



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

CAREER CENTER COMMITTEE
REVISED AGENDA

Thursday, November 16, 2023 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/81870357819>
Phone No: 1-646-558-8656 (EST) Meeting ID: 818 7035 7819

Call to Order C. Harris
Roll Call C. Schnettler
Approval of Minutes, May 18, 2023 Pages 2 - 4 C. Harris

DISCUSSION ITEMS

State Update R. Skinner
Workforce Issues that are Important to Our Community R. Skinner
2023 Direct Services Annual Report Pages 5 – 14 R. Skinner
Broadband Grant Pages 15 - 22 D. French

PUBLIC COMMENT

ACTION ITEMS

Disaster Recovery Dislocated Worker Grants Page 23 C. Galica
Lecanto Lease Renewal Pages 24 - 29 C. Weaver

PROJECT UPDATES

Talent Center Page 30 C. Weaver / C. Wilkinson
Event Report Page 31 C. Weaver
SkillUp - Metrix Online Learning Page 32 C. Weaver
Net Promoter Pages 33 - 35 S. Litzinger
Center Traffic Page 36 L. Trowbridge

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:



careersourceclm.com

October 18, 2023

FloridaCommerce
107 East Madison Street
Tallahassee, FL 32399

Pursuant to CareerSource Florida's Administrative Consultation paper #83 "Direct Provider of Workforce Services", LWDB 10 is submitting our annual report for Program Year ending June 30, 2023.

The attached request includes all necessary items as specified in the guidance. These items are consistent with those provided in our local plan.

Please contact me with any questions.

Sincerely,

Thomas E. Skinner, Jr.
Chief Executive Officer

3003 SW College Road | Suite 205
Ocala, Florida 34474
p: 352-873-7939 | 800-434-5627

LWDA 10 – CareerSource Citrus Levy Marion

Direct Services Provider – Annual report

Business Model

The Citrus Levy Marion Regional Workforce Development Board d/b/a CareerSource Citrus Levy Marion has continued under the business model described in our previous service provider requests. Service provision was originally requested to reduce overhead costs created through the procurement of a service provider. Since 2011, when we requested direct service provision status, we have experienced a significant cost savings that allows for additional services provided to the residents in our three-county area. Our management structure remains streamlined without redundant overhead. Under our current structure we provide a full menu of all workforce services in each of our three brick and mortar facilities and most available services through our two mobile resource units and our Talent Center that is co-located on the campus of the College of Central Florida.

Effective Dates

Data in the report is reflective of performance ending June 30, 2023.

Reasoning for request

Several reasons come into play as to why direct service provision has been good for our workforce area.

- 1.) Continued reduction in funding over the past three years has impacted all programs. We experienced an 11% overall reduction for program year 2023-2024 and had 10% reductions in the two prior years. Direct management allows us to ensure the proper resources are obligated to maintain high levels of service.
- 2.) Our restructuring in 2011 eliminated a redundant management tier, allowing us to operate a more streamlined management approach. Our current structure allows for direct communication between the board of directors, management and front-line staff creating a cohesive system of practice across all levels of the organization. This direct communication eliminates intermediaries and provides a clean, consistent, and unfiltered channel of information to staff, ensuring quick turn around on directives and changes in business. It allows us to be more proactive and to changes in the economy and business environment by being a more lean and agile organization.

- 3.) Additionally, we have found that consistent messaging to front line staff has eliminated most perceived communication issues within the organization. Because administrative and One Stop Operator staff closely plan and implement any changes to the organization, the consistency of messaging provides a clear and concise vision to all staff. All CareerSource CLM and One Stop Operator staff receive the same messaging so all expectations and service delivery requirements are managed and delivered to the same high standard across all programs of the organization.

Firewall:

The Workforce Innovation and Opportunity Act (WIOA) requires that workforce boards that provide direct services are required to provide adequate internal firewalls to ensure the integrity of public funding.

CareerSource CLM's organizational structure allows for clear delineation between administration and operations. Career center operations are managed by the Director of Operations. Programmatic support and continuous improvement are driven by the Assistant Director of Career Development, the Assistant Director of Workforce Initiatives and the Director of Continuous Improvement. These directors ensure that all partner programs within the One Stop system are performing at maximum efficiency and work directly with our Third-Party Monitor and EO Officer regarding internal programmatic reviews and monitoring. The Director of Operations acts as the liaison between the One Stop Operator and CSCLM senior management. The One Stop Provider reports to the board of directors. Each of these directors act as a firewall for quality and monitoring of the services provided within the One Stop centers. Financial staff report to the Executive Vice President and functions between finance and operations are clearly delineated.

Operations consists of EO/Human Resources, Information Technology, Communications and Finance. The staff members within these departments are not directly involved in the daily execution of services within the One Stop centers but act as support to general operations of the organization. Below are the primary roles of each department:

- EO/Human Resources – manages all facets of employee record keeping and staff training and development.
- Finance – daily management and processing of all financial budgeting and AR/AP activities generated by Operations and Administration.
- Information Technology – manages all facets of technology and communications for the organizations. Provides support to staff members in all departments and monitors activities within our system to provide a secure network for customers

and staff. Information being transmitted through our network is routinely monitored to ensure that all activities fall within the requirements of applicable State and Federal laws.

- Operations – Conducts ongoing internal monitoring for programs, service accessibility and One Stop Credentialing. Acts as technical assistance to program management and staff in the One Stop career centers and oversees the development, activities, performance and deliverables for all competitive grants. Primary areas of technical support responsibility include Welfare Transition/SNAP, WIOA AD/DW/Youth, TAA.
- Continuous Improvement – conducts ongoing internal monitoring of all programs beyond that conducted by the operations staff. This unit also manages customer and employer surveys through the Net Promoter Score to monitor and maintain a high level of services throughout the system. Primary areas of technical support responsibility: Wagner Peyser, JVSG, RESEA and mobile unit service provision.
- Independent Monitoring – in addition to internal reviews conducted by staff, CSCLM has implemented independent monitoring which is conducted by a procured third party that reports directly to the board of directors. Independent monitoring covers all facets of our organization including programmatic and financial practices. Independent monitoring also provides a transparent approach of all aspects of our business and assists senior management in quickly identifying systemic issues and implementing best practices.
- Communications – two staff make up our communications department. Responsibilities are divided to include digital marketing and communications and print collateral and marketing. All flyers, advertisements and social media posts are reviewed and approved by the communications department to ensure consistent and quality messaging to our customers and partners.

All departments report to the Executive Vice President who in turn reports to the Chief Executive Officer.

Funding:

The services provided by CareerSource Citrus Levy Marion are funded by the following grants/programs:

- Wagner Peyser
- Veteran Outreach
- WIOA – Workforce Innovation and Opportunity Act (Adult, Dislocated, Youth)
- TANF – Temporary Assistance for Needy Families
- SNAP – Supplemental Nutrition Assistance Program
- TAA – Trade Assistance Act

- RESEA
- JVSG
- Federal grant: YouthBuild
- Federal grant: Building Pathways to Infrastructure

Overview and Analysis of Cost Savings:

CareerSource CLM (CSCLM) initially took over direct services in 2011. This change to our business model became a necessity due to continued cuts in formula funding and ongoing reduction of services as a direct result. The initial consolidation resulted in a cost savings of approximately \$455,000.00 by compressing the layer of management between the workforce board and the contracted service provider. Those savings are estimated to be over \$500,000 at this time due to increased labor costs, healthcare and other fringe. This cost savings projected over the three-year period of this extension is \$1,500,000.00. Since restructuring our organizational chart we have continued to reduce the level of management staffing allowing for additional manpower to be added to our most crucial areas of service provision – front line staff and business development. Our intent is to maintain the current level of management and staffing while routinely monitoring effectiveness and efficiency through ongoing continuous improvement efforts.

