



IMPACT REPORT

Aligning workforce needs with education to meet the demand of business...

FISCAL YEAR: 2013/2014

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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear Friends and Colleagues:

The past year has brought a change in leadership and with that comes the opportunity for a new perspective and a renewed focus on the organization's core values: *Integrity*, *Commitment*, and embracing *Innovation*. As an organization, Workforce Solutions (WFS) continues to strive for leading change, connecting people, and improving potential within our communities.

This report highlights some of WFS' accomplishments from Fiscal Year 2013/2014. As you will see, we have placed a greater emphasis this past fiscal year on community engagement and leveraging resources for our customers through a number of initiatives, special projects, and support services. Furthermore, we understand the importance of business, and in an effort to align business and education, we continue to work with the business community and educational institutions to provide job seekers the skills, and business the talent, they need to be successful.

The work that we do at WFS impacts the lives of so many, and I am extremely proud of our accomplishments. As we look forward to the upcoming year, we expect to improve upon this year through increasing our focus on promoting innovation and continuing to build strategic partnerships.

Respectfully,



Francisco Almaraz
Chief Executive Officer



SERVICE AREA

Workforce Solutions (WFS), one of 28 local workforce development boards under the direction of the Texas Workforce Commission, is a not-for-profit quasi-state agency dedicated to the delivery of employment and training services, and helping communities prosper economically. This workforce board serves Hidalgo, Starr, and Willacy counties.

Within these three (3) counties, WFS has five (5) offices: Edinburg, Mission, Weslaco, Rio Grande City, and Raymondville, Texas.



- 1 - WFS Edinburg Office
- 2 - WFS Mission Office
- 3 - WFS Weslaco Office
- 4 - WFS Rio Grande City Office
- 5 - WFS Raymondville Office



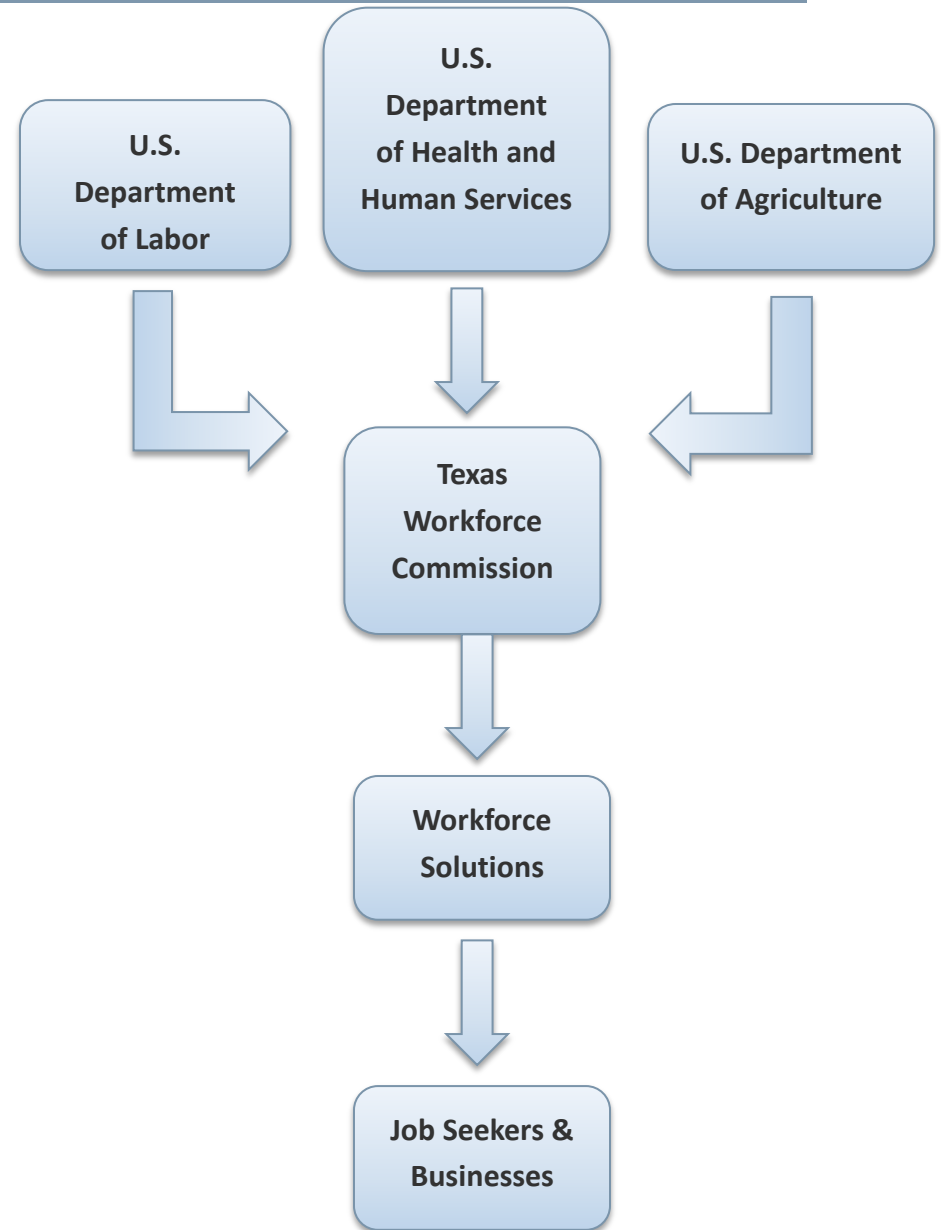
Land Area (square miles)	County Name	2014 Population
1,570.87	Hidalgo County, TX	843,357
1,223.18	Starr County, TX	62,650
590.55	Willacy County, TX	22,303
3,384.60		928,310

