



Broward Workforce Development Board
Executive Committee
Monday, October 13, 2025
12:00 p.m. – 1:30 p.m.

Zoom Meeting ID: 898 1034 8442
Zoom Password: 882716
Zoom Call-In: +1 646 876 9923

CareerSource Broward Boardroom
2890 West Cypress Creek Road, Ft. Lauderdale, FL 33309

This meeting is being held in person.
This meeting is also accessible via a Zoom video conference.

PROTOCOL FOR TELEPHONE/ZOOM MEETING

1. Please state your name when making or seconding a motion. Such as “I move the item, and your name – “Jane Doe.” Please also identify yourself when asking a question.
2. Put your phone/microphone on mute when not speaking. Don't forget to take it off when you wish to speak. Telephone users must press *6 to mute or unmute yourself.
3. Votes in the affirmative should be “aye” and in opposition should be “no” (delays in responding sometimes make it difficult to determine the intent of the vote).
4. Please be in a quiet area free of background noise, so we may hear you clearly when you are speaking. When using Zoom, please make sure the background is appropriate or choose one of their virtual backgrounds.
5. If you are calling and must leave the call, please don't put your phone on hold. In some cases, we will get music or recorded messages and we will not be able to conduct business.
6. If you are using your phone for audio, please identify yourself on the screen and state the last 4 digits of the number you are calling from.
7. Please note the chat function has been disabled.

The Committee is reminded of the conflict-of-interest provisions. In declaring a conflict, please refrain from voting or discussion and declare the following information: 1) your name and position on the Board, 2) the nature of the conflict and 3) who will gain or lose as a result of the conflict. Please also fill out form 8B prior to the meeting.

MEETING AGENDA

IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

SELF-INTRODUCTIONS

APPROVAL OF MINUTES

Approval of the Minutes of the 8/11 Executive Committee meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Minutes of the Meeting

Pages 8 – 14

NEW BUSINESS

1. Accept SYEP Funds from the Children's Services Council

Consideration to accept \$4,293,149 from the Children's Services Council to serve 913 youth ages 16-18 years old and economically disadvantaged. The SYEP will provide each youth with three days of employability skills training and an eight-week meaningful summer work experience. The application portal for youth will go live on 12/1.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	SYEP Youth Application Flyer

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2. Accept SYEP Funds from Broward County

Consideration to accept \$700,000 from Broward County to serve 150 youth. Broward County funds will be targeted for youth 16-18 years old who have had contact with the Juvenile Justice system and/or reside in one of the six distressed zip codes. As the County is awarding us funds, there is no conflict of interest. Each youth will receive three days of employability skills training and an eight-week meaningful summer work experience.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	None

3. Accept Sectors of Strategic Focus Funds

Consideration to accept \$265,000 in Sectors of Strategic Focus funds from Florida Commerce. The grant period is through 6/30. These funds will be used to support occupational skills and work-based training, focusing on 1) customers in the healthcare sector 2) HOPE customers and 3) veterans. Approved at the 9/30 One-Stop Services Committee meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	None

4. Accept Florida Network Navigator Funds

Consideration to accept \$208,571.43 in Florida Network Navigator funds from Florida Commerce. The grant period is through 6/30. These funds provide support for dedicated navigator staff for the 1) Apprenticeship 2) Hope Florida and 3) Military Family programs. These navigators will engage with educational institutions, employers, and community organizations to strengthen awareness and utilization of available workforce services. The Military Family program provides employment services and case management to spouses and dependents of active-duty military personnel. Approved at the 9/30 One-Stop Services Committee meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	None

5. President/CEO Evaluation

In accordance with the Board and CareerSource Broward Council of Elected Officials' policy, the Executive Committee evaluates the President/CEO using an instrument developed by the Organizational Resources Committee. The evaluation instrument was distributed to the Executive Committee members by the Legal Department in September.

RECOMM	Review of President/CEO Evaluation
ACTION	Discussion
EXHIBITS	Memo #02 – 25 (LS) President/CEO Evaluation Form

Pages 16 – 22

6. CareerSource Broward To Serve As Quick Response Training Grants Fiscal Agent

Consideration to approve 1) CareerSource Broward (CSBD) as the local fiscal agent for the Quick Response Training (QRT) program and 2) to add QRT to the employer services offered by CSBD. The program provides training grants to new and expanding businesses for new hires. CareerSource Florida is asking local boards to serve as the fiscal agent for the QRT grants. As a fiscal agent, we assist employers with the application process and approve the grant distributions once training is completed, and we will receive a payment of 5% of each grant awarded. Approved at the 10/7 Employer Services Committee meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Memo #11 – 25 (BR)

Page 23

7. New Training Providers – Coding Clarified and Broward-Miami Health Institute

Consideration to approve adding 1) Coding Clarified as an eligible training provider and their Professional Medical Coding program to the WIOA Individual Training Account (ITA) list and 2) Broward-Miami Health Institute and their Practical Nursing, Medical Assistant, Patient Care Technician, Medical Billing and Coding, and Home Health Aide (WTP only) programs to the ITA list. Approved at the 9/30 One-Stop Services Committee meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBITS	Memo #04-25 (OPS)
	ITA Course Summary Spreadsheet

Pages 24 – 26

8. AI Playbook for Small and Medium Employers Update

Gilead Sanders has been selected to develop the Artificial Intelligence (AI) Playbook for small and medium employers. The Playbook will include links to tools, real-life examples, and case studies demonstrating AI's practical applications. Gilead Sanders will provide a status update on the Playbook's development at the upcoming Board Meeting. To kick off the project, a needs assessment survey has been developed to gather actionable information on where local employers are on their AI implementation journey. The committee is asked to review the survey instrument and provide input.

RECOMM	Discussion
ACTION	Dependent on Discussion
EXHIBIT	AI Needs Assessment Survey

Pages 27 – 31

REPORTS

1. 2025 Employer Awareness and Satisfaction Survey Results

Every two years, CSBD surveys local employers to measure their awareness and satisfaction with our services. The 2025 results show a 17% increase in employer awareness from the 2023 survey, with many citing chamber partnerships, social media, and word-of-mouth as the primary vehicles of introduction. A majority of employers expressed 1) a preference for smaller, industry-focused job fairs and 2) an interest in guidance and support related to AI-driven workplace transformation. CSBD has incorporated their input into the deliverables for the AI Playbook.

ACTION	None
EXHIBIT	Memo #12 – 25 (BR)

Pages 32 – 34

2. The State of the Workforce (SOTW) Event

The SOTW employers and job seekers' feedback regarding the execution and deployment of the event earlier this year was stellar. A significant number of employers and job seekers commented on the parking and the traffic entering and exiting the event, indicating it took 2 hours to enter/exit the parking lot. Some of the difficulties could be attributed to the ongoing construction; however, the new Omni Hotel opening, which is adjacent to the Convention Center and the start of the cruise season in late fall, will continue to generate traffic and make parking a challenge. After conferring with the Greater Fort Lauderdale and Hollywood Chambers and speaking to members of our Executive Committee, it was determined that to be responsive to the voice of our customers, we should pivot to smaller, targeted job fairs.

