



**Broward Workforce Development Board
One-Stop Services Committee**

Tuesday, March 24, 2026
12:30 p.m. – 2:00 p.m.

Zoom Meeting ID: 779 750 7566
Zoom Password: 223498
Zoom Call-In: 1 646 931 3860

**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 1/27 One-Stop Services Committee Meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Minutes of the Meeting

Pages 7 – 12

NEW BUSINESS

1. New Eligible Training Provider and Courses for The Code Academy

Consideration to approve adding 1) The Code Academy under initial eligibility status as an Eligible Training Provider and 2) the course AI Engineer Program to the WIOA Individual Training Account List. The Code Academy is an online learning platform that offers interactive, hands-on courses in programming, data science, and technical skills designed to help individuals build practical, job-ready expertise. CSBD adds schools and courses that meet federal, state, and local criteria, giving customers more choices.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBITS	Memo #14-25 (OPS) ITA Course Summary Spreadsheet

Pages 13 – 15

2. Updates to the One-Stop Services Committee Strategic Planning Matrix

Consideration to review and approve the final updates to the Strategic Planning Matrix.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT Strategic Planning Matrix

Pages 16 – 26

REPORTS

1. Apprenticeship Podcast

CSBD has released the seventh episode of The Source Podcast, exploring pre-apprenticeship and registered apprenticeship opportunities for youth. The episode featured Rick Shawbell, BWDB Member and Training Director of the Florida East Coast Electrical Joint Apprenticeship Training Committee (JATC), along with Blake Kanarek, JATC Instructor, and hosted by Yushika Florence, CSBD's Youth Programs and Services Manager. Their discussion highlighted how apprenticeships combine classroom instruction with on-the-job training, enabling participants to build practical skills while earning an income. The podcast is part of CSBD's digital marketing strategy and is now available to stream on Spotify.

ACTION None
EXHIBIT [Podcast Link](#)

2. Job Seeker Services Infograph January 2025 – December 2025

CSBD's Job Seeker Infograph was created to convey information about the delivery of our services to community stakeholders quickly and clearly through visual elements. The Infograph is ideal for enhancing our storytelling and increasing the shareability of content across various platforms. CSBD placed over 2,300 job seekers in jobs and provided nearly \$1.3 million in scholarships for training during the period covered by the Infograph. Also, frontline staff served over 63,000 visitors to the One-Stop centers.

ACTION Review
EXHIBIT CSBD Job Seeker Services Infograph

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3. Co-Parenting Resource & Employment Fair

On 1/27, CSBD hosted its second Co-Parenting Resource & Employment Fair, engaging nearly 40 parents through a highly coordinated, hands-on approach that addressed both employment and family stability barriers. Participants connected with employers offering on-the-spot interviews and paid internships, while the Department of Revenue’s Child Support Program provided immediate assistance with issues such as payment plans and driver’s license reinstatement. The event generated strong employer interest and led to continued hiring conversations, highlighting its effectiveness as a streamlined, high-impact service model.

ACTION None
EXHIBIT None

4. Sector Job Fair - Aviation

On 2/12, CSBD hosted a targeted aviation job fair at the South One-Stop Center to connect job seekers with opportunities in the aviation industry. Eight employers, including Aerotar Aviation, GA Telesis, MGT Aero Distribution, Gold Aviation, and Aviotek, met with 75 attendees to discuss current openings and career pathways. The smaller, industry-focused format allowed job seekers to engage directly with hiring representatives, learn about available positions, and explore potential aviation careers while receiving positive feedback from both attendees and employers.

ACTION None
EXHIBIT None

5. Sector Job Fair – Technology

CSBD is organizing a Technology Industry Job Fair, scheduled for 4/29, to provide job seekers with opportunities to explore high-demand careers in the technology sector and connect directly with employers actively seeking local talent and committed to expanding pathways into tech careers. This event will strengthen employer pipelines, promote career pathways, and reinforce Technology as a critical driver of Broward County’s economy. We are asking committee members to distribute the flyer within their employer networks.

ACTION None
EXHIBIT Technology Job Fair Flyer

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6. Monthly Performance Report

The current performance for the month of January is provided. The data reflects that within the Big 6 Regions, CSBD is in a three-way tie for 1st in WIOA Entered Employment Rate (EER), 1st in Wagner Peyser EER, 1st in Welfare Transition (WT) All Family Participation Rate and Two-parent Participation Rate, and 2nd in WTP EER.

ACTION None
EXHIBIT Performance Report for January

Pages 29 – 40

7. Broward County Unemployment and Economic Dashboard

There is no report this month due to "benchmarking," which happens each year at this time when the previous year's statistics are "trued up." The January report will be issued on April 8th. February labor statistics for Florida will be released on April 17th. CSBD's Economic and Workforce Dashboard allows website visitors to review the current and historical economic and workforce status of Broward County. The dashboard is a value-added resource allowing businesses and those looking to move to Broward the ability to make data-informed decisions.

ACTION	None
EXHIBIT	<u>CareerSource Broward Dashboard</u>

MATTERS FROM THE ONE-STOP SERVICES COMMITTEE CHAIR

MATTERS FROM THE ONE-STOP SERVICES COMMITTEE

MATTERS FROM THE FLOOR

MATTERS FROM THE PRESIDENT/CEO

ADJOURNMENT

THE NEXT ONE-STOP SERVICES COMMITTEE MEETING IS MAY 26, 2026



Broward Workforce Development Board
One-Stop Services Committee
Tuesday, January 27, 2026
12:30 p.m. – 2:00 p.m.

Zoom Meeting ID: 779 750 7566
Zoom Password: 223498
Zoom Call-In: 1 646 931 3860

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: Sheri Brown Grosvenor, Felipe Pinzon, Tara Williams, Melida Akiti, and Rick Shawbell, who chaired the meeting.

STAFF: Carol Hylton, Kimberly Bryant, Rochelle Daniels, Maurice Gardner, Mark Klincewicz, Kaminnie Kangal, and LaTanya Brown.

APPROVAL OF MINUTES

Approval of the Minutes of the 11/25 One-Stop Services Committee meeting.

On a motion made by Felipe Pinzon and seconded by Sheri Brown Grosvenor, the One-Stop Services Committee unanimously approved the minutes of the 11/25 meeting.

NEW BUSINESS

1. Transfer of WIOA Dislocated Worker Funds to WIOA Adult Funds

Considered to approve the transfer of up to \$520,000 from the Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Funding Stream to the WIOA Adult Funding Stream. WIOA allows local boards 100% transferability between the two funding streams. CSBD monitors the demand for services and expenditure rate of the funding streams and requests transfer authority as needed. CareerSource Broward (CSBD) is seeing more adult-eligible customers than disabled workers. These funds will be used to provide adult customers with employment services that include 1) occupational skills training 2) work experience 3) Incumbent Worker Training and 4) On-the-Job Training.

Rick Shawbell presented the item and Maurice Gardner reviewed the recommendation.

On a motion made by Tara Williams and seconded by Felipe Pinzon, the One-Stop Services Committee unanimously approved the transfer of up to \$520,000 from the WIOA Dislocated Worker Funding Stream to the WIOA Adult Funding Stream.

2. Program Year 25/26 Revised Budget

Considered the approval of the revised annual budget from the preliminary budget presented in June. The budget was adjusted based upon the final grant awards received by CSBD. The CSBD formula grants for Program year (PY) 25/26 total \$14,070,073, an increase of \$340,472 or 2% more than the planning numbers presented in June, as we had slightly more carry forward than anticipated. Dedicated grants total \$12,365,024. While, some of the discretionary grants were funded at lower levels, we have an overall increase of \$239,882 in discretionary funds. Our total available budget is \$26,435,097 (\$14,070,073 + \$12,365,024) for PY 25/26.

Rick Shawbell presented the item and Carol Hylton reviewed the recommendation.

Mr. Shawbell thanked Ms. Hylton for sharing and stated the budget looks great, as usual.

Mr. Pinzon indicated that it was very clear.

On a motion made by Felipe Pinzon and seconded by Sheri Brown Grosvenor, the One-Stop Services Committee unanimously approved the revised budget for PY 25/26.

3. Add New Training Provider - Apex Training Center

Considered the approval to add Apex Training Center as an Eligible Training Provider (ETP) and add HVAC Mechanic Assistant to WIOA Individual Training Account (ITA) List. CSBD adds schools and courses that meet federal, state, and local criteria to give customers more choices.

Rick Shawbell presented the item and Maurice Gardner reviewed the recommendation.

On a motion made by Sheri Brown Grosvenor and seconded by Tara Williams, the One-Stop Services Committee unanimously approved the addition of Apex Training Center as an Eligible Training Provider and HVAC Mechanic Assistant to the WIOA ITA List.

4. Updates to the One-Stop Services Committee (OSSC) Strategic Planning Matrix

Considered to review and approve the updates to the OSSC Strategic Planning Matrix.

