



CareerSource  
CENTRAL FLORIDA

# ANNUAL REPORT

2023

2022





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CAREERSOURCE CENTRAL FLORIDA ANNUAL REPORT  
JULY 1, 2022 - JUNE 30, 2023

## OUR **MISSION**

TO **CONNECT** CENTRAL FLORIDIANS TO CAREERS  
AND **DEVELOP** SKILLED TALENT FOR BUSINESSES

## WHO WE **ARE**

WE IGNITE CURIOSITY, EXPLORE CAREERS, AND UNLEASH TALENT

## **BOLD**

WE ARE PASSIONATE ABOUT MAKING BOLD CONNECTIONS WITH OUR  
CUSTOMERS, BUSINESSES AND PARTNERS.



# FROM OUR LEADERS

CareerSource Central Florida (CSCF) is driven by a powerful mission: connecting Central Florida residents to in-demand careers and developing skilled talent for growing businesses. Under the leadership of our indispensable Board of Directors, CSCF continued to fulfill this mission over the past year, once again earning its reputation as a solutions-oriented workforce leader in the state of Florida.

During the 2022-2023 fiscal year, we partnered with vital Central Florida businesses, colleges, and universities to meet industry needs and connect career-seekers to opportunities across Lake, Orange, Osceola, Seminole, and Sumter Counties. This includes:

- Providing innovative workforce intelligence to businesses across the region,
- Helping employers find and hire talent and train and educate workers
- Providing comprehensive career solutions to more than 59,000 job-seekers
- Placing more than 7,300 career-seeking individuals into jobs and helping to upgrade essential skills for over 3,000 employees of local businesses

These successes reflect the diverse expertise of our Board of Directors, which continually empowers CSCF to innovate as needed and meet strategic goals. They also reflect the dedication of our many “CareerSourcers,” team members with the expertise to translate big-picture guidelines into truly transformative, hands-on action benefitting both businesses and individuals.



CareerSource Central Florida has re-affirmed the value of our long-standing priorities, which are set forth in our new BOLD initiative:

### **Being Brilliant at the Basics**

To be the partner of choice for our customers, businesses, and individuals alike by providing true concierge experiences

### **Optimizing Innovation**

To continually evolve as a solution warehouse, technology titan, data resource, and developer of effective program offerings

### **Leading People**

To establish and maintain a culture that elevates CSCF staff by creating opportunities to advance and gain key leadership skills

### **Driving Resiliency**

To adapt to challenging conditions in ways that strengthen CSCF's ability to serve others and our communities

As always, we are so proud and thankful for every team member, person, partner, and entity that helped make this a momentous year. We look forward to an impactful and BOLD year ahead!



#### **PAMELA NABORS**

PRESIDENT & CEO, CAREERSOURCE CENTRAL FLORIDA

#### **JODY WOOD**

VICE PRESIDENT, TALENT ACQUISITION AND TALENT  
MANAGEMENT DISNEY PARKS, EXPERIENCES AND PRODUCTS

# BOARD OF DIRECTORS

## Chair

### Jody Wood

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

## Vice Chair

### Richard Sweat

President / CEO  
.decimal

## Treasurer

### Eric Ushkowitz

Business Development Division Manager  
City of Orlando

## Secretary

### Jeff Hayward

President / CEO  
Heart of Florida United Way

### Andrew Albu

Co-Chairman  
Albu & Associates, Inc

### Joe Battista

Vice President for Global Professional, and  
Continuing Education  
Valencia College

### Wendy Brandon

CEO  
UCF Lake Nona Medical Center

### Kari Conley

Government and Community Relations Manager  
Duke Energy

### Glen Casel

President / CEO  
Embrace Families

### Guilherme Cunha

Administrator, Office of Economic Development  
and Tourism  
Seminole County Government

### Kiera Des Anges

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

### Sean Donnelly

Director  
Electrical Training Alliance of Central Florida

### Jessie Dziorney-Lukash

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

### Wendy Ford

CEO  
Osceola Council on Aging

### Tanisha Nunn Gary Esq.

President / CEO  
African American Chamber of Commerce of  
Central Florida

### John Gill

President / CEO  
Quest, Inc.

### Dr. John Gyllin

Vice President, Resource Development &  
Executive Director  
Foundation for Seminole State College of  
Florida, Inc.

### Mark Havard

Director of Human Resources  
Hyatt Regency Orlando

### Jeff Hayward

President / CEO  
Heart of United Way

### Shawn Hindle

President / CEO  
Hanson, Walter & Associates, Inc.