ACTION	None
EXHIBIT	None

3. 2025 Paychecks for Patriots Job Fair

CSBD will host its annual Paychecks for Patriots (P4P) Veterans Hiring Fair on 11/7 at the Tamarac Community Center. The first hour of the event will be reserved for veterans and family members of veterans. CSBD is partnering with Broward County to provide courtesy transportation from our One-Stop Centers, and the City of Tamarac will provide expanded off-site parking and shuttle service to accommodate attendees.

ACTION	None
EXHIBITS	P4P Employer Flyer P4P Job Seeker Flyer

Pages 35 – 36

MATTERS FROM THE EXECUTIVE COMMITTEE CHAIR

MATTERS FROM THE EXECUTIVE COMMITTEE MEMBERS

MATTERS FROM THE FLOOR

MATTERS FROM THE PRESIDENT/CEO

ADJOURNMENT

THE NEXT EXECUTIVE COMMITTEE MEETING IS DECEMBER 1, 2025



Broward Workforce Development Board
Executive Committee
Monday, August 11, 2025
12:00 Noon – 1:30 p.m.

Zoom Meeting ID: 813 7973 1947
Zoom Password: 241802
Zoom Call-In: +1 646 876 9923

MEETING MINUTES

CareerSource Broward Boardroom
2890 West Cypress Creek Road, Ft. Lauderdale, FL 33309

The Committee was reminded of the conflict-of-interest provisions.

ATTENDEES IN-PERSON / VIA ZOOM: Zac Cassidy, Dr. Ben Chen, Heiko Dobrikow, Frank Horky, Dr. Lisa Knowles, Kevin Kornahrens, Francois Leconte, Dawn Liberta, Rick Shawbell, and Jim Ryan who chaired the meeting.

STAFF: Carol Hylton, Ron Moffett, Mark Klinecicz, Rochelle Daniels, and Samantha Vazquez.

APPROVAL OF MINUTES

Approval of the Minutes of the 6/9 Executive Committee meeting.

On a motion made by Dawn Liberta and seconded by Heiko Dobrikow, the Executive Committee unanimously approved the Minutes of the meeting.

NEW BUSINESS

1. Contract Renewal for Audit Services with Anthony Brunson, P.A.

Considered approval to renew the contract between CareerSource Broward (CSBD) and Anthony Brunson P.A., with Watson Rice serving as the engagement partner for conduct of the CSBD fiscal year 24/25 organization-wide audit in the amount of \$34,000, the same rate as last year. This is the 2nd of 4 one-year renewals under their contract. As the Audit Committee meets directly prior to the Executive meeting, the recommendation was presented at the Executive meeting.

Zac Cassidy, Chair of the Audit Committee, reviewed the recommendation and stated that the Audit Committee unanimously approved the renewal.

On a motion made by Francois Leconte and seconded by Dawn Liberta, the Executive Committee unanimously approved the renewal of the contract between CSBD and Anthony Brunson P.A., with Watson Rice serving as the engagement partner for conduct of the CSBD fiscal year 24/25 organization-wide audit in the amount of \$34,000.

2. Contract Renewal with Taylor Hall Miller Parker, P.A. (THMP) for Program Monitoring

Considered approval to renew the contract with THMP for program monitoring for Program Year 25/26. In accordance with Board approval, we have reduced the number of annual visits from 3 to 2. The fee for each visit will be \$27,000, the same as last year, for a contract total of \$54,000. This is the 3rd of up to 4 one-year renewals under their contract. As the Audit Committee meets directly prior to the Executive meeting, the recommendation was presented at the Executive meeting.

Zac Cassidy stated that the Audit Committee unanimously approved the renewal.

On a motion made by Dawn Liberta and seconded by Heiko Dobrikow, the Executive Committee unanimously approved the renewal of the contract with THMP for program monitoring for Program Year 25/26.

3. Contract Renewal with Cherry Bekaert for Fiscal Monitoring

Considered approval to renew the contract with Cherry Bekaert for fiscal monitoring for Program Year 25/26. In accordance with Board approval, we have reduced the number of annual visits from 3 to 2. The fee for each visit will be \$24,600, the same as last year, for a contract total of \$49,200. This is the 3rd of up to 4 one-year renewals under their contract. As the Audit Committee meets directly prior to the Executive meeting, the recommendation was presented at the Executive meeting.

Zac Cassidy reviewed the recommendation and indicated that the Audit Committee unanimously approved the renewal.

On a motion made by Dawn Liberta and seconded by Dr. Lisa Knowles, the Executive Committee unanimously approved the renewal of the contract with Cherry Bekaert for fiscal monitoring for Program Year 25/26.

4. One-Stop Operator (OSO) Contract for PY 25/26

Considered awarding the contract for delivery of OSO services to Workforce Guidance Associates, LLC. (WGA) at an annual cost of up to \$114,000. On 5/19, CSBD issued a Request for Quotes (RFQ) for an OSO. The RFQ was published in two papers and on our website. A notice was also sent to all entities registered in our database to receive notice when proposals are released. We received one quote from the current OSO, WGA. CSBD is satisfied with WGA. The contract will be for one (1) year with up to two (2) one-year renewals for a total of three (3) years. Approved at the 8/5 One-Stop Services Committee meeting.

Rick Shawbell, Chair of the One-Stop Services Committee, reviewed the agenda item.

Jim Ryan asked if only one quote had been received. Carol Hylton explained that while seven vendors downloaded the RFQ from the CSBD procurement portal, only WGA actually submitted a quote. She stated that this is a highly specialized role requiring a solid understanding of the workforce system and the ability to effectively engage mandatory partners.

Mr. Ryan asked whether CSBD uses any third-party services to increase bid exposure. Ms. Hylton indicated that vendors can register on our website to receive automatic notifications when RFPs or RFQs are posted.

On a motion made by Francois Leconte and seconded by Heiko Dobrikow, the Executive Committee unanimously approved awarding the contract for delivery of OSO services to WGA at an annual cost of up to \$114,000.

5. Region 22 Targeted Occupations List (TOL) for PY 25/26

Considered approval of our local area's TOL for PY 25/26. Based upon our review and community input, CSBD is recommending to 1) add twelve (12) new occupations proposed by the State and 2) retain forty-one (41) occupations the State had slated for removal. As we always do, we researched the State's preliminary list and compared it to the Board-approved criteria. To get input and feedback on the State's proposed list and gather additional relevant labor market data we sent the preliminary TOL to 1) members of the Education and Industry Consortium 2) local partners in education and business and 3) community partners and invited them to a publicly noticed meeting held on 7/17. At the meeting, we provided an overview of the PY 25/26 TOL and our governing board's criteria for updating the TOL. Approved at the 8/4 Employer Services Committee meeting.

Francois Leconte, Chair of the Employer Services Committee, reviewed the recommendation.

