



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

**Performance and Monitoring Committee
 AGENDA**

Tuesday, February 4, 2025 – 9:00 a.m.

**Join Zoom Meeting: <https://us02web.zoom.us/j/86744427464>
 Phone No: 1-646-558-8656 (EST) Meeting ID: 867 4442 7464**

Call to Order J. Chang
 Roll Call C. Schnettler
 Approval of Minutes, November 12, 2024 Pages 2 - 5 J. Chang

DISCUSSION ITEMS

State Update R. Skinner
 Workforce Issues that are Important to Our Community R. Skinner

PUBLIC COMMENT

ACTION ITEMS

Performance Negotiations Response Pages 6 - 7 C. Weaver
 Eckerd Budget/Performance Mod Pages 8 – 12 C. Weaver

PROJECT UPDATES

Talent Center Traffic Page 13 C. Wilkinson
 Event Report Page 14 M. Saco
 Contract Reports (Chamber, etc) Page 15 C. Weaver
 Grant Updates Page 16 C. Weaver
 Performance Measures Page 17 C. Weaver
 County Comparison Reports Pages 18 - 20 C. Weaver
 Letter Grades Pages 21 - 24 C. Weaver
 Program Participant Data Summary Pages 25 - 29 C. Weaver
 Net Promoter Pages 30 - 33 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: November 12, 2024
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Jeff Chang, Chair
Theresa Flick

MEMBERS ABSENT

Larry White
Fred Morgan

OTHER ATTENDEES

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

Christopher Wilkinson, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Jeff Chang, Chair at 9:07 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Theresa Flick made a motion to approve the minutes from the August 13, 2024, meeting. Jeff Chang seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Dale French updated the committee on the following items:

- Adrienne Johnston will be visiting our region on December 9. An agenda of priority discussion items is being drafted.
- CareerSource Florida Chief Operating Officer Jason McCandless will be visiting the upcoming Paychecks for Patriots job fair in Citrus County.
- The regional planning submission documents are being finalized and will be presented at the December board meeting.
- The Disaster Dislocated Worker Grant that is funding disaster relief to local clam farmers in our region that were affected by Hurricane Idalia will potentially be expanded and restructured to include the additional damage to the area from Hurricanes Helene and Milton.

- Many Southwest aquacultural farms, water and land based, were affected by the recent hurricanes. Florida Commerce would like to partner with us to provide guidance to the southwest regions in replicating the clam farmer program in their areas.

Workforce Issues that are Important to Our Community

Theresa Flick shared that the AHCA background clearing house website will be undergoing a week-long maintenance. This will be a significant hinderance to hiring during this time.

Jeff Chang stated that he recently attended a business consortium hosted by MRMA and recommended CLM services to CTE teachers with Marion County Public Schools to assist students with resume writing. Cory Weaver stated that contact has already been made with the school district and assistance will be provided.

Performance Negotiation Response

Cory Weaver explained that annual performance measures are negotiated with the State. Historically, performance measures consisted of very high goals and our region worked tremendously hard to meet those goals and performed very well. The response submitted this year included goals that were attainable for further success of our region. The proposed measures were accepted except the Median Wage 2nd Quarter After Exit. The new measure will be difficult to achieve but attainable. The final performance measures will be presented at the next meeting as an action item.

PUBLIC COMMENT

None

ACTION ITEMS

Sub-recipient Monitoring

Dale French presented the annual monitoring of Eckerd Connects. Theresa Flick made a motion to accept the monitoring report. Jeff Chang seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Chris Wilkinson reviewed the report provided in the packet.

Contract Reports

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

- County Reports:
 - Marion County met the 1st quarter goal.
 - Citrus County met the 1st quarter goal.
 - Levy County is still recovering from the recent hurricanes and experiencing a delay in activities
- Youth Report: We are awaiting quarterly Eckerd reporting.

Grant Update

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

The Broadband grant is also having successful outcomes with 24 enrollments and 12 individuals hired.

Event Report

Cory Weaver highlighted items from the Event Report. She noted increased attendance at hiring events and job fairs. She also noted the addition of Ivy H. Smith. They are a construction company that also has a fiber optics branch of their business. We are partnering with them with our broadband grant. She invited the members to attend the upcoming Marion County Paycheck for Patriots Job Fair.

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.
- Center Reports: All centers have experienced increased traffic and candidate services across the region. Citrus County is also experiencing an increase in posting in hospitality, retail, and restaurants due to growth in the center of the county.

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 71.
- Business Services scores are down a bit but still have a very good score.
- Talent Center continues to have a prominent level of customer service satisfaction. Talent Center scores are up three 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 9:50 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

**Performance Committee
Wednesday, February 4, 2025**

TOPIC/ISSUE:

Performance Negotiations

BACKGROUND:

Every two years the local workforce development boards negotiate with FloridaCommerce on our annual performance measures for the Adult, Dislocated Worker (DW), Youth and Wagner Peyser programs. We received the proposed goals based on a Statistical Adjustment Model from FloridaCommerce on September 18th for the current and upcoming program years: 2024-2025 and 2025-2026. The regions were instructed to respond with acceptance or intent to negotiate by September 25th, with all negotiations to take place prior to September 27th. We notified FloridaCommerce of our intent to negotiate on September 24th. Due to the hurricanes, our negotiations did not take place until October 30th. We negotiated on 5 of the 18 goals. FloridaCommerce accepted 4 of our counteroffers and met in the middle on the 5th.

POINTS OF CONSIDERATION:

- For program year 24-25 we are proposing slight decreases in three Adult Measures and two DW measures. This is based on average performance in our area and areas of similar size and funding, as well as reduced DW caseloads. FloridaCommerce accepted 4 of these counters and requested we come up slightly on the Adult Median Wage goal. We agreed.
- For program year 25-26 all measures will remain the same as year one with slight increases in 3 Adult measures and 1 DW Measure.

STAFF RECOMMENDATIONS:

Approve performance negotiations based on the following charts for program years 24-25 and 25-26.

COMMITTEE ACTION:

BOARD ACTION:

PY 2024 & 2025 Local Performance Levels Negotiations

Local Workforce Development Board (LWDB): 10

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 Negotiated Performance Levels	PY 2025 Negotiated Performance Levels
Adults:		
Employed 2nd Qtr After Exit	86.0%	88.0%
Employed 4th Qtr After Exit	85.0%	86.0%
Median Wage 2nd Quarter After Exit	\$9,650	\$9,900
Credential Attainment Rate	70.9%	70.9%
Measurable Skill Gains	60.4%	60.4%
Dislocated Workers:		
Employed 2nd Qtr After Exit	82.0%	84.0%
Employed 4th Qtr After Exit	77.4%	77.4%
Median Wage 2nd Quarter After Exit	\$8,070	\$8,070
Credential Attainment Rate	75.1%	75.1%
Measurable Skill Gains	75.0%	75.0%
Youth:		
Employed 2nd Qtr After Exit	79.3%	79.3%
Employed 4th Qtr After Exit	77.1%	77.1%
Median Wage 2nd Quarter After Exit	\$3,759	\$3,759
Credential Attainment Rate	86.7%	86.7%
Measurable Skill Gains	91.7%	91.7%
Wagner-Peyser:		
Employed 2nd Qtr After Exit	70.5%	70.5%
Employed 4th Qtr After Exit	67.1%	67.1%
Median Wage 2nd Quarter After Exit	\$5,979	\$5,979



RECORD OF ACTION/APPROVAL

**Performance Committee
Wednesday, February 4, 2025**

TOPIC/ISSUE:

Eckerd Connects Contract Performance and Budget Modification

BACKGROUND:

The update to our negotiated performance measures requires a modification to our contract with Eckerd Connects, our youth services provider, to reflect the updated youth goals negotiated with FloridaCommerce.

