

A photograph of a woman with short dark hair, wearing a light-colored blazer over a striped shirt, smiling and pointing towards an audience. She is holding a clipboard. The audience members are seen from behind, seated in chairs. The image is partially obscured by geometric overlays.

▶ ANNUAL REPORT

2017 – 2018

FROM OUR LEADERS

As the statewide network charged with guiding workforce development, CareerSource Florida's innovative, strategic initiatives and investments strengthen our state's talent pipeline and connect employers with workers who possess the right skills at the right time for the right industries.

Our vision for Florida is to be the global leader for talent. Florida's workforce system includes partnerships with employers, educators and community leaders to foster growth and development across our state. Over this past year, the CareerSource Florida network made significant progress in expanding sector strategies statewide, growing apprenticeship opportunities, and enhancing collaboration with state and local partners under the federal Workforce Innovation and Opportunity Act.

Florida's economic outlook is bright. The state's unemployment rate was 3.8 percent in June 2018, down from 4.1 percent in July 2017. Top industries for growth over the year included leisure and hospitality, construction, education and health services, and professional and business services. CareerSource Florida works to ensure our network of federal, state and local partners, including the state Department of Economic Opportunity and 24 local workforce development boards serving Florida's 67 counties, continues to develop innovative solutions that meet industry talent needs and build economic prosperity. Together, we helped more than 210,000 job seekers secure jobs and more than 65,000 employers with recruiting, hiring and training needs last year.

Yet there is always more to do. Like states around the country experiencing growth in healthcare, technology, construction and other fields, Florida is facing a mismatch of skills required for many open positions with the skills of applicants seeking to fill them. While many areas of our state are benefiting from the strong economy, rural areas especially struggle to keep top talent and attract new employers.

Our state board of business, education and government leaders is inspired by the opportunities ahead. Under the leadership of Florida's governor and legislature, and working closely with our partners, we will continue to implement future-focused, impactful strategies to anticipate, meet and exceed the needs of Florida's growing businesses and talented workforce.



Kevin Doyle

KEVIN DOYLE
Board of Directors Chairman
CareerSource Florida



Michelle Dennard

MICHELLE DENNARD
President and CEO
CareerSource Florida

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 commitment today and in the future to serving Florida's employers, job seekers and workers.

