



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

**Performance and Monitoring Committee
 AGENDA**

Tuesday, November 7, 2023 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/86416669210>
Phone No: 1-646-558-8656 (EST) **Meeting ID:** 864 1666 9210

Call to Order		J. Chang
Roll Call		C. Schnettler
Approval of Minutes, August 15, 2023	Pages 2 - 4	J. Chang

DISCUSSION ITEMS

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

PUBLIC COMMENT

ACTION ITEMS

Subrecipient Monitoring	Pages 5 - 9	D. French
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PROJECT UPDATES

Talent Center Traffic	Page 10	C. Weaver / C. Wilkinson
Contract Reports (Chamber, etc)	Pages 11 - 12	C. Galica
Event Report – YTD	Page 13	C. Weaver
Performance Measures	Page 14	C. Weaver
County Comparison Reports	Pages 15 - 17	C. Weaver
Letter Grades	Pages 18 - 21	C. Weaver
Program Participant Data Summary	Pages 22 - 26	C. Weaver
Net Promoter	Pages 27 - 29	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: August 15, 2023
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:00 a.m.

MEMBERS PRESENT

Al Jones
Brandon Whiteman
Fred Morgan
Jeff Chang, Chair
Larry White
Theresa Flick

MEMBERS ABSENT

OTHER ATTENDEES

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

Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Jeff Chang, Chair at 9:02 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Fred Morgan made a motion to approve the minutes from the May 9, 2023, meeting. Theresa Flick seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Dale French updated the committee on the following items:

- CareerSource Florida, Ernst and Young, and the Department of Commerce are working with the local areas to create larger regional planning areas as phase 3 of the realignment process.
- There will be three components to regional planning: the design phase, sustain

mode, and final launch in June 2024.

- We are working with InsyAnalytics to assist us as we navigate and develop our local regional plan. There will be a presentation at the upcoming board meeting on September 27.
- InsyAnalytics representatives will also be making a targeted presentation for Citrus County at a Chamber luncheon on September 28.

Workforce Issues that are Important to Our Community

The committee members did not have any issues to discuss.

PUBLIC COMMENT

None

ACTION ITEMS

Independent Monitoring Contract

Cathy Galica reviewed the terms of the contract. Jeff Chang asked if the annual cost of the contract would be renewed year over year or could it change. Dale French explained that the contractor could renegotiate the fee with a 30-day notice before annual renewal, but we don't anticipate that happening. Al Jones made a motion to accept the independent monitoring contract. Brandon Whiteman seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Cory Weaver reviewed the quarterly Talent Center report. She explained that the Talent Center has seen consistent traffic patterns for professionals and the annual dip in traffic from students due to summer vacation. There has been an increase in teacher requests for resume review and assistance for their students. Students are providing positive feedback from the assistance that the Talent Center is providing. Students are noticing their targeted resumes are getting improved results in the job market.

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 fourth quarter goals. They have met 80% of the annual goal.
- Youth Report: The Eckerd report has not been released by the State. Once that data is available it will be presented to this committee.

Event Report

Cory Weaver highlighted items from the Event Report. She noted forty-seven hiring events have occurred in this program year, with a 37% hire rate. We have had an increase in partner job fairs and are having high levels of participation. Amazon and E-One have had the most participation. The Citrus County job fair will be August 31 and the Marion County job fair will be September 27.

Performance Measures

Career Center Reports

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

- Performance Measures: Our organization is consistently doing well, and we rank in the top ten or top five performers in the State. We are taking a holistic approach to engage these populations and based on the data this approach has been quite successful.
- Center Reports: These reports reflect the comparisons from the 2021-2022 and 2022-2023 program year. Traffic is down overall in all centers. There has been an increase in the number of Veterans served. Our Veteran team has been doing a great job at increasing outreach to this population.

Letter Grades

Cory Weaver was happy to report that our region received an A minus. She reviewed the seven measures and extra credit scores. The State as a whole is doing very well.

Program Participant Data Summary

Cory Weaver reviewed general details on the report.

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. Jeff Chang asked what processes were taken to follow up with the businesses to improve the quantity in survey responses. Dale French and Steven Litzinger explained that they will be working with the business services manager on approaches that the business services team can take to increase responses.
- 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 9:37 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

**Performance and Monitoring Committee
November 7, 2023**

TOPIC/ISSUE:

Subrecipient monitoring

BACKGROUND:

We are required to monitor subrecipients annually to ensure that they remain in compliance with contractual obligations. The attached monitoring report is for program year 2022-2023.

POINTS OF CONSIDERATION:

Powell and Jones conducted a monitoring of Eckerd Connects that concluded on October 13. No deficiencies or issues of concern were noted.

The auditors did note that our contract template was missing verbiage for prohibitions of certain telecommunication and surveillance equipment (procedure 1). That update had been made previously in our contract boilerplate for program year 2023-2024.

STAFF RECOMMENDATIONS:

Accept the audit report as presented.

