



ANNUAL REPORT

2019 – 2020



TABLE OF CONTENTS

CAREERSOURCE CENTRAL FLORIDA
ANNUAL REPORT
JULY 1, 2019 –JUNE 30, 2020

STEPPING UP	4	VETERAN SERVICES	9	FROM OUR LEADERS	16
THE YEAR IN STATS	5	ADVANCE YOUR SKILLS	10-12	BOARD & CONSORTIUM	17
POWER IN POTENTIAL	6-7	CAREER SEEKERS	13	FINANCIALS	18
YOUTH SERVICES	8	BUSINESSES	14-15	RESOURCES	19

RESILIENT. RECOVERY. READY TO RISE.

Every day, CareerSource Central Florida (CSCF) helps to change people’s lives, connecting career seekers and businesses with new opportunities and possibilities to build a strong and prosperous community.

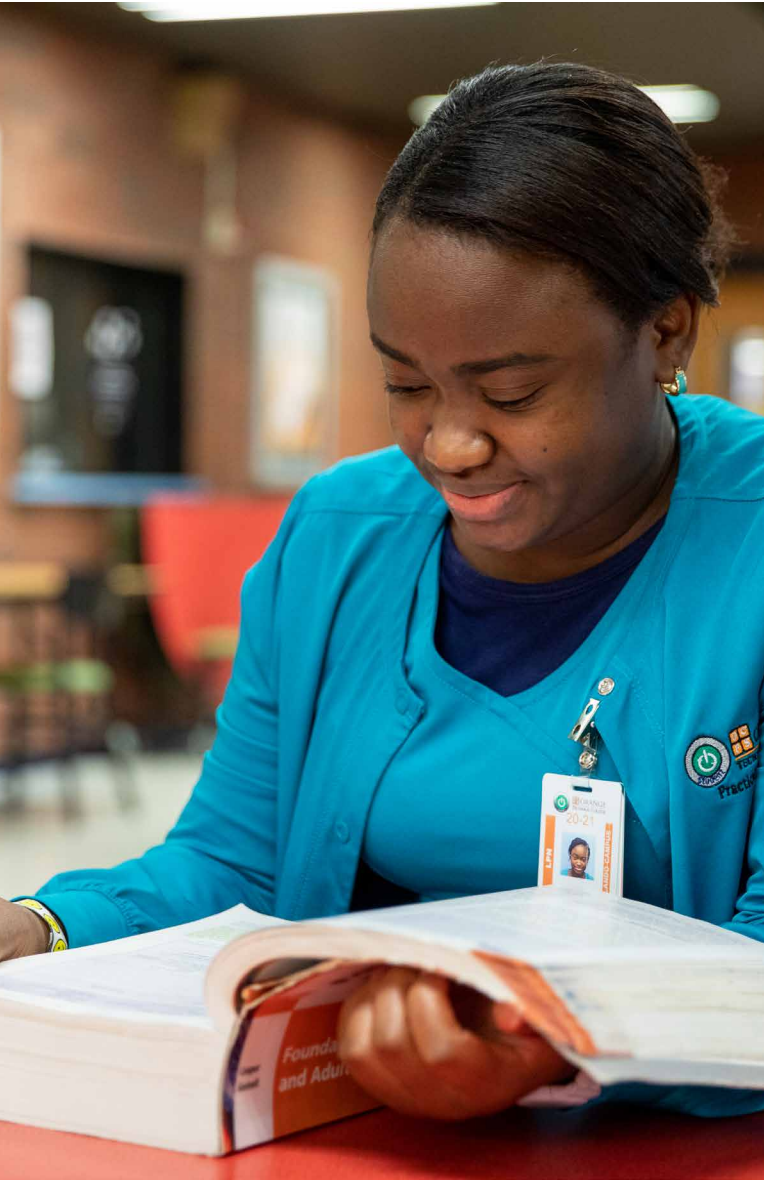
No matter the economic outlook, CSCF is committed to serving and supporting Central Floridians every step of the way.

Inspiring people to embrace change and pursue new endeavors.

Transforming businesses with innovative solutions to create long-term growth.

Elevating our community to rise above the challenges and move forward.

