



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

Performance and Monitoring Committee
Tuesday, May 5, 2026 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/87846885274>
Phone No: 1-646-558-8656 (EST) Meeting ID: 878 4688 5274

Call to Order
 Roll Call
 Approval of Minutes, February 3, 2025

J. Chang
 C. Schnettler
 J. Chang
 Pages 2 - 4

DISCUSSION ITEMS

State Update
 Workforce Issues that are Important to Our Community

R. Skinner
 R. Skinner

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

PIP Update
 Talent Center Traffic
 Hope Florida
 Event Report
 Contract Reports
 Grant Updates
 YouthBuild
 Indicators of Performance
 County Comparison Reports
 Letter Grades
 Program Participant Data Summary
 Net Promoter

R. Skinner
 C. Wilkinson
 C. Wilkinson
 M. Saco
 S. Crawford
 S. Crawford
 S. Crawford
 C. Weaver
 C. Weaver
 C. Weaver
 C. Weaver
 S. Litzinger
 Page 5
 Page 6
 Page 7
 Page 8
 Page 9
 Page 10
 Page 11
 Pages 12 - 14
 Pages 15 - 18
 Pages 19 - 23
 Pages 24 - 26

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
Performance and Monitoring Committee**

MINUTES

DATE: February 3, 2026
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Fred Morgan
Jeff Chang, Chair
Larry White
Theresa Flick

MEMBERS ABSENT

OTHER ATTENDEES

Cory Weaver, CLM
Dale French, CSCLM
Steven Litzinger, CSCLM
Melissa Saco, CSCLM

Christopher Wilkinson, CSCLM
Sandra Crawford, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Jeff Chang, Chair, at 9:01 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 November 4, 2025, meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Dale French updated the committee on the following items:

- CareerSource Florida will continue to move toward performance driven letter grade metrics with a focus on apprenticeship and enrollment.
- He reviewed the letter from the State and PIP overview. Management is working with all staff to focus on activities that are focused on driving performance.

Workforce Issues that are Important to Our Community

Fred Morgan wanted to make the committee aware that CDL businesses are seeing

driver insurance rates increase upwards of \$10,000 more than current rates.

PUBLIC COMMENT

None

ACTION ITEMS

None

PROJECT UPDATES

Talent Center

Hope Florida

CDL Summary

Chris Wilkinson reviewed the reports provided in the packet.

Event Report

Melissa Saco highlighted items from the Event Report. There has been an increase in attendees at events. The business services team will be adjusting their methods to better track performance metrics.

Contract Reports

Sandra Crawford reviewed the performance report for Citrus and Marion counties and the youth report. Levy and Marion are meeting their goals. Citrus has not provided updated data. Eckerd continues to be successful with their goals.

Grant Update

Sandra Crawford provided an overview of the grants. Both grants have had a high level of enrollments and engaged participants.

YouthBuild

Sandra Crawford reviewed the report.

Indicators of Performance

Career Center Reports

Cory Weaver reviewed the reports and welcomed questions from the committee members.

- Indicators of Performance: We are currently meeting thirteen of the eighteen measures. These measures are 25% of the letter grade.
- Center Reports: All centers have experienced increased traffic and candidate services across the region. All three counties have shown tremendous growth in training opportunities and although there are decreased placements wages for those placed have increased.

Letter Grades

Cory Weaver reported that our region received a B for the reporting period ending June 2025 and reviewed the measures and success rate for each.

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 high with a good score of 67.
- Business Services' scores are excellent. He noted a disparity in the number of surveys completed versus surveys sent out. Jeff Chang noted that surveys that were not completed do not necessarily equate to poor service. If the businesses were not satisfied with the service that would have probably been expressed.
- 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.

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:46 a.m.

APPROVED:



REPORTING PERIOD: JUL 2025 – MAR 2026

ALL CENTER TRAFFIC – 851

One-on-one Appointments Total – 430

Professionals – 348
Students – 82

In Person – 88%
Virtual – 12%

WORKSHOPS CONDUCTED – 18

Healthcare – 5
Information Technology – 4
COOP – 1
STEM –
TC III – 1

First Year Seminar –
Early Childhood Education – 1
Community Outreach – 2
Agriculture & Equestrian – 1
High School & College Resources – 3

TOTAL ATTENDANCE FOR WORKSHOPS – 418

Resumes reviewed and feedback provided – 312

CANDIDATE OUTREACH: STUDENTS AND PROFESSIONALS

12 Events – Total attendance for events – 1917

TC Open House – 3
Round Table Sessions –
CF Career & Colleges Expo – 2

Talent Connection – 2
CF Webinar –
OEP Faculty Meeting –

CF Resource Fair – 3
CASA House –
Resource & Job Fair – 1

CONFIRMED HIRES

14

WAGE RANGE

\$11.00 - \$36.06

AVERAGE WAGE

\$20.07

TESTIMONIALS FROM STUDENTS & PROFESSIONALS

- Asks questions that get to know you and what type of careers would be best suited for you. As well as shows active interest in what she learns from those questions.
- She has been there for me throughout this process.
- 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.



Hope Florida

Hope Navigators work with individuals to identify their unique and immediate barriers to prosperity and engage all sectors of the community to be part of the solution. Navigators refer individuals to partners, including CareerSource Citrus Levy Marion, to provide services deemed helpful for the individual.

PY 24-25

Hope Referrals	Responsive	Non-Responsive
199	51	148

PY 25-26

Hope Referrals	Responsive	Non-Responsive
110	69	43

SERVICES PROVIDED PY25-26 to date

Job Search	Training Referrals	Appointment	Resume
21	6	8	23

HOPE EMPLOYERS

- HCA Ocala Hospital FL
- Publix Supermarket
- Walgreens
- Tri-Eagle Sales
- Allstate Insurance Roxanne Caraway
- Citrus County Schools
- Goodwill Temporary Staffing
- Citrus County Chamber of Commerce
- Life-Line Institute of Ocala
- City of Crystal River
- WEC
- ANCORP
- Overhead Door Company of Ocala
- Allstate Insurance Agency – Kevin Hewitson
- Fidelity Manufacturing
- Goodwill Industries – Suncoast
- Heritage Oaks of Ocala/Goodwill Industries - Suncoast