Additionally, grant funding for Career Exploration was awarded to CSCLM in fall of 2024 in the amount of \$250,000. The funds are good through June 30th, 2026. We have been working with the Marion County Building Industry Association and Marion County Public Schools on their new Construction Pre-Apprenticeship program. We feel part of these Career Exploration funds would be useful in funding Paid Work Experience activities for these pre-apprentices so they can learn more about the Construction industry and subsectors of interest. This would cover a 4-week summer program for up to 19 students and would be managed by Eckerd Connects. This requires a modification to their budget in the amount of \$104,107 to allow them to begin using Career Exploration funds for this project.

Finally, our fifth YouthBuild grant was awarded this year, and Eckerd will once again be our provider of youth training services to students. This requires a modification on their current contract in the amount of \$147,000 to allow them to begin using YouthBuild funds this program year as they will enroll their first cohort this spring.

POINTS OF CONSIDERATION:

Funding in the amount of \$104,107 will be obligated to the Eckerd Connects annual youth service provider contract for Career Exploration and \$147,000 will be obligated for YouthBuild for a total of \$251,107.

All five Youth Common Indicators of Performance Measures will be updated to reflect a slight increase in Measurable Skills Gains from 81% to 82.6% and decreases in the remaining four measures as outlined in the attachment below.

STAFF RECOMMENDATIONS:

Approve a budget modification in the total amount of \$251,107 and a performance modification to the five Youth Common Indicators of Performance Measures as negotiated with FloridaCommerce.

COMMITTEE ACTION:

BOARD ACTION:

Table Exhibit C:

Updated January 8th 2025

Performance Benchmark	Definition / Required Performance	Payment
Enrollments	1st Quarter - Meet 20 Enrollments by 9/30/24 2nd Quarter - Meet 20 Enrollments by 12/31/24 3rd Quarter - Meet 25 Enrollments by 3/31/25 4th Quarter - Meet 20 Enrollments by 6/30/25 <i>Eckerd Connects is eligible for enrollment payout providing all enrollments are met by 6/30/2025.</i>	\$1,595.83 per Quarter
Measurable Skills Gain	*81% 82.6% of OSY enrolled in a triggering education or training activity should have at least one measurable skill gain per program year.	\$1,595.83 per Quarter
Employment/ Education Retention Rate 2nd Quarter after Exit	74% 71.4% of participants in education/training activities or unsubsidized employment during the 2nd quarter after exit from the program	\$1,595.83 per Quarter
Employment/ Education Retention Rate 4th Quarter after Exit	72% 69.4% of participants in education/training activities or unsubsidized employment during the 4th quarter after exit from the program	\$1,595.83 per Quarter
Credential Attainment Rate	83% 78.1% of participants attained an in-demand nationally industry recognized credential and/or secondary school diploma (or recognized equivalent) during participation and/ or within 1 year after exit from the program	\$1,595.83 per Quarter
Median Wages	\$3,365 \$3384 Median Wage of Participants who average at least \$3,384 during the 2nd Quarter after exit from the program	\$1,595.83 per Quarter

*Strikethroughs denote the previous goals under PY2022 – PY2023 negotiated measures.

Eckerd Youth Alternatives, Inc.		
Program Budget July 1 2024 - July 31 2025		
	Summer WEX	Total
Personnel Costs		
Salaries	\$ 19,547	18.78%
Benefits	\$ 6,207	5.96%
Subtotal Personnel Costs	\$ 25,754	24.74%
Operations Activities		
Space/Rent	\$ -	0.00%
Building Maintenance/Cleaning	\$ -	0.00%
Telephone/Internet	\$ -	0.00%
Conference	\$ -	0.00%
Insurance	\$ 1,374	1.32%
Staff Training	\$ -	0.00%
Travel/Mileage	\$ 400	0.38%
Duplicating/Printing	\$ -	0.00%
Advertisement/Outreach	\$ -	0.00%
Instructional Supplies	\$ -	0.00%
Publications	\$ -	0.00%
Office Supplies	\$ -	0.00%
Equipment Purchases (under \$5,000)	\$ -	0.00%
Equipment Rental/Maintenance/Support	\$ -	0.00%
Professional Fees	\$ -	0.00%
Professional Memberships/Subscriptions	\$ -	0.00%
Other Operating Expenses:	\$ -	0.00%
Staff Background Screen	\$ -	0.00%
Postage	\$ -	0.00%
Cell Phone	\$ 27	0.03%
Utilities	\$ -	0.00%
Software License Fees	\$ -	0.00%
Subtotal Operating Costs	\$ 1,801	1.73%
Participant Costs/Activites		
Work Experience	\$ 43,922	42.19%
Client Transportation	\$ 9,500	9.13%
Participant Incentives	\$ 4,775	4.59%
Client Clothing	\$ 6,650	6.39%
Non Employee Background	\$ 1,425	1.37%
		0.00%
		0.00%
Subtotal Participant Costs	\$ 66,272	63.66%
Indirect Cost:		
	\$ 10,279	9.87%
Profit:		
	\$	
GRAND TOTAL (GT)	\$ 104,107	

Eckerd Youth Alternatives, Inc.		
Program Budget July 1 2024 - July 31 2025		
	YouthBuild 2025	Total
Personnel Costs		
Salaries	\$ 26,936	18.32%
Benefits	\$ 7,636	5.19%
Subtotal Personnel Costs	\$ 34,572	23.52%
Operations Activities		
Space/Rent	\$ -	0.00%
Building Maintenance/Cleaning	\$ -	0.00%
Telephone/Internet	\$ -	0.00%
Conference	\$ -	0.00%
Insurance	\$ 1,940	1.32%
Staff Training	\$ -	0.00%
Travel/Mileage	\$ 836	0.57%
Duplicating/Printing	\$ -	0.00%
Advertisement/Outreach	\$ -	0.00%
Instructional Supplies	\$ -	0.00%
Publications	\$ -	0.00%
Office Supplies	\$ -	0.00%
Equipment Purchases (under \$5,000)	\$ -	0.00%
Equipment Rental/Maintenance/Support	\$ -	0.00%
Subcontracted Services	\$ 3,500	2.38%
Professional Memberships/Subscriptions	\$ -	0.00%
Other Operating Expenses:	\$ -	0.00%
Staff Background Screen	\$ -	0.00%
Postage	\$ -	0.00%
Cell Phone	\$ -	0.00%
Utilities	\$ -	0.00%
Software License Fees	\$ -	0.00%
Subtotal Operating Costs	\$ 6,276	4.27%
Participant Costs/Activites		
Client Transportation	\$ 4,800	3.27%
Client Training	\$ 25,065	17.05%
Client Credential Certification	\$ 1,575	1.07%
Client Tuition	\$ 7,335	4.99%
Client Incentives	\$ 55,296	37.62%
Client Allowances	\$ 3,150	2.14%
Client Clothing	\$ 3,000	2.04%
Non Employee Background Screening	\$ 150	0.10%
Subtotal Participant Costs	\$ 100,371	68.28%
Indirect Cost:		
	\$ 5,781	3.93%
Profit:		
	\$	
GRAND TOTAL (GT)	\$ 147,000	



