



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

Performance and Monitoring Committee
AGENDA

Tuesday, August 13, 2024 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/86416446606>

Phone No: 1-646-558-8656 (EST) Meeting ID: 864 1644 6606

Call to Order		J. Chang
Roll Call		C. Schnettler
Approval of Minutes, May 7, 2024	Pages 2 - 5	J. Chang

DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to Our Community		R. Skinner
23-24 Programmatic Monitoring Report	Pages 6 - 14	D. French
WIOA Plan		C. Weaver

PUBLIC COMMENT

ACTION ITEMS

Underwood Monitoring Report	Pages 15 - 28	A. Kelly
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PROJECT UPDATES

Talent Center Traffic	Page 29	C. Weaver
Contract Reports (Chamber, etc)	Page 30	S. Crawford
Grant Updates	Page 31	S. Crawford
Event Report – YTD	Page 32	C. Weaver
Performance Measures	Page 33	C. Weaver
County Comparison Reports	Pages 34 - 36	C. Weaver
Letter Grades	Page 37	C. Weaver
Program Participant Data Summary	Pages 38 - 41	C. Weaver
Net Promoter	Pages 42 - 44	S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2024 – 2025 MEETING SCHEDULE							
Performance/ Monitoring	Business and Economic Development	Marketing / Outreach	Career Center	Education and Industry Consortium	Executive	Full Board	
Tuesday 9:00 am	Wednesday 9:00 am	Wednesday 9:00 am	Thursday 9:30 am	Thursday 9:00 am	Wednesday 9:30 am	Wednesday, 11:30 am	
8/13/2024	8/14/2024	8/21/2024	8/15/2024	8/29/2024	8/28/2024	9/4/2024	CF Levy
11/12/2024	11/6/2024	11/13/2024	11/7/2024	11/14/2024	11/20/2024	12/11/2024	CF Ocala
2/4/2025	2/5/2025	2/12/2025	2/20/2025	2/6/2025	2/26/2025	3/12/2025	CF Lecanto
5/6/2025	5/7/2025	5/14/2025	5/15/2025	5/8/2025	5/28/2025	6/4/2025	CF Ocala

OUR VISION STATEMENT

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



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

MINUTES

DATE: May 7, 2024
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Jeff Chang, Chair
Fred Morgan
Theresa Flick

MEMBERS ABSENT

Larry White

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

Theresa Flick made a motion to approve the minutes from the February 6, 2024, meeting. Jeff Chang seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner updated the committee on the following items:

- Budget allocations have been received and we expect to see a slight increase in funding.
- The State requested volunteers to begin the next phase of regional planning. An email was sent informing the State of our interest to volunteer with Regions 6 and 9. A letter of intent has been drafted and is in process of being signed by all three regions' chairs. If chosen, a formal application will be submitted.

Workforce Issues that are Important to Our Community

The committee members did not have any issues to discuss.

Monitoring Report 2022-2023

Dale French notified the committee that the draft report was received in April 2023, and we only recently received the final report. A response to the final report with an outline of corrective actions is due May 31. As we are currently going through the monitoring process for program year 2023-2024, an extension was requested and granted to respond by June 30. Regional directors have expressed concerns about the significant delay in receiving the final monitoring reports. Without knowledge of corrective actions taken based on previous monitoring findings, future monitoring efforts could be adversely affected. Another concern raised is remote monitoring. In the past monitoring has been conducted on-site, now it is solely conducted remotely. On-site monitoring allows for discussion and fosters understanding of internal processes by the monitors

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 or 2nd 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 second quarter.

Event Report

Cory Weaver highlighted items from the Event Report. She noted increased attendance at hiring events and job fairs. The recent youth job fair in Citrus County was very successful with over 60 students attending. The Marion Youth Job Fair is happening this afternoon.

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. Our efforts in providing quality services in the Welfare Transitions program has proved successful

as we are in the number one spot.

- Center Reports: All centers have experienced increased traffic and candidate services across the region. There is a decrease in businesses served although there are increases in placements and wages. The Levy report was inadvertently not included in the packet but was reviewed during the meeting. The report is included in these minutes.

Letter Grades

Cory Weaver reported that our region received an A- for the reporting period, which is higher than the previous quarter's grade. She reviewed the seven measures and extra credit scores.

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 73.
- Business Services scores are up eight points.
- Talent Center continues to have a prominent level of customer service satisfaction. The Talent Center manager is working with the Talent Center team to secure more surveys.

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

Sandra Crawford provided an overview of the grants. The Dislocated Worker Grant that is funding recovery efforts from Hurricane Idalia is having great success in Citrus, Levy and Dixie counties. Community investment in Levy and Dixie counties is nearing \$700,000. The next Broadband class is in June. We are on target for our annual enrollment goal.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:34 a.m.

APPROVED:



LEVY COUNTY

SERVICES: JAN - MAR 2024

UNEMPLOYMENT DATA

	JAN 2024	FEB 2024
LEVY	4.0% (697)*	3.8% (678)*
FLORIDA	3.1%	3.1%
US	3.7%	3.9%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

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

CANDIDATE SERVICES

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

BUSINESS SERVICES

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

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
154	509
VETERANS SERVED	TRAINING PROVIDED
15	7
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
28	13
POSITIONS POSTED	TOTAL PLACEMENTS
1,230	1
	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.



Executive Summary: For the review period of April 1, 2023, to March 31, 2024, programmatic monitoring activities included assessing CSCLM’s program operations, management practices, system protocols, and internal controls, utilizing FloridaCommerce’s programmatic monitoring tools, 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. An acronym list is located following the table below.

Programmatic issues identified in the report are categorized as findings, issues of noncompliance, and observations 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. While no material issues or weaknesses came to the reviewers’ attention other than those contained in the following summary, there is no assurance that other issues do not exist. *NOTE: A voluntary 10-day response period is available following issuance of this summary for CSCLM to provide additional documentation which may or may not lead to resolution of issues or instances on the final report.*

Preliminary Review Issues Summary:

<i>Program</i>	<i>Cases Reviewed</i>	<i>Findings</i>	<i>Other Non-Compliance Issues (ONIs)</i>
Welfare Transition (WT)	18	1	1
Supplemental Nutrition Assistance Program – Employment & Training (SNAP E&T)	18		2
Management Process Review		2	1
Workforce Innovation and Opportunity Act (WIOA)	40		
Rapid Response			
Trade Adjustment Assistance	2		
Wagner-Peyser (WP)	50	1	2
Jobs for Veterans State Grant (JVSG)	30	2	
Management Information Systems (MIS) & Security			
Complaint System	40		
	Totals	6	6

Acronyms					
ABAWD	Abled Bodied Adult without Dependents	FMA	Bureau of Financial Monitoring and Accountability	OST	Occupational Skills Training
AP	Administrative Policy	FY	Fiscal Year	POS	Priority of Service
CAP	Corrective Action Plan	IEP	Individual Employment Plan	PY	Program Year
CFR	Code of Federal Regulations	IRP	Individual Responsibility Plan	RESEA	Reemployment Services and Eligibility Assessment Program
CSCLM	CareerSource Citrus Levy Marion	IT	Information Technology	RR	Rapid Response
DCF	Department of Children and Families	ITA	Individual Training Account	SNAP E&T	Supplemental Nutrition Assistance Program Employment and Training
DVOP	Disabled Veterans Outreach Program	IWT	Incumbent Worker Training	SMA	State Monitor Advocate
DWG	Disaster Recovery Dislocated Worker Grant	JPR	Job Participation Rate	S.M.A.R.T	Specific, Measurable, Attainable, Realistic, and Time-Bound
DW	Dislocated Worker	JVA	Jobs for Veterans Act	SYEP	Summer Youth Employment Program
EDP	Employability Development Plan	JVSG	Jobs for Veterans State Grant	TAA	Trade Adjustment Assistance
EEO	Equal Employment Opportunity	LMI	Labor Market Information	TANF	Temporary Assistance for Needy Families
ES	Employment Service	LVER	Local Veterans Employment Representative	TCA	Temporary Cash Assistance
ETA	Employment and Training Administration	LWDB	Local Workforce Development Board	TEGL	Training and Employment Guidance Letter
F.A.C	Florida Administrative Code	MIS	Management Information System	U.S.C.	United States Code
FCDP	Farmworker Career Development Program	MOU/IFA	Memorandum of Understanding & Infrastructure Funding Agreement	WE	Work Experience
FG	Final Guidance	MSFW	Migrant and Seasonal Farmworker	WFS	Workforce Services
FLC	Foreign Labor Certification	MSG	Measurable Skills Gains	WIOA	Workforce Innovation and Opportunity Act
FLSA	Fair Labor Standards Act	ONI	Other Noncompliance Issue	WP	Wagner-Peyser
FloridaCommerce	Florida Department of Commerce	OSPS	Bureau of One-Stop and Program Support	WSA	Work Search Activity
F.S.	Florida Statutes	OSST	One-Stop Service Tracking	WT	Welfare Transition

