



**Broward Workforce Development Board  
One-Stop Services Committee**  
Tuesday, September 30, 2025  
12:30 p.m. – 2:00 p.m.

Zoom Meeting ID: 730 243 5583  
Zoom Password: 223498  
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.**

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## MEETING AGENDA

### IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

### SELF-INTRODUCTIONS

### PRESENTATION

Nadine Jackson, One-Stop Operator, will provide an update on her activities over the past year to coordinate the service delivery of required one-stop partners and career center staff.

### APPROVAL OF MINUTES

Approval of the Minutes of the 8/5 One-Stop Services Committee Meeting.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	Minutes of the Meeting

**Pages 7 – 12**

### NEW BUSINESS

#### 1. 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 6/20/26. 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.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	None

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## 2. Accept Florida Network Navigator Funds

Consideration to accept \$208,571.43 in Florida Network Navigator funds from Florida Commerce. The grant period is through 6/20/26. 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.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	None

## 3. 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.

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

**Pages 13 – 15**

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#### 4. **One-Stop Services (OSS) Committee Strategic Planning Matrix Update**

Consideration to review and approve updates to the OSS Committee Strategic Planning Matrix.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	Strategic Planning Matrix

**Pages 16 – 24**

## **REPORTS**

#### 1. **Back to Work, Back to School Neighborhood Career Fair**

On 9/23, CSBD hosted the Back to School, Back to Work Neighborhood Career Fair at our South One-Stop Center. This dynamic event was designed to connect job seekers with meaningful employment and training opportunities as they re-engage with the workforce or pursue new career paths. It brought together local businesses such as Broward Health, City of Hollywood, Gulfstream Park, and more, offering a wide array of opportunities and training providers offering short-term training options. Over 100 job seekers attended the event, of which 35 expressed an interest in training. Employers at the event shared that they were pleased with the number, quality, and skill of applicants. We are following up with the employers and the job seekers to obtain employment information and offer additional services.

<b>ACTION</b>	None
<b>EXHIBIT</b>	None

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## 2. 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. The event will be marketed to job seekers and employees through social media, radio advertisements, distribution of flyers to community partners, advertising in the career centers, and word of mouth. CSBD is partnering with the County to provide courtesy transportation from our one-stop centers and the City of Tamarac will provide expanded off-site parking to accommodate attendees.

<b>ACTION</b>	None
<b>EXHIBITS</b>	P4P Employer Flyer P4P Sponsorship Form

**Pages 25 – 28**

## 3. National Workforce Development Month

September was National Workforce Development Month, a time to recognize and celebrate workforce development professionals' critical role in strengthening our economy. Our Chair Jim Ryan, CEO Carol Hylton, and staff attended the Annual State Workforce Summit, where two of our own were honored. County Administrator Monica Cepero received the 2025 Workforce Partner of the Year award and WIOA Adult Programs Manager, Kasia Kossak, was chosen to receive the 2025 Florida Lighthouse Award. On 9/16, the Broward County Board of County Commissioners acknowledged CSBD and Workforce Development Month with a proclamation.

<b>ACTION</b>	None
<b>EXHIBITS</b>	<a href="#">Workforce Summit Photo</a> <a href="#">Proclamation Announcement</a>

## 4. Monthly Performance Report

The State is delayed in providing the data we use for the Monthly Performance Report. We anticipate being able to provide a report at the next meeting.

<b>ACTION</b>	None
<b>EXHIBIT</b>	None

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**5. Broward County Unemployment and Economic Dashboard**

The unemployment rate in Broward County was 4.1 percent in August 2025. This rate was 0.5 percentage points higher than the region's year-ago rate. In August 2025, Broward County's unemployment rate was 0.3 percentage point lower than the State's rate. Out of a labor force of 1,093,872, up 1,546 (+0.1 percent) over the year, there were 44,982 unemployed Broward County residents. CSBD also created a dashboard allowing 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.

<b>ACTION</b>	None
<b>EXHIBIT</b>	Broward County Labor Market Information <a href="#">CareerSource Broward Dashboard</a>

**Pages 29 – 30**

**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**

<b>THE NEXT ONE-STOP SERVICES COMMITTEE MEETING IS NOVEMBER 25, 2025</b>
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Broward Workforce Development Board  
**One-Stop Services Committee**

Tuesday, August 5, 2025  
12:30 p.m. – 2:00 p.m.

