



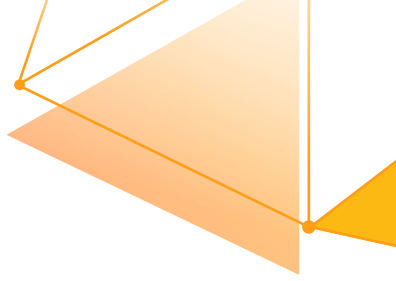
2023 - 2024

ANNUAL REPORT

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FROM OUR LEADERS



The past year has been nothing short of transformative, marked by a forward-thinking spirit of collaboration with state and local partners and a commitment to continuous improvement across the CareerSource Florida network. As we promote greater transparency, accountability, and coordination of services, we have also been responsive to real-time feedback from our Board of Directors, industry leaders, and other key stakeholders when setting policy and investment priorities.

One of the most significant milestones of the past year has been the Florida Workforce System Transformation Plan. This comprehensive modernization initiative — the first of its kind in nearly 30 years — aimed to create efficiencies and strengthen outcomes for both job seekers and businesses by aligning and consolidating local workforce development areas, creating system-wide improvements, and enhancing regional planning. Notably, the number of local workforce development boards was successfully reduced from 24 to 21.

The transformation plan aligns with the Reimagining Education and Career Help (REACH) Act, signed into law by Governor DeSantis in 2021. This act emphasized the need for an efficient workforce system to meet the demands of Florida’s evolving economy. CareerSource Florida leads collaboration among the state’s workforce development system, with a shared goal to accelerate employment opportunities that build economic prosperity for Floridians.

We had the opportunity to outline this vision for one cohesive, effective workforce development system on the national stage. The Workforce Innovation and Opportunity Act (WIOA) requires statewide planning every four years; this year, CareerSource Florida submitted a WIOA Combined Plan on behalf of six other partners, reflecting our shared emphasis on access, alignment, and accountability as we strengthen outcomes for Floridians seeking services.

This plan lays out five overarching goals and the robust metrics by which the system can assess its performance in meeting the needs of both job seekers and employers, with a key focus on increasing Florida’s labor force participation to ensure a stronger, more competitive economy.

Florida is home to the nation’s third-largest workforce, and our talent pipeline is consistently ranked among the best in the nation. Under the leadership of Governor DeSantis, we have made strategic investments in workforce development that have resulted in Florida ranking first in the nation for higher education, talent development, and entrepreneurship. As of mid-July, more than 321,000 businesses had already formed in 2024, more than any other state in the nation. Florida’s workforce development system ensures all Floridians have opportunities to achieve self-sufficiency and contribute to the state’s economic growth.

As we look ahead, CareerSource Florida remains committed to being collaborative, responsive, and future-focused. Together, we are building a brighter future for Florida’s workforce and ensuring that our state remains a national leader in workforce development.



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



ADRIENNE JOHNSTON
*President and CEO
CareerSource Florida*

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GOVERNOR RON DESANTIS

State of Florida

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*Florida Department of Education
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Florida Institute of Technology

