



Meeting Agenda
December 11, 2024

PANHANDLE WORKFORCE DEVELOPMENT BOARD

2025 Meeting Calendar

I want to thank you for your dedication and commitment to the people of the Texas Panhandle and know that I am very honored and grateful to be a part of the Panhandle Workforce Development Board!

We are providing you with the 2025 Board meeting schedule. The Board must meet a minimum of four times this year. However, there may be a rare occasion that necessitates having an additional meeting. This would only occur when a board action is necessary and time is a factor.

As always if you ever have questions or wish to discuss issues and opportunities, please give me a call.

Thank You!

Marin

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| February 26, 2025 |
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| May 21, 2025 |
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| August 27, 2025 |
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| December 10, 2025 (Tentatively) |
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NOTICE OF MEETING

A meeting of the Panhandle Workforce Development Board will be held at 12:30 p.m. on Wednesday, December 11, 2024. Board members and individuals from the public may access the meeting in person at 3120 Eddy Street, Amarillo, Randall County, Texas. Lunch will be served to Board members at 12:00 p.m.

In order to accommodate Board Members and members of the public who may want to access the meeting remotely a hybrid link is provided pursuant to Texas Government Code Section 551.127 with more than three counties in the State of Texas being represented on the Board. This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); Section 551.053 (Notice Requirements of a Political Subdivision Extending into Three or More Counties) and Section 551.127 (Videoconference Call). The notice has been filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and has been posted in the Administrative Office of the Panhandle Regional Planning Commission.

Board members and individuals of the public interested in attending this meeting by videoconference may do so by logging onto:

<https://us02web.zoom.us/j/82901534744?pwd=kpsVtUH1txEZijb62d4fAiQvIDNbgB.1>

Or may participate by phone (346) 248-7799

Meeting ID: 829 0153 4744 - Passcode: 237512

A copy of the full agenda packet for this meeting can be found on the PRPC's website at <http://www.theprpc.org>

The PWDB shall provide an opportunity for oral comments from the public during the meeting. Each person wishing to make a public comment shall be limited to three (3) minutes and limited to speaking once per comment period. Comments shall be directed to the Board as a whole. Individual Board members will not respond to questions. In the event that a group of persons supporting/opposing the same position desires to be heard, in the interest of time, a spokesperson shall be designated to express the group's position.

AGENDA

1. **CALL TO ORDER**
2. **INITIAL PUBLIC COMMENT PERIOD**
3. **MINUTES**
 - a) Members will be asked to consider approval of the minutes from the Board's meeting held on August 21, 2024.

Also attached, for informational purposes, are:

- b) Minutes of the August 22, 2024 meeting of the Panhandle Workforce Development Consortium's Governing Body. Please note that the group concurred with the actions of the Board. No action by the Board is required;
- c) Minutes of the October 23, 2024 meeting of the Panhandle Workforce Development Board's Cybersecurity Council. No action by the Board is required; and
- d) Minutes of the October 23, 2024 meeting of the Panhandle Workforce Development Board's Child Care Advisory Committee. No action by the Board is required.

4. **CURRENT MEMBERSHIP LISTS**

- a) Panhandle Workforce Development Board
- b) Panhandle Workforce Development Board Child Care Advisory Committee
- c) Panhandle Workforce Development Board Cybersecurity Council
- d) Panhandle Workforce Development Consortium's Governing Body

Informational items only. No action by the Board is required.

5. **PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) TECHNOLOGY, DATA AND CYBERSECURITY POLICY**

Members will be presented with a report of the results of the discussion, input and subsequent vote from the Board's Cybersecurity Council meeting on October 23, 2024 in which the Council approved an updated PWDB Technology, Data, and Cybersecurity policy for the Panhandle Workforce Development Area.

Copies of the updated policy will be available to Board members, upon request, at the meeting.

If discussion is needed, the members will enter a brief closed session as per Texas Government Code §551.089, which does not require a governmental body to conduct an open meeting to deliberate:

- (a) security assessments or deployments relating to information resources technology;
- (b) network security information as described by §2059.055(b) ; or
- (c) the deployment, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices.

No action by the Board will be taken in the closed session. Upon returning to the open session of the Meeting, the Board will be asked to concur with the Council's vote to approve the updated policy.

6. **REPORT ON MEETING OF CHILD CARE ADVISORY COMMITTEE**

Staff will provide a summary of last month's meeting of the Panhandle Workforce Development Board's Child Care Advisory Committee. No action by the Board is required.

7. **LOCAL MONITORING REPORT**

Members will be provided with an update on monitoring activities. No action by the Board is required.

8. **UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICIES**

Members will be asked to consider proposed updates to current local PWDB policies:

- a) In-Demand Industries, In-Demand Occupations, and Target Occupations;
- b) Child Care Services; and
- c) Customer Incentives.

Public comment opportunity and Member vote will be recognized.

9. **REPORTS ON GRANTS**

A review of reports on the Panhandle's grants for October 1, 2023 – September 30, 2024 will be presented. No action by the Board is required.

10. **HIGH DEMAND JOB TRAINING GRANT – FRANK PHILLIPS COLLEGE**

Members will be presented with proposed purchases of equipment for Frank Phillips College - Rahl Campus in Dalhart, under the 2024-25 High Demand Job Training Grant.

11. **WORKFORCE INNOVATION FUND GRANT APPLICATION FOR CACIQUE FOODS**

Members will be updated on the status of a Texas Workforce Commission (TWC) Workforce Innovation Fund project that was proposed to TWC in September on behalf of Cacique Foods to support training for continuous equipment maintenance and operator skill development for their Amarillo processing facility.

12. **PROGRAM PRESENTATION – BOARD OVERSIGHT CAPACITY AND COMMUNITY IMPACT STATEMENT**

Phillip Flores, Senior Business Services Representative with Workforce Solutions Panhandle, will present the Panhandle's 2024 Community Impact Statement, submitted to the Texas Workforce Commission in October, as part of its evaluation of the PWDB's overall capacity to oversee and manage local funds and the delivery of local workforce services. No action by the Board is required.

13. **CONTRACTOR'S REPORT ON WORKFORCE ACTIVITIES**

Huxford Group, LLC President and WSP Director, Mr. Trent Morris, will discuss recent and upcoming regional workforce activities. No action by the Board is required.

14. **DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES**

Workforce Development Director, Mr. Marin Rivas, will discuss recent and upcoming regional workforce activities. No action by the Board is required.

15. **FINAL PUBLIC COMMENT PERIOD**

16. **ADJOURN**

PUBLIC NOTICE

This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); and Section 551.053 (Notice Requirements of a Political Subdivision Extending into Four or More Counties). The notice has been filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and has been posted in the Administrative Office of the Panhandle Regional Planning Commission.

Posted this 4th day of December 2024, at 415 Southwest Eighth Avenue, Amarillo, Texas, at 12:00 p.m.



415 South West Eighth Avenue
P. O. Box 9257
Amarillo, Texas 79105
(806) 372-3381
(806) 373-3268 (fax)
www.theprpc.org



Leslie Hardin

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ITEM 3a

PWDB Meeting Minutes



PANHANDLE REGIONAL PLANNING COMMISSION

Panhandle Workforce Development Board

Minutes

August 21, 2024

The regular meeting of the Panhandle Workforce Development Board was held at 12:30 p.m. on Wednesday, August 21, 2024.

In order to accommodate Board members and members of the public who wanted to access the meeting remotely, a hybrid link was provided pursuant to Texas Government Code Section 551.127 with more than three counties in the State of Texas being represented on the Panhandle Workforce Development Board. This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); Section 551.053 (Notice Requirements of a Political Subdivision Extending into Three or More Counties) and Section 551.127 (Videoconference Call). The notice was filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and was posted in the Administrative Office of the Panhandle Regional Planning Commission.

Board members and individuals from the public who desired to attend in person, accessed the meeting at Workforce Solutions Panhandle, 3120 Eddy Street, Amarillo, Randall County, Texas.

Mr. Caddell presided.

MEMBERS PRESENT:

- Jay Barrett, AmTech Career Academy
- Wanda Boatman, Plains Dairy
- Ryan Bradley, Hunting Titan
- Kevin Caddell, Furniture Fashions, LTD
- Sonja Clark, Bell Textron, Inc.
- Michelle Griffin, Amarillo National Bank-Borger Branch
- Kristi Hanes, Night & Day, Care & Play Inc.
- Crystal Hermesmeyer, Shamrock Economic Development Corporation
- Lisa Lillard, Texas Health and Human Services Commission
- David Parker, Harwell & Cook Orthodontics
- Charlie Rivas, Rivas Environmental Consultants, Inc.
- Paul Salazar, West Texas Electrical Joint Apprenticeship & Training Committee
- Geneva Tiller, Texas Workforce Solutions Vocational Rehabilitation Services
- Jason Vaden, Texas Workforce Commission
- Brian Wasden, Kleinstadt Motors
- Lisa White, Amarillo Public
- Magi York, Panhandle Community Services

MEMBERS ABSENT:

- Francisco Apodaca, Apodaca Brothers
- Betty Bara, La Fiesta Grande
- Texas “Tex” Buckhaults, Clarendon College
- Jill Goodrich, Opportunity School
- Jahnel McClain, Goodwill Industries of Northwest Texas
- Amy Moran, CNS Pantex
- Amy Rambo, BSA Health System
- John Roberts, Central South Carpenters Regional Council

OTHERS PRESENT:

Sarah Barnes, Elsa Cordero, Phillip Flores, Jennifer Galloway, Karron Gilbreath, Cheney Melton, Trent Morris, Shannon Rowell, and April Slatter, Workforce Solutions Panhandle.

STAFF PRESENT:

Gracie Aragon, Kathy Cabezuela, Ana Gonzalez, Rosie Gonzalez, Diana Green, Leslie Hardin, Amanda Leal, Heather Reid, Marin Rivas, and Trenton Taylor.

1. CALL TO ORDER

Mr. Caddell called the meeting to order noting that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered approval of the minutes from the Board’s May 22, 2024 meeting. Ms. Griffin moved to approve the minutes as presented. Mr. Charlie Rivas seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LISTS

Informational items only. No action by the Board was required.

5. ELECTION OF OFFICERS

Members re-elected Officers, Kevin Cadell for Chair and David Parker for Vice-Chair, for the coming year covering the period of July 1, 2024 through June 30, 2025. Ms. York made the motion; Ms. Lillard seconded the motion; and the motion carried.

6. SIGNATORY AUTHORITY

Members were asked to grant the individual elected for the office of Chair, authority to act as Signatory on behalf of the Board, for the coming year covering the period of July 1, 2024 through June 30, 2025. This authority is formalized in the Partnership Agreement between the Board and the Panhandle Workforce Development Consortium’s Governing Body. Ms. Griffin made the motion; Ms. York seconded the motion; and the motion carried.

7. REPORT ON MEETING OF CHILD CARE ADVISORY COMMITTEE

Members were provided with a summary of last month's meeting of the Panhandle Workforce Development Board's Child Care Advisory Committee. No action by the Board was required.

8. LOCAL MONITORING REPORT

Members were updated on monitoring activities. No action by the Board was required.

9. WORKFORCE DEVELOPMENT PROGRAM OPERATION AND SERVICE DELIVERY CONTRACT RENEWAL 2024-2025

Members were asked to consider completion and execution of a contract renewal with Huxford Group, LLC to deliver workforce development and child care program services for the period of October 1, 2024 through September 30, 2025. Ms. White made the motion; Mr. Parker seconded the motion; and the motion carried.

10. FISCAL MONITORING SERVICES CONTRACT

Members were asked to consider execution of a contract with Christine H. Nguyen for fiscal monitoring of the functions performed by Workforce Solutions Panhandle for the initial period of October 1, 2024 through September 30, 2025. Ms. York made the motion; Mr. Salazar seconded the motion; and the motion carried.

11. UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICIES

Members were asked to consider proposed updates to three current local PWDB policies:

- a) Customer Incentives;
- b) Equal Opportunity (EO); and
- c) Child Care Services.

There were no public comments and Ms. Griffin moved to approve the updates. Ms. Lillard seconded the motion; the motion carried.

12. REPORT ON GRANTS

Staff presented reports on the Panhandle's grants for October 1, 2023 – June 30, 2024. No action by the Board was required.

13. PROGRAM PRESENTATION – SUMMER YOUTH EMPLOYMENT PROGRAMS

Jennifer Galloway, Training Services Program Manager with Workforce Solutions Panhandle provided an overview of the 2024 Summer Youth Employment Programs. No action by the Board was required.

14. CONTRACTOR'S REPORT ON WORKFORCE ACTIVITIES

Mr. Trent Morris, Huxford Group, LLC President and Workforce Solutions Panhandle Director, discussed recent and upcoming regional workforce activities. No action by the Board was required.

15. DIRECTOR'S REPORT ON WORKFORCE ACTIVITIES

Mr. Marin Rivas discussed recent and upcoming regional workforce activities. No action by the Board was required.

16. FINAL PUBLIC COMMENT PERIOD

None.

17. ADJOURN

There being no further business to come before the Board, Ms. Griffin moved that the meeting adjourn. Mr. Barrett seconded the motion; the meeting adjourned.



ITEM 3b

Consortium's Governing Body Meeting Minutes



PANHANDLE REGIONAL PLANNING COMMISSION
Panhandle Workforce Development Consortium's Governing Body
Minutes
August 22, 2024

A meeting of the Panhandle Workforce Development Consortium's Governing Body was held on Thursday, August 22, 2024, at 11:30 a.m.

In order to accommodate Body's members and members of the public who wanted to access the meeting remotely, a hybrid link was provided pursuant to Texas Government Code Section 551.127 with more than three counties in the State of Texas being represented on the Panhandle Workforce Development Board. This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); Section 551.053 (Notice Requirements of a Political Subdivision Extending into Three or More Counties) and Section 551.127 (Videoconference Call). The notice was filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and was posted in the Administrative Office of the Panhandle Regional Planning Commission (PRPC).

Body members and individuals from the public who desired to attend in person, accessed the meeting at the PRPC office at 415 S.W. 8th Avenue, Amarillo, Potter County, Texas.

Judge Irwin presided.

MEMBERS PRESENT:

- Cole Stanley, City of Amarillo
- Dan Looten, County of Carson
- D J Wagner, County of Deaf Smith
- Cindy Irwin, County of Hutchinson
- Harold Keeter, County of Swisher

MEMBERS ABSENT:

- Chris Porter, County of Gray
- Alicia Law, County of Sherman

OTHERS PRESENT:

Jennifer Galloway and Trent Morris, Workforce Solutions Panhandle.

STAFF PRESENT:

Gracie Aragon, Kathy Cabezuela, Ana Gonzalez, Diana Green, Leslie Hardin, Amanda Leal, Heather Reid and Marin Rivas.

1. CALL TO ORDER

Judge Irwin called the meeting to order, and noted that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered the minutes from the May 23, 2024 meeting of the Governing Body. Judge Keeter moved for approval. Judge Wagner seconded the motion; the motion carried.

4. CURRENT MEMBERSHIP LIST

This item was for informational purposes only. No action by the Body was required.

5. ELECTION OF OFFICERS

Members elected Officers, Judge Irwin for Chair and Judge Porter for Vice-Chair, for the coming year covering the period of July 1, 2024 through June 30, 2025. Judge Keeter made the motion; Judge Looten seconded the motion; and the motion carried.

6. SIGNATORY AUTHORITY

Members were asked to grant the individual elected for the office of Chair, authority to act as Signatory on behalf of the Governing Body, for the coming year covering the period of July 1, 2024 through June 30, 2025. This authority is formalized in the Partnership Agreement between the Board and the Governing Body. Judge Looten made the motion; Mayor Stanley seconded the motion; and the motion carried.

7. APPOINTMENT OF MEMBERS TO THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members were asked to consider the appointment of two new members, Mr. Edward Dominguez and Dr. Frank Sobey, to serve on the Panhandle Workforce Development Board. Judge Keeter moved to appoint the members. Mayor Stanley seconded the motion; the motion carried.

8. ITEMS CONSIDERED AT THE LAST MEETING OF THE PANHANDLE WORKFORCE DEVELOPMENT BOARD

Members were asked to review agenda items presented and consider concurrence with actions taken at the August 21, 2024 meeting of the Panhandle Workforce Development Board:

8a. MINUTES

Minutes from the PWDB meeting on May 22, 2024 and the PWDB's Child Care Advisory Committee meeting held on July 24, 2024. No action by the Body was required.

8b. CURRENT MEMBERSHIP LISTS

Informational items only. No action by the Body was required.

8c. ELECTION OF OFFICERS

Members re-elected Officers, Kevin Cadell for Chair and David Parker for Vice-Chair, for the coming year covering the period of July 1, 2024 through June 30, 2025. No action by the Body was required.

8d. SIGNATORY AUTHORITY

Members were asked to grant the individual elected for the office of Chair, authority to act as Signatory on behalf of the Board, for the coming year covering the period of July 1, 2024 through June 30, 2025. No action by the Body was required.

8e. REPORT ON MEETING OF CHILD CARE ADVISORY COMMITTEE

A summary of last month's meeting of the Panhandle Workforce Development Board's Child Care Advisory Committee. No action by the Body was required.

8f. LOCAL MONITORING REPORT

An update on monitoring activities. No action by the Body was required.

8g. WORKFORCE DEVELOPMENT PROGRAM OPERATION AND SERVICE DELIVERY CONTRACT RENEWAL 2024-2025

Members were asked to consider completion and execution of a contract renewal with Huxford Group, LLC to deliver workforce development and child care program services for the period of October 1, 2024 through September 30, 2025. Judge Keeter made the motion; Judge Wagner seconded the motion; and the motion carried.

8h. FISCAL MONITORING SERVICES CONTRACT

Members were asked to consider execution of a contract with Christine H. Nguyen for fiscal monitoring of the functions performed by Workforce Solutions Panhandle for the initial period of October 1, 2024 through September 30, 2025. Mayor Stanley made the motion; Judge Keeter seconded the motion; and the motion carried.

8i. UPDATES TO PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICIES

Members were asked to consider proposed updates to three current local PWDB policies:

- a) Customer Incentives;
- b) Equal Opportunity (EO); and
- c) Child Care Services.

There were no public comments and Judge Looten moved to approve the updates. Judge Wagner seconded the motion; the motion carried.

8j. REPORTS ON GRANTS

A review of reports on the Panhandle's grants for October 1, 2023 – June 30, 2024. No action by the Body was required.

8k. PROGRAM PRESENTATION – SUMMER YOUTH EMPLOYMENT PROGRAMS

Jennifer Galloway, Training Services Program Manager with Workforce Solutions Panhandle provided an overview of the 2024 Summer Youth Employment Programs. No action by the Body was required.

8l. CONTRACTOR’S REPORT ON WORKFORCE ACTIVITIES

Huxford Group, LLC President and WSP Director, Mr. Trent Morris, discussed recent and upcoming regional workforce activities. No action by the Body was required.

8m. DIRECTOR’S REPORT ON WORKFORCE ACTIVITIES

Workforce Development Director, Mr. Marin Rivas, discussed recent and upcoming regional workforce activities. No action by the Body was required.

9. FINAL PUBLIC COMMENT PERIOD

None.

10. ADJOURN

There being no further business to come before the Body, Mayor Stanley moved that the meeting adjourn. Judge Keeter seconded the motion; the meeting adjourned.



ITEM 3c

PWDB Cybersecurity Council Meeting Minutes



PANHANDLE WORKFORCE DEVELOPMENT BOARD

Cybersecurity Council

Minutes

October 23, 2024

A meeting of the Panhandle Workforce Development Board's Cybersecurity Council was held at 10:00 a.m. on Wednesday, October 23, 2024.

In order to accommodate Council members and members of the public who wanted to access the meeting remotely, a hybrid link was provided pursuant to Texas Government Code Section 551.127 with more than three counties in the State of Texas being represented on the Panhandle Workforce Development Board. This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); Section 551.053 (Notice Requirements of a Political Subdivision Extending into Three or More Counties) and Section 551.127 (Videoconference Call). The notice was filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and was posted in the Administrative Office of the Panhandle Regional Planning Commission.

Council members and individuals from the public who desired to attend in person, had access to the meeting at 3120 Eddy Street, Amarillo, Randall County, Texas.

Mr. Buckhaults, presided.

COUNCIL MEMBERS PRESENT

- Texas "Tex" Buckhaults, Clarendon College
- Paul Salazar, West Texas Electrical Joint Apprenticeship & Training Committee (JATC)
- Magi York, Panhandle Community Services

COUNCIL MEMBER ABSENT:

- Kevin Caddell, Furniture Fashions, LTD

STAFF CYBERSECURITY COMMITTEE PRESENT:

Kathy Cabezuela, Ana Gonzalez, Leslie Hardin, and Marin Rivas, Panhandle Regional Planning Commission (PRPC); Trent Morris and Andrew Thompson, Workforce Solutions Panhandle (WSP).

1. CALL TO ORDER

Mr. Buckhaults called the meeting to order noting that a quorum was present.

2. INITIAL PUBLIC COMMENT PERIOD

None.

3. MINUTES

Members considered approval of the minutes from the Council's May 24, 2023 meeting. Ms. York moved to approve the minutes as presented. Mr. Salazar seconded the motion; the motion carried.

**** AT THIS POINT IN THE MEETING, MEMBERS ENTERED A BRIEF CLOSED SESSION ****
as per Texas Government Code §551.089, which does not require a governmental body to conduct an open meeting to deliberate:

- (a) security assessments or deployments relating to information resources technology;*
- (b) network security information as described by §2059.055(b) ; or*
- (c) the deployment, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices.*

4. PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) TECHNOLOGY, DATA AND CYBERSECURITY POLICY

Members were presented with an updated proposed PWDB Technology, Data, and Cybersecurity policy for discussion and input. No action by the Council was taken in the closed session.

**** AT THIS POINT IN THE MEETING, MEMBERS RETURNED TO THE OPEN SESSION ****

5. VOTE ON PWDB TECHNOLOGY, DATA AND CYBERSECURITY POLICY

Ms. York made a motion to approve the policy considered in the closed session above. Mr. Salazar seconded the motion; the motion carried. The record of the vote will be recognized in the PWDB meeting on December 11, 2024.

6. OPEN DISCUSSION

Members had the opportunity to discuss topics of interest. No action by the Council was required.

7. FINAL PUBLIC COMMENT PERIOD

None.

8. ADJOURN

There being no further business to come before the Board, Mr. Salazar moved that the meeting adjourn. Ms. York seconded the motion; the meeting adjourned.



ITEM 3d

PWDB Child Care Advisory Committee Meeting Minutes



PANHANDLE REGIONAL PLANNING COMMISSION
Panhandle Workforce Development Board's Child Care Advisory Committee
Minutes
October 23, 2024

The regular meeting of the Panhandle Workforce Development Board's Child Care Advisory Committee was held at 1:00 p.m. on Wednesday, October 23, 2024.

In order to accommodate Committee members and members of the public who wanted to access the meeting remotely, a hybrid link was provided pursuant to Texas Government Code Section 551.127 with more than three counties in the State of Texas being represented on the Panhandle Workforce Development Board. This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); Section 551.053 (Notice Requirements of a Political Subdivision Extending into Three or More Counties) and Section 551.127 (Videoconference Call). The notice was filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office, the Potter County Clerk's Office and was posted in the Administrative Office of the Panhandle Regional Planning Commission.

Committee members and individuals from the public who desired to attend in person, accessed the meeting at Workforce Solutions Panhandle, 3120 Eddy Street, Amarillo, Randall County, Texas.

MEMBERS PRESENT:

- Gracie Aragon
- Karron Gilbreath
- Kristi Hanes
- Omar Mendoza
- Trena Rider
- Mikki Wossum

MEMBERS ABSENT:

- Victoria Hughes
- Haleigh Morris
- Skylar Seaton
- Kim Winegeart

OTHERS PRESENT:

Cynthia Hixon, Workforce Solutions Panhandle
Trent Morris, Workforce Solutions Panhandle
April Slatter, Workforce Solutions Panhandle

PANHANDLE WORKFORCE DEVELOPMENT BOARD STAFF PRESENT:

Amanda Leal and Heather Reid.

1. CALL TO ORDER
Ms. Rider called the meeting to order and noted that a quorum was present.
2. INITIAL PUBLIC COMMENT PERIOD
None.
3. MINUTES
Members considered the approval of the minutes from the Committee's July 24, 2024 meeting. Ms. Hanes moved to approve the minutes as presented. Ms. Wossum seconded the motion; the motion carried.
4. SCHEDULING UPCOMING MEETING
Members were asked to determine the next scheduled meeting date and time. Members agreed that the next meeting of the Committee will be on Wednesday, January 22, 2025 at 1:30 p.m.
5. CHILD CARE SERVICES PROGRAM UPDATE
Gracie Aragon, Workforce Development Program Specialist, provided an update on the Child Care Services Program. No action by the Committee was required.
6. CHILD CARE PROVIDER UPDATE
Karron Gilbreath, Workforce Solutions Panhandle Child Care Provider Services Lead provided an update on the Child Care Providers. No action by the Committee was required.
7. CHILD CARE PROGRAM PERFORMANCE UPDATE
April Slatter, Workforce Solutions Panhandle Child Care Services Program Manager, discussed the Child Care Program Performance. No action by the Committee was required.
8. CHILD CARE QUALITY UPDATE
Cynthia Hixon, Workforce Solutions Panhandle Child Care Industry Support Specialist, provided a review of the Needs Assessment Survey Report and an update on the Child Care Quality (CCQ) funding/purchases. No action by the Committee was required.
9. CHILD CARE CLASSROOM MATERIALS
Heather Reid, Workforce Development Contract/Accounting Manager, provided a summary of the purchase of Child Care Classroom Materials as was presented to the PRPC Board of Directors on September 26, 2024. No action by the Committee was required.
10. OPEN DISCUSSION
Ms. Rider expressed her interest in learning if there are any other equivalencies for a CDA credential, such as coursework at a college level with other stakeholders in the state.
11. CURRENT MEMBERSHIP LIST
Informational item only. No action by the Committee is required
12. FINAL PUBLIC COMMENT PERIOD
None.
13. ADJOURN
There being no further business to come before the Committee, Ms. Hanes moved that the meeting adjourn. Ms. Wossum seconded that motion; the meeting adjourned.



ITEM 4

Membership Lists

**PANHANDLE WORKFORCE DEVELOPMENT BOARD
CURRENT MEMBERSHIP
JULY 1, 2024 – JUNE 30, 2025**

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Kristi Hanes **** / *****
Co-Owner/Director
Night & Day, Care & Play Inc.
2831 Mays Street
Amarillo, Texas 79109
(806) 352-2186 / (806) 322-0986 fax
nightandday@arn.net

Industry Represented: Child Care Services
TWC ID #: 075710160
Firm Size: 29 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2025

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Betty Bara
Co-Owner
La Fiesta Grande
4704 Van Winkle Drive
Amarillo, Texas 79119
(806) 376-3689 / (806) 355-2826 fax
bettybara@aol.com

Industry Represented: Restaurants
TWC ID #: 021762288
Firm Size: 84
Ethnicity/Gender: W/F
Term Expires: June 30, 2026

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Amy Moran
Director –
Human Resources Strategy and Operations
Pantex Plant – X 2.1011
P. O. Box 30020
Amarillo, Texas 79120-0030
(806) 573-7502
amy.moran@cns.doe.gov

Industry Represented: Ammunition Manufacturing
TWC ID #: 144395778
Firm Size: 4,227
Ethnicity/Gender: W/F
Term Expires: June 30, 2025

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Sonja Clark
Site Leader
Bell Textron, Inc.
10201 Airport Blvd.
Amarillo, Texas 79111
(806) 467-4525
sclark@bellflight.com

Industry Represented: Aircraft Manufacturing
TWC ID #: 002639157
Firm Size: 5,264 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2026

PRIVATE SECTOR (CITY OF AMARILLO)

Mr. David Parker **
Chief Operating Officer
Harwell & Cook Orthodontics
3420 Thornton Drive
Amarillo, Texas 79109
(806) 353-3593
david@harwellcook.com

Industry Represented: Dentistry
TWC ID #: 07-895859-6
Firm Size: 41 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2025

PRIVATE SECTOR (CITY OF AMARILLO)

Ms. Wanda Boatman
Employee Relations
Plains Dairy LLC
300 North Taylor Street
Amarillo, Texas 79107
(806) 374-0385
WBoatman@plainsdairy.com

Industry Represented: Dairy Product Manufacturing
TWC ID #: 022618466
Firm Size: 145 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2026

**PRIVATE SECTOR (AREA I - DALLAM, HARTLEY,
MOORE, OLDHAM AND SHERMAN COUNTIES)**

Mr. Kevin Caddell * / ****
Owner
Furniture Fashions, LTD
1603 Tennessee Blvd.
Dalhart, Texas 79022
(806) 244-5551
Kevin@furnfash.com

Industry Represented: Furniture Retail
TWC ID #: 109626740
Firm Size: 8 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2025

**PRIVATE SECTOR (AREA II - HANSFORD,
HEMPHILL, HUTCHINSON, LIPSCOMB,
OCHILTREE AND ROBERTS COUNTIES)**

Ms. Michelle Griffin ***
President – Borger Branch
Amarillo National Bank
P. O. Box 949
Borger, Texas 79008
(806) 275-5025 / (806) 274-4533 fax
michelle.griffin@anb.com

Industry Represented: Commercial Banking
TWC ID #: 000422070
Firm Size: 865 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2026

**PRIVATE SECTOR (AREA III - BRISCOE, CASTRO,
DEAF SMITH, PARMER AND SWISHER COUNTIES)**

Mr. Edward Dominguez
Owner/Operator
Triple D Heating and Air Conditioning
P. O. Box 1736
Hereford, Texas 79045
(806) 360-4463
tripledheatingandac@gmail.com

Industry Represented: Plumbing/HVAC
TWC ID #: N/A
Firm Size: 1 employee
Ethnicity/Gender: H/M
Term Expires: June 30, 2026

**PRIVATE SECTOR (AREA IV - ARMSTRONG,
CARSON, POTTER AND RANDALL COUNTIES)**

Ms. Amy Rambo
Senior Human Resource Business Partner
BSA Health System
1600 Wallace Blvd.
Amarillo, Texas 79106
(806) 212-2989 / (806) 212-1600 fax
amy.rambo@bsahs.org

Industry Represented: Hospitals
TWC ID: 138513173
Firm Size: 2,429 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2027

**PRIVATE SECTOR (AREA V - CHILDRESS,
COLLINGSWORTH, DONLEY, GRAY, HALL
AND WHEELER COUNTIES)**

Mr. Heath Bentley
Plant Manager - Perforating
Hunting Titan Inc.
2526 Mary Ellen
Pampa, Texas 79065
(469) 383-9689
Heath.Bentley@hunting-intl.com

Industry Represented: Oil & Gas
Equipment Manufacturing
TWC ID: 143344908
Firm Size: 492 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2026

PRIVATE SECTOR (AT LARGE)

Mr. Brian Wasden *****
Owner/General Manager
Kleinstadt Motors
4515 Canyon Drive
Amarillo, Texas 79110
(806) 418-6045
brian.wasden@icloud.com

Industry Represented: Automotive Repair
TWC ID #: 20-258518-3
Firm Size: 4 employees
Ethnicity/Gender: W/M
Term Expires: June 30, 2025

PRIVATE SECTOR (AT LARGE)

Mr. Charlie Rivas ***
Chief Executive Officer
Rivas Environmental Consultants
200 Winery Road
Amarillo, Texas 79118
(806) 622-2255 / (806) 622-2257 fax
rivas@arn.net

Industry Represented: Remediation Services
TWC ID #: 012394527
Firm Size: 0 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2026

PRIVATE SECTOR (AT LARGE)

Mr. Francisco Apodaca
Co-Owner
Apodaca Brothers
801 W. Francis Ave.
Pampa, TX 79065
(806) 669-1169 / (806) 669-1169
12280ehwy60@gmail.com

Industry Represented: Plumbing/HVAC
TWC ID #: 119858119
Firm Size: 8 employees
Ethnicity/Gender: H/M
Term Expires: June 30, 2027

CHILD CARE WORKFORCE

Ms. Jill Goodrich *****
Executive Director
Opportunity School
1100 S. Harrison
Amarillo, Texas 79101
(806) 373-4245
jillgoodrich@opportunityschool.com

Industry Represented: Child Care Services
TWC ID #: 006296025
Firm Size: 70 employees
Ethnicity/Gender: W/F
Term Expires: June 30, 2026

ECONOMIC DEVELOPMENT ORGANIZATIONS

Ms. Crystal Hermesmeier
Economic Development Director
Shamrock Economic Development Corporation
207 N. Main Street
Shamrock, TX 79079
(806) 256-2516
shamrockedc@gmail.com

Ethnicity/Gender: W/F
Term Expires: June 30, 2026

SECONDARY EDUCATION

Mr. Jay Barrett ***
Principal
AmTech Career Academy
3601 Plains Blvd.
Amarillo, Texas 79102
(806) 326-2800
jay.barrett@amaisd.org

Ethnicity/Gender: W/M
Term Expires: June 30, 2025

POST-SECONDARY EDUCATION

Mr. Texas D. "Tex" Buckhaults ****
President
Clarendon College
P. O. Box 968
Clarendon, Texas 79226
(806) 874-3571
Tex.Buckhaults@clarendoncollege.edu

Ethnicity/Gender: W/M
Term Expires: June 30, 2025

ADULT BASIC AND CONTINUING EDUCATION

Dr. Frank Sobey
VP of Strategic Initiatives/
Interim VP of Academic Affairs
Amarillo College
P. O. Box 447
Amarillo, Texas 79178
(806) 282-6811
fesobey@actx.edu

Ethnicity/Gender: W/M
Term Expires: June 30, 2026

LITERACY ORGANIZATIONS

Ms. Lisa White
Literacy Coordinator
Amarillo Public Library
413 E. 4th
Amarillo, Texas 79101
(806) 378-3043 / (806) 378-9327 fax
lisa.white@amarillolibrary.org

Ethnicity/Gender: W/F
Term Expires: June 30, 2025

VOCATIONAL REHABILITATION ORGANIZATIONS

Ms. Geneva Tiller
Unit Support Coordinator
Texas Workforce Solutions
Vocational Rehabilitation Services
3120 Eddy St.
Amarillo, TX 79106
(806) 372-5521
geneva.tiller@twc.texas.gov

Ethnicity/Gender: W/F
Term Expires: June 30, 2026

COMMUNITY-BASED ORGANIZATIONS

Ms. Magi York ****
Executive Director
Panhandle Community Services
1309 West Eighth Avenue
Amarillo, Texas 79120-2150
(806) 342-6150 / (806) 373-8143
magi.york@pcsvcs.org

Ethnicity/Gender: W/F
Term Expires: June 30, 2026

COMMUNITY-BASED ORGANIZATIONS

Ms. Jahnel McClain
Human Resource Manager
Goodwill Industries of Northwest Texas
1904 Bell Street
Amarillo, Texas 79106
(806) 331-6890 / (806) 331-7207 fax
jmclain@ginwtx.org

Ethnicity/Gender: W/F
Term Expires: June 30, 2026

LABOR ORGANIZATIONS

Mr. Paul Salazar ****
Training Director, JATC
West Texas Electrical Joint Apprenticeship
& Training Committee
102 South Bowie Street
Amarillo, Texas 79106
(806) 372-1581 / (806) 331-6718 fax
psalazarjatc@wtxjatc.org

Ethnicity/Gender: H/M
Term Expires: June 30, 2027

LABOR ORGANIZATIONS

Mr. John Roberts
Council Business Representative
Central South Carpenters Regional Council
12180 Tascosa Road
Amarillo, Texas 79124
(806) 373-4574 / (806) 374-4437 fax
jroberts@cscouncil.net

Ethnicity/Gender: W/M
Term Expires: June 30, 2026

PUBLIC EMPLOYMENT AGENCY

Mr. Jason Vaden
Project Coordinator
Texas Workforce Commission
101 E. 15th St.
Austin, Texas 78778
(512) 936-3442
jason.vaden@twc.texas.gov

Ethnicity/Gender: W/M
Term Expires: June 30, 2026

STATE DEPARTMENT OF HUMAN SERVICES

Ms. Lisa Lillard
Program Manager
Texas Health and Human Services Commission
Region 1 - P.O. Box 3369, 79008
301 West 6th Street 401
Borger, Texas 79007
(806) 273-4446 / (806) 274-5028 fax
Lisa.Lillard@hhs.texas.gov

Ethnicity/Gender: W/F
Term Expires: June 30, 2025

- * Chairman
- ** Vice Chairman
- *** Executive Committee Member
- **** Cybersecurity Council Member
- ***** Child Care Advisory Committee Member
- ***** Also serves as Veterans Representative
- ***** Also serves as Child Care Representative

**PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB)
CHILD CARE ADVISORY COMMITTEE MEMBERSHIP
JULY 1, 2024 – JUNE 30, 2025**

**LICENSED CHILD CARE CENTER
PARTICIPATING IN CCS**

Ms. Kristi Hanes
Co-Owner/Director
Night & Day, Care & Play Inc.
2831 Mays Street
Amarillo, Texas 79109
(806) 352-2186 / (806) 322-0986 fax
nightandday@arn.net

**LICENSED/REGISTERED CHILD CARE HOME
PARTICIPATING IN CCS**

Mr. Omar Mendoza
Owner/Director
Nikkies Care Club LCCH
81 N. Maryland St.
Amarillo, Texas 79106
(619) 964-1960
nikkiescareclub@gmail.com

CHILD CARE STAKEHOLDER

Ms. Victoria Hughes
Operation First Five Facilitator
& Community Organizer
Operation First Five-Amarillo
301 South Polk Street, Suite 740
Amarillo, Texas 79101
(806) 683-4248
victoriahughes012@gmail.com

CHILD CARE STAKEHOLDER

Ms. Haleigh Morris
Teacher
Opportunity School Edwards Campus
406 S. Osage
Amarillo, Texas 79104
(806) 382-6244
haleighmorris@opportunitieschool.com

PWDB CHILD CARE SERVICES CONTRACTOR

Ms. Karron Gilbreath
Lead Provider Services Specialist
Workforce Solutions Panhandle
3120 Eddy Street
Amarillo, Texas 79106
(806) 350-1726
kgilbreath@wspanhandle.com

**LICENSED CHILD CARE CENTER
PARTICIPATING IN CCS**

Ms. Kim Winegeart
Co-Owner/Director
Community Day Care Center, Inc.
1100 Gwendolen Avenue
Pampa, Texas 79065
(806) 665-0735
cdccbaby@gmail.com

**CURRENT OR FORMER
CHILD CARE FAMILY**

Ms. Mikki Wossum **
Former CCS Family
4714 Goodnight Trail
Amarillo, Texas 79109
(806) 640-4912
mwossum@attebury.com

CHILD CARE STAKEHOLDER

Ms. Trena Rider *
Faculty/Program Coordinator
Early Childhood Education
Amarillo College
2201 South Washington Street
Amarillo, Texas 79109
(806) 371-5279, 806-341-1100 (cell)
tjrider21@actx.edu

CHILD CARE STAKEHOLDER

Ms. Skylar Paige Seaton
Teacher
Amarillo College Child Development Lab School
6222 W 9th Ave
Amarillo, Texas 79106
(806) 626-3147
s0569875@actx.edu

PWDB STAFF

Ms. Gracie Aragon
Workforce Development Program Specialist
Panhandle Regional Planning Commission
415 Southwest 8th Avenue
Amarillo, Texas 79105
(806) 372-3381
garagon@theprpc.org

* Chairman

** Vice-Chairman

**PANHANDLE WORKFORCE DEVELOPMENT BOARD
CYBERSECURITY COUNCIL**

FOR JULY 1, 2024 – JUNE 30, 2025

The Cybersecurity Council will be comprised of the Chairperson, Vice Chairperson and, at least one additional member with an interest and/or expertise in IT and cybersecurity-related issues, who are willing to serve on the Cybersecurity Council, and are elected by the Panhandle Workforce Development Board (PWDB) in an Open Public Meeting. At the discretion of the Chairperson, the Council may act on behalf of the PWDB on matters requiring such prompt action that the Board cannot be convened for a special meeting. Such actions will be subject to ratification by the Board.

**PRIVATE SECTOR (AREA I - DALLAM, HARTLEY,
MOORE, OLDHAM AND SHERMAN COUNTIES)**

Mr. Kevin Caddell *
Owner
Furniture Fashions, LTD
Dalhart, Texas
Term Expires: June 30, 2025

POST-SECONDARY EDUCATION

Mr. Texas D. "Tex" Buckhaults **
President
Clarendon College
Clarendon, Texas
Term Expires: June 30, 2025

LABOR ORGANIZATIONS

Mr. Paul Salazar
Training Director, JATC
West Texas Electrical Joint Apprenticeship & Training Committee
Amarillo, Texas
Term Expires: June 30, 2025

COMMUNITY-BASED ORGANIZATIONS

Ms. Magi York
Executive Director
Panhandle Community Services
Amarillo, Texas
Term Expires: June 30, 2025

* Denotes the member selected to serve as Chairperson

** Denotes the member selected to serve as Vice Chairperson

**PANHANDLE WORKFORCE DEVELOPMENT CONSORTIUM'S GOVERNING BODY
CURRENT MEMBERSHIP
JULY 1, 2024 – JUNE 30, 2025**

CITY OF AMARILLO

The Honorable Cole Stanley
Mayor, City of Amarillo
P. O. Box 1971
Amarillo, Texas 79105-0001
(806) 378-3014
(806) 378-9394 fax
cole.stanley@amarillo.gov

AT- LARGE

The Honorable DJ Wagner
Judge, County of Deaf Smith
235 E. 3rd Rm 201
Hereford, Texas 79045
(806) 363-7000
(806) 363-7022 fax
judgewagner@wtrt.net

**AREA I (DALLAM, HARTLEY,
MOORE, OLDHAM AND
SHERMAN COUNTIES)**

The Honorable Alicia Law
Judge, County of Sherman
P. O. Box 165
Stratford, Texas 79084-0165
(806) 366-2021
(806) 366-3011 fax
cojudge@co.sherman.tx.us

**AREA II (HANSFORD, HEMPHILL,
HUTCHINSON, LIPSCOMB, OCHILTREE AND
ROBERTS COUNTIES)**

The Honorable Cindy Irwin *
Judge, County of Hutchinson
P.O. Box 790
Stinnett, Texas 79083
(806) 878-4000
(806) 878-4048 fax
judgeirwin@hutchinsoncnty.com

**AREA III (BRISCOE, CASTRO,
DEAF SMITH, PARMER AND
SWISHER COUNTIES)**

(VACANT)

**AREA IV (ARMSTRONG,
CARSON, POTTER AND
RANDALL COUNTIES)**

The Honorable Dan Looten
Judge, County of Carson
P.O. Box 369
Panhandle, Texas 79068
(806) 537-3622
(806) 537-2244 fax
dan.looten@co.carson.tx.us

**AREA V (CHILDRESS, COLLINGSWORTH,
DONLEY, GRAY, HALL AND
WHEELER COUNTIES)**

The Honorable Chris Porter **
Judge, County of Gray
205 N. Russell
Pampa, Texas 79065
(806) 669-8007
(806) 669-3048 fax
chris.porter@graycch.com

* Chairman

** Vice-Chairman



**Available to
PWDB members
upon request**

ITEM 5

**PWDB Technology, Data and
Cybersecurity Policy**



ITEM 7

Monitoring Report



MEMORANDUM

DATE: December 11, 2024

TO: Members of the Panhandle Workforce Development Board and the Panhandle Workforce Development Consortium's Governing Body

FROM: Marin Rivas, Workforce Development Director

SUBJECT: Report on Monitoring Reviews

In its role as administrative and fiscal agent for the Panhandle Workforce Development Board (PWDB), the Panhandle Regional Planning Commission (PRPC) is required to oversee administration, and fiscal and program monitoring, for the delivery of Workforce Development Services and Child Care Services, under the Panhandle Workforce Development Area (PWDA) Service Delivery System Contract.

Fiscal and Program Monitoring activities conducted by the Texas Workforce Commission (TWC), Health and Human Services Commission (HHSC), the external fiscal monitor, and the Board's internal program monitor include: reviewing records and supporting documentation, reporting the results of those reviews, and providing recommendations for actions to resolve instances of non-compliance with the One-Stop Service Delivery System Contract requirements.

