



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

CAREER CENTER COMMITTEE AGENDA

Thursday, May 18, 2023 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/83458357314>

Phone No: 1-646-558-8656 (EST) Meeting ID: 834 5835 7314

Call to Order C. Harris
Roll Call C. Schnettler
Approval of Minutes, February 16, 2023 Pages 2 - 4 C. Harris

DISCUSSION ITEMS

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

PUBLIC COMMENT

ACTION ITEMS

Training Provider Approvals Page 5 - 6 L. Trowbridge
One Stop Operator Contract Approval Pages 7 - 18 C. Galica
Broadband Grant Page 19 D. French

PROJECT UPDATES

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

MATTERS FROM THE FLOOR

ADJOURNMENT

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

OUR VISION STATEMENT

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



**CAREERSOURCE CITRUS LEVY MARION
Career Center Committee**

MINUTES

DATE: February 16, 2023
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:30 a.m.

MEMBERS PRESENT

Angie White
Charles Harris
David Benthussen
Jorge Martinez
Judy Houlios
Lanny Mathis
Pat Reddish

MEMBERS ABSENT

Equilla Wheeler

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

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:34 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Lanny Mathis made a motion to approve the minutes from the November 17, 2022, meeting. Jorge Martinez seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

Rusty Skinner updated the committee on the following items:

- Regions affected by the realignment will be notified today. Tomorrow, CareerSource Florida will be hosting a meeting with all of the regions to review the alignment recommendations. The Board will be notified as soon as we have more information.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

Provider Approvals

Larry Trowbridge requested approval for adding FleetForce Driving School as an approved training provider and to add the CDL program in partnership with the College of Central Florida. David Benthusen made a motion to approve FleetForce Driving School as a training provider and to add the CDL program in partnership with CF to the ATOL. Lanny Mathis seconded the motion. Motion carried.

One Stop Operator ITN Release

Dale French explained that at the September 7, 2022, board meeting the Board approved the cancelation of the contract with the previous One Stop Operator. The State then approved a postponement of procuring a new One Stop Operator until the Spring 2023 due to the tentative realignment recommendations. We are now seeking approval to move ahead with an Invitation to Negotiate for One Stop Operator services, so that there is enough time for final approval at the June board meeting. Lanny Mathis made a motion to approve the release of the One Stop Operator ITN. Pat Reddish 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, referrals, and placements. There has been an increase in student engagement and workshops. The Talent Center has facilitated 13 workshops year to date and workshop attendance is up by 56%.

Event Report

Cory Weaver highlighted items from the Event Report. She noted twenty-two hiring events have occurred in this program year and upcoming job fairs. Event attendance has been increasing as well as traffic by job seekers into the centers.

YouthBuild

Cory Weaver reviewed the report and noted that there are 14 enrollees, surpassing the requirement of 12. This is the first cohort of the newest grant, and we are actively recruiting for the second cohort. Invitations for the house blessing and graduations will also be sent out. Charles Harris asked if there are alumni groups for the graduates. Cory Weaver explained that alumni are asked to attend graduation ceremonies and are encouraged to give testimonials of their successes.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Cory Weaver stated that the course was made up of soft skills and business etiquette training. She also stated that the management team recently met with Metrix

representatives to provide feedback on the ease of use on the system.

Apprenticeships

Cory Weaver provided status updates on the two apprenticeship programs. Lockheed Martin will also be hiring for the electronic assembler position. We will be recruiting for enrollment for that position. The assembler position has also received a recent wage increase. CF will be implementing a new engineering program that will focus on 3 occupations: CNC, Additive Manufacturing, and Industrial Maintenance.

Net Promoter

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

- Job seeker satisfaction is up six points over last year.
- Business Services scores decreased a bit.
- Talent Center continues to have a high level of customer service satisfaction. Jeff Chang applauded the Talent Center team for their hard work.
- The employee net promoter survey has been provided to the employees and those results will be provided at the next meeting.

Center Traffic

Larry Trowbridge reviewed the report.

- Employ Florida experience technical issues and final traffic numbers were not available.
- Traffic has been steady in this quarter with some decreases due to the mobile units not visiting community agencies. The employee driving the units resigned and we are actively looking to fill that position.

MATTERS FROM THE FLOOR

Dale French invited the committee members to attend the Heart of HR Conference on March 7, 2023.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:02 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

**Career Center Committee
Thursday, May 18, 2023**

TOPIC/ISSUE:

Approval of Galen College of Nursing (Gainesville Campus) as an eligible training provider AND approval of training programs.

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:

Galen College of Nursing (Gainesville Campus) has submitted the required documentation requesting the following training programs listed on the ATOL:

Associate Degree in Nursing Program, Two-Year Option
Associate Degree in Nursing Program, LPN/LVN to ADN Bridge Option
Baccalaureate Degree in Nursing Program, Prelicensure Option
Practical Nursing Program, 4-quarter Option

STAFF RECOMMENDATIONS:

Approve Galen College of Nursing (Gainesville Campus) as an approved training provider in LWDB 10 and add the above listed training programs to the ATOL.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Committee
Thursday, May 18, 2023**

TOPIC/ISSUE:

Approval of the addition of the College of Central Florida training programs to the Area Targeted Occupation List.

