

2020 - 2021

ANNUAL REPORT

TRANSFORMING TALENT IN 2020 AND BEYOND



CareerSource
CAPITAL REGION

Contents

Leadership Message	3
Business Solutions	4
Talent Innovation Summit: Transforming Talent In 2020 & Beyond.....	5
Hiring Fairs & Recruitment Events	6
Leaders Evolve and Develop	7
Industry Sector Round Meetings	8
Power Hour.....	9
Veteran Friendly Employers Recognized	10
Employer Testimonials.....	11
Career Seeker Solutions.....	12
Dynamic Futures.....	13
Helping Veterans	14
Career Pathways	16
We Know Where the Jobs Are	17
Clothes for Careers	17
Career Seeker Testimonials.....	18
Special Projects and Grants	19
Manufacturing Sector Strategies Grant	21
WakullaCARES Grant	21
CareerSource Florida Open House	22
Onestop Operations.....	23
Investing in Our Communities	24
United Way Workplace Campaign	25
Financial Highlights	27
Board of Directors, Chief Elected Officials, & Committee Members.....	29
Volunteer Leaders	30

Leadership Message

We are pleased to share with you CareerSource Capital Region's annual report for program year, July 1, 2020 – June 30, 2021, which will outline the year's accomplishments and overall results.

First, let us say that we are proud of the work accomplished by the staff who work under an integrated service delivery model in our Gadsden, Leon, and Wakulla career centers. This model gives our career seekers a single point of contact no matter which federal funding stream they may qualify. Integrating four funding streams is a challenge for staff because of the complexity of each of the funders' requirements. And, true to our organizational values, modifications are made as we see what works and what can be improved in our processes. Like all other organizations trying to recover from the impacts of COVID-19 disruptions, we have continued offering assistance via virtual platforms and by the end of the year, returned to in-person appointments.

You will see in this report the measures CareerSource Capital Region is required to meet to maintain funding and show accountability for our use of funds. CareerSource Capital Region's board, leadership team, and staff strive to ensure the organization is one of the best led and run workforce boards in the State of Florida. With a focus on quality and continuous improvement, the organization continues to be of value to our customers, employers and career seekers.

During the year, the Board of Directors met quarterly to oversee the organization, and each board member contributed their time and talents to ensure we are working toward meeting the employers' need for talent with a skilled workforce. CareerSource Capital Region works closely with many training and education providers, as well as business leaders, to ensure that the training opportunities offered to career seekers also meets the needs of our employers.

The workforce system in which CareerSource Capital Region operates is collaborative with entities across all sectors of the local economy. We have key partners in business, education and training, economic development and social services. It takes a village to achieve our motto of #changinglives, and we are very thankful for our longtime and budding partnerships with community partners.

Additionally, we are in the sixth year of The Workforce Alliance (formerly known as the Florida Georgia Workforce Alliance), where nine workforce boards (including Southeast Alabama) work together to leverage resources, share hiring information, and stay abreast of best practices in workforce development. As a result, The Workforce Alliance has been recognized nationally as a best practice itself!



Nick Maddox

Chief Local Elected Official



Scott Watson

Chair, Board of Directors



Jim McShane

CEO

Thank you for your support, and we look forward to the next program year with excitement as we continue to serve the communities in which we live.

Business Solutions

- **5,053** staff assisted solutions provided to employers
- **2,397** unique employers assisted
- **44** recruitment events & information sessions representing **95** employers, **468** career seekers, **99** confirmed placements
- **11** Professional Development Workshops with **261** employees in attendance
- **4** Hiring fairs with **54** employers represented, **136** career seekers in attendance and **3** confirmed placements
- **2** Power Hour Lunch & Learn events for employers with **92** total attendees
- **4** Business Partner Advisory Council (BPAC) meetings with an average of **10** members in attendance
- **\$7,261** received through Fee for Service initiatives and Sponsorships



2020 Talent Innovation Summit: Transforming Talent In 2020 & Beyond

On Wednesday, October 7, 2021, 129 business, education, economic and workforce development professionals joined the virtual Talent Innovation Summit (TIS), despite the global pandemic and the outbreak of COVID-19. Attendees were eager to learn innovative approaches to transform talent in 2020 and beyond.

Keynote Speaker: Colene Rogers presented “The Future of HR: Strategic Partnerships that Create Acquisition, Engagement and Retention Solutions.” Following the keynote speaker was a Panel Discussion called “Building Bridges by Breaking Barriers” in which the panelists shared how their organizations are supporting and hiring talent with barriers.

This year, participants received a \$20 food voucher to cover lunch, and thanks to the generous contribution of CSI Contracting, they also received a copy of Colene Rogers’ new book, *Retention: Key Mindsets to Retaining Top Talent*.

We would like to thank all of the Talent Innovation Summit partners for their support: CareerSource Florida, Walmart, Duke Energy, Dynamic Workforce Solutions, Florida State University (HR), Inspired Technology, Keiser University, Office of Economic Vitality, Opportunity Florida, Beth Kirkland Consulting, Greater Tallahassee Chamber of Commerce, Lively Technical College, Moore, Rogers, Gunter, Vaughn Insurance, CSI Contracting and Big Bend SHRM.