PRPC's External Fiscal Monitoring Contractor began conducting the Board's Annual Fiscal Monitoring Review the week of November 18, 2024. The review is currently ongoing and a draft report of this review is due December 31, 2024 with the final report due January 31, 2025.

PRPC's Internal Program Monitor continues conducting the Board's Spring 2024 Semi-Annual Program Monitoring Review. The Final Report is due December 13, 2024.

Upcoming reviews for 2024 - 2025 include:

- The Board's Fall 2024 Semi-Annual Program Monitoring Review, scheduled to begin December 2024; and
- TWC's FY24 Annual Fiscal and Program Operating Systems Review, scheduled to begin the week of March 3, 2025.

The following detailed report lists updated statuses for the Service Delivery Reviews of the current Contractor, Huxford Group, LLC, since the last report provided to the Board at the August 2024 meeting.

REPORT ON THE PWDA'S MONITORING REVIEWS

February 2023 – December 2024

| Administration of Fiscal and Program Control Monitoring Conducted by Texas Workforce Commission (TWC) | | | |
|--|-----------------------------------|-------------------------------|---------------------------------------|
| Monitoring Review | Date of review | Period Covered | Status |
| Program Operating Systems - Noncustodial Parent Choices | February 27, 2023 – March 3, 2023 | January 2022 – November 2022 | Administratively Closed |
| Program Operating Systems - Supplemental Nutrition Assistance Program Employment and Training program | March 4, 2024 – March 8, 2024 | December 2022 – November 2023 | Audit Resolution |
| Fiscal Operating Systems | March 4, 2024 – March 8, 2024 | December 2022 – November 2023 | Audit Resolution |
| Program Operating Systems - Noncustodial Parent Choices | March 4, 2024 – March 8, 2024 | December 2022 – November 2023 | Audit Resolution – Intent to Sanction |
| Fiscal and Program Monitoring Functions | October 14, 2024 | 3-year period | Re-Certified |
| Fiscal and Program Operating Systems | March 3, 2025 – March 7, 2025 | December 2023 – November 2024 | Upcoming |

| Administration of Fiscal Control Monitoring Conducted by External Monitor – Christine H. Nguyen, CPA | | | |
|---|---------------------------------------|-------------------------------|-----------------|
| Monitoring Review | Date of review | Contract Period | Status |
| Fiscal Operating Systems | November 18, 2024 – November 22, 2024 | October 2023 – September 2024 | Pending Results |

| Workforce Development and Child Care Services Program Monitoring Conducted by Internal Monitor – Kathy Cabezuela, Program Specialist | | | |
|---|----------------------------|-----------------------------|----------|
| Monitoring Review | Date of review | Period Covered | Status |
| Program Operating Systems | May 2024 – December 2024 | October 2023 – March 2024 | Ongoing |
| Program Operating Systems | December 2024 – March 2025 | April 2024 – September 2024 | Upcoming |

Please note: text above that is in blue font designates updated information from the previous reports.

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Alberto Treviño, III
Commissioner Representing
Labor

Joe Esparza
Commissioner Representing
Employers

Edward Serna
Executive Director

October 30, 2024

Mr. Marin Rivas, Workforce Development Director
Workforce Solutions Panhandle
P.O. Box 9257
Amarillo, Texas 79105

Audit Resolution Report

Dear Mr. Rivas:

Workforce Solutions Panhandle (Board) administers the Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, and Workforce Innovation and Opportunity Act programs. In Fiscal Year 2023 TWC conducted a monitoring review of these programs and had a finding, as documented in Monitoring Report #23.01.0001. This letter is about the audit resolution of the finding, as outlined below:

Finding: Ensure NCP Program Requirements are Met

The Board did not ensure Noncustodial Parent Choices program requirements were met which resulted in the following errors:

- In three of 12 (25 percent) applicable case files tested, the Board did not notify OAG immediately of the non-compliance as required.
- In two of 12 (17 percent) applicable case files tested, a request to remove was not sent after the participant was non-compliant for 30 days. One request to remove was sent 10 days late and one request to remove was sent three days early.
- In all three (100 percent) applicable case files tested, the employment outcomes tab in TWIST for the wage data source column was not completed.
- In three of 15 (20 percent) applicable case files tested, the counselor notes in TWIST did not match the counselor notes in COLTS.

Without strict adherence to the NCP Choices requirements, the Board cannot ensure all the NCP program requirements are met, which may hinder NCP participants from becoming economically self-sufficient and making consistent child support payments.

Corrective Action Taken:

This finding remains unresolved and is forwarded to Monitoring Report #24.01.0001 for resolution. The Board has provided past monitoring results which resolved the third bullet identified above. However, the remaining three bullets remain unresolved

Mr. Rivas
Page 2
October 30, 2024

and will be addressed during the resolution of the findings identified in the FY24 monitoring report. The TWC Monitoring Report #23.01.0001 is administratively closed.

Thank you for your assistance on this matter. If you have any further questions, please contact Judy Ohn at (737) 802-9398 or judy.ohn@twc.texas.gov.

Sincerely,



Charles E. Ross, Jr.
Director, Division of Fraud Deterrence and Compliance Monitoring

cc: Kevin Caddell, Chair, Workforce Solutions Panhandle

United States Department of Health and Human Services

Gwendolyn Jones, Regional Program Manager
Deborah Daniels, Program Specialist
Alisa Matthews, Program Specialist

United States Department of Labor

Nicholas E. Lalpui, Regional Administrator, Employment and Training Administration
M. Frank Stluka, Regional Director, Discretionary Grants and Financial, Management and Administrative Services Region IV - Dallas, USDOL/Employment and Training Administration

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Alberto Treviño, III
Commissioner Representing
Labor

Joe Esparza
Commissioner Representing
Employers

Edward Serna
Executive Director

Report #24.01.0001

ISSUE DATE: October 14, 2024

Mr. Marin Rivas, Workforce Development Director
Workforce Solutions Panhandle
P.O. Box 9257
Amarillo, Texas 79105

Dear Mr. Rivas:

We have completed our review of the Supplemental Nutrition Assistance Program Employment and Training program administered by Workforce Solutions Panhandle. Our review covered the period December 1, 2022, through November 30, 2023.

Our findings are summarized in the enclosed report. TWC Audit Resolution will contact you with an initial notification letter requesting the documentation necessary to resolve the outstanding findings identified in the report. The Board will have 45 calendar days from the issuance of the letter to respond to Audit Resolution with the documentation.

Thank you again for your cooperation and assistance. Should you have any further questions concerning the review, please contact me at (512) 936-3612.

Sincerely,



Mary B. Millan, Deputy Division Director
Subrecipient Monitoring
Division of Fraud Deterrence and Compliance Monitoring

Attachment



Supplemental Nutrition Assistance Program
Employment and Training
Monitoring Report
#24.01.0001
Workforce Solutions Panhandle

Issued by Texas Workforce Commission
Subrecipient Monitoring Department

Board Background

Workforce Solutions Panhandle is part of Texas Workforce Solutions – a statewide network of 28 Workforce Development Boards for regional planning and service delivery, their contracted service providers and community partners, and the TWC unemployment benefits Tele-Centers. This network, which includes the Texas Workforce Commission, gives customers local access to workforce solutions and statewide services through Workforce Solutions offices and Tele-Centers throughout the state.

The Board serves the following counties: Armstrong, Briscoe, Carson, Castro, Childress, Collinsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Oldham, Ochiltree, Parmer, Potter, Randall, Roberts, Sherman, Swisher, and Wheeler.

Huxford Group is the subrecipient responsible for management of the Workforce Centers and Child Care Services.

Executive Summary

The Texas Workforce Commission, Subrecipient Monitoring Department conducted a review of Workforce Solutions Panhandle. This review identified opportunities to strengthen management controls and support compliance with contract.

The Board is responsible for providing its Partners, Subrecipients, and Contractors with these findings and areas of concern and following up to ensure that any needed corrective actions are completed.

Finding #1: Ensure Participation Hours are Accurate and Supported

The Board did not ensure the SNAP E&T program guidelines and required regulations for work activities and participation hours were followed. The Board should strengthen its controls to ensure participation hours are entered in daily time tracking based on actual hours completed each day.

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Finding

Ensure Participation Hours are Accurate and Supported

The Board did not ensure the SNAP E&T program guidelines and required regulations for work activities and participation hours were followed. During the tracing of the Board monitors work, it was discovered the subrecipient is entering job search participation hours in TWIST daily time tracking based on an average instead of actual daily hours of participation.

Accurate and complete documentation to verify SNAP E&T work activities is necessary to ensure mandatory participants comply with the required hours of participation. Without strict adherence to SNAP E&T directives, there is limited assurance that federal and state funds are expended in accordance with legislative requirements.

TWC Supplemental Nutrition Assistance Program Employment and Training Guide, March 18, 2024, Part A – Policy and Requirements, A-100: General Policy Information, A-103: SNAP E&T Responsibilities, A-103.e: Workforce Solutions Office Staff Responsibilities states:

“Workforce Solutions Office staff:

- ...enters all actions into WorkInTexas.com (for example, all appropriate documentation of services);...”

And Part B – Operations, B-100: SNAP E&T Services, B-108: SNAP E&T Activities for ABAWDs and the SNAP E&T General Population, B-108.a(1): Verification of Participation in Case-Managed Job Search states:

“Boards must ensure that Workforce Solutions Office staff providing job search services supervises the job search of SNAP E&T participants by:

- reviewing job search worksheets to ensure completion;
- reviewing and providing job leads in WorkInTexas.com; and
- recording the participant’s time spent making job search contacts or participating in other job search activities in WorkInTexas.com.”

And B-300: Case Management Services, B-306: Documentation, B-306.c: Monitoring Participation states:

“Boards must ensure that Workforce Solutions Office staff:

- enters daily hours of participation into WorkInTexas.com—all other entries in WorkInTexas.com must support actual participation in allowable SNAP E&T services.”

Recommendation

The Board should strengthen its controls to ensure participation hours are entered in daily time tracking based on actual hours completed each day.

Board Response

Views of Responsible Officials:

Concur with TWC findings. Staff took implemented changes to ensure compliance with the SNAP E&T regulations for work activities and daily time tracking will utilize actual daily hours of participation.

Corrective Action Plan:

On March 7, 2024, the Pre-Employment Tracking Form was revised to include a column for the actual dates and time for each job contact in which the customer completed the work activity. The operational procedure was updated to remove language of averaging across a time period. Staff were trained with the new form and the new process to ensure job search hours were calculated correctly and actual hours are entered for the actual day in which the activity occurred.

The operational procedure was revised after the migration from TWIST to WIT. Operational Procedure CSN 11-55 Job Search Services for Choices – SNAP E&T change 2 was approved on June 10, 2024

Implementation Date: March 7, 2024

Responsible Person: Ana Gonzalez

Appendix A. Abbreviations and Terms

| | |
|----------|---|
| ABAWD | Able-Bodied Adult Without Dependents |
| Board | Workforce Solutions Panhandle |
| FMGC | Financial Manual for Grants and Contracts |
| SNAP E&T | Supplemental Nutrition Assistance Program Employment and Training |
| TWC | Texas Workforce Commission |
| TWIST | The Workforce Information System of Texas |

Appendix B. Review Objectives, Scope, and Methodology

Review Objectives

The purpose of our review was to provide reasonable assurance that Workforce Solutions Panhandle uses TWC grant resources in accordance with state and federal requirements. We also sought to determine whether activities are conducted toward the goal of achieving program objectives while maintaining fiscal accountability.

Scope and Methodology

Monitoring reviewed the SNAP E&T program administered by the Board. We conducted this review from March 4, 2024, to March 8, 2024. Our goal was to provide reasonable but not absolute assurance regarding compliance with contract terms and objectives.

Toward this goal, we randomly selected and tested samples of transactions that occurred during the period of December 1, 2022, through November 30, 2023. Although no material issues came to the reviewers' attention other than those contained in this report, there is no assurance that other issues may not exist. Within the accounting and program books, records and documentation we tested control systems and transactions in the following areas:

Service Provider
SNAP E&T
Work Activities

Fiscal
Fiscal Controls
Cash Management
Financial Reporting

Appendix C. Report Distribution List

Copies of the report will be provided to the following parties:

Workforce Solutions Panhandle

Kevin Caddell, Chair

United States Department of Health and Human Services

Gwendolyn Jones, Regional Program Manager

Deborah Daniels, Program Specialist

Alisa Matthews, Program Specialist

Texas Workforce Commission

Bryan Daniel, Chairman and Commissioner Representing the Public

Alberto Treviño, III, Commissioner Representing Labor

Joe Esparza, Commissioner Representing Employers

Edward Serna, Executive Director

Randy Townsend, Deputy Executive Director

Mary York, Director, Division of Workforce Development

Reagan Miller, Director, Division of Child Care and Early Learning

Charles E. Ross, Jr., Director, Division of Fraud Deterrence and Compliance Monitoring

Chris Nelson, Chief Financial Officer

Adam Leonard, Director, Division of Information, Innovation and Insight

Appendix D. Exit Conference

Date: March 8, 2024

Attendees:

Marin Rivas, Director, Workforce Solutions Panhandle

Heather Reid, Contract/Accountant Manager, Workforce Solutions Panhandle

Leslie Hardin, Program Manager, Workforce Solutions Panhandle

Kathy Cabezuela, Program Coordinator, Workforce Solutions Panhandle

Gracie Aragon, Program Specialist, Workforce Solutions Panhandle

Ana Gonzalez, Program Specialist, Workforce Solutions Panhandle

Amanda Leal, Administrative Assistant, Workforce Solutions Panhandle

Yvette Gaytan, Administrative Assistant, Workforce Solutions Panhandle

Rosie Gonzalez, Student Hire Ability Navigator, Workforce Solutions Panhandle

Trent Morris, Director, Huxford Group

Trent Taylor, Finance Director, Huxford Group

Cheney Melton, Accountant, Huxford Group

Natasha R Clower, Accountant, Huxford Group

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George Daiy, Program Monitor, Texas Workforce Commission

Sherri Robelia, Field Monitor, Texas Workforce Commission

Kelly Elizondo, Program Specialist, Texas Workforce Commission

Alma Gonzalez, Program Specialist/Trainer, Texas Workforce Commission

Texas Workforce Commission

A Member of Texas Workforce Solutions

Bryan Daniel, Chairman
Commissioner Representing
the Public

Alberto Treviño, III
Commissioner Representing
Labor

Joe Esparza
Commissioner Representing
Employers

Edward Serna
Executive Director

Report #24.01.0001

ISSUE DATE: October 14, 2024

Mr. Marin Rivas, Workforce Development Director
Workforce Solutions Panhandle
P.O. Box 9257
Amarillo, Texas 79105

Dear Mr. Rivas:

We have completed our review of the Child Care Services, Choices (employment services for Temporary Assistance for Needy Families), Employment Services, and Workforce Innovation and Opportunity Act programs administered by Workforce Solutions Panhandle. Our review covered the period December 1, 2022, through November 30, 2023.

Our findings are summarized in the enclosed report. TWC Audit Resolution will contact you with an Initial Resolution Letter requesting the documentation necessary to resolve the outstanding findings identified in the report. The Board will have 45 calendar days from the issuance of that Letter to respond to Audit Resolution with the documentation.

During the review, we tested the Board's monitoring function and found that it incorporates the necessary attributes for certification, e.g., a risk assessment and monitoring plan, program and fiscal reviews, follow ups and resolution process. We are able to place reliance in Fiscal and the following programs: WIOA, Choices and Child Care. As a result, we were able to re-certify the monitoring function.

Thank you again for your cooperation and assistance. Should you have any further questions concerning the review, please contact me at (512) 936-3612.

Sincerely,



Mary B. Millan, Deputy Division Director
Subrecipient Monitoring
Division of Fraud Deterrence and Compliance Monitoring

Attachment



Monitoring Report

#24.01.0001

Workforce Solutions Panhandle

Issued by Texas Workforce Commission

Subrecipient Monitoring Department

Board Background

Workforce Solutions Panhandle is part of Texas Workforce Solutions – a statewide network of 28 Workforce Development Boards for regional planning and service delivery, their contracted service providers and community partners, and the TWC unemployment benefits Tele-Centers. This network, which includes the Texas Workforce Commission, gives customers local access to workforce solutions and statewide services through Workforce Solutions offices and Tele-Centers throughout the state.

The Board serves the following counties: Armstrong, Briscoe, Carson, Castro, Childress, Collinsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Oldham, Ochiltree, Parmer, Potter, Randall, Roberts, Sherman, Swisher, and Wheeler.

Huxford Group is the subrecipient responsible for management of the Workforce Centers and Child Care Services.

Executive Summary

The Texas Workforce Commission, Subrecipient Monitoring Department conducted a review of Workforce Solutions Panhandle. This review identified opportunities to strengthen management controls and support compliance with contract requirements.

The Board is responsible for providing its Partners, Subrecipients, and Contractors with these findings and areas of concern and following up to ensure that any needed corrective actions are completed.

Finding #1: Prior Year: Ensure NCP Program Requirements are Met

The Board has not resolved the issues regarding NCP requirements. The Board should continue to follow up on its monitoring issues and strengthen its controls to ensure compliance with NCP requirements.

Finding #2: Ensure Transactions are Allowable and Adequately Documented

The Board did not ensure disbursement transactions were allowable and adequately documented. The Board should strengthen controls to ensure costs are allowable and documented, in compliance with state and federal requirements. The Board should ensure the building maintenance contract is revised to remove the 10% markup rate on materials purchased.

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Findings

Prior Year: Ensure NCP Program Requirements are Met

The Board has not resolved the issues regarding NCP requirements. Last year, TWC monitors found the Board did not ensure Noncustodial Parent Choices program requirements were met which resulted in the following errors:

- In three of 12 (25 percent) applicable case files tested, the Board did not notify OAG immediately of the non-compliance as required.
- In two of 12 (17 percent) applicable case files tested, a request to remove was not sent after the participant was non-compliant for 30 days. One request to remove was sent 10 days late and one request to remove was sent three days early.
- In three of 15 (20 percent) applicable case files tested, the counselor notes in TWIST did not match the counselor notes in COLTS.

Without strict adherence to the NCP Choices requirements, the Board cannot ensure all the NCP program requirements are met, which may hinder NCP participants from becoming economically self-sufficient and making consistent child support payments.

TWC Noncustodial Parent Choices: A Comprehensive Guide, February 2020, Part B – Operations, B-300: Verification and Documentation Requirements states:

“Boards must ensure that Workforce Solutions Office staff:

- tracks all NCPs ordered into the NCP Choices program by creating a TWIST Program Detail and COLTS record each time an NCP is ordered into the NCP Choices program;
- accurately documents within three business days all activities, services, and outcomes (participation, employment, and retention) as part of the ongoing case management duties;
- verifies employment and begins employment retention monitoring when an NCP obtains employment;
- verifies and documents employment retention each month for six months; and
- reports compliance or noncompliance in TWIST and COLTS, and directly to OAG and/or the court, as necessary and appropriate.”

And *B-400: Case Closure, B-401: Request to Remove* states:

“Boards must ensure that a request to remove the NCP from the program is submitted within seven calendar days after the NCP is noncompliant for at least 30 days.

Boards must ensure that the following actions are completed during the 30-day noncompliance period:

- Notify OAG of the noncompliance immediately.
- Document OAG communication in TWIST and COLTS notes...”

And *B-403: Planned Gap in Service* states:

“...For noncompliant NCP Choices participants, Boards must ensure that Workforce Solutions Office staff:

- ...documents all actions in TWIST Counselor Notes and COLTS.”

Recommendation

The Board should continue to follow up on its monitoring issues and strengthen its controls to ensure compliance with NCP requirements.

Board Response

Views of Responsible Officials:

Since the Audit Resolution Letter received in October 2023, the Panhandle has participated in monthly reviews of the NCP Program Requirements in order to correct the findings listed. We have adapted to the Program Model provided by TWC TA and Audit Resolution.

Corrective Action Plan:

We have currently tested the month of September 2024. All attributes resulted in zero findings. The scope of the September Review is 9/9/2024 to 9/30/2024.

Below is the recent timeline detailing meetings in September with TWC and when guidance was provided.

- 9/05/2024 – Meeting with TWC TA and Audit Resolution to discuss NCP cases from the July testing. It was discovered that case management of monthly participation was incorrectly conducted.
- 9/06/2024 – Panhandle shared case scenarios was sent to Patricia Martinez.
- 9/16/2024 – TWC shared the first draft of the NCP TA.
- 9/20/2024 – Meeting with TWC TA staff to clarify the following:
 - Enrollment documents required prior to opening an NCP case in TWIST.
 - The start and end date of a 30-day noncompliance period.
 - The process of immediate notification to the OAG was clarified. Notification, by email or via COLTS, to the OAG of the noncompliance must be by the next business day.
- 9/23/2024 – TWC shared the final draft of the NCP TA. Further clarification of the start and end date of a 30-day noncompliance period.
- 9/26/2024 – Implementation of the clarification of the start and end date of a 30-day noncompliance period.

Implementation Date: September 2024

Responsible Person: Ana Gonzalez

Ensure Transactions are Allowable and Adequately Documented

The Board did not ensure disbursement transactions were allowable and adequately documented. In two disbursement transactions, the invoice provided for building maintenance services did not contain the support documentation to determine if the hourly rate noted in the contract was paid. Additionally, there is language in the contract for a 10% markup rate on materials purchased for major repairs that implies the contract is a cost plus a percentage of cost contract, which is not allowable. The language in the contract states “A markup rate on materials purchased for major repairs of 10% is allowable under this contract. PRPC will reimburse the cost of material with prior approval. Documentation of competitive procurement may be required.” The Board provided an explanation for the upcharge, but upcharges are not allowable in TWC funded contracts.

Without ensuring that costs are allowable and adequately documented, there is no assurance that state and federal funds were spent appropriately, which may lead to questioned costs.

FMGC, Chapter 8, Cost Principles, 8.1 General Allowability Criteria states:

“Policy:

In order to be allowable under a federal or state award, the general allowability criteria established by the Uniform Guidance and Texas Grant Management Standards, as applicable.

A cost must meet the following general criteria in order to be allowable under a TWC grant award:

- ...Be allocable to the award under the provisions of the Uniform Guidance and Texas Grant Management Standards (TxGMS)...
- ...Conform to any limitations or exclusions set forth in cost principles established by Uniform Guidance and TxGMS, federal or state laws, terms and conditions of the award, or other governing regulations as to types or amounts of cost items.
- Be consistent with policies, regulations, and procedures that apply uniformly to both federal and/or state awards and other activities of the organization...
- ...Be adequately documented. Documentation required may include, but is not limited to, travel records, time sheets, invoices, contracts, mileage records, billing records, telephone bills and other documentation that verifies the expenditure amount and appropriateness to the grant.”

And *Chapter 15: Contracts, 15.1 Contract Types* states:

“The cost plus a percentage of cost and cost plus a percentage of construction methods shall not be used in contracting of federal or state funds.”

Finally, *Appendix A Glossary, Cost Plus Percentage of Cost Contract* states:

“A contract in which the amount of profit paid is calculated as a percentage of cost, so that profit increases commensurate with increases in cost.”

Code of Federal Regulations, Title 2, Part 200, Subpart D, Procurement Standards, § 200.324 Contract Cost and Price states:

“...(d) The cost plus a percentage of cost and percentage of construction cost methods of contracting must not be used.”

Recommendation

The Board should strengthen controls to ensure costs are allowable and documented, in compliance with state and federal requirements. The Board should ensure the building maintenance contract is revised to remove the 10% markup rate on materials purchased.

Board Response

Views of Responsible Officials:

Panhandle's original intension of the 10% mark up for material costs in the maintenance contract was a way for the vendor to recover costs associated with purchasing the materials in advance

making repairs more convenient for the board.

Corrective Action Plan:

The contract for building maintenance was modified to remove any language that made it seem as though it were a “cost plus” contract.

Revised Contract language:

COMPENSATION: PRPC agrees to compensate the Contractor at a monthly rate of \$1,050.00 for services provided in the facility in Amarillo; and at an hourly rate of \$75.00 per hour plus a mileage rate of \$.585 per mile (for 99.3 miles round trip Amarillo/Borger), as needed. The Contractor agrees to provide additional services as agreed upon by both parties prior to the performance of such services at an hourly rate of \$75.00 and will invoice PRPC for the base rate plus any additional charges monthly. PRPC will reimburse the cost of material with prior approval. Documentation of competitive procurement may be required.

Implementation Date: 4/1/2024

Responsible Person: Heather Reid

Area of Concern**Property**

The Board did not submit a 7100 requesting approval prior to the purchase of a generator for the mobile unit, nor was a 7200 submitted to TWC once the generator was installed. Subsequently, while on-site the Board provided the two required documents to TWC Monitor and the TWC Grant Manager via email.

Appendix A. Abbreviations and Terms

| | |
|---------|--|
| ADA | Americans with Disabilities Act |
| Board | Workforce Solutions Panhandle |
| CCS | Child Care Services |
| Choices | Employment services for TANF (Temporary Assistance for Needy Families) |
| COLTS | Choices Online Tracking System |
| ES | Employment Services |
| FMGC | Financial Manual for Grants and Contracts |
| IFA | Infrastructure Facilities Agreement |
| MOU | Memorandum of Understanding |
| NCP | Noncustodial Parent |
| OAG | Office of the Attorney General |
| TWC | Texas Workforce Commission |
| TWIST | The Workforce Information System of Texas |
| WIOA | Workforce Innovation and Opportunity Act |

Appendix B. Review Objectives, Scope, and Methodology

Review Objectives

The purpose of our review was to provide reasonable assurance that Workforce Solutions Panhandle uses TWC grant resources in accordance with state and federal requirements. We also sought to determine whether activities are conducted toward the goal of achieving program objectives while maintaining fiscal accountability.

Scope and Methodology

Monitoring reviewed the CCS, Choices, ES, and WIOA programs administered by the Board. We conducted this review from March 4, 2024, to March 8, 2024. Our goal was to provide reasonable but not absolute assurance regarding compliance with contract terms and objectives.

Toward this goal, we randomly selected and tested samples of transactions that occurred during the period of December 1, 2022, through November 30, 2023. Although no material issues came to the reviewers' attention other than those contained in this report, there is no assurance that other issues may not exist. Within the accounting and program books, records and documentation we tested control systems and transactions in the following areas:

Board

- Monitoring and Oversight
 - Monitoring Certification
 - Monitoring Recertification
- Automation
 - Personally Identifiable Information

Child Care

- DFPS Referrals

Service Provider

- Choices
 - Noncooperation
- WIOA

Fiscal

- Procurement
 - Formal (including Fiscal Integrity)
- Fiscal Controls
 - Cash Management
 - Financial Reporting
- Property

Appendix C. Report Distribution List

Copies of the report will be provided to the following parties:

Workforce Solutions Panhandle

Kevin Caddell, Chair

United States Department of Health and Human Services

Gwendolyn Jones, Regional Program Manager

Deborah Daniels, Program Specialist

Alisa Matthews, Program Specialist

United States Department of Labor

Nicholas E. Lalpui, Regional Administrator, Employment and Training Administration

M. Frank Stluka, Regional Director, Office of State Systems, Employment and Training Administration

Texas Workforce Commission

Bryan Daniel, Chairman and Commissioner Representing the Public

Alberto Treviño, III, Commissioner Representing Labor

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Charles E. Ross, Jr., Director, Division of Fraud Deterrence and Compliance Monitoring

Chris Nelson, Chief Financial Officer

Adam Leonard, Director, Division of Information, Innovation and Insight

Appendix D. Exit Conference

Date: March 8, 2024

Attendees:

Marin Rivas, Director, Workforce Solutions Panhandle

Heather Reid, Contract/Accountant Manager, Workforce Solutions Panhandle

Leslie Hardin, Program Manager, Workforce Solutions Panhandle

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Alma Gonzalez, Program Specialist/Trainer, Texas Workforce Commission



ITEM 8a

**PWDB Policy Update:
In-Demand Industries,
In-Demand Occupations,
and Target Occupations**

PANHANDLE WORKFORCE DEVELOPMENT BOARD
Chapter 1-Universal Policies for Workforce Customers
In-Demand Industries, In-Demand Occupations, and Target Occupations
Policy U 1.9 **Effective 12-11-2024**

PURPOSE: To update the In-Demand Industries, and In-Demand and Target Occupations for the Panhandle Workforce Development Area (PWDA). Updated information in this policy is highlighted in **bold typeface**.

BACKGROUND: As outlined in Texas Workforce Commission (TWC) Workforce Development (WD) Letters 18-20 and 24-20, (as updated), Panhandle Workforce Development Board (PWDB) staff analyze local labor market data, combined with relevant regional information, and compile lists of “In-Demand” Industries and Occupations expected to have significant, sustained growth, along with a list of “Target” Occupations, required for Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker training. These lists are reviewed quarterly, and adjustments may be made if warranted, due to changes in regional economic and labor market conditions. Updated lists must be submitted to TWC.

PANHANDLE WORKFORCE DEVELOPMENT BOARD POLICY:

Workforce program resources may be utilized to meet skill needs of Panhandle employers. The PWDA’s lists of In-Demand Industries, In-Demand Occupations, and Target Occupations are developed to guide workforce development professionals in their provision of services on behalf of the region’s employers, job seekers, students, and other individuals.

In-Demand Industries

The PWDA’s In-Demand Industries align with the Texas Target Industry Clusters developed for the Governor’s Texas Industry Cluster Initiative. The objective of this Initiative is to focus the allocation of resources on key industry clusters identified to be engines of job creation and economic development. "Industry cluster" means a concentration of businesses and industries in a geographic region that are interconnected by the markets they serve, the products they produce, their suppliers, the trade associations to which their employees belong, and the educational institutions from which their employees or prospective employees receive training.

The Texas Target Industry Clusters are:

- 1) Advanced Manufacturing
- 2) Aerospace, Aviation and Defense
- 3) Biotechnology and Life Sciences
- 4) Energy
- 5) Information Technology
- 6) Petroleum Refining and Chemical Products
- 7) Corporate Services
- 8) Creative Industry

The PWDB’s In-Demand Industries are expected to have sustained growth in the next three to five years. Employers in these industries need workers with skills that support that continued growth. For better understanding of the connection between In-Demand Industries and Target Occupations in the PWDA, an In-Demand Industries and Associated Target Occupations list

is included as Attachment 1 to this policy. The occupations found on this list have been analyzed to identify occupations that can offer substantial career opportunities for workforce customers and then cross-referenced with the PWDA's In-Demand Industries.

Workforce Solutions Panhandle (WSP) will provide services to employers by taking into consideration the occupations offering high wages and/or substantial career opportunities, industries losing workers (declining), economic development efforts, size, and those businesses without sufficient human resources staff. Employers in industries with declining employment may need services, including, but not limited to, the provision of information that could help employers with reducing staff hours but retaining workers; retooling and retraining assistance through coordination with economic development and training entities; and consultation in advance of layoffs, to promote the transition of workers into other employment.

In-Demand Occupations

Training services provided to PWDA program customers must be linked to occupations either in demand locally, in another area to which the individual is willing to relocate, or in a sector of the economy that is expected to have sustained demand or growth in the area. Training for workforce customers must prepare students for entry into occupations included on the In-Demand Occupations list, or in other occupations meeting the PWDA's definition of "In-Demand" meaning those occupations which, following labor market trends and economic conditions, demonstrate a total of number of Annual Job Openings of ten (10) or more.

Additional occupations which are validated with input from local businesses and economic developers, may be presented to the PWDB for approval and then added to the PWDA's In-Demand Occupations list. The entire current list of In-Demand Occupations is available in Attachment 2 to this policy and on the WSP website at <https://www.wspanhandle.com>.

Target Occupations

The Target Occupations list is a subset of the In-Demand Occupations list. Training funded by the WIOA Adult and Dislocated Worker grants, other than On-the-Job Training (OJT) or customized training, must prepare students to enter Target Occupations identified in the PWDA's Board Plan (available on the Panhandle Regional Planning Commission (PRPC) website at <https://www.theprpc.org>).

Target Occupations should meet specific criteria established by the Board, including the following:

- Require additional education beyond High School;
- Provide an average entry level hourly wage of \$15 or more; and
- Following labor market trends and economic conditions, demonstrate a total of number of Annual Job Openings of ten (10) or more.

These occupations are expected to offer a career path, good wages and benefits, and fit the local definition of high-growth/high-skill jobs. Additional occupations which are validated with input from local businesses and economic developers, may be **presented to the PWDB for approval and then** added to the PWDA's Target Occupations list.

ATTACHMENTS: See Appendix A, Chapter 1-Universal Policies to Workforce Customers, 1.9:

- Attachment 1 PWDA In-Demand Industries and Associated Target Occupations
- Attachment 2 PWDA In-Demand Occupations
- Attachment 3 PWDA Target Occupations

RESCISSIONS: Chapter 1-Universal Policies for Workforce Customers, Section 1.9, In-Demand Industries, In-Demand Occupations, and Target Occupations-Update, Effective 12-7-2022; Attachment 1, Panhandle Workforce Development Area In-Demand Industries and Associated Target Occupations, Effective 12-7-2022; Attachment 2, Panhandle Workforce Development Area In-Demand Occupations, Effective 12-7-2022 and Attachment 3, Panhandle Workforce Development Area Target Occupations, Effective 12-7-2022.



ITEM 8a - Attachment 1

In-Demand Industries

PANHANDLE WORKFORCE DEVELOPMENT AREA

In-Demand Industries and Associated Target Occupations

New Industry(s) and/or Occupation(s) are **Bolded**

| NAICS Code* | GTIIC ** | In Demand Industry | Associated Target Occupations |
|-------------|---------------|--|--|
| 21 | 4, 6 | Mining, Quarrying, and Oil and Gas Extraction | Petroleum Pump System Operators, Refinery Operators, and Gaugers |
| 23 | 1, 8 | Construction | Carpenters Electricians Heating, Air Conditioning, & Refrigeration Mechanics and Installers Plumbers, Pipefitters, and Steamfitters Welders, Cutters, Solderers, & Brazers |
| 31-33 | 1, 2 | Manufacturing | Aircraft Mechanics & Service Technicians Control and Valve Installers and Repairers, Except Mechanical Door (Precision Instrument/Equipment) Drafters, Engineering Technicians, and Mapping Technicians Industrial Machinery Mechanics Machinists Production Workers, All Other |
| 48-49 | 1, 2, 3, 4, 6 | Transportation and Warehousing | Automotive Body and Related Repairers Automotive Service Technicians and Mechanics Bus & Truck Mechanic & Diesel Engine Specialists Heavy and Tractor-Trailer Truck Drivers |
| 54 | 5, 7 | Professional, Scientific, and Technical Services | Accountants & Auditors Bookkeeping, Accounting, & Auditing Clerks Computer User Support Specialists Electrical and Electronic Engineering Technologists and Technicians Electro-Mechanical and Mechatronics Technologists and Technicians (Robotics) Industrial Engineering Technologists and Technicians (Nanotechnology) Information Security Analysts Network & Computer Systems Administrators Paralegals and Legal Assistants Wind Turbine Service Technicians |
| 55 | 7 | Management of Companies and Enterprises | Project Management Specialists |
| 56 | 7 | Administrative and Support and Waste Management and Remediation Services | Business Operations Specialists |
| 61 | - | Educational Services | Elementary School Teachers, Except Special Education Middle School Teachers, Except Special and Career/Technical Education Secondary School Teachers, Except Special and Career/Technical Education Special Education Teachers, Kindergarten and Elementary School |

| NAICS Code* | GTIIC ** | In Demand Industry | Associated Target Occupations |
|-------------|----------|---|--|
| 62 | 3 | Healthcare and Social Assistance | Clinical Laboratory Technologists and Technicians Health Technologists and Technicians, All Other Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical Records Specialists Nursing Assistants Pharmacy Technicians Phlebotomists Physical Therapist Assistants Psychiatric Technicians Radiologic Technologists and Technicians Registered Nurses Respiratory Therapists |
| 81 | - | Other Services (except Public Administration) | Childcare Workers |
| 92 | - | Public Administration | Emergency Medical Technicians Firefighting and Prevention Workers Paramedics Police & Sheriff's Patrol Officers |

* North American Industry Classification System

** The Governor's Texas Target Industry Initiative Clusters (GTIIC):

- 1) Advanced Manufacturing
- 2) Aerospace, Aviation and Defense
- 3) Biotechnology and Life Sciences
- 4) Energy
- 5) Information Technology
- 6) Petroleum Refining and Chemical Products
- 7) Corporate Services
- 8) Creative Industry

Updated for: December 11, 2024
Source: Texas Workforce Commission Labor Market Information



ITEM 8a - Attachment 2a
In-Demand Occupations
By Number of Annual Job Openings

**Panhandle Workforce Development Area
In-Demand Occupations (By Number of Annual Job Openings)**

| Occupational Code | Occupation Title | Annual Openings |
|-------------------|---|-----------------|
| 53-0000 | Transportation and Material Moving Occupations | 3,052 |
| 11-0000 | Management Occupations | 2,800 |
| 43-0000 | Office and Administrative Support Occupations | 2,645 |
| 41-0000 | Sales and Related Occupations | 2,475 |
| 35-3000 | Food and Beverage Serving Workers | 2,049 |
| 11-9000 | Other Management Occupations | 1,999 |
| 53-7000 | Material Moving Workers | 1,953 |
| 51-0000 | Production Occupations | 1,795 |
| 11-9013 | Farmers, Ranchers, and Other Agricultural Managers | 1,683 |
| 45-2093 | Farmworkers, Farm, Ranch, and Aquacultural Animals | 1,471 |
| 49-0000 | Installation, Maintenance, and Repair Occupations | 1,096 |
| 47-0000 | Construction and Extraction Occupations | 1,026 |
| 31-0000 | Healthcare Support Occupations | 873 |
| 51-3000 | Food Processing Workers | 792 |
| 29-0000 | Healthcare Practitioners and Technical Occupations | 779 |
| 53-7065 | Stockers and Order Fillers | 735 |
| 53-7062 | Laborers and Freight, Stock, and Material Movers, Hand | 669 |
| 39-0000 | Personal Care and Service Occupations | 668 |
| 47-2000 | Construction Trades Workers | 647 |
| 13-0000 | Business and Financial Operations Occupations | 607 |
| 49-9000 | Other Installation, Maintenance, and Repair Occupations | 591 |
| 11-1000 | Top Executives | 582 |
| 11-1021 | General and Operations Managers | 565 |
| 31-1100 | Home Health & Personal Care Aides & Nursing Assts, Orderlies & Psych Aides | 552 |
| 53-3032 | Heavy and Tractor-Trailer Truck Drivers * | 530 |
| 43-9000 | Other Office and Administrative Support Workers | 507 |
| 25-2000 | Preschool, Elementary, Middle, Secondary, and Special Education Teachers | 486 |
| 43-3000 | Financial Clerks | 421 |
| 43-9061 | Office Clerks, General | 414 |
| 21-0000 | Community and Social Service Occupations | 403 |
| 29-1000 | Healthcare Diagnosing or Treating Practitioners | 400 |
| 13-1000 | Business Operations Specialists * | 389 |
| 43-4051 | Customer Service Representatives | 381 |
| 43-6000 | Secretaries and Administrative Assistants | 379 |
| 51-3022 | Meat, Poultry, and Fish Cutters and Trimmers | 373 |
| 29-2000 | Health Technologists and Technicians | 372 |
| 49-3000 | Vehicle and Mobile Equipment Mechanics, Installers, and Repairers | 337 |
| 31-1120 | Home Health and Personal Care Aides | 336 |
| 43-5000 | Material Recording, Scheduling, Dispatching, and Distributing Workers | 320 |
| 35-2014 | Cooks, Restaurant | 312 |
| 51-3023 | Slaughterers and Meat Packers | 293 |
| 35-1012 | First-Line Supervisors of Food Preparation and Serving Workers | 286 |
| 41-1000 | Supervisors of Sales Workers | 271 |
| 49-9071 | Maintenance and Repair Workers, General | 270 |
| 43-6014 | Secretaries & Administrative Assistants, Except Legal, Medical, & Executive | 269 |
| 43-3031 | Bookkeeping, Accounting, and Auditing Clerks * | 262 |
| 41-1011 | First-Line Supervisors of Retail Sales Workers | 245 |
| 25-9045 | Teaching Assistants, Except Postsecondary | 238 |
| 47-2061 | Construction Laborers | 226 |
| 29-1141 | Registered Nurses * | 221 |
| 31-1131 | Nursing Assistants * | 211 |
| 51-4000 | Metal Workers and Plastic Workers | 205 |
| 25-3000 | Other Teachers and Instructors | 198 |
| 41-3000 | Sales Representatives, Services | 198 |
| 43-1011 | First-Line Supervisors of Office and Administrative Support Workers | 196 |
| 43-1000 | Supervisors of Office and Administrative Support Workers | 196 |
| 43-4171 | Receptionists and Information Clerks | 193 |
| 33-3000 | Law Enforcement Workers | 186 |
| 25-2021 | Elementary School Teachers, Except Special Education * | 179 |
| 37-3000 | Grounds Maintenance Workers | 171 |
| 39-9011 | Childcare Workers * | 165 |
| 27-0000 | Arts, Design, Entertainment, Sports, and Media Occupations | 161 |
| 37-3011 | Landscaping and Groundskeeping Workers | 161 |
| 17-0000 | Architecture and Engineering Occupations | 157 |
| 15-0000 | Computer and Mathematical Occupations | 155 |
| 49-3023 | Automotive Service Technicians and Mechanics * | 141 |

| Occupational Code | Occupation Title | Annual Openings |
|-------------------|--|-----------------|
| 25-3031 | Substitute Teachers, Short-Term | 139 |
| 51-1011 | First-Line Supervisors of Production and Operating Workers | 138 |
| 51-1000 | Supervisors of Production Workers | 138 |
| 25-1000 | Postsecondary Teachers | 128 |
| 41-4000 | Sales Representatives, Wholesale and Manufacturing | 128 |
| 39-2000 | Animal Care and Service Workers | 127 |
| 13-2011 | Accountants and Auditors * | 124 |
| 47-1011 | First-Line Supervisors of Construction Trades and Extraction Workers | 124 |
| 47-1000 | Supervisors of Construction and Extraction Workers | 124 |
| 35-2012 | Cooks, Institution and Cafeteria | 119 |
| 47-5000 | Extraction Workers | 115 |
| 51-4121 | Welders, Cutters, Solderers, and Brazers * | 115 |
| 25-2031 | Secondary School Teachers, Except Special and Career/Technical Education * | 114 |
| 53-7051 | Industrial Truck and Tractor Operators | 110 |
| 31-9092 | Medical Assistants * | 107 |
| 53-1000 | Supervisors of Transportation and Material Moving Workers | 106 |
| 47-2111 | Electricians * | 104 |
| 39-2021 | Animal Caretakers | 103 |
| 41-3091 | Sales Reps of Svcs, Ex Advertising, Insurance, Fin Svcs & Travel | 103 |
| 53-3051 | Bus Drivers, School | 102 |
| 29-2061 | Licensed Practical and Licensed Vocational Nurses * | 98 |
| 43-5071 | Shipping, Receiving, and Inventory Clerks | 98 |
| 49-1011 | First-Line Supervisors of Mechanics, Installers, and Repairers | 97 |
| 49-1000 | Supervisors of Installation, Maintenance, and Repair Workers | 97 |
| 47-4000 | Other Construction and Related Workers | 92 |
| 25-2022 | Middle School Teachers, Except Special and Career/Technical Education * | 90 |
| 33-3012 | Correctional Officers and Jailers | 88 |
| 51-2000 | Assemblers and Fabricators | 86 |
| 33-3051 | Police and Sheriff's Patrol Officers * | 86 |
| 43-6013 | Medical Secretaries and Administrative Assistants | 80 |
| 17-2000 | Engineers | 79 |
| 11-2000 | Advertising, Marketing, Promotions, Public Relations, and Sales Managers | 73 |
| 43-4081 | Hotel, Motel, and Resort Desk Clerks | 72 |
| 49-2000 | Electrical and Electronic Equipment Mechanics, Installers, and Repairers * | 70 |
| 47-2152 | Plumbers, Pipefitters, and Steamfitters * | 69 |
| 17-3000 | Drafters, Engineering Technicians, and Mapping Technicians * | 68 |
| 47-2073 | Operating Engineers and Other Construction Equipment Operators | 68 |
| 51-8000 | Plant and System Operators | 68 |
| 43-5061 | Production, Planning, and Expediting Clerks | 67 |
| 37-1000 | Supervisors of Building and Grounds Cleaning and Maintenance Workers | 67 |
| 49-9041 | Industrial Machinery Mechanics * | 66 |
| 51-9061 | Inspectors, Testers, Sorters, Samplers, and Weighers | 66 |
| 41-3021 | Insurance Sales Agents | 65 |
| 31-9091 | Dental Assistants | 64 |
| 19-4000 | Life, Physical, and Social Science Technicians | 64 |
| 41-2022 | Parts Salespersons | 64 |
| 53-3031 | Driver/Sales Workers | 62 |
| 23-0000 | Legal Occupations | 62 |
| 53-4000 | Rail Transportation Workers | 59 |
| 13-1071 | Human Resources Specialists | 57 |
| 51-9111 | Packaging and Filling Machine Operators and Tenders | 57 |
| 29-2052 | Pharmacy Technicians * | 57 |
| 13-1082 | Project Management Specialists * | 55 |
| 43-3021 | Billing and Posting Clerks | 54 |
| 43-3071 | Tellers | 54 |
| 53-7073 | Wellhead Pumpers | 54 |
| 43-9021 | Data Entry Keyers | 52 |
| 49-3031 | Bus and Truck Mechanics and Diesel Engine Specialists * | 51 |
| 11-9021 | Construction Managers | 51 |
| 11-9199 | Managers, All Other | 51 |
| 11-2022 | Sales Managers | 51 |
| 45-1011 | First-Line Supervisors of Farming, Fishing, and Forestry Workers | 50 |
| 11-9111 | Medical and Health Services Managers | 50 |
| 31-2000 | Occupational Therapy and Physical Therapist Assistants and Aides | 50 |
| 13-1199 | Business Operations Specialists, All Other | 49 |
| 47-3000 | Helpers, Construction Trades | 49 |

