



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

**Performance and Monitoring Committee
AGENDA**

Tuesday, November 9, 2021 – 9:00 a.m.

**Join Zoom Meeting: <https://us02web.zoom.us/j/87574041676>
Phone No: 1-646-558-8656 (EST) Meeting ID: 875 7404 1676**

Call to Order
Roll Call
Approval of Minutes, August 10, 2021
Pages 2 - 6
T. Knight
C. Schnettler
T. Knight

DISCUSSION ITEMS

State Update
Workforce Issues that are Important to Our Community
elmpact
Page 7
R. Skinner
R. Skinner
D. French

PUBLIC COMMENT

ACTION ITEMS

Monitoring Close-Out
Pages 8 - 24
C. LeCouris / S. Litzinger

PROJECT UPDATES

Talent Center Traffic
Event Report – YTD
Workforce Intelligence
Performance Measures
Quarterly County Reports
Experiential Learning Contracts
YouthBuild Reports
Citrus Sign-On Bonus
Contract Reports (Chamber, etc)
Net Promoter
Page 25
Page 26
Pages 27 - 33
Page 34
Pages 35 - 37
Page 38
Page 39
Page 40
Page 41
Pages 42 - 44
A. Abrams
C. Weaver
C. Weaver
C. Weaver
C. Weaver
C. Weaver
C. Weaver
C. Weaver
C. LeCouris
S. Litzinger

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: August 10, 2021
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:00 a.m.

MEMBERS PRESENT

Arno Proctor
Brandon Whiteman
Fred Morgan
Ted Knight, Chair

MEMBERS ABSENT

Deb Stanley

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

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

Brandon Whiteman made a motion to approve the minutes from the May 11, 2021 meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Workforce Issues that are Important to Our Community

Rusty Skinner updated the committee on the following items:

- Requests for guidance from DEO as to the affect Bill 1507 will have on changes to operations that will need to be addressed in annual planning have been submitted. No input has been received yet but is expected. It is anticipated that more

information will be shared at the upcoming Summit in September.

- DEO has provided recent guidance that all CareerSource centers must be open to the public for 8 hours per day and that no customers can be turned away due to dress code requirements. We were already in compliance with these requirements.
- Due to limited access to RA and the Connect system we are unable to assist customers quickly. It has been requested that additional staff members in each center be provided additional access to Connect to assist with RA inquiries, such as pin resets.
- PIN resets have become an increasing issue since DEO locked numerous accounts out of precaution of security issues with the connect system.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Finance Monitoring Exit Review

Dale French explained to the committee that a pre-liminary report of the annual financial audit has been provided. No issues, non-compliance, or findings were found. The final report will come back to this committee for approval when it is released.

Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. Due to the shortage of candidates, Talent Center staff have been thinking out of the box for candidate resources. Staff have reached out to real estate offices to find new residents to the area and offer our services. There have been quality referrals gained through this process. Traffic is expected to increase as the school year gets underway. A variety of workshops are planned, as well as a CF faculty workshop.

Event Report

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 (WEC). This last program year has an event hire rate of 42%, mostly due to the success of Amazon. Amazon and WEC hiring is ongoing. As we see increases in job seekers we look forward to another successful year of events.

Workforce Intelligence

Performance Measures

Annual Comparison – Centers

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

- Workforce Intelligence: She noted traffic in the centers is higher than in 2020 but down from 2019 figures. Training in healthcare has made significant gains and there

is positive movement in the professional and construction industries for training opportunities. Things are improving.

- Performance Measures: The report reflects significant positive numbers despite the participation requirements being waived.
- Annual Center Comparisons:
 - Citrus County traffic was up and wages stayed consistent.
 - Levy and Marion have experienced decreases in traffic but increases in wages.

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 third cohort is underway and successful outcomes in the first and second cohort.

Citrus Sign-On Bonus

Cory Weaver reviewed the report, noting one hire so far. She presented the promotional fliers that are being shared by community partners and located in the Lecanto center.

Net Promoter

Steven Litzinger explained the reports will now be presented in a calendar year format versus a program year format.

- Transactional Surveys: Although, there were decreases in this quarter, scores were still very good. All the comments have been reviewed and are available upon request. Many comments indicated a dissatisfaction with the unemployment process and response, or were DEO related. No trending issues have been identified.
- Business Services: Scoring lower than usual, business representatives seem to be frustrated over the quantity and quality of candidates. Although, the scoring was lower, comments indicated overall positive experiences with our staff.
- Talent Center continues to have a high level of customer service satisfaction.

Contract Reports

Cindy LeCouris reviewed the performance report for all three counties and the youth report. An error was noted on the performance report. A corrected report will be attached to these minutes.

- County Reports: Citrus and Marion Counties met their goals last quarter. Levy County did not, as there is not an economic development director in place. There is a candidate in the hiring process, and we are hopeful for performance stability when the new director is finally onboarded.
- Youth Report: Eckerd did not meet their goals, due to a directive by the DEO to

close all cases that had remained open for a certain duration by June 30 with no exceptions. Three cases were affected by this directive and changed the outcome of a successful performance quarter. Eckerd continues to provide outstanding services to the youth in our community and received an annual report with no findings. Considering all these factors the Executive Committee recently approved 100% pay out.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:44 a.m.

APPROVED:

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	7	100.00%

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



CareerSource CLM's LMI Dashboard Link

<https://career-source-clm.eimpactv2.report/reports/view/6176e9c0b0d02f003867552d>



RECORD OF ACTION/APPROVAL

**Performance and Monitoring Committee
Tuesday, November 9, 2021**

TOPIC/ISSUE:

Acceptance of 2020-2021 monitoring close-out

BACKGROUND:

State programmatic and finance monitoring occurred May 3 through May 7, 2021. We have submitted our responses to the monitoring for DEO's review and approval.

POINTS OF CONSIDERATION:

We received a close-out letter dated September 21, 2021 accepting our responses and officially closing the last programmatic monitoring review.

STAFF RECOMMENDATIONS:

Accept the final report and close-out letter.

COMMITTEE ACTION:

BOARD ACTION:

Program Year 2020-21

Quality Assurance Report

*Programmatic and Financial
Compliance Monitoring Review*

August 17, 2021



Local Workforce Development Board - 10

**Florida Department of
Economic Opportunity**

**Division of Workforce Services
And Division of Finance and
Administration**



Florida Department of Economic Opportunity | Caldwell Building | 107 E. Madison Street | Tallahassee, FL 32399
850.245.7105 | www.floridajobs.org
www.twitter.com/FLDEO | www.facebook.com/FLDEO

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

**QUALITY ASSURANCE REPORT
CAREERSOURCE CITRUS LEVY MARION
LOCAL WORKFORCE DEVELOPMENT BOARD (LWDB) 10**

EXECUTIVE BRIEFING AND OVERVIEW

The Department of Economic Opportunity (DEO) must perform annual monitoring of its subrecipient workforce entities as required by federal and state laws, rules, regulations and applicable DEO guidance. To accomplish DEO's monitoring goal, a joint programmatic and financial monitoring review of CareerSource Citrus Levy Marion's (the "LWDB") workforce programs was conducted by DEO's Bureau of One-Stop and Program Support (OSPS) and Bureau of Financial Monitoring and Accountability (FMA) staff.

The monitoring activities included assessing the LWDB's program operations, management practices, system protocols, internal controls, financial record keeping and reporting to determine if the LWDB operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contracts or agreement terms. The monitoring was conducted via a desk review to test participant case file records and financial activities and transactions.

Programmatic and financial management issues identified in the report are generally categorized as Findings, Issues of Noncompliance, and Observations based on a scale of high, medium and low risk probabilities. High, medium and low risk factors are used to separate those issues that present more of a threat to program operations than others including issues that may potentially impact the fiscal integrity or delivery of services within program operations.

The review revealed that the LWDB has the systems in place to perform the broad management, operational, and financial functions required to operate the workforce programs. However, deficiencies in case file documentation requirements and operational and system practices in several program review areas were identified during the review. There were also several new and repeat issues found which may affect program operations if not corrected.

In accordance with [Administrative Policy 104 – Sanctions for Local Workforce Development Boards' Failure to Meet Federal and State Standards](#), as subrecipients of authorized funds administered by DEO, LWDBs are accountable for failing to correct performance, programmatic and financial deficiencies found during compliance and auditing reviews. To reduce performance, programmatic or financial deficiencies, and to increase programmatic integrity at the local level, any subrecipient not meeting the regulatory or statutory standards shall be subject to specific conditions, remedies, and sanctions consistent with applicable federal laws, regulations, and state guidance. Correcting any deficiencies maintains credibility in administration of workforce programs, reduces risk of compliance findings, and reduces the potential for a reduction or recapture of funds by the United States Department of Labor (USDOL) or other federal or state funds.

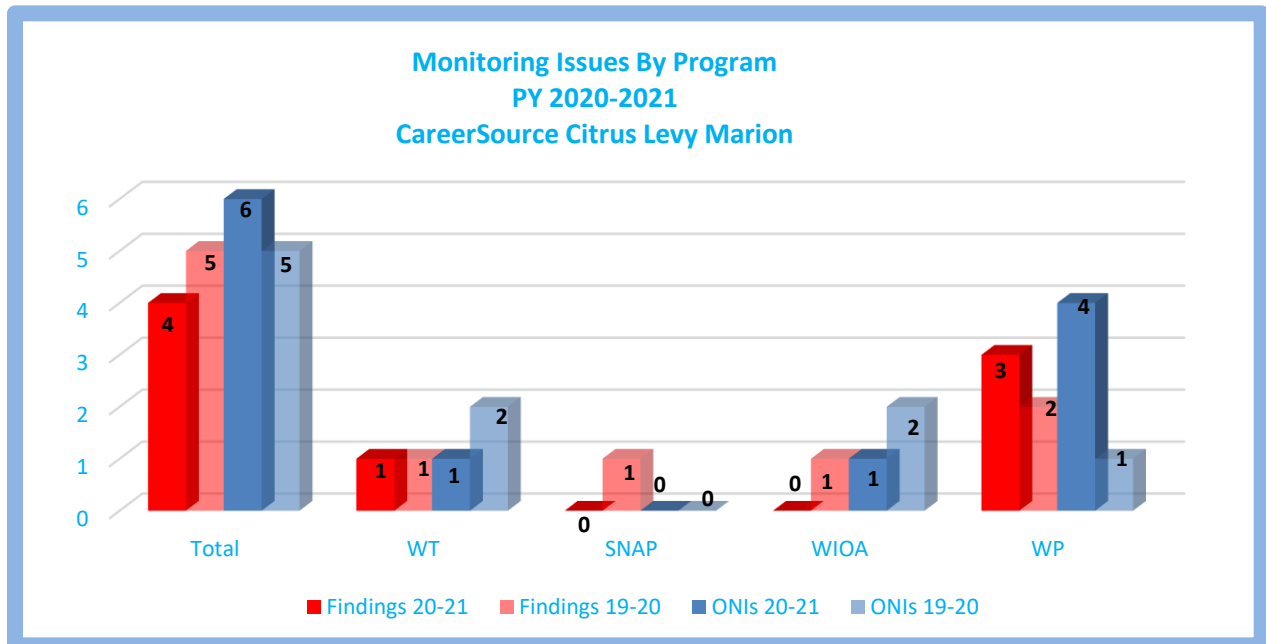
For additional programmatic and financial monitoring information and resources, click here: [Monitoring Overview](#)

The results of each of the LWDB's workforce programs are summarized in the following charts by program and category.