Rick Shawbell presented the item, then Kimberly Bryant reviewed the Matrix updates.

Mr. Shawbell thanked Ms. Bryant and expressed how much he loves looking at the matrix, especially seeing it filled with the work that has been done around this time of year.

Mr. Shawbell opened a discussion regarding Microsoft Co-pilot and asked whether staff were finding it useful. Ms. Bryant reported that she uses it almost daily and noted that Mr. Michael Goldstein recently shared that he uses Co-pilot as well. He provided YouTube instructional videos, which staff are currently reviewing to assess their usefulness before distributing them more broadly. Ms. Hylton explained that Success Coaches are incorporating Co-pilot into

their work with customers, both individually and in workshops, including enhancing résumés in a matter of moments. She added that staff refrain from entering personal information, but have been evaluating the tool since it was highlighted at the NAWB Conference.

Ms. Williams asked whether Success Coaches assist seasoned workers with one-on-one coaching or work in group settings. Ms. Bryant explained that both options are available. She also noted that Placement Coaches support job seekers and employers in making appropriate job referral matches.

Ms. Williams then asked whether CSBD provides financial literacy. Mr. Gardner explained that, yes, financial literacy is offered as a workshop to all customers.

Sheri Brown Grosvenor asked whether CSBD is tracking jobs that are becoming obsolete due to AI and commented on how startling that list can be. Ms. Hylton responded that staff has created a Crosswalk to show customers how their existing skills can transfer to other occupations. She noted that this will be shared with the Committee at the next meeting, after which members may share it with their customers.

Ms. Brown Grosvenor said that would be helpful, as she has been considering the challenges this shift may pose for individuals facing such changes. She noted the “domino effect” and expressed appreciation for CSBD’s forward-thinking approach. Ms. Hylton agreed and acknowledged how the CSBD Board thinks ahead, as this idea came out of the board planning session last year.

On a motion made by Sheri Brown Grosvenor and seconded by Felipe Pinzon, the One-Stop Services Committee unanimously approved the updates to the OSSC Strategic Planning Matrix.

5. Worlds of Work

CSBD will host the 2026 Worlds of Work on 3/4 at the Amerant Bank Arena. Students will engage in hands-on career experiences in the following ten growth industries 1) Aviation 2) Construction/Energy 3) Manufacturing 4) Healthcare 5) Hospitality 6) Information Technology 7) Logistics/Automotive 8) Marine 9) Public Safety 10) Professional Services. We are recommending the committee share the employer exhibitor and supporter opportunity forms with the business community and suggest employers who can assist with showcasing the ten worlds.

Rick Shawbell presented the item and Kimberly Bryant reviewed the recommendation.

Mr. Shawbell shared that he loves this event and is looking forward to it. He added that he just spoke with Barbara Cevieux today and is looking forward to getting some contractors to participate, as well as new equipment. Everyone loved the idea. He added it is just a wonderful, wonderful event.

On a motion made by Sheri Brown Grosvenor and seconded by Felipe Pinzon, the One-Stop Services Committee unanimously approved to share with business community about the upcoming event and provide suggestions of employers who can assist with showcasing the ten worlds.

REPORTS

1. Co-Parenting Resource & Employment Fair

On 1/27, CSBD will host the second Co-Parenting Resource and Employment Fair, aimed at supporting the Non-Custodial Parent (NCP) population. During the event, attendees will be interviewed by employers for paid internship opportunities. The Department of Revenue's Child Support team will also be in attendance to answer questions. Additionally, participants who had lost their driver's license due to non-payment of child support will be provided with information on how CSBD can assist them to reinstate their license.

Rick Shawbell introduced the item, and Maurice Gardner presented the information.

Mr. Shawbell said that it is very good resource and needed in the community.

2. Aviation Industry Job Fair

On 2/12, CSBD will host an Aviation Industry Job Fair to connect job seekers with high-demand career opportunities across the aviation sector, supporting workforce needs at Fort Lauderdale - Hollywood International Airport and the broader aviation ecosystem. This event will strengthen employer pipelines, promote career pathways, and reinforce aviation as a critical driver of Broward County's economy.

Maurice Gardner presented the information.

Ms. Hylton shared that this is in alignment with us having smaller, more sector-related job fairs. Mr. Shawbell agreed and said he is looking forward to the construction job fair coming up later in the year.

3. Marketing & Communications Strategic Plan PY 25/26 Mid-Year Progress Report

CSBD advanced its Marketing & Communications efforts during the first half of PY 25/26, with continued emphasis on our four priorities 1) expanding earned media visibility 2) outreach campaigns 3) digital engagement 4) deepening partner-driven promotion. Signature activities during this period included Paychecks for Patriots, Summer Youth Employment Program Outreach, and three (3) employer roundtables supporting the development of the AI Playbook. This mid-year report summarizes the progress and success from 6/1/25 through 12/31/25.

Kimberly Bryant presented the information.

Mr. Shawbell reminisced on how we talked about doing the pathway videos and seeing how the social media pages are blowing up. Loves the engagement he's seeing and all the effort CSBD Staff has put into it.

Ms. Hylton asked the Committee if they were receiving the CSBD Newsletter, and they responded that they have not. Ms. Hylton stated that we will look into why they were not receiving them and ensure they receive them going forward.

4. CSBD Hosts Leadership Fort Lauderdale Class

On 1/13, CSBD hosted the Greater Fort Lauderdale Chamber of Commerce's Leadership Fort Lauderdale Class. The group included management-level professionals from diverse organizations such as the City of Fort Lauderdale, the City of Deerfield Beach, Riverside Hotel, Memorial Healthcare, United Way of Broward County, HANDY, Inc., and PNC Financial. This session provided an opportunity for these influential leaders to learn about CSBD's mission, resources, and impact on the community, fostering valuable discussions about workforce development and local initiatives. During the event, employers expressed interest in becoming a worksite for SYEP.

Rick Shawbell introduced the item, and Maurice Gardner presented the information.

Ms. Hylton asked if the class liked the visit. Mr. Gardner confirmed that they did, noting that participants "absolutely loved it." He added that CSBD also hosted last year's class and that continuing this engagement helps strengthen CSBD's relationship with the Chamber, maintain important connections, and reinforce to community partners that CSBD is no longer "the best kept secret in Broward."

5. Monthly Performance Report

The current performance for the month of November 2025 is provided. The data reflect that within the Big 6 Regions, CSBD is in a three-way tie for 1st WIOA Entered Employment Rate (EER), 1st in Welfare Transition (WT), All Family Rate, Two-Parent Participation Rate, and EER, 2nd in Wagner Peyser EER, and 2nd in Veterans EER.

Kimberly Bryant reviewed the performance report.

Mr. Shawbell thanked Ms. Bryant for that wonderful, next-level executive summary.

6. Broward County Unemployment and Economic Dashboard

The unemployment rate in Broward County was 4.2 percent in December 2025. This rate was 1.3 percentage points higher than the region's year-ago rate. In December 2025, Broward County's unemployment rate was 0.2 percentage points lower than the state rate of 4.4 percent. Out of a labor force of 1,086,564, up 3,455 (+0.3 percent) over the year, there were 45,697 unemployed Broward County residents. The dashboard is a value-added resource that allows businesses to make data-informed decisions.

Mark Klincewicz presented the information.

Mr. Shawbell acknowledged the information and indicated that we are seeing some of the same trends in construction as of October 2025. Ms. Hylton stated that she is hearing the same.

MATTERS FROM THE ONE-STOP SERVICES COMMITTEE CHAIR

None.

MATTERS FROM THE ONE-STOP SERVICES COMMITTEE

None.

MATTERS FROM THE FLOOR

None.

MATTERS FROM THE PRESIDENT/CEO

Carol Hylton shared that staff are working on WOW and SYEP. Carol stated that we plan to put over 1,200 youth to work this summer.

ADJOURNMENT – 1:15 p.m.

THE NEXT ONE-STOP SERVICES COMMITTEE MEETING IS MARCH 24, 2026.

Memorandum #14 – 25 (OPS)

To: One Stop Services Committee

From: Carol Hylton, President/CEO

Subject: Add New Eligible Training Provider and Courses for The Code Academy

Date: March 9, 2025

SUMMARY

Consideration to approve adding 1) The Code Academy under initial eligibility status as an Eligible Training Provider and 2) the course AI Engineer Program to the WIOA Individual Training Account List. The Code Academy is an online learning platform that offers interactive, hands-on courses in programming, data science, and technical skills designed to help individuals build practical, job-ready expertise. CSBD adds schools and courses that meet federal, state, and local criteria, giving customers more choices.

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. Two critical criteria over which CSBD has no control are:

1. The inclusion of programs that are expensive when compared to the same courses that 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 on 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

The Code Academy is located in Miami and has been operating since 2013, providing training in the information technology industry. They are licensed by the Commission on Independent Education.

