



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

**CAREER CENTER COMMITTEE
 AGENDA**

Thursday, February 20, 2025 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84574114385>

Phone No: 1-646-558-8656 (EST) Meeting ID: 845 7411 4385

Call to Order C. Harris
 Roll Call C. Schnettler
 Approval of Minutes, November 7, 2024 Pages 2 - 4 C. Harris

DISCUSSION ITEMS

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

PUBLIC COMMENT

ACTION ITEMS

Eckerd Budget/Performance Mod Pages 5 - 11 C. Weaver
 Lecanto Lease Pages 12 - 14 C. Weaver

PROJECT UPDATES

Grant Updates Page 15 S. Crawford
 Event Report Page 16 M. Saco
 SkillUp - Metrix Online Learning Page 17 C. Weaver
 Talent Center Page 18 C. Wilkinson
 Center Traffic Page 19 L. Trowbridge
 Net Promoter Pages 20 - 23 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
Career Center Committee**

MINUTES

DATE: November 7, 2024
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT

Andy Starling
Angela Juaristic
Charles Harris
Equilla Wheeler
Jorge Martinez
Pat Reddish

MEMBERS ABSENT

Arno Proctor
Christopher Cowart
David Benthusen

OTHER ATTENDEES

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

Cira Schnettler, CSCLM
Larry Trowbridge, CSCLM
Kristen Barry, One Stop Operator
Tony Waterson, One Stop Operator

CALL TO ORDER

The meeting was called to order by Charles Harris, Chair at 9:30 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Angela Juaristic made a motion to approve the August 15, 2024, minutes. Pat Reddish seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

Rusty Skinner’s updated the committee on the following items:

- The State has issued the standardized ITA and OJT forms as well as the Eligible Training Provider list. Regions will need to individually sign contracts with each provider. There are some providers that are resistant to engaging in a contract. The concern has been raised with the State and it continues to be an issue.
- Adrienne Johnston will be visiting our region on December 9. An agenda of priority

discussion items is being drafted.

- The regional planning submission documents are being finalized and will be presented at the December board meeting. Board members are invited to identify and present areas of focus for regional planning.
- 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. Hurricane Idalia funding will need to be replenished by the end of the year. We are hopeful emergency funding will be addressed when Congress commences.

Workforce Issues that are Important to Our Community

This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

Youth Services Invitation to Negotiate Release

Dale French explained that WIOA requires the bidding for service to occur every four years. Pat Reddish made a motion to approve the release of the ITN for Youth Services. Jorge Martinez seconded the motion. Motion carried.

PROJECT UPDATES

Grant Updates

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.

Talent Center

Chris Wilkinson reviewed the report provided in the packet.

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 Youth Expo and Paycheck for Patriots Job Fairs.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Program usage continues to grow. She was excited to share the program has reached over 1000 users. The link to the Metrix program can be found on the CLM website.

Center Traffic

Larry Trowbridge noted a dip in traffic in the centers. Reemployment assistance has been the main driver of traffic.

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 10:04 a.m.

APPROVED: _____



RECORD OF ACTION/APPROVAL

Career Center, Thursday, February 20, 2025
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:

Theresa Flick made a motion to accept the budgetary adjustments for the two grants and the additional performance measures. Fred Morgan seconded the motion. Motion carried.

BOARD ACTION:



CONTRACT/AGREEMENT MODIFICATION

| | |
|--|--|
| A. Employer/Service Provider/Contractor Name: | C. Contract/Agreement No.: D. Modification No: E. Type of Contract: |
| B. Address: | F. CareerSource Citrus Levy Marion 2703 NE 14th ST Ocala, FL 34470 |

G. Funding Changes:
 Increase Decrease from: \$ _____ to \$ _____ Unchanged

H. In consideration of the contract/agreement and representation contained herein, the parties agree that the above numbered contract/agreement is modified as follows:

| Occupation Title /DOT Code/SVP Code | Initial Wage/Hour | Hourly Cost Factor Reimbursement (%) | Hours of Training | Trainee Cost |
|---|-------------------|--------------------------------------|-------------------|--|
| Title: DOT Code: SVP Code: | | | | Wages: Educ: Total: |

I. This modification is effective on _____ or the date on which the modification has been signed by both parties, whichever is later. Except as hereby modified, all terms and conditions of said contract /agreement remain unchanged in full force and effect.

