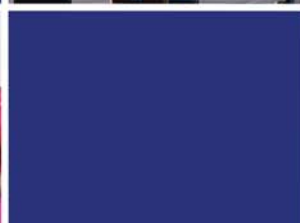


EDUCATION. IMPLEMENTATION. SUCCESS.



Annual Impact Report 2017



VISIONARY LEADERSHIP

- OUR VISION -

Workforce Solutions Cameron is the premier, proven provider of high quality workforce resources for Cameron County.

Pat Hobbs | *Executive Director* | Workforce Solutions Cameron

This annual Impact Report is meant to highlight to our public and our partners the many good things happening at Workforce Solutions Cameron over the past year, 2017. Many parties share the wealth of successes we have enjoyed, including our visionary Board of Directors, our County and City elected officials, our many partner organizations, our dedicated Board staff, and the hard-working staff of our service delivery contractor, Southwest Key Workforce Development, LLC.

Our charge as the workforce development board for the County entails not only administering the WIOA programs to job seekers and employers, but it also includes a responsibility to facilitate the growth of better paying jobs for our citizens. This requires work with stakeholder partners such as economic development agencies, schools, colleges, community based organizations, collective impact groups, and private industry to identify new demand training programs and new models of training delivery systems that will provide industry with the workers they need- when they need them. Ongoing efforts continue in working with all stakeholders to design programs and apply for funding to finance the growth that is needed in our economy.

With the WIOA law, new sets of performance measures now govern our performance, and our team looks forward to demonstrating that we can meet or exceed these new standards just as we did under the prior law. We optimistically anticipate continuous improvement of our organizational processes and our service delivery mechanisms, and fully intend to be judged by our Board, our clients, and our peers as one of the premier workforce boards in the great state of Texas.

Sincerely,

A handwritten signature in black ink, appearing to read "Pat Hobbs", written in a cursive style.

OUR BOARD OF DIRECTORS

PRIVATE SECTOR

Baldomero Trevino
Mr. B Motor Company

Sonia Walsh
Board Chair, Su Clinica Familiar

Linda V. Alaniz
ERI Funding Group, Inc.

Federico V. Garza
South Texas Management Services

Juan E. Rivera
Board Vice Chair, Certified Public Accountant

Joel Benitez
Cameron Pharma, L.L.C.

Jesus T. Garcia, Jr.
Attorney At Law

Nancy Domingo
Parliamentarian, Harlingen Medical Center

Rudy Martinez, Secretary
Earthco L.L.C.

Edna V. Guajardo
*Dr. Manuel G. Guajardo
MD, MDPA*

Paulino Munoz

Bea Lopez
H-E-B

Jaime Martinez
Port of Brownsville

PUBLIC SECTOR

David Kowalski
*Neighbors In Need of Services, Inc. (NINOS)
HeadStart Program (CBO)*

Lupita Gutierrez-Garza
Harlingen EDC (Economic Development)

Celeste Sanchez

Marcos Cardoza
Lion's Club (CBO)

Cledia R. Hernandez
Texas State Technical College (Education)

Polo Leal
Texas Workforce Commission (Employment Services)

Dr. Debbie Alford
Brownsville Independent School District (ABE)

Sylvia S. Murphy
Motivation-Education & Training, Inc. (MET) (CBO)

Adrian Dorsett
Brownsville ISD (Education)