Together, we are on the path to recovery.
And together, Central Florida’s resilience will emerge stronger than ever.

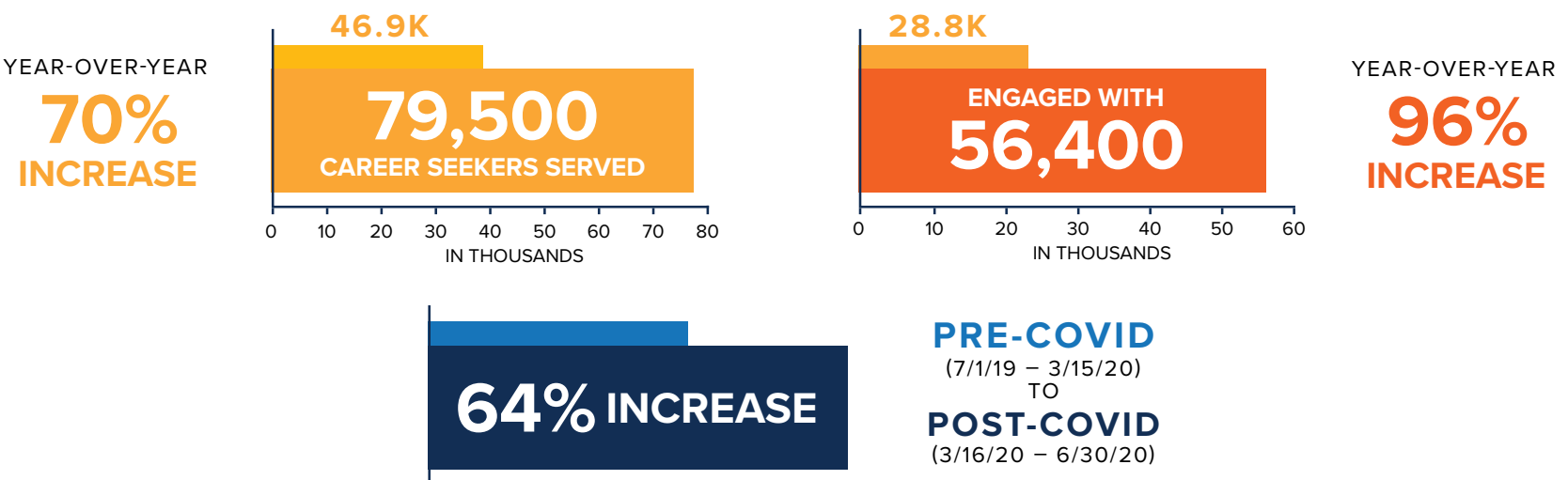




STEPPING UP

FOR OUR COMMUNITY

CAREER SEEKERS SERVED



BUSINESSES SERVED



WHERE THERE'S POTENTIAL, THERE'S POWER



People are born with a **lifetime of potential**, and CSCF helps them unlock it at an early age and through every stage of their career.

From training teams on specific skill sets to introducing individuals to entirely new career paths, when CSCF invests in growing community talent, everyone's future shines brighter. Highly skilled employees fill high-demand roles. Long-term careers are launched. Businesses grow and thrive.



AN EARLY START ON THE ROAD TO SUCCESS

1,300
YOUNG ADULTS SERVED

We know the weight young adults carry when they realize their whole world is ahead of them. That's why we invest in their talent early on, building skills, inspiring confidence and showing them how to take charge of their own future.

CSCF's year-round Youth Program helps young adults earn their high school diploma and GED, learn on-the-job skills and develop their professionalism. When the next generation begins to forge their own path, they'll have the ability to take their first steps confidently—and soar.

A SEASON OF GROWTH

CSCF's **Summer Youth Program** focused on developing young leaders with internships and work experience in high-growth career fields.

More than 200 businesses across our five-county reach connected with nearly 900 young adults—almost double the participation from 2018.

With a focus on three dynamic paths—Explore, Experience, and Accelerate—future leaders gained insight on next major steps, including college or career decisions. Young adults met professionals, sought mentors and took part in college tours with CSCF's training partners.

In a community effort to help more young adults discover their purpose and pursue their passions, local partners and philanthropists invested more than \$165,000 for the 2020 Summer Youth Program.