OUR MISSION

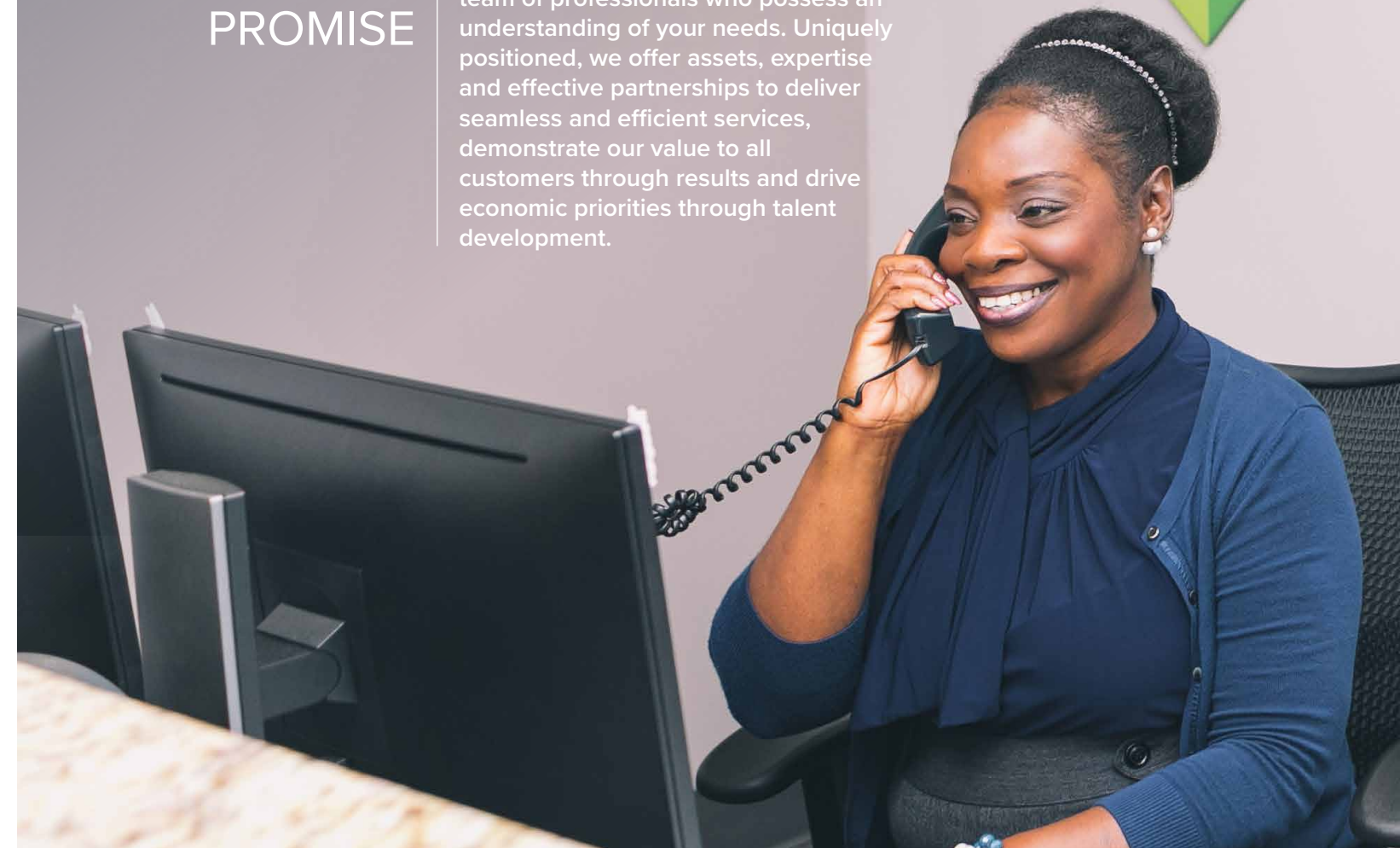
The Florida workforce system connects employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic independence and prosperity.

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.



BOARD OF DIRECTORS

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State of Florida

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Wexford Strategies

IMMEDIATE PAST CHAIRMAN BRITT SIKES
DEX Imaging

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StaffTime

BRYAN DA FROTA
ListEngage

DUANE E. DE FREESE
Indian River Lagoon Council

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Division of Blind Services*

ROD DUCKWORTH
*Florida Department of Education,
Designee*

ARNIE GIRNUN
New Horizons South Florida

ELISHA GONZALEZ
*Educator and Public Affairs
Executive*

TAYLOR HATCH
*Florida Department of Economic
Opportunity, Designee*

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Coca Cola Refreshments, Retired

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JAMES NOLAN, Jacksonville
*Electrical Joint Apprenticeship
Association*

REP. ELIZABETH PORTER
State of Florida

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*Florida Department of Economic
Opportunity*

TODD REBOL
Banks Engineering

STEPHANIE SMITH
Uber

PAM STEWART
Florida Department of Education

MIKE TOMAS
U.S. Stem Cell, Inc.

