



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

## CAREER CENTER COMMITTEE AGENDA

Thursday, August 18, 2022 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84992021037>  
Phone No: 1-646-558-8656 (EST) Meeting ID: 849 9202 1037

Call to Order		C. Harris
Roll Call		C. Schnettler
Approval of Minutes, May 19, 2022	Pages 2 - 5	C. Harris

### DISCUSSION ITEMS

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

### PUBLIC COMMENT

### ACTION ITEMS

ITA Waiver Extension	Pages 6 – 10	D. French
OJT Reimbursement Cap	Page 11	C. Weaver
LT3 Academy	Page 12	L. Trowbridge
Rapid Response	Pages 13 - 19	C. Galica

### PROJECT UPDATES

Good Jobs Grant		R. Skinner
Talent Center	Page 20	A. Abrams
Event Report	Page 21	C. Weaver
YouthBuild	Page 22	C. Weaver
SkillUp - Metrix Online Learning	Page 23	C. Weaver
Apprenticeships	Page 24	C. Weaver
Net Promoter	Pages 25 - 27	S. Litzinger
Center Traffic	Page 28	L. Trowbridge

### MATTERS FROM THE FLOOR

### ADJOURNMENT

2022 – 2023 MEETING SCHEDULE						
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing/ Outreach	Executive	Full Board	
Tuesday, 9:00 am	Wednesday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:00 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/9/2022	8/10/2022	8/18/2022	8/17/2022	8/31/2022	9/7/2022	CF Levy
11/8/2022	11/9/2022	11/17/2022	11/16/2022	11/30/2022	12/7/2022	CF Ocala
2/7/2023	2/8/2023	2/16/2023	2/22/2023	3/1/2023	3/8/2023	CF Lecanto
5/9/2023	5/10/2023	5/18/2023	5/24/2023	5/31/2023	6/7/2023	CF Ocala

### OUR VISION STATEMENT

*To be known as the number one workforce resource in the state of Florida by providing constructive tools and professional supportive services that are reflected in the quality of our job candidates and meet the needs of the business community.*



**CAREERSOURCE CITRUS LEVY MARION  
Career Center Committee**

**MINUTES**

DATE: May 19, 2022  
PLACE: College of Central Florida, Enterprise Center  
3003 SW College Road, Ocala, FL 34474  
TIME: 9:30 a.m.

**MEMBERS PRESENT**

Charles Harris  
David Benthusen  
Jorge Martinez  
Lanny Mathis  
Pat Reddish

**MEMBERS ABSENT**

Angie White (John Cook)  
Christie McElroy  
Equilla Wheeler  
Judy Houlios  
Tiffany Wiggins

**OTHER ATTENDEES**

Rusty Skinner, CSCLM  
Dale French, CSCLM  
Cory Weaver, CSCLM  
Cathy Galica, CSCLM  
Larry Trowbridge, CSCLM

Cira Schnettler, CSCLM  
Andrea Abrams, CSCLM  
Steven Litzinger, CSCLM  
Patrick Gillen, TPMA

**CALL TO ORDER**

The meeting was called to order by Charles Harris at 9:35 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

David Benthusen made a motion to approve the minutes from the February 17, 2022 meeting. Jorge Martinez seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Update**

Rusty Skinner updated the committee on the following items:

- Rusty Skinner stated that Casey Penn with DEO Workforce Services has resigned. Casey was a champion for the local system with a keen understanding of local program operations.
- House Bill 1507 called for a review and realignment of the workforce system. The

State has hired a consultant to review the feasibility of the alignment. The regional directors and the consultants recently met to discuss. The directors of large and small regions appealed to the consultants that the local system is designed well and meets the needs of Florida's population.

Rusty Skinner provides continuous updates to the local elected officials as discussions move forward.

The consultant will provide an initial report at the June 8<sup>th</sup> CareerSource Florida board meeting for review and discussion. The consultants phase one final report will be released by June 30<sup>th</sup>.

#### Workforce Issues that are Important to Our Community

None

#### Draft Strategic Plan

Dale French explained that after the March board meeting all comments were added to the plan. The plan has been emailed to all board members and will be presented at each committee meeting, then brought before the full board in June for final approval. The plan will be implemented in July 2022. Members can email comments to Rusty Skinner or Dale French.

#### Allocation Update

Dale French notified the committee that the State funding allocations have been received and our accounting department is creating a draft budget that will be presented at the next executive committee meeting and the board meeting in June.

#### **PUBLIC COMMENT**

None

#### **ACTION ITEMS**

##### Learning Alliance Apprenticeship

David Benthussen made a motion to approve Learning Alliance Corporation as a training provider and approved the six recommended programs. Jorge Martinez seconded the motion. Motion carried.

##### Background Check Contractor

David Benthussen made a motion to approve the sole source contract for Level 1 background checks. Jorge Martinez seconded the motion. Motion carried.

##### Job Search Readiness OPS-07

David Benthussen made a motion to approve the Job Search/Job Readiness Policy (OPS-07). Lanny Mathis seconded the motion. Motion carried.

#### **PROJECT UPDATES**

##### Good Jobs Grant

Dale French stated that the grant has been submitted and if awarded implementation should begin by July. Notification should happen by the end of this month. If the grant is not awarded the plan is to move ahead with a smaller scale pilot program and meet with community partners. The grant will also help fund the development of a CDL program in

Levy County.

### Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. She explained that the Talent Center team has access to Zip Recruiter through the new applicant tracking system. The team received five resumes for a CEO position in Citrus County from Zip Recruiter, as well as several IT candidates. Andrea Abrams is actively recruiting to fill an open position within Talent Center.

### Event Report

Cory Weaver highlighted items from the Event Report and provided updates on the recent youth job fairs. The overall hire rate continues to improve. Our top events continue to be Amazon, AutoZone, and E-one.

