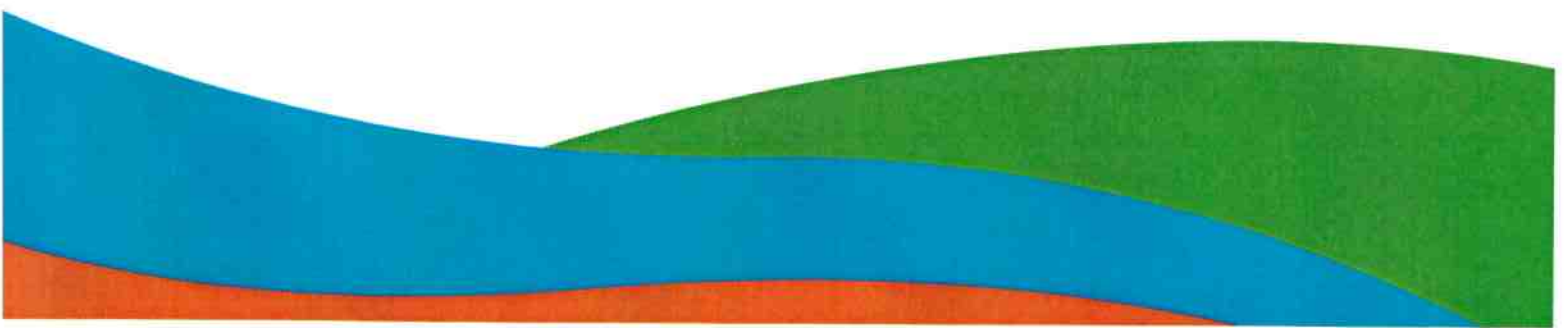
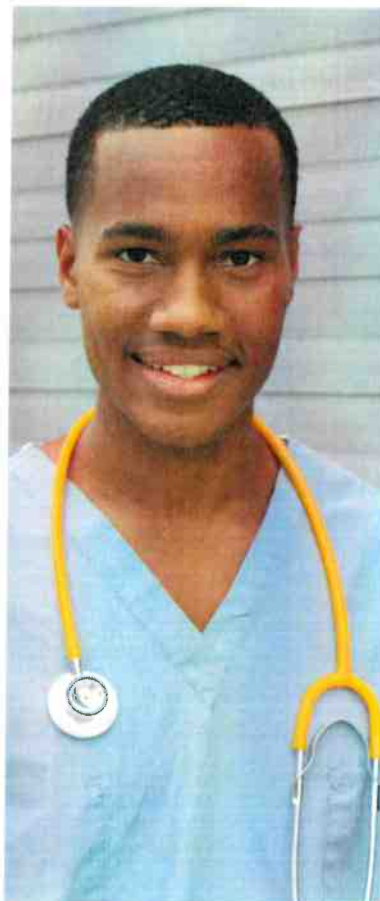


2019 - 2020 ANNUAL REPORT



CAREERSOURCE PINELLAS BOARD



Commissioner Pat Gerard
Pinellas County Commission
Vice Chair



Karla Leavelle
CareerSource Pinellas
Board Chair



Jennifer Brackney
CareerSource Pinellas
CEO

As CareerSource Pinellas wraps up an unprecedented program year, we continue to examine the workforce, education, and economic challenges and opportunities ahead.

When the CareerSource Pinellas Board embarked on developing a Strategic Plan for this organization, a new era of economic challenges was just unfolding for the country. Our region has risen to those challenges with surprising creativity and resilience. However, in order to meet the needs of our local economy, much remains to be done to develop our human capital. It is our collective obligation to develop strategic workforce solutions that offer the right balance of short-term focus and long-term ambition. This will ensure we have a strong and competitive workforce to meet the changing regional economy.

The local workforce development system is called "CareerSource Pinellas" and is a partnership of more than 30 organizations working together, to provide workforce services and programs to individuals and businesses.

Services are available online, in Pinellas County, and through satellite offices located in Tarpon Springs, and soon to be at the Lealman Exchange.

