



ANNUAL  REPORT

2018 – 2019

# PRESIDENT AND CEO

**Brian Bauer is the president and chief executive officer for the Workforce Development Board of the Treasure Coast /dba CareerSource Research Coast, which consists of a board of directors who represent a group of 23 volunteers, mostly from the private business sector, who identify workforce issues and bring together community resources to develop and deliver programs and services to the local workforce area.**

CareerSource Research Coast is one of 24 local workforce development boards who comprise the CareerSource Florida network and are charged with making Florida the global leader of talent.

With over 17 years of experience working in the workforce development arena, Mr. Bauer is proudest of being involved with assisting businesses find and obtain qualified, skilled talent and career seekers with employment and career development opportunities. His dedication to the community and those he serves is evident by the organizations to which he has or currently serves on, such as the Treasure Coast Manufacturers Association, Early Learning Coalition of St. Lucie County, Roundtable of St. Lucie County, Indian River County Economic Development Council and Economic Development Council of St. Lucie County.

Mr. Bauer received a Bachelor of Science degree from Bradley University and is a graduate of the Computer Network Administration program from Keiser University. He holds certifications as a Microsoft Certified Professional and CompTia A+ and Network + Certified professional. He is a graduate of the St. Lucie County Chamber of Commerce Foundation Leadership St. Lucie program.



**BRIAN BAUER**

*President and Chief Executive Officer  
CareerSource Research Coast*

# OUR COMMITMENT

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**Collaborate. Innovate. Lead.** These are the pillars of the CareerSource Florida network. They represent the foundation of our achievements as a national model for workforce development and reflect our commitment today and in the future to serving Florida's employers, job seekers and workers.

## OUR MISSION

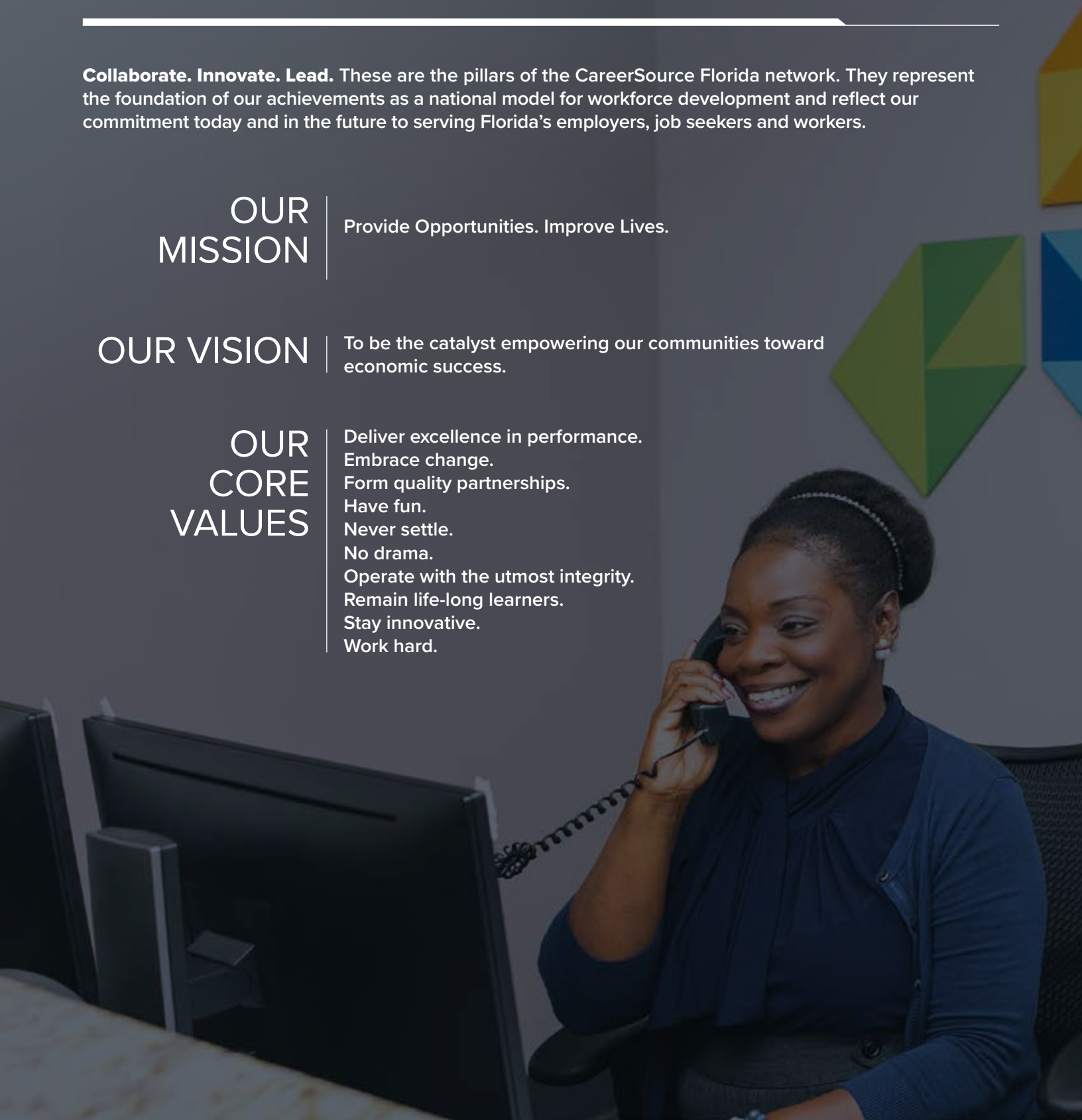
Provide Opportunities. Improve Lives.

