



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

**Performance and Monitoring Committee  
AGENDA**

**Tuesday, February 6, 2024 – 9:00 a.m.**

**Join Zoom Meeting:** <https://us02web.zoom.us/j/89365035635>  
**Phone No:** 1-646-558-8656 (EST) **Meeting ID:** 893 6503 5635

|                                       |             |               |
|---------------------------------------|-------------|---------------|
| Call to Order                         |             | J. Chang      |
| Roll Call                             |             | C. Schnettler |
| Approval of Minutes, November 7, 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**

None

**PROJECT UPDATES**

|                                   |               |              |
|-----------------------------------|---------------|--------------|
| Talent Center Traffic             | Page 5        | C. Wilkinson |
| Contract Reports (Chamber, etc)   | Page 6        | S. Crawford  |
| Event Report – YTD                | Page 7        | C. Weaver    |
| Performance Measures              | Page 8        | C. Weaver    |
| County Comparison Reports         | Pages 9 - 11  | C. Weaver    |
| Letter Grades                     | Pages 12- 13  | C. Weaver    |
| Program Participant Data Summary  | Pages 14 - 18 | C. Weaver    |
| Net Promoter – 2023 Calendar Year | Pages 19 – 21 | S. Litzinger |
| Broadband                         | Page 22       | D. French    |

**MATTERS FROM THE FLOOR**

**ADJOURNMENT**

**2023 – 2024 MEETING SCHEDULE**

| Performance/<br>Monitoring | Business and<br>Economic<br>Development | Career Center     | Marketing/<br>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: November 7, 2023  
PLACE: College of Central Florida, Enterprise Center  
3003 SW College Road, Ocala, FL 34474  
TIME: 9:00 a.m.

**MEMBERS PRESENT**

Fred Morgan  
Larry White  
Theresa Flick

**MEMBERS ABSENT**

Al Jones  
Jeff Chang, Chair

**OTHER ATTENDEES**

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

Chris Wilkinson, CSCLM  
Cira Schnettler, CSCLM  
Sandra Crawford, CSCLM

**CALL TO ORDER**

In the Chair’s absence, the meeting was called to order by Fred Morgan, Board Member at 9:00 a.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Theresa Flick made a motion to approve the minutes from the August 15, 2023, meeting. Fred Morgan seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State Updates**

Rusty Skinner updated the committee on the following items:

- CareerSource Florida is beginning the third phase of the alignment process. This phase will focus on regional challenges with procurement. The regional directors have made recommendations that they believe will create statewide improvements. The development of the standardization for products and services will be further discussed at the December CareerSource Florida meeting.

## Workforce Issues that are Important to Our Community

The committee members did not have any issues to discuss.

## **PUBLIC COMMENT**

None

## **ACTION ITEMS**

### Subrecipient Monitoring

Dale French reviewed the monitoring report completed by Powell and Jones. The audit was conducted on the procedures of the youth services provider, Eckerd Connects, during the 2022-2023 program year. There were no deficiencies or issues of concern. Larry White made a motion to accept the monitoring report. Theresa Flick seconded the motion. Motion carried.

## **PROJECT UPDATES**

### Talent Center

Cory Weaver introduced Chris Wilkinson as the new Talent Center manager. Cory Weaver reviewed the quarterly Talent Center report. She explained that the report has revised to provide a clear concise overview of Talent Center activities.

### Contract Reports

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

- County Reports:
  - Marion County continues to meet their goals.
  - Citrus County did not meet the 1st quarter goals, but we will continue to work with them to meet their goals by the end of the program year.
- Youth Report: The State released the results from the fourth quarter of the last program year and Eckerd exceeded their goals

### Event Report

Cory Weaver highlighted items from the Event Report. She noted 10 hiring events have occurred in this program year, with a 40% hire rate. We continue to have an increase in partner job fairs with high levels of participation. She also noted that there are new businesses in the top three hiring events graph.

## **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 five performers in the State in Welfare Transition and Wagner Peyser. She praised the staff working with these populations that keep the participants engaged.
- Center Reports: These reports reflect the first quarter of the program year. She noted that Levy County has had an increase in positions posted, which will hopefully lead to an increase in placements. Marion County has an increase in placements

and a 20% increase in the average placement wage over last year.

### Letter Grades

Cory Weaver was happy to report that our region received an A for the last quarter of the 2022-2023 program year. 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 with an exceptional score of 80.
- Business Services scores are consistent. Businesses express frustration over the quality of candidates that apply but are very satisfied with the quality of service that is provided by our staff.
- 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**

The MOU between Nature Coast Business Development Council is being revised. The Executive Director was being paid by CLM. However, in August he declared that he would seek an elective position. The Hatch Act prevents those employed with federal funds from being paid once seeking public office. NCBDC has managed to gain flexibility in other funding and continues his employment. We are working on an outcome-based MOU similar to the other economic development partner agreements.

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:40 a.m.

### **APPROVED:**

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## REPORTING PERIOD: JUL 2023 - DEC 2023

### ALL CENTER TRAFFIC – 229

One on one Initial Appointments Total – 116

Professionals – 61  
Students – 55

In Person – 85%  
Virtual – 15%

### WORKSHOPS CONDUCTED – 19

Internship classes – 5  
Healthcare – 3  
Information Technology – 3

First Year Seminar – 3  
Early Childhood Education – 3  
STEM Club – 1  
TC Open House – 1

### TOTAL ATTENDANCE FOR WORKSHOPS – 296

Resumes reviewed and feedback provided – 155  
144 of the 296 were reviewed twice before submitting

### CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

1 Individual Event – Total attendance for event – 70

Taylor College: LPN Grads – 70

#### CONFIRMED HIRES

14

#### AVERAGE HOURLY WAGE

\$29.43

### 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.



|                           | Q1 PY23-24 |           |         | Q2 PY23-24 |           |       | Q3 PY23-24 |           |       | Q4 PY23-24 |           |       | ANNUAL |           |       |
|---------------------------|------------|-----------|---------|------------|-----------|-------|------------|-----------|-------|------------|-----------|-------|--------|-----------|-------|
|                           | Goal       | Goals Met | Rate    | Goal       | Goals Met | Rate  | Goal       | Goals Met | Rate  | Goal       | Goals Met | Rate  | Goal   | Goals Met | Rate  |
| <b>County Chamber/EDC</b> |            |           |         |            |           |       |            |           |       |            |           |       |        |           |       |
| CITRUS (Citrus Chamber)   | 4          | 2         | 50.00%  |            |           |       |            |           |       |            |           |       |        |           |       |
| MARION (CEP)              | 4          | 4         | 100.00% |            |           | 0.00% |            |           | 0.00% |            |           | 0.00% |        |           | 0.00% |
| LEVY (Nature Coast)       |            |           | N/A     |            |           | 0.00% |            |           | 0.00% |            |           | 0.00% |        |           | 0.00% |

**Quarterly Goals - Partner Chambers**

- Conduct 1 quarterly meeting with assigned CSCLM staff to discuss business needs/challenges - **All**
- Conduct joint business and retention visits - **All**
- Monthly meetings with key business staff to maintain communication of new and existing projects as well as current business needs - **Marion Only**
- Provide business referrals to CSCLM for workforce services - **All**
- Provide business/professional referrals to Talent Center - **Marion/Citrus Only**
- Provide assistance in planning and staff for the Youth Career Expos - **Marion/Citrus Only**
- Attend at least 1 meeting per quarter at Chiefland, Williston, Bronson, Inglis Chamber - **Levy Only**

|  | Q1 PY23-24 |                    |            | Q2 PY23-24 |                    |         | Q3 PY23-24 |                    |         | Q4 PY23-24 |                    |         | ANNUAL |                    |         |
|--|------------|--------------------|------------|------------|--------------------|---------|------------|--------------------|---------|------------|--------------------|---------|--------|--------------------|---------|
|  | Goal       | Actual Performance | Payment    | Goal       | Actual Performance | Payment | Goal       | Actual Performance | Payment | Goal       | Actual Performance | Payment | Goal   | Actual Performance | Payment |
| <b>Eckerd Youth Connects</b>                               |            |                    |            |            |                    |         |            |                    |         |            |                    |         |        |                    |         |
| Enrollments  | 20         | 25                 | \$1,595.83 |            |                    |         |            |                    |         |            |                    |         |        |                    |         |
| Measureable Skills Gains                                   | 80%        | 98.50%             | \$1,595.83 |            |                    |         |            |                    |         |            |                    |         |        |                    |         |
| Employment/Education Retention Rate 2nd Quarter After Exit | 75%        | 79.40%             | \$1,595.83 |            |                    |         |            |                    |         |            |                    |         |        |                    |         |
| Employment/Education Retention Rate 4th Quarter After Exit | 69%        | 74.50%             | \$1,595.83 |            |                    |         |            |                    |         |            |                    |         |        |                    |         |
| Credential Attainment Rate                                 | 83%        | 97.80%             | \$1,595.83 |            |                    |         |            |                    |         |            |                    |         |        |                    |         |
| Median Wages   | \$2,800    | \$4,366            | \$1,595.83 |            |                    |         |            |                    |         |            |                    |         |        |                    |         |

**PY 23 - 24 Individual Events**

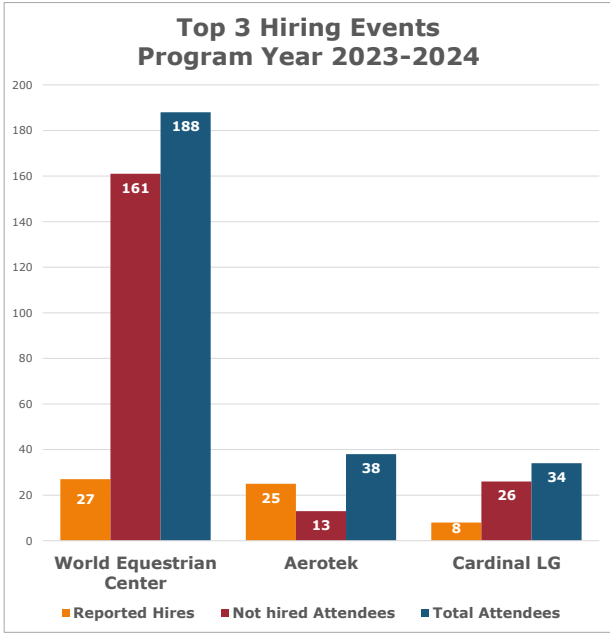
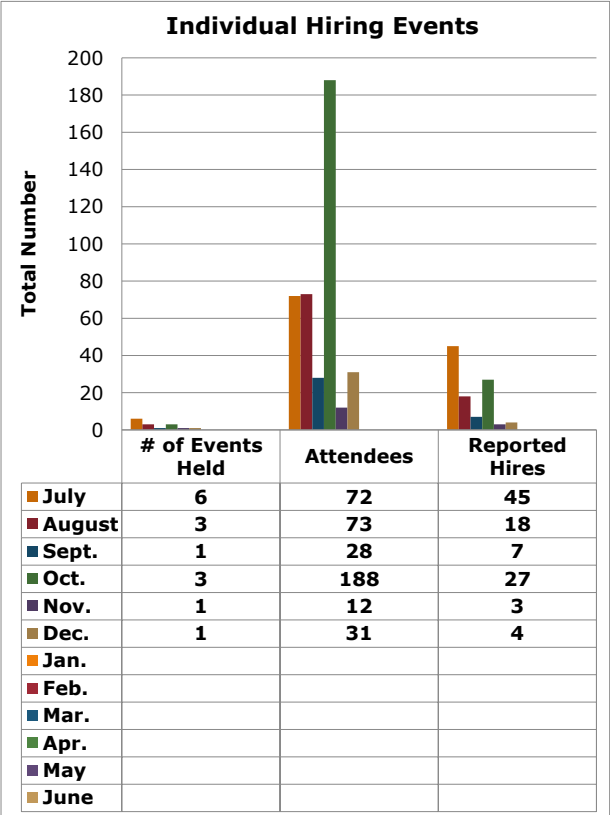
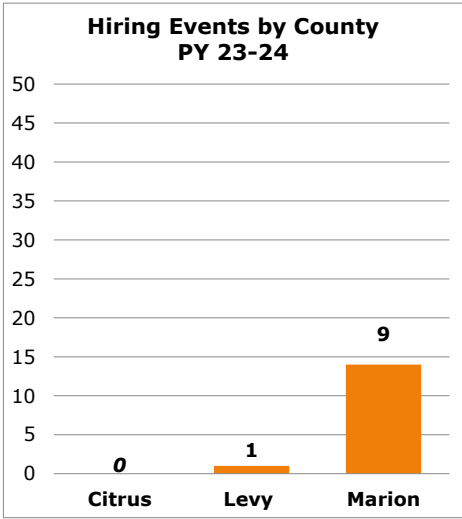
Total Events: 15  
Attendees: 404  
Reported Hires: 104