***This acronym table reflects all acronyms that have been used in the PY 2023-2024 monitoring review cycle. All acronyms may not be used in this report.**

Corrective Action Plan (CAP): The following general CAP requirements will need to be developed, implemented, and an LWDB response is expected post-issuance of the report to address issues identified below for each Finding, Other Non-Compliance Issue (ONI), and any additional program specific issues identified in the report. The general CAP requirements to be addressed are as follows: copies of updated local operating procedures/policies addressing the requirement; a monitoring schedule showing timeframes activities/services to be monitored; documentation of completed or intended staff training/retraining, including dates, agendas, and roster (as applicable); and written communication to staff regarding the issues.

WT							Total Cases: 18
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
<p>1. The following issues were identified for the pre-penalty and sanction process:</p> <ul style="list-style-type: none"> One participant was not mailed the 2292 for a second failure within 30 days. There was no evidence of a verbal attempt to contact and/or counsel one participant during the 10-day counseling period when a pre-penalty was initiated. 	<p><u>Final Guidance Welfare Transition Program Work Penalties and Pre-Penalty Counseling; Sections 414.065 and 445.024, F.S.; 45 CFR 261.10, 12-14; Rule 65A-4.205, F.A.C.; and FG 03-037.</u></p>	Y	Y	N/A	N/A	N/A	CSCLM must provide an assurance that staff will ensure if good cause is not provided for a second failure, the 2292 form will be mailed on the fourth day. CSCLM must also provide an assurance that an attempt to contact the participant during the 10-day counseling period is conducted and case notes are entered in OSST. The reviewer must be able to determine that the participant was counseled regarding the failure if the penalty is ended with complied or other during the 10-day period.
<p>2. One participant case file had employment dates on documents that did not match the information recorded in OSST.</p>	<p><u>Section 445.010(f) F.S.; Florida's Work Verification Plan.</u></p>	N/A	N/A	Y	Y	N/A	CSCLM must provide an assurance that employment documentation will be thoroughly reviewed/verified, and the data is accurately recorded in OSST to match documentation maintained in participant case files.
Totals - WT		1	1	1	1	0	

SNAP E&T							Total Cases: 18
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
<p>1. In four instances, participant's appointment status for the initial appointment (code 590) was not selected within two business days of the initial appointment date.</p>	<p><u>Memorandum Supplemental Nutrition Assistance Program Employment and Training Able-bodied Adults without Dependents Initial Engagement Process Changes dated January 5, 2017.</u></p>	N/A	N/A	Y	Y	N/A	CSCLM must provide an assurance that the 590 status codes are ended in OSST within two business days of completion of the appointment or no-show.

<p>2. In three instances, case management was not provided in accordance with the state plan.</p>	<p><u>State Plan; and 7 CFR 273.7(c)(6)(ii).</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N</p>	<p>Y</p>	<p>N/A</p>	<p>CSCLM must provide an assurance that case management services, will be provided in accordance with the state plan regarding timeliness and closing of activities as required.</p>
<p>3. Local operating procedures must be revised to reflect current SNAP E&T program processes. Areas requiring revision:</p> <ul style="list-style-type: none"> • Should remove any language pertaining to the FSR cap of \$25 dollars. • Should include the procedure for notifying participants of the LWDB’s dress code policy including available resources to assist and adhere to the policy and consequences of participant non-compliance. 	<p><u>State Plan; 7 CFR 273.24; and Memorandum titled Supplemental Nutrition Assistance Program Employment and Training Updates, Dated February 3, 2023.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>CSCLM must update their local operating procedures to include current SNAP E&T processes. CSCLM must also provide a copy of the updated LOP’s and contact Policy and Guidance for any necessary training on new policies and procedures as needed.</p>
<p>4. The following forms were not updated as required:</p> <ul style="list-style-type: none"> • SNAP Self-Attestation Form for Transportation Reimbursement • Job search Form 	<p><u>State Plan; and Memorandum titled Supplemental Nutrition Assistance Program Employment and Training Updates, Dated February 3, 2023.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>CSCLM must update the listed forms to adhere with the Memorandum issued by FloridaCommerce dated February 3, 2023. CSCLM must also provide a copy of the updated forms when revision is complete.</p>
<p>5. Three participants were assigned to job search, which is no longer a component but a subsidiary activity, and the hours scheduled were not less than half of the total time spent in an allowable component.</p> <p>Note: As a courtesy, this issue has been downgraded to an observation this year due to the delay in training, however going forward it will be listed as either a Finding or ONI.</p>	<p><u>7 CFR 273.7(e)(2)(i) & (ii); State Plan; SNAP Toolkit; and Memorandum titled Supplemental Nutrition Assistance Program Employment and Training Updates, Dated February 3, 2023.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>CSCLM must provide an assurance that when assigning a Job Search activity that it comprises less than half of the total time spent in the allowable component. Additionally, Job search- code 505 is a subsidiary activity and no longer a component of SNAP E&T, which has been replaced with Supervised job search-code 512.</p>
<p>Totals - SNAP</p>		<p>0</p>	<p>0</p>	<p>1</p>	<p>2</p>	<p>3</p>	

Management Process Review

Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
Local Board Governance							
<p>1. Local Board Membership: CSCLM did not provide documentation that two board members completed refresher training.</p> <p>CSCLM did not provide documentation that one board member completed orientation within six months of appointment as required.</p> <p>The local board has a vacancy that was not filled within 12 months as required.</p>	<u>AP 110 (IV)(G)(1); and AP 110 (IV)(G).</u>	Y	Y	N/A	N/A	N/A	<p>CSCLM must provide documentation of refresher training for board members. CSCLM must also provide an assurance that training documentation will be maintained and made available for monitoring purposes.</p> <p>CSCLM must provide documentation of orientation training for new board members. CSCLM must provide an assurance that training documentation will be maintained and made available for monitoring purposes.</p> <p>CSCLM must provide an assurance that the local board will develop policies and procedures that provide an assurance that the local board will fill board member vacancies in accordance with policy.</p>
<p>2. One Stop Operator: The local board does not have a one-stop operator policy in place with the required elements.</p>	<u>20 CFR 678.620; and AP 97.</u>	N	Y	N/A	N/A	N/A	<p>CSCLM must develop a one-stop operator procurement procedure, process and/or policy with required elements. CSCLM must also provide an assurance that the one-stop operator policy will be utilized during the one-stop operator procurement process.</p>
Financial Disclosure							
<p>3. Two new board members filed financial disclosure forms after 30 days of appointment.</p>	<u>Sections 112.3145 and 445.007, F.S.; Guide to the Sunshine Amendment and Code of Ethics for Public Officers and Employees; and FG-075.</u>	N/A	N/A	N	Y	N/A	<p>CSCLM must provide an assurance that all new board members will complete financial disclosure forms within 30 days of appointment in the future and that a tracking and verification plan will be</p>

							developed and implemented to ensure compliance.
Merit Staffing Structure / Ethics / Collection of Demographic Data							
The review did not reveal any Findings, Other Noncompliance Issues or Observations.							
Totals – Management Process Review		1	2	0	1	0	