REPORTING PERIOD: JUL 2024 - DEC 2024

ALL CENTER TRAFFIC – 493

One-on-one Appointments Total – 226

Professionals – 166
Students – 60

In Person – 84%
Virtual – 16%

WORKSHOPS CONDUCTED – 13

Healthcare – 2
Information Technology – 4
COOP – 1

First Year Seminar – 2
Early Childhood Education – 2
Community Outreach – 2

TOTAL ATTENDANCE FOR WORKSHOPS – 223

Resumes reviewed and feedback provided – 157

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

10 Events – Total attendance for events – 385

CF Resource Fair – 3
TC Open House – 2
Round Table Sessions – 1

Talent Connection – 2
CF Webinar – 2

CONFIRMED HIRES

7

AVERAGE HOURLY WAGE

\$24.81

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

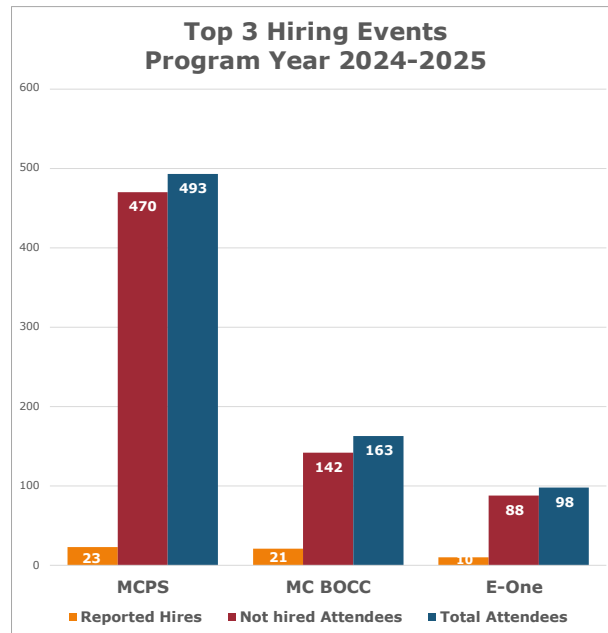
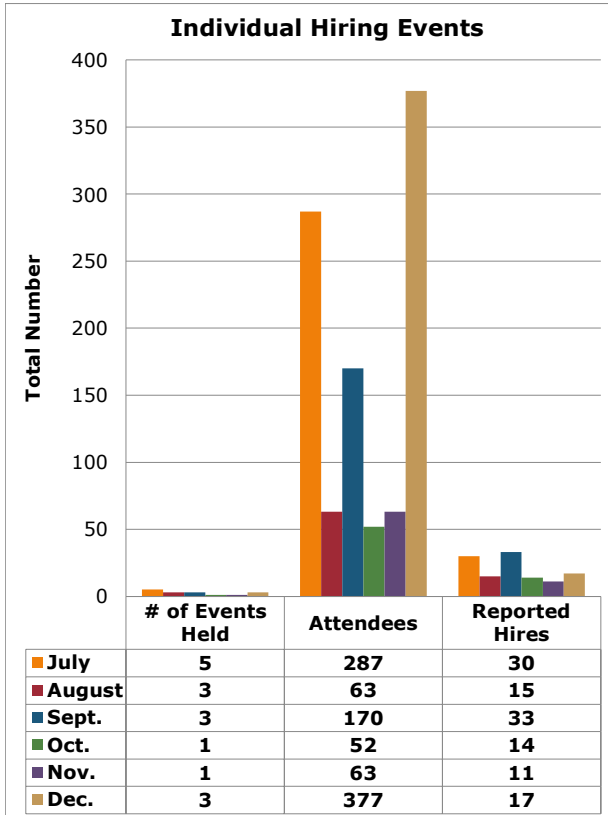
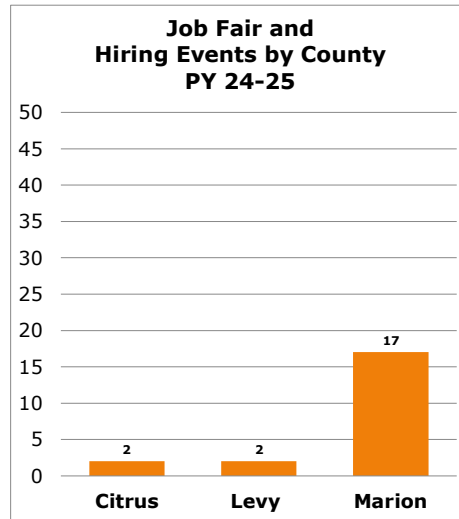
- The encouragement and advice I got whenever I visit was life to me. It propels me to continue to advance against all odds.
- Christopher Wilkinson put my mind at ease by walking me through the steps to improve my resume, enhancing my LinkedIn and exploring several career platforms.
- She is extremely knowledgeable and professional. I enjoyed learning from her as she gave great advice that is already helping me tremendously.
- Sophia was very helpful and knowledgeable. She walked me through the entire process. I was able to obtain a job within my career field.

PY 24 - 25 Individual Events

**Total Events: 16
Attendees: 1012
Reported Hires: 120**

PY 24 - 25 Job Fairs

**Attendees: 658
Businesses: 107**



Other Individual Hiring Events 10/2024 - 12/2024

Event Date	Event Name	Event Location	County
10/18	World Equestrian Center	14th Street	Marion
12/10	Florida Department of Corrections	Chiefland	Levy



	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%	84.80%	\$1,595.83	81%			81%			81%			81%		
Employment/Education Retention Rate 2nd Quarter After Exit	74%	68.40%		74%			74%			74%			74%		
Employment/Education Retention Rate 4th Quarter After Exit	72%	77.30%	\$1,595.83	72%			72%			72%			72%		
Credential Attainment Rate	83%	95.90%	\$1,595.83	83%			83%			83%			83%		
Median Wages	\$3,365	\$3,426	\$1,595.83	\$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 12/31/2024): \$9,737,338

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

Creating Connections Broadband (Levy County)

- Total Enrollments to Date: 29
- Total Training Certifications: 85
- Total On the Job Training Enrollments: 8
- Total Employed Worker Enrollments: 3
- Total Work Experience Enrollments: 1
- Total Businesses Served: 5
- Total Employed: 18

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: February, June and October 2025

INDICATORS OF PERFORMANCE
 CareerSource Citrus Levy Marion
 January 1st, 2024 – September 31st, 2024

