



CareerSource Citrus Levy Marion
2703 NE 14th St.
Ocala, FL 34470

Performance and Monitoring Committee
AGENDA

Tuesday, May 7, 2024 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/89099372850>
Phone No: 1-646-558-8656 (EST) Meeting ID: 890 9937 2850

Call to Order		J. Chang
Roll Call		C. Schnettler
Approval of Minutes, February 6, 2024	Pages 2 - 4	J. Chang

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
Monitoring Report – 2022-2023	Pages 5 - 26	D. French

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Talent Center Traffic	Page 27	C. Wilkinson
Contract Reports (Chamber, etc)	Page 28	S. Crawford
Event Report – YTD	Page 29	C. Weaver
Performance Measures	Page 30	C. Weaver
County Comparison Reports	Pages 31 - 33	C. Weaver
Letter Grades	Pages 34	C. Weaver
Program Participant Data Summary	Pages 35 - 39	C. Weaver
Net Promoter	Pages 40 – 42	S. Litzinger
Grant Updates	Page 43	S. Crawford

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: February 6, 2024
PLACE: College of Central Florida, Enterprise Center
3003 SW College Road, Ocala, FL 34474
TIME: 9:00 a.m.

MEMBERS PRESENT

Andy Starling
Jeff Chang, Chair
Fred Morgan
Larry White
Theresa Flick

MEMBERS ABSENT

OTHER ATTENDEES

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

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

CALL TO ORDER

The meeting was called to order by Jeff Chang, Chair, at 9:03 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 November 7, 2023, meeting. Larry White seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner updated the committee on the following items:

- CareerSource Florida will be having a State board meeting at the end of February. It is anticipated that the final documents for standardization of tools and services will be provided.
- There are several legislative issues that are being watched for future outcomes that may impact our services:

- A potential change to the reemployment assistance program would require program participants to meet the requirement of five job applications per week by adding the requirement of at least one in-person application per week. This could negatively impact businesses that only offer online applications and increase fuel costs for participants.
- The State is evaluating the benefits of creating a helpline for employers to report fraudulent participant activity. There are numerous negative consequences this could have on participants and businesses as well.
- The Stronger Workforce for America Act (HR6655) may change the funding percentage requirements for local boards, timelines for ITA funding distributions, and workforce board structuring.
- The State is also proposing changes to the child labor laws that may benefit businesses but could negatively impact young adult workers.

Workforce Issues that are Important to Our Community

The committee members did not have any issues to discuss.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Talent Center

Chris Wilkinson reviewed the report provided in the packet.

Contract Reports

Sandra Crawford 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: Eckerd exceeded their goals for the first quarter.

Event Report

Cory Weaver highlighted items from the Event Report. She noted increased attendance at hiring events and job fairs and also noted a decrease in hiring. This is a shift happening in workforce trends that will be watched going forward. There will be youth job fairs in all three counties this year.

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. We are seeing

trends where participants are looking to reskill and change occupations. We are also seeing an increase in Cuban and Haitian refugee traffic.

- Center Reports: These reports reflect center traffic for the first and second quarter of the program year. All centers have experienced increased traffic. She noted that Levy County has the highest average wage, which has been credited to funding received through the Broadband grant. Marion County continues to have the highest placements and an increase in the average wages.

Letter Grades

Cory Weaver reported that our region received a B+ for the reporting period, which is lower than the previous quarter's grade. She reviewed the seven measures and extra credit scores. Overall, the majority of the regions saw a decrease in their letter grade for the reporting quarter. This is attributed to decreased activity in the WT and SNAP programs

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.
- 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.

Broadband Grant

Dale French provided an overview of the grant. He noted there was a Bootcamp held in December and another one scheduled for April. Updates will be provided to the committee quarterly. He also stated that the Florida Department of Labor was impressed with the grant response and initial implementation of the program. We are hopeful for successful outcomes.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:47 a.m.

APPROVED:

Quality Assurance Report

Program Year 2022-2023
May 1, 2024

Programmatic and Financial Compliance
Monitoring Review

For

CareerSource Citrus Levy Marion
Local Workforce Development Board – 10

Prepared by FloridaCommerce
Division of Workforce Services and Division of Finance and Administration



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www.Twitter.com/FLACOMMERCE

Executive Summary

During the period of May 8 - 12, 2023, the Florida Department of Commerce (FloridaCommerce) conducted a joint programmatic and financial monitoring review of CareerSource Citrus Levy Marion's (CSCLM) workforce programs. CSCLM's service area includes Citrus, Levy, and Marion counties and is a part of the Ocala and Homosassa Metropolitan Statistical Area.

Programmatic monitoring was conducted by FloridaCommerce's Bureau of One-Stop and Program Support (OSPS) and financial monitoring was conducted by FloridaCommerce's Bureau of Financial Monitoring and Accountability (FMA) staff through a remote desktop review analysis. This allowed for collaboration in the evaluation of both programmatic and financial data by a comprehensive monitoring review team.

Monitoring activities included assessing CSCLM's program operations, management practices, system protocols, internal controls, and financial record keeping and reporting to determine if CSCLM operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contract or agreement terms. Monitoring also included sample testing of randomly selected participant case file records from each of the workforce programs reviewed.

Programmatic and financial management issues identified in the report are generally categorized as Findings, Other Noncompliance Issues (ONIs), Observations, and Technical Assistance based on a scale of high, medium, and low risk probabilities. High, medium, and low risk factors are used to separate issues that present more of a threat to program operations including issues that may potentially impact the fiscal integrity or delivery of services within program operations.

The review revealed that CSCLM has the systems in place to perform the broad management, operational, and financial functions required to operate the workforce programs; however, deficiencies in case file documentation requirements and operational and management practices in several program review areas were identified. The programmatic monitoring review resulted in nine findings, five ONIs, and several observations. The financial monitoring review resulted in one finding and one ONI. While no material issues or weaknesses came to the reviewers' attention other than those contained in the report, there is no assurance that other issues do not exist.

As subrecipients of authorized funds administered by FloridaCommerce, CSCLM is accountable for failing to correct performance, programmatic, and financial deficiencies found during compliance monitoring reviews. To reduce programmatic or financial deficiencies observed and to increase program integrity at the local level, corrective action by CSCLM is required to be taken.

The results of each of CSCLM's workforce programs are summarized in the following charts by program and category.

ACRONYM TABLE

ABAWD – Abled Bodied Adult without Dependents
AP – Administrative Policy
ARP – Alternative Requirement Plan
CAP – Corrective Action Plan
CFR – Code of Federal Regulations
CSCLM – CareerSource Citrus Levy Marion
DCF – Department of Children and Families
DVOP – Disabled Veterans Outreach Program
DWG – Disaster Recovery Dislocated Worker Grant
DW – Dislocated Worker
EDP – Employability Development Plan
EEO – Equal Employment Opportunity
ES – Employment Service
ETA – Employment and Training Administration
F.A.C.–Florida Administrative Code
FCOP – Farmworker Career Development Program
FG – Final Guidance
FLC – Foreign Labor Certification
FloridaCommerce – Florida Department of Commerce
FLSA – Fair Labor Standards Act
FMA – Bureau of Financial Monitoring and Accountability
F.S. – Florida Statutes
FY – Fiscal Year
IEP – Individual Employment Plan
IRP – Individual Responsibility Plan
IT – Information Technology
ITA – Individual Training Account
IWT – Incumbent Worker Training
JPR – Job Participation Rate
JVA – Jobs for Veterans Act
JVSG – Jobs for Veterans State Grant
LMI – Labor Market Information
LVER – Local Veterans Employment Representative
LWDB – Local Workforce Development Board
MIS – Management Information System
MOU/IFA – Memorandum of Understanding & Infrastructure Funding Agreement
MSFW – Migrant and Seasonal Farmworker
MSG – Measurable Skills Gains
O&O - Opportunities and Obligations form
ONI – Other Noncompliance Issue
OSPS – Bureau of One-Stop and Program Support
OSST – One-Stop Service Tracking
OST – Occupational Skills Training
POS – Priority of Service
PY – Program Year
RESEA – Reemployment Services and Eligibility Assessment Program

SMA – State Monitor Advocate
S.M.A.R.T – Specific, Measurable, Attainable, Realistic, and Time-Bound
SNAP E&T – Supplemental Nutrition Assistance Program Employment and Training
SYEP – Summer Youth Employment Program
TAA – Trade Adjustment Assistance
TANF – Temporary Assistance for Needy Families
TCA – Temporary Cash Assistance
TEGL – Training and Employment Guidance Letter
U.S.C. – United States Code
WE – Work Experience
WFS – Workforce Services
WIOA – Workforce Innovation and Opportunity Act
WP – Wagner-Peyser
WSA – Work Search Activity
WT – Welfare Transition

