

BEST TALENT FOR BUSINESS



Annual Report 2021-2022

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CAREERSOURCE CENTRAL FLORIDA
ANNUAL REPORT
JULY 1, 2021–JUNE 30, 2022

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OUR MISSION

Connect Central Floridians to Careers
& Develop Skilled Talent for Businesses.

FROM OUR LEADERS

With the re-opening of the economy in **2021–2022**, **CareerSource Central Florida** (CSCF) united and pursued its mission with a focus on engaging and serving the Central Florida community. Under the direction of our invaluable Board of Directors, we were well-positioned to ‘hit the ground running’ and meet the heightened needs of employers and job-seekers alike. During the program year and across our 5-county region, we served 3,600 businesses, including helping to recruit needed talent and upskill employees. We hosted 202 hiring fairs and worked closely with 42,000 career-seekers, helping to enhance their capabilities and elevate their future prospects.

Examples of this year’s innovative and successful initiatives include:

- Partnering with the City of Orlando to connect Orlando residents with the city’s newly created RISE Employment and Training Program.
- Launching the Level Up Orange program to assist Orange County residents and businesses negatively impacted by the pandemic.
- Enhancing our FORTE (Fostering Opioid Recovery through Training and Employment) efforts via employer training/resources to recognize and combat addiction in the workplace.

Our dedicated **Board of Directors** continues to be driven by innovation. Each member’s robust experience, rich insight, and diverse industry expertise empowers CSCF to meet each goal and drives engagement to develop crucial strategies for our region. They ensure our 3-year strategic plan, now in development, is focused on serving people, fostering growth, and servicing our communities in dynamic ways.

We are able to put robust strategies into practice due to the hard work of our devoted team of ‘**CareerSourcers**.’ Day in and day out, their engagement and enthusiasm drives our success—especially when it comes to assisting Veterans, individuals with disabilities, youth, and those experiencing significant barriers to employment across **Orange, Osceola, Lake, Seminole** and **Sumter** counties.

As we look to the future, CSCF aims to continue putting people first by being innovative and resilient to help grow Central Florida’s bright future.

We are proud and thankful for all who made this year such a pivotal year. We look forward to another milestone year ahead.

Pam and Jody



Pamela Nabors

President and CEO
CareerSource Central Florida



Jody Wood

Vice President, Talent Acquisition and
Talent Management Disney Parks,
Experiences and Products

BOARD MEMBERS

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Vice President, Talent Acquisition
& Talent Management
Disney Parks, Experiences and Products

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Wendy H. Brandon, FACHE

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UCF Lake Nona Medical Center

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Kari Conley

Government and Community
Relations Manager
Duke Energy

Gui (Guilherme) Cunha

Administrator, Office of Economic
Development and Tourism
Seminole County Government

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Vocational Rehabilitation Area Supervisor
Division of Vocational Rehabilitation/Florida
Department of Education

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Director
Central Florida Electrical J.A.T.C.

Jessie Dziorney-Lukash

Director of Training
International Union of Painters
& Allied Trades (IUPAT DC 78),
Florida Finishing Trades

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Osceola Council on Aging

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Nicole Guillet

Seminole County Manager
Seminole County Government

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Regional Manager
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Sheri Olson

Director, Foundation, Government
& Guest Relations
South Lake Hospital

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Co-Founder, President
Kalos Services, Inc.

Renee Quintanilla

Director, Student Success
Crummer Graduate School of
Business at Rollins College

Manuel Rascon

Director/Human Resource
Business Partner
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Waterford Lakes | Lake Nona

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Vice President, Student Affairs
Valencia College

Charles Scherer

Regional Managing Director
State of Florida Department
of Children & Families

Stella Siracuza

CFO
Tomato Express, Inc.

David Sprinkle

Managing Partner
Veritas Recruiting Group, LLC

Jim Sullivan

Training Director
Central Florida Electrical J.A.T.C.

