



CareerSource
CENTRAL FLORIDA

**ANNUAL
REPORT**
2020-2021

RESTORING OUR COMMUNITY.

CareerSource Central Florida (CSCF) connects Central Floridians to careers and develops skilled talent for businesses. Building a bridge between opportunities and those ready to take on new challenges and career paths, our efforts for the past year have focused on restoring our strong and resilient Central Florida community.

CSCF is here to support the Central Florida community rebound from the impacts of the COVID-19 pandemic through career coaching and placement, training, and business services.

We are proud to serve and support Central Florida communities throughout Lake, Orange, Osceola, Seminole, and Sumter Counties.



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.



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OUR COMMUNITY

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**STEPPING
UP FOR OUR
COMMUNITY.**

CSCF BY THE NUMBERS

CAREER SEEKERS SERVED ANNUALLY



BUSINESSES SERVED ANNUALLY



Program Year July 1, 2020-June 30, 2021

FROM THE CLASSROOM TO THE WORKFORCE



2,500+

YOUNG ADULTS
SERVED



400+

CREDENTIALS EARNED



\$1.2 M

ECONOMIC IMPACT IN
CENTRAL FLORIDA

YOUTH PROGRAM

CSCF's year-round Youth Program empowers young adults ages 16-24 with skills, training and career services to jump start their future. More than 1,000 young adults earned invaluable skills propelling them to a fulfilling career and a rewarding future.

SUMMER PROGRAM

An extension of the year-round program is the Summer Youth Program which provides young adults in high school (ages 15-19) exposure to college experiences, multiple career pathways in high-growth industries, receive professional internships and participate in specialized career training.

More than 150 business across our five-county region connected with nearly 1,500 young adults – almost double the participation from 2020. With a focus on three career readiness tracks- Explore, Experience, and Accelerate – young adults gained insights to make informed decisions about their future.

Upon completion of the program, this group earned nearly \$1.2 million on the job and more than 100 participants were offered permanent roles. CareerSource's local community partners invested more than \$165,000 as sponsors for the 2021 Summer Youth Program, showing their commitment to make a difference in the lives of Central Florida Youth.

"CareerSource Central Florida genuinely changed my life for the better, and I can't say thank you enough."

Steven, Youth Program Participant and EMT/Firefighter

THANK YOU TO OUR SPONSORS OF THE SUMMER YOUTH



CSCF SALUTES OUR NATION'S HEROES

We are proud to serve and employ those who have dedicated their lives to our country.

Priority of Service - Eligible Veterans 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.

VETERANS PROGRAM HONORED WITH VETERANS' PERFORMANCE INCENTIVE AWARD

Last year, CSCF served over 2,100 Veterans in Central Florida with individualized career coaching, advanced skills training, and transition and job placement support. Through hiring events such as Paychecks for Patriots, Veterans and their families benefited from dedicated services to help them transition to civil life and finding lasting careers.

"CSCF understood where I was coming from and where I was trying to go. Service members have the leadership, discipline and a sense of loyalty to bring to an organization," shared Carol Blair, Marine Corps Veteran.

Additionally, for the third consecutive year, CSCF was honored with the Veterans' Performance Incentive Award from Governor Ron DeSantis. The \$38,000 grant will be used to further enhance career readiness programs to support local Veterans.

SERVING THOSE WHO HAVE SERVED

Scan the QR code to watch a special Veterans Day interview on Spectrum News 13.



 **2,100+**
VETERANS SERVED

“*With your coaching, I was able to translate my military experience into something relatable to financial operations. Thank you for giving me hope during this pandemic. Thank you for your words of encouragement and guidance throughout this process.*”

Mark Q., U.S. Army Veteran



ON THE ROAD TO SUCCESS:

CONNECTING CAREER-SEEKERS TO NEW OPPORTUNITIES

Pivoting to a Brighter Future

It's never easy to make a career change. But when faced with challenges, including a global pandemic that shut down her salon, Stephanie Johnson rose to the occasion. Her story is one of bravery, determination, and growth.

After making the move to Central Florida from Maryland, Stephanie opened her salon but her entrepreneurial dream was put on hold when the COVID-19 pandemic forced her to shut down. Despite having loyal clients, being unable to re-open led to Stephanie permanently closing her salon's doors. While searching for ideas on how to bounce back financially and career wise, a former client steered her in a new direction—truck driving.

