



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

**Performance and Monitoring Committee
 AGENDA**

Tuesday, November 12, 2024 – 9:00 a.m.

**Join Zoom Meeting: <https://us02web.zoom.us/j/84152570313>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 841 5257 0313**

Call to Order J. Chang
 Roll Call C. Schnettler
 Approval of Minutes, August 13, 2024 Pages 2 - 4 J. Chang

DISCUSSION ITEMS

State Update R. Skinner
 Workforce Issues that are Important to Our Community R. Skinner
 Performance Negotiations Response Pages 5 - 6 C. Weaver

PUBLIC COMMENT

ACTION ITEMS

Sub-recipient Monitoring Pages 7 – 11 D. French

PROJECT UPDATES

Talent Center Traffic Page 12 C. Wilkinson
 Contract Reports (Chamber, etc) Page 13 C. Weaver
 Grant Updates Page 14 C. Weaver
 Event Report – YTD Page 15 M. Saco
 Performance Measures Page 16 C. Weaver
 County Comparison Reports Pages 17 - 19 C. Weaver
 Letter Grades Page 20 C. Weaver
 Program Participant Data Summary Pages 21 - 25 C. Weaver
 Net Promoter Pages 26 - 28 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: August 13, 2024
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Fred Morgan
Theresa Flick

MEMBERS ABSENT

Larry White
Jeff Chang, Chair

OTHER ATTENDEES

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

Cira Schnettler, CSCLM
Sandra Crawford, CSCLM
Amy Kelly, Underwood and Sloan

CALL TO ORDER

The meeting was called to order by Fred Morgan, Committee Member, at 9:13 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 May 7, 2024, meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner updated the committee on the following items:

- The draft of the Subgrantee agreement will be on the September board agenda for approval. This will ensure submission on the State's timeline.
- A draft agreement for regional planning is in development for State review and approval.

Workforce Issues that are Important to Our Community

The committee members did not have any issues to discuss.

Monitoring Report 2023-2024

Dale French presented the 2023-2024 preliminary State monitoring report. A response has been submitted detailing corrective actions. The State then will follow up with a final report with any new updates after reviewing the corrective actions.

WIOA Plan

Cory Weaver explained that the local workforce plan is updated every 4 years with a 2-year modification window. The current plan ends December 31, 2024. The new plan will be in effect January 1, 2025, through December 31, 2028. The Plan will be presented at the September board meeting and is due October 2 to the State.

PUBLIC COMMENT

None

ACTION ITEMS

Underwood Monitoring Report

Amy Kelly reviewed the monitoring report, noting all findings, non-compliance issues, and observations. Overall, the monitoring conducted did not reveal significant problems or trends. Theresa Flick made a motion to approve the third-party monitoring report. Fred Morgan seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

In Chris Wilkinson's absence, Cory Weaver reviewed the report provided in the packet. Cory was happy to report 30 hires with an average wage of \$27.29.

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 met all goals for the 2023-2024 program year.
 - Citrus County met 3 of 4 goals.
 - Levy County met 2 of 4 goals.
 - We will continue to work with Citrus and Levy to meet their goals for the next program year.
- Youth Report: Eckerd met all goals for the third quarter for the previous program year and is expected to have met their goals for the fourth quarter.

Grant Update

Sandra Crawford provided an overview of the grants. The Dislocated Worker Grant that is funding recovery efforts from Hurricane Idalia is having remarkable success in Levy and Dixie counties. Community investment in Levy and Dixie counties has reached beyond five million dollars.

The Broadband grant is also having successful outcomes with 24 enrollments and 9 individuals hired.

Event Report

Cory Weaver highlighted items from the Event Report. She noted increased attendance at hiring events and job fairs, almost doubling attendance from the previous year. Internal business coordinators have been hired in Citrus and Levy boosting business engagement and activities in those counties.

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 have proved successful as we are in the top 5 regions in the State. There is also an increase in individuals applying for benefits.
- Center Reports: All centers have experienced increased traffic and candidate services across the region. There is a decrease in businesses retaining services but increases in positions posted.

Letter Grades

Cory Weaver reported that our region received a B+ for the reporting period. She reviewed the seven measures and extra credit scores.

Program Participant Data Summary

Cory Weaver reviewed general details from 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. Talent Center scores are up twelve points.

Steven Litzinger explained that the survey comments are available upon request. The comments really present a more detailed picture of the high level of customer service the staff provide.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:00 a.m.

APPROVED:

PY 2024 & 2025 Local Performance Levels Negotiation Response

Local Workforce Development Board (LWDB): 10	Career Source Citrus Levy Marion
LWDB Contact Name: Thomas "Rusty" Skinner, Chief Executive Officer	
LWDB Contact Email:	rskinner@careersourceclm.com
LWDB Contact Email:	dfrench@careersourceclm.com
LWDB Contact Email:	cweaver@careersourceclm.com

