

TALENT REVEALED

**EMPOWERING THE CAPITAL REGION
THROUGH COLLABORATION**



ANNUAL REPORT

www.careersourcecapitalregion.com

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Leadership Message

We are pleased to share with you CareerSource Capital Region’s annual report for program year, July 1, 2022 – June 30, 2023, which outlines the year’s accomplishments and overall results.

As we close out Program Year (PY) 2022-2023, Covid-19 is waning and the demand for workers is outstripping the supply. By the end of the year, there were two jobs for every unemployed worker in the three-county area served by CareerSource Capital Region. After the Public Health Emergency due to Covid-19 ended, we have seen a marked slowdown of people utilizing our career centers; however, this has allowed staff to spend more time with our career seekers, helping them obtain career related assistance. We finished the year strong, with our Net Promoter Score over the past year averaging 95%. This shows that the staff members are providing excellent service to career seekers.

Some of the year’s noteworthy events were Paychecks for Patriots, the Workforce Summit in Orlando, many recruitment events, and the adoption by the state of the Ernst and Young recommendation on consolidation and efficiency improvements throughout the workforce system in Florida. In the coming year, CareerSource Capital Region will work to add Jefferson County to its service area by July 1, 2024. We are looking forward to serving career seekers and businesses in Jefferson County with career counselors and our Business Solutions Team members who will call on the businesses and assist them with finding, training and retaining talent.

To expand our reach and educate youth about the various careers available to them, we are excited to partner with the Greater Tallahassee Chamber of Commerce in the coming year on a new initiative called Worlds of Work, which is patterned after a best practice in Tuscaloosa, AL. In addition, we continue to support Leon Works a county initiative for career exploration by youth each Spring.

On a state and national level, CareerSource Capital Region supported the statewide workforce

association, the Florida Workforce Development Association, in hiring its first executive director, and continued its membership with the National Association of Workforce Boards (NAWB) and the US Conference of Mayors Workforce Development Council (USCM WDC). We are thrilled that Beth Cicchetti, an economic development power-house leader and our board member, continues to serve as a board member with NAWB.

CareerSource Capital Region held its 6th annual Talent Innovation Summit in April which featured two excellent keynote speakers and a full panel of business leaders who have tapped into hidden talent pools. We had more than 100 participants from business, economic & workforce development, education and community leaders.

Included in this report are the data points, some stories that tell of our career seeker and business successes, and the road we are traveling forward into PY 2024-2025 to meet the needs of our community. Thank you for your continued support.



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.

- **3,245** staff assisted solutions provided to employers
- **1,281** unique employers assisted
- **6** recruitment events & information sessions
- **24** Professional Development Workshops
- **7** Hiring fairs with **68** employers represented and **508** career seekers in attendance
- **2** Power Hour Lunch & Learn events for employers
- **4** Business Partner Advisory Council (BPAC) meetings
- **\$12,128** received through Fee for Service Initiatives and Partnerships
- **450** employers and **1219** career seekers attended various events throughout the year



UNTAPPED: THE HIDDEN TALENT POOL

The sixth annual Talent Innovation Summit “Untapped: The Hidden Talent Pool” was held on April 26, 2023. The goal for this Talent Innovation Summit was to provide information about talent pools that employers do not know about or may overlook.

National speaker and economist Jeffrey Korzenik provided the audience with actionable examples of “The Business Case for Second Chance Hiring” and Antoine Wright, Big Bend Habitat for Humanity’s Executive Director, talked about “Youth! Hire One Today While They Still Know it ALL!” Our panel of local employers discussed their real-world experiences hiring people from refugee populations and persons with disabilities. Thank you to our keynote speakers and panelists for providing their insights into these untapped talent pools.

We would also like to thank the partners whose financial support made the Talent Innovation Summit possible: C2 Global Professional Services, Tallahassee-Leon Federal Credit Union, Capital Area Community Action Agency, Capital City Bank, CareerSource Florida, CSI Contracting, Inspired Technologies, Office of Economic Vitality, Beth Kirkland Consulting, EDSI, FBMC, Goodwill Industries of the Big Bend, the Greater Tallahassee Chamber of Commerce, Lively Technical College, Manpower, Rogers, Gunter Vaughn Insurance, and United Partners for Human Services.



“I had a great time attending! All speakers & panelists were great and provided a lot of great insight when it comes to utilizing hidden talent pools to help fill open positions. I plan to use what I learned to help my organization refine its recruiting strategy. I will definitely attend this event again in the future!”

