



2023 - 2024 ANNUAL REPORT



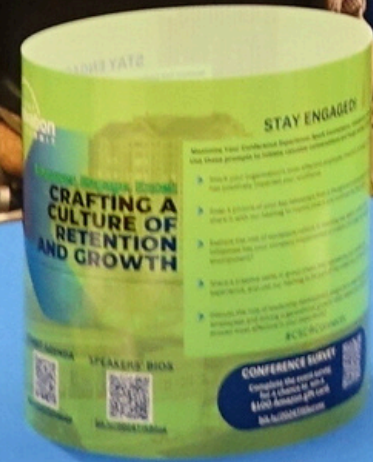
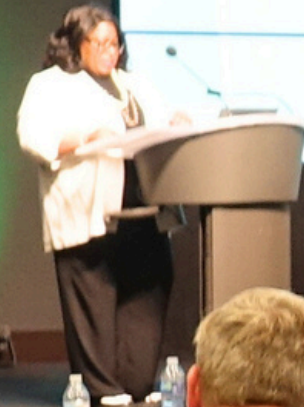
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2024 innovation

Empower, Engage, Excel
**CRAFTING A
CULTURE OF
RETENTION
AND GROWTH**

ENT
ovation
SUMMIT



LEADERSHIP MESSAGE

The CareerSource Capital Region Board of Directors is pleased to share with you our annual report for the program year, July 1, 2023 – June 30, 2024. This report outlines the year's accomplishments and overall results.

As our program year ended June 30, 2023, we are ready to embark on a new year with the significant addition of Jefferson County into our region.

Jefferson County, a part of the Tallahassee Metropolitan Statistical Area or MSA, where the federal government tracks a lot of data and recognizes the four counties as a macro-economic area, is now a part of our territory. We warmly welcome two new Board members who represent the people of Jefferson County on the CareerSource Capital Region Board of Directors.

Their roles are crucial in shaping our future. We also warmly welcome the new Jefferson County Elected Official, appointed by the Board of County Commissioners, to the CSCR Consortium that oversees the work and appoints Board Members to the Board. The staff of CareerSource Capital Region are ready to serve Jefferson County, recognizing the importance of our role in this expansion.

Much of the past year has been focused on the REACH Act and the addition of Jefferson County. But it also was a year of adjustment and learning. The job market has changed radically since COVID. The economy is so strong that there is a massive shortage of workers in our service territory, with almost a two-to-one ratio of job openings to the number of unemployed throughout the year.

This has affected our operations, and higher-paying job opportunities have drawn some of our career staff away. The federal government continues to decrease workforce services funding, further hampering our efforts to attract workers to fill the needs of businesses.

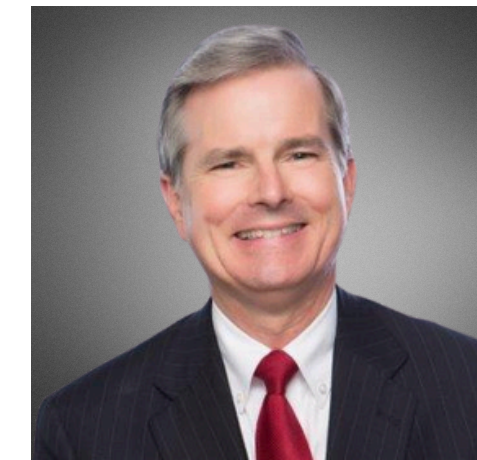
There are still over 6,000 unemployed individuals in our region, many of whom would like to work but cannot find or afford childcare. The latest looming issue is a lack of affordable housing. There is a growing awareness that to have workers, there must be affordable housing available for talent to remain or move into the area.

The CSCR Board of Directors, which is made up of a majority of business leaders, understands this dilemma and is working to advocate for retaining top talent, keeping graduates from our great colleges and universities here, and aligning our education and training partners to train individuals for the skills that are in demand now and in the future.

This report will show the return on federal investments in training completed by participants in workforce services in the capital area and how we helped businesses in the capital area find the talent they need to succeed.



Nick Maddox
Chief Local Elected Official



Kevin Vaughn
Chair, Board of Directors



Jim McShane
CEO

Continue reading to learn more about the road we are traveling forward into PY 2024-2025 to meet the needs of our community. Thank you for your continued support.



MISSION MOMENT

Big Bend Hospice partnered with CareerSource Capital Region (CSCR) to improve their talent acquisition process. Through CSCR's support, Big Bend Hospice successfully hired two candidates from CareerSource-hosted events such as Paychecks for Patriots and Gadsden County Career Fair. This partnership helped Big Bend Hospice find skilled individuals who shared their organization's values.

Khari Harrison, Manager of Business and Employer Solutions at CSCR, played a crucial role in understanding Big Bend Hospice's unique needs, ensuring a personalized approach. CSCR's assistance was instrumental when Big Bend Hospice needed to expand its team for new projects, like launching an inpatient unit and implementing an electronic medical record system.

Beyond hosting hiring fairs, CSCR offers talent referrals based on job-matching data, enhancing organizations' capabilities and efficiency. This partnership between CSCR and Big Bend Hospice aims to support the mission of providing quality end-of-life care while nurturing a dedicated workforce.

Brenda Bradley, Talent Acquisition Manager at Big Bend Hospice, emphasized the positive experience of working with CSCR's professional and supportive team. The collaboration has been essential for achieving Big Bend Hospice's strategic objectives and fostering a culture of excellence.

CareerSource Capital Region remains committed to supporting Big Bend Hospice's growth and mission while building solid partnerships within the community. CSCR encourages employers and job seekers alike to reach out for assistance, emphasizing their dedication to helping the community thrive.



MISSION MOMENT

Angelica Scott, a resilient 32-year-old widow raising four children, has called the Leon County area home for most of her life. Her journey started several years ago when she finished high school and began building her life with her family. Determined to provide a brighter future for her family, she enrolled in medical courses after graduating from high school. Life would have many turns to come. The most significant being her husband's diagnosis with brain cancer and subsequent passing.

Three weeks before her husband passed away from brain cancer, Angelica decided it was time to look for work. With four children depending on her, she knew she needed to provide them with a stable and secure life. Despite the emotional turmoil, she wanted to show her children, especially her eleven-year-old, that they could overcome any obstacle life threw at them. It was a difficult time for her, but she was determined to make it through.

During this challenging period, Angelica reached out to CareerSource Capital Region for assistance. From the moment she connected with Chiquetta, she felt supported and understood. Angelica applied for a job fair three weeks prior to her husband's death. Even amidst the chaos of his passing and the memorial service, Chiquetta was there for her. She helped Angelica polish her resume, printed multiple copies, and even arranged childcare through the Early Learning Coalition (ELC) so she could attend the job fair. Chiquetta also assisted her with cash assistance applications, ensuring she had all the necessary documents and support.

The team at CareerSource Capital Region was incredible. They helped Angelica connect with the Department of Children and Families (DCF), provided transportation assistance, and, most importantly, gave her the confidence to keep moving forward. They guided her through every step of the process, from preparing for the recruiting event to securing benefits for her family. Their eagerness to help and the comprehensive support they provided were invaluable.

Thanks to the unwavering support from CareerSource Capital Region, Angelica secured a position with the Wakulla County School District as a bus aide. This job is perfect for her as she gets to ride with her preschool daughter and share the same schedule, allowing her to spend more time with her children. The transition was swift and seamless—she attended the job fair on March 7th, had her orientation on March 11th, and started working by March 26th. Within a month of her husband's passing, Angelica was employed, receiving temporary benefits, and had childcare and transportation assistance.





Business & Employer Solutions

The newly expanded Business & Employer Solutions team focuses on engaging with current businesses and has cultivated relationships with more than 50 new businesses in the capital area this year. The team works with employers to provide innovative ways to help them recruit, train, and retain talent.

BES TEAM

The Business & Employer Solutions (BES) team added two new account executive positions this year, which doubled the size of the team. The four new account executives are each assigned to one of our targeted industry sectors. Khari Harrison was promoted to Manager, Business Solutions, and the team now reports directly to him.

The BES team continues to engage with current businesses; however, over the past year, they were able to cultivate relationships with over 50 new businesses. While the supply of career seekers (the talent pool) continues to decline, the team works with employers to provide innovative ways to help them recruit, train and retain talent.



BY THE NUMBERS

4329 staff-assisted services provided to
1489 unique employers

7 recruitment events

5 hiring fairs with **68** employers
represented and **421** career seekers in
attendance

22 Professional Development
workshops

14 other events held throughout the year

Overall **397** employers and **619** career
seekers attended events

BUSINESS & EDUCATION COUNCIL

Senate Bill 240, also known as the REACH (Reimagining Education And Career Help) required each local workforce development board to create an education and industry consortium composed of representatives of educational entities and businesses this year. CareerSource Capital Region developed its own Business and Education Council which held its first meeting in February 2024. This council meets quarterly to provide information to help align educational programming with employer needs.



SPECIAL PROJECTS & GRANTS



RAPID RESPONSE GRANT

Pictured above is Rapid Response Coordinator Reenee Williams following her award for Chamber Ambassador of the year.