Over the past few years, our local workforce system has risen to the challenges before us and served unprecedented numbers of individuals and businesses, with responsive programs and services.

The CareerSource Pinellas Board of Directors oversees our local workforce system and sets the strategic policy framework. The Board is composed of distinguished leaders representing business, labor, education, economic development and community-based organizations. It is also supported by a number of talented professionals, and dedicated staff, who understand our purpose is to maintain and enhance a comprehensive workforce development system in Pinellas County.

As we recognize our success, it is important that all of us remember that a community's enduring strength in the global economy is determined by the quality and quantity of its human talent.

BOARD MEMBERS

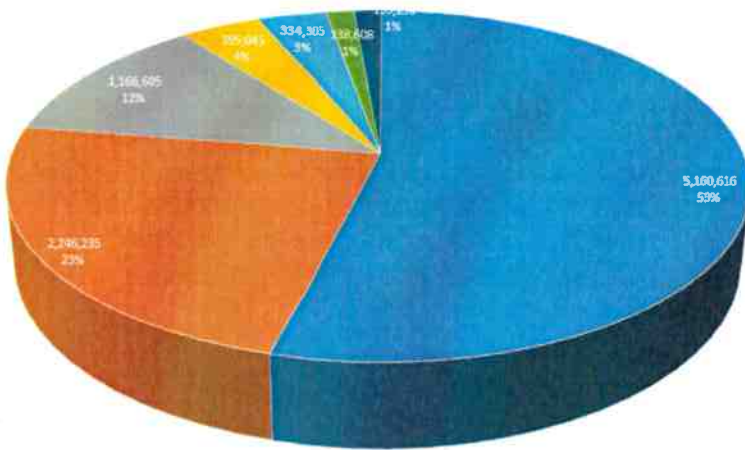
- MS. VIVIAN AMADEO, Don Cesar Hotel
- MR. WILLIAM APPLE, Precision Building & Mechanical, LLC
- MS. JODY ARMSTRONG, Disability Achievement Center
- MR. MANMOHAN BHULLER, The CI Group
- MS. CANDIDA DUFF, H&T Global Circuits
- MR. JAMES ENGLAND, England Brothers Construction
- **MS. CELESTE FERNANDEZ, Department of Children and Families**
- MR. DAVID FETKENHER (Treasurer), Crown Automotive Group
- **MR. JACK GELLER, ESQ. (Past Chair), Harper, Kynes, Geller, & Greenleaf, P.A.**
- COMM. PATRICIA GERARD (Vice-Chair), Pinellas County BOCC
- **MR. BARCLAY HARLESS (Chair-Elect), Bank OZK**
- MS. ANDREA HENNING, St. Petersburg College
- MR. MARK HUNT, Pinellas County Schools
- MR. MICHAEL JALAZO, Pinellas Ex-Offender Re-Entry Coalition
- MS. CAROLYN KING, Pinellas Opportunity Council, Inc.
- MR. SAMUEL KOLAPO, JobCorps
- MS. KARLA LEAVELLE (Chair), Human Capital Advisors
- MR. RUSSELL LEGGETTE, Florida Pipe Trades
- MS. JOANNE LENTINO, Pinellas County School Board
- MR. MICHAEL LOGAL, AppleOne Employment Services
- MS. KAY MCKENZIE, Check Before Hire, LLC
- MR. MICHAEL MEIDEL (Secretary), Pinellas County **Economic Development**
- MS. DEBORAH PASSERINI, **Goodwill-Suncoast Inc.**
- DR. REBECCA SARLO, Ultimate Medical Academy
- **MS. SHERYL SHEPPARD, SS White Technologies**
- MS. AMY VAN NESS, **FreightCenter Inc.**
- MR. SCOTT WAGMAN, HW Properties
- DR. ZACHARY WHITE, **Homeless Empowerment Project, Inc.**
- MR. GLENN WILLOCKS, Tradewinds Island Resorts
- MR. KENNETH WILLIAMS, Teamsters Local Union No. 79