Measures	PY 2024 Proposed Performance Levels	Accept Proposed Performance Levels? (Select Yes or No From Drop Down)	Proposed Level of Performance (Leave blank if accepting Performance Level)	Rationale for Proposed Level of Performance (Leave blank if accepting Performance Level)	Measures	PY 2025 Proposed Performance Levels	Accept Proposed Performance Levels? (Yes or No)	Proposed Level of Performance (Leave blank if accepting Performance Level)	Rationale for Proposed Level of Performance (Leave blank if accepting Performance Level)
Adults:					Adults:				
Employed 2nd Qtr After Exit	93.0%	NO	86%	Our area has trended between 74 -93% in past 2 years. The average of those two figures would be around 83% but we understand we hope to be higher. Areas of similar size have had goals in the mid-80's.	Employed 2nd Qtr After Exit	93.0%	NO	88%	Slight increase from proposed PY2024 goal
Employed 4th Qtr After Exit	88.1%	NO	85%	Our area has trended between 73 -90% in recent years. The average of those two figures would be around 83% but we understand we hope to be higher. Areas of similar size have had goals in the mid 80's.	Employed 4th Qtr After Exit	88.1%	NO	86	Slight increase from proposed PY2024 goal
Median Wage 2nd Quarter After Exit	\$10,564	NO	9,650	Our area has trended between \$8100 -10,343 in past 2 years. Wages tend to be lower in our area due to high amount of retail, food service and manufacturing/ distribution sector positions. \$9,5000 is nearly 20% higher than our prior goal of 7,961	Median Wage 2nd Quarter After Exit	\$10,564	NO	9900	Slight increase from proposed PY2024 goal
Credential Attainment Rate	70.9%	YES			Credential Attainment Rate	70.9%	YES		
Measurable Skill Gains	60.4%	YES			Measurable Skill Gains	60.4%	YES		

Dislocated Workers:					Dislocated Workers:				
Employed 2nd Qtr After Exit	89.7%	NO	82	Current goal. Difficult to attain as DW enrollments are down.	Employed 2nd Qtr After Exit	89.7%	NO	84	Slight increase from proposed PY2024 goal
Employed 4th Qtr After Exit	77.4%	YES			Employed 4th Qtr After Exit	77.4%	YES		
Median Wage 2nd Quarter After Exit	\$8,070	YES			Median Wage 2nd Quarter After Exit	\$8,070	YES		
Credential Attainment Rate	75.1%	YES			Credential Attainment Rate	75.1%	YES		
Measurable Skill Gains	96.1%	NO	75	Current goal. Difficult to attain as DW enrollments are down.	Measurable Skill Gains	96.1%	NO	75	Current goal. Difficult to attain as DW enrollments are down

Youth:					Youth:				
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Employed 2nd Qtr After Exit	79.3%	YES			Employed 2nd Qtr After Exit	79.3%	YES		
Employed 4th Qtr After Exit	77.1%	YES			Employed 4th Qtr After Exit	77.1%	YES		
Median Wage 2nd Quarter After Exit	\$3,759	YES			Median Wage 2nd Quarter After Exit	\$3,759	YES		
Credential Attainment Rate	86.7%	YES			Credential Attainment Rate	86.7%	YES		
Measurable Skill Gains	91.7%	YES			Measurable Skill Gains	91.7%	YES		

Wagner-Peyser:					Wagner-Peyser:				
Employed 2nd Qtr After Exit	70.5%	YES			Employed 2nd Qtr After Exit	70.5%	YES		
Employed 4th Qtr After Exit	67.1%	YES			Employed 4th Qtr After Exit	67.1%	YES		
Median Wage 2nd Quarter After Exit	\$5,979	YES			Median Wage 2nd Quarter After Exit	\$5,979	YES		



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee Tuesday, November 12, 2024

TOPIC/ISSUE:

Subrecipient monitoring

BACKGROUND:

We are required to monitor subrecipients annually to ensure that they remain in compliance with contractual obligations. The attached monitoring report is for program year 2023-2024.

POINTS OF CONSIDERATION:

Powell and Jones conducted a monitoring of Eckerd Connects that concluded on September 25, 2024. One issue was identified in Procedure 1. An adjustment to contract verbiage and the inclusion of the sub-recipient's Unique Entity Identifier (UEI). This issue will be corrected in the next sub-recipient agreement effective 7/01/2025 and is not an issue by the sub-recipient.

STAFF RECOMMENDATIONS:

Accept the audit report as presented.

COMMITTEE ACTION:

BOARD ACTION:

POWELLCONSULTING
1359 SW MAIN BLVD.
LAKE CITY, FL. 32025
386-365-4906

Report on Sub-recipient Monitoring

September 25, 2024

Audit Committee and Workforce Administrative Team
CareerSource Citrus Levy Marion

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

For the year ended June 30, 2024, CLM held a contract with a sub-recipient, Eckerd Youth Alternatives, Inc. (Eckerd) from July 1, 2023 through June 30, 2024. Our procedures were performed with respect to this contract for the same period.

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

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

Results of Procedures:

The terms, conditions, and federal requirements listed in the most recent financial monitoring tool available were included in the subrecipient contract except as follows:

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

Recommendation: We recommend that subrecipient include language to comply with this requirement in the 2026 contract.

Also the contract did not contain the subrecipients unique entity identification number. We recommend that the subrecipient include this number in the 2026 contract.

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

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

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Results of Procedures:

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

	<u>CLM Audit</u> <u>Report</u>	<u>Eckerd</u> <u>Connects Audit</u> <u>Report</u>	<u>Difference</u>
WIOA Adult	\$ 12,870	\$ 14,821	\$ 1,951
Dislocated Worker	25,958	25,957	(1)
Youth	635,243	646,342	11,099
Youthbuild	248,434	242,536	(5,898)
	<u>\$ 922,505</u>	<u>\$ 929,656</u>	<u>\$ 7,151</u>

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

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

There were no corrective actions necessary in the prior year.

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

Results of Procedures:

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

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

Results of Procedures:

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

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

Results of Procedures:

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

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

We selected the following from invoices for the period from July 1, 2023 to June 30, 2024:

1. We selected 73 disbursements and inspected copies of supporting documentation.
2. We selected 23 employee payments and inspected copies of time sheets. We traced the payments to the billing records.
3. We created a spreadsheet of the selected payroll costs by employee and compared to approved salary ranges.
4. We compared expenditures of the projects to the budget.

