



Performance and Monitoring Committee
REVISED AGENDA

Tuesday, February 3, 2026 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/84363852879>
Phone No: 1-646-558-8656 (EST) Meeting ID: 843 6385 2879

Call to Order	J. Chang
Roll Call	C. Schnettler
Approval of Minutes, November 4, 2025	J. Chang

Pages 2 - 4

DISCUSSION ITEMS

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

Pages 5 - 27

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Talent Center Traffic	Page 28	C. Wilkinson
Hope Florida	Page 29	C. Wilkinson
CDL Summary	Page 30	C. Wilkinson
Event Report	Page 31	M. Saco
Contract Reports	Page 32	S. Crawford
Grant Updates	Page 33	S. Crawford
YouthBuild	Page 34	S. Crawford
Indicators of Performance	Page 35	C. Weaver
County Comparison Reports	Pages 36 - 41	C. Weaver
Letter Grades	Pages 42 - 45	C. Weaver
Program Participant Data Summary	Pages 46 - 50	C. Weaver
Net Promoter	Pages 51 - 53	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 Performance and Monitoring Committee

MINUTES

DATE: November 4, 2025
PLACE: 2703 NE 14th Street, Ocala, FL 34470
TIME: 9:00 a.m.

MEMBERS PRESENT

Jeff Chang, Chair
Larry White
Theresa Flick

MEMBERS ABSENT

Fred Morgan

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Steven Litzinger, CSCLM
Melissa Saco, CSCLM

Christopher Wilkinson, CSCLM
Brittany Howerton, 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 August 5, 2025, meeting. Jeff Chang seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Performance Letter from CareerSource Florida and Florida Commerce

Rusty Skinner updated the committee on the following item:

- CareerSource Florida and Florida Commerce sent a letter to the Chair informing the Board that our region has been placed on a performance improvement plan. Commissioner Zalak and Board Chair Carl Flanagan, along with CLM leadership will be attending a conference call on November 14 with the State representatives to identify the metrics that need improvement, so that a corrective action plan can be developed. Jeff Chang thanked CLM leadership for always being transparent and communicating next steps.

Internal Control Questionnaire

Dale French explained that the financial systems and the security of the IT system undergo evaluation annually. We generally have done very well with this monitoring and have not had any trending issues. We anticipate the same outcomes this year. We expect the final report in the Spring.

Programmatic Monitoring Report 2024-2025

Dale French reviewed the report. He stated that based on results of the report staff will be retrained in the areas identified. We will submit a formal response as well.

Workforce Issues that are Important to Our Community

No topics were brought for discussion.

PUBLIC COMMENT

None

ACTION ITEMS

Subrecipient Monitoring Report

Dale French explained that annually all subrecipients must be monitored. Eckerd Connects is currently the only subrecipient. One issue was reported, and corrective action will be taken. Theresa Flick made a motion to accept the monitoring report. Jeff Chang seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Chris Wilkinson reviewed the report provided in the packet.

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.

Contract Reports

Cory Weaver reviewed the performance report for Citrus and Marion counties and the youth report. Overall, the partners did well. Citrus County met two of the four goals. A 5% hold-back in funding will be enforced but they have time to make-up the goal.

Grant Update

Cory Weaver provided an overview of the success of the Broadband Grant.

YouthBuild

Cory Weaver explained that we are in the 5th grant cycle of YouthBuild. Four homes will be built over two years.

Hope Florida

Cory Weaver explained this report presents data for how many referrals are received from the State Hope Navigator, successful contacts and the services provided.

CDL Summary

Cory Weaver explained this report highlights participant activity and licenses earned.

Indicators of Performance

Career Center Reports

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

- Indicators of Performance: Providing services to dislocated workers continues to be a challenge. Enrollments are increasing. The youth program is working on meeting their goals. The Wagner Peyser program is meeting or exceeding their goals.
- Center Reports: All centers have experienced increased traffic and candidate services across the region.

Letter Grades

Cory Weaver reported that our region received a B for the reporting period ending September 2025.

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 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.

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:04 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



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.

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
75	49	26

SERVICES PROVIDED PY25-26 to date

Job Search	Training Referrals	Appointment	Resume
6	4	7	2

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
- ANCOPR
- Overhead Door Company of Ocala
- Allstate Insurance Agency – Kevin Hewitson
- Fidelity Manufacturing
- Goodwill Industries – Suncoast
- Heritage Oaks of Ocala/Goodwill Industries - Suncoast



CareerSource Citrus Levy Marion seeks to train individuals to enter the high-demand field of CDL A/B Truck Driving.

Transportation has been identified as a targeted sector by the CSCLM Board based on local demand. We have been awarded 15% set-aside grants by the state for Program Years 2024-2025 and 2025-2026 to help train citizens in Citrus, Levy and Marion Counties in CDL A and CDL B.

