





**CAREERSOURCE CITRUS LEVY MARION  
Career Center Committee**

**MINUTES**

DATE: August 18, 2022  
PLACE: College of Central Florida, Enterprise Center  
3003 SW College Road, Ocala, FL 34474  
TIME: 9:30 a.m.

**MEMBERS PRESENT**

Angie White  
Charles Harris  
Christie McElroy  
Equilla Wheeler  
Jorge Martinez  
Judy Houlios  
Lanny Mathis  
Pat Reddish  
Tiffany Wiggins

**MEMBERS ABSENT**

David Benthusen

**OTHER ATTENDEES**

Rusty Skinner, 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, Chair at 9:31 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Judy Houlios made a motion to approve the minutes from the May 19, 2022 meeting.  
Tiffany Wiggins seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Update**

Rusty Skinner updated the committee on the following items:

- House Bill 1507 called for a review and realignment of the workforce system. The

consultant that is handling the review of the workforce system provided the initial report at the June CareerSource Florida meeting. The report presented input from workforce directors, businesses, and other community partners. We are awaiting next steps for Phase two from the consultant. Potentially, more information will be available after the December CareerSource Florida meeting and recommendations by the February 2023 meeting.

All CLM Consortium members have received status updates as information becomes available

- Other areas of the Bill that we are awaiting updates and information are:
  - Credentials of Value
  - Letter Grades
  - 10% Tuition Hold Back

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

Rusty Skinner stated that two items were brought up in other committees:

- Minimum Wage Increases: Local businesses have not provided any negative feedback regarding the increase in the minimum wage.
- Workforce Housing: Cory Weaver will be putting together data about workforce housing to further discussion on the issue.

This committee did not have any additional comments.

#### **PUBLIC COMMENT**

None

#### **ACTION ITEMS**

##### ITA Waiver Extension

Cory Weaver explained that expanding the request for the ITA waiver will provide more flexibility in how funds are spent. Jorge Martinez made a motion to accept the waiver extension. Judy Houlios seconded the motion. Motion carried.

##### OJT Reimbursement Cap

Cory Weaver stated that the change in the cap per candidate contract in the OJT program will provide more training assistance. Jorge Martinez made a motion to approve the OJT reimbursement cap. Christie McElroy seconded the motion. Motion carried.

##### LT3 Academy

Larry Trowbridge explained that adding the LT3 Academy to the approved training provider list will add additional apprenticeship opportunities in the technology field. Tiffany Wiggins made a motion to approve the LT3 Academy as an approved training provider. Judy Houlios seconded the motion. Motion carried.

##### Rapid Response

Cathy Galica explained that we are already operating with rapid response procedures and are adding a formal policy outlining the procedures. Jorge Martinez made a motion to approve the Rapid Response Policy - OPS 08. Judy Houlios seconded the motion. Motion carried.

## **PROJECT UPDATES**

### **Good Jobs Grant**

Rusty Skinner explained that our area was not selected as a recipient of the grant. The plan is to move ahead with a smaller scale pilot program. Community partners plan to meet after the September 7 board meeting to identify current resources that would get the program up and running. CF is still also planning for a CDL program in Levy County.

### **Talent Center**

Andrea Abrams reviewed the quarterly Talent Center report. She explained that the Talent Center has seen a decrease in traffic and referrals but has had an increase in placements. Traffic is currently up in the center due to CF's school year starting. The vacant position in Talent Center has been filled and the new team member is doing well. Staff had the opportunity to reestablish a relationship with Taylor College and are optimistic about future partnerships.

### **Event Report**

Cory Weaver highlighted items from the Event Report. She attributed the increase in the event hiring rate due to the high quality of candidates attending the events. Our top events continue to be Amazon, AutoZone, and E-one. Currently, we are working with Mission BBQ on their hiring for their new restaurant opening up soon.

### **YouthBuild**

Cory Weaver was happy to report that the 2019 grant has been completed successfully, meeting all goals with numerous youths receiving a variety of credentialing as well as their GED. Invitations will be sent out for the wall raising for the upcoming cohort.

### **Metrix Online Learning**

Cory Weaver shared details from the report, noting the most popular pathways and courses. The Metrix program has been in place for a little over a year and enrollment has stayed consistent. About 500 individuals have enrolled in the program since the start. There has been a shift from math courses to soft skills type courses in the popular courses section.