Heiko Dobrikow shared he had reviewed the full list and flagged occupations with high numbers of regional openings as critical workforce needs, particularly those in the trades such as maintenance and repair workers, roofers, and truck operators.

Mr. Dobrikow emphasized the importance of sharing the list directly with institutional presidents to elevate its significance and align curriculum decisions with workforce demand. Mr. Ryan agreed, adding that many of the most stable, future-proof careers will be hands-on jobs that AI cannot replace, reinforcing the need to prioritize the trades.

Carol Hylton agreed and confirmed CSBD would follow up with its education partners, including Broward College President Torey Alston, to explore further opportunities for alignment. Ms. Hylton further explained that although there is interest in trucking programs, course capacity is often limited, creating wait times. She indicated that CSBD shares the TOL with local schools, employer associations, and community partners and invites feedback. She also confirmed that postsecondary enrollment and performance data is tracked for participants receiving scholarships. She reiterated that the TOL is a living document and that additional occupations can be considered anytime if justified. Ms. Hylton added that schools such as Broward College and FAU are increasingly integrating AI into their existing programs. Ms. Hylton stated that CSBD used the AI grant funds over the summer to train more than 50 teachers, helping to modernize instruction.

There was extended discussion on the inclusion of the Acting occupation on the TOL. Zac Cassidy and Francois Leconte noted the resurgence of Broward's film and production industry, citing renewed local incentives. Mr. Leconte also emphasized the importance of preserving arts education, particularly its role in building confidence and communication skills. Committee members agreed that arts programs support both personal development

and a growing talent pipeline for the region's entertainment and media sectors, and urged that the industry not be overlooked as a viable contributor to the local economy.

On a motion made by Zac Cassidy and seconded by Heiko Dobrikow, the Executive Committee unanimously approved our local area's TOL for PY 25/26.

6. Accept Florida Storms Funds

Considered the acceptance of \$500,000 in National Emergency Grant – Florida Storms funds from Florida Commerce. Locally, this funding will be used to provide career services and training to WIOA eligible participants whose employment was affected by the inclement weather or those who are long-term unemployed and need services to return to work. Approved at the 8/5 One-Stop Services Committee meeting.

Rick Shawbell reviewed the recommendation.

On a motion made by Rick Shawbell and seconded by Heiko Dobrikow, the Executive Committee unanimously approved accepting \$500,000 in National Emergency Grant – Florida Storms funds from Florida Commerce.

7. Accept Simply Healthcare Funds

Considered the acceptance of \$20,000 from Simply Healthcare. Simply Healthcare has created The Community Resource Link. The Link provides a platform of providers, including CSBD, for Simply Healthcare to utilize in referring its customers to employment and other services. CSBD will provide an opportunity for them to showcase their organization at three (3) of our events. Approved at the 8/5 One-Stop Services Committee meeting.

Rick Shawbell reviewed the item.

Dawn Liberta asked whether CSBD was required to sign a health-related agreement as part of the partnership.

Carol Hylton indicated that Simply Healthcare's goal is to expand its brand visibility and in the community. In exchange, CSBD will provide Simply Healthcare with a table at three of our events. She noted this offer was extended to all workforce regions and that Simply Healthcare will also refer customers to CSBD and other service providers through their Community Resource Link platform.

Rochelle Daniels clarified that an MOU was signed, but it does not include a health-related agreement.

On a motion made by Rick Shawbell and seconded by Francois Leconte, the Executive Committee unanimously approved accepting \$20,000 from Simply Healthcare.

REPORTS

1. Budget vs. Actual Expenditure Report

CSBD receives funds based on our program year 7/1 – 6/30, and also based on the federal

fiscal year 10/1 – 9/30. 1) We have a small amount of allowable carry forward in the adult/dislocated worker and youth WIOA funds 2) in anticipation of the Central One-Stop Center move the state has allowed us to carry forward some Wagner Peyser funds and 3) we are on track to spend all other funds.

Zac Cassidy introduced and presented the item.

2. General Fund Balance

As of 12/31/24 the General Fund balance was \$1,332,894. From 1/1/25 through 6/30/25, we realized revenues of \$145,804 and incurred expenditures of \$116,890. The General Fund balance as of 6/30/25 is \$1,361,808. Of this amount \$587,413 is held in reserve leaving a balance of \$774,395.

Zac Cassidy presented the item.

Jim Ryan asked whether the general fund balance would be considered healthy. Carol Hylton responded yes, that it is.

3. Taylor Hall Miller Parker, (THMP) P.A. Program Monitoring - Report #1 Issued 1/25

THMP conducted program monitoring for the period August 2024 through November 2024. They reviewed a total of 175 files consisting of 6,844 elements. There were 3 findings and 18 observations. This equates to an error rate of .07%, or less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken.

Zac Cassidy reviewed the report.

Committee members reacted positively to the report and praised the strong results.

4. Taylor Hall Miller Parker, (THMP) P.A. Program Monitoring - Report #2 Issued 3/25

THMP conducted program monitoring for the period November 2024 through March 2025. They reviewed a total of 184 files consisting of 6,536 elements. There were 13 findings and 14 observations. This equates to an error rate of .30%, or less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken.

Zac Cassidy reviewed the report.

5. Cherry Bekaert, LLP (CB) Fiscal Monitoring - Report #2 Issued 5/25

Cherry Bekaert conducted fiscal monitoring for the period October 2024 through February 2025. Cherry Bekaert reviewed a total of 1,042 elements during the review period. There were no findings or observations. Based upon the total elements reviewed, we had a 0% error rate.

Zac Cassidy reviewed the fiscal monitoring report and congratulated staff for having no findings.

MATTERS FROM THE EXECUTIVE COMMITTEE CHAIR

Jim Ryan inquired about the success of this year's Summer Youth Employment Program. Carol Hylton reported that the program had just ended earlier in the week and described it as a successful summer, with approximately 1,200 youth participants. She highlighted the implementation of our new locally developed online timesheet system. This replaced a previous manual process that was labor-intensive.

Mr. Ryan noted that the new system was a significant improvement, increasing efficiency and reducing paperwork and audit issues. Ms. Liberta agreed and asked whether supervisors might eventually be allowed to edit timesheets directly. Ms. Hylton explained that while this had been discussed, the current process ensures that a necessary conversation takes place if discrepancies arise between hours reported by youth and hours worked. She added that a future improvement is currently being considered, which would allow an easy way to assign backup supervisors when the primary contact is unavailable.

Ms. Liberta commented about the CareerSource staff who visited worksites, stating that her site's monitor was outstanding and praised how the monitor supported the youth and fostered communication. Ms. Hylton thanked Ms. Liberta and stated that monitors play a vital role in guiding participants, ensuring a smooth work experience, and reinforcing the employability skills taught during the initial training.

The Committee congratulated CSBD for its outstanding summer youth employment program.

