



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

**Performance and Monitoring Committee  
AGENDA**

**Tuesday, November 8, 2022 – 9:00 a.m.**

**Join Zoom Meeting:** <https://us02web.zoom.us/j/89950182144>  
**Phone No:** 1-646-558-8656 (EST) **Meeting ID:** 899 5018 2144

Call to Order		J. Chang
Roll Call		C. Schnettler
Approval of Minutes, August 9, 2022	Pages 2 - 4	J. Chang

**DISCUSSION ITEMS**

State Update		R. Skinner
Letter Grades	Pages 5 - 8	C. Weaver
Workforce Issues that are Important to Our Community		R. Skinner

**PUBLIC COMMENT**

**ACTION ITEMS**

Annual Subrecipient Monitoring	Pages 9 - 13	D. French
CCIR Monitoring	Pages 14 - 16	D. French

**PROJECT UPDATES**

Talent Center Traffic	Page 17	A. Abrams
Contract Reports (Chamber, etc)	Page 18	C. Galica
Event Report – YTD	Page 19	C. Weaver
Workforce Intelligence	Pages 20 - 25	C. Weaver
Performance Measures	Page 26	C. Weaver
County Comparison Reports	Pages 27 - 29	C. Weaver
Experiential Learning Contracts	Page 30	C. Weaver
YouthBuild Reports	Pages 31	C. Weaver
Net Promoter	Pages 32 - 34	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: August 9, 2022  
PLACE: College of Central Florida, Enterprise Center  
3003 SW College Road, Ocala, FL 34474  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Al Jones  
Fred Morgan

**MEMBERS ABSENT**

Arno Proctor  
Deb Stanley  
Jeff Chang, Chair  
Ted Knight

**OTHER ATTENDEES**

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

Andrea Abrams, CSCLM  
Cira Schnettler, CSCLM  
Ben Wilson, TPMA  
Amy Kelly, Underwood and Sloan  
Calvin Sloan, Underwood and Sloan

**CALL TO ORDER**

In the absence of the Chair the meeting was called to order by Rusty Skinner at 9:00 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Al Jones made a motion to approve the minutes from the May 10, 2022 meeting. Fred Morgan 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 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 from the consultant. Potentially, more information will be available after the December CareerSource Florida meeting.

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

Al Jones asked how realignment would affect board membership. Rusty Skinner explained what steps would need to be taken to establish a new board and opportunities present board members may have in a new regional setting.

### Workforce Issues that are Important to Our Community

Al Jones explained that on a national level AutoZone is increasing their minimum wage to meet individual state standards. On September 30 that will be \$11 per hour for Florida. Al Jones asked if there has been any feedback from businesses regarding the increase. Cory Weaver said that our business services team members have been educating the businesses we work with about the increase and our electronic software will automatically update to be in compliance with the new minimum wage. Many businesses have been implementing gradual increases and are prepared for the upcoming deadline.

### **PUBLIC COMMENT**

None

### **ACTION ITEMS**

#### Monitoring Report

Amy Kelly with Underwood and Sloan provided an overview of the results of the monitoring report. She explained that there were no systemic issues or indications of operational issues in any of the programs. Al Jones approved the monitoring report. 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 has seen a decrease in traffic and referrals but has had an increase in placements. 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.

#### Contract Reports

Cathy Galica reviewed the performance report for Citrus and Marion counties and the youth report. Overall, the partners did well meeting their goals.

- County Reports:
  - Marion County met their goal last quarter.
  - Citrus County did not meet one of their goals. She will be working with the Chamber to discuss how they can be successful in meeting their goals.
- Youth Report: Eckerd met their annual goals.

### Event Report

Cory Weaver highlighted items from the Event Report and provided updates on the recent Health and Human Services job fair. She attributed the increase in the event hiring rate due to the high quality of candidates attending the events. She also noted a correction in the June numbers. A corrected report will be attached to these minutes.

### Workforce Intelligence

#### Performance Measures

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

- Workforce Intelligence: She explained that a complete year report will be available at the next meeting due to Employ Florida experiencing an outage for a couple of weeks. Center traffic has been increasing.
- Performance Measures: Our organization is doing well. We continue to steadily rank in the top 5 regions in the State in most areas.

### Experiential Learning Contracts

Cory Weaver summarized each section of the report and noted successful hires.

### YouthBuild Reports

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 graduation and the wall raising for the upcoming cohort.

### Program Participant Data Summary

Cory Weaver reviewed the participant data summary report. This report reflects that we are providing services to all demographics of our community.

### 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**

Rusty Skinner added that we will continue to work on implementing the agile staffing program. We are also evaluating our internal recognition program. We recently provided staff with pins recognizing their work anniversaries, which was well received by staff.

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:53 a.m.

### **APPROVED:**

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  
CITRUS | LEVY | MARION

## 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% 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% 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% 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**

### **Performance and Monitoring Tuesday, November 8, 2022**

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

Sub-recipient Monitoring – Eckerd Connects

#### ***BACKGROUND:***

We are required to conduct monitoring of our sub-recipient youth provider annually. Our current provider is Eckerd Connects

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

The following report details the areas that were monitored and any issues found. The only issue that requires additional action is inclusion of a new certification statement regarding telecommunications in the contract modification and future contract boilerplates. Staff have completed this for future contracts.

#### ***STAFF RECOMMENDATIONS:***

Accept the attached monitoring report from Powell and Jones for sub-recipient monitoring.

#### ***COMMITTEE ACTION:***

#### ***BOARD ACTION:***



**Powell & Jones**  
Certified Public Accountants

Richard C. Powell, Jr., CPA  
Marian Jones Powell, CPA

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## Report on Sub-recipient Monitoring

September 22, 2022

Audit Committee and Workforce Administrative Team  
CareerSource Citrus Levy Marion

We have performed the procedures listed below to assist the CareerSource Citrus Levy Marion (CLM) with its annual sub-recipient monitoring responsibilities. Those responsibilities include testing compliance of CLM's sub-recipients with the regulations of the Department of Economic Opportunity (DEO). This engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in this report. Consequently, we make no representation regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose.

For the year ended June 30, 2022, CLM held a contract with a sub-recipient, Eckerd Youth Alternatives, Inc. (Eckerd) from July 1, 2021 through June 30, 2022. Our procedures were performed with respect to this contract for the same period.

The procedures and the associated findings, if any, are as follows:

**PROCEDURE 1:** Review the sub-recipient contract for terms, conditions and federal requirements.

### ***Results of Procedures:***

**The terms, conditions, and federal requirements listed in the DEO Financial Monitoring Tool were included in the subrecipient contract except as follows:**

**A subrecipient must include in its contract an agreement to comply with the prohibitions of certain telecommunications and surveillance equipment as required by 2CFR 200.216.**

**PROCEDURE 2:** Review the most recent single audit report of Eckerd Youth Alternatives, Inc. to:

- ensure dollars included are properly identified, and
- determine if any findings and related corrective actions were addressed.