By the end of the summer, this group earned nearly \$1.4 million on the job and more than 70 participants were offered permanent roles.

WE SALUTE OUR HEROES

CSCF proudly employs and serves the men and women who have fought for our nation.

PRIORITY OF SERVICE

Eligible veterans take precedence for the receipt of employment, training, and placement services in all CSCF programs.

CSCF EARNS VETERANS PERFORMANCE INCENTIVE AWARD

Our mission to provide individualized career coaching, advanced skills training and job placement activities for veterans received a significant boost when Governor Ron DeSantis granted CSCF the Veterans Performance Incentive Award.

3,800
VETERANS SERVED

“When I returned from active duty deployment overseas, I was challenged having to find employment as part of my reintegration process to civilian life. The staff at CareerSource Central Florida was extremely helpful and very welcoming. They were able to assist me with fine-tuning my resume to make it more appealing to potential employers and provided resources.”

ARNALDO REYES, U.S. ARMY VETERAN





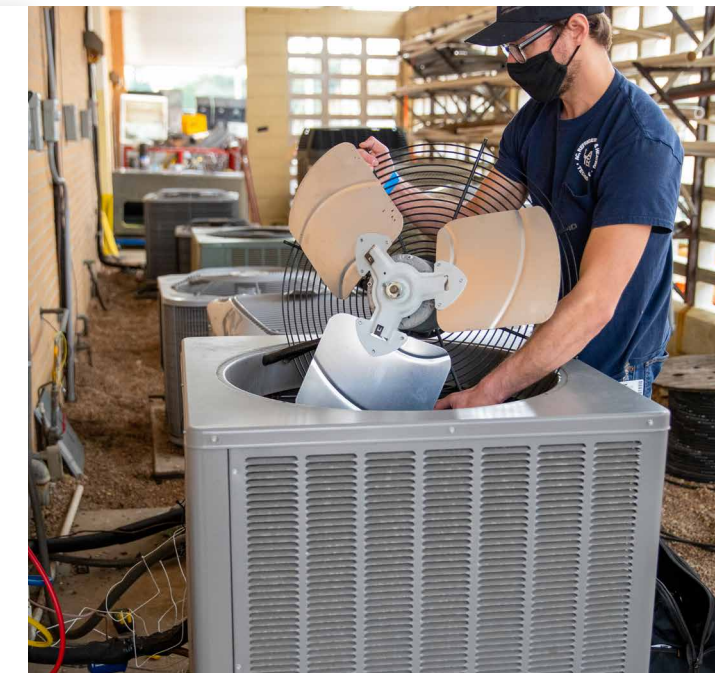
CHANGING TIMES. CHANGING LIVES.

Losing a job doesn't
mean losing your shot
at a great career.

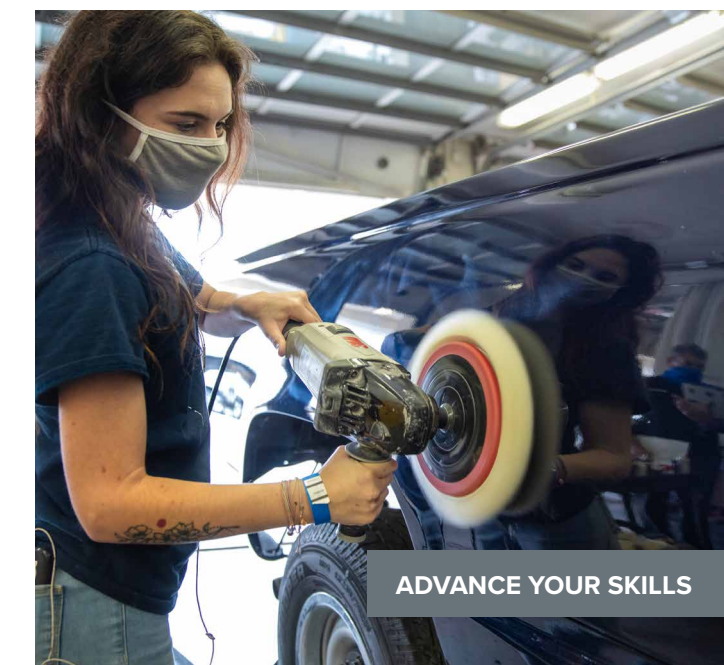
CSCF helps workers from
hard-hit industries rethink
their possibilities and prepare
for new opportunities in
fields that are growing
stronger than ever.