WIOA							Total Cases: 40
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
Adult/Dislocated Worker (DW)							Cases: 22 (18 Adult/4 DW)
1. In one instance, an MSG was not captured and recorded in EF for the applicable PY in which participant was enrolled in educational or training programs.	<u>20 CFR Part 677.155 (a)(v); WIOA Section 116; and TEGL 10-16 Change 2.</u>	N/A	N/A	N/A	N/A	Y	CSCLM should provide documentation to support the MSG as recorded in Employ Florida if the case is still open and active. CSCLM should also provide an assurance that documentation to support an MSG attainment is retained in the participant’s case file or made available upon request and that is matches what is recorded in Employ Florida.
Youth							Cases: 13 Out of School
The review did not reveal any Findings, ONIs, or Observations.							
Special Projects							Cases: 5 (2 Adult/3 DW)
<ul style="list-style-type: none"> SFY22-23 WIOA Rural Initiatives – Adult (2) 865 – Hurricane Idalia DGW (3) 							
2. Documentation verifying U.S. Citizenship (documentation specified in I-9 documentation) did not match documentation listed in Employ Florida (social security card) for all five participants.	<u>20 CFR 680.120, .600, and .640; WIOA Section 3(36); WIOA Local Workforce Plan; and AP 122.</u>	N/A	N/A	N/A	N/A	Y	CSCLM should consider changing their policy on eligibility documentation as documentation specified on I-9 does not indicate what documents were used.
3. Worksite agreements for disaster recovery employment was missing participant information for three participants.	<u>WIOA Section 170(d); 20 CFR Part 687; TEGL 16-21; WIOA Local Workforce Plan; and Notice of Funds Availability (NFA).</u>	N/A	N/A	N/A	N/A	Y	CSCLM should upload individual work site agreements for the clam farmer clients as soon as they are available. To include position title, work hours, wage rate, and supervisor for each participant.

Totals - WIOA		0	0	0	0	3	
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TAA	Cases: 2
The review did not reveal any Findings, ONIs, or Observations.	

Rapid Response							
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
1. CSCLM's informational packet distributed to affected workers did not include information on the impact on health coverage after a layoff.	<u>20 CFR 682.300(b)(1); TEGL 19-16; and AP 114.</u>	N/A	N/A	N/A	N/A	Y	CSCLM must ensure the provision of information regarding alternative health coverage options that may be available after a layoff are provided to affected workers. Options may include Cobra, Affordable Care Act plans, and/or short-term medical insurance. If additional information is requested by the affected worker, staff should refer them to their Human Resource department. Health care options following a lay off
2. CSCLM's Rapid Response program did not provide information on how to access the GI Bill and TAA work groups for which a petition has been filed.	<u>20 CFR 682.330 (c) and (d); TEGL 19-16; and AP 114.</u>	N/A	N/A	N/A	N/A	Y	CSCLM must provide an assurance that affected workers are provided access to the required delivery of services.
3. CSCLM does not have a procedure in place that describe the process for documenting employers who decline or refuse rapid response services.	<u>AP 114.</u>	N/A	N/A	N/A	N/A	Y	CSCLM must develop a procedure describing the process for documenting employers who decline or refuse rapid response services. Additionally, it is recommended that the required process be added to your local rapid response policy.
Totals – Rapid Response		0	0	0	0	3	

WP							Total Cases: 50
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
WP - General							Cases: 45
1. One employer-entered job order's staff compliance review was not conducted within two business days of entry into Employ Florida.	<u>20 CFR 651.10; 20 CFR 652.3; and AP 099.</u>	N	Y	N/A	N/A	N/A	CSCLM must provide an assurance that staff will conduct and document the required steps to verify compliance for all future open job orders in Employ Florida to ensure the job orders are reviewed for compliance within two-business days.
2. Five job seekers' services recorded in Employ Florida were not fully, correctly, and/or adequately documented.	<u>TEGL 19-16; Wagner-Peyser Act of 1933, as amended; 20 CFR 651.10, 652.07, 652.3; AP 096 and 115; and Employ Florida Service Code Guide.</u>	N/A	N/A	N	Y	N/A	CSCLM must provide an assurance that CSCLM staff will review and monitor entry of all WP job seeker services in Employ Florida to ensure that actual and valid services are provided, fit the description of the service code(s) recorded, are adequately documented, recorded, and case noted in Employ Florida.
RESEA							Cases: 5
3. One participant's WSA documented on the RESEA Responsibility Statement did not match the WSA documented on the EDP.	<u>AP 068.</u>	N/A	N/A	N	Y	N/A	CSCLM must provide an assurance that CSCLM staff will accurately and appropriately assign a WSA to each participant and ensure all WSA identified on the EDP are recorded on the RESEA Responsibility Statement.
Credentialing							
The review did not reveal any Findings, ONIs, or Observations.							
Totals - WP		0	1	0	2	0	

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

JVSG							Total Cases: 30
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Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
JVSG Participants							Cases: 15
1. Five participants did not have a code 168 referral to DVOP code entered.	<u>AP 117.</u>	N	Y	N/A	N/A	N/A	CSCLM staff must provide an assurance that intake staff will enter the 168 code the accompanying case note into Employ Florida when the DVOP is not available for an immediate appointment.
2. Five participants were not contacted by the DVOP within two business days after no immediate appointment was available.	<u>AP117.</u>	N	Y	N/A	N/A	N/A	CSCLM staff must provide an assurance that the DVOP will contact all veterans that have been referred when the DVOP does not have availability to see the veterans on the same day. CSCLM staff must also ensure the veteran contact occurs within two business days.
LVER							Cases: 15
3. Two employers did not have accurate FEIN recorded in Employ Florida.	<u>Employ Florida Terms of Service Rules of Posting.</u>	N/A	N/A	N/A	N/A	Y	CSCLM must provide an assurance that business services staff in general and LVER staff in particular will verify the information of all employers they are working with.
4. Nine employers were missing codes or case notes for employer services provided.	<u>Employ Florida Employer Services Codes.</u>	N/A	N/A	N/A	N/A	Y	The LVER must provide an assurance they are entering all codes and proper case notes for all activities.
Totals - WT		0	2	0	0	2	

Complaint System

Total Reviewed: 40

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



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee

Tuesday, August 13, 2024

TOPIC/ISSUE:

Third party independent monitoring

BACKGROUND:

All workforce boards are required to conduct monitoring on programs, service providers and One Stop operators annually. Independent monitoring provides full transparency of programmatic and administrative reviews. CSCLM has contracted with Underwood Sloan and Associates to conduct independent, third party monitoring of our programs, board compliance, administrative, One Stop Operator and sub-grantee agreement performance and compliance.

POINTS OF CONSIDERATION:

Identified deficiencies have been reviewed by management and staff and corrections have been made to bring noted issues into compliance. Additional training has been provided to staff to mitigate future issues. A presentation and discussion will be provided by Amy Kelly, Underwood Sloan and Associates.

STAFF RECOMMENDATIONS:

Accept and approve the monitoring report as attached.

COMMITTEE ACTION:

BOARD ACTION:

PROGRAM YEAR 2023-24 MONITORING

**Underwood Sloan and Associates and
Indelible Business Solutions**

Overview of results for CareerSource Citrus Levy Marion's Program Year
2023-24 programmatic, financial, and systemic monitoring.

Final Report

Table of Contents

Executive Summary	3
Monitoring Opinion	3
Review Scope	4
Overview of Monitoring Results	6
Workforce Innovation and Opportunity Act	7
Summary of Findings	7
Summary of Other Noncompliance Issues	7
Summary of Observations	7
Workforce Innovation and Opportunity Act Monitoring Overview	7
Welfare Transition Program/Supplemental Nutrition Assistance Program	8
Summary of Findings	8
Summary of Other Noncompliance Issues	8
Summary of Observations	8
Welfare Transition/Supplemental Nutrition Assistance Monitoring Overview	8
Wagner-Peyser Program	9
Summary of Findings	9
Summary of Other Noncompliance Issues	9
Summary of Observations	9
Wagner-Peyser Monitoring Overview	9
Jobs for Veterans' State Grant Program	10
Summary of Findings	10
Summary of Other Noncompliance Issues	10
Summary of Observations	10
Veterans' Monitoring Overview	10
Firewalls and Conflicts of Interest	11
Firewalls and Conflicts of Interest Monitoring Overview	11
Solicitation and Contracting	11
Solicitation and Contracting Monitoring Overview	11
CSCLM Website Audit	12
Summary of Other Noncompliance Issues	12
CSCLM Website Monitoring Overview	12
One Stop Operator Review	12

One Stop Operator Monitoring Overview..... 12

Executive Summary

Underwood, Sloan and Associates, LLC (USA) and Indelible Business Solutions were contracted to conduct programmatic and fiscal monitoring services for CareerSource Citrus Levy Marion (CSCLM). We aim to provide meaningful results through a holistic review of program processes in order to improve CSCLM operations, enhance services to the business community, and ensure quality assistance to those seeking employment and training opportunities.

