. No Issues noted
6. **Prepaid Program Items**
 - a. No Issues noted
7. **General Ledger Review and Cost Allocation Statistics Review**
 - a. No Issues noted
8. **Payroll and Personnel Activity Report (PAR) Testing**
 - a. No Issues noted

9. ETA Salary & Bonus Cap

- a. No Issues noted

10. Purchasing

- a. No Issues noted

11. Contracting/Contract Monitoring

- a. No Issue noted

12. Subawarding/Subrecipient Monitoring

- a. No Issues noted

13. Property Management

- a. No Issues noted

14. Disbursement Testing

- a. No Issues noted

III. Reporting (may need to be altered as needed to consider issuing joint monitoring report)

- DEO will provide a draft report at the conclusion of all testing and will include actions taken by the LWDB to address any unresolved issues noted throughout the year. A final report will be issued after LWDB review and comment.

IV. Preventative/Corrective Action Plan (PCAP)

- If the LWDB's final monitoring report contains findings or issues of noncompliance, a PCAP response will be due to DEO within 30 calendar days after the release of the final report. This response and any questions about the PCAP process should be sent by e-mail to DEO FMA staff and the FMA mailbox.

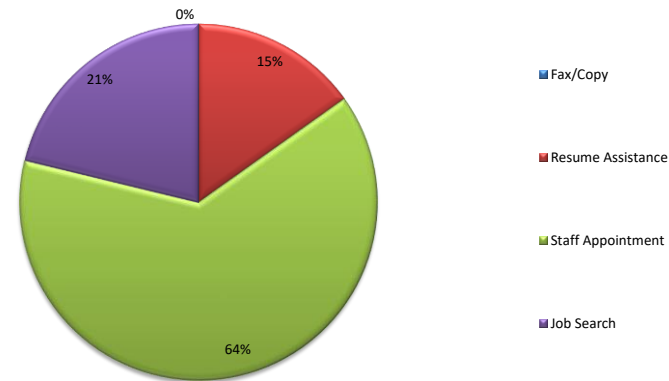
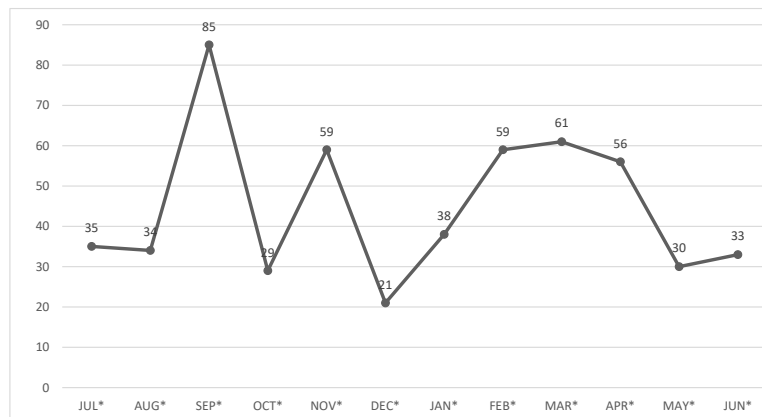


TRAFFIC COUNT

	2020 / 2021												YTD
	JUL*	AUG*	SEP*	OCT*	NOV*	DEC*	JAN*	FEB*	MAR*	APR*	MAY*	JUN*	
REFERRALS	14	23	19	16	16	13	11	19	15	9	8	7	170
PLACEMENTS	1	9	10	5	4	2	6	2	10	3	1	3	56
INTERNSHIPS	0	0	1	1	0	0	0	0	1	0	0	0	3
OJT/WEX/CBT	0	0	1	0	0	0	0	0	0	0	0	0	1
TRAFFIC	35	34	85	29	59	21	38	59	61	56	30	33	540