Source: Economic Modeling Specialist International, 2014

FUNDING

Workforce Solutions (WFS) is the recipient of funding via several sources through the Texas Workforce Commission (TWC). TWC then administers the funds to workforce development boards for implementation of program services. Below is a listing of program funding with allocated amounts for WFS.

Funding	Amount
Child Care Services (CCS)	\$28,199,085
Workforce Investment Act (WIA)	\$10,384,934
Temporary Assistance for Needy Families (TANF)	\$ 4,950,379
U.S. Department of Labor (DOL)	\$ 2,062,014
Supplemental Nutrition Assistance Program (SNAP)	\$ 1,149,066
Non-Custodial Parent Program (NCP)	\$ 460,919
Employment Services (ES)	\$ 435,928
Other	\$ 194,147
TOTAL	\$47,836,472



Source: Texas Workforce Commission, 2013

WORKFORCE INITIATIVES



Ticket to Work is a program created by the Social Security Administration (SSA). This program assists individuals receiving SSA disability benefits in finding and maintaining employment, with the goal of becoming self-sufficient. In 2013, Workforce Solutions (WFS) was designated as an Employment Network (EN) by SSA and implemented the Ticket to Work (TTW) program. As an EN, WFS has the opportunity to earn \$26,160 in milestone payments for each TTW participant that secures employment and earns at minimum \$1,070 per month. Currently 20 TTW participants have selected WFS as their EN and five (5) have secured employment. This year, WFS has received a total of \$13,170 in milestone payments.

Date	Milestone Payment
March 2014	\$ 2,692
June 2014	\$ 5,340
September 2014	\$ 5,138
Year-to-date:	\$ 13,170

Source: Workforce Solutions Fiscal Department, 2014



RGV Workforce & Education Roundtable

On September 23, 2014, WFS hosted the *RGV Workforce & Education Roundtable* at South Texas College – Pecan Campus in McAllen, Texas. The objective of this Roundtable was to convene subject matter experts who could share information on the Workforce Innovation and Opportunity Act (WIOA) and House Bill 5 (HB-5), along with the regional impact the legislation may have on stakeholders. Presenters were the Honorable Rubén Hinojosa, US Representative; Honorable R.D. ‘Bobby’ Guerra, TX Representative; Dr. Carlos Cardenas, member of Board of Managers, Doctors Hospital at Renaissance; and Tina Atkins, Director, Region One Education Center. Over 100 workforce, education, and business community partners attended.