TECHNICAL EDUCATION

TRAINING TO TAKE ON THE FUTURE



Skilled trade careers play an important role in our economy, and technical, hands-on training can provide pathways to **long-term, sustainable futures in high-demand industries**. CSCF partners with various training providers including technical colleges, local universities and state colleges to ensure Central Florida students and professionals are well equipped to meet local business needs and industry trends.



TECHNICAL EDUCATION

UNLOCKING ESSENTIAL POTENTIAL

“All of our students are essential.”

Dr. Diane Culpepper, Executive Director at Lake Technical College, always feels this way, but after COVID-19 hit our community, the definition of “essential” took on new urgency.

“We had a big demand for patient care techs and a HUGE demand for paramedics. These were roles that needed to be filled, and our community couldn’t fill them fast enough,” she says.

To help fill them faster, CSCF’s technical education partners—Lake Technical College, Orange Technical College (OTC), and Osceola Technical College—launched new programs to train career seekers for great jobs in rapidly growing fields such as healthcare and construction.

“These programs jumpstart careers and teach students what it’s really like to work in these fields,” said Melanie Stefanowicz, Associate Superintendent in Career and Technical Education at Orange County Public Schools. “They use up-to-date, industry-grade equipment in class. After training, we connect them to jobs where they can showcase their skills, not just their resume.”

Operating during a pandemic forced the colleges to create more than new programs. They also developed new ways to keep students learning safely and effectively. When Lake Tech had to shut down for several weeks, their industry partners brought several students on as interns, so they could continue their hands-on learning. Many had secured jobs before they even graduated.

“That’s how strong our relationships with these partners are—and how great the demand is,” Dr. Culpepper says.

OTC adapted their in-class learning delivery methods, reducing the number of students per session while increasing the number of sessions so students are still able to complete programs on an accelerated timeline and get to work serving the needs of our community.

Program delivery is just one piece of the training and education partnership that powers our region. CSCF works closely with government and industry leaders to identify the most critical talent needs across the community. This data determines which programs the technical colleges will create—and in some cases, helps colleges connect with the best prospects for those programs.

Once students select a program, colleges help those in need find financial aid, including CSCF scholarships. And with many of the college instructors coming directly from industry, students benefit from a powerful network of job connections in every classroom.

“We share a passion for truly changing lives,” says Dr. Culpepper. “That’s why we all do what we do.”

“The true value in our partnership is in the people we serve. When we support each other, our community is at their best.”

MELANIE STEFANOWICZ

Associate Superintendent in Career and Technical Education
at Orange County Public Schools



JOURNEY TO A BRIGHTER FAMILY FUTURE



An unemployed new parent looking after her infant child, Delanys Aquino, 22, turned to the Accelerated Skills Training program at Valencia College to jump start her career and build a more fulfilling life for her and her son.

“I found information on the Valencia Continuing Education website about a 20-week Medical Assisting Dual Certification program and visited the Poinciana Campus to learn more,” Delanys said. “Luckily, that same day, there was a CareerSource Central Florida adviser who explained to me that if I was really up for it, she could help me cover schooling costs.”

Before she completed her Clinical Medical Assistant certificate in the spring, she received an offer letter from Saint Cloud Medical Group with a sign-on bonus. Despite having no previous work experience in the field, Delanys’s hard work and resilience landed her an opportunity to pursue her passions.

“From being a single mother, to not having reliable transportation, to dealing with getting back into a studying routine, I had a lot on my plate,” Delanys recalled. “But I overcame all of those challenges by remembering the reason why I began this journey in the first place: A better future for my son and me.”



HOW BUSINESSES BRAVE THE NEW NORMAL



Our team of Business Services Consultants help companies with customized recruitment strategies, applicant screening, job fair assistance, job listings and onboarding resources.