### **Apprenticeships**

Cory Weaver provided status updates on the four apprenticeship programs. Christie McElroy explained that there are pre-apprenticeship opportunities at a high school in Levy County. They will connect after the meeting regarding this resource.

### **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.

### **Center Traffic**

Larry Trowbridge reviewed the report.

- There is an increase in traffic for individuals filing unemployment. Cory Weaver attributed this to recent layoffs in construction and in healthcare. The committee will be updated if this becomes a trend for next quarter.

**MATTERS FROM THE FLOOR**

None

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:15 a.m.

**APPROVED:**

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Local Workforce Development Board	Final Score	Letter Grade
01 - CareerSource Escarosa	89.62%	B+
02 - CareerSource Okaloosa Walton	81.43%	B-
03 - CareerSource Chipola	92.29%	A-
04 - CareerSource Gulf Coast	83.55%	B
05 - CareerSource Capital Region	86.41%	B
06 - CareerSource North Florida	93.86%	A
07 - CareerSource Florida Crown	90.21%	A-
08 - CareerSource Northeast Florida	94.41%	A
09 - CareerSource North Central Florida	85.57%	B
10 - CareerSource Citrus Levy Marion	90.82%	A-
11 - CareerSource Flagler Volusia	89.62%	B+
12 - CareerSource Central Florida	93.76%	A
13 - CareerSource Brevard	91.71%	A-
14 - CareerSource Pinellas	87.98%	B+
15 - CareerSource Tampa Bay	90.09%	A-
16 - CareerSource Pasco Hernando	80.54%	B-
17 - CareerSource Polk	91.47%	A-
18 - CareerSource Suncoast	79.50%	C+
19 - CareerSource Heartland	92.36%	A-
20 - CareerSource Research Coast	90.40%	A-
21 - CareerSource Palm Beach County	87.47%	B+
22 - CareerSource Broward	90.88%	A-
23 - CareerSource South Florida	91.82%	A-
24 - CareerSource Southwest Florida	88.57%	B+



CareerSource  
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## Letter Grade Summary

2021Q4 - April thru June 2021

### Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
721	1318	54.7	45	100	25	25

### Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
1042	1621	64.28	65	98.89	25	24.72

### Measure 3 - Employment and Training Outcomes

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
16	18	88.89	100	88.89	20	17.78

### Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
678	1991	34.05	25	100	10	10

### Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
884	2776	31.84	35	90.97	5	4.55

### Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
1,310	10,626	12.33	1,244	10,198	12.2	-0.13	100	70	5	3.5

### Measure 7 - Completion-to-Funding Ratio

Exiters_LWDB	Exiters_State	Num	Budget_LWDB	Budget_State	Den	Rate	Target	TargetMet	Weight	WeightedPerf
1,078	121,838	0.88	4,339,501	161,148,818	2.69	32.71	100	32.71	10	3.27

### Allocation

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	LetterGrade
687	1584	43.37	2	88.82	B+

