



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

**Performance and Monitoring Committee
AGENDA**

Tuesday, August 9, 2022 – 9:00 a.m.

**Join Zoom Meeting: <https://us02web.zoom.us/j/88271292375>
Phone No: 1-646-558-8656 (EST) Meeting ID: 882 7129 2375**

Call to Order		R. Skinner
Roll Call		C. Schnettler
Approval of Minutes, May 10, 2022	Pages 2 - 5	R. Skinner

DISCUSSION ITEMS

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

PUBLIC COMMENT

ACTION ITEMS

Monitoring Report	Pages 6 - 17	A. Kelly
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PROJECT UPDATES

Talent Center Traffic	Page 18	A. Abrams
Contract Reports (Chamber, etc)	Page 19	C. Galica
Event Report – YTD	Page 20	C. Weaver
Workforce Intelligence - May	Pages 21 - 26	C. Weaver
Performance Measures - May	Page 27	C. Weaver
Experiential Learning Contracts	Page 28	C. Weaver
YouthBuild Reports	Page 29	C. Weaver
Program Participant Data Summary	Pages 30 - 34	C. Weaver
Net Promoter	Pages 35 - 37	S. Litzinger

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
Performance and Monitoring Committee**

MINUTES

DATE: May 10, 2022
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:00 a.m.

MEMBERS PRESENT

Arno Proctor
Brandon Whiteman
Fred Morgan

MEMBERS ABSENT

Deb Stanley
Ted Knight, Chair

OTHER ATTENDEES

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

Steven Litzinger, CSCLM
Andrea Abrams, CSCLM
Cira Schnettler, CSCLM
Nithya Pramekumar, CSCLM

CALL TO ORDER

The meeting was called to order by Brandon Whiteman at 9:06 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Fred Morgan made a motion to approve the minutes from the February 8, 2022. Arno Proctor seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Workforce Issues that are Important to Our Community

Rusty Skinner updated the committee on the following items:

- 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 8th CareerSource Florida board meeting for review and discussion. The consultants final report will be released by June 30th.

Brandon Whiteman asked if there has been any interest from larger regions to consolidate with smaller regions. Rusty Skinner advised that all regions large and small do not see the benefit to consolidating. The current structure aligns with the state college footprint and has been functioning well as it exists.

- 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.

Workforce Issues that are Important to Our Community

Committee members did not have items to discuss.

DEO Monitoring-initial report

Steven Litzinger provided an overview of the monitoring summary, noting that there were no findings that were unusual or alarming. He reviewed the areas where findings were found by the monitors. Rusty Skinner reviewed the board governance aspect of the report.

Draft Strategic Plan

Rusty Skinner 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. Arno Proctor and Brandon Whiteman expressed appreciation for the hard work on the plan.

PUBLIC COMMENT

None

ACTION ITEMS

DOE 2021 Monitoring Report

Dale French reviewed the report and stated that no issues were found. DOE gave the Ticket to Work a low-risk rating of 20. Fred Morgan made a motion to approve the DEO monitoring report. Arno Proctor seconded the motion. Motion carried.

Subrecipient Monitor

Cathy Galica explained that an RFP was properly posted for 30 days for sub-recipient monitoring. Powell and Jones was the only respondent. Dale French explained that

CLM has worked with Powel and Jones extensively and there are no concerns to approve their contract through the sole source process. Arno Proctor made a motion to approve a five-year contract with Powell and Jones as a sole source. Fred Morgan seconded the motion. Motion carried.

PROJECT UPDATES

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. She encouraged everyone to visit the CLM Facebook page to see the photos.

Contract Reports

Cathy Galica reviewed the performance report for Citrus and Marion counties and the youth report.

- County Reports: Marion County met their goal last quarter. Citrus County did not meet the third quarter goals. A 5% holdback will occur. These funds can be recouped if total goals are met by the end of the year.
- Youth Report: Eckerd met the third quarter goals.

Workforce Intelligence

Performance Measures

County Comparison Reports

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

- Workforce Intelligence: She noted the fluctuations in traffic due to the holidays and spring break. Online traffic is holding steady. Healthcare occupations are trending popular across the board. For youth, hospitality related occupations are trending. Training is down by 30%, which is in alignment with the decrease in enrollment in the college system.
- Performance Measures: Our organization is doing well. We are ranking in the top 5 regions in the State. She noted that many of these candidates are able to find employment but are unable to retain employment due to a variety of barriers, to include: transportation, childcare, and housing. We will be holding soft skills training for this population to help them overcome these challenges.
- Center Comparisons:
 - Center traffic was up in all three centers.
 - Citrus and Marion Counties have continued trends in increased wages.

Program Participant Data Summary

Cory Weaver reviewed the participant data summary report. This report reflects that we are providing services that are valuable to all demographics. This will be an additional report provided quarterly and she welcomed any suggestions for the report.

Experiential Learning Contracts

Cory Weaver summarized each section of the report and noted successful hires. The programs are doing well and funding is mostly depleted. Brandon Whiteman asked where the five individuals that were enrolled in the Masonry program found employment. Cory Weaver said she would have to research that information.

YouthBuild Reports

Cory Weaver was happy to report that the fourth cohort is underway and that we have been approved for another YouthBuild grant.

Expo Report

Cory Weaver reviewed the 2022 Youth Career Expo summary report. All three counties were very happy with the number of community partners and businesses, as well as the number of youth that participated.

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.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:06 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee

Tuesday, August 9, 2022

TOPIC/ISSUE:

Independent Monitoring

BACKGROUND:

Underwood Sloan and Associates conducts our annual programmatic, administrative and board monitoring. The attached report is a summary of observations, other non-compliance issues and findings.

POINTS OF CONSIDERATION:

Management has reviewed the report and does not have immediate concerns regarding any notations made by the monitor. No issues appear to be systemic and are easily remedied. The results will be used as a training tool for our staff.

STAFF RECOMMENDATIONS:

Accept the annual monitoring report as presented.

COMMITTEE ACTION:

BOARD ACTION:

PROGRAM YEAR 2021-22 MONITORING

**Underwood Sloan and Associates and
Indelible Business Solutions**

Overview of results for CareerSource Citrus Levy Marion's Program Year
2021-22 programmatic, financial, and systemic monitoring.

Final Report

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Executive Summary

Underwood, Sloan and Associates, LLC (USA) and Indelible Business Solutions were contracted to conduct programmatic and fiscal monitoring services for CareerSource Citrus Levy Marion (CSCLM). We aim to provide meaningful results through a holistic review of program processes in order to improve CSCLM operations, enhance services to the business community, and ensure quality assistance to those seeking employment and training opportunities.

Based on the contracted scope of work, the monitoring conducted was focused on programmatic, fiscal, and procurement activities and included interviews with frontline, mid-, and senior level staff. The monitoring also included a thorough review of firewall and conflict of interest protections as well as a review of the current One Stop Operator's compliance with their contracted scope of work.

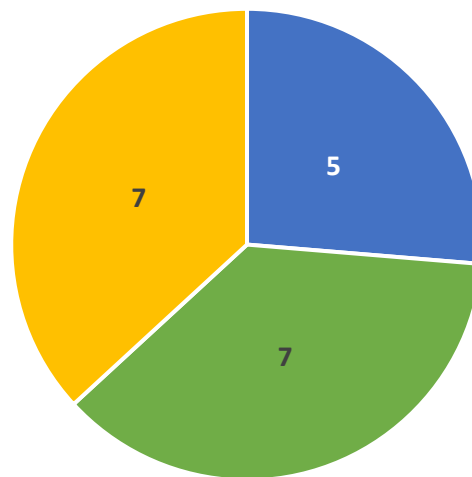
The review analyzed CSCLM's processes and controls to ensure compliance with federal and state laws, regulations, and statutes.

Monitoring Opinion

Based on the results of the monitoring, and in accordance with 2 CFR § 200.332 – Requirements for pass-through entities, all requirements imposed by DEO are being met and the subaward is being used for authorized purposes, in compliance with Federal statutes, regulations and the terms and conditions of the subaward. The results of the monitoring did not reveal conditions that necessitate adjustments to CSCLM's own records. In addition, the monitoring conducted disclosed no significant problems and indicates a low risk of noncompliance with the Federal programs reviewed in accordance with 2 CFR § 200.519 –Criteria for Federal program risk.

Results

■ Findings ■ Other Noncompliance Issues ■ Observations



Review Scope

For the monitoring, virtual interviews were conducted with CSCLM staff to gain a thorough understanding of the physical handling of participant cases, contractual activities, and to gain insight into the solicitation and purchasing processes utilized as well as the compliance of the One Stop Operator with their contracted scope of work. Staff provided material to support the internal processes that were explained in detail.