Hiring Red, White & You! OPERATION WORKFORCE

The *Hiring Red, White & You!* career expo 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. This event is geared at providing veterans, and their spouses, with an opportunity to connect with employers who seek the unique talent, skills, and experience they have to offer.

In 2013, WFS’ attendance was the 2nd highest in the state with 1,464 participants. There were 60 Employers on-site with approximately 3,223 job openings available.

PERFORMANCE

For the past several years, Workforce Solutions (WFS) has been the #1 ranked workforce board in the State of Texas out of the 28 local workforce development boards. For board year 2013/2014, WFS exceeded performance in seven (7) of the 10 Board Contracted Measures and met the performance targeted goal in the remaining three (3) measures.



Contracted Measures	% of Current Targeted Goal	Meeting Performance	Exceeding Performance
Reemployment and Employer Engagement			
Claimant Reemployment within 10 weeks	104.16%	✓	
Total Job Postings Filled	109.71%		✓
Employer Workforce Assistance	125.68%		✓
Common Measures - Outcomes			
Staff Guided Entered Employment	109.44%		✓
At Risk Employment and Retention	104.03%	✓	
Total Job Seekers Educational Achievement	115.88%		✓
WIA Youth Placement in Employment/Education	132.18%		✓
WIA Youth Literacy/Numeracy Gains	170.10%		✓
Program Participation Measures			
Choices Full Work Rate – All Family Total	159.47%		✓
Average # of Children Served Per Day - Combined	100.26%	✓	
Total		3	7

Source: Board Contracted Measures Report, Texas Workforce Commission, 2013/2014

BUSINESS SERVICES

WFS has a team of Business Solutions Representatives (BSRs) that work with businesses to meet their workforce needs at no cost. The BSRs offer customized business consulting services, such as addressing human resource challenges and identifying the skills sets needed by industry. In addition they offer to:

- Coordinate hiring events at employer site or any of the five (5) WFS offices in the tri-county region
- Develop staff and recruitment plans
- Partner with local Economic Development Organizations
- Research current labor market information such as wage information, job descriptions, labor pool availability and local business trends
- Explore funding sources for education and training of new and existing employees
- Reserve space where recruiters can meet and interview qualified job seekers
- Refer qualified candidates to job openings



Hiring Events

129

Total number of hiring events coordinated and hosted by WFS in collaboration with businesses.

2,440

Job Seekers hired as a result of participating in WFS hiring events.

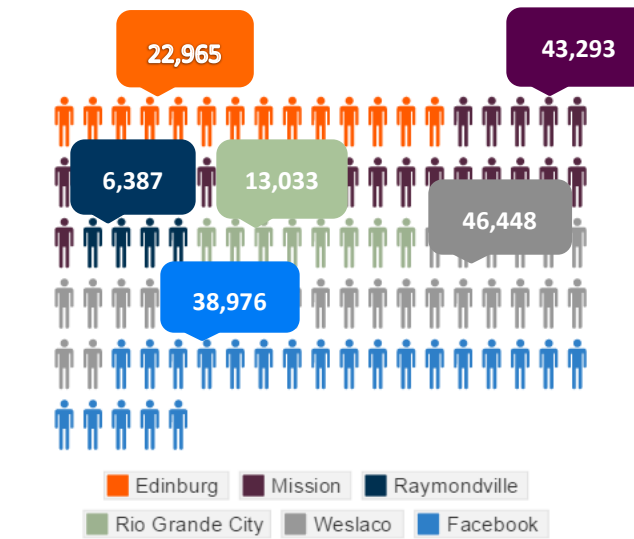
Business Partners	# of Hires
WALMART	925
STRIPES	238
PARAMOUNT CITRUS	221
EXPRESS SERVICES	208
HEB GROCERY	166
HALLIBURTON	139
LEFLEUR TRANSPORTATION	97
ROSS DRESS FOR LESS INC	76
ADVANCED CALL CENTER TECHNOLOGIES	68
GREEN MOUNTAIN ENERGY	60
RGIS	59
TACO BELL	30
APPLEBEE'S – WESLACO	28
CONN'S APPLIANCES	26
POPEYE'S CHICKEN	22
ROAD RANGER	20
COWBOY CHICKEN	19
T-MOBILE USA	17
AMERICAN SURVEILLANCE	11
WANZEK	10

JOB SEEKER SERVICES

Customer Traffic

WFS offers free job search assistance, career counseling, and job readiness workshops to anyone interested.