SUMMARY TABLE OF PROGRAMMATIC MONITORING RESULTS

N=No. Y=Yes. N/A=Not Applicable.

Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
WT	A safety plan was missing and elements from the safety plan was not included on the Individual Responsibility Plan for a victim of domestic violence.	Y	Y		
	Employment documentation in a participant's case file did not match information recorded in OSST.			N	Y
WT Totals		1	1	0	1
WIOA Common Issue	Measurable skills gains (MSG) were not recorded in Employ Florida for several participants.			Y	Y
		0	0	1	1
WIOA Totals		0	0	1	1
WP	Permission to create Employ Florida registrations not documented for a couple of job seekers and several job seekers did not have a full application completed.	Y	Y		
	A job order did not have documentation that the job met Florida's minimum wage rate requirements.	Y	Y		
	A MSFW was not referred to supportive services.	Y	Y		
	A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency".			Y	Y
	An O*Net code for a job order position recorded in Employ Florida did not match the job order description.			N	Y
	An Employability Development Plan did not contain all required information.			N	Y
	Multiple front-line staff did not complete the required 15 hours of continuing education.			N	Y
WP Totals		3	3	1	4
Results-All Programs		4	4	2	6



Note: The above chart reflects a two-year comparison of monitoring issues (PY 2019-20 and PY 2020-21).

DEFINITIONS APPLICABLE TO PROGRAMMATIC MONITORING

1. **Finding** – A high risk issue which directly impacts the integrity or effectiveness of program operations or could potentially result in major program deficiencies (e.g., participant ineligibility, missing files, lack of fully executed contracts, issues indicative of systemic problems in program operations, appearance of fraud or abuse, non-conforming services provided to participants, questioned costs, etc.). Findings are expected to be responded to in the Corrective Action Plan (CAP).
2. **Other Noncompliance Issue (ONI)** – A medium risk issue that results in deviation from process or practice not likely to result in failure of the management system or process but has a direct impact on program operations (data validity, timeliness of entering system information, missing program elements and employment plan information, failure to timely conduct follow-ups, etc.). ONIs could potentially be upgraded to a finding over time based on the nature of the deficiency (e.g., repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.). ONIs are expected to be responded to in the CAP.
3. **Observation** – A low risk issue intended to offer an opportunity to improve current local practices, processes and procedures that result in positive program outcomes. Observations are not expected to be responded to in the CAP.

SUMMARY TABLE OF FINANCIAL MONITORING RESULTS

2020-21 Financial Monitoring Results				
Category	Repeat of Prior Year	Reference(s)		
Prior Year Corrective Action Follow-Up	No	There were no findings or issues of noncompliance in the prior year.		
Category	Findings	Issues of Non-Compliance	Observations	Technical Assistance Provided
None				
TOTAL	0	0	0	0

DEFINITIONS APPLICABLE TO FINANCIAL MONITORING

1. **Finding** – Lack of compliance with federal or state laws, rules and regulations, administrative codes, or state guidance that may result in disallowed costs or impact the integrity of program operations. Findings are expected to be responded to in the CAP.
2. **Noncompliance** – Lack of compliance with federal or state laws, rules and regulations, administrative codes, or state guidance but may not result in disallowed costs or do not impact the integrity of program operations. Issues of Noncompliance are expected to be responded to in the CAP.
3. **Observation** – Informative statements or constructive comments to improve the delivery of services and to help ensure continued fiscal integrity of the LWDB. Observations are not expected to be responded to in the CAP.
4. **Technical Assistance** – Any assistance provided by the financial monitoring team to LWDB staff.

**QUALITY ASSURANCE REPORT
CAREERSOURCE CITRUS LEVY MARION
LOCAL WORKFORCE DEVELOPMENT BOARD (LWDB) 10**

I. DESCRIPTION OF MONITORING APPROACH

Monitoring consisted of a joint programmatic and financial review of the LWDB's workforce programs. Local operating procedures (LOP), program services and activities, local plans and reports, as well as financial management practices, record keeping, safeguards and reporting were reviewed to determine if appropriate processes, procedures and controls were in place and properly implemented. The monitoring review also included sample testing of randomly selected participant case file records from each of the workforce programs reviewed.

Due to COVID-19 restrictions, a desktop review was performed in lieu of an on-site visit.

Note: Programs reviewed, dates of review, entrance/exit conference attendees and other logistics are outlined in the Appendix Section of this report.

II. FINANCIAL MONITORING RESULTS

FMA performed financial monitoring procedures based on the elements described in the PY 2020-21 Financial Monitoring Tool. The monitoring procedures performed included tests of transaction details, file inspections, and inquiries to (1) determine the status of recommendations from the prior year monitoring visit(s), and (2) to adequately support current year Findings, Issues of Noncompliance, Observations and Technical Assistance. The results of the financial monitoring testing are described below.

Findings and Issues of Noncompliance

There were no Findings or Issues of Noncompliance identified during the financial monitoring review period of April 1, 2020 – March 31, 2021.

Observations

There were no Observations identified during the financial monitoring review period of April 1, 2020 – March 31, 2021.

Technical Assistance

There was no Technical Assistance provided during the financial monitoring review period of April 1, 2020 – March 31, 2021.

III. PROGRAMMATIC MONITORING RESULTS

The outcome of the programmatic monitoring is detailed in the following sections of the report. The information presented describes the issues noted and, where appropriate, required corrective actions for improvement.

NOTE: The following general program CAP requirements must be submitted with each Finding and Other Noncompliance Issue identified in the report. Additionally, a separate CAP response must be submitted for any additional program specific issues identified in each section of the report.

General Program CAP requirements

- A specific plan of action outlining the reasons for noncompliance as well as efforts taken to prevent future occurrences.
- A copy of a monitoring schedule showing timeframes and the activities and services that will be monitored.
- Documentation showing staff training or refresher training has been or will be provided. Documentation must include training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication to staff informing them of the requirements.

WELFARE TRANSITION (WT)

The sample size consisted of 39 participant case files. The following issues were identified:

Finding Number WT 10.21.01

Documentation of Safety Plan/Safety Plan Elements

Applicable references: FG 02-026 (Domestic Violence Program Final Guidance Paper); 414.065 Florida Statutes (F.S.)

Of the two case files reviewed of participants identified as victims of domestic violence, one (50.0 percent) did not have a safety plan documented in the case file. Also, the required elements from the safety plan were not documented on the IRP.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Absence of a safety plan and failure to outline elements of the safety plan on the IRP/ARP could place participants in potential danger by not knowing what safety resources are available to them or how to react in a confrontational situation.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation showing staff have reviewed the one domestic violence participant file, developed a safety plan, and updated the IRP/ARP to include the elements from the safety plan, if the case is still active. Additionally, an assurance must be provided with the CAP that safety plans will be developed in the future for all victims of domestic violence and elements of the safety plans will be included on the IRP. A plan for accomplishing this in the future must also be provided with the CAP.

ONI Number WT 10.21.01

Employment Verification

Applicable reference(s): Chapter 445.010 F.S.; and Florida's Work Verification Plan.

Of the five case files reviewed of participants with an employment activity recorded in OSST, one (20.0 percent) had employment dates on documents in the case files that did not match the information recorded in OSST.

Recurring Issue from Previous Year: No.

Risk Impact: This data is used for reporting purposes and incorrect data entry impacts the validity of the data being reported and can negatively impact performance. The data entered in the system must be auditable and supported by documentation in the case files.

Required Action: In addition to the general required CAP actions, documentation must be provided showing staff have verified the participant's employment status and taken action to ensure case file documentation matches the information in OSST, if the file is still active. Additionally, the LWDB must provide an assurance that measures will be taken to ensure employment documentation is maintained in the files and cross-referenced with data entered in the system for accuracy. A plan to prevent a recurrence of this issue in the future must also be provided with the CAP.

OBSERVATION

The case file review also revealed that several participants were left in open WT activities for extended periods of time without closing the cases timely. The LWDB must remind program staff that if a case is reopened to allow the applicant an opportunity to complete the work registration process, and if no services or activities are provided and the time has expired for completing the work registration process, the case should be closed timely in OSST.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM - EMPLOYMENT AND TRAINING (SNAP E&T)

The sample size consisted of 16 participant case files.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

WORKFORCE INNOVATION AND OPPORTUNITY ACT

WIOA ADULT AND DISLOCATED WORKER PROGRAM

The sample size consisted of 27 Adult and Dislocated Worker participant case files (19 Adults and eight Dislocated Workers).

A common issue was identified and is outlined under the Common Issue section.

WIOA YOUTH PROGRAM

The sample size consisted of 13 Out-of-School Youth participant case files.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

WIOA ADULT AND DISLOCATED WORKER SPECIAL PROJECTS

The sample size consisted of 15 participant case files for the following special projects: Sector Strategies Bridge to Skilled Trades, Apprenticeship Expansion 2019, Soft Skills Development-2019-Retail and Hospitality Academy, Sector Strategies 2019-Bridge to Skilled Trades II and COVID-19 Public Health Emergency.

