



2020 - 2021

# ANNUAL REPORT

# INTRODUCTION

As the Governor's principal workforce policy board, CareerSource Florida is a key partner in Florida's economic recovery, talent development and business growth. This work has been sharply in focus over the past year as Florida continues to see job growth, increases in labor force, and a decline in the unemployment rate due to Governor Ron DeSantis' policy decisions to protect Floridians and Florida businesses.

Under Governor DeSantis' leadership, the state's unemployment rate improved dramatically from 11.5% at the start of the fiscal year in July 2020 to 4.6% by October 2021. In total, Florida has gained 1,111,000 private sector jobs since April 2020, which represents 89% of jobs lost during the COVID-19 pandemic. Florida continues to see significant increases in its labor force, growing 579,000 over the year as Floridians gain confidence in returning to work.

During the 2020-2021 fiscal year, the CareerSource Florida Board of Directors invested in expansion of apprenticeships, training grants for small businesses to upskill existing employees and new or expanding businesses bringing on new hires, and additional funds to support Florida's 24 local workforce development boards' efforts to get Floridians back to work. The CareerSource Florida network responded, assisting 96,293 Floridians with securing employment, including 5,800 military veterans, between July 2020 and June 2021 as reported to the U.S. Department of Labor. Business services including recruiting, hiring and training assistance were reported to have been provided to more than 53,700 employers in Florida over the course of the fiscal year.

The CareerSource Florida Board also approved a series of priority policies to strengthen accountability and governance within Florida's workforce system. During the 2021 Florida legislative session, CareerSource Florida worked with state-level partners including the Florida Department of Economic Opportunity, the Florida Department of Education, the Board of Governors and the Florida Department of Children and Families to support the development of House Bill 1507, which became the Reimagining Education and Career Help (REACH) Act. This landmark legislation would ultimately transform service delivery for the state's education and workforce development providers.

In June 2021, the board approved more than \$29 million in investments, including competitive grants for training, education and systems alignment, to help Floridians embark on career pathways to self-sufficiency and economic prosperity. The Get There Faster: Workforce Innovation and Opportunity Act Governor's Reserve Funds grants will expand career, training and support services for military veterans and spouses, provide low-income adults and youth with additional training opportunities in information technology, and expand education and work skills training to at-risk Floridians receiving public assistance, recovering from substance use disorders or returning from justice system involvement. Approved allocations also include \$2 million to fund rural workforce initiatives that expand access to job seeker services and collaboration between local workforce development boards and state and/or technical colleges.

The REACH Act, championed by House Speaker Chris Sprowls, was signed into law by Governor DeSantis on June 24, 2021. The new law creates a consumer-first workforce system that will ensure access to workforce services, including supply and demand-aligned job training that promotes upward mobility. Among strategies identified in the law to achieve the Governor and Speaker's vision, the REACH Act creates a new Credentials Review Committee, supported by CareerSource Florida, that will best align Florida's workforce education systems with high-demand and high-wage workforce needs.



# 2020 - 2021 BOARD OF DIRECTORS

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*University of South Florida, Retired*

**STEPHANIE SMITH**

*Anthem Inc.*

**EMMANUEL TORMES**

*The Boeing Company*

## PAST BOARD MEMBERS

CareerSource Florida thanks the following former board members for their service during the 2020-2021 fiscal year.