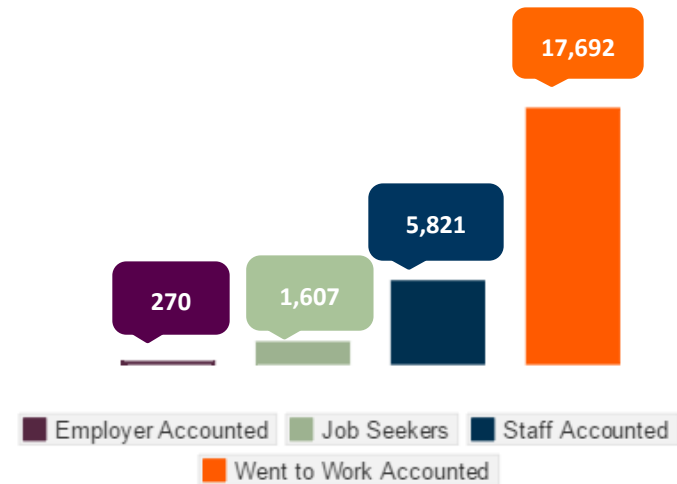
The graph below illustrates the number of customers served by WFS offices, including those individuals that visit the organization's Facebook page.



Throughout the year, WFS has impacted and provided services to **171,102** customers.

Number of Customers Hired

A total of **25,390** people secured employment through the use of WFS services.



Legend:

Employment: Total number of Staff, Employer and Job Seeker initiated hires, as well as, Went to Work hires.

- *Employer Accounted*: # of Employer initiated hires
- *Job Seekers Accounted*: # of Job Seeker initiated hires
- *Staff Accounted*: # of Staff initiated hires
- *Went to Work Accounted*: # of job seekers who reported to staff they found work on their own

Source: Workforce Development Pulse Report, Oct. 2013 – Sept. 2014

CAREER TRAINING

Over the year the top funded in-demand and target trainings varied from welding to truck driving. Job seekers have over 90 in-demand trainings to choose from, depending on their interests and passion. 603 job seekers were enrolled in a variety of career trainings offered by Workforce Solutions (WFS).



Top 10 Training Occupations

- 1 Flux Core Welding
- 2 Vocational Nursing
- 3 Professional Truck Driving
- 4 Associate Degree Nursing
- 5 Limited Medical Radiologic Technologist
- 6 Medical Office Specialist
- 7 Pharmacy Technician
- 8 Medical Insurance Coder & Billing Technician
- 9 Respiratory Therapy
- 10 Business Administration



WFS provides a variety of program services designed to reduce barriers and enable job seekers to successfully enter or re-enter the workforce. One example of these services is Work Experience. In the fiscal year, WFS provided work experience opportunities to more than 2,700 job seekers, saving local employers thousands of dollars while training the workforce for the jobs of today and tomorrow.

