



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

CAREER CENTER COMMITTEE AGENDA

Thursday, February 17, 2022 – 9:30 a.m.

Revised 2-16-2022

Join Zoom Meeting: <https://us02web.zoom.us/j/85292815409>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 852 9281 5409

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

DISCUSSION ITEMS

State Update	Pages 5 - 13	R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
SNAP		C. Weaver

PUBLIC COMMENT

ACTION ITEMS

Welfare Transition Career Coach	Page 14	C. Weaver
Re-entry Navigator	Page 15	D. French
Staffing Firm	Page 16 – 18	R. Skinner

PROJECT UPDATES

Good Jobs Grant		R. Skinner
Talent Center	Page 19	A. Abrams
Event Report	Page 20	C. Weaver
YouthBuild	Page 21	C. Weaver
SkillUp - Metrix Online Learning	Page 22	C. Weaver
Apprenticeships	Page 23	C. Weaver
Center Traffic	Page 24	L. Trowbridge
Net Promoter	Pages 25 - 41	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	
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
Career Center Committee**

MINUTES

DATE: November 18, 2021
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:30 a.m.

MEMBERS PRESENT

Charles Harris
Jorge Martinez
Lanny Mathis
Pat Reddish
Tiffany Wiggins

MEMBERS ABSENT

Angie White (John Cook)
David Benthussen
Christie McElroy
Equilla Wheeler
Judy Houlios

OTHER ATTENDEES

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

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

CALL TO ORDER

The meeting was called to order by Charles Harris at 9:32 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Pat Reddish made a motion to approve the minutes from the August 19, 2021 meeting.
Tiffany Wiggins seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

In Rusty Skinner's absence, Dale French updated the committee on the following items:

- Funding has been approved by the State to implement additional security measures in the career centers. At the time, this funding was requested due to a need for armed security. The need for armed security is no longer crucial. To utilize these funds in a proactive way, each center will be assessed to identify permanent upgrade security needs like, panic buttons, camera systems, and buttons that can immediately lock the doors.
- The State will be providing special cameras to enhance ease of use with the 2-step verification process using the ID.me system.

Workforce Issues that are Important to Our Community

None

eImpact

Dale French and Cory Weaver reviewed the dashboard. The new dashboard can be found on the CLM website through links in the Quick Links section and the top header tabs. The dashboard provides statistical data reports for labor market information within the region and CLM performance accountability. Charles Harris asked if this information will be shared with the region's Chambers of Commerce and EDC's. Cory stated the links will be shared with all community partners.

Good Jobs Grant

Dale French stated that this is a federal grant provided through the Build Back Better program. Initial efforts will be focused on establishing a training program for manufacturing and logistics in Levy County. The grant will be designed around a three-prong approach of development, design and implementation over a period of five years. The plan will be to convene local businesses to identify common training needs in order to develop online and in-person training. We will be working with the K-12 school system, College of Central Florida, Nature Coast Business Development Council, SBDC and MRMA.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. She noted that the new applicant tracking system called Ceipal, which replaced the Akken system is functioning well. Ceipal provides excellent customer service to get the maximum use from the software. She also noted that the Talent Center team provided presentations to a CF

intern class on November 8th.

Event Report

Cory Weaver highlighted items from the Event Report, noting the top three hiring events so far have been with AutoZone, Amazon, and E-One.

YouthBuild

Cory Weaver was happy to report that the third cohort is underway and successful outcomes in the first and second cohort. The 3rd wall raising occurred in September and the 4th should be held in February. Potentially, the next release of the grant application will occur in December. Charles Harris asked if the youth generally stay in the area or leave. Cory Weaver explained that some do leave the area.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. The reports reflect consistent enrollment in the three counties.

Apprenticeships

Cory Weaver provided status updates on the four apprenticeship programs.

In-Person Customer Data

Larry Trowbridge reviewed the report.

- In-person traffic is increasing. More job seekers than RA claimants are visiting the centers. Online traffic is trending the same.

Net Promoter

Steven Litzinger reviewed the reports and noted all scores are in the excellent range:

- Transactional Surveys: Only a minor change in score from last quarter. Many comments indicated a dissatisfaction with the unemployment process and response, or were DEO related. No trending issues have been identified.
- Business Services: These survey results also only reflect a minor change from the score last quarter.
- Talent Center continues to have a high level of customer service satisfaction.