J. The parties hereto have duly executed this Modification and in signing and dating same, thereby validating this modification. The parties also certify that each possesses legal authority to contract and bind their respective organizations in their capacity as a signatory official.

| | |
|---|---|
| Approved for Employer/Provider/Contractor: By: _____ Signature _____ Typed/Printed Name _____ Date | Approved for CareerSource Citrus Levy Marion By: _____ Signature _____ Typed/Printed Name _____ Date |
|---|---|

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 352-840-5700, ext. 7878 or e-mail accommodations@careersourceclm.com at least three business days in advance. Additionally, program information may be made available in Spanish upon request. A proud partner of the American Job Center Network.

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.

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 |

| 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 | |



RECORD OF ACTION/APPROVAL

**Career Center Committee
Thursday, February 20, 2025**

TOPIC/ISSUE:

Lecanto Lease Renewal

BACKGROUND:

We currently lease three consecutive units in Lecanto, 683/687/691 S Adolph Point, under a one-year lease agreement which expired December 2024. We currently pay \$5,500 per month.

The ownership group from which we lease the property has offered at three-year lease renewal option at \$5,440 per month, a 5% discount, or a one-year lease at \$5,725 per month, a 4.1% increase from 2024.

We are proposing a three-year lease renewal of the three units at a total cost of \$5,440 per month:

| | | |
|---------------------|----------------|---------|
| 3 Year Rental Rate: | Unit #683: | \$2,040 |
| | Unit #687: | \$1,750 |
| | Unit #691: | \$1,650 |
| | | ===== |
| | Total Monthly: | \$5,440 |

POINTS OF CONSIDERATION:

The three-year rental rate offers a 5% discount, \$60 less per month than the 2024 rate.

STAFF RECOMMENDATIONS:

Approve renewing the Lecanto lease for the three-year term noted above.

COMMITTEE ACTION:

BOARD ACTION:

FIRST RENEWAL TO COMMERCIAL LEASE (3 Year)

This First Renewal is to the Commercial Lease dated 1/1/2024, by and between, **DTW Lecanto LLC**, (herein referred to as “Lessor”) and **CareerSource Citrus Levy Marion**, hereinafter referred to as “Lessee”.

WITNESSETH:

That, in consideration of the mutual covenants and agreements contained in the Original Lease, Lessor has demised and leased, and by these presents does continue to demise and lease to Lessee, for the rental, for the term and upon the other conditions hereinafter set forth, certain premises consisting of:

The property known as 683/687/691 S Adolph Point, consisting of approximately 3,805 square feet, together with the fixtures and appurtenances located therein, and the parking areas and access ways as presently designated (hereinafter referred to as “Premises”).

1. Renewal Term – The term of this lease renewal shall be for a 3-year period, beginning January 1st, 2025 and ending on December 31, 2027.
2. Renewal Option – Lessee shall have an exclusive option to renew for 1-5 additional years, provided that Lessee shall serve upon Lessor written notice of its intent to renew 75 days prior to the expiration of the initial term, on the same terms set forth herein, with the exception that the annual rental rate shall be adjusted. The rate for the renewal shall be provided by the Lessor at the time of the request and shall be accepted or rejected by the Lessee 60 days prior to the expiration of the initial term.
3. Rent – As rent for the premises, and all rights granted herein, during the first year (i.e. 2025), Lessee shall pay Lessor monthly a rent of Five Thousand Four Hundred Forty Five dollars (\$5,440.00), Payable in advance on the first day of the month. **The rate includes all CAM or operating expenses as this is a gross lease structure.** Unless and until otherwise directed in writing by Lessor, all payments shall be made and payable to: DTW Lecanto LLC.
4. Annual Rent Adjustment – The rent for the years following the first year will be determined by December 1st based on the published cost of living index as noted in the Historical Inflation Rates table as the average for the previous year and rounded to the nearest dollar amount. The new rate will take effect on January 1st for the year immediately following December.
5. All other terms and conditions of the Original Commercial Lease remain unchanged and in full force.