PY 25 - 26 Individual Events

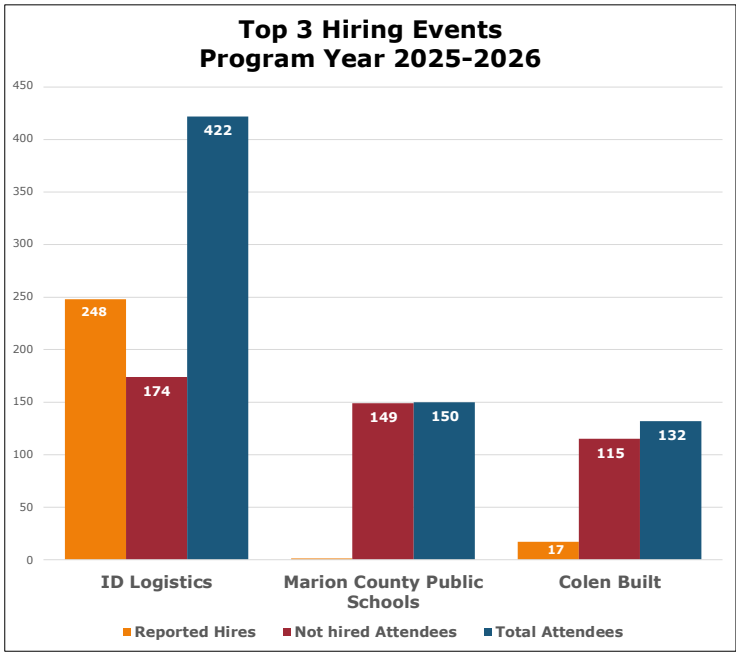
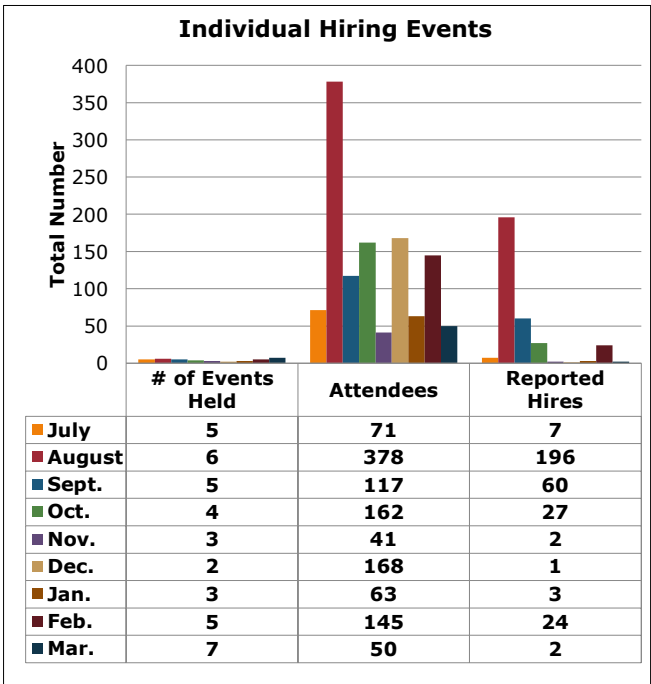
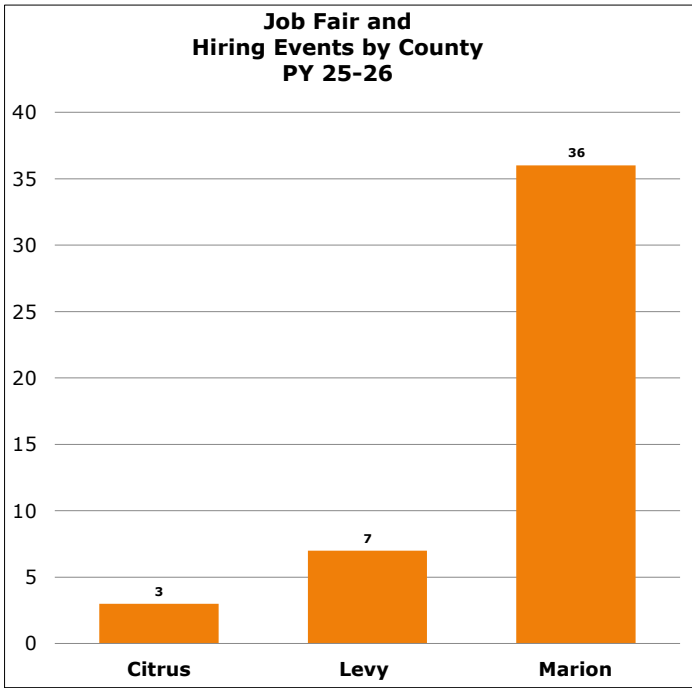
Total Events: 40
Attendees: 1195
Reported Hires: 322

PY 25 - 26 Job Fairs

Attendees: 716
Businesses: 76
Confirmed Hires: 31

Upcoming Event

May 13 Marion County Youth Job Fair



Other Individual Hiring Events 1/2026 - 3/2026

Event Date	Event Name	Event Location	County
2/10, 3/9, 3/10, 3/13, 3/17, 3/27	Tractor Supply	14th Street	Marion
1/15 and 2/19	Evergreen Private Care	Lecanto/14th Street	Citrus/Marion
1/13	Spherion	14th Street	Marion
1/21	Cypress Creek Correctional Academy	Cypress Creek	Citrus/Marion
2/5	E-One	E-One	Marion
2/11	American In home Care	14th Street	Marion
3/5	Kids Central	14th Street	Marion
3/10	Florida Department of Corrections- Cross City	Chiefland	Levy

Contract Performance
PY2025-2026



	Q1 PY25-26			Q2 PY25-26			Q3 PY25-26			Q4 PY25-26			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	2	50.00%	4	2	50.00%	4			4			16		
MARION (CEP)	4	4	100.00%	4	4	100.00%	4	4	100.00%	4			16		
Levy (BOCC)	4	4	100.00%	4	4	100.00%	4	4	100.00%						

Quarterly Goals - Partner Chambers

- Conduct 1 quarterly meeting with assigned CCLM 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 CCLM 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**