ARDIAN ZIKA
Guardian Street

PARTNERS IN LEADERSHIP

FLORIDA WORKFORCE DEVELOPMENT ASSOCIATION

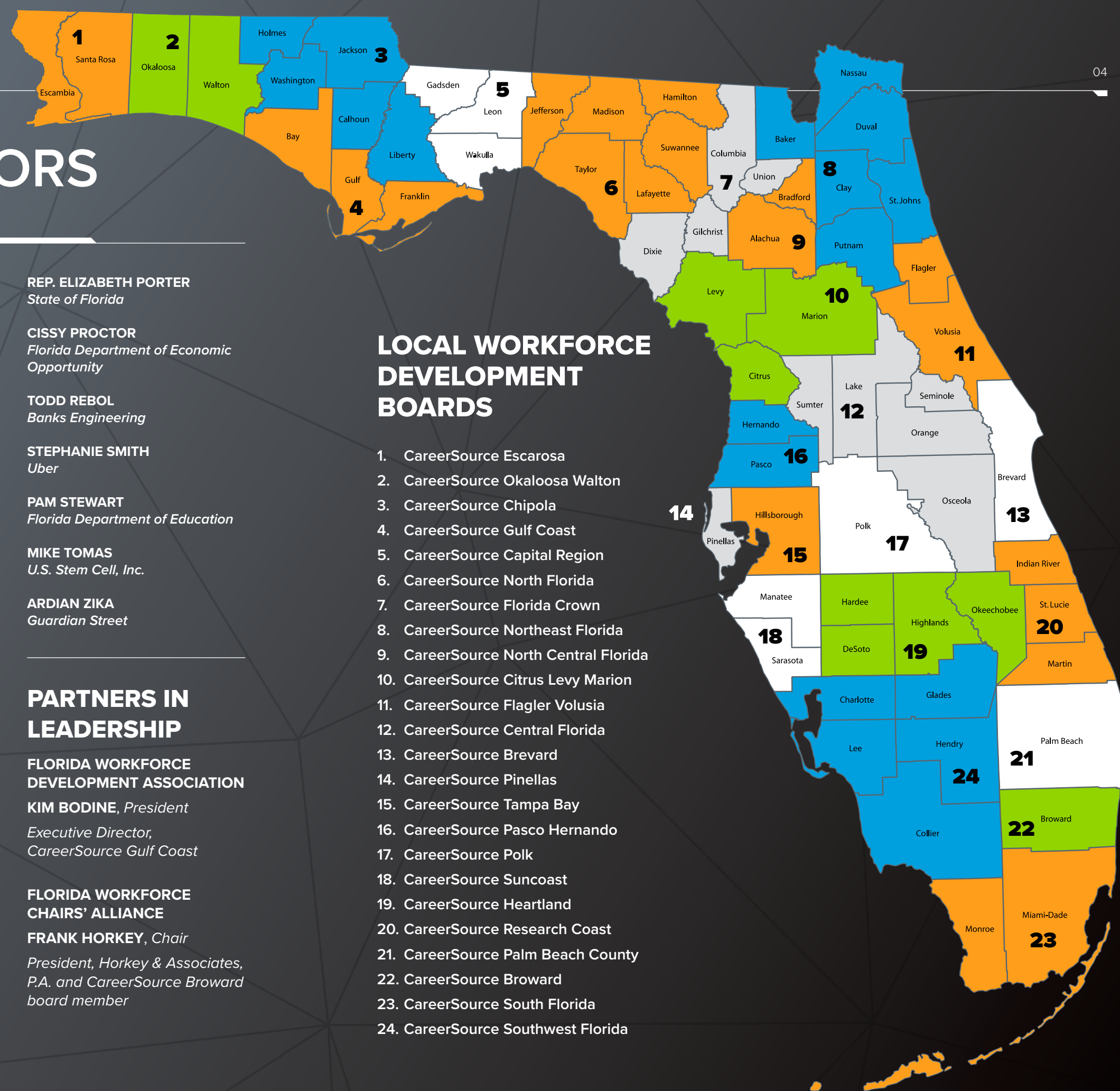
KIM BODINE, President
*Executive Director,
CareerSource Gulf Coast*

