



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

CAREER CENTER COMMITTEE AGENDA

Thursday, February 5, 2026 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84851841402>

Phone No: 1-646-558-8656 (EST) Meeting ID: 848 5184 1402

Call to Order

C. Harris

Roll Call

C. Schnettler

Approval of Minutes, October 30, 2025

Pages 2 - 4

C. Harris

DISCUSSION ITEMS

State Update

R. Skinner

Workforce Issues that are Important to Our Community

R. Skinner

PIP

Pages 5 - 27

R. Skinner

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Grant Updates

Page 28

S. Crawford

Event Report

Page 29

M. Saco

SkillUp - Metrix Online Learning

Page 30

C. Weaver

Talent Center

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C. Wilkinson

Center Traffic

Page 32

C. Wilkinson

Net Promoter

Pages 33 - 35

S. Litzinger

MATTERS FROM THE FLOOR

ADJOURNMENT

2025 – 2026 MEETING SCHEDULE						
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing / Outreach	Education and Industry Consortium	Executive	Full Board
Unless noted otherwise all committee meetings are held at CareerSource CLM, 2703 NE 14 th Street, Ocala, FL 34470						
Tuesday 9:00 am	Wednesday 9:00 am	Thursday 9:30 am	Wednesday 9:00 am	Thursday 9:00 am	Wednesday 9:30 am	Wednesday, 11:30 am
8/5/2025	8/6/2025	8/7/2025	8/13/2025	8/14/2025	8/27/2025	9/3/2025 CF Levy
11/4/2025	11/5/2025	10/30/2025	11/12/2025	11/13/2025	11/19/2025	12/10/2025 CF Ocala
					1/30/2026	
2/3/2026	2/4/2026	2/5/2026	2/11/2026	2/12/2026	2/25/2026	3/4/2026 CF Lecanto
5/5/2026	5/6/2026	5/7/2026	5/13/2026	5/14/2026	5/27/2026	6/10/2026 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: October 30, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:30 a.m.

MEMBERS PRESENT

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

MEMBERS ABSENT

David Benthusen
Jennifer Roach
Steven Weinstein
Tamara Boyle

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Cory Weaver, CSCLM
Chris Wilkinson, CSCLM
Melissa Saco, CSCLM

Sandy Crawford, CSCLM
Steven Litzinger, CSCLM
Cira Schnettler, 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 9:32 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 7, 2025, minutes. Andy Starling seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

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

- The State has allocated \$5 million to be used for rural workforce initiatives throughout the State. A need for aviation career paths in Levy County has been identified as a potential project. We are joining a variety of community partners to include CF, Marion Technical College, the City of Williston, and the business

community to submit a plan to receive funding through this grant. If awarded part of the grant money would be used to market the program to students and their parents.

- The State is launching a new dashboard system for unemployment recipients with the intention of improving the process of unemployment claims.
- The government shutdown will be halting funding for the SNAP program as of November 1. Staff have made fliers for customers that list agencies that are providing food assistance.
- During the August CareerSource Florida meeting, a performance review of the CLM region was presented. Our team was given limited notice to prepare a response. The performance data presented by the State relied on raw scores from an incomplete reporting period, which did not accurately reflect our actual performance. This led to concerns from CLM management, who verbally expressed dissatisfaction with the methodology and lack of context in the data presented. CLM leadership began the process of developing a plan to address the items presented. Two requests to the State were made for additional information and specifics. No responses were received. The State recently sent a letter to the Board Chair on October 27 outlining the performance improvement plan. The CLM Board Chair sent a response letter requesting a meeting with State representatives to review the deficiencies identified in the letter. We are awaiting a response from the State to hold a joint meeting. Committee members applauded the CLM team for their efforts in working with the State to provide resolutions to the concerns outlined in the performance improvement plan and appreciated the transparency of the concerns. Andy Starling asked about the challenges with implementing Apprenticeship programs. CLM leadership stated that developing the program with our educational partners is not an issue. Businesses have misconceptions regarding apprenticeship programs and have concerns about the level of involvement and time needed to manage their staff going through the program. CLM has offered to provide assistance with the administration of implementing the program for a business and there is still reluctance in the business community. Rusty Skinner will be meeting with the Consortium Chair to provide necessary updates. The full board will also be provided updates as developments occur.

Workforce Issues that are Important to Our Community
This committee did not have any comments.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Grant Updates

Sandy Crawford updated the committee on the success of the Broadband Grant program. Staff member Michele Schulze is doing an excellent job. Enrollment at the beginning of year three has already met 60% of the goal.

