



CareerSource  
PASCO | HERNANDO

Help is here!

## ► ANNUAL REPORT

2019 – 2020

# FROM OUR LEADERS

**As part of the statewide network charged with guiding workforce development, CareerSource Pasco Hernando's innovative, strategic initiatives and investments strengthen our state's talent pipeline and connect employers with workers who possess the right skills at the right time for the right industries.**

Our vision for Pasco and Hernando counties is to be the global leader for talent. Florida's workforce system includes partnerships with employers, educators and community leaders to foster growth and development across our state. Over this past year, the CareerSource Florida network made significant progress in expanding sector strategies statewide, growing apprenticeship opportunities, and enhancing collaboration with state and local partners under the federal Workforce Innovation and Opportunity Act.

Florida's economic outlook is bright, even with the looming effects from COVID-19. The state's unemployment rate was 3.3 percent in June 2019, and due to COVID-19 increased to 10.5 percent in June 2020. CareerSource Pasco Hernando's team has worked diligently alongside local partners to encourage re-employment and assistance to individuals who have been affected by COVID-19 to ensure every business and jobseeker will regain economic prosperity.

Top industries for growth over the year included leisure and hospitality, construction, education and health services, and professional and business services. CareerSource Pasco Hernando works to ensure our local economy is thriving through career and business advancement and continues to develop innovative solutions that meet industry talent needs and build economic prosperity. Together, we helped more than 3,460 job seekers secure jobs and more than 9,945 employers with recruiting, hiring and training needs last year.

Yet there is always more to do with continued growth in technology, construction and other fields. Pasco and Hernando counties are facing a mismatch of skills required for many open positions with the skills of applicants seeking to fill them. While many areas of our local community are benefiting from the strong economy, rural areas especially struggle to keep top talent and attract new employers.

Our local business, education and government leaders are inspired by the opportunities ahead. Under the leadership of Florida's governor and legislature, and working closely with our partners, we will continue to implement future-focused, impactful strategies to anticipate, meet and exceed the needs of Pasco and Hernando County's growing businesses and talented workforce.



**DAVID LAMBERT**

*Board of Directors Chairman  
CareerSource Pasco Hernando*



**JEROME SALATINO**

*President and CEO  
CareerSource Pasco  
Hernando*



# OUR COMMITMENT

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## OUR MISSION

Pasco Hernando Workforce Board enhances economic development efforts of our region by providing a well trained, high quality workforce which supports the success of local business and improves the quality of life.

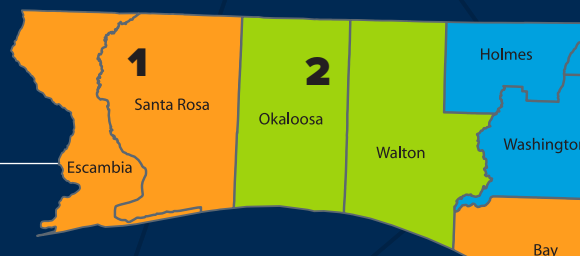
## OUR VALUES

Integrity, Customer Service, Accountability and Respect

## OUR PROMISE

To serve as a catalyst in the community for promoting self-sufficiency through the development of a quality workforce.





# BOARD OF DIRECTORS

**PRESIDENT/CEO JEROME SALATINO**

*CareerSource Pasco  
Hernando*

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*Manager, Member  
Relations  
Withlacoochee River  
Electric Co-op*

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Manager  
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Sparton Electronics*

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MAIER III**

*General Sales Manager  
WJQB-FM True Oldies  
106.3*

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**ROB AGUIS**

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**JOHN HOWELL**

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*Owner  
B&N Lenz Enterprises*