### ***Results of Procedures:***

**In the current year we compared the amount recorded by CareerSource Citrus, Levy, Marion for contractual payments to Eckerd's audit report for WIOA Youth, WIOA Adult, WIOA Dislocated Worker and Youthbuild. The following is a schedule of differences in the amount reported in**

**Eckerd’s audit report and the amounts in CLM’s records:**

Florida Institute of Certified Public Accountants • American Institute of Certified Public Accountants

Funding Source	CLM Records	Eckerd Connects Audit Report	Difference
WIOA Adult	\$ 8,101	\$ 8,101	\$ -
Dislocated Worker	8,732	8,732	-
Youth	902,120	916,955	(14,835)
Youthbuild	177,445	161,640	15,805
	<u>\$ 1,096,399</u>	<u>\$ 1,087,327</u>	<u>\$ 970</u>

**This is due to the classification of CLM fund 67 Youthbuild expenditures as Youth expenditures on the Eckerd financial statements.**

There were no findings or questioned costs regarding WIOA or Youthbuild funding.

**PROCEDURE 3:** Review the Corporation’s most recent sub-recipient fiscal monitoring report and determine if any findings and related corrective actions were addressed.

**There were no corrective actions necessary in the prior year.**

**PROCEDURE 4:** Review sub-recipient financial procedures to determine if they have good internal controls.

***Results of Procedures:***

**We reviewed the internal controls over the expenditure of grants funds using the DEO fiscal monitoring tool. We noted no deficiencies in internal control over financial procedures that would have an effect on compliance with Federal awards requirements.**

**PROCEDURE 5:** Interview sub-recipient finance staff via internet to corroborate internal controls addressed in procedure #4.

***Results of Procedures:***

**The Eckerd staff provided us with answers to an internal control questionnaire. There were no findings in the current year.**

**PROCEDURE 6:** Review the sub-recipient invoices to date and determine if they are in compliance with the terms of the contract.

***Results of Procedures:***

**The invoices were in compliance with the terms of the contract.**

**PROCEDURE 7:** Select samples of sub-recipient payroll, fringe benefits, operating costs, performance payments. Test for allowability, allocability, reasonableness, and compliance with contract terms.

We selected the following from invoices for the period from July 1, 2021 to June 30, 2022:

1. We selected 70 disbursements and inspected copies of supporting documentation.
2. We selected 30 employee payments and inspected copies of time sheets. We traced the payments to the billing records.
3. We created a spreadsheet of the selected payroll costs by employee and compared to approved salary ranges.
4. **We created a spreadsheet to review all fringe benefit costs analytically. Fringe benefits including taxes for all projects were billed at 32.51%. The total percentage budgeted for all projects was 32.41%**

***Results of Procedures:***

All of the supporting documentation was available and adequate, properly allocated and reasonable.

None of the payments for salaries directly charged to the grant exceeded the ETA salary Cap. We obtained a statement from Eckerd that no salary in excess of the Cap was charged to the CLM contract.

**One travel dinner exceeded the State travel rate by \$1.29.**

**PROCEDURE 8:** Review approval of sub-recipient's indirect cost rate submitted with the proposal and approved federal indirect cost rate.

***Results of Procedures:*** We reviewed the indirect cost rate used by Eckerd. Eckerd used an indirect cost rate of 12.10% of modified total direct costs. The computation of indirect costs based upon the Eckerd final billings were 12.10%.

**PROCEDURE 9:** Agree sub-recipient performance payments to participant data in Employ Florida Marketplace (EFM), State of Florida database system.

***Results of Procedures:*** Eckerd met the performance goals for the fiscal year ended June 30, 2022.

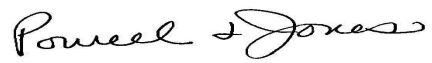
**PROCEDURE 10:** Determine if the In-school/Out-of-School and Work Experience percentages on the subrecipient invoices are supported by participant data in EFM.

***Results of Procedures:*** The percentage of In-School /Out of School Youth were supported by participant data in EFM. 100% of participants were out of school. The expenditures for youth engaged in Work Experience as detailed on the invoices from Eckerd exceeded the 20% required to meet the requirements of the Department of Labor grant award conditions.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on compliance with the regulations of DEO. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the Audit Committee and Workforce Administrative Team of the Corporation, and is not intended to be and should not be used by anyone other than these specified parties.

Very truly yours,

A handwritten signature in cursive script that reads "Powell & Jones".

**POWELL & JONES**

*Certified Public Accountants*



## **RECORD OF ACTION/APPROVAL**

### **Performance and Monitoring Tuesday, November 8, 2022**

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

VR Career Counseling & Information Referral (CCIR) program monitoring

#### ***BACKGROUND:***

Vocational Rehabilitation conducts annual monitoring of documentation submitted for reimbursement for the CCIR program. The monitoring report attached states that it is a quarterly report. However, it covers the period of October 2021 to October 2022. The most recent monitoring is attached.

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

There were no issues reported and no further action required.

#### ***STAFF RECOMMENDATIONS:***

Accept the attached monitoring as issued.

#### ***COMMITTEE ACTION:***

#### ***BOARD ACTION:***

 **Vocational Rehabilitation**  
FLORIDA DEPARTMENT OF EDUCATION  
**Bureau of Vendor and Contracted Services**  
**Contracts Administrative Management Section**

**MONITORING REPORT, (October 14, 2022)**

**Citrus Levy Marion Regional Workforce  
Development**

**Period of (October - present)**

**By: Diocelina Sandoval-Morales**

## **SUMMARY:**

The Division of Vocational Rehabilitation Contract Administration Management Unit has completed a **quarterly** monitoring review of (CCIR PO Agreement).

## **PURPOSE:**

The purpose of the agreement is to deliver Career Counseling & Information Referral (CCIR) services to individuals who are working in subminimum wage employment, in accordance with their approved VR Provider Application.

The objectives of the review were: to provide reasonable assurance that the required documentation for your agreement are current and up to date.

## **Summary of Observations:**

- No issues or concerns noted during monitoring.

The above summary of observations are intended to help Citrus Levy Marion Regional Development, INC. to ensure compliance with the PO Agreement terms and conditions.

**METHODOLOGY:** To achieve the above objectives, we:

- Review of CCIR Employee Background Screenings, IRS FEIN letter and Certification of Liability Insurance.
- Review of Invoices submitted (if any). The Provider shall submit one invoice per month for all services delivered during the month. The Provider must submit invoices with required documentation and by the 15th of the following month.

## **Conclusion:**

The Division would like to thank your organization for the continued collaborative support and partnership. In addition, we appreciate your assistance and cooperation during the course of this review.



