



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

**Performance and Monitoring Committee
AGENDA**

Tuesday, February 8, 2022 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/83955968815>

Phone No: 1-646-558-8656 (EST) Meeting ID: 839 5596 8815

Call to Order		T. Knight
Roll Call		C. Schnettler
Approval of Minutes, August 10, 2021 and November 9, 2021	Pages 2 - 7	T. Knight

DISCUSSION ITEMS

State Update	Pages 8 - 16	R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Talent Center Traffic	Page 17	A. Abrams
Event Report – YTD	Page 18	C. Weaver
Workforce Intelligence - December	Pages 19 - 24	C. Weaver
Performance Measures - December	Page 25	C. Weaver
County Comparison Reports	Pages 26 - 28	C. Weaver
Experiential Learning Contracts	Page 29	C. Weaver
YouthBuild Reports	Page 30	C. Weaver
Citrus Sign-On Bonus	Page 31	C. Weaver
Contract Reports (Chamber, etc)	Page 32	C. Weaver / C. Galica
Expo Report	Page 33	C. Weaver
Net Promoter	Pages 34 – 50	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 CITRUS LEVY MARION
Performance and Monitoring Committee**

MINUTES

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

MEMBERS PRESENT

Arno Proctor

MEMBERS ABSENT

Brandon Whiteman
Deb Stanley
Fred Morgan
Ted Knight, Chair

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 a lack of participants the meeting was not called to order. The meeting will be rescheduled.

ROLL CALL

Roll call was not conducted.

Cira Schnettler

From: Rusty Skinner
Sent: Wednesday, January 26, 2022 9:47 AM
To: Albert Jones; Brandon Whiteman (bwhiteman@benefit-advisors.com); Charles J. Harris Jr.; Cira Schnettler; Cory Weaver; Dale French; Fred Morgan; Katie Stevens; Kim Baxley; Pete Beasley; Rachel Riley; Rachel Riley - Personal; Robert Stermer; Rusty Skinner; Ted Knight; Yvette Wilson
Subject: State

There have been several inquiries within the past few weeks by DEO at the request of the Legislature: how long has the CEO been in his/her position; salaries of the top 6 staff; and last week, validation on expenditure and performance information (will send several emails/responses separately).

In talking with Marti Colley Eubanks today, she sees something being pushed by Rep. Latvala's Committee in the House. The Senate appears to be taking a "let's see" attitude. She has nothing definite, but is concerned that the recenet data/information requests are being used in some fashion.

I will keep you posted

Rusty

Rusty Skinner

Chief Executive Officer
CareerSource Citrus Levy Marion
3003 SW College Road, Suite 205
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Phone: 352-873-7939, ext. 1204
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rskinner@careersourceclm.com



Visit us at one of our 3 locations:
[Locations and Office Hours](#)

Cira Schnettler

From: Rusty Skinner
Sent: Wednesday, January 26, 2022 9:51 AM
To: Albert Jones; Brandon Whiteman (bwhiteman@benefit-advisors.com); Charles J. Harris Jr.; Cira Schnettler; Cory Weaver; Dale French; Fred Morgan; Katie Stevens; Kim Baxley; Pete Beasley; Rachel Riley; Rachel Riley - Personal; Robert Stermer; Rusty Skinner; Ted Knight; Yvette Wilson
Subject: FW: Data clarification

From: Rusty Skinner
Sent: Friday, January 21, 2022 4:59 PM
To: Penn, Casey <casey.penn@deo.myflorida.com>
Cc: 'Brian Bauer' <bbauer@careersourcerc.com>; Diane Head (Diane.Head@CareerSourceNorthFlorida.com) (Diane.Head@CareerSourceNorthFlorida.com) <Diane.Head@CareerSourceNorthFlorida.com>; Jim McShane <Jim.McShane@careersourcecapitalregion.com>; Kim Bodine (kbodine@r4careersourcegc.com) <kbodine@r4careersourcegc.com>; Robin King (robinking@careersourcefv.com) <robinking@careersourcefv.com>; Stacy Campbell-Domineck (stacy.campbell-domineck@careersourcepolk.com) <stacy.campbell-domineck@careersourcepolk.com>; Ted Ehrlichman (TEhrlichman@careersourcesc.com) <TEhrlichman@careersourcesc.com>
Subject: Data clarification

Thank you for your time today.

As a suggestion, I think that providing a supplemental spreadsheet, placing their data request in context with the performance information we discussed today that was lacking would be very beneficial. We should give them what they ask for but place it into the real world context. In addition to the time and effort we did with RA, WT and SNAP should also be presented. There was also no mention of business services (9169 report) Comparisons of the number of job orders placed is also a major activity that our staff perform. Please give this some thought. I am not suggesting that this supplemental be sent with the data that they asked for, but that it be prepared for later submittal. I will be doing this to the extent that we can access the data for presentation to my legislators as I feel that it reflect the hard work that my staff has done for the period in question

Rusty Skinner

Chief Executive Officer
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rskinner@careersourceclm.com



Cira Schnettler

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Sent: Wednesday, January 26, 2022 9:51 AM
To: Albert Jones; Brandon Whiteman (bwhiteman@benefit-advisors.com); Charles J. Harris Jr.; Cira Schnettler; Cory Weaver; Dale French; Fred Morgan; Katie Stevens; Kim Baxley; Pete Beasley; Rachel Riley; Rachel Riley - Personal; Robert Stermer; Rusty Skinner; Ted Knight; Yvette Wilson
Subject: FW: Legislative Data Request

From: Rusty Skinner
Sent: Saturday, January 22, 2022 7:19 AM
To: Penn, Casey <casey.penn@deo.myflorida.com>; Caroline.Womack@deo.myflorida.com' <caroline.womack@deo.myflorida.com>
Cc: Dale French <dfrench@careersourceclm.com>; Cory Weaver <cweaver@careersourceclm.com>; Richard Williams <richard.williams@careersourcechipola.com>; Bruce Ferguson (bferguson@careersourcenortheastflorida.com) <bferguson@careersourcenortheastflorida.com>; Kim Bodine <kbodine@careersourcegc.com>; 'Brian Bauer' <bbauer@careersourcerc.com>; Diane Head (Diane.Head@CareerSourceNorthFlorida.com) (Diane.Head@CareerSourceNorthFlorida.com) <Diane.Head@CareerSourceNorthFlorida.com>; Jim McShane <Jim.McShane@careersourcecapitalregion.com>; Kim Bodine (kbodine@r4careersourcegc.com) <kbodine@r4careersourcegc.com>; Robin King (robinking@careersourcefv.com) <robinking@careersourcefv.com>; Stacy Campbell-Domineck (stacy.campbell-domineck@careersourcepolk.com) <stacy.campbell-domineck@careersourcepolk.com>; Ted Ehrlichman (TEhrlichman@careersourcesc.com) <TEhrlichman@careersourcesc.com>
Subject: Legislative Data Request

Again, thank you for your time yesterday. Following up my email of yesterday, I felt it important to review some of the concerns that I raised.

The data requested by the Legislature does not fully convey the work that we have done over the period. I appreciate that you have conveyed that to those seeking the data.