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Ontic

ANDREW SCHMADEKE

Focus School Software

LES SIMS

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Singer Law Office

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Florida Senate

DESIGNEES

ADRIENNE CAMPBELL

*Florida Department of
Juvenile Justice*

CASEY PENN

*Florida Department of
Children and Families*

KIMBERLY RICHEY

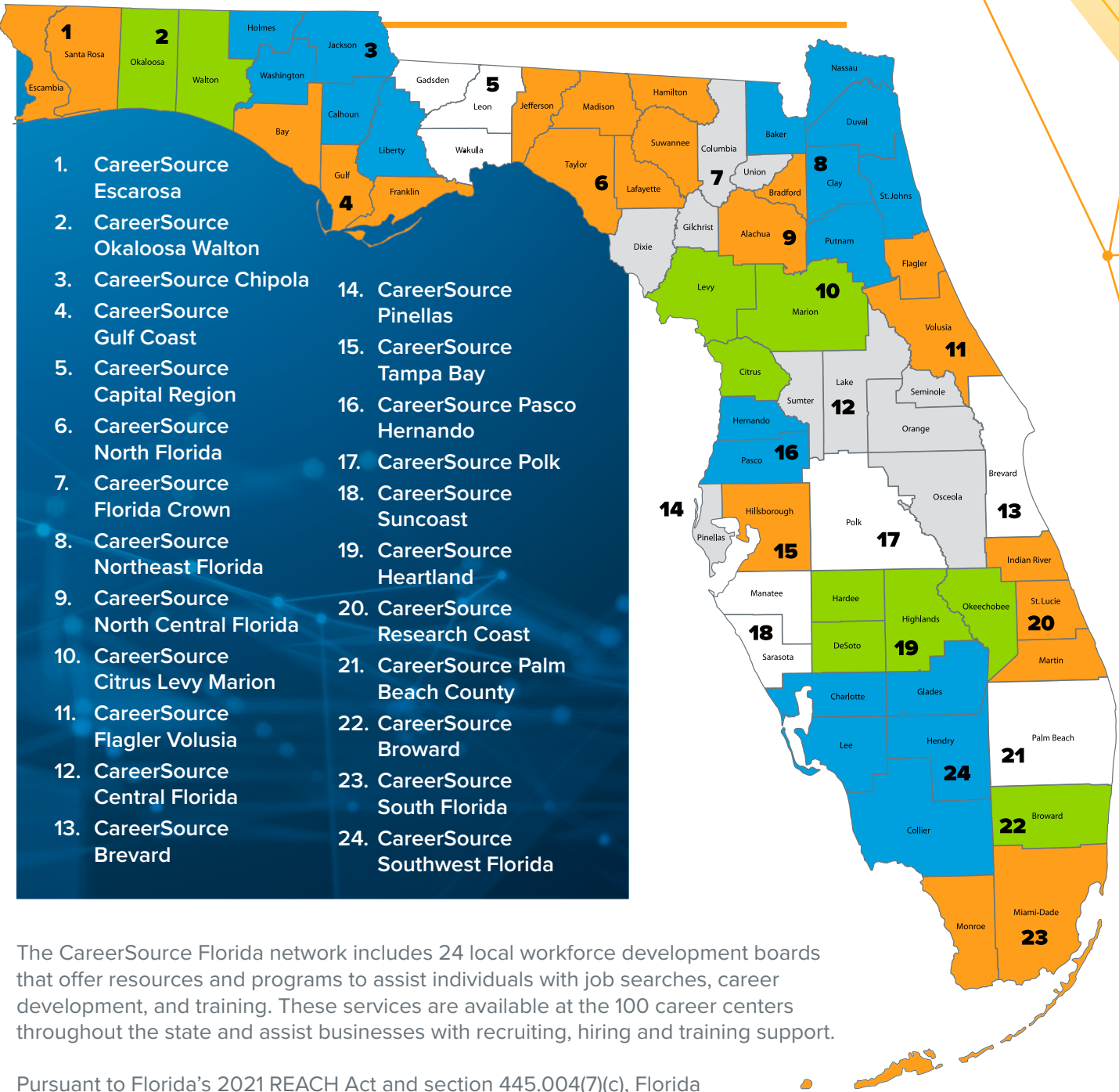
*Florida Department of
Education*

LINDSAY VOLPE

FloridaCommerce

With gratitude for the service of additional board members who served during the 2023-2024 fiscal year.

LOCAL WORKFORCE DEVELOPMENT BOARDS



1. CareerSource Escarosa
2. CareerSource Okaloosa Walton
3. CareerSource Chipola
4. CareerSource Gulf Coast
5. CareerSource Capital Region
6. CareerSource Pasco Hernando
7. CareerSource North Florida
8. CareerSource Florida Crown
9. CareerSource Northeast Florida
10. CareerSource North Central Florida
11. CareerSource Citrus Levy Marion
12. CareerSource Flagler Volusia
13. CareerSource Central Florida
14. CareerSource Pinellas
15. CareerSource Tampa Bay
16. CareerSource Pasco Hernando
17. CareerSource Polk
18. CareerSource Suncoast
19. CareerSource Heartland
20. CareerSource Research Coast
21. CareerSource Palm Beach County
22. CareerSource Broward
23. CareerSource South Florida
24. CareerSource Southwest Florida

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 assist businesses with recruiting, hiring and training support.

Pursuant to Florida’s 2021 REACH Act and section 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 local workforce development boards.

On June 30, 2024, the CareerSource Florida network transitioned from 24 to 21 local workforce development boards. Learn more about this milestone moment on page 14.

Local Development Boards Mandatory Partners Link: [here](#)

Scan here to learn more

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 is comprised of 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-Led, 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 dedicated to delivering meaningful performance outcomes while ensuring investments and actions earn and protect the public trust.

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

PLEASE SEE THE FOLLOWING REQUIRED AUDITS AND REPORTS AT THIS [LINK](#):



Scan here to learn more



2023-2024 FINANCIAL STATEMENTS AND AUDIT REPORT AT THIS [LINK](#):



Scan here to learn more



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 [here](#) to see the letter grades from the 2023 –2024 program year.



Scan here to learn more

In 2024, CareerSource Florida strengthened the involvement of Chief Local Elected Officials (CLEOs) in the governance of local workforce development boards by implementing several policy changes. These initiatives aim to enhance accountability, transparency, and collaboration between CLEOs and the workforce boards. Key measures include:

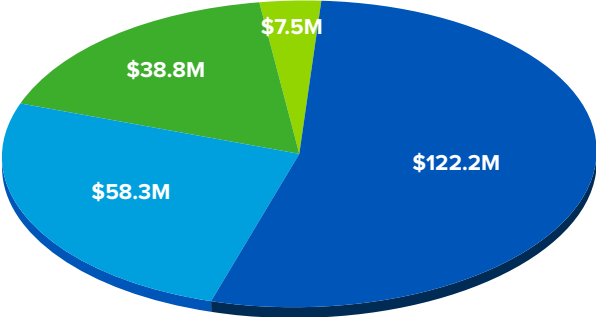
- **INCREASED OVERSIGHT:** CLEOs now have more defined roles in overseeing the activities and financial operations of workforce boards, ensuring local workforce strategies align with state priorities.
- **STRATEGIC DECISION-MAKING:** CLEOs are more engaged in the appointment of board members, which will enhance their influence over local workforce development strategies and ensure strategies address regional economic needs.
- **TRAINING AND SUPPORT:** CareerSource Florida has provided additional training and resources to CLEOs to equip them with the knowledge and tools necessary for effective governance and to improve their ability to collaborate with workforce board leadership.

These efforts have strengthened partnerships between local governments and workforce boards, aligning regional efforts with the state's workforce and economic goals.

