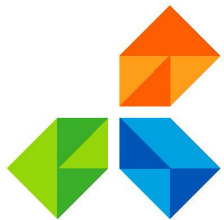




FORWARD

ANNUAL REPORT | 2020 - 2021



CareerSource
PASCO | HERNANDO

BOARD MEMBERS

PRESIDENT/CEO JEROME SALATINO
CareerSource Pasco Hernando

DAVID LAMBERT, BOARD CHAIR
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Manager, Member Relations

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Wal-Mart
Market e-Commerce Manager

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Keiser University
Campus President

MARK BARRY, TREASURER
The ARC Nature Coast
Executive Director

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Accuform Manufacturing
Director, Plant Operations

ROB AGUIS
Fred K. Marchman Technical College
Principal

TURNER ARBOUR
Pasco Economic Development Council
Workforce Development Manager

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Iron Workers Local 397
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Pasco Hernando State College
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HOPE KENNEDY
North Tampa Bay Chamber
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B&N Lenz Enterprises
Owner

JOELLE NERI
The Angelus, Inc.
Human Resource Manager

LEX SMITH
Truist Wealth
Managing Director, Wealth Advisor

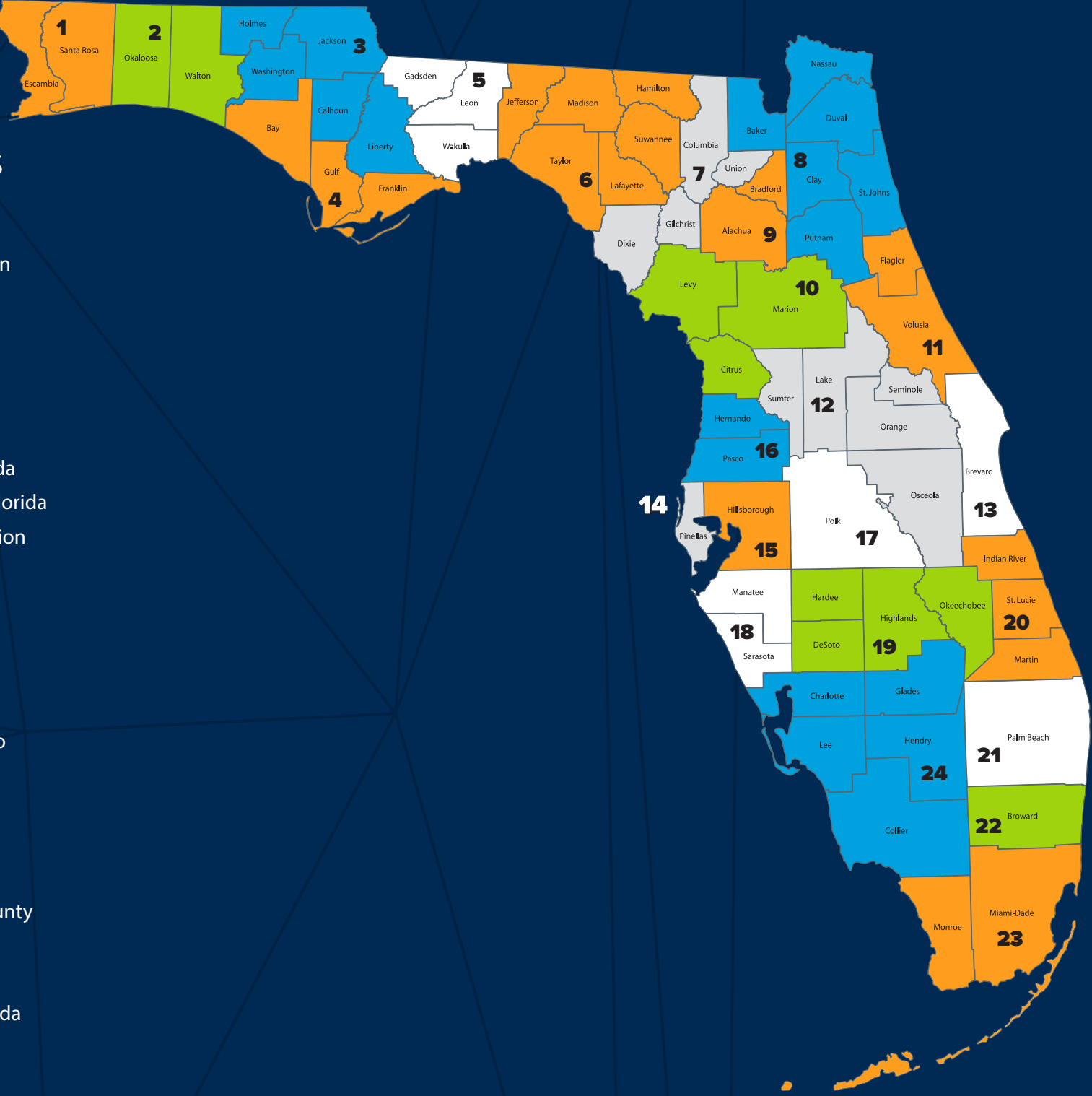
KATHRYN STARKEY
AmSkills, Inc.
Board Chairperson