Performance:

The chart below illustrates the WIOA Indicators of Performance for the past two program years. While we experienced more areas of 'Not Met' performance in the last program year it is important to note that this data is now reflecting employment statistics related to the time during the Covid-19 pandemic. These decreases were realized across the state.

However, our Letter Grade score with the State over the past year has improved. Our original grade was an A- moving to an A in the most recent report.

Letter Grade PY 2022-2023

Local Workforce Development Board	Annual Score (%)	Letter Grade
01 - CareerSource Escarosa	94.76	A
02 - CareerSource Okaloosa Walton	89.18	B+
03 - CareerSource Chipola	98.51	A+
04 - CareerSource Gulf Coast	93.14	A
05 - CareerSource Capital Region	89.51	B+
06 - CareerSource North Florida	91.76	A-
07 - CareerSource Florida Crown	85.50	B
08 - CareerSource Northeast Florida	103.36	A+
09 - CareerSource North Central Florida	85.98	B
10 - CareerSource Citrus Levy Marion	93.92	A
11 - CareerSource Flagler Volusia	102.41	A+
12 - CareerSource Central Florida	99.97	A+
13 - CareerSource Brevard	88.50	B+
14 - CareerSource Pinellas	96.73	A
15 - CareerSource Tampa Bay	95.91	A
16 - CareerSource Pasco Hernando	92.66	A-
17 - CareerSource Polk	95.40	A
18 - CareerSource Suncoast	92.50	A-
19 - CareerSource Heartland	99.56	A+
20 - CareerSource Research Coast	90.58	A-
21 - CareerSource Palm Beach County	95.16	A
22 - CareerSource Broward	96.85	A
23 - CareerSource South Florida	97.02	A+
24 - CareerSource Southwest Florida	98.61	A+

WIOA INDICATORS OF PERFORMANCE

CareerSource Citrus Levy Marion

July 1ST, 2021 – June 30TH, 2022

Measures	PY2021-2022 1st Quarter Performance	PY2021-2022 % of Performance Goal Met For Q1	PY2021-2022 2nd Quarter Performance	PY2021-2022 % of Performance Goal Met For Q2	PY2021-2022 3rd Quarter Performance	PY2021-2022 % of Performance Goal Met For Q3	PY2021-2022 4th Quarter Performance	PY2021-2022 % of Performance Goal Met For Q4	PY2021-2022 Performance Goals
Adults:									
Employed 2nd Qtr After Exit	89.50	97.28	92.30	100.33	91.60	99.57	84.50	91.85	92.00
Median Wage 2nd Quarter After Exit	\$7,181	102.59	\$9,024	128.91	\$9,139	130.56	\$9,024	128.91	\$7,000
Employed 4th Qtr After Exit	81.70	90.78	86.80	96.44	90.40	100.44	92.90	103.22	90.00
Credential Attainment Rate	86.70	98.52	83.10	94.43	82.80	94.09	81.90	93.07	88.00
Measurable Skill Gains	68.90	137.80	52.80	105.60	67.30	134.60	91.30	182.60	50.00
Dislocated Workers:									
Employed 2nd Qtr After Exit	50.00	58.82	50.00	58.82	100.00	117.65	60.00	70.59	85.00
Median Wage 2nd Quarter After Exit	\$5,401	60.01	\$5,401	60.01	\$5,401	60.01	\$11,700	130.00	\$9,000
Employed 4th Qtr After Exit	83.30	98.00	80.00	94.12	100.00	117.65	100.00	117.65	85.00
Credential Attainment Rate	100.00	132.98	100.00	132.98	100.00	132.98	100.00	132.98	75.20
Measurable Skill Gains	83.30	111.07	80.00	106.67	33.30	44.40	66.70	88.93	75.00
Youth:									
Employed 2nd Qtr After Exit	83.00	103.75	81.00	101.25	80.90	101.13	81.90	102.38	80.00
Median Wage 2nd Quarter After Exit	\$2,962	92.56	\$3,585	112.03	\$3,716	116.13	\$4,277	133.66	\$3,200
Employed 4th Qtr After Exit	72.20	96.27	75.40	100.53	75.90	101.20	77.40	103.20	75.00
Credential Attainment Rate	99.20	107.83	98.20	106.74	98.20	106.74	98.80	107.39	92.00
Measurable Skill Gains	94.00	106.82	92.70	105.34	94.80	107.73	96.00	109.09	88.00
Wagner Peyser:									
Employed 2nd Qtr After Exit	65.10	94.35	65.10	94.35	68.20	98.84	70.50	102.17	69.00
Median Wage 2nd Quarter After Exit	\$5,120	96.60	\$5,492	103.62	\$6,024	113.66	\$5,895	111.23	\$5,300
Employed 4th Qtr After Exit	62.90	92.50	63.50	93.38	65.30	96.03	66.80	98.24	68.00

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

WIOA INDICATORS OF PERFORMANCE

CareerSource Citrus Levy Marion

July 1ST, 2022 – June 30, 2023

Measures	PY2021-2022 % of Performance Goal Met For Q4	PY2021-2022 Performance Goals	PY2022-2023 1st Quarter Performance	PY2022-2023 % of Performance Goal Met For Q1	PY2022-2023 2nd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q2	PY2022-2023 3rd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q3	PY2022-2023 4th Quarter Performance	PY2022-2023 % of Performance Goal Met For Q4	PY2022-2023 Performance Goals
Adults:											
Employed 2nd Qtr After Exit	91.85	92.00	84.60	91.96	74.80	81.30	77.60	84.35	91.40	99.35	92.00
Median Wage 2nd Quarter After Exit	128.91	\$7,000	\$9,195.00	115.50	\$8,180.00	102.75	\$8,167	102.84	\$9,440	118.57	\$7,961
Employed 4th Qtr After Exit	103.22	90.00	92.30	102.56	80.40	89.33	83.30	92.56	73.50	81.67	90.00
Credential Attainment Rate	93.07	88.00	82.30	109.73	82.70	110.27	83.20	110.93	82.20	109.60	75.00
Measurable Skill Gains	182.60	50.00	75.00	94.10	69.20	86.83	62.20	78.04	87.10	109.28	79.70
Dislocated Workers:											
Employed 2nd Qtr After Exit	70.59	85.00	60.00	73.17	60.00	73.17	71.40	87.07	75.00	91.46	82.00
Median Wage 2nd Quarter After Exit	130.00	\$9,000	\$16,250.00	180.56	\$13,475.00	149.72	\$11,700	130.00	\$8,840	98.22	\$9,000
Employed 4th Qtr After Exit	117.65	85.00	100.00	115.21	80.00	92.17	60.00	69.12	60.00	69.12	86.80
Credential Attainment Rate	132.98	75.20	100.00	119.33	100.00	119.33	100.00	119.33	100.00	119.33	83.80
Measurable Skill Gains	88.93	75.00	66.70	88.93	33.30	44.40	100.00	133.33	0.00	0.00	75.00
Youth:											
Employed 2nd Qtr After Exit	102.38	80.00	85.00	105.46	82.00	101.74	80.90	100.37	83.00	102.98	80.60
Median Wage 2nd Quarter After Exit	133.66	\$3,200	\$4,405.00	117.88	\$4,432	118.60	\$4,397	117.66	\$3,949	105.67	\$3,737
Employed 4th Qtr After Exit	103.20	75.00	79.40	101.02	70.90	90.20	75.00	95.42	75.20	95.67	78.60
Credential Attainment Rate	107.39	92.00	98.50	108.00	96.70	106.03	96.50	105.81	96.90	106.25	91.20
Measurable Skill Gains	109.09	88.00	86.00	96.41	80.80	90.58	72.40	81.17	96.80	108.52	89.20
Wagner Peyser:											
Employed 2nd Qtr After Exit	102.17	69.00	71.00	102.31	70.10	101.01	73.00	105.19	70.80	102.02	69.40
Median Wage 2nd Quarter After Exit	111.23	\$5,300	\$5,990.00	116.95	\$5,925.00	115.68	\$6,197	120.99	\$6,290	122.80	\$5,122
Employed 4th Qtr After Exit	98.24	68.00	70.90	104.11	67.80	99.56	71.10	104.41	71.20	104.55	68.10