- Not all sources of funds and performance is listed
 - WT, SNAP, NEG and TAA, to name a few are missing. The reason that these and other local funds should be included is that often our base grants provide services initially, but customers are actually enrolled in other grants and their performance outcomes are in these programs.
- There is no ability to discern the tremendous work that our system did in supporting the RA system.
 - The distribution of paper applications.
 - Entering those applications into the system- we had 15 staff assigned.
 - Handling calls and assisting customers with their RA claims and problems.
 - Providing in-person and virtual services to these customers
- There is no information on those EF customers who either visited our center, called or were assisted virtually that did not fully enroll in EF
 - These customers were assisted virtually and in-person throughout the periods.
- There is no data on our Employer Services teams

- Our outreach to businesses as they reduced staff was a critical service.
- Screening and entering job orders into the system is not accounted for in the data.
- The quality of our services as measured by repeat business engagement is an important metric of our value to employers.

The following represents information that we have collected :

Program Year	Reportable Individuals	Report Data
20-21	6,631	1,342
19-20	10,115	2,689
18-19	9,348	4,465
	Center Traffic	% RA
20-21	20,475	52%
19-20	24,055	14%
18-19	36,586	8.8%

During these periods we staffed as follows:

April 2020- Closed to in-person services, staff began remote work.

July 2020- June 2021-staff continued remote, with teams rotating to provide services to scheduled and walk-in customers. Security guards in place from July through December 2020.

July 2021- present centers are fully staffed for in-person services, limited staff provide virtual services as an accommodation.

Our system supported RA without additional funds. The staff costs for this effort was charged, in our region, against WIOA Adult and Dislocated worker grants. In our case, these funds came from direct customer services such as training and support since few people, because of the work registration waiver, were seeking any services other than assistance with their RA claims. Understand that I fully supported this work to assist our citizens and DEO. I am merely referencing this to highlight why our costs are distorted.

I also understand that you must provide the data in the format that the legislature requested. I do not believe that would prohibit submitting a supplemental spreadsheet such as I suggested yesterday.

I also believe that the information sought places added weight behind the request that regions have been making for at least four years that DDEO develop a system or process that will account for assistance we provide to customers who do not complete a full registration, but gain access to our services, remotely or in-person. It is understood that these services are not federally reportable, but they are an essential measure of our services and therefore performance to our residents.

Thank you again

Rusty

Rusty Skinner

Chief Executive Officer

CareerSource Citrus Levy Marion

3003 SW College Road, Suite 205

	Year	Local Workforce Development Board	# Served	Career Services Expenditures	Training Expenditures	Admin	Total Cost to Serve (includes Admin)	Total cost per Participant
Descriptions		CareerSource Citrus Levy Marion / CITRUS,LEVY,MARIO N	Total Individuals Served				Total Cost to Serve individuals in Column D	
ADULTS	2020-21		269	\$ 842,823	\$ 232,452	\$ 153,523	\$ 1,228,798	\$ 4,568
	2019-20		336	\$ 1,010,233	\$ 295,344	\$ 153,578	\$ 1,459,155	\$ 4,343
	2018-19		303	\$ 955,927	\$ 251,496	\$ 129,282	\$ 1,336,704	\$ 4,412
DISLOCATED WORKERS	2020-21		8	\$ 673,556	\$ 12,342	\$ 93,656	\$ 779,554	\$ 97,444
	2019-20		8	\$ 830,877	\$ -	\$ 107,785	\$ 938,662	\$ 117,333
	2018-19		12	\$ 1,095,825	\$ 10,866	\$ 110,908	\$ 1,217,599	\$ 101,467
YOUTH	2020-21		188	\$ 1,729,914	\$ 44,858	\$ 115,199	\$ 1,889,972	\$ 10,053
	2019-20		211	\$ 1,200,781	\$ 62,285	\$ 31,554	\$ 1,294,620	\$ 6,136
	2018-19		210	\$ 1,304,835	\$ -	\$ 19,299	\$ 1,324,134	\$ 6,305
WAGNER PEYSER	2020-21		1342	\$ 469,483	\$ -	\$ 19,600	\$ 489,082	\$ 364
	2019-20		2689	\$ 621,210	\$ -	\$ 29,096	\$ 650,306	\$ 242
	2018-19		4465	\$ 603,218	\$ -	\$ 17,604	\$ 620,822	\$ 139

		Participants Served		Cost Per Participant Served	
	Year	Career Services	Trainig Services	Career Services	Trainig Services
<i>Descriptions</i>		<i>Total from Column D Served</i>	<i>Total from Column D Served</i>		
ADULTS	2020-21	269	252	\$ 3,133	\$ 922
	2019-20	336	312	\$ 3,007	\$ 947
	2018-19	303	272	\$ 3,155	\$ 925
DISLOCATED WORKERS	2020-21	8	6	\$ 84,195	\$ 2,057
	2019-20	8	5	\$ 103,860	\$ -
	2018-19	12	7	\$ 91,319	\$ 1,552
YOUTH	2020-21	188	188	\$ 9,202	\$ 239
	2019-20	211	211	\$ 5,691	\$ 295
	2018-19	210	210	\$ 6,214	\$ -
WAGNER PEYSER	2020-21	1342	210	\$ 350	\$ -
	2019-20	2689	277	\$ 231	\$ -
	2018-19	4465	302	\$ 135	\$ -

	Year	% of Participants who Exited Program and are Employed as of the 1st quarter after they exited the program.	% of Participants who Exited Program and are not Employed as of the 1st quarter after they exited the program.	% of Participants who Did not Exit and are Continuing to Receive Services and are Employed during Participation (1st Quarter after participation start)	% of Participants who Did not Exit and are Continuing to Receive Services and are NOT Employed during Participation (1st quarter after participation start)
<i>Descriptions</i>		<i>(Based off of Column D Participants)</i>			
ADULTS	2020-21	50.8	13.6	31.4	4.2
	2019-20	32.9	6.0	55.6	5.4
	2018-19	43.9	4.5	44.3	7.4
DISLOCATED WORKERS	2020-21	12.5	0.0	75.0	12.5
	2019-20	37.5	25.0	25.0	12.5
	2018-19	42.9	0.0	42.9	14.3
YOUTH	2020-21	19.2	16.5	46.3	18.1
	2019-20	35.6	13.3	34.1	17.1
	2018-19	30.5	10.0	47.6	11.9
WAGNER PEYSER	2020-21	38.5	30.5	26.5	4.6
	2019-20	55.0	29.4	13.3	2.4
	2018-19	59.4	22.6	15.9	2.0

					Demographic Data For Participants Served					
	Year	Annual Median Participant Wage	% Exited	% Continuing Services	% Male	% Female	% American Indian/ Alaska Native	% Asian	% Black/African American	% Hispanic/Latino
<i>Descriptions</i>		<i>(Median Wage for those in Column D)</i>	<i>% of Participants from Column D that exited</i>	<i>% of Participants from Column D that Continue to Receive Services</i>	<i>Demo Data for Participants Served in Column D</i>					
ADULTS	2020-21	\$ 6,242	61.0	39.0	48.7	51.3	1.1	2.2	39.0	10.8
	2019-20	\$ 4,803	26.5	73.5	38.7	61.3	0.9	1.5	38.4	12.8
	2018-19	\$ 5,237	58.1	41.9	35.6	64.4	1.0	1.0	32.7	13.5
DISLOCATED WORKERS	2020-21	\$ 1,692	12.5	87.5	75.0	25.0	0.0	0.0	25.0	37.5
	2019-20	\$ 6,229	62.5	37.5	62.5	37.5	0.0	0.0	12.5	50.0
	2018-19	\$ 4,526	33.3	66.7	58.3	41.7	0.0	0.0	8.3	50.0
YOUTH	2020-21	\$ 1,980	35.6	64.4	57.4	42.6	1.6	1.1	25.0	19.7
	2019-20	\$ 1,691	48.8	51.2	52.6	47.4	2.8	1.4	24.6	22.3
	2018-19	\$ 2,275	40.5	59.5	52.4	47.6	1.0	0.5	20.5	21.0
WAGNER PEYSER	2020-21	\$ 3,801	69.0	31.0	49.6	50.3	0.7	1.5	26.5	15.8
	2019-20	\$ 3,961	84.3	15.7	49.7	50.2	1.4	1.0	31.5	17.3
	2018-19	\$ 4,502	82.0	18.0	46.5	53.3	1.5	0.7	28.8	15.7