The review of the sample participant case files and region documentation was conducted remotely.

In order to provide a holistic overview of CSCLM processes, not only for compliance with state and federal regulations but also to provide recommendations for efficiencies and improvements, the review included the following:

- A comprehensive evaluation of local office policies for sufficient guidance and compliance.
- A review of prior programmatic monitoring results from the Department of Economic Opportunity (DEO) to identify recurring issues or material findings for process improvement consideration.
- Testing a sample of WIOA Adult and Youth cases utilizing the DEO programmatic monitoring tool.
- Testing a sample of Welfare Transition cases utilizing the DEO programmatic monitoring tool.
- Testing a sample of Wagner-Peyser cases utilizing the DEO programmatic monitoring tool.
- Testing a sample of Veteran cases utilizing the DEO programmatic monitoring tool.
- Testing a sample of RESEA cases utilizing the DEO programmatic monitoring tool.
- A review of the sample participant case files for recommendations not included in the DEO programmatic monitoring tools.
- Testing CSCLM administrative policies, governing and planning documentation, compliance certifications, One Stop Operator contract, CSCLM organizational structure, and financial records against the Firewall and Conflict of Interest Protections Checklist.
- A review of prior financial monitoring results from the Department of Economic Opportunity (DEO) to identify recurring issues or material findings for process improvement consideration.
- A review of CSCLM administrative policies and procedures for improvement recommendations.
- Testing a sample of executed contracts utilizing the DEO Financial Monitoring Tool.
- Testing the most recent procurement solicitations utilizing the DEO Financial Monitoring Tool.

All of the items reviewed above were evaluated against and/or compared with the following as applicable:

- DEO-Local Workforce Development Board (LWDB) Grantee-Subgrantee Agreement
- DEO Administrative Policies and Final Guidance Papers, Communiques, and Memoranda
- Federal regulations
- State statutes and administrative rules
- US Department of Labor Employment and Training Administration's Training and Employment Notices (TENs), Training and Employment Guidance Letters (TEGLs), and Unemployment Insurance Program Letters (UIPLs)
- The Workforce Innovation and Opportunity Act
- The Wagner-Peyser Act of 1933 as amended
- The Trade Adjustment Assistance Act of 1974 as amended
- US Department of Labor Veterans' Employment and Training's Veterans' Program Letters (VPLs)
- The State Supplemental Nutrition Assistance Program (SNAP) Plan
- The Temporary Assistance for Needy Families (TANF) State Plan
- Florida's TANF Work Verification Plan
- Employ Florida Service Code Guide
- US Department of Labor Employment and Training Administration's findings of noncompliance from other LWDBs

Overview of Monitoring Results

The summarized outcome of the review is detailed in the following sections of the report identified by the respective program. Outcomes reflect issues noted during the monitoring review and are classified in the report as Findings, Other Noncompliance Issues (ONI), and Observations. Recommendations and suggestions are also made on how to address any identified Findings, Other Noncompliance Issues, and Observations.

- *Findings* – are instances where noncompliance with requirements contained in federal or state laws, rules and regulations, administrative codes, state guidance, or other documents are found and are considered higher risk issues that could impact the integrity of the program operations and/or potentially result in questioned costs.
- *Other Noncompliance Issues* – are general noncompliance conditions considered lower risk findings but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.).
- *Observations* – are informative statements or constructive comments made to identify processes that can help the LWDB improve service delivery and result in positive program outcomes.

Workforce Innovation and Opportunity Act

Summary of Findings

There were no findings noted.

Summary of Other Noncompliance Issues

1. One participant had activity 484-Support Service-Incentives/Bonuses reported in Employ Florida as well as a case note for incentive voucher creation, however the case file did not contain documentation to verify the incentive provided (voucher or participant receipt of funds). (Youth)
2. The hourly wage in Employ Florida for one participant's employment data does not match the verification of employment information found in Atlas (a number is transposed). (Youth)

Summary of Observations

1. Case notes found in Employ Florida do not contain specific required details and information related to recorded activities. (Adult)
2. It was observed that all participants who received supportive services for transportation did not have documentation or explanation in the case file to justify the amounts for transportation assistance that were issued; the only documentation provided were MapQuest printouts. (Youth)
3. It was observed on multiple occurrences that inconsistent MSG types were used for credential attainments and progress reports. (Youth)
4. Contact attempts for one participant's 1st Quarter Follow-Up were case noted but were not added to the Contact Attempts table in Employ Florida. (Youth)
5. It was observed on multiple instances that registration and/or identification and verification documentation for the participants were uploaded into Atlas much later than when the documentation was obtained (ranging from four months to fifteen months). (Youth)
6. One participant's Eckerd Program Forms and Skills Invoice Follow Up form have signatures dated November 8, 2022. (Youth)

Workforce Innovation and Opportunity Act Monitoring Overview

During the review of WIOA participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program and service provider staff appear to be well trained in program requirements and are deliberate and thorough in their case

documentation. Eligibility is easily verified utilizing the Workforce Innovation and Opportunity Act Verification Form that is found in each case file and justification for training costs and elimination of potential duplication of benefits are clearly identified with the Cost of Attendance Budget Worksheet. The most substantial improvement that is recommended are local office policy updates and continued coaching in order to solidify and reinforce compliant behavior.

Welfare Transition Program/Supplemental Nutrition Assistance Program

Summary of Findings

1. Unsubsidized employment hours entered into OSST for one participant's job participation rate were rounded up to 18 from 17.45 for the week of 10/17-10/23/2021.
2. Two participants were missing documentation to support the hours entered on the JPR screen.
3. Two participants had documentation discrepancies to support a food stamp reimbursement for transportation costs that was issued.

Summary of Other Noncompliance Issues

There were no other noncompliance issues noted.

Summary of Observations

There were no observations noted.

Welfare Transition/Supplemental Nutrition Assistance Monitoring Overview

During the review of Welfare Transition participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in program requirements and are deliberate and thorough in their case documentation.

Program staff clearly communicate program requirements to participants and actively maintain communication. Job participation rate activity hours entered into OSST are supported by documentation in the participants' case files, participants are assigned the appropriate amount of job participation rate activity hours, and information is entered correctly into the system.

The most substantial improvement that is recommended are local office policy updates and continued coaching in order to solidify and reinforce compliant behavior.

Wagner-Peyser Program

Summary of Findings

1. A case note was not found for a newly created staff assisted employer registration to document the verification of the business account.

Summary of Other Noncompliance Issues

There were no other noncompliance issues noted.

Summary of Observations

1. Two job orders requiring verification of minimum wage did not have confirmation that the job would pay at least the Florida minimum wage. Case notes instead included the following: "Job Order is managed by a mandatory lister and/or Third Party Administrator and does not provide minimum wage information. Due to nature of position, amended minimum wage and selected Do not display wage to job candidates."

Wagner-Peyser Monitoring Overview

During the review of Wagner-Peyser participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in program requirements and are deliberate and thorough in their case documentation. Program staff have detailed internal checklists that they use to manage participant cases and job orders. Job seekers have completed registrations in Employ Florida before participation is initiated and all RESEA cases sampled met program requirements. The most substantial improvement that is recommended are local office policy updates and continued coaching in order to solidify and reinforce compliant behavior.

Firewalls and Conflicts of Interest

Firewalls and Conflicts of Interest Monitoring Overview

During the completion of the Firewall and Conflict of Interest Protections Checklist, no deficiencies were identified. The Board and CSCLM leadership set a positive tone at the top by establishing firewall and conflict of interest protections as a part of the organizational culture that values integrity, ethical behavior, and employee competence. Roles and functions of the region have been assessed to avoid overlap or conflict and adequate procedures are in place to eliminate the exercise of undue influence. In addition, CSCLM continuously strives for accomplishment with constant monitoring and quality assurance.

Contracting and Procurement

Summary of Findings

1. One of the contracts reviewed was missing the required Stevens Amendment language.

Contracting and Procurement Monitoring Overview

During the review of the contract and procurement activities and policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in activity requirements and operate in a manner to maximize transparency and ensure compliance. Staff understand the administrative requirements for contracts and solicitations and improvements are currently being made to the Procurement Policy, Standards and Procedures local office policy. The most substantial improvement that is recommended is to continue to update policies, templates, and checklists in order to solidify and reinforce compliant behavior.

