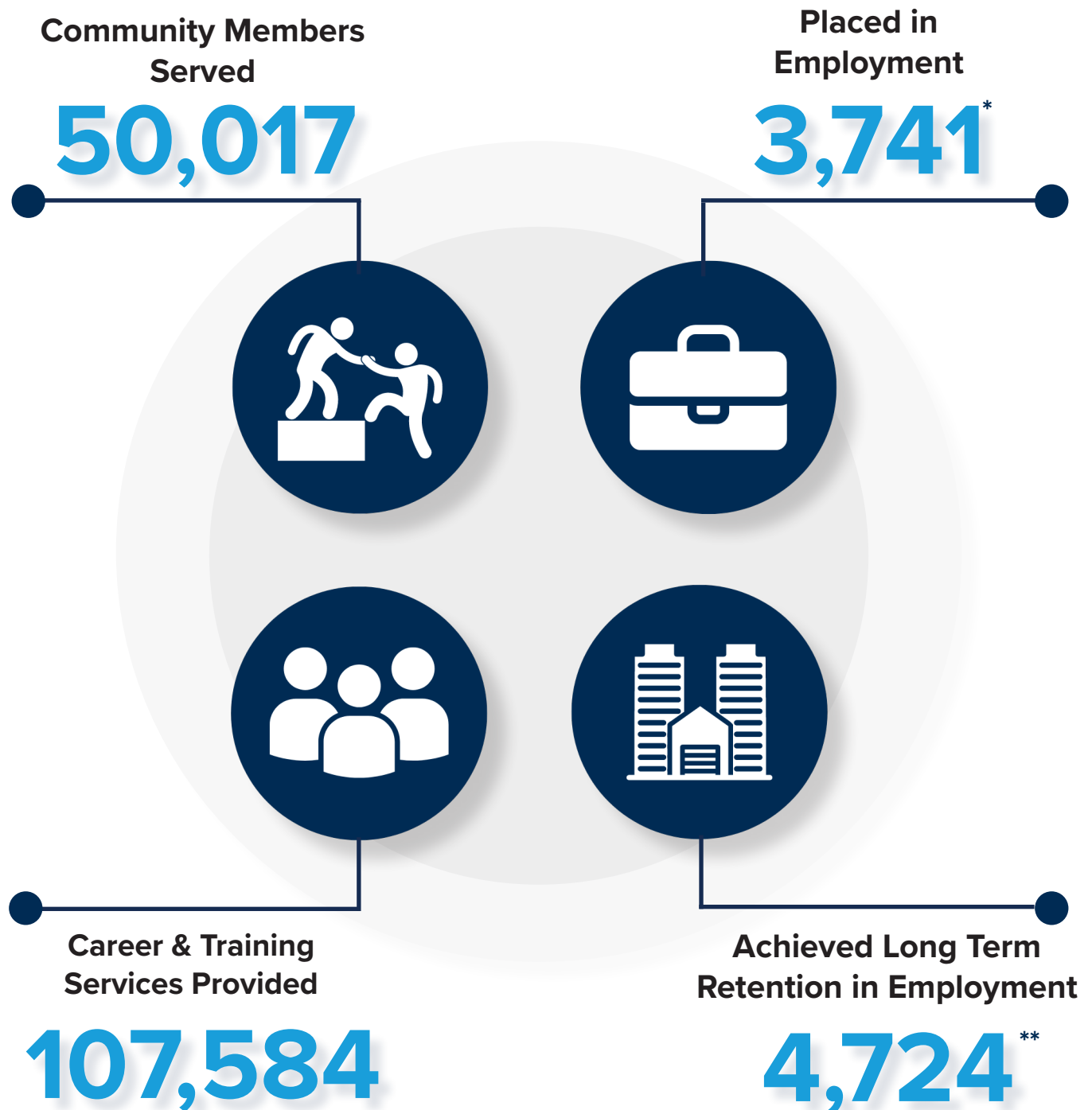


CareerSource Palm Beach County Annual Performance Report

Program Year 2023



COMMUNITY MEMBER IMPACT

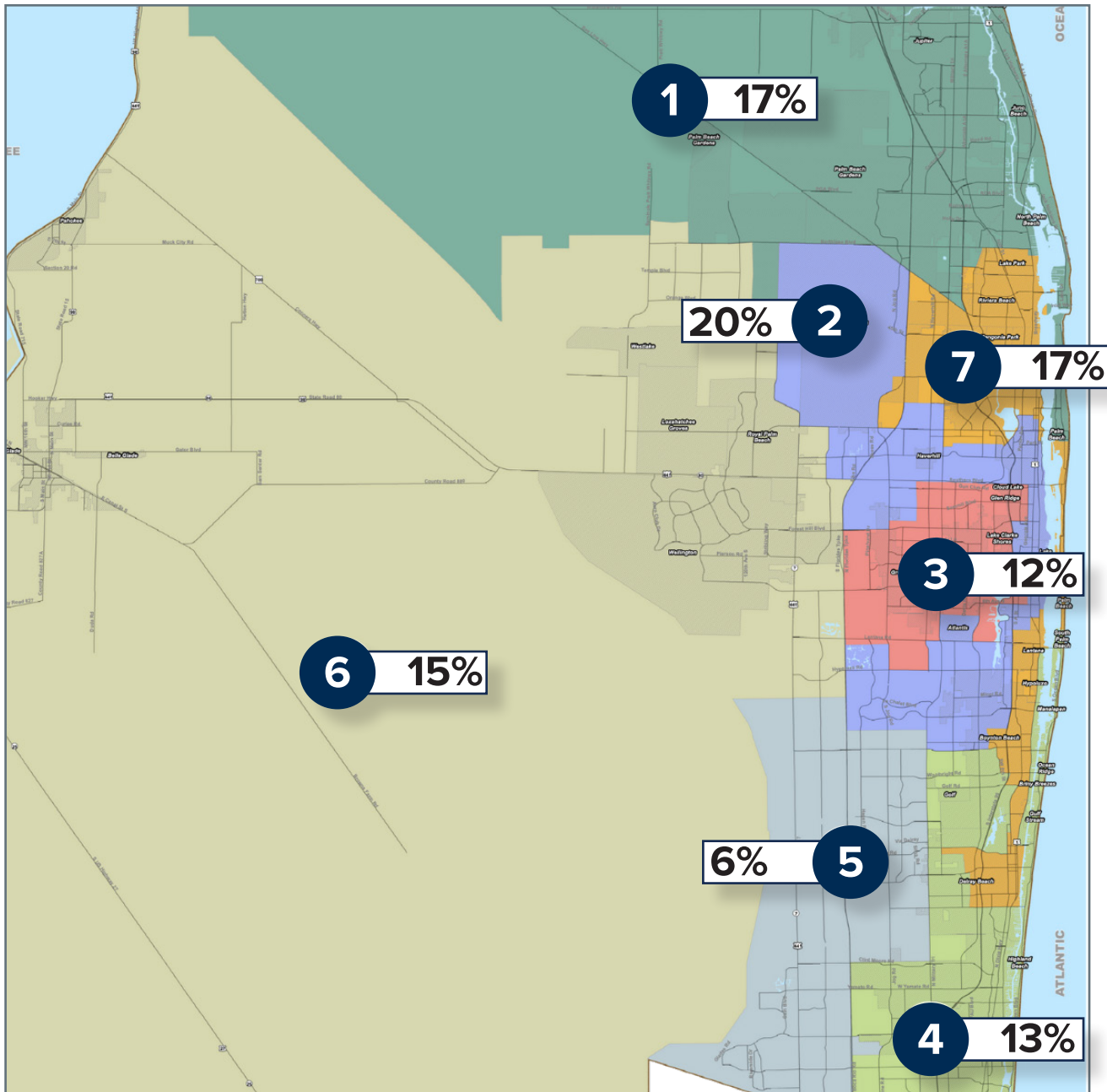


*Employment in Second Quarter After Exit Validated by USDOL

**Employment in the Fourth Quarter After Exit Validated by USDOL

PARTICIPANT DEMOGRAPHICS