	Year	% Native Hawaiian/ Pacific Islander	% White	% More than One Race
<i>Descriptions</i>				
ADULTS	2020-21	0.7	54.6	2.2
	2019-20	0.6	53.9	1.8
	2018-19	0.0	61.4	2.3
DISLOCATED WORKERS	2020-21	0.0	62.5	0.0
	2019-20	0.0	62.5	0.0
	2018-19	0.0	75.0	0.0
YOUTH	2020-21	0.0	71.3	4.8
	2019-20	0.0	69.2	4.3
	2018-19	0.0	76.2	3.8
WAGNER PEYSER	2020-21	0.7	62.7	1.2
	2019-20	0.4	58.0	1.4
	2018-19	0.4	60.6	1.7

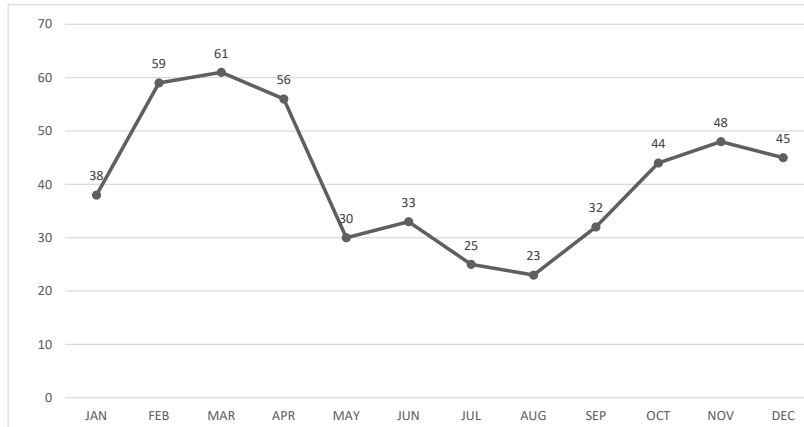


TRAFFIC COUNT

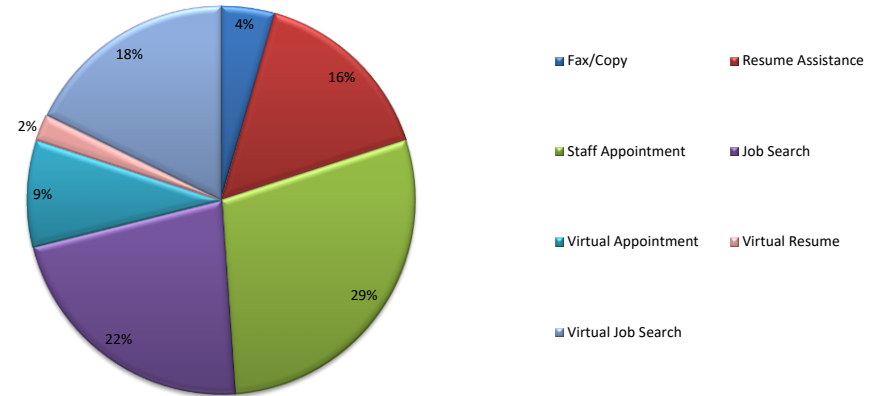
	2021												YTD
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
REFERRALS	11	19	15	9	8	7	6	17	12	7	7	6	124
PLACEMENTS	6	2	10	4	1	3	4	8	6	5	3	3	55
INTERNSHIPS	0	0	1	0	0	0	0	0	0	0	0	0	1
OJT/WEX/CBT	0	0	0	0	0	0	0	0	0	0	0	0	0
TRAFFIC*	38	59	61	56	30	33	25	23	32	44	48	45	494

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by in office and virtual services provided



