



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

**Tuesday, November 25, 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.

MEETING AGENDA

IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

SELF-INTRODUCTIONS

APPROVAL OF MINUTES

Approval of the Minutes of the 9/30 One-Stop Services Committee Meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Minutes of the Meeting

Pages 7 – 11

NEW BUSINESS

1. Accept Non-Custodial Parent Employment Program Funds

Consideration to accept \$650,000 in Non-Custodial Parent (NCP) Employment Program Funds from Florida Commerce. The grant period is through 6/30/26. The purpose of these funds is to provide assistance to NCPs who are experiencing difficulty in meeting their child support obligations. Participants are eligible to receive paid work experience, scholarships for training, support services, job placement assistance, and more.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	None

2. Add New Programs for Existing Provider – Florida Atlantic University (FAU)

Consideration to approve the addition of three (3) training programs at FAU to the WIOA Individual Training Account list 1) Construction Administration Certificate 2) Construction Management Certificate and 3) Certified Associate Project Management (CAPM)®. CSBD reviewed the applications for completeness and to ensure that Board-mandated criteria are met for the training programs and related occupational titles.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Memo #07-25 (OPS) ITA Course Summary Spreadsheet

Pages 12 – 14

3. One-Stop Services Committee Meeting Calendar for 2026

Consideration to approve the One-Stop Services Committee 2026 meeting schedule. We have scheduled six (6) meetings for the upcoming year. Meetings are in person. On occasion, if necessary, a committee member can attend via Zoom.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Memo #09-25 (OPS)

Pages 15

4. Updates to the One-Stop Services Committee Matrix

Consideration to review and approve the next steps, benchmarks, and updates to the Strategic Planning Matrix.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Committee Strategic Planning Matrix

Pages 16 – 25

REPORTS

1. Paychecks for Patriots Job Fair 2025

On 11/7, CSBD proudly hosted the 13th annual Paychecks for Patriots Job Fair, welcoming more than 2,400 job seekers, including over 350 veterans, and featuring 140+ employers actively recruiting talent. Youth providers referred work-ready participants, with Success Coaches accompanying them to provide added support. Employers in attendance included Broward Health, Memorial Healthcare, Seminole Hard Rock, Broward County Public Schools, Coca-Cola, Riverside Hotel, and numerous law enforcement agencies such as Fort Lauderdale Police, the FBI, Broward Sheriff’s Office, and Pembroke Pines Police. In addition to employer recruitment, job seekers benefited from free haircuts and professional headshots. Feedback from both employers and job seekers was overwhelmingly positive.

ACTION	None
EXHIBIT	P4P 2025 Highlight Video

2. Job Seeker Services Infograph October 2024 – September 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 2,600 job seekers in jobs and provided over \$1.7 million in scholarships for training during the period covered by the infograph. Also, frontline staff served over 68,670 visitors to the One-Stop centers.

ACTION	Review
EXHIBIT	CSBD Job Seeker Services Infograph

3. AI Tools for Job Seekers

As part of CSBD's ongoing efforts to strengthen job search support, 1) we have updated the curriculum for our job search workshops to include practical ways that AI can assist job seekers in their employment journey and 2) we developed a one-page quick AI Job Search guide that highlights accessible tools and strategies job seekers can use to advance their job search.

ACTION	None
EXHIBIT	AI in Job Search Workshops AI Job Search Guide

Pages 27 – 28

4. Individual Training Account (ITA) Provider Performance

CSBD conducted its semi-annual analysis of ETP performance and found that all training programs are in compliance with the Board-mandated 70% training-related placement rate.

ACTION	None
EXHIBIT	None

5. Monthly Performance Report

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

ACTION	None
EXHIBIT	September Performance Report

Pages 29 – 40

6. Broward County Unemployment and Economic Dashboard

The unemployment report is unavailable. We confirmed with the state that, due to the lapse in appropriations, it may take some time for the Bureau of Labor Statistics to finalize revised release dates for states and local areas.

ACTION	None
EXHIBIT	None

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 T.B.D.



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

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: Rashad Thomas, Felipe Pinzon, Catherina Rozario, Tara Williams, Melida Akiti, and Rick Shawbell, who chaired the meeting.

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

PRESENTATION

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

Rick Shawbell commented that this has been another wonderful and successful year for our One-Stop Operator; great job! He thanked Ms. Jackson for all of her hard work.

Tara Williams thanked Ms. Jackson and then shared that the Broward County Human Services Department has a goal of being more engaged in the community and building more authentic relationships with community members; this is a blueprint for achieving that goal. She and Monica Cepero discussed how CSBD is carrying out that work in the community and how the CSBD name is "out there". Ms. Williams stated she would like the opportunity to learn from CSBD to get some pointers for her department. Ms. Hylton welcomed Ms. Williams to come by anytime.

Carol Hylton thanked Nadine Jackson and Carlisle Anderson for their contribution to promoting the CSBD name in the community. Ms. Hylton stated that good things happen as a result of the meetings held in the community. For example, after meeting one of the Commissioners in the City of Lauderdale they became an SYEP employer for about 50 youth.

Melida Akiti shared that she always promotes CareerSource Broward in the community. She stated that everyone in education and social services circles knows CareerSource Broward. Ms. Hylton thanked her for sharing that with the committee.

APPROVAL OF MINUTES

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

On a motion made by Felipe Pinzon and seconded by Tara Williams, the One-Stop Services Committee unanimously approved the minutes of the 8/5 meeting.

NEW BUSINESS

1. Accept Sectors of Strategic Focus Funds

Considered the acceptance of \$265,000 in Sectors of Strategic Focus Funds from Florida Commerce. The grant period is through 6/30. These funds will be used to support occupational skills and work-based training, focusing on 1) customers in the healthcare sector 2) HOPE customers and 3) veterans.

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

On a motion made by Tara Williams and seconded by Felipe Pinzon, the One-Stop Services Committee unanimously approved the acceptance of the \$265,000 in Sectors of Strategic Focus Funds.

2. Accept Florida Network Navigator Funds

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

Rick Shawbell presented the item and asked Kimberly Bryant to review the recommendation. Ms. Bryant explained that the Military Family program is new to us, and it is for the support of active-duty military personnel's spouses and children.

Mr. Shawbell expressed that this is a wonderful initiative to support active-duty family members.

Felipe Pinzon asked if the Navigators are based in the One-Stop Centers or working out in the community.

Ms. Hylton responded by saying the Navigators do both. The Navigators will continue to meet with employers and job seekers in the community and, when feasible, are available to meet with customers in the centers.

On a motion made by Tara Williams and seconded by Melida Akiti, the One-Stop Services Committee unanimously approved the acceptance of \$208,571.43 in Florida Network Navigator Funds.

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

Considered the approval of 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.

Rick Shawbell presented the item and Kimberly Bryant reviewed the recommendations. She reminded members that enrollment in new programs is limited to ten participants until performance can be established.

On a motion made by Felipe Pinzon and seconded by Melida Akiti, the One-Stop Services Committee unanimously approved the addition of 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 Assistant, Patient Care Technician, Medical Billing and Coding, and Home Health Aide (WTP only) Programs to the ITA List.

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

Considered approving the updates to the OSS Committee Strategic Planning Matrix.