One Stop Operator

Scope of Work Deficiencies/Noncompliance Issues

1. The One Stop Operator has only attended three meetings with Center Managers.
2. The One Stop Operator has not completed the Memorandum of Understanding tasks.
3. Pro-active communications and updates have been minimal and not to the frequency outlined. Most communications are on a need basis instead of recurring status touchpoints.
4. The One Stop Operator has not provided any quarterly reports or updates for this program year.
5. The One Stop Operator did not provide the Final Strategic Plan by the deadline needed to present to the Full Board.

One Stop Operator Monitoring Overview

During the review of the One Stop Operator contracted scope of work and compliance, several deficiencies were noted. While the second quarter focus was shifted to the development of the Strategic Plan, many of the other scope of work requirements were not met this program year. Contract expectations may need to be reiterated in the future to ensure an effective and beneficial partnership that is compliant with contract deliverables and requirements.

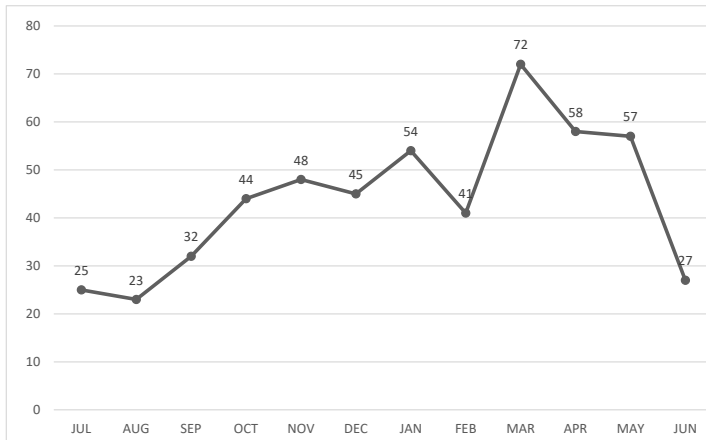


TRAFFIC COUNT

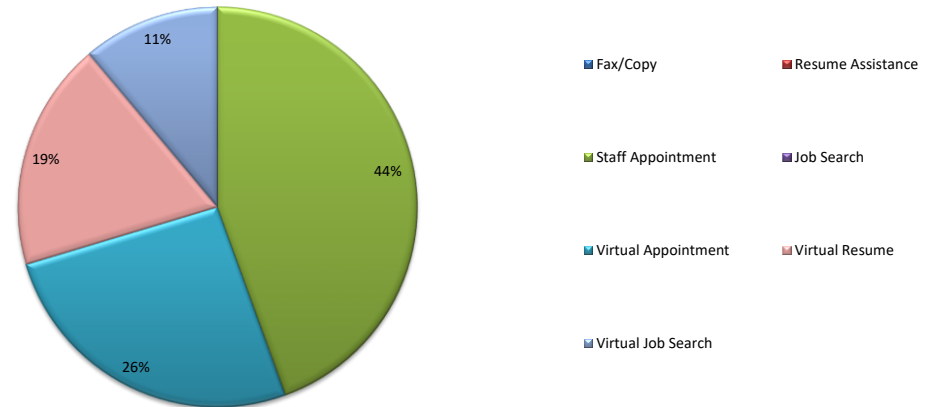
	PY 21-22												YTD
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
REFERRALS	6	17	12	7	7	6	9	11	6	5	5	3	94
PLACEMENTS	4	8	6	5	5	4	4	8	7	2	7	3	63
INTERNSHIPS	0	0	0	0	0	0	0	0	0	0	0	0	0
OJT/WEX/CBT	0	0	0	0	0	0	0	0	0	0	0	0	0
TRAFFIC*	25	23	32	44	48	45	54	41	72	58	57	27	526

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by in office and virtual services provided



Contract Performance
PY2021-2022



	Q1 PY21-22			Q2 PY21-22			Q3 PY21-22			Q4 PY21-22			ANNUAL		
County Chamber/EDC	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate
CITRUS (Citrus Chamber)	4	3	75.00%	5	5	100.00%	5	4	80.00%	4	3	75.00%	5	4	80.00%
MARION (CEP)	4	4	100.00%	5	4	80.00%	6	6	100.00%	5	5	100.00%	6	6	100.00%

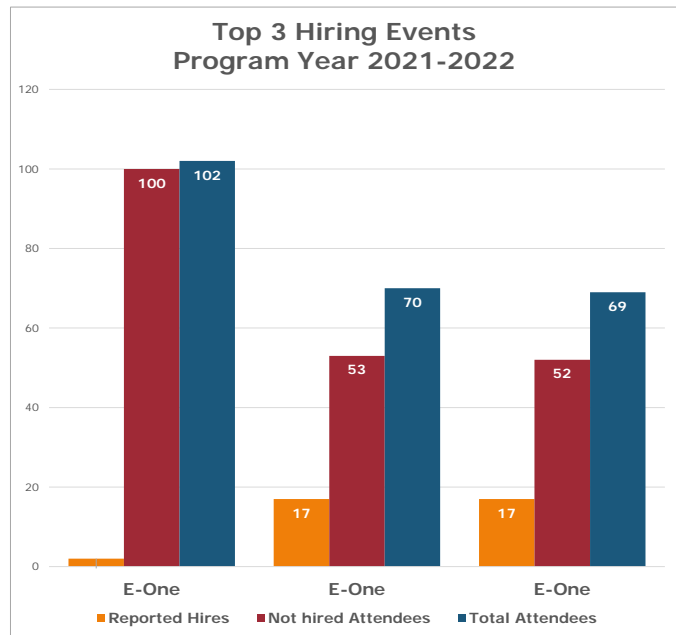
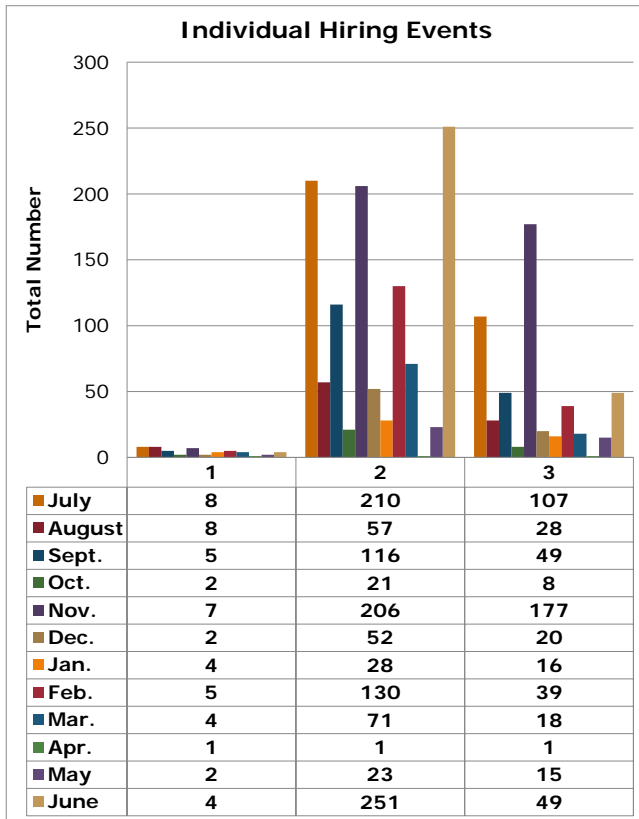
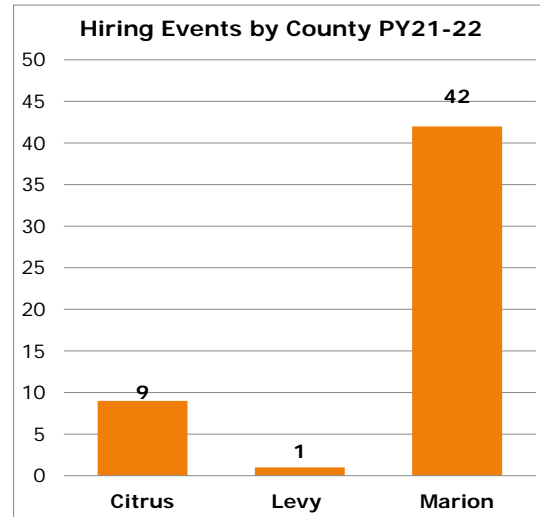
	Q1 PY21-22			Q2 PY21-22			Q3 PY21-22			Q4 PY21-22			ANNUAL		
Eckerd Youth Connects	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment	Rate	# Closed Successfully	Payment
Youth Positive Outcomes (Goal: 80%)	93%	14	\$5,362.00	82%	22	\$8,426.00	80%	20	\$7,660.00	94.00%	24	\$9,192.00	87.37%	80	\$30,640.00

