

2018

# IMPACT REPORT



# workforce SOLUTIONS

## THE ART OF SERVICE

A LOOK INTO THE POSITIVE IMPACT OUR EFFORTS MADE THROUGHOUT 2017-2018. A SPECIAL THANKS TO ALL THE STAKEHOLDERS, COMMUNITY PARTNERS, EMPLOYERS, AND JOB SEEKERS WHO HAVE CONTRIBUTED TO IMPROVING THE COMMUNITY.



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# A MESSAGE FROM THE CEO

Dear Friends and Colleagues,

Workforce Solutions is at the forefront of workforce development in Hidalgo, Starr, and Willacy counties and is committed to providing job seekers the skills, and business the talent they need to be successful.

This year, the continued focus has been on building and maintaining strategic partnerships with businesses, educational institutions, and community-based organizations, who share our common goal of leading change, connecting people, and improving potential within our communities.

Workforce Solutions has been able to expand workforce services and increase its visibility in the community through its day to day operations and by implementing several successful initiatives focused on aligning business and education for the purpose of developing the skills of our workforce.

The partnerships with local businesses, school districts and institutions of higher education have opened the doors to new training opportunities and provided internship opportunities for students and adult learners.

Workforce Solutions recognizes the importance of having a well-trained workforce to promote economic development and increase competitiveness in the global economy.

This report provides an overview of our efforts in FY 2017 - 2018 to strengthen the workforce and improve the quality of life for people in the Rio Grande Valley.

Respectfully,



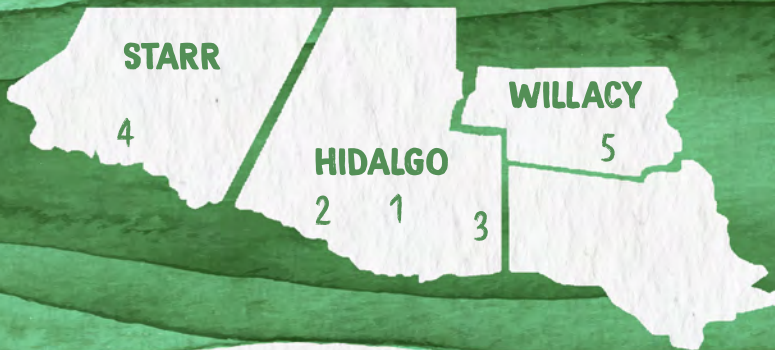
Francisco Almaraz  
Chief Executive Officer  
Workforce Solutions





# WHO WE ARE

Workforce Solutions is one of the 28 local workforce development boards in the state of Texas that operates under the direction of the Texas Workforce Commission, serving Hidalgo, Starr, and Willacy counties.



## OUR OFFICES:

- 1 - Edinburg Office
- 2 - Mission Office
- 3 - Weslaco Office
- 4 - Starr County Office
- 5 - Willacy County Office



## Key Strategic Imperatives:

- Understand the needs of the business community to ensure a demand-driven system
- Prepare a job-ready workforce and foster external partnerships that promote educational and skill attainment
- Build strategic partnerships to leverage resources for our customers



# HOW WE HELP

Workforce Solutions helps job seekers secure employment, education, training, and the support services necessary to succeed in the labor market. It specializes in providing assistance through Child Care, Job Seeker, and Employer Services at no cost to the customer.



**Child Care  
Services**



**Job Seeker  
Services**



**Employer  
Services**

From October 2017 to September 2018, Workforce Solutions provided services to 136,363 customers. Workforce Solutions was able to achieve this through an array of programs and services for employers and job seekers.



*SOURCE: Workforce Solutions PUJ SF Report, 10/17 - 9/18*



# CHILD CARE

## CHILD CARE SERVICES PROGRAM

The Child Care Services Program (CCS) helps low income families pay for the cost of child care to enable parents to work, attend a training program, or further their education with the confidence of having access to quality child care.



**5,783 FAMILIES ASSISTED**



**11,900 CHILDREN SERVED**

**425**

**Children Served  
in Starr County**

**11,294**

**Children Served  
in Hidalgo County**

**181**

**Children Served  
in Willacy County**

*SOURCE: TWIST Report 245 – Child Care Paid Claim (10.4.18); TWIST Fund Allocation Summary for 2018*



# CHILD CARE (CONT.)

## CHILD CARE LOCAL MATCH PROGRAM

Through participation in the Child Care Local Match Program, school districts and/or public entities help maximize federal funding for child care subsidies for low-income eligible families.