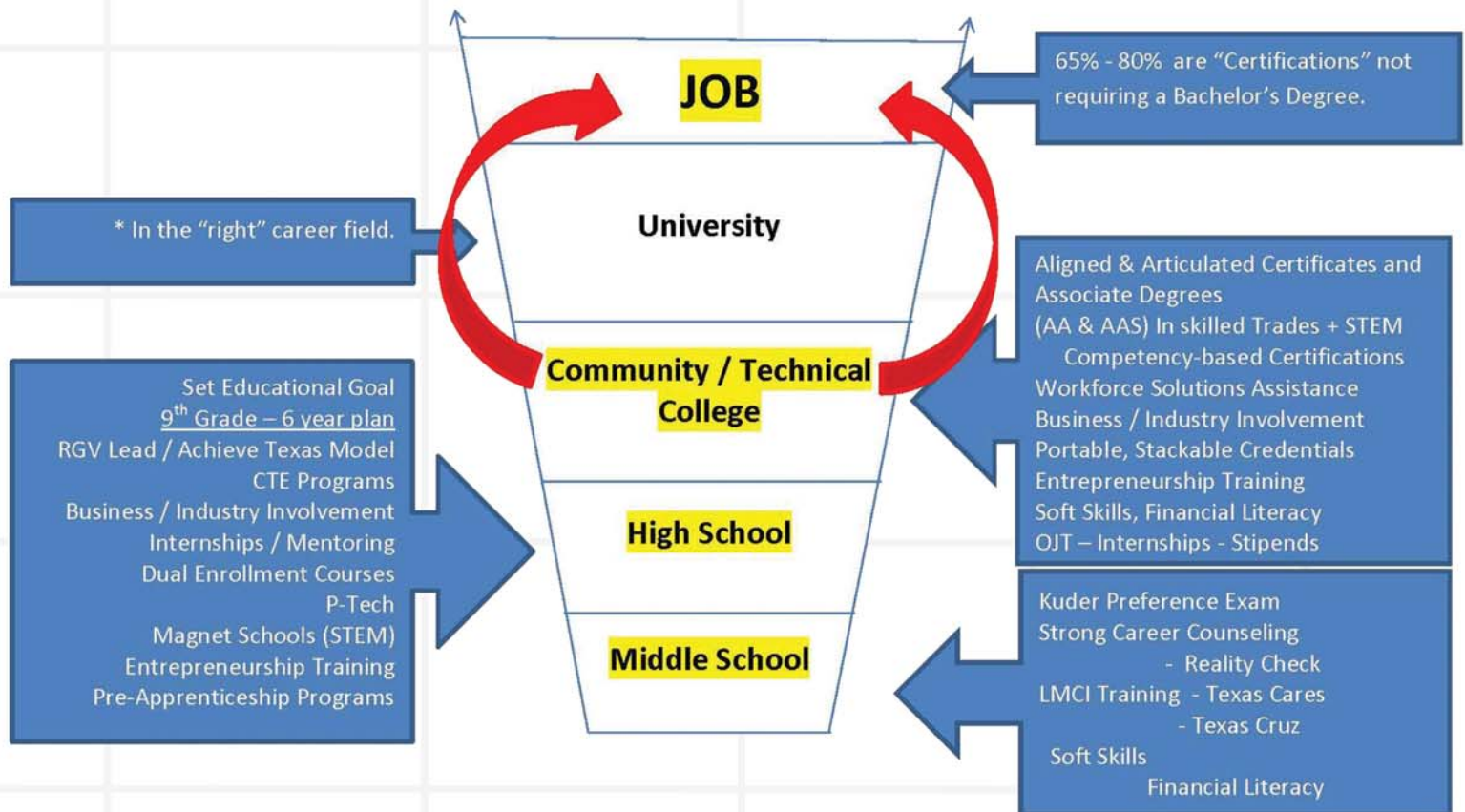
Karla Page
*Texas Workforce Solutions
(Vocational Rehabilitation Services)*

Steven D. Solis
*Brownsville Affordable Homeownership Corporation
(Public Assistance)*

Carlos Rodriguez, Jr.
Texas Association of Letter Carriers (Organized Labor)

THE WORKFORCE PIPELINE

This Workforce Pipeline chart depicts a constant and overriding message to our community partners from WFS Cameron Workforce Board. We use it in almost every WFS Cameron formal presentation to constantly remind the public that a healthy, high quality workforce is forever dependent on an efficient and effective educational system. Only if guided educational goals and career choices are set by parents and students at the middle school level, & enhanced with aligned and articulated high school CTE and college certificate and associate degrees and participation from industry, can we expect to fulfill the workforce needs of the future.