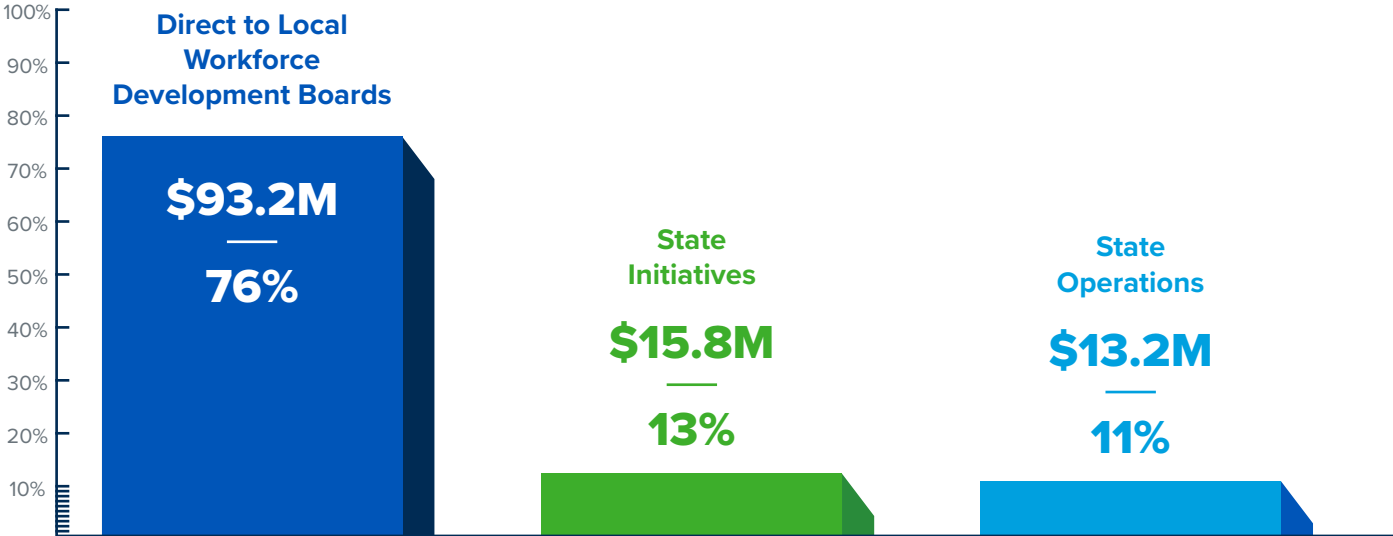
FEDERAL FUNDING, STATEWIDE INVESTMENT, LOCAL IMPACT

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 local workforce development boards to directly support employment and training services for businesses and job seekers statewide.

FISCAL YEAR 2023 - 2024 BOARD-ALLOCATED FUNDING		YEAR OVER YEAR COMPARISONS
▶ Workforce Innovation and Opportunity Act (WIOA):	\$122.2M	8.4% ▼
▶ Temporary Assistance for Needy Families:	\$58.3M	0%
▶ Wagner-Peyser Act:	\$38.8M	0.3% ▼
▶ Quick Response Training:	\$7.5M	0%
TOTAL:	\$226.8M	4.7% ▼



DISTRIBUTION OF FISCAL YEAR 2023 - 2024 BOARD-ALLOCATED WIOA FUNDING (\$122.2M)



BUSINESS SERVICES AND OUTCOMES



CareerSource Florida is dedicated to supporting businesses, employers, and industries by providing a range of services aimed at enhancing workforce development and economic prosperity. Amid a tight labor market and Florida's exceptionally low unemployment, at 3.3% as of September 2024, the CareerSource Florida network serves businesses struggling to find and retain talent.

In addition to recruitment, hiring, and retention support, CareerSource Florida offers training grants for new and expanding businesses that provide workers with top-notch skills to stay competitive. Through the Quick Response Training program, new businesses or those relocating to or expanding in Florida may be eligible for grant dollars to help pay for training new employees. Through the Incumbent Worker Training program, small businesses may be eligible for reimbursements of up to 75% of training costs.

CareerSource Florida also supports businesses by creating skilled talent pipelines. Through collaboration with industry leaders and educators, the organization ensures that Florida's workforce system remains agile, adaptable, and relevant in the face of dynamic economic landscapes. Rather than simply connect businesses with skilled talent, the CareerSource Florida network works hand-in-hand with businesses to create the talent they need.

QUICK RESPONSE TRAINING

\$6,564,125

IN QUICK RESPONSE TRAINING GRANTS

24 businesses

2,771 projected trainees

INCUMBENT WORKER TRAINING

\$2,996,768

IN INCUMBENT WORKER TRAINING GRANTS

69 businesses

2,794 projected trainees

BUSINESSES SERVED

75,976

**Healthcare
6,765**

**Manufacturing
5,996**

**Professional, Scientific,
and Technical Services
6,351**

**Administrative and Support
and Waste Management
and Remediation Services
5,379**

**Construction
4,907**



Scan here to learn more and apply for training grants

JOB SEEKER SERVICES AND OUTCOMES

The CareerSource Florida network supports Floridians who need new skills or help finding a meaningful career path through training referrals, career counseling, job listings, and other employment-related services. While the network supports all job seekers, it is uniquely qualified to support Floridians with barriers to employment, who often require additional services that take longer to deliver.

Common barriers to employment include not having a diploma or training, limited English proficiency, disability, needing childcare assistance, transportation, age, dependency on public assistance, ex-offenders, military veterans, housing issues, and more. The network seeks to reduce welfare and boost economic self-sufficiency for job seekers by equipping individuals who are underqualified and inexperienced to enter the workforce, and by preparing the underemployed for higher-wage career paths.

63,417 JOB SEEKERS ASSISTED BY THE CAREERSOURCE FLORIDA NETWORK, NOW EMPLOYED

3,997 MILITARY VETERANS ASSISTED, NOW EMPLOYED

490,048 ONLINE JOB POSTINGS
(JUNE 2024)

206,000 JOBS GAINED
(JULY 2023 – JUNE 2024)

26,704 INDIVIDUALS SERVED BY THE CAREERSOURCE FLORIDA NETWORK, NOW OFF PUBLIC ASSISTANCE

\$17,406.56 AVERAGE ANNUAL WAGE INCREASE



Scan here to learn more

HOPE FLORIDA



Spearheaded by First Lady Casey DeSantis, Hope Florida offers a comprehensive approach to promoting economic mobility. The initiative serves Florida’s single parents, individuals on government assistance, individuals with disabilities and their families, seniors, juvenile justice youth, and veterans, among others, and aims to guide these individuals to self-sufficiency through community collaboration among the private sector, faith-based organizations, nonprofits, and government entities. Since Hope Florida’s launch, nearly 30,000 Floridians have reduced or are no longer reliant on government assistance, which is estimated to save the State of Florida nearly \$800 million over 10 years. Up to \$4.25 million in funding approved by the CareerSource Florida Board of Directors provides a Hope Navigator, who works directly with Hope Florida participants, at each of Florida’s local workforce development boards.

HOPE FLORIDA HIGHLIGHTS

- From July 2023-July 2024, **1,914** individuals were referred to CareerSource Florida from the Department of Children and Families. Of those referred, **1,058** participants are currently employed.
- Since the approval of funding in 2023 by the CareerSource Florida Board of Directors to hire Hope Navigators:
 - **541** individuals referred to our network have either gained employment or secured a higher paying job.
 - **67%** of individuals referred to our network who have exited the Hope Florida initiative are currently employed.



HOPE FLORIDA SUCCESS STORY: GUADALUPE PAREDES

Local Workforce Development Board: CareerSource Palm Beach County

Following the loss of his wife and the challenges of raising his 8-year-old child as a single parent, Guadalupe Paredes found himself facing additional hardship after losing his job. Seeking support, he connected with CareerSource Palm Beach County through the Welfare Transition Program (WTP). There, Guadalupe worked with a case manager to secure an opportunity as a commercial truck driver, a role offering \$22 per hour once he obtained his Commercial Driver’s License (CDL).