FLORIDA WORKFORCE CHAIRS' ALLIANCE

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

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

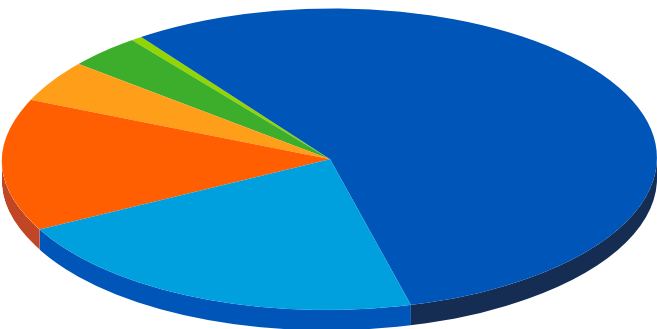


FEDERAL FUNDING, STATEWIDE INVESTMENT, LOCAL IMPACT

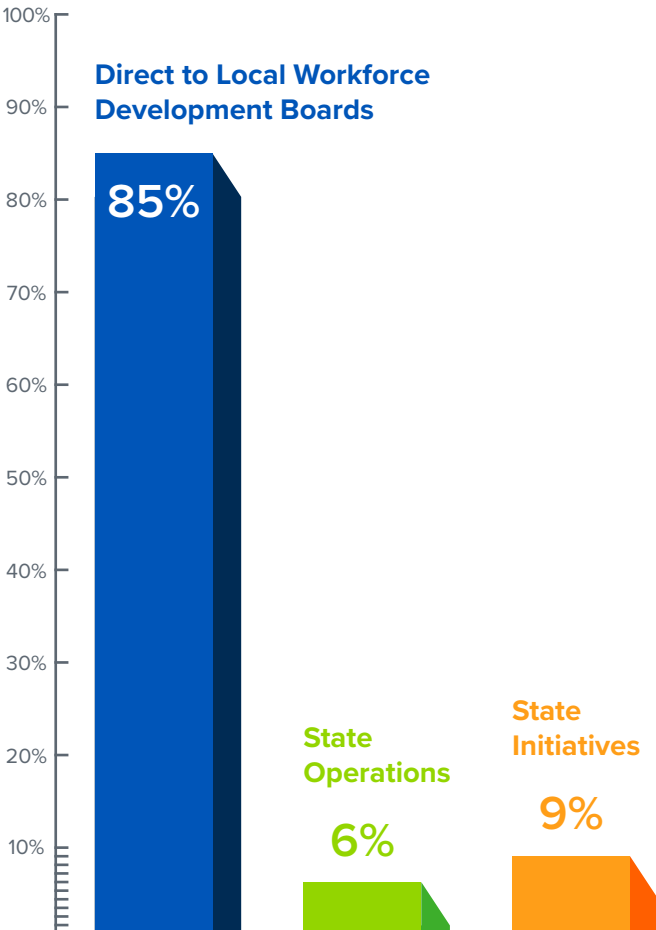
Florida’s workforce system is funded primarily through federal dollars. Upon approval of the CareerSource Florida Board of Directors and in alignment with federal funding formulas, the majority of these funds are passed through to the 24 local workforce development boards to directly support employment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

FISCAL YEAR 2017-2018
BOARD-ALLOCATED FUNDING

▶ Workforce Innovation and Opportunity Act:	\$153.1M
▶ Temporary Assistance For Needy Families:	\$58M
▶ Wagner-Peyser Act:	\$39.1M
▶ Veterans Program:	\$11.7M
▶ Supplemental Nutrition Assistance Program:	\$10.1M
▶ Reemployment Assistance Program:	\$1M
TOTAL:	\$273M



DISTRIBUTION OF FISCAL YEAR 2017-2018
BOARD-ALLOCATED FUNDING



RESULTS AND KEY METRICS



BUSINESSES SERVED
IN 2017-2018:

65,274

Healthcare: 5,007
Manufacturing: 5,335



JOB SEEKERS ASSISTED BY
THE CAREERSOURCE FLORIDA
NETWORK NOW EMPLOYED:

210,737

12,380 military veterans assisted,
now employed



HIGH-VALUE SERVICES
PROVIDED TO BUSINESSES:
*(Talent Acquisition, HR Services,
Customized Training)*

122,161



ONLINE JOB POSTINGS:
(June 2018)

232,360

Unemployment rate in Florida
(June 2018): **3.8%**

Unemployment rate nationally
(June 2018): **4.0%**



QUICK RESPONSE TRAINING
PROJECTED TRAINEES:

3,877

27 grants totaling \$9.6 million



INCUMBENT WORKER TRAINING
PROJECTED TRAINEES:

5,431

161 grants totaling \$4.3 million



PRIVATE SECTOR JOBS CREATED:
(December 2010 — June 2018)

1,554,800

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 available at careersourceflorida.com.

