



# FORWARD

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ANNUAL REPORT | 2018 - 2019



# FROM OUR LEADERS

As an organization and as a statewide network, CareerSource Florida remains committed to advancing our mission of connecting employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic prosperity. This past fiscal year, our network helped more than 136,000 Floridians secure employment and assisted nearly 56,000 businesses with their recruiting, hiring and training needs.

CareerSource Florida's primary focus over this past year has been on working with our elected leaders and many partners to move our state forward in workforce and economic development. The priorities of our Board of Directors strongly align with Governor Ron DeSantis' goal to make Florida No. 1 in the nation in workforce education by 2030, ensuring that Florida students are prepared for the jobs of the future.

We applaud the leadership of Governor DeSantis, and our education and workforce partners, in the growing partnership on initiatives such as Florida's new educational attainment goal, SAIL to 60. This initiative seeks to increase the percentage of working-age Floridians with a high-value postsecondary certificate, degree or training experience to 60 percent by 2030. We are honored to be leading conversations and making workforce investments to help close the skills gap and support pathways to prosperity for all Floridians.

## **APPRENTICE FLORIDA**

Our work to expand apprenticeships gained momentum this year as our state board unanimously approved the first statewide Apprenticeship Policy for Florida's workforce system. In March, Governor DeSantis formally announced \$1.75 million in grants allocated by our board to help career seekers acquire the skills needed for in-demand occupations through new and expanded preapprenticeship and apprenticeship programs. At least 19 local workforce development boards around the state are now actively working to establish or expand apprenticeships with business and education partners. In May, our board approved a 2019 - 2020 fiscal year budget that includes an additional \$1.75 million investment in apprenticeship expansion.

We also launched Apprenticeship Florida, in partnership with the Florida Department of Economic Opportunity and the Florida Department of Education. This statewide initiative is aimed at making Floridians aware of the benefits of registered apprenticeships, encouraging businesses to build apprenticeship programs of their own and ensuring those programs have the resources needed to be successful.

By continuing to invest in our businesses and career seekers through apprenticeship opportunities, in collaboration with statewide partners, we are strengthening our current and future workforce.

## HURRICANE RECOVERY

On October 10, 2018, Hurricane Michael made landfall as an unprecedented Category 5 hurricane in Northwest Florida, demolishing Mexico Beach and damaging or destroying homes and businesses across several counties. Approximately four dozen deaths were attributed to the hurricane and insured property loss totaled more than \$5 billion. The communities and service areas of three local workforce development boards were directly affected: **CareerSource Capital Region, CareerSource Chipola and CareerSource Gulf Coast.**

Two weeks later, our state board allocated \$1 million to help coordinate and continue the work of initial state responses provided through Disaster Unemployment Assistance benefits, the Disaster Supplemental Nutrition Assistance Program, Disaster Dislocated Worker grants and other services offered by our state and local partners. Our local workforce development boards from across the state also contributed their time and resources to help those affected by the hurricane get back on their feet as quickly as possible. For weeks, they provided staff and mobile units to help residents apply for loans and find jobs, supporting local staff dealing with their own personal as well as professional loss and displacement.

Today, these communities continue to feel the impacts of Hurricane Michael, and we remain committed to helping them recover, no matter how long it takes. Most of all, we are heartened to see signs that affected areas are moving forward as displaced residents return to their homes and local job opportunities.

Under the leadership of our Governor and with continued emphasis on collaborative work with key partners to achieve our shared goals, we are energized by the opportunities ahead to continue moving Florida forward – capitalizing on the measurable success highlighted in this year's report.



*Kevin Doyle*

**KEVIN DOYLE**  
Board of Directors Chairman  
CareerSource Florida



*Michelle Dennard*

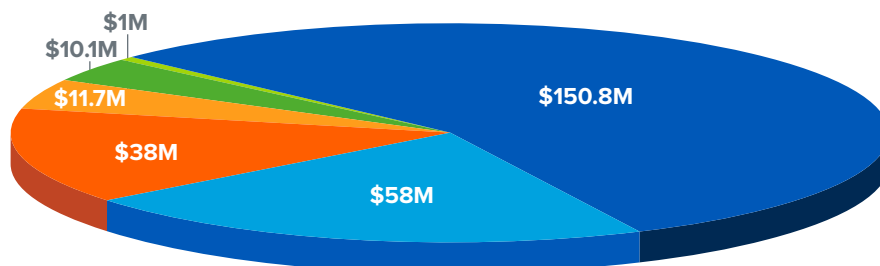
**MICHELLE DENNARD**  
President and CEO  
CareerSource Florida