**PY 23 - 24 Job Fairs**

Attendees: 389  
Businesses: 65

**PY 23-24 Partner Job Fairs**

Attendees: 21  
Businesses: 18



**Other Recruitment Events 10/2023 - 12/2023**

| Event Date | Event Name             | Event Location   | County |
|------------|------------------------|------------------|--------|
| 11/16      | Chick-fil-A Ocala      | CF Webber Center | Marion |
| 12/18      | Green Thumb Industries | 14th Street      | Marion |
|            |                        |                  |        |
|            |                        |                  |        |

# PERFORMANCE MEASURES

PY 2023/2024

Numbers current as of 12/31/2023

| Performance Measure                | Performance PY2021 | Performance PY2022 | Previous Month Performance November 2023 | Current Month Performance December 2023 | Performance YTD PY2023/2024 | Previous Month Ranking | State Ranking YTD PY2023/2024 |
|------------------------------------|--------------------|--------------------|--|---|-----------------------------|------------------------|-------------------------------|
| WP Entered Employment Rate         | 44.80%             | 46.40%             | 32.10%                                   | 43.50%                                  | 37.90%                      | 13                     | 13                            |
| WIOA AD/DW Entered Employment Rate | 85.00%             | 84.30%             | 100.00%                                  | 100.00%                                 | 69.80%                      | 14                     | 13                            |
| WTP Entered Employment Rate        | 28.70%             | 29.00%             | 44.20%                                   | 26.80%                                  | 37.20%                      | 2                      | 2                             |
|                                    |                    |                    |  |   |                             |                        |                               |
| All Family Partic. Rate            | 19.90%             | 17.60%             | 17.70%                                   | 16.30%                                  | 16.10%                      | 2                      | 2                             |
| 2-Parent Partic. Rate              | 15.90%             | 7.50%              | 5.60%                                    | 5.40%                                   | 7.50%                       | 1                      | 3                             |
|                                    |                    |                    | 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: January 2024

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





# CITRUS COUNTY

Comparison: JUL 1<sup>ST</sup> – DEC 31<sup>ST</sup> for PY2022/PY2023

| TOTAL RECEIVING SERVICES          | CENTER TRAFFIC   |
|-----------------------------------|--|
| <u>PY2023: 939</u><br>PY2022: 855 | <u>2,505</u><br>1,887  |
| VETERANS SERVED                   | TRAINING PROVIDED  |
| <u>97</u><br>98                   | <u>24</u><br>13  |
| BUSINESSES SERVED                 | WELFARE TO WORK TRANSITION                                   |
| <u>78</u><br>137                  | <u>119</u><br>142  |
| POSITIONS POSTED                  | TOTAL PLACEMENTS   |
| <u>410</u><br>560                 | <u>36 (Avg Wage: \$15.37)</u><br>36 (Avg Wage: Not Provided) |

## Your Employment Solution Starts Here

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

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



# LEVY COUNTY

Comparison: JUL 1<sup>ST</sup> – DEC 31<sup>ST</sup> for PY2022/PY2023

|                                   |   |
|-----------------------------------|---|
| <b>TOTAL RECEIVING SERVICES</b>   | <b>CENTER TRAFFIC</b>                                       |
| <u>PY2023: 293</u><br>PY2022: 244 | <u>1,077</u><br>917   |
| <b>VETERANS SERVED</b>            | <b>TRAINING PROVIDED</b>                                    |
| <u>29</u><br>25                   | <u>10</u><br>3  |
| <b>BUSINESSES SERVED</b>          | <b>WELFARE TO WORK TRANSITION</b>                           |
| <u>37</u><br>39                   | <u>33</u><br>53   |
| <b>POSITIONS POSTED</b>           | <b>TOTAL PLACEMENTS</b>                                     |
| <u>347</u><br>212                 | <u>6 (Avg Wage: \$16.33)</u><br>12 (Avg Wage: Not Provided) |

