2018-2019 ANNUAL REPORT

CareerSource
CENTRAL FLORIDA

“WE ARE CAREERSOURCERS WHO **INSPIRE PEOPLE**, **TRANSFORM BUSINESSES** AND **ELEVATE COMMUNITY.**”

OUR COMMUNITY IMPACT

46,879
CAREER SEEKERS SERVED

3,643
BUSINESSES SERVED

2,939
VETERANS SERVED

1,837
YOUTH SERVED

3,154
CAREER SEEKERS ADVANCING SKILLS THROUGH TRAINING

INSPIRING PEOPLE

CareerSource Central Florida (CSCF) champions local talent to pursue their passions and reach their highest career potential. With the support of devoted career service consultants and community partnerships with local businesses, universities, colleges/technical colleges, and training programs, CSCF helps career seekers recognize their interests, explore their options, and develop a customized plan best suited to achieve their goals.

Advancing Skills

MORE THAN
3,000
CAREER SEEKERS WERE ENGAGED IN TRAINING, CERTIFICATION OR EDUCATIONAL OPPORTUNITIES

MORE THAN
50%
OF THEM GAINED EMPLOYMENT AS A RESULT OF THEIR ADDITIONAL SKILLS

2,943
VETERANS SERVED

1,600
YOUTH SERVED

Talent Solutions

46,879
CAREER SEEKERS SERVED

1 in 3
GAINED EMPLOYMENT

MORE THAN
8,750
WERE RECRUITED INTO NEW EMPLOYMENT

MORE THAN
60%
WERE PROVIDED COMPREHENSIVE TALENT SOLUTIONS

MORE THAN
2,454
BEGAN TRAINING ACTIVITIES

1,529
WERE TRAINED AND EMPLOYED

> JUST BECAUSE YOU MADE A MISTAKE IN LIFE, DOESN'T MEAN YOU CAN'T GET A SECOND CHANCE. **HAVING SOMEONE WITH YOU EVERY STEP OF THE WAY, IT REALLY BOOSTS YOUR MORALE AND GIVES YOU MOTIVATION TO KEEP PUSHING FORWARD.**

DEBRA WALCOTT

CAREER SEEKER

As a single mom in New York, working as a Medical Laboratory Assistant and pursuing a degree in Medical Technology, Debra struggled to find childcare for her son. After making the difficult decision for her son to live with her mother in Florida, Debra continued to work and go to school, visiting her son as often as she could. But the separation was taking its toll on both Debra and her son. So, leaving the security of her medical career behind, Debra moved to Florida, and started from scratch.

Despite her prior experience working in the medical field, Debra struggled to find work. Every application reached the same dead end, not hearing back or hearing they found someone more qualified. Exhausted and frustrated, Debra turned to a cursory internet search for help and found CSCF. She was immediately connected with one of CSCF's career consultants, who took the time to evaluate Debra's needs and interests. Instead of judgement, Debra found encouragement. The CSCF team worked with Debra every step of the way and within just 11 weeks, Debra had completed a certification training program (graduating top of her class) and accepted a job offer with a local construction company, a career path she had always been interested in, but never knew how to pursue.

When Debra first moved to Florida, her only aspiration was to find a job and provide for her son. But with the help and support of CSCF, not only did she find a new career, but her aspirations have expanded. Now she is re-enrolling at Valencia College to complete her Associate's Degree in Business Management and hopes to run her own business in transport.

CSCF's comprehensive services for career consulting and job placement empowers people to realize their potential and find career solutions in their own community.

TRANSFORMING

BUSINESSES

CSCF curates local talent for businesses, assessing the skills and interests of candidates and finding the best possible match. In meeting the needs of both employers and career seekers, CSCF helps to promote a thriving work environment where employees feel valued and businesses benefit from the superior work ethic and high-quality production of professionals working in their field of choice.