# FEDERAL FUNDING, STATEWIDE INVESTMENT, LOCAL IMPACT

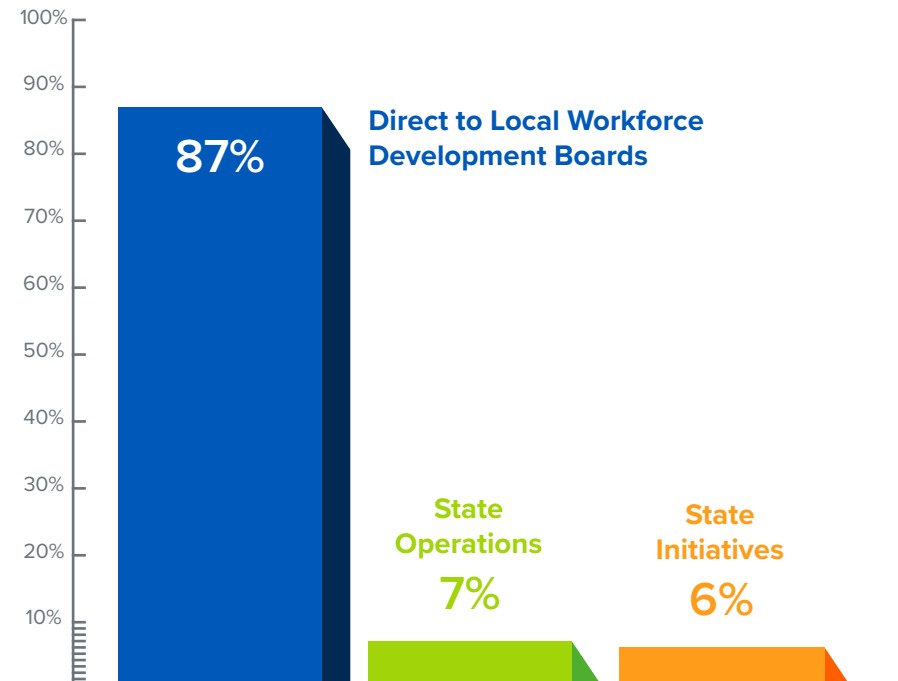
Florida's workforce system is funded primarily with federal dollars. Upon approval of the CareerSource Florida Board of Directors and in alignment with federal funding formulas, the majority of these funds are passed through to the 24 local workforce development boards to directly support employment and training services for businesses and job seekers statewide.

## FISCAL YEAR 2018 - 2019 BOARD-ALLOCATED FUNDING

▶ Workforce Innovation and Opportunity Act:	\$150.8M
▶ Temporary Assistance for Needy Families:	\$58M
▶ Wagner-Peyser Act:	\$38M
▶ Veterans Program:	\$11.7M
▶ Supplemental Nutrition Assistance Program:	\$10.1M
▶ Reemployment Assistance Program:	\$1M
<b>TOTAL:</b>	<b>\$269.6M</b>



## DISTRIBUTION OF FISCAL YEAR 2018 - 2019 BOARD-ALLOCATED FUNDING



# RESULTS AND KEY METRICS



## 55,994

**BUSINESSES SERVED**

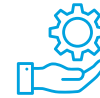
Healthcare: 4,670  
Manufacturing: 4,727



## 1,557

**QUICK RESPONSE TRAINING  
PROJECTED TRAINEES**

18 business received grants



## 97,355

**HIGH-VALUE SERVICES  
PROVIDED TO BUSINESSES**

Talent Acquisition, HR Services,  
Customized Training



## 190,400

**PRIVATE SECTOR JOBS  
CREATED**

July 2018 — June 2019



## 136,328

**JOB SEEKERS ASSISTED BY THE  
CAREERSOURCE FLORIDA NETWORK,  
NOW EMPLOYED**

8,791 military veterans assisted,  
now employed



## 6,385

**INCUMBENT WORKER TRAINING  
PROJECTED TRAINEES**

**Top Trainings:**  
Lean, ISO, Six Sigma,  
Computer, Leadership



## 290,093

**ONLINE JOB POSTINGS (June 2019)**

Unemployment rate in  
Florida (June 2019): **3.4%**

Unemployment rate  
nationally (June 2019): **3.7%**

## ACCOUNTABILITY & PERFORMANCE

As an organization and network, CareerSource Florida is sharply focused on accountability to deliver meaningful performance outcomes while ensuring that our investments and actions earn and protect the public trust. Our organization's annual independent financial audit of accounting records and systems is available at [careersourceflorida.com](http://careersourceflorida.com).