PARTICIPANTS BY COUNTY DISTRICT

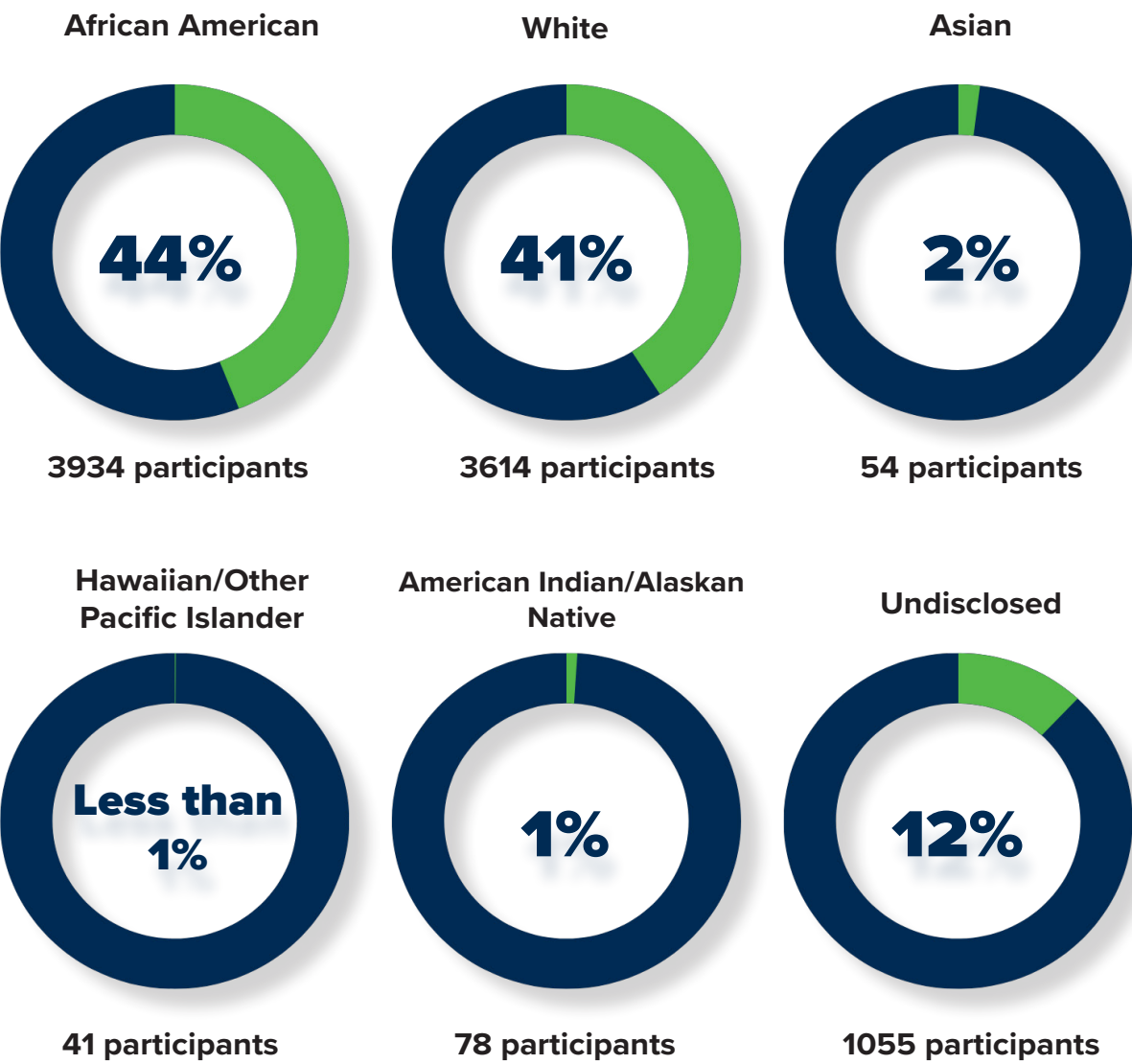


DISTRICT

- | | | |
|-----------------------------|-------------------------|-----------------------|
| 1 Maria G. Marino | 4 Marci Woodward | 6 Sarah Baxter |
| 2 Greg K. Weiss | 5 Maria Sachs | 7 Mack Bernard |
| 3 Michael A. Barnett | | |

