



# **ANNUAL REPORT**

## **THE ROI OF TALENT MANAGEMENT**

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# 2021 - 2022

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# Leadership Message

**We are pleased to share with you CareerSource Capital Region's annual report for program year, July 1, 2021 – June 30, 2022, which outlines the year's accomplishments and overall results.**

Thank you for supporting CareerSource Capital Region through the continuing effects of the pandemic. COVID-19 and its variants have turned the workforce world upside down, causing the workforce dynamic to shift. More employers are offering, and more career seekers are demanding, remote work options, but remote work is not feasible for employers in every industry sector, such as manufacturing, transportation, construction, retail, healthcare, etc.

In the last year, many employers in the region began to offer more flexibility in work schedules, signing and retention bonuses, and other perks to attract and retain talent. During this program year, the number of vacant job openings in the region soared to historic highs and the unemployment rate fell to all-time lows. At the national and state levels, reports indicated that there were two jobs available for every individual who was looking for a job.

Working through the 2021-2022 Program Year was a challenge for our staff. The walk-in career seeker traffic dropped about 70%, but business demand was strong. The career centers shifted to more outreach with partners like Second Harvest of the Big Bend, the Leon County Library system, and more time spent in the K-12 and post-secondary school system to reach a broader number of career seekers. Outreach is a trend that will likely cause the organization's services to be expanded and decentralized as the staff work to ensure that the organization's solutions are more accessible to all individuals in the region.

The Board of Directors provided leadership required to address the issues facing the local workforce system. In March, a board retreat was held where the primary focus was to review the organization's four-year plan and determine improvements that could be implemented in response to the required elements that will be included in the two-year update due in Fall 2022.

*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.*

In addition, the board developed several strategic directional recommendations where opportunities exist for CareerSource Capital Region to make positive impacts in the lives of career seekers and for businesses.

The organization's performance measures suffered during this program year, and the Board, with the Consortium (made up of three Elected Commissioners, one for each county served), decided to make some significant changes for the new program year that should propel the organization to achieve better results.

We hope you will enjoy reviewing our annual report and learning about the many successes CareerSource Capital Region has accomplished throughout the three counties (Gadsden, Leon, and Wakulla) served this program year.



**Nick Maddox**  
Chief Local Elected Official



**Scott Watson**  
Chair, Board of  
Directors

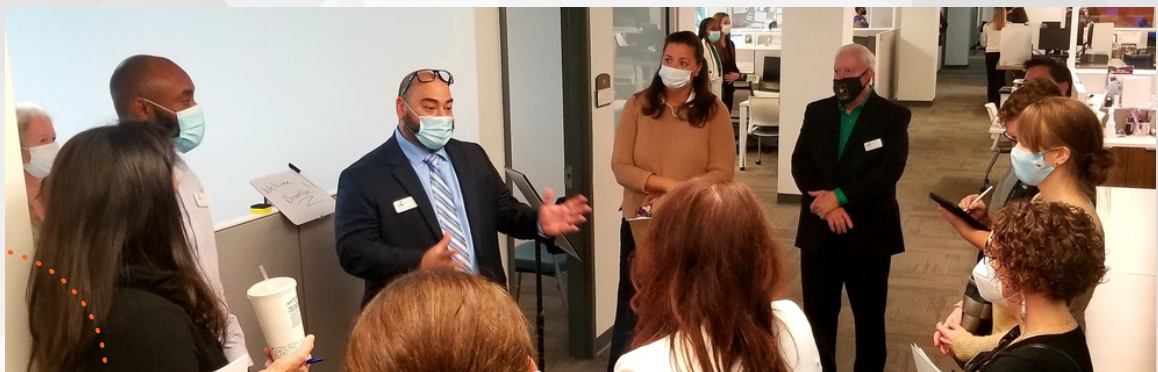


**Jim McShane**  
CEO

# Business Solutions

Our mission is to help you recruit, train, and retain qualified talent for your business.

- **3,337** staff assisted solutions provided to employers
- **1,028** unique employers assisted
- **20** recruitment events & information sessions
- **10** Professional Development Workshops
- **4** Hiring fairs with **25** employers represented and **57** career seekers in attendance
- **2** Power Hour Lunch & Learn events for employers
- **4** Business Partner Advisory Council (BPAC) meetings with an average of **10** members in attendance
- **\$3,442** received through Fee for Service Initiatives and Sponsorships



# 2021 Talent Innovation Summit: **The ROI of Talent Management**

On Wednesday, November 3, 2021, 114 business, education, economic and workforce development professionals joined the virtual 5th Annual Talent Innovation Summit (TIS), despite the global pandemic and the outbreak of COVID-19. Attendees were eager to learn strategic methods to identify the ROI of Talent Management.

Keynote Speaker: Eddie Gonzalez Loumiet, CEO Ruvos presented “Talent Management: Pipeline, Diversity & Culture.” Following the keynote speaker was a Panel Discussion called “Shaping Company Culture to Advance Talent Management” in which the panelists shared how their organizations are supporting and hiring talent.

This year, participants received a \$5 electronic Starbucks gift card thanks to the generous contribution of The Office of Economic Vitality.

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, Talquin Electric Cooperative, Office of Economic Vitality, Opportunity Florida, Beth Kirkland Consulting, Greater Tallahassee Chamber of Commerce, Lively Technical Institute, CSI Contracting, Good News Outreach, Capital City Bank, and Florida’s Department of Economic Opportunity.