HIGH HOPES FOR A HIGH-GROWTH FIELD

A leading supplier of original equipment parts for air and sea trade, many industrial brands, including Bobcat and Nissan Forklift, rely on Oceanland Equipment to supply and deliver essential gear. For small business owners Anthony and Natalie Cameron, CSCF's support has been integral to their growth and success.

"CareerSource Central Florida has been helping our business since 2008," Natalie said. "We've always looked to them for new talent whenever we needed help."

Since Oceanland Equipment is a key partner for the Caribbean as well as Central and South America territories, Anthony and Natalie rely on a highly skilled and diligent team to manage international logistics. As an advanced manufacturing business, Oceanland Equipment is part of a high-growth industry and hasn't been negatively impacted by the pandemic. In fact, with CSCF's business support,

Oceanland Equipment recently onboarded three new employees to help with the company's growth.

"CareerSource Central Florida screens candidates, matches good fits to us, then we review their resumes and applications," Anthony said. "Their system is simple and makes sense. We've always connected with knowledgeable and reliable candidates that make us stronger."

With a flourishing and hopeful future on the horizon for Oceanland Equipment, Anthony and Natalie are grateful for CSCF's long-time support.

"We've built a great relationship with CareerSource Central Florida," Natalie said. "After all these years, they're still our go-to for when we need help. If any business needs support, we'd recommend CareerSource Central Florida."

FROM OUR LEADERS

CareerSource Central Florida’s steadfast commitment to connect Central Floridians to careers and develop skilled talent for businesses remained more important than ever this past fiscal year which began July 1, 2019. No matter the state of the economy, CSCF continues to do what we do best – guide people into sustainable careers to build a strong and prosperous community. We began the year in full swing, providing innovative talent solutions to thousands of customers across Orange, Osceola, Lake, Seminole, and Sumter Counties.

This year CSCF...

- Debuted two new state-of-the-art career centers on state college campuses in Lake and Osceola;
- Doubled the young adult participation for our Summer Youth Program;
- Launched a redesigned website to better serve our increasing customer base; and
- Continued its quest to achieve the Governor’s Sterling Award driven by strong innovation activities across all operations.

CSCF was well on track to meet all our goals, having already served more than 30,000 customers during the first nine months of the year. Then the COVID-19 pandemic began in the fourth quarter. It forced a completely new way of serving residents experiencing overwhelming challenges and uncertainties. Almost overnight, we transformed our business model to offer 100 percent of our services virtually and supported an unprecedented number of new customers amid the crisis through a variety of activities such as online job fairs and a podcast.

During this transformative year, CSCF served nearly 80,000 career seekers – a record 70% increase year over year. In the last four months of the year alone, more than 50,000 individuals were served – 64% more than the previous nine months prior to COVID-19.

CSCF also supported nearly 4,000 businesses in the region. The need for CSCF services was stronger than ever with high levels of unemployment and significant furloughs and layoffs. The hardest hit was the hospitality industry, a key driver of the Central Florida economy.



Pamela Nabors
PRESIDENT & CEO
CareerSource Central Florida

Behind the numbers are people. Our community faced extraordinary adversity, but what emerged above all else was the resiliency of the human spirit. We heard from countless customers whose lives were changed by the service they received from our CSCF team as they helped them navigate their career journeys every step of the way.

Reflecting the public/private partnership on which CSCF is built, the Board of Directors has continued its mission to cultivate and deepen the strong relationships with training providers, businesses, non-profits, and public officials. These partners share our same dedication to making a difference in the community and creating greater prosperity for our region, and we are grateful for their ongoing collaboration and support.

As we look ahead, we are confident that CareerSource will play a critical role in workforce development and programs that will help accelerate the region’s recovery and continue to create a bright future for the residents of Central Florida.



Mark Wylie
BOARD CHAIR
CareerSource Central Florida

CONSORTIUM

CHAIR
Leslie Campione
Lake County Commissioner, District 4

VICE CHAIR
Lee Constantine
Seminole County Commissioner, District 3

Brandon Arrington
Osceola County Commissioner, District 3

Al Butler
Sumter County Commissioner, District 1

Jerry Demings
Orange County Mayor

The Consortium is comprised of the Mayor/Chair or currently serving County Commissioner designated by the Mayor/Chair, from each of the five counties that make up Region 12, those being Lake, Orange, Osceola, Seminole and Sumter counties. Commissioners are chosen to serve by their respective Board Chairs/Mayor for a term of one year. The Consortium meets no less than two times a year, and approves our annual fiscal year budget, promotes our services, and assists in conducting CSCF’s business.

