



2022-2023 ANNUAL REPORT

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FROM OUR LEADERS

Every plan for transformation begins with a well-defined vision, rooted in purpose. The plan must align the efforts of everyone involved, ensuring all stakeholders are moving in the same direction toward a unified objective. The CareerSource Florida network is currently undergoing a transformation that began with the signing of the Reimagining Education and Career Help (REACH) Act in 2021. The REACH Act provides a clear, bold blueprint to achieve Governor Ron DeSantis' goal of making Florida the number one state in the nation for workforce education by 2030.

The REACH Act reduces the number of local workforce development boards and aligns them to improve consistency, maximize resources, and minimize duplication. During the alignment evaluation research phase that concluded in early 2023, CareerSource Florida received extensive feedback from stakeholders that prompted the inclusion of two additional strategies. Known as the Florida Workforce System Transformation Plan, and approved by the CareerSource Florida Board of Directors in February 2023, it focuses on three pillars: alignment and consolidation, system-wide improvements, and regional planning. Implementation of these pillars currently underway will increase collaboration among workforce and economic development, educational, and governmental agencies; enhance services to customers to be consistent across the state; use resources more effectively; and strengthen the state's economy by supporting regional economies.

The heartbeat of the REACH Act is for our workforce system to help Floridians access services from any workforce system partner. This compassionate and practical approach is behind the network's inspiration and motivation for partnering with the Florida Department of Children and Families and FloridaCommerce on the Hope Florida initiative.

Led by First Lady Casey DeSantis, this initiative focuses on serving Florida’s most vulnerable citizens with meaningful support from government entities, non-profits, the private sector, and the faith-based community that guides them on a path to stability and new economic opportunities. Local workforce development boards are each eager to welcome a Hope Navigator, funded by the CareerSource Florida Board of Directors, who is focused on connecting Floridians with careers and skills training. Additionally, boards are inviting businesses to become Hope Florida Employers who consider the varied and unique needs of Hope Florida participants.

As the state strives to ensure its education system aligns with projected talent needs for Florida’s businesses, the Credentials Review Committee, another part of the REACH Act, this year established the first-ever Master Credentials List. The committee was tasked with defining credentials of value, then identifying degree and nondegree credentials of value for inclusion on this inaugural list for provision to the State Board of Education. The committee’s work is ongoing, and applications for new credentials are reviewed on a quarterly basis.

Under the leadership of Governor DeSantis, CareerSource Florida is investing in our network to ensure a workforce system that meets the needs of all Floridians, including job seekers and businesses, and positions Florida as the premier state in the nation to live, work, and play. CareerSource Florida’s commitment to the robust and future-focused work, bolstered by a change management approach that emphasizes measurable progress and continuous improvement is resolute, and we are grateful for the leadership of our dedicated board of directors who lead the way. Together, this board, network, and state partners will continue to make a positive impact on the lives of Floridians and the prosperity of our state.



A handwritten signature in black ink that reads "Steph Smith".

STEPHANIE SMITH
*Chair, Board of Directors
Vice President, State &
Regional Affairs, TECO*



A handwritten signature in blue ink that reads "Adrienne Johnston".

ADRIENNE JOHNSTON
*President and CEO
CareerSource Florida*

BOARD OF DIRECTORS

GOVERNOR RON DESANTIS

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*Florida Department of
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Vocational Rehabilitation*

REPRESENTATIVE LAUREN

MELO

*Florida House of
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KEVIN O'FARRELL

*Florida Department of
Education Division of Career
and Adult Education*

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MEL PONDER

Okaloosa County

MAYOR DARCY "D.C."

REEVES

Mayor of Pensacola

LAURIE SALLARULO

*Junior Achievement of South
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*Florida Professional
Firefighters, Inc.*