### YouthBuild

Cory Weaver reported that the YouthBuild program continues to have successful outcomes. She was happy to report that we have been approved for another YouthBuild grant.

### Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. She noted the popular pathways includes Human Services and Government/Public Sector. These results aligned with recent survey responses that were received from students at the youth expos. She also noted an increase in math classes in the popular courses section of the report.

### Apprenticeships

Cory Weaver provided status updates on the four apprenticeship programs.

### Net Promoter

Steven Litzinger reviewed the Net Promoter Surveys. Overall, we are providing excellent customer service.

- Talent Center continues to have a high level of customer service satisfaction.
- Job Candidate and Business Services scores continue to trend positively.

He also stated that an internal survey was conducted by staff and will be presented at the next meeting.

### Center Traffic

Larry Trowbridge reviewed the report.

- There was a slight decrease in traffic in the centers, which is not unusual for this tie of year. Cory Weaver noted that there are seasonal upticks and downtimes with traffic.

**MATTERS FROM THE FLOOR**

None

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:11 a.m.

**APPROVED:**

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## **RECORD OF ACTION/APPROVAL**

### **Career Center Meeting Thursday, August 18, 2022**

#### **TOPIC/ISSUE:**

50% ITA allocation waiver request

#### **BACKGROUND:**

Per section 445.003(3)(a)(1) of Florida statute requires that: “....50 percent of the Title I funds for Adults and Dislocated Workers which are passed through to local workforce development boards shall be allocated to and expended on Individual Training Accounts unless a local workforce development board obtains a waiver from CareerSource Florida, Inc.”

#### **POINTS OF CONSIDERATION:**

We are currently operating on a granted waiver that permits us to allocate 25% of our funds to customer ITAs (and qualifying cost categories). This waiver has allowed us to be more flexible in staffing patterns to react quickly to changing economic needs of the region. This waiver also permits us to use more funding to provide supportive services to the hardest to serve populations. On average, 35% of our funding is allocated to ITAs each year.

#### **STAFF RECOMMENDATIONS:**

Approve the submission of the 2022 ITA allocation waiver extension request.

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**



[careersourceclm.com](http://careersourceclm.com)

CareerSource Florida  
Tallahassee, FL 32317

CareerSource Florida Board of Directors:

In compliance with Section 445.003(3)(a)(1) Florida Statute, CareerSource Citrus Levy Marion is formally requesting a 25% waiver on the Individual Training Account Expenditure Requirement.

The attached request includes all necessary items as specified in Administrative Policy Number 074.

Please contact me with any questions.

Sincerely,

Thomas E. Skinner, Jr.  
Chief Executive Officer

## **Section 1: Local Training Needs and Business Focus**

Per CareerSource Administrative Policy 074, Individual Training Account (ITA) waiver requests must show a lack of demand for authorized training services. Several factors have led us to reevaluate our training strategies:

1. As in most areas in Florida, demand for training in Area 10 decreased drastically throughout the COVID-19 pandemic.
2. The decline in enrollments paired with increased funding allocated to state educational institutions for scholarship assistance has reduced demand for WIOA funded training.
3. Low unemployment rates and demand from businesses for recruitment assistance are straining human capital within our organization to maintain high levels of customer service.
4. Increased demand for experiential learning (OJT, Employed Worker and Paid Internship) require more staff contact to service both customers – the candidate and the business. Work-based training opportunities require more staff time to develop and tailor for each trainee.
5. Most candidates currently visiting the career centers are harder to serve with more barriers to employment. These individuals would be better served through comprehensive supportive services than training services.

The individuals currently seeking services within our career centers are among the hardest to serve with severe barriers to employment. Conventional training is not at the forefront when serving these customers. Other individualized services are required. These services include one-on-one counseling, workshops, resume development, and mock interviews. This need requires our ability to focus WIOA funding to where it is most advantageous to the current talent pool. At this time that focus is needed in career services, thus reducing our ability to focus on Individual Training Accounts (ITAs).

Recruitment of candidates for higher skilled positions poses a problem as many of the skilled workers do not necessarily need to visit a workforce office to find employment and remain in the 'virtual' talent pool. This, however, does not reduce the demand from the businesses seeking our services that rely on us to seek out, screen and pre-qualify applicants. We are increasing our efforts to locate this hidden talent and bring it into our offices where we can make connections with the businesses requesting our services. An increased focus on Business Services and talent sourcing, however, requires more staff hours that reduce our ability to meet ITA allocation requirements.

In addition to the challenges above we are increasing our focus on recruitment and talent pipeline development in the K-12 system and soon-to-be college seniors and graduates. These efforts require direct outreach and staff placement in classrooms.

In short, we continue to experience a need to focus on career service provision to balance the needs of both our customers – businesses and candidates.



## **Section 2: Local Impact of ITA Requirements**

Since the time of the 50% ITA requirement CareerSource Citrus Levy Marion has continued to see budget reductions. The total in budget reductions between 2012 and 2022 has been approximately 21% with 2022 budget reductions of 7% overall.

In 2011 CSCLM began anticipating ongoing budget reductions and performed a complete organizational restructuring. The elimination of the primary service provider, delivery of direct services and compression of management resulted in over \$400,000.00 in annual savings. These funds were made available for the addition of two mobile resource units and additional staff for heightened business and candidate services in the rural areas of counties.

It is worth noting that despite having operated on a 25% waiver since 2012 we have consistently maintained an ITA expenditure rate between 30% and 35%. The total expenditure for this program year continues to average 35%. However, the ability to maintain the waiver has given us the flexibility to remain nimble during economic shifts and special initiative launches to ensure we maintain a high level of service where needed. The 5% difference in requested waiver reduction will help offset our near 7% reduction in formula funding this program year.

Continued reduction in funding paired with the need for increased staff resources to respond to targeted sector partnerships (shift toward increased Business Services), increased demands for heightened screening and recruitment of talent, additional business requirements, a shift toward experiential training (made most successful through ability to provide support services), and increased program development with our education partners support the need for the requested waiver under which we may allocate and expend 25% of WIOA funding to ITA activities.

