2020 ANNUAL REPORT

WORKFORCE SOLUTIONS
NORTH CENTRAL TEXAS

QUALIFIED CANDIDATES. BETTER JOBS. NO CHARGE.

A proud partner of the AmericanJobCenter network

Trust • Leadership • Inclusion • Community

Adapting | Serving | Overcoming

VISION

Workforce Solutions for North Central Texas is the recognized leader in building tomorrow's workforce.

MISSION

To advance business-driven solutions that promote economic growth, opportunity and a skilled workforce.

VALUES

Trust

Operate with integrity and respect.

We say what we mean, keep our promises and stay open minded to new ideas.

Leadership

Courage to shape a better future.

We lead by example because everyone has the ability to pursue excellence and make a positive impact.

Inclusion

Leverage our collective genius.

We value diversity and believe inclusion drives innovation and connects us closer to the communities we serve. We are building a culture where difference is valued and respected.

Community

We're in this together.

We create positive opportunities by collaborating with our partners to transform the social and economic vitality of those we serve.

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Chairman's Letter

It is said that adversity reveals one's true character. I witnessed the way in which Workforce Solutions for North Central Texas leadership and staff responded to the unimaginable challenges of 2020, and I am very proud of what adversity revealed.

The team rose to the occasion. They pivoted quickly to maintain the delivery of vital services to meet the workforce needs of our 14-county region, while implementing a remote working environment to ensure the staff's – as well as our customers' – safety and well-being. Despite the necessary physical distancing, more than 24,000 career seekers and more than 10,000 employers in North Central Texas were served through our programs during fiscal year 2020.

The strong and collaborative relationships Workforce Solutions for North Central Texas forged with its educational, employer and economic development partners also bore fruit during adversity. The community ecosystem came together in fiscal year 2020 to create and launch Registered Apprenticeship programs, form new alliances to expand access to Adult Education Literacy resources, strengthen career and technical education programs, and train early education professionals to increase the availability of quality child care in our region. All together, Workforce Solutions for North Central Texas and our partners brought more than $107 million into our region in fiscal year 2020.

In the midst of adapting to the unexpected, serving customers and overcoming challenges, the organization successfully submitted an award-level application and navigated a virtual site visit by Quality Texas Foundation examiners as part of the journey to obtain a prestigious Texas Award for Performance Excellence. While we do not yet know the outcome of these efforts, the performance excellence and continuous improvement work done over the years by leadership and staff laid a strong foundation for such a time as this.

My fellow Board Members and I were honored to work shoulder-to-shoulder with the team at Workforce Solutions for North Central Texas during this year of adversity. Looking forward, we are as energized as ever to make the North Central Texas region the ideal place for every resident to live, learn and work.

Roger Harris
Chairman
North Central Texas Workforce Development Board

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Education
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Collin County

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Private Sector
Collin County

Aaron Thibault
Private Sector
Collin County

Dr. Elaine Zweig
Adult Basic Education/ Child Care
Collin County

From the Executive Director

This year was a stark reminder that there are some things you can't prepare for; the best you can do is adapt, continue to serve and strive to overcome the obstacles in your path. That was our focus in fiscal year 2020: to effectively meet the needs of our customers while finding the best path forward during unprecedented times.

Internally, we developed an operational structure that provided stability and flexibility as we served our customers. We adapted our workflows, systems and processes to support a remote work environment, and we invested in additional technology and telecommunications infrastructure to make sure our staff had the tools they needed to be effective. We also surrounded our staff with an elevated level of health and wellness benefits to support them as they supported others.

Externally, we re-imagined our traditional way of providing service in order to protect the health and safety of our staff, customers and partners. We shifted from a face-to-face service delivery model to a virtual service and support system with multiple touchpoints to ensure we communicated with each customer in a way that was best for them. From providing child care services to first responders and essential workers, to helping the Texas Workforce Commission expand its capacity to respond to unemployment insurance claims, to serving thousands of career seekers through virtual workshops and events, we were determined to reach and help as many fellow North Central Texans as possible.

Collectively, we worked alongside our partners on programs and initiatives that resulted in much needed opportunities for North Central Texas residents to find employment, develop new skills, explore careers or further their education. Our collective efforts also brought more than $3.6 million in grant funding to our region that will strengthen our workforce and economy.

Although the pandemic cast a long shadow of hardship and loss, there were moments of achievement and celebration during the fiscal year as well.