Workforce Solutions was able to leverage \$4,424,831 in federal funding. This valuable service to the community resulted in the ability to provide support to an additional 2,420 families and 4,437 children in the tri-county area.



**\$4,424,831**

*Federal match amount of child care funding*

*SOURCE: TWIST Report 245 – Child Care Paid Claim (10.4.18); TWIST Fund Allocation Summary for 2018*





# CHILD CARE (CONT.)

Workforce Solutions (WFS) strives to enhance the quality and availability of child care services for children in the services area. WFS works and collaborates with local child care providers by offering:



**Professional development opportunities**



**Resources to increase capacity to care for infants and toddlers**



**Equipment, curriculum, and incentives to promote and reward quality child care services**



**Securing local funds to match federal dollars in order to provide assistance to more families**



# CHILD CARE (CONT.)



## CHILD CARE PROVIDERS

To ensure a high standard of quality, Workforce Solutions provides continuous professional development opportunities to child care providers. The intent of the program is to invest in capacity building to gain the knowledge, skills, and resources necessary to be equipped to offer quality child care to children.

Throughout the year, a network of 424 child care providers had the opportunity to receive ongoing professional development training.

## TEXAS RISING STAR

Texas Rising Star (TRS) is a voluntary, quality-based child care rating system for child care providers participating in the Texas Workforce Commission's subsidized child care program.

In the service area, 45 TRS providers exceeded the state minimum child care licensing standards to include:

- Director and staff qualifications
- Caregiver-child interactions
- Age appropriate curriculum and activities
- Indoor/outdoor activities
- Parent involvement and education
- Nutrition



*SOURCE: Texas Workforce Commission, 2018;  
The Texas Workforce Information System, 2018*



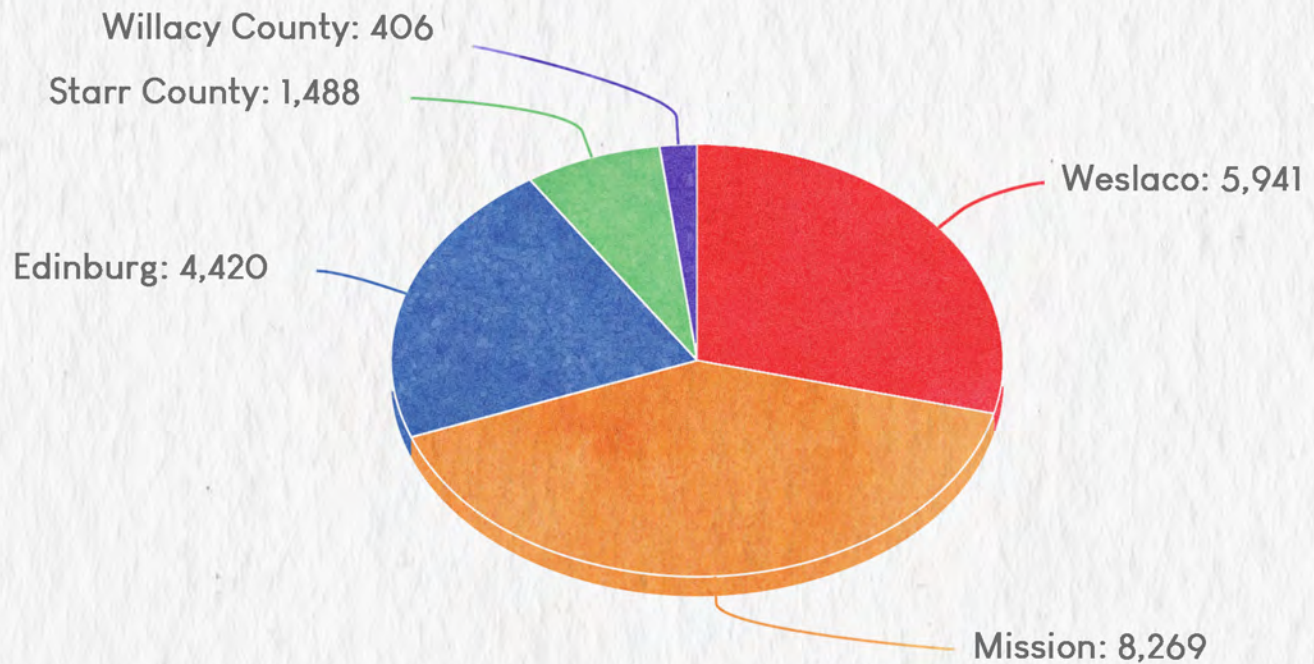
# JOB SEEKERS

One of Workforce Solutions' essential roles in the community is to assist job seekers in their search for employment.