TODD VEGA
Plumbers & Pipefitters, Local Union 123
President

BILL WOODARD
Alumi Guard
Sales Vice President

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



FROM OUR LEADERS

CAREERSOURCE PASCO HERNANDO

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 region's unemployment rate was 10.6 percent in June 2020 due to COVID-19, since then unemployment has decreased to 5.7 percent in June 2021. 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 2,088 job seekers secure jobs and more than 8,161 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.

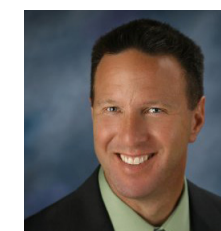
Our local business, education and government leaders are inspired by the opportunities ahead. Under the leadership of Florida's governor and legislature, and working closely with our partners, we will continue to implement future-focused, impactful strategies to anticipate, meet and exceed the needs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

MOVING FORWARD

By continuing to invest in our businesses and career seekers through Apprenticeship opportunities, On-the-Job-Training and Customized Training, in collaboration with local partners, we are strengthening our current and future workforce. With continued emphasis on collaborative work with key partners to achieve our shared goals, we are energized by the opportunities ahead to continue moving Pasco and Hernando Counties forward – capitalizing on the measurable success highlighted in this year's report.



DAVID LAMBERT
Board Chair
CareerSource Pasco Hernando



JEROME SALATINO
President and CEO
CareerSource Pasco Hernando

OUR COMMITMENT

OUR MISSION

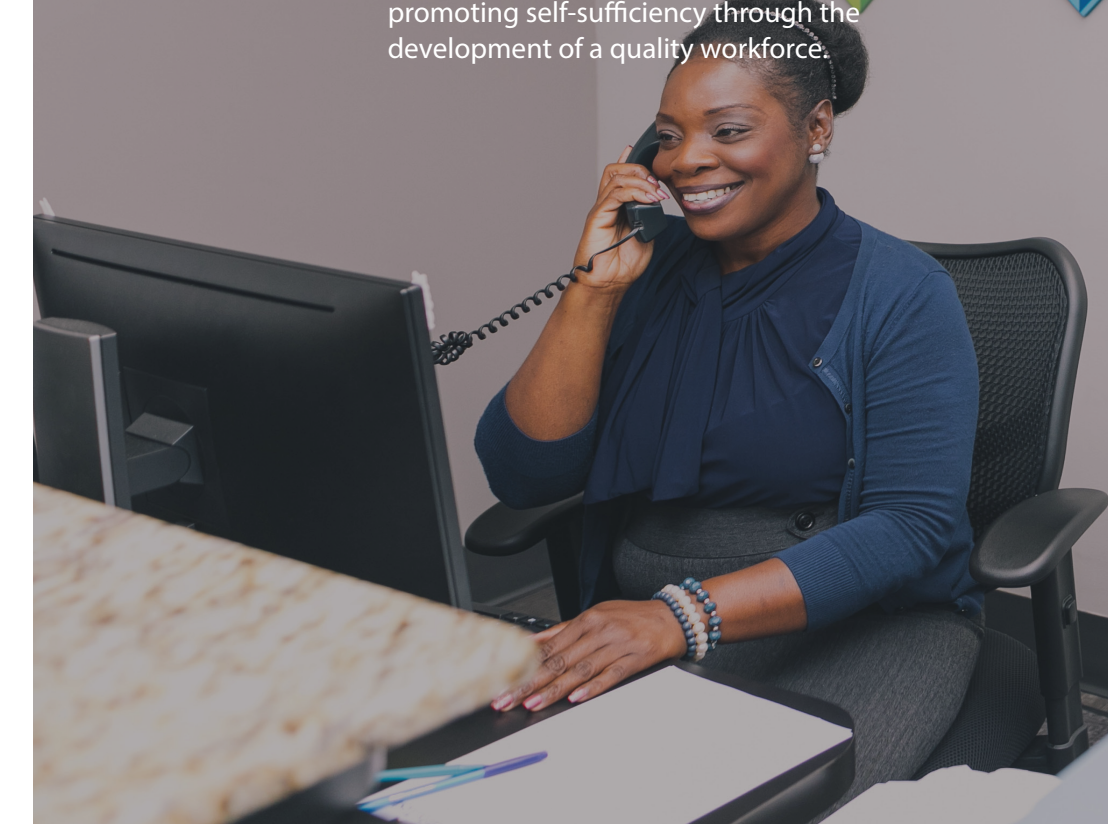
Pasco Hernando Workforce Board enhances economic development efforts of our region by providing a well trained, high quality workforce which supports the success of local business and improves the quality of life.