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

Best practices and new initiatives

Agile Staffing

- We have developed a four tier cross training program for front line staff
- Staff can become certified in Wagner Peyser, Business Services, WIOA and WT/SNAP
- Internal certification comes with monetary rewards
- Helps break down silos within programs

Building Pathways to Infrastructure Grant

- We were recently awarded \$1.73 million for broadband installation training
- CareerSource CLM will be the lead agency working with workforce Regions 6 and

Partner Co-location

- Increased emphasis on bringing partners into the career centers
- Partner involvement is not limited to mandatory partners and often needed most by small community agencies
- On going monthly partner calls convened by center management
- In person partner meetings held in centers to share resources

Economic Development and Industry Alignment

- Cooperative agreements with:
 - Ocala/Marion County Chamber and Economic Partnership (Marion County)
 - Citrus County Chamber of Commerce (Citrus County)
 - Nature Coast Business Development Council (Levy County)
 - Mid-Florida Regional Manufacturers Association (Citrus, Levy, Marion)
- Each organization works in tandem with our Business Development unit to strengthen business outreach efforts
- Monthly meetings with each organization maintains open lines of communication
- Creates a unified approach to economic and workforce development to provide seamless business solutions to new and existing businesses

YouthBuild

- We were awarded our fourth YouthBuild program in March of 2022
- To date all performance measures have been met with the DOL for our previous YouthBuild grants
- Recently underwent monitoring by our Federal Project Officer and was commended for our program
- No Finding or Other Noncompliance Issues were cited

Florida Department of Corrections

- In year two of a pilot program in Florida in partnership with Worldwide Interactive Network (WIN)
- Provision of employment preparation for soon to be released inmates at the Lowell Correctional Facility located in Reddick within Marion County
- Coordination of services with other CareerSource workforce boards for inmates released to other areas of the state.

College of Central Florida Partnership and Marion County Public Schools

- Creation of the Pathway to Permanent program

- Designed to help K-12 teachers working under temporary certificates earn their permanent credentials
- Assisted 45 teachers to date

Youth Career Expos

- November 2023 marks our 8th Annual Youth Career Expos in Marion county with expos following in Citrus and Levy counties
- Expos provide employability skills workshops and live interaction with local industry leaders to prepare the youth for their next steps in employment or education
- Attended by over 2,000 students in the three counties

Sector Partnerships

- Business Services staff are aligned by sector for job order maintenance, hiring events and experiential learning development
- We have added specialized recruitment staff by sector to focus on placement and recruitment needs of local business
- We have focused on hiring events that involve a mix of all targeted industry employers



POLICIES AND PROCEDURES

SECTION: Program Operations	POLICY #: OPS-41	PAGE 01 of 8
TITLE: Disaster Recovery Dislocated Worker Grants Program Administration	EFFECTIVE DATE: August 16, 2023	

DISTRIBUTION: CareerSource Citrus Levy Marion Staff

PURPOSE: To provide policy on the minimum requirements for administering the Disaster Recovery Dislocated Worker Grants (DWGs).

BACKGROUND: Disaster Recovery DWGs authorized by the Workforce Innovation and Opportunity Act (WIOA), temporarily expand the service capacity of employment and training programs to respond to declared disasters and emergency situations which cause significant job loss. Disaster Recovery DWGs provide funding to states, outlying areas or Indian tribal governments (as defined by the Stafford Act, 42 US Code 5122(6) for disaster-relief employment and to quickly reemploy laid off workers by offering employment and training services.

Disaster Recovery DWGs are meant to address situations beyond those that are the focus of WIOA formula funds.

I. POLICY

- I. Qualifying events for Disaster Recovery DWGs are:
 - Emergencies and major disasters as defined by the Stafford Act 42 U.S.C. 5122(6) which have been declared by the Federal Emergency Management Agency (FEMA) as eligible for public assistance;
 - Emergency or disaster situations of national significance, natural or man-made which results in a potentially large loss of employment recognized and issued in writing by the chief official of a federal agency with jurisdiction over the response to the disaster or emergency; and
 - Relocation of a substantial number of individuals from an area in which a disaster or emergency has occurred to other states, tribal areas, or outlying areas.

- II. In the event of a declared qualifying disaster, FloridaCommerce will distribute funds to participating LWDBs based on identified needs and availability of funds.

- III. In coordination with Florida Commerce, following a disaster declaration, CareerSource CLM will assess the need for disaster-relief employment, determine the availability of eligible individuals to perform disaster-relief work, determine funding needs and provide technical assistance on the Disaster Recovery DWG application process and operational considerations.

- IV. CareerSource CLM will ensure that individuals receiving services funded by the Disaster Recovery DWG meet one of the following eligibility requirements:
- a. Temporarily or permanently laid off as a result of the emergency/disaster.
 - b. A dislocated worker as defined in WIOA Section 3(15), including displaced homemakers as defined in WIOA Section 3(16).
 - c. A long-term unemployed individual or
 - d. A self-employed individual who became unemployed or significantly underemployed as a result of the emergency or disaster

V. Eligibility Documentation

CSCLM will document eligibility in the participant's Employ Florida program application, including but not limited to:

- Citizenship or right to work
- Compliance with the Selective Service Act; and
- One of the four grant-specific eligibility requirements listed in Section II of this policy.

Staff will follow local WIOA operating policies and procedures in regard to eligibility documentation collection and storage for auditors and federal, state, and local representatives. CSCLM will obtain and maintain documentation that supports the determination for eligibility and continuous participation, including the E-Verify system pursuant to section 448.095, F.S.

Self-attestation is an allowable method for documenting employment-related eligibility requirements when other documentation is not available. Example: self-attestation may be the only feasible method for documenting that a person was unemployed for six of the previous 13 weeks or for self-employment

Additionally, circumstances surrounding the disaster may make documentation of eligibility difficult for participants to obtain during the initial stages following the disaster. In case where this may occur, CSCLM may initially obtain self-attestation and then conduct a reverification review within two quarters following a participant's enrollment. If during the reverification, the participant is deemed ineligible, the participant will be terminated from the program and a case note entered in Employ Florida describing the review process and subsequent determination of the ineligibility. This situation will not result in disallowed costs.

Veterans and eligible spouses determined eligible under a Disaster Recovery DWG will receive priority over non-covered persons in accordance with FloridaCommerce Administrative Policy 111.

VI. Allowable Activities

Most Disaster Recovery DWG projects will include a disaster-relief employment component. Participants may be enrolled in disaster-relief employment activities as well as employment and training activities, concurrently, sequentially, or as stand-alone services.

VII. Disaster Relief Employment

Disaster-relief must align with the following categories:

- Cleanup and recovery efforts; or
- Delivery of appropriate humanitarian assistance in the aftermath of the emergency or disaster.

Post disaster response and recovery activities address needs associated with mass care/sheltering, public health, and health care, re(housing), debris/infrastructure, removal and repair, support to business owners, emotional/psychological support, public health and health care and mitigation activities. Allowable mitigation activities are those that are directed at correcting existing damage.

Humanitarian assistance provided by temporary disaster-relief workers generally includes actions designed to alleviate suffering and maintain human dignity. The humanitarian assistance must relate directly to needs created by the disaster or emergency to include physical, emotional, and economic consequences of the disaster or emergency.

VIII. Disaster-Relief Employment Duration

Eligible participants may be enrolled into disaster-relief employment under the Disaster Recovery DWG for up to 12 months or 2080 hours (whichever is longer). Any extension past the 12 months must be approved by the USDOL through a grant modification submitted by FloridaCommerce.