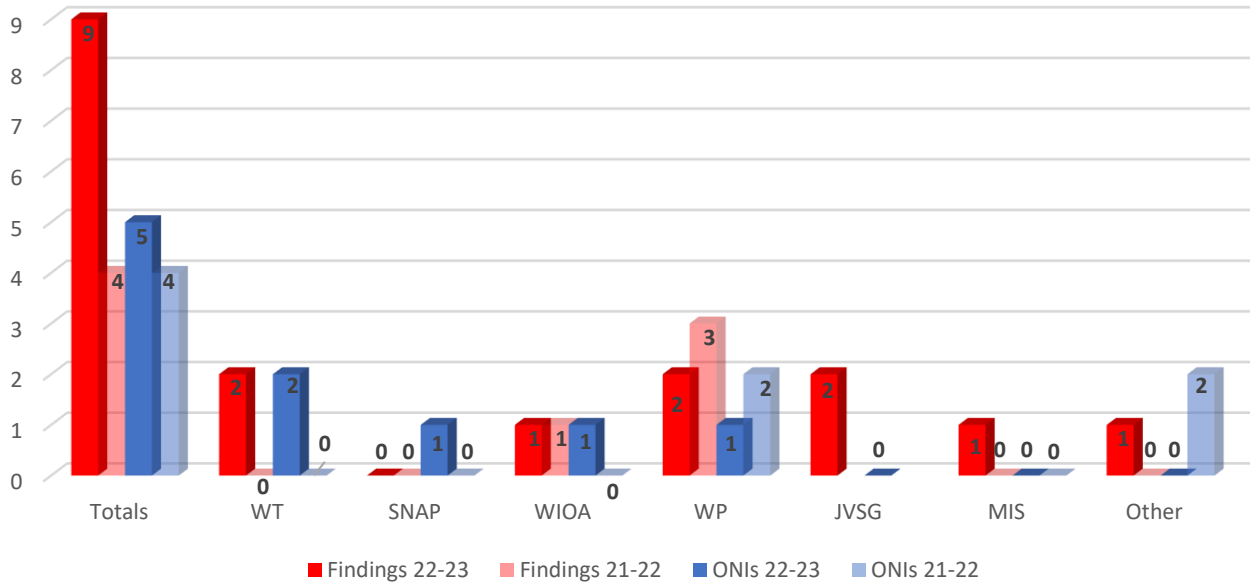
***The above table reflects all acronyms that have been used in the PY 2022-2023 monitoring review cycle; however, all acronyms may not be used in this report.**

SUMMARY TABLE OF PROGRAMMATIC MONITORING RESULTS

N=No. Y=Yes. N/A=Not Applicable.

PY 2022-23 Programmatic Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
WT	The elements of a safety plan for one victim of Domestic Violence were not included on the IRP or ARP.	N	Y		
	Two participants were not mailed the 2292 for a second failure within 30 days. There was also no evidence of a verbal attempt to contact and/or counsel the participants during the 10-day counseling period when the pre-penalties were initiated.	N	Y		
	The employment date on documentation in one participant file did not match information entered in OSST.			N	Y
	The "Notice of Change in Child Care Status" form was not retained in one participant's case file. Additionally, one participant was in an open service for an extended period of time when services were no longer being provided.			N	Y
WT Totals		0	2	0	2
SNAP	Two participants did not have their initial appointment 590 service code selected within two-business days of completion of the appointment or "No show" as required.			N	Y
SNAP Totals		0	0	0	1
WIOA Adult/DW	Verification of employment information recorded in Employ Florida during exit or during quarter follow-ups did not match documentation maintained in two participant case files.			N	Y
WIOA Common Issues	Thirteen credential attainments recorded in Employ Florida did not meet the definition of a nationally recognized credential.	Y	Y		
WIOA Totals		1	1	0	1
WP	A manually obtained employment was entered in Employ Florida prior to the job start date.	N	Y		
	Two job seeker accounts were missing documentation of permission to create the new accounts in Employ Florida.	N	Y		
	A job order with multiple placements did not have case notes identifying the individual wage for each job seeker hired.			N	Y
WP Totals		0	2	0	1
MIS	A background screening was not conducted for one staff member prior to the hire date.	N	Y		
MIS Totals		0	1	0	0
JVSG	The objective assessment wizard was not completed in its entirety for two participants.	N	Y		
	Two veteran case files were missing service code entry or supporting case note entry documentation in Employ Florida.	N	Y		
JVSG Totals		0	2	0	0
Local Board Governance	One board member did not complete annual refresher training.	Y	Y		
Other Totals		1	1	0	0
Results – All Programs		2	9	0	5

**Monitoring Issues By Program
PY 2022-2023
CareerSource Citrus Levy Marion**



Note: The above chart reflects a two-year comparison of the number of monitoring issues (PY 2021-22 and PY 2022-23).

DEFINITIONS APPLICABLE TO PROGRAMMATIC MONITORING

1. **Finding** – A high risk issue that directly impacts the integrity or effectiveness of program operations or could potentially result in major program deficiencies (e.g., participant ineligibility, missing files, lack of fully executed contracts, issues indicative of systemic problems in program operations, has the appearance of fraud or abuse, possibility of non-conforming services provided to participants, potential questioned costs, etc.). Findings are expected to be responded to in the CAP.
2. **Other Noncompliance Issue** – A medium risk finding that results in deviation from process or practice not likely to result in failure of the management system or process but has a direct impact on program operations (data validity, timeliness of entering system information, missing program elements and employment plan information, failure to timely conduct follow-ups, etc.). ONIs could potentially be upgraded to a finding over time based on the nature of the deficiency (e.g., repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.). ONIs are expected to be responded to in the CAP.
3. **Observation** – A low risk issue that is intended to offer constructive comments and an opportunity to improve current local practices, processes and procedures that result in positive program outcomes. Observations are not expected to be responded to in the CAP except when requested.

SUMMARY TABLE OF FINANCIAL MONITORING RESULTS

FY 2022-2023 Financial Monitoring Results						
Category	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue	Observation/ Technical Assistance
7.0 – General Ledger and Cost Allocation Statistics	Required elements missing in a Memorandum of Understanding & Infrastructure Funding Agreement.	N	Y	Y		
12.0 - Subawarding and Subrecipient Monitoring	Pass-through entity requirements not included in subaward.			N	Y	
Results- All Categories		0	1	1	1	0

Note: For prior year findings and other noncompliance issues, please see the section on Prior Year Corrective Action Follow-Up.

DEFINITIONS APPLICABLE TO FINANCIAL MONITORING

1. **Finding** – A high risk issue that directly impacts the integrity or effectiveness of financial operations or could potentially result in major financial deficiencies (e.g., lack of accounting records or no system of accounting, no documentation to support expenditures, lack of internal controls, lack of fully executed contracts, issues indicative of systemic problems in financial operations, has the appearance of fraud or abuse, potential questioned costs, etc.). Findings are expected to be responded to in the CAP.
2. **Other Noncompliance Issue** – A medium risk finding that results in deviation from process or practice not likely to result in failure of the management system or process but has a direct impact on financial operations (e.g., missing financial elements, failure to timely conduct follow-ups, etc.). ONIs could potentially be upgraded to a finding over time based on the nature of the deficiency (e.g., repeat violations, issues indicative of systemic problems in financial operations, questioned costs, etc.). ONIs are expected to be responded to in the CAP.
3. **Observation** – A low risk issue that is intended to offer constructive comments and an opportunity to improve current local practices, processes, and procedures that result in positive financial outcomes. Observations are not expected to be responded to in the CAP except when requested.
4. **Technical Assistance** – Any assistance provided by the financial monitoring team to LWDB staff.

**QUALITY ASSURANCE REPORT
CAREERSOURCE CITRUS LEVY MARION
LOCAL WORKFORCE DEVELOPMENT BOARD - 10**

I. DESCRIPTION OF MONITORING APPROACH

Review Purpose and Scope

Monitoring consisted of a joint programmatic and financial review of CSCLM’s workforce programs. The purpose of the monitoring review was to assess CSCLM’s compliance with applicable federal and state program statutes, regulations, and programmatic and fiscal administrative requirements. The scope primarily involved a review of participant case file data entered in the State’s MIS, a review of participant case file documentation provided by CSCLM from the selected file samples, and a review of local plans, procedures, reports, records, and other abstract information. In some instances, interviews were conducted with CSCLM staff, employers, and participants to gather information about program processes and service delivery strategies.

The review scope also included an examination of CSCLM’s accounting records, internal controls, and supporting documentation which included, but not limited to, a review of cash management, general ledger, cost allocations, payroll, personnel activity report testing, disbursement testing, and reporting of program data in the MIS to determine if appropriate processes, procedures, and controls were in place and properly implemented.

Type of Review

A remote desktop review was performed for both programmatic and financial monitoring with the selected sampled items provided through upload to Florida Commerce’s SharePoint monitoring system or access to CSCLM’s document storage system.

Compliance Review Abstract Information

- Programmatic and Financial Monitoring Review Dates: May 8, 2023 to May 12, 2023.
- Programmatic Monitoring Sample Review Period Dates: April 1, 2022 to March 31, 2023
- Financial Monitoring Sample Review Period Dates: April 1, 2022 to June 30, 2022

Note: Entrance conference and exit conference attendees are listed in Section IX of this report.

Programs Reviewed:

- Welfare Transition
- Supplemental Nutrition Assistance Program – Employment and Training
- Workforce Innovation and Opportunity Act
- Trade Adjustment Assistance
- Wagner-Peyser
- Jobs for Veterans State Grants
- Any identified special projects operational during the review period
- Financial management practices, record keeping, safeguards and reporting

Monitoring Review Tools

FloridaCommerce’s PY 2022-2023 programmatic and financial monitoring review tools were used to conduct the review. The tools were developed to provide a framework for monitoring activities performed by OSPS and FMA staff as well as the criteria used to monitor.

II. FINANCIAL MONITORING REVIEW

FMA performed financial monitoring procedures based on the elements described in the FY 2022-2023 Financial Monitoring Tool. The results of financial monitoring testing are described below.

FY 2022-2023 Financial Monitoring Results

Prior Year Corrective Action Follow-Up

FMA identified one area of concern that remained unresolved from the prior year monitoring. Reference to this prior year concern is contained in the results below:

Findings

Finding FMA #10.23.01

Category: 7.0 General Ledger and Cost Allocation

Condition: CSCLM’s Memorandum of Understanding & Infrastructure Funding Agreement with Pinellas County Urban League did not include all required information in accordance with 20 CFR 678.755 as follows:

- Steps the Local WDB, chief elected officials, and one-stop partners used to reach consensus or an assurance that the local area followed the guidance for the State funding process.

This issue is consistent with the Program Year 2021-2022 Quality Assurance Report financial monitoring *Issue of Noncompliance FMA #10.22.01*.