An employer partner, Computer Crusher, was named one of three finalists statewide for the 2020 Texas Workforce Solutions Small Employer of the Year Award. For the 10th year in a row, Workforce Solutions for North Central Texas received the Achievement of Excellence in Procurement® Award from the National Procurement Institute. We broke ground on a new Denton Workforce Center that is scheduled to be completed in the Spring of 2021. And, for the first time in our organization's history, we agreed to co-locate one of our workforce centers with a college. Weatherford College's new Workforce and Emerging Technologies building, which is currently under construction, will be home to a new Workforce Solutions for North Central Texas Workforce Center that is expected to be completed in November 2021.

While the path ahead remains demanding, we are strengthened by the hard work and dedication of our staff, Board Members and partners. Together, we'll adapt confidently to unexpected circumstances, serve our customers wholeheartedly and effectively, and overcome any challenge that lies ahead.

David K. Setzer, CPSM, C.P.M., CWE
Executive Director
Workforce Solutions for North Central Texas

Region Demographics

Population
3,078,688

Year	Population
2015	2,680,511
2016	2,762,180
2017	2,846,283
2018	2,912,774
2019	2,979,086
2020	3,078,688

Source: Emsi, 2020 Q3

Employed
1,512,805

Year	Employed
2015	1,332,764
2016	1,395,381
2017	1,449,440
2018	1,485,765
2019	1,539,942
2020	1,512,805

Source: Texas Labor Market Information, Oct. 2020

FY2020 Funding

Child Care ..... $80.5 Million

Workforce ..... $20.9 Million

Other ..... $2 Million

Performance

Children Served per Day (average)
7,257 (1)

Employers Receiving Workforce Assistance
10,433 (1)

Claimants Gaining Reemployment within 10 weeks
54.76% (2)

Young Adults Served
223 (3)

Career Seekers Receiving Intensive Services
23,955 (4)

Child Care Expenditures
$56,862,133 (5)

(1) Data retrieved from TWC MPR, September 2020 Year End Report (Reporting Period: March 1, 2019 thru February 28, 2020)
(2) Data retrieved from TWC MPR, September 2020 Year End Report
(3) Data retrieved from TWC MPR High Profile Measures Report, September 2020 Year End Report (Reporting Period: October 1, 2019 thru September 30, 2020)
(4) Data retrieved from TWC MPR High Profile Measures Report, August 2020 Year End Report. (Reporting Period: October 1, 2019 thru August 31, 2020)
(5) TWIST Direct Child Care Expenditure Detail Report FY2020

By the Numbers

County	Total Job Seeker Visits (6)	Total Trained (7)	Training Expenditures (7)
Collin & Rockwall	3,721	101	$560,287.58
Denton & Wise	1,552	83	$485,855.18
Ellis	1,799	29	$163,437.00
Erath	640	14	$59,726.47
Hood & Somervell	642	8	$39,131.33
Hunt	1,510	19	$99,918.50
Johnson	1,360	21	$105,194.97
Kaufman	1,202	23	$114,987.86
Navarro	1,712	36	$215,591.75
Palo Pinto & Parker	1,073	30	$94,757.07
Mobile Workforce Unit	795	N/A	N/A
Total	**16,006**	**364**	**$1,938,887.71**

These are the number of participants completing training in WIOA Adult, WIOA Dislocated Worker, WIOA Youth, and Trade Adjustment Assistance programs along with corresponding expenditures and are unduplicated.
(6) This data came from the CSTR application which went up to April 24, 2020. Greeter application data did not launch until October 2020.
(7) This information comes from the Contractor's WORCS software.

Workforce Overview

Workforce Solutions for North Central Texas (WSNCT) leads the way in developing today's workforce and anticipating the occupations and skills needed for tomorrow. We help our local economy thrive through our talent development strategies, workforce programs and network of partnerships in our 14-county region.

We oversee the operation of 12 Workforce Centers that serve our customers throughout North Central Texas. Our ecosystem of services and partnerships helps customers through every stage of their career journeys, whether they are searching for their first job, re-entering the workforce, considering a new career, or transitioning from military to civilian employment. Our Workforce Centers also provide subsidized child care services for eligible participants as well as services to businesses of all sizes.

