



Moving Workforce Forward



**ANNUAL
REPORT**
2017 -2018

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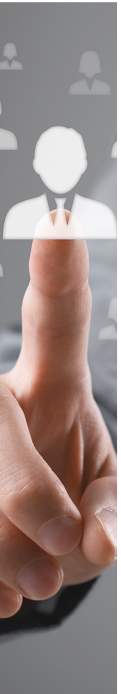
LETTER FROM THE CHAIRPERSON



LETTER FROM THE CEO



BUSINESS SOLUTIONS



CAREER SEEKER SOLUTIONS



VETERAN SOLUTIONS



STEM READY GRANT



HIRING FAIRS



TALENT INNOVATION SUMMIT



CLOTHES FOR CAREERS



CAREER PATHWAYS



BOARD RETREAT



FINANCIAL REPORTS



NEW CAREER CENTER



TEAM HIGHLIGHTS



BOARD OF DIRECTORS

Letter from the Board Chair

Engagement, relevance and impact guide the efforts of the CareerSource Capital Region (CSCR) Board of Directors, which is comprised of leaders in business, education, economic development and community services from Gadsden, Leon and Wakulla counties. We spend a great deal of our time immersed in the Workforce Innovation & Opportunity Act that governs the federal workforce system. Our goal is to determine how well the system is aligned with local business needs - where are the gaps and how can we creatively implement talent solutions that will ensure a vibrant regional economy.

CSCR uses a unique industry sector model to connect career seekers with regional in-demand employment opportunities in Healthcare, IT, Education, and Manufacturing, Logistics and the Trades. As a region, we share a state border with Georgia that is invisible to business and talent. As such, we have formed the Florida/Georgia Workforce Alliance to streamline the development of a talent pipeline fed by more than 3 million people.

The impact of CSCR is derived through leadership in national, state and regional initiatives.

- National - This year CSCR staff and board members joined nine states and regions to streamline partner agency collaboration, reduce business “visit fatigue” and propose technology solutions that will further integrate business services.
- State - As a component of the Apprenticeship FLA Catalyst Workgroup, our CEO, Jim McShane, led a task force addressing the challenges and opportunities of the Earn While You Learn concept of Registered Apprenticeships. Annually, CSCR board members received training through the National Association of Workforce Boards (NAWB) bringing home best practices from around the nation.
- Regional - This year we launched the Talent Innovation Summit to annually convene economic, workforce and community development stakeholders to focus specifically on trends, challenges and solutions for recruitment, retention and development of a strong talent pipeline, which is the currency of a strong regional economy. Please join the conversation on October 17, 2018!



Beth Kirkland

Beth Kirkland, CEcD, Principal
Beth Kirkland Consulting, LLC

Chairperson



Jim McShane
CareerSource Capital Region
CEO

Letter from the CEO

This program year was very busy as we fully operated within our integrated services model and sector strategy initiatives. We worked jointly with both CareerSource Florida and Florida's Department of Economic Opportunity. I interfaced with many initiatives that CareerSource Florida is leading, and our leadership team kept a high profile in our community with various initiatives. Additionally, we participated at a national level with the US Department of Labor and the US Conference of Mayor's Workforce Development Council. Our board chair, Beth Kirkland, began serving on the National Association of Workforce Boards national Board of Directors.

CareerSource Capital Region is considered a leader in workforce development due to the leadership, innovation and collaboration exhibited; all three are our brand pillars.

While we had many key initiatives, several notable ones include our partnerships with both Leon County and the City of Quincy summer youth programs; Success Academy; and Tallahassee Community College's Able Trust Strategic Employment grant. All of these programs utilized the "Dynamic Futures" curriculum that teaches soft skills the business community seeks in employees.

Our Business Solutions team worked closely with hundreds of businesses over the year to find the talent they needed. From Hiring Fairs to the Business Partner Advisory Council, businesses utilized the many solutions we have to offer.

The future is both challenging financially and yet exciting as we prototype new solutions and services to meet our customer's needs. With a strong and very competent team of professionals, we strive every day to provide the best information and solutions available to strengthen our community and create a prosperous economy.

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Career Seeker Solutions 7
Veteran Solutions 8
STEM Ready Grant 9
Hiring Fairs 10



Modern Solutions for Talent Challenges

PROFESSIONAL DEVELOPMENT WORKSHOPS

CareerSource Capital Region offers customized, quality training at little to no cost for local businesses to ensure their employees are prepared to meet the company's daily customer interaction challenges. Topics include customer service, conflict management, workplace etiquette, time management, and effective communication.