LWDB 10								
Measures	PY2023-2024 3rd Quarter Performance	PY2023-2024 % of Performance Goal Met For Q3	PY2023-2024 4th Quarter Performance	PY2023-2024 % of Performance Goal Met For Q4	PY2023-2024 Performance Goals	PY2024-2025 1st Quarter Performance	PY2023-2024 % of Performance Goal Met For Q4	PY2024-2025 Performance Goals
Adults:								
Employed 2nd Qtr After Exit	85.40	92.83	80.60	87.61	92.00	81.1	94.30	86
Median Wage 2nd Quarter After Exit	\$10,343	129.91	\$9,643	121.13	\$7,961	\$11,023.50	114.23	\$9,650
Employed 4th Qtr After Exit	85.40	94.89	90.70	100.78	90.00	84.4	99.29	85
Credential Attainment Rate	78.10	104.13	72.30	96.40	75.00	74.1	104.51	70.9
Measurable Skill Gains	72.20	90.59	94.90	119.07	79.70	77.9	128.97	60.4
Dislocated Workers:								
Employed 2nd Qtr After Exit	0.00	0.00	0.00	0.00	82.00	0	0.00	82
Median Wage 2nd Quarter After Exit	\$0	0.00	\$0	0.00	\$9,000	0	0.00	\$8,070
Employed 4th Qtr After Exit	66.70	76.84	66.70	76.84	86.80	0	0.00	77.4
Credential Attainment Rate	100.00	119.33	100.00	119.33	83.80	100	133.16	75.1
Measurable Skill Gains	66.70	88.93	66.70	88.93	75.00	66.7	88.93	75
Youth:								
Employed 2nd Qtr After Exit	75.00	93.05	67.50	83.75	80.60	68.4	86.25	79.3
Median Wage 2nd Quarter After Exit	\$3,299	88.28	\$4,017	107.48	\$3,737	\$3,425.75	91.13	\$3,759
Employed 4th Qtr After Exit	78.40	99.75	75.80	96.44	78.60	77.3	100.26	77.1
Credential Attainment Rate	100.00	109.65	97.80	107.24	91.20	95.9	110.61	86.7
Measurable Skill Gains	94.80	106.28	93.60	104.93	89.20	84.8	92.48	91.7
Wagner Peyser:								
Employed 2nd Qtr After Exit	68.00	97.98	67.70	97.55	69.40	65.9	93.48	70.5
Median Wage 2nd Quarter After Exit	\$6,592	128.69	\$6,432	125.58	\$5,122	\$6,696.50	130.74	\$5,979
Employed 4th Qtr After Exit	70.20	103.08	68.70	100.88	68.10	67.3	98.83	67.1

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



CITRUS COUNTY

Comparison: JUL 1ST – DEC 31ST for PY2023/PY2024

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2024: 1,068</u> PY2023: 939	<u>3,061</u> 2,505
VETERANS SERVED	TRAINING PROVIDED
<u>103</u> 97	<u>17</u> 24
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>78</u> 78	<u>145</u> 119
POSITIONS POSTED	TOTAL PLACEMENTS
<u>708</u> 410	<u>53 (Avg Wage: \$17.43)</u> 36 (Avg Wage: \$15.37)

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: JUL 1ST – DEC 31ST for PY2023/PY2024

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2024: 273</u> PY2023: 293	<u>1,408</u> 1,077
VETERANS SERVED	TRAINING PROVIDED
<u>19</u> 29	<u>16</u> 10
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>50</u> 37	<u>37</u> 33
POSITIONS POSTED	TOTAL PLACEMENTS
<u>335</u> 347	<u>18</u> (Avg Wage: \$13.64) 6 (Avg Wage: \$16.33)

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MARION COUNTY

Comparison: JUL 1ST – DEC 31ST for PY2023/PY2024

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2024: 2,690</u> PY2023: 2,447	<u>9,050</u> 7,038
VETERANS SERVED	TRAINING PROVIDED
<u>271</u> 233	<u>172</u> 172
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>266</u> 264	<u>444</u> 423
POSITIONS POSTED	TOTAL PLACEMENTS
<u>3,556</u> 3,988	<u>195</u> (Avg Wage: \$17.98/hr) 164(Avg Wage: \$15.30/hr)

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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

Local Workforce Development Board	Final Score 2023Q4	Letter Grade 2023Q4	Final Score 2023Q3	Letter Grade 2023Q3
01 - CareerSource Escarosa	86.78	B	85.54	B
02 - CareerSource Okaloosa Walton	91.78	A-	90.41	A-
03 - CareerSource Chipola	89.92	B+	89.47	B+
04 - CareerSource Gulf Coast	86.94	B	85.4	B
05 - CareerSource Capital Region	87.93	B+	86.6	B
06 - CareerSource North Florida	88.2	B+	85.5	B
07 - CareerSource Florida Crown	83.14	B	79.61	C+
08 - CareerSource Northeast Florida	91.26	A-	96.64	A
09 - CareerSource North Central Florida	80.9	B-	79.09	C+
10 - CareerSource Citrus Levy Marion	86.16	B	88.84	B+
11 - CareerSource Flagler Volusia	89.82	B+	92.82	A-
12 - CareerSource Central Florida	98.67	A+	97.29	A+
13 - CareerSource Brevard	87.63	B+	85.86	B
14 - CareerSource Pinellas	91.64	A-	89.07	B+
15 - CareerSource Tampa Bay	93.38	A	92.23	A-
16 - CareerSource Pasco Hernando	85.62	B	85.34	B
17 - CareerSource Polk	79.93	C+	81.16	B-
18 - CareerSource Suncoast	91.02	A-	89.35	B+
19 - CareerSource Heartland	89.39	B+	91.82	A-
20 - CareerSource Research Coast	86.96	B	86.58	B
21 - CareerSource Palm Beach County	85.68	B	87.12	B+
22 - CareerSource Broward	94.31	A	98.7	A+
23 - CareerSource South Florida	101.7	A+	101.12	A+
24 - CareerSource Southwest Florida	96.4	A	96.47	A

Letter Grade changed from previous quarter:

Decreased

Same

Increased

Metric	Weight
<p>1. Participants With Increased Earnings</p> <p>The percentage of participants who earned more in the second quarter after exit than before their participation with the local workforce development board.</p> <ul style="list-style-type: none"> • Numerator: The number of exiters from the denominator with higher earnings two quarters after exiting the program than in the earliest of the two quarters prior to participation. • Denominator: The number of distinct exiters from WIOA* (Adult and Dislocated Worker) and Wagner-Peyser programs included in the local workforce development board's federal Employment Rate – 2nd Quarter After Exit metric during the previous program year. <p>Category: Employment and Training Services, Self-Sufficiency Target: 45% Data Source: ETA 9173 Program Performance Reports * Includes WIOA-funded grants.</p>	0.25
<p>2. Reduction in Public Assistance</p> <p>The percentage of exiters who received Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance for Needy Families (TANF) benefits during their active participation with the local workforce development board but were no longer receiving SNAP or TANF benefits in the fourth quarter after exit.</p> <ul style="list-style-type: none"> • Numerator: The number of individuals from the denominator who were no longer receiving SNAP or TANF benefits in the fourth quarter after exiting the workforce development program. • Denominator: The number of exiters from WIOA* (Adult, Dislocated Worker and Youth), Wagner-Peyser, SNAP Employment and Training (SNAP E&T) and TANF programs who received SNAP or TANF cash assistance at any time during their participation with the local workforce development board. <p>Category: Employment and Training Services, Self-Sufficiency Target: 65% Data Source: Employ Florida, One-Stop Service Tracking (OSST) and DCF Recipient Data * Includes WIOA-funded grants.</p>	0.25
<p>3. Employment and Training Outcomes</p> <p>Comprises the existing 18 federal accountability measures for local workforce development boards within the WIOA Primary Indicators of Performance (Employment Rate – 2nd Quarter After Exit, Employment Rate – 4th Quarter After Exit, Median Earnings – 2nd Quarter After Exit, Credential Attainment, and Measurable Skill Gains) for Adult, Dislocated Workers, Youth and Wagner-Peyser programs.</p> <ul style="list-style-type: none"> • Numerator: The number of federal metrics from the denominator for which the local workforce development board reached at least 90% of its negotiated target. • Denominator: The number of federal WIOA Primary Indicators of Performance metrics in the current program year for WIOA (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs. <p>Category: Employment and Training Services Target: 100% Data Source: ETA 9173 Program Performance Reports</p>	0.20
<p>4. Participants in Work-Related Training</p> <p>The percentage of all job seekers who received work-related training including occupational skills training, on-the-job training and other work-based learning models, registered apprenticeships, and customized training for employers.</p> <ul style="list-style-type: none"> • Numerator: The number of participants from the denominator who received work-related training services. • Denominator: The number of participants served in the current program year by a local workforce development board within the following programs: SNAP E&T, Welfare Transition, WIOA* (Adult, Dislocated Worker and Youth), National Dislocated Worker Grant, Wagner-Peyser and Trade Adjustment Assistance (TAA). Category: Training Services Target: 25% <p>Data Source: ETA 9173 Program Performance Reports, One-Stop Service Tracking (OSST) Cohort Used: July 2021-June 2022 * Includes WIOA-funded grants</p>	0.10

