



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

**Performance and Monitoring Committee  
 AGENDA**

**Tuesday, August 15, 2023 – 9:00 a.m.**

**Join Zoom Meeting: <https://us02web.zoom.us/j/87273596508>  
 Phone No: 1-646-558-8656 (EST) Meeting ID: 872 7359 6508**

Call to Order J. Chang  
 Roll Call C. Schnettler  
 Approval of Minutes, May 9, 2023 Pages 2 - 6 J. Chang

**DISCUSSION ITEMS**

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

**PUBLIC COMMENT**

**ACTION ITEMS**

Independent Monitoring Contract Pages 7 - 17 C. Galica

**PROJECT UPDATES**

Talent Center Traffic Page 18 A. Abrams  
 Contract Reports (Chamber, etc) Page 19 C. Galica  
 Event Report – YTD Page 20 C. Weaver  
 Performance Measures Page 21 C. Weaver  
 County Comparison Reports Pages 22 - 24 C. Weaver  
 Letter Grades Pages 25 - 26 C. Weaver  
 Program Participant Data Summary Pages 27 - 31 C. Weaver  
 Net Promoter Pages 32 - 34 S. Litzinger

**MATTERS FROM THE FLOOR**

**ADJOURNMENT**

2023 – 2024 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	
8/15/2023	8/16/2023	8/24/2023	8/30/2023	9/13/2023	9/27/2023	CF Levy
11/7/2023	11/8/2023	11/16/2023	11/15/2023	12/6/2023	12/13/2023	CF Ocala
2/6/2024	2/7/2024	2/15/2024	2/21/2024	2/28/2024	3/20/2024	CF Lecanto
5/7/2024	5/8/2024	5/16/2024	5/22/2024	5/29/2024	6/5/2024	CF Ocala

**OUR VISION STATEMENT**

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



**CAREERSOURCE CITRUS LEVY MARION  
Performance and Monitoring Committee**

**MINUTES**

DATE: May 9, 2023  
PLACE: College of Central Florida, Enterprise Center  
3003 SW College Road, Ocala, FL 34474  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Al Jones  
Fred Morgan  
Jeff Chang, Chair

**MEMBERS ABSENT**

Arno Proctor  
Deb Stanley  
Ted Knight

**OTHER ATTENDEES**

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

Andrea Abrams, CSCLM  
Cira Schnettler, CSCLM  
Larry Trowbridge, CSCLM

**CALL TO ORDER**

The meeting was called to order by Jeff Chang, Chair at 9:00 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Al Jones made a motion to approve the minutes from the February 7, 2023, meeting. Fred Morgan seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Updates**

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

Rusty Skinner updated the committee on the following items:

- CareerSource Florida is taking a more operational and policy driven stance than before. We are learning how to navigate the relationship between DEO, CareerSource Florida, and the regions.
- There will be a meeting on May 24 with DEO, CareerSource Florida, the State's

consultant Ernst and Young and the regional directors to discuss the next steps in the realignment process, system improvements, as well as regional planning.

- House Bill 7051 and Senate Bill 240 have all passed and if signed by the governor would require all school districts to have job fairs in every high school. Lobbyists are working to see if there could be one centralized job fair per county as having a job fair at every high school could be challenging for businesses to support numerous events.
- These bills also require the formation of an education consortium. The executive committee will be briefed on how this will develop and how we will comply with the law. We are awaiting interpretation of this Bill by educational partners, CareerSource Florida, and DEO. Potentially, this consortium could be an avenue to support credentials of value.

### Workforce Issues that are Important to Our Community

The committee members did not have any issues to discuss.

### 2023 Monitoring Tool

Rusty Skinner explained that the attached tool contains the questions and areas that the monitors review. Responses have already been submitted and we are currently in the review period.

### **PUBLIC COMMENT**

None

### **ACTION ITEMS**

#### Youth Build Monitoring Report

Dale French reviewed the report and was happy to announce there were no findings or questionable costs. Al Jones made a motion to accept the monitoring report. Fred Morgan seconded the motion. Motion carried.

### **PROJECT UPDATES**

#### Talent Center

Andrea Abrams reviewed the quarterly Talent Center report. She explained that the Talent Center has seen a decrease in traffic. There has been an increase in student engagement and workshops. The Talent Center has facilitated twenty-two workshops year to date and served 382 participants, of which 217 submitted resumes.

#### Contract Reports

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

- County Reports:
  - Marion County continues to meet their goals.
  - Citrus County met their third quarter goals.
- Youth Report: The Eckerd report has not been released by the State. Once that data is available it will be presented to this committee.  
Cory Weaver added that when the reporting is released, we may see a statewide downward trend in wages and job retention areas, mostly due to the pandemic.

### Event Report

Cory Weaver highlighted items from the Event Report. She noted thirty-two hiring events have occurred in this program year, with a 42% hire rate. We have had an increase in partner job fairs and are having high levels of participation. We are utilizing social media to advertise these job fairs.

### Workforce Intelligence

#### Performance Measures

#### Career Center Reports

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

- Workforce Intelligence: Center traffic is consistent. Welfare Transition participation continues to be down throughout the State, but our region is ranking highest in the State for participation. There is significant growth in healthcare training participants. Education has recently been approved as an industry and will be added to the next report. She noted that the master credential list has been overhauled and we will be reevaluating how we manage the training programs in the future.
- Performance Measures: Our organization is consistently doing well, and we rank in the top ten or top five performers in the State.
- Center Reports: Traffic is up in the centers. There is an error on the Levy report and a corrected report will be attached to these minutes.

### Experiential Learning Contracts

Cory Weaver summarized each section of the report. She expressed appreciation for Sandra Crawford, our Experiential Learning Coordinator, for all her hard work on the contracts.

### YouthBuild Reports

Cory Weaver reviewed the report and noted that there are fourteen enrollees surpassing the requirement of twelve. The second cohort already has nine enrollments. Eleven participants have received their high school diploma.

### Program Participant Data Summary

Cory Weaver reviewed the report. She also reviewed overall figures to Marion County comparison figures as requested by the committee.

### Net Promoter

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

- Job seeker satisfaction continues to be extremely high.
- Business Services scores decreased a bit. Employers have continued dissatisfaction with the quantity and quality of candidates.
- Talent Center continues to have a prominent level of customer service satisfaction.

Steven Litzinger explained that the survey comments are available upon request. The comments really present a more detailed picture of the high level of customer service the staff provide.

**MATTERS FROM THE FLOOR**

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:42 a.m.

**APPROVED:**

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# LEVY COUNTY

**SERVICES: JAN-MAR 2023**

## UNEMPLOYMENT DATA

	JAN 2023	FEB 2023
LEVY	3.1% (527)*	3.0% (523)*
FLORIDA	2.6%	2.5%
US	3.9%	3.9%

*\*Not seasonally adjusted*

## AVERAGE ANNUAL WAGE

	2019	2020
LEVY	\$33,646	\$35,554
FLORIDA	\$51,744	\$55,840

## CANDIDATE SERVICES

- Online Job Listings and Referrals
- Computers and Office Equipment (Copiers, Fax and Telephones)
- Resume Writing Assistance
- Networking Events and Job Fairs
- Employability Workshops
- Career Counseling

## BUSINESS SERVICES

- Recruitment Assistance
- Targeted Industry Talent Marketplaces
- Outplacement Services
- Training Grants
- Labor Market Data
- Financial Incentives

<b>TOTAL RECEIVING SERVICES</b>	<b>CENTER TRAFFIC</b>
113	554
<b>VETERANS SERVED</b>	<b>TRAINING PROVIDED</b>
9	3
<b>BUSINESSES SERVED</b>	<b>WELFARE TO WORK TRANSITION</b>
22	22
<b>POSITIONS POSTED</b>	<b>TOTAL PLACEMENTS</b>
777	1
Average Placement Wage: Information Not Available	

## Your Employment Solution Starts Here

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

CareerSource Citrus Levy Marion is a member of CareerSource Florida and a proud partner of the American Job Center network. CareerSource Citrus Levy Marion is supported by the U.S. Departments of Labor, Health and Human Services, Education, and other agencies as part of awards totaling \$7.9 million (revised annually). CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities and in Spanish. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, call 800-434-5627, ext. 7878 or e-mail accommodations@careersourceclm.com. Please make request at least three business days in advance. Stay connected with CareerSource Citrus Levy Marion on Facebook, Twitter, YouTube, and LinkedIn.



