



LWDB Staff Security and Credentialing Certification PY 2025-2026

☒	Last Name	First Name	Title	Primary Office Location	Employing Entity	Date of Hire	Date of Separation	Frontline Staff (Y/N)	Date of Frontline Staff Tier 1 Completion	Training Hours by Front-Line Staff During Review Period *
	ADDY	LADONNA	ADMINISTRATIVE ASSISTANT	CAREER CENTER - NORTH	ISG	12/28/2020	NA	Y	4/9/2021	30
	ALBARRACIN	LOUISE	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - CENTRAL	FL COMMERCE	05/06/2024	NA	Y	6/21/2024	20
	ALEXANDER	MARQUES	QA ANALYST	ADMINISTRATIVE OFFICES	CSBD	11/6/2023	NA	N	3/23/2026	NA
	AMOR	DENISE	WTP SUCCESS COACH	CAREER CENTER - SOUTH	ISG	8/29/2011	NA	Y	12/28/2006	25
	ANDERSON	CARLISE	COMMUNITY OUTREACH LIAISON	ISG-ADMIN	ISG	10/14/2015	NA	Y	1/15/2008	18
	ASH	TONY	VP OF CBR	ADMINISTRATIVE OFFICES	CSBD	1/10/2011	NA	N	NA	NA
	AZAN	JULIE	SNAP SUPERVISOR	CAREER CENTER - SOUTH	ISG	7/5/2016	NA	Y	10/17/2016	21.5
	BACON	NATARISH	EMPLOYMENT NAVIGATOR	FLITE Center	FLITE Center	6/4/2021	NA	Y	3/16/2026	NA
	BALDIS	MICHELE	COORDINATED SERVICES RECRUITER/ADMIN ASST	ADMINISTRATIVE OFFICES	CSBD	11/3/2020	1/30/2025	N	NA	NA
	BARRAZA	MARYANN	COMPUTER TECH 1	ADMINISTRATIVE OFFICES	CSBD	8/21/2007	NA	N	NA	NA
	BARROSO	JOSE	CUSTOMER SERVICE LIAISON	CAREER CENTER - SOUTH	ISG	8/1/2016	NA	Y	6/5/2016	22
	BATEMAN	MICHAEL	VP OF QA	ADMINISTRATIVE OFFICES	CSBD	7/29/2008	NA	N	NA	NA
	BECKFORD	JOHNEIL	BUSINESS SVCS MGR	ADMINISTRATIVE OFFICES	CSBD	12/2/2023	NA	N	3/27/2026	NA
	BENITEZ	MELODY	EDUCATION ADMINISTRATOR	Junior Achievement of South Florida	Junior Achievement of South Florida	1/6/2025	N/A	Y	3/17/2026	NA
	BENNETT	DOREN	WIOA SUPERVISOR	CAREER CENTER - SOUTH	ISG	2/4/2019	NA	Y	3/23/2005	27
	BHOOLAI	VERONICA	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - CENTRAL	FL COMMERCE	10/01/2011	8/25/2025	Y	7/15/2023	2.5
	BLACK	LEAH	WIOA FACILITATOR	CTACE Department	Broward County School Board	7/1/1994	NA	Y	4/8/2026	NA
	BOYLE	ASHLEY	WIOA SUCCESS COACH	CAREER CENTER - SOUTH	ISG	3/18/2024	NA	Y	5/13/2024	27
	BOYNTON	RASHANI	PROGRAM MANAGER	HANDY	HANDY	3/20/2023	NA	N	3/16/2026	NA
	BRAGDTON	JONTIA	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - CENTRAL	FL COMMERCE	05/01/2024	NA	Y	5/31/2024	18.5
	BRAGG	DEBORAH	ASSISTANT CENTER MANAGER (CA)	CAREER CENTER - SOUTH	ISG	8/1/2015	NA	Y	3/23/2002	21.5