## OUR VISION

To be the catalyst empowering our communities toward economic success.

## OUR CORE VALUES

- Deliver excellence in performance.
- Embrace change.
- Form quality partnerships.
- Have fun.
- Never settle.
- No drama.
- Operate with the utmost integrity.
- Remain life-long learners.
- Stay innovative.
- Work hard.



# BOARD OF DIRECTORS

## WERNER BOLS

*President  
Bols Construction*

## PAMELA BURCHELL (VICE CHAIR)

*Vice President-Human  
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Indian River Hospital*

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*Director of Economic  
Development, Indian River  
County Chamber of Commerce*

## ROBERT CENK (CHAIR)

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Homecrete Homes, Inc.*

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*VR Area Director  
Vocational Rehabilitation*

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*President  
St. Lucie County CTA/CU*

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St. Lucie Public Schools*

## JILL HANSON

*Director of Sales  
Staybridge Suites*

## LAWRENCE HAWES

*General Manager  
Lenco Marine*

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*VP of Administration &  
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## DR. EDWIN MASSEY

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*Commissioner  
St. Lucie County Board of  
County Commissioners*

## TERRANCE MOORE, CEO

*Moore Solutions, Inc.*

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*Training Director  
United Association LU 630  
Plumbers, Pipefitters, & HVAC*

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*Corporate Director of Workforce  
Planning & Compensation  
Cleveland Clinic Martin Health*

## DR. MARK RENDELL

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Public Schools*

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*President/CEO  
LF Staff & Labor Finders of  
Florida, LLC*

## WAYNE TEEGARDIN

*Veteran Services Manager  
St. Lucie County*

## PETE TESCH

*Executive Director  
St. Lucie County Economic  
Development Council*

## ANGELLA WILLIAMS

*VP of Human Resources  
Treasure Health*

## MADDIE WILLIAMS

*President, Treasure Coast  
Builder's Association*

## BOARD MEMBER DESIGNEES

### DONNA RIVETT

*(Board Member – Dr. Edwin Massey)*

### CHRISTI SHIELDS

*(Board Member – Dr. Mark Rendell)*

### ALIESHA SEITZ

*(Board Member – Wayne Gent)*

## TREASURE COAST WORKFORCE CONSORTIUM

### TIM ZORC

*Commissioner  
Indian River County*

### DOUG SMITH (VICE CHAIR)

*Commissioner Martin County*

### LINDA BARTZ (CHAIR)

*Commissioner, St. Lucie County*



# COMMUNITY PARTNERS

CareerSource Research Coast partners with many local community agencies, education, local government and employer associations to stay current on local resources and coordinate workforce services with local area initiatives. Members of our Board and staff participate on many local boards and committees, including but not limited to:

American Association of Retired Persons (AARP)	Executive Roundtable of St. Lucie County	Public Defender's Re-entry Programs - Indian River, Martin and St. Lucie Counties
Best Places to Work	Farmworker Career Development Program	Restoring the Village Youth Initiative
Boys & Girls Clubs	Florida Rural Legal Services	Saint Lucie County Community Services
Business Development Board of Martin County	Florida's Research Coast Economic Development Coalition	School District of Indian River County
CareerSource Florida	Fortis Institute	St. Lucie Public School System
Circuit Nineteen Juvenile Justice Advisory Board	Habitat for Humanity	Treasure Coast Manufacturers Association
Council of Social Agencies of St. Lucie County	Housing Authority of Fort Pierce	Treasure Coast Builders Association
Department of Economic Opportunity	Indian River County Chamber of Commerce	Treasure Coast Council of Local Governments
Department of Juvenile Justice Programs - St. Lucie, Martin and Indian River counties	Indian River State College	Treasure Coast Homeless Services Council
Department of Vocational Rehabilitation	Indiantown Interagency Coalition	Treasure Coast Interagency Transition Coalition
Division of Blind Services	Keiser University	Treasure Coast Shared Services Alliance
Early Learning Coalition of Indian River, Martin and Okeechobee Counties	Lincoln Park Common Good Initiative	United Against Poverty
Early Learning Coalition of St. Lucie County	Local Coordinating Board for the Transportation Disadvantaged - Indian River, St. Lucie and Martin Counties	Veteran Services of Indian River, St. Lucie and Martin Counties
Economic Development Council of Indian River County	Martin County Interagency Coalition	Village Coalition of Youth Activities
Economic Development Council of St. Lucie County	Martin County School District	Virginia College
Education Foundation of St. Lucie County	Parent Academy	

# PROGRAM YEAR FUNDING

CareerSource Research Coast is funded primarily through federal dollars. Upon approval of the CareerSource Florida Board of Directors and in alignment with federal funding formulas, the majority of these funds directly support employment and training services for businesses and job seekers located in Indian River, Martin and St. Lucie counties. In addition to this allocated funding, CareerSource Research Coast receives additional funding through performance incentives, grant proposals and community partnerships to support various programs.

## PROGRAM YEAR 2018-2019 ALLOCATED FUNDING

▶ Reemployment Assistance Program:	\$23,730	▶ Wagner-Peyser Act:	\$769,971
▶ Supplemental Nutrition Assistance Program:	\$162,237	▶ Welfare Transition Program (WTP):	\$1,050,719
▶ Trade Adjustment Assistance:	\$137,358	▶ Workforce Innovation and Opportunity Act (WIOA):	\$4,078,432
▶ Veterans Program:	\$346,898		

## PROGRAM YEAR 2018-2019 ADDITIONAL FUNDING

▶ CNC Apprenticeship Sector Strategy Grant	\$100,000	▶ Pathways to Prosperity Pre-Apprenticeship Program:	\$467,552
▶ Community-Based Sector Strategy (CBSS) Grant	\$95,923	▶ SSI Manufacturing Apprenticeship Program:	\$400,095
▶ CVS Apprenticeship Sector Strategy Grant	\$248,207	▶ Summer of Success	\$300,000
▶ Families Ascending to Economic Security (FATES):	\$354,628	▶ YouthBuild:	\$420,555
▶ Governors Challenge Hurricane Maria:	\$18,635	▶ Wagner-Peyser Act Performance Incentive:	\$125,141
▶ Manufacturing Bootcamp Sector Strategy Grant	\$99,692	▶ WIOA Performance Incentive	\$733,348

**TOTAL:**

**\$9,933,121**

# RESULTS AND KEY METRICS



**EMPLOYER SERVICES  
PROVIDED FOR PY18-19:**

**21,501**

Employers Served: **1,019**  
Job Orders Entered: **3,075**



**JOB SEEKERS SERVICES  
PROVIDED FOR PY18-19:**

**102,837**

Job Seekers Served: **12,634**  
Job Referrals: **11,832**  
Job Seekers Placed: **3,398**



**HIGH-VALUE SERVICES  
PROVIDED TO BUSINESSES:**

Talent Acquisition, HR Services,  
Customized Training, Job Fairs,  
Recruitment Events, Labor Market  
Statistics