MATTERS FROM THE EXECUTIVE COMMITTEE

Heiko Dobrikow thanked CareerSource Broward for supporting the Rotary initiative that established a bus route serving homeless individuals. Mr. Dobrikow explained that the program had been in development for two years and was designed to help transport individuals to 42 stops, with the aim of connecting them to employment and, ultimately, housing. The project has garnered media attention from outlets including the Miami Herald and Sun Sentinel, and Mr. Dobrikow expressed hope that Rotary International may expand this initiative nationally.

Carol Hylton provided an update on CSBD's involvement with the bus loop initiative, acknowledging Gwynne Beatty from the Rotary Club for her leadership. Ms. Hylton shared that CSBD's employment assessment tool, previously developed with the Broward Partnership, would be used to assess whether individuals are ready to transition to employment. Participants will be referred to the career centers for individualized job readiness services and recruitment opportunities.

MATTERS FROM THE FLOOR

None.

MATTERS FROM THE PRESIDENT/CEO

Carol Hylton announced that the annual Staff Training Day will be held on 9/11 and invited the Committee to participate in a brief video message expressing support for CSBD staff. A recording station will be available during the 8/28 Board meeting for members who wish to be included. The video will be shown during the event.

She reported that this year's Paychecks for Patriots (P4P) event is scheduled for 11/7 at the Tamarac Community Center. Unlike last year, CSBD will have access to the entire facility. Staff have begun coordinating with Mayor Michelle J. Gomez and the City of Tamarac to secure additional parking and provide shuttle service for jobseekers. Employers in the area are also being notified in advance to minimize disruptions.

Ms. Hylton also stated that a new career pathways video featuring IT and AI occupations will be shared at the next Board meeting. It complements previous videos promoting healthcare, marine, and manufacturing careers targeted to youth in Prosperity Zones.

She announced that Sandy-Michael McDonald has been appointed Assistant County Administrator and will therefore resign from the Broward Workforce Development Board. She thanked him for his contributions and noted that CSBD maintains a strong working relationship with the County.

Ms. Hylton shared that she was recently named Vice President of the Florida Workforce Development Association. She added that CSBD will participate in the statewide Workforce Development Summit in Orlando this September and is working to secure a proclamation to formally recognize September as Workforce Development Month.

In response to an inquiry from Heiko Dobrikow regarding the State review of Broward County operations, Ms. Hylton clarified that CSBD is not directly involved. She explained that CSBD's funding flows through the State, which already has access to all required records. She added that CSBD is routinely audited and monitored by Cherry Bekaert, THMP, the State of Florida, and other local funders, including the Children's Services Council.

Ms. Hylton also reported that CSBD has formed an internal working group to explore the use of artificial intelligence (AI) to improve efficiency and sustain performance amid staffing reductions. Mr. Dobrikow expressed support, sharing that his company launched a similar internal initiative to use AI for data analysis, operational reviews, and budget forecasting.

Jim Ryan added that executives now view AI not only as a repurposing tool but also as a way to eliminate positions in response to rising costs. Rochelle Daniels agreed that displacement is inevitable in some industries.

Mr. Dobrikow cited a successful example of reskilling a staff member from purchasing into data analysis and stressed the need to retrain workers for in-demand roles, especially in the trades. He emphasized CSBD's role in connecting individuals to training and employment, citing debt-free, high-wage career pathways as compelling success stories.

Mr. Leconte concluded the discussion by comparing projected personnel costs to AI implementation in his own organization, underscoring the urgency of preparing for workforce shifts driven by automation.

ADJOURNMENT – 12:58 p.m.

THE NEXT EXECUTIVE COMMITTEE MEETING WILL BE HELD ON OCTOBER 13, 2025.

SAVE THE DATE

SUMMER YOUTH EMPLOYMENT PROGRAM

**APPLICATION OPENS
DEC. 1, 2025**



ELIGIBILITY:

- Broward County resident
- Ages 16-18 years old
- Low-income household
- Available all summer

EARN \$14 PER HOUR

SCAN TO APPLY



Limited Slots, Apply Here!

CareerSourceBroward.com/SYEP

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Memorandum #02- 25 (LS)

TO: Executive Committee

FROM: Rochelle J. Daniels, General Counsel

SUBJECT: President/CEO Evaluation

DATE: October 9, 2025

SUMMARY

In accordance with the Broward Workforce Development Board, Inc. (BWDB) and the CareerSource Broward Council of Elected Officials' policy, the Executive Committee evaluates the President/CEO using an instrument developed by the Organizational Resources Committee. The evaluation instrument was distributed to the Executive Committee members by the Legal Department in September. The results are below and in the attached consolidated evaluation form.

BACKGROUND

Each year, the President/CEO is evaluated by the Executive Committee, which makes a recommendation regarding a merit increase to the BWDB and Council of Elected Officials. The evaluation instrument was sent to all the Executive Committee members in September. Members were also provided with a synopsis of some of the most memorable CSBD highlights in video format from our annual planning session, summarizing the year's strategic objectives, accomplishments, and performance results. As the Executive Committee members completed the evaluations, they were returned to the Legal Department for review and tally.

DISCUSSION

A completed evaluation was received from all of the Executive Committee members. Each of the Executive Committee members rated Ms. Hylton a 4.0 in every category and, in some instances, a 5.0.

Our Chair, Mr. Ryan, recommended that the Executive Committee be provided with additional information in deciding on the salary and benefits of the President. To that end, the Matrices were sent to the Executive Committee members. The Matrices set forth the Board's goals and objectives for the year, along with a description of the work done to achieve and, in many cases, exceed those goals and objectives. We will provide 1) a compensation chart for CEOs in similar positions along with 2) the State

Performance Report for the past year, showcasing CSBD as the only workforce board that exceeded every federal performance measure. We were also just informed that we are now an “A+” Board with respect to the letter grades.

The Executive Committee is charged with making recommendations regarding the President/CEO’s merit increase.

RECOMMENDATION

That the Executive Committee review the President’s evaluation and makes such recommendations as appropriate regarding the CEO’s salary and benefit package.

RJD/
Attachment



PRESIDENT/CHIEF EXECUTIVE OFFICER EVALUATION FORM 2025

PRESIDENT/CEO: CAROL HYLTON

RATING	DESCRIPTION	POINTS
OUTSTANDING	Exceptional in all areas, superior	4
EXCELLENT	Exceeds position requirements, high quality, consistent	3
MEETS EXPECTATIONS	Competent level of performance, meets standards	2
NEEDS IMPROVEMENT	Deficient in some areas, room for improvement	1
UNSATISFACTORY	Unacceptable, needs immediate improvement	0

Directions: Consider the performance of the President/CEO over the course of the past year. Keep in mind the essentials of the job. Review the President/CEO's work product, projects, and/or programs. We have attached a link to the year's highlights and also provided a short summary of Ms. Hylton's additional accomplishments and CSBD upcoming events, in the cover email.

Be as objective as possible. If there is a category for which you do not feel comfortable placing a rating, insert "N/A" next to that category. This will in no way reflect on the overall rating.

INTERPERSONAL RELATIONSHIPS

Appearance; attitude; business sense; cooperation; motivation; achieves appropriate balance among public service objectives, organizational objectives, and employee interests.