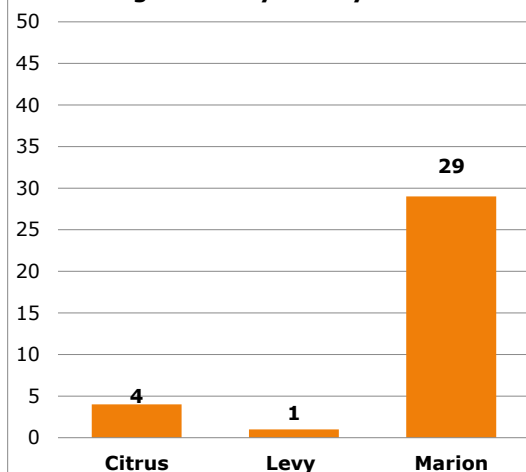
PY 21 - 22 Individual Events

Total Events: 21
Attendees: 383
Reported Hires: 184

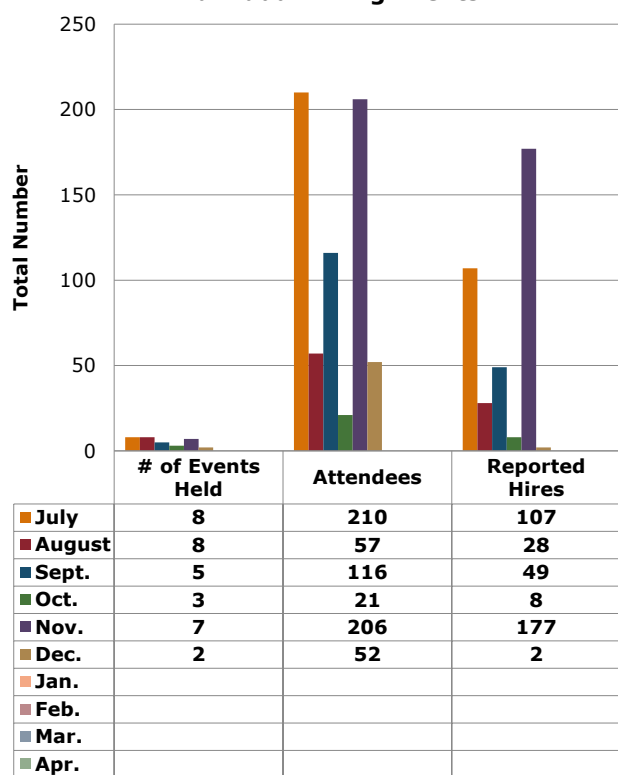
PY 21 - 22 Job Fairs & Expos

Attendees: 111
Businesses: 39

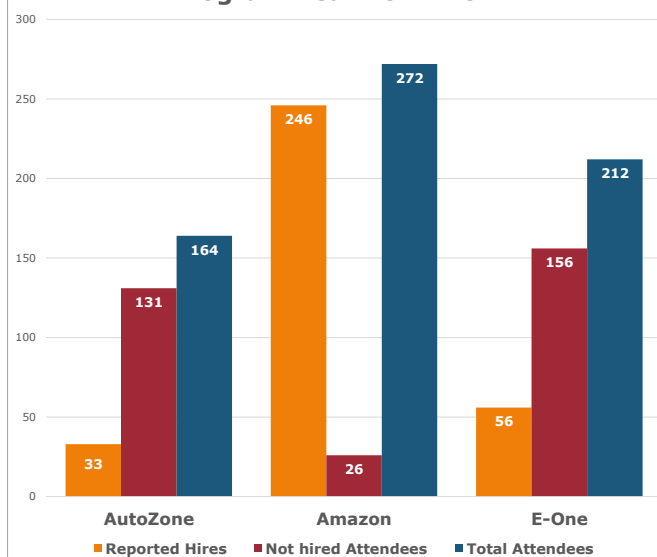
Hiring Events by County PY21-22



Individual Hiring Events



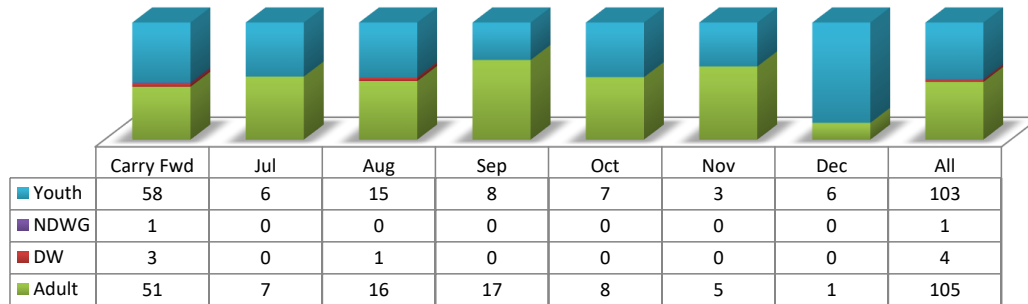
Top 3 Hiring Events Program Year 2021-2022



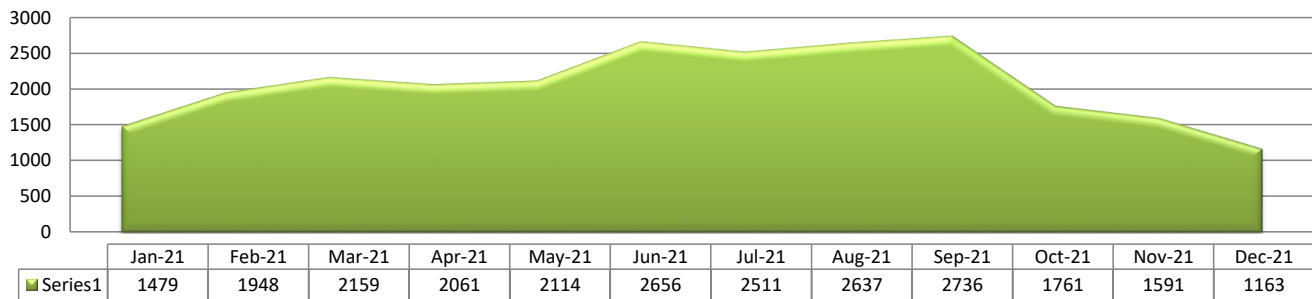
Other Recruitment Events 10/2021 - 12/2021

[illegible]