A common issue was identified and is outlined under the Common Issue section below:

COMMON ISSUE

The following common issue was identified in the WIOA Adult/Dislocated Worker and Special Projects.

ONI Number WIOA 10.21.02

Recording of Measurable Skill Gains (MSG)

Applicable reference(s): WIOA Section 116; 20 CFR Part 677.155(a)(v); TEGL 10-16, Change 1.

- Of the 24 Adult/Dislocated Worker participant case files reviewed of participants enrolled in an education or training program, two (8.3 percent) participant files did not have a MSG recorded within the applicable program year.
- Of the 12 WIOA Youth participant case files reviewed of participants enrolled in an education or training program, three (25.0 percent) participant case files did not have a MSG recorded within the applicable program year.

Recurring Issue from Previous Year: Yes. (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Failure to enter and accurately record MSG information in Employ Florida negatively impacts performance results.

Required Action: In addition to the general required CAP actions, the LWDB must provide an assurance with the CAP that MSGs will be documented and accurately recorded by the applicable program year and the process for accomplishing this in the future must also be provided with the CAP.

WAGNER-PEYSER (WP) PROGRAM

The sample size consisted of 68 participant case files (30 job seekers, 20 job orders, 15 job seeker placements, and three RESEA).

The following issues were identified:

Finding Number WP 10.21.02

Job Seeker Permission for Registration and Requirements for Participation

Applicable reference(s): 20 CFR 651.10, TEGL 19-16, and Administrative Policy 096 (rev. 5/24/2019, 2/20/2020, and 1/7/2021).

Staff registration of a new job seeker in Employ Florida has specific guidelines that must be followed such as obtaining the job seeker's permission prior to creating and entering a new registration in Employ Florida. Job

seekers registered between 5/24/2019 and 1/7/2021 must also have a full application in Employ Florida prior to receiving a service that initiates or triggers participation.

The following issues were identified:

- Of the 17 job seekers reviewed with a staff-entered registration after 5/24/2019, two (11.8 percent) were missing documentation of permission to create the account in Employ Florida.
- Of the 29 job seeker registrations completed in Employ Florida, four (13.8 percent) job seekers did not have a full application documented in Employ Florida when a staff assisted service initiated participation.

Recurring Issue from Previous Year: No - Full Application; Yes - Registration Permission (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Failure to document permission of staff registration, staff referrals, or obtaining a full application prior to participation has an impact on performance reporting and can also lead to erroneous or fraudulent job seeker entry of invalid or false registrations.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation of the efforts made by staff to contact and verify the job seekers' permission to create an Employ Florida registration as well as documentation that a full application has been recorded in Employ Florida, if the case is still active. An assurance must also be provided that LWDB staff will take necessary steps to document all future registrations and referrals in case notes on the job seeker's Employ Florida account. A plan of action to prevent a recurrence of these issues in the future must also be provided.

Finding Number WP 10.21.03

Job Order Placement and Wage Rate Verification

Applicable reference(s): Fair Labor Standards Act of 1938 as amended, 29 U.S.C. section 206; 20 CFR 680.170; section 448.01, F.S.; TEGL 19-16 and DEO Administrative Policy 099.

Of the three job orders reviewed with a wage rate listed in Employ Florida below the federal or state minimum wage, one (33.3 percent) did not have documentation that staff verified the employer would pay at least the state's minimum wage.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Allowing an employer to advertise or hire a job seeker at a wage rate that is less than the minimum wage could lead to minimum wage compensation violations.

Required Action: In addition to the general required CAP actions, the LWDB must attest that the one job order has been reviewed and verification that the employer will pay at least the Florida minimum wage rate is documented in a case note, if the job order is still open. Additionally, the LWDB must provide an assurance that case notes will be entered on all job orders documenting staff verification of the Florida minimum wage rate in the future. A plan or process to prevent a recurrence of this issue in the future must also be provided with the CAP.

Finding Number WP 10.21.04

Migrant and Seasonal Farmworker (MSFW) Services

Applicable reference(s): 20 CFR 653 and DEO FG 03-040.

Job seekers visiting the career centers and identified as MSFWs must be referred to supportive services and documentation of the referral must be maintained in the file. The one MSFW job seeker file reviewed did not contain documentation of a referral to supportive services.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: This issue impacts MSFW service delivery and performance reporting. It may also limit job and training opportunities and lead to possible farmworker civil rights violations.

Required Action: In addition to the general required CAP actions, documentation must be provided that the LWDB has taken action to refer the MSFW job seeker to supportive services and service codes (169 – 179) have been recorded in Employ Florida to document this action, if the case is still active. Documentation of the LWDB’s efforts to verify, provide, and record in Employ Florida the provision of a referral to supportive services for all MSFWs with an open participation subsequent to the review must also be included with the CAP. A plan or process to prevent a recurrence of this issue in the future must also be provided with the CAP.

ONI Number WP 10.21.03

Staffing (Private/Temporary Employment) Agencies

Applicable reference(s): Wagner-Peyser Act of 1933, as amended, Sec. 13(b)(1); Administrative Policy 99; DEO Memorandum entitled “Job Orders from Private Employment Agencies” dated June 31, 2007.

State guidance requires all positions offered by staffing (private/temporary employment) agencies to carry the phrase “Position offered by no-fee agency” in the job description section of the job order.

Of the two job orders reviewed from staffing (private/temporary employment) agencies, one (50.0 percent) did not contain the phrase “Position offered by no-fee agency” in the job description section.

Recurring Issue from Previous Year: Yes (Prior year CAP verified but noncompliance continues to occur).

Risk Impact: Noncompliance may lead to possible complaints and other issues if the job seeker is charged a fee for referral and placement.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation that staff have or will review all open job orders from private/temporary employment agencies subsequent to the review to ensure the required language has been indicated in the job order description.

ONI Number WP 10.21.04

Job Order Placements

Applicable reference(s): 20 CFR 651.10, 20 CFR 680.170, TEGL 19-16, and DEO Administrative Policy 099.

To provide the most efficient job matching system, O*NET codes on job orders must be accurate and relevant to the listed position.

Of the 20 job seeker placements reviewed, the O*NET code recorded for one (5.0 percent) position did not match the job order description in Employ Florida.

Recurring Issue from Previous Year: No.

Risk Impact: Noncompliance with placement guidelines has an impact on performance reporting (Monthly Management Report and other staff reports), as well as erroneous information being recorded in the system if placements are not valid.

Required Action: In addition to the general required CAP actions, the LWDB must document efforts that staff have verified the accuracy of the job description and taken action to ensure the O*NET code entered in Employ Florida matches the job order description. Documentation must also be provided with the CAP that the LWDB will review and verify O*NET codes for all open and active job orders to ensure compliance with accompanying job descriptions. A plan or process to manage this activity to prevent future recurrences must be provided with the CAP.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) PROGRAM

The RESEA program review focused on the LWDB's compliance with the requirements of the grant to assist reemployment assistance (RA) claimants in returning to work faster by connecting claimants/participants with in-person assessments, and reemployment services and opportunities to further their reemployment goals and successful employment outcomes.

The sample size consisted of three participant case files. The following issue was identified.

ONI Number WP 10.21.05

Employability Development Plans (EDPs)

Applicable reference(s): 20 CFR 651.10; 443.1317(1)(b) and 443.091 FS; FL Administrative Rule 73B-21.028; 20 CFR Part 1010; DEO Employ Florida Service Code Guide, issued 7/20/2018; and State Veterans Program Plan of Service.

Of the five EDPs reviewed, one (20.0 percent) was missing specific action steps for the participant to reach their short-and long-range occupational goals.

Recurring Issue from Previous Year: No.

Risk Impact: Absence of specific action steps on the EDP reduces staff's ability to work effectively and efficiently with participants in delivering services, tracking employability goals, and determining what the participant is required to do to attain the long-term occupational goals.

Required Action: In addition to the general required CAP actions, the LWDB must include documentation that staff have or will review all future EDP codes recorded in Employ Florida for WP and RESEA job seekers to ensure case notes have been recorded identifying all required elements of the service(s) provided. Documentation must also be provided of attempts to contact and develop the missing goals for the identified job seeker, if the application is still open or the job seeker is still active in Employ Florida.

CAREER CENTER CREDENTIALING

The career center credentialing review focused on ensuring administrative requirements and records were posted and maintained, that front-line staff had completed all required Tier I certification and continuing education courses, and that an Employment Service Complaint System was in place to process any complaints received.

The following issue was identified:

ONI Number WP 10.21.06

Staff Continuing Education Units (CEU)

Applicable reference(s): DEO Administrative Policy 092.

The LWDB did not provide documentation to verify front-line staff completed the required 15 CEU hours within the year subsequent to the completion of their Tier 1 certification.

Recurring Issue from Previous Year: No.

Risk Impact: The LWDB must adhere to Tier I Certification and CEU requirements. Lack of credentialed and certified staff could affect the level and quality of services provided to job seekers at career centers.

Required Action: In addition to the general required CAP actions, documentation must be provided that all staff CEU requirements have been or will be met including a timeline for accomplishing this. Additionally, documentation must be maintained to support the training provided to ensure all front-line staff completes their Tier 1 Certification within the required time period.