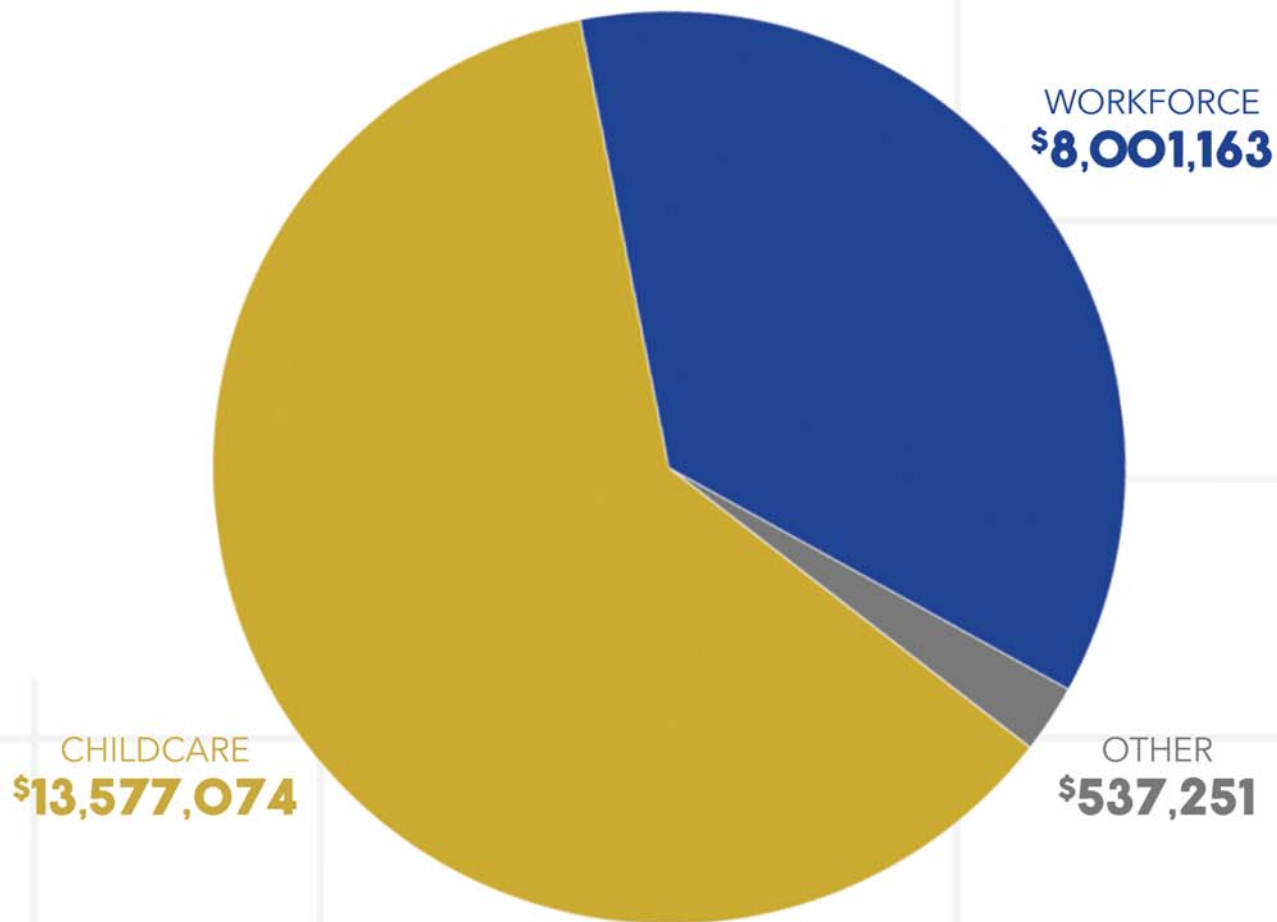


"Guided education is the key."

