

ANNUAL REPORT 2019 - 2020



At its core, helping businesses find talent and talented Floridians find jobs is what the CareerSource Florida network does every day. That mission requires big-picture thinking, data and collaborative partners to shape new strategies for workforce development. It also requires dedicated boots on the ground, working one-on-one with businesses and career seekers to help them achieve their goals. With the COVID-19 pandemic, this became a year that no one could have predicted, and it required the CareerSource Florida network to adapt, innovate and serve like never before.

STEPPING UP IN A PANDEMIC

The pandemic forced many businesses to close their doors and lay off workers, and the full effect on Florida's economy continues to unfold. In May 2019, Florida's unemployment rate stood at 3.2%; one year later, it was 13.7%. While the economic impact has been severe, we are optimistic and hopeful because of the talents and resilience of Floridians and the leadership of Governor Ron DeSantis. As the Governor's principal workforce policy board, we remain confident and purpose-driven in our commitment to a mission that has never been more necessary. Driving our work are 4 Rs: relief, restart, recovery and reimagine.

When the pandemic hit, the CareerSource Florida network's 24 local workforce development boards and their nearly 100 career centers quickly pivoted to serve clients virtually – by phone, by email or by appointments – and continued services without interruption. The network also helped Floridians applying for unemployment benefits through the Reemployment Assistance program administered by the Florida Department of Economic Opportunity. We join the thousands of Floridians who were helped in expressing our gratitude for the network's hard work and flexibility, which continues today. Even with most career centers operating remotely for at least two months at the start of the pandemic, the network had served 59,355 businesses by the end of the fiscal year, providing them with 97,746 high-value services. At the same time, 130,061 career seekers assisted by the network were placed in jobs, including 7,712 veterans.

ENTRUSTED AS CHANGE AGENTS

In late fall 2019, several CareerSource Florida leaders answered Governor DeSantis' call to support the new Florida Talent Development Council, which was tasked with developing a strategic plan to ensure 60 percent of working-age Floridians held a high-value postsecondary credential by 2030. As we focus on COVID-19 relief and recovery, CareerSource Florida is committed to the Governor's vision of a coordinated, data-driven, statewide approach to meeting Florida's needs for a 21st century workforce.

In June, CareerSource Florida welcomed a new law signed by Governor DeSantis emphasizing the authority of the CareerSource Florida Board of Directors to shape workforce policy that activates the Governor's priorities. Further, the law reaffirmed the CareerSource Florida professional team's role in administering the board's actions and vision and modified the Florida Department of Economic Opportunity's roles and responsibilities to address federal Workforce Innovation and Opportunity Act requirements.

WHAT'S NEXT: EMERGING WORKFORCE NEEDS

Now, CareerSource Florida leadership is looking ahead. We are having fresh conversations with industry leaders to understand and anticipate how workforce needs are changing, and we are taking that dialogue to educators tasked with equipping tomorrow's talent. While Florida's renowned hospitality and travel industry is recovering, we join economic and government leaders in welcoming continued growth in a diverse array of additional sectors. Florida will emerge from the pandemic-induced economic challenges, and its workforce will play a critical role in making that recovery happen. CareerSource Florida will be there to help our leaders and our state continue to do it faster, smarter and better.



KevinDoyle

KEVIN DOYLEBoard of Directors Chairman
CareerSource Florida



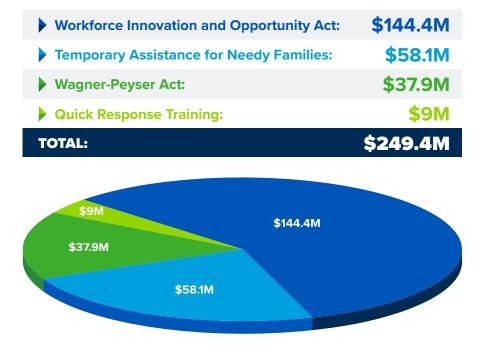
Michelle Dennard

MICHELLE DENNARD
President and CEO
CareerSource Florida

FEDERAL FUNDING, STATEWIDE INVESTMENT, LOCAL IMPACT

Florida's workforce system is funded primarily 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 2019 - 2020 BOARD-ALLOCATED FUNDING



DISTRIBUTION OF FISCAL YEAR 2019 - 2020 BOARD-ALLOCATED FUNDING



ACCOUNTABILITY &

As an organization and network, CareerSource Florida is sharply focused on accountability to deliver meaningful performance

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.