## Hiring Fairs & Recruitment Events

Throughout the year, the Business & Employer Solutions team hosted **19** recruitment events. Three were held virtually via Zoom with the remaining being held in person at various locations including employer work sites, the Gadsden Career Center, and the Leon Career Center.

A total of **130 career seekers** attended these recruitment events and at least **22 obtained employment** as a direct result of interviewing with the businesses at the recruitment events.

There were **25** employers and **57** career seekers represented at 4 virtual and in-person hiring fairs during the program year. At least 4 career seekers obtained employment as a direct result of the hiring fairs.

### Employer comments:

"CareerSource Capital Region is a core member of our HR team. We rely exclusively on CareerSource to source and qualify candidates that we can interview and on-board onto our team at St. Marks Powder. The team at CareerSource has demonstrated they are flexible with meeting the ever-changing job market and career seeker within the workplace. We're excited for our CareerSource team and look forward to a bright future."

Patrick Hutto, Director of Human Resources, St.Marks Powder

# 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.

A total of 22 LEADers registered for the training held on April 21 and 22, 2022 at the TCC Center for Innovation.

### Topics :

- Active Listening
- Conflict management
- Networking & Relationship Building
- Current trends in Communication Crisis situations – Communicating Effectively



"This was great! The LEAD training opened my eyes to new ideas and better ways of doing things. I loved the fact that we could add our experiences and comments. It helped me to regain the desire to lead and be the best leader I can be. The whole training experience felt practical, instead of just hearing presenters talk."



"I would like every employee of our company to attend this training Including ALL management."



# 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 both in-person and 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 2021-2022 program year there were a **total of 5 industry sector meetings** with an average of **12 partners** in attendance at each.





## Power Hour

The Power Hour Lunch & Learn series features relevant topics for businesses.

One Power Hour event was held this year. In June 2022, Maria Folsom, Victim Advocate with the Leon County Sheriff's Office, presented on ***"Building Resilience in an Ever-Changing World"***.

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

Power Hour Attendee



"Maria was such a great presenter! Lots  
of great info, full of life and a little  
humor that was just right for dealing  
with some heavy/uncomfortable topics.

Great job Maria!"

Power Hour Attendee

## Federal Contractor's Summit



The Federal Contractor's Summit brings employers who are Federal Contractors together to learn about the solutions CareerSource Capital Region has to offer, as well as an opportunity for them to network with other federal contractors. This year, CSCR LVER Representative, Keith Gerena, provided education on CSCR Veteran Services and Federal Compliance. Guest speaker, Jaqueline Ortiz-Baerga, spoke on OFCCP Compliance & Maintaining Goals.

This meeting was offered using the Zoom virtual platform. There was a **total of 7 individuals** representing Federal Contractors at the Summit.

**#ChangingLives**

# Professional Development Workshops

Professional Development Workshops are just one of the training solutions CSCR offers employers. Currently we offer eight different workshops on topics such as Diversity, Equity & Inclusion, Emotional Intelligence, Multi-Generational Communication, Time Management and more!

Tallahassee Primary Care Associates, Integrisource, GT Technologies, City of Tallahassee and the League of Southeastern Credit Unions were some of the employers who took advantage of this no-cost training for their employees.

## Quotes from training attendees:

**“So glad I took this class. I know what my strengths are now, but more importantly, I know where and how to improve.”**

**Workshop Attendee**

**“I liked all the different topics and how they all connected to one central idea. Also, the speaker involved everyone in the room...was great, interactive and funny.”**

**Workshop Attendee**



**“I liked having an open discussion about different topics and feeling welcomed to express my point of view”**

**Workshop Attendee**



# 2021 Veteran Friendly Employer 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 **Accessibility Solutions** who demonstrated their commitment to hiring our military heroes.

According to owner (and veteran) John Pettit, approximately **65% of their employees are veterans**. Accessibility Solutions first opened its doors in Tallahassee, Florida in April 1997 and serves North Florida and South Georgia.

With decades of experience in home renovation and home medical equipment, Accessibility Solutions immediately set its focus on applying universal design principals to improve people's lives, allowing individuals to enjoy their homes safely and comfortably with the greatest degree of independence possible.

**"There could be no definition of a successful life that does not include service to others."**

George H.W. Bush

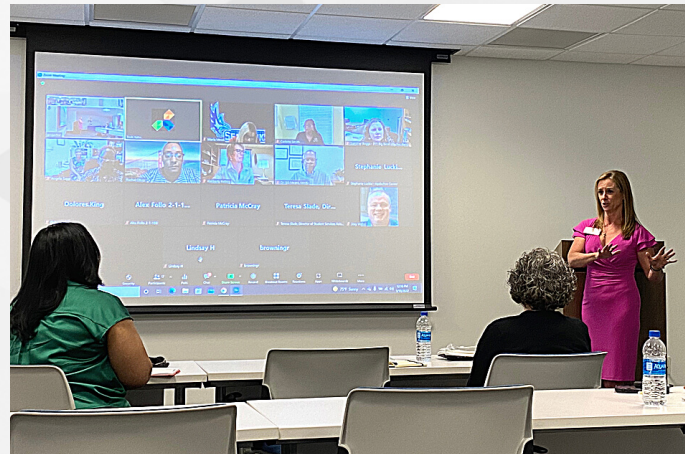


# Business Partnership Advisory Council (BPAC)

CareerSource Capital Region's (CSCR) Business Partnership Advisory Council (BPAC) is a group of influential professionals advocating on behalf of the solutions provided by CSCR.