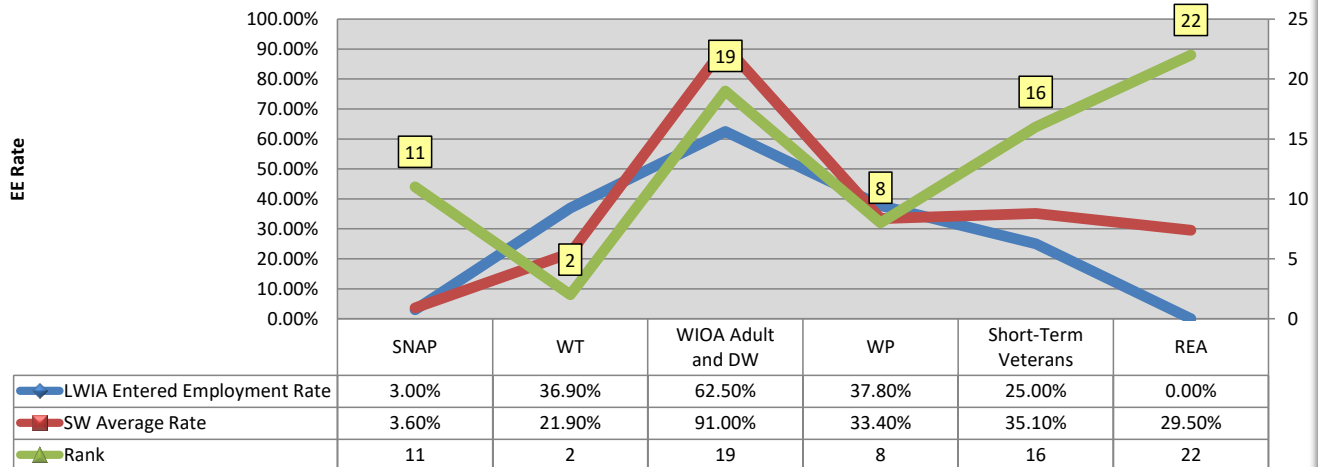
All WIOA Participant Enrollments



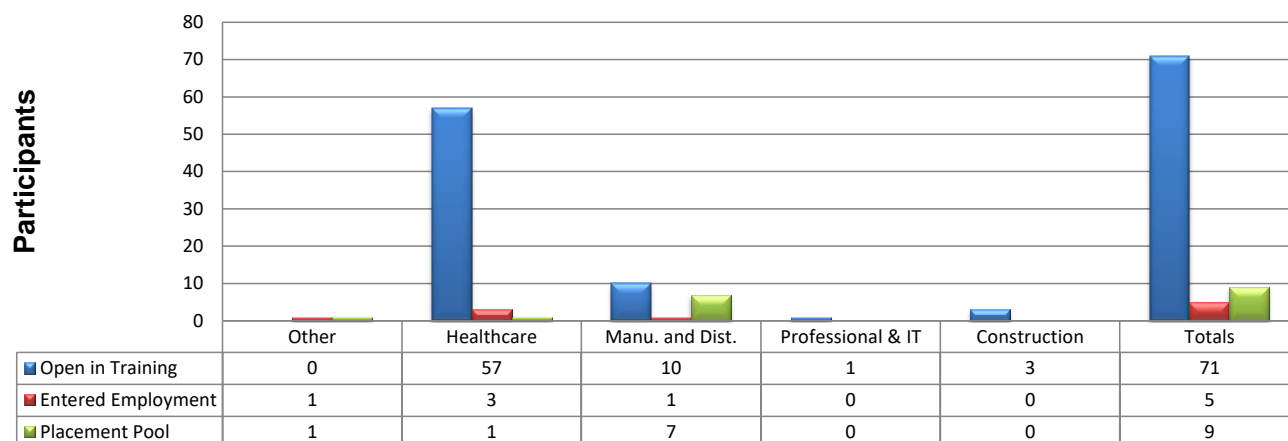
Center Traffic - 12 Months



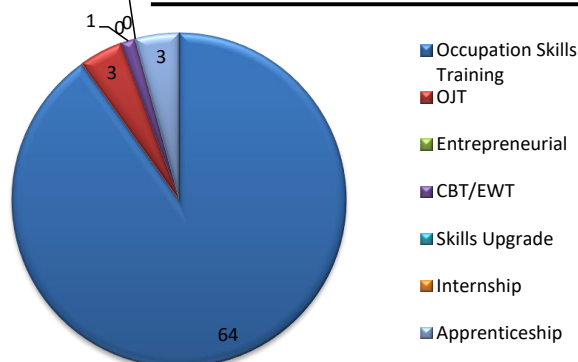
MMR Entered Employment Rates by Program



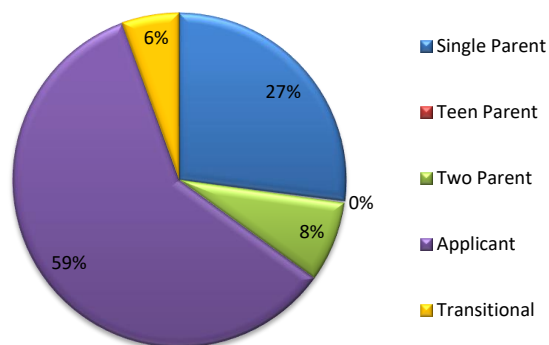
WIOA Industry Training Comparison*



Open WIOA Training Activity Classification- Adult/DW

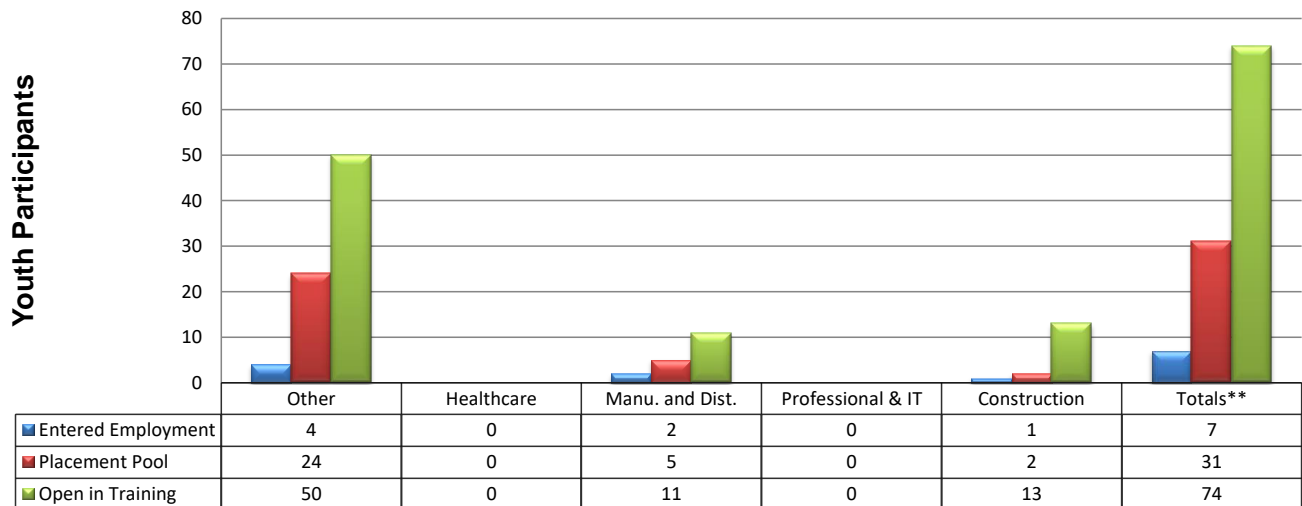


Current WT Caseload Breakdown

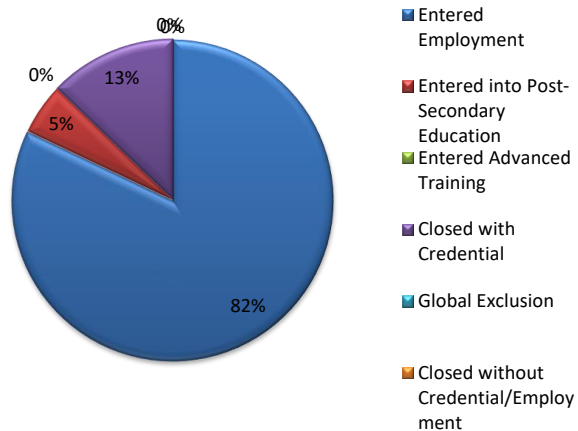


Traffic	Dec-20	Dec-21	YTD 20.21	YTD 21.22
Newly Registered Job Seekers	167	162	1,859	1,459
Total Job Referrals	446	475	4,319	5,482
Managed Job Orders	435	415	3,349	4,531
External Job Orders	3,834	7,819	24,858	51,912
Overall Traffic	1,442	1,163	8,058	12,413
Receiving Reemployment Assistance	2,719	457	13,788	5,348
Welfare Transition	Dec-20	Dec-21		
Participation Rate All Family	0.0%	31.4%		
Case Load	93	206		

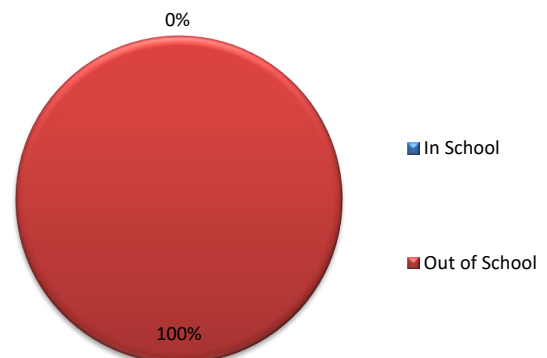
WIOA Youth Industry Training Comparison



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



Youth Carry Forward:	58	AVG Closure Wage (With Credential):	\$12.66
Total Youth Closed:	39	ROI for PY 21/22 Youth Services:	\$733,404
Total Youth Served:	103	Average Training Lifespan:	90

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	OCT	NOV	DEC	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	1,116	1,123	792	8,085
	Lecanto	9,231	8,448	8,071	6,278	6,392	4,255	4,723	581	617	653	425	292	231	2,799
	Chiefland	6,066	5,653	5,431	4,085	4,136	3,132	2,863	315	300	325	200	143	117	1,400
	Talent Center	1,214	1,458	697	1,319	1,072	846	526	16	13	10	20	33	23	115
	*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	1,761	1,591	1,163	12,413
Online Traffic	Citrus	98,047	71,187	57,011	37,587	22,002	17,190	10,079	1,188	1,093	871	769	678	588	5,187
	Levy	23,645	14,461	12,971	10,745	6,089	3,999	2,593	440	294	268	211	168	116	1,497
	Marion	242,259	180,839	155,810	116,901	67,101	40,990	24,857	3,094	2,662	2,325	1,835	1,600	1,255	12,771
	Other	36,540	23,425	8,356	12,218	6,387	3,337	1,959	-	249	238	147	287	380	1,301
	Total	400,491	289,912	234,148	177,451	101,579	65,516	39,488	4,722	4,298	3,702	2,962	2,733	2,339	20,756
Events	Events		22	126	147	135	68	78	10	8	6	2	8	4	38
	Attendees		1,808	4,535	4,028	3,406	1,042	1,736	273	60	164	21	238	83	839
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	OCT	NOV	DEC	YTD
Newly Registered Job Seekers	Marion	4,440	3,981	4,081	3,883	2,573	4,903	2,220	143	175	226	197	107	115	963
	Citrus	1,665	1,420	1,442	1,323	995	2,007	848	68	75	81	68	58	32	382
	Levy	403	339	376	375	272	442	205	18	20	36	13	12	15	114
	Total	6,508	5,808	5,899	5,581	3,840	7,352	3,273	229	270	343	278	177	162	1,459
Total Employers Posting Jobs	Marion	848	748	724	705	724	654	785	468	466	479	470	438	400	667
	Citrus	307	305	308	283	155	183	204	95	89	83	77	68	63	143
	Levy	84	90	82	77	54	56	65	30	28	25	23	21	14	41
	Total	1,239	1,143	1,114	1,066	933	893	1,054	593	583	587	570	527	477	851
Managed Job Orders	Marion	2801	3054	3326	3514	4854	4568	5316	636	590	597	535	683	305	3346
	Citrus	686	736	815	934	1157	1114	1456	182	173	211	190	151	88	995
	Levy	156	214	163	213	238	232	306	46	16	28	23	29	19	161
	Other	102	177	177	73	78	41	67	3	7	7	3	6	3	29
	Subtotal	3745	4181	4481	4734	6327	5955	7145	867	786	843	751	869	415	4531
	External Job Orders	30704	33972	31693	28587	32498	28846	66111	9,048	8,870	8,547	9,257	8,371	7,819	51,912
	Total	34649	38121	36174	33321	38825	34801	73256	9,915	9,656	9,390	10,008	9,240	8,234	56,443
	% of internal vs. total	11.39%	10.88%	12.39%	14.21%	16.30%	17.11%	9.75%	8.74%	8.14%	8.98%	7.50%	9.40%	5.04%	8.03%
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	OCT	NOV	DEC	YTD
Open Case Load	Marion	1,355	1,286	1,073	942	902	963	807	172	195	195	177	153	139	506
	Citrus	422	384	379	311	272	268	245	45	54	57	56	46	48	157
	Levy	161	180	150	136	108	135	112	17	19	19	17	16	19	53
	Total	1,938	1,850	1,602	1,389	1,282	1,366	1,164	234	268	271	250	215	206	716
Participation Rate	All Family	44.10%	35.80%	30.70%	36.50%	36.90%	30.30%	0.30%	5.43%	13.20%	14.80%	22.70%	35.40%	31.40%	17.40%