PY 21 - 22 Individual Events

Total Events: 52
Attendees: 1166
Reported Hires: 526

PY 21 - 22 Job Fairs

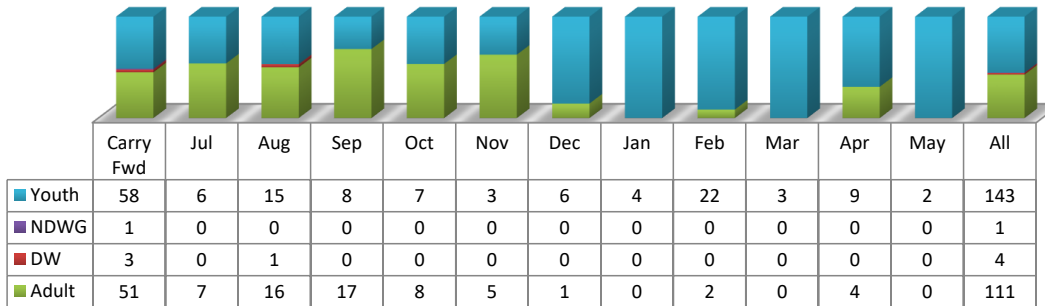
Attendees: 467
Businesses: 182



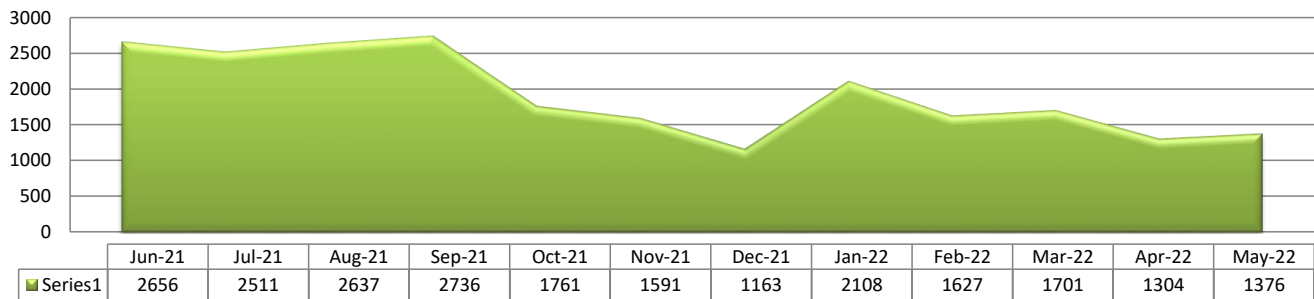
Other Recruitment Events 4/2022 - 6/2022

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
6/3	Amazon	14th Street	Marion
6/15	Signature Brands	14th Street	Marion
6/30	Youth Opportunity Investment LLC	14th Street	Marion