BPAC welcomed a new chair, Corrie Melton, who replaced Linda Barineau after four years of service to the Council. Five members rolled off the council from the previous year, nine members remained and four new members joined the council.

In program year 21-22, BPAC and the Career Pathways Council met jointly for two of the councils' four annual meetings. The purpose of the joint meetings is to increase engagement and dialog between both Councils, and to provide real world information between businesses and education providers.





Alabama



Florida



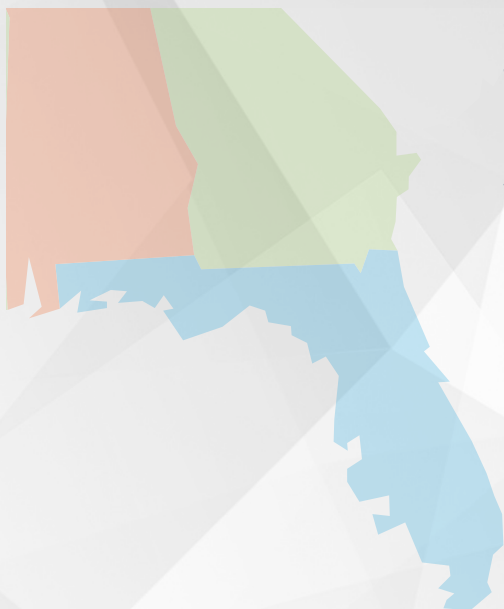
Georgia

## The Workforce Alliance

This program year, The Workforce Alliance (TWA), formerly known as the Florida-Georgia Workforce Alliance, held a webinar in July that was well attended by over 100 individuals throughout the 76 counties served by the nine local workforce boards that comprise The Workforce Alliance. (There are currently three WorkSource boards in Georgia, one AlabamaWorks board in Alabama, and five CareerSource boards in Florida in TWA.)

In November, the US Department of Commerce's Economic Development Administration issued a grant opportunity to serve the underserved populations in the TWA region. TWA leadership worked on the proposal for three months and submitted the proposal before the deadline in February. The grant recipients will be notified in August or September of 2022. The TWA's proposal focused on the Transportation, Distribution, and Logistics sector, known as TDL.

Since that submission, TWA has been working on submitting a 501(c)(3) application to enable it to be a stand alone organization that can pursue grants from foundations and other sources. As partner of TWA, CareerSource Capital Region would like to thank CareerSource Florida and DEO for supporting this Community of Practice (CoP) and look forward to having similar support from WorkSource Georgia in the future.



North Florida | South Georgia | Southeast Alabama

*Great talent knows no boundaries*

# Career Seeker Solutions

- 39,741** Solutions Provided to Individuals
- 6,837** Unique Individuals Receiving Solutions
- 6,284** Staff Referrals to Job Postings
- 772** Job Placements

## Top Training Programs

- Aviation Powerplant Mechanics
- Barbering
- CDL
- Clinical Medical Assisting
- Firefighter
- 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 : \$174,385**

## Youth Work Experience

- 1** Youth Career Expo Events
- 12** Young Adults Interviewed
- 11** Young Adults Placed at Work Experience Job Sites

**DYNAMIC**  
futures

## Summer Youth Program

- 34** Unique Applicants attended the Summer Youth Orientation
- 12** WIOA Eligible Youth Applicants



## Helping Veterans



Helping veterans to meet their employment needs is a top priority of CareerSource Capital Region (CSCR).

Now that we're moving past the peak of COVID-19, the amount of veterans being served has increased. A **total of 355 veterans and other eligible persons** were served which represents an increase of 55.8-percent over the previous program year. Veterans and other eligible persons were provided a **total of 3,301 services**, which is a 3.3-percent increase over the previous program year.

Of those veterans served, **21 obtained employment** either as a result of direct job referral or other services provided to help them overcome barriers to employment.

CSCR continues to expand our community partner network to identify resources to help alleviate barriers to employment for veterans. Community partners continue to work closely with CSCR by referring veterans who are seeking employment with the goal to help them become self-sufficient and earn a living wage.

The Disabled Veterans Outreach Program (DVOP) specialists assist veterans who identify as having Significant Barriers to Employment (SBE). Of the **total 355 veterans** and other eligible persons served, **292 possessed SBE's which represents 82-percent of the total veterans served**. Thirteen veterans self-identified as being homeless. Veterans who were identified as having SBE's were provided a **total of 2,600 services**.



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

-  Veterans Express Lunch & Learn
-  Paychecks for Patriots Hiring Fair
-  North Florida Veterans Stand-Down
-  Veteran's Day Parade

All of these events yielded positive results with our veteran population. The Paychecks for Patriots Hiring Fair linked **16 employers** virtually using the Brazen Platform with **28 veteran career seekers** which enabled veterans to be interviewed on-site. Employers and veterans expressed that they were pleased with the virtual platform.

Two Prep4Vets Lunch & Learn events were held during this program year. Both events were successful and were designed to engage, motivate, and prepare veterans during their job search quest. The first Prep4Vets Lunch & Learn held in October 2021 resulted in 10 veterans participating. This event was designed to prepare the veterans for participation in the Paychecks for Patriots Hiring Fair which was held in November 2021.



