



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

CAREER CENTER COMMITTEE AGENDA
Thursday, February 16, 2023 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/81807726059>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 818 0772 6059

Call to Order
 Roll Call
 Approval of Minutes, November 17, 2022

C. Harris
 C. Schnettler
 C. Harris

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DISCUSSION ITEMS

State Update
 Workforce Issues that are Important to Our Community

R. Skinner
 R. Skinner

PUBLIC COMMENT

ACTION ITEMS

Provider Approvals
 One Stop Operator ITN Release

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L. Trowbridge
 D. French

PROJECT UPDATES

Talent Center
 Event Report
 YouthBuild
 SkillUp - Metrix Online Learning
 Apprenticeships
 Net Promoter
 Center Traffic

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A. Abrams
 C. Weaver
 C. Weaver
 C. Weaver
 C. Weaver
 S. Litzinger
 L. Trowbridge

MATTERS FROM THE FLOOR

ADJOURNMENT

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

OUR VISION STATEMENT

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



**CAREERSOURCE CITRUS LEVY MARION
Career Center Committee**

MINUTES

DATE: November 17, 2022
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:30 a.m.

MEMBERS PRESENT

Charles Harris
David Benthusen
Tiffany Wiggins

MEMBERS ABSENT

Angie White
Equilla Wheeler
Jorge Martinez
Judy Houlios
Lanny Mathis
Pat Reddish

OTHER ATTENDEES

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

Cira Schnettler, CSCLM
Andrea Abrams, CSCLM
Kim Grey, Eckerd

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:33 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Tiffany Higgins made a motion to approve the minutes from the August 18, 2022 meeting. David Benthusen seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

Rusty Skinner updated the committee on the following items:

- Gray and Robinson (CLM's lobbyist firm) arranged a meeting with Katie Crofoot (Reach Act office) and Rusty Skinner, Dale French and Cory Weaver for introductions. The Gray and Robinson team shared a document with Ms. Crofoot that highlighted CLM's achievements and partnerships. On November 3, the State's

realignment consultant, Ernst and Young, held an in-person meeting. During that meeting, Katie Flury, with Gray and Robinson, discussed this document with Clint Fuhrman from Ernst and Young and it was sent to him for his review.

Letter Grades

Cory Weaver was happy to report that the CLM region received an A- letter grade in the new grading system that was release by the State in October. There are a few areas for improvement, but overall, the region did very well. Cory Weaver reviewed the measures and their weight against the final score. There was discussion on the opportunities for the areas that could be improved. We are in the process of identifying areas where customers would receive quality supportive services, that would also improve scores on the grading system.

Workforce Issues that are Important to Our Community

Rusty Skinner provided the below updates:

- We will be meeting with the CEP and the K-12 school system in Marion County to discuss coordination with community partners to create a talent pipeline out of the school system.
- Minimum Wage Increases and workforce housing are being evaluated and being acted on where appropriate.

This committee did not have any additional comments.

PUBLIC COMMENT

None

ACTION ITEMS

United Healthcare Youth Build Sponsorship

Cory Weaver explained that United Healthcare became aware of the Youth Build program and thought it would be a good fit for their grant. Charles Harris asked about the timeframe for the grant. Cory Weaver stated that there is a meeting scheduled to work on those details. David Benthussen made a motion to approve the acceptance of the grant. Tiffany Wiggins seconded the motion. Motion granted.

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 in placements. There has been an increase in student traffic and although they are not currently looking for jobs, we see their interest as an investment for the future. Talent Center staff are working with realtors and mortgage company representatives to share referrals for individuals moving to a large home development coming to the Ocala area. One Talent Center employee will be retiring in December. That position will be filled by an internal candidate.

Event Report

Cory Weaver highlighted items from the Event Report. She noted that 12 hiring events have already been conducted so far this program year and the hiring rate is at 50%. There are a few events scheduled in Levy and Citrus Counties in the coming months.

The next report will highlight the data from the youth career expos in Citrus and Marion.

YouthBuild

Cory Weaver reviewed the report and noted that Youth Build graduates received a combination of numerous certifications giving them a competitive edge when exiting the program. Invitations will be sent out for the wall raising for the upcoming cohort, which is expected to occur in January.

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.

Apprenticeships

Cory Weaver provided status updates on the two apprenticeship programs. The electrician apprenticeship program is currently on hold. CF has received grant funds for an engineering apprenticeship program. We will assist in recruiting participants.

Net Promoter

Dale French reviewed the Net Promoter Surveys. Overall, we are providing excellent customer service.

- Job candidate services continue to trend positively.
- Business Services scores decreased a bit. Many employers feel they are not receiving the quantity or quality candidates they are looking to hire.
- Talent Center continues to have a high level of customer service satisfaction.

Center Traffic

Larry Trowbridge reviewed the report.

- Traffic has been steady in this quarter.
- The mobile units came back online in August. The units were also deployed to assist with Hurricane Ian relief efforts in October.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:14 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

Career Center Committee Meeting

Tuesday, February 7, 2023

TOPIC/ISSUE:

Approval of FleetForce Truck Driving School as an eligible training provider AND approval of Commercial Truck Driving training programs in partnership with the College of Central Florida.

BACKGROUND:

All education entities that wish to be listed on CareerSource CLM's Area Targeted Occupation List (ATOL) must submit a Training Provider Application that includes performance data for each of the training programs they would like listed on the ATOL pursuant to CLM policy *OPS-28 Area Targeted Occupation List*.

POINTS OF CONSIDERATION:

FleetForce Truck Driving School has submitted the required documentation requesting Commercial Truck Driving training program listed on the ATOL.

STAFF RECOMMENDATIONS:

Approve FleetForce Truck Driving School as an approved training provider in LWDB 10 and approve the CDL program in partnership with the College of Central Florida based on local need and add the Commercial Truck Driving. Also list Commercial Truck Driving training program as an approved program for the College of Central Florida.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

Career Center Committee Meeting

Tuesday, February 7, 2023

TOPIC/ISSUE:

Release of the Invitation to Negotiate (ITN) for One Stop Operator services.

BACKGROUND:

Pursuant to the Workforce Innovation and Opportunity Act all local workforce development boards are required to procure a One Stop Operator as defined in the WIOA Final Regulations section 678.600 through 678.635. CareerSource will not compete under an ITN, therefore we will release an ITN to procure services.

POINTS OF CONSIDERATION:

Procurement standards require that all service provider contracts are opened for bid at minimum every four years. This ITN will solicit proposals for the execution of the determined roles and responsibilities of the One Stop Operator as defined and approved by the Executive Committee and full board. The awarded contract will be for a one (1) year term renewable up to three terms.

The ITN is scheduled for Public Notice on March 9th and 10th, 2023. Other relevant dates are:

- ITN Release: March 13, 2023
- Expression of Interest due: March 23, 2023
- ITN full submission due: April 27, 2023

STAFF RECOMMENDATIONS:

Requesting approval for authority to release the One Stop Operator ITN on March 13, 2023 after the appropriate Public Notice period of March 9th and 10th.