TALENT
innovation
SUMMIT



Hiring Fairs & Recruitment Events



Employer comments:

"CareerSource Capital Region has become an essential partner in hiring our frontline employees in the Food Service and Housekeeping Department. We created a 'one-stop-shop event' that allows the candidates to complete all the necessary clearances the day of the event."

Elaine Thompson, Human Resource Manager, Sodexo @ TMH

There were **54 employers** and 136 career seekers represented at **four** virtual hiring fairs during the program year. At least 3 career seekers obtained employment as a direct result of the hiring fairs.

Three Dynamic Futures Career Expos were held during the year, to feature the young adult program, its valuable offerings, and employers who offer work experiences to this age group. This year, 85 teen and young adult career seekers between the ages of 16 and 24 attended the Expos and 54 employers and partner organizations were represented.

Throughout the year, the Business & Employer Solutions team hosted **44 recruitment events**. Half were held in-person, the other half were held virtually via Zoom. A total of 468 career seekers attended these recruitment events and at least 99 obtained employment as a direct result of interviewing with the businesses at the recruitment events.

LEAD

LEADERS EVOLVE AND DEVELOP

Leaders Evolve and Develop (LEAD) is a 1.5 day leadership training program for new, existing and emerging leaders and is designed to help managers become strong leaders which expands their organization’s ability to be innovative. Unfortunately, because of COVID-19 outbreak, CSCR postponed the April 2020 in person LEAD event. The abrupt closure of local businesses and workplaces transitioning to a remote setting inspired CSCR to launch a virtual 2.5-hour event that would give new and emerging leaders a preview of LEAD.

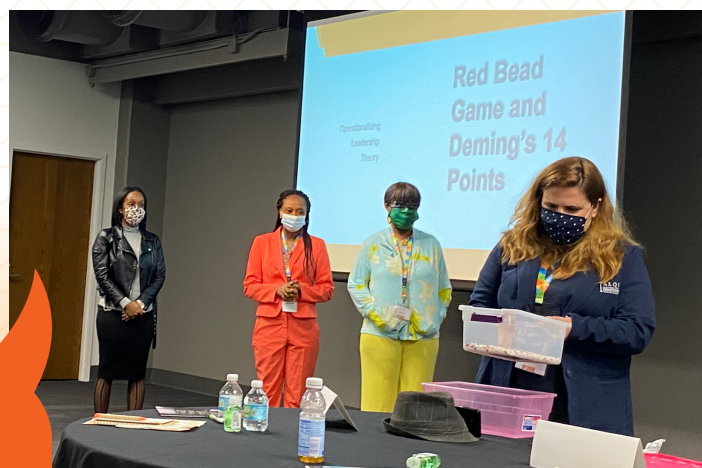
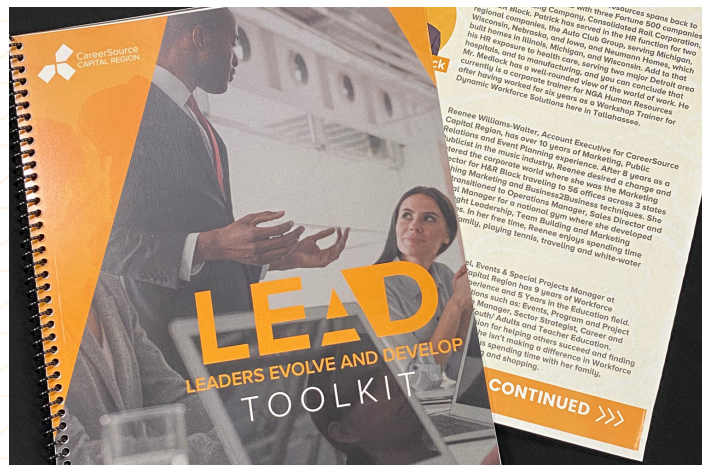
A total of 19 Pre-LEADers registered for the training held on August 6, 2020, via Zoom.

The training was the first non-recruitment event held in-person during the program year, and the class size was intentionally limited to be able to provide a safe learning environment.

Total of 10 LEADers registered for the training held on April 22nd and April 23rd, 2021, at the TCC Center for Innovation.

Topics :

- Time Management in Challenging/Pivotal Times
- Conflict management,
- Current trends in Communication Crisis situations – Communicating Effectively



“I liked how everything was concise and relevant. The strategies were easy to understand and apply.”

-Pre-Leader from the Neighborhood Medical

Industry Sector Round Meetings

CareerSource Capital Region (CSCR) continues to host several Industry specific Sector Round meetings for business, education, economic development and industry associations within the capital region.

Industries represented were:

Construction, Transportation, & Logistics;
Health Care; IT & Professional Services;
and Manufacturing.

This year, these sector round meetings were offered using the Zoom virtual platform where participants exchanged information regarding trends, best practices, challenges and solutions in the industry. This year each sector had specific goals and solutions that were provided in each industry sector round meeting.