IV. FINANCIAL DISCLOSURE REVIEW

Description of Review Methodology

The Financial Disclosure review focused on determining the LWDB's compliance with financial disclosure requirements as referenced in Sections 112.3145 and 445.07, Florida Statutes, and DEO's Final Guidance FG-075.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

V. COLLECTION OF DEMOGRAPHIC INFORMATION

The purpose of this section of the review is to determine compliance with the nondiscrimination and equal opportunity provisions of 29 CFR Part 37, and DEO's Guidelines for Compliance with Section 188 of the Workforce Innovation and Opportunity Act regarding Collection of Demographic Data.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

VI. MANAGEMENT REVIEW PROCESS

The purpose of this review is to determine whether the LWDB is implementing requirements associated with local merit staffing responsibilities for DEO staff assigned to work under the functional supervision of the LWDB, local sector strategies, and local board governance activities. The region should create a local implementation sector strategy policy.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

VII. MANAGEMENT INFORMATION SYSTEMS (MIS)

The MIS security check focused on the effectiveness of the LWDB's information security controls and whether a business process and policy are in place that protects DEO data and information technology resources and complies with DEO's Information Technology (IT) guidelines and the DEO/LWDB Grantee/Subgrantee agreement requirements.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

VIII. TRAINING AND TECHNICAL ASSISTANCE

For questions and/or technical assistance in any of the program review areas, the LWDB should contact OSPS at the following email addresses:

- WT - WTProgram@deo.myflorida.com
- SNAP - SNAPETProgram@deo.myflorida.com
- WIOA - WIOA@deo.myflorida.com
- TAA - TAA@deo.myflorida.com
- WP - Wagner.Peyser@deo.myflorida.com
- RESEA - RESEA@deo.myflorida.com
- FLC - H-2A.JobOrder@deo.myflorida.com and H-2BJobOrder@deo.myflorida.com
- MSFW – [State Monitor Advocate \(via direct email\)](#)

Additional training can be requested by sending a [Training Request Form](#) to WFSTraining@deo.myflorida.com.

CORRECTIVE ACTION PLAN REQUIREMENTS

A CAP is required to address how the LWDB will correct any programmatic and financial management findings and other noncompliance issues identified in the report. For the noted deficiencies, recommendations and suggestions have been provided to help respond to the issues identified, help develop and implement processes that result in positive program practices and performance outcomes, and also help to improve the quality and integrity of the data collected.

IX. APPENDIX

A. COMPLIANCE REVIEW BACKGROUND INFORMATION/MONITORING ACTIVITIES

LWDB Name: CareerSource Citrus Levy Marion (LWDB - 10)

Programmatic Monitoring Review Dates: May 3 - 7, 2021

Financial Monitoring Review Dates: May 3 - 7, 2021

Programmatic Monitoring Sample Review Period: April 1, 2020 – March 31, 2021

Financial Monitoring Sample Review Period: April 1, 2020 – March 31, 2021

Programs Reviewed:

- Welfare Transition
- Supplemental Nutrition Assistance Program - Employment and Training
- Workforce Innovation and Opportunity Act
- Wagner-Peyser
- Any special projects identified and operational during the review period
- Financial management practices, record keeping, safeguards and reporting

Entrance and Exit Conference Attendees:

The programmatic entrance conference with LWDB staff was conducted on May 3, 2021. The exit conference was conducted on May 7, 2021. The entrance/exit conference attendees are listed below:

NAME	Agency	Entrance Conference	Exit Conference
Sanchez Emanuel	DEO (Review Lead)	X	X
Mary Blake	DEO	X	X
Sharon Saulter	DEO	X	X
Christa Nelson	DEO	X	X
Dacia Roberts	DCF	X	
Steven Litzinger	LWDB	X	X
Dale French	LWDB	X	X
Cory Weaver	LWDB	X	
Cindy LeCouris	LWDB	X	X
Myrna Serrano	LWDB	X	X
Cathy Galica	LWDB	X	X
Larry Trowbridge	LWDB		X
Amy Kelly	LWDB		X
Sloane Underwood	LWDB		X

The financial monitoring entrance conference with LWDB staff was conducted on May 3, 2021. The exit conference was conducted on July 29, 2021. The entrance/exit conference attendees are listed below:

Lisa Milton, FMA	DEO	x	x
Susan Heller, Director of Finance	LWDB	x	x
Thomas Skinner, CEO	LWDB		x
Dale French, Executive VP	LWDB		x

B. COMPLIANCE REVIEW SCOPE AND METHODOLOGY

Review Scope

The monitoring scope consisted of a joint programmatic and financial monitoring review of the LWDB's workforce programs. Local operating procedures (LOP), program services and activities, local plans and reports, as well as financial management practices, record keeping, safeguards and reporting were reviewed to determine if appropriate processes, procedures and financial controls were in place and properly implemented. The monitoring review also included sample testing of participant case file records. To maximize resources and accomplish the review objectives, collaboration with program experts in the evaluation of both programmatic and financial data by a joint monitoring review team was conducted.

Programmatic Monitoring Review Methodology

The participant case file review sample consisted of randomly selected files from each of the workforce programs reviewed based on OSPS's sampling methodology. The files were reviewed to determine whether adequate documentation was maintained to support participant eligibility and services rendered. The files were also reviewed and validated by checking the accuracy of management information system (MIS) records and comparing keyed entries made by the LWDB against case file source documents.

Financial Monitoring Review Methodology

The financial monitoring review focused on all financial management systems to determine if the LWDB properly accounted for and correctly recorded and reported expenditures. During the financial review, an examination of the LWDB's accounting records, internal controls, and supporting documentation which included, but was not limited to, a review of cash management, general ledger and cost allocations, payroll and personnel activity report (PAR) testing, disbursement testing, and reporting of program data in the MIS was completed. A sample of participant records identified from the programmatic sample was also reviewed and tested for financial monitoring reporting and compliance by the financial monitoring team. The monitoring procedures used during the review are described in detail in the financial monitoring tool and risk assessment plan.

The sample size and selections for each monitoring objective was based on, but not limited to, a risk assessment performed by FMA staff and reviews of the monthly general ledger and cost allocation statistics. The risk assessment includes factors such as the funding allocation to each LWDB, results of prior monitoring and audit reports, personnel and staffing changes, and organizational structure.

Programmatic and Financial Monitoring Review Tools

DEO's programmatic and financial monitoring review tools were used to conduct the review. The tools were developed to provide a framework for monitoring activities performed by OSPS and FMA staff as well as the criteria used to monitor. The tools are designed to provide a comprehensive assessment of the processes and procedures used by the LWDB to capture, manage, safeguard, and account for and report data. Use of the monitoring tools also ensured that the review process followed a planned and consistent course of action that provided adequate verification of specific program data elements.

Ron DeSantis
GOVERNOR



Dane Eagle
SECRETARY

September 21, 2021

Mr. Thomas "Rusty" Skinner, CEO
CareerSource Citrus Levy Marion
Enterprise Center
3003 SW College Road, Suite 205
Ocala, Florida 34474

Dear Mr. Skinner:

The Department of Economic Opportunity would like to thank you and CareerSource Citrus Levy Marion staff for your participation and cooperation in the Program Year (PY) 2020-2021 quality assurance review of your workforce programs. Your corrective action plan for resolving the findings and other noncompliance issues identified in the report has been accepted. Consequently, this correspondence closes the PY 2020-2021 quality assurance review process.

Should you have any questions or require additional information, please contact Ken Williams at (850) 245-7457 or via email at Kenneth.Williams@deo.myflorida.com.

Sincerely,

Charles Williams, Workforce Administrator
Bureau of One-Stop and Program Support

CW/oske

cc: Michelle Dennard
Andrew Collins
Tom Abney
Casey Penn
Ken Williams

Florida Department of Economic Opportunity | Caldwell Building | 107 E. Madison Street | Tallahassee, FL 32399
850.245.7105 | www.FloridaJobs.org
www.twitter.com/FLDEO | www.facebook.com/FLDEO

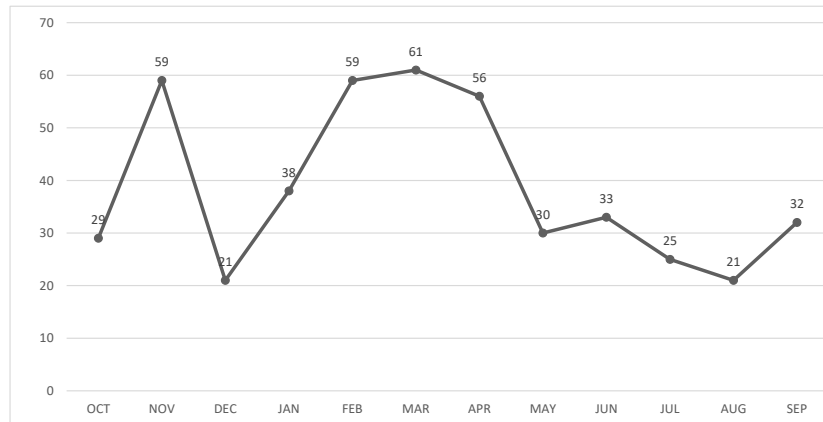
An equal opportunity employer/program. Auxiliary aids and service are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TTD equipment via the Florida Relay Service at 711.

TRAFFIC COUNT

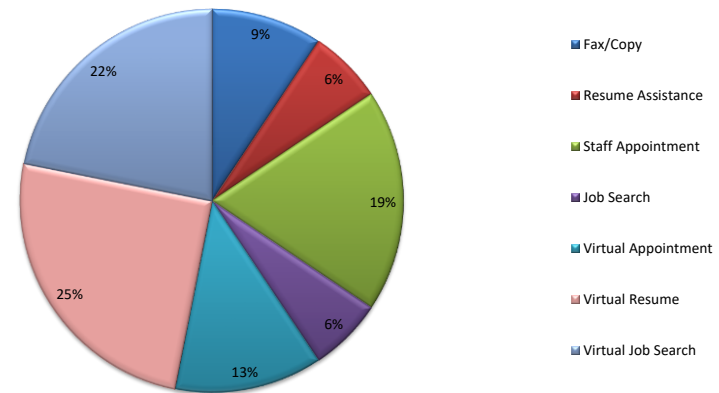
											2021			YTD
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP		
REFERRALS	16	16	13	11	19	15	9	8	7	6	17	12	149	
PLACEMENTS	5	4	2	6	2	10	4	1	3	4	8	6	55	
INTERNSHIPS	1	0	0	0	0	1	0	0	0	0	0	0	2	
OJT/WEX/CBT	0	0	0	0	0	0	0	0	0	0	0	0	0	
TRAFFIC*	29	59	21	38	59	61	56	30	33	25	21	32	464	

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by in office and virtual services provided