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	BRATHWAITE	MOYA	LEGAL SECRETARY	ADMINISTRATIVE OFFICES	CSBD	3/9/2020	NA	N	NA	NA
	BRAVO	ANA	ASST. PROGRMA MANAGER -SYEP	ADMINISTRATIVE OFFICES	CSBD	2/12/2024	NA	N	NA	NA
	BROWN	LATANYA	ADMINISTRATIVE COORDINATOR OPERATIONS	ISG-ADMIN	ISG	11/20/2023	NA	N	NA	NA
	BROWN	MYRA	CHIEF PROGRAMS OFFICER	Junior Achievement of South Florida	Junior Achievement of South Florida	9/16/2024	N/A	N	NA	NA
	BRUCKER	CATHERINE	WIOA FACILITATOR	CTACE Department	Broward County School Board	8/1/2002	NA	Y	4/8/2026	NA
	BRYANT	KIMBERLY	EXEC VP OPERATIONS	ADMINISTRATIVE OFFICES	CSBD	8/24/2020	NA	N	NA	NA
	BUCKHANNON	ALMATHA	WIOA CUSTOMER SERVICE LIAISON	CAREER CENTER - NORTH	ISG	8/24/2020	NA	Y	11/1/2008	21
	BUCKLES	TELLY	SR. OPS RESEARCH & DATA ANALYST	ADMINISTRATIVE OFFICES	CSBD	1/5/2021	NA	N	NA	NA
	CADET	BRYAN	OPS EMPLOYMENT SECURITY REP II	CAREER CENTER - CENTRAL	FL COMMERCE	06/10/2024	4/11/2025	Y	9/13/2024	2
	CALLOWAY	MA'KIA	COORDINATED SERVICES RECRUITER/ADMIN ASST	ADMINISTRATIVE OFFICES	CSBD	2/18/2025	NA	N	NA	NA
	CAMBRIDGE	ALEXSIA	OPS EMPLOYMENT SECURITY REP II	CAREER CENTER - CENTRAL	FL COMMERCE	07/23/2025	NA	Y	9/15/2025	19
	CARABALLO	VALARIE	JOBS AND BENEFITS SUPERVISOR - SES	CAREER CENTER - CENTRAL	FL COMMERCE	10/01/2011	NA	Y	5/3/2003	23
	CARLO	SYLVIA	CUSTOMER SERVICE SPECIALIST	CAREER CENTER - SOUTH	FL COMMERCE	9/2/2025	NA	Y	1/6/2014	20.5
	CARLO	SYLVIA	FRONT DESK/RCL (CA)	CAREER CENTER - SOUTH	ISG	9/1/2017	9/2/2025	Y	1/6/2014	20.5
	CARSWELL	DANIELLE	BUSINESS SERVICES CONSULTANT I	CAREER CENTER - CENTRAL	ISG	4/8/2024	NA	Y	6/21/2024	17.5
	CARTER	ALTAMESE	WTP SUPERVISOR	CAREER CENTER - NORTH	ISG	9/16/2008	NA	Y	6/30/2004	30
	CASANAS	MARIA	RESEA CSL	CAREER CENTER - CENTRAL	ISG	10/18/2023	NA	Y	2/7/2024	23
	CEVIEUX	BARBARA	BUSINESS SVCS MGR	ADMINISTRATIVE OFFICES	CSBD	5/4/2015	NA	N	4/2/2026	NA
	CHAMBERS	STEPHEN	UC/RESOURCE CENTER LIAISON (CA)	CAREER CENTER - SOUTH	ISG	7/1/2008	NA	Y	8/21/2003	25.25
	CHARLES	BELINDA	ACCOUNTANT 2	ADMINISTRATIVE OFFICES	CSBD	3/26/2007	NA	N	NA	NA
	CHILDS	LUCRESHIA	CENTER MANAGER (CA)	CAREER CENTER - SOUTH	ISG	8/1/2015	NA	Y	1/30/2004	25.5



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	CHIN	CHARMAINE	WTP SUCCESS COACH	CAREER CENTER - SOUTH	ISG	4/7/2025	NA	Y	7/2/2025	43.5
	CHIN	CHARMAINE	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - SOUTH	FL COMMERCE	02/13/2026	NA	Y	7/2/2025	43.5
	COLEMAN	RANYAH	PLACEMENT CUSTOMER SERVICE LIAISON	CAREER CENTER - CENTRAL	ISG	12/14/2023	12/5/2025	Y	2/26/2024	18.5
	COLEMAN	YVONNE	CUSTOMER SERVICE SPECIALIST	CAREER CENTER - CENTRAL	FL COMMERCE	07/01/2014	5/6/2025	Y	1/23/2015	FMLA THEN SEPARATION
	CORAM	DEVONIE	RESEA CSL	CAREER CENTER - SOUTH	ISG	1/6/2025	7/28/2025	Y	2/12/2025	2.75
	COX	TROY	BUSINESS SERVICES CONSULTANT II	CAREER CENTER - CENTRAL	ISG	4/16/2024	4/8/2025	Y	5/20/2024	NA
	CROWLEY	GERALD	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - SOUTH	FL COMMERCE	10/01/2011	NA	Y	1/8/2008	28.75
	CUNNINGHAM	SAMORA	EMPLOYMENT NAVIGATOR	FLITE Center	FLITE Center	6/30/2021	NA	Y	3/16/2026	NA
	DANIELS	ROCHELLE	GENERAL COUNSEL	ADMINISTRATIVE OFFICES	CSBD	11/17/1975	NA	N	NA	NA
	DASILVA	KRISTINA	EXECUTIVE DIRECTOR	FLITE Center	FLITE Center	8/8/2024	NA	N	NA	NA
	DAVIS	VERONICA	HR ASSISTANT	ADMINISTRATIVE OFFICES	CSBD	4/13/1979	NA	N	NA	NA
	DE LA ROSA	DAVID	ADMINISTRATIVE ASSISTANT I	CAREER CENTER - CENTRAL	FL COMMERCE	10/01/2011	NA	Y	9/26/2003	18.5
	DEAN	NATASHA	CSL - RESOURCE ROOM	CAREER CENTER - CENTRAL	ISG	9/7/2020	2/12/2026	Y	3/12/2021	22.5
	DEL ROSARIO	ALEXANDRA	JOBS AND BENEFITS SUPERVISOR - SES	CAREER CENTER - SOUTH	FL COMMERCE	05/06/2019	NA	Y	5/25/2003	25
	DELGADO	ALVARO	SR MAINTENANCE TECH	ISG-ADMIN	ISG	3/14/2022	NA	N	NA	NA
	DESSOURCES DIT DUMESLE	JAEM	COMPUTER TECH SUPPORT ASSISTANT	ISG-ADMIN	ISG	4/15/2024	8/15/2025	N	NA	NA
	DUNN	LORNA	QATC	CAREER CENTER - NORTH	ISG	1/16/2024	6/27/2025	Y	2/15/2024	NA
	DUPERAT	JEAN	RESEA SUCCESS COACH	CAREER CENTER - SOUTH	ISG	2/14/2024	NA	Y	12/1/2009	25
	EASTHOPE	CAROL	ACCOUNTING SPECIALIST II	CTACE Department	Broward County School Board	11/16/2001	7/1/2025	N	NA	NA
	FERNANDEZ	MARIBEL	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - CENTRAL	FL COMMERCE	11/19/2021	NA	Y	11/3/2021	17.5