Though WTP covered most of the CDL training costs, Guadalupe faced additional expenses he couldn’t manage alone, putting further strain on his finances. Recognizing his need, his case manager referred him to the Hope Florida initiative, which provided supportive services to cover these remaining expenses.

Thanks to the support from Hope Florida, Guadalupe began his CDL training in September 2024 and is on track to complete the program in November. With these resources, Guadalupe is now set to achieve his career goals and provide a stable future for his family.

SHARING A UNIFIED VISION



WHAT IS WIOA?

The Workforce Innovation and Opportunity Act (WIOA) was signed into federal law in 2014 with bipartisan support to reform, strengthen, and improve the public workforce system. It is intended to help Americans, including youth and those with significant barriers to employment, secure high-quality jobs and careers. Additionally, WIOA aims to assist employers in hiring and retaining skilled workers.

The legislation funds services offered at local career centers and various training grants, serving a wide range of individuals, including those nearing the end of their eligibility for Temporary Assistance for Needy Families (TANF), low-income individuals, long-term unemployed individuals, single parents, youth in or aged out of foster care, individuals with disabilities, homeless individuals, elderly individuals, ex-offenders, Native Americans, English language learners, individuals who have low levels of literacy, and farmworkers.

IN WIOA COMBINED REPORT, FLORIDA MODELS A COHESIVE WORKFORCE DEVELOPMENT SYSTEM

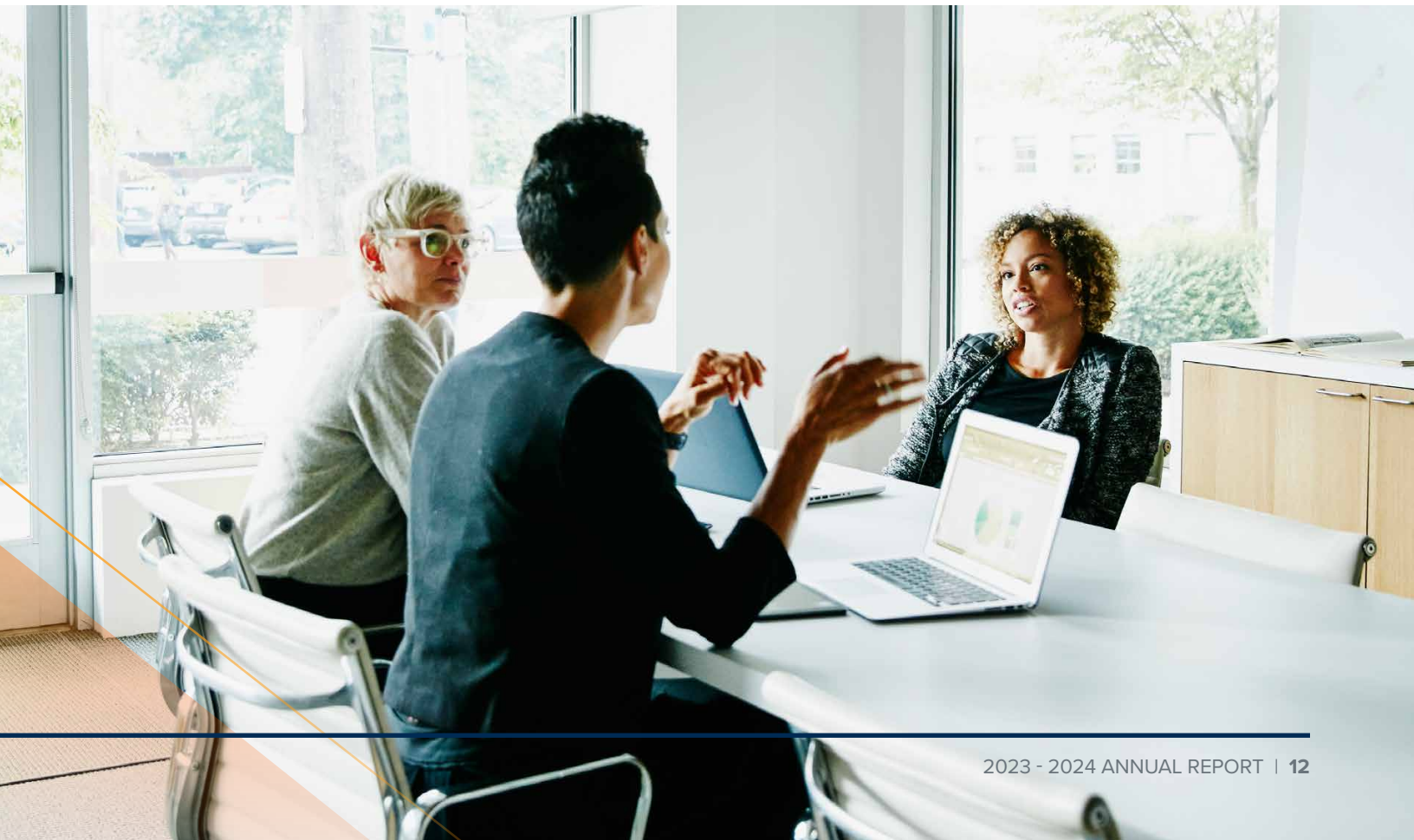
As a requirement of the Workforce Innovation and Opportunity Act (WIOA), all states must submit a comprehensive state plan to the U.S. Department of Labor every four years. This plan outlines the state's strategy for workforce development and includes goals, priorities, and performance measures for core programs.

The 2024-2028 WIOA Combined Plan created this year marks a significant milestone for Florida. For the first time, CareerSource Florida led six other partners in producing a combined plan that exceeds federal requirements by articulating the state's cohesive vision with well-defined goals both to the state and to the nation. Partners who contributed to the WIOA Combined Plan spoke not as differentiated voices but as a cohesive workforce development system.