PARTICIPANT DEMOGRAPHICS

PARTICIPANTS BY RACE

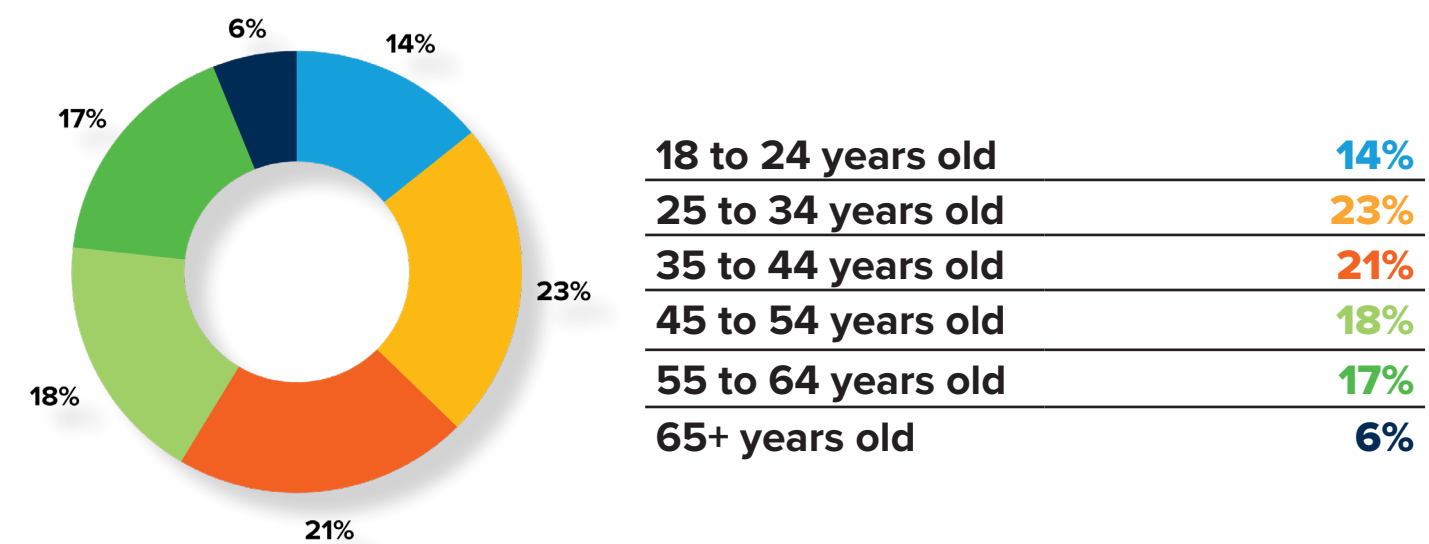


PARTICIPANTS BY GENDER

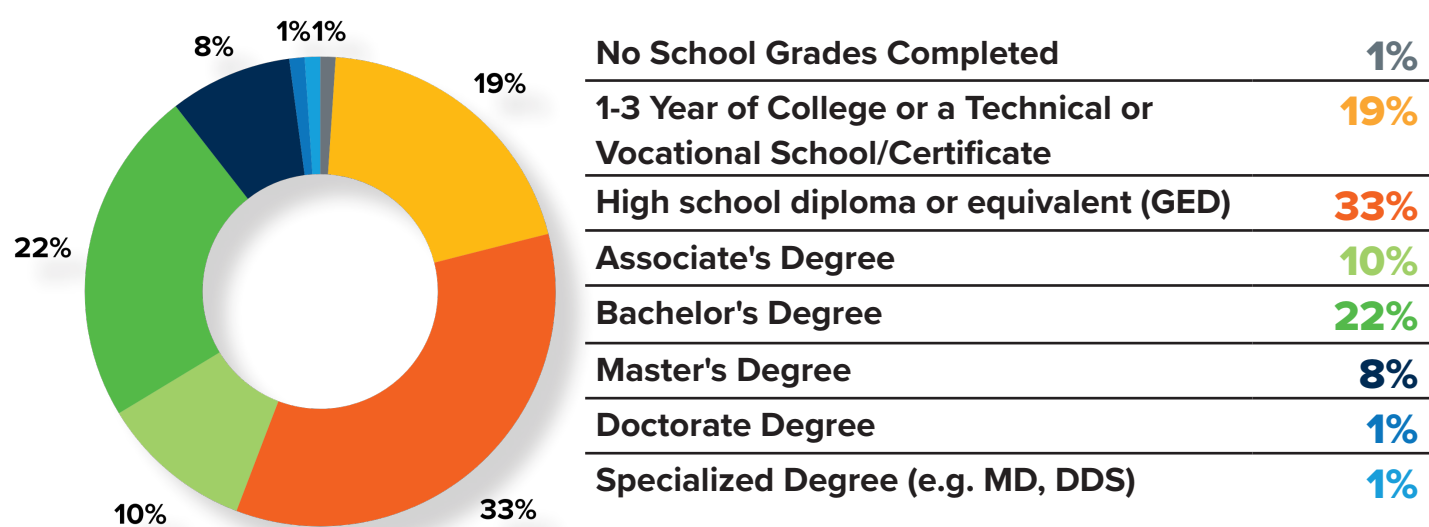


PARTICIPANT DEMOGRAPHICS

PARTICIPANTS BY AGE



PARTICIPANTS BY EDUCATION LEVEL



WAGNER-PEYSER (Universal Customers)

Program Description

The Wagner-Peyser program is a federally funded labor exchange that matches employers with qualified job seekers. The Wagner-Peyser Act became law in 1933. Services include:

- Job search assistance (job registration)
- Recruiting assistance for employers (job orders)
- Matching services for job seekers and employers
- Work test requirements assistance for unemployment compensation claimants