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	FINKELSTEIN	DONNA	WIOA SUCCESS COACH	CAREER CENTER - SOUTH	ISG	11/15/2023		Y	1/12/2024	28
	FIRMIN	EDELE	WIOA SUCCESS COACH	CAREER CENTER - NORTH	ISG	9/25/2023	NA	Y	1/25/2024	22
	FLEMING	CORETTA	GOVERNMENT OPERATIONS CONSULTANT II	CAREER CENTER - CENTRAL	FL COMMERCE	11/02/2020	NA	Y	1/26/2021	15
	FLORENCE	YUSHIKA	MANAGER YOUTH PROGRAMS & SERVICES	ISG-ADMIN	ISG	7/13/2020	NA	N	NA	NA
	FLYNN	NATHAN	YOUTH SERVICES COORDINATOR	CIL Broward 4800 N. State Rd. 7 Lauderdale Lakes, FL 33319	CILB	4/27/2022	NA	Y	3/10/2026	NA
	FRANCIS	MIKEALA	COMMUNITY LIAISON	ADMINISTRATIVE OFFICES	CSBD	11/6/2023	NA	N	NA	NA
	FREDRICK	CHRISTINE	EXECUTIVE DIRECTOR	FLITE Center	FLITE Center	1/3/2017	6/2/2025	N	NA	NA
	FRONTELA	LILLIAN	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - SOUTH	FL COMMERCE	10/01/2011	9/30/2025	Y	6/1/2003	3.25
	GARDNER	MAURICE	SR. VP OPERATIONS	ADMINISTRATIVE OFFICES	CSBD	9/5/2023	NA	N	NA	NA
	GILES	JAVARO	ASSISTANT CENTER MANAGER	CAREER CENTER - CENTRAL	ISG	8/18/2022	NA	Y	5/12/2023	20
	GOMEZ	LESBIA	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - NORTH	FL COMMERCE	10/06/2014	NA	Y	7/19/2013	27
	GOMEZ	SIRLE	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - SOUTH	FL COMMERCE	10/16/2025 (RE-HIRE)	NA	Y	6/20/2008	20
	GONZALEZ	MARIA	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - NORTH	FL COMMERCE	01/04/2016	NA	Y	3/4/2016	24
	GONZALEZ GARCIA	FELIPE	GOVERNMENT OPERATIONS CONSULTANT II	CAREER CENTER - SOUTH	FL COMMERCE	06/24/2024	NA	Y	12/16/2024	22.5
	GORDON	VONNETTE	FRONT DESK/RCL (CA)	CAREER CENTER - SOUTH	ISG	7/23/2018	NA	Y	10/17/2018	23
	GORDON	BEVERLY	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - SOUTH	FL COMMERCE	10/01/2011	NA	Y	10/15/2009	21.5
	GRAS-PERALTA	OLIVER	WIOA SUCCESS COACH	CAREER CENTER - NORTH	ISG	2/6/2023	NA	Y	2/6/2023	23
	GREGORY	RAMONA	WORKSHOP FACILITATOR (CA)	CAREER CENTER - SOUTH	ISG	9/25/2017	5/30/2025	Y	1/5/2018	2