**KEN MINTER**

*Vice President  
BizTech Career Centers*

**LEX SMITH**

*City President  
SunTrust Bank*

**TODD VEGA**

*President  
Plumbers and Pipefitters,  
Local Union 123*

**EX-OFFICIO MEMBER**

**KATHRYN STARKEY**

*Pasco County  
Commissioner, District 3*

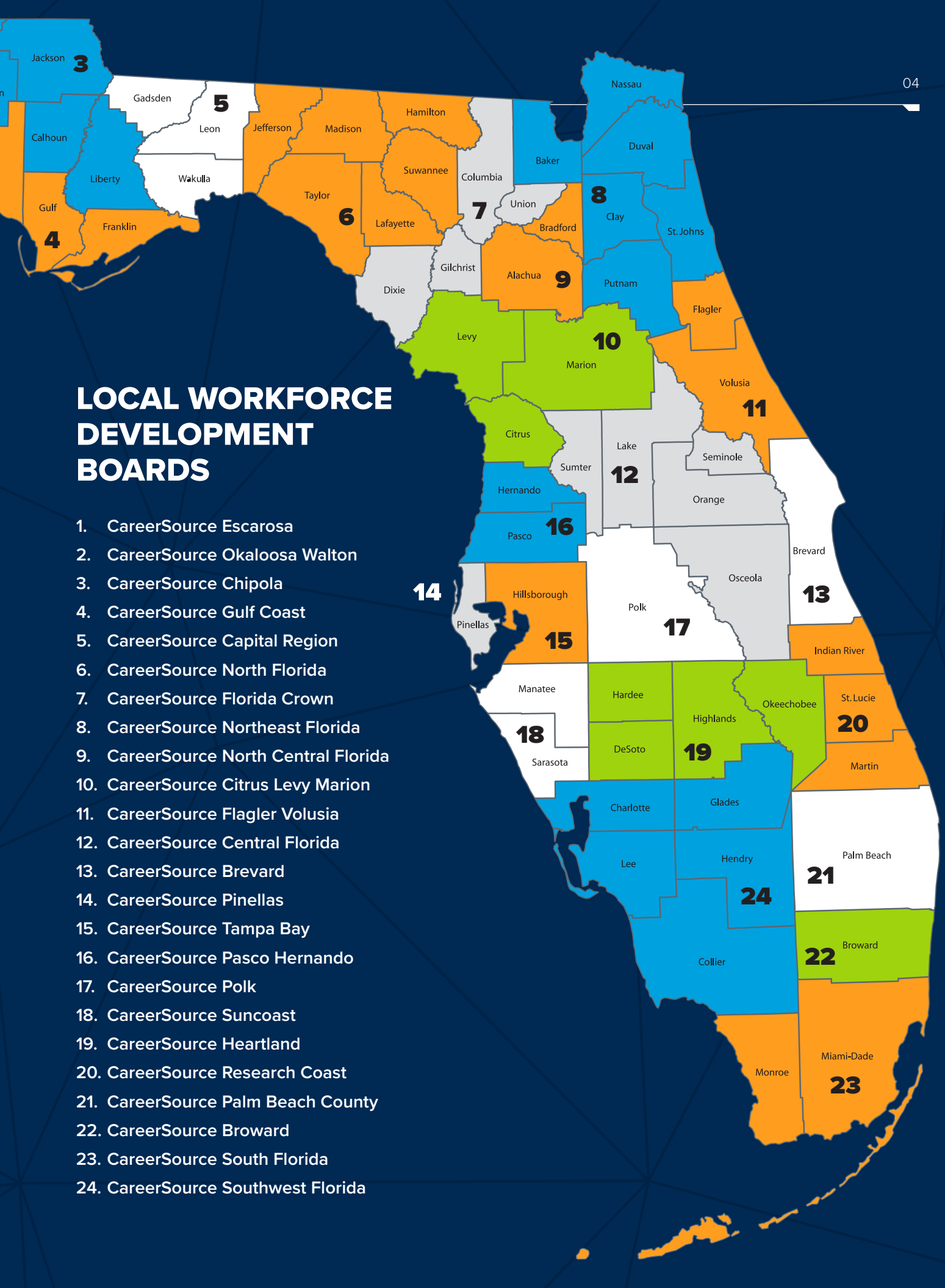
**EX-OFFICIO MEMBER**

**JOHN MITTEN**

*Hernando County  
Commissioner  
District 1*

# LOCAL WORKFORCE DEVELOPMENT BOARDS

1. CareerSource Escarosa
2. CareerSource Okaloosa Walton
3. CareerSource Chipola
4. CareerSource Gulf Coast
5. CareerSource Capital Region
6. CareerSource North Florida
7. CareerSource Florida Crown
8. CareerSource Northeast Florida
9. CareerSource North Central Florida
10. CareerSource Citrus Levy Marion
11. CareerSource Flagler Volusia
12. CareerSource Central Florida
13. CareerSource Brevard
14. CareerSource Pinellas
15. CareerSource Tampa Bay
16. CareerSource Pasco Hernando
17. CareerSource Polk
18. CareerSource Suncoast
19. CareerSource Heartland
20. CareerSource Research Coast
21. CareerSource Palm Beach County
22. CareerSource Broward
23. CareerSource South Florida
24. CareerSource Southwest Florida