| Occupational Code | Occupation Title | Annual Openings |
|-------------------|---|-----------------|
| 11-3031 | Financial Managers | 48 |
| 51-3021 | Butchers and Meat Cutters | 47 |
| 49-9021 | Heating, Air Conditioning, and Refrigeration Mechanics and Installers * | 46 |
| 51-6011 | Laundry and Dry-Cleaning Workers | 46 |
| 49-3093 | Tire Repairers and Changers | 46 |
| 37-1011 | First-Line Supervisors of Housekeeping and Janitorial Workers | 42 |
| 19-5000 | Occupational Health and Safety Specialists and Technicians | 42 |
| 47-5071 | Roustabouts, Oil and Gas | 42 |
| 45-2091 | Agricultural Equipment Operators | 41 |
| 21-1093 | Social and Human Service Assistants | 41 |
| 23-2000 | Legal Support Workers | 40 |
| 27-3000 | Media and Communication Workers | 40 |
| 15-1232 | Computer User Support Specialists * | 39 |
| 33-1000 | Supervisors of Protective Service Workers | 39 |
| 47-2031 | Carpenters * | 38 |
| 51-3011 | Bakers | 37 |
| 11-9051 | Food Service Managers | 37 |
| 51-9023 | Mixing and Blending Machine Setters, Operators, and Tenders | 37 |
| 19-5011 | Occupational Health and Safety Specialists | 37 |
| 53-7081 | Refuse and Recyclable Material Collectors | 37 |
| 29-2056 | Veterinary Technologists and Technicians | 37 |
| 13-1020 | Buyers and Purchasing Agents | 36 |
| 49-9098 | Helpers--Installation, Maintenance, and Repair Workers | 36 |
| 25-2011 | Preschool Teachers, Except Special Education | 36 |
| 43-5032 | Dispatchers, Except Police, Fire, and Ambulance | 35 |
| 43-5052 | Postal Service Mail Carriers | 35 |
| 13-1161 | Market Research Analysts and Marketing Specialists | 34 |
| 51-4041 | Machinists * | 33 |
| 39-1000 | Supervisors of Personal Care and Service Workers | 33 |
| 21-1021 | Child, Family, and School Social Workers | 32 |
| 51-9124 | Coating, Painting, and Spraying Machine Setters, Operators, and Tenders | 31 |
| 41-9022 | Real Estate Sales Agents | 31 |
| 47-2051 | Cement Masons and Concrete Finishers | 30 |
| 35-1011 | Chefs and Head Cooks | 30 |
| 49-9051 | Electrical Power-Line Installers and Repairers | 30 |
| 23-2011 | Paralegals and Legal Assistants * | 30 |
| 15-1252 | Software Developers | 30 |
| 43-4031 | Court, Municipal, and License Clerks | 28 |
| 21-1012 | Educational, Guidance, and Career Counselors and Advisors | 28 |
| 29-2042 | Emergency Medical Technicians * | 28 |
| 13-2072 | Loan Officers | 28 |
| 49-3041 | Farm Equipment Mechanics and Service Technicians | 27 |
| 25-4000 | Librarians, Curators, and Archivists | 27 |
| 29-1171 | Nurse Practitioners | 27 |
| 47-2141 | Painters, Construction and Maintenance | 27 |
| 31-2021 | Physical Therapist Assistants * | 27 |
| 37-1012 | Supervisors of Landscaping, Lawn Service & Groundskeeping Workers | 27 |
| 33-2000 | Firefighting and Prevention Workers * | 26 |
| 51-8093 | Petroleum Pump System Operators, Refinery Operators, and Gagers * | 24 |
| 49-3021 | Automotive Body and Related Repairers * | 23 |
| 13-1041 | Compliance Officers | 23 |
| 43-6011 | Executive Secretaries and Executive Administrative Assistants | 23 |
| 43-4199 | Information and Record Clerks, All Other | 23 |
| 43-9041 | Insurance Claims and Policy Processing Clerks | 23 |
| 23-1000 | Lawyers, Judges, and Related Workers | 23 |
| 53-7063 | Machine Feeders and Offbearers | 23 |
| 31-9097 | Phlebotomists * | 23 |
| 41-3031 | Securities, Commodities, and Financial Services Sales Agents | 23 |
| 47-5013 | Service Unit Operators, Oil and Gas | 23 |
| 49-9052 | Telecommunications Line Installers and Repairers | 23 |
| 31-9099 | Healthcare Support Workers, All Other | 22 |
| 53-4011 | Locomotive Engineers | 22 |
| 13-1111 | Management Analysts | 22 |
| 49-3042 | Mobile Heavy Equipment Mechanics, Except Engines | 22 |
| 51-9199 | Production Workers, All Other * | 22 |
| 49-2022 | Telecommunications Equipment Installers & Repairers, Exc. Line Installers | 22 |

| Occupational Code | Occupation Title | Annual Openings |
|-------------------|--|-----------------|
| 29-2010 | Clinical Laboratory Technologists and Technicians * | 21 |
| 11-3051 | Industrial Production Managers | 21 |
| 49-9099 | Installation, Maintenance, and Repair Workers, All Other | 21 |
| 25-9044 | Teaching Assistants, Postsecondary | 21 |
| 13-1031 | Claims Adjusters, Examiners, and Investigators | 20 |
| 11-3021 | Computer and Information Systems Managers | 20 |
| 51-9161 | Computer Numerically Controlled Tool Operators | 20 |
| 51-4031 | Cutting, Punching & Press Machine Setters, Oper. & Tenders, Metal & Plastic | 20 |
| 47-3013 | Helpers--Electricians | 20 |
| 49-9043 | Maintenance Workers, Machinery | 20 |
| 27-4000 | Media and Communication Equipment Workers | 20 |
| 29-2034 | Radiologic Technologists and Technicians * | 20 |
| 43-5111 | Weighers, Measurers, Checkers, and Samplers, Recordkeeping | 20 |
| 49-9012 | Control and Valve Installers and Repairers, Except Mechanical Door * | 19 |
| 13-1051 | Cost Estimators | 19 |
| 39-1022 | First-Line Supervisors of Personal Service Workers | 19 |
| 51-3092 | Food Batchmakers | 19 |
| 47-3015 | Helpers--Pipefitters, Plumbers, Pipefitters, and Steamfitters | 19 |
| 27-3031 | Public Relations Specialists | 19 |
| 21-1018 | Substance Abuse, Behavioral Disorder, and Mental Health Counselors | 19 |
| 31-9096 | Veterinary Assistants and Laboratory Animal Caretakers | 19 |
| 53-6031 | Automotive and Watercraft Service Attendants | 18 |
| 51-9011 | Chemical Equipment Operators and Tenders | 18 |
| 17-2051 | Civil Engineers | 18 |
| 51-9193 | Cooling and Freezing Equipment Operators and Tenders | 18 |
| 47-4041 | Hazardous Materials Removal Workers | 18 |
| 23-1011 | Lawyers | 18 |
| 29-2072 | Medical Records Specialists * | 18 |
| 25-2052 | Special Education Teachers, Kindergarten and Elementary School * | 18 |
| 11-3071 | Transportation, Storage, and Distribution Managers | 18 |
| 51-8031 | Water and Wastewater Treatment Plant and System Operators | 18 |
| 33-1011 | First-Line Supervisors of Correctional Officers | 17 |
| 47-4051 | Highway Maintenance Workers | 17 |
| 29-1071 | Physician Assistants | 17 |
| 29-1127 | Speech-Language Pathologists | 17 |
| 49-9081 | Wind Turbine Service Technicians * | 17 |
| 11-3012 | Administrative Services Managers | 16 |
| 15-1244 | Network and Computer Systems Administrators * | 16 |
| 29-1051 | Pharmacists | 16 |
| 53-3053 | Shuttle Drivers and Chauffeurs | 16 |
| 25-2032 | Career/Technical Education Teachers, Secondary School | 15 |
| 15-1299 | Computer Occupations, All Other | 15 |
| 47-4011 | Construction and Building Inspectors | 15 |
| 29-1292 | Dental Hygienists | 15 |
| 43-4061 | Eligibility Interviewers, Government Programs | 15 |
| 47-5022 | Excavating and Loading Machine and Dragline Operators, Surface Mining | 15 |
| 21-1022 | Healthcare Social Workers | 15 |
| 25-4022 | Librarians and Media Collections Specialists | 15 |
| 25-3099 | Teachers and Instructors, All Other | 15 |
| 15-1211 | Computer Systems Analysts | 14 |
| 29-2043 | Paramedics * | 13 |
| 29-1126 | Respiratory Therapists * | 13 |
| 49-3011 | Aircraft Mechanics and Service Technicians * | 11 |
| 29-2099 | Health Technologists and Technicians, All Other * | 11 |
| 17-3023 | Electrical and Electronic Engineering Technologists and Technicians * | 10 |
| 17-3024 | Electro-Mechanical and Mechatronics Technologists and Technicians (Robotics) * | 10 |
| 17-3026 | Industrial Engineering Technologists and Technicians (Nanotechnology) * | 10 |
| 15-1212 | Information Security Analysts * | 10 |
| 29-2053 | Psychiatric Technicians * | 10 |

* Also designated as a Panhandle Workforce Development Area Target Occupation



ITEM 8a - Attachment 2b

**In-Demand Occupations
In Alphabetical Order**

**Panhandle Workforce Development Area
In-Demand Occupations (In Alphabetical Order)**

| Occupational Code | Occupation Title | Annual Openings |
|-------------------|---|-----------------|
| 13-2011 | Accountants and Auditors * | 124 |
| 11-3012 | Administrative Services Managers | 16 |
| 11-2000 | Advertising, Marketing, Promotions, Public Relations, and Sales Managers | 73 |
| 45-2091 | Agricultural Equipment Operators | 41 |
| 49-3011 | Aircraft Mechanics and Service Technicians * | 11 |
| 39-2000 | Animal Care and Service Workers | 127 |
| 39-2021 | Animal Caretakers | 103 |
| 17-0000 | Architecture and Engineering Occupations | 157 |
| 27-0000 | Arts, Design, Entertainment, Sports, and Media Occupations | 161 |
| 51-2000 | Assemblers and Fabricators | 86 |
| 53-6031 | Automotive and Watercraft Service Attendants | 18 |
| 49-3021 | Automotive Body and Related Repairers * | 23 |
| 49-3023 | Automotive Service Technicians and Mechanics * | 141 |
| 51-3011 | Bakers | 37 |
| 43-3021 | Billing and Posting Clerks | 54 |
| 43-3031 | Bookkeeping, Accounting, and Auditing Clerks * | 262 |
| 49-3031 | Bus and Truck Mechanics and Diesel Engine Specialists * | 51 |
| 53-3051 | Bus Drivers, School | 102 |
| 13-0000 | Business and Financial Operations Occupations | 607 |
| 13-1000 | Business Operations Specialists * | 389 |
| 13-1199 | Business Operations Specialists, All Other | 49 |
| 51-3021 | Butchers and Meat Cutters | 47 |
| 13-1020 | Buyers and Purchasing Agents | 36 |
| 25-2032 | Career/Technical Education Teachers, Secondary School | 15 |
| 47-2031 | Carpenters * | 38 |
| 47-2051 | Cement Masons and Concrete Finishers | 30 |
| 35-1011 | Chefs and Head Cooks | 30 |
| 51-9011 | Chemical Equipment Operators and Tenders | 18 |
| 21-1021 | Child, Family, and School Social Workers | 32 |
| 39-9011 | Childcare Workers * | 165 |
| 17-2051 | Civil Engineers | 18 |
| 13-1031 | Claims Adjusters, Examiners, and Investigators | 20 |
| 29-2010 | Clinical Laboratory Technologists and Technicians * | 21 |
| 51-9124 | Coating, Painting, and Spraying Machine Setters, Operators, and Tenders | 31 |
| 21-0000 | Community and Social Service Occupations | 403 |
| 13-1041 | Compliance Officers | 23 |
| 11-3021 | Computer and Information Systems Managers | 20 |
| 15-0000 | Computer and Mathematical Occupations | 155 |
| 51-9161 | Computer Numerically Controlled Tool Operators | 20 |
| 15-1299 | Computer Occupations, All Other | 15 |
| 15-1211 | Computer Systems Analysts | 14 |
| 15-1232 | Computer User Support Specialists * | 39 |
| 47-4011 | Construction and Building Inspectors | 15 |
| 47-0000 | Construction and Extraction Occupations | 1,026 |
| 47-2061 | Construction Laborers | 226 |
| 11-9021 | Construction Managers | 51 |
| 47-2000 | Construction Trades Workers | 647 |
| 49-9012 | Control and Valve Installers and Repairers, Except Mechanical Door * | 19 |
| 35-2012 | Cooks, Institution and Cafeteria | 119 |
| 35-2014 | Cooks, Restaurant | 312 |
| 51-9193 | Cooling and Freezing Equipment Operators and Tenders | 18 |
| 33-3012 | Correctional Officers and Jailers | 88 |
| 13-1051 | Cost Estimators | 19 |
| 43-4031 | Court, Municipal, and License Clerks | 28 |
| 43-4051 | Customer Service Representatives | 381 |
| 51-4031 | Cutting, Punching & Press Machine Setters, Oper. & Tenders, Metal & Plastic | 20 |
| 43-9021 | Data Entry Keyers | 52 |
| 31-9091 | Dental Assistants | 64 |
| 29-1292 | Dental Hygienists | 15 |
| 43-5032 | Dispatchers, Except Police, Fire, and Ambulance | 35 |
| 17-3000 | Drafters, Engineering Technicians, and Mapping Technicians * | 68 |
| 53-3031 | Driver/Sales Workers | 62 |
| 21-1012 | Educational, Guidance, and Career Counselors and Advisors | 28 |
| 17-3023 | Electrical and Electronic Engineering Technologists and Technicians * | 10 |
| 49-2000 | Electrical and Electronic Equipment Mechanics, Installers, and Repairers * | 70 |
| 49-9051 | Electrical Power-Line Installers and Repairers | 30 |

| Occupational Code | Occupation Title | Annual Openings |
|-------------------|--|-----------------|
| 47-2111 | Electricians * | 104 |
| 17-3024 | Electro-Mechanical and Mechatronics Technologists and Technicians (Robotics) * | 10 |
| 25-2021 | Elementary School Teachers, Except Special Education * | 179 |
| 43-4061 | Eligibility Interviewers, Government Programs | 15 |
| 29-2042 | Emergency Medical Technicians * | 28 |
| 17-2000 | Engineers | 79 |
| 47-5022 | Excavating and Loading Machine and Dragline Operators, Surface Mining | 15 |
| 43-6011 | Executive Secretaries and Executive Administrative Assistants | 23 |
| 47-5000 | Extraction Workers | 115 |
| 49-3041 | Farm Equipment Mechanics and Service Technicians | 27 |
| 11-9013 | Farmers, Ranchers, and Other Agricultural Managers | 1,683 |
| 45-2093 | Farmworkers, Farm, Ranch, and Aquacultural Animals | 1,471 |
| 43-3000 | Financial Clerks | 421 |
| 11-3031 | Financial Managers | 48 |
| 33-2000 | Firefighting and Prevention Workers * | 26 |
| 47-1011 | First-Line Supervisors of Construction Trades and Extraction Workers | 124 |
| 33-1011 | First-Line Supervisors of Correctional Officers | 17 |
| 45-1011 | First-Line Supervisors of Farming, Fishing, and Forestry Workers | 50 |
| 35-1012 | First-Line Supervisors of Food Preparation and Serving Workers | 286 |
| 37-1011 | First-Line Supervisors of Housekeeping and Janitorial Workers | 42 |
| 49-1011 | First-Line Supervisors of Mechanics, Installers, and Repairers | 97 |
| 43-1011 | First-Line Supervisors of Office and Administrative Support Workers | 196 |
| 39-1022 | First-Line Supervisors of Personal Service Workers | 19 |
| 51-1011 | First-Line Supervisors of Production and Operating Workers | 138 |
| 41-1011 | First-Line Supervisors of Retail Sales Workers | 245 |
| 35-3000 | Food and Beverage Serving Workers | 2,049 |
| 51-3092 | Food Batchmakers | 19 |
| 51-3000 | Food Processing Workers | 792 |
| 11-9051 | Food Service Managers | 37 |
| 11-1021 | General and Operations Managers | 565 |
| 37-3000 | Grounds Maintenance Workers | 171 |
| 47-4041 | Hazardous Materials Removal Workers | 18 |
| 29-2000 | Health Technologists and Technicians | 372 |
| 29-2099 | Health Technologists and Technicians, All Other * | 11 |
| 29-1000 | Healthcare Diagnosing or Treating Practitioners | 400 |
| 29-0000 | Healthcare Practitioners and Technical Occupations | 779 |
| 21-1022 | Healthcare Social Workers | 15 |
| 31-0000 | Healthcare Support Occupations | 873 |
| 31-9099 | Healthcare Support Workers, All Other | 22 |
| 49-9021 | Heating, Air Conditioning, and Refrigeration Mechanics and Installers * | 46 |
| 53-3032 | Heavy and Tractor-Trailer Truck Drivers * | 530 |
| 47-3000 | Helpers, Construction Trades | 49 |
| 47-3013 | Helpers--Electricians | 20 |
| 49-9098 | Helpers--Installation, Maintenance, and Repair Workers | 36 |
| 47-3015 | Helpers--Pipefitters, Plumbers, Pipefitters, and Steamfitters | 19 |
| 47-4051 | Highway Maintenance Workers | 17 |
| 31-1100 | Home Health & Personal Care Aides & Nursing Assts, Orderlies & Psych Aides | 552 |
| 31-1120 | Home Health and Personal Care Aides | 336 |
| 43-4081 | Hotel, Motel, and Resort Desk Clerks | 72 |
| 13-1071 | Human Resources Specialists | 57 |
| 17-3026 | Industrial Engineering Technologists and Technicians (Nanotechnology) * | 10 |
| 49-9041 | Industrial Machinery Mechanics * | 66 |
| 11-3051 | Industrial Production Managers | 21 |
| 53-7051 | Industrial Truck and Tractor Operators | 110 |
| 43-4199 | Information and Record Clerks, All Other | 23 |
| 15-1212 | Information Security Analysts * | 10 |
| 51-9061 | Inspectors, Testers, Sorters, Samplers, and Weighers | 66 |
| 49-0000 | Installation, Maintenance, and Repair Occupations | 1,096 |
| 49-9099 | Installation, Maintenance, and Repair Workers, All Other | 21 |
| 43-9041 | Insurance Claims and Policy Processing Clerks | 23 |
| 41-3021 | Insurance Sales Agents | 65 |
| 53-7062 | Laborers and Freight, Stock, and Material Movers, Hand | 669 |
| 37-3011 | Landscaping and Groundskeeping Workers | 161 |
| 51-6011 | Laundry and Dry-Cleaning Workers | 46 |
| 33-3000 | Law Enforcement Workers | 186 |
| 23-1011 | Lawyers | 18 |

| Occupational Code | Occupation Title | Annual Openings |
|-------------------|--|-----------------|
| 23-1000 | Lawyers, Judges, and Related Workers | 23 |
| 23-0000 | Legal Occupations | 62 |
| 23-2000 | Legal Support Workers | 40 |
| 25-4022 | Librarians and Media Collections Specialists | 15 |
| 25-4000 | Librarians, Curators, and Archivists | 27 |
| 29-2061 | Licensed Practical and Licensed Vocational Nurses * | 98 |
| 19-4000 | Life, Physical, and Social Science Technicians | 64 |
| 13-2072 | Loan Officers | 28 |
| 53-4011 | Locomotive Engineers | 22 |
| 53-7063 | Machine Feeders and Offbearers | 23 |
| 51-4041 | Machinists * | 33 |
| 49-9071 | Maintenance and Repair Workers, General | 270 |
| 49-9043 | Maintenance Workers, Machinery | 20 |
| 13-1111 | Management Analysts | 22 |
| 11-0000 | Management Occupations | 2,800 |
| 11-9199 | Managers, All Other | 51 |
| 13-1161 | Market Research Analysts and Marketing Specialists | 34 |
| 53-7000 | Material Moving Workers | 1,953 |
| 43-5000 | Material Recording, Scheduling, Dispatching, and Distributing Workers | 320 |
| 51-3022 | Meat, Poultry, and Fish Cutters and Trimmers | 373 |
| 27-4000 | Media and Communication Equipment Workers | 20 |
| 27-3000 | Media and Communication Workers | 40 |
| 11-9111 | Medical and Health Services Managers | 50 |
| 31-9092 | Medical Assistants * | 107 |
| 29-2072 | Medical Records Specialists * | 18 |
| 43-6013 | Medical Secretaries and Administrative Assistants | 80 |
| 51-4000 | Metal Workers and Plastic Workers | 205 |
| 25-2022 | Middle School Teachers, Except Special and Career/Technical Education * | 90 |
| 51-9023 | Mixing and Blending Machine Setters, Operators, and Tenders | 37 |
| 49-3042 | Mobile Heavy Equipment Mechanics, Except Engines | 22 |
| 15-1244 | Network and Computer Systems Administrators * | 16 |
| 29-1171 | Nurse Practitioners | 27 |
| 31-1131 | Nursing Assistants * | 211 |
| 19-5011 | Occupational Health and Safety Specialists | 37 |
| 19-5000 | Occupational Health and Safety Specialists and Technicians | 42 |
| 31-2000 | Occupational Therapy and Physical Therapist Assistants and Aides | 50 |
| 43-0000 | Office and Administrative Support Occupations | 2,645 |
| 43-9061 | Office Clerks, General | 414 |
| 47-2073 | Operating Engineers and Other Construction Equipment Operators | 68 |
| 47-4000 | Other Construction and Related Workers | 92 |
| 49-9000 | Other Installation, Maintenance, and Repair Occupations | 591 |
| 11-9000 | Other Management Occupations | 1,999 |
| 43-9000 | Other Office and Administrative Support Workers | 507 |
| 25-3000 | Other Teachers and Instructors | 198 |
| 51-9111 | Packaging and Filling Machine Operators and Tenders | 57 |
| 47-2141 | Painters, Construction and Maintenance | 27 |
| 23-2011 | Paralegals and Legal Assistants * | 30 |
| 29-2043 | Paramedics * | 13 |
| 41-2022 | Parts Salespersons | 64 |
| 39-0000 | Personal Care and Service Occupations | 668 |
| 51-8093 | Petroleum Pump System Operators, Refinery Operators, and Gagers * | 24 |
| 29-1051 | Pharmacists | 16 |
| 29-2052 | Pharmacy Technicians * | 57 |
| 31-9097 | Phlebotomists * | 23 |
| 31-2021 | Physical Therapist Assistants * | 27 |
| 29-1071 | Physician Assistants | 17 |
| 51-8000 | Plant and System Operators | 68 |
| 47-2152 | Plumbers, Pipefitters, and Steamfitters * | 69 |
| 33-3051 | Police and Sheriff's Patrol Officers * | 86 |
| 43-5052 | Postal Service Mail Carriers | 35 |
| 25-1000 | Postsecondary Teachers | 128 |
| 25-2011 | Preschool Teachers, Except Special Education | 36 |
| 25-2000 | Preschool, Elementary, Middle, Secondary, and Special Education Teachers | 486 |
| 51-0000 | Production Occupations | 1,795 |
| 51-9199 | Production Workers, All Other * | 22 |
| 43-5061 | Production, Planning, and Expediting Clerks | 67 |

| Occupational Code | Occupation Title | Annual Openings |
|-------------------|---|-----------------|
| 13-1082 | Project Management Specialists * | 55 |
| 29-2053 | Psychiatric Technicians * | 10 |
| 27-3031 | Public Relations Specialists | 19 |
| 29-2034 | Radiologic Technologists and Technicians * | 20 |
| 53-4000 | Rail Transportation Workers | 59 |
| 41-9022 | Real Estate Sales Agents | 31 |
| 43-4171 | Receptionists and Information Clerks | 193 |
| 53-7081 | Refuse and Recyclable Material Collectors | 37 |
| 29-1141 | Registered Nurses * | 221 |
| 29-1126 | Respiratory Therapists * | 13 |
| 47-5071 | Roustabouts, Oil and Gas | 42 |
| 41-0000 | Sales and Related Occupations | 2,475 |
| 11-2022 | Sales Managers | 51 |
| 41-3000 | Sales Representatives, Services | 198 |
| 41-4000 | Sales Representatives, Wholesale and Manufacturing | 128 |
| 41-3091 | Sales Reps of Svcs, Ex Advertising, Insurance, Fin Svcs & Travel | 103 |
| 25-2031 | Secondary School Teachers, Except Special and Career/Technical Education * | 114 |
| 43-6014 | Secretaries & Administrative Assistants, Except Legal, Medical, & Executive | 269 |
| 43-6000 | Secretaries and Administrative Assistants | 379 |
| 41-3031 | Securities, Commodities, and Financial Services Sales Agents | 23 |
| 47-5013 | Service Unit Operators, Oil and Gas | 23 |
| 43-5071 | Shipping, Receiving, and Inventory Clerks | 98 |
| 53-3053 | Shuttle Drivers and Chauffeurs | 16 |
| 51-3023 | Slaughterers and Meat Packers | 293 |
| 21-1093 | Social and Human Service Assistants | 41 |
| 15-1252 | Software Developers | 30 |
| 25-2052 | Special Education Teachers, Kindergarten and Elementary School * | 18 |
| 29-1127 | Speech-Language Pathologists | 17 |
| 53-7065 | Stockers and Order Fillers | 735 |
| 21-1018 | Substance Abuse, Behavioral Disorder, and Mental Health Counselors | 19 |
| 25-3031 | Substitute Teachers, Short-Term | 139 |
| 37-1000 | Supervisors of Building and Grounds Cleaning and Maintenance Workers | 67 |
| 47-1000 | Supervisors of Construction and Extraction Workers | 124 |
| 49-1000 | Supervisors of Installation, Maintenance, and Repair Workers | 97 |
| 37-1012 | Supervisors of Landscaping, Lawn Service & Groundskeeping Workers | 27 |
| 43-1000 | Supervisors of Office and Administrative Support Workers | 196 |
| 39-1000 | Supervisors of Personal Care and Service Workers | 33 |
| 51-1000 | Supervisors of Production Workers | 138 |
| 33-1000 | Supervisors of Protective Service Workers | 39 |
| 41-1000 | Supervisors of Sales Workers | 271 |
| 53-1000 | Supervisors of Transportation and Material Moving Workers | 106 |
| 25-3099 | Teachers and Instructors, All Other | 15 |
| 25-9045 | Teaching Assistants, Except Postsecondary | 238 |
| 25-9044 | Teaching Assistants, Postsecondary | 21 |
| 49-2022 | Telecommunications Equipment Installers & Repairers, Exc. Line Installers | 22 |
| 49-9052 | Telecommunications Line Installers and Repairers | 23 |
| 43-3071 | Tellers | 54 |
| 49-3093 | Tire Repairers and Changers | 46 |
| 11-1000 | Top Executives | 582 |
| 53-0000 | Transportation and Material Moving Occupations | 3,052 |
| 11-3071 | Transportation, Storage, and Distribution Managers | 18 |
| 49-3000 | Vehicle and Mobile Equipment Mechanics, Installers, and Repairers | 337 |
| 31-9096 | Veterinary Assistants and Laboratory Animal Caretakers | 19 |
| 29-2056 | Veterinary Technologists and Technicians | 37 |
| 51-8031 | Water and Wastewater Treatment Plant and System Operators | 18 |
| 43-5111 | Weighers, Measurers, Checkers, and Samplers, Recordkeeping | 20 |
| 51-4121 | Welders, Cutters, Solderers, and Brazers * | 115 |
| 53-7073 | Wellhead Pumpers | 54 |
| 49-9081 | Wind Turbine Service Technicians * | 17 |

* Also designated as a Panhandle Workforce Development Area Target Occupation



ITEM 8a - Attachment 3

Target Occupations

PANHANDLE WORKFORCE DEVELOPMENT AREA
Target Occupations

| SOC* Code | Target Occupation | Panhandle Regional Training Available |
|--------------------------------------|--|--|
| 13-2011 | Accountants and Auditors | West Texas A&M University |
| 49-3011 | Aircraft Mechanics and Service Technicians | Amarillo College West Texas A&M University |
| 49-3021 | Automotive Body and Related Repairers | Amarillo College |
| 49-3023 | Automotive Service Technicians and Mechanics ** | Amarillo College |
| 43-3031 | Bookkeeping, Accounting, and Auditing Clerks ** | West Texas A&M University |
| 49-3031 | Bus and Truck Mechanic and Diesel Engine Specialists | Amarillo College Frank Phillips College West Texas A&M University |
| 13-1000 | Business Operations Specialists | Amarillo College West Texas A&M University |
| 47-2031 | Carpenters | Amarillo College West Texas A&M University |
| 51-9011 | Chemical Equipment Operators and Tenders | Eligible Training Provider(s) N/A |
| 39-9011 | Childcare Workers ** | Amarillo College West Texas A&M University |
| 29-2012 29-2010 | Medical and Clinical Laboratory Technologists and Technicians | Amarillo College West Texas A&M University |
| 15-1151 15-1232 | Computer User Support Specialists | Amarillo College West Texas A&M University |
| 49-9012 (49-9069) | Control and Valve Installers and Repairers, Except Mechanical Door (<i>Precision Instrument/Equipment</i>) | Frank Phillips College |
| 17-3000 | Drafters, Engineering Technicians, and Mapping Technicians | Amarillo College |
| 17-3023 | Electrical and Electronic Engineering Technologists and Technicians | Amarillo College Clarendon College Frank Phillips College West Texas A&M University |
| 47-2111 | Electricians | Apprenticeship |
| 17-3024 | Electro-Mechanical and Mechatronics Technologists and Technicians (Robotics) | Amarillo College Clarendon College |
| 25-2021 | Elementary School Teachers, Except Special and Career/Technical Education | West Texas A&M University |
| 29-2041 29-2042 | Emergency Medical Technicians ** and Paramedics | Amarillo College Regional Hospitals |

| SOC* Code | Target Occupation | Panhandle Regional Training Available |
|---------------------------|--|--|
| 33-2011 33-2000 | Firefighters Firefighting and Prevention Workers | Amarillo College |
| 41-9051 | Food Service Managers | Eligible Training Provider(s) N/A |
| 41-1021 | General and Operations Managers | Eligible Training Provider(s) N/A |
| 29-2098 29-2000 | Medical Dosimetrists, Medical Records Specialists and Health Technologists and Technicians, All Other | Amarillo College |
| 49-9021 | Heating, Air Conditioning, and Refrigeration Mechanics and Installers | Amarillo College Clarendon College West Texas A&M University |
| 53-3032 | Truck Drivers, Heavy and Tractor-Trailer Truck Drivers | Amarillo College Clarendon College Frank Phillips College |
| 17-3026 | Industrial Engineering Technologists and Technicians (Nanotechnology) | Amarillo College Clarendon College |
| 49-9041 | Industrial Machinery Mechanics | Amarillo College |
| 15-1212 | Information Security Analysts | Amarillo College West Texas State University |
| 29-2061 | Licensed Practical and Licensed Vocational Nurses | Amarillo College Clarendon College Frank Phillips College |
| 51-4041 | Machinists | Amarillo College |
| 49-9043 | Maintenance Workers, Machinery | Eligible Training Provider(s) N/A |
| 31-9092 | Medical Assistants ** | Amarillo College West Texas A&M University |
| 29-2098 29-2072 | Medical Records Specialists | Amarillo College West Texas A&M University |
| 25-2022 | Middle School Teachers, Except Special and Career/Technical Education | West Texas A&M University |
| 49-3042 | Mobile Heavy Equipment Mechanics | Eligible Training Provider(s) N/A |
| 15-1244 | Network and Computer Systems Administrators | Amarillo College West Texas A&M University |
| 31-1014 31-1131 | Nursing Assistants ** | Amarillo College Clarendon College Frank Phillips College West Texas A&M University |
| 23-2011 | Paralegals and Legal Assistants | West Texas A&M University |
| 29-2043 | Paramedics | Amarillo College |

| SOC* Code | Target Occupation | Panhandle Regional Training Available |
|---------------------------|---|--|
| 51-8093 | Petroleum Pump System Operators, Refinery Operators, and Gaugers | On-the-Job |
| 29-2052 | Pharmacy Technicians | Amarillo College West Texas A&M University |
| 31-9097 | Phlebotomists ** | Clarendon College Frank Phillips College West Texas A&M University |
| 31-2021 | Physical Therapist Assistants | Amarillo College West Texas A&M University |
| 47-2152 | Plumbers, Pipefitters, and Steamfitters | Apprenticeship |
| 33-3051 | Police and Sheriff's Patrol Officers | Amarillo College |
| 51-9199 | Production Workers, All Other ** | On-the-Job |
| 13-1198 13-1082 | Project Management Specialists and Business Operations Specialists, All Other | Amarillo College West Texas A&M University |
| 29-2053 | Psychiatric Technicians ** | Amarillo College |
| 29-2034 | Radiologic Technologists and Technicians | Amarillo College |
| 29-1141 | Registered Nurses | Amarillo College Clarendon College |
| 29-1126 | Respiratory Therapists | Amarillo College |
| 25-2031 | Secondary School Teachers, Except Special and Career/Technical Education | West Texas A&M University |
| 25-2052 | Special Education Teachers, Kindergarten and Elementary School | West Texas A&M University |
| 51-4121 | Welders, Cutters, Solderers, and Brazers | Amarillo College Clarendon College Frank Phillips College |
| 49-9081 | Wind Turbine Service Technicians | Amarillo College Clarendon College Optimum Academy |

* Standard Occupational Code (2018)

** Occupation identified as a Career Pathway

Updated for: December 11, 2024

Source: Texas Workforce Commission Labor Market Information



ITEM 8b

PWDB Policy Update:

Child Care Services

PANHANDLE WORKFORCE DEVELOPMENT BOARD

Chapter 3-Child Care Services

Policy CC 3.1

Child Care Services

Effective: 12-11-2024

Upon Release of Updated TWC Child Care Services Guide

BACKGROUND: The Child Care Development Block Grant (CCDBG) Act of 2014 authorizes the federal Child Care Development Fund (CCDF), which is the primary federal funding source for providing Child Care subsidy assistance to low-income families and for improving the quality of care for all children. The Texas Workforce Commission (TWC) is the CCDF lead agency in the State of Texas, providing funding to the Panhandle Workforce Development Board.

PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY:

Workforce Solutions Panhandle (WSP) will implement procedures for managing Child Care Services, which comply with current Child Care Services Rules and regulations, all applicable State and federal guidelines and issuances, and this policy. This policy outlines each section of the Texas Administrative Code (TAC) Chapter 809 Child Care Services (CCS) Rules, as amended, the TWC Child Care Services (CCS) Guide, as amended; TWC WD Letters, as amended; and TWC guidance and directives, where local policy is required.

➤ **Priority for Child Care Services (TAC §809.43(a)(3)); CCS Guide B-403):**

[Section 98.46\(a\)](#) of the CCDF regulations requires mandatory priority for services provided to children of families with very low family income (considering family size); children with special needs and vulnerable populations; and children experiencing homelessness. The TAC and CCS Guide require Boards to establish an additional priority group, not based on parent choice of an individual provider or provider type. The PWDB has designated the following priority group(s):

- Parents who are receiving services from workforce partners and participating in programs funded by the PWDB, such as Workforce Innovation and Opportunity Act (WIOA);
- Adding siblings of a child who is already receiving Child Care Services but who are not currently receiving Child Care Services themselves; and
- **Early Childhood Educators who serve in teaching or direct care capacity for children at early learning programs, such as a lead teacher, assistant teacher or floater/rotating teacher as described in House Bill 619 (HB 619) – Child Care Workforce Strategic Plan 2023-2025.**

➤ **Reductions of the Assessed Parent Share of Cost (PSoC) for Non-Full-Time Care CCS (TAC §809.19(g); Guide B-601.b):**

Eligible families will receive a 25% PSoC reduction when all children in the family are in part-time care. Part-time care includes part-time, blended, or part-week referrals as described in CCS Rules 809.93.

Cases will be assessed and reduction applied at the following times:

- **At initial enrollment**
- **At recertification**
- **When household composition changes and new PSoC is to be calculated**
- **When a parent requests a fee reduction**
- **Upon a referral change, as applicable**

Fees will revert to the originally assessed PSoC amount if a child's care changes from part-time to full-time, as the family is no longer eligible for the reduction. The change will be effective at the beginning of the first full month.

➤ **Temporary Reductions for Extenuating Circumstances (TAC §809.19(d); CCS Guide B-604.c):**

A parent is allowed two (2) Parent-initiated PSoC reductions for extenuating circumstances within an eligibility period. An assessment of the family's financial situation for extenuating circumstances must be completed and documented in the child care case management system each time a parent requests a reduction in their PSoC, including the final decision for each request.

Child Care staff will record full details including the dollar amounts of the PSoC for the previous month and current month; and justification for all changes explaining in detail how all actions taken with customers are appropriate and necessary, and mirroring activities and services.

➤ **Parent Failure to Pay the Parent Share of Cost (PSoC) (TAC §809.19 (b); CCS Guide B-606):**

If a parent fails to pay their PSoC, the PWDB:

- Will not reimburse the Child Care Services provider.
- Does not require the parent to repay the provider before the family's eligibility is redetermined for future Child Care Services.

➤ **Terminations of Care due to Failure to pay the Parent Share of Cost (TAC §809.19(c); CCS Guide B-606.b):**

WSP will follow a process for evaluating a family's financial circumstances for possible reduction of the PSoC before an early termination for nonpayment of PSoC. An assessment of the family's financial situation for extenuating circumstances must be completed each time the family is reported for non-payment, documented in the child care case management system, and will include these details:

- Evaluating a family's financial situation for extenuating circumstances that may affect affordability of the assessed PSoC;
- Offering a temporary reduction in the PSoC if the family has extenuating circumstances that warrant a reduction;
- Documenting the evaluation of the family's financial situation and any temporary reduction granted; and
- Identifying and assessing the circumstances that may jeopardize a family's self-sufficiency.

WSP will maintain a list of all terminations due to failure to pay the PSoC, including details on family size, income, family circumstances, and the reason for the termination made accessible to PWDB staff in a shared file.

➤ **Affordability of PSoC (TAC §809.19 (c)(1); CCS Guide B-606):**

WSP will follow a process for evaluating and documenting a family's financial situation for extenuating circumstances that may affect affordability of the assessed PSoC, including, but not limited to, the following criteria:

- Labor market information including prevailing wage(s);
- Housing costs, and
- Other local economic conditions.

➤ **Reimbursement Payment Rates for Providers Offering Transportation (TAC §809.20(f); CCS Guide B-704):**

Payment for providers that offer transportation will be paid up to the maximum Provider **Payment Reimbursement Rate as long as the combined total of the provider's published rate and the transportation rate do not exceed the maximum payment rate established in B-702 and B-703.** ~~for the combined total of the provider's published rate, plus the transportation rate, as provided in TWC WD Letter – Child Care Provider Payment Rates, as updated.~~

➤ **Direct Referrals to Recognized Partnerships (TAC §809.22); CCS Guide D-1007:**

The PWDB supports direct referrals from recognized partnerships between a child care provider and the following: a public-school prekindergarten provider; a local education agency, or a Head Start or Early Head Start program.

WPS will implement procedures supporting direct referrals from recognized partnerships, ensuring that it exempts children who were directly referred from a recognized partnership from any waiting list and that priority of service is applied to the pool of direct partnership referrals if funding is limited or if the number of direct referrals exceeds the number of available subsidized slots at a partnership site.

➤ **Parent Rights –Transfers (TAC §809.71(3); CCS Guide E-101):**

The PWDB does not place a limit on the number or frequency of transfers of a child from one Child Care provider to another.

~~Parents will be informed of WSP procedures which require that the parent submit, two weeks prior to the effective date of the transfer, a Transfer Request to WSP Child Care Services staff.~~

WSP will ensure that parents receive information regarding transferring children from one provider to another, which **must not be permitted until the start of the second pay period following a parent's request.** ~~shall include a waiting period of two weeks before the effective date of a transfer,~~ except in cases:

- In which the provider is subject to a Child Care Regulation (CCR) ~~probationary status or corrective~~ action, as described in TAC §809.94 and CCS Guide F-400, as updated;
- When the transfer is authorized by Child Protective Services (CPS) for a child in protective services; or
- On a case-by-case basis determined by the PWDB. For consideration, by the PWDB, of this exemption to the ~~two-week~~ waiting period, WSP will implement the Operational Procedure for WSP staff to submit a request and documentation to the Board through the panhandletwist@theprpc.org email.

➤ **Difference Between Provider Published Rate and Board Payment Reimbursement Rate (TAC §809.92(d); CCS Guide F-204(a)):**

Child Care Services providers are not allowed to charge parents eligible for Child Care Services the difference between the provider's published rate and the amount of the PWDB's Payment Rate (including the assessed PSoC).

RESCISSIONS:

- **PWDB Chapter 3 Child Care Services, Section 3.1 Child Care Services, Effective: Upon Release of Updated TWC Child Care Services Guide.**



ITEM 8c

PWDB Policy Update:

Customer Incentives

PANHANDLE WORKFORCE DEVELOPMENT BOARD

Chapter 1 - Universal Policies for Workforce Customers

Policy U 1.6

Customer Incentives

Effective 12-11-2024

PURPOSE: To update Panhandle Workforce Development Board (PWDB) Customer Incentives policy **removing all WIOA Youth Program Incentives that could be earned or paid after exit.**

BACKGROUND: Customer Incentives help promote positive employment, training, and education outcomes for Workforce Development Program participants, and are a way to encourage the participation of workforce customers, and to reward participants for achieving goals. The Texas Workforce Commission (TWC) limits use of incentives to nonmonetary incentives only. Nonmonetary incentives are any items or experiential rewards that can be assigned a monetary value but that have no actual redeemable monetary value other than through acquisition of the good or service.

Incentives do not include Support Services such as Child Care, transportation, or reimbursement of work-related expenses. Under the Workforce Innovation and Opportunity Act (WIOA) Title 1, adults and dislocated workers are not eligible to receive incentives. TWC has also determined that nonmonetary participant incentives are not an allowable use of allocated Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T), Employment Services (ES), or Child Care funds.

Incentives are not an entitlement, and are subject to availability of funds.