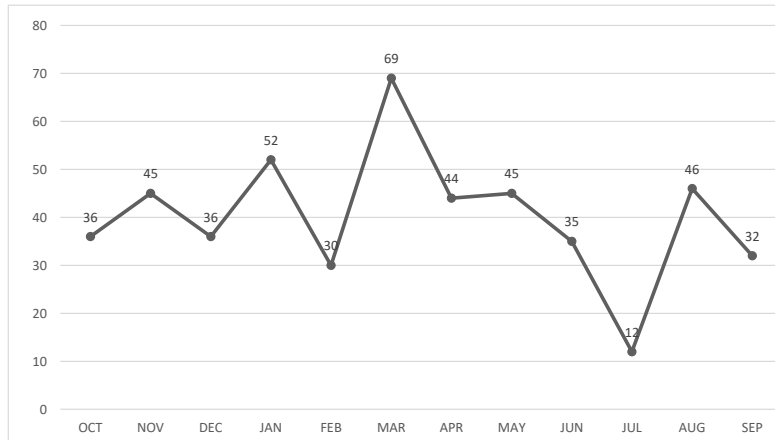


### TRAFFIC COUNT

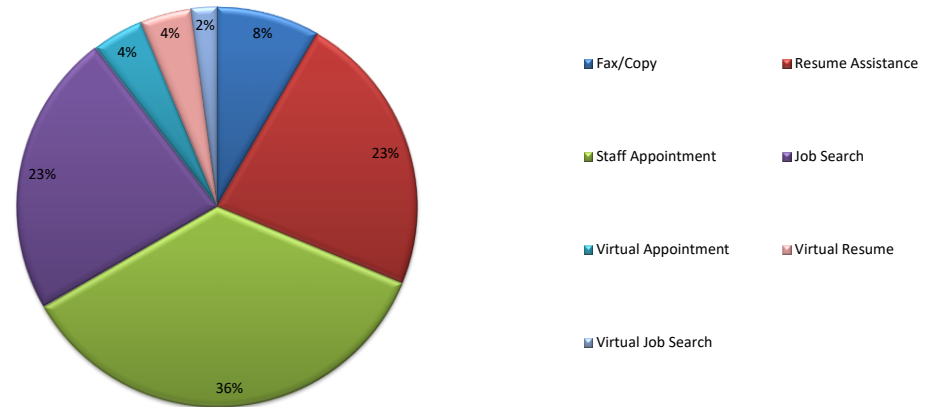
											PY 22			YTD
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP		
<b>REFERRALS</b>	7	7	6	9	11	6	5	5	3	2	2	3	66	
<b>PLACEMENTS</b>	5	5	4	4	8	7	2	7	3	2	4	2	53	
<b>INTERNSHIPS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>OJT/WEX/CBT</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>TRAFFIC*</b>	36	45	36	52	30	69	44	45	35	12	46	32	482	

### SERVICES BREAKDOWN

#### CENTER TRAFFIC BY MONTH



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



Contract Performance  
PY2021-2022



County Chamber/EDC	Q1 PY22-23			Q2 PY22-23			Q3 PY22-23			Q4 PY22-23			ANNUAL		
	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate
CITRUS (Citrus Chamber)	5	4	80.00%	5		0.00%	5		0.00%	4		0.00%	5		0.00%
MARION (CEP)	4	4	100.00%	5		0.00%	6		0.00%	5		0.00%	6		0.00%

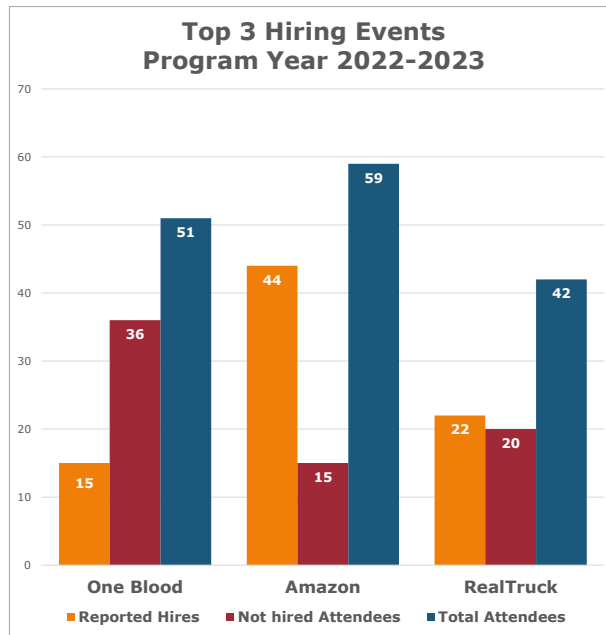
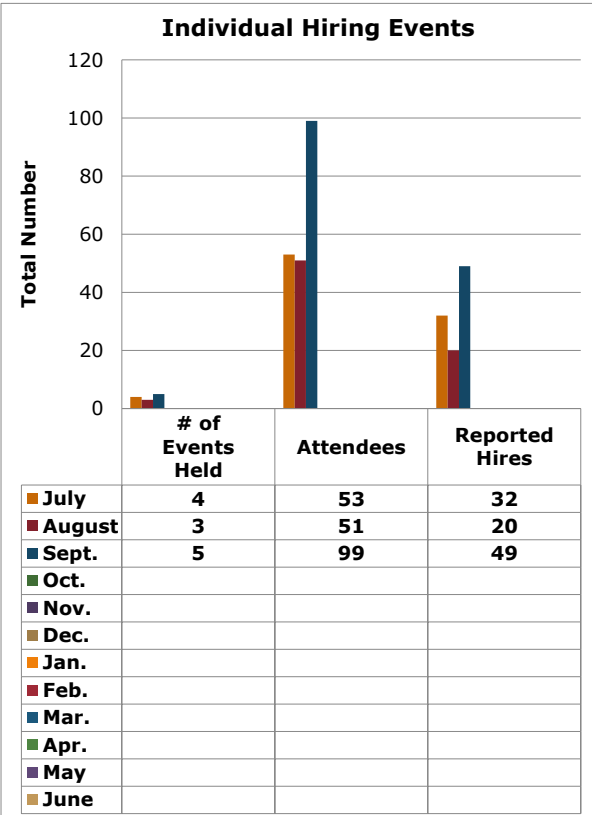
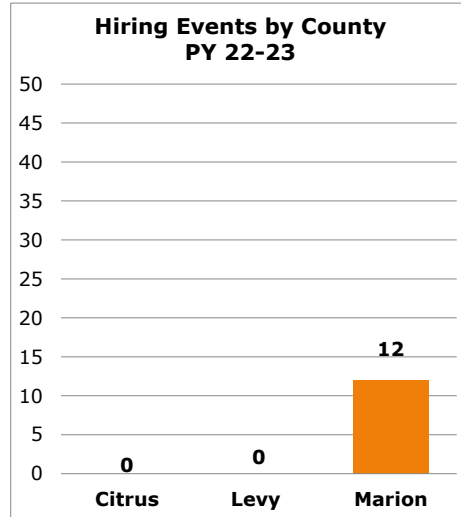
Eckerd Youth Connects	Q1 PY21-22			Q2 PY21-22			Q3 PY21-22			Q4 PY21-22			ANNUAL		
	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment
Enrollments	20			17			28			25			90		
Measureable Skills Gains	80%			80%			80%			80%			80%		
Employment/Education Retention Rate 2nd Quarter After Exit	75%			75%			75%			75%			75%		
Employment/Education Retention Rate 4th Quarter After Exit	69%			69%			69%			69%			69%		
Credential Attainment Rate	83%			83%			83%			83%			83%		
Median Wages	\$2,800			\$2,800			\$2,800			\$2,800			\$2,800		