Recognizing there are challenges that can hinder a prosperous workforce and economy, we also place great emphasis on these strategic priorities:

- Forging strategic partnerships to create innovative solutions, build awareness of programs, share information, and better leverage public and private resources.
- Connecting youth and adults to in-demand jobs by broadening career exploration opportunities and equipping them with the skills and knowledge required for success in a rapidly changing and digitally driven economy.
- Improving the quality of childcare to increase school readiness and long-term education attainment, and support parents in their own learning and development to achieve 2-generation economic prosperity.

Our esteemed Board of Directors oversees the planning, oversight, policy guidance and design of services to ensure we fulfill our vision, mission and values.

Adapting

Virtual solutions for customer needs.

Pandemic Response

Adapting During Adversity

The onset of the Novel Coronavirus 2019 (COVID-19) pandemic demanded that Workforce Solutions for North Central Texas (WSNCT) adapt quickly and aggressively to do our part in stemming the spread of the virus. We prioritized the safety of our staff, customers and partners; built a robust technology infrastructure to support virtual communications, customer service and events; and put specific protocols and processes in place that enabled us to be effective in the midst of adversity.

In March 2020, we transitioned to a remote working environment, with all but essential personnel working from home. Staff throughout our 14-county region continued to communicate with and serve career seekers, employers, community partners, child care providers and child care parents virtually rather than in our physical Workforce Center locations. Flexible schedules and work arrangements were developed to meet the need of each WSNCT department and employee, and additional health and wellness services were made available to help staff balance work and personal needs.

All staff were equipped with remote access to systems and servers, computers, cell phones and hot spots to provide a seamless transition to working remotely. A unified communications solution was used to enable staff to receive incoming calls to their work phone extension while working offsite, and calls to our Workforce Center locations were answered and forwarded to the appropriate person for direct customer assistance. We invested in virtual event software for hiring fairs and other events, and secured additional business collaboration and videoconferencing user licenses for internal meetings, training, customer one-on-ones, workshops, program orientations and other necessary communication. To ensure customers received support when virtual service was not a viable option, a sanitary and contactless in-person appointment procedure was implemented.

We increased the frequency and variety of communication with our audiences to keep them informed about how the pandemic was affecting our operations. We created a coronavirus information page on our website, distributed daily COVID-19 updates, issued news announcements, leveraged social media platforms, produced videos, and sent emails and text messages. WSNCT spokespeople also participated in media interviews, webinars and community events to educate North Central Texas residents about how our services can help career seekers and employers affected by the pandemic.

As Unemployment Insurance (UI) claims skyrocketed, the Texas Workforce Commission (TWC) sought volunteers from among the TWC personnel who were assigned to local Workforce Boards. These volunteers were needed to assist people who were having difficulty accessing and registering in the UI system. WSNCT was the first to volunteer and worked with TWC to develop and implement a pilot program to provide these critical support services. More than 30 of our local TWC employees were deployed to assist with the extraordinarily high volume of UI requests, and our pilot became the model for other Boards across the state of Texas to follow as additional volunteers were incorporated into the program.

Serving Virtually

The record-breaking high unemployment rate brought on by COVID-19's effect on businesses and the economy created an equally high demand for services from Workforce Solutions for North Central Texas. We were able to quickly shift how we operate to serve our customers safely and effectively due to prior planning.

In July 2019, we formed a Virtual Services Project Team to explore how to best reach customers in rural communities who may not have reasonable access to one of our Workforce Centers. The team was also tasked with expanding access for customers who lack transportation or have other barriers to our services. We began a pilot program in December 2019 to offer services virtually to customers and accelerated the roll out of those services in January 2020.

Two months later, the rapid spread of COVID-19 caused us to cancel our in-person meetings, workshops, conferences and other events out of care and concern for our customers. However, we moved forward aggressively with delivering virtual programs and assistance to meet the needs of those we serve.

Our staff provided one-on-one customer support by phone and email as well as through safe and socially distanced visits to Workforce Centers by appointment only. Weekly workshops were provided via videoconferencing to hundreds of career seekers that increased their awareness of available job opportunities and better positioned them to gain employment.

More than 1,200 customers participated in our Workforce Innovation and Opportunity Act (WIOA) virtual orientations about services available to assist them in finding employment, furthering their education or skills training to earn a certification. Virtual training opportunities were also made available through the Metrix online learning platform provided through a partnership with the Texas Workforce Commission; 3,771 WSNCT customers took advantage of this free resource in FY20.