PREMIUM SOLUTIONS

In 2017, CareerSource Capital Region launched new premium solutions for local businesses. Premium solutions enhance current solutions offered at no cost by providing additional events, recruitment assistance, and more.

To learn more about business solutions available at CareerSource Capital Region, visit www.careersourcecapitalregion.com/employers/toolkit.



CareerSource Capital Region CEO, Jim McShane and Senior Director, Kara Palmer Smith, present outgoing Business Partnership Advisory Council Chair, Joyce Chastain, with recognition for her service.

Business Solutions

WORKSHOPS

19 **449**

PROFESSIONAL DEVELOPMENT WORKSHOPS

PROFESSIONAL DEVELOPMENT WORKSHOP ATTENDEES

JOB OPENINGS

5,627

JOB OPENINGS POSTED ON EMPLOY FLORIDA BY OUR TEAM

POWER HOURS

4 **141**

POWER HOUR LUNCH & LEARN EVENTS

EMPLOYERS ATTENDED

HIRING FAIRS & RECRUITMENT EVENTS

19

RECRUITMENT EVENTS

131

DIRECT PLACEMENTS FROM HIRING EVENTS

9

HIRING FAIRS

211

BUSINESSES ATTENDED HIRING FAIRS

1267

CAREER SEEKERS ATTENDED HIRING FAIRS & RECRUITMENT EVENTS

SOLUTIONS PROVIDED

16,248

Career Seeker Solutions

9,146

GADSDEN
CAREER CENTER
VISITS

15,564

LEON
CAREER CENTER
VISITS

4,056

WAKULLA
CAREER CENTER
VISITS

2,436

CAREER CENTER
VISITS BY
MILITARY VETERANS

2,429

EXECUTIVE
CENTER
VISITS

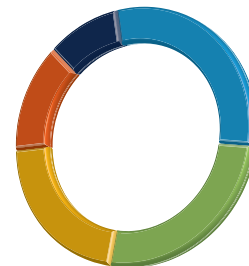
5,615

DIRECT REFERRALS
TO JOBS POSTED

SOLUTIONS
PROVIDED
30,476

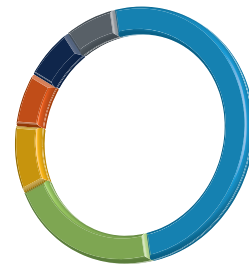


CareerSource Capital Region Account Executive Tichaona Matewa, (far right), attends Hardee's Grand Opening after helping them Recruit Talent for a new store.



Top Schools Based on Financial Aid Allocation

- NATIONAL TRAINING INC.: \$125,000
- LIVELY TECHNICAL CENTER: \$108,431.72
- TALLAHASSEE COMMUNITY COLLEGE: \$90,981.74
- ROADMASTER'S DRIVERS SCHOOL: \$55,000
- FLORIDA A&M UNIVERSITY: \$40,721.46



Top Training Programs Based on Career Seeker Enrollment

- COMMERCIAL TRUCK DRIVING: 52
- PRACTICAL NURSING: 22
- REGISTERED NURSING: 9
- DENTAL ASSISTING: 7
- DENTAL HYGIENE: 7
- WELDING: 7

Executive Career Center

271

CAREER SEEKERS
ATTENDED
ORIENTATION

219

CAREER SEEKERS
EMPLOYED

580

CAREER SEEKERS
ATTENDING
WORKSHOPS

13

COMMUNITY
WORKSHOPS

Connecting Veterans to Local Opportunities

At the Paychecks for Patriots hiring fair on November 7, 2017, 133 career seekers and 45 employers connected. At this event, CareerSource Capital Region, along with the Florida Department of Economic Opportunity and CareerSource Florida, presented three local organizations with the 2017 Veteran Friendly Employer Recognition award.

The following local organizations joined eight other organizations who previously received this award:

- ▶ **GT Technologies**
- ▶ **Morris, Allen, and Associates**
- ▶ **Senior Life Insurance Company**

To learn more about Paychecks for Patriots or the Veteran-Friendly Employer Program visit

www.careersourcecapitalregion.com/employers/hire-veterans.



Morris Allen and Associates Dr. Walter Daris, President/CEO, Receives Preferred Veteran-Friendly Employer Recognition at Paychecks for Patriots Hiring Fair on November 7, 2017. Also pictured left to right: Michelle Dennard, President/CEO of CareerSource Florida; Jim McShane; Derrick Sykes, Local Veterans Employment Representative; and Chris Perry, Chief of Staff, DEO.