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



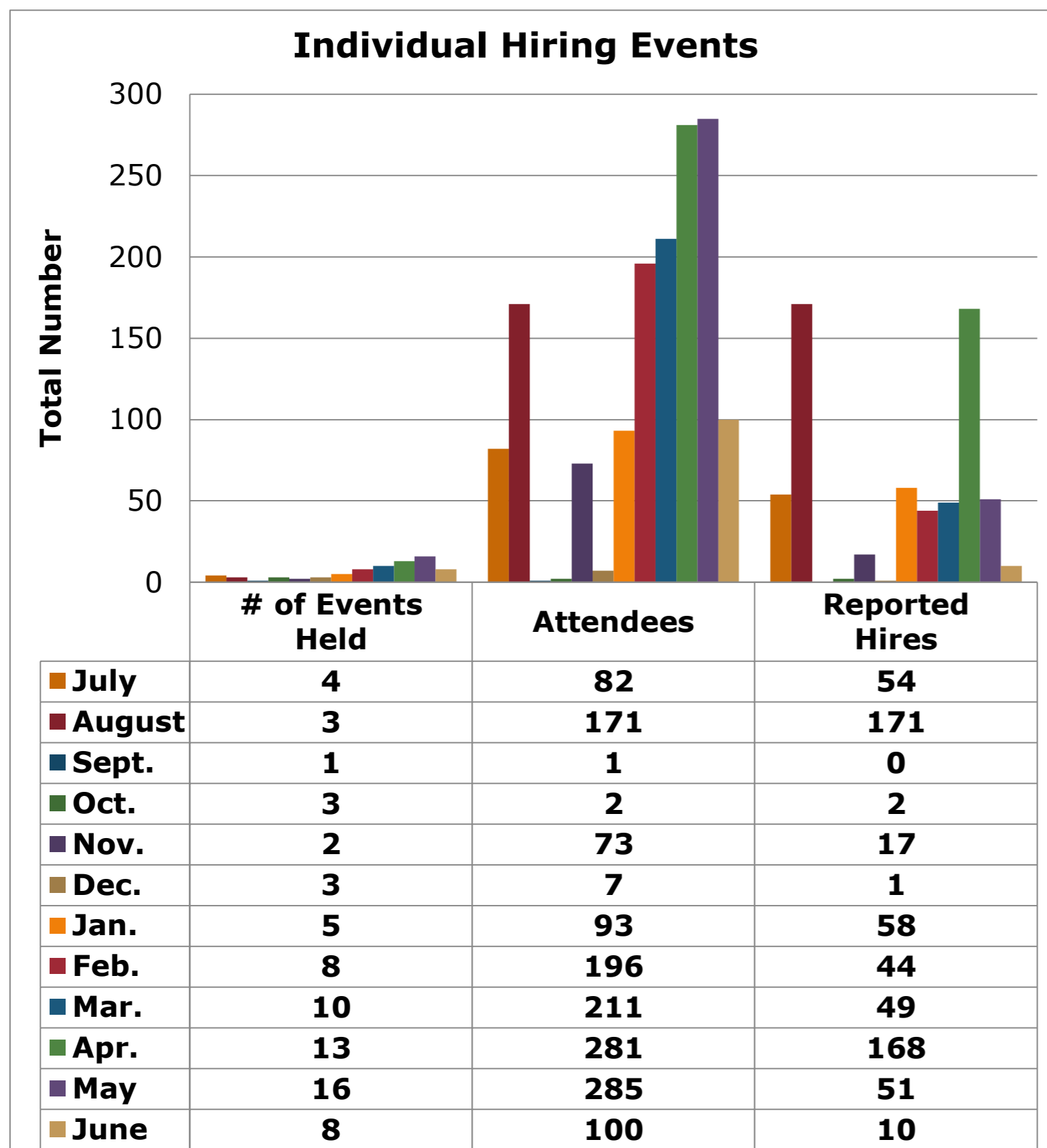
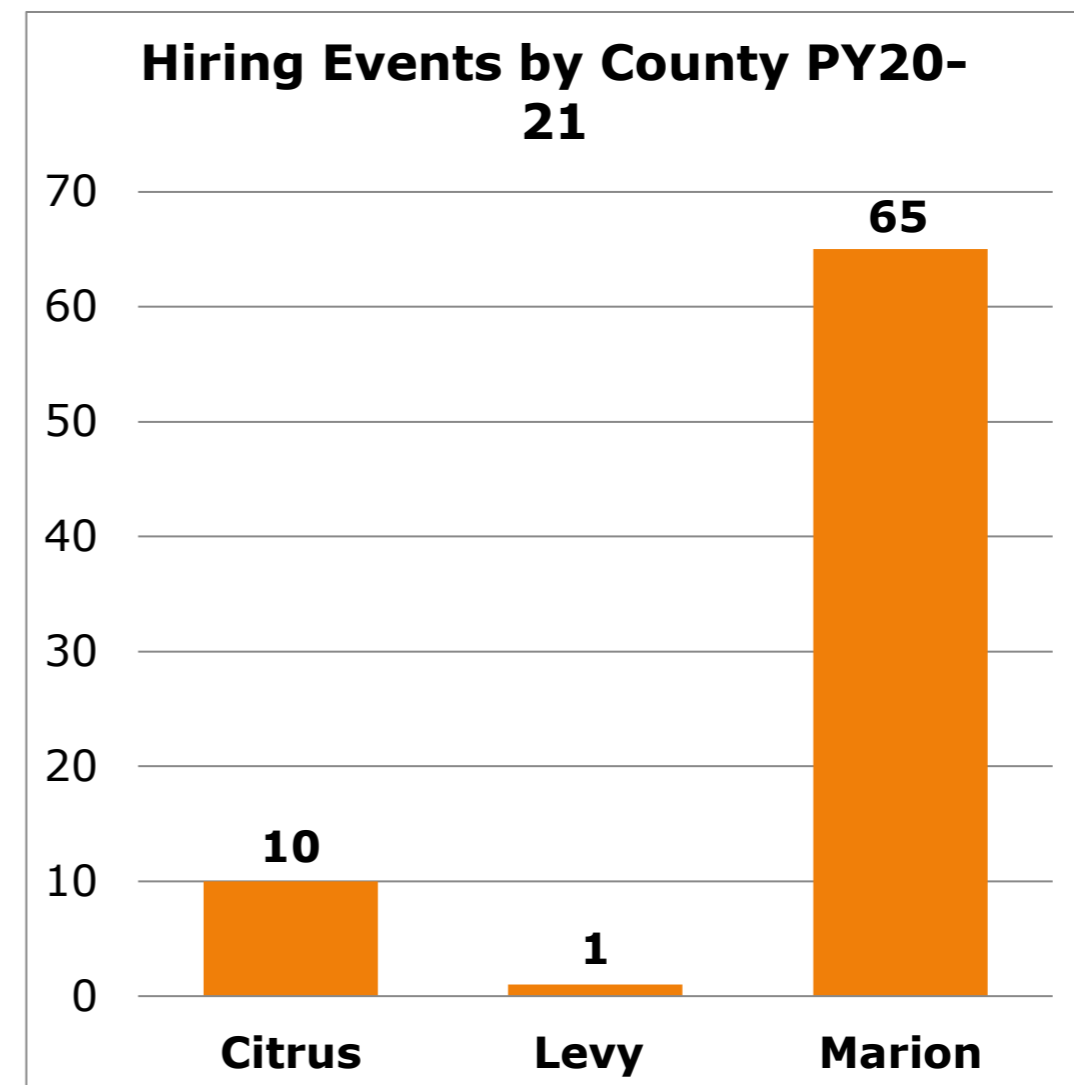
* Center traffic counted by in office and virtual services provided

PY 20 - 21 Individual Events

Total Events: 76
Attendees: 1502
Reported Hires: 625

PY 20 - 21 Job Fairs & Expos

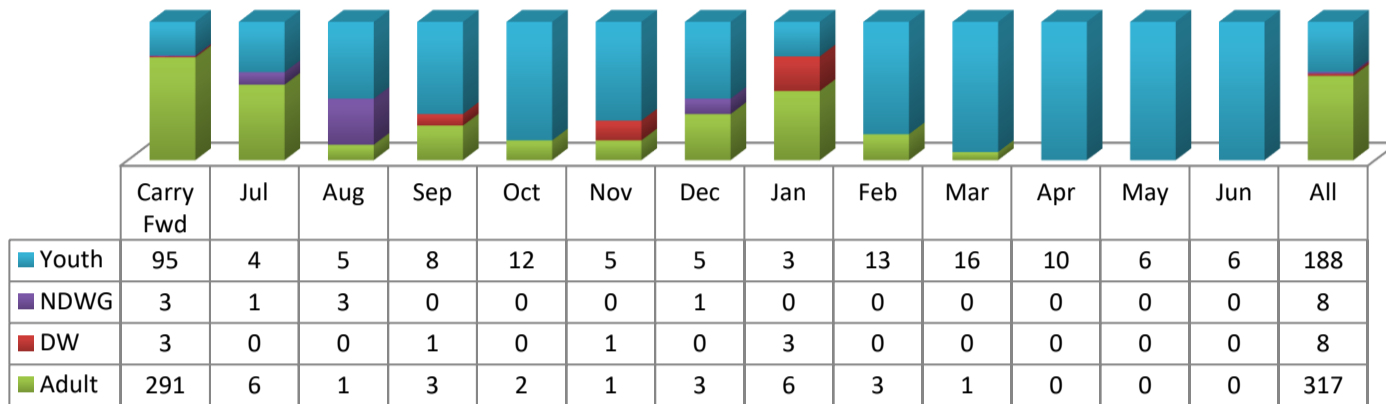
Attendees: 1971
Businesses: 157



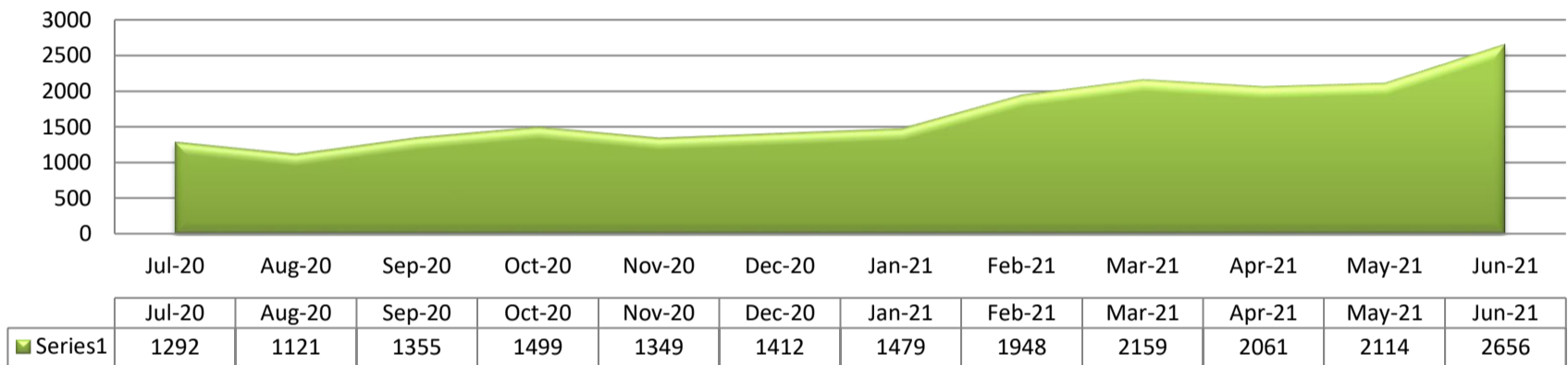
Other Recruitment Events 01/2021 - 4/2021