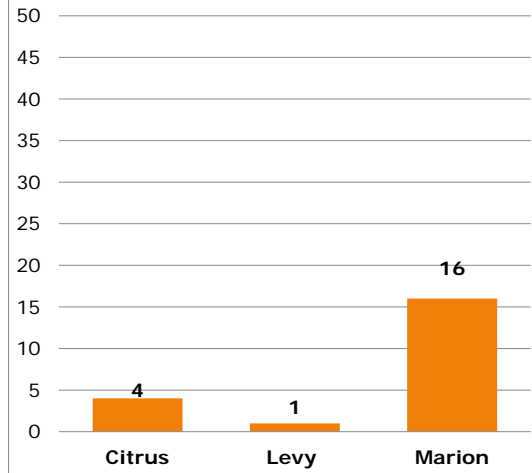
PY 21 - 22 Individual Events

Total Events: 21
Attendees: 383
Reported Hires: 184

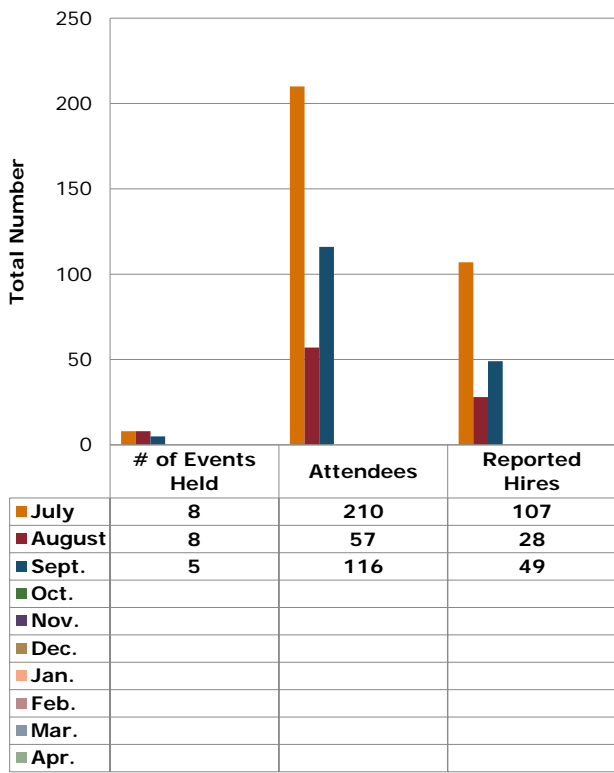
PY 21 - 22 Job Fairs & Expos

Attendees: 111
Businesses: 39

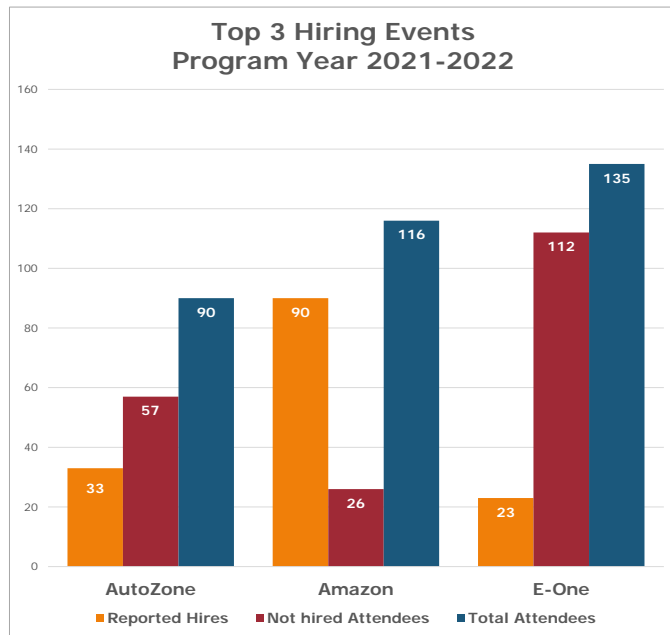
Hiring Events by County PY21-22



Individual Hiring Events



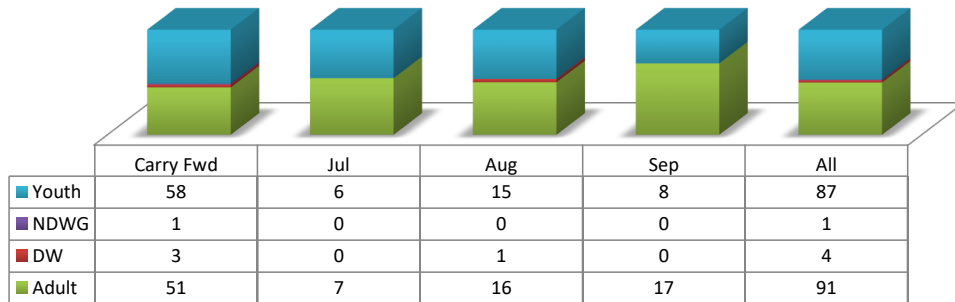
**Top 3 Hiring Events
Program Year 2021-2022**



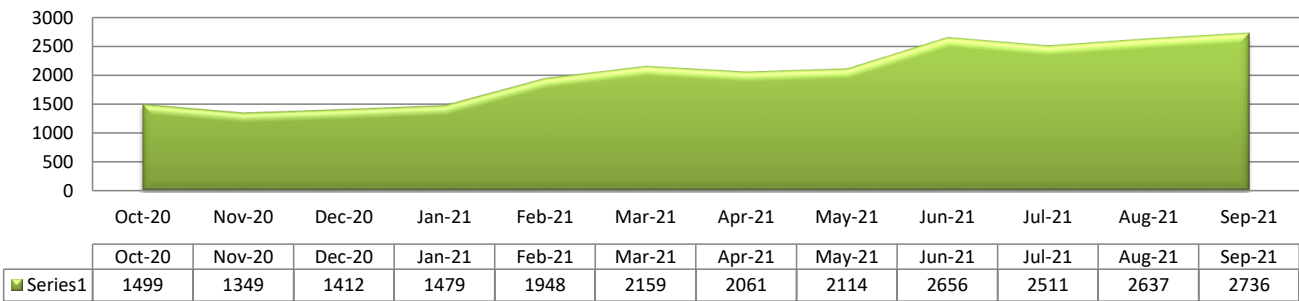
Other Recruitment Events 07/2021 - 9/2021

Event Date	Event Name	Event Location	County
7/20/2021	Antennas For Communication	AFC Site	Marion
7/20/2021	Dept of Agriculture/Consumer Services	Chiefland	Levy
8/4/2021	Wanzek	CF Lecanto	Citrus
8/11/2021	TrueCore	Lecanto Office	Citrus
8/12/2021	Kids Central	14th Street	Marion
8/19/2021	MCPS	14th Street	Marion
8/24/2021	Florida Mentor	Lecanto Office	Citrus
8/26/2021	Walt's Brakes & More	14th Street	Marion
9/1/2021	Everclear Pool Services	Lecanto Office	Citrus
9/2/2021	CSL Plasma	14th Street	Marion
9/3/2021	Heart of Florida	HOF Site	Marion
6/9/2021	Staff America	14th Street	Marion