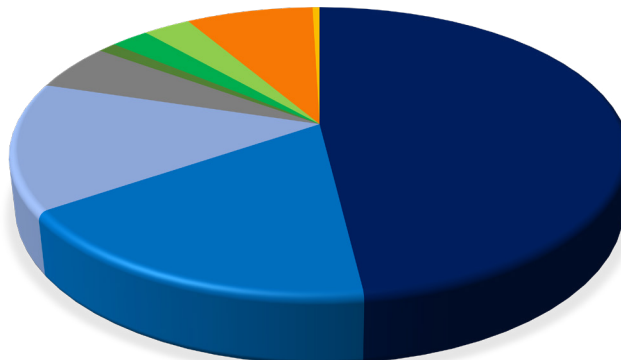


# FEDERAL FUNDING, STATEWIDE INVESTMENT, LOCAL IMPACT

Florida's workforce system is funded primarily through federal dollars. However, CSPH also receives funding for special projects, including the Pasco County funded Workforce Re-entry program. All Federal funding as well as local funding is used to support employment and training services for business and job seekers.

## BUDGETED FUNDING FOR FISCAL YEAR 2019-2020

▶ Workforce Innovation and Opportunity Act:	\$5.6M
▶ Temporary Assistance For Needy Families:	\$2.02M
▶ NCPEP (Funded by TANF):	\$1.67M
▶ Wagner-Peyser Act:	\$611K
▶ Veterans Program:	\$133K
▶ Supplemental Nutrition Assistance Program:	\$280K
▶ Re-employment Assistance Program:	\$348K
▶ Workforce Re-entry Program:	\$931K
▶ Other:	\$52K
TOTAL:	\$11.6M





# RESULTS AND KEY METRICS



**BUSINESSES SERVED  
IN 2019-2020:**

**9,947**

Total services provided: **27,464**



**JOB SEEKERS ASSISTED BY  
THE CAREERSOURCE FLORIDA  
NETWORK NOW EMPLOYED:**

**3,461**

**341** military veterans assisted,  
now employed



**YOUTH FOUND EMPLOYMENT  
OR ENROLLED INTO SECONDARY  
EDUCATION:**

**115**



**NEW JOB POSTINGS:**  
(June 2020)

**3,001**

Unemployment rate in Pasco  
(June 2020): **9.1%**

Unemployment rate Hernando  
(June 2020): **10%**



**YOUTH EARNED A CREDENTIAL:**

**299**

**58** Youth have completed an  
internship opportunity



**TOTAL SECTOR STRATEGY  
CAREERS:**

**150**



**PROFESSIONAL PLACEMENT  
NETWORKING**

**516**

Members attended meetings



**TOTAL RETURN ON INVESTMENT**

**\$37M**

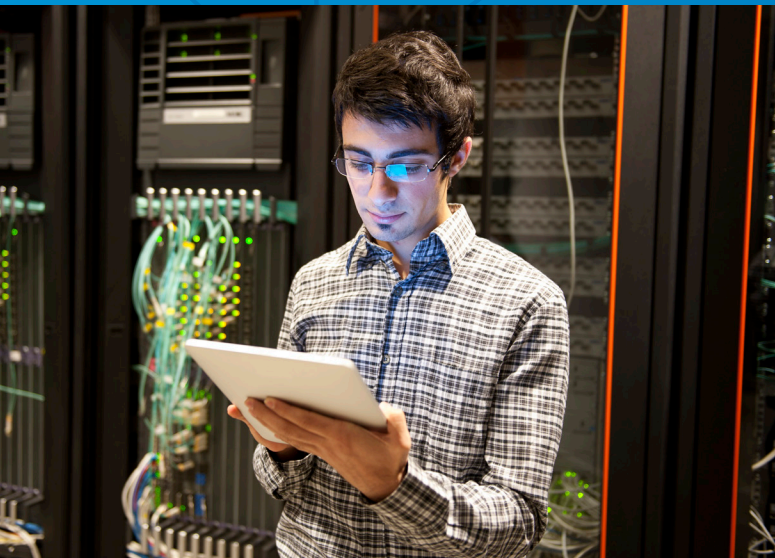
SEE PG 15 FOR MORE DETAILS.