Barriers



Low Income

34%



Veteran

6%



Ex-Offenders

8%



Disabled

6%

Gender



FEMALE

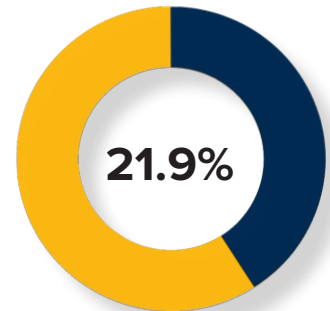
50.9%



MALE

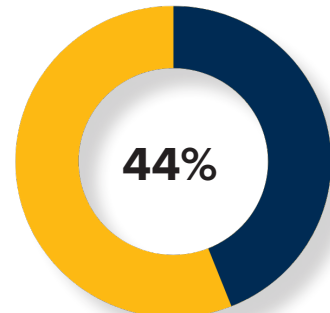
48.8%

Ethnicity

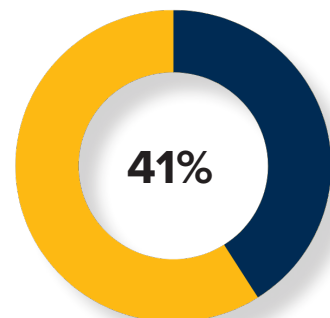


Hispanic/Latino Ethnicity

Race



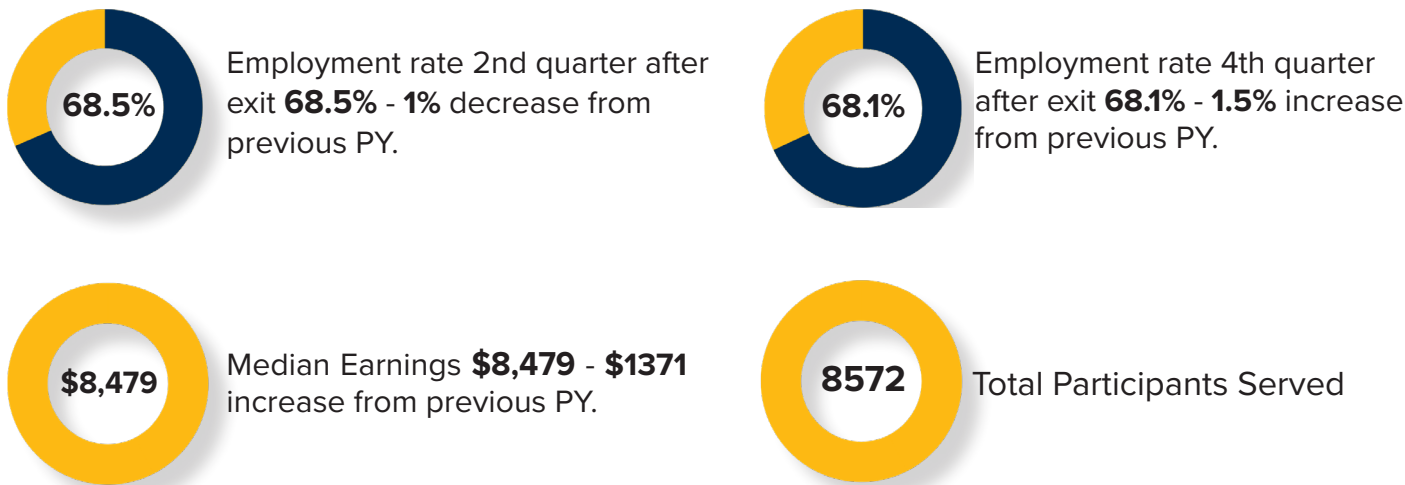
African American



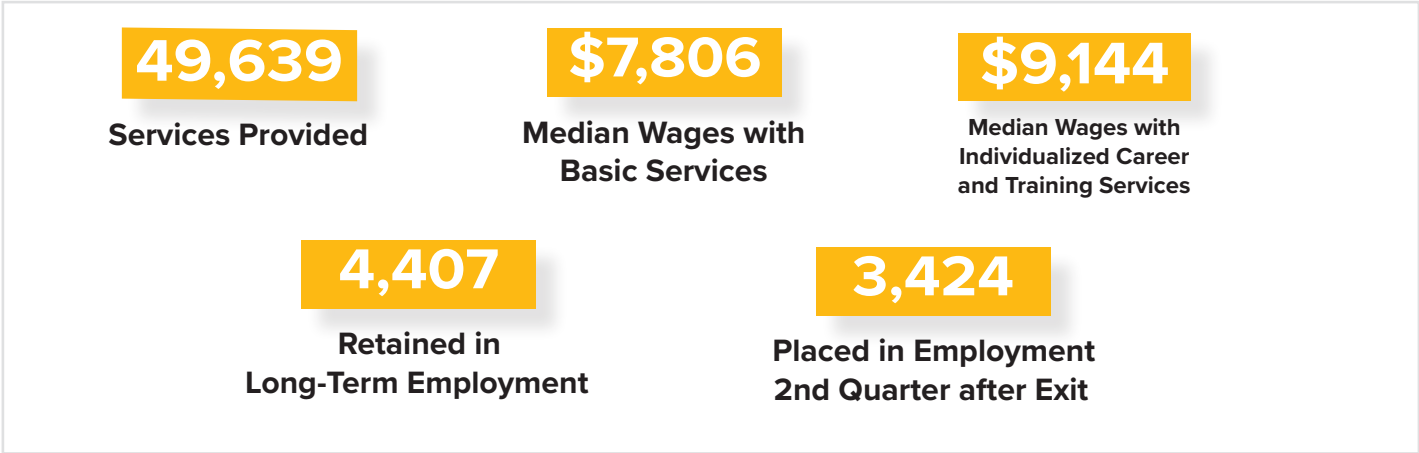
White

WAGNER-PEYSER (Universal Customers)

Program Performance



Performance Impact



Remployment Services and Eligibility Assessment Participant Wage Rate (Year Over Year)



WIOA ADULT

Program Description

WIOA is designed to assist eligible individuals access employment, training, and support services to become economically self-sufficient or to advance in their career. Services Include:

- Career Counseling and Guidance
- Resume and Job Search Assistance