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# MARION COUNTY

**Comparison: JUL 1<sup>ST</sup> – DEC 31<sup>ST</sup> for PY2022/PY2023**

|                                       |  |
|---------------------------------------|--|
| <b>TOTAL RECEIVING SERVICES</b>       | <b>CENTER TRAFFIC</b>  |
| <u>PY2023: 2,447</u><br>PY2022: 2,059 | <u>7,038</u><br>5,274  |
| <b>VETERANS SERVED</b>                | <b>TRAINING PROVIDED</b>                                       |
| <u>233</u><br>213                     | <u>172</u><br>85   |
| <b>BUSINESSES SERVED</b>              | <b>WELFARE TO WORK TRANSITION</b>                              |
| <u>264</u><br>358                     | <u>423</u><br>404  |
| <b>POSITIONS POSTED</b>               | <b>TOTAL PLACEMENTS</b>  |
| <u>3,988</u><br>4,141                 | <u>164</u> (Avg Wage: \$15.30/hr)<br>182(Avg Wage: \$14.24/hr) |

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**Measure 1 - Participants with Increased Earnings**

| Numerator | Denominator | Rate | Target | Target Met | Weight | Weighted Performance |
|-----------|-------------|------|--------|------------|--------|----------------------|
| 433       | 844         | 51.3 | 50     | 100        | 25     | 25                   |

**Measure 2 - Reduction in Public Assistance**

| Numerator | Denominator | Rate | Target | Target Met | Weight | Weighted Performance |
|-----------|-------------|------|--------|------------|--------|----------------------|
| 725       | 1559        | 46.5 | 50     | 93         | 25     | 23.25                |

**Measure 3 - Employment and Training Outcomes**

| Numerator | Denominator | Rate  | Target | Target Met | Weight | Weighted Performance |
|-----------|-------------|-------|--------|------------|--------|----------------------|
| 12        | 18          | 66.67 | 100    | 66.67      | 20     | 13.33                |

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

| Numerator | Denominator | Rate  | Target | Target Met | Weight | Weighted Performance |
|-----------|-------------|-------|--------|------------|--------|----------------------|
| 739       | 1985        | 37.23 | 25     | 100        | 10     | 10                   |

**Measure 5 - Continued Repeat Business**

| Numerator | Denominator | Rate | Target | Target Met | Weight | Weighted Performance |
|-----------|-------------|------|--------|------------|--------|----------------------|
| 784       | 2505        | 31.3 | 35     | 89.43      | 5      | 4.47                 |

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

| PreviousNum | PreviousDen | PreviousRate | CurrentNum | CurrentDen | CurrentRate | YOY   | Target | TargetMet | Weight | WeightedPerf |
|-------------|-------------|--------------|------------|------------|-------------|-------|--------|-----------|--------|--------------|
| 1,272       | 10,699      | 11.89        | 1,135      | 10,942     | 10.37       | -1.52 | 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 |
|--------------|---------------|------|-------------|--------------|------|-------|--------|-----------|--------|--------------|
| 899          | 82,880        | 1.08 | 3,883,581   | 138,314,587  | 2.81 | 38.43 | 100    | 38.43     | 10     | 3.84         |

**Allocation**

| Numerator | Denominator | Rate  | Weighted Performance | WeightedGrade | LetterGrade |
|-----------|-------------|-------|----------------------|---------------|-------------|
| 1520      | 2261        | 67.23 | 5                    | 83.4          | <b>B</b>    |

**Extra Credit**

| Weighted Grade Extra Credit | Letter Grade Extra Credit |
|-----------------------------|---------------------------|
| 88.4                        | B+                        |

| Local Workforce Development Board       | Final Score<br>2023Q1 | Letter Grade<br>2023Q1 | Final Score<br>2022Q4 | Letter Grade<br>2022Q4 |
|---|-----------------------|------------------------|-----------------------|------------------------|
| 01 - CareerSource Escarosa              | 86.97                 | B                      | 94.76%                | A                      |
| 02 - CareerSource Okaloosa Walton       | 89.06                 | B+                     | 89.18%                | B+                     |
| 03 - CareerSource Chipola               | 95.88                 | A                      | 98.51%                | A+                     |
| 04 - CareerSource Gulf Coast            | 87.58                 | B+                     | 93.14%                | A                      |
| 05 - CareerSource Capital Region        | 85.97                 | B                      | 89.51%                | B+                     |
| 06 - CareerSource North Florida         | 85.37                 | B                      | 91.76%                | A-                     |
| 07 - CareerSource Florida Crown         | 82.4                  | B-                     | 85.50%                | B                      |
| 08 - CareerSource Northeast Florida     | 97.29                 | A+                     | 103.36%               | A+                     |
| 09 - CareerSource North Central Florida | 77.66                 | C+                     | 85.98%                | B                      |
| 10 - CareerSource Citrus Levy Marion    | 88.4                  | B+                     | 93.92%                | A                      |
| 11 - CareerSource Flagler Volusia       | 94.93                 | A                      | 102.41%               | A+                     |
| 12 - CareerSource Central Florida       | 95.74                 | A                      | 99.97%                | A+                     |
| 13 - CareerSource Brevard               | 86.6                  | B                      | 88.50%                | B+                     |
| 14 - CareerSource Pinellas              | 90.5                  | A-                     | 96.73%                | A                      |
| 15 - CareerSource Tampa Bay             | 92.68                 | A-                     | 95.91%                | A                      |
| 16 - CareerSource Pasco Hernando        | 87.52                 | B+                     | 92.66%                | A-                     |
| 17 - CareerSource Polk                  | 87.42                 | B+                     | 95.40%                | A                      |
| 18 - CareerSource Suncoast              | 86.89                 | B                      | 92.50%                | A-                     |
| 19 - CareerSource Heartland             | 94.72                 | A                      | 99.56%                | A+                     |
| 20 - CareerSource Research Coast        | 87.83                 | B+                     | 90.58%                | A-                     |
| 21 - CareerSource Palm Beach County     | 89.66                 | B+                     | 95.16%                | A                      |
| 22 - CareerSource Broward               | 98.07                 | A+                     | 96.85%                | A                      |
| 23 - CareerSource South Florida         | 98.27                 | A+                     | 97.02%                | A+                     |
| 24 - CareerSource Southwest Florida     | 95.25                 | A                      | 98.61%                | A+                     |