## ACCOUNTABILITY AND PERFORMANCE

As an organization and network, CareerSource Pasco Hernando is sharply focused on accountability to deliver meaningful performance outcomes while ensuring our investments and actions earn and protect the public trust.

# BRIDGING THE TALENT GAP WITH DATA-DRIVEN INSIGHTS

The economy is booming, yet the talent gap persists in many of our targeted industries, particularly in science, technology, engineering and math (STEM) occupations. CareerSource Pasco Hernando and our strategic partners are working hard to address this challenge. As workforce developers, we know talent is key in continuing economic growth.



The CareerSource Florida Board of Directors funded a statewide Skills Gap and Job Vacancy Survey of nearly 54,000 Florida employers conducted by the Florida Department of Economic Opportunity. The research was commissioned to better understand the current state of skills gaps in Florida and drive data-informed decisions regarding future workforce development strategies and investment.

When gaps were noted by employers, foundational skills gaps such as communication, reliability and time management were reported twice as often as technical skills gaps, including information technology, research and math skills. The results of this research are helping us improve the way we serve businesses and job seekers in multiple ways, including:

- Referring job seekers who better meet employers' needs
- Placing applicants who are job-ready
- Assisting job seekers with higher earnings at placement
- Increasing job retention rates
- Increasing employer efficiency and competitiveness
- Fostering less turnover for businesses
- Speeding up the hiring cycle for businesses

The 2018 Skills Gap and Job Vacancy Survey helped drive data-informed decisions about future workforce development strategies and investment. Read the full report at [careersourceflorida.com](https://careersourceflorida.com).





# STREAMLINING SERVICES AND EMPOWERING INDIVIDUALS UNDER WIOA

The federal Workforce Innovation and Opportunity Act (WIOA) modernizes and provides key guidance for the workforce system in every state, with a focus on delivering customer-driven workforce solutions and enhancing customer service through an integrated, job-driven network.

A unified plan approach was selected for the first plan submitted under WIOA in 2016. This plan included required core partners such as, the Wagner-Peyser Act, Adult Education and Family Literacy Act, Vocational Rehabilitation, the Senior Community Service Employment Program, Career and Technical Education Programs, Trade Adjustment Assistance, the Veterans Program, Temporary Assistance for Needy Families, Employment and Training Activities, and many more programs. Since the submission of CareerSource Pasco Hernando's first Local Plan, as part of our implementation of WIOA, we have met regularly with our local stakeholders and core partners to address aspects of an advanced plan to meet individual needs and engage business at every level to drive greater outcomes. The CareerSource Pasco Hernando WIOA Local Plan, is consistent with the requirements of federal and state law with an emphasis on:

- **Streamlining services** – Florida's employment and training programs must be coordinated and consolidated at locally managed one-stop delivery system centers.
- **Empowering individuals** – Eligible participants will make informed decisions, choosing the qualified training program that best meets their needs.
- **Universal access** – Through a one-stop delivery system, every Floridian will have access to employment services.

- **Increased accountability** – The state, localities and training providers will be held accountable for their performance.

These priorities continue to guide our efforts as we collaborate with local workforce and business partners. Successful implementation of WIOA is translating to greater opportunities for both individuals and businesses, benefiting families, communities and the future of Pasco and Hernando Counties.





# REAL PEOPLE, REAL RESULTS



## **DENNIS BLACK**

Being laid off from my employment of 30 years at Time Customer Service led me to CareerSource Pasco Hernando. Through the Workforce Innovation Act (WIOA), I was able to gain new skills through a training program at New Horizons of Tampa. This helped me gain the confidence to seek a new career. I am now a Technical Analyst at MetLife in New Tampa, and am very happy with my new position.



