



ANNUAL REPORT 2016-2017

21st Century Workforce Development

It's **Everyone's**
Business





LETTER FROM THE CHAIRPERSON

Patrick Hutto, Senior Human Resources Manager, General Dynamics

In my last year of leadership with the CareerSource Capital Region board, I am proud of significant change in our processes and the move to the new location on Blairstone Road. As the Human Resource Director for a local manufacturer, I am aware of the issues that businesses have in trying to find the right talent for the job. It takes a certain skill and understanding of what hard work really is on a day-to-day basis.

We have progressed as a board to be more accountable, by implementing the innovative performance measuring system that CareerSource Florida has instituted. We have made it a priority to embed ourselves in developing the workforce in our region. This means thinking about business and career seekers not as a separate activity, but as one that should be seamlessly interwoven into our goals. With the new process in place, I have the expectation that we will continue on our trajectory of improvement and becoming a valued partner with every business within the three-county region. It truly takes a partnership to be able to be effective at serving the business community and our career seekers.

I am thankful for the opportunity to serve on this board as it plays a key role in providing the talent that our business community requires on a daily basis. I also have enjoyed serving with my fellow board members who have applied their talents and knowledge to help move us forward. Workforce development is a key component of economic development, and will help fuel growth towards economic prosperity.

LETTER FROM THE CEO

Jim McShane, Chief Executive Officer, CareerSource Capital Region

The past year has been a year filled with rewarding moments. Through this year of change, some of our goals were to change our overall approach with our business community and providing a more customer-centric environment, dedicated to an authentic experience to help career seekers in the workforce. After a year and a half of hard work and planning, on August 1, 2016, we initiated a new process that integrated different federal funding, and that has propelled CareerSource Capital Region forward. With this change, we have a single and cohesive approach to the career seekers that are looking for our help. We have switched from being case managers to Talent Acquisition Specialists with a primary focus on connecting talent, including welfare transition clients and SNAP clients, to business opportunities that are posted on Employ Florida.

We are developing business intelligence to improve the services business communities receive, as well as separating our career seekers by sectors to provide more focused information on opportunities available in the three-county region of Gadsden, Leon, and Wakulla. Our Board of Directors has been supportive of the change to our system, and our approach to integrating our services to expand into a sector-based model.

As CEO, I am proud of our team's efforts in making this significant change to our process and of the collaborative partnership with our service provider: Dynamic Workforce Solutions. The goal of CareerSource Capital Region is to provide the best level of service to our career seekers and the business community, and to be a great collaborative partner with all the other agencies that serve our community.



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All data included in this report is from July 1, 2016 – June 30, 2017 unless otherwise noted.