The course submitted will prepare participants for employment in the following in-demand occupation as shown in the chart:

Eligible Training Provider and Courses to Be Added to the WIOA ITA List:

Training Provider	Occupational Training Program	Occupation	Entry Wage	Job Openings
The Code Academy	AI Engineer Program	Data Scientists	\$33.08	>25

Because the 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 the program. The committee has determined that all Board-mandated criteria have been met for the school, training programs, and related occupational titles which include 1) licensure 2) issuance of an industry-recognized credential and 3) 25 or more job openings in Broward County.

As a new training provider, The Code Academy will be under initial eligibility status with CSBD, and we will limit customer enrollment in the training program to 10 until performance can be established.

RECOMMENDATIONS

Approve The Code Academy as an eligible training provider and add the AI Engineer Program to the WIOA ITA List.

ITA Course Summary Spreadsheet
Attachment to Memo #14-25 (OPS)

School Name	License / State Agency Approval	DOE Accreditation	Course Title	Type of Credential Offered	Program Length	Clock Hours	Entry Wage	Course Offering (Online/ Classroom/ Blended*)	Class Size (Max)	Prerequisites	Tuition and Fees	Other Costs (Books, Uniforms, Supplies, Cert./Lic. Exams)	Program Total Costs
<i>The Code Academy</i>	YES	NO	AI Engineer Program	Certificate	18 weeks	360	\$33.08	Online	21	HS Diploma	\$11,620.00	\$3,010.00	\$14,630.00



ONE-STOP SERVICES COMMITTEE

Strategic Planning Matrix for PY 25/26

Jim Ryan

BWDB Board Chair

Rick Shawbell

OSSC Chair

Carol Hylton

President/CEO



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FUTURE READY

CareerSource Broward Mission:

To provide innovative solutions through the professional delivery of quality services, which consistently and effectively meet workforce needs.

CareerSource Broward Vision:

To be the premier workforce agency facilitating better jobs and providing quality workers that enhances the quality of life and builds a sustainable economy for Broward County.

One-Stop Services Committee Goal:

To maximize employment and training opportunities for all job seekers, including those with multi-faceted barriers.

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #1:

Improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>1.0 – Explore IKEA’s utilization of AI to enhance customer experience, streamline internal processes, and drive innovation, and determine whether CSBD can adopt some of their utilization strategies in servicing businesses and job seekers.</p>	<p>1.0.1 – Conduct research of IKEA’s utilization of AI.</p>	<p>Research completed and results summarized in a document.</p>	<p>9/25</p>	<p>Completed: Research on IKEA’s usage of AI and summary completed.</p>
	<p>1.0.2 – Establish an internal workgroup to conduct an analysis to determine the feasibility of implementation.</p>	<p>Workgroup meeting conducted and targets established.</p>	<p>10/25</p>	<p>Completed: The internal workgroup is incorporating this into CSBD’s AI Taskforce. The Taskforce recommends the following for further feasibility assessment. 1) Enhanced Chatbot features that will expand the responsiveness to customer inquiries 2) Using AI to create marketing messaging that speaks to different audiences. The remaining IKEA recommendations were not feasible due to a large project scope and cost, or because they don’t relate to CSBD’s services.</p>
	<p>1.0.3 – If feasible, processes/procedures are developed and implemented.</p>	<p>New processes/procedures are developed and staff are trained prior to implementation.</p>	<p>12/25</p>	<p>Completed: To prepare job seekers and employers for the shifts in skills and roles driven by AI, CSBD:</p> <ul style="list-style-type: none"> • Updated the curriculum of our job search workshops to cover AI tools for a successful job search • Incorporated a new tool in our job search assistance process. An AI FAQ one-pager has been created to assist customers unfamiliar with the tools available via AI in enhancing their job search skills. • Incorporated AI into our Workforce Wednesday presentations titled: The Power of AI: Building a Smarter, More Productive Workforce • Staff were trained on AI-related process considerations through Microsoft Copilot, ensuring appropriate and effective use of AI tools in daily operations.

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #1:

Improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>1.1 – Identify AI tools and new technologies as they become available to improve the delivery of services in the One-Stop centers, as well as create more efficiencies.</p>	<p>1.1.1 – Establish a cross-functional AI Taskforce.</p>	<p>Staff are identified and a 1) meeting schedule is set 2) charter is developed to determine scope and 3) project plan is developed that identifies next steps, milestones and deliverables.</p>	<p>8/25</p>	<p>Completed: Staff have been identified, and the first meeting was held on 8/11. The task force will meet biweekly. The team charter and project plan are complete.</p>
	<p>1.1.2 – Research specific AI tools that align with workforce development.</p>	<p>Research is conducted, and recommendations are submitted.</p>	<p>2/26</p>	<p>Completed: The task force prioritized utilizing AI to: 1) Assist staff with accessing real-time policy and procedural questions using CSBD's Intranet, 2) Train staff to make them more efficient in using AI to assist job seekers, 3) Support training for new and existing staff, 4) Schedule Appointments and event/workshop registration and 5) Use customer demographics to get suggestions on services for customers in special circumstances.</p> <p>Staff met with Board Member Michael Goldstein to discuss opportunities to expand CSBD's use of AI in operational areas such as employee onboarding, policy guidance retrieval, and automated prompts for new Employ Florida users. Mr. Goldstein commended the staff for the forward-thinking initiative and offered to connect CSBD with an industry contact and coordinate a demonstration of an AI tool he believes may benefit the organization. Mr. Goldstein has since followed up with the contact and is awaiting a response to coordinate a potential demonstration.</p>

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #1:

Improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
1.1 Cont'ed	1.1.3 – Train staff to utilize AI tools to assist customers in job search.	Training completed for all frontline staff.	2/26	<p>Completed: During August, all frontline staff were trained on the usage of Microsoft Co-Pilot to aid in 1) resume review and development 2) interview prep 3) to create emails and letters that enhance the customer and success coach relationship 4) getting targeted labor market information for occupations or industries and 5) prompt writing.</p> <p>The sessions were recorded to create a reliable, reusable training resource. By including these recordings in our onboarding materials, new employees will have a clear path to learning the system and can revisit the content whenever they need reinforcement.</p>

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #2:

Maintain Our Role as Workforce Development Leaders Through Advocacy by the Board, Collaboration, Providing Information and Intelligence to Stakeholders with Feedback from the Community.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>2.0 – Work with SHRM, other HR professionals, and employers to promote the benefits of hiring older workers.</p>	<p>2.0.1 – Conduct additional research on the benefits of hiring older workers</p>	<p>Top benefits of hiring older workers campaign is created and approved.</p>	<p>10/25</p>	<p>Completed: Research has been completed. SHRM and other HR groups had several publications on the benefits of hiring senior workers. Based on this and other reputable sources, we have identified the following as the top 10 reasons: 1) Deep Experience 2) Refined Skills 3) Higher Retention Rates 4) Patience to train the next generation of workers 5) Experience with Face-to-Face Communication 6) Problem-Solving Skills 7) Perspective 8) Strong Work Ethic 9) Professionalism / Maturity 10) Better customer relationship building</p> <p>CSBD has launched a social media campaign to showcase the benefits mentioned above. This has been added to the schedule to be refreshed quarterly.</p>
	<p>2.0.2 – Develop strategies to promote the benefits of hiring older workers to SHRM and other HR professionals.</p>	<p>Information is shared with HR professionals and employers via social media, e-blasts, workforce Wednesdays, and with the chambers of commerce.</p>	<p>3/26</p>	<p>In Process: CSBD has shared information on the benefits of hiring older workers by:</p> <ul style="list-style-type: none"> • Inviting employers to our Workforce Wednesday session titled Building an All-Ages Workforce: Expanding Your Talent Pipeline. This session was facilitated by Elio Patino of AARP. • Launching a social media campaign designed to inspire hiring managers to think of this untapped workforce. • Conducted community presentations to organizations serving seniors, such as the Area Agency of Aging and Broward County Elderly and Veteran Services.