## **RECORD OF ACTION/APPROVAL**

Performance and Monitoring Committee  
Tuesday, August 15, 2023

### **TOPIC/ISSUE:**

Independent Monitoring Services Contract

### **BACKGROUND:**

A Request for Proposal was issued on 6/12/2023 for an independent monitor. The contract with Indelible Solutions/Underwood Sloan and Associates expired on 6/30/2023. The RFP ended on July 7, 2023. We received one proposal from Underwood Sloan and Associates. There were no other proposals received

### **POINTS OF CONSIDERATION:**

The board of directors authorized the Performance and Monitoring Committee to make the final decision regarding approval/denial of a contract at the June 7, 2023 meeting of the full board. The initial contract, if executed, will be in the amount of \$50,000.00 and will be effective through June 30, 2024 with a renewal on a yearly basis. This contract may be renewed up to an additional 3 times for a 4-year total.

### **STAFF RECOMMENDATIONS:**

Approve a contract with Underwood Sloan and Associates to commence engagement for third party monitoring.

### **COMMITTEE ACTION:**

### **BOARD ACTION:**



# Operational Integrity

Independent Monitoring Proposal

June 30, 2023



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# Scope Overview

## Initial Monitoring:

- Independent Monitoring services to include reviews of CareerSource Citrus Levy Marion programmatic procedures, and finance distribution and processes.

## On-going Monitoring to include:

- Financial transactions as they relate to programmatic activities to ensure compliance with all applicable State and Federal regulations as specified by the requirements of Title 2 U.S. Code of Federal Regulations Part 200, Uniform Administrative Requirements, Cost Principles, and Independent Monitoring Requirements for Federal Awards (Uniform Guidance).
- All local programmatic policies and procedures to ensure compliance with applicable State and Federal guidelines as specified in Florida statute, the Workforce Innovation and Opportunity Act (WIOA), and the Wagner Peyser Act.
- General processes for documenting job seeker referrals and placements.
- A random sample of work-based training agreements with local businesses executed in the prior two program years (for first independent monitoring). The review should include examination of the participant referral processes, contract provisions, participant eligibility, training plans, adherence to established training plans, payment issuances and follow up.
- A random sample of WIOA participants to ensure eligibility and analysis of services provided and need for services provided.
- Supportive service payment and tracking procedures for workforce program participants.
- Senior level staff salary composition and increase authority.
- Board composition, recruitment, and nomination processes in relationship to requirements as established in the WIOA.
- Board member conflict of interest compliance.
- Organizational by-laws creation and adherence to requirements as established by the Consortium.
- Brevity of Committee and Board oversight of operations.
- Established internal firewalls for compliance and quality assurance.
- Sub-recipient/Contractor procurement compliance.
- Compliance with WIOA transparency and Sunshine provisions.
- Processes for Board member orientation and training.
- Local programmatic monitoring processes.
- Local Grievance Procedures and Equal Opportunity representation.

The Independent Monitoring will include visits to the individual workforce centers and include interviews with frontline, mid- and senior- level staff. Independent Monitoring services will include an opinion as to whether local programmatic processes and procedures conform to applicable State and Federal regulations. The Independent Monitoring report will state whether the examination discloses instances of non-compliance with laws or regulations. The findings of non-compliance will identify which law or regulation has been violated. Any expenditure that is questioned or recommended for disallowance will be clearly identified and the reason(s) therefore indicated.

# Objectives

## Independent Monitoring Objectives

- The objective of the Independent Monitoring is to provide an opinion on the efficiency and conformity of local operating procedures for all levels of program administration and operation. The Independent Monitor or, as part of its Independent Monitoring services, will conduct a midyear review of all processes and procedures and determine if any prior documented inadequacies or findings reached resolution. The Independent Monitor will report to the Board of Directors as appropriate based upon its review. The Independent Monitor will submit a Management Letter of Comments and Recommendations for improvement of program and financial management per the Independent Monitor's opinion after examining the Board's systems. An electronic copy and one (1) hard copy of the Independent Monitoring report shall be submitted to CareerSource Citrus Levy Marion upon completion. The Independent Monitor shall be responsible for distributing reports in compliance with Federal and State requirements.

The team will complete this work as a consulting services engagement in accordance with the American Institute of Certified Public Accountants (AICPA) consulting standards.

## Compliance Review Standard

The engagement will be to conduct Independent Monitoring Services for Citrus Levy Marion Regional Workforce Board. The format to be utilized would be a compliance review the American Institute of Certified Public Accountants (AICPA) consulting standards. The general "Standards for Consulting Services" require that services performed by members must exhibit:

- Professional competence. Undertake only those professional services that the member or the member's firm can reasonably expect to be completed with professional competence.
- Exercise due professional care in the performance of professional services.
- Adequately plan and supervise the performance of professional services.
- Obtain sufficient relevant data to afford a reasonable basis for conclusions or recommendations in relation to any professional services performed.

AICPA CS Section 100 (2015):  
Statement on Standard for  
Consulting Services

Consulting services: Professional services that employ the practitioner's technical skills, education, observations, experiences, and knowledge of the consulting process.

Under Consulting Services (b.) Advisory services, in which the practitioner's function is to develop findings, conclusions, and recommendations for client consideration and decision making.

The team will conduct the Independent Monitoring Services based on the LWDB's RFP instructions and documentation. The compliance review will address the following:

- The objective of the Independent Monitoring is to provide an opinion on the efficiency and conformity of local operating procedures for all levels of program administration and operation.

# Local Workforce Development Board Background

CSCLM is designated as a Special District of the State of Florida and has a 501c(3) private non-profit corporate status. CSCLM was incorporated in June 1996 and began operation January 1, 1997. It was created solely as an administrative entity. CSCLM is one of 24 current Workforce Regions in the State of Florida and is responsible for the administration of the Workforce Innovation and Opportunity Act (WIOA) of 2015, Temporary Assistance for Needy Families (TANF), Department of Economic Opportunity (DEO) pass through funds (Veterans, Wagner Peyser, and Trade Adjustment Act), and Reed Act allocations for the three-county region. The amount of funds is determined by formula or competition and distributed or contracted respectively by the State of Florida. Representatives of the public and private sector of Citrus, Levy, and Marion Counties serve on the Workforce Board, which is the governing board of the corporation.

## Section 1. Staff Technical Qualifications

Underwood Sloan and Associates (hereinafter referred to as "The Team") offers an excellent basis for success. Amy Kelly, the Director of Workforce Monitoring for USA, has conducted this same monitoring for CSCLM the past 3 years. Wes Underwood and Calvin Sloan both worked in the Bureau of Financial Monitoring and Accountability at the Department of Economic Opportunity (DEO). Mr. Sloan was assigned Citrus Levy and Marion Regional Workforce Board as part of his past responsibilities at DEO, and Wes Underwood, as the Bureau Chief during his tenure, had extensive interaction with LWDB Directors and Financial staff. While the time served there provides a strong foundation for the monitoring, all went on to advanced leadership positions within State Government. The Team has had a continued focus on Financial and oversight processes and responsibilities. This team would be the team that oversees and/or conducts the monitoring and would be the team onsite.

In addition to the work the Team has performed for CSCLM, USA also performs these same services for CareerSource North Central Florida, with hopes of expansion to other CareerSource boards. USA has recently served as a subcontractor for KPMG on engagements evaluating questioned costs and federal audit findings on 3 other CareerSource boards. The Team is also currently part of another KPMG engagement evaluating the tools and methods being utilized by DEO's Bureau of Financial Monitoring and Accountability.