Eckerd Youth Connects	Q1 PY25-26			Q2 PY25-26			Q3 PY25-26			Q4 PY25-26			ANNUAL		
	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment	Goal	Actual Performance	Payment
Enrollments	25	24	\$0.00	30	25	\$0.00	30			20			105		
Measureable Skills Gains	92%	89.80%	\$1,864.99	92%	79.70%	\$0.00	92%			92%			92%		
Employment/Education Retention Rate 2nd Quarter After Exit	79%	77.30%	\$1,864.99	79%	76.90%	\$1,864.99	79%			79%			79%		
Employment/Education Retention Rate 4th Quarter After Exit	77%	64.40%	\$0.00	77%	68.10%	\$0.00	69%			69%			69%		
Credential Attainment Rate	87%	85.00%	\$1,864.99	87%	77%	\$0.00	87%			87%			87%		
Median Wages	\$3,759	\$5,077	\$1,864.99	\$3,384	\$5,473	\$1,864.99	\$3,384			\$3,384			\$3,384		



Creating Connections

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	TOTAL PARTICIPANTS TO DATE
\$1.73 million	69
EXPERIENTIAL LEARNING	CERTIFICATIONS EARNED
33	157
TOTAL EMPLOYED TO DATE	
46	

PARTICIPANT COUNTY BREAKDOWN	
Columbia	4
Dixie	13
Gilchrist	4
Lafayette	4
Levy	36
Suwanee	5
Taylor	1

EMPLOYER ENGAGEMENT

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

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 CLM is a proud partner of the American Job Center network and member of CareerSource Florida.



Phoenix Rising YOUTHBUILD

The Phoenix Rising YouthBuild program has been helping improve the lives of at-risk young adults since 2011. The program is designed to teach youth valuable work skills while providing on the job experience as well as fostering a sense of community and leadership skills. As a result of their hard work, homes are built for families in need. The Phoenix Rising YouthBuild began as a locally-funded pilot in 2011, and our first federal grant was awarded in 2013. We have been awarded 5 grants total, in 2013, 2017, 2019, 2021 and 2025. These grants are the result of a collaboration between several local agencies, including:

- CareerSource Citrus Levy Marion
- Habitat for Humanity (Marion and Citrus Counties)
- Ocala Police Department
- Eckerd Youth Alternatives
- Marion County Housing and Finance Authority
- Neighborhood Housing and Development Corporation
- College of Central Florida
- Silver River Mentoring & Instruction
- City of Ocala
- Marion County Sherriff's Department
- Marion County Board of County Commissioners
- Florida State Housing Initiative Partnership (SHIP)

TOTAL AWARD AMOUNT HOMES BUILT

\$4,532,728

17

TOTAL YOUTH SERVED OBTAINED HS DIPLOMA

250

139

CREDENTIALS EARNED ENTERED EMPLOYMENT/EDU

1,257

167

- Home Builders Institute Pre-Apprenticeship
- OSHA-10
- National Retail Federation
- Warehouse Certification
- FL DBPR Safe Staff Food Handler
- High School Diploma
- American Hotel and Lodging Association Front Desk
- American Hotel and Lodging Association Guestroom
- American Hotel and Lodging Association Restaurant
- American Hotel and Lodging Association Maintenance

SUCCESS STORIES

Katey D. was unsure if YouthBuild was the right fit for her. The idea of returning to school and working on a construction site seemed overwhelming. With the right encouragement and determination, she has now earned her HS Diploma and is gaining valuable hands-on experience.

Joshua B. Entered YouthBuild with many challenges including housing and transportation barriers. Despite these challenges he chose to keep going. He not only earned his HS Diploma, but also several occupational certifications that prepared him for the workforce. He was selected for a paid work experience with DK Construction Designs, LLC. and after successful completion was offered full-time employment. He now has full time employment, transportation and his own apartment and he is building his life on his own terms.



INDICATORS OF PERFORMANCE
 CareerSource Citrus Levy Marion
 October 1st, 2024 – December 31st, 2025

LWDB 10

Measures	PY2024-2025 2nd Quarter Performance	PY2024-2025 % of Performance Goal Met For Q2	PY2024-2025 3rd Quarter Performance	PY2024-2025 % of Performance Goal Met For Q3	PY2024-2025 4th Quarter Performance	PY2024-2025 % of Performance Goal Met For Q4	PY2024-2025 Performance Goals	PY2025-2026 1st Quarter Performance	PY2025-2026 % of Performance Goal Met For Q1	PY2025-2026 2nd Quarter Performance	PY2025-2026 % of Performance Goal Met For Q2	PY2025-2026 Performance Goals
Adults:												
Employed 2nd Qtr After Exit	82.4	95.81	88.3	102.67	87.9	102.21	86	88.6	100.68	87.4	99.32	88
Median Wage 2nd Quarter After Exit	\$10,920	113.16	\$11,320	117.31	\$10,898	112.93	\$9,650	\$9,730	98.28	\$9,583	96.79	\$9,900
Employed 4th Qtr After Exit	78.5	92.35	80.2	94.35	84.8	99.76	85	86.7	100.81	87.9	102.21	86
Credential Attainment Rate	61.8	87.17	51.3	72.36	59.4	83.78	70.9	63.6	89.70	75.8	106.91	70.9
Measurable Skill Gains	70	115.89	74.8	123.84	89.1	147.52	60.4	78.5	129.97	79.9	132.28	60.4
Dislocated Workers:												
Employed 2nd Qtr After Exit	0	0.00	50	60.98	66.7	81.34	82	75	89.29	75	89.29	84
Median Wage 2nd Quarter After Exit	\$0	0.00	\$7,577	93.89	\$14,224	176.25	\$8,070	\$9,285	115.06	\$9,285	115.06	\$8,070
Employed 4th Qtr After Exit	0	0.00	0	0.00	0	0.00	77.4	50	64.60	66.7	86.18	77.4
Credential Attainment Rate	0	0.00	0	0.00	0	0.00	75.1	0	0.00	50	66.58	75.1
Measurable Skill Gains	50	66.67	80	106.67	100	133.33	75	100	133.33	100	133.33	75
Youth:												
Employed 2nd Qtr After Exit	72.1	90.92	75.6	95.33	81.3	102.52	79.3	77.3	97.48	76.9	96.97	79.3
Median Wage 2nd Quarter After Exit	\$4,106	109.23	\$4,015.5	106.82	\$4,767.8	126.84	\$3,759	\$5,077.0	135.06	\$5,473.3	145.61	\$3,759
Employed 4th Qtr After Exit	71.3	92.48	67.1	87.03	67.4	87.42	77.1	64.4	83.53	68.1	88.33	77.1
Credential Attainment Rate	93.9	108.30	91.9	106.00	86.8	100.12	86.7	85	98.04	76.6	88.35	86.7
Measurable Skill Gains	81.8	89.20	73.8	80.48	94.3	102.84	91.7	89.8	97.93	79.7	86.91	91.7
Wagner Peyser:												
Employed 2nd Qtr After Exit	66.1	93.76	67.5	95.74	66.2	93.90	70.5	66.6	94.47	66.6	94.47	70.5
Median Wage 2nd Quarter After Exit	\$6,742	112.75	\$6,694	111.96	\$7,090	118.57	\$5,979	\$6,961	116.42	\$7,165	119.84	\$5,979
Employed 4th Qtr After Exit	65.3	97.32	64.4	95.98	66.6	99.25	67.1	66.2	98.66	66.5	99.11	67.1