Event Report

Melissa Saco highlighted items from the Event Report. There has been record

attendance at job fairs and hiring events. The next Paychecks for Patriots events have been scheduled for November 13 in Marion County and December 3 in Citrus County. ID Logistics, a large distribution center, is among the top three businesses with 246 reported hires.

Talent Center

Chris Wilkinson reviewed the report provided in the packet.

Metrix Online Learning

Cory Weaver shared details from the report, noting the most popular pathways and courses. Program usage continues to grow. The link to the Metrix program can be found on the CLM website.

Center Traffic

Melissa Saco noted traffic was steady in the centers.

Net Promoter

Steven Litzinger reviewed the Net Promoter Survey Results. Overall, we are providing excellent customer service.

- Job seeker satisfaction continues to be high with a good score of 78.
- Business Services' scores are excellent.
- Talent Center continues to have a prominent level of customer service satisfaction.

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

MATTERS FROM THE FLOOR

Cory Weaver introduced Chris Wilkinson as the new Assistant Director of Career Development and will manage the 14th Street Career Center.

ADJOURNMENT

There being no further business, the meeting was adjourned at 11:02 a.m.

APPROVED: _____

January 14, 2026

Carl Flanagan, Board Chair
CareerSource Citrus Levy Marion
2703 NE 14th Street
Ocala, FL 34470

Dear Chair Flanagan,

CareerSource Florida and Florida Commerce thank you and the CareerSource Citrus Levy Marion's (CS CLM) leadership team for your engagement in technical assistance as provided through the Performance Improvement Plan process. CS CLM's commitment to continuous improvement for the Floridians you serve is evident, and we agree the following areas should be the focus of your Performance Improvement Plan:

- **Adult Credential Attainment:** Given that your staff has identified a potential cause for not meeting this measure as of Q4 for PY 2025, we agree quarterly calls to assess the tracking of this data are sufficient first steps. Should the data indicate a need for further technical assistance, this will be identified and discussed during the quarterly calls.
- **Dislocated Worker:** To support CS CLM in its efforts to improve credential attainment and employment outcomes for this population, FloridaCommerce will:
 - Schedule Federal Indicator Data Training, to be conducted by its Workforce Statistics and Economic Research and One Stop and Program Support bureaus in collaboration with CareerSource Florida. Training will include technical assistance on how to use data to monitor staff performance effectively, leading indicators of performance, and timelines associated with data collection and reporting.
 - Schedule on-site technical assistance and problem solving to include the Florida Workforce Development Association and a comparable sized Local Workforce Development Board (LWDB) who is performing well on these measures.
 - Assist in assessing progress during recurring quarterly calls.
- **Letter Grades**
 - **Measure 3, Employment and Training Outcomes (including apprenticeship):** To support CS CLM in its efforts to improve credential attainment, including apprenticeship rates, FloridaCommerce and CareerSource Florida will provide technical assistance and training on the following topics:
 - Business engagement and service strategies.
 - Apprenticeship and Pre-Apprenticeship, including federal indicator data associated with these programs.
 - Assist in assessing progress during recurring quarterly calls.

- **Measure 7, Completion to Funding:** We support CS CLM in its commitment to work with training providers to implement shorter, high-value credential programs and increase co-enrollment opportunities, and we look forward to hearing updates on this progress during our recurring quarterly calls.

FloridaCommerce's Bureau of One Stop and Program Support will schedule the quarterly calls, which will begin in February 2026. The duration of this Performance Improvement Plan will be two years from the date of this letter or until all required annual federal performance indicators have been met. The plan outlined above will be presented to the CareerSource Florida Board of Directors, as required by [State Workforce Policy P88: Performance Requirements for Local Workforce Development Boards.](#)

FloridaCommerce and CareerSource Florida commend you, your LWDB, and your staff for your commitment to continued improvement and in achieving the strongest outcomes possible for the Floridians you serve. We look forward to working together to support CS CLM in these efforts.

Sincerely,



Adrienne Johnston
President & CEO
CareerSource Florida



Kate Doyle
Deputy Secretary, Workforce Services
Florida Department of Commerce

cc: Rusty Skinner, President & CEO, CareerSource Citrus Levy Marion
Commissioner Janet Barek, CLEO, CareerSource Citrus Levy Marion
Commissioner Tim Hodge, CLEO, CareerSource Citrus Levy Marion
Commissioner Carl Zalak, CLEO, CareerSource Citrus Levy Marion

Performance Plan Overview

- Identified Issues
- Identified Solutions
- Staff Goals Effective 7/01/2025

Primary Areas of Focus

- Adult Credential Attainment
- Dislocated Worker
 - Employed 2nd Quarter after exit
 - Employed 4th Quarter after exit
 - Credential Attainment
- Completion to Funding
- Apprenticeship