Zoom Meeting ID:	730 243 5583
Zoom Password:	223498
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:** Dr. Howard Hepburn, Catherina Rozario, Tara Williams, Sheri Brown Grosvenor, Rashad Thomas, and Frank Horkey, who chaired the meeting.

**STAFF:** Carol Hylton, Kimberly Bryant, Mark Klinecicz, Rochelle Daniels, and LaTanya Brown.

### APPROVAL OF MINUTES

Approval of the Minutes of the 6/5 One-Stop Services Committee meeting.

**On a motion made by Tara Williams and seconded by Sheri Brown Grosvenor, the One-Stop Services Committee unanimously approved the Minutes of the 6/5 meeting.**

### NEW BUSINESS

#### 1. One-Stop Operator (OSO) Contract 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 that are registered in our database to receive a 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.

Frank Horkey presented the item, and Kimberly Bryant reviewed the recommendation.

Mr. Horkey added that Ms. Jackson has been doing an excellent job, and he supported the recommendation.

**On a motion made by Sheri Brown Grosvenor and seconded by Tara Williams, the One-Stop Services Committee unanimously approved awarding the contract for OSO services to Workforce Guidance Associates, LLC.**

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## 2. Accept Florida Storms Funds

Considered the acceptance of \$500,000 in National Emergency Grant - Florida Storms funds from Florida Commerce. These funds were awarded to Florida to assist areas affected by storms, tornadoes, and flooding. 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.

Frank Horkey introduced the item and reviewed the recommendation.

Sheri Brown Grosvenor asked for clarification on whether the grant funds will be used to reimburse expenses that have already been expended.

Carol Hylton explained that grant funds 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.

**On a motion made by Sheri Brown Grosvenor and seconded by Dr. Howard Hepburn, the One-Stop Services Committee unanimously approved accepting \$500,000 in National Emergency Grant - Florida Storms funds from Florida Commerce.**

## 3. 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.

Frank Horkey presented the item and reviewed the recommendation.

Carol Hylton explained that Simply Healthcare will refer customers with employment needs to us. We will, in turn allow them to showcase their organization at three of our events.

**On a motion made by Sheri Brown Grosvenor and seconded by Tara Williams, the One-Stop Services Committee unanimously approved the acceptance of the \$20,000 from Simply Healthcare.**

## 4. Entry Level Healthcare Occupations for Welfare Transition & Youth Program Participants

Considered the approval of the ability to use scholarships to Home Health Aide/Personal Care Assistant training for Welfare Transition and WIOA Youth program participants. These occupations prepare participants for employment with an entry wage of \$13.00 per hour. As the training will not result in the wage we require for our WIOA Adult participants, training will be available only to our WTP and WIOA Out-of-School youth participants. Both occupations are critical entry-level roles within Broward County's healthcare industry, which continues to experience sustained demand and workforce shortages. These positions offer individuals a direct pathway into healthcare, providing foundational experience that can lead to advancement into higher-wage and higher-skill roles.

Frank Horkey presented the item, and Kimberly Bryant reviewed the recommendation.



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Mr. Horkey stated that we are approving the use of funding for programs with a slightly lower entry wage for the Welfare Transition participants to assist them with occupational training.

**On a motion made by Sheri Brown Grosvenor and seconded by Tara Williams, the One-Stop Services Committee unanimously approved the usage of scholarships for Home Health Aide/Personal Care Assistant training for Welfare Transition program participants.**

## **5. Updates to the One-Stop Committee Matrix**

Considered the review and approval of the updates to the PY 25/26 Strategic Planning Matrix. At the 6/5 meeting, the One-Stop Committee members reviewed the objectives and approved CSBD staff to develop the next steps and benchmarks, which are now included in the matrix.

Frank Horkey presented the item, and Kimberly Bryant reviewed the matrix, highlighting the progress made in achieving the objectives.

Carol Hylton elaborated on CSBD's AI initiatives, emphasizing the organization's leadership in staying at the forefront of technological trends, and indicated we will be holding employer forums to obtain input from small and medium businesses as we work with a consultant to develop an AI Playbook.