- Talent Innovation Summit Attendee





Hiring Fairs & Recruitment Events

During the 22-23 program year, the business solutions team shifted its focus from individual recruitment events to offering more hiring fairs. Recruitment events serve just one employer, while hiring fairs are open to multiple employers to help them find candidates.

During the year, **six recruitment events** were held for 6 different employers resulting in **24 career seekers finding employment**.

Seven hiring fairs, with 68 employers and more than 500 career seekers in attendance, were held during the program year. Several of the hiring fairs were themed, including the State Agency Hiring Fair, Paychecks for Patriots, Fair Chance Hiring Fair, and Health Care Hiring Fair.

Employer Feedback:

"This was a fantastic and well organized hiring event by CareerSource Capital Region. We were able to connect with qualified job seekers and schedule interviews, while being able to network with our fellow sister agencies, at no cost. We are so appreciative of the invite!"

Brianna Mandakunis, FL Department of Management Services



Industry Sector Round Meetings

Sector rounds serve to gather and share industry intelligence on trends, issues, best practices and workforce needs between our employer, workforce and economic development partners, and education partners.

Six sector rounds were held during the program year, two for each industry sector: Manufacturing/Construction/Transportation/Logistics; Healthcare; and IT/Professional Services.

Topics covered in the sector rounds included: Utilizing the Department of Defense’s SkillBridge program to supplement your workforce, employee engagement, employee retention, apprenticeships, and more!



Professional Development Workshops

We offer low to no-cost professional development workshops to help businesses train their teams on topics such as conflict management, customer service, emotional intelligence, multi-generational communication, time management, and workplace etiquette. Customized workshops may be available upon an employer's request.

Businesses utilizing these workshops this year included; Leon County Government, Prime Technologies, Early Learning Coalition of the Big Bend, Guardian ad Litem, Kearney Center, Tallahassee Primary Care Associates, Redwire, and the Wakulla County Board of County Commissioners.



“Very eye-opening and good information to use.”

Workshop Attendee

Power Hour



The Power Hour Series Lunch & Learn events provide a venue for business leaders to hear from guest speakers on topics relevant to their workforce. Two Power Hour events were held this year, the first in December 2022 and the second in June 2023.

December's speaker Marissa Batie-Collier, MSW, spoke about “Replacing the Burnout with Mental Harmony.” Employer quote

“I enjoyed the presentation. Mental health isn't talked about enough and it should be. It would be helpful to have a list of providers to give to employees if they are struggling with issues outside of work, besides what is recommended by our EAP.”

In June, attorney Linda Bond Edwards provided update on employment law with her topic “Avoiding FLSA and Other Employment Law Traps.” Employer quote

“Ms. Bond Edwards was an engaging speaker and explained the topics very clearly. The CareerSource staff was very welcoming, and I look forward to attending future events.”



2022 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 the **Florida Department of Corrections (FDC)** for a demonstrated commitment to hiring our military heroes. Sgt. Lakrisha DeLong accepted the award on behalf of FDC at the Paychecks for Patriots Hiring Fair in November.



Career Seeker Solutions

- 36,787** Solutions Provided to Individuals
- 6,173** Unique Individuals Receiving Solutions
- 11,278** Staff Referrals to Job Postings
- 1,475** Job Placements

Top Training Programs

- Commercial Driver License (CDL)
- Intro to Electrical
- Phlebotomy
- Certified Phlebotomy Technician
- Clinical Medical Assisting
- Firefighter
- Aviation Airframe Mechanics
- Emergency Medical Technicians (EMT)

Top Schools Based on Financial Aid Allocation

- Lively Technical College
- Tallahassee Community College
- Keiser University
- National Training Inc.
- Roadmaster Driver's School

Total Funds Spent : \$259,579

Connecting Communities and Opportunities: Building Brand Awareness Through Outreach

In the pursuit of our mission to bridge opportunities for job seekers and employers, our agency embarked on a robust outreach program this year.*

- 5** Youth & Young Adults Outreach Initiatives
- 24** Adult Outreach Initiatives
- 5** Veteran Outreach Initiatives

*Local communities, educational institutions, and various events





Learn, Earn and Advance Program (LEAP) offers valuable opportunities to eligible individuals aged 16-24. We assist with job placement, skill development, and financial literacy training, often enabling income generation within 30 days. By investing in our youth, we strengthen the community and economy.