MATTERS FROM THE FLOOR

Charles Harris notified the committee that he will be retiring December 31, 2021. He stated it was an honor to serve as the Chair of the committee. He also noted that his replacement at his organization will also look to become a board member.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:18 a.m.

APPROVED:

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
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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: 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

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: 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

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	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

	Year	Participants Served		Cost Per Participant Served	
		Career Services	Trainig Services	Career Services	Trainig Services
Descriptions		Total from Column D Served	Total from Column D Served		
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

	Year	Annual Median Participant Wage	% Exited	% Continuing Services	Demographic Data For Participants Served					
					% Male	% Female	% American Indian/ Alaska Native	% Asian	% Black/African American	% Hispanic/L atino
<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



RECORD OF ACTION/APPROVAL

Career Center Committee Thursday, February 17, 2022

TOPIC/ISSUE:

Career Development Coach

BACKGROUND:

In a recent meeting with our Welfare Transition (WT) and Supplemental Nutritional Assistance Program (SNAP) team, they identified the need to increase efforts on placement and retention.

HB1507 directly attaches performance within the WT program to each LWDB's 'letter grade'. We feel we need to be proactive in bolstering staffing that will support positive outcomes of the program.

We are seeking approval to hire one full time Career Development Coach who will work with existing case managers and WT participants to increase focus on Employability Skills, Soft Skills and Work preparation with the WT and SNAP population to support them in job attainment and retention.

POINTS OF CONSIDERATION:

Addition of this position is contingent on sustained funding of the current SNAP program. At this time, we have experienced funding reduction and have moved SNAP costs to WT funding. The position will only be added once budgets are confirmed and appropriate funding is made available.

STAFF RECOMMENDATIONS:

Approve addition of a Career Development Coach to the WT/SNAP team upon funding availability.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

Career Center Committee Thursday, February 17, 2022

TOPIC/ISSUE:

Re-entry Navigator position

BACKGROUND:

We have recently received funding from the DEO to add a Re-entry Navigator position. This position would be tasked with working with creating and maintaining linkages between correctional institutions and the workforce community, engage community partners to service returning citizens and build additional capacity within the workforce system to better serve justice-involved citizens.

POINTS OF CONSIDERATION:

Funding in the amount of \$175,000 was received to cover a two program year period.

STAFF RECOMMENDATIONS:

Approve the addition of a Re-entry Navigator position

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

Career Center Committee Thursday, February 17, 2022

TOPIC/ISSUE:

Staffing Firm Collaboration Meeting

BACKGROUND:

In the past we have had co-location agreements with staffing firms within our career centers. We feel that re-engagement of the staffing industry in our centers will be beneficial not only for us, but to the staffing firm(s) that are selected to co-locate. This approach will jointly drive additional foot traffic into our offices.

POINTS OF CONSIDERATION:

At this time we feel that a meeting with representatives from the staffing industry will better equip us to develop a competitive Request for Proposals (RFP) that will be used to select a firm or firms should we move forward after the collaboration meeting.

STAFF RECOMMENDATIONS:

Approve the release of an announcement/invitation for a collaboration meeting to determine the best approach to an RFP.

COMMITTEE ACTION:

BOARD ACTION:

Background

In the past CLM has worked with local staffing firms in a number of ways. These include specialized job fairs, as well as co-location at its 14th street Career Center.

Discussion

Today the demand for staff and the availability of applicants is affecting CLM's and, we are certain, the staffing industry in meeting the demands of their customers. CLM is interested in discussing renewing a partnership with the local staffing industry through offering space for co-location of a remote staff member at one or all three of its Career Centers. These are located in Ocala, Lecanto and Chiefland. One firm would be co-located at each site, this may be a different firm at each site.

In order to move forward, CLM is exploring the interest in such a partnership with members of the staffing industry. The selection of the firm(s) must be based upon a competitive RFP. In order to develop an RFP, CLM desires to have a discussion on the interest by members of the industry. The meeting will be held as follows:

Date: TBA
Time: TBA
Location: TBA

In order to better inform the industry, CLM has developed the following DRAFT criteria:

- CLM will provide one cubicle/office (depending on location), equipped with a desk and two chairs.
 - The firm is responsible for all other equipment to conduct their business.
 - CLM will provide "Guest" Internet access.
- Applicants entering CLM will be required to complete a short registration in CLM's MIS system.
 - this allows CLM to gain initial customer information and identify their reason for visiting the career center.
 - The selected staffing firm will be listed as a service alternative for customer selection.
 - The staffing firm will be notified of customers initially selecting them for service.
- Applicants seeking employment (but not selecting the staffing firm service option) will be advised of the on-site staffing firm presence by resource room staff as an additional option.