BACKGROUND:

All education entities that wish programs 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:

the College of Central Florida has submitted the required documentation requesting the following training programs listed on the ATOL:

Fiber Optics Technician
Fiber Optics Specialist in Testing and Maintenance
Fiber Optics Splicing Specialist

STAFF RECOMMENDATIONS:

Approve the addition of the above-listed training programs to the ATOL under the College of Central Florida which has been previously approved as an eligible training provider.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Committee
Thursday, May 18, 2023**

TOPIC/ISSUE:

One Stop Operator Procurement and Contracting

BACKGROUND:

Procurement of a One Stop Operator is a requirement under the Workforce Innovation and Opportunity Act. Since the termination of the OSO contract with Thomas P. Miller & Associates in November 2022, CareerSource has been acting as the One Stop Operator until such time the REACH Act and Realignment had been finalized. An ITN was issued on March 9, 2023 with Expression of Interest due on March 23, 2023. Due to no response, the ITN was re-issued April 6, 2023. Southern Indiana Works responded with the Expression of Interest on 4/12/23 and proposal on May 4, 2023. There were no other responses received.

POINTS OF CONSIDERATION:

Tony Waterson, President & CEO of Southern Indiana Works and Kristen Barry, Consultant to Southern Indiana Works have 25 years' combined experience in workforce development. Tony and Kristen have also served in this role previously for CSCLM. This will provide an existing knowledge of the region, the three career centers and many of the staff members.

STAFF RECOMMENDATIONS:

Approve the sole source selection of Southern Indiana Works to provide One Stop Operator duties for CareerSource CLM beginning July 1, 2023 through June 30, 2024 with a renewal review each year up to June 30, 2027.

COMMITTEE ACTION:

BOARD ACTION:

Organizational Information
Cover Page

Legal Organization Name: Southern Indiana Works

Address: 2125 State St.

New Albany, IN 47150

Federal Tax ID Number (FEID): 20-4981068

Florida Tax ID Number: _____

Unemployment Insurance Number _____

Dun and Bradstreet Number: _____

CAGE Number (if applicable): _____

Primary Contact: Tony Waterson

Title: President & CEO

Phone Number: (502) 494-8811

E-Mail Address: tony@soinworks.com

FOR WORKFORCE BOARD STAFF USE ONLY

Date Received: _____ Time Received: _____

Received by: _____

Table of Contents

Response Summary	2
Budget	2
Description of Organization and Staff Qualifications.....	2
Work Plan.....	5
Goals and Performance Levels.....	6
Facilities.....	7
Experience	7
Budget Narrative	9
Reasonableness of Costs.....	10

Response Summary

This response represents Southern Indiana Works' proposal to serve as the One Stop Operator for CareerSource Citrus Levy Marion. The primary staff serving in this role will be Tony Waterson, President & CEO of Southern Indiana Works, and Kristen Barry, Consultant to Southern Indiana Works. In addition to nearly 25 years of combined workforce development service, Tony and Kristen have also served in this role previously for CSCLM. This will provide us with an existing knowledge of the region, the three career centers, and many of the staff members.

The team will conduct quarterly on-site meetings, traveling to each career center and scheduling meetings with CSCLM partners to explore further alignment or collaboration within the region. Enclosed is additional detail about the team's proposed approach and experience. We are open to discussion or negotiation upon receipt of this proposal to ensure that we are meeting the needs of CSCLM.

Budget

Southern Indiana Works proposes a budget of \$75,000.00, inclusive of all expenses, including personnel, supplies, and travel costs.

Tony Waterson, President and CEO of Southern Indiana Works, has the authority to negotiate and bind SIW to a contract. He will also be the individual available to answer questions about this response, should any arise.

Tony Waterson
President & CEO
Southern Indiana Works
2125 State Street
New Albany, IN 47150
Phone: 502-494-8811

Description of Organization and Staff Qualifications

Region 10 Workforce Board, Inc., d/b/a Southern Indiana Works has been a certified non-profit in the state of Indiana, operating as a local workforce board since 2007.

OUR VISION

A workforce that empowers regional businesses to be competitive in the global economy.

OUR MISSION

To lead a robust talent development system and cultivate a skilled workforce that advances our community, economy, and quality of life.

SIW convenes, facilitates, and organizes the regional talent development system by serving as an intermediary linking regional business and industry to talent. We strengthen our community by serving as an economic development resource to our business partners for talent attraction, retention and expansion. SIW provides career, training, and business services to enhance the skills of individual jobseekers to meet the current and future demand of business. We accomplish this by designing, coordinating, and implementing innovative regional workforce initiatives and programs.

The OSO team looks forward to leveraging current experience leading and operating local areas – Southern Indiana Works and EmployIndy – as well as past experience operating and consulting across the United States to share best practices and bring an outside perspective to the CSCLM team.

SIW has the financial means to support the work described in this proposal until reimbursement may be provided by CSCLM. The OSO team will provide monthly invoices in a format approved by CSCLM, supported by a description and/or documentation of that month's activities to ensure ease of process for reimbursement.

Quarterly Goals

The OSO team recommends the following goals for PY2023. We will work with CSCLM leadership to refine these goals and monitor progress throughout the year.