Results of Procedures:

All of the supporting documentation was available and adequate, properly allocated and reasonable. The salary payments were within the amounts established in the contract for individual positions. Expenditures were within the total budgeted amounts.

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

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

***Results of Procedures:* We reviewed the indirect cost rate used by Eckerd. Eckerd used an indirect cost rate of 13.6% of modified total direct costs. The computation of indirect costs based upon the Eckerd final billings were 13.6%.**

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

***Results of Procedures:* Eckerd met the performance goals for the fiscal year ended June 30, 2024.**

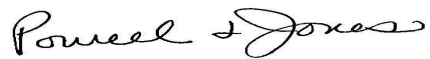
PROCEDURE 10: Determine if the In-school/Out-of-School and Work Experience percentages on the subrecipient invoices are supported by participant data .

***Results of Procedures:* 100% of youth participants were out of school. The expenditures for youth engaged in Work Experience as detailed on the invoices from Eckerd were \$215,872 which exceeded the \$173,308 required by the contract to meet the requirements of the Department of Labor grant award conditions.**

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

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

Very truly yours,

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

POWELL & JONES
Certified Public Accountants



REPORTING PERIOD: JUL 2024 - SEP 2024

ALL CENTER TRAFFIC – 223

One-on-one Appointments Total – 118

Professionals – 89
Students – 29

In Person – 82%
Virtual – 18%

WORKSHOPS CONDUCTED – 9

Healthcare – 2
Information Technology – 4

First Year Seminar – 1
Early Childhood Education – 1
Community Outreach – 1

TOTAL ATTENDANCE FOR WORKSHOPS – 165

Resumes reviewed and feedback provided – 116

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

5 Events – Total attendance for events – 172

CF Resource Fair – 2
TC Open House – 1

Talent Connection – 1
CF Webinar – 1

CONFIRMED HIRES

6

AVERAGE HOURLY WAGE

\$24.93

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.
- Ms. Sanford is very attentive to her clients at the Talent Center. She is very good at what she has done, such as offering advice and suggestions re' resume, cover letter and interview construction.
- Ms. Sanford is very professional, yet very personable with her customers. She is relatable in that she doesn't mind sharing her own experiences when job hunting. She seems to go above and beyond the "call of duty" for her customers.



	Q1 PY24-25			Q2 PY24-25			Q3 PY24-25			Q4 PY24-25			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	4	100.00%	4			4			4			16		
MARION (CEP)	4	4	100.00%	4			4			4			16		
LEVY (Nature Coast)	4			4			4			4			16		

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 PY24-25			Q2 PY24-25			Q3 PY24-25			Q4 PY24-25			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		\$1,595.83	20			25			20			85		
Measureable Skills Gains	81%			81%			81%			81%			81%		
Employment/Education Retention Rate 2nd Quarter After Exit	74%			74%			74%			74%			74%		
Employment/Education Retention Rate 4th Quarter After Exit	72%			72%			72%			72%			72%		
Credential Attainment Rate	83%			83%			83%			83%			83%		
Median Wages	\$3,365			\$3,365			\$3,365			\$3,365			\$3,365		

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 started with recovery efforts from Hurricane Idalia and will now be evolving to include impacts from Hurricanes Helene and Milton. Activities include Disaster Clean-Up in Citrus County and the continued support of 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 from Hurricane Idalia.

We expect the grant to wrap up in December of 2025.

Total community investment to date (through 10/4/2024): \$7,429,319.87

Additional funding has been requested to assist with individuals impacted by Helene and Milton.

Creating Connections Broadband (Levy County)

Total Enrollments to Date: 24

Total Training Certifications: 70

Total Employed: 12

Successful networking with several local telecommunications employers has led to 3 offers of employment within the industry, 2 direct hires were High School Graduates from Levy County High Schools that are now working for Benton Technical Services in the Fiber Division here in Florida's rural counties and hurricane disaster areas.