### Eric Jackson

Managing Principal  
Omega Group USA

### Phillip Laws

Director of Philanthropy, Corporate Alliance  
Nemours Children's Health

### Sheri Olson

Director, Foundation, Government & Guest Relations  
South Lake Hospital Foundation / Orlando Health  
South Lake Hospital

### Bryan Orr

Co-Founder / President  
Kalos Services, Inc.

### Gaby Ortigoni

President / CEO  
Hispanic Chamber of Commerce of Metro  
Orlando

### Renee Quintanilla

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

### Manuel Rascon

East Orange Market Director / Human  
Resources Business Partner  
AdventHealth

### Charles Scherer

Regional Managing Director  
State of Florida Department of Children &  
Families

### Stella Siracuz

CFO  
Tomato Express, Inc.

### Michelle Sperzel

CEO  
Harbor House of Central Florida

### David Sprinkle

Managing Partner  
Veritas Recruiting Group, LLC

### Deanna Thomas

Executive Director  
Lake Technical College

### Dr. Maria Vazquez

Superintendent  
Orange County Public Schools

### Matt Walton

Principal, VP, and Chief Financial Officer  
MiGre Engineers, LLC

# CONSORTIUM

## Chair

**Jerry L. Demings**

Orange County Mayor

## Vice Chair

**Lee Constantine**

Seminole County Commissioner, District 3

## Vice Chair

**Andria Herr**

Seminole County Commissioner, District 5

## Kirby Smith

Lake County Commissioner, District 3

## Sean Parks

Lake County Commissioner, District 2

## Roberta Ulrich

Sumter County Commissioner, District 1

## Peggy Choudhry

Osceola County Commissioner, District 1





# 2022 - 2023 COMMUNITY IMPACT

## 59,789

CAREER SEEKERS  
**ENGAGED**

TARGET GOAL: 45,000

## 38,325

CAREER SEEKERS  
**SERVED**

TARGET GOAL: 30,000

## 7,379

INDIVIDUALS PLACED  
**IN EMPLOYMENT**

TARGET GOAL: 7,500

## 3,078

CAREER SEEKERS  
**TRAINED**

TARGET GOAL: 3,000





# 850

INDIVIDUALS  
HIRED

TOTAL INTERVIEWED: 1,515

# \$19.14

AVERAGE WAGE

TARGET GOAL: \$17.50

# 3,200

BUSINESS  
RELATIONSHIPS

TARGET GOAL: 4,000



**SYP 2023  
HIGHLIGHTS**



# 800+

YOUTH SERVED

# 300

**EARNED CREDITIALS  
WITH MANY EARNING  
MORE THAN ONE**

# 87

**ACHIEVED HIGH  
SCHOOL DIPLOMA**

**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.

CSCF partnered with Orange County Government to launch the Jerry L. Demings County Career Showcase. Participants visited various departments in Orange County Government to explore careers in the public sector directly from staff and through hands-on learning opportunities.

In 2023, the program had 1,300 young adults participating across three tracks explore, engage and experience. In addition, 120 employers in Central Florida hosted one or more Summer Youth Program participants. Upon completing the program, the participants went on to earn over \$1.5 million across their job placements, marking another highly successful year for the CSCF Summer Youth Program.



### **JOSE** **SUMMER YOUTH PARTICIPANT**

Jose found his passion during CareerSource Central Florida's Summer Youth Program in partnership with Lake Technical College. After being unsure about the direction he wanted to take in his career journey, Jose found his passion when CareerSource Central Florida introduced him to the CNC Production program at Lake Technical College. Jose graduated from this program and is grateful to CareerSource Central Florida for paving the way for his career journey.

“ I couldn't be happier, I wish more people could experience what I did because it is truly something special. Thank you CareerSource Central Florida for the opportunity you have given me.

- Jose



### **ABIGAIL** **SUMMER YOUTH PARTICIPANT**

Abigail discovered new careers in the place she calls home during CareerSource Central Florida's Mayor Jerry L. Demings County Careers Showcase Program. During the program, Abigail shadowed multiple government departments which expanded her knowledge of the Orange County Government system. She also learned life and career skills including professionalism, public speaking and communication. Abigail values the lessons learned during the program and the people who helped her along the way.