Q1

- Presentation of work plan and goals to WDB
- Communication with all MOU partners, meeting either in person or virtually
- Visit all three career centers
- Participation virtually in Board committee meetings as requested by CSCLM leadership

Q2

- Hold biannual partner convening with 70% participation
- Visit all three career centers
- Participation virtually in Board committee meetings as requested by CSCLM leadership

Q3

- Visit all three career centers
- Participate in person in Career Center Committee meeting

- Participation virtually in Board committee meetings as requested by CSCLM leadership
- Conduct training for staff and partners in alignment with CLM leadership goals

Q4

- Hold biannual partner convening with 70% participation
- Completed MOUs
- Visit all three career centers
- Participation virtually in Board committee meetings as requested by CSCLM leadership

References

Walter Simmons, GCDF

President & CEO, Employ Prince George's
 1801 McCormick Drive, Suite 400, Largo, MD 20774
 (301) 618-8400
 wsimmons@co.pg.md.us

Alex Berry

Associate Dean of Career and Technical Education, Mesa College
 7250 Mesa College Drive, San Diego, CA 92111-4998
 (619) 388-2600 x2644
 aberry@sdccd.edu

Diane Head

President & CEO, CareerSource North Florida
 705. E. Base Street, Madison, FL 32340
 (850) 973-7219
 diane.head@careersourcenorthflorida.com

Shamar Herron

Executive Director, Michigan Works! Southeast
 21 Care Dr, Hillsdale, MI 49242
 (513) 487-3381
 sherron@mwse.org

Wendy Dant Chesser

President & CEO, One Southern Indiana
 4100 Charlestown Rd, New Albany, IN 47150
 (812) 945-0226
 wendy@1si.org

Work Plan

Upon contract award and within the first two weeks of the engagement, the OSO Team will meet virtually with the CSCLM Leadership to discuss the current state of system partnerships, MOU agreements, Strategic Plan implementation/progress, and any other relevant topics to get an updated understanding of the talent development landscape in the area. We will begin to discuss CSCLM's goals for the OSO and perspectives on current strengths and areas of opportunity. Upon completion of the call, the OSO Team will review all relevant documents including but not limited to:

- Current Memorandums of Understanding (MOUs) and Infrastructure Funding Agreements
- CSCLM current Strategic Plan
- CSCLM current WIOA Local Plan
- CSF State WIOA Plan
- Regional partner strategic plans

After completing the launch, the OSO Team will work with CSCLM's OSO Point of Contact (POC) to finalize a workplan, including a timeline for on-site visits and any identified priorities from the launch meeting.

The OSO Team will actively coordinate services among workforce development partners through onsite visits, virtual meetings, and consistent communication.

The OSO Team will be on-site a minimum of four (4) times annually. A typical schedule may be as follows:

- Day 1. OSO Team arrive in Central Florida and facilitate an afternoon meeting with CLM Leadership. Partner meetings in the late afternoon or evening.
- Day 2. Visit and observe Career Center in the morning while meeting with staff and talking with program participants. Afternoon meeting(s) with partners.
- Day 3. Visit and observe two Career Centers in the morning and afternoon while meeting with staff and talking with program participants.
- Day 4. Partner meeting(s) in the morning and depart Central Florida in the afternoon.

We will align the first quarterly visit with the first full Workforce Development Board meeting of the year to meet with Board members and introduce the scope of work and goals. We will also utilize this trip to meet with several MOU partners to begin discussions around renewed MOUs.

During the second quarterly visit, the OSO team will prioritize meeting with any outstanding MOU partners to finalize and execute MOUs. The OSO team also proposes

holding biannual MOU partner convenings, the first of which would occur in quarter two. We will host a lunch for partners to discuss alignment opportunities, referral processes, and common issues that could use collaborative solutions.

During the third quarter of the program year, we will align the on-site visit with the Career Center Committee's in person meeting. The OSO team also proposes to develop a training for CLM and/or partner staff to provide an added professional development opportunity for keeping partners on the same page. If appropriate, we will work with CLM leadership to determine suitable topics and priorities.

In the fourth quarter, the OSO team's onsite visit will include the second biannual partner convening, in addition to regular partner engagement and center visits.

The OSO team will work with CSCLM to align travel and activities with existing schedules and shift priorities throughout the year. Each visit will be followed by a virtual exit meeting with CSCLM leadership. The OSO team will also be available to attend Board and committee meetings virtually throughout the year.

We will stay in close communication with the CLM leadership team through monthly virtual meetings to ensure these priorities are met. We will discuss progress and changes among career centers and MOU partners, as well as any potential ad hoc needs with which the CLM team would like OSO assistance, such as any additional staff training topics or facilitation or special project planning.

Each quarter, the OSO team will submit a Quarterly Report on activities completed and recommendations for future growth or change. This report will be written to be shared widely to ensure staff and board transparency.

Goals and Performance Levels

The OSO team believes that the work plan described above will satisfy the deliverables requested in Section III Program Parameters and Description of Services Sought in the ITN.

We also believe that through the coordination of partners within the region we will be able to help CSCLM work toward its strategic plan goals:

Goal 1: Enhance the existing sector strategy approach, driving career pathways and systemically addressing business needs.