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	HARDY	JANAE	WORKFORCE DEVELOPMENT SPECIALIST	Junior Achievement of South Florida	Junior Achievement of South Florida	1/31/2022	5/9/2025	Y	NA	NA
	HARPER-BAKER	PATRICIA	QA & TRAINING COORDINATOR	CAREER CENTER - SOUTH	ISG	4/15/2024	7/25/2025	Y	7/3/2024	7.5
	HARRIGAN	ROSEMONDE	RESEA SUCCESS COACH	CAREER CENTER - SOUTH	ISG	6/3/2024	NA	Y	7/10/2024	22
	HARRIOTT	SONIA	ADMIN ASST	ADMINISTRATIVE OFFICES	CSBD	2/6/2023	NA	N	NA	NA
	HARRIS	ANTQUON	CAREER COACH	HANDY	HANDY	10/1/2024	NA	Y	3/16/2026	NA
	HENRY	EVROY	GOVERNMENT OPERATIONS CONSULTANT II	CAREER CENTER - CENTRAL	FL COMMERCE	05/11/2018	NA	Y	6/27/2018	15
	HICKS	REYNOLD	NORTH CENTER MANAGER (CA)	CAREER CENTER - NORTH	ISG	4/1/2013	NA	Y	10/6/2014	29
	HOWARD	TRAMEKA B	WIOA YOUTH SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	1/10/2023	10/27/2025	Y	6/29/2022	14.5
	HOWARD	TRAMEKA	CAREER COACH	HANDY	HANDY	10/27/2025	NA	Y	6/29/2022	21
	HUMPHRIES	DAVID	WIOA FACILITATOR	CTACE Department	Broward County School Board	8/21/1996	NA	Y	4/8/2026	NA
	HYLTON	CAROL	PRESIDENT/CEO	ADMINISTRATIVE OFFICES	CSBD	10/16/2006	NA	N	NA	NA
	ISOM-BROWN	SAVALETTE Y	WTP SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	7/1/2008	7/11/2025	Y	6/20/2023	4.5
	JACKSON	DAWN	YOUTH EMPLOYMENT SPECIALIST	Junior Achievement of South Florida	Junior Achievement of South Florida	7/14/2025	N/A	Y	3/27/2026	NA
	JACQUES-RAGNAUTH	CHANTALE	WTP SUPERVISOR	CAREER CENTER - SOUTH	ISG	8/19/2009	NA	Y	3/6/2006	20.5
	JOHNSON	JEREMY	EMPLOYMENT SECURITY REPRESENTATIVE II	ADMINISTRATIVE OFFICES	FL COMMERCE	07/29/2013	NA	Y	8/26/2024	16
	JOSEPH	CHRISTELLE	WTP CUSTOMER SERVICE LIAISON	CAREER CENTER - CENTRAL	ISG	5/15/2022	NA	Y	9/29/2022	19.5
	JOSEPH	CONCETTA	WIOA SUCCESS COACH	CAREER CENTER - NORTH	ISG	11/16/2015	NA	Y	7/7/2014	23
	KANGAL	KAMINNIE	SR. VP OF FINANCE	ADMINISTRATIVE OFFICES	CSBD	6/26/2017	NA	N	NA	NA
	KATES-GLASGOW	KIMBERLY	WIOA YOUTH SUCCESS COACH/RECRUITER	CAREER CENTER - CENTRAL	ISG	12/6/2023	5/9/2025	Y	2/7/2024	NA
	KELLY	LYNN	CLERK SPECIALIST B	CTACE Department	Broward County School Board	12/1/2010	NA	N	NA	NA
	KING	JANET	PAYROLL SPECIALIST	ADMINISTRATIVE OFFICES	CSBD	11/6/2024	NA	N	NA	NA
	KING (THOMAS)	LATEMA	SYEP PROGRAM MANAGER	ADMINISTRATIVE OFFICES	CSBD	3/2/2011	NA	N	NA	NA



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	KLINCEWICZ	MARK	EXECUTIVE VP OF ADMINISTRATION	ADMINISTRATIVE OFFICES	CSBD	5/20/2002	NA	N	NA	NA
	KNIGHT	LETARSHIA	EMPLOYMENT COORDINATOR	FLITE Center	FLITE Center	7/15/2016	NA	Y	3/18/2026	NA
	KOSSAK	KASIA	ADULT PROGRAMS ADMINISTRATOR	ADMINISTRATIVE OFFICES	CSBD	7/20/2020	NA	N	NA	NA
	KOSSEY	JEANNE F	WORKSHOP FACILITATOR	CAREER CENTER - CENTRAL	ISG	3/17/2023	11/7/2025	Y	7/7/2023	6
	LAKOMIAK (JOSUE)	PATRICIA	YOUTH EMPLOYMENT MANAGER	Junior Achievement of South Florida	Junior Achievement of South Florida	3/7/2022	N/A	Y	3/16/2026	NA
	LAMB	CHRISTINE	YOUTH PROGRAM RECRUITER/ADMIN	ADMINISTRATIVE OFFICES	CSBD	8/1/2024	4/30/2025	N	NA	NA
	LEARY	DANIEL J.	BUSINESS SERVICES SUPERVISOR	CAREER CENTER - CENTRAL	ISG	11/7/2022	NA	Y	5/12/2023	21.5
	LEONARD	MILTON	GOVERNMENT OPERATIONS CONSULTANT II	CAREER CENTER - SOUTH	FL COMMERCE	10/01/2011	NA	Y	9/23/2002	21.5
	LEWIS	KEWIN	EMPLOYMENT SECURITY REPRESENTATIVE II	ADMINISTRATIVE OFFICES	FL COMMERCE	03/15/2021	NA	Y	2/12/2021	16
	LLOYD	JAVON	PER DIEM SR. COMM MGR	ADMINISTRATIVE OFFICES	CSBD	3/6/2024	NA	N	NA	NA
	LOPER	JOYCE M.	FRONT DESK/RCL (CA)	CAREER CENTER - NORTH	ISG	3/4/2020	NA	Y	9/18/2020	26
	LOPEZ	EDUARDO	WIOA SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	5/20/2024	5/15/2025	Y	6/16/2023	1
	LOPEZ DEL CASTILLO	NANETTE	WTP SUCCESS COACH	CAREER CENTER-SOUTH	ISG	10/15/2025	2/6/2026	Y	N/A	18
	LOWARY	BRENDA F	SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	3/14/2023		Y	6/16/2023	21.5
	MACHAIN-BANKER	RHONDA	FAMILY SUCCESS COACH NCP TRAINEE	CAREER CENTER - CENTRAL	ISG	9/30/2024	NA	Y	10/22/2024	28
	MALAVE	CARA	DIRECTOR OF PROGRAMS	FLITE Center	FLITE Center	3/13/2017	Deceased 8/10/2025	N	NA	NA
	MARTIN	SANDRA	RECEPTIONIST/ ADMIN ASST	ADMINISTRATIVE OFFICES	CSBD	5/18/1992	NA	N	NA	NA
	MARTINEZ	RAFAEL	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - NORTH	FL COMMERCE	02/13/2026	NA	Y	7/27/2021	26
	MARTINEZ	RAFAEL A.	FRONT DESK/RCL (CA)	CAREER CENTER - NORTH	ISG	4/29/2021	2/12/2026	Y	7/27/2021	26
	MATHIEU	LINDA	WTP SUCCESS COACH	CAREER CENTER - SOUTH	ISG	12/13/2010	NA	Y	6/15/2011	19