## **MARCELA BLANCHETT**

I am so grateful for the opportunity to participate in the WIOA grant after the shutdown of my former employer. Through the program, I was able to continue my studies and enhance my skills by taking classes that would prepare me for the Microsoft Certified Solutions Associate, Microsoft Certified Solutions Expert, and Internet & Graphics Specialist.



## **ED CLARK**

CareerSource Pasco Hernando helped me to obtain my Florida Community Association Manager license in early 2018. Shortly after that my living circumstances changed and I moved to Oregon with my wife and mother-in-law. My Florida CAM license helped me to land a position at The Management Trust, a great company that really believes in its employee-owners. It's a difficult job but I have the most support of any company I have ever worked for, and that makes all the difference.



## **TAIASHA MATHIS**

The day that I walked into CareerSource Pasco Hernando was the day that changed my life. The staff at CareerSource Pasco Hernando were wonderful and also very persistent in seeing me through the process. I enrolled into LMR program at ATA Career education, and a year later I received my diploma as an X Ray tech. I now have a career that I love, working in my field at Moss Chiropractic. Thank you CareerSource Pasco Hernando!

# PENNY FOR PASCO FUNDS WORKFORCE RE-ENTRY PROGRAM

In October 2018, CareerSource Pasco Hernando and Pasco County collaborated in an effort to enhance economic development through workforce re-entry, serving Pasco County's hardest to serve population, offering an opportunity to regain employment.

The Pasco Board of County Commissioners and CareerSource Pasco Hernando are renewing and expanding their commitment to the Workforce Re-Entry program following a year of exceptional results. Recognizing the significant success of the program, the Board voted July 9, 2019 to increase Workforce Re-Entry funding for one year to \$700k, to train and place 100 additional Pasco County residents into full-time jobs. The Workforce Re-entry program is designed to help residents who are under-served or under-employed.

The first-of-its-kind program launched in October 2018 and assisted 50 Pasco County residents, improving their skills through on-the-job-training and employer-driven education. All 50 individuals have successfully obtained employment, including 26 participants who were homeless.

The initial \$350K investment returned \$1.5 million back to the community, and through its success has encouraged 50 individuals to regain purpose and re-enter the workforce. The continued partnership of and \$700K investment in the Workforce Re-entry program, funded by Penny for Pasco dollars, is projected to yield an additional \$3 million return.







***“As we continue to attract targeted industries, we’re doubling our investment in a proven program that serves both our citizens and Pasco County’s overall economic potential,” said Pasco County District 4 Commissioner Mike Wells. “I’m proud to lead this effort as the Workforce Re-Entry program transforms Pasco residents in need of opportunity into competitive, qualified candidates through education and training.”***

Offering community members a training program or employer-driven training will create transferable skills, which align with the targeted industries and strategic goals of Pasco County and CareerSource Pasco Hernando. Local industries will also benefit from the ability to hire quality, skilled employees who can help organizations become more competitive in today’s global market.

By gaining transferable skills, participants will have the ability to gain high-wage employment and skilled trade positions in local businesses, which will lead to economic growth and stability throughout Pasco County.

“The Workforce Re-entry program has assisted Pasco County’s hardest to serve population, and by continuing our partnership we will be able to provide more opportunities for employment to those in need,” expressed Jerome Salatino, CEO/President of CareerSource Pasco Hernando. “We are excited about our continued community partnership with Pasco County and look forward to growing a positive relationship through workforce innovation.”

The Workforce Re-entry program will serve:

- The under-served / under-employed
- Veterans
- Individuals with disabilities
- Ex-offenders in an effort to reduce recidivism
- Individuals with substance abuse issues
- Pasco County Homeless shelters, including halfway houses
- Pasco County employers and education system, as well as Pasco County Government

*\*Pasco county eligible residents must be at least 18.*

# PHOENIX RISING: CHANGING THE FUTURE ONE LIFE AT A TIME

In October 2018, CareerSource Pasco Hernando in partnership with Eckerd Connects launched its first cohort of Phoenix Rising, an alternative education and construction trade program which seeks to revitalize economically challenged areas in Pasco and Hernando counties. This program constructs a positive difference in the lives of young adults between the ages of 18-24.