PANHANDLE WORKFORCE DEVELOPMENT BOARD (PWDB) POLICY: The provision of Incentives will align with [TWC Workforce Development \(WD\) Letter 15-19](#), as updated. Workforce Solutions Panhandle (WSP) may offer nonmonetary incentives to WIOA Youth, Choices, Noncustodial Parent (NCP) Choices, and Choices Plus Program participants, as allowable by the funding stream, who exceed the minimum requirements of a program, employer, educational institution, or training provider. The participants must achieve or exceed goals that are not included as a basic requirement of participation in the Programs.

WSP will:

- Ensure that a participant is informed about the opportunity to receive an Incentive before the participant completes the activity or milestone that the Incentive is intended to encourage;
- Describe conditions, time frames, limitations, and deadlines that a participant must meet for the receipt and use of Incentives, including informing the participant that gaps in employment will affect the earning of Incentives that require employment retention;
- Set forth realistic minimum and maximum time frames for participants working toward an Incentive;
- Ensure that the Incentive(s) are outlined for the participant in writing prior to the commencement of the program or service;
- Ensure that the provision of Incentives is in alignment with WSP's Customer Incentives procedures, including maintaining WSP-established documentation submission requirements;

- Ensure that the Incentive(s) are accurately documented, and in a timely manner, in the participants' Case Notes; and
- Adhere to proper internal control and accountability measures for Incentives, including maintaining records for issuance and reconciling of all Incentives. All materials used for Incentive payments, such as payment vouchers and gift cards, will be adequately safeguarded, and distributed solely for authorized purposes.

Customers engaged in documented and sustained full-time self-employment may earn Incentives only if the customer also participates in business/entrepreneurial support systems such as the "The 'Blueprint' for Entrepreneurial Success" at [WT Enterprise Center](#) and the Small Business Development Center at [America's SBDC at WTAMU](#).

WIOA Youth Program

Under [20 CFR §681.640](#), nonmonetary incentive payments are allowed for Youth Program participants if the incentives are connected to recognition of achievement of milestones in a program directly tied to education, training, or the successful completion of a work experience that occurs during program participation. ~~including during the provision of Follow-up Services. Participants will be informed of the potential of earning incentive(s) during Follow-up Services prior to the participant's Program Exit and staff will utilize the opportunity of earning incentive(s) during Follow-up Services to ensure continued communication with Youth Program participants during this time.~~

WIOA Youth Incentives must be tied to one of the fourteen (14) WIOA Youth Program Elements and/or one of the five (5) WIOA Youth Program Performance Indicators:

- ~~a) Employed/Enrolled – 2nd Quarter After Exit – Youth~~
- ~~b) Employed/Enrolled – 4th Quarter After Exit – Youth~~
- ~~c) Median Earnings – 2nd Quarter After Exit – Youth~~
- ~~d) Credential Rate – Youth~~
- ~~e) Measurable Skills Gains – Youth~~

The rationale for providing any Incentives must be thoroughly documented in the WIOA Youth Program participant's case notes and be included in the Individual Service Strategy (ISS). Incentives may be awarded only after proper documentation verifying the achievement for which the incentive will be paid is obtained and submitted. Documentation may include, but is not limited to, a copy of a transcript, GED certificate, diploma, certificate of completion, or attendance records.

WIOA Youth Program Incentives will be considered as follows:

| Type of Incentive/ Activity | Incentive Amount | Frequency | Definitions/Limitations |
|---|------------------|---|---|
| Training or Educational Credential | \$250 | Once per achievement during WIOA Youth Program participation or within one (1) year after exit | Completion of a high school diploma, GED, or postsecondary certificate or degree. Incentives may be awarded only after ninety (90) days of active participation in the WIOA Youth Program, of which at least one (1) calendar month is spent in preparation for the specified outcome. The active participation must include regular contact with the assigned case manager. Occupational training credentials must be tied to employment in the same area in which youth participants were trained using WIOA Youth Program funds. |
| Placement in Employment, Education, or Training | \$100 | Once in Q2 and in Q4 After Exit | Must be verified and documented in the WIOA Youth Program participant's ISS. |
| Retention in Unsubsidized Employment, Education, or Training | \$200 | Once in Q4 After Exit | Verified by WIOA Youth Program case manager through wage record information. Gaps in employment will delay the earnings of incentives. |
| Financial Literacy Education and/or Entrepreneurial Skills Training | \$50 | Once per course or module completed | Available only to WIOA Youth Program participants enrolled in an education or training program or activity which leads to a recognized postsecondary credential or employment. Youth participants must submit proof of completion. |
| Work Experience Completed | \$50/\$100 | Initial at 50% Completion (Based on # of Weeks) and Final at 100% Completion | Initial incentive issued at 50% completion of work experience, and final incentive issued at 100% completion of work experience, verified by WIOA Youth Program case manager, and based on employer recommendations and evaluations indicating Youth Program participants are performing at a level which warrants issuing the incentives. |
| Other Assigned Work Experience or Training Activities | \$50 | One per month | Other assigned work experience or training activities may include non-wage earning employment activities beyond those usually expected of youth, such as unpaid work experience opportunities and internships designed to enhance employment, training, and education outcomes. |

Choices/Choices Plus Programs

WSP will identify Choices participants who are eligible to receive a nonmonetary Incentive and may award an Incentive for the following:

- Job retention, wage gains, and career progression
- Successful completion of training services
- Attainment of educational goals
- Voluntarily participating in Choices services when individuals are exempt

Choices and Choices Plus Programs Incentives will be considered as follows:

| Unsubsidized Job Retention – Employment of at least 30 hours per week | | |
|---|-------|-------|
| Number of Weeks | | |
| 4 | 8 | 16 |
| \$100 | \$200 | \$300 |
| No more than the three specified job retention Incentives may be earned in a twelve-month period. | | |

| Employer-Recognized Credential | | |
|---|--|--|
| Prior to/after unsubsidized employment | In Addition to Unsubsidized Employment | |
| Training Short Course | Training Occupational Certificate (40 contact hours or more) | Passing GED Sections OR Entire Test |
| Additional \$100 per successful completion of approved course | Additional \$250 per successful completion of approved program | \$50 each section OR \$250 for receiving GED |

Choices participants may only receive Incentives for completing occupational certificates of 40 or more contact hours or for passing one or more sections of the GED while engaged in unsubsidized employment and meeting participation requirements. If no longer receiving Temporary Assistance for Needy Families (TANF), Choices Plus individuals may receive these Incentives only if engaged in unsubsidized employment of at least 30 hours per week.

Choices/Choices Plus incentives may be awarded in addition to those provided by other programs, but only one Incentive may be earned for each accomplishment.

Any [Texas Health and Human Services Personal Responsibility Agreement \(PRA\)](#) violation will postpone award of earned Incentives until the participant is PRA-compliant. During a PRA violation, Incentives may continue to be earned if unsubsidized employment and participation expectations are met.

NCP Choices Program

The NCP Choices program targets low-income unemployed or underemployed NCPs who are behind on their child support payments or have had a child support obligation established. The intent of the program is ultimately to encourage NCPs who are not making child support payments to resume their commitments to the child(ren). WSP staff will perform their duties under this Program with this intent as the goal.

In calculating incentives under the NCP Choices Program, the weeks of unsubsidized full-time employment used to calculate the number of weeks for the award, are not required to:

- Include all weeks of employment during the unsubsidized job retention. Any week that brings the average calculation below 30 hours, may be omitted;
- Be consecutive; or
- Be with the same employer.

Incentives will be considered as follows:

| Unsubsidized Job Retention – Average of 30 hours per week | | |
|---|--|--------------------------------------|
| No more than the three specified job retention Incentives may be earned in a 12-month period. | | |
| Number of Weeks | | Amount of Incentive |
| 4 | | \$100 |
| Number of Weeks | | Amount of Incentive |
| 12 | | \$200 |
| Number of Weeks | | Amount of Incentive |
| 24 * | | \$300 |
| * Alternate Employment Retention Incentive | Number of Weeks | Amount of Alternate Incentive |
| | 20 | \$200 |
| | If it is determined that an NCP will be unable to complete 24 weeks of Unsubsidized Employment Retention before the end of the 6-month Employment Retention period, at an average of 30 hours per week, an Alternate Employment Retention Incentive may be earned. | |

| Employer-Recognized Credential | | |
|---|--|--|
| Prior to/after unsubsidized employment | In Addition to Unsubsidized Employment | |
| Training Short Course | Training Occupational Certificate (40 contact hours or more) | Passing GED Sections OR Entire Test |
| Additional \$100 per successful completion of approved course | Additional \$250 per successful completion of approved program | \$50 each section OR \$250 for receiving GED |

NCP participants may only receive Incentives for completing occupational certificates of 40 or more contact hours or for passing one or more sections of the GED while engaged in unsubsidized employment and meeting participation requirements.

NCP Incentives may be awarded in addition to those provided by other programs, but only one Incentive may be earned for each accomplishment.

RESCISSIONS: PWDB Manual, Chapter 1-Universal Policies for Workforce Customers, Policy U 1.6 Customer Incentives Effective 8-21-2024.



ITEM 9

Report on Grants

PROGRAM SPOTLIGHT – Reemployment Services & Eligibility Assessment (RESEA) Program

The RESEA program is a federal grant program designed to allow states to provide intensive reemployment assistance to individuals who are receiving unemployment insurance (UI) benefits and are determined to be likely to exhaust their benefits before becoming reemployed. According to Social Security Act (SSA) §306(b), the primary goals of RESEA are to:

- improve the employment outcomes of UI claimants and reduce the average duration of UI receipt through employment;
- strengthen program integrity and reduce improper UI payments through the detection and prevention of such payments to ineligible individuals;
- promote alignment with the Workforce Innovation and Opportunity Act’s (WIOA) broader vision of increased program integration and service delivery for job seekers, including UI claimants; and
- establish RESEA as an entry point for UI claimants into other workforce system partner programs.

Required RESEA program services include:

- Co-enrollment in the Wagner-Peyser Act (W-P) – funded Employment Service (ES) program.
- The provision of a UI eligibility review
- The provision of customized labor market and career information (CLMI) based on customer needs
- The development of an individual reemployment plan (IRP).

Two of the primary goals of the RESEA program are to reduce the duration of UI benefits received through improved employment outcomes and to ensure that individuals claiming UI benefits continue to meet eligibility requirements. To support these goals, every RESEA participant must be scheduled for an initial RESEA.

In recent years, Congress has expressed increased interest in the RESEA program due to its effectiveness in improving employment outcomes and reducing claims durations. On February 9, 2018, the President signed the Bipartisan Budget Act of 2018, Public Law 115-123 (BBA), which included amendments to the SSA that created a permanent authorization for the RESEA program and implemented several significant changes including formula-based funding and a series of requirements intended to increase the use and availability of evidence-based reemployment interventions and strategies. RESEA provisions are contained in Section 30206 of the BBA, enacting the new Section 306 of SSA.

| Reemployment Services & Eligibility Assessment (RESEA) Program BCY 2024 | | | |
|--|-----------------------------|--------------------------------|--------------------|
| | RESEA Profile Pool Count | Initial RESEAs Completed | Completion Rate |
| Quarter 1 | | | |
| WF Solutions Panhandle (Amarillo) | 121 | 88 | 72.7% |
| WF Solutions Panhandle (Borger) | 19 | 15 | 78.9% |
| Panhandle 1st Quarter Subtotal: | 140 | 103 | 73.6% |
| | | | |
| Quarter 2 | | | |
| WF Solutions Panhandle (Amarillo) | 107 | 79 | 74% |
| WF Solutions Panhandle (Borger) | 28 | 23 | 82% |
| Panhandle 1st Quarter Subtotal: | 135 | 102 | 76% |
| | | | |
| Quarter 3 | | | |
| WF Solutions Panhandle (Amarillo) | 115 | 83 | 72% |
| WF Solutions Panhandle (Borger) | 26 | 21 | 81% |
| Panhandle 1st Quarter Subtotal: | 141 | 104 | 74% |
| | | | |
| Quarter 4 BCY 2024 | | | |
| WF Solutions Panhandle (Amarillo) | 88 | 71 | 81% |
| WF Solutions Panhandle (Borger) | 27 | 22 | 81% |
| Panhandle 4th Quarter Subtotal: | 115 | 93 | 81% |
| | | | |
| Year to Date Total: | 531 | 402 | 76% |
| | | | |

The grants included in this report are provided to us for different purposes, come with different expectations, and are subject to different rules and regulations.

TRAINING SERVICES

The *Workforce Innovation and Opportunity Act - Adult, Youth, and Dislocated Worker grants* fund case management, training, job search and placement, and supportive services for eligible clients. The Workforce Innovation and Opportunity Act (WIOA) program provides workforce development activities designed to enhance the employability, occupational attainment, retention and earnings of adults, dislocated workers and youth. WIOA improves the quality of the workforce, reduces welfare dependency, and enhances the productivity and competitiveness of the Texas economy.

| Young Adult Training Services | |
|---|----|
| Customers in Training | 58 |
| Customers in Workforce-Paid Internships | 28 |
| Total Served | 86 |

| Young Adults in Training | |
|------------------------------------|------------|
| Healthcare | Total - 58 |
| Protective Service | |
| Community & Social Services | |
| Education & Training | |
| Installation, Maintenance & Repair | |
| Office & Administration Support | |

ADULT & DISLOCATED WORKERS

| Adult & Dislocated Worker Training Services | |
|---|--------|
| Applications | 341 |
| Total Enrolled | 250 |
| Adult | 205 |
| Adult Statewide Grants | 30 |
| Dislocated Worker | 9 |
| Dislocated Worker Statewide Grants | 6 |
| Enrollment Rate | 73.31% |

| Adult & Dislocated Workers - Training by Occupation | |
|--|--------------|
| Healthcare Practitioners | 191 |
| Transportation & Material Moving | 79 |
| Protective Service | 13 |
| Management | 9 |
| Business & Financial | 2 |
| Computer & Mathematical | 2 |
| Production | 2 |
| Architecture & Engineering | 1 |
| Installation, Maintenance & Repair | 1 |
| Office & Administration Support | 1 |
| Total | 301 |
| Total Rural Percentage | 25.8% |

SNAP EMPLOYMENT & TRAINING

The *Supplemental Nutrition Assistance/Employment and Training grant* provides case management and assists recipients of Food Stamps assistance to transition from public assistance to work through participation in work-related activities, including job search and job readiness, education, training activities, and support services. Clients are generally required to participate in one or more of those activities.

| SNAP E&T Services | |
|-------------------------------------|---------------------|
| | SNAP E&T |
| Total served | 375 |
| Employed | 137 |
| Customers Received Support Services | 220 |

CHOICES

The *Temporary Assistance to Needy Families/CHOICES grant* provides case management and assists applicants, recipients, non-recipient parents, and former recipients of TANF (cash assistance) to transition from welfare to work through participation in work-related activities, including job search and job readiness, basic skills training, education, vocational training, and support services. Parents are generally required to participate in one or more of those activities.

| Choices Program | |
|------------------|---------|
| | Choices |
| Total served | 92 |
| Employed | 63 |
| Support Services | 55 |

NONCUSTODIAL PARENT CHOICES PROGRAM (NCP)

The *Temporary Assistance to Needy Families/Non-Custodial Parent Employment Services grant* provides case management and assists low-income unemployed or underemployed noncustodial parents who are behind on their child support payments and whose children are current or former recipients of public assistance. Clients are required to participate through a court order in Workforce work-related activities, including job search and job readiness, basic skills training, education, vocational training, and support services.

| NCP Program | |
|--|-------|
| Total NCP Customers Served | 65 |
| Establishment Cases | 27 |
| Enforcement Cases | 38 |
| Successfully Completed (6 months employed) | 13 |
| Obtained Employment | 24 |
| % Obtained Employment | 36.9% |

CHILDCARESERVICES

Our *Child Care/Formula and Federal Match grants* fund day care services for children from eligible families. Resources obtained from local contributors are required in order to access matching federal funds. Resources to purchase services for children in foster care are provided through our *Family and Protective Services grant*. The *Child Care/Quality Improvement grant* supports professional development for child care providers and staff. The *Child Care Automated Attendance* grant supports systems that link children's attendance to provider payments.

CHILD CARE CLIENT SERVICES

| Child Care Services | |
|---|-------|
| Average number of children served daily | 2,349 |
| Families served in 2024 | 2,422 |
| Children Served in a certified Texas Rising Star Center in 2024 | 1,996 |

CHILD CARE PROVIDER SERVICES

Workforce Solutions Panhandle is currently assisting 1,783 families and providing services for 2,643 children. PRPC has agreements with 102 Child Care Providers to provide services to WSP customers throughout the Panhandle of which 71% are Texas Rising Star certified. Approximately 54% of the children served through WSP are enrolled in a Texas Rising Star certified program.

| Child Care Provider Services | |
|--|---|
| Total Providers | 102 |
| TRS certified | 71% |
| Providers who received initial TRS certification | 2-Star = 5 3-Star = 10 4-Star = 4 |
| Provider staff that received Scholarships | 99 |
| New students | 35% |
| Amount expended on Scholarships for teachers/directors | \$195,000 |

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: PANHANDLE

FINAL RELEASE

As Originally Published 10/10/2024

AUGUST 2024 REPORT

| Status Summary | | With Positive Performance (+P): | Meeting Performance (MP): | With Negative Performance (-P): | % +P & MP | | | | | | | | | | |
|---------------------|---|---------------------------------|---------------------------|---------------------------------|-------------|---------------|----------------|----------------|-----------------|-------------|-------------|-------------|-------------|------|-------|
| Contracted Measures | | 7 | 10 | 1 | 94.44% | | | | | | | | | | |
| Source Notes | Measure | Status | % Current Target | Current Target | EOY Target | Current Perf. | Prior Year End | 2 Years Ago YE | YTD Num YTD Den | QTR 1 | QTR 2 | QTR 3 | QTR 4 | From | To |
| DOL-C 1,2 | Employed Q2 Post Exit – Adult (DOL) | MP | 101.91% | 83.60% | 83.60% | 85.20% | 85.30% | 83.00% | 127 149 | 84.10% | 82.20% | 86.40% | 89.50% | 7/22 | 6/23 |
| DOL-C 1,2 | Employed Q4 Post Exit – Adult (DOL) | MP | 103.08% | 81.30% | 81.30% | 83.80% | 83.20% | 85.80% | 134 160 | 78.30% | 95.80% | 86.40% | 71.10% | 1/22 | 12/22 |
| DOL-C 2 | Median Earnings Q2 Post Exit – Adult (DOL) | +P | 123.79% | \$9,200.00 | \$9,200.00 | \$11,388.41 | \$10,520.35 | \$9,669.00 | n/a 125 | \$10,639.82 | \$11,303.33 | \$8,220.31 | \$14,422.40 | 7/22 | 6/23 |
| DOL-C 1,2 | Credential Rate – Adult (DOL) | MP | 104.53% | 77.20% | 77.20% | 80.70% | 81.20% | 88.30% | 109 135 | 81.30% | 86.40% | 77.10% | 77.50% | 1/22 | 12/22 |
| DOL-C 1,3 | Measurable Skills Gains - Adult (DOL) | --- | ----- | ----- | ----- | n/a | n/a | 62.20% | n/a n/a | ----- | ----- | ----- | ----- | 7/24 | 8/24 |
| DOL-C 1,2 | Employed Q2 Post Exit – DW (DOL) | +P | 110.08% | 75.40% | 75.40% | 83.00% | 81.00% | 82.80% | 44 53 | 81.80% | 81.30% | 87.50% | 85.70% | 7/22 | 6/23 |
| DOL-C 1,2 | Employed Q4 Post Exit – DW (DOL) | MP | 96.40% | 83.30% | 83.30% | 80.30% | 81.70% | 70.00% | 49 61 | 80.00% | 84.60% | 81.80% | 75.00% | 1/22 | 12/22 |
| DOL-C 2 | Median Earnings Q2 Post Exit – DW (DOL) | MP | 102.31% | \$11,200.00 | \$11,200.00 | \$11,458.82 | \$10,350.00 | \$9,354.00 | n/a 44 | \$9,143.51 | \$13,168.00 | \$14,232.57 | \$15,570.36 | 7/22 | 6/23 |
| DOL-C 1,2 | Credential Rate – DW (DOL) | MP | 100.00% | 75.60% | 75.60% | 75.60% | 78.40% | 95.70% | 31 41 | 85.70% | 77.80% | 61.50% | 83.30% | 1/22 | 12/22 |
| DOL-C 1,3 | Measurable Skills Gains - DW (DOL) | --- | ----- | ----- | ----- | n/a | n/a | 71.10% | n/a n/a | ----- | ----- | ----- | ----- | 7/24 | 8/24 |
| DOL-C 1,2 | Employed/Enrolled Q2 Post Exit – Youth (DOL) | +P | 116.18% | 71.70% | 71.70% | 83.30% | 81.80% | 73.70% | 50 60 | 100.00% | 88.20% | 84.60% | 64.70% | 7/22 | 6/23 |
| DOL-C 1,2 | Employed/Enrolled Q4 Post Exit – Youth (DOL) | MP | 95.06% | 83.00% | 83.00% | 78.90% | 80.70% | 86.50% | 41 52 | 55.60% | 92.30% | 92.30% | 70.60% | 1/22 | 12/22 |
| DOL-C 2 | Median Earnings Q2 Post Exit – Youth (DOL) | +P | 112.06% | \$5,800.00 | \$5,800.00 | \$6,499.46 | \$7,166.65 | \$8,523.50 | n/a 48 | \$6,717.33 | \$4,692.50 | \$6,991.58 | \$8,743.49 | 7/22 | 6/23 |
| DOL-C 1,2 | Credential Rate – Youth (DOL) | MP | 91.06% | 85.00% | 85.00% | 77.40% | 89.40% | 90.90% | 24 31 | 100.00% | 50.00% | 80.00% | 72.70% | 1/22 | 12/22 |
| DOL-C 1,3 | Measurable Skills Gains - Youth (DOL) | --- | ----- | ----- | ----- | n/a | n/a | 77.80% | n/a n/a | ----- | ----- | ----- | ----- | 7/24 | 8/24 |
| LBB-NK 2 | Employed/Enrolled Q2 Post Exit – C&T Participants Except Other | MP | 99.85% | 66.00% | 66.00% | 65.90% | 71.50% | 64.90% | 1,653 2,510 | 64.80% | 67.10% | 68.00% | 64.10% | 7/22 | 6/23 |
| LBB-K 2 | Employed/Enrolled Q2-Q4 Post Exit – C&T Participants Except Other | MP | 99.76% | 84.00% | 84.00% | 83.80% | 86.10% | 85.70% | 1,321 1,577 | 86.40% | 86.70% | 84.90% | 77.20% | 1/22 | 12/22 |
| LBB-K 2 | Credential Rate – C&T Participants | +P | 111.41% | 71.00% | 71.00% | 79.10% | 81.90% | 90.20% | 155 196 | 86.20% | 81.80% | 74.10% | 77.60% | 1/22 | 12/22 |

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

BOARD SUMMARY REPORT - CONTRACTED MEASURES

Year-to-Date Performance Periods*

BOARD NAME: **PANHANDLE**

FINAL RELEASE
As Originally Published 10/10/2024
AUGUST 2024 REPORT

| Source | Measure | Status | % Current Target | Current Target | EOY Target | Current Perf. | Prior Year End | 2 Years Ago YE | YTD Num | YTD Den | QTR 1 | QTR 2 | QTR 3 | QTR 4 | From | To |
|--------|---------|--------|------------------|----------------|------------|---------------|----------------|----------------|---------|---------|-------|-------|-------|-------|------|----|
|--------|---------|--------|------------------|----------------|------------|---------------|----------------|----------------|---------|---------|-------|-------|-------|-------|------|----|

WIOA Outcome Measures

- WIOA 116 requires states to update WIOA targets at the end of the year using the statistical adjustment model that has been updated with the final local casemix and economic conditions. These updates will occur with the BCY24 End of Year MPR.
- The report source for this measure is being remediated to work with VOS. However, the MPR reflects full performance using all data available at the time VOS went live. Upon conclusion of the remediation, we will repopulate the MPR with a load that reflects all the data entry occurring after go live.
- The report source for this measure is being remediated to work with VOS and will be populated when that work is concluded.

Reemployment and Employer Engagement Measures

| | | | | | | | | | | | | | | | | |
|-----|---|----|---------|--------|--------|--------|--------|--------|-------|-------|--------|--------|--------|--------|-------|------|
| TWC | Claimant Reemployment within 10 Weeks | +P | 113.75% | 60.00% | 60.00% | 68.25% | 64.41% | 69.80% | 2,451 | 3,591 | 70.62% | 67.07% | 67.94% | 67.48% | 7/23 | 5/24 |
| TWC | Employers Receiving Texas Talent Assistance | +P | 120.57% | 1,332 | 1,438 | 1,606 | 1,755 | 1,846 | --- | --- | 433 | 588 | 507 | 784 | 10/23 | 8/24 |

Program Participation Measures

| | | | | | | | | | | | | | | | | |
|-------|---|-----|--------|-------|--------|-------|-------|--------|---------|-----|-------|-------|-------|-------|-------|------|
| TWC | Choices Full Engagement Rate - All Family Total | n/a | n/a | n/a | 50.00% | N/L | N/L | 62.42% | N/L | N/L | N/L | N/L | N/L | N/L | 10/23 | 8/24 |
| 4 | | | | | | | | | N/L | N/L | | | | | | |
| LBB-K | Avg # Children Served Per Day - Combined | -P | 92.38% | 2,481 | 2,481 | 2,292 | 2,161 | 1,983 | 550,096 | 240 | 2,043 | 2,087 | 2,485 | 2,670 | 10/23 | 8/24 |

- Data in final testing and will be available for the BCY24 End of Year MPR as well as backfilled to prior months.

Note: In some cases historic data not available at time of original publication (such as when a new measure is created) has been added to the MPR retroactively to allow trend analysis.

AT-A-GLANCE COMPARISON - BOARD CONTRACTED MEASURES

Percent of Target (Year-to-Date Performance Periods)

FINAL RELEASE

As Originally Published 10/10/2024

AUGUST 2024 REPORT

Green = +P White = MP Yellow = MP but At Risk Red = -P

| Board | WIOA Outcome Measures | | | | | | | | | | | | | | |
|-----------------|-----------------------|-----------------------|------------------------------|-----------------|------------------------------------|-----------------------|-----------------------|------------------------------|-----------------|------------------------------------|--------------------------------|--------------------------------|------------------------------|-----------------|------------------------------------|
| | Adult | | | | | DW | | | | | Youth | | | | |
| | Employed Q2 Post-Exit | Employed Q4 Post-Exit | Median Earnings Q2 Post-Exit | Credential Rate | Measurable Skills Gains (YTD-Only) | Employed Q2 Post-Exit | Employed Q4 Post-Exit | Median Earnings Q2 Post-Exit | Credential Rate | Measurable Skills Gains (YTD-Only) | Employed/Enrolled Q2 Post-Exit | Employed/Enrolled Q4 Post-Exit | Median Earnings Q2 Post-Exit | Credential Rate | Measurable Skills Gains (YTD-Only) |
| Alamo | 84.31% | 90.84% | 74.15% | 62.47% | n/a | 100.26% | 93.29% | 101.64% | 75.18% | n/a | 89.50% | 87.95% | 115.08% | 97.45% | n/a |
| Borderplex | 102.03% | 103.94% | 157.97% | 103.65% | n/a | 106.76% | 89.94% | 113.67% | 113.36% | n/a | 97.25% | 93.86% | 100.86% | 96.45% | n/a |
| Brazos Valley | 94.13% | 92.52% | 86.74% | 85.29% | n/a | 95.49% | 91.72% | 86.43% | 89.82% | n/a | 116.18% | 92.89% | 115.32% | 141.97% | n/a |
| Cameron | 102.15% | 100.62% | 98.52% | 102.71% | n/a | 132.63% | 131.41% | 94.94% | 117.65% | n/a | 100.53% | 111.94% | 65.37% | 95.41% | n/a |
| Capital Area | 88.14% | 98.37% | 105.66% | 85.18% | n/a | 92.57% | 98.16% | 111.15% | 86.35% | n/a | 85.92% | 86.56% | 93.36% | 80.94% | n/a |
| Central Texas | 95.57% | 96.19% | 100.02% | 92.12% | n/a | 94.53% | 87.03% | 108.31% | 109.41% | n/a | 87.01% | 93.16% | 103.71% | 114.96% | n/a |
| Coastal Bend | 92.58% | 102.45% | 92.70% | 95.01% | n/a | 103.58% | 108.28% | 111.86% | 99.88% | n/a | 98.47% | 91.70% | 113.69% | 127.70% | n/a |
| Concho Valley | 101.37% | 123.13% | 99.20% | 102.18% | n/a | 99.51% | 92.10% | 75.25% | 78.47% | n/a | 113.63% | 60.24% | 105.78% | 69.83% | n/a |
| Dallas | 95.77% | 97.14% | 107.29% | 78.00% | n/a | 92.58% | 103.81% | 93.28% | 71.76% | n/a | 94.20% | 93.01% | 87.87% | 76.80% | n/a |
| Deep East | 104.63% | 94.96% | 93.63% | 90.78% | n/a | 85.64% | 99.28% | 108.59% | 91.53% | n/a | 92.05% | 85.47% | 101.38% | 114.09% | n/a |
| East Texas | 99.32% | 96.17% | 78.91% | 86.96% | n/a | 97.26% | 103.15% | 90.00% | 89.55% | n/a | 102.54% | 95.78% | 85.39% | 91.24% | n/a |
| Golden Crescent | 99.59% | 115.14% | 139.51% | 125.41% | n/a | 107.83% | 97.37% | 76.69% | 96.24% | n/a | 109.38% | 130.95% | 130.53% | 95.12% | n/a |
| Gulf Coast | 95.03% | 96.74% | 83.13% | 79.29% | n/a | 90.70% | 96.61% | 113.91% | 85.25% | n/a | 92.47% | 91.63% | 109.09% | 62.81% | n/a |
| Heart of Texas | 92.05% | 104.55% | 162.55% | 95.84% | n/a | 104.26% | 92.57% | 96.40% | 92.59% | n/a | 92.05% | 85.78% | 77.97% | 68.17% | n/a |
| Lower Rio | 94.50% | 89.54% | 83.03% | 102.24% | n/a | 102.07% | 100.65% | 91.73% | 110.35% | n/a | 89.32% | 93.94% | 138.31% | 121.03% | n/a |
| Middle Rio | 101.50% | 74.42% | 60.67% | 113.29% | n/a | 93.31% | 109.62% | 64.11% | 91.53% | n/a | 127.89% | 114.86% | 83.89% | 41.29% | n/a |
| North Central | 87.91% | 92.24% | 93.09% | 92.18% | n/a | 94.45% | 91.89% | 90.51% | 89.02% | n/a | 90.13% | 95.13% | 93.97% | 112.59% | n/a |
| North East | 100.48% | 105.78% | 119.90% | 90.71% | n/a | 97.60% | 106.04% | 91.08% | 121.30% | n/a | 110.25% | 111.93% | 118.83% | 96.24% | n/a |
| North Texas | 88.76% | 97.96% | 82.99% | 82.94% | n/a | 76.03% | 107.19% | 62.04% | 92.14% | n/a | 104.60% | 60.24% | 93.79% | n/a | n/a |
| Panhandle | 101.91% | 103.08% | 123.79% | 104.53% | n/a | 110.08% | 96.40% | 102.31% | 100.00% | n/a | 116.18% | 95.06% | 112.06% | 91.06% | n/a |
| Permian Basin | 93.32% | 95.66% | 89.65% | 107.46% | n/a | 93.19% | 94.97% | 82.47% | 76.36% | n/a | 110.96% | 86.87% | 174.91% | 98.10% | n/a |
| Rural Capital | 107.38% | 102.37% | 89.79% | 63.41% | n/a | 110.48% | 90.60% | 101.89% | 83.65% | n/a | 103.63% | 94.70% | 104.09% | 92.71% | n/a |
| South Plains | 104.31% | 107.46% | 99.62% | 102.59% | n/a | 98.01% | 119.76% | 117.48% | 105.88% | n/a | 116.74% | 97.27% | 97.49% | 97.76% | n/a |
| South Texas | 117.08% | 109.39% | 107.91% | 112.24% | n/a | 121.05% | 122.60% | 85.15% | 109.53% | n/a | 111.84% | 100.69% | 119.53% | 110.35% | n/a |
| Southeast | 89.71% | 99.87% | 68.38% | 95.28% | n/a | 111.01% | 99.40% | 83.87% | 122.88% | n/a | 90.63% | 94.87% | 104.61% | 103.65% | n/a |
| Tarrant | 96.86% | 94.97% | 92.94% | 103.71% | n/a | 100.53% | 93.17% | 91.73% | 90.34% | n/a | 99.16% | 92.28% | 88.01% | 85.70% | n/a |
| Texoma | 112.83% | 108.62% | 147.05% | 100.82% | n/a | 66.31% | 43.76% | 127.84% | 132.28% | n/a | 132.08% | 67.39% | 79.85% | 70.59% | n/a |
| West Central | 102.27% | 112.24% | 92.07% | 110.71% | n/a | 111.56% | 119.76% | 90.73% | 88.24% | n/a | 101.95% | 105.56% | 149.07% | 117.65% | n/a |
| +P | 2 | 3 | 6 | 4 | 0 | 6 | 4 | 6 | 6 | 0 | 9 | 4 | 10 | 8 | 0 |
| MP | 21 | 23 | 12 | 16 | 0 | 19 | 21 | 14 | 11 | 0 | 15 | 16 | 11 | 11 | 0 |
| -P | 5 | 2 | 10 | 8 | 0 | 3 | 3 | 8 | 11 | 0 | 4 | 8 | 7 | 8 | 0 |
| % MP & +P | 82% | 93% | 64% | 71% | N/A | 89% | 89% | 71% | 61% | N/A | 86% | 71% | 75% | 70% | N/A |
| From | 7/22 | 1/22 | 7/22 | 1/22 | | 7/22 | 1/22 | 7/22 | 1/22 | | 7/22 | 1/22 | 7/22 | 1/22 | |
| To | 6/23 | 12/22 | 6/23 | 12/22 | | 6/23 | 12/22 | 6/23 | 12/22 | | 6/23 | 12/22 | 6/23 | 12/22 | |

Percent of Target (Year-to-Date Performance Periods)

Green = +P White = MP Yellow = MP but At Risk Red = -P

| Board | WIOA Outcome Measures (cont.) | | | Reemployment and Employer Engagement | | Participation | | Total Measures | | | |
|-----------------|--------------------------------|-----------------------------------|-----------------|---------------------------------------|-----------------------------------|------------------------------|--|----------------|----|----|-----------|
| | C&T Participants | | | Claimant ReEmployment within 10 Weeks | Emplyrs Rcvg TX Talent Assistance | Choices Full Engagement Rate | Average # Children Served Per Day-Combined | +P | MP | -P | % MP & +P |
| | Employed/Enrolled Q2 Post-Exit | Employed/Enrolled Q2-Q4 Post-Exit | Credential Rate | | | | | | | | |
| Alamo | 94.24% | 100.48% | 82.82% | 102.63% | 108.31% | n/a | 102.37% | 2 | 8 | 8 | 56% |
| Borderplex | 92.73% | 98.81% | 110.70% | 97.08% | 106.79% | n/a | 108.70% | 6 | 10 | 2 | 89% |
| Brazos Valley | 97.88% | 99.29% | 97.89% | 106.25% | 121.38% | n/a | 109.55% | 6 | 8 | 4 | 78% |
| Cameron | 94.70% | 95.83% | 117.75% | 104.32% | 108.51% | n/a | 100.55% | 6 | 10 | 2 | 89% |
| Capital Area | 97.58% | 102.26% | 96.20% | 84.95% | 154.88% | n/a | 98.35% | 2 | 9 | 7 | 61% |
| Central Texas | 99.09% | 92.86% | 120.00% | 105.07% | 94.67% | n/a | 100.45% | 3 | 11 | 4 | 78% |
| Coastal Bend | 91.82% | 99.64% | 103.52% | 108.53% | 105.85% | n/a | 115.48% | 6 | 11 | 1 | 94% |
| Concho Valley | 100.76% | 96.90% | 99.01% | 107.63% | 153.96% | n/a | 100.51% | 4 | 10 | 4 | 78% |
| Dallas | 93.33% | 97.26% | 84.65% | 94.27% | 96.76% | n/a | 98.60% | 0 | 11 | 7 | 61% |
| Deep East | 93.94% | 97.38% | 96.06% | 104.08% | 123.56% | n/a | 100.22% | 2 | 13 | 3 | 83% |
| East Texas | 98.18% | 100.24% | 87.61% | 108.30% | 155.64% | n/a | 99.56% | 2 | 11 | 5 | 72% |
| Golden Crescent | 98.94% | 100.48% | 110.99% | 106.70% | 149.34% | n/a | 88.31% | 8 | 8 | 2 | 89% |
| Gulf Coast | 90.61% | 95.12% | 74.93% | 95.83% | 131.96% | n/a | 109.87% | 3 | 9 | 6 | 67% |
| Heart of Texas | 97.58% | 100.24% | 75.63% | 107.52% | 205.60% | n/a | 99.49% | 3 | 11 | 4 | 78% |
| Lower Rio | 97.42% | 94.29% | 114.08% | 106.02% | 105.97% | n/a | 100.48% | 6 | 8 | 4 | 78% |
| Middle Rio | 100.76% | 88.69% | 92.25% | 93.55% | 134.69% | n/a | 99.12% | 4 | 6 | 8 | 56% |
| North Central | 91.06% | 98.33% | 93.10% | 90.03% | 141.51% | n/a | 104.59% | 2 | 11 | 5 | 72% |
| North East | 89.24% | 96.07% | 114.65% | 107.52% | 133.08% | n/a | 92.11% | 8 | 8 | 2 | 89% |
| North Texas | 95.76% | 98.69% | 93.10% | 100.95% | 160.68% | n/a | 93.32% | 1 | 8 | 8 | 53% |
| Panhandle | 99.85% | 99.76% | 111.41% | 113.75% | 120.57% | n/a | 92.38% | 7 | 10 | 1 | 94% |
| Permian Basin | 95.45% | 99.40% | 94.51% | 111.75% | 123.13% | n/a | 94.07% | 4 | 8 | 6 | 67% |
| Rural Capital | 100.45% | 104.29% | 89.58% | 91.47% | 162.03% | n/a | 97.03% | 2 | 11 | 5 | 72% |
| South Plains | 96.67% | 101.19% | 118.87% | 107.87% | 193.16% | n/a | 102.98% | 6 | 12 | 0 | 100% |
| South Texas | 95.45% | 95.12% | 132.82% | 104.47% | 100.97% | n/a | 110.66% | 9 | 8 | 1 | 94% |
| Southeast | 91.21% | 93.10% | 99.58% | 108.60% | 150.04% | n/a | 100.36% | 4 | 9 | 5 | 72% |
| Tarrant | 95.30% | 97.14% | 96.34% | 94.85% | 110.47% | n/a | 103.23% | 1 | 14 | 3 | 83% |
| Texoma | 89.85% | 95.48% | 113.38% | 102.25% | 169.79% | n/a | 100.00% | 7 | 5 | 6 | 67% |
| West Central | 96.36% | 97.98% | 110.70% | 114.27% | 143.47% | n/a | 95.58% | 9 | 8 | 1 | 94% |
| +P | 0 | 0 | 11 | 14 | 25 | 0 | 5 | 123 | | | |
| MP | 17 | 24 | 7 | 8 | 2 | 0 | 18 | 266 | | | |
| -P | 11 | 4 | 10 | 6 | 1 | 0 | 5 | 114 | | | |
| % MP & +P | 61% | 86% | 64% | 79% | 96% | N/A | 82% | 77% | | | |
| From | 7/22 | 1/22 | 1/22 | 7/23 | 10/23 | | 10/23 | From | | | |
| To | 6/23 | 12/22 | 12/22 | 5/24 | 8/24 | | 8/24 | To | | | |

| Panhandle YTD SEPTEMBER 2024 Report | | | | | | | | | |
|---|---|------------------|------------------|----------------------|-------------------|------------------|-------------------|-------------------|------------------|
| | Administration and Service Delivery Costs | | | Training and Support | | | Total | | |
| | Total Budgeted | Total Expended | Percent Expended | Total Budgeted | Total Expended | Percent Expended | Total Budgeted | Total Expended | Percent Expended |
| GRANTS PROVIDING SERVICES TO LOW-INCOME ADULTS/YOUTH AND DISLOCATED WORKERS | | | | | | | | | |
| Workforce Innovation & Opportunity Act/Adult | 597,236 | 543,643 | 91% | 560,000 | 618,418 | 110% | 1,157,236 | 1,162,061 | 100% |
| Workforce Innovation & Opportunity Act/Youth | 531,257 | 384,780 | 72% | 200,000 | 116,771 | 58% | 731,257 | 501,551 | 69% |
| WIOA/Youth - Work Experience | - | - | 0% | 160,000 | 157,391 | 98% | 160,000 | 157,391 | 98% |
| WIOA/DLW | 555,547 | 504,360 | 91% | 175,000 | 41,806 | 24% | 730,547 | 546,167 | 75% |
| WIOA/Rapid Response | 22,000 | 21,620 | 98% | - | - | 0% | 22,000 | 21,620 | 98% |
| WIOA/Upskilling | - | - | 0% | 67,438 | 66,538 | 99% | 67,438 | 66,538 | 99% |
| WIOA/Statewide Middle Skills | 2,900 | 2,869 | 99% | 24,262 | 10,669 | 44% | 27,162 | 13,532 | 50% |
| Externship for Teachers | 52,280 | 37,020 | 71% | 50,000 | 54,000 | 108% | 102,280 | 91,020 | 89% |
| RESEA | 295,534 | 284,441 | 96% | - | - | 0% | 295,534 | 284,441 | 96% |
| Trade Adjustment Assistance | 1,000 | 249 | 25% | 29,000 | 19,031 | 66% | 30,000 | 19,280 | 64% |
| GRANTS PROVIDING SERVICES TO PUBLIC ASSISTANCE RECIPIENTS, NON-CUSTODIAL PARENTS AND OFFENDERS | | | | | | | | | |
| TANF/CHOICES | 834,559 | 660,939 | 79% | 45,000 | 17,501 | 39% | 879,559 | 678,440 | 77% |
| TANF Summer Youth Project | - | - | 0% | 80,000 | 76,602 | 96% | 80,000 | 76,602 | 96% |
| TANF Career Coach/Educ Outreach Specialist | 80,000 | 59,283 | 74% | - | - | 0% | 80,000 | 59,283 | 74% |
| Temporary Assistance to Needy Families/NCP | 140,515 | 125,577 | 89% | 17,000 | 14,988 | 88% | 157,515 | 140,565 | 89% |
| SNAP Employment & Training - GenPop | 170,357 | 153,638 | 90% | 33,000 | 31,908 | 97% | 203,357 | 185,546 | 91% |
| GRANTS PROVIDING CHILD CARE SERVICES TO LOW-INCOME FAMILIES AND OTHER ASSISTANCE TO CHILD CARE PROVIDERS | | | | | | | | | |
| Child Care Formula | 2,427,657 | 2,242,452 | 92% | 16,445,488 | 15,158,057 | 92% | 18,873,145 | 17,400,509 | 92% |
| Child Care Match | - | - | 0% | 2,000,000 | 1,865,516 | 93% | 2,000,000 | 1,865,516 | 93% |
| Child Care Quality Improvement | 128,500 | 101,899 | 79% | 660,000 | 678,605 | 103% | 788,500 | 780,498 | 99% |
| Child Care Quality Industry Support | 48,513 | 48,513 | 100% | - | - | 0% | 48,513 | 48,513 | 100% |
| Child Care Quality Mentor | 478,651 | 450,342 | 94% | - | - | 0% | 478,651 | 450,342 | 94% |
| CCP - Family and Protective Services | 50,000 | 37,596 | 75% | 950,000 | 801,364 | 84% | 1,000,000 | 841,432 | 84% |
| GRANTS PROVIDING SUPPORT FOR WORKFORCE CENTER OPERATIONS AND FACILITIES | | | | | | | | | |
| Wagner-Peyser Employment Service | 117,908 | 95,633 | 81% | - | - | 0% | 117,908 | 95,633 | 81% |
| Veterans Employment Service | 11,127 | 11,072 | 100% | - | - | 0% | 11,127 | 11,072 | 100% |
| GRANTS PROVIDING SUPPORT FOR TEXAS WORKFORCE COMMISSION SPECIAL INITIATIVES AND OTHER PROJECTS | | | | | | | | | |
| WCI - TVLP | 3,130 | 2,900 | 93% | - | - | 0% | 3,130 | 2,900 | 93% |
| WCI - Youth Career Fair | 35,000 | 29,232 | 84% | - | - | 0% | 35,000 | 29,232 | 84% |
| WCI - Foster Youth Conference | 1,212 | 1,212 | 100% | - | - | 0% | 1,212 | 1,212 | 100% |
| WCI - Hiring Red, White and You! | 1,650 | 1,752 | 106% | - | - | 0% | 1,650 | 1,752 | 106% |
| WSP In Partnership with Plains Dairy, LLC | 154,985 | 132,779 | 86% | - | - | 0% | 154,985 | 132,779 | 86% |
| TOTAL | 6,741,520 | 5,993,789 | 88% | 21,496,188 | 19,729,164 | 92% | 28,234,208 | 25,665,425 | 91% |



ITEM 10

**High Demand Job Training Grant
Frank Phillips College - Dalhart**



MEMORANDUM

DATE: December 11, 2024
TO: Panhandle Workforce Development Board
FROM: Marin Rivas, Workforce Development Director
SUBJECT: High Demand Job Training Program – Frank Phillips College

BACKGROUND

In August, the Texas Workforce Commission (TWC) awarded \$150,000 in dedicated Workforce Innovation and Opportunity Act (WIOA) funds to the Panhandle Workforce Development Area, for another High Demand Job Training (HDJT) Initiative, through the collaboration between the Board and the Dalhart Economic Development Corporation (DEDC), to use the funds to match \$150,000 in local economic development sales tax funding for job training, on a dollar-for-dollar basis, for a project totaling \$300,000.