Event Date	Event Name	Event Location	County
4/29/2021	CoreCivic/Citrus Detention Center	14th Street	Citrus
5/3/2021	ABCO Transportation	ABCO Site	Marion
5/4/2021	E-One	E-One Site	Marion
5/7/2021	Amazon - 7 Individual Events	1th Street	Marion
5/10/2021	Conn's Home Plus - 3 Individual Events	14th Street	Marion
5/12/2021	The Centers	14th Street	Marion
5/18/2021	Boys & Girls Club Marion County - 2 Events	14th Street	Marion
5/19/2021	Celebrity Soul Food	14th Street	Marion
5/19/2021	Brookdale Pinecastle	Brookdale Pinecastle Site	Marion
5/20/2021	Truecore	Lecanto Office	Citrus
5/25/2021	World Equestrian Center	WEC Site	Marion
6/1/2021	Home Instead Senior Care	14th Street	Marion
6/3/2021	Park Place Behavioral	14th Street	Marion
6/8/2021	Plantation Inn	Plantation Inn Site	Citrus
6/9/2021	Staff America	14th Street	Marion

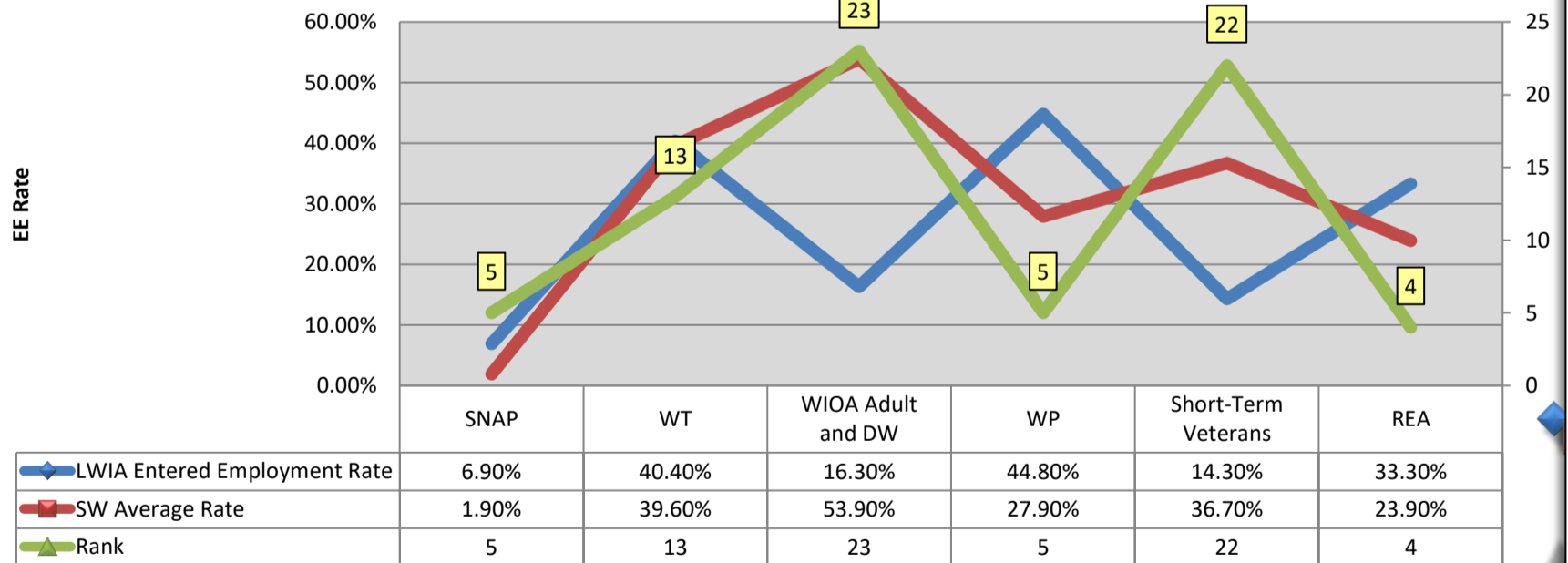