- The OSO team will connect with partners around the region to understand initiatives that exist and how CSCLM may align to expand its approaches to sector strategies and career pathways. We will make recommendations for how to better engage with business and education institutions to continue to be a valuable intermediary bridging the gap between education and employers.

Goal 2: Leverage the strong service delivery structure to provide access to the comprehensive talent pool.

- The OSO team will work with career center staff and partners to review service delivery practices and make recommendations for any improvements if needed. We will discuss with staff their ideas for providing the best customer service possible that enables them to serve and attract more talent to the career centers.

Goal 3: Serve as convener for talent development in the region.

- The OSO team is proposing biannual partner convenings to discuss common strategies and challenges and opportunities for further collaboration.

Goal 4: Tell the talent development story of Citrus, Levy and Marion counties.

- In quarterly reports, the OSO team will highlight best practices and feedback gained throughout onsite visits that can support CSCLM's communication strategies.

Facilities

The proposed team will operate primarily from our home office in Indiana and will not require on-site space at any of CareerSource Citrus Levy Marion's career centers. We will spend one week each quarter on site and visit each career center in the region. Prior to these trips, we will coordinate with Board staff and Career Center leadership to ensure appropriate timing of these visits and the availability of temporary space.

Experience

Region 10 Workforce Board, Inc., d/b/a Southern Indiana Works (SIW) has been a certified non-profit in the state of Indiana, operating as staff to the local workforce development board since 2007. Two individuals will be actively engaged in work under this contract. SIW has years of experience operating both comprehensive and affiliate career centers. SIW served at its own OSO from 2007-2016. SIW funding sources include federal, state, and local public funds, private contributions as a nonprofit, and foundation awards. SIW understands WIOA performance indicators and has direct experience working with OSO and Services Providers to meet and exceed those indicators.

Tony Waterson, President and CEO, joined Southern Indiana Works in January 2020 after more than a decade in the workforce development field. Prior to joining SIW, Tony served as the Director of Workforce Development for Thomas P. Miller and Associates, where he

led a team of consultants in a national workforce development consulting practice, focusing on WIOA implementation, strategic planning, and operational design. Prior to that, he served as the Program Manager for Jobworks and the SIW. Tony has facilitated Talent Ecosystem partners in states, regions, and local areas around the country to analyze, strategize, and implement various solutions to workforce challenges. He is a subject matter expert in the Workforce Innovation and Opportunity Act (WIOA) and the Talent Development Ecosystem. Tony has led and managed numerous projects around the United States including Colorado, Florida, Illinois, Michigan, and more. He has served on the One-Stop Operator team for three workforce boards in the past, including Michigan Works! Southeast, EmployIndy, and CareerSource Citrus Levy Marion.

Kristen Barry is a Consultant to Southern Indiana Works, and currently also serves as the Senior Director of Research & Strategy at EmployIndy, the local workforce development board for Indianapolis, IN. In her role, she manages a variety of philanthropic grants, facilitating local and state partners to work toward systems change within the education to workforce pipeline, advocating for policy change and building collaborative programs to strengthen career pathways. Prior to joining EmployIndy, Kristen spent nine years working at Thomas P. Miller and Associates, where she grew to be Director of Workforce Solutions, leading a team of consultants and project engagements across the country. She worked with workforce development boards, community colleges, state agencies, and more in over 25 states. Kristen specializes in research and policy, strategic planning, process improvement, and strategic partner facilitation. She has served on the One-Stop Operator team for two workforce boards in the past, including EmployIndy and CareerSource Citrus Levy Marion.

Tony and Kristen have worked on more than 20 consulting engagements together, including:

CareerSource Citrus Levy Marion, FL, One-Stop Operator, 2017-2021: Served as one-stop operator for the three-county region, assessing customer flow at each career center and providing recommendations for improvements among center staff and partner engagement.

CareerSource North Central Florida, FL, Strategic Plan, 2019: Conducted Board and stakeholder engagement as well as a labor market assessment for the two-county region and facilitated multiple sessions with the Workforce Development Board members to set strategy.

GO Virginia Region 2, VA, Talent Attraction and Retention Study, 2018-2019: Conducted 50 in person business interviews, education representative focus groups, and a student survey to better understand the talent attraction and retention climate in Southwest Virginia. Facilitated discussions with the regional Talent Attraction Council to plan strategies for strengthening the available workforce.

Phoenix Business and Workforce Development Board, AZ, Strategic Plan Update 2017: Facilitated an update of the PBWDB's strategic plan, as well as provided recommendations for operational design to maximize opportunity and comply with WIOA regulations.

New Hampshire Office of Workforce Opportunity, NH, WIOA Combined State Plan 2015-2016, and 2019-2020: Completed the State of New Hampshire's first two WIOA State Plans, including the development of a strategic plan for the Board. Engaged stakeholders across the state to find areas of strategic alignment.

San Diego Continuing Education, CA, Coordinated Business Engagement and Job Development Strategy, 2018: Worked with a new job development team at San Diego Community College to design operations, understand the needs of the community, and align with partners in the region that shared common goals.

NAWDP Business Services Academy, National, Talent Pipeline Development Training, 2019: Trained business services professionals on addressing all aspects of the talent pipeline, including strategic engagement, customized business services, and labor market information support.