Courtesy of: Pat Hobbs, Executive Director, Workforce Solutions Cameron

2016-2017 Fiscal Year Budget

\$22,115,488

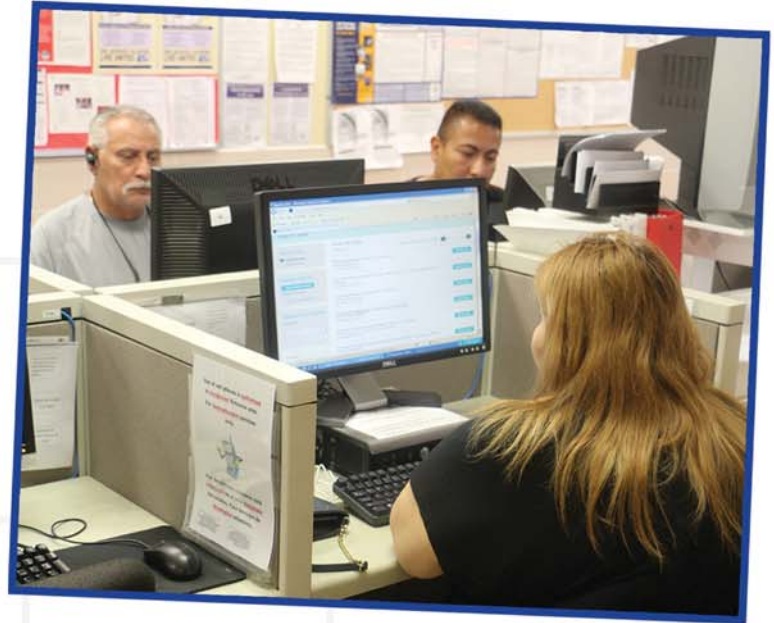


* Funding allocated to Workforce Solutions Cameron is provided primarily through federal and state funds. Additional funds may be secured through public and private grants.

JOB SEEKERS

Workforce Solutions Cameron provides employment and training-related services to thousands of individuals who require assistance seeking employment or seek help to begin building their careers. Our employment experts assist job seekers through individualized job search assistance and coaching, career advising and planning and occupational skills assessment.

We help match & place job seekers with hundreds of hiring employers who utilize Workforce Solutions Cameron for their hiring needs. In addition, we offer professional workshops to help prepare individuals for employment success. This year, Workforce Solutions Cameron served 30,008 job seekers, referred 22,006 for employment, and helped 15,927 (72%) enter employment.



During the past year,
Workforce Solutions Cameron placed

4930

UI claimants back to work

within the initial 10 weeks of receiving UI
benefits, resulting in a savings of over

\$10.2 million
to the UC Trust Fund.

30,008
JOB SEEKERS SERVED

22,006
REFERRED FOR EMPLOYMENT

\$10,248,878
TRUST FUND SAVINGS



CAREER PATHWAY

Workforce Solutions Cameron offers several resources to support in/out-of-school youth; by providing career exploration and guidance, support for educational attainment, opportunities for skills training in in-demand industries and occupations leading up to a good-paying job or enrollment in post-secondary education.

This year, 84% of the youth served by Workforce Solutions Cameron earned a degree/certificate. A total of 102 students earn their GED diplomas.

102
GED DIPLOMAS
EARNED

Success Stories

Workforce Solutions Cameron provides financial assistance for training in in-demand occupations for eligible participants who meet workforce program guidelines. Financial assistance for training may include cost of training, books, and training-required equipment. This year, 176 participants earned degrees or certificates in demand occupations, thanks to the financial assistance received from Workforce Solutions Cameron.



After losing his job, Antonio decided to finally visit the Workforce Solutions Cameron office to receive assistance to attend training. With the guidance of his career coach, Dahlia Garcia, Antonio attended and completed the truck driving program 8 weeks. "His motivation lifts people up as he motivates not only himself but those around him as well," Ms. Garcia states. As for Antonio, he feels that all factors aligned perfectly for him. "Dahlia was of great help as she was very patient and straightforward; I couldn't have asked for a better career coach" Antonio states. During the process, Antonio attended our Soft Skills Workshop. "I highly recommend career minded individuals to visit any WFS Cameron office to ask for information and see what type of career assistance they can receive," Antonio states.