COMMITTEE ACTION:

BOARD ACTION:

POWELLCONSULTING
1359 SW MAIN BLVD.
LAKE CITY, FL. 32025
386-324-5566

Report on Sub-recipient Monitoring

September 22, 2023

Audit Committee and Workforce Administrative Team
CareerSource Citrus Levy Marion

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

For the year ended June 30, 2023, CLM held a contract with a sub-recipient, Eckerd Youth Alternatives, Inc. (Eckerd) from July 1, 2022 through June 30, 2023. Our procedures were performed with respect to this contract for the same period.

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

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

Results of Procedures:

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

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

Recommendation: We recommend that subrecipient include language to comply with this requirement in the 2024 contract.

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

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

Results of Procedures:

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

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

There were no significant differences in the audit report and CLM's records.
There were no findings or questioned costs regarding WIOA or Youthbuild funding.

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

There were no corrective actions necessary in the prior year.

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

Results of Procedures:

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

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

Results of Procedures:

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

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

Results of Procedures:

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

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

We selected the following from invoices for the period from July 1, 2022 to June 30, 2023:

1. We selected 70 disbursements and inspected copies of supporting documentation.
2. We selected 23 employee payments and inspected copies of time sheets. We traced the payments to the billing records.
3. We created a spreadsheet of the selected payroll costs by employee and compared to approved salary ranges.
4. We created a spreadsheet to review all fringe benefit costs analytically. Fringe benefits including taxes for all projects were billed at 29.76%. The total percentage budgeted for all projects was 30.10%

Results of Procedures:

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

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

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

Results of Procedures: We reviewed the indirect cost rate used by Eckerd. Eckerd used an indirect cost rate of 12.80% of modified total direct costs. The computation of indirect costs based upon the Eckerd final billings were 12.80%.

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

Results of Procedures: Eckerd met the performance goals for the fiscal year ended June 30, 2023.

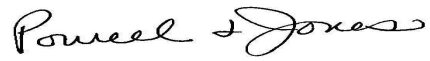
PROCEDURE 10: Determine if the In-school/Out-of-School and Work Experience percentages on the subrecipient invoices are supported by participant data .

Results of Procedures: 100% of youth participants were out of school. The expenditures for youth engaged in Work Experience as detailed on the invoices from Eckerd were \$203,332 which exceeded the \$198,500 required by the contract to meet the requirements of the Department of Labor grant award conditions.

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

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

Very truly yours,

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

POWELL & JONES

Certified Public Accountants



REPORTING PERIOD: JUL 2023 - SEP 2023

ALL CENTER TRAFFIC – 106

One on one Initial Appointments Total – 61

Professionals – 28
Students – 33

In Person – 87%
Virtual – 13%

WORKSHOPS CONDUCTED – 17

Internship classes – 5
Healthcare – 3
Information Technology – 3

First Year Seminar – 3
Early Childhood Education – 2
STEM Club - 1

TOTAL ATTENDANCE FOR WORKSHOPS – 277

Resumes reviewed and feedback provided – 122
80 of the 277 were reviewed twice before submitting

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

Information Not Available

CONFIRMED HIRES

12

AVERAGE HOURLY WAGE

\$26.58

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

- 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 Anrea first and then Chris, who helped me revise my resume and improve my interview skills. Soon after I got a job.
- Chris is very good at helping you narrow in on your job search and how you can best prepare. He goes over and above and even offered to look at my resume and send an email to his contact at Marion County Public Schools when I applied.
- 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.
- CareerSource helped me secure a career instead of just a job. I'm excited about coming to work every day and actually using my Bachelor's Degree.

Contract Performance
PY2021-2022



	Q1 PY23-24			Q2 PY23-24			Q3 PY23-24			Q4 PY23-24			ANNUAL		
County Chamber/EDC	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate	# Goals	Goals Met	Rate
CITRUS (Citrus Chamber)	4	2	50.00%												
MARION (CEP)	4	4	100.00%			0.00%			0.00%			0.00%			0.00%

	Q1 PY23-24			Q2 PY23-24			Q3 PY23-24			Q4 PY23-24			ANNUAL		
Eckerd Youth Connects	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment
Enrollments	20														
Measureable Skills Gains	80%														
Employment/Education Retention Rate 2nd Quarter After Exit	75%														
Employment/Education Retention Rate 4thd Quarter After Exit	69%														
Credential Attainment Rate	83%														
Median Wages	\$2,800														



	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
County Chamber/EDC																
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			Recoup Pay	ANNUAL		
	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment	# Goals	Goals Met	Payment		# Goals	Goals Met	Payment
Eckerd Youth Connects																
Enrollments	20	17	\$0.00	17	32	\$1,595.83	28	33	\$1,595.83	25	15	\$1,595.82	\$1,595.83	90	97	\$6,383.32
Measureable Skills Gains	80%	86	1595.83	80%	90.58	\$1,595.83	80%	72.4	0	80%	96.8	\$1,595.83	\$1,595.83	80%	96.8	\$6,383.32
Employment/Education Retention Rate 2nd Quarter After Exit	75%	85	1595.83	75%	82	\$1,595.83	75%	80.9	1,595.83	75%	83	\$1,595.83		75%	83	\$6,383.32
Employment/Education Retention Rate 4thd Quarter After Exit	69%	79.4	1595.83	69%	70.9	\$1,595.83	69%	75	\$1,595.83	69%	75.2	\$1,595.83		69%	75.2	\$6,383.32
Credential Attainment Rate	83%	98.5	1595.83	83%	96.7	\$1,595.83	83%	96.5	\$1,595.83	83%	96.9	\$1,595.83		83%	96.9	\$6,383.32
Median Wages	\$2,800	\$4,405	1595.83	\$2,800	\$4,432	\$1,595.83	\$2,800	\$4,397	\$1,595.83	\$2,800	\$3,949	\$1,595.83		\$2,800		\$6,383.32