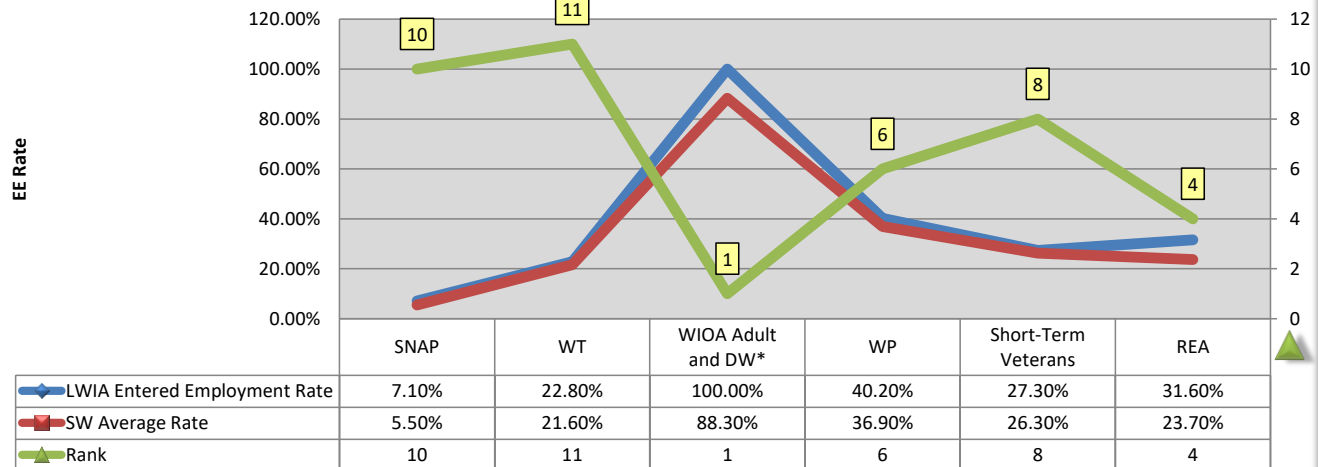
All WIOA Participant Enrollments



Center Traffic - 12 Months

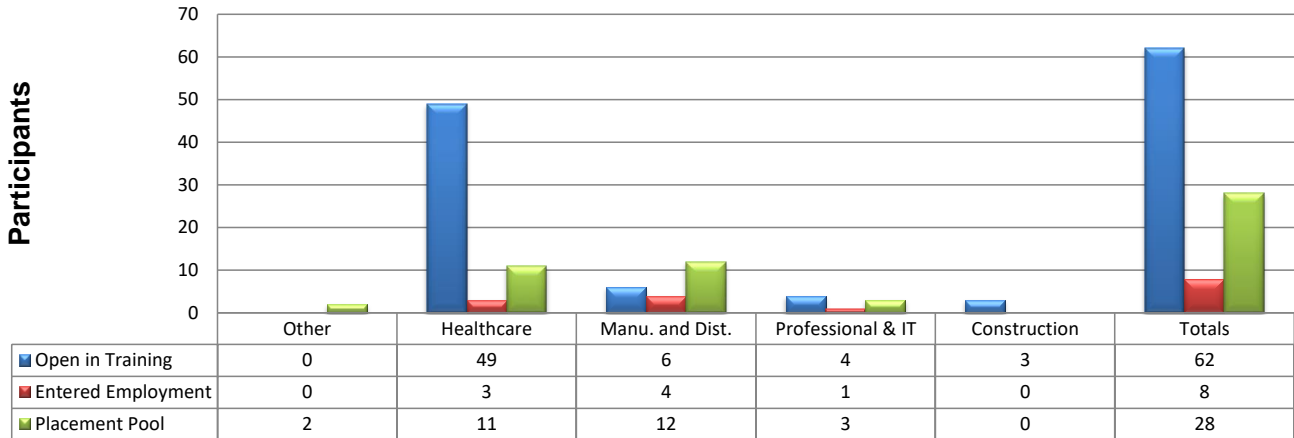


MMR Entered Employment Rates by Program*

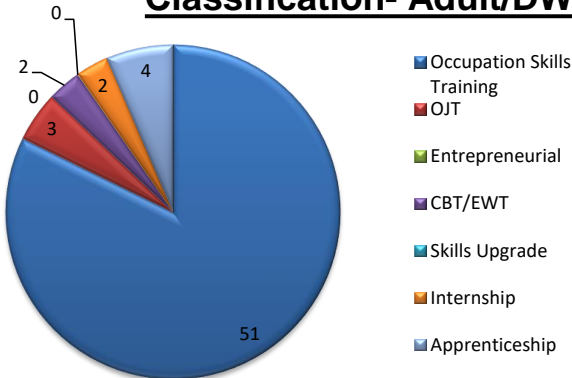


*#1 Ranking shared between 12 RWB's

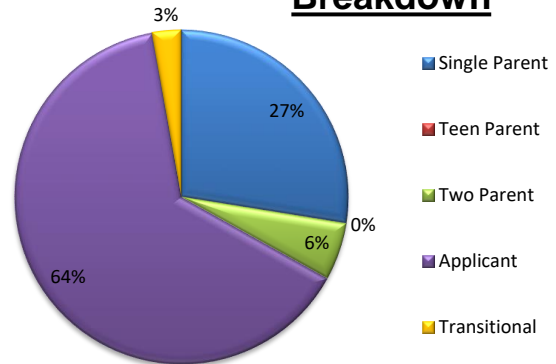
WIOA Industry Training Comparison*



Open WIOA Training Activity Classification- Adult/DW

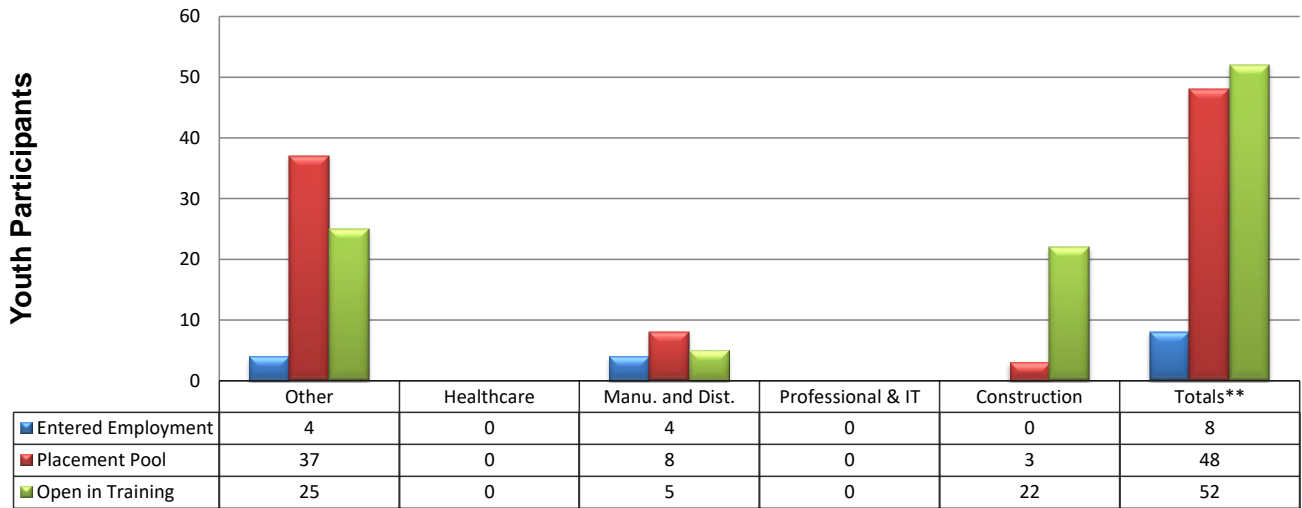


Current WT Caseload Breakdown

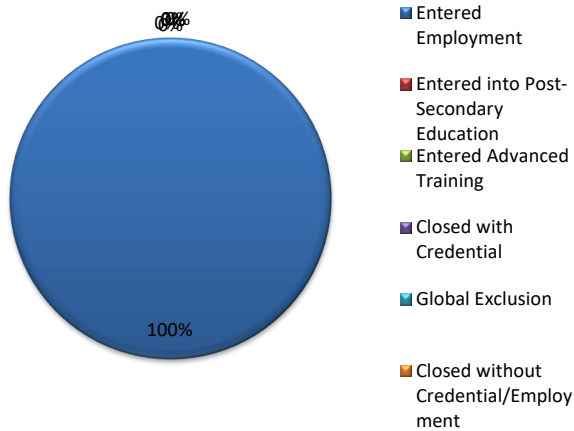


Traffic	Sep-20	Sep-21	YTD 20.21	YTD 21.22
Newly Registered Job Seekers	167	343	1,317	842
Total Job Referrals	760	852	2,471	3,407
Managed Job Orders	667	843	1,778	2,496
External Job Orders	4,125	8,547	11,583	26,465
Overall Traffic	1,355	2,736	3,768	7,898
Receiving Reemployment Assistance	2,676	2,428	10,888	5,609
Welfare Transition	Sep-20	Sep-21		
Participation Rate All Family	0.3%	14.8%		
Case Load	83	271		

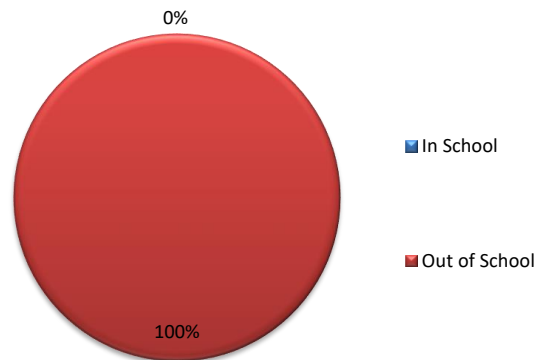
WIOA Youth Industry Training Comparison



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



Youth Carry Forward:	58	AVG Closure Wage (With Credential):	\$12.67
Total Youth Closed:	12	AVG Closure Wage (No Credential):	\$0.00
Total Youth Served:	87	ROI for PY 21/22 Youth Services:	\$295,032
Average Training Lifespan:	129		

Traffic		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022			
									JUL	AUG	SEP	YTD
Center Traffic	14th Street	36,852	34,101	35,557	28,800	23,726	15,245	12,363	1,599	1,707	1,748	5,054
	Lecanto	9,231	8,448	8,071	6,278	6,392	4,255	4,723	581	617	653	1,851
	Chiefland	6,066	5,653	5,431	4,085	4,136	3,132	2,863	315	300	325	940
	Talent Center	1,214	1,458	697	1,319	1,072	846	526	16	13	10	39
	*MCC 1	1,280	1,257	800	902	862	426	-	-	-	-	0
	*MCC 2	750	342	282	359	398	151	-	-	14	-	14
	Total	55,393	51,259	50,141	41,743	36,586	24,055	20,475	2,511	2,651	2,736	7,898
Online Traffic	Citrus	98,047	71,187	57,011	37,587	22,002	17,190	10,079	1,188	1,093	871	3,152
	Levy	23,645	14,461	12,971	10,745	6,089	3,999	2,593	440	294	268	734
	Marion	242,259	180,839	155,810	116,901	67,101	40,990	24,857	3,094	2,662	2,325	8,081
	Other	36,540	23,425	8,356	12,218	6,387	3,337	1,959	-	249	238	487
	Total	400,491	289,912	234,148	177,451	101,579	65,516	39,488	4,722	4,298	3,702	12,454
Events	Events		22	126	147	135	68	78	10	8	6	24
	Attendees		1,808	4,535	4,028	3,406	1,042	1,736	273	60	164	497
Wagner Peyser		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022			
									JUL	AUG	SEP	YTD
Newly Registered Job Seekers	Marion	4,440	3,981	4,081	3,883	2,573	4,903	2,220	143	175	226	544
	Citrus	1,665	1,420	1,442	1,323	995	2,007	848	68	75	81	224
	Levy	403	339	376	375	272	442	205	18	20	36	74
	Total	6,508	5,808	5,899	5,581	3,840	7,352	3,273	229	270	343	842
Total Employers Posting Jobs	Marion	848	748	724	705	724	654	785	468	466	479	579
	Citrus	307	305	308	283	155	183	204	95	89	83	122
	Levy	84	90	82	77	54	56	65	30	28	25	33
	Total	1,239	1,143	1,114	1,066	933	893	1,054	593	583	587	734
Managed Job Orders	Marion	2801	3054	3326	3514	4854	4568	5316	636	590	597	1823
	Citrus	686	736	815	934	1157	1114	1456	182	173	211	566
	Levy	156	214	163	213	238	232	306	46	16	28	90
	Other	102	177	177	73	78	41	67	3	7	7	17
	Subtotal	3745	4181	4481	4734	6327	5955	7145	867	786	843	2496
	External Job Orders	30704	33972	31693	28587	32498	28846	66111	9,048	8,870	8,547	26,465
	Total	34649	38121	36174	33321	38825	34801	73256	9,915	9,656	9,390	28,961
% of internal vs. total	11.39%	10.88%	12.39%	14.21%	16.30%	17.11%	9.75%	8.74%	8.14%	8.98%	8.62%	
Welfare Transition		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022			
									JUL	AUG	SEP	YTD
Open Case Load	Marion	1,355	1,286	1,073	942	902	963	807	172	195	195	349
	Citrus	422	384	379	311	272	268	245	45	54	57	97
	Levy	161	180	150	136	108	135	112	17	19	19	37
	Total	1,938	1,850	1,602	1,389	1,282	1,366	1,164	234	268	271	483
Participation Rate	All Family	44.10%	35.80%	30.70%	36.50%	36.90%	30.30%	0.30%	5.43%	13.20%	14.80%	10.60%