Topics for this event included tips on how to use virtual platforms, interviewing techniques, elevator speech, resume critique and mock interviews. An overview of what employers and types of jobs that were available was also covered. St. Marks Powder sponsored this event and paid for lunch which was provided by Jason's Deli. The second Prep4Vets Lunch & Learn was held in February 2022 which resulted in **13 veterans participating**. This event covered topics such as how to apply for federal jobs, resume, interview, and LinkedIn tips and closed out with a resume critique and mock interviews. Mission BBQ sponsored this event and provided lunch. Both Prep4Vets Lunch & Learn events received positive feedback from all who attended.

CSCR participated in two North Florida Homeless/At-Risk Veterans Stand-Downs this program year that were held on August 6-7, 2021 and May 6-7, 2022 at the Florida Agricultural and Mechanical University (FAMU) Lawson Center. These two day events are designed to serve only veterans and other eligible persons with a large variety of services such as, among others, housing assistance, food, legal services, healthcare, Veteran Administration services, haircuts, and veterinarian care for the veterans' pets. Combined there was a total of **554 veterans** who attended the events with over **60 agencies/service providers in attendance**. CSCR saw **110 veterans** for employment related services during these two events.

**#ChangingLives**



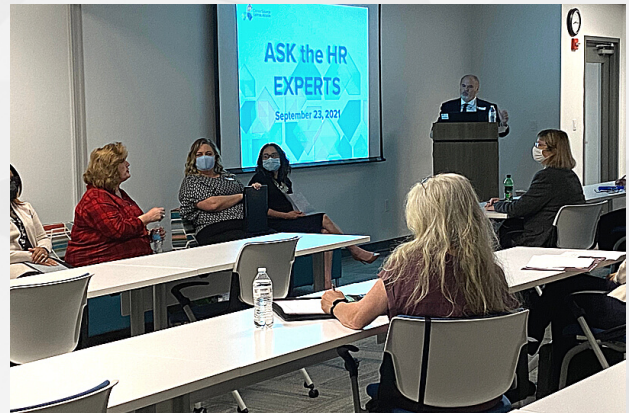
## Executive Center

The Executive Center participated in hosting two events this year. Each event was “sold out” as the maximum number of potential seats were filled for both events. The two events were **Ask the HR Experts** and **ConnectionsCR**.

**Ask the HR** was held on September 23, 2021. HR experts answered prepared questions and fielded questions from the audience. It was an impressive group of attendees and panel guests! This event provided a great exchange of questions, answers, and advice.

**ConnectionsCR** was held on January 27, 2022. This event was a success with **nine Executive Center clients who were able to interview** with nine companies. TCC, FSU, League of Southeastern Credit Unions, Alight Solutions, Capital City Bank, Keiser University, Early Learning Coalition, and Randstad were present. In addition, employers had the opportunity to interview EC career seekers to see if they would be the 'right fit' for any of their available positions.

In the weeks following the event, **six of the career seekers** were able to find employment with businesses in attendance.



# career pathways



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REALIZING OPPORTUNITIES

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The primary focus of the council during 2021-2022 was training for in-demand occupations in order to identify current and future training opportunities to meet the needs of the communities served. The Council was kept apprised of not only the occupations included on the region's Targeted Occupations List but also the training programs approved for inclusion on the region's Eligible Training Provider List, in order to identify possible training gaps. The Council also held discussions regarding the continued impact of COVID-19 on both training enrollment as well as the reduced supply of available talent to meet current demand.

Additionally, the Career Pathways Council increased engagement with industry by facilitating employer talks with the group. The Council also initiated collaboration with CSCR's Business Partnership Advisory Council and began holding two joint meetings per year. The purpose of these joint meetings was to create a seamless connection between training providers and industry and to facilitate the exchange of real world labor market information between businesses and education provide. The goal is to expedite the creation of solutions for talent needs.



*Thank you Kim Moore for your  
service as the Chair of the  
Career Pathways Council!*

**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**

# Kind words

## Career Seeker Testimonials



**T. Peterson**  
Career Seeker Feedback

I had a two-year sabbatical, and I was like, okay, I need to do something with my life. And I thought, Fire Academy, I could do this. I started going through the process and connected with CareerSource. Everything just fell in place for me. They helped me through the process and I was like okay, maybe this is meant to be for me.

**T. Downing**  
Career Seeker Success Story



# Special Projects & Grants

## National Dislocated Worker Grant - COVID 19

On October 23, 2020, CareerSource Capital Region was awarded a federal National Dislocated Worker Grant (NDWG) to provide temporary employment to assist with humanitarian aid, clean up and restoration activities due to COVID-19. Grant funds could also be used to provide career and training services to eligible participants.

CSCR was awarded \$210,938 for disaster relief employment that supports projects that provide food, clothing, shelter and other humanitarian assistance for disaster victims. Individuals who qualify for disaster relief employment are people who are temporarily or permanently laid off as a consequence of the disaster, dislocated workers including the self-employed who have lost work due to the pandemic, and individuals who have been unemployed long-term.

## By the Numbers:

Total Career Seekers Enrolled:	Total Enrolled in Temporary Employment:	Total Permanent Job Placements:
14	12	12

CareerSource Capital Region had significant success in assisting career seekers with career services including resume development and creating employee strategy plans, which led to permanent placements, the ultimate goal of the program. In addition, the grant provided supportive services by way of gas cards to assist career seekers with their transportation to interviews and worksites.