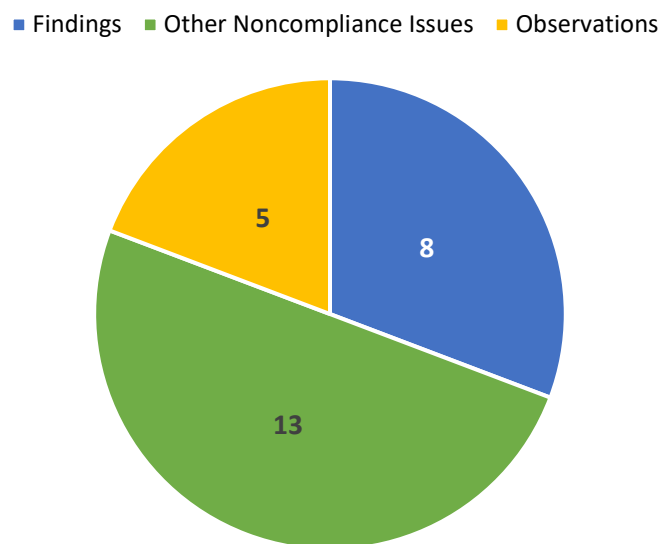
Based on the contracted scope of work and specific guidance from CSCLM, the monitoring conducted was focused on programmatic, fiscal, and procurement activities and included interviews with frontline, mid-, and senior level staff. The monitoring included the testing of sample programmatic cases, the review of policies, procedures, organizational and governing documentation, as well as a review of the latest One Stop Operator procurement solicitation and subsequent executed contract. The monitoring also included a review of the CSCLM website for required information, and an audit of the current One Stop Operator's compliance with their contracted scope of work.

The review analyzed CSCLM's processes and controls to ensure compliance with federal and state laws, regulations, and statutes.

Monitoring Opinion

Based on the results of the monitoring, and in accordance with 2 CFR § 200.332 – Requirements for pass-through entities, all requirements imposed by the Florida Department of Commerce (FloridaCommerce) are being met and the subaward is being used for authorized purposes, in compliance with Federal statutes, regulations and the terms and conditions of the subaward. In addition, the monitoring conducted disclosed no significant problems and indicates a low risk of noncompliance with the Federal programs reviewed in accordance with 2 CFR § 200.519 – Criteria for Federal program risk.

Results



Review Scope

For the programmatic monitoring, CSCLM staff provided access to the reviewer for the systems necessary to review and test sample participant case files, specifically the Employ Florida, Atlas, and One-Stop Service Tracking (OSST) systems. At the same time, the pool of sample cases was provided to the reviewer for Workforce Innovation and Opportunity Act (WIOA) (to include Adult, Dislocated Worker, and Youth), Welfare Transition, Supplemental Nutrition Assistance Program (SNAP), Wagner-Peyser (to include services, job orders, placements, staff assisted registrations, and Reemployment Services and Eligibility Assessment (RESEA)), and Jobs for Veterans' State Grant (JVSG) programs.

For the administrative monitoring, a review of the following items was agreed upon: firewalls and internal controls; contracting and solicitation practices; policies and procedures; presence of required elements on the CSCLM website; and One Stop Operator (OSO) compliance with contracted scope of work. To complete the monitoring, updated policies and procedures were provided for review as well as additional documentation and information as requested.

The review of the sample participant case files and region documentation was conducted remotely.

In order to provide a holistic overview of CSCLM processes, not only for compliance with state and federal regulations but also to provide recommendations for efficiencies and improvements, the review included the following:

- Testing a sample of WIOA Adult, Dislocated Worker, and Youth cases utilizing the FloridaCommerce programmatic monitoring tool.
- Testing a sample of Welfare Transition cases utilizing the FloridaCommerce programmatic monitoring tool.
- Testing a sample of SNAP cases utilizing the FloridaCommerce programmatic monitoring tool.
- Testing a sample of Wagner-Peyser cases utilizing the FloridaCommerce programmatic monitoring tool, which included:
 - A sample of job seekers and staff assisted registrations,
 - A sample of placements,
 - A sample of RESEA cases,
 - And a sample of job orders.
- Testing a sample of Veteran cases utilizing the FloridaCommerce JVSG programmatic monitoring tool.
- A review of the sample participant case files for recommendations not included in the FloridaCommerce programmatic monitoring tools.

- Testing CSCLM administrative policies, governing and planning documentation, compliance certifications, One Stop Operator contract, CSCLM organizational structure, and financial records against the Firewall and Conflict of Interest Protections Checklist.
- A review of prior monitoring results from FloridaCommerce to identify recurring issues or material findings for process improvement consideration and to ensure finding resolution.
- A review of CSCLM administrative policies and procedures for improvement recommendations.
- Testing the most recent OSO procurement solicitation and executed contract utilizing the FloridaCommerce Financial Monitoring Tool.
- Auditing the CSCLM website for the identification of required elements regarding the newly formed Education and Industry Consortium.
- Auditing the CSCLM website for the presence of all related contracts and contracts in excess of \$35,000.

All of the items reviewed above were evaluated against and/or compared with the following as applicable:

- CSCLM Local Office Policies and Guidance
- FloridaCommerce-Local Workforce Development Board (LWDB) Grantee-Subgrantee Agreement
- CareerSource Florida/FloridaCommerce Administrative Policies and Final Guidance Papers, Communiques, and Memoranda
- Federal regulations
- State statutes and administrative rules
- US Department of Labor Employment and Training Administration's Training and Employment Notices (TENs), Training and Employment Guidance Letters (TEGLs), and Unemployment Insurance Program Letters (UIPLs)
- The Workforce Innovation and Opportunity Act
- The Wagner-Peyser Act of 1933 as amended
- US Department of Labor Veterans' Employment and Training's Veterans' Program Letters (VPLs)
- The State Supplemental Nutrition Assistance Program (SNAP) Plan
- The Temporary Assistance for Needy Families (TANF) State Plan
- Florida's TANF Work Verification Plan
- Employ Florida Service Code Guide
- Measurable Skill Gains (MSG) Resource Guide
- Program Year 2022-2023 Programmatic and Financial Compliance Monitoring Report

Overview of Monitoring Results

The summarized outcome of the review is detailed in the following sections of the report identified by the respective program. Outcomes reflect issues noted during the monitoring review and are classified in the report as Findings, Other Noncompliance Issues (ONI), and Observations. Recommendations and suggestions are also made on how to address any identified Findings, Other Noncompliance Issues, and Observations.

- *Findings* – are instances where noncompliance with requirements contained in federal or state laws, rules and regulations, administrative codes, state guidance, or other documents are found and are considered higher risk issues that could impact the integrity of the program operations and/or potentially result in questioned costs.
- *Other Noncompliance Issues* – are general noncompliance conditions considered lower risk findings but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.).
- *Observations* – are informative statements or constructive comments made to identify processes that can help the LWDB improve service delivery and result in positive program outcomes.

Workforce Innovation and Opportunity Act

Summary of Findings

1. One participant has the same supportive service recorded in both their WIOA program and WTP program that needs clarification on which program funded the service. (Adult)
2. The worksite training agreement executed between the employer and CSCLM for one participant's paid work experience was not located in the participant's case file for the start of the training. (Youth)

Summary of Other Noncompliance Issues

1. One participant's measurable skill gains (MSG) achieved date recorded in Employ Florida does not match the progress report's date found in Atlas. (Adult)
2. Case notes and files indicated that two participants exited the program with employment, however the verified employment information was not entered into Employ Florida. (Adult)
3. One participant was provided transportation assistance, as indicated by documentation found in the case file, however there is no transportation service code recorded in Employ Florida (481 Supportive Service – Transportation Assistance).
A second participant was provided with an incentive payment, as indicated by documentation found in the case file, however there is no incentive activity code recorded in Employ Florida (484 Supportive Service – Incentives/Bonuses). (Youth)

Summary of Observations

There were no observations noted.