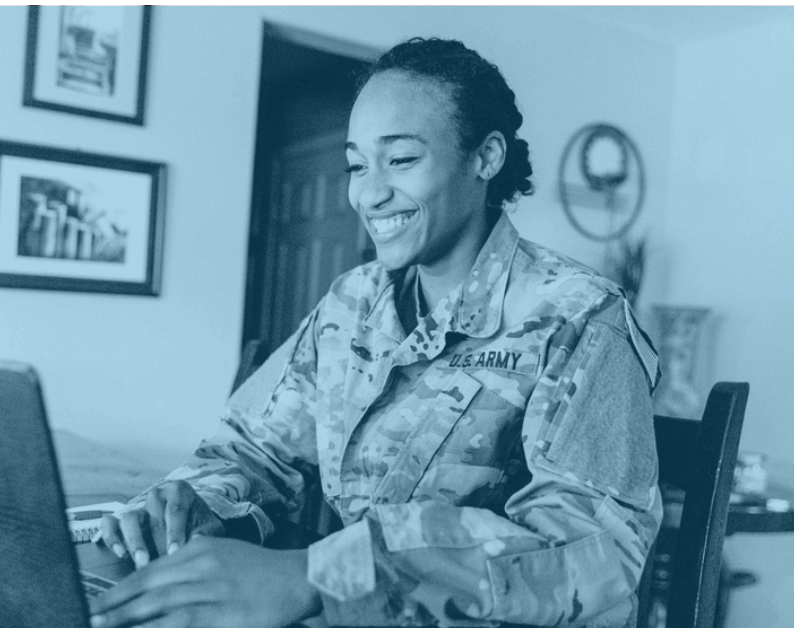
# VETERAN PROGRAM

**1,809**  
VETERANS SERVED

## 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.





## **JOSE VALENCIA** **STRATEGIC SOURCING ANALYST** **ORLANDO HEALTH**

Jose Valencia is a 100% service-connected Army Veteran who was discharged as a Chief Warrant officer. He wanted to find civilian work that is comparable to the salary he received in the military. However, he had little to no knowledge of how to obtain work outside of the military. CareerSource Central Florida assisted Jose in understanding job interview tips and how to market himself to civilian employers. Jose was eventually hired as a Strategic Sourcing Analyst position for Orlando Health with a salary of \$40 an hour.



**PAYCHECKS  
FOR PATRIOTS**

## **BRIAN DANIELS** **ARMED SECURITY OFFICER**

Brian Daniels was a retired, low-income SBE Army Veteran looking for employment. He wanted to do security work but didn't feel like he had the will or patience to get his class D and class G licenses. CareerSource Central Florida gave Brian the support and encouragement he needed to not to give up on his career goals. As a result, Brian is now a licensed class D and G security officer and employed as an armed security officer earning \$22 an hour.



# GRANTS



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.



CareerSource Central Florida (CSCF) worked together with the Florida Department of Children and Families (DCF) through the HOPE Florida partnership to provide career consultation services to families being supported by DCF. In 2020, CareerSource Central Florida received a grant to begin a pilot program called “Get there Faster” to support coordinated care under the Hope Florida partnership program. Through this program \$1.2 million goes directly to support Hope Florida partnership participants.



# CUSTOMER SUCCESS STORIES

## DANIEL LUNA

Daniel was referred to CareerSource Central Florida (CSCF) by a friend who completed Robotics Technician Training through the CSCF Level Up Orange Program and inspired him to pursue a new career that he loves. After connecting with CSCF, the Level Up Orange team provided Daniel with Career Edge, a learning platform for skills assessments and job search opportunities, and gave him the guidance he needed on his career exploration journey. Daniel utilized these resources and enrolled in a Welding Technology Training course. Thanks to his connections at CSCF, Daniel was hired as a Welder 1 at Revgroup earning \$20 dollars an hour.



“ I couldn't have made it without using the resources available to me from CareerSource Central Florida , and all involved. I owe my success to having listened respectfully and patiently to the CareerSource Central Florida staff. I landed my dream job with their professionalism. I didn't quit and they never gave up on me, and for that I'm grateful.

- Karla Jones



# COMMUNITY ENGAGEMENT

# 399

HIRING EVENTS

# 235

PARTICIPATING EMPLOYERS

## COUNTY EVENT HIGHLIGHTS

Scan each code below to view the incredible moments from this year within each county.