# TESTIMONIALS



## S. Johnson



S. Johnson is a 32-year-old mother of two. As a Pharmacy Tech, she suffered a reduction in hours due to her employer's COVID-19 downsizing. The hours reduction was so severe, she filed for unemployment compensation. Ms. Johnson was provided information about the COVID-19 Grant and referred to CareerSource Capital Region from a community partner, Tallahassee Housing Authority. She was extremely motivated and completed all WIOA requirements and received approval within two weeks!

Ms. Johnson began working in a temporary position at CarePoint. She remained in that temporary position until her transfer to ECHO. She replaced one of our other temporary assignment career seekers, who achieved her goal by becoming permanently employed within two months of her temporary assignment at ECHO.

She was hired in a permanent position by TTEC as a Customer Service Rep. Due to the age and caretaking responsibilities for her children, she hoped to find a remote job opportunity, working from home. TTEC provided her that opportunity, and she is very pleased. CareerSource Capital Region was the conduit to assisting Ms. Johnson in maintaining financial stability and improving her customer service and office skills. All of which, led to her success in finding a remote work-from-home position which meets her childcare need.

**#ChangingLives**





# TESTIMONIALS



## L. Thompson



Ms. Thompson is a 36-year-old career seeker who lost her job in 2021 after a COVID-19 outbreak at her workplace where she served as a Youth Specialist, providing mentoring and other services to at-risk youth. She was then hired by the U.S. Postal Service as a part-time mail carrier, but lost the job after a short time. Ms. Thompson is a single parent with two teenage daughters. She received SNAP benefits but was denied unemployment compensation.

When she met with CSCR's Special Projects Coordinator, it was recognized Ms. Thompson would need to improve her office/clerical skills to become more marketable and expand her opportunities for employment. She received a COVID-19 temporary position at ECHO performing clerical duties as their Front-Desk Intake staff.

She proved herself to be invaluable and was recognized for her helpfulness and kind-hearted support for their clients. She caught the attention of ECHO's partner agency, Good News Ministries who recognized her potential and offered her a full-time job. Ms. Thompson started her new job on December 20th, 2021.

She was so successful in her temporary position that she was offered full-time employment after being there for just two months! With this permanent job offer coming just prior to the holidays, it was sure to be a special time for the Thompson family. CareerSource Capital Region is pleased to have played a significant role in helping this family get back on their feet.

[#CSCRConnects](#)





# TESTIMONIALS

## Anonymous Submission



(Name withheld at career seeker request) is a 53-year old career seeker who, after losing her job, decided to start her own business. As a Marketing professional, she had moderate success with a few clients until COVID-19. The pandemic interrupted the success of her business and she found herself unemployed and without an income, when she applied to the COVID-19 Dislocated Workers Grant Program.

The career seeker initially applied for the Recovery Revenue Research Center Coordinator position with the Institute for Nonprofit Innovation and Excellence (INIE). After learning her story, Felina Martin, Executive Director for INIE, suggested she apply for the COVID-19 Dislocated Workers Program. Because of her income loss and long-term unemployed status, she met WIOA eligibility criteria and was approved to be a participant in the program. Ms. Martin decided she was a good fit for their organization and requested she be approved for a temporary employment assignment.

The career seeker started working with INIE on December 7, 2020 and worked in her temporary employment assignment until she received an offer of permanent employment from News Service of Florida on February 15, 2021. She was able to secure employment in an area which merged well with her education and previous work history. As their new Executive Assistant for Sales, her annual salary is \$30,000 + 40% commission. She is ecstatic to be working in her professional field of interest. Becoming a participant in the COVID-19 Dislocated Workers Program relieved some of the financial burden she experienced due to unemployment status, allowed her to learn new skills and grow professionally while seeking a permanent job.

This career seeker is an example of community partners working together for the benefit of improving the lives of the career seekers in our region.

## Rapid Response Grant

In August 2021, CSCR was issued a grant to provide Rapid Response services to businesses in the region. Rapid Response activities promote economic recovery and vitality by developing ongoing, comprehensive approaches to identifying, planning for, or responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses and communities.

The primary focus of CSCR's efforts under this grant is to prevent layoffs by providing financial assistance to businesses for on-the-job or incumbent worker training.



## Manufacturing Sector Strategies Grant

The Manufacturing Sector Strategies grant, issued in 2019, ended on June 30, 2022. The purpose of the grant was to provide training to WIOA eligible adults, dislocated workers, youth, and/or incumbent workers in the manufacturing sector.

Thirty-one career seekers were screened for eligibility over the term of the grant and eight were enrolled. Of the eight, three were approved for training, all in welding. One of the three found employment and elected not to pursue training, the other two career seekers completed their training and found employment.

Four career seekers determined eligible for training assistance after the grant ended have been transferred to the general WIOA funding. Those career seekers will be case managed and hopefully enrolled in training in program year 2022-2023



# TALENT & TRAINING

## SOLUTIONS FOR YOU!

### SUCCESS STORIES

**R. Stegall** was referred to CSCR by a friend who had heard that training dollars were available for eligible individuals in our community to attend CDL training. He had been working several jobs through temp-to-hire agencies and was currently working at a lumberyard.

In his earlier years, he didn't really have a passion for any subject in school, and he mentioned that his former justice involvement played a factor in not being able to get a suitable wage-earning position. He yearned to have a family of his own and provide for them.