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	MCCARTNEY	DEBRA J.	WIOA SUCCESS COACH	CAREER CENTER - SOUTH	ISG	7/1/2008	NA	Y	12/20/2003	24.5
	MCCURDY	TREVOR	COMPUTER TECH 1	ADMINISTRATIVE OFFICES	CSBD	1/16/2024	NA	N	NA	NA
	MCINTOSH-ROSE	KAREN	RESEA SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	1/4/2023	NA	Y	7/21/2023	19
	MCKINSON	DANIA	COMMUNICATIONS ASSISTANT	ADMINISTRATIVE OFFICES	CSBD	11/4/2024	3/2/2026	N	NA	NA
	MCMURTREY	XINIA	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - NORTH	FL COMMERCE	09/16/2019	NA	Y	2/15/2019	26.5
	MEGNIN	DAVID	SYSTEMS ANALYST PROGRAMMER	ADMINISTRATIVE OFFICES	CSBD	8/18/2006	NA	N	NA	NA
	MELENDEZ	AIDA	WIOA SUCCESS COACH	CAREER CENTER - SOUTH	ISG	9/24/2018	NA	Y	4/15/2003	28
	MILLER	AVRIL	WTP CSL	CAREER CENTER - SOUTH	ISG	7/25/2022	NA	Y	12/31/2003	24.5
	MOFFETT	RONALD	EXECUTIVE VP OF ADMINISTRATION	ADMINISTRATIVE OFFICES	CSBD	3/1/2010	12/31/2025	N	NA	NA
	MOORE	VALERIE D.	WTP CSL	CAREER CENTER - NORTH	ISG	7/8/2009	NA	Y	12/3/2009	29
	MUIR	FAITHLYN	BUSINESS SERVICES CONSULTANT II	CAREER CENTER - CENTRAL	ISG	5/28/2024	NA	Y	2/26/2024	34.5
	MULQUEEN	KIMBERLI	WTP/SNAP PROGRAM MANAGER	ADMINISTRATIVE OFFICES	CSBD	2/22/2024	NA	N	NA	NA
	NATION	MICHAEL S.	WTP WORKSHOP FACILITATOR/JOB CLUB	CAREER CENTER - SOUTH	ISG	4/27/2009	NA	Y	9/22/2009	26
	NAVARRO	KEVIN J.	BUSINESS SERVICE ASSISTANT	CAREER CENTER - CENTRAL	ISG	7/19/2023	NA	Y	10/17/2023	20
	NOEL	MAUREEN C.	WIOA SUCCESS COACH	CAREER CENTER - NORTH	ISG	1/4/2016	NA	Y	8/14/2013	26
	NUNEZ	DEBORAH	SENIOR MANAGEMENT ANALYST SUPV - SES	ADMINISTRATIVE OFFICES	FL COMMERCE	06/21/2021	NA	N	9/2/2021	NA
	OLADUNNI	FOLASHADE	WTP SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	9/17/2008	NA	Y	12/10/2008	23
	PANTIN	DAMIAN	WIOA YOUTH SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	12/6/2023	11/14/2025	Y	5/1/2013	16
	PARKER	EARLENE	CLERK SPECIALIST B	CTACE Department	Broward County School Board	8/3/2005	NA	N	NA	NA
	PARKER-PICKETT	ROSAMOND	VP OF HR	ADMINISTRATIVE OFFICES	CSBD	2/21/2006	NA	N	NA	NA
	RAMOS	MARCIES	CONTROLLER	ADMINISTRATIVE OFFICES	CSBD	7/19/2023	NA	N	NA	NA
	RAMSAY	ANDREW	AUDIT COMPLIANCE COORDINATOR	ADMINISTRATIVE OFFICES	CSBD	1/8/2024	NA	N	NA	NA