EMMANUEL TORMES

The Boeing Company

**REPRESENTATIVE DANA
TRABULSY**

*Treasure Coast Business
Summit*

DESIGNEE

KIMBERLY RICHEY

*Florida Department of
Education*

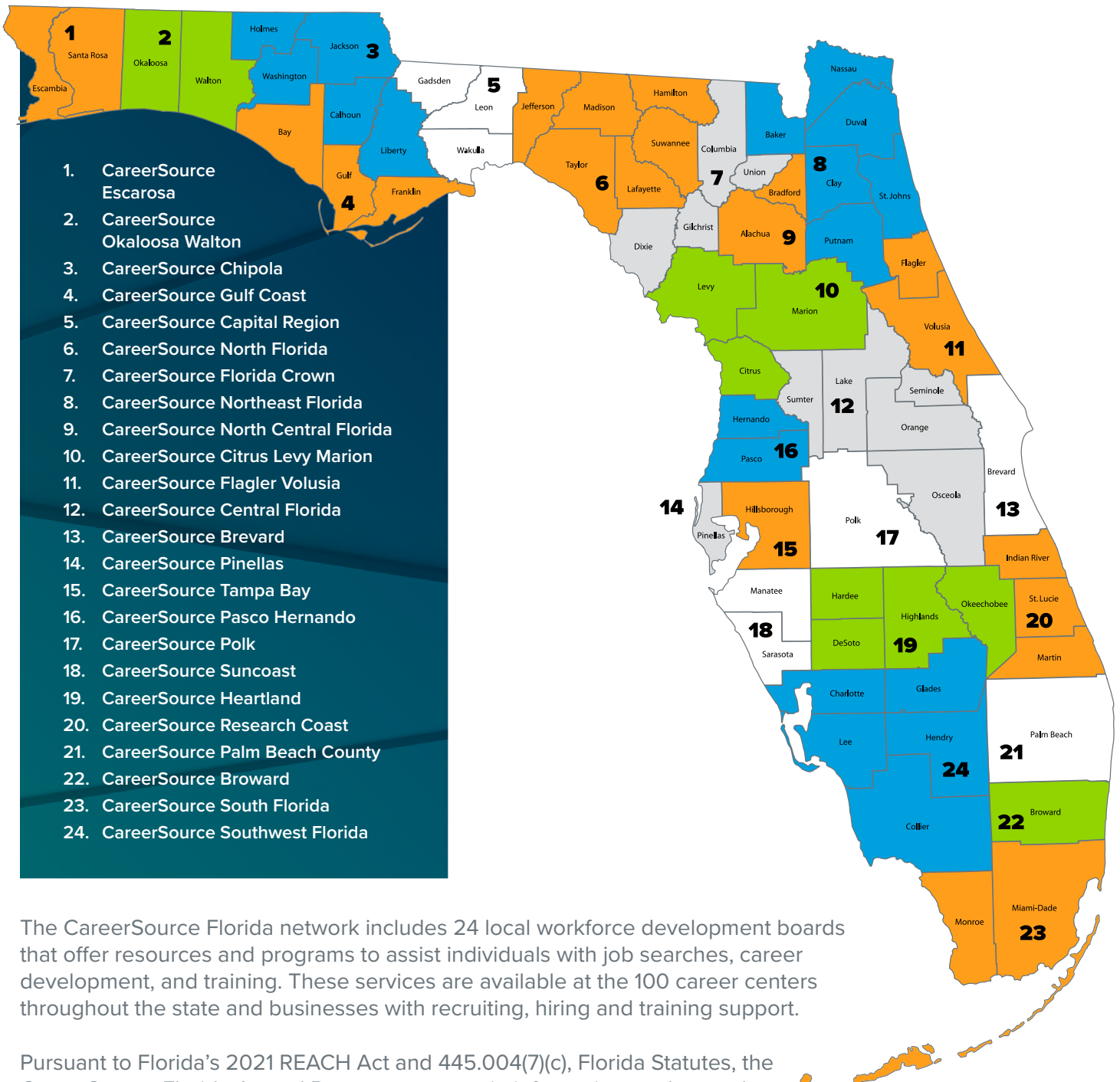
*With gratitude for the service
of additional board members
who served during the
2022-2023 fiscal year.*

FLORIDA WORKFORCE DEVELOPMENT ASSOCIATION

MARCUS MCBRIDE, *Chief Executive Officer*

CareerSource Escarosa

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 and businesses with recruiting, hiring and training support.

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.

[CLICK HERE FOR MANDATORY PARTNERS](#)

OUR COMMITMENT

COLLABORATE. INNOVATE. LEAD.

These are the pillars of the CareerSource Florida network — they represent the foundation of our work 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 Floridians with employment and career development opportunities to achieve economic independence and prosperity and employers with qualified, skilled talent.

▶ 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.

▶ OUR VALUES

**BUSINESS-DRIVEN, CONTINUOUS IMPROVEMENT,
INTEGRITY, TALENT FOCUS, AND PURPOSE-DRIVEN**

ACCOUNTABILITY AND TRANSPARENCY

Accountability and transparency are top priorities for CareerSource Florida as an organization and as a network of local workforce development boards that are dedicated to delivering meaningful performance outcomes while ensuring investments and actions protect the public trust.

Since its first audit in 2001, CareerSource Florida has received clean financial audits each year from independent auditors.

REQUIRED AUDITS AND REPORTS:

[CLICK HERE FOR REPORT](#)

2022-2023 FINANCIAL STATEMENTS AND AUDIT REPORT:

[CLICK HERE FOR REPORT](#)

LETTER GRADES

Under the REACH Act, letter grades for local workforce development boards are released annually to provide greater transparency and accountability in Florida's workforce and education systems. Click below to see the letter grades from the 2022-2023 fiscal year.

[CLICK HERE FOR LETTER GRADES](#)

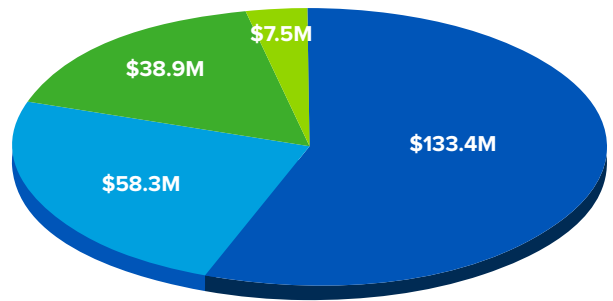
FEDERAL FUNDING, STATEWIDE INVESTMENT, LOCAL IMPACT

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.

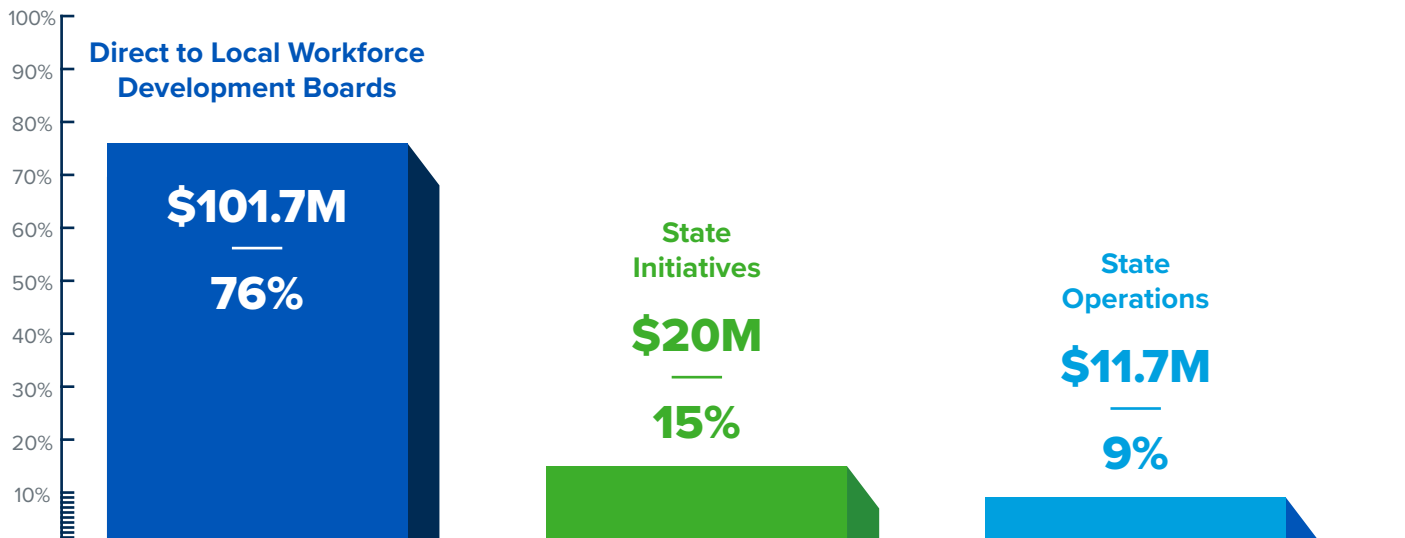
FISCAL YEAR 2022 - 2023 BOARD-ALLOCATED FUNDING