Through the WIOA Adult Program, Stegall attended National Training Inc. and passed the CDL training successfully in May 2022. Staff were happy to assist him with his job search, and one of the leads turned into the driving opportunity he was seeking.

Stegall works as a 1st Seat Driver for US Xpress earning more than \$1,000 per week. He is overjoyed to finally be able to move forward with plans of engagement and marriage, with the ability to provide for his family. And, he constantly thanks CSCR for being the conduit to a successful life/livelihood and future business in transportation.



*"He is overjoyed to finally be able to move forward with plans of engagement and marriage, with the ability to provide for his family."*

**D. Feaster** came into the Leon career center in November 2021. He was looking for an opportunity to work and go to school. Feaster enrolled in the WIOA program so that he could get financial aid to go to school. After working with staff to review his career options, he chose to enroll in a CDL program, which he completed in April 2022. Afterwards, Feaster was able to secure a job working full time with Reddy Ice, a near 100-year-old company, using his CDL to deliver truckloads of premium ice to customer locations. Career Seeker states he is really appreciative of Career Source and will recommend our services to future career seekers.



# HIRE ACHIEVER RECOGNITION

In January, a “Hire Achievers” celebration and networking event was held to recognize the accomplishments of career seekers who had recently completed training and/or work experience sponsored and paid for by CareerSource Capital Region. Antoine Wright, Executive Director of Big Bend Habitat for Humanity, served as the featured keynote speaker. Wright provided a sincere and personal message which was motivational and inspiring to the honorees as well as the others who were present. His words will not be easily forgotten by anyone who attended.

The Hire Achievers included individuals who became Certified Medical and Nursing Assistants, CDL Drivers, Firefighters, Construction Workers, etc.

Several of the employer worksites where the Hire Achievers interned included FL Community Law Firm, Leon County Library, Holiday Cherry Laurel, and Big Bend Habitat for Humanity.



I didn't have a place to stay and was living between my boyfriend's mom house and other relatives. I walked into the Wakulla career center, and I needed to figure out how to get help and if I could get a job. With the help of CareerSource, I enrolled into Lively Technical College to get my CNA and now I am at Tallahassee Community College studying for my RN.

The staff helped me learn different ways about how to get a job and what type of questions you should ask. Sometimes if you don't understand, it's better to ask to get help, then be confused and get lost.

Don't let your background or where you grew up discourage you from branching out and better yourself.

Thank you so much, CareerSource.

M. REVELL



M. REVELL



K. PETERKIN



A. ST. HILAIRE



W. TUCKER



K. HAYNES



J. JOLICOEUR

# CareerSource Capital Region "New" Administrative Office Open House



In August, Board members were invited to tour the new CareerSource Capital Region administration office located in Innovation Park, Tallahassee.

Board staff were on-hand to meet, greet and converse with valued Board of Directors in attendance. Great conversations and light refreshments were available on the patio.



**#CSCRConnects**

# 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.

**50** Partners Engaged      **26** Memorandums of Understanding

## Career Center Net Promoter Surveys (NPS)

The overall NPS score for the year was **90%**, which represented a 10.2% 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.

"Very professional and caring! Great energy and are actually here to help. I would recommend to anybody!"

"They are patient and very professional."

"I'm so glad I came here!"

"The staff were extremely helpful in making sure my account and resume were well set up and guided me through the process for applying in a very concise and easy to follow manner."

# 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.

**Jim McShane** - Member, US Conference of Mayors Workforce Development Council, Member, National Association of Workforce Boards, Board member-Florida Workforce Development Association, Member Opportunity Florida, Member Florida Economic Development Association, Member – Presencing Institute, Associate- Sisters of Mercy West Midwest, Member, National Public Administration Association, Member, Board Member & Past Chair – Big Bend Continuum of Care, Member-Southeast REL, Co-Founder & Member – The Workforce Alliance, Chair-City of Tallahassee Affordable Housing Advisory Committee, and Member of the Citizens Advisory Committee- Blueprint.

**Charlotte Brown** - Big Bend Society for Human Resource Management and Society for Human Resource Management.

**Nekeshia Harris** - Founder and Executive Director of Closing the Achievement Gap, Inc.

**Jeanie J. Booth** – Vice President, Wakulla County Chamber of Commerce, Wakulla County Rotary, Crawfordville BNI, Wakulla County Economic Development Council, Leadership Tallahassee Class 32

**Trish Yahn** - Big Bend Society for Human Resource Management, Society for Human Resource Management. Board Member, Gadsden Education Foundation

**Reenee Williams-Walter** - United Way Read United Volunteer, Florida Georgia Workforce Alliance, Tech Talent Committee Member, TalTech Board Member, BEACON FAFSA Volunteer, ASPIRE Committee Member and Christian Outreach Volunteer.

**Khari Harrison** - President of the Men's Ministry and Chair of the Academic Professional Development Ministry at St. John Missionary Baptist; serves as an MDA Patient Care Advocate.

**Kevin Harrington** – SHRM and Big Bend SHRM, Good News Outreach Volunteer, Founders Day Florida, Current Co-chair



**Jerry Durbin** – American Heart Association Heart Strong Vets Team Member.

**Patricia McCray** - Leadership Tallahassee Class 33, Chelsea House Women of Worth Tea Ministry, 25 Women You Need to Know (Club 25), Big Bend After Reentry Coalition Board, and the Teacher and Mentor at Tallahassee Federal Correctional Institution and Marianna Federal Prison Camp for Women.