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



CITRUS COUNTY

SERVICES: JAN - MAR 2026

UNEMPLOYMENT DATA

	NOV 2025	DEC 2025
CITRUS	7.5% (4,041)*	6.9% (3,713)*
FLORIDA	4.9%	4.4%
US	4.3%	4.1%

**Not seasonally adjusted*

AVERAGE ANNUAL WAGE

	2023	2024
CITRUS	\$46,677	\$48,953
FLORIDA	\$66,435	\$69,470

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • Online Job Listings and Referrals • Computers and Office Equipment (Copiers, Fax and Telephones) • Resume Writing Assistance • Networking Events and Job Fairs • Employability Workshops • Career Counseling 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
569	1,484
VETERANS SERVED	TRAINING PROVIDED
50	22
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
39	59
POSITIONS POSTED	TOTAL PLACEMENTS
490	10
	Average Placement Wage: \$14.83

Your Employment Solution Starts Here

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

CareerSource Citrus Levy Marion is an equal opportunity employer/program and is supported by the U.S. Department of Labor and other agencies as part of awards totaling \$9.4 million (revised annually) with no portion financed from non-governmental sources.

Auxiliary aids and services are available upon request to individuals with disabilities and in Spanish. All voice telephone numbers on this website may be reached using TTY/TDD equipment via the Florida Relay System at 711. For accommodations, call 800-434-5627, ext. 7878 or email accommodations@careersourceclm.com.



LEVY COUNTY

SERVICES: JAN-MAR 2026

UNEMPLOYMENT DATA

	NOV 2025	DEC 2025
LEVY	5.8% (1,132)*	5.4% (1,028)*
FLORIDA	4.9%	4.4%
US	4.3%	4.1%

**Not seasonally adjusted*

AVERAGE ANNUAL WAGE

	2023	2024
LEVY	\$41,440	\$43,623
FLORIDA	\$66,435	\$69,470

CANDIDATE SERVICES

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

BUSINESS SERVICES

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

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
149	450
VETERANS SERVED	TRAINING PROVIDED
10	19
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
24	16
POSITIONS POSTED	TOTAL PLACEMENTS
952	0
	Average Placement Wage: N/A

Your Employment Solution Starts Here

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

CareerSource Citrus Levy Marion is an equal opportunity employer/program and is supported by the U.S. Department of Labor and other agencies as part of awards totaling \$9.4 million (revised annually) with no portion financed from non-governmental sources.

Auxiliary aids and services are available upon request to individuals with disabilities and in Spanish. All voice telephone numbers on this website may be reached using TTY/TDD equipment via the Florida Relay System at 711. For accommodations, call 800-434-5627, ext. 7878 or email accommodations@careersourceclm.com.



MARION COUNTY

SERVICES: JAN - MAR 2026

UNEMPLOYMENT DATA

	NOV 2025	DEC 2025
MARION	6.2% (10,054)*	5.6% (9,084)*
FLORIDA	4.9%	4.4%
US	4.3%	4.1%

**Not seasonally adjusted*

AVERAGE ANNUAL WAGE

	2023	2024
MARION	\$50,068	\$52,526
FLORIDA	\$66,435	\$69,470

CANDIDATE SERVICES	BUSINESS SERVICES
<ul style="list-style-type: none"> • Online Job Listings and Referrals • Computers and Office Equipment (Copiers, Fax and Telephones) • Resume Writing Assistance • Networking Events and Job Fairs • Employability Workshops • Career Counseling 	<ul style="list-style-type: none"> • Recruitment Assistance • Targeted Industry Talent Marketplaces • Outplacement Services • Training Grants • Labor Market Data • Financial Incentives

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
1,767	5,575
VETERANS SERVED	TRAINING PROVIDED
180	77
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
185	178
POSITIONS POSTED	TOTAL PLACEMENTS
1,745	28
	Average Placement Wage: \$19.74

Your Employment Solution Starts Here

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

CareerSource Citrus Levy Marion is an equal opportunity employer/program and is supported by the U.S. Department of Labor and other agencies as part of awards totaling \$9.4 million (revised annually) with no portion financed from non-governmental sources. Auxiliary aids and services are available upon request to individuals with disabilities and in Spanish. All voice telephone numbers on this website may be reached using TTY/TDD equipment via the Florida Relay System at 711. For accommodations, call 800-434-5627, ext. 7878 or email accommodations@careersourceclm.com.



Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
514	1119	45.93	50	91.86	25	22.965

Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
615	1,309	46.98	50	93.96	25	23.49

Measure 3 - Employment and Training Outcomes

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
12	18	66.67	100	66.67	20	13.334

Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
1,090	2,495	43.69	25	100	10	10

Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
502	2,156	23.28	35	66.51	5	3.3255

Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
884	11,200	7.89	708	11,325	6.25	-1.64	100	70	5	3.5

Measure 7 - Completion-to-Funding Ratio

Exiters_LWDB	Exiters_State	Num	Budget_LWDB	Budget_State	Den	Rate	Target	TargetMet	Weight	WeightedPerf
1,092	72,394	1.51	3,724,797	129,718,302	2.87	52.61	100	52.61	5	2.63

Measure 8 - Serving Individuals on Public Assistance

Numerator	Denominator	Rate	Weighted Performance
1,634	2,664	61.34	5

Total Office Letter Grade

Weighted Grade	Letter Grade
84.25	B

Local Workforce Development Board	Final Score 2025Q2	Letter Grade 2025Q2	Final Score 2025Q1	Letter Grade 2025Q1
01 - CareerSource Escarosa	73.46	C	73.34	C
02 - CareerSource Okaloosa Walton	84.02	B	85.2	B
03 - CareerSource Chipola	83.34	B	82.86	B-
04 - CareerSource Gulf Coast	73.96	C	74.83	C
05 - CareerSource Capital Region	79.13	C+	79.68	C+
06 - CareerSource North Florida	78.16	C+	78.28	C+
08 - CareerSource Northeast Florida	87.02	B+	88.86	B+
10 - CareerSource Citrus Levy Marion	84.25	B	84	B
12 - CareerSource Central Florida	85.59	B	85.49	B
16 - CareerSource Pasco Hernando	82.52	B-	82.11	B-
17 - CareerSource Polk	79.6	C+	78.38	C+
18 - CareerSource Suncoast	90.59	A-	91.22	A-
19 - CareerSource Heartland	82.53	B-	85.27	B
20 - CareerSource Research Coast	84.36	B	86.3	B
21 - CareerSource Palm Beach County	79.94	C+	80.46	B-
22 - CareerSource Broward	93.32	A	92.91	A-
23 - CareerSource South Florida	93.25	A	97.34	A+
24 - CareerSource Southwest Florida	91.91	A-	93.15	A
26 - CareerSource North Central Florida	82.92	B-	84.77	B
27 - CareerSource Brevard Flager Volusia	83.83	B	84.34	B
28 - CareerSource Hillsborough Pinellas	87.09	B+	87.43	B+

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</p> <p>Target: 50%</p> <p>Data Source: ETA 9173 Program Performance Reports</p> <p>* Includes WIOA-funded grants</p>	0.25
<p>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 Welfare Transition 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</p> <p>Target: 50%</p> <p>Data Source: Employ Florida, One-Stop Service Tracking (OSST) and DCF Recipient Data</p> <p>* 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</p> <p>Target: 100%</p> <p>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). <p>Category: Training Services</p> <p>Target: 25%</p> <p>Data Source: ETA 9173 Program Performance Reports, One-Stop Service Tracking (OSST)</p> <p>Cohort Used: July 2021-June 2022</p> <p>* Includes WIOA-funded grants.</p>	0.10

<p>5. Continued Repeat Business Percentage of business establishments 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>Category: Business Services Target: 35% Data Source: Employ Florida</p>	0.05
<p>6. Year-Over-Year Business Penetration The percentage point difference 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 business penetration rate difference, as follows:</p> <ul style="list-style-type: none"> • $\geq 4 = 100\%$ • $2 \text{ to } < 4 = 90\%$ • $0 \text{ to } < 2 = 80\%$ • $-2 \text{ to } < 0 = 70\%$ • $-4 \text{ to } < -2 = 60\%$ • $-6 \text{ to } < -4 = 40\%$ • $-8 \text{ to } < -6 = 20\%$ • $< -8 = 0\%$ <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>Category: Business Services Target: 100% Data Source: Employ Florida</p>	0.05
<p>7. Completion-to-Funding Ratio Compares a local workforce 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>Category: Employment and Training Services Target: 100% Data Source: DEO Finance and Accounting, ETA 9173 Program Performance Reports * Includes WIOA-funded grants</p>	0.05
<p>8. Serving Individuals in SNAP, TANF, Adult Education, Blind Services or Vocational Rehabilitation The percentage of individuals served who are on SNAP or TANF or those in Adult Education, Blind Services, or Vocational Rehabilitation programs. This metric is calculated as follows:</p> <ul style="list-style-type: none"> • Numerator: The number of individuals from the denominator who received SNAP or TANF benefits, received services from Vocational Rehabilitation or Blind Services, or were enrolled in Adult General Education programs during their participation period. Individuals who received SNAP or TANF services AND Adult Education, Blind Services, or Vocational Rehabilitation services will be weighted with a value of 1.5 in the numerator. • Denominator: The number of distinct 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) and Wagner-Peyser. <p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> • $\geq 55\% = 5 \text{ points}$ • $51\% \text{ to } < 55\% = 4 \text{ points}$ • $49\% \text{ to } < 51\% = 3 \text{ points}$ • $47\% \text{ to } < 49\% = 2 \text{ points}$ • $45\% \text{ to } < 47\% = 1 \text{ point}$ <p>Category: Employment and Training Services, Self-Sufficiency Data Source: ETA 9173 Program Performance Reports, OSST, DCF Recipient Data, Florida Education Training Placement Information Program</p>	0.05

PROGRAM PARTICIPANT DATA SUMMARY

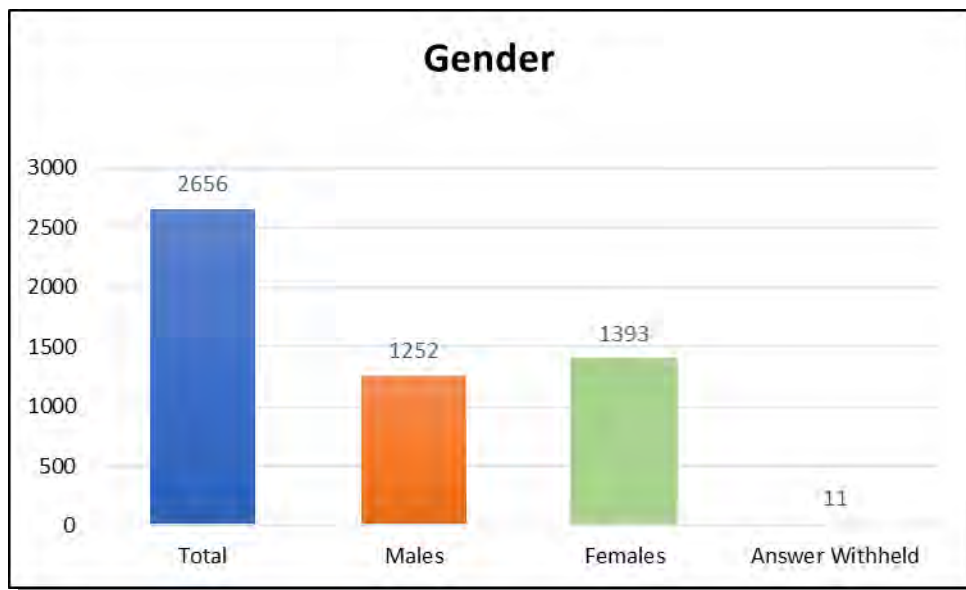
REGION 10

January 1, 2026 – March 31, 2026

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 third quarter of PY2025, January 1st through March 31st.