CareerSource North Florida, FL, WIOA Policy Alignment, 2018-2019: Assisted CSNF with updating its policies, guidance, procedures, and other documents to address gaps and align with new regulations, and created a structure and process for future updates.

Budget Narrative

The OSO team will consist of Tony Waterson, President and CEO, at an hourly rate of \$101.00 and Kristen Barry, Strategic Consultant, at an hourly rate of \$96.00. The OSO Team estimates that each member will dedicate approximately 226 hours annually to the contract. Travel cost is inclusive of transportation, lodging, and meals.

Category	Amount
Wages and Fringe Benefits	\$53,000.00
Travel	\$12,000.00
Supplies	\$1,200.00
Technology	\$2,400.00
Operations/Administrative	\$6,400.00
Total	\$75,000.00

Reasonableness of Costs

SIW is willing to discuss the budget proposed should CSCLM have any questions. We will be happy to provide any additional documentation to support the reasonableness of cost as is needed.



RECORD OF ACTION/APPROVAL

**Career Center Committee
Thursday, May 18, 2023**

TOPIC/ISSUE:

Building Pathways to Infrastructure Jobs Grant Program

BACKGROUND:

The Department of Labor has released a notice of funding for grants designed to develop industry sector partnerships and training tracks for individuals in H1-B occupations. Grant applications are due by July 7, 2023. Grants may be awarded for several infrastructure occupations including broadband installation. Proposals may be for targeted demographics or rural areas.

POINTS OF CONSIDERATION:

We feel this grant is appropriate for Levy County and the surrounding areas (including parts of workforce regions 6 & 7) through regional planning and partnership.

This grant would be a partnership between three workforce regions, College of Central Florida, Central Florida Electric, and several contractors, contracted training providers and educational institutions in the other regions.

The grant is for a duration of five (5) years.

CSCLM will be taking acting as the lead agency for the grant and will heading up the proposal development.

STAFF RECOMMENDATIONS:

Proceed with grant proposal development with CSCLM as the lead agency for the grant.

COMMITTEE ACTION:

BOARD ACTION:

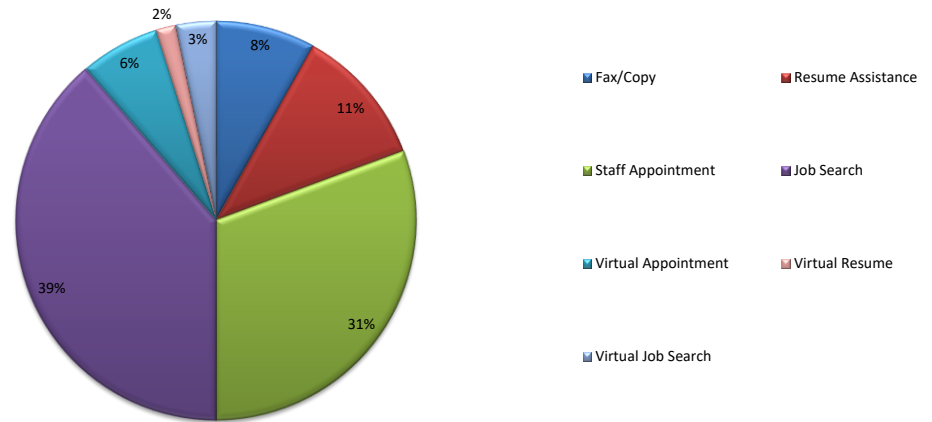
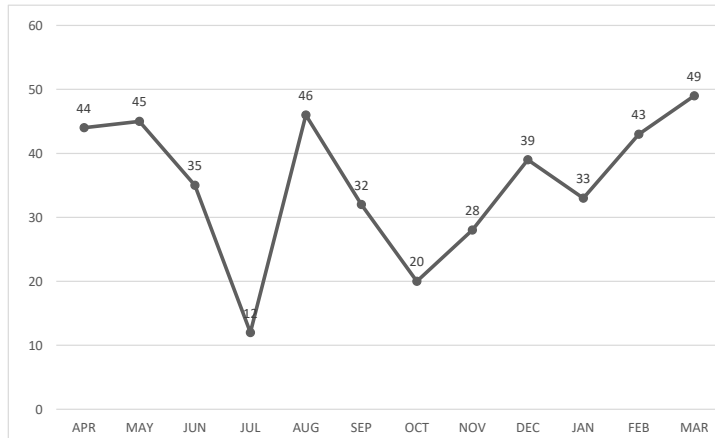


TRAFFIC COUNT

	PY 22												YTD
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	
REFERRALS	5	5	3	2	2	3	2	3	1	2	2	2	32
PLACEMENTS	2	7	3	2	4	2	1	2	2	0	2	1	28
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*	44	45	35	12	46	32	20	28	39	33	43	49	426

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

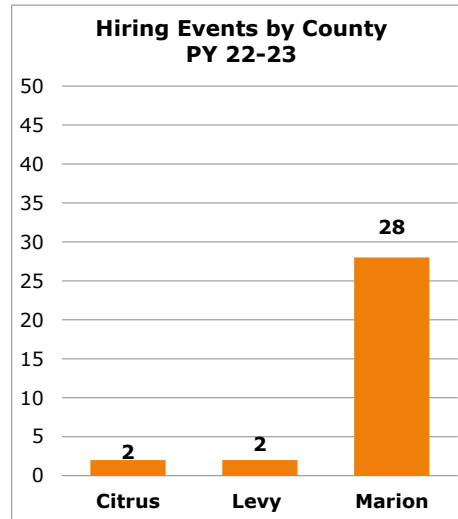
Total Events: 32
Attendees: 398
Reported Hires: 169

