



SERVING FLORIDA'S PEOPLE & BUSINESSES



ANNUAL REPORT | 2016 - 2017



OUR PROMISE

The CareerSource Florida network promises a dedicated team of professionals. 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.

FROM OUR LEADERS

CareerSource Florida's overarching mission is to connect employers with qualified, skilled talent and Floridians with employment and career development opportunities. In the most recent fiscal year, July 1, 2016, to June 30, 2017, our statewide network reported assisting 369,100 Floridians who secured employment and provided recruiting, hiring and training assistance to more than 81,700 Florida businesses.

As an organization and as a statewide network, CareerSource Florida advanced a series of ongoing and new initiatives over this past year to enhance and expand our work to help Floridians achieve prosperity.

DELIVERING TALENT SOLUTIONS: FLORIDAFLEX

Positioning Florida as the top state for delivering talent solutions to meet the needs of businesses continued to be one of our primary corporate goals for 2016-17. We focused our outreach through a campaign that incorporates the recruiting, training and hiring services provided by the CareerSource Florida Network under the name FloridaFlex. The FloridaFlex brand was developed in consultation with strategic communications experts at the direction of Florida's Governor and Legislature as a means of distinguishing our state's support for business and personal economic growth and opportunity.

This outreach campaign exceeded expectations in its first year. FloridaFlex provided a mechanism for conveying the successes of Quick Response Training, CareerSource Florida's nationally recognized workforce training grant program,

helping to facilitate an increase in funding to a historic high of \$15 million. This increase allows CareerSource Florida to assist with skills development training benefiting additional employees and businesses statewide.

IMPROVING TALENT DELIVERY: SECTOR STRATEGIES

CareerSource Florida embraced the nationally recognized sector strategies approach to meet a second corporate goal for 2016-17: improving CareerSource Florida's products, services and talent delivery model to enhance the ability of existing, evolving and emerging businesses to attract, develop and keep talent.

Sector strategies promote regional partnerships among employers, educators, workforce developers, economic developers and other stakeholders who address the skills needs of critical industries. Driven by a \$7 million grant from the U.S. Department of Labor, CareerSource Florida leaders worked with our state and local partners to build regional capacity through a series of workshops reaching more than 400 attendees from education, economic development, workforce development, industry and the community. In partnership with the Florida Department of Education (DOE) and Florida Department of Economic Opportunity (DEO), we also secured a \$1.5 million federal ApprenticeshipUSA grant to expand the availability of apprenticeship in four sectors of focus for Florida: information technology, healthcare, advanced manufacturing and construction.

DATA-INFORMED DIALOGUE

Our third corporate goal was to facilitate data-informed dialogue, decision making, policy development and investment. Working with our state-level partners at DEO, we developed the Talent and Prosperity Dashboard, an online tool to measure and guide implementation of the federal Workforce Innovation and Opportunity Act.

By recognizing and embracing needed updates to the methods with which we serve small, medium and large businesses in all industries, and truly collaborating with our education and industry partners, we can transform Florida's future. Talent is Florida's long-term growth strategy, and our collective efforts in 2016-17 to increase prosperity for all Floridians now and into the future are showing measurable success, as highlighted in this year's report.



A handwritten signature in black ink that reads "Britt Sikes".

BRITT SIKES

*Board of Directors Chairman
CareerSource Florida*



A handwritten signature in black ink that reads "Michelle Dennard".