Investing in STEM Industry Growth

STEM Ready is a three-year, U.S. Department of Labor grant-funded program that provides training, internships and job placement assistance in Science, Technology, Engineering and Mathematics (STEM) careers. The STEM Ready Grant was awarded in 2015 and will be completed in October 2018. Over the life of the grant:

213

NUMBER OF CAREER
SEEKERS ENROLLED

44

INTERNSHIPS
COMPLETED

112

NUMBER OF CAREER
SEEKERS HIRED

31

DEGREES
AWARDED

71

CREDENTIALS
ATTAINED

\$615,000

SPENT ON
CLASSROOM TRAINING

THE TABLES TURNED

In March 2018, CareerSource Capital Region turned the tables by hosting a Reverse Hiring Fair for career seekers enrolled in the STEM Ready Grant program. In a Reverse Hiring Fair, candidates setup displays to showcase their skills and resume, while recruiters and managers navigate the room to search for top talent. At this event, forty-two hiring managers met with six career seekers. One career seeker was offered a job on the spot and three others became employed as a result of this event.



STEM Ready Grant Participant, Soji Awojobi meets with Hiring Manager at reverse hiring fair.

Career Connections Hiring Fair Series Continues

CAREER CONNECTIONS HIRING FAIR SERIES

GADSDEN | LEON | WAKULLA

Solutions that work for you



Gadsden County Hiring Fair

In August 2017, Gadsden County hiring fair featuring careers in manufacturing, construction, transportation, and logistics, helped 26 businesses and 100 career seekers connect.



Medical & Health Care Hiring Fair

In Leon County in April 2018, a hiring fair featuring medical and healthcare careers was hosted. 21 businesses and 122 career seekers made connections at this event. Three local education providers also shared information about training.



Wakulla Meet & Greet and ConnectionsCR

In February 2018 in Wakulla County, a Meet and Greet and ConnectionsCR networking event helped 16 businesses connect to 44 career seekers.



Professional Services, Government and Non-Profit Hiring Fair

In Leon County in June 2018, a hiring fair featuring careers in professional services, technology, government, and non profits helped 37 businesses and 182 career seekers make connections.

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Innovation That Works

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Talent Innovation Summit Keynote Speaker, Edward Gordon, with CareerSource Capital Region CEO Jim McShane, CareerSource Florida CEO Michelle Dennard and CareerSource Florida Chief Operating & Financial Officer Andrew Collins.

Talent Innovation Summit

Reinventing the Talent Pipeline

1ST ANNUAL TALENT INNOVATION SUMMIT

In November 2017, CareerSource Capital Region, hosted it's First Annual Talent Innovation Summit. Over 100 business and community leaders attended this event.

Keynote speaker, Edward Gordon, Ph.D., President at Imperial Consulting Corporation, discussed national workforce and talent trends. Attendees also learned from Ronald Painter, CEO, National Association of Workforce Boards, during a Skype discussion about national workforce development challenges.

In addition to the keynote speakers, breakout discussions led by local industry leaders addressed topics such as the lack of skills training, future workforce needs, internships and apprenticeships, and recruiting strategies.

To download the Talent Innovation Summit Summary Report, visit www.careersourcecapitalregion.com/about/reports-publications.



Men's Warehouse National Suit Drive contributed 7 racks of suits and accessories to the Clothes for Careers initiative.

Clothes for Careers

Making the Most of First Impressions

Clothes for Careers, operated by CareerSource Capital Region, in partnership with local community organizations, provides a way for career seekers in Leon, Gadsden and Wakulla counties to select free professional attire for career fairs, job interviews, and the workplace.

89

VOUCHERS PROVIDED
FOR GOODWILL OF THE BIG
BEND STORES

\$3,120

IN FREE CLOTHING PROVIDED TO
CAREER SEEKERS THROUGH CITY
WALK URBAN MISSION

To learn more about Clothes for Careers or to make a clothing or financial donation, visit www.careersourcecapitalregion.com.



REALIZING OPPORTUNITIES



Career Pathways Project

CareerSource Capital Region

The CareerSource Capital Region Career Pathways Council is composed of community stakeholders that have expertise in education, workforce development and employment. This includes leaders from K-12, Post-Secondary, Independent and University educational institutions, are employers and members from Economic Development Organizations. During 2017-2018, the Council accomplished 2 major initiatives:

First, the number of career pathways that were developed and approved was expanded to a total of 24. Via Career Pathways infographics, parents and students at various entry points are able to access training provider and labor market information for occupations that are considered in-demand for this region. These occupations include areas such as Patient Care, Network Systems, Facility and Mobile Equipment Maintenance, Construction and Operations Management, to name a few.