Total Participants Enrolled:	Total Participants Completing the Program:	Total Enrolled in Paid Internships:	Total Permanent Job Placements:
50	19	23	9

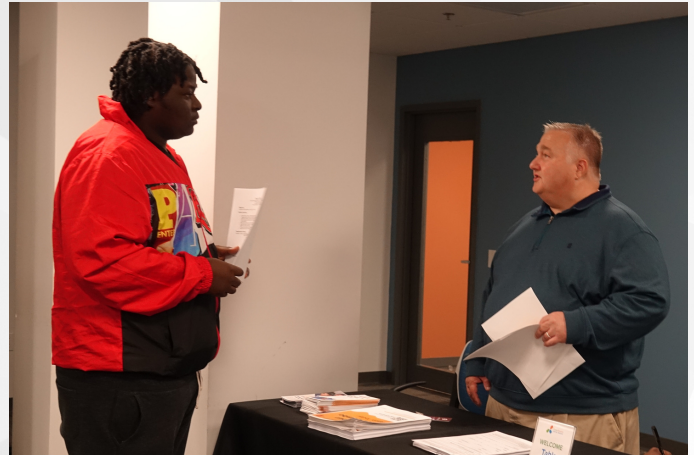
LEAP Hiring Fair

- 10 Employers
- 36 Youth & Young Adults Attended
- 4 Young Adults Enrolled in the LEAP Program

County Summer Youth Program Partnerships

Unique Applicants who attended the Summer Youth Orientation

- 51 Leon County Youth & Young Adults Attended
- 200 Gadsden Youth & Young Adults Attended



"CareerSource Capital Region has been a game-changer for me. With their LEAP program, I got the chance to work with youth and found my passion. Thanks to them, I now have a full-time job doing what I love."
 - Mr. Coleman



Helping Veterans



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

Paychecks for Patriots Fair:

Twenty-five employers participated, collectively offering nearly 200 job opportunities spanning the career spectrum from entry-level positions to those requiring advanced degrees. Our efforts drew seventy-six career seekers, with a commendable thirty-five being esteemed veterans.

Prep4Vets:

The Prep for Vets Lunch & Learn events exemplified our commitment to preparing veterans and their eligible dependents for a seamless transition into the workforce. The events dynamic agendas, crafted from participant feedback, addressed critical employment-related subjects. At both events, Keith Gerena, LVER, imparted invaluable insights on translating military experience into compelling resumes. Dynamic keynote speakers conducted an illuminating employer Q&A session, further enriching our veterans' knowledge. A total of 32 individuals attended these the Prep4 Vets events this year, making them a resounding success!

Stand Down:

Our dedication to supporting veterans continued with the North Florida Homeless and At-Risk Veterans Stand Down 2023, held on May 19-20 at Florida A&M University's Al Lawson Multi-Purpose Center. In collaboration with over sixty-five agencies and service providers, we provided essential services to three hundred and three veterans, addressing their unique challenges. Our staff engaged with nineteen veterans, offering personalized consultations, Disabled Veterans Outreach Employment Services, resume reviews, and facilitating connections with employers seeking to fill vacancies. The event's success was a testament to our commitment to veterans and our community.



TALENT & TRAINING

SOLUTIONS FOR YOU!
SUCCESS STORIES

Alissia M. had a dream of becoming an LPN in the healthcare industry, but she lacked the necessary skills to advance in her career. That's when she was approved for the Talent & Training Solutions program, specifically for the LPN program at Lively Technical College.

Prior to enrolling in the program, Alissia worked as a CNA, earning \$15 per hour on call, mainly during weekends. However, she knew that in order to achieve her long-term career goals, she needed to acquire the skills required for an LPN role.

Alissia diligently completed the LPN program and graduated in July 2022, equipped with the knowledge and expertise to excel in her chosen field. Her dedication and hard work paid off, as she successfully completed the program.

Today, Alissia's success story continues as she is gainfully employed as an LPN at Orlando Senior Health Network, earning an impressive \$26.50 per hour on a full-time basis. Her journey from CNA to LPN showcases the transformative power of career solutions and training programs that help motivated individuals like Alissia achieve their professional goals.

Alissia's success is not only a testament to her determination and hard work, but also to the impactful support provided by the Talent & Training Solutions program. It is through programs like these that motivated individuals are empowered to uncover their true potential.



"Through determination and unwavering focus, he transformed his life and career, proving that success is achievable with commitment."

When Mr. Dawkins walked into our career center, he had a singular goal in mind: to obtain a Commercial Driver's License (CDL) and transform his life and career. With sincerity in his voice, he shared his desire to support himself and his child in a positive way. From that moment on, Mr. Dawkins remained focused and unwavering in his pursuit of success.

Through sheer determination and dedication, Mr. Dawkins completed the CDL training program, earning not only his Class A endorsed certifications but also his driver's license. His undeniable commitment and resilience have set him on the path to a thriving career.