# REAL PEOPLE, REAL RESULTS



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*“I wouldn’t have been able to go to school and be where I’m at now if it wasn’t for **CareerSource Gulf Coast**. Thank you for providing me with the tools I needed to fulfill my dream of becoming a Franklin County Sheriff’s Deputy.”*

Matt | Eastpoint, FL

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*“Ronnie Stark, Business Services Specialist, is always extremely knowledgeable and helpful, and has gone above and beyond to assist me in posting and filling my open positions. You have a great asset at **CareerSource Flagler Volusia** who really stands out and exemplifies quality customer service.”*

Family Renew Community, Inc. | Holly Hill, FL

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*“I would like to express my deepest gratitude for the help that I received from **CareerSource Pasco Hernando** through the Workforce Re-entry Program. I had found myself homeless and underemployed in Port Richey, and through my determination to make progress toward self-sufficiency and the help that I received through this program, I have been able to progress to the point of having my own apartment and a good job. I am determined to keep moving forward with the foundation that they have helped me build upon.”*

Kevin | New Port Richey FL

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*“I would like to express my sincerest gratitude to the **CareerSource Broward** team—the staff was instrumental with helping me get back in school, and I even received a scholarship to help pay for my career certifications, which ultimately led to me finding gainful employment. There were also so many resources that were available to me to help with my employment goals, including professional workshops, coaching and job placement assistance. I’m truly grateful that agencies like CareerSource Broward exist in our community.”*

Lourdes | Fort Lauderdale, FL

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*“When I first visited **CareerSource Capital Region** in January, I had more doubts than anything, because I knew I had a long run ahead. From food stamps to childcare to getting my GED to right now getting a career, you gave me hope and helped me believe in myself. I will tell everyone I know. Don’t give up. Keep going. Go to CareerSource Capital Region. Every time I visited the center, I got help. Now I can provide a secure home for my children.”*

Nichole | Tallahassee, FL

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*“For a long time I worked construction, but when the recession hit I had to reinvent myself and tried a couple things that didn’t work out. I ended up at **CareerSource Suncoast** and was provided the opportunity to move into a new industry.”*

Jimmy | Lakewood, FL

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*“In previous jobs I was stuck in a field that didn’t match my skills in information technology. I felt hopeless because other employers would see my resume but no call for interview. I was missing some things that would improve my opportunity to get into a technical job that matched my skills until **CareerSource Brevard** was able to help me. I was able to obtain a technology certification which enabled me to get into the IT field. I am now currently employed with Brevard Public Schools working as a technology associate utilizing my computer skills, and I am making more money than my previous job. I am very thankful for CareerSource Brevard.”*

Rodney | Rockledge, FL

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*“Thank you for helping me. Because of you, I have a resume and I was ready for the interview. You practiced with me, told me how to dress and showed me how to complete an application. I don’t think I would have a job right now if it wasn’t for **CareerSource Capital Region.**”*

Angel | Wakulla County, FL



# CREATING TALENT PIPELINES WITH APPRENTICE FLORIDA



An increasing number of Florida businesses are turning to apprenticeships to build a quality workforce with the exact skills they need to be competitive. According to the U.S. Department of Labor, businesses that offer apprenticeship programs see significant benefits to their bottom line:

**97 percent**  
of employers  
recommend  
apprenticeships  
as a training  
model

For every  
dollar spent on  
apprenticeships,  
employers receive  
an average return  
on investment  
of **\$1.50**

**91 percent** of  
apprentices who  
complete an  
apprenticeship  
program are still  
employed nine  
months later

With this increase in momentum comes statewide support, and Florida's leaders are creating policies and committing funds that support apprenticeship expansion statewide. In March 2019, Governor DeSantis announced the distribution of \$1.75 million in grants allocated by the CareerSource Florida Board of Directors for preapprenticeship and apprenticeship programs. In May, the Florida Legislature overwhelmingly passed House Bill 7071, which included a \$10 million appropriation for the newly created Florida Pathways to Career Opportunities Grant Program. These grants will enable high schools, career centers and postsecondary educational institutions to partner with businesses and industries, as well as offer preapprenticeship and apprenticeship opportunities. Later that month, the CareerSource Florida board allocated an additional \$1.75 million for the 2019 - 2020 fiscal year to support continued expansion of apprenticeships.