This approach is another proof point of the transformative success of the Reimagining Education and Career Help (REACH) Act, signed into law by Governor DeSantis in 2021. The REACH Act aims to fully realize the vision of WIOA by strengthening partnerships among workforce stakeholders, increasing accountability, and improving access and alignment to meet employer needs. The REACH Office, housed within the Executive Office of the Governor, coordinates the efforts of workforce stakeholders – CareerSource Florida, FloridaCommerce, Department of Education, and Department of Children and Families – while adding representation from the Divisions of Vocational Rehabilitation and Blind Services. Each of these stakeholders contributed to the WIOA Combined Plan and aligned to prepare an educated and skilled workforce to meet the needs of Florida businesses by:

- Developing a **comprehensive education, employment and training ecosystem** that includes contributions from industry stakeholders and core and combined partners that streamlines access to high quality workforce services and increases prosperity for employers and workers.
- Working collaboratively with core and combined partners to **expand Florida’s labor force** to meet employer demand while identifying and addressing barriers for opportunity populations.
- Reducing duplication of services and maximizing efficient use of human and financial resources to serve Florida businesses and job seekers through aligning and expanding partnerships to identify opportunities to leverage and braid funding and coordinate programming to **improve outcomes and accountability**.
- **Reducing welfare dependency and increasing economic self-sufficiency** for Floridians by focusing on community collaboration between workforce, education, industry, and other partners to break down community silos and maximize the effectiveness of workforce development efforts.
- Diversifying Florida’s industry sectors of focus through enhanced, focused engagement with business and education stakeholders to **build talent pipelines and enhance Florida’s productivity and competitiveness**.

Florida is home to the nation’s third-largest workforce, totaling more than 10.8 million workers, and its talent pipeline is consistently ranked among the best in the nation. Skilled talent is often the primary driver of whether companies move or expand. With increased collaboration to promote greater communication, transparency, accountability, and coordination of services, the result will be a more efficient, customer-focused workforce system.



LOOKING AHEAD: SHARED PARTNER OUTCOMES

The following outcomes on which the 2024-2028 WIOA Combined Plan partners have aligned:

- Are voluntary and ambitious, fueled by a results-oriented workforce development system.
- Further the shared goal of helping people achieve economic self-sufficiency.
- Serve industry needs by developing skills that drive business growth.

Increase state **labor force** participation to **63%**.

Ensure **60%** of Floridians age 25-70 have a **credential of value** by 2030.

Median wages greater to or equal to **75%** of the median hourly wage in Florida.

By 2030, increase the statewide 2nd quarter after **exit employment rate** by **10%** for each of the following populations:

- Individuals 55 years and older
- Youth
- Individuals receiving SNAP and TANF benefits
- Individuals without a HS Diploma or in ESL
- Individuals with disabilities

By 2030, increase statewide registered apprenticeship program outcomes to include:

- **Total of 7,000 new apprentices** annually
- **450 registered apprenticeship programs**
- **110 registered preapprenticeship programs**

Increase percentage of 12th grade secondary career and technical education (CTE) concentrators to **25%** of total enrollment.

Build **talent pipeline** for targeted new and emerging industries of focus by assisting **1,000** individuals to earn credentials that directly support the sector.

Under Governor DeSantis' leadership Florida has become the world's best place to live, learn, play, work and do business — none of that happens without actively championing our state's workforce. Together, Florida's workforce partners are forging a pathway that empowers job creators to be confident in the talents of Florida's workforce, and again Florida is ranked #1 in both talent development and higher education.

- J. Alex Kelly, Secretary, FloridaCommerce

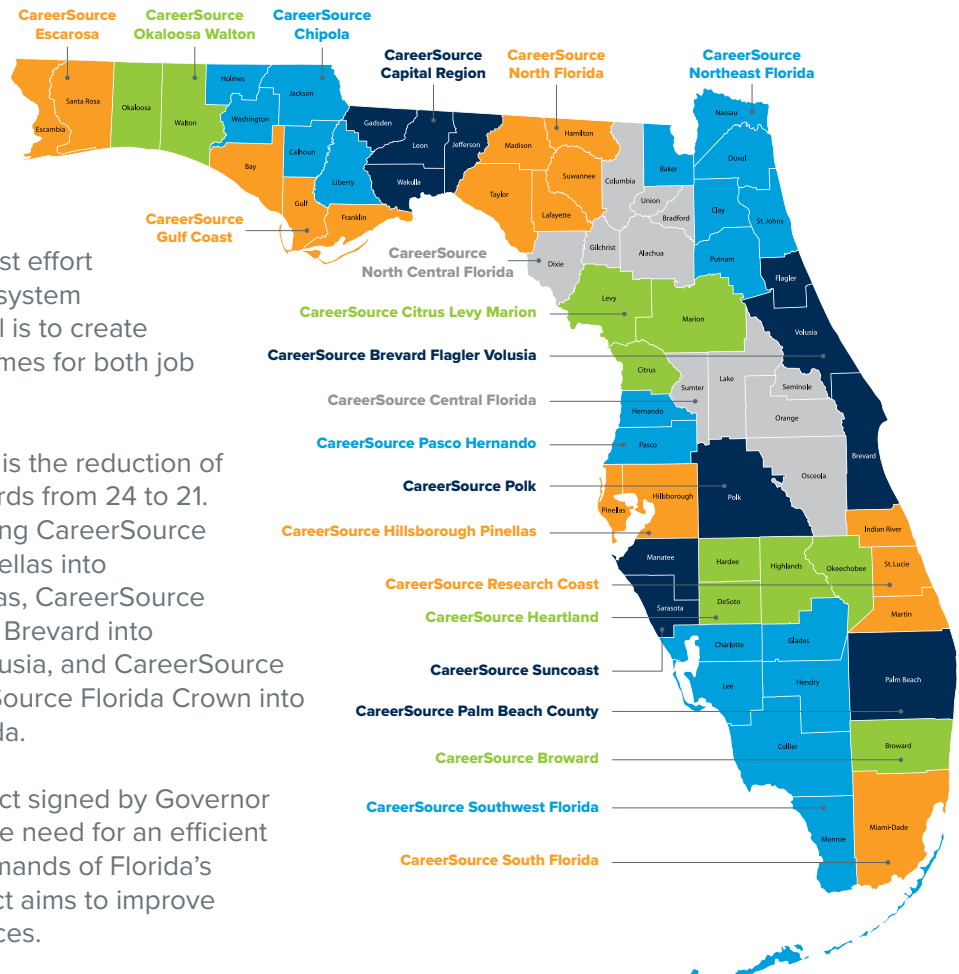
FLORIDA WORKFORCE SYSTEM TRANSFORMATION PLAN: A COMPREHENSIVE MODERNIZATION INITIATIVE

Working to put all Floridians on a path to self-sufficiency is more than a moral imperative; it is a strategic investment in Florida's future. As such, the Florida Workforce System Transformation Plan was a priority initiative resulting in the first effort to modernize Florida's workforce system in nearly 30 years. Its primary goal is to create efficiencies and strengthen outcomes for both job seekers and businesses.