"I called, made an appointment and got in touch with one of the CSCF consultants and she walked me through the whole process," shares Stephanie.

"I found Roadmaster and that same day she had me signed up to start and set up my interview. It was just that easy."

Finding her place at Roadmaster, Stephanie got to work on earning her CDL A certification and additional endorsements. Through rigorous training, long days of practicing, and countless hours of studying, she kept up her drive to succeed and passed her all tests to become a fully certified truck driver.

Since graduating, Stephanie has put in countless miles behind the wheel. "I've driven everywhere, Texas, California, Arizona, Utah, Idaho, you name it," she recounts, sharing she also hopes to buy her own truck and start her own trucking company in the near future.



"I found Roadmaster and that same day she had me signed up to start and set up my interview. It was just that easy."

**Stephanie Beckley,
Truck Driver**



A Driving School Driving Students to Fulfilling Careers

Roadmaster Drivers School opened its first location in Tampa, Florida in 1992. Since then, the school has grown to operate 18 campuses across the country, but its mission has remained the same—to serve their students. They offer the best in commercial vehicle training and understand their students are the only reason for their success. They are 100% safety driven with the sole focus of graduating professional truck drivers ready to enter the workforce.

Speaking with Catherine Merkey, Industry Relations Manager at Roadmaster and responsible for local workforce development relationships across the states the school serves, she details the partnership between their school and CSCF as “the best around.”

“They make it so easy to work with them,” shares Catherine. “CSCF will refer individuals to us, we refer applicants back to the agency. Our admissions advisors and their counselors work together to move applicants through registration to approvals and onto training.”

Catherine also shares how her positive experience can also be attributed to CSCF’s locked-in process for referring career seekers. “CSCF has good systems in place. They don’t hand over administrative tasks and handle every part of the process without creating extra work for us.”

Since 2018, Roadmaster has seen 226 CSCF graduates. From July 2020 to July 2021, the school had 70 grads come from CSCF. One of those graduates was Stephanie Beckley.



“CareerSource will refer individuals to us, we refer applicants back to the agency. Our admissions advisors and CareerSource counselors work together to move applicants through registration to approvals and onto training.”

**Catherine Merkey,
Roadmaster Drivers School**



HELP IS HERE:

A LIFELINE FOR CENTRAL FLORIDA'S WORKFORCE DURING THE PANDEMIC

From the onset of the coronavirus pandemic, the role of CSCF Central Florida was clear — to help restore our community. In the wake of record losses and layoffs, there was an evident need for solutions to place job seekers in stable employment or make a career change to better provide for themselves and their families.

CSCF received \$7 million in CARES Act funding from Orange County Government to help economy recovery through workforce solutions. CSCF allocated budget and working hours to develop a program that would assist 4,000 dislocated workers from the county's hardest-hit business sectors, including hospitality, restaurant, tourism, transportation, and retail. Partnering with Valencia College and the Orange County Convention Center (OCCC), CSCF'S Help Is Here program offered complimentary accelerated skills training scholarships and a weekly stipend of \$125 for participants. In addition, the Help Is Here program held a 30-day job placement sprint offering guaranteed interviews with participating companies for eligible residents.

*Help is
here*

Training opportunities—provided by Valencia College at the convention center —included a variety of courses for in-demand fields such as:

- Carpentry
- Masonry
- Commercial Truck Driving
- IT / Network Support Specialist
- Medical Office Specialist
- Clinical Medical Assisting
- Microsoft Specialist Certification
- Distribution Operations Technician
- Electronic Board Assembly
- Certified Production Technician
- Apartment Maintenance Technician

In addition to hands-on training designed to advance skills or enable customers to enter a new career field, students earned industry-recognized credentials and received job placement support with the potential to earn average entry-level salaries between \$12-\$20 per hour.

To combat record high unemployment rates, the Help is Here program also conducted a 30-day job placement sprint for eligible residents offering guaranteed interviews with participating businesses. Participants received complimentary, customized support from a CSCF Career Consultant including online job preparation training, interviewing skills and learning the best ways to highlight their value to a potential employer.

As part of the Help Is Here program, CSCF placed over 2,400 customers in training courses designed to help them pivot to in-demand careers. The program also placed 1,100+ customers in new jobs, driving recovery efforts for these individuals, their families, and the community as a whole.