**Nikki Henry** – Co-Executive Director of Closing the Achievement Gap, Inc., Founder and Executive Director of That's ENOUGH LLC., Board Member-Quincy Police Department Diversified Intervention Services, 11Th Episcopal District of the African Methodist Episcopal Church Clergy.

**Brooklyn Enders** - Women Veterans United, Big Bend Hospice Volunteer and VFW Lifetime Member

*You're likely to see our staff members throughout our community, serving their community both in their jobs as well as in leadership roles with other community organizations and many more!*

**#ChangingLives**



# SPOTLIGHT ON AWARDS AND RECOGNITION

## Wayne Jennings WORKFORCE PARTNER OF THE YEAR



Congratulations to Wayne Jennings, District Administrator, Tallahassee District 2, Florida Division of Blind Services (DBS), who was selected by the Florida Workforce Development Association in partnership with the Department of Education as Florida's Workforce Partner of the year 2021!

Jennings has championed workforce development by ensuring that DBS clients, who seek employment assistance, are registered in Employ Florida and conduct active job searches in the system as part of their employment plan. Due to his leadership, DBS staff have directly referred 300+ clients to CSCR and accompanied 50+ clients to the local Career Centers for assistance.

Moreover, Jennings was CSCR's inaugural Chair for its Career Center Partners Council, a position he held for 1.5 years. Every workforce area would be lucky to have a partner advocate like Wayne!

## Nekeshia Harris WORKFORCE PROFESSIONAL CHAMPION



CSCR was pleased to nominate Nekeshia Harris for this award! Harris worked tirelessly to create and deliver the FL HIRES curriculum which was recognized by DEO as a "Best Practice." This curriculum is used with the inmates who are about to be released into society, and the classes she's provided have garnered interest from inmates who normally have shunned these types of classes.

Harris:

- Increased inmates' interest and participation in the class at the Re-entry Center by 160% with a waiting list to enroll in the 3rd Cohort!
- Changed the mind-set of inmates in class on the very first day of class.
- Earned Certification in Life Coaching/ Emotional Intelligence and infused her learning methods into teaching the FL HIRES class.

Comment from inmate: "Ms. Harris has a lot of knowledge to share. This program was above all others I have been to."

## SPOTLIGHT ON AWARDS AND RECOGNITION

### Jeanie Booth

BARBARA K. GRIFFIN

WORKFORCE EXCELLENCE



Jeanie Booth was nominated for this award because she has the ability to set strategy and execute it with hands-on approaches alongside her small team of two, who operate the Wakulla career center. Within six months, she created a gateway to garner more exposure for the center by sending out a monthly e-newsletter to over 10,000 constituents in Wakulla County, focusing on hot jobs and training opportunities. A performance-driven and results-oriented leader, throughout the global pandemic, Booth remained vigilant in providing hands-on services to career seekers, totaling 577 during the year. Moreover, she provided 113 job referrals yielding 38 direct placements.

Booth spearheaded the Wakulla CARES initiative, a local project underwritten by the Wakulla County Commissioners to assist persons impacted by the pandemic. Within a three-month period, under Booth's leadership, the region's outcomes resulted in 11 local businesses approved to be worksites, 12 of 26 applicants placed on worksites, and 7 new business opportunities.

### Dee Robinson

FWCA LIGHTHOUSE



Dee Robinson was nominated for this award due to the specific, well-organized recommendations she made for both organizational structure and processes for the Quality/Training and WIOA (Youth and Adult) departments as well as overall regional WIOA program management. These changes will have far-reaching impacts on service provision, performance and quality assurance.

Robinson personally led the charge in moving the organization's use of technology forward this year by directing and coordinating the monstrous move from using in-house servers and VPN to using Office 365 and extensive use of SharePoint. She also led the charge to use Metrix Learning's Skillup platform.

The results of Dee's efforts are undeniable. CSCR has truly benefited from her hard work and determination!



# United Way Workplace Campaign

## Making a Difference In Our Community

Due to COVID, this year our team members were simply asked to “GIVE.” And, give they did! Several staff even challenged their peers to match their donation; and the peers met that challenge!

We’re proud to contribute to United Way where our donations are used to help individuals who need it most, for services and goods they would otherwise not be able to access for their families. Our team always steps-up to give back to those most in need in our communities, and this year was no different.

# \$5,208.00 raised!

*To the systemwide team:*

*“Your contribution is truly appreciated, especially during this continuing pandemic! Thank you for helping our neighbors!”*



# Financial Highlights

## Statement of Financial Position As of June 30, 2022

**2022**

### ASSETS

Cash	\$526,124
Grants and contracts receivable	\$302,714
Prepays	\$4,010
Capital assets, net	\$104,160
<b>Total Assets</b>	<b>\$937,008</b>

### BALANCE SHEET DATA

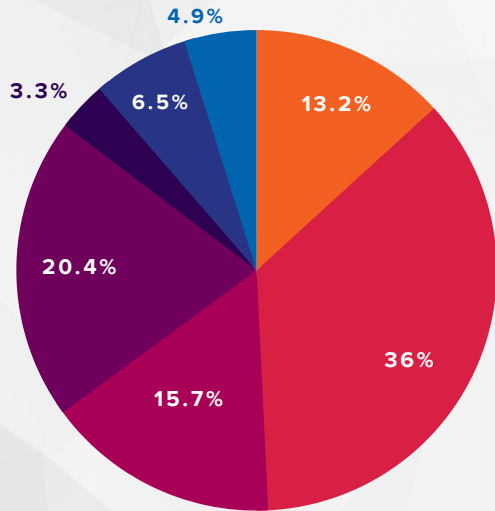
Accounts payable	\$439,056
Unearned revenue	\$86,772
Noncurrent liabilities	\$73,493
<b>Total Liabilities</b>	<b>\$599,321</b>