RESULTS AND KEY METRICS



59,355

BUSINESSES SERVED IN 2019 - 2020

Healthcare: **4,525** | Manufacturing: **5,297**



97,746

HIGH-VALUE SERVICES PROVIDED TO BUSINESSES

Talent Acquisition, HR Services, Customized Training



4,029

QUICK RESPONSE TRAINING PROJECTED TRAINEES

27 businesses received grants



4,507

INCUMBENT WORKER TRAINING PROJECTED TRAINEES

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



130,061

JOB SEEKERS ASSISTED BY THE CAREERSOURCE FLORIDA NETWORK, NOW EMPLOYED

7,712 military veterans assisted, now employed



240,885

ONLINE JOB POSTINGS (June 2020)



🏗 -575,600

PRIVATE SECTOR JOBS LOST

Unemployment rate in Florida (June 2020): 10.3% | Unemployment rate nationally (June 2020): 11.1%

REAL STORIES, REAL RESULTS

From career exposure programs to financial aid for job training, the CareerSource Florida network offers a variety of customized solutions to help job seekers and businesses achieve their goals. Here's what the people we serve are saying about the services they've received:

"I've always dreamed of being a truck driver and I did not know how to make that dream come true. Within a month and a half, CareerSource Capital Region had me signed up with a school, a national truck driving school. It was a very expensive class that I could not afford, but they had programs in place that paid for it for me. It lasted for one month. After one month and one week, I was in a semi-truck, driving."

Willie, CareerSource Capital Region financial aid recipient and training school graduate





"Being out of a job led me to CareerSource Palm Beach County, where the wonderful folks there enlightened me on the Workforce Innovation and Opportunity Act Training Scholarship. They assisted me in applying for the scholarship (several thousand dollars) and I was approved. These courses have been challenging and a lot of work, which I needed during this downtime. I now have Lean Six Sigma expertise to add to my skills toolbox, a huge positive."

Brian, CareerSource Palm Beach County training scholarship recipient

"My disability made it difficult for me to find work. Thanks to CareerSource Brevard, I received scholarships for IT trainings including a seven-week cyber security program and A+ certification among others — completed all while I was working a part-time job. The team is now working closely with me to help me secure a full-time job, something I haven't had in years."

Thomas, training scholarship recipient assisted by CareerSource Brevard's Disability Specialist

"I have no doubt that the connections
I made with CareerSource Okaloosa
Walton helped me land this awesome
job. In these crazy and uncertain times,
it was challenging to stay positive
sometimes, but in the end I'm so happy
with the way things turned out."

Megan, CareerSource Okaloosa Walton

Megan, CareerSource Okaloosa Walton Military Family Employment Advocacy Program participant

"The best aspect about the Summer Job Connection Program at CareerSource Tampa Bay was getting to experience other people coming in to Zoom calls and sharing their story, then their career experiences, all the way from CEOs to attorneys and psychologists. I really appreciated how broad the spectrum was."

Nyona, CareerSource Tampa Bay summer youth program participant

"CareerSource Brevard has been very encouraging, provided excellent information and training, and helped me in ways I can't begin to describe in words. It has been a very long, grueling, exhausting and sometimes discouraging process along the way, but with your encouragement and assistance I was able to obtain full-time employment in the aerospace industry as a Project Manager. I'm excited to get back to work on a full-time basis."