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #4:

Encourage job seekers to choose CSBD for comprehensive employment, education, and training services, and connect them to the workforce system using the state's job bank.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
4.0 – Create a one-page Quick FAQs for job seekers on the basics of AI and an AI playbook for employers.	4.0.1 – Examine websites that offer tips for using AI in your job search.	Research is conducted, and best practices for using AI in job search are developed.	10/25	Completed: Research is completed on using AI for Job Search.
	4.0.2 – One-page summary document created and approved for job seekers.	1) Staff are trained on how to assist customers with it, 2) Information is shared in one-stop centers with customers and via social media 3) Content is added to relevant job seeker workshops.	1/26	Completed: <ul style="list-style-type: none"> • The Job Search Workshop Curriculum has been updated to include AI Tools. • A Job Seeker AI FAQ/Quick User Guide has been developed and staff training on AI Tools has been completed. • The Job Seeker AI Quick User Guide was made available to job seekers in one-stop centers, reinforced during center meetings, and shared through CSBD social media channels to support consistent use.
	4.0.3 – Advertise request for quotes for the creation of an AI Playbook for employers.	RFQ responses are received, evaluated by a committee, and an organization is selected.	9/25	Completed: The AI Playbook for Small and Medium Employers RFQ was advertised on 6/9, and seven proposals were received. The rating committee selected Gilead Sanders. Gilead Sanders, LLC., has been chosen for the development of the AI playbook.
	4.0.4 – Create an AI Playbook and share with small and medium-sized businesses.	Digital and hard copies of the playbook are distributed and advertised to the employer community.	3/26	In Process: Gilead Sanders, LLC, has completed three roundtable focus groups and a region-wide survey. Information captured from the roundtables and survey will support the development of the book. The playbook is being created, with a target completion date of March 2026.

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #4:

Encourage job seekers to choose CSBD for comprehensive employment, education, and training services, and connect them to the workforce system using the state's job bank.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
4.1 – Assist workers at risk of being displaced by AI in developing strategies for the next phase of their careers.	4.1.1 – Identify occupations that are most likely to be negatively impacted by AI.	Target occupations developed.	9/25	<p>Completed:</p> <p>The occupations in Broward County most vulnerable to disruption or transformation by AI include:</p> <ol style="list-style-type: none"> 1) Customer Service Reps 2) Data Entry Clerks 3) Telemarketers 4) Bookkeeping/ Accounting Clerks 5) Paralegals 6) Claims Adjusters 7) Editors 8) Translators
	4.1.2 – Develop materials to provide information to individuals employed and searching for jobs in these occupations.	Materials created that provide information on transferable skills and skill upgrade training to build upon the skills they already possess.	12/25	<p>Completed:</p> <ul style="list-style-type: none"> • Skills Upgrade campaign on short-term training opportunities was launched in Oct. • One-page guides on navigating change for each occupation listed above have been created and were finalized for print by the Communications Department.
	4.1.3 – Plan is developed to share information to assist individuals at risk of being displaced due to AI.	Information is shared with 1) staff and 2) job seekers.	2/26	<p>Completed:</p> <p>Navigating Change Self-Help Guides were introduced to staff at the center meetings and made available for staff to share with job seekers at risk of AI-related displacement.</p> <p>As an added step to extend our reach, the guides were also placed in the Worlds of Work (WOW) event bags so youth could bring the information home to their families.</p>

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #4:

Encourage job seekers to choose CSBD for comprehensive employment, education, and training services, and connect them to the workforce system using the state's job bank.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>4.2—Continue to outreach to the prosperity zip codes so they are aware of our Job Placement and Work-Based Training services.</p>	<p>4.2.1 – CSBD will research a local consortium of organizations and municipalities that are developing strategies for the prosperity zip codes.</p>	<p>CSBD will join a minimum of 2 groups/events.</p>	<p>1/26</p>	<p>Completed:</p> <ul style="list-style-type: none"> • Carol Hylton and Nadine Jackson represent CSBD on the “Talent Supply and Education Committee”. The goal of this pillar is to prepare a future-ready workforce by aligning education, training, and lifelong learning with the needs of high-demand industries. • CSBD has partnered with the Rotary Club to assist individuals experiencing homelessness by providing a pre-assessment tool to assess work readiness. As participants are identified, they will refer to CSBD. • CSBD has staff represented on the Broward Partnership for the Homeless Program Services Committee and the Broward County Housing Authority’s Program Coordinating Committee. Matching employment opportunities with housing and homelessness services, creating a more comprehensive safety net for distressed communities.
	<p>4.2.2 – Refresh marketing for a revamped geo-fencing campaign in the prosperity zones.</p>	<p>Marketing campaign launched with a unique QR code.</p>	<p>10/25</p>	<p>Completed:</p> <p>CSBD partnered with the Sun Sentinel to conduct geo-fencing advertising in the distressed zip codes. The messaging highlighted CSBD services, Employ Florida, and short-term training that can result in higher wages.</p>

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #4:

Encourage job seekers to choose CSBD for comprehensive employment, education, and training services, and connect them to the workforce system using the state's job bank.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
<p>4.2 Cont'ed.</p> <p>Continue to outreach to the prosperity zip codes so they are aware of our Job Placement and Work-Based Training services.</p>	<p>4.2.3 – Identify events occurring in the prosperity zip codes for CSBD staff to attend and share marketing materials.</p>	<p>CSBD staff attend at least four events in the prosperity zip codes.</p>	<p>1/26</p>	<p>Completed:</p> <p>CSBD expanded our reach by attending the following events:</p> <p>7/19 -The Sistrunk Empowerment Summit, hosted by the City of Fort Lauderdale. This summit focused on organizations sharing information to revitalize economically disadvantaged corridors.</p> <p>8/21 – The Sunshine Health resource fair in Lauderhill.</p> <p>9/15 – Broward Addiction and Recovery to those transitioning out of treatment.</p> <p>9/23 – Salvation Army residents in temporary housing programs.</p> <p>10/13 – Northwest Council of Elected Officials, which includes Lauderdale Lakes and Lauderhill</p> <p>10/16 – Women Empowerment Conference – Sistrunk</p> <p>11/21 – Oxford House</p> <p>1/15 – Broward County Housing Authority, Program Coordinating Committee</p> <p>1/21 – Family Success Center</p> <p>1/24 – City of Miramar Resource Fair</p> <p>2/12 – Community Foundation of Broward</p>

STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development.

CareerSource Broward Strategic Goal #4:

Encourage job seekers to choose CSBD for comprehensive employment, education, and training services, and connect them to the workforce system using the state's job bank.

Objective	Next Steps	Benchmark / Performance Measures	Due Date	Comments
4.3 – Identify ways to engage Broward County seniors so that they are aware of our services.	4.3.1 – Partner with local senior centers and groups.	Hold a minimum of 3 information sessions for this population.	2/26	<p>Completed:</p> <p>CSBD introduced <i>Silver</i>, a streamlined, senior-friendly version of Employ Florida that supports older job seekers and highlights the value experienced workers bring to employers.</p> <p>This was done in 2 information sessions for: Broward County Elderly Veteran Services and the Area Agency on Aging.</p> <p>CSBD partnered with AARP to host a Workforce Wednesdays for the third information session.</p>
	4.3.2 – Outreach to EF registered job seekers 50 and over and invite them to a Senior-focused job search workshop.	A minimum of 2 workshops are held in the one-stop centers.	3/26	<p>Completed:</p> <p>2 workshops for job seekers age 50 and over were successfully conducted on 2/17 and 2/19, with a total of 31 senior workers participating.</p> <p>Attendees learned about available CSBD services and tools to help them navigate today’s labor market. Based on their individual employment goals, they were connected with our Placement Department for the next steps for continued assistance.</p> <p>To further strengthen our support for job seekers 50 and over, we will present this workshop on a quarterly basis, ensuring they receive tailored guidance, up-to-date labor market insights, and direct connections to our Placement teams at the career centers.</p>

JOB SEEKER SERVICES INFOGRAPH

SUCCESS STORY



Elaine – “After more than a decade working in medical collections, billing, and coding, I knew it was time for a new chapter, but taking that step felt overwhelming. CareerSource Broward helped me refocus my experience, strengthen my résumé, and regain confidence in my job search. With their guidance, I was referred to Quest Health Solutions and accepted a role as a Patient Experience Specialist. The support I received made all the difference as I moved into my new career. Thank you, CareerSource Broward, for helping me take this next step with confidence.”

63,039



ONE-STOP CENTER VISITS

7,298



WORKSHOP PARTICIPANTS



2,399

JOB SEEKERS PLACED IN JOBS

\$1,285,830

TRAINING SCHOLARSHIPS



SUCCESS STORY



My-Lam – “While working toward my Registered Nurse license, I was also raising two young daughters and balancing the demands of school and family. At times, my goal felt out of reach. CareerSource Broward provided me with a training scholarship and a Success Coach who helped me stay focused and motivated. With this assistance, I graduated with high honors, passed my board exams, and accepted a position with Broward Health. I am deeply thankful to CareerSource Broward for helping me achieve my career goal.”

provided me with a training scholarship and a Success Coach who helped me stay focused and motivated. With this assistance, I graduated with high honors, passed my board exams, and accepted a position with Broward Health. I am deeply thankful to CareerSource Broward for helping me achieve my career goal.”