HIGHLIGHTS AND IMPACT

- Met or exceeded all 14 U.S Department of Labor "Performance Indicators" for the Workforce Investment and Opportunity Act (WIOA) Program Year ending June 30, 2019.
- Exceeded target for all metrics of the Continuous Improvement Initiatives (CIP), and as a result, qualified for an incentive award of \$238,479 to expand and enhance programs.
- Provided 19,831 individuals with career services, including job search assistance, job referrals, career transition, resume assistance, career workshops and program orientations through the Career Resource Centers.
- Trained 1,630 individuals in occupational skills training programs, placing 508 in employment. Average annual wages per placement was \$57,657 for Dislocated Workers and \$45,843 for Adults.
- Enrolled 288 individuals in special projects training programs, including the Department of Labor Trade Adjustment Assistance Act (TAA), US Department of Labor YouthBuild, and State or CareerSource Florida-led initiatives.
- Provided more than 1,303 local employers with real time assistance, including labor market information, career fairs, internet-based job postings, employee recruitment/screening, employee referrals, and customized services.
- Hosted 113 onsite and virtual career fairs, recruitment and networking events connecting 302 businesses and local organizations with over 1,550 job seekers.
- Maintained 31 operational and strategic partnerships in order to leverage resources to expand and enhance services.
- Partnered with PERC to host the STARS program, connecting 72 ex-offenders to services, assistance and resources in the community.
- Provided 29 YouthBuild students with the opportunity to complete their high school education, learn construction-related skills, develop leadership skills and work on building or renovating low income homes.
- Participated in the Ticket to Work program to assist individuals with disability return to work by utilizing career services provided through the Career Resource Center.
- Facilitated 43 board, committee and board-related meetings to fulfill its governance role-about one meeting a week for the year.
- Developed a comprehensive four-year Local Workforce Development Plan and Strategic Plan - a dynamic blueprint for the sustainability and growth of the region's talent pipeline.
- Responded to the local economic pandemic by remaining open to the public to provide services to the customers that needed us the most and creatively developed solutions to continue to provide direct services to customers.
- Worked to continue to grow an agile organization that promotes business engagement, strengthens meaningful connections across partners, and expands our talent pipeline.

FINANCIAL REPORT

Budgeted Revenues



Budgeted Revenue Breakdown

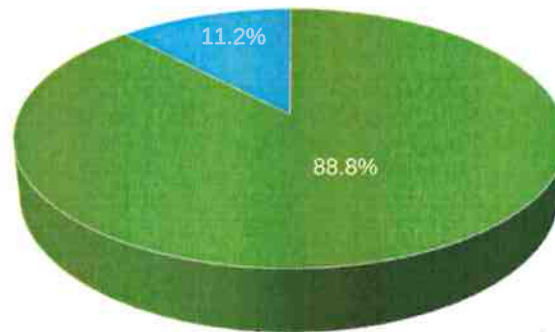
- Workforce Innovation & Opportunity Act (WIOA): \$5,160,616
- Welfare Transition: \$2,246,235
- Employment Services: \$1,166,605
- YouthBuild: \$395,045
- Supplemental Nutrition Assistance Program (SNAP): \$334,305
- Trade Adjustment Assistance: \$139,608
- Other: \$139,250

Local Total: \$9,580,664

Organizational Expenditures

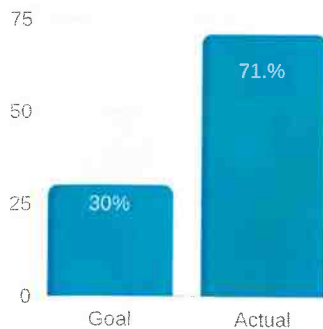
Of the total \$9,632,999 in workforce expenditures last year, \$1,082,701 was spent on administration (11.2%).