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

Carol Hylton explained to the newer OSS Committee Members that the Matrix stems from the Board Planning Session in April. Board members develop strategies for the upcoming year, which are then assigned to the various committees using the Planning Matrix. With guidance and approval from the committee, staff then flesh out the objectives of the Matrix by developing the next steps, benchmarks, deliverables, and due dates. Staff bring progress updates to the committee throughout the year.

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

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.

Rick Shawbell introduced the item and Kimberly Bryant reviewed the item.

Mr. Shawbell then congratulated the staff, stating that this was another successful job fair planned, organized, and executed by CSBD!

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 One-Stop centers, and the City of Tamarac will provide expanded off-site parking to accommodate attendees.

Rick Shawbell introduced the item, and Kimberly Bryant provided an overview of the event. Ms. Bryant also encouraged the committee members to share the sponsorship form with their networks, as there were still opportunities available to support CSBD while highlighting their organization.

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.

Ms. Bryant took the opportunity to provide an overview of the experiences and shared pictures to showcase the two events.

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.

Rick Shawbell asked Kimberly Bryant if there was a timeline for when the information might be available. Ms. Bryant stated that she would reach out to the state to see if there are any updates.

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. 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.

Mark Klinecicz to provide an overview of the report.

Following Mr. Klineciewicz's remarks, Mr. Shawbell expressed appreciation for the hard work that CSBD puts into the dashboard, stating that it is a wonderful resource for the business community.

MATTERS FROM THE ONE-STOP SERVICES COMMITTEE CHAIR

Rick Shawbell shared that his organization had a visit from HANDY on 9/17. A couple of the supervisors, students, and teachers came by and learned more about the Electrical Apprenticeship program. While there, the youth completed hands-on activities similar to what they'd experience as an apprentice. Mr. Shawbell relayed that it was great to host these youth and that he looks forward to hosting more career exploration-type events.

MATTERS FROM THE ONE-STOP SERVICES COMMITTEE

None.

MATTERS FROM THE FLOOR

None.

MATTERS FROM THE PRESIDENT/CEO

Ms. Hylton stated that we received notice from the state that 309 Spirit Airlines flight attendants in our area will be furloughed beginning 12/1. We have reached out to their Human Resources Department and scheduled a meeting for 10/3. CSBD has offered to assist the affected employees in a number of ways 1) identifying transferable skills 2) resume and interviewing skills workshops and 3) holding a job fair.

Ms. Hylton announced that while recently attending this year's Workforce Professional Summit, she found that we have the opportunity to be the local Fiscal Agent for Quick Response Training grants funded by CareerSource Florida. This will enable us to recruit larger employers and provide funds to support businesses in expanding their staff or upskilling current employees. We will be bringing that to the Employer Services Committee.

Ms. Hylton shared that we had a very productive Annual Staff Training Day! Ms. Hylton highlighted some of the activities from that day. She stated it was an excellent opportunity to celebrate staff, gain new insights into workforce development and customer service, and support team building.

Ms. Hylton expressed her pride in CSBD and shared that we are the only region in the state that has exceeded every performance measure. Collectively, the members voiced their congratulations and asked Ms. Hylton to share their sentiments with the whole team.

Ms. Hylton also shared with a heavy heart the news that Mrs. Marjorie Walters, our Board Member of 26 years, had passed. Ms. Walters was passionate about the role workforce development played in uplifting our job seekers and was one of our biggest Cheerleaders in the community. She will be missed. Mr. Shawbell, joined by the other members, expressed sorrow at hearing such news.

ADJOURNMENT – 01:16 p.m.

THE NEXT ONE-STOP SERVICES COMMITTEE MEETING IS ON NOVEMBER 25, 2025.
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Memorandum #07-25 (OPS)

To: One-Stop Services Committee

From: Carol Hylton, President/CEO

Subject: Addition of New Courses for Existing Eligible Training Provider – Florida Atlantic University

Date: November 4, 2025

SUMMARY

Consideration to approve the addition of three (3) training programs at FAU to the WIOA Individual Training Account list 1) Construction Administration Certificate 2) Construction Management Certificate and 3) Certified Associate Project Management (CAPM)®. CareerSource Broward reviewed the applications for completeness and to ensure that Board-mandated criteria are met for the training programs and related occupational titles.

BACKGROUND

WIOA requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. Additionally, all occupational training must prepare students for in-demand occupations appearing on the Targeted Occupations List (TOL) and meet the Board-established minimum evaluation criteria. This includes, but is not limited to, licensure, accreditation, and the issuance of an industry-recognized credential. All of our current eligible training providers meet these criteria.

DISCUSSION

FAU, a current CSBD eligible training provider, is accredited by the Southern Association of Colleges and Schools, Commission on Colleges which is an entity recognized by the US DOE. FAU has applied to add three (3) programs 1) Introduction To Project Management + Certified Associate Project Management (CAPM)® Exam Preparation 2) Construction Administration Certificate and 3) Construction Management Certificate Programs, to our WIOA ITA List. These programs provide opportunities to train for careers in project management and construction and earn Certificates in these fields.

Using JobsEQ and Employ Florida, CSBD was able to validate that, within the past 90 days, there have been at least 25 job openings for Project Management Specialists and Construction Managers in Broward County. A CSBD review team comprised of staff from Operations, Quality Assurance, and Business Services evaluated the applications. This committee determined that all Board-mandated criteria have been met for the training programs and related occupational titles.

Courses to be added to the WIOA ITA List:

Provider	Credentialing Program	TOL Demand Occupation	Entry Wage
FAU	Construction Administration Certificate Program	Construction Managers	\$33.71
	Construction Management Certificate Program		
	Introduction To Project Management + Certified Associate Project Management (CAPM)® Exam Preparation	Project Management Specialists	\$27.51

We will limit enrollment to 10 customers in each of these programs until performance is established.

RECOMMENDATION

Approve the addition of three (3) FAU occupational training programs to the WIOA ITA list 1) Construction Administration Certificate 2) Construction Management Certificate and 3) Certified Associate Project Management (CAPM)®.

ITA Course Summary Spreadsheet
Attachment to Memo #07-25 (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
Florida Atlantic University	YES	YES	Introduction To Project Management (In-Class) + Certified Associate Project Management (CAPM)® Exam Preparation	Certificate	1 week	42	\$27.51	Blended	25	High School Diploma	\$1,895.00	\$300.00	\$2,195.00
	YES	YES	Construction Administration Certificate Program	Certificate	15 weeks	108	\$33.71	Virtual	30		\$1,905.00	\$0.00	\$1,905.00
	YES	YES	Construction Management Certificate Program	Certificate	16 weeks	92	\$33.71	Virtual	30		\$2,107.00	\$0.00	\$2,107.00

*Blended = Training is offered both online and in the classroom.

Memorandum #09-25 (OPS)

To: One-Stop Services Committee

From: Carol Hylton, President/CEO

Subject: One-Stop Services Committee Meeting Calendar for 2026

Date: November 6, 2025

SUMMARY

Consideration to approve the One-Stop Services Committee 2026 meeting schedule. We have scheduled six (6) meetings for the upcoming year. Meetings are in person. On occasion, if necessary, a committee member can attend via Zoom.