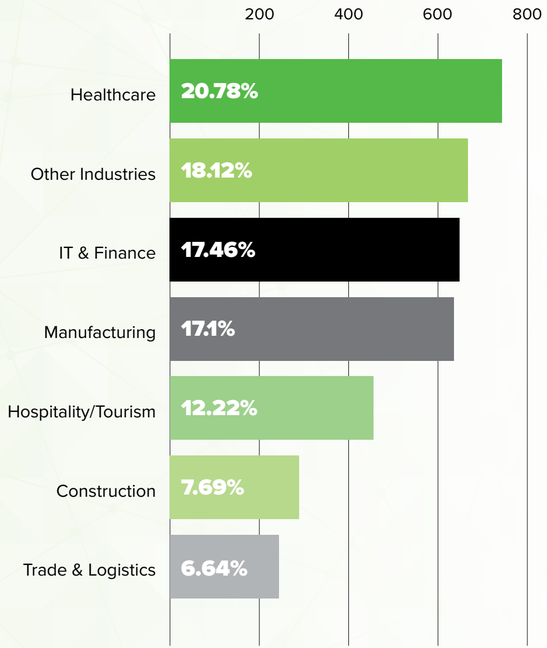
BUSINESSES SERVED

3,643

26.5%
NEW BUSINESS

73.5%
RETURNING BUSINESS

Businesses Served by Industry



Finding and developing talent to keep businesses in high growth industries competitive.

410
TRAINED & PLACED IN
HEALTHCARE

268
TRAINED & PLACED IN
TRADE & LOGISTICS

261
TRAINED & PLACED IN
HOSPITALITY/ TOURISM

205
TRAINED & PLACED IN
IT & FINANCE

147
TRAINED & PLACED IN
OTHER INDUSTRIES

143
TRAINED & PLACED IN
MANUFACTURING

95
TRAINED & PLACED IN
CONSTRUCTION

> CSCF WAS VERY PROFESSIONAL. THE AGENT THAT WAS ASSIGNED TO ME WAS VERY THOROUGH. SHE LISTENED TO WHAT MY NEEDS WERE AND SHE WAS ABLE TO SUBMIT RESUMES THAT WERE WORTH MY ATTENTION. **I WAS VERY PLEASED WITH THE SERVICES THAT THEY PROVIDED TO US.**

KERLEEN CLAXTON

MERIDIAN ASSOCIATES

Kerleen Claxton first worked with CSCF as a job seeker. Now, as Office Manager for Meridian Associates, she partners with CSCF to meet her hiring needs. Meridian provides case management and mental health counseling services for adolescents and adults using medicaid assistance. Kerleen's team of Targeted Case Managers help clients cope with day-to-day life in the midst of mental health concerns or emotional crises. From coordinating medical appointments and transportation, to connecting clients to community resources, each TCM serves as an advocate for the wellbeing of their client.

Since Kerleen's personal success in the past, her experience working with CSCF continues to exceed expectations. She is consistently impressed with the professionalism and thoroughness of the CSCF staff, who carefully listen to her needs and vet high-quality applicants who meet the specifications. Once Kerleen expresses interest in a candidate, CSCF follows up on the interview process and outcome, ensuring that Meridian's hiring needs have been met.

Due to the sensitive nature and precise certification requirements of a case manager's job, finding the right candidate can be a time-consuming task. CSCF mitigates the risk of hiring unqualified employees and alleviates burdensome tasks, allowing Kerleen and her team more time to focus on their clients.

CSCF streamlines the hiring process, connecting employers, like Kerleen, to highly skilled and qualified local candidates, leveraging superior talent for Central Florida businesses.

ELEVATING

COMMUNITY

CSCF is dedicated to sourcing local talent and fostering the growth and prosperity of Central Florida communities throughout Lake, Orange, Osceola, Seminole and Sumter counties. CSCF partners with local universities, colleges/technical colleges, and training programs to ensure that Central Florida students and professionals are well equipped to meet local business needs and industry trends.

In the Past Three Years:

31%

INCREASE IN INDIVIDUALS
WHO ADVANCED
THEIR SKILLS

15%

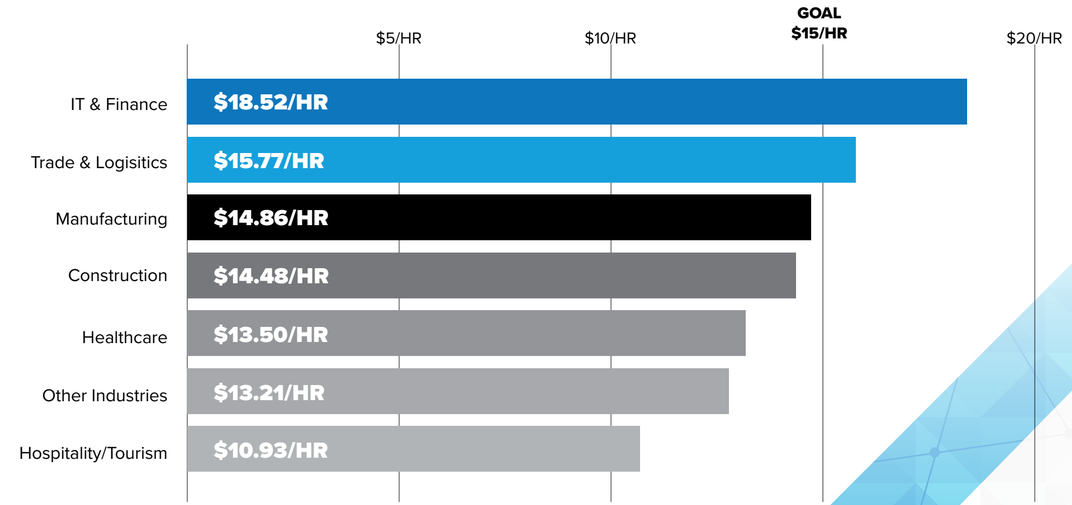
INCREASE IN INDIVIDUALS
RECRUITED
INTO NEW
EMPLOYMENT