Throughout the fiscal year (October 2017 - September 2018), Workforce Solutions was able to help secure employment for 20,524 job seekers. Below is the breakdown by the five office locations:



■ Mission ■ Weslaco ■ Edinburg ■ Starr County ■ Willacy County



SOURCE: Workforce Development Pulse Report, 10/17 - 9/18



# JOB SEEKERS (CONT.)

Job Seeker services include:

- Job Search Assistance
- Career Counseling
- Career Exploration
- Child Care Services
- Labor Market Information
- Résumé Writing
- Occupational Skills Training\*
- On the Job Training\*
- Work Experience\*

*\* Education and training opportunities are available to customers who meet program eligibility guidelines.*

Workforce Solutions makes its services accessible to the general public and targeted populations including at-risk youth, ex-offenders, foster youth, individuals with disabilities, migrant seasonal farmworkers, and veterans.

Priority of service is provided for veteran and foster youth populations upon identification.





# EMPLOYERS

Business Solutions Representatives (BSRs) specialize in meeting employer's workforce needs. The BSRs work with employers to offer customized business consulting services, such as addressing human resource challenges and identifying the skill sets needed for optimal workplace performance.

From October 2017 to September 2018, the BSRs provided employer services to assist 3,630 employers.

**3,630 EMPLOYERS ASSISTED**





# EMPLOYERS (CONT.)

The local economy is bustling with employers who trust Workforce Solutions to provide customized business solutions.

The Business Solutions Representatives consult with employers to develop a plan that meets their business hiring needs.

Services include:



**Coordination of hiring events at employer site(s) or any of our five offices**



**Availability of facilities for recruiters to meet and interview job seekers**



**Exploration of funding opportunities for the education & training of new and existing employees**



**Referral of qualified candidates to job openings**



**Research Labor Market Information**



**Development of staff and recruitment plans**



# TARGET OCCUPATIONS

Thanks to continued regional growth, Workforce Solutions is able to clearly identify areas of growth and demand. Target occupations are jobs that pay living wages, require a training or educational component, and have a substantial number of job openings in the region. Featured below are some of the fastest growing target occupations in Hidalgo, Starr, and Willacy counties:

What makes a job a target occupation?



Pays living wages



Require a training or educational component that leads to a credential or certificate



Has a substantial number of openings due to job growth

## 01 HEAVY & TRACTOR-TRAILER TRUCK DRIVERS

Annual Openings: 1,459  
10 Year Job Growth: 1,801  
Average Hourly Wage: \$17.47  
Entry Level Education: Post secondary nondegree award



## 02 CUSTOMER SERVICE REPRESENTATIVES

Annual Openings: 899  
10 Year Job Growth: 1,055  
Average Hourly Wage: \$13.10  
Entry Level Education: High school diploma or equivalent



## 03 ELEMENTARY SCHOOL TEACHERS

Annual Openings: 633  
10 Year Job Growth: 1,096  
Average Hourly Wage: \$26.52  
Entry Level Education: Bachelor's degree



## 04 REGISTERED NURSES

Annual Openings: 610  
10 Year Job Growth: 2,419  
Average Hourly Wage: \$33.41  
Entry Level Education: Bachelor's degree



## 05 TEACHER ASSISTANTS

Annual Openings: 494  
10 Year Job Growth: 770  
Average Hourly Wage: \$11.00  
Entry Level Education: Some College, no degree



## 06 SECONDARY SCHOOL TEACHERS

Annual Openings: 464  
10 Year Job Growth: 830  
Average Hourly Wage: \$27.23  
Entry Level Education: Bachelor's degree



## 07 BOOKKEEPING, ACCOUNTING, AND AUDIT CLERKS

Annual Openings: 432  
10 Year Job Growth: 407  
Average Hourly Wage: \$15.11  
Entry Level Education: Some College, no degree



## 08 LICENSED PRACTICAL AND LICENSED VOCATIONAL NURSES

Annual Openings: 330  
10 Year Job Growth: 1,049  
Average Hourly Wage: \$20.73  
Entry Level Education: Post secondary nondegree award



## 09 COMPUTER USER SUPPORT SPECIALISTS

Annual Openings: 84  
10 Year Job Growth: 214  
Average Hourly Wage: \$17.67  
Entry Level Education: Some college, no degree