Staff has been coordinating with the Dalhart EDC to facilitate occupational training at the post-secondary level at the Frank Phillips College-Dalhart Center in their new Diesel Mechanics Training Center. Frank Phillips College has requested that the Panhandle Workforce Development Board, in partnership with the Dalhart EDC, utilize the funding to purchase equipment for the new Training Center as described below:

- Fluid Power Training Institute (FPTI) Single Sided Hydraulics Training System – Basic through Advanced Hydraulics - \$37,354;
- Diesel Repair Trainer, 2-cylinder Mechanical Injection Engine - \$30,180;
- Cutaway Allison Automatic Torque Converter-Driven, Electronically Controlled Transmission designed for teaching heavy duty automatic transmission theory and operation - \$26,050;
- Swivel Engine Stand - \$14,650;
- Disc & Drum Automotive Hydraulic Braking System Brake Trainer + Faults - \$11,419;
- Ohm's Law & DC Electrical and Electronic Theory Circuits Trainer - \$10,215; and
- Functional Cutaway Heavy Duty Diesel Starter - \$5,530.

This equipment, including additional items such as curriculum workbooks, product warranties, shipping, installation, and support, is available from Toolkit Technologies on The Interlocal Purchasing System (TIPS), a governmental public entity created by the Texas Legislature to conduct competitive procurements and enable government agencies to make purchases using its purchasing contracts.

RECOMMENDATION

Staff recommends that the Board authorize the Workforce Development Director to proceed with utilizing this funding to purchase the equipment described above to match the Dalhart EDC's sales tax monies for high-demand job training.



ITEM 11

Workforce Innovation Fund Grant Application for Cacique Foods



MEMORANDUM

DATE: December 11, 2024
TO: Panhandle Workforce Development Board
FROM: Marin Rivas, Workforce Development Director
SUBJECT: Workforce Innovation Fund Grant Application for Cacique Foods

BACKGROUND

In September, Workforce Development staff submitted an application to the Texas Workforce Commission (TWC) Workforce Innovation Fund which was created to provide Workforce Boards with the opportunity to support locally sourced innovation in workforce development through projects that meet the following requirements:

- Project is not within the scope of the Board's existing programs or contractual obligations.
- Project and services provided are allowable uses of WIOA Statewide funding.
- Project aligns with Commission priorities adopted in TWC's Strategic Plan.
- Project is scalable for potential use beyond the life of initial Innovation Fund grant and/or the grant recipient's Board area.
- Project has a clearly defined impact on the local workforce ecosystem, with measurable outcomes.

Staff coordinated the development of a proposed \$250,000 project with the management team of the Amarillo processing facility of Cacique Foods, one of the largest Hispanic cheese makers in the United States. The Amarillo facility, with an approximately \$52m investment spent on the construction of the facility and \$36m spent on the equipment, began operations in 2022-2023. Cacique is proposing to utilize funding for this project to support training for continuous equipment maintenance and operator skill development for the facility.

This project aligns with TWC's State Workforce Development Goal of providing customized job skills training for existing, and potentially new, positions in Cacique's local processing facility. The project proposes to utilize funding to expand the skills of Cacique's workers necessary to fill the critical positions within its operation. Training is essential for existing and new operators because it is high-tech and programmable, requiring a different skill set for interpreting and programming to set the process in motion, conduct preventive maintenance, etc.

Cacique is increasing automation through robotics and seeking specific training opportunities to develop for its team members, in order to eliminate the need to lean on vendors and service agreements to operate, troubleshoot, and maintain critical operations equipment.

RECOMMENDATION

Staff recommends that the Board authorize the Workforce Development Director to proceed with utilizing this funding, if awarded, for the following:

- On-the-Job Training (OJT) in Standard Operating Procedures and Work Instructions to utilize grant funding for 50% of total wages to be implemented for 45 new employees.
- On-the-Job Training (OJT) in and expansion of production of Beta Line Robotics equipment to utilize grant funding for 50% of total wages to be implemented for 16 new employees.
- Training on a new XRay machine from vendor Mettler – Toledo to be provided to 20 operators and maintenance technicians to identify non-conforming and/or foreign materials during the manufacturing process within 24 hours.
- Software purchase from local vendor Mettler – Toledo & Rustysweigh - Scale Calibration allowing technicians to understand the calibration process for scales, Xray machines and metal detectors for accuracy to be utilized by 16 operators of scales, Xray machines and metal detectors.
- Software purchase of Peoplebest Leadership Development Training & Learning management software to establish a leadership training and development program of coaching and resources for managers and supervisors.
- Software upgrade purchase of Alchemy Training and Learning Management System (LMS) to allow 200 manufacturing employees to improve workplace safety, equipment operation, food safety, and product quality.



ITEM 12

Board Oversight Capacity And Community Impact Statement

BOARD OVERSIGHT CAPACITY RATINGS

Board Attestation & Community Impact Statement

Purpose

As required by law ([Texas Labor Code §302.048](#)), the Texas Workforce Commission (TWC) evaluates Board capacity to oversee and manage local funds and the delivery of local workforce services, and makes the evaluation results available.

Board Name: Panhandle

Form Submitter: Leslie Hardin, Program Manager

Board Attestation

Develop, maintain, and upgrade comprehensive fiscal management systems.

- ✓ Does the Board, during its regularly scheduled meetings, include a quarterly review of the financial status of the Board and its service provider, for all funding sources it administers?

Yes No

Hire, train, and retain qualified staff to carry out the Board's oversight activities.

- ✓ Has the Board hired or retained qualified staff (Executive Director, Chief Financial Officer, Program Director, Contract Management Staff, Monitoring staff) to oversee contractor?

Yes No

Oversee and improve the operations of Workforce Solutions Offices served by the Board

- ✓ Can the Board provide documentation demonstrating that it has policies in place to address service improvement, such as the initiation of performance improvement or service improvement plans when performance issues are identified with the local contractor?

Yes No

- ✓ Has the Board applied its service improvement policy when necessary?

Yes No

Manage the contractors' performance across multiple Board programs

- ✓ Does the Board hold performance oversight meetings, do performance reviews, or during its regularly scheduled meetings include a review of its status on contracted performance measures at least 4 times throughout the year?

Yes No

Community Impact Statement



COMMUNITY IMPACT STATEMENT

2024

WORKFORCE SOLUTIONS
PANHANDLE
A proud partner of the americanjobcenter network

PANHANDLE
REGIONAL
PLANNING
COMMISSION

2024 Community Impact Statement Report

This report represents October 1, 2023 - September 30, 2024

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13. SUCCESS STORIES

1. OVERSIGHT

The Panhandle Workforce Development Board (PWDB) continued its oversight of the Workforce Solutions Panhandle (WSP) system with its focus on assisting job seekers in finding self-sustaining, stable employment, as well as helping employers in finding qualified workers and services.

2. FY2024 HIGHLIGHTS

BUSINESS SERVICES

Employer Support - The BSU provided tailored consulting services to over **1,500 employers** across 26 counties, addressing workforce needs through job postings, recruitment assistance, labor market information, and customized workforce solutions.

Job Fairs and Hiring Events - In FY2024, Workforce Solutions Panhandle hosted **136 events**, serving over **12,500 job seekers** and connecting them with local employers, leading to **2,468 reported hires**.

Teacher Externships - Workforce Solutions Panhandle collaborated with education partners to place **54 teachers** in externships, impacting nearly **6,750 students** and enhancing curriculum relevance through real-world industry insights.

Skills Development Fund - Skills Development Fund: In partnership with Plains Dairy, Workforce Solutions Panhandle trained **166 employees**, resulting in a remarkable **30% increase in productivity**.

JOB SEEKER SERVICES

Mobile Office Unit - The Mobile Office Unit provided services across the Texas Panhandle, including on-site support to communities devastated by wildfires, providing access to computers & reliable internet as well as comprehensive services to aid recovery efforts.

Employment Services - Workforce Solutions Panhandle's ES staff played a vital role in enhancing employability for job seekers through career counseling, workshops, job referrals, etc., providing almost **50,000 services** both in-person and virtually.

Veteran Services - Workforce Solutions Panhandle continues the commitment to providing **specialized support to over 500 veterans** and qualified spouses of veterans transitioning to civilian employment.

Choices and SNAP Employment & Training - These programs have successfully supported a total of **467 individuals**, with **200 finding employment** across both programs. Additionally, participants received crucial support services and training opportunities, highlighting the programs' effectiveness in promoting workforce readiness and job placement.

Noncustodial Parent Program

The NCP program has significantly benefited non-custodial parents (NCPs) at Workforce Solutions Panhandle. Out of **65 NCP customers**, **24 have found full-time employment**, resulting in a **36.5% success** rate in securing jobs.

TRAINING SERVICES

Adult & Dislocated Worker - The Adult & Dislocated Worker programs **enrolled 250 individuals** from 341 applications, highlighting strong interest in in-demand careers, such as healthcare and transportation. With **25.8% of participants from rural areas**, they play a vital role in promoting economic stability and meeting local job market needs in the Texas Panhandle.

Young Adult - The Young Adult Training program served **86 participants** in FY2024, with **58 in training** and **28 in workforce-paid internships**. It offers diverse training opportunities in industries like healthcare and community services, helping young adults gain the skills needed to succeed in today's job market.

TANF Summer Work Experience - This program provided **33 youth** from rural communities with paid work opportunities in **7 school districts**, helping them develop essential skills and a strong work ethic. Collectively, they worked over **6,700** hours and **earned \$75,564**, supporting their financial needs while preparing them for future employment.

Summer Earn & Learn - The SEAL program provided 39 students with disabilities, aged 14-22, with essential work readiness training and paid work experience, achieving an impressive **placement rate of 84.62%**. Over the summer, they worked over **5,500 hours** and collectively earned **\$65,499.76**, while also fostering community connections and offering employers a risk-free way to meet staffing needs with qualified candidates.

Middle Skills - The Middle Skills Employment Supplies Pilot Program & the Upskilling & Training Grant have been vital in advancing workforce development in the Texas Panhandle. The Middle Skills program funded **38 participants**, providing essential tools, uniforms, and supplies for occupations requiring education beyond high school but less than a four-year degree, with a total expenditure of **\$22,275.18**, ensuring individuals are ready to start employment in critical roles.

SkillUp Panhandle (Metrix Learning) - SkillUp Panhandle empowers Texas Panhandle residents with over 7,000 flexible online courses and 300+ skills tracks, enhancing job prospects and workforce readiness. With **217 participants**, the platform offers industry-recognized certifications, skill assessments, and job search tools, driving local economic growth.

Skills Gap - The Upskilling and Training to Address Skills Gap Grant provided essential resources for Adult, Dislocated Workers, and Youth pursuing credentials in high-demand fields like healthcare and transportation. Exceeding targets, the program enrolled and completed assessments for **24 participants** with an expenditure of **\$67,483.00**, strengthening individual career growth and the local economy by developing a skilled workforce.

CHILD CARE

Client Services - Client Services currently supports **1,783 families** and **2,643 children**, partnering with **102 child care providers**.

Provider Services - Workforce Solutions Panhandle is currently working with child care providers in our area, **71% of which are Texas Rising Star certified** – supporting these efforts across the Panhandle. Notably, **54% of the children served are enrolled in Texas Rising Star programs**, and **\$195,000 has been spent on scholarships** for 99 provider staff, with 35% of these being new students.

COMMUNITY OUTREACH

Robust Social Media Presence - Workforce Solutions Panhandle has built a **following of 16,446** across various platforms, achieving a **cumulative reach of 247,084** in 2024. Social media efforts focus on disseminating job opportunities, engaging communities, and providing vital resources through tailored content.

GovDelivery Platform - This communication tool has expanded Workforce Solutions Panhandle's outreach capabilities, allowing efficient dissemination of critical information to 25,640 subscribers, including job seekers and employers. In 2024, Workforce Solutions Panhandle sent **144 bulletins**, achieving a **37.9%** unique open rate.

Brand Recognition & Media Coverage - Workforce Solutions Panhandle gained significant media attention, with over **36 news stories** highlighting initiatives like job fairs, disaster assistance, and job training programs. This exposure has strengthened Workforce Solutions Panhandle's role in connecting job seekers with opportunities.

Education Outreach Specialist (EOS) - The EOS provides in-school services to over 5,800 students in the Texas Panhandle, focusing on labor market trends and employability skills. Using virtual reality tools, the program offers hands-on experiences in high-demand industries. In FY2024, EOS delivered **2,555 VR experiences** and **3,346 attended workshops**, empowering students to make informed career decisions.

SUCCESS STORIES

Workforce Solutions Panhandle Successes - Staff from all departments at Workforce Solutions Panhandle have shared **25 Success Stories of overcoming adversity** on our website. These narratives celebrate our customers' achievements and illustrate the transformative impact of the services provided by Workforce Solutions Panhandle for job seekers seeking support.

3. EMPLOYER SERVICES

Through our Business Services Unit (BSU) and Employment Services (ES) group, Workforce Solutions Panhandle offers a comprehensive range of employment-related services to employers across the 26 counties of the Panhandle Workforce Development Area (WDA). We aim to support the local economy, drive workforce development, and help businesses find and keep skilled talent. Here's how we serve employers throughout our region:

Job Posting and Recruitment Assistance

Employers receive help posting open positions on statewide and local job boards, gaining access to a large pool of job seekers, including specialized talent pools.

Candidate Screening and Referral

Pre-screening services match candidates based on job-specific criteria, referring qualified individuals to streamline hiring and improve retention.

Onsite Hiring Events and Job Fairs

Organizes and hosts job fairs and recruitment events, both onsite and at community locations, with options tailored to meet employer-specific hiring needs.

Labor Market Information

Provides access to current Labor Market Information specific to the Panhandle region, covering wage trends, workforce demographics, and industry insights, enabling informed workforce planning.

Employee Training and Skills Development

Connects employers with training resources and upskilling programs to develop their workforce, offering information on training grants for skills enhancement and retraining.

Work-Based Learning Programs

Supports apprenticeships, internships, and on-the-job training (OJT) opportunities, with options for partial wage reimbursement for employers participating in OJT programs.

Incentive and Tax Credit Assistance

Guides employers through available tax credits, like the Work Opportunity Tax Credit (WOTC), and other hiring incentives, providing application support for maximum benefit.

Layoff Aversion and Rapid Response Services

Offers resources to help avert layoffs through retraining programs and provides Rapid Response services for businesses facing layoffs, closures, or workforce changes.

Veteran Hiring Services

Specialized support for hiring veterans, including access to veterans' talent pools and guidance on tax incentives and veteran-friendly recognition programs.

Interview Facilities

Offices provide interview facilities equipped with essential amenities, allowing employers to conduct interviews in a convenient, professional setting.

Employee Retention Strategies

Advises employers on retention strategies, sharing best practices for creating a positive workplace culture, improving satisfaction, and reducing turnover.

Compliance Assistance

Helps employers navigate labor laws and regulations to ensure a legal and safe work environment.

Workforce Development Partnerships

Collaborates with educational institutions, industry associations, and community organizations to build strategic partnerships that strengthen workforce development in the region.

WORK IN TEXAS.COM

Workforce Solutions Panhandle staff use WorkInTexas.com to connect employers with qualified candidates in the Panhandle WDA. They post and customize job listings, ensuring targeted outreach to relevant demographics. The platform's candidate search and matching features

streamline the hiring process by identifying potential candidates for employers. Monitoring tools and communication features enhance interactions, making WorkInTexas.com a vital resource for workforce development and local businesses.

Employers

| | |
|--|--------|
| Total Services to Employers | 19,920 |
| New Employers Registered in FY24 | 132 |
| Unduplicated Employers Served | 1,573 |
| Subsidized/Unpaid Employment Agreement | 112 |
| Rapid Response | 6 |

Employer Job Postings

| | |
|------------------------|--------|
| Job Orders Placed | 5,245 |
| Employers Posting Jobs | 572 |
| Job Openings | 9,763 |
| Job Referrals | 19,720 |
| Applications Submitted | 15,160 |

JOB FAIRS, HIRING EVENTS & CAREER FAIRS

During FY2024, the BSU hosted a substantial number of job fairs and hiring events, totaling 118 in number. The locations of these events were strategically distributed throughout the Texas Panhandle area, catering to a diverse range of job seekers and employers. The events encompassed both large-scale job fairs and more intimate hiring events, aiming to provide comprehensive employment opportunities and support to the local workforce.

| | |
|------------------------|--------|
| Number of Events | 136 |
| Employers Served | 1,034 |
| Rural Employers Served | 387 |
| Job Seekers Served | 12,559 |
| Reported Hires | 2,468 |

LARGE SCALE JOB FAIRS

Workforce Solutions Panhandle organizes large-scale job fairs for multiple employers, including the semiannual Amarillo Job Fair and the Hiring Red, White & You! Veterans Job Fair.

| | |
|----------------------|-------|
| Number of Events | 21 |
| Employers Served | 764 |
| Job Postings Entered | 1,622 |
| # Job Openings | 5,813 |

| | |
|--------------------|-------|
| Job Seekers Served | 4,725 |
| Reported Hires | 1,441 |



HIRING EVENTS

These smaller, single-employer events facilitate one-on-one interactions between employers and candidates.

| | |
|-----------------------------------|-------|
| Number of Events/Employers Served | 94 |
| Job Postings Entered | 866 |
| # Job Openings | 2,518 |
| Job Seekers Served | 2,028 |
| Reported Hires | 882 |

CAREER FAIRS

Career fairs are crucial for linking students' exploration in post-secondary and career planning during middle and high school with their future career goals. In 2024, key events included the EPIC High School Career Fair and the AmTech Career Fair.

| | |
|------------------|-------|
| Number of Events | 3 |
| Employers Served | 123 |
| Students Served | 5,005 |



TEXAS PANHANDLE CAREER SIGNING DAY

Workforce Solutions Panhandle is proud to support Texas Panhandle Career Signing Days, an initiative that connects local high school students with in-demand careers. By partnering with schools, employers, and community organizations, we equip students with the resources to explore diverse career paths and gain hands-on experience, while also addressing the skills gap and fostering a strong workforce for the region.

| | |
|------------------|-----|
| Number of Events | 12 |
| Schools Served | 17 |
| Students Served | 205 |



TEACHER EXTERNSHIPS

In partnership with Region 16 Education Service Center (ESC) and Panhandle Community Partnership, Workforce Solutions Panhandle offered teacher externships in the summer of 2024. These externships allowed teachers to gain firsthand experience in local workplaces, helping them understand current industry trends and skills needed in their subjects. This initiative enhances the educational landscape in the Texas Panhandle, enabling teachers to create more relevant lesson plans and provide students with learning opportunities that align with real-world skills and career pathways. In FY2024, the program successfully:

- Placed 54 teachers in externships, with a notable 70.4% from rural areas, allowing them to gain firsthand experience in relevant industries.
- Engaged 34 employers, with participation from 16 school districts and 30 schools, of which 44.1% were rural.
- Set to impact 6,749 students, giving them first-hand knowledge of the skills and expectations of employers in their own communities
- Issued \$54,000 in stipends, underscoring the commitment to supporting educators while investing in the future workforce of the Texas Panhandle.

| | |
|---------------------------------------|-------------|
| Successfully Completed Externship | 54 |
| Rural Teachers | 70.4% |
| Lesson Plans Submitted | 100% |
| Participating School Districts | 16 |
| Participating Schools | 30 |
| Employers Recruited to Host an Extern | 34 |
| Rural Employers | 44.1% |
| Students that will Benefit | 6,749 |
| Stipends Issued | \$54,000.00 |

SKILLS DEVELOPMENT FUND

Plains Dairy

Workforce Solutions Panhandle partnered with Plains Dairy on a Skills Development Fund (SDF) project to provide targeted training for the company's employees. Through this collaboration, Workforce Solutions Panhandle helped Plains Dairy identify key skills gaps and worked with local training providers to develop customized programs aimed at enhancing the technical and operational skills of their workforce. The project focused on upskilling employees in areas such as equipment maintenance, quality control, and production processes, resulting in improved productivity and efficiency at Plains Dairy. The project has been highly successful and is scheduled to be completed by November 30th, 2024.



Leadership at Plains Dairy has reported high satisfaction with the SDF program, noting a substantial decrease in employee turnover and workplace injuries. The training for supervisors and managers has resulted in a significant reduction in leadership turnover.

| | |
|--|-----------|
| Grant Award | \$154,985 |
| # Employees Trained | 166 |
| % Target Met (127) | 130.7% |
| Business Technical Trainings Completed | 501 |
| % Target Met (538) | 93.1% |
| General Technical Trainings Completed | 902 |
| % Target Met (950) | 94.9% |
| Non-Technical Trainings Completed | 388 |
| % Target Met (376) | 103.2% |
| Increase in Productivity | 30% |

RAPID RESPONSE & LAYOFF AVERSION SERVICES

Workforce Solutions Panhandle (WSP) offers Rapid Response and Layoff Aversion services through its Business Services Unit (BSU), supporting Texas Panhandle employers during economic challenges to stabilize the local economy.

In 2024, Workforce Solutions Panhandle's Business Services Unit provided Rapid Response services to vital support to companies like **Northwest Texas Healthcare System, Panhandle Community Services, and Camping World**. These services extended to businesses impacted by natural disasters, reinforcing Workforce Solutions Panhandle's commitment to local resilience and recovery.

LABOR MARKET ANALYSIS & INFORMATION DISSEMINATION

In 2024, the Business Services Unit (BSU) at Workforce Solutions Panhandle played an active role in promoting economic development across the Texas Panhandle by partnering with regional organizations to strengthen workforce growth and stability.

- **Support for Economic Development Corporations (EDCs):** The BSU supplied crucial data and reports to EDCs, supporting efforts to attract new businesses, expand the economy, and create job opportunities in the area.
- **Engagement with Professional Associations:** BSU staff presented workforce insights and best practices at events hosted by the Panhandle Human Resources Association, Amarillo EDC's "Build Your Talent Toolbox" program, the Dalhart EDC Workforce Consortium
- **Support for Area Colleges:** Collaborated with Amarillo College, Frank Phillips College, Clarendon College, and other area institutions to align curriculum with in-demand skills, address local labor market needs, and increase enrollment in high-demand occupational programs.
- **Labor Market Information:** The BSU made sure employers and community organizations had access to accurate, up-to-date labor market information to:
 - Build a skilled workforce that can drive business growth.
 - Support career pathways and skill development initiatives.
 - Respond to changing workforce needs as the economy evolves.
 - Use workforce training and education resources effectively.

Collaborating with colleges, universities, and employers, the BSU enhances regional workforce alignment with the evolving needs of the local economy, strengthening the Texas Panhandle's workforce ecosystem.

CAREER PATHWAYS MAPPING

In partnership with the Panhandle Community Partnership, Workforce Solutions Panhandle's Business Services team developed an interactive career pathways website to visualize Target Occupations across the Panhandle Workforce Development Area. The tool highlights wage expectations, educational requirements, and Labor Market Information.

Designed for community colleges, K-12 schools, and four-year institutions, these pathways maps guide students in choosing sustainable career opportunities that lead to in-demand credentials and livable wages. Explore the website at [Panhandle Community Partnership](#).

4. JOB SEEKER SERVICES

Workforce Solutions Panhandle is dedicated to assisting job seekers in the Panhandle region by offering a comprehensive range of services tailored to meet the diverse needs of individuals

seeking employment. The organization provides a variety of essential services aimed at enhancing the employability and career prospects of job seekers.

WORKFORCE SOLUTIONS PANHANDLE OFFICES

Workforce Solutions Panhandle operates three (3) brick-and-mortar offices strategically located in Amarillo, Borger, and Hereford. These physical offices serve as crucial hubs for delivering employment and workforce development services to individuals and businesses. Workforce Solutions Panhandle 's offices are strategically positioned to serve a diverse range of job seekers and employers throughout the Panhandle region. Each office is tailored to the unique needs and industries of its respective community, ensuring that workforce services are accessible and relevant to the local population.

| | |
|---------------------------|--------|
| Office Visit Total | 22,575 |
| Amarillo Office | 15,065 |
| Amarillo Virtual Services | 2,089 |
| Borger Office | 2,397 |
| Borger Virtual Services | 1,080 |
| Hereford Office | 1,328 |
| Hereford Virtual Services | 616 |

EMPLOYMENT SERVICES

Workforce Solutions Panhandle (WSP) is committed to connecting job seekers with employers in the Texas Panhandle. Our Employment Services department offers a range of programs and services designed to enhance the skills and employability of individuals in our region.

Our Services Include:

- **Career Counseling:** Personalized guidance to help individuals identify career goals and develop effective job search strategies.
- **Resume and Cover Letter Writing:** Assistance in creating professional resumes and cover letters that highlight skills and experience.
- **Interview Preparation:** Training and practice sessions to improve interview skills and build confidence.
- **Job Search Workshops:** Workshops on job search techniques, including online job searching, networking, and resume writing.
- **Skill Development:** Access to training programs and workshops to acquire new skills or upgrade existing ones.
- **Job Placement Services:** Direct connections with employers and assistance with job applications and interviews.
- **Follow-up and Support:** Ongoing support to help individuals maintain employment and achieve career goals.

Workforce Solutions Panhandle 's Employment Services have significantly impacted the Texas Panhandle community, with nearly **19,000 office visits**, including over 15,000 in Amarillo,

highlighting strong community engagement. The services have reached over **7,100** individuals, providing essential employment support. With almost **20,000 job referrals** leading to over **1,400 hires**, WSP effectively connects job seekers with opportunities, contributing to lower unemployment rates. Additionally, more than **6,000 new registrations on WorkInTexas.com** show proactive efforts by individuals to engage with the job market.



VIRTUAL ASSISTANCE EXPANSION

Virtual assistance has expanded Workforce Solutions Panhandle’s reach to rural communities, facilitating thousands of interactions. This flexibility allows individuals to conveniently access resources, removing barriers to seeking help.

Overall, Workforce Solutions Panhandle’s Employment Services equip job seekers with essential tools to enhance employability, significantly boosting the economic vitality of the Texas Panhandle. By fostering a skilled workforce, Workforce Solutions Panhandle helps individuals achieve their career goals, strengthening the community as a whole.

| | |
|-----------------------------------|--------|
| Office Visit Totals | 18,790 |
| Amarillo Office | 15,065 |
| Borger Office | 2,397 |
| Hereford Office | 1,328 |
| Unique Customers Served | 7,172 |
| Total Job Seeker Services | 49,381 |
| Total Job Referrals | 19,720 |
| Hires/Went to Work | 1,456 |
| New WorkInTexas.com Registrations | 6,141 |

Job Seeker Virtual Assistance

| | |
|----------|-------|
| Amarillo | 2,089 |
| Borger | 1,080 |
| Hereford | 616 |

WORKSHOPS

In FY2024, Workforce Solutions Panhandle's Employment Services (ES) staff played a crucial role in assisting 291 job seekers through a variety of in-person workshops tailored to meet specific needs. These workshops, which are free and conducted in person by the ES staff, have proven to be valuable resources for individuals seeking employment. Covering a broad range of essential topics, the workshops are thoughtfully designed to enhance job seekers' skills and employment prospects.

REEMPLOYMENT SERVICES ELIGIBILITY ASSESSMENT (RESEA)

The RESEA program is a federal grant program designed to allow states to provide intensive reemployment assistance to individuals who are receiving unemployment insurance (UI) benefits and are determined to be likely to exhaust their benefits before becoming reemployed.

| Reemployment Services & Eligibility Assessment (RESEA) Program BCY 2024 | | | |
|--|-----------------------------|--------------------------------|--------------------|
| | RESEA Profile Pool Count | Initial RESEAs Completed | Completion Rate |
| Quarter 1 | | | |
| WF Solutions Panhandle (Amarillo) | 121 | 88 | 72.7% |
| WF Solutions Panhandle (Borger) | 19 | 15 | 78.9% |
| Panhandle 1st Quarter Subtotal: | 140 | 103 | 73.6% |
| Quarter 2 | | | |
| WF Solutions Panhandle (Amarillo) | 107 | 79 | 74% |
| WF Solutions Panhandle (Borger) | 28 | 23 | 82% |
| Panhandle 1st Quarter Subtotal: | 135 | 102 | 76% |
| Quarter 3 | | | |
| WF Solutions Panhandle (Amarillo) | 115 | 83 | 72% |
| WF Solutions Panhandle (Borger) | 26 | 21 | 81% |
| Panhandle 1st Quarter Subtotal: | 141 | 104 | 74% |
| Quarter 4 BCY 2024 | | | |
| WF Solutions Panhandle (Amarillo) | 88 | 71 | 81% |
| WF Solutions Panhandle (Borger) | 27 | 22 | 81% |
| Panhandle 4th Quarter Subtotal: | 115 | 93 | 81% |
| Year to Date Total: | 531 | 402 | 76% |

VETERAN SERVICES

Recognizing the unique challenges veterans face when transitioning into civilian careers, Workforce Solutions Panhandle provides targeted support, including job placement assistance, skills translation, and access to resources tailored to veterans' military experience. In FY2024, a total of 504 veterans and eligible individuals received 6,028 individual services, which included:

- 22 veterans within 180 days of discharge, receiving 165 services
- 458 eligible veterans, receiving 5,532 services
- 24 other eligible persons, receiving 331 services



In 2024, 5.3% of customers were Priority of Service Veterans. 5,532 services were provided to Priority of Service Veterans & Qualified Spouses, 6.1% of total services. Of the veterans assisted, 221 served fewer than 180 days in the military, 24 were the qualified spouse of a veteran, and 458 were eligible veterans.

| | |
|-----------------------------------|-------|
| Unique Veterans Served | 504 |
| Total Services | 6,028 |
| Total Job Referrals | 2,976 |
| Hires/Went to Work | 86 |
| New WorkInTexas.com Registrations | 188 |

5. MOBILE WORKFORCE OFFICE

The Mobile Workforce Development Office serves as a moving extension of Workforce Solutions Panhandle 's Workforce Centers. It travels to rural areas within the PWDA, including Pampa, Dimmitt, Dumas, Childress, Perryton, and Tulia, to provide essential services to job seekers. These services include:

- Work registration on WorkInTexas.com
- Assistance with online job applications
- Support with résumé writing
- Information on available training services
- Assistance with accessing Child Care services
- Information about the Adult Education & Literacy Programs

| | |
|-------------------------------------|-----|
| Mobile Offices Trips | 120 |
| College/University Campus Trips | 19 |
| Employers Served | 11 |
| # Times TDJC Utilized Mobile Office | 47 |
| Job Seekers Served | 475 |
| In-Person | 239 |
| Virtual | 236 |
| RESEA Customers Served | 164 |

WILDFIRE RESPONSE

In the aftermath of the Texas Panhandle wildfires during Q1 of 2024, Workforce Solutions Panhandle didn't just participate in resource fairs - it brought its services directly to those in need. The BSU deployed its Mobile Workforce Office to Stinnett, setting up a convenient location for residents impacted by the fires to access critical resources.

On-Site Assistance: The Mobile Workforce Office provided a one-stop shop for residents seeking employment support. Workforce staff were present to offer a comprehensive range of services, including:

- **Access to computers and reliable internet connectivity** - a crucial step in today's job search process.
- **All traditional BSU workforce services** - job search guidance, skills development programs, and information on potential financial assistance for job training.

The deployment of the Mobile Workforce Office exemplifies Workforce Solutions Panhandle's commitment to providing accessible and responsive services. By taking its services directly to wildfire-stricken communities, the Mobile Workforce Office plays a vital role in expediting recovery efforts and empowering residents to get back on their feet.

EMPLOYERS UTILIZING THE MOBILE WORKFORCE OFFICE

JBS - Cactus & Caviness Beef Packers (Hereford)

Recruiters from JBS and Caviness Beef Packers used the Mobile Office to enhance summer recruitment for young adults. Collaboration focused on creating tailored hiring plans to meet each employer's specific needs.

Texas Department of Criminal Justice (TDCJ)

TDCJ area recruiter Maxey Nuss utilized the Mobile Office 47 times in FY2024 to recruit correctional officers and essential staff for units in Pampa, Dumas, Childress, and Tulia. These efforts resulted in meetings with over 120 job seekers and led to 35 hires from 252 job postings.

Amarillo VA Healthcare System

From October 2023 to September 2024, the Amarillo VA Healthcare System shadowed the Mobile Office to observe its operations. This collaboration aimed to enhance workforce services for veterans by understanding how the Mobile Office assists job seekers, allowing the VA to improve its support for veterans seeking employment.

Area Colleges & Universities

The Mobile Office actively supports college students in rural areas, recognizing their educational needs. It visited several campuses, including Clarendon College, Amarillo College, and Frank Phillips College, making 19 trips to engage with students and faculty, providing personalized support to help them during their education.

6. OUTREACH

SOCIAL MEDIA

Workforce Solutions Panhandle (WSP) has established a strong online presence, with 16,446 followers and a cumulative reach of 247,084 in 2024, significantly impacting the local community. This extensive reach allows WSP to effectively disseminate vital information about job opportunities, resources, and career guidance, enhancing community engagement and strengthening the local workforce.



Facebook, Workforce Solutions Panhandle’s main page caters to all 26 Panhandle counties, offering valuable information and updates. Additionally, 12 localized pages target specific cities and job seekers, tailoring content to their unique needs.

Instagram & X (Twitter) are also important platforms, especially for reaching youth and young adult job seekers.

LinkedIn is used for professional networking, connecting with employers, industry leaders, and job seekers.

Social Media

| | |
|-----------------|---------|
| Total Followers | 16,446 |
| Page Reach | 247,084 |

Facebook

| Pages | Total Follows | Page Reach |
|---------------------------------|---------------|------------|
| Workforce Solutions Panhandle | 7,514 | 236,086 |
| Amarillo Job Pop | 2,119 | 1,825 |
| Borger Job Pop | 1,248 | 867 |
| Pampa Job Pop | 1,114 | 749 |
| Dumas Job Pop | 1,003 | 893 |
| Hereford Job Pop | 792 | 577 |
| Dalhart Job Pop | 783 | 664 |
| Youth Connections | 357 | 204 |
| Childress Mobile Workforce Unit | 47 | 98 |
| Perryton Mobile Workforce Unit | 42 | 101 |
| Tulia Mobile Workforce Unit | 34 | 90 |
| Dimmitt Mobile Workforce Unit | 15 | 67 |

Instagram

| | | |
|-------------------------------|-----|-------|
| Workforce Solutions Panhandle | 554 | 4,560 |
|-------------------------------|-----|-------|

X (Twitter)

| | | |
|-------------------------------|-----|-------------|
| Workforce Solutions Panhandle | 816 | Unavailable |
|-------------------------------|-----|-------------|

LinkedIn

| | | |
|-------------------------------|-----|-----|
| Workforce Solutions Panhandle | 565 | 569 |
|-------------------------------|-----|-----|

GOOGLE BUSINESS PROFILE

Workforce Solutions Panhandle's Google Business Profile plays a crucial role in supporting the Texas Panhandle community in several ways.

Increased Accessibility: The profile provides easy access to information about services, job fairs, and events, helping job seekers and businesses connect effortlessly.

Visibility for Resources: By appearing in local search results, Workforce Solutions Panhandle ensures that community members are aware of available workforce resources, training programs, and support services.

Promoting Local Employment: By highlighting available job resources and training programs, Workforce Solutions Panhandle helps individuals improve their employability, ultimately contributing to economic growth and stability in the region.

Google Search Results

| | |
|--|--------|
| Business Profile Interactions - Amarillo | 18,994 |
| Calls | 7,638 |
| Directions | 4,340 |
| Website Clicks | 7,016 |
| Business Profile Interactions - Borger | 2,312 |
| Calls | 1,122 |
| Directions | 534 |
| Website Clicks | 656 |
| Business Profile Interactions - Hereford | 868 |
| Calls | 270 |
| Directions | 494 |
| Website Clicks | 104 |

GOVDelivery

In an era of rapid information dissemination, effective communication is paramount for government agencies like Workforce Solutions Panhandle. The utilization of GovDelivery has revolutionized how Business Services staff outreach both employers and job seekers, streamlining the process and enhancing the reach of critical information.

The implementation of GovDelivery has significantly augmented the outreach capabilities of Business Services staff at Workforce Solutions Panhandle. By leveraging this platform, they can efficiently deliver vital information to employers, job seekers, the press, and other stakeholders. This streamlined communication process ensures that crucial updates and resources are readily accessible, contributing to a more informed and connected community. GovDelivery has become an indispensable tool in enhancing the agency's mission to serve the workforce needs of the Texas Panhandle region.

| | |
|-------------------|--------|
| Total Subscribers | 25,640 |
| Employers | 2,711 |
| Job Seekers | 16,158 |

Bulletins

A bulletin, in the GovDelivery context, is a concise and targeted message that serves as a vital tool for conveying information to a specific audience. These messages are designed to be clear, informative, and relevant to the recipients. They are a means of directly connecting with subscribers and conveying timely updates. Examples of bulletin topics sent by Workforce Solutions Panhandle in 2024:

- Monthly Texas Panhandle Labor Market Update for Employers
- Workforce Solutions Panhandle Job Fairs and Hiring Event Information
- Matters of Public Interest to the Press

- Employer and Job Seeker Newsletters
- Child Care Customer Updates

| | |
|----------------------------|---------|
| Bulletins Sent | 144 |
| Total Recipients | 281,924 |
| Total Delivered | 266,694 |
| Unique Email Opens | 101,073 |
| Unique Email Open Rate (%) | 37.9% |

GovDelivery Engagement by Month

| Month | Unique Recipients | Engagement Rate |
|----------------|--------------------------|------------------------|
| September 2024 | 21,151 | 58.54% |
| August 2024 | 17,950 | 57.25% |
| July 2024 | 16,553 | 57.54% |
| June 2024 | 16,203 | 56.95% |
| May 2024 | 18,622 | 56.53% |
| April 2024 | 18,614 | 57.39% |
| March 2024 | 16,987 | 48.39% |
| February 2024 | 13,390 | 43.09% |
| January 2024 | 11,953 | 51.22% |
| December 2023 | 12,147 | 56.83% |
| November 2023 | 12,243 | 56.46% |
| October 2023 | 11,759 | 51.87% |

BRANDING/NEWS MEDIA

Beginning in October 2024, Workforce Solutions Panhandle has garnered noteworthy recognition through extensive media coverage, amassing a total of more than 36 news stories across various mediums, including television, newspapers, and online platforms. These stories have spotlighted a range of impactful initiatives undertaken by WSP, underscoring significant contributions to the community.

Among the highlighted news stories are:

- Job Fairs & Hiring Events
- Natural Disaster Assistance for employers and affected citizens
- Rapid Response information for job seekers
- Job Training and equipment grants to local employers and educational institutions
- Labor Market Information

SEPTEMBER 2024

Sep 19 2024 - HomeGoods in Amarillo now hiring ahead of grand opening - [Link](#)

Sep 19 2024 - HomeGoods en Amarillo está contratando antes de su gran apertura - [Link](#)

Sep 15 2024 - HomeGoods to host job fair in Amarillo - [Link](#)

Sep 15 2024 - HomeGoods to host job fair in Amarillo - [Link](#)

Sep 3 2024 - Amarillo EDC partners with Texas Workforce Commission for workforce funding event - [Link](#)

AUGUST 2024

Aug 8 2024 - Workforce Solutions Panhandle launches 'SkillUp Panhandle' campaign - [Link](#)

Aug 8 2024 - Workforce Solutions Panhandle launches campaign to boost career success - [Link](#)

Aug 8 2024 - VIDEO: Workforce Solutions Panhandle launches 'SkillUp Panhandle' campaign - [Link](#)

Aug 6 2024 - United Family to host hiring event for new Market Street location - [Link](#)

Aug 5 2024 - United Family to host hiring event for new Market Street location - [Link](#)

Aug 5 2024 - United to hold 3-day hiring event for new Market Street location in Amarillo - [Link](#)

Aug 1 2024 - Child care desert; Amarillo works to address early child care needs - [Link](#)

JULY 2024

Jul 12 2024 - Workforce Solutions Panhandle to host job fair for Amazon drivers - [Link](#)

JUNE 2024

Jun 17 2024 - International Aerospace Coatings, Workforce Solutions work together to boost Amarillo economy - [Link](#)

Jun 3, 2024 - Amarillo employers looking for seasonal workers for the summer - [Link](#)

MAY 2024

May 28, 2024 - Amarillo experiencing job growth, declining unemployment rates in 2024 - [Link](#)

May 12, 2024 - Canyon Independent School District celebrates Career Signing Day - [Link](#)

APRIL 2024

Apr 8, 2024 - VIDEO: Workforce Solutions Panhandle spring job fair returns Tuesday - [Link](#)

Apr 8, 2024 - Workforce Solutions Panhandle spring job fair returns Tuesday - [Link](#)

Apr 1, 2024 - Workforce Solutions Panhandle, Education Credit Union continue to grow 'Career Signing Day' Program - [Link](#)

Apr 1, 2024 - First Texas Panhandle Career Signing Day to recognize 2 AISD students for career pursuits - [Link](#)

FEBRUARY 2024

Feb 5, 2024 - Amarillo Buc-ee's closer to opening as jobs are posted - [Link](#)

Feb 3, 2024 - Buc-ee's now hiring in Amarillo - [Link](#)

Feb 1, 2024 - Buc-ee's location in Amarillo now hiring - [Link](#)

Feb 1, 2024 - Amarillo Buc-ee's hiring managers, here's how to apply, how much it pays - [Link](#)

JANUARY 2024

Jan 22, 2024 - Top 3 fastest growing industries projected to drive employment in the Panhandle - [Link](#)

Jan 8, 2024 - Amarillo's unemployment rate dropped to 2.5%, lowest it's been since May 2023 - [Link](#)

DECEMBER 2023

Dec 26, 2023 - Workforce Solutions Panhandle stepping up to train healthcare professionals in the Panhandle - [Link](#)

Dec 22, 2023 - Unemployment rate continues to drop here in the Panhandle - [Link](#)

NOVEMBER 2023

Nov 17, 2023 - Texas reports new record high civilian labor force, job growth while unemployment remains above national average - [Link](#)

Nov 6, 2023 - Workforce Solutions Panhandle details job fair for veterans, qualifying spouses and general public - [Link](#)

Nov 3, 2023 - Workforce Solutions Panhandle organiza este martes su feria anual de trabajo "Hiring Red, White and You" - [Link](#)

Nov 3, 2023 - Workforce Solutions Panhandle to host 12th annual 'Hiring Red, White and You' job fair Tuesday - [Link](#)

OCTOBER 2023

Oct 20, 2023 - Texas Workforce Commission announces record job creation - [Link](#)

Oct 6, 2023 - Workforce Solutions Panhandle to host Amarillo Job Fair Tuesday - [Link](#)

This commitment to empowering the local workforce has been showcased through appearances on local radio and television shows, where staff have played a pivotal role in promoting Workforce Solutions Panhandle and fostering connectivity between job seekers and potential employers.