209,609

Job seeker services provided, such as: job referrals, résumé and career search assistance, referrals to training



SPECIAL POPULATIONS SERVED

Including Veterans, individuals with a disability, returning citizens, and youth

7,568 JOB SEEKERS

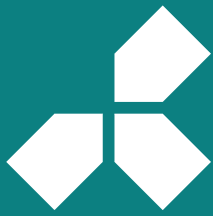
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APRIL 29, 2026
10AM – 12PM



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Register today by visiting:

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Performance Report

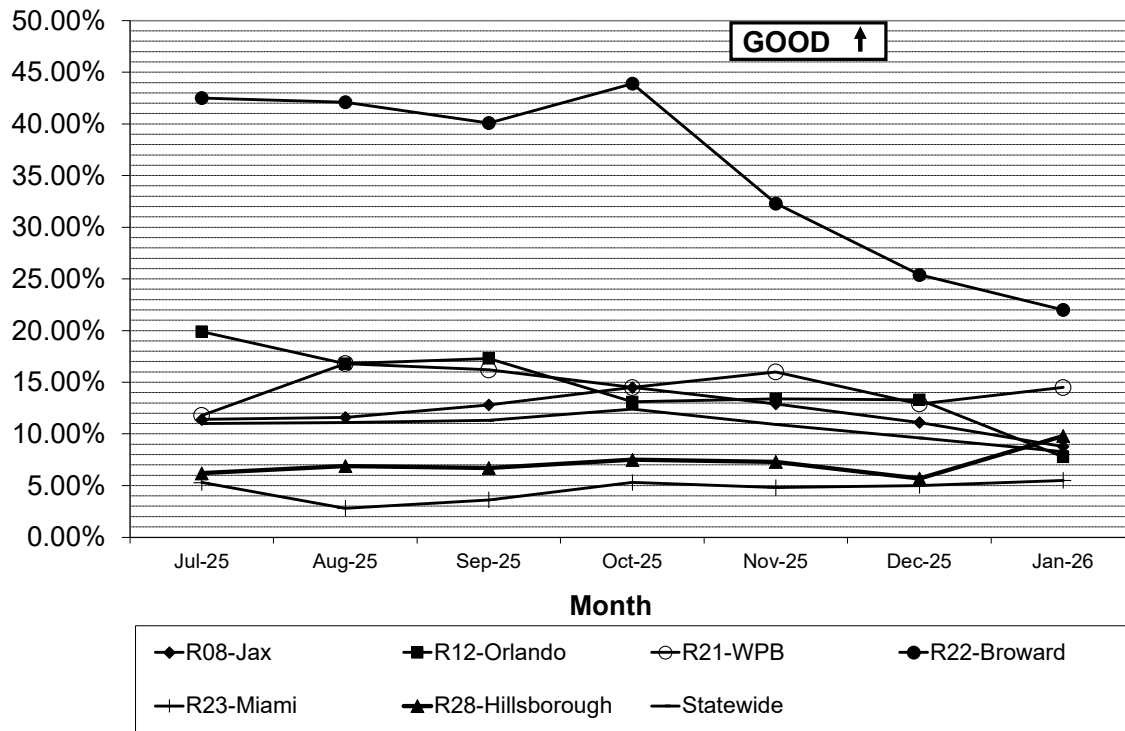
Performance Report July 2025 to January 2026

Entered Employment Rate for the Month January 2026 across the Big Six Regions

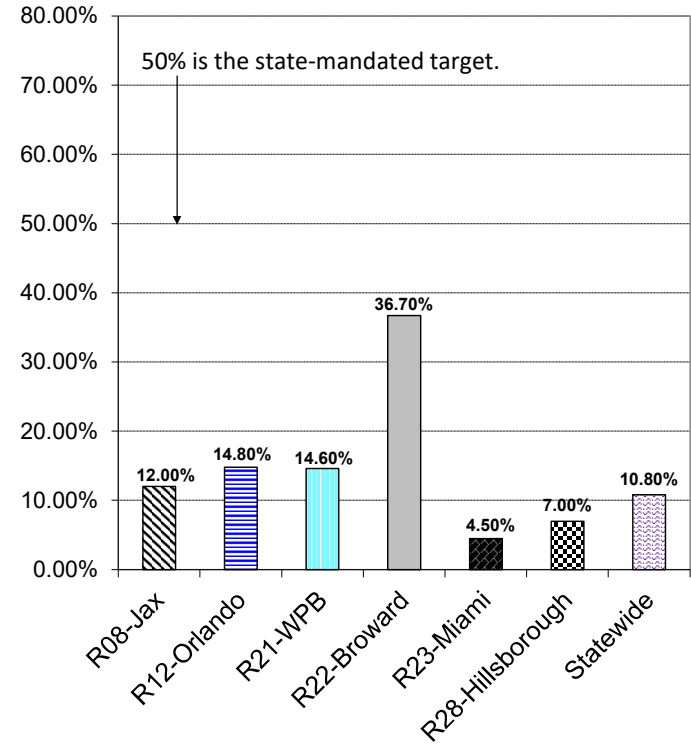
	WTP		Wagner-Peyser		Veterans		WIOA Adult/DW	
Region 8 - Jacksonville	28.90%	↑	41.50%	↑	22.20%	↑	75.00%	↓
Region 12 - Orlando	16.70%	↓	32.30%	↑	36.80%	↑	71.40%	↓
Region 21 - WPB	21.40%	↑	28.90%	↓	60.00%	↑	0.00%	—
Region 22 - Broward	26.70%	↓	47.10%	↑	28.60%	↓	100.00%	—
Region 23 - Miami	24.40%	↓	46.80%	↓	40.00%	↓	100.00%	—
Region 28 - Hillsborough Pinellas	24.50%	↑	35.30%	↓	39.10%	↓	100.00%	—
Statewide	22.10%	↓	37.70%	↓	37.00%	↑	77.00%	↑
Note: Arrows indicate direction of change since previous month's figures. Flat line indicates no change.								
Legend / Abbreviation Key		WTP	Welfare-Transition Program		DW	Dislocated Worker		
		WIOA	Workforce Innovation and Opportunity Act					

Welfare Transition Program (WTP) All-Family Participation Data for the Big 6 Regions