# CAREER PATHWAY ENTRY LEVEL DEMAND OCCUPATIONS

There are a number of demand occupations that provide opportunities for career pathways within the demand and target industries. Workforce Solutions has identified the following as the fastest growing entry-level demand occupations in the region:

## 01 PERSONAL CARE AIDES

Career Pathway: Healthcare

10 Year Job Growth: 52,970

Average Hourly Wage: \$8.93

Entry Level Education:  
High school diploma or equivalent



## 02 RETAIL SALESPERSONS

Career Pathway: Customer Service

10 Year Job Growth: 23,520

Average Hourly Wage: \$11.31

Entry Level Education:  
No formal education credential



## 03 COMBINED FOOD PREPARATION AND SERVERS

Career Pathway: Customer Service

10 Year Job Growth: 23,329

Average Hourly Wage: \$9.36

Entry Level Education:  
No formal education credential



## 04 HOME HEALTH AIDES

Career Pathway: Healthcare

10 Year Job Growth: 21,472

Average Hourly Wage: \$9.14

Entry Level Education:  
High school diploma or equivalent



## 05 CASHIERS

Career Pathway: Customer Service

10 Year Job Growth: 15,910

Average Hourly Wage: \$9.86

Entry Level Education:  
No formal education credential



## 06 OFFICE CLERKS, GENERAL

Career Pathway: All areas

10 Year Job Growth: 11,887

Average Hourly Wage: \$13.20

Entry Level Education:  
High school diploma or equivalent



## 07 WAITERS AND WAITRESSES

Career Pathway: Customer Service

10 Year Job Growth: 8,704

Average Hourly Wage: \$10.19

Entry Level Education:  
No formal education credential



## 08 LABORERS AND FREIGHT, STOCK, AND MATERIAL MOVERS

Career Pathway: WH/Distribution

10 Year Job Growth: 7,065

Average Hourly Wage: \$11.12

Entry Level Education:  
No formal education credential



## 09 STOCK CLERKS AND ORDER FILLERS

Career Pathway: WH/Distribution

10 Year Job Growth: 6,250

Average Hourly Wage: \$11.17

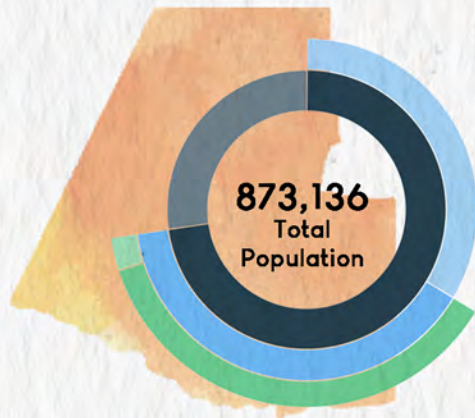
Entry Level Education:  
Some college, no degree





# OUR COMMUNITY

## HIDALGO COUNTY DEMOGRAPHICS:

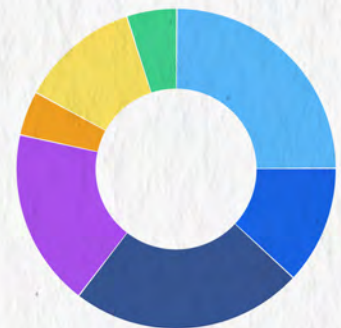


Labor Force Breakdown:

	Population
● Total Working Age Population	634,479
● Not in Labor Force (15+)	292,722
● Labor Force	341,757
● Employed	318,033
● Unemployed	23,724
● Under 15	238,657

## EDUCATIONAL ATTAINMENT:

	% of Population	Population
● Less Than 9th Grade	24.8%	121,997
● 9th Grade to 12th Grade	12.0%	58,855
● High School Diploma	23.5%	115,479
● Some College	18.0%	88,439
● Associate's Degree	4.5%	22,166
● Bachelor's Degree	12.0%	59,146
● Graduate Degree and Higher	5.1%	24,884