- Job Development
- Training for Basic and Occupational Skills
- On-the-Job Training
- Transportation Assistance
- Childcare Assistance
- Interview Clothing and Uniforms
- Tools Needed for New Job

Barriers



Low Income

62%



Ex Offender

12%



Disabled

22%



Long Term Unemployed

86%



Veteran

33%



Homeless

7%

Gender



FEMALE

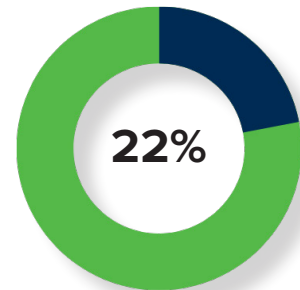
52%



MALE

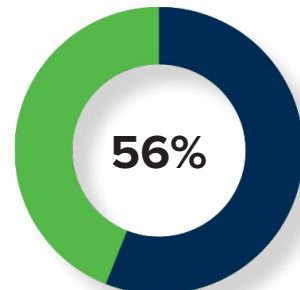
48%

Ethnicity

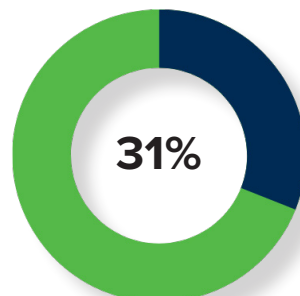


Hispanic/Latino Ethnicity

Race



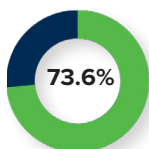
African American



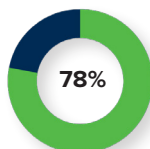
White

WIOA ADULT

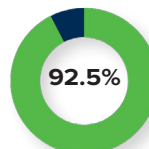
Program Performance



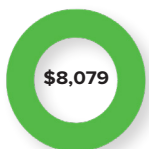
Employment rate 2nd quarter after exit **73.6%** - 8.7% decrease from previous PY.