STREAMLINING SERVICES AND EMPOWERING INDIVIDUALS UNDER WIOA

The federal Workforce Innovation and Opportunity Act (WIOA) modernizes and provides key guidance for the workforce system in every state, with a focus on delivering customer-driven workforce solutions and enhancing customer service through an integrated, job-driven network.

A unified plan approach was selected for the first plan submitted under WIOA in 2016. This plan included required core partners: CareerSource Florida, the Department of Economic Opportunity and the Department of Education's Divisions of Vocational Rehabilitation, Blind Services and Career and Adult Education. Since the submission of Florida's first Unified State Plan, as part of our implementation of WIOA, we have met regularly with our statewide core partners to address aspects of an advanced plan to meet individual needs and engage business at every level to drive greater outcomes. The State of Florida WIOA Unified Plan Two-Year Modification, submitted in 2018, is consistent with the requirements of federal and state law with an emphasis on:

- **Streamlining services** – Florida's employment and training programs must be coordinated and consolidated at locally managed one-stop delivery system centers.
- **Empowering individuals** – Eligible participants will make informed decisions, choosing the qualified training program that best meets their needs.
- **Universal access** – Through a one-stop delivery system, every Floridian will have access to employment services.

- **Increased accountability** – The state, localities and training providers will be held accountable for their performance.

These priorities continue to guide our efforts as we collaborate with Florida's local workforce development boards and other state partners. Successful implementation of WIOA is translating to greater opportunities for both individuals and businesses, benefiting Florida's families, communities and future.



REAL PEOPLE, REAL RESULTS



DEVON FONOD

After receiving a scholarship from CareerSource Brevard to attend Eastern Florida State College, Devon has become a successful registered nurse at Health First. She credits the assistance she received with helping her to find her dream job while allowing her to spend time with her daughter as she completed her education.



SUZANNE GARDNER

A U.S. Air Force veteran, Suzanne took advantage of the many job preparation tools offered through CareerSource Capital Region, attending career preparation workshops, hiring events and work experience programs, which led to her successful hiring as an office assistant at M&L Plumbing in Crawfordville.



KAYLA GRISSOM

Like many high school graduates, Kayla was unsure what to do after high school, which led her to the CareerSource Capital Region Dynamic Futures Program. Through Dynamic Futures, she gained valuable work experience and then a permanent job she loves. She's now pursuing a college degree in early childhood education.

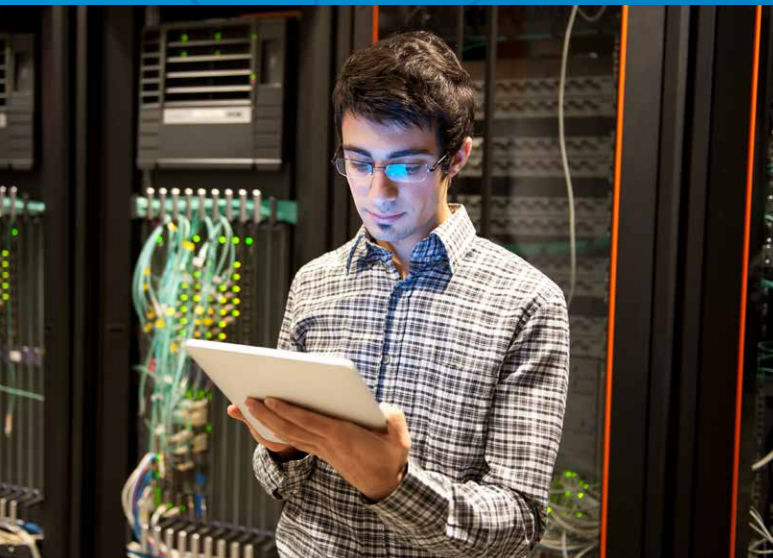


FRANCISCO RODRIGUES

Francisco came to Brevard County from Puerto Rico following Hurricane Maria, seeking training to help him use his skills as a field technician for a computer repair company to become a Certified Microsoft Technology Associate. The certification he earned with CareerSource Brevard's help has provided job prospects in the area. He is completing additional coursework with the goal of starting a great career and moving his family to Florida at the start of the New Year.