Rating:

4.1

LEADERSHIP

Formulates and articulates a vision for the organization; inspires teamwork and effectiveness; demonstrates a positive and exemplary approach to work; involves and encourages employees; maintains high professional standards.

Rating:

4.1

JUDGEMENT

Exercises discretion and diplomacy; handles difficult situations in a professional and proactive manner.

Rating:

4.1

INTERGOVERNMENTAL RELATIONS

Aggressive advocate for the organization; maintains communications with elected and non-elected officials of local, state, and federal governments.

Rating:

4.1

BROWARD WORKFORCE DEVELOPMENT BOARD RELATIONS

Responds in a prompt, professional, and efficient manner; keeps the Board informed; submits comprehensive, concise and understandable agenda items; provides assistance and support in carrying out Board decisions.

Rating:

4.1

MEETS OVERALL BWDB OBJECTIVES

Includes overall financial management and effective management of public risk and financial needs. Ensures BWDB's delivery of services is in a cost effective and customer-oriented manner; meets performance standards, and achieves BWDB priorities.

Rating:

4.1

DIVERSITY

Hires and/or promotes employees in numbers that reflect the diverse makeup of the community (women and minorities); meets or exceeds organization goals in awarding acceptable number of contracts and services to minority and/or women-owned businesses.

Rating.

4.1

OVERALL RATING:

Comments: Carol's leadership continues to be exemplary. I was thrilled to see her active participation and success in Leadership Broward and nomination to NAWB. Carol has continued to keep Broward as a star performer in the Florida workforce system.

4.1

Comments:**Zac Cassidy**

Thank you for your leadership.

Dr. Ben Chen

Carol meets all my expectations we are lucky to have her.

Kevin Kornahrens

Carol's leadership is unparalleled, we are very lucky to have her here in Broward leading CareerSource.

Heiko Dobrikow

My reflection of Carol will be that of an immediate past chair. Carol Hylton exemplifies the true essence of a servant leader—one who leads with purpose, humility, and an unwavering commitment to the betterment of others. As President and CEO of CareerSource Broward since 2020, Carol has consistently demonstrated visionary leadership, guiding the organization through unprecedented challenges while remaining deeply rooted in service to the community, the Workforce Development Board, and her team.

With her amazing experience in nonprofit management and workforce development, Carol brings a wealth of knowledge and compassion to her role. Her leadership is marked by a hands-on approach, strategic oversight of a \$25 to \$30 million budget, and the successful administration on numerous funding streams. I believe over 20. She serves as the primary liaison between our Broward Workforce Development Board and the CareerSource Broward Council of Elected Officials, ensuring alignment between policy and practice to meet the evolving needs of Broward County's workforce. She has always been available and never shy to reach out for feedback.

Carol's servant leadership is evident in her tireless efforts to help the un/under employed and uplift vulnerable populations, including veterans, individuals with disabilities, and those facing significant barriers to employment. Under her guidance, CareerSource Broward has expanded access to apprenticeship programs, career training, and labor market data, while fostering innovation and inclusivity across all services. Her belief that "great ideas and insights can come from everywhere in an organization" reflects her deep respect for her team and her commitment to collaborative growth.

We used to be the "Best Kept Secret" in Broward", but no more. With her organizational leadership, Carol is a respected voice in the broader workforce development community. She was appointed to the Board of Directors of the National Association of Workforce Boards (NAWB), where she helps shape national strategies to support job seekers and employers alike. Her contributions have been recognized her and her team with numerous awards by all types of organization – business, non-profit and public.

Carol Hylton's leadership is not only strategic, but I believe is also deeply personal. She leads with empathy, integrity, and a steadfast dedication to service. Her ability to inspire, empower, and elevate those around her makes her an invaluable asset to CareerSource Broward, the Workforce Development Board, and the entire Broward County community.

Thank you, Carol, for all you did and will continue to do.

Frank Horkey

Carol is innovative, responsive, responsible and a recognized leader at the local, state and federal level. Each year she amazes us with further achievements that set her apart from and above her peers.

Dr. Lisa Knowles

Carol continues to be an outstanding leader for CareerSource Broward and has moved the organization forward, earning both national and local awards this past year. She continues to connect with outstanding leaders in the community, helping to move CareerSource Broward.

Francois Leconte

I gave our CEO, Mrs. Carol, a perfect score of 4 due to her outstanding leadership and performance. She has demonstrated exceptional vision, strategic thinking, and the ability to guide the organization to new levels of success despite the challenging environment we face today. Her commitment to the mission, ability to adapt to changing circumstances, and skill in inspiring both staff and stakeholders have strengthened the organization's position and impact. Through her leadership, we have seen measurable progress, innovation, and resilience that continue to move the organization forward.

Dawn Liberta

Carol has done an amazing job as CEO of CareerSource Broward. Her leadership has guided the organization with vision and integrity, ensuring that it continues to grow and serve our community in meaningful ways. Through her dedication, she has built strong partnerships, expanded opportunities for individuals and businesses, and positioned CareerSource Broward as a trusted resource. Her impact on the organization and the community will be felt for many years to come.

Jim Ryan

Carol is a magnificent business and workforce leader. Her range of micro and macro focus are outstanding on the needs of the staff and the community. Her passion for people and process permeates throughout CSB. Carol continues to be a cornerstone of "change for good" for Broward County and we are fortunate to have her with us.

Rick Shawbell

Carol continues to lead CSBD with exemplary knowledge and compassion.

Memorandum #11-25 (BR)

To: Executive Committee

From: Carol Hylton, President/CEO

Subject: State Requests Local Boards Serve As Fiscal Agents For Quick Response Training (QRT) Grants

Date: October 8, 2025

SUMMARY

Consideration to approve 1) CareerSource Broward (CSBD) as the local fiscal agent for the QRT program and 2) to add QRT to the employer services offered by CSBD. The program provides training grants to new and expanding businesses for new hires. CareerSource Florida is asking local boards to serve as the fiscal agent for the QRT grants. As a fiscal agent, we assist employers with the application process and approve the grant distributions once training is completed, and we will receive a payment of 5% of each grant awarded. Approved at the 10/7 Employer Services Committee meeting.

BACKGROUND

QRT is a grant program that has been in operation for over 25 years, funded via State general revenue, and administered by CSF. The program provides training grants to new and expanding businesses for new hires in Florida's Qualified Targeted Industries 1) Aviation/Aerospace 2) Cleantech 3) Financial/Professional Services 4) Homeland Security/Defense 5) Infotech 6) Life Sciences, and 7) Manufacturing. Employers are recruited locally and apply to CSF for the grants. The fiscal agent reviews the applications before they are submitted to CSF. CSF reviews and awards the grants, and through the fiscal agent, reimburses employers upon completion of training.

DISCUSSION

CSF is asking local boards to serve as the fiscal agent for processing QRT grants. The fiscal agent assists employers with the application process and approves the grant distributions once training is completed. In exchange for serving as fiscal agent, CSBD will receive a payment of 5% of each local grant awarded to an employer.