Employment rate 4th quarter after exit **78%** - 0.5% decrease from previous PY.



Measurable Skill Gains



Median Earnings **\$8,706** - \$925 increase from previous PY.



Total Participants Served

Performance Impact

857

Services Provided

162

Placed in Employment
2nd Quarter after Exit

57.7%

Attained
Credentials

185

Retained in
Long-Term Employment

Success Story: Solecia Higgs-Woods



When Solecia Higgs-Woods participated in the registered nurse pinning ceremony at Palm Beach State College in May, it capped an 18-year journey. From her start as a certified nursing assistant to earning her degree, and numerous challenges in between, the ceremony reflected opportunities that came along the way.

One important decision was her turning to CareerSource Palm Beach County to support her journey. The relationship began years ago when the organization assisted financially with Higgs-Woods' CNA training. This time, she went back to see how they could help with her RN education. CareerSource offered to help with books and by

career guidance.

Erica Willis, a career consultant with CareerSource, attended Higgs-Woods' RN pinning ceremony at Palm Beach State College in May. Higgs-Woods worked closely with Willis to overcome challenges and achieve her goal. She decided to continue her nursing pathway by becoming a RN with the assistance of CareerSource Palm Beach. She thrived, maintaining a GPA of at least 3.3 and serving as treasurer of the NSA board at Palm Beach State College

"As a client, Solecia has always displayed strong determination to achieve her goals," Willis said. "In my role as a career consultant, I strive to push my clients to their greatest potential."

Higgs-Woods advice to those who might be in a position for CareerSource to help? She said to work with your counselor. Gather early on documents required to approve your application. Speak frequently with your caseworker. Ask about any other resources that might be available, such as tuition, books, or a gas allowance.

The counselor won't know what you need if you don't ask. As she said, "a closed mouth doesn't get fed."

"Do not give up," she said. "Stay positive and push through while trusting the process. There will be hard days where you want to give in and give up, but keep the faith."

WIOA DISLOCATED WORKER

Program Description

The Workforce Innovation and Opportunity Act Dislocated Worker Program is designed to help get people back to work. Adults are considered a Dislocated Worker if they have lost their job through no fault of their own and are unlikely to return to the previous industry or occupation usually due to outdated skills, job loss, mass layoff, military move, or other economic conditions. Most individuals must be eligible for or have already exhausted their Unemployment Insurance benefits.

Barriers



Low Income

91%



Disabled

12%



Long Term Unemployed

12%



Veteran

33%

Gender



WOMEN

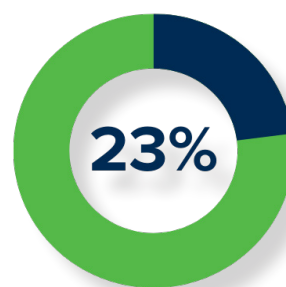
63%



MEN

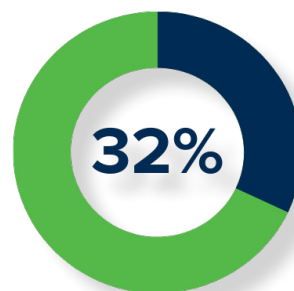
37%

Ethnicity

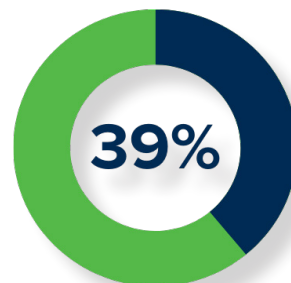


Hispanic/Latino Ethnicity

Race



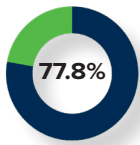
African American



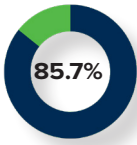
White

WIOA DISLOCATED WORKER

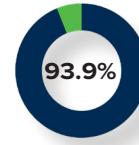
Program Performance



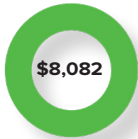
Employment rate 2nd quarter after exit **77.8%** - 1.4% increase from previous PY.



Employment rate 4th quarter after exit **85.7%** - 8.4% increase from previous PY.



Measurable Skill Gains



Median Earnings **\$8,082** - \$1,028 decrease from previous PY.



Total Participants Served

Performance Impact

217

Services Provided

27

Placed in Employment
2nd Quarter after Exit

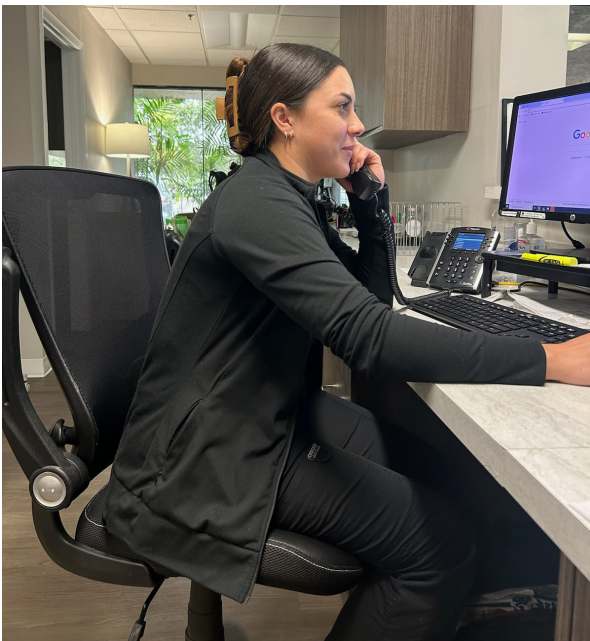
68.2%

Attained
Credentials

23

Retained
Long-Term Employment

SKILLBRIDGE UPDATE: CRISTAL GALYON



Last year, CSPBC, in partnership with Florida Commerce and Veterans Florida, proudly welcomed Cristal Galyon, a U.S. Army veteran, as our first SkillBridge intern. Through this program, Cristal received comprehensive career guidance and was enrolled in the Get There Faster Veterans Grant, which supported her transition from active duty.