COMMITTEE ACTION:

BOARD ACTION:



Enterprise Center
3003 SW College Road, Suite 205
Ocala, FL 34474-6252

Phone: 352-873-7939
Fax: 352-873-7910
www.careersourceclm.com

One Stop Operator

Directions for Completion and Submittal

Invitation to Negotiate

Public Notice: March 9, 2023

ITN Release Date: March 13, 2023

Expression of Interest (EOI) Due: March 23, 2023

Notification of Qualification: March 30, 2023

Question & Answer Period: March 31, 2023 – April 13, 2023

Posting of Questions and Answers: March 31, 2023 – April 13, 2023

ITN Submission Due: April 27, 2023

Staff Review: April 28, 2023 – May 5, 2023

Management Team Interviews: May 8, 2023 – May 12, 2023

Executive Committee Action: May 31, 2023

Final Board Action: June 7, 2023

Initial Contract Period: July 1, 2023 – June 30, 2024

PURPOSE:

CareerSource Citrus Levy Marion (hereafter referred to as CSCLM) issues this Invitation to Negotiate (ITN) to solicit innovative approaches to One Stop operations under the provisions of the Workforce Innovation and Opportunity Act in Local Workforce Development Area 10 which is made up of Citrus, Levy, and Marion Counties. CSCLM intends to be as inclusive as possible in the solicitation. The aim is to receive a wide variety of innovative proposals that best meet the needs of the area at large.

The Workforce Innovation and Opportunity Act (WIOA, Public Law 113-128) provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. In Citrus, Levy, and Marion counties, CSCLM envisions a system that meets the needs of residents and businesses alike. The goal of programs under the Act is to increase employment, job retention, earnings and develop the work potential of the residents within our counties.

DESCRIPTION OF CSCLM ONE STOP SYSTEM:

CSCLM delivers all programs and services to customers through its One Stop System with exception of Youth services. This system is developed around both a “physical front door” and through “electronic access”. The system includes connectivity between the various partners and service providers to create a no wrong door approach to service delivery. The goal of the One Stop System is to provide full-service, staffed sites, offering services which assist individuals in obtaining employment through an individualized mix of core employment and training-related activities. This ITN is focused on coordination of services and operation of the One Stop career centers in our three counties.

CSCLM reserves the right to select none of the Responses made to this ITN. Nothing obligates CSCLM to pay the cost of Response preparation and submission. Final contract approval with the selected organization(s) for operational services will be subject to negotiation.

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PART I: GENERAL INSTRUCTIONS

Deadline for Receipt of Responses

Full Responses to this ITN must be **received by 4:00 p.m., April 27, 2023**. Responses received after that date and time will not be considered. Please note the time-table listed on the front page of these instructions. Crucial dates to remember are:

Expression of Interest Due: March 23, 2023

ITN Submission Due: April 27, 2023

Electronically transmitted documents will not be accepted. Respondents are responsible for ensuring that Responses meet all the requirements set forth in this ITN, and for ensuring that Responses are received on time.

Where to Mail EOI and Full ITN Responses & Number of Copies Needed:

Submit **one (1) original (marked “Original”)** and **one (1) electronic copy on a flash drive** to:

**Cathy Galica
CareerSource Citrus Levy
Marion
3003 SW College Road, Suite
205
Ocala, Florida 34474**

Contract Period

Any response submitted should be based upon a one-year period of performance. Contracts will be renewable up to a total of a four-year period of time (three renewals after initial contract), based upon performance, and will be renegotiated annually.

One Stop System

A list of current Career Centers and Participating Partners is noted in Attachment 3. The One Stop Operator will work under the direction of the local workforce development board and will work closely with partner programs and agencies to coordinate a cohesive 'system' that involves all programs and partners extending beyond workforce-only services.

Technical Questions

Any technical questions regarding how to respond to any portion of this ITN should be directed to cgalica@careersourceclm.com. All questions will be gathered, answered, and distributed to all interested and qualifying parties via email. Only qualifying parties will receive responses after the Expression of Interest period. **Questions will not be answered on an individual basis.**

One Stop Center Review

Career Center reviews/tours will be made available to interested and qualified respondents. Respondents that wish to review the Career Centers must state so in their Expression of Interest letter. Times and dates of requested reviews will be mutually decided upon between the respondent and CSCLM management.

Who May Apply

All governmental and non-governmental agencies, whether operated for profit or nonprofit, may apply as well as consortiums of multiple agencies. If a consortium is applying, one agency must be labeled as the lead agency. Each respondent must be a legally recognized entity that has received appropriate licenses prior to submittal of the response.

Exception: 20 CFR 678.600 (d) Elementary schools and secondary schools are not be eligible as one-stop operators, except that nontraditional public secondary school such as a night school, adult school, or an area career and technical education school may be selected.

No response will be accepted from an entity if it has not been pre-qualified during the **Expression of Interest** period and if:

- The entity has been debarred, suspended, or otherwise determined to

- be ineligible to receive funds by an action of any governmental agency; or
- The entity has not complied with an official order of any agency of the State of Florida or the United States Department of Labor to repay disallowed costs incurred during its conduct of projects or services; or
- The entity's previous contract(s) with the CSCLM have been terminated for cause; or
- The entity's name appears on the State's convicted vendor list; or
- The entity appears on the Scrutinized Companies that Boycott Israel list or is engaged in a boycott of Israel,
- The entity appears on the Scrutinized Companies with Activities in Sudan List
- The entity appears on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List
- The entity is engaged in business operations in Cuba or Syria
- The entity appears on the convicted vendor list following a conviction for a public entity crime
- The entity appears on the state's discriminatory vendor list
- For any other good and just causes.

Profit charged by private for-profit entities must be fair and reasonable. Such profit will be reviewed in conjunction with the requirements of 2 CFR Section 200.323 U.S. Office of Management and Budget.

Each organization that submits a response must be capable of supporting its own operation. Payment is made on a performance driven/cost reimbursement basis after the organization(s) selected submits invoices.

Invoicing is anticipated to be on a quarterly basis.

Authorized Signatures and Primary Contact

The individual who is legally authorized to submit the Response for the respondent must sign the response.

If a single response is submitted on behalf of more than one organization, a lead agency should be designated by all parties to provide all the information requested in this section.

Expression of Interest (EOI) Evaluation

Expression of Interest documents will be reviewed by CSCLM staff.

Prior to the continuation in the ITN process, a full determination will be made about each respondent and will include the follow components:

- Evidence of adequate financial resources or the ability to obtain them;
- A qualified management team;
- The ability to meet the program design specifications at a reasonable cost;
- A satisfactory record of past performance in related areas;
- A satisfactory record of business ethics, integrity, and fiscal accountability;
- The necessary organizational experience and operational controls;
- The technical skills to perform the work;
- Quantifiable performance history in workforce development;
- Thorough understanding of the Workforce Innovation and Opportunity Act and applicable regulations

The respondent is responsible for including information in the Expression of Interest that will allow CSCLM staff to evaluate these matters. All respondents will be notified of their qualification status on **March 30, 2023**.

ITN Evaluation

The Review Tool that the Workforce staff will be using to perform the review and rating is included as Attachment 5 in this ITN packet.