TOTAL AWARD AMOUNT	TOTAL PARTICIPANTS TO DATE
\$230k	52
EXPERIENTIAL LEARNING	LICENSES EARNED
18	49
TOTAL EMPLOYED TO DATE	
42	

PARTICIPANT COUNTY BREAKDOWN

CITRUS	16
LEVY	7
MARION	29

EMPLOYER ENGAGEMENT

- Levy County Board of County Commissioners
- Prime, Inc.
- Waste Pro
- Werner Enterprises
- F&H Contractors
- ABC Supply
- Windy Hill Transportation
- Swift Transportation
- May Trucking Company
- Preferred Materials, Inc.
- Suntran

PY 25 - 26 Individual Events

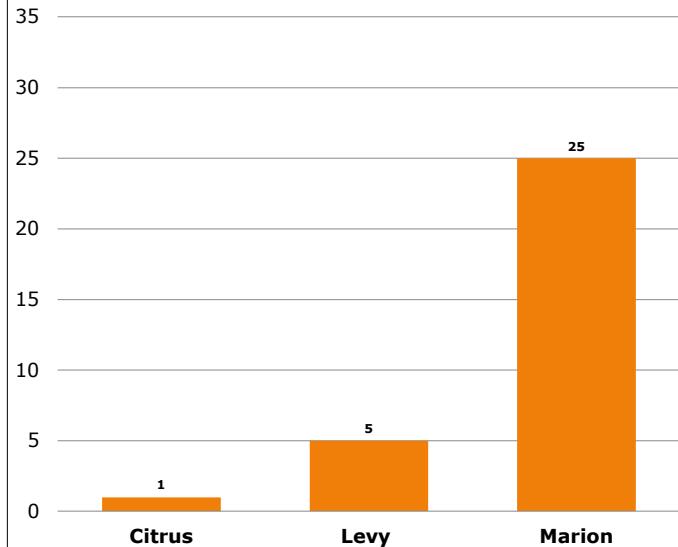
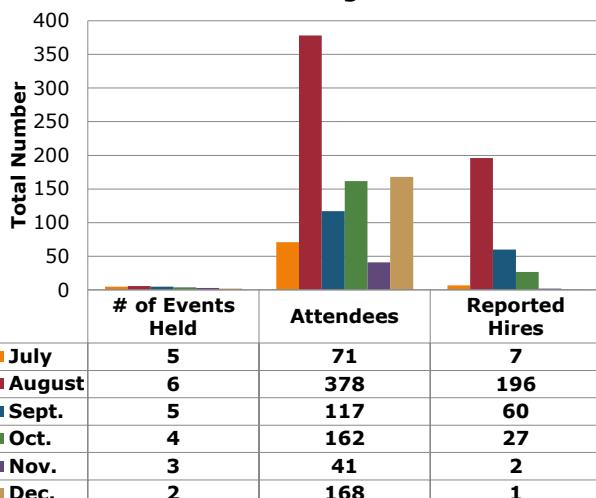
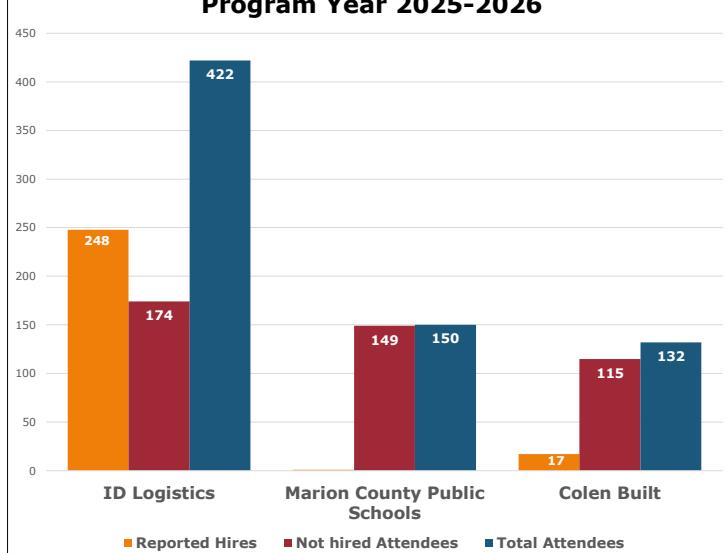
Total Events: 25
Attendees: 937
Reported Hires: 390

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



County Chamber/EDC	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
CITRUS (Citrus Chamber)	4	2	50.00%	4			4			4			16		
MARION (CEP)	4	4	100.00%	4	4	100.00%	4			4			16		
Levy (BOCC)	4	4	100.00%	4	4	100.00%									

Quarterly Goals - Partner Chambers

Conduct 1 quarterly meeting with assigned CSCLM staff to discuss business needs/challenges - **All**

Conduct joint business and retention visits - **All**

Monthly meetings with key business staff to maintain communication of new and existing projects as well as current business needs - **Marion Only**

Provide business referrals to CSCLM for workforce services - **All**

Provide business/professional referrals to Talent Center - **Marion/Citrus Only**

Provide assistance in planning and staff for theYouth 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	83%	89.80%	\$1,864.99	83%			83%			83%			83%		
Employment/Education Retention Rate 2nd Quarter After Exit	71%	77.30%	\$1,864.99	71%			71%			71%			71%		
Employment/Education Retention Rate 4th Quarter After Exit	69%	64.40%	\$0.00	69%			69%			69%			69%		
Credential Attainment Rate	78%	85.00%	\$1,864.99	78%			78%			78%			78%		
Median Wages	\$3,384	\$5,077	\$1,864.99	\$3,384			\$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

\$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



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 Sheriff's Department
- Marion County Board of County Commissioners
- Florida State Housing Initiative Partnership (SHIP)