**Hidalgo County's largest industry is:**  
Health Care and Social Assistance

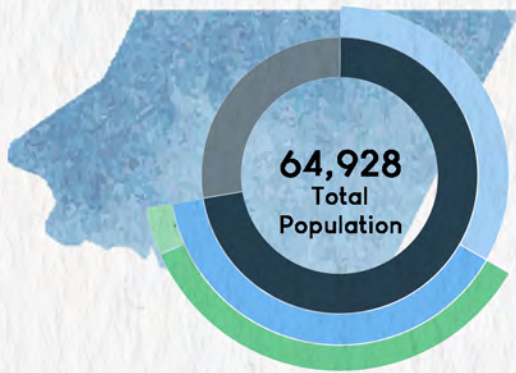


SOURCE: Economic Modeling Specialist International, 2018



# OUR COMMUNITY (CONT.)

## STARR COUNTY DEMOGRAPHICS:

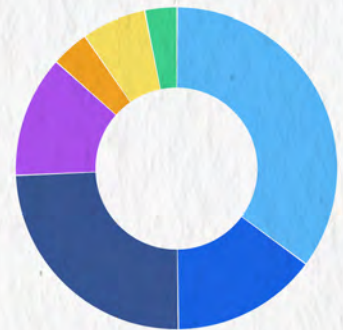


### Labor Force Breakdown:

	Population
● Total Working Age Population	46,938
● Not in Labor Force (15+)	21,568
● Labor Force	25,370
● Employed	22,789
● Unemployed	2,581
● Under 15	17,990

## EDUCATIONAL ATTAINMENT:

	% of Population	Population
● Less Than 9th Grade	35.0%	12,706
● 9th Grade to 12th Grade	14.7%	5,329
● High School Diploma	24.5%	8,888
● Some College	12.2%	4,436
● Associate's Degree	3.8%	1,377
● Bachelor's Degree	6.5%	2,347
● Graduate Degree and Higher	3.2%	1,175



**Starr County's largest industry is:  
Government**

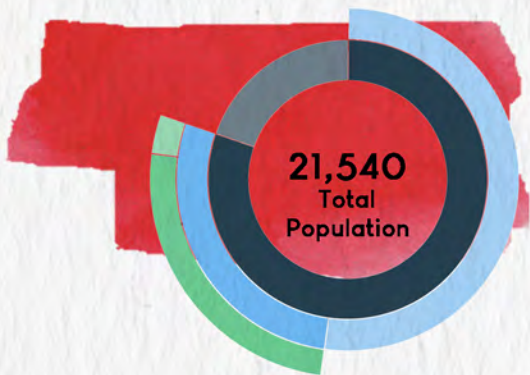


SOURCE: Economic Modeling Specialist International, 2018



# OUR COMMUNITY (CONT.)

## WILLACY COUNTY DEMOGRAPHICS:

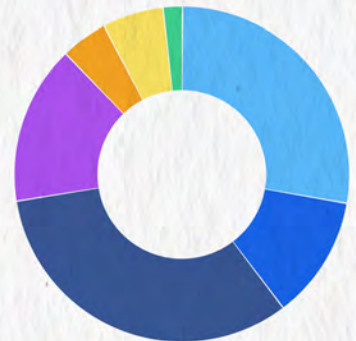


Labor Force Breakdown:

	Population
● Total Working Age Population	17,287
● Not in Labor Force (15+)	11,224
● Labor Force	6,063
● Employed	5,368
● Unemployed	695
● Under 15	4,254

## EDUCATIONAL ATTAINMENT:

	% of Population	Population
● Less Than 9th Grade	27.7%	3,781
● 9th Grade to 12th Grade	11.9%	1,625
● High School Diploma	32.8%	4,477
● Some College	15.4%	2,098
● Associate's Degree	4.5%	615
● Bachelor's Degree	5.9%	805
● Graduate Degree and Higher	1.9%	255



Willacy County's largest industry is:  
Government



SOURCE: Economic Modeling Specialist International, 2018



# FUNDING

The Texas Workforce Commission administers and provides funding to local workforce boards such as Workforce Solutions. Below is the allocation of funds expended for the implementation of program services and other workforce initiatives throughout FY 2018.

1. CHILD CARE SERVICES	\$30,626,274   65.62%
2. WORKFORCE INNOVATION AND OPPORTUNITY ACT - YOUTH	\$4,294,178   9.20%
3. WORKFORCE INNOVATION AND OPPORTUNITY ACT - ADULT	\$3,890,982   8.34%
4. TEMPORARY ASSISTANCE FOR NEEDY FAMILIES	\$3,417,319   7.32%
5. WORKFORCE INNOVATION AND OPPORTUNITY ACT - DISLOCATED WORKER	\$1,509,554   3.23%
6. SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM	\$759,181   1.63%
7. COMPETITIVELY PROCURED GRANTS	\$604,276   1.29%
8. NONCUSTODIAL CHOICES PROGRAM	\$479,714   1.03%
9. TWC VOCATIONAL PROGRAMS	\$345,840   .74%
10. WAGNER PEYSER EMPLOYMENT SERVICE	\$302,494   .65%
11. REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT	\$286,202   .61%
12. ADDITIONAL FUNDING	\$159,148   .34%

SOURCE: Expenditures FY Ended 09/30/2018



# WORKFORCE INITIATIVES

Workforce Initiatives are special events and programs implemented by staff throughout the year that allows for a targeted approach to the expansion of workforce services. The following pages illustrate a few of the workforce initiatives conducted.