Month-to-Month Participation Rate from July 2025 to January 2026

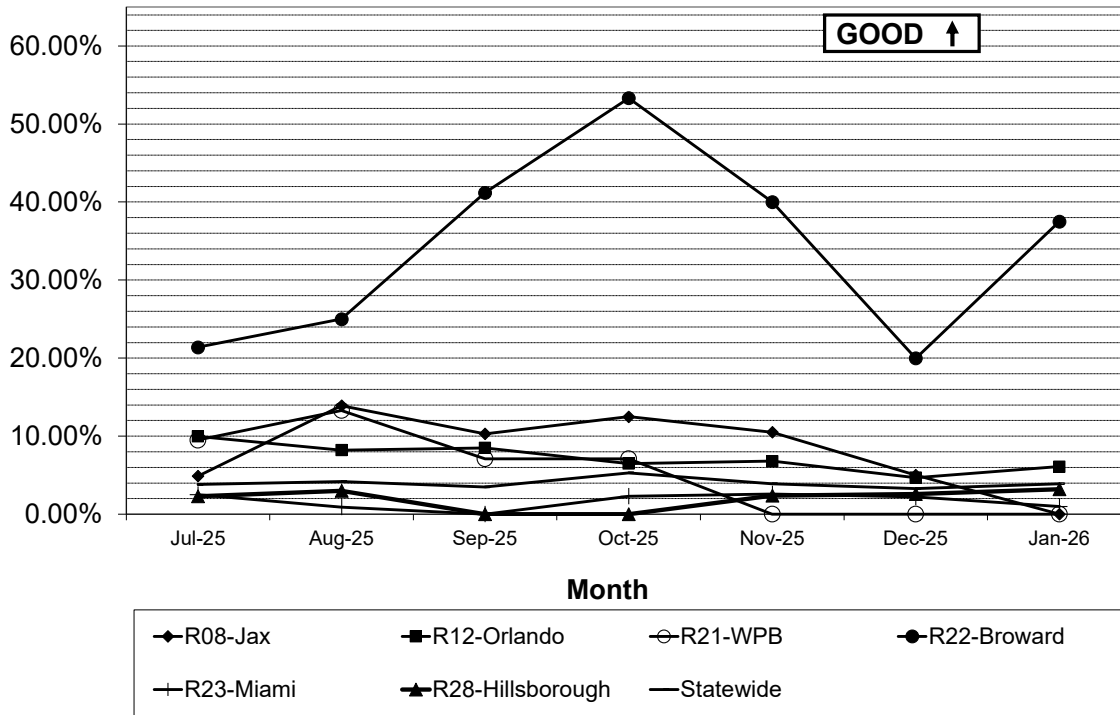


Program Year-to-Date (YTD) Participation Rate as of January 2026

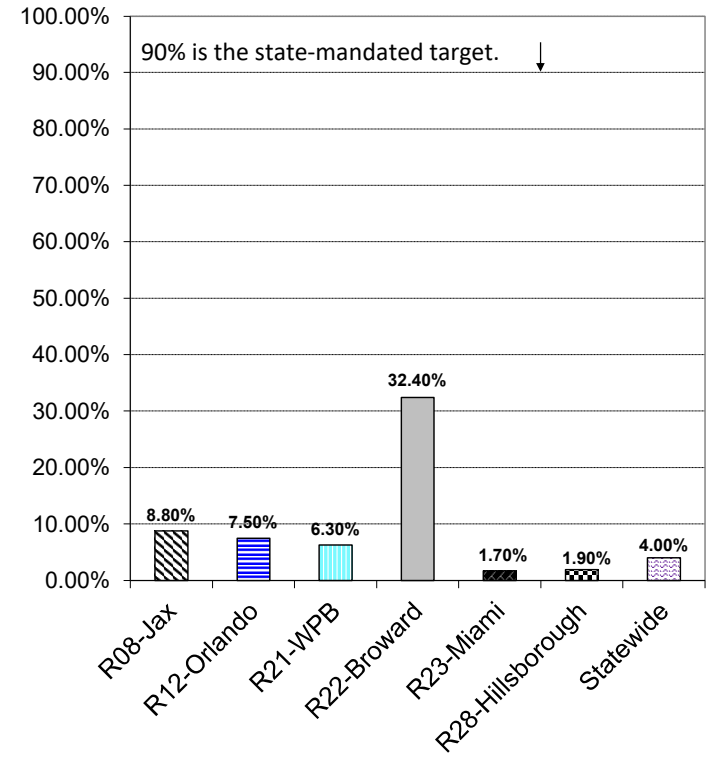


Welfare Transition Program (WTP) Two-Parent Family Participation Data for the Big 6 Regions

Month-to-Month Participation Rate from July 2025 to January 2026

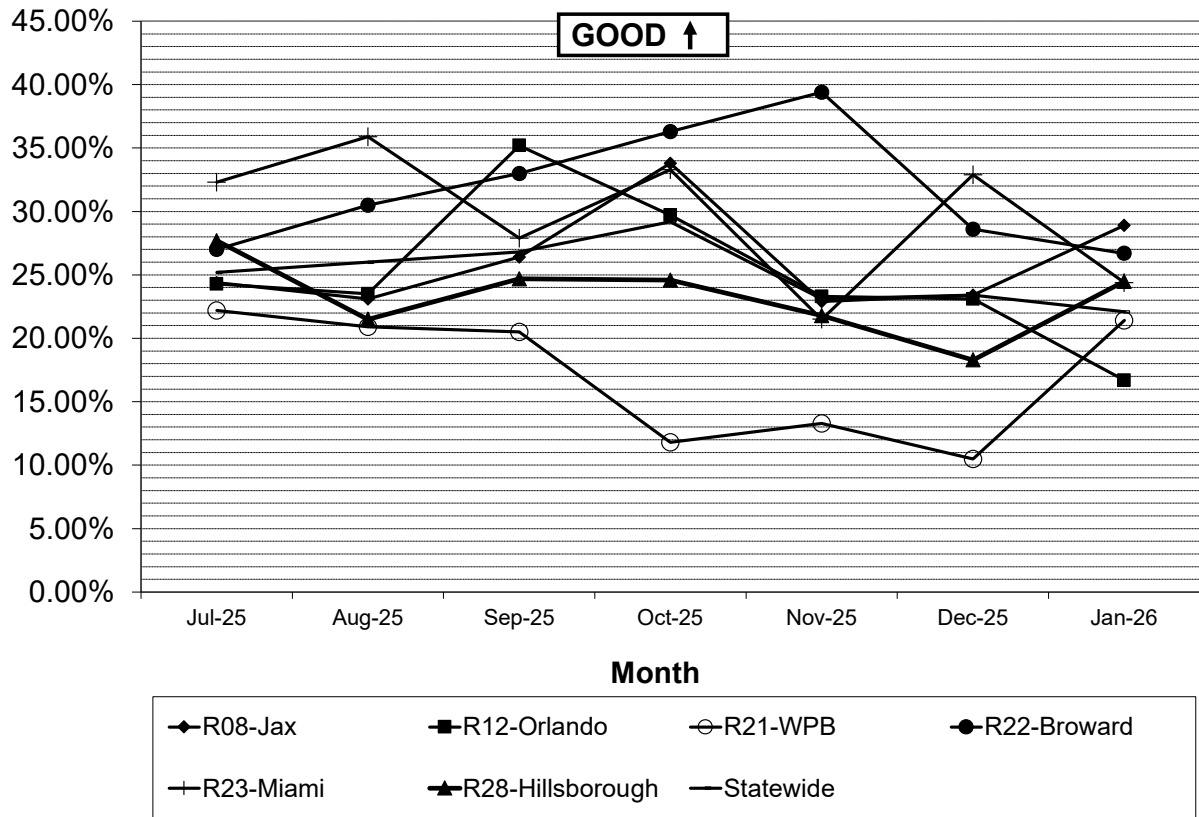


Program Year-to-Date (YTD) Participation Rate as of January 2026

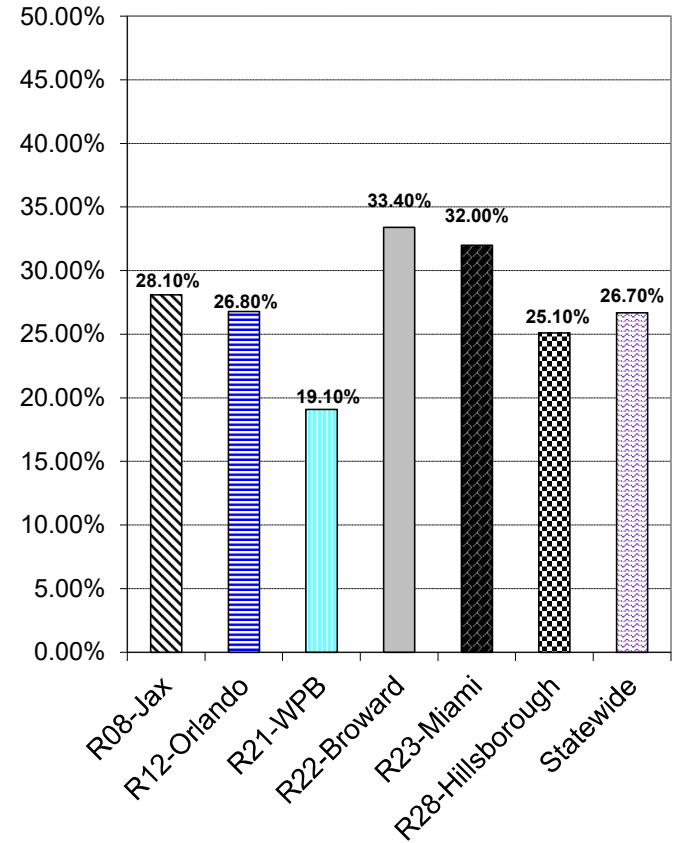


Welfare Transition Program (WTP) Entered Employment Rate (EER) Data for the Big 6 Regions