BRIDGING THE TALENT GAP WITH DATA-DRIVEN INSIGHTS

Florida's economy is booming, yet the talent gap persists in many of our targeted industries, particularly in science, technology, engineering and math (STEM) occupations. The CareerSource Florida network and our strategic partners are working hard to address this challenge. As workforce developers, we know talent is key in continuing economic growth.



The CareerSource Florida Board of Directors funded a statewide Skills Gap and Job Vacancy Survey of nearly 54,000 Florida employers conducted by the Florida Department of Economic Opportunity. The research was commissioned to better understand the current state of skills gaps in Florida and drive data-informed decisions regarding future workforce development strategies and investment.

When gaps were noted by employers, foundational skills gaps such as communication, reliability and time management were reported twice as often as technical skills gaps, including information technology, research and math skills. The results of this research are helping us improve the way we serve businesses and job seekers in multiple ways, including:

- Referring job seekers who better meet employers' needs
- Placing applicants who are job-ready
- Assisting job seekers with higher earnings at placement
- Increasing job retention rates
- Increasing employer efficiency and competitiveness
- Fostering less turnover for businesses
- Speeding up the hiring cycle for businesses

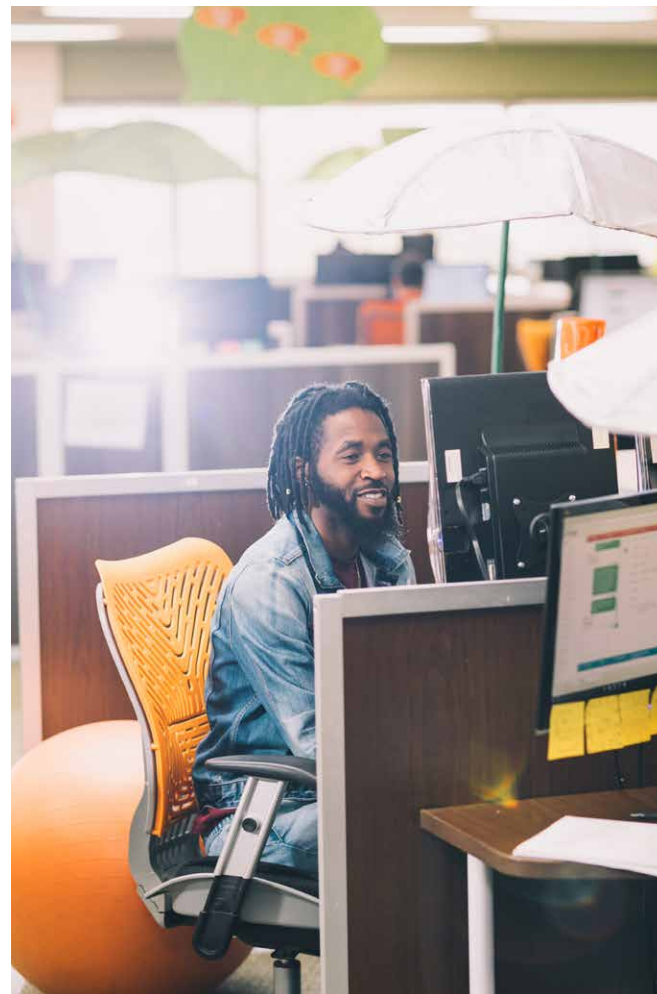
The 2018 Skills Gap and Job Vacancy Survey will help drive data-informed decisions about future workforce development strategies and investment. Read the full report at careersourceflorida.com.



QUICK RESPONSE TRAINING: A LEGACY OF SUPPORTING TALENT

This year, CareerSource Florida celebrated 25 years of helping businesses increase productivity and profitability with well-trained new hires through its Quick Response Training grant program. The state-funded grants help new or expanding businesses implement flexible and customized training for new, full-time, permanent employees.