## HIRING EVENTS AND JOB FAIRS

Workforce Solutions collaborates with business partners, local economic development corporations, and municipalities to conduct hiring events and job fairs. Hiring events focus on recruitment assistance for one employer whereas a job fair hosts multiple employers.

These opportunities are provided year-round at no cost to the job seeker or employer.





# WORKFORCE INITIATIVES (CONT.)

## 2017 CAREERS IN TEXAS INDUSTRIES WEEK

Texas Workforce Commission (TWC) and Workforce Solutions, in conjunction with Tri-Agency Initiative partners, Governor’s Office of Economic Development & Tourism and industry associations, are raising awareness about careers in our state’s in-demand industries through the statewide “Careers in Texas Industries Week” events.

These career exploration events were held the week of October 2, 2017 – October 6, 2017 and encouraged students to explore careers in growing Texas Industry Clusters.



On October 5, 2017, Workforce Solutions held a Panel Discussion for RGV LEAD students comprised of leaders in the fields of: Law Enforcement (Edward D. Saavedra Jr., Area Supervisor / Department of Alcohol, Tobacco and Firearms), Construction (Eric Kennedy, President South Texas Division / Spaw Glass) and Customer Services (Sonia Falcon, Senior Vice President / Lone Star National Bank). The panel was followed by a special Power Luncheon, wherein employers sat with a table of 8 to 10 students during lunch to provide an opportunity to engage with employers and practice communication skills.



**28**  
Employers



**240**  
Students



**16**  
School Districts



# WORKFORCE INITIATIVES (CONT.)

## CHILD CARE CAMP: POWERED BY STEAM

Workforce Solutions had the pleasure of hosting our inaugural Child Care Camp: Powered by STEAM at the Pharr Events Center on March 13 and 15, 2018.

The camp was held during Spring Break for preschool and school age children enrolled in Texas Rising Star child care facilities. The purpose of the event was to introduce and encourage children to engage in the Sciences, Technology, Engineering, Arts, and Mathematics (STEAM) activities, which have been shown to have a positive impact in supporting academic success.



SOURCE: Workforce Solutions, 2018





# WORKFORCE INITIATIVES (CONT.)



## SUMMER EARN AND LEARN

On April 2018, Workforce Solutions received \$480,000 to implement the Summer Earn and Learn Program (SEAL).

SEAL is a statewide initiative that provides employability skills training and paid work experience for students with disabilities. The program provided students with disabilities between the ages of 16-22 with a five week, paid work experience summer internship.



**57**  
Employers



**139**  
Students



**5**  
Job Offers

SOURCE: Workforce Solutions, 2018





## WORKFORCE INITIATIVES (CONT.)



### CHILD CARE SYMPOSIUM

The 2018 Child Care Symposium was held on June 29 and 30, 2018, at the McAllen Convention Center in McAllen, Texas. The two-day symposium provided new methods and best practices for early childhood learning to improve the quality of child care in Hidalgo, Starr, and Willacy counties.

The symposium is the culmination of seven years of strategic experience in organizing the most engaging workshops, dynamic presenters, and intriguing speakers, with the intention of delivering a comprehensive and memorable event. Over 1,000 child care providers in attendance earned continuing education credits needed to maintain their professional credentials and certifications.



Friday Attendees:

355

Saturday Attendees:

828

SOURCE: Workforce Solutions, 2018



# WORKFORCE INITIATIVES (CONT.)



## WOMEN VETERANS SEMINAR

Workforce Solutions co-hosted the third annual Women Veterans Seminar on September 28 and 29, 2018, in collaboration with Tropical Texas Behavioral Health in Weslaco, Texas.

The seminar focused on suicide prevention and mental health, while also featuring informational sessions, employment and resource fair, and networking opportunities.



## HIRING RED, WHITE & YOU!

Workforce Solutions is proud to provide priority of service to veterans. The *Hiring Red, White and You!* job fair is part of a statewide initiative spearheaded by the Texas Workforce Commission and the Texas Veterans Commission in partnership with the 28 local workforce development boards across the state. The focus of the event is to connect veterans with employers that value the skills and experience only a veteran can bring to the workplace.

