



TOGETHER WE CONNECT BUSINESSES TO TALENT



ANNUAL REPORT | 2015 - 2016

LEADING BY EXAMPLE

The 2015-2016 fiscal year brought transformative change to Florida's workforce system through necessary updates, innovative new approaches and enhancements to business and job seeker services.

DIRECTING WORKFORCE INNOVATION AND OPPORTUNITIES

Under the direction of CareerSource Florida's statewide workforce investment and policy board and in collaboration with key partners, Florida made significant progress in implementing the new federal Workforce Innovation and Opportunity Act. The legislation, known as WIOA, provides key guidance to strengthen and modernize state workforce systems, prioritizing a market-driven approach to talent development that will prepare job seekers for the jobs of today and tomorrow.

Florida was well-positioned for WIOA's enhancements. The new law aligns with many of the innovative programs and priorities our state has employed for several years. Over the course of the fiscal year, the board approved recommendations prepared by the CareerSource Florida-led WIOA Task Force and submitted to the federal government by Gov. Rick Scott. CareerSource Florida then worked with core partners in adult education, vocational rehabilitation, youth and other priority program areas to draft and submit Florida's Workforce Innovation and Opportunity Act Unified Plan. With the strategic input of these partners who directly serve Floridians with individual needs and a heightened effort to engage business at every level, the CareerSource Florida network will continue to improve access to services and drive greater outcomes for all Floridians and businesses served.

STRENGTHENING INDUSTRY PARTNERSHIPS

CareerSource Florida's efforts to promote sector strategies that support the growth of targeted industries continued to gain momentum over the past year. Sector strategies are regional, employer-driven partnerships of industry, education and workforce development leaders focused

on identifying solutions to the workforce needs of the local labor market. In addition to building on the work of two state-level industry advisory councils in healthcare and advanced manufacturing, established in 2015 by CareerSource Florida, 10 local workforce development boards are now implementing sector partnerships. This initiative supports local industries and provides industry-specific training to unemployed Floridians with the guidance of CareerSource Florida and the Department of Economic Opportunity.

DRIVING PERFORMANCE

Under the direction of the state board's Strategic Policy Council, CareerSource Florida is developing and implementing the nation's first web-based tool to measure and reward performance by local workforce development boards. CareerSource Florida software developers and economists, working closely with DEO, developed the performance funding model and web application to recognize local workforce development boards that perform well on key indicators. Local boards will be able to determine how best to allocate local resources to better serve Florida businesses and job seekers.

The CareerSource Florida network ended the year with strong outcomes: more than 80,700 businesses were served, and nearly 393,000 job seekers were reported to have secured employment after receiving assistance. Several of these successes are highlighted throughout this report. We extend our gratitude to all our partners who helped make these and many other successes possible as we work together to connect businesses to talent.



BRITT SIKES
*Chairman, CareerSource Florida
Board of Directors*



CHRIS HART IV
*President and CEO,
CareerSource Florida*

THE GOAL

In support of Florida's vision to be the global leader for talent and aligned with the tenets of WIOA, the CareerSource Florida Board of Directors has established the following aspirational goal:

- **Increase the prosperity of workers and employers**
- **Reduce welfare dependency**
- **Meet employer needs**
- **Enhance productivity and competitiveness**

PARTNERS IN LEADERSHIP

FLORIDA WORKFORCE DEVELOPMENT ASSOCIATION

BRUCE FERGUSON, PRESIDENT
CareerSource Northeast Florida

FLORIDA WORKFORCE CHAIRS' ALLIANCE

JOHN WANAMAKER, CHAIR
Coldwell Banker Commercial AI Group

CAREERSOURCE FLORIDA BOARD OF DIRECTORS

FISCAL YEAR 2015-2016 MEMBERS AND DESIGNEES:

GOVERNOR RICK SCOTT
State of Florida

CHAIRMAN BRITT SIKES
DEX Imaging

FRANK ARTILES
Florida House of Representatives, District 118

BRITTANY OLIVIERI BIRKEN
Florida Children's Council

ROBERT CAMPBELL
Robert Tison and Associates, Inc.