The Rapid Response Grant provides funding for a dedicated employee to help employers who are facing closures or downsizing (i.e. “reactive” assistance) as well as for a comprehensive, “proactive” Rapid Response system with an emphasis on layoff aversion activities.

The capital area is fortunate to not have many major layoffs and/or closures. During the last program year, CSCR received only one WARN (Worker Adjustment and Retraining Notification), and all affected employees were rehired by the company that took over the operations of the affected employer. Other employers in the region that experienced layoffs and/or closures were Second Harvest of the Big Bend (20 affected employees laid off) and Macy’s (store closure affecting 40 employees). The Rapid Response Coordinator, Reenee Williams, worked in conjunction with the career center staff to assist all affected employees in finding rapid reemployment.

The main focus of Rapid Response continues to be proactive strategies which help employers avoid layoffs and/or closures. One such event held each year to assist employers is our Growing Forward Business Resource Luncheon. Topics covered include CSCR’s talent solutions, employee development programs, layoff aversion strategies, short-time compensation, on-the-job and incumbent worker training grants, and other retention strategies. Twenty-two businesses attended the Growing Forward event this year.





APPRENTICESHIP GRANT

CareerSource Capital Region's Apprenticeship Navigator grant provides funding for a part-time Apprenticeship Navigator who is tasked with developing and/or expanding apprenticeships in the region, as well as referring career seekers interested in an apprenticeship to existing programs.

Apprenticeship Navigator Specialist, Katrina Johnson, continues to be a driving force in the region, educating employers on the benefits of apprenticeships in building their talent pool. She provided information on apprenticeships to over **70** employers and has referred **8** employers to the Florida Department of Education to continue the process of developing and/or expanding apprenticeship programs.

LEON COUNTY AND NATIONAL APPRENTICESHIP WEEK

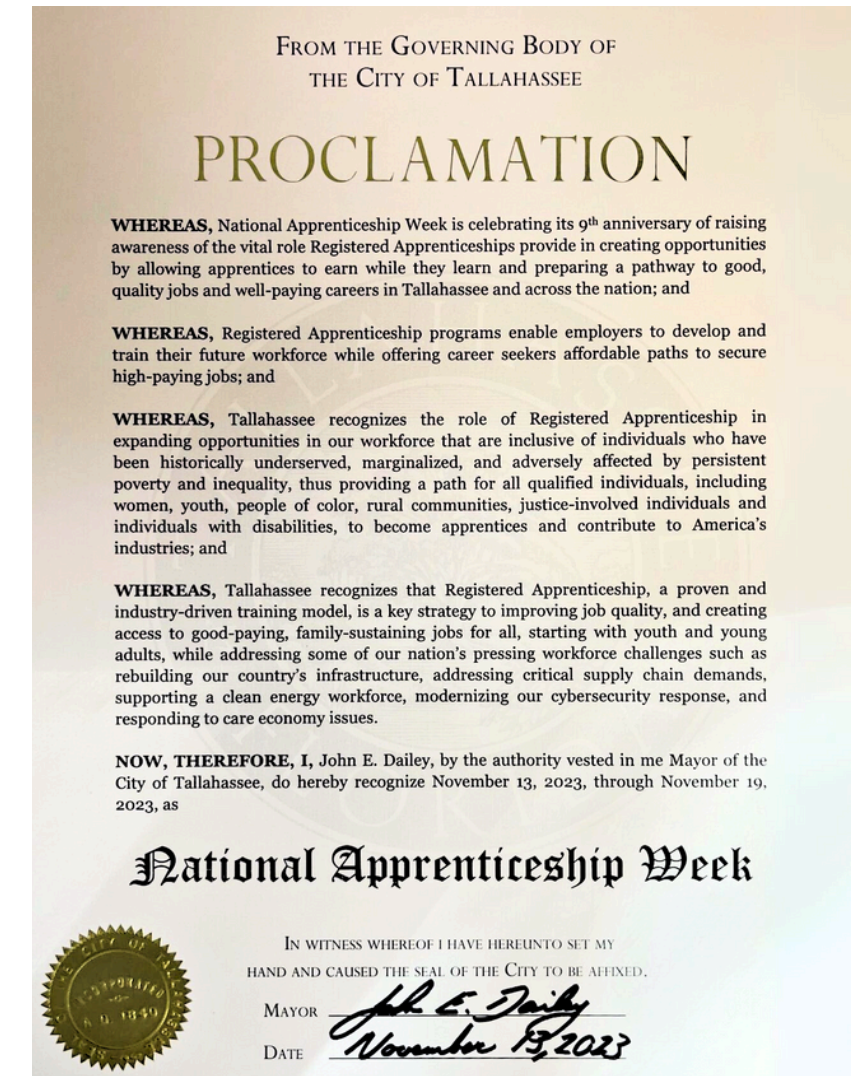
The City of Tallahassee issued a proclamation officially recognizing National Apprenticeship Week, which occurred from November 13 to 19, 2023.

Mayor John E. Daley encouraged local businesses, educational institutions, and government agencies to collaborate on creating more apprenticeship and work-based learning opportunities.

CareerSource Capital Region's CEO, Jim McShane, understood the growing importance of apprenticeships in both traditional and non-traditional industries, noting that 90% of apprentices remain employed with their training employers. Florida businesses with these programs may be eligible for a tax credit of up to \$10,000 per year from 2022 to 2025.



Pictured above from left to right: Assistant City Manager, Abena Ojetayo; Mayor John E. Daley; and our CEO, Jim McShane.




TALENT INNOVATION SUMMIT


The seventh annual Talent Innovation Summit, “Empower, Engage, Excel: Crafting a Culture of Retention and Growth,” was held on April 3, 2024. The Summit featured two dynamic keynote speakers and a panel of local employer representative who shared insights in how to attract, nurture and retain talent.

Jennifer Currence, CEO of WithIN Leadership, provided the audience with information on “Exceeding Expectations: How to Amplify your Culture to Retain Key Employees!” Matthew Hemmerly, General Manager of the Marriott Courtyard Tallahassee Downtown/Capital, shared insights on “Be the Good News! Building a Work Culture Through Enthusiasm!” Our panel, made up of local employers, discussed their real-world experiences in the session entitled “Enhancing the Employee Experience: Best Practices from Local Organizations.” Paula DeBoles Johnson, who serves as both Human Resources Manager with Leon County Government and Founder & Executive Director of the Capital City Youth Development Corporation (CCYDC), kept the day moving with her unique style of engagement serving as our Emcee. Thank you to our emcee, keynote speakers and panelists for providing their insights into improving organizational culture at the numerous businesses with representatives in attendance.

We would also like to thank our partners, whose financial support made the Talent Innovation Summit possible: C2 Global Professional Services, Loyalty Credit Union, Ruvos, CSI Contracting, Inspired Technologies, Interim Healthcare, Office of Economic Vitality, Lively Technical College, FAMU Foundation, Beth Kirkland Consulting, EDSI, Goodwill Industries of the Big Bend, Greater Tallahassee Chamber of Commerce, Early Learning Coalition of the Big Bend, Manpower, Talquin Electric, United Partners for Human Services, and Redwire.



 “I felt that each of the speakers provided valuable information that really resonated with the goals I see for our company.”

“I love the diversity in the speakers. To hear from one that was in HR and another on the operations side of things was very insightful.” 





LEAD

LEAD LEADERS EVOLVE AND DEVELOP

LEAD (Leaders Evolve and Develop) is a multi-day leadership training for new/emerging leaders as well as leaders who have recently been promoted or are in line for promotion.

This training covers contemporary concepts for leadership competencies and practical applications the participants can implement in their work and with their teams. Twenty-eight LEADers participated in the training in August 2023.

“It was a wonderful experience and I am looking forward to utilizing the tools I have been provided.”



“I truly enjoyed attending and am glad I did. I received a lot from this and will continue to or begin implementing what was learned and/or reinforced.”





**Tomorrow
belongs to
those who
prepare
for it today.**

POWER HOUR



The Power Hour 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 during the year, the first in December 2023 and the second in June 2024.

December's speaker, Chandra Sapp with the City of Tallahassee, spoke about "Employee ENGAGEMENT: Ways to Get Your Employees to Stay for the Long Haul." One employer commented, "I think the Power Hours are great! I look forward to attending more of them."

In June, Ruthann Campbell, Digital Marketing Manager at Fiore Communications, provided attendees with how-to tips for "Social Media Storytelling: How to Showcase Your Culture and Recruit Talent in 2024." An employer commented "I found the power hour enjoyable and acquired strategies for advertising on social media."



PROFESSIONAL DEVELOPMENT WORKSHOPS



Low to no-cost professional development workshops were offered by CareerSource Capital Region during the year to help employers train their teams on topics such as conflict management, customer service, emotional intelligence, multi-generational communication, time management, workplace etiquette and more!

Some of the employers who utilized professional development training solutions to their employees include:

- 7G Environmental Compliance Management
- Area Agency on Aging for North Florida
- City of Quincy
- Capital Area Community Action Agency
- GT Technologies
- Leon County Clerk of Courts & Comptrollers
- Lucky Goat Coffee Company
- Office of Medical Marijuana Use/FL Department of Health
- Redwire
- Second Harvest of the Big Bend
- Serenity Home Care Agency and
- Wakulla County Board of County Commissioners

“The trainer was easy to relate to and open about the topic.”