## Signature Page

### Request for Extension

LWDB: 10

LWDB Name: CareerSource Citrus Levy Marion

Contact: Thomas E. Skinner, Jr.

Contact Number: 352-873-7939 ext. 1204

The Local Workforce Development Board seeks to extend its existing 50% Training Requirement Waiver. The current waiver permits for an ITA expenditure rate of 25%. This waiver is to be effective for the period of July 1, 2022 through June 30, 2023.

The signatures below certify agreement to the request for the extension submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this extension, its Workforce Services Plan, and applicable federal and state laws and regulations. Additionally, CSCLM agrees to accept any conditional changes to a granted waiver should CareerSource Florida determine that conditions warrant such a change.

#### Chief Elected Official

#### Local Workforce Development Board Chair

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Signature

Carl Zalak

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Name (printed or typed)

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Consortium Chair

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Title

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Signature Date

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Signature

Brandon Whiteman

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Name (printed or typed)

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Board Chair

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Title

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Signature Date



## **RECORD OF ACTION/APPROVAL**

**Career Center Committee  
Thursday, August 18, 2022**

### **TOPIC/ISSUE:**

OPS-69 On the Job Training

### **BACKGROUND:**

Due to recent decreases in funding, and to ensure On the Job Training (OJT) is available to a diverse pool of candidates and businesses, a cap on funding for OJT has been updated in the above referenced policy.

### **POINTS OF CONSIDERATION:**

The requested cap on OJT will allow for more training assistance to be provided to more individuals during this program year.

The cap is identified as:

- \$4,000 per candidate per contract (includes wages, training and all related costs).
  - Excludes OJTs funded through Welfare Transition funding for eligible candidates.

### **STAFF RECOMMENDATIONS:**

Staff requests the approval of this update to OPS-69 to be implemented under our official policies and procedures.

### **COMMITTEE ACTION:**

### **BOARD ACTION:**



## **RECORD OF ACTION/APPROVAL**

### **Career Center Meeting Thursday, August 18, 2022**

#### **TOPIC/ISSUE:**

Approval of LT3 Academy as an eligible training provider AND approval of training programs/apprenticeships.

#### **BACKGROUND:**

All education entities that wish to be listed on CareerSource CLM's Area Targeted Occupation List (ATOL) must submit a Training Provider Application that includes performance data for each of the training programs they would like listed on the ATOL pursuant to CLM policy *OPS-28 Area Targeted Occupation List*. In accordance with 20 CFR ss 680.470, registered apprenticeship programs are given automatic approval status on local workforce development board's eligible provider training list.

#### **POINTS OF CONSIDERATION:**

LT3 Academy has submitted the required documentation requesting the following apprenticeships.

Net Synergy Virtual Solutions Apprenticeship INJ  
Uptown Standards of Pre-Apprenticeship for Technology and Innovation

#### **STAFF RECOMMENDATIONS:**

Acknowledge automatic approval of LT3 Academy as an approved training provider in LWDB 10 and approve the following programs based on local need:

Net Synergy Virtual Solutions Apprenticeship INJ  
Uptown Standards of Pre-Apprenticeship for Technology and Innovation

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**



## **RECORD OF ACTION/APPROVAL**

### **Career Center Meeting Thursday, August 18, 2022**

#### **TOPIC/ISSUE:**

Rapid Response Program – OPS 08

#### **BACKGROUND:**

WIOA requires states to implement statewide Rapid Response activities to assist adversely affected employers and workers as quickly as possible following the announcement of a permanent closure, layoff, or natural or other disaster resulting in a mass job dislocation.

Rapid Response promotes economic recovery and vitality by developing ongoing, comprehensive approaches to identifying, planning for, or responding to layoffs and preventing or minimizing the impacts of layoffs on workers, businesses, and communities. Rapid reemployment is a central tenant of Rapid Response and is accomplished by helping affected workers quickly transition to reemployment, minimizing the duration of unemployment, or averting layoffs whenever possible.

An additional requirement for our 2022 Local Plan requires that we provide information of our policy/procedures for Rapid Response.

#### **POINTS OF CONSIDERATION:**

This policy will provide guidance to CareerSource Citrus Levy Marion staff on policies and procedures for the Rapid Response Program following CareerSource Florida Administrative Policy 114 and Public Law 113-128, Section 134(c)(2), 20 Code of Federal Regulations (CFR), Part 639, 20 Code of Federal Regulations (CFR), Part 682 and the Training and Employment Guidance Letter (TEGL) 19-62

#### **STAFF RECOMMENDATIONS:**

Approve the Rapid Response Program Policy in accordance with the Workforce Innovation and Opportunity Act.

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**



**POLICIES AND PROCEDURES**

<b>SECTION:</b> Program Operations	<b>POLICY #:</b> OPS – 08	<b>PAGE</b> 01 of 06
<b>TITLE:</b> Rapid Response	<b>EFFECTIVE DATE:</b> August 8, 2022	
<b>Dated:</b> August 8, 2022		

**DISTRIBUTION:** CareerSource Citrus Levy Marion Staff

**PURPOSE:** To provide CareerSource Citrus Levy Marion (CSCLM) Career Centers with Rapid Response process(es).

**BACKGROUND:** WIOA requires states to implement statewide Rapid Response activities to assist adversely affected employers and workers as quickly as possible following the announcement of a permanent closure, layoff, natural or other disaster resulting in a mass job dislocation.

Rapid Response promotes economic recovery and vitality by developing ongoing, comprehensive approaches to identifying, planning for, or responding to layoffs and preventing or minimizing the impacts of layoffs on workers, businesses, and communities. Rapid reemployment is a central tenant of Rapid Response and is accomplished by helping affected workers quickly transition to reemployment, minimizing the duration of unemployment, or averting layoffs whenever possible.