The review of the written response to this ITN will be conducted by CSCLM staff with completion scheduled for **April 28, 2023 – May 5, 2023**. All respondents who are considered to be responsive to the ITN directions may be scheduled for Management Team interviews at CSCLM's discretion. These will occur **May 8, 2023 – May 12, 2023**, if required.

Results of the review process will be presented to the CSCLM Executive Committee and is scheduled for completion **May 31, 2023**.

Final selection will be presented at the Board Meeting on **June 7, 2023**.

Cost Reimbursement/Performance Based Contract

CSCLM intends to award a cost reimbursement/performance-based contract(s) to one or more organization(s) that provide operation services. The final contract(s) will contain:

- Provisions for contract cancellation or re-negotiation based on the performance and level of service provided.

- Expected measurable performance goals.
- Details how funds will be tied to services rendered.

Monitoring of performance against outcome measures will be conducted annually by CSCLM's third party monitoring firm. Failure to achieve desired outcomes may result in contract cancellation or re-negotiation.

Method of Solicitation

Request for Proposals (RFP) are based on a defined level of service with cost being a primary factor in contract awards.

Section 287.057 of the Florida Statutes provides that in certain circumstances where an agency determines "that an invitation to bid or an RFP will not result in the best value", it can opt to use an Invitation to Negotiate (ITN).

Because the decision making process will be a review of overall quality and value of each proposal, an Invitation to Negotiate will allow for us to achieve the goals of the Board and to interview the proposed operator team's key staff as part of our selection process so that we can make a decision based on overall ratings.

Stevens Amendment

The CareerSource Citrus Levy Marion One Stop Operator requirement under WIOA Section 121(d) is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$8,090,111.00 with no percentage financed from non-governmental sources.

Appeal Procedures

Any organization that submits a Response to CSCLM will receive fair and unbiased consideration.

In accordance with the CSCLM regulations, respondents who are denied funding have the right to appeal. The following steps must be taken for organizations to appeal funding decisions.

Submit a letter of protest addressed to:

Brandon Whiteman, Chair
CareerSource Citrus Levy Marion
Enterprise Center
3003 SW College Rd, Suite 205
Ocala, FL 34474

Within ten (10) days of the final decision.

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PART II

Expression of Interest Package

PART II: EXPRESSION OF INTEREST PACKAGE

A pre-qualification review will be conducted regarding all expression of interest respondents for the One Stop Operator services sought through this ITN.

This Expression of Interest Package must be submitted in its entirety.

CONTENTS OF PACKAGE:

Cover Page: (Attachment 1)

- Include Legal Corporate Name and DBA if applicable
- Corporate Address and Telephone number

Certifications: (Attachment 2)

- Drug-Free Workplace Certification
- Debarment & Suspension Certification
- Certification Regarding Lobbying Activities
- Sworn Statement on Public Entity Crimes

Additional Documentation:

- Letter stating your interest
- List of officers and members of the Board of Directors if applicable

Business Papers:

For Private Incorporated Organizations:

- Copy of the most recent annual/audit report on file with the appropriate state agency, or
- Copy of Articles of Incorporation and Charter Number
- State of Incorporation

For Private Unincorporated Organizations:

- Copy of appropriate business or occupational license

For Non-Profit Organizations:

- Copy of the most recent audit report or
- Copy of Articles of Incorporation and Charter Number
- State of Incorporation

Qualifications of Business:

- Resumes of Management and top Supervision Staff (Local and Corporate) that will be actively engaged.
- Summary (no longer than 4 pages, 12 font) of Business involvement in providing operational services as they relate to the contents of this ITN. List dates and locations.
- Supporting documentation as proof of ability to operate workforce programs. Include letters of recommendation from any workforce boards in which you may currently or have provided operational services.
- Listing of Organizational Experience, resume format.
- Organizational Chart that details flow, parent company, support levels.

EXPRESSION OF INTEREST DUE DATE: March 23, 2023 4:00 pm

SUBMISSION DUE DATE: April 27, 2023 4:00 pm

PART III

ITN

INSTRUCTIONS

**PART III: WORKFORCE INNOVATION and OPPORTUNITY ACT
ONE STOP OPERATOR
FULL ITN RESPONSE PACKAGE**

Program Parameters and Description of Services Sought

WIOA Section 121(d) establishes the requirement for the procurement of One Stop Operators in the workforce system. 20 CFR, Subpart D - sections 678.500 – 678.635 establishes the parameters of duties for such operators. It has been the decision of the CSCLM Board, based on these provisions, to seek the following services from the selected One Stop Operator.

- Review, develop, and enhance Memoranda of Understanding (MOU) with partnering programs, agencies and services to establish an integrated workforce 'system' that extends beyond basic workforce services (MOU copy - Attachment 4).
- Coordinate with senior management, key partners, and officials to review program delivery efficiencies and make recommendations of best practices and training options for continuous improvement via quarterly strategy meetings.
- Implementation of the current Strategic Plan into the everyday processes and procedures within the career centers.
- Develop, review and enhance standard operating procedures as they relate to the daily operations of the career centers and their associated programs.
- Provide input on competitive grant narratives for continued program development within the career centers.
- Oversee execution and implementation of developed MOUs within the career centers.
- Perform additional services at the option of the CSCLM board and management as relevant to the operations of the career centers. Additional services may include area skill gap reviews, labor market studies, cross-regional labor market/labor pool studies and comparisons.
- Be willing to coordinate with other workforce development boards and operators for 'regional' planning purposes.
- Review and discuss all recommendations that affect system partners with such partners prior to board review.
- Conduct **in-person** meetings at a minimum:
 - Propose a schedule of meetings at least monthly through-out the year in person or virtually.

- For planning and review sessions each July and August with mandatory and non- mandatory partners
- With the full board for the first meeting of each program year (first quarter of each program year in July, August, or September)
- With Career Center committee in the 3rd quarter of each program year.
- Provide a quarterly report on activities quarterly to be presented to committees and board

Attendance at all Committee meetings either in person when appropriate or virtually.

Format Requirements

Prepare the Response as follows:

Use the same topic headings, in the same order, as described in Response Outline, below.

- Answer all requests for data or information or mark the information “Not Applicable”.
- Use 12-point font.
- Copy all pages and forms on only one side of the page for hardcopy submissions.
- Attach all requested documentation to the back of the Response, and label it clearly.
- Number all pages of the Response, including the attachments.
- Submit an original, marked “Original”, and one (1) electronic copy on a flash drive.
- Response no later than **April 27, 2023 at 4:00 pm.**
- Hardcopy Responses should be clipped and not sent in binders.

WIOA One Stop Operator Response Outline and Required Content

All Responses must follow the outline below.

1. Cover Page

Complete the cover page provided in **Attachment 1.**

2. Table of Contents

Paginate the complete document and provide a table of contents indicating the beginning page for each section and major subsections of the Response, including each attachment. Provide section dividers that relate to the table of contents and submit clipped copies and original. **Do not** have professionally bound or put in 3-ring binders.

3. Response Summary

Summarize the Response, including any unique or innovative aspects that may set your organization and/or your Response apart from others. If the Response represents a joint submittal by more than one agency or organization, list all partners and briefly describe the role of each in service delivery.