**ROSE CONRY**

*StaffTime*

**KEVIN DOYLE**

*Wexford Strategies*

**ARNIE GIRNUN**

*New Horizons South Florida*

**ELISHA GONZALEZ**

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*HNH Global Logistics*

**SEN. BILL MONTFORD**

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*MoseSys Inc.*

**MICHAEL MYHRE**

*Florida Small Business Development Center Network*

**TODD REBOL**

*Banks Engineering*

**JOE YORK**

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

## FLORIDA WORKFORCE DEVELOPMENT ASSOCIATION

**ROBIN KING, PRESIDENT**

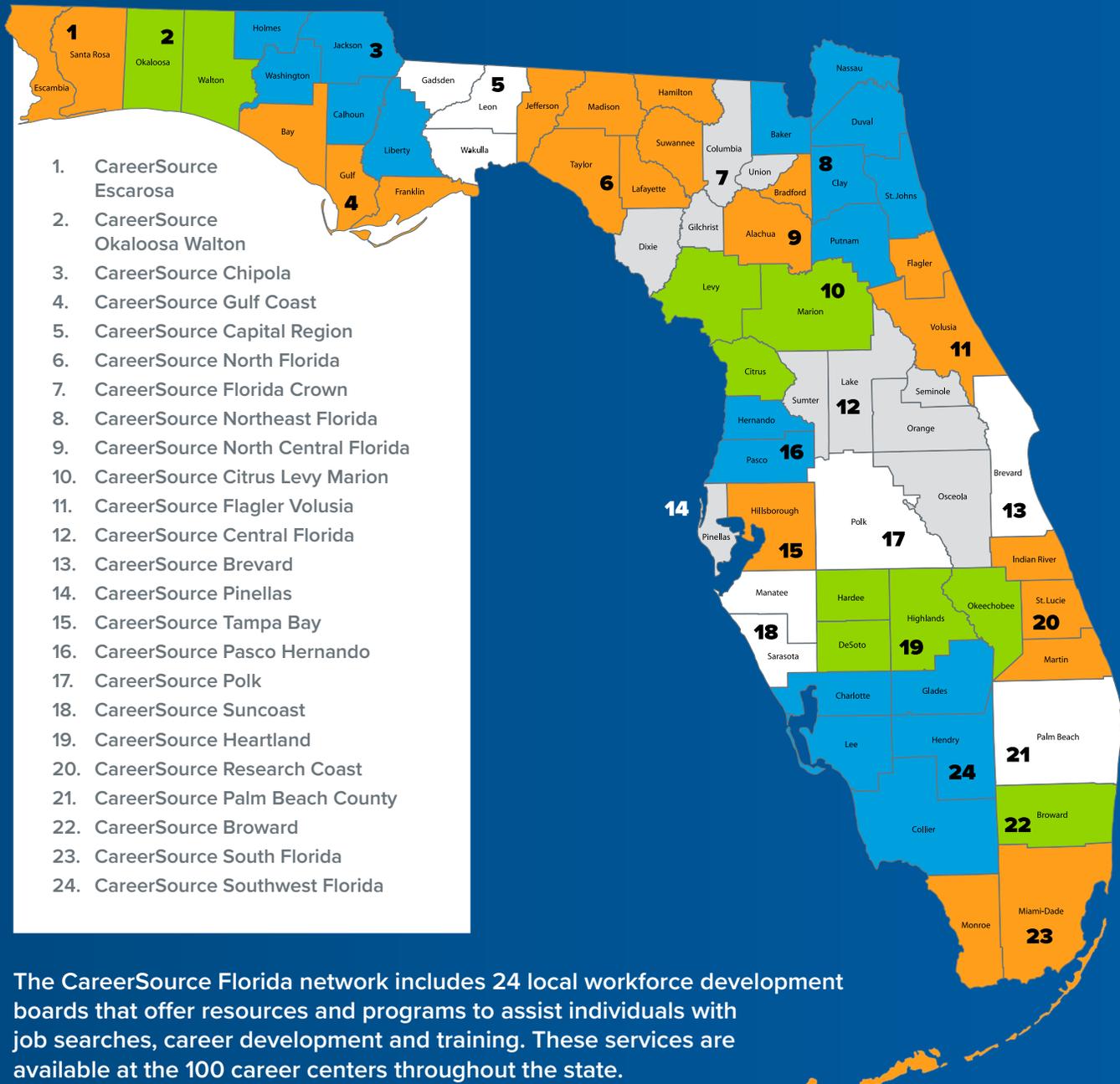
*President and CEO, CareerSource Flagler Volusia*

## FLORIDA WORKFORCE CHAIRS' ALLIANCE

**MIKE JACKSON, CHAIR**

*CareerSource Southwest Florida Board of Directors, JacksonPR*

# LOCAL WORKFORCE DEVELOPMENT BOARDS



The CareerSource Florida network includes 24 local workforce development boards that offer resources and programs to assist individuals with job searches, career development and training. These services are available at the 100 career centers throughout the state.

Pursuant to Florida's 2021 REACH Act and 445.004(7)(c), Florida Statutes, the CareerSource Florida Annual Report must contain information on the number of mandatory partners located within one-stop centers managed by the state's 24 local workforce development boards. This information can be found at the following link:

**MANDATORY PARTNERS**

# THE 2021 REACH ACT

Florida's new Reimagining Education and Career Help Act, known as the REACH Act, is a comprehensive blueprint for enhancing access, alignment and accountability across the state's workforce development system.