<p>5. Continued Repeat Business</p> <p>served in prior three years that continued to be served in the current program year.</p> <ul style="list-style-type: none"> • Numerator: The number of employer worksites from the denominator that received a core business service in the current program year. • Denominator: The number of employer worksites that received a core business service from the local workforce development board in the previous three program years. <p>Services Target: 35%</p> <p>Data Source: Employ Florida</p>	<p>Percentage of business establishments</p> <p>Category: Business</p>	<p>0.05</p>
<p>6. Year-Over-Year Business Penetration</p> <p>in the number of business establishments served in the current program year compared to the prior year. Each local workforce development board is assigned a percentage as the percent target met based on the year-over-year increase or decrease, as follows:</p> <ul style="list-style-type: none"> • 2% – 3.9% increase = 90% • -0.1% – -2% increase = 70% • -6.1% – -8% decrease = 20% <p>Local workforce development boards achieving greater than 90% overall business penetration will not be penalized for maintaining year-over-year comparable business penetration.</p> <p>Annual Business Penetration Calculation:</p> <ul style="list-style-type: none"> • Numerator: The number of employer worksites from the denominator that received a core business service from the local workforce development board during the program year. • Denominator: The number of active employer worksites in Employ Florida for each local workforce development board during the program year. <p>Target: 100%</p> <p>Data Source: Employ Florida</p>	<p>The percentage point difference</p> <ul style="list-style-type: none"> • ≥ 4% increase = 100% • 0% – 1.9% increase = 80% • -2.1% – -4% decrease = 60% • -4.1% – -6% decrease = 40% • < -8% decrease = 0% <p>Category: Business Services</p>	<p>0.05</p>
<p>7. Completion-to-Funding Ratio</p> <p>development board’s share of statewide WIOA and Wagner-Peyser exiters with the local workforce development board’s share of statewide funding allocations.</p> <ul style="list-style-type: none"> • Numerator: The percentage of distinct exiters from WIOA* (Adult, Dislocated Worker and Youth) and Wagner-Peyser programs. • Denominator: The percentage of the local workforce development board’s share of statewide WIOA*, Supplemental WIOA Dislocated Worker, Wagner-Peyser, Reemployment Services and Eligibility Assessment (RESEA), and Veteran annual funding allocation for the current program year. <p>Services Target: 100%</p> <p>Performance Reports Data Source: DEO Finance and Accounting, ETA 9173 Program</p> <p>* Includes WIOA-funded grants</p>	<p>Compares a local workforce</p> <p>Category: Employment and Training</p>	<p>0.10</p>
<p>Extra Credit Metric: Serving Individuals on Public Assistance</p> <p>boards can earn up to an additional five percentage points for serving individuals on public assistance. Extra credit is calculated as follows:</p> <p>Numerator: The number of individuals from the denominator who received SNAP or TANF benefits during their participation period.</p> <ul style="list-style-type: none"> • Denominator: The number of participants served in the current program year by a local workforce development board within the following programs: SNAP E&T, Welfare Transition, WIOA (Adult, WIOA Dislocated Worker and Youth) and Wagner-Peyser. <p>Extra credit points will be awarded as follows:</p> <ul style="list-style-type: none"> • ≥ 50% = 5 points • ≥ 46% < 50% = 4 points • ≥ 44% < 46% = 3 points • ≥ 42% < 44% = 2 points • 40% < 42% = 1 point <p>Category: Employment and Training Services, Self-Sufficiency</p> <p>Data Source: ETA 9173 Program Performance Reports, OSST, DCF Recipient Data</p>	<p>Local workforce development</p>	<p>0.05</p>

PROGRAM PARTICIPANT DATA SUMMARY

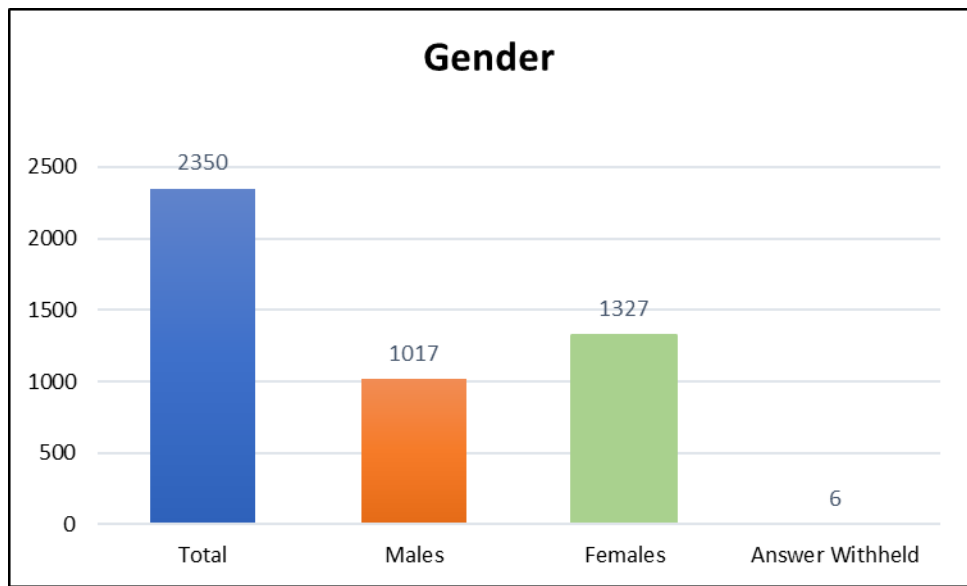
REGION 10

October 1, 2024 – December 31, 2024

An analysis of data for the Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA) Title I and Welfare Transition Programs. Data for each program is analyzed based on gender, race/ethnicity, and age for the second quarter of PY2024, October 1st through December 31st.