Workforce Innovation and Opportunity Act Monitoring Overview

During the review of WIOA participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program and service provider staff appear to be well trained in eligibility and other program requirements and are deliberate and thorough in their case documentation. Eligibility is easily verified utilizing the Workforce Innovation and Opportunity Act Verification Form that is found in each case file and justification for training costs and elimination of potential duplication of benefits are clearly identified with the Cost of Attendance Budget Worksheet. The most substantial improvement that is recommended is continued coaching in order to solidify and reinforce compliant behavior specifically regarding documentation.

Welfare Transition Program/Supplemental Nutrition Assistance Program

Summary of Findings

1. One participant's case file was missing a signed and dated copy of the Equal Opportunity form.
2. One participant's case file was missing a case note indicating that the participant was given three full business days to provide good cause for the second failure. The Notice of Failure to Demonstrate Satisfactory Compliance form was also not found in the case file to confirm that the form was mailed.
3. Two participants were missing documentation to support the hours entered on the JPR screen.

Summary of Other Noncompliance Issues

1. One participant's case file did not contain a signed and dated copy of the updated Opportunities and Obligations notice.

Summary of Observations

1. One participant's case file indicated a supportive service (benchmark) was requested, however there is no documentation or case notes confirming whether the payment was issued to the participant or if the payment was voided.

Welfare Transition/Supplemental Nutrition Assistance Monitoring Overview

During the review of Welfare Transition and SNAP participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in program requirements and are deliberate and thorough in their case documentation. Program staff clearly communicate program requirements to participants and actively maintain communication. Job participation rate activity hours entered into OSST are supported by documentation in most of the participants' case files, participants are assigned the appropriate amount of job participation rate activity hours, and information is entered correctly into the system. The most substantial improvement that is recommended is continued coaching in order to solidify and reinforce compliant behavior regarding documentation.

Wagner-Peyser Program

Summary of Findings

1. The independent verification of a newly registered employer account in Employ Florida was case noted 20 days after the employer's initial registration date.

Summary of Other Noncompliance Issues

1. One job seeker's service code for the notification of veteran priority of service (189) was entered into Employ Florida more than 15 days from the date of service.
2. One RESEA participant's short range occupational goal listed on their EDP is incorrect based on the initial assessment and the associated case notes.
3. The LMI information provided to one RESEA participant was not located in the case file to allow for verification that it was specific to an occupation based on the participant's education/employment experience, skills, and desired occupation.
4. The RESEA Responsibility Statement form found in one participant's case file was signed but not dated.
5. Required case notes or case note elements were not found for four participant files.

Summary of Observations

1. Case note errors were identified for six participants where dates or other elements were entered incorrectly based on other case data and documentation.

Wagner-Peyser Monitoring Overview

During the review of Wagner-Peyser participant case files, job orders, and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in program requirements and are deliberate and thorough in their case documentation. Program staff have detailed internal checklists that they use to manage participant cases and job orders. Job seekers have completed registrations in Employ Florida before participation is initiated and most RESEA cases sampled met program requirements. The most substantial improvement that is recommended is continued coaching in order to solidify and reinforce compliant behavior regarding documentation.

Jobs for Veterans' State Grant Program

Summary of Findings

1. Three veterans' intake screening case notes (159 Veteran Intake Screening – DVOP Services) were missing required elements.
2. Required elements for five veterans' work readiness case conference case notes were missing.

Summary of Other Noncompliance Issues

1. The Employ Florida Objective Assessment Wizard was not started for one veteran's V01 JVSG Objective Assessment service code. There is also no indication of a completed objective assessment in a case note.
2. A veteran advocacy contact code (E-53) was present on the employer account for a V12 Veteran Advocacy Contact code recorded for one veteran, however there were no case notes associated with the E-53 code to confirm that the contact was for the specific veteran.
3. Four veterans had case closures without specific case notes found to document the explanation for the closure.
4. Four veterans had gaps in contact (two months) or had contacts end without explanation.

Summary of Observations

1. One veteran's case was not formally closed after veteran declined additional DVOP services.
2. It was observed throughout the case review that there is inconsistent use of service code V09 JVSG – Consistent Contact for unsuccessful contact attempts.
3. It was observed throughout the case review that there is inconsistent application of attaching case notes to service codes.

Veterans' Monitoring Overview

During the review of Veteran participant case files and programmatic policy, minimal deficiencies of material findings were identified. CSCLM program staff appear to be well trained in program requirements and are deliberate and thorough in their case notes and documentation. Program staff are methodical in providing priority of service notification and documenting such as well as providing needed services to veterans. Veteran Intake Screenings and DVOP referrals and contacts are timely administered and most required service codes are

appropriately recorded in Employ Florida. The most substantial improvement that is recommended is continued coaching in order to solidify and reinforce compliant behavior regarding appropriate and consistent use of service codes and case notes.

Firewalls and Conflicts of Interest

Firewalls and Conflicts of Interest Monitoring Overview

During the completion of the Firewall and Conflict of Interest Protections Checklist, no deficiencies were identified. The Board and CSCLM leadership set a positive tone at the top by establishing firewall and conflict of interest protections as a part of the organizational culture that values integrity, ethical behavior, and employee competence. Roles and functions of the region have been assessed to avoid overlap or conflict and adequate procedures are in place to eliminate the exercise of undue influence. In addition, CSCLM continuously strives for accomplishment with constant monitoring and quality assurance.

Solicitation and Contracting

Solicitation and Contracting Monitoring Overview

During the review of the most recent procurement and contract for the One Stop Operator, no deficiencies were identified. CSCLM program staff are well trained in activity requirements and operate in a manner to maximize transparency and ensure compliance. Staff understand the administrative requirements for solicitations and contracts and improvements are continuously being considered for the Procurement Policy, Standards and Procedures local office policy. The only recommendation is to continue to update policies, templates, and checklists in order to solidify and reinforce compliant behavior.

CSCLM Website Audit

Summary of Other Noncompliance Issues

1. A copy of the contract between CSCLM and the College of Central Florida, identified as a related party contract, was not included on the website posting with the other related party contracts for 2023-2024, located [here](#).
2. A plain language version of the contract between CSCLM and Underwood Sloan and Associates, with a total contract value of \$50,000, was not included on the website posting with the other contracts in excess of \$35,000, located [here](#).

CSCLM Website Monitoring Overview

During the review of the CSCLM website for the newly formed Education and Industry Consortium, no deficiencies were identified. CSCLM strives for compliance and transparency in the management and content of their website and in providing current and relevant information to the public. The review of the CSCLM website for related party contracts and contracts in excess of \$35,000 identified two missing documents. It is recommended that posted contracts be reviewed at least quarterly to ensure that all contracts, including any newly executed contracts, are posted on the website as appropriate.

One Stop Operator Review

One Stop Operator Monitoring Overview

During the review of the current One Stop Operator's compliance with their contracted scope of work, no deficiencies were identified. The One Stop Operator works closely with CSCLM staff and leadership to ensure that the LWDB's priorities are met and that services are actively coordinated among workforce development programs.



REPORTING PERIOD: JUL 2023 - JUN 2024

ALL CENTER TRAFFIC – 494

One-on-one Appointments Total – 296

Professionals – 172
Students – 124

In Person – 86%
Virtual – 14%

WORKSHOPS CONDUCTED – 32

Internship classes – 8
Healthcare – 8
Information Technology – 5
CoOP Class - 3

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

TOTAL ATTENDANCE FOR WORKSHOPS – 481

Resumes reviewed and feedback provided – 290

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

15 Events – Total attendance for events – 1156

Taylor College: LPN Grads – 70
College of Central FL: Club Rush – 450
TC Open House – 69
College of Central FL: Citrus Preview Day – 125
College of Central FL: Career & Internships Fair – 40

College of Central FL: Career & Business Services – 75
CF Soft Skills Webinar – 75
College of Central FL: Student Adm Preview Night – 200
Lake Weir High School: Career Services – 12
Community Outreach: Career Essentials – 20

CONFIRMED HIRES

30

AVERAGE HOURLY WAGE

\$27.29

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.
- 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.
- Sophia Sanford is very knowledgeable as well as very helpful with helping me to update resume and cover letter.
- CF's talent center has gone above and beyond to help. I recommend this service to everyone who has access to it.