Rick, CareerSource Brevard AARP Back to Work 50+ program participant



In a year that for many of us will be unforgettable, the CareerSource Florida network fulfilled a vital role—one that necessitated quick, innovative adaptations and an extraordinary level of service. Whether assisting a suddenly unemployed worker or an abruptly shuttered business, the entire network helped hurting people stabilize and step toward recovery.

The 2019-2020 fiscal year began like many others in recent Florida history with record low unemployment and a strong economy. When the coronavirus pandemic hit, needs shifted rapidly. The changing landscape led to record high unemployment but also new and different job opportunities, resulting in many businesses adjusting their business models and others staffing up to meet the demands of the changing marketplace. That positioned CareerSource Florida and its 24 local workforce development board partners to become a key part of the solution for the entire state.



In early April, Governor Ron DeSantis issued Executive Order 20-93, directing all state agencies to provide assistance to the state Department of Economic Opportunity (DEO) as it processed record numbers of Reemployment Assistance claims. The Governor's executive order also directed the 24 local workforce development boards to assist with dissemination and collection of paper applications, which would be returned to DEO for processing.

ENHANCED VIRTUAL SERVICES

In tandem with those efforts, the CareerSource Florida network dug deeper into its ongoing mission to connect employers with qualified, skilled talent and Floridians with employment and career development opportunities to achieve economic prosperity. When career centers temporarily closed physical locations, they enhanced their ability to provide support online and over the phone. Canceled spring hiring events became virtual job fairs, allowing businesses to continue to connect with job seekers while maintaining social distancing practices. Flexibility was key, from hosting webinars to reach as many people as possible to one-on-one conversations to lend personalized support. When it became safer to reopen in a limited capacity, career centers quickly readied their facilities to do so safely with enhanced sanitation practices and scheduled appointment times.





Many local workforce development boards went above and beyond the call of duty, leveraging their connections and expertise to provide customized, on-the-ground assistance tailored to the needs of their communities. CareerSource Gulf Coast led food donation efforts in Panama City. At CareerSource Southwest Florida, staffers trained in Reemployment Assistance worked seven days a week to help Floridians reset their online access PINs. Some local teams were at work well before sunrise to help as many members of their community as possible. The work mattered to their communities, and it mattered to them.

"Our services are so needed for the community right now," said CareerSource Escarosa CEO Marcus McBride. "There are people who have been displaced, out of work and laid off or furloughed. Our team is playing an important role in helping the community reopen and grow and help people get back to work."

"I am proud to be part of this network of workforce development professionals who adapted quickly to continue providing critical services to Floridians throughout this unprecedented time," said CareerSource Florida Board Chairman Kevin Doyle. "Now, with all 67 Florida counties reopened for business, we want to assess our next steps in supporting the economic restart as we continue to align our workforce investments and actions with the blueprint provided by Governor Ron DeSantis in his Safe. Smart. Step-by-Step. Plan for Florida's Recovery."

LONG-TERM STRATEGY

As a long-term pandemic recovery strategy, CareerSource Florida aims to meet the emerging workforce training needs for a post-COVID-19 Florida economy, as well as develop innovative solutions that generate job retention and recovery. Again, local board leaders are plugged into the evolving economic landscape of their communities and forecasting the challenges and opportunities that lie ahead.

"Employers who say that all their staff are going to be coming back within the next year might have to take a look at how they're going to attract the future workforce," said CareerSource Flagler Volusia President and CEO Robin King, president of the Florida Workforce Development Association.

Going forward, the CareerSource Florida network will continue to help businesses recruit specialized talent, hire new team members and train existing employees, and assist Floridians in finding careers through job search support, career fairs and training and education using the latest in tactics and technology to meet evolving needs.