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

GENDER CHARACTERISTICS



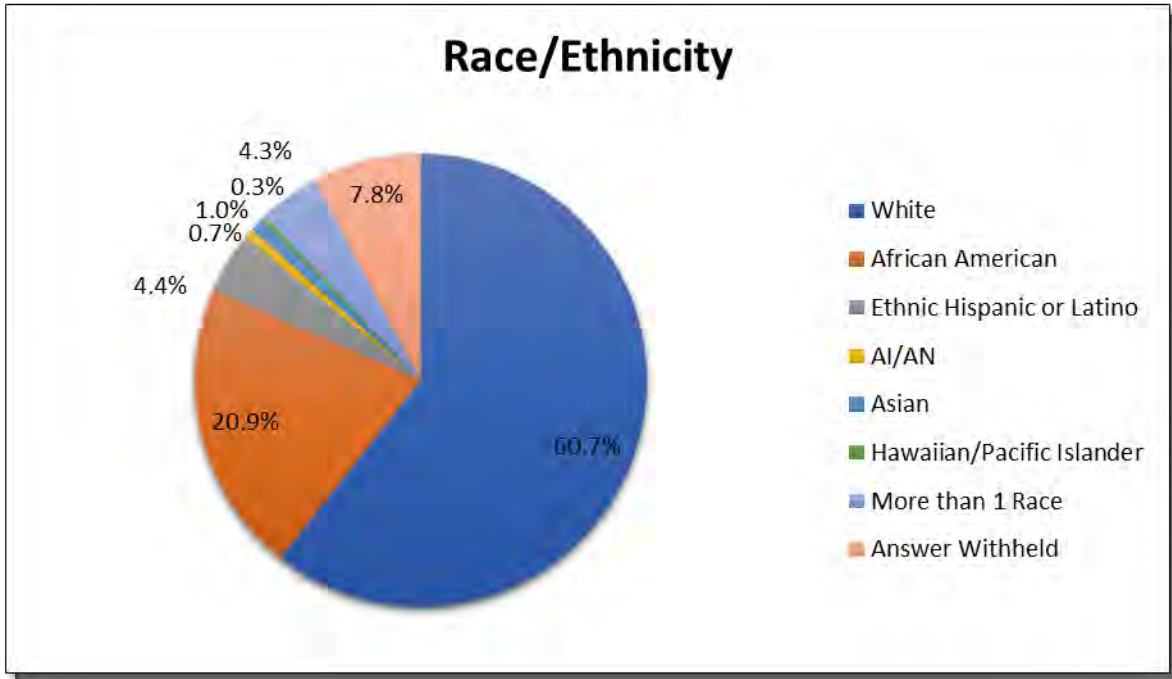
Overall assessment

- 47% of the Region's participants were male.
- 53% 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	Ethnic Hispanic or Latino	Hawaiian/Pacific Islander	More than 1 Race	Answer Withheld
# of Applicants	1611	554	116	19	26	8	115	207
% of Total Applicants	60.7%	20.9%	0.7%	1.0%	4.3%	0.3%	4.3%	7.8%

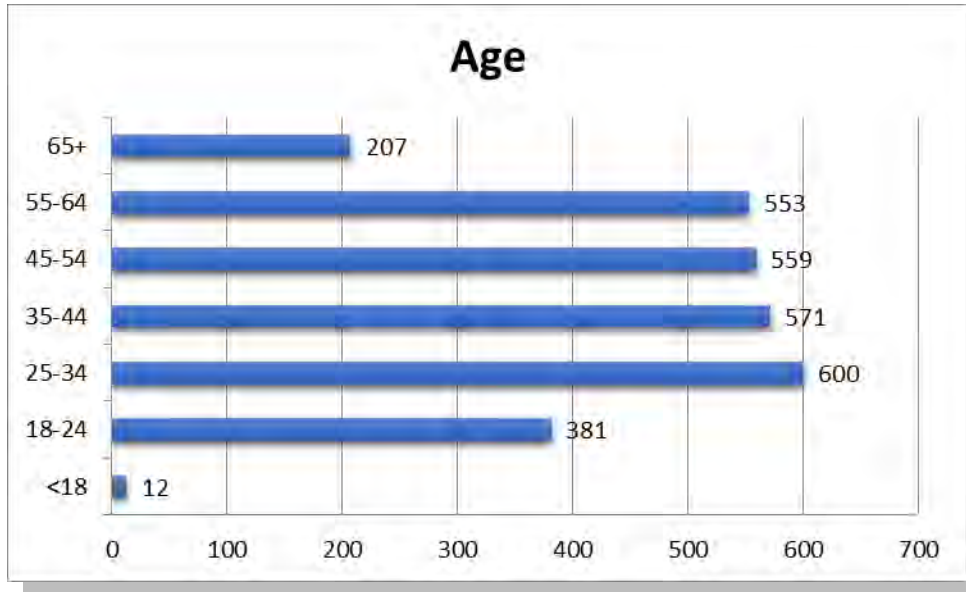
- Hispanic applicants, 505, represented 19.0% of all applicants.

Compared to Marion County race demographic

Group	White	African American	AI/AN	Asian	Hawaiian/Pacific Islander	Two or More Race
% of Total Population	81.0%	13.7%	0.6%	2.1%	0.1%	2.4%

- Hispanic population is represented by 19.4% of all population.

AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	17	285	481	556	558	561	198	2,656
%	0.7%	10.7%	18.1%	20.9%	21.0%	21.1%	7.5%	100%

Overall assessment

- 99.4% of applicants were over the age of 18.
- Applicants age 55 and older represented 28.6% of the applicants.