BACKGROUND

The One Stop Services Committee approves a calendar so the members can set aside the time necessary to attend and participate in the committee meetings.

DISCUSSION

We have scheduled 6 meetings for the upcoming year. Meetings are in person. On occasion, if necessary, a committee member can attend via Zoom. The following meeting schedule is proposed for One-Stop Services Committee approval:

Location	Day	Date	Time
CareerSource Broward Board Room 2890 West Cypress Creek Road Ft Lauderdale, FL 33309	Tuesday	1/27/26	12:30 p.m.
		3/24/26	
		5/26/26	
		8/4/26	
		9/29/26	
		11/17/26	

Additional meetings may be scheduled as needed.

RECOMMENDATION

Approve the above meeting calendar for 2026



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	Completed: 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	Completed: 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	In Progress: To prepare job seekers and employers for the shifts in skills and roles driven by AI, CSBD: • 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

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	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.
	1.1.2 – Research specific AI tools that align with workforce development.	Research is conducted, and recommendations are submitted.	1/26	In Progress: 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	In Progress: 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 campaign is created and approved.	10/25	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 CSBD has launched a social media campaign to showcase the benefits mentioned above. This has been added to the schedule to be refreshed quarterly.
	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.	12/25	In Progress: CSBD has shared information on the benefits of hiring older workers by: • 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.	11/25	In Progress: - 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.
	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	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 – AI Toolkit created and dispersed to medium and small businesses.	Digital and hard copies of the toolkit were distributed and advertised.	1/26	In Progress: Gilead Sanders, LLC., has completed two roundtable focus groups with the third and final roundtable focus group scheduled for Dec. 4, 2025. The target completion date for the AI Playbook is early February 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	Completed: The occupations in Broward County most vulnerable to disruption or transformation by AI include: 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	In Progress: - 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. They are being 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.	12/25	In Progress: The guidance provided to this population will include information on reskilling, self-assessment tools to identify transferable skills, and emerging occupations/industries. As print materials for each occupation are received, they will be distributed to staff and customers.

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	Completed: • 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.
	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	Completed: 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.

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 Continued — Continue to outreach to the prosperity zip codes so they are aware of our Job Placement and Work-Based Training services.	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	Completed: 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. 10/13 – Northwest Council of Elected Officials, which includes Lauderdale Lakes and Lauderhill 10/16 – Women Empowerment Conference - Sistrunk

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	In Progress: CSBD presented on services available to older job seekers in utilizing a modified version of Employ Florida called Silver, which is a user-friendly version of our job search database, highlighting how senior workers benefit employers for: 1) Broward County Elderly Veteran Services 2) Area Agency on Aging We are currently coordinating additional sessions.
	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	In Progress: Workshop material and curriculum development are in progress. The first session is targeted for Jan 2026.



SUCCESS STORY



Jose – "After being out of work for a few months, I quickly realized that finding a job today requires new strategies and tools. When I came to CareerSource Broward, the team taught me how to strengthen my résumé, tailor applications using keywords, and prepare for multi-step interviews. They also helped me understand how technology and AI influence hiring decisions, which made a big difference in how I approached my search. With their support and encouragement, I stayed focused and confident. I'm now starting a new role as an IT Manager with great pay. I'm truly thankful to CareerSource Broward for helping me reach this next chapter in my career."

68,970

ONE-STOP
CENTER VISITS



8,281 WORKSHOP PARTICIPANTS



2,686

JOB SEEKERS
PLACED IN JOBS

\$1,733,971

TRAINING SCHOLARSHIPS



SUCCESS STORY



Walter – "When I came to CareerSource Broward, I was unemployed and struggling financially. Through the Noncustodial Parent Employment Program, I received résumé training, interview attire, transportation assistance, and one-on-one support from my CareerSource Broward success coach. The encouragement I received helped me stay focused and motivated through every step of my job search. I was hired at a Publix Distribution Center. Reaching my 90-day employment milestone was a proud moment, and I'm deeply grateful to CareerSource Broward for helping me rebuild my career and confidence."

213,680

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

7,188 JOB SEEKERS

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AmericanJobCenter[®]
network



AI IN CSBD JOB SEARCH WORKSHOPS

WORKSHOPS	AI ADDITIONS
Resume Preparation Workshop Professional Placement Network: Resume Tips For Professionals	✓ Navigation through Applicant Tracking Software for maximum results ✓ Assistance in finding appropriate keywords ✓ Comparison of resumes to job descriptions ✓ Generation of working resume drafts ✓ Recommendations for resume improvement ✓ Advantages and disadvantages of using AI tools
Telephone Interview Skills Workshop In-Person & Video Interview Skills Workshop Professional Placement Network: Interview Skills for Professionals	✓ Use of AI for mock interviews to sharpen skills and rate answers ✓ Construction of effective prompts ✓ Using AI to create sample interview questions using a job description ✓ Strategies for interacting with one-way video interviews
Money Management Workshop	✓ Advice on creating and managing budgets ✓ Expense tracking and forecasting future spending ✓ Generation of financial charts and graphs ✓ Assistance with debt management and setting goals ✓ Product price tracking and financial product comparisons
Career Pathways Workshop Professional Placement Network: Job Search & Networking Strategies For Professionals	✓ Streamlining the job search process with AI-powered personalized job recommendations ✓ Construction of effective prompts ✓ Networking tips for job search ✓ Comparison of cover letters to job descriptions ✓ Generation of working cover letter drafts

AI Job Search Guide

Empowering Broward County job seekers with smart tools for success.

What is AI?

AI (Artificial Intelligence) refers to technology that can perform tasks that typically require human thinking— like writing, organizing, and problem-solving.

How Can AI Help Me In My Job Search?

AI powers tools like Microsoft Copilot, Chat GPT, Gemini and more to help you write, research, and stay organized. It's available on Windows, Mac, mobile, and online—and it's free to use!

Here are some practical uses for job seekers:

Résumé & Cover Letter Support

- Generate a draft résumé based on your work history.
- Tailor your résumé for specific job descriptions.
- Write customized cover letters for different roles.
- Improve grammar, formatting, and clarity to make your documents stand out.

Job Search Strategy

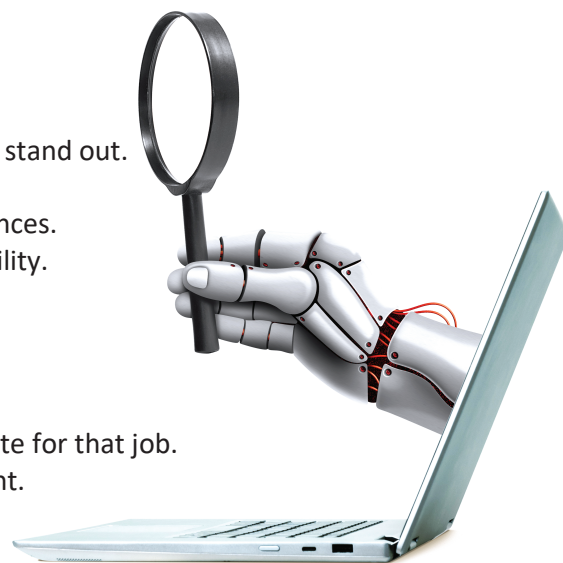
- Discover job openings that match your skills, interests, and preferences.
- Get help identifying keywords to use in applications for better visibility.
- Research companies, industries, and job titles.
- Get summaries of job postings to better understand requirements.