Our virtual hiring events provided an easy-to-use and engaging way to digitally connect unemployed workers with employers who were hiring. In FY20, more than 4,700 career seekers had the opportunity to chat or videoconference with employers and interview for 4,256 job openings offered by hundreds of businesses across North Central Texas.

Hiring Red, White & You!

It is estimated that there are 1.7 million veterans in Texas, of which 967,000 are working or actively seeking work. On November 7, 2019, we hosted two 8th Annual Hiring Red, White & You! career fairs to support this highly qualified segment of our workforce. Our events were part of an annual statewide effort to connect veterans and their spouses with Texas employers that value the experience, discipline and other exceptional qualities inherent in a military background.

The Workforce Solutions for North Central Texas events were held at the Allen Event Center and the Midlothian Conference Center to better serve our career seekers in our Northern and Southern regions. The 2019 Hiring Red, White & You! events resulted in a combined 919 career seekers, and 162 companies and resource agencies. Our community resource partners were also available onsite to assist career seekers one-on-one with resume writing, career coaching and translating military experience into language that is relevant to civilian employers.

Midlothian Conference Center	
Total Attended	**168**
Total General Attended	**120**
Total Veteran Attended	**48**
Employers	**45**
Resource Agencies	**6**
Onsite Interviews	**56**

Allen Conference Center	
Total Attended	**751**
Total General Attended	**627**
Total Veteran Attended	**124**
Employers	**104**
Resource Agencies	**7**
Onsite Interviews	**102**

Youth Initiatives

Youth Career Exploration

Career exploration is an essential step in equipping our residents with the skills and knowledge required for success in a rapidly changing and digitally driven economy. WSNCT, in partnership with the Region 11 Education Service Center, hosted our annual iWork Youth Career Exploration Event in October 2019 for all Independent School Districts (ISDs) located within Region 11.

The event provided a hands-on career exploration and educational opportunity to 712 students from 25 ISDs. Participants engaged with interactive exhibits from 50 employers, colleges and military personnel, and more than 350 students took advantage of mock interview sessions where they received immediate feedback from workforce professionals. Participants also attended iChat sessions about relevant topics, including Social Media Do's and Don'ts, and Digital Technology.

WIOA Youth Program

Our Workforce Innovation and Opportunity Act Youth Program served 223 individuals in fiscal year 2020. One of our success stories is a participant in our public office initiative who was placed as an intern supporting Commissioner Dianne Edmondson PCT 4. The youth participant, who assisted the Commissioner's Office with mapping new subdivisions, was hired in June 2020 after completing his internship.

Student HireAbility Navigators

Our Student HireAbility Navigators advocate on behalf of students with disabilities to support, expand and enhance pre-employment transition services that are provided through our partner, Texas Workforce Solutions Vocational Rehabilitation Services (TWSVRS). Navigators collaborate with employers, independent school districts (ISDs), colleges and community organizations to help them develop the right programs and processes to provide an inclusive work and educational environment for students with disabilities.

In addition to helping several students gain paid work experience with Mabank ISD in Terrell, our Student HireAbility Navigators delivered 55 presentations in FY20 to increase awareness and educate people about resources available to students with disabilities. Presentations were given across our region to ISDs, Colleges, students and family members. Our HireAbility Navigators also presented during the Dyslexia Symposium, Partners Resource Network symposium, and the Charting the Course events hosted by Education Service Centers 10 and 11.

Employers and Economic Development Organizations

Collaborating with our employer and economic development partners is one of the most beneficial things we do for our communities and economy. During the pandemic, we continued to support these important partners virtually with services and solutions that addressed their current challenges and future opportunities.

WSNCT delivered virtual services – including matching employers that needed to reduce their workforce with employers who needed to hire workers – to 1,726 employers during the pandemic, with a total of 4,355 in FY20. We continued to provide employers with labor market data to help them make informed workforce planning decisions as well as Subsidized Work Experience and On-The-Job Training benefits to help offset the costs of hiring and training new employees. Employers were also given several opportunities during the year to interact with thousands of skilled candidates through our virtual hiring events and career fairs.

We also hosted special events for our employer, chamber of commerce and economic development corporation (EDC) partners in FY20 to provide access to information and resources that would help them navigate through the COVID-19 environment. One such event, held in March 2020, was a live Virtual Town Hall Meeting and Q&A session with TWC Commissioner for Employers, Aaron Demerson, and The Small Business Administration. More than 300 people participated, and 104 of them were employers that had not previously engaged with our organization.