While the Team brings more than seven documented years' experience monitoring workforce boards, our experience is diverse across multiple functional areas including accounting, auditing, budgeting, contracts and grants management, human resource management, information technology, and project management. Currently the Team provides project management and management consulting services across multiple engagements involving federal funds received from multiple federal agencies. The Team brings over 50 years of governmental leadership experience that can and will meet the LWDB's expectations.

Calvin and Wes both have master's degrees in Administration with a focus in Public Administration, while Amy holds a Master's of Business Administration degree. All three are Project Management Professionals (PMP), as designated by the Project Management Institute. Calvin is a Certified Governmental Financial Manager and Wes is a Certified Information Systems Auditor.

Each team member brings experience in a variety of governmental and private sector environments. Each team member has worked extensively with federal funding and the associated requirements ranging from the OMB circulars to 2 CFR 200 requirements and the application of same. We bring specialized experience from the time spent in our respective fields that encompasses executive level leadership to unique audits and compliance reviews.

## Section 2. Technical Qualifications

USA brings together a very dynamic and competent team to address your monitoring needs. USA is a Certified Veteran Owned Small Business (National and Florida certifications) and is committed to opportunities both locally, regionally, and nationally. For this engagement, you are getting the partners and leadership of the firm directly overseeing and/or completing the monitoring onsite. Since we are the firm's management, we will have direct oversight of the monitoring and outcomes.

Obviously since USA has monitored LWDB's (to include Citrus Levy Marion LWDB), we have direct and applicable experience in this type of monitoring. The team is intimately familiar with the DEO monitoring tools and stays abreast of pertinent State and Federal regulations and policies governing the workforce programs. We are also familiar with the systems and applications utilized by the LWDBs in the day-to-day management and tracking of program services and we maintain access to the Employ Florida, One-Stop Service Tracking (OSST), and Atlas systems in the performance of our current monitoring agreements.

Currently, the proposed monitoring team has over four years of experience delivering grants management, project management, and advisory services for the FEMA Public Assistance (PA) Program and the Community Development Block Grant-Disaster Recovery (CDBG-DR) Program, federally funded programs designed to provide disaster recovery aid to public and not-for-profit entities. The team has experience in delivering such services to the Florida Division of Emergency Management and the Florida Department of Economic Opportunity (Commerce).

## Section 3. Monitoring Approach

As requested, the initial monitoring would focus on reviews of CareerSource Citrus Levy Marion programmatic procedures, and finance distribution and processes.

Ongoing monitoring would reflect the tools and techniques utilized by DEO for programmatic and fiscal monitoring. The rationale behind this is simple. The metrics, tools, and approach utilized by the Subrecipient (DEO) to ensure compliance is already defined. Essentially, we already know and have the measuring stick by which the LWDB will be measured. Utilizing the tools already developed, we can identify opportunities for improvement in advance of the State (DEO) completing their compliance efforts to help ensure that the LWDB is at a minimum meeting all required standards.

The team has a strong understanding of the programs and subrecipient expectations. With our relationship with both programmatic and fiscal monitoring staff at DEO, we would work closely with DEO as an extension of and in support of the LWDB to ensure we have the latest information, trends, and roadblocks to success.

As the team has been providing independent monitoring services for CSCLM since 2020, we are familiar with local office policies, procedures, and operations. This knowledge and experience, coupled with our fluency in utilizing the DEO monitoring tools, as well as the positive working relationships that we have developed with CSCLM staff through the course of our monitorings, will enable the team to effortlessly integrate and provide efficient implementation of monitoring processes.

For a time estimate, we would allow the current funding levels to be the driver of time spent in monitoring. This methodology reflects reality in money and corresponding effort. The only caveat being that if a program or fiscal area is identified that requires additional time, we would adjust accordingly.

Funding Sources:	Amount (Includes Carry forward):	Percentage
WIOA Adult	\$ 1,703,792	24.66%
WIOA Youth	\$ 1,219,723	17.65%
WIOA Dislocated Worker	\$ 526,198	7.61%
SNAP	\$ 186,889	2.70%
Reemployment and Eligibility Assessments	\$ 174,513	2.53%
Wagner Peyser	\$ 193,475	2.80%
Disabled Veterans	\$ 43,000	0.62%
Local Veterans	\$ 28,858	0.42%
Welfare Transition Program	\$ 1,704,132	24.66%
Youth Build	\$ 406,453	5.88%
Other grants	\$ 290,355	4.20%
Unrestricted funds	\$ 432,865	6.26%
Total	\$ 6,910,253	100%

## Section 4. References

Maggie Mickler, Director – KPMG, 227 N. Bronough St, Suite 7500, Tallahassee, FL 32301 (850) 385-5414

Jose Alfaro, President - Indelible Business Solutions, 841 Prudential Dr, Suite 1203, Jacksonville, FL 32207, (904) 371-6593

Tisha Womack, CFO-Department of Economic Opportunity, 107 E. Madison St, Tallahassee, FL 32399-4120, (850) 245-7105

## Proposed Charges

1) Total cost per program year: \$50,000

a. \$50,000 for onsite monitoring services for each program year

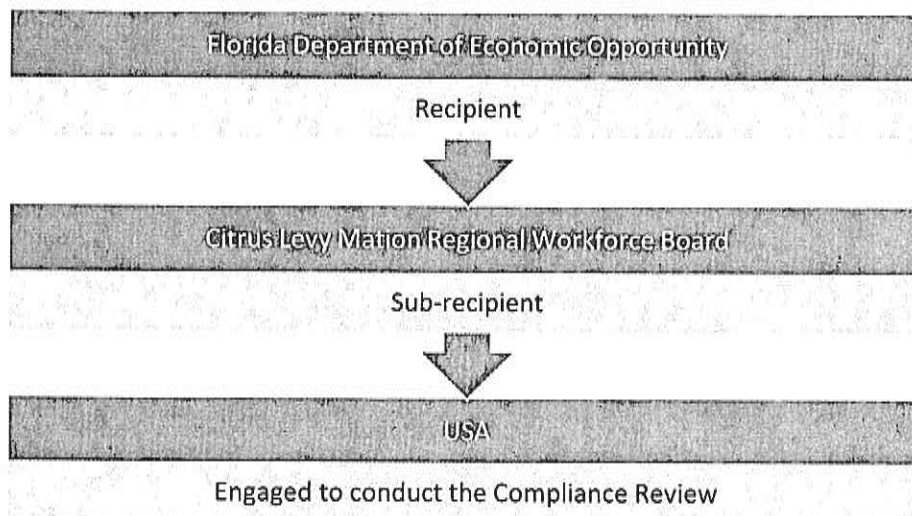
2) We are utilizing a benchmark of the State term Contract at the Department of Management Services for Financial and Performance audits as our standard for the "Fixed hourly rate for additional Independent Monitoring and Management Services". Accordingly, we offer \$200.00 per hour. This reflects a \$23.82 discount when you take the average of all Principal submissions (average \$249.60) and all Senior Consultant submission (Average \$198.03) rates.

## Project Closeout

The team will provide an opinion on the efficiency and conformity of local operating procedures for all levels of program administration and operation. The team will conduct a midyear review of all processes and procedures and determine if any prior documented inadequacies or findings reached resolution. The team will report to the Board of Directors as appropriate based upon its review. The team will submit a Management Letter of Comments and Recommendations for improvement of program and financial management per the team’s opinion after examining the Board’s systems. An electronic copy and one (1) hard copy of the Independent Monitoring report shall be submitted to CareerSource Citrus Levy Marion upon completion. The Independent Monitor shall be responsible for distributing reports in compliance with Federal and State requirements.

## Project Organization and Team Bios

The following graphic illustrates the proposed relationship between the stakeholders and the project team.



## Team Narratives

The table below outlines the project team and the team member’s respective role on the performance Compliance Review.