CareerSource
CAPITAL REGION

OUR YEAR IN REVIEW

BUSINESS SOLUTIONS

12,988
SOLUTIONS PROVIDED

11

PROFESSIONAL
DEVELOPMENT
WORKSHOPS

290

PROFESSIONAL
DEVELOPMENT
WORKSHOP ATTENDEES

4,267

JOB OPENINGS POSTED
ON EMPLOY FLORIDA
BY OUR TEAM

13

HIRING
EVENTS

203

BUSINESSES
ATTENDED

1,090

CAREER SEEKERS
ATTENDED

38

RECRUITMENT
EVENTS

91

BUSINESSES
ATTENDED

787

CAREER SEEKERS
ATTENDED

187

DIRECT
HIRES

13,271

GADSDEN CAREER
CENTER VISITS

24,505

LEON CAREER
CENTER VISITS

3,413

WAKULLA CAREER
CENTER VISITS

3,914

EXECUTIVE
CENTER VISITS

28,168

DIRECT REFERRALS
TO JOBS

3,005

RESUMES
REVIEWED

364

CAREER SEEKERS
ATTENDED
EXECUTIVE CENTER
ORIENTATION

280

CAREER SEEKERS
EMPLOYED
THROUGH THE
EXECUTIVE CENTER

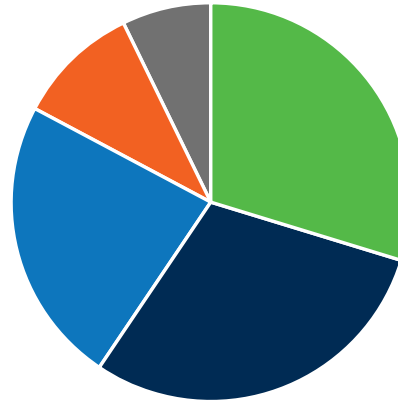
1,246

CAREER SEEKERS
ATTENDING
EXECUTIVE CENTER
WORKSHOPS

CAREER SEEKER SOLUTIONS

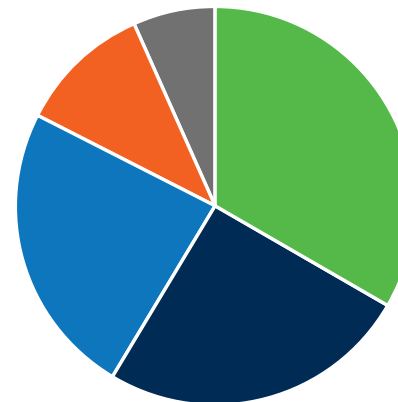
16,500
SOLUTIONS PROVIDED

TOP 5 SCHOOLS BASED ON FINANCIAL AID ALLOCATION



- FLORIDA A&M UNIVERSITY (FAMU): \$90,583
- NATIONAL TRAINING INC.: \$90,000
- LIVELY TECHNICAL CENTER: \$70,616
- ROADMASTER'S DRIVING SCHOOL: \$30,000
- TALLAHASSEE COMMUNITY COLLEGE: \$21,437

TOP 5 TRAINING PROGRAMS BASED ON CAREER SEEKER ENROLLMENT



- COMMERCIAL TRUCK DRIVING: 25
- REGISTERED NURSING: 19
- PRACTICAL NURSING: 18
- HEALTH INFORMATICS AND INFORMATION MANAGEMENT: 8
- WELDING: 5

\$336,806

FINANCIAL AID AWARDED
TO CAREER SEEKERS

85

TRAINING
GRANTS

23

CAREER SEEKERS
ENROLLED IN ADULT
WORK EXPERIENCE
PROGRAM



CareerSource
CAPITAL REGION

COLLABORATE: OPENING DOORS

Connecting Career Seekers to Local Businesses

In 2016-2017, CareerSource Capital Region continued to offer hiring fairs and job fairs throughout the year to provide many opportunities for career seekers to meet with businesses who were hiring.

The Year in Review

- Gadsden County Job Fair, August 11
- Retail and Hospitality Hiring Fair, September 20
- Manufacturing and Construction Hiring Fair, October 11
- Paychecks for Patriots, November 10
- Medical and Health Care Hiring Fair, March 2
- Wakulla ConnectionsCR Meet and Greet, May 17
- Professional Services, Government, and Non Profit Hiring Fair, June 21

Providing Young Adults with Career Opportunities



In an effort to connect young adults with paid internships and career opportunities through the Dynamic Futures program, our team held Career Expos. These Career Expos were held on January 24 in Tallahassee and on April 19 in Quincy.

Results Driven. Business Focused.

46% of positions available filled by our team for grand opening

Tallahassee Community College, in preparation for opening a Starbucks at their office in downtown Tallahassee, reached out to the CareerSource Capital Region team to recruit for 24 job openings ranging from management to customer service.

By January 30, 2017, at the store's Grand Opening, all of the positions were filled. Of those positions, 11 people were hired as a direct result of the efforts of the CareerSource Capital Region team. This recruitment event is just one example of many events that were held to help local businesses recruit talent in the Capital Region.

A portrait of Chrishona, a young Black woman with her hair styled in a bun, smiling at the camera.

"I attended school up until my senior year. I was not awarded my diploma due to not passing the FCAT reading test by a few points. **I then began to think that school wasn't worth attending anymore so I went into a deep depression for almost three years.** Sitting home one day I read on Facebook about a job fair being held at CareerSource Capital Region. I went there seeking employment until the Dynamic Futures Program was introduced to me.... They began to work with me knowing that one day I would make them and my family proud of me. **I felt at that moment I was coming back to life.** Through the process, I went back to obtain my high school diploma which I received as of December 15, 2016. Through the program, I am now doing my work experience internship as a greeter with some awesome and encouraging team members where I hope to continue my full-time employment. **I strongly urge anyone in the qualifying age group to contemplate joining the Dynamic Futures Program. It's really helpful and accommodating for our youth today."**

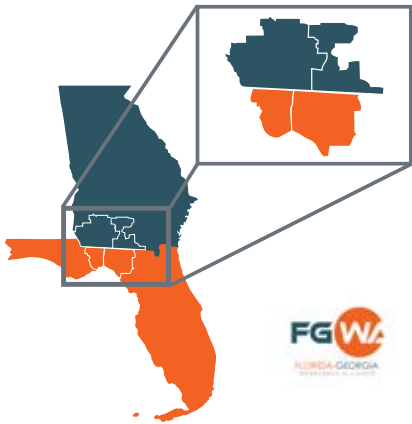
Chrishona, Dynamic Futures Young Adult Program Participant

COMMUNITY PARTNERSHIPS



Library Partnership Expands Workshops in Leon County

Starting in September 2016, CareerSource Capital Region announced a partnership with Leon County Public Libraries to offer workshops and one-on-one assistance at locations throughout the county. Each quarter, a series of at least four workshops is held at local libraries throughout Leon County.