7. VOCATIONAL REHABILITATION SERVICES

The partnership between Workforce Solutions Panhandle and the Texas Workforce Solutions - Vocational Rehabilitation Program provides streamlined, comprehensive support for individuals with disabilities across the Texas Panhandle. By consolidating resources, these programs offer a cohesive approach to training, employment, and career development, creating accessible pathways to meaningful employment.

8. CHOICES & SNAP EMPLOYMENT & TRAINING

The Choices Program helps TANF applicants and recipients transition from welfare to work through job searches, readiness classes, and support services like childcare and transportation. Workforce Solutions Panhandle Career Specialists provide personalized support to meet individual needs.

Similarly, the SNAP Employment and Training program connects recipients to work-based activities and educational services, with specialists creating tailored plans to address barriers to employment. Together, these programs enhance job security and economic stability in the Texas Panhandle, fostering a more self-sufficient community.

| | Choices | SNAP E&T |
|------------------|----------------|---------------------|
| Total served | 92 | 375 |
| Employed | 63 | 137 |
| Support Services | 55 | 220 |

9. NONCUSTODIAL PARENT CHOICES PROGRAM (NCP)

The Texas Workforce Commission's NCP Choices program significantly benefits the Texas Panhandle community by helping non-custodial parents achieve financial stability. By assisting parents in securing better jobs, the program promotes individual economic growth and fosters family stability through regular child support payments, ultimately strengthening the local economy.

At Workforce Solutions Panhandle, the NCP program has positively impacted **65 non-custodial parents**, with **23 securing full-time employment**, resulting in a **36.5% employment success rate**. This initiative not only aids parents in finding jobs but also lays the groundwork for financial stability, benefiting their children and enhancing the overall well-being of families in the region. By focusing on job placement and support, the NCP Choices program contributes to stronger economic and social outcomes in the Texas Panhandle.

| | |
|----------------------------|-------|
| Total NCP Customers Served | 65 |
| Establishment Cases | 27 |
| Enforcement Cases | 38 |
| Successfully Completed | 13 |
| Obtained Employment | 24 |
| % Obtained Employment | 36.9% |

10. TRAINING SERVICES

The Workforce Solutions Panhandle's Training Services aim to enhance workforce development by providing individuals with access to training and employment services. It helps job seekers gain the skills needed for in-demand occupations through funding for training programs, career counseling, and support services. Training Services also emphasizes collaboration among various workforce agencies and encourages partnerships with local businesses to ensure that training aligns with industry needs, ultimately promoting economic growth and individual career advancement.

ADULT & DISLOCATED WORKERS

Training Services Adult & Dislocated Worker programs offered at Workforce Solutions Panhandle are crucial for supporting individuals in our community, equipping them with the skills needed for in-demand careers in the region. Out of 341 applications, Training Services enrolled **250 individuals** in Adult & Dislocated Worker programs, reflecting a strong enrollment rate of 73.31%. This indicates a high level of interest and successful onboarding into the programs.

| | |
|------------------------|-----|
| Applications | 341 |
| Total Enrolled | 250 |
| Adult | 205 |
| Adult Statewide Grants | 30 |
| Dislocated Worker | 9 |

| | |
|------------------------------------|--------|
| Dislocated Worker Statewide Grants | 6 |
| Enrollment Rate | 73.31% |

Training was provided across various occupations, with a significant focus on **healthcare (191 participants)** and **transportation (79 participants)**. This variety helps address local job market needs, ensuring that training aligns with available employment opportunities.

With **25.8% of participants coming from rural areas**, Training Services programs help bridge the gap for those in less accessible regions, promoting economic stability and opportunity.

| | |
|------------------------------------|--------------|
| Healthcare Practitioners | 191 |
| Transportation & Material Moving | 79 |
| Protective Service | 13 |
| Management | 9 |
| Business & Financial | 2 |
| Computer & Mathematical | 2 |
| Production | 2 |
| Architecture & Engineering | 1 |
| Installation, Maintenance & Repair | 1 |
| Office & Administration Support | 1 |
| Total | 301 |
| Total Rural Percentage | 25.8% |

YOUNG ADULT TRAINING SERVICES

Young Adults, age 24 and younger, who are experiencing difficulties are eligible for workforce benefits based on individual circumstances. Training Services can assist motivated Young Adults who are authorized to work in the United States, registered with Selective Service (if required), and are experiencing challenges to workforce success.

The Young Adult Training program offered a diverse range of training opportunities for young adults in FY2024, with **86 participants**, 58 of which are currently engaged in or having completed training while 28 participated in workforce-paid internships. These programs encompass a wide spectrum of skills and industries, equipping Young Adults with the tools they need for successful career paths. These training initiatives are designed to empower participants with the knowledge and expertise necessary to excel in today's competitive job market, fostering a brighter future for our young workforce.

| | |
|---|----|
| Customers in Training | 58 |
| Customers in Workforce-Paid Internships | 28 |
| Total Served | 86 |

TANF SUMMER WORK EXPERIENCE PROGRAM

The PWDA's Summer Work Experience program serves youth from rural communities in the Texas Panhandle. Participants worked for the local school districts where they live and were given work assignments that provided them an opportunity to learn skills and work habits that will benefit them throughout their working careers. Students qualify for this summer program based on family income. A total of **33 participants** were placed at **seven (7) rural school districts**. Students collectively worked over **6,700** hours and earned at total of **\$75,564 in wages**. This not only supports the participants' financial needs but also fosters a strong work ethic and essential job skills that will benefit them in future employment.

By empowering youth and enhancing their employability, the TANF Summer Work Experience Program contributes to the economic vitality and resilience of the Texas Panhandle, helping to build a stronger, more skilled workforce for the future.

| | |
|--------------------------------|-------------|
| Participants | 33 |
| Successfully Completed 4 weeks | 93.94% |
| Rural Participants | 96.97% |
| Worksite Schools | 7 |
| Hours Worked | 6,772.68 |
| Wages Paid | \$75,564.00 |



SUMMER EARN & LEARN (SEAL)

The Summer Earn & Learn (SEAL) program is a statewide initiative that provides students with disabilities, aged 14-22, with work readiness training and paid work experience. Over five weeks, participants work with local employers, gaining valuable skills and insights for their transitions to postsecondary education and employment. Some may even be offered full-time positions upon completion.

Out of 48 referrals, **39 participants** were placed at worksites, achieving a placement rate of **84.62%**. They completed work readiness training at a rate of **62.5%**, working a total of **5,582 hours** and **earning \$65,499.76**. This not only supports their financial independence but also enhances their employability. With **36 participating** worksites, the program strengthens community connections

and prepares students for successful futures, fostering greater opportunities and economic stability in the region.

| | |
|---|-------------|
| Total Referrals | 48 |
| Number of Participants Placed at a Worksite | 39 |
| Completed Work Readiness | 62.5% |
| Successfully Completed Placement | 84.62% |
| Participating Worksites | 36 |
| Hours Worked | 5582.12 |
| Wages Paid | \$65,499.76 |

This program, a partnership between the Texas Workforce Commission, WSRCA, and Texas Workforce Solutions-Vocational Rehabilitation Services, also benefits employers. With a growing demand for a skilled labor force, including students with disabilities can enhance recruitment strategies. SEAL offers a risk-free way to meet short-term staffing needs, with wages and workers' compensation covered for participants, reasonable accommodations provided, and additional training as needed. Employers also receive site visits to ensure satisfaction with participants.

THE MIDDLE SKILLS EMPLOYMENT SUPPLIES PILOT PROGRAM, supported by Workforce Solutions Panhandle, provided funding for **38 participants** to acquire necessary tools, uniforms, and supplies for middle skills occupations—those requiring education beyond high school but less than a four-year degree. This initiative expended **\$22,275.18**, ensuring individuals were equipped to begin employment in vital roles.

| | |
|----------------------------------|-------------|
| Participants enrolled in Project | 38 |
| Total Funds Expended | \$22,275.18 |



SKILLUP PANHANDLE (METRIX LEARNING) benefits the community by providing Texas Panhandle residents with valuable skills, enhancing the local workforce and driving economic growth. With over 7,000 courses available 24/7, individuals can learn flexibly, improving their job prospects through more than 300 skills tracks and badges.

Engaging **217 participants** in general and certification courses, the platform promotes continuous learning and prepares users for the job market with industry-recognized certifications. Skill

assessments and job search tools help identify areas for improvement and connect users with local employment opportunities, enhancing workforce readiness and contributing to the region's economic vitality.

| | |
|------------------------|-----|
| Total Participants | 217 |
| General Metrix Courses | 212 |
| Certification Courses | 5 |



THE UPSKILLING AND TRAINING TO ADDRESS SKILLS GAP GRANT offered essential resources to Adult, Dislocated Workers, and Youth seeking industry-recognized credentials in high-demand fields like healthcare and transportation. The program exceeded its targets, with **24 participants** enrolled and completing their assessments, expending a total of **\$67,483.00**. Together, these programs not only support individual career advancement but also strengthen the local economy by preparing a skilled workforce ready to meet the demands of in-need industries.

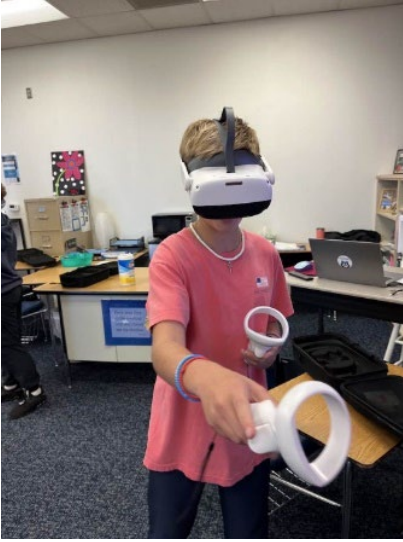
| Performance Measures | Target | Total |
|------------------------|-------------|-------------|
| Assessments Provided | 23 | 24 |
| Enrolled Participants | 23 | 24 |
| Participant Completion | 23 | 23 |
| Total Amount Expended | \$67,483.00 | \$67,483.00 |

11. EDUCATION OUTREACH SPECIALIST

The Education Outreach Specialist (EOS) provides in-school services to school districts in the region. There is a wide range of services that an EOS can provide. Each district can personalize their services to fit the needs and demands of their students. The EOS provided engaging and interactive presentations/workshops to over 5,800 6th-12th grade students in classroom settings on the following topics:

- **Labor market and high-demand jobs**
- **Employability skills**
- **Work-based learning, and**
- **Postsecondary pathways**

Students are empowered to make well-informed postsecondary decisions using resources and other existing tools provided by the Texas Workforce Commission (TWC).



Virtual Reality career exploration headsets have become a popular tool, enriching this initiative by utilizing today’s technology to help students get hands-on experience in high-demand industries, including manufacturing/construction, health sciences and information technology.

As of FY2024, the EOS has contracted with fifteen school districts in the Texas Panhandle, delivering **2,555 VR experience**, **3,346 participating in workshops**, significantly impacting the local workforce by preparing over 5,800 students for future careers.

| | |
|--|-------|
| Students Served | 5,886 |
| Virtual Reality (VR) Career Explorations | 2,555 |
| Career Exploration Workshops | 3,346 |

12. CHILD CARE SERVICES

CHILD CARE CLIENT SERVICES

Child care is vital for working parents, often making the difference between keeping a job and losing one. Workforce Solutions Panhandle Child Care Services (CCS) assists low to moderate-income families by helping cover child care costs while parents work, attend school, or participate in training programs to become more self-sufficient. In 2024, CCS served 2,422 families, with an average of 2,349 children receiving care daily. Additionally, 1,996 of these children were in certified Texas Rising Star Centers, highlighting the program’s commitment to quality. CCS also supports child care providers through quality improvement initiatives.

The goals of the Child Care Services program include expanding accessible child care options for families and providing a reliable source of information and financial assistance. The program focuses on supporting the holistic development of children and helping providers enhance the quality of care they offer. Ultimately, CCS aims to strengthen the child care industry and serve as a valuable community resource for all child care needs, benefiting both families and the community as a whole.

| | |
|---|-------|
| Average number of children served daily | 2,349 |
| Families served in 2024 | 2,422 |
| Children Served in a certified Texas Rising Star Center in 2024 | 1,996 |

CHILD CARE PROVIDER SERVICES

Workforce Solutions Panhandle is currently assisting 1,783 families and providing services for 2,643 children. PRPC has agreements with 102 Child Care Providers to provide services to WSP customers throughout the Panhandle of which 71% are Texas Rising Star certified. Approximately 54% of the children served through WSP are enrolled in a Texas Rising Star certified program.

| | |
|--|-----------|
| Total Providers | 102 |
| TRS certified | 71% |
| Provider staff that received Scholarships | 99 |
| New students | 35% |
| Amount expended on Scholarships for teachers/directors | \$195,000 |

Child Care Quality Improvement - Workforce Solutions Panhandle's Child Care Services program aims to enhance child care quality in the Panhandle Workforce Development Area (PWDA). This report highlights key areas of support and funding allocation.

Indoor/Outdoor Learning Materials - Child Care providers received \$309,105 to acquire indoor and outdoor learning materials. This included the Early Learning Programs onboarding to Texas Rising Star, Programs working on TRS Recertification and programs that expanded classrooms and or child care spots. These resources include educational materials, social emotional supports, and outdoor play equipment. The aim was to create engaging learning environments for children, fostering creativity and development.

Curriculum - A budget of \$147,460 was allocated to provide child care providers with curriculum resources. These resources included cloud access, print materials and assessment tools aligned with early learning standards. This supports structured and educationally rich programs that prepare children for school.

National Association for the Education of Young Children Week of the Young Child Kick-off - Many child care programs and local organizations came to Workforce Solutions Panhandle and provided fun activities for children and families along with helping to bring awareness about the importance of high-quality early learning, and the critical role early childhood educators play in a child's development and learning.



Professional Development - A budget of 51,269 was allocated to the professional development of early learning program staff. Professional development consisted of trainings in infant and toddler curriculum, lesson planning for centers and home providers, teacher child interactions, classroom management and program management.

Scholarship Recipients Certification and Degree Awards - Workforce Solutions Panhandle Child Care Services along with Amarillo College recognized individuals that participated in the Workforce Solutions Panhandle Child Care Services Scholarship Program to attain Provider or Administrator certifications or an Associate Degree in Early Child Development.



Wage Supplement - ECE STARS - A wage supplement program was developed with the first awards in August of 2024 with three awardees meeting program requirements awards were \$2000 each. This activity is to help staff retention in the Early Learning Programs.



Texas Rising Star Program Bonuses - Providers were incentivized to participate in the TRS Program through financial bonuses totaling \$146,000, distributed as follows:

- **Initial TRS Bonuses (\$116,000):** Recognizing providers who achieve TRS certification, encouraging adherence to quality standards.
- **Annual Monitoring Visit Bonuses (\$30,000):** Rewarding providers who consistently meet program standards, promoting year-round commitment to quality care.

Workforce Solutions Panhandle 's Child Care Services program is committed to enhancing child care quality. By providing materials, curriculum resources, professional development, wage supplements, community engagement and TRS incentives, it promotes the growth and development of children in the region's child care facilities.

Amarillo College Child Care Quality Scholarships

The Workforce Solutions Panhandle Child Care Quality Scholarship Initiative played a pivotal role in empowering students pursuing child development/early childhood education majors at Amarillo College. Amarillo College has been a crucial partner in delivering this scholarship opportunity, offering flexible learning options such as evening and online classes. Furthermore, the courses taken within this program contribute towards fulfilling the annual Child Care Regulation and TRS training hour requirements, enhancing the educational and professional development of scholarship recipients.

The initiative's impact on Amarillo College students can be summarized as follows:

Financial Allocation: An approximate total of **\$142,000.00** has been dedicated to scholarships for child development/early childhood education majors at Amarillo College. This financial commitment underscores the Initiative's dedication to supporting students in these vital fields of study.

Scholarship Recipients: On average, **30 students** receive scholarships each semester. This consistent support ensures that a substantial number of individuals can pursue their educational aspirations without undue financial burden.

New Recipients: A noteworthy total of **46 new scholarship recipients** have been welcomed

into the program for the Fall II 2024 semester. This expansion reflects the Initiative's commitment to broadening access to quality education and professional development opportunities.

Total Impact: In total, **71 individuals** have benefited from the Workforce Solutions Panhandle Child Care Quality Scholarship Initiative. This impressive number highlights the significant and far-reaching impact of the Initiative, not only on the lives of individual students but also on the community and the field of child development/early childhood education as a whole.

The Workforce Solutions Panhandle Child Care Quality Scholarship Initiative has proven to be a valuable resource for Amarillo College students pursuing child development/early childhood education majors. Through substantial financial support, consistent scholarship awards, and the inclusion of new recipients, the Initiative has demonstrated its commitment to enhancing educational opportunities in this critical field.

13.SUCCESS STORIES

Workforce Solutions Panhandle (WSP) success stories play a crucial role in showcasing the positive impact of its services on the local community. By highlighting the journeys of job seekers, training program graduates, and employers who collaborate with Workforce Solutions Panhandle, these stories demonstrate the transformative effects of workforce initiatives.

These narratives go beyond simple event listings; they reveal real-life changes that individuals experience as they gain employment, improve their skills, and contribute to their families' well-being. Each success story serves as concrete evidence of how Workforce Solutions Panhandle's programs foster economic stability and growth in the Texas Panhandle.

The transformations highlighted in these stories not only uplift the individuals involved but also strengthen the community as a whole. When job seekers secure employment, they enhance their financial independence, which contributes to the local economy. Additionally, graduates from training programs become skilled workers, filling vital roles in local businesses, thereby driving community development.

Workforce Solutions Panhandle 's success stories illustrate the interconnectedness of individual achievement and community progress, reinforcing the value of investing in workforce development. To explore these inspiring stories, visit <https://wspanhandle.com/success-stories/>

Workforce Solutions Panhandle

Business Services Unit

3120 Eddie, Amarillo, TX 79106

(806) 345-1341

www.wspanhandle.com



ITEM 13

Contractor's Report



2024 Fall Amarillo Job Fair Employer Survey Report

October 8, 2024

Summary

Employers were invited to participate in a survey aimed at helping Workforce Solutions Panhandle's Business Services department to assess the effectiveness of their services for the 2024 Fall Amarillo Job Fair held on Tuesday, October 8th at the Amarillo Civic Center. This survey sought insights on the employer's perspective regarding event quality, interviews, veterans' initiatives, and internship opportunities. Respondents were also encouraged to provide an overall summary of their experiences. A total of **60** responses were collected from the **87** surveys distributed to employers on the morning of the event.

Multiple channels were employed to carry out targeted outreach efforts for the Fall event, with the goal of connecting job seekers with local employers. GovDelivery was once again utilized to effectively outreach over **17,000** job seekers who had either signed up for services through Work in Texas or opted in to receive news and updates through the Workforce Solutions Panhandle website.

Business Services once again utilized radio advertisements to reach the general public. Between September 28 and October 8, Alpha, Townsquare, and Cumulus media companies ran a total of **552** spots across **9** local radio stations. In addition to these recorded spots, live broadcasts aired the day of the job fair on **Rock 108** from 10 a.m. to 12 p.m., **98.7 The Bomb** from 11 a.m. to 1 p.m., and **100.9 The Eagle** from 11 a.m. to 12 p.m.

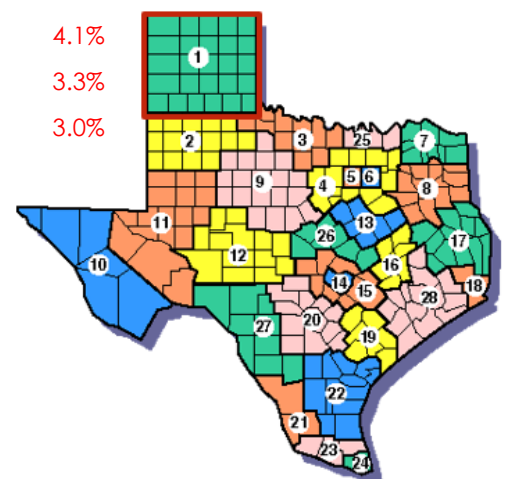
Social media was again employed as a tool to engage job seekers, with Facebook demonstrating particular effectiveness. Posts informing job seekers about the event generated over **16,000** views and resulted in **5,509** engagements.

Current Labor Market

October 2024

| Area | Area Type | Labor Force | Employment | Unemployment | Rate |
|-----------|-----------|-------------|------------|--------------|------|
| Texas | State | 15,573,854 | 14,931,539 | 642,315 | 4.1% |
| Panhandle | WDA | 216,364 | 209,327 | 7,037 | 3.3% |
| Amarillo | City | 107,666 | 104,388 | 3,278 | 3.0% |

Source: Texas LMI - Texas LMI. <https://texaslmi.com/>



Employers

AccentCare
Acuren
Alpha Media
Amarillo College - Technical Education
Amarillo ISD - Human Resources
Amarillo Police Department
Amarillo VA Healthcare System
Apollo MedFlight LLC
Asset Protection Unit Inc.
Baptist Community Services
Bell
Ben E. Keith Foods
Big Texan Steak Ranch
Bruckner Truck & Equipment
BSA Health System
Canyon ISD - Transportation
Caprock Home Health
Caregiver Inc
Cargill
Chick-fil-A
Children's Learning Centers of Amarillo, Inc.
City of Amarillo - Various Departments
Cooke Power Services
Cumulus Media
Dignity Memorial
Diversified Interiors of Amarillo
DSM Semichem LLC
Elwood Staffing
Employbridge
FC Traffic Control
First Student Inc
Flash Point Security & Protective Services
FMC Services, LLC
Garrett Container Systems
General Office Supply
Giving Home Health Care
Goodwill Industries of NWTX
GRI Towers Texas
Happy State Bank
Heroes Home Care
International Aerospace Coatings
JBS Beef
Lady Bug Termite and Pest Services
Lubbock Police Department
Northwest Texas Healthcare System
Pacific Cheese
Panhandle Community Services
Pantex
Phillips 66 Borger Refinery
Pioneer Millworks Inc.
Plains Dairy
Primerica Mortgage LLC
PSSI
Randall County Juvenile Probation &
Youth Center of the High Plains
Region 16 ESC Cleveland - Recruiting & Resources
Safety Technology USA
Servpro
Sonic Drive-In
Southwest Retina Specialists
SSI Foods, LLC
Steam Team
Street Toyota
Subway
Texas Department of Criminal Justice
Texas Department of Criminal Justice - Parole Division
THHS - Access and Eligibility Services
Texas Panhandle Centers
Texas Veterans Leadership Program
Texas Workforce Commission
Toot 'n Totum
Townsquare Media
TWS-Vocational Rehabilitation Services
UMC Health System
United Supermarkets
US Air Force
US Army
US Marine Corps
Waffle House
West Texas A&M University HR Department
Wingstop
Wonderland Amusement Park
Woodbridge Home Solutions
Workforce Solutions Panhandle
Xcel Energy

Survey Results

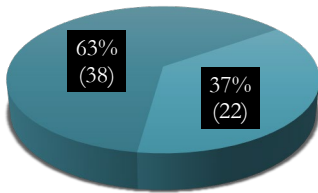
In the initial set of questions, employers were asked to evaluate various aspects of the job fair using a rating scale of excellent, good, fair, and poor. Most employers rated their overall experience positively, particularly in areas such as atmosphere, location, event layout, cost, communication, and assistance provided during the job fair.

Questions about job seekers yielded mixed results. While most employers rated the turnout and quality of job seekers as high, approximately one-third of those who completed the survey felt the quality was lower than in previous years.

Overall, the impression of the job fair indicates that employers were very satisfied with their experience this fall, with the majority ranking it as excellent.

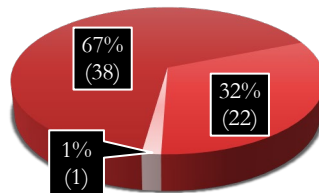
Overall Atmosphere

■ Excellent ■ Good ■ Fair ■ Poor



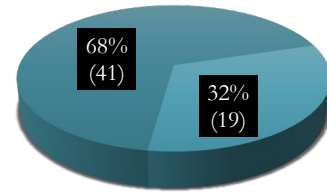
Location

■ Excellent ■ Good ■ Fair ■ Poor



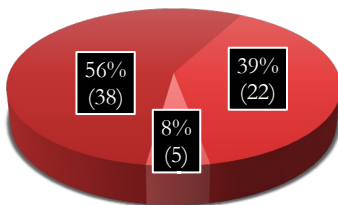
Event Layout

■ Excellent ■ Good ■ Fair ■ Poor



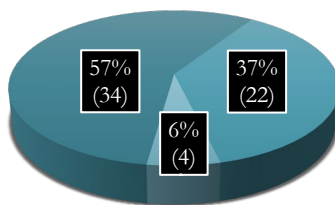
Cost

■ Excellent ■ Good ■ Fair ■ Poor



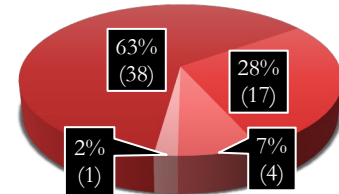
Pre-Event Communication/Information

■ Excellent ■ Good ■ Fair ■ Poor



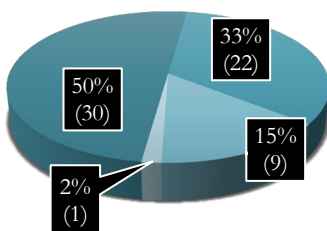
Assistance at the Job Fair

■ Excellent ■ Good ■ Fair ■ Poor



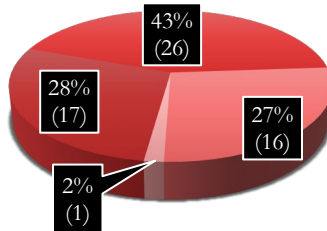
Job Seeker Turnout

■ Excellent ■ Good ■ Fair ■ Poor



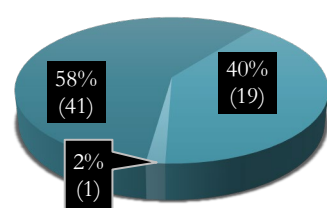
Quality of Job Seekers

■ Excellent ■ Good ■ Fair ■ Poor



Overall Impression

■ Excellent ■ Good ■ Fair ■ Poor



How did you learn about the Amarillo Job Fair?

Employers learned about the Amarillo Job Fair through several channels, primarily relying on Workforce staff, which emphasizes the importance of building relationships with our area businesses. Word-of-mouth played a role for some employers, while others discovered the event via the Workforce Solutions Panhandle website. Additionally, social media and traditional media also contributed, with employers learning about the fair through Facebook posts, news and radio announcements. This diverse array of communication methods highlights the benefits of both personal networks and digital outreach in promoting Workforce Solutions Panhandle events.



"How Many Applicants Did You Meet with Today?"

The 2024 Fall Amarillo Job Fair attracted a diverse range of businesses looking to hire, connecting local employers with over 1,300 job seekers. From Healthcare & Education to Retail & Manufacturing, employers saw significant interest, with an overall average of 60 job seekers per employer, and over 3,500 interactions.



Healthcare

Averaged
52 Job Seekers
per Employer



Education

Averaged
110 Job Seekers
per Employer



Government & Community Service

Averaged
110 Job Seekers
per Employer



Food/Beverage & Entertainment

Averaged
52 Job Seekers
per Employer



Manufacturing & Utilities

Averaged
64 Job Seekers
per Employer



Transportation & Logistics

Averaged
35 Job Seekers
per Employer



Law Enforcement & Security Services

Averaged
41 Job Seekers
per Employer



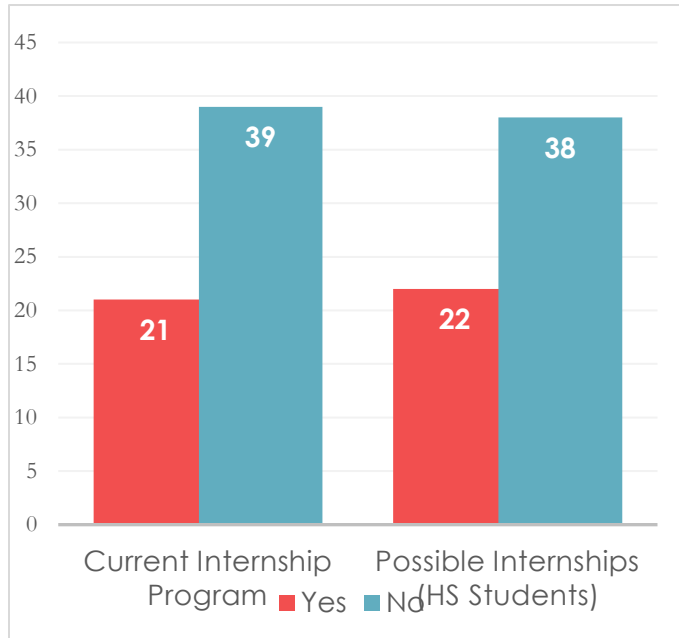
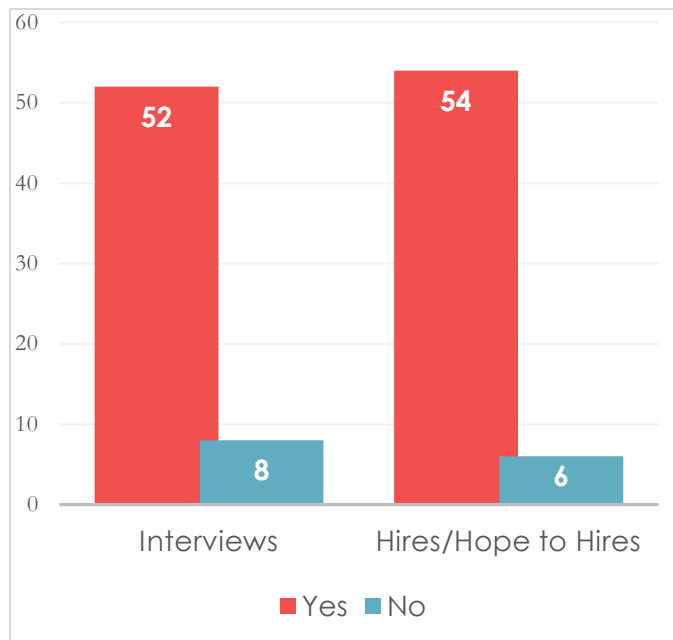
Retail & Services

Averaged
50 Job Seekers
per Employer

Interviews, Hires, & Internships

In concluding the survey, employers were asked about their intentions to interview and hire candidates they met at the Job Fair. They also provided insights into their current internship programs and their interest in offering internships for high school students. Additionally, we inquired about their use of the Work in Texas website and their initiatives for hiring veterans.

Employers expressed a largely positive response regarding their plans to interview and hire candidates from the Job Fair. An impressive 87% indicated that they either interviewed or plan to interview applicants they met at the event. Furthermore, 90% reported having hired or expressing hope to hire candidates from the fair. This strong interest demonstrates the effectiveness of the event in connecting employers with potential talent and highlights the positive outcomes for both job seekers and local businesses.



Among the employers surveyed, 35% reported having internship programs in place, reflecting a commitment to fostering talent and providing hands-on experience. Additionally, 37% expressed interest in participating in internship programs for high school students. This indicates a growing recognition of the value of engaging younger individuals in the workforce and nurturing their professional development, potentially leading to future employment opportunities.

Companies who do have internship programs

- Amarillo VA Healthcare System
- Amarillo Police Department
- Baptist Community Services
- Bell
- Ben E. Keith Foods
- Big Texan Steak Ranch
- BSA Health System
- City of Amarillo
- FC Traffic Control
- Lady Bug Termite and Pest Services
- Lubbock Police Department
- Northwest Texas Healthcare System
- Panhandle Community Services
- Phillips 66 Borger Refinery
- Randall County Juvenile Probation
- Youth Center of the High Plains
- Southwest Retina Specialists
- TDCJ - Parole Division
- UMC Health System
- United Supermarkets
- West Texas A&M University
- Xcel Energy

Companies who are interested in youth internship programs

- Amarillo ISD - Human Resources
- Apollo MedFlight LLC
- Baptist Community Services
- Bell
- Big Texan Steak Ranch
- Bruckner Truck & Equipment
- BSA Health System
- Children's Learning Centers of Amarillo
- Amarillo Police Department
- Lubbock Police Department
- Happy State Bank
- KT Black Services
- Northwest Texas Healthcare System
- Phillips 66 Borger Refinery
- Pioneer Millworks Inc.
- Southwest Retina Specialists
- Street Toyota
- TWS-Vocational Rehabilitation Services
- UMC Health System
- United Supermarkets
- Wonderland Amusement Park
- Xcel Energy



At the 2024 Fall Amarillo Job Fair, **33% of companies reported having initiatives focused on hiring veterans**, showcasing their commitment to supporting former service members in the workforce. Furthermore, **28% of employers indicated that at least 10% of their current employees are veterans**. This focus on veteran hiring not only honors their service but also highlights the valuable skills and insights these individuals contribute to the workplace. Such initiatives **promote a more inclusive and diverse environment** while addressing the unique challenges veterans may encounter as they transition to civilian careers.

Comments

In addition to the questions answered on the front of the survey, employers were also encouraged to leave comments about their experience and suggestions that could help Workforce staff continue to improve future job fairs.

“Always enjoy the event and staff. Very helpful. Well planned event.”

Amarillo VA Healthcare System

“Great turnout today!”

Lubbock Police Department

“I love coming every year. Great prospects and the food is good too!”

First Student Inc.

“Great candidates and turnout!”

Happy State Bank

“This fall event was great success - we had many more qualified candidates than in the past job fairs. We had good conversations, ore resumes than before.

Well done!”

International Aerospace Coatings

“Great staff! They were very helpful. Sarah, Phillip, Donna, Kathy, Jose, and Staunton are the best!”

TWS – Vocational Rehabilitation Services

“Friendly Staff!”

Southwest Retina Specialists

“Thank you for making room for us and helping set up the tent. The staff's kindness and hospitality has been GREATLY appreciated!”

Workforce Solutions Panhandle Youth Training Services



2024 Fall Amarillo Job Fair Employer Survey

Thank you for participating in today's job fair. We are committed to making the best possible event it can be. To accomplish this, we need your thoughts, comments, suggestions, and overall input. Your opinions really do matter to us and they can help make a difference.

Please check the box that most closely represents your opinion.

| | Excellent | Good | Fair | Poor |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Overall Atmosphere | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Location | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Event Layout | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pre-Event Communications / Information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assistance at the Job Fair | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Job Seeker Turnout (# of job seekers at the event) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality of Job Seekers at the Event | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall Impression | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

How did you learn about the Amarillo Job Fair?

- Workforce Solutions Staff
- Social Media
- Website
- News
- Radio
- Word-of-Mouth
- Other: _____

Approximately how many applicants did you meet with today? _____

Have you interviewed, or plan to interview, applicants from this event?

- Yes
- No

Have you hired, or do you hope to hire, any job candidates from the event?

- Yes
- No

Does your company currently have an internship program?

- Yes
- No

Would your company participate in an internship program for high school students?

- Yes
- No

Do you (or does your company) use www.WorkInTexas.com?

- Yes
- No

Does your company have a veteran hiring initiative?

- Yes
- No

Are at least 10% of your company's employees veterans?

- Yes
- No

****PLEASE COMPLETE THE FORM ON THE OPPOSITE PAGE TO ENTER FOR A FREE BOOTH!****

We strive to make this event as beneficial for both employers and job seekers. If you have any comments or suggestions, please share them below:

Comment:

Thank you for completing the employer survey!

As a thank you for taking the time to complete the survey, we are giving away a complimentary booth for the 2023 Fall Amarillo Job Fair. In order to be eligible for the drawing, the survey must be completed and you may not take down your booth before 2:00 p.m. The winner will be chosen at random and will receive notification by email. Thank you again for your time!

Company Name: _____

Name: _____

Phone Number: _____

E-Mail Address: _____

Hiring Red, White & You!

2024 Hiring Red, White & You Job Fair Employer Survey Report

November 7, 2024

Summary

The **2024 Hiring Red, White & You! Job Fair** occurred on November 7th at the Workforce Solutions Panhandle office, featuring **34 participating employers**. As part of the event, each employer was asked to complete a survey aimed at helping the Business Services Department at Workforce Solutions Panhandle evaluate the effectiveness of their services. The survey covered aspects such as the event's quality, the number of job seekers each employer engaged with, and provided an opportunity for employers to share their feedback and suggestions. This process aids Business Services in understanding the priorities and concerns of employers, contributing valuable insights.

A total of **19 responses** were received from the 34 employers, reflecting a strong **55% response rate**. This data provides a substantial set for analysis by the Business Services Department at Workforce Solutions Panhandle. The feedback obtained is crucial for refining services to better meet the needs and expectations of participating employers.

In addition to gathering survey responses, Workforce Solutions Panhandle staff played a key role in the success of the event by entering **84 job postings** from participating employers into WorkInTexas.com. This effort helped increase the visibility of employment opportunities, benefiting both employers and job seekers and amplifying the fair's impact.

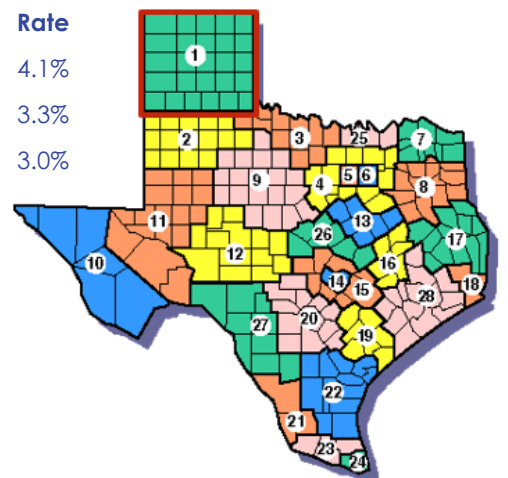
The event also saw strong attendance, with **371 job seekers** (as tracked by VOS Greeters), including **73 veterans**—representing **20% of the total attendance**. This diverse turnout underscores the event's broad reach, particularly among veterans, and highlights the importance of the fair in creating meaningful opportunities for a wide range of job seekers.

Current Labor Market

October 2024

| Area | Area Type | Labor Force | Employment | Unemployment | Rate |
|-----------|-----------|-------------|------------|--------------|------|
| Texas | State | 15,573,854 | 14,931,539 | 642,315 | 4.1% |
| Panhandle | WDA | 216,364 | 209,327 | 7,037 | 3.3% |
| Amarillo | City | 107,666 | 104,388 | 3,278 | 3.0% |

Source: Texas LMI - Texas LMI. <https://texaslmi.com/>



Employers

AFLAC

AMARILLO COLLEGE - TECHNICAL EDUCATION

AMARILLO POLICE DEPARTMENT

BSA HEALTH SYSTEM

CHILDREN'S ORCHARD ACADEMY

CORNERSTONE CAREGIVING

CREATIVE SOLUTIONS IN HEALTHCARE

DEPARTMENT OF ENERGY

FIRST STUDENT INC.

FMC SERVICES, LLC

GIVING HOME HEALTH CARE

GOODWILL INDUSTRIES OF NORTHWEST TEXAS

JBS BEEF CACTUS

KT BLACK

MAJOR TALENT

MARTIN TRANSPORT

NATIONAL NUCLEAR SECURITY ADMINISTRATION

NORTHWEST TEXAS HEALTHCARE SYSTEM

PANTEX

PHILLIPS 66

RANDALL COUNTY JUVENILE PROBATION
& YOUTH CENTER OF THE HIGH PLAINS

SAS RETAIL SERVICES

SODEXO

TEXAS DEPARTMENT OF CRIMINAL JUSTICE

TEXAS PANHANDLE CENTERS

TEXAS VETERANS COMMISSION

TEXAS WORKFORCE COMMISSION

TOWNSQUARE MEDIA

TxDOT

UNITED RENTALS

UNITED SUPERMARKETS

WEST TEXAS ELECTRICAL JATC: APPRENTICE
TRAINING

WONDERLAND AMUSEMENT PARK

WORKFORCE SOLUTIONS PANHANDLE - CHILD
CARE

2024 HIRING RED, WHITE & YOU JOB FAIR EMPLOYER SURVEY

Thank you for participating in today's job fair. We are committed to making this event as beneficial as possible. To accomplish this, we need your thoughts, comments, suggestions, and overall input. ***Your opinions really do matter to us and they can help make a difference.***

1. Was this event worthwhile for you and your company?

Yes No

2. Approximately how many job seekers did you speak with? _____

3. Approximately how many positions does your company need to fill? _____

4. Have you interviewed, or plan to interview, applicants from this event?

Yes No

5. Did the majority of job seekers you spoke with meet your general qualifications?

Yes No

6. Have you hired, or do you hope to hire, any job candidates from this event?

Yes No

7. Do you (or does your company) use www.WorkInTexas.com?

Yes No

8. We strive to make this event as beneficial for both employers and job seekers. If you have any comments or suggestions, please share them below:

THANK YOU FOR YOUR FEEDBACK!!!

Survey Results

The **2024 Hiring Red, White & You! Job Fair**, hosted by Workforce Solutions Panhandle, proved to be a valuable event for local employers seeking to fill open positions and engage with a diverse pool of job seekers. The survey results from participating employers provide a clear picture of the event's effectiveness and its impact on recruitment efforts.

A Worthwhile Event for Employers

All 19 employers who responded to the survey agreed that the event was worthwhile for their companies, with **100% of participants** giving a positive response. This strong consensus highlights the event's relevance and success in connecting employers with potential candidates.

Was the event worthwhile for you and your company?

| Answer | Count |
|--------|-------|
| Yes | 19 |
| No | 0 |

Strong Engagement with Job Seekers

Employers reported interacting with a wide range of job seekers. The **majority** (16 out of 19) spoke with **26 or more candidates**, with **8 employers engaging with 50+ job seekers**. This indicates that the event attracted a diverse and engaged crowd, providing employers with ample opportunities to connect with individuals who could potentially fill open roles.

Approximately how many job seekers did you speak with?

| Answer | Count |
|---------|-------|
| 1 - 25 | 3 |
| 26 - 50 | 8 |
| 50 + | 8 |

Meeting Staffing Needs

While the number of positions employers needed to fill varied, many had significant staffing needs. A **majority** of employers (11 out of 19) were looking to fill **between 1 and 25 positions**, while **6 employers** had more **substantial hiring needs**, with 3 companies needing to fill between 26 and 50 positions and another 3 companies seeking to fill 50 or more. This range reflects the varying scale of businesses at the event, from small enterprises to larger organizations with more extensive hiring demands.

Approximately how many positions does your company need to fill?

| Answer | Count |
|---------|-------|
| 1 - 25 | 11 |
| 26 - 50 | 3 |
| 50 + | 3 |

Successful Interviews and Hiring Prospects

One of the most promising takeaways from the survey is the high level of engagement with candidates post-event. The survey shows **18 employers** reported having **already interviewed**, or **planning to interview**, applicants from the event, highlighting the fair's role in facilitating immediate follow-up. Additionally, **16 employers expressed hope or plans to hire candidates** they met during the event. These results speak to the quality of interactions and the likelihood that the job fair led to legitimate hiring opportunities for many employers.

Have you interviewed, or plan to interview, applicants from this event?

| Answer | Count |
|--------|-------|
| Yes | 18 |
| No | 1 |

Have you hired, or do you hope to hire, any job candidates from the event?

| Answer | Count |
|--------|-------|
| Yes | 16 |
| No | 3 |

Quality of Job Seekers

The majority of employers felt the candidates they interacted with were qualified for their open positions. **16 employers** said that most of the **job seekers** they spoke with **met their general qualifications**. However, **3 employers** felt that the most candidates they spoke with did not meet their specific qualifications. This feedback suggests that while the event attracted many qualified candidates, some employers may have had more specialized hiring needs.

Did majority of the job seekers you spoke with meet your general qualifications?

| Answer | Count |
|--------|-------|
| Yes | 16 |
| No | 3 |

The Role of WorkInTexas.com

A **significant number of employers** (13 out of 19) are **actively using WorkInTexas.com**, a platform that allows employers to post job listings and connect with a wide pool of job seekers. This highlights the importance of online job boards in the recruitment process and suggests that Workforce Solutions Panhandle's efforts to integrate the event with WorkInTexas.com have been valuable for employers in reaching a broader audience.