DeAnna Thomas

Executive Director
Lake Technical College

Al Trombetta

Director of Training
International Union of Painters
& Allied Trades (IUPAT DC 78),
Florida Finishing Trades

Dr. Maria Vazquez

Deputy Superintendent
Orange County Public Schools

Matt Walton

Principal, Vice President &
Chief Financial Officer
MiGre Engineers, LLC

Sharron Washington

Central Regional Managing Director
Florida Department of Children and Families

Christopher Wilson

Environmental and Land Manager
E.R. Jahna Industries

CONSORTIUM

Chair

Jerry Demings

Orange County Mayor

Vice Chair

Andria Herr

Seminole County Commissioner
District 5

Josh Blake

Lake County Commissioner
District 5

Peggy Choudhry

Osceola County Commissioner
District 1

Gary Search

Sumter County Commissioner
District 1

Kirby Smith

Lake County Commissioner
District 3

Roberta Ulrich

Sumter County Commissioner
District 1

CAREERSOURCE CENTRAL FLORIDA COMMUNITY IMPACT

43,240 CAREER SEEKERS
SERVED

TARGET GOAL: 45,000

24,650 CAREER SEEKERS
ENGAGED

TARGET GOAL: 30,000

2,573

CAREER SEEKERS IN TRAINING

TARGET GOAL: 2,500

5,724

CAREER SEEKERS PLACED

TARGET GOAL: 6,000

3,596

BUSINESSES SERVED

TARGET GOAL: 4,000

YOUTH PROGRAM:

Placing Young Adults on a Rewarding Path



950+
YOUTH SERVED



381+
YOUTH EARNED CREDENTIALS
WITH MANY MORE EARNING
MORE THAN ONE



81
YOUTH EARNED HIGH
SCHOOL DIPLOMA

YOUTH PROGRAM

CSCF's year-round Youth Program empowers young adults ages 16–24 with skills, training, and career services to jump-start a fulfilling and rewarding future.

Summer Youth Program

The Summer Youth Program is an extension of CSCF's year-round program, providing young adults in high school with exposure to college experiences, multiple career pathways in high-growth industries, professional internships, and specialized career training.

In 2022, this program helped connect more than 200 businesses with nearly 1,000 young adults.

Our local partners pledged \$350,000 in scholarships for the 2022 Summer Youth Program participants, allowing these young people to explore career readiness tracks and set their futures up for success. Upon completing the program, the participants went on to earn nearly \$1.3 million across their job placements, marking another highly successful year for the CSCF Summer Youth Program.

SUMMER YOUTH PROGRAM SPONSOR

ALL STAR:



VETERANS PROGRAMS

Priority of Service—Eligible veterans and their spouses take precedence for the receipt of employment, training, and placement services in all CareerSource Central Florida programs funded directly or indirectly, in whole or in part, by the Department of Labor.

CSCF salutes our nation's heroes. We are proud to serve and employ those who have dedicated their lives to our country.

“ *I would like to express a heartfelt thanks to the Veterans program at CareerSource Central Florida. The straightforward approach and true consideration for my personal and physical compensation made my consultant the perfect individual to enable “us” to find new employment.”*

*— Robert W.
Army Veteran*



Jenein
U.S. Army Veteran

Everyone has a unique career journey, and it often involves unforeseen shifts and challenges. For U.S. Army Veteran Jenein, unexpected turns in her career led her to contact CareerSource Central Florida to seek support after being laid off from her role as a Call Center Manager. The team at CSCF helped Jenein explore future opportunities and boost her resume to showcase her strengths and experience which ultimately led to a job offer from a specialty retail company in the personal care and home fragrance industry. Thanks to her new job, Jenein could continue pursuing her goal of becoming a teacher for special needs students.



VETERANS PROGRAM:

Helping Heroes



 **2,000+**
VETERANS SERVED

A FULL-CIRCLE **SUCCESS STORY** FOR CSCF'S SUMMER YOUTH PROGRAM

Like most high school sophomores, Natalie Carpio didn't have a clear idea of what her future would look like, much less how her career path would shape out. Searching for guidance and career skills, as well as opportunities to gain hands-on experience, Natalie decided to get engaged in CareerSource Central Florida's Summer Youth Program, which is dedicated to providing young adults like her exposure to professional internships, career training, and experience across multiple career paths and a variety of industries.

"I was a high school student, so I had no idea what the workforce looked like or what it really was other than what adults in my life had mentioned." Natalie recounts, thinking back to her knowledge of career building before coming to CSCF. Going through the Summer Youth Program at CSCF, she not only gained a better understanding of the professional world, but also was a part of valuable experiences she carries with her to this day. Some of the lessons Natalie highlights as particularly helpful included the importance of being punctual and maintaining

professionalism, whether it was in appearance or behavior. She also recalls practical learnings, such as resume writing, which helped her gain an incredible opportunity that still brings a smile to her face today.

"As I went through the program, I was able to obtain an internship with Coca-Cola," she shares. This was only the beginning for the ambitious youth who went back and completed the program a second time before graduating. "I ended up finishing my internship, and then becoming a temporary associate, which then turned into a full-time job with the company."