	OVERVIEW OF PROJECT ROLE
<p><b>Wes Underwood, PMP,</b>  <b>CISA, FCCN</b>  <b>Project Delivery Manager</b>  <b>Underwood Sloan &amp; Associates LLC</b></p>	<p>Wes is an accomplished leader and management professional in government with extensive experience leading administrative and technical services for State Departments/Agencies. As Chief of DEO’s Bureau of Financial Monitoring and Accountability, he led a team of monitors to complete all aspects of financial monitoring and accountability for federally funded Local Workforce Development Boards (LWDB) under OMB Circulars A-87, A-102, A-110, A-122, A-133 and 200CFR. He received the “Excellence in Government Leadership” Award recognizing a government professional who exemplifies and promotes excellence in government, outstanding leadership, and high</p>

	ethical standards, in 2016 from the Florida Chapter of the Association of Government Accountants (AGA).
<b>Calvin Sloan, PMP, CGFM</b> <b>Senior Consultant</b> <b>Underwood Sloan &amp; Associates LLC</b>	Calvin Sloan is a senior consultant who provides professional disaster recovery services and comprehensive grants management in conjunction with KPMG's Risk Consulting practice. Calvin has over thirty years of diverse experience in the areas of accounting, finance, budget, asset, grant and risk management, as well as internal audit and financial monitoring for various State of Florida governmental entities and the United States Department of Defense. Calvin has served as a senior manager whose duties included the planning, oversight, and management of all phases of budgeting for two agencies for the State of Florida. Most recently, Calvin served as Chief of Budget for the Department of Juvenile Justice (DJJ) with an annual operating budget of nearly \$600 million and 3,680 full-time employees.
<b>Amy Kelly, PMP</b> <b>Director of Workforce Monitoring and Senior Consultant</b> <b>Underwood Sloan &amp; Associates LLC</b>	Amy Kelly is a senior consultant with over twenty years of diverse experience in the areas of monitoring, accounting, finance, budget, project management, and human resource management for various Florida governmental entities and the private sector. Most recently, Amy served as Director of Budget, Finance and Accounting for the Department of Children and Families (DCF), with an annual operating budget of nearly \$3.3 billion and 12,050 full-time employees, ensuring proper budget management and expenditure monitoring.

## Communications plan

Communication for information relating to this review must be effectively managed. Accordingly, the team has developed a Communications Plan. The objectives of the Plan include:

- Tracking the progress of the Compliance Review
- Encouraging the timely exchange of information
- Effectively communicating status including, but not limited to, status reports
- Ensuring that stakeholders receive specific and relevant information about the Compliance Review in a timely manner

The elements of the Plan may change as the engagement progresses. Any pertinent changes to the milestones and/or communication plan will also be communicated through these channels.



# Applicable Guidelines

The following sets forth the standards, based on the principles presented in Federal and State law that we propose to apply during the performance Compliance Review and how it relates to the allowability of costs for purposes of Regional Workforce Board. The table below outlines the initial set of guidelines the project team will consider for completion of the performance Compliance Review. Additional guidelines and/or professional standards will be considered as applicable.

Title	Description
OMB Circular A-87	A Cost Principle Circular for each category issued by US OMB (Office of Management and Budget). This is a guide for spending federal assistance in accordance with specific laws and regulations. Currently, known as <i>"Uniform Guidance 2 CFR part 200"</i>
Uniform Guidance 2 CFR part 200	A Cost Principle Circular for each category issued by US OMB (Office of Management and Budget). This is a guide for spending federal assistance in accordance with specific laws and regulations.
Section 288.9936(4), Florida Statute  Note: 288.9936(4) was last documented in Florida Statutes in 2016.	(4) The Office of Program Policy Analysis and Government Accountability shall conduct a study to evaluate the effectiveness and the Office of Economic and Demographic Research shall conduct a study to evaluate the return on investment of the State Small Business Credit Initiative operated in this state pursuant to 12 U.S.C. ss. 5701 et seq. The offices shall each submit a report to the President of the Senate and the Speaker of the House of Representatives by January 1, 2015.
45 CFR Public Welfare	Department of Health and Human Services governing the use of the Welfare Transition Program and Temporary Assistance to Needy Families.
20 CFR Part 680	Adult and Dislocated Worker Activities under Title I of the Workforce Innovation and Opportunity Act
20 CFR Part 653	Services of the Wagner-Peyser Act Employment Service System
7 CFR Part 273	Certification of Eligible Households USCIS

Should we find that during the course of the performance Compliance Review that these standards cannot be applied to achieve the outcomes we outlined the section titled **Compliance Review Plan**, we will consult with the LWDB for additional guidance.

### TRAFFIC COUNT

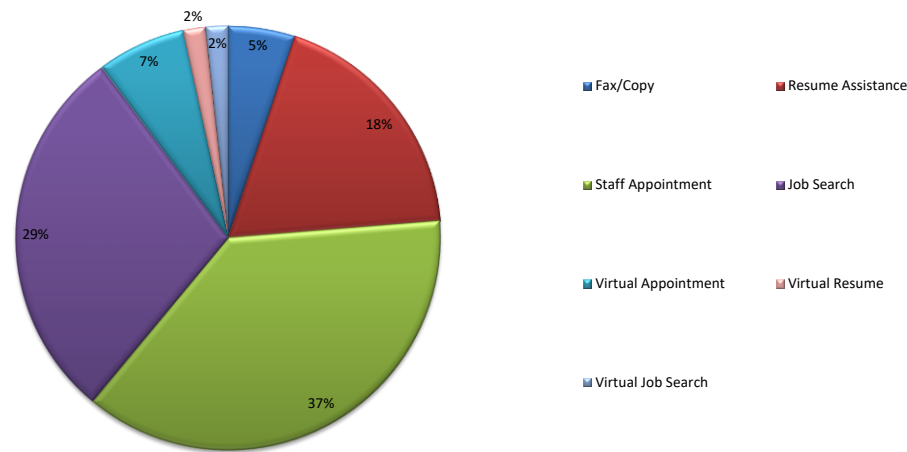
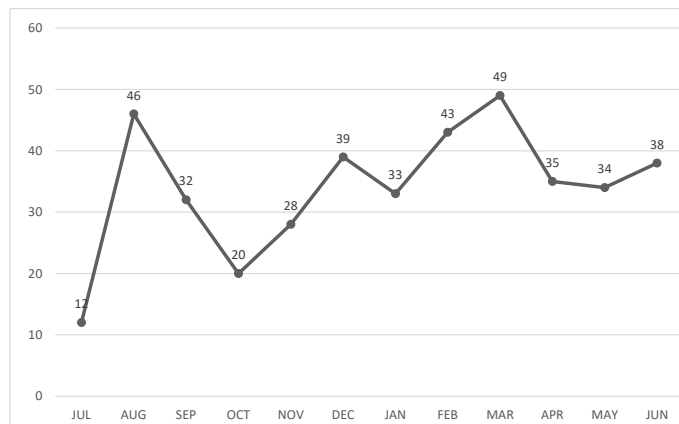
	PY 22												YTD
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
REFERRALS	2	2	3	2	3	1	2	2	2	2	2	5	28
PLACEMENTS	2	4	2	1	2	2	0	2	1	3	1	3	23
INTERNSHIPS	0	0	0	0	0	0	0	0	0	0	0	0	0
OJT/WEX/CBT	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TRAFFIC*</b>	<b>12</b>	<b>46</b>	<b>32</b>	<b>20</b>	<b>28</b>	<b>39</b>	<b>33</b>	<b>43</b>	<b>49</b>	<b>35</b>	<b>34</b>	<b>38</b>	<b>409</b>

### INITIAL APPOINTMENT COUNT

	PY 22												YTD
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
PROFESSIONAL	4	9	6	8	9	6	8	9	11	13	4	13	100
VIRTUAL PROFESSIONAL	1	4	2	3	4	3	5	1	3	2	2	3	33
STUDENT	4	10	11	6	9	4	9	7	6	4	8	9	87
VIRTUAL STUDENT	0	1	0	0	0	0	2	1	1	1	1	1	8
<b>TOTAL</b>	<b>9</b>	<b>24</b>	<b>19</b>	<b>17</b>	<b>22</b>	<b>13</b>	<b>24</b>	<b>18</b>	<b>21</b>	<b>20</b>	<b>15</b>	<b>26</b>	<b>228</b>