"Only you can control what you do; understand you must strive for the best," he adds. Today, Antonio works as a truck driver for Spirit Truck Lines. His motivations for success are his children and wife, as he wants to provide for them a better quality of life. Furthermore, in a near future, Antonio aspires to own his own company.

Gabriela has been visiting the workforce center in Brownsville for two years. With the help of WFS Cameron and the guidance of her coach, Richard Galvan, Gabriela was able to complete her GED. She was then placed on work-based training for nine months at the Gladys Porter Zoo and for two months at a daycare. Gaby acquired crucial skills including organization and customer service. Gaby was informed about the training opportunities available and she decided to pursue the Child Development/Early Childhood Certification, an eight-month long program. Gaby currently works for Southwest Key Programs as a youth care worker. "WFS Cameron has been a big help, and I highly recommend it to anyone; I myself have come a long way since I first visited", Gaby says.



"Richard has helped me a lot, and I'm always going to be thankful for the opportunities I have received", she adds. Gaby's biggest motivation was her future. She wanted to be successful and grow as a person and a professional. Her long-term goal is to be a Pre-Kinder teacher one day.



Marco, participated in the Summer Earn and Learn (SEAL) program earlier this year. Marco was placed at the Harlingen location of Valley Ear Nose & Throat (VENT) where he earned recognition as "Employee of the Month" during his assignment with SEAL. Marco was assigned in the audiology department where he worked with audiologist Charles Butler, MA. "We really enjoyed having him here. [Marco] is very hardworking and motivated; always asking how he can help," said VENT Office Manager Estella Cardenas. As part of SEAL, Marco was prepared for workplace challenges that are encountered by all Americans by attending Soft Skills classes offered by WFS Cameron Community Engagement Specialists. "I feel amazing," Marco said, "I answer phone calls, file, and make copies.

My goals are to keep up with the good work at VENT, to always arrive on time to work, and to always have a good attitude to all employees here." Upon completion of the SEAL program, Marco was offered a position with VENT and is currently an employee at the Harlingen location.

HELPING OUR HEROES



Workforce Solutions (WFS) Cameron values veterans and the service they've provided to our country. Through the Texas Workforce Commission (TWC), we have partnered with the Texas Veterans Commission (TVC) to better connect veterans to employers. We strive to educate employers on the recognizable skills and dedication that veterans bring to the workforce via center services, our Business Services Unit (BSU) and our annual Red, White, and You! Hiring Job Fair.

Veterans receive priority of services at WFS Cameron. Workforce Solutions Staff, TVC Representatives, and TWC Veteran Leadership Representatives are readily available to assist veterans with access job placement services, job search resources, training programs, job readiness services, and career development assistance. This year, WFS Cameron served 1,370 veterans, referred 1,054 veterans for employment, and placed 562 in employment.

1,370
VETERANS SERVED

www.wfscameron.org

JOB FAIRS AND

CONNECTING WITH EMPLOYERS

In keeping with the goal of connecting jobseekers with employers, the Business Services Unit actively works with local employers to fulfill their recruitment needs. In 2017 alone, we organized a total of 121 job fairs and hiring events.

Job fairs host several employers at a time, the largest have been Hiring Red White & You, South Padre Island Job Fair, and the San Benito Job Fair. Recurrent partnerships with Border Patrol, Stripes, and Eddy Packing have resulted in several successful hiring events.

In 2017, Workforce Solutions Cameron served

30,008

job seekers

and referred

22,006

for employment



HIRING EVENTS



RED, WHITE, & YOU!

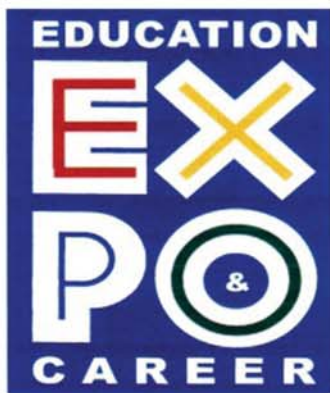


"Red, White & You!" was designed to connect Texas veterans with Texas employers who value the experience, discipline and other exceptional qualities inherent with a military background. The goal of the event is to address the employment needs of Texas veterans returning to the workforce.