Individual Goals By Program by FTE:

Wagner Peyser Act (Jobseekers)

- Common Intake – 12 per quarter
- Direct Placements – 4 per quarter

Workforce Innovation and Opportunity Act (Training)

- Dislocated Worker Enrollments – 3 per quarter
- Enrollments Closed to Employment – 80%

Welfare Transition & SNAP

- Co-enroll into WIOA – 1 per quarter
- Maintain 15% Quality Referral

Business Services

- Creation of Work-Based Learning – 1 per quarter
- Repeat Businesses Served – 35% of previous three years

Resource Room

- Maintain 70% NetPromoter Score
- Referrals to Individualized Services – 10 per quarter

Agile Staff Goals By Program by FTE:

(Staff cross-trained in multiple programs)

Wagner Peyser

- Direct Placements – 1 per quarter

WIOA

- Dislocated Worker Enrollments – 1 per quarter

Welfare Transition & SNAP

- Co-enroll into WIOA – 2 per year

Business Services

- Creation of Work-Based Learning – 2 per year

Staff Goals Dashboard:

Wagner Peyser - Performance YTD (7/1/2025-12/18/2025)					
Min. Goal 1: Common Intakes			Min. Goal 2: Placements		
Goal	Performance	% Met	Goal	Performance	% Met
360	322	89.44%	124	26	20.97%

WIOA - Performance YTD					
Min. Goal 1: Dislocated Worker Enrollments			Min. Goal 2: Closed with Employment		
Goal	Performance	% Met	Goal	Performance	% Met
80	12	15.00%	60%	85%	141.23%

Staff Goals Dashboard:

Welfare Transition/SNAP - Performance YTD					
Min. Goal 1: Co-Enroll in WIOA			Min. Goal 2: Maintain 15% Quality Referral Rate		
Goal	Performance	% Met	Goal	Performance	% Met
17	3	17.65%	15%	0.00%	0.00%

Resource Room - Performance YTD					
Min. Goal 1: 70% NetPromoter Score			Min. Goal 2: Referrals to Individualized Services		
Goal	Performance	% Met	Goal	Performance	% Met
70%	89%	126.96%	220	256	116.36%

Staff Goals Dashboard:

Business Services - Performance YTD					
Min. Goal 1: Work-Based Learning Agreements			Min. Goal 2: Repeat Businesses Served		
Goal	Performance	% Met	Goal	Performance	% Met
30	34	113.33%	35%	16.99%	48.54%

Adult Credential Attainment

Identified Issue

This is historically a strong performance area with completion rates for the recent teacher certification program dropping performance

Identified Solutions

- More rigorous enrollment processes
- Established expectations of completion
- Identification of short-term training programs across all industries to expedite completion and employment
- Increase work-based training programs

Adult Credential Attainment

2025-2026 Minimum Staff Goals

- Business Services Work-Based Training Development
 - Goal: 30 agreements across eligible staff
- Workforce Innovation and Opportunity Act
 - 80% Employment At Case Closure

Adult Credential Attainment

Goals to Impact Performance

WIOA - Performance YTD					
Min. Goal 1: Dislocated Worker Enrollments			Min. Goal 2: Closed with Employment		
Goal	Performance	% Met	Goal	Performance	% Met
80	12	15.00%	60%	85%	141.23%

Business Services - Performance YTD					
Min. Goal 1: Work-Based Learning Agreements			Min. Goal 2: Repeat Businesses Served		
Goal	Performance	% Met	Goal	Performance	% Met
30	34	113.33%	35%	16.99%	48.54%

Dislocated Worker

Identified Issue

Low engagement of Dislocated Workers has resulted in difficulty managing employment, training and credentialing goals

Identified Solutions

- Identification of DW's through non-traditional eligibility methods
- Additional staff training and development of a DW eligibility handbook
- Cross-program co-enrollments
- Key staff present at layoff/downsizing events (REACT)

Dislocated Worker

2025-2026 Minimum Staff Goals

- Case Managers Enrollment Goals
 - Projected 80 Enrollments across eligible staff
- Workforce Innovation and Opportunity Act
 - 80% Employment At Case Closure
- Welfare Transition Case Management
 - Projected 17 WT/WIOA co-enrollments annually (AD or DW)

Dislocated Worker

Goals to Impact Performance

Performance YTD					
Min. Goal 1: Dislocated Worker Enrollments			Min. Goal 2: Closed with Employment		
Goal	Performance	% Met	Goal	Performance	% Met
80	12	15.00%	60%	85%	141.23%

Completion to Funding

Identified Issue

Primary targeted occupations in our economy are costly programs: Registered Nursing and Commercial Driving