Mr. Dawkins' success story is a true inspiration to all those facing challenges on their career journey. As he takes the wheel of his new career, we applaud his achievements and have full confidence in his ability to navigate the road to success.



Executive Center

The Executive Center (EC) is your partner in achieving professional excellence. For senior-level and professional career seekers, we offer an array of resources for success.

ConnectionsCR Event:

ConnectionsCR is a unique event that offers mini-interviews with potential employers. In just 10 minutes, career seekers can make a lasting impression and gain valuable insights into employers' expectations. The event fosters professional connections, encourages applications for open positions and showcases the career seekers' professionalism.

The results are impressive—career seekers gain vital insights, while employers are impressed by the professionalism exhibited. Many career seekers are encouraged to apply for open positions. At EC, we're committed to elevating professional journeys fostering connections, and driving career forward.



“I can't thank CareerSource Capital Region enough for their exceptional resources that have helped me and so many others get back on our feet professionally.”

Anthony A.



Special Projects & Grants

Rapid Response Grant

The Rapid Response Grant provides funding for CareerSource Capital Region to help employers that are facing closures, with “reactive” assistance, or downsizing, with “proactive” layoff aversion strategies.

Thankfully, there were only a few major layoffs in the capital area during the year. However, one employer filed a WARN (Worker Adjustment and Retraining Notification), which is required if the employer has 100 or more employees and is laying off a majority of their employees. Our Rapid Response Coordinator was able to assist by providing re-employment services for all affected employees and provided referrals to other employers.

This year, we worked with employees at three other companies that had small-scale layoffs. Although notice was not provided, a Gadsden County employer laid off several workers, and the Rapid Response team held an open house/information session to provide information on SNAP, Reemployment Assistance, and help with finding new jobs for the affected workers.

Rapid Response activities are primarily focused on proactive strategies to assist employers. One major initiative for the program year was the **Growing Forward Business Resource Luncheon**. This event provided information for resources that are available to help businesses grow. Thirty-nine employer representatives heard from the Office of Economic Vitality, the Wakulla Economic Development Council, the Gadsden Economic Development Council, the Small Business Development Council, Vocational Rehabilitation, and the Jim Moran Institute.



Apprenticeship Grant

CareerSource Capital Region was the recipient of an Apprenticeship Navigator grant from the Florida Department of Commerce (formerly Department of Economic Opportunity), which allowed us to hire a dedicated person to develop and/or expand apprenticeships to meet the talent needs of local employers. Katrina Johnson, our Apprenticeship Navigator Specialist, was hired in November and hit the ground running. In just over 6 months, she met with multiple employers, associations, and industry groups to educate on the value and benefits of having a registered apprenticeship program. As of June 30, 2023, four employers are working with the Florida Department of Education to start registered apprenticeship programs in Human Resources, Maintenance Technician, Medical Billing, Medical Coding, and Fleet Mechanics.

Additionally, Tallahassee Memorial Hospital has a new registered apprenticeship program for a Surgical Technician and G&S Fencing and Deck has a new registered apprenticeship program for Fence Erector apprentice.

Kind words



Career Center Reviews



michael

★★★★★ 9 months ago

The staff at the Quincy location are professional, knowledgeable and helpful.



Crystal

★★★★★ 4 months ago

Careersource has been a very big help to me and my education at TCC . BIG THANKS TO Mrs. P. McGriff and Ms.G.Knight

GADSDEN



taylor

★★★★★ 6 months ago

Professional, friendly, knowledgeable and helpful!

I called CareerSource (Leon Co) with general questions about their services and spoke with Ms. Darlene P. She provided detailed info for each of my questions and made sure I had all the important info for how to utilize their services. Great customer service - thank you!



Kiarra

★★★★★ 4 months ago

Given great guidance and look forward to expanding my job opportunities soon! Thank you for the amazing help Chiquetta and Tajelia !

LEON



Brett

★★★★★ 7 months ago

Everyone was very welcoming and helpful from the very moment I walked into the door! I highly recommend coming here for any employment opportunity. Jeanie will spend as much time as it takes to help you with everything from your resume to finding a place of employment. Plus she is a great person overall! If there was an option for ten stars, she would get it from me for sure.



Denice

★★★★★ 2 months ago

I came in to look for a job and file for unemployment, the system was down a few times that I came in but it did not stop Mrs Kathleen and Mrs Genesis from helping me. They never gave up on helping me, they are very dedicated to helping us and making sure we have access to what we need to find a job. They are very sweet and professional. I am thankful for all of their hard work.