MICHELLE DENNARD

*President and CEO
CareerSource Florida*

CAREERSOURCE FLORIDA BOARD OF DIRECTORS

GOVERNOR RICK SCOTT
State of Florida

CHAIRMAN BRITT SIKES
DEX Imaging

**BRITTANY OLIVIERI
BIRKEN**
Florida Children's Council

**ROBERT "BOB"
CAMPBELL**
*Robert Tison and
Associates, Inc.*

STEVE CAPEHART
*Jacksonville Supervisors
Association*

TIM CENTER
Sustainable Florida

ROSE CONRY
StaffTime

BRYAN DA FROTA
*Consultant and
Entrepreneur*

DUANE DE FREESE
Indian River Lagoon Council

KEVIN A. DOYLE
Wexford Strategies

ARNIE GIRNUN
New Horizons South Florida

ELISHA GONZALEZ
Duke Energy Florida

ELLI HURST
IBM

WILLIAM JOHNSON
*Coca Cola Refreshments,
Retired*

RICK MATTHEWS
Northrop Grumman

THOMAS MCINTOSH
*Berkshire Hathaway Trend
Realty*

SEN. BILL MONTFORD
State of Florida

EDWIN H. MOORE
*Independent Colleges and
Universities of Florida*

W. ALEXANDER MOSELEY
MoseSys Inc.

**COMMISSIONER
BRYAN NELSON**
Nelson's Insurance Services

REP. ELIZABETH PORTER
State of Florida

CISSY PROCTOR
*Florida Department of
Economic Opportunity*

TODD REBOL
Banks Engineering

PAM STEWART
*Florida Department of
Education*

MIKE TOMAS
U.S. Stem Cell, Inc.

ARDIAN ZIKA
Florida Community Bank

PARTNERS IN LEADERSHIP

FLORIDA WORKFORCE DEVELOPMENT ASSOCIATION

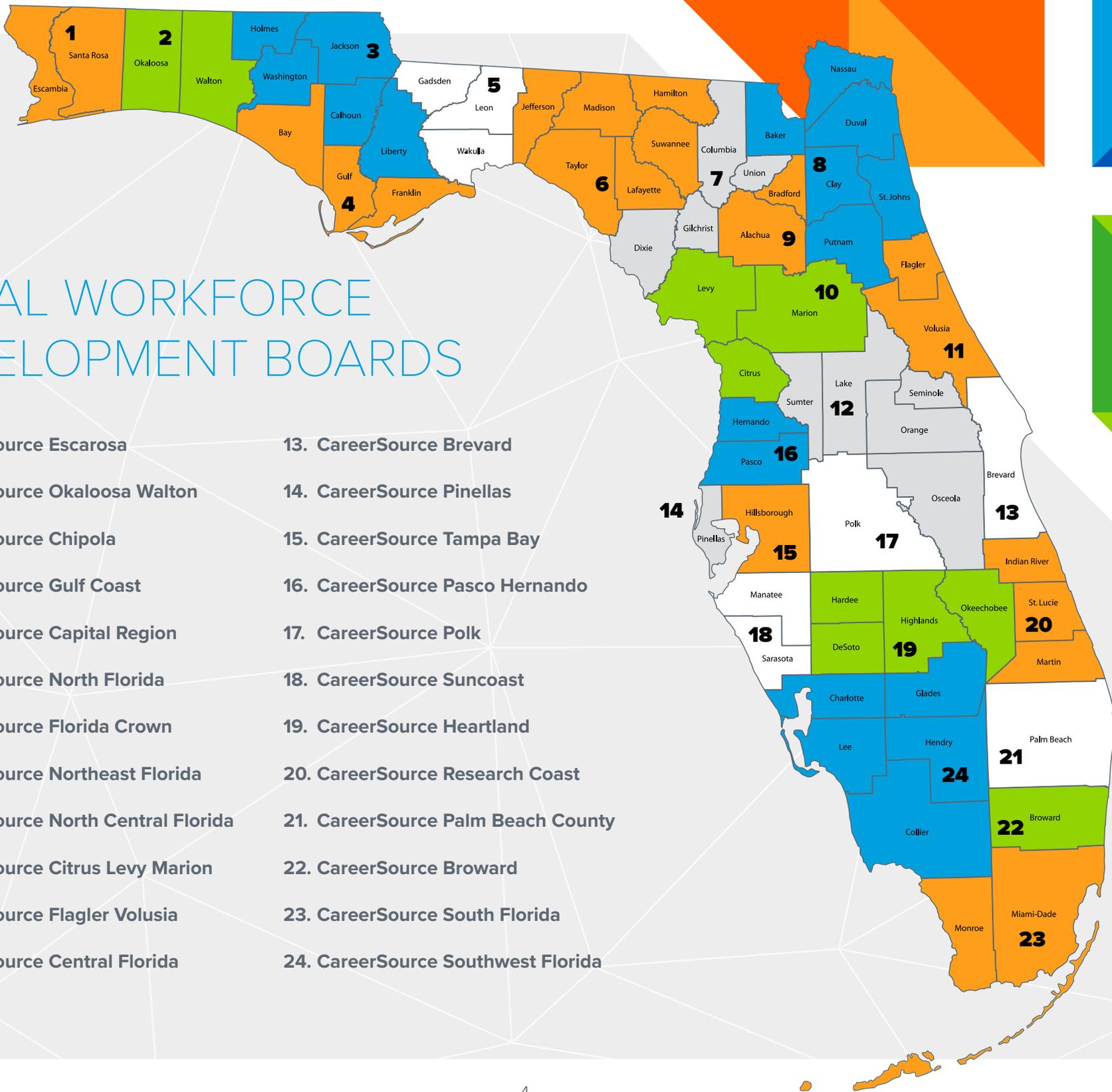
KIM BODINE, *President*
Executive Director, CareerSource Gulf Coast
Special thanks to former FWDA President
BRUCE FERGUSON of CareerSource
Northeast Florida