“Good crowd inclusion and participation. Facilitator was friendly and engages staff well.”



“Everything was excellent, the best training received in my life!”



VETERAN FRIENDLY EMPLOYERS

CareerSource Capital Region’s Veteran Friendly Employer Award recognizes employers who have pledged to put military veterans to work in the capital area.

The program is designed to recognize employers in the Capital Region who demonstrate a commitment to providing quality employment opportunities for military veterans and their families.

This year, Veteran Friendly Employer Awards were presented by Keith Gerena, Local Veterans Employment Representative, to G&S Fence and Deck and Danfoss. G&S Fence and Deck were present at the Paychecks for Patriots hiring fair in November where the award was presented to Travis Johnson, Business Owner and Chris Oglesby, General Manager.

The Veteran Friendly Award was presented onsite at Danfoss to Christina Chancy, Senior Human Resources Manager.



DANFOSS

G&S FENCE AND DECK





HIRING FAIRS & RECRUITMENT EVENTS

The BES team hosted **5** hiring fairs during the year. Three were held in Leon County and one each in Gadsden and Wakulla counties, providing easier access to employers for career seekers in the rural counties we serve. The five hiring fairs attracted a total of **68 employers** and **421 career seekers** combined.

In addition, five recruitment events were held during the year, resulting in **31 career seekers** securing employment.



Super informative with great staff help! I may have found my dream retirement job.



Great opportunity to speak with the representatives of various agencies.



Great pay with a side of getting the right hours

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- ✓ Competitive wages
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This was a great way to get a wide variety of applicants. I was impressed by the organization of the event, and the quality of the people I interacted with. ”

Department
Business Solutions
you earn

LEAVE

CE

DENTAL
RANCE

PAY FOR
RADUATE

FREE
COURSES

DEFERRE
MENT PLAN

ENTIAL RISK
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MOTION
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FOR MORE
ABOUT SA
BENEFITS
THE QR C



Florida Lottery
Funds BRIGHT FUTURES
SCHOLARSHIPS

\$1,000
SIGNING BONUS
AT SELECT INSTITUTIONS



FLORIDA DEPARTMENT OF CORRECTIONS
START YOUR CAREER TODAY
FLDOCjobs.com

- Competitive Salary
- Excellent Health Benefits
- High-Risk Retirement Plan
- Real Opportunity for Advancement
- Education and Tuition Assistance

REQUIREMENTS

- U.S. Citizen
- 18 years of age
- No felony convictions
- Eligible to own/possess a firearm

NOW HIRING



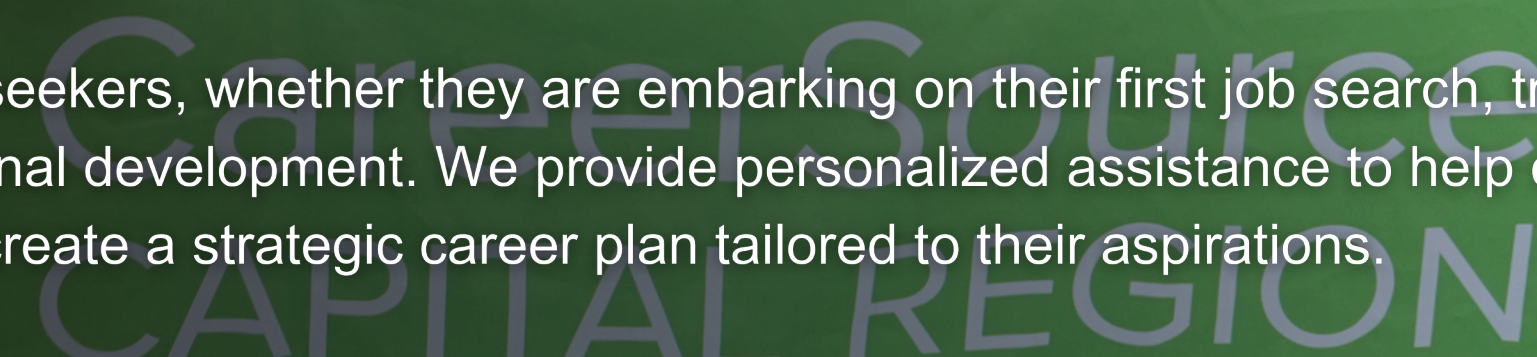
Wakulla Correctional Institution loves working with CareerSource Capital Region. The staff are so friendly and treats everyone like family! We can't wait for the next event!





Career Seeker Solutions

Our team of experienced professionals is here to support career seekers, whether they are embarking on their first job search, transitioning to a new career, or seeking guidance on furthering their professional development. We provide personalized assistance to help career seekers explore job opportunities, develop necessary skills, and create a strategic career plan tailored to their aspirations.



SOLUTIONS

37,996 solutions were provided to individual career seekers

2,576 career seekers registered on EmployFlorida

5,761 career seekers received individualized solutions

13,903 referrals were provided by staff for available jobs

1,182 career seekers were placed in jobs

Career Seeker Solutions

TOP PROGRAMS

(Based on Career Seeker Enrollment)

CDL

Firefighter

EMT

Cyber Security IT Professional

Phlebotomy

Certified Phlebotomy Technician

Project Management Specialist

Practical Nursing

Cisco CCNA

Heavy Equipment Operator

TOP SCHOOLS

(Based on Financial Aid Allocation)

Lively Technical College

Tallahassee Community College

New Horizons Computer Learning Center

National Training Inc.

Roadmaster Driver's School

Computer Coach Training Center

My IT Future Institute

**TOTAL TRAINING FUNDS SPENT:
\$354,476.82**



EMPOWERING FUTURE GENERATIONS

The LEAP Team is dedicated to closely supporting young individuals seeking careers in the capital region. Through LEAP, we offer valuable work experience, comprehensive skill-building, and specialized training opportunities.

Our aim is to empower and equip teens and young adults with the tools and resources they need to thrive in their professional journeys.

BY THE NUMBERS

48 of 55 enrolled youths completed the LEAP Program this year

24 youths were placed in training

33 youths were placed in the work experience program

43 youths completed the work experience program

6 youths gained permanent employment

106 worksites and 120 positions were available in the capital area for youth work experience.

LEAP TEAM

For the 2023-2024 program year, the LEAP Team provided an abundance of services throughout the capital region through work experience/paid internships, short-term training opportunities, and career counseling.

Available work experience/paid internships spanned various industries including but not limited to healthcare, manufacturing, construction, transportation, logistics, IT, professional services, human services, and education.



COMMUNITY INVOLVEMENT

The LEAP team also spread its reach into the community by collaborating with partner agencies to provide services to youth:

- 15 Referrals from Tempo
- 10 youths engaged through The Ghazvini Center
- Over 20 employer referrals to the LEAP Program



SUMMER YOUTH PROGRAMS



The LEAP team also collaborated with Leon County’s annual summer youth program, where **45 participants** received a week of orientation. During this time, they learned essential job skills, resume prep, professional development, and certificates in financial literacy.

They also completed the Florida Ready To Work assessment before attending their paid summer internship.



Gadsden County also held a Summer Youth program where we assisted in providing orientation for **300 youth**. There, the youth learned how to become professionals in the workforce before attending their paid summer internship. The orientation was structured into two sessions: one in the morning and one in the afternoon. From the group, CSCR also successfully assisted **11 youths** in securing summer youth employment.

SUMMER
YOUTH
TRAINING PROGRAM





HOPE FLORIDA

The Hope Florida grant provides a local Specialist to serve as a connection point to create a pathway for Floridians receiving public assistance to live up to their potential and accomplish the American Dream – ultimately achieving prosperity and economic self-sufficiency.

Although this grant began operating during the year, eligible individuals were offered assistance with job search strategies, contacts for utility assistance, contacts for housing assistance and more.

Each individual who was successfully engaged had a one-on-one appointment, received an initial assessment as well as job search assistance and/or individualized resources.

IMPACT AT A GLANCE:

(December 2023 - June 2024)

40 Referrals

68% of individuals were offered services

10% of the individuals received at least one service

BY THE NUMBERS

Increased the number of affiliate sites from **6 to 8**, an increase of **33%**.

Increased partner referrals from **44 to 170**, an increase of **286%**.

Increased the number of partners on the Partner Council from **59 to 67**, a **14%** increase.

The Net Promoter Score* remained strong at **94%**!

*Net Promoter Score measures a career seeker customer's loyalty to CSCR.

ONE-STOP OPERATIONS

Educational Data Systems, Inc. (EDSI) provides One-Stop Operator services and functional supervision CSCR's One-Stop 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.

Primary services provided include:

- Day-to-day oversight of the operations of the physical centers.
- Quarterly Career Center Partner Council meetings.
- Training, delivery, and reporting on the Crosswalk referral system which allows for career seeker referrals between CSCR partners.
- Monitoring of the monthly customer service experience survey and the Net Promoter Score (NPS).
- Networking and developing new community partners through attendance at community events and other means.
- Oversight of existing as well as creation of MOUs/MOAs.
- Developing new affiliate sites and the monitoring of existing sites.