WITH A **DREAM.**

HELP IS HERE PROGRAM



2,400+

PARTICIPANTS IN TRAINING COURSES



1,100+

PARTICIPANTS PLACED IN JOBS

\$7 MILLION

CARES ACT FUNDING



10+

ACCELERATED TRAINING
OPPORTUNITIES

NATIONAL EMERGENCY GRANTS: TRANSFORMING LIVES

PROJECT RESTORE 2.0

Project Restore was funded through a Department of Labor National Emergency Grant and a Department of Economic Opportunity Governor's Challenge Grant to support the employment and training needs of those who relocated to Florida from Puerto Rico and the U.S. Virgin Islands as a result of the impact of Hurricane Maria in 2017.



728

TOTAL CUSTOMERS WHO RECEIVED SERVICES



525

TOTAL CUSTOMERS PLACED IN EMPLOYMENT

\$4.8 MILLION

TOTAL EXPENDED ON GRANT



SERVICES INCLUDED:

- JOB SEARCH AND PLACEMENT ASSISTANCE
- CAREER COUNSELING
- WORKPLACE TRAINING
- JOB READINESS TRAINING
- ENGLISH AS A SECOND LANGUAGE (ESL)



COVID-19 RESPONSE

CSCF received \$10M in federal funding through the U.S. Department of Labor Disaster Recovery Dislocated Worker Grant in response to COVID-19 to serve the Central Florida community through March 2022. To date, grant funds have been used to deliver complimentary career services to dislocated 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, finance and construction.

Career Counseling— Services include short and long-term goal setting, resumé review and updating, soft-skills enhancement training, specialized skills training via CSCF training partners, step-by-step guidance during the employment/re-employment process.

\$10M

GRANT AWARDED

960

TOTAL PARTICIPANTS SERVED

650+

COMPLETED TRAINING

290

TOTAL PARTICIPANTS WHO
ENTERED EMPLOYMENT

Numbers as of PY- end June 30, 2021. Grant continues through March 2022.



A PARTNER TO SMALL BUSINESSES:

HOW CSCF HELPS CENTRAL FLORIDA'S ENTREPRENEURS

For small businesses, finding the right talent can mean the difference between continued growth and falling behind. With lean teams, no HR department and limited time to spend on administrative tasks, the process of posting openings, vetting candidates, interviewing applicants and conducting the necessary checks can be overwhelming. In many cases, these responsibilities fall solely on business owners, who are often already facing several challenges.

Partnering with these growing small businesses is a particular point of pride for CSCF. Our impact is not only felt by local business owners, but also the employees we help place in positions and the communities they benefit. Two local entrepreneurs who can attest to this impact are Juan Pulido, founder of Restires, and Deborah Linden, proprietor of The Vineyard Wine Bar and Healthy Bistro.

“CareerSource Central Florida is a fantastic program, especially for companies that are growing or new,” Juan recounts about his experience working with CSCF.

As Restires, a small business started during the pandemic, grew and landed corporate accounts including UHaul, Amazon, and Massey Services, they faced the problem of not having enough personnel to complete their jobs. That’s when Juan and his business partner reached out to CSCF.

While working with Restires, CSCF placed four full-time employees with the growing company, helping Juan and his business serve more customers.

“CSCF helps help people who are unemployed and in the job market, and they help businesses like ours to get enough manpower to get the company going. They put the job opportunities up and set up interviews, do background checks, everything. It’s like having an HR office without having to pay for it.”

Juan Pulido,
Founder of Restires



“I bought The Vineyard six years ago, spent six months refurbishing the property, and opened for business in April of 2016,” said Deborah Linden, owner of The Vineyard Wine Bar and Healthy Bistro in Orlando. Deborah’s previous 30-year career included serving as the CEO of a timeshare company with over 1,000 employees. Her experience afforded her a first-hand understanding of the weight having a dedicated HR department pulls, particularly when it comes to finding and hiring the right people. Now as a restaurant owner, she had taken on those responsibilities herself before finding CareerSource Central Florida.

“Anyone in business knows how challenging the labor force has been over the last couple of years for a variety of reasons,” Deborah shares about her experience bringing on new employees during the pandemic. “CSCF offers a free service to the community and helps so many people. Large companies have had to lay off employees and CSCF helps find positions for that staff. And for someone like me who doesn’t need a large team, they’re extremely helpful and thorough.”