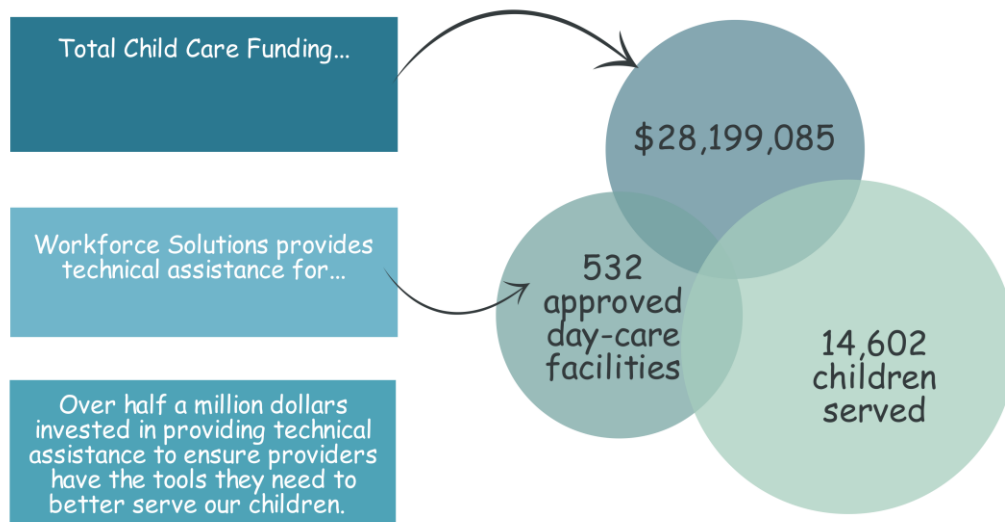


Source: *The Workforce Information System of Texas, 2014*

CHILD CARE SERVICES

Finding a way to pay for child care may be a challenge for some families who are working and/or attending school. WFS provides financial assistance, to eligible parent(s), to offset the cost of child care through the Child Care Services (CCS) program.

The CCS program helps pay for the cost of child care for eligible parent(s), and offers approved child care providers the opportunity to build capacity for their business. WFS provides technical assistance and professional development for child care staff to ensure they have the knowledge, tools and resources to educate and nurture the children in their care.



WFS hosted the 4th Annual Child Care Symposium on March 21 & 22, 2014, with over 800 child care providers in attendance. The two-day symposium focused on providing additional tools and resources to help them improve the quality and efficiency of child care services. The workshops focused on professional and child growth development among a wide variety of other child care topics.

There are 532 approved day-care facilities that provide child care services to 14,602 children in the tri-county region throughout the year. These facilities comprise the WFS CCS network.

Source: Texas Workforce Commission, 2013; The Workforce Information System of Texas, 2014

COMMUNITY ENGAGEMENT

Enhancing partnerships with business, community-based organizations, educational institutions and non-profit organizations is a continuous process that contributes to increasing community engagement. Workforce Solutions (WFS) recognizes the importance of community engagement therefore we continue to build and maintain strategic partnerships for the purpose of leveraging resources for our customers. Partnerships allow for a mutually beneficial relationship that may provide additional resources for our customers such as funding and services, customer training opportunities, information and data sharing, and/or capacity building for staff.

WFS engages partners through multiple avenues including but not limited to establishing agreements in the form of additional grants, letters of support, memorandums of understanding, and providing labor market information, referrals, and use of office space.

Letters of Support

Partners are provided with Letters of Support (LOS) when their initiatives and goals are aligned with those of WFS.

30

LOS provided to partners

Memorandum of Understanding

Agreements are solidified with a Memorandum of Understanding (MOU).

65

MOU agreements currently in place

\$137,250

National Emergency Grant-CDL

30 participants provided with training for a Commercial Driver's License (CDL)

\$197,412

National Emergency Grant- Job Driven

30 Dislocated Workers will benefit from On-the-Job training or Occupational Skills training

\$5,999,998

Department of Labor Project GROW

660 participants will be provided with training across five (5) workforce development boards

GRANTS: Securing additional grants establishes partnerships and collaborations that enhance community engagement.

AWARDS AND SPECIAL RECOGNITIONS

Stripes Convenience Stores received the Employer Award of Excellence for the Workforce Solutions (WFS) service area at the Texas Workforce Commission's (TWC) 17th Annual TWC Conference held December 4th – 6th, 2013 in San Antonio, Texas. The Employer Award of Excellence honors employers that are actively involved with their local workforce development board and have made a positive impact on employers, workers and the community.



Seated: Irma Hulen, WFS Board Member; Melissa Gonzalez, Stripes Recruiter; Mariannella Carlisle, Stripes Recruiting Manager; Sonia Quintero, WFS Board Member; and Arcelia 'Shelly' Sanchez, WFS Director. *Standing:* Robert Mora, Jr., WFS Staff; Rolando Perez; WFS Staff; Francisco Almaraz, WFS CEO; and Dr. Daniel P. King, WFS Board Member.