TOTAL AWARD AMOUNT

\$4,532,728

HOMES BUILT

17

TOTAL YOUTH SERVED

250

OBTAINED HS DIPLOMA

134

CREDENTIALS EARNED

1,248

ENTERED EMPLOYMENT/EDU

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 – September 30th, 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 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	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	\$9,900
Employed 4th Qtr After Exit	78.5	92.35	80.2	94.35	84.8	99.76	85	86.7	100.81	86
Credential Attainment Rate	61.8	87.17	51.3	72.36	59.4	83.78	70.9	63.6	89.70	70.9
Measurable Skill Gains	70	115.89	74.8	123.84	89.1	147.52	60.4	78.5	129.97	60.4
Dislocated Workers:										
Employed 2nd Qtr After Exit	0	0.00	50	60.98	66.7	81.34	82	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	\$8,070
Employed 4th Qtr After Exit	0	0.00	0	0.00	0	0.00	77.4	50	64.60	77.4
Credential Attainment Rate	0	0.00	0	0.00	0	0.00	75.1	0	0.00	75.1
Measurable Skill Gains	50	66.67	80	106.67	100	133.33	75	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	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	\$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	77.1
Credential Attainment Rate	93.9	108.30	91.9	106.00	86.8	100.12	86.7	85	98.04	86.7
Measurable Skill Gains	81.8	89.20	73.8	80.48	94.3	102.84	91.7	89.8	97.93	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	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	\$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	67.1

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

Comparison: JUL 1ST – DEC 31ST for PY2024/PY2025

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2025: 940</u> PY2024: 1,068	<u>2,860</u> 3,061
VETERANS SERVED	TRAINING PROVIDED
<u>89</u> 103	<u>57</u> 17
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>68</u> 78	<u>111</u> 145
POSITIONS POSTED	TOTAL PLACEMENTS
<u>760</u> 708	<u>44</u> (Avg Wage: \$21.35) 53 (Avg Wage: \$17.43)

Your Employment Solution Starts Here

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

Comparison: JUL 1ST – DEC 31ST for PY2024/PY2025

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2025: 281</u> PY2024: 273	<u>1,267</u> 1,408
VETERANS SERVED	TRAINING PROVIDED
<u>20</u> 19	<u>34</u> 16
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>32</u> 50	<u>32</u> 37
POSITIONS POSTED	TOTAL PLACEMENTS
<u>416</u> 335	<u>15</u> (Avg Wage: \$18.21) 18 (Avg Wage: \$13.64)

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Comparison: JUL 1ST – DEC 31ST for PY2024/PY2025

TOTAL RECEIVING SERVICES	CENTER TRAFFIC
<u>PY2025: 3,010</u> PY2024: 2,690	<u>10,331</u> 9,050
VETERANS SERVED	TRAINING PROVIDED
<u>302</u> 271	<u>249</u> 172
BUSINESSES SERVED	WELFARE TO WORK TRANSITION
<u>297</u> 266	<u>288</u> 444
POSITIONS POSTED	TOTAL PLACEMENTS
<u>2,603</u> 3,556	<u>178</u> (Avg Wage: \$25.02/hr) <u>195</u> (Avg Wage: \$17.98/hr)

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CITRUS COUNTY

SERVICES: OCT - DEC 2025

UNEMPLOYMENT DATA

	OCT 2025**	NOV 2025
CITRUS	-	7.5% (4,063)*
FLORIDA	-	4.9%
US	-	4.3%

*Not seasonally adjusted **OCT data not available

AVERAGE ANNUAL WAGE

	2022	2023
CITRUS	\$46,488	\$46,682
FLORIDA	\$63,781	\$66,446

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

508

CENTER TRAFFIC

1,395

VETERANS SERVED

49

TRAINING PROVIDED

47

BUSINESSES SERVED

50

WELFARE TO WORK TRANSITION

64

POSITIONS POSTED

374

TOTAL PLACEMENTS

25

Average Placement Wage: \$22.25

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



SERVICES: OCT-DEC 2025

UNEMPLOYMENT DATA

	OCT 2025**	NOV 2025
LEVY	-	5.9% (1,136)*
FLORIDA	-	4.9%
US	-	4.3%

*Not seasonally adjusted **OCT data currently not available

AVERAGE ANNUAL WAGE

	2022	2023
LEVY	\$39,719	\$41,439
FLORIDA	\$63,781	\$66,446

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

154

CENTER TRAFFIC

605

VETERANS SERVED

13

TRAINING PROVIDED

29

BUSINESSES SERVED

19

WELFARE TO WORK TRANSITION

18

POSITIONS POSTED

220

TOTAL PLACEMENTS

5

Average Placement Wage: N/A

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SERVICES: OCT - DEC 2025

UNEMPLOYMENT DATA

	OCT 2025**	NOV 2025
MARION	-	6.3% (10,106)*
FLORIDA	-	4.9%
US	-	4.3%

*Not seasonally adjusted **OCT data not available

AVERAGE ANNUAL WAGE

	2022	2023
MARION	\$47,864	\$50,070
FLORIDA	\$63,781	\$66,446

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

1,564

CENTER TRAFFIC

4,856

VETERANS SERVED

161

TRAINING PROVIDED

200

BUSINESSES SERVED

211

WELFARE TO WORK TRANSITION

177

POSITIONS POSTED

1,563

TOTAL PLACEMENTS

74

Average Placement Wage: \$24.66

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Measure 1 - Participants with Increased Earnings