IX. Participant Wages and Fringe Benefits

Participants will be paid the greater of the federal or state minimum wage or \$15.00 per hour. In accordance with WIOA Section 18 (a)(1)(A), participants must be compensated at the same rates, including periodic increases, as employees who are similarly situated in similar occupations doing the same type of work, and who have similar training, experience, and skills. In cases where the worksite does not have employees doing the same or similar work and with similar training, experience, and skills, CSCLM will ensure the wages paid to participants are in line with the industry standard for that type of work in the area where the work is to be performed.

Where applicable, fringe benefits will be paid in accordance with the policies of the Disaster-Relief Employer. If employees at the worksite are doing similar work and receiving hazard pay, disaster-relief workers may also be paid hazard pay rates for their work.

X. Training and Pre-vocational Activities

To meet the disaster-recovery needs of affected areas, CSCLM may provide short-term training and pre-vocational activities that allow a disaster-relief worker to obtain skills needed to conduct the disaster-relief work i.e., training in use of heavy equipment. During these activities for a participant who has been hired in a disaster-relief position that requires specific skills, the participant may receive wages under the Disaster Recovery DWG.

XI. Employment and Training Activities

Pursuant to WIOA Section 170(d)(1)(C), CSCLM may use Disaster Recover DWG funding to provide employment and training activities to participants to help them obtain reemployment that leads to self-sufficiency when they are unlikely to return to their previous employment. Services may include:

- Job search/job readiness activities
- Literacy instruction including ESL instruction
- Occupational skills training and/or work-based training that lead to high-demand jobs in high-growth industries

An Individual Employment Plan (IEP) will be developed and will detail the need for the training services as well as individualized career services such as work experience, literacy/GED prep/ESL instruction, short-term pre-vocational services, and out-of-area job searches/relocation.

XII. Supportive Services

CSCLM will provide supportive services when needed to enable individuals to participate in disaster-relief employment and training activities. Supportive services provided to participants in disaster-relief employment must be designed to enable the participant to safely and effectively carry out the job for which they have been hired. Any supportive service provided must enable the individuals to participate in grant-funded employment and training activities. Any supportive services must be consistent with WIOA and applicable regulations as well as FloridaCommerce Administrative Policy 109 and OPS 46.

*Participants who receive wages from disaster-relief employment are not eligible for Needs Related Payments.

XIII. Disallowed Activities

Activities not allowable for use of Disaster Recovery DWG funds include:

- Any activity that is in preparation for future disasters
- Disaster-relief employment positions that deliver humanitarian assistance to address humanitarian needs cannot be used to fund the actual humanitarian aid.
- Cost of materials to do repairs
- May not match FEMA funds.

XIV. Coordination with FEMA and Non-Duplication of Funds

Disaster relief activities will be coordinated with appropriate local emergency management agencies to avoid duplication of benefits. As FEMA and Disaster Recovery DWG funds can pay for similar services, CSCLM will work with FEMA to obtain what services and/or funding is being used to supply the entities through direct contact and by written documentation with a brief description of what staff, equipment, supplies, etc. are being paid through FEMA . CSCLM will assess the availability of other resources, such as assistance from FEMA, private insurance, etc. to ensure non-

duplication of funds and recover grant funds when other funds become available for the same activities.

XV. Disaster-Relief Employers/Worksites

CSCLM will identify appropriate Disaster-Relief Employers based on the nature and scope of the disaster or emergency and the types of disaster-relief activities that projects will be carrying out. CSCLM will have contracts or agreements in place with said employers to ensure that they comply with all Disaster Recovery DWG and other relevant rules and requirements to include employment activities, participant eligibility, participant safety and health as well as OSHA safety and work conditions, supervision, and attendance. CSCLM will ensure that project participants are afforded the same health and safety standards as cited in Administrative Policy 113 Section G (3).

Eligible Disaster Relief Employers:

Each disaster-relief worker must have an employer of record, referred to as the Disaster-Relief Employer. There is no limitation on what type of entity or organization may be a Disaster-Relief Employer. CSCLM, a staffing agency or another entity may be the Disaster-Relief Employer. The Disaster-Relief Employer will be responsible for maintaining all personnel and payroll records related to the employment of disaster-relief workers, including employer and employee withholdings, and other benefits, if applicable. The Disaster-Relief Employer may be responsible for unemployment claims filed by temporary disaster-relief workers when their assignment ends.

When CSCLM contracts with an entity as the Disaster-Relief Employer, including either a non-profit or for-profit entity, they will ensure negotiations, pricing, and any fees contained in the contract and charged to the Disaster Recovery DWG are reasonable and fair and that any competition is full and open. Additional guidance for contracting and procurement may be found in the Procurement Standards at 2 CFR Part 200 and the applicable state procurement policies. FloridaCommerce may procure a contract with a staffing agency to be the employer of record for disaster-relief workers. Such a contract is available to all LWBDs, however CSCLM may make their own arrangements for selecting an employer of record for their Disaster Recovery DWG project.

XVI. Worksite Selection

Disaster-relief worksites must be located in the geographic covered by the qualifying event for Disaster Recovery DWG and within CSCLM's jurisdiction. Priority will be given to cleanup of the disaster area's most severely damaged public communities, facilities, property and to cleanup of and provision of humanitarian assistance to economically disadvantaged portions of the disaster area. The administration of the funds must be in coordination with projects administered by emergency management and disaster recovery agencies. The funding of temporary disaster-relief positions will not be duplicated or supplant other funding.

Following TEGL 16-21, priorities for the types of disaster-relief jobs should be based on an assessment of:

- Physical impact on public properties

- Physical and human impact on the elderly, people with disabilities, low-income and other special needs populations
- Impact on organizations that are needed to respond to the disaster or emergency (governmental, community and faith-based) and
- Impact on local businesses, industry sectors and the overall economic health of the area.

Projects may perform work on private property when the following conditions are met:

- The work must be intended to remove health and safety hazards to the larger community or to address or alleviate specific economic or employment-related impacts of the disaster, such as cleanup work needed for disaster-affected employers to resume or continue operations.
- Activities are necessary to remove health and safety hazards on private land or around homes or other structures and may only return the land or structures to a safe and habitable level or operational status but not improve the original land or structures.

CSCLM establishes a priority of disaster-relief activities in coordination with the local area's disaster-recovery team that identifies the need for and use of private for-profit worksites, as applicable.

XVII. Prioritizing Disaster-Relief Worksites

CSCLM will be prepared to deploy the most appropriate disaster-relief jobs based on the criteria listed in TEGL 16-21, as well as through consultation with local government, community and faith-based organizations, economic development, and industry stakeholders, etc. Priorities for the types of disaster-relief jobs should be based on an assessment of the following factors:

- Physical impact on public properties;
- Physical and human impact on the elderly, people with disabilities, low-income and other special needs populations;
- Impact on organizations that are needed to respond to the disaster or emergency (governmental, community, faith-based); and
- Impact on local businesses, industry sectors and the overall economic health of the area.

XVIII. Approval and Tracking of Worksites

CSCLM is responsible for approving temporary disaster-relief worksites and job duties. Worksite and job description information must be maintained and reported to FloridaCommerce according to a schedule and in a format provided by FloridaCommerce for each Disaster Recovery DWG. At a minimum, worksite files will include:

- An agreement between CSCLM, the worksite and the Disaster-Relief Employer including non-duplication requirements
- Approved job descriptions
- Evidence of appropriate OSHA/Safety Training
- Evidence of supervisor orientation at the worksite
- Description of supplies and equipment needed and responsibility for providing such and

- Copies of attendance records

XIX. Use of Equipment for Temporary Disaster-Relief Workers

According to Administrative Policy 87 (Prior Approval for LWDBs), prior approval must be provided from FloridaCommerce before funds awarded to an LWDB may be used to purchase equipment in cases that are subject to exception.

Equipment needed for the temporary disaster-relief workers to complete assigned tasks not available at the worksite may be rented. Equipment rental expenses will be detailed as a separate item in the budget(s) submitted by CSCLM to FloridaCommerce.