### 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.

Contract Performance  
PY2021-2022



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

	Q1 PY22-23			Q2 PY22-23			Q3 PY22-23			Q4 PY22-23			ANNUAL		
	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment
<b>Eckerd Youth Connects</b>															
Enrollments	20	17	\$0.00	17	32	\$1,595.83	28	33	\$1,595.83	25			90		
Measureable Skills Gains	80%	86	1595.83	80%	90.58	\$1,595.83	80%	72.4	0	80%			80%		
Employment/Education Retention Rate 2nd Quarter After Exit	75%	85	1595.83	75%	82	\$1,595.83	75%	80.9	1,595.83	75%			75%		
Employment/Education Retention Rate 4th Quarter After Exit	69%	79.4	1595.83	69%	70.9	\$1,595.83	69%	75	\$1,595.83	69%			69%		
Credential Attainment Rate	83%	98.5	1595.83	83%	96.7	\$1,595.83	83%	96.5	\$1,595.83	83%			83%		
Median Wages	\$2,800	\$4,405	1595.83	\$2,800	\$4,432	\$1,595.83	\$2,800	\$4,397	\$1,595.83	\$2,800			\$2,800		

## PY 22 - 23 Individual Events

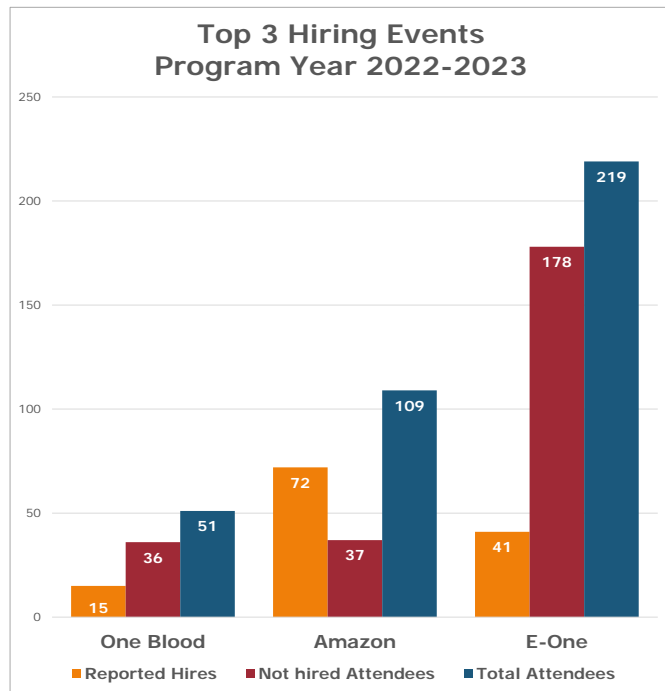
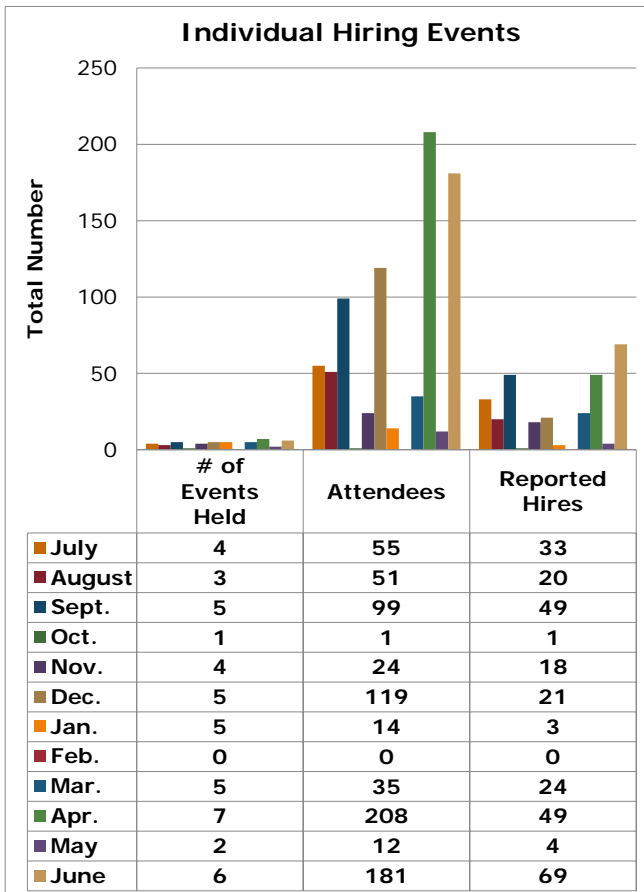
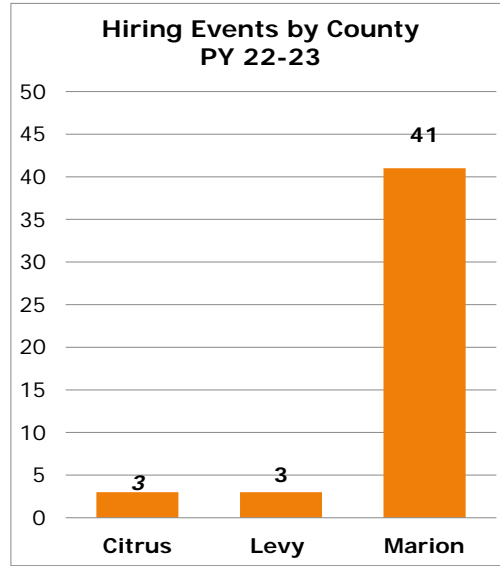
Total Events: 47  
Attendees: 799  
Reported Hires: 297

## PY 22 - 23 Job Fairs

Attendees: 481  
Businesses: 121

## PY 22-23 Partner Job Fairs

Attendees: 252  
Businesses: 43



### Other Recruitment Events 04/2023-06/2023

Event Date	Event Name	Event Location	County
4/10 -4/12	World Equestrian Center	World Equestrian Center	Marion
5/31/2023	Crystal River Health and Rehabilitation	Lecanto Office	Citrus
06/13-06/15	Aerotek	14th Street Office	Marion
20			

# PERFORMANCE MEASURES

PY 2022/2023

Numbers current as of 06/30/2023

Performance Measure	Performance PY2020	Performance PY2021	Previous Month Performance May 2023	Current Month Performance June 2023	Performance YTD PY2022/2023	Previous Month Ranking	State Ranking YTD PY2022/2023
WP Entered Employment Rate	42.20%	44.80%	40.40%	38.50%	46.40%	5	5
WIOA AD/DW Entered Employment Rate	80.80%	85.00%	100.00%	100.00%	84.30%	11	12
WTP Entered Employment Rate	50.80%	28.70%	37.50%	0.00%	29.70%	3	3
All Family Partic. Rate	0.30%	19.90%	16.00%	0.00%	18.30%	1	1
2-Parent Partic. Rate	0.20%	15.90%	0.00%	0.00%	8.50%	1	1
			Previously Reported Quarter	Current Reported Quarter			
IEP/ISS/IRP Quality Pass Rate	93.30%	90.00%	80.00%	100.00%	90.00%	n/a	n/a
Case Note Quality Pass Rate	99.30%	100.00%	100.00%	100.00%	100.00%	n/a	n/a

MMR:  
Run Date: July 2023

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



# CITRUS COUNTY

## Comparison: PY2021-2022/PY2022-2023

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2022: 1,367</u> PY2021: 1,643	<u>4,357</u> 4,575
VETERANS SERVED	TRAINING PROVIDED
<u>151</u> 133	<u>32</u> 91
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>175</u> 231	<u>203</u> 253
POSITIONS POSTED	TOTAL PLACEMENTS
<u>912</u> 1,140	<u>20 (Avg Wage: N/A)</u> 33 (Avg Wage: \$12.50/hr)