### Extra Credit

Weighted Grade Extra Credit	Letter Grade Extra Credit
90.82	A-

Metric	Weight
<p><b>1. Participants With Increased Earnings</b></p> <p>The percentage of participants who earned more in the second quarter after exit than before their participation with the local workforce development board.</p> <ul style="list-style-type: none"> <li>• Numerator: The number of exiters from the denominator with higher earnings two quarters after exiting the program than in the earliest of the two quarters prior to participation.</li> <li>• Denominator: The number of distinct exiters from WIOA* (Adult and Dislocated Worker) and Wagner-Peyser programs included in the local workforce development board's federal Employment Rate – 2nd Quarter After Exit metric during the previous program year.</li> </ul> <p>Category: Employment and Training Services, Self-Sufficiency Target: 45%</p> <p>Data Source: ETA 9173 Program Performance Reports * Includes WIOA-funded grants.</p>	0.25
<p><b>2. Reduction in Public Assistance</b></p> <p>The percentage of exiters who received Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance for Needy Families (TANF) benefits during their active participation with the local workforce development board but were no longer receiving SNAP or TANF benefits in the fourth quarter after exit.</p> <ul style="list-style-type: none"> <li>• Numerator: The number of individuals from the denominator who were no longer receiving SNAP or TANF benefits in the fourth quarter after exiting the workforce development program.</li> <li>• Denominator: The number of exiters from WIOA* (Adult, Dislocated Worker and Youth), Wagner-Peyser, SNAP Employment and Training (SNAP E&amp;T) and TANF programs who received SNAP or TANF cash assistance at any time during their participation with the local workforce development board.</li> </ul> <p>Category: Employment and Training Services, Self-Sufficiency Target: 65%</p> <p>Data Source: Employ Florida, One-Stop Service Tracking (OSST) and DCF Recipient Data * Includes WIOA-funded grants.</p>	0.25
<p><b>3. Employment and Training Outcomes</b></p> <p>Comprises the existing 18 federal accountability measures for local workforce development boards within the WIOA Primary Indicators of Performance (Employment Rate – 2nd Quarter After Exit, Employment Rate – 4th Quarter After Exit, Median Earnings – 2nd Quarter After Exit, Credential Attainment, and Measurable Skill Gains) for Adult, Dislocated Workers, Youth and Wagner-Peyser programs.</p> <ul style="list-style-type: none"> <li>• Numerator: The number of federal metrics from the denominator for which the local workforce development board reached at least 90% of its negotiated target.</li> <li>• Denominator: The number of federal WIOA Primary Indicators of Performance metrics in the current program year for WIOA (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs.</li> </ul> <p>Category: Employment and Training Services Target: 100%</p> <p>Data Source: ETA 9173 Program Performance Reports</p>	0.20
<p><b>4. Participants in Work-Related Training</b></p> <p>The percentage of all job seekers who received work-related training including occupational skills training, on-the-job training and other work-based learning models, registered apprenticeships, and customized training for employers.</p> <ul style="list-style-type: none"> <li>• Numerator: The number of participants from the denominator who received work-related training services.</li> <li>• Denominator: The number of participants served in the current program year by a local workforce development board within the following programs: SNAP E&amp;T, Welfare Transition, WIOA* (Adult, Dislocated Worker and Youth), National Dislocated Worker Grant, Wagner-Peyser and Trade Adjustment Assistance (TAA). Category: Training Services Target: 25%</li> </ul> <p>Data Source: ETA 9173 Program Performance Reports, One-Stop Service Tracking (OSST) Cohort Used: July 2021-June 2022 * Includes WIOA-funded grants</p>	0.10



<p><b>5. Continued Repeat Business</b></p> <p>served in prior three years that continued to be served in the current program year.</p> <ul style="list-style-type: none"> <li>• Numerator: The number of employer worksites from the denominator that received a core business service in the current program year.</li> <li>• Denominator: The number of employer worksites that received a core business service from the local workforce development board in the previous three program years.</li> </ul> <p>Services Target: 35%</p> <p>Data Source: Employ Florida</p>	<p>Percentage of business establishments</p> <p>Category: Business</p>	<p>0.05</p>
<p><b>6. Year-Over-Year Business Penetration</b></p> <p>in the number of business establishments served in the current program year compared to the prior year. Each local workforce development board is assigned a percentage as the percent target met based on the year-over-year increase or decrease, as follows:</p> <ul style="list-style-type: none"> <li>• 2% – 3.9% increase = 90%</li> <li>• -0.1% – -2% increase = 70%</li> <li>• -6.1% – -8% decrease = 20%</li> </ul> <p>Local workforce development boards achieving greater than 90% overall business penetration will not be penalized for maintaining year-over-year comparable business penetration.</p> <p>Annual Business Penetration Calculation:</p> <ul style="list-style-type: none"> <li>• Numerator: The number of employer worksites from the denominator that received a core business service from the local workforce development board during the program year.</li> <li>• Denominator: The number of active employer worksites in Employ Florida for each local workforce development board during the program year.</li> </ul> <p>Target: 100%</p> <p>Data Source: Employ Florida</p>	<p>The percentage point difference</p> <ul style="list-style-type: none"> <li>• ≥ 4% increase = 100%</li> <li>• 0% – 1.9% increase = 80%</li> <li>• -2.1% – -4% decrease = 60%</li> <li>• -4.1% – -6% decrease = 40%</li> <li>• &lt; -8% decrease = 0%</li> </ul> <p>Category: Business Services</p>	<p>0.05</p>
<p><b>7. Completion-to-Funding Ratio</b></p> <p>development board’s share of statewide WIOA and Wagner-Peyser exiters with the local workforce development board’s share of statewide funding allocations.</p> <ul style="list-style-type: none"> <li>• Numerator: The percentage of distinct exiters from WIOA* (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs.</li> <li>• Denominator: The percentage of the local workforce development board’s share of statewide WIOA*, Supplemental WIOA Dislocated Worker, Wagner-Peyser, Reemployment Services and Eligibility Assessment (RESEA), and Veteran annual funding allocation for the current program year.</li> </ul> <p>Services Target: 100%</p> <p>Performance Reports</p> <p>Data Source: DEO Finance and Accounting, ETA 9173 Program</p> <p>* Includes WIOA-funded grants</p>	<p>Compares a local workforce</p> <p>Category: Employment and Training</p>	<p>0.10</p>
<p><b>Extra Credit Metric: Serving Individuals on Public Assistance</b></p> <p>boards can earn up to an additional five percentage points for serving individuals on public assistance. Extra credit is calculated as follows:</p> <p>Numerator: The number of individuals from the denominator who received SNAP or TANF benefits during their participation period.</p> <ul style="list-style-type: none"> <li>• Denominator: The number of participants served in the current program year by a local workforce development board within the following programs: SNAP E&amp;T, Welfare Transition, WIOA (Adult, WIOA Dislocated Worker and Youth) and Wagner-Peyser.</li> </ul> <p>Extra credit points will be awarded as follows:</p> <ul style="list-style-type: none"> <li>• ≥ 50% = 5 points</li> <li>• ≥ 46% &lt; 50% = 4 points</li> <li>• ≥ 44% &lt; 46% = 3 points</li> <li>• ≥ 42% &lt; 44% = 2 points</li> <li>• 40% &lt; 42% = 1 point</li> </ul> <p>Category: Employment and Training Services, Self-Sufficiency</p> <p>Data Source: ETA 9173 Program Performance Reports, OSST, DCF Recipient Data</p>	<p>Local workforce development</p>	<p>0.05</p>



