
PASCO HERNANDO
JOBS AND EDUCATION PARTNERSHIP
REGIONAL BOARD, INC.



*It is not wealth one asks for, but just
enough to preserve one's dignity, to
work unhampered, to be generous,
frank and independent.*

*W. Somerset Maugham
(1874 - 1965)*

ANNUAL REPORT 2002-2003

I *am grateful* for the opportunity to have served as Chairman of the Pasco Hernando Jobs and Education Partnership Regional Board, Inc., for the past two years. To Board members and staff, who have shown tremendous dedication and commitment to our programs and purpose, I extend my heartfelt thanks. It is through your hard work that we've been so successful in serving the growing needs of the Pasco and Hernando counties workforce.

While we have been successful in serving the needs of our area, our job is far from finished. Customers from all walks of life continue to fill our Career Central centers looking for employment, and our business community continues to face serious employment needs. As long as customers and employers look to us for assistance, we'll continue to meet their needs in every way we can.

Gregg Holloway - *Chairman*

*Pasco Hernando Jobs and Education
Partnership Regional Board, Inc.*

We can all be proud of PHJEPRB's accomplishments over this past year. Highlights include:

- **Project Whatever It Takes**
— assisting the hardest-to-serve customers in finding employment;
- **Employed Worker Training**
— partnering with local employers and leveraging training funds to improve the skill sets of existing employees and increase productivity;
- **Outreach and Recruitment**
— assisting more than 8,900 individuals in finding employment, while working with 1,400 employers to find employees;
- **Fiscal Responsibility**
— investing more than 90 percent of our funds in direct-to-customer services.

In Memorium



Richard "Dick" Buckingham was an instrumental force in shaping workforce development policy in Pasco and Hernando counties. His long affiliation with our area began with the Withlacoochee Private Industry Council, where he represented the private employment sector. He later worked with Hernando County in petitioning then-Governor Lawton Chiles to designate Hernando and Citrus counties a separate workforce region eligible for its own training funds. In 1996, as the workforce development regions were geographically redesigned, Dick served on the planning committee and was appointed to serve on our original Board of Directors. His contributions will be greatly missed.



Tammy DeLaine
Career Specialist

“The most satisfying thing is when I’ve worked with a customer for so long and get to see them progress, see them find a job and become self-sufficient. When they come into the office and tell me they love their job and I’m able to supply gas cards and other services—and then one day they no longer need that assistance, that’s the best part of all.”

The Pasco Hernando Jobs and Education Partnership Regional Board, Inc., is a private, non-profit corporation with a board of directors consisting of business professionals, educators, community-based organizations, organized labor and economic development representatives, and state agencies. These dedicated volunteers bring substantial management and policy development expertise to providing oversight for workforce development in our region.

The “Career Central” system of One-Stop centers is our most visible program. These centers provide a wealth of labor market information, career choices and related resources to the job-seeker. The primary customer in this system is the employer; our Employer Services Team meets daily with area businesses, assisting them in meeting recruitment and staffing needs, and offering information crucial to decision-making, when appropriate.

**Pasco Hernando
Jobs and Education Partnership
Regional Board, Inc.**



Career Central

Career Central's One-Stop centers are a conduit to a wide array of available services, providing adults with barriers to employment, at-risk youth and dislocated workers with access to the resources they need to enter or re-enter the workforce. After careful assessments, service plan development and pro-active case-management, these customers can qualify for a variety of benefits, including training funds for in-demand occupations, GED classes, work apparel, transportation and childcare services, unemployment compensation assistance, job search assistance, and more. Career Central also provides customers with a place to hone resumes and follow-up on job leads via phone and fax.

For employers, Career Central provides access to a targeted, qualified workforce. Local businesses and governments are actively encouraged to submit job listings, which are immediately posted on the State of Florida's Job Information System. Qualified customers may seek referral to those positions from Career Central, which effectively pre-screens candidates to meet employers' needs.