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.

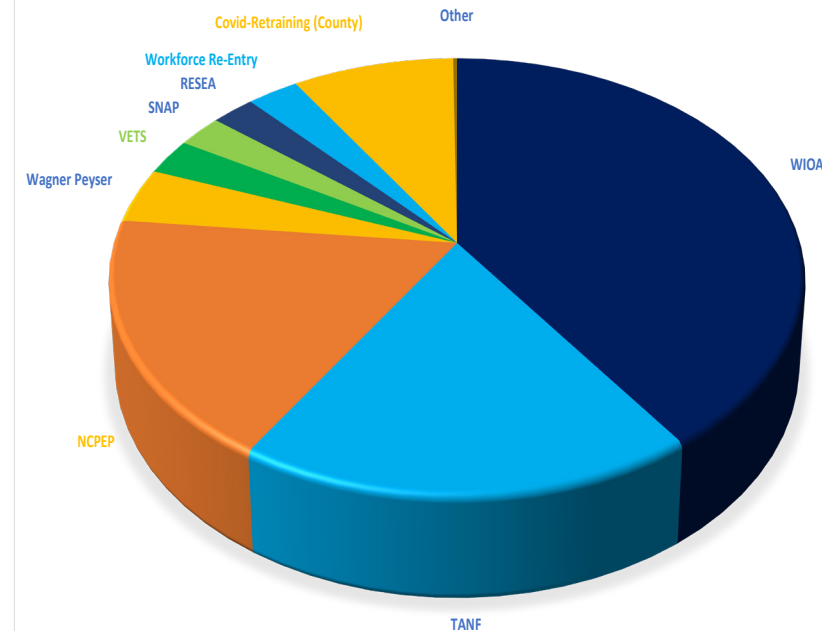


FEDERAL FUNDING, STATEWIDE INVESTMENT, LOCAL IMPACT

Florida's workforce system is funded primarily through federal dollars. However, CareerSource Pasco Hernando 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.

FISCAL YEAR 2020 - 2021 BUDGETED FUNDING

▶ Workforce Innovation and Opportunity Act:	\$6.37M
▶ Temporary Assistance For Needy Families:	\$2.18M
▶ NCPEP (Funded by TANF):	\$1.8M
▶ Wagner-Peyser Act:	\$674K
▶ Veterans Program:	\$266K
▶ Supplemental Nutrition Assistance Program:	\$239K
▶ Re-employment Assistance Program:	\$329K
▶ Workforce Re-entry Program:	\$829K
▶ Covid Re-Training (Pasco County):	\$1.6K
▶ Other:	\$155K
TOTAL:	\$14.47M



RESULTS AND KEY METRICS



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.

REAL PEOPLE, REAL RESULTS



“After 10 years with an employer my position was downsized, and I found myself in an IT Market looking for mostly cloud skills, which I had very few of in my toolbox. Thanks to WIOA and CareerSource Pasco Hernando, I was able to attend professional development classes through which I was able to pick up three cloud certifications from Microsoft, and the confidence to apply for better positions. I was soon offered a position, which I accepted and am happily with to this day. Thanks!”