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.



SUPPORTING VETERANS

In partnership with Tallahassee Veterans Affairs/Vocational Readiness and Employment (VRE) with Chapter 31 reports, the local Jobs for Veterans State Grants (JVSG) program case managed an average of 20 veterans per month during the year.

While self-sufficient employment is the ultimate goal, the Disable Veterans Outreach Program Specialists (DVOPS) assisted our veteran population with overcoming barriers to become job ready for their civilian career goals through employment planning and veteran advocacy to hiring employers.

Veterans were provided Priority of Service for all of the services that were available such as community resources for overcoming barriers to employment, job searching assistance and services and assistance provided through the WT, SNAP, RESEA, and WIOA programs.



VETERAN SOLUTIONS

The JVSG program received high remarks from attendees who participated in the two Prep4Vets events during the year, on Thursday November 2, 2023, in preparation for the annual Paychecks for Patriots Hiring Fair, which had 11 veterans attend and May 2, 2024, in which 15 veterans attended. In addition, 21 veterans attended the Paychecks for Patriots Hiring Fair in November 2023.

Veterans attending Prep4Vets events participated in networking, resume preparation, mock interviews, and learning job search strategies to obtain self-sufficient employment.

Throughout the year, the JVSG program staff partnered with Veterans Village, Kearney Center, American Legion, Commanders Veteran Partnership meetings, Sergeant Ernest I. “Boots” Thomas VA Clinic, Tallahassee Veterans Legal Collaborative and Leon and Wakulla prisons, amongst others.

We have successfully and continue to be a resource for veterans and yield positive outcomes for their success.

IMPACT AT-A-GLANCE

8

veterans successfully secured employment directly through the local JVSG program.



VALOR HOURS

GADSDEN CAREER CENTER

Valor Hours



Over the years Career Source Capital Region has noticed that among the citizens seeking assistance with employment, the demographic least represented are the ones who have served in the US military.

Gadsden County has more than 2,000 US Veterans as residents, yet only a handful of them come to the center seeking help. This year, CareerSource Capital Region introduced Valor Hours at the Gadsden career center. This initiative seeks to broaden our visibility to US Veterans and let them know that we have set aside time just to serve them. Every Tuesday, 9:00am-12:00noon, we set up an area for Veterans to gather, share some coffee, and our staff engage with them to provide assistance to meet their employment needs.

In addition, the local Disabled Veteran Outreach Program Specialist attends Valor Hours to engage Veterans who have significant barriers to employment to provide intensive services tailored to each Veteran's needs, making the Gadsden Career Center a central hub for Veterans' to obtain career assistance.



CareerSource
CAPITAL REGION

EXECUTIVE CENTER

The Executive Center helped highly educated individuals and management professionals advance their careers. The Executive Center offered job search assistance, personalized resume building, interview preparation, and networking opportunities. The Executive Center also facilitated workshops for career seekers in the WT/SNAP and WIOA programs, benefiting over 100 individuals.

Fourteen career seekers found jobs with the Executive Center's guidance. One of them, over 55 years old and with more than 30 years of work experience, felt unsure about finding new job opportunities, but after attending several workshops and receiving personalized assistance with resume building, they landed a new job. The Executive Center's guidance played a pivotal role in this achievement.

CHANGING LIVES

INSPIRING SUCCESS STORIES

Mr. Jermaine, a youth career seeker, came to our career center wanting to obtain his CDL license.

Mr. Jermaine was a youth with little work experience but wanted the opportunity to earn his license in order to travel across the U.S. and earn a good salary. Staff assisted Mr. Jermaine in creating a new resume and getting him enrolled into the Youth program and then into National Training Inc.'s CDL program in Jacksonville.

Mr. Jermaine successfully obtained his CDL Class A license.



Mr. Thermidor, a career seeker, came into one of our centers seeking assistance in obtaining his CDL license.

He had a criminal background, which made it difficult for him to find employment and become independent. Our staff helped Mr. Thermidor access funding to attend National Training Inc.'s Commercial Driving License (CDL) program in Jacksonville, FL. Upon successfully obtaining his license, Mr. Thermidor and the staff worked together to complete job applications for CDL drivers.

With the help of our team, Mr. Thermidor was delighted to secure a position as a driver with Waste Pro.



CONNECTING IN OUR COMMUNITIES

Our team connected with individuals in the communities we serve to demonstrate how we can help. We are proud of the outreach efforts and partnerships strengthened throughout the year.

In-house Outreach included:

- Re-entry clients with over 60 persons receiving soft skills, RTW credentials, Federal Bonding, and WOTC education
- WOW Educator Workforce Academy with 20 plus educators receiving RTW credentials hosted by Leon Career Center
- Leon and Gadsden County Summer Youth Programs
- Leon County Junior Apprenticeship Programs

Partnering with local training providers included:

- Tallahassee State College
- National Trucking Inc.
- Roadmaster Inc.
- Lively Technical College
- My IT Computer

Outreach opportunities included:

- North Florida Worlds of Work (WOW)
- Kearney Center
- Subsidized Housing Complex
- Keeton Correctional Facility
- VA Medical Center, Veteran Village
- Tallahassee Veteran Legal Collaborative
- RISE Community
- Leon Works Expo
- Second Harvest Neighborhood Empowerment
- Jefferson Correctional Institute
- Florida Commerce Take Your Daughters and Sons to Work Event
- Veteran's Administration Medical Center




[#ChangingLives](#)

UNITED WAY WORKPLACE CAMPAIGN

CareerSource Capital Region concluded its annual fundraising campaign in Fall 2023 with remarkable success. Through engaging activities like penny wars, jean/theme dress-up days, and a gift card raffle, the team rallied together to raise \$5,231.34.

"We had tons of fun throughout the campaign," said Charlotte Brown, HR & Communications Director at CareerSource Capital Region. "Our small but mighty team is dedicated to giving back because we understand the profound impact these funds will have on those in need in the Big Bend community."

 The funds raised will support various initiatives aimed at helping the most vulnerable members of the community. CareerSource Capital Region remains committed to serving and supporting the capital area community through various means, ensuring a positive impact for those most vulnerable in our communities.



Mrs. Adriana Williams probably has helped change the trajectory of me and my kids lives for the better forever.

The kindness and understanding that woman has are unparalleled. She helped me in my time of need, when I was scared to start over and almost went back to something unhealthy. I truly believe she has given me a new lease on life.

Thank you CareerSource Capital Region for having amazing people like Adriana on your team. She is truly a blessing.

Kind Words

Due to our staff members' outstanding work, several job seekers have felt compelled to leave positive reviews following their experiences working with us. We want to share a few with you.



CAREER CENTER REVIEWS



Royal Priestess



Thank you 🙏 Ms. Darlene Phillips!!! We appreciate your help today... 😊💕



Connor Ward



Very helpful nice people. Great establishment. Tiffany is the best



John Murphy



CareerSource supported my job search of several months beyond using their computer lab for job searches. I was provided with a location and technical support for Zoom interviews and hiring event participations. More important was being encouraged to not give up and cheered for along the way.

Sib



Ron Fedd in Resource room is phenomenal. Every time I come he's always smiling and willing to help. He doesn't know the stress and struggles I'm facing at this time but his warm generosity, hospitality and willingness to help is a God sent. I must say I'm not only stopping here I'm going to google review and tell other state representatives he is the perfect candidate for the resource room and the entire Leon County needs to know. I'm blessed and honored God lead him in my path. He's the energy to motivate me on 'keep striving' and don't even know it. I come here to get business handle and he's my only "cheer fan" my own family doesn't support like him. I pray he is giving blessings from his superiors and others because he is the ROCK in so many people lives going thru transitions.