In October 2019, WSNCT partnered with Governor Abbott's Office, Bridgeport EDC and Chamber of Commerce, Decatur EDC and Chamber of Commerce, and Weatherford College to host the Wise County Business Workshop. This event brought together 100 aspiring entrepreneurs and employers looking to grow or relocate their businesses. Local and Federal agencies gave presentations and networked with attendees to educate them about available resources. David Setzer, WSNCT Executive Director, was a featured presenter and shared information about our programs and services.

Our strong, collaborative partnerships benefit our local economy and communities.

WSNCT and Wylie EDC partnered throughout the fiscal year to educate the community about the area's robust manufacturing industry and to bring upskilling opportunities and resources to employers located there. We first partnered with Wylie EDC to solve a unique near-term workforce challenge faced by one of their manufacturers, SAF Holland. This opened the door for a strategic workforce discussion about the employer's long-term training needs, which resulted in the development of a Registered Apprenticeship Program (read more about Registered Apprenticeships on page 18). WSNCT also partnered with Wylie EDC, Wylie Chamber of Commerce and Wylie ISD on Manufacturing Day, hosted in October 2019. The program for Manufacturing Day expanded into a month of activities, including student tours of Wylie's manufacturing companies, employer networking events and a manufacturing business luncheon.

This close partnership and collaboration with Wylie EDC has increased our employer engagement in the area notably, and in January 2020 we recognized Wylie EDC with our Economic Development Partner of the Year Award. We also nominated Wylie EDC for a Texas Economic Development Council (TEDC) Workforce Excellence Award, for which they received Merit Recognition.

Registered Apprenticeships

Finding workers with the right mix of experience and technical skill is always a challenge for employers. While the workforce skills gap is growing nationwide, one way we're working to narrow it in North Central Texas is by collaborating with and connecting local businesses to the U.S. Department of Labor (DOL) Registered Apprenticeship (RA) program.

Registered Apprenticeships help employers recruit and develop a highly skilled workforce while improving productivity and profitability. Workers receive paid on-the-job training and can earn an industry-recognized and nationally accepted credential or academic credit toward a college degree. In 2020, Workforce Solutions for North Central Texas was involved in the development of two new RA programs in our region to help sustain the productivity and vitality of our employer community.

In collaboration with Wylie Economic Development Corporation, we partnered with SAF Holland to develop a Tool & Die Maker and Maintenance Electrician RA program. As a member of the Bombardier Aviation Upskilling Committee, WSNCT worked with the company to develop an Aircraft Assembler RA program. Both RA programs are currently underway, training apprentice cohorts for the next phase of their careers.

In recognition of our momentum in identifying and mobilizing Registered Apprenticeships in our region, WSNCT was awarded a $120,000 Texas Workforce Commission ApprenticeshipTexas Expansion Grant in September 2020. This grant will allow us to offset a portion of Bombardier's Aircraft Assembler RA training costs as well as further educate North Central Texas communities about the value of Registered Apprenticeships.

Adult Education Literacy

Adult Education Literacy (AEL) is crucial to the future of our economy. Statistics from Literacy Texas, a non-profit literacy coalition, indicate that nearly one million adults ages 25 and older in North Central Texas do not have a high school diploma or credentials, and more than 600,000 in our region have limited English proficiency. An increase of just one percent in literacy scores will lead to a 2.5 percent rise in Texas labor productivity.

Workforce Solutions for North Central Texas offers AEL programs through Denton Independent School District (ISD), Grayson College, Navarro College, Paris Junior College and Weatherford ISD. These educational partners provide adult basic academic classes, such as High School Equivalency preparation and English as a Second Language, as well as job readiness skills programs to help position North Central Texas residents for success.

Since 2015, we have leveraged our workforce expertise and connections through participation in The Adult Education & Literacy/North Central Texas Workforce Regional Coalition (AEL/Workforce Regional Coalition). The AEL/Workforce Regional Coalition promotes integration, cooperation and collaboration between AEL providers and Workforce Center staff to ensure the consistent delivery of services across all systems.