Workforce Solutions Cameron, the Texas Medical Center, the Texas Veterans Commission and the Texas Workforce Commission collaborated once again, in the state-wide 6th Annual Red, White & You! Hiring Job Fair event held on November 9, 2017. Our local event was held at the Brownsville Events Center from 9:00 a.m. to 1:00 p.m. The Texas Workforce Commissioner Representing Labor, Julian Alvarez III (picture above) joined us, addressing all present during the welcome. We had 54 employers offering 896 job positions. We had over 300 job seekers in attendance.

54
EMPLOYERS

300
JOB SEEKERS



ATTENDED BY MORE THAN
871 STUDENTS

The 15th Annual Education & Career EXPO took place on Thursday, September 21, 2017 at the Texas Southmost College ITEC Center. The EXPO has been a community-wide effort by businesses, educators, and community leaders working together to help Valley high school students prepare for career success. The partners come together to provide students with information about career opportunities available in the Rio Grande Valley and the educational institutions providing programs of study for those careers.

Over 871 students from 19 high schools participated in the event. School districts in participation included: Brownsville ISD, Los Fresnos ISD, Port Isabel ISD, San Benito ISD, Santa Rosa ISD, Santa Maria ISD, Mercedes ISD, La Joya ISD, Lyford ISD, Vanguard Academy, and Weslaco ISD. CDCB Youthbuild students were also present.





OVER
**5000
STUDENTS**
SERVED THROUGH
**11 SCHOOL
EVENTS**

YOUTH EVENTS

HEAVY METAL TOUR & MANUFACTURING EXPO

In an effort to create awareness of the manufacturing industry and career opportunities in the region, WFS Cameron partnered with Brownsville Independent School District, Brownsville Economic Development Council, and Texas Southmost College to organize the Heavy Metal Tour and Manufacturing Expo on April 25 and 27, 2017 in Brownsville, Texas. On the first day, as part of the Heavy Metal tour, over 200 BISD high school juniors and seniors visited several local manufacturing plants to get behind-the-scenes sightings. Two days later, the students met representatives of those companies and heard the inspiring stories from professionals in the industry. All in all, the experience helped introduce BISD Career and Technical Education students to advanced manufacturing and its importance to the regional economy.



YOUTH BUILD

In 2017, with the aid of Brownsville ISD's Adult Continuing Education Program, we partnered with Community Development Corporation of Brownsville Youthbuild for our at-risk youth career exploration series: Youth Building Themselves into Careers. Twenty-one young adults attended motivational sessions, were introduced to specific industries, learned business etiquette, and attended an interactive Career Fair.



YOUTH EVENTS

FOSTER SUCCESS

A collaboration between WFS Cameron, the Texas Department of Family and Protective Services' Preparation for Adult Living program, and the Cameron County Juvenile Justice Department (CCJJD), the Foster Success Youth Conference targeted foster care and justice-involved individuals from the Lower Rio Grande Valley. 70 youths participated in workshops regarding goal-setting, financial literacy, and soft skills. They also met with representatives of different community agencies and educational institutions. The main attraction of the conference however, was keynote speaker Darrell "Coach D." Andrews, a nationally-acclaimed career-life coach, and published author. "We are excited to partner with Workforce Solutions Cameron and appreciate that they include our at-risk youth so they will be able to obtain the leadership skills they need to be successful, productive citizens," said Rose Gomez, Chief Juvenile Probation Officer at CCJJD. The Foster Success Youth Conference builds upon the award-winning Project Phoenix, an initiative that provides soft skills training and subsidized employment to justice-involved youth, and continues WFS Cameron's efforts to empower at-risk youth.



