



**Consortium  
AGENDA**

**Wednesday, March 16, 2022 – 10:00 a.m.**

**Zoom Meeting: <https://us02web.zoom.us/j/85610979983>  
Phone 1-646-558-8656 Meeting ID: 856 1097 9983**

Call to Order J. Gold  
Roll Call C. Schnettler  
Approval of Minutes, December 13, 2021 Pages 2 - 4 J. Gold

**ACTION ITEMS**

Nomination – Joyce Wilson Pages 5 - 6 R. Skinner

**DISCUSSION ITEMS**

State Update  
Commuter Patterns Pages 7 – 8 R. Skinner  
Top Sectors Pages 9 – 10 R. Skinner  
Collaboration Pages 11 – 12 R. Skinner  
WIOA Indicators of Performance Page 13 R. Skinner  
Events Report / Career Expo Page 14 C. Weaver  
Net Promoter Survey Pages 15 - 25 S. Litzinger  
Workforce Issues Important to Our Community  
Member Vacancies Page 26 R. Skinner  
Summer Youth Concept Page 27 R. Skinner

**PUBLIC COMMENT**

**PROJECT UPDATES**

None

**MATTERS FROM THE FLOOR**

**ADJOURNMENT**

**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  
Consortium**

**MINUTES**

DATE: December 13, 2021  
PLACE: College of Central Florida – Enterprise Center  
TIME: 10:00 a.m.

**MEMBERS PRESENT**

Commissioner Gold  
Commissioner Meeks  
Commissioner Schlabach

**MEMBERS ABSENT**

**OTHER ATTENDEES**

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

Robert Stermer, Attorney  
Cira Schnettler, CSCLM

**CALL TO ORDER**

The meeting was called to order by Commissioner Gold, at 10:00 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Commissioner Meeks made a motion to approve the minutes from the September 17, 2021 meeting. Commissioner Schlabach seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Update / Workforce Issues**

Rusty Skinner provided the following update:

- The State has been focusing on implementation of Bill 1507.
  - Workforce boards will receive a letter grade from the State through a matrix based system.
  - Bill 1507 calls for the reduction of administrative entities in the workforce system. Commissioner Gold asked how many workforce board are in the State and Rusty Skinner replied that there are 24 boards. CLM leadership will continue to follow up on the matter and will keep the committee posted.
  - There are also conflicting statutes hindering tuition payments to students due to a 10% holdback from the State to training providers. We will

continue to work with the State on this issue.

### Member Vacancies

Rusty Skinner stated that there are three vacancies on the board. Nature Coast Business Development Council has submitted a nomination form for their representative on the board and the nomination will be brought to the next meeting. There is one private sector vacancy in both Citrus and Levy. All nominations are welcome.

### WIOA: Direct Service Provider Required Annual Performance Report

Dale French explained that every three years CLM is required to file a waiver with the State to provide direct services as a one-stop operator. During the waiver period, CLM is required to file annual reports to maintain the waiver. In the packet is the first report of this current waiver.

### eImpact

Dale French 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. Discussion ensued regarding the variety of reasons for the low labor force participation rate. Rusty Skinner notified the committee that the Ocala CEP will be conducting a Labor Force Participation study in Marion County. The CLM board recently approved financial support of the study. Roseann Fricks with the Early Learning Coalition provided an insightful presentation to the CLM board on the impact childcare and early learning programs have on workforce.

## **ACTION ITEMS**

### Good Jobs Grant

Rusty Skinner stated that this is a federal grant. Initial efforts will be focused on establishing a training program for manufacturing and logistics in Levy County. The plan will be to convene local businesses to identify common training needs in order to develop online and in-person training. CLM will be the lead agency working with the K-12 school system, College of Central Florida, Nature Coast Business Development Council, and MRMA. Memorandums of agreement will be drafted for all partners. Funding will also be used to creating talent development at the high school level by promoting the programs to junior and seniors. The term of the grant recently changed to July 2022 through May 2027.

Commissioner Meeks made a motion to approve the submission of the Goods Jobs Grant. Commissioner Schlabach seconded the motion. Motion carried.

### Budget update

Dale French explained the updates to the budget are for the addition of two funding allocations.

- Additional WIOA funds were received due to meeting or exceeding performance goals.
- Funds were received from the State through a security grant. At the time, this funding was requested due to a need for armed security in the centers. The need for armed security is no longer crucial. To utilize these

funds in a proactive way, each center will be assessed to identify ways to bolster the current security infrastructure with long term solutions like, panic buttons, camera systems, and buttons that can immediately lock the doors. A proposal for the change in the use of funds will be sent to the State.

Commissioner Schlabach made a motion to approve the updated 2021-2022 budget. Commissioner Gold seconded the motion. Motion carried.

**PUBLIC COMMENT**

None

**PROJECT UPDATES**

None

**MATTERS FROM THE FLOOR**

None

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:45 a.m.