County Chamber/EDC	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
CITRUS (Citrus Chamber)	4	3	75.00%	4	2	50.00%	4	4	100.00%	4	3	75.00%	4	3	75.00%
MARION (CEP)	4	4	100.00%	4	4	100.00%	4	4	100.00%	4	4	100.00%	4	4	100.00%
LEVY (Nature Coast)			N/A	4	1	25.00%	4	2	50.00%	4	2	50.00%	4	2	50.00%

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**

Eckerd Youth Connects	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
Enrollments	20	27	\$1,595.83	17	25	\$1,595.83	28	27	\$1,595.83						
Measureable Skills Gains	80%	98.50%	\$1,595.83	80%	95.40%	\$1,595.83	80%	94.80%	\$1,595.83						
Employment/Education Retention Rate 2nd Quarter After Exit	75%	79.40%	\$1,595.83	75%	76.80%	\$1,595.83	75%	75.00%	\$1,595.83						
Employment/Education Retention Rate 4th Quarter After Exit	69%	74.50%	\$1,595.83	69%	79.00%	\$1,595.83	69%	78.40%	\$1,595.83						
Credential Attainment Rate	83%	97.80%	\$1,595.83	83%	100%	\$1,595.83	83%	100%	\$1,595.83						
Median Wages	\$2,800	\$4,366	\$1,595.83	\$2,800	\$3,598	\$1,595.83	\$2,800	\$3,299	\$1,595.83						

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.

Levy and Dixie:

We have completed enrollments into the NDWG for the shellfish growers.

Total Enrollments: 197 (192 Levy, 5 Dixie)

Work began on March 4 with first cohorts of workers.

We expect the grant to wrap up in December of 2024.

Total community investment to date (through 8/1/2024): \$5,254,159.06

Creating Connections Broadband (Levy County)

Total Enrollments to Date: 24

Total Training Certifications: 70

Total Employed: 9

We have two candidates currently enrolled in On-the-Job Training and 1 in a Paid Work Experience

We have completed 3 Custom Business Trainings with Local Levy County Employers

Upcoming Classes: December 2024, February, June and October 2025

PY 23 - 24 Individual Events

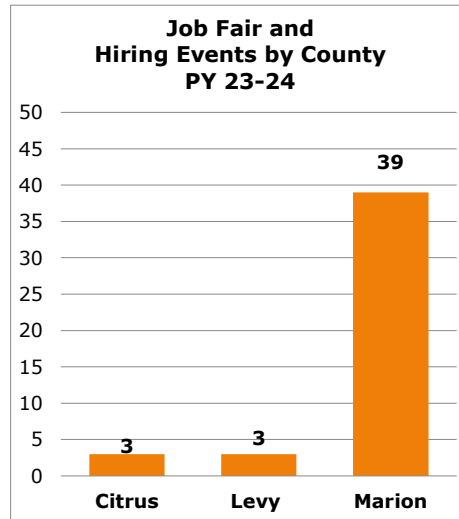
Total Events: 37
Attendees: 1330
Reported Hires: 320

PY 23 - 24 Job Fairs

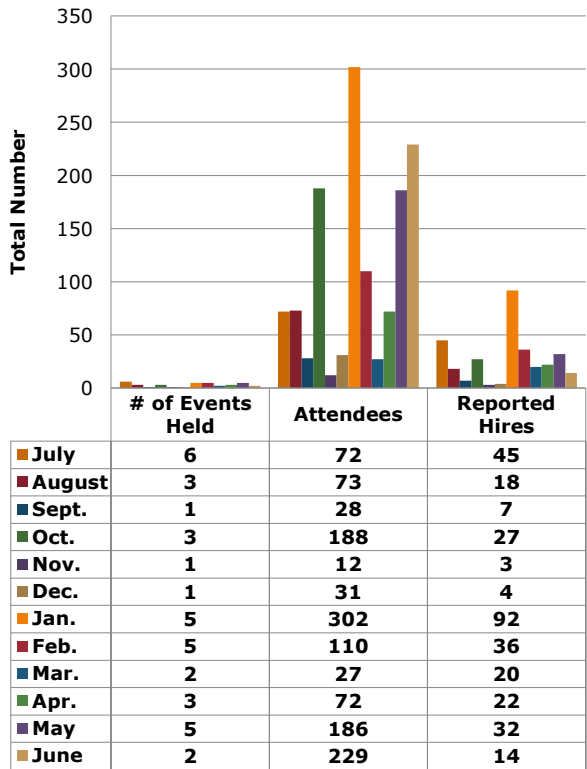
Attendees: 846
Businesses: 135

PY 23-24 Partner Job Fairs

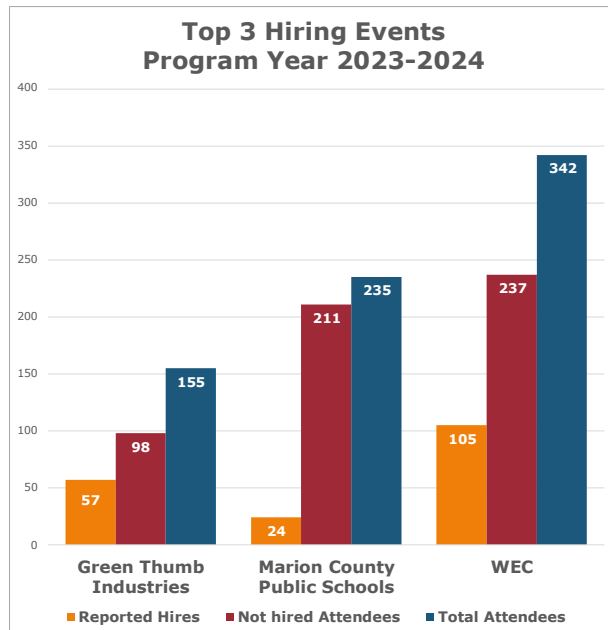
Attendees: 21
Businesses: 18



Individual Hiring Events



Top 3 Hiring Events Program Year 2023-2024



Other Individual Hiring Events 4/2024 - 6/2024

Event Date	Event Name	Event Location	County
4/10	VIP Care Hiring Event	One Health Center	Marion
4/25	Florida Department of Corrections Hiring Event	Marion Correctional	Marion
5/1	Coke Florida Hiring Event	14th Street	Marion
5/15	CSL Plasma Hiring Event	14th Street	Marion
5/21	RealTruck Hiring Event	RealTruck	Marion
5/30	Early Learning Coalition Hiring Event	Early Learning Coalition	Marion
6/25	Citrus Government Hiring Event	Citrus Government Complex	Citrus

PERFORMANCE MEASURES

PY 2023/2024

Numbers current as of 6/30/2024

Performance Measure	Performance PY2021	Performance PY2022	Previous Month Performance May 2024	Current Month Performance June 2024	Performance YTD PY2023/2024	Previous Month Ranking	State Ranking YTD PY2023/2024
WP Entered Employment Rate	44.80%	46.40%	39.40%	25.80%	36.00%	13	13
WIOA AD/DW Entered Employment Rate	85.00%	84.30%	100.00%	100.00%	74.40%	13	12
WTP Entered Employment Rate	28.70%	29.00%	23.30%	20.00%	32.60%	4	4
All Family Partic. Rate	19.90%	17.60%	14.30%	16.80%	16.00%	2	2
2-Parent Partic. Rate	15.90%	7.50%	3.80%	7.10%	6.20%	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: August 2024

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



CITRUS COUNTY

Comparison: PY2022-2023/PY2023-2024

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2023: 1,705</u> PY2022: 1,367	<u>5,080</u> 4,357
VETERANS SERVED	TRAINING PROVIDED
<u>171</u> 151	<u>36</u> 32
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>119</u> 175	<u>236</u> 203
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1,315</u> 912	<u>114 (Avg Wage: \$15.93/hr)</u> 77 (Avg Wage: \$13.50/hr)