**VETERAN SERVICES PROVIDED  
FOR PY18-19:**

**10,747**

Veterans Served: **770**  
Veterans Placed: **326**



**CAREER CENTER TRAFFIC  
FOR PY18-19:**

**20,682**



**AVERAGE UNEMPLOYMENT RATE  
(June 2019)**

**4%**

Martin County: 3.5%  
St. Lucie County: 4.3%  
Indian River County: 4.2%



**MIGRANT SEASONAL FARM  
WORKERS CONTACTED FOR  
PY18-19:**

**2,581**

Job Referrals: **945**  
Farm Workers Placed: **203**

## ACCOUNTABILITY AND PERFORMANCE

CareerSource Research Coast is a direct service provider for multiple programs, many of which are fully supported by the U.S. Department of Labor, the U.S. Department of Health and Human Services, and/or the U.S. Department of Agriculture. We are fully committed to full transparency and accountability of program funds. For program funding details in compliance with the Stevens Amendment, please visit [www.careersourcerc.com/program-funding](http://www.careersourcerc.com/program-funding).

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# ANNUAL PERFORMANCE AS A DIRECT PROVIDER OF WORKFORCE SERVICES

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**As the local workforce development board serving Indian River, St. Lucie and Martin counties, CareerSource Research Coast is a private, non-profit, Florida corporation with a board of directors consisting of private business, economic development and education representatives, community and state agencies, and elected officials.**

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Members of the board of directors represent the diversity of businesses, organizations and trades that operate in the local workforce development area.

Chartered by the State of Florida to create and manage a workforce development service delivery system responsive to the needs of businesses and career seekers, CareerSource Research Coast offers a broad selection of programs and services. CareerSource Research Coast's staff are certified workforce professionals often recognized by their peers as leaders in workforce development.

CareerSource Research Coast has operated as a direct provider of workforce services since January 1, 2009. In the direct services model, CareerSource Research Coast has reduced costs, improved operations and improved the image of the local career center system. The actual reduction in costs by providing services rather than contracting services to another provider was \$636,363.83 for Program Year 2017-2018 and \$580,280.28 for Program Year 2018-2019.

The number of individuals served at CSRC Career Centers during Program Year 2018-2019 was 12,634. The number of services provided to career seekers was 102,837. As a result, 3,398 career seekers were placed in jobs.

CareerSource Research Coast has met and/or exceeded the state's Individual Training Account (ITA) expenditure requirement each year since enactment. The amount spent on WIOA Adult/Dislocated Worker Training programs to include On-the-Job Training (OJT), Individual Training Account (ITA), Job Readiness and Customized Training was \$504,305.00.

For the past six years, CareerSource Research Coast has met and exceeded the state and federal Workforce Common Measures/Indicators of Performance. CareerSource Research Coast continues to improve performance and meet and exceed goals as measured by state and federal standards.



# SUPERIOR SERVICE



## MARY BELL

Mary Bell, resource room customer service specialist for CareerSource Research Coast, began her journey in workforce development in 1988. Over the course of her career, she has worked tirelessly to facilitate matches between job seekers and employers to fill career opportunities and connect them to various programs and services, including but not limited to Reemployment Assistance, Workforce Innovation and Opportunity Act, and career center workshops. In September 2019, Mary received the Workforce Professional Champion Award in Leadership for CareerSource Research Coast (Region 20) at the 2019 Workforce Professional Development Summit in Orlando.

# REAL PEOPLE, REAL RESULTS



## CHRISTY GUERRERO

After working in healthcare as a medical assistant for 12 years, Christy Guerrero was able to advance her career and complete her Associate Degree in Nursing (R.N.) program at Indian River State College thanks to funding she received as a Community-Based Sector Strategy Training Grant recipient through CareerSource Research Coast.



## NIESHA GORDON

As a recipient of the Community-Based Sector Strategy Training Grant provided by CareerSource Research Coast, Niesha Gordon completed Indian River State College's Associate Degree in Nursing (R.N.) program in 2019. Niesha credits CareerSource Research Coast for helping her focus on her studies and not how she'd pay for school.