CSBD currently offers employer services through its federal workforce development grants, which are most appealing to small and medium-sized employers. If approved, QRT will provide CSBD an opportunity to offer larger-sized employers training grants. There will also be the additional advantage of being able to introduce larger employers to the One-Stop system and connect them to our job seeker population.

RECOMMENDATION

Approve 1) CSBD to serve as the local fiscal agent for the QRT grant program and to 2) add QRT to the employer services CSBD offers.

Memorandum #04-25 (OPS)

To: Executive Committee

From: Carol Hylton, President/CEO

Subject: Add New Eligible Training Providers and Courses for Coding Clarified and Broward-Miami Health Institute

Date: September 30, 2025

SUMMARY

Consideration to approve adding 1) Coding Clarified as an eligible training provider and their Professional Medical Coding program to the WIOA Individual Training Account (ITA) list and 2) Broward-Miami Health Institute and their Practical Nursing, Medical Assistant, Patient Care Technician, Medical Billing and Coding, and Home Health Aide (WTP only) programs to the ITA list. Approved at the 9/30 One-Stop Services Committee meeting.

BACKGROUND

WIOA requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. The ITA can only be used at schools on the State list of Eligible Training Providers (ETP) and for programs aligned with in-demand occupations appearing on the Targeted Occupations List (TOL). Two critical criteria over which CSBD has no control are:

1. The inclusion of programs that are expensive when compared to the same courses which may be available at public institutions. This is because the Florida State Statutes governing WIOA at 445.007 (6) state: that a "local workforce development board may not restrict the choice of training providers based upon cost, location, or historical training arrangements."
2. An individual having the ability to select a course of study even though they may incur debt because WIOA states we must give participants the full list of available courses along with cost and performance information.

While the law requires that participants have customer choice in the selection of training programs, CSBD success coaches advise participants regarding all alternatives as a component of customer choice. Additionally, all occupational training must meet the Broward Workforce Development Board's established minimum evaluation criteria. This includes but is not limited to licensure, a minimum of 25 local job openings, and issuance of an industry-recognized credential. All of our current eligible training providers meet these criteria.

DISCUSSION

Coding Clarified is located in Tallahassee and has been operating since 2021, providing training in the healthcare industry. They are licensed by the Commission on Independent Education (CIE).

They are also registered with and approved by the American Academy of Professional Coders a highly respected professional organization whose credentials are considered the “gold standard” credentials by healthcare employers.

Broward-Miami Health Institute is located in Miramar and has been operating since 2021. It provides training in the healthcare industry and is licensed by the CIE and accredited by the Joint Commission.

The courses submitted will prepare participants for employment in the following in-demand occupations as shown in the chart below.

Eligible Training Provider and Course to Be Added to the WIOA ITA list:

Training Provider	Occupational Training Program	Occupation	Entry Wage	Job Openings
Coding Clarified	Professional Medical Coding	Medical Records Specialists	\$18.03	>25
Broward-Miami Health Institute	Home Health Aide (WTP only)	Home Health Aides	\$14.21	>25
	Practical Nursing	Licensed Practical and Licensed Vocational Nurses	\$23.45	>25
	Medical Assistant	Medical Assistants	\$18.43	>25
	Medical Billing and Coding	Medical Records Specialists	\$18.03	>25
	Patient Care Technician	Nursing Assistants	\$15.87	>25

Staff has conducted an on-site review of the Broward-Miami Health Institute and the site meets the required standards. Because Coding Clarified’s training program is completely online, an on-site review of the school was not required. A cross-functional CSBD review committee comprised of staff from Operations, Quality Assurance, and our appropriate intermediary reviewed the applications and programs. The committee has determined that all Board-mandated criteria have been met for the schools, training programs, and related occupational titles. This includes but is not limited to 1) licensure 2) issuance of an industry-recognized credential and 3) 25 or more job openings in Broward County.

As new training providers, Coding Clarified and Broward-Miami Health Institute will be under initial eligibility status with CSBD, and we will limit enrollment of customers to 10 in each of the training programs until performance can be established for our customers.

RECOMMENDATION

Approve adding 1) Coding Clarified as an eligible training provider and their Professional Medical Coding program to the WIOA ITA list and 2) Broward-Miami Health Institute and their Practical Nursing, Medical Assistant, Patient Care Technician, Medical Billing and Coding, and Home Health Aide (WTP only) programs to the ITA list.

ITA Course Summary Spreadsheet
Attachment to Memo #04-25 (OPS)

School Name	License / State Agency Approval	DOE Accreditation	Course Title	Type of Credential Offered	Program Length	Clock Hours	Entry Wage	Course Offering (Virtual/ Classroom/ Blended*)	Class Size (Max)	Prerequisites	Tuition and Fees	Other Costs (Books, Uniforms, Supplies, Cert./Lic. Exams)	Program Total Costs	SOC Code
Coding Clarified	YES	NO	*Professional Medical Coding	Certificate	16 weeks	80	\$18.03	Virtual	35	High School Diploma or its equivalent	\$3,700.00	\$1,299.00	\$4,999.00	29-2072
Broward-Miami Health Institute	YES	NO	Home Health Aide (WTP only)	Diploma	3 weeks	75	\$14.21	Blended	20	High school Diploma or score on entrance exam and background check	\$675.00	\$170.00	\$845.00	31-1121
	YES	NO	Practical Nursing	Diploma	52 weeks	1350	\$23.45	Blended	20		\$14,150.00	\$1,365.00	\$15,515.00	29-2061
	YES	NO	Medical Assistant	Diploma	44 weeks	1300	\$18.43	Blended	20		\$7,150.00	\$550.00	\$7,700.00	31-9092
	YES	NO	Medical Billing and Coding	Diploma	37 weeks	1110	\$18.03	Virtual	20		\$8,650.00	\$980.00	\$9,630.00	29-2072
	YES	NO	Patient Care Technician	Diploma	26 weeks	600	\$15.87	Blended	20		\$5,650.00	\$330.00	\$5,980.00	31-1131

* Offered in an accelerated format for those interested in short training

PART A: ONLINE SURVEY FOR BROWARD COUNTY BUSINESSES

Estimated Completion Time: 10-12 minutes

Section 1: Business Profile & Demographics

Q1.1 What is your company name? (Optional)

[Text field]

Q1.2 In which industry does your business primarily operate?

- ☐ Retail
- ☐ Healthcare
- ☐ Trades/Construction
- ☐ Manufacturing
- ☐ Financial Services
- ☐ Professional Services (legal, accounting, consulting)
- ☐ Hospitality/Tourism
- ☐ Other: _____

Q1.3 How many employees does your business have?

- ☐ 1-9 employees (micro business)
- ☐ 10-49 employees (small business)
- ☐ 50-249 employees (medium business)
- ☐ 250+ employees

Q1.4 What is your role in the company?