- There is no requirement to share individual placement information with CLM, as fully registered customer placement data is retrieved by the State through its system partners.
 - The firm(s) will be asked to provide a numerical summary of customers placed quarterly.
- CLM will, through its normal processes, inform applicants of the availability/co-location of the staffing firm at its location(s).
 - The staffing firm will be required to inform its customers/potential customers of their co-location at the CLM site(s).

Our discussion will be to gain input on these DRAFT criteria and discuss the process and means of determining a successful firm through a competitive process.

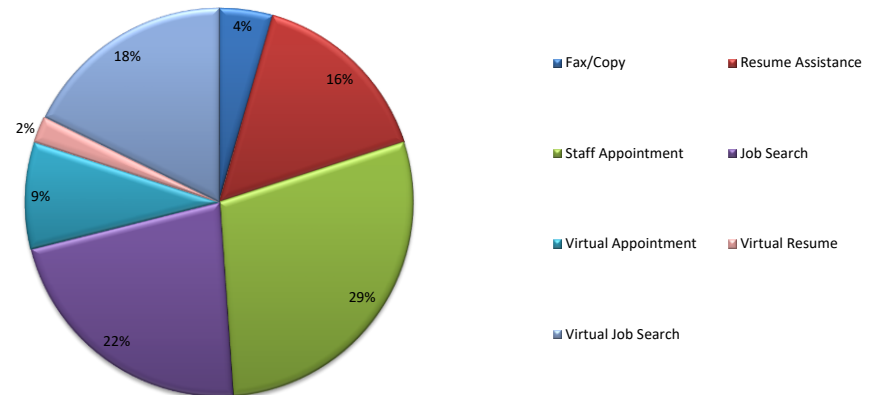
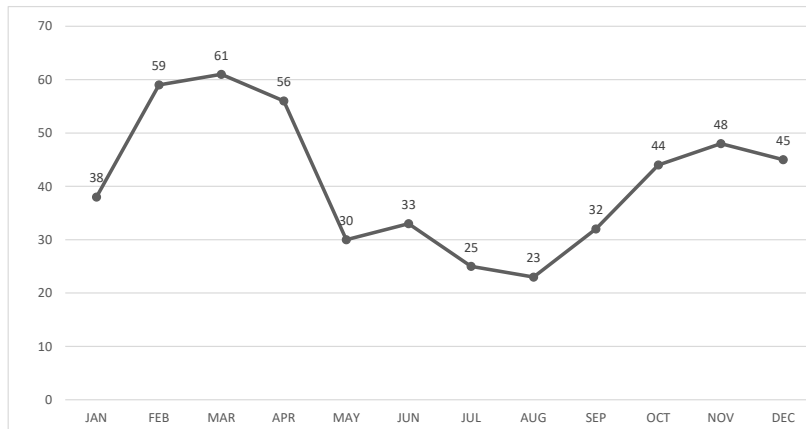