Interview Preparation

- Practice common interview questions with AI chat tools.
- Input job descriptions to get tailored interview questions appropriate for that job.
- Receive feedback on your answers and suggestions for improvement.
- Get help with explaining gaps in employment or career changes.

Professional Communication & Organization

- Draft emails to employers, recruiters, or networking contacts.
- Get help writing follow-ups, thank-you notes, and LinkedIn messages.
- Use AI to create a job search schedule, track applications, and set reminders.
- Stay organized with personalized checklists and goal-setting tools.



Is AI Safe to Use?

Yes, when used responsibly. AI tools do not replace human judgment but can enhance your productivity.

- Double-check everything AI creates—proofread and add personal touches.
- Don't share sensitive personal information.
- Use AI as a support tool, not a replacement for your own effort and voice.

Where Can I Learn More?

Visit your local CareerSource Broward center to access job search tools, workshops, and staff assistance.



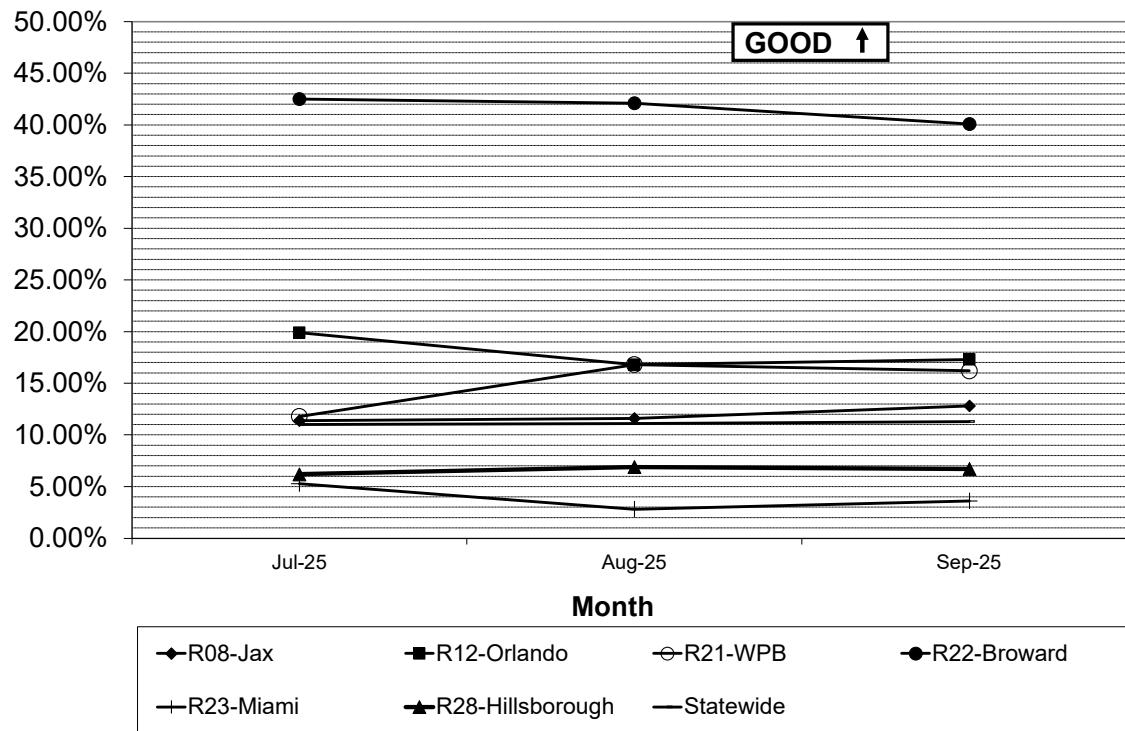
Performance Report

Performance Report July to September 2025

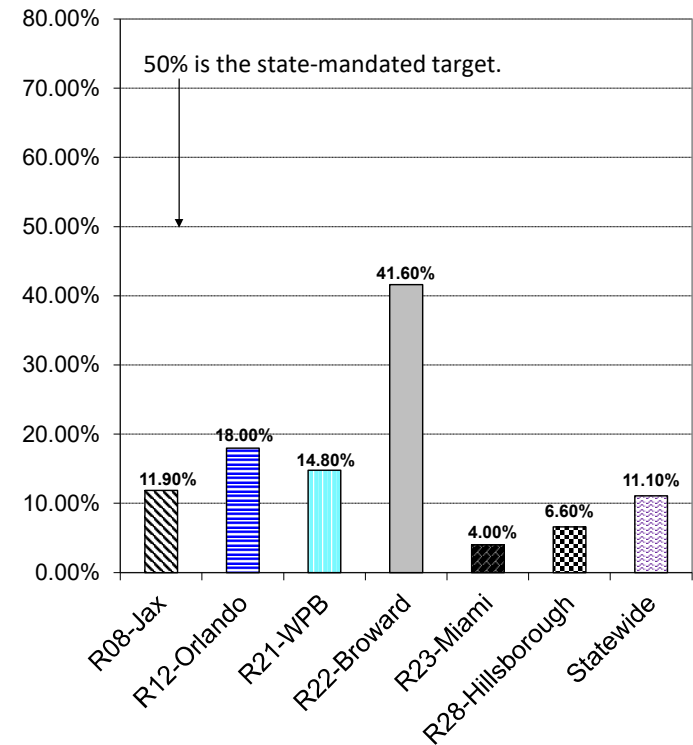
Entered Employment Rate for the Month September 2025 across all Big Six Regions								
	WTP		Wagner-Peyser		Veterans		WIOA Adult/DW	
Region 8 - Jacksonville	26.40%	↑	32.10%	↑	12.90%	↓	100.00%	↑
Region 12 - Orlando	35.20%	↑	33.20%	↑	44.40%	↑	63.60%	↓
Region 21 - WPB	20.50%	↓	24.90%	↑	40.00%	↑	100.00%	↑
Region 22 - Broward	33.00%	↑	34.60%	↑	44.40%	↑	100.00%	—
Region 23 - Miami	27.90%	↓	46.70%	↑	33.30%	↓	100.00%	—
Region 28 - Hillsborough Pinellas	24.70%	↑	39.40%	↑	43.60%	↑	100.00%	—
Statewide	26.80%	↑	38.50%	↑	41.00%	↑	93.00%	↑
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 September 2025