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

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

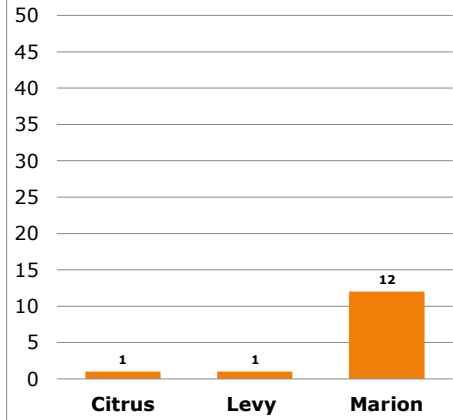
PY 24 - 25 Individual Events

Total Events: 11
Attendees: 420
Reported Hires: 78

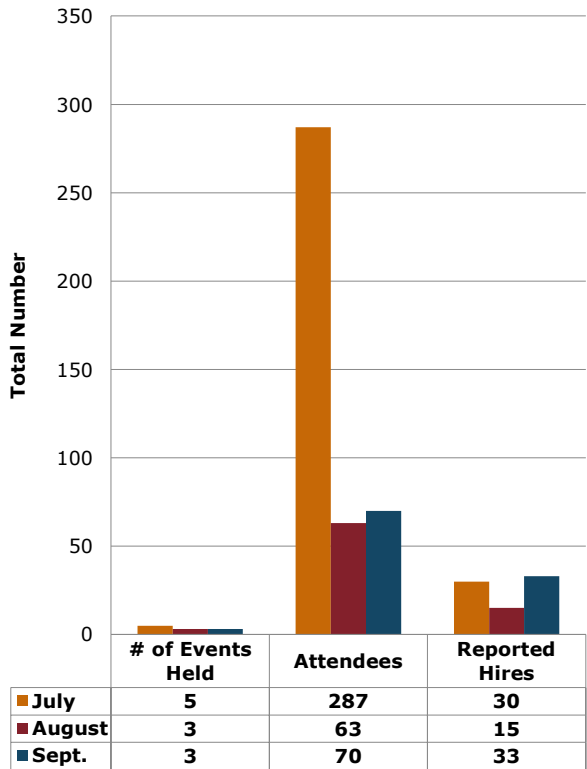
PY 23 - 24 Job Fairs

Attendees: 571
Businesses: 66

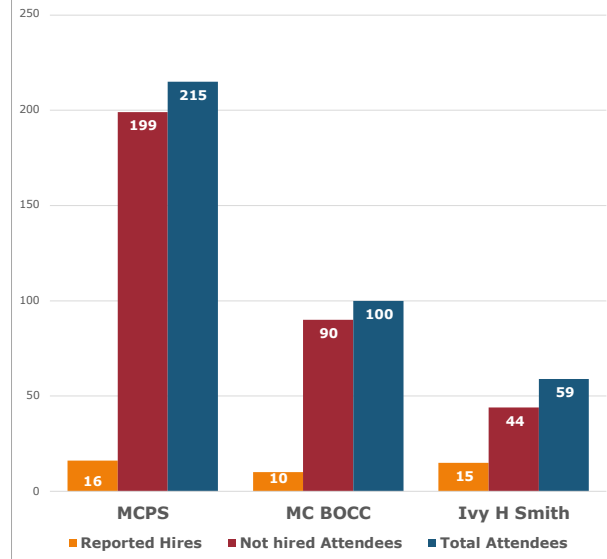
Job Fair and Hiring Events by County PY 24-25



Individual Hiring Events



Top 3 Hiring Events Program Year 2023-2024



Other Individual Hiring Events 7/2024 - 9/2024

Event Date	Event Name	Event Location	County
7/16	Florida Department of Agriculture	Chiefland Center	Levy
7/24	Coke Florida	14th Street	Marion
7/30	Kids Central	14th Street	Marion
8/1	Florida Department of Juvenile Justice	Marion Regional JDC	Marion
8/7	Ring Power	14th Street	Marion
9/4	RealTruck	RealTruck	Marion
9/5	Coke Florida	14th Street	Citrus

PERFORMANCE MEASURES

PY 2024/2025

Numbers current as of 7/31/2024

Performance Measure	Performance PY2022	Performance PY2023	Current Month Performance June 2024	Current Month Performance July 2024	Performance YTD PY2024/2025	Previous Month Ranking	State Ranking YTD PY2024/2025
WP Entered Employment Rate	46.40%	38.10%	25.80%	28.40%	28.40%	13	10
WIOA AD/DW Entered Employment Rate	84.30%	74.40%	100.00%	100.00%	100.00%	12	1
WTP Entered Employment Rate	29.00%	32.60%	20.00%	38.10%	38.10%	4	4
All Family Partic. Rate	17.60%	16.00%	16.80%	19.20%	19.20%	2	2
2-Parent Partic. Rate	7.50%	6.20%	7.10%	10.70%	10.70%	3	1
			Previously Reported Quarter	Current Reported Quarter			
IEP/ISS/IRP Quality Pass Rate	93.30%	90.00%	80.00%	100.00%	90.00%	n/a	n/a
Case Note Quality Pass Rate	99.30%	100.00%	100.00%	100.00%	100.00%	n/a	n/a

MMR:
Run Date: October2024

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



CITRUS COUNTY

SERVICES: JUL - SEP 2024

UNEMPLOYMENT DATA

	JUL 2024	AUG 2024
CITRUS	5.9% (2,903)*	5.5% (2,731)
FLORIDA	3.8%	3.7%
US	4.5%	4.4%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2021	2022
CITRUS	\$45,354	\$46,488
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
665	1,644
VETERANS SERVED	TRAINING PROVIDED
64	2
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
70	84
POSITIONS POSTED	TOTAL PLACEMENTS
453	32
	Average Placement Wage: \$17.43

Your Employment Solution Starts Here

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

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



LEVY COUNTY

SERVICES: JUL-SEP 2024

UNEMPLOYMENT DATA

	JUL 2024	AUG 2024
LEVY	4.4% (758)*	4.2% (736)*
FLORIDA	3.8%	3.7%
US	4.5%	4.4%

Not seasonally adjusted

AVERAGE ANNUAL WAGE

	2021	2022
LEVY	\$37,089	\$39,719
FLORIDA	\$60,299	\$63,781

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
156	617
VETERANS SERVED	TRAINING PROVIDED
15	8
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
30	23
POSITIONS POSTED	TOTAL PLACEMENTS
150	10
	Average Placement Wage: \$12.90

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: JUL-SEP 2024

UNEMPLOYMENT DATA

	JUL 2024	AUG 2024
MARION	4.7% (7,160)*	4.6% (6,975)*
FLORIDA	3.8%	3.7%
US	4.5%	4.4%

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
1,658	4,793
VETERANS SERVED	TRAINING PROVIDED
164	42
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
219	253
POSITIONS POSTED	TOTAL PLACEMENTS
1,828	99
	Average Placement Wage: \$17.18

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Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
400	885	45.2	50	90.4	25	22.6

Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
652	1374	47.45	50	94.9	25	23.73

Measure 3 - Employment and Training Outcomes

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

Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
777	2288	33.96	25	100	10	10

Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
700	2437	28.72	35	82.06	5	4.1

Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
1,214	10,880	11.16	973	11,105	8.76	-2.4	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
940	76,464	1.23	4,300,111	153,650,298	2.8	43.93	100	43.93	10	4.39

Allocation

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	LetterGrade
1,534	2,347	65.36	5	81.16	B-

Extra Credit

Weighted Grade Extra Credit	Letter Grade Extra Credit
86.16	B

PROGRAM PARTICIPANT DATA SUMMARY

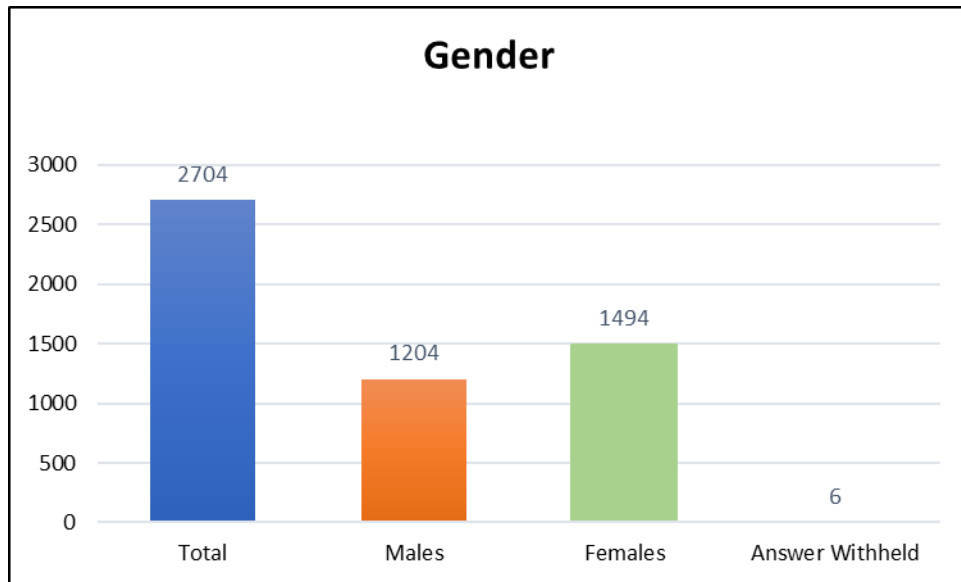
REGION 10

July 1, 2024 – September 30, 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 fourth quarter of PY2024, July 1st through September 30th.

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

GENDER CHARACTERISTICS



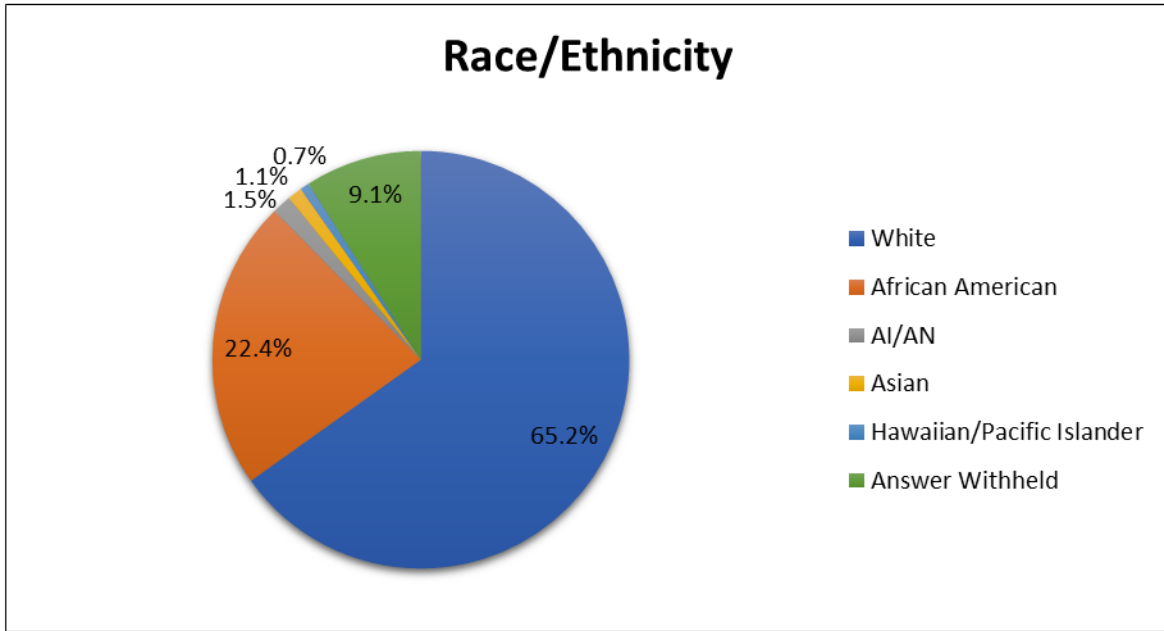
Overall assessment

- 45% of the Region's participants were male.
- 55% 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	1762	607	40	31	19	245
% of Total Applicants	65.2%	22.4%	1.5%	1.1%	0.7%	9.1%