WAKULLA

Check out more reviews!
Find us on Google !

CHANGING LIVES

INSPIRING SUCCESS STORIES

Ms. Kay, a career seeker, had spent most of her life working in the very demanding real estate industry. Ms. Kay came to CareerSource Capital Region, ready to make some big changes in her life. Kay planned to move to Wakulla County to be closer to her family and find a position that would highlight her many skills without being as demanding as her previous position.

Customer Solutions Representative Kathleen Mackie was able to assist Ms. Kay and find the perfect position for her at Tallahassee Community College, Wakulla Center.

Ms. Kay is reported to be extremely happy in her new role.



Ms. Williams, came into our career center seeking employment. She was unaware of our young adult program, LEAP. After completing registration on Employ Florida, she was introduced to LEAP and was escorted to Ms. Blackshear.

Ms. Blackshear provided Ms. Williams with an initial assessment and offered more information about the program. Williams later became eligible and was offered a paid-internship at CareerSource Capital Region as a Program Support Specialist. She was able to accomplish her goals and become an integral part of our operation.

Williams is doing an incredible job assisting the staff in the youth program as well as the customer staff by performing administrative duties for the Career Navigators and contacting young adults about the services we offer. She has an incredible energy, working well with customers and staff. She is a welcomed addition to our team.



One-Stop Operations

Educational Data Systems, Inc. (EDSI) provides One-Stop Operator services and provides functional supervision of career centers in Leon, Gadsden, and Wakulla counties. Included are all services provided by community service organizations that have voluntarily entered into Memorandums of Understanding (MOU) and Memorandum of Agreements (MOA) 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:

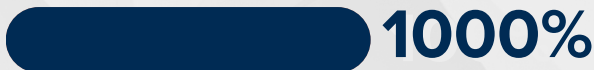
1. Share pertinent information on their services and assistance provided to the public.
2. Address concerns and identified problems for serving the public's needs.
3. Coordinate community responses to challenging concerns.
4. Improve communication, establish referral processes and address each organizations'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



Increased the number of affiliate sites



Increased the number of members on the Partner Council



Increased partner referrals

59 Partners Engaged

Career Center Net Promoter Surveys (NPS)

The overall NPS score for the year was **94%** which represented a 4.4% improvement from the previous year. The Net Promoter Score measures a customer's loyalty to CSCR. The team worked hard to drastically improve this score and obtain feedback from career seekers regarding their experiences with center staff.

"I have never been more helped and appreciated. I enjoyed the services, and the assistance was precise and time sufficient. I was given professional guidance towards my career, and I was provided detailed information for employers interested in my resume & skills due to my Career Source recruiter and case manager."

"The service is wonderful, everyone is nice, and I like how everything is in order."

"All the staff were enjoyable and very helpful, and it was an overall great experience!"

"Employees are very welcoming and nice, they help you through each step and provide specific instructions."



Shared Vision, Shared Success: A Story of Growth and Collaboration



Empowering Talent and Nurturing Communities

This program year brought many changes within the CareerSource Capital Region system including a new, contracted, workforce services provider. Selected through a competitive procurement process, C2 Global Professional Services manages and operates the federal programs within CareerSource Capital Region's career centers. This includes employment of staff who design, administer and deliver workforce development services for career seekers in Gadsden, Leon, and Wakulla counties in Florida.

Building Trust through Partnerships

This year, CareerSource Capital Region selected, through a competitive procurement process, EDSI (Educational Data Systems, Inc.) to provide one-stop operations management for CareerSource Capital Region's career centers. This includes developing and fostering partnerships with human services organizations for the benefit of career seekers, and to oversee the organization's facilities management, one-stop credentialing, and develop partnerships with affiliate sites where services can be delivered to career seekers in Gadsden, Leon, and Wakulla counties in Florida.



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. which provides free ACT/SAT tutoring to Gadsden County's high school students, Leadership Gadsden 2017, founder and director of YouRising Youth Crime Prevention Initiative funded by the City of Quincy, Pastor of Allen Chapel AME Church (Live Oak, FL), Black Ministers Alliance (Suwannee and Duval Counties), Crime Survivors for Safety and Justice—Florida Panhandle Chapter, Gadsden Technical College Advisory Board Member, Gadsden Extension 4-H Club Board Member, member of the Florida A&M University Crime Reduction Round Table.

Jeanie J. Booth – President-Elect, Wakulla County Chamber of Commerce, Wakulla County Rotary, Transportation Disadvantaged Council, Wakulla County Economic Development Council, Leadership Tallahassee Class 32

Trish Yahn - Big Bend Society for Human Resource Management, Society for Human Resource Management.