Criteria: 20 CFR 678.755 states, in part, that “The MOU, fully described in §678.500, must contain the following information whether the local areas use either the local one-stop or the State funding model:

- (d) Steps the Local WDB, chief elected officials, and one-stop partners used to reach consensus or an assurance that the local area followed the guidance for the State funding process.”

Cause: CSCLM did not follow the requirements set forth in 20 CFR 678.755 and omitted the requirements in the agreements.

Effect: CSCLM is not in compliance with federal requirements pertaining to the execution and administration of memorandums of understanding and infrastructure funding agreements. Absent these requirements, CSCLM’s MOU IFAs may lack enforceability as well as accountability and transparency in the use of funds and responsibilities of both parties.

Required Action: CSCLM must put processes and procedures in place to ensure the elements stated in 20 CFR 678.755(d), are included in the Memorandums of Understanding & Infrastructure Funding Agreements as required. CSCLM must amend the MOU IFA with Pinellas County Urban League to include the required elements. CSCLM must provide a copy of the amended MOU IFA to FloridaCommerce with the CAP response. If the agreement cannot be provided within the timeframe of the CAP response, CSCLM must provide a timeline for the submission of the amended MOU IFA. Additionally, CSCLM must review all of its MOU IFAs to ensure all required elements are included and amend, as applicable. CSCLM must provide a timeline for the review of its MOU IFAs with the CAP response. Going forward, CSCLM must ensure the elements stated in 20 CFR 678.500 and 20 CFR 678.755 are included in its MOU IFAs.

Resource: Administrative Policy Number 106, Memorandums of Understanding and Infrastructure Funding Agreements dated February 20, 2020. (floridajobs.org)

Other Noncompliance Issues

Other Noncompliance Issue FMA #10.23.01

Category: 12.0 Subawarding and Subrecipient Monitoring

Condition: CSCLM’s subaward agreement with Thomas P. Miller and Associates did not address the following pass-through entity requirements:

- Federal Award Identification Number (FAIN);
- Name of Federal awarding agency, pass-through entity, and contact information for awarding official of the Pass-through entity; and
- Assistance Listings number and Title (formerly CFDA)

Criteria: 2 CFR 200.332 states, in part, that “All pass-through entities must:

- (a) Ensure that every subaward is clearly identified to the subrecipient as a subaward and includes the following information at the time of the subaward and if any of these data elements change, include the changes in subsequent subaward modification. When some of this information is not available, the pass-through entity must provide the best information available to describe the Federal award and subaward. Required information includes:
 - (1) Federal Award Identification
 - (iii) Federal Award Identification Number (FAIN);
 - (xi) Name of Federal awarding agency, pass-through entity, and contact information for awarding official of the Pass-through entity;
 - (xii) Assistance Listings number (formerly CFDA) and Title; the pass-through entity must identify the dollar amount made available under each Federal award and the CFDA Number at time of disbursement;”

Cause: CSCLM indicated that after a full review of the agreement and procurement documents, some of the items were inadvertently excluded from the agreement at that time.

Effect: CSCLM is not in compliance with the requirements for pass-through entities as outlined in 2 CFR 200.332. Omission of the required federal award identification information may lead to a lack of accountability and transparency.

Required Action: CSCLM must ensure the pass-through entity requirements in 2 CFR 200.332 are included in subaward agreements to inform subrecipients of compliance requirements. CSCLM must put processes and procedures in place to ensure all subaward agreements are in compliance with 2 CFR 200.332. CSCLM must amend the agreement with Thomas P. Miller and Associates to include all pass-through entity requirements. CSCLM must provide a copy of the amended subaward to FloridaCommerce with the CAP response. If the agreement cannot be provided within the timeframe of the CAP response, CSCLM must provide a timeline for the submission of the amended subaward. Additionally, CSCLM must review all of its subaward agreements to ensure all required elements are included and amend, as applicable. CSCLM must provide a timeline for the review of its subaward agreements with the CAP response. Going forward, CSCLM must ensure the elements stated in 2 CFR 200.332 are included in its subawards.

Observations/Technical Assistance

There were no observations identified or technical assistance provided during the financial monitoring review period of April 1, 2022 to June 30, 2022.

III. PROGRAMMATIC MONITORING RESULTS

The outcome of the programmatic monitoring is detailed in the following sections of the report. The information presented describes the issues noted and, where appropriate, required corrective actions for improvement.

NOTE: The following general CAP requirements must be submitted with each finding, ONI, and any additional program specific issues identified in the report.

General Program CAP Requirements

- A copy of updated local operating procedures/policies that address the requirement, if applicable.
- A copy of a monitoring schedule showing timeframes and the activities and services that will be monitored.
- Documentation showing staff training or refresher training has been or will be provided. Documentation must include training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication to staff informing them of the requirements.

WELFARE TRANSITION

The sample size consisted of 19 participant case files. The following issues were identified:

Finding Number WT 10.23.01

Documentation of Safety Plan Elements

Applicable reference(s): Florida Commerce FG 02-026; F.S. 414.065.

Of the two case files reviewed of participants identified as victims of domestic violence, one (50.0 percent) did not have the required safety plan elements documented on the IRP contained in the participant’s case file.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to outline the elements of the safety plan on the IRP/ARP could place participants in potential danger by not knowing what safety resources are available to them or how to react in a confrontational situation.

Required Action: In addition to the general required CAP actions, CSCLM must provide documentation showing that staff have reviewed the one domestic violence participant file and updated the IRP/ARP to include the elements from the safety plan if the case file is still active. Additionally, an assurance must be provided with the CAP that all elements of the safety plan will be included on the IRP/IRP for victims of domestic violence in the future. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

Finding Number WT 10.23.02

Sanction Process

Applicable reference(s): 45 CFR 261.10, 12-14; Section 414.065, F.S.; Rule 65A-4.205, F.A.C.; and Florida Commerce FG 03-037.

Of the 15 case files reviewed of participants with a pre-penalty and/or sanction recorded in OSST, the following issues were identified:

- Two (13.3 percent) participants did not have documentation of an attempt made by staff to orally contact and/or counsel the participants recorded in OSST.
- Two (13.3 percent) participants were not mailed a 2292 form for a second failure in 30 days.

Recurring Issue from Previous Year: No.

Risk Impact: Not following appropriate procedures during the penalty process could potentially result in a sanction being requested which could lead a participant to file a grievance and/or request a fair hearing for a sanction that should not have occurred.

Required Action: In addition to the general required CAP actions, CSCLM must provide documentation showing that staff have attempted to contact the participants to explain adverse actions which may be taken for noncompliance and enter counseling case notes of this action in OSST if the cases are still open and active. CSCLM must also provide an assurance that all penalty and sanction requirements will be followed when processing a sanction in the future. CSCLM must evaluate the cause and provide a plan of action or process with the CAP for preventing a recurrence of this issue including staff training and written notification to staff informing them of the requirements.

ONI Number WT 10.23.01

Employment Verification

Applicable reference(s): Section 445.010, F.S.; and Florida’s Work Verification Plan.

Of the five participant case files reviewed with an employment activity recorded in OSST, one (20.0 percent) had employment dates on documents in the case file that did not match the information recorded in OSST.

Recurring Issue from Previous Year: No.

Risk Impact: This data is used for reporting purposes and incorrect data entry impacts the validity of the data being reported and can negatively impact performance. The data entered in the system must be auditable and supported by documentation in the case files.

Required Action: In addition to the general required CAP actions, CSCLM must thoroughly review the one case file transaction to ensure employment documentation is received and the data is accurately recorded in OSST to match documentation retained in the participant case file. CSCLM must also provide an assurance that controls have been or will be put in place to prevent a recurrence of this issue in the future. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

ONI Number WT 10.23.02

Transitional Service Eligibility

Applicable reference(s): Section 445.028-32, F.S.; Rule 65A-4.218, F.A.C.; and Transitional Childcare Guidance.

Of the six case files reviewed of participants that received transitional childcare services, two (33.3 percent) case files were missing A Notice of Change in Child Care Status form (WTP 5235). Additionally, mandatory childcare services were not ended timely for one participant.

Recurring Issue from Previous Year: No.

Risk Impact: If continuing eligibility is not verified and transitional services are not ended in a timely manner, funds could possibly be expended on ineligible participants which could be viewed as potential questioned and/or disallowed costs if not corrected. Additionally, leaving cases open for an inordinate amount of time has an impact on performance reporting.

Required Action: In addition to the general required CAP actions, CSCLM must provide documentation that the case files have been updated with the Notice of Change in Child Care Status forms (WTP 5235) and that CSCLM staff have ended the transitional childcare services in OSST if the case files are still open. If the participant fails to provide proof of continued employment, it can result in potential questioned costs. An assurance must also be provided that CSCLM will ensure that Child Care Status forms will be mailed and that transitional services will be ended timely in the future. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM – EMPLOYMENT AND TRAINING (SNAP E&T)

The sample size consisted of 17 participant case files. The following issue was identified:

ONI Number SNAP 10.23.03

Initial Engagement Process

Applicable reference(s): FloridaCommerce Memorandum entitled “Supplemental Nutrition Assistance Program Employment and Training Able-Bodied Adults without Dependents Initial Engagement Process Changes” dated January 5, 2017.

Of the 16 case files reviewed where a 590 – initial appointment setting code was entered in OSST, one (6.3 percent) did not have their initial appointment status recorded within two business days of completion of the appointment or “No show” as required.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to expedite the assignment of and participation in qualifying SNAP activities affects performance reporting and could potentially result in overpayment of food assistance benefits to an ineligible individual.