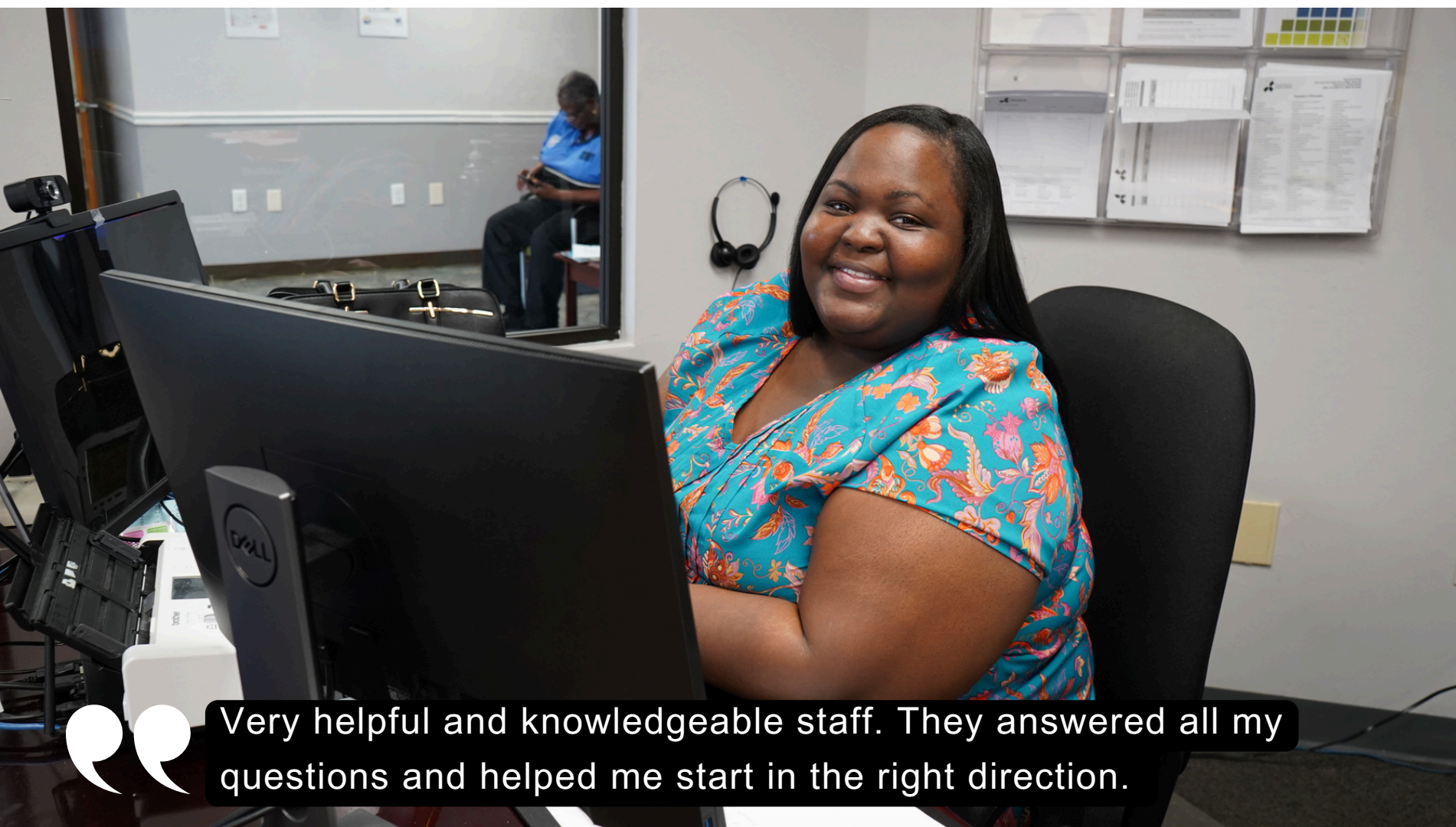




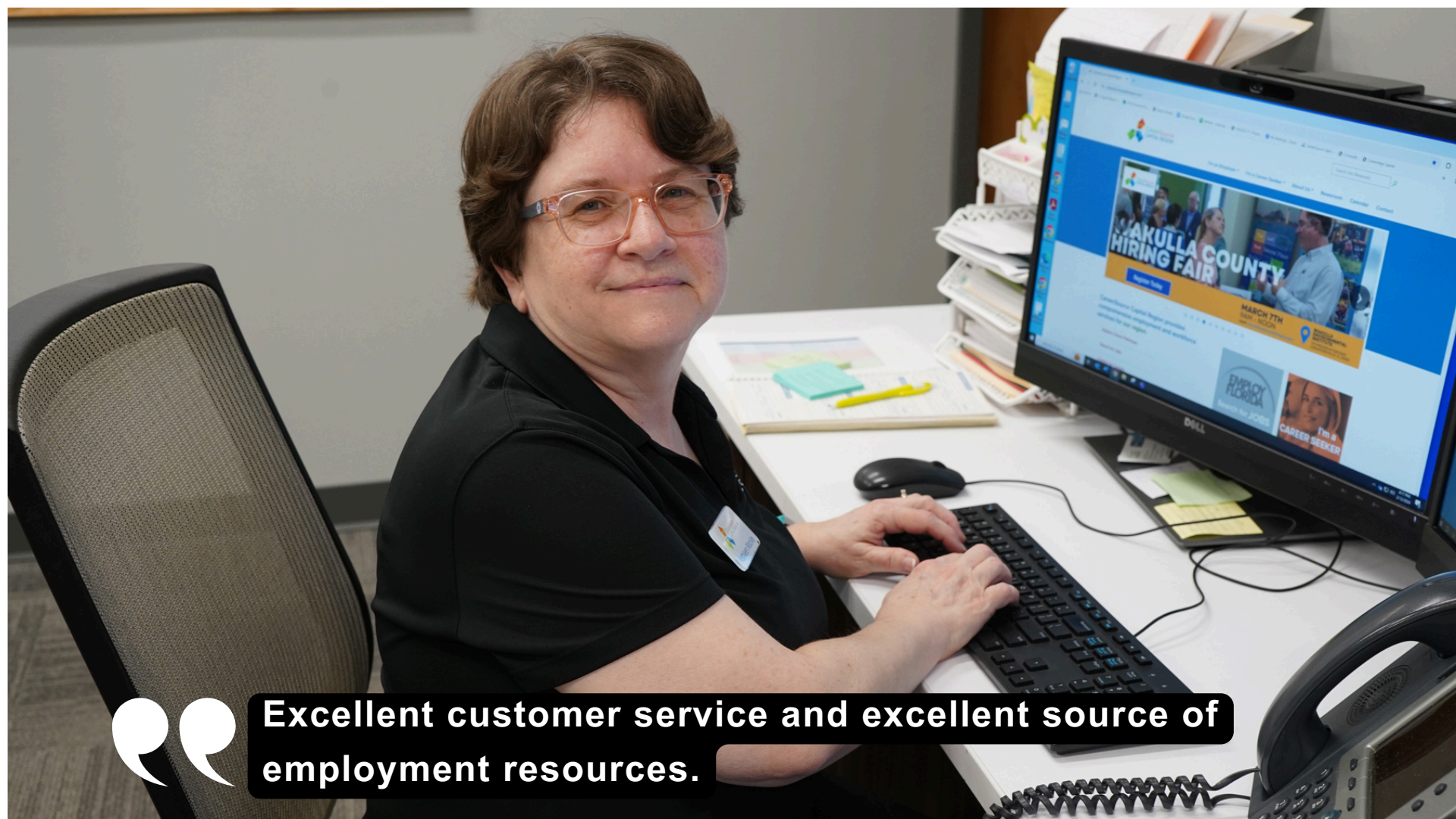
“ Super nice and friendly very informative and helpful.



“ I would recommend this great resource to anyone looking for employment. The staff is really knowledgeable and willing to work with you.



“ Very helpful and knowledgeable staff. They answered all my questions and helped me start in the right direction.



“ Excellent customer service and excellent source of employment resources.



Awards & Recognition

We would like to extend a special recognition to our outstanding partners and staff members who have been nominated and received awards in honor of their exceptional dedication and contributions throughout the program year.

2023 STATEWIDE WORKFORCE PARTNER OF THE YEAR



Corrie Melton, Vice President of Membership and Talent Development at the Greater Tallahassee Chamber of Commerce, was recognized as Florida’s 2023 Workforce Partner of the Year by the Florida Workforce Development Association.

Melton’s award announcement was made in September at the 2023 Workforce Professional Development Summit in Orlando in front of an audience of Workforce Development leaders and partners from across the state of Florida. Florida’s workforce system relies heavily on active and engaged partner participation, and Melton certainly represents the best in the state.

Nominated by CareerSource Capital Region and its CEO, Jim McShane, Melton has played a pivotal role in the capital area by serving as Chair of CareerSource Capital Region’s Business Partnership Advisory Council; referring Chamber members to CareerSource Capital Region for talent recruitment, training and retention solutions; implementing the US Chamber of Commerce Foundation Talent Pipeline Management in the capital area; leading the charge for the establishment of the Local College Access Network in the capital area; leading efforts for the “One Vision: TLH Regional Talent Plan;” and finally, leading the charge for the upcoming Worlds of Work™ (WoW) event where all 9th graders in the capital area will be introduced to different business sectors with interactive, hands-on experiences.

As the nomination for Melton stated, “Corrie is an amazing leader, able to comprehend, learn, organize and initiate key community programs and gather the resources and people to carry them out.” Florida is known to have excellent partnerships among education, economic development, chambers of commerce and other community agencies. Through these partnerships, innovative ideas and resources are leveraged to best position Florida to be the global leader for talent.



Melton was nominated for both the Workforce Partner award as well as the Barbara K. Griffin Workforce Excellence award this year and included:

Corrie, the VP of Membership and Talent Development for the Greater Tallahassee Chamber of Commerce is an outstanding leader. She brings innovative workforce programs to Florida's capital area, involving CareerSource Capital Region and benefitting Chamber members, businesses, and individuals seeking careers. Corrie is a champion for partnership and collaboration, a results-driven innovator, and a role model for excellence and integrity.