Mr. Horkey asked if the Talent Supply and Education Committee is an independent committee or part of some other organization. Carol Hylton responded that it was a part of the Greater Fort Lauderdale Alliance's Six Pillars Broward initiative.

Sheri Brown Grosvenor inquired if we had identified partners to engage seniors who are interested in working and using our services. Kimberly Bryant responded that we have begun researching such partners in the community. Ms. Brown Grosvenor and Tara Williams both stated that they have recommendations for organizations we can reach out to. They indicated they'd send those to Ms. Bryant.

**On a motion made by Tara Williams and seconded by Rashad Thomas, the One-Stop Services Committee unanimously approved the updates to the One-Stop Committee Matrix for the PY 25/26.**

## **REPORTS**

### **1. Aviation and Marine Job Fair**

On 6/24, CareerSource Broward hosted a "neighborhood" job fair, spotlighting opportunities within the thriving Aviation and Marine industries. Held at South One-Stop Center, this event brought together 10 top-tier employers and attracted over 70 enthusiastic job seekers eager to launch or advance their careers. Participating employers included industry leaders, such as 2Lyons Aerospace, Banyan Air Services, Swissport USA, Dayton-Granger, HEICO, Marine International Diesels, and Offshore Marine Towing, each actively recruiting for positions ranging from technical roles to specialized trades. Employers and attendees gave positive feedback, affirming the event's success. This job fair was part of a strategy developed from insights in prior industry forums, advancing our efforts to meet workforce needs in their industries. We will continue to follow up with the employers as candidates move through the interview process.

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Frank Horkey introduced the item.

Carol Hylton highlighted some key characteristics of neighborhood job fairs, such as 1) grouping employers by industry, 2) marketing to job seekers with experience in the industry, and 3) including a guest speaker. Ms. Hylton explained that these events, which incorporate job fairs and industry-specific career exploration, are similar to our WOW (Worlds of Work) Event for youth.

Mr. Horkey expressed his approval of this innovative approach and said he thinks doing these types of job fairs is a great idea.

## **2. Job Seeker Infograph July 2024 - June 2025**

CSBD's Job Seeker Services Infograph was created to convey information on our services to job seekers quickly through visuals. This Infograph is ideal for enhancing our storytelling and increasing the shareability of content across various platforms.

Frank Horkey introduced the item and reviewed the graph with the members.

## **3. Targeted Occupation List (TOL)**

As we always do, we researched the State's preliminary TOL 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 education and business stakeholders 3) community partners and 4) business leaders and invited to a publicly noticed meeting held on 7/17. At the meeting, we provided an overview of the PY 25/26 TOL and the governing board's criteria for updating the TOL. Based upon our review and community input, CSBD recommended 1) adding twelve (12) new occupations proposed by the State and 2) retaining forty-one (41) occupations proposed by the State for removal.

Frank Horkey introduced the item. Sheri Brown Grosvenor wanted to know what determines eligibility for the state.

Carol Hylton explained that the State has criteria that they use for the list, including wage and demand. Ms. Hylton noted that the list is used by other entities such as educational institutions. Ms. Hylton referred the committee to page 24 of the agenda, which shows the 41 occupations we recommended be retained. It also showed occupations that the state recommended for removal but locally there was demand so they were retained.

Kimberly Bryant shared that the TOL is not set in stone; if data supports adding occupations throughout the year, we can recommend the Board's approval to edit the list.

Mr. Horkey was very impressed with the process used by CSBD in developing the recommendations for the local TOL.

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#### **4. Monthly Performance Report**

The performance for June was 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 WTP All Family Participation Rate and 2-Parent Family Participation Rate, and 2nd in Wagner Peyser EER. Frank Horkey introduced the item and indicated that the staff is doing an excellent job.

#### **5. Broward County Unemployment and Economic Dashboard**

The unemployment rate in Broward County was 3.7 percent in June 2025. This rate was 0.3 percentage points higher than the regions year-ago rate. In June 2025, Broward County's unemployment rate was 0.2 percentage point lower than the State's 3.9 percent rate. Out of a labor force of 1,087,810, down 939 (-0.1 percent) over the year, there were 40,301 unemployed Broward County residents. CSBD also created a dashboard allowing 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.