Training		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022			
									JUL	AUG	SEP	YTD
Occupation Skills Training	Citrus	115	142	121	91	122	31	8	1	1	5	5
	Levy	68	54	34	24	19	6	4	1	1	1	1
	Marion	339	224	233	335	365	157	94	21	32	45	47
	Subtotal	522	420	388	450	506	194	106	23	34	51	53
Skills Upgrade	Citrus	0	0	0	0	6	1	1	0	0	0	0
	Levy	0	0	0	0	2	1	0	0	0	0	0
	Marion	0	0	0	2	59	35	0	0	0	0	0
	Subtotal	0	0	0	2	67	37	1	0	0	0	0
OJT	Citrus	8	8	13	4	3	0	0	0	2	3	3
	Levy	1	0	0	0	3	0	2	0	0	0	0
	Marion	22	11	14	81	97	8	2	0	0	0	0
	Subtotal	31	19	27	85	103	8	4	0	2	3	3
Entrepreneurial	Citrus	0	0	0	3	0	0	0	0	0	0	0
	Levy	1	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	1	0	0	0	0	0	0	0
	Subtotal	1	0	0	4	0	0	0	0	0	0	0
Internships	Citrus	1	5	2	4	3	2	4	0	0	0	0
	Levy	0	0	0	0	0	3	1	0	0	0	0
	Marion	0	4	3	9	12	11	11	0	1	2	2
	Subtotal	1	9	5	13	15	16	16	0	1	2	2
Customized Training	Citrus	8	5	2	7	0	6	8	0	0	1	1
	Levy	2	0	1	6	1	32	32	0	0	1	1
	Marion	26	21	21	58	10	38	28	0	0	0	0
	Subtotal	36	26	24	71	11	76	68	0	0	2	2
Apprenticeship	Citrus	0	0	0	0	0	1	1	0	0	0	0
	Levy	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	8	5	4	4	4	4
	Subtotal	0	0	0	0	0	9	6	4	4	4	4
Total		590	474	444	621	702	340	201	27	41	62	64
Placements		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022			
									JUL	AUG	SEP	YTD
Citrus		343	260	225	189	122	58	32	1	7	4	12
Levy		93	87	86	70	52	15	5	3	1	1	5
Marion		1171	1275	944	1008	643	244	164	8	9	16	33
External/New Hire Report		9735	8680	6167	3002	1865	946	432	45	23	0	68
Total		11342	10302	7422	4269	2682	1263	633	57	40	21	118



Workforce Intelligence

September 2021

CT Agreements PY2021/2022

Carry Forward from PY 20/21	0	Number Served	8
New for PY 20/21	4	Amount Spent	\$0.00

Business	Industry	Outcome Certification	Total Trained	Employer Contribution	CareerSource Reimbursement	Contract #	Begin	End Date	Status
Winco Mfg., LLC	Manufacturing	QMS Training for Med Devices: FDAQAR and ISO 13485:2016	1	\$1,511.90	\$1,511.90	CBT 21-08-01	09/20/21	09/24/21	Completed - Retained
Ancorp	Manufacturing	Autodesk Inventor Nastran: Essentials	1	\$608.50	\$608.50	CBT 21-08-02	09/13/21	09/14/21	Completed - Retained
The Pregnancy & Family Life Center	Healthcare		1	\$3,000.00	\$3,000.00	CBT 21-09-01			In Progress
Ancorp	Manufacturing		5	\$6,534.88	\$6,534.87	CBT 21-10-01			Awaiting Start Date

OJT Agreements PY2021/2022

Carry Forward from PY 20/21	0	Number Served	3
New for PY 20/21	3	Amount Spent	\$0.00

Business	Industry	Outcome Certification	Total Trained	Employer Contribution	CareerSource Reimbursement	Contract #	Begin	End Date	Status
Max-Air Heating and Air Conditioning, Inc.	Construction	Air Conditioning Service Technician	1	\$4,356.00	\$6,838.95	OJT 21-08-01	08/09/21	01/31/21	In Progress
NuCore Products LLC	Manufacturing	Fiberglass, Gel Coat Technician	1	\$4,800.00	\$5,559.69	OJT 21-08-02	08/30/21	11/28/21	In Progress
The Pregnancy & Family Life Center	Healthcare	Operations Manager/ Nurse Manager	1	\$4,404.09	\$4,544.09	OJT 21-09-01	09/27/21	12/19/21	In Progress
Marion Precision Tool, Inc	Manufacturing	CNC Machinist	1			OJT 21-10-01			

WE Agreements PY2021/2022

Carry Forward from PY 20/21	0	Number Served	2
New for PY 20/21	2	Amount Spent	\$0.00

Business	Industry	Position	Total Trained	Wage	Begin	End Date	Status
Electus Media	IT	UX/UI Design Intern	1	\$19.80	08/16/21	11/07/21	In Progress
Quad Nurse LLC	Healthcare	Administrative Assistant	1	\$10.80	08/30/21	11/21/21	In Progress

Internship Agreements PY2021/2022

Carry Forward from PY 20/21	0	Number Served	0
New for PY 20/21	0	Amount Spent	\$0.00

Business	Industry	Position	Total Trained	Wage	Begin	End Date	Status
----------	----------	----------	---------------	------	-------	----------	--------

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 2021/2022

Numbers current as of 09/30/2021

Performance Measure	Performance PY2019	Performance PY2020	Previous Month Performance August 2021	Current Month Performance September 2021	Performance YTD PY2021/2022	Previous Month Ranking	State Ranking YTD PY2021/2022
WP Entered Employment Rate	38.30%	42.20%	47.20%	40.20%	49.00%	7	4
WIOA AD/DW Entered Employment Rate	96.70%	80.80%	100.00%	100.00%	100.00%	1	1
WTP Entered Employment Rate	33.90%	50.80%	28.20%	22.80%	28.10%	4	5
All Family Partic. Rate	33.30%	0.30%	13.20%	14.80%	10.60%	4	3
2-Parent Partic. Rate	53.40%	0.20%	3.70%	5.60%	2.40%	4	8
			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 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

SERVICES: JUL-SEP 2021

UNEMPLOYMENT DATA

	JUL 2021	AUG 2021
CITRUS	6.5 % (3,174)*	6.3% (3,102)
FLORIDA	5.1%	5.0%
US	5.7%	5.3%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2019
CITRUS	\$37,288	\$38,122
FLORIDA	\$50,092	\$51,744

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
765	1,851
VETERANS SERVED	TRAINING PROVIDED
62	32
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
145	97
POSITIONS POSTED	TOTAL PLACEMENTS
675	25
	Average Placement Wage: \$16.03

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 2021

UNEMPLOYMENT DATA

	JUL 2021	AUG 2021
LEVY	5.2% (911)*	5.0% (891)
FLORIDA	5.1%	5.0%
US	5.7%	5.3%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2019
LEVY	\$32,670	\$33,646
FLORIDA	\$50,092	\$51,744

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
224	940
VETERANS SERVED	TRAINING PROVIDED
12	4
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
34	37
POSITIONS POSTED	TOTAL PLACEMENTS
198	7
Average Placement Wage: Information Not Available	

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.**



MARION COUNTY

SERVICES: JUL-SEP 2021

UNEMPLOYMENT DATA

	JUL 2021	AUG 2021
MARION	5.5 % (8,106)*	5.4% (7,885)
FLORIDA	5.1%	5.0%
US	5.7%	5.3%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2018	2019
MARION	\$38,265	\$39,546
FLORIDA	\$50,092	\$51,744

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
1,936	5,093
VETERANS SERVED	TRAINING PROVIDED
127	144
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
326	351
POSITIONS POSTED	TOTAL PLACEMENTS
3,615	72
	Average Placement Wage: \$14.38

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.



Experiential Learning Contracts

PY2021-2022

Customized Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status
Winco Mfg., LLC	Manufacturing	1	\$1,511.90	\$1,511.90	9/20/2021	9/24/2021	Completed - Retained
Ancorp	Manufacturing	1	\$608.50	\$608.50	9/13/2021	9/14/2021	Completed - Retained
The Pregnancy & Family Life Center	Healthcare	1	\$3,000.00	\$3,000.00	10/11/2021	12/14/2021	In Progress
Ancorp	Manufacturing	5	\$5,407.90	\$5,407.90	11/8/2021	11/11/2021	Awaiting Start Date

On the Job Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status
Max-Air Heating and Air Conditioning, Inc.	Construction	1	\$4,356.00	\$6,838.95	8/9/2021	1/31/2022	In Progress
NuCore Products LLC	Manufacturing	1	\$4,800.00	\$5,559.69	8/30/2021	11/28/2021	In Progress
The Pregnancy & Family Life Center	Healthcare	1	\$4,404.09	\$4,544.09	9/27/2021	12/19/2021	In Progress
Marion Precision Tool, Inc	Manufacturing	1					Awaiting Start Date

Paid Work Experience

Business	Industry	Total Trained	Wage	Begin	Status
Electus Media	IT	1	\$19.80	8/16/2021	In Progress
Quad Nurse LLC	Healthcare	1	\$10.80	8/30/2021	In Progress

Internships

Business	Industry	Total Trained	Wage	Begin	Status
N/A					

Apprenticeship

Business	Industry	Occupation	Total Trained	Begin	Status
Marion Technical College	Manufacturing	Masonry	9	9/1/2019	2 In Progress / 1 Successful w/ emp / 6 Unsuccessful (4 closed w/ emp)
Lockheed Martin	Manufacturing	Electronic Assembler	4	Spring 2020	2 Hired PY20-21, 2 Hired PY 21-22
Marion Technical College	Construction	Carpentry	n/a	TBD	Delayed - Waiting on MTC Guidance
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: 9

Receiving HS Diploma: 7

Receiving Additional Certs: Certifications Total= 74 NRF- 8, AHLEI Front Desk-4, AHLEI Restaurant Server-4, AHLEI Guestroom Attendant-6, AHLEI Maintenance Employee-3, Forklift-11, Safe Staff-11, OSHA-11, Warehouse- 9, HBI-7

Exited with Employment: 6

Exited with Education:

YB Cohort 3: 8/23/2021

Enrolled: 12

Completed: N/A

Receiving HS Diploma: 3

Receiving Additional Certs: Certifications Total= 72 NRF- 9, AHLEI Front Desk-N/A, AHLEI Restaurant Server-N/A, AHLEI Guestroom Attendant-N/A, AHLEI Maintenance Employee-N/A, Forklift-10, Safe Staff-12, OSHA-11, Warehouse- 11, HBI- N/A

Exited with Employment:

Exited with Education:

YB Cohort 4: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

CITRUS HIRING INCENTIVE UPDATE

BUSINESS INQUIRIES	JOBS POSTED
27	14
CANDIDATE INQUIRIES	CANDIDATE REFERRALS
48	5
HIRES	AVERAGE WAGE
2	\$11.56/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)




CareerSource CLM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Phone numbers may be reached using TTY/TDD equipment via Florida Relay at 711. For accommodations, call 800-434-5627, ext. 7878. A proud partner of the American Job Center, member of CareerSource Florida.