CSCF’s Board of Directors is comprised of private sector leadership (at least 51%) representing five counties – Lake, Orange, Osceola, Seminole, and Sumter; the remainder of the board is comprised of representatives from local agencies and institutions as defined in Florida and Federal statutes.

BOARD OF DIRECTORS

BOARD CHAIR
Mark Wylie
President /CEO
Central Florida Chapter Associated Builders and Contractors, Inc.

VICE CHAIR
Jody Wood
Vice President, Recruitment and Talent Management
Disney Parks, Experiences & Products

TREASURER
Eric Ushkowitz
Economic Development Administrator
Orange County Government

SECRETARY
Jeff Hayward
President/CEO
Heart of Florida United Way

Orlando Alancastro
Director – Distribution Engineering Management
Orlando Utilities Commission (OUC)

Andrew Albu
President
Albu & Associates, Inc.

Steve Ball
Partner
Holland & Knight LLP

Paul Bough
Senior Managing Consultant
Berkeley Research Group, LLC

Wendy Brandon
Chief Executive Officer
UCF Lake Nona Medical Center

Glen Casel
President/CEO
Embrace Families

Dr. Diane Culpepper
Executive Director
Lake Technical College

Keira des Anges
Vocational Rehabilitation Area Supervisor
Division of Vocational Rehabilitation /
Florida Department of Education

Wendy Ford
CEO
Osceola Council on Aging

John Gill
President/CEO
Quest, Inc.

Nicole Guillet
Seminole County Manager
Seminole County Government

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

Mark Havard
Director of Human Resources
Hyatt Regency Orlando

Eric Jackson
President/CEO
Total Roof Services Corp.

Sheri Olson
Director, Foundation, Government & Guest
Relations
South Lake Hospital

Bryan Orr
Co-Founder
Kalos Services, Inc.

Dr. Kathleen Plinske
Executive Vice President and Provost
Campus President: Osceola, Lake Nona,
and Poinciana Campuses
Valencia College

David Sprinkle
Managing Partner
Veritas Recruiting Group, LLC

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

Richard Sweat
President / CEO
.decimal

Jane Trnka
Executive Director, Student Success and
Career Resource Center
Rollins College -
Crummer Graduate School of Business

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

Daniel Turlington
Facilities / Plant Engineer
Primus, Pipe and Tube

Larry Walter
President / CEO
Hanson, Walter & Associates, Inc.

Matt Walton
Principal, VP & Chief Financial Officer
MiGre Engineers, LLC

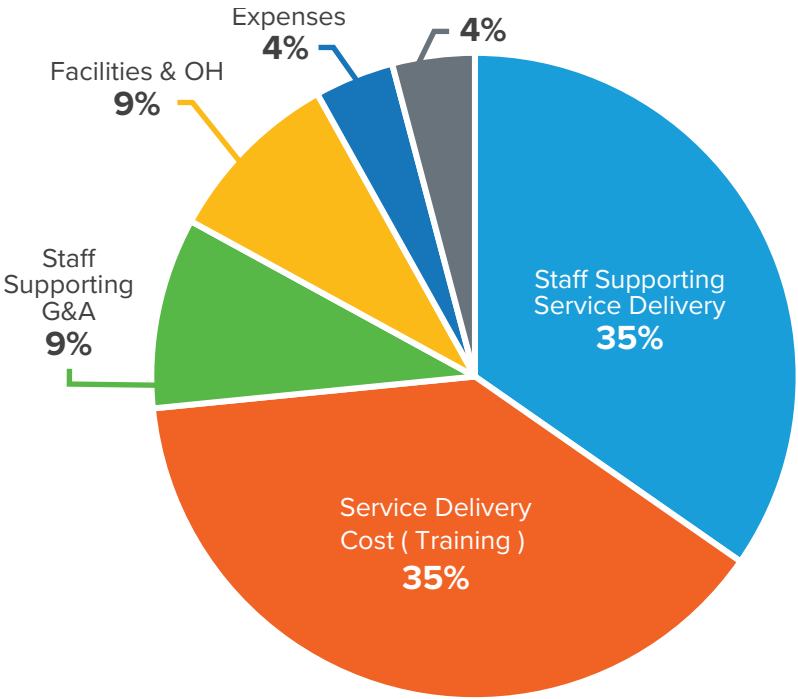
Sharron Washington
Regional Managing Director, Central Region
Florida Department of Children and Families