**RECORD OF ACTION/APPROVAL**  
Placeholder for Action Sheet

**Career Center Meeting**  
**Thursday, November 17, 2022**

**TOPIC/ISSUE:**

United Healthcare Grant

**BACKGROUND:**

We recently applied for and were awarded a grant from the United Healthcare Community Plan to expand services within our YouthBuild program.

The award will be in the amount of \$99,750 to partially fund staff salaries, Mental Health and Substance Abuse Counseling, Penn Fost High School Diplomas (recently increased in cost), Outreach/Recruitment and Travel Assistance for students. This will help students to be more successful in the program and encourage completion.

**POINTS OF CONSIDERATION:**

Our current allotment of YouthBuild funding covers the necessities but does not provide for additional supports such as counseling and additional travel assistance for students.

**STAFF RECOMMENDATIONS:**

Approve acceptance of the United Healthcare grant in the amount of \$99,750

**COMMITTEE ACTION:**

**BOARD ACTION:**

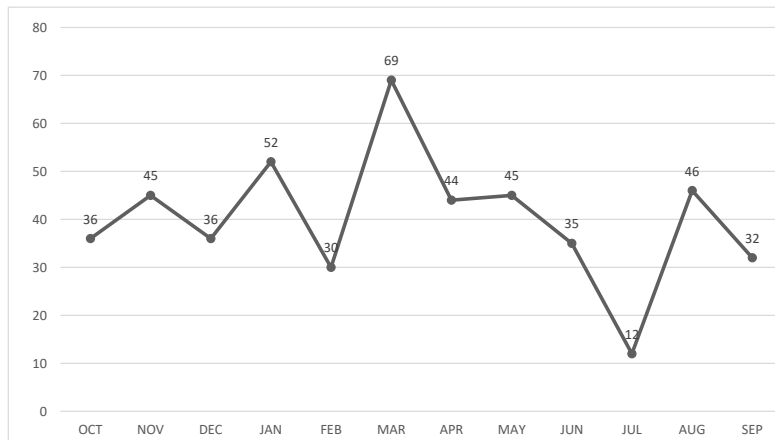


### TRAFFIC COUNT

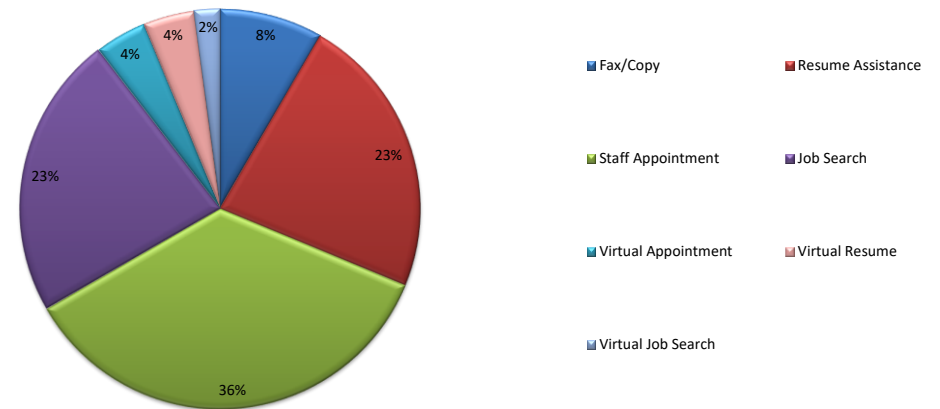
											PY 22			YTD
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP		
<b>REFERRALS</b>	7	7	6	9	11	6	5	5	3	2	2	3	66	
<b>PLACEMENTS</b>	5	5	4	4	8	7	2	7	3	2	4	2	53	
<b>INTERNSHIPS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>OJT/WEX/CBT</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>TRAFFIC*</b>	36	45	36	52	30	69	44	45	35	12	46	32	482	

### SERVICES BREAKDOWN

#### CENTER TRAFFIC BY MONTH



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

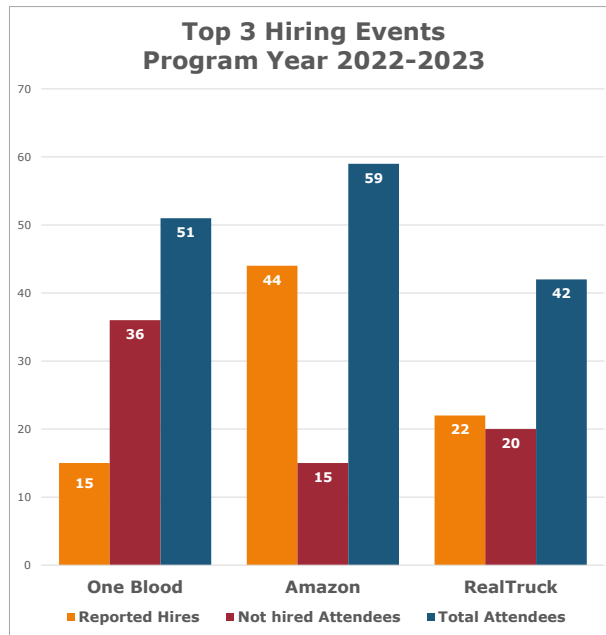
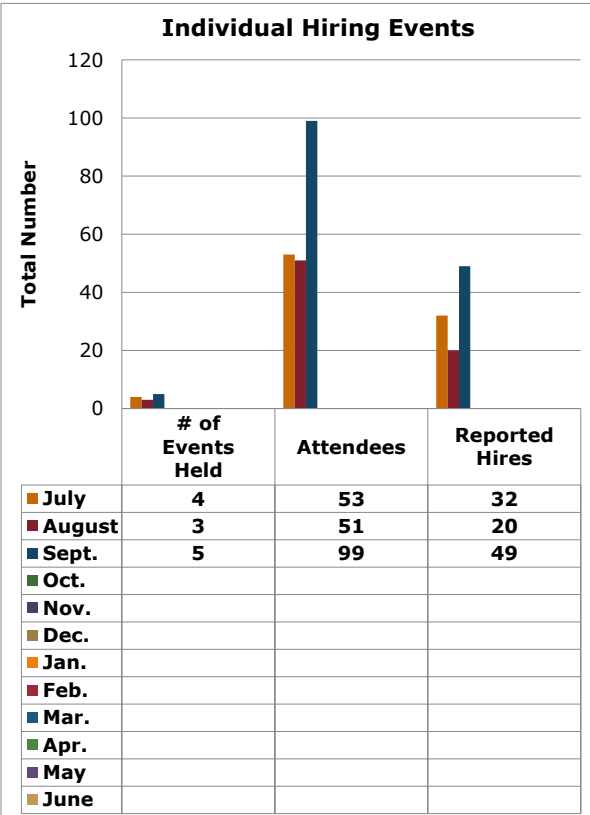
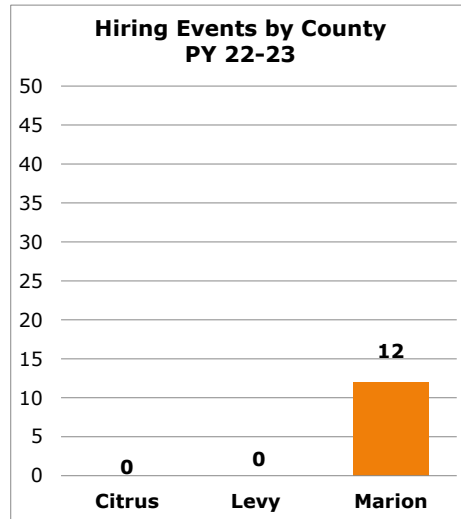