"We are joining all of our partners and stakeholders – from government leaders to industry, businesses, educators and more – to craft, execute and administer Florida's road map to full economic recovery," said CareerSource Florida President and CEO Michelle Dennard. "Our state and our people are resilient. This adaptability is what will help Florida recover stronger, and the CareerSource Florida network stands ready to help make it happen."

OUR MESSAGE OF HOPE:

Help is here

When the pandemic hit, the CareerSource Florida network was ready to help with the expertise to connect abruptly unemployed Floridians with workforce training opportunities and job openings and the tools to assist businesses needing to make sudden workforce adjustments, including hiring new staff. The next mission was to let Floridians know that CareerSource Florida was here for them.

Prior to the pandemic, thanks to years of low unemployment and a prosperous economy, many Floridians hadn't had an opportunity to use the services available through the CareerSource Florida network. CareerSource Florida needed to raise awareness quickly among Floridians suddenly in need of assistance. Within days, a robust outreach campaign called "Help is Here" was launched to inform Florida's employers. job seekers and communities of the comprehensive services available to address job loss and hiring or training challenges.

The "Help is Here" message was deployed across numerous platforms: advertising outreach, emails, social media, testimonial videos, a website landing page and more. It was leveraged by local workforce development boards from Pensacola to South Florida, creating a consistent statewide brand that provided hope and options to both job seekers and businesses.





- more than 65 million impressions
- more than 350,000 website sessions, connecting thousands of Floridians with their local workforce development boards

The commitment made to Floridians through the campaign was brought to life with the quality and quantity of services provided by the 24 local workforce development boards. Because of their hard work, the "Help is Here" message will continue to pay dividends as Florida seeks its return to full prosperity.

The CareerSource Florida network's mission to connect employers with Floridians seeking employment includes some innovative approaches with the pandemic's effects felt more keenly in specific industries. CareerSource Research Coast paired a newly certified barber with great customer service skills, unable to find work as barbershops closed or downsized, with Vincent Scavone Pest Control, a small business in need of a hard-working, dependable new employee.

"All my customers love him," Scavone said. "He picked up everything really fast. He's one in a million."



An important element of Florida's economic recovery is ensuring businesses have the resources to hire and train new and existing employees. CareerSource Florida's training grants are customized, business-driven grant programs that help businesses of all sizes and across many industries grow and compete. The Quick Response Training program, funded by Florida's Governor and legislature, supports businesses needing to train new hires. The federally-funded Incumbent Worker Training program helps employers, especially small businesses, stay competitive in the new business environment.

QUICK RESPONSE TRAINING

- State funded; created in 1993
- Awarded more than \$177 million in grants
- Served more than 647 businesses
- Trained a projected 146,000 new hires and employees
- 96% of companies reported the program had a positive impact on their business

INCUMBENT WORKER TRAINING

- Federally funded; created in 1999
- Awarded more than \$77 million in grants
- Served more than 2,800 businesses
- Trained more than 190,600 employees
- 91% of companies reported the program had a positive impact on their business



Now in its second year, Apprentice Florida is a statewide outreach campaign that encourages and assists businesses in establishing apprenticeships, especially in nontraditional industries such as information technology, advanced manufacturing, healthcare, construction and trade and logistics. The initiative also educates Floridians about the many financial and career benefits of apprenticeships.

To continue the program's momentum and celebrate its successes, CareerSource Florida showcased a thriving registered apprenticeship program at Inspired Technologies in Tallahassee, one of the fastest-growing technology companies in the Southeast. The event took place during National Apprenticeship Week November 11-17, 2019.

Inspired Technologies, an IT solutions provider with both public and private-sector clients, began its registered apprenticeship program in summer 2019. An apprentice begins as a technician on the company's Support Desk, advancing over two years to a senior network consultant with an annual salary between \$60,000 and \$100,000 upon successful completion of the program.



Inspired Technologies' registered apprenticeship program features several hallmarks of success. Apprentices start by earning a base credential and wage, and they can go on to earn more credentials and higher wages within the organization. Inspired Technologies credits its partnerships with local career and technical educators, its local workforce development board, CareerSource Capital Region and the state Department of Education Office of Apprenticeship.