# STATE OF JOBS CONFERENCE

On October 25, 2018, CareerSource Research Coast hosted the inaugural State of Jobs Conference for the East Coast of Florida. The State of Jobs Conference (SOJC) provides students with career exploration tracks in their field of interest. Business leaders presented 15 to 30 minutes of information related to their industry and provided the students with an opportunity to ask questions.

The 2018 East Coast State of Jobs Conference brought together 235 high school seniors from all three school districts in the local workforce development area. The goal was for students to get the “real” facts on what it’s like to work in three industry sector tracks: manufacturing, healthcare and skilled trades.

The event’s keynote speaker was Dr. Tiffany Sizemore-Ruiz—a graduate from Lincoln Park Academy and quadruple board-certified in cardiology, internal medicine, echocardiography and nuclear cardiology.









# PATHWAYS TO PROSPERITY

**Pathways to Prosperity Grant funding allowed CareerSource Research to more effectively engage low-income individuals and achieve the CareerSource Florida network's goal to reduce welfare dependency and increase economic self-sufficiency while meeting local employers' needs.**

## FATES

CareerSource Research Coast applied for and received a Pathways to Prosperity Grant to assist 30 low-income families in Martin and St. Lucie counties with mitigating fiscal cliffs by providing access to career pathway training opportunities.

In Program Year 2018-2019, CareerSource Research Coast served five individuals under the Families Ascending to Economic Security (FATES) Demonstration Project (2Gen) and spent a total of \$14,165. One participant completed On-the-Job Training in May 2019 and is on the three-year payment phase-out plan subsidized by the FATES 2GEN Project. Two received tuition costs for the Licensed Practical Nursing (LPN) program at Treasure Coast Technical College and one received tuition costs for the Licensed Practical Nursing (LPN) program at Indian River State College. All three graduated in December 2019. One received tuition costs for Keiser University's registered nursing (RN) program and graduated in September 2019.

## PRE-APPRENTICESHIP

Part of assuming the role of Sponsor for the IMT Registered Apprenticeship program includes the corresponding Pre-Apprenticeship program implemented to support the corresponding program.

Eighteen pre-apprentices comprised of nine youth and nine adult participants are active in the program and have completed all of the required curriculum toward Certified Production Technician (CPT) certification. Five pre-apprentices passed all exams and earned the CPT certificate. The Corporate and Career Training Institute at Indian River State College will continue to assist those needing to retest and eventually earn certification. Two pre-apprentices have been hired by manufacturer EB Airfoils, Inc., and have been enrolled into the IMT Registered Apprenticeship program. The other pre-apprentices will have preferential status, along with veterans, when applying for the ongoing IMT Registered Apprenticeship program.

# HEALTHCARE SECTOR HIGHLIGHTS

Community-Based Sector Strategy Training Grant funding helped CareerSource Research Coast address workforce shortages in the healthcare industry sector for Program Year 2018-2019.

## Community-Based Sector Strategy (CBSS) Training Initiative RN Program Funding

Seventeen of the 20 grant-funded registered nursing (RN) students/participants who were enrolled at Indian River State College under the Community-Based Sector Strategy (CBSS) Training Initiative have completed the program. While two participants were deferred for one semester due to health reasons, they utilized WIOA state level funding to complete their training and attain their associate degrees and credentials in December 2019. All 20 students funded with WIOA formula funding as an in-kind contribution to the project have completed the program. Videos and promotional materials, available to local and state-wide healthcare industry stakeholders, demonstrate how the CBSS Training Initiative positively affected the shortage of RNs in the local workforce development area.



*Christy Guerrero,  
Community-Based  
Sector Strategy Training  
Grant Recipient.*



*Niesha Gordon,  
Community-Based  
Sector Strategy Training  
Grant Recipient.*

## CVS Health Pharmacy Technician Apprenticeship

CareerSource Research Coast, in collaboration with CareerSource Heartland, will utilize funding, which it has received through the Community Based Sector Strategy Grant totaling \$370,338, toward the development and expansion of CVS Health's Pharmacy Technician Apprenticeship program in both local workforce development areas.

The goal of the grant is to recruit, enroll and fund a total of 22 apprentices. The 12- to 18-month competency-based learning model will provide the technical training necessary to ensure that CVS Health participants have the skillset needed to pursue a career as a pharmacy technician.