Reenee Williams-Walter - United Way Reading Pal Volunteer, TalTech Board Secretary, BEACON FAFSA Volunteer, ASPIRE Committee Member, Christian Outreach Volunteer, Tallahassee-Leon County Commission On The Status of Women and Girls Community Board member, Council on Culture & Arts Board member, Greater Tallahassee Chamber of Commerce Ambassador.

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, Founders Day Florida, Current Co-chair

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.

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

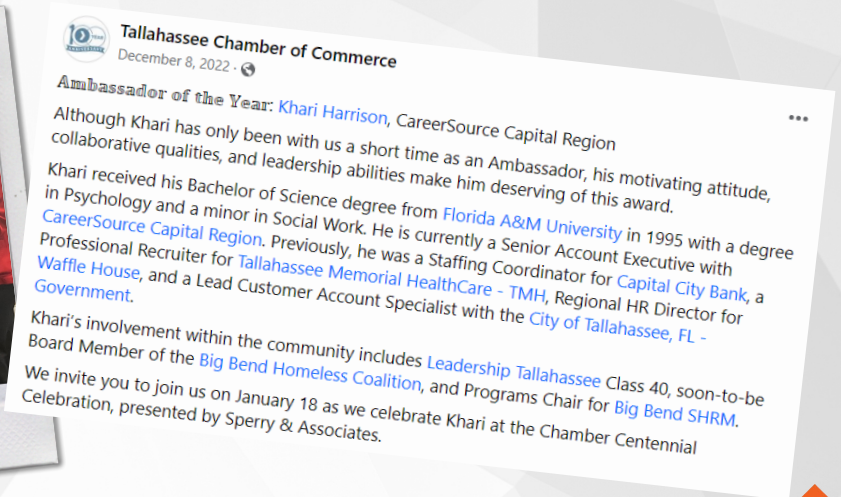
Robin Watson – Greater Love Board Member, Facilitator

Shawna Gray – Professional Convention Management Association Member, Greater Tallahassee Chamber of Commerce Access Member

#ChangingLives

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!

Harrison Awarded Greater Tallahassee Chamber of Commerce Ambassador of the Year



SPOTLIGHT ON AWARDS AND RECOGNITION

Louis Dilbert WORKFORCE PARTNER OF THE YEAR



TRIO, a nationwide initiative spanning over 1,000 institutions, assists first-generation, disabled, or lower-income college students throughout their academic journeys by providing an array of resources like labs, tutoring, counseling, and courses. These programs aim to smoothen the transition into college life and bolster student retention. Under the leadership of Louis Dilbert, the TRIO program has played a pivotal role in supporting CareerSource Capital Region. It has successfully referred both youth and adults to the WIOA program, facilitating access to training and work experience services.

Louis has been instrumental in collaborating with CareerSource Capital Region to explore grant opportunities for individuals who do not meet the criteria for WIOA program funding. He and his team have made a dedicated effort to be physically present at all three of CareerSource Capital Region's career centers. Here, they offer guidance, counseling, and address various resource needs, including tutoring support and lab sessions, in addition to financial resources.

Furthermore, Louis actively participates in the CareerSource Capital Region Career Centers Partners Council, where he served as the Council Chair for the 2021-2022 program year. His advocacy has fostered the sharing of information about mutually beneficial grant opportunities and resource collaboration for the betterment of the community. Louis also fulfills the role of the FAMU Director of Veterans Affairs, championing educational opportunities and resources for veterans and their families. He is committed to ensuring an equitable and consistent transition from military service to the classroom, as demonstrated by his attendance at the Council for Military Transition to Education Conference.

Louis Dilbert is a highly valued partner for CareerSource Capital Region, consistently working to enhance the services and support provided to the community and the individuals they serve.

Kathleen Mackie WORKFORCE PROFESSIONAL CHAMPION



The majority of the time when career seekers first come through our doors, they really aren't sure of how we can help them and what services we offer. Many times, they are frustrated, fearful and at a loss of what to do next. Kathleen Mackie (Kathie) excels at guiding these individuals through the process of getting registered and then with exemplary kindness and patience works with them to discover what services they need and how they can begin to utilize those services. She listens to each individual thoughtfully and asks engaging questions which helps to identify their issue so that in a few minutes they are working through the difficulty, laughing and telling her their life story!