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
508	1123	45.24	50	90.48	25	22.62

Measure 2 - Reduction in Public Assistance

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
635	1345	47.21	50	94.42	25	23.65

Measure 3 - Employment and Training Outcomes

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
13	18	72.22	100	72.22	20	14.444

Measure 4 - Participants in Work-Related Training

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
1107	2301	48.11	25	100	10	10

Measure 5 - Continued Repeat Business

Numerator	Denominator	Rate	Target	Target Met	Weight	Weighted Performance
511	2304	22.18	35	63.37	5	3.1685

Measure 6 - Year-Over-Year Business Penetration

PreviousNum	PreviousDen	PreviousRate	CurrentNum	CurrentDen	CurrentRate	YOY	Target	TargetMet	Weight	WeightedPerf
959	11,069	8.66	735	11,301	6.5	-2.16	100	60	5	3

Measure 7 - Completion-to-Funding Ratio

Exiters_LWDB	Exiters_State	Num	Budget_LWDB	Budget_State	Den	Rate	Target	TargetMet	Weight	WeightedPerf
872	71,878	1.21	4,065,897	143,729,734	2.83	42.76	100	42.76	10	4.28

Allocation

Numerator	Denominator	Rate	Weighted Performance	WeightedGrade	LetterGrade
1623.5	2,424	66.98	5	81.11	B-

Extra Credit

Weighted Grade Extra Credit	Letter Grade Extra Credit
86.11	B

Local Workforce Development Board	Final Score 2024Q4	Letter Grade 2024Q4	Final Score 2024Q3	Letter Grade 2024Q3
01 - CareerSource Escarosa	85.38	B	87.65	B+
02 - CareerSource Okaloosa Walton	93.38	A	87.23	B+
03 - CareerSource Chipola	90.49	A-	92.1	A-
04 - CareerSource Gulf Coast	81.36	B-	83.64	B
05 - CareerSource Capital Region	85.63	B	89.69	B+
06 - CareerSource North Florida	89.03	B+	84.57	B
08 - CareerSource Northeast Florida	93.03	A	92.45	A-
10 - CareerSource Citrus Levy Marion	86.11	B	85.79	B
12 - CareerSource Central Florida	93.56	A	95.32	A
16 - CareerSource Pasco Hernando	88.45	B+	89.66	B+
17 - CareerSource Polk	83.44	B	81.53	B-
18 - CareerSource Suncoast	94.43	A	93.52	A
19 - CareerSource Heartland	91.64	A-	88.16	B+
20 - CareerSource Research Coast	95.37	A	93.18	A
21 - CareerSource Palm Beach County	86.52	B	85.12	B
22 - CareerSource Broward	97.32	A+	96.83	A
23 - CareerSource South Florida	103.27	A+	103.92	A+
24 - CareerSource Southwest Florida	96.4	A	95.79	A
26 - CareerSource North Central Florida	87.38	B+	88.25	B+
27 - CareerSource Brevard Flagler Volusia	90.91	A-	89.16	B+
28 - CareerSource Hillsborough Pinellas	93.33	A	93.67	A

Letter Grade changed from previous quarter:

Decreased Same Increased

Metric	Weight
<p>1. Participants With Increased Earnings</p> <p>The percentage of participants who earned more in the second quarter after exit than before their participation with the local workforce development board.</p> <ul style="list-style-type: none"> • Numerator: The number of exiters from the denominator with higher earnings two quarters after exiting the program than in the earliest of the two quarters prior to participation. • Denominator: The number of distinct exiters from WIOA* (Adult and Dislocated Worker) and Wagner-Peyser programs included in the local workforce development board's federal Employment Rate – 2nd Quarter After Exit metric during the previous program year. <p>Category: Employment and Training Services, Self-Sufficiency</p> <p>Target: 45%</p> <p>Data Source: ETA 9173 Program Performance Reports</p> <p>* Includes WIOA-funded grants.</p>	0.25
<p>2. Reduction in Public Assistance</p> <p>The percentage of exiters who received Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance for Needy Families (TANF) benefits during their active participation with the local workforce development board but were no longer receiving SNAP or TANF benefits in the fourth quarter after exit.</p> <ul style="list-style-type: none"> • Numerator: The number of individuals from the denominator who were no longer receiving SNAP or TANF benefits in the fourth quarter after exiting the workforce development program. • Denominator: The number of exiters from WIOA* (Adult, Dislocated Worker and Youth), Wagner-Peyser, SNAP Employment and Training (SNAP E&T) and TANF programs who received SNAP or TANF cash assistance at any time during their participation with the local workforce development board. <p>Category: Employment and Training Services, Self-Sufficiency</p> <p>Target: 65%</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 WagnerPeyser 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). Category: Training Services <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</p> <p>served in prior three years that continued to be served in the current program year.</p> <ul style="list-style-type: none"> • Numerator: The number of employer worksites from the denominator that received a core business service in the current program year. • Denominator: The number of employer worksites that received a core business service from the local workforce development board in the previous three program years. <p>Category: Business Services</p> <p>Target: 35%</p> <p>Data Source: Employ Florida</p>	<p>Percentage of business establishments served in prior three years that continued to be served in the current program year.</p> <p>0.05</p>
<p>6. Year-Over-Year Business Penetration</p> <p>in the number of business establishments served in the current program year compared to the prior year. Each local workforce development board is assigned a percentage as the percent target met based on the year-over-year increase or decrease, as follows:</p> <ul style="list-style-type: none"> • 2% – 3.9% increase = 90% • -0.1% – -2% increase = 70% • 60% • -6.1% – -8% decrease = 20% <p>Local workforce development boards achieving greater than 90% overall business penetration will not be penalized for maintaining year-over-year comparable business penetration.</p> <p>Annual Business Penetration Calculation:</p> <ul style="list-style-type: none"> • Numerator: The number of employer worksites from the denominator that received a core business service from the local workforce development board during the program year. • Denominator: The number of active employer worksites in Employ Florida for each local workforce development board during the program year. <p>Category: Business Services</p> <p>Target: 100%</p> <p>Data Source: Employ Florida</p>	<p>The percentage point difference in the number of business establishments served in the current program year compared to the prior year.</p> <p>0.05</p>
<p>7. Completion-to-Funding Ratio</p> <p>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</p> <p>Services Target: 100%</p> <p>Performance Reports</p> <p>Data Source: DEO Finance and Accounting, ETA 9173 Program</p> <p>* Includes WIOA-funded grants</p>	<p>0.10</p>
<p>Extra Credit Metric: Serving Individuals on Public Assistance</p> <p>Local workforce development boards can earn up to an additional five percentage points for serving individuals on public assistance. Extra credit is calculated as follows:</p> <p>Numerator: The number of individuals from the denominator who received SNAP or TANF benefits during their participation period.</p> <ul style="list-style-type: none"> • Denominator: The number of participants served in the current program year by a local workforce development board within the following programs: SNAP E&T, Welfare Transition, WIOA (Adult, WIOA Dislocated Worker and Youth) and Wagner-Peyser. <p>Extra credit points will be awarded as follows:</p> <p>50% = 4 points • ≥ 44% < 46% = 3 points • ≥ 42% < 44% = 2 points • 40% < 42% = 1 point</p> <p>Category: Employment and Training Services, Self-Sufficiency 9173 Program Performance Reports, OSST, DCF Recipient Data</p> <p>Data Source: ETA</p>	<p>0.05</p>

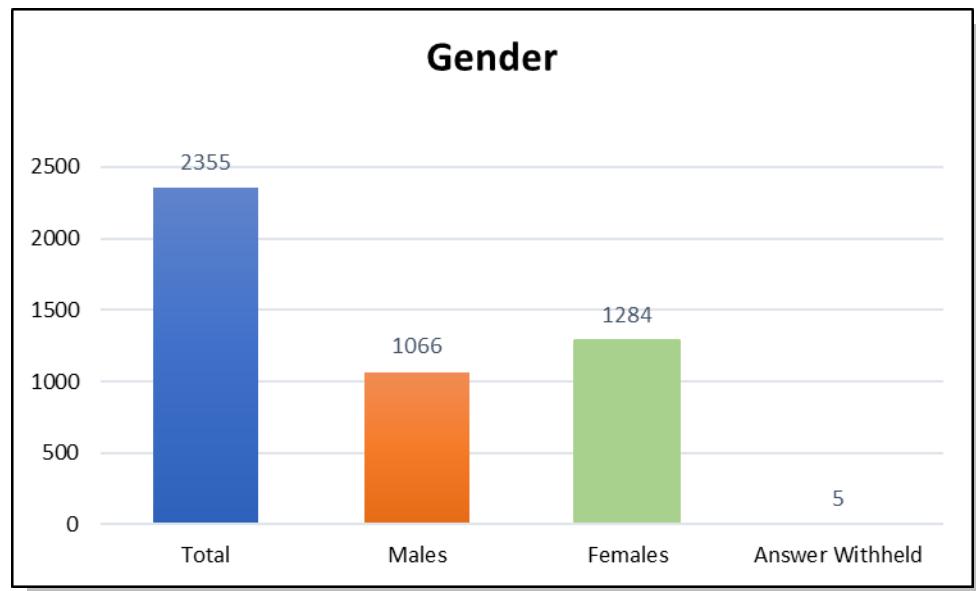
PROGRAM PARTICIPANT DATA SUMMARY

REGION 10 October 1, 2025 – December 31, 2025

An analysis of data for the Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA) Title I and Welfare Transition Programs. Data for each program is analyzed based on gender, race/ethnicity, and age for the second quarter of PY2025, October 1st through December 31th.