Organizational Expenditures

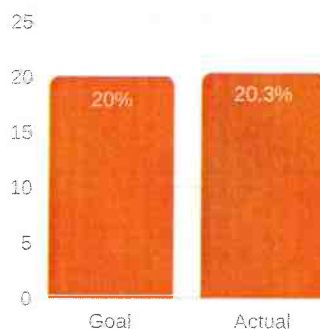


Direct Client Services | Administrative Expenditures

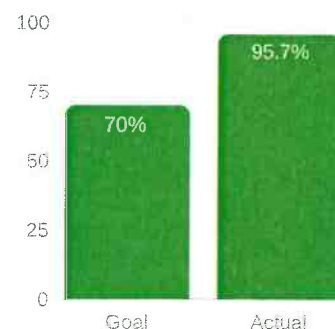
Individual Training Account (ITA)



Paid Work Experience



Out of School Youth



*Data is from PY 2019-2020.

STRATEGIC PLAN

The CareerSource Pinellas Local Workforce Development Board would like to thank the participating members of the Strategic Planning Committee for all the time, energy and commitment each individual brought to this strategy development effort.

Strategic Planning Team Members:

Jody Armstrong,
Disability Achievement Center

Jennifer Brackney,
CareerSource Pinellas

Barclay Harless,
Bank OZK

John Howell,
Florida Department of Education

Mark Hunt,
Pinellas County Schools

Emery Ivery,
United Way Suncoast

Michael Jalazo,
Pinellas Ex-Offender Re-Entry
Coalition

Michael Logal,
AppleOne Employment Services

Michael Meidel,
Pinellas County Economic
Development

Steve Meier,
CareerSource Pinellas

Chris Moore,
Assistant to the County Administrator

Michelle Moeller,
CareerSource Pinellas

Michael Ramsey,
St. Petersburg College

Rebecca Sarlo,
Ultimate Medical Academy

Mary Jo Schmick,
CareerSource Pinellas

April Terregliante,
CareerSource Pinellas

Amy Van Ness,
Freight Center, Inc.

Scott Wagman,
HW Properties

Zachary White,
Homeless Empowerment
Program

This Strategic Plan is the framework to continue our growth and ensure the sustainability of our customer-focused workforce development system that continues to benefit all stakeholders – our customers, our employees and the community.

The demand is great, as is our commitment to build a workforce strategy for our time that can meet the needs of today's changing business environment.

VISION:

The vision of CareerSource Pinellas is to enhance lives by making talent the region's key competitive asset.

MISSION:

The mission of CareerSource Pinellas is to build the talent pipeline for today and the future by providing easy access to workforce solutions.

STRATEGIC GOALS



BOARD COMMITTEES

AD HOC STRATEGIC PLANNING COMMITTEE

Chair: *Barclay Harless*

Mission: To develop a plan that provides the strategic direction, goals and strategies for the organization's future development.

Accomplishments:

- Led the development of the 2020-2024 Strategic Plan - a dynamic blueprint for the sustainability and growth of the region's talent pipeline.
- Hosted four strategic planning sessions and five focus groups providing an inclusive approach to gathering system stakeholder feedback and input.

FINANCE COMMITTEE

Chair: *David Fetkenher*

Mission: To provide oversight of the budget and review revenue and expenditures.

Accomplishments:

- Received approval from US Department of Labor for the indirect cost rate of 15.3 percent to ensure accurate accounting of indirect activities.
- Provided detailed reports to track and manage program vs budget expenditures.

ONE-STOP COMMITTEE

Chair: *John Howell*

Mission: To leverage partnerships to enhance and expand programs and services in Pinellas County.

Accomplishments:

- Reviewed and made recommendations for expanding and enhancing career services.
- Facilitated discussion to ensure activities with key partners fully leverage resources and linkages.

AUDIT COMMITTEE

Chair: *David Fetkenher*

Mission: To provide oversight related to audit compliance.

Accomplishments:

- Enlisted Powell & Jones to conduct an annual financial audit, Agreed Upon Procedures, and limited scope 401K plan audit.
- Reviewed the Internal Control Questionnaire (ICQ) to assure a strong system of internal controls.

COMPENSATION COMMITTEE

Chair: *Candida Duff*

Mission: To provide oversight of human resource functions, policies and plans related to compensation, benefits and performance.