Frank Horkey introduced the item and Mark Klinecicz provided an overview of the Dashboard.

#### **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 stated that we are in the midst of planning for one of our big events, Paychecks for Patriots, that will take place on November 7<sup>th</sup> at the Tamarac Community Center. Mayor Gomez is giving us the entire community center at no cost due to the overwhelming community response.

Ms. Hylton shared that the Summer Youth Employment Program is coming to a close. Today, is their last day. We had a very successful summer, and the virtual time sheet we implemented was a huge success with both the employers and youth.

Ms. Hylton spoke about CSBD's industry videos. We have produced videos for healthcare, marine, and manufacturing, and have recently completed an IT-centered video. Videos will increase awareness of in-demand jobs in these industries and will be shared with the school board and our community partners in Broward County.

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The committee members viewed the new IT video.

Mr. Horkey said it was excellent and indicated the staff is doing a great job. All committee members gave the IT video a round of applause.

**ADJOURNMENT** – 01:22 p.m.

<b>THE NEXT ONE-STOP SERVICES COMMITTEE MEETING IS ON SEPTEMBER 30, 2025.</b>
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**Memorandum #04-25 (OPS)**

**To:** One-Stop Services Committee

**From:** Carol Hylton, President/CEO

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

**Date:** September 15, 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.

**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. The institute 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:

<b>Training Provider</b>	<b>Occupational Training Program</b>	<b>Occupation</b>	<b>Entry Wage</b>	<b>Job Openings</b>
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.

## RECOMMENDATIONS

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
<b>Coding Clarified</b>	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
<b>Broward-Miami Health Institute</b>	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



# ONE-STOP SERVICES COMMITTEE

## Strategic Planning Matrix for PY 25/26

**Jim Ryan**

**BWDB Board Chair**

**Rick Shawbell**

**OSSC Chair**

**Carol Hylton**

**President/CEO**



**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
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.	1.0.1 – Conduct research of IKEA's utilization of AI.	Research completed and results summarized in a document.	9/25	<b>Completed:</b> Research of IKEA's usage of AI and summary completed.
	1.0.2 – Establish an internal workgroup to conduct an analysis to determine the feasibility of implementation.	Workgroup meeting conducted and targets established.	10/25	<b>Completed:</b> The internal workgroup is incorporating this into CSBD's AI Taskforce. The taskforce recommends the following for further assessment of feasibility. 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.
	1.0.3 – If feasible, processes/procedures are developed and implemented.	New processes/procedures are developed and staff are trained prior to implementation.	12/25	<b>In Progress:</b> Streamlined step action procedures are being incorporated into policies as they are being revised and reviewed.

**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 – 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.	1.1.1 – Establish a cross-functional AI Taskforce.	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.	8/25	<b>Completed:</b> Staff have been identified and the first meeting was held on 8/11. The taskforce will meet biweekly. The team charter and project plan are complete.
	1.1.2 – Research specific AI tools that align with workforce development.	Research is conducted, and recommendations are submitted.	11/25	<b>In Progress:</b> 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.
	1.1.3 – Train staff to utilize AI tools to assist customers in job search.	Training completed for all frontline staff.	2/26	<b>Completed:</b> 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.  The Microsoft Co-Pilot training will be recorded and added to the onboarding training plans for new employees.

**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
2.0 – Work with SHRM, other HR professionals, and employers to promote the benefits of hiring older workers.	2.0.1 – Conduct additional research on the benefits of hiring older workers	Top benefits of hiring older workers document is created and approved.	10/25	<p><b>In Progress:</b>  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>The Communications Department is finalizing materials and social media posts.</p>
	2.0.2 – Develop strategies to promote the benefits of hiring older workers to SHRM and other HR professionals.	Information is shared with HR professionals and employers via social media, e-blasts, workforce Wednesdays, and with the chambers of commerce.	11/25	<p><b>In Progress:</b>  Our Communications Department is designing a social media campaign to reach the target audience using the research developed.</p> <p>We contacted the Area Agency on Aging, and their CEO has agreed to post this information on their website and newsletter once it is final.</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
4.0 – 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	<b>Completed:</b> 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.	11/25	<b>In Progress:</b> A one-page AI Cheat Sheet for Job Search for job seekers is being created using the results of the research.
	4.0.3 – Advertise request for quotes for the creation of an AI Toolkit for employers.	RFQ responses are received, evaluated by a committee, and an organization is selected.	9/25	<b>In Progress:</b> 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.  The contract is executed, and Gilead Sanders is preparing a project plan to include forums that will serve as information-gathering sessions.
	4.0.4 – AI Toolkit created and dispersed to medium and small businesses.	Digital and hard copies of the toolkit were distributed and advertised.	1/26	<b>In Progress:</b> The AI Playbook will incorporate a toolkit that will be distributed to small and medium-sized businesses.