All WIOA Participant Enrollments



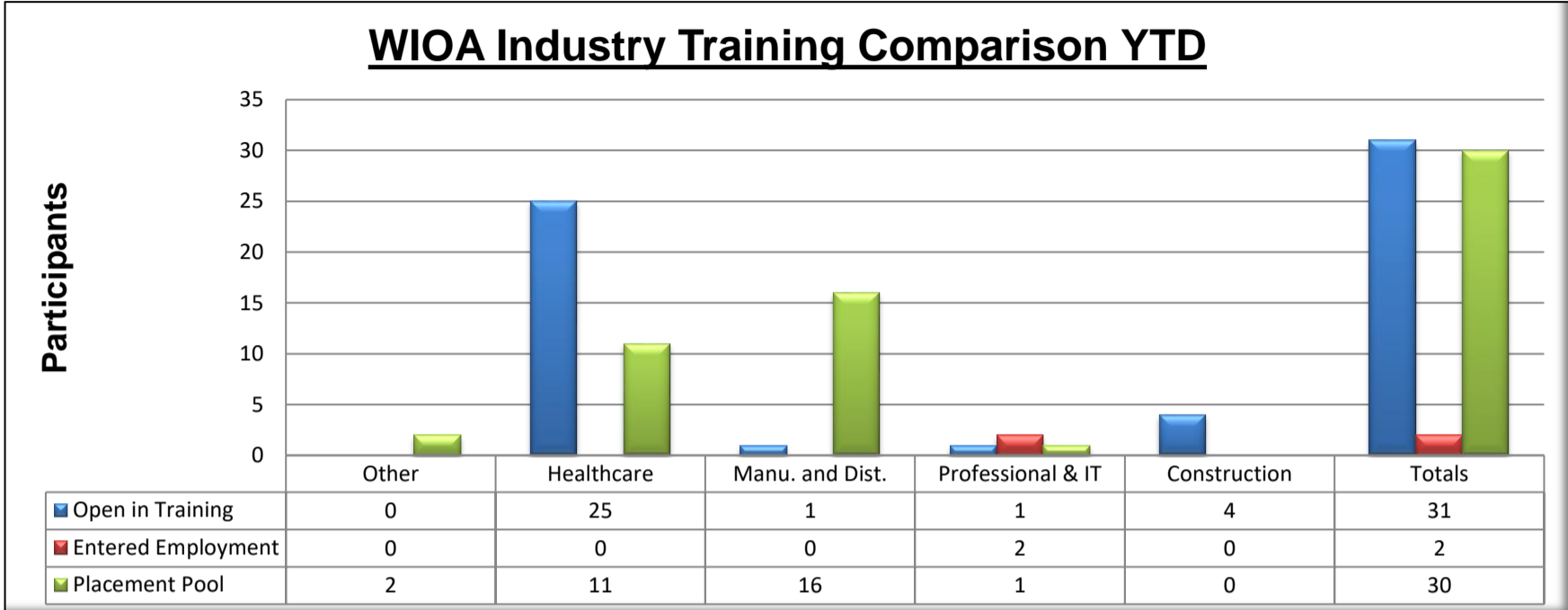
Center Traffic - 12 Months



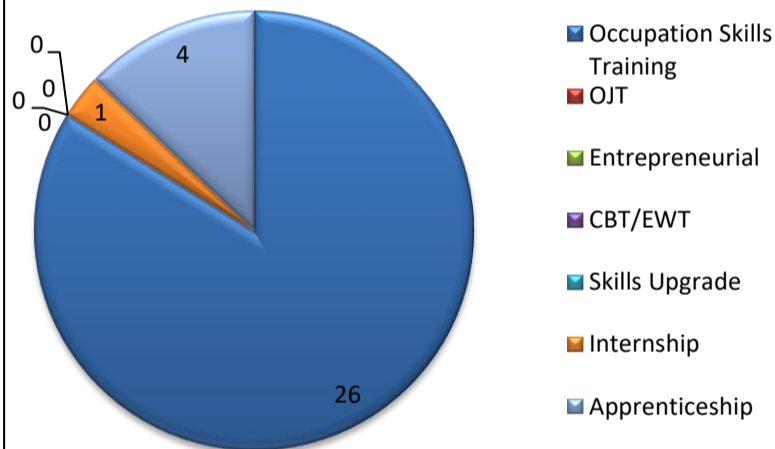
MMR Entered Employment Rates by Program*



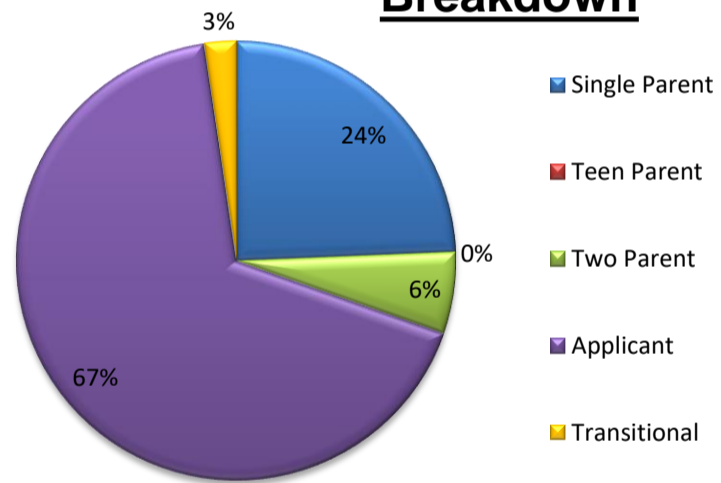
WIOA Industry Training Comparison YTD



Open WIOA Training Activity Classification- Adult/DW

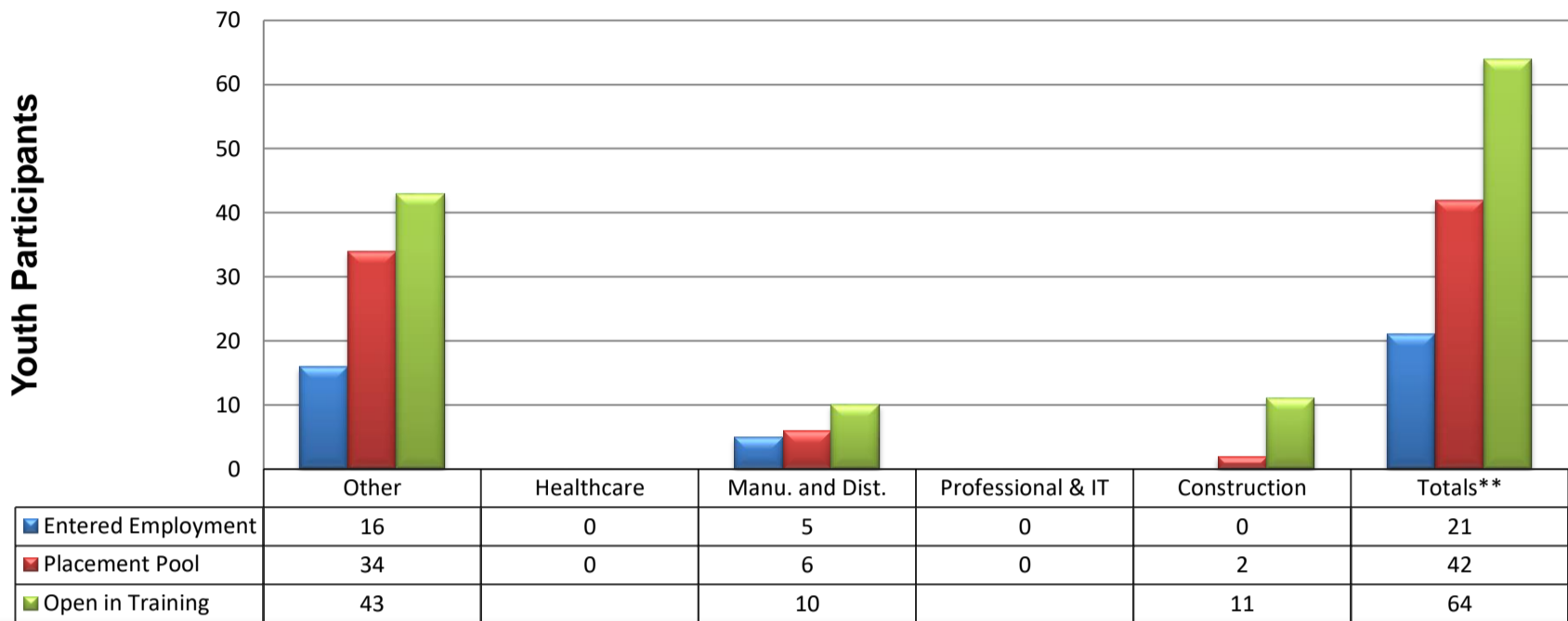


Current WT Caseload Breakdown

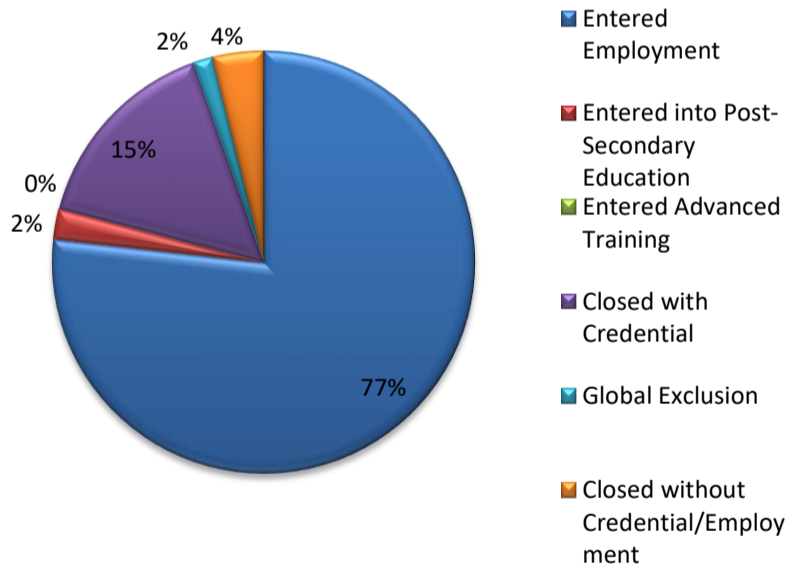


Traffic	Jun-20	Jun-21	YTD 19.20	YTD 20.21
Newly Registered Job Seekers	400	301	7,352	3,273
Total Job Referrals	1,167	1,086	21,161	7,324
Managed Job Orders	478	605	5,995	7,145
External Job Orders	2,455	9,127	28,846	66,111
Overall Traffic	607	2,656	24,055	20,475
Receiving Reemployment Assistance		1,413		18,342
Welfare Transition	Jun-20	Jun-21		
Participation Rate All Family	0.4%	0.0%		
Case Load	242	67		