**PY 22 - 23 Individual Events**

Total Events: 12  
Attendees: 203  
Reported Hires: 101

**PY 22 - 23 Job Fairs**

Attendees: 168  
Businesses: 45



**Other Recruitment Events 7/2022 - 9/2022**

Event Date	Event Name	Event Location	County
7/6	Episcopal Children's Services	14th Street	Marion
7/21	Juniper Landscaping	14th Street	Marion
8/25	Coca Cola Florida	14th Street	Marion
8/11	Customer Driven Staffing	14th Street	Marion
8/16	Mission BBQ	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-8, AHLEI Restaurant Server-8, AHLEI Guestroom Attendant-8, AHLEI Maintenance Employee-8, Forklift-11, Safe Staff-12, OSHA-11, Warehouse- 11, HBI- 8

# Exited with Employment: 7

# Exited with Education: 0

# Exited with Outcome: 1

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

Enrolled: 15

Completed: 13

# Receiving HS Diploma: 11

# Receiving Additional Certs: NRF- 11, AHLEI Front Desk-11, AHLEI Restaurant Server-11, AHLEI Guestroom Attendant-12, AHLEI Maintenance Employee-9, NRF Warehouse-6, Forklift-15, Safe Staff-15, OSHA-15, CF Warehouse- 15, HBI- 8, Total as of 9/30/2022 = 128 total credentials earned

# Exited with Employment: 10

# Exited with Education: 0



# 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	Jul-22	Aug-22	Sep-22	Total
Citrus	6	2	24	3	9	13	5	4	5	1	2	1	5	2	3	3	1	5	2	2	2	4	2	126
Citrus - CF	3	2	8	5	2	0	1	1	0	1	1	0	1	0	2	0	0	0	1	1	1	1	0	39
Levy	2	2	6	2	2	1	0	1	1	3	0	0	1	0	0	0	1	0	0	0	0	1	0	29
Levy - CF	1	0	5	1	0	1	1	2	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	19
Marion	7	7	36	13	3	7	3	5	1	5	9	6	2	3	4	5	6	2	3	7	5	3	4	205
Marion - CF	11	5	44	14	3	5	2	2	1	8	3	2	0	1	1	1	2	1	1	3	3	8	2	137
<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>11</b>	<b>17</b>	<b>8</b>	<b>555</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**

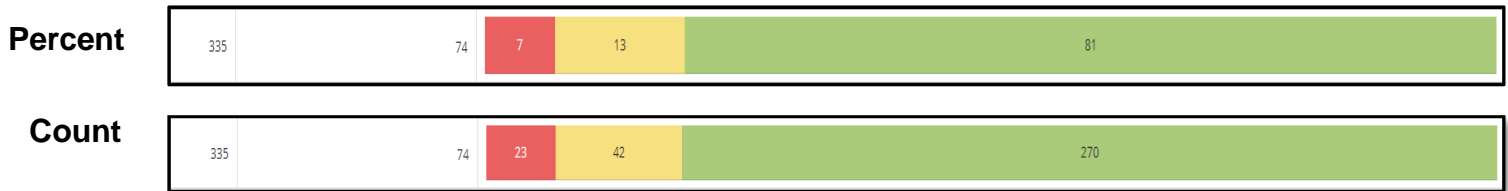
Apprenticeship Occupation	Training Provider	Start Date	# Enrolled	Comments
Masonry	Marion Technical College	Fall 2019	9	1 In Progress / 1 Successful w/ emp / 7 Unsuccessful (5 closed w/ emp)
Electronic Assembler	Lockheed Martin	Spring 2020	4	2 Hired PY20-21, 2 Hired PY21-22