Today, Natalie is a Logistics Specialist with The Coca-Cola Company based in Apopka, Florida. From the CSCF Summer Youth Program, to a well-earned position with a career-building organization like Coca-Cola, Natalie is a true success story and testament to the power of community programs. To help pay it forward, Natalie has added Summer Youth Program participants to her team as interns, bringing her involvement with CSCF full circle.

"Be open minded. I never thought that I would be working in supply chain," shares Natalie. Now settled into her position, she is in a reverse role of being able to impart wisdom on those looking to increase their career and employment opportunities. Her experiences have not only proven to her the potential impact a single decision like joining a summer program can have, but also afforded her the opportunity to motivate other youth to take the same steps. "Life is like a train; it has different stations. And sometimes you have to take a hold of the opportunities that present themselves."

Success stories like Natalie's have been made possible by CSCF's outstanding community partners. The City of Apopka, as well as Mayor Bryan Nelson's support, allow CSCF to implement these life-changing programs for young adults looking for guidance and career opportunities. Together, we are shaping our community's future, one student at a time.

“Life is like a train; it has different stations. And sometimes you have to take a hold of the opportunities that present themselves.”

Natalie Carpio
Logistics Specialist
The Coca-Cola Company

A man with short dark hair and a light beard, wearing a blue polo shirt with a logo on the chest and jeans with a black belt, stands outdoors leaning on a metal railing. He is smiling and looking upwards. The background shows a construction site with wooden framing and yellow safety railings. A large white geometric pattern is overlaid on the right side of the image.

Joe Misiti
Staffing Manager
American Builder Supply

“I have a team of experts at CareerSource Central Florida, including a business services consultant, who I can go to when I need support.”

CAREERSOURCE CENTRAL FLORIDA **OPENS DOORS** FOR BUSINESSES HIRING AND RECRUITING NEEDS

For Joe Misiti, no two weeks are alike. As the Staffing Manager with American Builders Supply—a Florida-based company which manufactures and distributes doors, windows, and trusses across 15 locations throughout the state—Joe is charged with identifying candidates to fill open positions in each of these. Leveraging an ongoing and valued partnership with CareerSource Central Florida, Joe has found the resources and support he needs to match the right candidates to the most appropriate jobs.

“I have a team of experts at CareerSource Central Florida, including Joanne, a business services consultant, who I can go to when I need support,” shares Joe when asked how he works with the team at CSCF on a weekly basis. “I simply share what I am looking for, whether it is a service coordinator, a service tech, or a field manager, and the CSCF team goes right to work. They know the caliber of people I am looking for and they focus on our company’s culture and mission when doing so. They are always professional, helpful, and understanding. It is a true partnership.”

As a fast-growing company with extensive personnel needs, American Builders Supply hires for positions ranging from entry level to field managers or production managers. Throughout the years, Joe has tapped into CSCF’s resources in a variety of ways, including onsite hiring events. These events allow him to quickly identify a large number of candidates in a single day and get a firsthand look at the talent pool CSCF can send his way.

“We’ve had in-house hiring events at our facility and corporate headquarters. During these events, we’ll have anywhere from 50 to 80 individuals show up as candidates. I would say a good dozen come from CareerSource Central Florida, where they might have heard about the event from one of our partners.”

Finding qualified candidates is only the first step of the process. Joe shares of the candidates Joanne and the CSCF team send over, he sees an almost “one for one” success rate in the candidates being hired. Once these candidates get their foot in the door, the sky’s the limit. Joe shares how

candidates have been hired as production positions and progressively moved up to service techs and field managers.

When asked what he would say to another company or staffing manager considering a partnership with CareerSource Central Florida, Joe’s words of advice were, “We have a tremendous relationship with CSCF that stems from the day-to-day interactions we have with them. Don’t just call them when you have a need but speak to them on an ongoing basis as they can bring value and support. They are like an extension of our team.”

CELEBRATING A **CAREER-BOOSTING** PARTNERSHIP WITH OSCEOLA SCHOOLS

Few partnerships are as perfect of a fit as the one between CareerSource Central Florida and Osceola Schools' Career and Technical Education and Adult Education and Osceola Technical College. With a mission to Change Lives through Education, Osceola Tech offers certificates in programs created to get students ready for entry-level employment and to build current job skills for those already in the workforce. A longstanding and mutually beneficial relationship, CSCF is proud to call programs like Upskill Osceola, funded by Osceola Cares, one of our most successful community efforts.