**I. POLICY**

Rapid Response provides customer-focused services to both dislocated workers and employers, ensuring immediate access to services for affected workers to expedite reentry into the workforce. WIOA legislation requires Rapid Response and early intervention assistance be provided to workers to avert or minimize the economic disruption of a mass job dislocation event.

The Department of Economic Opportunity (DEO) State Rapid Response Program Office is responsible for conducting statewide Rapid Response activities and overseeing Rapid Response activities conducted locally by CareerSource Citrus Levy Marion (CSCLM). State-level Rapid Response activities are managed by the State Rapid Response Coordinator.

The classification of a Rapid Response event is without regard to industry, size of the employer, number of workers potentially affected, or the time between notification and layoff date.

There are four (4) types of Rapid Response events:

1. Worker Adjustment and Retraining Notification (WARN) Event - Any employer that provides written notice of a mass layoff or closure with intent to meet the federal WARN requirements.

The WARN Act of 1988 requires employers, in certain circumstances, to provide advance notification of layoffs and plant closings in order to provide workers with enough time to seek other employment or retraining opportunities. Employers covered under the WARN Act submit WARN notices to the State Rapid Response Coordinator sixty (60) days in advance of plant closings and/or mass layoffs.

CSCLM may assist employers who meet the criteria set forth in the WARN Act of 1988 and required in 20 CFR Part 639, with filing WARN Notices by providing the procedures and instructions available in the *Employer's Guide to Advance Notice of Closings and Layoffs*. WARN filing assistance must be documented in the employer's Employ Florida (EF) service plan with employer service code E-47 (WARN Notice Assistance).

Upon receipt of a WARN notice, DEO will provide notification via e-mail to the CSCLM Rapid Response Coordinator. DEO will provide a copy of the WARN notice and any known separation details in a notification e-mail to CSCLM within two (2) business days of receipt. If a WARN notice is incomplete, DEO will provide the known details in the form of an advanced, partial layoff notification.

A summary of all WARN information is available from the DEO public website at [www.floridajobs.org](http://www.floridajobs.org). The State Rapid Response Program Office is responsible for updating the list and keeping it current.

The online WARN Summary Report includes:

- a) Company name and address;
- b) Total number of affected workers;
- c) The affected employer's industry;
- d) WARN notification date;
- e) Layoff dates; and
- f) A copy of the WARN notice.

DEO is responsible for inputting WARN information in EF within two (2) business days of receipt. CSCLM may enter non-WARN Rapid Response events by following the instructions provided in the *Virtual OneStop® VOS Sapphire Administration System User Guide*. The use of the WARN1234 numbering sequence for Rapid Response events is reserved for DEO use only.

2. Non-WARN Event - Any employer experiencing a mass layoff or closure, even if it is not subject to the federal WARN requirements.

To serve businesses that are not covered by the WARN Act or a TAA petition, CSCLM's Rapid Response Coordinator and Business Services Team will utilize local economic development resources, local Small Business Development Center network offices, and other resources and technology to identify potential Rapid Response events.

3. Trade Adjustment Assistance (TAA) Event - Any employer for which a TAA petition has been filed with the U.S. Department of Labor (USDOL).

The Trade Act of 1974 established the TAA Program to assist workers who have been laid off or whose jobs have been threatened because of foreign trade or competition (trade-affected workers). To establish eligibility, a group of two workers (or their representative) must file a petition with USDOL. Upon receipt of the petition, USDOL investigates to verify the role of foreign trade or competition in the workers' job losses, reduction in hours, or reduction in wages.

In accordance with WIOA, the filing of a TAA petition requires LWDBs to deliver Rapid Response services to the affected workers. TAA petitions filed with USDOL are provided to the State Rapid Response Coordinator by the USDOL Office of Trade Adjustment Assistance (OTAA). The State Rapid Response Program Office shall provide a copy of the TAA Petition and any known separation details in a notification e-mail to the LWDB responsible for the service area of the employer within two (2) business days of receipt.

4. Natural and Other Disasters - Any employer experiencing a mass layoff or closure due to natural or force major disasters.

The CSCLM Rapid Response Coordinator will respond to natural disasters and coordinate with the State Rapid Response Coordinator and other local government divisions and organizations to provide Rapid Response services to natural disaster-affected workers. Workers separated due to natural or force majeure disasters must be screened for the eligibility requirements included in the WIOA Dislocated Workers program, per WIOA § 3 (15)(C) stating "unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters".

## **PROCEDURES**

1. Need for Rapid Response services is identified by CareerSource staff through the following sources:
  - a. State W.A.R.N. Notice
  - b. Employer call
  - c. Newspaper or media announcement
  - d. Word of mouth
  - e. Employees coming in for services
  - f. Economic Development Council
  - g. Other partners
2. Staff notifies the local Rapid Response team who then contacts the employer to discuss their needs and present several options for services. The following questionnaire is used to clarify those needs and arrange for the materials and staff needed.



3. Staff is recruited to assist with the Rapid Response. Generally, staff from the One Stop Centers will meet with the employees and the Business Services staff will meet with the employer to get necessary paperwork and make all the arrangements. The One Stop Staff is notified of the dates of the Rapid Response in order to be prepared at the resource center(s).
4. The Rapid Response coordinator works with the Business Service Staff to generate the handouts and PowerPoint presentation (if needed) for the event. Rapid Response Kits with informational materials are kept on hand for smaller needs.
5. A joint meeting (telephone or in-person) is held with the team members to go over what is needed at the Rapid Response event to discuss responsibilities.
6. The Rapid Response event is conducted, necessary forms are completed, and the Expeditious Form, once completed, will be sent to DEO.
7. The Rapid Response Coordinator collects all the information and disseminates it as appropriate.