**APPROVED:**

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**RECORD OF ACTION/APPROVAL**

**Consortium Meeting  
Wednesday, March 16, 2022**

**TOPIC/ISSUE:**

Board Appointment

**BACKGROUND:**

**POINTS OF CONSIDERATION:**

**STAFF RECOMMENDATIONS:**

Accept appointments of the following individual:  
Joyce Wilson, Nature Coast Business Development Council

**COMMITTEE ACTION:**

**BOARD ACTION:**



**NOMINATION FORM**  
**FAX: 352 873-7956**  
**EMAIL: [rskinner@careersourceclm.com](mailto:rskinner@careersourceclm.com)**  
**Phone: 352 873-7939, Ext 1203**

Name: Joyce Wilson

Title: Executive Director /  
Member of Nature Coast Business Development Council

Name of Business: Unity Family Community Center, Inc /

Address: 20030 NE 23rd Place

City: Williston County: Levy Zip Code: 32696

Business Telephone-Ext: 352-528-3556 Fax 352-528-3668

Private Business Owner/Chief Executive

Agency/Company Representing – Must be representative with optimum Policy-making authority

Home Address: 15580 NE 17TH Place

City: Williston County: Levy Zip Code: 32696

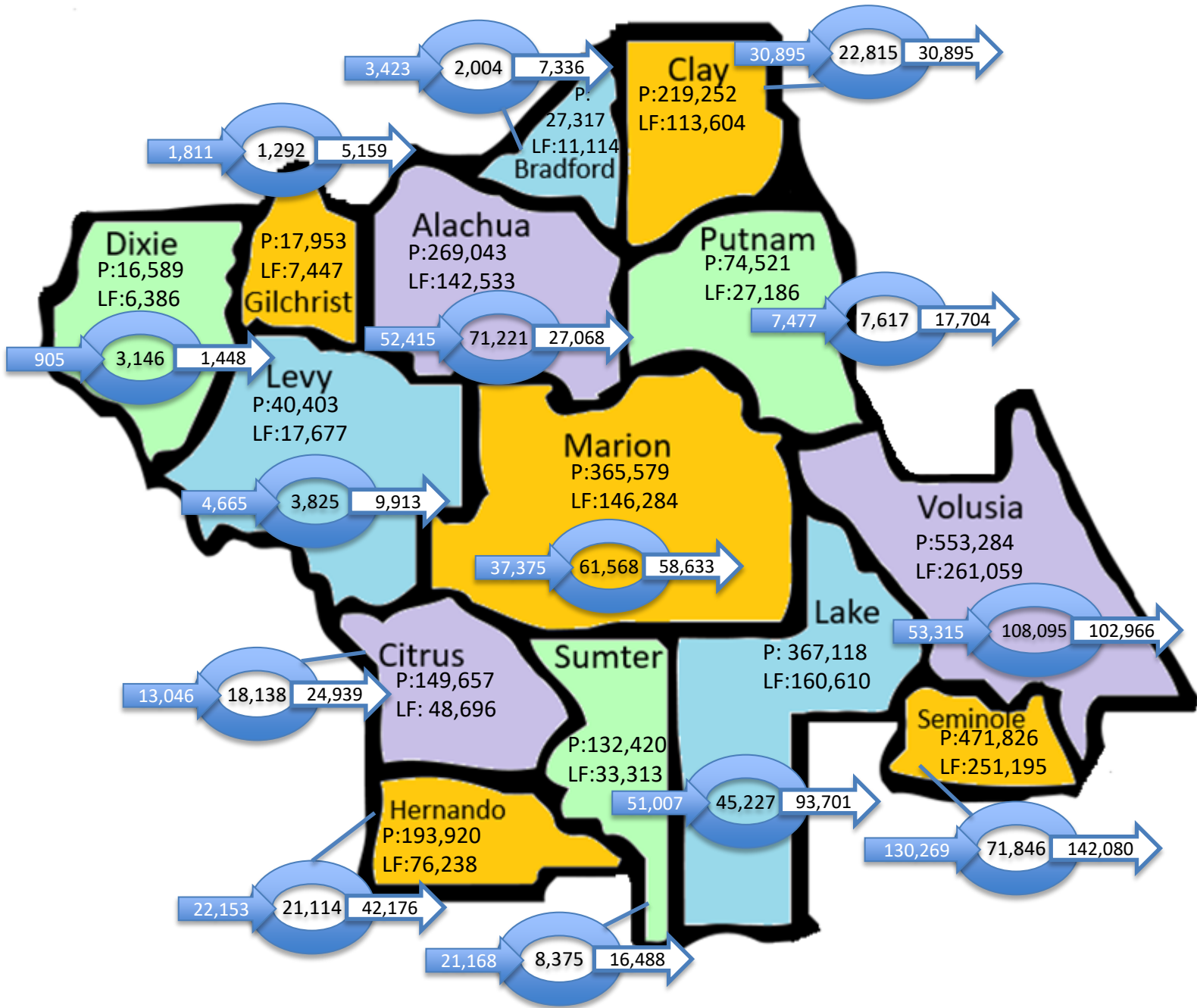
Cell #: 850-509-5128

E-Mail  
Address: jwilson@ufccflorida.org

**INFORMATION REQUIRED BY THE STATE - Check all that Apply**

Sex: Male  Female   
Race: White  Black  Other   
White/Hispanic  Black/Hispanic


# WORKFORCE INFLOW/OUTFLOW PATTERNS





Key/Source

P: Population – Census American Community Survey 1-Year Estimates

LF: Labor Force – Local Area Unemployment Statistics December 2021 (not seasonally adjusted)

 Inflow: Employed in the county but living outside (Census on the map, 2019)

 Outflow: Living in the county, but employed outside (Census on the map, 2019)

 Employed and living in the county (Census on the map, 2019)