"We just built a relationship where CSCF would want to come to us to help out with some of their training needs," shares Dr. Jeff Arnott, Executive Director of Secondary and Post-Secondary Career and Technical Education. "Last year, they approached us about short-term trainings for our adult education students. These would mostly be students who are learning English as a second language or looking to finish up their adult education program and get an industry credential at the same time. They could also just be folks from the community looking to work on some short-term trainings."

For these students, finances and the ability to afford education programs may have been a roadblock preventing them from seeking higher or technical education. However, through CSCF, Osceola County students are able to receive the help they need.

"Because we're an authorized provider of some of the programs, students can get funds from CSCF," highlights Timothy Burdette, Coordinator of Secondary and Post-Secondary Career and Technical Education and Adult Education. "Especially younger students, they don't have any other means of paying for the additional costs that Pell Grants don't cover. This is a great resource that helps them out."

In addition to helping cover the bill for the program, CSCF takes a holistic approach to assisting students looking to make a career change, further their opportunities, or advance in their current fields. "CareerSource Central Florida pays for the whole program, including the certification exam and even funds to help with transportation, etc. They also provide coaching and offer a variety of support for these students. It's a great opportunity," adds Tim Burdette.

Once programs are completed, the outcomes are worth celebrating. "Many of those students actually transitioned over to Osceola Technical College, some of them went to Valencia College," shares Dr. Arnott. "We have seen a couple of instances where students even worked in the school district here and were able to get promoted because of some of the new skills that they obtained."

"We had a lady who worked downstairs as our phone operator," Tim Burdette recalls. "After getting her certification, she was able to be promoted and now she works in the finance and purchasing department and got a significant pay raise."

From July 2021 to July 2022, CareerSource Central Florida funded 40 students in the health, IT, and trade fields. This funding helped students to complete their program and prepare for the workforce.



Dr. Jeff Arnott
Executive Director
of Secondary and
Post-Secondary Career
and Technical Education
Osceola Schools



Timothy Burdette
Coordinator of Secondary
and Post-Secondary Career
and Technical Education
and Adult Education
Osceola Schools

*“CareerSource Central Florida
pays for the whole program,
provides coaching and support
for these students.”*



FUNDING FOR THE FUTURE:

Grants that Helped Us Make an Impact



300+
CUSTOMERS SERVED
LEVEL UP ORANGE



50+
PARTICIPANTS ENROLLED
OSCEOLA CARES



1,500+
CUSTOMERS SERVED
Start date: April 13, 2020
End date: March 31, 2023
NATIONAL EMERGENCY GRANT

LEVEL UP ORANGE

Orange County Commissioners invested \$10.3 million in federal grant dollars to drive recovery efforts from pandemic employment issues through the launching of Level Up Orange. This initiative was designed to help Orange County residents overcome employment challenges while also helping local businesses find new candidates.

Through this program, eligible participants gain access to free personal career coaches, job search support, paid college and technical training, and paid internships.



OSCEOLA CARES

Funded through Osceola County and CareerSource Central Florida, the Osceola Cares program gives Osceola County residents who have been negatively impacted by COVID-19, and who qualify, the opportunity to upskill with new training—at no cost to them—and seek career opportunities in some of the county's fastest growing industries, including healthcare, manufacturing and construction.



FOSTERING OPIOID RECOVERY THROUGH TRAINING AND EMPLOYMENT (FORTE)

In 2020, CSCF received \$2.7 million from the state of Florida to bring awareness to the opioid crisis and provide crucial training to businesses to aid job seekers and workers who have been impacted by opioid addiction. CareerSource Central Florida launched “Fostering Opioid Recovery through Training & Employment” (FORTE) together with Project Opioid. This program provides training, certifications and educational offerings to career seekers, local employers and human resources professionals to support recovery in the community.

NATIONAL EMERGENCY GRANT (NEG)

CSCF received a \$10 million grant in federal funding through the U.S. Department of Labor Disaster Recovery Dislocated Worker Grant to serve the Central Florida community impacted by the COVID-19 pandemic. The grant provided career and training services to eligible participants.



These grant funds were used to deliver complimentary career services to impacted workers in Orange, Osceola, Seminole, Lake, and Sumter counties.

SERVICES INCLUDE:

Scholarships for Training Programs—Through partnerships with local businesses, colleges, and universities, CSCF offers job training and certification opportunities.

Internships—Paid internship opportunities are available in various industries including hospitality, healthcare, manufacturing, and business/administrative services.

Career Placement—CSCF connects individuals to immediate open positions across in-demand fields including trade and logistics, IT and finance, and construction.