STEVE CAPEHART
Jacksonville Supervisors Association

MIKE CARROLL
Florida Department of Children and Families

TIMOTHY CENTER
Sustainable Florida and the Capital Area Community Action Agency

ROSE CONRY
StaffTime

WILLIAM D'AIUTO
Designee, Florida Department of Children and Families

BRYAN DA FROTA
Consultant and Entrepreneur

CHRISTINA DALY
Florida Department of Juvenile Justice

DUANE E. DE FREESE
Indian River Lagoon Council

KEVIN DOYLE
Wexford Strategies

ROD DUCKWORTH
Designee, Florida Department of Education

ARNIE GIRNUN
New Horizons South Florida

ELISHA GONZALEZ
Duke Energy Florida

JENNIFER GROVE
Gulf Power Company

BENEDICT GRZESIK
University of Maryland University College

ELLI HURST
IBM

DWAYNE INGRAM
IT Capital Services

WILLIAM JOHNSON
Coca-Cola Refreshments, Retired

RICK MATTHEWS
Northrop Grumman

THOMAS MCINTOSH
Berkshire Hathaway Trend Realty

BILL MONTFORD
Florida Senate, District 3

EDWIN H. MOORE
Independent Colleges and Universities of Florida

W. ALEXANDER MOSELEY
MoseSys, Inc.

BRYAN NELSON
Nelson's Insurance Services and Orange County Commission

JULIE ORANGE
Designee, Florida Department of Juvenile Justice

ELIZABETH PORTER
Florida House of Representatives, District 10

JESSE PANUCCIO
Florida Department of Economic Opportunity

ANDY M. PEREZ
EB5 Visa Funds

CISSY PROCTOR
Florida Department of Economic Opportunity

LINDA REITER
Miami-Dade County Schools

MARIA C. RODRIGUEZ
Youth Co-Op, Inc.

RICHARD SHRIVER
Hospital Corporation of America

LINDA SPARKS
Jacksonville Academy of Electrical Technology

PAM STEWART
Florida Department of Education

ALFREDO STIMAC
Metal Essence, Inc.

MIKE TOMAS
U.S. Stem Cell, Inc.

SAMUEL VERGHESE
Florida Department of Elder Affairs

RODNEY WICKHAM
IBEW Local 2358

ARDIAN ZIKA
Florida Community Bank

WORKFORCE INNOVATION AND OPPORTUNITY ACT

In fiscal year 2015-2016, Florida's workforce system underwent a major transition as it embraced the opportunities available under the first major update to federal law since 1998. The federal Workforce Innovation and Opportunity Act of 2014 provides modernization and key guidance to the workforce system in every state, with a focus on delivering customer-driven workforce solutions and enhanced customer service through an integrated job-driven network.

WIOA requires states to formulate and submit four-year plans describing how they will fully integrate their workforce and talent development systems. In 2015, Florida's legislature created a task force, led by CareerSource Florida, to engage key stakeholders and develop recommendations for Florida's unified plan. The task force recommendations were approved by the CareerSource Florida Board of Directors, and the final unified plan was submitted to the U.S. Department of Labor on March 30, 2016. In April 2016, Gov. Rick Scott signed into law Senate Bill 7040, which aligned Florida's nationally recognized workforce system with expectations and requirements under WIOA.



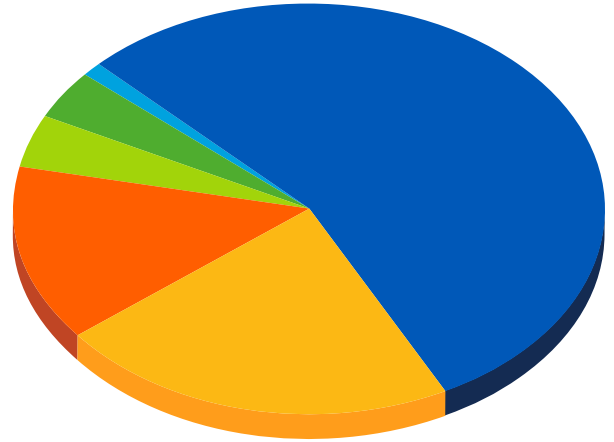
STATEWIDE INVESTMENT, LOCAL REACH

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.