Dated: _____

IN WITNESS WHEREOF, the parties hereto have hereunto set their hands and seals the day and year first above written:

Signed, Sealed and Delivered in the presence of:

LESSOR: DTW Lecanto LLC

By _____

LESSEE: CareerSource Citrus Levy Marion

By: _____

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

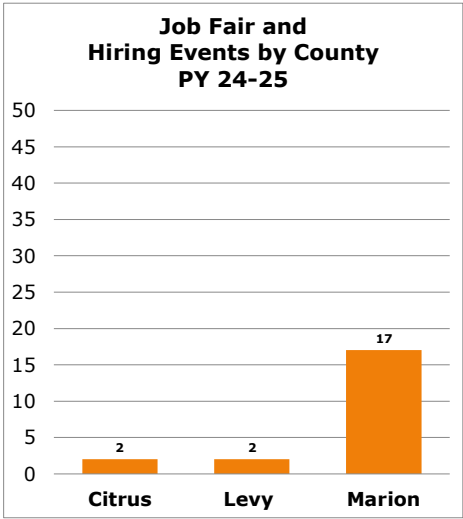
Successful networking with several local telecommunications employers has led to 3 offers of employment within the industry, 2 direct hires were High School Graduates from Levy County High Schools that are now working for Benton Technical Services in the Fiber Division here in Florida's rural counties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

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

Upcoming Classes: February, June and October 2025

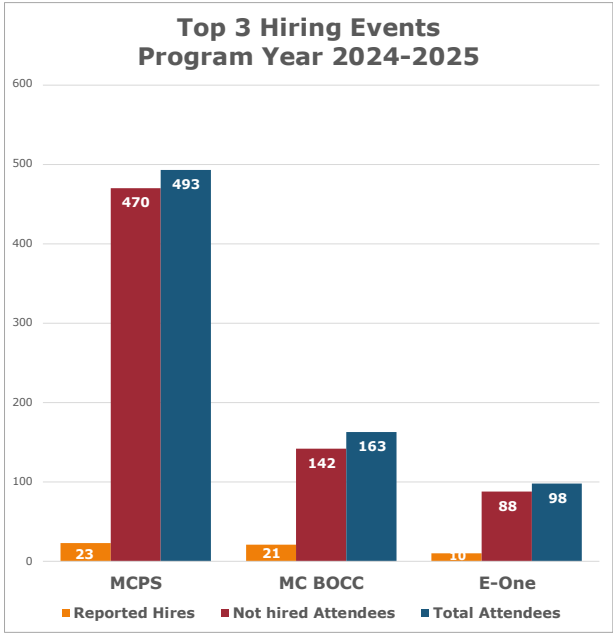
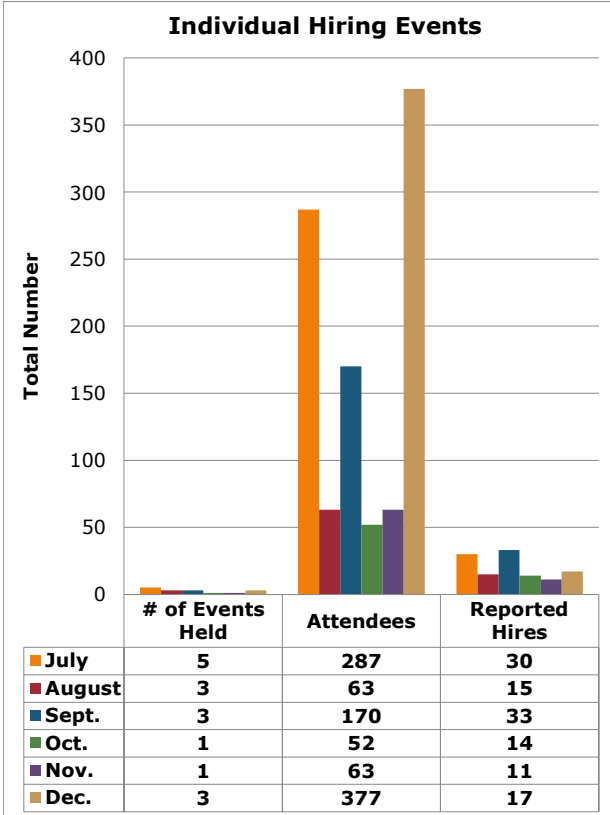
PY 24 - 25 Individual Events