4. Budget

The anticipated budget for One Stop Operator Services is \$75,000.00 per year. The budget is negotiable based on proposed services and performance.

List the individual with the authority to negotiate and bind the respondent to a contract. Include: name, title, organization represented, full mailing address, full e-mail address, if available, telephone number, and fax number.

List the individual who is usually available to answer questions about the Response. Include: name, title, organization represented, full mailing address, full e-mail address, telephone number, and fax number.

5. Description of Organization and Staff Qualifications

Describe the organization's mission and history. What does your program intend to accomplish? Additionally, include the following:

- Recommended quarterly goals.
- Explanation of contributing factors of all coordinating organizations if your response includes more than one organization.
- How your organization will financially support the costs of the program until a reimbursement can be requested for actual program expenditures.
- A list of five references that includes agencies and individuals with first-hand knowledge about the organization's performance in regards to organizational operation. Each reference should include a current address and telephone number.

6. Work Plan, including plans for each of the following:

Describe how the organization will coordinate service delivery through CSCLM's One Stop centers and with the other employment and training partners in the three-county workforce area.

7. Goals/Objectives and Performance Levels:

Provide a narrative description of the goals that your program plans to address as well as how you plan to satisfy the deliverable listed in section III Program Parameters and Description of Services Sought.

8. Facilities:

Where will the program operate?

The operation of programs currently take place in Ocala, Lecanto and Chiefland. ***It is important to note that it is not assumed that One Stop Operator staff must occupy physical space within our One Stop career centers. All responses should state whether their proposal requires physical office space full-time, part-time or on an itinerate basis.***

9. Experience:

Outline your experience in facilitating workforce operations, programs and partnering agencies/programs. Provide a brief description, funding sources, and performance information. If you have not operated a One Stop career center in the past, outline programs that provide similar services in which you have been involved over the last three years.

10. Budget Narrative:

Provide an overall hourly rate and an estimate of total hours for services rendered based on your work plan. Final budgets will be developed during the negotiation period after final selection.

11. Reasonableness of Cost

Package is due no later than 4:00 pm on April 27, 2023.

PART IV

Attachments

ATTACHMENT 1

Cover Page

Organizational Information
Cover Page

Legal Organization Name: _____

Address: _____

Federal Tax ID Number (FEID): _____

Florida Tax ID Number: _____

Unemployment Insurance Number _____

Dun and Bradstreet Number: _____

CAGE Number (if applicable): _____

Primary Contact: _____

Title: _____

Phone Number: _____

E-Mail Address: _____

FOR WORKFORCE BOARD STAFF USE ONLY

Date Received: _____ **Time Received:** _____

Received by: _____

ATTACHMENT 2

Certifications

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER MATTERS

1. The prospective primary participant certifies to the best of its knowledge and belief, that it, and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transaction by any federal department or agency;
 - b. Have not within a three (3) year period preceding this Response been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or Contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. Are not presently indicated for or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses enumerated in 1b. above, of this certification; and
 - d. Have not, within a three (3) year period preceding this application/Response had one or more public transactions (federal, state, or local) terminated for cause or default.
2. That if the prospective primary participant is unable to certify to any statements in this certification, such prospective primary participant shall attach an explanation to the Response.

Name & Title of Authorized Representative

Signature

Date

**CERTIFICATION REGARDING
LOBBYING**

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
2. If any other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification can be included in the award documents for all subawards at all tiers (including Subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractor/Name of Certifying Official

Signature of Certifying Official

Date

CERTIFICATION REGARDING A DRUG-FREE WORKPLACE

I, _____, an authorized representative of the Contractor do hereby make the following certification with respect to the execution of responsibilities assigned to the WORKFORCE by the Workforce Innovation and Opportunity Act and WAGES, and the Drug-Free Workplace Act of 1988. The Contractor will:

- a. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Contractor's workplace and specifying action that will be taken against employees for violation of such prohibition;
- b. Establish a drug-free awareness program to inform employees about:
 1. The dangers of drug abuse in the workplace;
 2. The Contractor's policy of maintaining a drug-free workplace;
 3. Any available drug counseling, rehabilitation, and employee assistance programs; and
 4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- c. Make it a requirement that each employee to be engaged in the performance of the Contract be given a copy of the statement required by paragraph (a) of this certification;
- d. Notify the employees in the statement required by paragraph (a) of this certification that, as a condition of employment under the grant, the employee will:
 1. Abide by the terms of the statement; and
 2. Notify the Contractor of any criminal drug statute conviction, for a violation occurring in the workplace, no later than five (5) days after such conviction; and
- e. Notify the WORKFORCE within ten (10) days after receiving notice under this subparagraph (d) (2), from an employee or otherwise receiving actual notice of such conviction;
- f. Take one of the following actions, within 30 days of receiving notice under the subparagraph (d)(2), with respect to any employee who is so convicted:
 1. Take appropriate personnel action against such an employee, up to and including termination; or

2. Require such employee to participate in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, Local health, law enforcement, or other appropriate agency;

g. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

The Contractor shall insert in the space provided below the site(s) for the performance of work done in connection with the specific Contract.

Place of Performance (street address, city, state, zip code and county)

Contractor _____

Street Address _____

City, State, ZIP Code _____

County _____

Signature of Certifying Official

Date

**SWORN STATEMENT UNDER SECTION 287/133(3)(A),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES**

**(To be signed in the presence of a notary public or
other officer authorized to administer oaths.)**

STATE OF

COUNTY OF

**Before me, the undersigned authority, personally appeared
_____, who, being by me first duly sworn,
made the following statement:**

**The business address of (Contractor) _____
_____ is _____
_____.**

**My relationship to (Contractor) _____
_____ is _____ (relationship
such as sole proprietor, partner, president, vice-president).**

- 3. I understand a public entity crime as defined in Section 287.133 of the Florida Statutes includes a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity in Florida or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or Contract for goods or services to be provided to any public entity or such an agency or political subdivision and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.**
- 4. I understand "convicted" or "conviction" is defined by the statute to mean a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.**
- 5. I understand "affiliate" is defined by the statute to mean (1) a predecessor or successor of a person or a corporation convicted of a public-entity crime, or a person or a corporation convicted of a public entity crime, or (2) an entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime, or (3) those officers, directors, executives, partners, shareholders, employees, members and agents who are active in the management of an affiliate, or (4) a person or corporation who knowingly entered into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months.**

6. Neither the Contractor nor any officer, director, executive, partner, shareholder, employee, member or agent who is active in the management of the Contractor nor any affiliate of the Contractor has been convicted of a public entity crime subsequent to July 1, 1992.

(Draw a line through paragraph 6 if paragraph 7 below applies.)

7. There has been a conviction of a public entity crime by the Contractor, or an officer, director, executive, partner, shareholder, employee, member or agent of the Contractor who is active in the management of the Contractor or an affiliate of the Contractor. A determination has been made pursuant to Section 287.133(3) by order of the Division of Administrative Hearings that it is not in the public interest for the name of the convicted person or affiliate to appear on the convicted vender list. The name of the convicted person or affiliate is _____.