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

GENDER CHARACTERISTICS



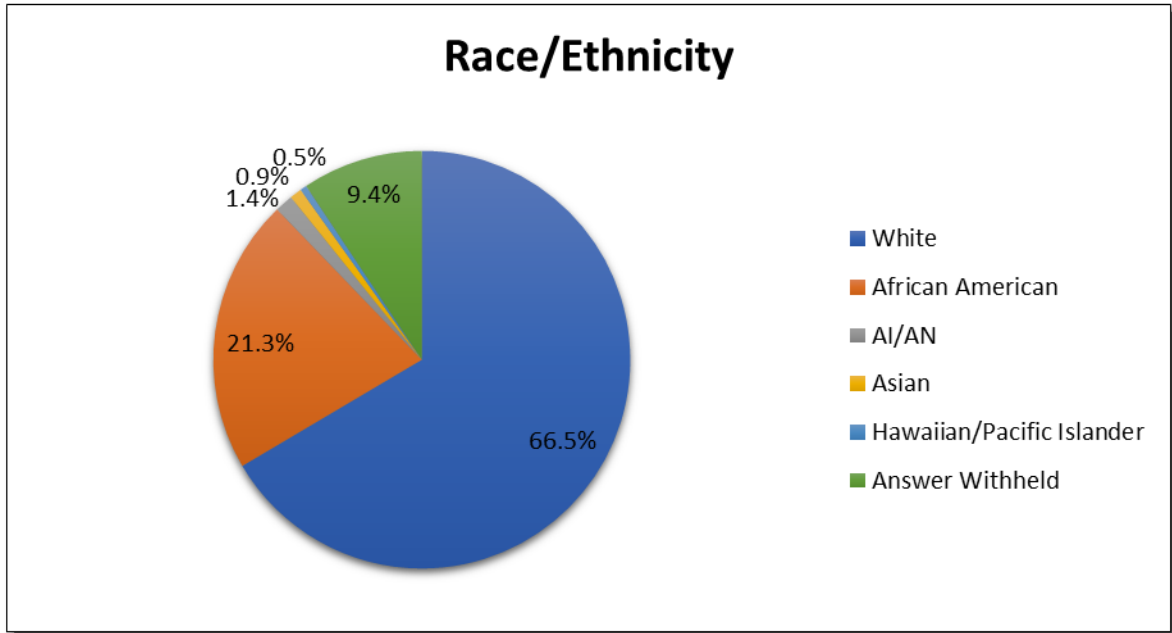
Overall assessment

- 43% of the Region's participants were male.
- 57% 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	1563	500	33	22	12	220
% of Total Applicants	66.5%	21.3%	1.4%	0.9%	0.5%	9.4%

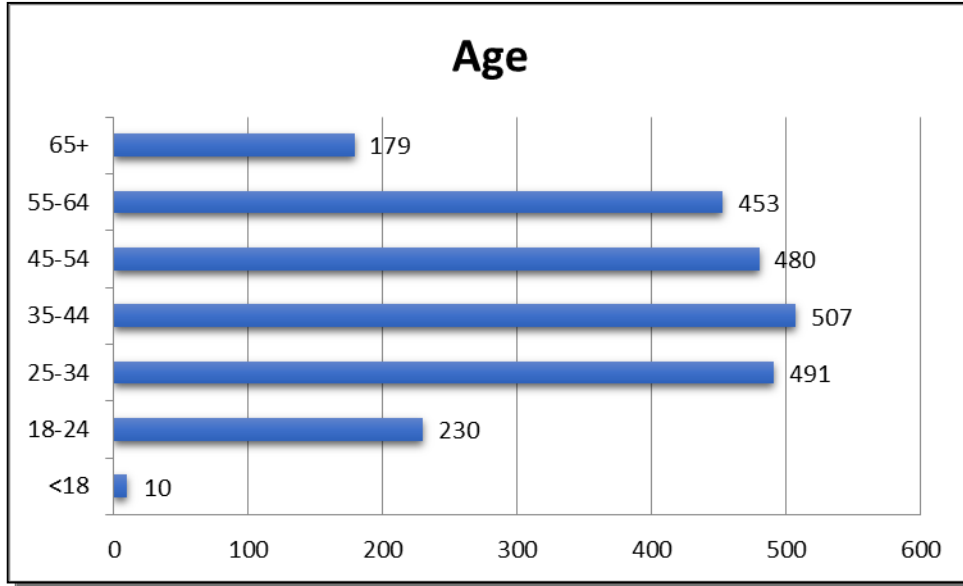
- Hispanic applicants, 472, represented 20.1% of all applicants.

Compared to Marion County race demographic

Group	White	African American	AI/AN	Asian	Hawaiian/ Pacific Islander	Other Race
% of Total Population	71.7%	12.6%	0.3%	1.6%	0.0%	3.2%

- Hispanic population is represented by 15.9% of all population.

AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	10	230	491	507	480	453	179	2,350
%	0.43%	9.79%	20.89%	21.57%	20.43%	19.24%	7.62%	100%

Overall assessment

- 99.6% 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%	4.8%	10.9%	10.4%	10.8%	7.0%	6.8%	15.5%	9.9%

- 81.2% of the population were over the age of 18.
- Population age 55 and older represented 42.5% of the demographic.

VETERANS

Overall assessment

- Veteran applicants, 205, accounted for 8.7% of the total number of applicants.
- Male veteran applicants, 162, represented a larger group than female veteran applicants, 41.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Female WIOA participants, 240, outnumbered male WIOA applicants 231.

Group	Count	% of Total Count	Numerator*	Denominator**
White	308	65.4%	16	25
African American	112	23.8%	11	13
American Indian/ Alaska Native	7	1.5%	0	0
Asian	4	0.8%	0	0
Hawaiian/Pacific Islander	1	0.2%	1	1
More than 1 Race	20	4.3%	1	2
Answer Withheld	19	4.0%	1	7
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 75, represented 16% of all applicants. Of the 23 Hispanic participants that exited, 19 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	53	11.2%	3	6
19 – 24	103	21.9%	15	22
25 – 32	92	19.5%	9	9
33 – 44	101	21.4%	6	7
45 – 54	63	13.4%	3	4
55 – 64	37	7.9%	0	1
65+	22	4.7%	0	0

WELFARE TRANSITION

Overall assessment

- 331 female applicants represented 85% of WT applicants.
- 57 male participants represented 15% of WT applicants.
- The average placement wage recorded for female participants is \$20.03/hour, and the average wage for male participants is \$16.68/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	205	82	2	0	72	1	19	7
% of Total Applicants	52.83%	21.13%	.52%	0%	18.56%	.26%	4.90%	1.80 %

SNAP (FOOD STAMPS)

Overall assessment

- 435 female applicants represented 51% of WT applicants.
- 413 male participants represented 49% of WT applicants.
- The average placement wage recorded for female participants is \$11.50/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	450	165	9	3	147	1	42	33
% of Total Applicants	52.94%	19.41%	1.06%	0.35%	17.30%	0.12%	4.94%	3.88%

Transactional Net Promoter Cumulative Report Calendar Yr 2024 (January to December)

Job Seeker Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +74



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**.