Do you (or does your company) use www.WorkInTexas.com?

| Answer | Count |
|--------|-------|
| Yes | 13 |
| No | 6 |

Key Takeaways

- The 2024 Hiring Red, White & You! Job Fair was a success, with 100% of employers agreeing that it was worthwhile.
- Employers had significant interactions with job seekers, with many speaking to 26 or more candidates.
- The event proved valuable in connecting employers with qualified candidates, as 16 employers hope to hire from the event.
- While the majority of candidates met the general qualifications, there were some cases where employers had more specialized requirements.
- The use of WorkInTexas.com remains an important tool for employers, with the majority actively utilizing the platform for recruitment.

Comments

The comments from employers about the **2024 Hiring Red, White & You!** Job Fair are overwhelmingly positive, reflecting a high level of satisfaction with the event.

Positive Impressions

Most employers felt the event was great and enjoyed their experience. Comments like “We thoroughly enjoyed being here!” and “Everything was great” show that the event met their expectations.

Hospitality and Organization

One employer appreciated the welcoming atmosphere, especially being allowed to join last-minute. This shows that hospitality and flexibility were important to making the event a success.

Looking Forward

Many employers were optimistic about filling positions after the event, with several expressing hope that the fair would lead to successful hires.

Specific Hiring Needs

One employer mentioned having specific hiring requirements, making it unclear whether the event would result in hires right away. This suggests that some employers have niche needs and may require additional support to find the right candidates.

Gratitude

Several employers thanked Workforce Solutions Panhandle for the opportunity to attend, indicating that the invitation was appreciated and helped build strong relationships for future events.

“I think your event was great! We thoroughly enjoyed being here! Thank you!” and “Great! This was a great event & have no comments or suggestions.”

“We loved we were welcomed and got in last minute. Looking forward to getting more engagement and help in need.”

“We really enjoyed it here today. Hope to fill some of our positions!”

“Our organization has specific requirements, so it is to be determined on hiring or interviews. But this was a great event and I was happy to be here representing our agency.”



ITEM 14a

Director's Report:

Workforce Innovation and Opportunity Act (WIOA)

Board Targets

**BCY'25 and BCY'26 Local Workforce Development Board Targets
Discussion Paper**

Background

The Workforce Innovation and Opportunity Act (WIOA) requires the Texas Workforce Commission (TWC) to negotiate two years of targets using a statistical model based on the Local Workforce Development Boards' (Boards) best available assumptions of the case mix and economy. Then, at the end of each year, the model is applied to the Boards' actual case mix and economy.

WIOA §116(c) identifies the following 15 measures to be used for local Board performance accountability:

| Adult | Dislocated Worker (DW) | Youth |
|------------------------------|-------------------------------|------------------------------|
| Employed Q2 | Employed Q2 | Employed/Enrolled Q2 |
| Median Earnings Q2 | Median Earnings Q2 | Median Earnings Q2 |
| Employed Q4 | Employed Q4 | Employed/Enrolled Q4 |
| Credential Rate | Credential Rate | Credential Rate |
| Measurable Skill Gains (MSG) | Measurable Skill Gains (MSG) | Measurable Skill Gains (MSG) |

States are required to implement an objective statistical model for use in local negotiations. In previous years negotiations, TWC used adapted versions of DOL's statistical adjustment models (SAMs), and while these models perform well at the state level, they tended to produce targets greater than 100 percent or less than 0 percent and even negative earnings values when applied to Board level data.

This is the first year TWC will be using models developed using Texas Board level data by TWC's Information Innovation & Insight (I3) staff, in consultation with the Workforce Development Division (WDD), to negotiate targets for all the required 15 measures. These performance assessment models (PAMs) more effectively account for specific demographic, social, and economic conditions in Texas.

The negotiated targets will be applied to performance being reported in Board Contract Years 2025 (BCY'25) and 2026 (BCY'26). Negotiations last occurred in the wake of the COVID-19 pandemic. Data from this period was heavily influenced by the pandemic, particularly by higher unemployment rates and unemployment insurance (UI) claims; however, the Texas economy and labor market has since recovered. While there are continued concerns of potential economic issues related to efforts to control inflation and high prices reversing economic and job growth, the PAMs can account for these factors.

Negotiation Process

TWC's Information Innovation & Insight (I3), in coordination with the Workforce Development Division (WDD), has responsibility for developing and applying statistical models for WIOA negotiations.

The negotiation process is conducted jointly between I3 and WDD, with I3 presenting the model and target proposals to Boards, providing a tool for Boards to use to evaluate their performance. Boards have the opportunity to respond with counterproposals for instances in which a Board is concerned about one or more specific target proposals. I3 then consolidates the responses and makes recommendations to WDD based on whether the Boards provided evidence to support their target counterproposal. If the

1 Board's justification does not meet that threshold, staff replies to either rebut the argument, or, in some
2 instances, ask that the Board provide more details or evidence.

3 This occurs when the Board's request for an alternate target is based on factors that the statistical models
4 already account for, such as citing how Boards serve more individuals who are statistically shown to have
5 significant barriers to employment and are considered harder to serve. The models address such cases and
6 allows for shifts in case mixes, whether toward or away from working with a population with greater
7 challenges.

8 **Developing the Performance Assessment Models**

9 Due to the limitations associated with adapting DOL's statistical models to the Board level data and the
10 issues that approach presented during target setting, I|3 developed Texas local area specific statistical
11 models. These performance assessment models (PAMs) perform better than the previous approach,
12 providing predicted performance that is more accurate and reliable. Additionally, minimum, and
13 maximum targets are set for each measure to further ensure that Board targets are both high enough to
14 enable TWC to reach the statewide WIOA targets while also being reasonable given each Board's case
15 mix and economic conditions. The minimum and maximum levels are established using the following
16 methodology:

- 17 • The minimum is generally set at the seventh lowest level of performance achieved in the prior
18 complete year (thus setting an expectation for improvement on those who achieved the lowest
19 levels of performance).
- 20 • The maximum is generally set to the lesser of one of the following:
 - 21 ➤ The seventh highest level of performance achieved in the prior complete year (which
22 provides some flexibility for higher performers and ensures that the reward for being a
23 leading performer is not an ever-increasing target).
 - 24 ➤ 85 percent of the measure. This was an adjustment made to our original model, when one
25 Board observed that the original maximum target for a measure was set to 92.5 percent,
26 meaning it was not mathematically possible to rate a Board at +P (Positive Performance)
27 even if they hit 100 percent. WDD and I|3 agreed that was problematic and decided that
28 85 percent was still an appropriate target that allowed a reasonable chance of achieving at
29 least 110 percent of a target resulting in a +P rating.

30 **Summary of Negotiations**

31 Of the 840 targets proposed by TWC (28 Boards × 15 measures × 2 years), Boards accepted 811 target
32 proposals and considered negotiations on 29 target proposals. There were 21 Boards that accepted all
33 TWC's proposals and seven that requested to negotiate on one or more of the target proposals.

34 Of the seven Boards that offered target counterproposals, two (East Texas and West Central) provided an
35 explanation regarding their requests that was logical, supported by data, and related to factors that the
36 models cannot currently fully account for (specifically high adult/youth co-enrollments impacting
37 performance and a trend toward serving a higher percentage of rural job seekers and data showing that
38 outcomes for rural customers tended to be lower). Therefore, staff included their requested targets on two
39 measures (× 2 years) in the recommendations on pages 4–5 and 7–8.

40 The other five Boards were not able to provide explanations or data to support their target
41 counterproposals. Among the reasons given but not accepted were:

- 1 • concerns about the current economic conditions and layoffs (recent performance indicated that
- 2 they were hitting or trending strongly toward the new targets);
- 3 • concerns about the impact of severe weather events, such as hurricanes (a factor that is now
- 4 accounted for in the PAMs);
- 5 • concerns about higher enrollments in programs such as Registered Apprenticeship (RA) and the
- 6 PROWD grant that might impact case mix (case mix is addressed in the models);
- 7 • concerns about their targets being higher than the statewide DOL targets;
- 8 • arguments that did not seem to align with the data; and
- 9 • arguments related to factors that were accounted for in the models.

10 **Decision Point**

11 Staff recommends approval of the initial targets for BCY'25 and BCY'26 for the WIOA statutorily
12 prescribed performance measures negotiated with the 28 Boards, as listed on pages 4–9.

BCY'25 Targets on WIOA Exit-Based Measures Focusing on the 2nd Quarter Post-Exit

| Board | Adult Employed Q2 Post- Exit | DW Employed Q2 Post- Exit | Youth Employed / Enrolled Q2 Post- Exit | Adult Median Earnings Q2 Post- Exit | DW Median Earnings Q2 Post- Exit | Youth Median Earnings Q2 Post- Exit |
|---------------------------|---|--|--|--|---|--|
| 1-Panhandle | 83.00% | 81.20% | 77.60% | \$8,980 | \$9,500 | \$5,200 |
| 2-South Plains | 83.10% | 82.40% | 81.80% | \$7,610 | \$10,750 | \$3,900 |
| 3-North | 81.00% | 82.40% | 78.80% | \$7,210 | \$9,670 | \$3,900 |
| 4-North Central | 74.00% | 77.80% | 77.00% | \$7,000 | \$9,850 | \$3,900 |
| 5-Tarrant | 74.00% | 77.80% | 75.30% | \$7,000 | \$9,650 | \$3,900 |
| 6-Dallas | 74.00% | 79.40% | 76.30% | \$7,090 | \$10,390 | \$4,270 |
| 7-North East | 83.60% | 82.40% | 81.80% | \$8,080 | \$9,640 | \$4,100 |
| 8-East | 74.40% | 79.10% | 78.90% | \$6,500 | \$9,500 | \$3,900 |
| 9-West Central | 82.80% | 82.40% | 78.20% | \$6,890 | \$9,500 | \$4,630 |
| 10-Borderplex | 79.70% | 77.80% | 79.20% | \$9,200 | \$9,640 | \$3,900 |
| 11-Permian Basin | 77.50% | 82.40% | 76.20% | \$8,250 | \$11,500 | \$4,890 |
| 12-Concho Valley | 80.40% | 82.40% | 77.80% | \$7,490 | \$11,180 | \$4,710 |
| 13-Heart | 83.20% | 82.40% | 76.80% | \$7,720 | \$10,230 | \$3,900 |
| 14-Capital Area | 74.00% | 80.40% | 78.50% | \$9,030 | \$11,500 | \$3,900 |
| 15-Rural Capital | 74.10% | 77.80% | 78.10% | \$7,830 | \$11,100 | \$4,150 |
| 16-Brazos Valley | 74.00% | 79.70% | 75.20% | \$7,000 | \$9,720 | \$3,900 |
| 17-Deep East | 81.60% | 82.40% | 78.30% | \$7,000 | \$9,530 | \$4,310 |
| 18-Southeast | 76.80% | 77.80% | 73.40% | \$7,000 | \$9,500 | \$3,900 |
| 19-Golden Crescent | 82.50% | 79.60% | 73.20% | \$8,850 | \$10,630 | \$5,200 |
| 20-Alamo | 74.20% | 78.40% | 73.20% | \$7,150 | \$10,250 | \$3,900 |
| 21-South | 74.00% | 81.10% | 76.30% | \$7,030 | \$11,090 | \$3,900 |
| 22-Coastal Bend | 76.60% | 79.40% | 73.40% | \$7,000 | \$10,180 | \$3,900 |
| 23-Lower Rio | 75.90% | 82.40% | 74.10% | \$7,750 | \$9,810 | \$4,190 |
| 24-Cameron | 78.50% | 82.20% | 79.10% | \$7,920 | \$9,660 | \$3,900 |
| 25-Texoma | 83.60% | 79.50% | 77.50% | \$8,240 | \$9,500 | \$5,200 |
| 26-Central | 83.60% | 80.70% | 75.40% | \$9,200 | \$10,290 | \$3,900 |
| 27-Middle Rio | 79.20% | 82.40% | 81.80% | \$8,620 | \$10,180 | \$3,900 |
| 28-Gulf Coast | 74.00% | 77.80% | 73.20% | \$7,000 | \$10,130 | \$3,900 |
| Min | 74.00% | 77.80% | 73.20% | \$7,000 | \$9,500 | \$3,900 |
| Max | 83.60% | 82.40% | 81.80% | \$9,200 | \$11,500 | \$5,200 |

BCY'25 Targets on WIOA Exit-Based Measures Requiring Measurement in 4th Quarter Post-Exit

| Board | Adult Employed Q4 Post-Exit | DW Employed Q4 Post-Exit | Youth Employed/Enrolled Q4 Post-Exit | Adult Credential Rate | DW Credential Rate | Youth Credential Rate |
|---------------------------|------------------------------------|---------------------------------|---|------------------------------|---------------------------|------------------------------|
| 1-Panhandle | 80.10% | 80.40% | 75.50% | 81.70% | 85.00% | 77.10% |
| 2-South Plains | 82.30% | 85.00% | 80.60% | 85.00% | 85.00% | 69.10% |
| 3-North | 82.30% | 84.70% | 81.10% | 81.60% | 85.00% | 79.30% |
| 4-North Central | 72.70% | 78.30% | 74.60% | 73.00% | 76.10% | 62.20% |
| 5-Tarrant | 72.70% | 78.80% | 74.60% | 72.20% | 77.40% | 65.30% |
| 6-Dallas | 72.70% | 80.10% | 74.60% | 78.60% | 82.40% | 69.90% |
| 7-North East | 82.30% | 85.00% | 83.10% | 78.10% | 79.20% | 75.90% |
| 8-East | 72.70% | 78.30% | 76.90% | 76.10% | 76.00% | 67.80% |
| 9-West Central | 76.70% | 85.00% | 75.40% | 77.90% | 85.00% | 72.10% |
| 10-Borderplex | 81.00% | 78.80% | 76.20% | 80.20% | 82.80% | 61.60% |
| 11-Permian Basin | 73.30% | 80.20% | 77.10% | 73.30% | 85.00% | 61.90% |
| 12-Concho Valley | 78.70% | 85.00% | 78.00% | 71.10% | 85.00% | 68.90% |
| 13-Heart | 82.20% | 80.90% | 79.40% | 74.00% | 76.00% | 67.10% |
| 14-Capital Area | 74.40% | 80.90% | 78.00% | 75.70% | 80.50% | 71.10% |
| 15-Rural Capital | 76.80% | 78.50% | 80.70% | 82.00% | 85.00% | 76.50% |
| 16-Brazos Valley | 74.90% | 78.30% | 79.90% | 71.10% | 77.90% | 58.80% |
| 17-Deep East | 77.10% | 80.30% | 74.60% | 77.00% | 84.00% | 74.20% |
| 18-Southeast | 74.40% | 78.30% | 75.60% | 77.70% | 79.50% | 63.80% |
| 19-Golden Crescent | 81.70% | 79.60% | 77.00% | 74.20% | 85.00% | 81.20% |
| 20-Alamo | 72.70% | 80.50% | 74.60% | 75.90% | 81.40% | 56.10% |
| 21-South | 75.40% | 78.30% | 78.90% | 85.00% | 85.00% | 78.90% |
| 22-Coastal Bend | 74.70% | 78.50% | 75.00% | 71.10% | 76.00% | 56.60% |
| 23-Lower Rio | 75.50% | 82.50% | 74.60% | 85.00% | 85.00% | 67.10% |
| 24-Cameron | 77.00% | 82.80% | 77.50% | 85.00% | 85.00% | 74.80% |
| 25-Texoma | 82.30% | 85.00% | 77.60% | 78.20% | 81.00% | 66.30% |
| 26-Central | 79.40% | 81.90% | 77.70% | 83.40% | 82.30% | 62.80% |
| 27-Middle Rio | 81.20% | 85.00% | 80.50% | 81.00% | 85.00% | 56.10% |
| 28-Gulf Coast | 72.70% | 78.30% | 74.60% | 71.10% | 76.60% | 59.00% |
| Min | 72.70% | 78.30% | 74.60% | 71.10% | 76.00% | 56.10% |
| Max | 82.30% | 85.00% | 83.30% | 85.00% | 85.00% | 85.00% |

BCY'25 Measurable Skill Gains Targets

| Board | Adult MSG | DW MSG | Youth MSG |
|---------------------------|------------------|---------------|------------------|
| 1-Panhandle | 69.70% | 75.00% | 64.30% |
| 2-South Plains | 69.70% | 75.00% | 73.10% |
| 3-North | 69.70% | 75.00% | 64.30% |
| 4-North Central | 69.70% | 75.00% | 64.30% |
| 5-Tarrant | 69.70% | 75.00% | 64.30% |
| 6-Dallas | 69.70% | 75.00% | 64.30% |
| 7-North East | 69.70% | 80.30% | 64.30% |
| 8-East | 69.70% | 75.00% | 64.30% |
| 9-West Central | 69.70% | 75.00% | 64.30% |
| 10-Borderplex | 69.70% | 75.00% | 64.30% |
| 11-Permian Basin | 69.70% | 75.00% | 64.30% |
| 12-Concho Valley | 71.00% | 75.00% | 64.30% |
| 13-Heart | 69.70% | 75.00% | 64.30% |
| 14-Capital Area | 72.60% | 75.00% | 64.30% |
| 15-Rural Capital | 69.70% | 75.00% | 64.30% |
| 16-Brazos Valley | 69.70% | 75.00% | 64.30% |
| 17-Deep East | 69.70% | 75.00% | 64.90% |
| 18-Southeast | 69.70% | 75.00% | 64.30% |
| 19-Golden Crescent | 69.70% | 75.00% | 64.30% |
| 20-Alamo | 69.70% | 75.00% | 64.30% |
| 21-South | 69.70% | 75.00% | 64.30% |
| 22-Coastal Bend | 69.70% | 75.00% | 64.30% |
| 23-Lower Rio | 69.70% | 75.00% | 67.30% |
| 24-Cameron | 69.70% | 84.60% | 75.20% |
| 25-Texoma | 69.70% | 78.20% | 64.30% |
| 26-Central | 69.70% | 75.00% | 64.30% |
| 27-Middle Rio | 69.70% | 75.00% | 64.30% |
| 28-Gulf Coast | 69.70% | 75.00% | 64.30% |
| Min | 69.70% | 75.00% | 64.30% |
| Max | 85.00% | 84.60% | 84.60% |

BCY'26 Targets on WIOA Exit-Based Measures Focusing on the 2nd Quarter Post-Exit

| Board | Adult Employed Q2 Post-Exit | DW Employed Q2 Post-Exit | Youth Employed/Enrolled Q2 Post-Exit | Adult Median Earnings Q2 Post-Exit | DW Median Earnings Q2 Post-Exit | Youth Median Earnings Q2 Post-Exit |
|---------------------------|------------------------------------|---------------------------------|---|---|--|---|
| 1-Panhandle | 83.00% | 81.20% | 77.60% | \$8,980 | \$9,600 | \$5,300 |
| 2-South Plains | 83.10% | 83.40% | 82.00% | \$7,610 | \$10,750 | \$4,000 |
| 3-North | 81.00% | 83.40% | 78.80% | \$7,210 | \$9,670 | \$4,000 |
| 4-North Central | 75.00% | 78.80% | 77.00% | \$7,100 | \$9,850 | \$4,000 |
| 5-Tarrant | 75.00% | 78.80% | 75.30% | \$7,100 | \$9,650 | \$4,000 |
| 6-Dallas | 75.00% | 79.40% | 76.30% | \$7,100 | \$10,390 | \$4,270 |
| 7-North East | 84.60% | 83.40% | 82.80% | \$8,080 | \$9,640 | \$4,100 |
| 8-East | 75.00% | 79.10% | 78.90% | \$6,800 | \$9,600 | \$4,000 |
| 9-West Central | 82.80% | 83.40% | 78.20% | \$7,140 | \$9,600 | \$4,630 |
| 10-Borderplex | 79.70% | 78.80% | 79.20% | \$9,300 | \$9,640 | \$4,000 |
| 11-Permian Basin | 77.50% | 82.60% | 76.20% | \$8,250 | \$11,600 | \$4,890 |
| 12-Concho Valley | 80.40% | 83.40% | 77.80% | \$7,490 | \$11,180 | \$4,710 |
| 13-Heart | 83.20% | 83.40% | 76.80% | \$7,720 | \$10,230 | \$4,000 |
| 14-Capital Area | 75.00% | 80.40% | 78.50% | \$9,030 | \$11,600 | \$4,000 |
| 15-Rural Capital | 75.00% | 78.80% | 78.10% | \$7,830 | \$11,100 | \$4,150 |
| 16-Brazos Valley | 75.00% | 79.70% | 75.20% | \$7,100 | \$9,720 | \$4,000 |
| 17-Deep East | 81.60% | 82.80% | 78.30% | \$7,100 | \$9,600 | \$4,310 |
| 18-Southeast | 76.80% | 78.80% | 74.20% | \$7,100 | \$9,600 | \$4,000 |
| 19-Golden Crescent | 82.50% | 79.60% | 74.20% | \$8,850 | \$10,630 | \$5,300 |
| 20-Alamo | 75.00% | 78.80% | 74.20% | \$7,150 | \$10,250 | \$4,000 |
| 21-South | 75.00% | 81.10% | 76.30% | \$7,100 | \$11,090 | \$4,000 |
| 22-Coastal Bend | 76.60% | 79.40% | 74.20% | \$7,100 | \$10,180 | \$4,000 |
| 23-Lower Rio | 75.90% | 83.30% | 74.20% | \$7,750 | \$9,810 | \$4,190 |
| 24-Cameron | 78.50% | 82.20% | 79.10% | \$7,920 | \$9,660 | \$4,000 |
| 25-Texoma | 84.60% | 79.50% | 77.50% | \$8,240 | \$9,600 | \$5,200 |
| 26-Central | 84.50% | 80.70% | 75.40% | \$9,300 | \$10,290 | \$4,000 |
| 27-Middle Rio | 79.20% | 83.40% | 82.80% | \$8,620 | \$10,180 | \$4,000 |
| 28-Gulf Coast | 75.00% | 78.80% | 74.20% | \$7,100 | \$10,130 | \$4,000 |
| Min | 75.00% | 78.80% | 74.20% | \$7,100 | \$9,600 | \$4,000 |
| Max | 84.60% | 83.40% | 82.80% | \$9,300 | \$11,600 | \$5,300 |

BCY'26 Targets on WIOA Exit-Based Measures Requiring Measurement in 4th Quarter Post-Exit

| Board | Adult Employed Q4 Post-Exit | DW Employed Q4 Post-Exit | Youth Employed / Enrolled Q4 Post-Exit | Adult Credential Rate | DW Credential Rate | Youth Credential Rate |
|---------------------------|------------------------------------|---------------------------------|---|------------------------------|---------------------------|------------------------------|
| 1-Panhandle | 80.10% | 80.40% | 75.60% | 81.70% | 85.00% | 77.10% |
| 2-South Plains | 83.30% | 85.00% | 80.60% | 85.00% | 85.00% | 69.10% |
| 3-North | 83.30% | 84.70% | 81.10% | 81.60% | 85.00% | 79.30% |
| 4-North Central | 73.70% | 79.30% | 75.60% | 73.00% | 77.00% | 62.20% |
| 5-Tarrant | 73.70% | 79.30% | 75.60% | 72.20% | 77.40% | 65.30% |
| 6-Dallas | 73.70% | 80.10% | 75.60% | 78.60% | 82.40% | 69.90% |
| 7-North East | 83.30% | 85.10% | 83.10% | 78.10% | 79.20% | 75.90% |
| 8-East | 73.70% | 79.30% | 76.90% | 76.10% | 77.00% | 67.80% |
| 9-West Central | 76.70% | 85.00% | 75.60% | 77.90% | 85.00% | 72.10% |
| 10-Borderplex | 81.00% | 79.30% | 76.20% | 80.20% | 82.80% | 61.60% |
| 11-Permian Basin | 73.70% | 80.20% | 77.10% | 73.30% | 85.00% | 61.90% |
| 12-Concho Valley | 78.70% | 85.00% | 78.00% | 72.10% | 85.00% | 68.90% |
| 13-Heart | 82.20% | 80.90% | 79.40% | 74.00% | 77.00% | 67.10% |
| 14-Capital Area | 74.40% | 80.90% | 78.00% | 75.70% | 80.50% | 71.10% |
| 15-Rural Capital | 76.80% | 79.30% | 80.70% | 82.00% | 85.00% | 76.50% |
| 16-Brazos Valley | 74.90% | 79.30% | 79.90% | 72.10% | 77.90% | 58.80% |
| 17-Deep East | 77.10% | 80.30% | 75.60% | 77.00% | 84.00% | 74.20% |
| 18-Southeast | 74.40% | 79.30% | 75.60% | 77.70% | 79.50% | 63.80% |
| 19-Golden Crescent | 81.70% | 79.60% | 77.00% | 74.20% | 85.80% | 81.20% |
| 20-Alamo | 73.70% | 80.50% | 75.60% | 75.90% | 81.40% | 57.10% |
| 21-South | 75.40% | 79.30% | 78.90% | 85.00% | 85.00% | 78.90% |
| 22-Coastal Bend | 74.70% | 79.30% | 75.60% | 72.10% | 77.00% | 57.10% |
| 23-Lower Rio | 75.50% | 82.50% | 75.60% | 85.00% | 85.00% | 67.10% |
| 24-Cameron | 77.00% | 82.80% | 77.50% | 85.00% | 85.00% | 74.80% |
| 25-Texoma | 83.30% | 85.00% | 77.60% | 78.20% | 81.00% | 66.30% |
| 26-Central | 79.40% | 81.90% | 77.70% | 83.40% | 82.30% | 62.80% |
| 27-Middle Rio | 81.20% | 85.00% | 80.50% | 81.00% | 85.00% | 57.10% |
| 28-Gulf Coast | 73.70% | 79.30% | 75.60% | 72.10% | 77.00% | 59.00% |
| Min | 73.70% | 79.30% | 75.60% | 72.10% | 77.00% | 57.10% |
| Max | 83.30% | 85.00% | 84.30% | 85.00% | 85.00% | 85.00% |

BCY'26 Measurable Skill Gains Targets

| Board | Adult MSG | DW MSG | Youth MSG |
|---------------------------|------------------|---------------|------------------|
| 1-Panhandle | 70.70% | 76.00% | 65.30% |
| 2-South Plains | 70.70% | 76.00% | 73.10% |
| 3-North | 70.70% | 76.00% | 65.30% |
| 4-North Central | 70.70% | 76.00% | 65.30% |
| 5-Tarrant | 70.70% | 76.00% | 65.30% |
| 6-Dallas | 70.70% | 76.00% | 65.30% |
| 7-North East | 70.70% | 80.30% | 65.30% |
| 8-East | 70.70% | 76.00% | 65.30% |
| 9-West Central | 70.70% | 76.00% | 65.30% |
| 10-Borderplex | 70.70% | 76.00% | 65.30% |
| 11-Permian Basin | 70.70% | 76.00% | 65.30% |
| 12-Concho Valley | 71.00% | 76.00% | 65.30% |
| 13-Heart | 70.70% | 76.00% | 65.30% |
| 14-Capital Area | 72.60% | 76.00% | 65.30% |
| 15-Rural Capital | 70.70% | 76.00% | 65.30% |
| 16-Brazos Valley | 70.70% | 76.00% | 65.30% |
| 17-Deep East | 70.70% | 76.00% | 65.30% |
| 18-Southeast | 70.70% | 76.00% | 65.30% |
| 19-Golden Crescent | 70.70% | 76.00% | 65.30% |
| 20-Alamo | 70.70% | 76.00% | 65.30% |
| 21-South | 70.70% | 76.00% | 65.30% |
| 22-Coastal Bend | 70.70% | 76.00% | 65.30% |
| 23-Lower Rio | 70.70% | 76.00% | 67.30% |
| 24-Cameron | 70.70% | 85.60% | 75.20% |
| 25-Texoma | 70.70% | 78.20% | 65.30% |
| 26-Central | 70.70% | 76.00% | 65.30% |
| 27-Middle Rio | 70.70% | 76.00% | 65.30% |
| 28-Gulf Coast | 70.70% | 76.00% | 65.30% |
| Min | 70.70% | 76.00% | 65.30% |
| Max | 85.00% | 85.00% | 85.00% |



ITEM 14b

Director's Report:

Performance Measure Non-WIOA

Board Targets

1 **Discussion, Consideration, and Possible Action Regarding Local Workforce Development Board Performance**
2 **Measure Non-WIOA Targets for Board Contract Year 2025 (BCY25)**

3 **Introduction**

4 Today, staff present performance targets for BCY25 for the following local Workforce Development Board (Boards)
5 non-Workforce Innovation & Opportunity Act (WIOA) measures:

- 6 • Five Career & Training WIOA-based Measures:
 - 7 ○ Active Job Seeker New Employment Connection Rate
 - 8 ○ Maintaining Employment Connection Rate
 - 9 ○ Credential Rate – All C&T Participants
 - 10 ○ NCP Entered Employment Rate
 - 11 ○ NCP Employment Retention Rate
- 12 • Three Reemployment Services and Eligibility Assessment (RESEA) Measures:
 - 13 ○ RESEA Outreach and Scheduling Rate
 - 14 ○ RESEA Initial Appointment Rate
 - 15 ○ RESEA Failure to Report Rate
- 16 • Choices Full Engagement Rate
- 17 • Claimant Reemployment within 10 Weeks
- 18 • # of Employers Receiving Texas Talent Assistance (TTA)
- 19 • Successful Texas Talent Assistance Rate (STTAR)

20 Staff recommend that TWC apply the same methodologies for setting BCY25 targets as those used in BCY24, except
21 for new measures whose methodology will be explained below.

22 **Target Methodologies**

- 23 • Five Career & Training (C&T) WIOA-based Measures:
 - 24 ○ Active Job Seeker New Employment Connection Rate - Apply Board Target Methodology outlined
 - 25 below.
 - 26 ○ Maintaining Employment Connection Rate - Apply Board Target Methodology outlined below.
 - 27 ○ Apply the targets from TWC's Legislative Appropriations Request for:
 - 28 ▪ Credential Rate – All C&T Participants: 71%
 - 29 ▪ NCP Entered Employment Rate: 65%
 - 30 ▪ NCP Employment Retention Rate: 50%
- 31 • Choices Full Engagement Rate: Continue existing target of 50% which is aligned with the federal participation
- 32 rate requirements
- 33 • Three Reemployment Services and Eligibility Assessment (RESEA) Measures:
 - 34 ○ RESEA Outreach and Scheduling Rate: 100% (weekly)
 - 35 ○ RESEA Initial Appointment Rate: (77% quarterly)
 - 36 ○ RESEA Failure to Report Rate: (23% quarterly)
- 37 • Claimant Reemployment within 10 Weeks – Apply the existing target methodology detailed below.
- 38 • # of Employers receiving Texas Talent Assistance – Apply Board Target Methodology outlined below.
- 39 • Successful Texas Talent Assistance Rate (STTAR) – Apply Board Target Methodology outlined below.

40 **BCY25 Target Methodology for Claimant Reemployment within 10 Weeks**

41 The existing methodology for this measure accounts for differences in performance by case mix tied to different types
42 of claims (UCX, Federal, Oil-Gas, Other, and those missing industry information) since each has its own return to
43 work profile. This model sets sub-targets around those claim categories to set expectations for each Board, which
44 aggregate up to 60% (the max target set for this measure).

| BCY25 | UCX | Fed | Oil-Gas | Non-Oil-Gas | Unknown | Total |
|-------------------------------|--------|---------|---------|-------------|---------|---------|
| Performance | 54.08% | 61.505 | 65.21% | 58.46% | 58.79% | 58.79% |
| Sub Performance as % of Total | 91.99% | 104.61% | 110.92% | 99.44% | 100.00% | 100.00% |
| % of Denominator | 0.69% | 0.73% | 5.00% | 91.73% | 1.86% | 100.00% |
| Sub Targets & Base Target | 55.19% | 62.77% | 66.55% | 59.66% | 60.00% | 60.00% |

2 **BCY25 Board Target Methodology for Select Measures**

3 A uniform methodology was used to set Board targets for:

- 4 • Active Job Seeker New Employment Connection Rate
- 5 • Maintaining Employment Connection Rate
- 6 • # of Employers receiving Texas Talent Assistance
- 7 • Successful Texas Talent Assistance Rate (STTAR)

8 Rates for applicable BCY 25 performance periods were forecasted using the four most recently available historical
9 annual performance periods. To obtain targets, these forecasted rates were bounded above and below, respectively, by
10 the 7th largest (highest performing) and 7th smallest (lowest performing) Board rate from prior year performance in
11 accord with longstanding convention.

12 Targets calculated for these select measures are given on the following pages.

13 **Commission Request**

14 Staff request the Commission approve the performance expectations for the non-WIOA measures, based on the target
15 methodologies described above for BCY25:

- 16 • Five Career & Training WIOA-based Measures:
 - 17 ○ Active Job Seeker New Employment Connection Rate
 - 18 ○ Maintaining Employment Connection Rate
 - 19 ○ Credential Rate – All C&T Participants
 - 20 ○ NCP Entered Employment Rate
 - 21 ○ NCP Employment Retention Rate
- 22 • Three Reemployment Services and Eligibility Assessment (RESEA) Measures:
 - 23 ○ RESEA Outreach and Scheduling Rate
 - 24 ○ RESEA Initial Appointment Rate
 - 25 ○ RESEA Failure to Report Rate
- 26 • Choices Full Engagement Rate
- 27 • Claimant Reemployment within 10 Weeks
- 28 • # of Employers Receiving Texas Talent Assistance (TTA)
- 29 • Successful Texas Talent Assistance Rate (STTAR)

Active Job Seeker New Employment Connection Rate

| # | LWDA | Prior Annual Performance | 7th Largest | 7th Smallest | BCY'25 AJS Target |
|----------|-----------------|---------------------------------|-------------------------------|--------------------------------|--------------------------|
| 1 | Panhandle | 64.54% | 61.14% | 55.53% | 61.14% |
| 2 | South Plains | 63.84% | 61.14% | 55.53% | 61.14% |
| 3 | North Texas | 59.66% | 61.14% | 55.53% | 61.14% |
| 4 | North Central | 55.59% | 61.14% | 55.53% | 57.05% |
| 5 | Tarrant County | 59.81% | 61.14% | 55.53% | 60.95% |
| 6 | Dallas County | 58.16% | 61.14% | 55.53% | 59.15% |
| 7 | North East | 47.35% | 61.14% | 55.53% | 55.53% |
| 8 | East Texas | 61.12% | 61.14% | 55.53% | 61.14% |
| 9 | West Central | 53.36% | 61.14% | 55.53% | 55.53% |
| 10 | Borderplex | 56.03% | 61.14% | 55.53% | 58.97% |
| 11 | Permian Basin | 64.50% | 61.14% | 55.53% | 61.14% |
| 12 | Concho Valley | 53.46% | 61.14% | 55.53% | 57.77% |
| 13 | Heart of Texas | 58.14% | 61.14% | 55.53% | 56.15% |
| 14 | Capital Area | 55.53% | 61.14% | 55.53% | 58.31% |
| 15 | Rural Capital | 52.75% | 61.14% | 55.53% | 55.53% |
| 16 | Brazos Valley | 49.64% | 61.14% | 55.53% | 55.53% |
| 17 | Deep East | 56.31% | 61.14% | 55.53% | 56.13% |
| 18 | Southeast | 56.83% | 61.14% | 55.53% | 61.14% |
| 19 | Golden Crescent | 58.54% | 61.14% | 55.53% | 55.53% |
| 20 | Alamo | 56.67% | 61.14% | 55.53% | 57.47% |
| 21 | South Texas | 58.52% | 61.14% | 55.53% | 61.14% |
| 22 | Coastal Bend | 56.53% | 61.14% | 55.53% | 60.09% |
| 23 | Lower Rio | 62.81% | 61.14% | 55.53% | 61.14% |
| 24 | Cameron | 63.01% | 61.14% | 55.53% | 61.14% |
| 25 | Texoma | 61.14% | 61.14% | 55.53% | 61.14% |
| 26 | Central Texas | 55.01% | 61.14% | 55.53% | 55.53% |
| 27 | Middle Rio | 64.15% | 61.14% | 55.53% | 61.14% |
| 28 | Gulf Coast | 56.30% | 61.14% | 55.53% | 58.52% |

Maintaining Employment Connection Rate

| # | LWDA | Prior Annual Performance | 7 th Largest | 7 th Smallest | BCY'25 AJS Target |
|----|-----------------|--------------------------|-------------------------|--------------------------|-------------------|
| 1 | Panhandle | 40.91% | 42.62% | 39.92% | 42.07% |
| 2 | South Plains | 41.26% | 42.62% | 39.92% | 42.62% |
| 3 | North Texas | 39.96% | 42.62% | 39.92% | 41.36% |
| 4 | North Central | 49.24% | 42.62% | 39.92% | 42.62% |
| 5 | Tarrant County | 40.82% | 42.62% | 39.92% | 42.62% |
| 6 | Dallas County | 40.56% | 42.62% | 39.92% | 42.62% |
| 7 | North East | 39.92% | 42.62% | 39.92% | 42.38% |
| 8 | East Texas | 42.11% | 42.62% | 39.92% | 42.62% |
| 9 | West Central | 41.89% | 42.62% | 39.92% | 42.62% |
| 10 | Borderplex | 41.88% | 42.62% | 39.92% | 41.93% |
| 11 | Permian Basin | 39.78% | 42.62% | 39.92% | 42.62% |
| 12 | Concho Valley | 39.46% | 42.62% | 39.92% | 39.92% |
| 13 | Heart of Texas | 41.10% | 42.62% | 39.92% | 42.62% |
| 14 | Capital Area | 55.12% | 42.62% | 39.92% | 42.62% |
| 15 | Rural Capital | 54.51% | 42.62% | 39.92% | 42.62% |
| 16 | Brazos Valley | 43.29% | 42.62% | 39.92% | 42.62% |
| 17 | Deep East | 39.48% | 42.62% | 39.92% | 40.01% |
| 18 | Southeast | 36.04% | 42.62% | 39.92% | 39.92% |
| 19 | Golden Crescent | 43.83% | 42.62% | 39.92% | 42.62% |
| 20 | Alamo | 44.24% | 42.62% | 39.92% | 42.62% |
| 21 | South Texas | 38.74% | 42.62% | 39.92% | 39.92% |
| 22 | Coastal Bend | 42.62% | 42.62% | 39.92% | 42.62% |
| 23 | Lower Rio | 38.49% | 42.62% | 39.92% | 40.00% |
| 24 | Cameron | 40.33% | 42.62% | 39.92% | 41.28% |
| 25 | Texoma | 40.61% | 42.62% | 39.92% | 42.62% |
| 26 | Central Texas | 42.12% | 42.62% | 39.92% | 42.62% |
| 27 | Middle Rio | 40.25% | 42.62% | 39.92% | 41.63% |
| 28 | Gulf Coast | 40.87% | 42.62% | 39.92% | 42.62% |

of Employers receiving Texas Talent Assistance (TTA)

| # | LWDA | Prior Annual Performance | 7th Largest | 7th Smallest | BCY'25 AJS Target |
|----------|-----------------|---------------------------------|-------------------------------|--------------------------------|--------------------------|
| 1 | Panhandle | 1,755 | 4,168 | 1,412 | 1,978 |
| 2 | South Plains | 1,986 | 4,168 | 1,412 | 2,160 |
| 3 | North Texas | 1,030 | 4,168 | 1,412 | 1,412 |
| 4 | North Central | 8,214 | 4,168 | 1,412 | 4,168 |
| 5 | Tarrant County | 4,013 | 4,168 | 1,412 | 4,003 |
| 6 | Dallas County | 9,440 | 4,168 | 1,412 | 4,168 |
| 7 | North East | 1,476 | 4,168 | 1,412 | 1,588 |
| 8 | East Texas | 3,471 | 4,168 | 1,412 | 3,796 |
| 9 | West Central | 1,472 | 4,168 | 1,412 | 1,550 |
| 10 | Borderplex | 4,241 | 4,168 | 1,412 | 4,168 |
| 11 | Permian Basin | 1,593 | 4,168 | 1,412 | 1,677 |
| 12 | Concho Valley | 836 | 4,168 | 1,412 | 1,412 |
| 13 | Heart of Texas | 1,300 | 4,168 | 1,412 | 1,441 |
| 14 | Capital Area | 6,629 | 4,168 | 1,412 | 4,168 |
| 15 | Rural Capital | 3,285 | 4,168 | 1,412 | 3,927 |
| 16 | Brazos Valley | 1,871 | 4,168 | 1,412 | 2,100 |
| 17 | Deep East | 2,227 | 4,168 | 1,412 | 2,667 |
| 18 | Southeast | 1,747 | 4,168 | 1,412 | 1,976 |
| 19 | Golden Crescent | 1,183 | 4,168 | 1,412 | 1,412 |
| 20 | Alamo | 5,704 | 4,168 | 1,412 | 4,168 |
| 21 | South Texas | 2,068 | 4,168 | 1,412 | 2,145 |
| 22 | Coastal Bend | 2,548 | 4,168 | 1,412 | 2,780 |
| 23 | Lower Rio | 4,168 | 4,168 | 1,412 | 4,168 |
| 24 | Cameron | 1,766 | 4,168 | 1,412 | 1,927 |
| 25 | Texoma | 1,082 | 4,168 | 1,412 | 1,412 |
| 26 | Central Texas | 1,412 | 4,168 | 1,412 | 1,471 |
| 27 | Middle Rio | 946 | 4,168 | 1,412 | 1,412 |
| 28 | Gulf Coast | 29,891 | 4,168 | 1,412 | 4,168 |

Successful Texas Talent Assistance Rate (STTAR)

| # | LWDA | Prior Annual Performance | 7th Largest | 7th Smallest | BCY'25 AJS Target |
|----------|-----------------|---------------------------------|-------------------------------|--------------------------------|--------------------------|
| 1 | Panhandle | 39.62% | 57.88% | 45.44% | 45.44% |
| 2 | South Plains | 58.85% | 57.88% | 45.44% | 57.88% |
| 3 | North Texas | 50.08% | 57.88% | 45.44% | 57.03% |
| 4 | North Central | 73.75% | 57.88% | 45.44% | 57.88% |
| 5 | Tarrant County | 60.38% | 57.88% | 45.44% | 57.88% |
| 6 | Dallas County | 53.09% | 57.88% | 45.44% | 57.88% |
| 7 | North East | 41.18% | 57.88% | 45.44% | 45.78% |
| 8 | East Texas | 51.97% | 57.88% | 45.44% | 57.88% |
| 9 | West Central | 72.94% | 57.88% | 45.44% | 57.88% |
| 10 | Borderplex | 56.13% | 57.88% | 45.44% | 57.88% |
| 11 | Permian Basin | 51.12% | 57.88% | 45.44% | 57.88% |
| 12 | Concho Valley | 49.27% | 57.88% | 45.44% | 54.35% |
| 13 | Heart of Texas | 45.21% | 57.88% | 45.44% | 48.19% |
| 14 | Capital Area | 37.87% | 57.88% | 45.44% | 45.46% |
| 15 | Rural Capital | 31.53% | 57.88% | 45.44% | 45.44% |
| 16 | Brazos Valley | 45.44% | 57.88% | 45.44% | 51.58% |
| 17 | Deep East | 44.74% | 57.88% | 45.44% | 45.44% |
| 18 | Southeast | 55.44% | 57.88% | 45.44% | 57.88% |
| 19 | Golden Crescent | 51.30% | 57.88% | 45.44% | 57.62% |
| 20 | Alamo | 57.88% | 57.88% | 45.44% | 57.88% |
| 21 | South Texas | 49.85% | 57.88% | 45.44% | 55.17% |
| 22 | Coastal Bend | 58.00% | 57.88% | 45.44% | 57.88% |
| 23 | Lower Rio | 53.30% | 57.88% | 45.44% | 57.88% |
| 24 | Cameron | 61.15% | 57.88% | 45.44% | 57.88% |
| 25 | Texoma | 51.25% | 57.88% | 45.44% | 55.00% |
| 26 | Central Texas | 56.23% | 57.88% | 45.44% | 57.88% |
| 27 | Middle Rio | 51.63% | 57.88% | 45.44% | 55.74% |
| 28 | Gulf Coast | 47.27% | 57.88% | 45.44% | 56.58% |



ITEM 14c

Director's Report:

Business Services Unit Report



BUSINESS SERVICES REPORT

Q3 24



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EXECUTIVE SUMMARY

This report outlines the significant activities and achievements of the Workforce Solutions Panhandle Business Services Unit (BSU) during the third quarter of 2024. The BSU has focused on strategic collaborations, workforce development initiatives, economic development efforts, and community engagement to support the regional economy.