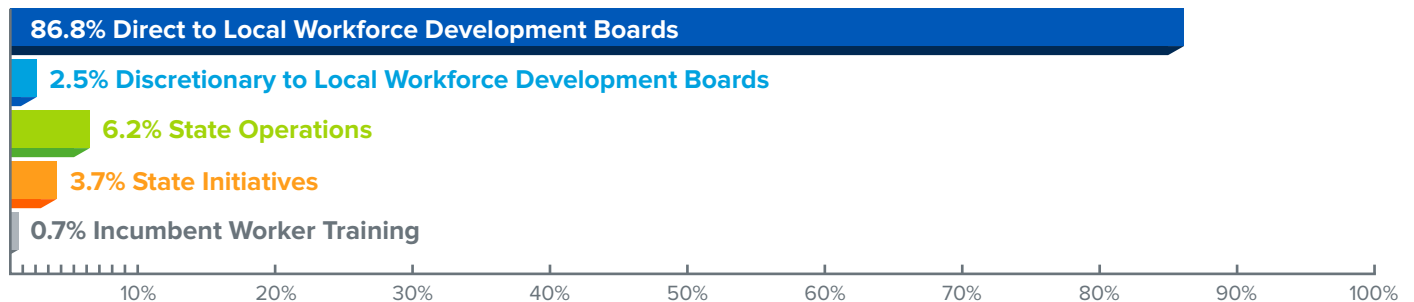
FISCAL YEAR 2015-2016 BOARD-ALLOCATED FUNDING

- ▶ **Workforce Innovation and Opportunity Act: \$147,359,485**
- ▶ **Temporary Assistance For Needy Families: \$59,748,611**
- ▶ **Wagner-Peyser: \$38,350,606**
- ▶ **Veterans Program: \$11,485,000**
- ▶ **Supplemental Nutrition Assistance Program: \$10,260,616**
- ▶ **Reemployment Assistance Program: \$2,000,000**

TOTAL: \$269,204,318



DISTRIBUTION OF FISCAL YEAR 2015-2016 BOARD-ALLOCATED FUNDING



BUSINESS ENGAGEMENT

BioLucid – a Sarasota-based company that combines digital art, technology and science to improve the quality of care by making health visual – partnered with **CareerSource Suncoast** to help build a strong team at a critical time of expansion. The company's unique intersection of healthcare, art and technology makes finding the right employees a challenging but vital task.

On-the-Job Training grants, offered by the CareerSource Florida network, covered a portion of new employees' salaries while they underwent training.

"When I'm hiring for an open position, I look for a long-term, motivated employee with a positive work ethic," said Liz Grasso, SPHR SHRM-SCP, Executive Director of Administration and Human Resources. "They might come with a particular set of skills, but they need to have the ability to be trained beyond that. We want all of our team members to shine, to have the desire and opportunity to learn new applications and programs. With support from CareerSource Suncoast, we can focus on making that a reality for all our employees."

SharpSpring started with a handful of employees in a small downtown office near the University of Florida, where co-founder Rick Carlson earned his MBA. The company has grown into a publicly traded software company with more than 130 employees and more than 200 clients in seven countries.

Such rapid expansion demands strong talent. With the help of a Healthcare Biomanufacturing Occupational & Technology Training grant from **CareerSource North Central Florida**, SharpSpring hired about two dozen employees. HBOTT is an on-the-job training program designed to assist employers in hiring, training and retaining qualified employees in permanent positions.

"Not only were we finding some of the best talent in the area, but we were using this amazing grant program to bring them on board," said Jennifer Hartman, corporate recruiter for SharpSpring. "The HBOTT program was a wonderful way to build a robust team."

HNM Global Logistics – Building a deep bench of talent for a growing business is an expensive endeavor.

"When you think about hiring a new employee, you're really using two employees because someone has to train the new person," said former NFL player Tony McGee, founder of HNM Global Logistics, a full-service freight forwarding company based in Orlando.