LWDB Staff Security and Credentialing Certification PY 2025-2026

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	REIPSA	JILL	DIRECTOR OF WORKFORCE DEVELOPMENT	Junior Achievement of South Florida	Junior Achievement of South Florida	9/3/2019	N/A	Y	3/13/2026	NA
	RHODEN WILLIAMS	HERMA	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - SOUTH	FL COMMERCE	04/15/2013	NA	Y	4/29/2009	23
	RHYNIE	MELONEY	APPRENTICESHIP NAVIGATOR	ADMINISTRATIVE OFFICES	CSBD	11/19/2024	6/9/2025	N	NA	NA
	RIBON	ADRIANA	WTP	CAREER CENTER - NORTH	ISG	3/10/2025	5/29/2025	Y	4/3/2025	NA
	RILEY	KATRINA	PURCHASING COORDINATOR	ADMINISTRATIVE OFFICES	CSBD	6/26/2023	NA	N	NA	NA
	RIVAS DIAZ	DIONELLA D	WTP SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	12/14/2020	NA	Y	3/12/2018	31
	RIVERA	PETER	VP OF IT	ADMINISTRATIVE OFFICES	CSBD	5/30/2023	NA	N	NA	NA
	RODRIGUEZ	KENNETH	WTP SUCCESS COACH	CAREER CENTER - SOUTH	ISG	5/6/2009	NA	Y	10/29/2009	23
	ROMULUS	KATHY	WTP SUCCESS COACH - CREOLE	CAREER CENTER - NORTH	ISG	4/1/2024	11/10/2025	Y	5/23/2024	6.5
	ROWE	NEENA	RESEA SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	11/9/2020	NA	Y	1/27/2021	20
	RUGGERE	CHRIS S.	REGIONAL WORKSHOP AND TRAINING & ITA MANAGER	CAREER CENTER - CENTRAL	ISG	1/2/2020	NA	N	NA	NA
	RUSSO	JEILY	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - CENTRAL	FL COMMERCE	05/29/2018	NA	Y	6/27/2018	20.5
	RYMER	CARLOS	EMPLOYMEN NAVIGATOR	FLITE Center	FLITE Center	5/1/2023	NA	Y	3/18/2026	NA
	SAENZ	DOUGLAS	START UP NOW PROG MGR	ADMINISTRATIVE OFFICES	CSBD	4/5/2016	NA	N	4/2/2026	NA
	SAINT LOUIS	LOUBENS	MULTIMEDIA DESIGN & MARKETING SPECIALIST	ADMINISTRATIVE OFFICES	CSBD	5/11/2015	NA	N	NA	NA
	SALDALA	MARITZA	CUSTOMER SERVICE SPECIALIST	CAREER CENTER - NORTH	FL COMMERCE	03/01/2024	NA	Y	12/14/2023	24.5
	SAULSBY	RITCHEE	EMPLOYMENT SECURITY REPRESENTATIVE II	CAREER CENTER - SOUTH	FL COMMERCE	11/12/2024	NA	Y	9/9/2013	27.5
	SCHOEN	BARRY	OPS EMPLOYMENT SECURITY REP II	CAREER CENTER - CENTRAL	FL COMMERCE	02/3/2025	11/26/2025	Y	5/5/2025	9.5
	SCOTT	JENNIFER	WTP CSL	CAREER CENTER - CENTRAL	ISG	2/9/2009	NA	Y	7/9/2009	20



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	SHAW	ALEXANDER	VP OF COMMUNICATIONS	ADMINISTRATIVE OFFICES	CSBD	6/17/2024	NA	N	NA	NA
	SHROUDER	DONNA	BUSINESS SERVICES CONSULTANT I	CAREER CENTER - SOUTH	ISG	7/5/2023	NA	Y	11/30/2023	21.5
	SIMON	LOUISE	WORKFORCE EMPLOYMENT COORDINATOR	Junior Achievement of South Florida	Junior Achievement of South Florida	9/25/2023	6/27/2025	Y	NA	NA
	SOTO	SANDRA	EMPLOYMENT SECURITY REPRESENTATIVE II	ADMINISTRATIVE OFFICES	FL COMMERCE	10/14/2024	NA	Y	5/5/2025	9
	STAFFORD	SHARLEAN C	RES. CENTER LIAISON (CA)	CAREER CENTER - SOUTH	ISG	7/1/2008	NA	Y	4/9/2004	23
	STANLEY	MICHAEL D	WORKSHOP FACILITATOR (JOB CLUB)	CAREER CENTER - NORTH	ISG	5/6/2019	5/27/2025	Y	6/5/2020	NA
	STEPHEN	KAREN	COMMUNITY SERVICES CONTRACTS DEVELOPER	CAREER CENTER - SOUTH	ISG	3/25/2024	6/30/2025	Y	5/17/2010	NA
	STERLING	PARTHENIA	BUSINESS SERVICES CONSULTANT I	CAREER CENTER - CENTRAL	ISG	2/10/2023	NA	Y	6/16/2023	20
	THORNE	MIRIAM	ADMINISTRATIVE ASSISTANT I	CAREER CENTER - SOUTH	FL COMMERCE	11/12/2024	NA	Y	3/19/2024	21