North Florida and South Georgia Workforce Development Boards Align Strategies

CareerSource Capital Region, CareerSource North Florida, WorkSource Southwest Georgia, WorkSource Southern Georgia and the Georgia Department of Labor Career Centers are pleased to announce the formation of a regional collaboration that seeks to develop a thriving talent market to meet the demands of employers, both present and future, along the states' borders.

On August 12, the Florida-Georgia Workforce Alliance signed a Memorandum of Agreement among the partnering entities. This Memorandum of Agreement outlines the long-term relationship that will exemplify the regional vision outlined in the Workforce Innovation and Opportunity Act that took effect nationally on July 1, 2015.

"One of the most important factors in developing the talent for our businesses is that county lines and state lines do not matter when people are evaluating where to work. The Florida-Georgia Workforce Alliance embraces a broader vision for the future. Increased collaboration and communication across state lines will generate opportunities for both businesses and career seekers."

Jim McShane, CEO, CareerSource Capital Region





A New Design for a New Era

In June 2016, CareerSource Capital Region opened the doors of a new Leon County career center in Tallahassee. The new center provides career seekers and businesses with access to 21st Century solutions in an environment that welcomes innovation. The center also features private interview rooms for businesses to recruit career seekers.

In August 2016, CareerSource Capital Region also launched a new, integrated service delivery model to support career seekers and employers in the community.

To celebrate and recognize the opening of the new facility and the launch of a new process, CareerSource Capital Region invited the community to an Open House and Ribbon Cutting in September 2016. Special guests at the Open House and Ribbon Cutting included Congresswoman Gwen Graham, Mayor Andrew Gillum, Representative Alan Williams, Leon County Commissioner and Chief Local Elected Official Nick Maddox, CareerSource Florida COO & CFO Scott Fennell, Florida Department of Economic

Opportunity Executive Director Cissy Proctor, and Big Bend Minority Chamber of Commerce Interim President Gina Kinchlow.



"I believe in a Florida where everyone, regardless of their background, is able to succeed.... CareerSource Capital Region has shown the state we can do this. We can work together to help people.... We can help people get jobs and improve their lives."

Former U.S. Representative for Florida's 2nd Congressional District Gwen Graham at Open House for New Career Center on October 5, 2016



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INNOVATE: FUELING GROWTH

Grant Exceeds Goals for Helping Career Seekers



iSTEP, the Jobs-Driven National Emergency grant awarded to CareerSource Capital Region, aimed to connect unemployed career seekers with career and training opportunities. As of June 2017, when the grant ended, the program had exceeded expectations for the number of career seekers enrolled and placed in jobs.

All data is from January 2015 – June 2017 unless otherwise indicated.

54

NUMBER OF CAREER
SEEKERS ENROLLED

39

NUMBER OF CAREER
SEEKERS PLACED

13

NUMBER OF
BUSINESSES ENROLLED

\$31,058

WORK EXPERIENCE
FUNDS SPENT



Watch to learn how CareerSource Capital Region helps local businesses meet their goals by investing in their employees.

STEM READY GRANT EXPANDS AND GROWS



153

NUMBER OF CAREER
SEEKERS ENROLLED

56

NUMBER OF CAREER
SEEKERS PLACED

17

NUMBER OF
DEGREES AWARDED

47

NUMBER OF
CREDENTIALS RECEIVED

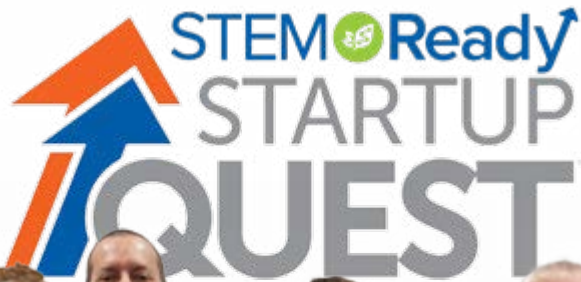
27

NUMBER OF
EMPLOYER WORKSITES

34

NUMBER OF INTERNS
AT WORKSITES

STEM Ready is a three-year, \$10-million, U.S. Department of Labor grant-funded program that provides training, internships and job placement assistance in Science, Technology, Engineering and Mathematics (STEM) careers through CareerSource Capital Region, CareerSource North Central Florida, and CareerSource Flagler Volusia. Employers provide real-world experience, enhancing the valuable work skills of the participant, for up to 12 weeks of paid work experience - all at no cost to the employer or worker. Long-term unemployed and underemployed career seekers are engaged in STEM career pathways through intensive assessments and soft skills training that leads to work readiness mentoring by business leadership.