XX. Performance Targets and Reporting

The negotiated performance measures for the WIOA Dislocated Worker program serve as the performance measures for the Disaster Recovery DWG program.

For participants who only receive disaster-relief employment, the same performance data collection requirements apply as for any other DWG participants. However, these participants (only disaster-relief employment) are not included in the WIOA primary indicators of performance unless they receive other allowable career and training services either through the grant or co-enrollment in another WIOA core or partner program that shares a common exit.

XXI. Goals and Milestones

CSCLM will provide measurable goals with milestones and timelines in the following areas:

- Planned number of participants to be served in temporary disaster-relief employment
- Planned worksites with description of worksites, tasks, length of time needed, and number of workers needed. (Modifications must include percentage of work completed.)
- Planned number of participants to be enrolled in training (OJT, targeted industries and occupations, anticipated length of training)
- Planned number of participants enrolled in work experiences (worksites, anticipated length of activity)
- Planned number and types of supportive services
- Planned number of participants to be placed in employment upon completion of grant activities
- Planned other outcomes such as continuation in training/other WIOA services after grant ends.

CSCLM will report:

- Planned expenditures to FloridaCommerce with description. Progress will be tracked monthly using the participant data on Employ Florida
- Financial information to FloridaCommerce's financial management system.
- Planned worksite information updates to FloridaCommerce as requested.

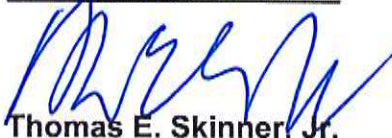
- CSCLM will be responsible for the placement of Disaster Recovery DWG participants into suitable, unsubsidized employment and conduct quarterly follow-up through the 4th quarter after exit in Employ Florida

XXII. Monitoring

Each worksite will be monitored as a part of its formal programmatic and fiscal monitoring plan. The formal monitoring must be conducted by an independent person or entity not engaged in worksite development/management or case management. The worksite monitor will engage with worksite supervisors and temporary disaster-relief workers on-site. Monitoring visits will be documented in a written and address corrective actions as needed. Virtual meetings can be conducted when on-site visits are not safe.

If at any time, CSCLM becomes aware of temporary disaster-relief works being employed in activities that are not disaster-relief activities, immediate action will be taken to remedy the finding and/or terminate the agreement.

OFFICIAL SIGNATURE



Thomas E. Skinner, Jr.
Chief Executive Officer

EVP Coord:



Dale French

2023.11.08

11:22:46 -05'00'

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



RECORD OF ACTION/APPROVAL

Career Center Committee Thursday, November 16, 2023

TOPIC/ISSUE:

Disaster Recovery Dislocated Worker Grants Program Administration

BACKGROUND:

Disaster Recovery DWGs, authorized by the Workforce Innovation and Opportunity Act (WIOA), temporarily expand the service capacity of employment and training programs to respond to declared disasters and emergency situations which cause significant job loss. Disaster Recovery DWGs provide funding to states, outlying areas or Indian tribal governments (as defined by the Stafford Act, 42 US Code 5122(6) for disaster-relief employment and to quickly reemploy laid off workers by offering employment and training services.

Disaster Recovery DWGs are meant to address situations beyond those that are the focus of WIOA formula funds.

POINTS OF CONSIDERATION:

This policy will not supersede existing policies but will act as a guide to aid staff in understanding and managing a qualified disaster event to assist both business' and job seekers.

STAFF RECOMMENDATIONS:

Approve the Disaster Recovery Dislocated Worker Grants Program Administration Policy (OPS-41) in accordance with WIOA regulations.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

**Career Center Committee
Thursday, November 16, 2023**

TOPIC/ISSUE:

Lecanto Lease Renewal

BACKGROUND:

We currently lease three consecutive units in Lecanto, 683/687/691 S Adolph Point, under a five-year lease agreement scheduled to expire December 2023. We were previously locked into a five-year lease at a reduced rate of \$4,500 per month. The cumulative five-year inflation increase over that period time is 18.1% due largely to building insurance rates that have more than tripled.

The ownership group from which we lease the property has offered at five-year lease renewal at \$5,200 per month, or a one-year lease at \$5,500 per month.

We are proposing a one-year lease renewal of the three units at a total cost of \$5,500 per

1 Year Rental Rate:	Unit #683:	\$2,050
	Unit #687:	\$1,775
	Unit #691:	\$1,675
		=====
	Total Monthly:	\$5,500

This represents a savings of \$109.75 monthly from the cumulative 5-year prior inflation increase rate of 18.1%, which would have put the monthly cost at \$5609.75.

POINTS OF CONSIDERATION:

This will allow us agility with our placement in Citrus County, positioning us to better respond to rapid changes in the local economy as needed. It will also ensure we are able to meet rental obligations under our current reduced funding structure.

STAFF RECOMMENDATIONS:

Approve renewing lease for the one-year term noted above.

COMMITTEE ACTION:

BOARD ACTION:

COMMERCIAL LEASE

This lease dated 1/1/2024, by and between, DTW Lecanto LLC, (herein referred to as “Lessor”) and CareerSource Citrus Levy Marion, hereinafter referred to as “Lessee”.

WITNESSETH:

That, in consideration of the mutual covenants and agreements herein contained, Lessor has demised and leased, and by these presents does demise and lease to Lessee, for the rental, for the term and upon the other conditions hereinafter set forth, certain premises consisting of:

The property known as 683/687/691 S Adolph Point, consisting of approximately 3,805 square feet, together with the fixtures and appurtenances located therein, and the parking areas and access ways as presently designated (hereinafter referred to as “Premises”).

1. Term – The term of this lease shall be for a 1-year period, beginning January 1st, 2024 and ending on December 31, 2024.
2. Renewal Option – Lessee shall have an exclusive option to renew for 1-5 additional years, provided that Lessee shall serve upon Lessor written notice of its intent to renew 75 days prior to the expiration of the initial term, on the same terms set forth herein, with the exception that the annual rental rate shall be adjusted. The rate for the renewal shall be provided by the Lessor at the time of the request and shall be accepted or rejected by the Lessee 60 days prior to the expiration of the initial term.
3. Rent – As rent for the premises, and all rights granted herein, Lessee shall pay Lessor monthly a rent of Five Thousand Five Hundred dollars (\$5,500.00), Payable in advance on the first day of the month. **The rate includes all CAM or operating expenses as this is a gross lease structure.** Unless and until otherwise directed in writing by Lessor, all payments shall be made and payable to: DTW Lecanto LLC.
4. Quiet Enjoyment – Lessor shall put Lessee in possession of the premises at the beginning of the term hereof, and Lessee, upon payment of the rent and observing the other covenants and conditions herein upon its part to be observed, shall peaceably and quietly hold and enjoy the premises.
5. Maintenance and repairs – Lessee shall, at all times during the term hereof, and at its own cost and expense, maintain in good, safe and substantial order and condition, all buildings and improvements on the premises, including sole responsibility for replacement with the same kind and quality of any and all broken fixtures which cease to function during Lessee’s occupancy, ordinary use and wear, damage by accidental fire or unavoidable casualty only excepted; and to keep and maintain in good order and condition all glass in the leased premises, and in the event of damage thereto, replace with glass of equal quality. Landlord shall warrant and keep all interior mechanical systems in good condition for the term of this lease.
6. Utilities and miscellaneous operational items – Lessee shall procure and pay for its own electric, water, telephone, and the like and shall hold Lessor harmless from any damage or failure to pay.