40%

INCREASE IN INDIVIDUALS
PROVIDED
WITH TALENT
SOLUTIONS

$14.29/HR IS THE AVERAGE WAGE FOR CAREER SEEKERS RECRUITED FOR BUSINESSES

Average Wage of Trained Career Seekers Placed in Verified Employment by High Growth Industry



MICHAEL KEPNER
VALENCIA COLLEGE

> **OUR PARTNERSHIP WITH CSCF IS GOING TO FUNDAMENTALLY CHANGE THE CENTRAL FLORIDA WORKFORCE.** YOU'RE NOT GOING TO HAVE TO WORK TWO JOBS, YOU'RE NOT GOING TO HAVE TO HOPE IF YOU'RE GOING TO MAKE ENDS MEET, BECAUSE YOU'RE GOING TO BE ABLE TO DO IT.

Michael Kepner serves as Director of Advanced Manufacturing, one of twelve programs offered in Valencia College's Accelerated Skills Training (AST) Program. Michael works with students of all ages and walks of life, from high school seniors and graduates preparing to enter the workforce, to seasoned professionals desiring a career change.

Valencia's AST program offers short-term training programs that focus on hands-on, intensive learning in an array of high-demand, high-wage career fields from construction to clinical medical assisting. The goal, Michael explains, is to provide students with the right technical instruction to achieve the skills and competencies they need to start making sustainable income. But choosing the right program and securing a career afterward can be a daunting task. That's where CSCF comes in.

In 2016, Valencia College collaborated with CSCF, forming a partnership that continues to make a powerful impact on the Central Florida community. Michael now works with a team of onsite CSCF career consultants dedicated to helping students choose the best AST program to achieve their career goal. Upon completion of the program, students can count on the collaborative efforts of CSCF and AST for job placement assistance. According to the AST annual report, the overall performance replacement has reached an impressive 81%.

Michael attributes this success to the effectiveness of the partnership. CSCF's high standards and reputation with industry partners combined with Valencia College's knowledge of student needs and industry trends, create a powerful tool for elevating the Central Florida workforce, fostering highly skilled workers and giving them back to the community.

By fostering community relations and forming partnerships with community leaders, like Valencia College, CSCF promotes support of local businesses and stimulates economic growth and innovation in Central Florida.

CSCF

PARTNERS

Collaborating with a variety of regional partners that help CSCF connect career seekers and businesses, these valuable partnerships support individuals to advanced their skill set and receive sustainable careers through services such as certifications, specialized training or unique initiatives. These are some of its partners, just like CSCF, who are dedicated to making a difference in the community and creating deeper prosperity for the region overall.

INITIATIVE PARTNERS

buildcentralflorida

THE HARTFORD

Lift ORLANDO

The JOBS PARTNERSHIP of Florida

Second Harvest FOOD BANK OF CENTRAL FLORIDA

EDUCATIONAL PARTNERS

Lake Sumter State College

LAKE TECH Lake Technical College

CAREER ORANGE TECHNICAL COLLEGE

OSCEOLA TECHNICAL COLLEGE every student. future ready.

SEMINOLE STATE COLLEGE OF FLORIDA

VALENCIA COLLEGE

CORE

VALUES

CSCF strives to maintain a purpose driven culture that values integrity, innovation, and fun. CSCF staff and community partners exemplify high standards of leadership, ethical behavior and share a common vision for inspiring people, transforming businesses, and elevating the Central Florida community.