**PY 22 - 23 Individual Events**

Total Events: 12  
Attendees: 203  
Reported Hires: 101

**PY 22 - 23 Job Fairs**

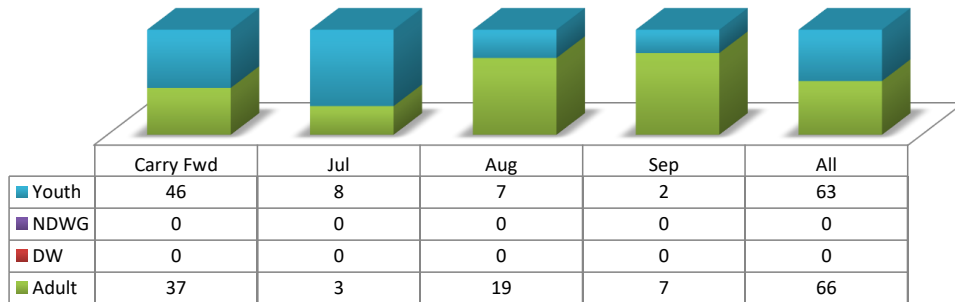
Attendees: 168  
Businesses: 45



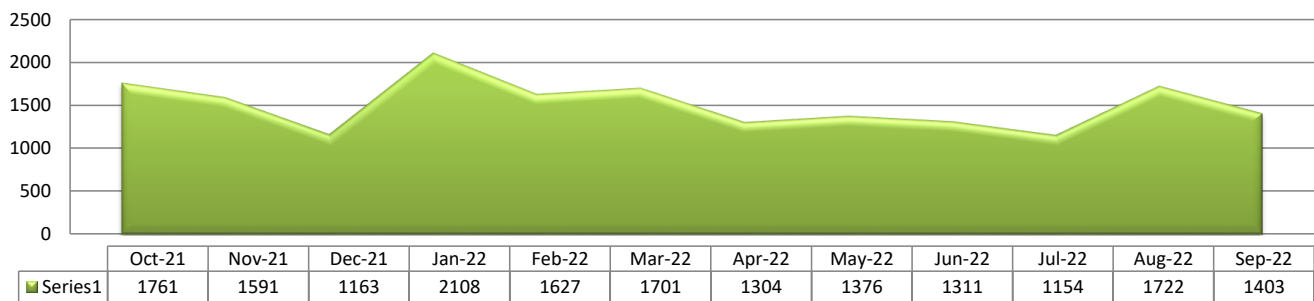
**Other Recruitment Events 7/2022 - 9/2022**