Required Action: In addition to the general required CAP actions, CSCLM must provide an assurance with the CAP that all subsequent initial appointment status codes will be entered in OSST within two business days of completion of the appointment or have “No Show” entered as required. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

WIOA ADULT AND DISLOCATED WORKER PROGRAM

The sample size consisted of 22 Adult and Dislocated Worker participant case files (20 Adults and two Dislocated Workers). The following issue was identified:

ONI Number WIOA 10.23.04

Employment Verification
Applicable reference(s): WIOA Section 116; 20 CFR 677.175; Master Cooperative Agreement; Federal Data Validation Requirements.

Of the 13 Adult/DW participants who exited with unsubsidized employment, two (15.4 percent) participant case files contained documentation that did not match the employment information recorded in Employ Florida at exit.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to enter and accurately record employment information in Employ Florida may negatively impact performance results and could also result in claiming false placements.

Required Action: In addition to the general required CAP actions, documentation must be provided showing CSCLM has reviewed and verified the participant’s employment and wage information at exit and have initiated action to align the information recorded in Employ Florida to match documentation in the case file if the case file is still open and active. Additionally, CSCLM must provide an assurance that measures will be taken to ensure employment documentation is collected, maintained in the files, and cross-referenced with data entered in the system for accuracy. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

OBSERVATION

Recording of Measurable Skill Gains
Applicable reference(s): WIOA Section 116; 20 CFR Part 677.155(a)(v); and TEGL 10-16, Change 1.

Of the 21 Adult/DW case files reviewed of participants enrolled in an education or training program, 13 (61.9 percent) did not have an MSG recorded in Employ Florida within the applicable program year. Additionally, documentation to support the MSG recorded in Employ Florida was missing in two (9.5 percent) participant case files.

Note: Because of the number of instances identified, CSCLM must provide training to staff to ensure they understand the requirements and intent of MSGs including how to review, document, and timely record results. Contact the Workforce Training and Coordination unit at WFSTraining@commerce.fl.gov to request and schedule staff training.

WIOA YOUTH PROGRAM

The sample size consisted of 13 Out-of-School youth participant case files. The following issue was identified:

OBSERVATION
In one instance, a WE activity was resulted and recorded in Employ Florida as a Successful Completion; however, case notes indicate the participant voluntarily terminated the activity prior to the agreement’s end date. For future reference, CSCLM must ensure that activity completion information is accurately entered in the State MIS and matches the documentation contained in the participant’s case file.

WIOA SPECIAL PROJECTS

The sample size consisted of six participant case files for the following special projects: SFY22-23 WIOA Rural Initiatives; and SFY21-22 Foundational Skills Initiative.

The following common issue was identified in the Special Projects and the Adult/DW and Youth programs:

Finding Number WIOA 10.23.03
Recording of Nationally Recognized Credentials
Applicable reference(s): Federal Data Validation Requirements; TEGL 10-16, Change 1; WIOA Section 3(52); and WIOA Section 129(c) (1) (C) (i).

- Of the nine Adult/DW case files reviewed of participants who had a credential attainment recorded in Employ Florida, one (11.1 percent) did not meet the definition of a recognized credential.
- Of the nine Youth case files reviewed of participants who had a credential attainment recorded in Employ Florida, seven (77.8 percent) did not meet the definition of a recognized credential.
- None (100 percent) of the five Special Project case files reviewed of participants who had a credential attainment recorded in Employ Florida met the definition of a recognized credential.

Note: The Safe Staff certificate is a general skills certificate that does not document measurable technical or industry/occupational skills necessary to gain employment or to advance within an occupation. Therefore, it does not meet the definition of a nationally recognized credential and does not count in the primary indicator of performance for credential attainment.

Recurring Issue from Previous Year: Yes (Prior year CAP verified; however, noncompliance continues to occur).
Risk Impact: Failure to enter and accurately record credential attainment information in Employ Florida negatively impacts performance results.

Required Action: In addition to the general required CAP actions, CSCLM must ensure that credentials recorded in Employ Florida meet the definition of a nationally recognized credential that documents measurable technical or industry/occupational skills necessary to gain employment or advance within an occupation. Because this is a recurring issue and appears to be systemic, CSCLM must reevaluate the cause (e.g., lack of specific guidelines for staff to follow, whether the errors made are common to specific program staff, lack of follow-up, lack of CSCLM staff and service provider training, etc.) and provide a plan of action or process with the CAP outlining efforts taken to prevent future occurrences including routine monitoring, staff training, and written notification to staff

informing them of the requirements. The CAP must also include documentation showing that CSCLM staff have or will review and monitor all files that opened subsequent to the review period to ensure credential attainments meet the definition requirements of a credential, are maintained in the participant case files, and recorded correctly in Employ Florida.

TRADE ADJUSTMENT ASSISTANCE PROGRAM

The sample size consisted of three participant case files.

The review did not reveal any Findings, ONIs, or Observations.

WAGNER-PEYSER PROGRAM

The sample size consisted of 45 participant case files (20 job seekers, 15 job orders, and 10 job seeker placements). The following issues were identified:

Finding Number WP 10.23.04

Manually Obtained Employments
Applicable reference(s): 20 CFR 651.10; 20 CFR 680.170; TEGL 19-16; and CareerSource Florida AP 099.

Of the six job seekers reviewed with a manually obtained employment entered in Employ Florida, one (16.7 percent) was recorded prior to date the job seeker started work.

Note: A manual obtained employment is a form of capturing job seeker employment and has specific guidelines that must be followed by staff. Manual obtained employments must not be recorded in Employ Florida prior to the job start date.

Recurring Issue from Previous Year: No.

Risk Impact: Noncompliance with placement guidelines has an impact on performance reporting (Monthly Management Report and other staff reports), as well as erroneous information being recorded in the system if obtained employments are not valid.

Required Action: In addition to the general required CAP actions, CSCLM must provide an assurance that staff will enter manual obtained employments in Employ Florida only after the job seeker has started to work. CSCLM must also provide an assurance that specific efforts will be taken to prevent future occurrences. Additionally, documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

Finding Number WP 10.23.05

Job Seeker Registration
Applicable reference(s): 20 CFR 651.10; TEGL 19-16; and CareerSource Florida AP 096.

Of the four job seekers reviewed with a newly created staff-entered registration during the review period, two (50.0 percent) job seeker accounts were missing documentation of permission to create the new accounts in Employ Florida.

Note: CSCLM staff stated that the participant accounts were created in Employ Florida for training purposes only.

Recurring Issue from Previous Year: No.

Risk Impact: Errant, invalid, or duplicate job seeker entry, registration and staff-assisted services have an impact on reporting of state and federal performance and could also lead to inflated participation numbers.

Required Action: In addition to the general required CAP actions, CSCLM must provide documentation with the CAP explaining the reasons why the accounts were created without documentation of permission to create the accounts. CSCLM must also inform staff that any staff training on participant registration and participation must be done in a test environment. If not, it will have an impact on performance reporting and could lead to inflated numbers. An assurance must also be provided that CSCLM will take necessary steps to ensure that participant entries are for valid and legitimate purposes. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP. If technical assistance or training is needed, CSCLM should contact OSPS by sending a [Training Request Form](#) to WFSTraining@commerce.fl.gov.

ONI Number WP 10.23.05

Job Order Placement and Wage Rate Verification

Applicable reference(s): Fair Labor Standards Act of 1938, as amended; 29 U.S.C. section 206; 20 CFR 680.170; 448.01, F.S.; and CareerSource Florida AP 099.

Of the 10 job order placements and referrals reviewed with multiple job seeker hires, one (10.0 percent) did not have documentation of each of the job seeker’s placement wage rate recorded on the job order.

Recurring Issue from Previous Year: No.

Risk Impact: Allowing an employer to advertise or hire a job seeker at a wage rate that is less than the minimum wage could lead to minimum wage compensation violations.

Required Action: In addition to the general required CAP actions, CSCLM must provide documentation of efforts made by staff to verify and record the wages paid for each job seeker placement on the job order reviewed in Employ Florida if the job order is still open. Documentation must also be provided that CSCLM staff have or will review all job orders with multiple placements recorded subsequent to the review and ensure case notes on the job orders contain a wage rate for each individual to prevent a recurrence of this issue in the future. Documentation of staff training and written notification to staff informing them of the requirements must also be provided with the CAP.

OBSERVATION

In one instance, a job order case note had ambiguous language that did not clearly identify the employer as a Third-Party Agent or a standard employer. It is recommended that CSCLM ensure that case notes entered are clear and unambiguous in the future. If using template language with options such as “and/or”, staff should customize the templates for the specific occurrence. When identified, Third-Party Agents posting job orders for employers must have documentation of permission to post in Employ Florida.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT PROGRAM

The RESEA program review focused on CSCLM's compliance with the requirements of the grant to assist reemployment assistance claimants in returning to work faster by connecting claimants/participants with in-person assessments, and reemployment services and opportunities to further their reemployment goals and successful employment outcomes.

The sample size consisted of five participant case files. The review did not reveal any Findings, ONIs, or Observations.

CAREER CENTER CREDENTIALING

The career center credentialing review focused on ensuring administrative requirements and records were posted and maintained, and that front-line staff had completed all required Tier I certification and continuing education courses.

The review did not reveal any Findings, ONIs, or Observations.

JOBS FOR VETERANS STATE GRANT (JVSG) PROGRAM

The sample size consisted of 15 participant case files. The following issues were identified:

Finding Number JVSG 10.23.06

Veteran Objective Assessment

Applicable reference(s): CareerSource Florida AP 096, 102, and 111.

Of the 15 veteran case files reviewed, two (13.3 percent) did not have documentation of completion of the objective assessment wizard in Employ Florida or did not follow the requirements set forth in policy.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to complete the assessment can result in staff's inability to work effectively and efficiently with participants and may also have an impact on veteran service delivery and performance which may result in a negative federal review of the Veterans Program.