LAKE/SUMTER



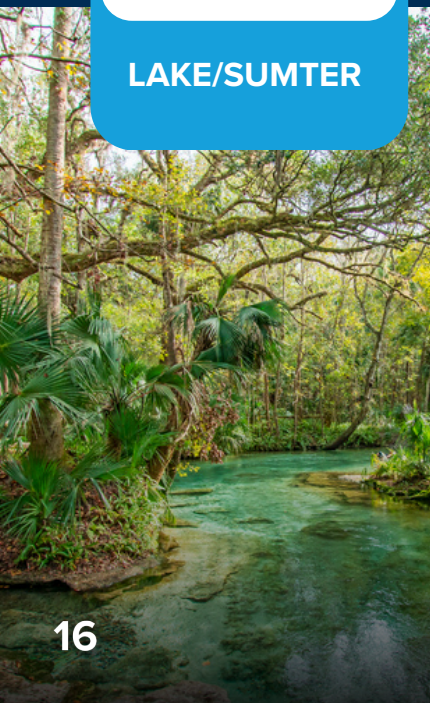
ORANGE



SEMINOLE



OSCEOLA





**JILLIAN F. REYES**  
**REPRESENTATIVE**  
**HEAL-TEACH TO EMPOWER INC.**

Through the program, our interns have been able to test the waters of a new career field and receive training in general and specific skills which will empower them toward a sustainable Covid recovery. In fact, we will be presenting an offer of full-time employment to each of the interns who have worked with us! Thank you so much for this opportunity!" said Jillian F. Reyes, Executive Director.



CareerSource has been an exceptional resource for Del-Air in bringing in candidates. We appreciate the opportunity to partner with CareerSource Central Florida and we'll continue to build our relationship with CareerSource Central Florida.

- Dorian Cody  
Representative from Del-Air

**SANDI MOORE**  
**EXECUTIVE DIRECTOR**  
**LEESBURG AREA CHAMBER OF COMMERCE**

When the Leesburg Area Chamber of Commerce had staffing needs, we were fortunate to have a great partner in CareerSource Central Florida to help us find the right fit for our team. CSCF took the time to listen to our needs and presented us with candidates that fit our requirements. They made it easy to find the right person for our office. The internship program that CSCF recommended to us was an excellent option that allowed both our team and our intern (and potential future employee!) to see if this was going to be a good match. As our Chamber continues to grow, you can be sure we will look again to CSCF to help us with our employment needs and we happily recommend them to other employers in the community.



# TRAINING PROVIDER SUCCESS STORIES

“ The partnership between Lake Technical College and CareerSource Central Florida is a powerful collaboration that is making a significant impact in supporting the community with access to more workforce opportunities. By combining our resources, expertise, and networks, we are able to provide comprehensive training, education, and job placement services to help individuals succeed in their careers. This partnership is a shining example of how working together can create a brighter future for everyone in the community.

**DEANNA D. THOMAS**  
EXECUTIVE DIRECTOR  
LAKE TECHNICAL COLLEGE



“ The Osceola County School District maintains a robust partnership with CareerSource Central Florida, facilitating various opportunities for students' career development. Through this collaboration, students gain access to diverse internships, providing hands-on experience in their fields of interest. Additionally, summer programs offered through Career Source Central Florida allow students to further explore career pathways and develop essential skills, while apprenticeship opportunities provide a structured path towards professional growth and success.

**TIMOTHY BURDETT**  
EXECUTIVE DIRECTOR SECONDARY & POST-  
SECONDARY CAREER AND TECHNICAL EDUCATION  
OSCEOLA COUNTY SCHOOL DISTRICT

“

At Florida Technical College, we understand the importance of cultivating meaningful partnerships to enrich the educational experience and prepare students for success in their chosen careers. By aligning ourselves with the right partners and fostering collaboration, we have been able to create a supportive ecosystem that empowers students to thrive. That's where CareerSource Central Florida plays a crucial role. Through our partnership we have been able to facilitate our students with a wide range of opportunities, including internships, job placements, and career development resources. This collaboration has empowered our students to pursue their career goals with confidence and achieve meaningful success in their chosen fields. We are grateful for the unwavering support and dedication of the CareerSource Central Florida team in helping us fulfill our mission of transforming lives through education. Together, we are making a difference in the lives of our students and strengthening our community's workforce.

**MARYANN SEWELL**

**VICE PRESIDENT, STRATEGIC BUSINESS DEVELOPMENT  
AND CAREER SERVICES  
FLORIDA TECHNICAL COLLEGE**

“

CareerSource Central Florida (CSCF) and Valencia College have a unique relationship that serves Orange and Osceola County residents, preparing both adults and youth for high-skill, high-wage employment. CareerSource Central Florida's presence on our Osceola Campus provides community members with access not only to CSCF career services, but with educational and training opportunities at Valencia College. We value our relationship with CSCF and how it provides a roadmap for other communities to emulate.