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

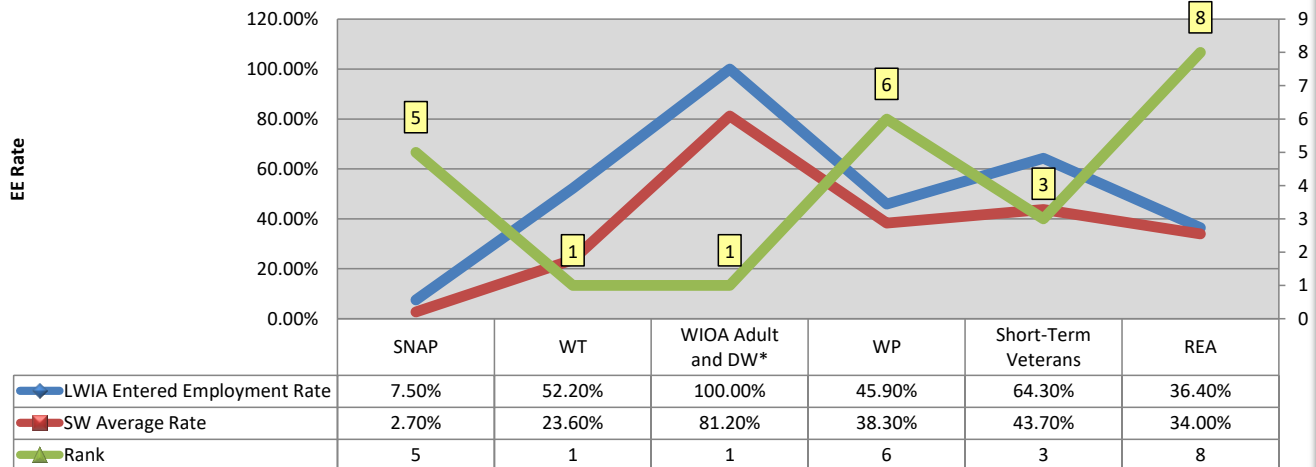
## All WIOA Participant Enrollments



## Center Traffic - 12 Months

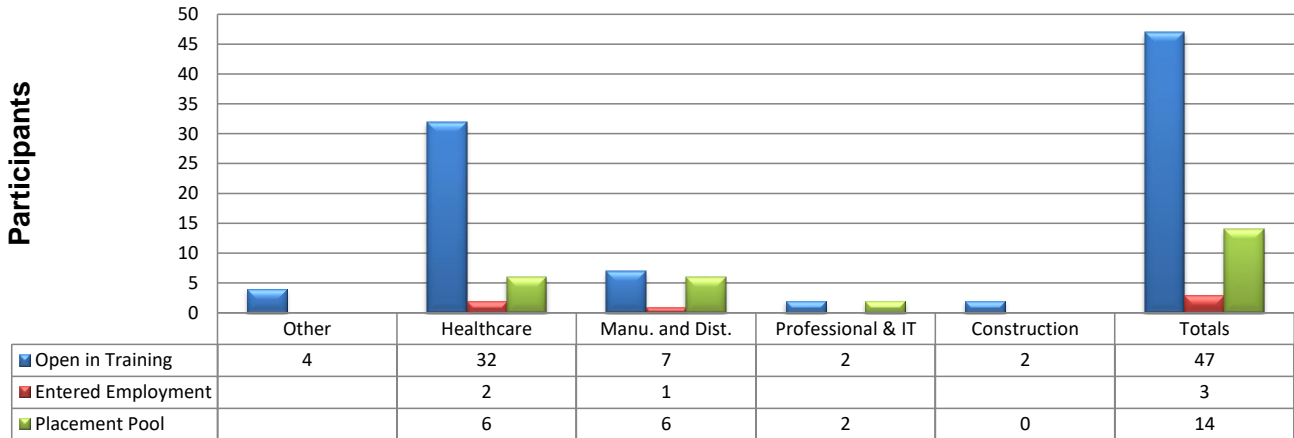


## MMR Entered Employment Rates by Program

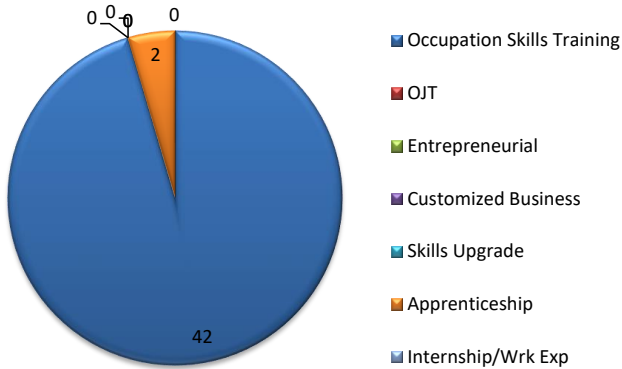


\*#1 Ranking shared between 11 RWB's

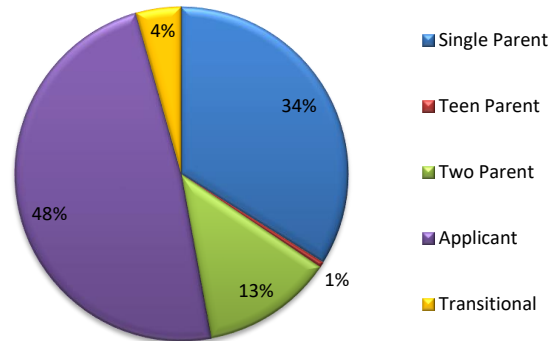
## WIOA Industry Training Comparison\*



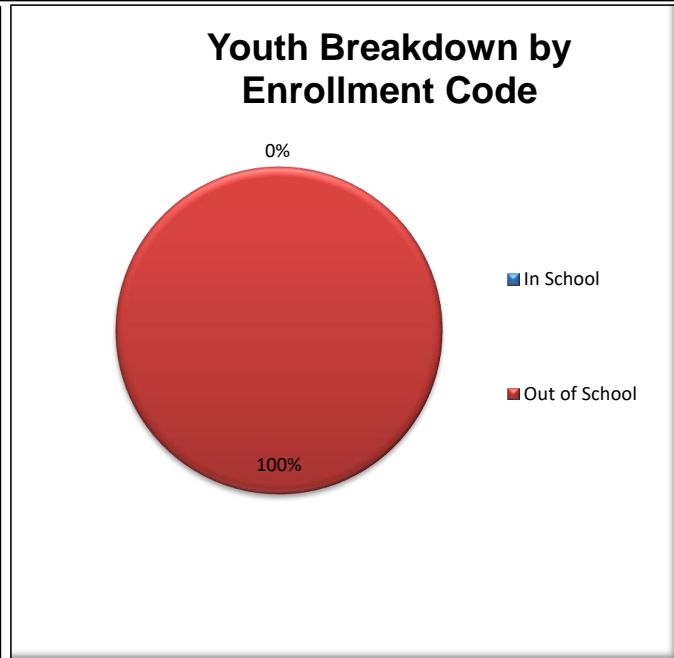
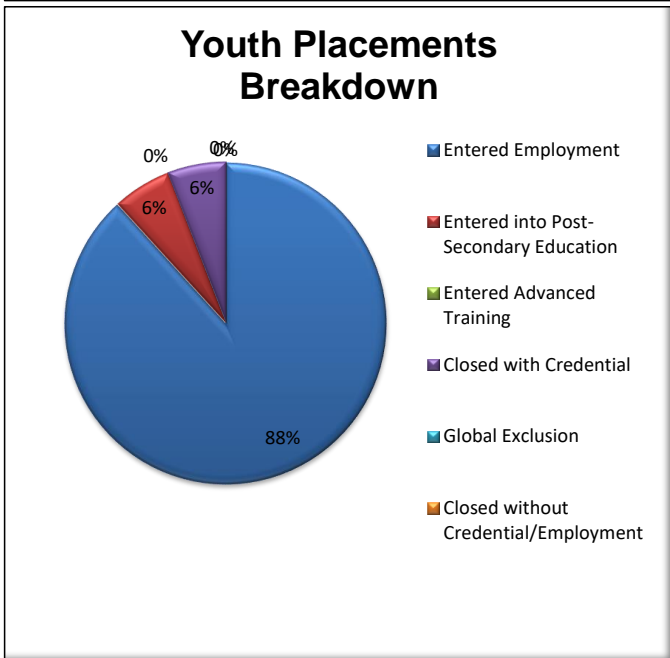
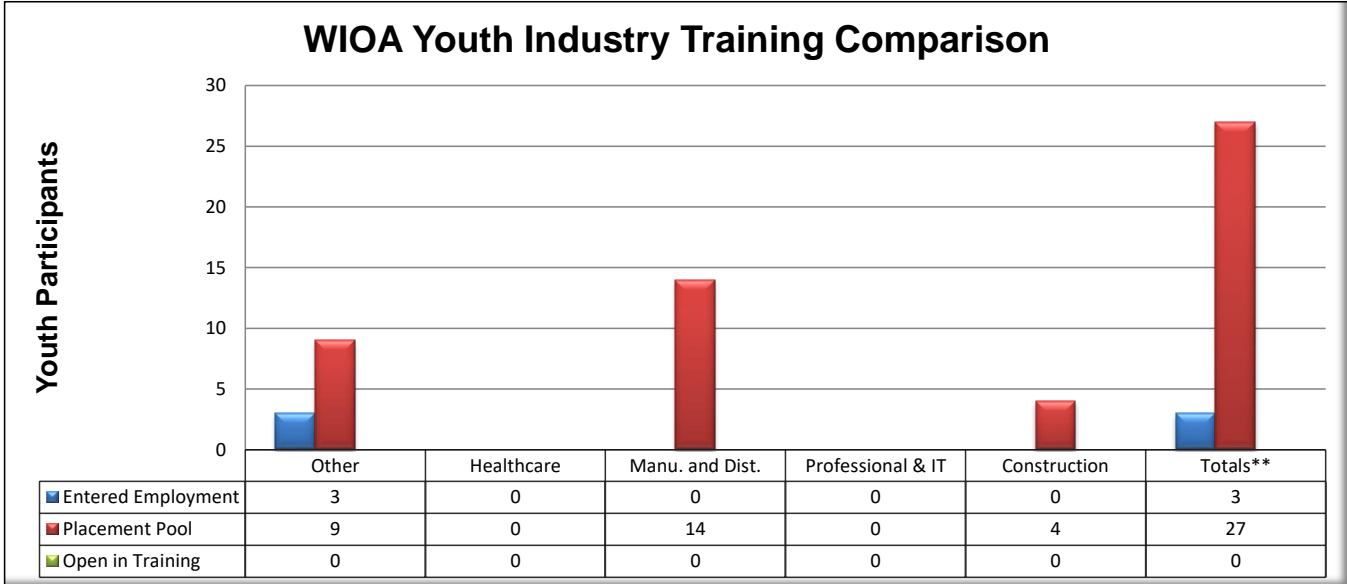
## Open WIOA Training Activity Classification- Adult/DW