PY 22 - 23 Job Fairs

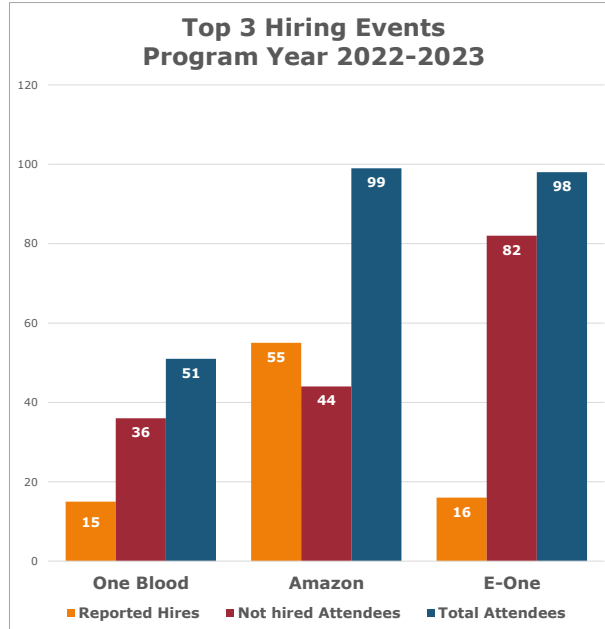
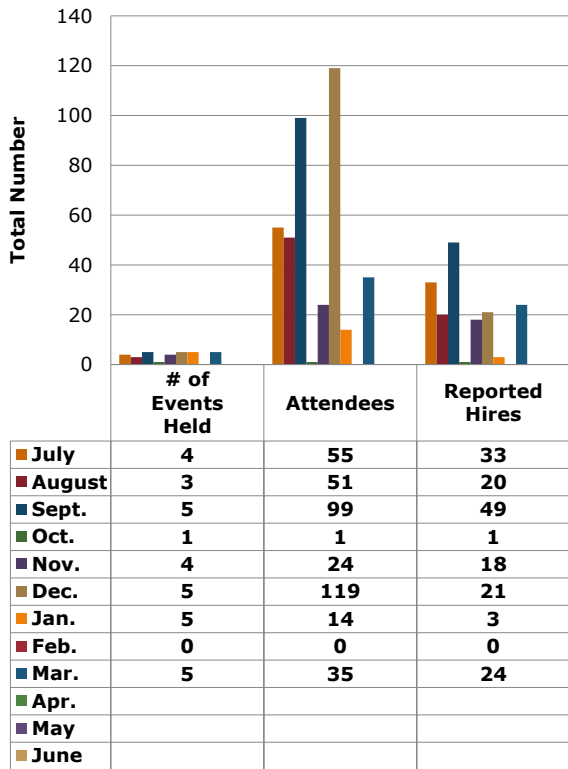
Attendees: 268
Businesses: 77

PY 22-23 Partner Job Fairs

Attendees: 221
Businesses: 37



Individual Hiring Events



Other Recruitment Events 1/2023 - 3/2023

Event Date	Event Name	Event Location	County
1/10	Brookdale Paddock Hills	14th Street	Marion
1/11	Brookdale Canopy Oaks	Company Location	Marion
1/12	Episcopal Children's Services	14th Street	Marion
1/17	Nash Plumbing and Mechanical	14th Street	Marion
1/24	Department of Children and Families	Chiefland Center	Levy
3/1	AutoZone Retail	Company Location	Citrus

YouthBuild Performance Update

2022-2024

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

Enrolled: 14

Completed: 3 (volunteer, 600 hours, diploma/HBI) several are still making up hours

Receiving HS Diploma: 11

Receiving Additional Certs:

Certification Breakdown: OSHA – (13), Warehouse Operations (13), Forklift (14), HBI (10), NRF – (n/a)
AHLEI Front Desk – (5) , AHLEI Restaurant Server – (1) AHLEI Guestroom – (n/a) , AHLEI Maintenance
Employee – (2)

Exited with Employment: Pending Closure for employment (5)

Exited with Education: Currently Enrolled

Exited as Outcome: Currently Enrolled

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

Enrolled: 9

Completed: Currently Enrolled

Receiving HS Diploma: Currently Enrolled

Receiving Additional Certs:

Certification Breakdown: OSHA – (9), Warehouse Operations (9), Forklift (9), 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	PY 20-21	PY 21-22	PY 2022-2023									Total
			Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	
Citrus	86	32	2	4	2	1	1	1	1	3	6	139
Citrus - CF	30	7	1	1	0	1	0	1	1	0	3	45
Levy	22	6	0	1	0	0	2	0	1	1	0	33
Levy - CF	16	3	0	0	0	0	0	0	0	0	1	20
Marion	140	53	5	3	4	3	1	5	1	6	5	226
Marion - CF	100	24	3	8	2	3	0	2	0	2	2	146
TOTAL	394	125	11	17	8	8	4	9	4	12	17	609