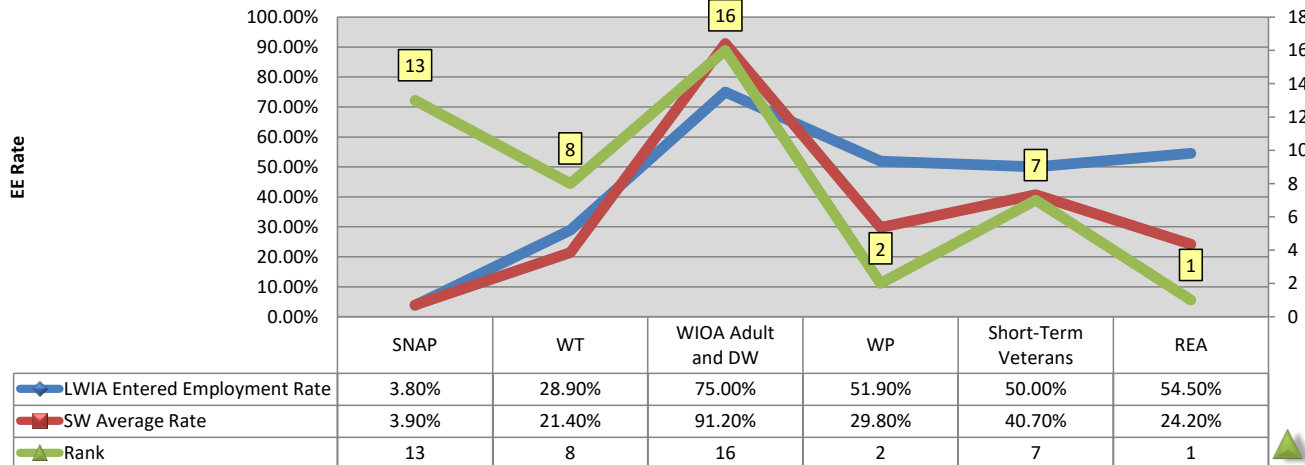
All WIOA Participant Enrollments



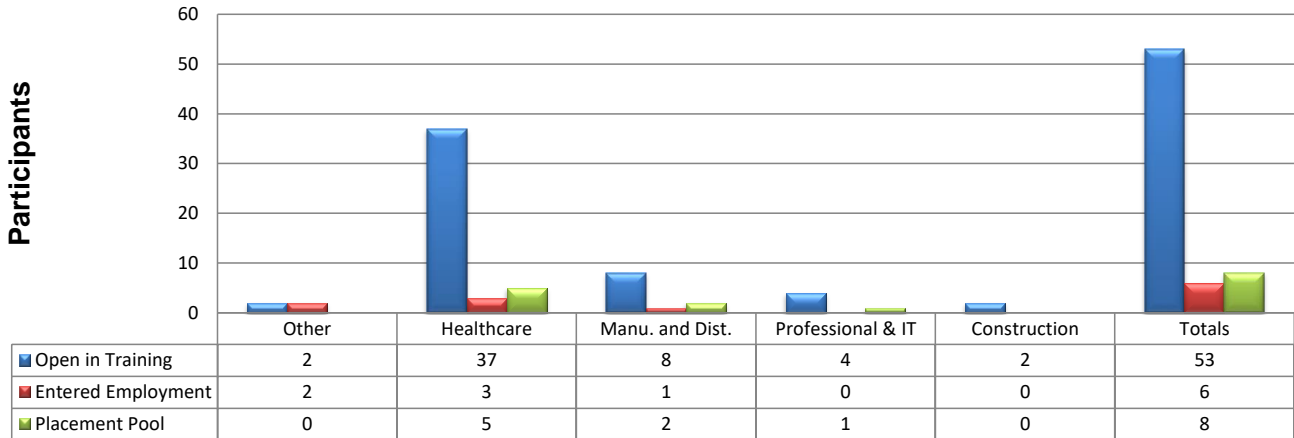
Center Traffic - 12 Months



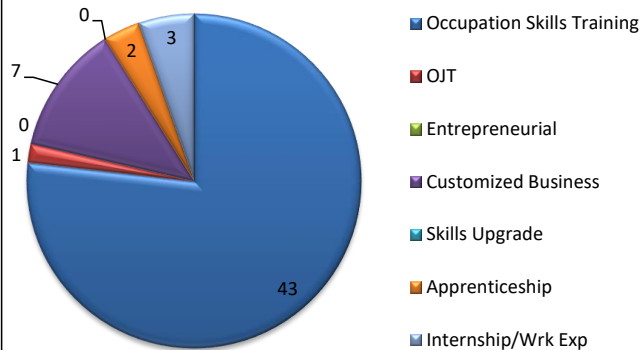
MMR Entered Employment Rates by Program



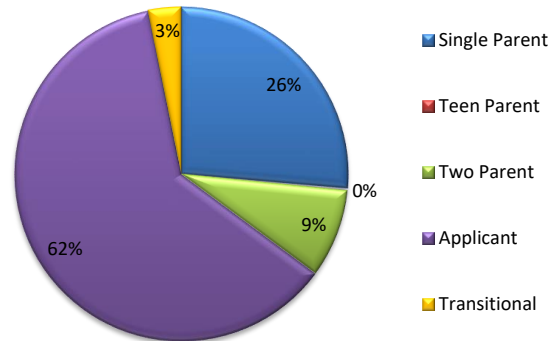
WIOA Industry Training Comparison*



Open WIOA Training Activity Classification- Adult/DW

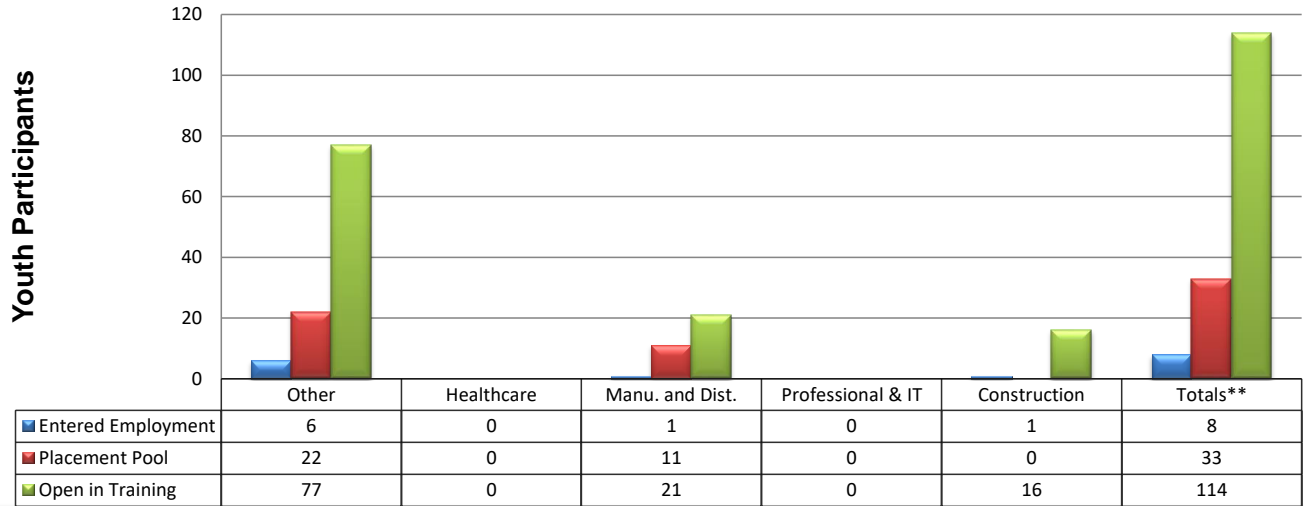


Current WT Caseload Breakdown

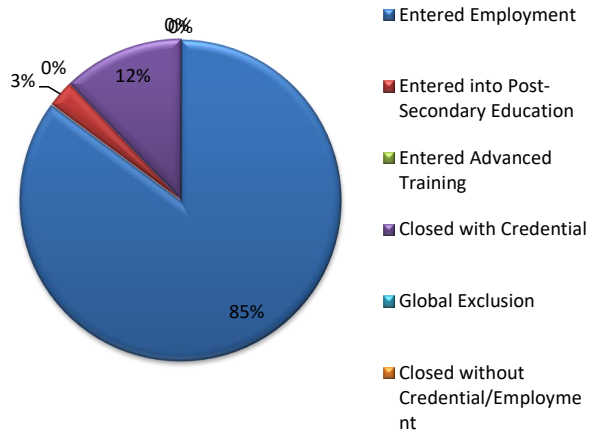


Traffic	May-21	May-22	YTD 20.21	YTD 21.22
Newly Registered Job Seekers	266	173	2,780	2,365
Total Job Referrals	261	682	6,238	8,713
Managed Job Orders	750	664	6,540	7,134
External Job Orders	9,259	9,096	56,984	96,606
Overall Traffic	2,114	1,376	17,819	19,153
Receiving Reemployment Assistance	1,873	427	17,350	7,662
Welfare Transition	May-21	May-22		
Participation Rate All Family	0.0%	22.0%		
Case Load	67	156		

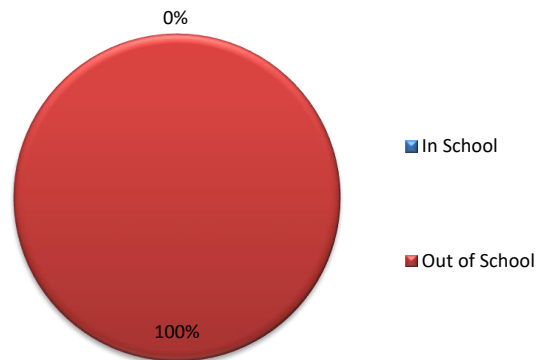
WIOA Youth Industry Training Comparison



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



Youth Carry Forward:	58	AVG Closure Wage (With Credential):	\$12.26
Total Youth Closed:	74	ROI for PY 21/22 Youth Services:	\$1,276,095
Total Youth Served:	143	Average Training Lifespan:	71

Traffic		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022												
									JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	YTD	
Center Traffic	14th Street	36,852	34,101	35,557	28,800	23,726	15,245	12,363	1,599	1,707	1,748	1,116	1,123	792	1,419	1,125	1,151	844	932	13,556	
	Lecanto	9,231	8,448	8,071	6,278	6,392	4,255	4,723	581	617	653	425	292	231	416	318	345	276	250	4,404	
	Chiefland	6,066	5,653	5,431	4,085	4,136	3,132	2,863	315	300	325	200	143	117	235	162	146	144	153	2,240	
	Talent Center	1,214	1,458	697	1,319	1,072	846	526	16	13	10	20	33	23	38	22	54	40	36	305	
	*MCC 1	1,280	1,257	800	902	862	426	-	-	-	-	-	-	-	-	-	-	-	-	-	0
	*MCC 2	750	342	282	359	398	151	-	-	14	-	-	-	-	-	-	-	5	-	5	24
	Total	55,393	51,259	50,141	41,743	36,586	24,055	20,475	2,511	2,651	2,736	1,761	1,591	1,163	2,108	1,627	1,701	1,304	1,376	20,529	
Online Traffic	Citrus	98,047	71,187	57,011	37,587	22,002	17,190	10,079	1,188	1,093	871	769	678	588	880	773	671	527	594	8,632	
	Levy	23,645	14,461	12,971	10,745	6,089	3,999	2,593	440	294	268	211	168	116	221	186	199	152	172	2,427	
	Marion	242,259	180,839	155,810	116,901	67,101	40,990	24,857	3,094	2,662	2,325	1,835	1,600	1,255	1,795	1,689	1,522	1,279	1,435	20,491	
	Other	36,540	23,425	8,356	12,218	6,387	3,337	1,959	-	249	238	147	287	380	179	88	74	71	68	1,781	
	Total	400,491	289,912	234,148	177,451	101,579	65,516	39,488	4,722	4,298	3,702	2,962	2,733	2,339	3,075	2,736	2,466	2,029	2,269	33,331	
Events	Events		22	126	147	135	68	78	10	8	6	2	8	4	4	4	4	2	3	55	
	Attendees		1,808	4,535	4,028	3,406	1,042	1,736	273	57	164	21	238	83	59	123	71	116	87	1,292	
Wagner Peyser		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022												
Newly Registered Job Seekers	Marion	4,440	3,981	4,081	3,883	2,573	4,903	2,220	143	175	226	197	107	115	169	107	109	105	108	1561	
	Citrus	1,665	1,420	1,442	1,323	995	2,007	848	66	75	81	68	58	32	60	38	48	45	47	620	
	Levy	403	339	376	375	272	442	205	18	20	36	13	12	15	11	7	11	23	18	184	
	Total	6,508	5,808	5,899	5,581	3,840	7,352	3,273	229	270	343	278	177	162	240	152	168	173	173	2,365	
Total Employers Posting Jobs	Marion	848	748	724	705	724	654	785	468	466	479	470	438	400	411	403	367	361	373	832	
	Citrus	307	305	308	283	155	183	204	95	89	83	77	68	63	56	49	52	49	42	165	
	Levy	84	90	82	77	54	56	65	30	28	25	23	21	14	12	10	13	15	17	52	
Total	1,239	1,143	1,114	1,066	933	893	1,054	593	583	587	570	527	477	479	462	432	425	432	1,049		
Managed Job Orders	Marion	2801	3054	3326	3514	4854	4568	5316	636	590	597	535	683	305	597	499	454	457	507	5860	
	Citrus	686	736	815	934	1157	1114	1456	182	173	211	190	151	88	156	92	103	126	133	1605	
	Levy	156	214	163	213	238	232	306	46	16	28	23	29	19	21	18	38	25	23	286	
	Other	102	177	177	73	78	41	67	3	7	7	3	6	3	9	1	5	2	1	47	
	Subtotal	3745	4181	4481	4734	6327	5955	7145	867	786	843	751	869	415	783	610	600	610	664	7798	
	External Job Orders	30704	33972	31693	28587	32498	28846	66111	9,048	8,870	8,547	9,257	8,371	7,819	8,742	8,971	9,535	8,350	9,096	96,606	
Total	34649	38121	36174	33321	38825	34801	73256	9,915	9,656	9,390	10,008	9,240	8,234	9,525	9,581	10,135	8,960	9,760	104,404		
	% of internal vs. total	11.39%	10.88%	12.39%	14.21%	16.30%	17.11%	9.75%	8.74%	8.14%	8.98%	7.50%	9.40%	5.04%	8.22%	6.37%	5.92%	6.81%	6.80%	7.47%	
Welfare Transition		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022												
Open Case Load	Marion	1,355	1,286	1,073	942	902	963	807	172	195	195	177	153	139	136	119	105	94	102	675	
	Citrus	422	384	379	311	272	268	245	45	54	57	56	46	48	48	41	34	39	40	237	
	Levy	161	180	150	136	108	135	112	17	19	19	17	16	19	10	16	12	11	14	70	
	Total	1,938	1,850	1,602	1,389	1,282	1,366	1,164	234	268	271	250	215	206	194	176	151	144	156	982	
Participation Rate	All Family	44.10%	35.80%	30.70%	36.50%	36.90%	30.30%	0.30%	5.43%	13.20%	14.80%	22.70%	35.40%	31.40%	25.80%	26.50%	22.20%	19.10%	22.00%	19.30%	