PY 23 - 24 Individual Events

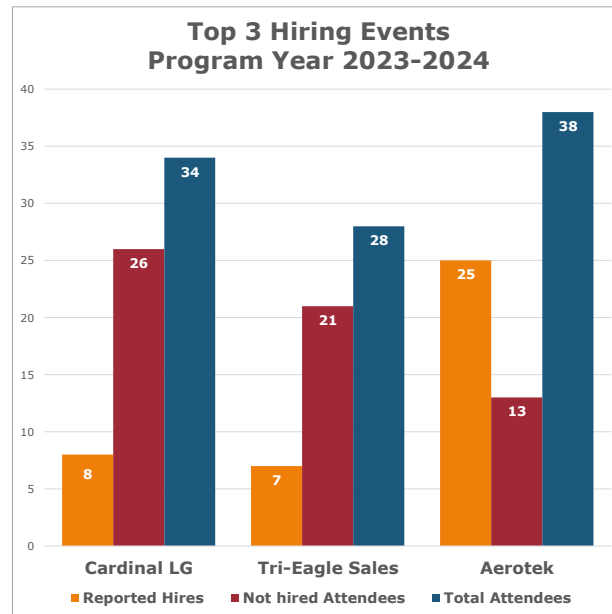
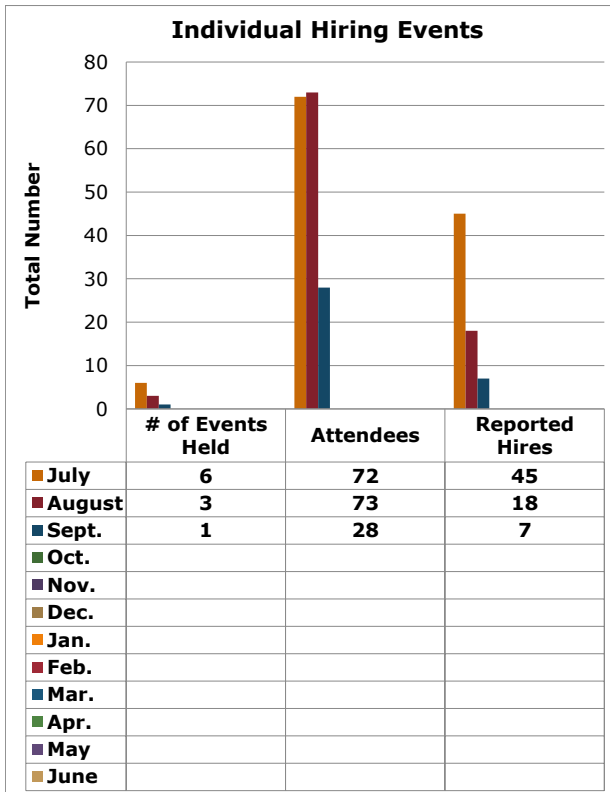
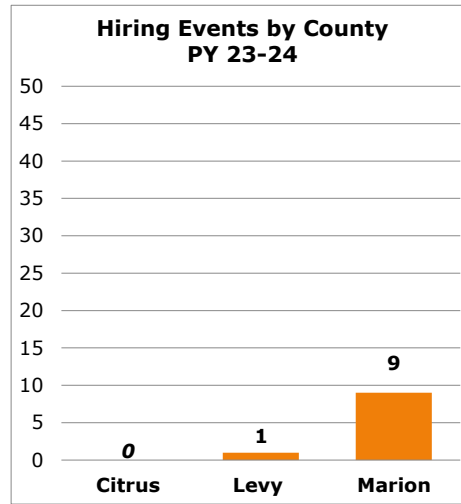
Total Events: 10
Attendees: 173
Reported Hires: 70

PY 23 - 24 Job Fairs

Attendees: 283
Businesses: 47

PY 23-24 Partner Job Fairs

Attendees: 21
Businesses: 18



Other Recruitment Events 7/2023 - 9/2023

Event Date	Event Name	Event Location	County
7/11	VIP Care	One Health Center	Marion
7/17	Department of Agriculture & Consumer Services	Chiefland Center	Levy
7/19, 7/25 and 8/15	Amazon	14th Street Center	Marion
8/17	Early Learning Coalition of Marion County	Early Learning Coalition of Marion County	Marion