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
Follow us: [@careersourceclm](https://www.facebook.com/careersourceclm)




CareerSource CLM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Phone numbers may be reached using TTY/TDD equipment via Florida Relay at 711. For accommodations, call 800-434-5627, ext. 7878. A proud partner of the American Job Center, member of CareerSource Florida.

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.

Contract Performance
PY2021-2022



	Q1 PY21-22			Q2 PY21-22			Q3 PY21-22			Q4 PY21-22			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)	4	3	75.00%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
MARION (CEP)	4	4	100.00%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!

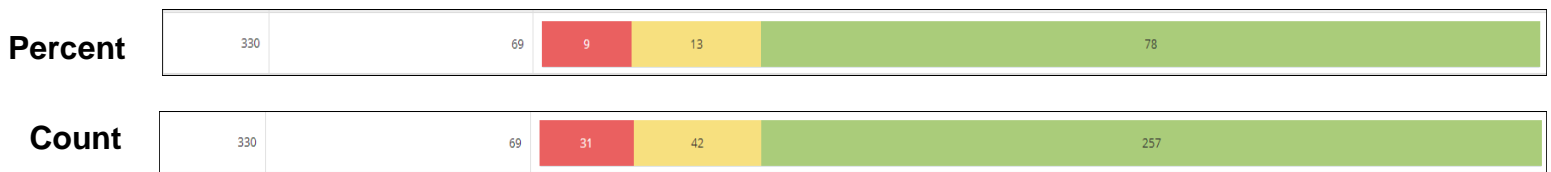
	Q1 PY21-22			Q2 PY21-22			Q3 PY21-22			Q4 PY21-22			ANNUAL		
Eckerd Youth Connects	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment
Youth Positive Outcomes (Goal: 80%)	93%	14	\$5,362.00												

NET PROMOTER

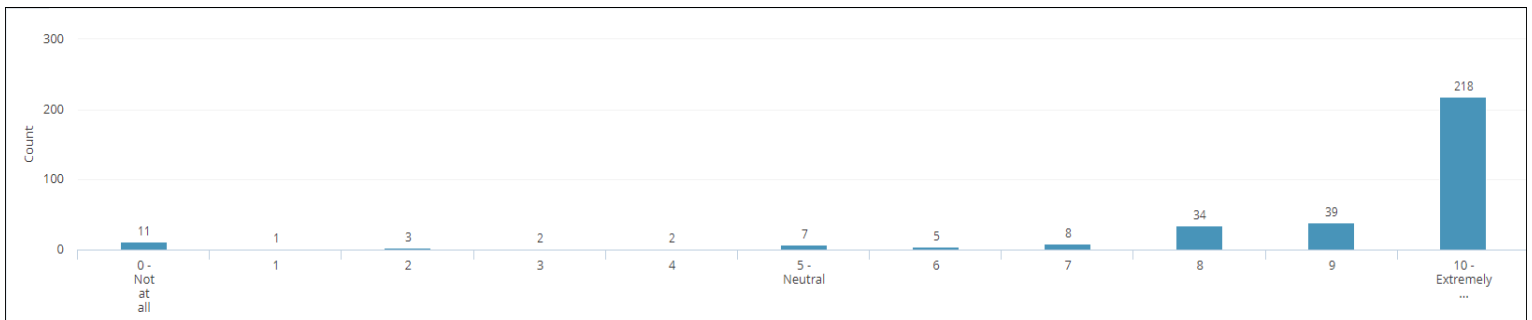
Transactional Net Promoter Cumulative Report - Jan 2021 to October 2021

Job Seeker Report	Region 10 Net Promoter Score 2021
Net Promoter Score–Area/Region	▶ +69

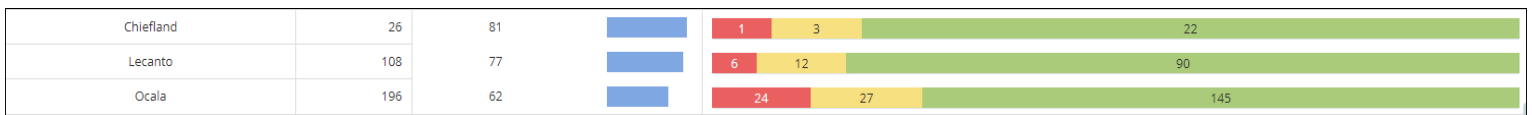
Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and 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).



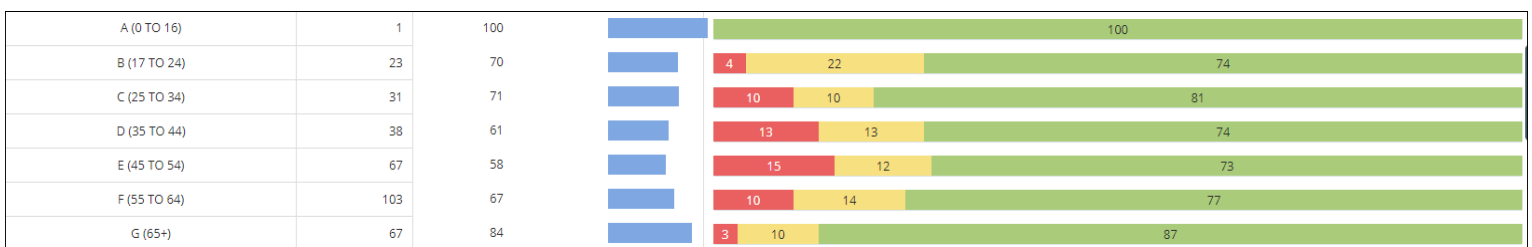
Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office – By Count



Transactional Net Promoter Age – By Percent

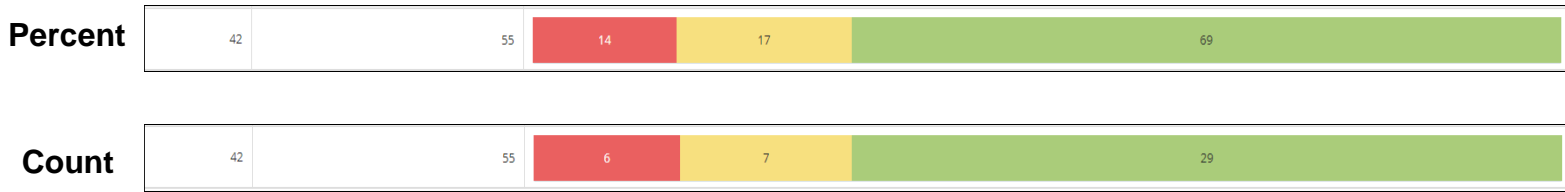


NET PROMOTER

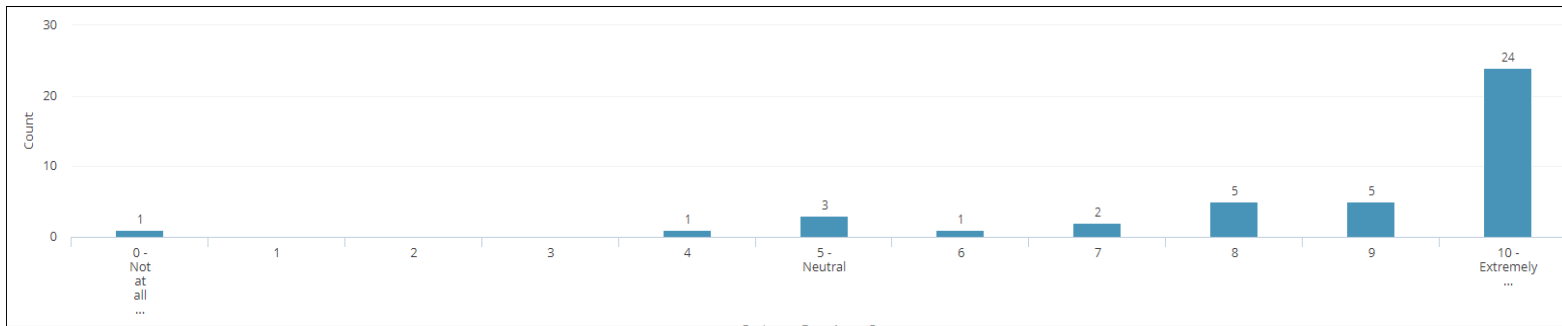
Business Net Promoter Cumulative Report - Jan 2021 to October 2021

Employer - Business Report	Region 10 Business Net Promoter Score
Net Promoter Score—Area/Region	▶ +55

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	NPS	Distribution
Provided Job Fair Services	50	50 Detractors, 50 Promoters
Provided Job Order Follow-up	54	15 Detractors, 15 Passives, 69 Promoters
Provided Mass Recruitment Services	100	100 Promoters

90% of Detractors had a comment related to dissatisfaction with the **Quantity and Quality** of candidates

NET PROMOTER

Talent Center Cumulative Report Program Year 21 - 22

Job Candidate Report	Talent Center Net Promoter Score (Jan 21 to October 21)
Net Promoter Score	▶ +98

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).