Your Employment Solution Starts Here

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

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



LEVY COUNTY

Comparison: PY2022-2023/PY2023-2024

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2023: 503</u> PY2022: 362	<u>2,056</u> 2,234
VETERANS SERVED	TRAINING PROVIDED
<u>50</u> 38	<u>31</u> 7
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>59</u> 61	<u>55</u> 60
POSITIONS POSTED	TOTAL PLACEMENTS
<u>1,664</u> 1,084	<u>29 (Avg Wage: \$18.54)</u> 21 (Avg Wage: Not Available)

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MARION COUNTY

Comparison: PY2022-2023/PY2023-2024

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2023: 4,645</u> PY2022: 3,655	<u>15,097</u> 12,197
VETERANS SERVED	TRAINING PROVIDED
<u>482</u> 361	<u>286</u> 196
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>399</u> 463	<u>766</u> 684
POSITIONS POSTED	TOTAL PLACEMENTS
<u>6,555</u> 7,321	<u>590 (Avg Wage: \$18.02/hr)</u> 364 (Avg Wage: \$14.83/hr)

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Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
419	875	47.89	50	95.78	25	23.95

Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
707	1450	48.76	50	97.52	25	24.38

Measure 3 - Employment and Training Outcomes

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

Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
765	2100	36.43	25	100	10	10

Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
703	2414	29.12	35	83.2	5	4.16

Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
1,247	10,750	11.6	1,003	11,040	9.09	-2.51	100	60	5	3

Measure 7 - Completion-to-Funding Ratio

Exiters_LWDB	Exiters_State	Num	Budget_LWDB	Budget_State	Den	Rate	Target	TargetMet	Weight	WeightedPerf
840	75,569	1.11	4,301,483	151,488,595	2.84	39.08	100	39.08	10	3.91

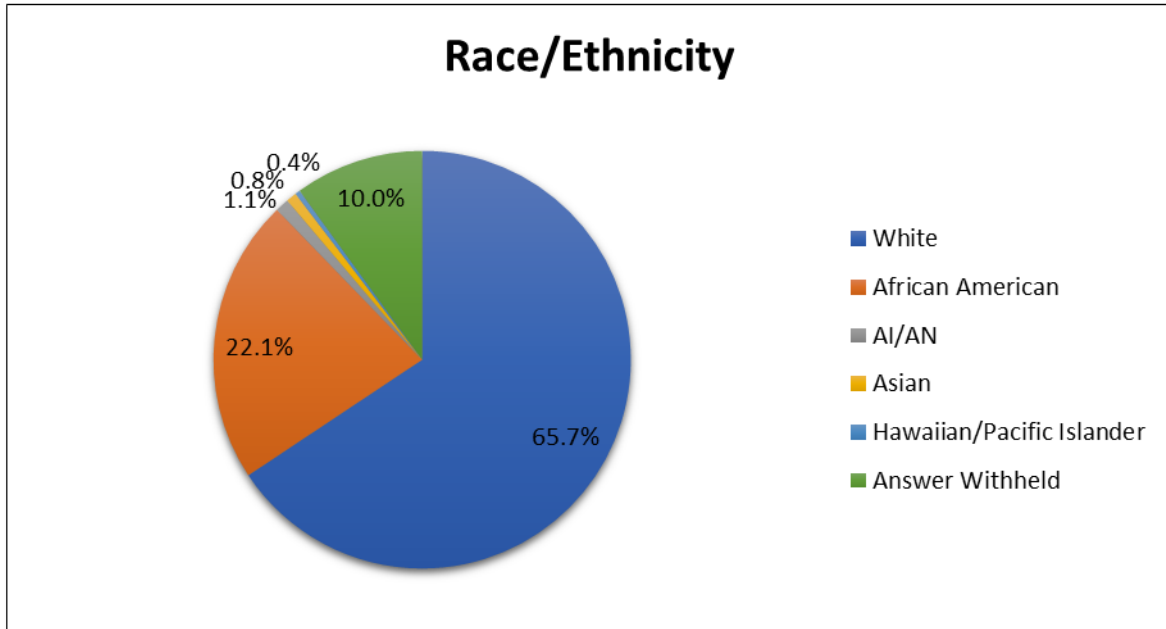
Allocation

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	LetterGrade
1,475	2,286	64.52	5	83.84	B

Extra Credit

Weighted Grade Extra Credit	Letter Grade Extra Credit
88.84	B+

RACE/ETHNICITY CHARACTERISTICS



Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Answer Withheld
# of Applicants	1683	566	27	21	10	256
% of Total Applicants	65.7%	22.1%	1.1%	0.8%	0.4%	10.0%

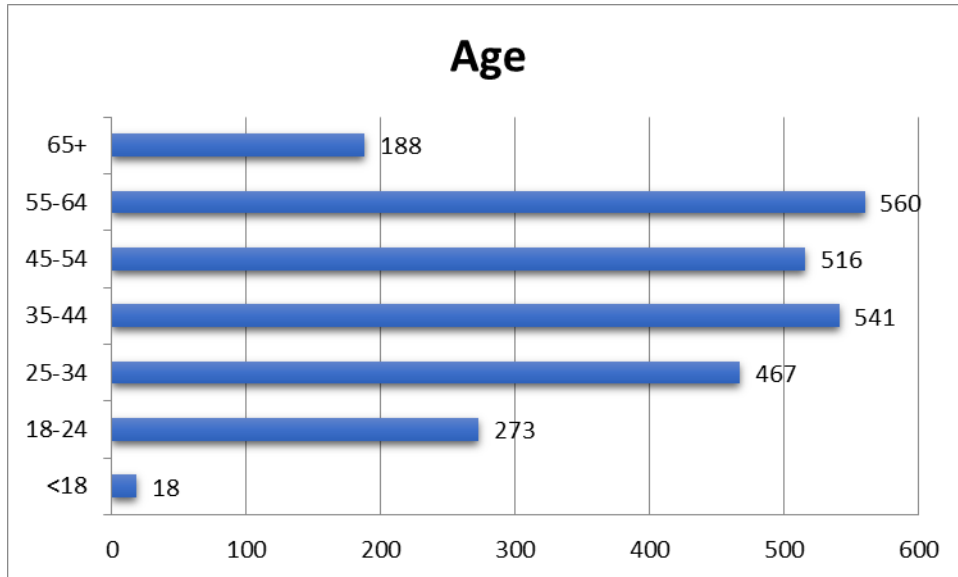
- Hispanic applicants, 520, represented 20.1% of all applicants.

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	18	273	467	541	516	560	188	2,563
%	0.70%	10.65%	18.22%	21.11%	20.13%	21.85%	7.34%	100%

Overall assessment

- 99.3% of applicants were over the age of 18.
- Applicants age 55 and older represented 29.2% 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, 274, accounted for 10.7% of the total number of applicants.
- Male veteran applicants, 226, represented a larger group than female veteran applicants, 47.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Male WIOA participants, 238, outnumbered female WIOA applicants 208.

Group	Count	% of Total Count	Numerator*	Denominator**
White	311	69.7%	31	35
African American	87	19.5%	0	1
American Indian/ Alaska Native	6	1.3%	0	0
Asian	5	1.1%	1	1
Hawaiian/Pacific Islander	3	0.7%	1	1
More than 1 Race	15	3.4%	2	2
Answer Withheld	19	4.3%	2	3
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 68, represented 15% of all applicants. Of the 11 Hispanic participants that exited, 9 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	59	13.8%	12	14
19 – 24	61	18.7%	12	15
25 – 32	83	19.0%	3	3
33 – 44	102	22.5%	7	7
45 – 54	57	12.9%	2	2
55 – 64	35	8.2%	1	2
65+	21	4.9%	0	0

WELFARE TRANSITION

Overall assessment

- 319 female applicants represented 87% of WT applicants.
- 47 male participants represented 13% of WT applicants.
- The average placement wage recorded for female participants is \$17.02/hour, and the average wage for male participants is not available.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	192	89	2	0	62	1	13	7
% of Total Applicants	52.46%	24.32%	0.55%	0%	16.94%	0.27%	3.55%	1.91%

SNAP (FOOD STAMPS)

Overall assessment

- 394 female applicants represented 50% of WT applicants.
- 391 male participants represented 50% of WT applicants.
- The average placement wage recorded for female participants is \$14.80/hour, and the average wage for male participants is not available.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	417	158	2	0	132	5	45	27
% of Total Applicants	53.05%	20.10%	0.25%	0%	16.79%	0.64%	5.73%	3.44%

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

Job Seeker Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +73 (+0)



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**.