### Your Employment Solution Starts Here

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

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



# LEVY COUNTY

## Comparison: PY2021-2022/PY2022-2023

<b>TOTAL RECEIVING SERVICES</b>	<b>CENTER TRAFFIC</b>
<u>PY2022: 362</u> PY2021: 475	<u>2,234</u> 2,299
<b>VETERANS SERVED</b>	<b>TRAINING PROVIDED</b>
<u>38</u> 34	<u>7</u> 8
<b>BUSINESSES SERVED</b>	<b>WELFARE TO WORK TRANSITION</b>
<u>61</u> 70	<u>60</u> 74
<b>POSITIONS POSTED</b>	<b>TOTAL PLACEMENTS</b>
<u>1,084</u> 659	<u>1</u> (Avg Wage: Not Available) 15 (Avg Wage: Not Available)

### Your Employment Solution Starts Here

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# MARION COUNTY

## Comparison: PY2021-2022/PY2022-2023

<b>TOTAL RECEIVING SERVICES</b>	<b>CENTER TRAFFIC</b>
<u>PY2022: 3,655</u> PY2021: 4,325	<u>12,197</u> 14,397
<b>VETERANS SERVED</b>	<b>TRAINING PROVIDED</b>
<u>361</u> 329	<u>196</u> 438
<b>BUSINESSES SERVED</b>	<b>WELFARE TO WORK TRANSITION</b>
<u>463</u> 520	<u>684</u> 724
<b>POSITIONS POSTED</b>	<b>TOTAL PLACEMENTS</b>
<u>7,321</u> 8,872	<u>98</u> (Avg Wage: \$14.91/hr) 133(Avg Wage: \$15.85/hr)

### Your Employment Solution Starts Here

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

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**Measure 1 - Participants with Increased Earnings**

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
568	1046	54.3	45	100	25	25

**Measure 2 - Reduction in Public Assistance**

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
495	1082	45.75	35	100	25	25

**Measure 3 - Employment and Training Outcomes**

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
13	18	72.22	100	72.22	20	14.44

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

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
709	1929	36.75	25	100	10	10

**Measure 5 - Continued Repeat Business**

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
844	2622	32.19	35	91.97	5	4.6

**Measure 6 - Year-Over-Year Business Penetration**

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
1,323	10,425	12.69	1,247	10,750	11.6	-1.09	100	70	5	3.5

**Measure 7 - Completion-to-Funding Ratio**

Exiters_LWDB	Exiters_State	Num	Budget_LWDB	Budget_State	Den	Rate	Target	TargetMet	Weight	WeightedPerf
860	79,844	1.08	4,238,487	157,813,605	2.69	40.15	100	40.15	10	4.02

**Allocation**

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	LetterGrade
1530	2215	69.07	5	86.56	<b>B</b>

**Extra Credit**

Weighted Grade Extra Credit	Letter Grade Extra Credit
91.56	A-

Local Workforce Development Board	Final Score 2022Q3	Letter Grade 2022Q3	Final Score 2022Q2	Letter Grade 2022Q2
01 - CareerSource Escarosa	93.09%	A	84.68%	B
02 - CareerSource Okaloosa Walton	83.77%	B	82.78%	B-
03 - CareerSource Chipola	97.45%	A+	96.86%	A
04 - CareerSource Gulf Coast	87.32%	B	81.28%	B-
05 - CareerSource Capital Region	88.62%	B+	83.35%	B
06 - CareerSource North Florida	90.76%	A-	89.20%	B+
07 - CareerSource Florida Crown	84.15%	B	81.82%	B-
08 - CareerSource Northeast Florida	99.33%	A+	97.94%	A+
09 - CareerSource North Central Florida	84.61%	B	82.30%	B-
10 - CareerSource Citrus Levy Marion	91.56%	A-	91.52%	A-
11 - CareerSource Flagler Volusia	101.60%	A+	99.63%	A+
12 - CareerSource Central Florida	95.30%	A	95.81%	A
13 - CareerSource Brevard	84.88%	B	85.89%	B
14 - CareerSource Pinellas	91.61%	A-	86.46%	B
15 - CareerSource Tampa Bay	95.44%	A	90.53%	A-
16 - CareerSource Pasco Hernando	92.03%	A-	87.01%	B+
17 - CareerSource Polk	93.90%	A	93.80%	A
18 - CareerSource Suncoast	85.45%	B	84.39%	B
19 - CareerSource Heartland	95.59%	A	93.74%	A
20 - CareerSource Research Coast	87.75%	B+	86.82%	B
21 - CareerSource Palm Beach County	91.29%	A-	91.40%	A-
22 - CareerSource Broward	93.54%	A	91.07%	A-
23 - CareerSource South Florida	94.80%	A	91.98%	A-
24 - CareerSource Southwest Florida	92.92%	A-	87.49%	B+

Letter Grade changed from previous quarter:

Decreased Same Increased

## PROGRAM PARTICIPANT DATA SUMMARY

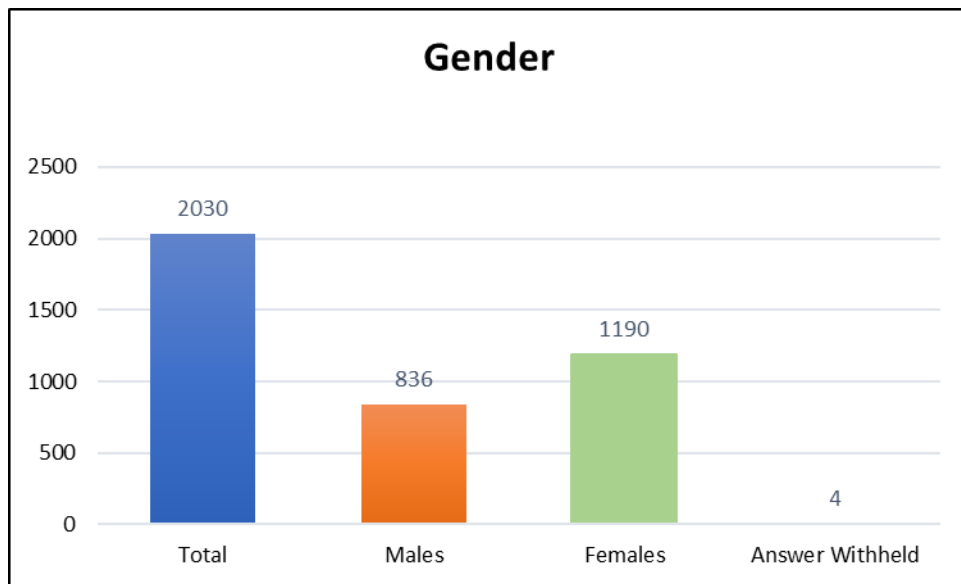
### REGION 10

April 1, 2023 – June 30, 2023

An analysis of data for the Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA) Title I and Welfare Transition Programs. Data for each program is analyzed based on gender, race/ethnicity, and age for the fourth quarter of PY2022, April 1<sup>st</sup> through June 30<sup>th</sup>.