A copy of the order of the Division of Administrative Hearings is attached to this statement.

(Draw a line through paragraph 7 if paragraph 6 above applies.)

Signature/Date: _____

Sworn to and subscribed before me in the state and county first

mentioned above on the _____ day of _____, 200_____.

Notary Public

(affix seal)

Notary Public Printed Name

ATTACHMENT 3

List Of Current Centers And Participating Partners

	Lecanto	Chiefland	Ocala (14th Street)
WIOA Adult and Dislocated Worker Programs	x	x	x
Migrant and Seasonal Farm Worker Programs	referral	referral	referral
Indian and Native American Programs	referral	referral	referral
Job Corps	referral	referral	referral
Youth Services	x	x	x
Wagner-Peyser Programs	x	x	x
Adult Education	referral	referral	referral
Post-secondary Vocational Education	referral	referral	referral
Vocational Rehabilitation	referral	referral	referral
Older Worker Programs	referral	referral	x
Veterans Employment and Training Programs	x	x	x
Community Service Block Grant Activities	referral	referral	referral
Employment and Training Activities carried out by the Department of Housing and Urban Development	referral	referral	referral
Re-employment Insurance Programs	x	x	x
Food Stamp Employment and Training	x	x	x
Supportive Service-Child and Transportation	x	x	x
Employer Services - OJT; CWEX; WOTC; Employed Worker etc.	x	x	x
Welfare Transition	x	x	x
Staffing Services	referral	referral	referral

ATTACHMENT 4

Memorandum of Understanding Template

MEMORANDUM OF UNDERSTANDING

Between

Citrus Levy Marion Regional Workforce Development Board, Inc.
DBA CareerSource Citrus Levy Marion
And

1. **Purpose of this Memorandum of Understanding**

The Workforce Innovation and Opportunity Act (WIOA) requires that a Memorandum of Understanding (MOU) be developed and executed between the local Workforce Development Board, in this case, CareerSource Citrus Levy Marion (CSCLM) and the Career Center Partners. This Act requires specific programs to make their services available through a one-stop delivery system and encourages increasing access through additional partnerships with optional partners. Additionally, WIOA requires CSCLM and the One-Stop system partners to establish an agreement concerning the operations of the one-stop system and to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

Florida's one-stop delivery system, the CareerSource Network, is a locally-driven system which develops strategic partnerships and provides streamlined and integrated programs and services to the businesses and citizens of Florida.

Florida's strategic vision for WIOA implementation will be realized by accomplishing these three goals:

- Enhance alignment and market responsiveness of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Floridians with employment, education, training, and support services that reduce welfare dependence and increase opportunities for self-sufficiency, high-skill and high-wage careers and lifelong learning.
- Promote accountable, transparent, and data-driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence, leads to the identification and replication of best practices and empowers an effective and efficient workforce delivery system.
- Improve career exploration, educational attainment and skills training for in-demand industries and occupations for Florida youth that lead to enhanced employment, career development, credentialing and post-secondary education opportunities.

These objectives will be accomplished locally by providing all customers access to high- quality career centers within a one-stop system that connects them with the full range of services available in their communities, whether they are customers seeking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices, or are businesses and employers seeking skilled workers.

The purpose of this MOU is to establish or enhance a cooperative working relationship between CSCLM and to define our respective roles and responsibilities in achieving the policy objectives.

2. **System Partners**

MOUs will be developed with system partner programs that are provided physically within the center, provided through cross-training of partner staff, or provided through direct linkage from technology. The partner programs and targeted population programs available in CSCLM will be:

Locally Operated by CSCLM through agreement with DEO

- WIOA Title I Adult, Dislocated Worker and Youth*
- WIOA Title III Wagner-Peyser*
- Veterans Employment and Training*
- Trade Act*
- Unemployment* (Primarily provided at State level)
- Temporary Assistance for Needy Families*
- Supplemental Nutrition Act Program (SNAP)

Locally Operated by CSCLM through agreement with DOL

- YouthBuild*

MOU Provided at State Level

- WIOA Title II Adult Education and Literacy*
- WIOA Title IV Vocational Rehabilitation*
- Carl Perkins Career and Technical Education*

MOU with CSCLM

- Title V Older Americans Act aka SSCEP*
- Job Corps*
- Community Action Agencies*
- Housing Authorities*
- Agencies serving individuals with disabilities
- Agencies serving youth with barriers to employment
- Early Learning Coalitions

- Homeless Continuum of Care organizations
 - Veteran Agencies
 - Economic Development
 - Support Service Providers
 - Others as determined to be beneficial to serving both employers and job seekers.
- * denotes those that are “required” partners

3. One-Stop System Description

As designated by CareerSource Florida on behalf of the Governor, CSCLM is the local workforce board and the regional planning area, under Title I of the WIOA. Currently CSCLM has been provided permission to provide and act as the One-Stop Operator and Career Services Provider.

The CSCLM area consists of the counties of Citrus, Levy and Marion with Career Centers located in Lecanto, Chiefland, and Ocala. The Ocala Career center located at 2703 NE 14th Street is the comprehensive center for CSCLM. A professional placement center is located at the College of Central Florida Campus in Ocala for specialized recruitment and placement of professionals throughout the region and in partnership with our training partners. CSCLM also has two mobile units to assist in providing services to remote and rural areas within the region.

All of our centers provide seamless access to workforce programs for both the job seeker and the employer. Our system is linked through Employ Florida, the State’s talent matching system, to provide a system wide approach for job seeking and job placement.

Our centers provide access to a multitude of services that can be obtained through either self-service or with assistance from staff. By blending and weaving our various funding streams we are able to provide services to customers without pushing a customer from program to program but handling in a customer driven manner based on individual strategies.

The One-Stop System is the result of the partnerships developed within our region that links the programs and services provided at the Career Centers and at other partner locations that provide the full complement of services needed by our customers.

This MOU will increase our ability to serve mutual customers, reduce duplication of efforts and expand our abilities to provide services throughout the One-Stop System either in one of our Career Centers, electronically at your location, or as an affiliate site.

4. General Responsibilities of One-Stop System Partners:

- The One-Stop System partner agrees to participate in joint planning, plan development, and modification of activities to result in:

- Continuous partnership building;
- Continuous planning responsive to State and Federal requirements;
- Responsive to specific local and economic conditions including employer needs;
- Solutions to common data collection and reporting needs;
- Make available to customers through the One-Stop System the services that are applicable to the partners programs
- Participate in the operation of the One-Stop System consistent with the agreed upon “service integration” following in the next part, number 5
- Participate in capacity building and staff development activities
- Insure that all partners and staff are cross-trained to understand programs and specific “service integration” goals as specified in the next part, number 5

5. Service Integration Plan and Goals:

CSCLM and

agree to the following:

6. Resource and Cost Sharing

This MOU between CSCLM and is an

agreement of

7. Data Access and Sharing

To facilitate integration of services, partners are encouraged to provide cross-access or protected information from systems of customer data within the applicable federal and state privacy laws and regulations governing the partner programs. All state and federal confidentiality regulations regarding the creation, maintenance and/or use of records shall be in effect. Client records and/or information may be shared among partners subject to these confidentiality requirements. Data sharing arrangements will be included in section 5.