PERFORMANCE MEASURES

PY 2023/2024

Numbers current as of 09/30/2023

Performance Measure	Performance PY2021	Performance PY2022	Previous Month Performance August 2023	Current Month Performance September 2023	Performance YTD PY2023/2024	Previous Month Ranking	State Ranking YTD PY2023/2024
WP Entered Employment Rate	44.80%	46.40%	41.50%	26.20%	38.40%	3	12
WIOA AD/DW Entered Employment Rate	85.00%	84.30%	100.00%	100.00%	100.00%	1	1
WTP Entered Employment Rate	28.70%	29.00%	43.20%	30.60%	35.50%	2	2
All Family Partic. Rate	19.90%	17.60%	17.40%	15.60%	15.80%	2	2
2-Parent Partic. Rate	15.90%	7.50%	9.10%	6.10%	7.90%	1	1
			Previously Reported Quarter	Current Reported Quarter			
IEP/ISS/IRP Quality Pass Rate	93.30%	90.00%	80.00%	100.00%	90.00%	n/a	n/a
Case Note Quality Pass Rate	99.30%	100.00%	100.00%	100.00%	100.00%	n/a	n/a

MMR:
Run Date: October 2023

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



CITRUS COUNTY

SERVICES: JUL - SEP 2023

UNEMPLOYMENT DATA

	JUL 2023	AUG 2023
CITRUS	4.6% (2,359)*	4.8% (2,519)
FLORIDA	2.7%	2.7%
US	3.5%	3.8%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2020	2021
CITRUS	\$40,312	\$45,354
FLORIDA	\$55,840	\$60,299

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
543	1,304
VETERANS SERVED	TRAINING PROVIDED
54	19
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
70	71
POSITIONS POSTED	TOTAL PLACEMENTS
262	4
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.



LEVY COUNTY

SERVICES: JUL-SEP 2023

UNEMPLOYMENT DATA

	JUL 2023	AUG 2023
LEVY	3.9% (671)*	3.9% (692)*
FLORIDA	2.7%	2.7%
US	3.5%	3.8%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2020	2021
LEVY	\$35,554	\$37,089
FLORIDA	\$55,840	\$60,299

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

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
186	551
VETERANS SERVED	TRAINING PROVIDED
17	5
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
32	21
POSITIONS POSTED	TOTAL PLACEMENTS
283	0
Average Placement Wage: Information Not Available	

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MARION COUNTY

SERVICES: JUL-SEP 2023

UNEMPLOYMENT DATA

	JUL 2023	AUG 2023
MARION	3.8% (5,881)*	3.9% (6,075)*
FLORIDA	2.7%	2.7%
US	3.5%	3.8%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2020	2021
MARION	\$41,911	\$45,275
FLORIDA	\$55,840	\$60,299

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
1,409	3,658
VETERANS SERVED	TRAINING PROVIDED
133	127
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
219	240
POSITIONS POSTED	TOTAL PLACEMENTS
2,785	16
	Average Placement Wage: \$17.64

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Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
465	870	53.45	45	100	25	25

Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
642	1355	47.38	35	100	25	25

Measure 3 - Employment and Training Outcomes

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
15	18	83.33	100	83.33	20	16.67

Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
666	1904	34.98	25	100	10	10

Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
831	2543	32.68	35	93.37	5	4.67

Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
1,310	10,626	12.33	1,214	10,880	11.16	-1.17	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
887	80,318	1.1	4,238,487	157,813,605	2.69	40.89	100	40.89	10	4.09

Allocation

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	LetterGrade
1470	2085	70.05	5	88.92	B+

Extra Credit

Weighted Grade Extra Credit	Letter Grade Extra Credit
93.92	A

Local Workforce Development Board	Final Score 2022Q4	Letter Grade 2022Q4	Final Score 2022Q3	Letter Grade 2022Q3
01 - CareerSource Escarosa	94.76%	A	93.09%	A
02 - CareerSource Okaloosa Walton	89.18%	B+	83.77%	B
03 - CareerSource Chipola	98.51%	A+	97.45%	A+
04 - CareerSource Gulf Coast	93.14%	A	87.32%	B
05 - CareerSource Capital Region	89.51%	B+	88.62%	B+
06 - CareerSource North Florida	91.76%	A-	90.76%	A-
07 - CareerSource Florida Crown	85.50%	B	84.15%	B
08 - CareerSource Northeast Florida	103.36%	A+	99.33%	A+
09 - CareerSource North Central Florida	85.98%	B	84.61%	B
10 - CareerSource Citrus Levy Marion	93.92%	A	91.56%	A-
11 - CareerSource Flagler Volusia	102.41%	A+	101.60%	A+
12 - CareerSource Central Florida	99.97%	A+	95.30%	A
13 - CareerSource Brevard	88.50%	B+	84.88%	B
14 - CareerSource Pinellas	96.73%	A	91.61%	A-
15 - CareerSource Tampa Bay	95.91%	A	95.44%	A
16 - CareerSource Pasco Hernando	92.66%	A-	92.03%	A-
17 - CareerSource Polk	95.40%	A	93.90%	A
18 - CareerSource Suncoast	92.50%	A-	85.45%	B
19 - CareerSource Heartland	99.56%	A+	95.59%	A
20 - CareerSource Research Coast	90.58%	A-	87.75%	B+
21 - CareerSource Palm Beach County	95.16%	A	91.29%	A-
22 - CareerSource Broward	96.85%	A	93.54%	A
23 - CareerSource South Florida	97.02%	A+	94.80%	A
24 - CareerSource Southwest Florida	98.61%	A+	92.92%	A-