FLORIDA WORKFORCE CHAIRS' ALLIANCE

FRANK HORKEY, *Chair*
President, Horkey & Associates, P.A.
and board member, CareerSource Broward
Special thanks to former FWCA Chair
JOHN WANAMAKER, Coldwell
Banker Commercial AI Group

LOCAL WORKFORCE DEVELOPMENT BOARDS

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





ACCOUNTABILITY AND PERFORMANCE

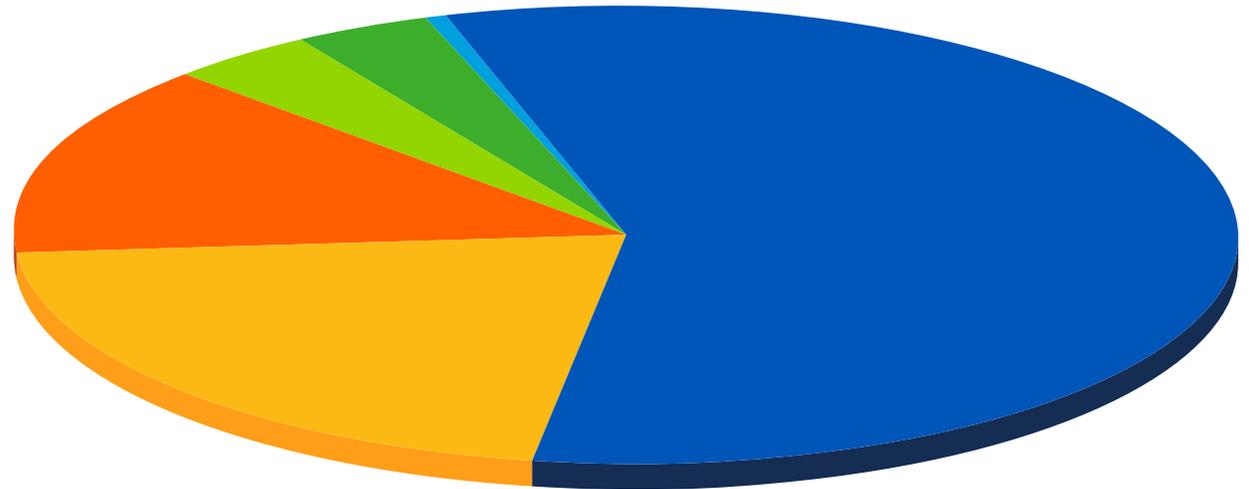
As an organization and network, CareerSource Florida is sharply focused on accountability to deliver meaningful performance outcomes while ensuring our investments and actions earn and protect the public trust. Our organization's annual independent financial audit of accounting records and systems is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

STATEWIDE INVESTMENT, LOCAL REACH

Florida's workforce system is funded primarily through federal dollars. The majority of this federal funding is passed through to the 24 local workforce development boards statewide to directly support employment and training services for businesses and job seekers.