- James Mindrup

“This program has helped me in a lot of ways; it helped navigate me through life. The workshop prepared me for the real world by teaching me time management and finance skills. The staff also kept me motivated in reaching my goals.”

- Brandy Colbert

“I would like to express my deepest gratitude for the help that I received from CareerSource Pasco Hernando through the Workforce Re-entry Program. I had found myself homeless and underemployed in Port Richey, and through my determination to make progress toward self-sufficiency and the help that I received through this program, I have been able to progress to the point of having my own apartment and a good job. I am determined to keep moving forward with the foundation that they have helped me build upon.”

- Kevin Glaser

“I’ve always believed you can’t fly until you’ve fallen. For me the Youth Program gave me those wings to fly again, and I could not be any more grateful.”

- Tessa Kulp

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:

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.



“I can’t thank you enough for your support, and a massive THANK YOU to you as well!”

Levi came to CareerSource Pasco Hernando in 2019, a year after completing High School. He was working at one point as a Powder coat-er/painter, in addition to other various positions. Levi was also running his father’s business in Lawn Maintenance, and attended Withlacoochee Technical College for Law Enforcement.

Levi choose a career in Law Enforcement, as his father had. After Levi completed his training in a short seven months, he was hired at the Citrus County Sheriff’s Department.

“Again, I can’t thank you enough for all your kind words!!! I too am glad everything worked out well in a situation that had all the terrible ingredients to end much worse. I am so grateful and blessed to have such great family, friends and support group along side of me in this career.

My biggest THANK YOU to you and all the staff you work with, and the great opportunities you are able to help facilitate. I’m just happy that I’m able to do my best in representing all that have helped get me to the place I am, and plan to be one day!!”

PENNY FOR PASCO CONTINUES TO FUND WORKFORCE RE-ENTRY PROGRAM THROUGH 2020 | 2021

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 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. To date (2020 | 2021), there has been a total of 187 individuals who have successfully obtained employment, including 86 participants who were homeless, and 67 individuals with disabilities.

The Pasco Board of County Commissioners and CareerSource Pasco Hernando renewed and expanded 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, and then again in July 2021, to train another 50 individuals into full-time jobs. The Workforce Re-entry program is designed to help residents who are under-served or under-employed.

The initial \$350K investment returned nearly \$1.5 million back to the community, and through its success has encouraged individuals to regain purpose and re-enter the workforce. The continued partnership of an additional nearly \$1.5 million investment in the Workforce Re-entry program, funded by Penny for Pasco dollars, yielded an additional \$6.67 million return in fiscal year 2020 | 2021.



"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 former 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.

PHOENIX RISING CONTINUES IN 2020|2021

The support of local businesses within the trades industry is vital to offering participants a unique opportunity for on-site contextual learning. The support and partnership offered by Team Farrell and Hawkeye Construction allowed participants to learn, and work on the grounds of Pasco Safety Town, as well as assist with construction of the new IHOP restaurant in Brooksville! These opportunities provided skills that will last a lifetime and helped pave the road for future opportunities.



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.

drywall, painting, measuring, and other key skills. In addition, 95% 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.

Phoenix Rising

Program Participant
Enrollments: 19

Phoenix Rising Program
Completion: 17

YOUTH SUMMER TRADES PROGRAM

CareerSource Pasco Hernando partnered with local schools throughout Pasco and Hernando Counties in the Summer Trades program. 76 students will participate in a program which will gain them tangible skills for future success!

The June 28 – July 22 programs are hosted at Pasco Hernando State College's Pasco County Campus, and Nature Coast Technical High School in Hernando County. Students participating in the Construction Summer Trades Program will earn their OSHA 10 certification, and the students participating in the IT Summer Trades program will earn their certification in Social Media Strategy.

Students receive an \$11.00 an hour stipend, as well as receiving a \$150.00 incentive. Students are also provided with t-shirts, thumb drives, and safety equipment. Valuable work experience with several local companies, include Tri-Force Contracting, ICTC and the Iron Workers Union. Students will also have the opportunity to listen to several guest speakers, tour industries, and the potential for job opportunities. At completion of the program, 3-5 students at each location will be awarded a scholarship to Pasco Hernando State College's short-term certification programs.