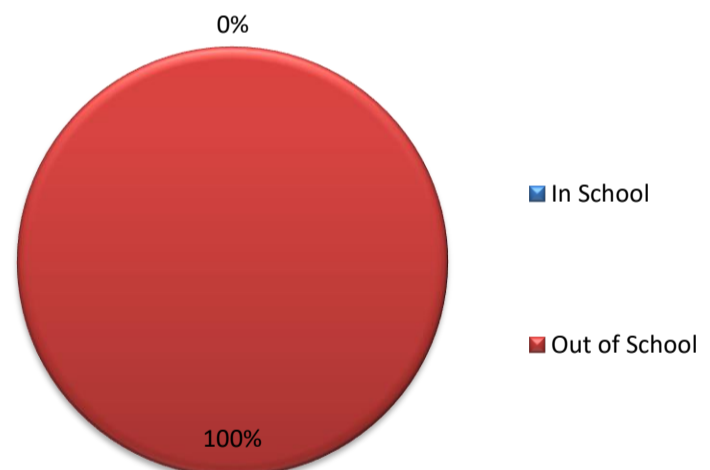
WIOA Youth Industry Training Comparison YTD



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



Youth Carry Forward:	95	AVG Closure Wage (With Credential):	\$11.16
Total Youth Closed:	129	AVG Closure Wage (No Credential):	\$11.16
Total Youth Served:	188	ROI for PY 20/21 Youth Services:	\$1,641,578
Average Training Lifespan:	62		



Monthly Services Summary

June 2021

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	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD	
Center Traffic	14th Street	44,783	36,852	34,101	35,557	28,800	23,726	15,245	629	598	779	937	833	920	915	1,196	1,287	1,230	1,372	1,667	12,363	
	Lecanto	10,675	9,231	8,448	8,071	6,278	6,392	4,255	276	298	336	326	277	292	325	445	538	511	465	634	4,723	
	Chieffland	6,838	6,066	5,653	5,431	4,085	4,136	3,132	352	191	155	207	180	209	201	248	273	264	257	326	2,863	
	Talent Center		1,214	1,458	697	1,319	1,072	846	35	34	85	29	59	21	38	59	61	56	20	29	526	
	*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	1,355	1,499	1,349	1,442	1,479	1,948	2,159	2,061	2,114	2,656	20,475	
Online Traffic	Citrus	139,121	98,047	71,187	57,011	37,587	22,002	17,190	1,442	956	890	945	747	602	575	662	643	623	616	1,378	10,079	
	Levy	32,850	23,645	14,461	12,971	10,745	6,089	3,999	282	165	210	172	161	163	168	302	220	160	180	410	2,593	
	Marion	363,536	242,259	180,839	155,810	116,901	67,101	40,990	3,801	1,996	2,088	2,092	1,663	1,519	1,643	1,783	1,435	1,759	1,710	3,368	24,857	
	Other	55,999	36,540	23,425	8,356	12,218	6,387	3,337	2	164	158	169	147	103	136	240	204	158	136	342	1,959	
		Total	591,506	400,491	289,912	234,148	177,451	101,579	65,516	5,527	3,281	3,346	3,378	2,718	2,387	2,522	2,987	2,502	2,700	2,642	5,498	39,488
Events	Events			22	126	147	135	68	4	3	1	3	3	5	8	10	13	16	9	78		
	Attendees			1,808	4,535	4,028	3,406	1,042	82	171	1	94	115	7	93	196	211	235	285	246	1,736	
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	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD	
Newly Registered Job Seekers	Marion	5,050	4,440	3,981	4,081	3,883	2,573	4,903	665	133	102	126	122	111	161	154	134	178	145	189	2,220	
	Citrus	1,970	1,665	1,420	1,442	1,323	995	2,007	232	43	47	57	53	42	62	54	55	72	38	93	848	
	Levy	537	403	339	376	375	272	442	65	12	17	9	9	14	13	12	9	16	10	19	205	
	Total	7,557	6,508	5,808	5,899	5,581	3,840	7,352	962	188	166	192	184	167	236	220	198	266	193	301	3,273	
Total Employers Posting Jobs	Marion	801	848	748	724	705	724	654	315	337	358	373	349	324	320	320	381	423	427	462	785	
	Citrus	308	307	305	308	283	155	183	76	79	74	80	75	64	62	65	80	79	82	91	204	
	Levy	72	84	90	82	77	54	56	15	17	19	18	19	22	20	18	29	35	34	28	65	
	Total	1,181	1,239	1,143	1,114	1,066	933	893	406	433	451	471	443	410	402	403	490	537	543	581	1,054	
Managed Job Orders	Marion	2396	2801	3054	3326	3514	4854	4568	398	439	555	472	283	339	360	416	553	518	562	421	5316	
	Citrus	704	686	736	815	934	1157	1114	124	108	182	194	46	74	89	77	185	81	161	135	1456	
	Levy	171	156	214	163	213	238	232	17	19	20	20	21	17	28	21	48	48	18	29	306	
	Other	114	102	177	177	73	78	41	5	0	1	7	3	5	5	5	5	2	9	20	67	
		Subtotal	3385	3745	4181	4481	4734	6327	5955	544	566	758	693	353	435	482	519	791	649	750	605	7145
		External Job Orders	22415	30704	33972	31693	28587	32498	28846	3,763	3,695	4,125	4,242	5,199	3,834	4,407	4,724	4,343	9,393	9,259	9,127	66,111
	Total	25800	34649	38121	36174	33321	38825	34801	4,307	4,261	4,883	4,935	5,552	4,269	4,889	5,243	5,134	10,042	10,009	9,732	73,256	
	% of internal vs. total	13.12%	11.39%	10.88%	12.39%	14.21%	16.30%	17.11%	12.63%	13.28%	15.52%	14.04%	6.36%	10.19%	9.86%	9.90%	15.41%	6.46%	7.49%	6.22%	9.75%	
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	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD	
Open Case Load	Marion	1,216	1,355	1,286	1,073	942	902	963	233	101	58	79	68	74	50	73	50	45	53	101	807	
	Citrus	353	422	384	379	311	272	268	64	33	19	18	17	12	19	15	18	13	13	25	245	
	Levy	186	161	180	150	136	108	135	38	12	6	10	8	7	5	4	8	9	11	19	112	
		Total	1,755	1,938	1,850	1,602	1,389	1,282	1,366	335	146	83	107	93	93	74	92	76	67	77	145	1,164
Participation Rate	All Family	41.20%	44.10%	35.80%	30.70%	36.50%	36.90%	30.30%	0.30%	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.30%	0.30%	1.10%	1.40%	0.30%	