This workforce development system is defined in the REACH Act as the entities and activities that contribute to the state's talent pipeline system through education, training, and support services that prepare individuals for employment or career advancement, and the entities that are responsible for oversight or conducting those activities such as CareerSource Florida, Inc., local workforce development boards, one-stop career centers, the Department of Economic Opportunity, the Department of Education, the Board of Governors and the Department of Children and Families.

## 2021 REACH ACT IMPLEMENTATION TIMELINE HIGHLIGHTS

June 24	Governor Ron DeSantis signs REACH Act into law effective July 1
July 1	REACH Office established; priority of award criteria for Incumbent Worker Training Program implemented along with new requirements for local workforce development board transparency and public disclosures; DEO launches study to assess feasibility of integrating systems across all partner agencies
July 23	DEO releases new performance criteria for eligible training providers
August 18	State Board of Education approves the Career and Professional Education (CAPE) Industry and Postsecondary Certification lists as the Master Credentials List for 2021-2022
August 26	CareerSource Florida Executive Committee appoints members of Credentials Review Committee
September 8	Inaugural meeting of Credentials Review Committee
September 15	CareerSource Florida Board approves <a href="#">Availability of Services to Floridians Strategic Policy</a>
October 6	Labor Market Estimating Conference meets
October 26	Credentials Review Committee meets to workshop wage and credential sequencing criteria for Framework of Quality
December 1	Credentials Review Committee meeting to evaluate thresholds for earnings outcomes and credential sequencing
December 9	CareerSource Florida Board meets to review and approve strategic policy revisions in compliance with REACH Act

The REACH Act positions Florida to help people with barriers to education and employment become self-sufficient through a system-wide approach that includes:

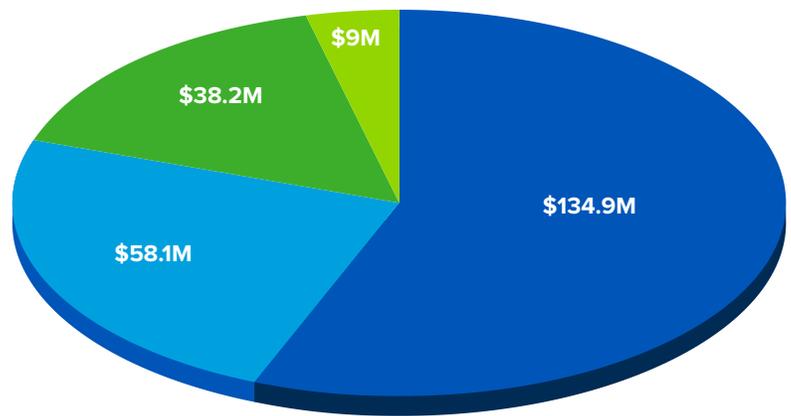
- ▶ Establishing the Office of Reimagining Education and Career Help (REACH) in the Executive Office of the Governor to facilitate coordination and alignment of entities responsible for the state’s workforce development system.
- ▶ Requiring the REACH Office to create a “no-wrong-door entry” strategy to help Floridians access services from any workforce partner.
- ▶ Directing the Department of Economic Opportunity, in consultation with the CareerSource Florida Board of Directors and others, to implement a consumer-first workforce system that improves coordination among one-stop career center partners through an integrated system that includes common registration and intake, benefits screening, and case management.
- ▶ Requiring the CareerSource Florida Board to appoint a Credentials Review Committee to identify degree and nondegree credentials of value for approval by the state workforce development board and inclusion on a Master Credentials List to be provided to the State Board of Education.
- ▶ Adding Workforce Innovation and Opportunity (WIOA) Act partners representing the Department of Education’s Division of Vocational Rehabilitation and Division of Blind Services, as well as the Department of Children and Families, to the CareerSource Florida Board.
- ▶ Creating a workforce opportunity portal to provide Floridians with access to federal, state and local workforce services and a global view of workforce-related program data including education and training options, real-time labor market information, career planning and career services tools, and other support linked to in-demand jobs.
- ▶ Requiring the Department of Economic Opportunity and the Department of Children and Families to evaluate the impact of workforce services on participants receiving benefits from welfare transition programs.
- ▶ Requiring the assignment of a letter grade for local workforce development boards based on criteria including performance accountability measures, return on investment and improvement of the long-term self-sufficiency of participants.
- ▶ Authorizing the Department of Economic Opportunity to prepare a federal waiver to be submitted by the Governor to create greater flexibility and strategic investment in Florida’s WIOA implementation.
- ▶ Charging the Labor Market Estimating Conference as the entity responsible for determining Florida’s real-time supply and demand in the labor market.
- ▶ Providing guidelines for consistency of data collection across the workforce and education systems.
- ▶ Directing the Department of Education, working with other entities, to develop a workforce development metrics dashboard that shows the impact of workforce-related programs on credential attainment, training completion, degree attainment and participants’ wages.
- ▶ Requiring the Department of Economic Opportunity, with input from the state workforce development board and others, to establish WIOA eligible training provider criteria focused on participant outcomes.
- ▶ Establishing the Open Door Grant Program to create a demand-driven supply of credentialed workers for high-demand occupations and expand the affordability of workforce training, certification and credentialing programs.