1. Corrie joined CSCR's Business Partnership Advisory Council (BPAC) in July 2019 and currently serves as the Chair for PY 22-23 and PY 23-24. BPAC members provide advice, act as guest speakers, and help CSCR in finding suitable candidates while offering insights into the job market and business intelligence. They contribute to the continuous improvement of the business engagement process.
2. Corrie regularly refers Chamber members to CSCR to assist them with their business needs.
3. Corrie implemented the US Chamber of Commerce's Talent Pipeline Management (TPM) in the greater Tallahassee area, creating employer cohorts in IT and Healthcare. This initiative aims to align career pathways with business needs. Corrie has also shared the TPM framework at CSCR's Industry Sector Rounds and recommended employees to attend the US Chamber's TPM Academy for implementation in their regions.
4. In our region, there was no Local College Access Network (LCAN) initially. After setting up numerous meetings, we established one named "Aspire" with an approved logo. The Greater Tallahassee Chamber and Corrie Melton became the central point, as required by the Florida College Access Network (FCAN) grant. Corrie coordinated for 5 years until the Aspire team hired a local marketing consultant under the grant. Corrie played a vital role in advancing this grant.
5. TLH Regional Talent Plan 2022 aims to coordinate stakeholders in providing talent to the business community. The main goals are to collaborate with stakeholders, establish a one-stop online resource for workforce and education information, and measure the reach and engagement of target audiences. The Action Plan has produced 3 strategies, and Corrie is the coordinator.
6. Worlds of Work™ (WoW) is an initiative aimed at exposing 9th graders to different business sectors through interactive experiences designed by participating businesses. Corrie is coordinating this event with partners such as Tallahassee Community College, Lively Technical College, Leon County Schools, CareerSource Capital Region, and the Office of Economic Vitality. The goal is to ensure that each of the eleven business sectors has a lead and investor to cover the costs. Additionally, there is an educational leadership training component aimed at introducing a cohort of educators to the program.



GENESIS KNIGHT - WORKFORCE PROFESSIONAL CHAMPION AWARD NOMINEE

Genesis continuously strives to provide career seekers with outstanding customer service. She is our only Career Advisor that provides services related to all DOL programs (WIOA Adult/DW, WIOA Youth, WT & SNAP) in our very small Wakulla county career center.

She works for our workforce services provider and is cross-trained in all programs. As such, she was selected to be the first C2 Global Professional Services team “mentor,” where she provides her co-workers/colleagues and new hires with training and mentoring; she also invests in the community by visiting schools and outreach events in Wakulla County and volunteers to help with events in Leon and Gadsden counties. During these events, she is looking for opportunities to bring more career seekers to our centers to help them along their career journey. She is a young shining star amongst our staff and is our nominee for this award.

During this past program year, Genesis helped a customer who came into the center and was concerned because she had no luck getting a job over the past four months and needed help. She said she had put in over 60 applications with no interviews. She was understandably stressed and did not know where to turn. Genesis and the team updated her resume to change the formatting and language to make it more professional. They included pertinent work skills relative to her career interest. Staff also assisted with signing her up for helpful workshops to help hone her job search, application, and interviewing skills. After working together for two weeks, she secured an interview and a week later started a position as a caretaker.

Another example of providing outstanding customer service is when one of Genesis' SNAP E&T customers shared how they wanted to get experience in an office setting. The career seeker, up until that point, had only worked in retail and wanted the opportunity to learn more skills to work in an office. Staff was able to provide information about the LEAP program and discussed how it might be a good option for her to build her job skills.

Staff successfully co-enrolled (LEAP & SNAP programs) and placed her at a chiropractor's office as an office assistant. She is now learning and gaining new skills at her new job and is making a better wage compared to the retail position she previously had.

Recently Genesis assisted a young career seeker in obtaining his CDL license. He did not know where to begin to get assistance but came to her for help. He was employed but not earning a self-sufficient wage. Genesis coached him and helped him get enrolled in the National Truck Driving Training school funded through the WIOA Adult program. While it was not easy, he was able to successfully go complete the program and obtain his CDL. Upon receiving his license, he applied for a higher-level driver position within his current company. He is now working as a certified truck driver making a self-sufficient wage and is incredibly happy.

As our only Career Advisor that is cross trained in all DOL programs including WIOA Adult/DW, WIOA Youth, Welfare Transition and SNAP and working in the smallest center in region 5 (annual average customer traffic 1,300) Genesis was able to successfully obligate over \$50,000 WIOA training scholarships for eligible career seekers in PY 22/23. She is always the first to volunteer to help with outreach events and is a model employee within CareerSource Capital Region.



ARISTOLE MACCOW - FLORIDA WORKFORCE CHAIRS ALLIANCE LIGHTHOUSE AWARD NOMINEE

Aristole is a behind-the-scenes superstar at CareerSource Capital Region serving as a Recruiter before transitioning into the Jobs & Benefits Administrator position during program year 2022-2023 where he currently serves as the Wagner-Peyser Program Manager as well as oversees the operations of the DVOPs.

For most of last year's program, Aristole provided direct customer service as a recruiter and excelled in that role, obtaining 54 placements, more than his peers. In his new role as Wagner-Peyser Program Manager, he has already become a behind-the-scenes superstar, helping his team and co-workers succeed. Aristole has provided training for his replacement in the Recruiter role while learning his new role. He often goes above and beyond to help his teammates, and when we had a project due on a tight timeline, he stayed after hours and worked the weekend to finish it. He thinks from a team perspective and is leading efforts to improve the delivery of services to career seekers. He strives for his team and the organizations he represents (CareerSource Capital Region, Dept. of Commerce (his employer), and C2 GPS (contracted workforce services provider)) to be the best, even if he does not get the recognition. He will never brag; he is humble and just the kind of person we need to build high-performing teams within the organization.

Aristole has a great track record of leading by example. He is always the first to volunteer and assist, showing that there is no task too small or too big for him to tackle. "Teamwork makes the dreamwork" is the fitting motto that he aspires to uphold for the harmonious culture of CareerSource Capital Region. Respect, communication, internal/external customer engagement and ingenuity is what Aristole delivers on a daily basis. Staff, career seekers, partners and employers request Aristole, known as "Ari," by name for his reliability to ensure that the job gets done correctly and a quality service is provided.

Aristole is one who sees the little details and thinks outside the box, adding value to our organization's brand. Aristole is the staple for excellence in this organization and strives for collaboration in every facet. Ari has had several 5-star Google Reviews from career seekers who have been assisted by Ari including this one:

I would recommend Aristole (Ari), he really cares for jobseekers. He went above and beyond assisting me and others. He researches potential employers, follows-ups, provides credible referrals, and provides sound advice. - Aryl B

Staff brag that Ari is always willing to help when they have questions and provide one-on-one assistance as well as provide formal training. Recent feedback we received regarding Ari includes:

Training with Ari is fun, simple and very informative! – Staff member



REENEE (THE P.L.U.G.) WILLIAMS - CHAMBER AMBASSADOR OF THE YEAR



Reenee Williams was awarded the 2023 Ambassador of the Year award by the Greater Tallahassee Chamber of Commerce at its annual breakfast. Reenee currently serves as the Rapid Response Coordinator for CareerSource Capital Region. In this role, Reenee works closely with businesses, implementing proactive strategies to prevent and minimize employee layoffs and business closures.

Apart from her role, Reenee also actively contributes as a board member for the Foundation for Leon County Schools and the Council on Culture and Arts (COCA) as well as other various community involvements. She is recognized as "the P.L.U.G.," excelling in connecting people to resources, fostering growth, and making a lasting impact.

Reenee's diverse professional background in Marketing, Public Relations, and Event Planning, spans over a decade. Her transition from the music and entertainment industry into corporate roles in both the private and public sectors has ignited her passion for driving positive change.

Reenee earned her Bachelor of Arts degree in English Creative Writing from Florida State University in 2011, and since then, she has cultivated a robust career. She has shifted from the glitz of the entertainment industry to dedicating herself to the nonprofit sector.

When not working, Reenee finds joy in adventurous travels with her family, engaging in ministry work, and conquering class IV white water rapids.

Reenee, your hard work and enthusiasm truly make a difference in our community!



Article from The Tallahassee Democrat April 19, 2024

Reenee Williams-Walter is a chameleon, simultaneously blending in and hard to not to notice. “I look for opportunities to do new things, be an asset, and get results,” she said. “I’m in the background, keeping everything moving forward and making progress.”

She is tenacious, she is hardworking, she is creative, and this year, she is one of [Tallahassee’s 25 Women You Need to Know](#).

Williams-Walter began her career in the fast-paced music and entertainment industry as a publicist and production assistant for the Soul Train Awards. “I worked on some of the biggest red carpet events in the industry,” she said. “Music and PR was my life, but even though I learned a lot and honed some great skills, I knew it wasn’t long term.” Seeking a change, she joined the corporate team of H&R Block, bringing her public relations skills to offices across three states to manage business marketing strategies. She was an obvious choice for Operations Manager, Sales Director, and General Manager for YouFit, for whom she spearheaded the \$1.5 million-dollar gym buildout and renovation in Tallahassee.

Now, she’s traded the corporate world for nonprofit work in her current role at CareerSource Capital Region. Williams-Walter is now the Rapid Response Coordinator assisting businesses with proactive strategies to prevent and minimize employee layoffs and business closures. “I am the connector,” she said. “I might not have the resources you need, but I can get you to them. I like connecting people with solutions.”

She calls herself “the P.L.U.G.,” her way of demonstrating “partner leverage for ultimate growth.” “We all need each other,” she said. “There is plenty to go around, and none of us needs to focus on what is in it for us. Everything comes around!”