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

### GENDER CHARACTERISTICS



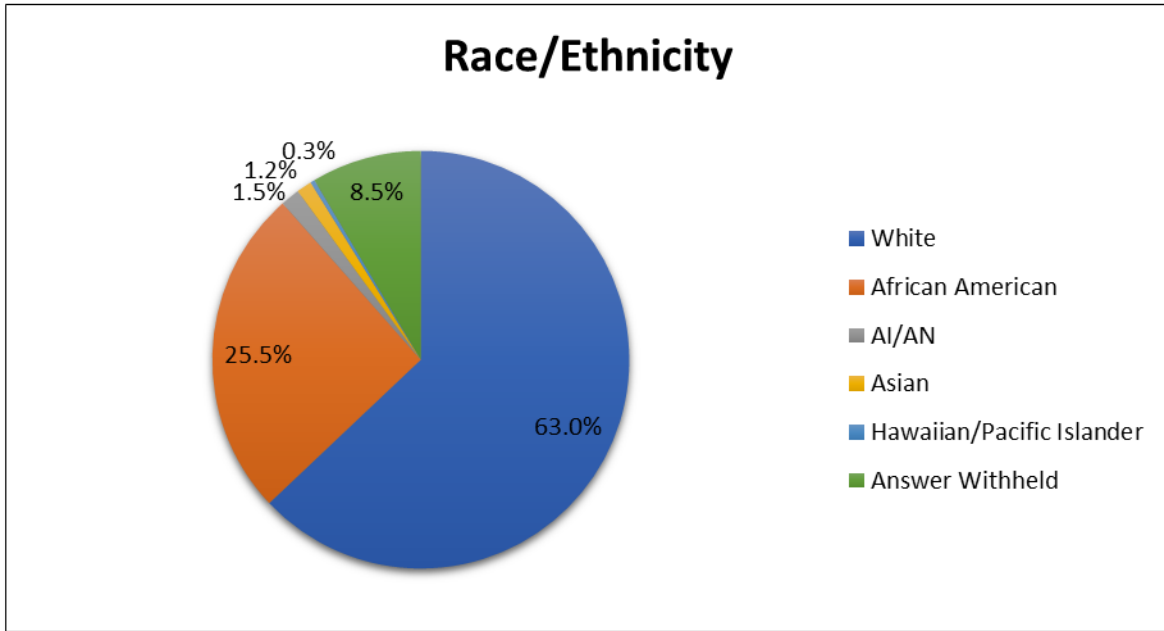
#### Overall assessment

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

#### Compared to Marion County gender demographic

- 48% of Marion counties population were male.
- 52% of Marion counties population were female.

## RACE/ETHNICITY CHARACTERISTICS



Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Answer Withheld
# of Applicants	1278	518	30	24	07	173
% of Total Applicants	63.0%	25.5%	1.5%	1.2%	0.3%	8.5%

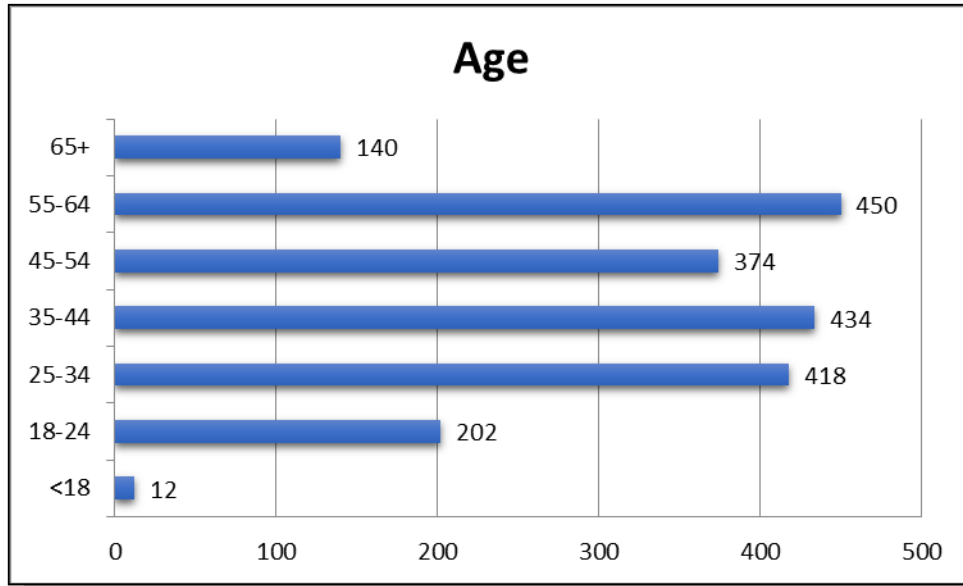
- Hispanic applicants, 349, represented 17% of all applicants.

### Compared to Marion County race demographic

Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Other Race
% of Total Population	83.4%	14.1%	1.0%	2.2%	0.1%	5.6%

- Hispanic population is represented by 14% of all population.

## AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	12	202	418	434	374	450	140	2,030
%	0.59%	9.95%	20.59%	21.38%	18.42%	22.17%	6.90%	100%

### Overall assessment

- 99.4% of applicants were over the age of 18.
- Applicants age 55 and older represented 29.1% of the applicants.

### Compared to Marion County age demographic

Age Group	15-19	20-24	25-34	35-44	45-54	55-59	60-64	65-74	75-84
%	5.1%	4.9%	10.9%	10.1%	11.2%	7.3%	6.6%	15.6%	9.6%

- 81.1% of the population were over the age of 18.
- Population age 55 and older represented 42.3% of the demographic.

## VETERANS

### Overall assessment

- Veteran applicants, 196, accounted for 9.7% of the total number of applicants.
- Male veteran applicants, 154, represented a larger group than female veteran applicants, 42.

**WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS**

Overall assessment

- Female WIOA participants, 107, outnumbered male WIOA applicants 74.

Group	Count	% of Total Count	Numerator*	Denominator**
White	102	56.4%	17	20
African American	54	29.8%	8	10
American Indian/ Alaska Native	2	1.1%	1	1
Asian	1	0.6%	1	1
Hawaiian/Pacific Islander	1	0.6%	0	0
More than 1 Race	10	5.5%	5	5
Answer Withheld	11	6.1%	2	4
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 47, represented 26% of all applicants. Of the 13 Hispanic participants that exited, 12 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	47	26.0%	8	12
19 – 24	50	27.6%	15	17
25 – 32	31	17.1%	5	5
33 – 44	27	14.9%	3	4
45 – 54	19	10.5%	2	2
55 – 64	7	3.9%	1	1
65+	0	0.0%	0	0

## WELFARE TRANSITION

### Overall assessment

- 257 female applicants represented 89% of WT applicants.
- 32 male participants represented 11% of WT applicants.
- The average placement wage recorded for female participants is \$13.14/hour, and \$11.00/hour for male participants.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	129	77	2	0	55	1	17	8
% of Total Applicants	44.64%	26.64%	0.69%	0.00%	19.03%	0.35%	5.88%	2.77%

## SNAP (FOOD STAMPS)

### Overall assessment

- 499 female applicants represented 58% of WT applicants.
- 366 male participants represented 42% of WT applicants.
- The average placement wage recorded for female participants is \$12.60/hour, and \$14.67/hour for male participants.

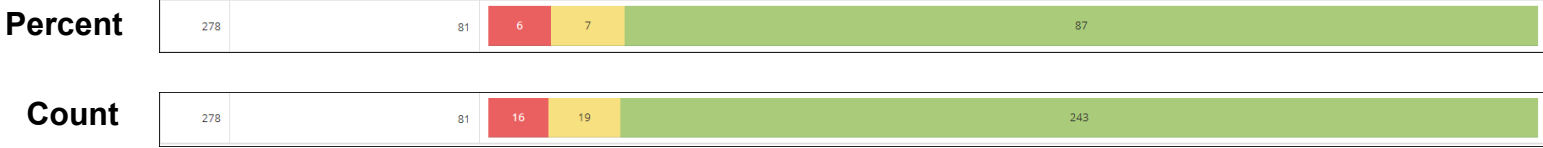
Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	497	194	1	0	117	2	35	19
% of Total Applicants	57.46%	22.43%	0.12%	0.00%	13.53%	0.23%	4.05%	2.20%

# NET PROMOTER

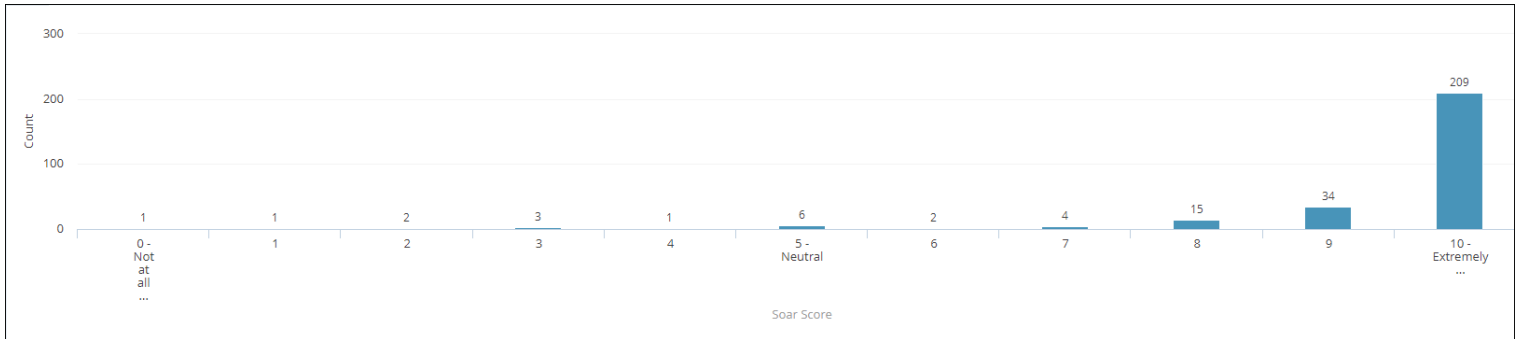
## Transactional Net Promoter Cumulative Report - Jan 2023 to July 2023