▶ Workforce Innovation and Opportunity Act (WIOA):	\$133.4M	5.25% ▼
▶ Temporary Assistance for Needy Families:	\$58.3M	0%
▶ Wagner-Peyser Act:	\$38.9M	2.1% ▲
▶ Quick Response Training:	\$7.5M	0%
TOTAL:	\$238.1M	2.7% ▼

YEAR OVER YEAR COMPARISONS



DISTRIBUTION OF FISCAL YEAR 2022 - 2023 BOARD-ALLOCATED WIOA FUNDING (\$133.4M)



JOB SEEKER SERVICES AND OUTCOMES

63,855

**JOB SEEKERS ASSISTED, NOW
EMPLOYED**

257,000

JOBS GAINED
(July 2022 - June 2023)

3,763

**MILITARY VETERANS
ASSISTED, NOW EMPLOYED**

46,583

**INDIVIDUALS SERVED BY THE CAREERSOURCE
FLORIDA NETWORK, NOW OFF PUBLIC ASSISTANCE**

\$18,874.08

**AVERAGE ANNUAL WAGE
INCREASE**

456,000

ONLINE JOB POSTINGS
(June 2023)

THE CAREERSOURCE FLORIDA NETWORK ENHANCES YOUTH EMPLOYABILITY

Nearly **7,000 teens** participated in a summer youth employment program in 2023 and gained experience in some of Florida's most in-demand industries. In the CareerSource Florida network, 21 local workforce development boards hosted a summer youth employment program and served teens in 57 counties across the state. The CareerSource Florida network's summer youth employment programs prepare young adults to excel in their future careers by providing an opportunity to earn income and develop necessary employability skills. Employers benefit by investing in the future workforce. By investing in the next generation of Floridians, communities increase the earning potential and self-sufficiency of their residents. Since 2019, a total of more than 18,000 young adults have been served statewide by CareerSource Florida network summer youth employment programs.



FL WINS PROJECT

The REACH Act seeks to improve the strategic alignment and coordination of education and workforce initiatives through an online opportunity portal, allowing access to state, federal, and local services and tools. Click below for more on the FL WINS project.

[CLICK HERE TO LEARN MORE](#)

BUSINESS SERVICES AND OUTCOMES

QUICK RESPONSE TRAINING

\$7.4M

IN QUICK RESPONSE
TRAINING GRANTS
PROVIDED

[CLICK HERE FOR VIDEO](#)

to **24** businesses, **2,022** projected trainees

INCUMBENT WORKER TRAINING

\$2.1M

IN INCUMBENT
WORKER TRAINING
GRANTS PROVIDED

[CLICK HERE FOR VIDEO](#)

to **87** businesses, **1,634** projected trainees

BUSINESS SERVED

50,736

Construction:
5,024

Healthcare:
6,329

Manufacturing:
5,866

Administrative, Support, Waste Management,
and Remediation Services: **5,236**

Professional, Scientific, and Technical
Services: **6,096**

Florida's economic growth is tied to the success of its businesses. To achieve success, businesses must have resources to hire and train new and existing employees. With one of the lowest unemployment rates in the country at 2.8% as of September 2023, it can be challenging for Florida employers with job openings to find skilled talent.

One way the CareerSource Florida network is helping businesses navigate a tight labor market is by upskilling new hires and current employees.

CareerSource Florida offers two customizable, business-driven training grant programs to help employers across a multitude of industries grow and compete. The Quick Response Training grant program, funded by Florida's Governor and Legislature, supports businesses needing to train new hires. For 30 years, this program has provided nearly 200,000 employees with customized skills-based training. The Incumbent Worker Training grant program is federally funded and helps employers, especially small businesses, provide continuing education and training for current full-time employees. Since 2000, more than 3,100 Florida companies have benefited from these grants.

With support from CareerSource Florida and others, the Florida Chamber Foundation is leading the Florida Workforce Needs Study 2.0 to further understand current and emerging skill needs at businesses throughout the state. The 24-month-long research project, scheduled to be completed by the end of 2023, will also provide insights into how Florida businesses and educational institutions can partner to enhance the talent pipeline.

CAREERSOURCE FLORIDA BUSINESS PARTNER RESEARCH

In June and July 2023, CareerSource Florida conducted research to understand needs of businesses across the state, including those that previously worked with the CareerSource Florida network. The goal was to identify opportunities to develop new and stronger relationships with businesses.