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	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD	
Occupation Skills Training	Citrus	172	118	115	142	121	91	122	31	5	6	6	4	4	3	3	1	0	0	0	0	0	8
	Levy	53	73	68	54	34	24	19	6	2	2	1	1	1	1	3	3	1	1	1	1	1	4
	Marion	617	389	339	224	233	335	365	157	66	65	68	57	54	46	48	46	42	38	30	25	94	
	Subtotal	842	580	522	420	388	450	506	194	73	73	75	62	59	50	54	50	43	39	31	26	106	
Skills Upgrade	Citrus	0	0	0	0	0	0	6	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	Levy	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Marion	4	0	0	0	0	2	59	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Subtotal	4	0	0	0	0	2	67	37	0	0	0	1	0	0	0	0	0	0	0	0	0	1
OJT	Citrus	11	3	8	8	13	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Levy	0	0	1	0	0	0	3	0	1	1	2	1	0	0	0	0	0	0	0	0	0	2
	Marion	29	18	22	11	14	81	97	8	2	1	1	1	1	1	1	0	0	0	0	0	0	2
	Subtotal	40	21	31	19	27	85	103	8	3	2	3	2	1	1	1	0	0	0	0	0	0	4
Entrepreneurial	Citrus	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Levy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Subtotal	0	1	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internships	Citrus	5	4	1	5	2	4	3	2	1	1	1	0	1	1	2	1	1	1	0	0	0	4
	Levy	1	1	0	0	0	0	0	3	0	0	1	1	1	1	0	0	0	0	0	0	0	1
	Marion	11	6	0	4	3	9	12	11	5	7	7	6	4	2	2	2	3	2	1	1	11	
	Subtotal	17	11	1	9	5	13	15	16	6	8	9	7	6	4	4	3	4	3	1	1	16	
Customized Training	Citrus	233	214	8	5	2	7	0	6	6	6	6	5	5	2	1	1	0	0	0	0	8	
	Levy	10	7	2	0	1	6	1	32	32	32	32	31	29	0	0	0	0	0	0	0	32	
	Marion	186	110	26	21	21	58	10	38	27	27	27	28	28	5	4	4	4	0	0	0	28	
	Subtotal	429	331	36	26	24	71	11	76	65	65	65	66	64	39	6	5	5	0	0	0	68	
Apprenticeship	Citrus	0	0	0	0	0	0	0	1	1	1	1	1	1	1	0	0	0	0	0	0	1	
	Levy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Marion	0	0	0	0	0	0	0	8	4	4	4	4	5	5	5	4	4	4	4	4	5	
	Subtotal	0	0	0	0	0	0	0	9	5	5	5	5	6	6	5	4	4	4	4	4	6	
Total	1332	943	590	474	444	621	702	340	152	153	157	143	136	100	70	62	56	46	36	31	201		

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	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Citrus	703	374	343	260	225	189	122	58	2	7	4	2	3	1	3	1	3	3	2	1	32
Levy	178	129	93	87	86	70	52	15	0	0	0	0	0	0	1	0	0	2	0	2	5
Marion	2418	1640	1171	1275	944	1008	643	244	14	9	14	19	7	5	8	13	33	6	26	10	164
External/New Hire Report	8309	11428	9735	8680	6167	3002	1865	946	55	46	30	32	35	38	33	23	41	44	54	56	432
Total	11608	13571	11342	10302	7422	4269	2682	1263	71	62	48	53	45	44	45	37	77	55	82	69	633

*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 04/30/2021

Performance Measure	Performance PY2018	Performance PY2019	Previous Month Performance March 2021	Current Month Performance April 2021	Performance YTD PY2020/2021	Previous Month Ranking	State Ranking YTD PY2020/2021
WP Entered Employment Rate	42.80%	38.30%	21.40%	47.90%	41.50%	21	5
WIOA AD/DW Entered Employment Rate	98.10%	96.70%	93.30%	92.30%	98.80%	18	6
WTP Entered Employment Rate	33.00%	33.90%	27.80%	52.40%	52.10%	23	20
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: May 2021
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

Comparison: PY2019-2020/PY2020-2021

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2020: 1,699</u> PY2019: 2,889	<u>4,723</u> 4,255
VETERANS SERVED	TRAINING PROVIDED
<u>120</u> 182	<u>121</u> 125
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>183</u> 176	<u>245</u> 270
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1,239</u> 1,184	<u>101</u> (Avg Wage: \$13.59/hr) 178 (Avg Wage: \$13.52/hr)

Your Employment Solution Starts Here

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

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LEVY COUNTY

Comparison: PY2019-2020/PY2020-2021

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2020: 538</u> PY2019: 744	<u>2,863</u> 3,132
VETERANS SERVED	TRAINING PROVIDED
<u>27</u> 42	<u>11</u> 11
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>16</u> 28	<u>112</u> 134
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1054</u> 655	<u>37</u> (Avg Wage: \$13.50/hr) 62 (Avg Wage: \$11.77/hr)

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MARION COUNTY

Comparison: PY2019-2020/PY2020-2021

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2020: 5,032</u> PY2019: 8,129	<u>12,353</u> 16,091
VETERANS SERVED	TRAINING PROVIDED
<u>381</u> 542	<u>403</u> 516
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>1,021</u> 950	<u>807</u> 962
POSITIONS POSTED	TOTAL PLACEMENTS
<u>5,556</u> 5,521	<u>500</u> (Avg Wage: \$14.62/hr) 966(Avg Wage: \$12.43/hr)

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Customized Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status
Winco Mfg., LLC	Manufacturing	2	\$684.00	\$0.00	3/4/2020	3/4/2021	Unsuccessful Completion
Ancorp	Manufacturing	59	\$18,433.00	\$14,795.46	4/1/2020	10/1/2020	Completed - Retained (54)
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	Completed - Retained
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	Completed - Retained
Winco Mfg., LLC	Manufacturing	1	\$1,447.99	\$519.12	1/11/2021	1/13/2021	Completed - Retained

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	Completed - Retained

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	Completed - Hired
Interfaith Emergency Services	Social Services	1	\$15.00	8/17/2020	Completed - Not Hired
Interfaith Emergency Services	Social Services	1	\$15.00	8/21/2020	Completed - Hired
NuCore Products	Manufacturing	1	\$10.80	11/9/2020	Completed - Not Hired
Marion County Board of Cnty Commission	Other	1	\$15.00	12/16/2020	Completed - Hired

Internships

Business	Industry	Total Trained	Wage	Begin	Status
Winco Mfg., LLC	Manufacturing	1	\$12.15	5/4/2020	Completed - Hired
Hospice of Marion County	IT	1	\$14.40	6/8/2020	Completed - Not Hired
Hospice of Marion County	IT	1	\$14.40	9/8/2020	Completed - Not Hired
Phoenix Wood Products	Manufacturing	1	\$14.85	10/15/2020	Completed - Hired
Himanshu S Kairab	Healthcare	1	\$12.60	1/18/2021	Completed - Hired
IFS Telecommunications Corp	Professional	1	\$10.80	1/20/2021	Unsuccessful Completion
KP Direct LLC	Manufacturing	1	\$12.60	3/15/2021	Completed - Hired

Apprenticeship

Business	Industry	Occupation	Total Trained	Begin	Status
Marion Technical College	Manufacturing	Masonry	9	9/1/2019	6 Unsuccessful / 3 In Process
Lockheed Martin	Manufacturing	Electronic Assembler	2	Spring 2020	2 Hired
Marion Technical College	Construction	Carpentry	n/a	TBD	Delayed due to Covid
College of Cental Florida / AHLEI	Other	Hospitality	n/a	TBD	Delayed due to Covid

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= 72 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:



CareerSource
CITRUS | LEVY | MARION

CITRUS HIRING INCENTIVE UPDATE

BUSINESS INQUIRIES	JOBS POSTED
24	13
CANDIDATE INQUIRIES	CANDIDATE REFERRALS
20	2
HIRES	AVERAGE WAGE
1	\$11.12/hr

CITRUS HIRING INCENTIVE ELIGIBLE



Located in: Crystal River, FL
Serving electrical and signage needs in Citrus and surrounding counties.