Letter Grade changed from previous quarter:

Decreased

Same

Increased

## PROGRAM PARTICIPANT DATA SUMMARY

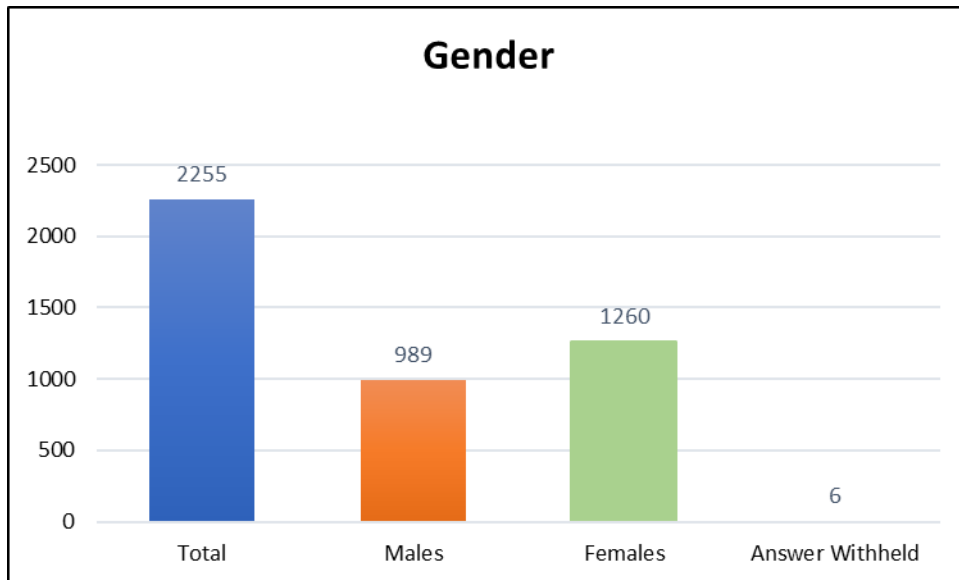
### REGION 10

October 1, 2023 – December 31, 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 second quarter of PY2023, October 1<sup>st</sup> through December 30<sup>th</sup>.

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

### GENDER CHARACTERISTICS



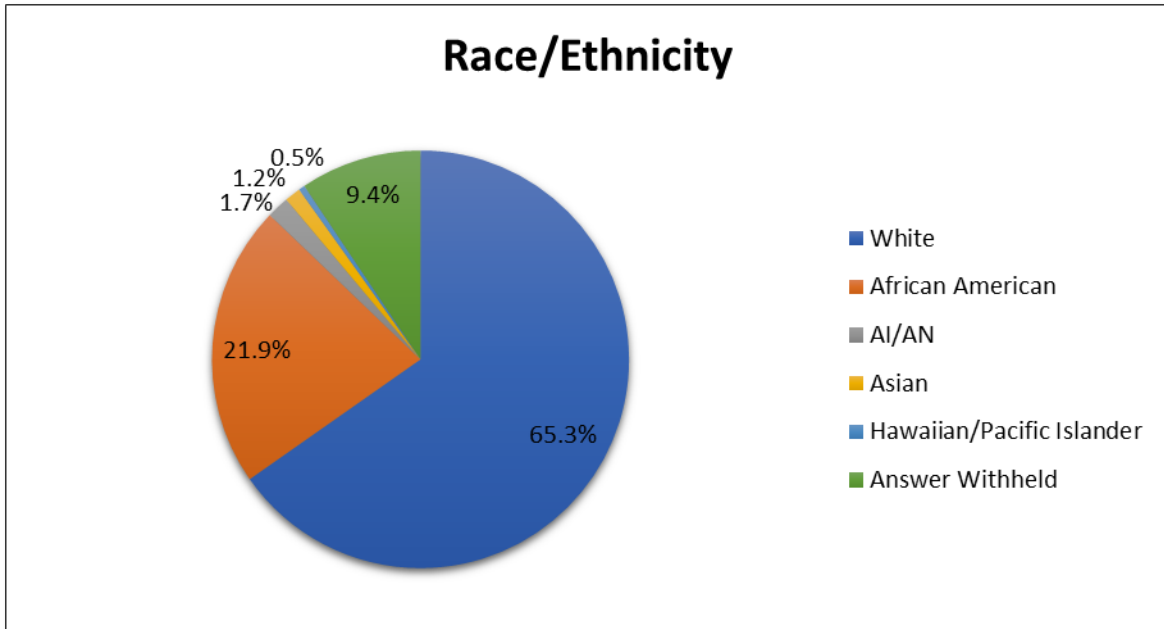
#### Overall assessment

- 44% of the Region's participants were male.
- 56% 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/<br>Pacific Islander | Answer Withheld |
|-----------------------|-------|------------------|-------|-------|-------------------------------|-----------------|
| # of Applicants       | 1472  | 493              | 39    | 28    | 11                            | 212             |
| % of Total Applicants | 65.3% | 21.9%            | 1.7%  | 1.2%  | 0.5%                          | 9.4%            |