Candidate Report	Region 10 Net Promoter Score 2023
Net Promoter Score–Area/Region	▶ +81

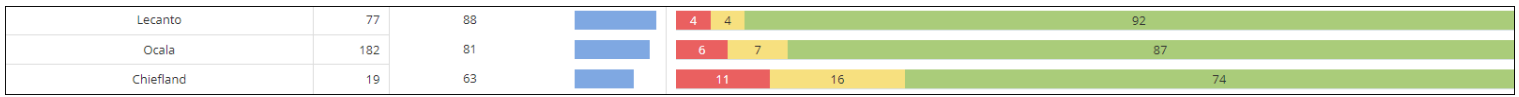
**Some Context on the Score:** This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 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).



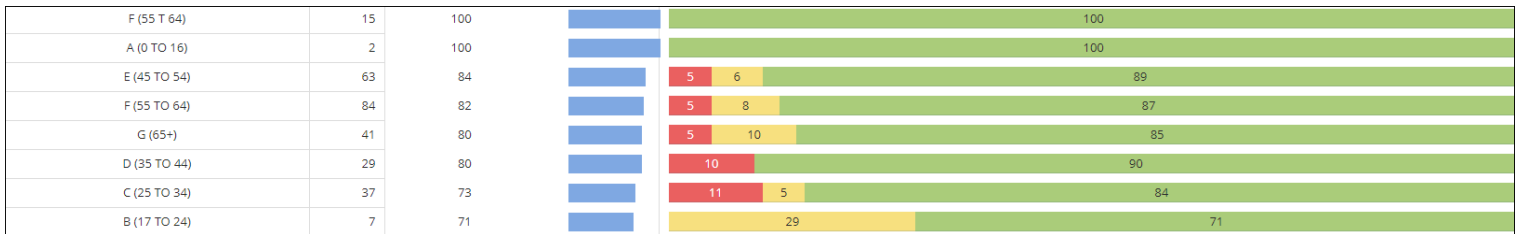
### Transactional Net Promoter Score Distribution By Rating



### Transactional Net Promoter Score By Office



### Transactional Net Promoter By Age



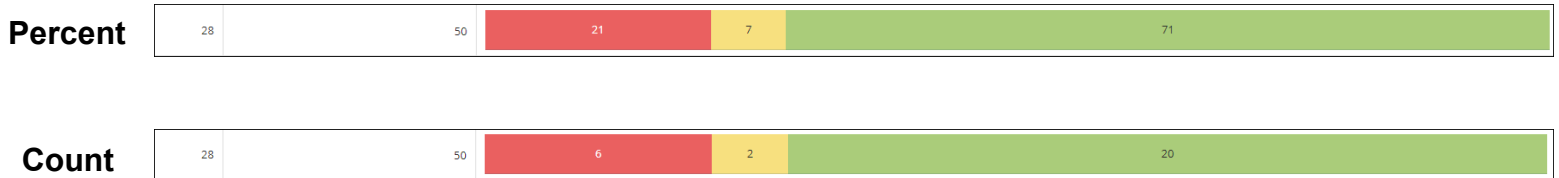


# NET PROMOTER

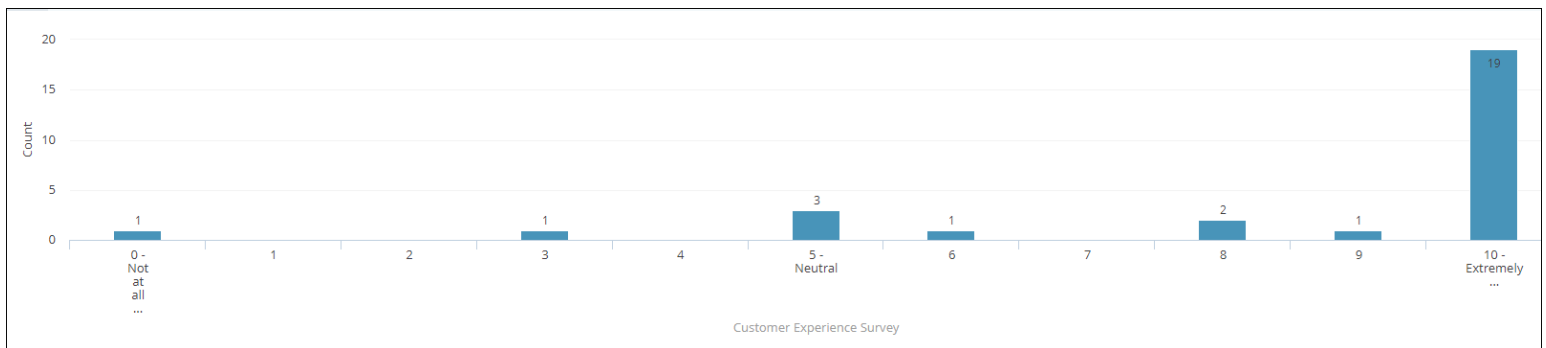
## Business Net Promoter Cumulative Report - Jan 2023 to July 2023

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score–Area/Region	▶ +50

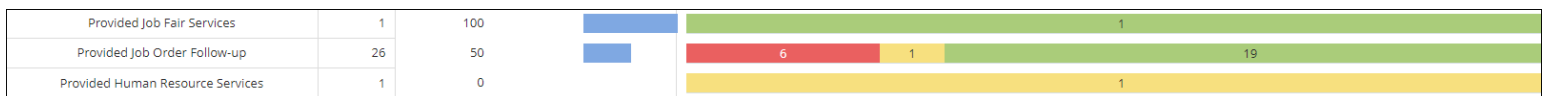
**Some Context on the Score:** This score is based on a survey taken approximately 2 weeks to 1 month after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores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



## Talent Center Cumulative Report Program Year Jan 2023 to July 2023

Candidate Report	Talent Center Net Promoter Score (Jan to July 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).



### Comments

Andrea is a great support. She listens and reminded me of my goals throughout the process. She reminded me to stay true to what I wanted personally and professionally. She often times worked late trying to find me job leads.

Andrea was extremely professional in her assessments and recommendations, BESIDES being very kind and helpful. She is an incredible person to work with I would, I am already recommending her and the Talent Center to anyone looking for a job in Ocala.

Andrea is professional and friendly. She made me feel comfortable as soon as I met her. I appreciate how knowledgeable Andrea is regarding resumes. She gave me tools and ideas to update my resume. She was excellent.

Helpful, kind, motivating

After meeting with Chris Wilkinson, I was contacted shortly after to be recommended to a government position, which is what I was looking for. Two weeks later I was interviewed for the position, and shortly after was hired.

It was so nice to meet Chris. He helped me update my resume. Provided me with a link to help me improve my skills to further my career. Chris listen to what I was looking for in career and the salary I was looking for.

Career Source helped to secure a career instead of just a job. I'm excited about coming to work every day and actually using my Bachelor's Degree.

I was struggling with my resume and the interview process and couldn't land a job. I had gone on maybe 15-20 interviews. I met with Andrea first and then Chris, who helped me revise my resume and improve my interview skills. Soon after I got a job

Mr Wilkinson is very professional, attentive and punctual.