Although, COVID-19 provided challenges for in-person events, CSCR was able to pivot and still meet the needs of our #1 client...Employers. For the 2020-2021 program year there were a total of 7 industry sector meetings with an average of 18 partners in attendance.



Power Hour

The Power Hour Lunch & Learn series features relevant topics of concern for businesses. Two virtual Power Hour events were held this year.

In December 2020, Sabrina Griffith, SHRM-CP, Certified Diversity Professional presented "Diversity, Equity and Inclusion...Not Division."

In June 2021, Bonnie Burk, Director of Recruitment at IntegriSource, Inc. presented "The Magic Formula for Recruiting Talent: It's Not What You Think."

"I enjoyed the presentations. As always she was thorough, concise and a little humorous. Great job choosing the Presenter!"

Power Hour Attendee



"Diversity, Equity and Inclusion ...Not Division"

"Honestly I was hoping that this wasn't going to be a run-of-the-mill on diversity and inclusion. I feel like I'd heard the same thing over and over and we as a company have been searching for advice of substance on this subject because it is so important to our team. Sabrina delivered. She gave a wonderful, different perspective. Loved it!"

Power Hour Attendee



The Magic Formula for Recruiting Talent:

It's Not What You Think!

"Great presentation. I learned a lot of valuable information and enjoyed hearing from Bonnie's experiences."

-Power Hour Attendee

"Excellent presentation that contained very useful information. I'm looking forward to the next presentation."

Power Hour Attendee

2020 Veteran Friendly Employers Recognized

CareerSource Capital Region's Veteran Friendly Employer Program recognizes local employers who are committed to providing high quality employment opportunities to local veterans.

This year, CareerSource Capital Region recognized two employers who demonstrated their commitment to hiring our military heroes:

- **Florida Department of Highway Safety & Motor Vehicles**
- **Sodexo Seminole Dining**

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

John Quincy Adams



Kind words

Employer Testimonials

"Thank you all for your efforts in having a successful [recruitment] event. It is always a pleasure working with you. Your partnership is deeply valued!"

Erin Wade, Human Resources Manager, GT Technologies

"Another wonderful event CSCR! Thank you for bringing us relevant content that we can use in our own workplace/businesses."

"We have partnered with CareerSource for several years and have used many of their services. I am grateful that CareerSource has been a great resource for recruiting and networking throughout the years. Not only do they provide efficient recruiting campaigns, but they help us attract the best candidates for our company.

I would highly recommend CareerSource because of the rich value they provide in their strategy. Special thanks to Derrick Sykes for all of the wonderful Veterans you have sent our way; and to Reenee Williams and others, thanks for your Professional Services."

Diann Paul, HR Office & Compliance Specialist, Capital City Bank



Jodi Franklin, Owner, Franklin's Heating & Air

"CareerSource Capital Region has been great with helping us find the right candidates to join our team! The pre-screening they do for us saves us time and money. Our Account Executive, Reenee, helped us not only with job posting, but also connected us with the Youth Dynamic Future's On The Job Training Program, The Florida Apprenticeship Program and a Technical School to provide us the entry level and skilled candidates that we need."

Career Seeker Solutions

37,995 Solutions Provided to Individuals

8,285 Unique Individuals Receiving Solutions

6,691 Staff Referrals to Job Postings

1,130 Job Placements

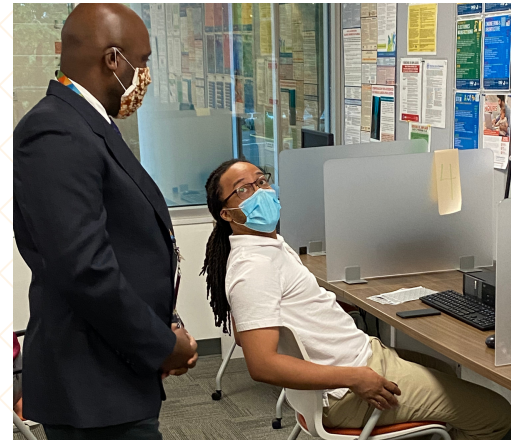
Top Training Programs

- Barbering
- Commercial Truck Driving
- Electrical
- Firefighter
- Medical Assisting
- Phlebotomy
- Practical Nursing
- Welding

Top Schools Based on Financial Aid Allocation

- Gadsden Technical College
- Lively Technical College
- National Training, Inc.
- Roadmaster Drivers School
- Tallahassee Community College

Total Funds Spent : \$90,826



DYNAMIC futures

This young adult program is for local youth between the ages of 16-24 and aren't currently enrolled in high school or college. CareerSource Capital Region can help young adults learn new skills and earn money in 30 days or less through our work experience program!



Dynamic Futures Expo

- 3** Youth Career Expo Events
- 47** Young Adults Interviewed
- 31** Young Adults Placed at Work Experience Job Sites

Work Experience Jobsite Industries

- Retail
- Construction
- Healthcare
- Professional Services
- Graphic Design
- Hospitality



Youth Work Experience Program

Youth participants were placed in Healthcare, Retail and Hospitality, Manufacturing, IT and Professional Services industries.