TRAFFIC COUNT

	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

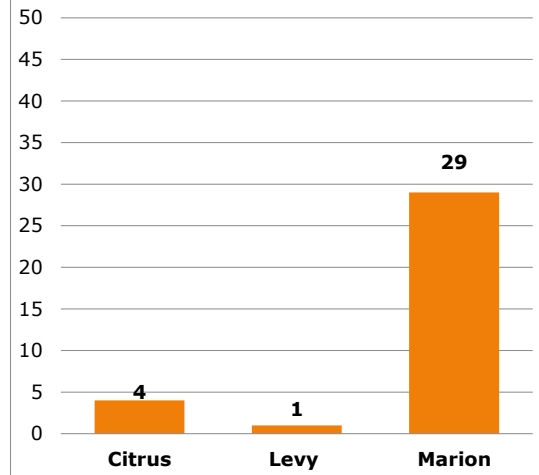
PY 21 - 22 Individual Events

Total Events: 33
Attendees: 662
Reported Hires: 371

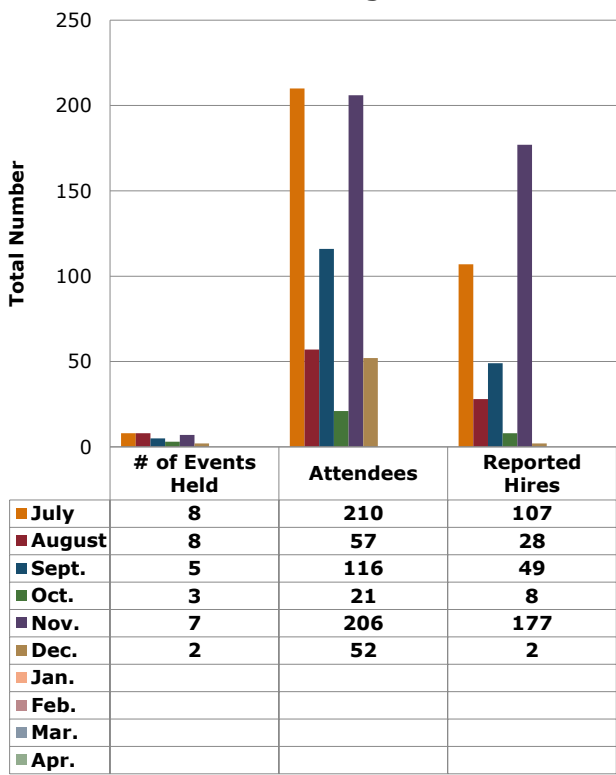
PY 21 - 22 Job Fairs

Attendees: 174
Businesses: 103

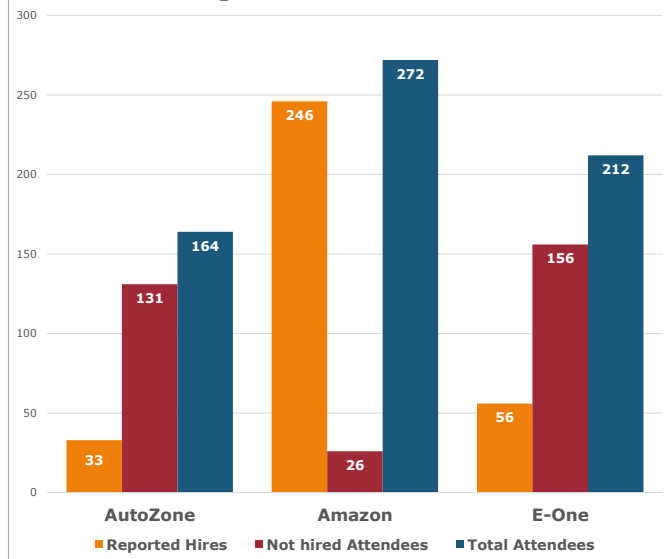
Hiring Events by County PY21-22



Individual Hiring Events



Top 3 Hiring Events Program Year 2021-2022



Other Recruitment Events 10/2021 - 12/2021

Event Date	Event Name	Event Location	County
10/6/2021	Real Truck	Real Truck Location	Marion
10/28/2021	Anytime Fitness	14th Street	Marion
11/18/2021	CSL Plasma	14th Street	Marion
12/7/2021	Brookdale Chambrel & Paddock Hill	Brookdale Location	Marion

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



SKILL UP USERS

LOCATION	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total
Citrus	6	2	24	3	9	13	5	4	5	1	2	1	5	2	102
Citrus - CF	3	2	8	5	2	0	1	1	0	1	1	0	1	0	33
Levy	2	2	6	2	2	1	0	1	1	3	0	0	1	0	27
Levy - CF	1	0	5	1	0	1	1	2	0	0	1	0	0	0	17
Marion	7	7	36	13	3	7	3	5	1	5	9	6	2	3	166
Marion - CF	11	5	44	14	3	5	2	2	1	8	3	2	0	1	115
TOTAL	30	18	123	38	19	27	12	15	8	18	16	9	9	6	460

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Information Technology
4. Personal Care/Human Services
5. Government/Public Sector