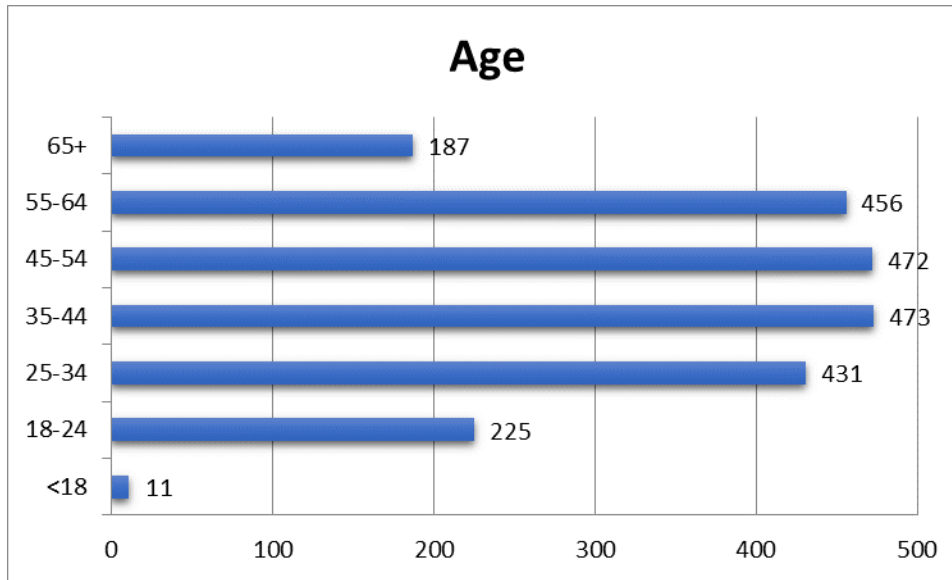
- Hispanic applicants, 416, represented 19% of all applicants.

### Compared to Marion County race demographic

| Group                 | White | African American | AI/AN | Asian | Hawaiian/<br>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     | 11    | 225   | 431    | 473    | 472    | 456    | 187   | 2,255 |
| %         | 0.49% | 9.98% | 19.11% | 20.98% | 20.93% | 20.22% | 8.29% | 100%  |

### Overall assessment

- 99.5% of applicants were over the age of 18.
- Applicants age 55 and older represented 28.5% 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, 241, accounted for 10.7% of the total number of applicants.
- Male veteran applicants, 199, represented a larger group than female veteran applicants, 42.



## WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

### Overall assessment

- Female WIOA participants, 144, outnumbered male WIOA applicants 95.

| Group   | Count | % of Total Count | Numerator* | Denominator** |
|---|-------|------------------|------------|---------------|
| White   | 115   | 48.1%            | 23         | 30            |
| African American  | 82    | 34.3%            | 8          | 13            |
| American Indian/<br>Alaska Native   | 1     | 0.4%             | 0          | 0             |
| Asian   | 0     | 0.0%             | 0          | 0             |
| Hawaiian/Pacific<br>Islander  | 4     | 1.7%             | 1          | 1             |
| More than 1 Race  | 17    | 7.1%             | 1          | 1             |
| Answer Withheld   | 20    | 8.4%             | 3          | 3             |
| *Numerator = Number of participants who enter employment after exiting a program. |       |                  |            |               |
| ** Denominator = Total number of exiting participants.                            |       |                  |            |               |

- Hispanic participants, 69, represented 29% of all applicants. Of the 16 Hispanic participants that exited, 12 cases have exited with employment.

| Group   | Count | % of Total Count | Numerator | Denominator |
|---------|-------|------------------|-----------|-------------|
| <19     | 59    | 24.7%            | 14        | 18          |
| 19 – 24 | 70    | 29.3%            | 12        | 17          |
| 25 – 32 | 47    | 19.7%            | 5         | 5           |
| 33 – 44 | 48    | 20.1%            | 5         | 7           |
| 45 – 54 | 12    | 5.0%             | 0         | 0           |
| 55 – 64 | 2     | 0.8%             | 0         | 1           |
| 65+     | 1     | 0.4%             | 0         | 0           |

## WELFARE TRANSITION

### Overall assessment

- 385 female applicants represented 85% of WT applicants.
- 66 male participants represented 15% of WT applicants.
- The average placement wage recorded for female participants is \$16.33/hour, and there was not enough data to pull an average wage for male participants.

| Group                 | White  | African American | Asian Pacific | Asian | Hispanic | Indian | Other | Not Provided |
|-----------------------|--------|------------------|---------------|-------|----------|--------|-------|--------------|
| # of Applicants       | 221    | 124              | 1             | 1     | 63       | 1      | 26    | 14           |
| % of Total Applicants | 49.00% | 27.50%           | 0.22%         | 0.22% | 13.97%   | 0.22%  | 5.77% | 3.10%        |

## SNAP (FOOD STAMPS)

### Overall assessment

- 321 female applicants represented 47% of WT applicants.
- 356 male participants represented 53% of WT applicants.
- The average placement wage recorded for female participants is \$15.59/hour, and there was not enough data to pull an average wage for male participants.

| Group                 | White  | African American | Asian Pacific | Asian | Hispanic | Indian | Other | Not Provided |
|-----------------------|--------|------------------|---------------|-------|----------|--------|-------|--------------|
| # of Applicants       | 361    | 146              | 2             | 1     | 101      | 2      | 41    | 23           |
| % of Total Applicants | 53.32% | 21.56%           | 0.30%         | 0.15% | 14.92%   | 0.30%  | 6.05% | 3.40%        |