OUR VALUES:

PURPOSE DRIVEN

INNOVATIVE

INTEGRITY

FUN

PAMELA NABORS
PRESIDENT & CEO

> WE HELP INDIVIDUALS FROM **EVERY STAGE OF THEIR CAREERS** BY TAKING THEM FROM **MOMENT TO MOMENTUM TO MOMENTOUS.**

Living a life of service is all I've ever known. I was blessed to be raised by parents who both proudly served in the military and a brother who did as well. Although I didn't enter the military, much of my career has been in nonprofit and workforce development continuing the legacy of service my parents started for me. It's not surprising to me that I was led to work for an organization that places such a high priority on helping others, and I couldn't be more proud of the work done to positively impact the Central Florida community.

Our numbers tell an impressive story. We served over 46,000 customers last year, provided an opportunity for nearly 2,500 of these customers to advance their skills, helped nearly 1,600 career seekers land the next stop along their career journey, and served over 3,600 business.

Simply stated - We changed people's lives, transformed businesses and created deeper prosperity for our community. But the numbers don't tell the full story. The numbers are a result of strong community relationships, business and education partnerships, and an extraordinary commitment from our staff of 'CareerSourcers.'

While CSCF helps transforms industries by helping businesses and career seekers, the organization itself has been in a transformation this past year as well. The Board's commitment to helping identify and guiding our North Star was just the start of our transformation. Everything we do is done with purpose and with innovation in mind. By creating this framework, it's designed to take CSCF to the next level through superior customer service and deepening relationships.

But we can't do it alone. It requires an unwavering commitment too from many of our equally-dedicated Central Florida partners. Our Lake Sumter County Career Center relocated to the Lake Sumter State College campus creating a direct pipeline for students and the community in this highly collaborative environment. Our Osceola County Career Center and West Orange Center relocations will mirror that same type of community collaboration.

Equally impressive is the high training standards we place on our educational providers. It's one thing to place youth, students and career seekers in training programs, but it's another that we continually evaluate to ensure those training and education programs lead people to full-time benefits with sustainable wage opportunities.

I'm so proud of the organization's numerous accomplishments last year. All done with one purpose in mind – to deepen and enrich the talent pool for both businesses and career-seekers and make a lasting impact on our community. I look forward to continuing to build on the momentum we've started and navigating it using the North Star vision — Talent Solutions to Ignite Potential — as our compass.

DEBORAH CLEMENTS
BOARD CHAIR

> TRUST, COMMITMENT, AND SUPPORT ARE THE **CORNERSTONES OF ALL SUCCESSFUL RELATIONSHIPS.**

I love that quote about trust. As Chairman for the past two years, I know together with Executive Leadership, that we aim first and foremost for high accountability with impeccable ethics; and those efforts result in a transparency that earns the community's trust. The Board is highly involved and committed through their participation on a number of committees with high accountability and engagement. The committees exist to support both the organization and the community – all in an effort to hold the public's trust in the highest regard and it drives everything we do.

Our committed Board of Directors represent diverse industries and provide business expertise. They work, live and partner in our community and they care deeply about positively impacting Central Florida. That passion drives the organization's success within our North Star vision that guides us in everything we do through measureable key priorities and strategies. The future of our workforce lies with our youth. Knowing that, the Board, along with Leadership, has made a significant investment in expanding our youth career exploration options, apprenticeships and training programs. We've had significant training and placement successes offering accelerated training programs and we expanded the summer programs offered to serve more than 800 students – an increase of 63% year over year.

Last year, CSCF's accomplishments were impactful which you'll find outlined in the pages of this annual report. Even though I've rotated off as Board Chair for the 2019-2020 fiscal year, it's been extremely fulfilling seeing the vast array of changes in our organization over the past eight years. I also know CSCF and the Board of Directors is in extremely capable hands with their new Board Chair, Mark Wylie. He's an outstanding community champion and is a wealth of knowledge in the construction industry and Central Florida. Under Mark's leadership, I'm excited to watch their ongoing efforts and can appreciate the strong foundation the organization has built in recent years, continue to come to fruition.

CSCF

BOARD MEMBERS

Deborah Clements, Chair
Government & Community
Relations Manager
Duke Energy

Mark Wylie, Vice Chair
President/CEO
Central Florida Chapter Associated
Builders and Contractors, Inc.

Eric Ushkowitz, Treasurer
Economic Development Administrator
Orange County Government

Leland Madsen, Secretary
Administrator
Bedrock Resources, Inc

Andrew Albu
President
Albu & Associates

Steve Ball
Partner
Holland & Knight LLP

Greg Beliveau
President/Owner
LPG Urban & Regional Planners, Inc

Paul Bough
Senior Managing Consultant
Berkeley Research Group, LLC

Wendy H. Brandon
Chief Executive Officer
UCF Lake Nona Medical Center

Glen Casel
President/CEO
Embrace Families

William D'Aiuto
Central Regional Managing Director
Florida Department of Children and
Families

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

John R. Gill
President/CEO
Quest, Inc.