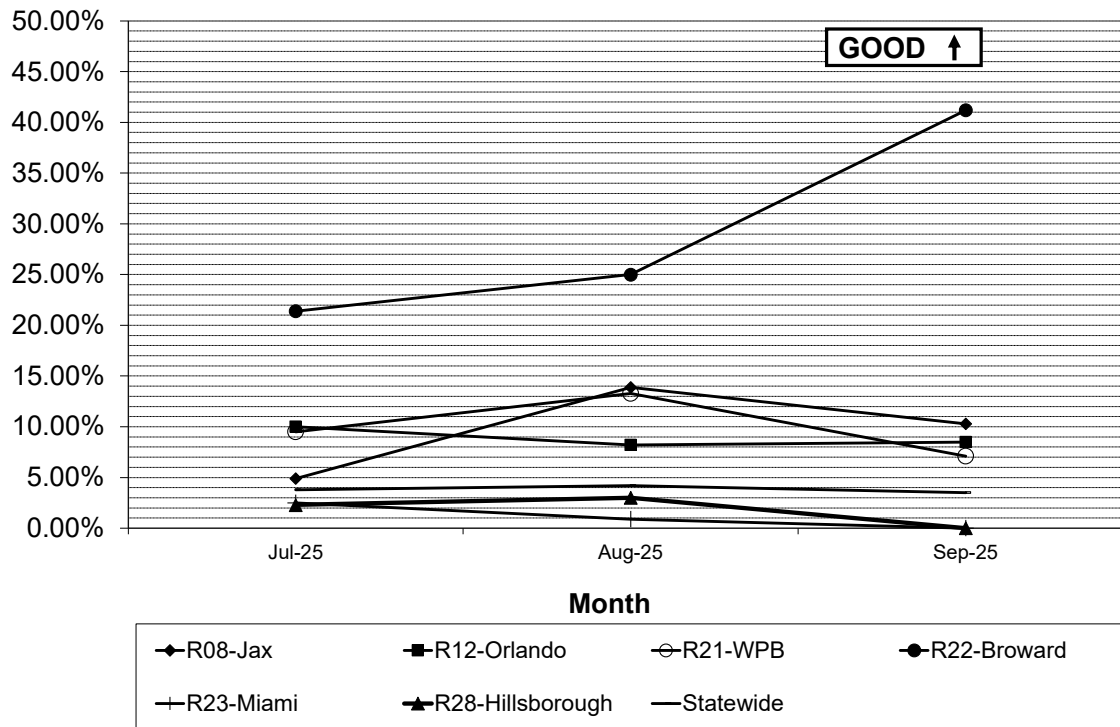


**Program Year-to-Date (YTD)
Participation Rate as of September 2025**

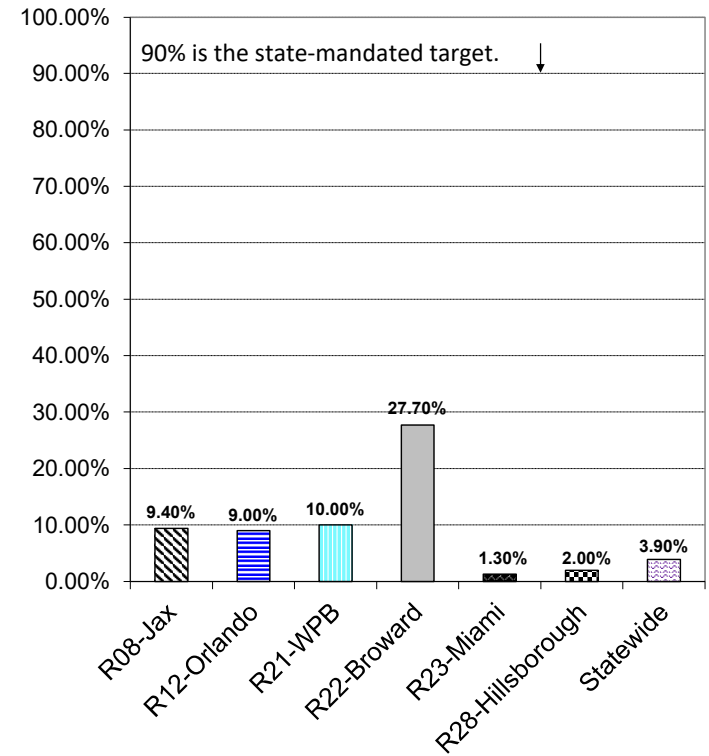


Welfare Transition Program (WTP) Two-Parent Family Participation Data for the Big 6 Regions