Key Highlights

EMPLOYER ENGAGEMENT AND RELATIONSHIP BUILDING

Employer Relationship Building

Goodwill Industries - Sydney Rieff - BSU staff provided guidance on how to determine a fee structure if they were to start charging community members for certain services they currently offer for free. Specifically, they want to know how to set a fair price for services such as career development courses (which include Continuing Education Units or CEUs), computer classes (also with CEUs), referrals to external resources, goal-setting guidance, and access to life skills and behavioral management courses.

Pantex Plant - BSU staff attended an event at the Amarillo Chamber of Commerce, who hosted an event to celebrate Pantex becoming the top employer in the region, and the new contractor for the Pantex Plant, PanTeXas Deterrence (PXD), was announced. PXD is a joint venture led by BWX Technologies, Inc. (BWXT) that also includes Fluor, SOC, A Day & Zimmermann Company, and the Texas A&M University System.

Additionally, BSU staff met with PXD Human Resources staff, Dawn Meneweather to discuss current and future job postings and plans.

CVMR (Chemical Vapor Metal Refining) - scheduled to break ground in December 2024, is a large-scale rare-earth mineral refinery being constructed in Amarillo. The facility will cover 540 acres and span 500,000 square feet. It will be the first refinery of its kind in the United States, focusing on refining critical minerals and rare-earth elements vital to industries such as aerospace, automotive, and electronics.

The \$1.5 billion facility will use vapor metallurgy technology to refine 36 different metals, including nickel, cobalt, and lithium. It is projected to employ approximately 1,000 workers, with an annual payroll exceeding \$100 million. Local incentives include \$20 million over 10 years for job creation and a 100% tax abatement for the same period.

Plant AS - AG Plant Systems, also known as Plant Agricultural Systems (PLANT-AS), is developing a \$510 million Controlled Environment Agriculture (CEA) facility in Amarillo. The project, which will span 400 acres and include 9 million square feet of advanced hydroponic production facilities, is set to break ground between December 2024 and January 2025. The timeline is approximately two months behind a similar facility in Lubbock. The facility will focus on growing leafy greens and vine crops, creating over 700 jobs with an annual payroll of \$35 million as it scales up over the next seven years.

LS Power - BSU staff met with Michael Goulding, Manager of Operations Training at LS Power, to discuss electrical apprenticeships at their Amarillo Location. BSU staff connected Mr. Goulding to the Texas Workforce Commission's Apprenticeship staff, Traci Nolen.

Maryland Department of Labor - Spoke with Teresa Mena, Apprenticeship Navigator for Maryland DOL. She stated that she is working with an association who is developing a registered apprenticeship program in Texas. BSU staff connected Ms. Mena to the Texas Workforce Commission's Apprenticeship staff, Traci Nolen.

West Texas Enterprise Center - Participated in Entrepreneur Support Tours. Visited several companies, such as Casters of Amarillo, Whitney Russell Printers, and Innovative Fueling Solutions. These visits gave partner organizations a chance to learn about the companies and the companies learn about services offered. Other participating organizations were Amarillo EDC, TMAC, and West Texas Enterprise Center.

Garrett Container Systems - BSU staff spoke with Frank Boudreau, of Albers Aerospace, concerning the ongoing needs of the new Amarillo employer. Job postings for the following were entered into WorkInTexas.com: Manufacturing Design Engineers, Welders, Manufacturing Production Supervisor, and General Laborers.

HomeGoods - BSU staff spoke with General Manager, Jose Cano, of retailer HomeGoods concerning the company's needs for their new Amarillo location. A series of hiring events were scheduled in our Amarillo office,

The company's goal was to hire 65 of their 80 open positions, they ended up able to fill all 80.

BSU staff also scheduled space for the company to host their new employee onboarding, as well as their orientation meetings. HomeGoods was ultimately in-house for more than two weeks.

International Paper - BSU staff reached out to International Paper leadership concerning future needs of the company. International Paper is planning to build a new facility near Bell and the Rick Husband International Airport.

Rural Employer Relationship Building

Soluna Computing - BSU staff worked with Soluna Computing Human Resources, Mary O'Reilly concerning their ongoing needs. Job postings were entered into WorkInTexas.com for Data Center Technicians and Electricians.

Soluna's Silverton location is a 100-megawatt data center with 50 megawatts live and 50 megawatts under construction. This site is located south of Silverton, TX and is connected to a wind farm with loads of excess energy.

Soluna broke ground on September 03, 2024 on a 50MW expansion of its cryptomining data center site in the Texas Panhandle.

The company, this quarter, announced the groundbreaking of its Dorothy 2 project in Texas. The ceremony was held on Wednesday, August 28, 2024. The energization of Project Dorothy 2 is expected in Q1 2025.

Martin Lopez State Farm Insurance - Martin reached out to BSU staff seeking a Sales & Marketing person in Friona. A job posting was entered into WorkInTexas.com.

Quality Beef Producers - Thomas Rivas reached out to BSU staff as he was having issues with filling Wildorado

Allsup's (Friona) - BSU staff spoke with Summer regarding staffing challenges at both Allsup's locations in Friona. A job posting was entered into WorkInTexas.com (JPID 15593527). The starting wage is \$10.00 per hour. Ongoing recruitment efforts are needed to address the staffing shortages.

American Canvas - BSU staff met with Jerry, who confirmed that the company is currently fully staffed. However, when hiring, they look for sewers, tarp folders, and forklift operators. No new job postings were reported at this time.

Bermea Construction - BSU staff spoke with David Bermea, the owner of Bermea Construction. The company is fully staffed but is always looking for skilled finish cement workers to meet potential future needs.

City of Friona - BSU staff spoke with Leander Davila about the newly operational training center, which currently offers classes in cosmetology and

barbering. There are plans to expand course offerings in mechanics, welding, and auto repair in the near future to meet growing workforce demands.

BSU staff also discussed future business opportunities with Leander Davila, including the possibility of McDonald's opening a location in Friona. Additional discussions covered the introduction of Uber Eats and Door Dash services to improve food delivery options in the city.

Friona County Library - BSU staff left a business card and a flyer with Anahi Gomez to inform her of the services offered by Workforce Solutions Panhandle. This outreach aims to raise awareness of available employment resources for the community.

Hi Pro Feeds - BSU staff spoke with Miguel Lopez, who confirmed that all hiring for Hi Pro Feeds is conducted through Employbridge, a staffing agency with offices in Amarillo and Clovis, NM. BSU also spoke with Amber Amason from Employbridge to ensure the account remains up to date.

Hop In - BSU staff met with Penny regarding ongoing staffing needs. A job posting was entered into WorkInTexas.com (JPID 16203589). Hop In continues to face turnover issues and is consistently accepting applications. BSU will continue to provide referrals to support their recruitment efforts.

Hunan Star II - BSU staff spoke with Felix, who confirmed that the restaurant is always accepting applications for part-time positions with flexible hours. The business is open to hiring local high school students to fill staffing needs.

Lineage Logistics - BSU staff spoke with the new office manager, Genie Chavarria, who reported that Lineage Logistics is fully staffed. They plan to post new job listings for their Friona location, and BSU will monitor job postings on Indeed.com for future openings.

Parmer Medical Center - BSU staff spoke with Judy Rocha (HR Manager), who confirmed that all current job postings remain open. BSU will continue to provide referrals to assist with ongoing recruitment needs. A job posting was entered into WorkInTexas.com (JPID 16503576).

PSSI - BSU staff coordinated with Dianna Mendoza, who utilized the conference room at Amarillo College in Hereford from 9:30 AM to 1:30 PM for recruitment purposes. This provided an opportunity to meet with potential candidates and discuss job openings at PSSI. A job posting was entered into WorkInTexas.com (JPID 15955709).

Deaf Smith Chamber of Commerce – BSU staff met with Junie (Director) to discuss several business developments in Hereford, including the grand opening of Chicken Express, the ongoing construction of Golden Chick, and updates related to Hereford Bar & Grill.

Hereford Bar & Grill – BSU staff visited with Rocky Bhartka to discuss the soft grand opening of Hereford Bar & Grill. No specific hiring needs were mentioned during this visit, but future recruitment opportunities may arise as the business expands.

Hereford Regional Medical Center – BSU staff spoke with Laura Garza regarding current job listings at Hereford Regional Medical Center. Laura agreed to send job listings via email to ensure timely updates for job seekers in the area.

Panhandle Milling Co. – BSU staff spoke with Louis Mungia (Plant Manager), who reported that Panhandle Milling Co. is ramping up hiring efforts for the Fall season, which is one of the company's busiest periods. BSU will continue to assist in their recruitment efforts as needed.

Allsup's – BSU staff spoke with Dorothy, who confirmed that both stores (#2028 and #2029) are always accepting applications. Interested candidates can apply at [YesWay.com](https://www.yesway.com).

Hereford Chamber of Commerce – BSU staff visited with interim Chamber president Je'nelle to discuss new members who have recently joined the Chamber. During the visit, it was also mentioned that Blattner Energy is looking at hiring a few local workers for its projects.

Eagles Landing Travel Stop – BSU staff visited with Beatrice (Manager), who has a current job posting in [WorkInTexas.com](https://www.workintexas.com) (JPID 16503602). Eagles Landing is still in need of part-time help for evening shifts, specifically for stockers and maintenance positions.

Judge Keeter – BSU staff met with Judge Harold Keeter to discuss the construction of the Hornet Solar site located west of Tulia on HWY 86. Blattner Energy has started construction, and local employment opportunities may arise.

Keeter's Meat Co. – BSU staff continue to provide referrals for Keeter's Meat Co., which is always looking for experienced meat cutters. The business offers competitive wages in Tulia, TX. Recently, they installed a new smoker and expanded their storage facilities.

Lowe's Market - BSU staff met with Joe (Manager), who confirmed that applications are always being accepted both online and in person. A QR code is available to provide up-to-date information on job openings for all Lowe's Market stores in the Texas Panhandle. The store is currently fully staffed, though turnover is a constant issue.

Milo Insulation - BSU staff spoke with Cindy Swain, who confirmed that Milo Insulation is currently fully staffed, but they always welcome applicants. The company has recently expanded its operations to Denton, TX, and Pampa, TX.

Old Castle APG - BSU staff are continuing referrals for Old Castle APG, where general labor workers, forklift operators, and maintenance and repair workers are currently needed. Job postings are available in WorkInTexas.com (JPID 16768955, 16768950, 16768959).

Panhandle Community Services - BSU staff presented Anna Padilla with an Unemployment Benefits package for employees who may face furlough. Anna was reassured that the possibility of future furloughs might have ended.

Prissy BBQ - BSU staff met with Anthony Sanders, who confirmed that Prissy BBQ is fully staffed at present, though they are always accepting applications on-site.

Salvation Army - BSU staff spoke with Linda Shipp, who mentioned that the Salvation Army has partnered with Panhandle Community Services to assist customers with fuel assistance during August 2024.

Sonic Drive-In - BSU staff spoke with Francis, who mentioned that job seekers can apply online for positions at Sonic at [Sonic.com/careers](https://www.sonic.com/careers).

Swisher County Sheriff's Department - BSU staff spoke with Jim McCaslin (Sheriff), who confirmed that the department is still in need of deputies. BSU staff will continue providing referrals. A job posting is available in WorkInTexas.com (JPID 16503599).

Employers and Groups Utilizing Workforce Solutions Panhandle Offices

West Texas Healthcare Association - Monthly luncheons

Pantex - Testing and Interviews

Panhandle Human Resources Association - Board Meetings

Market Street - New Employee Orientation

HomeGoods - New Employee Orientation

LABOR MARKET ANALYSIS AND INFORMATION DISSEMINATION

Pampa Economic Development Corporation - BSU staff provided Ryan Bradley, the new Executive Director of Pampa EDC, with Labor Market Information (LMI) specific to Pampa, Gray County, and the Texas Panhandle to support workforce planning and economic development initiatives.

Amarillo Economic Development Corporation - BSU staff provided Labor Market Information to Caylar Harper, Director of Marketing & Workforce Initiatives, ahead of the Build Your Talent Toolbox Seminar. The LMI focused on workforce trends, wages, and projections for Amarillo and the surrounding area.

Canyon Economic Development Corporation - BSU staff supplied wage and job projection data for Amarillo, Potter County, and the Texas Panhandle to Stephanie Tucker, Executive Director of Canyon EDC, in preparation for the Canyon Independent School District's CTE Roundtable. This data was provided to support discussions on local labor market needs.

Dumas Economic Development Corporation - BSU staff provided Brandon Cox, the new Executive Director of Dumas EDC, with Labor Market Information for Dumas, Moore County, and the Texas Panhandle to guide workforce and economic development efforts in the region.

Borger Economic Development Corporation - BSU staff delivered quarterly Labor Market Information to Amy Fesser, Executive Director of Borger EDC, which included wages, job projections, and comparative data between Borger and Pampa, offering insights into regional competition and workforce dynamics.

International Aerospace Coatings - BSU staff supplied wage information for Amarillo and the Texas Panhandle to Wendy Canales, Talent Acquisition Specialist, in preparation for an upcoming Skills Development Grant application.

Cacique - BSU staff provided Lisa Harris, Human Resources Manager at Cacique, with quarterly wage data for production occupations in Amarillo and the Texas Panhandle to help ensure competitive compensation practices.

Amarillo College (Technical Education) - BSU staff presented customized Labor Market Information to Amarillo College's Construction Technology

students and instructors. The presentation included wage information, employment projections, and an overview of Workforce Solutions Panhandle's Training Services Program.

Frank Phillips College - BSU staff learned that Jason Emory, Dean of Industrial Programs, had left Frank Phillips College, with Dr. Shannon Carroll temporarily assuming the position. BSU staff introduced Workforce Solutions Panhandle's services and provided customized Labor Market Information for Hutchinson County, Borger, and the Texas Panhandle to assist with workforce development and industrial programs.

HIRING EVENTS AND JOB FAIRS

Job Fairs

West Texas A&M University Back-to-School Job Fair

Business Services staff worked closely with West Texas A&M University (WTAMU) to assist in employer outreach for their annual Back-to-School Job Fair. The event was designed to connect WTAMU students with local employers seeking part-time, full-time, or internship opportunities. By utilizing established networks, the Business Services Unit helped to ensure that the job fair offered diverse career prospects, attracting employers from various industries.

- **34 Employers Participated:** Employers represented a range of sectors, including retail, food service, healthcare, and more, providing students with numerous job opportunities.
- **232 Student Job Seekers Attended:** Students actively seeking part-time employment, internships, or career opportunities made valuable connections with potential employers, helping to bridge the gap between academic learning and professional experience.

West Texas A&M University Fall Career and Internship EXPO 2024

For the Fall Career and Internship EXPO 2024, Business Services staff again partnered with WTAMU to help attract a wide array of employers. This event placed a greater emphasis on long-term career placements and internships, focusing on connecting students with industry professionals in fields relevant to their studies and future careers.

- **112 Employers Participated:** The event saw participation from industries such as technology, engineering, healthcare, and finance, reflecting the growing demand for skilled workers in the Texas Panhandle.

- **446 Student Job Seekers Attended:** Students from diverse academic programs took advantage of the opportunity to network with employers, explore internships, and secure career positions that aligned with their academic goals.

Hiring Events

Market Street (United Supermarkets) Hiring Events

Market Street, a major employer in the region, held several hiring events to meet staffing needs for its new Amarillo location. Business Services staff played a key role in promoting the events and coordinating logistics to support both Market Street and potential employees.

- **400 Hires Made:** The hiring process filled 250 positions for the new location. An additional 150 hires were distributed to other United Supermarkets and Market Street locations throughout Amarillo and the surrounding area, helping the company efficiently staff multiple locations.
- **575 Job Seekers Attended:** A strong turnout of job seekers demonstrated high demand for employment in the region, reflecting the importance of these hiring events in addressing local workforce needs.
- **20 Job Postings Entered into WorkInTexas.com:** Business Services staff supported the employer by ensuring all job opportunities were listed in the state's job-matching system, which helped increase visibility and streamline the hiring process.
- **All 250 Available Positions Filled:** The collaboration between Workforce Solutions Panhandle and Market Street led to the successful staffing of the new store, meeting the employer's goals ahead of schedule.

HomeGoods Hiring Event

HomeGoods hosted a hiring event to staff its Amarillo store, aiming to hire for key positions in retail operations and management. Workforce Solutions Panhandle supported this effort by facilitating event logistics and job postings in WorkInTexas.com.

- **80 Hires Made:** HomeGoods was able to fill all available positions, including sales associates and stockroom personnel, ensuring smooth operations at the Amarillo location.

- **123 Job Seekers Attended:** The event attracted a diverse pool of job seekers, providing HomeGoods with a variety of candidates to meet their hiring needs.
- **2 Job Postings Entered into WorkInTexas.com:** By advertising through WorkInTexas.com, the employer expanded its reach to potential employees throughout the region.
- **Orientations Hosted at Workforce Solutions Panhandle:** The Business Services team provided additional support by hosting post-hiring orientations, helping to ensure a smooth onboarding process for new employees.

Elit3 Logistics

Elit3 Logistics, a growing logistics company, partnered with Workforce Solutions Panhandle to host four hiring events at the Amarillo office. Business Services staff worked closely with the company to attract candidates and facilitate the recruitment process.

- **328 Job Seekers Attended:** A large number of job seekers participated in these events, demonstrating strong interest in logistics and transportation jobs in the region.
- **66 Hires Made:** Elit3 successfully filled all available positions, ranging from warehouse staff to drivers, allowing the company to meet its expanding operational demands.
- **All Available Positions Filled:** The collaboration led to full staffing, reflecting the effectiveness of Workforce Solutions Panhandle's support in the hiring process.

Ridgely Logistics

Ridgely Logistics utilized Workforce Solutions Panhandle's services to host a hiring event aimed at filling logistics and warehouse roles. The event provided the company with access to local talent while helping job seekers connect with an established logistics firm.

- **117 Job Seekers Attended:** The turnout allowed Ridgely Logistics to select from a qualified pool of candidates.
- **40 Hires Made:** Ridgely was able to meet its hiring needs and ensure full staffing for critical operations.

- **All Available Positions Filled:** The event's success was marked by the company filling every open position, contributing to its operational efficiency.

AccentCare Hiring Event

AccentCare, a home healthcare provider, sought assistance from Workforce Solutions Panhandle to fill caregiving positions in the region.

- **25 Job Seekers Attended:** A targeted group of candidates interested in home healthcare positions participated in the event.
- **2 Job Postings Entered into WorkInTexas.com:** The company utilized the state's job board to increase visibility and attract applicants.

First Student

First Student, a school bus transportation company, frequently used the Workforce Solutions Panhandle office to conduct hiring events throughout Q3 2024. The company needed to hire drivers and support staff for school transportation services in the Amarillo area.

- **Used Office 12 Times in Q3:** First Student held regular recruiting sessions at Workforce Solutions Panhandle to maintain a continuous hiring pipeline.
- **70 Candidates Engaged:** Recruiters spoke with 70 potential candidates for driving and administrative roles.
- **2 Job Postings Entered into WorkInTexas.com:** Business Services staff facilitated job postings to ensure maximum reach and visibility.

Sodexo Hiring Event

Sodexo, a global food services and facilities management company, hosted a hiring event to recruit for various roles at local institutions.

- **64 Job Candidates:** The event attracted individuals with diverse skills and experience in the hospitality and food service industries.
- **6 Job Postings Entered into WorkInTexas.com:** Workforce Solutions Panhandle ensured that the job postings were widely distributed through WorkInTexas.com.
- **All Available Positions Filled:** The company successfully hired all necessary staff, benefiting from the collaborative hiring effort.

Texas Department of Criminal Justice Hiring Events

The Texas Department of Criminal Justice (TDCJ) held multiple recruitment events at the Workforce Solutions Panhandle office to fill roles in corrections and support services.

- **Used Office 13 Times in Q3:** TDCJ maintained a strong presence at Workforce Solutions Panhandle, utilizing the office to recruit throughout the quarter.
- **114 Job Seekers Engaged:** A consistent stream of job seekers attended these sessions, expressing interest in state correctional jobs.
- **28 Hires Made:** TDCJ filled several key positions, contributing to their staffing goals for the region.

WIS International Hiring Event

WIS International, a provider of inventory counting services, partnered with Workforce Solutions Panhandle to recruit staff for its local operations.

- **40 Job Seekers Attended:** The event drew in candidates with experience in inventory control and logistics.
- **10 Hires Made:** WIS successfully filled its open positions, ensuring continued operational efficiency.

Job Fair/Hiring Event Collaborations

Amarillo College Job Search Lunch n' Learn

The Business Services Unit collaborated with Amarillo College to host a Job Search Lunch n' Learn session aimed at improving job search skills for attendees. The event focused on providing practical career advice, including resume building, interview techniques, and effective networking strategies.

- **16 Job Seekers Attended:** Participants engaged in personalized guidance on navigating the job market.

Styled for Success Women's Conference

The Styled for Success Women's Conference, held on September 24, 2024, at the Amarillo Civic Center, was a Jobs Y'all event focused on empowering women to succeed in their careers. The conference featured workshops on resume writing, professional image, and job search strategies, offering attendees the resources they needed to enhance their employability.

- **90 Job Seekers Registered:** Women from various career backgrounds attended to explore new opportunities or improve their current employment situations.
- **16 Service Providers Participated:** Local service providers offered support in areas such as career coaching, childcare, and financial literacy, ensuring that attendees had access to a holistic range of services designed to help them succeed.

Employers and Groups Utilizing Workforce Solutions Panhandle Offices



Pantex Plant

In the competitive landscape of skilled workforce recruitment, Pantex, a national security enterprise, has found a reliable ally in Workforce Solutions Panhandle.

This partnership goes beyond simple job postings, with Pantex recruiters and department managers actively utilizing the facilities and resources offered by Workforce Solutions to streamline their talent acquisition process.



Panhandle Human Resources Association

The Panhandle Human Resources Association (PHRA) Board of Directors plays a vital role in connecting and supporting human resource professionals throughout the region. To facilitate their monthly meetings, PHRA

has found a valuable partner in Workforce Solutions Panhandle, utilizing our accessible and well-equipped office facilities.



Texas Department of Criminal Justice

The Texas Department of Criminal Justice (TDCJ) is essential to maintaining public safety, making the recruitment of qualified personnel critical. Recognizing the strategic advantages of Workforce Solutions Panhandle, TDCJ recruiters have established a weekly presence at the Amarillo office, turning it into a hub for talent acquisition.



Texas Veterans Commission

Business Services Unit (BSU) staff maintain a strong relationship with the Texas Veterans Commission (TVC). TVC staff are fully integrated into the BSU, actively participating in weekly BSU meetings. They share information and responsibilities, ensuring a collaborative and efficient working environment.



West Texas Healthcare Association

BSU staff worked with WTHA leadership to host the group’s monthly luncheons for the throughout Q3 2024. These luncheons provided a valuable networking opportunity for healthcare professionals in the region, representing over 30 employers. Workforce Solutions

Panhandle’s offices offered a convenient and professional setting for these events.



Market STREET

Market Street

Market Street partnered with BSU staff to schedule their new employee orientations at the Workforce Solutions Panhandle office. These now hire orientations were hosted after a series of hiring events for the retailer. Workforce Solutions Panhandle’s offices provided a suitable environment for training new hires on company policies, procedures, and expectations.



HomeGoods

HomeGoods, a national retailer specializing in home décor and furnishings, partnered with BSU staff to schedule their new employee orientations at the

Workforce Solutions Panhandle office. These now hire orientations were hosted after a series of hiring events for the retailer. Workforce Solutions Panhandle’s facilities provided a convenient and professional setting for training new hires on company policies, procedures, and

1. LABOR MARKET ANALYSIS AND INFORMATION DISSEMINATION

Labor Market Information (LMI) is a vital component that offers insights into employment trends and workforce characteristics within a specific region. It encompasses data on job growth, unemployment rates, and skill requirements, providing a comprehensive understanding of the local labor market. By connecting employers with relevant resources and support services, the Business Services Unit contributes to the overall competitiveness of businesses and the economic vitality of the region.

Resources Developed and Disseminated to Employers and Partners



Workforce Solutions Panhandle Labor Market Update

Texas Panhandle businesses and organizations rely on a skilled workforce to thrive. To address this need, BSU staff produces a monthly Labor Market Analysis (LMI) report, providing valuable insights to a

wide range of stakeholders.

The BSU leverages GovDelivery to ensure the LMI report reaches a targeted audience of **2,700 business subscribers**. This subscriber base includes:

- **Employers**
- **Economic Development Corporations (EDCs)**
- **Chambers of Commerce**
- **Other Stakeholders**

With a **38.1% open rate** and **1,239 total opens each month**, the LMI report proves to be a valuable resource for the Texas Panhandle community.

The BSU's monthly LMI Report reflects our to fostering a robust and dynamic workforce within the Texas Panhandle region. By providing this critical data and analysis, the BSU empowers businesses, organizations, and individuals to make informed decisions that contribute to the overall economic strength of the community.

Area Economic Development Corporations & Chambers of Commerce

BSU collaborated with the Economic Development Corporations and Chambers of Commerce to develop a comprehensive Labor Market Information (LMI) report for business recruitment.

The report provided a detailed comparison between Amarillo and competitor cities on several critical factors influencing business decisions:

- **Wage Data:** Industry-specific wage analyses are included to showcase Amarillo's competitiveness in attracting and retaining skilled talent.
- **Talent Availability:** The report provides insights into the local talent pool, identifying the presence of specific skill sets sought by businesses.
- **Housing Market:** Comparisons of average home costs and rent are included, demonstrating housing affordability in Amarillo compared to competing cities.
- **Consumer Spending:** Analyses of average cost of goods and household income offer insights into consumer spending power and market potential in Amarillo.

This data-driven report empowers the EDC to move beyond generic marketing claims and present a compelling, fact-based case to potential investors. By highlighting Amarillo's affordability, talent availability, and overall economic strength, the report positions the city as a valuable location for businesses.

COLLABORATION AND COORDINATION

Mental Health Partnership

BSU staff attended a public update on the new 75-bed Panhandle State Hospital in Amarillo, marking a major advancement for mental health services in the region. This project, facilitated by a land lease agreement between the Texas Health and Human Services Commission and The Texas A&M University System, is a critical step in addressing the growing mental health needs in the Texas Panhandle. The hospital, to be built on a 10-acre site at 6610 W. Amarillo Blvd., is being funded with \$159 million from the 88th Texas Legislature. Construction will commence this summer, with admissions expected to start in fall 2027. The WTAMU Foundation and local stakeholders have been instrumental in supporting this project, particularly in expanding nursing programs related to the hospital's future operations.

Amarillo College Partnerships

BSU staff have been actively engaging with Amarillo College leadership to strengthen collaboration through workshops aimed at educating college staff on Workforce Solutions Panhandle (WSP) services. These workshops, hosted by WSP Training Services, will focus on increasing the utilization of WSP's resources among Amarillo College staff, including Deans, Coordinators, Chairs, Career Specialists, ARC Staff, Financial Aid, and Advisors.

Workshop Date: January 30th or February 7th, 2025

Time: 1:00 - 3:00 PM

Location: Innovation Outpost

Amarillo College Business Leadership Council Meetings

BSU staff have maintained a consistent presence at Amarillo College's Business Leadership Council Meetings, representing Workforce Solutions Panhandle's programs. These meetings covered various sectors including Welding and Machining, Construction, and Business Technology, reinforcing the connection between industry needs and workforce development initiatives.

Amarillo Economic Development Corporation's Build Your Talent Toolbox Panel

BSU staff participated as a panelist at the Amarillo Economic Development Corporation's "Build Your Talent Toolbox" seminar. The panel focused on workforce development, highlighting Texas Workforce Commission funding opportunities to grow the local workforce. Panelists included Maegan Franklin (Texas Workforce Commission), Phillip Flores (Workforce Solutions Panhandle), Todd Finley (Plains Dairy), and Moderator Kristie Caviness (Texas Workforce Commission).

Canyon ISD Career and Technical Education Panel

BSU staff participated in a panel discussion at Canyon ISD, attended by all Career and Technical Education (CTE) teachers. The focus of the panel was to inform teachers about Workforce Solutions Panhandle's services, specifically the Young-Adult Training Services Program. The panel also aimed to boost participation by Out-of-School Youth immediately after graduation or leaving school. The event included several local employers, the Canyon EDC Executive Director, and representatives from area colleges.

2024 Summer Earn & Learn

BSU staff played a key role in recruiting 30 employers from across the Texas Panhandle for the 2024 Summer Earn & Learn (SEAL) program. This initiative offers valuable work-based learning experiences for young adults, helping them gain critical skills and knowledge through partnerships with local businesses.

TRAINING AND DEVELOPMENT PROGRAMS

SkillUp Panhandle Launch

BSU staff played a crucial role in launching and promoting SkillUp Panhandle, a free online platform for Texas Panhandle residents. This initiative aims to empower the workforce by offering extensive eLearning opportunities, featuring over 7,000 courses designed to enhance job prospects and stimulate economic growth through career pathways.

BSU staff developed dedicated web pages on WSPanhandle.com, allowing interested participants to explore course offerings and register for online classes. Additionally, they distributed press releases to various media outlets, which were highlighted by local news networks and their websites.

Skills Development Fund

Plains Dairy

The Panhandle Regional Planning Commission (PRPC) obtained a Skills Development Training Grant from the Texas Workforce Commission's (TWC) Skills Development Fund (SDF). This training program, initiated in partnership with Plains Dairy in October 2023, has shown significant success in Q3 2024.

Program Highlights (through 09/30/2024):

- **Grant Award:** \$154,985

- **Training Provided:** As of this report, the program has equipped 166 Plains Dairy employees with essential skills across various functions, exceeding the initial target of 127 trainees.
- **Training Breakdown:**
 - **Business Technical:** 501 hours completed out of 538 planned hours
 - **General Technical:** 902 hours completed out of 950 planned hours
 - **Non-Technical:** 388 hours completed out of 376 planned hours
- **Expenditures:** As of the August 2024 Progress Report, \$123,136 of the allocated grant funds have been utilized effectively.
- **Contract Extension:** The program's positive impact has resulted in a 90-day contract extension, running until November 30th, 2024.
- **Employer Satisfaction:** Leadership at Plains Dairy has reported high satisfaction with the SDF program, noting a decrease in employee turnover and workplace injuries. The training for supervisors and managers has resulted in a significant reduction in leadership turnover.

Additionally, Plains Dairy has experienced a 30% increase in productivity during the program, supporting overall company growth.

Possible Skills Development Fund Projects

BSU staff initiated meetings between Amarillo College and various local employers following support from the college regarding Skills Development Fund (SDF) Grants.

Cacique Foods

BSU staff began discussions with Cacique during the planning stages of a Workforce Innovation Fund project. Cacique plans to participate in this project while also adding two additional food product lines, necessitating further personnel training. A larger SDF project is currently in the planning phase.

Pacific Cheese

BSU staff facilitated connections between Pacific Cheese leadership and personnel from the Texas Workforce Commission (TWC) and Amarillo College to explore potential production-related training programs.

SSI Foods

BSU staff connected SSI Foods leadership with TWC and Amarillo College personnel to discuss opportunities for production-related training.

International Aerospace Coatings

BSU staff coordinated discussions with Amarillo College regarding training programs for painters employed by International Aerospace Coatings. The company is also planning to expand its workforce with the addition of a new wide-body hangar at its Amarillo location, necessitating training for new staff.

Bell

BSU staff engaged in conversations with Nancy Manriquez from Bell, connecting her with David Hall and Kevin Cheeks at Amarillo College. The company is interested in initiating an SDF project to expand its workforce by up to 400 new employees. Additionally, they are looking to revive their partnership with the college to train new Aircraft Mechanics, who will be guaranteed an interview upon completion of the program.

BSA Health System, Northwest Texas Healthcare System, and Amarillo Surgical Group

BSU staff coordinated a consortium of these healthcare providers with TWC personnel. The group is seeking \$500,000 in training funds aimed at enhancing the skills of registered nurses.

Workforce Innovation Fund

Cacique Foods

BSU staff engaged in discussions with Cacique Foods leadership regarding a potential Workforce Innovation Fund project. The Panhandle Regional Planning Commission (PRPC) applied to the Texas Workforce Commission (TWC) for funding.

COMMUNICATIONS

The Business Services Unit (BSU) at Workforce Solutions Panhandle is excited to share six inspiring success stories from Q2 2024. These stories showcase the transformative power of our programs in empowering individuals to overcome challenges and achieve their career goals.

The six success stories submitted this quarter highlight the diverse ways our programs make a difference. We've supported individuals seeking to enter the healthcare field, overcome personal challenges to achieve career goals, and contribute to the well-being of children in our community.

From Two Jobs and Plasma to Full-Time Security: **Allen Finds Success at Workforce Solutions Panhandle (April 5, 2024)**

Success Story: Karen's Journey to Becoming a Licensed Vocational Nurse **(April 16, 2024)**

Panhandle WorkEssentials: Empowering Our Local Workforce **(May 17, 2024)**

Riley's Road to a Brighter Future **(May 29, 2024)**

From SNAP to Scrubs: Tyra's Inspiring Nursing Story **(May 30, 2024)**

Joel's Journey to Becoming a Registered Nurse **(June 10, 2024)**

Linda's Path to Fulfilling Employment at Workforce Solutions Panhandle **(June 26, 2024)**

The BSU invites you to read the full stories and learn more about how Workforce Solutions Panhandle is making a difference in our community [HERE](#).

Social Media Engagement Metrics and Strategies

Workforce Solutions Panhandle social media presence is an integral part of outreaching employers and job seekers. WSP utilizes Facebook, Instagram, LinkedIn, and YouTube to reach customers across the Texas panhandle.



Overall Facebook

In the second quarter of 2024, Workforce Solutions Panhandle actively engaged in employer outreach through various digital platforms. Our efforts targeted both Amarillo employers/job seekers and rural employers/job seekers across the Panhandle Workforce Development Area (WDA).

Facebook Platform Totals:

Our social media efforts on Facebook during Q2 2024 have yielded impressive results. Let's break down the key metrics:

- **Posts: 62**
- **Views:** We reached a total of **156,615 views** across our posts.
- **Engagement:** Our content received **1,504 engagements**, which includes reactions, comments, and shares.
- **Engaged Users: 10,307 users** interacted with our posts, showing strong community engagement.
- **Total Clicks:** We achieved **23,686 clicks**, driving traffic to our content.
- **Other Clicks:** An additional **4,117 clicks** were recorded, demonstrating interest beyond standard engagement.

- **Comments:** Our posts garnered **99 comments**, fostering dialogue and interaction.
- **Likes:** We received **609 likes**, reflecting positive sentiment.
- **Shares:** Our content was shared **796 times**, extending our reach.
- **Impressions:** We made **219,893 impressions**, leaving a significant digital footprint.
- **Photo Views:** Our photos collectively received **4,117 views**, showcasing visual appeal.

These metrics indicate a successful quarter, with strong engagement and visibility.

Press Releases Issued and Media Coverage Received

Workforce Solutions Panhandle amplified its impact through strategic press releases and media outreach in Q2 2024. Our efforts resulted in numerous features in local news outlets, reaching a broad audience across the Panhandle and highlighting our commitment to workforce development and economic growth.

Jun 17 2024 - International Aerospace Coatings, Workforce Solutions work together to boost Amarillo economy

<https://www.newschannel10.com/video/2024/06/17/video-international-aerospace-coatings-workforce-solutions-work-together-boost-amarillo-economy/>

Jun 3, 2024 - Amarillo employers looking for seasonal workers for the summer

<https://www.newschannel10.com/2024/06/03/amarillo-employers-looking-seasonal-workers-summer/>

May 28, 2024 - Amarillo experiencing job growth, declining unemployment rates in 2024

<https://www.newschannel10.com/2024/05/29/amarillo-experiencing-job-growth-declining-unemployment-rates-2024/>

May 12, 2024 - Canyon Independent School District celebrates Career Signing Day

<https://www.amarillo.com/story/business/2024/05/12/amarillo-area-business-news-and-developments-for-may-12-2024/73620014007/>

Apr 8, 2024 - VIDEO: Workforce Solutions Panhandle spring job fair returns Tuesday

<https://www.newschannel10.com/video/2024/04/08/video-workforce-solutions-panhandle-spring-job-fair-returns-tuesday/>

Apr 8, 2024 - Workforce Solutions Panhandle spring job fair returns Tuesday

<https://www.newschannel10.com/2024/04/08/workforce-solutions-panhandle-spring-job-fair-returns-tuesday/>

Apr 1, 2024 - Workforce Solutions Panhandle, Education Credit Union continue to grow 'Career Signing Day' Program

<https://www.newschannel10.com/2024/04/01/workforce-solutions-panhandle-education-credit-union-continue-grow-career-signing-day-program/>

Apr 1, 2024 - First Texas Panhandle Career Signing Day to recognize 2 AISD students for career pursuits

<https://www.myhighplains.com/news/local-news/first-texas-panhandle-career-signing-day-to-recognize-2-aisd-students-for-career-pursuits/>

Press Releases Issued and Media Coverage Received

The Business Services Unit (BSU) actively engaged with the media throughout Q3 2024, successfully raising awareness of Workforce Solutions Panhandle's initiatives and services.

Press Release Distribution:

- BSU staff proactively issued press releases to various news outlets, expanding the reach of Workforce Solutions Panhandle's announcements.

Media Coverage Highlights:

- Workforce Solutions Panhandle was featured in 15 local and national news stories across print, digital, and broadcast media. This extensive coverage demonstrates the BSU's effective media relations strategy.

Specific Examples:

HomeGoods Hiring Event:

- **News Channel 10:**
<https://www.newschannel10.com/2024/09/19/homegoods-amarillo-now-hiring-ahead-grand-opening/>
- **Telemundo Amarillo:**
<https://www.newschannel10.com/2024/09/19/homegoods-amarillo-now-hiring-ahead-grand-opening/>
- **MSN:** <https://www.myhighplains.com/news/local-news/homegoods-to-host-job-fair-in-amarillo/>

- **MyHighPlains:** <https://www.myhighplains.com/news/local-news/homegoods-to-host-job-fair-in-amarillo/>

Amarillo EDC Partnership:

- **News Channel 10:** <https://www.newschannel10.com/2024/09/03/amarillo-edc-partners-with-texas-workforce-commission-workforce-funding-event/>

SkillUp Panhandle Campaign:

- **News Channel 10:** <https://wspanhandle.com/skillup/>
- **MyHighPlains:** <https://wspanhandle.com/>
- **News Channel 10 (Video):** <https://www.youtube.com/watch?v=9tCTzTIVGI4>

United Family Hiring Event:

- **News Channel 10:** <https://www.amarillo.com/story/news/2024/08/05/united-to-hold-3-day-hiring-event-for-new-market-street-in-amarillo/74680398007/>
- **MyHighPlains:** <https://theunitedfamily.com/hiring-event/amarillo-market-street-job-fair/>
- **Amarillo.com:** <https://theunitedfamily.com/hiring-event/amarillo-market-street-job-fair/>

Childcare Desert:

- **Amarillo Tribune:** <https://amarillotribune.org/2024/08/01/child-care-desert-amarillo-works-to-address-early-child-care-needs/>

Workforce Solutions Panhandle Job Fair:

- **News Channel 10:** <https://www.newschannel10.com/2024/07/12/workforce-solutions-panhandle-host-job-fair-amazon-drivers/>

The BSU's strategic press release distribution and successful media relations efforts in Q3 2024 significantly contributed to raising awareness of Workforce Solutions Panhandle's mission and services. By leveraging media coverage, the BSU has fostered positive community engagement and positioned itself as a key player in the Panhandle's workforce development landscape.

GovDelivery

The Business Services Unit (BSU) effectively utilized GovDelivery to disseminate information and engage with a wide range of stakeholders during Q3 2024. By

sending 44 bulletins to 115,094 recipients, the BSU achieved a strong **open rate of 38.1%**, demonstrating the effectiveness of this communication tool.

Key Metrics and Achievements:

- **Targeted Outreach:** The BSU leveraged GovDelivery to reach a targeted audience of **2,692 business subscribers**, including employers, economic development corporations (EDCs), chambers of commerce, and other stakeholders.
- **LMI Report Success:** The monthly LMI report continued to be a valuable resource for the Texas Panhandle community, with an average **open rate of 32%** and **1,239 total opens each month**.
- **Diverse Audience Engagement:** GovDelivery enabled the WSP's Child Care Services staff to effectively communicate with employers, job seekers, the press, child care providers, and child care parents.

Impact and Benefits:

- **Informed Decision-Making:** By providing timely and relevant information through GovDelivery, the BSU empowered businesses, organizations, and individuals to make informed decisions that contribute to the region's economic strength.
- **Enhanced Workforce Development:** The BSU's use of GovDelivery to disseminate information about hiring events, career opportunities, and training programs supported workforce development efforts in the Panhandle.
- **Improved Community Engagement:** GovDelivery served as a valuable tool for the BSU to connect with the community and share important updates about Workforce Solutions' initiatives and event information.

The Business Services Unit's effective use of GovDelivery in Q3 2024 demonstrates its commitment to reaching and engaging with a diverse range of stakeholders. By leveraging this communication tool, the BSU has successfully disseminated information, supported workforce development, and contributed to the overall economic vitality of the Texas Panhandle region.

TEACHER EXTERNSHIPS

2024 Teacher Externships

The Business Services Unit's Teacher Externship Program for Q3 2024 successfully connected educators with employers in the region. This program aims to enrich teachers' classroom experiences by providing them with firsthand exposure to industry trends, skill requirements, and career opportunities.

Program Highlights:

- **Participant Numbers:** A total of 57 teachers participated in the program, including 38 from rural school districts and 19 from Amarillo ISD.
- **Employer Involvement:** 36 employers were recruited to host externs, with an even distribution between rural (19) and Amarillo (17) businesses.
- **Outreach and Impact:** The program reached 3,263 teachers, and it is estimated that 9,452 students will benefit from the enriched teaching experiences gained by these educators.

Key Outcomes:

- **Strengthened Teacher-Industry Connections:** The program fostered valuable relationships between educators and employers, providing teachers with a deeper understanding of industry needs and expectations.
- **Enhanced Classroom Relevance:** By experiencing real-world applications of their subjects, teachers can develop more engaging and relevant lesson plans.
- **Career Guidance for Students:** The program offered teachers the opportunity to share insights about career pathways with their students, helping them make informed decisions about their future.

Future Directions:

- **Expand Program Reach:** The Business Services Unit will continue to increase outreach efforts to attract more teachers and employers to participate in future externships.
- **Diversify Industry Focus:** The program will explore opportunities to expand into new industry sectors to provide teachers with a broader range of experiences.
- **Measure Program Impact:** The Unit will implement evaluation measures to assess the long-term impact of the program on teacher effectiveness and student outcomes.

The 2024 Teacher Externship Program was a successful initiative that provided educators with valuable insights into industry trends and career opportunities. By strengthening teacher-industry connections and enhancing classroom relevance, the program has contributed to the overall improvement of education in the region.

UPCOMING EVENTS

OBTT (Off-Base Transition Training) - October 7 9:30 AM - 4 PM

Amarillo College Nursing Job Fair - October 2, 2024 from 12 PM-1:30 PM

2024 Fall Amarillo Job Fair - October 9, 2024 10 AM - 2 PM

Sodexo Job Fair - October 17, 2024 12:30 PM - 3 PM

Barr Field Services Job Fair - October 18 6 PM - 8 PM & 19 10 AM - 12 PM

High Ground of Texas Annual Meeting - October 29 - 30

Hiring Red, White & You! Job Fair - November 7, 2024 10 AM - 2 PM

2024 Middle School EPIC Career Fair - November 7, 2024

West Texas A&M University

Amarillo College LVN Job Fair - December 4, 2024 from 10 AM-12 PM

Amarillo College Transportation Job Fair - December 5, 2024 from 9 AM-11 AM

Chick-fil-a Rapid Response - May or June 2025