CareerSource Florida is focused on helping expand apprenticeship opportunities in six key industry sectors: advanced manufacturing, healthcare, information technology, hospitality, trade and logistics and construction. Within the CareerSource Florida network, at least 19 local workforce development boards are initiating or expanding apprenticeship opportunities with businesses and education or training providers in the counties they serve.



# APPRENTICE FLORIDA



Apprentice Florida is a new statewide initiative aimed at raising awareness of the benefits of apprenticeships, encouraging businesses to build registered apprenticeship programs of their own and ensuring that those programs have the resources needed to be successful. Launched in June 2019 by CareerSource Florida, in partnership with the Florida Department of Economic Opportunity and the Florida Department of Education, Apprenticeship Florida is sharing the message that modernized apprenticeships are a time-tested model for businesses to recruit, train and retain highly skilled workers. Likewise, apprenticeships are a proven training solution for career seekers who want to earn while they learn workplace skills and avoid student loan debt.



As apprenticeship opportunities expand, CareerSource Florida stands ready to support both businesses and prospective apprentices. By working collaboratively to help businesses create their own self-sustaining talent pipelines through apprenticeships, CareerSource Florida is diversifying opportunities for Florida’s businesses, communities and individuals to prosper.

## APPRENTICE FLORIDA MOMENTUM

Registered Apprenticeships in Florida 2014 – 2019 <sup>1,2</sup>						
State of Florida (FY)	2014	2015	2016	2017	2018	2019
Active Apprentices	7,395	7,883	9,558	12,621	12,207	15,721
Graduates	1,198	1,202	1,029	1,343	1,500	1,699
Active Programs	222	205	201	206	221	259

**SOURCE:**

- 1. U.S. Department of Labor Employment and Training Administration Office of Apprenticeship
- 2. Florida Department of Education Apprenticeship and Preapprenticeship Report



Key components of a Florida registered apprenticeship program include:

- **BUSINESS INVOLVEMENT:** Employers are the foundation of every apprenticeship program
- **STRUCTURED ON-THE-JOB TRAINING:** Apprentices receive training from an experienced mentor
- **RELATED TECHNICAL INSTRUCTION:** Online, at the job site, in a classroom, or a combination
- **GUARANTEED WAGE STRUCTURE:** Apprentices receive wage increases as skill levels and knowledge increase
- **NATIONALLY RECOGNIZED OCCUPATIONAL CREDENTIAL:** Apprentices are certified as fully qualified for the job

## APPRENTICESHIP BENEFITS<sup>1</sup>

### FOR BUSINESSES:

- Recruit and develop a highly skilled workforce
- Improve productivity, profitability and bottom line
- Minimize costs with reduced turnover and liability
- Create customized, flexible training
- Improve workforce diversity

### FOR APPRENTICES:

- Earn while you learn
- Wages increase with experience
- Avoid student loan debt
- Receive certification or credential in a high-demand industry
- Average starting wage of \$15 per hour

**SOURCE:**

1. U.S. Department of Labor Employment and Training Administration Office of Apprenticeship



## INSPIRED TECHNOLOGIES

As one of the fastest-growing IT companies in the Southeast, Tallahassee-based Inspired Technologies needed a talent solution to support its rapid growth. A new registered apprenticeship program is helping Inspired Technologies expand while continuing to meet its customers' needs.

"We were facing a critical skills shortage as our business expanded," said Inspired Technologies founder Craig Goodson who started the company with two people and now has nearly 175 full-time and contract employees. "Working with the Office of Apprenticeship at the Department of Education, **CareerSource Capital Region** and Lively Technical College, we were able to stand up an apprenticeship program in a matter of weeks and now have several dedicated new employees growing their skills and their paychecks as they advance through our program."



## THE HARTFORD

The Hartford's registered apprenticeship program, supported in the Orlando area by **CareerSource Central Florida**, is thriving. Students take classes for an associate degree at Seminole State College while working at the insurance company, receiving on-the-job training and hourly wages. As their skills advance, their pay increases. The program typically takes about two years to complete and offers flexibility for students to work part time or full time. The Hartford's goal is to have 200 Orlando-area apprentices trained by 2020.