Training		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022												
									JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	YTD	
Occupation Skills Training	Citrus	115	142	121	91	122	31	8	1	1	5	4	4	2	2	2	2	2	2	2	5
	Levy	68	54	34	24	19	6	4	1	1	1	3	4	3	3	2	2	1	1	1	4
	Marion	339	224	233	335	365	157	94	21	32	45	45	56	59	56	47	45	43	40	70	
	Subtotal	522	420	388	450	506	194	106	23	34	51	52	64	64	61	51	49	46	43	79	
Skills Upgrade	Citrus	0	0	0	0	6	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	Levy	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	2	59	35	0	0	0	0	1	1	0	0	0	0	0	0	0	1
	Subtotal	0	0	0	2	67	37	1	0	0	0	1	1	0	0	0	0	0	0	0	
OJT	Citrus	8	8	13	4	3	0	0	0	2	3	3	3	2	2	2	0	0	0	3	
	Levy	1	0	0	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
	Marion	22	11	14	81	97	8	2	0	0	0	0	1	1	1	1	1	1	1	2	
	Subtotal	31	19	27	85	103	8	4	0	2	3	3	4	3	3	3	1	1	1	5	
Entrepreneurial	Citrus	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Levy	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Marion	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Subtotal	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Internships	Citrus	1	5	2	4	3	2	4	0	0	0	0	0	0	0	0	0	0	0	0	
	Levy	0	0	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	
	Marion	0	4	3	9	12	11	11	0	1	2	1	1	0	2	2	2	3	3	6	
	Subtotal	1	9	5	13	15	16	16	0	1	2	1	1	0	2	2	2	3	3	6	
Customized Training	Citrus	8	5	2	7	0	6	8	0	0	1	1	0	1	1	1	1	2	0	3	
	Levy	2	0	1	6	1	32	32	0	0	1	0	0	0	0	0	0	0	0	1	
	Marion	26	21	21	58	10	38	28	0	0	0	0	0	0	0	0	0	7	7	7	
	Subtotal	36	26	24	71	11	76	68	0	0	2	1	0	1	1	1	1	9	7	11	
Apprenticeship	Citrus	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	
	Levy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Marion	0	0	0	0	0	8	5	4	4	4	3	3	3	2	2	2	2	2	4	
	Subtotal	0	0	0	0	0	9	6	4	4	4	3	3	3	2	2	2	2	2	4	
Total	590	474	444	621	702	340	201	27	41	62	61	73	71	69	59	55	61	56	106		

E-Training		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022											
		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	YTD							
Skill Up Metrix 180 Skills	Citrus								5	2	3	1	6	2	5	3	1	5	3	36
	Levy								1	5	1	0	1	1	0	0	5	0	0	14
	Marion								2	13	12	8	2	4	5	6	8	3	4	67
	Total								8	20	16	9	9	7	10	9	14	8	7	117

Placements		PY 14-15	PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY2021 2022											
		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	YTD							
Citrus		343	260	225	189	122	58	32	1	7	4	3	0	3	4	2	4	3	1	32
Levy		93	87	86	70	52	15	5	3	1	1	0	3	0	1	5	0	1	0	15
Marion		1171	1275	944	1008	643	244	164	8	9	16	11	8	10	13	15	17	6	17	130
External/New Hire Report		9735	8680	6167	3002	1865	946	432	45	23	0	30	18	39	25	11	17	18	21	247
Total		11342	10302	7422	4269	2682	1263	633	57	40	21	44	29	52	43	33	38	28	39	424

Term	Definition
CBT	Custom Business Training
DW	Dislocated Worker (funding stream for WIOA)
Entered Employment Rate	The number of individuals exiting the system with employment divided by the total number of exiters.
LWIA	Local Workforce Investment Area
MMR	Monthly Management Report - produced by the State for the local areas
OJT	On the Job Training
RA	Reemployment Assistance (used to be Unemployment Compensation)
REA	Reemployment Assistance Act
Spidered Job Order	Job Orders pulled into the system from outside sources
WE	Work Experience
WIOA	Workforce Innovation and Opportunity Act (Training Program)
WP	Wagner Peyser Act (Universal Jobseeker Program)
WT	Welfare Transition Program

PERFORMANCE MEASURES

PY 2021/2022

Numbers current as of 5/31/2022

Performance Measure	Performance PY2019	Performance PY2020	Previous Month Performance April 2022	Current Month Performance May 2022	Performance YTD PY2021/2022	Previous Month Ranking	State Ranking YTD PY2021/2022
WP Entered Employment Rate	38.30%	42.20%	46.60%	51.90%	44.40%	4	4
WIOA AD/DW Entered Employment Rate	96.70%	80.80%	100.00%	75.00%	82.70%	10	12
WTP Entered Employment Rate	33.90%	50.80%	24.40%	28.90%	28.50%	3	3
All Family Partic. Rate	33.30%	0.30%	19.10%	22.00%	19.30%	3	3
2-Parent Partic. Rate	53.40%	0.20%	25.00%	11.10%	16.00%	4	4
			Previously Reported Quarter	Current Reported Quarter			
IEP/ISS/IRP Quality Pass Rate	93.30%	90.00%	80.00%	100.00%	90.00%	n/a	n/a
Case Note Quality Pass Rate	99.30%	100.00%	100.00%	100.00%	100.00%	n/a	n/a

MMR:
Run Date: June 2022

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



Experiential Learning Contracts

PY2021-2022

Customized Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status
Winco Mfg., LLC	Manufacturing	1	\$1,511.90	\$1,511.90	9/20/2021	9/24/2021	Completed - Retained
Ancorp	Manufacturing	1	\$608.50	\$608.50	9/13/2021	9/14/2021	Completed - Retained
The Pregnancy & Family Life Center	Healthcare	1	\$11,200.00	\$2,000.00	10/11/2021	4/1/2022	Completed - Retained
Donarra Extrusions	Manufacturing	7	\$2,386.30	\$2,386.30	4/27/2022	6/30/2022	Completed - Retained
Winco Mfg., LLC	Manufacturing	1	\$1,728.42	\$1,728.42	4/19/2022	4/21/2022	Completed - Retained

On the Job Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status
Max-Air Heating and Air Conditioning, Inc.	Construction	1	\$4,356.00	\$6,067.30	8/9/2021	1/31/2022	Completed - Retained
NuCore Products LLC	Manufacturing	1	\$4,800.00	\$4,790.00	8/30/2021	11/28/2021	Completed - Not Retained
The Pregnancy & Family Life Center	Healthcare	1	\$4,404.09	\$4,448.07	9/27/2021	12/19/2021	Completed - Retained
Marion Precision Tool, Inc	Manufacturing	1	\$7,811.50	\$6,148.87	11/3/2021	5/1/2022	Unsuccessful Completion
His House for Her, Inc.	Healthcare	1	\$4,632.00	\$4,832.00	4/12/2022	8/23/2022	In Progress

Paid Work Experience

Business	Industry	Total Trained	Wage	Begin	Status
Electus Media	IT	1	\$19.80	8/16/2021	Completed - Retained
Quad Nurse LLC	Healthcare	1	\$10.80	8/30/2021	Unsuccessful
Zeneration Media	IT	1	\$18.00	11/29/2021	Completed - Retained
Electus Media	IT	1	\$22.50	4/19/2022	Completed - Retained