As well as inspiring trust and building relationships, Kathie has a very process driven mindset and when we are discussing future tasks or projects, she is the one to listen until she understands what is required thoroughly and then provides insight and details into areas that may have gaps or offers solutions that are instrumental to our growth and success. She consistently delivers top performance results for the organization. During the program year, Kathie achieved the top placement numbers for the entire organization, achieving a total of individual 52 placements and was 6th highest for number of referrals.

SPOTLIGHT ON AWARDS AND RECOGNITION

Jeanie Booth

BARBARA K. GRIFFIN

WORKFORCE EXCELLENCE



Jeanie Booth epitomizes what a workforce professional should be, and she just so happens to be a “working” Career Center Manager who has established and fostered partnerships and collaboration with human service agencies and chambers of commerce on behalf of CareerSource Capital Region, directly served career seekers in the rural county of Wakulla resulting in 50 job placements last year and highly innovative and passionate in her approach to serve career seekers.

Jeanie’s leadership, knowledge, and customer service skills are unparalleled. Jeanie is the staff member and leader who conveys a positive “can do” attitude each and every day whether working with a partner, fielding calls from an employer, promoting services in the community, or directly assisting career seekers. She is an outside of the box thinker with the ability to devise solutions to resolve the most difficult situations. Jeanie possesses a varied work background that enables her to match career seekers in occupations that many others may not consider. She shares this knowledge of industries and occupations with her staff, and it has enabled them to be top placement producers at CareerSource Capital Region.

Although set in a rural county, her career center has the highest number of placements for CareerSource Capital Region and her team finished the program year at 107-percent of their placement goal for the year. Jeanie and her Wakulla career center staff placed a grand total of 116-placements during the 2021/2022 program year while providing 2,299 staff assisted services.

Heather O’Connor

FWCA LIGHTHOUSE



If you ask anyone at CareerSource Capital Region who is the most instrumental “behind the scenes” staff person, you will undoubtedly hear the name Heather O’Connor as their first response. Heather served as the Quality Performance & Training Manager at CareerSource Capital Region during the program year. Regardless of which workforce program, she is the go-to person for any programmatic question and can be relied upon for correct and prompt answers.

In the beginning of program year 2021/2022, due to staff turnover and internal monitoring results Heather created “Boot Camp” training designed to cover all programs which ultimately resulted in improved monitoring results from the workforce board staff and DEO. Some programs such as the WIOA Youth program had no findings during monitoring, and this could be directly linked to Heather’s training and experience. In addition to the Boot Camp training, Heather conducted Quality Training Program (QTP) Express trainings on a weekly basis throughout the course of the year that focused on a variety of topics to improve performance. Her knowledge goes beyond just programmatic; she also is heavily relied upon to pull a variety of reports and analyze data using multiple sources which aids in improving performance. Heather’s calming presence and kind warm-hearted demeanor enable her to be very approachable and she’s always willing to lend a hand. She handles compliance issues resulting from her monthly monitoring calmly and is never one to criticize or be condescending. While she is a behind the scenes staff person, Heather has stepped in numerous times to assist career seekers during staff shortages.



United Way Workplace Campaign

Making a Difference In Our Community

This year our team members not only dedicated their time and expertise to serving our community but also demonstrated their remarkable generosity by volunteering and donating to support the critical initiatives of United Way. Their willingness to go above and beyond reflects the spirit of compassion and unity that defines our organization and underscores the profound impact we collectively make on the lives of those we serve.

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.

\$6,478.48 raised!

To the systemwide team:

"Thank you for your contributions and for making this year's campaign so much fun! You are truly appreciated!"



United Way of the Big Bend



Financial Highlights

Statement of Financial Position As of June 30, 2022

2022

ASSETS

Cash	\$411,066
Grants and contracts receivable	\$265,725
Prepays	\$2,740
Capital assets, net	\$87,628
Right to use leased assets, net of amortization	\$1,786,434
Total Assets	\$2,253,593

BALANCE SHEET DATA

Accounts payable	\$339,260
Interest payable	\$7,013
Unearned revenue	\$22,501
Noncurrent liabilities	\$1,603,165
Total Liabilities	\$1,971,939

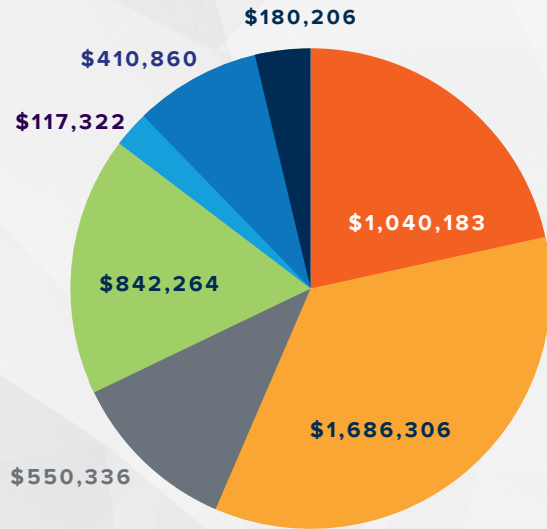
NET POSITION

Invested in capital assets	\$43,987
Unrestricted	\$237,757
Total Net Assets	\$281,654