Christopher Wilson
Environmental and Land Manager
E.R. Jahna Industries

FINANCIALS

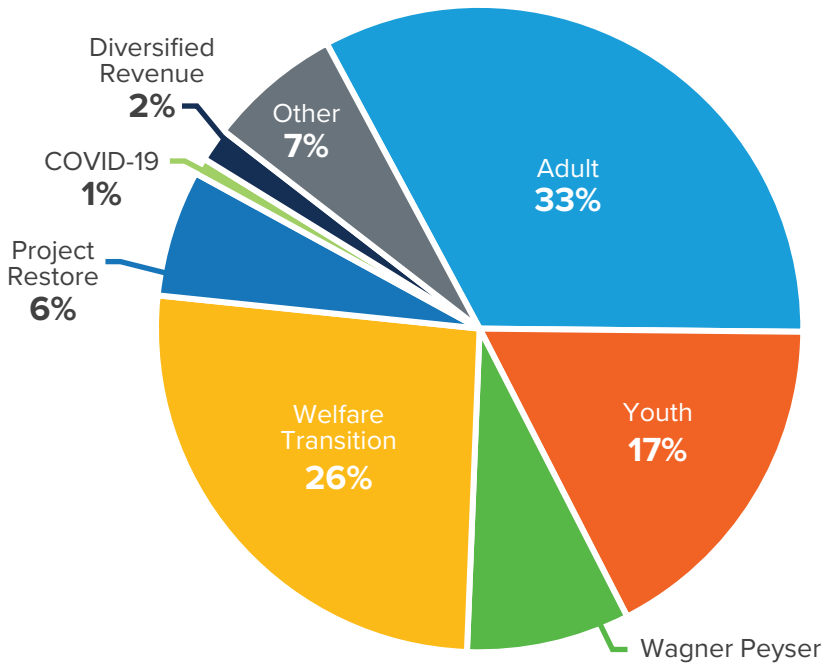
SERVICE DELIVERY BUDGET

Staff Supporting Service Delivery	\$10,475,000
Service Delivery Cost (Training)	\$11,700,000
Staff Supporting G&A	\$2,880,000
Facilities & OH	\$2,700,000
IT & Network Expenses	\$1,200,000
Other	\$1,245,000
TOTAL	\$30,200,000



SERVICE DELIVERY EXPENDITURES BY FEDERAL GRANT

Adult	\$8,846,284
Youth	\$4,640,518
Wagner Peyser	\$2,188,765
Welfare Transition	\$6,975,505
Project Restore	\$1,696,640
COVID-19	\$221,873
Diversified Revenue	\$449,962
Other	\$1,794,912
TOTAL	\$26,814,460



1-800-757-4598
careersourcecentralflorida.com

twitter.com/careersourcecf
facebook.com/careersourcecf
linkedin.com/company/careersourcecf

LAKE COUNTY CAREER CENTER

Lake-Sumter State College
9909 U.S. Hwy 441, Building M# 29,
Leesburg, Florida 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, Florida 32773

SOUTHEAST ORANGE COUNTY CAREER CENTER

5784 South Semoran Boulevard
Orlando, Florida 32822

SUMTER COUNTY CAREER CENTER

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

WEST ORANGE COUNTY CAREER CENTER

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

DOWNTOWN ADMINISTRATIVE OFFICE

390 North Orange Avenue, Suite 700
Orlando, Florida 32801

A proud partner of the AmericanJobCenter network



ANNUAL REPORT

2019 – 2020

*Thanks to Our Sponsors of the
Summer Youth Program*