"I enjoy the apprenticeship program and the chance to work with individuals who come from so many different backgrounds," said Gabi Thompkins, team leader in The Hartford's Customer Service Center. "Their varied experience benefits our workplace, fostering diversity that helps drive innovation and success."



# RESILIENCE IN THE AFTERMATH OF HURRICANE MICHAEL



On October 10, 2018, Hurricane Michael made landfall as an unprecedented Category 5 storm, devastating the small coastal town of Mexico Beach and destroying or damaging homes and businesses across Northwest Florida. The toll was staggering and heart-wrenching, with at least 47 deaths attributed to the storm and insured property losses totaling more than \$5 billion.

But this region is marked by the strength of its communities, and we experienced that firsthand in the storm's aftermath as displaced workers, shuttered business owners and our own colleagues began making recovery plans.

The entire CareerSource Florida network played an important role in moving these communities forward. Local workforce development boards from across the state contributed their time and resources to help partners in affected areas and the people they serve get back on their feet. They also provided staff and mobile units for weeks to assist residents in applying for loans and finding jobs.

The CareerSource Florida Board of Directors approved a \$1 million Hurricane Michael Disaster Recovery Fund to provide immediate access to funds for emergency employment support services. CareerSource Florida also developed and deployed a comprehensive outreach campaign to help affected career seekers and businesses access available resources at a time when transportation, power and communications were severely disrupted. More than 14,000 Disaster Unemployment Assistance Claims were ultimately filed, with 10,583 of those being filed in Bay County alone.

Today, and for the foreseeable future, the impacts of Hurricane Michael remain evident, but with the leadership of Governor Ron DeSantis and many other dedicated public servants, as well as the resilience of determined residents, progress is being made every day. Well-paying jobs, a trained workforce and strong businesses are our core goals, and it remains our mission to help these communities reclaim all three.



# QUICK RESPONSE TRAINING: BUILDING SKILLS OF NEW HIRES

*“As a fast-growing cybersecurity start-up, our employee training needs are always evolving. The Quick Response Training grant we received through CareerSource Florida is enabling us to do this.”*

Cigent Technology, Inc.  
Fort Myers, FL

When companies look to relocate or expand in our great state, they need talented applicants to fill those new positions and training to meet new or additional needs. Quick Response Training grants can help. Designed to be flexible and customizable, these state-funded grants allow businesses to quickly upskill their workforce, ultimately boosting productivity and profitability.

The nationally recognized Quick Response Training grant program was created more than 25 years ago, evolving as businesses and our economy have evolved to meet changing needs. We are privileged to contribute to the success of so many businesses that call Florida home. During the 2018 - 2019 fiscal year alone, 18 Quick Response Training grants were awarded to businesses in a range of industries, including wholesale trade, manufacturing, and professional, scientific and technology services. More than 1,550 workers are projected to be trained using these grant funds.

This past year, the Florida Legislature reviewed this flagship training grant program – and the Office of Program Policy Analysis and Government Accountability found:

**96 percent of companies said Quick Response Training had a positive impact on their business, with 83 percent of companies reporting employee productivity improved or greatly improved**

**Companies using Quick Response Training reported a 60 percent increase in employment growth and a 14-18 percent increase in wages**

**81 percent of Quick Response Training grant trainees from the previous review period were still employed in Florida**

To move forward as a global leader for talent, Florida must continually invest in its workforce. With more than 142,000 workers trained through the program since 1993, the Quick Response Training grant program is equipping and strengthening Florida businesses with the talent required to meet the opportunities of the future.

# INCUMBENT WORKER TRAINING: BOOSTING SKILLS OF EXISTING EMPLOYEES

*“An Incumbent Worker Training grant allowed training for a significant number of our company development team employees, allowing us to stay on top of our skills and competitive.”*

Trividia Health  
Fort Lauderdale, FL

One of the most valuable ways for Florida businesses to set themselves apart from competitors is to ensure that they have the talent they need to fill skills gaps. With CareerSource Florida’s Incumbent Worker Training grant program, businesses can improve the skills of their existing full-time employees, thereby increasing productivity and reducing turnover.