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

GENDER CHARACTERISTICS



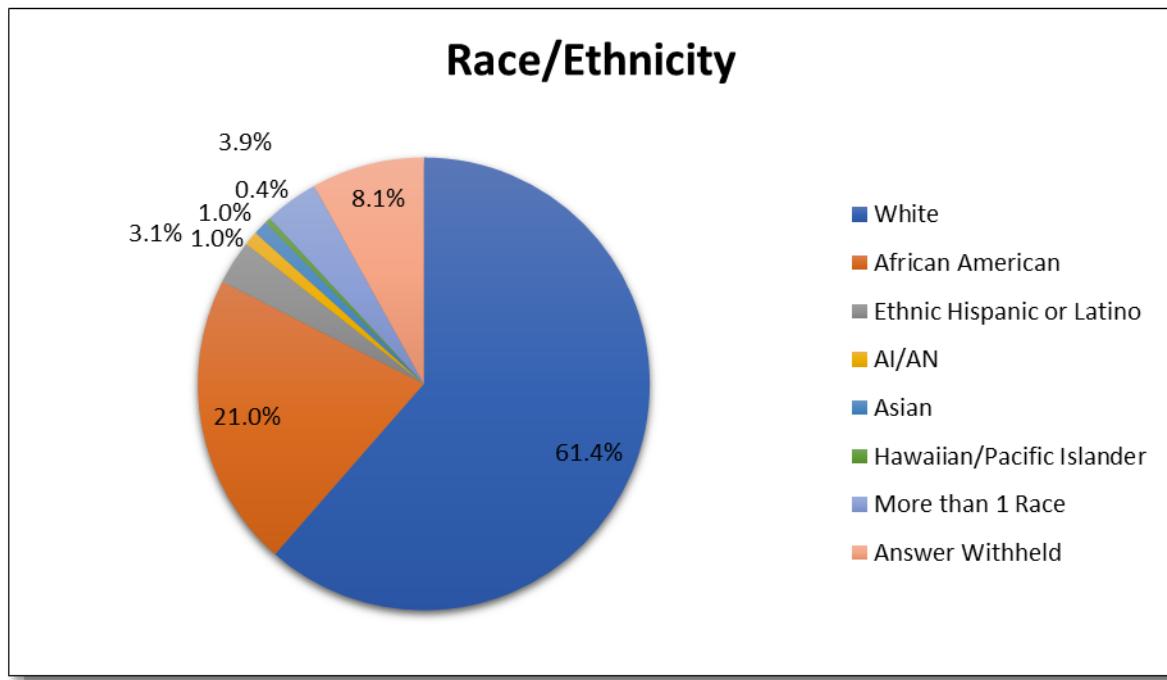
Overall assessment

- 45% of the Region's participants were male.
- 55% of the Region's participants were female.

Compared to Marion County gender demographic

- 48% of Marion counties population were male.
- 52% of Marion counties population were female.

RACE/ETHNICITY CHARACTERISTICS



Group	White	African American	AI/AN	Asian	Ethnic Hispanic or Latino	Hawaiian/Pacific Islander	More than 1 Race	Answer Withheld
# of Applicants	1447	495	24	24	74	10	91	190
% of Total Applicants	61.5%	21.0%	1.0%	1.0%	3.1%	0.4%	3.9%	8.1%

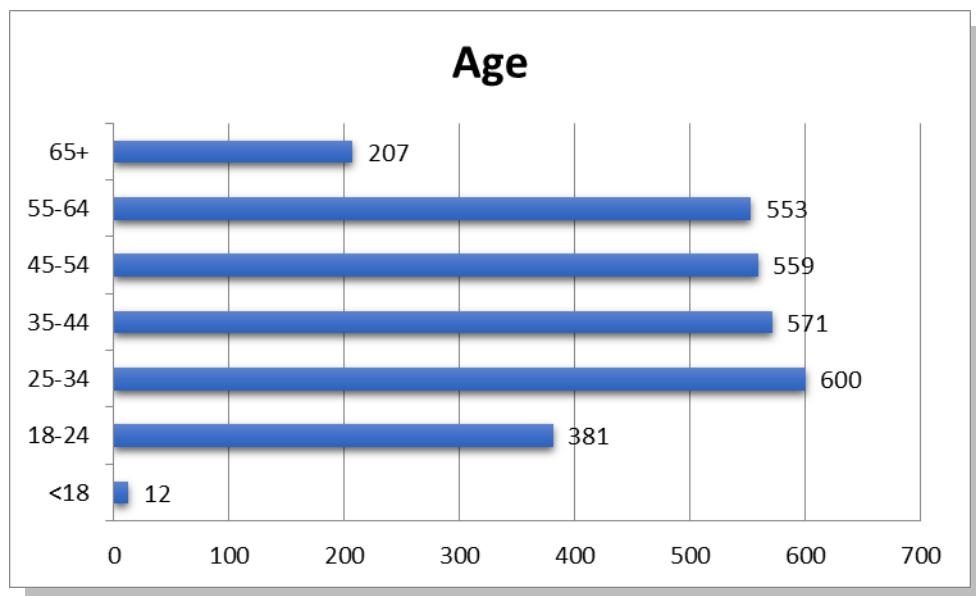
- Hispanic applicants, 388, represented 16.5% of all applicants.

Compared to Marion County race demographic

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

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

AGE CHARACTERISTICS



Age Group	<18	18-24	25-34	35-44	45-54	55-64	65+	Total
Count	14	256	436	507	467	498	177	2,355
%	0.59%	10.87%	18.51%	21.53%	19.83%	21.15%	7.52%	100%

Overall assessment

- 99.4% of applicants were over the age of 18.
- Applicants age 55 and older represented 26.9% of the applicants.