# FEDERAL FUNDING, STATEWIDE INVESTMENT, LOCAL IMPACT

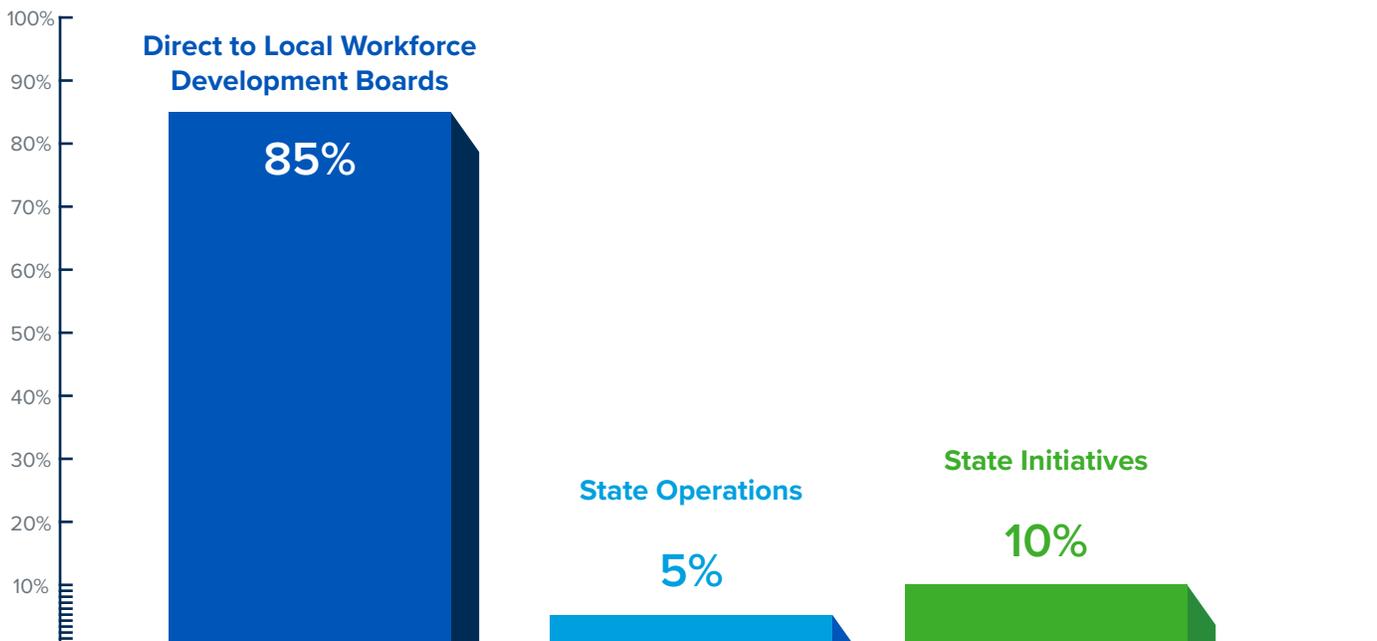
Florida’s workforce system is funded primarily through federal dollars. Upon approval of the CareerSource Florida Board of Directors and in alignment with federal funding formulas, the majority of these funds are distributed to the 24 local workforce development boards to directly support employment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

## FISCAL YEAR 2020 - 2021 BOARD-ALLOCATED FUNDING

▶ Workforce Innovation and Opportunity Act:	<b>\$134.9M</b>
▶ Temporary Assistance for Needy Families:	<b>\$58.1M</b>
▶ Wagner-Peyser Act:	<b>\$38.2M</b>
▶ Quick Response Training:	<b>\$9M</b>
<b>TOTAL:</b>	<b>\$240.3M</b>



## DISTRIBUTION OF FISCAL YEAR 2020 - 2021 BOARD-ALLOCATED FUNDING



# 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.



# BUSINESS SERVICES AND OUTCOMES



A vital component of Florida's economic growth is ensuring businesses have resources to hire and train new and existing employees. CareerSource Florida's two training grant programs are customizable and business-driven to help employers 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 an evolving business environment.