Financial Highlights

2022 - 2023 Program Expenses /Revenue

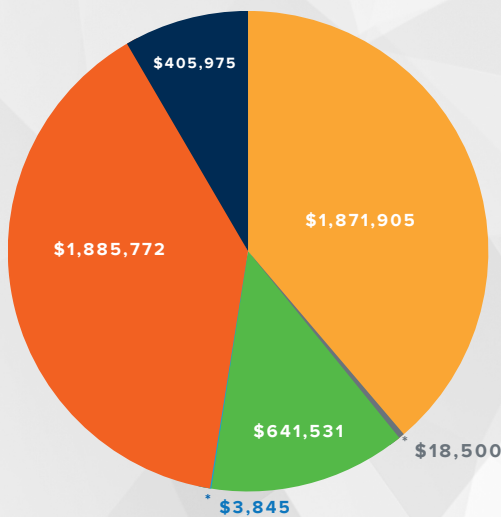


- > WIOA ADULT
- > WIOA YOUTH
- > STATE PROGRAMS¹
- > WELFARE TRANSITION
- > SUPPLEMENTAL NUTRITION & ASSISTANCE PROGRAM
- > WIOA DISLOCATED WORKER
- > GRANTS²

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

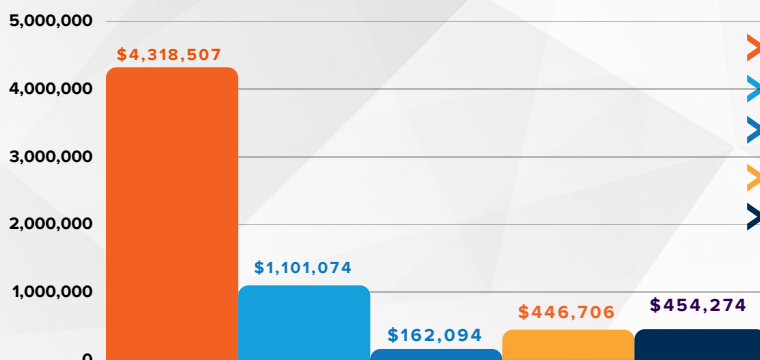
² (RAPID RESPONSE, RE-ENTRY NAVIGATOR, APPRENTICESHIP NAVIGATOR, UNRESTRICTED)

2022 - 2023 Functional Expenses



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

2022- 2023 Funding Availability



- > WORKFORCE INNOVATION & OPPORTUNITY ACT
- > WELFARE TRANSITION
- > SUPPLEMENTAL NUTRITION & ASSISTANCE PROGRAM
- > STATE PROGRAMS¹
- > GRANTS²

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

² (RAPID RESPONSE, RE-ENTRY NAVIGATOR, APPRENTICESHIP NAVIGATOR, UNRESTRICTED)



Board of Directors, Chief Elected Officials, & Committee Members

The following individuals served on the CSCR board of directors during the 2022-2023 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 – Amber Tynan, United Partners for Human Services
 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

Amber Tynan, United Partners for Human Services
 Beth Cicchetti, Beth Kirkland Consulting, Inc.
 Christina Chancey, Danfoss
 Cindy Lavoie, Interim Healthcare of Northwest Florida
 Erin Gillespie, Madison Street Strategies
 Keith Bowers, Office of Economic Vitality
 Kevin Vaughn, Roger, Gunter, Vaughn, Inc.
 Kim Gay, Goodwill
 Louis Dilbert, FAMU
 Mandy Bianchi, Ability 1st
 Maria Mead, Keiser University

Martina McDowell, Manpower
 Melissa Logan, Florida Vocational Rehabilitation-DOE
 Mike Temple, Talquin Electric
 Nina Self, Capital Area Community Action Agency
 Patrick Hutto, St. Marks Powder
 Princess Ousley, Elite Business Services
 Scott Watson, CSI Contracting, Inc.
 Shelly Bell, Leon Co. Schools – Lively Technical College
 Terrence Watts, Florida Dept. of Children & Families
 Theresa St. Jean, BASF





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