For small businesses just getting their start during the pandemic, and established operations trying to stay afloat during uncertain times, CSCF is the constant.



“ CSCF’s consultants are able to help because they get intimately involved in what it is employers are looking for. They take the time to talk with the candidates and make sure they understand the pay rate, job descriptions, skills and experience. They really save me a lot of time.”

Deborah Linden, owner of The Vineyard Wine Bar and Healthy Bistro



FROM OUR LEADERS:

A SENSE OF PURPOSE

Our mission and foundational focus are to connect Central Floridians to careers and develop skilled talent for businesses. In short, we help change people's lives, transform businesses, and create more prosperity for our community. That's our mission; our purpose is to serve. As the second largest workforce board in Florida, CareerSource Central Florida (CSCF) is here to serve the community in a five-county region to fuel the Central Florida economy.

DEEP IMPACT

We had a remarkable year! Throughout this report, you'll read for yourself why we're excited to share the impact CSCF had in the Central Florida community. In the 2020-2021 program year, we served more than 54,000 career seekers and 2,700 employers with recruiting, hiring, and training needs last year. CSCF helped connect people to careers in high-growth industries with an average wage of \$17.41 per hour with sustainable career pathways. With future-focused strategies, we deepened our commitment to the community with the addition of a new leadership position aimed at managing strategic partnerships to engage key regional partners and drive business development.

We're helping more people than ever through recovery and investment grants, including Help is Here as part of the CARES Act to aid those workers displaced by COVID-19. In partnership with Project Opioid, our Fostering Opioid Recovery through Training and Employment (FORTE) initiative is helping to reach those affected by the Opioid crisis to help lift the barriers to employment they face. We did all this despite still navigating an ongoing pandemic in an uncertain economy.

MAKING A DIFFERENCE

Our dedicated and diverse staff of 'CareerSourcers' is committed to serving and connecting career seekers with businesses; to not just find them a job, but to find them the right career. We're especially proud that our year-round Youth Program was named for Best Practices by the Florida Sterling Council after a multi-year application process, and the outstanding Veteran Team at CSCF won the Department of Labor's Veteran Incentive Program Grant award for the third year in a row.

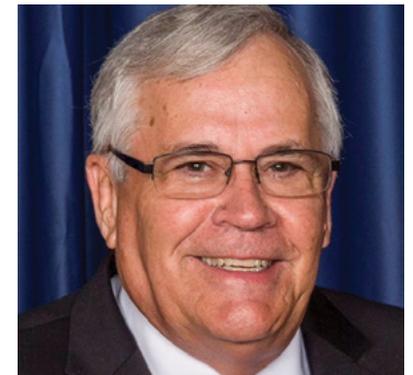
VALUED PARTNERSHIPS

We are grateful for the collaboration and support of our training providers, businesses, non-profit organizations, public officials, and our Board of Directors. These valued partners share our same dedication to making a difference in the community and creating greater prosperity for our region. Our talented Board of Directors and Leadership team continually advances workforce development with high standards for compliance, transparency and efficiency through advocacy, program management, strategic partnerships, and community events. Moving forward, we know CareerSource Central Florida and the Board is in very skilled hands with the new Board Chair, Jody Wood. She's been a long-time board member, and a tireless advocate for our mission and the Central Florida community.

It's an exciting time to be in workforce development and we look forward to the coming year full of new possibilities and successes.



Pamela Nabors
President & CEO
CareerSource Central Florida



Mark Wylie
Board Chair, 2020-2021
CareerSource Central Florida

BOARD OF DIRECTORS

Mark Wylie

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President/CEO
Central Florida Chapter Associated
Builders and Contractors, Inc.

Jody Wood

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

Eric Ushkowitz

Treasurer
Economic Development Administrator
Orange County Government

Jeff Hayward

Secretary
President/CEO
Heart of Florida United Way

Orlando Alancaastro

Director of Contracts, Finance
and Project Management
Orlando Utilities Commission (OUC)

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Partner
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Paul Bough

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Wendy H. Brandon

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UCF Lake Nona Medical Center

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Embrace Families

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Department of Education

Wendy Ford

CEO
Osceola Council on Aging

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Nicole Guillet

Seminole County Manager
Seminole County Government

Dr. John Gyllin

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

Mark Havard

Director of Human Resources
Hyatt Regency Orlando

Eric Jackson

President/CEO
Total Roof Services Corp.