Identified Solutions

- Co-enrollment with competitive grant funds
- Focus on Customized Training that results in a 50/50 split with business and CareerSource
- Identification of additional short-term programs through the Industry and Education Consortium

Completion to Funding

Organizational Actions Taken

- Cost cap on On-the-Job-Training agreements
 - \$4000.00
- Cost cap on tuition assistance
 - Non-Pell \$3600.00
 - Pell \$3000.00
 - Support Services \$400.00
- Increased focus on Customized Training
 - Shorter term
 - Cost split with business
- Increased co-enrollment with federal grants
- **Long-term:** blend funding with Workforce Pell

Completion to Funding

Goals to Impact Performance

Performance YTD					
Min. Goal 1: Work-Based Learning Agreements			Min. Goal 2: Repeat Businesses Served		
Goal	Performance	% Met	Goal	Performance	% Met
30	34	113.33%	35%	16.99%	48.54%

Performance YTD					
Min. Goal 1: Co-Enroll in WIOA			Min. Goal 2: Maintain 15% Quality Referral Rate		
Goal	Performance	% Met	Goal	Performance	% Met
17	3	17.65%	15%	0.00%	0.00%

Apprenticeship

Identified Issue

Lack of interest locally in creation of new apprenticeships.

Identified Solutions

- Identification of currently active apprenticeship programs across the region
- Focus on assisting apprentices rather apprenticeship development

Apprenticeship

2025-2026 Staff Goals

Staff goals were not developed for this metric as it was not a previously measurable goal. We did create targets for the Apprenticeship Navigator grant:

Apprenticeship/Pre-Apprenticeship Targets			
Service	Goal	Performance	% Met
Referred to Apprenticeship	12	2	16.67%
Pre-Apprenticeship Enrollment -Youth	12	15	125.00%

- Engagement with Marion County Builders Industry Association
 - Youth pre-apprenticeship and apprenticeship in construction NCCER
- Continued engagement with Marion Technical College
 - Electrical
- New partnership with Gainesville Electrical Joint Apprenticeship and Training Committee (J.A.T.C.)
 - Electrical

Additional Goals to Support Continued Performance

2025-2026 Staff Goals

- Wagner Peyser
 - Common Intake (full customer engagement)
 - Direct Placements
 - 35% Repeat Business Customer
 - Co-enrollment
- All Programs
 - Co-enrollments to lower Cost Per
 - Also impacts Serving Individuals in SNAP, TANF, Adult Ed, Blind Services and Voc Rehab
 - Referrals to Individualized Services

Accountability

- Department meetings held July 2025 to discuss goals with each team
- Quarterly one-on-one meetings with each staff member to discuss progress, challenges and provide technical support
- Mid-year department meetings to be held January 2026 to discuss project YTD.
- Annual evaluations based on individual goals

Glossary of Terms

Dislocated Worker	An individual who has been terminated or laid off or has received notice of termination/layoff. Additional definitions can be found here .
Completion to Funding	Letter Grade Metric: Compares a workforce board's share of statewide funding to their share of individuals exiting the workforce system.
Wagner Peyster Act	Establishes a nationwide system of public employment offices to fund job search services. Maintained within the Department of Labor.
Workforce Innovation and Opportunity Act	Designed to help jobseekers access employment, education, training, and supportive services.
Common Intake	Streamlined process for enrollment in workforce services. Helps prevent duplicative enrollments in separate programs.
Direct Placement	A job placement resulting from a staff referral
Quality Referral	A referral made to a job for which a candidate meets job requirements
Work-Based Learning	Training provided directly by a business/employer
NetPromoter	Survey Platform - measures customer loyalty by asking their likelihood to recommend on a scale of 0 to 10.
Individualized Services	Includes services like career counseling, career planning, assessments and other case management services. Provided through WIOA funds.
Customized Training	Designed to assist employed workers who require training to obtain or retain employment.
Workforce Pell	New federal financial aid program that expands Pell Grant eligibility to students in high-quality, short-term education and training programs that lead to in-demand jobs.
Support Services	Services that are necessary to enable an individual to successfully participate in WIOA services (Individualized and Training Services). Can include assistance with transportation, uniforms, school supplies or other necessary items.
SNAP	Supplemental Nutritional Assistance Program - provides food benefits to low-income families
TANF	Temporary Assistance for Needy Families - provides temporary cash assistance and supportive services to low-income families

DOL Broadband Grant

The Creating Connections Broadband Grant helps to recruit and train talent that will support the scope of the broadband expansion efforts in rural Northwest Florida.