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 |



SKILL UP USERS

| LOCATION | PY 20-21 | PY 21-22 | PY 22-23 | PY 23-24 | PY 2024 | | | | | | PY 24-25 | Total |
|--------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-------------|
| | | | | | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | | |
| Citrus | 86 | 32 | 24 | 47 | 4 | 9 | 7 | 1 | 3 | 1 | 25 | 214 |
| Citrus - CF | 30 | 7 | 11 | 2 | 1 | 1 | 1 | 2 | 0 | 2 | 7 | 57 |
| Levy | 22 | 6 | 7 | 20 | 2 | 3 | 2 | 1 | 1 | 0 | 9 | 64 |
| Levy - CF | 16 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23 |
| Marion | 140 | 53 | 55 | 176 | 14 | 14 | 12 | 18 | 11 | 10 | 79 | 503 |
| Marion - CF | 100 | 24 | 37 | 47 | 11 | 4 | 5 | 6 | 3 | 7 | 36 | 244 |
| TOTAL | 394 | 125 | 138 | 292 | 32 | 31 | 27 | 28 | 18 | 20 | 156 | 1105 |

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Entry Level Pathway - General
4. Information Technology
5. Government/Public Sector

Popular Courses

1. The Art and Science of Communication
2. Using Business Etiquette to Increase Your Professionalism
3. Being an Effective Team Member
4. Establishing Self-confidence for Life
5. Communicating Effectively with Customers
6. Uncovering and Utilizing Your Talents and Skills
7. Becoming More Professional through Business Etiquette
8. Interacting with Customers
9. How Culture Impacts Communication
10. Writing Effective E-mails and Instant Messages
11. Difficult People: Can't Change Them, so Change Yourself
12. Procrastination: Admitting it is the First Step
13. Be a Better Listener
14. Self-improvement for Lifelong Success
15. Abbreviating, Capitalizing, and Using Numbers