During the same conference, WFS received three (3) Performance Incentive Awards for fiscal year 2012/2013, valued at \$15,000 each for a total of \$45,000 for 1) *Workforce Investment Act (WIA) Youth Preparedness*; 2) *WIA Adult/Dislocated Worker Training-Related Employment*; 3) *Choices Employment*.



Workforce Solutions Board Members and Staff

LEADERSHIP

Chief Elected Officials

2014 Lead Chief Elected Official – Honorable Jim Darling, McAllen City Mayor
Honorable Ramon Garcia, Hidalgo County Judge
Honorable John F. Gonzales, Jr., Willacy County Judge
Honorable Eloy Vera, Starr County Judge

Board Officers

Dalinda L. Guillen
Chair

Dr. Ricardo R. Gonzalez
Vice Chair

Jaime Ortiz
Secretary

Rudy Salinas
Treasurer

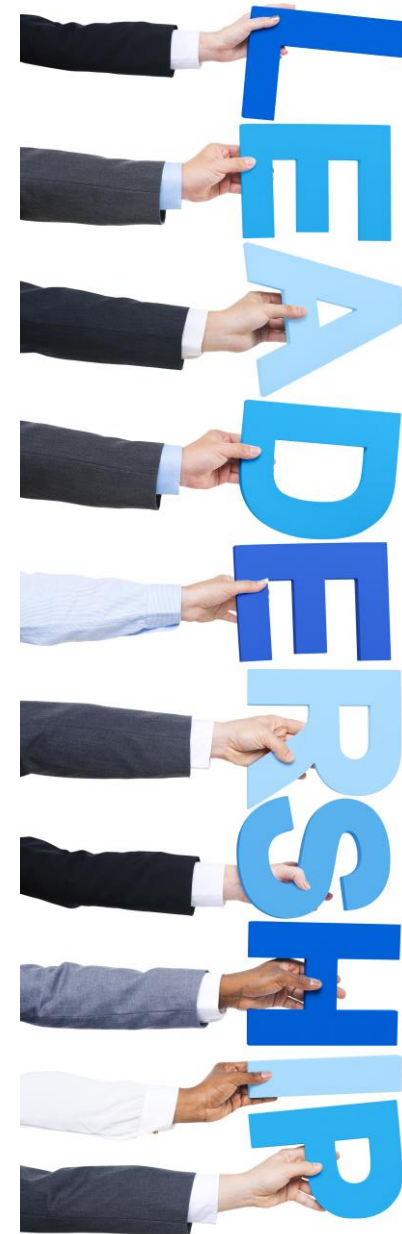
Board Members

Dr. Ida Acuña-Garza
Brenton 'Brent' Baldree
Noel Benavides
Rose Benavidez
James Neil Carpenter
Gloria Ann Reyes-Garcia
Ramiro Garza
Sara Garza
Rebecca 'Becky' Guerra
Gene Hanson
Dr. Daniel P. King

Federico 'Fred' Lopez
Dr. Robert D. Martinez
Dr. Manuel Ochoa
Rose Ortega
Celeste Peña
Sonia Quintero
Exiquio 'Kito' Saenz
David Sanchez
Dr. Roy Sheneman
George Solis

Executive Leadership

Francisco Almaraz, Chief Executive Officer
Arcelia 'Shelly' Sanchez, Director of Workforce Systems
Luis Boddén, Director of Quality Assurance
Mike Willis, Director of Business Partnerships
Rachel Garcia, Director of Corporate Systems Policy



CONNECT WITH US

For more information on our programs and services or to schedule an appointment with a team member, please call toll-free at **(877) 687-1121** or send an e-mail to **info@wfsolutions.org**.

If you have a comment or want to share your story, we want to hear from you! Please send an e-mail to **comments@wfsolutions.org**.



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Relay Texas 1-800-735-2989 (TTY); 1-800-735-2988 (Voice); 1-800-622-4954 (Español)*

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