# WORKFORCE INFLOW/OUTFLOW PATTERNS

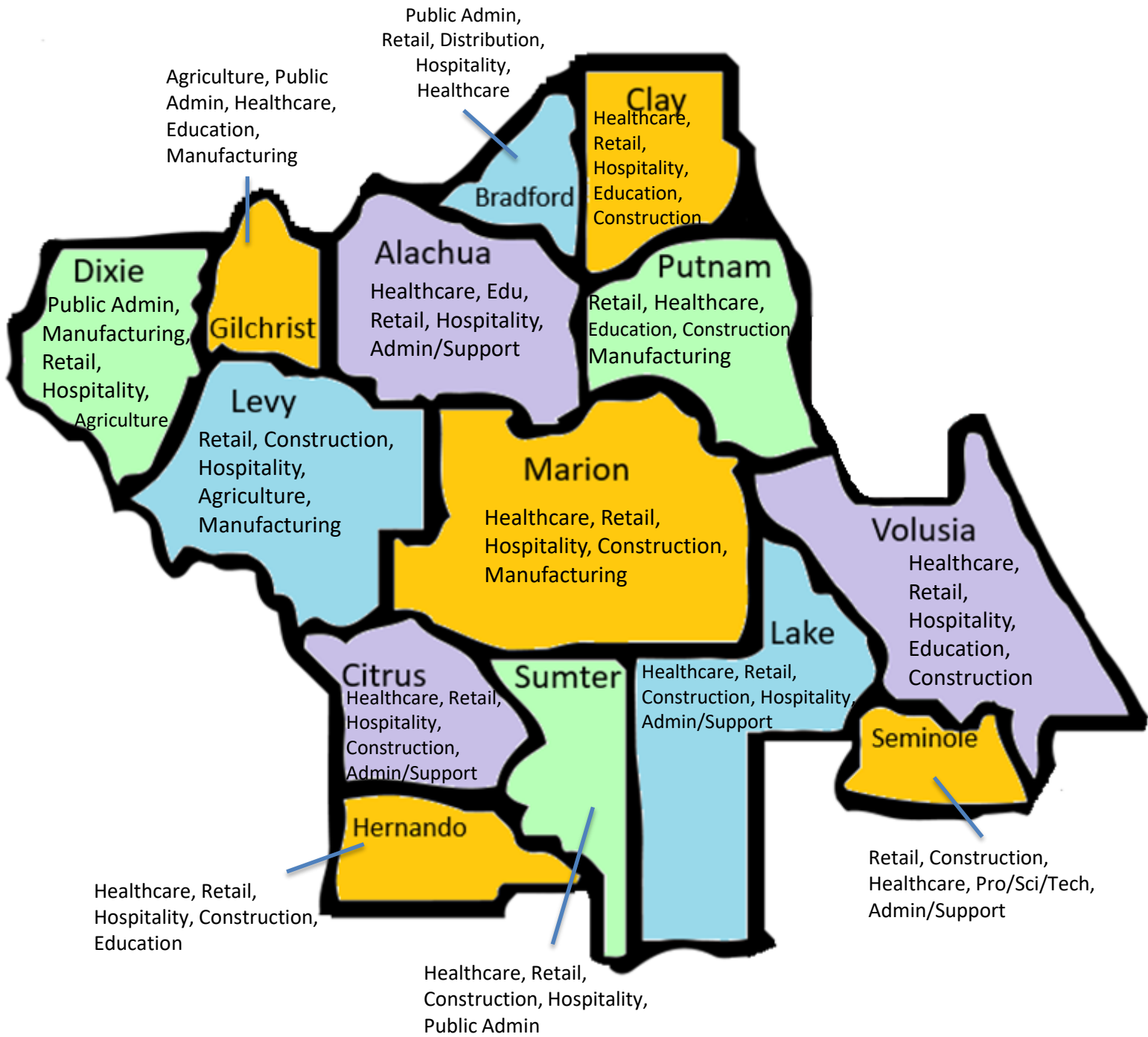
		Top 5 Inflow		Top 5 Outflow	
Alachua	Marion	5,441	Duval	3,919	
	Duval	4,032	Marion	2,258	
	Columbia	3,831	Orange	2,230	
	Levy	3,500	Hillsborough	1,807	
	Clay	2,439	Leon	1,117	
Bradford	Clay	738	Alachua	2,051	
	Alachua	358	Duval	1,453	
	Duval	292	Clay	792	
	Union	238	Orange	261	
	Putnam	213	Union	251	
Citrus	Marion	2,150	Marion	4,268	
	Hernando	1,739	Hernando	2,315	
	Pasco	917	Orange	2,119	
	Hillsborough	816	Hillsborough	2,076	
	Pinellas	720	Lake	1,707	
Clay	Duval	14,798	Duval	39,621	
	St. Johns	3,076	St. Johns	2,920	
	Putnam	1,239	Orange	2,626	
	Alachua	820	Alachua	2,439	
	Nassau	806	Hillsborough	1,740	
Dixie	Levy	165	Alachua	557	
	Gilchrist	126	Levy	359	
	Alachua	64	Gilchrist	258	
	Columbia	53	Duval	197	
	Taylor	51	Columbia	191	
Gilchrist	Levy	461	Alachua	2,201	
	Alachua	295	Levy	439	
	Dixie	258	Columbia	304	
	Columbia	134	Marion	255	
	Suwannee	109	Duval	234	
Hernando	Pasco	6,101	Pasco	10,349	
	Hillsborough	2,436	Hillsborough	8,961	
	Citrus	2,315	Pinellas	4,887	
	Pinellas	1,581	Orange	2,829	
	Polk	1,128	Citrus	1,739	