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

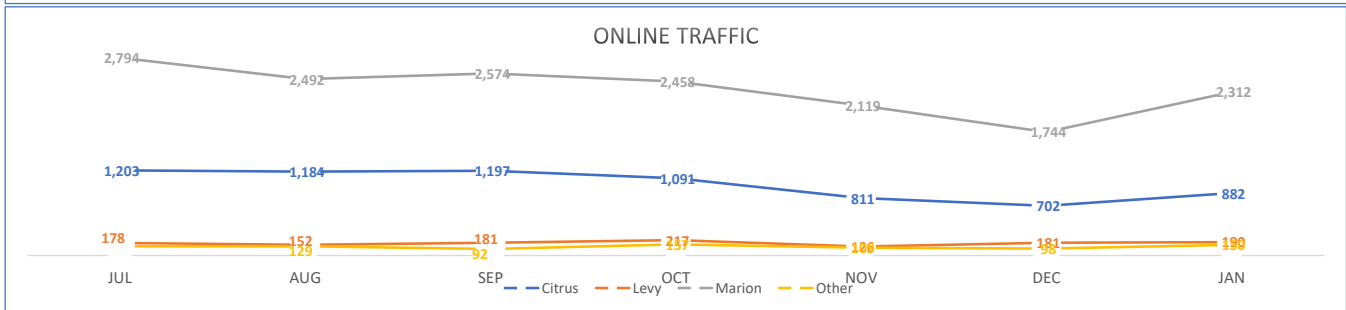
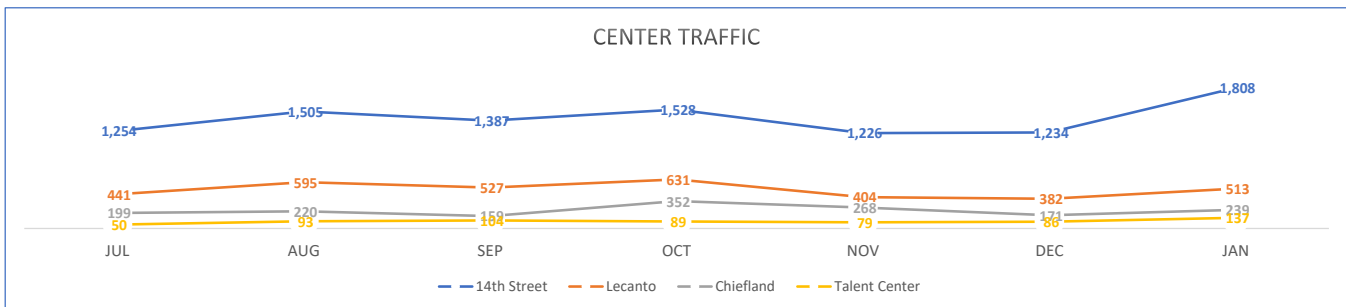
\$24.81

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.

Center Traffic

| Traffic | | PY 23-24 | PY2024-25 | | | | | | | |
|----------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| | | | JUL | AUG | SEP | OCT | NOV | DEC | JAN | YTD |
| Center Traffic | 14th Street | 14,407 | 1,254 | 1,505 | 1,387 | 1,528 | 1,226 | 1,234 | 1,808 | 9,942 |
| | Lecanto | 5,080 | 441 | 595 | 527 | 631 | 404 | 382 | 513 | 3,493 |
| | Chiefland | 2,056 | 199 | 220 | 159 | 352 | 268 | 171 | 239 | 1,608 |
| | Talent Center | 438 | 50 | 93 | 104 | 89 | 79 | 86 | 137 | 638 |
| | MCC 2* | 295 | 52 | 34 | 1 | - | 8 | 7 | 2 | 104 |
| | Total | 22,276 | 1,996 | 2,447 | 2,178 | 2,600 | 1,985 | 1,880 | 2,699 | 15,785 |
| Online Traffic | Citrus | 11,142 | 1,203 | 1,184 | 1,197 | 1,091 | 811 | 702 | 882 | 7,070 |
| | Levy | 2,159 | 178 | 152 | 181 | 217 | 126 | 181 | 190 | 1,225 |
| | Marion | 29,194 | 2,794 | 2,492 | 2,574 | 2,458 | 2,119 | 1,744 | 2,312 | 16,493 |
| | Other | 1,266 | 130 | 129 | 92 | 157 | 109 | 98 | 150 | 865 |
| | | Total | 43,761 | 4,305 | 3,957 | 4,044 | 3,923 | 3,165 | 2,725 | 3,534 |



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**.