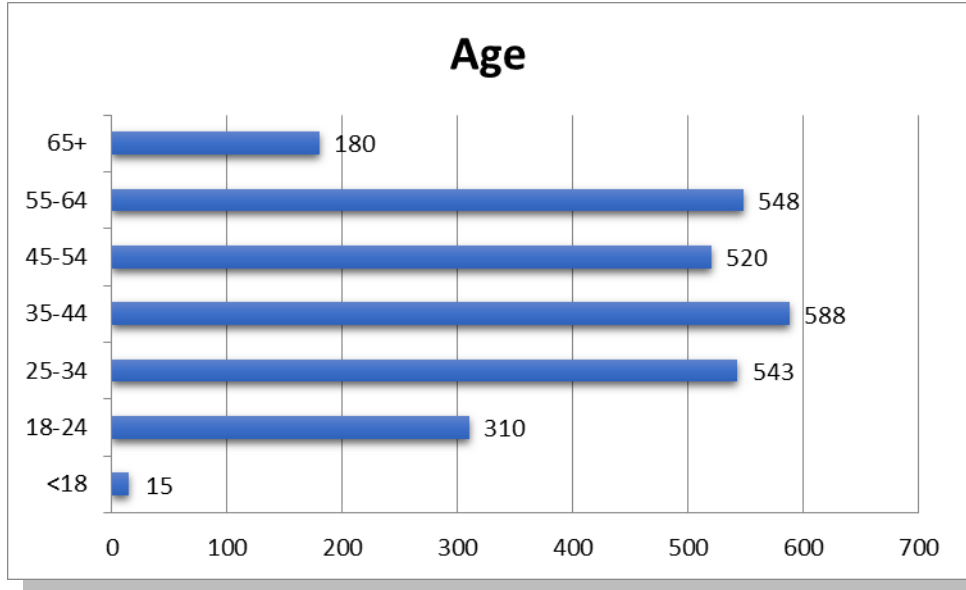
- Hispanic applicants, 535, represented 19.8% of all applicants.

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	15	310	543	588	520	548	180	2704
%	0.55%	11.46%	20.08%	21.75%	19.24%	20.27%	6.65%	100%

Overall assessment

- 99.4% of applicants were over the age of 18.
- Applicants age 55 and older represented 26.9% 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, 247, accounted for 9.1% of the total number of applicants.
- Male veteran applicants, 196, represented a larger group than female veteran applicants, 49.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Male WIOA participants, 229, outnumbered female WIOA applicants 220.

Group	Count	% of Total Count	Numerator*	Denominator**
White	299	66.5%	18	25
African American	106	23.7%	10	12
American Indian/ Alaska Native	7	1.6%	0	0
Asian	4	0.9%	0	0
Hawaiian/Pacific Islander	1	0.2%	0	
More than 1 Race	14	3.1%	0	1
Answer Withheld	18	4.0%	1	3
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 62, represented 14% of all applicants. Of the 12 Hispanic participants that exited, 8 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	58	12.9%	6	11
19 – 24	97	21.6%	12	10
25 – 32	84	18.7%	8	9
33 – 44	93	20.7%	4	6
45 – 54	62	13.8%	3	3
55 – 64	34	7.6%	2	2
65+	21	4.7%	0	0

WELFARE TRANSITION

Overall assessment

- 305 female applicants represented 84% of WT applicants.
- 56 male participants represented 16% of WT applicants.
- The average placement wage recorded for female participants is \$16.32/hour, and the average wage for male participants is \$14.85/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	185	76	0	0	69	0	13	18
% of Total Applicants	51.25%	21.05%	0%	0%	19.11%	0%	3.60%	4.99%

SNAP (FOOD STAMPS)

Overall assessment

- 470 female applicants represented 54% of WT applicants.
- 402 male participants represented 46% of WT applicants.
- The average placement wage recorded for female participants is \$14.90/hour, and the average wage for male participants is \$15.25/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	479	176	3	1	144	1	39	29
% of Total Applicants	54.93%	20.18%	0.34%	0.12%	16.51%	0.12%	4.47%	3.33%

NET PROMOTER

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

Job Seeker Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +71 (-2)



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**.



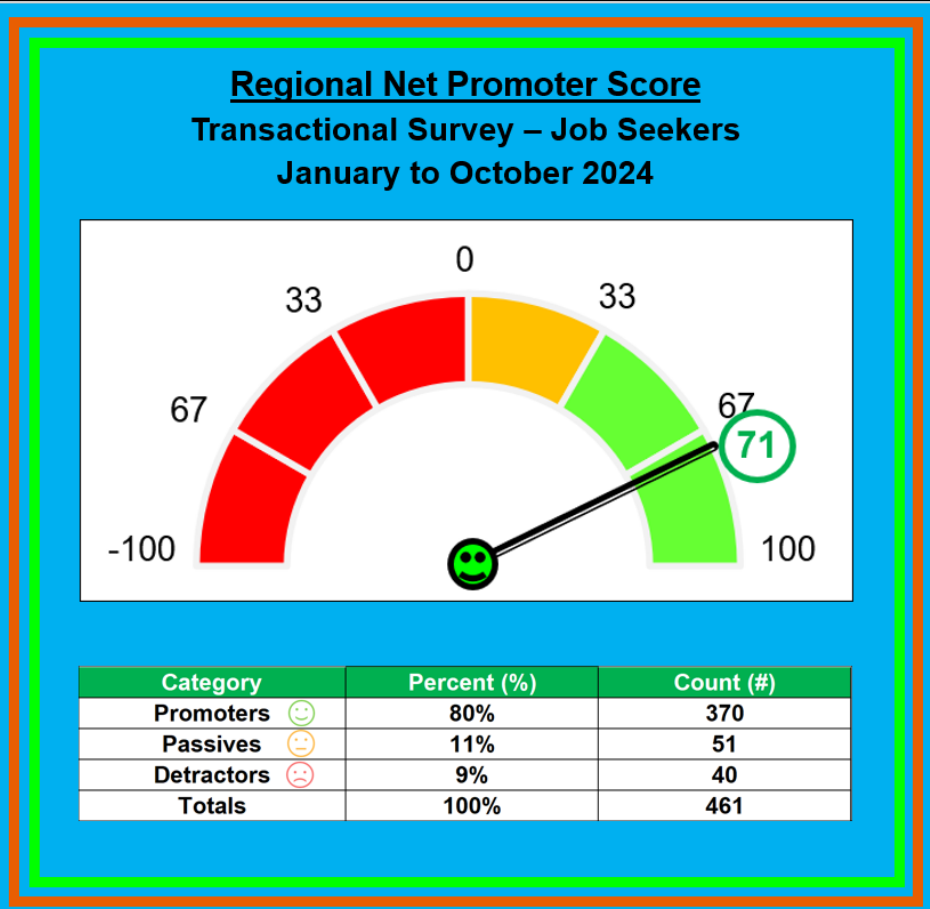
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