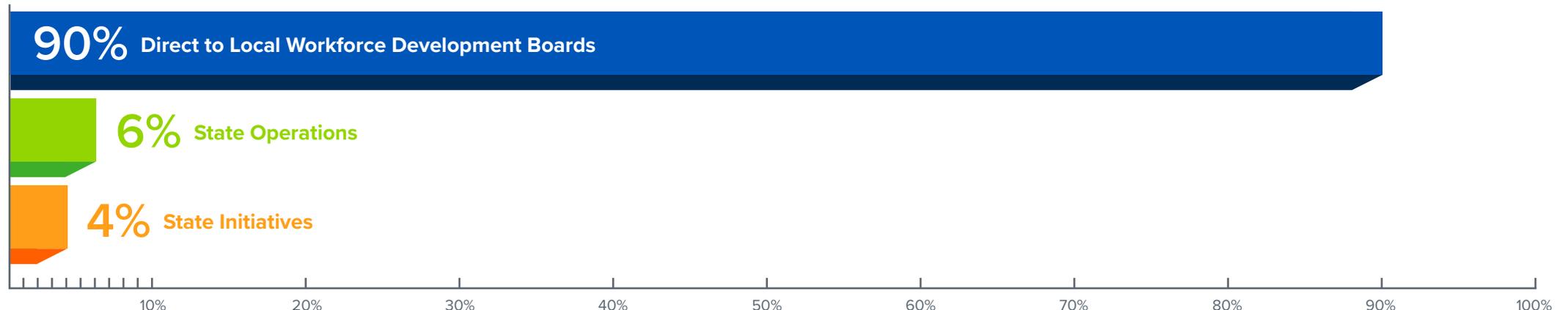
FISCAL YEAR 2016-2017 BOARD-ALLOCATED FUNDING

- ▶ Workforce Innovation and Opportunity Act: \$164.4M
- ▶ Temporary Assistance For Needy Families: \$59.9M
- ▶ Wagner-Peyser Act: \$39.1M
- ▶ Veterans Program: \$11.5M
- ▶ Supplemental Nutrition Assistance Program: \$9.8M
- ▶ Reemployment Assistance Program: \$1.5M



TOTAL: \$286.2M

DISTRIBUTION OF FISCAL YEAR 2016-2017 BOARD-ALLOCATED FUNDING



BUSINESS SPOTLIGHT

PLANTING SEEDS FOR FUTURE GROWTH IN ALTHA

Across from open fields and down a country highway in Altha, Florida, is Oglesby Plants International, a horticulture company that serves as a major supplier of high-quality plants for commercial growers around the world.

Oglesby is a leader in the field of plant tissue culture propagation, better known as cloning. The multi-million dollar company is recognized internationally for its research and development within the horticultural space. The goal of plant cloning is to reproduce a large number of identical copies of an elite plant, which improves disease and insect resistance.