Letter Grade changed from previous quarter:

Decreased Same Increased

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

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

PROGRAM PARTICIPANT DATA SUMMARY

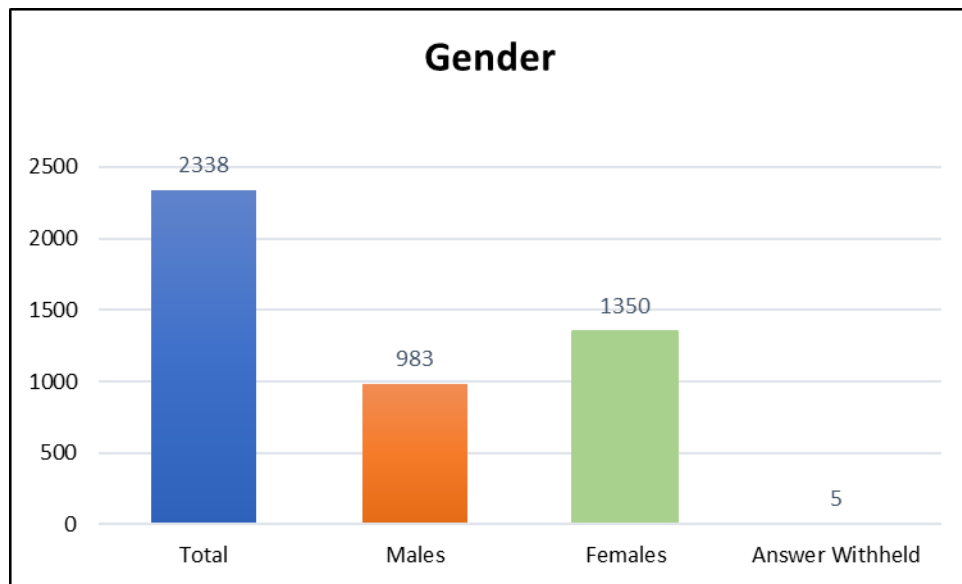
REGION 10

July 1, 2023 – September 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 first quarter of PY2023, July 1st through September 30th.

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

GENDER CHARACTERISTICS



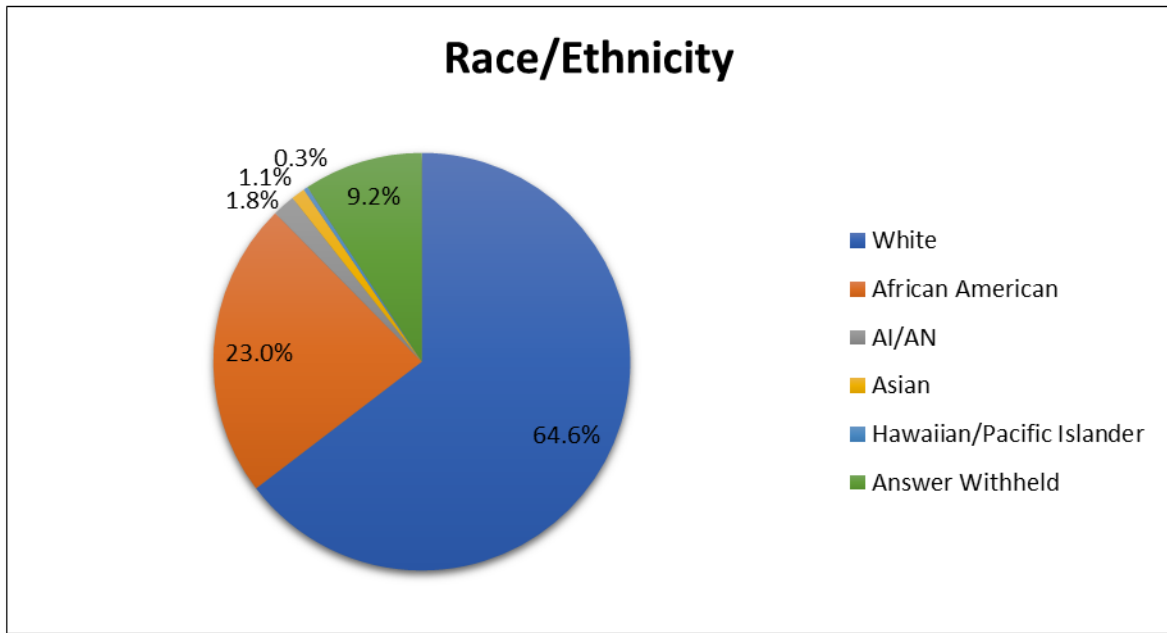
Overall assessment

- 42% of the Region's participants were male.
- 58% 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	1511	537	41	25	8	216
% of Total Applicants	64.6%	23.0%	1.8%	1.1%	0.3%	9.2%