**JOE BATISTA**

**VICE PRESIDENT FOR WORKFORCE, CAREER, AND  
PROFESSIONAL EDUCATION  
VALENCIA COLLEGE**

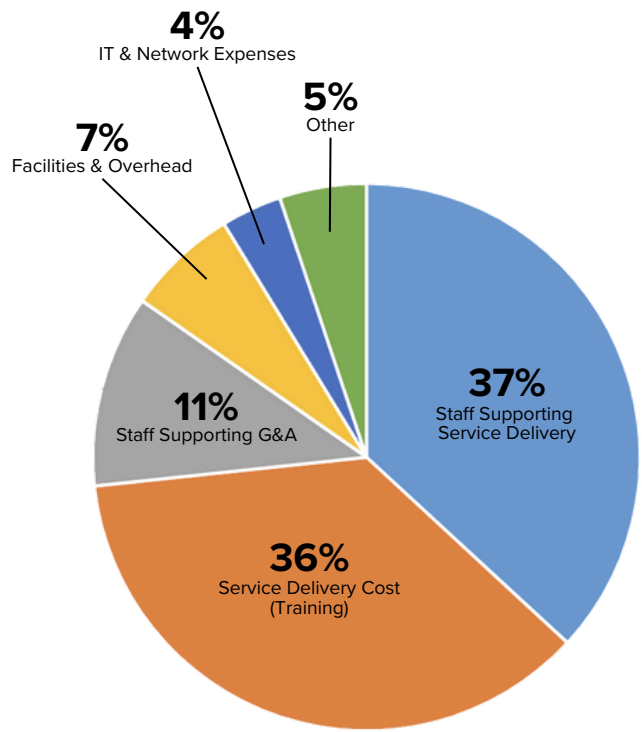




# PROGRAM YEAR FINACIALS

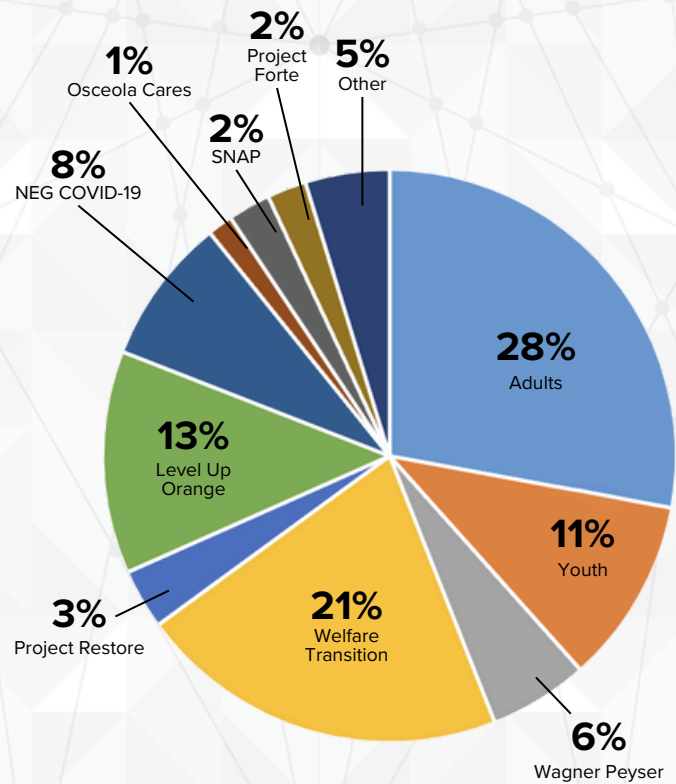
## Service Delivery 2024 Fiscal Year Budget

Staff supporting service Delivery	\$14,676,192
Service Delivery Cost (Training)	\$14,505,000
Staff Supporting G&A	\$4,524,809
Facilities & OH	\$2,620,000
IT & Network Expenses	\$1,432,000
Other	\$2,041,999
<b>TOTAL</b>	<b>\$39,800,000</b>



## Service Delivery 2023 Federal Expenditures

Adult	\$13,501,313
Youth	\$5,082,553
Wagner Peyser	\$2,711,413
Welfare Transition	\$10,133,144
Project Restore	\$1,641,525
Level Up Orange	\$6,087,090
NEG COVID-19	\$4,010,460
Osceola County CARES	\$684,019
Project FORTE	\$1,164,938
SNAP	\$1,069,328
Other	\$2,295,758



## **LAKE CAREER CENTER**

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

## **OSCEOLA CAREER CENTER**

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

## **SEMINOLE CAREER CENTER**

1209 West Airport Boulevard  
Sanford, FL 32773

## **SOUTHEAST ORANGE CAREER CENTER**

5784 S. Semoran Boulevard  
Orlando, FL 32822

## **WEST ORANGE CAREER CENTER**

West Oaks Mall  
9401 W. Colonial Drive  
Ocoee, FL 34761

## **DOWNTOWN ADMINISTRATIVE OFFICE**

390 North Orange Avenue, Suite 700  
Orlando, FL 32801



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