Through Phoenix Rising, income-eligible participants receive hands-on and classroom training designed to develop workforce skills that lead to employment. Additionally, participants may earn their high school diploma, as well as industry-recognized certifications, such as OSHA Forklift Operator, OSHA 10 hour, NCCER Construction Site Safety, NCCER Hand Tools and Materials Handling, HAZMAT and HAZCOM, and Personal Protective Equipment (PPE). These industry related skills are taught by Workforce Industrial Training's James Coleman, an OSHA and NCCER Master Trainer. (NCBA) in order to gain exposure with local construction-based employers.

The support of NCBA's Past President, Bill Paul was vital in offering participants a unique learning experience with a local framing company, Eugene Concklin's Shiloh Construction.

Community partnerships are invaluable to the program success, and in Hernando County we partnered with Nature Coast Builders Association (NCBA) in order to gain exposure with local construction-based employers.



*"I didn't ever think I was going to be able to get my high-school diploma, but I accomplished it through Phoenix Rising with the help of their awesome staff members. I got to learn different trades and gain a lot more skills and knowledge than I had before. They opened up so many new doors for me, and I don't think I would be in the spot I'm in today if it wasn't for them. I'm so grateful to have participated in the Phoenix Rising Program."*

**- Dalton Deckard**





Year to date, all 33 enrolled participants from three (3) separate cohorts have successfully completed Phoenix Rising, fulfilling over 6,000 hours of paid work experience. Participants learned skills such as framing and trusses, drywall, painting, measuring, and other key skills. In addition, 100% of the participants that had previously withdrawn from traditional high school education, earned their nationally recognized, Penn Foster high school diploma. This opens an opportunity for Phoenix Rising graduates to enter the construction trade industries or continue to pursue other high-demand occupations through post-secondary enrollment.

# INVESTING IN THE FUTURE

Each fiscal year CareerSource Pasco Hernando encourages local economic growth by expending several million dollars of federal revenue, as it provides labor exchange and training programs to the region.

## CAREERSOURCE PASCO HERNANDO HELPS RETURN NEARLY \$37 MILLION BACK INTO THE COMMUNITY THROUGH WORKFORCE PROGRAMS.

During the 2019/2020 program year, CareerSource Pasco Hernando **expended over \$4.9 million** on 4 programs, which include WIOA Adult funding, WIOA Dislocated Worker funding, Wagner-Peyser and the Welfare Transition program, in order to assist the local labor market. The investment **returned nearly \$36.5 million to the two counties region**, measured by payroll gains. Each fiscal year CareerSource Pasco Hernando encourages local economic growth by expending several million dollars of federal revenue, as it provides labor exchange and training programs to the region. CareerSource Pasco Hernando conducted a data analysis and summary to gauge the labor exchange return on investment (ROI).

In determining the ROI for the 2019/2020 fiscal year, a direct approach with two guidelines measured only wage gains and benefits saved, while keeping all assumptions in the conservative realm. The method **led to a \$7.30 return back into the local economy for each dollar expended.**

The programs impacted the local community by creating greater local economic growth, and provided economic stability to local residents of Pasco and Hernando counties. CareerSource Pasco Hernando provided programs which allowed participants to gain confidence in the workforce,

which ultimately leads to a successful financial future. The skills participants gained will remain intangible, and the benefits which will affect future generations and future local economic growth will be immeasurable. Returning investment will continue to grow through the leadership and team effort of CareerSource Pasco Hernando and its customers.

### Intangible Effects of the Programs

1. The referrals to other community services.
2. The value of work place skills instruction passed to peers and family.
3. An employed worker finding his/her next job without ever becoming unemployed.
4. CareerSource Pasco Hernando leadership in economic development and workforce improvement.

The programs provided the unemployed labor force the necessary training, temporary assistance and employment services needed to gain successful employment and economic stability. Each program has established a rate of return for every program \$1.00 spent and **impacted the community through local economic growth.** Employers and jobseekers are encouraged to take advantage of CareerSource Pasco Hernando's programs to enhance their skills. CareerSource Pasco Hernando provides resources to help companies thrive, and help train a talented workforce that will help keep a company competitive, while increasing productivity.