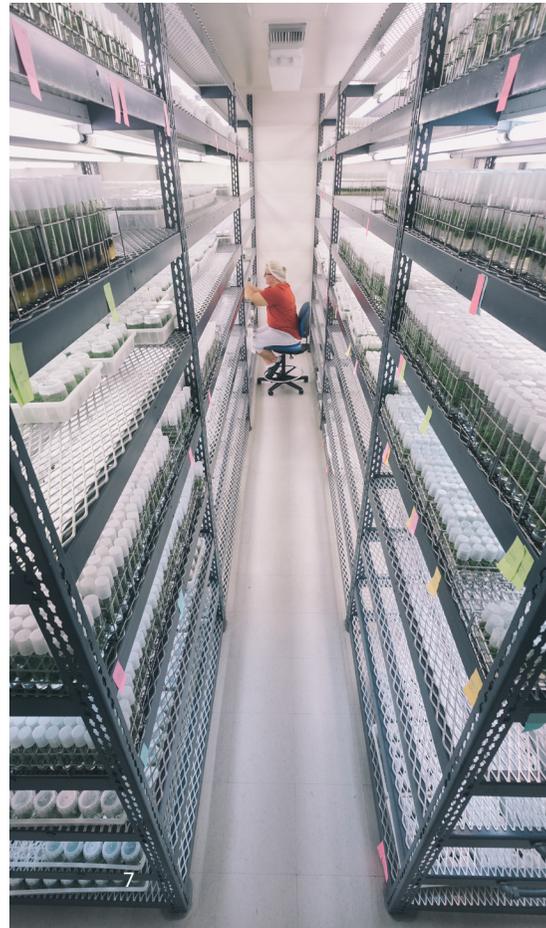
Like all businesses, Oglesby is built on the strength of its workforce.

“We like to grow our business from the inside out, and there is tremendous opportunity for anyone who works with us to be successful and advance,” said Mary Oglesby Mackenzie, secretary and treasurer of Oglesby. “We will always have jobs available for anyone who wants to work hard, learn and grow.”

CareerSource Chipola is a long-time partner with Oglesby and is a resource for finding and recruiting skilled talent.

“We’ve also worked with them on various employment programs ranging from initiatives targeting older youth to On-the-Job Training,” added CareerSource Chipola Executive Director Richard Williams.

Oglesby recently celebrated its 70th anniversary as a vibrant company that continues to grow its workforce of more than 90 dedicated employees.



TRAINING PROVIDES A COMPETITIVE EDGE

Hilomast managers had a big goal for their small company in Debary, Florida: to produce the most reliable telescopic mast and equipment on the market. They turned to CareerSource Florida for training resources to help improve their internal auditing processes.

An Incumbent Worker Training grant enabled Hilomast to train its employees in the skills needed to obtain a rigorous international certification that gives the company credibility worldwide.

“When we started this special project, we were wondering how we were going to achieve it. CareerSource Florida helped us obtain the grant, and they helped us maintain the grant,” said Bruce Sousa, general manager of Hilomast. “Obtaining that certification is not easy. For a small business, it’s something to really be proud of.”

Incumbent Worker Training grants provide a reimbursement of up to 75 percent of costs for the continuing education and training of an eligible company’s full-time employees. These customized grants are designed with small businesses in mind – companies with as few as one full-time employee may be eligible.

“The opportunity that CareerSource Florida provides is amazing,” said Richard Stickney, special projects manager. “Especially for a small business like Hilomast.”



SECTOR STRATEGIES

STRENGTHENING THE WORKFORCE IN RURAL FLORIDA

Creating a nimble workforce through flexible training and education programs is a key element for success across the CareerSource Florida network, especially in rural communities. Local workforce development leaders are keenly aware that a trained and ready workforce remains a major focus for employers of all sizes.

Florida's workforce boards in rural counties such as DeSoto, Hardee, Highlands and Okeechobee are tackling economic shifts and challenges head-on by employing a sector strategies model for meeting the talent needs of businesses.

The nationally recognized sector strategies approach pairs education and training providers with local industry partners to develop curricula and programs that are tightly aligned with skill demands. As a result, employers are better able to find workers with the skills they need or grow skills within their existing teams, and workers receive relevant training that can lead to greater job stability and advancement.

"Our colleges and higher education partners have been very receptive to working with local businesses to better understand the needs of our growing industries," said Donna Doubleday, President and CEO of CareerSource Heartland. "These institutions are building the career pipeline, and they are taking it seriously – it's very exciting."

Richard Williams, Executive Director of CareerSource Chipola, says while his area faces higher unemployment rates than in more urban regions, he sees opportunities for a talented youth population that is eager to learn new skills and committed to staying close to home as they advance their careers.

"We have a very trainable workforce," he said. "Our folks have always been able to grasp change and learn from that."