**This year, we are proud to celebrate the 20<sup>th</sup> anniversary of this nationally recognized grant program.**

Incumbent Worker Training grants are available to businesses of all sizes with a special emphasis on small businesses, reimbursing up to 75 percent for preapproved training costs. This past fiscal year, grants boosted the skills of a projected 6,385 workers, helping their employers grow and prosper by reducing their skills gaps.

A recent legislative audit of the Incumbent Worker Training grant program showed:

**91 percent of companies reported the grant had a positive impact on their business**

**Companies experienced an average 26 percent increase in employment growth and an average 18 percent increase in wage growth**

**82 percent of Incumbent Worker Training grant trainees from the previous review period were still employed in Florida**

CareerSource Florida’s training grants play a vital role in Florida’s economy by helping businesses grow and be globally competitive and the Floridians they employ prosper.

Since its inception, the Incumbent Worker Training grant program has supported customized training for more than 2,750 Florida companies—and we are looking forward to helping even more businesses succeed over the next 20 years.



# HELPING VETERANS TRANSITION TO CIVILIAN LIFE WITH PAYCHECKS FOR PATRIOTS



When members of the United States Armed Forces leave active duty, they may benefit from support to navigate the process of entering the civilian workforce. At CareerSource Florida, we are here to serve Florida’s veterans and connect employers with this highly skilled talent pool.

In addition to the priority career assistance available to veterans at all 24 local workforce development boards statewide, the CareerSource Florida network partners with the Florida Department of Economic Opportunity, the Florida National Guard and the Florida Department of Veterans’ Affairs to host annual statewide hiring events specifically for our state’s veterans—Paychecks for Patriots. Held every November and now in its seventh year, these events also support employment needs for spouses of active military members and other dependents. Through Paychecks for Patriots, more than 2,300 veterans and eligible family members have been hired statewide.

Paychecks for Patriots is especially popular at workforce boards with a robust military presence—such as **CareerSource Okaloosa Walton**, near Eglin Air Force Base, Hurlburt Field and the Army’s 7<sup>th</sup> Special Forces Group. At its Paychecks for Patriots event on Nov. 15, dozens of current and soon-to-be veterans explored possible careers in the civilian sector.

“They are very loyal,” said Neely Jo Harrington, a Local Veterans Employment Representative at CareerSource Okaloosa Walton and a military veteran herself. Harrington and her counterparts across the CareerSource Florida network work closely with local employers. She noted veterans typically have a great work ethic and are often highly organized.

Some Paychecks for Patriots attendees still have several months left of military service but are gathering information in advance of their eventual job search. Others are already retired and looking for new post-military challenges.

Each of Florida’s 24 local workforce development boards are trained and stand ready to lend a helping hand to those who have fought to protect our freedom at home and abroad.



# OUR CHAMPIONS

In celebration of the dedicated and accomplished workforce champions from each local workforce development board, the CareerSource Florida network recognized and honored seven individuals at the 2019 Workforce Professional Development Summit. Each of the recipients personify the CareerSource Florida brand and work each day with a passion that continues to drive us forward. In addition to the 24 workforce champion awards, leadership award winners include:



**GOODWILL  
EMISSARY**

**KEVIN HARRISON**  
CareerSource  
Citrus Levy Marion



**FLORIDA WORKFORCE  
CHAIRS ALLIANCE  
LIGHTHOUSE AWARD**

**WILL MILES**  
CareerSource Okaloosa Walton



**LEADERSHIP  
AMBASSADOR**

**MARY TAYLOR**  
CareerSource Research Coast



**SERVICE  
INNOVATOR**

**SHENG WOOD**  
CareerSource  
North Central Florida



**EDUCATION  
WORKFORCE PARTNER**

**SHELLY BELL**  
Leon County Schools



**WORKFORCE  
ADVOCATE**

**KATHERINE BROUGHTON**  
CareerSource Southwest Florida



**BARBARA K. GRIFFIN WORKFORCE  
EXCELLENCE AWARD**

**JACK BENNINGS**  
CareerSource Broward

# OUR COMMITMENT

## COLLABORATE. INNOVATE. LEAD.

These are the pillars of the CareerSource Florida network. They represent the foundation of our achievements as a national model for workforce development and reflect our vision for Florida to be the global leader for talent.