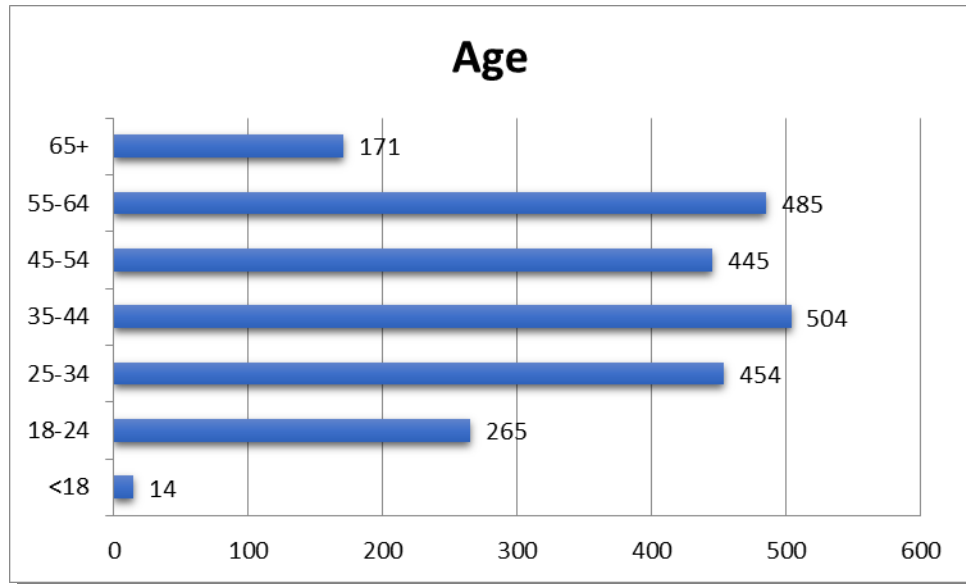
- Hispanic applicants, 414, represented 18% of all applicants.

Compared to Marion County race demographic

Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Other Race
% of Total Population	81.6%	13.7%	0.6%	1.9%	0.1%	2.2%

- Hispanic population is represented by 16.4% of all population.

AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	14	265	454	504	445	485	171	2,338
%	0.60%	11.33%	19.42%	21.56%	19.03%	20.74%	7.31%	100%

Overall assessment

- 99.4% of applicants were over the age of 18.
- Applicants age 55 and older represented 28.1% 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, 205, accounted for 8.8% of the total number of applicants.
- Male veteran applicants, 168, represented a larger group than female veteran applicants, 37.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Female WIOA participants, 103, outnumbered male WIOA applicants 63.

Group	Count	% of Total Count	Numerator*	Denominator**
White	84	50.6%	9	11
African American	57	34.3%	2	3
American Indian/ Alaska Native	1	0.6%	1	1
Asian	1	0.6%	0	0
Hawaiian/Pacific Islander	2	1.2%	0	0
More than 1 Race	8	4.8%	1	1
Answer Withheld	13	7.8%	0	0
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 45, represented 27% of all applicants. Of the 4 Hispanic participants that exited, 3 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	42	25.3%	6	7
19 – 24	46	27.7%	4	6
25 – 32	35	21.1%	2	2
33 – 44	30	18.1%	1	1
45 – 54	10	6.0%	0	0
55 – 64	3	1.8%	0	0
65+	0	0.0%	0	0

WELFARE TRANSITION

Overall assessment

- 285 female applicants represented 86% of WT applicants.
- 48 male participants represented 14% of WT applicants.
- The average placement wage recorded for female participants is \$15.54/hour, and \$12.00/hour for male participants.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	163	85	1	0	55	2	16	11
% of Total Applicants	48.95%	25.53%	0.30%	0.00%	16.52%	0.60%	4.80%	3.30%

SNAP (FOOD STAMPS)

Overall assessment

- 389 female applicants represented 44% of WT applicants.
- 499 male participants represented 56% of WT applicants.
- The average placement wage recorded for female participants is \$13.35/hour, and there was not enough data to pull an average for male participants.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	495	213	2	0	106	4	39	29
% of Total Applicants	55.74%	23.99%	0.23%	0.00%	11.94%	0.45%	4.39%	3.27%

Transactional Net Promoter Cumulative Report Calendar Year 2023 (Jan to Oct)

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ +80



What Do the Scores Mean?



Below 0: Your organization has a large number of issues to address. You have too many **Detractors**.



0–30: You have a decent number of satisfied customers but not enough **Promoters**.



30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.