Employed Worker Training

In an effort to help businesses and employees develop and maintain essential skills/technology, the

board's High Skills/High Wages Committee launched an Employed Worker Training program this year. The Committee solicited manufacturers in the two counties through the Pasco Economic Development Council and the Hernando County Office of Business Development. Initial emphasis was on small manufacturers (25 or fewer employees), but as the State of Florida added additional grant funds, the Committee accepted proposals from larger employers, as well (see chart of businesses served, right).

Other Programs

Project Whatever It Takes—Individuals eligible under federal Welfare to Work (WtW) legislation are served by Community- and Faith-Based Organizations (CFBO's) offering soft-skill/employability training to customers referred by Career Central. Career Central liaisons ensure that CFBO's and customers receive necessary support in meeting specific training and placement goals. Since September 2002, 18 participating organizations have received payments for assisting 67 WtW customers in their quests for self-sufficiency.

Youth Outreach—In both counties the board continues to fund health department educators whose focus is on teen pregnancy prevention,

including Hernando's peer-to-peer teen outreach and its Teen Health Clinic. Together with Hernando's public school Teen Parenting Program, these efforts have helped to maintain a three-year record of no repeat pregnancies. In Pasco County, educational efforts are delivered directly to at-risk middle school students through Project NEON (New Edge on Needs).

Domestic Violence—The board works closely with the following agencies/shelters to ensure One-Stop staff receives ongoing training in serving victims of domestic violence: Sunrise of Pasco County, The Dawn Center, and The Salvation Army Domestic Violence Program of West Pasco County.

Looking Forward

Beginning this July, management of PHJEPRB's One-Stop Centers was assumed by ACS, the nation's largest operator of career centers. The change was implemented in an effort to improve upon this year's success, and the board looks forward to even higher placement rates thanks to better employer and customer services.

2002 - 2003 Goal Attainment

<i>Performance Measure</i>	<i>Goal</i>	<i>PHJEPRB Actual</i>	<i>State Actual</i>
Welfare Entered Employment	27.5%	26%	27.1%
WIA Adult Entered Employment	66%	77%	71.2%
WIA Dislocated Worker Entered Employment	67%	84%	77.1%
WP Entered Employment	35%	27.4%	39.1%
WP Employer Involvement Rate	25%	21.7%	25.9%
WP New Hire Involvement Rate	14%	19.3%	23.3%

Employed Worker Training

The Board authorized Employed Worker Training contracts with the following employers:

<i>Company</i>	<i>Employees</i>
Cutting Technologies Inc.	13
Gulf Central Hydraulics, Inc.	1
West Coast Employers Assoc.	10
Pall Aeropower	16
Sparton Electronics	40

After relocating to be closer to her adult children, 47-year-old Trina Westbrook—whose background was in security work—had a rough time finding employment. With the help of her Career Central case manager, she discovered a prison guard opening and qualified for WIA funding to attend an intense, six-day correction equivalency training program at the Southeastern Public Safety Institute. WIA provided the necessary funding, books, and even brand new work boots. But it was Trina who did the hard part, including tossing her fellow students through the air during self-defense training. In April 2003, she was appointed correctional officer at Hernando Correctional Institute.

Trina Westbrook



Career Central helped Trina Westbrook navigate through the lengthy qualification process required to receive her public safety training. It was worth it, she says, because it put her “heads above the other applicants.”

A successful participant in the Whatever It Takes program, Christina Deine earns gift certificates at various stages of job retention, a perk for which she's extremely grateful. "It's really helped me out, because now there's no other kind of assistance," she notes.