OF THE 177 BUSINESSES SURVEYED:

- 44% are hiring more personnel than hired in 2022.
 - 55% are increasing wages, and 49% are increasing training.
 - 54% are very likely to hire individuals with minimal skills and train them to meet their workforce needs.
 - 81% of businesses who received services in the past three years are likely to come back to CareerSource Florida for assistance/resources.
- Top five challenges businesses experience with job candidates:
 - Lack of technical training needed for position
 - Lack of work experience
 - Not motivated/don't want to work
 - Negative attitude
 - Wage/salary expectations too high

WIOA COMBINED PLAN

In the 2016 and 2020 iterations of this WIOA plan, each of Florida's workforce development partners individually demonstrated compliance with the tenets of the Workforce Innovation and Opportunity Act. In the upcoming 2024 WIOA Combined Plan, we will build on this approach in two ways. First, in addition to demonstrating compliance, we will articulate a unified vision with well-defined quantitative and qualitative goals. Second, we will speak not as differentiated partners but as a cohesive workforce development system.

This approach better reflects our emphasis on access, alignment, and accountability as we expand outcomes for Floridians seeking services, increase collaboration among ourselves as partners, and provide greater accountability and transparency to stakeholders. In the 2024 WIOA Combined Plan, we will reflect pride in our system-wide approach to workforce development and education in Florida. Through our individual and combined efforts, we are working to ensure all Floridians have opportunities to achieve self-sufficiency.

FLORIDA WORKFORCE SYSTEM TRANSFORMATION PLAN DRIVES STATEWIDE IMPROVEMENTS AND ENHANCEMENTS

The first effort to modernize Florida’s workforce in nearly 30 years is underway, with improvements and enhancements planned to create efficiencies and strengthen outcomes

for both businesses and job seekers. The Florida Workforce System Transformation Plan aligns with 2021 landmark REACH Act, which called for a reduction in the number of local workforce development boards in order to improve consistency and maximize resources.

[CLICK HERE FOR PLAN](#)

With this goal, CareerSource Florida collaborated with the Governor’s REACH Office to complete an alignment evaluation and research process that engaged more than 700 local and state stakeholders from 2022 to 2023. Participants across Florida’s workforce system – including local workforce development boards, chief elected local officials, local partners, and local and state stakeholders – emphasized the importance of system-wide improvements to streamline the experience for both job seekers and businesses. Participants also indicated that collaboration between local workforce development boards is strong when it comes to sharing resources, exchanging ideas and assisting in times of need.

FLORIDA WORKFORCE SYSTEM TRANSFORMATION PLAN **THREE PILLARS**

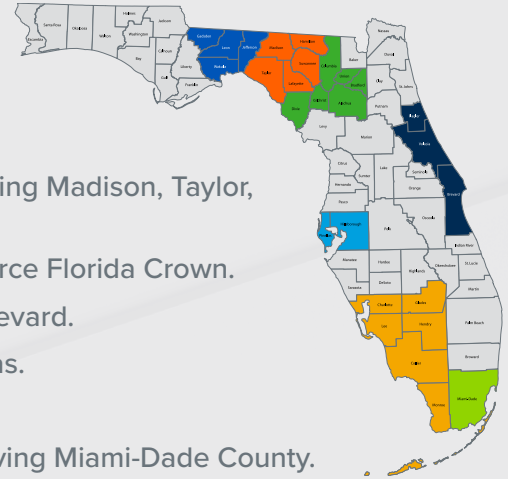


Stakeholder input ultimately revealed an opportunity to enhance and strengthen the entire workforce system, as well as implement a plan for reducing the number of local workforce development boards. The resulting Florida Workforce System Transformation Plan, approved by the CareerSource Florida board in February 2023, is focused on three pillars:

- I. Alignment and Consolidation**
- II. System-wide Improvements**
- III. Regional Planning**

ALIGNMENT AND CONSOLIDATION ACTIONS INCLUDE THE FOLLOWING:

- ▶ Realign Jefferson County with CareerSource Capital Region.
- ▶ Realign CareerSource North Florida as a five-county region serving Madison, Taylor, Lafayette, Hamilton and Suwannee counties.
- ▶ Consolidate CareerSource North Central Florida and CareerSource Florida Crown.
- ▶ Consolidate CareerSource Flagler Volusia and CareerSource Brevard.
- ▶ Consolidate CareerSource Tampa Bay and CareerSource Pinellas.
- ▶ Realign Monroe County with CareerSource Southwest Florida.
- ▶ Realign CareerSource South Florida as a single-county area serving Miami-Dade County.



The plan streamlines and modernizes the state's workforce system, enhancing alignment and accountability, serving job seekers and businesses more effectively, and improving outcomes for Floridians.

The transformation plan provides a roadmap to transition the number of local workforce development boards from 24 to 21 by June 30, 2024.

Implementation of the Florida Workforce System Transformation Plan began in June 2023 by CareerSource Florida in collaboration with contractor Ernst & Young LLP. Engagement continues with each local workforce development board being aligned or consolidated, as well as the local elected officials, to provide support and guidance.

Local workforce development boards are identifying what works best for their community while implementing policies that ensure consistency statewide. Already, implementation is increasing collaboration among CareerSource Florida, state partners and local partners while enhancing alignment and accountability.

Additionally, the plan includes system-wide improvements across all local workforce development boards, CareerSource Florida, and FloridaCommerce to enhance customer service and better leverage public funds.

The third pillar, regional planning, will further promote workforce system alignment with education and economic development and optimize opportunities for regional economic growth.

The CareerSource Florida Board of Directors approved statewide policies in September and October 2023 to assist in driving transformation, including a policy that provides direction for establishing regional planning areas.

LOOKING AHEAD

The Florida Workforce System Transformation Plan will continue to be a key CareerSource Florida priority throughout 2024. By June 30, 2024, there will be 21 local workforce development boards and at least two regional planning areas will be established, with additional regional planning areas in place over the next two years. A Transformation Council has been established of local workforce development boards to support each other in moving forward with alignment and consolidation and identify areas for additional improvement.