Client information shall be shared solely for the purpose of eligibility, enrollment, referral, or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

8. Access for Individuals with Barriers to Employment

All One-Stop system partners will ensure access for individuals with barriers to employment and will offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient for individualized career services and training services

funded with WIOA adult funds.

9. Non-Discrimination

As required by federal and state law, participating agencies will assure that no person shall be discriminated against in consideration for or receipt of partner agency services and/or employment based upon sex, disability, race, color, age, religion, national origin, political affiliation, belief, veteran status, familial status, sexual orientation, gender identity, pregnancy, or genetic information.

The One-Stop system partner will assure compliance with the Americans with Disabilities Act of 1990, and its Amendments, which prohibits discrimination on the basis of disability, as well as applicable regulations and guidelines issued pursuant to the ADA.

Partners agree to comply fully with the WIOA, Title VII of the civil rights act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities, and The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

10. Duration, Modification, and Termination of the Partner MOU

It is mutually understood that this MOU shall not become effective until signed. This MOU shall remain in effect until modified, extended or terminated in accordance with this section. However, this MOU shall be reviewed every two (2) years. This MOU may be amended at any time in writing and will be effective when signed by both entities.

Either party may cancel its participation in whole or in part at any time with thirty (30) days written notice.

11. Signatures

Approved for Citrus Levy Marion Regional Workforce Development Board, Inc.:

Approved for:

By: _____

Name: Thomas E. Skinner, Jr.

Title: Chief Executive Officer

Date: _____

By: _____

Name: _____

Title: _____

Date: _____

By: _____

Name: Carl Zalak, Jr.

Title: Chair, CLMWDC

Date: _____

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, call 1-800-434-5627 ext. 7878 or e-mail accommodations@careersourceclm.com three business days in advance. A proud member of the American Job Center network.

Attachment 5

Proposal Scoring Matrix

One Stop Operator ITN

Scoring Matrix

Reviewer

Respondent

NAME: _____

NAME: _____

Scoring: Read each qualifier below and rate the above respondent's proposal on a scale of 1-10.
A score of 1 is the lowest with 10 being the highest.

- | | | |
|------|--|-------|
| 1.) | Rate how well the respondent's proposal addressed <u>all</u> requested elements contained in the Invitation to Negotiate (ITN). | _____ |
| 2.) | Rate the respondent's overall experience overseeing program delivery in the workforce system based on their proposal | _____ |
| 3.) | Rate the respondent's understanding of the various funding streams offered in the workforce system as well as those through partner agencies | _____ |
| 4.) | Rate the respondent's past quantifiable experience in workforce as it relates to operation of One Stop career centers | _____ |
| 5.) | Rate the respondent's proposed level of collaboration and provision of input by members of CareerSource management and members of the Board of Directors | _____ |
| 6.) | Rate the respondent's organizational and staff qualifications | _____ |
| 7.) | Rate the respondents quantifiable performance history in workforce development (letters of recommendation will be accepted) | _____ |
| 8.) | Rate how well the proposed scope of work aligns with the requested services in Part III of the ITN (Program Parameters and Description of Services Sought) | _____ |
| 9.) | Rate how well the proposed deliverables will create a comprehensive One Stop 'system'. | _____ |
| 10.) | Rate the respondents demonstrated knowledge of the Workforce Innovation and Opportunity Act (WIOA) | _____ |

Proposed Cost	Proposed Hours	Proposed Hourly Rate

Overall Score

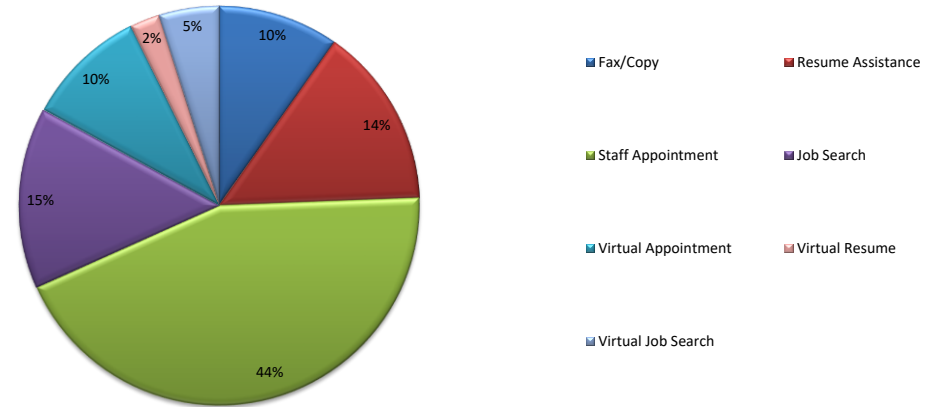
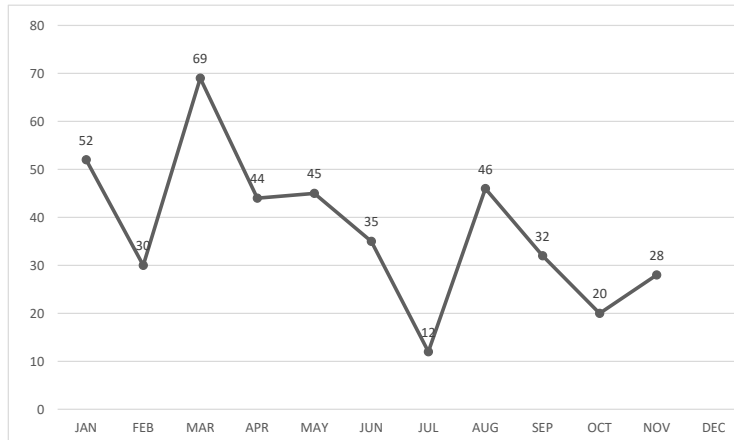


TRAFFIC COUNT

							PY 22						YTD
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
REFERRALS	9	11	6	5	5	3	2	2	3	2	3	1	52
PLACEMENTS	4	8	7	2	7	3	2	4	2	1	2	2	44
INTERSHIPS	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*	52	30	69	44	45	35	12	46	32	20	28		413