7. Fixtures – All fixtures on the premises as of the execution of this lease are the property of the Lessor and shall be maintained and repaired in the manner provided for in the “maintenance and repairs” section, above. Lessee shall notify Lessor prior to placing on the premises any additional equipment or fixtures added by Lessee, and Lessee shall obtain from Lessor permission, in writing, prior to installing any fixtures that cannot be removed without damage to the premises. Any fixtures or equipment installed by Lessee shall be installed and maintained at Lessee’s expense.
8. Alterations – Lessee shall not make any alterations to the premises unless approved, in writing, by the Lessor. Approval may be withheld for any reason.
9. Advertising – It is hereby understood and agreed that any signs or advertising to be used, including awnings, in connection with the premises leased hereunder shall be first submitted to the lessor for approval before installation of same.
10. Use of the premises – In its use of the premises, Lessee shall comply with all statutes, ordinances and regulations applicable to the use thereof, including without limiting the generality of the foregoing, the zoning ordinances of Citrus County, Florida, and all requirements of the Occupational Safety and Health Administration, if applicable. Lessee shall not injure or deface the premises nor occupy or use, nor permit or suffer the premises or any part thereof to be occupied or used for any unlawful or illegal business, use or purpose, nor for any business, use or purpose which is extra-hazardous, nor in such a manner as to constitute a nuisance of any kind. Lessee shall procure, pay for and maintain any licenses or permits required by any use by Lessee of the premises. Lessee will use the leased premises for no purpose other than as an Office.
11. Liability – Except for injury or damage caused by the willful acts of the Landlord, Lessor shall not be liable to Lessee for any injury or harm to any person occurring in or on the premises or for any injury or damage to the premises or to any property of the Lessee or to any property of any third person, firm, association, trust or corporation in or on the premises, except for injury or damage as aforesaid, and Lessee shall indemnify and save Lessor harmless from and against any and all suites, claims, and demands of any kind or nature, by and on behalf of any person, firm, association, trust or corporation arising out of or based upon any incident, occurrence, injury or damage which shall or may happen in or on the premises and from and against any matter or thing growing out of the condition, maintenance, repair, alteration, use, occupation or operation of the premises, for the installation of any property therein or the removal of any property therefrom.
12. Liability Insurance – Lessee will maintain at its own cost and expense, comprehensive public liability insurance coverage in a sum of not less than One Million Dollars (\$1,000,000.00) with respect to death or injury to one or more persons, and in case of loss, destruction or damage to property shall be written on an “occurrence” basis. Such insurance policies shall be verified by “Certificate of Insurance” on request and shall insure both Lessor and Lessee as their interests may appear and shall provide that they may not be cancelled or amended with ten (10) days written notice to the Lessor.
13. Casualty Insurance – Lessor shall procure such insurance for the premises as it, in its sole discretion, as necessary, advisable or prudent. To the extent permitted without prejudice to any rights of the Lessee under the applicable insurance policies, Lessor shall be held free

and harmless from liability for loss or damage to personal property of Lessee in the premises by fire, the extended coverage perils, vandalism and malicious mischief if and to the extent actually insured against, whether or not such loss or damage be the result of the negligence of Lessor, his employees or agents.

14. Destruction or damage – In the event that the premises shall be destroyed by fire or other casualty and such destruction is not in any way due to any act, omission or negligence of Lessee, this lease shall automatically terminate without further act of either party hereto, except that Lessee shall be liable for and shall promptly pay to Lessor any rent then in arrears. If only a portion of the premises be so damaged, which damage is such that the premises remain suitable for the intended use by the Lessee, this lease shall remain in effect, although there shall be an abatement of the rent, in proportion to the space rendered unusable.
15. Access to premises – Lessor or its representative shall have free access to the premises at reasonable intervals during normal business hours for the purpose of inspection, for the purpose of showing the premises to prospective purchasers or tenants or for the purpose of making repairs which Lessee may be obligated to make hereunder but has failed or refused to make. The preceding sentence does not impose upon Lessor any additional obligations to make repairs not otherwise provided for herein.
16. Assignment/Sublease – Lessee shall not, without the prior written consent of Lessor, assign this lease or sublease the premises in whole or part.
17. Mechanics Lien – In the event that the filing in the Citrus County Registry of Deeds of any notice of a builder's, supplier's or mechanic's lien on the premises arising out of any work performed by or on behalf of the Lessee, Lessee shall cause without delay proper proceedings to be instituted to test the validity of the lien claimed, and before the end of the term to discharge the same by posting of bond or otherwise; and during the pendency of such proceeding such lien claimed, and before the end of the term to discharge the same by posting of bond or otherwise; and during the pendency of such proceeding such lien may continue until disposition of such proceeding, and after disposition thereof Lessee shall cause said lien to be released and discharged.
18. Holding Over – In the event Lessee shall hold over after the expiration of the term hereof, such holding over shall not extend the term of this lease but shall create a month to month tenancy upon all the terms and conditions of this lease.
19. Notices – Any written notice, request or demand required or permitted by this lease shall, until either party shall notify the other in writing of a different address, be properly given if sent by certified or registered first-class mail, postage prepaid, and addressed as follows:

Lessor: DTW Lecanto LLC
711 S Adolph Point
Lecanto, FL 34461

Lessee: CareerSource Citrus Levy Marion
683 S Adolph Point
Lecanto, FL 34461

20. Succession – This lease shall be binding upon and inure to the benefit of the heirs, executors, administrators, successors and assigns of the parties hereto.
21. Waiver – Any consent, express or implied, by Lessor to any breach by Lessee of any covenant or condition of this lease shall not constitute a waiver by the Lessor of any prior or succeeding breach by Lessee of the same or any other covenant or condition of this lease. Acceptance by Lessor of rent or other payment with knowledge of a breach or default by Lessee under any term hereof shall not constitute a waiver by Lessor of such breach or default.
22. Governing Law – This lease shall be construed and interpreted in accordance with the laws of the State of Florida.
23. Force Majeure – Except as expressly provided herein, there shall be no abatement, diminution or reduction of the rent or any other charges payable by Lessee hereunder based upon, or claimed as a result of, any act of God, act of the enemy, governmental action, or other casualty, cause of happening beyond the control of the parties hereto.
24. Default – If the Lessee shall neglect or fail to perform any of the covenants and agreements in this lease and on its part to be performed, and such default continues for a period of more than thirty days, after written notice thereof has been given to the Lessee specifying the particular default complained of (notice shall not be necessary if such default is in the payment of rent), and such default is not cured within such a period, or if the Lessee shall be declared insolvent, or shall be adjudicated a bankrupt, or shall assign for the benefit of creditors, or shall attempt to reorganize or compromise its debts under any section of the United States Bankruptcy Code, or if the premises shall be taken on execution, the Lessor may immediately, or any time thereafter, and without demand or notice, enter into and upon said premises and serve notice upon the Lessee to quit, whereupon this lease shall absolutely terminate and it shall be no defense to the Lessee that previous violations of any covenant have been waived by the Lessor, either expressly or by implication. Lessee agrees to pay the cost of collection and ten per cent attorney's fee on any part of said rental that may be collected by suit or by attorney, after the same is past due.

NO SMOKING POLICY. Tenant, or Tenant's family or guests shall not smoke within premises. This includes smoking cigarettes, cigars, pipes or any other smoking device. This policy is in effect desire to mitigate (i) the irritation and known health effects of secondhand smoke; (ii) the increased maintenance, cleaning, and redecorating costs from smoking; and (iii) the increased risk of fire from smoking. Tenant acknowledges that Landlord/Agent's adoption of a no smoking policy does not make the Landlord/Agent the guarantor of the Tenant's health or of the smoke-free condition of the premises.

Loitering Prohibited. Tenant and Tenant's employees and agents, clients and customers, shall not loiter in or on the entrances, corridors, sidewalks, lobbies, halls, stairways, elevators, or common areas for the purpose of smoking tobacco products or for any other purpose. Tenant and Tenant's employees and agents, clients and customers, shall not obstruct these areas but use them only as a means of ingress to and egress from the Premises. Such violation shall result in immediate termination of this lease by Lessor.

Dated: _____

IN WITNESS WHEREOF, the parties hereto have hereunto set their hands and seals the day and year first above written:

Signed, Sealed and Delivered in the presence of:

LESSOR: DTW Lecanto LLC

By _____

Witness#1

Witness #2

LESSEE: CareerSource Citrus Levy Marion

By: _____

Witness #1

Witness #2



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.