Williams-Walter is a Certified Business Engagement Professional and a Certified National Workforce Development Professional. She serves as a board member for the Foundation for Leon County Schools and is a commissioner for the Tallahassee and Leon County Commission on the Status of Women and Girls. You’ll also find her in leadership roles with TalTech Alliance, Council on Cultural Arts, Access Tallahassee member, and as part of the KCCI Bicentennial Cohort Class. Her energy and enthusiasm for serving others has earned her the distinction of being named as the Tallahassee Chamber Ambassador of the Year.

She lives intentionally and in the moment, because she knows how easily life can change. As one of the survivors of flight 1549, the US Airways flight piloted by Capt. Chesley “Sully” Sullenberger that landed on the Hudson River on Jan. 15, 2009, she remembers the day she thought could be the end.

A WOMAN YOU NEED TO KNOW

In April, our own Reenee Williams, Rapid Response Coordinator, was named among the 2024 class of 25 Women You Need to Know! Now in its 18th year, this program is the Tallahassee Democrat’s way of honoring women who lead from the front or from behind the scenes.

They represent the best of Tallahassee and the other surrounding areas, and we couldn’t agree more. Congrats, Reenee!



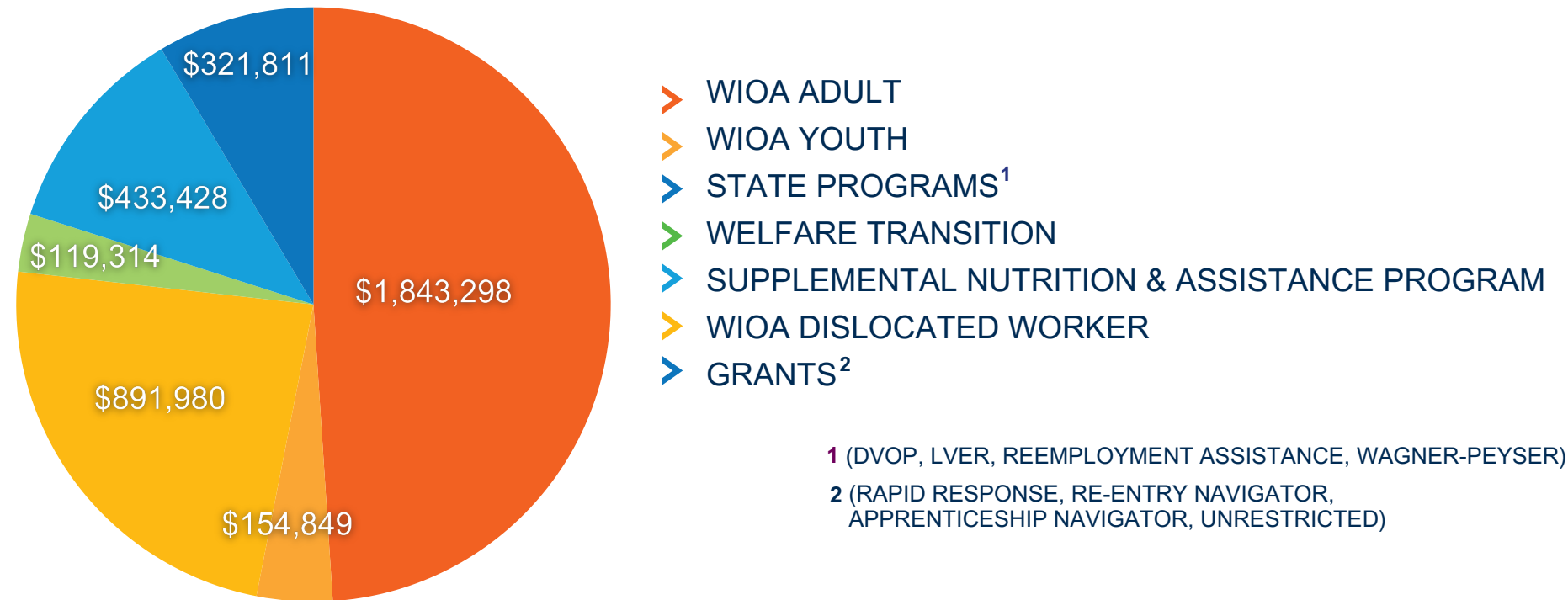
STATEMENT OF FINANCIAL POSITION As of June 30, 2024

ASSETS		NET POSITION	
Cash	\$394,285	Invested in capital assets	\$2,848
Grants and contracts receivable	\$309,154	Unrestricted	\$248,856
Prepays	\$1,690	Total Net Assets	\$251,704
Capital assets, net	\$71,097		
Right to use leased assets, net of amortization	\$1,331,172		
Total Assets	\$2,107,398		
BALANCE SHEET DATA			
Accounts payable	\$256,101		
Interest payable	\$6,414		
Unearned revenue	\$99,743		
Noncurrent liabilities	\$1,486,686		
Total Liabilities	\$1,848,944		