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	OCT	NOV	DEC	YTD
Occupation Skills Training	Citrus	115	142	121	91	122	31	8	1	1	5	4	4	2	5
	Levy	68	54	34	24	19	6	4	1	1	1	3	4	3	4
	Marion	339	224	233	335	365	157	94	21	32	45	45	56	59	64
	Subtotal	522	420	388	450	506	194	106	23	34	51	52	64	64	73
Skills Upgrade	Citrus	0	0	0	0	6	1	1	0	0	0	0	0	0	0
	Levy	0	0	0	0	2	1	0	0	0	0	0	0	0	0
	Marion	0	0	0	2	59	35	0	0	0	0	1	1	0	1
	Subtotal	0	0	0	2	67	37	1	0	0	0	1	1	0	1
OJT	Citrus	8	8	13	4	3	0	0	0	2	3	3	3	2	3
	Levy	1	0	0	0	3	0	2	0	0	0	0	0	0	0
	Marion	22	11	14	81	97	8	2	0	0	0	0	1	1	1
	Subtotal	31	19	27	85	103	8	4	0	2	3	3	4	3	4
Entrepreneurial	Citrus	0	0	0	3	0	0	0	0	0	0	0	0	0	0
	Levy	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	1	0	0	0	0	0	0	0	0	0	0
	Subtotal	1	0	0	4	0	0	0	0	0	0	0	0	0	0
Internships	Citrus	1	5	2	4	3	2	4	0	0	0	0	0	0	0
	Levy	0	0	0	0	0	3	1	0	0	0	0	0	0	0
	Marion	0	4	3	9	12	11	11	0	1	2	1	1	0	3
	Subtotal	1	9	5	13	15	16	16	0	1	2	1	1	0	3
Customized Training	Citrus	8	5	2	7	0	6	8	0	0	1	1	0	1	2
	Levy	2	0	1	6	1	32	32	0	0	1	0	0	0	1
	Marion	26	21	21	58	10	38	28	0	0	0	0	0	0	0
	Subtotal	36	26	24	71	11	76	68	0	0	2	1	0	1	3
Apprenticeship	Citrus	0	0	0	0	0	1	1	0	0	0	0	0	0	0
	Levy	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	0	8	5	4	4	4	3	3	3	4
	Subtotal	0	0	0	0	0	9	6	4	4	4	3	3	3	4
Total		590	474	444	621	702	340	201	27	41	62	61	73	71	88
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	OCT	NOV	DEC	YTD
	Citrus	343	260	225	189	122	58	32	1	7	4	3	0	3	18
	Levy	93	87	86	70	52	15	5	3	1	1	0	3	0	8
	Marion	1171	1275	944	1008	643	244	164	8	9	16	11	8	10	62
	External/New Hire Report	9735	8680	6167	3002	1865	946	432	45	23	0	30	18	39	155
	Total	11342	10302	7422	4269	2682	1263	633	57	40	21	44	29	52	243

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 12/31/2021

Performance Measure	Performance PY2019	Performance PY2020	Previous Month Performance November 2021	Current Month Performance December 2021	Performance YTD PY2021/2022	Previous Month Ranking	State Ranking YTD PY2021/2022
WP Entered Employment Rate	38.30%	42.20%	37.70%	37.80%	44.40%	1	4
WIOA AD/DW Entered Employment Rate	96.70%	80.80%	100.00%	62.50%	78.40%	1	15
WTP Entered Employment Rate	33.90%	50.80%	33.30%	36.90%	28.30%	2	4
All Family Partic. Rate	33.30%	0.30%	35.40%	31.40%	17.40%	3	3
2-Parent Partic. Rate	53.40%	0.20%	53.80%	27.30%	12.60%	1	4
			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: January 2022

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



CITRUS COUNTY

Comparison: JUL 1ST – DEC 31ST for PY2020/PY2021

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2021: 1,254</u> PY2020: 1,227	<u>2,799</u> 1,805
VETERANS SERVED	TRAINING PROVIDED
<u>104</u> 82	<u>66</u> 40
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>176</u> 99	<u>157</u> 156
POSITIONS POSTED	TOTAL PLACEMENTS
<u>912</u> 616	<u>45</u> (Avg Wage: \$14.73/hr) 54 (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.**

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

Comparison: JUL 1ST – DEC 31ST for PY2020/PY2021

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2021: 392</u> PY2020: 368	<u>1,400</u> 1,294
VETERANS SERVED	TRAINING PROVIDED
<u>24</u> 16	<u>5</u> 54
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>39</u> 33	<u>53</u> 75
POSITIONS POSTED	TOTAL PLACEMENTS
<u>258</u> 172	<u>13 (Avg Wage: Not Provided)</u> 9 (Avg Wage: Not Provided)

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MARION COUNTY

Comparison: JUL 1ST – DEC 31ST for PY2020/PY2021

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2021: 3,215</u> PY2020: 3,546	<u>8,200</u> 4,859
VETERANS SERVED	TRAINING PROVIDED
<u>248</u> 292	<u>234</u> 161
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>388</u> 354	<u>506</u> 564
POSITIONS POSTED	TOTAL PLACEMENTS
<u>5,339</u> 3,207	<u>150</u> (Avg Wage: \$15.36/hr) 240(Avg Wage: \$14.36/hr)

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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	\$11,200.00	\$3,000.00	10/11/2021	12/14/2021	In Progress
Ancorp	Manufacturing	5	\$5,407.90	\$5,407.90			Awaiting Start Date - Employer Postponed

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	Completed - Not Retained
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	\$7,811.50	8548.02	11/3/2021	5/1/2022	In Progress