HOPE FLORIDA BRIDGES GAPS BETWEEN FLORIDIANS, EMPLOYMENT OPPORTUNITIES

Spearheaded by First Lady Casey DeSantis and implemented by the Florida Department of Children and Families, Hope Florida offers a comprehensive approach to addressing poverty and promoting economic mobility utilizing Hope Navigators to guide Floridians on an individualized path to prosperity, economic self-sufficiency, and hope. The initiative leverages community collaboration between the private sector, faith-based community, nonprofits, and government entities to break down traditional silos, maximize resources, and uncover opportunities.

[CLICK HERE TO LEARN MORE](#)

Hope Florida serves single parents, individuals on government assistance, youth aging out of foster care, individuals with disabilities and their families, Florida seniors, juvenile justice youth, and Florida veterans, among others. More than 74,000 Floridians have been referred to Hope Florida.

In addition to expanded services, Hope Florida enhances coordination between state agencies in alignment with the REACH Act, a comprehensive blueprint for enhancing access, alignment, and accountability across the state's workforce development system.

In June 2023, the CareerSource Florida board approved \$2.5 million for soft skills training, "hit the ground running" services, to immediately serve the Department of Children and Families' Hope Florida clients in preparation for additional technical skills training for in-demand jobs. The board also approved \$1.75 million for Hope Navigators at all local workforce development boards to connect Hope Florida participants with opportunities for employment and training to address their unique needs and skills.

Once the Department of Children and Families has addressed the immediate needs of the Hope Florida participant, the CareerSource Florida network will begin providing career counseling and opportunities to receive training and upskilling.

TOP FIVE BARRIERS FOR FLORIDIANS EXPERIENCING A CRISIS AT THE TIME OF REFERRAL

- Homelessness or imminent risk of homelessness: **45%**
- Food shortage: **25%**
- Pending disconnection of utilities: **13%**
- Mental health or substance abuse: **12%**
- Medication or medical care: **6%**



“Thanks to the First Lady’s leadership, we have been able to help thousands of Floridians in a truly bold and transformational way through the Hope Florida program,” said Department of Children and Families Secretary Shevaun Harris.

Florida businesses also have a part to play — and benefits to gain — at a time when many are competing to hire and retain talent. Businesses who are willing to identify job opportunities that consider the unique needs of Hope Florida participants, such as flexible work hours or on-the-job training, can become Hope Employers. Through the Hope Employers program, the CareerSource Florida network will identify and train talent by providing job readiness skill development and career services to help Florida businesses stay productive and efficient.

[CLICK HERE TO LEARN MORE ABOUT BECOMING A HOPE EMPLOYER](#)

SUPPORTING WORKING PARENTS

Parents experiencing life challenges, including barriers to employment, are among the populations served by Hope Florida and through special initiatives of local workforce development boards. In the most recent program year, CareerSource Central Florida served over 100 Hope Florida participants who enrolled in career services and training. CareerSource Central Florida recently held two training sessions for nearly 80 new and soon-to-be mothers aimed at connecting them with family-friendly employment opportunities and exposing them to careers in growing industries, such as healthcare, hospitality, manufacturing, and transportation.

As part of the Career + Care initiative, eligible mothers in Lake, Orange, Osceola, Seminole, and Sumter counties could attend two weeks of soft skills development. Participants may also take a six-week Microsoft Office Specialist Certification program that included life and career skill development.

Comprehensive career services available at no cost included career exploration, resume writing, interview skills, job search, scholarships to train for a career, and access to other support resources such as transportation and childcare assistance.

FLORIDA HEALTHCARE TRAINING INITIATIVE ADVANCES HEALTHCARE WORKFORCE

The growing healthcare industry is a vital contributor to Florida's economic engine. Demand for healthcare workers is predicted to remain high, and employment retention will remain a priority as Florida's population continues to increase. CareerSource Florida recognizes the critical role of well-trained healthcare professionals and is addressing this need, in part, through the new Florida Healthcare Training Initiative.

The CareerSource Florida Board of Directors approved \$2.75 million in June 2023 for the Florida Healthcare Training Initiative. CareerSource Northeast Florida, serving Nassau, Duval, Baker, Clay, St. Johns, and Putnam counties, and CareerSource Broward are the first pilot partners for this new initiative.



“The Florida Healthcare Training Initiative comes as a timely and much-needed resource for our community,” said Carol Hylton, President and CEO of CareerSource Broward. “We are excited to launch this initiative in Broward County. The demand for healthcare professionals with specialized skills is on the rise, and thanks to the support offered by this program, individuals seeking a career in healthcare now have a tangible opportunity to pursue their goals.”

The initiative will help remove barriers to enrollment in training and increase credential attainment, along with initial employment and employment retention. Under WIOA, the Florida Healthcare Training Initiative will fully utilize the flexibility within the Act by minimizing eligibility requirements and expanding available supportive services. As a result, individuals from a variety of backgrounds, life circumstances, underrepresented populations, and underserved communities will have greater opportunities to enroll in healthcare training programs and attain employment.

In alignment with industry standards, the initiative will promote high-quality healthcare training programs that cover a range of occupations such as nursing, medical coding, medical assisting, and pharmacy technicians. Participants will receive individualized wrap-around support throughout their training journey, including mentorship, transportation assistance, affordable healthcare, and other customized assistance. CareerSource Florida then continues that support throughout their first year of employment.



“Healthcare continues to be a growing and critical industry for Northeast Florida. For many years, CareerSource Northeast Florida has worked in partnership with industry, economic development, and education to provide industry-driven skills training to help meet the workforce needs of this sector,” explained Bruce Ferguson, President and CEO of CareerSource Northeast Florida. “The Florida Healthcare Training Initiative allows us to expand this important work and provide more opportunities for Floridians to obtain training that leads to a meaningful career path within the healthcare industry.”