BACK ON TRACK FORUM

In the style of Foster Success, our Back on Track Forum aimed to engage and serve at-risk youth. This time, we partnered up with the Housing Authority of the City of Brownsville to host a conference at their Buena Vida CHOICE Neighborhood for out-of-school youth. Fifteen young men and women had the opportunity to hear from community partners representing educational institutions, motivational speaker Jonathan Medina, and our specialists, who shared with them valuable resources related to career exploration and soft skills.



SOFT SKILLS *Workshops*



PREPARING INDIVIDUALS FOR WORK SUCCESS

Our Community Engagement & Communications (CEC) Team equips jobseekers with the skills they need to succeed in their job-finding efforts and at the workplace. Through the provision of Soft Skills workshops, our specialists are able to instill in participants the competencies needed to communicate well, work in teams, solve conflict, and develop an outstanding work ethic. Offered at our centers in Brownsville and Harlingen, this 20-hour course has been endorsed by the Lower Valley Chapter of the Society for Human Resources Management and has graduated 220 in 2017. Also at the centers, our Specialists offer Job Readiness sessions that include Interview Skills, Résumé 101, and Mock Interviews.

In partnership with school districts and other community-based organizations, we offer Soft Skills, Job Readiness, and Labor Market & Career Information (LMCI) workshops off-site. In 2017, our specialists conducted a total of 225 workshops and 11 special projects with schools. Sharing LMCI resources at the schools has been a priority of the CEC team, as we look to prepare tomorrow's workforce with career exploration opportunities.

MOBILE RESOURCE LAB

248 Site Visits
serving 1,007 customers

8 Job Fairs
serving 654 customers

20 School Events
serving 653 students

5 Special Projects
serving 90 customers

Workforce Solutions Cameron is very proud to be one of very few Workforce Board areas that offers a Mobile Resource Lab to serve residents of Cameron County. Our 38-foot Mobile Lab is outfitted with 12 computer stations, Wi-Fi, printer and copier, and is ADA accessible. The Mobile Lab is a Workforce on Wheels that serves as a system-wide universal information gateway designed to provide employer and workforce services. Through partnerships with local government entities and local businesses in Cameron County, space is made available for the Mobile Lab, thus serving hundreds of Cameron County residents every year.

On occasion, the Mobile Lab was also present at job fairs and other special events. It also visited schools to proctor tests and the ensuing certification in Sales & Customer Services provided by the National Retail Federation. In addition, in September 2017, the Mobile Lab traveled to the Coastal Bend area to provide disaster relief assistance to victims of Hurricane Harvey.



www.wfscameron.org



NON-CUSTODIAL PARENT PROGRAM

Workforce Solution Cameron was one of the original Boards to pilot the Non-custodial Parent (NCP) Choices program in Texas. In collaboration with the Texas Workforce Commission, the Office of the Attorney General of Texas, and the Cameron County Judicial Court System, Workforce Solutions Cameron (WFS) provides unemployed or underemployed individuals with workforce services to obtain full-time, permanent employment.

The goal of the NCP program is to assist individuals that have been court ordered into the program overcome substantial barriers to employment. The program offers them a variety of employment related services to enable them to make consistent child support payments. This year, WFS Cameron served 274 NCP participants resulting in

\$425,979
in child support collections

www.wfscameron.org

PARTNERSHIPS

Partnerships are extremely important to the development efforts in which WFS Cameron engages. We work closely with all stakeholders involved in the common goal of developing our workforce pipeline, which naturally includes county-wide school districts, colleges, economic development councils, city and county officials, the Port of Brownsville, and several collective impact and community based organizations. All these partners are interested in improving the quality of life of our citizens through improved education and better job opportunities.

We strive to collaborate with our partners in planning and implementing training programs from child care to higher education degrees. Our partnerships help us provide workforce data and insight to our partners to help them accomplish their goals, which in return benefits our entire region.