# NET PROMOTER

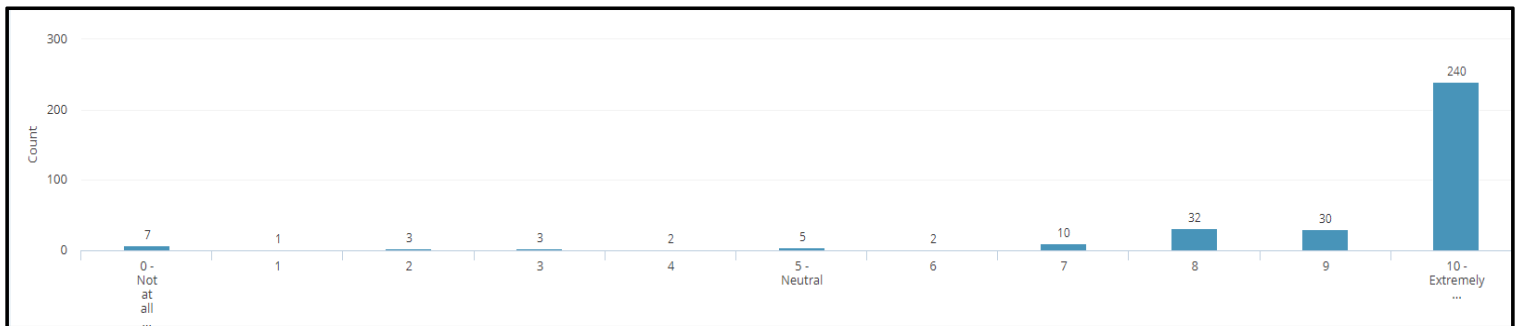
## Transactional Net Promoter Cumulative Report - Jan 2022 to October 2022

Job Seeker Report	Region 10 Net Promoter Score 2022
Net Promoter Score–Area/Region	► +74 (Up 1 Point Since July)




**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).



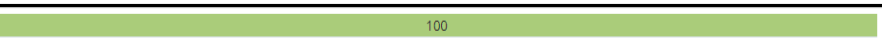



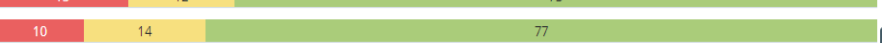
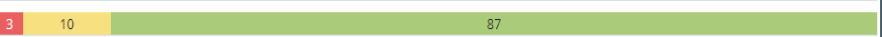

Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office – By Count

Office	Count	Score	Percent
Chiefland	23	87	
Lecanto	90	75	
Ocala	220	72	

Transactional Net Promoter Age – By Percent

Age Group	Count	Score	Percent
A (0 TO 16)	1	100	
B (17 TO 24)	23	70	
C (25 TO 34)	31	71	
D (35 TO 44)	38	61	
E (45 TO 54)	67	58	
F (55 TO 64)	103	67	
G (65+)	67	84	