Services that can be offered to Employers:

1. Packets for employees containing unemployment information, job search materials and social services contacts.
2. On-site presentation including UC information and One Stop staff.
3. On-site laptops for registration in Employ Florida (EF) and job search capabilities.
4. Binders with current openings relevant to job skills of those being laid off
5. Contact with other employers with current openings relative to the job skills of those being laid off and ask if they are open to candidates receiving referrals.
6. Promotion of workshops to aid in job search preparation.
7. If the entire facility is closing, a recruitment event.
8. Drop off materials if on-site presentation is not a viable option for employer.

## **REFERENCES**

[Public Law 113-128, Section 134\(c\)\(2\)](#)

[20 Code of Federal Regulations \(CFR\), Part 639](#)

[20 Code of Federal Regulations \(CFR\), Part 682](#)

[Training and Employment Guidance Letter \(TEGL\) 19-16](#)

**OFFICIAL SIGNATURE**

**Thomas E. Skinner, Jr.  
Chief Executive Officer**

**EVP Coord:**

CareerSource Citrus Levy Marion is an equal employer/program. Auxiliary aids and services are available upon request to individuals with disabilities and in Spanish. All voice telephone numbers on this website may be reached using TTY/TDD equipment via the Florida Relay System at 711. If you need accommodations, call 800-434-5627, ext. 7878 or email [accommodations@careersourceclm.com](mailto:accommodations@careersourceclm.com). Please make request at least three business days in advance. Additionally, program information may be made available in Spanish upon request. A proud partner of the American Job Center network.

## **RAPID RESPONSE Questionnaire for use by Business Development Staff**

When an employer calls or we receive a WARN notice

1. Are the employees already aware of this layoff?
2. How many people are being affected by this layoff?
3. What types of positions do the employees hold that are being laid off?
4. Of those being laid off how many are in professional level positions and how many in entry level positions?
5. What is the average length of employment of those being laid off?
6. When will this layoff take place?
7. Are you open to us coming out and talking to your staff about One Stop services and Unemployment?
8. What type of meeting area would you have available to accommodate us coming out to talk with your staff?
9. How much time will you allow for us to spend with your employees?
10. Do you need someone to interpret any portion of our presentation due to special language needs?
11. Is it okay for me to share with other employers that have similar employment opportunities to those being laid off?

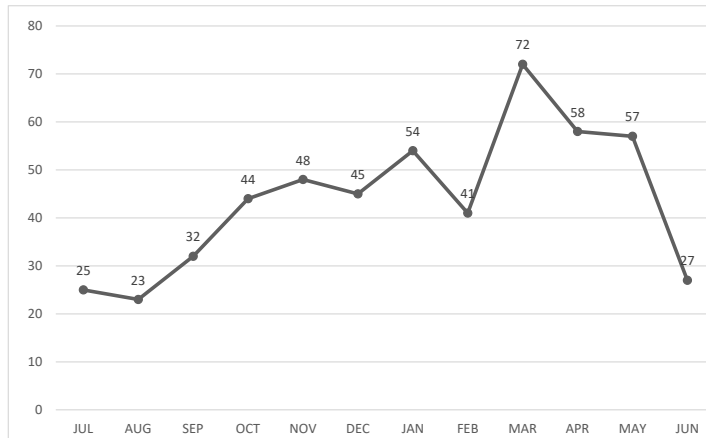


### TRAFFIC COUNT

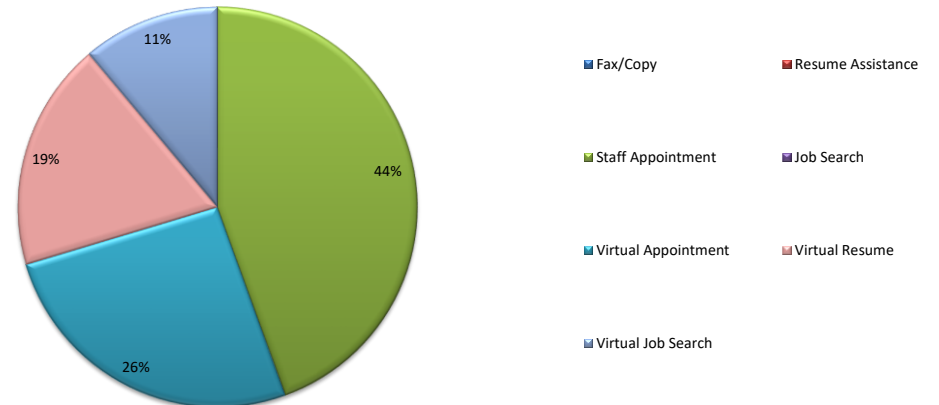
	PY 21-22												YTD
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
<b>REFERRALS</b>	6	17	12	7	7	6	9	11	6	5	5	3	94
<b>PLACEMENTS</b>	4	8	6	5	5	4	4	8	7	2	7	3	63
<b>INTERNSHIPS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>OJT/WEX/CBT</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TRAFFIC*</b>	25	23	32	44	48	45	54	41	72	58	57	27	526

### SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



\* Center traffic counted by in office and virtual services provided

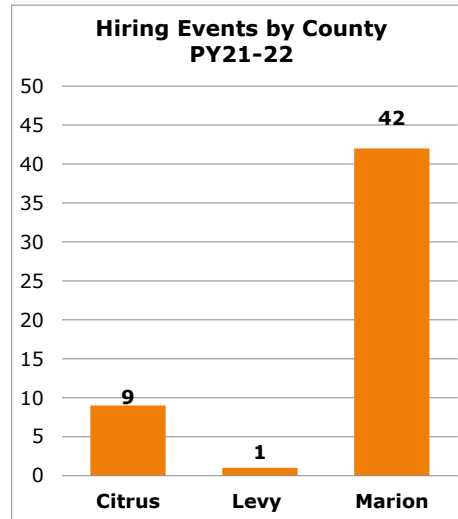


**PY 21 - 22 Individual Events**

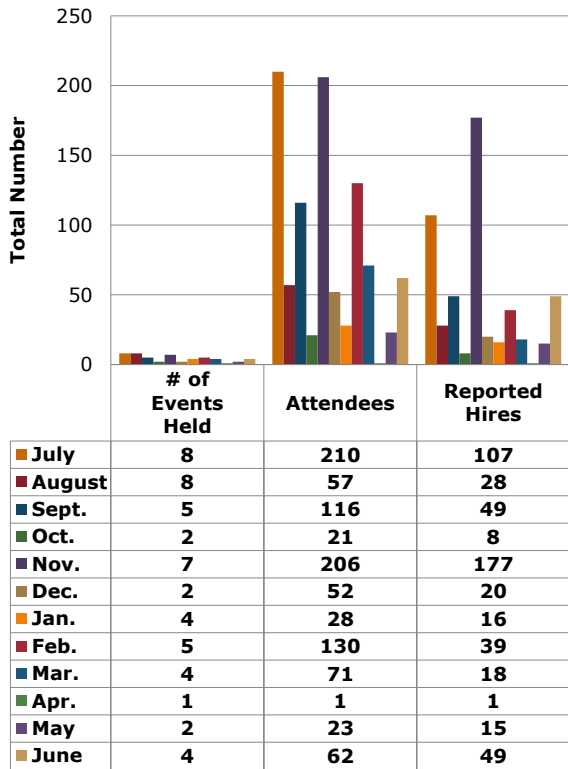
**Total Events: 52  
Attendees: 977  
Reported Hires: 526**

**PY 21 - 22 Job Fairs**

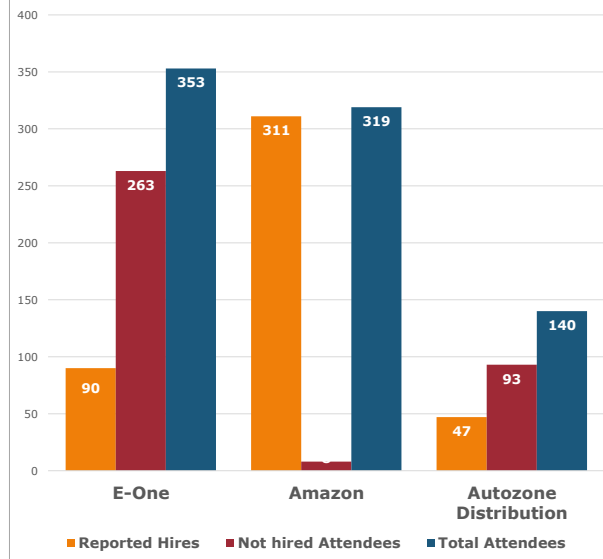
**Attendees: 467  
Businesses: 182**



**Individual Hiring Events**



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



**Other Recruitment Events 4/2022 - 6/2022**

Event Date	Event Name	Event Location	County
4/4	Juniper Landscaping	14th Street	Marion
5/3	RealTruck	RealTruck	Marion
5/31	Juniper Landscaping	14th Street	Marion
6/1	CSL Plasma	14th Street	Marion
6/15	Signature Brands	14th Street	Marion
6/30	Youth Opportunity Investment LLC	14th Street	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: 11

# Exited with Education: 0

### **YB Cohort 3: 8/23/2021**

Enrolled: 12

Completed: 11

# Receiving HS Diploma: 8

# Receiving Additional Certs: Certifications Total= 72 NRF- 8, AHLEI Front Desk-7, AHLEI Restaurant Server-7, AHLEI Guestroom Attendant-7, AHLEI Maintenance Employee-6, Forklift-11, Safe Staff-12, OSHA-11, Warehouse- 11, HBI- 8

# Exited with Employment: 2

# Exited with Education: 0

# Exited with Outcome: 1

### **YB Cohort 4: 2/7/2022**

Enrolled: 15

Completed: 13

# Receiving HS Diploma: 9

# Receiving Additional Certs: NRF- 8, AHLEI Front Desk-9, AHLEI Restaurant Server-9, AHLEI Guestroom Attendant-9, AHLEI Maintenance Employee-9, NRF Warehouse-5, Forklift-15, Safe Staff-

15, OSHA-15, CF Warehouse- 15, HBI- 8, Total as of 6/30/2022 = 117 total credentials earned

# Exited with Employment: TBD (pending program exit on 8/7/2022 5-6 are currently employed and have not closed yet)

# 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	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Citrus	6	2	24	3	9	13	5	4	5	1	2	1	5	2	3	3	1	5	2	2	118
Citrus - CF	3	2	8	5	2	0	1	1	0	1	1	0	1	0	2	0	0	0	1	1	37
Levy	2	2	6	2	2	1	0	1	1	3	0	0	1	0	0	0	1	0	0	0	28
Levy - CF	1	0	5	1	0	1	1	2	0	0	1	0	0	0	0	0	1	0	0	1	19
Marion	7	7	36	13	3	7	3	5	1	5	9	6	2	3	4	5	6	2	3	7	193
Marion - CF	11	5	44	14	3	5	2	2	1	8	3	2	0	1	1	2	1	2	1	3	124
<b>TOTAL</b>	<b>30</b>	<b>18</b>	<b>123</b>	<b>38</b>	<b>19</b>	<b>27</b>	<b>12</b>	<b>15</b>	<b>8</b>	<b>18</b>	<b>16</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>14</b>	<b>519</b>

**Popular Pathways**

1. Business (Administrative/Management)
2. Healthcare
3. Information Technology
4. Entry Level Pathway - General
5. Government/Public Sector

**Popular Courses**

1. Writing Effective Emails and Instant Messages
2. Be a Better Listener
3. Becoming More Professional through Business Etiquette
4. Being an Effective Team Member
5. Abbreviating, Capitalizing, and Using Numbers
6. Time Management: Quit Making Excuses and Make Time Instead
7. Getting the Details Right: Spelling Basics
8. The Art and Science of Communication
9. Using Punctuation Marks
10. Basic Business Math: Averages and Equations
11. Time Management: Ready, Set FOCUS!
12. Using the Parts of Speech
13. Working with the Interface and Performing Basic Tasks in Word 2016
14. Creating Well-constructed Sentences
15. Establishing Self-confidence for Life