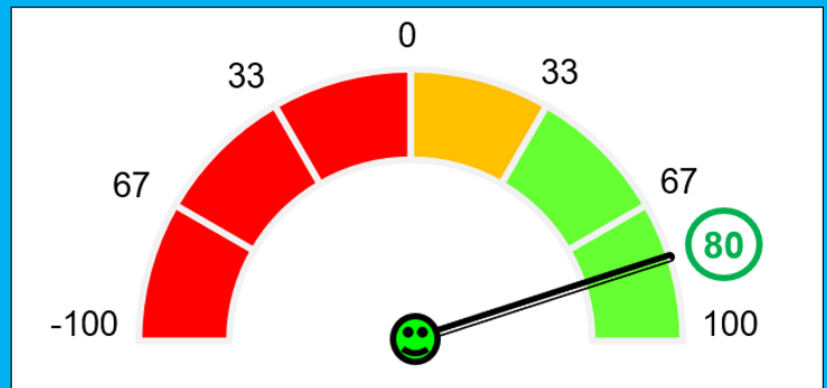


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



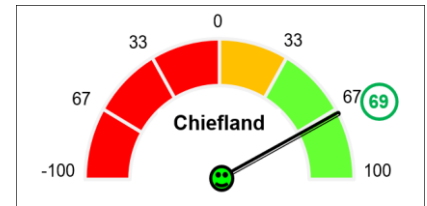
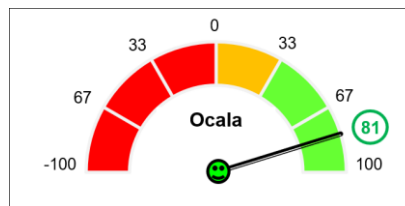
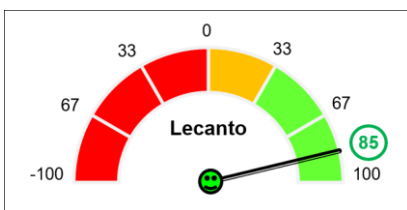
Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers January to October 2023

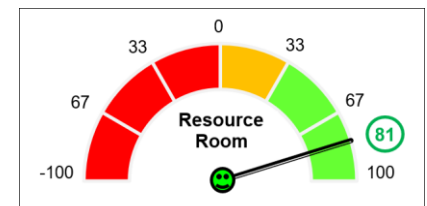
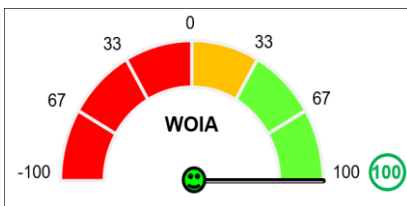


Category	Percent (%)	Count (#)
Promoters 😊	86%	362
Passives 😐	7%	31
Detractors 😞	6%	26
Totals	100%	419

Transactional Net Promoter Score By Office



Transactional Net Promoter By Service



Transactional Net Promoter Cumulative Report Calendar Year 2023 (Jan to Oct)

Employer Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +48



What Do the Scores Mean?



Below 0: Your organization has a large number of issues to address. You have too many **Detractors**.



0–30: You have a decent number of satisfied customers but not enough **Promoters**.



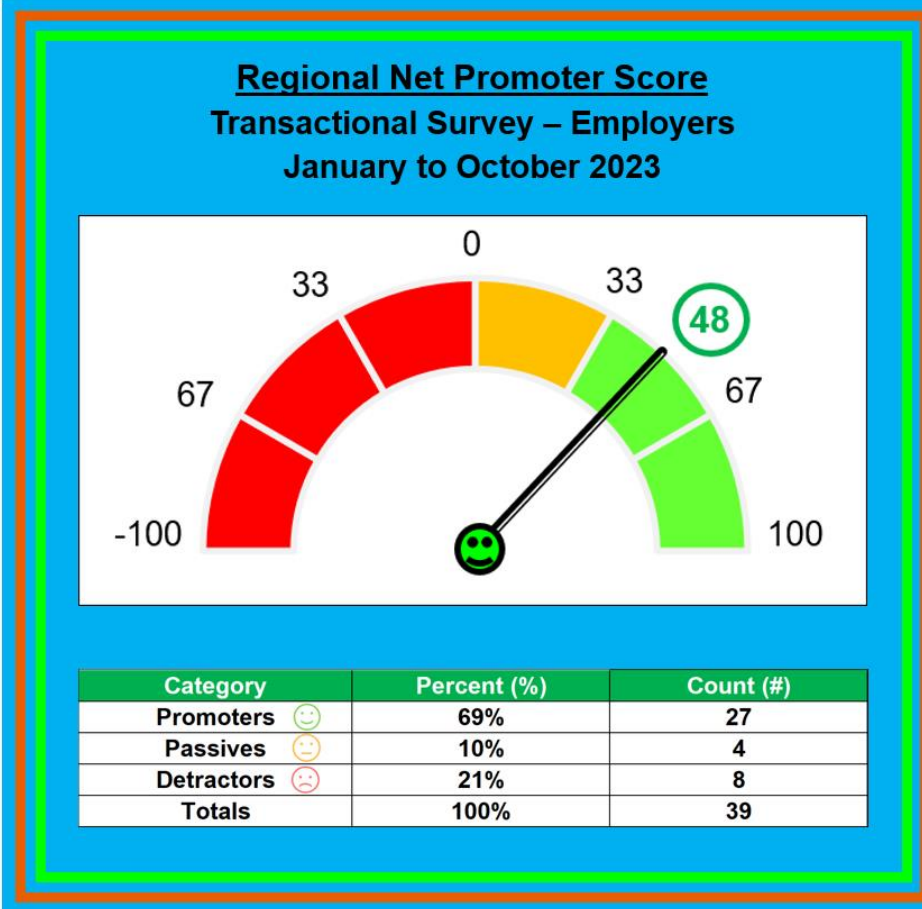
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