23 New Work Experience Job Sites Added This Year

53 Youth Participants Placed at Work Experience Job Sites

\$122,093 Total Wages Paid to Work Experience Participants



Helping Veterans



Helping veterans to meet their employment needs remains a top priority of CSCR. During this challenging year, a total of 198 veterans and other eligible persons were provided a total of 3,193 services.

Of those veterans served, 57 obtained employment either as a result of direct job referral or other services provided to help overcome barriers to employment. CSCR continues to work with community partners to identify resources to help alleviate barriers to employment for veterans. These community partners work closely with CSCR to refer veterans who are seeking employment to help them become self-sufficient.

The Disabled Veterans Outreach Program (DVOP) Specialists assist veterans who identify as having Significant Barriers to Employment (SBE), of the total 198 veterans and other eligible persons served, 72 possessed SBE's which represents 36 percent of the total veterans served. Twenty veterans self-identified as being homeless.

Due to COVID-19 many challenges were faced by the local veteran population. Events that catered to veterans were cancelled or rescheduled to later dates which also affected the wellbeing of veterans. As the COVID-19 pandemic began to subside and normal business practices resumed, the DVOP's increased outreach efforts with partner agencies to identify and serve more veterans.



Helping veterans gain suitable employment continues to be priority. CareerSource Capital Region participated in and hosted the following events this program year:

 **Veterans Express**

 **Paychecks for Patriots Hiring Fair**



Both events yielded positive results with our veteran population. The Paychecks for Patriots Hiring Fair linked up 21 employers virtually using the Brazen Platform with 29 veteran career seekers which enabled veterans to be interviewed on-site. Employers and veterans were pleased with the virtual platform.

The Veterans Express Lunch & Learn was another positive event. The purpose of this event was to engage and motivate veterans during a difficult time when challenges were plentiful. Sixty-one veterans attended and provided positive feedback about the event.

Veteran Success

Cameron Blount is a Chapter 31 veteran who was referred to CSCR in August 2020 for employment. The veteran spent 14 years in the Navy in the Law Enforcement field. Upon completion of service, Mr. Blount applied for education assistance with the Veteran's Administration chapter 31 Vocational Rehabilitation Unit. He was accepted and attended Florida State University earning a Bachelor's Degree.

Upon graduation his employment goal was to become a Police Officer. After searching for employment for a year, Mr. Blount, with the assistance of the DVOP, created an employment plan and timely goals to achieve his goal of being a Police Officer.

Mr. Blount was encouraged to apply for an open position at the Gadsden County Sherriff's Department. He was hired on October 5, 2020. He spent the next 90 days training for the position and completed the training on December 17, 2020. Since completing the training process, Mr. Blount is now working full time for the Gadsden County Sherriff's Office as a Police Officer earning \$18.00 per hour.

#ChangingLives



During much of the 2020-2021 Program Year, the council focused on its overarching direction and upcoming priorities in order to ensure continued engagement. As such, the Council:



- Continued its focus on ensuring members are up-to-date on in-demand occupations, which aids in identifying current and future training opportunities
- Continued partnerships with vital stakeholders
- Focused on the Future of Work within the region, based on labor market data/projections as provided by the Office of Economic Vitality
- Started a “Speaker Series” where guests are invited to deliver presentations on topics relevant to the council members (to include system enhancements, industry trends and forecasting employer, workforce and community needs)
- Emphasized identifying opportunities for additional stakeholder collaboration within the tri-county region

WE KNOW WHERE THE **JOBS** ARE!



As the economy began to rebound and businesses began to reopen to the public during the Spring, CareerSource Capital Region took extended actions to help employers fill the thousands of vacant jobs that needed to be filled. By June, everywhere you looked there were help wanted signs.

In March, CareerSource Capital Region began its “We Know Where the Jobs Are - #RacetoPlace” campaign where ten jobs in six industry sectors were featured weekly. The staff really focused on referring career seekers to the featured jobs as well as other jobs that were listed in Employ Florida.

Our Chamber of Commerce and Economic Development partners also shared our #RacetoPlace jobs with their networks and the public via newsletters and social media posts. And, before the end of the year, WTXL ABC27 requested a weekly report on the number of jobs available in the area, hiring employers and job listings, recruitment event and hiring fair information as well as a career seeker tip of the week that they could highlight on the evening news.

This campaign helped focus our efforts on getting more career seekers referred to open positions, which resulted in more placements for the year and more lives changed for the better!

#RacetoPlace

Clothes for Careers



Although the pandemic precluded us from accepting clothing at our career centers, we were able to continue our Clothes for Careers initiative this year and collected four carloads of gently used clothing, shoes, and accessories from Suits for Session and the general public.

Many individuals who retired or simply completed a deep cleanout of their closets during the pandemic were asked to contribute directly to our partner, City Walk Urban Mission, who offered the clothing at no cost to our career seekers!

#ChangingLives



Kind words

Career Seeker Testimonials

Rodney H.