Compared to Marion County age demographic

Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
%	18.8%	6.5%	11.0%	10.7%	10.7%	13.6%	28.7%	100%

- 81.2% of the population were over the age of 18.
- Population age 55 and older represented 42.3% of the demographic.

VETERANS

Overall assessment

- Veteran applicants, 226, accounted for 8.5% of the total number of applicants.
- Male veteran applicants, 179, represented a larger group than female veteran applicants, 46, and 1 veteran answer withheld.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Female WIOA participants, 232, outnumbered male WIOA applicants 124.

Group	Count	% of Total Count	Numerator*	Denominator**
White	187	52.53%	11	14
African American	109	30.62%	12	14
American Indian/ Alaska Native	1	0.28%	0	0
Asian	3	0.84%	1	1
Ethnic Hispanic or Latino	0	0.00%	0	0
Hawaiian/Pacific Islander	2	0.56%	0	0
More than 1 Race	46	12.92%	2	2
Answer Withheld	8	2.25%	0	0
*Numerator = Number of participants who enter employment after exiting a program.				
** Denominator = Total number of exiting participants.				

- Hispanic participants, 83, represented 23% of all applicants. Of the 12 Hispanic participants that exited, 8 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	36	10.11%	2	5
19 – 24	63	17.70%	5	5
25 – 32	86	24.16%	7	7
33 – 44	91	25.56%	9	11
45 – 54	51	14.33%	2	2
55 – 64	21	5.90%	1	1
65+	8	2.25%	0	0

WELFARE TRANSITION

Overall assessment

- 213 female participants represented 84% of WT applicants.
- 40 male participants represented 16% of WT applicants.
- The average placement wage recorded for female participants is \$16.26/hour, and the average wage for male participants is \$17.50/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	145	53	2	0	7	1	39	6
% of Total Applicants	57.31%	20.95%	.79%	0%	2.77%	0.40%	15.42%	2.37%

SNAP (FOOD STAMPS)

Overall assessment

- 1,382 female participants represented 45% of WT applicants.
- 1,693 male participants represented 55% of WT applicants.
- The average placement wage recorded for female participants is \$14.25/hour, and the average wage for male participants is \$15.25/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	2,041	626	6	0	36	22	316	29
% of Total Applicants	64.04%	20.52%	0%	0%	2.74%	0.39%	11.27%	1.04%

Transactional Net Promoter Cumulative Report Program Year July 25 to April 26

Job Seeker Report

Region 10 Net Promoter Score

Net Promoter Score—Area/Region

▶ 72



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**.

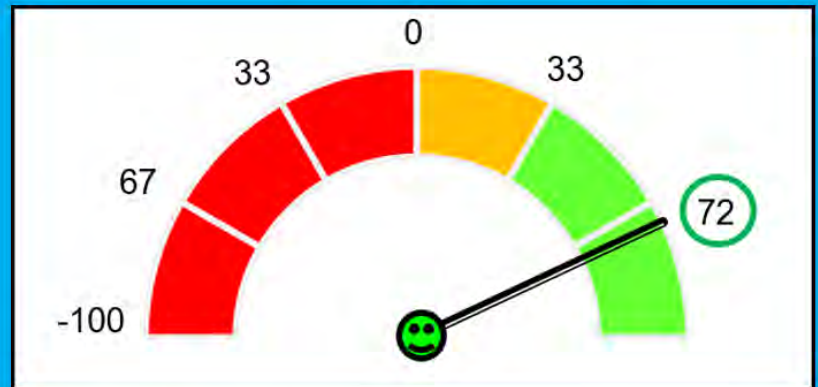


70-100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



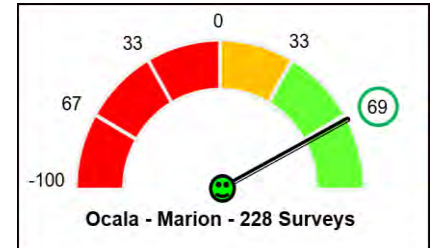
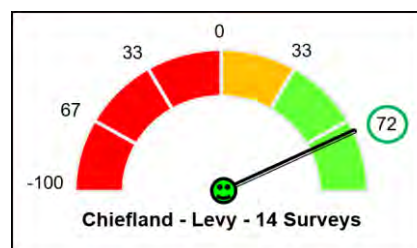
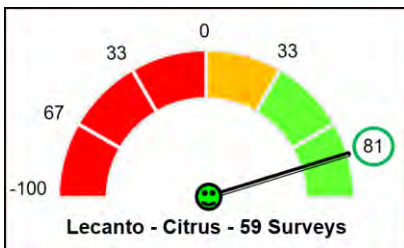
Overall Score

Regional Net Promoter Score Transactional Survey – Job Seekers July 2025 to April 2026

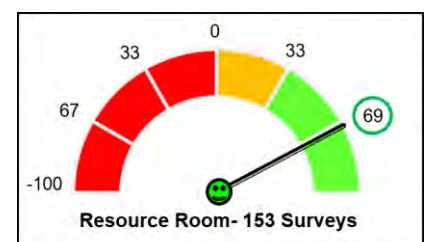
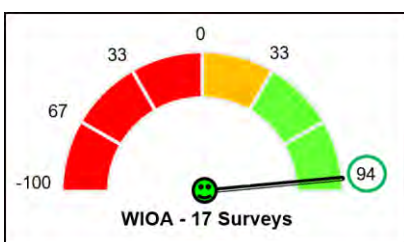


Category	Percent (%)	Count (#)
Promoters 😊	81%	243
Passives 😐	10%	31
Detractors 😞	9%	27
Totals	100%	301

Transactional Net Promoter By Office



Transactional Net Promoter By Service



Survey Snippet

24

"Counselor had a good "bandwidth " and energy level. Seemed to actually enjoy the process of getting me my next position."

Transactional Net Promoter Cumulative Report Program Year July 25 to April 26

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**.



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**.