Required Action: In addition to the general required CAP actions, CSCLM must provide documentation that staff have attempted to complete the Objective Assessment case note in Employ Florida for the identified participants if the cases are still active. CSCLM must also provide an assurance that DVOP staff will include a case note (located on the Objective Assessment Summary General tab) that includes the SBE or special population group which affirms the participants' eligibility for DVOP specialist services, as well as a summary of the assessment findings. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

Finding Number JVSG 10.23.07

Veteran Service Code Entry

Applicable reference(s): CareerSource Florida AP 117; and Employ Florida Service Code Guide.

Of the 15 veteran case files reviewed, the following issues regarding Employ Florida service code entries were noted:

- One (6.7 percent) case file did not have a service code V04 (Referral for DVOP Follow-Up) entered when an objective was closed on the IEP.
- One (6.7 percent) case files did not have service code V09 (JVSG Consistent Contact) recorded in Employ Florida indicating consistent contact from a DVOP specialist at least once every 30 days during the review period.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to screen, identify, and accurately document and record veteran program information could affect veteran service delivery and may result in a negative federal review of the Veterans Program.

Required Action: In addition to the general required CAP actions, CSCLM must ensure activity codes are recorded in Employ Florida and completed in their entirety whenever a service has been provided. Additionally, DVOP staff must ensure that veterans are contacted every 30 days and that the contact is recorded as a service code V09 and documented in case notes in Employ Florida. CSCLM must also ensure that JVSG staff provide proper training to other CSCR staff on proper case note requirements and recording the veteran information in Employ Florida. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

COMPLAINT SYSTEM

The review of the Complaint System did not reveal any Findings, ONIs, or Observations. Additionally, there were no complaint logs recorded during the review period.

IV. FINANCIAL DISCLOSURE REVIEW

The Financial Disclosure review focused on determining CSCLM's compliance with financial disclosure requirements as referenced in Chapters 112.3145 and 445.07, F.S.; and Florida Commerce FG-075.

The review did not reveal any Findings, ONIs, or Observations.

V. COLLECTION OF DEMOGRAPHIC DATA

The purpose of this section of the review is to determine compliance with the nondiscrimination and equal opportunity provisions of 29 CFR Part 37; and FloridaCommerce Guidelines for Compliance with Section 188 of WIOA regarding Collection of Demographic Data.

The review did not reveal any Findings, ONIs, or Observations.

VI. MANAGEMENT REVIEW PROCESS

The purpose of this review is to determine whether CSCLM is implementing requirements associated with local merit staffing responsibilities for FloridaCommerce staff assigned to work under the functional supervision of CSCLM, local sector strategy implementation, and local board governance activities.

The following issue was identified:

Finding Number 10.23.08

Board Member Orientation and Training

Applicable reference(s): [CareerSource Florida AP 110](#).

CSCLM did not provide documentation of annual training completion for one local board member.

Recurring Issue from Previous Year: No.

Risk Impact: Lack or absence of annual refresher training may affect a board member's decision-making and understanding of the purpose of their participation to effectively serve on the board. Additionally, they may not be aware of policies, procedures, and requirements of the local board or the board member.

Required Action: In addition to the general program CAP requirements, CSCLM must provide documentation with the CAP that refresher training has been or will be provided to the outstanding board member including a timeline for completion. CSCLM must also provide an assurance that all board members will complete orientation and annual training by the specified deadlines in the future. Additionally, CSCLM must develop or update their procedures, processes, and/or guidelines on board governance requirements including developing a matrix for tracking and timely advising board members of training as well as other requirements and following up to ensure this has been done. A copy of the procedures must be provided with the CAP.

VII. MANAGEMENT INFORMATION SYSTEMS

The MIS security check focused on the effectiveness of CSCLM's information security controls and whether a business process and policies are in place that protect Florida Commerce data and IT resources and complies with FloridaCommerce's IT guidelines and the Florida Commerce Grantee/Subgrantee agreement requirements.

The following issue was identified:

Finding Number WP 10.23.09

Background Screenings

Applicable reference(s): [453.03 F.S.](#); [Grantee - Subgrantee Agreement](#).

One newly hired staff did not have a background screening conducted prior to the start to work date.

Note: LWDBs are responsible for ensuring all new-hires and their contractors, subcontractors, or agents undergo a background screening as a condition of employment and every five years thereafter as a condition of continued employment.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to complete required background screening places information resources at increased risk (e.g., identity theft, data compromise, access to sensitive data by individuals who might be inclined to misuse data, etc.).

Required Action: In addition to the general required CAP actions, CSCLM must provide an assurance that background screenings will occur prior to the hire date for all future employees. Additionally, CSCLM must provide an assurance that periodic, regular reviews of supporting documentation will be conducted and that all newly hired staff including, but not limited to, Board, contractor, provider, as well as other staff that all required steps will be taken prior to hire, beginning of employment, and access to information resources. Documentation of written notification to staff informing them of the requirements must also be provided with the CAP.

VIII. TRAINING AND TECHNICAL ASSISTANCE

For questions and/or technical assistance in any of the program review areas, the CSCLM should contact OSPS at the following email addresses:

- WT – WTProgram@commerce.fl.gov
- SNAP – SNAPETProgram@commerce.fl.gov
- WIOA – WIOA@commerce.fl.gov
- TAA – TAA@commerce.fl.gov
- WP – Wagner.Peyser@commerce.fl.gov
- RESEA – RESEA@commerce.fl.gov
- FLC – H-2A.JobOrder@commerce.fl.gov and H-2BJobOrder@commerce.fl.gov
- MSFW – [State Monitor Advocate \(via direct email\)](#)
- JVSG – VETS@commerce.fl.gov

Additional training can be requested by sending a [Training Request Form](#) to WFSTraining@commerce.fl.gov.

CORRECTIVE ACTION PLAN REQUIREMENTS

A CAP is required to address how CSCLM will correct any programmatic and financial management findings and ONIs identified in the report. For the noted deficiencies, corrective actions and recommendations have been provided to help respond to the issues identified, develop and implement processes that result in positive program practices and performance outcomes, and to improve the quality and integrity of the data collected.

IX. ENTRANCE AND EXIT CONFERENCE ATTENDEES:

A joint programmatic and financial monitoring entrance conference with CSCLM staff was conducted on May 8, 2023. The programmatic exit conference was conducted on May 12, 2023; however, the financial monitoring exit conference was conducted on March 7, 2024. The entrance/exit conference attendees are listed below.

NAME	Agency	Entrance Conference	Exit Conference
Andy Windsor	FloridaCommerce (Review Lead)	x	x
Matrecia Bryant	FloridaCommerce	x	x
Terry Wester-Johnson	FloridaCommerce	x	x

Vincent Lynn	FloridaCommerce	x	x
Sharmarie Gray	FloridaCommerce	x	x
India Prehay	FloridaCommerce	x	x
Sharon Saulter	FloridaCommerce	x	x
Sanchez Emanuel	FloridaCommerce	x	x
Tamekia Austin	FloridaCommerce	x	x
Yolanda Garcia	FloridaCommerce	x	x
Minerva Figueroa	FloridaCommerce	x	x
Greg Tudor	FloridaCommerce	x	x
Katina Williams	FloridaCommerce	x	x
Lorena Clark	FloridaCommerce	x	x
Carol Booth	FloridaCommerce	x	x
Amelia Hardin	FloridaCommerce	x	x
Rusty Skinner	CSCLM		x
Dale French	CSCLM	x	x
Corey Weaver	CSCLM	x	x
Cathy Galica	CSCLM	x	x
Stephen Litzinger	CSCLM	x	x
Larry Trowbridge	CSCLM	x	x
Melissa Saco	CSCLM	x	x
Amy Kelly	CSCLM	x	x
Kevin Harrison	CSCLM	x	x
Heaven Colon	CSCLM	x	x
Amanda Bond	CSCLM	x	x
Iris Pozo	CSCLM	x	x
Sharon Young	CSCLM	x	x
Myrna Serrano	CSCLM		x
Kim Grey	CSCLM		x
The financial monitoring exit conference was conducted on March 7, 2024. The entrance/exit conference attendees are listed below.			
Valerie Peacock	FloridaCommerce	x	
Cindy Welter	FloridaCommerce	x	
Yvette McCullough	FloridaCommerce		x
Kimberly Ferree	FloridaCommerce		x
Rusty Skinner	CSCLM	x	x
Dale French	CSCLM		x
Susan Heller	CSCLM		x



REPORTING PERIOD: JUL 2023 - MAR 2024

ALL CENTER TRAFFIC – 330

One-on-one Appointments Total – 200

Professionals – 114
Students – 86

In Person – 86%
Virtual – 14%

WORKSHOPS CONDUCTED – 26

Internship classes – 6
Healthcare – 5
Information Technology – 5
CoOP Class - 2

First Year Seminar – 5
Early Childhood Education – 2
STEM Club – 1

TOTAL ATTENDANCE FOR WORKSHOPS – 412

Resumes reviewed and feedback provided – 177

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

9 Events – Total attendance for events – 1012

Taylor College: LPN Grads – 70
College of Central FL: Club Rush – 450
TC Open House – 25
College of Central FL: Citrus Preview Day – 125
College of Central FL: Career & Internships Fair – 40

College of Central FL: Resume Review – 38
CF Soft Skills Webinar – 75
College of Central FL : Student Admissions Preview Night – 200

CONFIRMED HIRES

20

AVERAGE HOURLY WAGE

\$28.04

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

- This was a smooth operation, and I would recommend your services to anyone entering the working world, like me. Thank you again.
- Thank you for your feedback. It was helpful in my understanding of how to professionally comprise a resume.
- 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.
- 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.