The *Hiring Red, White and You!* job fair was hosted on November 9, 2017, at the Boggus Ford Event Center in Pharr, Texas.



SOURCE: Workforce Solutions, 2017; Workforce Solutions, 2018



# WORKFORCE INITIATIVES (CONT.)

## NONCUSTODIAL PARENT CHOICES PROGRAM

The Noncustodial Parent (NCP) Choices Program is a collaborative effort between the Texas Workforce Commission, the Office of the Attorney General of Texas, family court judges, and Workforce Solutions. The program assists low-income, unemployed or underemployed, noncustodial parents, overcome substantial barriers to employment and career advancement to become economically self-sufficient and begin making consistent child support payments.

From September 1, 2017 through August 31, 2018, the state of Texas ordered 4,493 NCP's into the program, more than any in previous years, and collected approximately over \$6 million. Workforce Solutions assisted in the collection of \$898,844 in outstanding child support payments.

In 2018, Workforce Solutions made the following progress in the NCP Choices Program:



**NEW CUSTOMERS COURT  
ORDERED INTO NCP**



**PARTICIPANTS OBTAINED  
EMPLOYMENT**



**2018 COLLECTIONS**



**AVERAGE HOURLY WAGE**

*Source: The Office of the Attorney General, 2018 & TWIST Web Report 220, 2018*



# AWARDS

Each year, the Texas Workforce Commission provides Board Incentive Awards to recognize the outstanding work that boards are doing in their service areas.

On November 28, 2018, Workforce Solutions (WFS) was recognized at the Annual Texas Workforce Conference for its exceptional efforts for FY 2018. WFS was awarded a combined total of \$80,000 for program performance and community initiatives.

Such recognition is possible with the continued support of the Workforce Solutions Board of Directors, community partners, and stakeholders. Thank you to all who have contributed to improving the quality of life in the Rio Grande Valley.



Left to Right: Front Row: Cristina Trejo-Vasquez, Board Member; Carla Herrera, Board Member; Francisco Almaraz, Chief Executive Officer; Cristina Rivera, Board Member; Anabel Chavez, Board Member; Eduardo Garcia, Board Member

Left to Right: Back Row: Joshua Vasquez, Board Staff; Lanita Ymbong, Board Staff; Jeannette Escalera, Board Staff; Heidi Nava, Board Staff; Diana Llamas, Board Staff; Arcelia Sanchez, Board Staff; Martin Cuevas, Board Staff; Michael Gonzalez, Board Staff

Photo credit: James Edward



# COMMUNITY PARTNERS

AARP FOUNDATION  
 ABEL N GONZALEZ COMMUNITY CENTER  
 ADVOCACY RESOURCE CENTER FOR HOUSING  
 ALABAMA-COUSHATTA INDIAN TRIBAL COUNCIL  
 ALAMO ECONOMIC DEVELOPMENT CORPORATION  
 ATTORNEY GENERAL NONCUSTODIAL PARENT PROGRAM  
 CESAR CHAVEZ FOUNDATION  
 CITY OF MCALLEN MAYOR'S OFFICE  
 COMMUNITIES IN SCHOOLS HIDALGO COUNTY  
 COMMUNITY ACTION COUNCIL OF SOUTH TEXAS  
 EASTER SEALS  
 EDINBURG HOUSING AUTHORITY RESIDENT COUNCIL  
 EXPERIENCE WORKS  
 GARY JOB CORPS  
 HIDALGO COUNTY HEAD START PROGRAM  
 HIDALGO COUNTY JUDGE'S OFFICE  
 HIDALGO COUNTY JUVENILE PROBATION OFFICE  
 HIDALGO PUBLIC LIBRARY  
 LA JOYA PUBLIC LIBRARY  
 LA ROSITA LIBRARY  
 MAYOR JOE V SANCHEZ PUBLIC LIBRARY  
 MCALLEN ECONOMIC DEVELOPMENT COUNCIL  
 MCALLEN HOUSING AUTHORITY  
 MCALLEN INDEPENDENT SCHOOL DISTRICT  
 MERCEDES MEMORIAL LIBRARY  
 METRO MCALLEN  
 MISSION ECONOMIC DEVELOPMENT CORPORATION  
 MOTIVATION EDUCATION TRAINING  
 MUJERES UNIDAS  
 NORTH SAN JUAN COMMUNITY RESOURCE CENTER  
 PHARR ECONOMIC DEVELOPMENT CORPORATION  
 PSJA INDEPENDENT SCHOOL DISTRICT  
 RAYMONDVILLE CHAMBER OF COMMERCE  
 RAYMONDVILLE ECONOMIC DEVELOPMENT CORPORATION  
 REBER MEMORIAL LIBRARY  
 REGION ONE EDUCATION SERVICE CENTER  
 RGV COUNCIL  
 RGV FOCUS  
 RGV LEAD  
 RGV LITERACY CENTER  
 RIO GRANDE CITY ECONOMIC DEVELOPMENT CORPORATION  
 RIO GRANDE CITY PUBLIC LIBRARY  
 RIO GRANDE VALLEY LAREDO ELECTRICAL  
 SAN JUAN ECONOMIC DEVELOPMENT CORPORATION  
 SOCIAL SECURITY ADMINISTRATION  
 SOUTH ALAMO COMMUNITY RESOURCE CENTER  
 SOUTH TEXAS COLLEGE  
 SOUTH TEXAS LITERACY COALITION  
 SOUTH TEXAS MANUFACTURING ASSOCIATION  
 STARR COUNTY INDUSTRIAL FOUNDATION  
 STARR COUNTY JUDGE'S OFFICE  
 STARR COUNTY PUBLIC LIBRARY  
 STARR COUNTY SELF HELP CENTER  
 TEXAS A&M UNIVERISTY-COLONIAS PROGRAM  
 TEXAS ARMY NATIONAL GUARD  
 TEXAS COMMISSION FOR THE BLIND  
 TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