According to the Department of Labor's Bureau of Labor Statistics, the employment outlook for pharmacy technicians is expected to grow 12 percent through 2026. The Pharmacy Technician Apprenticeship program will address this growth by increasing the pharmacy technician talent pipeline and promoting career pathways within this emerging sector.



# MANUFACTURING SECTOR HIGHLIGHTS

CareerSource Research Coast secured more than \$570 thousand in grant funding from the state workforce board, CareerSource Florida, to further support local apprenticeship and apprenticeship expansion programs in Martin, St. Lucie and Indian River counties.

## Manufacturing Apprenticeship

After consulting with the State Office of Apprenticeship and the Treasure Coast Manufacturing Association, CareerSource Research Coast took over the role as “Sponsor” of the Industrial Manufacturing Technician (IMT) Registered Apprenticeship program. Members of the manufacturing association continue to serve in a committee role to ensure that service delivery aligns with industry needs. CareerSource Research Coast is committed to using registered apprenticeships as a key strategy to build a pipeline of skilled workers to help businesses throughout the local workforce development area.

CareerSource Research Coast will target underrepresented populations and create a plan for outreach, recruitment, assessment, case management, related technical training, work-based training, and supportive services in the manufacturing sector. Twenty-eight apprentices were registered in the IMT Registered Apprenticeship program and 11 completed their 18-month program in November 2019.





## CNC Production Specialist Certification

In the local workforce development area, many manufacturers continue to struggle to find qualified workers with computer numerical control (CNC) training or experience to fill open positions. CareerSource Research Coast has partnered with Machining Training Solutions, LLC, to offer CNC Production Specialist (CCI) certification as an additional stackable credential to the current 18-month Industrial Manufacturing Technician (IMT) Registered Apprenticeship program during which participants have gained core competencies training in manufacturing production since the program's launch in January 2018.

The addition of a CNC certification to the program benefits the scaling of the apprenticeship model to our current participating manufacturers and to new employer partners interested in sponsoring an apprentice. CareerSource Research Coast received \$100 thousand in grant funding to use toward this expansion. This project launched November 2019.

## Indian River County Manufacturing Boot Camp

CareerSource Research Coast, the Indian River County Economic Development Council and area manufacturers collaborated with Treasure Coast Technical College to develop a one-week manufacturing boot camp to serve underrepresented populations of Indian River County and provide a mechanism for marketing local apprenticeship opportunities.

The boot camp included tours at local manufacturing sites, hands-on activities, and soft skills training to build a foundation on the benefits of a career path in manufacturing. Although there were 12 spots available, only 8 participated in the event with the opportunity to move directly into the IMT Registered Apprenticeship program and earn while they learn. Two participants were hired by Aluma Tower Company and entered into the IMT Registered Apprenticeship program. One was accepted into Piper Aircraft's in-house apprenticeship program.

# YOUTH CONNECTIONS

CareerSource Research Coast contracted with Eckerd Connects, through a sub-recipient agreement, to provide WIOA Youth programs for In-School Youth (ISY) and Out-of-School Youth (OSY) for Program Year 2018-2019. The Youth Connections program has proven to be a successful partnership with increased performance and improved services to youth in the local workforce development area.

The CareerSource Research Coast Youth Council meets quarterly to monitor the activities and quality of the WIOA Youth program. The Youth Connections team conducted 50 outreach events to recruit youth program participants over the course of the program year and offered 1,142 services to these youth participants. The Youth Connections program exceeded the Federal/State Youth Performance Measures and placed 87 youth in work experience opportunities with earnings totaling \$107,490.

## JOBS+ FAIR

In partnership with the Treasure Coast Square Mall, the Youth Connections team hosted the Jobs+ Fair at the Treasure Coast Square Mall on October 15, 2018. Over 100 job seekers attended the event along with 24 employers, including Indian River State College and Keiser University.

## YOUTH BUILD

Since the beginning of the Youth Build project that began in January 2018, in partnership with Indian River State College, Habitat for Humanity, and the Treasure Coast Builder's Association, 55 youth have been enrolled as Youth Build participants.