		Top 5 Inflow		Top 5 Outflow	
Lake	Orange	10,085	Orange	43,344	
	Marion	6,276	Seminole	8,087	
	Sumter	3,710	Sumter	5,033	
	Volusia	3,695	Hillsborough	4,513	
	Polk	3,409	Volusia	3,496	
Levy	Marion	758	Alachua	3,500	
	Alachua	709	Marion	1,340	
	Gilchrist	439	Duval	522	
	Citrus	390	Gilchrist	461	
	Dixie	359	Citrus	444	
Marion	Citrus	4,268	Orange	7,006	
	Lake	3,209	Sumter	6,325	
	Orange	2,336	Lake	6,276	
	Alachua	2,258	Alachua	5,441	
	Duval	2,140	Hillsborough	4,477	
Putnam	St. Johns	1,194	St. Johns	2,466	
	Clay	1,057	Duval	2,465	
	Duval	774	Volusia	2,147	
	Alachua	471	Alachua	1,305	
	Flagler	452	Orange	1,295	
Seminole	Orange	47,489	Orange	92,818	
	Volusia	23,260	Volusia	6,239	
	Lake	8,087	Hillsborough	6,233	
	Osceola	6,126	Duval	3,425	
	Hillsborough	5,075	Brevard	2,986	
Sumter	Marion	6,325	Lake	3,710	
	Lake	5,033	Marion	1,665	
	Citrus	1,389	Orange	1,451	
	Orange	954	Hillsborough	1,395	
	Hernando	891	Pasco	821	
Volusia	Orange	6,820	Orange	28,918	
	Flagler	6,726	Seminole	23,260	
	Seminole	6,239	Duval	6,398	
	Lake	3,496	Hillsborough	4,712	
	Duval	3,474	Brevard	4,072	





# TOP SECTORS BY COUNTY



### Key/Source

**Healthcare** = Healthcare and Social Assistance (NAICS 62)

**Hospitality** = Accommodation and Food Services (NAICS 72)

**Admin/Support** = Administrative and Support and Waste Mgmt and Remediation Services (NAICS 56)

**Public Admin** = Public Administration (NAICS 92)

**Pro/Sci/Tech** = Professional, Scientific, and Technical Services (NAICS 54)

**NAICS** = North American Industry Classification System

	Top 5 Sectors/Empl		RWB Targeted Sectors
Alachua	Healthcare	30,108	Logistics/Advanced Mfg
	Education	24,266	Construction
	Retail	14,090	Healthcare
	Hospitality	12,102	Technology
	Admin/Support	8,384	Hospitality
Bradford	Public Administ.	1,763	Logistics/Advanced Mfg
	Retail	1,070	Construction
	Distribution	845	Healthcare
	Hospitality	749	Technology
	Healthcare	559	Hospitality
Citrus	Healthcare	7,403	Mfg/Transport/Distribution
	Retail	5,990	Professional/IT
	Hospitality	3,953	Healthcare
	Construction	3,507	Hospitality
	Admin/Support	2,468	Construction
Clay	Healthcare	10,077	Finance
	Retail	8,847	IT
	Hospitality	6,455	Distribution
	Education	5,391	Logistics
	Construction	5,061	Healthcare
Dixie	Public Administ.	656	
	Manufacturing	518	
	Retail	324	
	Hospitality	262	
	Agriculture	225	
Gilchrist	Agriculture	708	
	Public Administ.	650	
	Healthcare	421	
	Education	405	
	Manufacturing	369	
Hernando	Healthcare	9,778	Healthcare
	Retail	8,445	Construction
	Hospitality	5,429	Mfg/Transport/Warehouse
	Construction	3,974	Retail
	Education	2,959	Finance/IT

	Top 5 Sectors/Empl		RWB Targeted Sectors
Lake	Healthcare	19,842	Manufacturing
	Retail	17,786	Finance
	Construction	12,144	Logistics/Distribution
	Hospitality	11,789	Professional
	Admin/Support	7,361	Healthcare
Levy	Retail	1,540	Mfg/Transport/Distribution
	Construction	1,443	Information Technology
	Hospitality	1,021	Healthcare
	Agriculture	975	Hospitality
	Manufacturing	897	Construction
Marion	Healthcare	17,895	Mfg/Transport/Distribution
	Retail	17,530	Information Technology
	Hospitality	10,197	Healthcare
	Construction	10,052	Hospitality
	Manufacturing	9,948	Construction
Putnam	Retail	2,761	Finance
	Healthcare	2,476	IT
	Education	1,980	Distribution
	Construction	1,675	Logistics
	Manufacturing	1,645	Healthcare
Seminole	Retail	28,253	Manufacturing
	Construction	23,592	Finance
	Healthcare	22,855	Logistics/Distribution
	Pro/Sci/Tech	20,050	Professional
	Admin/Support	19,813	Healthcare
Sumter	Healthcare	6,490	Manufacturing
	Retail	5,231	Finance
	Construction	4,093	Logistics/Distribution
	Hospitality	3,639	Professional
	Public Admin	3,438	Healthcare
Volusia	Healthcare	31,615	Healthcare
	Retail	28,009	Construction
	Hospitality	22,111	Mfg/Logistics/Distribution
	Education	15,145	Professional/IT
	Construction	14,565	Retail/Hospitality