The Northwest Florida expansion project seeks to provide fiber-optic access to approximately 70,000 residents and businesses in the rural counties of Levy, Dixie, Gilchrist, Suwanee, Union, Lafayette, Hamilton, Taylor, Madison and Columbia.

TOTAL AWARD AMOUNT

\$1.73 million

TOTAL PARTICIPANTS TO DATE

66

EXPERIENTIAL LEARNING

31

CERTIFICATIONS EARNED

148

TOTAL EMPLOYED TO DATE

41

PARTICIPANT COUNTY BREAKDOWN

Columbia	4
Dixie	13
Gilchrist	4
Lafayette	4
Levy	34
Suwanee	5
Taylor	1

EMPLOYER ENGAGEMENT

- Blue Stream Fiber
- Wifiber Corporation
- SAS Electronics
- Benton Technical Services
- Echo Technologies, LLC
- Central Florida Broadband
- City of Williston
- CFEC/Fiber by Central Florida
- RoamR
- SVEC- Suwannee Valley Electric Coop
- Wire3

PY 25 - 26 Individual Events

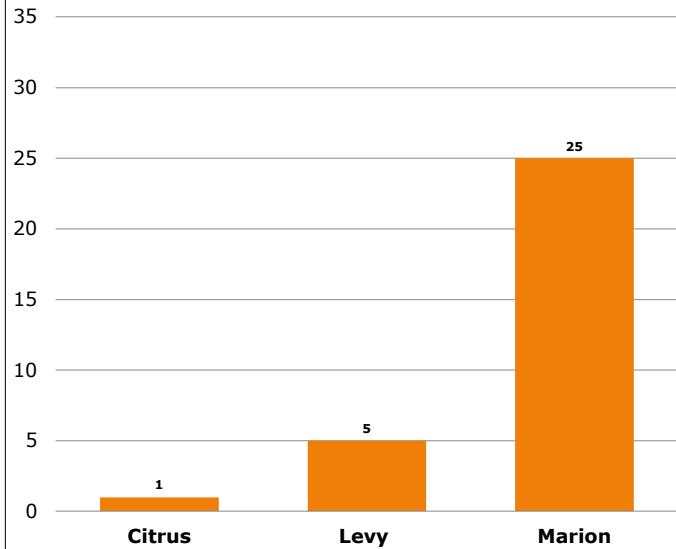
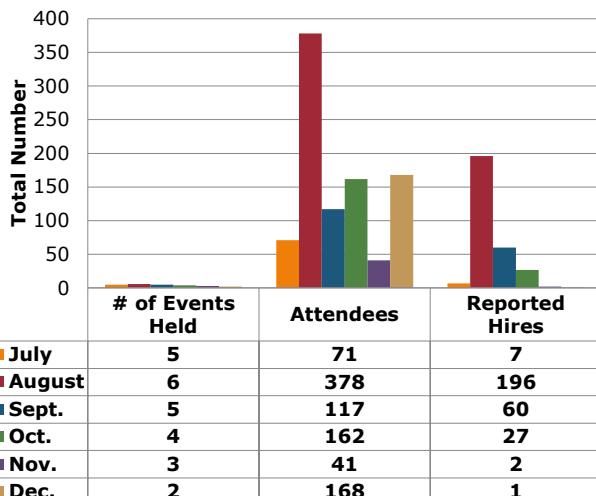
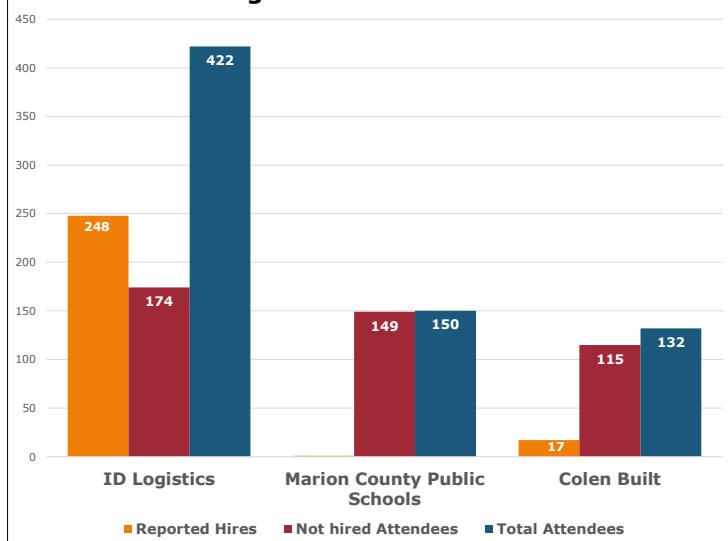
Total Events: 25
Attendees: 937
Reported Hires: 390