CareerSource North Florida has unique challenges due to its large geographic footprint, with six counties stretching over 4,344 square miles and a small population of about 122,000 people. Among its leading industries, agriculture, manufacturing and logistics remain top competitors for talent.

When the region began to see a deficit in the number of commercial drivers certified to fill positions, it applied for a Sector Strategies Community Based Training grant to start a program to help people get their commercial driver's licenses. The goal: immediately fill local positions.

"We must deal with the challenges that are before us," explained Diane Head, Executive Director of CareerSource North Florida. "Our employers here needed more drivers, and they came to us."

By employing a sector strategy approach, the CareerSource Florida network is tapping industry intelligence and education expertise across the state to meet both immediate and long-term talent needs of businesses critical to local economic growth.



SUPERIOR SERVICE

During the 2017 Workforce Professional Development Summit, the CareerSource Florida network recognized and honored some of the most dedicated and accomplished “workforce champions” from each local workforce development board. Through their exceptional daily efforts, these champions personify the CareerSource Florida brand and exemplify the network’s values – business-driven, continuous improvement, integrity, talent focus and purpose-driven – in action. In addition to the 24 workforce champion awards, leadership award winners include:



GOODWILL EMISSARY

ERIC FREILICH
*CareerSource
Palm Beach County*



EDUCATION WORKFORCE PARTNER

JEFF ARNOTT
Brevard Public Schools



FLORIDA WORKFORCE CHAIRS' ALLIANCE LIGHTHOUSE

JEANNA OLSON
*Department of
Children and Families*



WORKFORCE ADVOCATE

NANCY WALDOUR
CareerSource Brevard



LEADERSHIP AMBASSADOR

TRISH YAHN
*CareerSource
Capital Region*



BARBARA K. GRIFFIN WORKFORCE EXCELLENCE

JENNIFER
POLLACK-PERCIVA
Florida Atlantic University



SERVICE INNOVATOR

TORNIQUA OWENS
CareerSource North Florida



STATEWIDE SUPPORT, LOCAL RESULTS



81,724:

BUSINESSES SERVED STATEWIDE

6,211 in Healthcare and
6,715 in Manufacturing



147,471:

HIGH-VALUE SERVICES PROVIDED TO BUSINESSES

Talent Acquisition, HR Services,
Customized Training



4,851:

QUICK RESPONSE TRAINING PROJECTED TRAINEES

Grants Awarded: **\$10.6M**



4,005:

INCUMBENT WORKER TRAINING PROJECTED TRAINEES

Grants Awarded: **\$1.9M**



369,100:

JOB SEEKERS ASSISTED BY THE CAREERSOURCE FLORIDA NETWORK NOW EMPLOYED

Veterans: **17,748**



248,335:

OPEN JOB POSITIONS (June 2017)

Florida Unemployment Rate: **4.1%**
National Rate: **4.4%** (June 2017)



1,397,400:

PRIVATE SECTOR JOBS CREATED

(December 2010 - June 2017)



OUR REACH

The CareerSource Florida network continues to pave the way as a national leader for workforce development. Through an integrated public outreach strategy that includes public information, traditional and digital advertising, and social media engagement, we are reaching more businesses, job seekers and workers than ever before.

BY THE NUMBERS

**DIGITAL ADVERTISING
IMPRESSIONS:**

32.1M

YOUTUBE VIEWS:

3,955
minutes watched

**TOTAL VIDEO VIEWS
OUTSIDE OF YOUTUBE:**

576,709

WEBSITE SESSIONS:

417,629

WEBSITE PAGE VIEWS:

1.03M

**EMPLOY FLORIDA MOBILE
APP DOWNLOADS:**

10,034

**INCUMBENT WORKER
TRAINING GRANT LEADS
GENERATED:**

615

TWEETS:

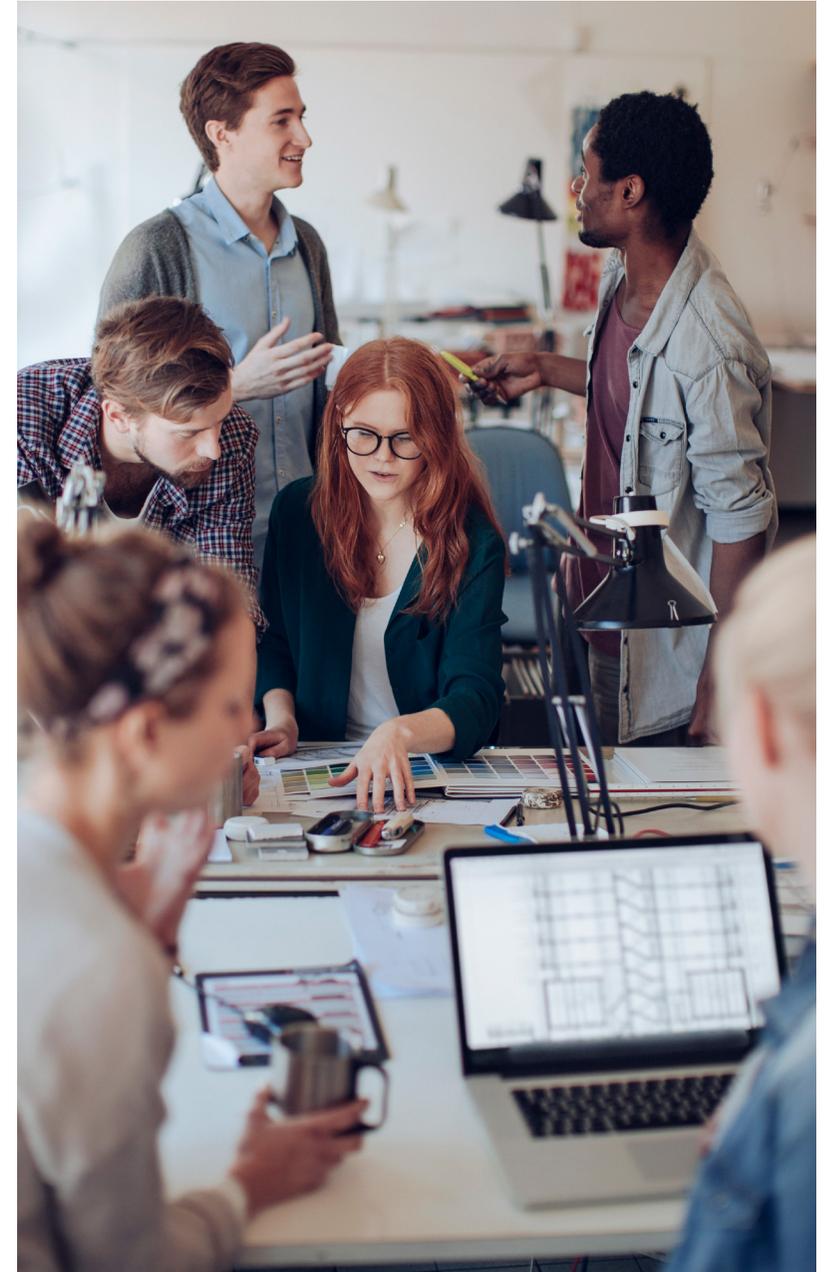
6,343

FACEBOOK POSTS:

288

**TOTAL CHANNEL LIKES
AND FOLLOWERS:**

- LinkedIn: 4,130
- Twitter: 7,264
- Facebook: 12,182



COLLABORATION AT ITS BEST

2017 CAREERSOURCE FLORIDA NETWORK COOPERATIVE OUTREACH PROGRAM SNAPSHOT

As part of the continued effort to strengthen our unified brand statewide and enhance collaboration, CareerSource Florida offered funding opportunities in fiscal year 2016-2017 to workforce development boards for use in local outreach to businesses and job seekers. The investment resulted in the following:



39,286

COLLATERAL AND OUTREACH PRODUCTS



2,335

TOTAL LEADS GENERATED



12.4M

ESTIMATED BILLBOARD AND
TRANSPORTATION IMPRESSIONS



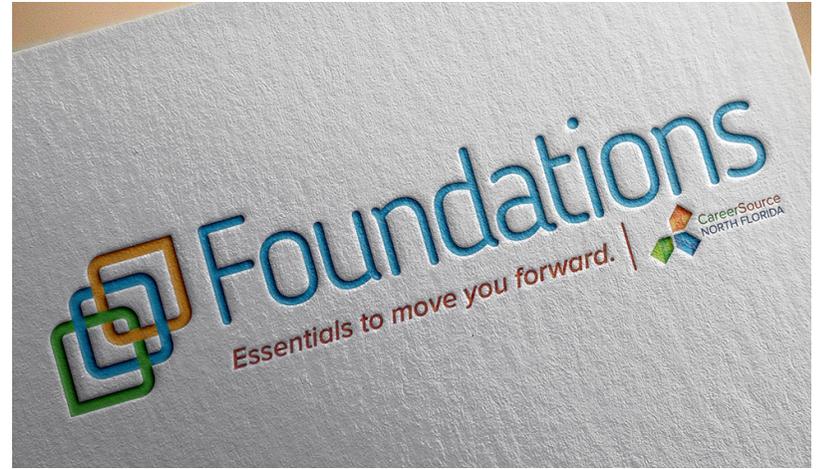
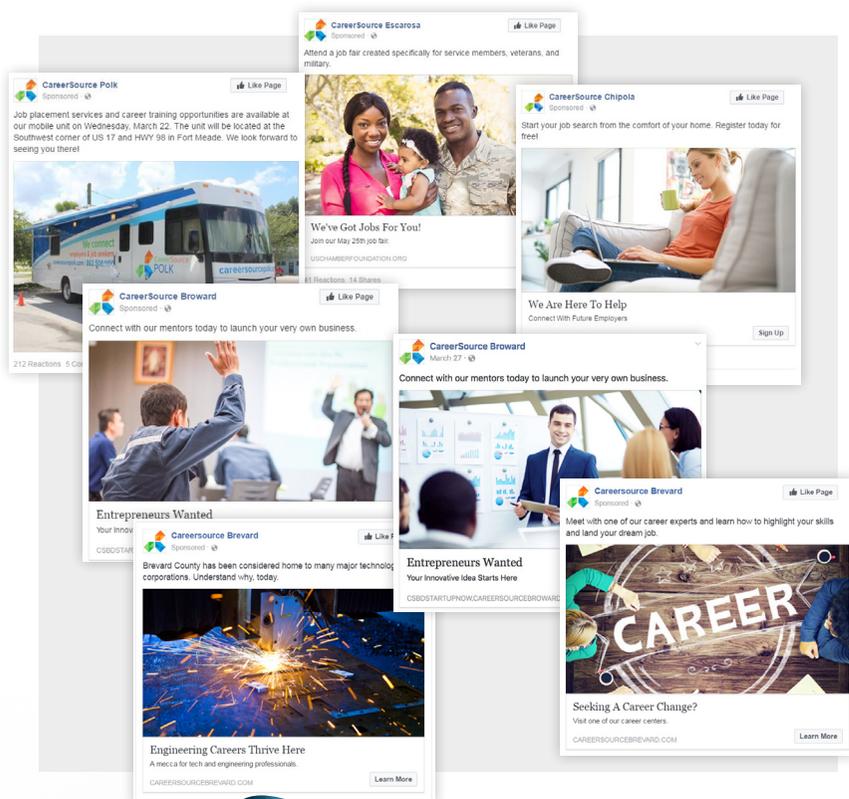
20.4M

ESTIMATED DIGITAL
ADVERTISING IMPRESSIONS



33

DIGITAL CAMPAIGNS





A proud partner of the American[★]JobCenter network

careersourceflorida.com | (850) 692-6887

CareerSource Florida is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Disponible in Español.