## Current WT Caseload Breakdown



Traffic	Sep-21	Sep-22	YTD 21.22	YTD 22.23
Newly Registered Job Seekers	343	194	842	595
Total Job Referrals	852	618	3,407	1,547
Managed Job Orders	843	570	2,496	1,754
External Job Orders	8,547	7,422	26,465	21,408
Overall Traffic	2,736	1,403	7,898	4,279
Receiving Reemployment Assistance	1,692	843	3,914	1,850
Welfare Transition	Sep-21	Sep-22		
Participation Rate All Family	14.8%	21.0%		
Case Load	271	399		



<b>Youth Carry Forward:</b>	<b>46</b>	<b>AVG Closure Wage (With Credential):</b>	<b>\$12.60</b>
<b>Total Youth Closed:</b>	<b>17</b>	<b>ROI for PY 21/22 Youth Services:</b>	<b>\$262,819</b>
<b>Total Youth Served:</b>	<b>63</b>	<b>Average Training Lifespan:</b>	<b>0</b>

Traffic		PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY 21-22	PY2022 2023				
									JUL	AUG	SEP	YTD	
Center Traffic	14th Street	34,101	35,557	28,800	23,726	15,245	12,363	14,399	754	1,088	922	2,764	
	Lecanto	8,448	8,071	6,278	6,392	4,255	4,723	4,660	256	382	308	946	
	Chiefland	5,653	5,431	4,085	4,136	3,132	2,863	2,432	134	215	142	491	
	Talent Center	1,458	697	1,319	1,072	846	526	325	10	34	28	72	
	*MCC 1	1,257	800	902	862	426	-	-	-	-	-	0	
	*MCC 2	342	282	359	398	151	-	24	-	3	3	6	
	<b>Total</b>	<b>51,259</b>	<b>50,141</b>	<b>41,743</b>	<b>36,586</b>	<b>24,055</b>	<b>20,475</b>	<b>21,840</b>	<b>1,154</b>	<b>1,722</b>	<b>1,403</b>	<b>4,279</b>	
Online Traffic	Citrus	71,187	57,011	37,587	22,002	17,190	10,079	9,279	395	843	605	1,843	
	Levy	14,461	12,971	10,745	6,089	3,999	2,593	2,620	124	173	117	414	
	Marion	180,839	155,810	116,901	67,101	40,990	24,857	21,806	855	1,472	1,146	3,473	
	Other	23,425	8,356	12,218	6,387	3,337	1,959	1,848	62	124	79	265	
	<b>Total</b>	<b>289,912</b>	<b>234,148</b>	<b>177,451</b>	<b>101,579</b>	<b>65,516</b>	<b>39,488</b>	<b>35,553</b>	<b>1,436</b>	<b>2,612</b>	<b>1,947</b>	<b>5,995</b>	
Events	Events	22	126	147	135	68	78	61	4	3	6	13	
	Attendees	1,808	4,535	4,028	3,406	1,042	1,736	1,426	53	51	241	345	
Wagner Peyser		PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY 21-22	PY2022 2023				
									JUL	AUG	SEP	YTD	
Newly Registered Job Seekers	Marion	3,981	4,081	3,883	2,573	4,903	2,220	1,697	113	159	134	406	
	Citrus	1,420	1,442	1,323	995	2,007	848	683	46	57	50	153	
	Levy	339	376	375	272	442	205	197	9	17	10	36	
		<b>Total</b>	<b>5,808</b>	<b>5,899</b>	<b>5,581</b>	<b>3,840</b>	<b>7,352</b>	<b>3,273</b>	<b>2,577</b>	<b>168</b>	<b>233</b>	<b>194</b>	<b>595</b>
Total Employers Posting Jobs	Marion	748	724	705	724	654	785	853	361	382	366	470	
	Citrus	305	308	283	155	183	204	170	48	51	49	69	
	Levy	90	82	77	54	56	65	55	14	19	18	21	
		<b>Total</b>	<b>1,143</b>	<b>1,114</b>	<b>1,066</b>	<b>933</b>	<b>893</b>	<b>1,054</b>	<b>1,078</b>	<b>423</b>	<b>452</b>	<b>433</b>	<b>560</b>
Managed Job Orders	Marion	3054	3326	3514	4854	4568	5316	5956	450	494	417	1361	
	Citrus	736	815	934	1157	1114	1456	1620	81	94	119	294	
	Levy	214	163	213	238	232	306	317	33	22	26	81	
	Other	177	177	73	78	41	67	54	4	6	8	18	
		<b>Subtotal</b>	<b>4181</b>	<b>4481</b>	<b>4734</b>	<b>6327</b>	<b>5955</b>	<b>7145</b>	<b>7947</b>	<b>568</b>	<b>616</b>	<b>570</b>	<b>1,754</b>
		External Job Orders	33972	31693	28587	32498	28846	66111	103910	6,501	7,485	7,422	21,408
	<b>Total</b>	<b>38121</b>	<b>36174</b>	<b>33321</b>	<b>38825</b>	<b>34801</b>	<b>73256</b>	<b>111857</b>	<b>7,069</b>	<b>8,101</b>	<b>7,992</b>	<b>23,162</b>	
	% of internal vs. total	10.88%	12.39%	14.21%	16.30%	17.11%	9.75%	7.10%	8.04%	7.60%	7.13%	7.57%	
Welfare Transition		PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY 21-22	PY2022 2023				
									JUL	AUG	SEP	YTD	
Open Case Load	Marion	1,286	1,073	942	902	963	807	724	129	151	192	275	
	Citrus	384	379	311	272	268	245	252	35	60	69	96	
	Levy	180	150	136	108	135	112	74	13	18	22	28	
		<b>Total</b>	<b>1,850</b>	<b>1,602</b>	<b>1,389</b>	<b>1,282</b>	<b>1,366</b>	<b>1,164</b>	<b>1,050</b>	<b>177</b>	<b>229</b>	<b>283</b>	<b>399</b>
Participation Rate	All Family	35.80%	30.70%	36.50%	36.90%	30.30%	0.30%	19.90%	23.60%	22.00%	17.90%	21.00%	