Working with Texas Workforce Commission Vocational Rehabilitation Services, we increased the reach and impact of our collective AEL efforts in 2020 by facilitating a memorandum of understanding (MOU) between Goodwill Industries and our Denton ISD AEL Provider. The MOU paved the way for Denton ISD to offer AEL classes at the Denton Goodwill location to accommodate more students and make AEL programs more accessible to area residents.

Championing Quality Child Care

Selecting an early childhood setting is one of the most important decisions a parent or caregiver can make. Research studies have shown that children who attend higher quality child care programs are more prepared for school than children who do not. WSNCT believes that high-quality child care leads not only to greater school readiness, but long-term educational attainment and increased economic prosperity as well.

As part of our initiative to promote quality child care practices, we produced two videos in FY20 about quality child care. The first video educates parents on what to look for in a quality child care program and the second video, targeting child care providers, touts the benefits of becoming a certified Texas Rising Star (TRS) provider. Texas Rising Star is the State of Texas' quality rating improvement system for child care providers who are contracted with local Workforce Development boards to accept children in the Child Care Subsidy program.

WSNCT has a team of Early Childhood Specialists who provide one-on-one mentoring support for aspiring and existing TRS child care providers. In FY20, this team provided virtual mentoring to more than 100 TRS providers in our region. Our mentors brought new providers into the TRS program virtually, assessing child care centers and classroom environments using business communications and videoconferencing platforms. We also held two virtual Lunch & Learn events and provided additional training opportunities for TRS child care providers.

In May 2020, WSNCT hosted a webinar introducing Texas Child Care Tools with Child Care Associates to our TRS child care providers. This resource site provides a pathway to quality child care practices and provides tools to strengthen business operations. To date, 40 TRS child care providers have been given access to this platform.

Promoting quality child care for generational prosperity and possibilities.

Professional Development Opportunities for Child Care Professionals

WSNCT facilitated professional development, education advancement and credential training opportunities to child care providers as a part of its initiative to promote quality child care practices. In FY20:

- 41 child care professionals graduated from the 120-hour Child Development Associate (CDA) Preparation course. Five received their CDA credential by September 2020. We also awarded stipends to 20 individuals who received their CDA Credential from CDA classes held in 2019
- 25 child care professionals were awarded Early Childhood Management Institute Administrators Credentials
- 14 students, who were employed at TRS facilities, were awarded scholarships to take classes in early childhood education and child development at colleges or universities
- 13 trainings were offered throughout the region and more than 200 early childhood professionals benefited from quality trainings in early childhood education and child development
- 22 scholarships were awarded to early childhood professionals to attend two national conferences: Frog Street Splash Early Childhood Conference and the Zero To Three Annual Conference

Due to COVID-19, child care programs have experienced low enrollment, economic hardships, severe staff turnover and increased costs associated with maintaining health and safety standards. WSNCT provided more than $275,000 in stipends in FY20 to child care programs that had an active agreement with us, providing relief to these business owners and educational programs during the pandemic. Funding was allocated to support and purchase the following items:

- Additional cleaning supplies, PPE, hand hygiene stations and temporary partitions
- Extra supplies and learning materials, outdoor environment materials and equipment
- Daytime security systems (cameras and keyless entry points)
- Curriculum
- Teacher stipends to incentivize teacher continuity

Labor Market Information

In FY20, WSNCT answered 150 requests from employers, economic developers and educators with timely labor market information (LMI) and socioeconomic data.

The data we delivered to employers strengthened their retention and recruitment efforts, helped them meet market compensation through wage assessments, and provided insights on the labor availability in their industry. We also assisted our economic development organization (EDO) partners' work to attract new businesses and jobs to our region. WSNCT was involved in 25 site selection projects with EDOs, researching and presenting data at various community engagements to showcase our workforce.

LMI remained a priority for our educational partners in FY20, as they have an urgent need to stay knowledgeable about in-demand and high-wage careers. Our support for our educational partners reinforced their grant applications to fund technical training and guided them to areas that translated into high-return opportunities for their students. We presented LMI information at various professional development conferences as well as during one-on-one meetings with Career and Technical Education leaders within Community Colleges and Technical Colleges, and Independent School Districts.