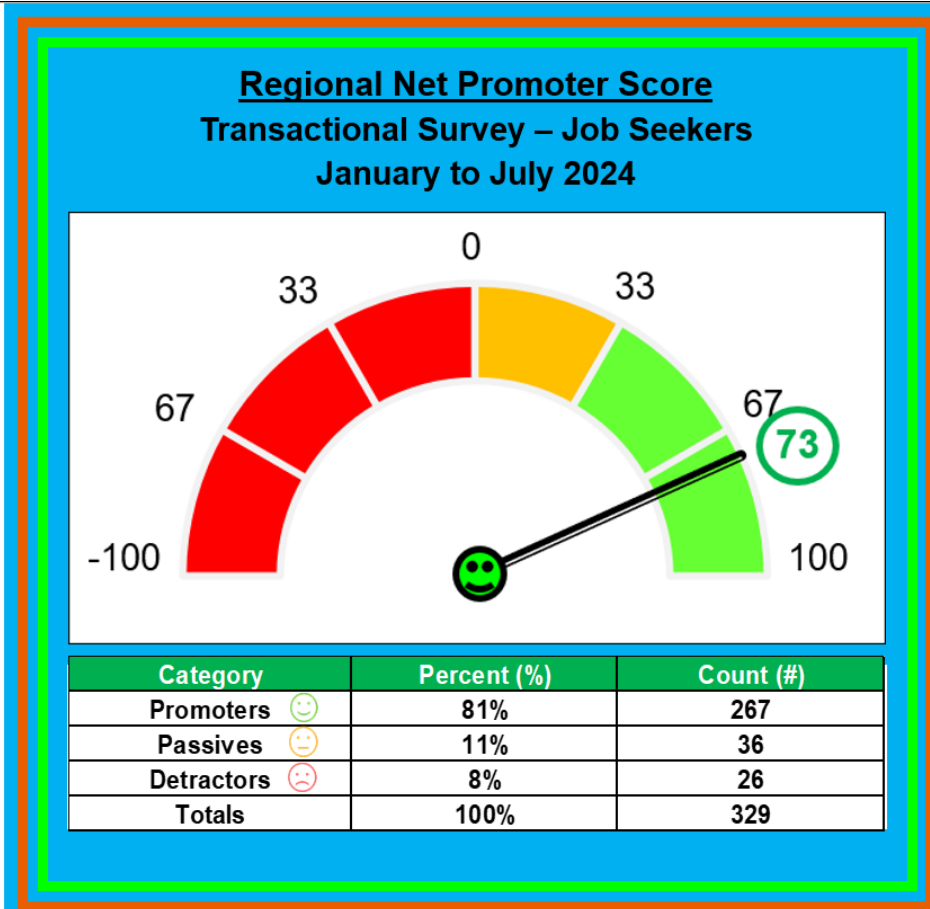
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



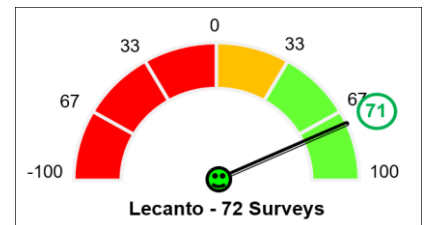
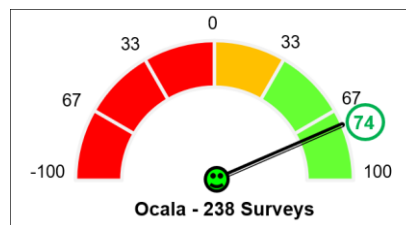
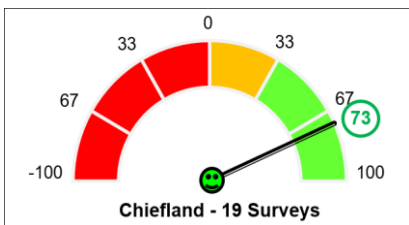
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



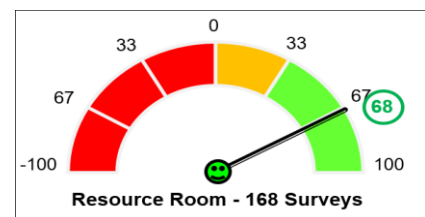
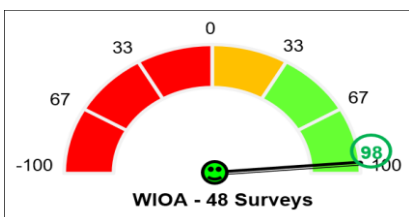
Overall Score



Transactional Net Promoter By Office



Transactional Net Promoter By Service



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

Employer Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +62 (+8)



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**.

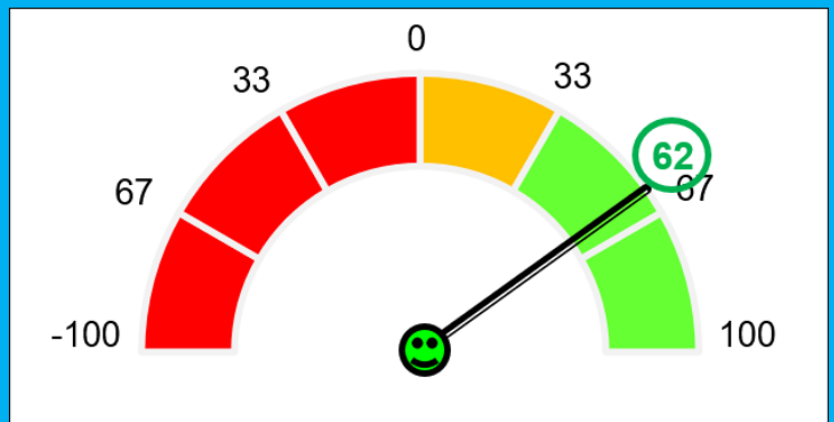


70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



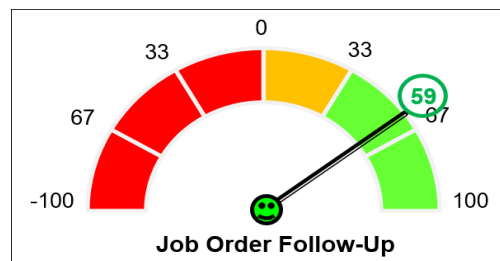
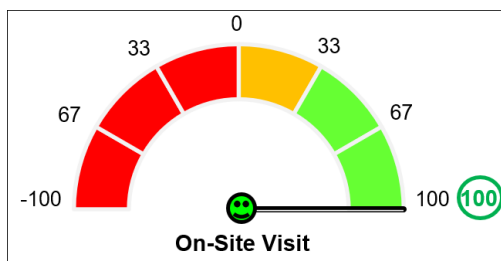
Overall Score

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

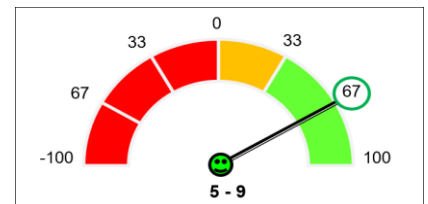
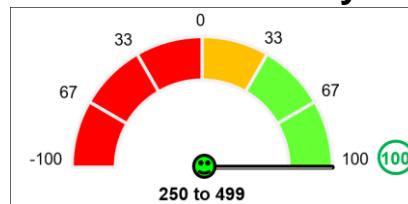
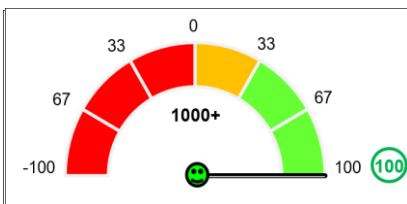


Category	Percent (%)	Count (#)
Promoters 😊	75%	18
Passives 😐	13%	3
Detractors 😞	13%	3
Totals	100%	24

Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



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

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +92 (+12)



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