Month-to-Month Entered Employment Rate from July 2025 January 2026



Program Year-to-Date (YTD) EE Rate as of January 2026

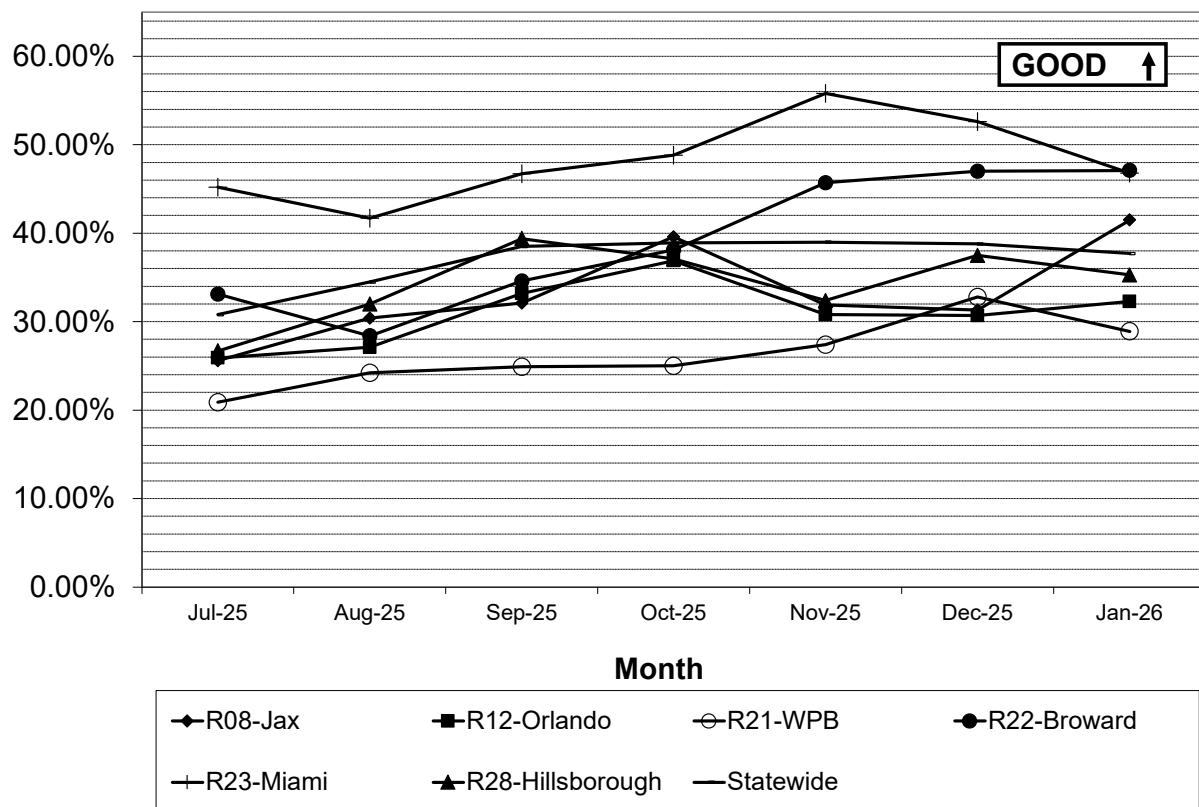


Analysis of Welfare Transition Program (WTP) Performance

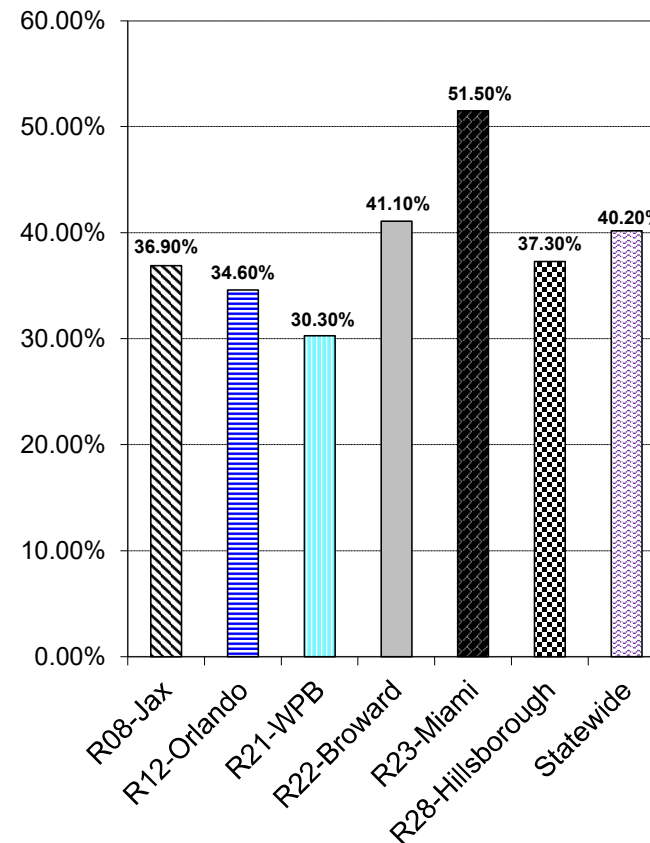
	<u>Measure</u>	<u>Goal</u>	<u>Month (January)</u>	<u>PYTD</u>
WTP Program Performance At-A-Glance	All Family Participation	50%	22.0%	36.7%
	Two-Parent Family Participation	90%	37.5%	32.4%
	Entered Employment Rate (EER)	39%	26.7%	33.4%
Current Situation and Performance Summary	<p>In relation to the Big 6 Regions:</p> <p>All Family Participation Rate CSBD ranks 2nd in performance for the month and ranks 1st for Program Year 25/26</p> <p>Two-Parent Participation Rate CSBD ranks 1st in performance for the month and ranks 1st for Program Year 25/26</p> <p>Entered Employment Rate CSBD ranks 1st in performance for the month and ranks 1st for Program Year 25/26</p>			
Strategies and Action Steps	<p>To improve the All-Family Participation Rate,</p> <ul style="list-style-type: none"> The WTP team is strengthening support for customers returning with past participation challenges. Since the activities they previously participated in may not have been the right fit, we are exploring better-matched options and new engagement approaches that encourage compliance and support their path to employment. <p>To improve the Entered Employment Rate,</p> <ul style="list-style-type: none"> The WTP team is focusing on quick, practical steps as follows hosting group job-search sessions where staff can assist multiple participants in applying for jobs at once. This approach has increased the number of applications our WTP customers submit sent each week. 			

Wagner-Peyser (WP) Program Entered Employment Rate (EER) Data for the Big 6 Regions