By building partnerships with healthcare employers, industry associations, and healthcare education providers, the Florida Healthcare Training Initiative will also provide participants with work-based learning opportunities. Apprenticeships, internships, and clinical rotations will empower participants to gain practical experience and increase their employability in the healthcare field.

LOOKING AHEAD

After the Florida Healthcare Training Initiative is officially implemented at CareerSource Northeast Florida and CareerSource Broward, CareerSource Okaloosa Walton and CareerSource Escarosa are slated to receive funding as well. The innovative program will first help ensure participants earn credentials and then successfully navigate their first year of employment in healthcare.

The Florida Healthcare Training Initiative will use data-driven decision making to continuously evaluate the effectiveness and outcomes of the initiative. By monitoring participant outcomes, program performance, and labor trends, the initiative will be able to make informed adjustments to training programs, supportive services, and partnerships to maximize the impact on and achieve positive employment outcomes for participants.

EDUCATION MEETS AEROSPACE: A BOLD, REGIONAL INITIATIVE FOR WORKFORCE DEVELOPMENT

As part of its plans to sustain and advance the state’s broad aviation sector, Florida is investing funds into development of a sustainable pipeline of job-ready candidates in aviation, aerospace, defense manufacturing, and IT/cybersecurity. The Florida Atlantic Workforce Alliance — focused on a 180-mile, six-county stretch of the East Coast of the state from Flagler County to Martin County — unites and aligns workforce development, education, economic development, and employers to meet growing industry demands.

The Alliance consists of a group of stakeholders that includes three local workforce development boards — CareerSource Brevard, CareerSource Flagler Volusia, and CareerSource Research Coast — as well as CareerSource Florida, the Florida Department of Education, FloridaCommerce, Space Florida, and education partners including Eastern Florida State College, Daytona State College, and Indian River State College.



FLORIDA'S INVESTING

Florida is investing more than **\$27 million** to support the Alliance's postsecondary educational providers and CareerSource Florida network partners as they develop robust training programs in partnership with industry, local public school districts, and economic development organizations.

- **\$11.5 million** from the Governor's Job Growth Grant Fund, administered by FloridaCommerce
- **\$9 million** in WIOA funding through CareerSource Florida
- **\$3 million** in a Florida Department of Education Cybersecurity and IT Training Grant
- **\$4 million** in a Florida Department of Education Pathways to Career Opportunities Grant

At Eastern Florida State College in Brevard County, opportunities will focus on aviation and aerospace. The college plans to transition and improve its aviation maintenance programs, add composite training and avionics, and embed new forms of advanced manufacturing, IT, and skills training into its aerospace technology programs.

Daytona State College in Volusia County will focus on scaling the college's machining and welding technology programs, with intentional efforts to build the workforce pipeline by increasing dual enrollment and strengthening K-12-to-postsecondary pathways.

Indian River State College will design, equip, and launch the Advanced Manufacturing Innovation Hub, where coursework will focus on welding, electronics technology, machining, computer-aided design, and precision manufacturing.

The Alliance hosted its first consortium meeting in May 2023 with more than 150 businesses and community stakeholders, including representatives from workforce, education, community, and economic development, along with employers from each industry.

[CLICK HERE FOR VIDEO](#)

LOOKING AHEAD

The Florida Atlantic Workforce Alliance commissioned consultant Lightcast to conduct labor market assessments and sector analyses for each county and the region overall. The Alliance will use the study's recommendations and detailed findings about strengths (population growth and education levels) as well as challenges (tight labor market, low labor force participation rate, aging population and outflow of commuters) to strengthen data-based decisions to support and grow the identified target sectors.

The Florida Atlantic Workforce Alliance has developed industry councils and continues to elevate awareness of the initiative.

CLIFF DASHBOARD BROADENS USABILITY AND ENGAGEMENT

For Floridians receiving public assistance, taking a job with higher wages may result in reduced government benefits for their family that outweigh the salary increase, potentially serving as a disincentive for career advancement. Now, with expansions to the Florida Career Ladder Identifier and Financial Forecaster (CLIFF), [Hope Navigators](#) will be able to use this powerful tool to help Floridians identify career strategies to achieve economic stability and minimize the impacts of loss of public assistance.

The Florida CLIFF Dashboard visually demonstrates information to show how potential earnings increases impact public assistance benefits. This career-mapping tool, debuted in 2021 – 2022 by CareerSource Florida in partnership with the Federal Reserve Bank of Atlanta, helps working families make decisions and customize their career journeys as they progress toward economic self-sufficiency.

This year, based on feedback from a University of Florida study of the pilot programs, the initiative was expanded from the CLIFF Dashboard to a comprehensive Florida CLIFF suite of tools. New offerings include a CLIFF Snapshot, for those needing immediate assistance in stabilizing their financial situation, and the CLIFF Financial Planner, which offers more long-term financial planning and budget building possibilities. The Florida-specific suite of CLIFF tools are linked to in-demand occupations in the state providing a powerful tool for job seekers on public assistance to use when discerning different career paths.



To broaden usability, a Spanish version was released, and CareerSource Florida partnered with the Division of Blind Services to ensure accessibility for the visually impaired. CareerSource Florida has also worked to extend usage of CLIFF to external partners including the Division of Blind Services and the Division of Vocational Rehabilitation. Additionally, all Hope Navigators at the Department of Children and Families have completed training on the CLIFF suite of tools. As Hope Navigators are hired and trained at each local workforce development board, they will identify places in programmatic workflows to leverage CLIFF tools to help people on their journey to a stable career.