**"I had the best experience here! Mrs. Kathie was the best. Very patient and kind."
Lisa E.**



**"Getting the help you need makes you feel like you can be someone. Much needed help and much respect. Thanks, Careersource."
Tangie M.**

"I would like to take this time to say thank you, CareerSource Capital Region & EmployFlorida! The people there are so helpful and also knowledgeable on how to gain employment. Mrs. Booth helped me every step of the way.

When I was getting frustrated about finding a job, I would email her and ask her for advice. Not only would she go out of her way to talk to me, but she would also let me know about job openings I qualify for.

I just want to express my gratitude and appreciation for all the help that I received from Mrs. Booth and her team for helping me to find a great job. Thank you! Thank you! Thank you!"



**Paula Harris Barnes
Careerseeker Success Story**

Special Projects & Grants

National Dislocated Worker Grant - COVID 19

The COVID-19 National Dislocated Worker Grant was awarded to CareerSource Capital Region from the Florida Department of Economic Opportunity. This grant provides temporary employment for workers who have lost their jobs due either temporarily or permanently as a result of the pandemic or individuals who are long term unemployed. These funds were available under the Subrecipient Enterprise Resource Application (SERA) Program Year 2020-2021.

By the Numbers:

Total Career Seekers Enrolled:	Total Enrolled in Temporary Employment:	Total Support Services Provided:	Total Worksites/Agreements:	Total Permanent Job Placements:
11	8	6	8	7

Wages in Permanent Positions:

\$12.00 to \$20.00 per hour

Expenditures utilizing these funds are consistent with the Grantee/Subgrantee Agreement executed between the Board and the Department of Economic Opportunity (DEO) and in compliance with the Board's approved plan and all federal and state rules, regulations, policies and grant conditions applicable to the grant program.

Participant eligibility is limited to:

- Individuals who are temporarily or permanently laid off as a consequence of the disaster.
- Self-employed individuals who become unemployed or significantly underemployed as a result of the disaster.
- Other eligible dislocated workers as defined in WIOA section 3(15).
- Long-term unemployed workers – unemployed six out of the past 13 weeks.
- Veterans' preference applies.

- A concerted effort was made to contact potential participants (career seekers) and worksite partners (employers) through organic marketing, social media and Employ Florida. The grant provided temporary positions at approved governmental or non-profit agency worksites. The duties of these temporary positions included administrative, clerical, janitorial and building maintenance.

- These efforts yielded **11 career seekers** and **8 worksite partners** who met the eligibility criterions. All career seekers were placed with partners and **6 have been advanced to permanent positions.**

Apprenticeship Grant

This year, CareerSource Capital Region (CSCR) continued to focus on the Registered Apprenticeship Grant to identify both career seekers and employers to participate in the grant. There are many factors that impeded our ability to enroll employers and career seekers in the Registered Apprenticeship Grant this year. COVID-19 was a major blow to our initiatives for this grant. Employers simply were not hiring during this time, and career seekers who were receiving Pandemic Unemployment benefits were lackluster in their response to our outreach efforts.

We are proud of the career seeker featured below who persevered during this time and is a successful Registered Apprentice with Inspired Technologies, Inc.

Success Story

"My name is Mohammad Selkhi, and I would love to go into detail with my wonderful life-changing experience with Career Source Capital Region. I approached the company after I was laid off from work thanks to a recommendation from my colleague; a decision that really helped define my future as well as getting my career moving. They ran me through my options as well as tested my capacity for work; all this done in an efficient and professional manner.

Their professionalism was only matched by their compassion and kindness towards the less fortunate who are out of work. An individual I want to highlight is Robin Watson and Katrina Johnson who did a wonderful job of guiding me through this phase of my life. They provided me many job opportunities in a concise and easy to digest manner; a method that helped clear my mind and seriously weigh my prospective options.



I finally decided on an Apprenticeship for Inspired Technologies which led to me landing an interview and subsequently the position itself. None of this would have been possible without the help of Career Source Capital Region and I can wholeheartedly say that from the beginning to the end of things that they have offered me an amazing life-changing experience. "

Manufacturing Sector Strategies Grant

During the 2020-2021 program year the Manufacturing Sector Strategies grant allowed CSCR to build collaboration between employers, training providers, and community organizations in a variety of ways. In addition to multiple industry sector round meetings, CSCR was able to create a variety of valuable one-on-one connections, building a successful base for broader efforts moving forward.

Examples are program reviews and site visits between employers and training providers like Tallahassee Community College, and employer connections with organizations like FloridaMakes and Veterans Florida to explore various partnerships in training, apprenticeship, and recruiting. Through the role of the Manufacturing Sector Strategist, CSCR has remained close to the emerging Regional Manufacturers Association and is both promoting and supporting the association and its critical role in the local manufacturing community.

Lastly, training funds contributed directly to the development of manufacturing talent in the capital area with the funding of the first four students entering technical training programs. Two have graduated and are employed in their field of choice, and two additional students are on track to graduate by the end of calendar year 2021.

WakullaCARES Grant

During the first half of the program year, the Wakulla Career Center had a unique opportunity to serve as the conduit for CARES Act funding that was allocated to Wakulla County.