PY 25 - 26 Job Fairs

Attendees: 665
Businesses: 69
Confirmed Hires: 29

Upcoming Event

March 4 CDL Job Fair

**Job Fair and
Hiring Events by County
PY 25-26**

Individual Hiring Events

**Top 3 Hiring Events
Program Year 2025-2026**

Other Individual Hiring Events 10/2025 - 12/2025

Event Date	Event Name	Event Location	County
10/3	Job and Talent Staffing	14th Street	Marion
10/6, 11/4, 12/2	Spherion Staffing	14th Street	Marion
10/16 & 11/19	Florida Department of Corrections- Cross City	Chiefland	Levy

Our collaboration with CareerSource is extremely important to Citrus County, as it allows us to better connect with our community's veterans and their families and provide meaningful employment opportunities.

-Lori McKenzie, Citrus County Board of County Commissioners

SKILL UP USERS

LOCATION	PY 20-21	PY 21-22	PY 22-23	PY 23-24	PY 24-25	PY 2025						PY 25-26	Total
						Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25		
Citrus	86	32	24	47	48	7	8	6	10	3	3	37	274
Citrus - CF	30	7	11	2	8	1	2	0	1	0	1	5	63
Levy	22	6	7	20	14	2	3	5	1	2	3	16	85
Levy - CF	16	3	4	0	1	0	0	0	1	0	0	1	25
Marion	140	53	55	176	151	11	10	6	20	1	8	56	631
Marion - CF	100	24	37	47	62	11	11	7	6	3	1	39	309
TOTAL	394	125	138	292	284	32	34	24	39	9	16	154	1387

Popular Pathways

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

Popular Courses

1. Using Business Etiquette to Increase Your Professionalism
2. The Art and Science of Communication
3. Being an Effective Team Member
4. Communicating Effectively with Customers
5. Interacting with Customers
6. How Culture Impacts Communication
7. Procrastination: Admitting it is the First Step
8. Establishing Self-confidence for Life
9. Self-improvement for Lifelong Success
10. Creating Well-constructed Sentences
11. Abbreviating, Capitalizing, and Using Numbers
12. Writing Effective E-mails and Instant Messages
13. Getting the Details Right: Spelling Basics
14. Using Punctuation Marks
15. Becoming More Professional through Business Etiquette and/or Using the Parts of Speech