Month-to-Month Participation Rate from July to September 2025

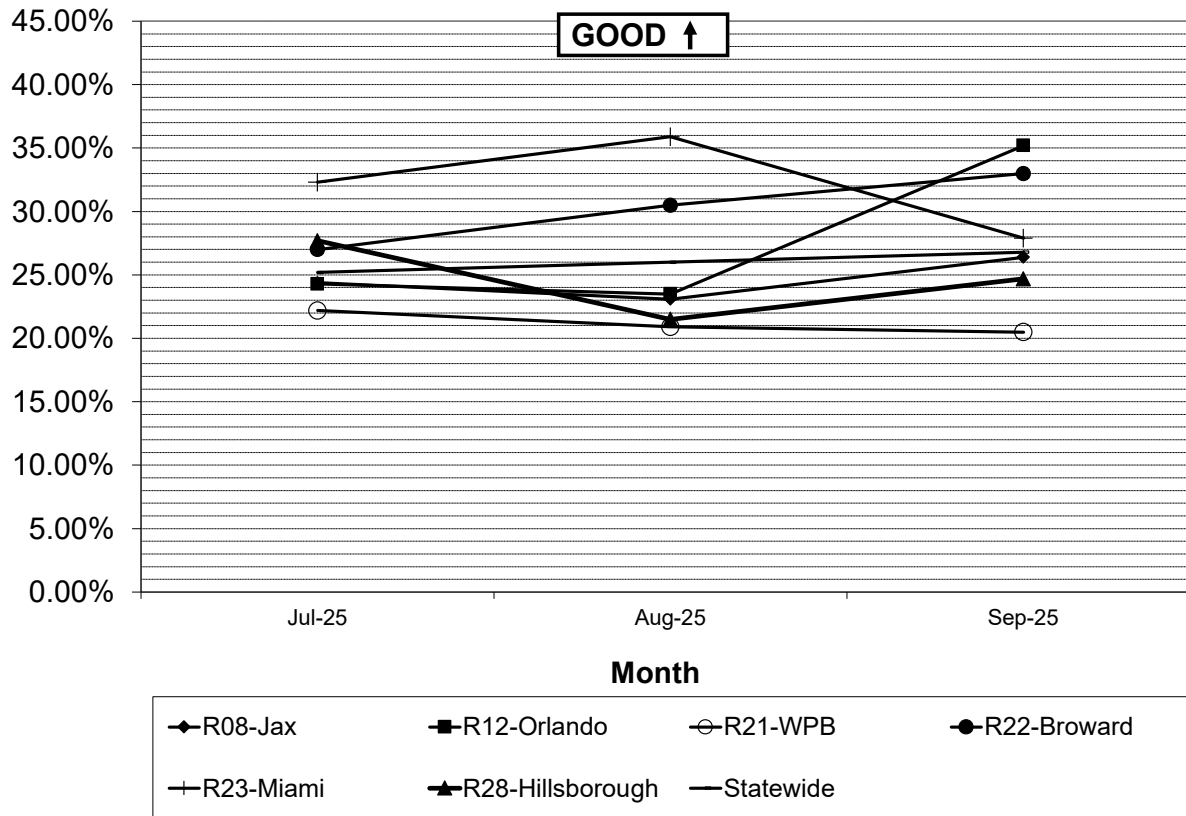


Program Year-to-Date (YTD) Participation Rate as of September 2025

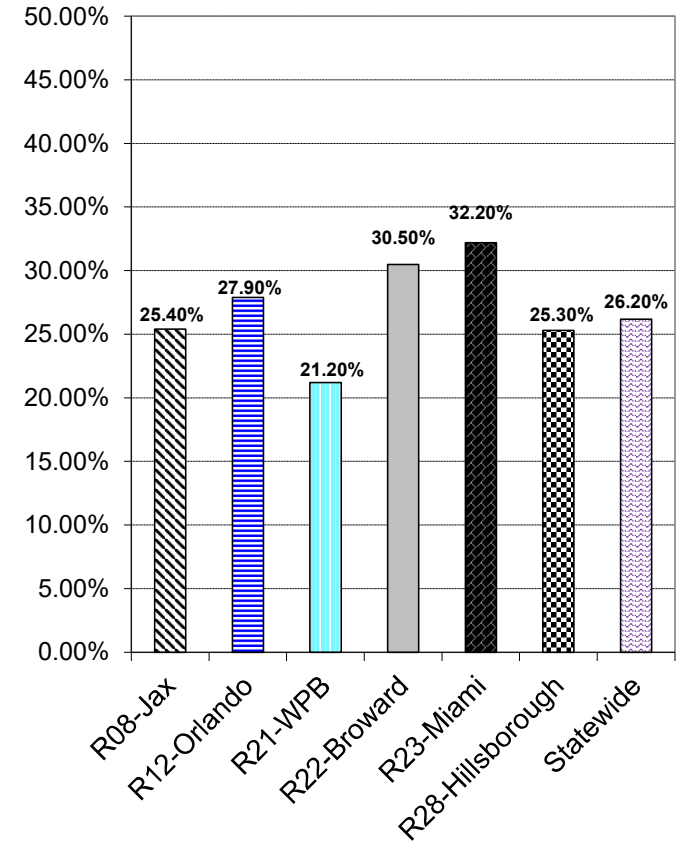


Welfare Transition Program (WTP) Entered Employment (EE) Data for the Big 6 Regions

Month-to-Month Entered Employment Rate from July to September 2025



Program Year-to-Date (YTD) EE Rate as of September 2025

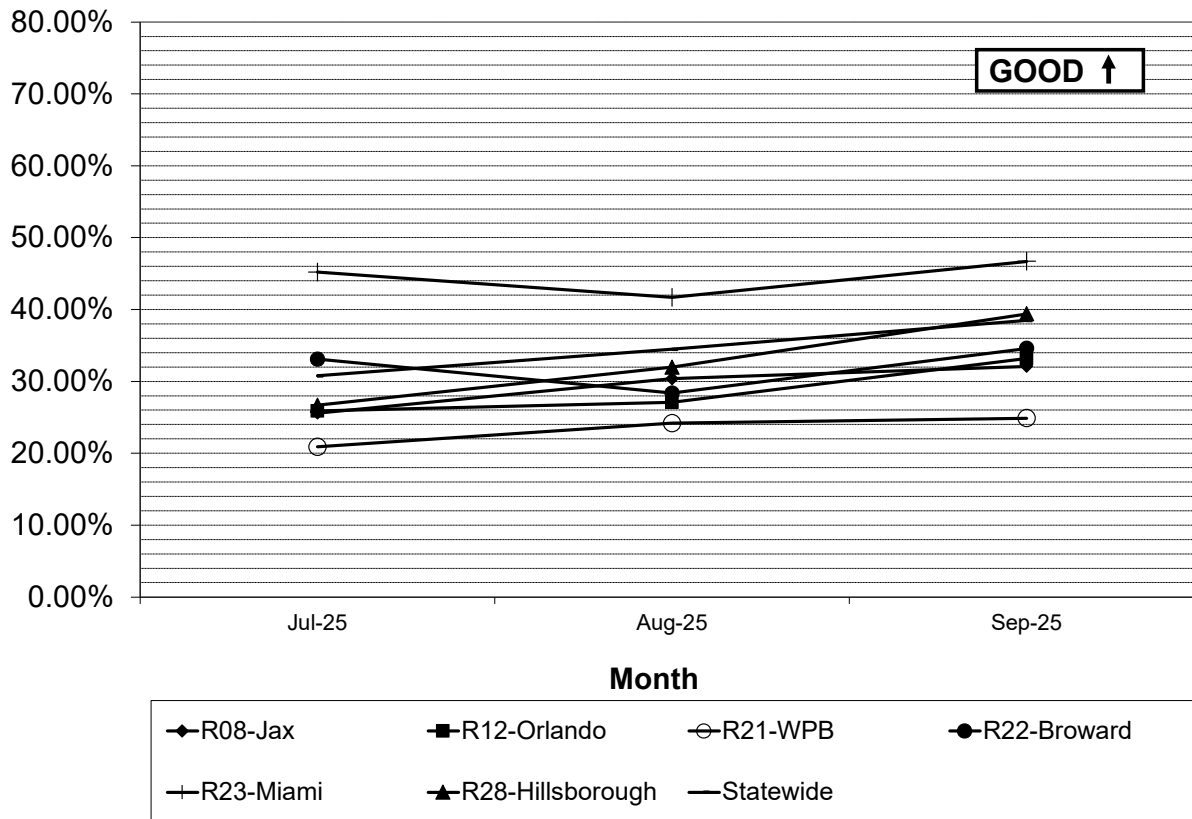


Analysis of Welfare Transition Program (WTP) Performance

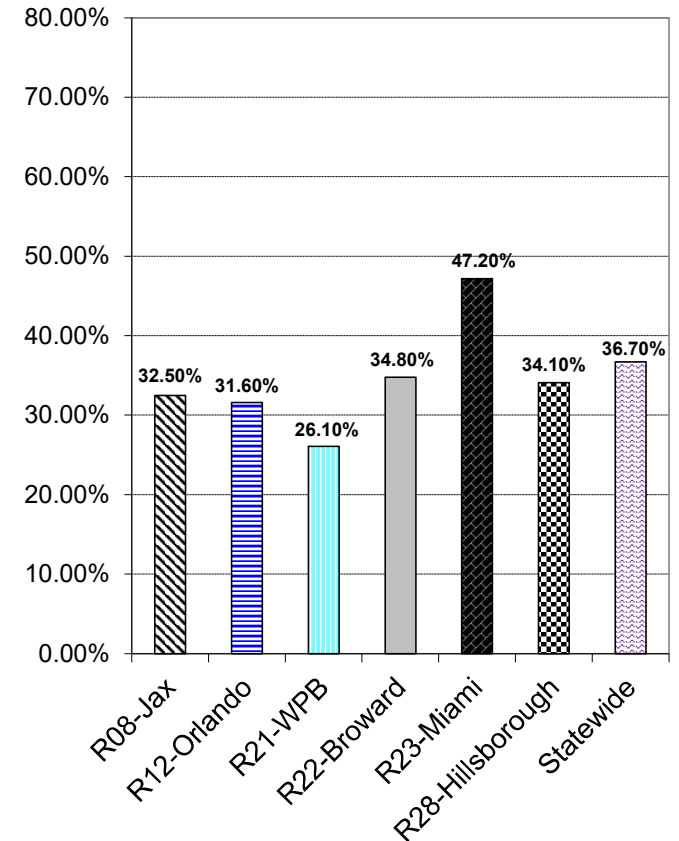
WTP Program Performance At-A-Glance	<u>Measure</u>	<u>Goal</u>	<u>Month (September)</u>	<u>PYTD</u>
	All Family Participation	50%	40.1%	41.6%
	Two-Parent Family Participation	90%	41.2%	27.7%
	Entered Employment Rate (EER)	39%	33.0%	30.5%
Current Situation and Performance Summary	In relation to the Big 6 Regions: All Family Participation Rate CSBD ranks 1st in performance for the month and ranks 1st for Program Year 25/26 Two-Parent Participation Rate CSBD ranks 1st in performance for the month and ranks 1st for Program Year 25/26 Entered Employment Rate CSBD ranks 2nd in performance for the month and ranks 2nd for Program Year 25/26			
Strategies and Action Steps	To improve the entered employment rate, CSBD is becoming more strategic with how WTP participants attend hiring and recruitment events, ensuring positive exposure to employers actively seeking talent. Prior to a recruitment event, Success Coaches hold one-on-one sessions with WTP participants to practice proper employer introductions, polish resumes, and boost their confidence. This structured approach, combining accountability and motivational support, positions participants to engage more effectively with employers and increases the likelihood of successful job placements.			