The CareerSource Florida network strives to help Floridians achieve self-sufficiency through education, training, and the provision of wraparound services. It is therefore imperative that career counselors guide job seekers by supporting and sustaining their efforts to understand and address short-term hurdles caused by changes to benefits with a structured, systematic action plan that promotes steady client engagement and growth toward longer-term economic prosperity.

SUPPORTING FLORIDA COMMUNITIES WHEN DISASTER STRIKES

Three hurricanes hit Florida between September 2022 and August 2023, disrupting life, property, and community well-being, and leading to lost or interrupted employment and major business impacts. The CareerSource Florida network, with partners at the federal, state, and local levels, supported businesses and job seekers affected by Hurricanes Ian, Nicole, and Idalia by providing disaster recovery resources and helping businesses and employees get back to work quickly.

[CLICK HERE TO LEARN MORE](#)

Across the state, teams from local workforce development boards went into action to support hurting communities after storms. Our partners, including FloridaCommerce, the Florida Department of Children and Families, and Small Business Development Center Network, co-located at disaster recovery centers to support Floridians. In response to Hurricanes Ian and Nicole, CareerSource Citrus Levy Marion, CareerSource Northeast Florida, CareerSource Pasco Hernando, CareerSource South Florida, and CareerSource Research Coast immediately sent staff and mobile units to help partners at CareerSource Southwest Florida, CareerSource Suncoast, and CareerSource Flagler Volusia. CareerSource Heartland also assisted people and businesses affected by devastating floods.

Less than a year later, CareerSource North Florida and CareerSource Florida Crown helped their communities recover from Hurricane Idalia. Meanwhile, partners around the state including CareerSource Capital Region, CareerSource Gulf Coast, CareerSource Chipola, and CareerSource Northeast Florida quickly sent teams, mobile units, and resources to provide support. The federally funded Disaster Unemployment Assistance program is available to Florida

businesses and residents who experienced lost or interrupted employment as a direct result of a hurricane. Floridians can use the Disaster Recovery Jobs Portal at disasterrecovery.employflorida.com to find job opportunities or post disaster-related jobs to assist in rebuilding affected communities. CareerSource Florida also encouraged business owners to participate in the Florida Business Damage Assessment Survey to understand their needs and inform relief efforts.

Announced by Governor DeSantis, U.S. Small Business Administration Disaster Loan Assistance provides low interest loans to businesses, nonprofits, homeowners, and renters in regions impacted by disasters. Additional support is available to employers through the Florida Small Business Bridge Loan Program, which provides short-term, interest-free loans to small businesses that have experienced physical or economic damage. State leaders helped small businesses recover by making millions of dollars available through this loan program.

LOOKING AHEAD

The CareerSource Florida network will continue to monitor and quickly respond to hurricanes and other natural disasters. Helping Floridians recover and rebuild includes sharing timely information and resources, ensuring accurate assessment of damage, and providing hands-on support to impacted communities.

FLORIDA ESTABLISHES MASTER CREDENTIALS LIST

In a milestone achievement, Florida has created its first [Master Credentials List](#), which helps ensure the state's education system aligns with the projected talent needs of industries. The list is a comprehensive roster of state-approved degree and non-degree credentials that prepare Floridians for in-demand occupations.

The Master Credentials List:

- serves as a public and transparent inventory of state-approved credentials of value;
- directs the use of federal and state funds for workforce education and training programs that lead to approved credentials of value;
- and guides workforce education and training programs by informing the public of the credentials that have value in the current or future job market.

As required by the REACH Act, the CareerSource Florida Board of Directors appointed the state's first Credentials Review Committee in 2021-2022 and charged it first with defining Credentials of Value and a Framework of Quality by which these credentials would be evaluated. The Committee adopted the Framework of Quality in December 2022 and applied the standard to the credential inventory in the state to add 2,063 credentials to the state's 2023-2024 Master Credentials List.

Criteria developed to evaluate credentials for Florida's Master Credentials List include wages, demand, and connections or sequencing to other high-value credentials. Florida's Master Credentials List is dynamic and will continue to evolve as new credentials that meet labor market needs are added at multiple opportunities during the year.

The Master Credentials List application is open year-round for Florida school districts, Florida College System institutions, and local workforce development boards to submit credentials for consideration for the Master Credentials List.

These types of credentials may be submitted for consideration:

- Advanced Technical Certificates
- Career certificates
- College credit certificates
- Industry certifications
- Registered apprenticeship certificates
- Licenses, Applied Technology Diplomas
- Associate in Applied Science degrees
- Associate in Science degrees

[CLICK HERE TO LEARN MORE AND APPLY](#)



LOOKING AHEAD

In 2023, the Committee commissioned a study by Lightcast exploring the career movement of credential holders and how they progressed to next-level jobs by stacking credentials. The Committee looks to continue to make advancements in identifying Credentials of Value by further exploring credential sequencing.

Legislation approved in 2023 requires the Office of Program Policy Analysis and Government Accountability (OPPAGA) to conduct a review of approved career statewide articulation agreements. Such career articulation agreements include industry certification, career certificate, and applied technology diploma programs that articulate to Associate in Applied Science or Associate in Science Degrees; early childhood education programs; and Associate in Science to baccalaureate degree programs.

The report, published November 1, 2023, must include recommendations to strengthen the process of developing statewide articulation agreements, and on the role of such agreements in a Florida stackable credential framework.

The Committee is also working to identify credentials necessary for emerging industries and recognize those credentials on the state Master Credentials List in advance of labor market data signaling the demand.

TRANSFORMING TALENT PIPELINES THROUGH APPRENTICESHIPS



In an ever-evolving job market, in which the demand for skilled workers outpaces the supply, the CareerSource Florida network continues to promote innovative and effective workforce training solutions, including apprenticeships. Since 2018, CareerSource Florida has collaborated with the Florida Department of Education and FloridaCommerce on Apprentice Florida, an outreach effort to help expand registered apprenticeship programs and create a fortified talent pipeline in targeted sectors.