Brooke Morris

Vice President and Retail
Regional Manager
CenterState Bank

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Guest Relations
South Lake Hospital

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Co-Founder, President
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Executive Vice President and Provost
Campus President: Osceola, Lake Nona,
and Poinciana Campuses
Valencia College

Stella Siracusa

CFO
Tomato Express, Inc.

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

Larry Walter

President/CEO
Hanson, Walter & Associates, Inc.

Matt Walton

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

Sharon Washington

Central Regional Managing Director
Florida Department of Children and Families

Christopher Wilson

Environmental and Land Manager
E.R. Jahna Industries

CONSORTIUM

Leslie Campione

Consortium Chair
Lake County

Lee Constantine

Consortium Vice Chair
Seminole County Commissioner,
District 3

Mayor Jerry Demings

Orange County

Brandon Arrington

Osceola County Commissioner,
District 3

Al Butler

Sumter County Commissioner,
District 1

Josh Blake

Lake County Commissioner,
District 5

Mayor Jerry Demings

Orange County

Peggy Choudhry

Osceola County Commissioner,
District 1

Andria Herr

Seminole County Commissioner,
District 5

Gary Search

Sumter County Commissioner,
District 1

PROGRAM YEAR FINANCIALS

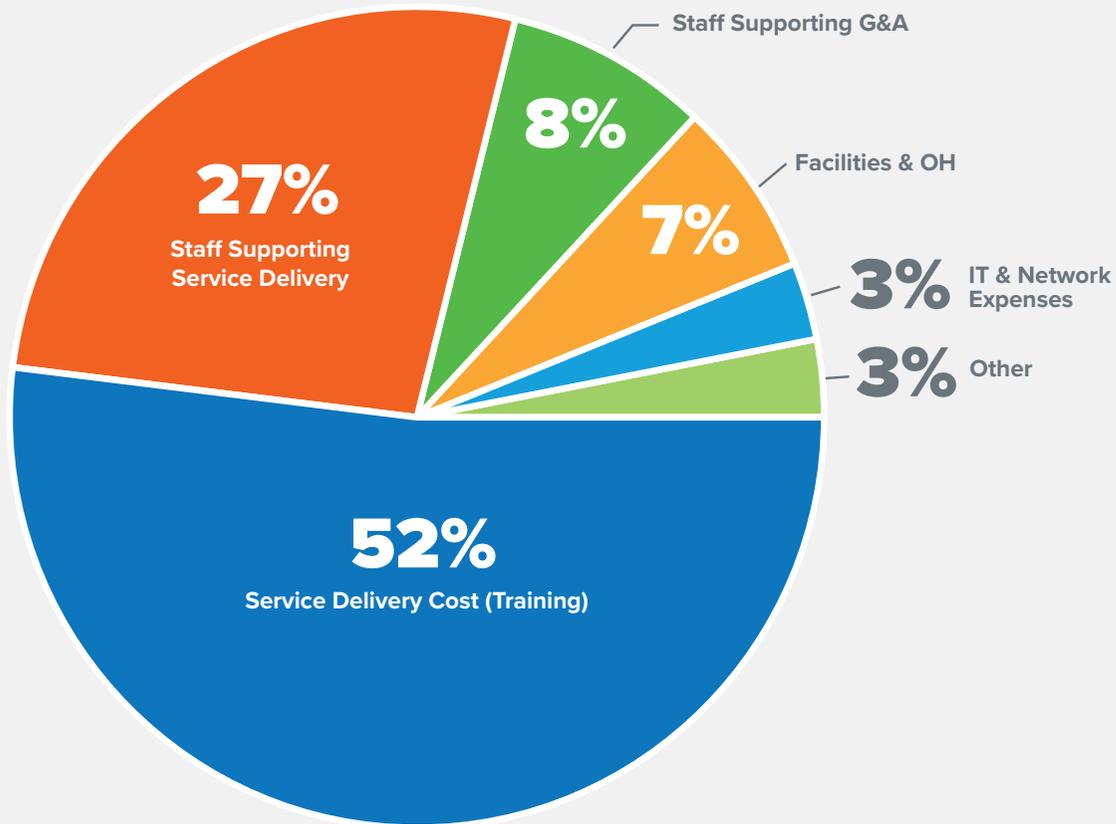
SERVICE DELIVERY BUDGET

| | |
|-----------------------------------|---------------------|
| Staff Supporting Service Delivery | \$12,280,000 |
| Service Delivery Cost (Training) | \$23,800,000 |
| Staff Supporting G&A | \$3,900,000 |
| Facilities & OH | \$3,325,000 |
| IT & Network Expenses | \$1,400,000 |
| Other | \$1,295,000 |
| TOTAL | \$46,000,000 |