One of the five strategies the county wished to focus on with this funding was to “Keep Wakulla Working.” This effort provided assistance to local residents and businesses that had been impacted by COVID-19.

Working with a team of individuals from CareerSource Capital Region, the Wakulla Center took the lead on creating a grant proposal called the WakullaCARES Internship Program.

The WakullaCARES team had only 12.5 weeks to create the policy and procedures, designate the direct service team, educate and inform the community about the grant program, recruit the qualified businesses and internship candidates, implement the program directives and focus on obtaining positive outcomes. This was due to the CARES Act funding concluding on December 31, 2020.

Grant Results:

- 11** Unique Businesses Engaged with Grant
- 12** Interns Placed
- 3** Interns Hired by Worksite Employers
- 5** Interns Hired by Other Employers
- 78%** Overall Skills Gains by Interns



CareerSource Florida Open House

CareerSource Capital Region hosted the CareerSource Florida Network Open house on April 15, 2021.

Elected officials and the media were invited to learn more about how Florida's workforce system supported job seekers and employers during Florida's economic recovery from the COVID-19 pandemic.

The open house highlighted how the the CareerSource Florida network helped more than 143,000 Floridians find work during the past year. While employment numbers continued to improve to near pre-COVID-19 levels in April, workforce participation was still down and job seekers in some industries and areas of the state were still struggling to find employment.

During the open house, workforce professionals from several workforce boards from across Florida provided an overview of services available, shared performance metrics and outcomes and answered questions. Career resources highlighted included services for military veterans, youth, people with disabilities, previously incarcerated individuals and those receiving public assistance along with workforce, education and community partner offerings.

The open house featured one of our employer partners, Stephanie Luckie, HR Manager with Apalachee Center and one of our former career seekers, Tamara Lutz, chef/cook with Cracker Barrel.

"Our network of dedicated workforce professionals is focused on helping Floridians recover from the economic impacts of the COVID-19 pandemic and move forward with rewarding careers," said CareerSource Florida President and CEO Michelle Dennard. "CareerSource Florida centers statewide are open and ready to meet the evolving needs of our businesses, neighbors and communities in support of the Governor's vision for a resilient, robust economy."

"Governor DeSantis is focused on helping Floridians return to the workforce and find meaningful employment," said DEO Executive Director Dane Eagle, a CareerSource Florida board member. "Our team is proud to work with our partners throughout the state to provide support, resources, and training for all Floridians in need."

"The economic impact of COVID-19 has created significant hardships for many families, and we are honored to be an important part of getting our community back to work," said Jim McShane, Executive Director of CareerSource Capital Region.



One-Stop Operations

Dynamic Workforce Solutions serves as the One-Stop Operator and provides functional supervision of One-Stop Career Center services, including all services provided by community services organizations that have voluntarily entered into Memorandums of Understanding with CSCR.

Career Center Partners Council

Partners signing a Memorandum of Understanding (MOU) with CSCR invest in the workforce system by providing a variety of services delivered in the career centers as well as through referrals. The Council members:

1. Share pertinent information on their services and assistance provided to the public.
2. Address concerns and identified problems for serving the public's needs.
3. Coordinate community responses to challenging concerns.
4. Improve communication, establish referral processes and address each organizations' performance measures as it relates to mutual/shared customers.



44 Partners Engaged **35** Memorandums of Understanding in place

Career Center Net Promoter Surveys (NPS)

The overall NPS score for the year was **80%**, which represented a 54% improvement from the previous year. The team worked hard to drastically improve this score and obtain feedback from career seekers regarding their experiences with center staff.

"Staff is very helpful and the support in finding a job is incredible."

"Thank you for supporting the community in this time we are living in with Covid-19 and the new normal."

"I left with a job lead and possible interview!"

"This was an amazing, exceptional experience, and I am looking forward to coming back again in the very near future."

Investing in Our Communities

CareerSource Capital Region system-wide staff served our communities in a variety of ways, both inside and outside the organization this year. We are proud to acknowledge our team members who volunteered with philanthropic organizations, social service non-profits, veterans organizations, churches and professional associations.

Some of the organizations where staff served as board members and/or volunteers this year include, but are not limited to, CUS Conference of Mayors Workforce Development Council, National Association of Workforce Boards, Florida Workforce Development Association, Opportunity Florida, Florida Economic Development Association, Presencing Institute, Sisters of Mercy West Midwest, National Public Administration Association, Economic Club of Florida, Big Bend Continuum of Care, Southeast REL, Tallahassee Affordable Housing Advisory Committee, Citizens Advisory Committee-Blueprint, Big Bend Society for Human Resource Management, Society for Human Resource Management, Sickle Cell Foundation, Sickle Cell in the Park, Closing the Achievement Gap, Inc., Wakulla County Chamber of Commerce, AARP Driver Safety, Gadsden Education Foundation, United Way Read United Volunteer, Florida Georgia Workforce Alliance, Tech Talent Committee Member, TalTech Committee, Men's Ministry and Academic Professional Development Ministry at St. John Missionary Baptist, MDA Patient Care Advocacy, Good News Outreach Volunteer, Founders Day Florida, American Heart Association, Heart Strong Vets, Leadership Tallahassee, Chelsea House Women of Worth Tea Ministry, 25 Women You Need to Know (Club 25), Big Bend After Reentry Coalition Board, Tallahassee Federal Correctional Institution, and Marianna Federal Prison Camp for Women. and many more!