Job Postings

Vinyl Installer- Job Order # 11438636

- Full-time, \$10/hr.
- Must be 18 years or older (hazardous occupation)
- 5 years experience, 3 years driving experience
- Electrical knowledge a plus

Electrician- Job Order # 11438777 (2 positions available!)

- Full-time, \$14.50/hr.
- Must be 18 years or older (hazardous occupation)
- 5 years experience, 3 years driving experience
- Blueprint reading, knowledgeable in all phases of house construction

Electrician Helper- Job Order # 11438620 (2 positions available!)

- Full-time, \$10/hr.
- Must be 18 years or older (hazardous occupation)
- Must have driver's license
- Will train

Office Assistant- Job Order # 11438627

- Full-time, \$10/hr.
- Quickbook knowledge and skills
- Computer and customer service skills

- ✓ Employer conducts motor vehicle record check.
- ✓ Find the full job descriptions on EmployFlorida.com.
- ✓ Speak with a staff member to find out how you can become eligible to receive \$1000 bonus after ninety days!

Questions? Contact us: 800-434-JOBS (5627)
Visit us: www.careersourceclm.com
Follow us: [@careersourceclm](https://www.facebook.com/careersourceclm)




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CITRUS HIRING INCENTIVE ELIGIBLE



Located in: Crystal River, FL
For 25 years, we owned and operated Quail Roost RV Campground located directly across the street from Nature Coast RV, Inc. We saw first-hand a need in the RV business for a better and more cost-effective way for seniors to enjoy retirement, more so now than ever before.

Job Postings

Sales Admin- Job Order # 11440595

- Full-time, \$13/hr. to \$14.75/hr.
- The successful candidate will have prior experience in a related field. Must have prior experience in an office setting. Must have a neat appearance and pleasant phone voice as you will often be first point of contact with our customers.
- Answer phones & direct callers as needed.
- Assist Sales Department in maintaining camper inventory.
- Assist Sales Department with paperwork for deals and quotes.
- Complete Tag/Title Applications for sold units.

- ✓ Employer conducts background check.
- ✓ Find the full job descriptions on EmployFlorida.com.
- ✓ Speak with a staff member to find out how you can become eligible to receive \$1000 bonus after ninety days!

Questions? Contact us: 800-434-JOBS (5627)
Visit us: www.careersourceclm.com
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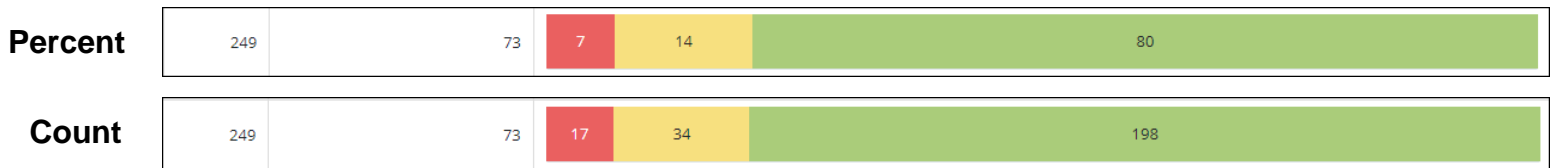
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NET PROMOTER

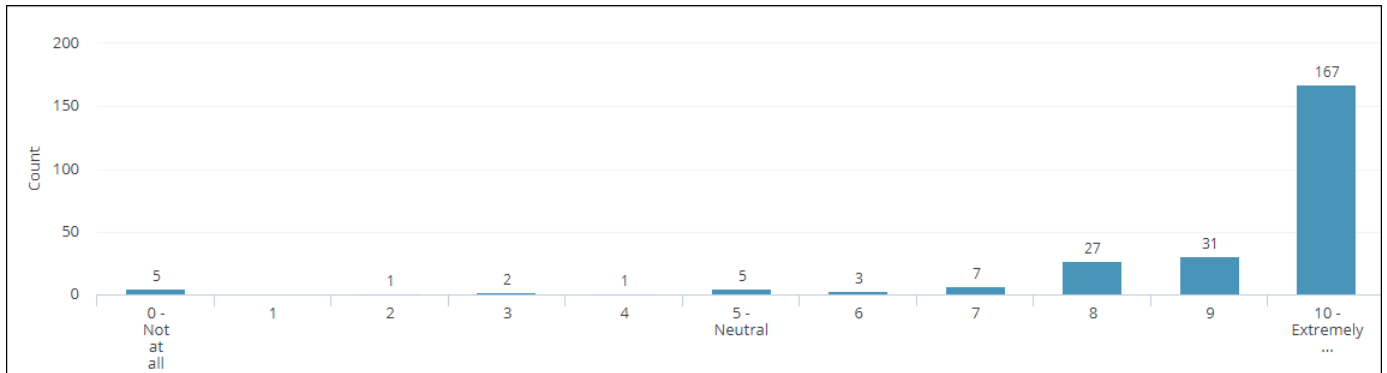
Transactional Net Promoter Cumulative Report - Jan 2021 to July 2021

Candidate Report	Region 10 Net Promoter Score 2021
Net Promoter Score–Area/Region	▶ +73

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).



Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office

Office	Count	Score	7	14	80
Chiefland	24	84	1	2	21
Lecanto	89	82	3	10	76
Ocala	136	64	13	22	101

Transactional Net Promoter By Age

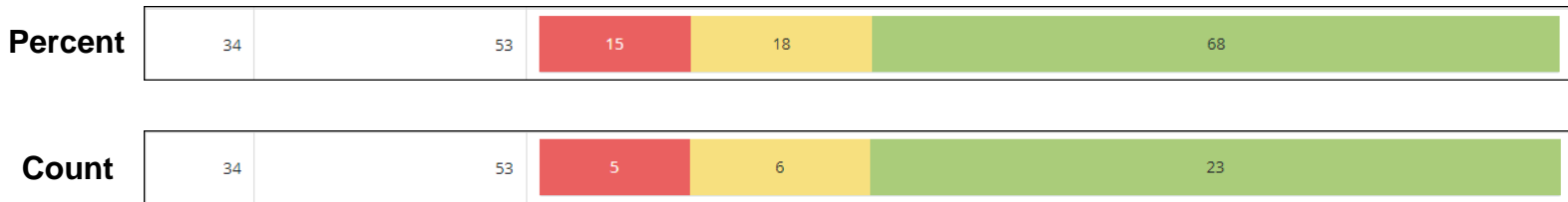
Age Group	Count	Score	7	14	80
A (0 TO 16)	1	100	0	0	100
B (17 TO 24)	18	72	0	28	72
C (25 TO 34)	19	63	11	16	74
D (35 TO 44)	27	59	11	19	70
E (45 TO 54)	51	61	14	12	75
F (55 TO 64)	76	78	5	12	83
G (65+)	57	86	2	11	88