When McGee needed to hire new talent for HNM, he turned to **CareerSource Central Florida**. The local workforce development board's Internship Program covers the salaries of interns for three months. The program saved the logistics company time and money by allowing it to offset onboarding and training costs.

"A person can look perfect on paper, but there is value in bringing them on for an internship period to make sure they really fit with the corporate culture of that business," said Tonya Elliott-Moore, Communications and Community Relations Director for CareerSource Central Florida. "Our program gives businesses a chance to do that, in a way that is affordable for them."



80,000+
BUSINESSES SERVED



\$18 MILLION+
IN STATE-LEVEL GRANTS AWARDED

STATEWIDE SUPPORT, LOCAL RESULTS



BUSINESSES SERVED STATEWIDE

80,728

13,033 in Healthcare and Manufacturing



HIGH-VALUE SERVICES
PROVIDED TO BUSINESSES

191,842

Talent Acquisition, HR Services, Customized Training



QUICK RESPONSE TRAINING
GRANTS AWARDED

\$16,405,249

Projected Trainees: 9,551



INCUMBENT WORKER TRAINING
GRANTS AWARDED

\$2,015,379

Projected Trainees: 4,253



JOB SEEKERS ASSISTED BY THE
CAREERSOURCE FLORIDA NETWORK WHO GOT JOBS

392,930

Veterans: 19,679



OPEN JOB POSITIONS *(June 2016)*

243,950

Florida Unemployment Rate: 4.7% (June 2016)



PRIVATE-SECTOR JOBS CREATED

1,127,400

Since December 2010



FLORIDA
FLEX

REACHING NEW CUSTOMERS THROUGH OUR NEW BUSINESS BRAND

When businesses relocate to or expand in Florida, they turn to FloridaFlex to build and train their teams. FloridaFlex is the new brand name for the CareerSource Florida network's total talent solution for businesses of all sizes. With a wide range of flexible options including our nationally recognized Quick Response Training grants, FloridaFlex provides the recruiting, hiring and training assistance Florida companies count on to grow and compete.

BRAND 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 relations, traditional and digital advertising, and social media engagement, we are reaching more businesses, job seekers and workers than ever before.

AT THE STATE LEVEL



31,182: Total views
for videos on YouTube,
Facebook and Twitter



20,000: Delivered
LinkedIn InMail messages
about the recruiting, hiring
and training services
offered through the
network



4.5 MILLION:
Total views for digital
ads about recruiting,
hiring and training
services



214,199: Visitors to
careersourceflorida.com*



7,500: Minutes
YouTube videos were
watched



21,747: Combined likes
and followers on Facebook,
Twitter and LinkedIn**

*During Sept. 2 – Nov. 15, 2015, Google Analytics data was not collected

**As of Jan. 11, 2017

SUPERIOR SERVICE

During the 2016 Workforce Professional Development Summit, CareerSource Florida joined hundreds of professionals from across the state to recognize and honor 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 focused and purpose-driven – in action. In addition to the 24 workforce champion awards, leadership award winners include:

BARBARA K. GRIFFIN WORKFORCE EXCELLENCE



SHARON MILLER
CareerSource
Northeast Florida

FLORIDA WORKFORCE CHAIRS’ ALLIANCE LIGHTHOUSE



DEBRA LAGUE SHAVE
CareerSource
Flagler Volusia

LEADERSHIP AMBASSADOR



VAL WILLIAMS
CareerSource
Brevard

SERVICE INNOVATOR



KRIS KUHL
CareerSource
North Florida

EDUCATION WORKFORCE PARTNER



CONNIE BERNAL
CareerSource
Flagler Volusia

WORKFORCE ADVOCATE



JULIUS COLLIE
CareerSource
Tampa Bay | Pinellas

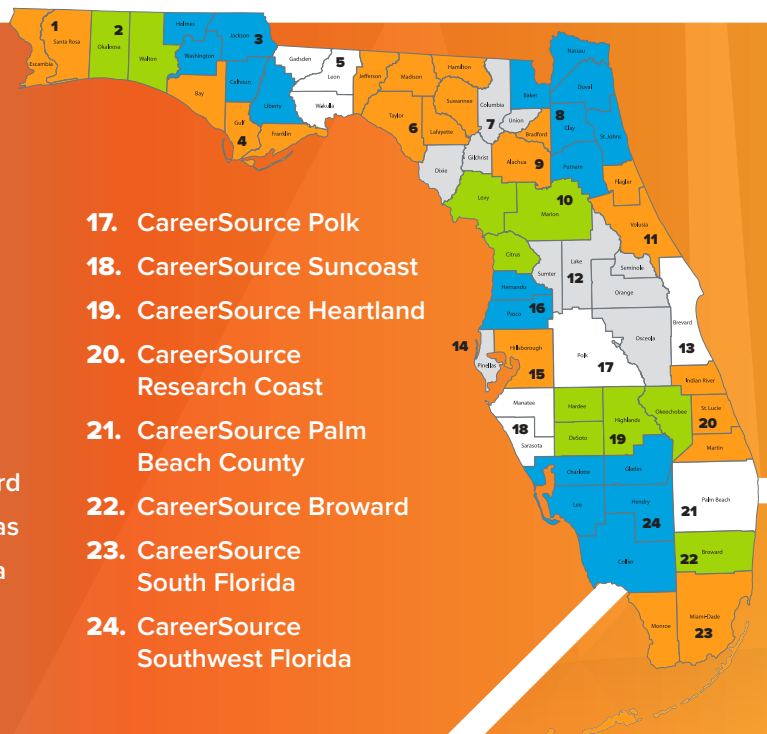
GOODWILL EMISSARY



BEN VANDERNECK
CareerSource
Suncoast

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



COLLABORATION AT ITS BEST

2016 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 2015-2016 to local workforce development boards for use in local outreach to businesses and job seekers.

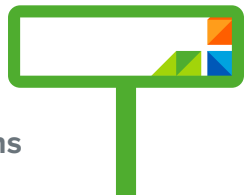


33 new outreach products including:

- Brochures
- Flyers
- Folders
- Infographics
- One-pagers
- Pop-up banners

14,500 total printed pieces delivered statewide

1.7+ Million estimated billboard impressions



17.6+ Million estimated impressions from transportation campaign

71 website optimizations



JOB SEEKERS:

12 campaigns **2,060** new contacts

9,546,254 digital impressions

SECTOR STRATEGIES

CareerSource Florida and the Florida Department of Economic Opportunity were awarded a two-year Sector Partnership National Emergency grant in June 2015 to build on Florida's sector strategies for healthcare and advanced manufacturing – two important industry sectors for Florida's future economic growth. Ten local workforce development boards, spanning counties from north to south Florida, are participating in the resulting sector partnership initiative. These state and local partners are convening industry-specific councils of business, education and other leaders to identify current and future workforce needs for both the healthcare and advanced manufacturing sectors. Regional sector partnerships align with a statewide initiative led by CareerSource Florida to facilitate two industry-led councils gathering business intelligence from Florida's healthcare and advanced manufacturing industries to inform policy decisions that will further strengthen both industries.

The goal of the initiative is to build regional talent pipelines, address skills gaps and create meaningful career pathways for a range of workers. As of June 30, 2016, there were 488 job seekers enrolled in skills training programs. These enrollments represent nearly 43 percent of the grant goal of 1,050 enrollments and are higher than any other state in the Southeast.

STATEWIDE MANUFACTURING JOB FAIRS

Manufacturing job fairs have become an impactful result of the growing partnership among CareerSource Florida, Florida's Center for Advanced Manufacturing Excellence, the Florida TRADE Consortium and Florida's regional manufacturing associations. In October 2015, during Manufacturing Month in Florida, nearly 3,000 job seekers and more than 400 employers participated in manufacturing job fairs at nearly 30 locations statewide. Of the jobs seekers who attended, more than 569 secured employment following the events. During the spring and summer months of 2016, manufacturing job fairs included more than 3,600 job seekers and more than 530 employers, with more than 280 attendees becoming employed.