Training		PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY 21-22	PY2022 2023			
									JUL	AUG	SEP	YTD
Occupation Skills Training	Citrus	142	121	91	122	31	8	5	2	1	2	2
	Levy	54	34	24	19	6	4	4	1	4	5	5
	Marion	224	233	335	365	157	94	70	27	37	35	37
	<b>Subtotal</b>	<b>420</b>	<b>388</b>	<b>450</b>	<b>506</b>	<b>194</b>	<b>106</b>	<b>79</b>	<b>30</b>	<b>42</b>	<b>42</b>	<b>44</b>
Skills Upgrade	Citrus	0	0	0	6	1	1	0	0	0	0	0
	Levy	0	0	0	2	1	0	0	0	0	0	0
	Marion	0	0	2	59	35	0	1	0	0	0	0
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>67</b>	<b>37</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
OJT	Citrus	8	13	4	3	0	0	3	0	0	0	0
	Levy	0	0	0	3	0	2	0	0	0	0	0
	Marion	11	14	81	97	8	2	2	1	1	0	1
	<b>Subtotal</b>	<b>19</b>	<b>27</b>	<b>85</b>	<b>103</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
Entrepreneurial	Citrus	0	0	3	0	0	0	0	0	0	0	0
	Levy	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	1	0	0	0	0	0	0	0	0
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Internships	Citrus	5	2	4	3	2	4	0	0	0	0	0
	Levy	0	0	0	0	3	1	0	0	0	0	0
	Marion	4	3	9	12	11	11	6	0	0	0	0
	<b>Subtotal</b>	<b>9</b>	<b>5</b>	<b>13</b>	<b>15</b>	<b>16</b>	<b>16</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Customized Training	Citrus	5	2	7	0	6	8	4	0	0	0	0
	Levy	0	1	6	1	32	32	6	0	0	0	0
	Marion	21	21	58	10	38	28	8	0	0	0	0
	<b>Subtotal</b>	<b>26</b>	<b>24</b>	<b>71</b>	<b>11</b>	<b>76</b>	<b>68</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Apprenticeship	Citrus	0	0	0	0	1	1	0	0	0	0	0
	Levy	0	0	0	0	0	0	0	0	0	0	0
	Marion	0	0	0	0	8	5	4	2	2	2	2
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Total</b>		<b>474</b>	<b>444</b>	<b>621</b>	<b>702</b>	<b>340</b>	<b>201</b>	<b>113</b>	<b>33</b>	<b>45</b>	<b>44</b>	<b>47</b>
E-Training		PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY 21-22	PY2022 2023			
									JUL	AUG	SEP	YTD
Skill Up Metrix 180 Skills	Citrus							39	3	5	2	10
	Levy							15	0	1	0	1
	Marion							77	8	11	6	25
	<b>Total</b>							<b>131</b>	<b>11</b>	<b>17</b>	<b>8</b>	<b>36</b>
Placements		PY 15-16	PY 16-17	PY 17-18	PY 18-19	PY 19-20	PY 20-21	PY 21-22	PY2022 2023			
									JUL	AUG	SEP	YTD
Citrus		260	225	189	122	58	32	33	0	2	2	4
Levy		87	86	70	52	15	5	15	0	0	0	0
Marion		1275	944	1008	643	244	164	134	12	14	8	34
External/New Hire Report		8680	6167	3002	1865	946	432	273	0	52	41	93
<b>Total</b>		<b>10302</b>	<b>7422</b>	<b>4269</b>	<b>2682</b>	<b>1263</b>	<b>633</b>	<b>455</b>	<b>12</b>	<b>68</b>	<b>51</b>	<b>131</b>



<b>Term</b>	<b>Definition</b>
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 2022/2023

Numbers current as of 9/30/2022

Performance Measure	Performance PY2020	Performance PY2021	Previous Month Performance August 2022	Current Month Performance September 2022	Performance YTD PY2022/2023	Previous Month Ranking	State Ranking YTD PY2021/2022
WP Entered Employment Rate	42.20%	44.80%	48.50%	45.90%	47.40%	3	3
WIOA AD/DW Entered Employment Rate	80.80%	85.00%	100.00%	100.00%	100.00%	1	1
WTP Entered Employment Rate	50.80%	28.70%	39.70%	52.20%	38.40%	3	1
All Family Partic. Rate	0.30%	19.90%	22.00%	17.90%	21.00%	2	2
2-Parent Partic. Rate	0.20%	15.90%	22.20%	10.50%	16.70%	1	1
			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: October 2022

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



# CITRUS COUNTY

## Comparison: PY2020-2021/PY2021-2022

<b>TOTAL RECEIVING SERVICES</b>	<b>CENTER TRAFFIC</b>
<u>PY2021: 1,643</u> PY2020: 1,699	<u>4,575</u> 4,723
<b>VETERANS SERVED</b>	<b>TRAINING PROVIDED</b>
<u>133</u> 120	<u>91</u> 121
<b>BUSINESSES SERVED</b>	<b>WELFARE TO WORK TRANSITION</b>
<u>231</u> 178	<u>253</u> 245
<b>POSITIONS POSTED</b>	<b>TOTAL PLACEMENTS</b>
<u>1,140</u> 1,239	<u>33 (Avg Wage: \$12.50/hr)</u> 101 (Avg Wage: \$13.59/hr)

### Your Employment Solution Starts Here

CareerSource Citrus Levy Marion brings together business and community partners, economic development leaders and educational providers to connect employers with qualified, skilled talent and job seekers with employment and career development opportunities. **Contact us at 1.800.434.5627.**

CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 1 800 434-5627, ext. 7878 or e-mail [accommodations@careersourceclm.com](mailto:accommodations@careersourceclm.com). Please make request at least three business days in advance. CareerSource Florida Member.



# LEVY COUNTY

## Comparison: PY2020-2021/PY2021-2022

<b>TOTAL RECEIVING SERVICES</b>	<b>CENTER TRAFFIC</b>
<u>PY2021: 475</u> PY2020: 538	<u>2,299</u> 2,863
<b>VETERANS SERVED</b>	<b>TRAINING PROVIDED</b>
<u>34</u> 27	<u>8</u> 11
<b>BUSINESSES SERVED</b>	<b>WELFARE TO WORK TRANSITION</b>
<u>70</u> 16	<u>74</u> 112
<b>POSITIONS POSTED</b>	<b>TOTAL PLACEMENTS</b>
<u>659</u> 1,054	<u>15</u> (Avg Wage: Not Available) 37 (Avg Wage: \$13.50/hr)

### Your Employment Solution Starts Here

CareerSource Citrus Levy Marion brings together business and community partners, economic development leaders and educational providers to connect employers with qualified, skilled talent and job seekers with employment and career development opportunities. **Contact us at 1.800.434.5627.**



# MARION COUNTY

## Comparison: PY2020-2021/PY2021-2022

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2021: 4,325</u> PY2020: 5,032	<u>14,397</u> 12,353
VETERANS SERVED	TRAINING PROVIDED
<u>329</u> 381	<u>438</u> 403
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>520</u> 507	<u>724</u> 807
POSITIONS POSTED	TOTAL PLACEMENTS
<u>8,872</u> 5,556	<u>133</u> (Avg Wage: \$15.85/hr) 500(Avg Wage: \$14.62/hr)

### Your Employment Solution Starts Here

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# Experiential Learning Contracts

PY2022-2023

## Customized Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status

## On the Job Training

Business	Industry	Total Trained	Employer Contribution	CareerSource Reimbursement	Begin	End Date	Status