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	VALBRUN-MCKENZIE	LYNDA	BILINGUAL (CREOLE) WTP SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	12/9/2024	1/7/2026	Y	2/12/2025	18
	VALME	GIL	NETWORK ADMINISTRATOR	ADMINISTRATIVE OFFICES	CSBD	12/1/2016	NA	N	NA	NA
	VAZQUEZ	SAMANTHA	EXEC SECY	ADMINISTRATIVE OFFICES	CSBD	10/25/2023	3/2/2026	N	NA	NA
	VIJAYALAKSHMI-RAMANATHAN	AVANI	WTP SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	1/3/2024	10/10/2025	Y	2/26/2024	13
	VROLIJK	MARIBEL	WIOA SUCCESS COACH	CAREER CENTER - SOUTH	ISG	1/11/2016	NA	Y	6/22/2007	29
	WALKER	MAKEBA	WTP SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	3/16/2026	NA	Y	4/13/2026	NA
	WELLINGTON	CASSANDRA	AP COORDINATOR	ADMINISTRATIVE OFFICES	CSBD	6/13/2022	NA	N	NA	NA
	WILLIAMS	MICHELL	EXEC SECY	ADMINISTRATIVE OFFICES	CSBD	5/25/2023	NA	N	NA	NA
	WILLIAMS	AMBER	ADMIN ASST	ADMINISTRATIVE OFFICES	CSBD	5/1/2023	NA	N	NA	NA
	WONG	STEPHEN	GOVERNMENT OPERATIONS CONSULTANT II	CAREER CENTER - SOUTH	FL COMMERCE	04/10/2024	NA	Y	6/24/2024	20
	WRIGHT	JALESSA	WIOA SUCCESS COACH	CAREER CENTER - CENTRAL	ISG	8/28/2023	NA	Y	11/113/2023	26
	ZURITA	MARIBEL	GOVERNMENT OPERATIONS CONSULTANT II	CAREER CENTER - NORTH	FL COMMERCE	05/06/2024	NA	Y	6/24/2024	29

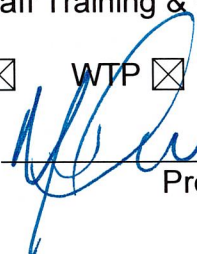


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Department: Human Resources (HR) **Policy Number:** 437 **Revises:** Policy# 429 (1/22/25)

Policy Name: Staff Training & Credentialing Requirements

Affects: WIOA ☒ WTP ☒ WP ☒ **Workforce Services Plan:** Yes ☒ No ☐

Approved by:  RICK CARTER 9/15/26
President/CEO Effective Date

I. PURPOSE

To provide guidance on the training requirements for frontline staff in accordance with CareerSource Florida Administrative Policy No. 092, titled "Staff Training and Credentialing."

II. APPLICATION

The policy applies to all frontline and local area staff, CareerSource Broward (CSBD) staff or staff assigned to CSBD, who directly engage with customers.

III. DEFINITIONS

Customers: Individuals who are participants in workforce programs, job seekers and employers.

Frontline Staff Members: Staff members who directly engage with customers.

Proctor: The Regional Training Coordinator or designee. This person monitors and facilitates the testing process during an examinee's Tier I training certification exam.

FL WIN LMS: The CareerSource Florida Training portal for each employee's training account to access material for FL WINS Essential Cross Training and the Tier I Training Program. Each workforce board has its designed access portal for this system.

Tier I Training: The minimum training required for frontline staff to obtain Tier I certification and earn the Florida Certified Workforce Professional (FCWP) designation. This training is housed in the FL WINS Learning Management System and must be completed within the first sixty (60) days of employment.

The Tier 1 training material includes modules for:

- A. History and Structure of the Workforce Development System
- B. Customer Service
- C. Career Plan Development



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- D. Job Search Skills
- E. Job Keeping Skills
- F. Employ Florida
- G. Labor Market Information
- H. Registered Apprenticeships

The material of the Tier I training must be completed in the order listed above. Employees may not skip or move ahead of sections without completing the previous section.

Tier II Training: The Tier II training program offers optional, on-demand, self-enrollment opportunities for staff to learn detailed information about the various workforce services programs. This training is housed in the FL WINS Learning Management System.

IV. POLICY

The CareerSource Florida, Workforce [Policy Number O92](#) titled, “Staff Training and Credentialing” as revised on November 13, 2025, governs this local policy and is incorporated by reference.

A) In accordance with [Policy Number O92](#), CSBD requires:

1. That at hire, all frontline and local area staff providing direct customer service, including business services employees, are registered in the FL WINS Learning Management System (LMS) via submission of a Track-It to the IT Department by the VP of Human Resources or designee.
2. That within **60 days of hire**:
 - a) Frontline and local area staff providing direct customer service, including business services employees, complete the assigned modules within the FL WINS Learning Management System (LMS) to include the introduction to FL WINS, FloridaCommerce, and CareerSource Florida and Local Workforce Development Board (LWDB) Essentials Cross Training.
 - b) If not already Tier I certified, frontline and local area staff providing direct customer service, including business services employees, complete the Florida Workforce Professional Tier I curriculum and pass the Tier I exam, earning Florida Certified Workforce Professional (FCWP) designation, documented by receipt of a Tier I Certificate. A score of 70% or better must be earned to successfully pass the Tier I exam. If a score of less than 70% is obtained, then the staff member must wait one week before retaking the exam.
3. Tier I certified staff to maintain ongoing professional development and the FCWP designation through the annual completion of no less than **15 hours** of continuing education units (CEUs).