PY 23 - 24 Individual Events

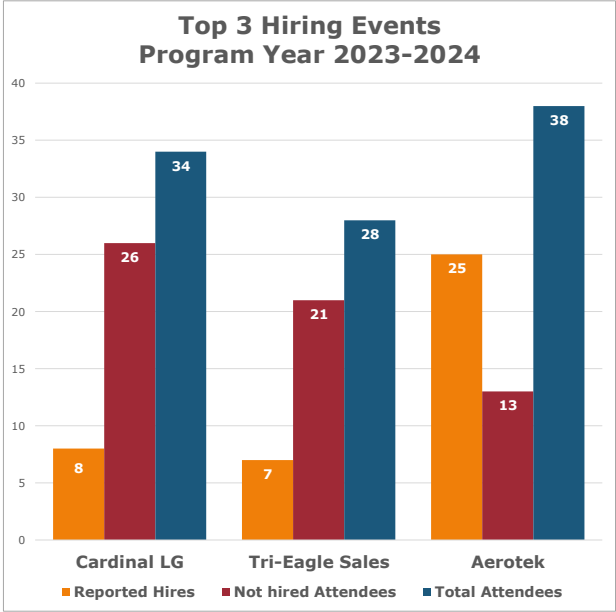
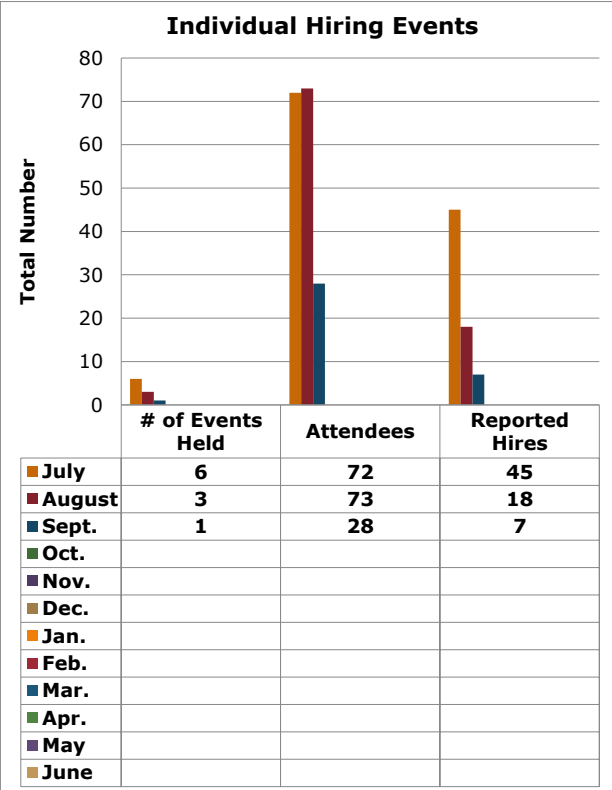
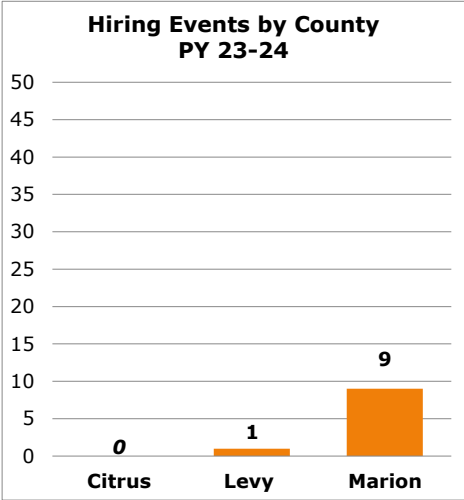
Total Events: 10
 Attendees: 173
 Reported Hires: 70

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



SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 2023-2024			Total
				Jul-23	Aug-23	Sep-23	
Citrus	86	32	24	1	1	3	147
Citrus - CF	30	7	11	0	1	0	49
Levy	22	6	7	1	2	1	39
Levy - CF	16	3	4	0	0	0	23
Marion	140	53	55	7	9	14	278
Marion - CF	100	24	37	3	1	5	170
TOTAL	394	125	138	12	14	23	706

Popular Pathways

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

Popular Courses

1. The Art and Science of Communication
2. Be a Better Listener
3. Abbreviating, Capitalizing, and Using Numbers
4. Becoming More Professional through Business Etiquette
5. Writing Effective E-mails and Instant Messages
6. Being an Effective Team Member
7. Getting the Details Right: Spelling Basics
8. Using Punctuation Marks
9. Establishing Self-confidence for Life
10. Using the Parts of Speech
11. Time Management: Ready, Set, FOCUS!
12. Time Management: Quit Making Excuses and Make Time Instead
13. Basic Business Math: Averages and Equations
14. Creating Well-constructed Sentences
15. Getting Started with QuickBooks Pro 2017

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**.

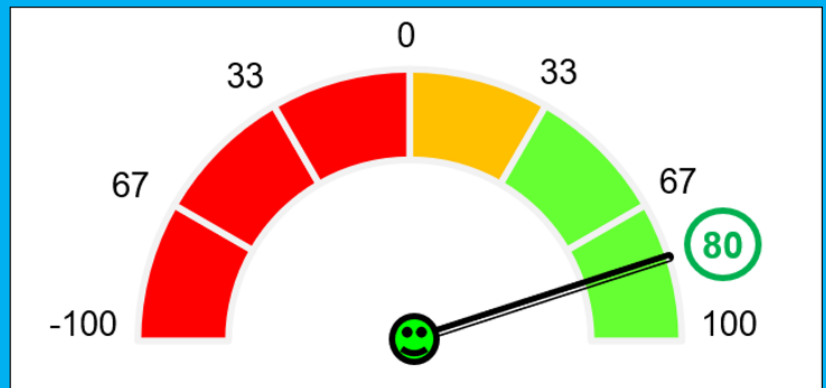


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



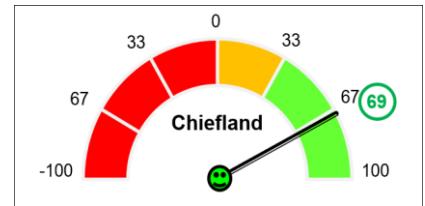
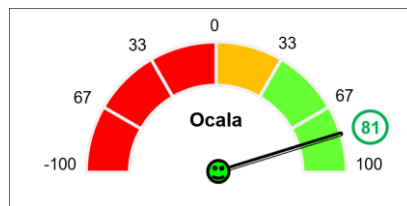
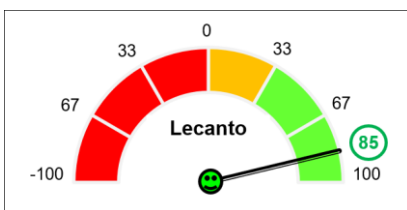
Overall Score

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

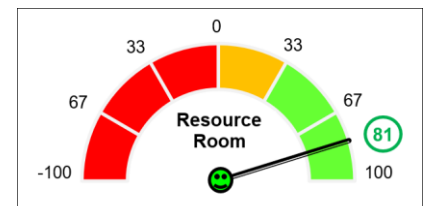
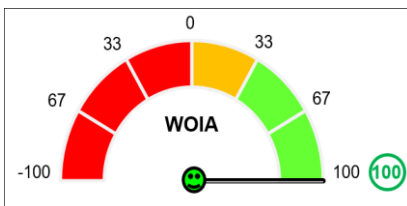


Category	Percent (%)	Count (#)
Promoters 😊	86%	362
Passives 😐	7%	31
Detractors 😞	6%	26
Totals	100%	419

Transactional Net Promoter Score By Office



Transactional Net Promoter By Service



Survey Snippet

33

"Treated me like I was the president of United States. They did everything they could there helped me quite a bit. They were definitely a blessing all of them. Thank you so much."