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 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.



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.

COVID-19 HASN'T STOPPED CAREERSOURCE PASCO HERNANDO FROM HELPING RETURN NEARLY \$32 MILLION BACK INTO THE LOCAL COMMUNITY THROUGH WORKFORCE PROGRAMS.

Florida's economic outlook is bright, even with the looming effects from COVID-19. The region's unemployment rate was 10.6 percent in June 2020 due to COVID-19, since then unemployment has decreased to 5.7 percent in June 2021. 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.

During the 2020 | 2021 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 \$32 million to the two county's 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 2020 | 2021 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 \$6.43 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 \$6.43 WAS PUT BACK INTO THE LOCAL ECONOMY

TOTALING: \$31.8 MILLION



HELPING VETERANS TRANSITION TO CIVILIAN LIFE

When members of the United States Armed Forces leave active duty, they may benefit from support to navigate the process of entering the civilian workforce. At CareerSource Pasco Hernando, we are here to serve Florida's veterans and connect employers with this highly skilled talent pool.

Over the past year, the COVID-19 crisis has required our staff to rethink how we deliver some of our basic services. The Veterans' Services Team and Business Services Team transitioned from in-person support to the delivery of virtual service. This strategy has been highly successful in stemming the spread of this virus, and has protected our customers and staff, while continuing to provide employment assistance services.

As 2020 came to a close, CareerSource Pasco Hernando was approached by Congressman Gus Bilirakis' staff. The Congressman wanted to continue his long history of supporting our veterans by hosting an in-person job fair exclusively for veterans. On February 18th, CareerSource Pasco Hernando supported an in-person Veterans' Job Fair held at an outdoor venue in Oldsmar, FL. This event was supported by our Local Veterans' Employment Representatives who partnered with their counter-parts from Pinellas and Hillsborough counties to host more than 40 local employers interested in hiring veterans. Employers from all three counties were eager to participate, while our staff ensured all of the CDC safety guidelines were followed throughout this event.

"Bringing together our veterans and businesses has provided an opportunity to help serve those who have served us. The Veteran's Job Fair 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 and CEO.

CHANGING LIVES THROUGH OPPORTUNITY



BAYADA Recruiting Manager
Donna Ebert

Hello, my name is Donna Ebert. I am the Recruiting Manager for our New Port Richey Assistive Care State Programs Office. My territory covers all East and West Pasco County. It can be challenging to find the candidates we need within such a large area, during these challenging times and the abundance of other job opportunities for the candidate to choose. So, when I was offered to participate in the CareerSource Pasco Hernando Job Fair, I took the opportunity to use it as an extra tool to widen my exposure.

I have never participated in a Virtual Job Fair before. This avenue was completely new to me. They made it really easy to sign up and add items within the job booth for the candidates to review. It was fast and simple. I loved the platform they used to put it all together. The platform allowed me to add just the right amount of marketing as to not be overwhelming. The best part was you did not have to be sitting in front of computer all day. All I had to do was have the booth open and if someone wanted to ask a question, I would get notice they were in the live chat box.

I had great success by the end of the day. I received 27 resumes, but not one of them had any Health Care experience. However,

I knew there is always the idea they may want to change career paths or just did not list their experience on their resume. I called every single one asking why wouldn't they just apply to a job post? Their response was out of fear of the new norm when a computer program pings key words verses the possibility to speak to live person. They did not want to wait for a call after they applied somewhere. After my discovery conversations, I had 5 interviews, 3 who were hired. That is a good day.

The benefits of participating in programs like the CareerSource Pasco Hernando provided me with the exposure I needed to reach people who would not think of applying to my job post. I Eco their sediment, speaking to a live person delivers instant results and conversation that is more informative. Their resumes were impressive, and the candidates were receptive. Even though the job fair was virtual, it still felt as if you were face to face. At the end of the day, you cannot replace a one-on-one interaction and the CareerSource Pasco Hernando Virtual Job Fair provided that to me and more!



A proud partner of the [AmericanJobCenter](#) network

careersourcepascohernando.com | (352) 200-3020

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