“Team Mobile Emergency Shelter System took home first place under the leadership of Inzlea Smith-McGlockton, CEO of Be Free for Good, LLC, and Ruth Beck, Owner of Beck Rehab Services.”

STEM Ready Grant Partners with Startup Quest® Program for a Fifth Year

In 2016, Career Source Capital Region’s Startup Quest® entrepreneur training program was offered for the fifth time in partnership with the STEM Ready grant. This year, 47 graduates partnered with 10 local mentors throughout the 10-session training program.

At the final investor pitch, more than \$40,000 in cash prizes and in-kind awards from local sponsors were provided to the graduates.

“Thank you for the awesome services you have provided us with through Career Source Capital Region. The Stem Ready Program has been an awesome experience for Barkley Engineers. We just happened to get lucky with four awesome interns that are eager to learn and work hard. I would highly recommend this program for any business looking to hire in the STEM field.”

Shanai Inns, Project Coordinator, Barkley Engineers



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CAPITAL REGION

LEAD: MOVING WORKFORCE FORWARD

INDUSTRY SECTOR STRATEGIES



On August 1, 2016, CareerSource Capital Region implemented a human-centered, industry sector strategy model. This 21st Century approach solely focuses on improving the business and career seeker experience. As career seekers and businesses work with CareerSource Capital Region, they are assigned to staff who specialize in one of four industry sectors.

Industry Sectors:

These sectors were chosen based on in-demand industries and economic development priorities for the region.

Retail, Hospitality, Education, and General
Information Technology, Professional, and Human Services
Healthcare
Manufacturing, Construction, Transportation, and Logistics

Industry Sector Focus Groups

In 2016, CareerSource Capital Region began to offer targeted industry sector hiring fairs through the Career Connections Series. In 2017, CareerSource Capital Region welcomed economic development, education and business partners to a series of follow-up focus groups.

In February 2017, focus groups were held for the Information Technology, Healthcare, as well as Manufacturing and Construction sectors. The purpose of these focus groups was to bring together industry intelligence, build stronger relationships through open discussion, and discuss solutions for industry challenges in the Capital Region and in the state of Florida.



Over 50 individuals attended these events. At the meetings, businesses shared their recruitment challenges. Education providers shared their perspective of business hiring needs and discussed whether their programs were in alignment with those needs. Both economic development and workforce staff also shared resources available to help businesses and education programs.

"I walked away with a better understanding of what we can do as employers and with a sense of community among other healthcare companies."

Owner, PlayBig Therapy & Learning Center

LEARN MORE

To learn more, click the button to download the focus group reports.



Honoring and Hiring Veterans

Each year, at the Paychecks for Patriots Hiring Fair in November, CareerSource Capital Region honors local businesses through the Veteran Friendly Employer Program who demonstrate a commitment to hire local veterans. The program helps to connect veteran-friendly employers to qualified veterans. These companies have pledged to put warriors to work.

Veteran-Friendly Employers

- Apalachee Center
- Capital City Bank
- Lowe's
- Seminole Dining
- St. Marks Powder
- Syntech Systems, Inc.
- Teligent EMS

"We love employing veterans. What we've found is that folks who have served our country in the armed forces have an appreciation for what it's like to deal with changing conditions on a daily basis. They have an appreciation for what it's like to deal with emotionally and physically challenging roles and they understand how to create command in situations that are sometimes chaotic."

Apalachee Center CEO Dr. Jay Reeve



HIGHLIGHTS FROM OUR TEAM



Performance Funding Announcement

In March 2017, CareerSource Capital Region received \$272,895 from the 2015-2016 CareerSource Florida Performance Funding Model. These funds will support the solutions available to career seekers in the Capital Region.



United Way Campaign

During the 2017 United Way Campaign, CareerSource Capital Region contributed or pledged \$10,036 to support the United Way of the Big Bend. During the final ceremony, CareerSource Capital Region was recognized as a silver level contributor.



Family Friendly Workplace

In May 2017, CareerSource Capital Region was recognized by the City of Tallahassee as a Family-Friendly Workplace. This recognition measured the balance of family and work, and the ability to fulfill both work and family obligations.