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

### 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**.

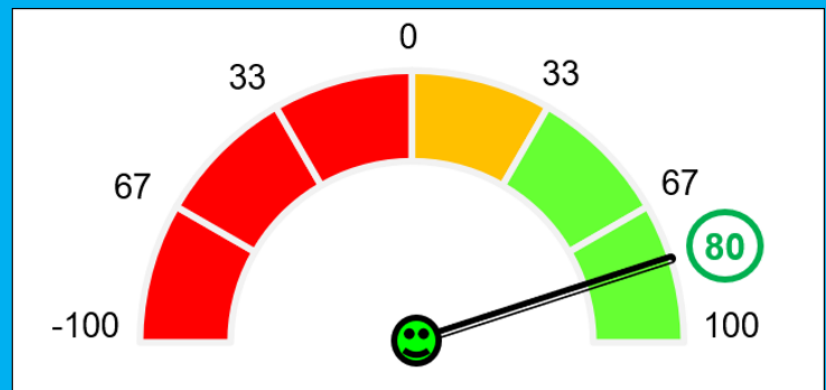


**70–100:** Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



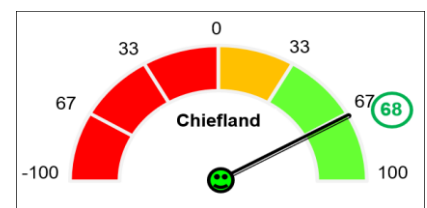
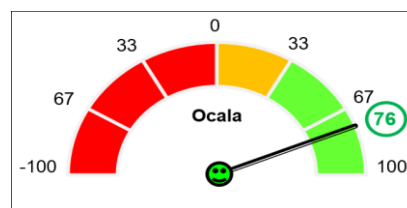
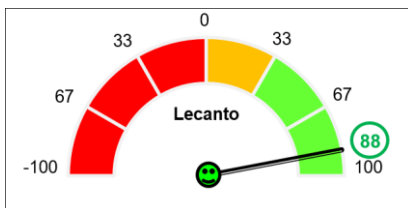
### Overall Score

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

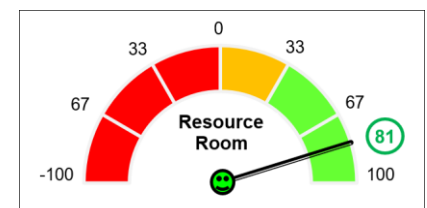
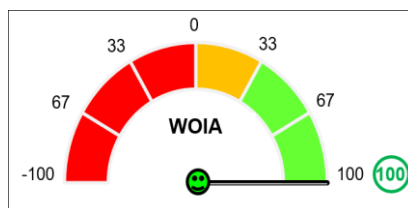


| Category      | Percent (%) | Count (#)  |
|---------------|-------------|------------|
| Promoters 😊   | 86%         | 383        |
| Passives 😐    | 8%          | 37         |
| Detractors 😞  | 6%          | 27         |
| <b>Totals</b> | <b>100%</b> | <b>447</b> |

### Transactional Net Promoter Score By Office



### Transactional Net Promoter By Service



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

| Employer Report                | Region 10 Net Promoter Score |
|--------------------------------|------------------------------|
| Net Promoter Score–Area/Region | ▶ +46                        |




### What Do the Scores Mean?

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

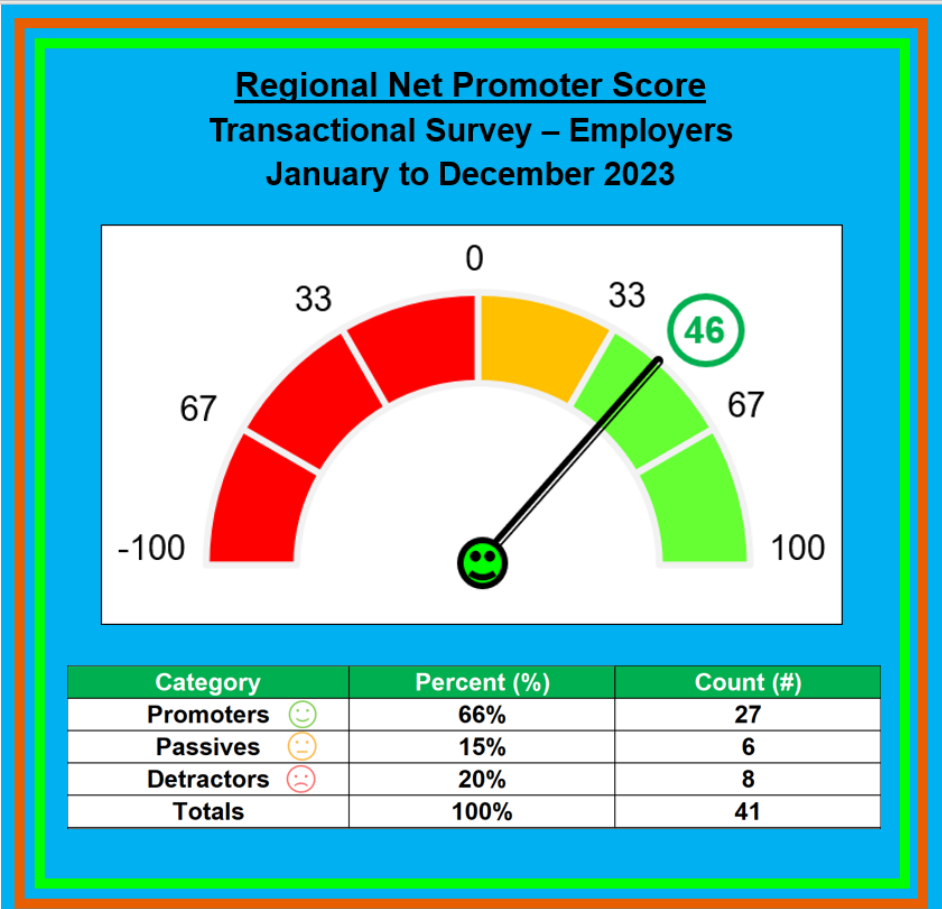
**0–30:** You have a decent number of satisfied customers but not enough **Promoters**.