### **Cost Saving Collaborations**

- Partnership with LWDB 6:
  - o CLM and North Florida (NF) have been in a finance and HR partnership for over 5 years. CLM serves as the financial administrator for NF and the PEO. NF contracts with CLM on financial services for \$50,000. This saves NF approximately \$50,000 in administrative costs.
  - o CLM serves as the PEO for NF. When started NF was paying approximately \$800 per staff member per month for health insurance. The partnership resulted in NF healthcare costs being reduced to \$400 per month per staff, or approximately \$86,000 per year.
  - o Because of the financial services, both boards join to select an audit firm, and this results in an additional savings in staff time and money.
- Partnership with Mid-FL Regional Manufacturers Association (MRMA):
  - o MRMA is a single staff organization. As such, benefit costs were prohibitive. In a similar arrangement to LWDB 6, CLM serves as the PEO, enabling MRMA to recruit and retain a top executive with competitive pay and benefits.
- Partnership with Nature Coast Business Development Council (NCBDC): CLM serves in the same capacity as it does with MRMA.
- Partnership with local Community Action Agency:
  - o CLM has made space available in our center for the Community Action Agency staff to collocate, allowing CAA to have a more affordable space in which to meet customers.
  - o Many of these customers also use CLM services and are now able to obtain multiple services in one office.
- Cross regional collaboration on staff trainings to minimize costs: Welfare Transition, TAD Grants business services training, and Business U business services training.
- 

### **Service efficiency Collaborations**

- Economic Development as business outreach: CLM contracts with its three economic development partners- Ocala/Marion CEP; Citrus Chamber and NCBDC to serve as part of its business services/outreach team. This allows coordination of the economic and workforce services provided to existing businesses and business recruitment efforts. A current example of other collaborations is a current Labor Force Retention survey that CLM is doing with the CEP.
- Collaboration with LWDB 9 (Gainesville)
  - o Various staff serve as SME to assist as requested
  - o Joint Ag Job Fair
  - o Collaboration on training

- Job development/business services
  - o Jointly support marine manufacturing business meeting with our partners and area marine businesses to improve training and support industry-related economic development
    - Collaboration with MRMA, LWDB12 and College of Central Florida to support MRMA members from Sumter County
    - Co-location of Talent Center on the campus of College of Central Florida in Ocala to provide college placement and employment prep for all CF students as well as all educational partners in the region.

### **Recruitment Collaborations**

- Hiring Event Coordination with Region 9 to hold an Agriculture Hiring Event simultaneously in person and virtual in our respective regions. Each region held an in-person event with businesses. We also had laptops available for job seekers to view the opportunities in the other region eliminating the need for travel.
- Levy-Gilchrist Career Fair was coordinated between Region10 and Region 7 and held at CF in Chiefland. Businesses from Levy and Gilchrist County were on hand to meet with job seekers. Business ranged from manufacturing, finance, agriculture, and public service