One of the most notable changes is the reduction of local workforce development boards from 24 to 21. This consolidation included merging CareerSource Tampa Bay and CareerSource Pinellas into CareerSource Hillsborough Pinellas, CareerSource Flagler Volusia and CareerSource Brevard into CareerSource Brevard Flagler Volusia, and CareerSource North Central Florida and CareerSource Florida Crown into CareerSource North Central Florida.

The plan aligns with the REACH Act signed by Governor DeSantis, who has emphasized the need for an efficient workforce system to meet the demands of Florida's evolving economy. The REACH Act aims to improve consistency and maximize resources.

CareerSource Florida, in collaboration with the Governor's REACH Office, engaged more than 700 local and state stakeholders from 2022 to 2023 in an alignment evaluation and research process. This work revealed opportunities to enhance and strengthen the entire workforce system at both state and local levels.



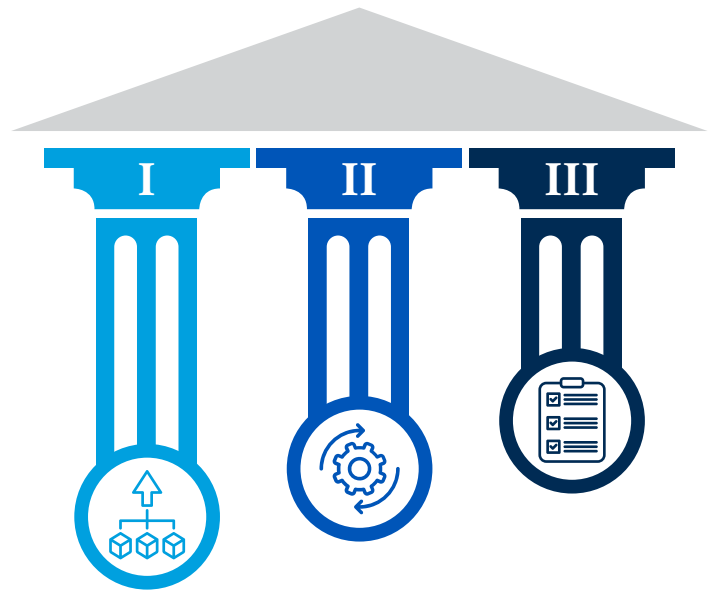
The plan focused on three main pillars: Alignment and Consolidation, System-wide Improvements, and Regional Planning. The first pillar, Alignment and Consolidation, involved the realigning and consolidating of local workforce development areas. On June 30, the Florida workforce system achieved a significant milestone with the consolidations of CareerSource Brevard Flagler Volusia, CareerSource Hillsborough Pinellas, and CareerSource North Central Florida. CareerSource Florida is providing ongoing guidance to support these new boards.

The second pillar, System-wide Improvements, aimed to improve consistency across the state by mitigating bureaucracy, applying consistent standards and approaches, and providing greater flexibility in allocating resources. As an example, larger businesses who work with multiple local workforce development boards may have previously experienced different procedures, such as a different set of paperwork for the same program in different regions. Now implemented, these businesses will experience the same consistent process.

The third pillar, Regional Planning, involves the designation of WIOA Regional Planning Areas. In March, Governor DeSantis approved the designation of two such areas: one consisting of CareerSource Research Coast and CareerSource Palm Beach County, and another including CareerSource Escarosa, CareerSource Okaloosa Walton, CareerSource Chipola, and CareerSource Gulf Coast. These Regional Planning Areas are made up of two or more local workforce development areas to improve workforce system alignment within larger economic development areas, supporting economic mobility, growth, and prosperity. Work will continue in identifying and establishing Regional Planning Areas, with the goal of all local workforce development areas being part of a Regional Planning Area by June 2025.

The next evolution of change – called Advancing Florida’s Workforce System – will have three focuses through June 2025, including providing ongoing support for the newly consolidated boards, ongoing system-wide improvements, and regional planning.

In the coming year, CareerSource Florida will deepen the dynamic collaboration among economic, educational, and government agencies, while continuing to enhance alignment and accountability. Through incremental, ongoing change, the CareerSource Florida network will serve businesses and job seekers more effectively on their journey toward economic empowerment.



A sincere thank you to every advocate, leader, resident, volunteer, and staff member who participated in this outcome-oriented process. Through the Florida Workforce System Transformation Plan, we have become more customer focused while improving outcomes for businesses and job seekers engaged with the workforce system.

- Adrienne Johnston, President and CEO of CareerSource Florida

MASTER CREDENTIALS LIST SHINES SPOTLIGHT ON IN-DEMAND OCCUPATIONS

After establishing Florida’s inaugural Master Credentials List (MCL) in February 2023, CareerSource Florida continues to ensure the list reflects the state’s emerging needs. The list – a comprehensive roster of state-approved degree and non-degree credentials that prepare Floridians for in-demand occupations—aligns the state’s education system with the projected talent needs of various industries. The MCL serves as a public and transparent inventory of credentials that hold value in the current and future job market, guiding workforce education and training programs by informing the public about these valuable credentials. It is determined by the Florida Credentials Review Committee (CRC), made up of education, industry, and workforce development leaders.

The MCL also breaks down in-demand occupations by each Workforce Development Area, creating region-specific snapshots of talent pipeline needs. Emerging occupations are now included on the Regional Demand Occupation List produced by FloridaCommerce. This new inclusion is another example of workforce system partnership highlighted in the Florida Council of 100 report, which praises Florida’s “unique ability to align and focus resources, including talent development, marketing, and capital investment on the state’s best bets to enhance opportunity and quality of life for all Floridians.”