Reflecting on her experience, Cristal shared: *“Transitioning out of the military was a challenging journey, but thanks to CSPBC, I had the support and resources needed to make it a smooth process. During my internship, I received invaluable tools like interview hacks, LinkedIn training workshops, and insight into how the civilian workforce operates. They helped me prepare, connected me with potential future employers, and even assisted in enrolling me into college. Through their efforts, I secured a job as a patient care coordinator with SkyNurses, allowing me to gain hands-on experience in the medical field, which has*

always been a passion of mine. The skills and resources provided were essential in helping me build a successful civilian career, and I am grateful for their support.”

Building on this success, Cristal has since advanced to a supervisory role with Retina Group of Florida, where she is earning nearly \$22 an hour. Her journey is a testament to the impact of CSPBC’s dedicated support and the effectiveness of the SkillBridge program in preparing veterans for successful civilian careers.

WIOA YOUTH AND YOUNG ADULT

Program Description

CareerSource Palm Beach County's Young Adult Program offers a range of tracks, including Career Prep, 12-week Paid Internships, and On-The-Job Training, designed to equip individuals between the ages of 16-24 with essential skills for employment.

To participate, applicants must be aged 16 to 24, not currently enrolled in school or employed, and be a Palm Beach County resident.

Barriers



Low Income

80%



No High School Diploma

25%



Disabled

4%



Language Barriers or Basic Skills Deficient

86%



Pregnant or Parenting

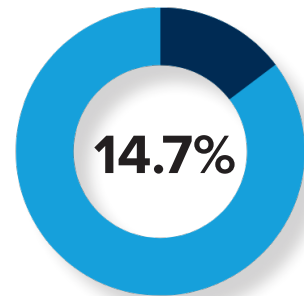
8%



Homeless or Foster Youth

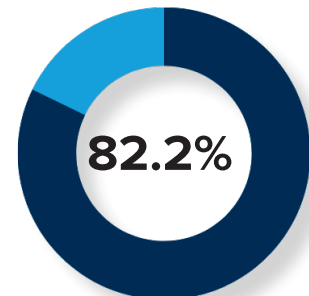
8%

Ethnicity

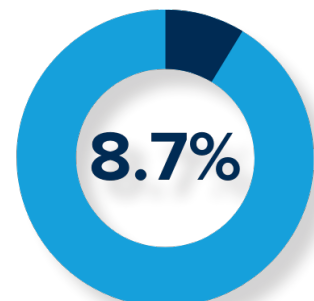


Hispanic/Latino Ethnicity

Race



African American



White

Gender



FEMALE

56.3%

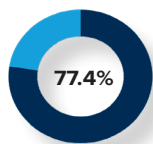


MALE

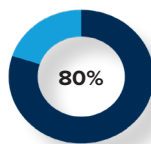
42.9%

WIOA YOUTH AND YOUNG ADULT

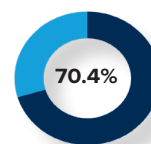
Program Performance



Employment rate 2nd quarter after exit **77.4%** - 2.2% increase from previous PY.



Employment rate 4th quarter after exit **9.8%** increase from previous PY.



Measurable Skill Gains



Median Earnings **\$4,164** - \$914 decrease from previous PY.



Total Participants Served

Performance Impact

1447

Services
Provided

128

Placed in Employment
2nd Quarter after Exit

90.6%

Attained
Credentials

109

Retained in
Long-Term Employment

SUCCESS STORY: ALIANA BIEN AIME



Aliana Bien Aime, a first-generation graduate, came to us shy and timid. Being the oldest, Aliana had a responsibility to aid her siblings while her parents worked. Aliana enrolled in the Summer Youth Employment Program in July of 2021 as an intern with Glades Initiative. After successfully completing her internship at Glades Initiative, Karis Engle, CEO and President, stated she was a very diligent worker, but Aliana needed to speak up. While working with her one-on-one, Aliana agreed to also participate in Career Prep, where she was engaged by our trainers. Between one-on-one sessions and her participation in Career Prep, she began to open up a bit. Aliana was then placed back at Glades Initiative, which turned into her gaining part-time employment as a food coordinator until she began her studies at Florida Atlantic University.

“ First, I will start by saying thank you for this program that was created for us. The CareerSource Young Adult Program has been a game-changer for my career. It provided me with essential skills and knowledge that I didn't have before, helping me to clearly define and pursue my career goals. Through the program, I gained practical experience and insights that have been invaluable in shaping my career path. The program not only helped me secure my first job but also equipped me with the confidence and skills needed to thrive in my future career. It has been a significant stepping stone in my career journey.