Paid Work Experience

Business	Industry	Total Trained	Wage	Begin	Status
Electus Media	IT	1	\$19.80	8/16/2021	Completed - Retained
Quad Nurse LLC	Healthcare	1	\$10.80	8/30/2021	Unsuccessful
Zeneration Media	IT	1	\$18.00	11/29/2021	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	1 In Progress / 1 Successful w/ emp / 7 Unsuccessful (5 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: 11

Receiving HS Diploma: 6

Receiving Additional Certs: Certifications Total= 72 NRF- 8, AHLEI Front Desk-5, AHLEI Restaurant Server-3, AHLEI Guestroom Attendant-5, AHLEI Maintenance Employee-3, Forklift-11, Safe Staff-12, OSHA-11, Warehouse- 11, HBI- 8

Exited with Employment: TBD Pending 6 month mark 2/23/2022

Exited with Education: TBD Pending 6 month mark 2/23/2022

YB Cohort 4:

Pending Start

2/7/2022

Enrolled: TBD

Completed: TBD

Receiving HS Diploma: TBD

Receiving Additional Certs: TBD

Exited with Employment: TBD

Exited with Education: TBD

CITRUS HIRING INCENTIVE UPDATE

BUSINESS INQUIRIES	JOBS POSTED
28	15
CANDIDATE INQUIRIES	CANDIDATE REFERRALS
53	8
HIRES	AVERAGE WAGE
2 (1 retained, bonus paid)	\$11.56/hr

CITRUS HIRING INCENTIVE ELIGIBLE

Bailey ELECTRIC & SIGNS LLC
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

\$1000 Bonus After 90 days!

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
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CITRUS HIRING INCENTIVE ELIGIBLE

Nature Coast RV
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!

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Contract Performance
PY2021-2022



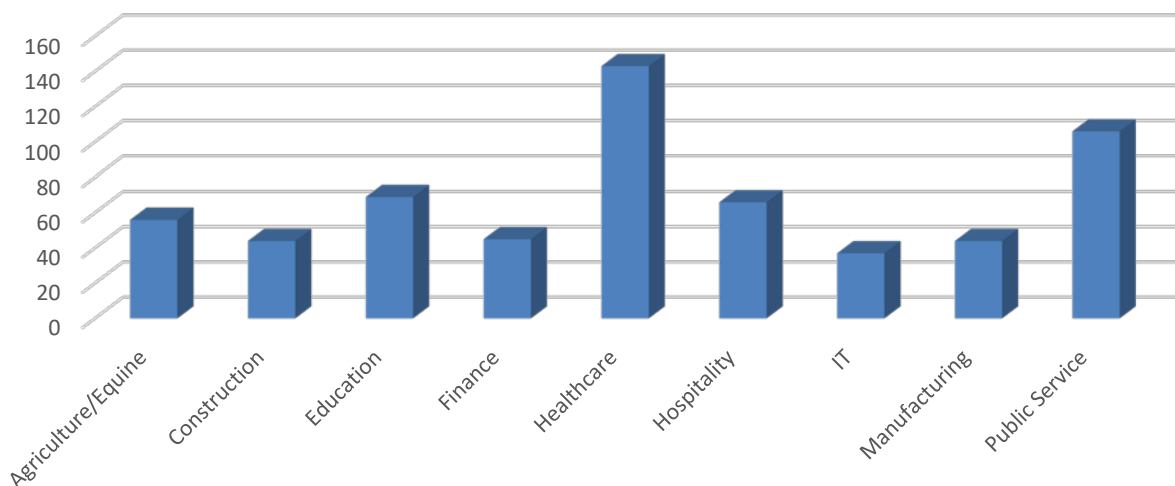
	Q1 PY21-22			Q2 PY21-22			Q3 PY21-22			Q4 PY21-22			ANNUAL		
County Chamber/EDC	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate
CITRUS (Citrus Chamber)	4	3	75.00%	5	5	100.00%			#DIV/0!			#DIV/0!			#DIV/0!
MARION (CEP)	4	4	100.00%			#DIV/0!			#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	82%	22	\$8,426.00									

2022 MARION COUNTY YOUTH CAREER EXPO

Students in Attendance (Middle and High)	Business/Education/Military Partners
442	40

Students' Industry of Interest



Student Comments:

- I just like how many businesses and schools are so open to younger people
- I really liked the cadet program. I really got the feel of all booths.
- Everyone was so nice & answered all my questions. Thank you for having us!
- Thank you for the opportunity to learn about many different fields of industry.
- I loved that we got to talk with people who had different jobs and I also love how we got to walk around and see different employments/schools.
- This event helped me so much on helping me decide what I want to do with my life.
- I love how the people that helped us and taught us about careers were very one on one and nice.
- I found what I want to do with my life. Thank you
- I got to see a lot of other opportunities that I didn't see before. I would recommend to future generations if they don't know what they want to do.
- I particularly enjoyed the rotating tables
- Loved the expo!
- It was informative and there was a lot of options and variety when it comes to the jobs/occupations shown.
- It was amazing, I got to ask a lot of questions, and learned a lot.
- Amazing presentation, wish there was more time talking with business owners (8 minutes)
- I am surprised, I thought I was clear about what I wanted to do, but actually there are very good options.

NPS 2021



Region 10 External Survey Net Promoter Summary Report



Calendar Year 2021



NPS 2021



Net Promoter Score Legend

- **- 100 to 0:** The majority of people interacting with CSCLM are having a bad experience. They are not happy with our customer service ethic and are spreading the word that our services should be avoided.
- **1-30:** This is an acceptable range to be in as you have slightly more promoters than passives and detractors. However, most organizations in this range have a lot of opportunities to improve.
- **31-50:** This is where most organizations/companies tend to live. An organization in this range places value on a quality customer experience and is generally delivering it with a solid group of promoters ready to refer others to your brand.
- **50-70:** A company in this range is doubling down on customer experience — and it shows. Some of the most beloved brands have an NPS in this range, and it means that they have a larger than average group of promoters sharing their positive perception with their personal networks.
- **71-100:** This is the Holy Grail of NPS, and is rarely attainable. An organization/company with a score in this range is considered to be among the absolute best in their field/industry.

○ ← we were right here in 2021...

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

- The Overall NPS score across all survey platforms was 71 in 2021.
- 438 Surveys were completed across all survey platforms in 2021. By comparison:
 - 1711 were completed in 2016 - NPS was 83
 - 1194 were completed in 2017 - NPS was 79
 - 1088 were completed in 2018 - NPS was 76
 - 845 were completed in 2019 - NPS was 83
 - 228 were completed in 2020 - NPS was 80
- We had 350 Promoters
- We had 50 Passives
- We had 38 Detractors



NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

- **31** Detractor surveys were candidate related...
 - 45% (14 surveys) were related to Florida Connect Issues
 - 13% (4 surveys) were related to EF Functionality issues
 - 13% (4 surveys) were related to a Service Expectations Mismatch
 - 10% (3 surveys) were Undetermined in nature - we were unable to contact the respondent to clarify the rating
 - 10% (3 surveys) were Miscellaneous (non-trending) in nature. These included:
 - One (1) candidate who had a panic attack during the interview
 - One (1) candidate with low digital technical skills who complained about not receiving an answer during a virtual workshop
 - One (1) candidate who we have categorized as a "consistent complainer". We just can't please her.
- **10%** (3 surveys) where we dropped the ball during remote pandemic services.