Additionally, the Framework of Quality, the guidelines for evaluating credentials for inclusion on the MCL, has been revised. The revisions incorporate the most current labor market data and remove outdated references. This ensures evaluations are closely aligned with current labor market demands and focus on the most relevant data. These updates help credential providers and educational institutions align their programs with market demands and ensure endorsed credentials are those most needed by employers.

The connection between representation on the MCL and training grants is crucial. While funding through the Incumbent Worker Training grant program is not dependent on inclusion on the MCL, training for credentials on the MCL are given priority for funding. This prioritization underscores the importance of inclusion on the MCL for accessing training grants. As new credentials that meet labor market needs are added at multiple opportunities during the year, the list will continue to evolve.

*Scan here to
learn more
and apply
for the Master
Credentials List*



LOOKING AHEAD:

The 2024-25 MCL boasts more than 2,300 credentials of value, marking an increase of 167 credentials. This is a testament to the success of the initiative, driven by new applications and, more substantially, a comprehensive review of the existing MCL against updated labor market information. This review led to several credentials, previously on provisional status for wages or demand, being reassessed and determined to fully meet the Framework of Quality based on new labor market data.

Also, the CareerSource Florida Board of Directors has allocated \$200,000 to build a credential inventory database, master credentials list application, and application and evaluation tracking. With multiple agencies involved, this tool is expected to organize communications, facilitate data sharing, and establish one repository for the growing body of knowledge.

APPRENTICESHIPS: BOOSTING FLORIDA'S WORKFORCE

Florida's dynamic job market is experiencing a significant demand for skilled workers, surpassing the available supply. To address this, the CareerSource Florida network is emphasizing innovative workforce training strategies, including apprenticeships, which have proven to be beneficial for both job seekers and employers across various industries.

Since 2018, the CareerSource Florida Board of Directors has invested \$9.5 million to encourage businesses to establish apprenticeship programs and educate individuals on pursuing careers through apprenticeships. CareerSource Florida is a long-time partner with the Florida Department of Education and FloridaCommerce to expand apprenticeship programs through the Apprentice Florida outreach campaign, which encourages and assists businesses in establishing apprenticeships and educates individuals about pursuing careers through apprenticeships.

In November 2023, in recognition of National Apprenticeship Week, Apprentice Florida co-hosted a media event at Miller Electric Company in Jacksonville. This event showcased Miller Electric's registered apprenticeship programs, followed by a ribbon cutting and site tour of the first-of-its kind Electric Vehicle Innovation Design Center, which was built by apprentices. The company participates in four apprenticeship programs, including its electrical trade apprenticeship program and three new one-year programs in cybersecurity, software development, and business intelligence. Apprenticeships have been key to Miller Electric's success, with 80% of its trade professionals starting their careers through these programs. Featured speakers shared how registered apprenticeships create a fortified talent pipeline in any industry sector and drive economic development across the Sunshine State. The media event was a success and garnered over 200 attendees, including partners, businesses, industry leaders, and local media to amplify the benefits of apprenticeship programs in North Florida and beyond.

Offering apprenticeships helps businesses like Miller Electric develop specialized skills while fostering employee pride, loyalty, and economic mobility. As championed by hundreds of other Florida businesses, the flexibility for an employer to design an apprenticeship program offers a consistent way to recruit, train, and retain talent that can be easily blended into current talent development strategies. Once established, apprenticeship programs reduce turnover rates, increase productivity, lower the cost of recruitment and increase safety. 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.

One of the most tangible ways the CareerSource Florida network provides hands-on support to businesses is by employing an Apprenticeship Navigator at each of the state's local workforce development boards. CareerSource Florida's Apprenticeship Navigators offer businesses hands-on support in determining how apprenticeship programs can meet their unique needs and complement existing talent development strategies. These efforts align with the Hope Florida initiative, which aims to assist individuals facing employment barriers in achieving long-term prosperity.

Apprenticeships follow an earn-and-learn model, where apprentices receive mentorship, on-the-job training, and technical instruction, all while earning a paycheck. This approach equips apprentices with essential skills to thrive in their chosen fields. During the 2023-2024 program year, Florida saw a 14% increase in active apprentices and preapprentices, totaling 22,444 apprentices and preapprentices. Additionally, 3,168 apprentices and preapprentices completed their programs between 2023 and 2024. Apprenticeships provide excellent financial outcomes as well. Between 2023 and 2024, apprentices who completed their programs earned an average wage of \$27.81 per hour, or \$57,837 annually. Moreover, registered apprentices are estimated to earn 2.5 times more over their careers compared to their peers, according to the U.S. Department of Labor.



Scan here to learn more

Today, apprenticeships are expanding across both traditional and nontraditional industries into **more than 500 program occupations across the state**. In Florida, several targeted sectors are benefiting significantly from apprenticeship programs. This earn-and-learn model continues to thrive in trades-based industries like construction and manufacturing, and it is also expanding across nontraditional sectors such as:



INFORMATION TECHNOLOGY



TRADE AND LOGISTICS



LAW ENFORCEMENT



HEALTHCARE



EDUCATION



HOSPITALITY

EDUCATION AND INDUSTRY CONSORTIUM: A COLLABORATIVE APPROACH TO TALENT DEVELOPMENT

The Education and Industry Consortium is an innovative initiative that fosters collaboration between education partners, the CareerSource Florida network, and local businesses. It was established under Senate Bill 240 (2023), also known as the REACH Act 2.0, which aims to help individuals overcome barriers to education and employment by enhancing access to good jobs and career pathways.

Each local workforce development board is tasked with creating an Education and Industry Consortium to include representatives from education and businesses within its service delivery area. These consortia meet quarterly to review and prioritize skills needed in key industry sectors, analyze existing educational training programs, identify skills training gaps, and approve credentials for inclusion on Florida's Master Credentials List.

The consortia provide reports to their local workforce development boards, assisting them in making informed decisions about programs, services, and partnerships in the service delivery area. This collaborative effort enables workforce development boards to leverage consortium insights to determine the most effective ways to grow, retain, and attract talent.

Recent CareerSource Florida research with more than 150 businesses across the state revealed businesses want help with training. Businesses looking for job candidates for applicable training reported that there is a gap between what they need and what education institutions are providing. To bridge this divide, the CareerSource Florida network facilitates communication with education partners, ensuring that talent development strategies align with business needs. This collaboration ultimately creates more opportunities for both businesses and job seekers, fostering economic self-sufficiency and thriving local economies.