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4. Each staff person, in collaboration with his/her supervisor, to monitor his/her training needs to ensure a minimum of 15 hours of relevant training is obtained each program year to advance competency in customer service, communication, technology, and program-specific knowledge.
 5. Training hours to be tracked and documented by the Center Managers and Quality Assurance & Training Coordinator for career center staff via each location's Staff Training Tracker.
 6. Training hours to be tracked and documented by the CSBD Human Resources Department for CSBD staff for whom Tier I certification is required via the CSBD Staff Training Tracker.
 7. Completion of specialized training for employees eligible for advancement within specialized workforce development roles, as a prerequisite for promotion.
 8. All frontline and local area staff providing direct customer service, including business services employees, to have within their personnel file proof of their Tier I Certification, Florida Certified Workforce Professional (FCWP) designation.
- B) Newly hired staff who were previously certified through the National Association of Workforce Development Professional and issued a Certified Workforce Development Professional credential or that have completed the Tier I certification through the Florida Department of Economic Opportunity (DEO), FloridaCommerce, or Dynamic Works may not be required to complete a new Tier I Certification Program and Tier I Certificate Exam; if evidence of certification and completion of the required 15 hours of continuing education since original certification can be provided.
- C) Supervisors may identify staff who have previously obtained Tier I certification but later demonstrate difficulty making timely eligibility determinations, who have poor performance outcomes for jobseekers or businesses, or who have exhibited difficulties in providing quality customer services as candidates who need to be retrained. The retraining may include requiring the completion and passing of a new Tier I Certificate Program and new Tier I Certificate Exam, along with specific programmatic training.
- D) The Tier II Program is also available to frontline and local area staff. The Tier II training program offers optional, on-demand, self-enrollment opportunities for staff to learn detailed information about the various workforce services programs. Staff can select topics that relate specifically to their role. Tier II training does not have a comprehensive exam required for passing. Completion of the modules within the Tier II Program qualify for CEUs, in addition to courses, conferences, workshops and training sessions offered by workforce organizations, professionals and service providers.



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- E) Employees eligible for advancement within specialized workforce development roles must complete specialized training as a prerequisite for promotion. This ensures alignment and reinforces commitment to high-quality service delivery across specialized areas.
- F) The training material for the FL WINS Cross Training, and the Tier I and the Tier II training programs, is maintained in the FL WINS Learning Management System (LMS) by Cornerstone and managed by CareerSource Florida for the workforce boards.
- G) FloridaCommerce will continue to manage the completion of Tier I training materials and the Tier I Certification process, and all historical and current training records, including Tier I content.

V. PROCEDURE

- A. When new employees are hired, the Vice President of Human Resources notifies the Vice President of Information Technology via the Track-It system, to provide access to the FLWINS LMS for completion of the FL WINS Cross Training and Tier I certificate program.
- B. The Vice President of Information Technology will set-up a user profile in CSBD's portal for the FL WINS LMS to grant the employee access to the system.
- C. FL WINS system will send an email notification to the user for their access and instructions for the process.
- D. Newly hired frontline staff and local area are provided with 40 hours of training time. They must access and complete the training modules for the Florida WINS Cross Training, and the Tier I certificate program, and successfully complete them both, including passing the certification exam for Tier I training within 60 days of hire.
- E. Regional Training Coordinator or designee will monitor staff progress in the FL WINS LMS and provide updates to staff and their Supervisor regarding progress.
- F. Within 30 days of hire, the Regional Training Coordinator or designee will verify the employee's status with regard to completion of the sections of the Florida WINS Cross Training, and Tier I training materials, and will notify Supervisor and Center Manager of the employee's progress.
- G. The Regional Training Coordinator will follow-up with staff for scheduling their Tier I training assessment.



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- H. Once training completion is verified, the Regional Training Coordinator or designee will complete an online Tier I Certificate Exam Request to secure the staff member's access to the Tier I training exam from the FloridaCommerce Training & Development Department.
- I. The Regional Training Coordinator or designee will then make arrangements with one of the offices and the designated proctor of that site to host the exam. The location should be a quiet area and have a computer and internet access for each of the test takers. The exam should be scheduled at least one week in advance to give the test takers an opportunity to prepare for the exam and arrange their schedules.
- J. A score of 70% is required for successfully completing the Tier I exam. Once successfully completed, the system generates a Certificate of Completion that is saved to the employee's FL WINS profile. The Regional Training Coordinator or designee will print a copy of the certificate for the employee's file. If any of the examinees scored below 70%, the Regional Training Coordinator or designee will send a second request for access to the Tier I training exam. Employees who fail the first test will be scheduled for a second test as soon as it is administratively feasible within the 60-day period of hire.
- K. Should an employee fail to achieve the 70% passing score on two attempts of the exam, the CSBD leadership team will review the examinee's results and employment history to make a determination if employment can continue with CSBD.

VI. EXCEPTIONS

Exception to this policy, or any part thereof, must be approved by the President/CEO.

VII. REFERENCES

CareerSource Florida Workforce [Policy Number O92](#)
Staff Training Tracker

VIII. EXHIBITS

None

IX. Locator Words

CareerSource Florida, FL WINS LMS, Cross Training, Tier I, Tier II, Program, Certification, Exam