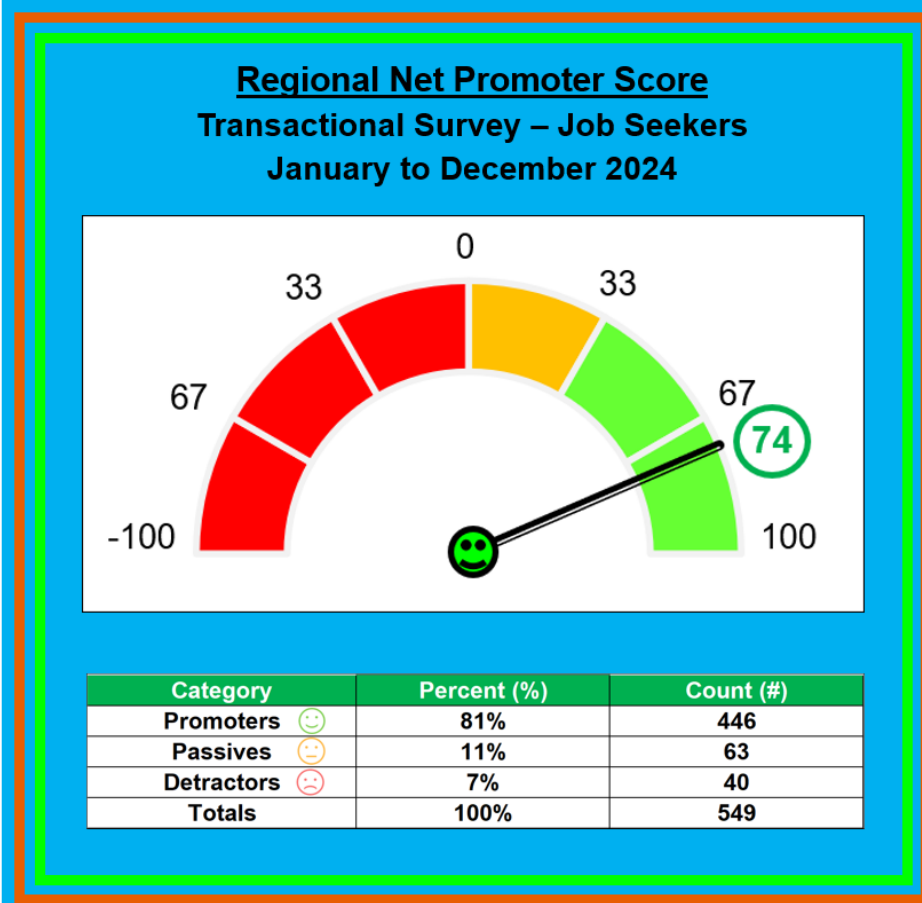
30–69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



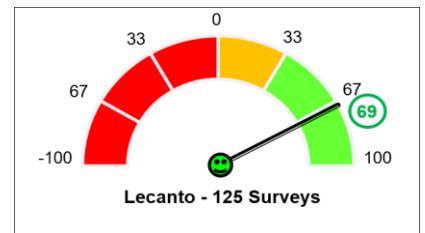
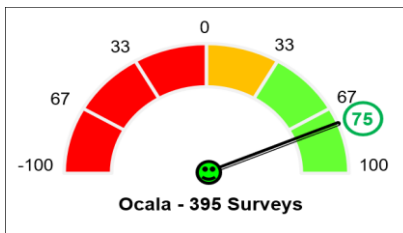
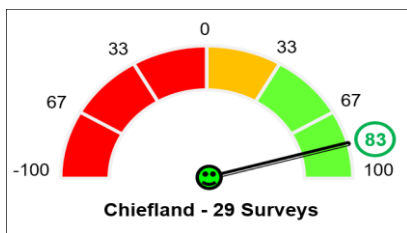
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



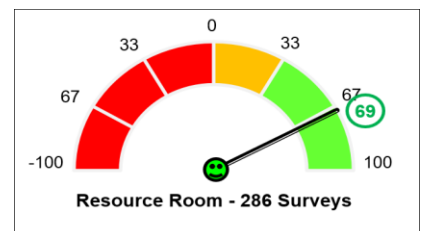
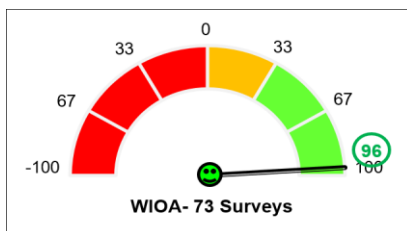
Overall Score



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**.