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



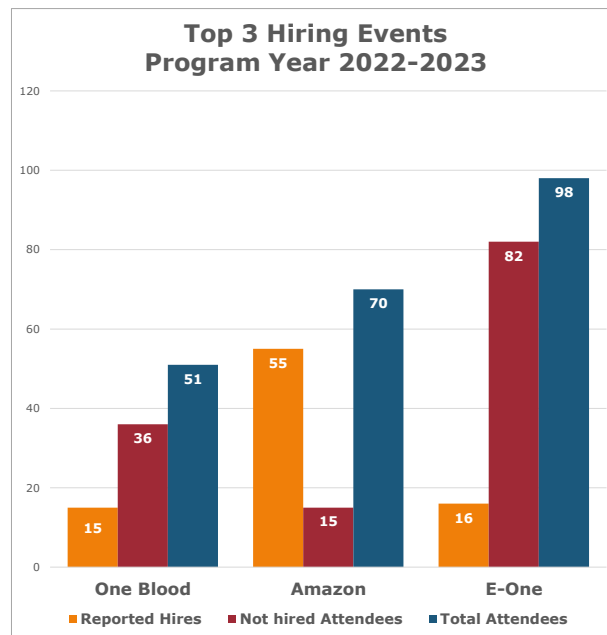
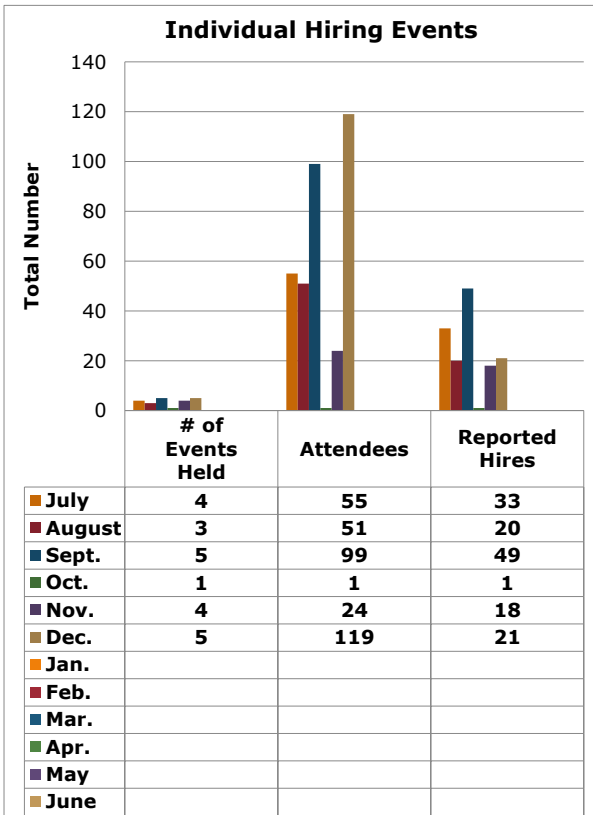
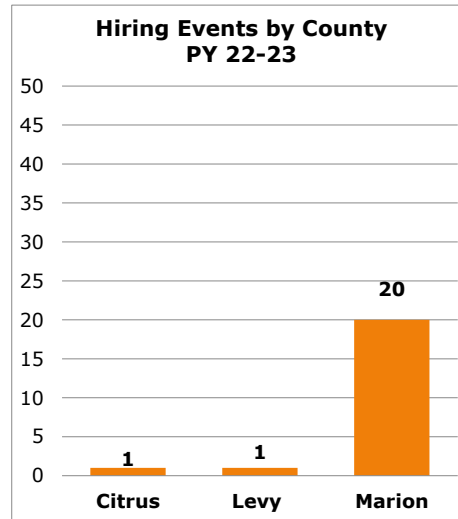
* Center traffic counted by in office and virtual services provided, and traffic count will be updated once data is available.

PY 22 - 23 Individual Events

Total Events: 22
Attendees: 349
Reported Hires: 142

PY 22 - 23 Job Fairs

Attendees: 225
Businesses: 66



Other Recruitment Events 10/2022 - 12/2022

Event Date	Event Name	Event Location	County
10/13	Coca Cola Florida	14th Street	Marion
11/17	Oasis Landscape Services	14th Street	Marion
11/29	Quick Care Med	Lecanto	Citrus
11/30	Quick Care Med	Chiefland	Levy
12/1	Quick Care Med	14th Street	Marion
12/13	Nash Plumbing and Mechanical	14th Street	Marion
12/14	Brookdale Chambrel Pinecastle	Company Location	Marion
12/21	Coca Cola Florida	14th Street	Marion

YouthBuild Performance Update

2022-2024

YB Cohort 1: (11/2/2022-3/23/2023)

Enrolled: 14

Completed: N/A

Receiving HS Diploma: 7

Receiving Additional Certs:

Certification Breakdown: OSHA – (13), Warehouse Operations (13), Forklift (13), HBI (), NRF – (n/a)
AHLEI Front Desk – (n/a) , AHLEI Restaurant Server – (n/a) AHLEI Guestroom – (n/a) , AHLEI
Maintenance Employee – (n/a)

Exited with Employment: Currently Enrolled

Exited with Education: Currently Enrolled

Exited as Outcome: Currently Enrolled

YB Cohort 2: (Tentative Start 3/8/2023-8/8/2023)

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Certification Breakdown: OSHA – (n/a), Warehouse Operations (n/a), Forklift (n/a), HBI (n/a), NRF –
(n/a) AHLEI Front Desk – (n/a) , AHLEI Restaurant Server – (n/a) AHLEI Guestroom – (n/a), AHLEI
Maintenance Employee – (n/a)

Exited with Employment: Currently Enrolled

Exited with Education: Currently Enrolled

Exited as Outcome: Currently Enrolled

YB Cohort 3: (Tentative Start 9/6/2023-)

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Certification Breakdown: OSHA – (n/a), Warehouse Operations (n/a), Forklift (n/a), HBI (n/a), NRF –
(n/a) AHLEI Front Desk – (n/a) , AHLEI Restaurant Server – (n/a) AHLEI Guestroom – (n/a), AHLEI
Maintenance Employee – (n/a)

Exited with Employment: Currently Enrolled

Exited with Education: Currently Enrolled

Exited as Outcome: Currently Enrolled

YB Cohort 4: (dates pending)

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Certification Breakdown: OSHA – (n/a), Warehouse Operations (n/a), Forklift (n/a), HBI (n/a), NRF –
(n/a) AHLEI Front Desk – (n/a) , AHLEI Restaurant Server – (n/a) AHLEI Guestroom – (n/a), AHLEI
Maintenance Employee – (n/a)

Exited with Employment: Currently Enrolled

Exited with Education: Currently Enrolled

Exited as Outcome: Currently Enrolled



SKILL UP USERS

LOCATION	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	Oct-22	Nov-22	Dec-22	Total	
Citrus	24	3	9	13	5	4	5	1	2	1	5	2	3	3	1	5	2	2	2	4	2	1	1	1	1	129
Citrus - CF	8	5	2	0	1	1	0	1	1	0	1	0	2	0	0	0	0	1	1	1	0	1	0	1	1	41
Levy	6	2	2	1	0	1	1	3	0	0	1	0	0	0	1	0	0	0	0	1	0	0	2	0	0	31
Levy - CF	5	1	0	1	1	2	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	19
Marion	36	13	3	7	3	5	1	5	9	6	2	3	4	5	6	2	3	7	5	3	4	3	1	5	214	
Marion - CF	44	14	3	5	2	2	1	8	3	2	0	1	1	1	2	1	1	3	3	8	2	3	0	2	142	
TOTAL	123	38	19	27	12	15	8	18	16	9	9	6	10	9	11	8	7	14	11	17	8	8	4	9	576	

Popular Pathways

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

Popular Courses

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

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 - January 2022 to December 2022

Job Seeker Report	Region 10 Net Promoter Score Calendar Year 2022
Net Promoter Score—Area/Region	▶ 75 (Up 6 Points Over CY 2021)

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).