Compared to Marion County age demographic

Age Group	15-19	20-24	25-34	35-44	45-54	55-59	60-64	65-74	75-84
%	5.1%	4.8%	10.9%	10.4%	10.8%	7.0%	6.8%	15.5%	9.9%

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

VETERANS

Overall assessment

- Veteran applicants, 225, accounted for 9.6% of the total number of applicants.
- Male veteran applicants, 187, represented a larger group than female veteran applicants, 38.

WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

Overall assessment

- Female WIOA participants, 236, outnumbered male WIOA applicants 87.

Group	Count	% of Total Count	Numerator*	Denominator**
White	163	50.46%	26	33
African American	116	35.91%	9	14
American Indian/ Alaska Native	3	0.93%	0	0
Asian	4	1.24%	0	0
Ethnic Hispanic or Latino	1	0.31%	0	0
Hawaiian/Pacific Islander	1	0.31%	0	0
More than 1 Race	19	5.88%	2	3
Answer Withheld	16	4.96%	3	4

*Numerator = Number of participants who enter employment after exiting a program.

** Denominator = Total number of exiting participants.

- Hispanic participants, 69, represented 21% of all applicants. Of the 12 Hispanic participants that exited, 8 cases have exited with employment.

Group	Count	% of Total Count	Numerator	Denominator
<19	40	12.38%	6	9
19 – 24	78	24.15%	10	16
25 – 32	78	24.15%	6	7
33 – 44	81	25.08%	10	12
45 – 54	37	11.46%	4	6
55 – 64	9	2.78%	4	4
65+	0	0.0%	0	0

WELFARE TRANSITION

Overall assessment

- 220 female applicants represented 85% of WT applicants.
- 39 male participants represented 15% of WT applicants.
- The average placement wage recorded for female participants is \$15.00/hour, and the average wage for male participants is \$22.50/hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	144	60	1	0	15	1	35	3
% of Total Applicants	55.60%	23.17%	.39%	0%	5.79%	0.39%	13.51%	1.16%

SNAP (FOOD STAMPS)

Overall assessment

- 705 female applicants represented 46% of WT applicants.
- 830 male participants represented 54% of WT applicants.
- The average placement wage recorded for female participants is not available, and the average wage for male participants is \$16.33hour.

Group	White	African American	Asian Pacific	Asian	Hispanic	Indian	Other	Not Provided
# of Applicants	983	315	0	0	42	6	173	16
% of Total Applicants	64.04%	20.52%	0%	0%	2.74%	0.39%	11.27%	1.04%



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**.



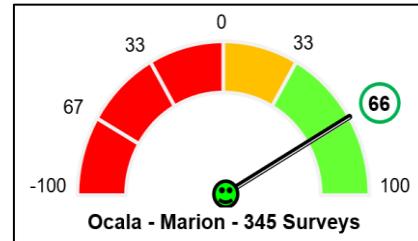
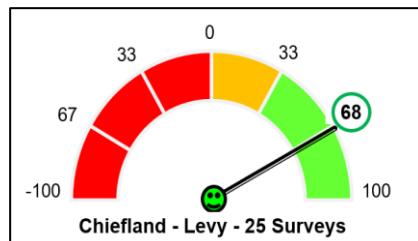
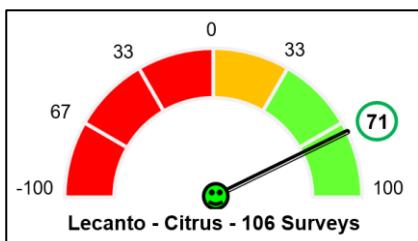
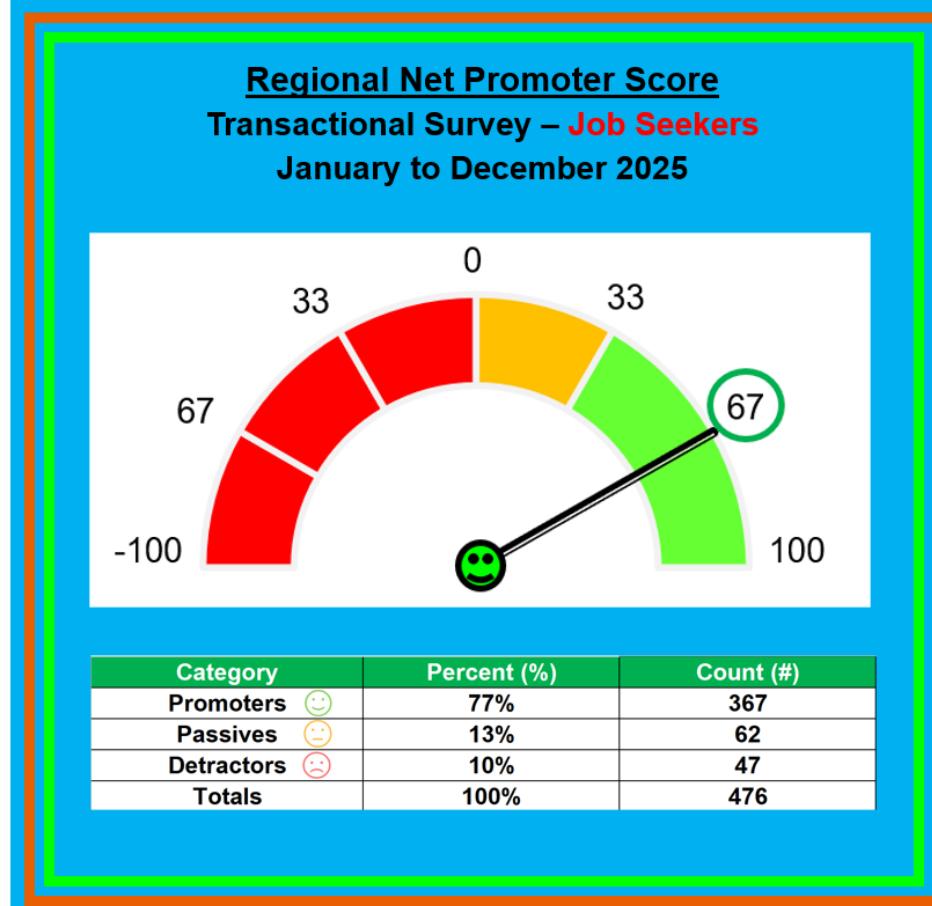
0-30: You have a decent number of satisfied customers but not enough **Promoters**.