PY2021 Q2	Statewide	LWDB 01	LWDB 02	LWDB 03	LWDB 04	LWDB 05	LWDB 06	LWDB 07	LWDB 08	LWDB 09	LWDB 10	LWDB 11	LWDB 12	LWDB 13	LWDB 14	LWDB 15	LWDB 16	LWDB 17	LWDB 18	LWDB 19	LWDB 20	LWDB 21	LWDB 22	LWDB 23	LWDB 24
<b>Adults:</b>																									
Employed 2nd Qtr After Exit	83.1	90.3	98.5	81.0	98.0	79.1	88.2	100.0	98.3	83.3	92.3	90.7	81.9	90.9	93.5	74.8	94.3	86.3	92.5	90.7	93.8	59.4	92.2	49.0	82.5
Median Wage 2nd Quarter After Exit	\$8,881	\$10,259	\$8,342	\$9,204	\$11,307	\$8,980	\$8,887	\$11,429	\$12,675	\$10,237	\$9,024	\$7,889	\$7,800	\$9,101	\$10,683	\$10,066	\$9,771	\$7,802	\$10,915	\$8,817	\$12,483	\$6,596	\$8,881	\$5,860	\$7,647
Employed 4th Qtr After Exit	81.7	92.6	96.7	90.5	93.6	81.0	84.4	100.0	97.0	75.0	86.8	86.9	82.2	87.6	93.2	76.8	87.2	83.1	83.2	89.4	92.2	53.4	87.8	53.3	82.9
Credential Attainment Rate	79.9	91.9	95.0	88.9	97.4	98.1	86.6	90.9	93.8	74.0	83.1	74.1	76.9	86.3	87.7	74.8	92.5	75.7	68.7	97.4	94.6	74.4	84.4	21.6	76.3
Measurable Skill Gains	72.2	34.3	54.2	82.2	53.3	33.8	89.3	88.2	90.5	57.1	52.8	79.3	73.8	66.1	63.0	71.1	66.7	62.5	62.9	73.1	84.2	85.2	74.7	71.6	59.6
<b>Dislocated Workers:</b>																									
Employed 2nd Qtr After Exit	84.8	85.7	100.0	0.0	66.7	100.0	71.4	100.0	86.7	75.0	50.0	85.7	88.5	88.2	89.7	82.7	78.1	80.0	76.2	100.0	84.6	69.5	93.2	60.0	85.7
Median Wage 2nd Quarter After Exit	\$10,373	\$4,901	\$7,906	\$0	\$12,322	\$10,926	\$11,685	\$9,969	\$10,722	\$6,414	\$5,401	\$8,422	\$8,248	\$12,145	\$11,350	\$12,969	\$10,367	\$8,429	\$10,289	\$1,587	\$8,936	\$10,712	\$12,016	\$2,146	\$8,474
Employed 4th Qtr After Exit	81.9	85.7	100.0	0.0	83.3	100.0	85.7	0.0	92.3	33.3	80.0	63.6	78.8	87.9	86.0	84.8	87.8	66.7	83.3	66.7	84.2	62.3	86.1	66.7	91.7
Credential Attainment Rate	85.0	83.3	100.0	0.0	100.0	0.0	66.7	0.0	92.3	77.8	100.0	100.0	88.3	74.3	93.7	84.4	95.1	62.5	30.8	100.0	100.0	81.3	85.5	100.0	90.9
Measurable Skill Gains	70.7	31.3	80.0	71.4	100.0	0.0	100.0	50.0	88.2	83.3	80.0	80.5	76.0	77.8	62.7	68.1	50.0	67.1	55.8	88.9	78.3	88.5	77.7	67.4	70.4
<b>Youth:</b>																									
Employed 2nd Qtr After Exit	81.2	74.5	83.3	83.8	100.0	63.1	75.3	86.1	83.5	81.3	81.0	89.7	78.5	81.2	90.1	70.0	78.7	68.6	95.0	93.3	87.8	74.3	83.7	83.3	84.4
Median Wage 2nd Quarter After Exit	\$4,114	\$4,465	\$5,207	\$4,239	\$3,993	\$3,868	\$3,595	\$3,817	\$4,288	\$5,200	\$3,585	\$3,094	\$4,688	\$3,988	\$4,615	\$5,433	\$3,472	\$3,215	\$3,900	\$4,240	\$3,273	\$3,295	\$4,103	\$5,312	\$4,624
Employed 4th Qtr After Exit	78.4	75.6	77.8	83.3	100.0	72.4	78.9	85.1	82.7	75.6	75.4	86.4	75.3	83.6	88.4	66.5	68.2	70.8	85.2	85.3	83.8	70.5	74.2	73.3	86.4
Credential Attainment Rate	85.0	71.4	85.7	65.1	63.6	81.5	69.6	58.7	94.0	92.1	98.2	99.1	93.6	78.4	78.6	52.6	99.2	88.0	83.3	100.0	100.0	86.4	84.4	28.6	73.8
Measurable Skill Gains	54.3	71.1	66.7	47.6	34.6	10.8	74.6	73.5	83.6	7.8	92.7	79.8	67.3	54.1	55.6	27.2	86.4	68.2	50.0	86.2	87.5	65.2	50.8	38.9	61.9
<b>Wagner Peysers:</b>																									
Employed 2nd Qtr After Exit	58.8	64.9	65.8	64.8	62.3	62.7	64.9	59.0	62.1	66.1	65.1	58.2	59.5	60.3	55.4	61.7	51.1	60.7	58.8	61.9	59.4	57.1	59.5	55.9	66.0
Median Wage 2nd Quarter After Exit	\$6,006	\$6,931	\$7,309	\$4,765	\$5,962	\$4,856	\$4,954	\$4,486	\$6,883	\$6,247	\$5,492	\$5,820	\$6,021	\$5,743	\$6,179	\$6,498	\$6,322	\$5,343	\$6,236	\$5,474	\$6,476	\$6,314	\$7,115	\$5,754	\$6,183
Employed 4th Qtr After Exit	59.9	63.0	63.8	64.2	64.8	63.6	61.4	63.3	65.1	65.9	63.5	61.9	60.5	60.9	57.6	64.6	55.6	64.8	59.3	61.9	59.8	56.6	58.1	54.9	64.8

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

## Youth Career Expos

	Students	Businesses
CITRUS (3 yrs)	618	91
LEVY (3yrs)	694	68
MARION (5 yrs)	4,088	221
<b>TOTAL</b>	<b>5,400</b>	<b>380</b>