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

- 7 Detractor surveys were business services related:
 - 86% (6 surveys) were related to Dissatisfaction with the Quantity and/or Quality of Job Candidates
 - 14% (1 survey) was related to Dissatisfaction with EF Functionality

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

The Take-A-Way

- **Florida Connect** customer service issues were the most negatively impactful elements in this year's survey. These issues - not under our control or purview - resulted in a not insignificant reduction in our overall Candidate NPS.
- However a review of Florida Connect comments reveals we may not be consistently communicating positively or effectively when we indicate we have no responsibility for Florida Connect and RA.

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

The Take-A-Way

- Review of several comments related to Florida Connect reveals we sometimes might be demonstrating a short-hand "It's not my job" approach to explaining our disconnect from resolving Florida Connect and RA issues. For example...
 - "You ask questions and there (sic) tell you it's not there job to help"
 - "Multiple employees stated they were not there to assist with unemployment issues."
 - "Completely unable to resolve my unemployment issue. Why else are they here? "
 - "No one helped me, I should have just stayed home and used my own computer"

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

The Take-A-Way

- We should review our staff's approach to communicating on these issues and universalize our answers and verbage to ensure we are always positive when we explain the disconnect.
- Disatisfaction with EF Functionalty had a smaller but still negative NPS score impact on both the candidate and business services side of our organization.

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

The Take-A-Way

- Miscellaneous detractor issues occurred but they demonstrated no trending concerns. They were addressed and/or resolved case-by-case by the center managers.
- **We did provide uneven service on a few occasions in one specific area.** There were 3 detractors (of 38 in total) whose complaints of poor service were **legitimate**. Their complaints related to the scheduling and coordination of appointments during the transition to remote services

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

The Take-A-Way

- "My counselor was absent and canceled appointments frequently. It took 2 months to get to finding a job, after waiting for some resume help."
- "I went to another location that would let me see VA representative. Receptionist had no clue of my scheduled appointment."
- These comments occurred earlier in the pandemic and did not repeat later.

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary The Take-A-Way

- Our fully **Remote Services** NPS was our lowest score in 2021. In fact it is our lowest NPS ever. Note the score comparison...
 - Full "In-Person" Services - **77** NPS
 - Combination of "In-Person" and "Remote/Virtual" Services - **73** NPS
 - Full "Remote/Virtual" Services - **32** NPS
- There are only 19 surveys in the fully remote category so we need more data to reach any conclusions.
- We will continue monitoring in 2022 but analysis suggests that the operative factor in score decline was when we provided remote service related only to Florida Connect or RA Issues.
- Remote Labor Exchange Services scored much higher.

NPS 2021



Calendar Year 2021 CSCLM NPS Report

Executive Summary

The Take-A-Way

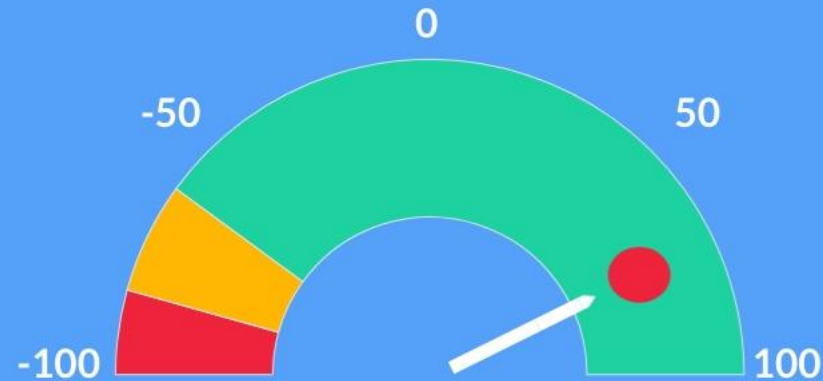
- Talent Center had 0 Detractors in 2021 - WOW!
- There remains an NPS disparity between the offices. Ocala is the lowest. This is explained by the larger traffic Ocala has related to Florida Connect and RA.
- **OVERALL** - the survey scores and survey comments confirm that we maintained a consistent and high level of quality customer service during a unique and challenging time.
- All staff are to be commended!
- Now lets look at the results broken out in several different ways...

NPS
2021



Overall CSCLM Score (Across All Platforms)

Based on the recent service(s) you received,
on a scale of 0-10, how likely are you
to recommend CSCLM to a colleague,
friend or family member?



71%
Net Promoter
Score

NPS Report Breakdown - 438 Surveys



Numbers Breakout

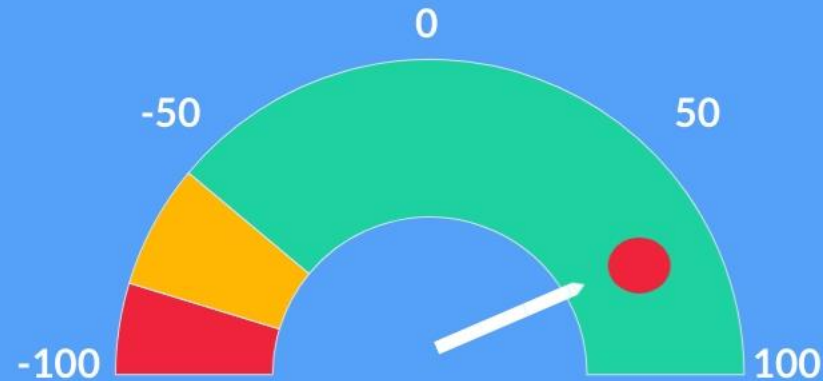
Detractors (0-6)	38
Passives (7-8)	50
Promoters (9-10)	350

NPS
2021



Overall CSCLM Job Candidate Score

Based on the recent service(s) you received,
on a scale of 0-10, how likely are you
to recommend CSCLM to a colleague,
friend or family member?



69%
Net Promoter
Score

NPS Report Breakdown - 330 Surveys



Numbers Breakout

Detractors (0-6)	31
Passives (7-8)	42
Promoters (9-10)	257

NPS
2021



Overall CSCLM Business Services Score

Based on the recent service(s) you received,
on a scale of 0-10, how likely are you
to recommend CSCLM to a colleague,
friend or family member?



52%
Net Promoter
Score

NPS Report Breakdown - 44 Surveys



Numbers Breakout

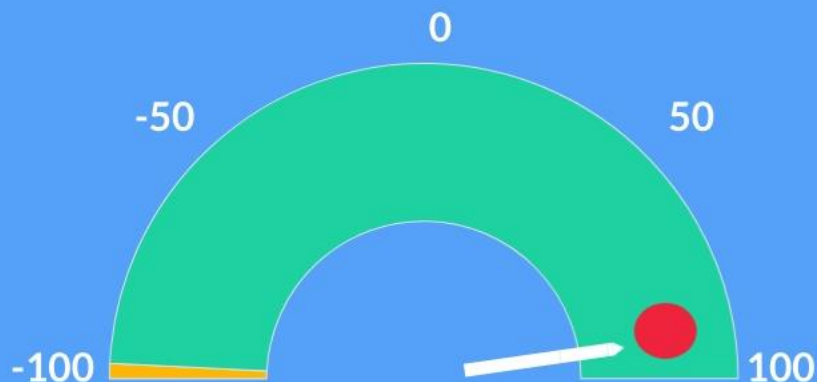
Detractors (0-6)	7
Passives (7-8)	7
Promoters (9-10)	30

NPS
2021



Overall Talent Center Score

Based on the recent service(s) you received,
on a scale of 0-10, how likely are you
to recommend CSCLM to a colleague,
friend or family member?



98%
Net Promoter
Score

NPS Report Breakdown - 64 Surveys



Numbers Breakout

Detractors (0-6)	0
Passives (7-8)	1
Promoters (9-10)	63

NPS 2021



Questions

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