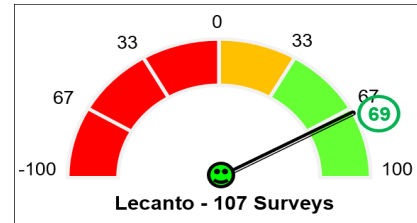
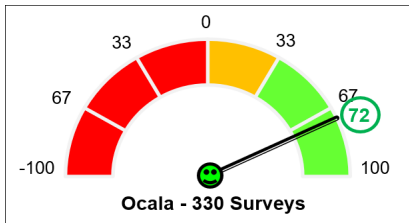
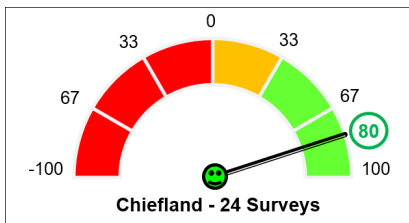
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



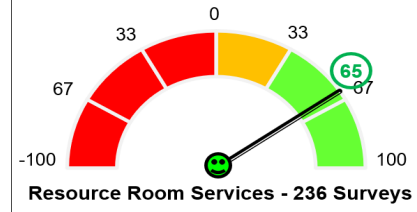
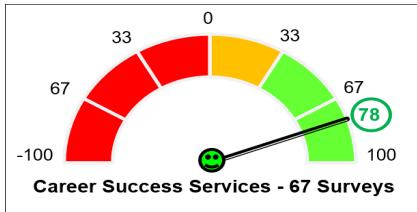
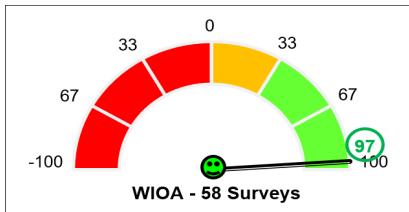
Overall Score



Transactional Net Promoter By Office



Transactional Net Promoter By Service



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

Employer Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	►+52 (-10)



What Do the Scores Mean?



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



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



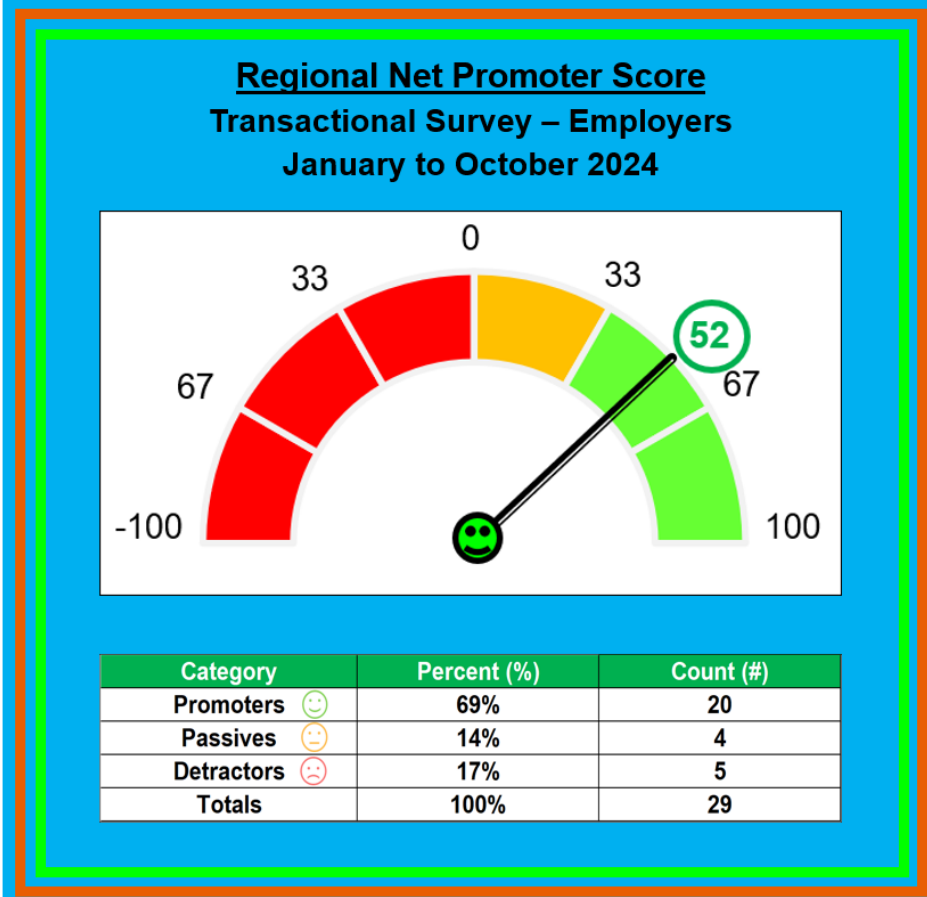
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