Month-to-Month Entered Employment Rate from July 2025 to January 2026



Program Year-to-Date (YTD) EE Rate as of January 2026

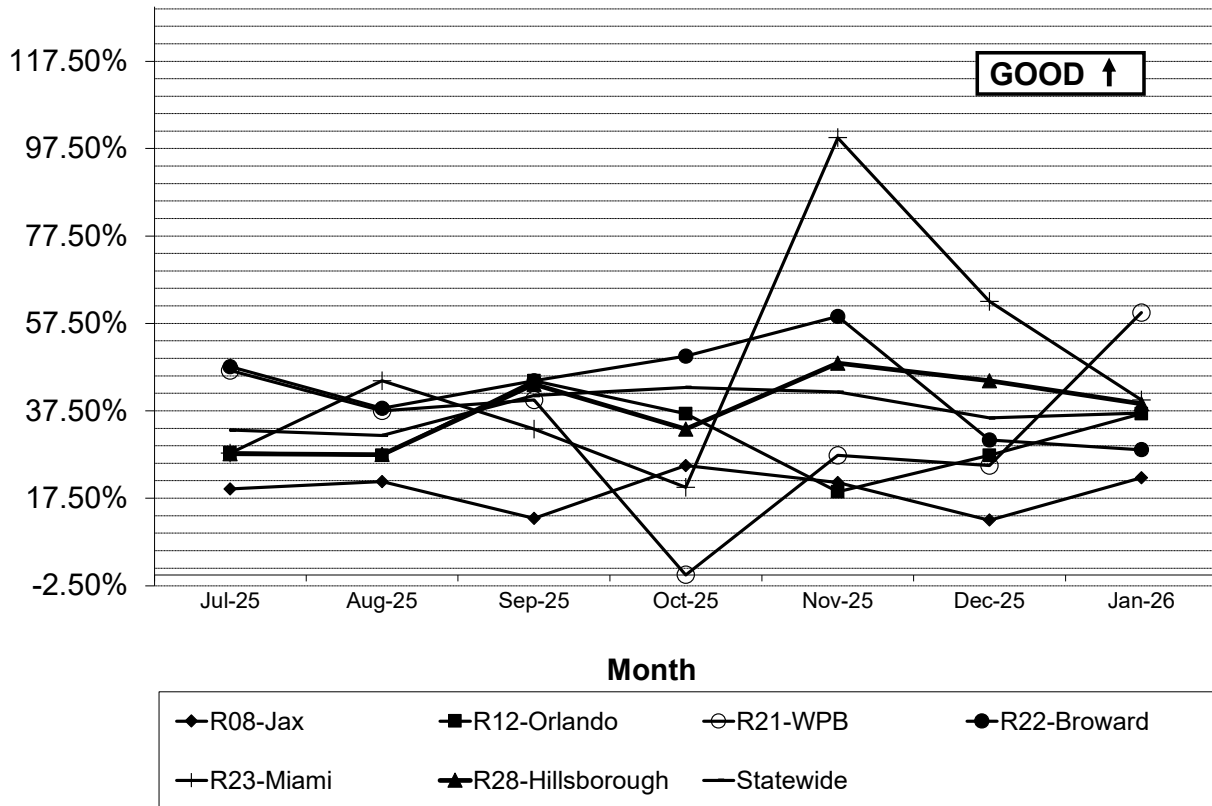


Analysis of Wagner-Peyser (WP) Performance

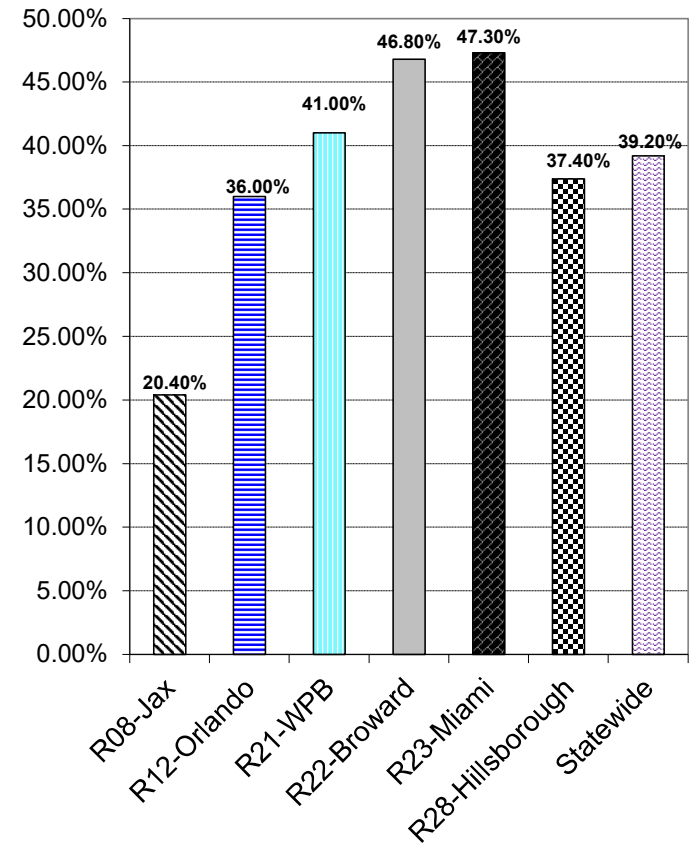
WP Program Performance At-A-Glance	Measure	Performance*	
		Month (January)	PYTD
	Entered Employment Rate (EER)	47.1%	41.1%
<p><i>*Please note: The performance detail is based on the Monthly Management Report (MMR). Due to lagging data, our true YTD rate will adjust at the end of the program year.</i></p>			
Current Situation and Performance Summary	<p>In relation to the Big 6 Regions: CSBD ranks 2nd for the month and ranks 2nd year-to-date in Entered Employment Rate.</p>		
Strategies and Action Steps	<p>To improve our EER, we have implemented the following:</p> <ul style="list-style-type: none"> The team focused on ‘work-ready’ candidates who completed December pre-employment workshops (résumé, interviewing, soft skills) and were available for immediate referral in January. Staff grouped candidates by industry and skill and provided employers with curated referral lists, prioritizing sectors that typically expand in January, including 1) health care 2) social assistance, and 3) construction. 		

Veterans' Entered Employment Rate (EER) Data for the Big 6 Regions

Month-to-Month Entered Employment Rate from July 2025 to January 2026



Program Year-to-Date (YTD) EE Rate as of January 2026

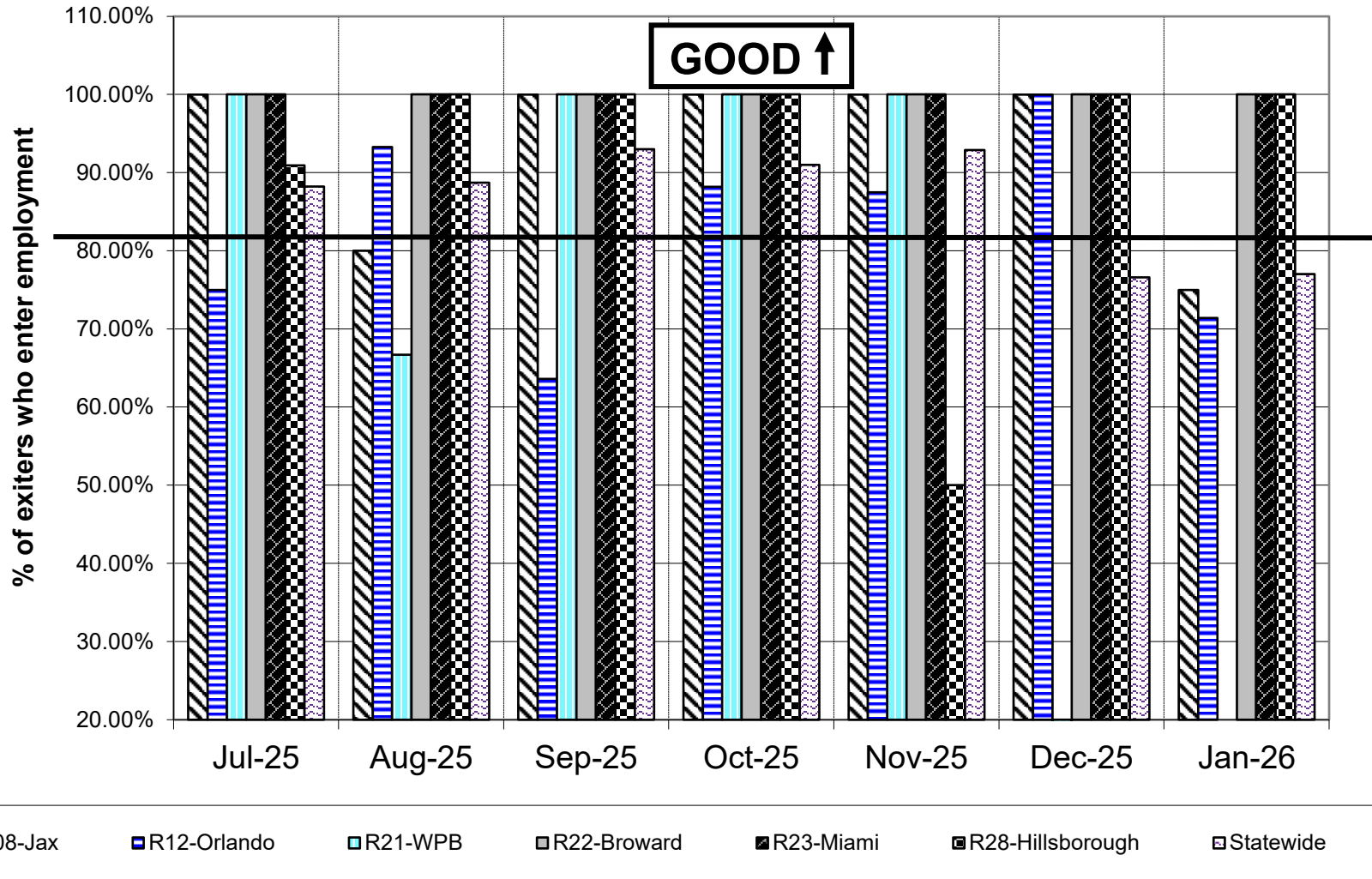


Analysis of Veterans' Performance

Veterans Program Performance At-A-Glance	Measure	Performance*	
		Month(January)	PYTD
	Entered Employment Rate (EER)	28.6%	46.8%
*Please note: The performance detail is based on the Monthly Management Report (MMR).			
Current Situation and Performance Summary	<p>In relation to the Big 6 Regions:</p> <p>CSBD ranks 4th for the month and 2nd for the Program Year in Veterans' Entered Employment Rate (EER).</p>		
Strategies and Action Steps	<p>To increase our EER, the following strategies have been implemented:</p> <ul style="list-style-type: none"> • LVER staff have initiated targeted outreach to hard-to-reach employers with job openings aligned to veteran skill sets. These efforts are designed to increase the likelihood of veterans being selected for in-person interviews. • LVER staff are actively tracking outreach and referral activities for veterans served through Wagner-Peyser services, increasing engagement and improving service delivery, while strategically following up with employers to expand and drive measurable gains in veteran interviews and job placements. • The Veteran Services team is planning a Spring Job Fair to strengthen employer engagement and provide veterans with direct access to hiring managers. <p>These efforts became even more important after January's small, seasonal dip in veteran employment, reinforcing the need to accelerate veterans' transition into civilian jobs.</p>		

Comparison of the Workforce Innovation and Opportunity Act (WIOA) Entered Employment Rate for Adult & Dislocated Workers across the 6 largest Regions in Florida from July 2025 to January 2026

Note: Data presented as bar graph due to strong overlap of all regions in the near-100% range.



Analysis of Workforce Innovation and Opportunity Act Adult and Dislocated Worker Performance

WIOA Program Performance At-A-Glance	<u>Measure</u>	Performance	
		Month (January)	PYTD
	Entered Employment Rate	100%	93.9%
Current Situation and Performance Summary	<p>Since July, CSBD has assisted 246 Adult and Dislocated Worker customers in obtaining employment or accessing training opportunities. This includes traditional classroom training and work-based training via internships, apprenticeships, and On-the-Job Training.</p> <p>CSBD is in 1st place in the Adult and Dislocated Worker Entered Employment category for the year-to-date and in a three-way tie for January.</p>		
Strategies and Action Steps	<p>To increase WIOA performance, we implemented the following strategies:</p> <ol style="list-style-type: none"> 1. We expanded access to short-term training by increasing orientations, promoting high-value credentials, and simplifying enrollment. 2. We strengthened supportive services to remove barriers such as transportation, technology access, and work-readiness needs. 		