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

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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	<b>Completed:</b> The targeted occupations most likely impacted by AI in Broward County are: 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.	10/25	<b>In Progress:</b> Material production is underway to create actionable tips and guidance for job seekers looking for jobs in these roles, encouraging them to explore alternative career paths and upskilling opportunities that align with emerging labor market trends. In addition, advertising is being developed to include short-term training programs that can be completed in under a year. It is projected to go live in early October.
	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.	12/25	<b>In Progress:</b> The guidance provided to this population will include information on reskilling, self-assessment tools to identify transferable skills, and emerging occupations/industries.

**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
4.2—Continue to outreach to the prosperity zip codes so they are aware of our Job Placement and Work-Based Training services.	4.2.1 – CSBD will research a local consortium of organizations and municipalities that are developing strategies for the prosperity zip codes.	CSBD will join a minimum of 2 groups/events.	1/26	<b>In Progress:</b> 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.
	4.2.2 – Refresh marketing for a revamped geo-fencing campaign in the prosperity zones.	Marketing campaign launched with a unique QR code.	10/25	<b>In Progress:</b> CSBD will work with the Sun Sentinel to market to the long-term unemployed using geofencing. We are reviewing the draft campaign materials.
	4.2.3 – Identify events occurring in the prosperity zip codes for CSBD staff to attend and share marketing materials.	CSBD staff attend at least four events in the prosperity zip codes.	1/26	<b>In Progress:</b> CSBD expanded our reach by attending the following events:  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.  8/21 – The Sunshine Health resource fair in Lauderhill.  9/15 – Broward Addiction and Recovery to those transitioning out of treatment.  9/23 – Salvation Army residents in temporary housing programs.

**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	<b>In Progress:</b> Staff have contacted the Area Agency on Aging and the Broward County Elderly and Veteran Services Division. We are coordinating presentations.
	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	<b>In Progress:</b> Met with the CEO of the Area Agency on Aging. They agreed to share our information with their population via their newsletter and website.  We are coordinating a presentation with Broward County's Elderly and Veteran Services Division.



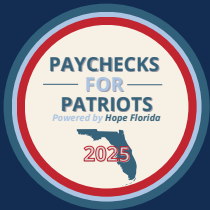
# PAYCHECKS FOR PATRIOTS

## JOB FAIR



**NOV. 7, 2025  
9AM – 1PM**

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



**REGISTER NOW**

**[bit.ly/p4p-2025-employer](https://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

A proud partner of the **AmericanJobCenter** network

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SCAN TO  
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# PAYCHECKS FOR PATRIOTS JOB FAIR

**SUPPORTER COMMITMENT  
OPPORTUNITIES**

**NOV. 7, 2025  
9AM – 1PM**



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## Introduction

CareerSource Broward honors our military-connected families and veteran heroes annually with a dedicated job fair to connect them to job opportunities in our community. Each year we invite our local municipalities and businesses to support the Job Fair as an opportunity for brand alignment with our military community.

## About the Organization and Initiative

CareerSource Broward is the publicly supported workforce development agency for Broward County. In addition to connecting our Veterans, their families, and community residents with jobs, we also provide scholarships to those needing training to qualify for today's jobs, subsidized internships, and a range of employer workplace-based trainings. These services are all accessible through one of our three career centers in Broward County.