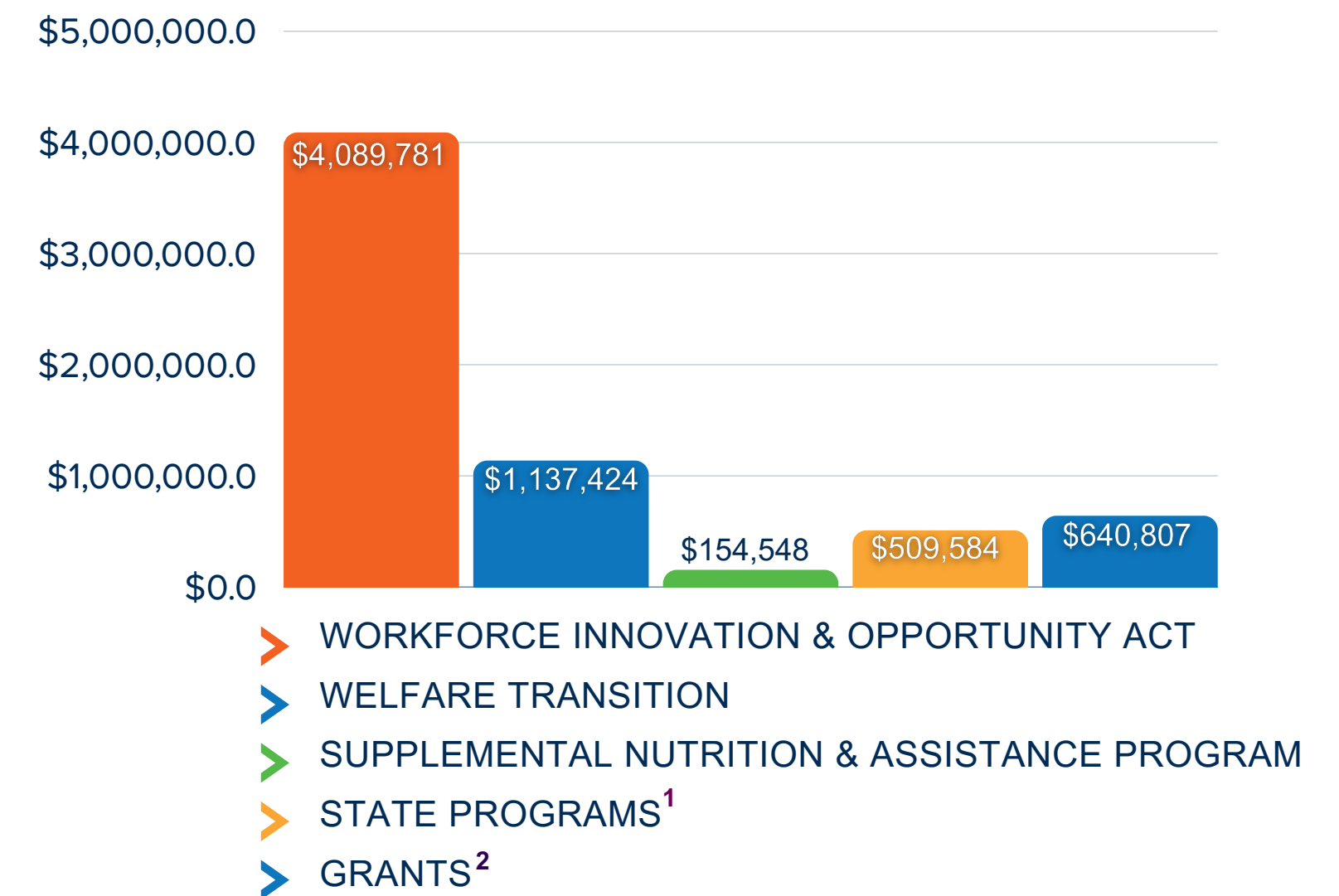
FINANCIAL HIGHLIGHTS

2023 - 2024 PROGRAM EXPENSES / REVENUE



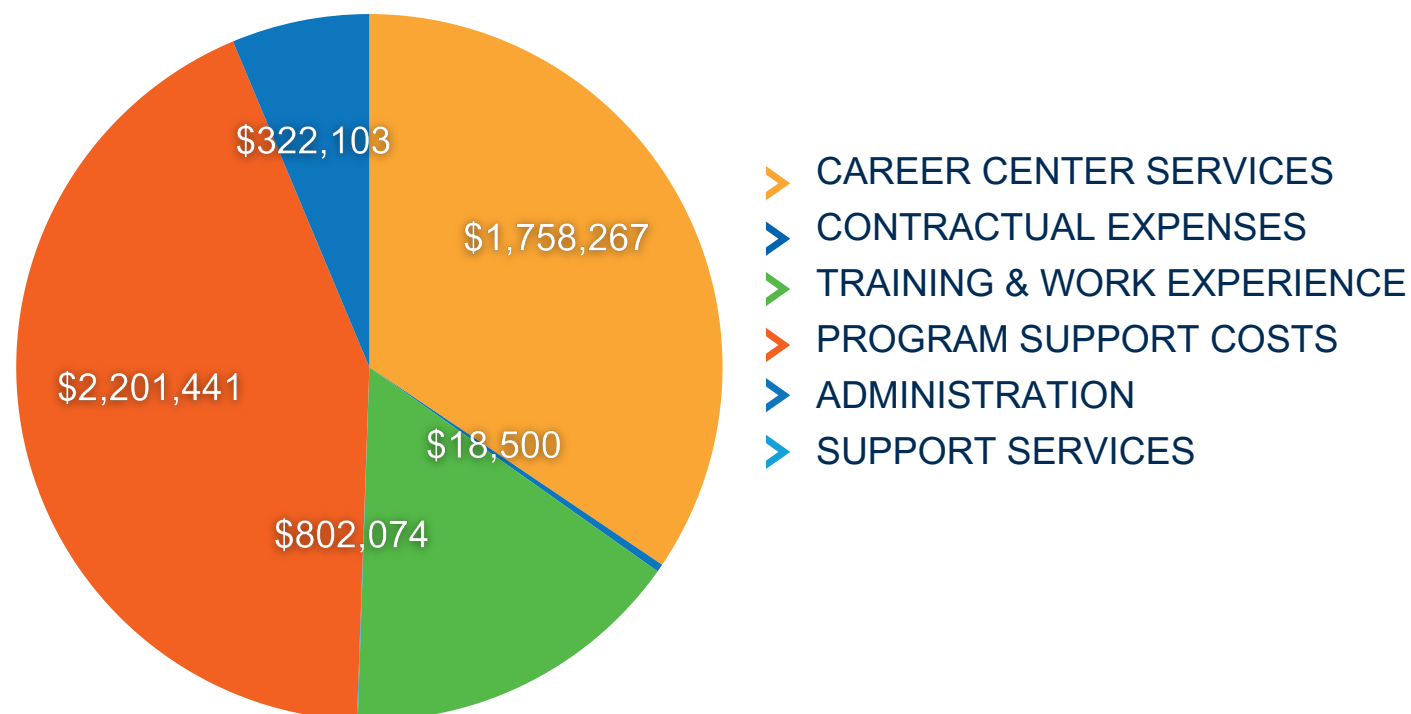
¹ (DVOP, LVER, REEMPLOYMENT ASSISTANCE, WAGNER-PEYSER)
² (RAPID RESPONSE, RE-ENTRY NAVIGATOR, APPRENTICESHIP NAVIGATOR, UNRESTRICTED)

2023 - 2024 FUNDING AVAILABILITY



¹ (DVOP, LVER, REEMPLOYMENT ASSISTANCE, WAGNER-PEYSER)
² (RAPID RESPONSE, RE-ENTRY NAVIGATOR, APPRENTICESHIP NAVIGATOR, UNRESTRICTED)

2023 - 2024 FUNCTIONAL EXPENSES





CareerSource
CAPITAL REGION



The Board

Our board is comprised of business professionals in our community who share a common goal of enhancing workforce development in our region. They work diligently to maintain the much-needed resources we offer at CareerSource Capital Region.

BOARD OFFICERS, CHIEF ELECTED OFFICIALS, & AND MEMBERS

The following individuals served on the CSCR board of directors during the 2023-2024 program year. We are thankful for their service and support!

Board Officers

Chair - Kevin Vaughn, Rogers, Gunter, Vaughn, Inc./Wakulla Economic Dev. Council

Vice-Chair - Martina McDowell, Manpower

Treasurer - Cindy Lavoie, Interim Healthcare of Northwest Florida

Secretary - Amber Tynan, United Partners for Human Services

Past Chair - Scott Watson, CSI Contracting, Inc.

Chief Elected Officials

Commissioner Kimblin NeSmith – Gadsden Co.

Commissioner Nick Maddox – Leon Co.

Commissioner Quincee Messersmith – Wakulla Co.



Board Members

Beth Cicchetti, Beth Kirkland Consulting, LLC.

Christina Chancey, Danfoss

Erin Gillespie, Slalom

Keith Bowers, Office of Economic Vitality

Kim Gay, Goodwill of the Big Bend, Inc.

Louis Dilbert, FAMU

Mandy Bianchi, Ability 1st

Maria Mead, Keiser University

Melissa Logan, Florida Vocational Rehabilitation-DOE

Mike Temple, Talquin Electric

Monique Ellsworth, Second Harvest of the Big Bend

Patrick Hutto, St. Marks Powder

Princess Ousley, Elite Business Strategies

Shelly Bell, Tallahassee Community College

Terrence Watts, Florida Department of Children & Families

Tim Center, Capital Area Community Action Agency

Tireshia Galloway, Crossroad Academy Charter School of Business



BOARD WORKSHOP

Last year, the Board of Directors asked to have at least two workshops set aside every year for briefs on workforce development issues and concerns, to learn more about performance measures, to understand the federal efforts for updating WIOA, and to learn more about the business services CSCR provides in the service area.

The morning of the final board meeting of the year, we began our session with a heartfelt acknowledgment of the nine years of dedicated service of Scott Watson's Board membership and leadership as he served as a business representative from Gadsden County. This marks his final year as a Board member.

Afterwards, a special presentation from Brad Turner-Little from NAWB was made to Beth Cicchetti with a plaque in recognition of her outstanding national leadership on the NAWB Board of Directors since 2018. These moments of recognition are a testament to the value we place on service and leadership within our community.

Chairperson Kevin Vaughn set the parameters for the morning as an informal set of presentations were made and discussions were held that are relative to the current state of the workforce and the challenges and opportunities that the staff observes. Brad Turner-Little briefed the Board by providing a review of current congressional happenings related to WIOA reauthorization.

Jim McShane discussed the state policy passed in mid-June that will put tremendous financial pressure on the workforce development system. The new policy requires spending 50% of the local WIOA funds directly with training and education providers for career seekers. In order to maintain staff who can help citizens with job search strategies and preparation as well as businesses find talent, the hope is that the state will grant our system a waiver, so that we can maintain enough staff to continue to operate and not only help individuals pay for training but also help individuals who do not want to complete additional training to find jobs.



Tandria Edwards helped the Board understand the 18 Indicators of Performance for WIOA and Wagner-Peyser programs. Reenee Williams shared the challenges our business community is facing due to the shortage of workers.

Finally, Jeff Cheesborough, the C2Global Managing Director, provided an overview of the challenges and successes of the workforce service operations and some of the expected adjustments in the new program year, including the addition of Jefferson County into the service area and the anticipated reductions in the contract. Board members were highly engaged and asked questions throughout all of the presentations. The workshop ended at 11:30am, just prior to the regular Board meeting.





REACH Act

CareerSource Capital Region is expanding its services to cover Jefferson County following a redesignation under the REACH Act. The team will begin serving Jefferson County, July 1, 2024, and are committed to providing services on a weekly basis.



REACH ACT

Helping career seekers and businesses access workforce services

Throughout this year, we've worked hard to complete all the paperwork and submit it to the Governor to receive our re-designation as a workforce board with the addition of Jefferson County, effective July 2024. The re-designation is approved through June of 2026. We want to thank Garrick Wright from CareerSource Florida, Anuj Kapadia from Ernst and Young, and Keantha Belton-Moore from FloridaCommerce for all their help in making this happen. We also want to thank Diane Head, CareerSource North Florida CEO, for helping to make the addition of Jefferson County into our service area a smooth transition. Additionally, we are grateful to our Board leadership, Commissioner Nick Maddox, Commissioner Quincee Messersmith, Commissioner Kimblin NeSmith, and Keith Bowers, Office of Economic Vitality Director, for helping the transition go smoothly.

We've already hit the ground running and are eager to serve Jefferson County with our Business Solutions Team and our Career Advisor staff. The Business Solutions team is active with the Chamber, participated in the Watermelon Festival over the summer, and is working with businesses and partners throughout the county. Career Advisor staff is working with career seekers at the Jefferson County R.J. Bailar Public Library, in the planning stages of working with the school system and conducting outreach at events in the county.





(850) 414-6085

www.careersourcecapitalregion.com



This initiative is supported by the U.S. DoL, HHS, and Ag. as part of awards totaling \$5,978,281 with 0% financed from non-governmental sources. Equal opportunity employer/program. Auxiliary aids & services available upon request to individuals with disabilities. All voice telephone numbers may be reached by person using TTY/TTD equipment via the Florida Relay Service at 711. A proud partner of the American Job Center network.