Internships

Business	Industry	Total Trained	Wage	Begin	Status
Viceroy Home Health, LLC	Healthcare	1	\$13.95	2/9/2022	Completed - Not Retained
Beacon Software Solutions, Inc.	IT	1	\$17.31	2/28/2022	Completed - Not Retained

Apprenticeship

Business	Industry	Occupation	Total Trained	Begin	Status
Marion Technical College	Manufacturing	Masonry	9	9/1/2019	1 In Progress / 1 Successful w/ emp / 7 Unsuccessful (5 closed w/ emp)
Lockheed Martin	Manufacturing	Electronic Assembler	4	Spring 2020	2 Hired PY20-21, 2 Hired PY 21-22
Marion Technical College	Construction	Carpentry	n/a	TBD	Delayed - Waiting on MTC Guidance
College of Cental Florida / AHLEI	Other	Hospitality	n/a	TBD	Delayed due to Covid

YouthBuild Performance Update 2020-2022

YB Cohort 1: (July 1, 2020 – December 31, 2020)

Enrolled: 11

Completed: 8

Receiving HS Diploma: 8

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

Exited with Employment: 6

Exited with Education: N/A

Exited as Outcome: None

YB Cohort 2: 2/8/2021

Enrolled: 11

Completed: 9

Receiving HS Diploma: 7

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

Exited with Employment: 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

PROGRAM PARTICIPANT DATA SUMMARY

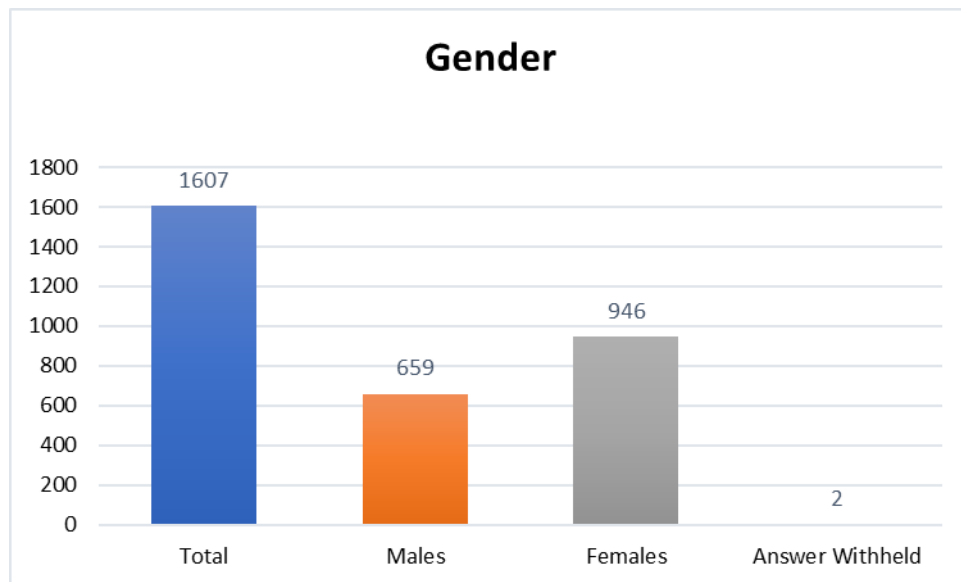
REGION 10

April 1, 2022 – June 30, 2022

An analysis of data for the Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA) Title I and Welfare Transition Programs. Data for each program is analyzed based on gender, race/ethnicity, and age for the fourth quarter of PY2021, April 1st through June 30th.

Data from Employ Florida Marketplace identified the following applicant characteristics for the Region:

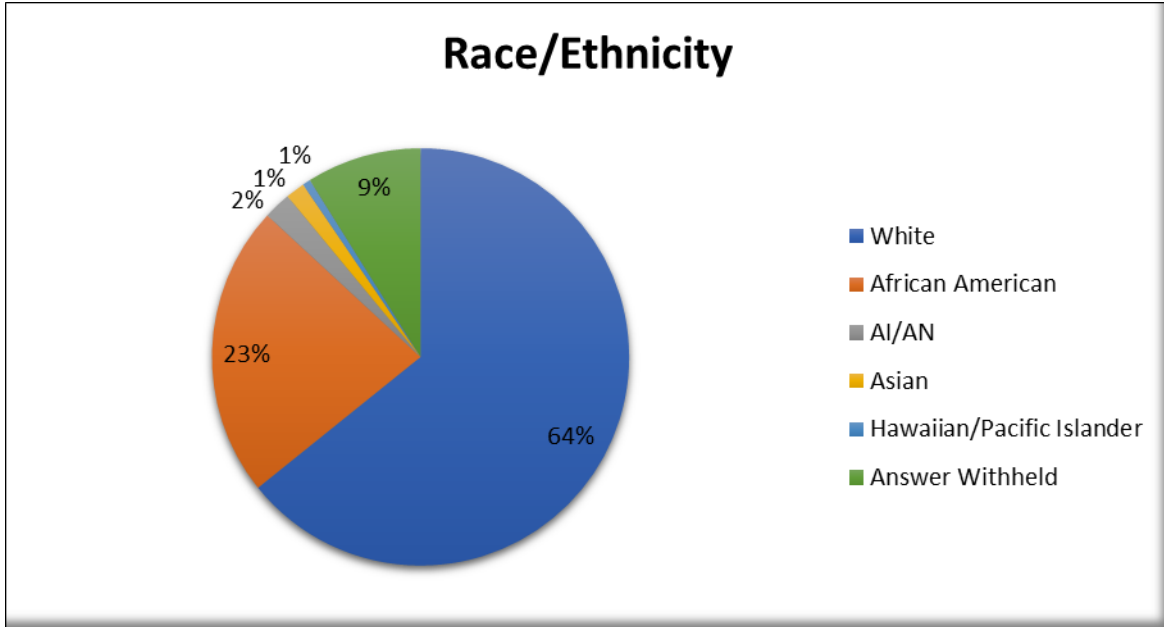
GENDER CHARACTERISTICS



Overall assessment

- 41% of the Region's participants were male.
- 59% of the Region's participants were female.

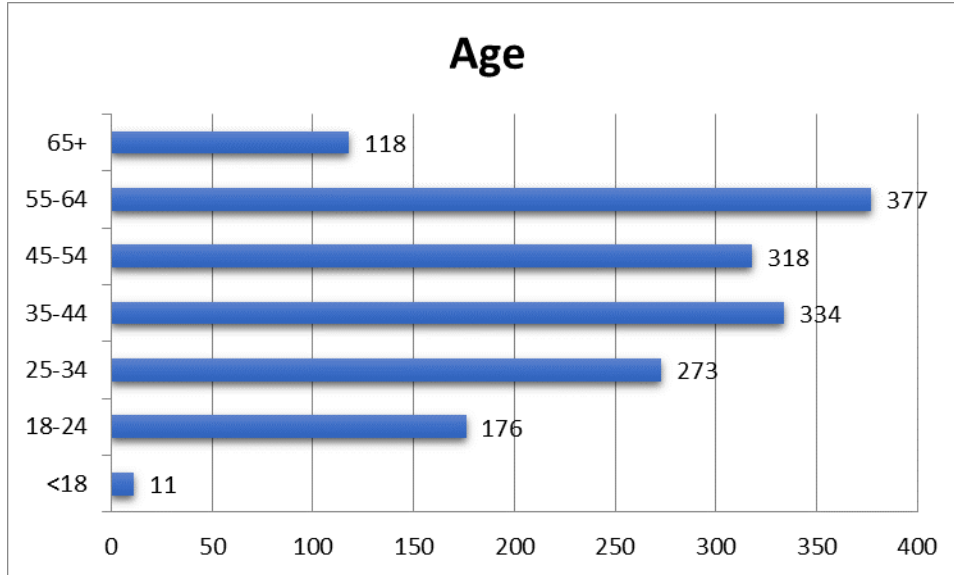
RACE/ETHNICITY CHARACTERISTICS



Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Answer Withheld
# of Applicants	1032	364	34	24	10	143
% of Total Applicants	64.2%	22.7%	2.1%	1.5%	0.6%	8.9%

- Hispanic applicants, 243, represented 15% of all applicants.

AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	11	176	273	334	318	377	118	1,607
%	0.68%	10.95%	16.99%	20.78%	19.79%	23.46%	7.34%	100%

Overall assessment

- 99.3% of applicants were over the age of 18.
- Applicants age 55 and older represented 30.8% of the applicants.

VETERANS

Overall assessment

- Veteran applicants, 162, accounted for 10.1% of the total number of applicants.
- Male veteran applicants, 122, represented a larger group than female veteran applicants, 40.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Male WIOA participants, 79, outnumbered female WIOA applicants 71.