To learn more about this recognition visit www.talgov.com/cityleadership/mayor-initiatives-family.aspx



Florida Unique Abilities Partner

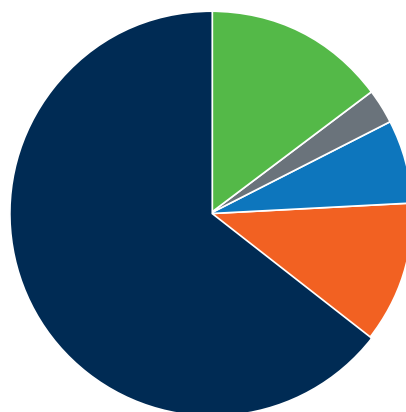
In October 2016, the Florida Department of Economic Opportunity recognized CareerSource Capital Region as a Unique Abilities Partner Program.

The Florida Unique Abilities Partner Program recognizes businesses in our state who are committed to providing career and financial opportunities to individuals with unique abilities and to the organizations that support them. According to the Florida Department of Economic Opportunity, the unemployment rate for those with unique abilities is higher than the national average. The Florida Unique Abilities Partner Program was designed to help reduce unemployment rates among those who are willing, ready and able to contribute to our workforce by raising awareness about the economic and social benefits of employing these individuals.

To learn more about the recognition and program visit www.FloridaUniqueAbilities.com

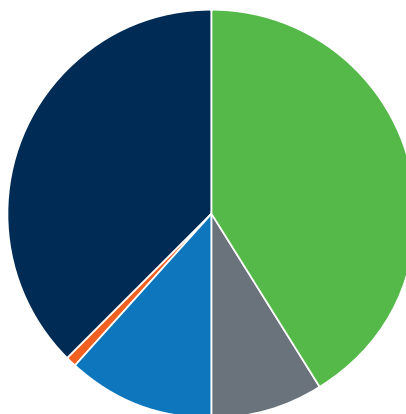
FINANCIAL REPORTS

**FUNDING
AVAILABILITY**
\$8,625,118



- WELFARE TRANSITION: \$1,277,909
- WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA): \$5,547,500
- STATE PROGRAMS (VETERAN SERVICES, REEMPLOYMENT ASSISTANCE, TRADE ADJUSTMENT ASSISTANCE): \$572,106
- GRANTS (REFUGE HOUSE, STARTUP QUEST, STEM READY, iSTEP): \$976,114
- SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM: \$251,489

**FUNCTIONAL
EXPENSES**
\$5,782,105



- CAREER CENTER SOLUTIONS: \$2,384,784
- CONTRACTUAL EXPENSES AND ADMINISTRATION: \$509,543
- TRAINING AND WORK EXPERIENCE: \$683,887
- SUPPORT SERVICES: \$49,512
- PROGRAM SUPPORT COSTS: \$2,154,379

All Financial Data is from July 1, 2016- June 30, 2017.

BOARD OF DIRECTORS

OFFICERS

Patrick Hutto, General Dynamics, Chairperson

Beth Kirkland, Gadsden Development Council, Vice Chair

Pamela Gay, Capital City Bank, Secretary

Scott Watson, CSI Contracting, Inc., Treasurer

George Banks, STRUCTURE Commercial Real Estate, Past Chairperson

BOARD MEMBERS

Regina Browning, Adult & Community Education

Sandra Bucklew, Greenman-Pedersen Inc.

Brad Coburn, Capital Regional Medical Center

Allison Gill, Florida Vocational Rehabilitation, Department of Economic Opportunity

Jonathan Gray, Cal-Maine Foods, Inc.

Holly Henderson, Gulf Power

Dan Moore, Ability First

Jim Murdaugh, Tallahassee Community College

Jeanna Olson, State of Florida Department of Children & Families

Donald Parks, Flagler-Tallahassee Community College

Ellen Piekalkiewicz, United Partners for Human Services

John Shuff, Economic Development Council

Katrina Tuggerson-Alexander, Tallahassee-Leon Federal Credit Union

Kevin Vaughn, Rogers, Gunter, Vaughn, Inc.

Scott Watson, CSI Contracting, Inc.

Brandon Wienke, SunTrust Bank



BOARD HIGHLIGHTS

In March 2017, the National Association of Workforce Boards (NAWB) held its annual conference in Washington, DC. Each year CareerSource Capital Region sends two of its members of the board leadership members to this conference. This year, Beth Kirkland, Vice Chair, and Scott Watson, Treasurer, attended along with Jim McShane, CEO.

During this trip, the team was able to meet with Senator Nelson's labor aide, Senator Rubio's labor aide, and with Representatives Neal Dunn and Al Lawson. Success stories, workforce initiatives, and the new process to provide seamless solutions for career seekers and employers, along with industry sector strategies was shared.



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www.careersourcecapitalregion.com

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