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

Month-to-Month Entered Employment Rate from July to September 2025



Program Year-to-Date (YTD) EE Rate as of September 2025

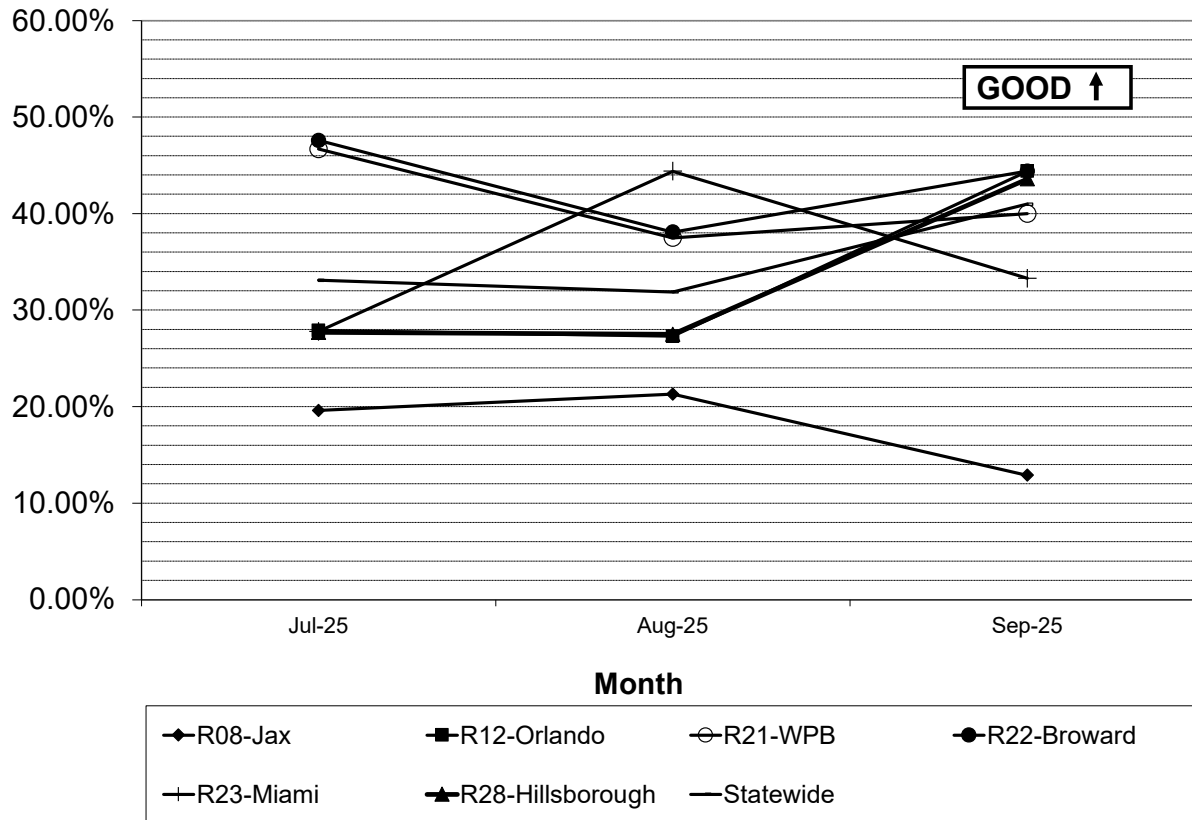


Analysis of Wagner-Peyser (WP) Performance

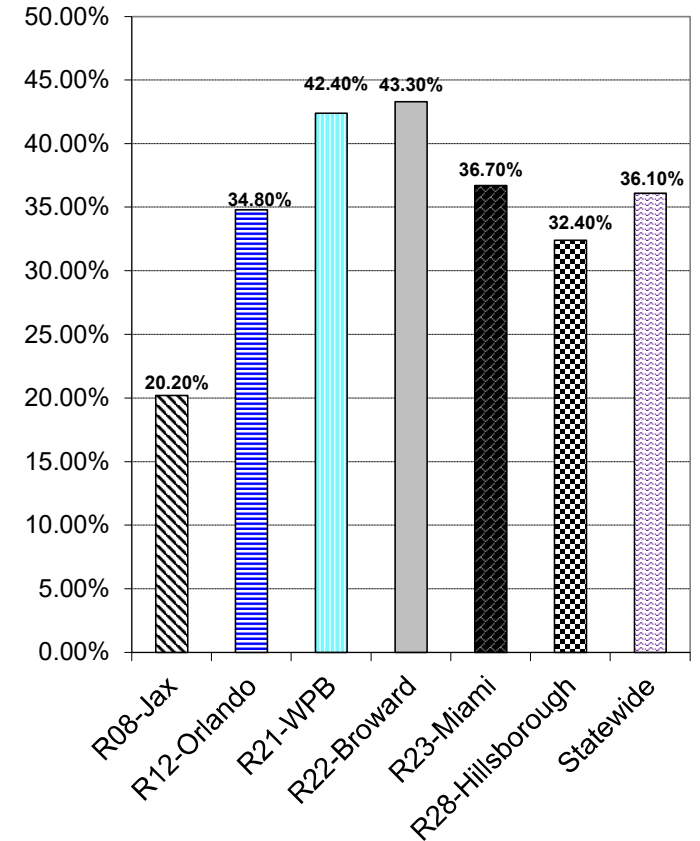
WP Program Performance At-A-Glance	<u>Measure</u>	Performance*	
		Month (September)	PYTD
	Entered Employment Rate (EER)	34.60%	34.80%
	<i>*Please note: The performance detail is based on the Monthly Management Report (MMR). Due to lagging data, our true YTD rate will adjust at the end of the program year.</i>		
Current Situation and Performance Summary	In relation to the Big 6 Regions: CSBD ranks 3rd for the month and ranks 2nd year-to-date in Entered Employment Rate.		
Strategies and Action Steps	To improve our EER, we have implemented the following: - CSBD held its annual Paycheck for Patriots campaign, drawing in thousands of job seekers. Pre-registration provided additional opportunities for staff to assist customers in preparing for the job fair by reviewing employers with them, discussing strategies for a job fair, and ensuring they developed high-quality resumes that closely aligned with their occupational goals by using industry-specific terminology and accomplishments that match employer expectations in given fields. - As recommended by committee members and working with our industry intermediaries, we are developing smaller, sector-specific job fairs to occur throughout the year. - Our research shows that many WP customers are virtual and have not met with a Success Coach or come into one of our One-Stop centers. We are conducting outreach to this population to encourage them to participate in our job search workshops and meet with our experienced staff to help them get back to work quickly. This strategy has resulted in an increase in the number of referrals made to jobs, and is projected to increase the entered employment rate.		