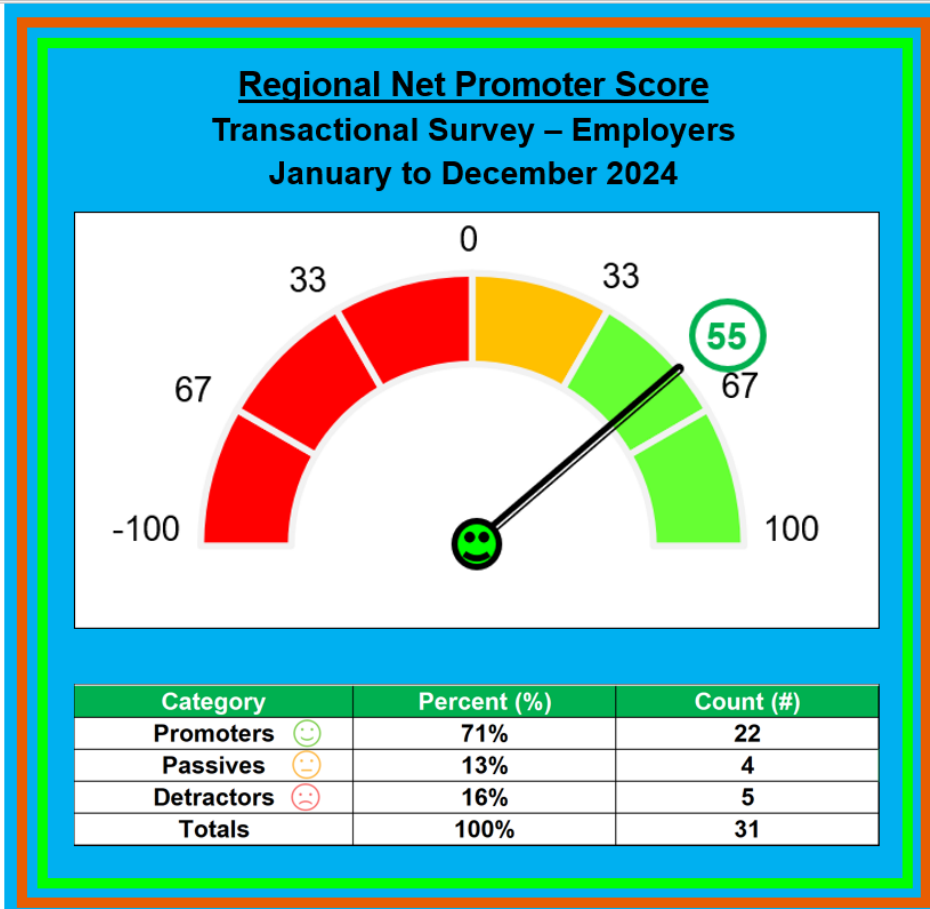
30-69: Your organization has a decent number of **Promoters**. You are providing good to very good service, but you also have an excess number of **Passives** you can convert into **Promoters**.



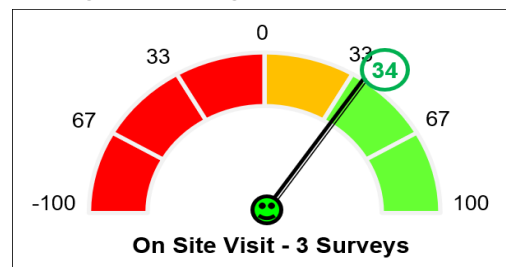
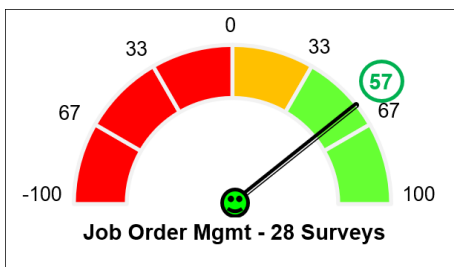
70-100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