# FOR EVERY DOLLAR SPENT \$7.30 WAS PUT BACK INTO THE ECONOMY

## TOTALING: \$36.5 MILLION



# CHANGING LIVES THROUGH OPPORTUNITY

Global Jetcare, Inc. has been in business for 11 years and operates out of the Hernando County airport in Brooksville, FL. Our company provides air medical transport worldwide. Global Jetcare (GJC) employs 30 professionals that are all licensed as Pilots, Doctors, Nurses, Medics and Aircraft Mechanics. GJC maintains a fleet of 5 specially equipped long-range Lear Jets with the ability to operate anywhere in the world. Each aircraft has a stretcher and is equipped with multiple oxygen tanks, as well as all the equipment and supplies that would be used in a hospital ICU.



Global Jetcare proudly supports many charitable organizations in our community

such as The Arc, Pace, Kiwanis, and The Heat Factory. In 2019, GJC received The GHP Life Sciences Award for Best International Air Ambulance Company in the USA. At the Economic Growth Summit for Hernando County, we were recognized for success, business expansion and contribution to the economic growth of Hernando County. GJC was also awarded as one of the top 40 Businesses to Watch in Florida for 2019, and proudly represented Hernando County.

While many businesses have been hard hit since the pandemic, we have maintained a steady pace. Our business is based on transporting patients who are not able to travel on the airlines due to illnesses that can range from a broken hip to critical illnesses that requires the patient be on mechanical ventilation. We do flights as close as Miami and as far away as Australia. Our business has slowed the last few months as many of the airports and countries have been closed. We

have had to deal with many challenges that we have never had to worry about before. As our country and many other countries are starting to open back up, we are seeing an increase in business and a slow move back to normal.

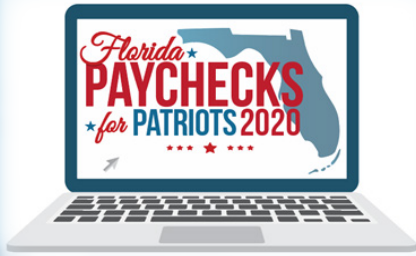
GJC has grown steadily over the years. Our business has been built on highly skilled employees and with strong safety goals. The company is in the process of hiring additional pilots and medical staff to get ready for the fall business increase. It is critical that new employees become proficient at their job by going through Flight Safety Training and additional Medical Accreditation. Also, all employees must attend yearly recurrent training. CareerSource Pasco Hernando has partnered with us from day one. With their continued assistance we have been able to continue to grow our team of qualified experts. Steve Wilson has made the process of requesting assistance for training funding a quick and easy process. Steve and his team are there to answer any questions and have a keen eye to make sure everything is submitted correctly. They are deeply knowledgeable about all the offerings of CareerSource Hernando to assist us with all our needs.



# SERVING OUR HEROES

“Bringing together our veterans and businesses has provided an opportunity to help serve those who have served us. The Paychecks for Patriots event created an opportunity for veterans to meet face to face with employers, and we hope to continue providing great opportunities for our heroes.”

– Jerome Salatino, CareerSource Pasco Hernando President/CEO.



## NEXT MISSION: GET HIRED

CareerSource Pasco Hernando assisted 48 veterans and their family members on November 6, 2019 at Paychecks for Patriots, a special hiring fair dedicated to connecting quality employers with our local veterans.

The Florida Department of Economic Opportunity, the Florida National Guard and the Florida Department of Veterans' Affairs partnered with CareerSource Florida regions to connect members of Florida's military and veteran community with career opportunities through the Paychecks for Patriots hiring event.

This statewide hiring fair addresses the employment needs of veterans by bridging the gap between Florida veteran job seekers and Florida's job creators. During the event, CareerSource Pasco Hernando matched veterans with employers who value the skills, knowledge and attributes veterans attain during military service.

Veterans connected with a wide range of employers at CareerSource Pasco Hernando. Paychecks for Patriots provided numerous veterans with meaningful employment from businesses that are dedicated to helping veterans and their families find careers that match their unique skills and aspirations in the regional area.





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CareerSource Pasco Hernando is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Disponible in Español.