NET PROMOTER

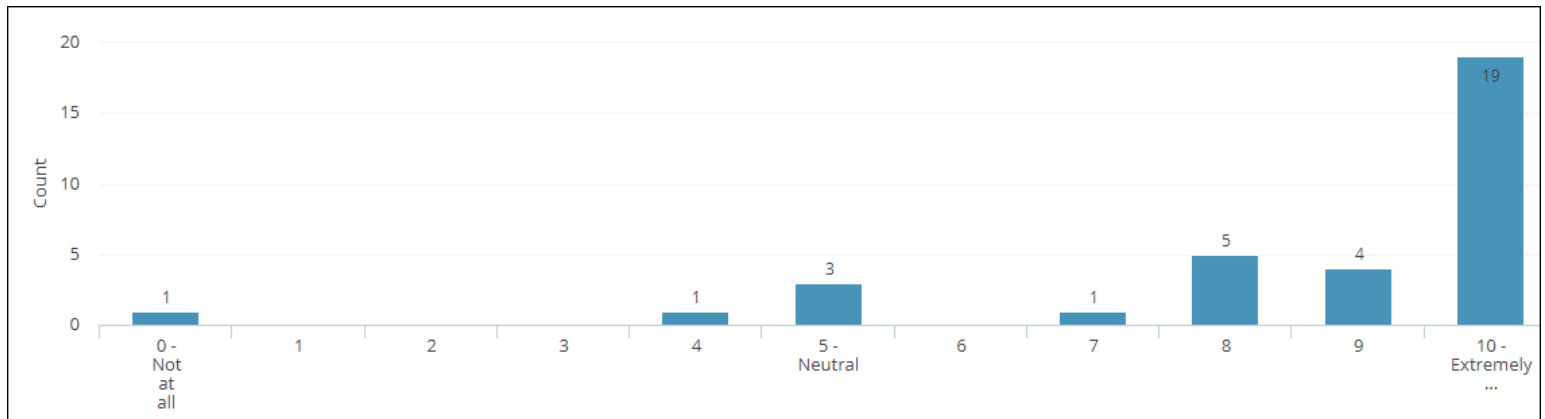
Business Net Promoter Cumulative Report - Jan 2021 to July 2021

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score–Area/Region	▶ +53

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 Score Distribution By Service Type

Trigger Event	Person Icon	NPS	Distribution
Provided Job Fair Services	2	50	50 Detractors, 50 Promoters
Provided Job Order Follow-up	31	52	16 Detractors, 16 Passives, 68 Promoters
Provided Mass Recruitment Services	1	100	100 Promoters

NET PROMOTER

Talent Center Cumulative Report Program Year 21 - 22

Candidate Report	Talent Center Net Promoter Score (Jan 21 to July 21)
Net Promoter Score	▶ +97

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).

Percent



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	4	80.00%	5	5	100.00%	5	5	100.00%	5	5	100.00%
LEVY (Nature Coast)	6	4	66.67%	5	5	100.00%	5	0	0.00%	5	1	20.00%	6	1	16.67%
MARION (CEP)	6	3	50.00%	6	5	83.33%	7	7	100.00%	6	6	100.00%	7	6	85.71%

	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	100%	14	\$4,713.52	100%	16	\$5,386.88	62.30%	48	\$16,160.64	77.50%	100	\$33,668.00



Marion County Summary

Activity	Q1 PY20-21				Q2 PY20-21				Q3 PY20-21				Q4 PY20-21				ANNUAL
	JUL	AUG	SEP	Q1 RATE	OCT	NOV	DEC	Q2 RATE	JAN	FEB	MAR	Q3 RATE	APR	MAY	JUN	Q4 RATE	RATE
Monthly Meetings (12)	3	3	1	233.33%	1	1	1	100.00%	1	1	1	100.00%	1	1	1	100.00%	133.33%
Jointly Conduct 4 Retention Calls per Quarter (16)	0	1	0	25.00%	0	0	7	175.00%	0	0	4	100.00%	0	0	8	200.00%	125.00%
Provide Business Referrals for Talent Center openings (8)	2	5	10	850.00%	2	5	3	500.00%	6	10	7	1150.00%	7	9	7	1150.00%	912.50%
Provide business referrals for workforce services with at least one referral per quarter specifically for work-based training opportunities (referral tracking should be for all workforce services: recruitment, needs assessment, work-based training, etc.) (48)	4	1	6	91.67%	2	5	7	116.67%	6	12	7	208.33%	5	9	8	183.33%	150.00%
Provide business leads for the Talent Pipeline video project (8)	0	0	0	0.00%	0	0	0	0.00%	2	14	0	800.00%	1	1	0	100.00%	225.00%
Provide one staff member to cover staffing requirements during the Youth Career Expo (Spring 2021) (1)	0	0	0	n/a	0	0	0	n/a	1	0	0	100.00%	0	0	0	n/a	100.00%
Assist with planning, scheduling, staffing and logistics for the annual Marion County Youth Career Expo (1)	0	0	1	100.00%	0	1	1	200.00%	1	0	0	n/a	0	0	0	n/a	400.00%



Citrus County Summary

Activity	Q1 PY20-21				Q2 PY20-21				Q3 PY20-21				Q4 PY20-21				ANNUAL
	JUL	AUG	SEP	Q1 RATE	OCT	NOV	DEC	Q2 RATE	JAN	FEB	MAR	Q3 RATE	APR	MAY	JUN	Q4 RATE	RATE
Quarterly Meetings (4)	1			100.00%			1	100.00%			1	100.00%			1	100.00%	100.00%
Jointly Conduct (3) Retention Calls per Quarter (12)		1		33.33%		1	1	66.67%		3	1	133.33%			7	233.33%	116.67%
Provide Business Referrals for Talent Center openings (8)	2	2	2	300.00%		2	2	200.00%		2		100.00%	1	1	1	150.00%	187.50%
Provide business referrals for workforce services with at least one referral per quarter specifically for work-based training opportunities (referral tracking should be for all workforce services: recruitment, needs assessment, work-based training, etc.) (36)	7	7	11	277.78%	7	6	8	233.33%	5	3	3	122.22%	3	7	17	300.00%	233.33%
Provide business leads for the Talent Pipeline video project (8)		3	1	200.00%		1	1	100.00%			1	50.00%			3	150.00%	125.00%



Levy County Summary

Activity	Q1 PY20-21				Q2 PY20-21				Q3 PY20-21				Q4 PY20-21				ANNUAL
	JUL	AUG	SEP	Q1 RATE	OCT	NOV	DEC	Q2 RATE	JAN	FEB	MAR	Q3 RATE	APR	MAY	JUN	Q4 RATE	RATE
Quarterly Meetings (4)	1			100.00%		1		100.00%				0.00%			2	200.00%	100.00%
Jointly Conduct 4 Retention Calls/Visits per Quarter (24)			3	50.00%	2	2	2	100.00%				0.00%				0.00%	37.50%
Provide business referrals for workforce services with at least one referral per quarter specifically for work-based training opportunities (referral tracking should be for all workforce services: recruitment, needs assessment, work-based training, etc.) (4)		1		100.00%		1		100.00%				0.00%				0.00%	50.00%
Provide business leads for the Talent Pipeline video project (2)				0.00%				n/a				0.00%				n/a	0.00%
Arrange for CareerSource to present at local/civic organization meeting (2)		1		100.00%				n/a				n/a				0.00%	50.00%
Promotion of CareerSource partnership in monthly e-newsletters and communications to area businesses (12)	1	1	1	100.00%	1	1	1	100.00%				0.00%				0.00%	50.00%

Billing had 5% holdback for 4th Quarter