### ▶ OUR MISSION

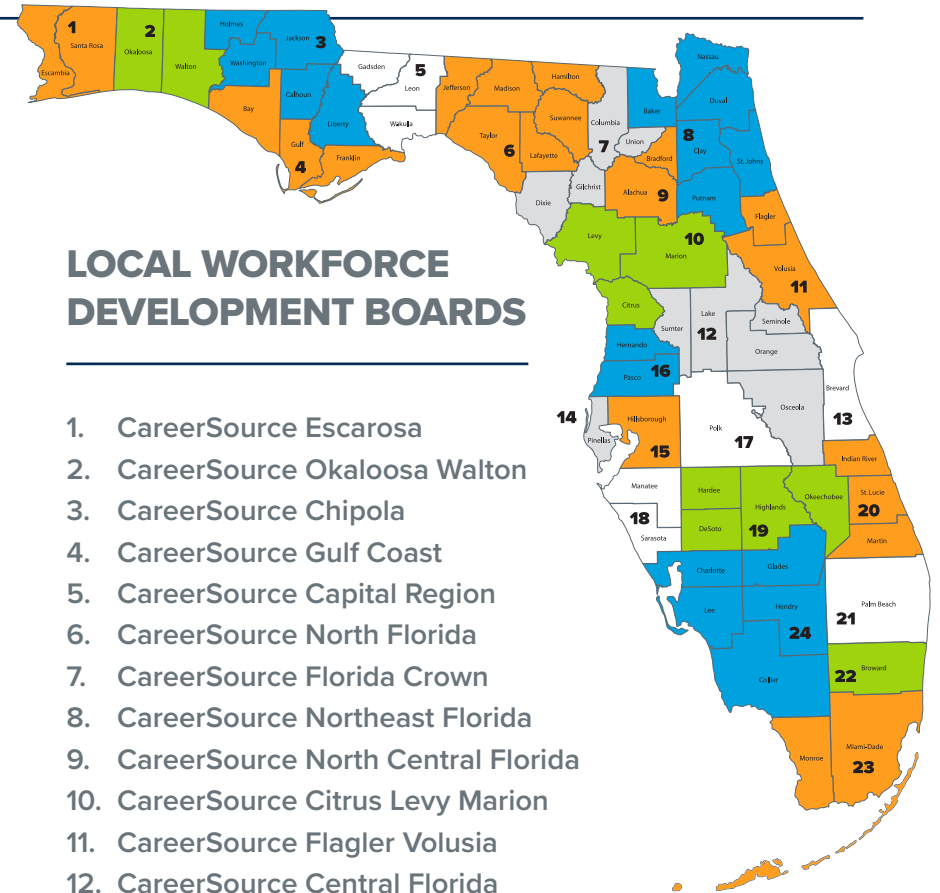
The Florida workforce system connects employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic prosperity.

### ▶ OUR VALUES

Business-Driven, Continuous Improvement, Integrity, Talent Focus and Purpose-Driven

### ▶ OUR PROMISE

Florida's workforce system promises a dedicated team of professionals who possess an understanding of your needs. Uniquely positioned, we offer assets, expertise and effective partnerships to deliver seamless and efficient services, demonstrate our value to all customers through results and drive economic priorities through talent development.



## LOCAL WORKFORCE DEVELOPMENT BOARDS

1. CareerSource Escarosa
2. CareerSource Okaloosa Walton
3. CareerSource Chipola
4. CareerSource Gulf Coast
5. CareerSource Capital Region
6. CareerSource North Florida
7. CareerSource Florida Crown
8. CareerSource Northeast Florida
9. CareerSource North Central Florida
10. CareerSource Citrus Levy Marion
11. CareerSource Flagler Volusia
12. CareerSource Central Florida
13. CareerSource Brevard
14. CareerSource Pinellas
15. CareerSource Tampa Bay
16. CareerSource Pasco Hernando
17. CareerSource Polk
18. CareerSource Suncoast
19. CareerSource Heartland
20. CareerSource Research Coast
21. CareerSource Palm Beach County
22. CareerSource Broward
23. CareerSource South Florida
24. CareerSource Southwest Florida

# 2018 - 2019 BOARD OF DIRECTORS

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*Uber*

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*AT&T Florida, Puerto Rico  
and the U.S. Virgin Islands*

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### FLORIDA WORKFORCE DEVELOPMENT ASSOCIATION

**KIM BODINE**, *President*  
*Executive Director,  
CareerSource Gulf Coast*

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*President, Horkey &  
Associates, P.A. and  
CareerSource Broward  
board member*



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