- ☐ Owner/CEO
- ☐ Executive (VP, Director, C-suite)
- ☐ Manager
- ☐ IT/Technology Lead
- ☐ Other: _____

Q1.5 How many years has your business been operating?

- ☐ Less than 2 years
 - ☐ 2-5 years
 - ☐ 6-10 years
 - ☐ 11-20 years
 - ☐ More than 20 years
-

Section 2: Current AI Awareness & Understanding

Q2.1 How would you rate your current understanding of artificial intelligence (AI) and its business applications?

- ☐ No understanding - I'm not familiar with AI
- ☐ Basic understanding - I've heard of AI but don't know how it applies to business
- ☐ Moderate understanding - I understand some AI applications
- ☐ Good understanding - I understand AI and see potential applications
- ☐ Expert understanding - I understand AI deeply and its business implications

PART A: ONLINE SURVEY FOR BROWARD COUNTY BUSINESSES

Q2.2 Which of the following AI tools or technologies have you heard of? (Select all that apply)

- ☐ ChatGPT or similar AI chatbots
- ☐ Virtual assistants (Siri, Alexa, Google Assistant)
- ☐ AI-powered customer service chatbots
- ☐ Automated email/marketing tools
- ☐ AI image/video creation tools (Canva AI, DALL-E)
- ☐ Predictive analytics/data analysis tools
- ☐ AI-powered scheduling or project management
- ☐ None of the above

Q2.3 Is your business currently using ANY AI-powered tools or technologies?

- ☐ Yes, we actively use AI tools (Skip to Q2.4)
- ☐ We're testing/piloting AI tools (Skip to Q2.4)
- ☐ No, but we're planning to (Skip to Q2.5)
- ☐ No, and we have no plans to (Skip to Q2.5)
- ☐ I'm not sure if we use AI (Skip to Q2.5)

Q2.4 (If YES to Q2.3) Which business functions are you currently using AI for? (Select all that apply)

- ☐ Customer service/support
- ☐ Marketing and advertising
- ☐ Content creation (writing, images, videos)
- ☐ Data analysis and reporting
- ☐ Scheduling and calendar management
- ☐ Email management and responses
- ☐ Inventory management
- ☐ Human resources (recruiting, onboarding)
- ☐ Accounting/financial management
- ☐ Other: _____

Section 3: AI Adoption Readiness & Interest

Q3.1 How interested is your business in adopting AI technologies within the next 12 months?

- ☐ Very interested - actively researching options
- ☐ Somewhat interested - open to learning more
- ☐ Neutral - need more information
- ☐ Not very interested - prefer current methods
- ☐ Not at all interested - no plans to adopt AI

PART A: ONLINE SURVEY FOR BROWARD COUNTY BUSINESSES

Q3.2 Which business areas would benefit MOST from AI adoption in your company? (Select up to 3)

- ☐ Customer engagement and communication
- ☐ Marketing and social media management
- ☐ Scheduling and appointment management
- ☐ Invoice and payment processing
- ☐ Inventory and supply chain management
- ☐ Employee recruiting and hiring
- ☐ Employee training and onboarding
- ☐ Content creation (newsletters, social media, blogs)
- ☐ Data analysis and business insights
- ☐ Document creation and management
- ☐ Quality control and compliance
- ☐ Other: ____

Q3.3 What would motivate your business to adopt AI technologies? (Select all that apply)

- ☐ Cost savings
- ☐ Time savings
- ☐ Improved customer satisfaction
- ☐ Competitive advantage
- ☐ Increased revenue opportunities
- ☐ Better data-driven decision making
- ☐ Reducing repetitive tasks
- ☐ Improving employee productivity
- ☐ Industry trends/pressure
- ☐ Other: _____

Section 4: Barriers & Challenges to AI Adoption

Q4.1 What are the BIGGEST barriers preventing your business from adopting AI? (Select up to 3)

- ☐ Don't know where to start
- ☐ Lack of technical knowledge/expertise
- ☐ Cost concerns (too expensive)
- ☐ Concern about data security/privacy
- ☐ Uncertainty about which tools to use
- ☐ Concern about job displacement for employees
- ☐ Lack of time to learn and implement
- ☐ Integration with existing systems
- ☐ Don't see clear ROI (return on investment)
- ☐ Concern about AI making errors
- ☐ Legal/compliance concerns
- ☐ Resistance from employees
- ☐ Other: _____

PART A: ONLINE SURVEY FOR BROWARD COUNTY BUSINESSES

Q4.2 How concerned are you about the following AI-related risks? (Scale: Not concerned, Slightly concerned, Moderately concerned, Very concerned)

Risk Factor	Not Concerned	Slightly Concerned	Moderately Concerned	Very Concerned
Data privacy and security	☐	☐	☐	☐
Cost of implementation	☐	☐	☐	☐
Technical complexity	☐	☐	☐	☐
Employee resistance	☐	☐	☐	☐
AI making errors	☐	☐	☐	☐
Legal compliance	☐	☐	☐	☐
Job displacement	☐	☐	☐	☐

Q4.3 What level of investment would your business be willing to make for AI tools/implementation?

- ☐ Less than \$500/year
- ☐ \$500 - \$2,000/year
- ☐ \$2,000 - \$5,000/year
- ☐ \$5,000 - \$10,000/year
- ☐ More than \$10,000/year
- ☐ Unsure/haven't considered

Section 5: Support & Resource Needs

Q5.1 What type of support would be MOST helpful for your business to successfully adopt AI? (Select up to 3)

- ☐ Step-by-step implementation guides
- ☐ Industry-specific examples and case studies
- ☐ One-on-one consulting or coaching
- ☐ Group workshops or training sessions
- ☐ Online courses or tutorials
- ☐ AI tool recommendations for my industry
- ☐ Cost/benefit analysis tools
- ☐ Technical support during implementation
- ☐ Legal/compliance guidance
- ☐ Networking with other businesses using AI
- ☐ Other: _____

PART A: ONLINE SURVEY FOR BROWARD COUNTY BUSINESSES

Q5.2 How do you prefer to learn about new business technologies?

- ☐ Self-paced online resources
- ☐ In-person workshops/seminars
- ☐ Video tutorials
- ☐ Written guides/manuals
- ☐ One-on-one consulting
- ☐ Peer networking groups
- ☐ Other: _____

Q5.3 Would you be interested in participating in a FREE roundtable discussion with other Broward County business owners about AI adoption?

- ☐ Yes, definitely interested
- ☐ Maybe, depending on timing
- ☐ No, not interested

Q5.4 May we contact you with information about AI resources and training opportunities?

- ☐ Yes
- ☐ No

Section 6: Open-Ended Feedback

Q6.1 What is your BIGGEST question about AI for your business?

[Text field]

Q6.2 What would an ideal AI resource guide include to be most useful for your business?

[Text field]

Q6.3 Any additional comments or concerns about AI adoption for small/medium businesses?

[Text field]

Contact Information (Optional)

If you're interested in receiving the final AI Playbook or being contacted about future AI training opportunities:

Name: _____
Email: _____
Phone: _____
Company: _____

Thank you for your participation! Your input will help create an AI Playbook specifically designed for Broward County small and medium-sized businesses.