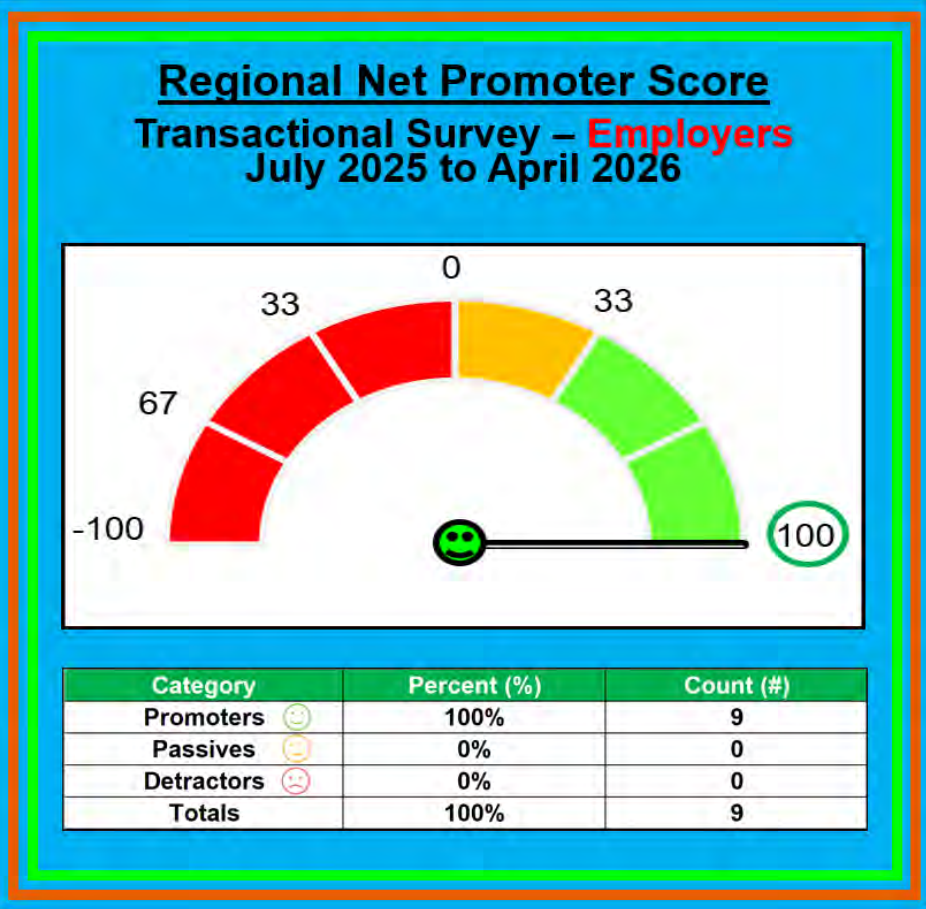
0-30: You have a decent number of satisfied customers but not enough **Promoters**.



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



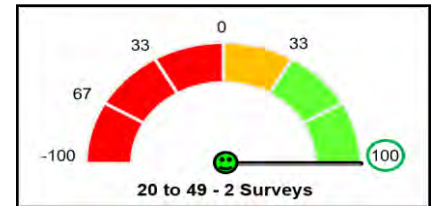
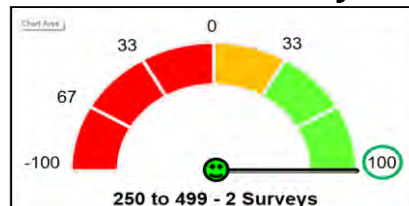
Overall Score



Transactional Net Promoter Score By Employer Service



Transactional Net Promoter By Employer Size



Talent Center Cumulative Report Program Year July 25 to April 26

Job Seeker Report	Talent Center Net Promoter Score
Net Promoter Score	▶ 100

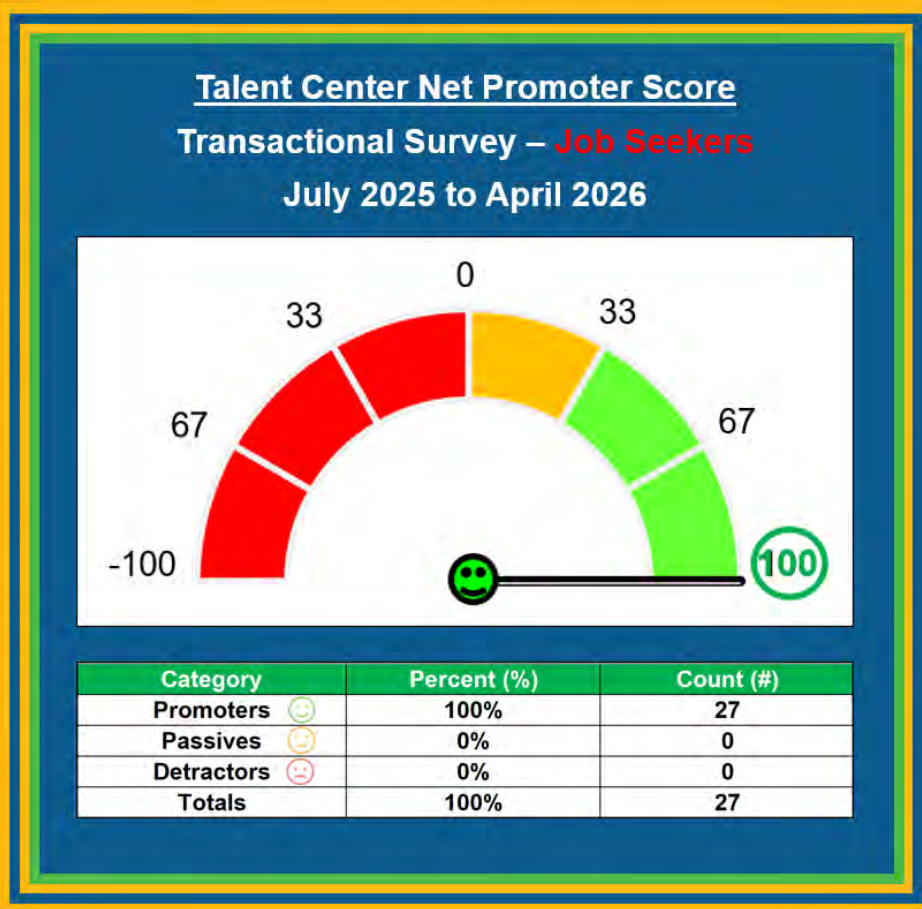


What Do the Scores Mean?

- 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



Survey Snippet

“Sophia has been accessible, supportive and well focused in assisting me with many factors in my job search. Her ability to apply her services to the current and local job market has helped me target my skill set with steps in search and application.”