Popular Pathways

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

Popular Courses

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

APPRENTICESHIP UPDATE

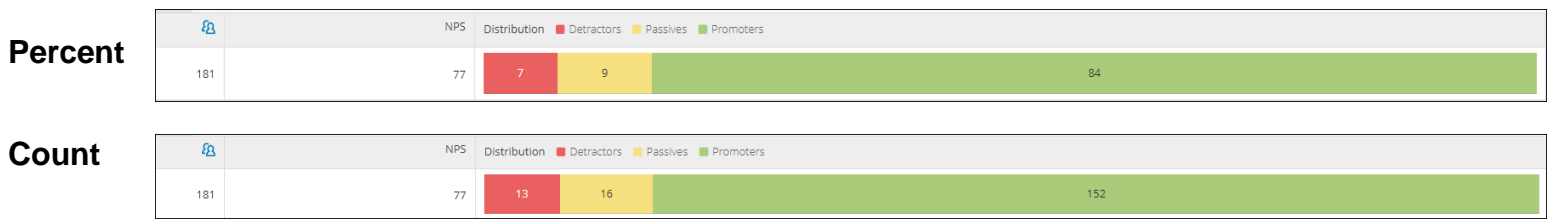
Apprenticeship Occupation	Training Provider	Start Date	# Enrolled	Comments
Masonry	Marion Technical College	Fall 2019	9	1 In Progress / 1 Successful w/ emp / 7 Unsuccessful (5 closed w/ emp)
Electronic Assembler	Lockheed Martin	Spring 2020	4	2 Hired PY20-21, 2 Hired PY21-22

NET PROMOTER

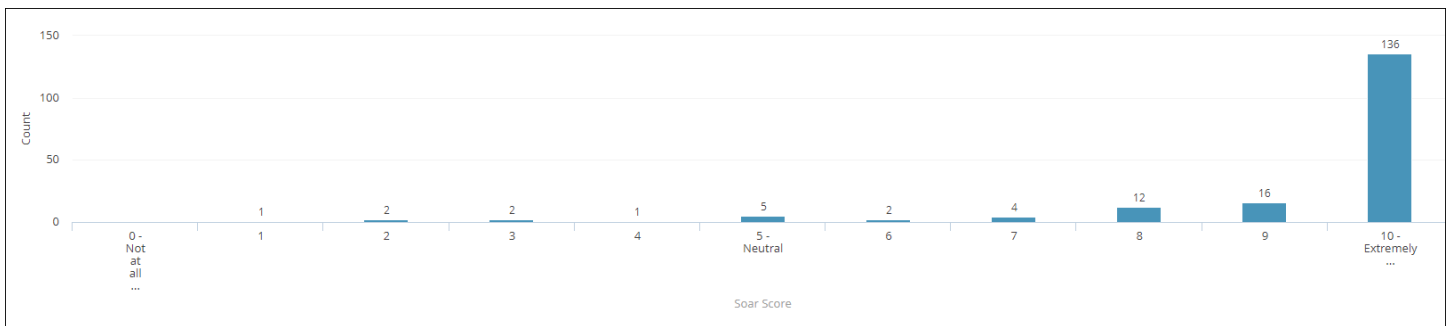
Transactional Net Promoter Cumulative Report - January 2023 to April 2023

Job Seeker Report	Region 10 Net Promoter Score Calendar Year 2023
Net Promoter Score—Area/Region	▶ 77

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

City	Count	NPS	Distribution
Chiefland	14	57	2 Detractors, 2 Passives, 10 Promoters
Lecanto	48	90	1 Detractor, 3 Passives, 44 Promoters
Ocala	119	74	10 Detractors, 11 Passives, 98 Promoters

Transactional Net Promoter Age – By Percent

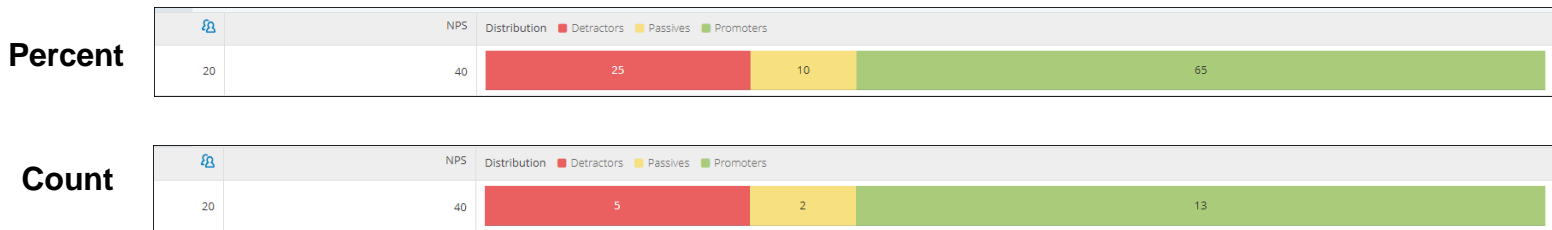
Age Group	Count	NPS	Distribution
A (0 TO 16)	2	100	100 Promoters
B (17 TO 24)	5	60	40 Passives, 60 Promoters
C (25 TO 34)	22	55	18 Detractors, 9 Passives, 73 Promoters
D (35 TO 44)	18	88	6 Detractors, 94 Promoters
E (45 TO 54)	44	81	5 Detractors, 9 Passives, 86 Promoters
F (55 TO 64)	65	79	6 Detractors, 9 Passives, 85 Promoters
G (65+)	25	76	8 Detractors, 8 Passives, 84 Promoters