Memorandum #12 – 25 (BR)

To: Executive Committee

From: Carol Hylton, President/CEO

Subject: 2025 Employer Awareness and Satisfaction Survey Results

Date: October 8, 2025

SUMMARY

Every two years, CareerSource Broward (CSBD) surveys local employers to measure their awareness and satisfaction with our services. The 2025 results show a 17% increase in employer awareness from the 2023 survey, with many citing chamber partnerships, social media, and word-of-mouth as the primary vehicles of introduction. A majority of employers expressed 1) a preference for smaller, industry-focused job fairs and 2) an interest in guidance and support related to AI-driven workplace transformation. CSBD has incorporated their input into the deliverables for the AI Playbook.

BACKGROUND

As a component of our continuous improvement strategies CSBD surveys our employers biennially to determine their level of awareness and satisfaction with our services along with an assessment of our effectiveness. The survey is conducted online. Employers can respond anonymously or can share their contact information.

To encourage broad participation, along with distribution to our internal list of employers, we asked our local chambers of commerce, industry associations, and the Greater Fort Lauderdale Alliance to distribute the survey to their members. This collaboration has significantly enhanced our reach and ensured that we capture feedback from a diverse range of employers throughout the region.

DISCUSSION

We received responses from 256 employers, providing valuable input to help shape future strategies. The majority of responders or 64% were from small businesses with 50 or fewer employees. The results are provided below.

A. Employer Awareness

Result: 83% of the employer responders heard of CSBD, a 17% increase from the 2023 survey. 34% said they heard about CSBD through word of mouth; 27% heard of us because of their association with the Chambers, and 23% heard of us through our social media.

Future Considerations:

1. Continue to work closely with our Chamber of Commerce partners on employer outreach initiatives, delivering presentations about our services, sharing information on social media, and developing work-based training grants for the Chamber member companies.

2. Since word of mouth was the main source of employer awareness of CSBD, employers who are working with us will be asked to share their experiences during chambers and employer association meetings.
3. We will continue to feature employer testimonials in our outreach materials and events.

B. CSBD Employer Effectiveness

Result: 94% of employers responded that they would recommend CSBD's employer services to other businesses. This represents a 13% increase from our last survey.

Future Considerations:

1. Continue partnering with the chambers by providing our marketing and outreach materials to them to share with their members.
2. Continue to highlight employer success stories and testimonials in our newsletters, presentations, and digital content which promote the value of our services.

C. Employer Needs/Interests

To determine whether our services are meeting employer needs we asked:

- About the size and focus of our local job fairs.
- About their interest in a South Florida region-wide job fair and other initiatives.
- About the impact of the 'Silver Tsunami' or the large number of baby boomers reaching retirement age as already retired employees seek to re-enter the labor force.
- Their knowledge and use of AI.

Results:

1. Job Fairs: 54% of employers indicated a preference for small to medium-sized job fairs rather than large events or company-specific hiring fairs.
2. Regional Job Fairs & Initiatives:
 - 49% stated regional job fairs would benefit South Florida employers.
 - 40% indicated that we could explore the idea of joint marketing initiatives.
 - 31% felt we could consider having regional business meetings.
3. Silver Tsunami and returning retirees: 30% indicated they have implemented flexible work schedules to attract older and younger workers.
4. AI: 63% of employers said they were aware of AI-powered chat systems; 37% had experience utilizing AI and where they were using AI it was for HR-related functions, such as drafting job descriptions and interview questions.

Future Considerations:

1. Job Fairs' Size and Focus: We reflected on these results along with the feedback solicited after each of our job fairs. A majority of employers prefer small and mid-sized targeted industry-related local job fairs.
2. Regionalism: CSBD is continuing to explore regional activities with CareerSource South Florida.
3. Silver Tsunami and the Great Unretirement: CSBD will solicit ideas during our Employer Forums on retaining experienced workers. We will share best practices - such as flexible scheduling and mentorship programs, through the forums and our Workforce Wednesday Employer Seminars.
4. Knowledge of AI: Based on the responses, employers need information and guidance. To that effect, CSBD will assist employers with the AI workplace transformation as follows:
 - Make the AI Playbook for Small and Medium-sized Companies that we are developing as widely available to employers as possible by posting it on our website, promoting it in our marketing materials, and providing the QR code so it can be downloaded whenever we are at employer events.
 - Inviting guest speakers on AI to our employer Workforce Wednesday Seminars.
 - Include AI in the topics covered at our Employer Industry Forums.
 - Feature AI and its transformation of the workplace as the focus of one of the CSBD podcasts.
 - Continue to offer AI Incumbent Worker Training grants to local employers.

The survey also allowed employers to share additional feedback regarding the quality of services received:

- "CareerSource Broward is great and offers excellent services to employers."
- "CareerSource Broward has been very supportive and collaborative in all our needs."
- "Thank you for allowing our organization to post our open positions on Employ Florida."
- "CareerSource Broward is very supportive of my business."
- "The on-the-job training program helped me sustain my business during a difficult time in my industry. I am grateful for the opportunity."

D. Overall Results

Of the 256 employers, 118 provided their contact information and expressed interest in learning more about CSBD's business services. The Employer Services Team has been actively following up and scheduling meetings with these employers to discuss the full range of services available to support their workforce needs.

RECOMMENDATION

None for information only.

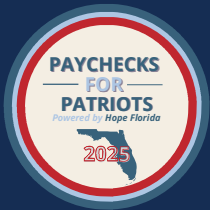
PAYCHECKS FOR PATRIOTS

JOB FAIR



**NOV. 7, 2025
9AM – 1PM**

**TAMARAC COMMUNITY CENTER
8601 W COMMERCIAL BLVD
TAMARAC, FL 33351**



REGISTER NOW

bit.ly/p4p-2025-employer

CareerSource Broward would like to thank the City of Tamarac, under the guidance of the Mayor for their partnership in this event!



Carol Hylton
President/CEO
CareerSource Broward



Michelle J. Gomez
Mayor
City of Tamarac

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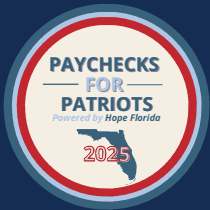
PAYCHECKS FOR PATRIOTS

JOB FAIR



NOV. 7, 2025
9AM – 1PM

TAMARAC COMMUNITY CENTER
8601 W COMMERCIAL BLVD
TAMARAC, FL 33351



REGISTER NOW

bit.ly/csbdp4p2025

- ✓ Bring Your Résumés
- ✓ All Job Seekers Welcome
- ✓ 1st Hour Reserved for Veterans
- ✓ Dress for Success
- ✓ Overflow Parking at Tamarac City Hall
- ✓ Courtesy Shuttles Provided

CareerSource Broward would like to thank the City of Tamarac, under the guidance of the Mayor for their partnership in this event!



Michelle J. Gomez
Mayor
City of Tamarac

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