	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
County Chamber/EDC															
CITRUS (Citrus Chamber)	4	3	75.00%	4	2	50.00%									
MARION (CEP)	4	4	100.00%	4	4	100.00%	4	4	100.00%				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
Eckerd Youth Connects															
Enrollments	20	27	\$1,595.83	17	25	\$1,595.83									
Measureable Skills Gains	80%	98.50%	\$1,595.83	80%	95.40%	\$1,595.83									
Employment/Education Retention Rate 2nd Quarter After Exit	75%	79.40%	\$1,595.83	75%	76.80%	\$1,595.83									
Employment/Education Retention Rate 4th Quarter After Exit	69%	74.50%	\$1,595.83	69%	79.00%	\$1,595.83									
Credential Attainment Rate	83%	97.80%	\$1,595.83	83%	100%	\$1,595.83									
Median Wages	\$2,800	\$4,366	\$1,595.83	\$2,800	\$3,598	\$1,595.83									

PY 23 - 24 Individual Events

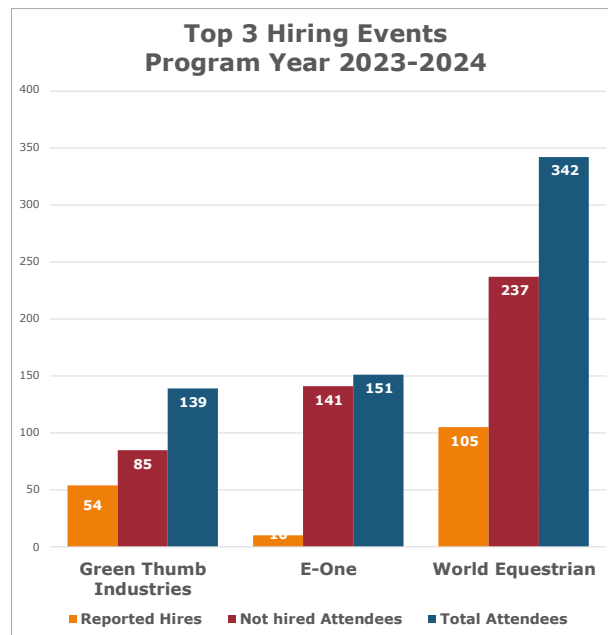
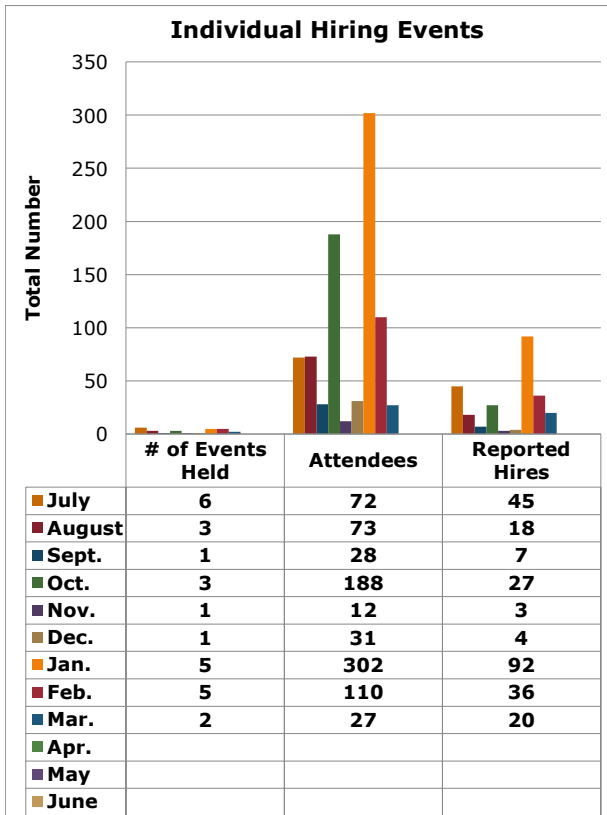
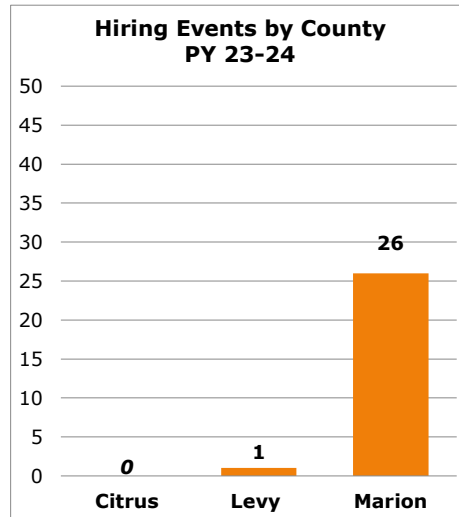
Total Events: 27
Attendees: 843
Reported Hires: 252

PY 23 - 24 Job Fairs

Attendees: 536
Businesses: 96

PY 23-24 Partner Job Fairs

Attendees: 21
Businesses: 18



Other Recruitment Events 1/2024 - 3/2024

Event Date	Event Name	Event Location	County
2/6	Brookdale Paddock Hills	14th Street	Marion
2/28	RealTruck	RealTruck	Marion
3/26	Team Select	14th Street	Marion

PERFORMANCE MEASURES

PY 2023/2024

Numbers current as of 3/31/2024

Performance Measure	Performance PY2021	Performance PY2022	Previous Month Performance February 2024	Current Month Performance March 2024	Performance YTD PY2023/2024	Previous Month Ranking	State Ranking YTD PY2023/2024
WP Entered Employment Rate	44.80%	46.40%	29.90%	38.50%	35.30%	14	13
WIOA AD/DW Entered Employment Rate	85.00%	84.30%	100.00%	100.00%	76.80%	15	14
WTP Entered Employment Rate	28.70%	29.00%	37.50%	40.00%	35.90%	1	1
All Family Partic. Rate	19.90%	17.60%	15.90%	15.40%	16.00%	2	2
2-Parent Partic. Rate	15.90%	7.50%	8.10%	6.30%	6.60%	3	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: April 2024

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



CITRUS COUNTY

SERVICES: JAN - MAR 2024

UNEMPLOYMENT DATA

	JAN 2024	FEB 2024
CITRUS	5.2% (2,592)*	5.2% (2,568)*
FLORIDA	3.1%	3.1%
US	3.7%	3.9%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2021	2022
CITRUS	\$45,275	\$47,864
FLORIDA	\$60,299	\$63,781

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • Online Job Listings and Referrals • Computers and Office Equipment (Copiers, Fax and Telephones) • Resume Writing Assistance • Networking Events and Job Fairs • Employability Workshops • Career Counseling 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
561	1,346
VETERANS SERVED	TRAINING PROVIDED
53	18
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
62	87
POSITIONS POSTED	TOTAL PLACEMENTS
768	17
	Average Placement Wage: N/A

Your Employment Solution Starts Here

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

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



MARION COUNTY

SERVICES: JAN - MAR 2024

UNEMPLOYMENT DATA

	JAN 2024	FEB 2024
MARION	4.2% (6,350)*	4.1% (6,277)*
FLORIDA	3.1%	3.1%
US	3.7%	3.9%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2021	2022
MARION	\$45,275	\$47,864
FLORIDA	\$60,299	\$63,781

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • Online Job Listings and Referrals • Computers and Office Equipment (Copiers, Fax and Telephones) • Resume Writing Assistance • Networking Events and Job Fairs • Employability Workshops • Career Counseling 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
1,502	4,129
VETERANS SERVED	TRAINING PROVIDED
178	129
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
184	264
POSITIONS POSTED	TOTAL PLACEMENTS
2,105	78
	Average Placement Wage: \$18.97

Your Employment Solution Starts Here

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

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



MARION COUNTY

SERVICES: JAN - MAR 2024

UNEMPLOYMENT DATA

	JAN 2024	FEB 2024
MARION	4.2% (6,350)*	4.1% (6,277)*
FLORIDA	3.1%	3.1%
US	3.7%	3.9%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2021	2022
MARION	\$45,275	\$47,864
FLORIDA	\$60,299	\$63,781

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • Online Job Listings and Referrals • Computers and Office Equipment (Copiers, Fax and Telephones) • Resume Writing Assistance • Networking Events and Job Fairs • Employability Workshops • Career Counseling 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
1,502	4,129
VETERANS SERVED	TRAINING PROVIDED
178	129
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
184	264
POSITIONS POSTED	TOTAL PLACEMENTS
2,105	18
	Average Placement Wage: \$18.47

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Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
435	845	51.48	50	100	25	25

Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
750	1582	47.41	50	94.82	25	23.71

Measure 3 - Employment and Training Outcomes

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
14	18	77.78	100	77.78	20	15.56

Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
788	2011	39.18	25	100	10	10

Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
735	2445	30.06	35	85.89	5	4.29

Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
1,246	10,748	11.59	1,074	10,988	9.77	-1.82	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
889	81,026	1.1	4,259,645	148,251,985	2.87	38.33	100	38.88	10	3.83

Allocation

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	LetterGrade
1497	2276	65.77	5	85.89	B

Extra Credit

Weighted Grade Extra Credit	Letter Grade Extra Credit
90.89	A-

PROGRAM PARTICIPANT DATA SUMMARY

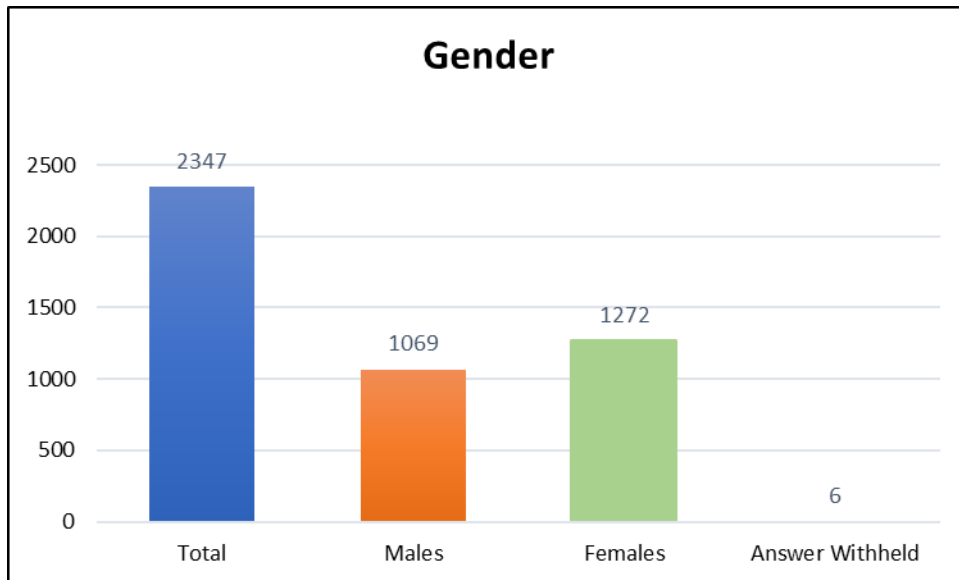
REGION 10

January 1, 2024 – March 31, 2024

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 third quarter of PY2023, January 1st through March 31st.