REPORTING PERIOD: JUL 2025 – DEC 2025

ALL CENTER TRAFFIC – 501

One-on-one Appointments Total – 285

Professionals – 226

Students – 59

In Person – 87%

Virtual – 13%

WORKSHOPS CONDUCTED – 7

Healthcare – 2

Information Technology – 2

COOP – 1

STEM –

TC III –

First Year Seminar –

Early Childhood Education – 1

Community Outreach – 1

Agriculture & Equestrian –

High School –

TOTAL ATTENDANCE FOR WORKSHOPS – 144

Resumes reviewed and feedback provided – 275

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

7 Events – Total attendance for events – 1697

TC Open House – 2
Round Table Sessions –
CF Career & Colleges Expo – 2

Talent Connection – 2
CF Webinar –
OEP Faculty Meeting –

CF Resource Fair – 1
CASA House –
Job Fair –

CONFIRMED HIRES

WAGE RANGE

AVERAGE WAGE

11

\$11.00 - \$36.06

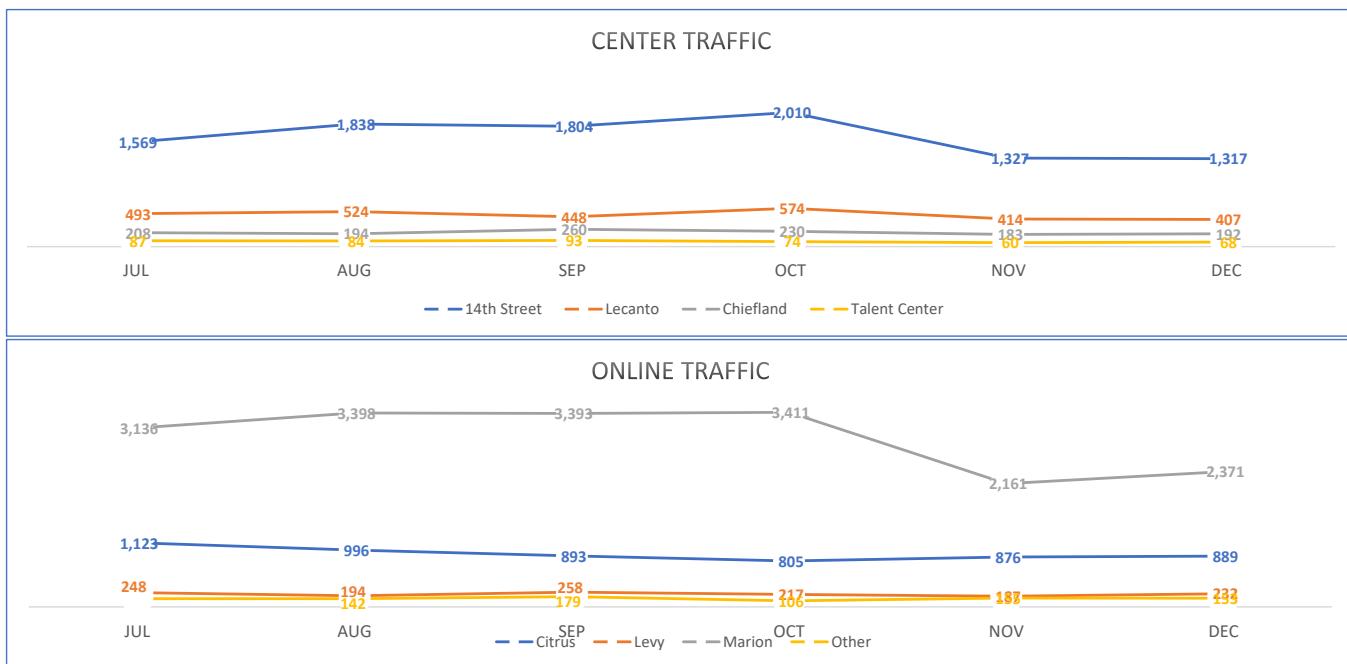
\$21.06

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 (Sophia) has a follow-up encouraging principles. She never gives up on you. She is very optimistic that success will eventually come, and it does.

Center Traffic

Traffic		PY 24-25	PY2025-26						
			JUL	AUG	SEP	OCT	NOV	DEC	YTD
Center Traffic	14th Street	17,706	1,569	1,838	1,804	2,010	1,327	1,317	9,865
	Lecanto	6,226	493	524	448	574	414	407	2,860
	Chiefland	2,227	208	194	260	230	183	192	1,267
	Talent Center	1,095	87	84	93	74	60	68	466
	MCC 2*	293	51	41	38	95	47	36	308
	Total	27,547	2,408	2,681	2,643	2,983	2,031	2,020	14,766
Online Traffic	Citrus	11,824	1,123	996	893	805	876	889	5,582
	Levy	2,090	248	194	258	217	187	232	1,336
	Marion	28,637	3,136	3,398	3,393	3,411	2,161	2,371	17,870
	Other	1,499	144	142	179	106	155	153	879
	Total	44,050	4,651	4,730	4,723	4,539	3,379	3,645	25,667





Transactional Net Promoter Cumulative Report Calendar Year 2025 (Jan to Dec)

Job Seeker Report

Net Promoter Score—Area/Region

Region 10 Net Promoter Score

► 67



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.

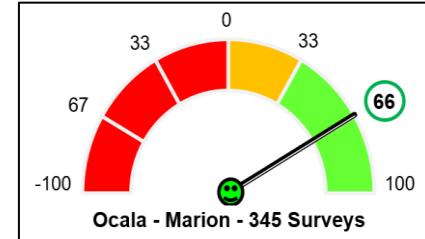
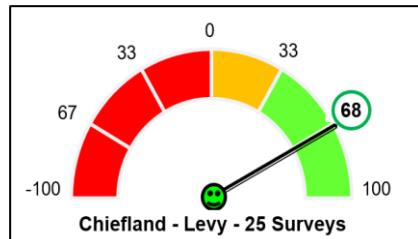
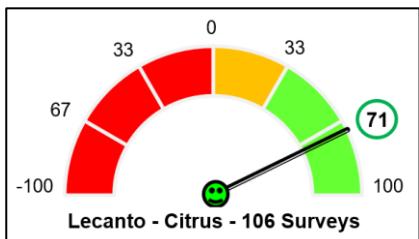


Overall Score

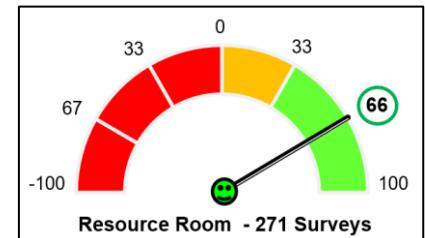
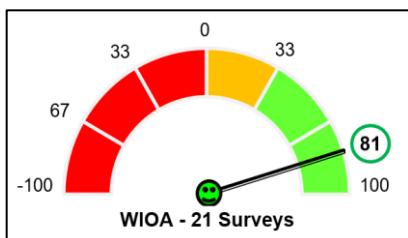
Regional Net Promoter Score Transactional Survey – Job Seekers January to December 2025



Category	Percent (%)	Count (#)
Promoters	77%	367
Passives	13%	62
Detractors	10%	47
Totals	100%	476



Transactional Net Promoter By Service





Transactional Net Promoter Cumulative Report Calendar Year 2025 (Jan to Dec)

Employer Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

► 100



What Do the Scores Mean?