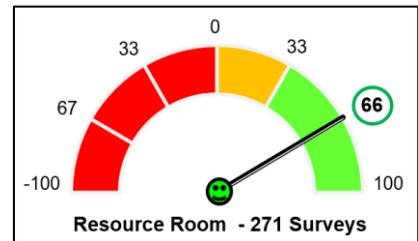
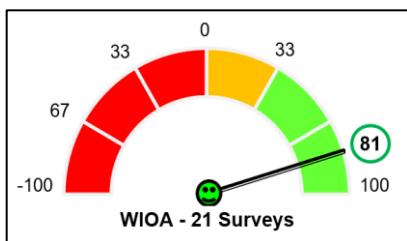
70-100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



Overall Score



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?



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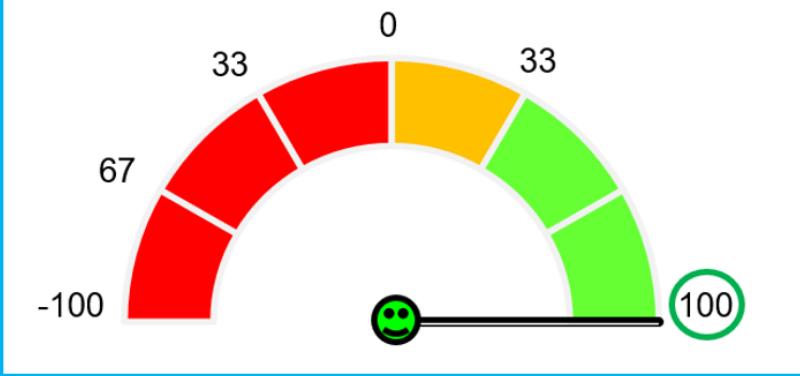
70–100: Gold star! Your organization has a very high percentage of **Promoters**! You are providing exceptional to world class service.



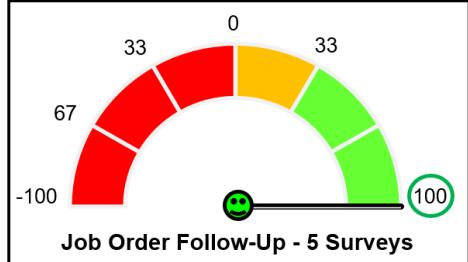
Overall Score

Regional Net Promoter Score

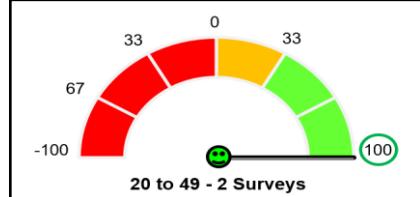
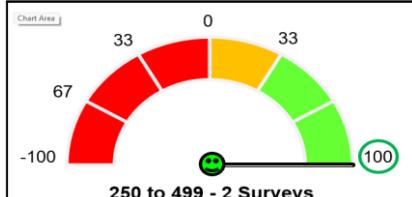
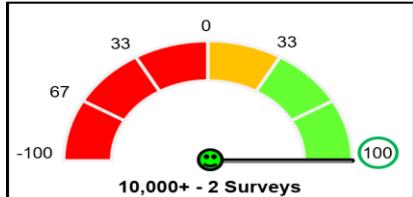
Transactional Survey – **Employers**
January to December 2025



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?



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

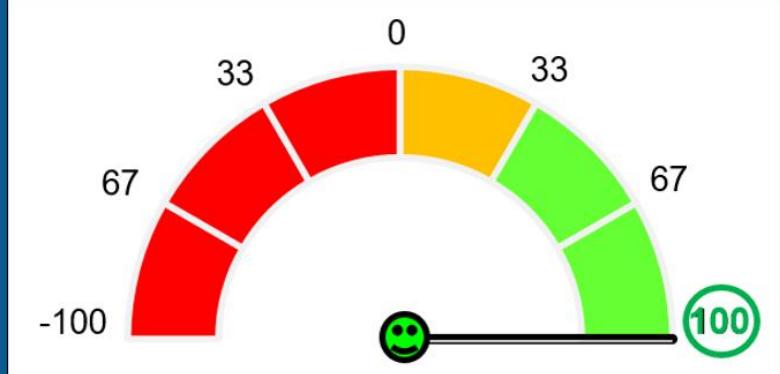


Overall Score

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.”