LOOKING AHEAD:

INITIATIVES THAT ANSWER THE EVOLVING JOB MARKET

The CareerSource Florida Board of Directors is investing in initiatives to train workers in targeted sectors to ensure they are prepared for the future. The \$2 million Sectors of Strategic Focus Training Initiative will provide state-level WIOA funding for career training and supportive services to adults, dislocated workers, and youth in targeted sectors such as Ag Tech, semiconductor/advanced manufacturing, broadband, transportation, aviation/aerospace, and healthcare. Also, the \$500,000 Artificial Intelligence Incumbent Worker Training pilot program will provide grant funding for continuing education and training of mid- to late-career employees at existing Florida businesses whose jobs are at risk due to automation or artificial intelligence.

Part of preparing Floridians for tomorrow's career opportunities is acknowledging the crucial role of broadband access and digital literacy. CareerSource Florida partnered with FloridaCommerce to host the inaugural Florida Broadband Summit in 2023 and again in 2024, and continues to collaborate with partners and communities across the state to help close the digital divide. The CareerSource Florida Board of Directors also approved \$250,000 in funding to address "Digital Literacy and the Missing Middle." Through this initiative, a statewide assessment will be conducted to identify digital literacy gaps, develop targeted strategies, and discover successful local tactics. The findings will be reported to FloridaCommerce and other partners.

SUPPORTING FLORIDIANS DURING HURRICANE RESPONSE AND RECOVERY

The CareerSource Florida network, in collaboration with federal, state, and local partners, plays a critical role in supporting businesses and job seekers affected by hurricanes and declared states of emergencies. Under Governor DeSantis' leadership, these partnerships have been strengthened, particularly during events like Hurricane Idalia in 2023 and Hurricanes Debby, Helene, and Milton in 2024. CareerSource Florida's new State Workforce Development Board Emergency Response Strategy, approved by CareerSource Florida's Board of Directors in June 2024, played a key role in bolstering these efforts.



Florida's Division of Emergency Management is responsible for managing a statewide emergency response program. It coordinates efforts with the federal government, state agencies, and private organizations through the State Emergency Response Team (SERT). FloridaCommerce leads Emergency Support Function 18, which focuses on providing immediate support to businesses and economic stabilization during disasters. CareerSource Florida works closely with FloridaCommerce, local workforce development boards, and other partners to monitor and respond to disasters, ensuring businesses and workers receive timely support.

Key support activities under the State Workforce Development Board Emergency Response Strategy include:

- Ensuring access to career centers and staff through in-person, virtual, and electronic channels.
- Providing access to mobile career center units as needed.
- Providing simplified access to direct services to affected workers, like job training, reemployment assistance, resume workshops, job placement, and career assessments.
- Administering Disaster Recovery Dislocated Worker Grant funding and coordinating with local employers and agencies to address talent needs after a disaster.

- Offering expedited services to displaced workers and access to the Disaster Recovery Jobs Portal.
- Facilitating Rapid Response and Layoff Aversion activities to assist employers and workers impacted by layoffs or natural disasters.
- Encouraging business owners to go to FloridaDisater.biz and complete the Florida Business Damage Assessment Survey to determine damage related disaster impacts.

Local workforce development boards are encouraged to collaborate with local government officials and stakeholders to develop strategies that ensure smooth communication, continuity of operations, and minimal disruption of services during emergencies. Regular staff training and outreach to businesses are also critical components of this policy.

LOOKING AHEAD:

In addition to developing and adopting proactive disaster-related policies, the CareerSource Florida network remains committed to monitoring and swiftly responding as hurricanes and other natural disasters unfold. Our efforts to help businesses and workers recover involve providing timely information and resources, accurately assessing damage, and offering hands-on support to affected communities.

CAREERSOURCE FLORIDA NETWORK CHAMPIONS

This year's Leadership Award winners exemplify a wide range of remarkable achievements, from process streamlining and Human Centered Design initiatives to the development of new apprenticeship programs and outstanding mentorship.

To honor these exceptional team members and their outstanding partners, CareerSource Florida leaders recognized the following award winners during the 2023 – 2024 annual Workforce Professional Development Summit.



BARBARA K. GRIFFIN WORKFORCE EXCELLENCE AWARD

MELANIE REBOTTINI
Director of Innovation



FLORIDA WORKFORCE CHAIRS' ALLIANCE LIGHTHOUSE AWARD

AMULYASAI BANGARU
SQL Data Analyst



WORKFORCE PARTNER AWARD

TIM RYAN
Founder of FMB Strong



WORKFORCE ADVOCATE

MARIA MARTINEZ DELEON
Workforce Services Representative II



GOODWILL EMISSARY

KIMBERLY KITTERMAN
Professional Services Specialist



SERVICE INNOVATOR

KATRINA JOHNSON
Apprenticeship Navigator



LEADERSHIP AMBASSADOR

MARC VARNER
Disabled Veteran Outreach Program Specialist



VETERANS' PERFORMANCE INCENTIVE AWARDS WINNERS

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 2024 WINNERS



PURPLE STAR WORKFORCE DEVELOPMENT BOARDS

CareerSource Florida has recently developed the Purple Star Workforce Development Board recognition initiative, designed to acknowledge local CareerSource Florida network partners that demonstrate exceptional service to veterans and their families. Championed by Joe Marino, executive director of Veterans Florida, and member of the CareerSource Florida Board of Directors, the initiative aims to celebrate local boards that provide exceptional veteran support, aligning with CareerSource Florida's commitment to transparency and standardized services. The transition from military to civilian life can be challenging, and CareerSource Florida offers vital support, including individual case management, employment plans, training, and referrals. Currently, each local board has a veterans' services provider dedicated to ensuring priority service and in the 2023-2024 fiscal year, CareerSource Florida served nearly 4,000 veterans. To earn the Purple Star designation, boards must meet specific veteran-focused service eligibility criteria. Together, we can ensure that veterans have the support and opportunities they need to thrive in their post-military careers.



CONGRATULATIONS TO 2023 - 2024 PURPLE STAR WORKFORCE BOARDS





A proud partner of the American  Job Center network

careersourceflorida.com

CareerSource Florida is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Disponible en Español.