"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."

More than 4,500 Florida employers including CVS/Caremark Pharmacy, PGT Windows, Lockheed Martin and The Hartford participate in registered apprenticeships. The CareerSource Florida Board of Directors has allocated \$4.25 million over the past three years to support the development and expansion of apprenticeships through partnerships with Florida's 24 local workforce development boards, education and training providers and local businesses. At least 20 of Florida's 24 local workforce development boards have one or more apprenticeship programs underway or in progress with businesses in their areas.



Businesses that offer apprenticeships benefit from increased productivity and reduced turnover, with national statistics showing 94 percent of apprentices continue working for their employer after completing their apprenticeship. Under the leadership of Governor Ron DeSantis, Florida is committed to expanding existing and future middle- and high-skill workforce training opportunities in growing industries with the goal of being first in the nation for workforce education by 2030.



With an increasing number of Floridians opting for non-traditional work arrangements, CareerSource Florida undertook a series of related initiatives including a six-month study on the gig economy and its potential workforce, education and economic development implications.

The gig economy — sometimes called the "sharing" or "online economy" — describes the emerging market for temporary work arrangements that are enabled through online work marketplaces and web-based gig work platforms. Its broad spectrum includes a rapidly growing number of app-based opportunities, such as Uber and Instacart, as well as full- or part-time freelance professionals.





"The emerging gig economy is constantly evolving and transforming how Floridians can make a living" said Governor Ron DeSantis. "The findings of this study can help inform statewide policy and maximize prosperity for Florida's workers and businesses."

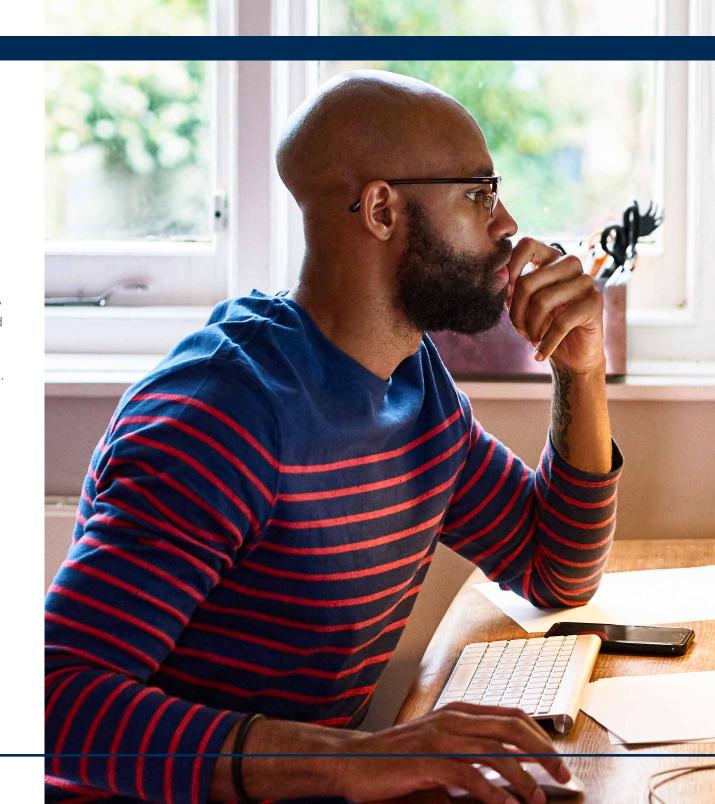
The study cites Upwork's 2018 Freelancing in America survey, which found 35%, or more than one out of three U.S. workers, freelanced in 2018. Future trends indicate the nature of work is changing and independent work and non-traditional work arrangements are likely to continue to grow as a share of the labor force.