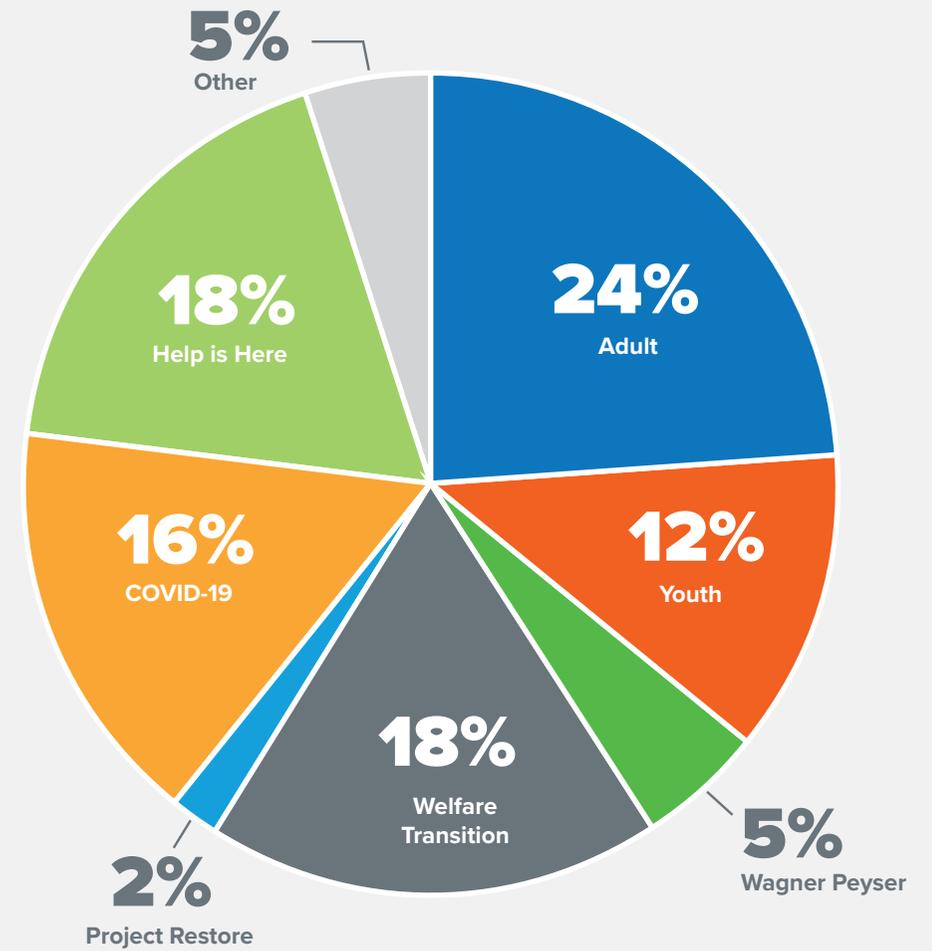
SERVICE DELIVERY EXPENDITURES BY FEDERAL GRANT

| | |
|--------------------|---------------------|
| Adult | \$9,832,288 |
| Youth | \$4,844,558 |
| Wagner Peyser | \$2,142,884 |
| Welfare Transition | \$7,429,139 |
| Project Restore | \$769,871 |
| COVID-19 | \$6,373,352 |
| Help is Here | \$7,500,000 |
| Other | \$2,227,561 |
| TOTAL | \$41,119,653 |

SERVICE DELIVERY BUDGET



SERVICE DELIVERY EXPENDITURES BY FEDERAL GRANT



LOCATIONS:

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 CAREER CENTER

5784 South Semoran Boulevard
Orlando, FL 32822

SUMTER CAREER CENTERS

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

1425 County Road 526A
Room 3103
Sumterville, FL 33585

WEST ORANGE 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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