Data Request Type	Number	Action
WSNCT	38	Informed grant opportunities, talking points for presentations, and informed other decisions within WSNCT and other NCTCOG divisions
Employers	31	Reports answered questions about talent availability for key positions and offered wage assessments to help employers meet market wages to attract and retain talent
Economic Development Organizations	50	Data supported their efforts to bring in employers to our region, informed their internal strategic projects, and allowed them to share data with stakeholders
Local Government	7	Aided their strategic planning and to share workforce data with stakeholders
Education	24	Supported grant application, informed the expansion, revision, and creation of programs, and professional development for staff who work with students on career exploration

Overcoming

Strengthening Career and Technical Education

The Strengthening Career and Technical Education for the 21st Century Act, known as the "Perkins V" legislation, was signed into law in 2018. Prior to receiving a Perkins V grant, local communities must develop and submit a Comprehensive Local Needs Assessment (CLNA) that addresses how the funding will support Career and Technical Education (CTE) programs and assist special populations students.

During the summer of 2020, we supported 12 Independent School District and Community College partners during their intensive CLNA application processes. WSNCT staff researched and provided labor market data, created and delivered presentations to workgroups, shared workforce expertise at virtual meetings and assisted in the completion of grant applications. Through the hard work of all organizations involved, more than $2.1 million was awarded to educational partners in our region to develop more fully the academic, technical and employability skills of students who elect to enroll in CTE programs.

JET Grants

During the summer of 2019, WSNCT piloted two Jobs and Education for Texans (JET) Workshops to increase the number of JET applicants in our area. In August 2020, four workshop participants were awarded JET grants, bringing a total of $591,306 into the North Central Texas Region. We held a virtual JET grant workshop in September of 2020 with the Texas Workforce Commission, where participants gained insight from recent JET grant recipients about their experience applying for the grant, tips on submitting a high-quality application, and how receiving the funding has impacted their CTE programs and facilities.

JET Awardee	Program	Partner	Amount Awarded
Rockwall ISD	Dental Program	Collin College	$130,399.00
Cleburne ISD	Bus/Diesel Mech/Tech	Hill College	$90,388.00
Boles ISD	Agriculture / Welding	Paris Jr. College	$70,519.00
Community ISD	Construction Management	TVCC	$300,000.00

Skills Development Fund Grants

The North Central Texas region continued to benefit from the Skills Development Fund (SDF) Program in FY20. We identified new employers to engage in the SDF process with our community colleges, while our community college partners continued to gain the training capacity to meet the needs of local industry. Many of our employer partners participated in multiple SDF grants this past year, demonstrating the collaborative and sustainable partnerships between our educational providers and industries. In FY20, our colleges were awarded $924,079 in SDF grants to serve our employer community.

Skills Development Fund Grant Awards FY 2020

Collin College

Business Partner(s)	Grant Award	No. of New Workers	No. of Existing Workers
Amphenol Fiber Systems; Broach Bilt Mfg; Blount Fine Foods; Emerson Process Mgmt Technologies; Hisun Motor Corp USA, Sanden International	$736,422	37	386

Total: $736,422

North Central Texas College

Business Partner	Grant Award	No. of New Workers	No. of Existing Workers
Mary Kay, Inc.	$187,657	80	82

Total: $187,657

Total SDF Dollars Awarded in FY20: $924,079
Number of New Workers Trained: 117
Number of Existing Workers Trained: 468

Awards and Recognition

Achievement of Excellence in Procurement® Award

For the 10th year in a row, Workforce Solutions for North Central Texas received the Achievement of Excellence in Procurement® Award from the National Procurement Institute. The AEP Award is earned by public and non-profit agencies that demonstrate a commitment to procurement excellence. This annual program recognizes procurement organizations that embrace Innovation, Professionalism, Productivity, Leadership and e-Procurement.

Roger Harris TAWB Appointment

The Chairman of our North Central Texas Workforce Development Board, Roger Harris, has served our region faithfully and effectively since 2009. It comes as no surprise to us that Mr. Harris was nominated and unanimously approved as Chair of the Texas Association of Workforce Boards (TAWB) in August 2020. TAWB represents the 28 local workforce development boards in Texas and the more than 700 business and community leaders across Texas who serve as volunteers on those boards. TAWB's goal is to ensure a highly skilled, well-trained talent supply for Texas employers and an employer-driven workforce system.

Mr. Harris will serve a two-year term as Chair of TAWB, effective September 1, 2020, and will also retain his role as Chair of our Workforce Development Board.

Texas Workforce Commission Small Employer of the Year Award

The Texas Workforce Commission Small Employer of the Year Award honors a small, private-sector employer whose efforts and initiatives have had an extraordinary effect on the state of Texas. Our employer partner, Computer Crusher Recycling Company, was named one of three finalists statewide for the 2020 Texas Workforce Commission Small Employer of the Year Award.