**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**.

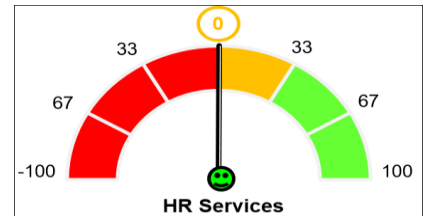
**70–100:** Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



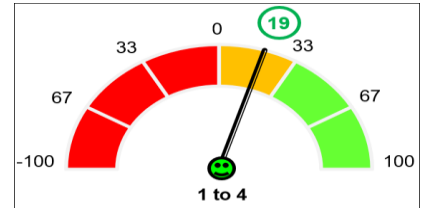
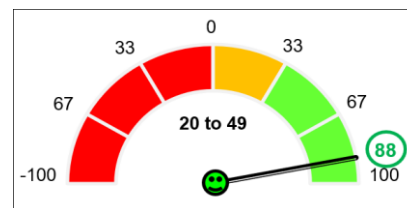
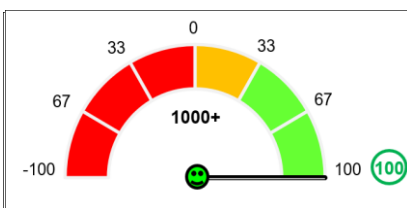
### Overall Score



### Transactional Net Promoter Score By Employer Service



### Transactional Net Promoter By Employer Size



**Talent Center Cumulative Report Calendar Year January to December 2023**

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

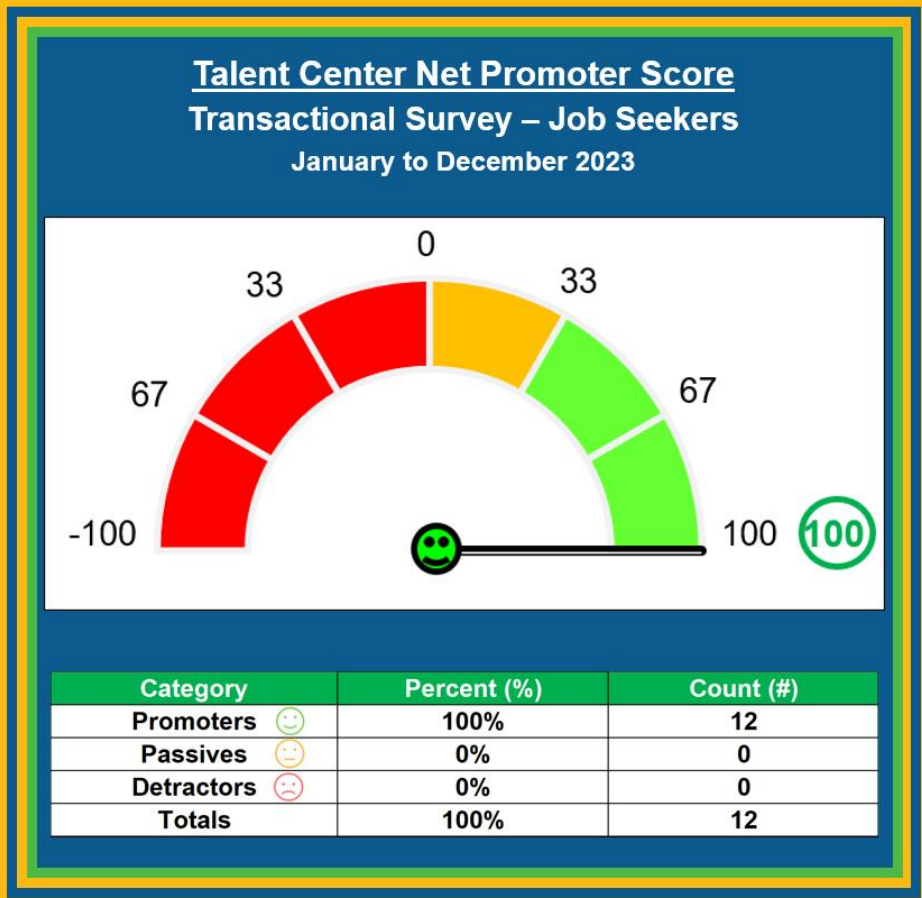


### What Do the Scores Mean?

-  **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. 21

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.

## **Creating Connections - H1-B Job Training Grants**

**Duration:** 5 years - 9/30/2023 to 9/29/2025

**Lead Applicant Organization Name:** CareerSource Citrus Levy Marion Workforce Development Board

- Budget: \$913,469

**Subrecipients:** CareerSource Florida Crown and CareerSource North Florida

- Budget Florida Crown: \$240,750
- Budget North Florida: \$240,750

**Geographic Scope:**

- Scope: Regional
- Description: Levy, Dixie, Gilchrist, Suwannee, Union, Lafayette, Hamilton, Taylor, Madison, Jefferson, and Columbia counties
- Rural: All counties are defined as rural

**Number of Participants Trained:** 102

**Project Purpose:** The Creating Connections Initiative, under the supervision of CareerSource Citrus Levy Marion and partners will focus on the development track of the DOL Building Pathways to Infrastructure Jobs Grant to establish industry sector partnerships and training programs to meet the needs of local businesses building out the broadband infrastructure.

**Targeted Populations Served:** Historically underrepresented women, people of color, those with disabilities, low income, re-entry candidates, persons living in rural areas, veterans, transitioning service members, and military spouses.

**Targeted H-1B Occupations:** Telecommunication Line Installers and Repairers and Telecommunication Equipment Installers and Repairers

**Recognized Postsecondary Credential(s) Offered:**

Fiber Optics:

- CFOT(Certified Fiber Optic Technician)
- CFOS/S(Certified Fiber Optics Splicing Specialist)
- CFOS/T(Certified Fiber Optics Specialist in Testing/Maintenance),
- Commercial Driving 'A' endorsement
- Commercial Driving 'B' endorsement
- Project Management (CAPM and PMP)