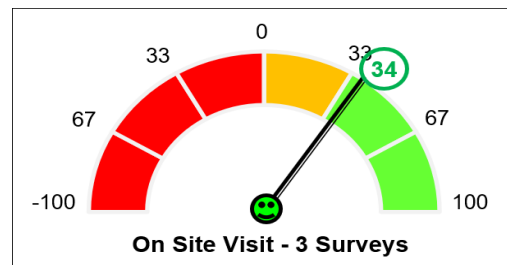
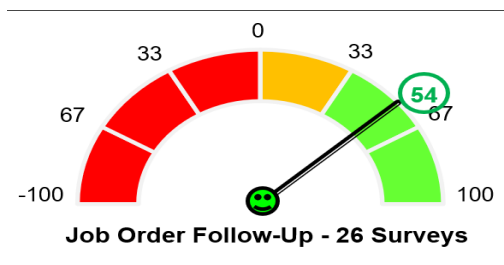
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



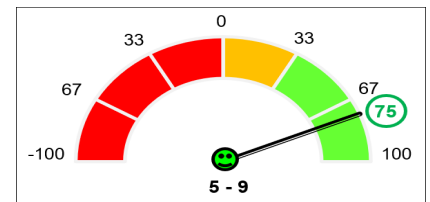
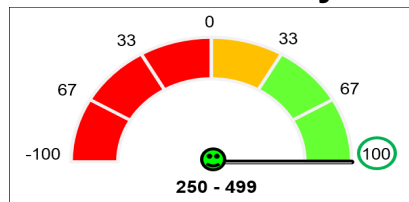
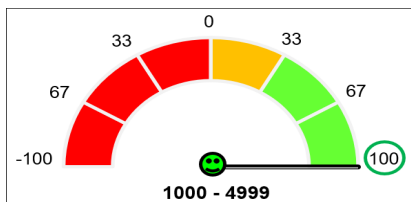
Overall Score



Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



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

Candidate Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +95 (+3)



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**.



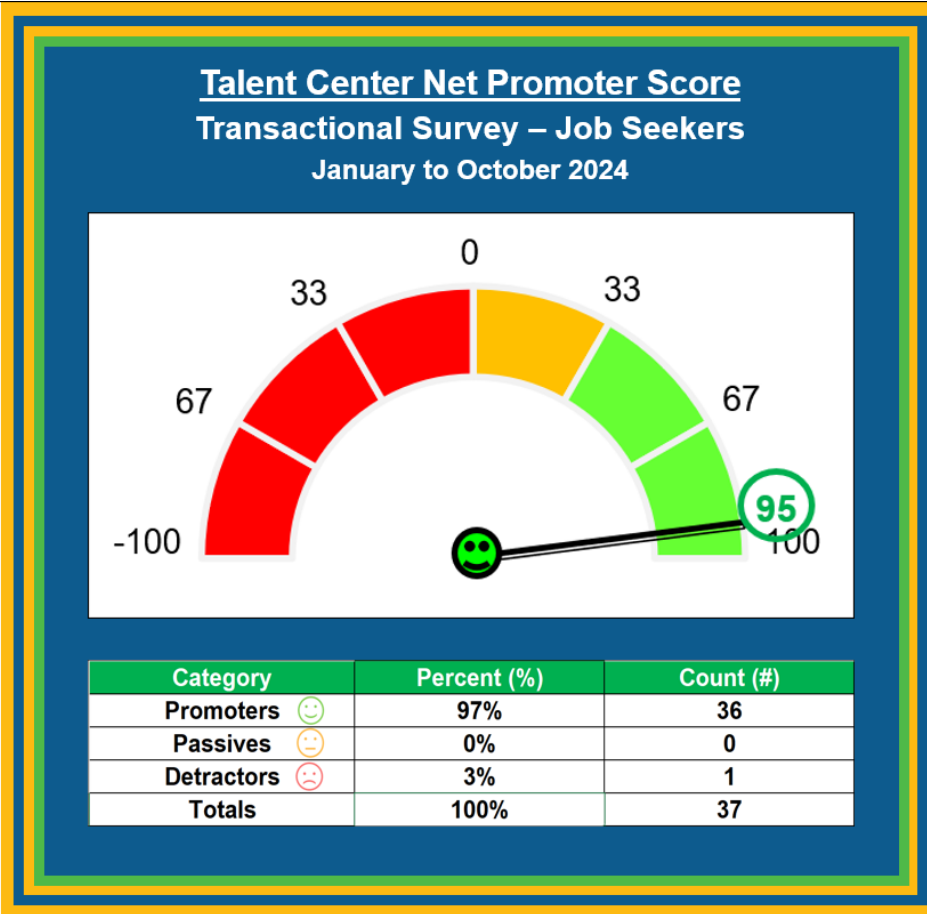
30-69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



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



Overall Score



The encouragement and advice i got whenever i visit was life to me. It propels me to continue to advance against all odds.	Sep 26, 2024 at 6:27am EDT
Ms.Sophia was very patient, and helped me step by step.	Sep 17, 2024 at 5:06pm EDT
Sophia was very helpful and knowledgeable. She walked me through the entire process. I was able to obtain a job within my career field.	Aug 9, 2024 at 4:53pm EDT
Ms Sanford is very professional, yet very personable with her customers. She is relatable in that she doesn't mind sharing her own experiences when job hunting. She seems to go above and beyond the "call of duty for her customers.	Aug 2, 2024 at 8:41pm EDT
She is extremely knowledgeable and professional. I enjoyed learning from her as she gave great advice that is already helping me tremendously	Jul 25, 2024 at 4:01pm EDT