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The study showed how workers could benefit from independent employment and increase supplemental earnings or pursue alternative work arrangements. Potential challenges for workers in the gig economy are fewer benefits and less job security. For businesses, some could gain from expanded access to on-demand talent while lessening costs. Conversely, the global marketplace could reduce market opportunities or dampen demand for traditional businesses. The study found that workers participate in the gig economy for a variety of reasons. Top rationales cited by both full-time and part-time gig workers include flexibility, freedom, independence, lifestyle, opportunity and earnings potential.

CareerSource Florida is among the first workforce development organizations nationally to explore the implications of gig work and entrepreneurship in a comprehensive, research-driven manner. The report reinforces the importance of adapting education and training programs to meet Florida's changing workforce needs, including the development of transferable skills and opportunities for entrepreneurship.





DEMOGRAPHICS

While gig economy workers represent a cross-section of the workforce, the independent workforce shows some demographic patterns.



EDUCATION

Independent workers are slightly more educated than the overall U.S. workforce.

- 39 to 43%* of independent workers have a bachelor's degree or higher, compared to 29% of all workers in Florida.
- 67%* of workers participating in online, electronically mediated work have a bachelor's degree or higher, compared to 41% of all workers nationwide.

(* Does not include temporary staffing agency and on-call workers.)



AGE

Independent workers are more likely to be younger than employees in traditional work arrangements.

· Of Americans self-reporting that they were gig workers in 2017, 43% were ages 25 to 34.



National data show more men than women are doing independent work. Men are substantially more likely than women to rely on independent work full time, and women are more likely to earn supplemental income and to work part time.

- 60% of freelancers in 2018 were men.
- 37% of female freelancers indicate they do so because of family-related issues (such as childcare), compared to 12% of male freelancers.



GEOGRAPHY

Independent workers are more likely than traditional workers to live in an urban area, with a higher concentration of these workers in Western states.



When veterans are seeking a new career, they receive priority assistance at all 24 local workforce development boards statewide. The CareerSource Florida network employs more than 150 veterans employment specialists who also are veterans themselves and are dedicated to helping veterans find employment.

VETERANS' PERFORMANCE INCENTIVE AWARDS

Each year, three local workforce development boards are recognized by the U.S. Department of Labor for demonstrating exceptional service with a Veterans' Performance Incentive Award. The award recognizes workforce development partners for excellence or demonstrated improvements in the provision of services to veterans.

CONGRATULATIONS TO THE 2019-2020 WINNERS:







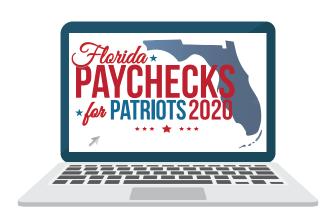
MEDIUM CATEGORY



SMALL CATEGORY

"Florida's workforce is better because of the valuable contributions veterans provide in a variety of careers across the state," said Governor Ron DeSantis. "I applaud the important work these local workforce development boards are doing to connect veterans with meaningful employment after serving our country."

The Veterans' Performance Incentive Awards are bestowed through the Jobs for Veterans State Grant by a review committee comprising representatives from the Florida Department of Economic Opportunity, CareerSource Florida and the U.S. Department of Labor's Veterans' Employment and Training Service.



PAYCHECKS FOR PATRIOTS

Each year, the CareerSource Florida network partners with the Department of Economic Opportunity, the Florida National Guard and the Florida Department of Veterans' Affairs to host statewide hiring events specifically for military veterans – Paychecks for Patriots.

Held every November and now in its eighth year, Paychecks for Patriots also supports employment needs for spouses of active military members and other dependents. Over the past seven years, more than 6,280 veterans and military family members who participated in Paychecks for Patriots events across the state have gained employment.

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 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.

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
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- 17. CareerSource Polk
- 18. CareerSource Suncoast
- 19. CareerSource Heartland
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- 23. CareerSource South Florida
- 24. CareerSource Southwest Florida



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