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

Month-to-Month Entered Employment Rate from July to September 2025



Program Year-to-Date (YTD) EE Rate as of September 2025



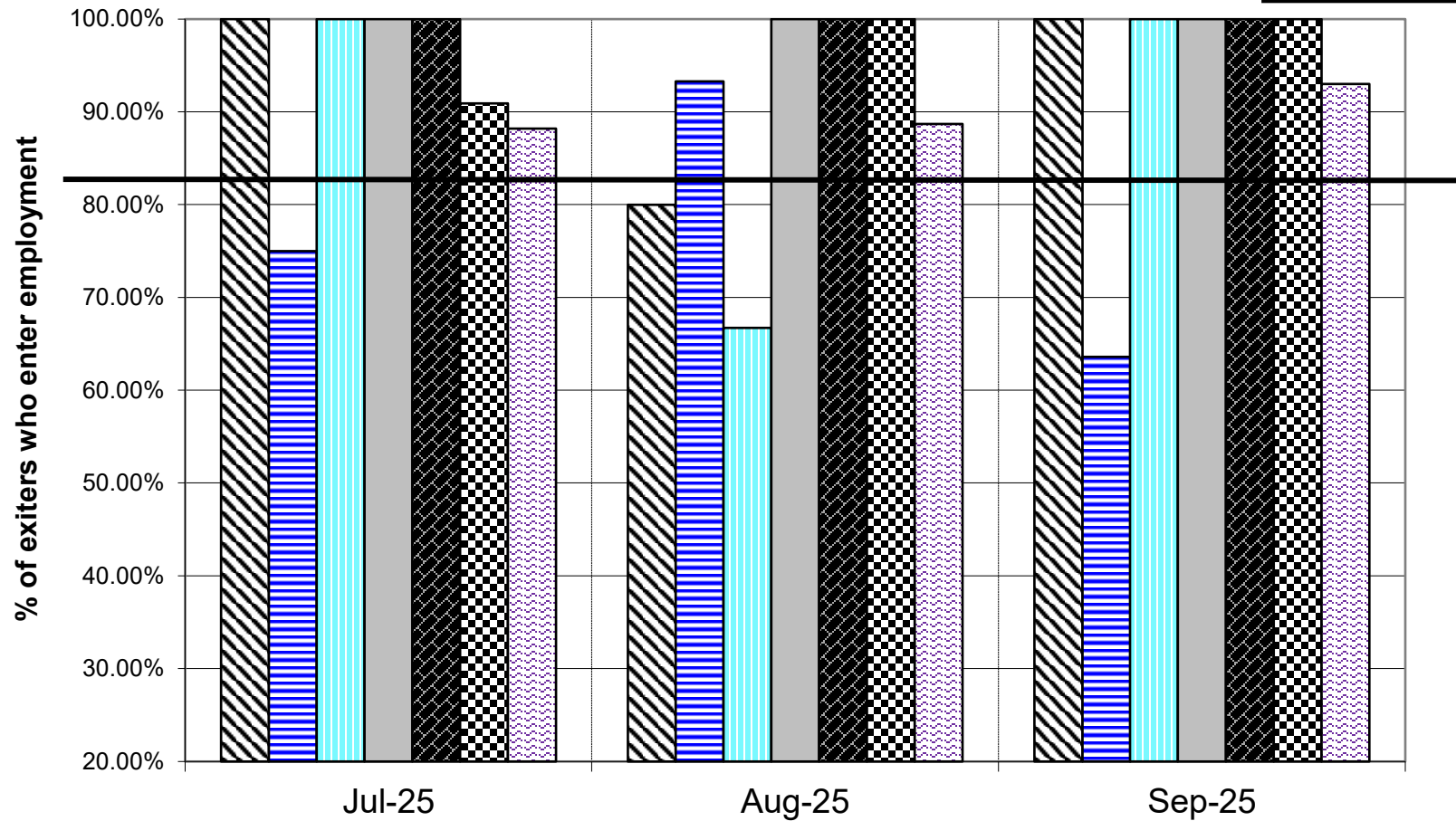
Analysis of Veterans' Performance

Veterans Program Performance At-A- Glance	<u>Measure</u>	Performance*	
		Month (September)	PYTD
	Entered Employment Rate (EER)	44.40%	43.30%
<i>*Please note: The performance detail is based on the Monthly Management Report (MMR).</i>			
Current Situation and Performance Summary	In relation to the Big 6 Regions: CSBD ranks 2-way tie for 1st for the month and 1st for the Program Year in Veterans' Entered Employment Rate.		
Strategies and Action Steps	To increase our EER, the following strategies were implemented: - CSBD connected with colleges/universities and utilizing on-site space for Veteran information meetings, resume support, and targeted job readiness training to help student veterans who are about to graduate secure meaningful employment. As a result, there was an uptick in the number of veterans referred to jobs, which will result in more hires. - CSBD expanded its employer and job seeker outreach strategies in preparation of the Paychecks for Patriots event. Through LinkedIn, Job News job fairs, and partnerships with veteran service providers, the veterans outreach team strengthened connections with both employers and job seekers. As a result, the event drew more than 140 employers and over 2,400 job seekers, of which 359 were veterans, which is a 38% increase in veteran participation compared to last year. This expanded engagement will result in more veterans securing employment which will directly increase our entered employment rate.		

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

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

GOOD↑



■ R08-Jax
■ R12-Orlando
■ R21-WPB
■ R22-Broward
■ R23-Miami
■ R28-Hillsborough
■ Statewide

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

WIOA Program Performance At- A-Glance	<u>Measure</u>	Performance	
		Month (September)	PYTD
	Entered Employment Rate	100%	100%
Current Situation and Performance Summary	Since July, CSBD has assisted 101 Adult and Dislocated Worker (DW) 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. CSBD is in a four-way tie for 1st place in the WIOA Adult and Dislocated Worker Entered Employment Rate for July and 1st year-to-date.		
Strategies and Action Steps	To expand our reach and engage additional job seekers interested in short-term training: • We launched a targeted marketing campaign focused on individuals experiencing long-term unemployment. The campaign promoted paid internship opportunities and highlighted training programs across a variety of high-demand fields, helping connect participants with pathways to employment and skill development in the distressed zip codes. • Recognizing the ongoing need to provide hands-on learning opportunities, we are currently planning an Internship Fair. This event will connect employers with WIOA participants eager to gain practical workplace experience, leading to improved soft skills. The fair is designed to foster meaningful connections that benefit both the participants and the employers by introducing motivated individuals ready to contribute and learn.		