My Career Consultant played a crucial role in helping me achieve my career goals. The guidance, constructive feedback, and continuous encouragement were pivotal in my development. It helped me set clear objectives and provided the motivation I needed to overcome challenges. The support was instrumental in building my confidence and pushing me towards success; the resources provided were also instrumental in my professional development.



Aliana Bien Aime

PUBLIC ASSISTANCE WORK PROGRAMS

Welfare Transition Program



\$16.08

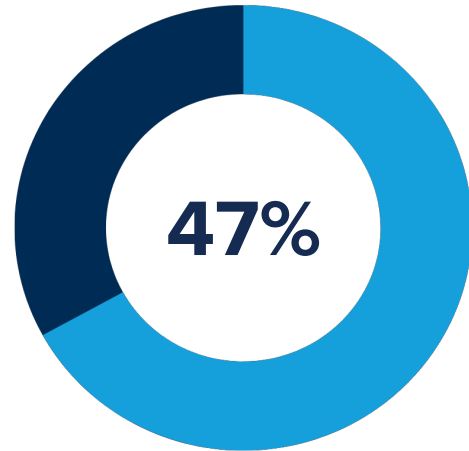
WT Average Wage Rate



602

WT Case Closed to
Employment

Supplemental Nutrition Assistance Program (SNAP)



Reduction in Public
Assistance

SUCCESS STORY: GUADALUPE PAREDES



CareerSource Palm Beach County is partnering with the Florida Department of Children and Families to help community members achieve economic self-sufficiency through the Hope Florida, Pathway to Prosperity initiative.

Guadalupe Paredes came to the Hope Florida initiative through a referral from CareerSource Palm Beach County's Welfare Transition Program, after being referred by his career consultant, Angel.

With guidance from his CareerSource Hope Navigator, Stacy, his resume was updated to reflect his career goal of becoming a CDL truck driver. He was then referred to the Workforce Innovation and Opportunity Act (WIOA) program to help cover the costs associated with CDL training. WIOA approved a scholarship of \$5,275 for the Professional Tractor Trailer Program. Guadalupe is now well on his way to starting his CDL training and embarking on a new career path.

Thanks to the support of Stacy, the Hope Florida initiative, and the coordinating team members of CareerSource, Guadalupe has the opportunity to achieve his professional goals and secure a brighter future for himself.

JOBS FOR VETERANS STATE GRANT

In program year 2023, CSPBC faced significant staff shortages in the Jobs for Veterans State Grant (JVSG) department due to a hiring freeze at FloridaCommerce and two staff members being recalled to active duty.

Operating at half capacity, and for months without a Local Veteran Employment Representative (LVER), CSPBC staff took on the challenge to ensure service levels remained intact and **no veteran was left behind**.

Words cannot express the **gratitude** I have for your department and team. Thanks to you, I was able to get back on my feet and provide for my son. You gave me the **strength** and confidence that I needed.

Cody Khan, Sgt USMC
JVSG Participant

PY 2022

BY THE NUMBERS

PY 2023

VETERANS SERVED 462

VS.

VETERANS SERVED 546

89 veterans enrolled in WIOA **\$26.69** average wage

97 veterans enrolled in WIOA **\$26.89** average wage

363 SBE veterans served **168** SBE veterans employed

434 SBE veterans served **158** SBE veterans employed

AWARD-WINNING SUPPORT, STRATEGIC REINVESTMENT



As the back-to-back recipients of the Program Year 2022 and 2023 Veteran Incentive Awards, CSPBC has reinvested the awarded funds to empower our veteran community. This reinvestment focuses on addressing critical gaps where community partners and internal resources may fall short.

This year, CSPBC introduced the Lyft-Up Veterans initiative, designed to remove transportation barriers that hinder veterans from conducting job searches. By providing access to ride-share services, this initiative directly supports veterans in their pursuit of employment, helping them overcome one of the most significant obstacles to securing a job.

PROMOTING THE HIRE VETS MEDALLION PROGRAM



CSPBC partnered with Nextera Energy Resources Director of Origination and Army Veteran Sophia Eccleston to promote the U.S. Department of Labor's Hire Vets Medallion program. Sophia provided a quote from Nextera energy to be used as part of our Hire Vets promotional material design.

Having the endorsement of a Fortune 200 company builds credibility surrounding the program and encourages all employers to strengthen their commitment to veteran hiring, retention, and professional development.

"Winning the HIREVets Medallion award underscores NextEra Energy's unwavering commitment to supporting our nation's veterans. As a veteran myself, I am deeply proud to work for a company that recognizes and values the unique skills and experiences we bring to the table. The company's dedication to recruiting, employing and retaining veterans reflects their commitment to fostering a supportive and empowering workplace for all."

Sophia E. Eccleston, Director, Origination | Nextera Energy Resources



careersourcepbc.com



CareerSource Palm Beach County, Inc. is the direct service provider for various workforce programs supported by the U.S. Departments of Labor, Health and Human Services, Education and other agencies as part of awards totaling \$13,421,839(revised annually). Unless otherwise stipulated, all statements, news releases, requests for proposals, bid solicitations and other applicable documents are fully funded from federal sources. (As of August 2024). In addition, \$434,301 is funded from State of Florida.