NET PROMOTER

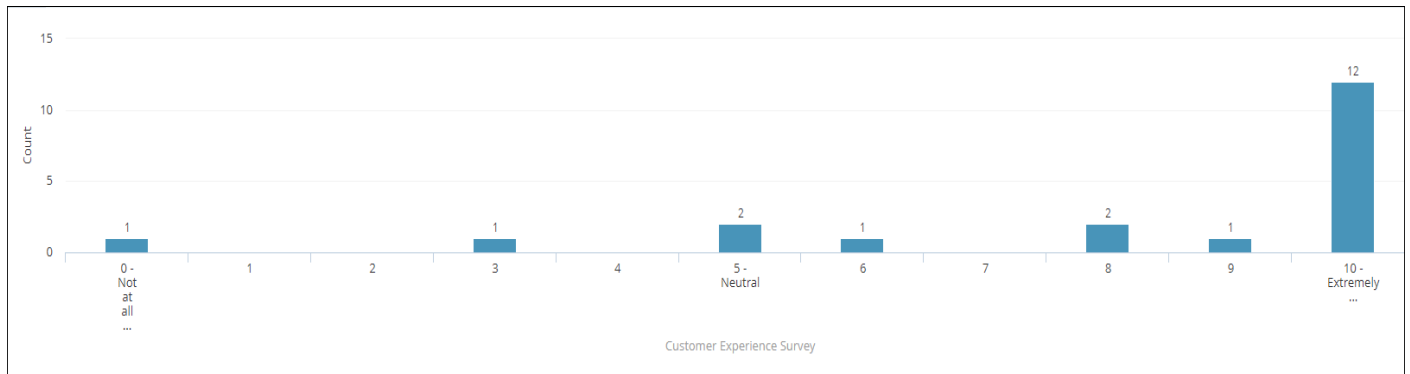
Business Net Promoter Cumulative Report – January 2023 to April 2023

Employer - Business Report	Region 10 Business Net Promoter Score CY 2023
Net Promoter Score–Area/Region	▶40 (Down 12 Points Over CY 2022)

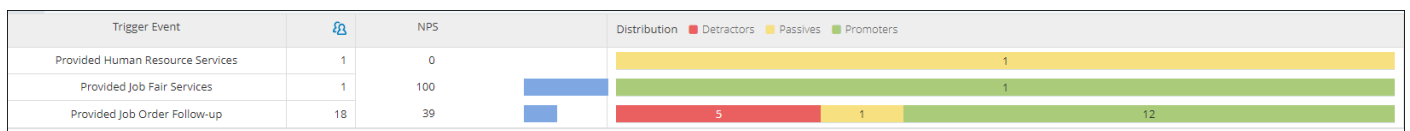
Some Context on the Score: This score is based on a survey taken approximately 2 weeks to 1 month after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 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

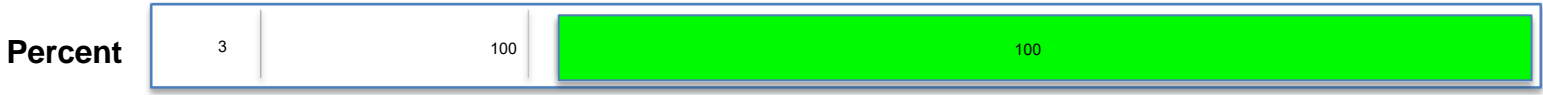


NET PROMOTER

Talent Center Cumulative Report Calendar Year 2023

Job Candidate Report	Talent Center Net Promoter Score (January 23 to April 23)
Net Promoter Score	▶ +100

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



Center Traffic

Traffic		PY 21-22	PY2022 2023										
			JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD	
Center Traffic	14th Street	14,399	754	1,088	922	927	879	772	1,108	991	1,072	8,513	
	Lecanto	4,660	256	382	308	395	323	302	399	383	457	3,205	
	Chiefland	2,432	134	215	142	158	160	145	205	160	189	1,508	
	Talent Center	325	10	34	28	17	21	30	18	40	42	240	
	MCC 1	-	-	-	-	-	-	-	-	-	-	0	
	MCC 2*	24	-	77	25	224	19	3	3	-	-	351	
	Total	21,840	1,154	1,796	1,425	1,721	1,402	1,252	1,733	1,574	1,760	13,817	
Online Traffic	Citrus	9,279	395	843	605	722	693	580	810	601	717	5,966	
	Levy	2,620	124	173	117	110	89	129	146	93	114	1,095	
	Marion	21,806	855	1,472	1,146	1,321	1,292	1,246	1,570	1,307	1,710	11,919	
	Other	1,848	62	124	79	96	86	85	136	141	107	916	
		Total	35,553	1,436	2,612	1,947	2,249	2,160	2,040	2,662	2,142	2,648	19,896

*MCC2 numbers for Oct include Volusia County assistance