## Supporter Opportunities





We invite you to connect with approximately 100 employers who have registered to recruit workers and with the 1,000 job seekers who will be in attendance, for an opportunity to enhance your brand's visibility, and reinforce your commitment to social responsibility. Supporter options include:

- **Title Supporter:** Claimed by the City of Tamarac which is providing the venue, free parking and shuttles under the leadership of Mayor Michelle J. Gomez.
- **Event Branding:** Logo placement on stages, event signage, providing direct engagement with attendees.
- **Digital Marketing Integration:** Inclusion in digital marketing materials, social media promotions, email campaigns, and event websites, ensuring broad visibility.

## Benefits of Supporting

Supporters will receive media exposure, VIP access, and networking opportunities reaching target audiences and building a positive public image through the partnership.

## Support Packages

 <b>Platinum</b> Supporter \$2,500 Package	<p>Podium time to provide a welcome. Logo placed on CareerSource Broward's (CSBD's) Paychecks For Patriots (P4P) Webpage, prominently placed on event signage, and in event social media postings. Priority Event Table Placement, and Individual Signage poster at the Event. <b>Deadline 10/17/25.</b></p>
 <b>Gold</b> Supporter \$1,000 Package	<p>Logo placed on CSBD's P4P Webpage, prominently placed on event signage, and in event social media postings. Priority Event Table Placement, and Individual Signage poster at the Event. <b>Deadline 10/17/25.</b></p>
 <b>Silver</b> Supporter \$500 Package	<p>Logo placed on CSBD's P4P Page, and in event social media postings. Level 2 Priority Event Table Placement.</p>
 <b>Bronze</b> Supporter \$250 Package	<p>Logo placed on CSBD's P4P Page and in event social media postings.</p>

# SUPPORTER COMMITMENT FORM

Please fill out the information below, select your supporter commitment, sign, and return to [VetAssist@CareerSourceBroward](mailto:VetAssist@CareerSourceBroward).

Please note that all supporter commitment acceptances are offered on a first-come, first-served basis. Supporter commitments cannot be held without a signed and submitted commitment form.

Payment for a supporter commitment will be invoiced upon receipt of the signed commitment form.

COMPANY: \_\_\_\_\_

MAIN CONTACT: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

WEBSITE: \_\_\_\_\_

## SUPPORTER COMMITMENT:

☐ PLATINUM (\$2,500)

☐ GOLD (\$1,000)

☐ SILVER (\$500)

☐ BRONZE (\$250)

AUTHORIZING FIRST AND LAST NAME: \_\_\_\_\_

AUTHORIZING SIGNATURE: \_\_\_\_\_



**PAYCHECKS FOR  
PATRIOTS  
JOB FAIR**

**NOV. 7, 2025  
9AM – 1PM**

TAMARAC COMMUNITY CENTER  
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TAMARAC, FL 33351

**Overview of the CareerSource Broward Region**  
**Not Seasonally Adjusted**  
**September 19, 2025**

- The unemployment rate in the CareerSource Broward region (Broward County) was 4.1 percent in August 2025. This rate was 0.5 percentage point greater than the region's year ago rate of 3.6 percent. The region's August 2025 unemployment rate was 0.3 percentage point lower than the state rate of 4.4 percent. The labor force was 1,093,872, up 1,546 (+0.1 percent) over the year. There were 44,982 unemployed residents in the region.