Group	Count	% of Total Count	Numerator*	Denominator**
White	83	55.3%	34	37
African American	53	35.3%	14	18
American Indian/ Alaska Native	1	0.7%	0	1
Asian	1	0.7%	1	1
Hawaiian/Pacific Islander	0	0.0%	0	0
More than 1 Race	6	4.0%	3	3
Answer Withheld	6	4.0%	5	5
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 21, represented 14% of all applicants. Of the six Hispanic participants that exited, all cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	41	27.3%	15	18
19 – 24	53	35.3%	18	21
25 – 32	17	11.3%	2	3
33 – 44	25	16.7%	11	12
45 – 54	9	6.0%	7	7
55 – 64	5	3.3%	4	4
65+	0	0.0%	0	0

WELFARE TRANSITION

Overall assessment

- 253 female applicants represented 84% of WT applicants.
- 49 male participants represented 16% of WT applicants.
- The average placement wage recorded for male participants is \$12.68/hour, there were no wages available for female participants.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	163	68	0	0	53	0	9	9
% of Total Applicants	53.97%	22.52%	0.00%	0.00%	17.55%	0.30%	2.98%	2.98%

SNAP (FOOD STAMPS)

Overall assessment

- 572 female applicants represented 53% of WT applicants.
- 508 male participants represented 47% of WT applicants.
- No wage records were available.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	647	265	2	1	117	3	23	22
% of Total Applicants	59.91%	24.54%	0.19%	0.09%	10.83%	0.28%	2.13%	2.04%

NET PROMOTER

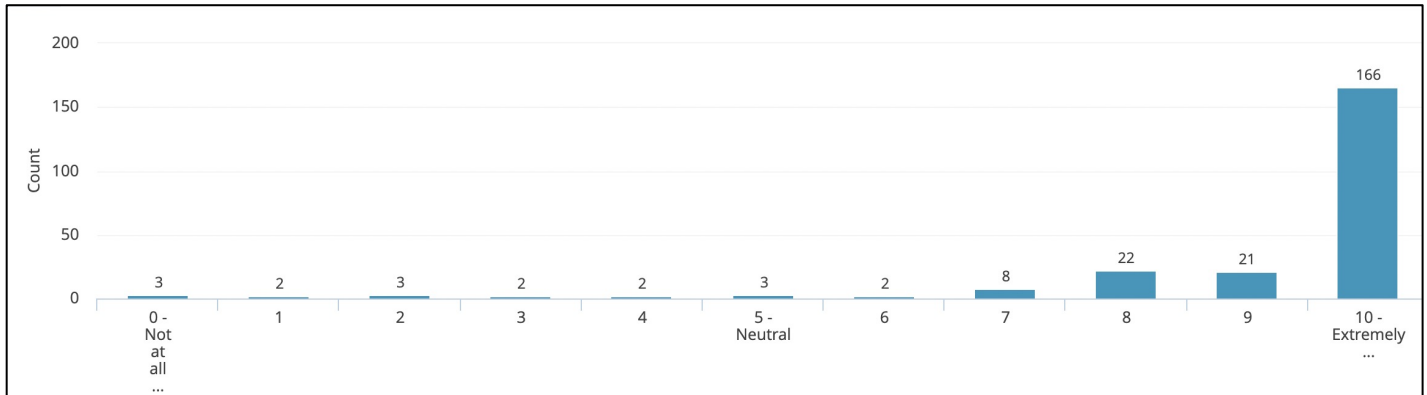
Transactional Net Promoter Cumulative Report - Jan 2022 to July 2022

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	Detractors	Passives	Promoters
Chiefland	15	87	[Bar]	2	13	80
Lecanto	68	74	[Bar]	5	8	55
Ocala	151	71	[Bar]	12	20	119

Transactional Net Promoter Age – By Percent

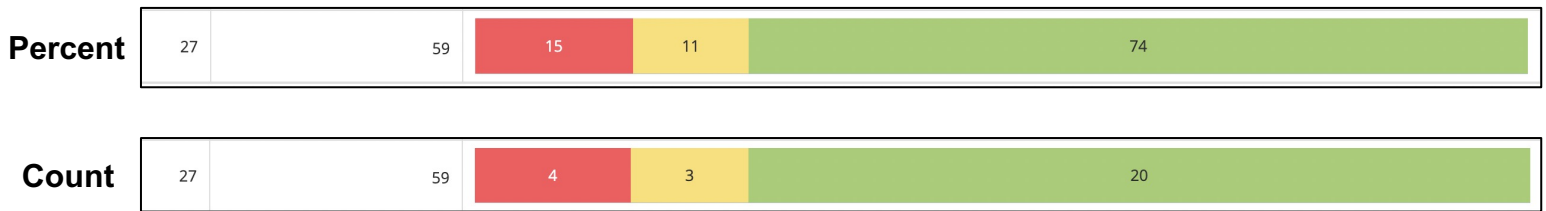
Age Group	Count	Score	Bar	Detractors	Passives	Promoters
A (0 TO 16)	1	100	[Bar]	0	0	100
B (17 TO 24)	23	70	[Bar]	4	22	74
C (25 TO 34)	31	71	[Bar]	10	10	81
D (35 TO 44)	38	61	[Bar]	13	13	74
E (45 TO 54)	67	58	[Bar]	15	12	73
F (55 TO 64)	103	67	[Bar]	10	14	77
G (65+)	67	84	[Bar]	3	10	87

NET PROMOTER

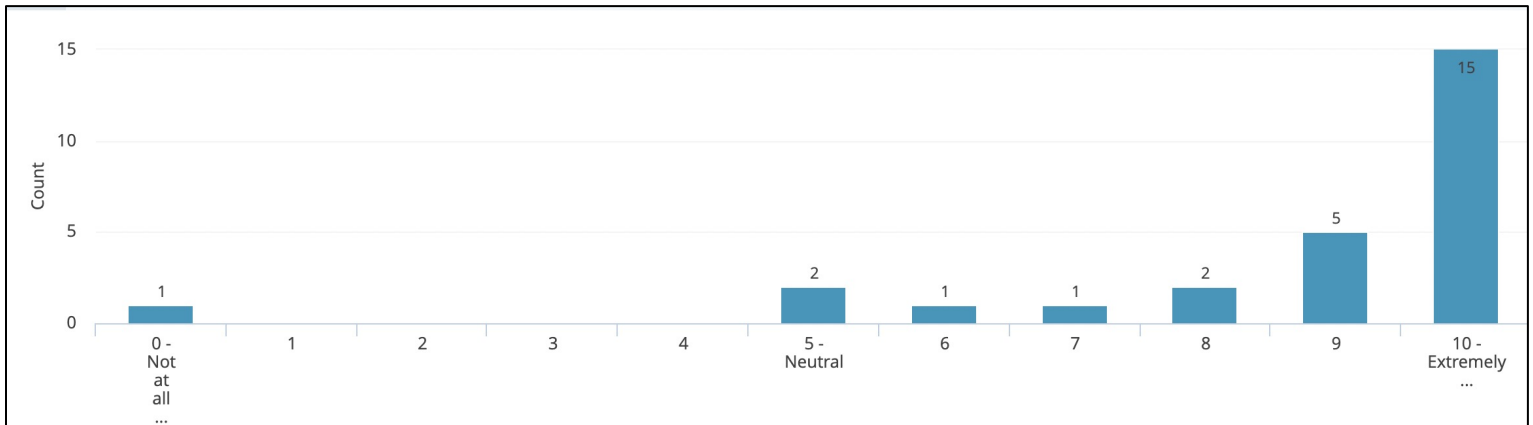
Business Net Promoter Cumulative Report - Jan 2022 to July 2022

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).

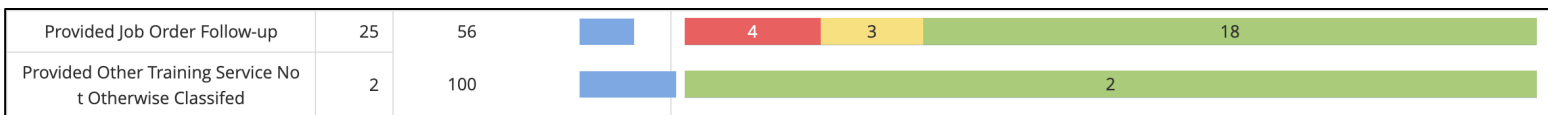


Business Net Promoter Score Distribution By Rating



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



NET PROMOTER

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).