**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	2 Hired PY20-21, 2 Hired PY21-22
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



# NET PROMOTER

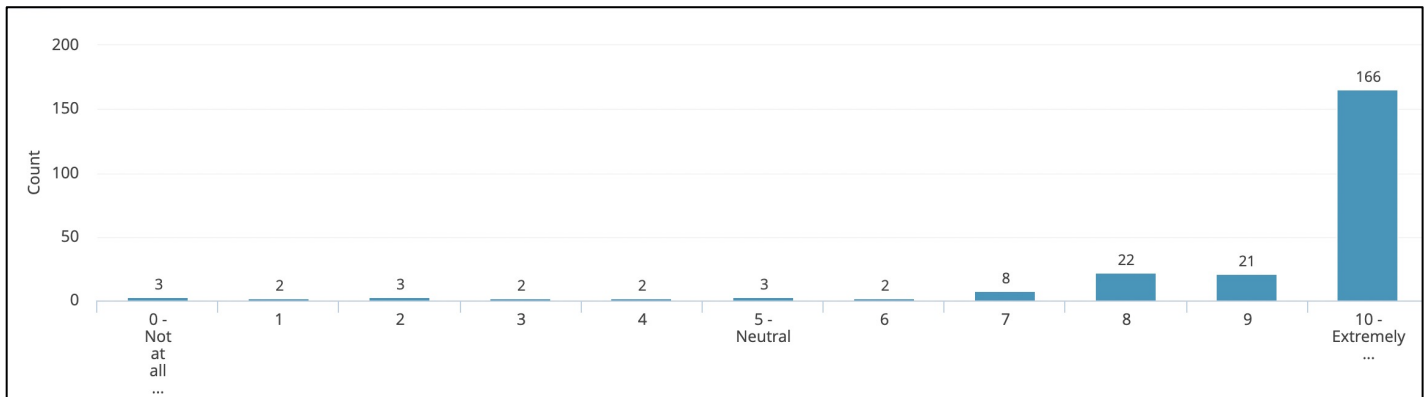
## Transactional Net Promoter Cumulative Report - Jan 2022 to July 2022

Job Seeker Report	Region 10 Net Promoter Score 2022
Net Promoter Score–Area/Region	▶ +73




**Some Context on the Score:** This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).



Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office – By Count

Office	Count	Score	Bar	Breakdown
Chiefland	15	87		2 (red), 13 (green)
Lecanto	68	74		5 (red), 8 (yellow), 55 (green)
Ocala	151	71		12 (red), 20 (yellow), 119 (green)

Transactional Net Promoter Age – By Percent

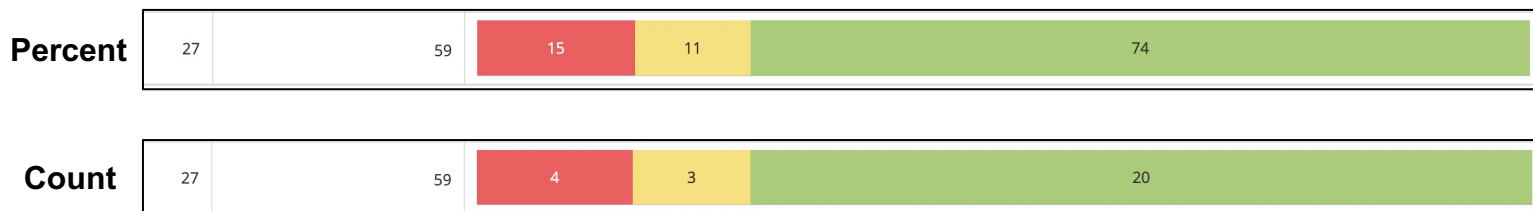
Age Group	Count	Score	Bar	Breakdown
A (0 TO 16)	1	100		100 (green)
B (17 TO 24)	23	70		4 (red), 22 (yellow), 74 (green)
C (25 TO 34)	31	71		10 (red), 10 (yellow), 81 (green)
D (35 TO 44)	38	61		13 (red), 13 (yellow), 74 (green)
E (45 TO 54)	67	58		15 (red), 12 (yellow), 73 (green)
F (55 TO 64)	103	67		10 (red), 14 (yellow), 77 (green)
G (65+)	67	84		3 (red), 10 (yellow), 87 (green)

# NET PROMOTER

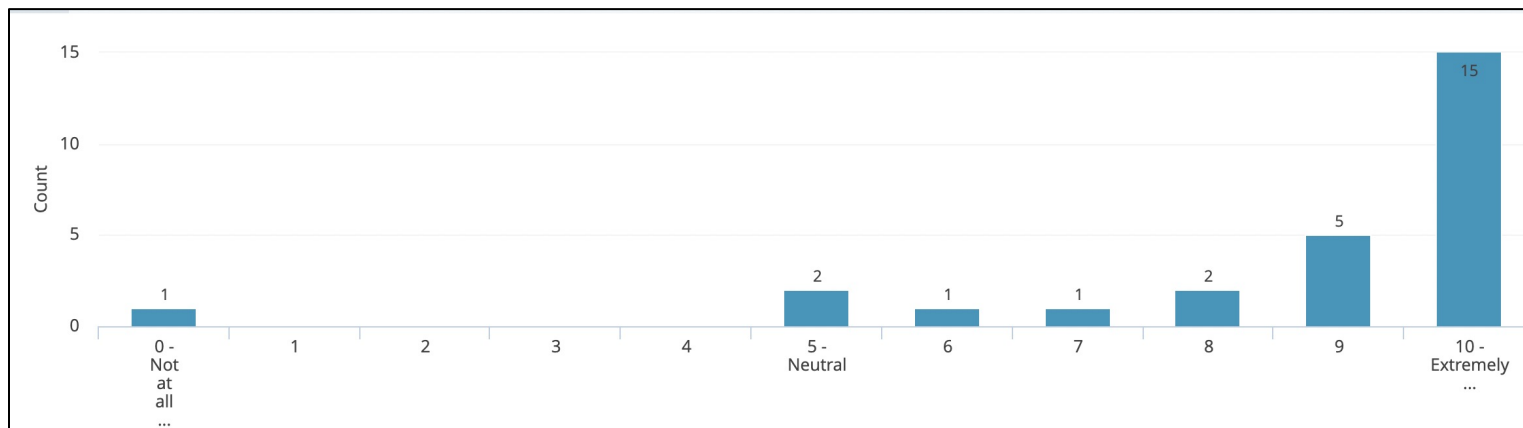
## Business Net Promoter Cumulative Report - Jan 2022 to July 2022