Christina Deine



She'd been on and off the WTP system for years and even earned her Certified Nursing Assistant (CNA) certification thanks to training assistance. Still, Christina Deine struggled to find work. A mother of four, she qualified early in 2003 for the Whatever It Takes program and began working with a career manager at the Spring Hill Career Central office. Because her group was small, just three customers total, "we got a lot of personal attention," says Christina. "He even made you do cold calls right there in front of him!" she laughs. Six weeks later Christina signed on with Professional Nursing Staff, a temporary personnel firm serving area nursing homes. Today the 23-year-old earns \$12 per hour working at a job she loves and has plans to one day become an LPN.

Rodney Busto

Always highly motivated, Rodney Busto started his own plastics molding company during the late '90s only to see it take a dive after losing a major contract. He took on a construction job to make ends meet, but eventually was laid-off. After turning to Career Central for help, Rodney—who'd already earned his associate's degree—discovered he was eligible for assistance to attend an accelerated baccalaureate degree program offered by International College on the PHCC campus. Eight very busy months later he completed his degree, graduated and returned to building the business he loved. He'd not only achieved a life-long goal, but earned strategic skills as well. "Now I know how banks and lending institutions work, how they look at financials," he explains. His advice to those who hit the inevitable career road block? "Keep going!"

While earning his degree, Rodney Busto used a class assignment, a marketing study, to evaluate the market for a product he had in mind. His company, Accuplastics, was recently granted a patent for that very product.

Wal-Mart

One of the country's largest employers, Wal-Mart is also one of our region's major partners. Working in tandem with Career Central, Wal-

Mart employed approximately 1,000 job seekers in Pasco/Hernando from July 2002 through April 2003—giving many customers who formerly were dependent on cash assistance a ready

path to self-sufficiency. Thanks to this very successful partnership, we look forward to even more success as additional Wal-Mart facilities open in Pasco and Hernando counties

When supervisor Dick LaManna searched for job applicants with strong culinary skills to staff his business, a contract dining firm serving the Pall Aeropower facility in New Port Richey, he had little success. But when he called upon Career Central, account representative Mike Budnick referred a young candidate, Joseph Torr , for the important position of night supervisor. Torr , who had attended the Culinary Arts program at Marchman Technical School, was young, but LaManna offered him the job due to his confident demeanor. The young man did not let LaManna down; Torr  proved to be a fast learner with an insatiable curiosity about the business. Today night shift productivity has increased, as has LaManna's trust in the ability of Career Central staff to provide quality applicants.



Torr , who put in a call to LaManna the very day he registered at Career Central, says he enjoys his Eurest job even more than he expected. "I'm learning a lot and the people are great."

Eurest Dining Services

Financial Overview



	<i>Revenue</i>	<i>Expenditures</i>
WIA Adult	569,159	454,542
WIA Dis. Workers	621,507	526,048
WIA Youth	443,447	415,124
WIA Other	88,111	88,110
TANF	2,682,180	2,631,536
Reed Act	367,133	367,133
AWI		
Wagner-Peyser	137,532	137,532
W-P Incentive	84,303	84,303
UC/UCRE	16,812	16,812
DVOP	20,004	20,004
LVER	13,334	13,334
FSET	18,090	18,090
State-Controlled	546,579	518,407
	836,654	808,482
HCA Health	148,239	18,255
SCSEP	24,218	24,218
WtW	873,701	708,690
WtW Step Up	35,072	35,072
<i>Totals</i>	6,689,421	6,077,210

Workforce Investment Act

	<i>Adults</i>	<i>Dislocated Workers</i>
<i>Total Served</i>	389	304
Men	132	135
Women	257	169
African-American	116	46
Hispanic	30	242
White	243	17
Age 30 and under	136	36
31-40	133	101
41-50	88	105
51-60	31	60
61 and over	1	2
Single parents	161	54

Workforce Investment Act

	<i>Younger Youth</i>	<i>Older Youth</i>
<i>Total Served</i>	263	41
Men	125	8
Women	138	33
African-American	109	7
Hispanic	41	5
White	135	29
Age 14	79	
Age 15	97	
Age 16	47	
Age 17	32	
Age 18	8	
Age 19		7
Age 20		16
Age 21		18