Career Coaching—Services include short and long-term goal setting, resumé review and updating, soft-skills enhancement training, specialized skills training via CSCF training partners, and step-by-step guidance along the way to employment.





COMMUNITY EVENTS

During PY 21–22, CareerSource Central Florida began to once again offer in-person opportunities for individuals in our communities as pandemic restrictions eased. This included, in-person hiring events and community events, which are a valuable resource to foster relationships with community partners and connect individuals with jobs. Last year, CSCF hosted more than 200 hiring events attracting nearly 240 local employers.

These events are a win-win opportunity for career seekers and employers alike as they present a chance to engage with talent and hire candidates on the spot.

Community partner support is invaluable when it comes to hiring events. Last year event highlights include, the 1st Annual Lake County Job Fair, Seminole County Job Fair, Level Up Orange County community events, and several dedicated hiring events with businesses in Central Florida.

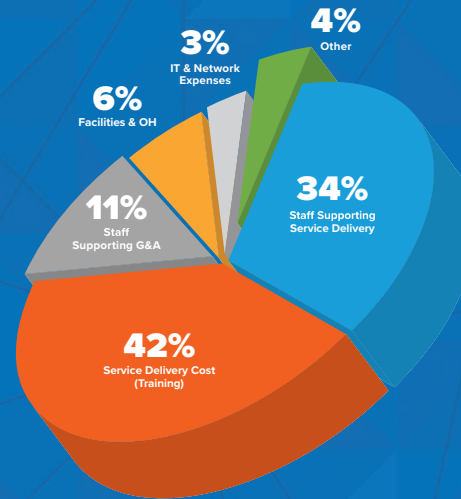


202+
HIRING EVENTS

240+
EMPLOYERS PARTICIPATING



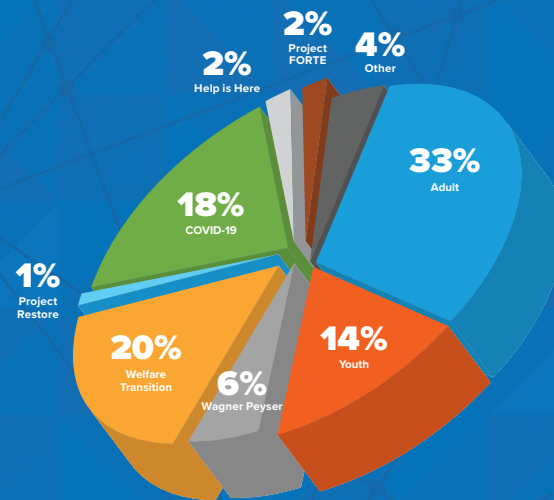
Staff Supporting Service Delivery	\$15,299,931
Service Delivery Cost (Training)	\$19,085,000
Staff Supporting G&A	\$4,743,113
Facilities & OH	\$2,725,000
IT & Network Expenses	\$1,452,000
Other	\$1,694,956
TOTAL	\$45,000,000



SERVICE DELIVERY BUDGET

PROGRAM YEAR FINANCIALS

SERVICE DELIVERY EXPENDITURES BY FEDERAL GRANT



Adult	\$11,650,537
Youth	\$4,845,071
Wagner Peyser	\$2,216,520
Welfare Transition	\$6,842,336
Project Restore	\$310,995
COVID-19	\$6,331,799
Help is Here	\$817,590
Project FORTE	\$643,743
Other	\$1,456,709
TOTAL	\$35,115,301





BEST TALENT FOR BUSINESS



LOCATIONS:

LAKE COUNTY CAREER CENTER

Lake-Sumter State College
9909 U.S. Hwy 441, Building M#29
Leesburg, FL 34788

OSCEOLA COUNTY CAREER CENTER

Valencia College
1800 Denn John Lane
CIT Building, Suite 300
Kissimmee, FL 34744

SEMINOLE COUNTY CAREER CENTER

1209 West Airport Boulevard
Sanford, FL 32773

SOUTHEAST ORANGE COUNTY CAREER CENTER

5784 South Semoran Boulevard
Orlando, FL 32822

SUMTER COUNTY CAREER CENTER

Lake-Sumter State College
Clark Maxwell Library
1405 County Road 526A
Sumterville, FL 33585

WEST ORANGE COUNTY CAREER CENTER

West Oaks Mall
9401 West Colonial Drive
Ocoee, FL 34761

DOWNTOWN ADMINISTRATIVE OFFICE

390 North Orange Avenue
Suite 700
Orlando, FL 32801

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