Popular Courses

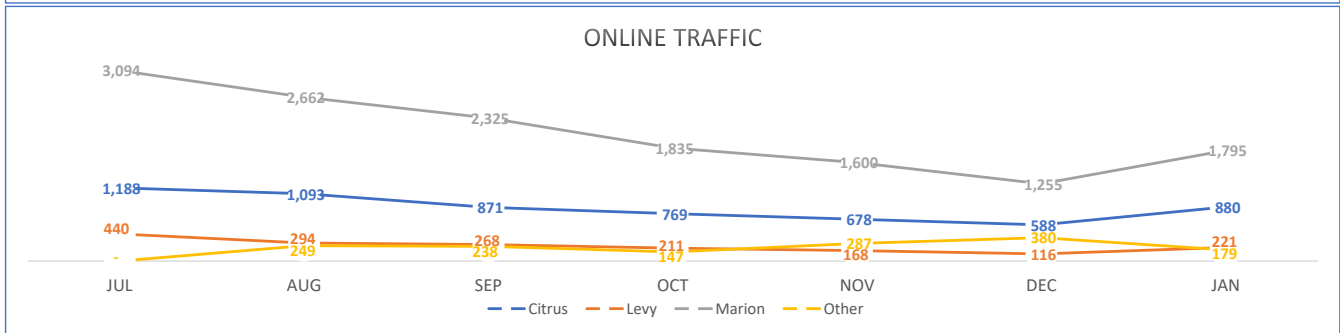
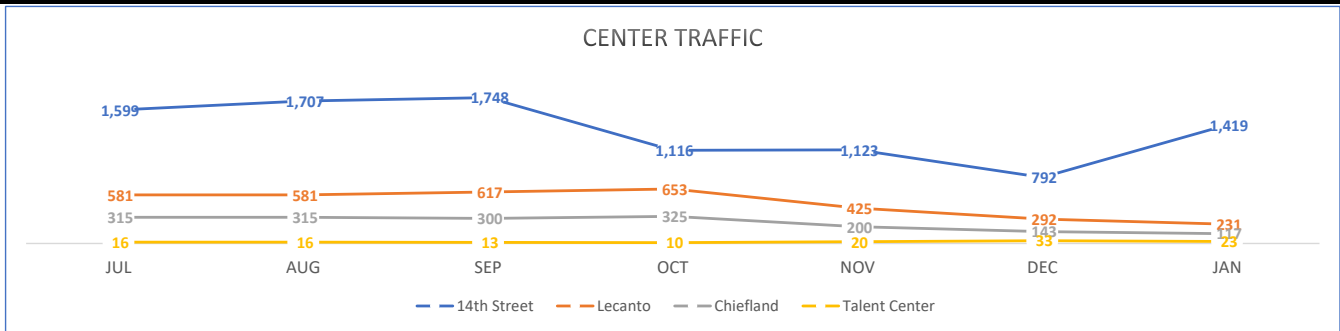
1. Writing Effective Emails and Instant Messages
2. Abbreviating, Capitalizing, and Using Numbers
3. Becoming More Professional through Business Etiquette
4. Be a Better Listener
5. Time Management: Quit Making Excuses and Make Time Instead
6. Basic Business Math: Averages and Equations
7. Being an Effective Team Member
8. Using Punctuation Marks
9. The Art and Science of Communication
10. Basic Business Math: Charts and Graphs
11. Getting the Details Right: Spelling Basics
12. Active Listening Skills for Professionals
13. Basic Business Math: Percentages and Ratios
14. Audience and Purpose in Business Writing
15. Basic Business Math: Using Whole Numbers and Decimals

APPRENTICESHIP UPDATE

Apprenticeship Occupation	Training Provider	Start Date	# Enrolled	Comments
Masonry	Marion Technical College	Fall 2019	9	1 In Progress / 1 Successful w/ emp / 7 Unsuccessful (5 closed w/ emp)
Electronic Assembler	Lockheed Martin	Spring 2020	4	National Apprenticeship - 4 of our referrals have been hired at this point. Next training class expected to begin in June 2022
Construction Carpentry	Marion Technical College	TBD	n/a	Delayed - Waiting on MTC Guidance
Hospitality	College of Central Florida / AHLEI	TBD	n/a	Delayed due to COVID-19 - 2 Tracts, Traditional and Equine