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



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



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



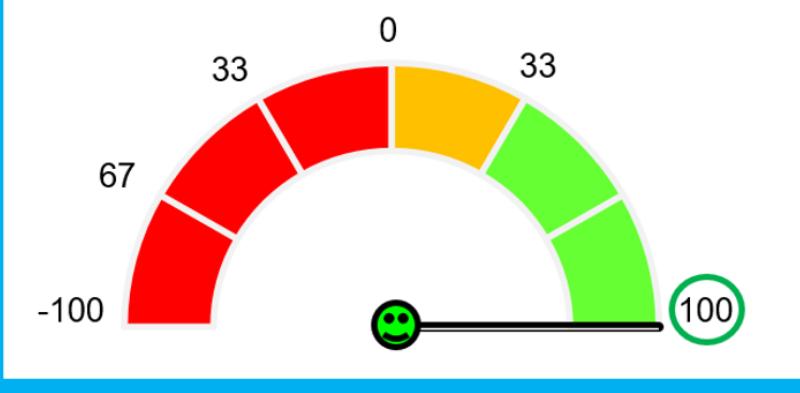
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



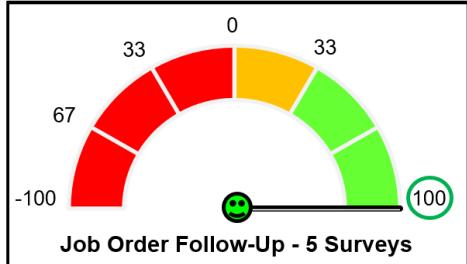
Overall Score

Regional Net Promoter Score

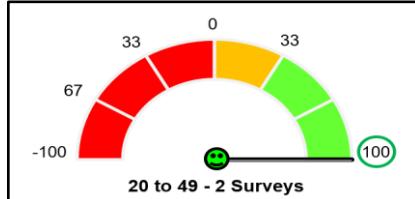
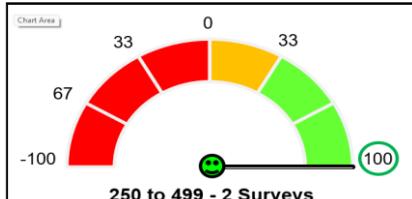
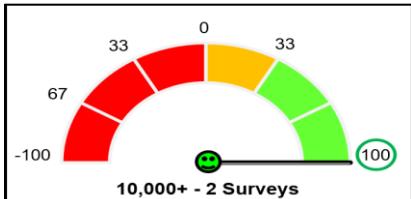
Transactional Survey – **Employers**
January to December 2025



Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Calendar Year 2025 (Jan to Dec)

Job Seeker Report

Talent Center Net Promoter Score

Net Promoter Score

► 100



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.

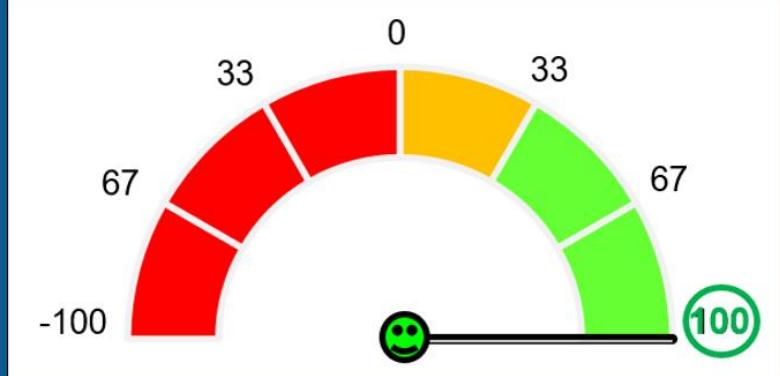


Overall Score

Talent Center Net Promoter Score

Transactional Survey – Job Seekers

January to December 2025



Category	Percent (%)	Count (#)
Promoters	100%	34
Passives	0%	0
Detractors	0%	0
Totals	100%	34

Survey Snippet

“Aaliyah is super helpful and honest. She looked at the big picture and tailored her questions to the job I was applying for.”