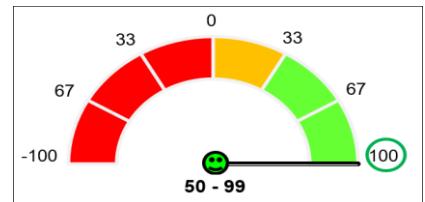
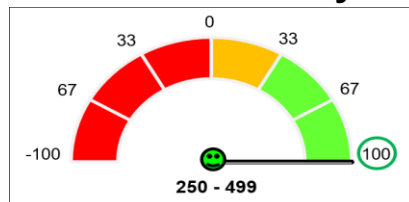
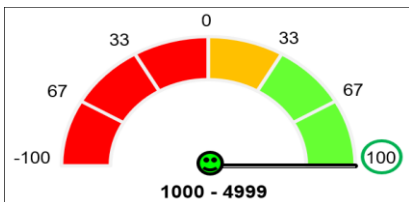
Overall Score



Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Calendar Year 2024 (January to 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**.



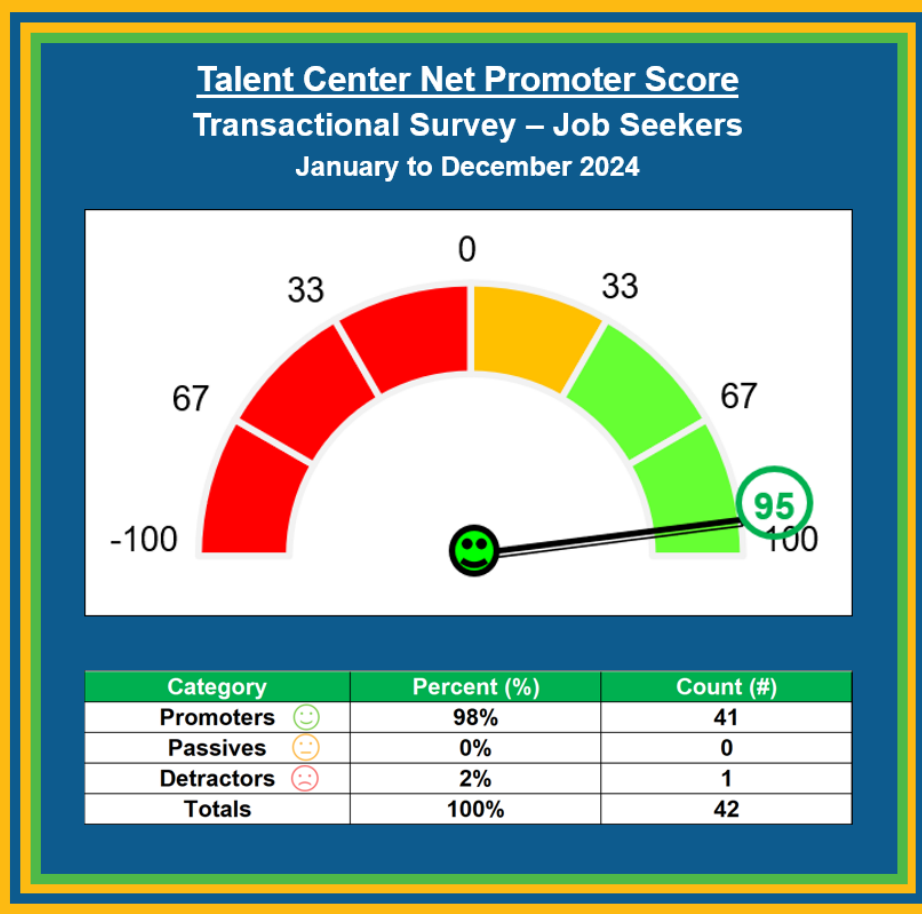
0-30: You have a decent number of satisfied customers but not enough **Promoters**.



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% | |