One of the unique features of Quick Response Training is its flexibility in businesses' choice of training and training providers. ActivEngage, a Maitland-based company, provides live chat services for the automotive industry that inspire conversations and build lasting relationships between businesses and customers worldwide. Thanks to a Quick Response Training grant, ActivEngage was able to implement new and ongoing training for employees to uphold its mission of providing world-class customer service.



Employees benefit from Quick Response Training through increased earning potential. For the most recent year for which data is available, Floridians trained through the grant received a nearly 43 percent increase in wages, on average, over the 12 months following training. With more than 140,000 employees trained since 1993, this nationally recognized program powerfully illustrates how a single initiative can make long-term, significant impacts on Florida's economic growth and Floridians' quality of life.

HISTORIC APPRENTICESHIP SUMMIT ADDRESSES TALENT DEMANDS

In June 2018, CareerSource Florida, the Florida Department of Economic Opportunity and the Florida Department of Education hosted the inaugural, statewide Apprenticeship FLA Summit at Florida International University in Miami. The two-day event showcased how our three organizations are working to expand participation in and access to Registered Apprenticeships through stronger collaboration and systemic improvements.

Florida is among 36 states selected for the ApprenticeshipUSA funding initiative, a federal grant program aiming to double and diversify the number of Registered Apprenticeships by 2019. Results thus far include the engagement of nearly 100 industry and expert volunteers who established workgroups to identify recommendations for expanding Registered Apprenticeship opportunities in Florida, many of which were showcased at the Apprenticeship FLA Summit. More than 180 attendees heard apprenticeship experts from Florida and across the country discussing earn-and-learn model programs and opportunities to leverage strategic partnerships.

“This renewed focus and the fresh insights of industry, education and workforce experts will further strengthen and diversify Florida’s already robust economy,” said CareerSource Florida President and CEO Michelle Dennard. “The dedication and commitment to build and grow strong apprenticeship programs throughout our state is a testament to Florida’s leadership on a critical national issue.”



Cissy Proctor, Executive Director of the Florida Department of Economic Opportunity, said, “Apprenticeship is a proven career path that helps Florida’s employers obtain and keep the talent they need to remain competitive. The Apprenticeship Summit was an excellent opportunity for businesses and state agencies to collaborate on best practices for developing a highly trained workforce.”

The insights gained from the inaugural Apprenticeship Summit are directing Florida’s next steps and helping shape the future of its workforce.

“Registered Apprenticeship programs are an essential component in supporting Florida’s vigorous economy,” said Florida Commissioner of Education Pam Stewart. “These programs enable employers to develop and apply industry standards to training programs that lead to a highly trained workforce and increased productivity.”

The momentum continues to grow with the increased engagement of Florida’s local workforce development boards, economic developers, educational partners and workforce system liaisons as well as community-based organizations. Industry sectors of focus include healthcare, information technology, advanced manufacturing, leisure and hospitality, and construction. The release of \$500,000 in Apprenticeship FLA Training Opportunity grants is helping five local workforce development boards build new Registered Apprenticeships and pre-apprenticeships or expand existing programs to include apprentices from underrepresented populations.

For the 2018-2019 fiscal year, the CareerSource Florida Board of Directors approved an additional \$1.75 million to support the continued expansion of apprenticeships in Florida consistent with the recommendations of the statewide workgroups that are paving the way for Florida’s next generation of apprenticeship programs.

HURRICANE RECOVERY

The 2017-2018 fiscal year was a challenging time for communities across the state as Hurricane Irma destroyed lives, property and jobs. Hurricane Maria's devastation of Puerto Rico and neighboring islands also affected Florida as tens of thousands of evacuees turned to the Sunshine State for relocation and employment.

COMMUNITIES RALLY TO HELP ONE ANOTHER

In September 2017, the majority of Florida's communities and citizens were affected by Hurricane Irma in some way. With at least 48 of Florida's 67 counties receiving federal disaster declarations due to Hurricane Irma, many of the CareerSource Florida network's 24 local workforce development boards were charged with helping employers get back to business and people back to work. We made it our mission to get career centers up and running as quickly as possible, regardless of the power and Internet outages that affected our centers.