The second major initiative was the adoption of a regional Local College Access Network (LCAN), which is an extension of the Florida College Access Network (FCAN). The LCAN, ASPIRE (Accelerating Student Performance Into Realms of Excellence), which includes Gadsden, Leon and Wakulla counties, is charged with charting strategic pipelines for high school students. The CareerSource Capital Region Career Pathways Council will act as the oversight body for ASPIRE and will align its community resources in order to support the goal of building guided pathways to post-secondary opportunities and/or career preparation for all students.

Board Retreat: Strategic Doing™

One of the challenges the CareerSource Capital Region Board faces is addressing the talent needs of all the major industry sectors in our three counties. To facilitate this into action steps, the Board hired Ed Morrison from Purdue University Agile Strategies Lab to teach us the Strategic Doing™ process as a way to keep initiatives on track and moving forward.

Teams at each table identified a priority for the region or for the Florida Georgia Workforce Alliance, which is a collaboration of six workforce boards that border the states' line. Three are in Florida and three in Georgia. One of the goals with a team that included the FGWA partners is to develop a marketing plan for the six workforce boards. Another group targeted sharing Customer Relationship Management (CRM) with our partners in economic development and education to improve our business intelligence sharing.

One of the strengths of Strategic Doing™ is keeping the team focused and engaged. Holding people accountable to accomplish the task in the middle of everyone's busy lives can pose some challenges. The Strategic Doing™ process is a simple but effective process that can simplify strategic initiatives and convert them into action and results.



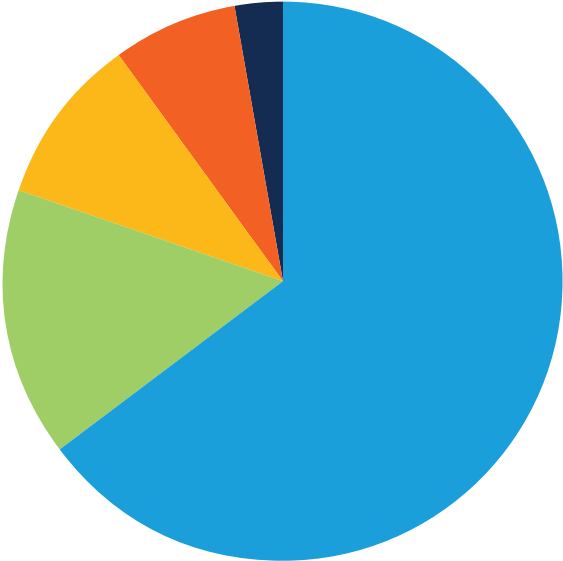
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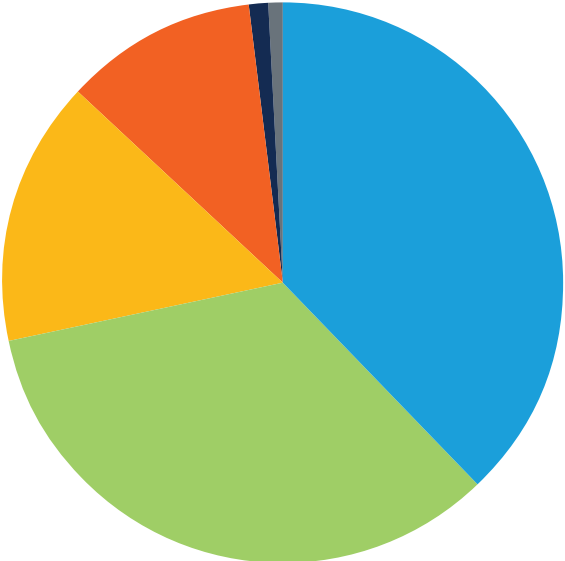


Financial Report



Funding Availability

- WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA): \$5,215,228
- WELFARE TRANSITION: \$1,254,680
- GRANTS (REFUGE HOUSE, FL/GA WORKFORCE ALLIANCE, STEM READY, APALACHICOLA BAY FISHERY DISASTER): \$789,528
- STATE PROGRAMS (VETERAN SERVICES, REEMPLOYMENT ASSISTANCE, TRADE ADJUSTMENT ASSISTANCE): \$568,386
- SUPPLEMENTAL NUTRITION AND ASSISTANCE PROGRAM: \$219,928



Functional Expenses

- ONE-STOP SERVICES: \$2,444,094
- PROGRAM SUPPORT COSTS: \$2,188,805
- TRAINING AND WORK EXPERIENCE: \$982,957
- ADMINISTRATION: \$719,765
- SUPPORT SERVICES: \$71,804
- CONTRACTUAL EXPENSES: \$42,406



Wakulla Career Center Open House and Ribbon Cutting Event on January 31, 2018. Pictured: Beth Kirkland; Ralph Thomas, Chair Wakulla County Board of Commissioners; Andrew Collins, Chief Operating & Financial Officer, CareerSource Florida Jim McShane and Dan McGrew.