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

GENDER CHARACTERISTICS



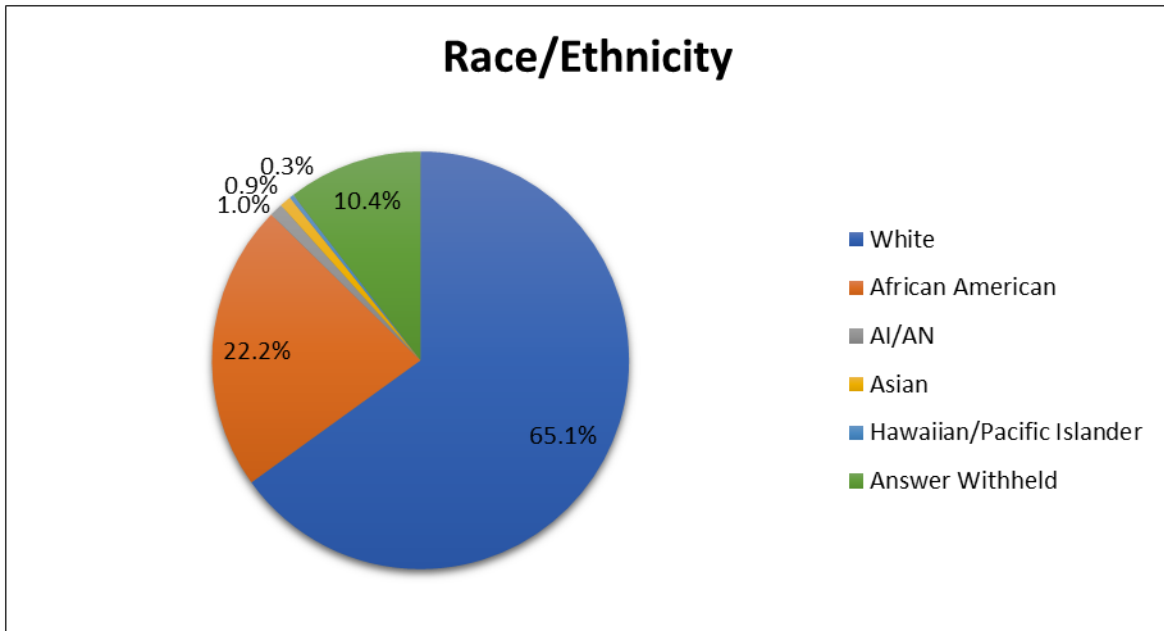
Overall assessment

- 46% of the Region's participants were male.
- 54% of the Region's participants were female.

Compared to Marion County gender demographic

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

RACE/ETHNICITY CHARACTERISTICS



Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Answer Withheld
# of Applicants	1527	522	24	21	8	245
% of Total Applicants	65.3%	21.9%	1.7%	1.2%	0.5%	9.4%

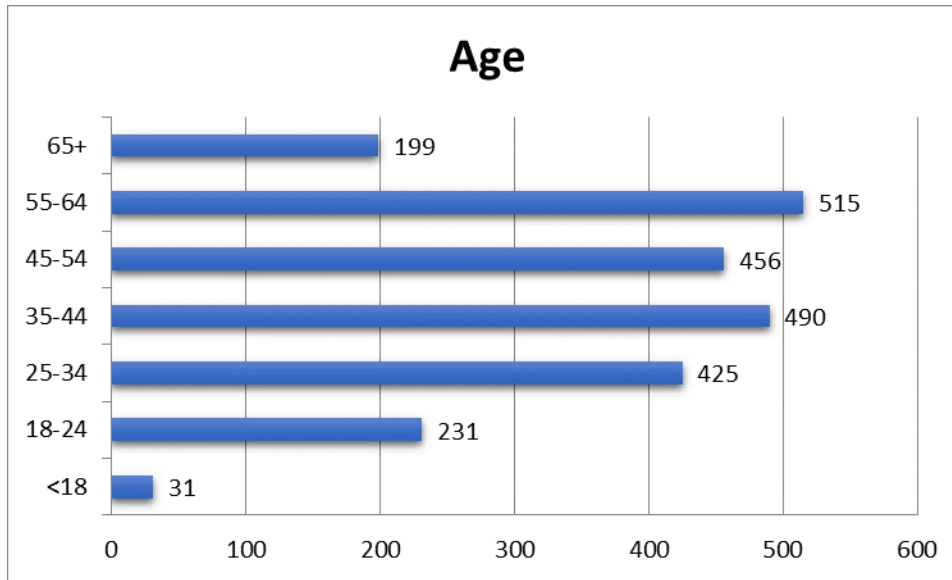
- Hispanic applicants, 434, represented 18.5% of all applicants.

Compared to Marion County race demographic

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

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

AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	31	231	425	490	456	515	199	2,347
%	1.32%	9.84%	18.11%	20.88%	19.43%	21.94%	8.48%	100%

Overall assessment

- 98.7% of applicants were over the age of 18.
- Applicants age 55 and older represented 30.4% 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, 251, accounted for 10.7% of the total number of applicants.
- Male veteran applicants, 207, represented a larger group than female veteran applicants, 43.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Female WIOA participants, 134, outnumbered male WIOA applicants 111.

Group	Count	% of Total Count	Numerator*	Denominator**
White	126	51.6%	10	13
African American	77	31.6%	13	15
American Indian/ Alaska Native	1	0.4%	0	0
Asian	0	0.0%	0	0
Hawaiian/Pacific Islander	4	1.6%	1	1
More than 1 Race	17	7.0%	2	3
Answer Withheld	19	7.8%	4	4
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 61, represented 25% of all applicants. Of the 8 Hispanic participants that exited, 3 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	50	20.5%	6	6
19 – 24	70	28.7%	10	16
25 – 32	46	18.9%	6	6
33 – 44	44	18.0%	5	5
45 – 54	21	8.6%	1	1
55 – 64	10	4.1%	1	1
65+	3	1.2%	0	0

WELFARE TRANSITION

Overall assessment

- 301 female applicants represented 85% of WT applicants.
- 62 male participants represented 15% of WT applicants.
- The average placement wage recorded for female participants is \$14.71/hour, and the average wage for male participants is \$15.00/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	194	76	2	1	62	1	20	7
% of Total Applicants	53.44%	20.94%	0.55%	0.28%	17.07%	0.28%	5.51%	1.93%

SNAP (FOOD STAMPS)

Overall assessment

- 357 female applicants represented 49% of WT applicants.
- 370 male participants represented 51% of WT applicants.
- The average placement wage recorded for female participants is \$13.04/hour, and the average wage for male participants is \$12.00/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	399	128	2	1	131	3	39	25
% of Total Applicants	54.81%	17.58%	0.27%	0.14%	17.99%	0.41%	5.36%	3.43%

Transactional Net Promoter Cumulative Report Calendar Year 2024 (January to April)

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ +73



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**.

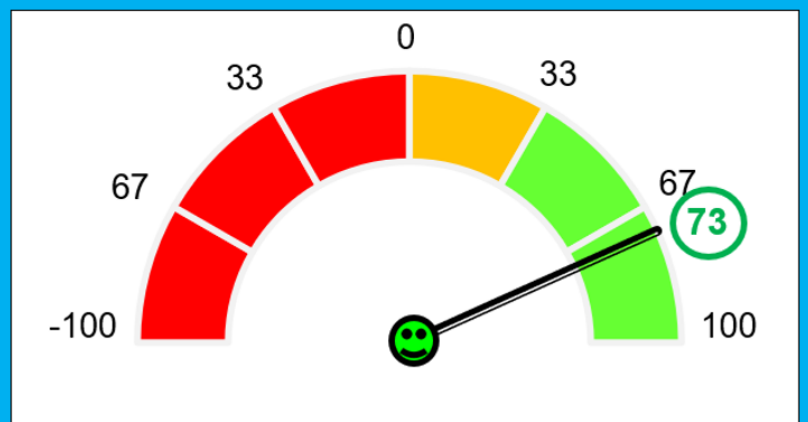


70-100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



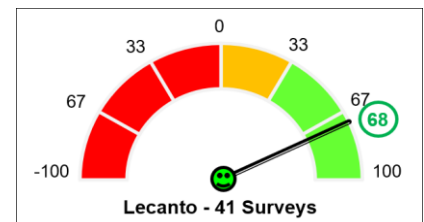
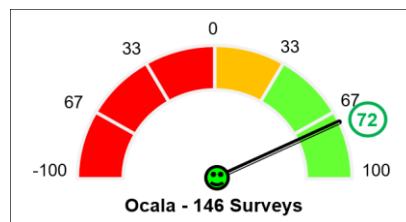
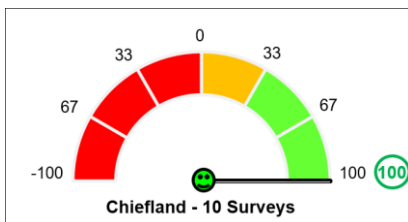
Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers January to April 2024

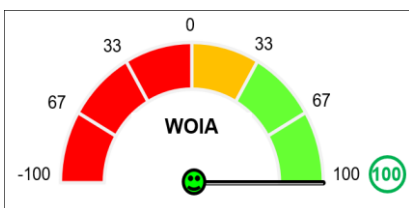


Category	Percent (%)	Count (#)
Promoters 😊	82%	161
Passives 😐	10%	19
Detractors 😞	9%	17
Totals	100%	197

Transactional Net Promoter Score By Office



Transactional Net Promoter By Service



Transactional Net Promoter Cumulative Report Calendar Year 2024 (January to April)

Employer Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +54



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**.