## Job Fairs and Hiring Events - Last 5 yrs

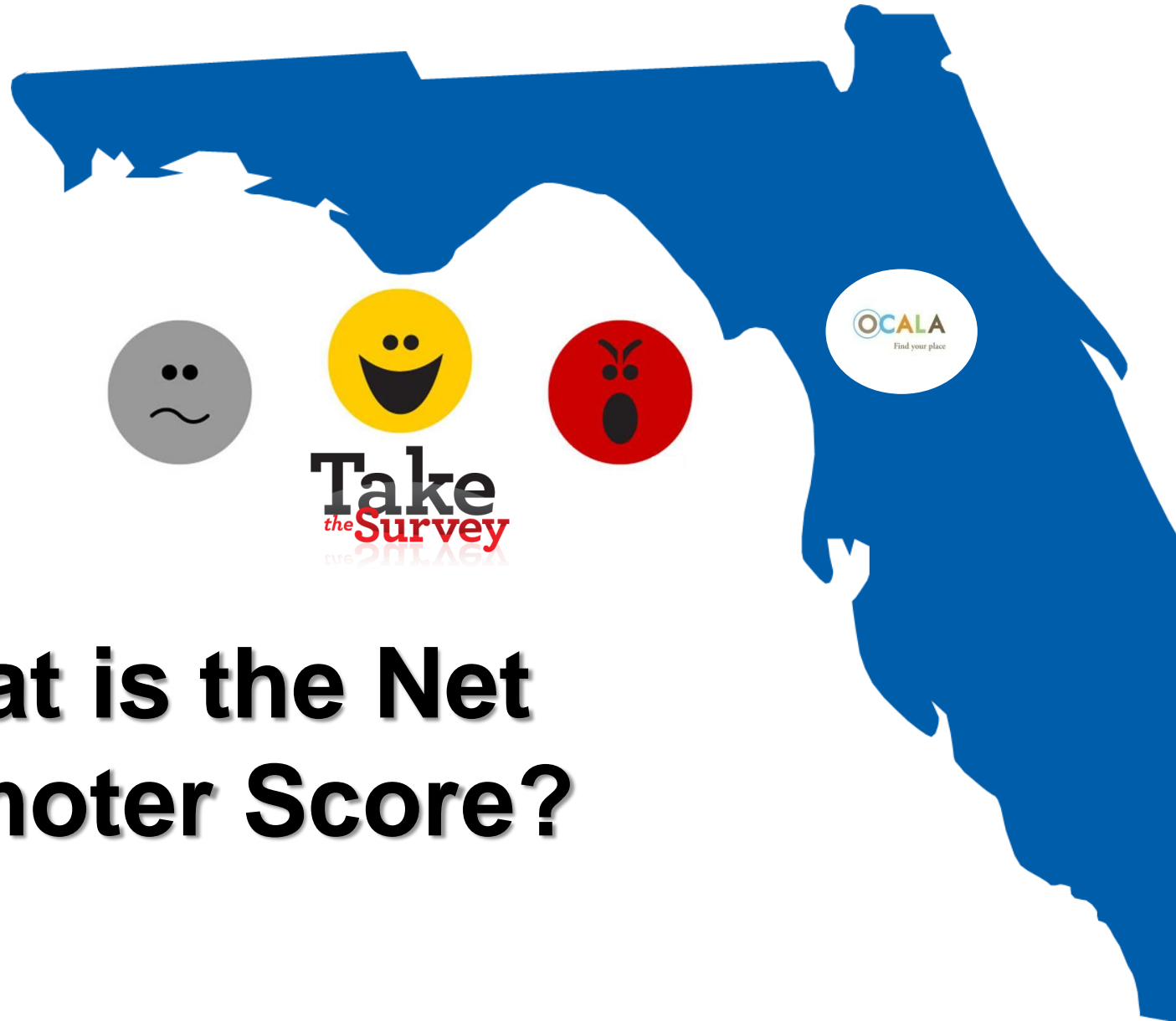
	Events	Attendees	Reported Hires	Known Hire Rate
PY 17/18	142	3795	577	15.20%
PY 18/19	128	2717	675	24.84%
PY 19/20	57	735	261	35.51%
PY 20/21	76	1502	625	41.61%
PY 21/22 (Q1/Q2)	33	662	371	56.04%
<b>TOTAL</b>	<b>436</b>	<b>9411</b>	<b>2509</b>	<b>26.66%</b>

## Skill Up Online Learning Enrollees

	Students
CITRUS	135
LEVY	44
MARION	281
<b>TOTAL</b>	<b>460</b>

## Google Certification Enrollees

	Students
CITRUS	2
LEVY	0
MARION	11
<b>TOTAL</b>	<b>13</b>



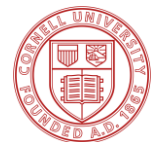
# What is the Net Promoter Score?



# A Net Promoter Primer



- CareerSource CLM implemented the use of “The Net Promoter Score (NPS)” in January of 2015.
- NPS is a customer satisfaction metric used mostly in the private sector but is also being adopted by more and more public sector and/or not for profit organizations.

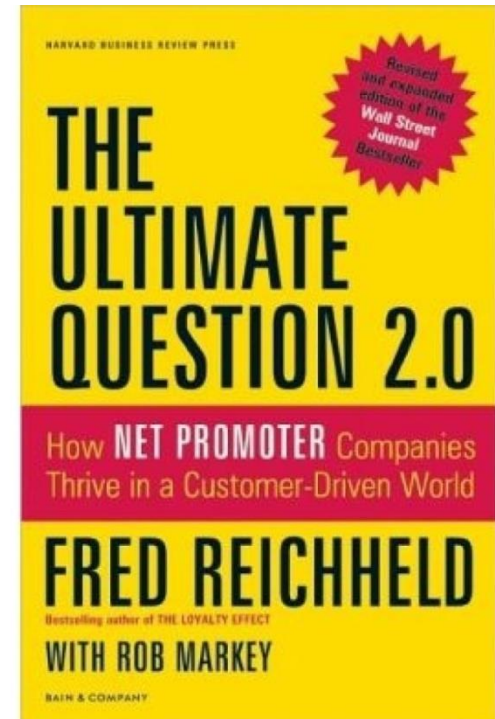




# The Ultimate Question...

On a scale of 0 to 10 how likely are you to recommend CareerSource CLM services to a family member, friend or colleague?

0 means not likely at all  
10 means very likely



Word of Mouth



# The “Why” Question...

**What is the primary  
reason for your  
score?**

**Why?**

**The answer to this question  
provides the catalyst for change**



# Three Categories



**Promoters:** These customers provided a rating of **9** or **10**. Promoters are loyal, enthusiastic fans. 😊

**Passives:** These customers provided a rating of **7** or **8**. We call this group “passively satisfied” because this group is satisfied—for now. 😐

**Detractors:** These customers provided a rating of **0** to **6**. Detractors are unhappy customers. 😡



# Net Promoter Score

Scores range from -100 to +100

Not at all  
Likely

How likely is it you would recommend us to a friend?