## QUICK RESPONSE TRAINING

### \$8.4M

in Quick Response Training grants to 16 businesses, 3,071 projected trainees

## INCUMBENT WORKER TRAINING

### \$5.9M

in Incumbent Worker Training grants to 122 businesses, 4,340 projected trainees

## BUSINESS SERVED

### 53,703

Healthcare: 4,329  
Manufacturing: 4,751



College of Central Florida and Lockheed Martin representatives cut the ribbon to formally open a state-of-the-art apprenticeship lab. CareerSource Florida provided support in building the program, awarding a Quick Response Training grant to defray training costs. CareerSource Citrus Levy Marion recruits prospective apprentices. L-R: Joyce Brancato, board member, College of Central Florida; Rusty Skinner, CEO, CareerSource Citrus Levy Marion; Michelle Dennard, President and CEO, CareerSource Florida; Jamal Sowell, President and CEO, Enterprise Florida; Phil Lowery, Director of Operations - Ocala, Lockheed Martin; Dane Eagle, Secretary, Florida Department of Economic Opportunity.

# JOB SEEKER SERVICES AND OUTCOMES



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

**96,293**

5,800 military veterans assisted, now employed



**ONLINE JOB POSTINGS** (June 2021)

**528,300\***

**JOBS GAINED** (June 2020 - June 2021)

**358,300**

As of October 2021, Florida has experienced **18 consecutive months** of private-sector job growth.

*\*The Conference Board®*

## HIRING OUR HEROES: VETERANS SERVICES

Over the past eight years, more than 6,710 veterans and military family members have participated in Paychecks for Patriots events.

### VETERANS PERFORMANCE INCENTIVE AWARDS



LARGE CATEGORY



MEDIUM CATEGORY



SMALL CATEGORY

*“We owe the freedoms we enjoy as Americans to our military veterans, and I am focused on ensuring Florida is the best state in the nation for those who have served to find great jobs, start or grow businesses and support their families,” said Governor Ron DeSantis. “Business is booming in Florida, and employers are looking for the leadership skills, training and teamwork military veterans bring to the workforce.”*

# REAL STORIES, REAL RESULTS

From career exploration 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 they are saying:



CareerSource Capital Region connected Tamara, a returning citizen and single mother, to the REfire Culinary program. This training program provides basic skills training, job experience and job placement support to people who have been convicted of felonies. The curriculum is developed by professional chefs and culinary educators and prepares graduates to fill talent gaps in Tallahassee's retail food sector.

***“This opportunity gave me the ability to get my own apartment and I was able to get my son back and provide a stable environment for him. Since I have been at Cracker Barrel, I have received the highest ranking for kitchen positions. Until this month, I have walked to and from work every day. But I was able to take many steps to regain my driver’s license yesterday.”***

Tamara, CareerSource Capital Region, REfire Culinary program graduate



Richard participated in the Department of Defense's SkillBridge program, an opportunity for military service members to gain valuable civilian work experience through specific industry training, apprenticeships or internships during the last 180 days of service. SkillBridge connects service members with industry partners in real-world job experiences.

***“CareerSource Okaloosa Walton helped me obtain an internship with Titan Technologies through the Department of Defense SkillBridge Program. This program provides an early exit from military service to assist with transitioning from military life to the civilian workforce. I could not be more thankful for this opportunity with Titan Technologies, as it provided invaluable insight into an industry-leading company’s daily operations. At the end of my SkillBridge internship, Titan Technologies extended an employment offer to me as a technical project manager.”***

Richard, CareerSource Okaloosa Walton, Department of Defense SkillBridge program participant



Osvaldo was laid off from his job as a result of the COVID-19 pandemic. He took this opportunity to work toward his lifelong goal of becoming a commercial truck driver. CareerSource Brevard provided tuition assistance for Osvaldo to attend Roadmaster Driving School to earn a Class A commercial driver's license. He successfully completed the program and is employed with Werner Enterprises, Inc.