Center Traffic

Traffic		PY 20-21	PY2021 2022							
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	YTD
Center Traffic	14th Street	12,363	1,599	1,707	1,748	1,116	1,123	792	1,419	9,504
	Lecanto	4,723	581	617	653	425	292	231	416	3,215
	Chiefland	2,863	315	300	325	200	143	117	235	1,635
	Talent Center	526*	16	13	10	20	33	23	38	153
	MCC 1	-	-	-	-	-	-	-	-	0
	MCC 2	-	-	14	-	-	-	-	-	14
	Total	20,475	2,511	2,651	2,736	1,761	1,591	1,163	2,108	14,521
Online Traffic	Citrus	10,079	1,188	1,093	871	769	678	588	880	6,067
	Levy	2,593	440	294	268	211	168	116	221	1,718
	Marion	24,857	3,094	2,662	2,325	1,835	1,600	1,255	1,795	14,566
	Other	1,959	-	249	238	147	287	380	179	1,480
	Total	39,488	4,722	4,298	3,702	2,962	2,733	2,339	3,075	23,831



*Virtual hours were counted for Talent Center during PY20-21

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.
○ ← we were right here in 2021...
- **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.

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 purvue - 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 shorthand "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...
-

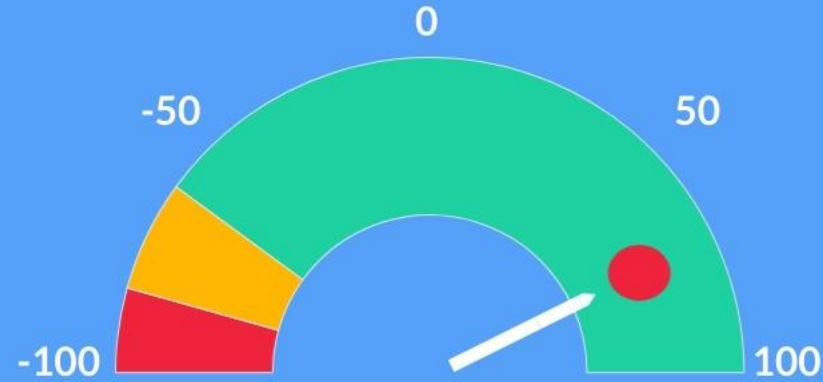


NPS 2021



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

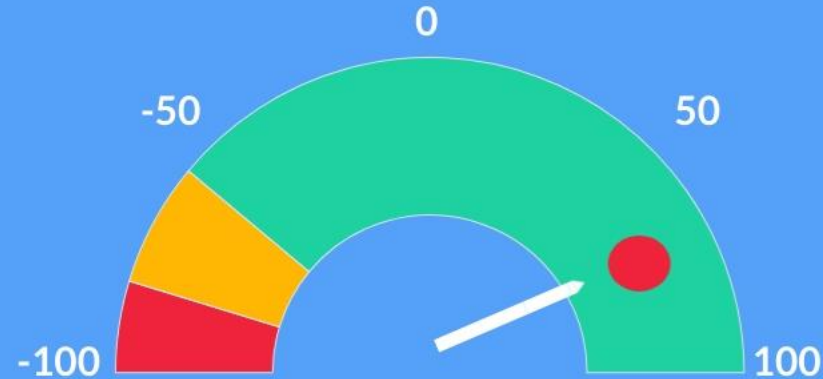
Detractors (0-6)	38
Passives (7-8)	50
Promoters (9-10)	350

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

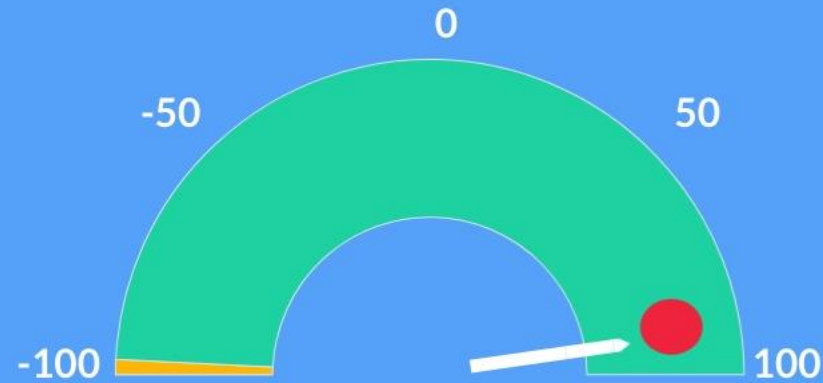
Detractors (0-6)	7
Passives (7-8)	7
Promoters (9-10)	30

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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