Employer - Business Report	Region 10 Business Net Promoter Score
Net Promoter Score–Area/Region	▶ +59

**Some Context on the Score:** This score is based on a survey taken approximately 2 weeks to 1 month after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).



Business Net Promoter Score Distribution By Rating



Business Net Promoter Score Distribution By Service Type – By Count

Service Type	Count	0-4	5-6	7-10
Provided Job Order Follow-up	25	56	4	3
Provided Other Training Service Not Otherwise Classified	2	100	0	2

**81%** of Detractors had a comment related to dissatisfaction with the **Quantity and Quality** of candidates



## Talent Center Cumulative Report Calendar Year 22

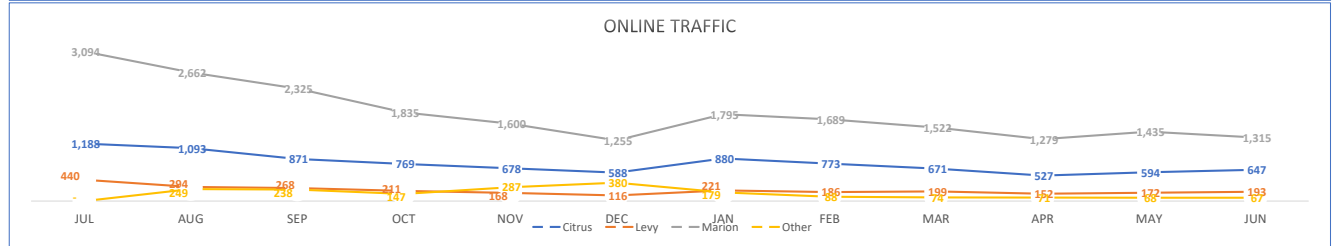
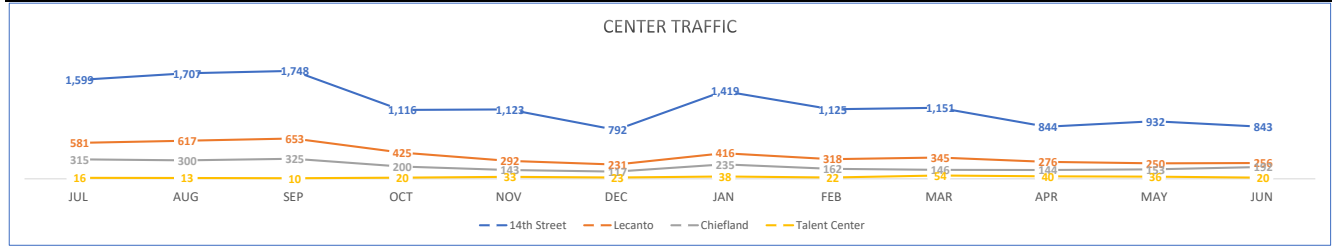
Job Candidate Report	Talent Center Net Promoter Score (Jan 22 to July 22)
Net Promoter Score	▶ +100

**Some Context on the Score:** This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).



# Center Traffic

Traffic		PY 20-21	PY2021 2022												
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD
Center Traffic	14th Street	12,363	1,599	1,707	1,748	1,116	1,123	792	1,419	1,125	1,151	844	932	843	14,399
	Lecanto	4,723	581	617	653	425	292	231	416	318	345	276	250	256	4,660
	Chiefland	2,863	315	300	325	200	143	117	235	162	146	144	153	192	2,432
	Talent Center	526*	16	13	10	20	33	23	38	22	54	40	36	20	325
	MCC 1	-	-	-	-	-	-	-	-	-	-	-	-	-	0
	MCC 2	-	-	14	-	-	-	-	-	-	5	-	5	-	24
	<b>Total</b>	<b>20,475</b>	<b>2,511</b>	<b>2,651</b>	<b>2,736</b>	<b>1,761</b>	<b>1,591</b>	<b>1,163</b>	<b>2,108</b>	<b>1,627</b>	<b>1,701</b>	<b>1,304</b>	<b>1,376</b>	<b>1,311</b>	<b>21,840</b>
Online Traffic	Citrus	10,079	1,188	1,093	871	769	678	588	880	773	671	527	594	647	9,279
	Levy	2,593	440	294	268	211	168	116	221	186	199	152	172	193	2,620
	Marion	24,857	3,094	2,662	2,325	1,835	1,600	1,255	1,795	1,689	1,522	1,279	1,435	1,315	21,806
	Other	1,959	-	249	238	147	287	380	179	88	74	71	68	67	1,848
		<b>Total</b>	<b>39,488</b>	<b>4,722</b>	<b>4,298</b>	<b>3,702</b>	<b>2,962</b>	<b>2,733</b>	<b>2,339</b>	<b>3,075</b>	<b>2,736</b>	<b>2,466</b>	<b>2,029</b>	<b>2,269</b>	<b>2,222</b>



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