You're likely to see our staff members throughout our community, serving others both in their jobs as well as in leadership roles with other community organizations.



United Way Workplace Campaign

Making a Difference In Our Community

From Competition of the Captains (where some irresistible boxed lunches were offered) to Theme Thursdays (where we supported our favorite teams and decades were featured) to Virtual Bingo (where we competed for prizes), we had an awesome United Way Campaign this year, supporting United Way of the Big Bend and their partner agencies in the capital area. We always have great competition and team building fun while raising money to support our community's most vulnerable citizens.

\$8,388.60 raised!

Thank you, staff, for all you do to support United Way!



United
Way



United Way of the Big Bend



“There is no power for change greater than a community discovering what it cares about.”
Margaret J. Wheatley



Financial Highlights

Statement of Financial Position As of June 30, 2020

2020

ASSETS

Cash	\$287,199
Grants and contracts receivable	\$314,812
Prepays	\$4,010
Capital assets, net	\$90,178
Total Assets	\$696,199

BALANCE SHEET DATA

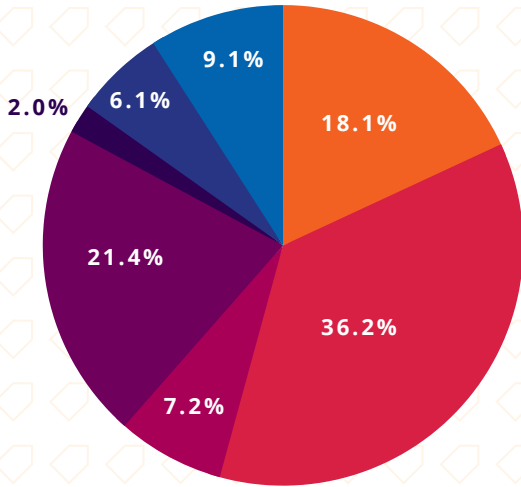
Accounts payable	\$262,837
Unearned revenue	\$79,580
Noncurrent liabilities	\$61,506
Total Liabilities	\$403,923

NET POSITION

Invested in capital assets	\$90,178
Unrestricted	\$202,098
Total Net Assets	\$292,276

Financial Highlights

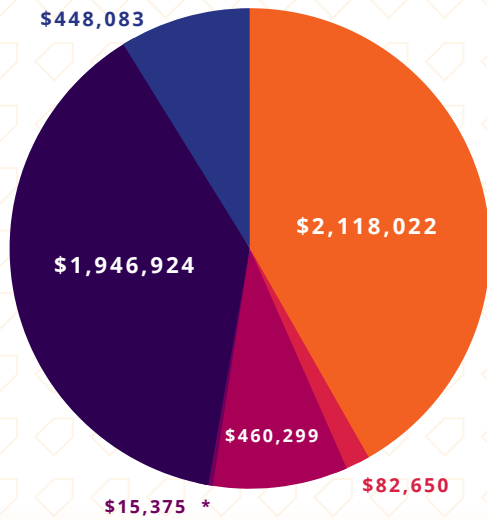
2020 - 2021 Program Expenses /Revenue



- > WIOA ADULT
- > WIOA YOUTH
- > WIOA DISLOCATED WORKER
- > WELFARE TRANSITION
- > SUPPLEMENTAL NUTRITION & ASSISTANCE
- > STATE PROGRAMS
- > SPECIAL GRANTS ¹

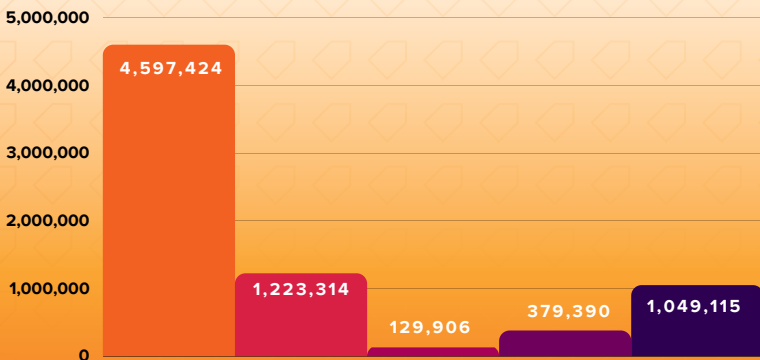
¹ (DVOP, LVER, REEMPLOYMENT ASSISTANCE, WAGNER-PEYSER)

2020 - 2021 Functional Expenses



- > CAREER CENTER SERVICES
- > CONTRACTUAL EXPENSES
- > TRAINING & WORK EXPERIENCE
- > PROGRAM SUPPORT COSTS
- > ADMINISTRATION
- > SUPPORT SERVICES *

2020 - 2021 Funding Availability



- > WORKFORCE INNOVATION & OPPORTUNITY ACT
- > WELFARE TRANSITION
- > SUPPLEMENTAL NUTRITION & ASSISTANCE
- > STATE PROGRAMS ¹
- > GRANTS

¹ (DVOP, LVER, REEMPLOYMENT ASSISTANCE, WAGNER-PEYSER)

Board of Directors, Chief Elected Officials, & Committee Members

The following individuals served on the CSCR board of directors during the 2020-2021 program year. We are thankful for their service and support!