Wagner-Peyser Demographics

Men	9,864
Women	10,149
<i>Totals</i>	20,013

African-American	943	Under 20	1113
Asian	202	21-31	4794
Hispanic	4,942	32-40	3826
Native American	375	41-50	4196
White	12,925	51-60	2751
Other	507	Above 61	1274

Subsidized Childcare Total 1,097

102	<i>Hernando County</i>	
252		354
342	<i>Pasco County</i>	743
401	444 <i>TANF Children</i>	
653	<i>Transitional Children</i>	

P H J E P R B O A R D M E M B E R S

Mark Barry	<i>ARC Nature Coast</i>
Ed Blommel	<i>Tampa Electric Company</i>
Mary Bouffard	<i>Organized Labor</i>
Richard Buckingham	<i>Self-Employed</i>
Donald Burgher	<i>Donald T. Burgher Insurance</i>
Dennis Callaghan	<i>Dept. of Children & Families District 13</i>
Roxane Coon	<i>Family Services</i>
David Davis	<i>Green Thumb, Inc.</i>
Gregg Holloway	<i>Pall Aeropower</i>
Robert Judson	<i>Pasco-Hernando Community College</i>
Katyryna Kaczmarek	<i>Sparton Electronics of Florida, Inc.</i>
Edward LaFontaine	<i>Saint Leo University</i>
Emile Laurino	<i>Center for Independence</i>
John Long	<i>Pasco County School District</i>
Robert Maldunas	<i>Teamsters Local #79</i>
Michael McHugh	<i>Hernando County Office of Business Development</i>
John Mistal	<i>American Building Materials, Inc.</i>
Dennis Phillips	<i>Certified Financial Planner</i>
Maria Risco	<i>Vocational Rehabilitation, District 4</i>
Steve Sacone	<i>VLOC</i>
Diana Sanders	<i>Spherion Workforce Architects</i>
Mary Jane Stanley	<i>Pasco Economic Development Council</i>
Sherry Sutton	<i>Dept. of Children & Families, SunCoast Region</i>
Wendy Tellone	<i>Hernando County School District</i>
Joan Thiel	<i>First American Title Insurance Company</i>
Karen Turner	<i>Pasco County Housing Authority</i>
Susan Van Hoose	<i>Webster College</i>
Francine Ward	<i>Mid-Florida Community Services</i>

NON - V O T I N G B O A R D M E M B E R S

Elizabeth Callaghan	<i>Hernando County Health Department</i>
Pat Mullieri	<i>Pasco Board of County Commissioners</i>
Robert Schenck	<i>Hernando Board of County Commissioners</i>
Marc J. Yacht	<i>Pasco County Health Department</i>

P A R T N E R S

V.A. Regional Office
Department of Revenue, Child Support Enforcement
Mid-Florida Community Services
District School Board of Hernando County
Abilities, Inc. of Florida
Hernando County Housing Authority
Childhood Development Services, Inc.
Area Agency on Aging of Pasco-Pinellas, Inc.
Experience Works, Inc.
Lutheran Services Florida, Inc.
Webster College, Inc.
Harbor Behavioral Health Care Institute
Agency for Workforce Innovation
Resource Center for Women
Department of Education, Vocational Rehabilitation Services, Area IV
AARP Foundation/SCSEP
Gulf Coast Community Care
Connections Job Development Corporation
United Way of Pasco County, Inc.
Youth and Family Alternatives, Inc.
District School Board of Pasco County
Goodwill Industries—SunCoast, Inc.
Pasco Hernando Community College
Department of Children and Families, District 13
Pasco County Housing Authority
U.S. Department of Housing and Urban Development
Division of Blind Services
Department of Children & Families, SunCoast Region

“To improve the golden moment of opportunity, and catch
the good that is within our reach, is the great art of life.”

Samuel Johnson (1709-1784)