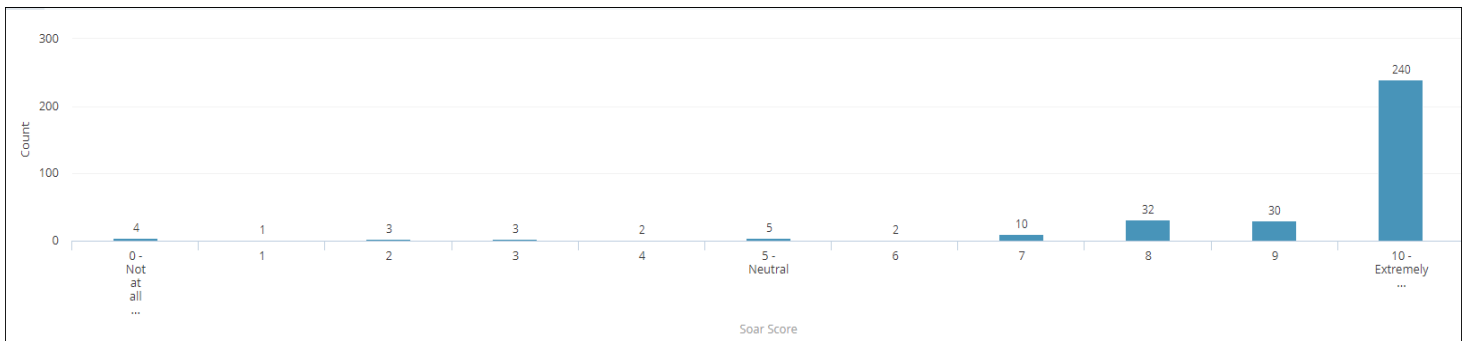
Percent



Count



Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office – By Count

City	NPS	Detractors	Passives	Promoters
Chiefland	87	3	20	
Lecanto	75	6	10	74
NULL	50		1	1
Ocala	75	14	28	175

Transactional Net Promoter Age – By Percent

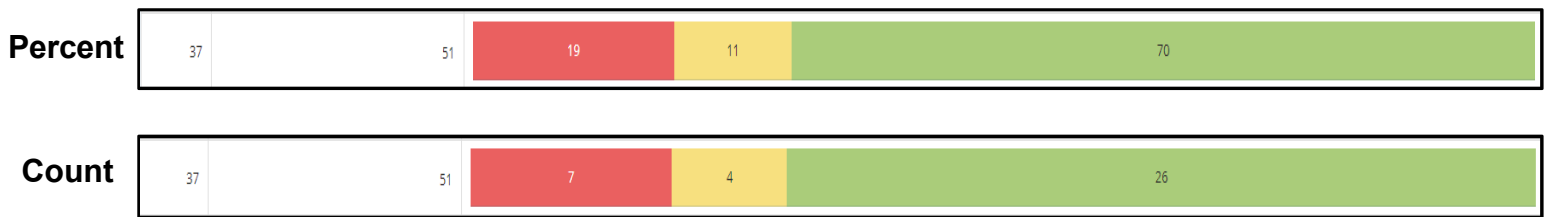
Age Group	NPS	Detractors	Passives	Promoters
A (0 TO 16)	0		100	
B (17 TO 24)	76	6	12	82
C (25 TO 34)	57	14	14	71
D (35 TO 44)	70	6	18	76
D (45 TO 54)	80	10		90
E (45 TO 54)	78	6	10	84
E (55 TO 64)	60	10	20	70
F (55 TO 64)	86	1	11	87
F (65+)	90	5		95
50 (65+)	77	5	13	82

NET PROMOTER

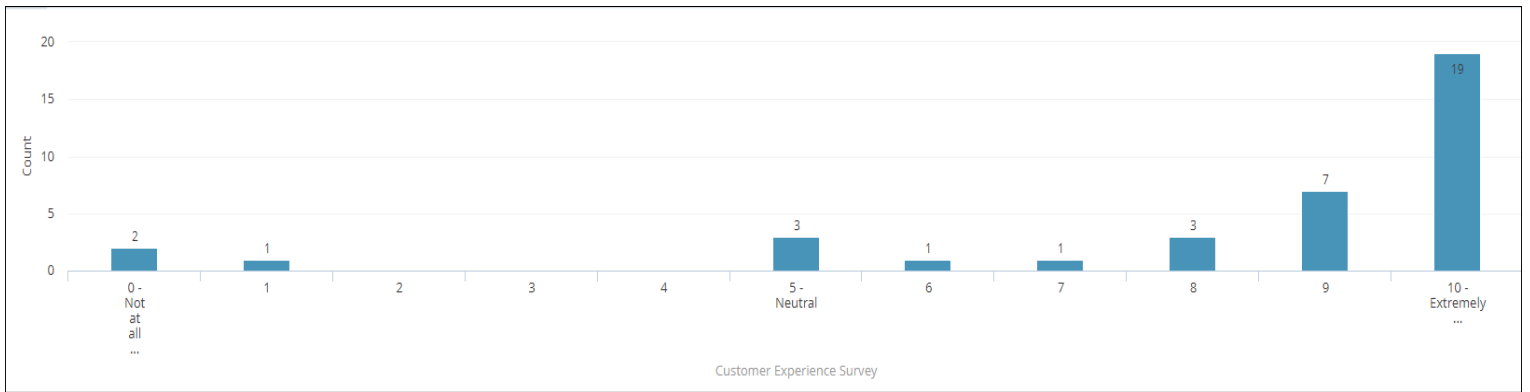
Business Net Promoter Cumulative Report – January 2022 to December 2022

Employer - Business Report	Region 10 Business Net Promoter Score CY 2022
Net Promoter Score–Area/Region	►51 (Down 1 Point Over CY 2021)

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

Trigger Event	Count	NPS	Distribution
Provided Job Fair Services	2	50	1 Detractors, 1 Promoters
Provided Job Order Follow-up	33	49	7 Detractors, 3 Passives, 23 Promoters
Provided Other Training Service Not Otherwise Classified	2	100	2 Promoters

NET PROMOTER

Talent Center Cumulative Report Calendar Year 2022

Job Candidate Report	Talent Center Net Promoter Score (January 22 to December 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						YTD
			JUL	AUG	SEP	OCT	NOV	DEC	
Center Traffic	14th Street	14,399	754	1,088	922	927	879		4,570
	Lecanto	4,660	256	382	308	395	323		1,664
	Chiefland	2,432	134	215	142	158	160		809
	Talent Center	325	10	34	28	17	21		110
	MCC 1	-	-	-	-	-	-		0
	MCC 2*	24	-	77	25	224	19		345
	Total	21,840	1,154	1,796	1,425	1,721	1,402		-
Online Traffic	Citrus	9,279	395	843	605	722	693	580	3,838
	Levy	2,620	124	173	117	110	89	129	742
	Marion	21,806	855	1,472	1,146	1,321	1,292	1,246	7,332
	Other	1,848	62	124	79	96	86	85	532
	Total	35,553	1,436	2,612	1,947	2,249	2,160	2,040	12,444

*MCC2 numbers for Oct include Volusia County assistance