## Paid Work Experience

Business	Industry	Total Trained	Wage	Begin	Status
Quad Nurse LLC	Healthcare	1	\$12.15	9/26/2022	Unsuccessful Completion

## Internships

Business	Industry	Total Trained	Wage	Begin	Status

## 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

## **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

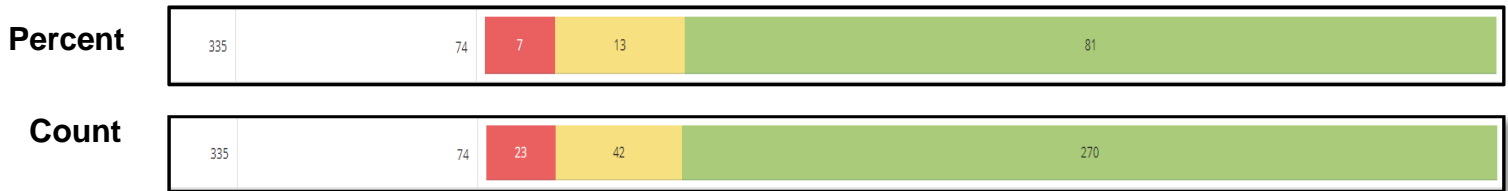
# Exited with Education: 0

# NET PROMOTER

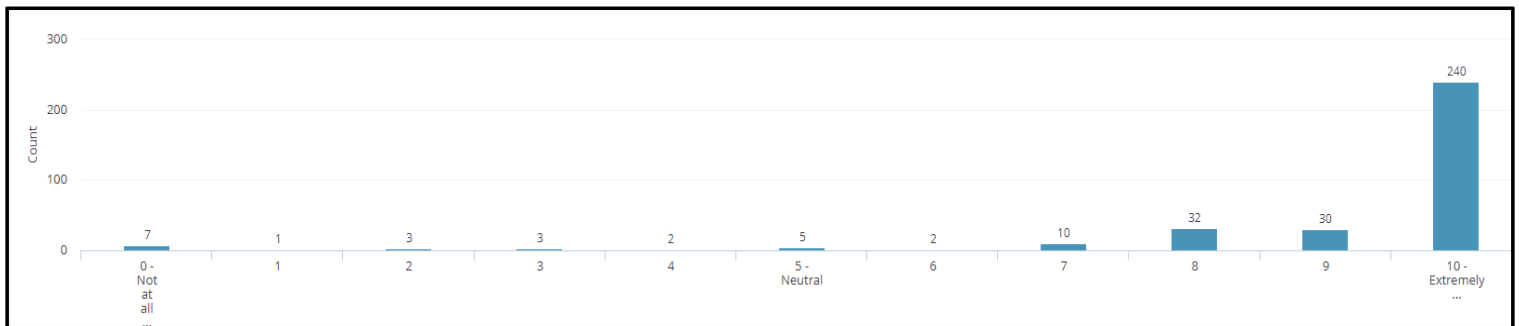
## Transactional Net Promoter Cumulative Report - Jan 2022 to October 2022

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	Bar	Breakdown
Chiefland	23	87	[Bar]	13 (Detractor)   87 (Promoter)
Lecanto	90	75	[Bar]	7 (Detractor)   11 (Detractor)   82 (Promoter)
Ocala	220	72	[Bar]	8 (Detractor)   13 (Detractor)   80 (Promoter)

Transactional Net Promoter Age – By Percent

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

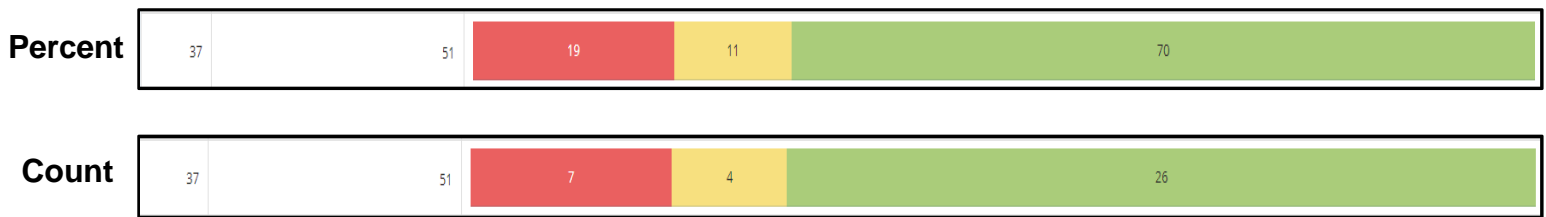


# NET PROMOTER

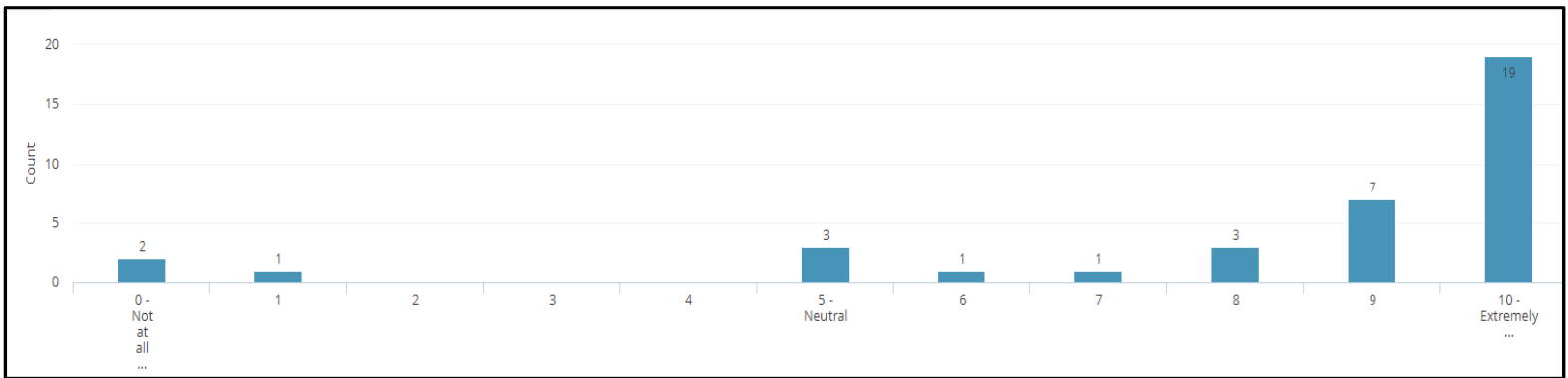
## Business Net Promoter Cumulative Report - Jan 2022 to October 2022

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	Visual	Detailed Breakdown
Provided Job Fair Services	2	50	Blue bar	1 (Passive) + 1 (Promoter)
Provided Job Order Follow-up	33	49	Blue bar	7 (Detractor) + 3 (Passive) + 23 (Promoter)
Provided Other Training Service Not Otherwise Classified	2	100	Blue bar	2 (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).