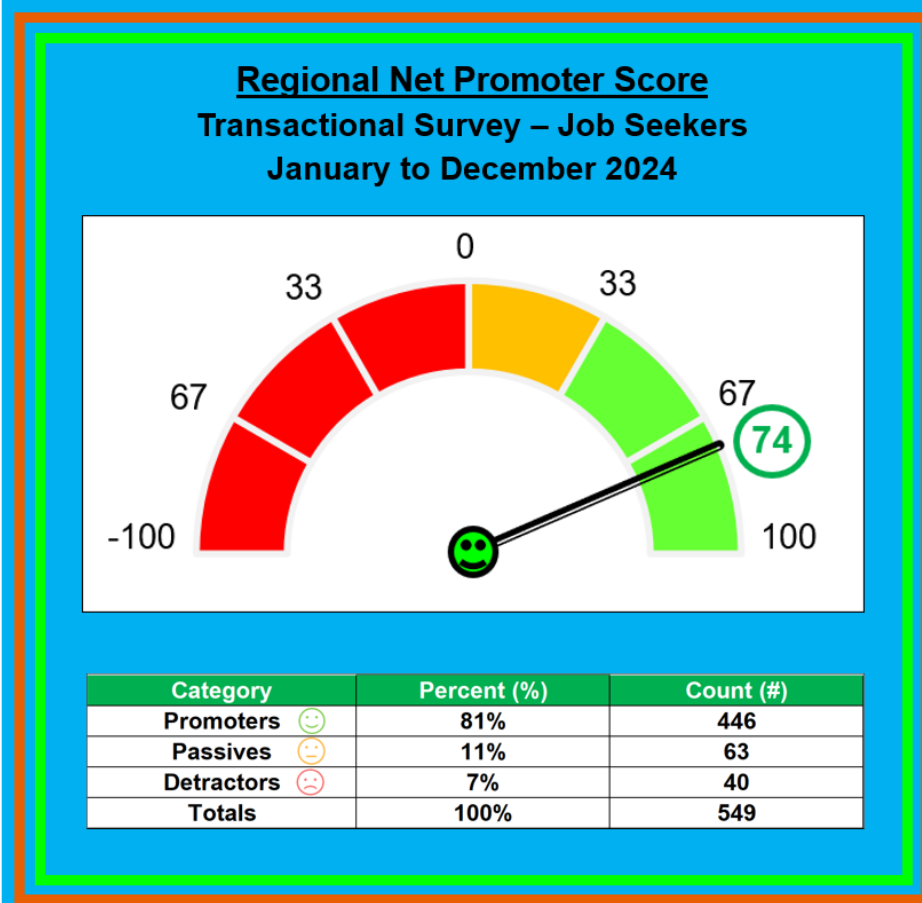
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



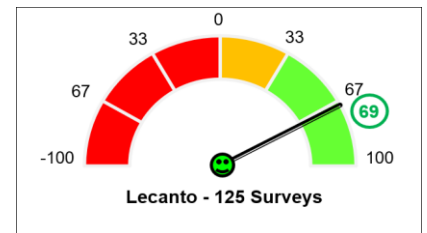
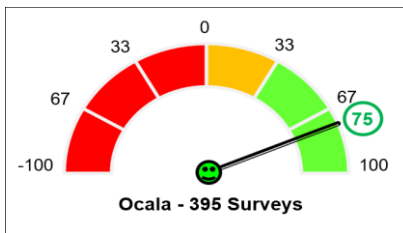
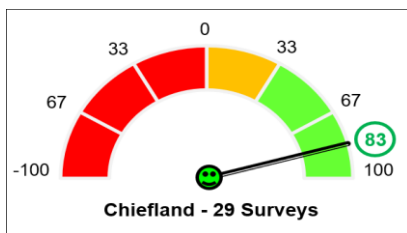
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



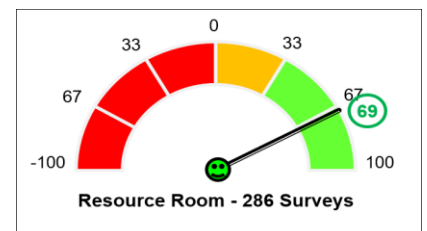
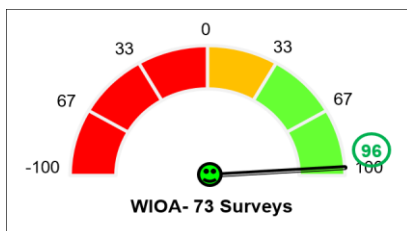
Overall Score



Transactional Net Promoter By Office



Transactional Net Promoter By Service



Transactional Net Promoter Cumulative Report Calendar Yr 2024 (January to December)

Employer Report	Region 10 Net Promoter Score
Net Promoter Score–Area/Region	▶ +55



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**.



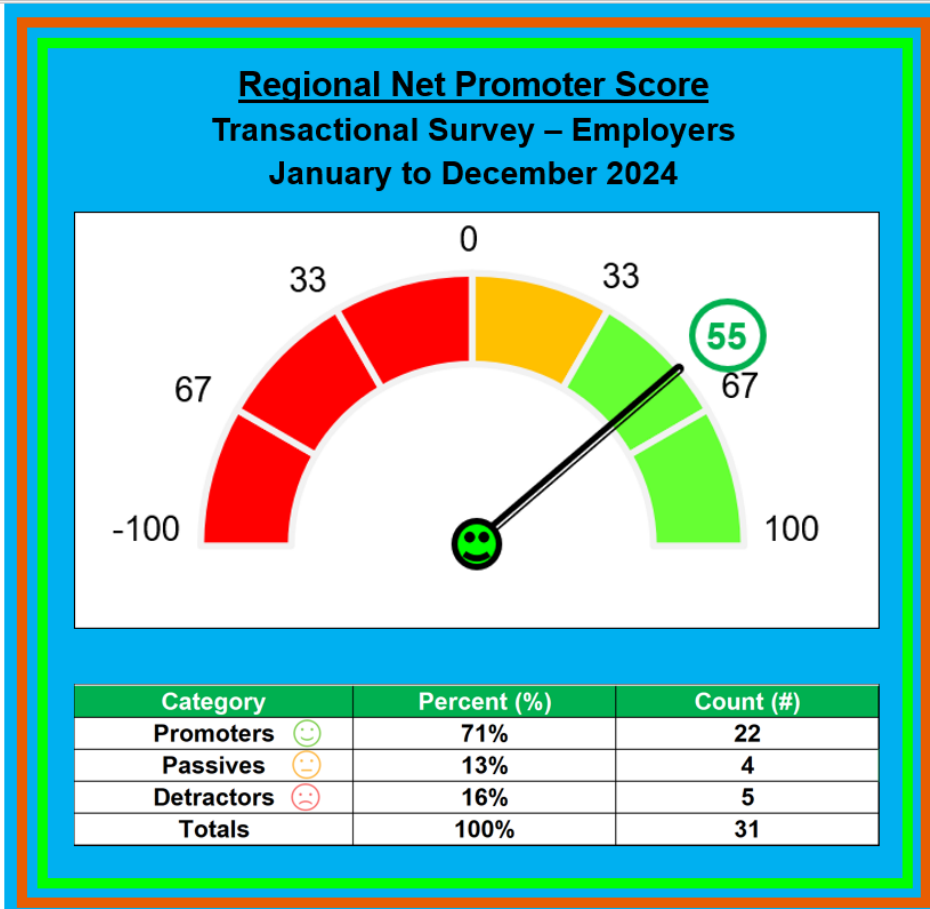
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