**Fort Lauderdale-Pompano Beach-Sunrise Metro Division**

- In August 2025, nonagricultural employment in the Fort Lauderdale-Pompano Beach-Sunrise MD was 929,300, an increase of 7,000 jobs (+0.8 percent) over the year.
- The Other Services (+4.4 percent); Leisure and Hospitality (+3.0 percent); Financial Activities (+1.4 percent); Government (+1.4 percent); and Professional and Business Services (+0.4 percent) industries grew faster in the metro area than statewide over the year.
- The Fort Lauderdale-Pompano Beach-Sunrise MD was tied for the highest annual job growth compared to all the metro areas in the state in the Professional and Business Services (+700 jobs) industry.
- The Fort Lauderdale-Pompano Beach-Sunrise MD had the fastest annual job growth rate compared to all the metro areas in the state in the Other Services (+4.4 percent) industry.
- The Fort Lauderdale-Pompano Beach-Sunrise MD had the second highest annual job growth compared to all the metro areas in the state in the Leisure and Hospitality (+2,900 jobs); Trade, Transportation, and Utilities (+1,800 jobs); and Other Services (+1,600 jobs) industries.
- The Fort Lauderdale-Pompano Beach-Sunrise MD had the second fastest annual job growth rate compared to all the metro areas in the state in the Leisure and Hospitality (+3.0 percent) industry.
- The Fort Lauderdale-Pompano Beach-Sunrise MD had the third highest annual job growth compared to all the metro areas in the state in the Government (+1,500 jobs) industry.
- The industries gaining jobs over the year were Leisure and Hospitality (+2,900 jobs); Trade, Transportation, and Utilities (+1,800 jobs); Other Services (+1,600 jobs); Government (+1,500 jobs); Financial Activities (+1,000 jobs); Professional and Business Services (+700 jobs); and Manufacturing (+100 jobs).
- The industries losing jobs over the year were Education and Health Services (-1,500 jobs); Construction (-700 jobs); and Information (-400 jobs).

Note: All data are subject to revision.

Source: Florida Department of Commerce, Bureau of Workforce Statistics and Economic Research.

<b>Unemployment Rates</b>			
<b>(not seasonally adjusted)</b>	<b>Aug-25</b>	<b>Jul-25</b>	<b>Aug-24</b>
CareerSource Broward (Broward County)	4.1%	3.8%	3.6%
Florida	4.4%	4.1%	3.8%
United States	4.5%	4.6%	4.4%

<b>Nonagricultural Employment by Industry</b> <b>(not seasonally adjusted)</b>	<b>Ft. Lauderdale-Pompano Beach-Deerfield Beach Metropolitan Division</b>				<b>Florida</b>			
	<b>Aug-25</b>	<b>Aug-24</b>	<b>change</b>	<b>percent change</b>	<b>Aug-25</b>	<b>Aug-24</b>	<b>change</b>	<b>percent change</b>
Total Employment	929,300	922,300	7,000	0.8	9,994,800	9,898,500	96,300	1.0
Mining and Logging	#N/A	#N/A	#N/A	#N/A	5,600	5,700	-100	-1.8
Construction	55,400	56,100	-700	-1.2	659,400	656,500	2,900	0.4
Manufacturing	32,300	32,200	100	0.3	431,600	428,800	2,800	0.7
Trade, Transportation, and Utilities	205,100	203,300	1,800	0.9	1,993,600	1,973,100	20,500	1.0
Wholesale Trade	54,700	53,800	900	1.7	397,900	395,800	2,100	0.5
Retail Trade	109,700	107,900	1,800	1.7	1,156,400	1,147,300	9,100	0.8
Transportation, Warehousing, and Utilities	40,700	41,600	-900	-2.2	439,300	430,000	9,300	2.2
Information	19,500	19,900	-400	-2.0	159,300	157,300	2,000	1.3
Financial Activities	74,400	73,400	1,000	1.4	694,100	690,000	4,100	0.6
Professional and Business Services	173,800	173,100	700	0.4	1,626,800	1,624,300	2,500	0.2
Education and Health Services	121,000	122,500	-1,500	-1.2	1,566,700	1,533,000	33,700	2.2
Leisure and Hospitality	100,100	97,200	2,900	3.0	1,308,000	1,301,200	6,800	0.5
Other Services	38,100	36,500	1,600	4.4	385,300	377,600	7,700	2.0
Government	109,500	108,000	1,500	1.4	1,164,400	1,151,000	13,400	1.2

<b>Population</b>	<b>2024</b>	<b>2023</b>	<b>change</b>	<b>percent change</b>
CareerSource Broward (Broward County)	2,037,472	2,002,786	34,686	1.7
Florida	23,372,215	22,904,868	467,347	2.0

<b>Average Annual Wage</b>	<b>2024</b>	<b>2023</b>	<b>change</b>	<b>percent change</b>
CareerSource Broward (Broward County)	\$71,492	\$69,239	\$2,253	3.3
Florida	\$69,492	\$66,447	\$3,045	4.6

Note: All data are subject to revision.

Source: Florida Department of Commerce, Bureau of Workforce Statistics and Economic Research.