As of June 30, 26 youth have successfully completed the Youth Build training component, with 19 still actively participating in training activities. Forty-five youth have successfully completed the Work Experience component and 21 youth successfully completed the entire Youth Build program, with 15 exiting with positive WIOA outcomes.

## SUMMER OF SUCCESS ST. LUCIE COUNTY

Summer of Success St. Lucie County 2019 launched June 10, 2019. One hundred twenty-five participating youth attended the two-week Youth Employment Success Solutions (YESS) soft skills program and completed a six-week paid internship at one of 15 participating worksites and earned a total of \$185,790.72 in wages and incentives. Funding for the program in the amount of \$300,000 was provided by the St. Lucie County Board of County Commissioners and Allegany Franciscan Ministries.







# LINCOLN PARK CAREER PATHWAYS INITIATIVE

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**Created in a partnership with St. Lucie County Economic Development Council, Indian River State College, Treasure Coast Manufacturers Association, and CareerSource Research Coast, the Lincoln Park Career Pathway Initiative offers training to residents of Lincoln Park, an underrepresented and under-resourced community in Fort Pierce, Florida.**

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Through this partnership, residents of Lincoln Park have access to training in career pathway certifications in three targeted industries: healthcare, logistics and manufacturing. Mentoring, employability skills training, as well as employment opportunities at the completion of the training are made available to all participants. CareerSource Research Coast utilizes WIOA funds for all residents deemed eligible and suitable,

while the Lincoln Park Career Pathways Initiative grant, funded by Allegany Franciscan Ministries of Florida (AFMFL), will cover costs for career training and supportive services for 168 Lincoln Park residents over a two-year period. The Lincoln Park Common Good Career Pathways Initiative was presented as a best practice at the Annual Career Pathways Network (FCPN) Symposium held in Jensen Beach on January 16 - 18, 2019.

# VETERAN'S SERVICES

CareerSource Research Coast served 770 veterans throughout the local workforce development area, providing 10,747 services to those veterans resulting in 326 veterans entering employment.

## HOMELESS VETERAN STAND DOWN

CareerSource Research Coast held its annual event for homeless veterans, The Treasure Coast Homeless Veteran Stand Down, and partnered with federal, state and local entities to provide services to this special group of veterans.

The event was held indoors and structured to make it easy to receive services along with areas designated for privacy, if needed. Some of the services included free transportation to and from the event, legal assistance, housing assistance, mental health, dental screenings, Social Security

services, Veterans Administration services, haircuts, warm showers and hot meals. Clothing and supplies including backpacks, toiletries and blankets were also provided.

## PAYCHECKS FOR PATRIOTS

On November 7, 2018, CareerSource Research Coast hosted the Paychecks for Patriots, a special hiring event for veterans and their families. The event was held concurrently in each Career Center and was attended by a total of 60 veterans and 20 employers.







# RECRUITMENT EVENTS

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In collaboration with partners and community stakeholders, CareerSource Research Coast conducted two major job fairs during the program year. In total, CareerSource Research Coast also conducted over 30 specific recruitment events for area employers.

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## **CITY OF FORT PIERCE JOB FAIR**

CareerSource Research Coast, alongside the City of Fort Pierce and several community partners, hosted the Annual City of Fort Pierce Job and Resource Fair on January 30, 2019, at the Havert L. Fenn Center in Fort Pierce, Florida. Over 500 career seekers and 100 employers and community service organizations attended.

## **GIFFORD JOB FAIR**

The Gifford Job Fair was held at the Gifford Youth Achievement Center in Vero Beach, Florida, on November 1, 2018. Approximately 170 job seekers were in attendance. The Gifford Youth Achievement Center, Grand Harbor

Community Outreach, Florida Power & Light Co., Publix Supermarkets, United Against Poverty and CareerSource Research Coast sponsored the event.

## **MARTIN COUNTY JOB FAIR**

In partnership with the Martin County Business Development Board, CareerSource Research Coast served approximately 129 job seekers at the IRSC Wolf High Technology Center

## **HIRING EVENTS**

Not including the larger job fairs, CareerSource Research Coast served nearly 500 attendees across more than 30 recruitment events held throughout Indian River, Martin and St. Lucie counties.



CareerSource  
RESEARCH COAST

A proud partner of the American  Job Center network

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