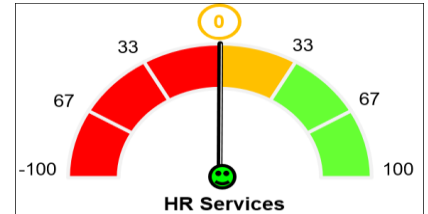
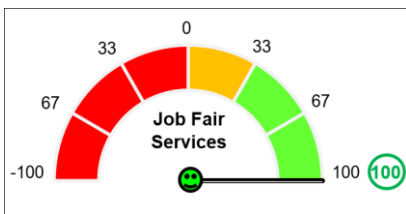
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



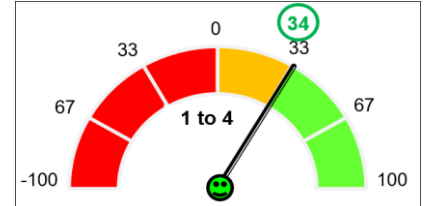
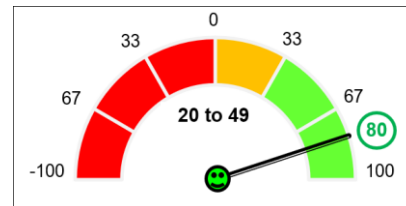
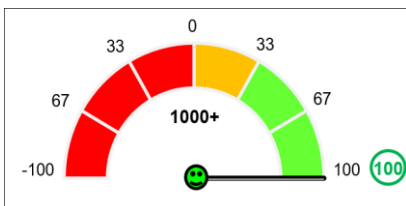
Overall Score



Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Program Year Jan to Oct 2023

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +100

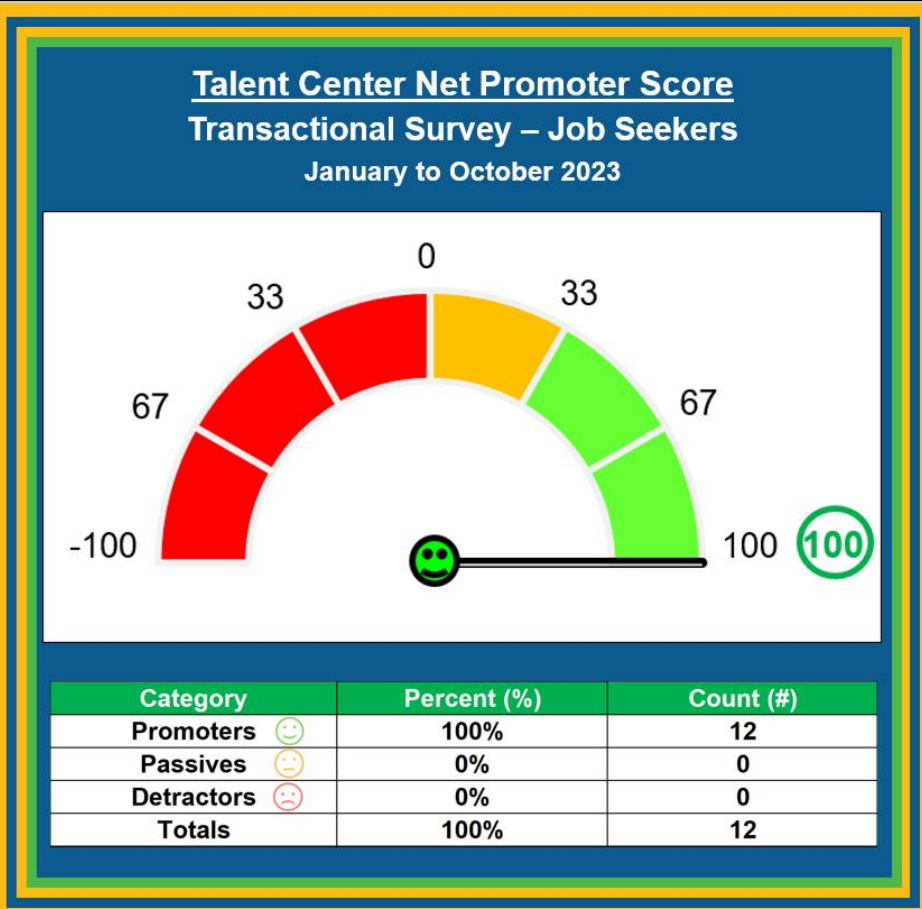


What Do the Scores Mean?

- Below 0:** Your organization has a large number of issues to address. You have too many **Detractors**.
- 0-30:** You have a decent number of satisfied customers but not enough **Promoters**.
- 30-69:** Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.
- 70-100:** Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



Overall Score



Comments

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.

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

Chris is very good at helping you narrow in on your job search and how you can best prepare. He goes over and above and even offered to look at my resume and send an email to his contact at Marion County Public Schools when I applied. 29

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.

Mr Wilkinson is very professional, attentive and punctual.

He always goes above and beyond and always very helpful

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.

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.

Helpful, kind, motivating

She is incredibly helpful, knowledgeable and KIND! Not only did she provide me with excellent resume guidance, but she saw the HUMAN in me and was very supportive and encouraging. I am so glad to have met her!

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 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.