Accomplishments:

- Approved and revised Employee Handbook and related HR policies.
- Implemented a health and wellness plan offering a flat rate benefit stipend.
- Approved a performance merit increase of 0-5 percent of base salary for employees based on overall annual performance evaluation rating.
- Developed the annual performance evaluation to ensure each employee's performance aligns with performance expectations and supports the development of a positive work culture.

WORKFORCE SOLUTIONS COMMITTEE

Chair: *Mark Hunt*

Mission: To ensure coordination of local workforce develop programs to strengthen business partnerships.

Accomplishments:

- Promoted sector strategy initiatives in health care, manufacturing, financial and professional services, information technology and construction.
- Analyzed local economic trends to ensure the Local Target Occupations List reflects local, in-demand occupations.
- Engaged the business community and expanded resources to fill existing skill gaps through target training opportunities.
- Participated in business focused partnerships with local chambers and EDC.

SUCCESS STORIES 2020

GIVING GUIDANCE AND SUPPORT



CareerSource Pinellas is always excited to see the way our customers are able to turn tough situations into exciting new opportunities. Hilary was attending school to further her career when she unexpectedly became unemployed. As a single mother, without a steady income, she realized she would have to quickly change course to find new employment to support her family.

Looking at her options, Hilary learned that many of her class credits fulfilled the requirements to be accepted into the St. Petersburg College Registered Nurse (RN) Training Program.

Even though she was receiving unemployment assistance, and actively trying to find a job, Hilary knew she needed to do more to make her new goal of becoming an RN a reality, so she turned to CareerSource Pinellas. Hilary successfully obtained her RN License and is now employed at Baycare Health System.

Hilary says, "I am so glad I trusted CareerSource Pinellas to provide guidance and support in my time of need."

WHEN AMBITION MEETS DETERMINATION



Keidria Williams is a single mother of five children who originally came to CareerSource Pinellas looking for assistance with childcare. With guidance from the team, she worked to achieve her LPN Licensure, and even completed an IV therapy course to help further her career.

We are pleased to say that Keidria is now a Licensed Practical Nurse with an IV therapy certification. She is working as an LPN at Bayfront Health where she is applying all she's learned.

Keidria says, "I am so proud of all I have accomplished, and I appreciate the support and guidance from CareerSource Pinellas. Thank you for everything!"

A FRESH START



Seeking employment for single moms and dads can be a challenge when childcare barriers exist. Finding the right provider and paying associated costs can be an uphill battle. These challenges were compounded with the health crisis. With businesses and childcare providers closing, 'can' quickly became a 'must'-stay-at-home for many single parents. For those resourceful and determined parents that accomplished the placement of their children and obtained employment during these trying times, success is a true victory.

Jacky Ward is a shining example. She was determined to beat the barriers, and her determination paid off. Jacky came to CareerSource Pinellas in early February after making a bold move from Homosassa to St. Petersburg to start a new life. She was amazed with the services offered by CareerSource Pinellas — including childcare, transportation, tuition assistance, career counseling, and job search assistance. Jacky persevered and is now employed at HealthCare Support as of April 4, 2020.

Jacky says, "My story is an example of how people can move forward even in the midst of chaos. I am happy to have the support of CareerSource Pinellas."

AGAINST ALL ODDS, SHE SUCCEEDS



Megan Lishamer was facing a tough time. As a single mother going through a divorce, she worried how she would make ends meet when she was laid off from her Medical Assistant position.

Prior to her dislocation, Megan had been attending SPC part-time and applied to be accepted in the RN program. She thought her financial situation would force her nursing dreams to be put on hold. However, SPC's Financial Aid Department told Megan about CareerSource Pinellas.

Like many single parents, Megan faced many challenges while attending school for Nursing. Nevertheless, Megan stayed on course and is now working at Palms of Pasadena hospital, as an RN and couldn't be happier.

Megan says, "I am very grateful for the opportunity to complete my education and pursue my career goal of becoming a nurse. Thank you, CareerSource Pinellas!"



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YOUR TALENT IS OUR PASSION