### NET POSITION

Invested in capital assets	\$104,160
Unrestricted	\$233,527
<b>Total Net Assets</b>	<b>\$337,687</b>

# Financial Highlights

## 2021- 2022 Program Expenses /Revenue

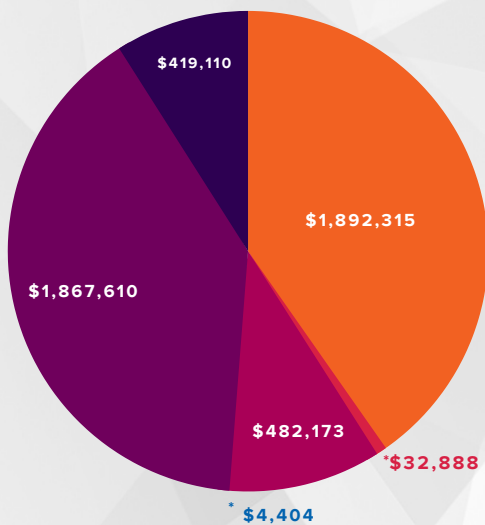


- > WIOA ADULT
- > WIOA YOUTH
- > WIOA DISLOCATED WORKER
- > WELFARE TRANSITION
- > SUPPLEMENTAL NUTRITION & ASSISTANCE PROGRAM
- > STATE PROGRAMS<sup>1</sup>
- > SPECIAL GRANTS<sup>2</sup>

<sup>1</sup> (DVOP, LVER, REEMPLOYMENT ASSISTANCE, WAGNER-PEYSER)

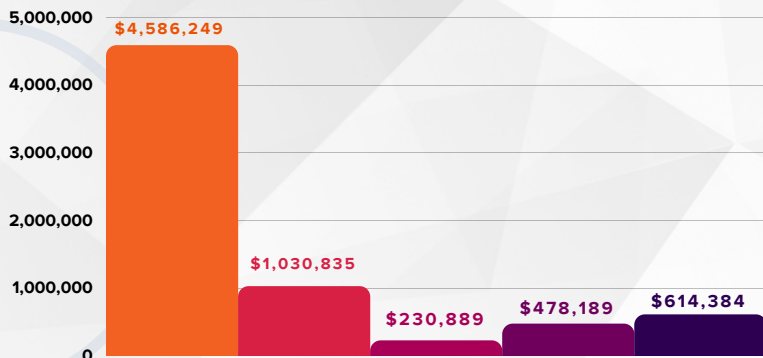
<sup>2</sup> (TRI STATE WORKFORCE ALLIANCE, SECTOR STRATEGY, NEG, Re-Entry, UNRESTRICTED)

## 2021- 2022 Functional Expenses



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

## 2021- 2022 Funding Availability



- > WORKFORCE INNOVATION & OPPORTUNITY ACT
- > WELFARE TRANSITION
- > SUPPLEMENTAL NUTRITION & ASSISTANCE PROGRAM
- > STATE PROGRAMS<sup>1</sup>
- > GRANTS<sup>2</sup>

<sup>1</sup> (DVOP, LVER, REEMPLOYMENT ASSISTANCE, WAGNER-PEYSER)

<sup>2</sup> (TRI STATE WORKFORCE ALLIANCE, SECTOR STRATEGY, NEG, Re-Entry, UNRESTRICTED)

## Board Retreat: Vision & Goals

In March 2022, the board held a retreat to review, refocus and re-establish its strategic direction. The board's objectives included reviewing and discussing the Florida Chamber Foundation's 2030 plan, the demographic drought, and other relevant workforce data as well as provide input into the required two-year update to its four-year strategic and operating plan as required by the State of Florida.

The board engaged Larry Fairman of Fairman Consulting to facilitate the strategic planning sessions and Dr. Chris Laney of EMSI Burning Glass to facilitate a discussion regarding the demographic drought.

The synthesized feedback and resulting board directional recommendations were delivered to the board at its June 2022 meeting and included:

- In addition to the regular quarterly board meetings, hold two additional informational meetings for the board
- Assign Governance Committee to explore new possibilities for growth
  - Review all committees and consideration of a revised structure
  - Clarify board and staff roles
  - Possibly implement a task force model
  - Structure for more advocacy efforts
  - Determine additional board development and recruitment opportunities
- Develop a scope of work and engage a consultant in the development of an articulated DEI platform
- Conduct a talent pipeline strategy based on available data and connect with education system
- Create a process and a positioning strategy to develop a regional convening organization of partners, otherwise known as a Center of Excellence. Participants to include leaders from organizations whose efforts impact workforce issues including those in childcare, healthcare, transportation, housing, education, chambers of commerce, economic development agencies, etc.
- Consider a formal, full strategic planning process for early 2023



# Board of Directors, Chief Elected Officials, & Committee Members

The following individuals served on the CSCR board of directors during the 2021-2022 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.

## Chief Elected Officials

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

## Commissioner Who Served Part of This Year

- Commissioner Eric Hinson – Gadsden Co.

## 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



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