Nicole Guillet
County Manager
Seminole County Government

Dr. John Gyllin
Executive Director
Foundation for Seminole State College

Mark Havard
Director of Human Resources
Hyatt Regency Orlando

Jeffery J. Hayward
President/CEO
Heart of Florida United Way

Eric Jackson
President/CEO
Total Roof Services Corp.

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

John Pittman
Associate Vice President, Debt
Management
University of Central Florida

Dr. Kathleen Plinske
Executive Vice President and Provost/
Campus President
Valencia College

David Sprinkle
Managing Partner
Veritas Recruiting Group, LLC

Jim Sullivan
Training Director
Central Florida Electrical Joint
Apprenticeship & Training Committee

Richard Sweat
President/CEO
.decimal

Jane Trnka
Executive Director,
Career Resource Center
Rollins College | Crummer Graduate
School of Business

Al Trombetta
Director of Training
International Union of Painters
& Allied Trades

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

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

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

CSCF

CONSORTIUM MEMBERS

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

Leslie Campione,
Consortium Chair
Lake County
Commissioner, District 4

Lee Constantine,
Consortium Vice-Chair
Seminole County
Commissioner, District 3

Brandon Arrington
Osceola County
Commissioner, District 3

Al Butler
Sumter County
Commissioner, District 1

Jerry L. Demings
Orange County Mayor
(2018-Present)

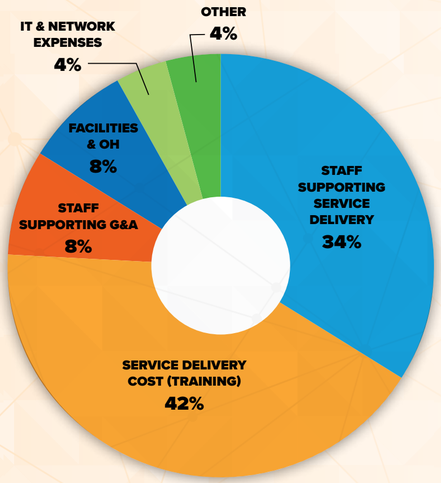
Teresa Jacobs
Orange County Mayor
(2011-2018)

CSCF

FINANCIALS

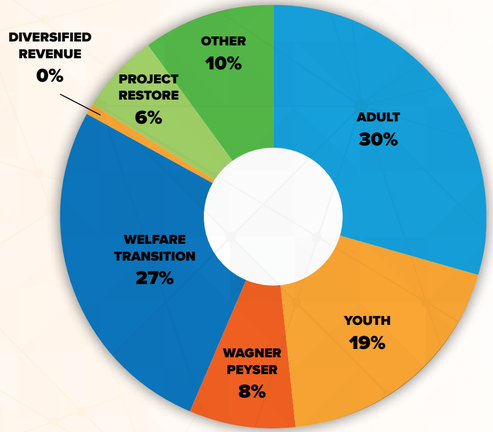
SERVICE DELIVERY BUDGET

Staff Supporting Service Delivery	$ 10,725,000
Service Delivery Cost (Training)	13,000,000
Staff Supporting G&A	2,653,000
Facilities & OH	2,400,000
IT & Network Expenses	1,165,000
Other	1,257,000
TOTAL	**$31,200,000**



SERVICE DELIVERY EXPENDITURES BY FEDERAL GRANT

Adult	$ 9,027,472
Youth	5,654,134
Wagner Peyser	2,363,195
Welfare Transition	8,029,975
Project Restore	1,823,604
Diversified Revenue	160,396
Other	3,182,633
TOTAL	**$30,241,410**



CareerSource
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LAKE SUMTER CAREER CENTER
9909 U.S. Hwy 441, Building M# 29
Leesburg, FL 34788

OSCEOLA CAREER CENTER
1392 East Vine Street
Kissimmee, Florida 34744
Coming Soon to Valencia College Osceola Campus in Spring 2020

SEMINOLE CAREER CENTER
1209 West Airport Boulevard
Sanford, Florida 32773

SOUTHEAST CAREER CENTER
5784 South Semoran Boulevard
Orlando, FL 32822

WEST ORANGE CAREER CENTER
609 North Powers Drive, Suite 340
Orlando, Florida 32818
Coming Soon to West Oaks Mall in Spring 2020

DOWNTOWN ADMINISTRATIVE OFFICE
390 North Orange Avenue, Suite 700
Orlando, Florida 32801