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?



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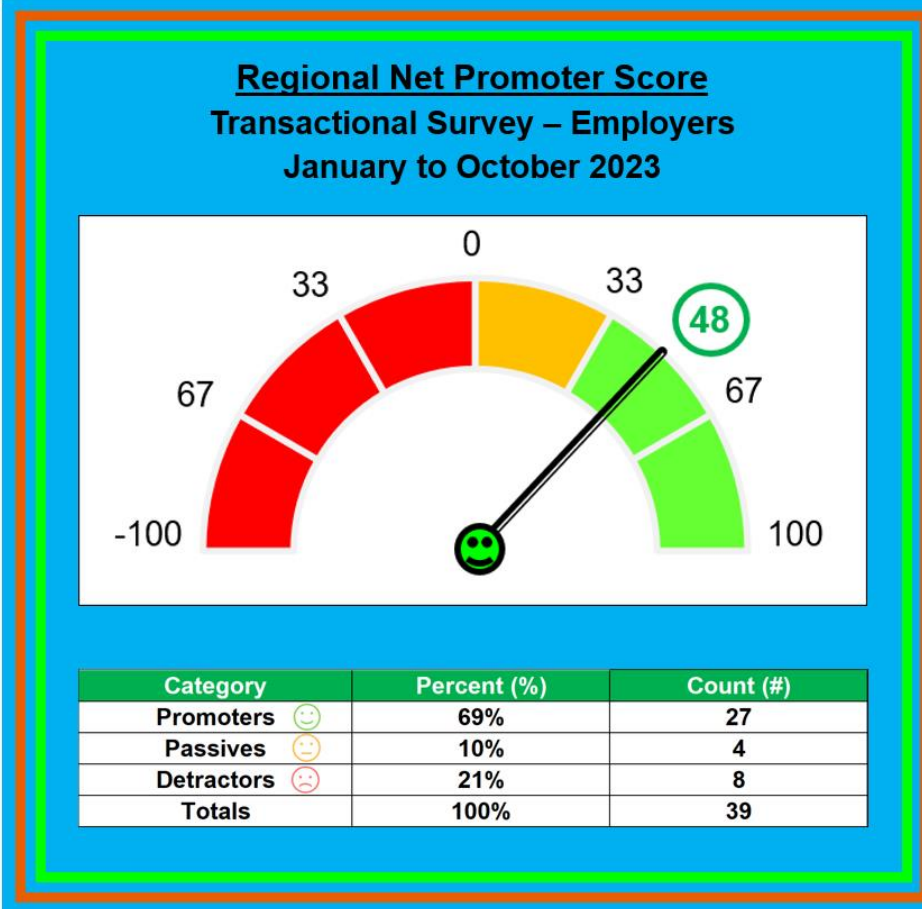
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



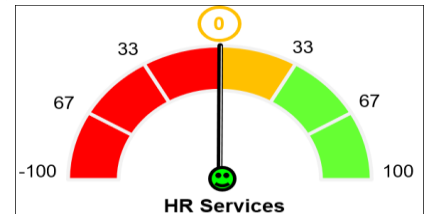
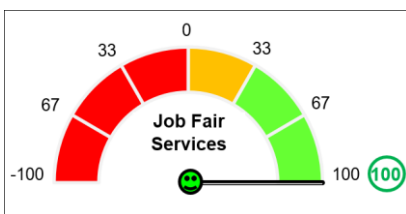
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



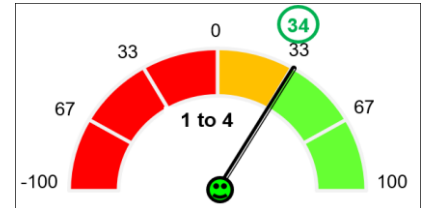
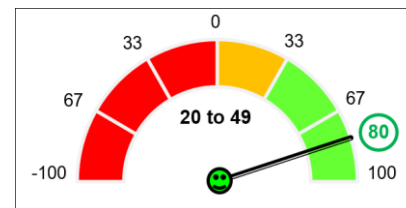
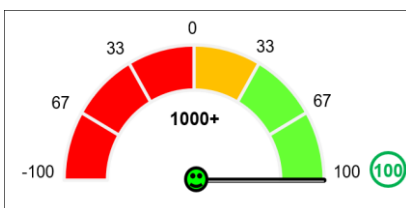
Overall Score



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

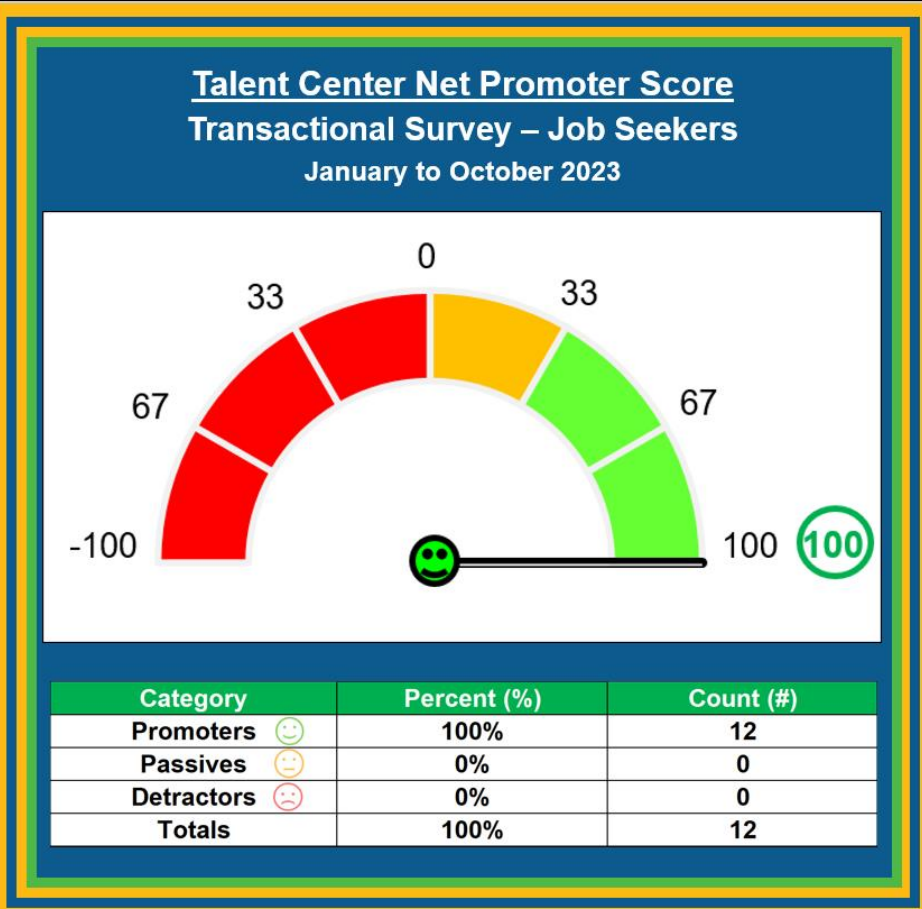


What Do the Scores Mean?

- 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. 35

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.

Center Traffic

Traffic		PY 22-23	PY2023 2024			
			JUL	AUG	SEP	YTD
Center Traffic	14th Street	12,049	1,114	1,283	1,116	3,513
	Lecanto	4,436	407	475	422	1,304
	Chiefland	2,043	153	184	214	551
	Talent Center	330	24	34	36	94
	MCC 1	-	-	-	-	0
	MCC 2*	375	4	21	9	34
	Total	19,233	1,702	1,997	1,797	5,496
Online Traffic	Citrus	6,576	729	885	900	2,514
	Levy	1,210	223	206	224	653
	Marion	13,697	2,023	2,181	2,155	6,359
	Other	1,006	125	114	86	325
	Total	22,489	3,100	3,386	3,365	9,851