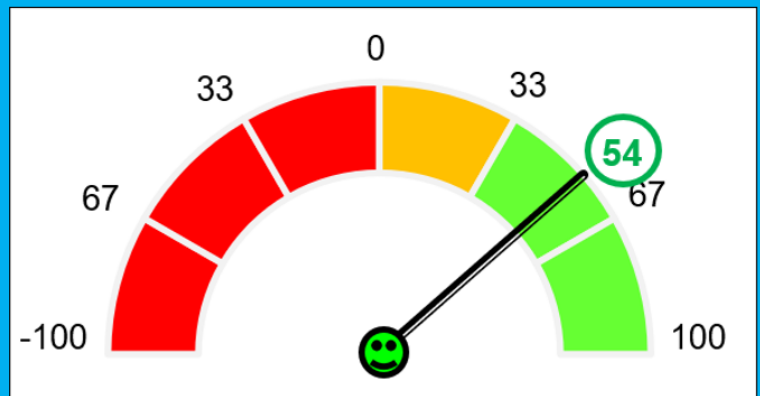


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



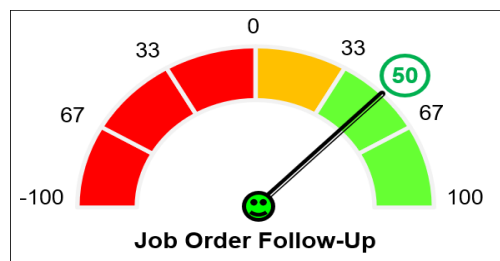
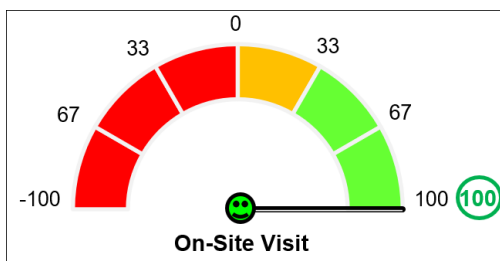
Overall Score

Regional Net Promoter Score Transactional Survey – Employers January to April 2024

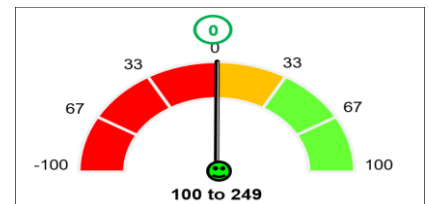
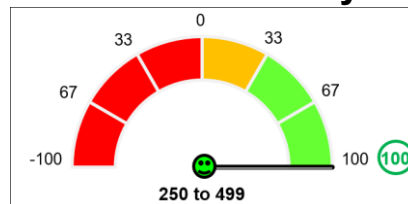
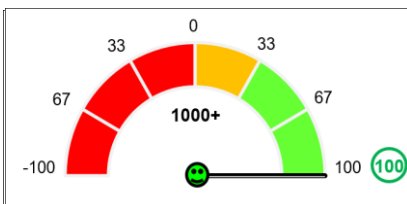


Category	Percent (%)	Count (#)
Promoters 😊	67%	10
Passives 😐	20%	3
Detractors 😞	13%	2
Totals	100%	15

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size





Talent Center Cumulative Report Calendar Year 2024 (January to April)

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +80



What Do the Scores Mean?



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



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**.



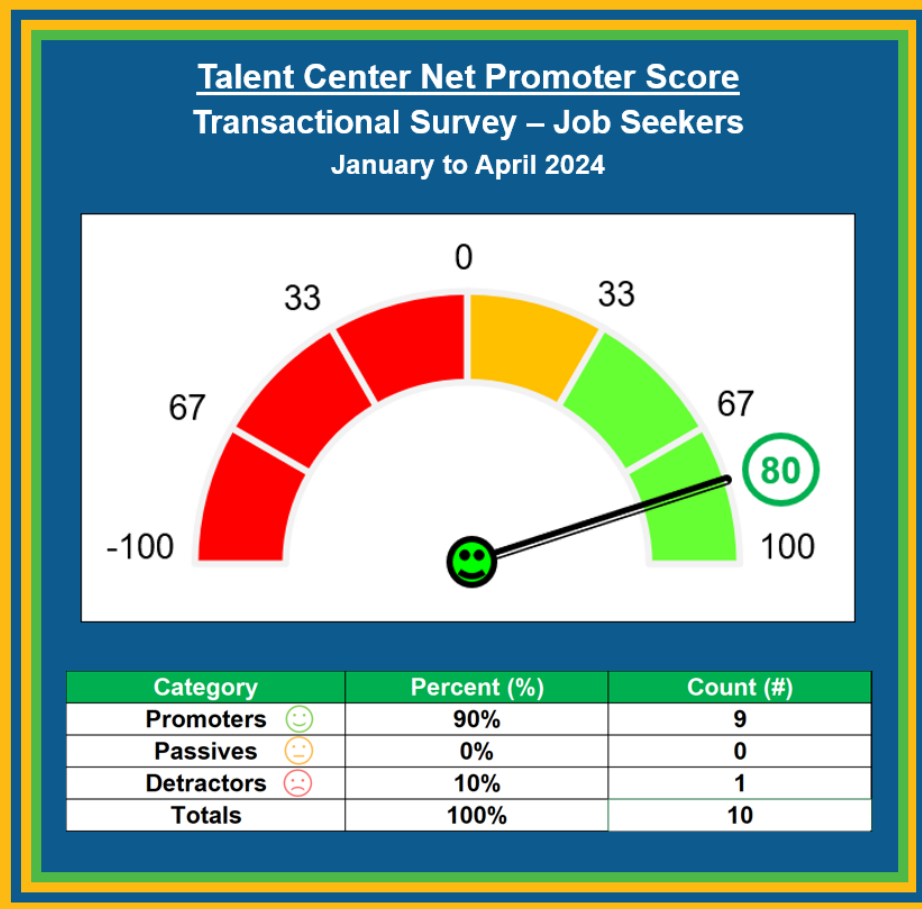
0-30: You have a decent number of satisfied customers but not enough **Promoters**.



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



Overall Score



Comments

solid staff extremely helpful	Mostly, I leaned on Chris for support and recommendations. Providing him with periodic updates and further feedback on the types of jobs I should be looking for, resume adjustment, etc. For that, I felt the services were quite good.	Sophia Sanford is very knowledgeable as well as very helpful with helping me to update resume and cover letter. In addition helped me with updating data that needed to be addressed.	I feel the staff is wonderful, helpful, knowledgeable as well as up to date with what they do. Progress changes continuously and career source keeps up with the changes.
Chris was very helpful in both helping me not make any rash decisions in terms of wild career changes and Chris was helpful in bringing my resume up to industry standard. Which shamefully was something I was not super familiar.	At this time, I cannot think of anything. Perhaps better instruction's to the office. Overall, my experience was great!!	I would recommend seeing Sophia Sanford because she is always geared towards the needs of her clients	I really can't think of anything else. You are phenomenal!
Chris is an incredibly talented, knowledgeable and supportive career expert. I always recommend those in need of career guidance to him because he's the best I've come across. Everything he says turns out to be accurate.	I can't think of any areas for improvement. The services were extremely beneficial in helping me find a job, and I would highly recommend Chris Wilkinson.	Chris was extremely helpful in my job search process. He helped me improve my resume and LinkedIn with tips and templates to use. He also showed me how to best search for jobs and informed me of other career services offered.	As a dual enrollment student, I've used both UF and CF's career centers. CF's talent center has gone above and beyond to help. I recommend this service to everyone who has access to it.
AS an older person seeking employment, Christopher Wilkinson put my mind at ease by walking me through the steps to improve my resume, enhancing my LinkedIn and exploring several career platforms. I appreciate his open communication.	I am a visual person. I would like to see a service that explains specifically what an effective resume and cover letter looks like. I need to see multiple examples so I can learn about content and format. I think the best way to present this is in Zoom.	Advice wasn't professional. Followup was slow.....	Chris has been fantastic in assisting me with my resume, cover letter, and LinkedIn. He is professional, available, encouraging, and respectful. He has provided solid information and detailed strategies to help me with my career search.

Grant Updates

National Dislocated Worker Grant (Citrus, Levy and Dixie Counties)

Reemploys individuals displaced by natural disasters to conduct cleanup and recovery work. This grant is focused on recovery efforts from Hurricane Idalia. Activities include initial cleanup conducted in Citrus County and now assisting shellfish growers in Levy and Dixie Counties.

Citrus County:

City of Crystal employed three dislocated workers to assist with cleanup and community outreach.

Levy and Dixie:

Community Outreach Information Sessions:

- Cedar Key February 7
- Cedar Key February 13
- Cross City March 13

Total Enrollments: 181 (176 Levy, 5 Dixie)

Work began on March 4 with first cohorts of workers.

Total community investment to date (through April 30): \$675,723.75

Creating Connections Broadband (Levy County)

Total Enrollments to Date: 14

Total Training Completers: 6

Total Currently in Training: 8

Total Employed: 5

Upcoming Classes: June, August, December 2024