***“This training has given me all the tools I need to become successful and provide my family with job security, quality pay and full benefits. This grant helped me achieve the best for myself and my family by attending school and earning my CDL license.”***

Osvaldo, CareerSource Brevard, Dislocated Worker program participant

# APPRENTICESHIPS: A GROWING OPPORTUNITY IN FLORIDA

Florida is focused on increasing apprenticeship opportunities as a proven career pathway in Florida's targeted industries.

The momentum began to build when Florida was among 36 states awarded a \$1.5 million federal ApprenticeshipUSA grant in 2016. This grant to the Florida Department of Economic Opportunity in partnership with the Department of Education and CareerSource Florida was earmarked specifically to support system change to improve processes and increase access to registered apprenticeship programs for businesses and individuals looking to embark on in-demand career paths.

The CareerSource Florida Board of Directors has allocated \$1.25 million since 2020 to support the expansion of registered apprenticeships, including \$750,000 to establish Apprenticeship Navigator positions at local workforce development boards statewide.

Florida's investment is paying off. Under the leadership of Governor Ron DeSantis and with the support of the Florida Legislature, the three state partners continue to build on that momentum and have made significant progress in modernizing and expanding participation in registered apprenticeships in target industries across the state. We have increased the number of registered apprenticeship programs by nearly 58% over the past few years, from 201 in 2016 to 300 today. The number of Floridians taking advantage

of registered apprenticeships to earn while they learn has shot up from 9,558 in 2016 to nearly 16,000 today – a nearly 65% increase.

More than 3,300 Florida employers are now participating in registered apprenticeships. At least 11 of our local workforce development board partners are actively assisting employers to partner with or sponsor multiple registered apprenticeship programs in a variety of occupations. This remarkable growth in registered apprenticeships is a result of the concerted effort, driven by our Governor, our legislature, and the leaders of DOE, DEO and CareerSource Florida, to strengthen Florida's workforce through training and education.

It is worth noting, as several state agencies work to implement the 2021 REACH Act, that registered apprenticeships will be considered a de facto credential of value on the state's new Master Credentials List beginning next year.

Systems change is not easy or quick, but CareerSource Florida is committed to making process improvements that will bring this time-tested workforce development strategy to businesses needing to grow their workforce and Floridians needing to grow their employability skills and careers.



*Piper Aircraft, Inc., based in Vero Beach, Florida, has established an apprenticeship program in partnership with Indian River State College and CareerSource Research Coast. CareerSource Research Coast provided federal Workforce Innovation and Opportunity Act funding and support services for qualified apprentices. The two-year program provides apprentices with a nationally recognized certificate as Certified Production Technicians.*

# ACCOUNTABILITY AND TRANSPARENCY

Accountability and transparency are top priorities for CareerSource Florida as an organization and as a network of local workforce development boards dedicated to delivering meaningful performance outcomes while ensuring investments and actions earn and protect the public trust. Please see the following required audits and reports at this link:

<https://careersourceflorida.com/about-us/public-records/>

- ▶ 2020-2021 Financial Statements and Audit Report
- ▶ 2020-2021 Annual Financial Compliance Monitoring Report

Please see the following required investigations and reports at this link:

<http://www.floridajobs.org/local-workforce-development-board-resources/program-monitoring-and-reports/2020-usdol-s-compliance-review-and-responses>

- ▶ Florida Department of Economic Opportunity Compliance Review Response - September 30, 2020
- ▶ USDOL Compliance Review Report - January 15, 2021
- ▶ USDOL Compliance Review Report - February 18, 2021



# OUR CHAMPIONS

In celebration of the dedicated and accomplished team members from each local workforce development board, leaders of the CareerSource Florida network recognized the following 2020-2021 Leadership Award winners at the annual Workforce Professional Development Summit:



**BARBARA K. GRIFFIN WORKFORCE  
EXCELLENCE AWARD:**

**ERNEST CONEY JR.**



**LEADERSHIP  
AMBASSADOR:**

**DON SHEPHERD**



**CAREERSOURCE FLORIDA PROFESSIONAL  
WORKFORCE EXCELLENCE AWARD:**

**CARMEN HILBERT**



**SERVICE  
INNOVATOR:**

**ALEXIS ECHEVERRIA**



**FLORIDA WORKFORCE CHAIRS' ALLIANCE  
LIGHTHOUSE AWARD:**

**SHANNON WALDING**



**WORKFORCE  
ADVOCATE:**

**KIM FENTY**



**GOODWILL EMISSARY:**

**ELIZABETH WETHERINGTON**



**WORKFORCE PARTNER AWARD:**

**WAYNE JENNINGS**





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