Extremely  
Likely



%

—



%

=

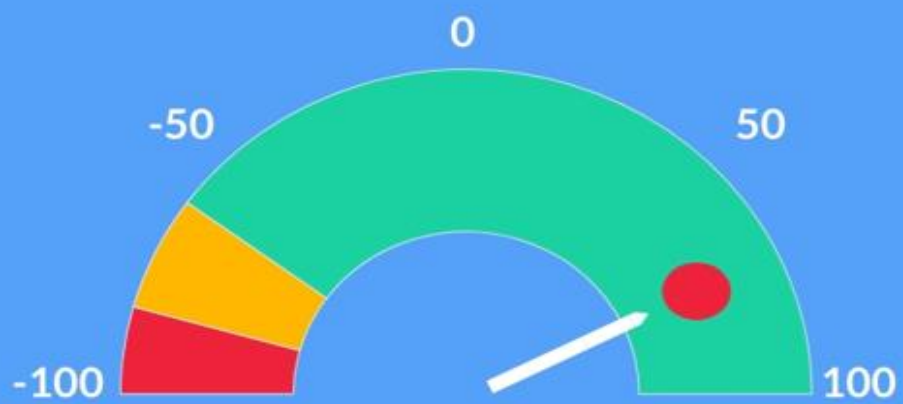
**Net Promoter  
Score**

# Net Promoter Calendar Year 2021 Report



# 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

# 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



**Detractors** 9% 23  
**Passives** 13%  
**Promoters** 78%

Numbers Breakout

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

# 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

**Detractors** 16% 24  
**Passives** 16%  
**Promoters** 68%



# 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

## BOARD MEMBERSHIP TERMS - 3/4/22

<b>WORKFORCE REP(20%)=8 MEMBERS (AT 33 TOTAL)</b>				
	<b>SECTOR</b>	<b>NAME</b>	<b>TERM EXPIRES</b>	<b>COUNTY</b>
1	Apprenticeship	Fred Morgan	2029	Marion
2	CBO/ Barriers	Theresa Flick	2029	Citrus
3	CBO/ Barriers	Charles Harris	2026	Marion
4	CBO/Barriers-Vet	Ted Knight	2028	Citrus
5	Labor	Fred Morgan	2029	Marion
6	Labor	Nelson Mathis, Jr	2029	Levy
7	Youth Serving Organization	Jorge Martinez	2027	Marion
8	Youth Serving Organization	Christie McElroy	2028	Levy
<b>GOVERNMENT/ EDC 4 SEATS</b>				
9	Economic Development	Vacant	2026	Levy
10	Economic Development	Vacant	2026	Citrus
11	Trans/ Public Housing	Judy Houlios	2027	Marion
12	Voc Rehab	Angie White	2029	All
<b>EDUCATION 4 SEATS</b>				
13	Education-Adult	Vacant	2027	Marion
14	Education-Higher Private	Pete Beasley	2029	Marion
15	Education-Higher Public	Mark Paugh	2026	All
16	Education-School District	Debra Stanley	2028	Citrus
<b>PRIVATE SECTOR 17 SEATS</b>				
17	Private Sector	Al Jones	2028	Citrus
18	Private Sector	Kevin Cunningham	2026	Citrus
19	Private Sector	Tiffany Wiggins	2028	Citrus
20	Private Sector	John Murphy	2028	Citrus
21	Private Sector	Vacant	2029	Citrus
22	Private Sector	Carl Flanagan	2026	Citrus
23	Private Sector	Arno Proctor	2029	Levy
24	Private Sector	Kim Baxley	2027	Levy
25	Private Sector	John Hemken	2028	Levy
26	Private Sector	Lewrissa Mainwaring	2026	Levy
27	Private Sector	Vacant	2026	Levy
28	Private Sector	Brandon Whiteman	2027	Marion
29	Private Sector	Darlene Goddard	2026	Marion
30	Private Sector	Jeff Chang	2028	Marion
31	Private Sector	Kathy Judkins	2026	Marion
32	Private Sector	Pat Reddish	2027	Marion
33	Private Sector	Equilla Wheeler	2028	Marion

## Summer Youth Concept

One of the keys to establishing a talent stream of qualified candidates is the development of solid linkages between high school and work. While this link is in place for many graduates who, with parental(family) support have been on a track to either transitioning into the labor force or college, a number of these youth do not have that support or vision. Absent this, they are more prone to get involved with activities that lead to involvement in the justice system.

A solution for consideration is the establishment of a summer youth program that will provide the following.

- A focused program including “soft skills”, career information modules and financial literacy
- Provide critical skills through online and classroom instruction as part of a career exploration module

The above projects will take approximately 2 weeks (80 hours) and be a prerequisite for any summer employment placement. Upon completion of the two modules, youth will receive a retroactive incentive payment of \$11 per hour for training attended.

- Employers- public, and private, non-profit, will be recruited to provide jobs for the youth. (6 weeks)
  - Wages and workers compensation for the youth will be subsidized by CareerSource CLM to offset the cost of supervision and mentoring

Youth selected for the program will not have held a previous job, or have little experience and are in need of additional training and therefore lack the work experience necessary to successfully enter and retain employment after graduation from High School. While the “summer employer” will not be required to hire the student after the summer program, they will be asked to consider that and, if not, be a reference for the student.

Students targeted will be high school juniors and seniors (17-18 years old)