During the 2022 – 2023 program year, there was a 14% increase in the total number of active apprentices (17,435) and pre-apprentices (2,170). There was also a 21% increase in the number of apprenticeable occupations, for a total of 120. Apprentices who completed their program and received an apprenticeship certificate of completion earned an average exit wage of \$25.70 per hour, or \$53,642 annually. This is an increase of \$4,013 over the previous year.

With apprenticeships, employers train and retain talent to their own standards. Unlike traditional postsecondary education programs, which are designed to prepare students for any number of career pathways, apprenticeships are designed by and for the employer with a specialized focus on the unique needs of a specific job. Apprenticeships offer participating businesses an average return on their investment of 150%, and registered apprentices earn nearly 2.5 times more than their peers over the course of their careers, according to the U.S. Department of Labor.

Since 2018, the CareerSource Florida Board of Directors has allocated \$7.75 million to support apprenticeship expansion. This includes funding to support Apprenticeship Navigators at every local workforce development board, who work closely with businesses to determine how registered apprenticeship programs can seamlessly fit into their talent development strategies and support their unique workforce needs. In collaboration with the Florida Department of Education, Apprenticeship Navigators promoted registered apprenticeships through community outreach and participation in Apprenticeship Accelerators. During the program year, at least 12 events were hosted throughout the state to teach local businesses about the value of registered apprenticeships and offer support to launch new apprenticeship programs across a variety of industry sectors, including information technology, healthcare, supply chain, aviation, semiconductor, and manufacturing.

[CLICK HERE TO LEARN MORE](#)

Brentyn Szalbirak's story illustrates how apprenticeships can advance a developing passion and career interest while strengthening the talent pipeline for businesses.



Szalbirak was named FloridaMakes Apprentice of the Year at the MakeMore Manufacturing Summit in October 2022. The Apprentice of the Year Award is given to manufacturing apprentices who make an outstanding commitment to their professional development and a positive difference to their respective company. Describing himself as “a tinkerer and creative person,” Szalbirak joined PGT Innovations as an intern in the tool room shortly after graduating high school. Following his internship, he became an apprentice to pursue his goal of becoming a journeyman. During the apprenticeship program, Szalbirak completed the Precision Machining & CNC Program through Suncoast Technical College. In late 2021, he finished his apprenticeship requirements and achieved the designation of Tool & Die Journeyman. Szalbirak continues to serve as a tool & die maker at PGT Innovations where he is known for his determination, dedication, and commitment to safety.

LOOKING AHEAD

Apprenticeships remain a constant thread through all state endeavors to strengthen the infrastructure of Florida's talent pipeline, including work accomplished through the Florida Healthcare Training Initiative, Florida Credentials Review Committee, and Apprenticeship Navigator positions at local workforce development boards. Through increased work-based learning opportunities, both job seekers and employers will continue to benefit.

APPRENTICESHIPS FOR ALL

Among other outreach initiatives, Apprentice Florida promoted apprenticeships for veterans and individuals with disabilities. Apprentice Florida partners shared information about the Florida Department of Education's Division of Blind Services' first-in-the-nation apprenticeship program to train personnel focused on web accessibility for those who are blind and visually impaired. Apprentice Florida also raised awareness surrounding National Hire a Veteran Day, an annual observance held on July 25 to encourage employers to hire veterans.

One veteran-turned-apprentice who shared his story was Johnathan Hammond, who left the military in 2019. He wasn't able to find a job right away, so he joined an apprenticeship program as a structures mechanic at Haeco Americas, a world-class provider of aircraft maintenance, repair, and overhaul, in Lake City.

"It wasn't very easy coming out of the military. I needed something different for myself and for my family," Hammond said. "The apprentice program was awesome... I didn't have any transferable skills to this in my military experience. I want to let everybody know out there even for vets who struggle, that there are opportunities out there."

BUILDING THE BROADBAND WORKFORCE

Florida is making significant strides toward becoming a national leader in broadband internet connectivity, infrastructure, and utilization to enhance workforce viability, education opportunities, and telehealth initiatives. The state has already awarded more than \$226 million across 53 counties through Florida's state-administered Broadband Opportunity Program, bringing broadband internet service to more than 250,000 unserved homes and businesses across the state.

The state recently awarded more than \$247 million through the Broadband Infrastructure Program, connecting more than 59,000 unserved and underserved businesses, homes, farms, and anchor institutions like hospitals and libraries to high-speed internet.

All of this new infrastructure needs to be put into place, and apprenticeships are being considered as one solution to building the broadband infrastructure workforce. CareerSource South Florida and Miami Dade College are already in the beginning stages of creating a broadband workforce apprenticeship program.

[CLICK HERE FOR BROADBAND PLAN](#)

CAREERSOURCE FLORIDA NETWORK CHAMPIONS

In celebration of the dedicated and accomplished team members from each local workforce development board and their outstanding partners, leaders of the CareerSource Florida network recognized the following 2022 – 2023 Leadership Award winners at the annual Workforce Professional Development Summit:



BARBARA K. GRIFFIN AWARD

MELINDA MAITERTH



FLORIDA WORKFORCE CHAIRS' ALLIANCE LIGHTHOUSE AWARD

FRANK MOLLOY



VETERANS' PERFORMANCE INCENTIVE AWARDS

Each year, local workforce development boards are recognized by FloridaCommerce for exceptional service or demonstrated improvements in the provision of services to veterans.

CONGRATULATIONS TO THE 2023 WINNERS:



GOODWILL EMISSARY

LIANNA SAGINS



LEADERSHIP AMBASSADOR

CORA WEST



SERVICE INNOVATOR

ALLISON COSENZA



WORKFORCE ADVOCATE

RUBY LYNCH



WORKFORCE PARTNER AWARD

CORRIE MELTON





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