The network responded immediately, with local partners launching fleets of mobile units across the state to help ensure all Floridians whose employment was interrupted and businesses that were affected could access resources. One example was CareerSource South Florida, which serves residents and businesses in Monroe and Miami-Dade counties and experienced some of the most significant impacts from the storm. The local team opened the Key West office within a few days of Hurricane Irma's landfall to serve residents and businesses whose livelihoods were damaged and, in some cases, obliterated. Mobile units were quickly deployed, including one to Big Pine Key Disaster Recovery Center, to begin assisting residents applying for aid.

Hurricane Irma's second landfall on Sept. 10 directly impacted CareerSource Southwest Florida, which serves Marco Island and Naples. The organization took the lead among local officials in coordinating a major cleanup effort in southern Collier County using federal Dislocated Worker grant funding to hire local residents.

Many CareerSource Florida network partners in affected areas worked directly with the Department of Children and Families in the Food for Florida program. Our partners coordinated with local employers, municipalities and agencies to immediately provide work to people through recovery jobs and connect them with emergency aid.

Employ Florida, one of the nation's largest online job banks, launched a new portal for Hurricane Irma recovery and cleanup jobs. Managed by the Department of Economic Opportunity and promoted by CareerSource Florida, the Employ Florida Hurricane Irma Recovery Jobs Portal provided direct links to these opportunities across the state. Several local workforce development boards also held recruiting fairs and workshops to assist Floridians and others affected by the storm.



EMBRACING NEW FLORIDIANS

Less than two weeks later, Hurricane Maria severely damaged Puerto Rico and neighboring islands, forcing many to relocate to Florida to rebuild their lives.

For weeks, teams from CareerSource Central Florida and CareerSource South Florida staffed the international airports in Orlando and Miami to assist evacuees as they arrived. Additionally, CareerSource Central Florida provided employment services at Multi-Agency Resource Centers, and CareerSource South Florida, the Puerto Rican Chamber of Commerce of South Florida and the Ana G. Méndez University System worked together to assist families in the Miami area.

A \$1 million investment in Florida's workforce system helped Puerto Rican families and others displaced by Hurricane Maria find jobs, and a job placement partnership between education, business and workforce development organizations connected relocating families with job opportunities and job training. The funds, allocated by CareerSource Florida and distributed by the Florida Department of Economic Opportunity, provided employment services to assist evacuees in counties across the state.

CONSTRUCTION JOB FAIRS

This summer, CareerSource Florida teamed up with Lennar Homes, one of the largest homebuilders in the country, to host career fairs focused on filling jobs critically needed in our growing economy by the construction industry.

With involvement from key partners including the State Hispanic Chamber of Commerce, Uber, the state Department of Economic Opportunity and a number of local homebuilding firms and subcontractors, hiring fairs were hosted in June by at least 19 local workforce development boards throughout Florida. In the Jacksonville area alone, CareerSource Northeast Florida's construction job fair featured 24 employers looking to hire immediately. Statewide, nearly 1,400 job seekers had the opportunity to connect with 345 employers.

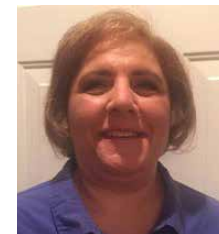


Local job seekers meet with employers at the 2018 Construction Job Fair hosted by CareerSource Palm Beach County.



SUPERIOR SERVICE

During the 2018 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
NANCY BATEH
*Florida Department
of Education
Division of Blind Services*



EDUCATION WORKFORCE PARTNER
MARK VIANELLO
Marion County Schools



FLORIDA WORKFORCE CHAIRS' ALLIANCE LIGHTHOUSE AWARD
PAUL WORRELL
CareerSource Central Florida



WORKFORCE ADVOCATE
LASHUNDA THOMAS
CareerSource Okaloosa Walton



LEADERSHIP AMBASSADOR
KEAVEN JONES
CareerSource Florida Crown



BARBARA K. GRIFFIN WORKFORCE EXCELLENCE AWARD
DENISE HALL
Florida Department of Corrections



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