A continuous outstanding business and community partner, Computer Crusher partners with us to fulfill their workforce needs and continuously seeks opportunities to participate in our special initiatives. The company has contributed to the workforce system by utilizing the Subsidized Work Experience and the On-the-job training programs, providing internship opportunities for our Summer Earn and Learn initiative, hiring Vocational Rehabilitation Services participants and mentoring Youth Program participants. Despite COVID-19 negatively affecting their business by nearly 50%, Computer Crusher continued to pay employee wages, mitigating potential unemployment claims of at least five employees.

Workforce Solutions for North Central Texas Award of Excellence

Large Employer of the Year

We honored Bombardier Aviation as the Workforce Solutions for North Central Texas (WSNCT) Large Employer of the Year. Since arriving in Red Oak, Bombardier has placed great emphasis on creating workforce opportunities and diversifying their candidate outreach. A regular participant in hiring events, Bombardier is committed to supporting the local community and furthering the education and awareness of the aviation industry. Partnering closely with WSNCT, city officials and educational institutions has allowed them to further their mission to develop a comprehensive workforce strategy and create opportunities for local career seekers. Bombardier is also committed to self-funding a variety of workforce opportunities to new and current employees.

Local Employer of Excellence

Navarro Regional Hospital (NRH) was named our Local Employer of Excellence for fiscal year 2020. As the county's regional health care provider, NRH is invested in the local workforce and supportive of their community. The organization participates in career exploration and development programs including On-the-Job Training, Subsidized Work Experience opportunities and college externships. NRH also supports several initiatives such as United Way fundraising, car and bike safety, health fairs, teen volunteer programs, and Navarro College scholarships. The hospital is also active in the United Christian Foundation, which provides internet service, support and food to college students year-round.

Economic Development Partner of the Year

We selected the Denton Economic Development Partnership (EDP) as our Economic Development Partner of the Year. When the pandemic hit, the Denton EDP immediately assisted the community by providing information and securing financial resources. They helped establish an Entrepreneurship Economic Development Grant, and the initial grant recipients are projected to add more than 150 jobs in the City of Denton. The Denton EDP is also developing an inclusion plan to increase outreach to women and minority-owned businesses. The Denton EDP works with Workforce Solutions for North Central Texas, community partners and educational partners to ensure that all entities are working together in creating and expanding business opportunities for the community.

Community Investment Partner of the Year

Goodwill Industries of Fort Worth was named our Community Investment Partner of the Year. Our partnership with Goodwill allows us to collaborate to enhance the education and employment opportunities for individuals in our service area. Goodwill provides similar services provided by WSNCT, such as Job Search Techniques, Job Leads and Placement, Resume Writing and Interview Skills. Adapting to the hardships of the year, they enhanced their virtual platform to serve an additional six counties in addition to on-site services in Denton and Weatherford. Our mutual efforts helped increase services in 8 of the 14 counties we serve.

Educational Partner of the Year

Navarro College was honored with our Educational Partner of the Year Award. As a recipient of the Department of Labor Apprenticeship grant, they created a strong career pathway for students to gain credentials and employment in high-demand medical occupations. Navarro College launched the Google IT Certification Program to prepare students for future roles in IT, and the first cohort is participating in the program at no cost. They also partnered with 20 Independent School Districts in our region on dual credit programs, providing students the opportunity to get a jump start on their college education or career while in high school. Navarro College is vital to our North Central Texas region and shows strong leadership, commitment and care for the needs of their students.

Child Care Provider of the Year

The Little Elm ISD Childcare Program at Herchel Zellers Center was named our Child Care Provider of the Year for fiscal year 2020. The LEISD Childcare Program is committed to the advancement of childhood education, and it shows in the classroom. Led by Director Lisa Hooten, this provider created a safe, engaging and fun environment for the staff and each child. As an outstanding role model for the Texas Rising Star program and the National Accreditation Commission, Hooten mentors and shares advice with other TRS providers on center operations, curriculum, training, classroom challenges, parent education, staff development and the TRS accreditation process. The LEISD team is focused on professional development and attend trainings annually, even during the pandemic. Through our program, several staff at LEISD attained Child Development Associate credentials and scholarships towards their degree.

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