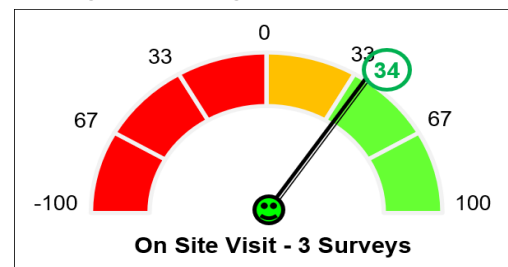
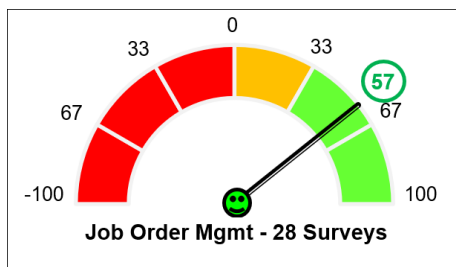
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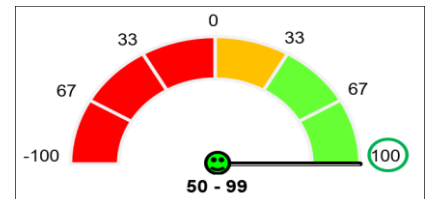
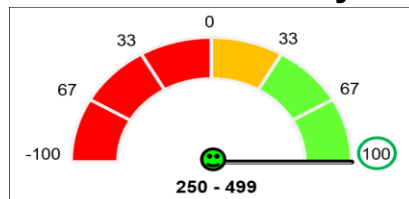
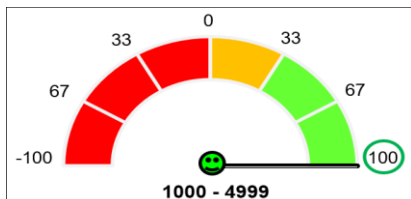
Overall Score



Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Survey Snippet

31

“CareerSource are always willing to assist me and my company with a smile. They have a ton of resources and will do whatever they can to help.”

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

Job Seeker Report	Talent Center Net Promoter Score
Net Promoter Score	▶ +95



What Do the Scores Mean?



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



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



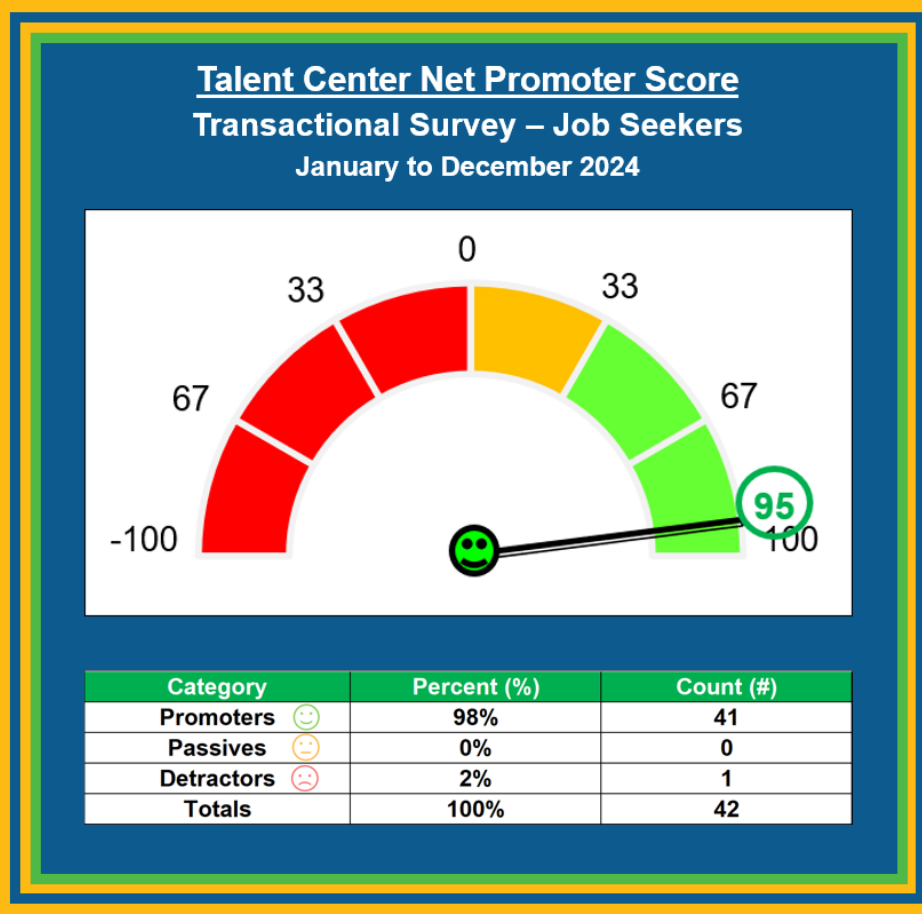
0-30: You have a decent number of satisfied customers but not enough **Promoters**.



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



Overall Score



Sophia was very helpful and knowledgeable. She walked me through the entire process. I was able to obtain a job within my career field.
Very kind and caring
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.
As a dual enrollment student, I've used both UF and CF's career centers. CF's talent center has gone above and beyond to help. I recommend this service to everyone who has access to it.
Very helpful but needs her own office behind closed doors to help with the student's personal information being shared in front of everyone.
Sophia is very knowledgeable and was extremely helpful and supportive. She always followed up and provided encouragement. Sophia is awesome.
Sophia was accommodating, and most importantly her advice helped me get accepted in my new career. I am grateful for her work!
The patience that Sophia has is amazing. The knowledge that she has writing resumes are superb!
She is very professional, she always wants to help others, she is pretty, and she knows what she is doing.
She was kind and friendly during help me



Detractor Analysis CY 2024

Topic	Count	% of Detractors	% of ALL Ratings	Concerning?/ Trending?
Unhappy with Commerce - RA Services - Connect	10	25.00%	1.82%	Yes - But Non CSCLM Issue
Unhappy with Career Success (Reemployment) Services - General or services did not meet their needs	4	10.00%	0.73%	No - Limited Occurance/Impact - "You cannot please everyone "
Communication issue - unhappy with staff responsiveness - delay in appointment scheduling - difficulty in reaching staff by phone	4	10.00%	0.73%	Yes - Monitoring the Issue
Good Comments but unexplained low ratings - misrated score	3	7.50%	0.55%	No - Limited Occurance/Impact
Unhappy with DCF - benefits determination or sanction related	3	7.50%	0.55%	Yes - But Non CSCLM Issue
Unhappy with quality/effectiveness of Resource Room services	3	7.50%	0.55%	No - Limited Occurance/Impact
Unhappy with Employ Florida system	3	7.50%	0.55%	Yes - But Non CSCLM Issue
Unhappy with WT participation requirements or the effectiveness of WT services	2	5.00%	0.36%	No - Limited Occurance/Impact
Unable to determine the issue - no response to closed loop follow-up	2	5.00%	0.36%	No - Limited Occurance/Impact
Outsized expectations despite vigilant management intervention or hard to serve job seeker with multiple barriers	2	5.00%	0.36%	No - Limited Occurance/Impact - "You cannot please everyone "
Felt 14th St services are too focused on blue collar job seekers	1	2.50%	0.18%	No - Limited Occurance/Impact
Unhappy with an external website - Indeed	1	2.50%	0.18%	No - Non CSCLM Issue
Unhappy with the intrusiveness of the RESEA Program	1	2.50%	0.18%	No - Non CSCLM Issue
Claimed an untoward event happened in the resource room	1	2.50%	0.18%	No - Unsubstantiated
	40	100%	7%	