RGV FOCUS
a collaboration with Educate Texas





TEXAS SOUTHMOST
COLLEGE



ECONOMIC DEVELOPMENT CORPORATIONS
REGIONAL TRANSPORTATION ADVISORY PANEL
SCHOOL DISTRICT COLLABORATIONS
LOWER RIO GRANDE VALLEY P-16 COUNCIL



THE
Children
OF TODAY
ARE THE
Workforce
OF TOMORROW

3,176

children served per day on average



TEXAS RISING STAR



The Texas Rising Star (TRS) program is a voluntary, quality-based child care system of child care providers taking part in TWC's subsidized child care program. This program is available to Licensed Centers, Licensed Homes, and Registered Child Care Homes and strives to exceed Texas's Minimum Child Care Licensing Standards.

Workforce Solutions Cameron had 32 child care providers, 7 of which earned a 4-star rating, a 17% growth from the previous year. These providers are monitored yearly and assessed every three years. With the help of the TRS's assessor and mentor, who work closely with current and potential TRS facilities, in order to ensure they are operating with TRS standards and to assist them in maintaining and/or obtaining the highest certification desired, providers can aid in the development of the children they serve on a daily basis.



Texas School Ready!

Developed by the Children's Learning Institute, the Texas School Ready (TSR) combines a research-based, state- adopted curriculum with ongoing professional development and progress monitoring tools. Teachers from child care centers, Head Starts facilities, and ISD pre-kindergarten classroom are able to participant in TSR and are provided tools to help them learn more about the specific instructional needs of the children in their classrooms and how to support children using engaging lesson and activities. Workforce Solutions Cameron's TSR project worked with 89 facilities and 98 teachers in assisting 1424 children become better prepared for school.





As part of the goal to provide quality child care to the children in Cameron County, Workforce Solutions Cameron hosts multiple trainings for current and potential TRS providers to receive the most up-to-date information and techniques in early childhood. Providers and center staff received training on various topics, including updates on child care licensing minimum standards, STEAM activities, classroom management, lesson planning, wage and hour, and special needs education. For the 2016-17 year, an estimated 750 participants attended at least one of the 4 conferences and earned up to 32 training hours.

EMPLOYER *of the* YEAR



The Vermillion Restaurant and Watering Hole received the Employer Award of Excellence for the Workforce Solutions Cameron area at the Texas Workforce Commission's 21st Annual Texas Workforce Conference, held Nov. 29 – Dec. 1 in Dallas. The award honors private sector employers that are actively involved with Texas Workforce Solutions and have made a positive impact on employers, workers and the community. WFS Cameron assisted the local iconic eatery during its expansion into the city of Harlingen. The Vermillion restaurant has

been serving the residents of Brownsville for decades, and owner George Perez planned an expansion into Cameron County. WFS Cameron identified the positions that needed to be filled before the restaurant's grand opening and the tools to provide information to job seekers. "I am pleased to recognize Vermillion and Cameron for their leadership and applaud their commitment to their communities," said TWC Commissioner Representing Employers Ruth R. Hughs. "Through successful employer partnerships at the local level, we will maximize our effectiveness and keep Texas as a top destination for businesses."



AWARDS

WFS Cameron was recognized for outstanding board performance, receiving a \$30,000 award for Youth Inspiration & Career Awareness. The Youth Inspiration & Career Awareness Award is intended to recognize and highlight three Local Workforce Development Board initiatives focused on supporting career awareness and exploration for young people.

WFS Cameron is among 28 local workforce boards located throughout the state. The board serves Cameron County. The primary goal of TWC and the workforce boards is to meet the needs of Texas employers and workers through locally-designed, market-driven workforce development initiatives and services. All employers, workers and job seekers are eligible to take advantage of these services.





Annual Impact Report 2017

ADMINISTRATIVE OFFICES

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/WFSCAMERON



/WORKFORCESOLUTIONSCAMERON

WWW.WFSCAMERON.ORG

Workforce Solutions Cameron • Equal Employment Opportunity Employer/Program
Auxiliary aids & services are available upon request to individuals with disabilities.
Relay Texas 1-800-735-2989 TDD or 1-800-735-2988