Board Officers

Chair – Scott Watson, CSI Contracting, Inc.
 Vice Chair – Kevin Vaughn, Rogers, Gunter, Vaughn, Inc.
 Secretary – Holly Henderson, Duke Energy
 Treasurer – Nina Self, Capital Area Community Action Agency
 Past Chair – Beth Cicchetti, Beth Kirkland Consulting, Inc.

Board Members

Shelly Bell, Leon Co. Schools – Lively Technical College
 Mandy Bianchi, Ability 1st
 Stephen Copper-Butler, Walmart, Inc.
 Tom Eisel, Capital Regional Medical Center
 Amy Geiger, Wakulla Economic Development Council
 Renisha Gibbs, Florida State University
 Erin Gillespie, Madison Street Strategies
 Monique Gustafson, DOE – Florida Vocational Rehabilitation
 Patrick Hutto, St. Marks Powder
 Martina McDowell, Manpower
 Maria Mead, Keiser University
 Cristina Paredes, Office of Economic Vitality
 Melissa Rudd, Florida Education Association/Wakulla HS
 Theresa St. Jean, BASF
 Mike Temple, Talquin Electric
 Amber Tynan, United Partners, for Human Services
 Terrance Watts, Florida Dept. of Children & Families

Chief Elected Officials

Commissioner Kimblin NeSmith – Gadsden Co.
 Commissioner Nick Maddox – Leon Co.
 Commissioner Quincee Messersmith – Wakulla Co.

Board Members & Commissioner Leaving This Year

Lisa Blaser, Tallahassee Memorial Healthcare
 Tawana Gilbert, DOE – FL Vocational Rehabilitation
 Commissioner Eric Hinson – Gadsden Co.
 Rebecca Kelly-Manders, Street Chefs, LLC.
 Jeanna Olson, Florida Dept. of Children & Families

Volunteer Leaders

In addition, the following community members served on the board committees or councils during the year:

Monique Akanbi	Josh DeSha	Wayne Jennings	Danielle Price-Andrews
Lexi Allerheiligen	Louis Dilbert	Lisa Jones	Dr. Cheri Rainey
Kimberly Anders	Ed Dixon	Travis Jones	Jay Reeve
Terri Ard	Gina Dozier	Kimberly Kelling	Charity Rittman
Susan Backofen	Natalie DuPont-	Freda King	Anne Robinson
Karradiene Baker	Bradwell	Ann Landis	John Roper
Linda Barineau	Shakelia Epps	Verla Lawson-Grady	Allie Saltyer
Karen Beard	Allison Flanigan	Kourtney Lewis	Maria Santos
Terri-Little Berry	Sean Friend	Shariden Lord	Angela Sapp
Mandy Bianchi	Kim Gay	Stephanie Luckie	Fred Seamon
Una Bilic	Kevin Gehrke	Priscilla Lyons	Marie Smallwood
Ellen Blair	David Gibson	Ryan Maher	Susan Smith
Freddy Branham	Ted Gilson	Felina Martin	Stephanie Solomon
Annie Britt-Berry	Catie Goodman	Scott Maynard	Michelle Speiser
Regina Browning	Desiree Gorman	Bill Means	Michael Torres
Officer Andre Bryant	Linda Greene	Corrie Melton	Amber Tynan
Yolanda Candelaria	Tori Greer	Karen Miller	Robert Vaden
Christina Casey	Adria Gumbel	Miaisha Mitchell	Jasima Valentine
Tim Center	Angela Hardiman	Kimberly Moore	Marisa Vaugh
Christina Chancey	Shereada Harrell	Matthew Motko	Dalynda Vause
Allison Chase	Matthew Hollern	Liz Murphy	Dod Walker
Andra Cornelius	Lindsay Holzmacher	Steve Murray	Joseph (Joey) Walter
Ashley Crowley	Jujuana Howard	Beth Nichols	Melissa Watson
Nancy Dance	Lorenzo Howard	Bret Oglesby	Rebecca Weaver
Elizabeth Daniels	Dr. Sylvia Jackson	Dorislynn White-Padgett	John Wilson
Drew Dietrich	Antonio Jefferson	Donald Parks	Antoine Wright
Julie Dennis	Kayla Jefferson	Jay Pompey	



CareerSource
CAPITAL REGION

(850) 414-6085

www.careersourcecapitalregion.com



Initiative supported by US DoL, HHS, and Ag. with awards totaling \$6,612,197 with 0% from non-government sources. Equal opportunity employer/program. Auxiliary aids & services available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TTD equipment via the Florida Relay Service at 711. A proud partner of the American Job Center network.