TEXAS DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 TEXAS JUVENILE JUSTICE DEPARTMENT  
 TEXAS STATE TECHNICAL COLLEGE  
 TEXAS VETERANS COMMISSION  
 TEXAS WORKFORCE SOLUTIONS VOCATIONAL REHABILITATION SERVICES  
 TEXAS YOUTH COMMISSION  
 TROPICAL TEXAS BEHAVIORAL HEALTH  
 UNITED WAY  
 UNIVERSITY OF TEXAS RIO GRANDE VALLEY  
 VALLEY ASSOCIATION FOR INDEPENDENT LIVING  
 VALLEY METRO RGV DEVELOPMENT COUNCIL  
 VIDA  
 WILLACY COUNTY JUDGE'S OFFICE  
 WORKFORCE SOLUTIONS CAMERON





# LEADERSHIP

## CHIEF ELECTED OFFICIALS

Honorable Jim Darling, McAllen City Mayor, Lead Chief Elected Official  
Honorable Aurelio "Keter" Guerra, Willacy County Judge  
Honorable Eloy Vera, Starr County Judge  
Honorable Ramon Garcia, Hidalgo County Judge

## BOARD EXECUTIVE

Francisco Almaraz, Chief Executive Officer  
Martin Cuevas, Deputy Director/Chief Financial Officer  
Arcelia Sanchez, Strategic Planning & Communications Director  
Luis Bodden, Contract Administration Director  
John Hershey, Community Engagement Director

## BOARD OF DIRECTORS

### Board Officers

Jaime Ortiz, Board Chair  
Cristina Rivera, Board Vice-Chair  
Dalinda Guillen, Board Treasurer  
Federico "Fred" Lopez, Secretary

## BOARD MEMBERS

### Hidalgo County

Anabel Chavez  
Carla Herrera  
Cristina Rivera  
Cristina Trejo-Vasquez  
Eduardo Garcia  
Francisco Lugo, Jr.  
Dr. Ida Acuna-Garza  
Jaime Ortiz  
Laura Treviño  
Dr. Luis Daniel Buentello  
Rebeca Hernandez  
Sara Garza  
Sonia Quintero

### Starr County

Cesar Vera  
Dalinda Guillen  
Federico "Fred" Lopez  
Noel Benavides, Jr.  
Rose Benavidez

### City of McAllen

Lorena Castillo  
Rebecca "Becky" Guerra  
Roberto Luciano  
Sonia Falcon

### Willacy County

Martha Rebeles  
Ricardo Salinas  
Dr. Roy Sheneman



# CONTACT

## EDINBURG OFFICE

2719 W. University Dr.  
Edinburg, TX 78539  
956.380.0008

## STARR COUNTY OFFICE

5408 Brand Street Ste. 1  
Rio Grande City, TX 78582  
956.487.9100

## MISSION OFFICE

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Mission, TX 78572  
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## WILLACY COUNTY OFFICE

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956.689.3412

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Weslaco, TX 78596  
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## CORPORATE OFFICE

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