New Career Center Opens in Wakulla County

New Facility Opens the Doors for Growth

In January 2018, CareerSource Capital Region, along with community members, local elected officials, and representatives from the Florida Department of Economic Opportunity, CareerSource Florida, and the Wakulla County Chamber of Commerce, celebrated the opening of its newest career center in Crawfordville, FL.

The new facilities provides a 21st Century, business-friendly environment that offers opportunities for businesses and career seekers to connect.

To learn more about CareerSource Capital Region's career centers, or to request a tour, visit www.careersourcecapitalregion.com.



CareerSource Capital Region Career Center in Crawfordville, FL

Highlights of Our Awesome Team

Campaign SUCCESS!

Our team is dedicated to serving and supporting our community each and every day through the work that we do, but that's not all.

Each year, we host our annual campaign to raise money for the **United Way of the Big Bend**.

This year we raised over \$15,000 to support their vital programs in our region. That's \$5,000 more than last year!

We couldn't be more proud to be a part of this community, and most of all, we couldn't be more proud of our team! **#CSCR Gives**



Dan McGrew, Katrina Rolle (President & CEO United Way of the Big Bend), Jim McShane, Joy Wilke and Ruthann Campbell

Our Distinguished Award Nominees

Each year, the Florida Workforce Development Association hosts a workforce development professional conference. Each local workforce investment board has the opportunity to submit nominees for state-wide awards that are presented at the conference. This year, the following individuals represented CareerSource Capital Region as nominees for the following awards at the conference:

Trish Yahn, Executive Center Manager - Workforce Professional Champion Award – This award honors individuals on the front-line who serve as a role model and confidante to their peers as they prepare the workforce of today for the economic structure of tomorrow.

Darlene Phillips, Learning Lab Specialist - Barbara K. Griffin Workforce Excellence Award - This award acknowledges a passionate provider of superb customer service, champion for partnership and collaboration, results-driven innovator or a standard-bearer for performance improvement, excellence and integrity.

Jennifer Krambeck, Business Solutions Representative - Lighthouse Award – This award is presented to recognize an employee who works quietly behind the scenes; Someone everyone relies upon.

Jeanna Olson, Circuit 2 and 14 Community Development Administrator, Department of Children and Families - Workforce Partner Award – An active and engaged WIOA partner who participates in leveraging ideas, resources and aides to align strategies that focus on shared visions and goals. ***Olson, a CSCR board member, was actually nominated by another workforce board as well, and she won the state-wide Lighthouse Award.***

Board of Directors

OFFICERS

Beth Kirkland, Beth Kirkland Consulting, LLC, Chair
Patrick Hutto, General Dynamics, Past Chair
Scott Watson, CSI Contracting, Inc., Vice Chair
Nina Singleton-Self, Capital Area Community Action, Treasurer
Kevin Vaughn, Rogers, Gunter, Vaughn, Inc. Secretary

BOARD MEMBERS

Don Alveshere, Florida VR-DOE
Shelly Bell, Leon County Schools
Benjamin Boyd, Waffle House
Brad Coburn, Capital Regional Medical Center
Mauricio Endara, Tallahassee Police Union, Local 167
Jonathan Gray*, Cal-Maine Foods, Inc.
Holly Henderson*, Gulf Power
Rebecca Kelly-Manders, Street Chefs
Maria Mead, Keiser University
Jim Murdaugh*, Tallahassee Community College
Sarah Murphy, St. Mark's Powder
Jeanna Olson, State of Florida Department of Children & Families
Cristina Paredes, Office of Economic Vitality
Katrina Rolle, United Way of the Big Bend
Melissa Rudd, Wakulla High School
John Shuff, Economic Development Council
Katrina Tuggerson-Alexander, Tallahassee-Leon Federal Credit Union

**Committee Chair*

*** Board of Directors as of July 24, 2018*



CareerSource Capital Region CEO Jim McShane
Visiting State Representatives in Washington, D.C. with Board
Members Jonathan Gray and Katrina Tuggerson-Alexander



(850) 414-6085

www.careersourcecapitalregion.com

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by person using TTY/TTD equipment via the Florida Relay Service at 711. A proud partner of the American Job Center network.