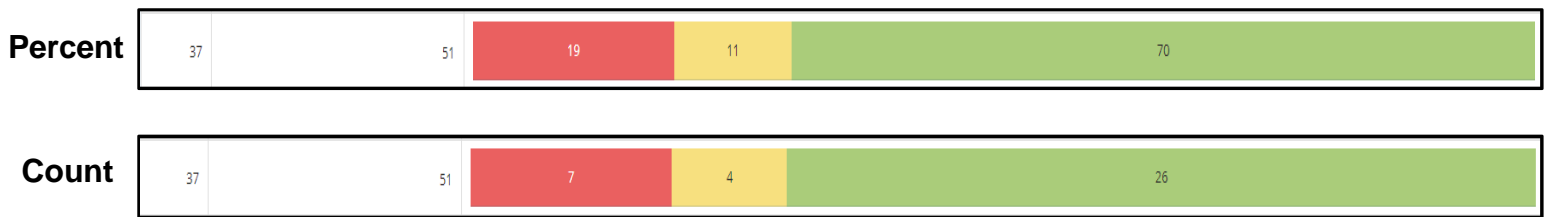


# NET PROMOTER

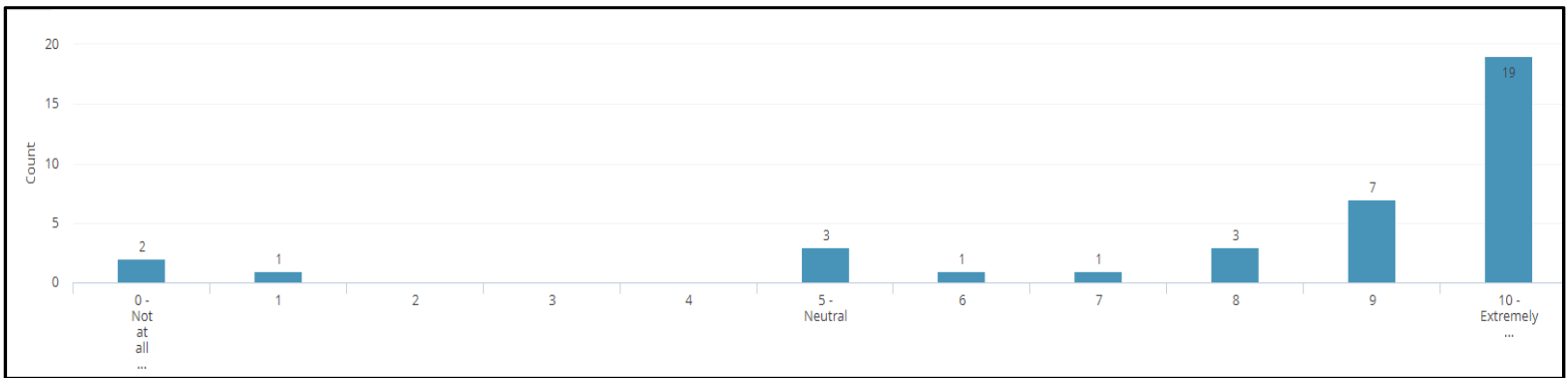
## Business Net Promoter Cumulative Report - Jan 2022 to October 2022

Employer - Business Report	Region 10 Business Net Promoter Score
Net Promoter Score—Area/Region	▶ +51 (Down 8 Points Since July)

**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

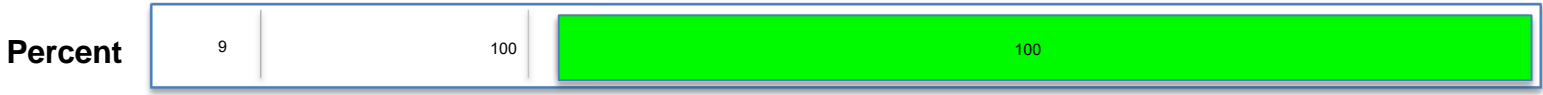
Service Type	Count	Score	Net Promoter Score
Provided Job Fair Services	2	50	1 Promoter (70-100), 1 Detractor (0-49)
Provided Job Order Follow-up	33	49	7 Detractors (0-49), 3 Excellent (50-69), 23 Promoters (70-100)
Provided Other Training Service Not Otherwise Classified	2	100	2 Promoters (70-100)

# NET PROMOTER

## Talent Center Cumulative Report Calendar Year 22

Job Candidate Report	Talent Center Net Promoter Score (Jan 22 to October 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 21-22	PY2022 2023				
			JUL	AUG	SEP	OCT	YTD
Center Traffic	14th Street	14,399	754	1,088	922	927	3,691
	Lecanto	4,660	256	382	308	395	1,341
	Chiefland	2,432	134	215	142	158	649
	Talent Center	325	10	34	28	17	89
	MCC 1	-	-	-	-	-	0
	MCC 2*	24	-	77	25	224	326
	<b>Total</b>	<b>21,840</b>	<b>1,154</b>	<b>1,796</b>	<b>1,425</b>	<b>1,721</b>	<b>6,096</b>
Online Traffic	Citrus	9,279	395	843	605	722	2,565
	Levy	2,620	124	173	117	110	524
	Marion	21,806	855	1,472	1,146	1,321	4,794
	Other	1,848	62	124	79	96	361
	<b>Total</b>	<b>35,553</b>	<b>1,436</b>	<b>2,612</b>	<b>1,947</b>	<b>2,249</b>	<b>8,244</b>

\*MCC2 numbers for Oct include Volusia County assistance

